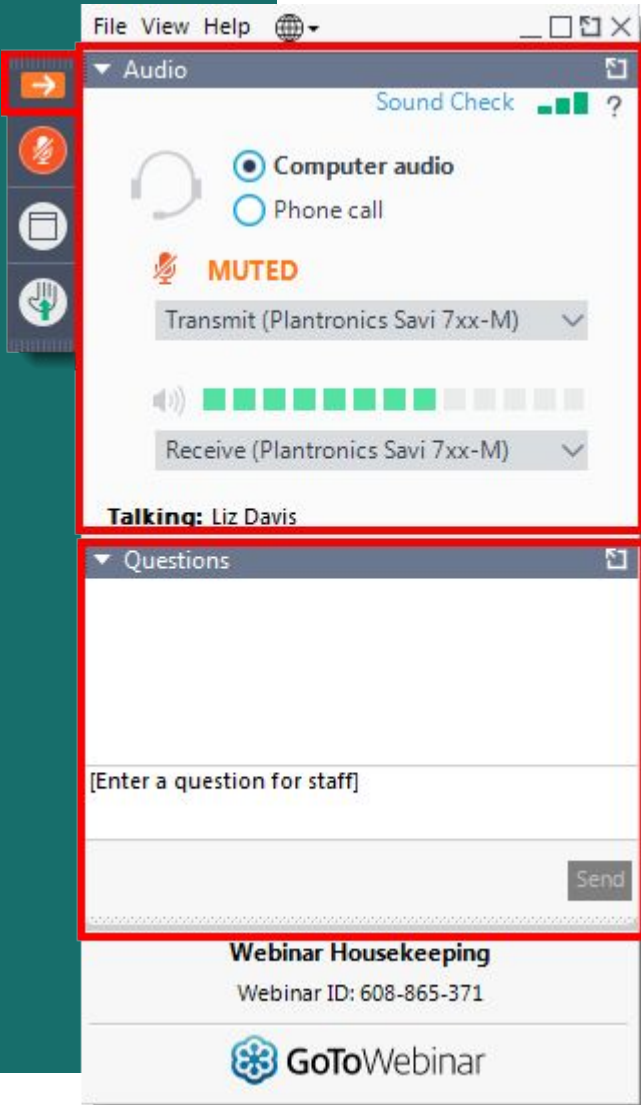


GoToWebinar Housekeeping: Attendee Participation



Your Participation

Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

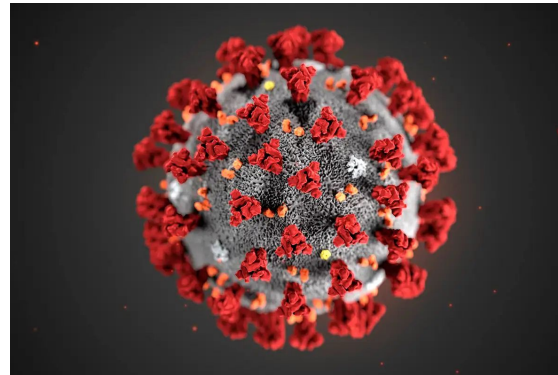
Note: Today's presentation is being recorded and will be provided within 48 hours.



And now for the news...

- 66 people responded to the question ***“Has anyone on your team been diagnosed with COVID-19? If yes, what challenges has that posed for you and your organization?”***
- Only 2 replied with a confirmed yes (3%)

“No, but worry about being next or that we should take more precautions.”





“The most recently diagnosed person is a manager and, while able to do some tasks, it is difficult to keep up with all responsibilities of that person. There is not adequate backup for that person’s position. The first diagnosed staff member is what led to the immediate implementation of remote work. Due to the relationship between our office and our state office, we were not able to fully plan for remote work. This led to significant chaos in our operations while we scrambled to shift to remote work. Due to the amount of COVID-19 in the community, the transition from remote work to onsite work will be long. We are, however, able to plan for this work and it should cause far fewer disruptions.”



We asked the following question...

On a scale of 1-5 where 1 is “Not at all” and 5 is “Quite a lot”, how much are each of the following issues causing you worry or stress?

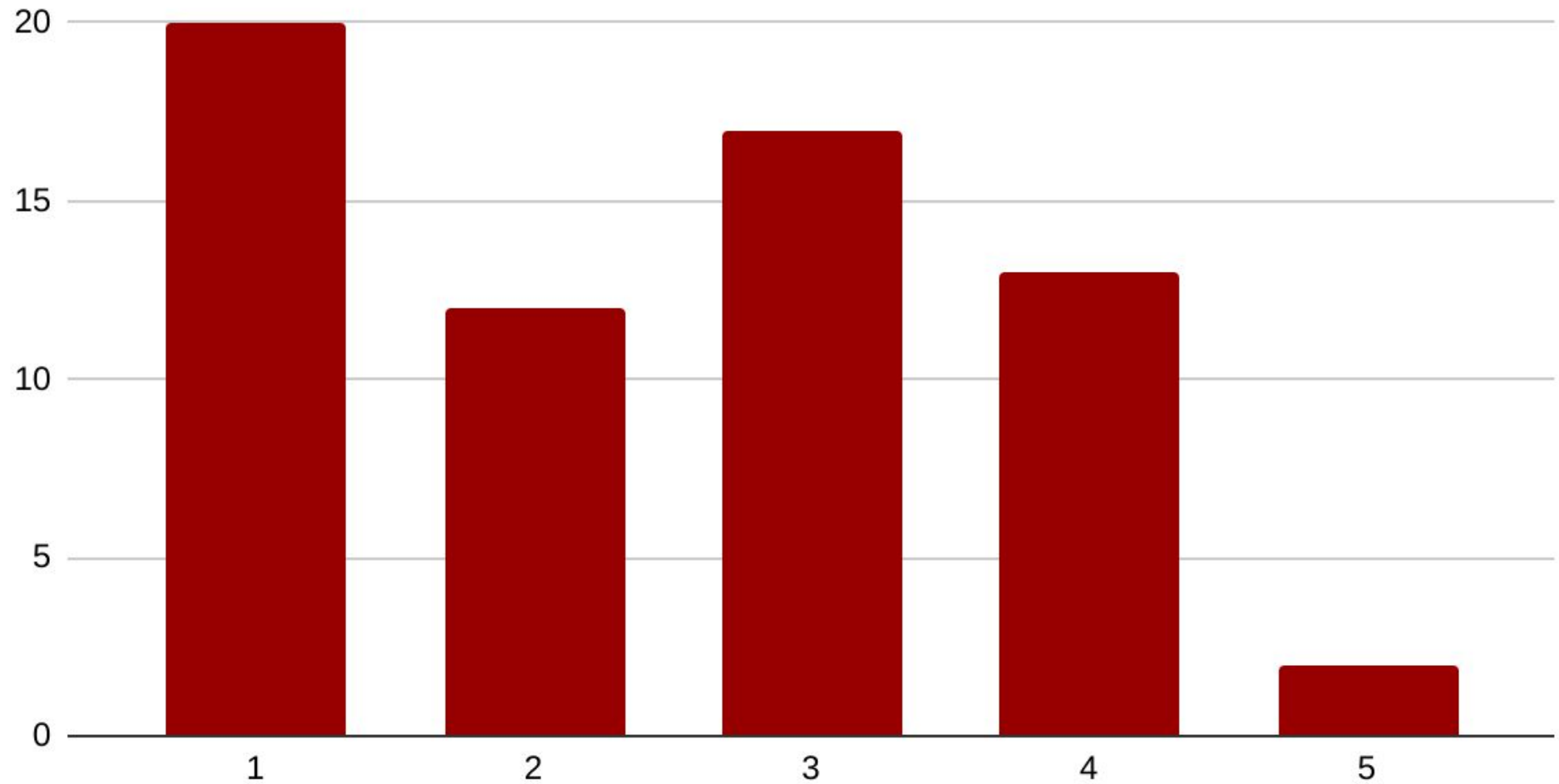
I will outline the aggregate answer count plus the average and mode (the number that shows up the most).



