

**Executive & Finance Committee  
Career Services  
February 2023 Monthly Report  
Diane Kelley, Executive Director**

“When the email went out from Communications about the Valentines for Veterans drive I asked our staff and WE participants if they would be interested in participating as a team-building exercise and of course everyone was a “YES”. We all pitched in and bought supplies. On our lunch breaks and from home we came together to produce a box full of Valentines.” –Michelle Arras

Stilwell Career Services Office LOVES and APPRECIATES our VETERANS! We understand that the freedoms we enjoy were provided to us by the selfless sacrifices of our VETERANS and their families! We were happy to participate in the VALENTINES FOR VETERANS drive as a small gesture of just how GRATEFUL WE ARE!! We had 100% staff participation in our office.



**Economic Development-Hunter Palmer**  
***On-the-Job Training (OJT) Program***

- Six Cherokee Citizens entered into our OJT Program in the months of January and February 2023

### Events

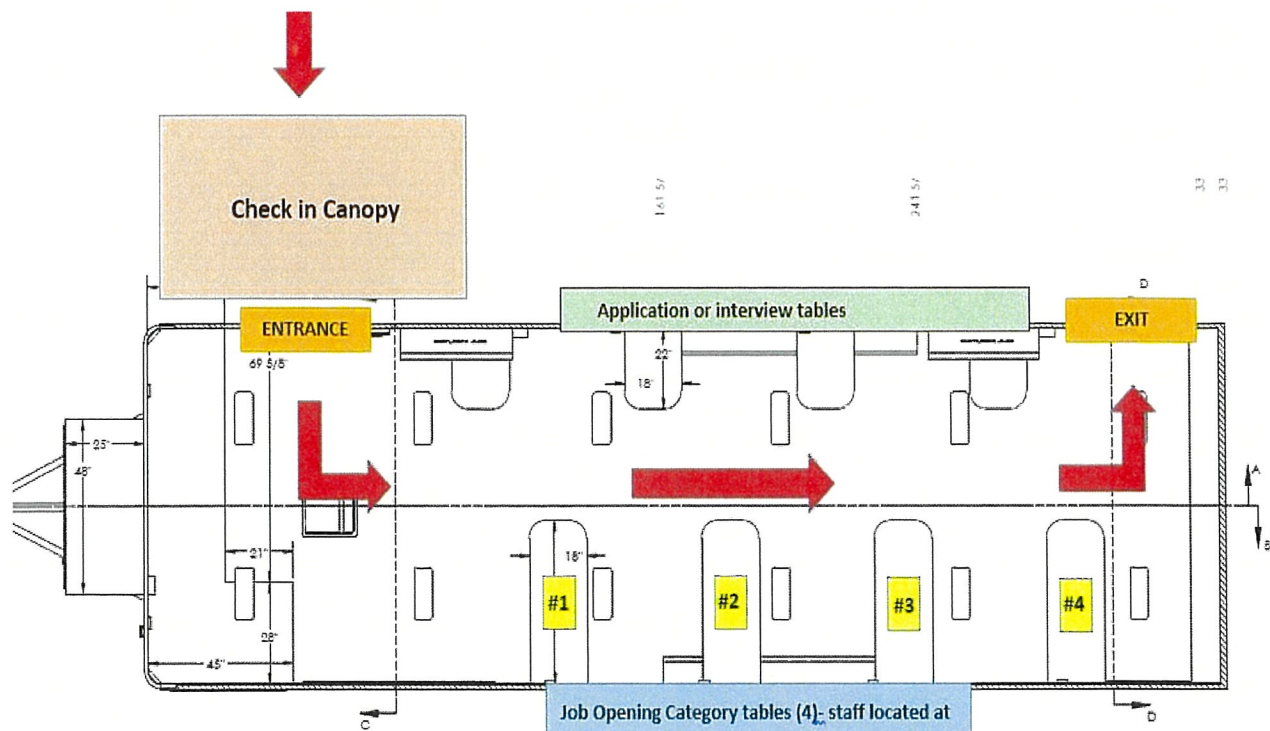
Cherokee Nation Career Services registered their first apprenticeship for Heavy Truck Driving. Apprenticeships are a great resource for tribes to grow their own skilled labor within their communities.



