



Parents Reaching Out

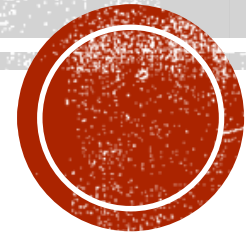


Raising Special Kids

DEVELOPING AND SUPPORTING REMOTE WORK TEAMS

Naomi Sandweiss, Executive Director – Parents Reaching
Out, New Mexico

Christopher Tiffany, Executive Director – Raising Special
Kids, Arizona



DISCLAIMER

- Naomi and Chris do not know everything!
- Our goal is to share our experience in hopes that it will help you develop remote working teams
- We also acknowledge the knowledge in the room and look forward to learning from you
- Resources shared are in-use at our organizations



NEW MEXICO AND ARIZONA

- Large geographical service areas
- States with diversity: Military, Hispanic/Latino and Native American populations
- Internet connectivity challenges in remote areas
- Extreme weather conditions in summer and winter in various parts of the state

Cultivating American Indian Resource Expansion in the Southwest (CARES)

Project Service Area



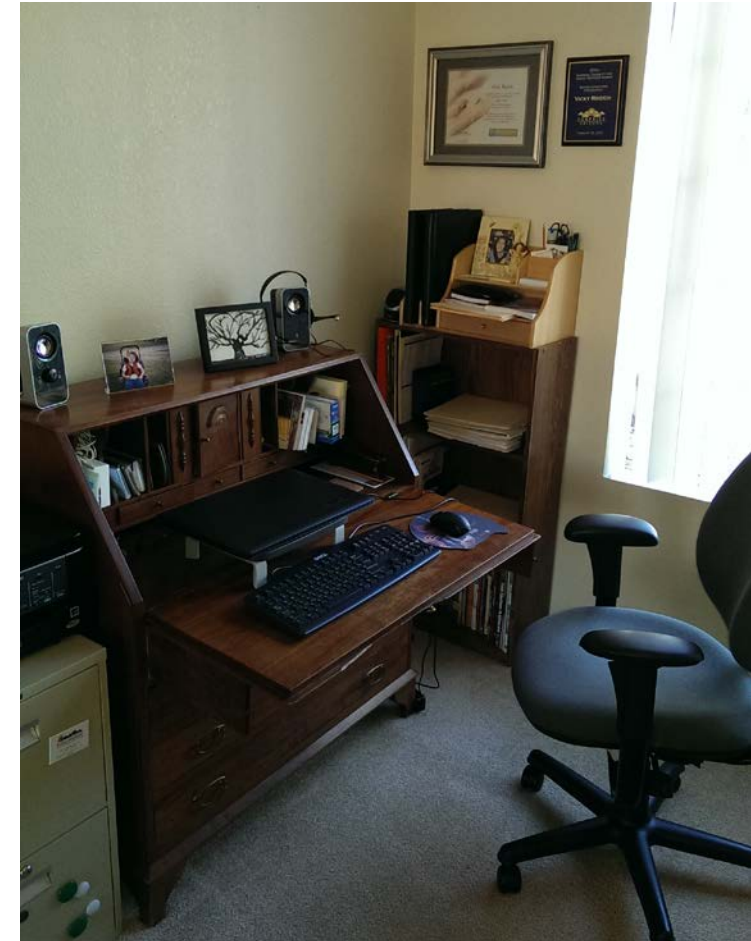
GETTING TO KNOW EACH OTHER

- Icebreaker
- Your favorite family vacation? -OR- What you like most about the work you do?
- What is your experience with remote teams/staff?



WHAT DOES 'REMOTE' MEAN?

