

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



Moderator

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President & CEO

Congressional Management Foundation

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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

Webinar Sponsor

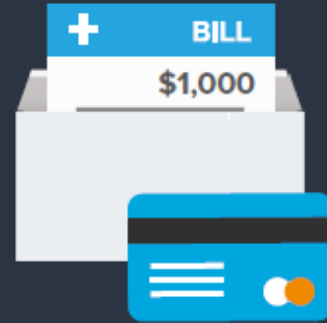
Michael Andel

Aflac



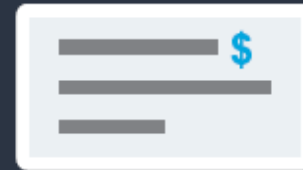
Most Americans still struggle with medical costs.

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



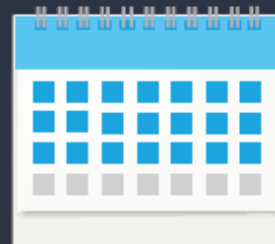
52%

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.

Aflac is here to help during COVID-19

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

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

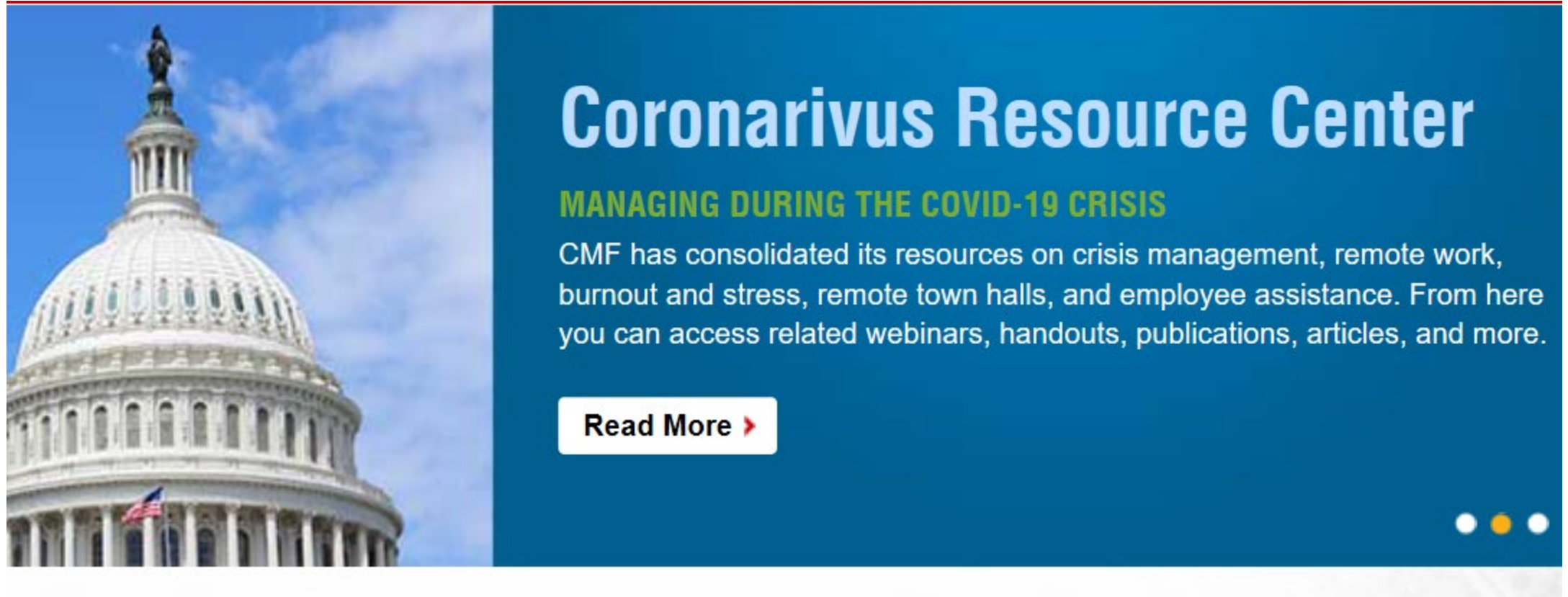
Key Takeaways

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.

