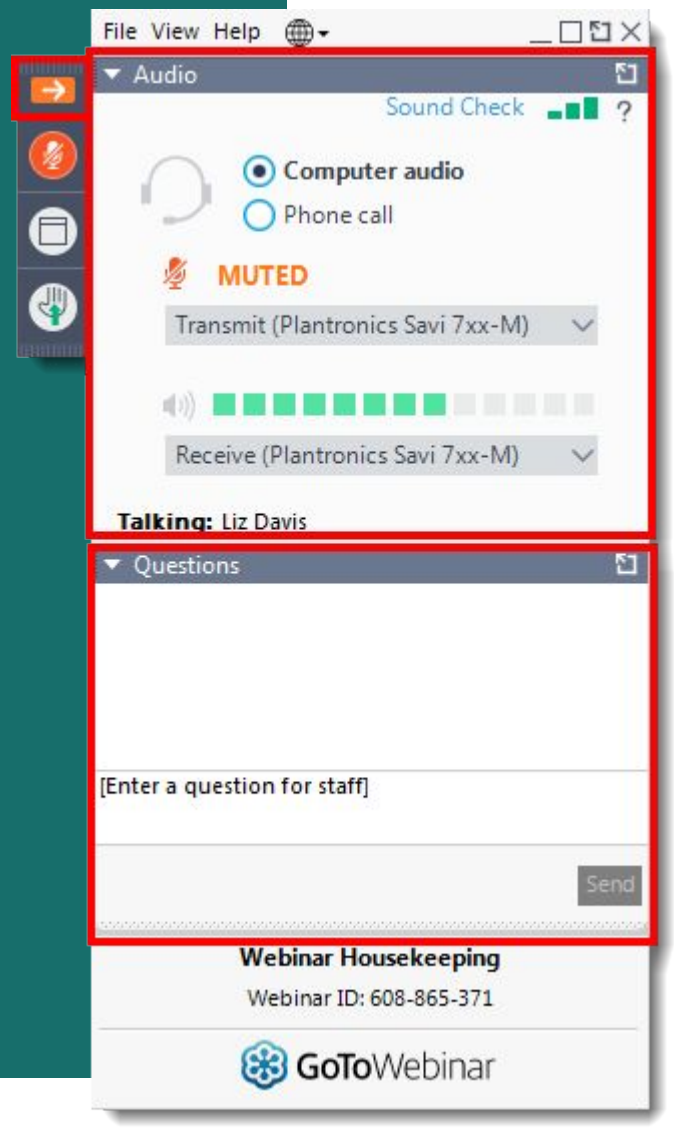
GoToWebinar Housekeeping: Attendee Participation



Your Participation

Open and close your control panel

Join audio:

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

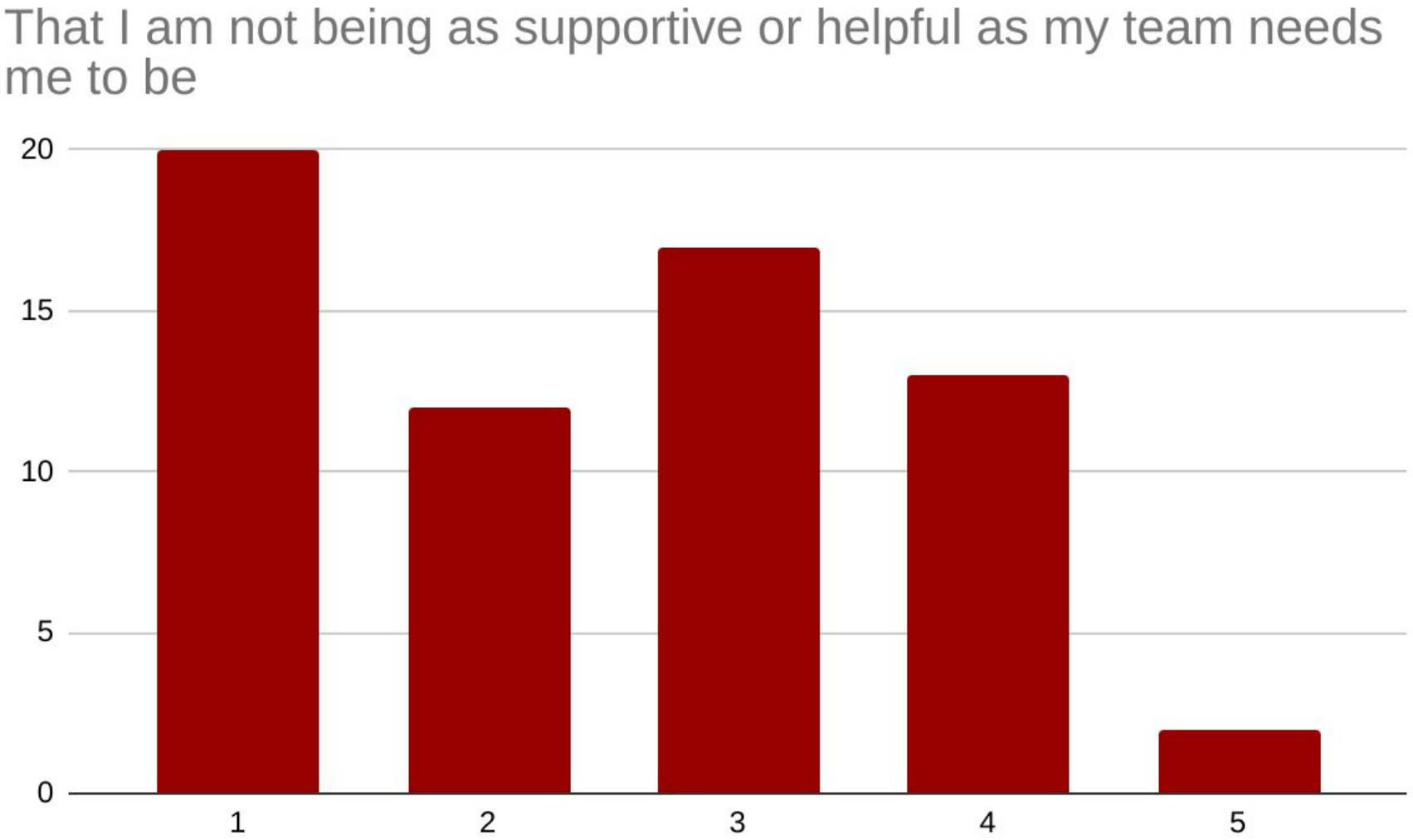
Submit questions and comments via the Questions panel

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

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

Average:
2.8
Mode:
4
Variance:
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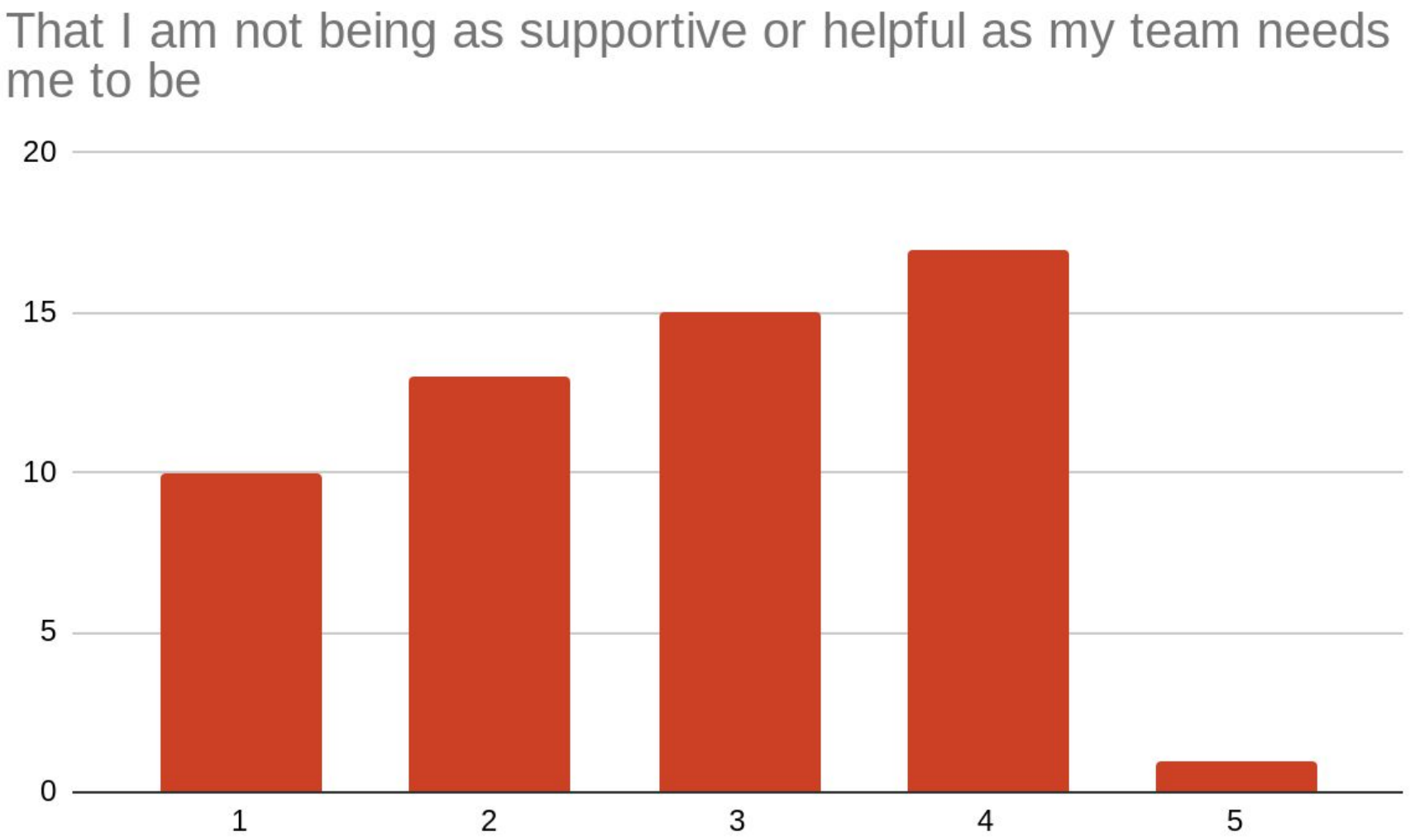

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Mode:
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Average:
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Mode:
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Variance:
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Average:
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Mode:
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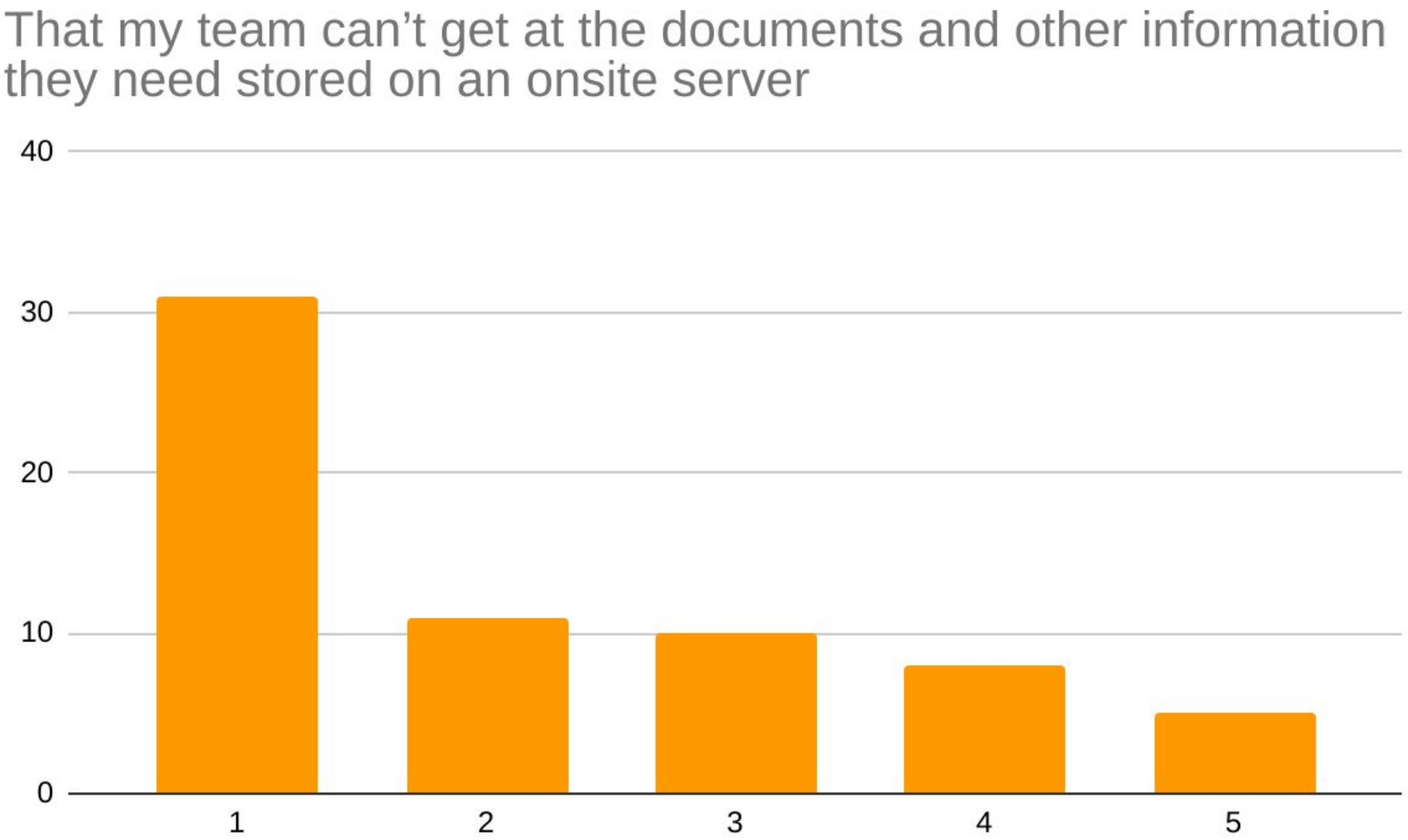

