

# All Staff Meeting

**May 26, 2021**

## Here's how the webinar works.

All presenters will be visible during meeting.

Staff are asked to post questions  
in the chat box during the presentation.

Questions will be addressed after the presentation.

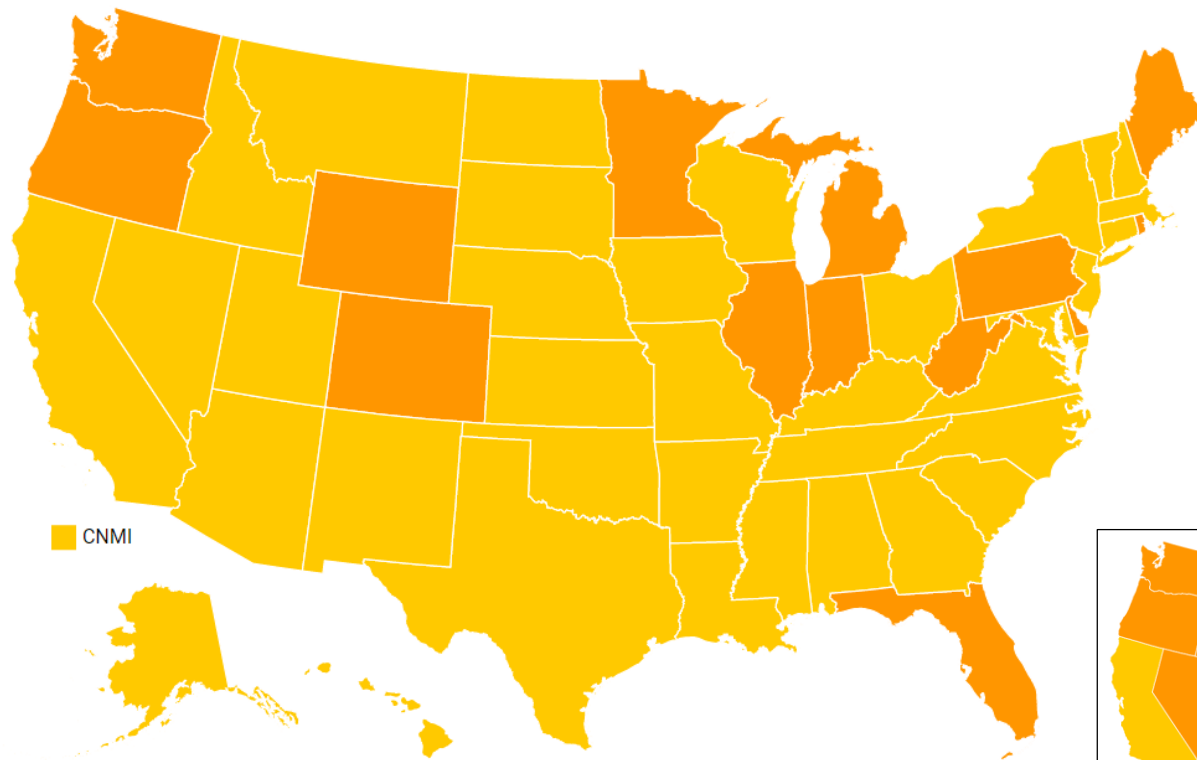
# Agenda

- **CERT Update | Doug Byrd**
- **Neighborhood's Re-entry Playbook | Pete Marino**
- **(Re)Orient to Building | Pete Marino**
- **Questions**

