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## Ways to Handle Working Short-Staffed

*By Julie Younce taken from CareerTrend.com, Dec. 17, 2018*

Many companies are currently working with a short staff, not by choice. Organizations are recruiting heavily to hire more employees, but many unemployed workers are just not returning to the workforce. This is creating a heavier workload for current employees, causing higher stress levels for staff, and reducing production for companies. Here are some ideas that can help.

Most importantly, prioritizing work with staff is a must. Customers' issues and needs must be tackled first. This means that some paperwork or phone calls may have to wait a day or two. Though this may not be the best company policy for long-term business practices, it will help in the short-term when not enough employees are available to help.

Working together is vital. When short-staffed, employees should be willing to perform tasks that are not usually part of their duties. More efficient employees should be given the more challenging tasks at hand, and all need to jump in where needed most, whether that's taking food orders or setting tables.

It's essential to communicate with upper management. Being short-staffed is not an ideal way to work, and upper management needs to know about the increased workload. If employees take on more work and don't communicate their need for more help, upper management will think business is running smoothly as usual with less employees. Suggest hiring temporary help.

During this difficult short supply of staff, companies can look to past employees for help. Maybe a retired or past employee might be willing to return for a short time to help, return part-time or assist from home. This won't be a long-term solution, but it may turn out to be just what is needed for now.



## President's Message

- By Alicia Clingan

### Benefits of ISCEBS and PNW Chapter Membership

You've taken the step to get ahead of the pack by completing your CEBS designation or are in the process of completing the required courses. This designation, along with those earned in the process of getting your CEBS, shows that you are committed to your career in benefits. This designation also grants you access to an elite group of employee benefits comrades.

Membership in ISCEBS and the Pacific Northwest (PNW) Chapter allows you access to free webcasts to continue to keep your knowledge up to date on the most current issues, challenges, and topics, along with earning those needed CE credits. Membership also connects you to local, regional, national, and international employee benefits peer networks. Another benefit of your membership is the opportunity to develop and grow by becoming a part of the PNW chapter board; being involved in the chapter board will enhance your knowledge, leadership and people skills, in turn increasing your value within your benefits career.

Let your membership with ISCEBS and PNW help you prepare for "what's next".



## Congratulations!

- By Julie Younce

Please join us in congratulating our newest designation holders:

**GBA or RPA:** Jennifer Beaman, OR; Jamie Gebhardt, WA; Michael Gibbons, ID; Sarah Kavan Probasco, ID; Becky Nelson, WY; Rebecca Thatcher, WA; Michael DuBois, WA and Carrie Starbuck-Boettiger, OR

**CEBS:** Carrie Starbuck-Boettiger, OR

## Happenings

- By Julie Younce

### Upcoming events ([see links](#))

- **4/5/2022** (virtual) - 401k Plan Testing Failures (Middle Tennessee Chapter)
- **4/7/2022** (virtual) - Out of State Remote Work Challenges (Webcast Committee)
- **4/13/2022** (virtual) - Coffee Hour - Working Short Staffed (PNW Chapter- 10:00 am PDT)
- **4/14/2022** ([virtual](#)) - PNW Board Meeting (10:00 am PDT)
- **4/14/22** (virtual) - The Importance of Whole Health (Dallas/Ft. Worth Chapter)
- **4/21/22** (virtual) - Evaluating Covid-Related Medical Costs (Webcast Committee)
- **5/5/2022** (virtual) Mercer Annual Study (Richmond Chapter)

### Join our Board!

We are currently working on recruiting for our 2023 Board, and our Officer Positions. If you would like to serve on the PNW ISCEBS Board, please contact:

- [alicia@isminc.com](mailto:alicia@isminc.com)

Our Board has members from all of our PNW states, including AK, HI, ID, MT, NV, OR, UT, WA, WY. We have a virtual Board meeting each month. Serving on our Board is a great way to connect with others and industry experts!