

# Accela COVID-19 Response Solution

## Temporary Occupancy

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

## Temporary and Immediate Impact Occupancy

### Temporary Occupancy Overview

Due to the contagious nature of COVID-19, there is a critical need for temporary dwellings to be set up for individuals who may have been exposed to the virus. In response, temporary housing has been set up in places like convention centers, hotels or motels, cruise ships, and other properties to help separate exposed individuals who are homeless, health workers needing to isolate from their families, or other high-risk individuals. This has caused a burden on agencies who are tasked with inspecting these dwellings to ensure they are safe.

Accela's Temporary Occupancy solution helps agencies who are responsible for inspecting these temporary facilities by offering pre-built inspection checklists, capturing and sharing information on housing capacity, and quick processing of activities involved in the stand-up and inspection of temporary housing units. This ensures these temporary housing units don't pose a greater threat to public health at a time when resources are already stretched.

### The Temporary Occupancy Solution allows agencies to:

- > Track and manage availability of facilities and/or rooms for individuals
- > Collect data on individuals needing placement and housing
- > Check-in and check-out tracking
- > Transfer of individuals/families from room to room based on need or cleaning schedule
- > Collect case notes and activities on individuals

### 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
- > 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 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](https://accela.com/covid).