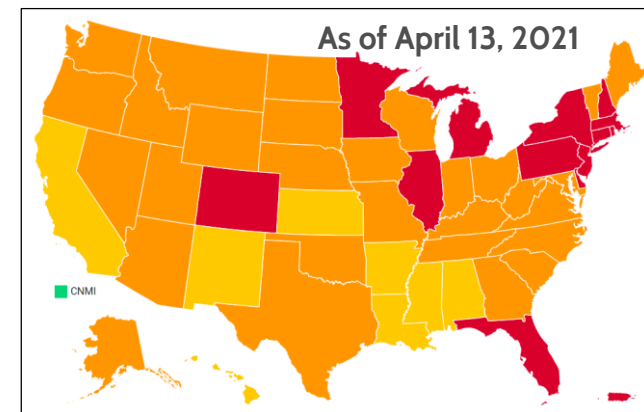
# CERT Update

Doug Byrd

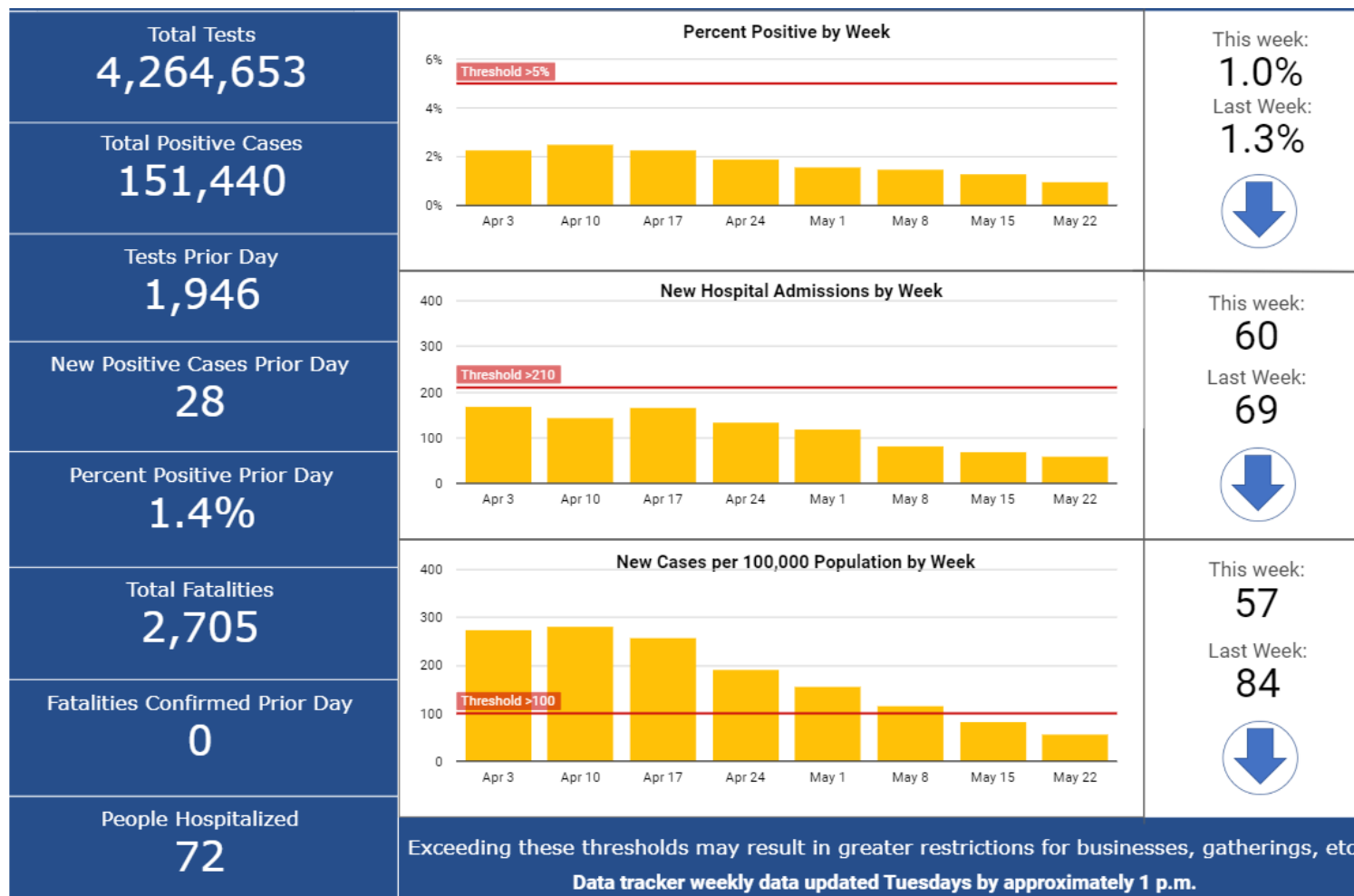
# Level of risk in United States



As of May 25, 2021



# Level of risk in Rhode Island



As of May 25, 2021

# Level of risk in Rhode Island

## Vaccine Administration (Cumulative since 12/14)

Data current as of  
May 24, 2021

People At Least Partially Vaccinated

636,235

People Fully Vaccinated

534,671

Total Doses Administered

1,128,848

Note: Rhode Island has received data from the CDC about doses of COVID-19 vaccine administered at federal facilities in Rhode Island. These data were not previously included in Rhode Island's COVID-19 vaccine administration data. They were added on May 6th.

Number of Rhode Islanders At Least Partially Vaccinated

632,916

608,287 Number of adult (18+) Rhode Islanders at least partially vaccinated

Number of Rhode Islanders Fully Vaccinated

528,271

520,738 Number of adult (18+) Rhode Islanders fully vaccinated

Percent of Rhode Islanders At Least Partially Vaccinated

59.9%

71.4% Percent of adult (18+) Rhode Islanders at least partially vaccinated

Percent of Rhode Islanders Fully Vaccinated

50.0%

61.1% Percent of adult (18+) Rhode Islanders fully vaccinated

As of May 25, 2021

Notes: Number of people vaccinated include Rhode Island residents who have been vaccinated anywhere in Rhode Island, and includes federal facilities. Rhode Island residents who have been vaccinated outside of Rhode Island are also included in these counts. Out-of-state residents are excluded.  
Source: Rhode Island Child and Adult Immunization Registry; Tiberius: US Census Bureau 2018 annual estimates by single year of age












# Rhode Island's guidelines

## REOPENING RI

### Reopening: Stay the course on safety

What you can safely do if you're vaccinated – if you're partially vaccinated or not vaccinated, you're more likely to get and spread COVID-19 doing these activities.

Fully vaccinated means you have all recommended doses of a COVID-19 vaccine and more than 14 days have passed since your final dose

