

# INDUSTRY INSIGHTS

*Members Only Monthly Report (page 1 of 4)*

## Tribal Governments & Tribal Enterprises Share Insights on Reopening

### Insider's Insight

from TribalHub's Executive Officer, Mike Day



This month we are focusing our Industry Insights on sharing pandemic recovery information and data from our most recent survey of all tribes. This survey was released as the majority of tribes were re-opening their services and enterprises after the lengthy COVID-19 pandemic closures.

The full long-term effects of the pandemic are yet to be seen, but there is some interesting and encouraging information we can share with our TribalHub Members. Along with our survey data, we have been conducting a number of group meetings with our TribalHub Members to facilitate communication, information sharing and new opportunities in responding to this common shared pandemic disruption. We have included some of that information in your Industry Insights as well.

Meanwhile, the pandemic has created multiple new federal funding sources like the Paycheck Protection Program (PPP). Specific to tribes, the federal CARES Act includes funding through a number of programs and agencies (including BIA and IHS funding), but the most significant being an \$8 billion dollar fund distributed directly to tribes based upon population data (60%) and by employment and COVID-19 expenses data (40%). That is notable as this funding is able to be used for purposes related to recovering from the pandemic as well as building the infrastructure and skills to be in a better position to respond to this current threat and future threats, as well as to succeed and thrive in the post pandemic world.

The CARES Act funds need to be allocated by December 2020, so the clock is ticking and time is short. You certainly want to use these funds on things that will provide the most significant impact and that can qualify as an acceptable expense. TribalHub has some valuable solutions that we believe fit the acceptable use criteria and that every tribe should consider.

#### A few solutions that potentially can be CARES Act funded and available to you now include:

- **Online Distance Learning:** Our TribalWise online packages include content for your employees or tribal members to gain the skills and knowledge to recover from the pandemic and to be better prepared for any future issues.
- **Annual TribalHub Membership:** Our member tribes gain access to pandemic related information sharing, access to the Tribal-ISAC group for communicating threat and security information and access to a network of tribal peers and groups designed to share information. Making each tribe stronger and better prepared.
- **TribalNet Conference Registration:** With one conference educational track devoted to pandemic and crisis related content, we have you covered. We will also offer a virtual component to our onsite conference for those that can't travel to the November event in Dallas, TX.

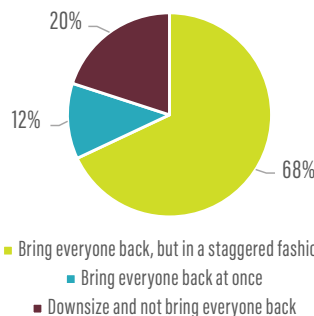
**See the last page of this month's Insights for even more opportunities for CARES Act funding to provide real value to your organization.**

We surveyed IT leadership from tribal governments and tribal enterprises to tell us how their world is changing as the country looked to reopen. Here is what these leaders had to say.

**(Results continued on pages 2 & 3)**

\*Survey results gathered in May of 2020, results may be different at the report's release

#### As we return to work, post pandemic, our tribe is planning to:



It is great news that 80% of our survey respondents indicate that they fully intend to bring back 100% of their displaced team members, with the majority (68%) expecting to do this in phases as they are able to fully open all of their services and businesses. Approximately 20% of respondents indicated that they do not expect to bring back all of their team members. From some follow-up and phone conversations with that 20%, most of those individuals are re-evaluating their organization for efficiency and/or preparing to make changes to their products or services that will meet the changing demands of customers and regulation in a post-pandemic environment. More Telehealth services, remote work, re-thinking food and beverage outlets and outsourcing some services.

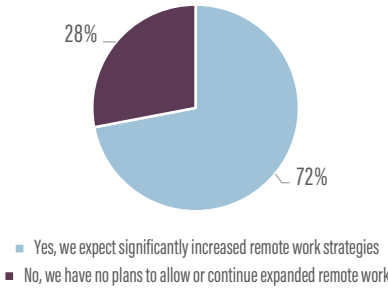
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## Tribal Governments & Tribal Enterprises Share Insights on Reopening

Remote work is clearly here to stay for most tribal organizations. The pandemic created an opportunity to prove that at least some employees and/or services could be effectively deployed remotely. There was very little appetite for remote work prior to the pandemic, but it is one of the largest growth areas in the initial post pandemic world. This will create new challenges for all organizations as they grapple with how to be effective with their new remote workers. The same tactics that work onsite do not always translate well to remote workers, who face their own challenges of isolation and being "out of the loop". As a note, our own TribalWise online training has content available today to assist you with this new challenge - just contact us (contactus@tribalhub.com) for more information.

