

FY-2023 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:

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

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Consensus on GSD Leadership Competencies: The evaluation tool is being revised to include the new leadership competencies. The GSD Director is working collaboratively with HRD and the direct reports to revise the job descriptions to become competency-based.
2. Leadership Development: Our Organizational Development Specialist has started online leadership trainings at our monthly Supervisor/Manager meetings.
3. Succession planning: All GSD Director direct reports have completed a succession planning/onboarding worksheet that lists out all of their duties, responsibilities, access, and processes. Next step is to determine if there is anyone in the department that is interested in learning more about the Director or Manager role, responsibilities and qualifications. This will result in a development plan.

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 (ONGOING)
- Quality improvement study outcomes (ONGOING)

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. Data outcomes will be reported in FY24 reports.
2. Quality Improvement – With the GSD departments having established their performance measures and outcome, they will begin to conduct quality improvement studies in FY24.

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 (ONGOING)
- Marketing Plan (COMPLETE)

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. GSD overall customer satisfaction score is 4.63 out of 5.
2. GSD has a Marketing Team that works on social media, website revisions, and promotion of events. The community will begin to see more information about programming and services within GSD.

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 (ONGOING)
- New grant resources/renewal approvals (ONGOING)
- Revenue generation (ONGOING)


ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- Governmental Service Division Received an Americorp Grant in excess of \$700,000 that will fund a Project Coordinator and several elders to provide cultural knowledge and education in several areas within the Nation over the next 3 years.
- Aging and Disability Services received an Elder Abuse and Exploitation Grant in the amount of \$311,185 that will cover the wages of the Elder Abuse and Prevention Supervisor over the next 2-3 years.
- Food Distribution funding continues to be awarded with a waiver of the tribal cash match saving the Nation nearly \$100,000 each year.
- SEOTS received a USDA Community Agriculture grant in the amount of \$61,913 which will assist with building an on-site community garden.
- Family Services received an Office of Violence Against Women grant in the amount of \$1,000,000.00 which will support the wages of the Lay Advocate, Domestic Violence Case Aide, and the Women's Domestic Violence Advocate over the next 3 years.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Contact Info

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Photos (optional):



Oneida Library and Recreation collaborated in a ribbon skirt making class for several young ladies.



SEOTS Youth Program fishing day.