**Average:
2.5**

**Mode:
1**

That I am not being as supportive or helpful as my team needs me to be

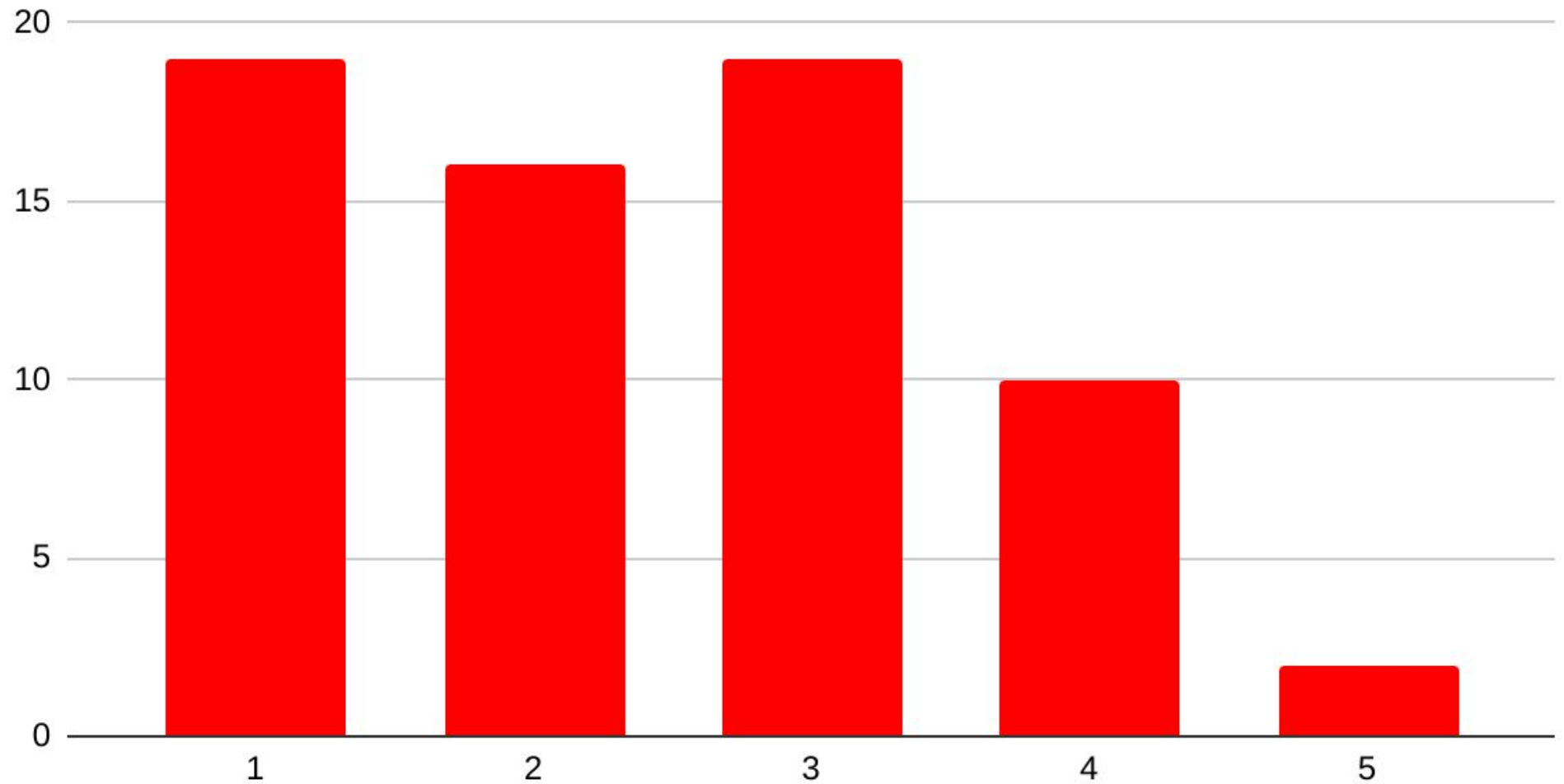




Average:
2.4

Mode:
3

That my employees aren't working as hard as I think they are or need them to

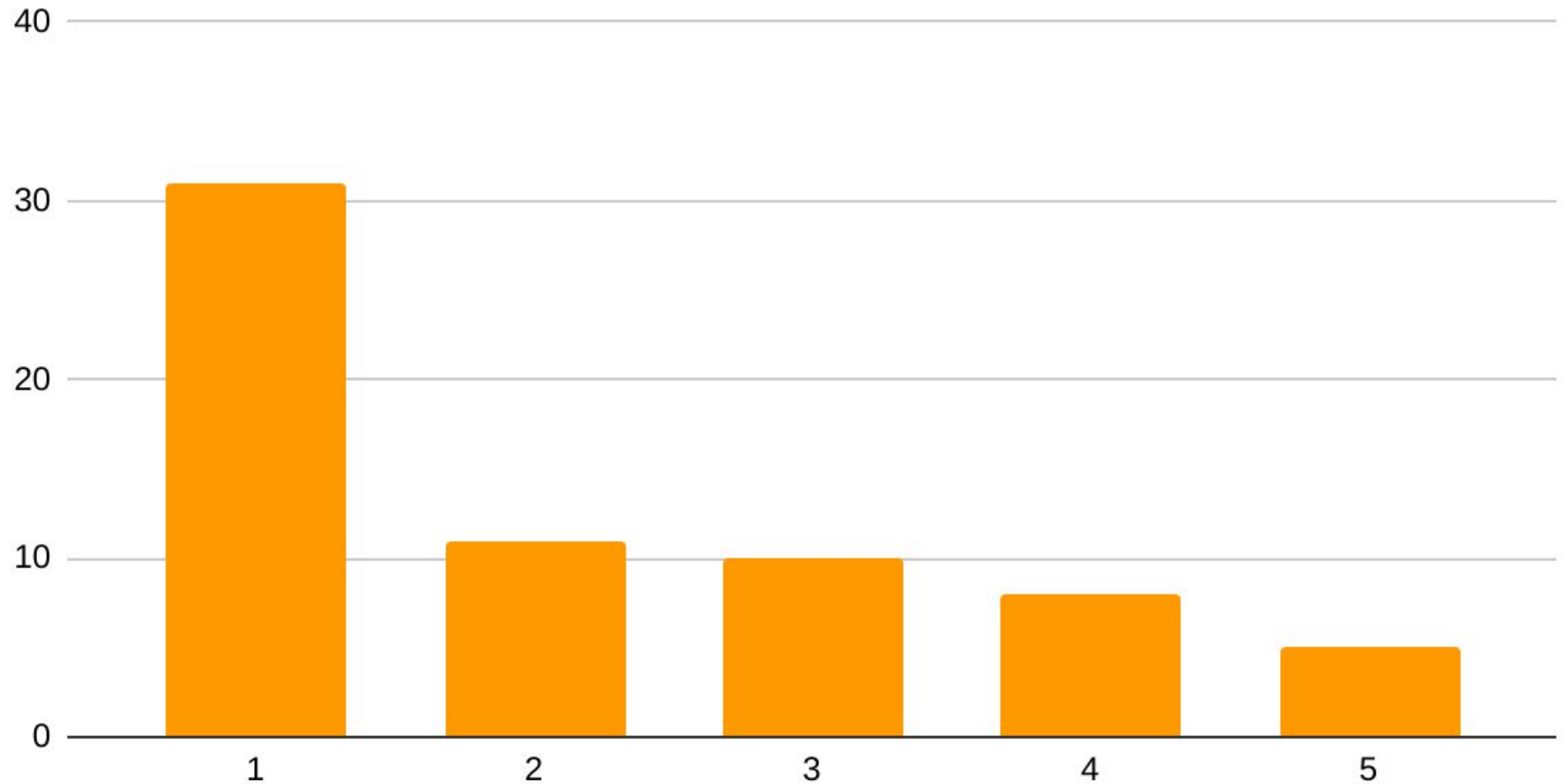




**Average:
2.1**

**Mode:
1**

That my team can't get at the documents and other information they need stored on an onsite server

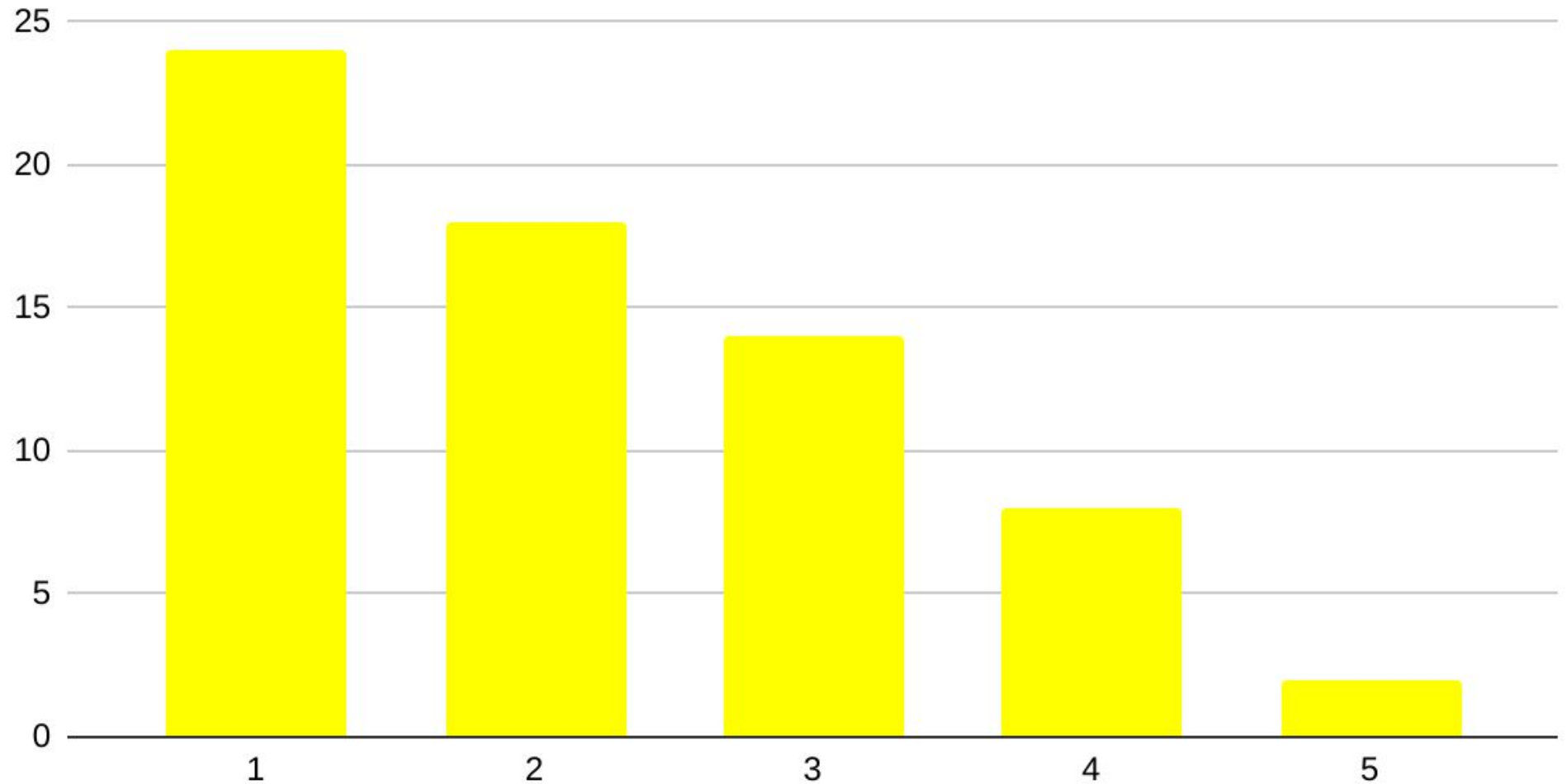




Average:
2.2

Mode:
1

The Internet issues my team is facing (The don't have or can't afford access, too many people using the internet is causing...)

