



WHO'S GOT THE REMOTE?

The Future of Remote Workforces in Human Services

NORFOLK GOT THE REMOTE IN 2019

Services staff have always been mobile.

- Most of their work happens in the community
- The State offered valuable resources to make community-based work easier:
 - Laptops
 - Flex dictate
 - Compass iPads

Benefits work proved not to be dependent on a specific address

- Emergency disasters required remote plans (D-SNAP)
- CommonHelp was born – online anytime brought telephone interviews and more exparte opportunities
- City specific collaborative opportunities proved the success of out-of-office benefits delivery. Ex: Homelessness Connect, Housing and Employment Fairs




EPIPHANY AND AH-HA MOMENTS

IF THE REMOTE **WORKS** SOME OF THE TIME, WHY NOT USE IT MOST OF THE TIME?!

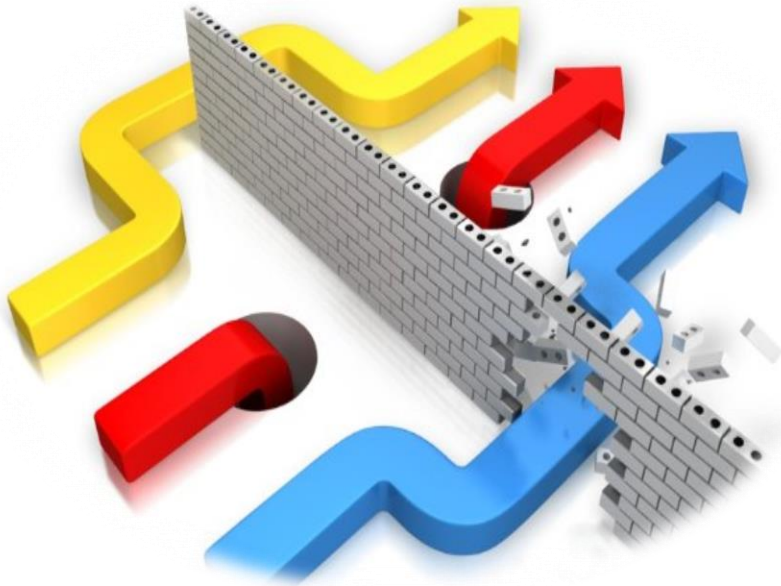
- ✓ Every employee needs a laptop
- ✓ Every FSW and BPS employee needs an iPhone
- ✓ Every space must be maximized



HAVING THE REMOTE HAS ITS ADVANTAGES

- **Saved the city money when money really mattered – Over \$700,000 of local funds saved in FY 20 and FY 21**
 - **Eliminated the need for Big Box buildings – Closed WDC building and 3 satellite offices**
 - **Reduced employment conflicts and building complaints**
 - **Increased productivity and customer satisfaction**
 - **Offered what Norfolk's salaries couldn't buy – flexibility, peak performance hours, and work life balance**
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OVERCOMING BARRIERS



1. **Outdated and rigid philosophies about people, places and things**
 - Who serves who?
 - Should I come to you, or you be required to come to me?
 - How bad do you want it?
 - Why should it be easy?
2. **The tale of two worlds**
 - City connectivity vs. State connectivity
3. **An even exchange is required**
 - Productivity requires discipline
 - Responsibility requires accountability
 - Flexibility requires trust

LET'S CHANGE THE CHANNEL...

TELEWORK VIEWS FROM JAMES CITY COUNTY AND PRINCE WILLIAM COUNTY

- What did you expect?
- What has surprised you?
- What's next?

