



DWFS OPPORTUNITY PROCESSING OUTLINE:

WORK FROM HOME

DWFS TEAM MEMBER Harley New Hire	JOB POSITION Case Manager	DAYS WITH THE COMPANY 120 days
STEP 1: HARLEY'S INTRODUCTION <ul style="list-style-type: none"> • WHO ARE YOU? • WHAT'S YOUR POSITION? • WHAT'S YOUR QUESTION? 	STEP 2: PARTICIPANT FEEDBACK <ul style="list-style-type: none"> • CLARIFYING QUESTIONS • HARLEY'S IDEAL OUTCOME* • BARRIERS & CHALLENGES • SOLUTIONS 	STEP 3: BEST-PRACTICE SPEAKER TERRI LEISTEN TALKS ABOUT THE BEST-PRACTICES BEHIND WORKING FROM HOME

HOW DO I: (PRESENTED BY HARLEY)

- How do I set myself up for success when working from home?

CLARIFYING QUESTIONS: (ASKED BY PARTICIPANTS)

- What does your current work from home schedule look like?
- What are your current distractions when working at home?
- What do you mean by 'success'?
- Is your husband also working from home?
- On a scale from 1-10, how good are your time management skills?
- Do you have a daily task list?
- Has your office established any new processes for doing case management virtually?
- Do you have privacy? What is your home set-up?
- Have you had conversations with your supervisor about flexibility and scheduling?
- Do you have all the technology you need to be successful?
- When do you get most of your work done?
- Has your availability to customers changed?
- How do you juggle children education and work goals?
- Do you mentally prepare yourself to work from home? (eat breakfast, get dressed, etc.)

MY IDEAL OUTCOME IS: PRESENTED BY HARLEY)

- Establish at home standards to find balance, maintain focus, provide Extreme Customer Service to all customers, and reach performance goals.

WHY IS IT SIGNIFICANT TO ANSWER HARLEY'S QUESTION? (ANSWERED BY PARTICIPANTS)

- To give us a guide for moving forward
- Understand and improve at home life
- To prevent burnout
- Provides support for coworkers that struggle with similar issues
- To justify the use of our 8-hour days
- Keep things moving with our customers
- To show resilience and flexibility
- To demonstrate to our customers that we still be of service
- To best serve our customers during this time of need
- To further diversify ourselves in service delivery methods
- Create new ways of doing things
- To give our customers a sense of normalcy
- Voice of hope in our community
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BARRIERS & CHALLENGES – WHAT ARE HARLEY’S BARRIERS & CHALLENGES?

- Distractions
- No childcare
- Not the ideal workspace
- Lack of office tools
- Privacy
- Two working parents
- Poor internet
- Noisy environment
- Tech difficulties
- Having to assist with children’s education
- Lack of time management skills
- No scheduling
- Inconsistent direction given from supervisors
- Single parent doing EVERYTHING
- Cabin fever
- Lack of clarity on the new process
- Lack of support and communication
- Not enough time to accomplish goals
- Lots of unknowns
- No outlet to ‘step away from work’
- Lack of structure
- First time working from home
- Customers are giving up hope with COVID-19
- Mentally exhausted and overwhelmed
- Trouble coordinating with the rest of your team
- Lack of motivation
- Customers lack technology

SOLUTIONS – WHAT ARE SOLUTIONS TO HARLEY’S POTENTIAL BARRIERS AND CHALLENGES?

- SMART Goal daily tasks
- Develop a family schedule
- Take breaks to give your mind a break
- Talk to co-workers to hold you accountable
- Create a private office space
- Discuss with supervisor if there is a possibility to redefine ‘success’ given the circumstances
- Flexible work hours (after 5pm)
- Organize your tasks and allot set amount of time per day to accomplish tasks
- Develop ‘work’ for the 3-year old to be involved
- Make the space comfortable
- Identify most challenging distractions and opportunity process
- Have things on hand to keep kids busy
- Invest in better internet coverage
- Meal prep
- Work with your supervisor and set priorities
- Take PTO for a day, if available
- Call your co-workers for ‘water cooler chat’
- Let customers know that you have extended business hours
- Flexible – working weekends
- Rely on other family, if available
- Exercise breaks and take walks
- Understand that this isn’t going to be perfect and just do your best

- Multi-task if possible
- Limit the number of devices that are using internet
- Have the right to say ‘no’
- Don’t let social media be a distraction
- Get dressed everyday like you’re working
- Know yourself and what your needs are
- Get pro tips from peers

BEST PRACTICE SPEAKER: (TERRI LEISTEN ANSWERS HARLEY’S QUESTION)

Resilience and flexibility are HUGE in this process – what strengths do you bring to the table?