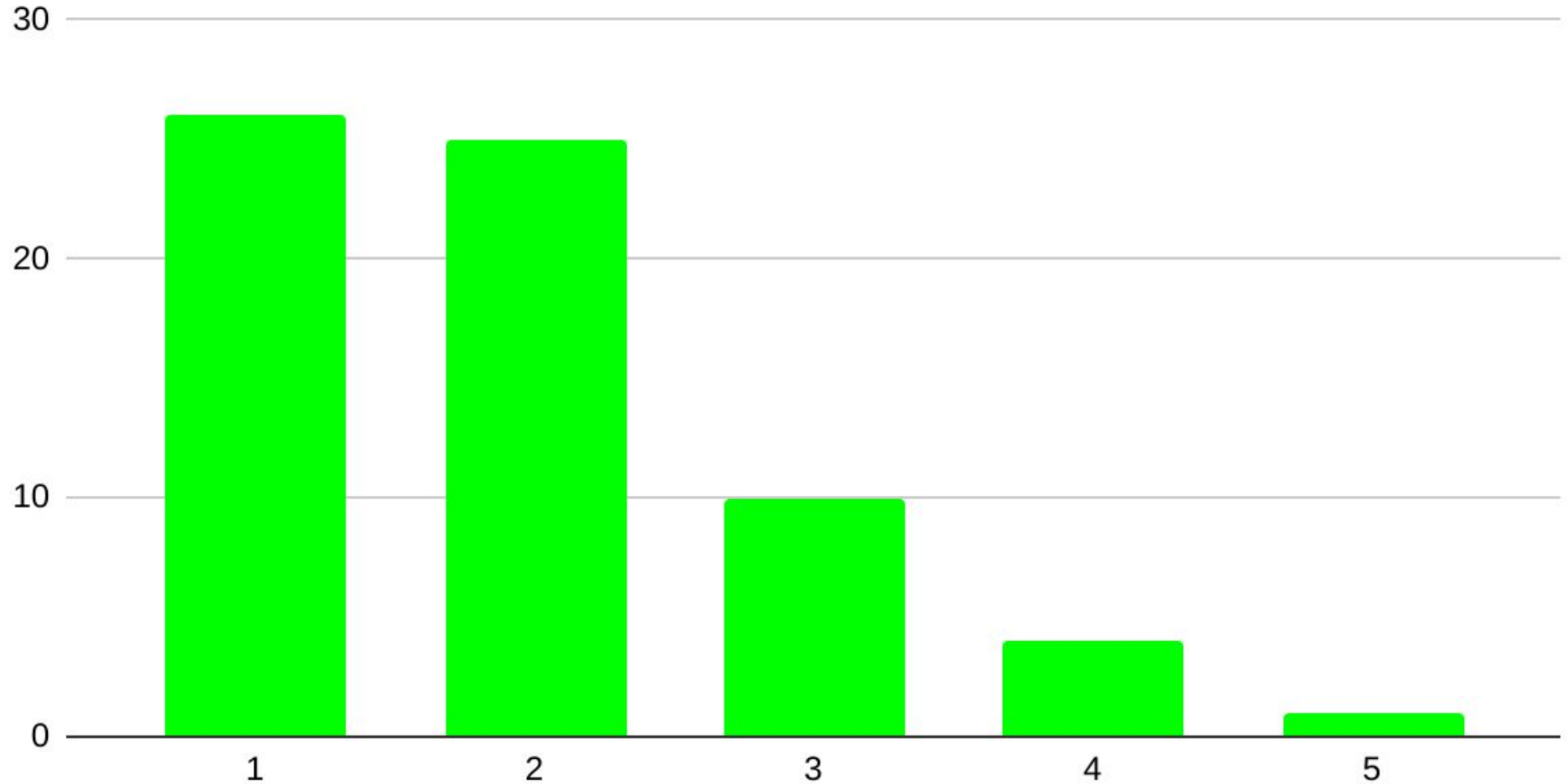




**Average:
1.9**

**Mode:
1**

My team isn't engaged or invested in our work and purpose like they used to be

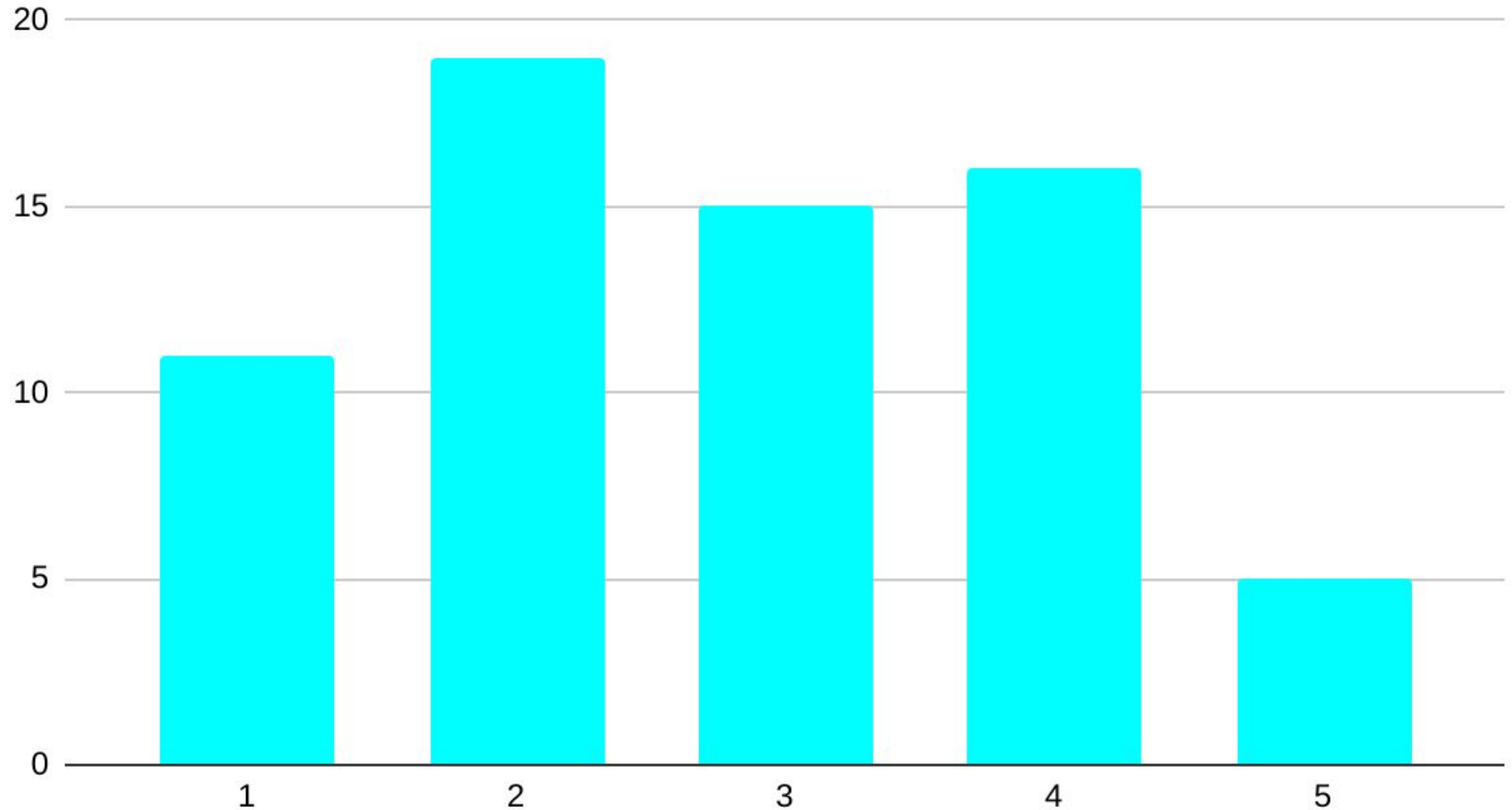




**Average:
2.8**

**Mode:
2**

The loneliness and isolation of the individual team member

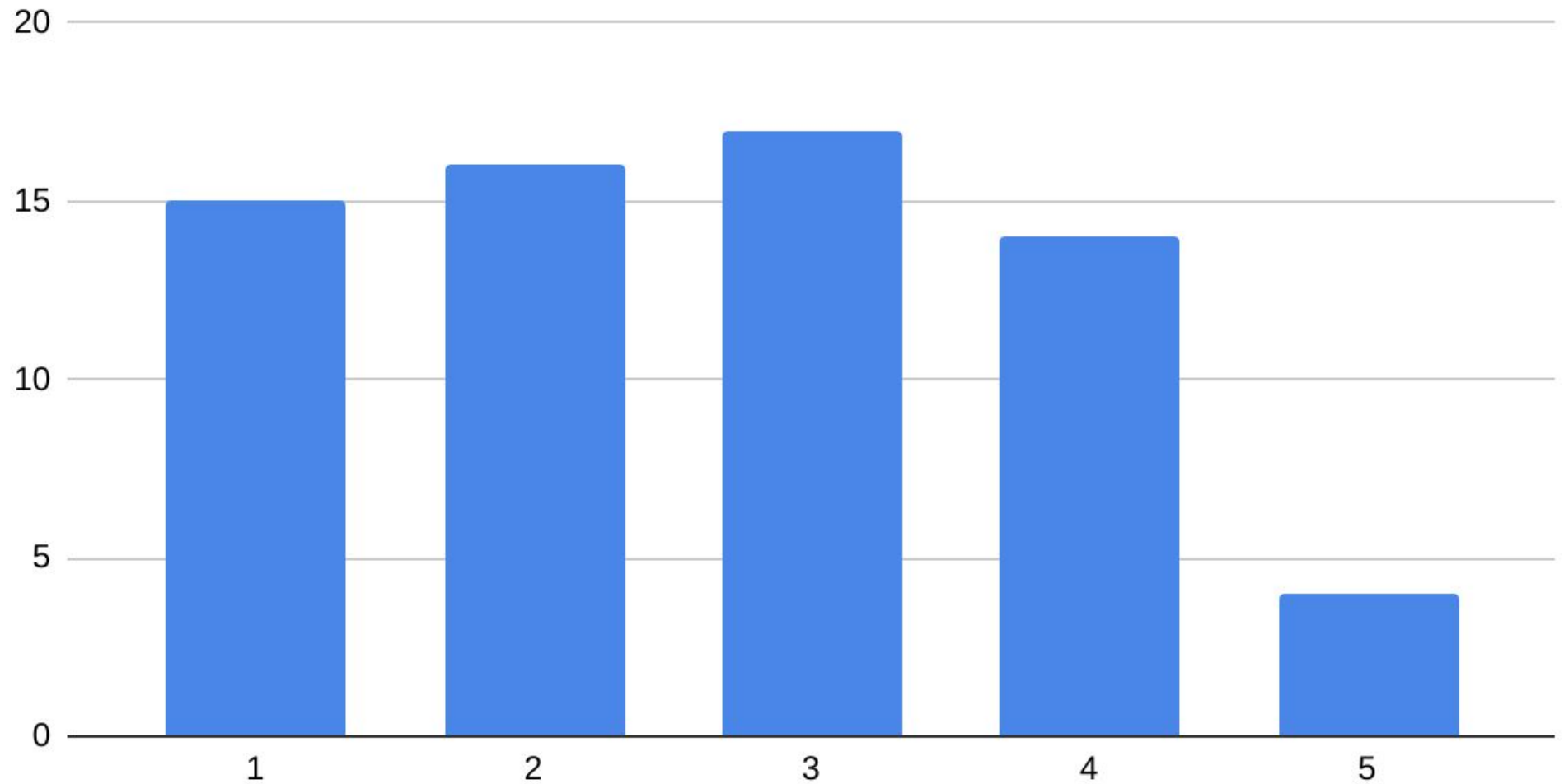




**Average:
2.6**

