What (and Who) Should I Ask to Find Out What I Need to Know?

Betty Voights
Executive Director
Updating Your Bylaws

- Routine Reviews
- Addressing Required Changes
- Fixing Problems
Routine Review

- Rates charged for membership dues
- Population growth
- Change in dynamic of region suggests looking at membership categories
- Other changes in COG functions should be reflected
Addressing Required Changes

Laws or Statutes trigger changes:

- State Legislation
- Federal rules
- Personnel or Financial Policies
Fixing Problems

- Confusion regarding intent
- New situation not addressed
- Conflicting guidance in different sections
- Necessary but not feasible
Process for Amendments

- Work with committee representation most likely to render fair outcomes
- Establish the process going in
- Beware of agendas
- Check and double check recommended amendments
- Keep focus so meeting time is limited; avoid committee calls vs in person
NADO/NARC Executive Director’s Conference

Omni Hotel
August 10, 2015
Austin, TX
What Should I Ask to Find Out What I Need to Know about ICT?

- Why do I need to spend ANY time on Information and Communications Technology (ICT) matters?
  - ICT can be a major “time stealer” Consider the ETCOG ICT Story....

- What is your ICT Lead’s credentials and experience?
  - How does your COG provide ICT services to your staff? Internal ICT staff? Contract Outsource? Which is better?
What Should I Ask to Find Out What I Need to Know about ICT?

- What should you expect from your ICT system?
  - Effective ICT systems help staff efficiently execute their jobs, are reliable, up-to-date, and “on-line” 99 percent of the time.
  - Bandwidth matters

- What is your disaster recovery and security plan?
  - Is your ICT system backed up daily with weekly offsite storage?
  - Can your ICT systems withstand state and federal audit scrutiny?
What Should I Ask to Find Out What I Need to Know about ICT?

- Can I expect one or two internal ICT staff to stay on top of it all for me and my organization?
  - Credentialed staff who manage day to day ICT operations, install upgrades, administer help desk etc...AND execute strategic planning for future needs do exist....BUT....

- Technology is changing at increasingly rapid rate....very difficult for Network Systems Administrators to plan and manage
What Should I Ask to Find Out What I Need to Know about ICT?

- Does a “best practice” ICT service model exist?
  - Retain control of your ICT system
  - Hire qualified and experienced staff to administer day-to-day ICT Operations
  - Contract for strategic planning and major system upgrades
  - Consider requiring your Network Administrator to contract for an occasional external audit of your ICT system
What Should I Ask to Find Out What I Need to Know about ICT?

- There are so many ICT contractors out there... how do I know I have a competent contractor?
  - Basic Credentials, Training and an ICT strategic plan are critical

- Procurement tips: the lowest bidder can cost you everything!
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ETC O G . O R G
MULTIPURPOSE ROLES OF RURAL COGS AND EFFECTIVE COMMUNICATIONS BETWEEN YOUR COG AND LOCAL GOVERNMENTS

NARC/NADO 2015 PROFESSIONAL DEVELOPMENT TRAINING FOR EXECUTIVE DIRECTORS CONFERENCE - AUSTIN, TX
PRESENTER: WALTER G. DIGGLES, SR.
EXECUTIVE DIRECTOR - DEEP EAST TEXAS COG
MULTIPURPOSE ROLES OF RURAL COGS

1. Think, act, and plan like a region
2. Leverage plans and funding opportunities
3. Develop creative public engagement strategies
4. Start a conversation on equity and inclusiveness
5. Prepare for future challenges and tap into local assets
THINK, ACT, AND PLAN LIKE A REGION
LEVERAGE RESOURCES AND FUNDING OPPORTUNITIES

