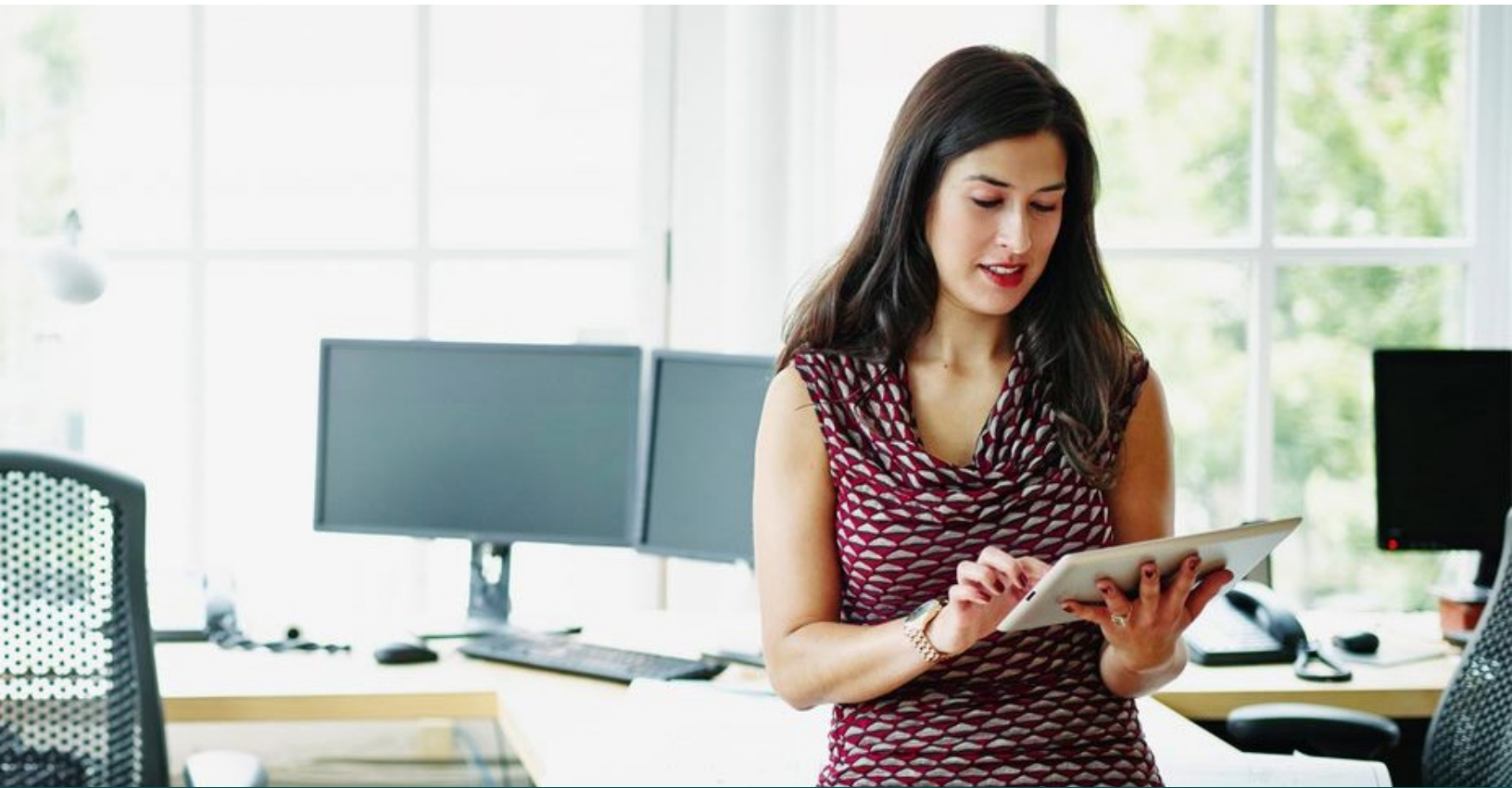


What Does Workforce Management Have to Do With a Crisis?

Everything.



Overview: UKG in a Crisis

Regardless of the size, nature, or impact of a crisis, being prepared to scale to the required level of response always should be the goal. States and local governments repeatedly learn lessons pertaining to managing their workforce in a crisis but don't always have the resources or leadership buy-in to implement them on a more permanent basis. This latest crisis, though large in scale and with different rules, is still pushing on some of the same issues we see with natural and human-caused disasters. The issues that tend to surface each time relate to telework, the cloud, and labor tracking/reporting. The only difference between now and then is regional versus national scale.

The good thing about the crisis being a national issue is we are all in this together, and best-practice sharing is coming in waves. The bad thing is we are all in this together; no one is ahead of the game to help get others through it.