**Mode:
3**

This shift in how work is getting done is compromising our teams culture

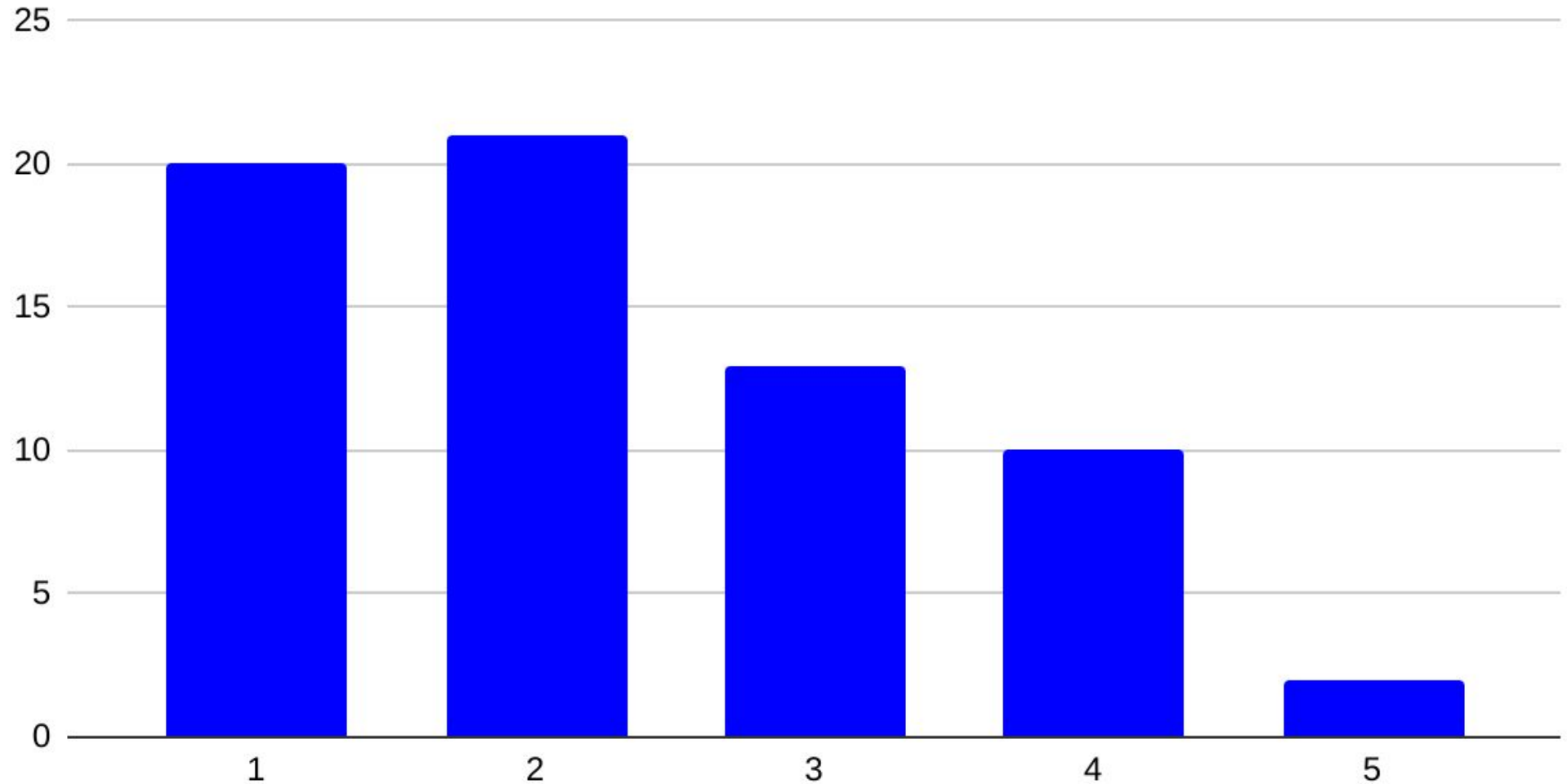




Average:
2.3

Mode:
2

Obligations at home are compromising the availability and ability of my team

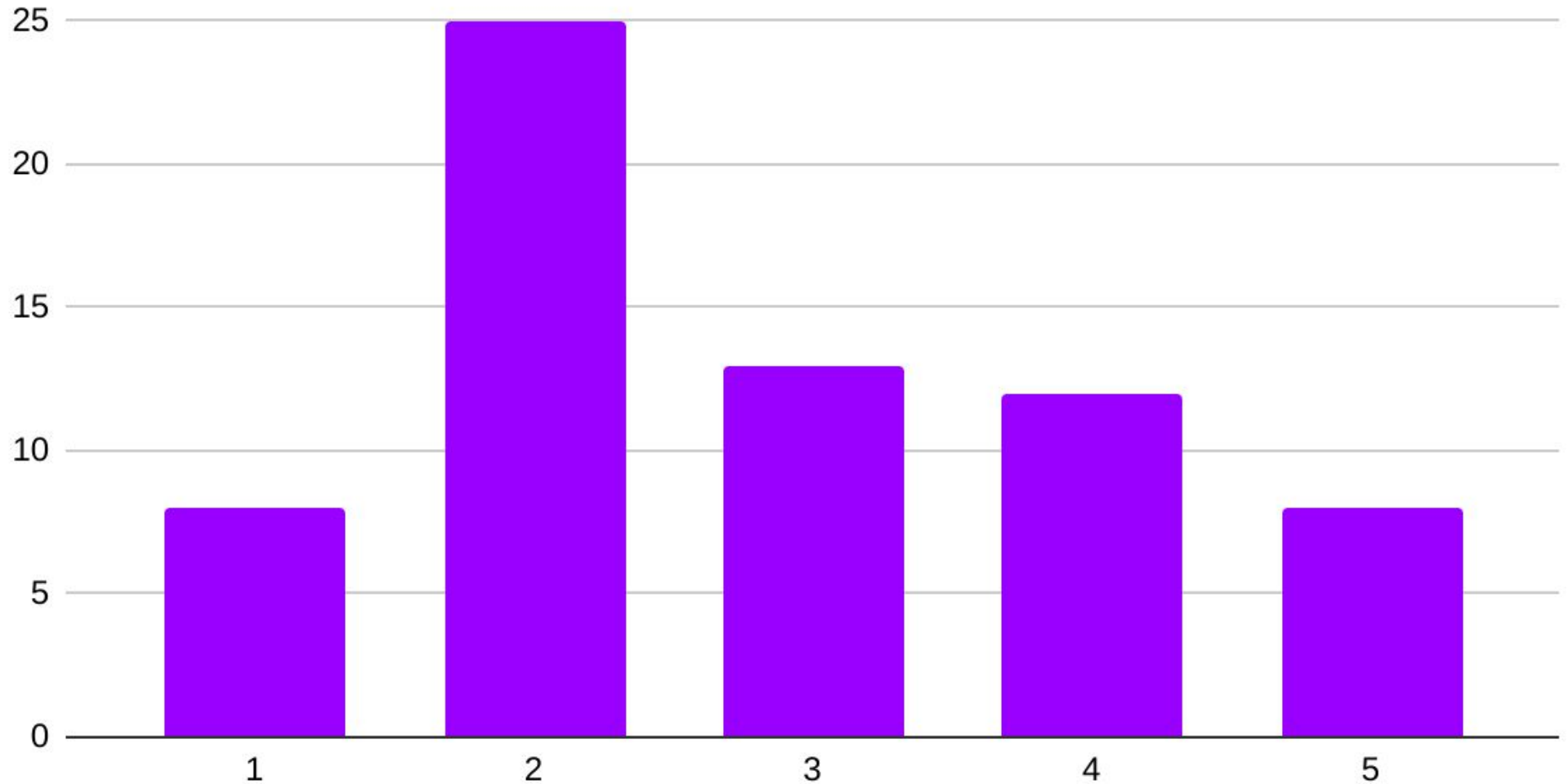




Average:
2.8

Mode:
2

I think some of my team members are stressed out and on the verge of burnout