- #1 – Set up physical & time-oriented boundaries / set up workspace (free from distractions)
 - Door to shut, if possible
 - Time oriented boundaries – ‘this is my protected time to do my work’
- #2 – Have a routine schedule
 - Get up, get dressed – make sense of physical appearance
 - Morning routine – 1) coffee, 2) reading/writing material (PERSONAL; spiritual; motivational; etc.), 3) enter workspace
 - Structured routine in the workspace
 - Give yourself 30 mins in the morning (8:30am calls instead of 8am)
 - Reviewing task-list
- #3 – EAT the LIVE FROG system
 - We want to do what we ‘like’ first, then everything else kind of lingers....
 - ABC123
 - Look at task list (ABC)
 - If HIGH priority – ‘A’
 - Nice to do today, but not a priority – ‘B’
 - Wishlist – ‘C’
 - Delegation items (managers) – ‘D’
 - Number the items on your list by priority
 - Must start with A1, A2, and so-on...
 - If you have a project that will take several weeks AND it’s an ‘A,’ break it down into bite-sized chunks
 - Pacing yourself through high priorities
 - Go through list, cross it off as you achieve goals. The next day, review the list and re-work the categories/priorities
 - Ask your supervisor, is that an ‘A’ priority, or just a B or C?
- #4 – Manage your energy and not your time
 - Get up and move around!
 - Walking outdoors & yoga
 - Finding what works for you – exercise and recharge your brain
 - Schedule ‘walking time’ into your calendar
 - Clear your mind and be able to attack work again
 - WALK-OUT 30 with DWI
 - They take 30 minutes and walk as a team; they cannot talk about anything that has to do with work
- #5 – People struggle with lack of human interaction
 - Solutions:
 - Videos chats
 - Phone calls
 - Setting something up with your peers that you used to see on a regular basis
 - Encourage reaching out to supervisors for TEAM related stuff – something that is human connected
- #6 – Distraction blocker APPs
 - Resource guide will be sent via email (attached document)

QUESTIONS:

1. **CHECKING EMAILS AND CONFLICTING PRIORITIES?**
 - a. CHECK IN YOUR EMAIL SERVER THAT **FILTERS** EMAILS THAT YOU DON'T NECESSARILY CARE ABOUT AS A TOP PRIORITY (RECEIPTS, SOLICITORS,
 - b. **MICROSOFT 365 HAS THIS SERVICE!**
 - c. ALL EMAILS GO INTO **OTHER** FOLDER IF IT'S NOT A HIGH PRIORITY
 - d. LEARN TO USE EMAIL FOLDERS AND FILES TO ORGANIZE
 - e. 24 HOUR EMAIL RETURN POLICY – FILE THEM INTO A FOLDER 'PRIORITY RESPONSES'
2. **WORKING FROM HOME WITH CHILDREN?**
 - a. GET COMFORTABLE BEING UNCOMFORTABLE
 - b. GIVE YOURSELF SOME FORGIVENESS HERE...
 - c. MAKE PEACE WITH YOURSELF ABOUT YOUR PRIORITIES
 - d. FIRST, WHAT ARE YOUR PRIORITIES IN THIS TIMEFRAME?
 - i. BREAKFAST WITH FAMILY?
 - ii. GIVING UP BATH TIME SO YOU CAN GET WORK DONE?
 - iii. ETC.
 - e. ALL OUR LEADERS AND SUPERVISORS ARE COMMITTED TO WORKING WITH YOU & HAVING A FLEXIBLE SCHEDULE
3. **ADVICE FOR CSRT AND OUTREACH?**
 - a. START PREPARING NOW
 - b. YOU MIGHT NOT BE OUT IN THE COMMUNITY RIGHT NOW, BUT WE ARE GOING TO HAVE TO FIGURE OUT HOW TO WORK WITH THE UNEMPLOYED AND RECRUIT IN A DIFFERENT WAY
 - c. WE ARE GOING TO HAVE TO EXPAND OUR ACCESS TO DISLOCATED WORKERS
 - d. **SUGGESTION? MAKING PLANS FOR THE NEXT STEPS**
 - i. ONLINE ORIENTATIONS
 - ii. TREAT PEOPLE COMING IN THE DOOR AS UNIQUE INDIVIDUALS
 - iii. SPEND TIME BRUSHING OFF YOUR PROCESS OF BRINGING PEOPLE IN THE FRONT DOOR (JOTFORM)
 - e. GET CLOSELY CONNECTED TO RAPID RESPONSE IN YOUR COMMUNITY
4. **DISTRACTIONS IN THE BACKGROUND – RECOGNIZE OR IGNORE IT?**
 - a. **RECGONIZE IT! WE ARE ALL DEALING WITH IT**
 - b. BE TRANSPARENT
5. **HOW DO YOU BEST SUGGEST HANDLING STAFF ISSUES THAT WOULD NORMALLY BE RESOLVED IN REAL TIME?**
 - a. IF YOU DON'T HAVE AN INSTANT MESSAGING FUNCTION, YOU NEED ONE! (SKYPE IM, TEXTING, GROUP TEXT, ETC.)
6. **HOW CAN I ENCOURAGE MY TEAMS TO SHARE OUR SCREENS?**
 - a. WE HAVE SOME WHO ARE COMFORTABLE DOING IT; SOME AREN'T
 - b. LEAD BY EXAMPLE! ALL WE CAN DO AT THE MOMENT.
 - c. TALK ABOUT OVERCOMING LACK OF CONNECTIVITY
 - d. START WITH SMALL GROUPS
7. **DOES GETTING DRESSED IN THE MORNING MATTER?**
 - a. DIFFERENT ANSWERS FOR DIFFERENT PEOPLE
 - b. PERSONALLY, I FEEL PROFESSIONAL AND EQUIPPED IN A BASEBALL HAT; SAME THING AS A BUSINESS SUIT
8. **MENTAL HEALTH WHILE WORKING AT HOME?**
 - a. OUTREACH FOR PROFESSIONAL STRATEGIES
 - b. UTILIZE CBO HANDBOOK
 - c. REVIEW YOUR BENEFITS! EMAIL [HR@DWFS.US](mailto:HR@dwfs.us) FOR BENEFIT PLANS
9. **HOW DO YOU AVOID UNREALISTIC GOALS IN YOUR PRIORITY LIST?**
 - a. I LOOK AT ENORMOUS GOALS IN BITE-SIZED PIECES
 - b. IF YOU HAVE SOMETHING THAT IS HUGE THAT DOESN'T FIT ON YOUR LIST, MEET WITH SUPERVISOR
 - c. WORK WITH OTHERS TO TRY AND GET YOUR ARMS AROUND LARGE ITEMS (THIS IS A NECESSITY!)
 - d. WE HAVE SKILLED PEOPLE WHO CAN HELP YOU BREAK THINGS INTO MANAGEABLE PIECES
10. **SETTING HOURS OUTSIDE OF 8AM-5PM – NOT PART OF THE LEADERSHIP TEAM, WHAT DO I DO?**

- a. **DWFS ENCOURAGES SUPERVISORS TO WORK WITH ALL STAFF**
- b. **WE WANT TO MAKE THIS SUCCESSFUL FOR YOU AND SUPPORT YOU**
- c. **MAXIMIZING TIME ON TASK**
- d. **REACH OUT TO SUPERVISOR AND TALK ABOUT 'MY CAPACITY TO WORK AND MAXIMIZE TIME AND SCHEDULE'**

11. HOW DO WE ENGAGE EMPLOYERS RIGHT NOW?

- a. **BE FLEXIBLE**
- b. **LOG WHAT YOU'RE DOING**
- c. **LOOK AT WAYS TO ENGAGE BUSINESS THAT WANT TO HIRE (THERE ARE STILL MANY)**
- d. **DO A HOW DO I SESSION WITH YOUR SUPERVISOR AND YOUR TEAM TO COME UP WITH A STRATEGY THAT WILL MAKE YOU SUCCESSFUL RIGHT NOW!**

12. WHAT DO ECS/DCC COACHES DO DURING THIS TIME?

- a. **KEEP OUR CULTURE AND CORE VALUES ALIVE DURING THIS TIME**
- b. **REACH OUT TO YOUR PD – 'HEY, CAN I DO SOMETHING EVERY WEDNESDAY (EXAMPLE) THAT HELPS GROUND PEOPLE IN WHAT WE BELIEVE IN AS A COMPANY AND WHY WE ARE HERE?'**
- c. **SHARE ACROSS THE ECS COACH TEAM – WHAT'S WORKING? WHAT'S NOT?**