



# **HOW COUNTIES ARE INVESTING CARES ACT DOLLARS IN SOCIAL SAFETY NET SERVICES**

*AUGUST 27, 2020*

# GUEST SPEAKERS

- **Allen Mitchell**, Director of Community Development, DeKalb County, Ga.
- **Mary Jane Brell-Vujovic**, Director, Human Services Department, Snohomish County, Wash.
- **April Shuping**, Partner, Carr, Riggs & Ingram, Alachua County, Fla.

# GUEST SPEAKER

**Allen Mitchell**, Director of Community Development, DeKalb County, Ga.







DeKalb County  
GEORGIA



## How Counties are Investing CARES Act Dollars in Social Safety Net Services ..... 27 August 2020

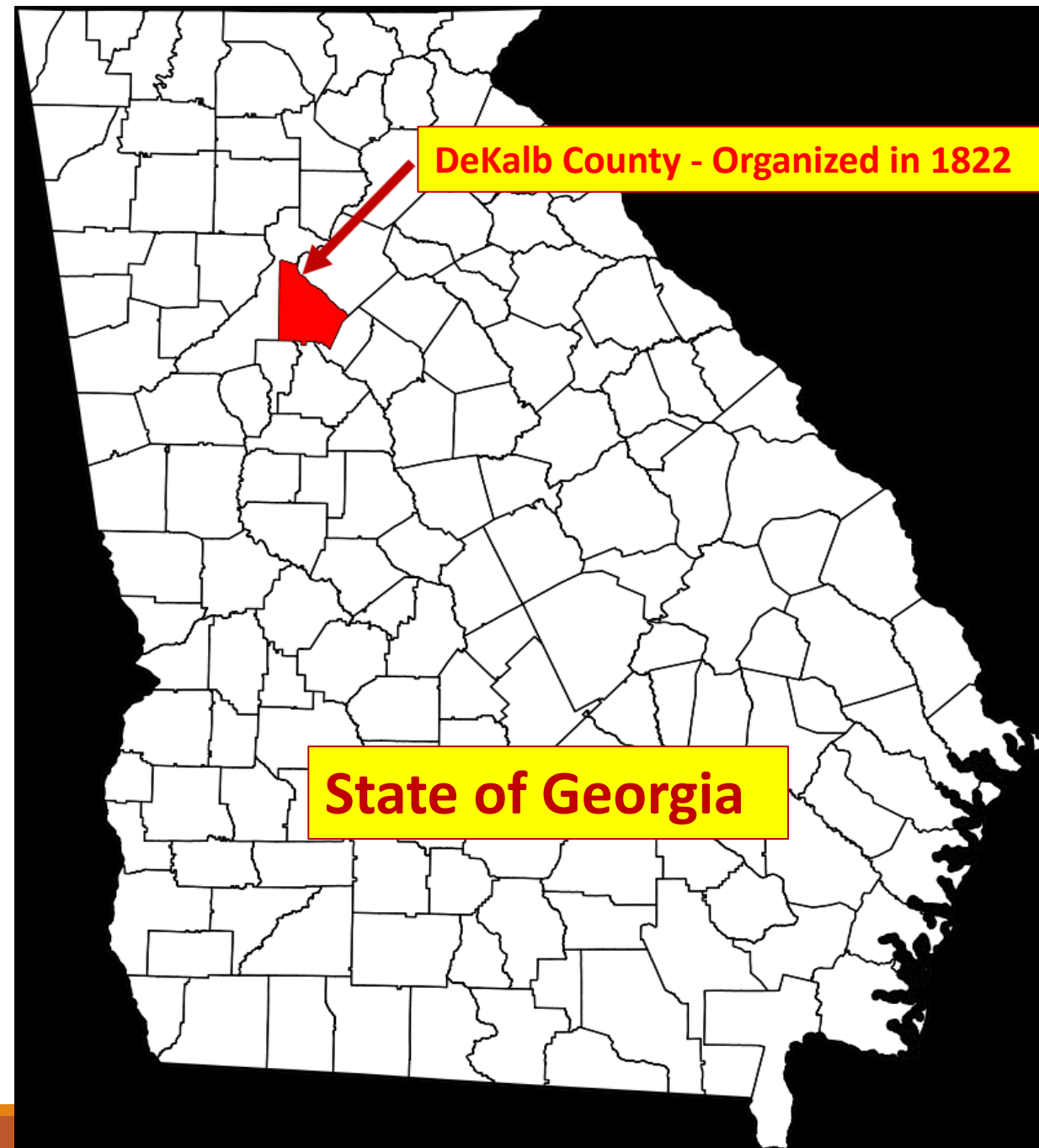
Allen Mitchell, Director of Community Development



