



November

Tuesday, November 10

2:00pm

Opening

- Pam Goins, Executive Director, NASCA
- Dan Kim, NASCA President & Director, State of California

2:10pm

Leading During the Time of COVID-19: Challenges and Opportunities

“It seems clear that our world has changed irreversibly. Our personal lives and our work environments will never be the same again. As we struggle to lead organizations under unprecedented conditions, our leadership skills are put to the test like never before. And as new ways of working become the norm, opportunities to lead in novel and exciting ways are emerging as the silver lining of these extenuating circumstances. This is my Covid-19 story.”

- Julia Sanchez, Secretary General, ActionAid International

2:30pm

Reactionary Panel

Our keynote speaker will be joined by three state CAO to bring their stories from their individual states.

- Dan Kim, NASCA President & Director, State of California
- Jay Dardenne, Commissioner, State of Louisiana
- Brom Stibitz, NASCA Vice President, Director & Chief Information Officer, State of Michigan
- Julia Sanchez, Secretary General, ActionAid International

3:00pm

Innovation in State Government Award Presentation - General Services

- Government Transformation

3:10pm

State Micro-review: Colorado’s Employer of Choice Initiative

Colorado Governor Jared Polis tasked the State of Colorado’s Department of Personnel & Administration to make state government an Employer of Choice, allowing the state to attract and retain talented, dedicated, and forward-thinking individuals to a career in public service. Through an employee survey and robust data, Colorado created six strategic areas & teams and a three-year road-map: compensation; talent growth and development; equity, diversity, and inclusion; health, safety, and wellbeing; recruiting and hiring; and work perks.

3:30pm Adjourn

Thursday, November 12

2:00pm Opening

2:10pm **Innovation in State Government Award Presentation – Personnel**

- Professional Development Transformation

2:20pm **Learning Lab: Driving Savings through Agile Real Estate and Facilities Strategies**

- Herman Bulls, Vice Chairman, Americas, JLL
- Kara Veitch, Executive Director, State of Colorado
- Keyanna Conner, Secretary, Commonwealth of Virginia
- Bernice Boucher, JLL

3:20pm **Excellence Through Collaboration Award Presentation**

- **Checkmate: Job Applicants**

3:30pm Break

4:30pm **Virtual Happy Hour –National Walton Leadership Award Presentation**

Tuesday, November 17

2:00pm Opening

2:10pm Concurrent Sessions

Sponsors to self-select session

- **CAO: Five Ways to Operationalize Equity in Government During the Global Health Pandemic**
 - Chauncia Willis, Institute for Diversity and Inclusion in Emergency Management
- **Deputy/Senior Leaders – Step Back and Consult Case Review on the Customer Experience During COVID-19**

Step-back consulting is a creative method to develop solutions to challenges. Through a structured and facilitated process, “consultants” (everyone who attends) brainstorm creative solutions using an outsider’s lens while taking ownership of the case study problem on an affective level. We ask attendees to step into the shoes of the Chief Administrator in this session. Additionally, you will also learn to facilitate these sessions and incorporate step-back consulting with your teams.

Relentlessly Engaged: Michigan's Employee Survey and The Office of Performance and Transformation

- Jamie Rodgers, NASCA, Deputy Director

- 3:00pm **State Micro-review: Missouri’s Professional Development Transformation**
- The state of Missouri embarked upon a talent development transformation journey involving all 16 executive departments and their nearly 50,000 team members. To improve results for our citizens, Missouri unleashed the untapped potential of our teammates across state government and provide them the skills to succeed. The campaign took over two years to establish a dramatically different “new normal.”
- 3:20pm **Innovation in State Government Award Presentation – Infrastructure**
- Hotel to Housing Conversion Framework
- 3:30pm Adjourn

December

Tuesday, December 1

- 2:00pm Opening
- 2:05pm Overview and Introduction
- 2:10pm **Small Group Discussion around State Priority Topics (first session)**
- Worker Reentry and Space Planning
 - Productivity Measures for Remote Staff
 - Digitization of Services and Processes
 - Diversity, Equity and Inclusion in Procurement
 - Diversity, Equity and Inclusion Action Steps to Start Now
- 2:35pm **Small Group Discussion around State Priority Topics (second session)**
- Worker Reentry and Space Planning
 - Productivity Measures for Remote Staff
 - Digitization of Services and Processes
 - Diversity, Equity and Inclusion in Procurement
 - Diversity, Equity and Inclusion Action Steps to Start Now
- 3:00pm **Innovation in State Government Award Presentation – Financial Management**
- Procuring \$1B in Goods and Services Through invitations to Negotiate
 - Shared Savings Program
- 3:10pm **Recharge Extravaganza (Turn your cameras on if):**
- Are you or your teams feeling the need to refuel and recharge? 2020 has been a marathon and not a sprint. We know you’re all zoomed out and your teams are zoomed out. But believe us, this quick twenty-minute session we are going to make zoom rooms feel like hugs. We want to take

this moment to celebrate you, lift up your teams, and show a few virtual activities that can create culture and community. It is time to turn avatars into friends.

