

Local Government

REIMAGINED CONFERENCE

FEBRUARY 22-24, 2023 OKLAHOMA CITY, OKLAHOMA

Becoming Future Proof

Enhancing the Quality of Life in Our Communities Through Finance Operational Resiliency & Technology

Amber McClure, CPA

ICMA | conference

Key Learnings

- Why becoming resilient relies on a holistic solution
- How governments are taking action now
- Steps you can take to improve your government's resiliency

Meet the Speaker



Amber McClure, CPA

Solutions Architect

OpenGov

**Former Chief Budget Officer and
Chief Financial Officer**

How prepared were you?

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/your-health/isolation.html>

Isolate and take precautions if you have or suspect you have COVID-19

ISOLATION



Stay home and away from others
Wear a high-quality mask if you must be around others

Start counting days

Day 0 is the day your symptoms started

If you never had symptoms, day 0 is the day you took a COVID-19 test



Watch for emergency warning signs, like trouble breathing

Seek help if they develop

ENDING ISOLATION

Isolate to day 6 or later, if you

- never had symptoms or symptoms are improving, and
- are fever-free for 24 hours without the use of fever-reducing medication



Continue to isolate if your fever persists or other symptoms have not improved

Isolate through day 10, if you experienced moderate illness, like shortness of breath or difficulty breathing



Why becoming resilient relies on a holistic solution

Department of Homeland Security defines **resilience** as “*the ability to **withstand and recover rapidly** from deliberate attacks, accidents, natural disasters, as well as unconventional stresses, shocks and threats to our economy and democratic system.*”

“Resilience **prepares communities, reduces suffering, and speeds recovery.** Community resilience grows through **public-private relationships**—by integrating shared capabilities and resources in planning, exercising and systematically incorporating **key lessons learned** across the whole community emergency management experience.” -Federal Emergency Management Agency (FEMA)

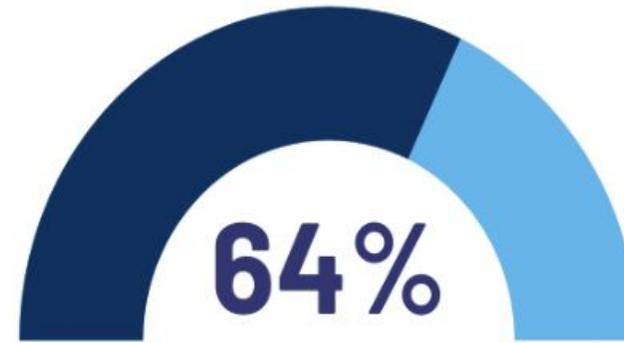
“A **holistic** approach is a **strategy that connects every department in an organization to help them work as one team.** All employees work together to achieve an overarching organizational goal.” - Indeed

State of Local Government Survey Results

What more than 500 local government leaders say about resiliency



Say long-term resilience and protecting against risk are somewhat or very important to their organization



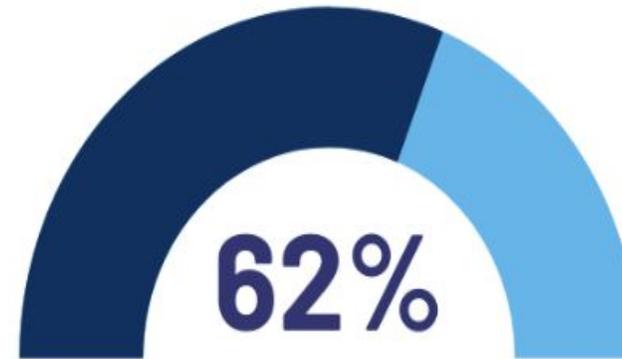
But much less say they are more prepared to protect against risk event than they were one year ago

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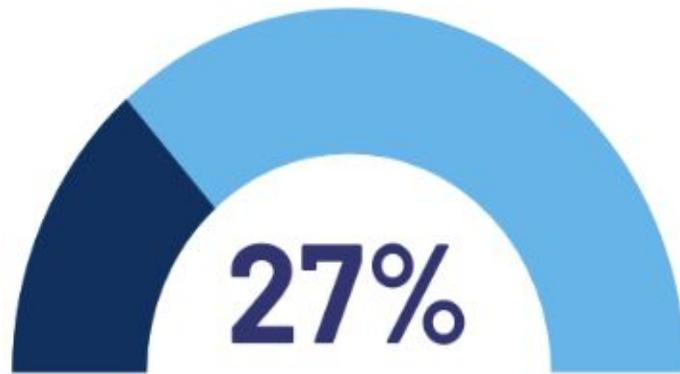
Are **not** confident they'll be able to recruit the talent they need to replace leaving employees