**775,498**  
Population



CARES ALLOCATION  
**\$125,341,475**



# DeKalb County COVID-19 Response - CARES Act

**Best Practices**

#	Selected Highlighted Programs	CARES ACT FUNDING
1	DeKalb County Homeless Outreach -Housing of Homeless in Hotels.	\$1.0 Million
2	COVID-19 -DeKalb County Citizens Assistance Program administered by 32 Non-Profits Agencies.	\$2.7 Million
3	Food Insecurity Amongst DeKalb County Seniors.	\$780,000
4	DeKalb Virtual Career Academy - 850 Youth .	\$600,000
5	Recreation Parks & Cultural Affairs- Camp SuperStars-Virtual Edition.	\$300,000
6	The DeKalb County Better Business Loan Program.	\$15.0 Million



# DeKalb County Initiative to Relocate Unsheltered Homeless Individuals to Temporary Housing

**\$1.0 Million**

## Purpose :

The initiative was designed to mitigate the spread of COVID-19 by providing non-congregate housing, meals, and services for unsheltered homeless individuals. Secondly, the initiative leads to permanent housing for participants who are willing to work with case managers and service providers toward obtaining permanent housing and self-sufficiency.



## Process Synopsis :

- **Community Development staff** developed and implemented procedures with input and/or assistance from the Department of Public Health; local jurisdictions, DeKalb, Decatur, Chamblee, and Doraville Police; Mercy Care; DeKalb Community Service Board Crisis Center; HOPE Atlanta Travelers Aid; DeKalb Code Enforcement; Salvation Army Red Shield; Community Friendship, Inc.; New Life Community Services; other DeKalb service providers; and local volunteers.
- **Outreach teams** located and identified individuals willing to accept housing using encampment records that are maintained by Community Development.
- **A nurse screened individuals** before they boarded transportation to hotels.
- **At each Hotel**, Community Develop staff and volunteers provided COVID-19 safety information, enrolled participants, provided participants with clean clothes, and collected belongings for cleaning and bed bug extermination.
- **A caterer** provided a warm meal that participants could carry to their rooms. Thereafter, the caterer provided warm meals two times per day, at breakfast and dinner.

# DeKalb County Initiative to Relocate Unsheltered Homeless Individuals to Temporary Housing

- **New Life Church** provided additional food so that individuals could have lunch and snacks.
- **Two case managers** worked with participants to assist in the development and implementation of permanent housing and wellness plans.
- **Case managers from Mercy Care, Community Friendship, and Grady** worked with participants with known mental health disorders to obtain service and determine eligibility for housing vouchers.
- **The Community Services Board Crisis Nurse** collaborated with case managers and staff to ensure that participants with mental health crises received immediate treatment.
- Community Development and HOPE Atlanta staff collaborated to establish and implement procedures to ensure that **participants obtain documents (birth certificates, social security cards, GA identification) required for future services and housing.**
- **An Outreach Specialist** performed wellness checks each morning and afternoon.
- **DeKalb CoC Coordinated Entry staff** collaborated with case managers for appropriate referrals.
- The County retained the services of **Security Guards** to ensure Safety at all Hotels.



ENROLLMENT	TOTAL	CURRENT
Number Individuals Housed	113	37
Number Households	98	32
Veterans	7	2



## DeKalb County Initiative to Relocate Unsheltered Homeless Individuals to Temporary Housing





# DeKalb County COVID-19 - CITIZENS ASSISTANCE PROGRAM

In response to the negative economic impact that DeKalb County citizens have suffered due to the COVID-19 pandemic, DeKalb County recently allocated **\$2.7 million** dollars to launch a Non-Profit Grant Program to assist residents that have an immediate need for overdue rent, mortgage assistance, utility assistance, food, or other unforeseen financial/ emergency needs to avoid evictions, and or foreclosures.