CATEGORY	BEGINNING May 7 <sup>th</sup>	BEGINNING May 28 <sup>th</sup>
 MASK WEARING	Required indoors and if less than 3ft spacing outdoors	Required indoors and if less than 3ft spacing outdoors
 INDOOR DINING	80% indoors, 100% outdoors, 3 ft spacing	100% capacity, 3 ft spacing indoors
 BAR AREAS	For indoors: seated-only and plexiglass required	Indoor standing service, no plexiglass required
 CATERED EVENTS	80% up to 200 indoors, 500 outdoors, recommended/required testing*, outdoor only: standing bar service and cocktail hours	100% capacity with no cap, indoor standing bar service and cocktail hours, open dance floors
 HOUSES OF WORSHIP	80% capacity, 3 ft spacing	100% capacity, 3 ft spacing indoors
 RETAIL	80% capacity, 3 ft spacing	100% capacity, 3 ft spacing indoors
 GYMS, SPORTS & REC	80% capacity, 3 ft spacing	100% capacity, 3 ft spacing indoors
 PERSONAL SERVICES	80% capacity, 3 ft spacing	100% capacity, 3 ft spacing indoors
 VENUES OF ASSEMBLY	80% up to 500 indoors, no cap outdoors, 3 ft spacing DBR/municipal approval for 2,500+ events	100% capacity with no cap, 3 ft spacing indoors DBR/municipal approval for 2,500+ indoor events
 FUNERAL HOMES	80% capacity, 3 ft spacing	100% capacity, 3 ft spacing indoors
 OFFICES	80% capacity, 3 ft spacing	100% capacity, 3 ft spacing indoors
 SOCIAL GATHERINGS	Up to 25 people indoors, 75 people outdoors	No limit
 SPORTS	Apr. 26: Expanded Youth Sports attendance; high-risk indoor sports permitted to have competitions	Out-of-state teams can attend in-state tournaments

CHANGED  
TO MAY 21

\*Required for student catered events; strongly recommended for other catered events

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RHODE  
ISLAND

# Neighborhood's Re-Entry Playbook

Pete Marino



# Neighborhood – Our Mission

Neighborhood Health Plan of Rhode Island,  
an innovative health plan in partnership  
with the Community Health Centers,  
secures access to high quality, cost effective  
health care for Rhode Island's at-risk populations.

