



Performance Measures – State and Tribal Comparisons

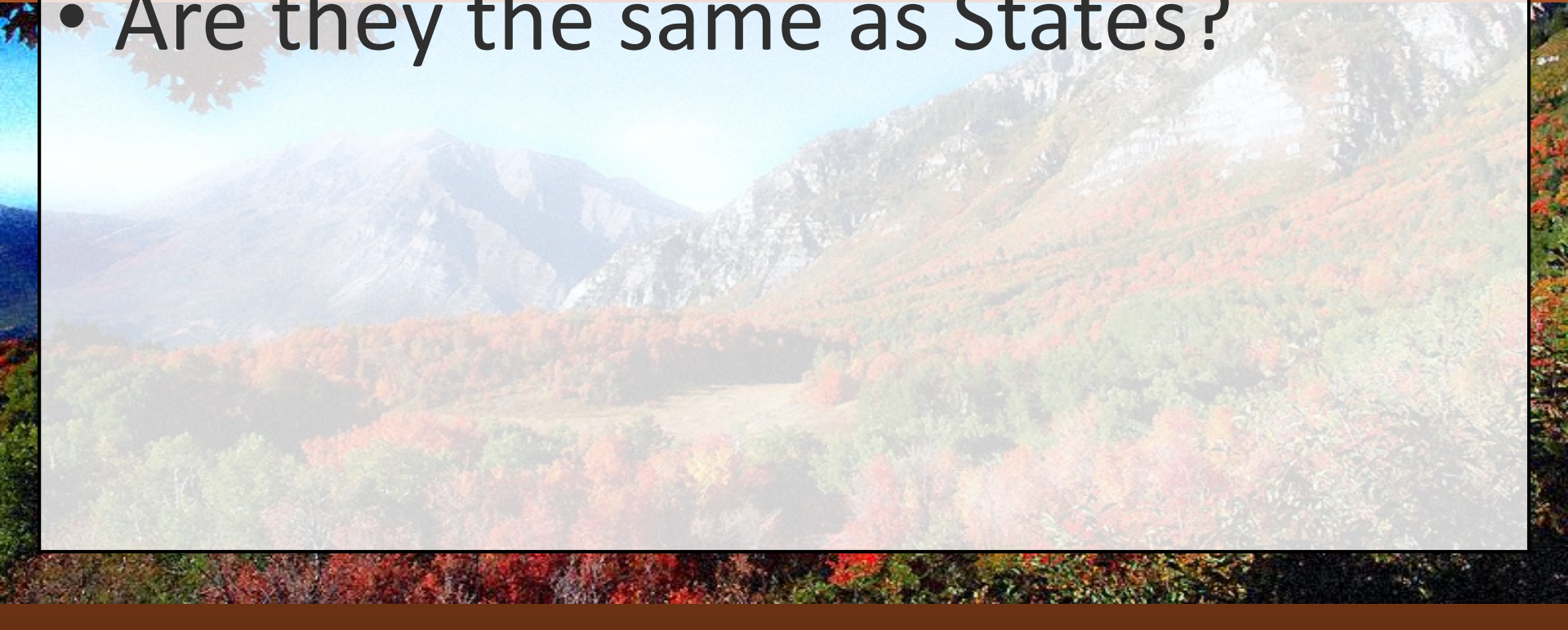
Sandy Cloer, Director, Eastern Band of
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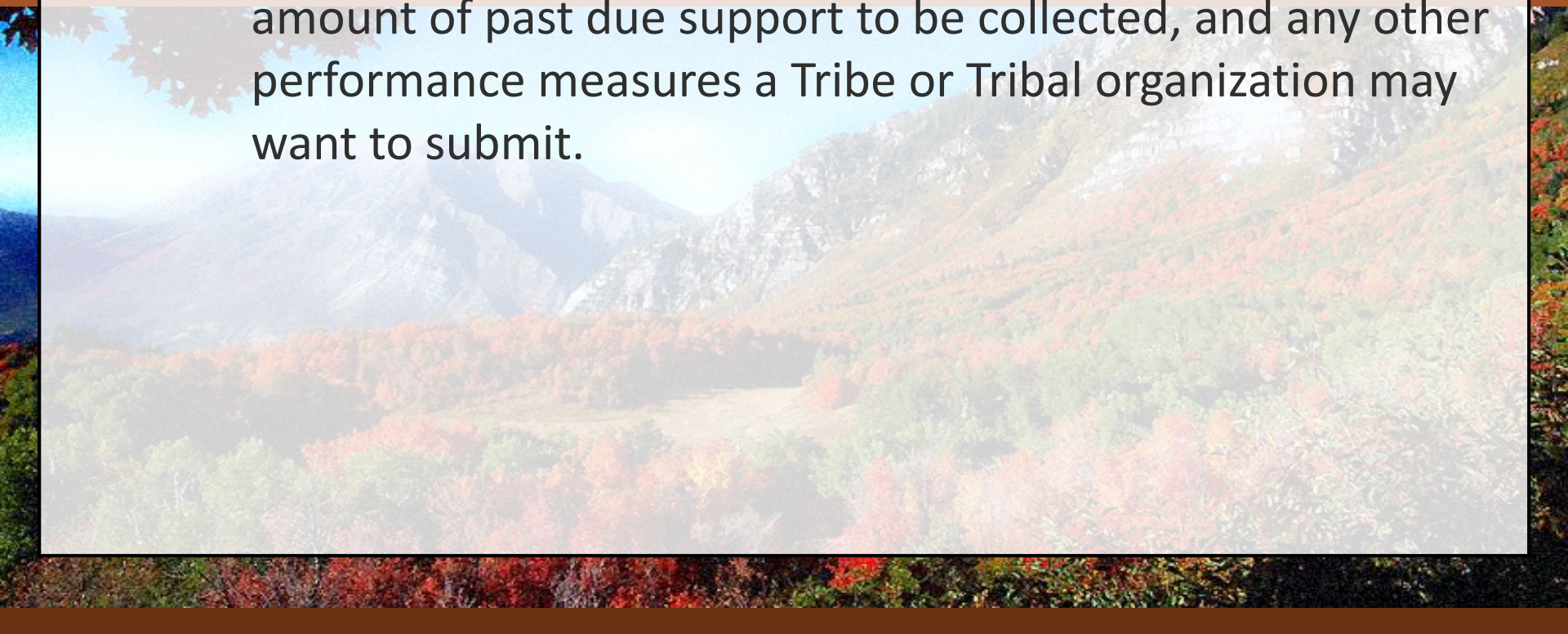
Tribal Performance Measures