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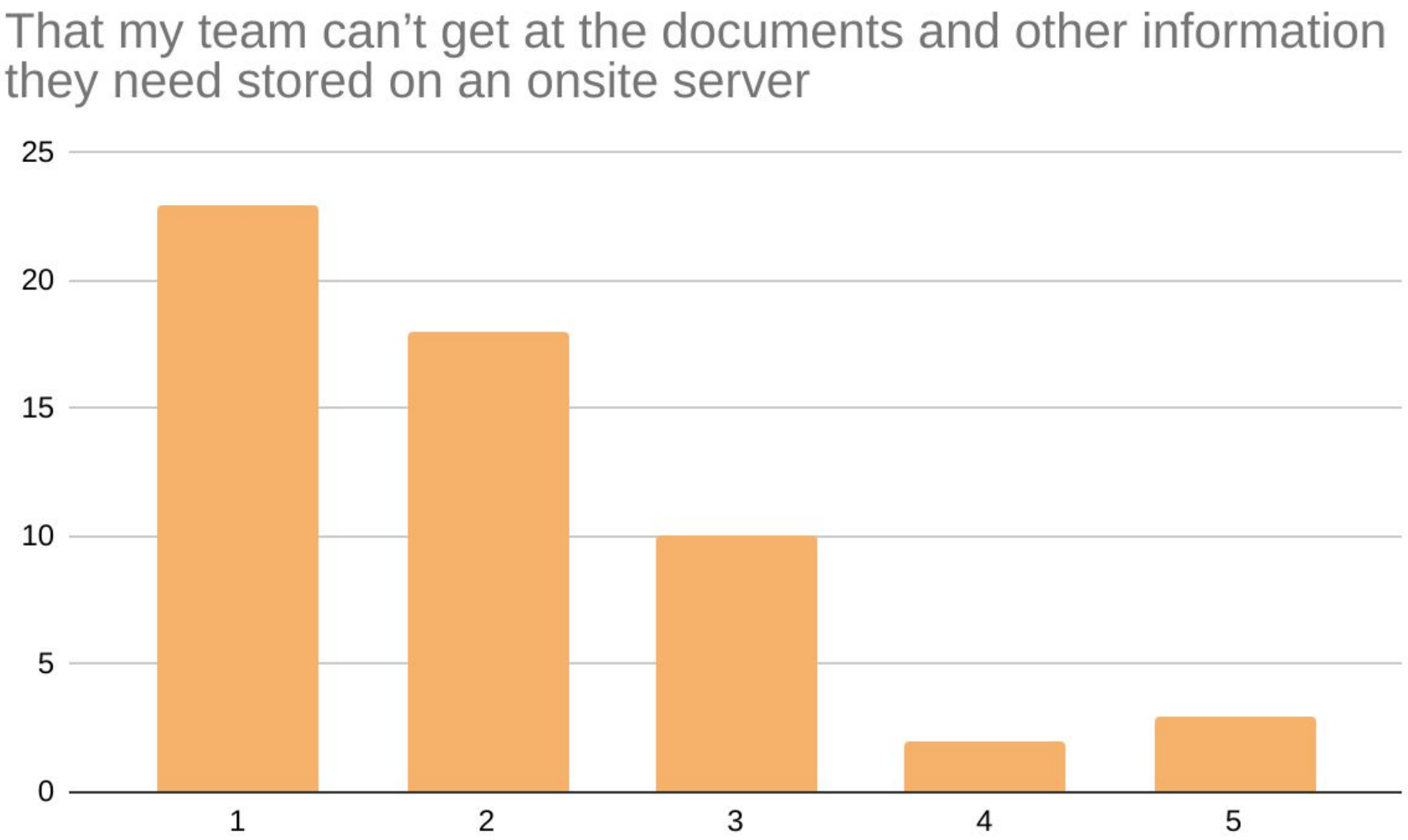

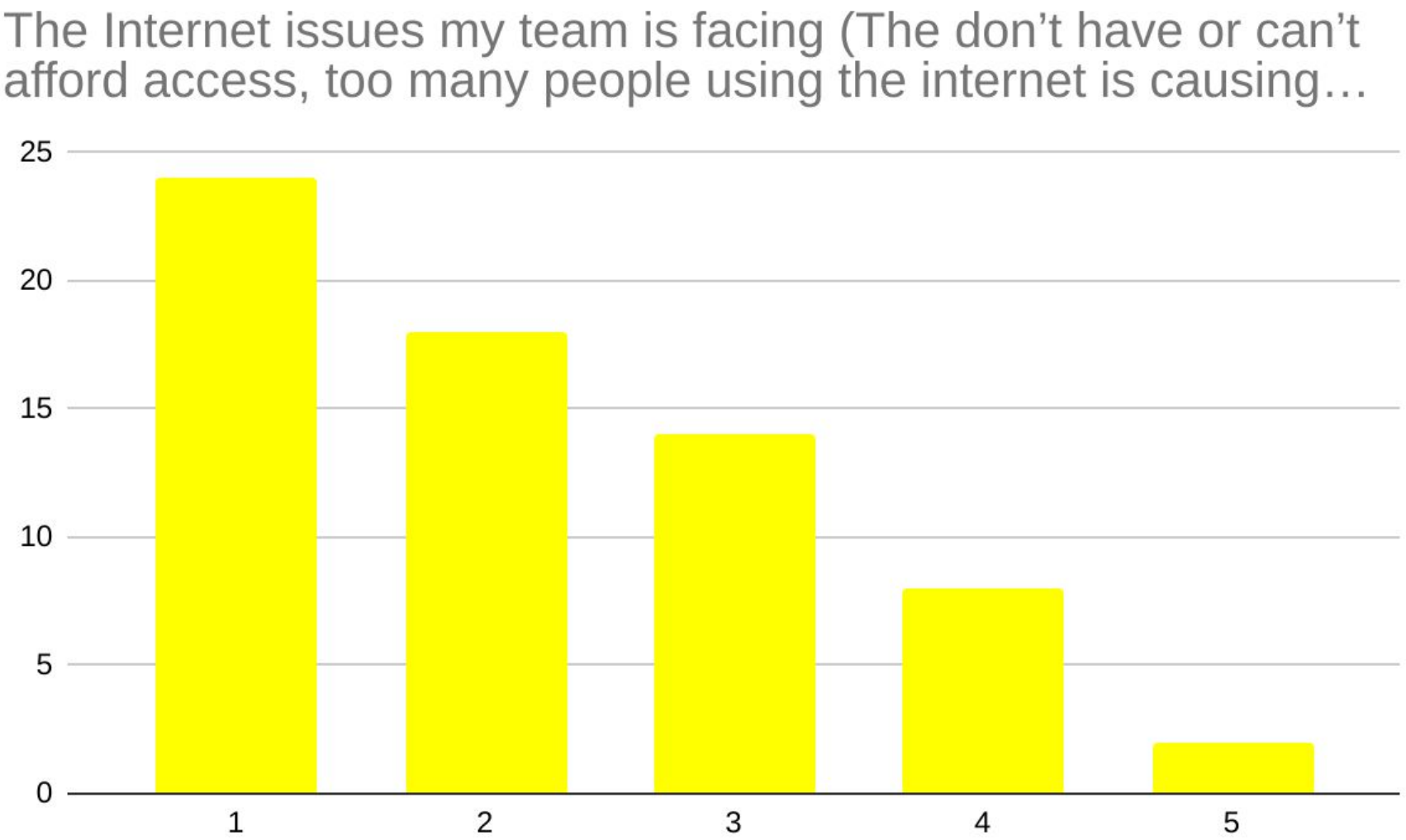

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Mode: 1

Average:
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Mode:
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Variance:
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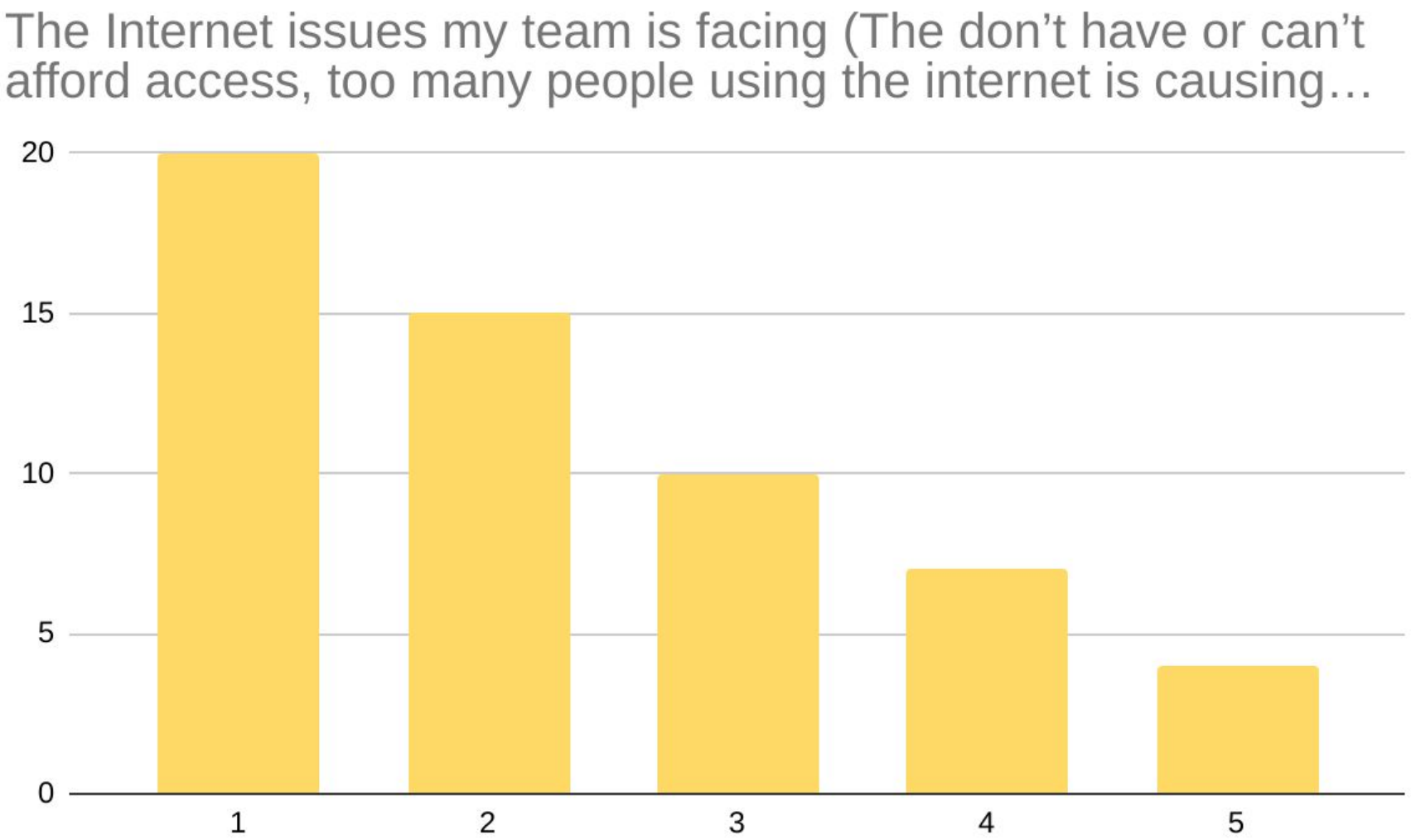

