

FY-2025 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, 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.

Departments must have their own department specific expectations prior to implementing.

There were 145 nominations for recognition this quarter. For the year, there were 670 nominations and 169 unduplicated employees that were nominated out of 179 employees we had employed in HSD this year.

As a result of the Employee Engagement Survey results, the Human Services Departments are determining action plans for improving open and honest two-way communication.

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 has helped XX supervisors, managers, and directors this fiscal year.

The Human Services Onboarding/New Employee Orientation will be implement in January 2026.

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:

Human Services Division provided the Summer Edition Newsletter and is working on the Fall Newsletter. The newsletters are not being mailed to households due to cost savings. However, you can find the newsletters on our webpage: <https://oneida-nsn.gov/divisions/human-services/hsd-newsletter>.

This quarter, all departments in Human Services participated in FB / YouTube Live to provide the community with program/service information.

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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