3:30pm Adjourn

Thursday, December 3

2:00pm Opening

2:10pm **State Micro-review: Virginia's Virtual Building Inspection**

With the onset of the COVID-19 pandemic, indoor and outdoor construction settings became a risk for transmission of the virus to all participants. To mitigate this risk, the Division of Engineering, and Buildings (DEB) established a virtual inspection program. In creating guidelines, their emphasis on communicating the changes early is what made it possible for them to get the program up and running with a month! By going virtual, the DEB team has kept themselves and others safe during a global pandemic, saved 100+ hours of travel time, be more responsive to inspection requests, kept the team better focused, and reduced travel cost all while keeping up with their tremendous workload.

2:30pm **Concurrent Learning Labs**

- NEOGOV
- Kronos

3:30pm Adjourn

4:30pm **Travel Ban Road Warrior Field Trips** – *States/Sponsors host 15 min segments of music, walk around the Capitol. Mixologist, chef, etc.*

Field Trips are virtual meetups to interact, move, and celebrate all that is 2020 in a fun, meaningful way. NASCA Field Trips are designed and organized by amazing individuals and organizations from within our community. They are offered in the same spirit of connection and community that has powered NASCA event.

Every 15 minutes you will travel to another state and interact. We are creating some shared physical (fun) experiences that will shape our memories and get to meet more people in our community.

We hope you join us for a hosted game show, an interactive downtown tour (there may be a boat involved), a music lesson, a mindful minute, and some fun Kentucky themed bourbon, ice cream, and a horse or two. More surprises coming soon!

Tuesday, December 8

- 11:00am **Brown Bag Get Together with NASCA Executive Committee**
- Join the Executive Committee for an informal conversation over breakfast/lunch to discuss NASCA vision for 2021 and beyond.
- 12:00pm Break
- 2:00pm Opening
- 2:10pm Concurrent Sessions
Sponsors to self-select session
- **CAO – How to Lead Teams under Changing Conditions**
 - Tani Downing, Executive Director, Utah
 - **Deputies/Senior Leaders – How to be Adaptable through the lens of Diversity, Equity and Inclusion**
 - Julie Osborne, Vice President of Equality, Diversity and Inclusion, AbbVie Inc.
- 3:00pm **National Distinguished Deputy Award Presentation**
- 3:10pm **State Micro-review: Texas’ Energy Conservation**
- Texas’ approach has resulted in an expanded role for State Energy Conservation Office over the years, working closely with agencies and local governments to provide technical assistance to governments, increase energy conservation by businesses, and promote education to professionals, higher education, and elementary school students. The Texas team will discuss their State Agency Energy Advisory Group, Energy savings performance contracting support, electrification of fleet initiative, and the LoanSTAR revolving fund that ensure technical assistance to energy savings projects.
- 3:30pm Closing

January

Tuesday, January 12

Live discussion with State Micro-Review Teams

1:00pm Welcome

1:05pm **Colorado’s Employer of Choice Initiative Broadcast & Live Q&A**

Colorado Governor Jared Polis tasked the State of Colorado’s Department of Personnel & Administration to make state government an Employer of Choice, allowing the state to attract and retain talented, dedicated, and forward-thinking individuals to a career in public service. Through an

employee survey and robust data, Colorado created six strategic areas & teams and a three-year road-map: compensation; talent growth and development; equity, diversity, and inclusion; health, safety, and wellbeing; recruiting and hiring; and work perks.

1:55pm **Missouri’s Professional Development Transformation Broadcast & Live Q&A**

The state of Missouri embarked upon a talent development transformation journey involving all 16 executive departments and their nearly 50,000 team members. To improve results for our citizens, Missouri unleashed the untapped potential of our teammates across state government and provide them the skills to succeed. The campaign took over two years to establish a dramatically different “new normal.”

2:50pm **Virginia’s Virtual Building Inspection Broadcast & Live Q&A**

With the onset of the COVID-19 pandemic, indoor and outdoor construction settings became a risk for transmission of the virus to all participants. To mitigate this risk, the Division of Engineering, and Buildings (DEB) established a virtual inspection program. In creating guidelines, their emphasis on communicating the changes early is what made it possible for them to get the program up and running with a month! By going virtual, the DEB team has kept themselves and others safe during a global pandemic, saved 100+ hours of travel time, be more responsive to inspection requests, kept the team better focused, and reduced travel cost all while keeping up with their tremendous workload.

3:45pm **Texas’ Energy Conservation Broadcast & Live Q&A**

Texas’ approach has resulted in an expanded role for State Energy Conservation Office over the years, working closely with agencies and local governments to provide technical assistance to governments, increase energy conservation by businesses, and promote education to professionals, higher education, and elementary school students. The Texas team will discuss their State Agency Energy Advisory Group, Energy savings performance contracting support, electrification of fleet initiative, and the LoanSTAR revolving fund that ensure technical assistance to energy savings projects.

4:40pm Wrap Up

4:45pm Adjourn

Thursday, January 14

Learning Labs with live Q&A

10:00am NEOGOV

11:00am **Driving Savings through Agile Real Estate and Facilities Strategies**

- Herman Bulls, Vice Chairman, Americas, JLL
- Kara Veitch, Executive Director, State of Colorado
- Keyanna Conner, Secretary, Commonwealth of Virginia
- Bernice Boucher, Managing Director, JLL

12:00pm	Kronos
1:00pm	Guidehouse
2:00pm	Morneau Shepell
3:00pm	CGI
3:30pm	Ivalua
4:00pm	McKinsey & Company