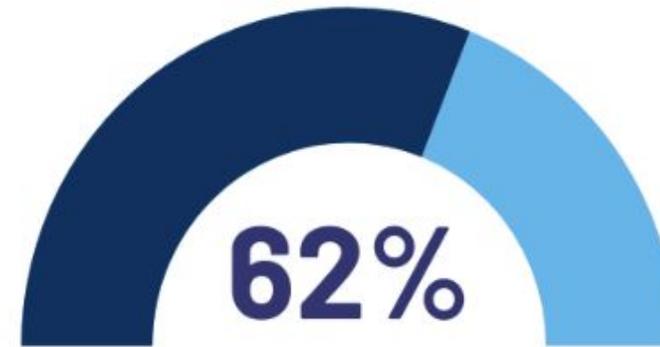
Say if they took a two week vacation, there is no one who could easily perform their duties in their absences

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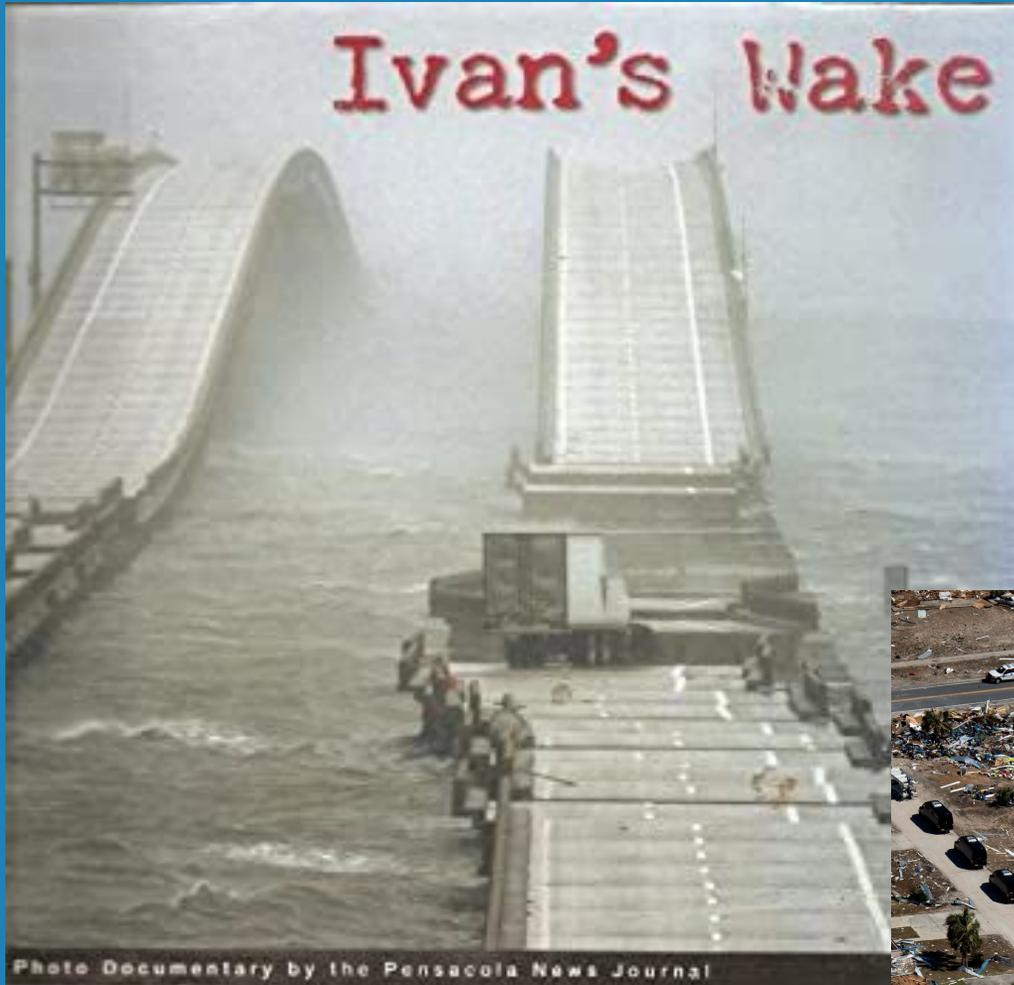


