

# FY-2024 1st quarter report

## HUMAN SERVICES DIVISION

### **Human Services Division includes the following departments:**

Aging & Disability Services, Child Support, Cultural Heritage (Traditional Healing, Advising, Archiving, Arts, Library, THPO, & Museum), Economic Support & Community Education Center, Family Fitness & Outdoor Adventure, Family Services, Food Distribution & Emergency Food Pantry, Public Transit, Recreation, Southeastern Oneida Tribal Services (SEOTS), and Veteran Services

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### Outcome/Goal # 1

#### Fostering Employee Engagement

#### MEASUREMENT:

Results of a "Stay" Survey.

Results of engagement surveys.

Number of employee recognition nominations.

#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The Human Services Division (HSD) has an employee recognition initiative. Each month, employees nominate employees who have provided leadership, creativity, collaboration, excellent customer service or have exceeded expectations. Each quarter, a random draw of those employees who were nominated results in an incentive. This quarter, there were 166 nominations.

The HSD Strategic Planning team is researching to find an evidence-based survey to measure how employees are feeling about their job roles, career path, and the Division in general.

#### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Support team wellness using evidence-based models that work for other companies.
- Provide fun opportunities for employees.
- Ensure employee alignment through hiring and work shadow opportunities.
- Provide incentives with active involvement/engagement.

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## Outcome/Goal # 2

### Developing Strong Leaders

#### MEASUREMENT:

iLead Leadership Development program implemented.

DiSC Training for all employees.

A new employee Division orientation is implemented.

#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Everything DiSC Workplace is a training that teaches employees to understand themselves and others while learning to appreciate different priorities, preferences, and values each employee brings to the workplace. With personalized insights and actionable strategies, employees learn how to adapt to the style of others, ultimately improving engagement, collaboration, and the overall quality of the workplace. One of the 11 departments in the Division have completed the training this quarter.

Human Services Division Supervisors, Managers, and Directors were introduced to the iLead Leadership Development program which consists of 8 courses after the DiSC training. The program will be offered to current supervisors and employees who are interested in leadership development. The program will begin late April 2024.

#### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Provide consistent, meaningful onboarding & training.
- Institute leadership development.

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## Outcome/Goal # 3

### Empowering Community Engagement

#### MEASUREMENT:

All events are shared throughout the Division.

A Division resource fair is held.

Creation of a quarterly Division newsletter.

#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The Human Services Division Marketing Team will be coordinating a Division Resource Fair. The fair will not only provide the community with information about all the programs and services, but it will also promote the name change. A tentative date has been set for July 31 2024 and will be held at the Oneida Hotel and Casino.

HSD will begin to send a quarterly newsletter to the community at the beginning of the 3<sup>rd</sup> quarter. The HSD Marketing Team will determine the content.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Market & outreach our services to increase community knowledge of what we provide.
- Promote collaboration with a communication plan & shared events.

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Outcome/Goal # 4

Pursuing a Centralized Database

MEASUREMENT:

Software systems are assessed to meet needs.  
A system is identified.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

One of three demos was presented to HSD Leadership and DTS. Tribal D offers off the shelf applications for Child Support Enforcement, PL477, TANF, ICW, and more! There will be at least 2 more demos scheduled for the 2nd quarter.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Create and implement data collection.

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**Photos (optional):**



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Stuff the Bus with Family Services & Transit



SEOTS Giving Tree & Holiday Party