RENTAL ASSISTANCE  
MORTGAGE ASSISTANCE  
FOOD  
UTILITIES  
UNFORESEEN FINANCIAL ISSUES  
EMERGENCY NEEDS  
**MAXIMUM GRANT \$100,000**

- From June 18th – 24th the County distributed approximately 270 applications to non-profits agencies .
- Ultimately, there were **32 agencies selected to receive the grant funds.**
- On July 7th the County approved funding in the amount of **\$2.7 million in CARES ACT funding for the 32 agencies.**
- On July 24th the agency **Memorandum of Agreements (MOA's) with the County were completed**, and the funding for the agencies was dispersed on August 4th.
- During the month of August, the agencies were **trained on the Homeless Management Information System (HMIS)**. HMIS is a data base system that will allow agencies to track clients and ensure there is no duplication of services between the partner agencies.
- The **first monthly report from the agencies is due on September 10th** and at that time we will be able to see just how far reaching these funds are and see what impact is being made on the community to date.

# Food Insecurity Amongst DeKalb County Seniors

## Program Objectives:

The Human Services Department is currently utilizing CARES Act funding to address food insecurity amongst seniors in DeKalb County. Specifically, the Department provides emergency meals to seniors who call our Senior Link Line, home delivered meals to home bound seniors and congregate meals to seniors who attend the County's neighborhood Senior Centers.



## Funds Used:

- **\$622,199** have been expended for the **provision of meals (Home-delivered meals, Congregate meals and Emergency meals).**
- **\$165,624** have been expended for transportation cost to **deliver meals directly to seniors due to COVID-19 (**

## Program Outcomes:

- Provision of meals will decrease the impact of food insecurity of seniors living in DeKalb due to the novel COVID-19 Corona virus.
- Provision of meals will help maintain health and wellness of seniors living in DeKalb.

## Measurements- Citizens served:

- Approximately **105,020 meals** (HDM, Congregate and Emergency meals) have been provided to over 1,310 constituents in DeKalb County.



# DeKalb Virtual Career Academy -2020 Summer Youth Employment Program

## Program Summary:

The County's annual summer youth employment program was revamped into a virtual academy in response to the COVID-19 health and economic. The DeKalb Virtual Career Academy, which **ran from June 1 to July 31**, provided career development, educational enrichment and summer income for **850 youth, ages 14 to 24, who were paid \$9 per hour while learning online.**

