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Accela COVID-19 Response Solution

Citizen Hub

In these unprecedented times, we know state and local government agencies must continue to provide critical services to citizens during the COVID-19 pandemic response.

Accela's **COVID-19 Response Solutions** program is designed to help agencies deal with high volumes of needed services during stay-at-home directives for citizens and employees. The program includes the following:

> Pre-packaged solutions specific for COVID-19 response scenarios

> Rapid implementation, from 1–14 days

> Training assets at no cost

> Special consideration for agencies with resource constraints

The solutions are designed to support the unique challenges agencies face in the response to COVID-19, and 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

## Essential Business Support

Citizen Hub

During shelter-in-place restrictions, specialized communications are required to ensure citizens know what services are offered, how to navigate to them, and stay up to date on changes to services during these very challenging times.

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.

It can provide a wizard-like environment to guide users more easily through complex navigation, such as how to find and qualify for services which are now available, or dramatically changed as a result of COVID-19.

The Citizen Hub Solution includes:

> 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 open or not during stay-at-home mandates

> FAQs about COVID-19 Services

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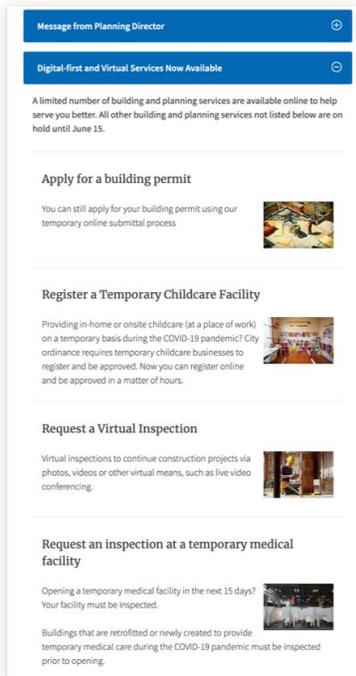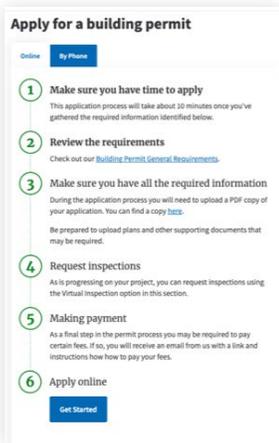
Implementation

This solution is designed for rapid implementation. For existing Accela customers with live instances of the Civic Platform, this solution can be implemented in as little as 24 to 72 hours.

For new customers, it can take from just 1-2 weeks to implement, in order to ensure you can engage with citizens during shelter-in-place mandates as quickly as possible. An example of a standardized implementation for a new customer is the following:

STEP 1 – WEEK 1

> Discovery and solution detail

> Determine needed information and questions for citizens

> Provide logo and contact information

STEP 2 – WEEK 2

> Implement review flow and checklists within Civic Platform

> Brand and implement Citizen Hub

> Set up payment functionality (if needed)

> Testing, training, and go live

Conclusion

Accela stands with its government partners to keep civic services running and communities safe during this unprecedented time. We know your primary responsibility is to protect the safety and health of residents in your community, and we are here to support you in leveraging technology to lift some of the burden.

For more information about our COVID-19 Response Solutions, please visit accela.com/covid.