

FY-2022 4th 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?

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 – there are less vacancies as the following departments are now fully staffed.
 - a. Economic Support
 - b. SEOTS
 - c. Aging and Disability
 - d. Cultural Heritage
 - e. Recreation
2. Cultural Competence SOP – The GM's Cultural Awareness Team continues to meet each month to revise curriculum with the expected implementation of January 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.

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 – Each department presented their outcomes for their performance standards and measures. Three of the departments “informally” conducted quality improvement studies. In the coming year, all performance standards will be entered with a goal of each department conducting a quality improvement study.

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.

Prioritize excellent customer service.

MEASUREMENT:

- Assessment of services from customer feedback
- Marketing Plan

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Customer Service – GSD departments will be conducting customer satisfaction surveys to create a baseline score for the Division.
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. The team has developed a plan for how they will operate and will be developing marketing goals in their next steps.

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:

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Contact Info

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Photos (optional):



SEOTS Youth Talking Circle with MarJon Beauchamp of Milwaukee Bucks



Recreation Summer Youth Program/Arts Class



Elder Expo 2022