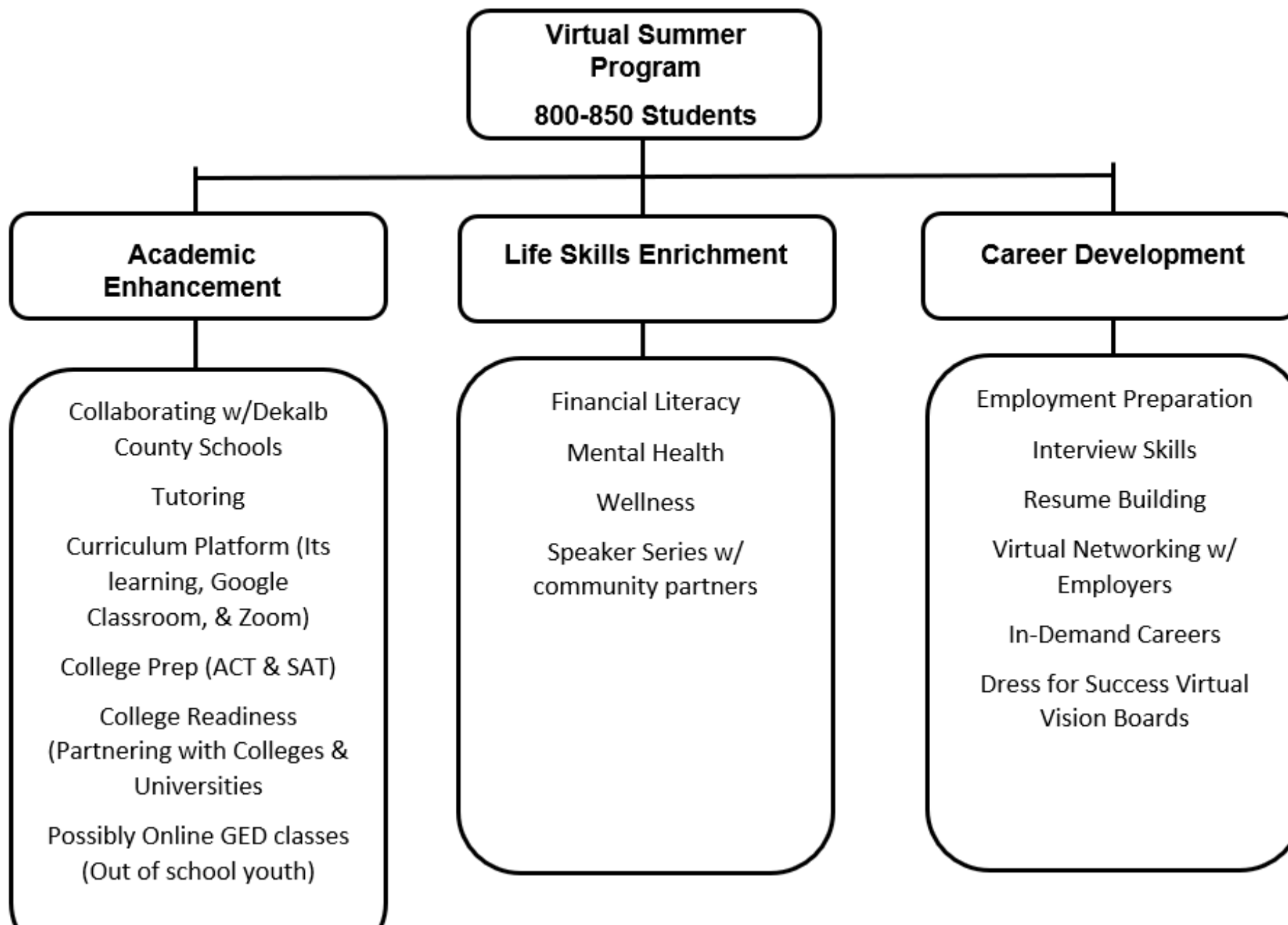


The academy was a **cooperative effort by** DeKalb County Government, DeKalb County School District, Georgia Piedmont Technical College, WorkSource DeKalb, and various public and private partners. The virtual curriculum offered academic enrichment courses and life skills and job readiness training in a structured virtual learning environment. Additionally, motivational speakers engaged, educated and inspired participating youth.

The program was funded with approximately **\$600,000 of CARES Act Funding**. During the program students gained valuable job skills from work force professionals, took various courses from DeKalb educators, earned certifications in a number of fields, gained insight from inspirational speakers and expressed themselves creatively through various virtual art projects.

With dedication and hard work, these **students completed this 6-week long program and had a lot of fun!** Despite the COVID-19 Pandemic, they persevered.

## DeKalb Works Programmatic Prototype



## DeKalb County - Recreation Parks & Cultural Affairs - Camp SuperStars-Virtual Edition

### To Develop and implement a Virtual Summer Day Camp Program:

- Provide 8 weeks of a daily virtual camp experience for DeKalb residents ages 5 through 14.
- Provide a collaborative program that included other DeKalb County Departments.
- Provide an interactive experience that included parents as well as children.
- Establish a virtual presence for RPCA programming that would extend beyond summer programming.
- A total of **\$300,000** was earmarked for the virtual summer program.

### • Program Outcomes and or expected Outcomes:

- **Provided 8 weeks of a daily virtual camp experience** for DeKalb residents ages 5 through 14 – We successfully provided a daily **virtual camp experience for 9 weeks**.
- The daily **programming consisted of both interactive and self-directed activities**. The staff was on live with the campers for 60-70% of the day.
- Program content: fitness segment, Story Time, Kids Kitchen, games, arts & crafts projects, STEAM projects, self-directed activities, virtual tours of county facilities, scavenger hunts and nature walks.
- Provide a collaborative program that included other DeKalb County Departments: Police, Fire, PAL, Library, Watershed Management, DeKalb Board of Health, Youth Services, DeKalb Community Service Board, Communications and DCTV
- **Numbers served: 920 students**



Thanks for Reviewing  
our DeKalb County, Ga

“Highlighted  
CARES Act Funds Usage...”

It has been a Challenging  
Year with the COVID-19  
Pandemic!

Questions ?



Allen Mitchell, Director of DeKalb County Community  
Development [amitchell@dekalbcountyga.gov](mailto:amitchell@dekalbcountyga.gov)  
August 27, 2020

# GUEST SPEAKER

**Mary Jane Brell-Vujovic**, Director, Human Services Department, Snohomish County, Wash.







Use of Coronavirus Relief Funds

# **Snohomish County, Washington**





**Mary Jane Brell Vujovic,**  
Director of Human Services,  
Snohomish County, Washington



# Snohomish County



The first reported case of the  
novel coronavirus disease (COVID-19)  
in the United States was confirmed in  
Snohomish County, Washington.