# Neighborhood – Our Vision

**To advance its mission, Neighborhood is working to create a world where:**

- Everyone in Rhode Island has comprehensive health care coverage and access to high-quality health care.
- Community Health Centers are models for high quality, cost-effective integrated medical and behavioral health services and are the building blocks of community health.
- As the essential partner to the state's Medicaid program, Neighborhood transforms the health care delivery system through value-based purchasing with primary care as the focus.
- Neighborhood is differentiated by outstanding customer service and members who actively engage in their own health and health care.

# Neighborhood – Our Values

- **Ardently Advocate for Members:** Neighborhood treats members with dignity and respect and strives to create access to needed services and social supports.
- **Foster Partnerships:** Neighborhood works collaboratively at all levels of the organization and with its external partners to improve the member experience.
- **Innovate to Improve the Health Care System:** Neighborhood is a catalyst for the delivery of better and more efficient health care.
- **Demonstrate Value:** Neighborhood must use its health care financing position to improve health outcomes, lower costs and ensure access to care.
- **Passionately Promote Health Equity:** Neighborhood cares about those who are disenfranchised from the health care system and works to ensure more equitable access to care and improved health outcomes.
- **Create an Exceptional Workplace:** Neighborhood is an employer of choice and works to attract and advance a culturally competent and diverse workforce to better serve our members.

# COVID Pandemic – Challenging for All

- Everyone's experiences during this pandemic have been different.
- Some folks have lost loved ones, others haven't seen their families and friends in ages, and others have lost jobs. Folks have struggled with anxiety, isolation, and in some cases, have been sick themselves.
- Even though we were in a state of emergency and working remotely, I hope you have felt supported by Neighborhood.

For example, Neighborhood:

- Preserved everyone's jobs during this crisis;
- Worked to ensure the health and safety of employees and their families;
- Provided the tools and flexibility to enable folks to work from home;
- Established a hardship fund for employees that experienced extra-ordinary financial challenges.

# COVID Pandemic – The Culture Challenge

- Neighborhood's ongoing investments in our culture and the terrific contributions all of you have made over the years helped build a strong, resilient culture that we all can appreciate.
- This culture, our longstanding relationships built within our walls as well as those with our partners in the community, and our shared experiences have served as the foundation on which we all leaned on to get through the COVID state of emergency/shelter in place.
- Despite a state of emergency, through preparation and Neighborhood's strong culture, we were in a position to meet this unique challenge and maintain business continuity.

# Remote – The Culture Challenge

- We have certainly learned a lot during this world crisis. Being able to work remotely ensured business continuity. However, it has presented significant challenges as well.
  - **Remote work can be transactional in nature rather than relational**, and it can be impersonal and isolating, impacting collaboration and comradery.
  - **Remote work can weaken our ties and connections to each other**, impacting fluid collaboration, effortless interaction and spontaneity.
  - **Remote fatigue is translating into increased anxiety at work and at home**, decreasing focus and impacting productivity.
  - **Remote work has blended work and home**. There is little distinction between work and home, and there is clear evidence that this has added additional time to our workday.
  - **Remote work limits employees' access to leaders and projects**. This includes mentoring and coaching opportunities as well as opportunities to build trust with colleagues.
  - **Neighborhood has added 100 new staff members since the state of emergency**, most without the opportunity to build and develop the necessary relationships to be a part of the Neighborhood culture and experience what we all love.

# Re-entry Playbook – Next Steps

- We have been working to determine how we meet our mission, vision and values in a pandemic environment – we must now focus on our purpose and obligations to our members, providers and each other.
- There has been terrific work developed by multiple internal work groups, and these discussions and input have been instrumental in helping shape and inform Neighborhood's Re-entry Playbook.
- Thank you to all of you who have participated, and I look forward to your support as we embark on the re-entry process.

