
STRATEGIES IN OUR NEW ENVIRONMENT

TEAM INNOVATE PERFORMANCE & STRATEGY (TIPS)



AGENDA

- TIPS Goal
- What to expect – meeting format
- Introductions – How's your organization doing?
- Round Table Q&A

TIPS – TEAM INNOVATE PERFORMANCE & STRATEGY

Our goal is to bring together different cities and counties to share new concepts and ideas.

- Share government experiences
- Focus on performance management, strategic planning, process improvement, and other topics surrounding our roles in government

WHAT TO EXPECT – MEETING FORMAT

- Brainstorm strategies for coping in this environment
- Participation/getting called on
- Capturing responses live, send out responses at the end
- Cameras on if possible

HOW'S YOUR ORGANIZATION DOING?



What's working well?

- Microsoft team is primary tool for meetings, bring in SharePoint – documents are easily shared – helped with knowledge transfer and sharing
- Cloud based solution to connect seamlessly for cross-functional teams
- Google platform – working in same document, instant messaging helped with communication
- Use Clearpoint, to document everything done with COVID-19 and coming up with recovery
- Inconsistent safety rules – different levels of adherence

What hasn't worked?

- Technology, calling in, dealing with virtual collaboration
- Job class working from home, working with bad Wi-Fi, looking at demographics and survey data
- How to support staff in student/parent households – how to be flexible (OKC policy for flexible schedule)
- Not everyone has laptop, surface – slow didn't work well
- Routing documents with signatures – how to address this component (seamless docs)

**What challenges
have you faced?**

WHAT ARE YOUR STRATEGIES FOR OVERCOMING THE CHALLENGES?

- Ongoing response to COVID-19, police reform
 - Oklahoma City, OK committee – discussions during budget – seeing that police has mental health, more resources available not only for police, but also for people police are responding to – looking at what to add to reduce violence and crime
 - Police are accredited – co-responders that deal specifically with mental health calls; community police stations to get to know businesses, community and hold meetings with community; police officers have to have at least a bachelors degree for employment; bring officers on board before they start police academy
 - El Paso, TX – formalized cross function teams (health dept under fire chief) – reform police – have senior leaders from across the organize to look at processes – small teams that will report back to large team and council

POLL QUESTIONS

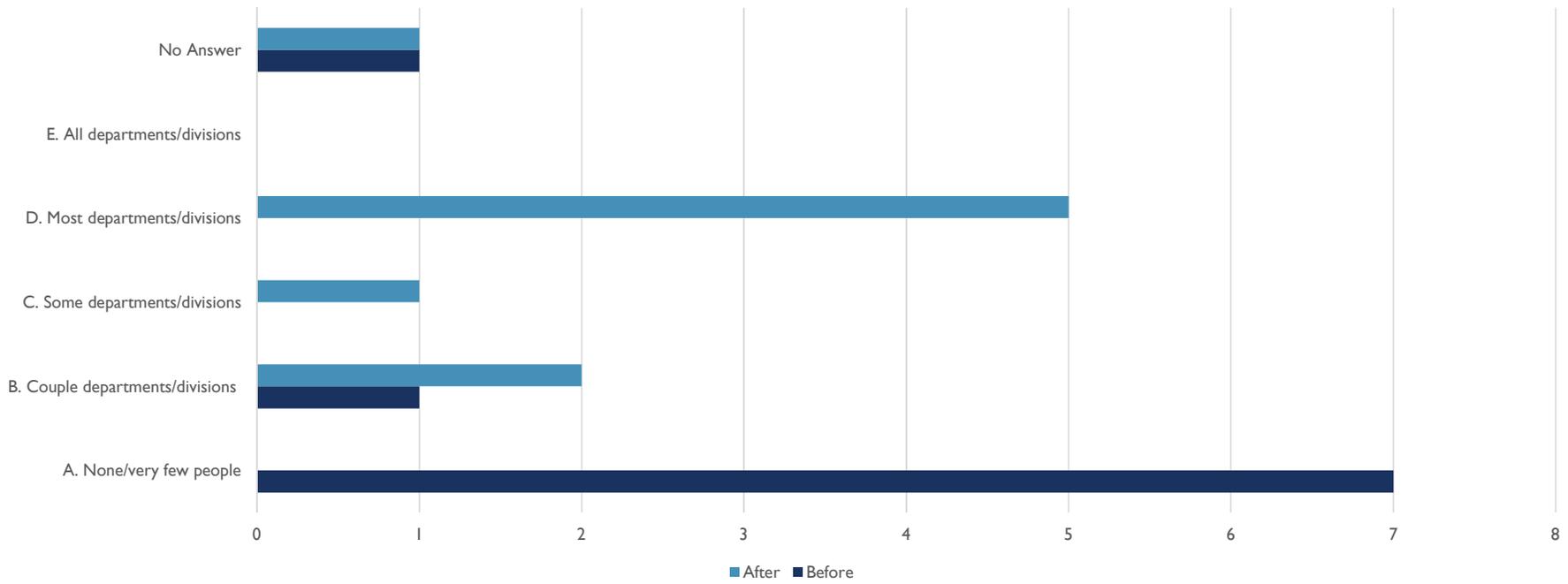
1. How much of your organization worked remote **before**?