### Cherokee Nation Human Services Mobile Job Fairs

5 different locations, over the course of 5 consecutive weeks

- Job Fair to be housed in Career Services Mobile Training Lab.
- 4 job opening categories based on specific area needs that the Training Trailer is parked in



- **WEEK 1**
  - **Cherokee County- Tahlequah- 03/13 through 03/16**
    - Cherokee Nation One Fire Field -17551 S Muskogee Ave, Tahlequah, OK 74464
      - Monday- 03/13- 3pm-6pm
    - Cherokee Nation Outpatient Health Center -19600 E Ross St, Tahlequah, OK 74464
      - Wednesday- 03/15- 3pm-6pm
      - Thursday- 03/16- 10am-1pm
- **WEEK 2**
  - **Sequoyah County- Sallisaw- 03/20 through 03/23**
    - Sallisaw Library- 101 E Cherokee Ave, Sallisaw, OK 74955
      - Monday- 03/20- 3pm-6pm
    - Redbird Smith Health Center- 301 S J T Stites St, Sallisaw, OK 74955
      - Wednesday- 03/22- 3pm-6pm
      - Thursday- 03/23- 10am-1pm
- **WEEK 3**
  - **Adair County- Stilwell- 03/27 through 03/30**
    - Career Services location in Stilwell- 406 A W. Locust St. Stilwell, OK 74960
      - Monday- 03/27- 3pm-6pm
    - Mankiller Clinic- 471688 OK-51, Stilwell, OK 74960
      - Wednesday- 03/29- 3pm-6pm
      - Thursday- 03/30- 10am-1pm
- **WEEK 4**
  - **Delaware County- Jay- 04/03 through 04/06**
    - Jay Library- 429 S 9th St, Jay, OK 74346
      - Monday- 04/03- 3pm-6pm
    - Sam Hider Health Center- 859 E Melton Dr, Jay, OK 74346
      - Wednesday- 04/05- 3pm-6pm
      - Thursday- 04/06- 10am-1pm
- **WEEK 5**
  - **Craig County- Vinita- 04/10 through 04/13**
    - Cherokee Nation Anna Mitchell Cultural & Welcome Center 953 E Illinois Ave, Vinita, OK 74301
      - Monday- 04/10- 3pm-6pm
    - Vinita Health Center- 27371 S 4410 Rd, Vinita, OK 74301
      - Wednesday- 04/12- 3pm-6pm
      - Thursday- 04/13- 10am-1pm



### *Job Fairs*

**Provalus** is currently looking to hire up to 60 more people by early March.

Career Services partnered with Provalus to help with two job fairs in the month of February. One in downtown Tahlequah and the other in our Muskogee Career Services Office.









## Employment Programs Success Story – Jeff Vance, Director

### Cherokee Citizen supports family with employment opportunities through Career Services



Casey Coursey is a life-long resident of Tahlequah, Oklahoma, and is currently a full-time employee at Cherry Springs Golf Club in Tahlequah, as a Player's Services Associate. "I'm really grateful to have this job, but it took a long time and some help from Cherokee Nation Career Services on more than one occasion," said Coursey. "I had a good job just out of high school but my contract ended and I didn't have anywhere to go so I contacted Career Services and they were able to put me on the Tribal Training Services Program." Those who qualify for this program must be a Cherokee Nation citizen, live within the 14-county jurisdiction, have no income, be

