

Accela COVID-19 Response Solution

Online Citizen Services

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 set of solutions were chosen due to their ability 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

Online Digital 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.

Features in this solution include:

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

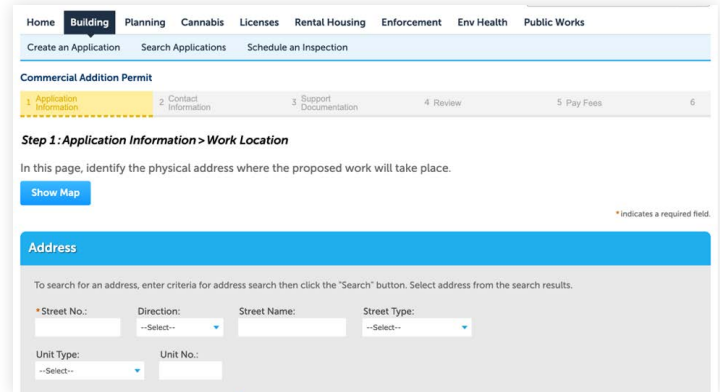
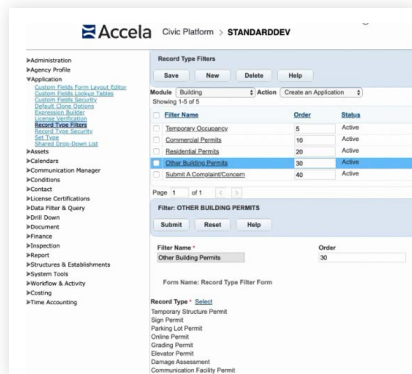
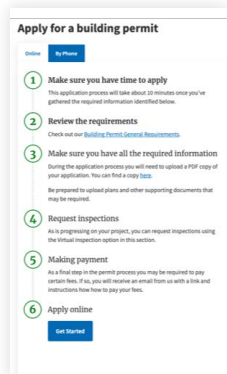
How Citizens and Employees Engage Online

This service provides a rich system for citizens requesting services

- > Citizens can upload plans and documents via the citizen portal
- > They can check status of their applications at any time
- > When it is time to pay fees, citizens can process payment via commonly used payment services
- > Citizens can also schedule needed inspections from the device of their choosing

In the agency, employees work on the requests within Accela

- > Employees see new requests via tasks in their secure UI
- > The process of review and evaluation is automated via workflow
- > They can review plans and documents, marking them up and making comments
- > Standardized notifications and emails pertaining to a wide variety of scenarios can be automated



Implementation

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

STEP 1 - WEEK 1

- > Discovery and solution detail
- > Send list of permit/license types
- > Provide payment provider information (standard payment providers only)
- > Provide logo and contact information

STEP 2 - WEEK 2

- > Install Adobe Acrobat ready on users' machines (if needed)
- > Install Accela Electronic Document Review (EDR) on users' machines (if needed)
- > User training

STEP 3 - WEEK 3

- > 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.