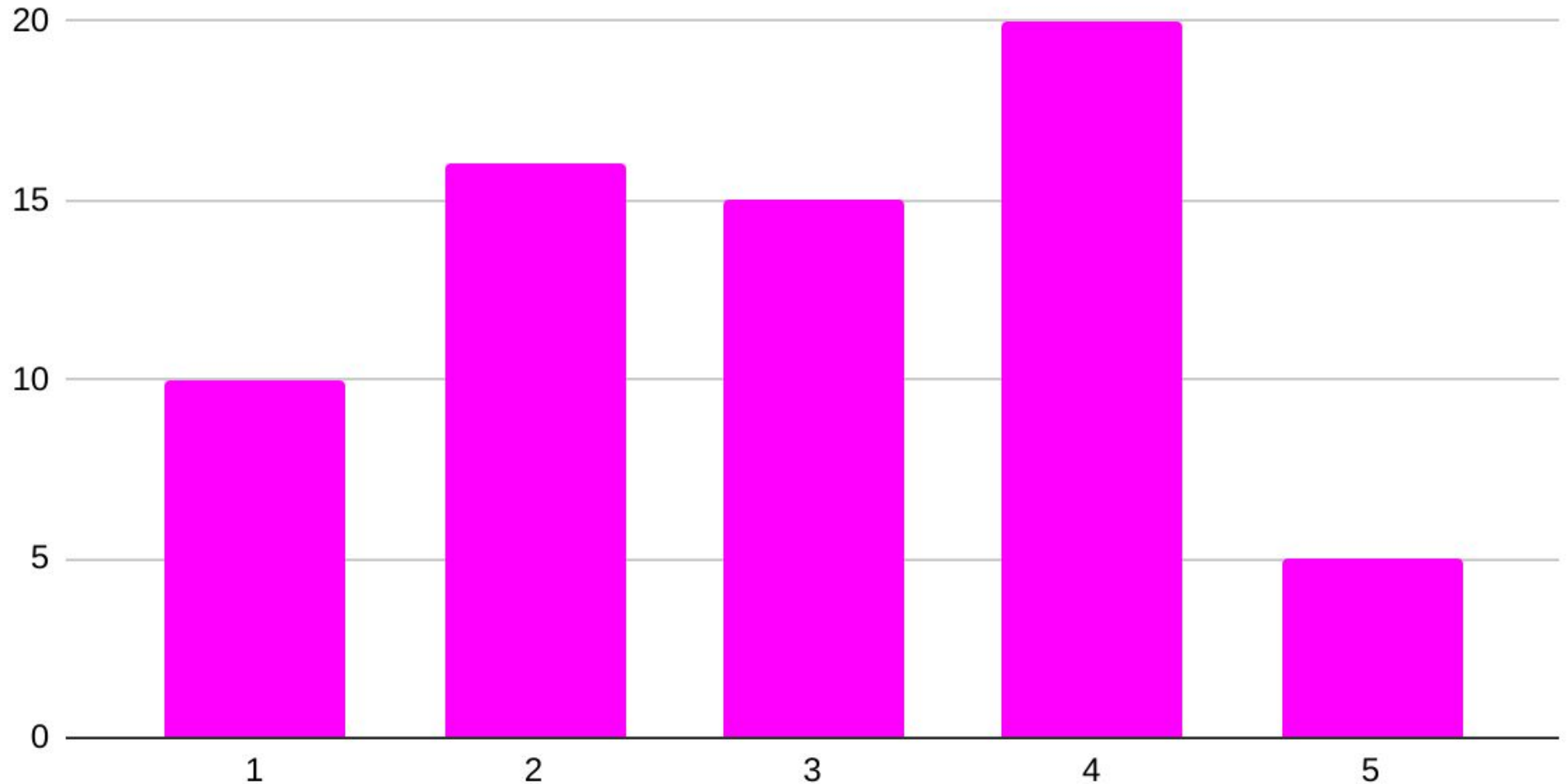




**Average:
2.9**

**Mode:
4**

I think some of my team members are more depressed or anxious than usual and I worry about that

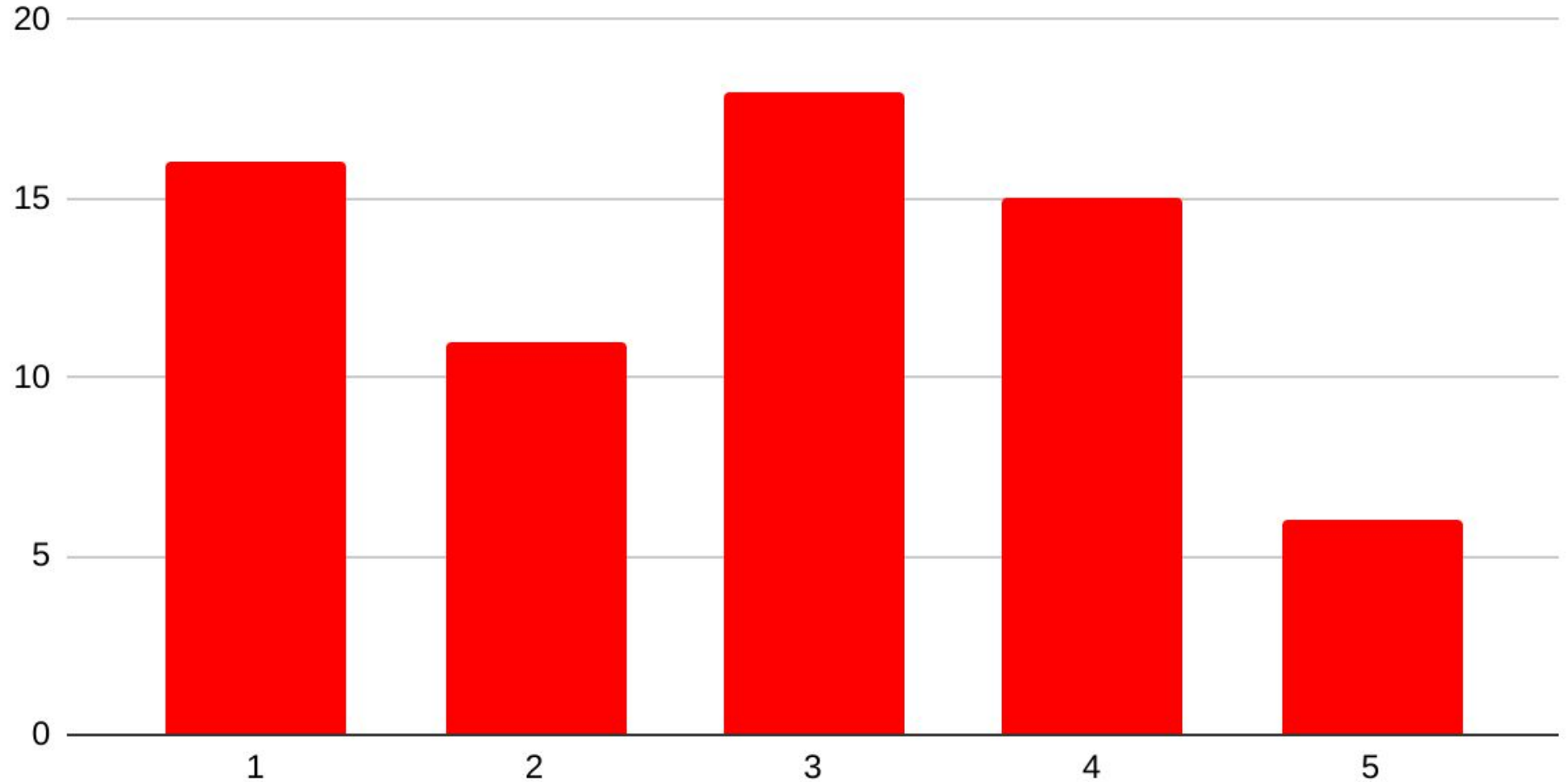




Average:
2.8

Mode:
3

Our quality assurance monitoring and coaching process is n't working effectively at this distance

