

What if COVID ~~Comes Back?~~ ^{never left?}



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Presented by:

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Date
1/2 Credit



Disclaimer

This information is not intended to be legal advice and may not be used as legal advice. Legal advice must be tailored to the specific circumstances of each case.

Every effort has been made to assure this information is up-to-date. It is not intended to be a full and exhaustive explanation of the law in any area, nor should it be used to replace the advice of your own legal counsel.

Any opinions expressed are the opinions of the speaker and not their organization or RMAI.





Independent Recovery Resources, Inc. is a female owned and operated small business with over 20 years experience in the credit and collection industry. The company provides first party, third party, debt-acquisitions, call blasting, and legal services while placing a strong emphasis on healthcare receivables. It also offers back-end office solutions including skip-tracing, data collection, and outbound calling campaigns.





Beam Software is a leading provider of collection and portfolio management software for credit grantors, debt buyers and collection agencies. With tools like database encryption, IP address whitelisting, and real-time remote agent screen monitoring, Beam has helped customers to maintain a secure environment for collectors to work from home during the pandemic.



Attendee Questions



Attendee Questions

(Please answer in the Audience Chat)

1. Who is on the call?
 - a. Position held/Title
 - i. Agency owners?
 - b. Number of employees?
 - c. Office locations: single or multiple



Attendee Questions

(Please answer in the Audience Chat)

