

FY-2026 1st quarter report

HUMAN SERVICES DIVISION

Status report of Outcomes/Goals

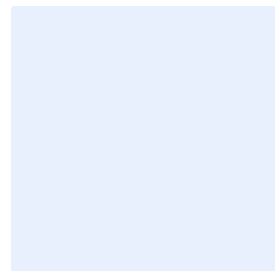
1. Which outcome/goal(s) does the Division wish to report on?
2. What metric is being used to measure the outcome/goal?
3. What are the accomplishments (i.e. positives, things for which the Division is proud, brags) have occurred over the reporting period that reflect the Division's progress for reaching the outcome/goal?
4. What can the community expect to see in the future (i.e. 6 months; next year; 18 months) from the Division related to the outcome/ goal?

Outcome/Goal # 1

Fostering employee engagement

MEASUREMENT:

Continue to provide monthly employee recognition throughout the Division.
Implement a new employee orientation.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- The new employee orientation presentation is complete, and the date is set for the first quarterly new employee orientation. February 3, 2026, new employees that were hired between January 2025 and December 2025, will be invited to participate in the Human Services Orientation Day. Each department will present their program and services for the morning portion of the orientation. In the afternoon, employees will learn how to navigate through the G drive, MyOneida, Oneida Portal, etc.
- This quarter there were 230 employee recognition nominations. Of those 230 nominations, 132 unduplicated employees were nominated for recognition.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Employee recognition improves morale. The orientation will improve knowledge of programs and services. Together, these accomplishments will improve customer service.

Outcome/Goal # 2

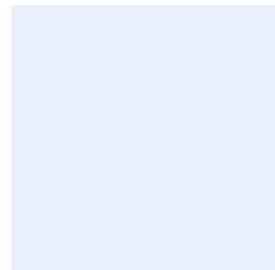
Improving customer service and community awareness

MEASUREMENT:

Provide four quarterly newsletters to the community.

Each department will participate in at least 2 outreach events this year.

Create a customer survey to determine overall satisfaction and gaps in service.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- Human Services Division provided a Fall Newsletter in November 2025. The Winter edition is expected to be provided in February 2026. The newsletter is now available on the website and via email to subscribers.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Providing more information to the community will increase awareness of the programs and services available in Human Services Division. The survey will help us identify what gaps we need to meet within our programs and services.

Outcome/Goal # 3

Developing strong leaders

MEASUREMENT:

Continue to provide iLead Leadership Development courses.

Offer Conflict Management and one/one coaching.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- The Human Services Division Organization Development Specialist has completed training in conflict management, mediation, and Five Behaviors. This will allow her to provide trust building, team building, and coaching to employees.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Having cohesive teams will improve customer service.

Contact Info

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Photos (optional):



Corn Husk Doll making with Cultural Heritage.



2025 Giving Tree coordinators.



Royalty at Native Holiday Art Market