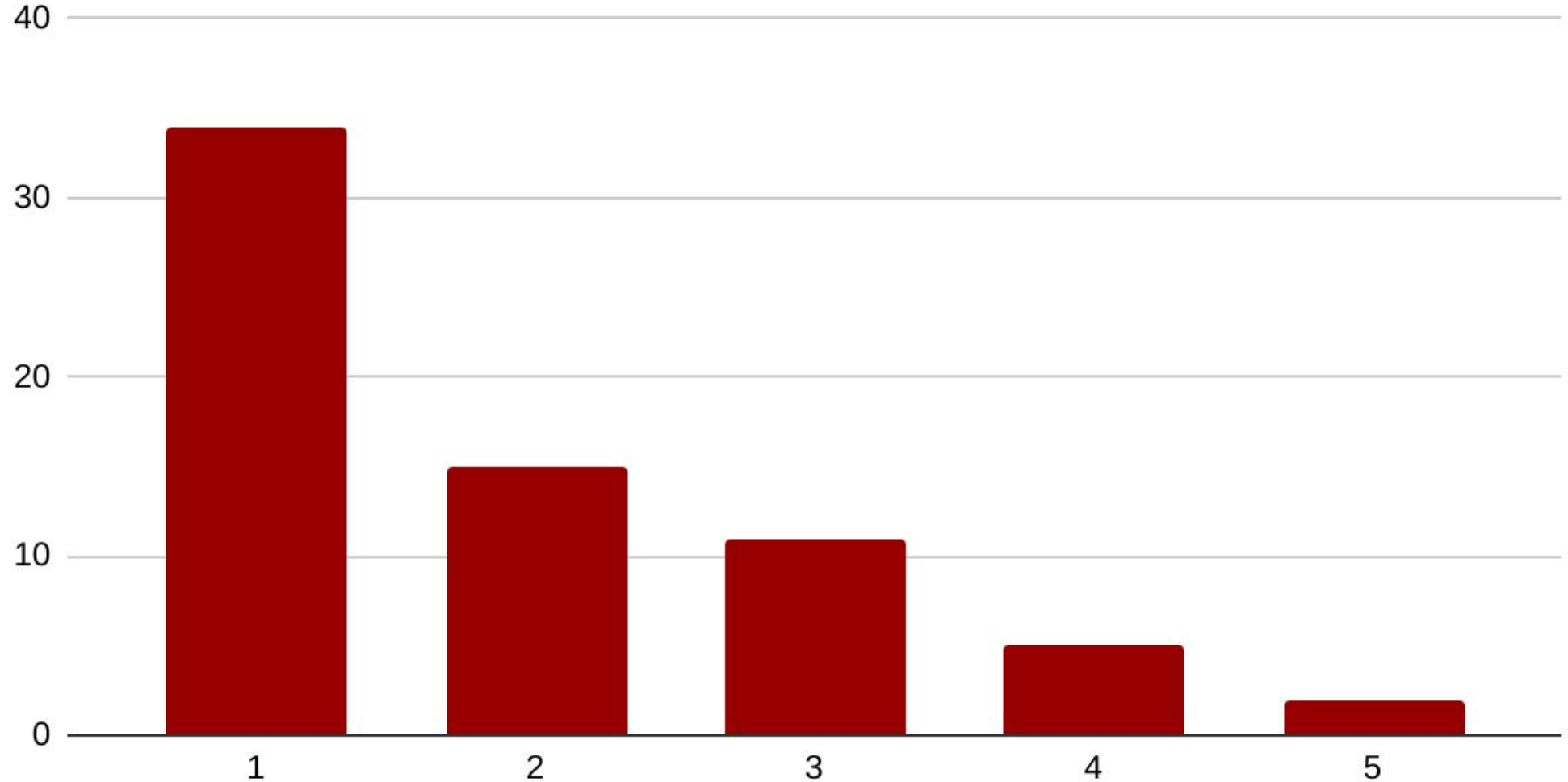




Average:
1.9

Mode:
1

People are working when they are sick and not taking breaks when they should

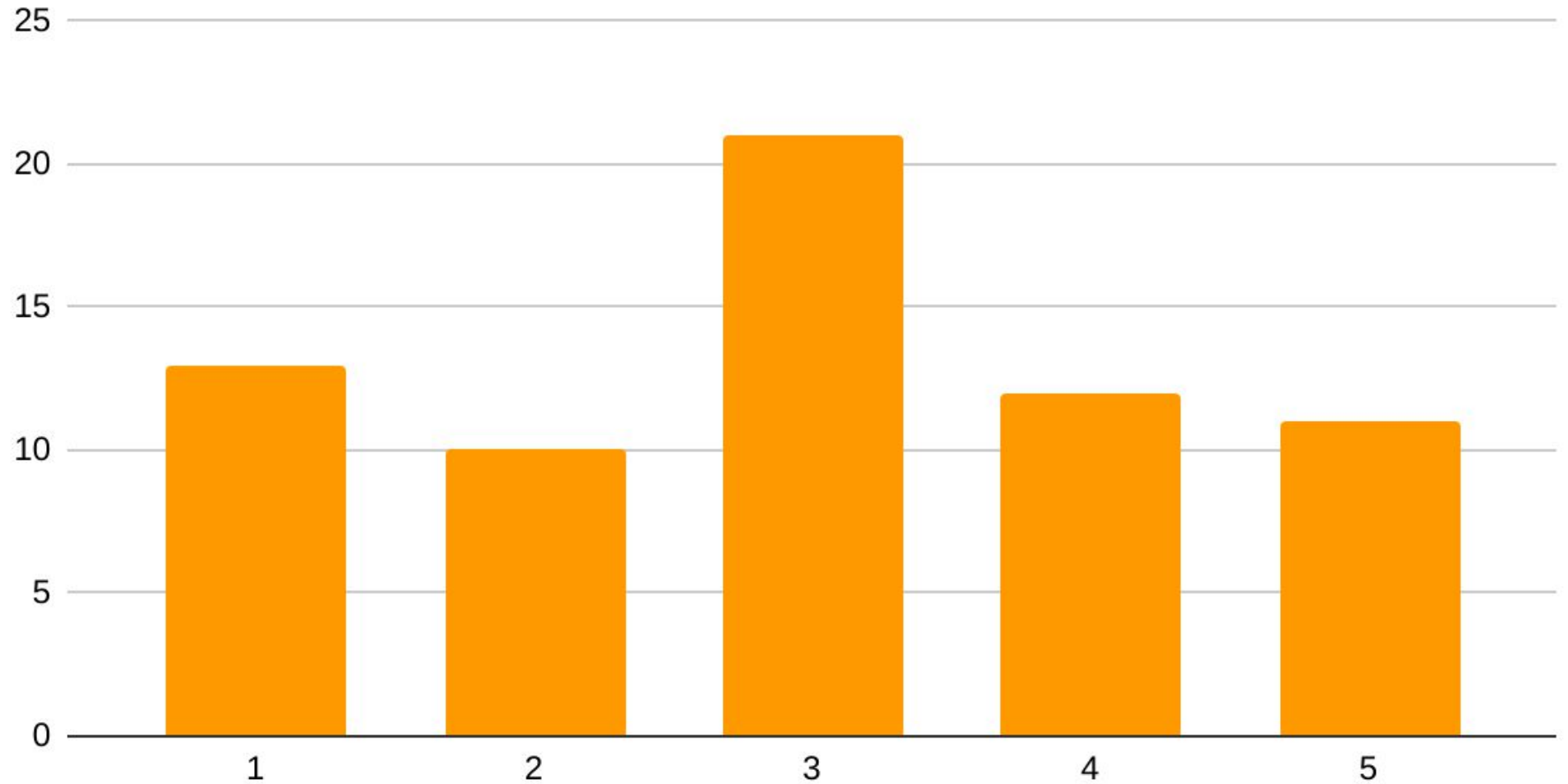




**Average:
3.0**

**Mode:
3**

Keeping my team updated with all the changing issues and news

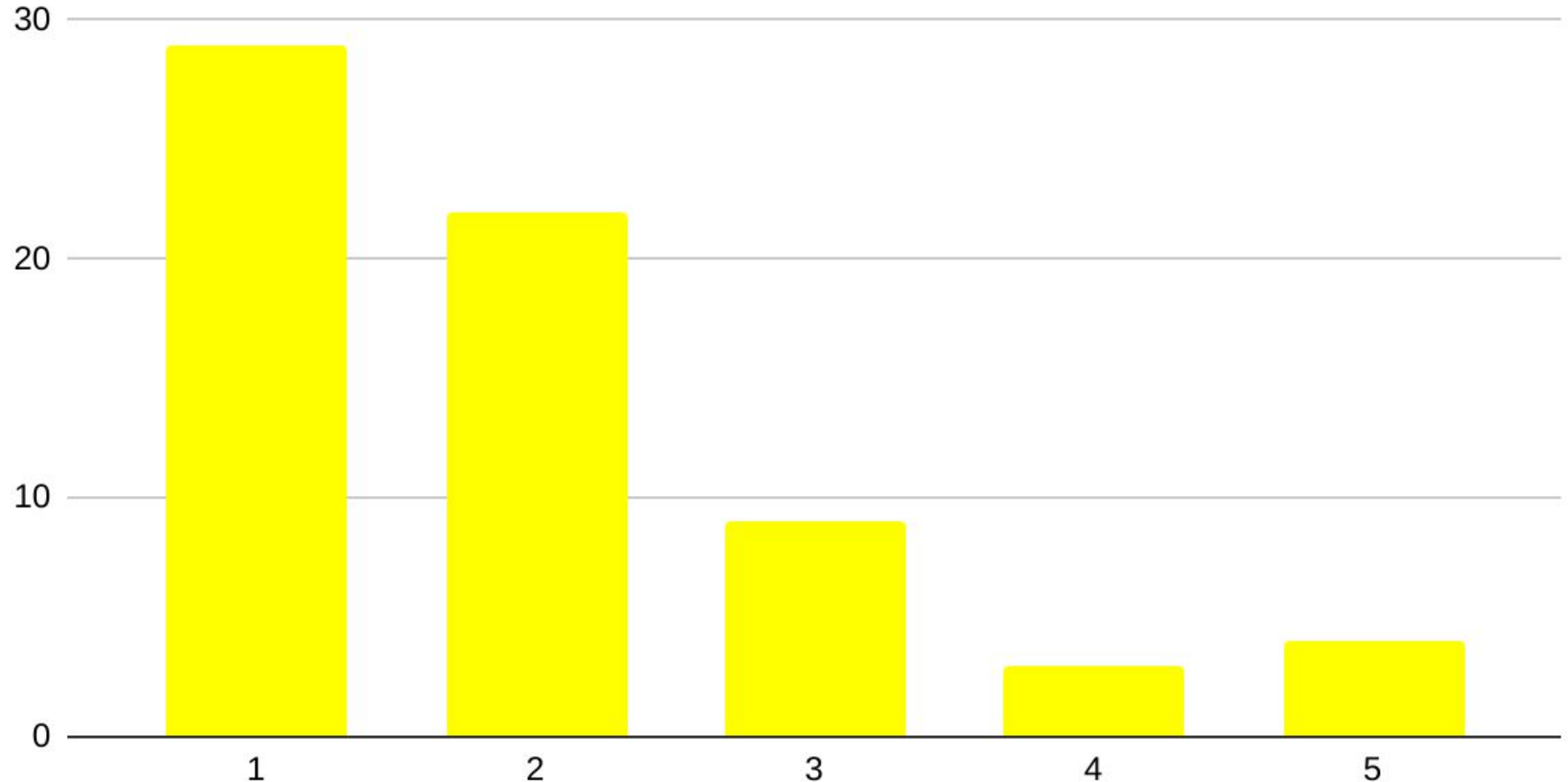




Average:
2.0

Mode:
1

Security of the hardware being used at home and the information being gathered remotely