2. What is your market niche?
- a.healthcare
 - b.finance
 - c.banking
 - d.government
 - e.miscellaneous

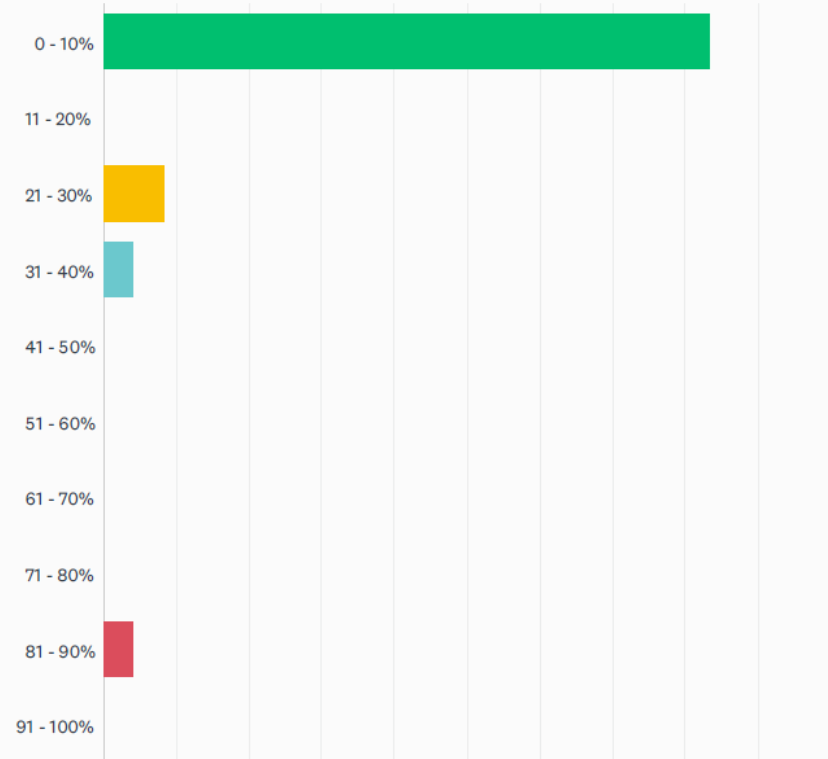


Survey Results

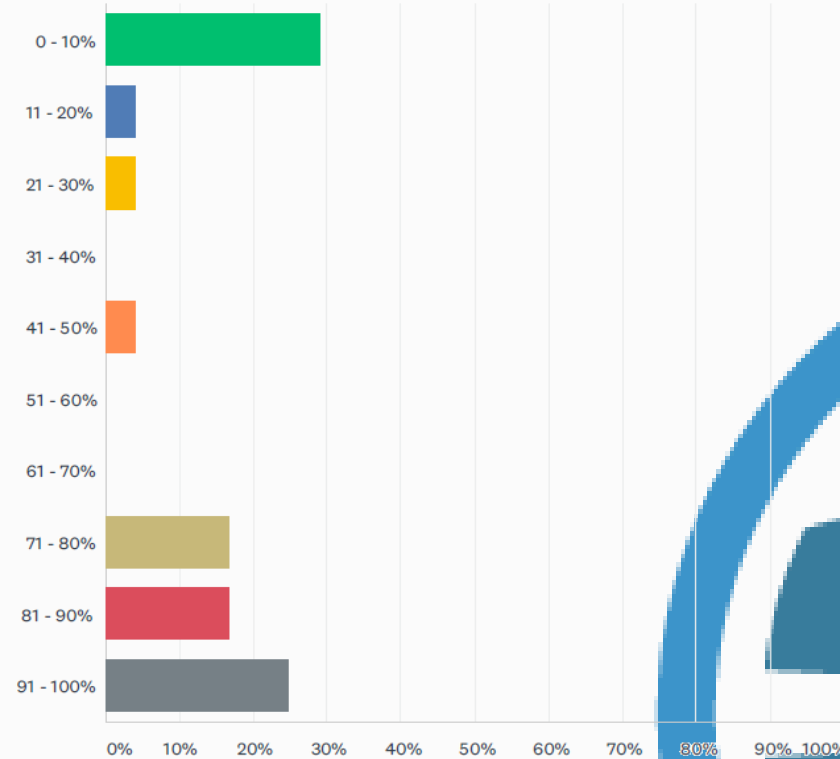


Survey Results

Before the coronavirus crisis, approximately what percentage of your workforce typically worked remotely at any given time?

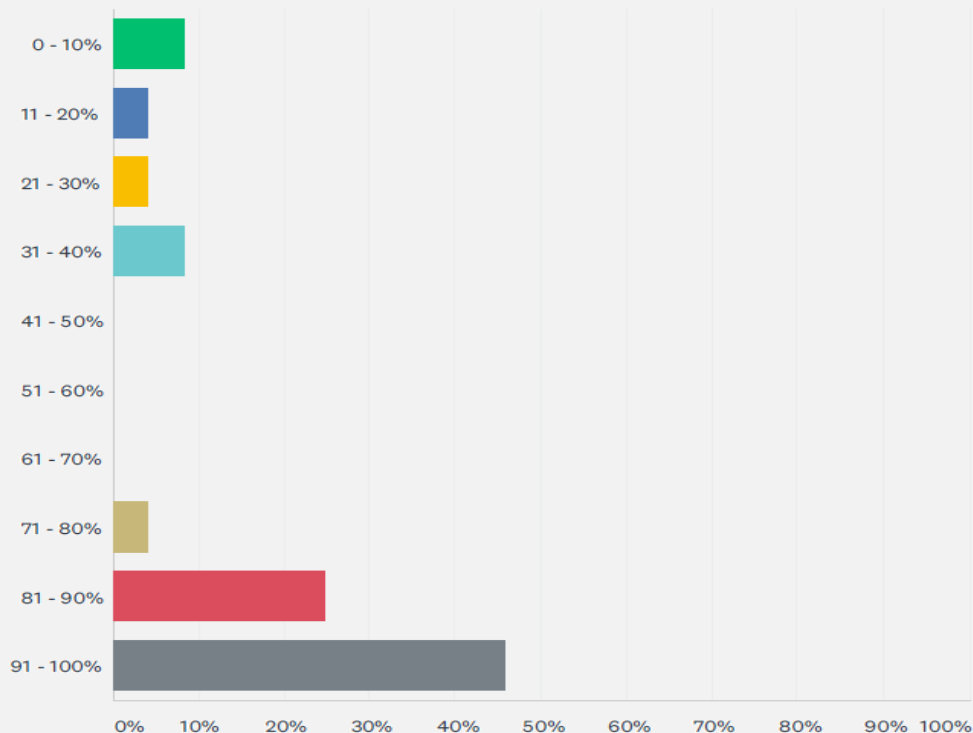


What percentage of your employees are now working virtually/remotely?