at least 18 years old, and out of high school. Placement priority is given to new first-time applicants of the program who have not received services through Tribal Training Services. "Career Services first placed me with the maintenance department at Cherokee Nation and from there I transferred to The Housing Authority of the Cherokee Nation," said Coursey. "I worked there for about a year and I got the chance to move to Cherokee Trails Golf Course, but my program ended and I was left without a job." Coursey has five children and needed a way to support his family so he contacted counselors at Career Services for help finding another job. "I went down there every day and would sit outside the door and eventually they were able to help me connect with another employer who would take a chance on me," said Coursey. "I worked at Cherry Springs Golf Club here in Tahlequah for about six months when they offered me a full-time position." Coursey is responsible for making sure all the golfers needs are met with regards to golf carts and also has additional duties around the golf club. "I help take care of the grounds around the clubhouse, tend to the flower beds, and assist with maintenance of the irrigation system on the golf course, said Coursey. "I'm also helping them map out the irrigation system on a portion of the course." Coursey is very appreciative of the assistance of the employment opportunities Cherokee Nation Career Services has been able to provide for him and his family. "I don't know where we would be," said Coursey. "Career Services helped me put food on the table for my kids. If it wasn't for them I don't know what I would have done."





### **Gadugi Portal Call Center – Gina Blackfox, Director**

Five – Call Center Software is new call center software that will be replacing the OneTalk application. Some features include:

- Incoming calls are recorded
- Outgoing calls are recorded but must inform the party the call is being recorded. This is required.
- Calls are logged by caller ID and a call history will allow you to see who previously helped that caller
- The system will tell you which option the user pressed on the inbound menu alerting you the reason for the call. Ex: they click which application they are applying to:
- Calls can be transferred to other agents if needed.
- Lesser hold time in the queue
- Survey

The call techs were required to undergo extensive training the month of February. A “go live” Five-9 software was installed in all cubicles on February 14, 2023. This updated software is fully capable of providing the necessary tools to improve communication with citizens. The system also has Supervisor Train the Trainer to monitor agent calls and activities using this Supervisor Plus. Also includes dashboard & reports ability to manage and generate reports.

Continue to work with Counselors to fill vacant slots at call center

- One call tech went for job interview another was placed on a FT employee contract February 8<sup>th</sup>.

The call center has taken 4550 citizen calls and responded to 130 citizen emails this month. This is a decrease in calls due to the closing of several applications.

The following applications remain open:

- Tribal registration
- Scholarship application
- General inquiries
- Gadugi emails
- COVID application
- Clothing relief
- Seed Bank app expected to launch 2/24/23

### **JOBS/Tribal TANF – Jonathan Crittenden, Manager**

- Services provided to 394 recipients for the month of February
- Issued approximately \$17,981.91 in assistance to 43 eligible adults, proving the following:
  - 40 – Work Participation Incentives
  - 1 – Educational Incentive
  - 1 – Transitional Incentive
  - 3 – Supportive Services
  - 3 – Non-recurring Short Term Benefits

- Issued an additional \$3,869.59 in assistance to 56 eligible youth, providing the following:
  - 11 – Grade/Attendance Incentives
  - 1 – Youth Employment/Training Incentive
  - 1 – Extracurricular/Healthy Lifestyle Allowances
  - 47 – Grooming/Hygiene Allowances

### **TERO – Willard Mounce, Manager**

On February 23, 2023, Career Services, TERO, and CN Procurement attended the AGC Fireside Chat Event. This event was created for TERO and CN Procurement to share information about these two programs to the construction business community. Having an attendance of 50 (+) members present for the morning Fireside Chat, TERO and CN Procurement staff presented on topics such as Intro to TERO, Sovereign Nation miscommunication, and procurement processes. These topics were chosen based on the feedback from the construction events that were carried out in the Fall of 2022. The construction business community identified these topics as being least known to them for these two programs.