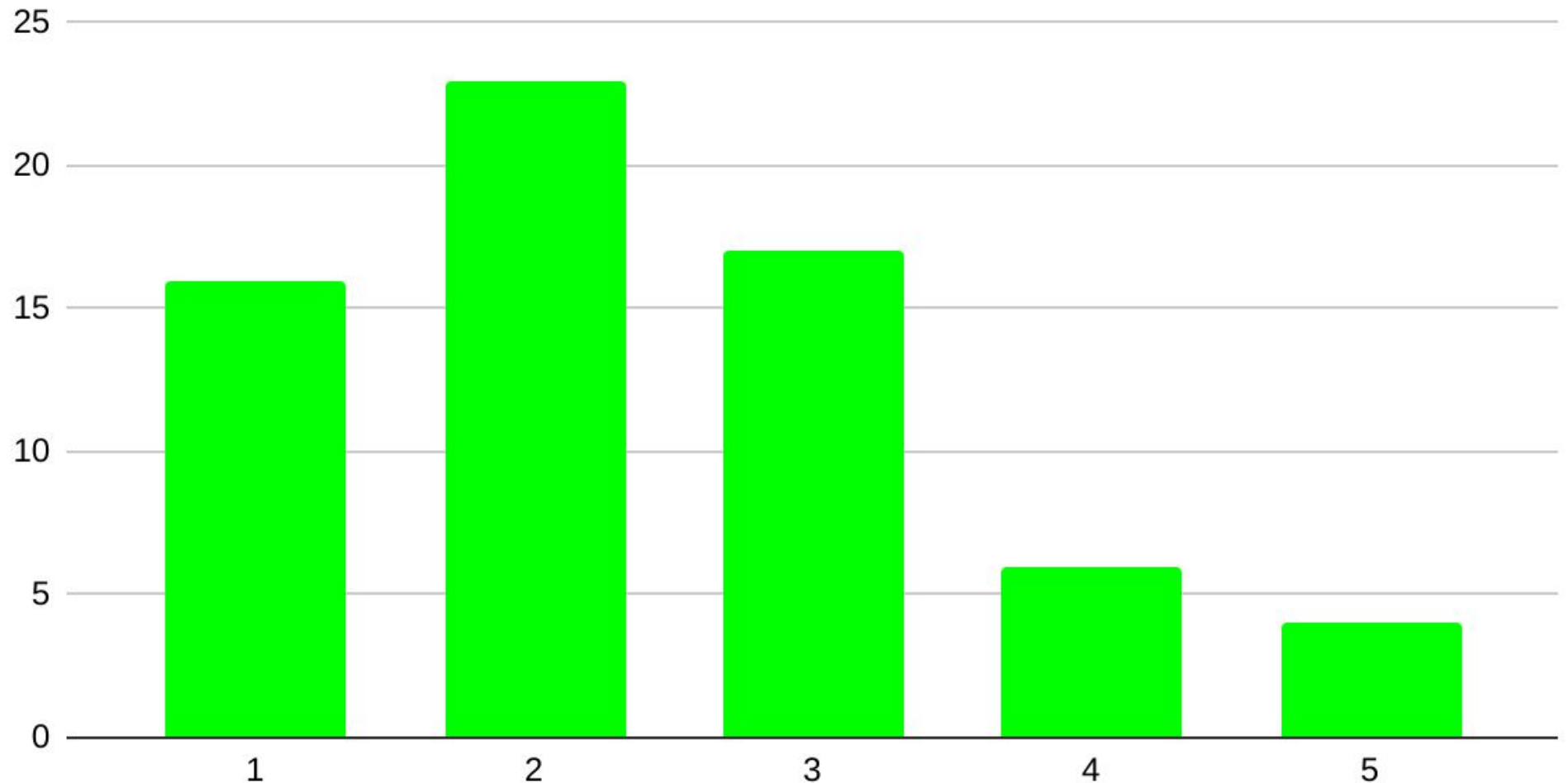




Average:
2.4

Mode:
2

Its taking too long to make decisions because of added complexity in communication

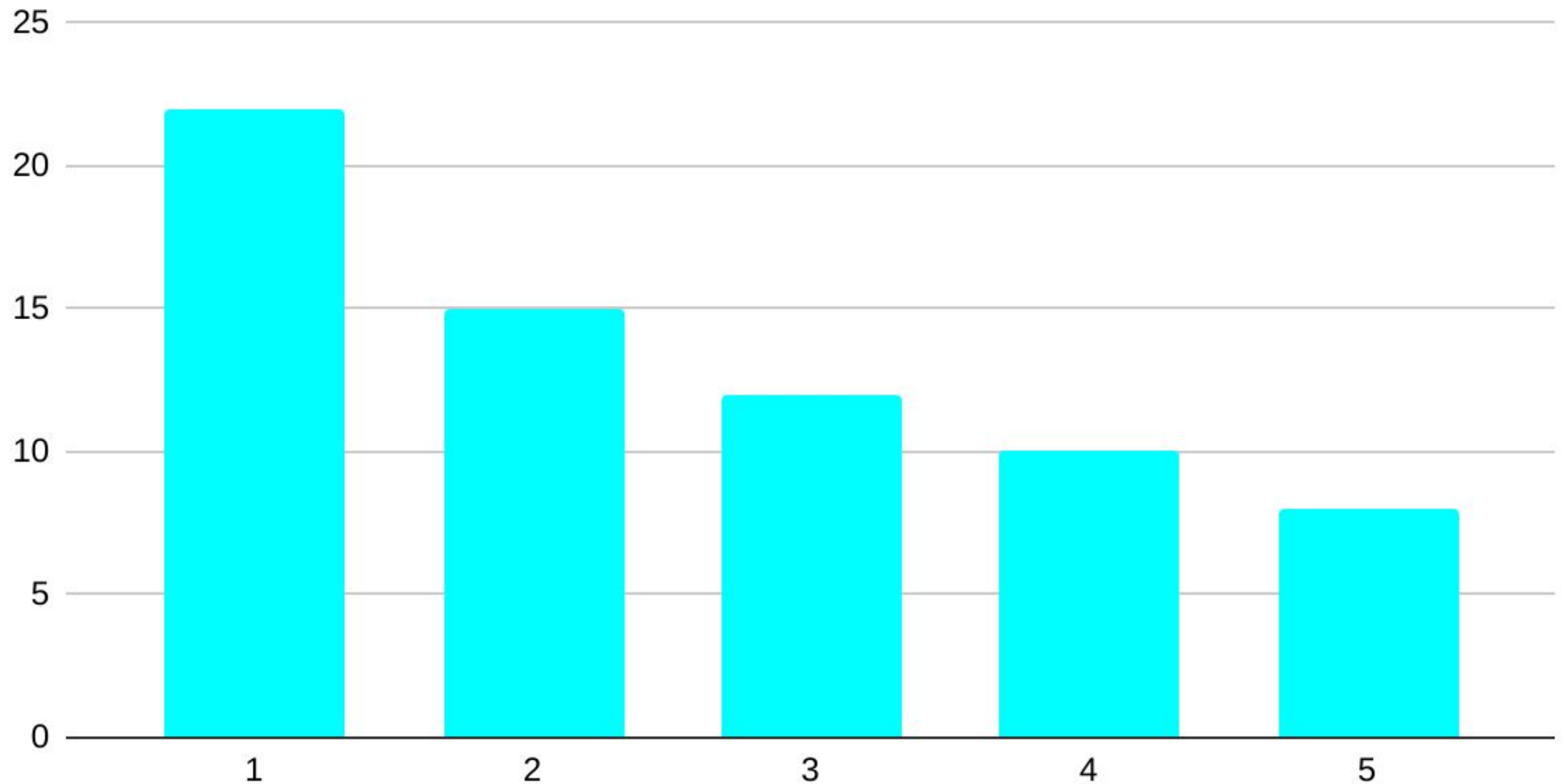




**Average:
2.5**

**Mode:
1**

We don't have enough people to do the work that needs to be done and hiring right now is impossible or super complicated