- A. None/very few people
- B. Couple departments/divisions
- C. Some departments/divisions
- D. Most departments/divisions
- E. All departments/divisions

2. How much of your organization worked remote **after**?

- A. None/very few people
- B. Couple departments/divisions
- C. Some departments/divisions
- D. Most departments/divisions
- E. All departments/divisions

POLL RESULTS



DOES YOUR ORGANIZATION HAVE PLANS FOR CONTINUED OR PERMANENT/LONG TERM REMOTE WORK?

- Do you plan to go back to business as usual?
- Is anyone on a modified work schedule?
- If you are back at work, how is the office setting?
- Are employees concerned or apprehensive about going back to the office?

PERFORMANCE REPORTING

- What impacts are you seeing with performance measure reporting?
 - El Paso, TX workforce – training is targeted, learning experiences; info is living in SharePoint Microsoft Teams call drops are automatically loaded into SharePoint
 - Berkley Performance Measures are on hold until a request is made to start them again (Performance Measures have already started again), adapting to virtual meetings using google sheet to draw for meetings
- What changes are you going to have to make?
 - Try Kahoot for Trainings and PowerPoints to make them fun and engaging

HOW ARE YOU HANDLING EMPLOYEE MORALE, ENGAGEMENT AND MAINTAINING THAT SENSE OF TEAM AND PURPOSE?

- Downside of virtual working, less engagement and connection
- Chats in the hall, how to stay connected – negative impact
- Working with our team to include learning and fun into meeting in our virtual worlds
- Turning cameras on for meetings
- Articles on COVID-19, informal how are you doing, set up luncheons or meet during lunch hour to talk with no agenda
- Made cupcakes in bags and delivered to front door for success on project
- Send 411 emails to city manager on how things are going
- Town hall meeting with different panel of directors to share
- Reach out to network across city to informally ask friends/coworkers what's going on

NEXT MEETING

- Last year we voted on topics and I wanted to check in to see what people are interested in discussing? **Choose your top 2**
 - How to Get Other Departments On Board and Enthusiastic About Performance Management
 - What Truly Makes a Good Metric
 - How to Leverage Community-Informed Data (Surveys and Beyond)
 - Benchmarking – Apples to Apples?
 - Success Tips for Including Public Participation in Performance Management and Strategic Planning
 - The Making of A Good Strategic Plan
 - Other – New Topics

NEXT MEETING CONT.

- Next meeting will be set up early November
- If anyone is interested in presenting, send an email to vschornack@Bernco.gov
- If you know other agencies interested in participating feel free to invite them to the group

CONTACT US - BERNALILLO COUNTY OPERATIONS EXCELLENCE OFFICE

- Angela Montano, Operations Excellence Specialist, amontano@bernco.gov
- Veronica Schornack, Operations Excellence Analyst, vschornack@bernco.gov
- Maria Zuniga, Operations Excellence Manager, mzuniga@bernco.gov