**Some Information About Snohomish County and the Impact of the  
Coronavirus**



**Snohomish Health District,  
Emergency Management,  
Snohomish County**



**Economic  
Development**



**Human Services**



**Reserve**



**Retrofit**

# **\$143M Coronavirus Relief Funds**

**\$55M**

**\$37M**

**\$25M**

**\$20M**

**\$6M**





**Snohomish Health District,  
Emergency Management,  
Snohomish County**

**\$55M**

\$10,353,532

**Testing and Contact Tracing**

\$1,330,211

**Health and Services Partnerships –  
Communicable Disease Response Teams  
*Prevention, Outreach, Intervention***

\$8,211,629

**Isolation and Quarantine**

\$1,835,500

**Food Access for Vulnerable Populations**

\$4,400,000

**Childcare for Essential Workers**

\$21,248,736

**Personal Protective Equipment (PPE)**

\$5,637,725

**Emergency Coordination Center Operations**

\$1,982,667

**Reserve**

**Funding Allocations that Support Human Services Activities**



**Economic  
Development**

**\$37M**

**Phase 1  
Response**

\$14,500,000

**Small Business Grants**  
**Airport Grants**

**Phase 2  
Recovery**

\$1,835,500

**Small Business Grants**  
**Workforce Grants**  
**Advisory Groups and Taskforce Recommendations**

**Phase 3  
Resiliency**

\$5,637,725

**Advisory Groups and Taskforce Recommendations**

**Funding Allocations that Support Human Services Activities**



Human Services

**\$25M**

**Phase 1  
Response**

\$2,375,000

**Hotel/Motel Vouchers**  
**Short Term Preventative Rent Assistance**  
**Rapid Rehousing Rent Assistance**  
**Sanitation Facilities**

**Phase 2  
Recovery**

\$18,625,000

**Hotel/Motel Vouchers**  
**Short Term Preventative Rent Assistance**  
**Rapid Rehousing Rent Assistance**  
**2-1-1**  
**Housing Navigation Staff**  
**Service Vouchers**  
**Behavioral Health/Domestic Violence and Neglect**  
**Re-employment Services**

**Phase 3  
Resiliency**

\$2,000,000

**Non-Profit Capacity Building**

**Reserve**

**\$2,000,000**

**Funding Allocations within Human Services**



**Retrofit**

**\$6M**

**Phase 1**  
**Response**

**Maximize Online Services**  
**Maximize a Mobile Workforce**

**Phase 2**  
**Recovery**

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**Customer Service and Facilities Improvements  
in Response to COVID-19**

**Phase 3**  
**Resiliency**



# Guiding Principles

Work on your networks and partnerships year-round – you will be much better positioned to respond than if you need to create them while in crisis. Regardless of your state of readiness, as the Reverend Doctor Leon Sullivan said, **“Take what you have and make what you need.”**



Identify your committed community partners and engage them in the response as early as possible. Don't wait until your plans are in place but engage them in helping you develop those plans.



Make sure that the needs you've identified are paired with the members of your leadership team who best know those agencies that effectively address the needs identified.



Make sure you have a command of your strengths, partnerships, administrative procedures, and all the intersections in your ecosystem so you can build efficiently and effectively.

# Inevitabilities

*There are “inevitabilities” in disaster response work – recognize them, address them, but don’t dwell on them.*

## Missing Pieces and Redundancies

We all want to feel in control during such challenging times, but we can’t control everything. We can endeavor to work with others engaged in this work, including spontaneous volunteers to create parallel processes that move in tandem. This requires coordination and communication, all of which is more effective when the structures and relationships needed are developed between crises.

## Rinse and Repeat

When you think you have coordinated and communicated enough, multiply your efforts by 10.

## Tripping Over Each Other

Tensions may run high, but remember your partners are trying to achieve the same aims you are. Write up those aims, hand them out, post them on your wall and your website, and refer to them often. You and your partners will still trip over each other, forget to communicate on crucial points, and occasionally not see things eye to eye. At those times, the most effective approach in our experience is to show each other some grace.



# Strategies

## For staying connected and communicating

Strategies for staying connected and communicating need to be ongoing, across organizations, and within organizations – having clear structures in place allows the team to accomplish much more than any one entity could do on its own.