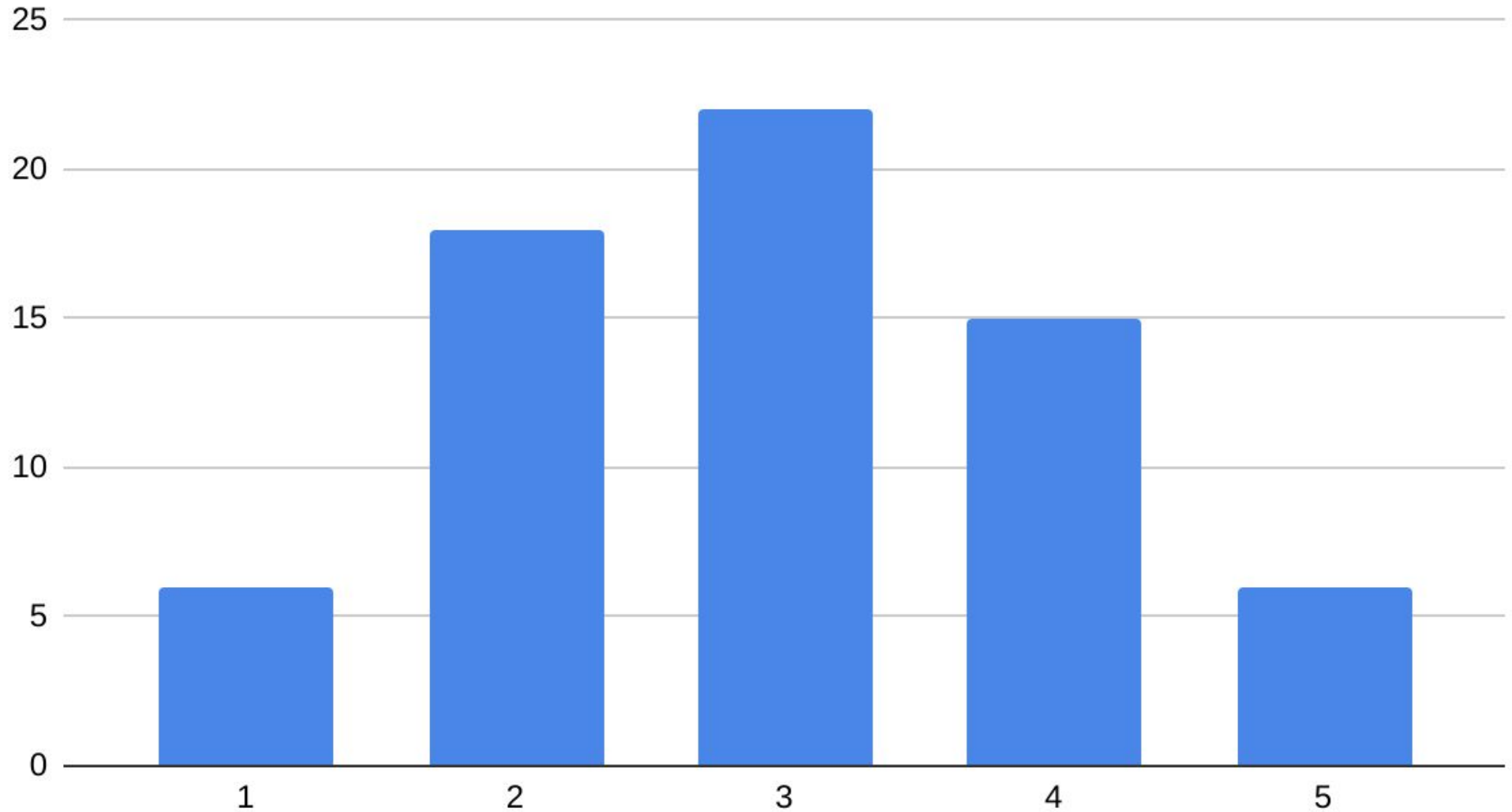




**Average:
3.0**

**Mode:
3**

Keeping up on training

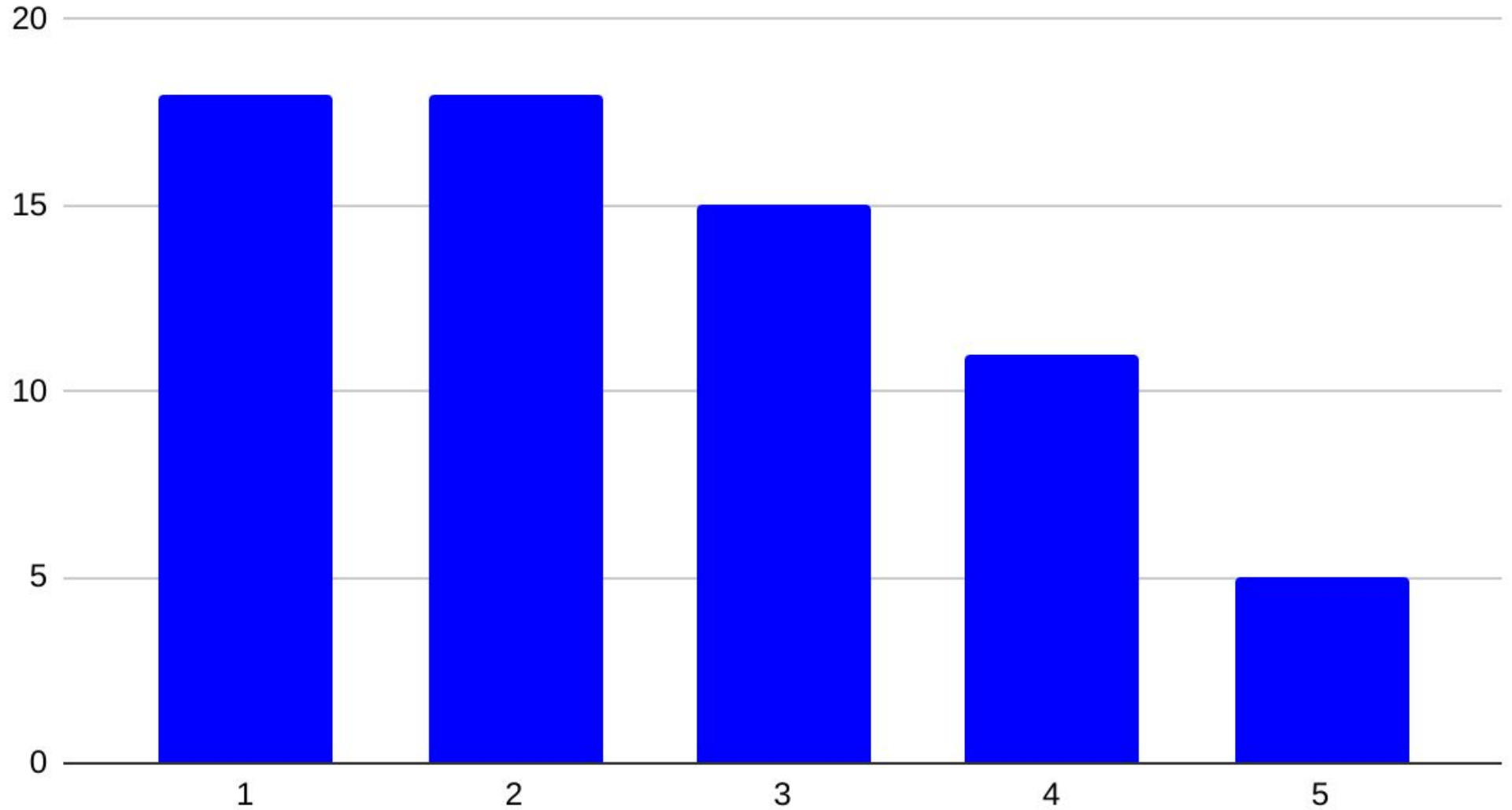




Average:
2.5

Mode:
2

Hosting effective virtual team meetings





- Keeping up on training
- Keeping my team updated with all the changing issues and news
- I think some of my team members are more depressed or anxious than usual and I worry about that
- Our quality assurance monitoring and coaching process isn't working effectively at this distance
- I think some of my team members are stressed out and on the verge of burnout
- The loneliness and isolation of the individual team member



“Isolation can be difficult for teams used to getting resources quickly face-to-face. I sense loneliness developing the longer we are apart and it's become more of an effort to get folks to speak up.”

“We do not have remote work capability so we have been working out of the call center. I was most surprised by how this anxiety got expressed. We had call specialists getting very suspicious of their co-workers and reporting things they did outside of work hours (like hanging out with friends or traveling to see family) to management. We struggled with what to do with that information.”

Other issues...



Healthy Work/Life Balance...

- With working at home, there is never any "leaving" it. I find myself thinking of something and going over and working on it and I am putting in way more hours than I should
- Multiple team members have said how much more screen-intense it is working at home and having everything be computer based. And it's harder to actually take one's breaks, not have work drift into lunch hour, finish on time, etc - it requires more self-discipline.

Other issues...



Finding the right space to work from home...

- Work space - how to create a workspace that does not interfere with daily living outside of work. This is especially difficult in small spaces.
- At home, I don't have a physical office space so my office is now in my dining room. It is hard to make this space work for me in the same way; its manageable just not ideal. I also have to remember to advise family members when I am getting on a call/webinar. For some reason they all need something once the earbuds go in.

Other issues...



Issues with the expectations of others...

- Struggling with upper management setting unrealistic expectations of my staff and finding a safe way to advocate for my staff/my team and still deliver services in new methods.
- New Senior Management that has never been through this process. They want us doing more and more, but we have very limited staff capacity. They also want us to hire and train new staff in person, while most of us are either high risk or live with high risk individuals. They also want comprehensive data reporting that we don't have staff time or capacity to keep up with

What is working well...



- Making a point to chat with the team, even if it is just to say good morning. Hosting a video call weekly to check-in with the team members, share updates and project status. Sharing tips with one another that helped us adjust to working from home. Mine is to be sure to get up and get ready every day as if you are going into the office.
- I call it "walking the floor" and that's when I reach out to everyone at the start of the day like I would in the office and do some small talk.
- We found that it is quicker and more efficient to just have a group text than try to set up a Zoom or Teams session as our company encourages us to, it gets the info out and everyone responds faster.