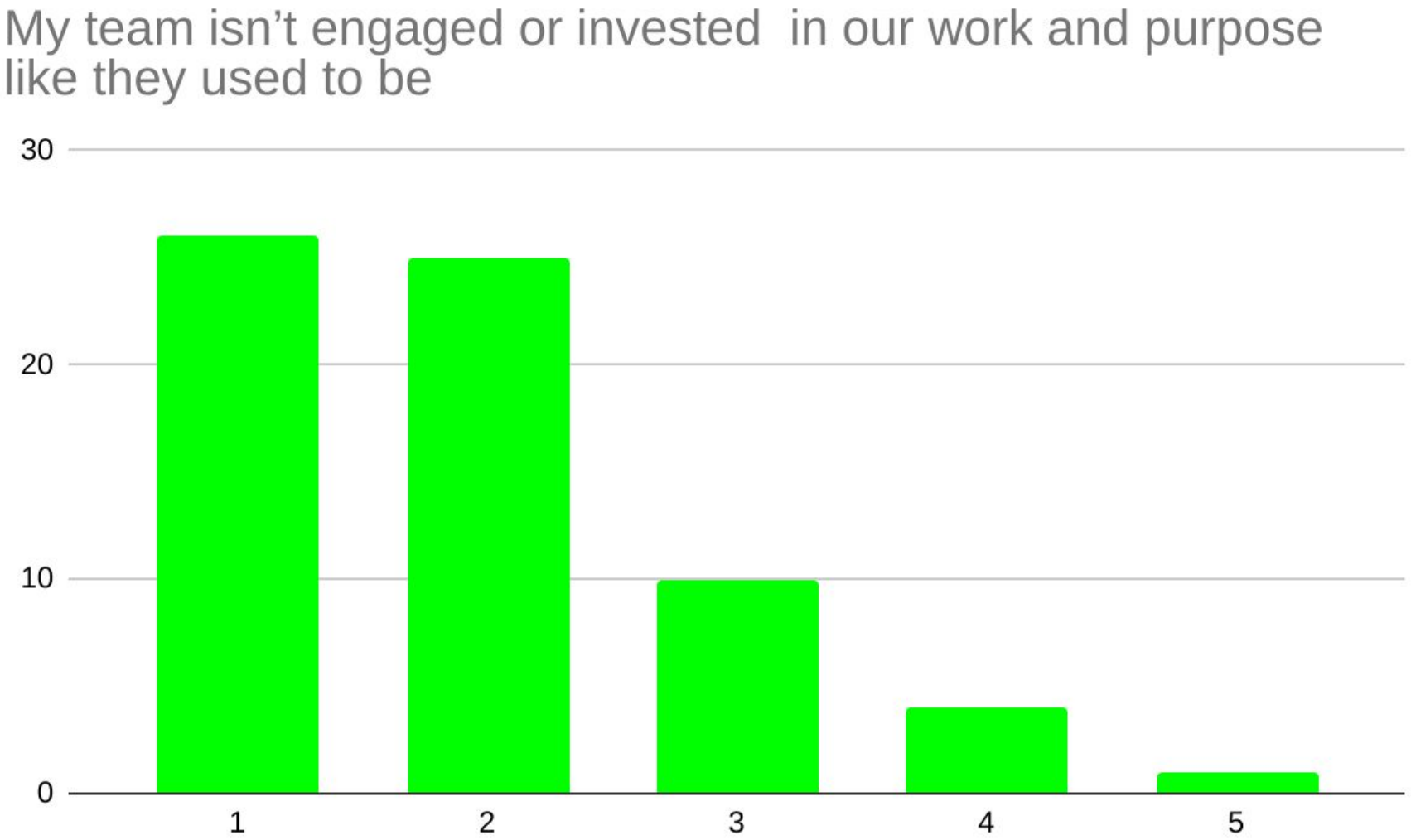

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Mode: 1

Average:
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Mode:
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Variance:
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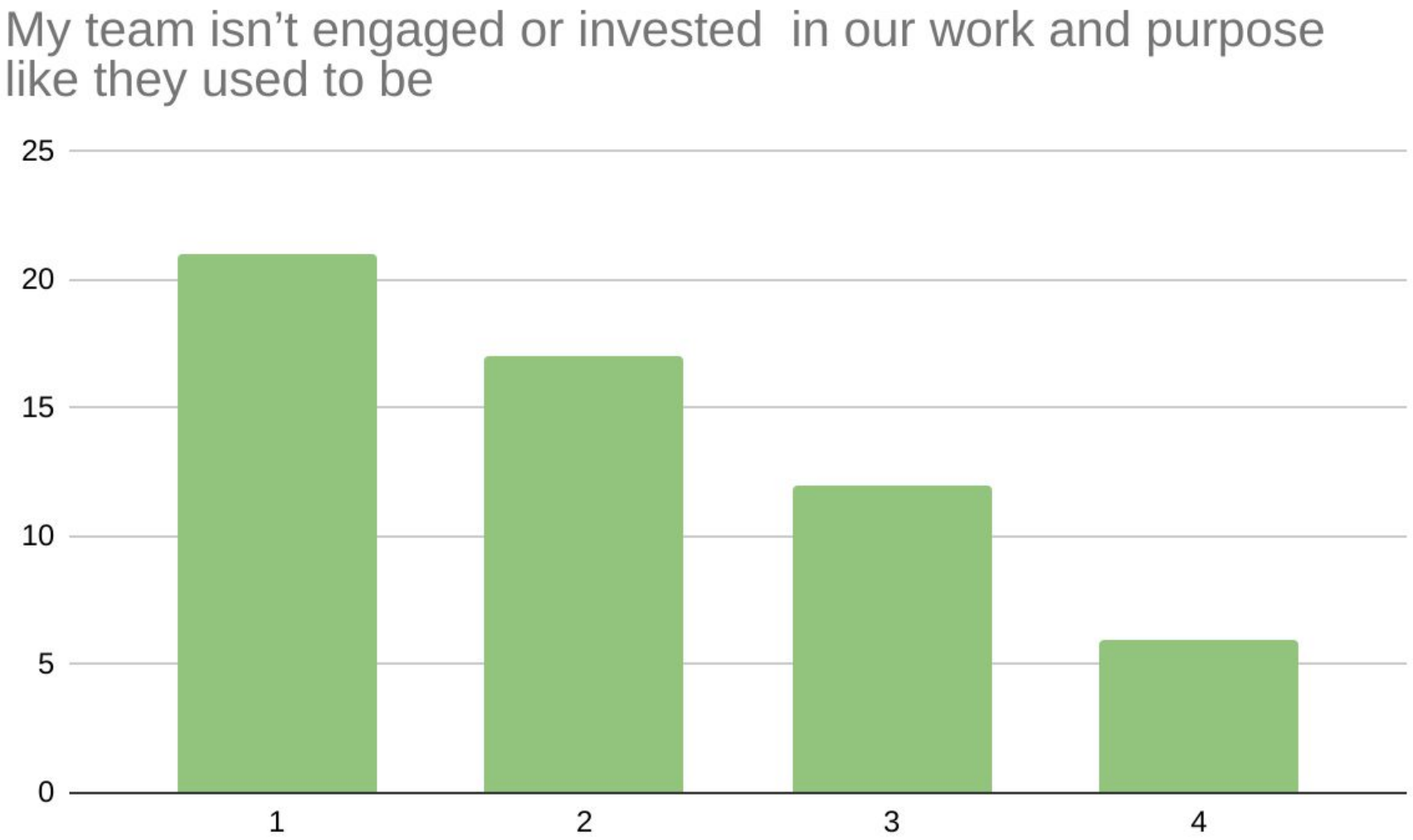

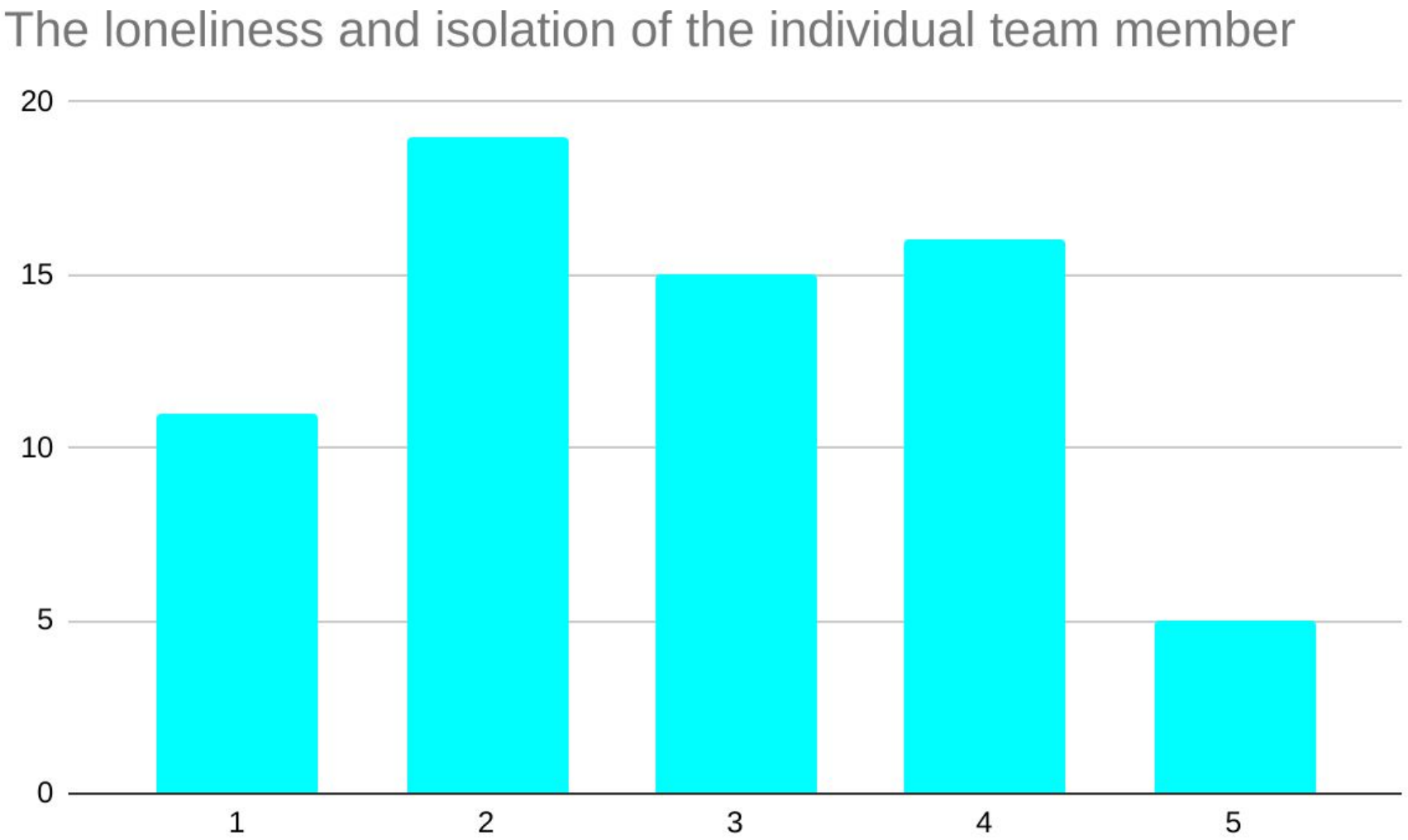

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Mode:
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Mode:
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Variance:
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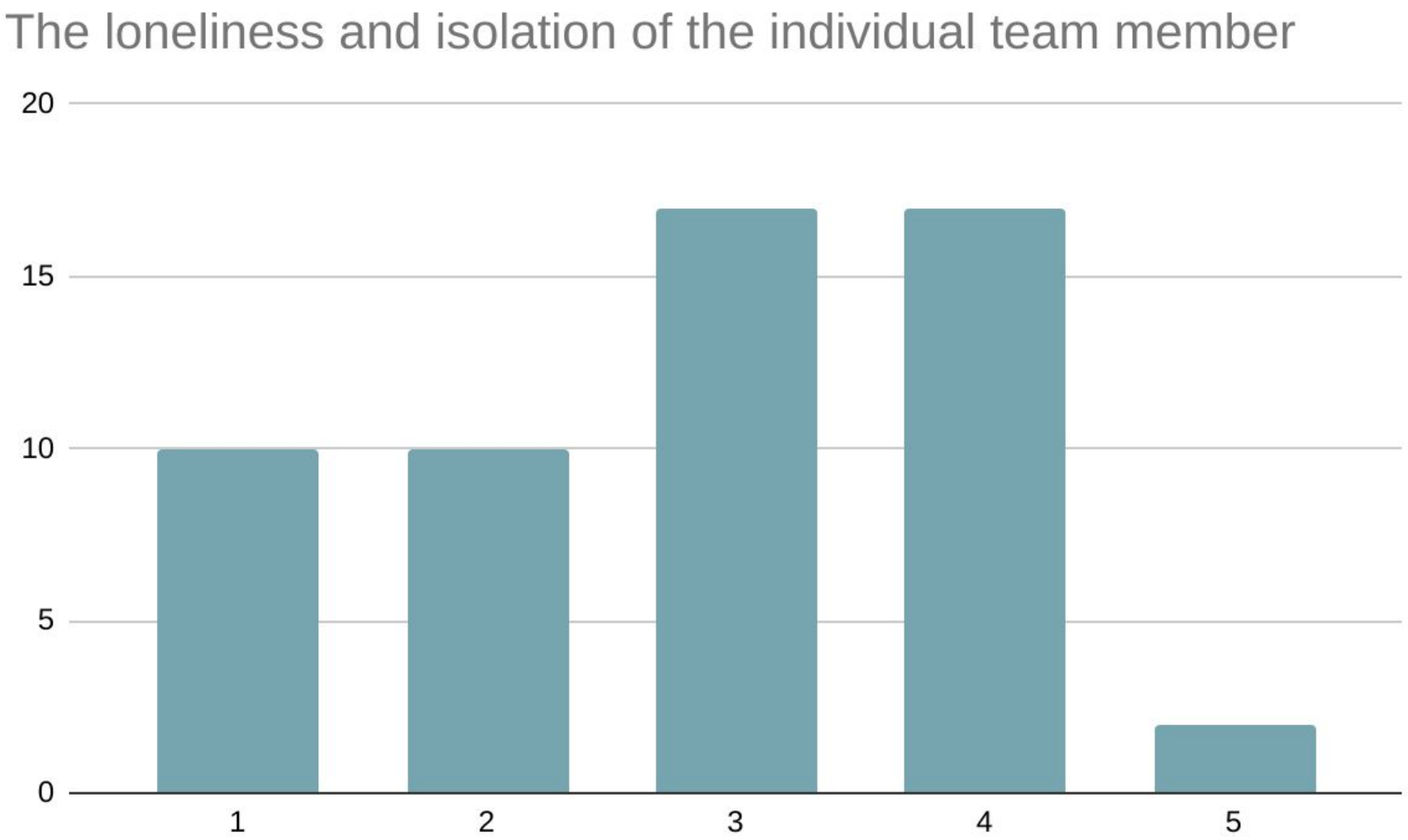

Average:
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Mode:
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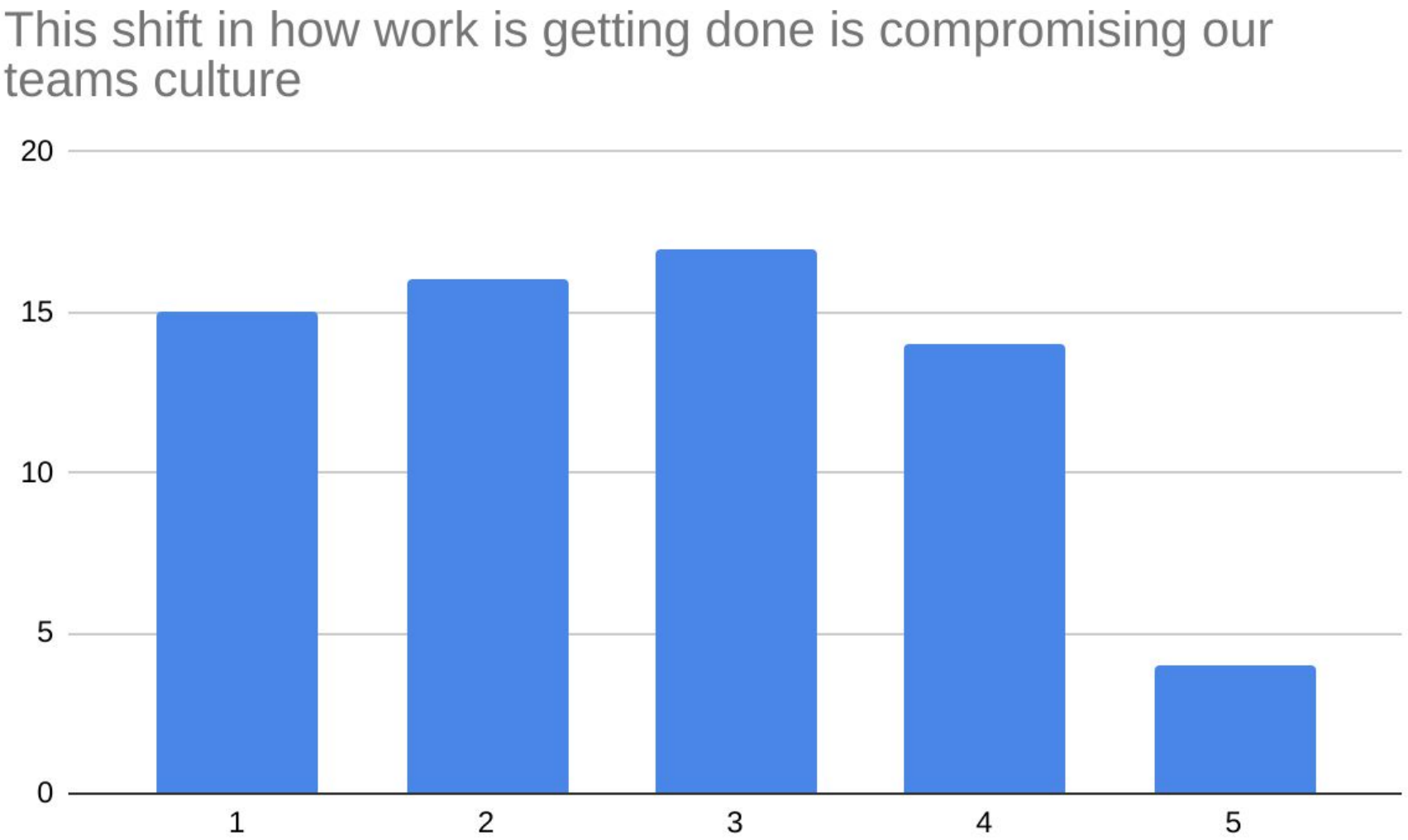

