



CONGRESSIONAL
MANAGEMENT
FOUNDATION

Creative Responses in Congress to Increased District/State Needs

Friday, May 8, 2020

1:00 PM ET

This webinar made possible through the generous support of
The National Rural Electric Cooperative Association



®

NRECA

America's Electric Cooperatives

Moderator



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Goals of the Program

- By the end of the program, you should expect to gain information on the following:
 1. How to address shifting priorities due to increased constituent needs
 2. How offices are retooling staff responsibilities with innovative solutions
 3. How offices are reprioritizing responsibilities and tasks in light of the current crisis

Webinar Sponsor

Bobby Hammill

National Rural Electric Cooperative
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Electric Cooperatives: Who We Are



**At-cost
electric service**



**Locally
governed**



**Return excess
revenue**



**Community
builders**

Electric cooperatives are community-focused organizations that work to efficiently deliver affordable and reliable electricity to consumer-members of the co-op. They operate for the benefit of people, not investors.

Electric Cooperatives: *Who We Are*



Nearly

900 electric co-ops
serve 1 in 8 U.S. residents

in rural and exurban communities alike

Electric Cooperatives: **Who We Are**



Electric cooperatives serve
92% of America's
persistent poverty counties

@NRECANews

Panelists

- **Michelle Dorothy, Chief of Staff**
Representative Chrissy Houlahan (D – PA)
- **Liz Dellwo, State Director**
Senator Steve Daines (R – MT)
- **Rick Jakious, District Director**
Representative Seth Moulton (D – MA)

Poll 1

- My office has reassigned some staff's duties, including some DC staff to work more directly with constituents.
 - Yes
 - No
 - Not Sure/No Opinion

Poll 2

- Please indicate the activities that your member has done recently or plans to do so soon.
 - Participating in in-person meetings with constituents.
 - Participating in video conferences with constituents.
 - Participating in online townhall meetings.
 - Participating in telephone townhall meetings.
 - Visiting a facility in the district.

Panelists

- **Michelle Dorothy, Chief of Staff**
Representative Chrissy Houlahan (D – PA)



Poll 3

- Please select the EARLIEST that you expect your district-state offices to be open to the public.
 - Mid-May
 - Late-May
 - Mid-June
 - Late-June
 - Mid-June or Later

Panelists

- **Liz Dellwo, State Director**
Senator Steve Daines (R – MT)

Poll 4

- Please indicate the level of capabilities your office has to conduct video calls/chats.
 - Nearly all of our staff can engage in video calls
 - Majority of staff (more than 50%) can conduct video calls
 - Some of staff (25%-50%) can conduct video
 - Almost no one on staff can conduct video calls

Panelists

- **Rick Jakious, District Director**
Representative Seth Moulton (D – MA)



Poll 5

- Please indicate how much time/resources your office is devoted to coronavirus related work (health and economic impact).
 - Nearly all of our work (90% or more)
 - A vast majority of our work (75% or more)
 - A majority of our work (50% or more)
 - Some of our work (25% or more)

Questions?

Type them in!

Conclusion

Evaluation & Additional Resources

Key Takeaways

1. Advance Organizational Planning Can Prevent Operational Inefficiencies
2. Pliable Organizations Willing to Adapt Are More Likely to Succeed in Crises
3. Successful Organizations Utilize Internal and/or External Management Expertise


Upcoming Events

“DC Office in Crisis – Focus on DC Chiefs of Staff”

Friday, May 29

1pm ET/10am PT

Additional Resources/Handouts




Coronavirus Resource Center

MANAGING DURING THE COVID-19 CRISIS

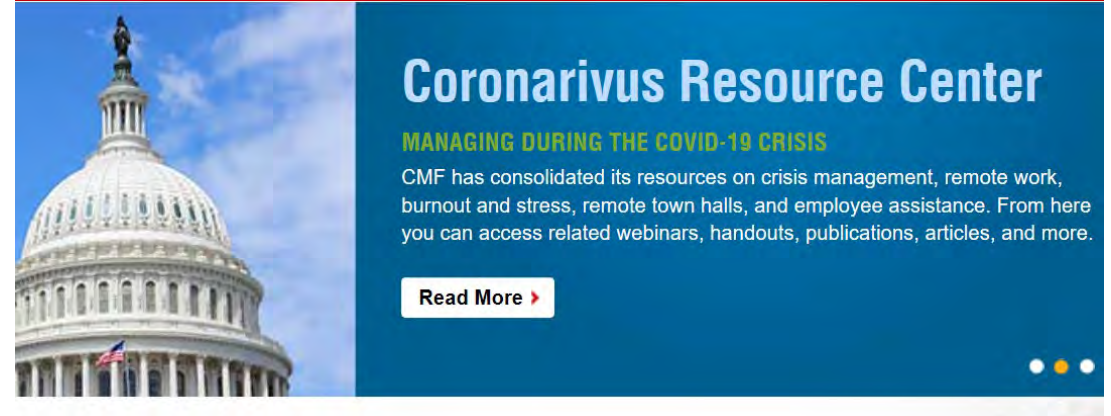
CMF has consolidated its resources on crisis management, remote work, burnout and stress, remote town halls, and employee assistance. From here you can access related webinars, handouts, publications, articles, and more.

