

# FY-2022 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:

- Cultural Competence SOP and regular training for GSD employees
- 360' evaluations (phase 2)
- Fill positions that have been budgeted in FY22
- Improved employee morale

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

1. Hiring:
  - a. Aging and Disability Home Repair Supervisor position is posted.
  - b. Cultural Heritage Wolf Clan Manager was hired with a start date of May 22, 2022. Bear and Turtle Clan Manager interviews are scheduled for July 19 and 20, 2022. Cultural Advisor Apprentice position interviews are scheduled for July 12, 2022. Traditional Healer Apprentice position is posted.
  - c. Community Education Center hired the Community Education Instructor with a start date of July 17, 2022. A Tutor will start on July 10, 2022.
  - d. Economic Support Case Aide was hired with a start date of May 9, 2022. The Community Resource Supervisor was hired with a start day of May 10, 2022.
  - e. Family Service ICW Case Aide was hired with a start date of June 24, 2022.
  - f. Oneida Family Fitness hired a Member Service Specialist with a start date of April 4, 2022.
  - g. Recreation continues to promote positions for Recreation Specialist without success. These positions are needed to open County H.
2. Cultural Competence SOP – The GM's Cultural Awareness Team met each month this quarter. The team has been updated 7 e-Learning/presentations.

#### 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:

- Quality improvement is implemented

### **PERFORMANCE MANAGEMENT SYSTEM**



### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Performance Management – All performance standards/measures are established. Each department is collecting and reporting data for each standard/measure. Performance standards/measures not met will have a Quality Improvement study completed. GSD Leadership Team will be going through outcomes in September 2022.

### 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:

- Assessment of services from customer feedback
- Marketing Plan

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

1. Customer Service – At the May 23, 2022 Strategic Planning meeting, the GSD Leadership team identified a general survey question that will be used across the board to determine customer satisfaction in GSD.
2. Marketing Plan – A small group of employees within Economic Support have taken the lead on creating a GSD Marketing Team to develop a Division-wide marketing plan.

#### 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. Family Services applied for several grants:
  - a. Renewal of the Tribal Family Services Block Grant in the amount of \$262,951. This grant has no match and funds 2.25 FTE as well as respite for families and food and rental assistance through Economic Support.
  - b. Renewal of the Statewide Domestic Violence Services in the amount of \$250,000 over a 5-year period. This grant has a \$7500 annual in-kind match

and provides domestic abuse survivors with core services in the community as well as supportive services for them and their children.

- c. Wisconsin Foster Care Retention Grant in the amount of \$75,000 with no match. This new grant will assist in the retention of foster homes and provide more support to foster parent and the children they are caring for to include but not limited to, respite, support groups, household necessities, appreciation events, and more.
  - d. Renewal of the Title IV-B (Promoting Safe and Stable Families) Grant in the amount of \$123,150 with a 25% in-kind match. This funding provides supportive services to families working with Indian Child Welfare and/or Foster Care programs.
  - e. Packers Give Back Organization in the amount of \$5000 with no match. These funds will provide supportive services for the youth summer program hosted by the Prevention program.
2. Our Tribal Historic Preservation Officer applied for continuation funding through the National Park Services in the amount of \$72,481. This funding has no match and funds the majority of the THPO position.
  3. Food Distribution applied for another year of funding from USDA Elder Food Box Distribution in the amount of \$118,000 with no match. These funds will allow the program to continue distributing elder food boxes into 2023.
  4. Economic Support applied for renewal of the Native Employment Works funding in the amount of \$20,000 with no match. This funding assists non-TANF eligible individuals that are unemployed or underemployed with supportive services for work activities.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

**Contact Info**

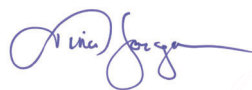
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Digitally signed by Tina Jorgensen, MS, RDN  
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**Photos (optional):**