# Accela COVID-19 Response Solution

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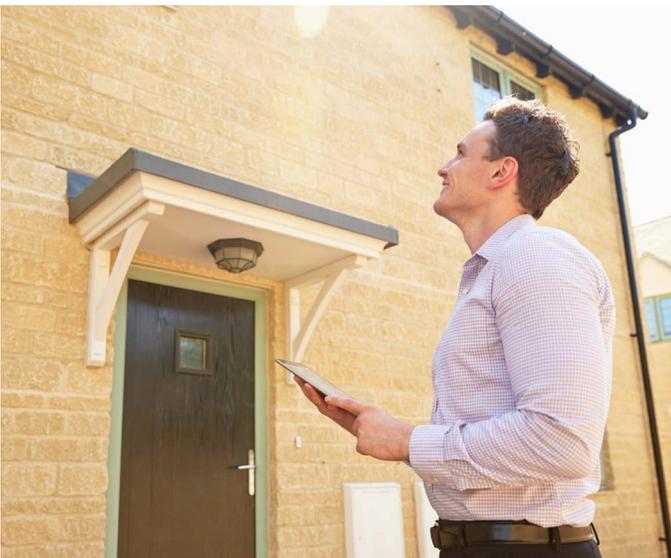
The solutions are designed to support the unique challenges agencies face in the response to COVID-19, and include:

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

Unauthorized Occupancy

For many cities in the United States, homelessness has become an overwhelming issue, impacting more than half a million people.* During a global pandemic, homeless individuals are especially vulnerable. When those without housing are not able to self-isolate, they may find alternatives such as vacant homes or buildings for refuge. However, this can quickly become a public safety concern.

Accela can help agencies by providing mobile solutions to collect occupancy information in the field and enable citizens to report vacant structures which become occupied by these individuals.

Features in this solution include:

› Online tools for complaint and reporting of occupied structures

› Mobile inspections to ensure structure safety

› Occupancy detail collection

› Reports for unauthorized occupancy of structures

How Citizens and Agency Employees Engage

The solution provides a rich system for citizens to:

› Report unauthorized occupancy of structures through an online portal

› Submit complaint details in report to ensure public safety

› Follow the status of their complaint

At the agency, employees can leverage Accela technology to:

› Track and manage incoming complaints from citizens on unauthorized occupancy of structures

› Review parcel and structure details

› Conduct mobile or virtual inspections to ensure structure safety

› Push notifications to citizens of complaint status

› Report on unauthorized occupancy cases

Implementation

This solution is designed with rapid implementation features 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.