- What are they?
- Do Tribes earn incentives?
- Are they the same as States?



§309.65(a)(14)

- Self-determined as set by the tribe.
 - What does this mean?
 - Targets for paternity establishment, support order establishment, amount of current support to be collected, amount of past due support to be collected, and any other performance measures a Tribe or Tribal organization may want to submit.



Eastern Band of Cherokee Indians

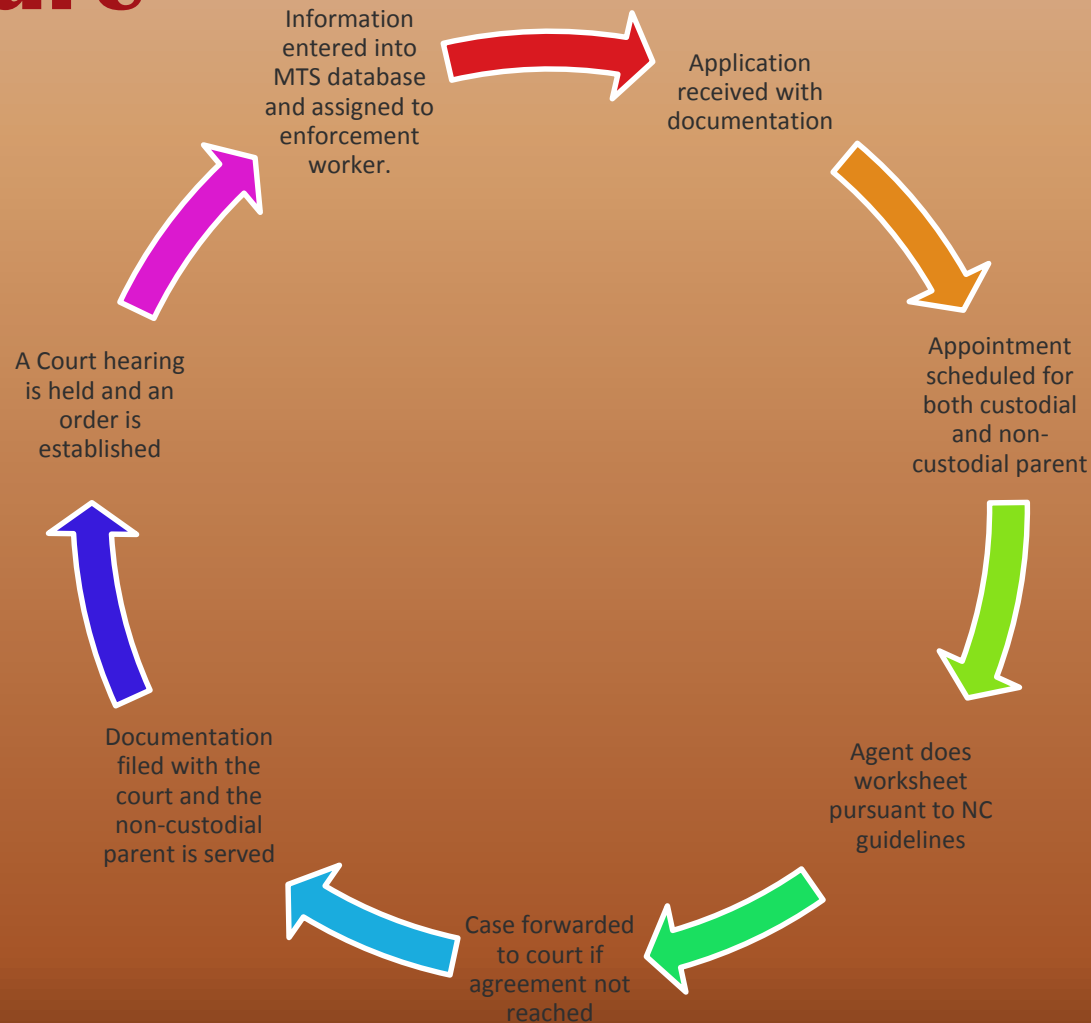