**Cherokee County  
Tahlequah Office**  
17675 S. Muskogee Ave.  
Tahlequah, OK 74465  
918-453-5555

GWY.9 DBF  
**CHEROKEE NATION®**  
Career Services  
Office Locations



**Cherokee County  
Learning Center**  
17822 S. Muskogee Ave.  
Tahlequah, OK 74465  
918-458-0577



**Cherokee County  
Employment and Training**  
17138 S. Muskogee Ave.  
Tahlequah, OK 74465  
918-453-5555



**Cherokee County  
TERO and TLJC Office**  
16389 S. Muskogee Ave.  
Tahlequah, OK 74465  
918-453-5334



**Adair County  
Stilwell Office**  
406 A W. Locust St.  
Stilwell, OK 74960  
918-696-3124



**Sequoyah County  
Sallisaw Office**  
100 E. Choctaw Ave.  
Sallisaw, OK 74955  
918-776-0416



**Wagoner County  
Wagoner Office**  
109 N. Casaver  
Wagoner, OK 74467  
918-453-5555



**Delaware/Ottawa County  
Jay Office**  
1178 W. Cherokee  
Jay, OK 74346  
918-253-3243



**Mayes County  
Pryor Office**  
6789 Hwy. 69 S  
Pryor, OK 74361  
918-825-7988



**Rogers County  
Catoosa Office**  
701 W. Rollins Street  
Catoosa, OK 74015  
918-342-7450



**Washington/Craig/Nowata Co.  
Vinita Office**  
27469 S. 4410 Road  
Vinita, OK  
918-256-4576



**Tulsa County  
Tulsa Office**  
10837 E. Marshall St.  
Tulsa, OK 74116  
918-574-2749



**Muskogee/McIntosh County  
Muskogee Office**  
1305 S. Country Club Rd.  
Muskogee, OK 74403  
918-682-2077

# Commerce Services

*Securing and enhancing the financial well-being of Cherokee people, businesses and communities*

Anna Knight, Executive Director  
918-453-5532  
anna-knight@cherokee.org

## Community Economic Impact

Small businesses employ nearly half of the American workforce; they create 2 out of 3 net new private sector jobs; they invest 68% of revenues to build and sustain communities. – SBA 2021

