

FY-2025 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:

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 was conducted resulting in more flexibility with telecommuting.

There were 145 nominations for recognition this quarter.

The Employee Engagement Survey for Human Services had a 75% participation rate. The engagement score was 80% which was 9% higher than the company overall. Employee engagement improved in Human Services by 3% when compared to the 2024 results.

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:

One iLead Leadership Development program was provided this fiscal year. The 2nd one will start July 28th.

Thought Provoking Thursday was created and implemented. Every Thursday, an email is sent to all Human Services Division supervisors, managers, and directors with tips, tricks, and thought-provoking ideas that can be applied to their leadership skills toolbox.

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. (cancelled due to cost savings)
Four quarterly Division newsletters mailed to the community.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The Spring edition of the HSD newsletter was made available digitally online, FaceBook pages, and sent out via Update Oneida. The mailing was cancelled due to cost savings.

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):



Tina Jorgensen HSD Division Director



New Transit garage.



Recreation Bellin Run group.