

# Not seeing many improvements



**DARCY MORROW,  
DIRECTOR, UNIT IV**

I ran for the board because I was concerned about the direction our tribe was headed. Since being elected, I haven't seen many improvements, my personal opinion is our tribe has gotten worse. I don't like getting phone calls or talking to members who are treated badly and it seems no matter where you go you hear complaints. It seems to me that the governmental division — ACFS, Health, Housing, Accounting, etc. — staff have forgot that they are here to provide services to tribal members. It makes me very sad and upset that tribal members come to their own tribe for help and they get treated badly!

This mentality has to STOP. We need staff who are going to help provide tribal members with services. We need division directors and managers held accountable for their actions or inactions and they also need to hold their staff accountable. At this time, I do not see that happening. Years ago, staff used to go out of their way to provide services to our membership. Somehow, somewhere, they forgot the reason why they are here. They need to be reminded they are here to provide services for tribal members and to always have excellent customer service skills both internal and external.

Our members are treated badly by other agencies throughout all our communities, they should not feel that way within their own tribe. I am not saying all staff are treating members badly and that everyone is not doing their job, but a majority of departments and staff are making the issues really stand out more and more to a small minority on the board. Director Chase and I will continue to push for everyone to be held accountable so that all tribal members are treated equal when using programs and services.

Our Kewadin Casinos are still in turmoil with low morale, poor management, poor customer service both internal and external, reduced coin in, etc. Three years ago, a survey was conducted at all five Kewadin Casinos, the information was invaluable to anyone wanting to fix the issues at each individual casino. Unfortunately, team members input fell on deaf ears. If I went back out and resurveyed team members today, three years later, it would be worse! I do not see the commitment that is needed by management to lead by example, have excellent internal and external customer service and treat all team members equal. Until these internal issues are taken care of and management is held accountable, we will not see the positive changes that are needed to increase revenue and succeed!

Our tribal issues stem from interference to our everyday operations, whether it is governmental operations, casino, enterprises, etc. It happens because we have certain board members continuing to dictate behind the scenes so they can protect family and friends.

Thank you,

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