

# FY-2023 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:

- 360' evaluations (COMPLETE)
- 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. Meetings are being set up with each GSD direct report to revise the job descriptions using the leadership competencies.
2. Leadership Development: Three GSD departments have employees with an interest in leadership development. A plan template has been created. The employees will use the template to develop their plan and the Director will work with them to set up 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.
4. This year is the final implementation year for 360' evaluations. All employees in GSD are now getting a 360' evaluation.

#### 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:

- Performance Standards for each department
- Quality improvement study outcomes

### **PERFORMANCE MANAGEMENT SYSTEM**



### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Performance Management – GSD departments have identified their performance standards. These categories are: customer satisfaction, employee morale, and internal process.
2. Quality Improvement
  - a. Recreation – Increase cultural activities for youth. Implementing for FY24 calendar.

### 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.

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### 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 4.63 out of 5.

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:

- Family Services was awarded \$50,000 grant for supportive services for Sexual Assault Survivors.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

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Digitally signed by Tina Jorgensen, MS, RDN  
Date: 2023.07.17 12:15:55 -05'00'

**Photos (optional):**



Stacy Coon, Oneida Nation Museum, providing tours and gaining input for a new cultural center.



Family Services employees participating in leadership development.