# Thank you

Mary Jane Brell Vujovic, Director  
Snohomish County Human Services  
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**Snohomish  
County**   
Washington

# GUEST SPEAKER

**April Shuping**, Partner, Carr, Riggs & Ingram, Alachua County, Fla.



# Alachua County CARES Act







## TODAY'S PRESENTER



April Shuping, Partner  
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Text **CRI** to **66866** to receive CRI News and Alerts.

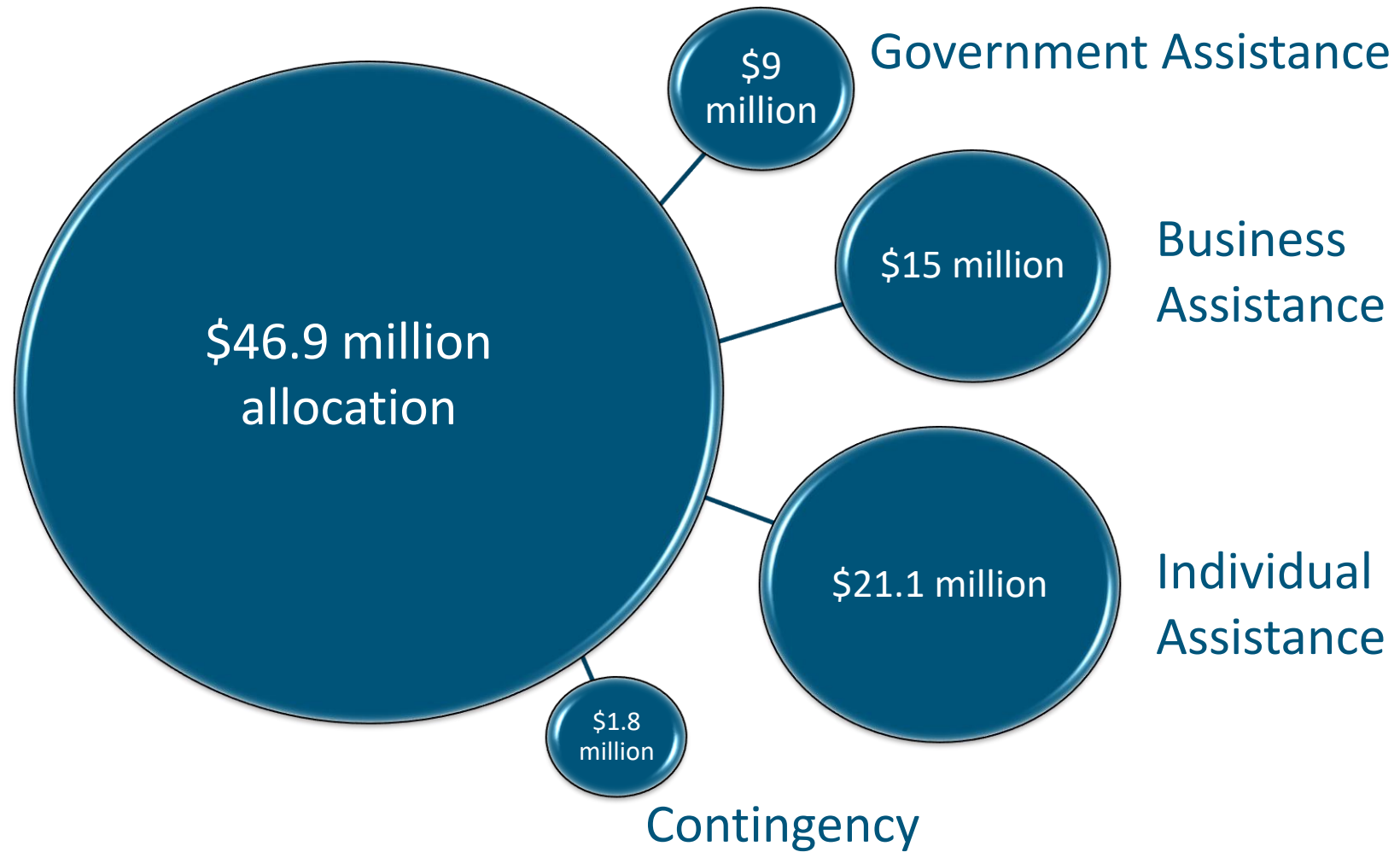
CARR, RIGGS & INGRAM, LLC

