

# FY-2025 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

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### 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. The pilot will be completed in April 2025.

There were 183 nominations for recognition this quarter.

##### 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:

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 iLead Leadership Development program started January 15, 2025. There are 7 participants in the program.

All HSD departments have revised/updated their department presentations with narration. The planning team will be working on the print orientation manual and setting up the quarterly orientation for new employees. The first new employee orientation will be scheduled for June 2025.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

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### Outcome/Goal # 3

#### Empowering Community Engagement

MEASUREMENT:

Coordinate a 2<sup>nd</sup> Annual Division Resource Fair. (cancelled due to cost savings)  
Four quarterly Division newsletters mailed to the community.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The Winter edition of the HSD newsletter went out to households of Brown and Outagamie counties in February 2025. Due to cost savings, the Spring edition will only be available digitally online, FaceBook pages, and sent out via Update Oneida.

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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