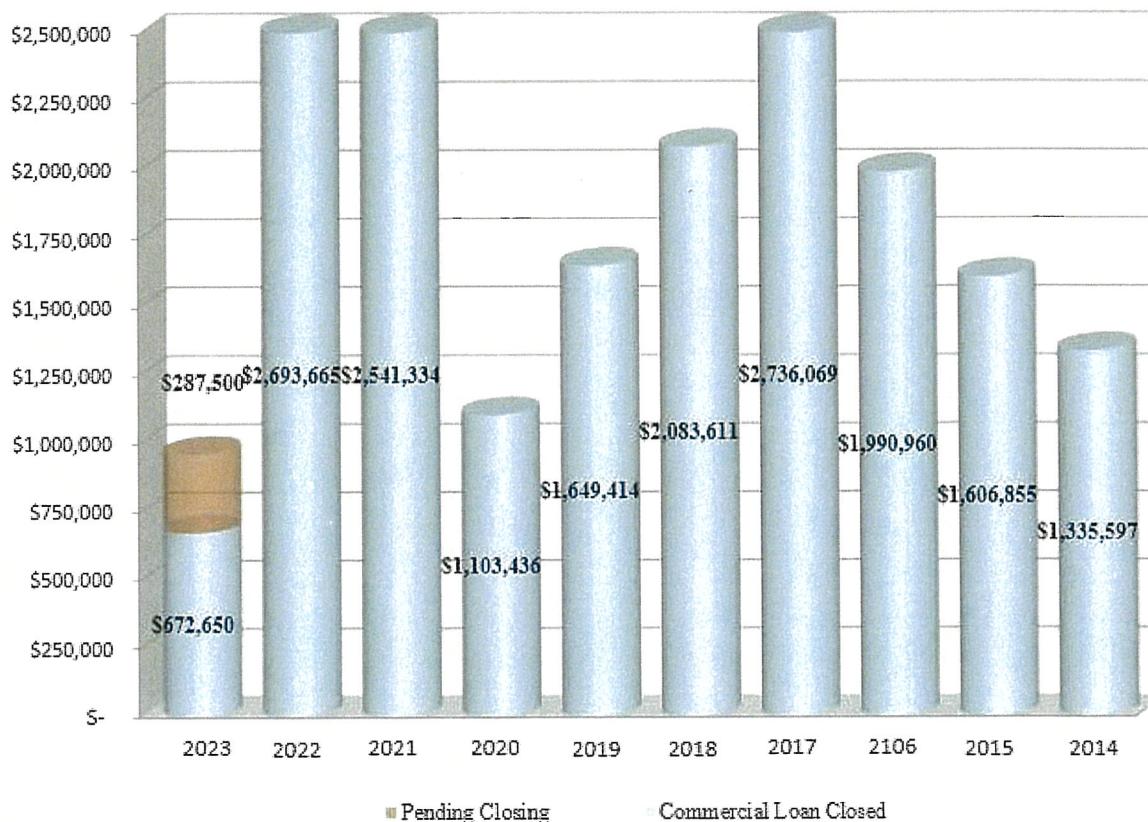


Cherokee Nation Economic Development Trust Authority has invested \$23,258,965 in 420 privately owned small businesses impacting 1,784 community based jobs since 2010



## Dollars Invested in the Local Economies Through Small Business Lending

Dollars Invested in Local Economy



### Small Business Loans Approved Pending Close February 2023

Community	County	Business Type	Startup or Expansion
Bartlesville	Washington	Service Industry	Startup
Vian	Sequoyah	Food Service	Startup
Hulbert	Cherokee	Tourism Industry	Expansion
Claremore	Rogers	Service Industry	Startup
Hulbert	Cherokee	Tourism Industry	Startup
Park Hill	Cherokee	Service Industry	Startup

### Consumer Loans Close

**831 consumer loans totaling \$1,441,581** have been made through the Small Business Assistance Center in fiscal year 2023.

# GET YOUR TAXES DONE FOR FREE

For low to moderate income families (under \$60,000)

The Cherokee Nation in partnership with the IRS is offering free tax preparation at Volunteer Income Tax Assistance sites February 1 through April 13, 2023.

KEEP YOUR CASH! 

VITA tax sites prepare and electronically file your Federal and State income taxes for free.  
Your refund can be deposited into your bank account!

All locations are by Appointment Call 918-453-5536 to Schedule

Location	Address	Date	Time
Catoosa	1 W Sam Building 701 W Rollins	Wednesday	9:00 am - 3:00 pm
Claremore	Housing Authority of Cherokee Nation 23205 S. Hwy 66	Tuesday	9:15 am - 3:15 pm
Jay	Housing Authority of Cherokee Nation 1300 W. Cherokee	Tuesday	9:00 am - 3:30 pm
Muskogee	Three Rivers Health Clinic 1001 S 41 St. E. 2nd Floor	Monday	9:00 am - 3:30 pm
Nowata	Will Rogers Health Clinic 1020 Lenape Dr.	Feb. 21 <sup>st</sup> March 14 <sup>th</sup> April 4 <sup>th</sup>	9:30 am - 3:00 pm
Ochelata	Cooweescoowee Health Clinic 39500 W. 2900 Rd.	Feb. 14 <sup>th</sup> March 7 <sup>th</sup> March 28 <sup>th</sup>	9:30 am - 3:00 pm
Pryor	Cherokee Nation Career Services 6789 US-69 South	Monday	9:15 am - 3:00 pm
Salina	Cherokee Nation Food Distribution 900 Owen Walters Blvd	Tuesday	9:15 am - 2:30 pm
Sallisaw	Housing Authority of Cherokee Nation 2260 W. Cherokee	Monday	9:30 am - 3:00 pm
Stillwell	Cherokee Nation Career Services 406 A W. Locust Street	Thursday	9:00 am - 3:00 pm
Tahlequah	Cherokee Nation Oslyo Room 17695 S. Muskogee	Wednesdays & Thursdays	9:00 am - 3:30 pm
Vinita	Vinita Health Center 27371 S. 4410 Rd.	Feb. 7 <sup>th</sup> & 28 <sup>th</sup> March 21 <sup>st</sup> April 11 <sup>th</sup>	9:30 am - 3:00 pm
Westville	Westville Public Library 116 N. Williams	Feb. 14 <sup>th</sup> March 14 <sup>th</sup> March 28 <sup>th</sup>	10:00 am - 4:00 pm

To find a free tax preparation site nationwide call 800-906-9887 or  
<http://irs.treasury.gov/freetaxprep/>



## Small Business Lending Impact 2010 through 2023 by County

CNEDTA loan dollars leverage additional economic investments!