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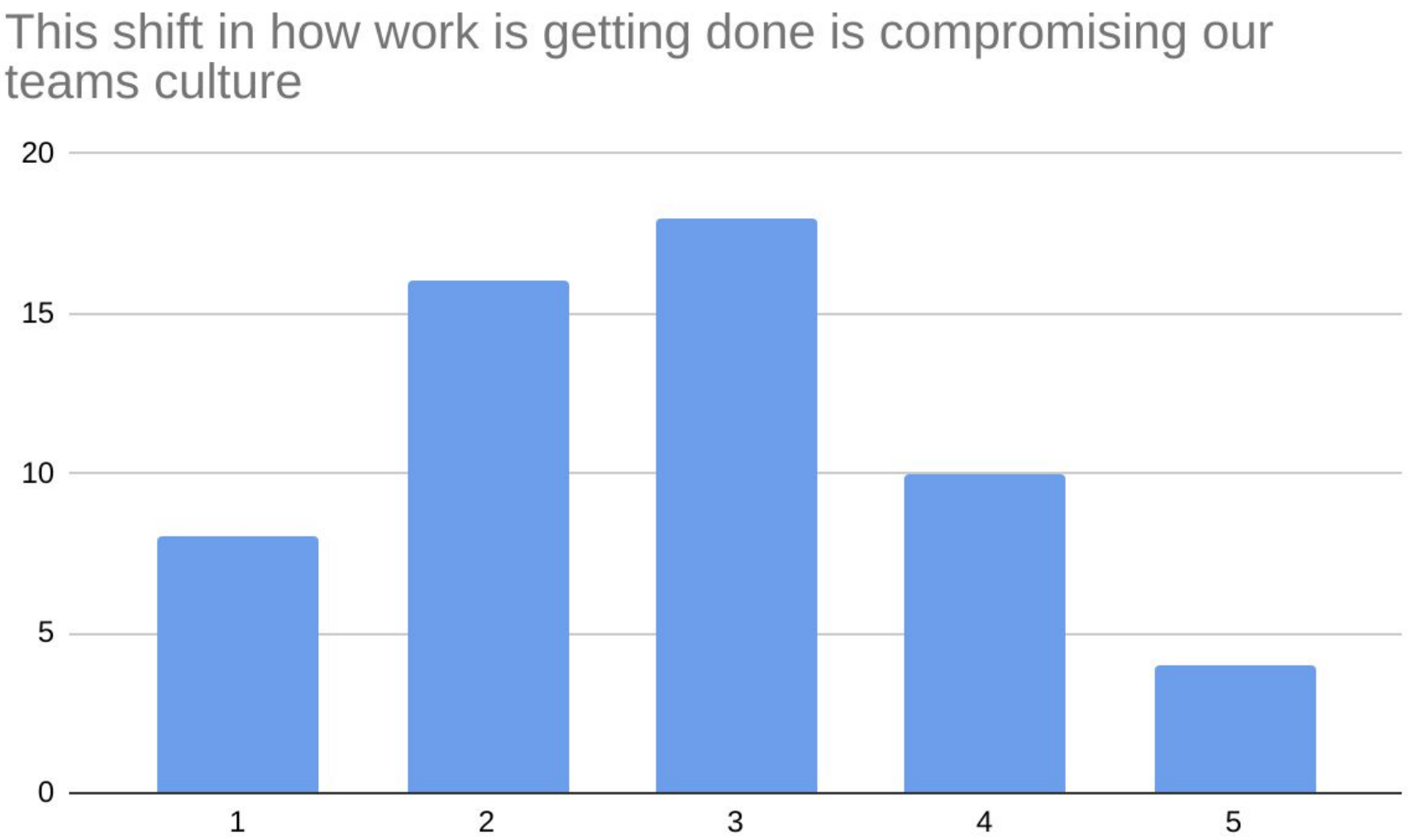

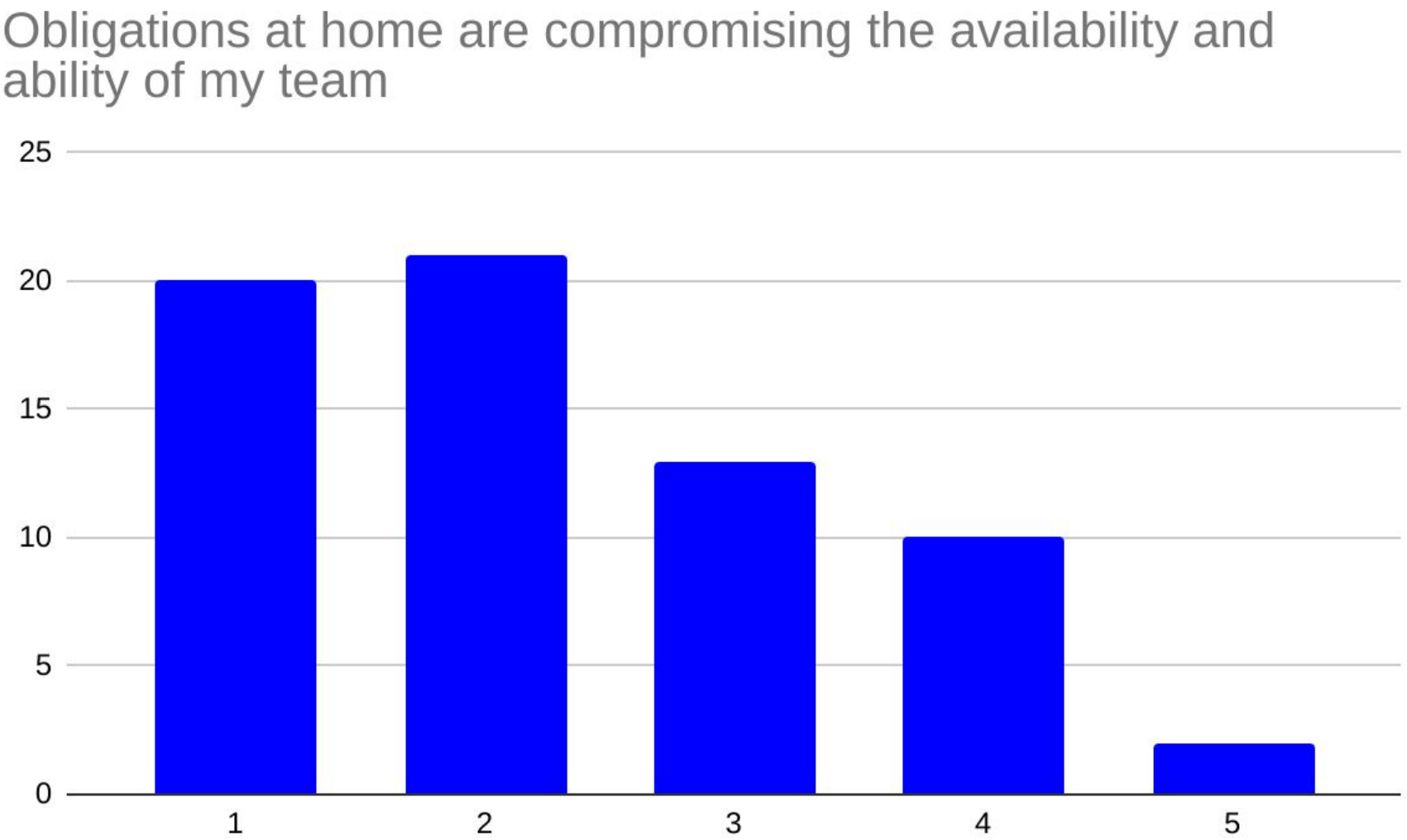

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Mode:
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Mode:
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Variance:
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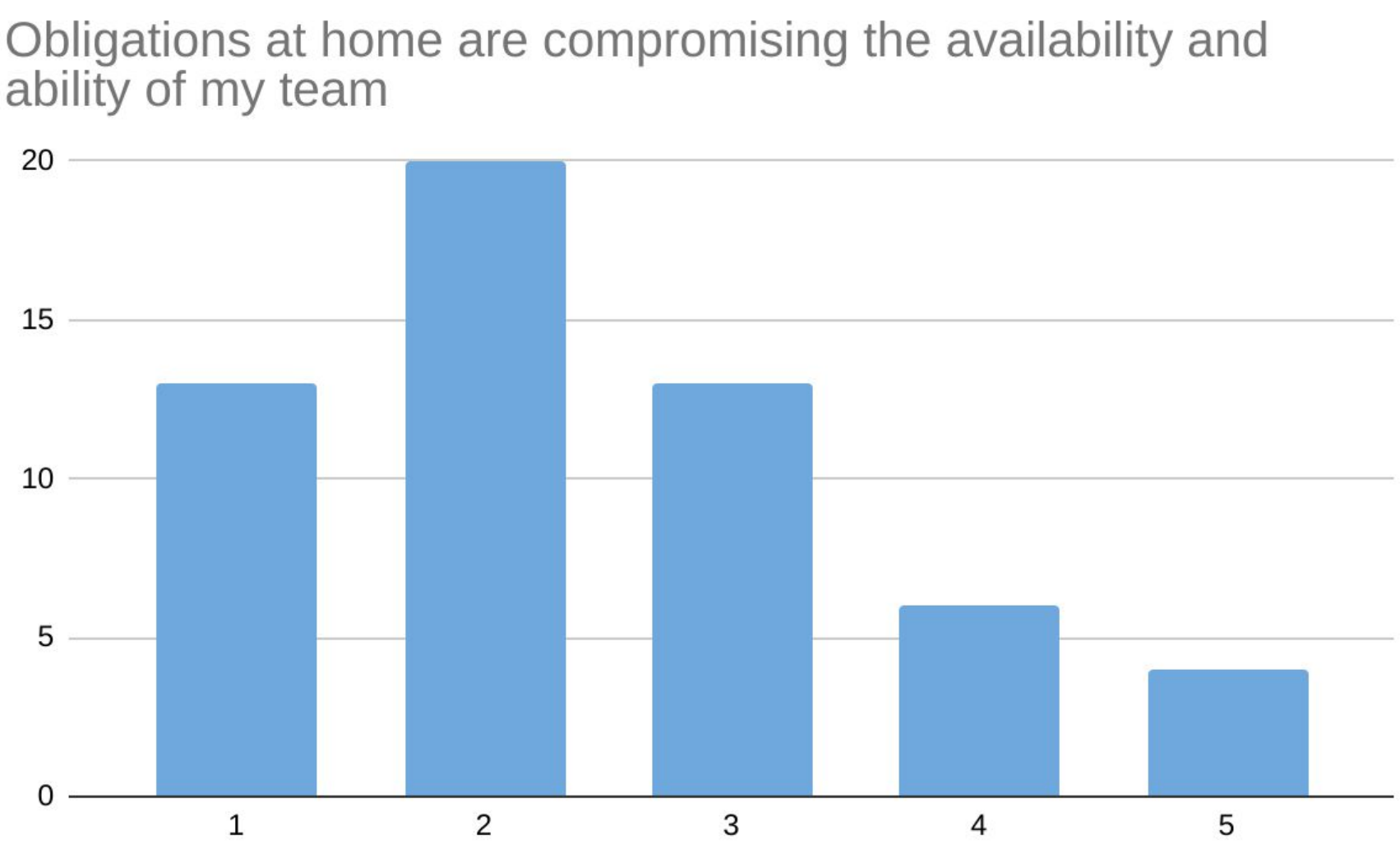

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Mode:
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Average:
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Mode:
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Variance:
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Average:
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Mode:
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Average:
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Mode:
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Variance:
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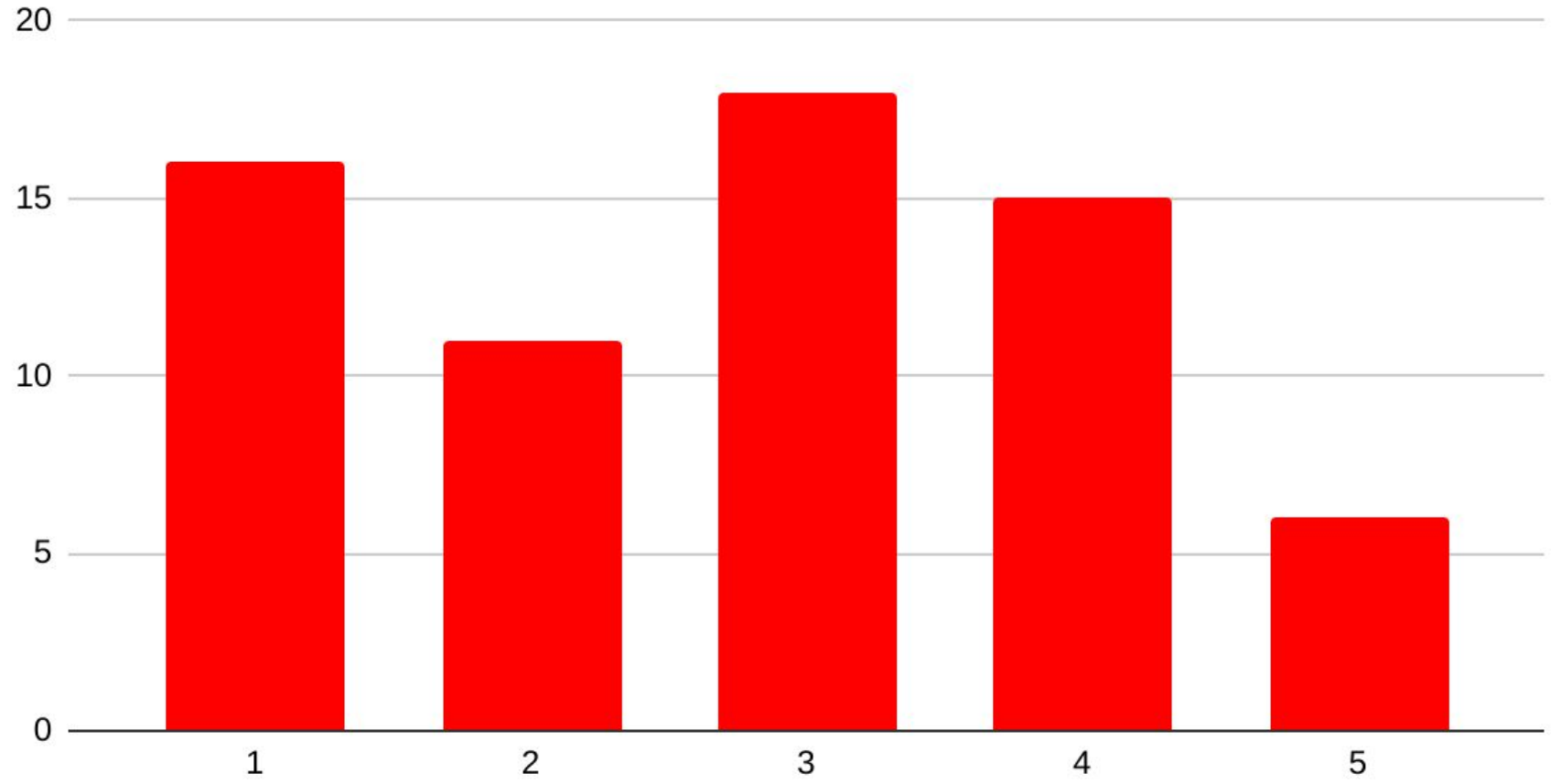

