Creative Responses in Congress to Changing DC Operations

Friday, May 29, 2020, 1:00 PM ET

This webinar made possible through the generous support of Aflac.
Goals of the Program

1. How to address shifting priorities due to increased constituent needs from a DC office perspective
2. How offices are retooling staff responsibilities with innovative solutions in the DC congressional office
3. How offices are reprioritizing responsibilities and tasks in light of the current crisis from a DC Chief perspective
Most Americans still struggle with medical costs.

Many admitted they aren’t prepared to protect themselves from rising health insurance and health care costs – even with health insurance.

52% of American workers couldn’t cover unexpected out-of-pocket medical costs of $1,000 or more.

18% couldn’t go more than a week without a paycheck, almost one-quarter of millennials said they live week to week.

39% couldn’t go more than three weeks without a paycheck.
Protecting Staff and Helping Independent Agents

- Enabling social distancing
- Increased sick leave
- No-interest loans for agents

Helping Policyholders Access Benefits and Stay Covered

- Guidance for businesses
- Payment flexibility
- FAQ for COVID-19 questions

Supporting Medical Workers and Community Relief

- $5 million to manufacture and distribute PPE
- $1 million for frontline worker crisis text support
- $150,000 to our local community organizations

Aflac is here to help during COVID-19
Panelists

• Lisa Sherman, Chief of Staff
  Representative Susan Davis (D–CA)

• Susan Wheeler, DC Chief of Staff
  Senator Mike Crapo (R–ID)

• Brooke Bennett, Chief of Staff
  Representative French Hill (R–AR)
Questions?

Type them in!
Conclusion

Evaluation & Additional Resources
Key Takeaways

1. Be inclusive with staff, particularly junior staff
2. Examine possibly fast-tracking certain processes to make your office more efficient.
3. Today’s workforce values work-life balance; offices who don’t, risk losing out on talent.
4. Building strong DC-District/State staff relationships, can benefit your office during times of crisis and adversity.

5. Sign-up for the bipartisan House Chiefs Listserv -- great for questions and sharing intel and insights with other Chiefs.

6. Anticipate, be proactive, and build contingencies in advance of possible future crises.
Additional Resources/Handouts

Visit CongressFoundation.org
Additional Resources/Handouts

• Recorded Webinars on Managing in a Crisis
  ▪ District/State Operations
  ▪ Managing Stress in Staff & Constituents

• CMF Resources on Crisis Management, Teleworking, Casework

• Recent Featured Articles from *Forbes, Harvard Business Review*
Additional Resources/Handouts

- CPA Guide: *Communicating with Distressed Constituents*
- CMF Handout: *Casework Burnout & Stress*
- House & Senate training and employee assistance offices offer variety of services & programs for staff and families – check intranets for more info
Complimentary Publications

Setting Course: A Congressional Management Guide

Keeping It Local: A Guide for Congressional District/State Offices

CMF-SHRM “Workflex Toolkit for Congress”
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