Lessons From The Coronavirus Pandemic

Presenters:
Barbara Lopez, Finance Director, City of Puyallup
Nanci Lien, Finance Director, Retired City of Olympia
1. Meeting Format
2. PSFOA 2022 Board Elections
3. CPE Credits
4. Olympia & Puyallup Demographics
5. Lessons Learned
6. What’s Next?
<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 President</td>
<td>Kevin Fuhrer</td>
<td>City of Auburn</td>
</tr>
<tr>
<td>2 President elect</td>
<td>Alex Beherndt</td>
<td>WA State Auditor's Office</td>
</tr>
<tr>
<td>3 Board member</td>
<td>Tony Cullerton</td>
<td>City of Tukwila</td>
</tr>
<tr>
<td>4 Secretary</td>
<td>Chris Gianini</td>
<td>City of Tukwila</td>
</tr>
<tr>
<td>5 Treasurer</td>
<td>Chase Donnelly</td>
<td>City of Sammamish</td>
</tr>
<tr>
<td>6 Past President</td>
<td>Martin Chaw</td>
<td>FCS GROUP</td>
</tr>
<tr>
<td>7 Board member</td>
<td>Saundra Groshong</td>
<td>WA State Auditor's Office</td>
</tr>
<tr>
<td>8 Board member</td>
<td>Phung Huynh</td>
<td>City of Kent</td>
</tr>
<tr>
<td>9 Board member</td>
<td>Barbara Lopez</td>
<td>City of Puyallup</td>
</tr>
<tr>
<td>10 Board member</td>
<td>Karen Jester</td>
<td>Soos Creek Water and Sewer District</td>
</tr>
<tr>
<td>11 Vacant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Vacant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ex-officio</td>
<td>Sri Krishnan</td>
<td>City of Kirkland</td>
</tr>
<tr>
<td>Ex-officio</td>
<td>Dan Legard, WFOA</td>
<td>City of Kennewick</td>
</tr>
<tr>
<td></td>
<td>(2022 President)</td>
<td></td>
</tr>
</tbody>
</table>
What type of government do you represent?

(Use chat function to respond)
## City Demographics

<table>
<thead>
<tr>
<th></th>
<th>City of Olympia</th>
<th>City of Puyallup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>54,150</td>
<td>43,040</td>
</tr>
<tr>
<td># Employees</td>
<td>616</td>
<td>310</td>
</tr>
<tr>
<td>2021 Operating Budget</td>
<td>$168 Million</td>
<td>$111 Million</td>
</tr>
<tr>
<td>2021 General Fund Budget</td>
<td>$88 Million</td>
<td>$50 Million</td>
</tr>
<tr>
<td>General Fund Reserve</td>
<td>$18 Million</td>
<td>$7.5 Million</td>
</tr>
<tr>
<td>Federal CARES Funds</td>
<td>$1.58 Million</td>
<td>$1.87 Million</td>
</tr>
<tr>
<td>Federal AARP Funds</td>
<td>$9.2 Million</td>
<td>$11.8 Million</td>
</tr>
<tr>
<td>Employees Sent Home to Work</td>
<td>3/17/2020</td>
<td>3/17/2020</td>
</tr>
<tr>
<td># Positions Laid Off/Cut</td>
<td>0/0</td>
<td>0/0 (~ 30 furloughed)</td>
</tr>
<tr>
<td>Staff Returned to Office Full Time?</td>
<td>No</td>
<td>Yes – 1 telework day/week</td>
</tr>
</tbody>
</table>
Lesson #1
Take Care of Employees First!

► Flight attendant instructions
► Employee care
► Importance of self-care
► Engaged supervisors
► Importance of 1:1’s
► At work support groups
► Recognition
► Ways to connect remotely
Lesson #2
Management Needs to Lead

- Increased meeting frequency
- Get in front of issues
- Tough decisions – timing & speed
- Supervisors/managers/directors to step up
- Concept of “First Team”
Lesson #3
Develop Strategies

- Identify operational vs financial issues
- Develop options
- Assign responsibilities
- Dust off any continuity plans
Lesson #4
Communicate, Communicate, Communicate!

- Strong, clear, frequent
- Frequent management meetings
- How can depts help each other
- Identify top things to address
- All on same page
- Consistent messaging
- Message to all levels
Lesson #5
Data Matters

► What do we know?
► What don’t we know?
► Where to focus efforts?
► Major revenue sources
► Cash vs revenue
► Revenue reprojection
► Educate all levels of government
Lesson #6
Flexibility Saved the Day!

► Remove telecommuting barriers
► Implement right technology
► Ergonomic needs
► Travel less essential than we thought
► Employee creativity
► Work - Life balance
Approximately what % of your department has returned to the office full-time?

(Use chat function to respond)
Lesson #7
An Engaged H/R Program is Essential!

► Anticipate employee needs
► Policy adjustments
► Communication
► Changes to recruitment process
► Changes to onboarding
► Retaining existing employees
Lesson #8
Culture Matters

► “Good to Great” – Jim Collins book
► Always a way forward
► No such thing as “normal”
► Any cracks in systems are magnified
► Nothing was simple
► Reminder – how important Finance is!
Lesson #9
Funny Things We’ve Learned!

► What 6’ apart looks like
► How *not* to touch our face
► Happy Birthday song lasts 20 seconds
► How to bake bread
► How quickly we can get ready for Zoom meeting
► Need minimum 2 weeks of toilet paper on hand
► The names of so many governors
Lesson #10
More Funny Things We’ve Learned!

► How to make “no-sew” masks from things we have around house
► Restaurants are extremely creative
► Appreciation of Amazon, Walmart, UPS, etc
► Drive by honking IS a birthday party
► Sweatpants ARE an essential clothing item
► There are LOTS of ESSENTIAL workers!
► Benefits of outdoor activities
► Importance of our hairdressers/barbers
For the majority of your work week, do you prefer to work in the office or telework?

(Use chat function to respond)
What Next?

- Craft what is the new “normal”
- Future won’t be the same
- More expectations for flexibility
- Employees expect more options
- More technology needs
- More/different training for all
Questions?
December Meeting

- December 10, 2021 (Friday)
- Remote Meeting
- State Auditor Office Update
- “Chief Happiness Officer”
  - Ms. Brooklyn Dicent
- Watch for email notice
- Meeting handouts online
  - PSFOA.org
Thank you!