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Mode:
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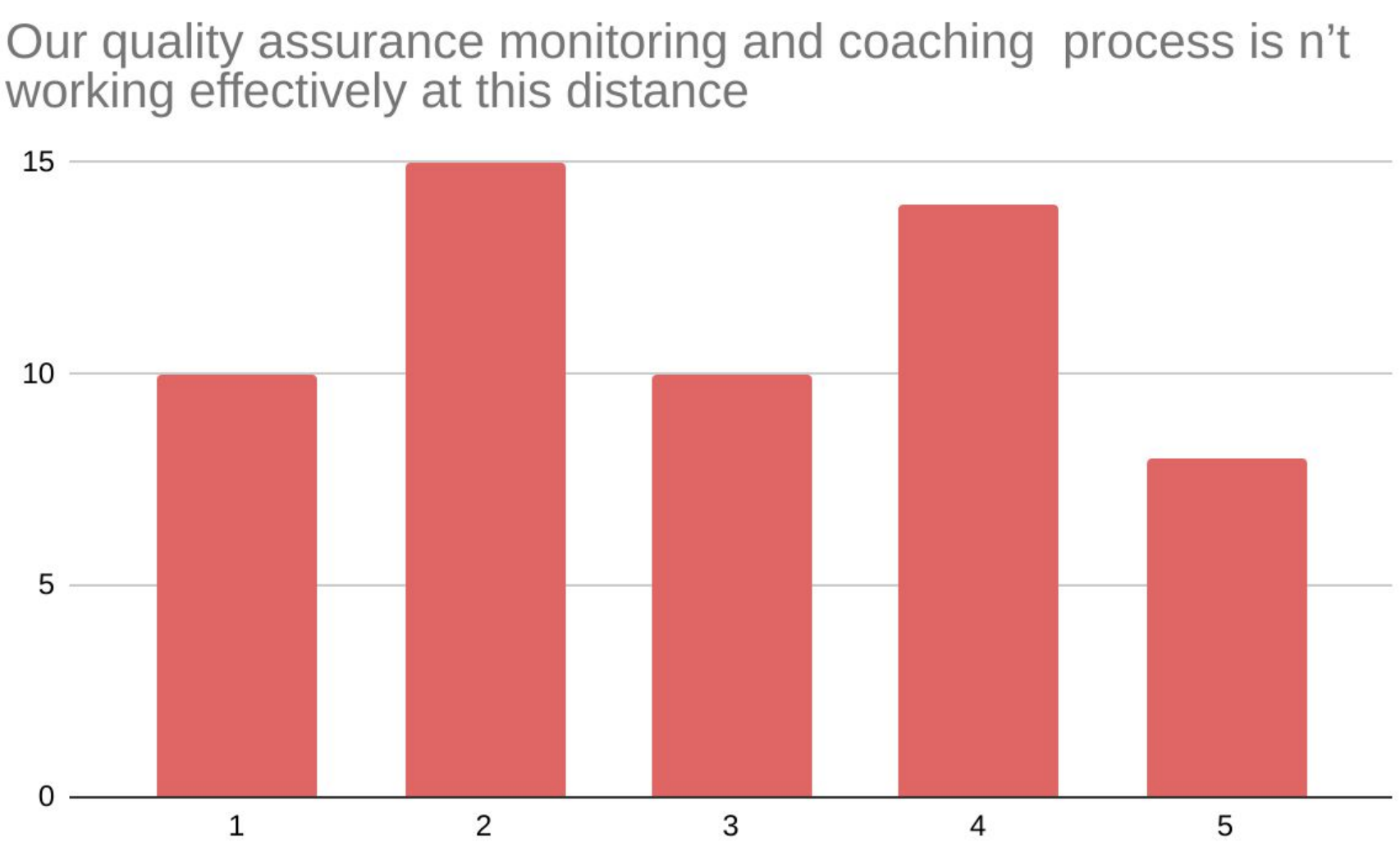

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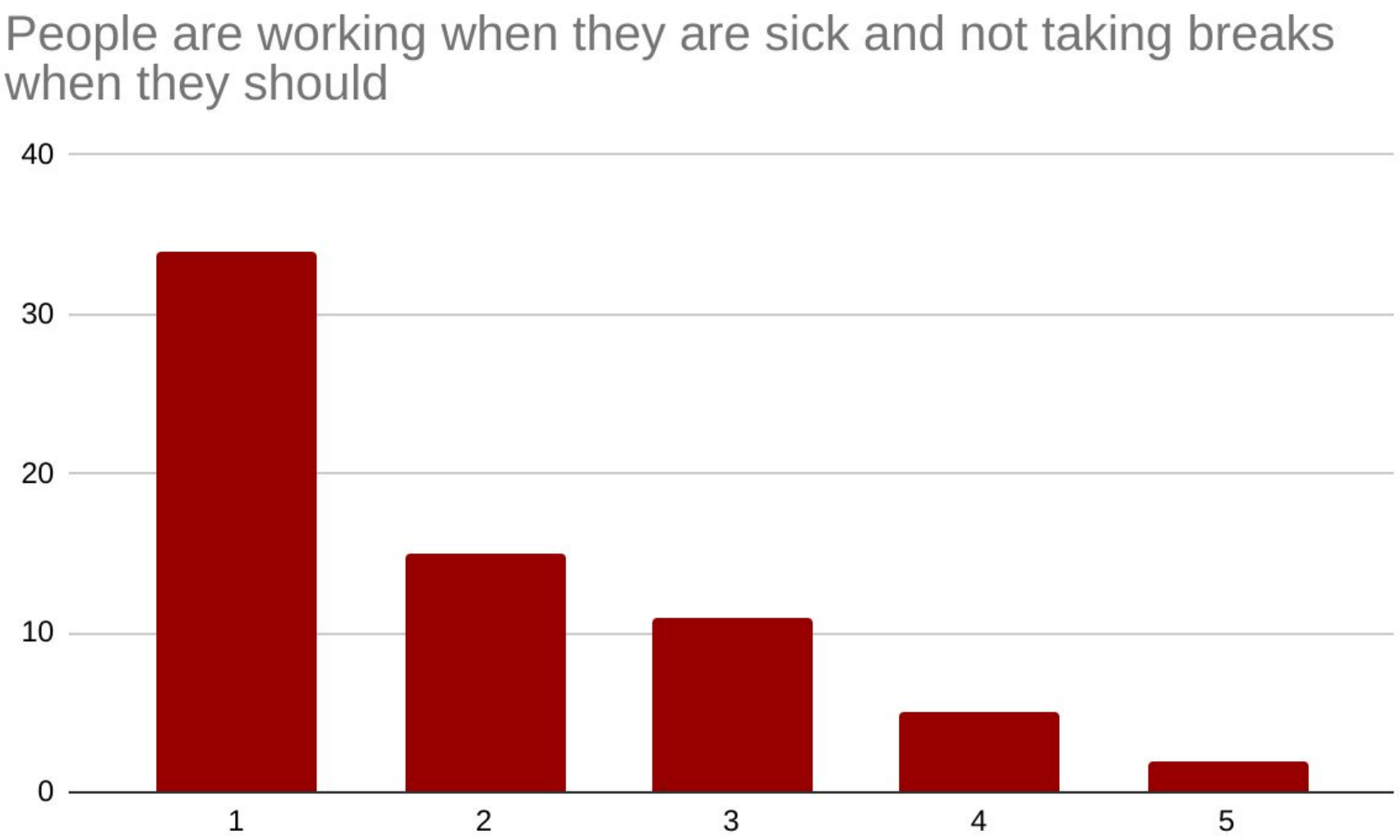

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Mode:
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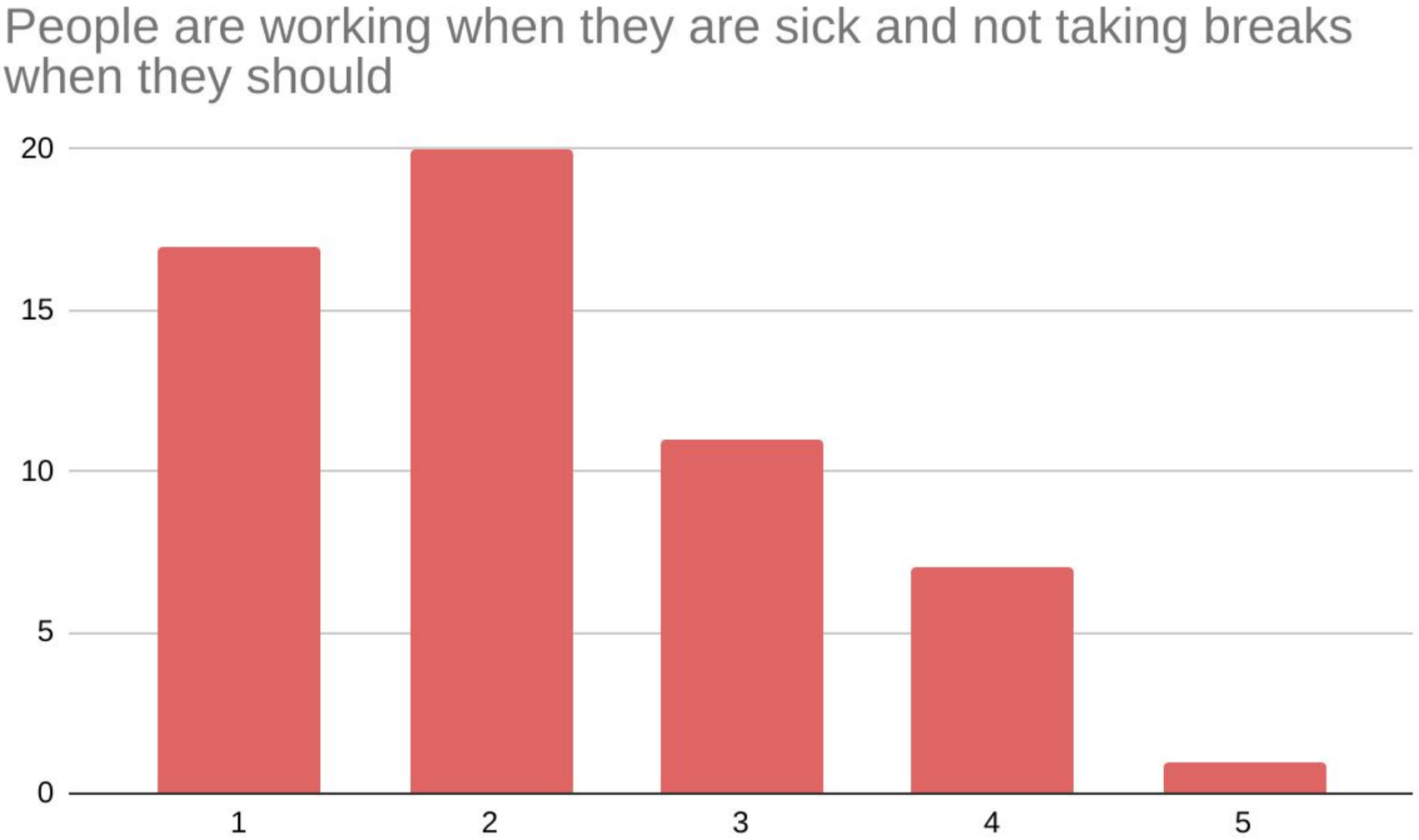

Average:
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Mode:
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Variance:
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Average:
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Mode:
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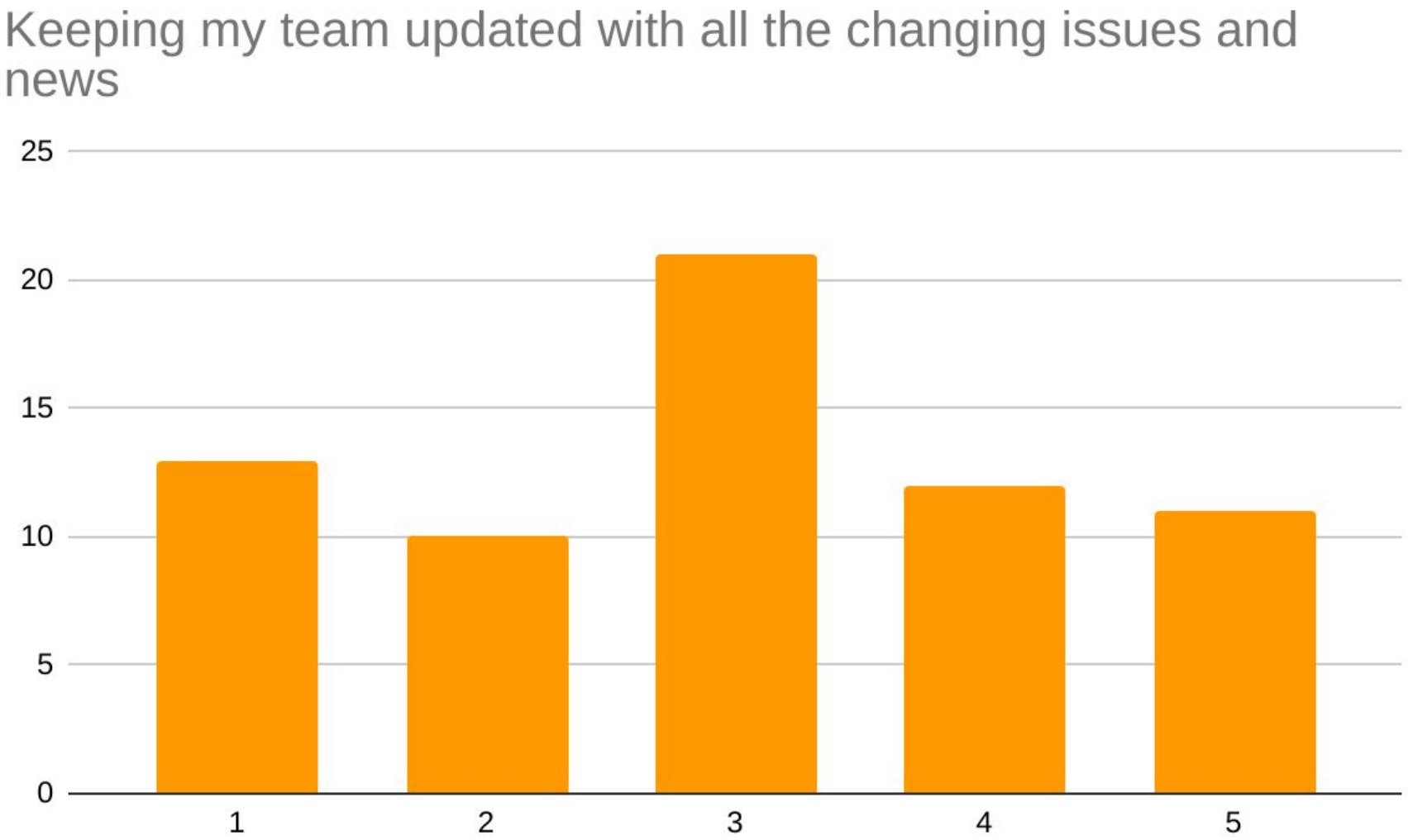