- Mission Statement: The mission of the EBCI Tribal Child Support Services is to improve the well being of all Native American children by promoting the emotional and financial responsibilities between parents and their children.



Eastern Band of Cherokee Indians

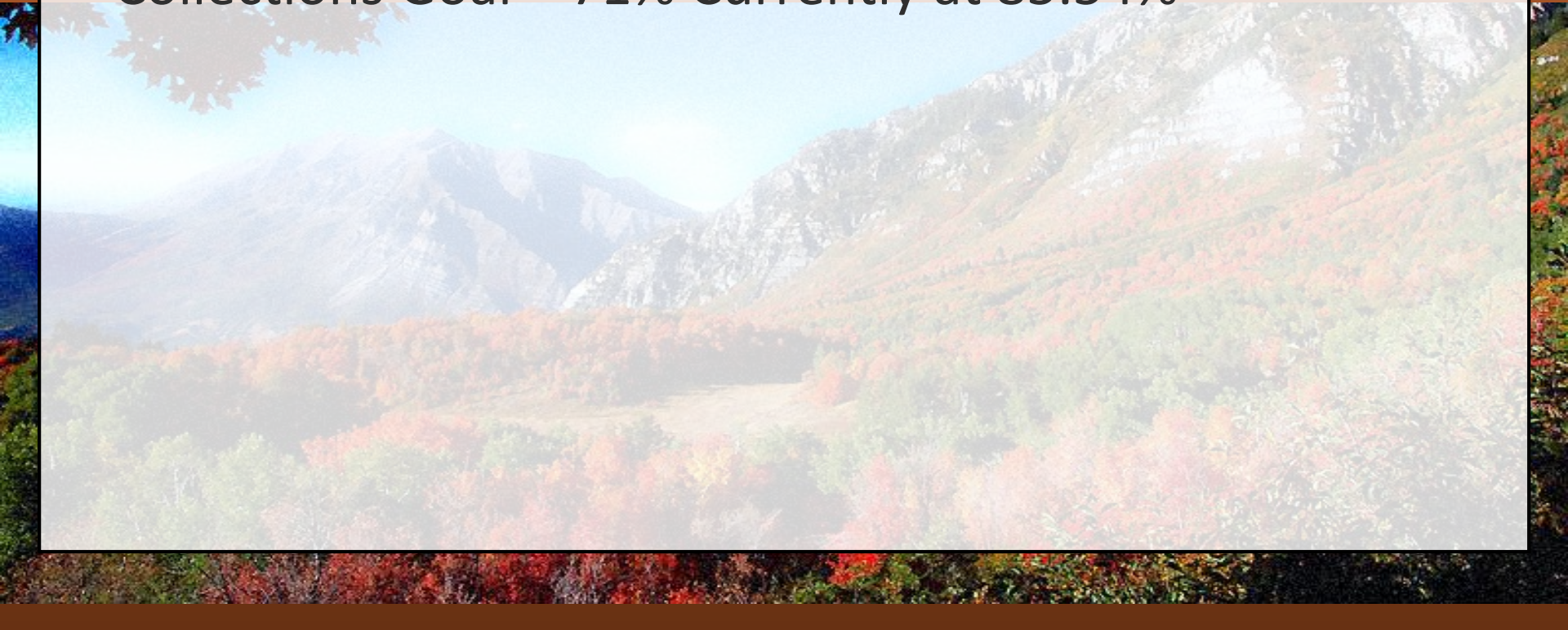
- The EBCI Tribal Child Support Office strives to ensure that all native American children receive the proper support from both parents. We locate, establish paternity, establish orders, enforce orders, enforce and modify our child support orders.

