# Accela COVID-19 Response Solution

## Health Professional and Volunteer Management

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

### Health Professional and Volunteer Management

COVID-19 has placed a great demand on healthcare staffing and resources across the country. Medical facilities, states and local governments have issued requests for trained professionals to assist in meeting the urgent need. Qualified health professionals and retired workers are returning to the profession or traveling to areas of need to alleviate peak demand and supplement hospital capacity on a temporary basis.

Volunteers have also been called on to assist with duties such as meal delivery, wellness checks, food collection and distribution, or traffic control at drive-through testing locations. As volunteers elect for service they need to be assigned to tasks appropriate for their age, experience, health condition, and training.

Features in this solution include:

> Simple online application
> Documentation of qualifications/skills
> Background checks
> Scheduling of assignments
> Postponement of certification and renewals if warranted

### Managing Healthcare and Volunteer Workers

The Accela COVID-19 Response Solution enables healthcare and volunteer workers to:

> Quickly register online, even from a mobile device
> Upload required documentation such as license certifications, training documentation, skill identification or personal ID
> Identify service areas of interest or geographical location

Using the information supplied, authorized staff can:

> Review and approve healthcare and volunteer registration information
> Conduct background checks
> Verify current license status
> Postpone license renewal dates to prevent license lapses during this time
> Schedule workers for volunteer assignments complementary to their training and abilities
> Identify available workers based on skillset and training



### Implementation

This solution is designed for rapid implementation to help you better engage with citizens during shelter-in-place mandates as quickly as possible. Here is an example of a standardized implementation:

#### STEP 1 – WEEK 1

> Discovery and solution detail
> Determine needed information and questions for citizens
> Provide logo and contact information
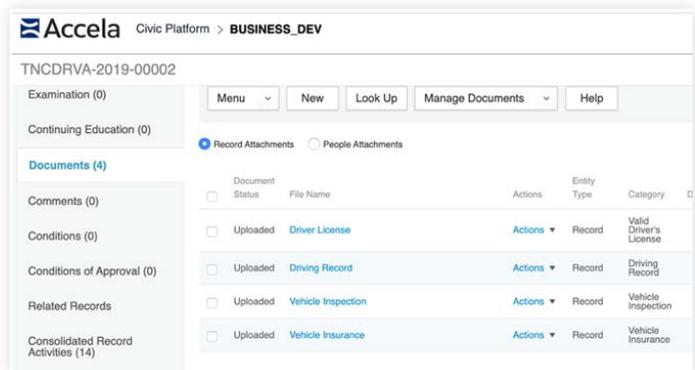
#### STEP 2 – WEEK 2

> Implement review flow and checklists within Civic Platform
> Brand and implement Citizen Hub
> Set up payment functionality (if needed)

#### STEP 3 – WEEK 3

> Implement review flow and checklists within Civic Platform

### Conclusion

Accela stands with its government partners to keep civic services running and communities safe during this challenging 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.