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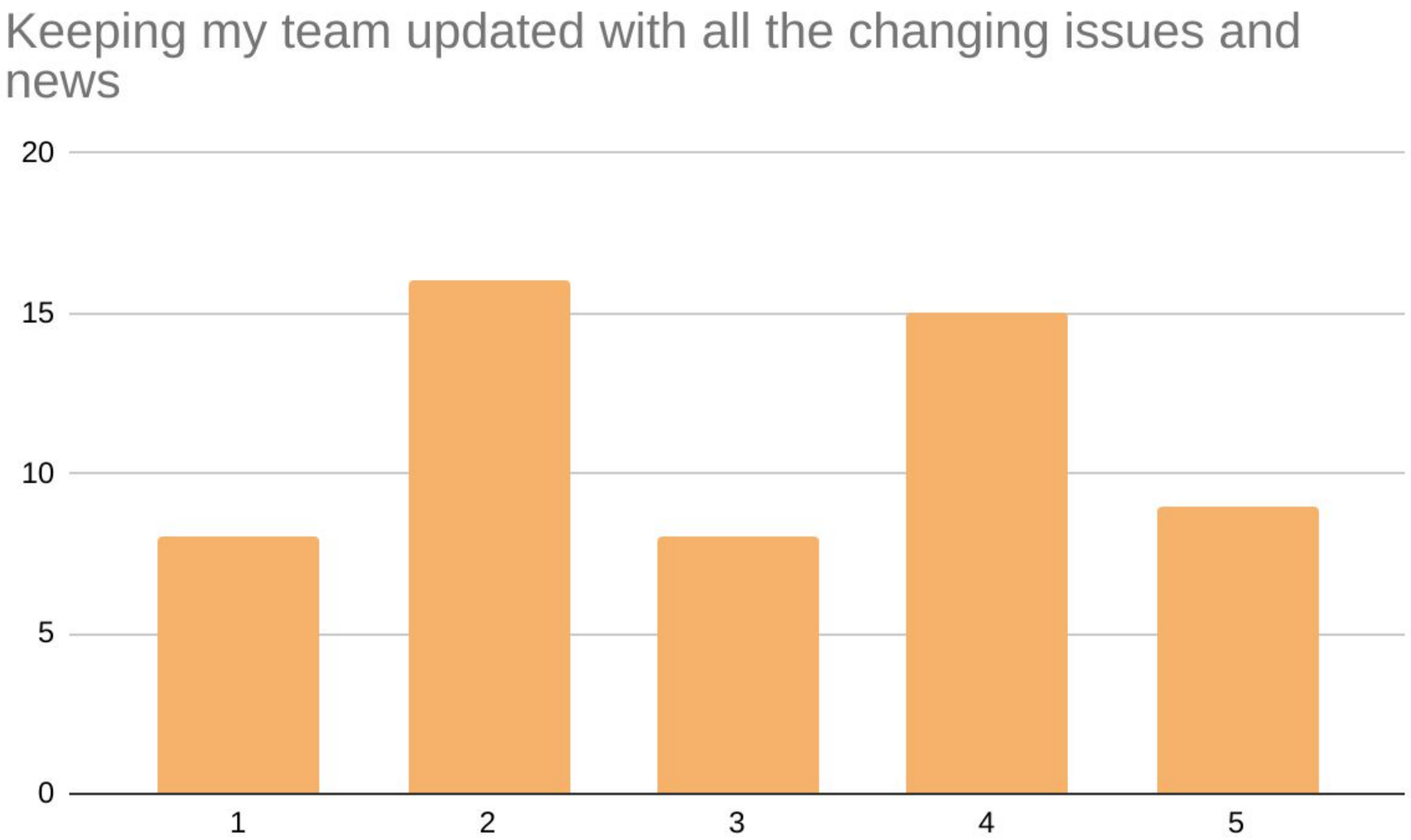

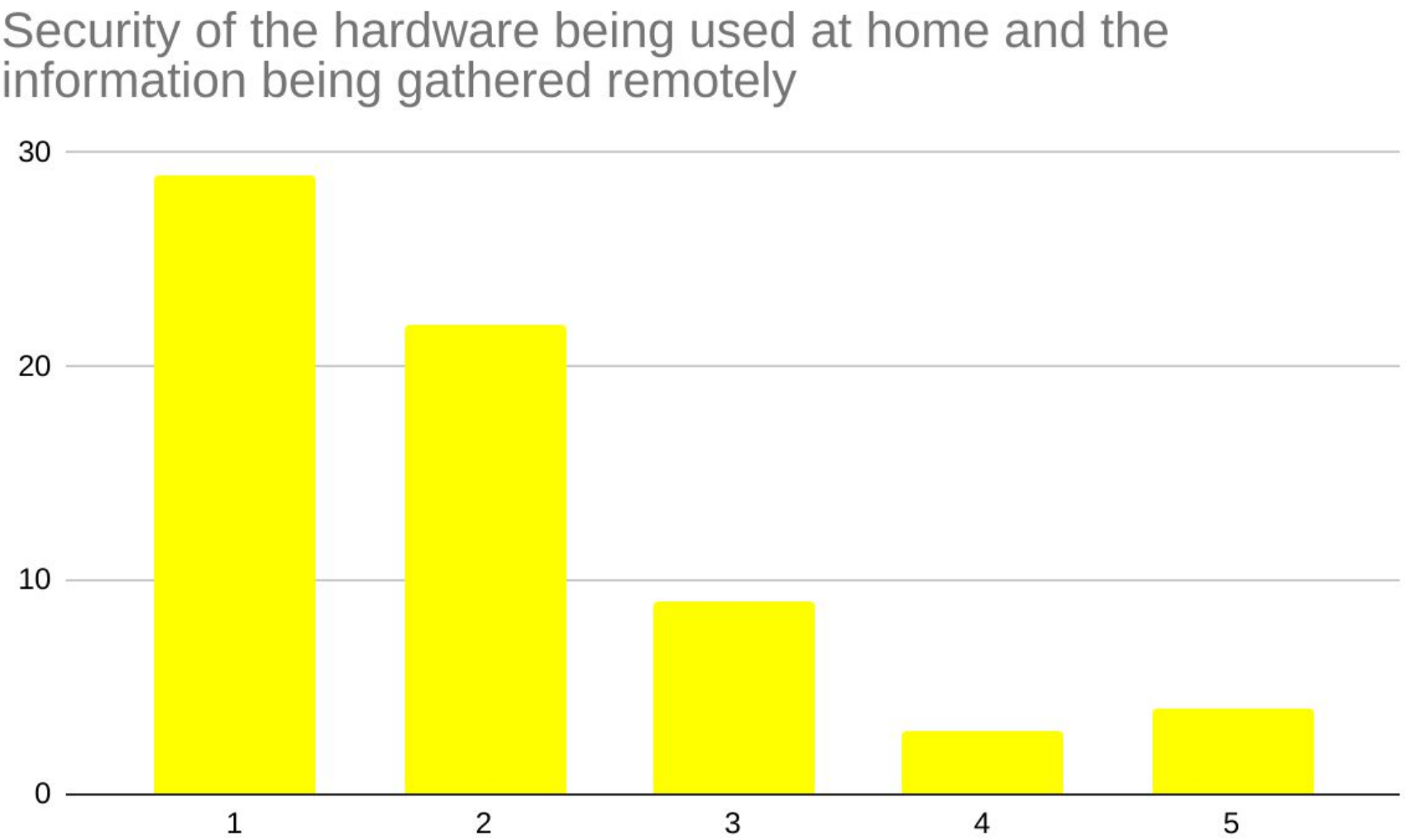

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Mode:
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Average:
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Mode:
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Variance:
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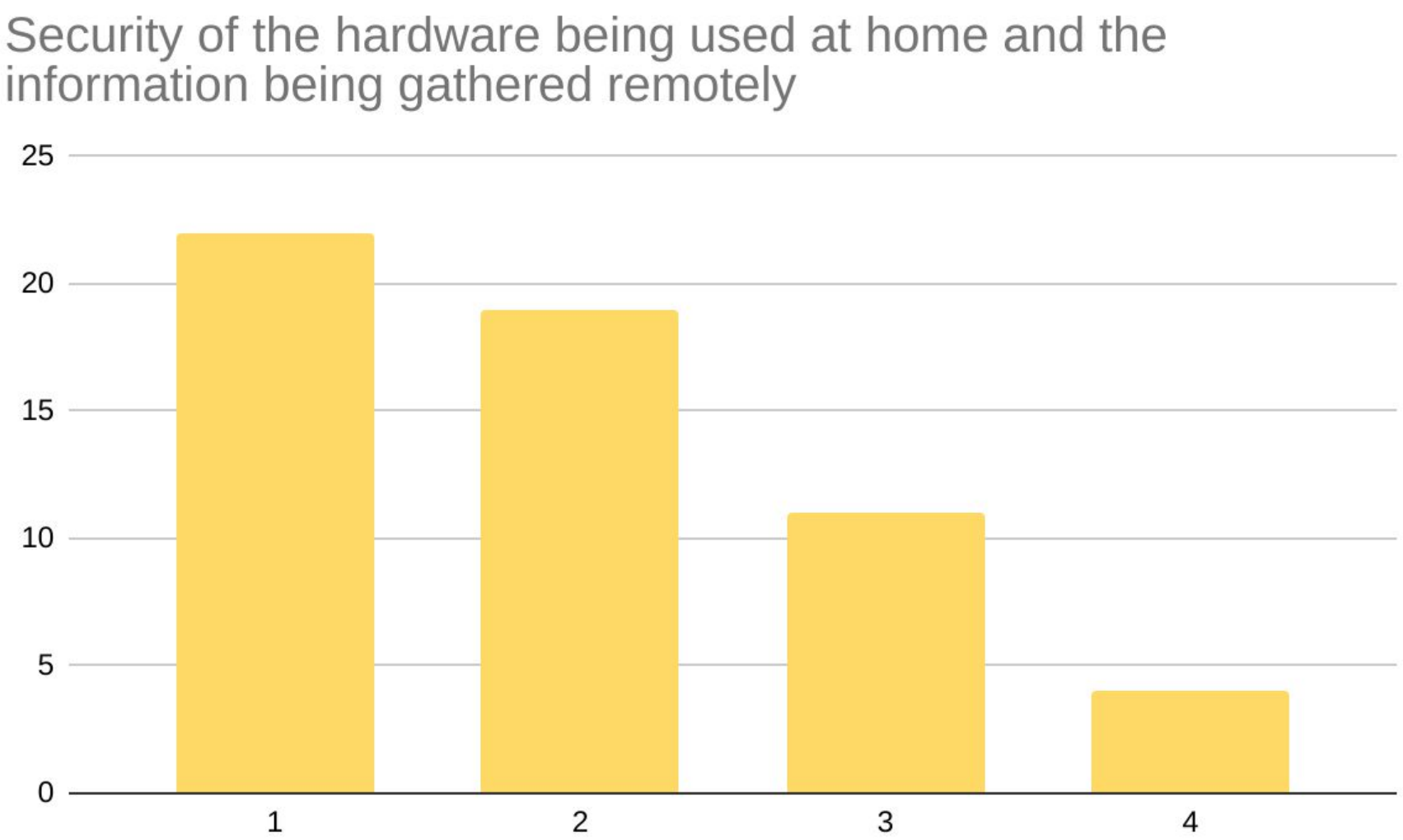