EBCI's Child Support Establishment Procedure



Performance Measures for EBCI

- Locate
- Paternity Goal = 100% Currently at 100.25%
- Establishment of Order Goal = 90% Currently at 93.60%
- Collections Goal = 71% Currently at 85.54%



Oneida Nation Balanced Scorecard



ONEIDA NATION

Vision:
A Nation of strong families built on
Tsi ʔNiyukwaliho TÁ and a strong economy

Mission Statement:
To strengthen and protect our people,
reclaim our land and enhance the environment by
exercising our sovereignty

Core Values
The Good Mind
as expressed by Onáyoʔeʔa•ká

Kahletsyalúsla (Gahlay-ja-loo-sla)
The heart felt encouragement of the
best in each of us

Kanolukhwásla (Gano-lon-kwa-sla)
Compassion, caring, identity,
and joy of being

Kaʔnikuhli-yó (Ga-nee-goo hlee-yo)
The openness of the good spirit and mind

Kaʔtshatstásla (Ga-stat-stuh-sla)
The strength of belief and vision as a People

Kalihwi-yó (Galeeh-wee-yo)
The use of the good words about
ourselves, our Nation, and our future

Twahwahtsílaway (Dwah wah jeeleye)
All of us are Family

Yukwatsistayá (You-gwa-jees-stal)
Our fire, our spirit within each one of us



SKA'NIKÚ·LAT

(Ska nee goo laht)
"ONE MIND"



ONEIDA



NATION

VISION:

A Nation of strong families built on Tsi' Niyukwalihó'ta and a strong economy.

CORE VALUES

The Good Mind
as expressed by the Onlayote'a'ká

MISSION:

To strengthen and protect our people, reclaim our land and enhance the environment by exercising our sovereignty

Kahletsyalusla

(gah lay ja loose' la)

The heart felt encouragement of the best in each of us

Kanolukwasla

(gaa no loonk kwass' la)

Compassion, caring, identity and joy of being

Ka' Nikuhli-yo

(gat knee goo leee')

The openness of the good spirit and mind

Ka'tshatstásla

(gat sta stuh sla)

The strength of belief and vision as a People

Kalihwi'yó

(golly we')

The use of good words about ourselves, our Nation and our future

Twah wah tsile'

(dwah wah jeeleye)

We are all family

Yukwatsistayá

(yoon gwa jees stai)

Our fire, our spirit within each one of us

Economic Growth & Development

Strategic Result: Economic security for the Tribe and its People

Responsible/Responsive Government

Strategic Result: Effective and efficient governance that meets the needs of the Onlayote'a'ká

Culture & Language

Strategic Result: Bring our language back to life and strengthen tsí' niyukwalihó'ta, for those faces yet to come

Quality of Life

Strategic Result: The mental, physical, social, and spiritual well-being of Oneida people

Measures

Initiatives

STRATEGY MAP

Owner/
Stakeholder/
Customer

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O9. Redesign
Oneida
to embrace
Oneida

