



**2021 LGHN BIENNIAL Conference - Embracing Change & Transformation**  
**Session Topics**

**The New Abnormal Track**

**Session Topics**

**Emerging Public Safety Strategies to Provide Alternative Emergency Response**

Learn about how other local governments are assessing, engaging, and developing public safety programs through the framework of human centered design to meet the unique needs of their residents and overcome institutional bias.

*Sponsored by the Glendale Hispanic Network*

**Emerging Public Safety Strategies to Support Communities and Family Members of Citizens Killed by the Police**

How can local and county governments recognize the impact, enhance transparency, address needs, and offer supportive services to impacted communities and family members after deadly use of force? This session will present models and practices being utilized in three communities.

*Sponsored by the Phoenix Hispanic Network*

**Hybrid Models for Community and Council/Commission Meetings**

Jurisdictions have found that public participation increased during the pandemic using virtual meetings. How did jurisdictions transition and adapt to digital meetings? How do you sustain that momentum as they go back to in-person meetings? How do you make the meetings seamless for in-person and virtual participation?

*Sponsored by the National Association of County Administrators*

**More than a Buzzword: Understanding Equity in Budgeting**

The term "equity" continues to be mentioned often involving discussions on a host of topics in our society, communities, and governments. But what does equity actually mean in terms of provision of governmental services and how does this impact the budget? Equity-driven initiatives are and will be very different from one community and organization to the next. However, common themes have emerged in both the definition of equity and how to overcome common challenges. This session will focus on the finance officer's role in making more equitable financial decisions related to both revenues and expenses.

*Sponsored by the Government Finance Officers Association*



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**Making Services More Relevant Through the Use of Data**

How do you transform anecdotes and organizational experiences into useful tools that guide administration and implementation? Tracking data supports the organization to meaningfully measure information that can help drive thoughtful problem solving and cultivate innovation. This session will discuss models for collecting, analyzing, and using data for decision-making and looking at data in different ways.

*Sponsored by the Mesa Hispanic Network*

**Pandemic: Customer Service and Measuring Call Center Success**

The COVID-19 pandemic has far-reaching implications for public power utilities. Join Austin Energy Staff share how the city utility responded to the pandemic – what worked, what didn't, and how the city is moving forward. A review of which metrics and key performance indicators offer a meaningful measure of our call center. Discussions on teleworking and remote customer service operations; payment arrangements, the long-term effects of disconnect moratoriums and waived fees, and other ways the pandemic has impacted customer service operations.

*Sponsored by the Austin Hispanic Latino Network*

**Understanding and Addressing the Impact of COVID-19 on the Hispanic/Latino Local Government Workforce**

The COVID-19 pandemic continues to have a reverberating impact on the health, employment, and financial outlook of public sector workforce employees, many of whom have been on the front lines throughout the crisis. The effects of the pandemic on various cohorts within this workforce have not been equal, with certain demographic groups disproportionately impacted. Join this session to learn about the latest results in a series of surveys about the COVID-19 pandemic's impact on the public sector workforce, with a focus on the unique financial, job, and safety concerns of Hispanic/Latino local government workers. Hear from local government leaders about how they are addressing inequities and specific needs of their jurisdictions, and discuss strategies to improve resilience and recovery. and risk mitigations for both employers and employees.

*Sponsored by Mission Square*

**Human Resource Post-Pandemic Policies**



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After a year of social distancing mandates and work from home operations for most employees, jurisdictions are actively developing and implementing hybrid workplace models and policies to address post pandemic workplace changes while setting the “new normal” protocols, expectations and risk mitigations for both employers and employees.

*Sponsored by the Phoenix Hispanic Network*

### Diversity, Inclusion and Community Connection Track

#### Session Topics

##### **Equitably Shaping our Future through Environmental Sustainability**

Sustainability is often defined with the “Three E’s”: equity, environment, and economy. Equity can be more challenging to measure compared to other environmental metrics, such as gallons of water saved, or emissions reduced. Our three speakers play different roles in the decision-making process helping local governments address climate justice. They will share citizen engagement strategies, successes and challenges in their roles, and people-centered approach to sustainable development, to promote healthy, safe, inclusive, and vibrant communities for all.

*Sponsored by the Mesa Hispanic Network*

##### **Spanish Media Best Practices & Tools for Connecting with Your Community**

Strategic communication is central to any organization’s ability to advance its messages and its capacity to serve the community. The ability to communicate and engage with diverse Hispanic populations is essential as this segment continues to grow across the nation. Learn directly from experts in broadcast media on best practices from that industry and tools from municipal public information officers to better connect with your community.

*Sponsored by the Mesa Hispanic Network*

##### **Innovative Engagement Practices for Building Community Cohesion**

How can you create and maintain community cohesion to ensure that topical issues and concerns of all populations are able to be voiced? What are unique and innovative ways to promote conversations, activities and learning of inclusion and equity



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within local government? This session features two cities that excel at creating out-of-the-box programs working with their communities to spark cohesion.

*Sponsored by the Mesa Hispanic Network*

**Organizational Environment Development Strategies.**

How do we create an inclusionary environment within your organization in order to assure that young leaders are not marginalized? The panel will discuss strategies to use to create an inclusive work environment. An environment where young professionals feel like they belong and can bring their authentic selves to work. If these strategies are implemented, young professionals will build confidence and actively contribute to meetings, policy development and innovative ways to serve the public, our constituents.

*Sponsored by the National Forum for Blank Public Administrators*

**Leading an Organization with Diversity, Equity & Inclusion**

Leaders across the nation had some difficult decisions to make during the pandemic and BLM events from last year. This panel features City Managers as they discuss their leadership experiences and policymaking in the aftermath of 2020, as well as share what they are doing within their organizations and communities to support diverse, equitable and inclusive practices.

*Sponsored by the Colorado City/County Management Association*

**Padrinos/Madrinas Platicas**

Join LGHN in the kick-off of its annual mentorship program. The refreshed program provides students, emerging and seasoned professionals' opportunities to network, evolve and grow to achieve their long-term goals.

*Sponsored by LGHN's Career Advancement Committee*