Average:
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Mode:
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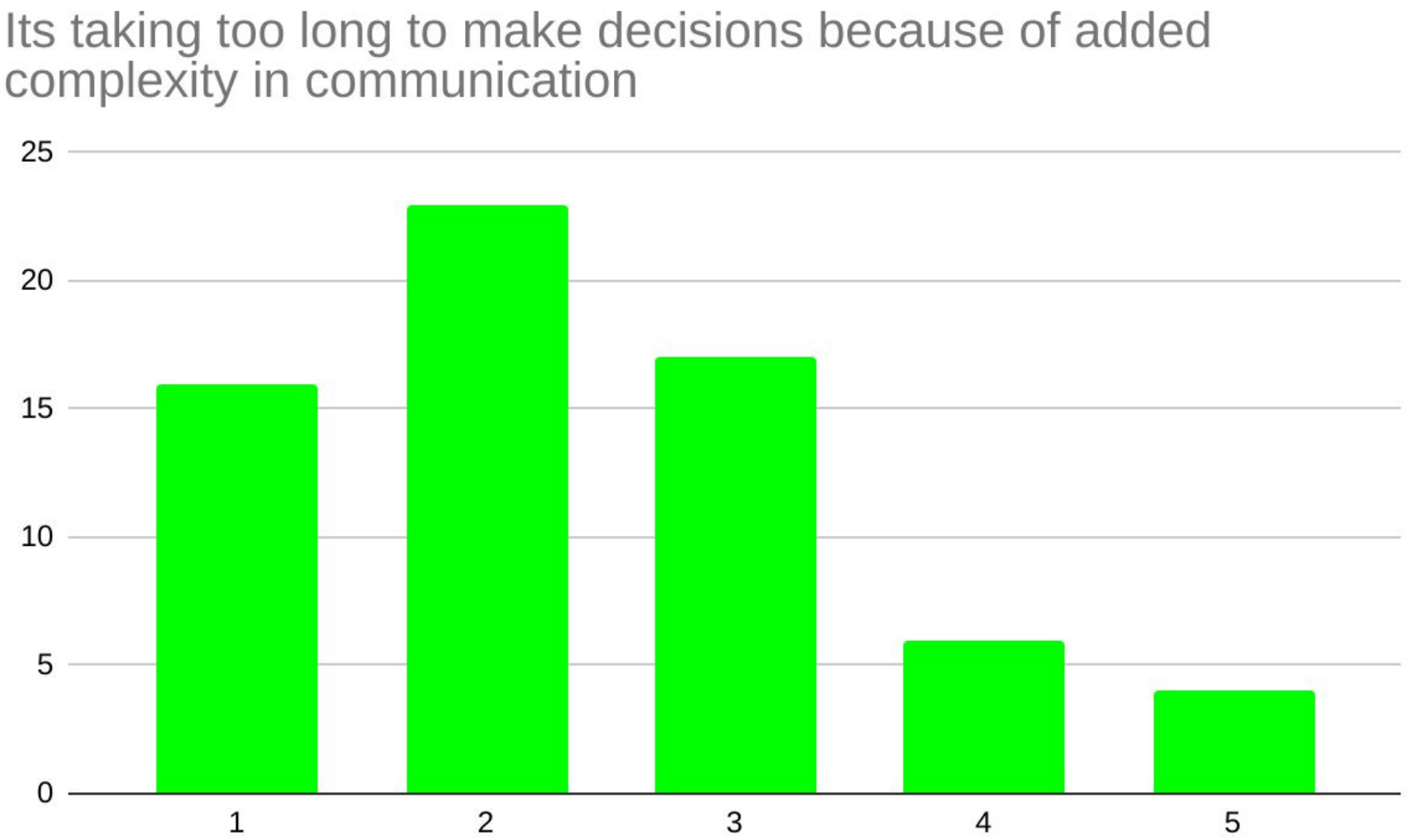
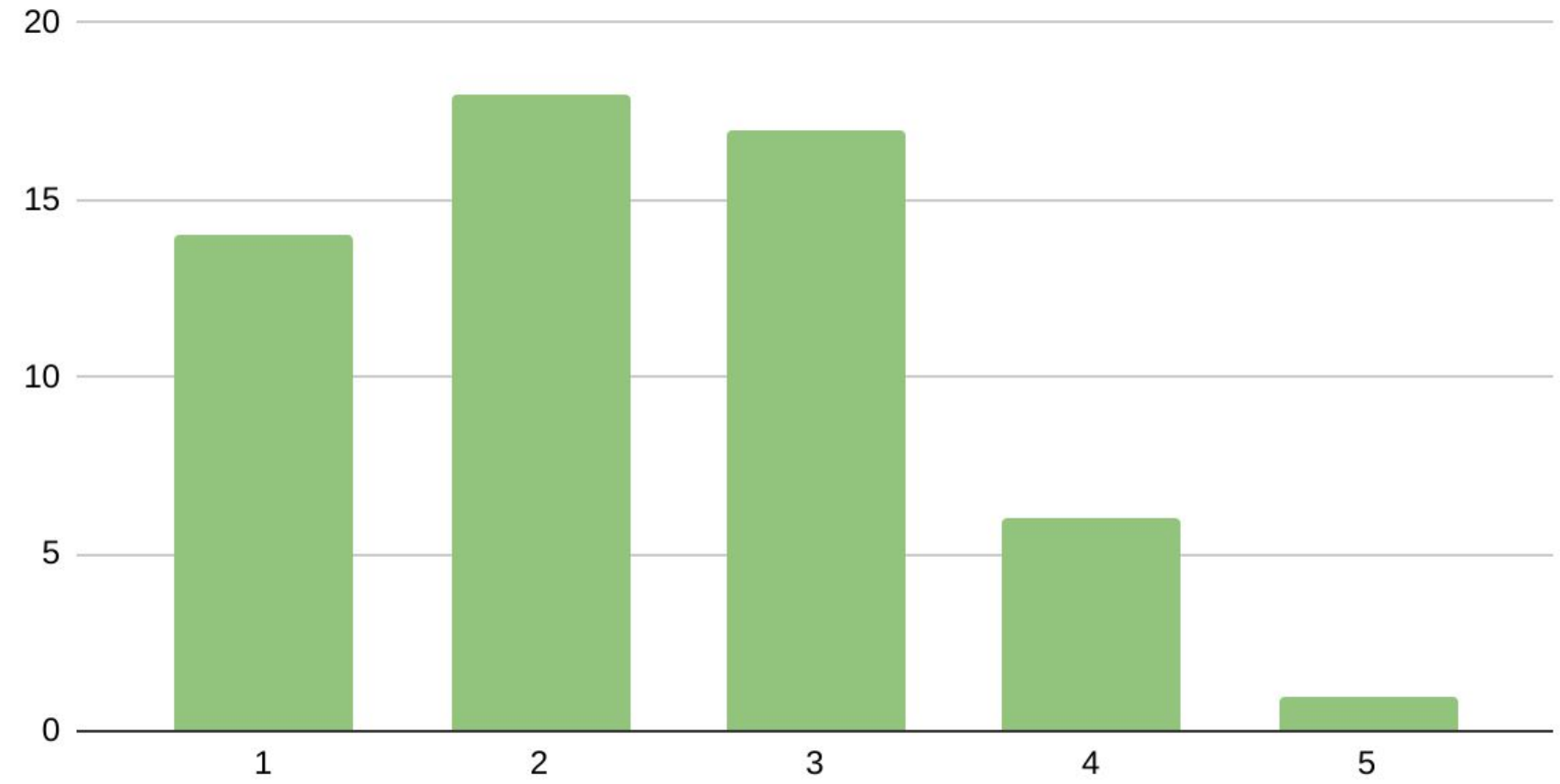
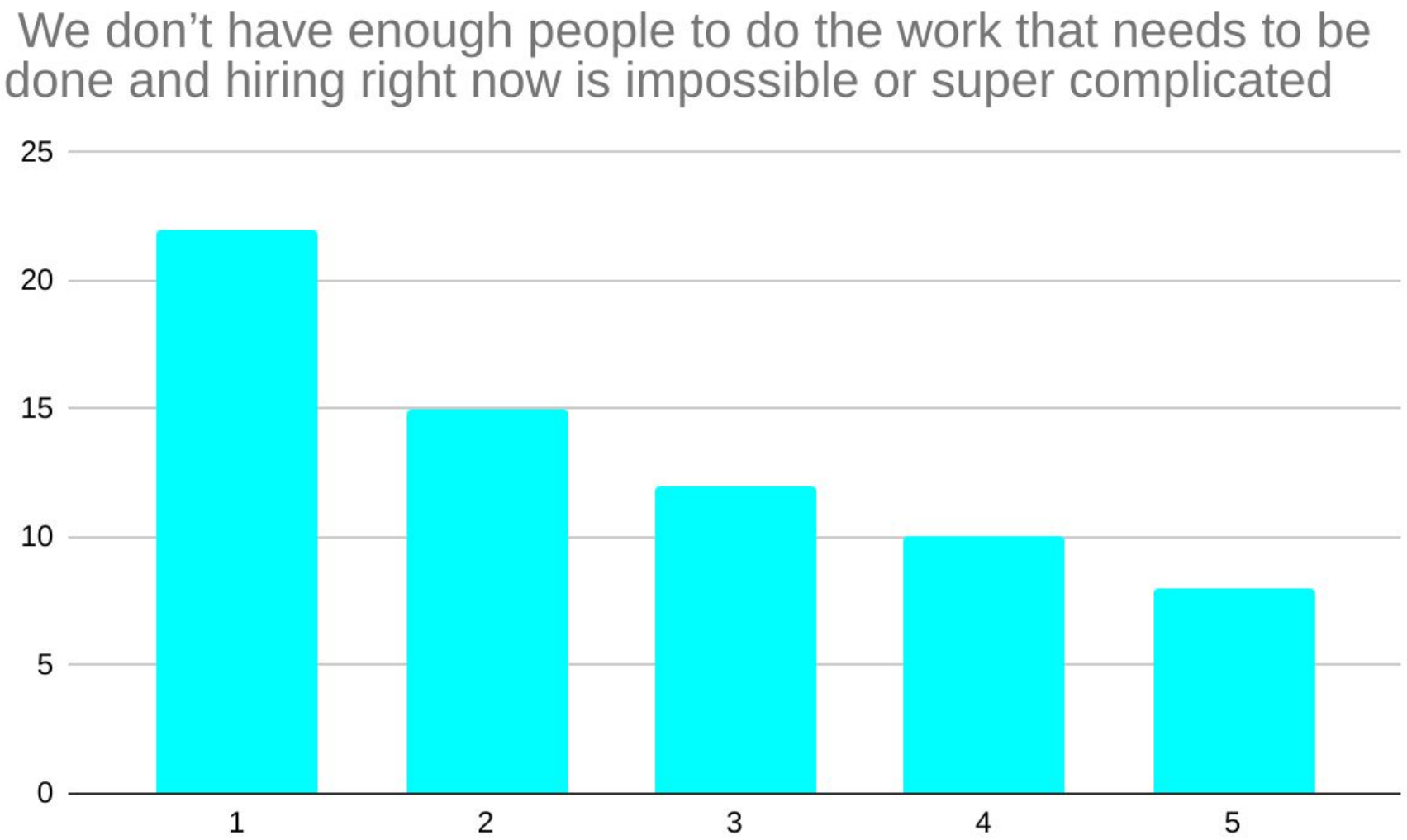




Average:
2.3
Mode:
2
Variance:
NA

Average:
2.5

Mode:
1



Average:
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Mode:
1
Variance:
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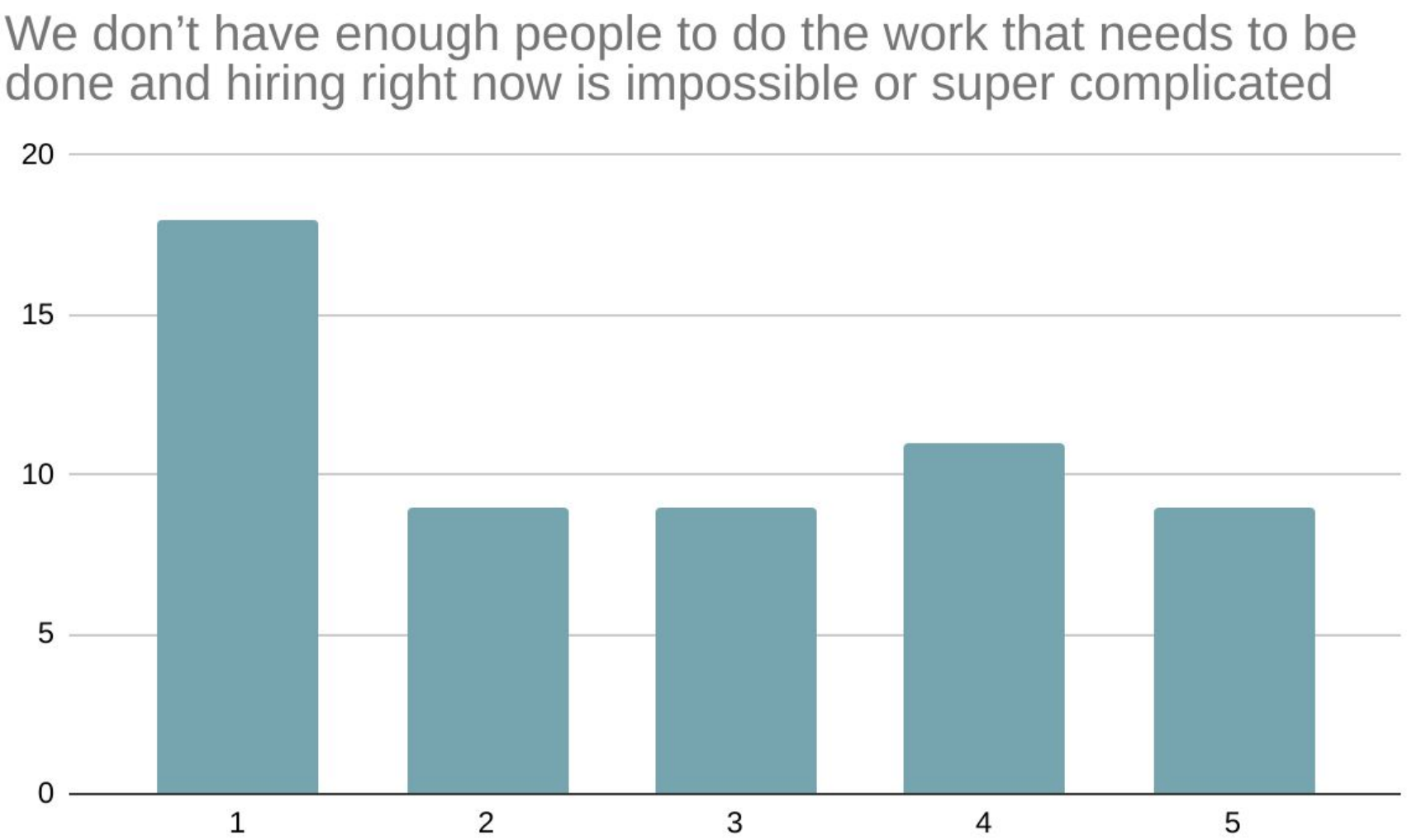

Average:
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Mode:
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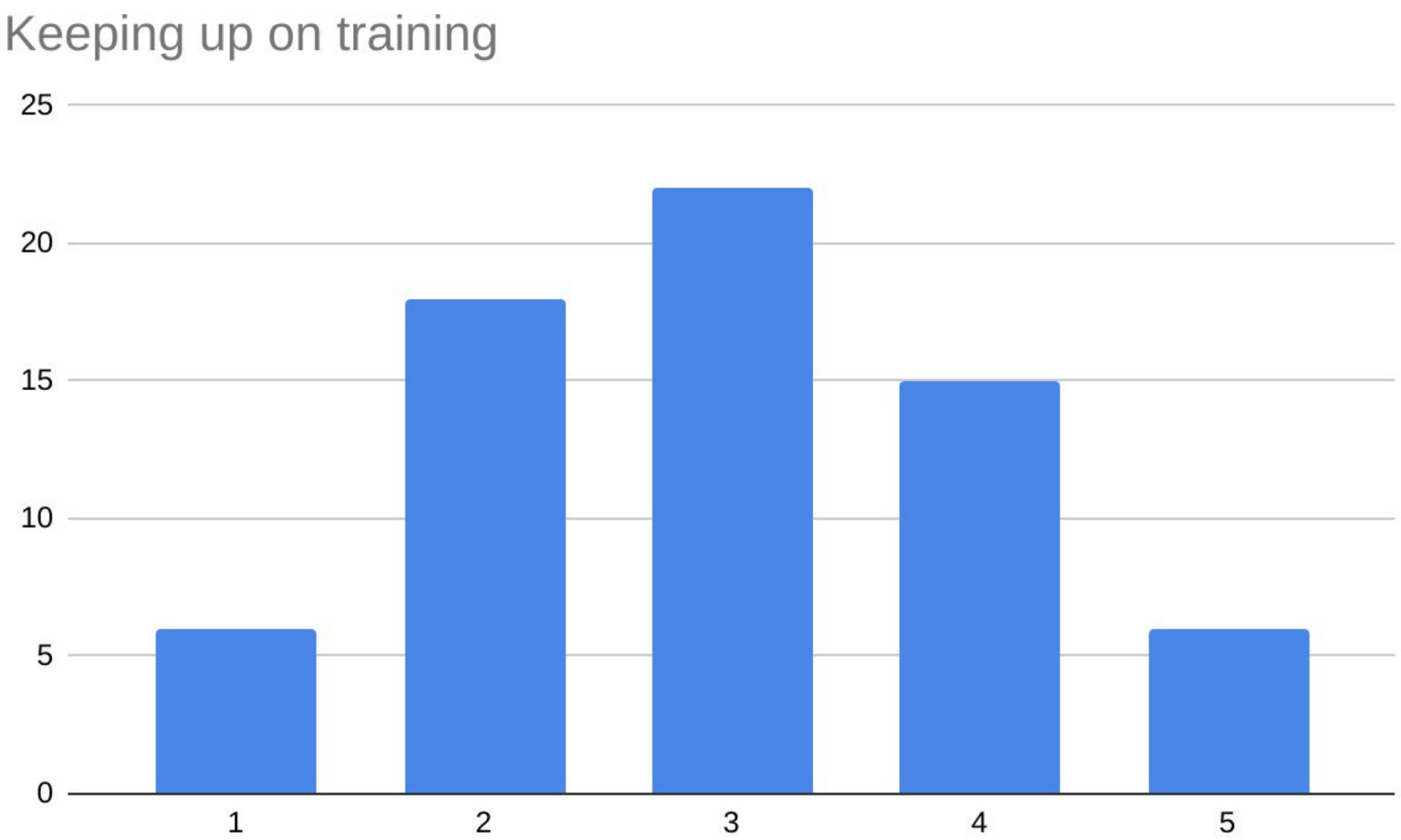