O10. Enhance Our
Quality of Life
by Embracing
Tsi'
niyukwalihó'ta

O11.
Protect, Strengthen,
& Exercise Tribal
Sovereignty

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O7. Optimize
Use of Resources

O8.
Promote a Diverse
& Thriving
Economy

Process

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O4. Continuous
Assessment
Systems

O5. Optimize
Operational
Effectiveness/
Efficiency

O6. Enhance
Communication
Process

Learning &
Growth

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O1
Develop High
Performance
Workforce

O2
Determine & Deploy
Effective technology
Solutions

O3 Build
Awareness of Oneida
Government

Engaged Leadership

Interactive Communications

O11 PM1 Tribal Sovereignty Index

O10 PM1 Quality of Life Index

O9 PM1 % of goals and objectives completed or on track for completion from the "Oneida Comprehensive Plan"

O8 PM1 \$ of revenue from sources other than Gaming

O7 PM1 # of Initiatives worked on based on priorities

O6

O5 PM1 # of Customers served vs. professionals/employees

O5 PM2 # of Lean projects implemented

O4 PM1 % of coordinated assessments

O3 PM1 Average assessment score of governmental knowledge of employees

O2 PM1 # of measures that meet the industry standards

O1 PM1 Workforce Index

I1 Nation Building

I2 Gaming Expansion Plan

I3 Completion of Land Claim Settlement at State & Federal Levels

I4 Define & Implement a Strategic Aligned Structure

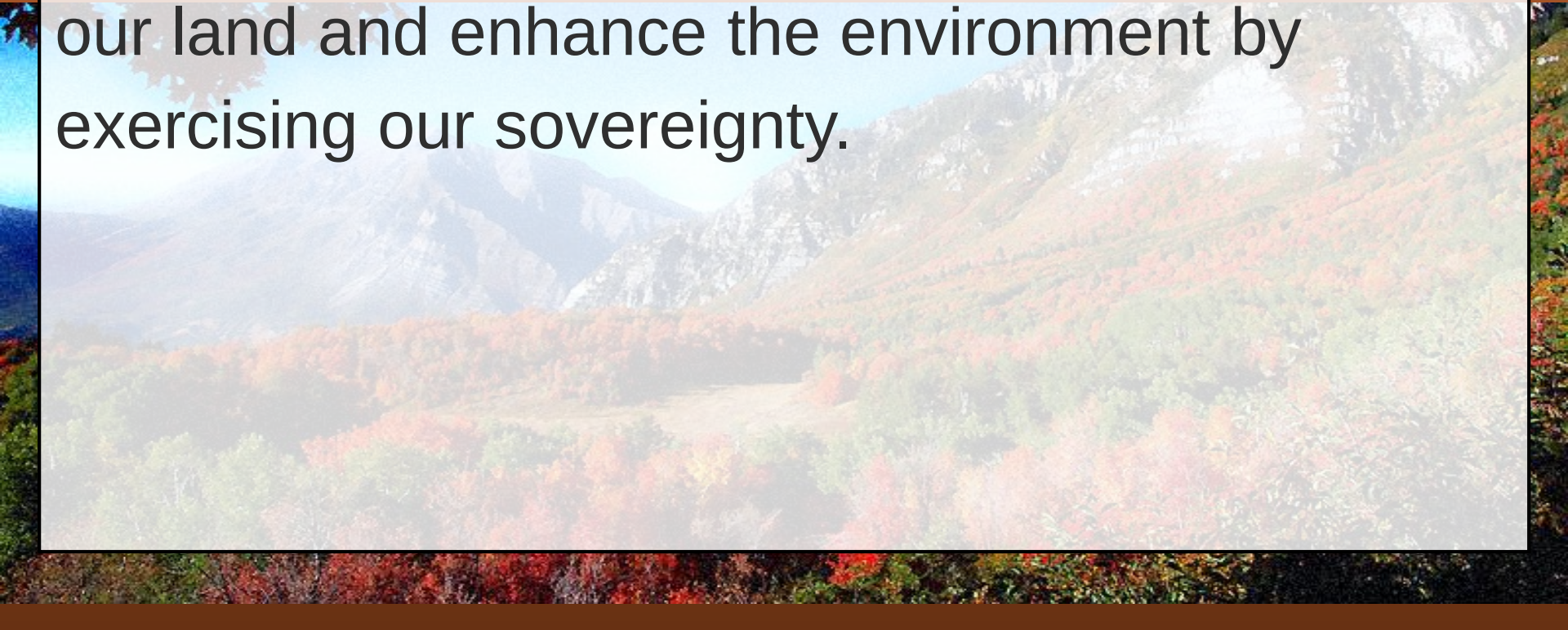
I5 Develop Balanced Scorecard Performance Reporting System

