

FY-2023 1st quarter report

GOVERNMENTAL SERVICES DIVISION

Status report of Outcomes/Goals

Outcome/Goal # 1

Develop an engaged and successful workforce.

MEASUREMENT:

- 360' evaluations (phase 3)
- Succession planning
- Competency-based job descriptions linked to employee evaluations
- Improved employee morale – recognition/employee incentive

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Policy for employee incentive is complete. Working with HRD to implement.

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:

- Performance Standards for each department
- Quality improvement study outcomes

PERFORMANCE MANAGEMENT SYSTEM



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Performance Management – GSD departments are identifying and entering their performance standards, collecting data, analyzing and reporting out quarterly.
2. Quality Improvement – GSD departments that have performance standards not meeting targets are conducting Quality Improvement studies.

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.

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 – GSD departments have created or modified their customer satisfaction surveys. Some have initiated the survey and some are preparing to. We will have an overall GSD satisfaction score for customer satisfaction.
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:

- Food Distribution received a tribal match waiver of 20% for the new funding cycle saving \$100,000 in tribal contribution.
- Family Services received a state grant called Targeted Safety Support Funds in the amount of \$70,000 with no match. This funding is focused on supporting keeping children in the home (vs. removal out of home care) by reducing financial barriers which may assist in reducing or eliminating safety concerns/risks.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Contact Info

CONTACT: Tina Jorgensen, MS, RDN   Digitally signed by Tina Jorgensen, MS, RDN
Date: 2023.01.13 09:17:00 -06'00'

TITLE: Governmental Services Division Director

PHONE NUMBER: 920-490-3904

E-MAIL: tjorgens@oneidanation.org

MAIN WEBSITE: <https://oneida-nsn.gov/divisions/governmental-services-division-2/>

Photos (optional):



Websters give large donation to the Giving Tree.