Average:
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Mode:
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Variance:
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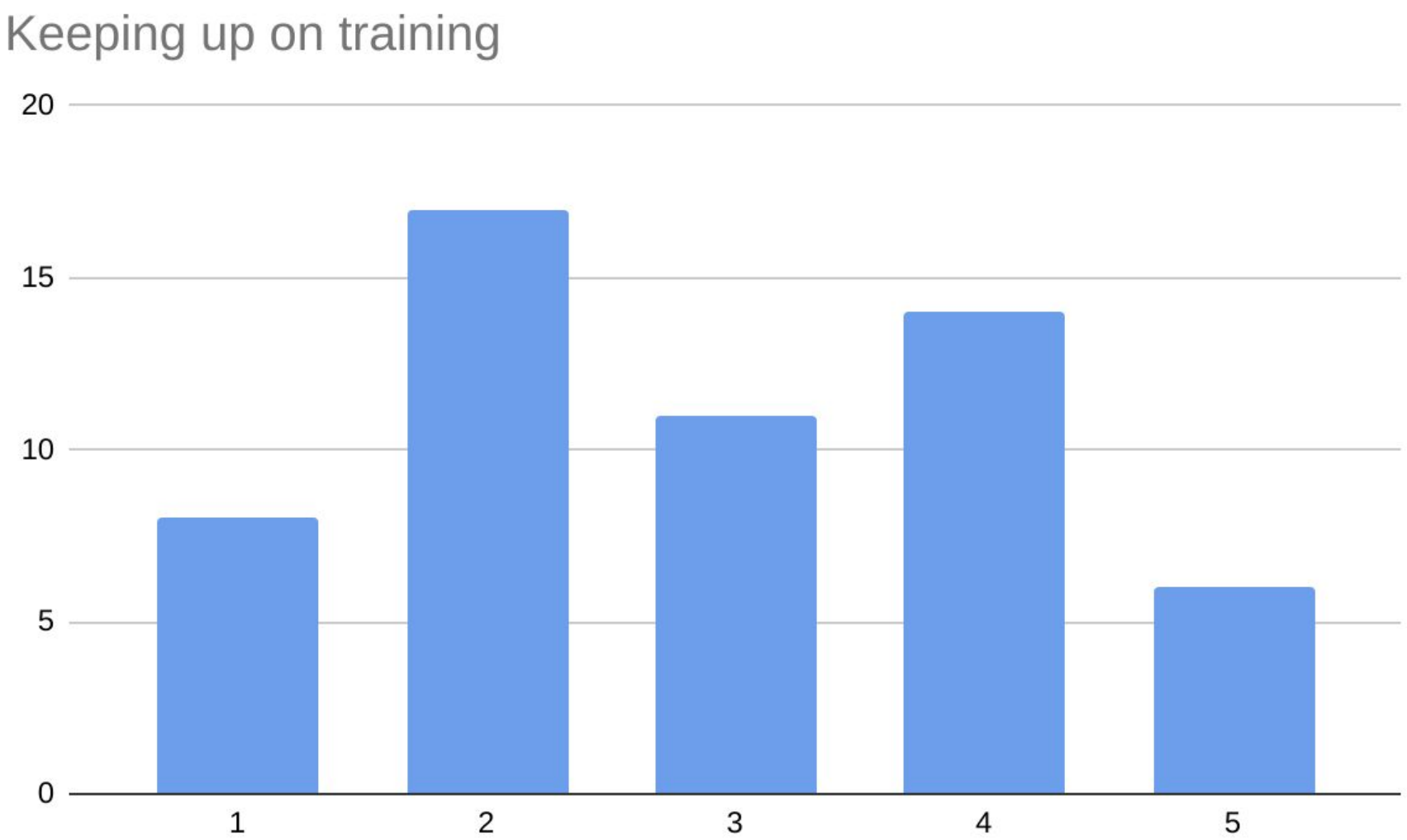

AIRS™
Setting the Standards for Information and Referral Services

Average:
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Mode:
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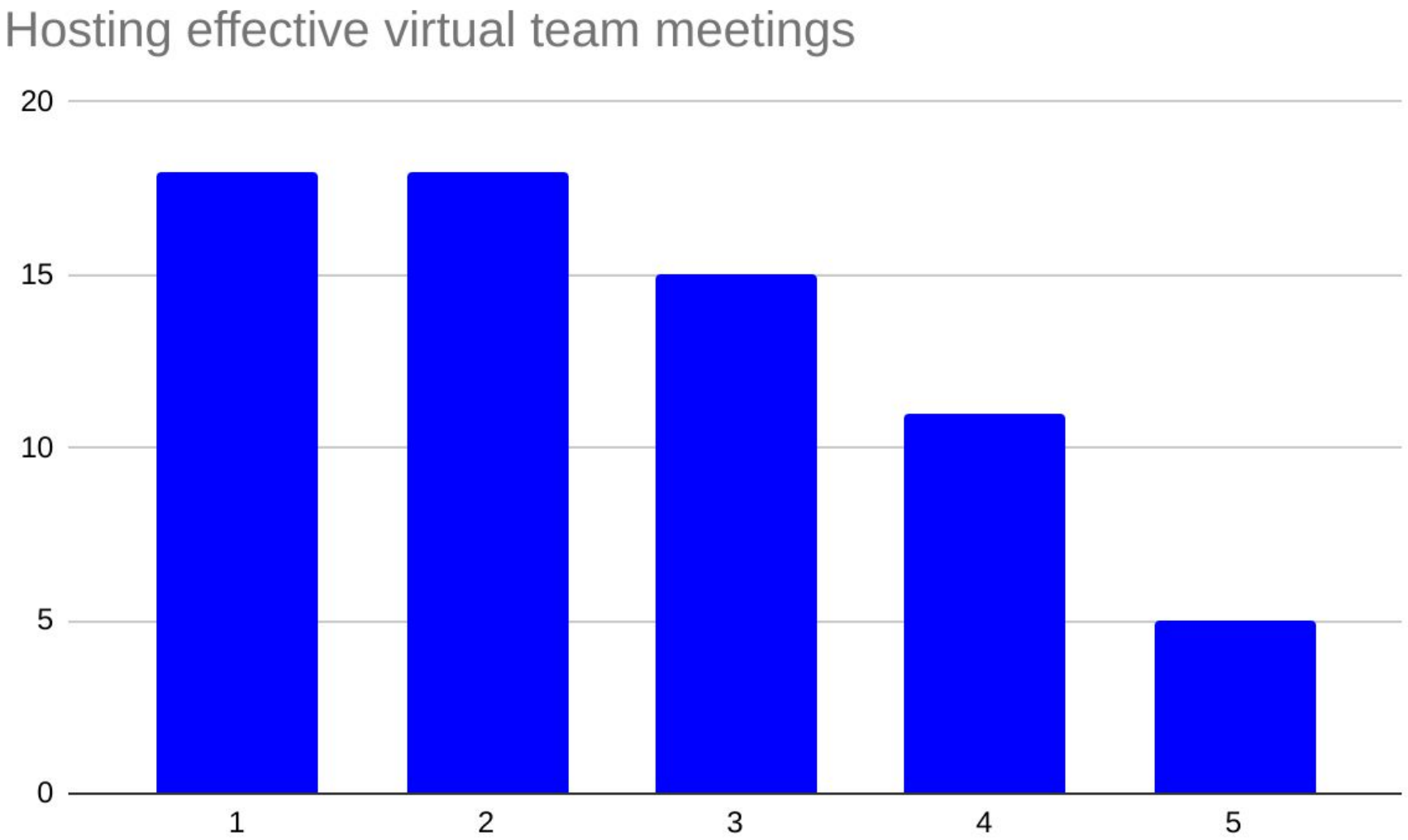

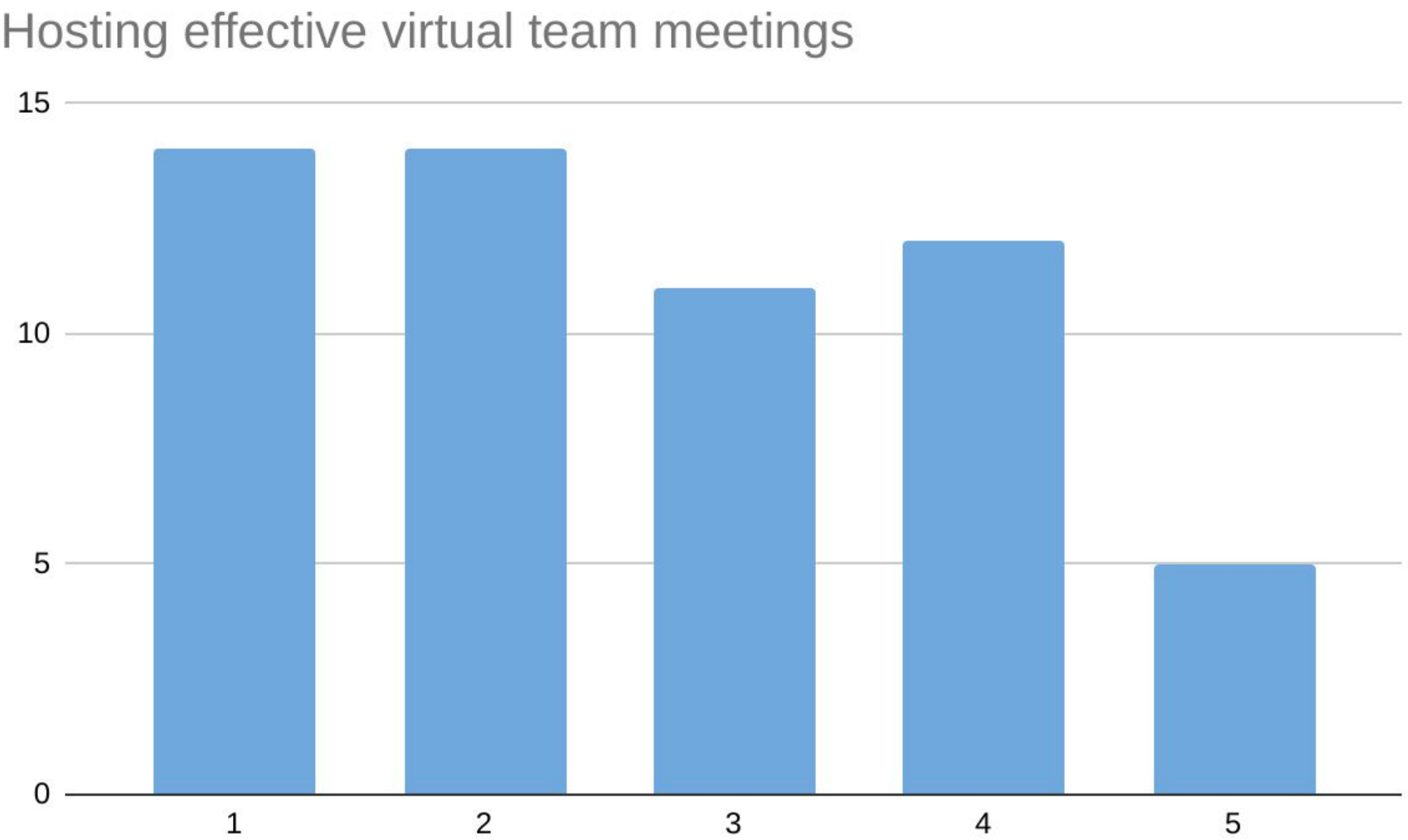

Average:
2.6
Mode:
2
Variance:
NA

Last Time...

- Keeping up on training **(3.0)**
- Keeping my team updated with all the changing issues and news **(3.0)**
- I think some of my team members are more depressed or anxious than usual and I worry about that **(2.9)**
- Our quality assurance monitoring and coaching process isn't working effectively at this distance **(2.8)**
- I think some of my team members are stressed out and on the verge of burnout **(2.8)**
- The loneliness and isolation of the individual team member **(2.8)**

This Time...

- Keeping my team updated with all the changing issues and news**(3.0)**
- I think some of my team members are stressed out and on the verge of burnout **(3.0)**
- Our quality assurance monitoring and coaching process isn't working effectively at this distance **(2.9)**
- Keeping up on training **(2.9)**
- I think some of my team members are more depressed or anxious than usual and I worry about that **(2.8)**
- This shift in how work is getting done is compromising our teams culture (**2.8)**
- The loneliness and isolation of the individual team member **(2.8)**
- That I am not being as supportive or helpful as my team needs me to be **(2.8)**

Biggest Changes

- People are working when they are sick and not taking breaks when they should (+16%)
- That I am not being as supportive or helpful as my team needs me to be (12%)
- My team isn't engaged or invested in our work and purpose like they used to be (+11%)
- This shift in how work is getting done is compromising our teams culture (+8%)
- We don't have enough people to do the work that needs to be done and hiring right now is impossible or super complicated (+8%)
- I think some of my team members are stressed out and on the verge of burnout (+7%)

I think some of my team members are stressed out and on the verge of burnout (2.8/3.0/+7%)...

- Dealing with constant change has been a struggle, harder to work through an effective change management plan and allow staff to get communication about changes in a timely manner. Many changes are last minute and impact their work.
- Budget shortfalls due to lower donations; Staff having to take pay-reduction vs getting laid off; taking on more work with pay reductions; not knowing if salaries are going to be returned to pre-covid amounts.
- I do feel a little overwhelmed at the length of this response and the thought that it will not end anytime soon. And, worry about keeping the team motivated and engaged for the long term of this marathon
- The main cause of stress/concern here is the not knowing. Making decisions is a challenge, what to tell clients is a challenge - the uncertainty is agonizing and taking its toll. I listened while an 80 year-old woman sobbed today because she needed help to apply for SNAP. She said "her mother would be so disappointed in her," but her work as an usher at the local university's sporting/theater events is shut-down. She was looking for other employment options and hoping to go to a job fair tomorrow (which I then had to let her know had been cancelled). Calls like that are tough. As an I&R service we are where folks call for answers. Not having the answers is very disheartening.

That I am not being as supportive or helpful as my team needs me to be (2.5/2.8/+12%)

- Working remotely has made it very hard to get time to focus on one person at a time. Because I am not able physically go to a meeting room, any extended conversations are constantly interrupted by other requests (instant message, email, text etc...)
- Overall communication is slower as multiple steps are now needed to convey what once was an quick informative information update. Continued training for new staff is the greatest difficulty. They shadow one another and that is not possible when working remotely. The trainer will do a 3 way call but that often presents other challenges as well.
- Isolation from my team. They seem to be communicating pretty well between each other. I'm included in these texts, but I feel that I am on the outside looking in. I miss being able to talk face to face with my staff.
- Managing complexities of people's multiple priority demands and how it affects their stress and reaction to management. How to keep in communication about projects without being perceived as micromanaging.

Quality Assurance Issues…

- The quality of documentation has dropped. Not sure if it is because of how busy my operators are or if they are getting complacent working from home.
- 211EOK has hired on a contractor to assist with QA, which has helped tremendously.

Biggest Changes

Communication Victories...

- We've been 100% remote since March 13th and our team has done amazingly well. Our Leadership Team meets via Zoom daily. The Resource team does as well. We use Slack and Asana to manage work and ensure quick and easy communication. I guess we have a slight advantage of having been through natural disasters in recent years, so our team was somewhat prepared for this.
- Weekly virtual staff meetings - coming up with a fun opening topic (I.e. what was included in your most recent online purchase?); agency-wide weekly “Happy about”
- Using Zoom, Slack and Asana to communicate. Celebrating our achievements with fun and happy emails. Sending care packages to all staff because everyone needs some "happy mail" right now. Making sure we keep resource information updated and flowing so the call specialists have everything they need to meet caller needs.
- Being honest about how we are feeling, even if it's just to this room of people is very helpful. We're able to get some of those feelings out. We've had honest conversations with our supervisor and are actively trying not to just "grin and bear it" anymore. Being honest with callers and taking the time to empathize with them. Worrying less about meeting our numbers and more about just being there for folks who need us.