Labor Tracking/Reporting for Funding

Across the country, governments are struggling with tracking the time and leave of both essential and nonessential workers. And defining who is essential or nonessential isn't easy. A crisis can turn things right around; just look at the current pressures put on the employees working on managing unemployment reporting. The ability to report back and have a full picture of labor costs is imperative to funding that is or may become available. As new legislation comes out, the race is on to interpret the rules and get the changes into place. When you have different departments doing this separately, it is easy to see how quickly it can become a problem. UKG (Ultimate Kronos Group) supports:



- **Small staffs** that are not solely dedicated to grants and regularly must keep track of reporting to account for the meticulous details to satisfy legal requirements
- **Tracking and reporting** on labor associated with these emergency response programs, including specific grants, project, and funds
- **Automating** the compliance portion of grants, which allows program managers to focus on achieving their desired outcomes
- **Easy labor transfers**, as employees may be called to fill in at different agencies or do different jobs
- **Public safety** needs to track hours related to FEMA for both this current pandemic and future crises
- **Capturing time** at the point of entry, and not relying on paper tracking or reporting after the fact

Labor Tracking/Reporting for Budgeting and Planning

The truth is, many governments have only a high-level understanding of what their labor costs are. Given the funding constraints governments are facing, accurate expenditure projections are more important than ever. Salaries make up the greatest portion of the budget, so it makes sense to apply forecasting techniques that give a true picture of where payroll dollars are heading. Planners can look at total costs of salaries plus benefits and get a number. But that doesn't really give them true visibility into departments, job types, and overtime. Even in good times, this data is necessary to make strategic decisions about costs for the upcoming fiscal year. But in bad times, it's even more important. As states and local governments are up against decisions about furloughs and layoffs, these decisions shouldn't be made with just vague numbers. Historical labor data in UKG can give governments the tools to:

- **Identify trends** to determine the dollar impact to the organization. Analysis can be conducted at the department level or broken out by individual positions.
- **Determine impact** of payouts associated with possible attrition or planned retirements. Payouts need to be budgeted.
- **Optimize staffing levels** needed to meet the organization's goals and objectives through robust analytics.
- **Monitor salaries and wages** budget throughout the year, not just when the budget is being put together or when a crisis arises.
- **Audit budget adjustments** against actual results before they become an issue.



Telework

Whether telework was being considered or offered before the pandemic, it came without a choice for many by March 2021. Suddenly there were many departments forced to work from home and managers left wondering how they would track their employees' time or measure productivity. Mobile options to manage the workforce suddenly become more favorable considering recent events. Did you know?

- Nearly **half a million** federal employees teleworked in fiscal 2015 — a 70% jump from 2012 — and in the [2016 Federal Employee Viewpoint Survey](#), 79% were positive about telework programs in their agencies.
- According to a recent [SLGE report on the Workforce of 2021](#), the percentage reporting regular telework for eligible positions (27%) is the **highest share reported** since this question was added in 2016, with the practice more common in state agencies than local ones (64% versus 19%).



Telecommuting is not likely to go away any time soon. **Technology is that enabler.**

UKG helps by:

- **Tracking time** not only for people who are telecommuting but also for those who are working out in the field
- Maintaining **secure and real-time connection** and communication with a dispersed workforce
- Increasing **employee engagement** through greater flexibility
- Providing **device-agnostic capabilities** to allow employees to record granular labor data no matter where they are

Cloud

Not only has the recent crisis put governments on high alert with increased cybersecurity threats, but it has also left them with on-premise solutions without a full staff to support them. It's made them reconsider some of their hesitations about moving to the cloud. Some of the old hesitations about the cloud and security are shifting as governments consider the value of not having to fully support and protect in-house solutions.

Protecting personnel data and the ability to pay people on time is a top priority during a crisis. UKG Cloud Services helps by offering:



Lower initial investment

When you take advantage of Cloud Services you don't need to purchase system hardware, software, and software licenses or support a data center.



Usage-based pricing

With Cloud Services, you pay only for what you use, with a predictable per-employee monthly subscription fee.



Decreased total cost of ownership

With the cloud, you no longer need to worry about replacing computer hardware, operating systems, and database systems.



Overhead savings

Using Cloud Services instead of having a costly on-site system frees up funds.

Leave Management

As if tracking leave weren't hard enough, the crisis left employers scrambling to find a way to record another type of leave. The burden was placed on HR and payroll to figure this out, and with remote work required, this was the worst possible time for many who were doing this all manually. The effective management of FMLA, among other leave policies, on top of COVID-19-related leave has stretched many governments beyond their limits. UKG quickly allows employers to:

- **Maintain compliance** with federal and state policies and regulations, helping minimize compliance risk and free up internal HR resources to focus on other strategic areas
- Easily **set up and uphold** new pay or work rules
- **Enforce rules and policies** accurately, fairly, and consistently in real time

Employee Safety and Wellness

Safety is a top concern when it comes to a crisis. Extreme measures to keep employees safe are now the new normal. Governments — and all employers, for that matter — are still trying to figure out what this means. Monitoring health and identifying who has been in contact with an infected person are at the top of any organization's priority list. No one tool can create a safe environment, but UKG can support efforts with:

- **Attestation** to give you the ability to have employees check a pre-populated “attestation statement” while punching in, which attests they are not showing symptoms
- **Employee contact tracing** reports to identify which colleagues an afflicted employee may have come in contact with while on the job

Governments are becoming more agile with the use of technology.

Not all can pivot quickly when a crisis arises and suddenly managing the workforce looks very different. But modern tools, like the UKG for Government solution, are designed to help with the transition and allow employers to deal with more important issues at hand. And after the crisis? Having data to make decisions about preparing for a new normal and the possibility of another crisis gives governments confidence in their ability to stay strategic throughout.