



CWDA

Advancing Human Services
for the Welfare of *All* Californians

Supporting Mobile Work

Learnings from the COVID Pandemic & Implications for the Future

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CWDA Board

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Current Experiences & Challenges

HOW COUNTIES ARE ADAPTING DURING THE PANDEMIC



What's going well?



Where are you struggling?



What resources/solutions can you offer other counties?



Planning for the Future: External

EXPANDING REMOTE WORK – IMPACTS & IMPLICATIONS FOR CUSTOMERS



Considerations for creating & maintaining equitable services

Ensuring equitable access to in person services

- Geographic accessibility
- Transit access
- Interpreter availability
- Hours of operations

Monitoring metrics for service delivery by DEI factors

- Wait times
- Language access
- Approval/denial rates
- Timely processing
- Churn



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Planning for the Future: Internal

EXPANDING REMOTE WORK - WHAT DOES IT MEAN FOR STAFF & THE ORGANIZATION?

Organizational Culture Implications

- How does onboarding and training change?
- How does county size impact ability to offer remote work?
- Does loss of social interactions with co-workers impact organizational culture?
- Will sense of teamwork and ability to back others up be lost?
- How do relationships with supervisors and managers change?

Diversity, Equity, & Inclusion Considerations

- Which jobs can be done remotely?
- Do access requirements (bilingual staff, job assignments) create inequities in opportunities?
- Do living situations (e.g., small spaces, multi-generational households, roommates) impact opportunities for remote work?



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Planning for the Future: Internal (continued)

EXPANDING REMOTE WORK - WHAT DOES IT MEAN FOR STAFF & THE ORGANIZATION?

Facilities Impacts

- How do facility layouts need to change?
- If closing offices, what metrics should be considered to avoid creating or perpetuating inequities?
- What are the cost and funding implications if existing facilities are shifted to other uses?

Human Resource Impacts

- Are business model changes needed?
- How would remote work impact labor agreements?
- What policy changes are needed?
- What types of remote work (e.g., fully remote, mix of remote and onsite) can be offered?
- Who decides which jobs can be done remotely?



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Tools for Managing Remote Workers

WHAT STRATEGIC TECHNOLOGY NEEDS DO COUNTIES HAVE?

Measuring Productivity & Service Delivery

- Reports/Dashboards for Staff
- Reports/Dashboards for Supervisors
- Reports/Dashboards for Managers

Maintaining Security & Confidentiality

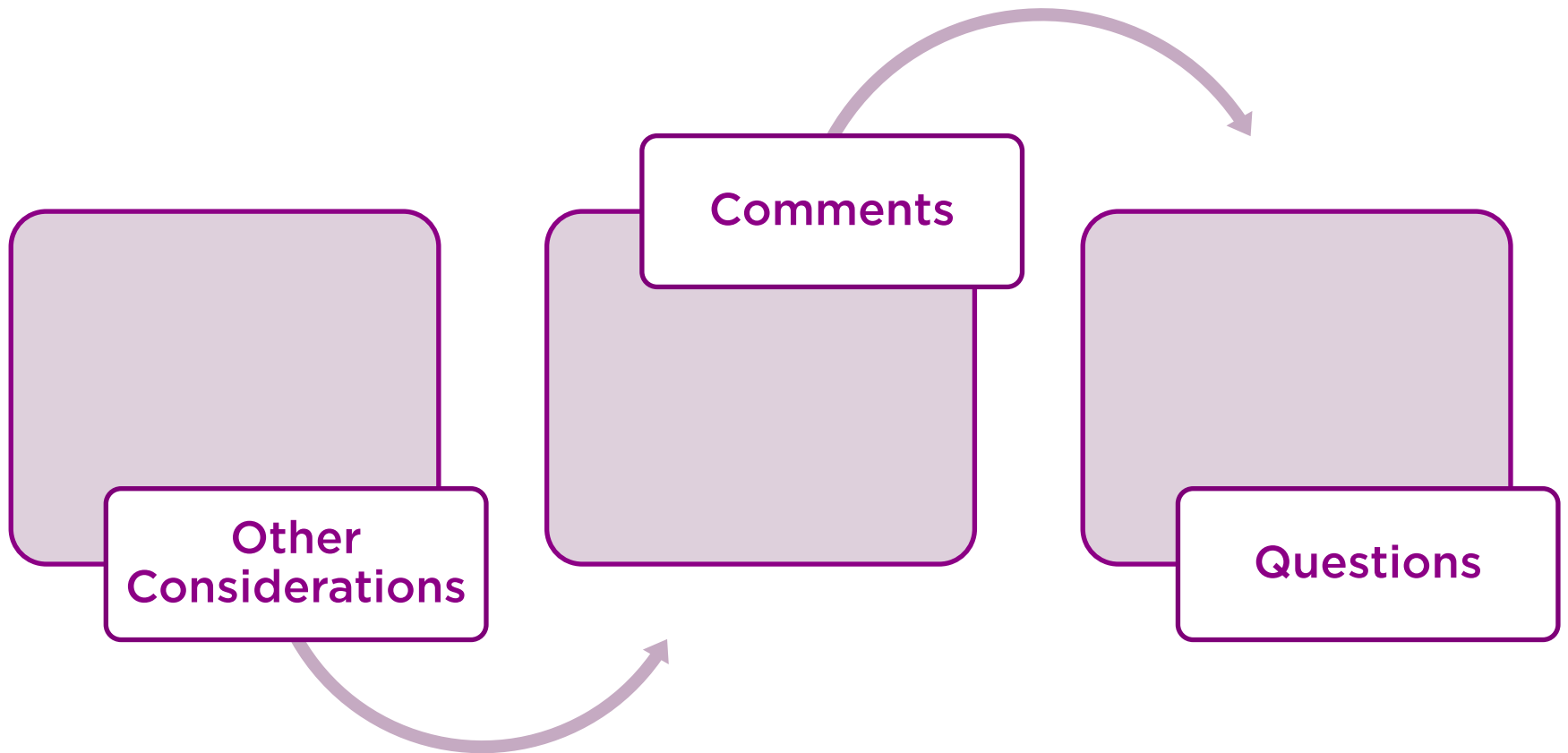
- Monitoring Use of/Access to PII (e.g., preventing data downloads)
- Security Risks in Remote Environments (e.g., accidental viewing/hearing of confidential information by others in the home)

State/Federal Policy Considerations

- What policies are needed, or may need revisions, to support remote work?



Additional Discussion





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Questions?

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