Unveiling the Mysteries of Public/Non-Profit Partnerships

June 14, 2017
About the Alliance

Inspiring Innovation to Advance Communities

Convene and Engage Networks of Thought Leaders

Provide Training to help Organizations Build and Sustain a Culture of Innovation

Identify and Distribute Leading and Emerging Practices and Trends Important to Local Government
Go to Webinar

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Clicking the Arrow on your Go To Webinar Toolbox opens and closes your viewer.

All Attendees are Muted, but we do want your participation!

Please ask your questions using your Go To Webinar Toolbox throughout the webinar.

Tweet with Us: @transformgov #localgov @IBTS_org
Introducing Today’s Presenters

**Don E. Howell**
*Director, Local Government Solutions*

**Greg Blount**
*Senior Manager, Local Government Solutions*

**Brian Watson**
*Assistant to the Director of Local Government Solutions*
Unveiling the Mysteries

Of the Public/ Non-Profit Partnerships

Don Howell, Greg Blount and Brian Watson
Institute for Building Technology and Safety
Don Howell, Senior Director Local Government Solutions
• 35 years of experience in municipal government as a City Manager, Finance and Economic Development Director, and Consultant
• Managed cities in Alabama, Colorado, Tennessee, and Georgia and served as the Startup Director of Operations/Program Director for seven (7) newly incorporated cities, four (4) in the Metro Atlanta area
• Established expert in the sources of local government revenues
• Dedicated his career to discovering and collecting revenues from existing sources through proven effective and successful methods

Greg Blount, Senior Manager Local Government Solutions
• Quality Assurance Process Auditor with a skilled understanding of government processes to focus on delivering regional solutions for small to medium sized jurisdictions
• Specialties in developing turn-key regional, shared service solutions that make long-term, sustainable improvements for communities a viable option.
• Successfully developed and implemented regional approaches to shared services for regions in Louisiana, Ohio, Kansas/Missouri area, and Oklahoma.
Brain Watson, Transition Coordinator

- Coordinates small-to-medium size cities teams ensuring customer satisfaction with City officials
- Professional experience providing assistance between on-site teams, the HQ office and City officials
- Influences departments to maintain open communication, share ideas, and collaborate between each other to reach common goals
- Works with field crews, HQ, and City officials to develop best case solutions to achieve City goals
ABOUT IBTS

IBTS is Dedicated to Serving Governments and Citizens
Our partnerships are based on an understanding and agreement between the City and IBTS to share a "joint interest" and willingness to share risks and rewards to accomplish goals that benefit both parties.

Honesty, trust, mutual respect, and financial transparency are the cornerstones of a successful partnership.

Mission Over Margin
Cities seek such a partner and will benefit from the "attitude" and "approach" of how we deliver government services by saying "YES".
ABOUT US

- 501(c)(3) non-profit service organization
- Formed by governmental organizations
- Guided by a Board of Directors consisting of representatives of five national associations
IBTS has served HUD consistently for over 30 years


Cities of New York, New Orleans, Baltimore, and Houston; Fairfax County, VA; MARC; OML, LKM, MLC, LMA

Cities of Central, LA; Guymon, OK; Olathe, KS; Broken Arrow, OK; and Red River Parish, LA
WHAT DOES NON-PROFIT/ PUBLIC PARTNERSHIPS (NP³) PROVIDE

- Local non-profit organizations provide important social services to the community daily
- Community members have built trust with direct service providers
- Fiscal management and reporting measures are already in place
- Process becomes transparent and equitable
CAN WE USE NP³?

- Many types of municipal services can be provided by an NP³
  - Administrative Services
  - Building Department services
  - Municipal Court
  - Floodplain services
  - Shared, web-based software systems
  - Planning, Zoning, Land Use services
  - Public Works
  - Parks and Rec
  - Utilities

  Should we partner with an NP³ for these services?
SHOULD WE?

Begin with a conversation:

- Understand your challenges/pains points
- Know your service needs/requirements
- Understand your soft costs
  - Governance & monitoring costs
  - Define what benefits are required
  - Improved citizen satisfaction

Understanding Human Resource Cost

- Pension Management Cost
- Worker’s Comp. Claim Cost
- Safety & Risks
CITY SERVICE CONDITION ASSESSMENT

- Revenue Streams and Yield
- Ordinance Reviews
- Human Resource Management
- I.T. Infrastructure
- City Infrastructure
- Customer Services Training
- Financial/ Insurance Risk
- Social Needs and Environment
- Missing or Deficient City Services
HOW TO IDENTIFY THE CORRECT PARTNER

- Look at their Mission
- Look at their Focus
  - Mission Over Margin
  - Partnership Over profits
- Background/ History
- Financial Health
- Joint Risk = Joint Benefits

- NP³ Program Director has local decision making authority
- Experience with Government Partnerships
- Recruit locally
- Has SME’s for pain points
MANAGING RELATIONSHIPS

- Defined lines of communications
- Financial Transparency
- Expectations and Performance Measurements
- Local PM has decision authority with HQ support and awareness
- Employee Relationship
MANAGING CITIZEN RELATIONSHIPS

Enhanced Citizen Interaction

Citizen Outreach Programs
IMPLEMENTATION

- Startup Phase
- Transition Phase
- Operations Phase
- Performance Evaluation

Select the right partner

RESULTSGUARANTEED
Implement Time Management Software

- Increased Employee Performance
- Higher Citizen Satisfaction
- 25% increase in City Partner’s sanitation pickup efficiency

Employee Retention

- Retain Local Knowledge
- Political Fallout Contained
- 100% Employee Retention for City Partner

Reach-back Capability (SME’s)

- Ability to provide expertise in multiple areas
- Prompt response time and effective solutions
- Immediately deployed SME’s in wake of disasters

NP³ handles day-to-day Operations

- CM can focus on spending 50% of time on other priorities
- CM and Council/Mayor is aligned to steer ship while NP³ rows
- $1.2 million savings
RESULTS

Public Works/ Call Center Technology
- Tracking of materials, resources, labor, location, response time and other task orientated info in real time
- Data driven smart decisions VS. political driven decisions are calculated
- City Partner field workers response time increased 50% due to work order management software

Employee Management/ Putting employees in “correct” positions
- Employee moral increased and improved focus
- Increased revenue and customer relationships
- Significant revenue increase in utility billing and revenues

Pension Plan Management
- NP3 handles internal rather than state agency bureaucracy
- Decreased city’s fees for pension plan management
- $302,701 City savings per year for administrative fees. Total City liability reduction of $1,172,967
CLOSING SUMMARY

- Is an NP³ right for you
- How do you get there
- How can we help you
- Will a transition fit in your timeline
- Where do you start
- How do you measure actual cost and savings
- How do you measure performance and difference an NP³ makes
QUESTIONS?
Q&A

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Webinar Resources
To Receive Copies, Contact rspillers@transformgov.org
Save the Date!

Upcoming learning events:

- Workshops
  - Innovative Idea and Culture Exchanges in Wylie, TX (6/26)
  - Workforce of the Future Workshops in Charlottesville, VA (9/6) & Richfield, MN (9/12)

- BIG Hour!
  - 7/17/17
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Thank you for joining!