

Under the leadership of Yona, CIHA's New Employee Orientation Training, Right Way Training and Leadership Learning Series were revitalized and enhanced with modern technology, including standardized digital materials, automated workflows, and improved participant tracking, streamlining processes, strengthening cross-department engagement, and increasing overall efficiency and consistency. By implementing unified digital platforms and reducing manual administrative steps, Yona created a more reliable, data-driven learning system that ensures timely completion, clearer communication, and a higher-quality onboarding and development experience for all employees.

Yona continues to guide his team to rely on clear, measurable evidence to guide and validate the improvements he introduced. As he worked to modernize New Employee Orientation, The Right Way Training, and the Leadership Learning Series, systems were built that allowed CIHA to see, rather than assume, the impact of each program. Attendance and completion information, once scattered or inconsistently recorded, became accessible through standardized digital tracking that showed exactly who had been trained, when, and in which sessions. This shift gives CIHA dependable data to understand engagement across departments and to ensure essential training was being delivered on schedule.

He also incorporates routine surveys into each program, using them not as a formality but as a genuine source of insight. These surveys captured employees' reflections on clarity, cultural relevance, and practical usefulness of the training sessions. Over time, the patterns in this feedback helped make thoughtful adjustments to strengthen areas where staff expressed a need for more support and refining content that was identified as especially meaningful. The combination of quantitative participation data and qualitative staff perspectives created a balanced view of outcomes that allowed improvements to be both evidence-based and responsive to the lived experience of CIHA employees.

Yona's work directly advanced CIHA's strategic objective of strengthening People/Stewardship by building a more capable, confident, and culturally anchored workforce. His work has helped to ensure that every employee, whether newly hired or in a leadership role, entered the organization with a clear understanding of CIHA's mission, Guiding Principles, and expectations for high-quality, relationship-centered care. These programs established a shared foundation of cultural humility, communication skills, and professional accountability, all of which are essential to sustaining CIHA's commitment to serving the Eastern Band of Cherokee Indians with compassion and excellence.

By modernizing training systems with digital materials, automated workflows, and reliable tracking, Yona continues to work to advance the Quality objective of building standardized, repeatable processes that reduce variation and strengthen organizational performance. Employees now receive more consistent information regardless of department, trainer, or schedule

The improvements Yona and his team continue to introduce have proven to be lasting because they were designed not as one-time fixes, but as systems that continue growing with the organization. By establishing standardized digital training materials, automated workflows, and

consistent tracking tools, he created structures that remain in place regardless of staffing changes or departmental turnover.

What truly sustains these outcomes, however, is Yona's ongoing dedication to refinement. He and his team continually examine the processes they oversee, reviewing feedback, monitoring participation patterns, and identifying gaps that need attention. This commitment to continuous improvement has kept CIHA's learning programs from becoming static. Instead, they evolve in response to workforce needs, operational realities, and new organizational priorities.