Since 2015, CNEDTA loans leveraged \$42 million in private community investments.

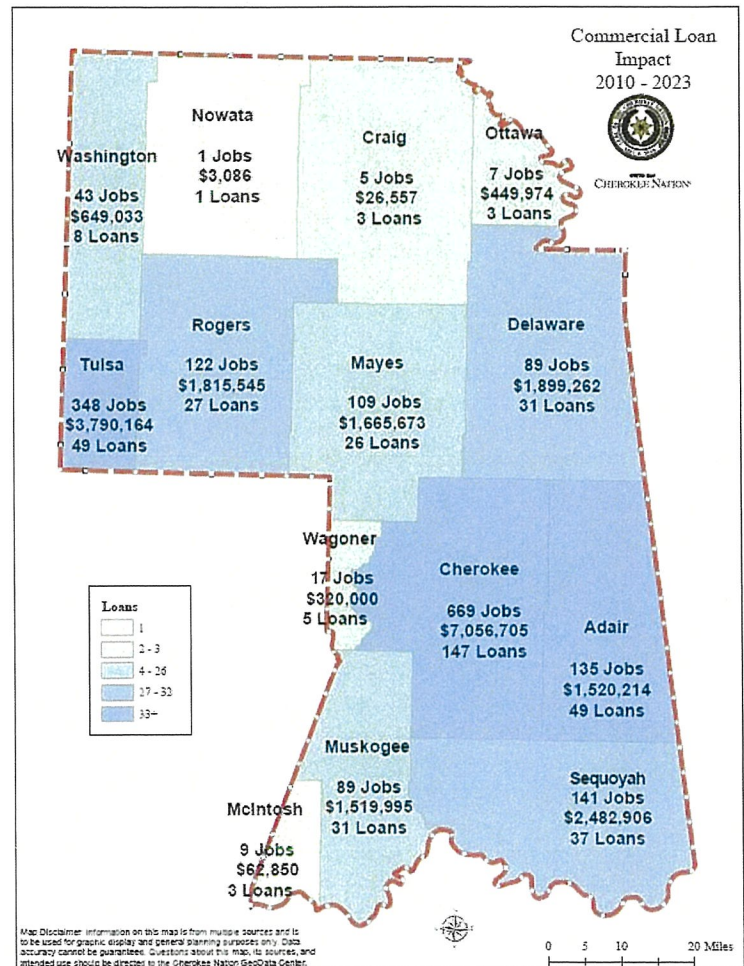
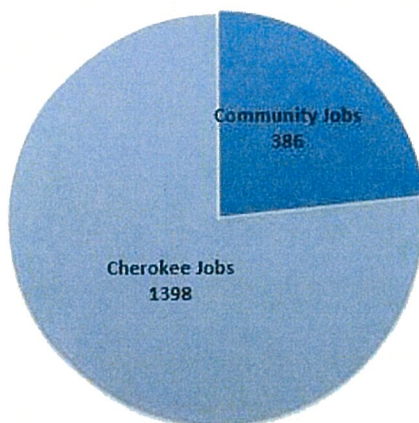
In 2023, CNEDTA loans leveraged almost an additional \$1 million in private community investments.

