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Accela COVID-19 Response Solution

Employee 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

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 central repository for policies, procedures and self-service.

Employee Hub empowers agency staff, many who may not be accustomed to working from home, to access key internal content, communications, and forms anytime, anywhere, on any devices to stay informed and just make their lives easier. As a cloud-hosted solution, Employee Hub can be set up in a matter of days, and securely accessed without the need for a VPN connection.

Accela's Delivery Driver Registration helps communities identify and locate available delivery resources while ensuring safety standards are met for drivers and vehicles.

The Employee Hub Solution includes:

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

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Essential Business Support

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 employees
- Provide logo and contact information

STEP 2 – WEEK 2

- Implement review flow and checklists within Civic Platform and OpenCities
- Brand and implement Employee Hub
- 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.