From Pandemic to Advancement in the Workplace

Project Description
El Paso County Administrator’s are committed to enhancing the benefits offered to its employees through exploring teleworking, office sharing and shift work.

Currently the County’s workplace infrastructure is unable to accommodate the amount of employees needed to properly serve its citizens.

The County would like to explore ways to tie different workplace options for its employees with current available resources.

Organizational Context
El Paso County is responsible for ensuring that citizens have essential services in place. The operating budget is derived from taxpayer dollars and comes with limitations.

The County relies on a great employee benefit package to attract and retain employees.

Findings
As this project set out to enhance benefits, the pandemic put a halt to those plans and gave the County an opportunity to advance the workplace in a real-time setting. In essence the County was given a case study in culture change within the workplace, And it worked.

• Teleworking in a government setting can be achieved
• Collaboration between departments was crucial
• Employee’s were able to voice concerns and work with their departments to reach solutions
• New opportunity to continue teleworking presented viable options for budgetary concerns

Methods
Pre- COVID Goals
• Survey workplace culture
• Test flexible schedule options
• Interviews long-term employees
• Utilize current infrastructure
• Ensure fiscal accountably

COVID-19 Challenge/Opportunities
• Immediate adoption of teleworking
• Direct feedback from employees regarding likes and dislikes
• Successful implementation of teleworking capabilities
• Development of infrastructure
• Public accountability
• Real-time data on employee experience and operational impacts

Takeaways & Recommendations
The County should:
• Gather information from employees regarding their experience
• Consider other options such as shift work and office share
• Combine work space if able

Casey Campbell
9 Elected Offices
2,850 County Employees
11 Administrative Departments
9 Elected Offices
2,850 County Employees

Uninterrupted Customer Services
Employee Satisfaction