FY-2026 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, Public Transit, Recreation, Southeastern Oneida Tribal Services (SEOTS), and Veteran Services

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Outcome/Goal # 1

Fostering Employee Engagement

MEASUREMENT:

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

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:
There were 154 nominations (100 unduplicated) for recognition this quarter.

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. The focus for FY2027 will be, "When it is clear that someone is not delivering in their role, we do something about it." Action plans were due September 25, 2026. Action plans will be completed by February 2027.

On August 4, 2026, Human Services Division Administration held its third new employee orientation. There were 5 new employees in attendance. The day started with an Edge of the Woods Ceremony. Participants learned about the Core Values, Clan System, programs and services offered by all departments within the Division in the morning. They learned systems such as MyOneida, DTS Portal, policies and procedures, Oneida Code of Laws, etc. the first part of the afternoon session. The day ended with The Fish Philosophy customer service training.

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 to offer iLead Leadership Development program to supervisors, managers, and directors. Provide a shorter version of iLead to employees who do not supervise but interested in a management role.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

6 employees completed iLead Leadership Development program.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

Outcome/Goal # 3

Empowering Community Engagement

MEASUREMENT:

Four quarterly Division newsletters provided to the community.
Each department will participate in at least 3 outreach events this year to promote services and improve community awareness.

HSD will host the 2nd Annual Resource Fair.
Create a customer survey to determine overall satisfaction and gaps in service.
Replace VA Gravestones.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:
The HSD Customer Survey was postponed due to other surveys being conducted. We have rescheduled the survey to be distributed with a collection date range of November 2 – November 30, 2026. This survey will collect specific information for the Division as well as gaps in services.

The 2nd Annual Human Services Resource Fair was held at the Oneida Hotel on July 31, 2026. Each department had a booth with program and eligibility information. There were 112 community members that attended.

VA Gravestone Project update:

This year has shown progress in the Headstone replacement project. We received two VA furnished headstones to replace one veteran's broken stone. The first stone we received for Abram Antone was delivered damaged so a replacement for the

replacement was also received. We have since partnered with Muehl-Boettcher Funeral Home to have Abram's stone placed. Planned placement is first thing in spring 2027 unless placement can be accomplished prior to the freeze.

After placing a notification of the project in the Kalihwisaks, we had two families reach out to us to have their loved ones' stones replaced. One family, a pair of sisters, are looking to have their two brothers broken stones replaced. Joseph and I found the stones and photographed them and are currently waiting for the family to come back and sign the paperwork to send to the VA. The second family reached out to have their great grand fathers stone replaced. The stone was photographed and appeared to be legible. After speaking with the family, they decided they would either have the stone cleaned or clean it themselves rather than applying for a replacement as the stone was covered in vegetation.

There has been a bit of confusion in the community regarding the ad in the Kalihwisaks. Some members of the community have contacted us thinking the project is in reference to the pavers at the Veterans Memorial Wall and not VA furnished headstones. The office has received a few calls regarding the ad in relation to the ad.

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, Human Services Division Director



Senator Wall visit