

FY-2024 3rd 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.

The employee engagement score for Human Services Division was 77% which was 6% higher than the company overall score. This is based on a participation rate of 67% or 115 of 171 responses. The highest favorable scores by employees in HSD are:

1. I AM PROUD TO WORK FOR ONEIDA NATION.
2. I KNOW WHAT I NEED TO DO TO BE SUCCESSFUL IN MY ROLE.
3. I KNOW HOW MY WORK CONTRIBUTES TO THE GOALS OF THE ORGANIZATION.

The next steps are to identify the opportunities for improvement and develop an action plan to implement.

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. (complete)
DiSC Training for all employees. (99% complete)
A new employee Division orientation is implemented.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

There are 17 Human Services Division Supervisors, Managers, and Directors participating in the iLead Frontline Leadership Development Program.

10 of 11 departments have completed the Everything DiSC in the Workplace.

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. (Completed)

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. Participants can apply for services at the fair.

The first HSD newsletter is finished and will be in mailboxes of households in Brown and Outagamie counties in July.

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:

The Digital Technology Services Project Manager has met with nearly all of the Human Services departments.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Create and implement data collection.

Contact Info

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Photos (optional):



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2024 Youth Bellin Run



SEOTS Family Night