



A family-based organization for people with intellectual and developmental disabilities

Achieve with us.®



The Arc New York: The Future Post COVID

Housekeeping

- Please mute phones
- Please ask questions in the question panel
- Webinar is being recorded and will be distributed shortly
- If we do not get to your question, email anyone in the panel for feedback

Introduction

Kirk Lewis

Today's Panelists

- Jack Kowalczyk, President
- Joe Zifchock, Treasurer
- Kirk Lewis, ED, Schenectady
- Marco Damiani, CEO, NYC
- Barb Wale, ED, Monroe
- Mari Howard, CEO, Catt/Niagara
- John Kemmer, International Man of Mystery

Comments from The Arc NY Leadership

Jack Kowalczyk, President
Joe Zifchock, Treasurer

Governance, organizational issues

COVID Timeframes

Barb Wale

- How long will this last, and how will we come out of this “pause”

COVID Fiscal Impact

John Kemmer

- What is the big fiscal picture?
- What is the likely impact on the state budget and funding for our services?

COVID Service Impact

Marco Damiani

- What will be the impact on our programs?
- Will we have large congregate settings?
- Will our small programs survive?

COVID Implications for Human Resources

Kirk Lewis

- What are the Human Resource Issues?
- How do we gear back up?
- How do we keep our workforce and our people safe?

Bringing People Back

When?

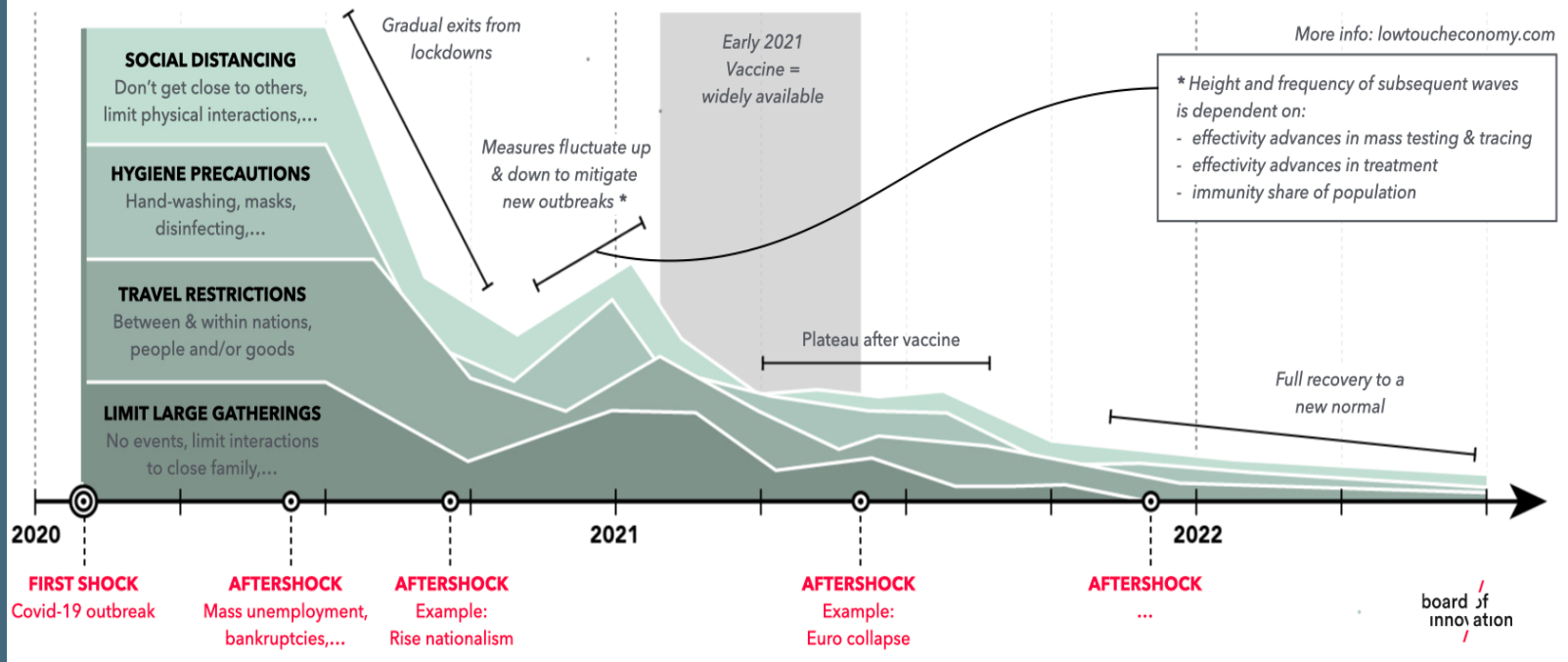
What Order?

What Physical Setting?

How Do we act as a Service Provider
in a “low touch environment”?

First-order Low Touch characteristics (manage health crisis)

Second-order Low Touch characteristics (manage economic crisis)



The New Workplace

- We have several advantages:
 - We already are an essential business
 - Presumably we have identified essential functions and non-essential functions
 - Where possible, employees are working remotely
 - We have screening measures in place
 - We have communicated to our stakeholders our new way of operating

As the “Pause” is eased . . .

- Physical space issues:
 - Do we need less, because people are working from home?
 - Do we need more, because we need to make sure people at work are stationed, and take breaks and otherwise function in an appropriately “social distant” way?
 - Do we need better, or different security? to do symptom checks? to control numbers in buildings?
 - One way corridors? Cleaning stations?

Employee Issues

- Legal issues
 - Furloughed versus laid off; following the appropriate guidelines
 - Leave without pay
 - Complying with all the COVID-19 requirements
 - Avoiding discrimination, harassment claims
 - Working from home—issues and concerns

Employee Issues, con't

- Privacy concerns
 - Screening data
 - Health information
 - Travel restrictions?
 - Testing—could we, and should we, mandate antibody testing?

Opportunities

- Attraction and Engagement
 - Preparing to capitalize on new opportunities
 - Creating the workplace for the “post COVID” employee
 - Making the most of the resources we have
 - Enhanced benefits
 - Flexible schedules, work environment

Managed Care Post-COVID

Mari Howard

- What does this event mean for them, and for us as providers and investors?

- Questions
- Discussion
- Next steps