

FY-2025 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

Outcome/Goal # 1

Fostering Employee Engagement

MEASUREMENT:

Provide monthly employee recognition throughout the Division.

Improve flexibility with telecommuting.

Provide more training for employees.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

A telecommuting pilot is being conducted in one department. A pre/post assessment will be used to determine whether or not flexibility with telecommuting improves moral and retention.

Last fiscal year's Stay Survey comments for the need for more training for employees. HSD Leadership will be surveying employees in department meetings to determine the training needs of the 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:

Continue iLead Leadership Development program.
Provide a new program designed to introduce employees to a leadership role.
Create and implement a Division new employee orientation.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The next iLead Leadership Development program will begin January 2025.

Stepping Up to Supervision is a workshop that has been created by the OD Specialist. This workshop is designed for employees who are interested in moving into a supervisor/leadership role. The workshop will be completed in 2 – 2 hour sessions. This workshop includes topics such as, Making the Transition, Skills Assessment, Avoiding Common Pitfalls, Supervisor as Leader, Managing Time and Priorities, Setting Expectations, Motivation and Team Building, Skill Building (communication, managing conflict, creating a personal development plan).

HRD Training and Development provided an overview of the new employee orientation to the HSD Leadership Team. A small team has been created to identify the components of a Divisional new employee orientation which would not overlap with the HRD Orientation. All HSD departments are revising/updating a department presentation that will be made available to all employees. A quarterly orientation for new employees will be scheduled using these presentations and all department will be represented at the orientation to answer questions.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

Outcome/Goal # 3

Empowering Community Engagement

MEASUREMENT:

Coordinate a 2nd Annual Division Resource Fair.
Four quarterly Division newsletters mailed to the community.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The Fall edition of the HSD newsletter went out to households of Brown and Outagamie counties in November 2024. The Winter edition is expected to go out the end of January 2025.

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 event.

Contact Info

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Photos (optional):



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Recreation Walk/Run Club: Youth participated in the 2024 Turkey Trot.



HSD Giving Tree – Stuff the Bus with Transit and Family Services