### Has remote work become a permanent part of your post pandemic strategy?



### Lessons Learned: Shared by Our Survey Respondents

#### Being Prepared for the Next Crisis:

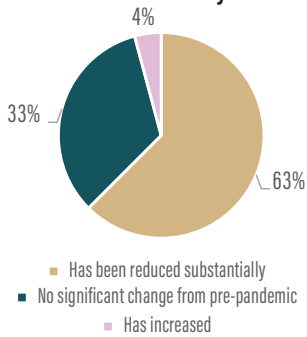
"Be flexible. Regulations and policy was and is very fluid. All departments have to help each other out."

"When an emergency strikes don't panic and rush into decisions regarding the purchases of equipment, software, etc. Often, what one person thinks they need may change a day or two into the situation and once the smoke clears. Use your time and money wisely."

"Before reopening, print a couple vouchers from each machine. We had a lot of handpay/cancel credit due to tickets that were folded in the printer too long."

"Be prepared. Know your inventory - HW, staff capabilities, etc. as you never know when they may be put to the test. Your team needs to be flexible and have answers when questions arise."

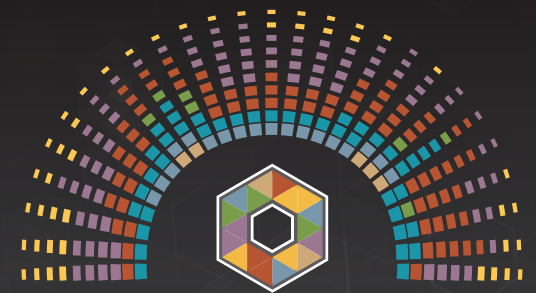
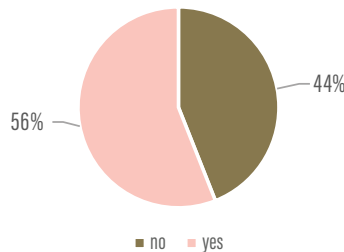
### My department budget for the remainder of the year:



This graph shows one bit of disappointing news from our survey, but it was a response that was completely expected. It is encouraging that one-third of the respondents are still expecting little to no change in their overall budget, and approximately 5% are expecting to see an increase in their budget through 2020. For the 62.5% of organizations that have introduced significant budget cuts to their organization, the majority of those have been made to "protect cash" while the full effects of the post pandemic world and economy on each tribe and tribal business plays out and is better understood. Additionally, there is still the potential for a "second pandemic wave" that the media channels will not let anyone forget, and the endless stream of negative political banter that is likely in a presidential election year is unlikely to help the economy.

This is interesting if only for the fact that many tribes that had drawn a "hard line in the sand" on using cloud based services (like collaboration tools, remote or cloud based access to systems, videoconferencing or telehealth services) have now softened that stance substantially. Cloud and Internet based services were two areas that made it possible for communications to continue and organizations to operate in a quarantine environment.

### The pandemic has increased our organizations plans to move to cloud based and collaborative shared information platforms:



## THE TRIBALHUB PODCAST

**ROUNDTABLE DISCUSSION:**  
Reopening Tribal Casinos & Pandemic Recovery

TUNE IN JULY 8TH, AT 1PM, FOR THE EPISODE RELEASE  
Available wherever you listen to your podcasts.

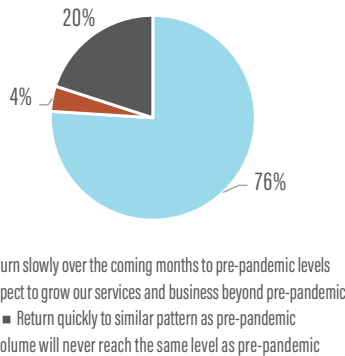
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## Tribal Governments & Tribal Enterprises Share Insights on Reopening

This is one of my favorite graphs from the survey. I think it shows the positive spirit and thoughts that tribal organizations have as they recover from a world-wide challenge like this Covid-19 pandemic. Not one (zero percent) of the respondents indicated that they believed that their tribe or tribal businesses would not be able to reach or exceed pre-pandemic levels of revenue or service levels. In fact, 4% were willing to state that they fully expect to exceed pre-pandemic success levels. The majority did feel that it would take some time to return to the same levels of service or revenue, but they expected to get there.

Post pandemic, we expect that the people we serve (or customers) will:



### Lessons Learned: Shared by Our Survey Respondents

#### Change How You Operate:

"Being a brick and mortar operation, we were slow to transition to be available to our guests. a possibility could have been f&b curbside or drive in movies for entertainment, even training via the internet."