Public sector employees work remotely one or more days a week



Private sector employees work remotely one or more days a week

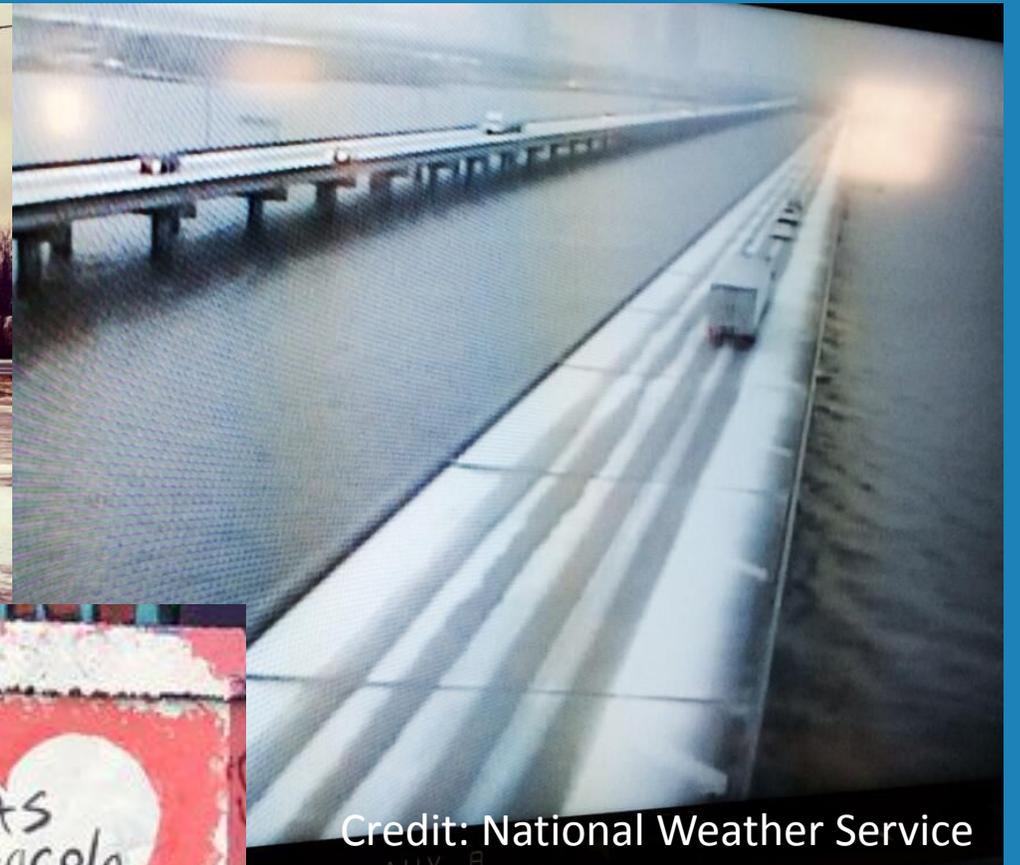
Hurricane Ivan – September 16, 2004



Ice Storm & NAS Shooting



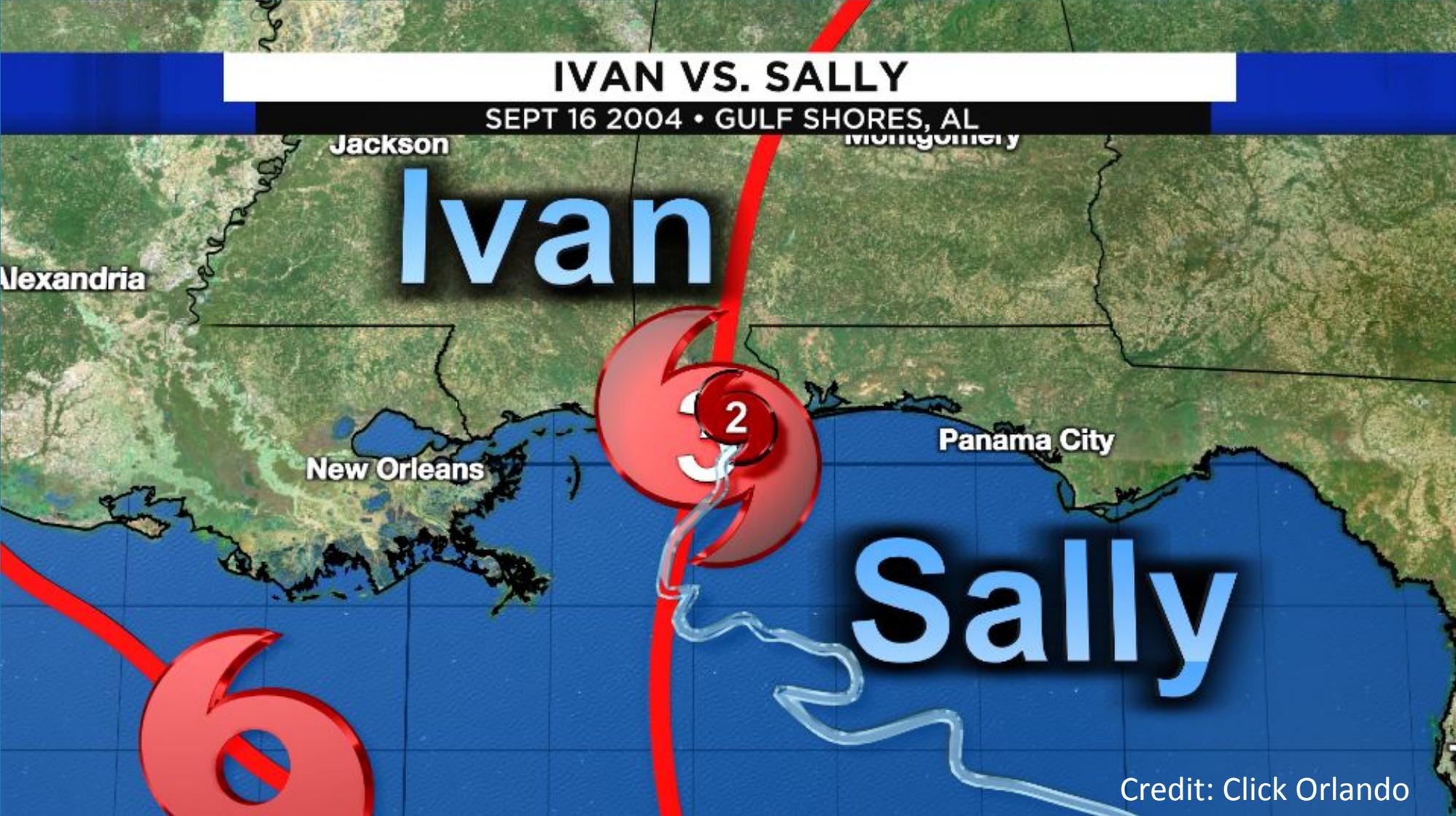
Credit: National Weather Service



Credit: National Weather Service



Credit: WEAR TV



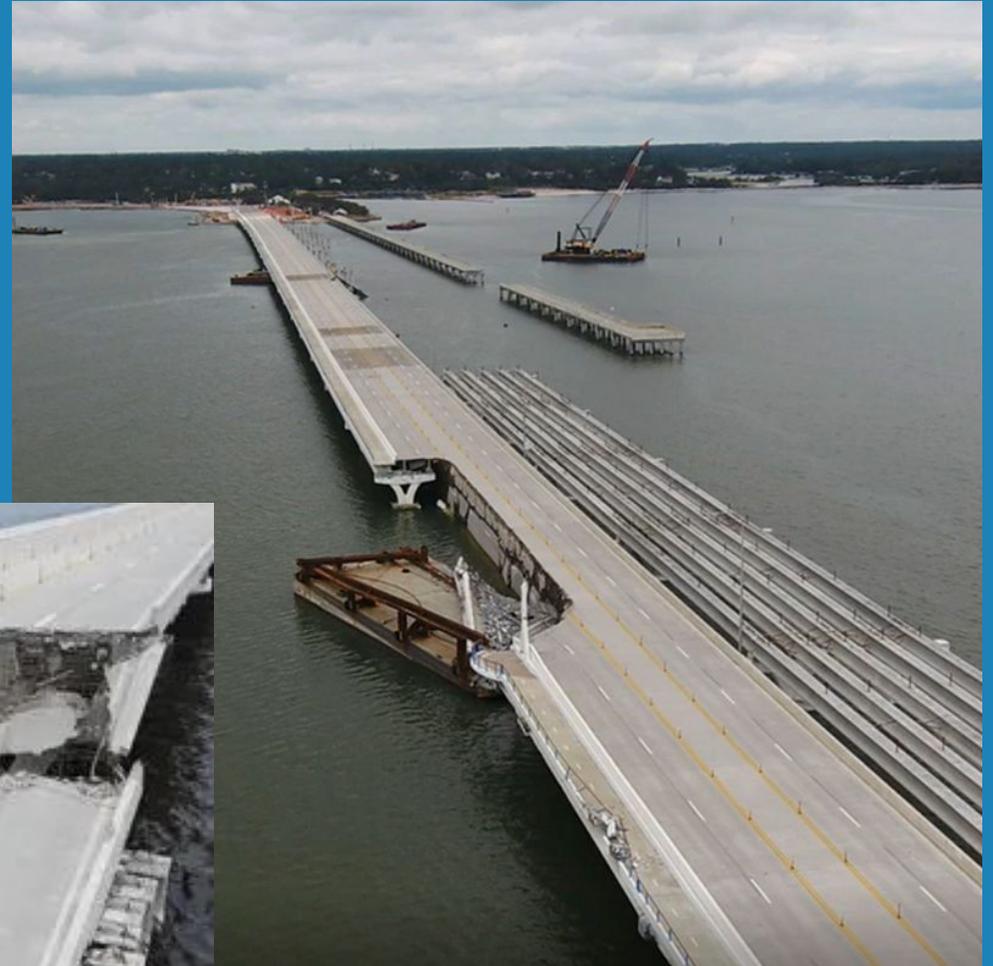
Credit: Click Orlando

Escambia County Emergency Operations Center



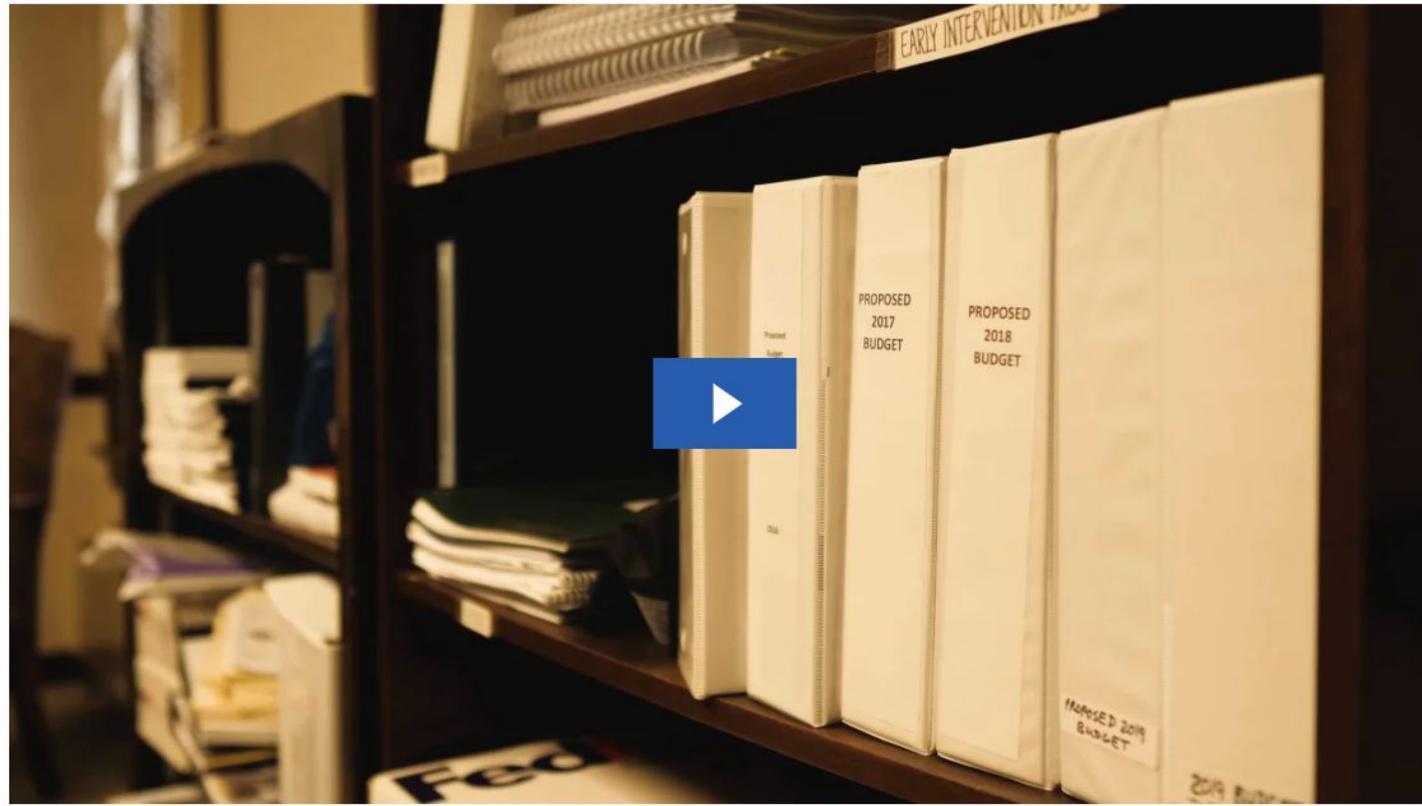
Credit: MyEscambia.com

Hurricane Sally – September 16, 2020



York, Pennsylvania

Forward Thinking Saved York, PA's, Budget After Server Destroyed in Break-In



Bay County, Florida