- For the purposes of this discussion 'remote' means any employee of the organization that works outside of our main office 50% or more of their time



DISCUSSION TOPICS

- Organization policy considerations
- Tools for supporting remote work staff
- Communication Strategies
- Cultural considerations for underserved populations (i.e. tribal, rural and remote)



POLICY CONSIDERATIONS

- What does your new employee orientation and training look like?
 - Centralized orientation and training
 - Additional initial face-to-face onboarding is recommended for Remote Staff
- Work Space
 - Satellite office, home office, space sharing
- Professional Standards
 - Revisit frequently organization values and beliefs
- Information/Technology policy considerations



POLICY CONSIDERATIONS AND TOOLS FOR SUPPORTING REMOTE STAFF

- Telework agreement
- Technology agreement
- Set schedule – shared calendar



Telework Policy

Definition: Telework is a work flexibility arrangement under which an employee performs the job duties and responsibilities, and other authorized activities, from an approved worksite outside of the state of Arizona. Telework allows an employee to perform work during any part of regular, paid hours, at an approved alternative worksite (e.g. home or telework center).

Required Specifications:

- Employee must read, sign, and comply with the *Acceptable Use Agreement for Network*
- High Speed Internet

The policies set forth in the Employee Handbook shall remain in place and be in effect while

◀ ▶ April 28 - May 4, 2019 Phoenix, Arizona Today 92° F / 70° F

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
28	29	30	1
← From Apr 24 Vicky- vacation time		Kristi- Flagstaff DDD Forum 2p...	Angelica (9am-1:30pm)
← From Apr 26 Neil Vacation		Claudia 8:30 to 3:00pm	
	Angelica (flex) ↻ Carolyn - in office 8:00-2:00; telecommute 3:00-5:00 ↻ Claudia 8:30 to 3:00 Janna - Flex (1:00 to 5:00) Nilda - Regular Day Off Paulina - Flex Trudy (flex 12-4)	Angelica (flex) Claudia 8:30 to 3:00 Laurie - work in the office 8:15 - 2:30 pm Tuesdays; telecommute 8:15 - 4:00 pm Wednesdays; office 8:15 - 2:15 pm Thursdays ↻	Chris A on Kathy - Sick Laurie - work in the office 8:15 - 2:30 pm Tuesday; telecommute 8:15 - 4:00 pm Wednesday; office 8:15 - 2:15 pm Thursday
8 AM		Southern AZ	

SUPPORTING REMOTE TEAMS ON A SHOE STRING

- **Balanced budget is a good thing!**
- **Phone**
- **Internet**
- **Video conferencing software (Zoom and GoTo)**
- **Practice management/data collection system – remote accessibility?**
- **Snail Mail**
- **In person meetings at the remote site**



COMMUNICATE REGULARLY AND OFTEN

- Communication
- Communication is
- Communication is the
- Communication is the most
- Communication is the most important
- **Expectation**
- Set a weekly standing meeting, and have the meeting
- Reschedule in the same week, have the meeting



COMMUNICATION STRATEGIES

- As needed with peers for technical assistance
- **Train:** It is okay to say, “I don’t know,” as long as it is followed with, “but I will find out that information and get back with you by”
- Monthly staff meeting with in-person and remote participation
- In person **all**-staff meetings at central location (twice per year)
- Management visits remote sites at least annually to meet with staff and community partners



COMMUNICATION: WEEKLY ACTIVITY REPORT

Share weekly Data – home base to remote staff

- Number of contacts with Families
- Number of contacts with Professionals
- Number of outreach/training activities
- Number of Complex Cases (touching multiple systems of care)
- **Others? What else do you track?**



Staff input – remote staff to home base

- Narrative – successes and challenges
- What did I accomplish?
- What do I need help with?



CULTURAL CONSIDERATIONS FOR UNDERSERVED POPULATIONS

- Language and communication
- Cultural preference for in-person meeting
- Border security checks



TRIBAL EXPANSION PROJECT

- Family to Family Health Information Center Expansion Project
- Technology with flexible bandwidth for remote areas to get face to face interaction.
 - Zoom has been helpful for video conferencing
- Flexible staff scheduling
- Awareness of cultural differences – “I don’t know what I don’t know and that is okay ... as long as I’m willing to learn”
- Not only physical distance – awareness of cultural distance
- Example: Navajo storytelling



QUESTIONS

- The only bad question is the one that goes unasked . . .



THANK YOU

Naomi Sandweiss

Parents Reaching Out

nsandweiss@parentsreachingout.org

(505) 247-0192



Christopher Tiffany

Raising Special Kids

christophert@raisingspecialkids.org

602-242-4366

