

# Accela COVID-19 Response Solutions

In these unprecedented times, we know state and local government agencies must continue to provide critical services to citizens. The response to COVID-19 brings new technical, personnel and information-based challenges in the effort to ensure these services are maintained. There is also a special focus on public health and safety, and potential for high volumes of ill citizens requiring health services.

Accela's **COVID-19 Response Solutions** are designed to help agencies deal with high volumes of needed services during stay-at-home directives for citizens and employees. More specifically, they are a set of packaged solutions designed for the unique challenges in the response to COVID-19. These include:

## Business Continuity Solutions

- > Online Citizen Services
- > Mobile Capabilities for Agency Staff
- > Virtual Inspections (with video, pictures, video chat tools)

## Essential Business Support

- > Temporary Structure/Medical Facility Inspections
- > Temporary Childcare Facilities
- > Delivery Driver Registration
- > Health Professional and Volunteer Management
- > Citizen Hub
- > Employee Hub
- > Non-Essential Business Enforcement
- > Business Re-Opening Management

## Temporary and Immediate Impact Occupancy

- > Temporary Occupancy
- > Unauthorized Occupancy

## All You Need to Get Results Fast

Accela is partnering with state and local government agencies in their efforts to provide services during the pandemic, and has created a special program to make it easier to deploy these solutions:

- > Rapid implementation, in as little as 24-72 hours
- > Relevant training assets
- > Accommodations for agencies with resource constraints

Whether you are an existing customer, or new to Accela, we can get you up and running extremely quickly, without worry about budgetary issues in the near term. Our focus is all about helping you provide the maximum value to your citizens and employees in this very difficult time.



## THE SOLUTIONS

### Business Continuity



#### Online Citizen Services

Work-from-home rules make it hard to provide services that may have required face-to-face interactions. Accela can help agencies quickly set up critical online services to reduce and eliminate the need for office visits.

- > Online application
- > Online consultation meetings
- > Request for inspection
- > Payment of fees
- > Upload documents
- > Electronic document review and markup (with Adobe Acrobat Pro)
- > Email notifications or online alerts/notifications of process changes, instructions, etc.



#### Mobile Capabilities for Agency Staff

It is difficult for field staff if they can no longer go to offices to support their scheduling and data collection activities. They need to perform inspections and collect information with minimal interactions with people and transfer of paper. Accela can help agencies quickly enable field workers with mobile solutions to perform critical inspections and identify and mitigate risks.

- > Online application
- > Request for inspection
- > Payment of fees
- > Upload documents
- > Email notifications or online alerts/notifications of process changes, instructions, etc.



#### Virtual Inspections

Cities are looking for creative ways to continue inspection activities without in-person visits and personal contact in the field. Construction projects requiring inspections can utilize "virtual inspections," where contractors document projects with video and/or pictures and other required data. Accela can help agencies enact online virtual inspection programs through Accela Citizen Access.

- > Citizen access (if not already online)
- > Account registration
- > Upload video or pictures to projects/permits
- > Self-certified inspection results
- > Schedule/request virtual inspection
- > Inspection calendars

## THE SOLUTIONS

### Essential Business Support



#### Temporary Structure/Medical Facility Inspections

Communities are constructing temporary structures to support the anticipated surge in COVID-19 patients. This includes drive-thru testing, rapid response triage facilities, and temporary hospitals. Accela can quickly provide online application capabilities and mobile inspections to ensure these structures are safe for occupancy.

- > Online temporary structure applications
- > Mobile inspections
- > “Self-certification” inspections for cities that cannot perform needed inspections



#### Temporary Childcare Facilities

Parents who work in health, safety, and essential services need childcare for their families. Accela can help agencies review, approve, and manage temporary licenses for childcare facilities and providers during the pandemic.

- > Online application for temporary childcare center licenses
- > Review and approve licenses based on need and pandemic health concerns
- > Online eligibility check
- > Childcare center availability



#### Delivery Driver Registration

Shelter-in-place directives mean citizens will require more delivery services for food, medications, etc. The delivery business is straining to meet demand, and taxi, limo, Uber, and Lyft drivers are also responding to the need. Accela can help agencies with online registration tools to get additional delivery capacity up and running quickly.

- > Online driver registration
- > Online vehicle registration
- > Documentation/license information
- > Background checks



#### Health Professional and Volunteer Management

COVID-19 is driving the need to increase the number of qualified health professionals and volunteers to assist with the surge of patients and to supplement hospital capacity. Volunteers are helping deliver meals, perform wellness checks, help at food banks, and even manage traffic at testing facilities. Scheduling these additional resources can be a challenge.

