

Puget Sound Finance Officers Association

November 10, 2021

Presenters:

Barbara Lopez, Finance Director, City of Puyallup

Nanci Lien, Finance Director, Retired City of Olympia

Agenda



- Meeting Format
- 2. PSFOA 2022 Board Elections
- 3. CPE Credits
- 4. Olympia & Puyallup Demographics
- Lessons Learned
- 6. What's Next?



PSFOA 2022 Proposed **Board of Directors**

	Position	Name	Organization	
1	President	Kevin Fuhrer	City of Auburn	
2	President elect	Alex Beherndt WA State Auditor's Office		
3	Board member	Tony Cullerton	City of Tukwila	
4	Secretary	Chris Gianini	City of Sammamish	
5	Treasurer	Chase Donnelly	City of Federal Way	
6	Past President	Martin Chaw	FCS GROUP	
7	Board member	Saundra Groshong	WA State Auditor's Office	
8	Board member	Phung Huynh	City of Kent	
9	Board member	Barbara Lopez	City of Puyallup	
10	Board member	Karen Jester	Soos Creek Water and Sewer District	
11	Vacant			
12	Vacant			
	Ex-officio	Sri Krishnan	City of Kirkland	
	Ex-officio	Dan Legard, WFOA (2022 President)	City of Kennewick	

Question for All

What type of government do you represent?

(Use chat function to respond)

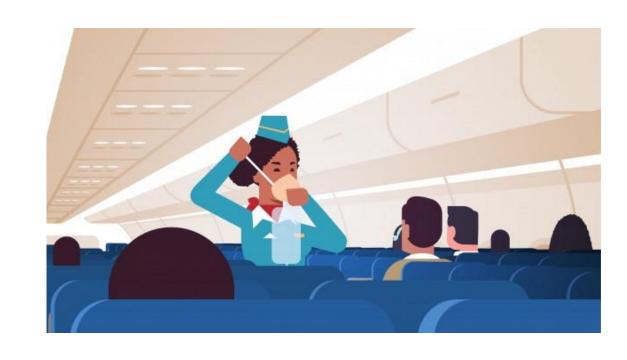
City Demographics

	City of Olympia	City of Puyallup	
Population	54,150	43,040	
# Employees	616	310	
2021 Operating Budget	\$168 Million	\$111 Million	
2021 General Fund Budget	\$88 Million	\$50 Million	
General Fund Reserve	\$18 Million	\$7.5 Million	
Federal CARES Funds	\$1.58 Million	\$1.87 Million	
Federal AARP Funds	\$9.2 Million	\$11.8 Million	
Employees Sent Home to Work	3/17/2020	3/17/2020	
# Positions Laid Off/Cut	0/0	0/0 (≈ 30 furloughed)	
Staff Returned to Office Full Time?	No	Yes – 1 telework day/week	

Lesson #1 Take Care of Employees First!



- ► Flight attendant instructions
- ▶ Employee care
- ► Importance of self-care
- ▶ Engaged supervisors
- ► Importance of 1:1's
- ► At work support groups
- ► Recognition
- Ways to connect remotely



Lesson #2 Management Needs to Lead



- Increased meeting frequency
- ► Get in front of issues
- Tough decisions timing & speed
- Supervisors/managers/directors to step up
- ▶ Concept of "First Team"

Lesson #3 Develop Strategies



- ► Identify operational vs financial issues
- Develop options
- Assign responsibilities
- Dust off any continuity plans



Lesson #4 Communicate, Communicate, Communicate!



- Strong, clear, frequent
- ► Frequent management meetings
- ▶ How can depts help each other
- ► Identify top things to address
- ► All on same page
- Consistent messaging
- Message to all levels

Lesson #5 Data Matters

- ➤ What do we know?
- ▶ What don't we know?
- ► Where to focus efforts?
- Major revenue sources
- ▶ Cash vs revenue
- ► Revenue reprojection
- ► Educate all levels of government



Lesson #6 Flexibility Saved the Day!





- ► Remove telecommuting barriers
- Implement right technology
- ► Ergonomic needs
- ► Travel less essential than we thought
- Employee creativity
- Work Life balance

Question for All

Approximately what % of your department has returned to the office full-time?

(Use chat function to respond)

Lesson #7 An Engaged H/R Program is Essential!



- Anticipate employee needs
- Policy adjustments
- ▶ Communication
- ► Changes to recruitment process
- Changes to onboarding
- Retaining existing employees

Lesson #8 Culture Matters



- "Good to Great" Jim Collins book
- Always a way forward
- ▶ No such thing as "normal"
- Any cracks in systems are magnified
- Nothing was simple
- Reminder how important Finance is!



Lesson #9 Funny Things We've Learned!

- ▶ What 6' apart looks like
- How <u>not</u> to touch our face
- Happy Birthday song lasts 20 seconds
- How to bake bread
- How quickly we can get ready for Zoom meeting
- Need minimum 2 weeks of toilet paper on hand
- The names of <u>so</u> many governors



Lesson #10 More Funny Things We've Learned!



- ► How to make "no-sew" masks from things we have around house
- Restaurants are extremely creative
- Appreciation of Amazon, Walmart, UPS, etc.
- Drive by honking <u>IS</u> a birthday party
- Sweatpants <u>ARE</u> an essential clothing item
- ► There are <u>LOTS</u> of <u>ESSENTIAL</u> workers!
- Benefits of outdoor activities
- ► Importance of our hairdressers/barbers

Question for All

For the majority of your work week, do you prefer to work in the office or telework?

(Use chat function to respond)

What Next?



- Craft what is the new "normal"
- ► Future won't be the same
- More expectations for flexibility
- ► Employees expect more options
- ▶ More technology needs
- More/different training for all



Questions?

December Meeting



- ► December 10, 2021 (Friday)
- Remote Meeting
- State Auditor Office Update
- ► "Chief Happiness Officer"
 - Ms. Brooklyn Dicent
- ▶ Watch for email notice
- Meeting handouts online
 - PSFOA.org

December 2021									
S	M	Т	W	Т	F	S			
			1	2	3	4			
5	6	7	8	9	(10)	11			
12	13	14	15	16	17	18			
19	20	21	22	23	24	25			
26	27	28	29	30	31				

Friday, Dec 10th 2021



Thank you!

