

# FY-2024 4th 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. (Completed)

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 145 nominations.

A Stay Survey was created, and link submitted for anonymous participation of HSD employees on 10/8/24. Results from the Employee Engagement and Stay surveys will be used to develop an action plan to improve engagement and identify what we need to do to retain employees.

##### 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. (Completed)

DiSC Training for all employees. (Completed)

A new employee Division orientation is implemented.

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

There were 17 Human Services Division Supervisors, Managers, and Directors that completed the first iLead Frontline Leadership Development Program.

A team is being recruited to work on the new employee Division orientation for FY2025.

#### 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. (Completed)

A Division resource fair is held. (Completed)

Creation of a quarterly Division newsletter. (Completed)

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

The second HSD newsletter is in progress and will be in mailboxes of households in Brown and Outagamie counties in November. There will be a fall, winter, spring and summer edition every fiscal year providing information to the community. The newsletters will also be located on our Division website.

#### 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 will be setting up a demo of the Microsoft platform for Human Services Division departments.

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

- Create and implement data collection.

### **Contact Info**

**CONTACT:** Tina Jorgensen, MS, RDN  
**TITLE:** Human Services Division Director  
**PHONE NUMBER:** 920-490-3904  
**E-MAIL:** [tjorgens@oneidanation.org](mailto:tjorgens@oneidanation.org)  
**MAIN WEBSITE:** <https://oneida-nsn.gov/divisions/human-services/>

### **Photos (optional):**



Enter caption for photo above.



Ashlee Alicia reading at Family Literacy Event (CEC)



Preparing for Green Corn Soup