"The best lesson learned was that our organization was finally able to experience using a remote workforce, and they have embraced it. This is great for work / life balance and for reducing operational facilities costs supporting on site work such as back of house space, utilities, etc..."

"Focus on business continuity/disaster planning. That has helped us to continue operations almost seamlessly while having most tribal government employees working from home."

"Remote work requires a greater investment in time as it relates to maintaining good relationships with my team."

"Productivity can be greatly improved with videoconferencing. Pre-pandemic meetings may see attendees each driving from 10 to 30 minutes each way for an hour long meeting, plus parking, walking, and settling-in time. With only 10 attendees, that equates to at least 3 hours of lost work time."

"Communication is key. Be mindful of isolation due to working remotely."

Networks of peers are a great informational resource. Which best describes your current network of peers?



A key observation over the past few months is that one of the best tools a leader could have during the pandemic closures and quarantine was access to a large network of industry peers for information and decision making. From this graph we can see that a full 84% of respondents indicate that they do not have a very large network of peers that they regularly work with. TribalHub Membership is all about helping you grow your network and connect with peers and resources that will help you and your organization. When dealing with a common industry business problem or challenge (as is often the case and was the case with the pandemic), does it make more sense to "go it entirely alone", or would it be wiser to leverage the knowledge, experience, information and resources of a nationwide network of resources to help you make better decisions? I think the answer is obvious. Growing your existing peer network is valuable and important. TribalHub Membership is a great place to start.

### Tips on maximizing your membership

*JOSIE W. WELFARE:*

#### TRIBALHUB COMMUNITY

Now more than ever maintaining and fostering meaningful connections is vital. Having a large professional network can be an invaluable tool that sets you and your decision making on a path to greater success. At TribalHub, we have been connecting tribes to solutions, opportunities and their peers across North America for over 20 years. We've recently launched our new online community platform, and you're invited to join us as we

grow this unique online space for tribes and anyone working for or with tribes. This platform was formed with the intention to connect you with your peers from across the nation, to share information, to ask questions and to get answers. Another great feature is the ability to join regional groups or follow topics of interest. Joining the community is FREE & easy- simply use this link ([community.tribalhub.com](https://community.tribalhub.com)) to create your free account and begin making new connections.



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## Tribal Governments & Tribal Enterprises Share Insights on Reopening

### Keeping Your Tribe Safe

Re-open with confidence through the use of no-contact access control products.

eClear by eConnect is a Thermal Camera with Built in Facial Recognition. This camera is lightweight and portable, can be placed at guest or employee entrances. It has many applications including temperature screening, use as a touchless employee timeclock, face matching (even with masks), protection from banned or excluded players and VIP recognition.

#### Abnormal Temperature Detection:

- Highly Accurate Touchless Temperature Measurement
- Real Time Alerts to Security and Patron When Fever is Detected
- Explore more at [econnectglobal.com](http://econnectglobal.com) or reach out to [sales@econnect.tv](mailto:sales@econnect.tv) with questions.



### Are you taking full advantage of your TribalHub Membership?

Contact your Membership Representative, Jeremy at [jeremy@tribalhub.com](mailto:jeremy@tribalhub.com) for a FREE DEMO on how to best utilize all the benefits and discounts available through your TribalHub membership!



## Don't CUT training- ADD training!

What better use of your CARES Act dollars than to provide essential training directly to your team and/or tribal members?

### When Opportunity Knocks... What Will You Do?

You have the opportunity to use your CARES Act dollars towards essential online training that includes pandemic related courses for your employees, leaders and tribal members! Our online training is safe, professional, individualized, effective, low cost and available NOW.

Get access to timely and relevant pandemic and recovery related training- all safely offered online and on demand! In addition to the many CARES Act qualifying pandemic related training courses, each training license includes access to thousands of other personal development training titles in our packages provided through TribalWise and our online training content partner SkillSoft. You have the opportunity to provide direct value to your employees and/or tribal members with your CARES Act funding with a professional training solution that meets the needs of individual learners, including online books, audio books, online courses and videos.

**CHOOSE FROM 3 PACKAGE OPTIONS- [CLICK HERE TO LEARN MORE](#)**

\*\* Each tribe has unique training needs. Verify your specific training use case meets CARES Act requirements.

### Just a few of the top PANDEMIC RECOVERY RELATED COURSES:

- Resolving and Closing a Crisis
- Managing Virtual Team Meetings
- Rebounding When Resilience Wears Down
- Exploring Virtual Collaboration
- Safety Short: Coronaviruses and COVID-19
- Take a Deep Breath and Manage Your Stress
- Controlling Conflict, Stress, and Time in a Customer Service Environment

*PLUS over 2,500 courses on Leadership, Personal Development, Business Skills and MORE!*