

FY-2021 2nd quarter report

GOVERNMENTAL SERVICES DIVISION

Status report of Outcomes/Goals

Outcome/Goal # 1

Develop an engaged and successful workforce.

MEASUREMENT:

- Town Hall meetings for all employees in GSD.
- A shared network folder for all GSD employees to access.
- 360' evaluations
- Historical Trauma training
- Talent Alignment Plans
- Improved employee morale

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. An all-employee GSD shared folder has been created. This folder has information such as SOPs, Orientation materials, Division information, forms, and Town Hall meeting minutes and is easily accessible to all GSD employees.
2. GSD Town Hall meetings: The 2nd set of meetings was held on March 31, 2021. All employees are encouraged to attend. This is the forum for Division updates and to answer questions that employees have.
3. All departments have met with the Organizational Development Specialist to start the Talent Alignment Project. GSD Administration, Food Pantry, and Aging/Disability Services are complete by the end of this quarter.
4. Implemented GSD **Yukhiyo·tłsté? teyethito·kłste?** (Employee Recognition). Each month nominated employees being recognized for leadership, creativity, collaboration, excellent customer service, and/or exceeding expectations will be announced via email to all GSD employees by the Division Director.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect a compassionate, understanding employee base that provides excellent customer service. GSD employees are more engaged. Employee retention will improve.

Outcome/Goal # 2

Strengthen our efficiencies and effectiveness.

MEASUREMENT:

- A performance management system is in place.
- Quality improvement is implemented.
- Reorganization

PERFORMANCE MANAGEMENT SYSTEM



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Performance Management Plan has been approved for implementation.
 - a. Met with Directors and Managers at first Quality Assurance/Quality Improvement (QA/QI) meeting on 1/29/21. This meeting will be held the last Friday of every month.
 - b. Presentation was given as an orientation to the Directors and Managers on 1/29/21.
2. Cultural Heritage restructure and organization.
 - a. Met with Faithkeepers and Bear Clan Chief on 1/20/21.
 - b. Work Standard and Strategic Plan sent to Faithkeepers on 3/30/21.
 - c. Reorg Historical Archivist under the Museum.

- d. Posted Language Archivist position on 3/31/21.
 - e. Recalled Language Archivist to mentor the new hire. Recall will take effect 4/5/21.
 - f. Sent Hiring/Job Description SOP to HRD for review.
3. Recreation restructure and organization.
 - a. Recalled Director and two Supervisors. Provided orientation and expectations on 3/22/21.
 - b. Building is being worked on to include floor repairs, painting, etc.
 - c. Recreation Supervisors are developing curriculum to implement with the youth.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect program accountability and quality improvement. The Performance Management system will help Directors and Managers improve their services, determine the impact of their programs and services, and make data driven decisions to services and programs. Next steps are to train all GSD employees on the system. The reorganization in Cultural Heritage will model the clan system of decision making as well as provide traditional healing practices for the community.

Outcome/Goal # 3

Prioritize excellent customer service.

MEASUREMENT:

- 5-Star Customer Service to increase customer satisfaction
- Marketing Plan

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. A team was established to create and implement a 5-Star Customer Service model.
2. 5-Star Customer Service training has been developed with scenarios.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect the best customer service from GSD departments and employees. Customer Service SOP is in place. Customer Service model/training needs to be created in e-Learning and assigned to all GSD employees. Implement annual GSD Customer Service Training for all GSD employees.

Outcome/Goal # 4

Create financial stability.

MEASUREMENT:

- Waivers for cash/in-kind match

- New grant resources/renewal approvals
- Revenue generation

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Aging and Disability GWAAR Grant was renewed in the amount of \$125,506.
2. Child Support received a waiver to the 20% in-kind match totaling \$338,229.71.
3. Child Support had an increase of 5% of payments on child support arrears.
4. Economic Support took over leadership of the Emergency Rental Assistance funds totaling \$5.1 million that will be provided to Oneida Tribal members, descendants throughout the United States and anyone within reservation boundaries. The program will fund rental arrears back to March 2020 and 3 months forward as well as utility assistance.
5. Food Pantry continues to receive monetary donations for food.
6. Transit received renewal of the State Elder 85.215 Grant in the amount of \$39,600.
7. Veterans Services received the Wisconsin Native Veteran Grant in the amount of \$11,000.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The General Assistance Program has been under funded this fiscal year. There will be a negative variance in Economic Support as a result. However, we are using funds from the Arts Program fund unit 4225x51 to cover the expenses so that the program can continue to operate. This was approved by the Treasurer on 2/25/21, per RaLinda Ninham-Lamberies.

Outcome/Goal # 5

Promote community involvement.

MEASUREMENT:

- Increased volunteerism
- Implement G.I.F.T.S – Getting Involved for Tribal Success

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. A draft SOP has been created for volunteerism in GSD.
2. GSD Departments have submitted requests for the Summer Intern program with HRD.
3. TANF Summer Youth Program will begin in May.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

With the current staffing levels and fiscal year 2021 budget based on Tier V, volunteers may be needed to assist departments in reopening or expanding their services that have been limited throughout the pandemic.

GSD Concerns:

- The General Welfare Exclusion will negatively impact the Child Support arrears that have been collected each year through intercept of per capita payments, if an

intercept is not part of the General Welfare distribution. The average collected each year through per capita intercept is \$640,000-\$700,000.

Contact Info

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Photos (optional):

Stop by Economic Support to pick up a bag of goodies today starting at 10am!



Economic Support's Child Care Development Fund Program provided a Drive-Thru Family Literacy Event on Friday, March 26.



This year's Cellcom Green Bay Marathon proceeds will be directed to organizations supporting Covid-19 relief efforts with a focus on hard hit areas of hunger, homelessness, and mental health. Cellcom chose Oneida Food Pantry as one of its 2021 Charity Partners. This resulted in a promotional video with Marlon Skenandore, Pantry Manager. <https://www.youtube.com/watch?v=fn-0GvSmprA>



Oneida Aging and Disability Services used a \$15,000 donation from Festival Foods to provide 45 iPads to elders and veterans.



Reviving Traditional Arts of the Oneida exhibit is on display at the Neville Public Museum and is in partnership with the Oneida Nation Arts Program and the Oneida Nation Museum. The exhibit highlights the cultural legacy and continuation of basketry, pottery, and silver work among the Oneida. Exhibit runs until June 13, 2021.