[Read More >](#)



Additional Resources/Handouts

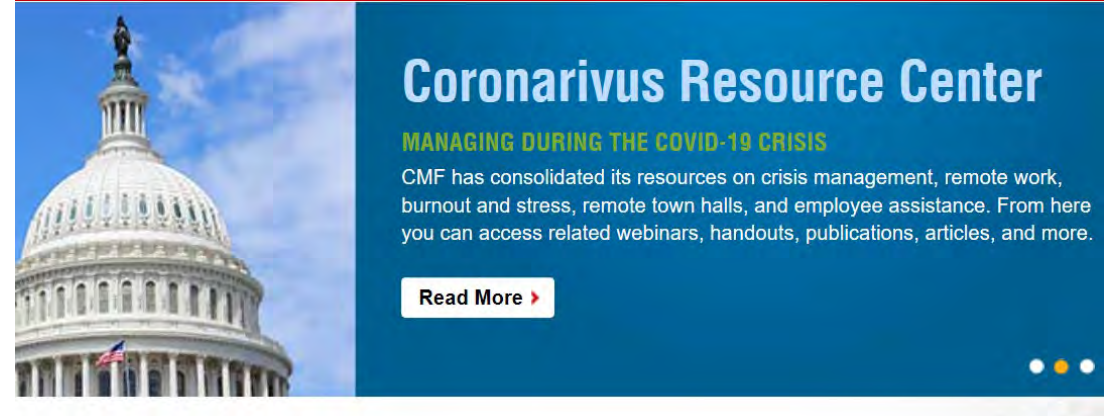
- Recorded Webinars on Managing in a Crisis
- CMF Resources on Crisis Management, Teleworking, Casework
- Recent Featured Articles from *Forbes*, *Harvard Business Review*



Additional Resources/Handouts

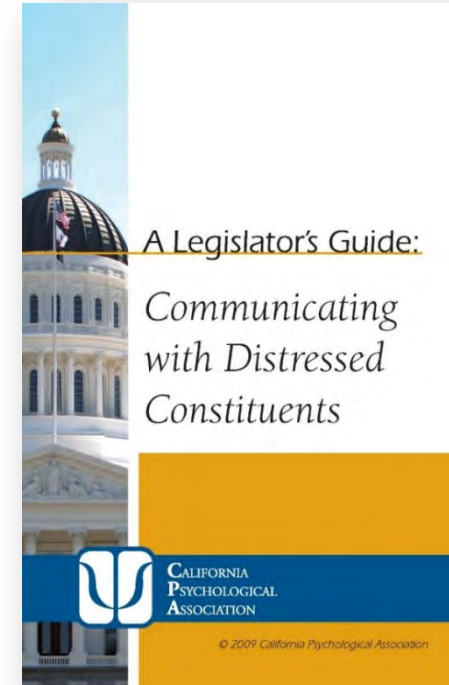
Google Keyword Search:

“Coronavirus CongressFoundation”

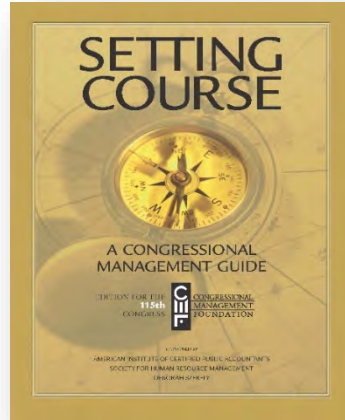


Additional Resources/Handouts

- 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

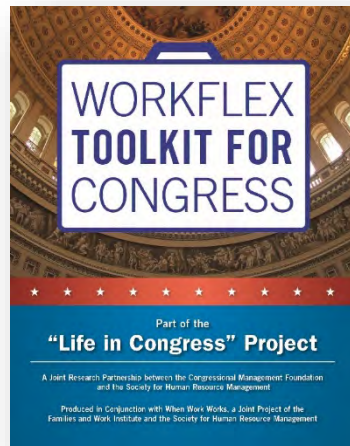
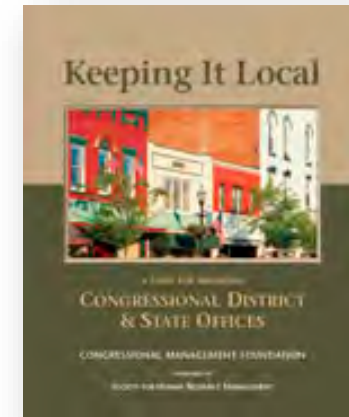


Complimentary Publications



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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