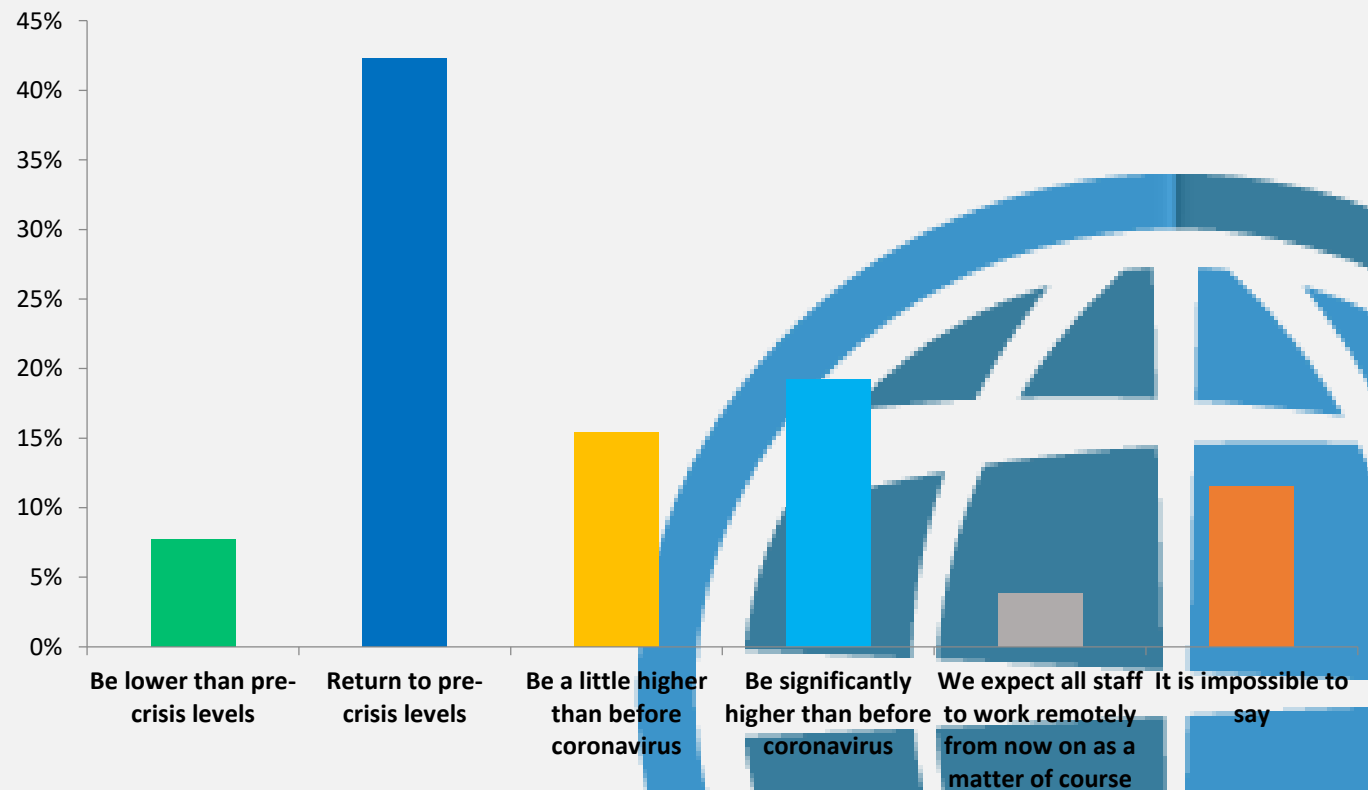


Survey Results

During the coronavirus crisis, approximately what percentage of your employees have maintained full-time duties while working entirely virtually/remotely?



Once the coronavirus crisis has receded, how do you expect the percentage of staff working remotely to change?



Survey Results

How challenging have you found the following issues over the last few months as a result of increased remote working during the coronavirus crisis?

	EXTREMELY CHALLENGING	QUITE CHALLENGING	SOMEWHAT CHALLENGING	NOT VERY CHALLENGING	NOT AT ALL CHALLENGING
Internal safety processes	8.33%	8.33%	29.17%	41.67%	12.50%
Digitization of workplace processes	0%	8.33%	33.33%	45.83%	12.50%
Integration of solutions	0%	16.67%	29.17%	37.50%	16.67%
Identity authentication	0%	12.50%	20.83%	41.67%	25.00%

Topics for Today's Discussion



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- Finding out if working from home has increased your company's productivity
- What investments have you made to protect your employees and what resources do you need to add?
- Looking back at how you handled the issues and what you can do better next time around
- Technology and equipment necessary for working from home for an extended period



Has Working From Home Increased Productivity?



Has Working From Home Increased Productivity?

- **Create new telework standards/expectations; focus on results**
- **Adapt communication methods to maintain timely communications and accountability**
- **Leverage formal employee review processes**
- **Analyze productivity and leverage metrics**



Department	Owner	Process	Metric	Baseline	Monthly Output	WFH Productivity (%)	Comment/Findings

Investment in Safety/Security



Investment in Safety/Security

- **In Office:**
 - **Cleaning Protocols**
 - **Procedures for infected employees**
 - **Working Hours, Schedules, and Travel**
 - **Office Capacity**
 - **Expectations for employees (i.e. social distancing, masks, etc.)**
- **Remote Working:**
 - **Home Office Equipment**
 - **Reimbursement Process**
 - **Working Hours /virtual time clock**
- **Information Security**
- **Other:**
 - **Solid HR policy for Teleworking**
 - **Supply Chain Management**
 - **Internal and External Communication Channels**
 - **Education and training**



Looking back: What Can You Do Better Next Time?



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- **Business Continuity Plans**
 - **Issue equipment/or have virtual office in ready mode**
- **Project Management for implementation**
- **Emergency Communication Plans**
- **Essential employees and functions**
- **Identification of critical inputs, vendor relationships, etc.**
- **Employee leave, telework, and compensation policies**



Business Transformation



Business Transformation

- **Digitization**
- **Data/Cybersecurity**
- **Supply Chain**
- **Privacy**
- **Preparation for Returning workforce**
- **Communication**



How Are You Tracking Changing Covid-19 Requirements?



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- **Google alerts**
- **RMAi alerts**
- **ACA International alerts**
- **Local chambers of commerce, state government websites, and Centers for Disease Control (CDC)**

Strong project management will be key to ensuring compliance with new requirements



Additional Questions & Answers



In Closing...

- **Over-communicate**
- **Stick to the facts**
- **Remember: Laughter is the Best Medicine**



Coming Soon

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ICYMI: A Legal Update for Debt Buyers and Debt Collectors You Cannot Afford to Miss

Wednesday, August 12, 2020 at 9:00am PT/12:00pm ET