


# COVID-19 IMPACT ON TAX COLLECTORS

# WHAT WE WILL COVER IN THIS PRESENTATION

- ✓ Introduction
  - ✓ Coronavirus
  - ✓ Adapting to Change
  - ✓ Getting the Job Done
  - ✓ Tools to Succeed
  - ✓ Continue to Grow
  - ✓ Resources
  - ✓ Conclusion
- 



# WELCOME

WE ARE GLAD YOU'RE HERE



# CORONAVIRUS

The coronavirus disease 2019 (COVID-19) is a highly contagious disease caused by SARS-CoV-2.

The first case was identified in Wuhan China in December 2019.

The disease has spread rapidly worldwide creating an ongoing global pandemic.


In the United States over:

- 28.7 million people have been infected with the disease
- 514,000 American have died from the disease

*(source: Wikipedia)*


# CORONAVIRUS CONTINUED...


## NH State of Emergency

- ✓ Friday, March 13, 2020, Governor Chris Sununu declared a State of Emergency in New Hampshire due to the coronavirus
  - ✓ The state begun working under executive orders
  - ✓ Businesses and schools began to shut down
  - ✓ Non-essential workers were told to stay home
  - ✓ Many State agencies and municipalities closed to the public, reduced staff, limited hours
  - ✓ Communities are taking a cautious approach to re-opening, following recommendations from the CDC.
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# COMMON CHALLENGES WE FACE

- ✓ Buildings closed or limited to public
  - ✓ Limiting contact/hours or operation
  - ✓ Employees quarantining , leave of absences, unemployment
  - ✓ Staffing issues
  - ✓ Schedule changes
  - ✓ Modifying workspaces to protect from virus
  - ✓ Gathering PPE's and cleaning supplies
  - ✓ Sanitizing the workplace while doing your job
  - ✓ Low morale
  - ✓ Increase in fielding phone calls, questions, and emails
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- ✓ Providing services over the phone
  - ✓ Providing services in parking lots
  - ✓ Providing services by walk-up windows
  - ✓ Increase in online and mail-in transactions
  - ✓ Transactions taking longer due to extra steps
  - ✓ Feeling overwhelmed
  - ✓ Feeling unappreciated
  - ✓ Feeling Frustrated....
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## GROUP DISCUSSION

*What are some unique challenges you have faced in your community during the pandemic?*

*\*Please click on the raise hand symbol*




# SUCCESS



LOADING...

# GETTING THE JOB DONE DURING A PANDEMIC

- ✓ Invest in a planner (sometimes old tech is the best tech!)
  - ✓ Map out your tax year on a calendar (billing, notices, lienings, deeding, etc.)
  - ✓ Prioritize your work
  - ✓ Create to-do lists
  - ✓ Set weekly and monthly goals
  - ✓ Improve communication (can you access your email from home? Check voicemails?)
  - ✓ Clean your desk and declutter your workspace
  - ✓ Set time aside to return phone calls and answer emails
  - ✓ Check in regularly with other staff and department heads
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## GROUP DISCUSSION

*What are some examples that you use to stay organized and on top of your workload?*

*\*Please click on the raise hand symbol*




# CONTINUE TO GROW AND DEVELOP YOURSELF

- ✓ Take advantage of online trainings and courses
- ✓ Reach out to other tax collectors (send an email or a note)
- ✓ Catch up on reading minutes of Board of Selectmen meetings
- ✓ Re-visit your policy and procedure manual
- ✓ Familiarize yourself with online meeting platforms
- ✓ Become a Certified Tax Collector
- ✓ Get involved with the NHTCA –
  - ✓ Executive Board
  - ✓ Education Committee
  - ✓ Legislative Committee
  - ✓ County Coordinator



SELF-CARE = GROWTH

# REMEMBER TO TAKE CARE OF YOURSELF!!!

- ✓ Get plenty of rest
  - ✓ Un-plug for a few minutes
  - ✓ Read a book... for fun!
  - ✓ Set timers on your phone (positive affirmations, reminders)
  - ✓ Plan your meals, lunches and snacks
  - ✓ Go outside
  - ✓ Get crafty! Create something unique – a painting, drawing, knitting, etc.
  - ✓ Try a new recipe
  - ✓ Spend time with friends and family (pets included!)
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## GROUP DISCUSSION

*What do you do for self-care?*

*\*Please click on the raise hand symbol*



A top-down photograph of a workspace on a wooden desk. In the upper right, a silver laptop is partially visible, showing its keyboard and trackpad. In the center, an open notebook with lined pages lies flat. To the right of the notebook, a white pen with a black tip and silver accents is positioned diagonally. To the left of the notebook, a silver smartphone is lying face down. In the upper left corner, a small potted plant with green, rounded leaves is visible. A semi-transparent dark grey rectangular box is overlaid across the center of the image, containing the text 'TOOLS & RESOURCES' in white, bold, sans-serif font.

# TOOLS & RESOURCES

- ✓ NH Tax Collector's Association
- ✓ County Coordinators
- ✓ NH Department of Revenue Administration
- ✓ New Hampshire Municipal Association
- ✓ PRIMEX
- ✓ NH General Court online



**THANK  
YOU!**