

# FY-2021 3rd quarter report

## GOVERNMENTAL SERVICES DIVISION

### Status report of Outcomes/Goals

1. Which outcome/goal(s) does the Division wish to report on?
2. What metric is being used to measure the outcome/goal?
3. What are the accomplishments (i.e. positives, things for which the Division is proud, brags) have occurred over the reporting period that reflect the Division's progress for reaching the outcome/goal?
4. What can the community expect to see in the future (i.e. 6 months; next year; 18 months) from the Division related to the outcome/ goal?

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### Outcome/Goal # 1

Develop an engaged and successful workforce.

#### MEASUREMENT:

- A shared network folder for all GSD employees to access. (COMPLETED)
- 360' evaluations
- Historical Trauma training
- Talent Alignment Plans
- Improved employee morale

#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Talent Alignment – GSD departments continue to work with HRD Organizational Development Specialist to develop action plans. Departments that have completed their plans include: GSD Administration, Aging & Disability, Food Distribution/Pantry, Veteran Services, Child Support, and Transit.
2. Historical Trauma – Family Services has taken the lead on this project. They will be using the Trauma Informed Parenting curriculum and making modifications.
3. 360' evaluations – GSD is implementing in phases. Phase 1 – GSD Director direct reports in 2021. Phase 2 – GSD Director direct reports will implement to their direct reports in 2022. Phase 3 – All GSD Supervisors, Manager, and Directors will implement to their direct reports in 2023.

#### 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.

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## 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 department presentations are being provided by the Division Director. 72% of all departments have received the introduction.
2. Cultural Heritage restructure and organization.
  - a. Tsyosha'aht Delgado was recalled as an LTE Area Manager on 4/26/21.
  - b. Monthly meetings with Faithkeepers and Bear Clan Chief – Strategic Plan has been finalized and supported by the Quality of Life Committee.
  - c. Strategic Plan has been brought to the BC for information. BC accepted the plan as information on 6/23/21.
  - d. SOP for job descriptions and wages has been sent to HRD EEO for input/comments. Per HRD, needs to go to BC for approval.
  - e. Traditional Healer job description has been submitted to HRD Generalist. This cannot be completed until the SOP is approved.
3. Recreation restructure and organization.
  - a. Curriculum development – Recreation has a Healthy Habits, Workforce Development and Cyber Club curriculum that has been completed. They are promoting signing up for these virtual programs.
  - b. Recreation is working with Public Health to determine face-to-face programming for the summer and fall of 2021.

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 for all departments to determine their performance standards and enter them into the database. The reorganization in Cultural Heritage will model the clan system of decision making as well as provide traditional healing practices for the community.

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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. A Customer Service SOP is being developed.
3. A training for all GSD employees has been created. Due to the new HR system having a new e-Learning module, this training will be provided via Power Point with a link to a Sharepoint form to test the employees on what they have learned.
4. GSD Administration reached out to HRD Training and Development to be included in future Customer Service Trainings that are developed for the Comprehensive Health Division. All GSD employees will participate in annual Customer Service training beginning January 2022.

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.

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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. Child Support received a waiver to the 20% in-kind match totaling \$338,229.71.
2. Transit received a waiver to the 50% match for the federal apportionment and elder grants and the 20% match for the garage project totaling \$539,120.
3. Food Distribution received a waiver for the 20% match totaling \$92,174.
4. Food Distribution received two awards: 1) Elder Food Box grant and 2) FDPIR Demo/Pilot project to allow USDA funds for purchasing tribally grown and produced foods.
5. Oneida Library has been awarded the ALA Covid Library Relief Fund grant in the amount of \$40,000. This will allow the library to update their collection to boost circulation, new technology for public use. They will also be purchasing equipment so they can do virtual programming and virtual meetings.
6. Family Services received additional funding to their Title IV-B grant in the amount of \$18,665 to support Foster Care families and children related to their care and COVID. This includes providing clothing, hygiene products, PPE, technology, safe sleeping, and cleaning products.
7. Economic Support received additional funding for TANF in the amount of \$216,235 for Pandemic Emergency Assistance Fund. This funding will assist needy families that have been impacted by the pandemic.
8. Aging and Disability received Title VI ARP funds in the amount of \$121,910 and an increase of \$125,506 in the award for GWAAR funding. Both of these funds are to be used for food, supportive services, and to cover some of the wages of the Home Chore Workers.
9. The Oneida Nation Arts Program was selected to become an Indian Country Digital Trainer for NCAI and Google Trainer Program. As a result, the Arts Program expects an award of \$10,000 for the training activities.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

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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. GSD Departments have submitted requests for the Summer Intern program with HRD.
2. TANF Summer Youth Program has 47 youth to be placed within the organization.

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 department in reopening or expanding their services that have been limited throughout the pandemic.

### GSD Concerns:

- With Economic Support taking on Emergency Rental Assistance programming, additional General Assistance programming, developing additional programming with CARES funding, and most recently adding General Welfare Assistance payments, there is no room for additional staff to operate additional programs. Additionally, the employees that are taking on new programming should be able to receive additional duty pay. These additional duties are not a result of a reduction of staffing due to furloughs, these additional duties are the result of additional programming.
- Moving from per capita to General Welfare exclusion has resulted in the elimination of child support intercept. This will impact the arrears collection of \$600,000-\$700,000 per year.

### Contact Info

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### Photos (optional):



Economic Support employees, Wendy Haack and Justine Huff, promoting TANF Summer Youth Program on FB Live with over 1200 viewers!



Family Services hosted 2 community Drive Thru events in April (4/15 & 4/28) to raise awareness on Child Abuse and Neglect Prevention and Sexual Assault.



Stacy Coon, Oneida Nation Museum, gives a FB Live opening teaser to the community. Museum Gift Shop opened on April 19th with discount sales and give-aways.





GSD employees participated in the MMIW Walk on May 5th.



Child Support collaborated with TANF, CCDF, and Parenting to honor mothers for Mother's Day. There were approximately 366 mothers who participated in the drive-thru event on May 7th.



Child Support collaborated with TANF, CCDF, Parenting and Veteran Services to honor fathers for Father's Day. There were approximately 250 fathers who participated in the drive-thru event on June 18th.



Aging and Disability Meals on Wheels drivers load up food to deliver to our Elders and disabled that are homebound.