I6 Implement Commerce



Vision, Mission and Values

- A Nation of strong families built on Tsi Niyukwaliho T[^] and a strong economy.
- To strengthen and protect our people, reclaim our land and enhance the environment by exercising our sovereignty.



Strategy Map and Measures

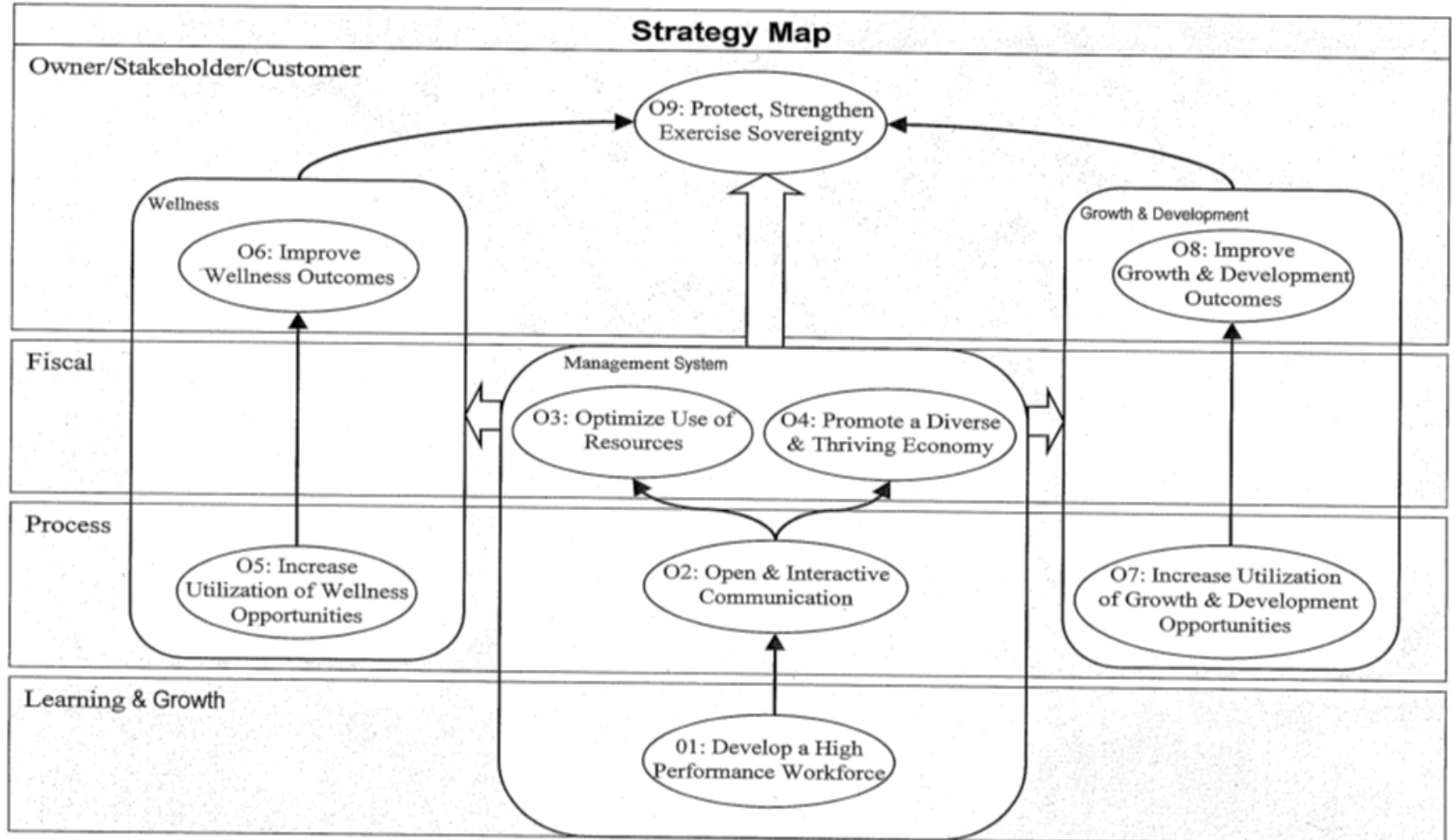
Governmental Services Division

Oneida Nation Vision:

A Nation of strong families built on Tsi? Niyukwaliho'ta and a strong economy.

