

FY-2024 2nd 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

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 104 nominations.

HRD initiated an employee engagement survey. We hope to use the results of this survey to implement changes in our Division.

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.

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. Ten of the 11 departments in the Division have completed the training this quarter. Several of the departments also have chosen to complete the Everything DiSC Agile EQ and Productive Conflict trainings. Agile EQ provides employees with their emotional intelligence strengths (or mindsets) and how to stretch beyond their comfort zone to improve interactions, productivity, and outcomes. Productive Conflict provides employees the ability to handle a conflict situation and how to use their DiSC style to impact the outcome.

Human Services Division Supervisors, Managers, and Directors are able to register for iLead Frontline Leadership Development Program with the first module beginning May 1, 2024 and the last module October 9, 2024.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

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 Resource Fair will be held at the Oneida Hotel on Tuesday, July 30th from 3-6 pm. All departments will be represented with information on their programs and services.

The first HSD newsletter is in progress and scheduled to be mailed to 18+ households of Brown and Outagamie counties in June.

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.

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:

A Digital Technology Services Project Manager is meeting with HSD departments to get an idea of the technology needs and data collection. This will result in contacting vendors for future demonstrations.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Create and implement data collection.

Contact Info

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Photos (optional):



Enter caption for photo above.



Oneida Recreation kids



Paddling with Oneida Adventures