### Small Businesses Create Community Based Jobs

#### Jobs Created FY 2023



#### Jobs Created FY10-23



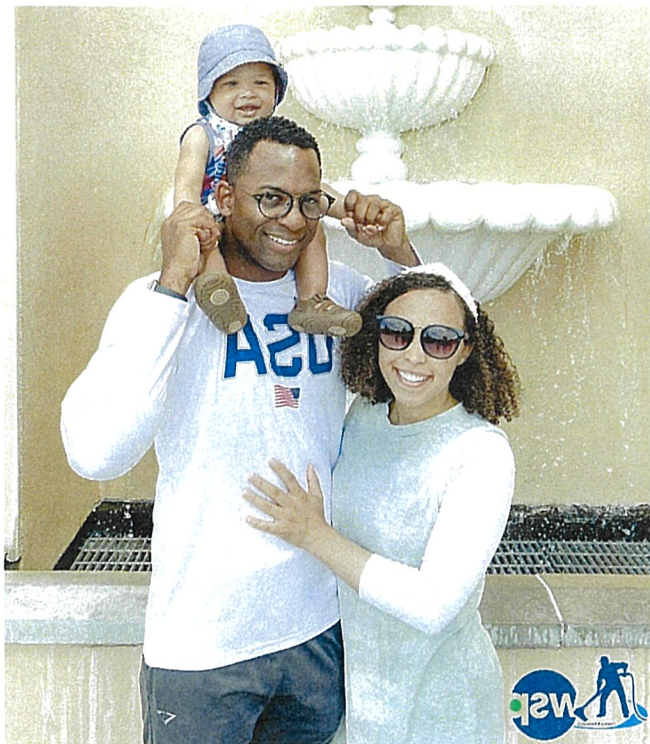
County	Economic Investment	Businesses	Jobs
Adair	\$1,520,214	49	135
Cherokee	\$7,056,705	147	669
Craig	\$26,557	3	5
Delaware	\$1,899,262	31	89
Mayes	\$1,665,673	26	109
McIntosh	\$62,850	3	9
Muskogee	\$1,519,995	31	89
Nowata	\$3,086	1	1
Ottawa	\$449,974	3	7
Rogers	\$1,815,545	27	122
Sequoyah	\$2,482,906	37	141
Tulsa	\$3,790,164	49	348
Wagoner	\$320,000	5	17
Washington	\$649,033	8	43
Totals	\$23,258,965	420	1,784



## Small Business Client Highlight Williams Surface Pro LLC

Brooke and Nate Williams established Williams Surface Pro

LLC in 2019 with a loan from Cherokee Nation EDTA. They needed a loan for the industrial cleaning equipment that they would be using in their business.



Williams Surface Pro LLC specializes in interior cleaning of carpet, tile and other surfaces with a mix of commercial and residential customers and in their busy season employ up to 5 employees. When asked what the lending dollars from the Cherokee Nation Economic Development Trust Authority has meant their business they are quick to equate the opportunity to family. Nate expressed that this loan allowed them to become

business owners and has made it possible for them to have a lot more family time. They were actually trying to get this business off the ground before the loan while working other full time jobs.



As of 2021, Nate was able to work in the business full time which has given him much more flexibility and given the whole family a better quality of life. They are very grateful for the assistance of the SBAC and said that this business would not have gotten off the ground and become successful without the support and financial assistance of the Cherokee Nation.



\*before and after treatment



## Cherokee Nation Economic Development Trust Authority

A Cherokee Nation chartered nonprofit corporation  
Certified as a Community Development Financial Institution

### Lending Assets

Available Commercial Capital	\$1,484,283
Available Consumer Capital	\$446,015
Approved Grants Pending Distribution	\$789,341
Approved Grants Pending Receipt	\$0
Total Available Capital	\$2,719,639
Outstanding Commercial Loans	\$11,105,676
Outstanding Consumer Loans	\$2,951,028
Total Outstanding Loans	\$14,056,704



- Total Graduates 104
- Total Re-entry/Recent Offenders 59
- Total Day Training 45
- Total Opening Small Business 5

\*All participants have been low income American Indians.

### Kawi Café a model experiential entrepreneurship-training program

Managed by Commerce business coaches, we collaborate with Career Re-entry Programs to provide hands on entrepreneurial training in the Kawi Cafe.



