

ALICE Virtual Meeting – Summary of Conversations August 2020

Biggest Challenges:

- Hiring new employees based only on virtual interviews/ phone calls (not preferred but necessary).
- Modifying positions that are exposed to the public by reducing hours or converting to virtual if applicable
- Funding – with cost of PPE & purchasing laptops & software licenses that were not in the budget.
- Providers finds that zoom appointments are not lasting as long as in person, so only able to bill 15-30 minutes vs. 60 minutes, which decreases their income.
- Keeping staff & customers healthy & safe, and worries of infecting family members at home
- Childcare needs/virtual schooling
- Staff turnover with little response to jobs posted & difficulty of work (healthcare & foundry workers)
- Marketing – hard to get the word out that they are still open & any changes in hours.
- Figuring out the best way to operate services safely while remaining open as an essential service
- Communication was a challenge at first for organizations and being interactive with all members of staff
- Adapting to new technology was a difficulty at first but now they are utilizing it in many useful ways.

Existing Tools Utilized for Caretakers:

- On-site childcare and increased childcare resources.
- Transparency & Flexibility: Increased transparency between employer and employee. The ability for employees to be clear about personal (family) barriers and limits.
- Employers being more receptive and flexible to family barriers (kids with online Schooling) and limits in addition to the acceptance of individuals that do not meet traditional job requirements. Example: background issues, lack of credentials.
- One company shared that they were utilizing different webinars that were geared toward supporting employees who are in various scenarios such as: Parents who are working from home with kids who are under 10 years old.

- Implemented Support groups made up of employees in the company who have similar home situations so that they could lean on each other and vent together when needed. Share tips and tricks, etc.
- Using resources such as Doodle in order to coordinate schedules better
- Using new outreach methods to reach people such as Facebook as a new way to engage volunteers
- Hybrid and Virtual working. Be extremely flexible and patient with employees.
- Funding – some have written grants to U.W. for small amounts to assist with PPE & other purchases
- Flexibility – allowed staff to work unusual hours to fit in their time around other family needs (virtual school, caring for other family members)
- Where possible extending working from home ability., such as running offsite events as drive-thru to provide food, clothing, etc to those in need.

New Tools/ Processes/ Strategies:

- Increased organization and project management. Example: Monday.com
- Increased virtual communication structures.
- Increased use of technology.
- Implementing weekly calls was a helpful team tool
- Engaging more with their Employee Assistance Program (EAP)
- Some employers expressed that they have really tried to be flexible with their team, but that they are looking for additional ways to be even more flexible, working to understand employee's situations.
- One on One private meetings with supervisors to find out individual challenges and form plans
- One employer said they have announced the option of working remotely until at least January 2021 as that would help parents get through the first semester of the school year, which may be done virtually for many parents.
- One employer said they were doing a daily update to employees to help them feel connected, they since adjusted that update to be weekly.
- Offering what is called Promise Pay or essentially a bonus pay for employees who were deemed as an essential worker.
- Daycare stipends
- Evaluating their jobs to see what positions could be permanently transitioned into remote positions
- Voluntary Work Share.
- Need Volunteers – used to run on 25 volunteers per day, now lucky to have 25 per week to do the same amount of work.
- Fundraising – could use assistance with creative ways to raise funds