1. Deep East Texas Multi-Agency Coordination Center-FEMA/SAA
2. Deep East Texas Regional Housing Agency
3. Deep East Texas Economic Development District
4. Deep East Texas Rural Planning Organization
5. Deep East Texas Region 100 Club
6. Deep East Texas AAA & ADRC & 2-1-1
7. Deep East Texas 9-1-1 ENS
8. Deep East Texas Retired Senior Volunteer Program (RSVP)
9. Deep East Texas Regional Certified Development Corp.
10. Deep East Texas County Commissioners & Judges Association
11. Deep East Texas Chief Elected Officials (Workforce Board)
EFFECTIVELY COMMUNICATING ROLES OF YOUR COG TO LOCAL GOVERNMENTS

*Communication Vital to:*

1. Insuring Your Message Is Heard Loud and Clear
2. Telling your story with Annual Reports, Audits, Quality Assurance, etc.
3. Where & How Funding Allocated – County by County Analysis
4. Utilizing Advisory Committees & Monitoring Reports
5. Public Information Officer – Monthly Press Releases after each board meeting, utilizing Website Information and Social Media
6. DETCOG Holds 12 Board Meetings a Year – Locations, Arrangements by Host County. BYOM (Buy your own meal)
BEST PRACTICES FOR MORE EFFECTIVE COMMUNICATION

EFFECTIVE COMMUNICATION IS A CRITICAL LEADERSHIP SKILL, BUT IT TAKES PRACTICE

1. Be relatable
2. Emphasize your key points through repetition
3. Keep a good sense of humor
4. Actively listen
5. Respond in a timely manner
6. Remember that you're always "on"
7. Analogies are key
8. Adapt readily to any situation
9. Be present
10. Be Flexible
LIVE LONG...90 YEARS OLD AND FLEXIBLE
But I Like it this way!

Why change is necessary in our healthcare plan
A recent Towers Watson Survey shows that healthcare costs are up 36% over the past five years.

CTCOG healthcare costs are up between 5% and 20% annually over the same period.

The industry measures risk through loss ratios.

Industry average loss ratio ranges between 60–110%. Over 87% is considered high risk.

CTCOG loss ratio averages between 90% and 93%.
CTCOG Health Premium History

% Increase
- 2004 – 10%
- 2005 – 3%
- 2006 – 17%
- 2007 – 3%
- 2008 – 8%
- 2009 – 8%
- 2010 – 34%
- 2011 – 7%
- 2012 – 11%
- 2013 – (12%)
- 2014 – 8%
- 2015 – 0%
Several determinants drive our health:

- 10% Access to Care
- 20% Genetics
- 20% Environmental Factors
- 50% Behavior

30–60% of employer health costs can be modified or avoided.
21–58% are associated with behavioral risk factors.

If we assume that the above is true, if we address behavior, we have a chance to influence almost 80% of the factors driving cost.

Why are we ignoring the driver of over 50% of the costs?
Workplace Wellness

A recent survey of 130 companies revealed:

- 50% have provided a wellness program over the past five years.
- 25% have initiated their program in the last 12 months.

- 50% listed their reason as cost control.
- 75% don’t track return on investment for wellness.
- 54% of full-time public sector employees have access to a wellness program.
- 28% of full-time private sector employees have access to a wellness program.
Although cost control is not our primary focus, consider the following:

- In 2001, 73 studies found an average return on investment of $3.50 per $1.00 spent.
- In 2003, 42 studies found workplace wellness programs led to more than a 25% reduction in absenteeism, associated costs and worker’s compensation claims.
- In 2001 these savings averaged:
  - $3.48 per $1.00 in healthcare costs
  - $5.82 per $1.00 in absenteeism costs
  - $4.30 per $1.00 combined
What Are The Incentives?

- Starting cost share 2012: 60/40
- Biometric Screening Completed – 10% 70/30 (must be completed during the 2012 calendar year)
- Annual Physical Completed – 10% 80/20 (must be completed during the 2012 calendar year)
- Smoking Cessation – 10% 90/10 (must be a non-smoker or complete S&W cessation program by the end of the year)
Board and Leadership Communication

- Comprehensive
- Consistent
- Continuing
Building Credibility

- No Surprises
- No Favorites
- Early is better
Trouble

• Tell the truth
• Tell it all
• Tell it first
• Tell it your way
Tom Wilkinson
Executive Director
Questions?