GSD Mission:

To develop the people of the Oneida Nation.



Measures

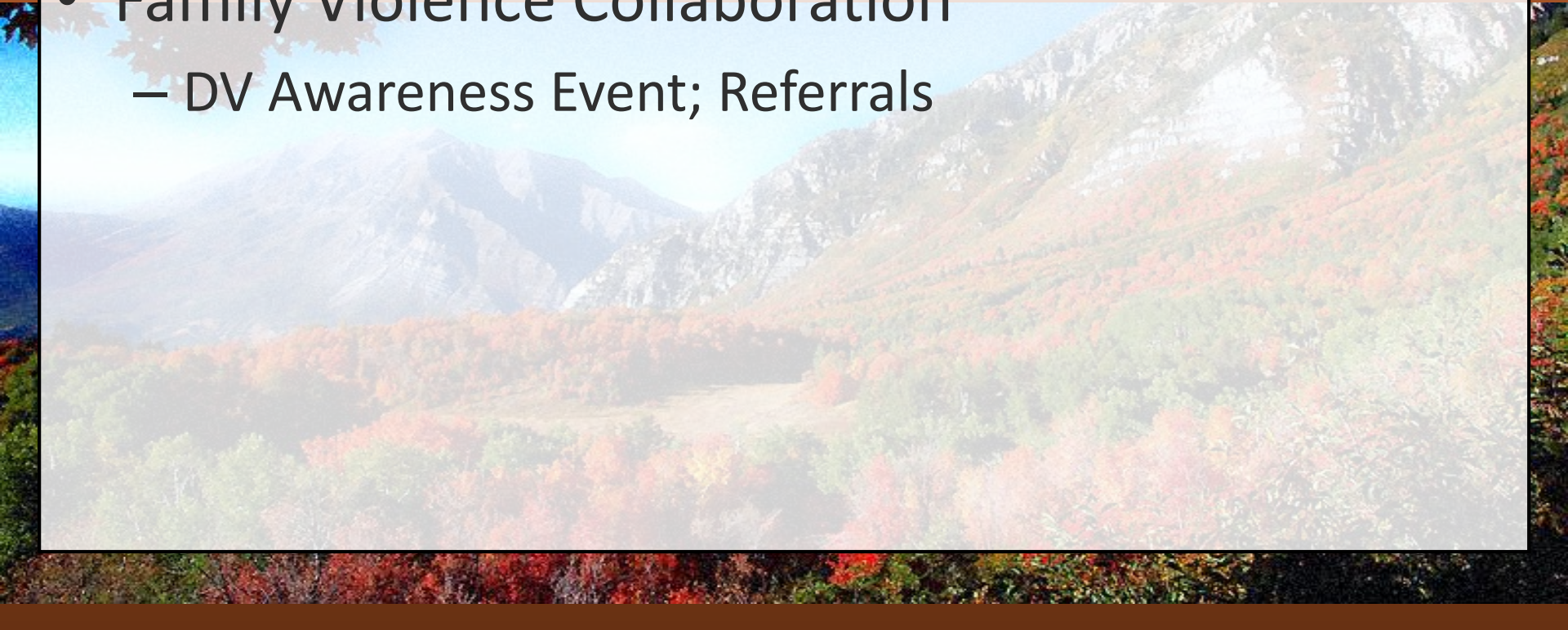
- Protect, Strengthen Exercise Sovereignty
 - Child Support has a direct impact on tribal sovereignty.
 - Child Support Order Establishment Rate, Paternity Establishment Rate
- Improve Wellness Outcomes
 - Human development
 - Current support collected, arrears collected

Bubble Chart Relationship



Improve Wellness Opportunities

- Healthy Family Relationships, Engagement of Fathers from Birth
 - Co-parenting class; 12 Week Parenting Group;
- Family Violence Collaboration
 - DV Awareness Event; Referrals



QUESTIONS? THANK YOU

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