"When we have these **major flood events**, we're able to go and **show FEMA** exactly what we did: we had this many people, respond with this equipment, it took us this long, and this is what it cost us. And, we **can just hit 'print' and give the data to FEMA**. It's that easy. That's millions of dollars back to the county, and we couldn't do that without Cartegraph."

-Public Works Director Keith Bryant

A HIGH-PERFORMANCE APPROACH TO FLOOD MANAGEMENT AND FEMA REIMBURSEMENT

Home to 183,000 residents, Bay County is situated on the northwest coast of the Sunshine state. Flooding is a big expenditure for the county, and like many coastal areas, the risk is only getting bigger. Learn how they're implementing more effective asset management practices, realizing efficiencies, and recovering millions in FEMA reimbursements.



Northlake, Texas

After Ice Storms, Northlake, TX Builds Resilience with OpenGov



Steps to Improve Your Government's Resilience

- Perform a **holistic** SWOT analysis
- Make a plan
 - Use FEMA resources including Resilience Analysis and Planning Tool (RAPT) and FEMA's Holistic Disaster Recovery
- Invest in resilient technologies including focusing on delivering a contactless government

"It's fine to celebrate success but it is more important to heed the lessons of failure."
-Bill Gates

The Actionable SWOT Analysis

	HELPFUL	HARMFUL
INTERNAL	<p>STRENGTHS</p> <p><i>How can we leverage our strengths?</i></p>	<p>WEAKNESSES</p> <p><i>How can we mitigate our weaknesses?</i></p>
EXTERNAL	<p>OPPORTUNITIES</p> <p><i>How do we exploit the opportunities available to us?</i></p>	<p>THREATS</p> <p><i>How can we dissolve the threats we face?</i></p>

Make A Plan

- Consider demographics
- Roles and responsibilities and emergency order authorization policies
- Pre-negotiate contracts
- Post-evaluation and adjustments
- Role of technology in recovery

“By failing to prepare, you are preparing to fail.”

– *Benjamin Franklin*

Invest in Resilient Technologies

- Hardware
 - laptops, tablets, servers
- Software
 - cloud based, communication
 - hybrid or virtual EOC
- Offline capabilities and remote access
- Contactless government
- Because cautious not to become overly dependent



Key Learnings

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Questions?