

FY-2023 2nd 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:

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

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Consensus on GSD Leadership Competencies: Attention to Communication, Results Orientation, Managing Performance, Personal Accountability, Flexibility, and Building Collaborative Relationships. Next step is to revise the job descriptions, making them competency based.
2. Leadership Development: Three GSD departments have employees with an interest in leadership development. They are in the process of developing a plan to gain the education and/or experiences.
3. Succession planning: All GSD Director direct reports are working with the Talent Alignment Project Coordinator to have succession plans with an expected completion date of 8/31/23.

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 (complete)

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. GSD overall customer satisfaction score is expected to be complete for the 3rd quarter of FY23.

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:

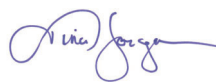
- Aging & Disability Services received a \$1 million grant for elder home restoration. The program will be called, **Lokwána'ta?** Home Restoration Program. Elders who own their own home and live within reservation boundaries, are enrolled in Family Care or at risk with a qualifying diagnosis that typically leads to functional limitations and negatively impacts the ability to live independently are eligible for up to \$15,000 home repair. The program will end when the funds are gone.
- Transit received the RAISE grant in the amount of \$2,952,050 which will cover 64% of the Transit Garage construction costs.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Contact Info

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Photos (optional):



Marlon Skenandore named one of Wisconsin's most influential Native American leaders for 2023.