# Re-entry Playbook – Next Steps

- Taking into consideration the great work of these teams, the COVID environment, and federal and state guidelines, Neighborhood's Re-entry Playbook brings employees back to the office and working in the community with pre-pandemic work arrangements starting slowly in July with the expectation of a full return of all employees by October.
- As we have stated from the beginning, we will remain vigilant and work to ensure there is enough agility in the plan for Neighborhood to address issues as they arise. The following chart helps outline key milestones.



# Re-entry Playbook – Phased Schedule

PHASE II July and August	PHASE IIIA August 30	PHASE IIIB September 20	PHASE IV October 4
<ul style="list-style-type: none"><li>• <b>Required to return to pre-pandemic work arrangements</b><ul style="list-style-type: none"><li>• Executive Leadership Team</li><li>• Health@Home Team</li><li>• Select Care Managers operating in the field</li></ul></li><li>• <b>Permitted, strongly encouraged to return to pre-pandemic work arrangements</b><ul style="list-style-type: none"><li>• Leadership Team</li><li>• Essential Employee List</li><li>• Community Engagement Team</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Required to return to pre-pandemic work arrangements</b><ul style="list-style-type: none"><li>• All of Phase II</li></ul></li><li>• <b>Permitted, strongly encouraged to return to pre-pandemic work arrangements</b><ul style="list-style-type: none"><li>• Group A: 175 employees</li></ul><p>List developed by ELT in collaboration with leaders and managers</p></li></ul>	<ul style="list-style-type: none"><li>• <b>Required to return to pre-pandemic work arrangements</b><ul style="list-style-type: none"><li>• All of Phase IIIA</li></ul></li><li>• <b>Permitted, strongly encouraged to return to pre-pandemic work arrangements</b><ul style="list-style-type: none"><li>• Group B: 175 employees</li></ul><p>List developed by ELT in collaboration with leaders and managers</p></li></ul>	<ul style="list-style-type: none"><li>• <b>Return to pre-pandemic work arrangements</b></li></ul>

Employees will be given 30-day advance notice as promised.

# Re-entry Playbook – Key Observations

- **Provides current levels of flexibility for the vast majority of employees through the balance of the summer.**
  - Assumes folks may have child care/summer programming challenges and/or may desire to take earned time off (ETO).
  - Assumes availability of schools and childcare beginning in September.
  - Ensures all employees return to work under their pre-pandemic schedules.
  - Honors all documented pre-pandemic telecommuting work arrangements.
- **Neighborhood will not consider any new telecommuting work arrangement requests until January 1, 2022.**
  - Any staff seeking reasonable accommodations to follow Human Resources' Reasonable Accommodations Policy Process.
  - As was the practice pre-pandemic, leaders are encouraged to provide judicious flexibility for work from home arrangements on a short-term / single day basis due to illness/childcare issues. These are not permanent or long term arrangements.

# Re-entry Playbook – Key Observations

- **All safety measures remain in place and will be adjusted accordingly based on CERT recommendations** - anchored in CDC and RIDOH guidance - as has been Neighborhood's practice.  
Current measures include but are not limited to:
  - Wearing masks and social distancing;
  - Completing daily health screening (Neighborhood App);
  - Limiting conference room use and seating in cafeteria.
- **NEW: Required self-attestation of vaccine status in Paycom to measure overall vaccinated percentage.**
- **Vaccination is strongly encouraged.**
- All employees participating in Neighborhood community activities must adhere to appropriate safety measures and protocols as defined.

# Final Thoughts

- This is a lot to absorb right now, but there is considerable time provided for folks to begin preparing for their expected re-entry after the summer.
- I understand that folks have done their best to adjust given the state of emergency/shelter in place environment, and it is greatly appreciated.
- Nearly all of our providers and community partners are returning to their offices at a faster pace without much advance notice.
- Many of our key competitors, regardless of line of business, have already begun returning to the community.
- I am confident that we will work through this transition together. We will work through the issues as best we can, and we will accomplish great things together.

# (Re)Orient to Building

Pete Marino

# (Re)Orient to Building

- Building safety tour video
  - Demonstration of safety measures in place at Smithfield building
- Building signage video
  - Slide show of imagery throughout space to reflect Neighborhood's culture

# Questions?