Key Takeaways (continued)

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



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 >](#)

Visit [CongressFoundation.org](https://www.congressfoundation.org)

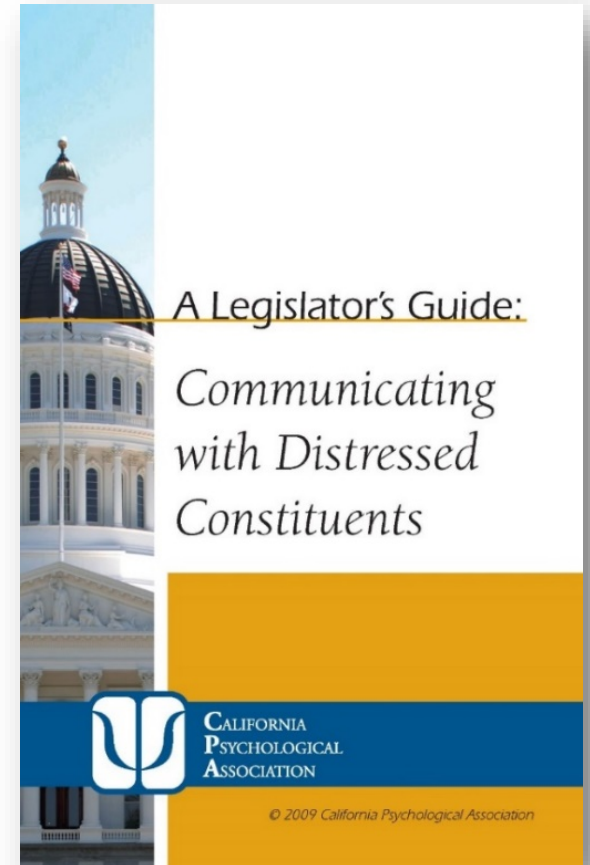
Additional Resources/Handouts

- 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*

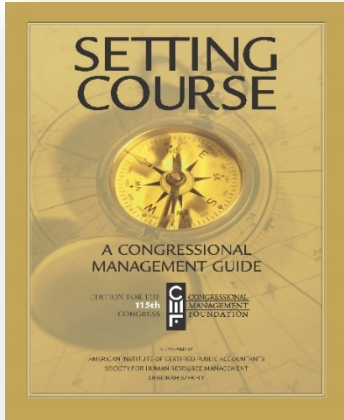


Additional Resources/Handouts

- 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

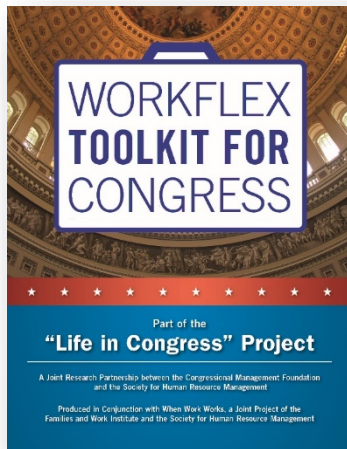
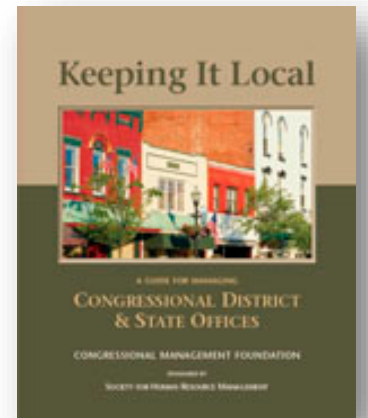


Complimentary Publications



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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