24WORKSONPAPER

### Artists as Entrepreneurs and Community Tourism as Economic Development

***Increasing the business capacity of artists and tourism capacity of communities***

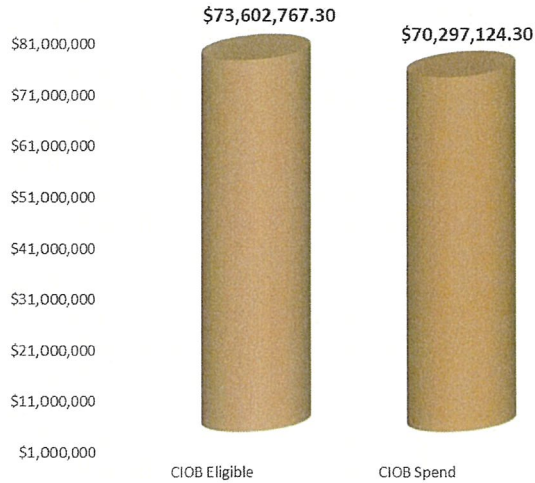
The Cherokee Arts Center continues to host monthly Third Thursday Virtual Art Classes on the Cherokee Arts Center & Spider Gallery Facebook page ([facebook.com/CherokeeArtsCenter](https://facebook.com/CherokeeArtsCenter)).

March 6-April 21 the Cort Mall rotating gallery will host the 24 Works on Paper. This is a traveling art show sponsored by the Oklahoma Visual Arts Coalition and features 24 works created on paper by 24 Oklahoma artists. We invite you to stop by the Cort Mall and check out this show.



## Procurements Awarded to Certified Cherokee/Indian-Owned Small Business 95.51%\* of CIOB Eligible Procurement Opportunities were awarded to CIOBs

\*as of Jan 30, 2023

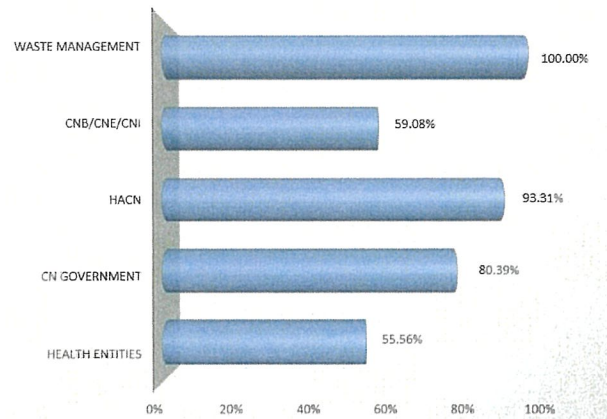


TERO Procurement Opportunities	
Entity	% Awarded
CN Government	100%
CNE	76.61%
Health Entities**	100%

\*\*Health Entities are PACE/Elder Care and CN Home Health

## 70.96%\* of Employees are registered Cherokee Nation Citizens

Includes companies majority owned; does not include temporary or government contract employees



## Commerce Services Grants Pending and Approved

Please note some grants submitted under the Cherokee Nation Economic Development Trust Authority (CNEDTA)

Grant Submitted	Purpose	Funding Year	Amount Requested	Status	Notes
USDA RDBG	Small Business	2023	\$500,000	Pending	Revolving Loan Fund
SSBCI Technical Assistance Grant	Small Business	2023	\$150,000	Pending	TA for Entrepreneurs
CDFI	Lending Programs	2022	\$1,300,000	Pending	SBAC Lending Programs
BIA Incubator	Small Business	2022	\$300,000	Awarded	SBAC Small Business
USDA RDBG	Artists Entrepreneurs	2022	\$137,340	Awarded	Entrepreneurial Curriculum and Mentorship
USDA RDBG	Small Business	2022	\$67,321	Awarded	Coaching Services Federal Procurement Entrepreneur Training
IRS VITA	Tax Preparation	2023	\$36,000	Awarded	VITA Tax Program 2023