Accela can help agencies certify or re-certify medical professionals, and also manage the screening, availability and scheduling of volunteers during the COVID-19 crisis.

- > Simple online application
- > Documentation of qualifications/skills
- > Background checks
- > Availability
- > Assignment notifications
- > Ongoing communications

## THE SOLUTIONS

### Essential Business Support (continued)



#### Citizen Hub

It is critical that departments continue to serve citizens during the current shelter in place restrictions due to the COVID-19 virus. Specialized communications are required to ensure they know what services are offered, how to navigate to them, and stay up to date on changes to services during these dynamic and challenging times.

Accela's Citizen Hub, powered by OpenCities, can help agencies create departmental websites, where citizens can easily find information with intuitive navigation, be informed, and apply for the services they need online.

- > Rapid development of departmental websites to keep citizens up to date
- > Services pages for new or changing application processes
- > Information about essential businesses, and which ones are likely to be available to them or not during stay at home mandates
- > FAQs about COVID-19 Services



#### Employee Hub

As governments prepare for remote work, it's critical to keep staff informed, engaged and able to complete key tasks digitally. Many governments lack a current repository for policies, procedures and self service.

The Employee Hub, powered by OpenCities, makes it possible to ensure staff are productive and effective in serving citizens with a single, secure place to find everything they need to stay informed of changes in work functions and processes, general announcements, will links to needed systems.

- > Forms, policies and procedures
- > Alerts, announcements and news
- > Important meetings, training and events
- > Personalized notifications
- > Links to internal software systems



#### Non-Essential Business Enforcement

The spread of COVID-19 has required governments to quickly identify what constitutes a business as "essential" and therefore able to stay open and operating during the pandemic. Accela's solution can provide an online resource for citizens to file complaints and ensure agency staff can review data on potential violators, perform inspections, and follow-up with citizens. It also can provide a way for businesses to apply for the appropriate permits or licenses for reopening when appropriate.

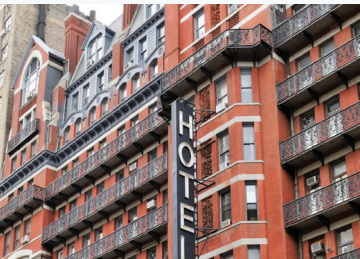
- > Providing communications about what is meant by "essential businesses"
- > Ensuring citizens can easily file complaints about non-essential businesses that may be open, to prevent congregation
- > Routing and capturing inspection data on potential violators
- > Follow up with citizen after reconciliation of complaint submission



**THE SOLUTIONS****Essential Business Support (continued)****Business Re-Opening Management**

COVID-19 business closures of non-essential businesses will be reversed later this year, most likely as a phased approach with rules and requirements in place. Business Re-Opening Management provides a solution for agencies to manage the reopening process, using a powerful workflow engine, mobile technology, and a responsive interface so citizens can access services on any devices, from anywhere, and at any time.

- > Tracking business application and reopening
- > Publishing information about reopening process and rules of operation
- > Onsite inspections, issuance of reopening permits, and follow-up inspections
- > Managing citizen complaints and response

**Temporary and Immediate Impact Occupancy****Temporary Occupancy**

Manage temporary housing facilities for people who need to be quarantined or find shelter due to homelessness or shared living arrangements.

- > Online compliant/report of facilities
- > Mobile inspections
- > Collect occupancy details
- > Reports

**Unauthorized Occupancy**

Homelessness remains a problem in many cities and these individuals are especially vulnerable to COVID-19. When citizens are not able to isolate at home, they may find alternatives such as vacant homes or buildings which can be a public safety concern. Accela can help agencies with mobile solutions to collect occupancy information in the field and provide the ability for citizens to report vacant structures which become occupied.

- > Online compliant/report of occupied structures
- > Mobile inspections
- > Collect occupancy details
- > Reports



## About Accela

Accela provides market-leading SaaS solutions that empower governments worldwide to build thriving communities, grow businesses and protect citizens. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies accelerate efficiency and transparency today, while ensuring they are prepared for any emerging or complex challenge in the future.

## Learn More

Visit [www.accela.com](http://www.accela.com) or call us at (888) 722-2352

Accela is standing by to help you overcome the challenges of providing the services listed above, and others we may not have captured. Our technology and pre-built solutions are uniquely suited to get systems up and running quickly, and get you managing the processes you need to manage through the COVID-19 response mandates.

Please see your Account Representative or visit [accela.com/covid](http://accela.com/covid) for details on the COVID-19 Response Solutions program terms and conditions.