

## **Ingham Impact Episode 49 – Human Resources During COVID-19**

[Rhiannon Schindewolf-DeShais] For our department as a vital role in Ingham ISD, we process payroll and payroll couldn't stop, everybody still needed to receive their paychecks. We still were hiring and onboarding new staff during that time. We still had to process criminal history because we didn't know if we would be back in three weeks or what was going to be happening with our local school districts. And so we were still keeping the Subs coming, and as a team we had to learn how to manage the tasks virtually; you know not being in the office, not having access to our employee records and whatnot. So, it was a learning curve that we had to get through together. [Kelli Galloway] I have always enjoyed finding ways for streamlining processes and once COVID started, I realized that I really had to be unique and find some different ways to handle a lot of the work that I do. I have forms fillable for employees on the Intranet that they can access, where they're able to now complete those forms right online and they can email them back to me directly, whereas before they might have to print off a form, fill it out, and then send it back to me and in interoffice mail. Or drop it off in person. So, I feel like that's really helped our process. [Rhiannon] We had to learn a lot about COVID, and we had to learn how to relay the information as it came in, to our employees. We had to be involved with contact tracing. We had to be involved with answering questions. You know, we we filtered a lot of questions and there was some questions we didn't know how to answer because everything was rapidly evolving and changing, and one minute we thought we might be coming back into the office and the next minute, you know, we were again being told that, nope, we're extending the employees having to work at home, so there was a constant flow of information all the time that we were having to keep staff updated on. [Kelli] We have never really stopped since COVID had started; I've still had to come into the office to meet with new hires, and thankfully we were able to do that safely with social distancing and with masks, so that hasn't really slowed us down at all. We've also, in the office, and even while we're out of the office, working from home, we utilized Teams a lot. Teams has been wonderful and a great way for us to communicate quickly back and forth. We work so closely together in our communication is so fantastic; you never know in HR what one day could bring you ultimately. So, some days are really busy, Some days you might have one of your fellow team members where they need a little bit of assistance. So it's been really great, we all work together really well and help each other out when we can. [Rhiannon] We've learned a lot of things about reducing the amount of paper that flows through our offices. A lot can be done digitally and stored electronically, and so that's been nice. Our interview process has gone electronic, and so that saved a lot of paper. I think that a lot of good things have come out of this and, I think we will continue to work on those going forward.

**END OF VIDEO**