

2007 June-Ohiari:ha Tawatohnni'saktha Review

After a bit of a hiatus, the **Tawatohnni'saktha Review** is back to bring all the latest news and keep you up-to-date on what's happening.

As the newest member of the Tawatohnni'saktha team, I am extremely pleased to be given the challenge of offering timely and informative news about our organization to you, members of the community. I would like to thank my predecessor, Allison Jacobs, who set the groundwork for communications, policies and evaluations. I hope to continue the good work she started.

One of the objectives of this Review is to communicate what is going on and to maintain accountability. We are pleased to share our performance targets for the upcoming year; you can view them under Key Success Measures on Page 2. In future reports, we will advise of our results against these targets.

At Tawatohnni'saktha we strive to be:

- ☞ *Results Oriented*
- ☞ *Accountable*
- ☞ *Progressive and Innovative*
- ☞ *Professional*
- ☞ *Customer Focused*
- ☞ *Employee Focused*
- ☞ *Teamwork Oriented*

We are also pleased to report on the Helpdesk Specialist Computer Support Program that was initiated in September 2006. In addition, the Kahnawake Summer Student Employment Program (FSSEP) is in full swing. More news will be coming to you in our next edition.

Hope you enjoy our quick update and until next time.....

Bonnie Jacobs, editor

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Kahnawake Business Golf Challenge 2007

Office of CEO Initiative

Tawatohnni'saktha Business Golf Challenge 2007 is being held on Friday, August 17, 2007 at Laflour Golf Club. This annual tournament continues to be an attractive event for entrepreneurs from Kahnawake and neighboring communities.

The objective of the tournament is to provide a forum in which entrepreneurs can network with others in order to enhance their business or provide new business opportunities.

For the past several years, the tournament has also provided the opportunity to raise funds for worthy causes in the community. The past tournaments raised over \$114,000.00 for Team Kahnawake to attend the Indigenous Games; Skawennio:io Tsi Iewennah-notahkwa Kahnawake Library and Turtle Island Theatre Company.



This year, we are pleased to announce that the Kahnawake Schools Diabetes Prevention Program (KSDPP) will be the recipient of proceeds raised. Once again an auction will be held and we look forward to a successful outcome for KSDPP.

Invitations have been sent out to the business community. For more information regarding the tournament contact: Lisa Lahache or Bonnie Jacobs at 450.638.4280.

Good luck to all participants of the Business Golf Challenge!

HELPDESK SPECIALIST COMPUTER SUPPORT



Some of the happy graduates:
Hiio Kirby, Jessica Dearhouse, Jeremy Dearhouse, Sean French, Tabitha Brascoupe, Alana Thomas (July 13, 2007)

In September 2006, Employment and Training Division offered a One Year course in Helpdesk Specialist Computer Support.

A suitable service provider was found with Champlain College (St Lambert) based on their expertise and reputation within the industry. Champlain College provided the curriculum for a one year intensive program based on their existing courses and their knowledge of the industry demands, as well as their support structure for the students.

The goal of this program was to prepare students for employment in positions such as Customer Support Specialist, Customer Service Technician, Help Desk Agent, Technician or Specialist and Service Center Analyst. To increase the opportunities for employment, a major goal of the program would be to prepare students to complete widely accepted industry certifications including CompTIA's A+, Microsoft Office Specialist (MOS), Microsoft Certified Professional (MCP), and Help Desk Analyst.

A total of 12 students began the intensive program in September 2006. As of the end of the fiscal year, 10 are expected to complete the program which ends in July 2007. All students were required to find a stage position, either in or out of the community. Jessica Dearhouse, spent one month working as an IT stage student here at Tawatohnni'saktha. We'll be speaking to her about her experiences and update you in our next issue.



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Key success measures (k sm)

The following tables illustrate the key success measures and the targets Tewaohnni'saktha wants to achieve in this fiscal year. The KSMs measure how effectively we are achieving our vision, mission and values on a year-by-year basis. It is our scoreboard for continuous improvement of success.

Organizational Strategies

Are the primary means and methods we will use to move Tewaohnni'saktha from today to our vision for the year 2009. They are the "glue" and "organizational framework" for all parts of the organization. They replace the obsolete concept of separate divisional goals.

Job Creation & Capacity Building (E&T)

Key Success Measures	2007 Targets
Jobs to be created (unsubsidized)	Min: 31 Max: 60
Jobs to be created (subsidized)	20
Jobs to be maintained after subsidy ends	2
Clients attain employment (unsubsidized)	24
Clients attain employment (subsidized)	25

Revenue Generation

Key Success Measures	2007 Targets
Tewaohnni'saktha Consulting	\$50,000
Billboards	\$8,400
MIT/Continent 8	TBD
Room Rental	\$16,000
Business Complex	\$0
Office Complex	\$75,000

E&T Operational Measures (E&T)

Key Success Measures	2007 Targets
Total client contacts	2400
Dollar value by year – products	\$1,200,000
Total clients to be served	600
New clients	150

Business Creation/Expansion (SBS)

Key Success Measures	2007 Targets
# of new businesses to start/expand	5 micro 7 small 2 medium
# of jobs to be created by new business	Min: 31 Max: 60
New loans under TBLF	\$250,000

Employer of Choice (OSD)

Key Success Measures	2007 Targets
Employee satisfaction	5.4 (or better) on 7 (rating scale of 1 to 7; 7 being the highest rating)
Employee retention	Turnover of no more than 3

SBS Operational Measures (SBS)

Key Success Measures	2007 Targets
Total client contacts	1700
Dollar value by year – products	\$175,000
Total clients to be served	170
New clients	20

Stakeholder Satisfaction (OSD/Communications)

Key Success Measures	2007 Targets
External stakeholders increase knowledge of programs, services, and activities	Benchmark to be established
Internal stakeholders decrease the %age of dissatisfied internal stakeholders with the level of internal communications	Benchmark to be established

SBS = Small Business Services
E&T = Employment & Training
OSD = Organizational Services Division



Kahnawake Summer Student Employment Program (KSSEP) 2007

Employment & Training Division



Workshop Participants

There are 53 summer student jobs currently in progress; 14 of which are with Private Businesses and 37 with Public organizations. The number of students who obtained employment through the program were from the following education levels:

◆ University: 14 ◆ Cegep: 19 ◆ High School & Adult Ed: 20

The objective of the program is to provide students with opportunities to pursue employment while developing life and employment skills that will support their career plans and enhance their future employability. New skills are also developed through the career development workshops that are held with the students. Workshop topics include:

- ◆ Leadership
- ◆ Networking
- ◆ Career development & exploration
- ◆ Exploring professionalism in the workplace
- ◆ Improving communication skills
- ◆ Guest speakers who are working in their field of study in the community
- ◆ Traditional values