# Alachua County, Florida



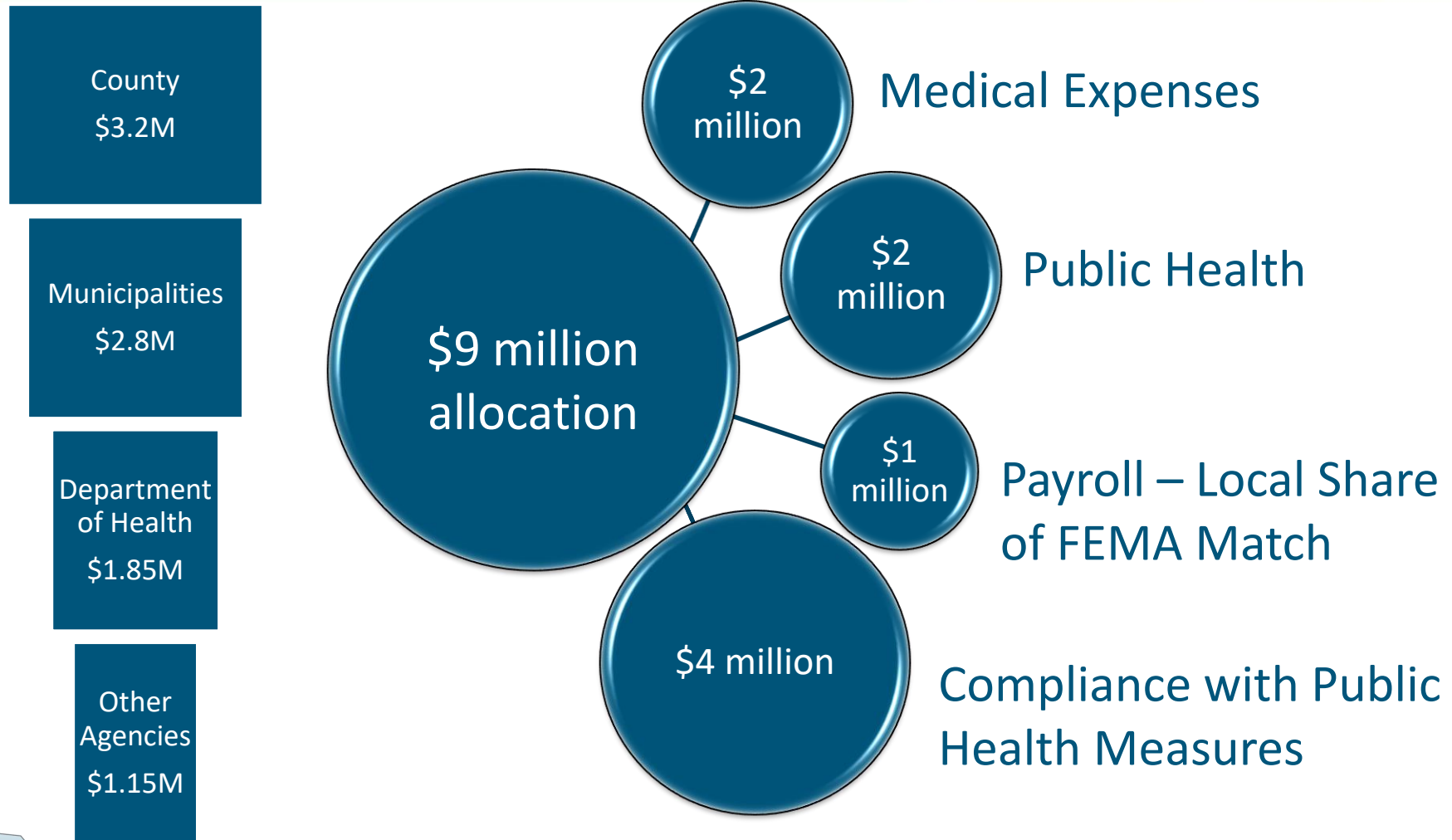
CARR, RIGGS & INGRAM, LLC

# Alachua County CARES Act





# Government Assistance



# Government Assistance

- Intent of Program:
  - Funding public health initiatives of other local governmental agencies related to pandemic
- Key Actions:
  - Allocations between local entities
  - Subrecipient agreements
  - Develop application for funding
  - Develop reporting process
  - Performing subrecipient monitoring
  - Reallocating among entities and categories

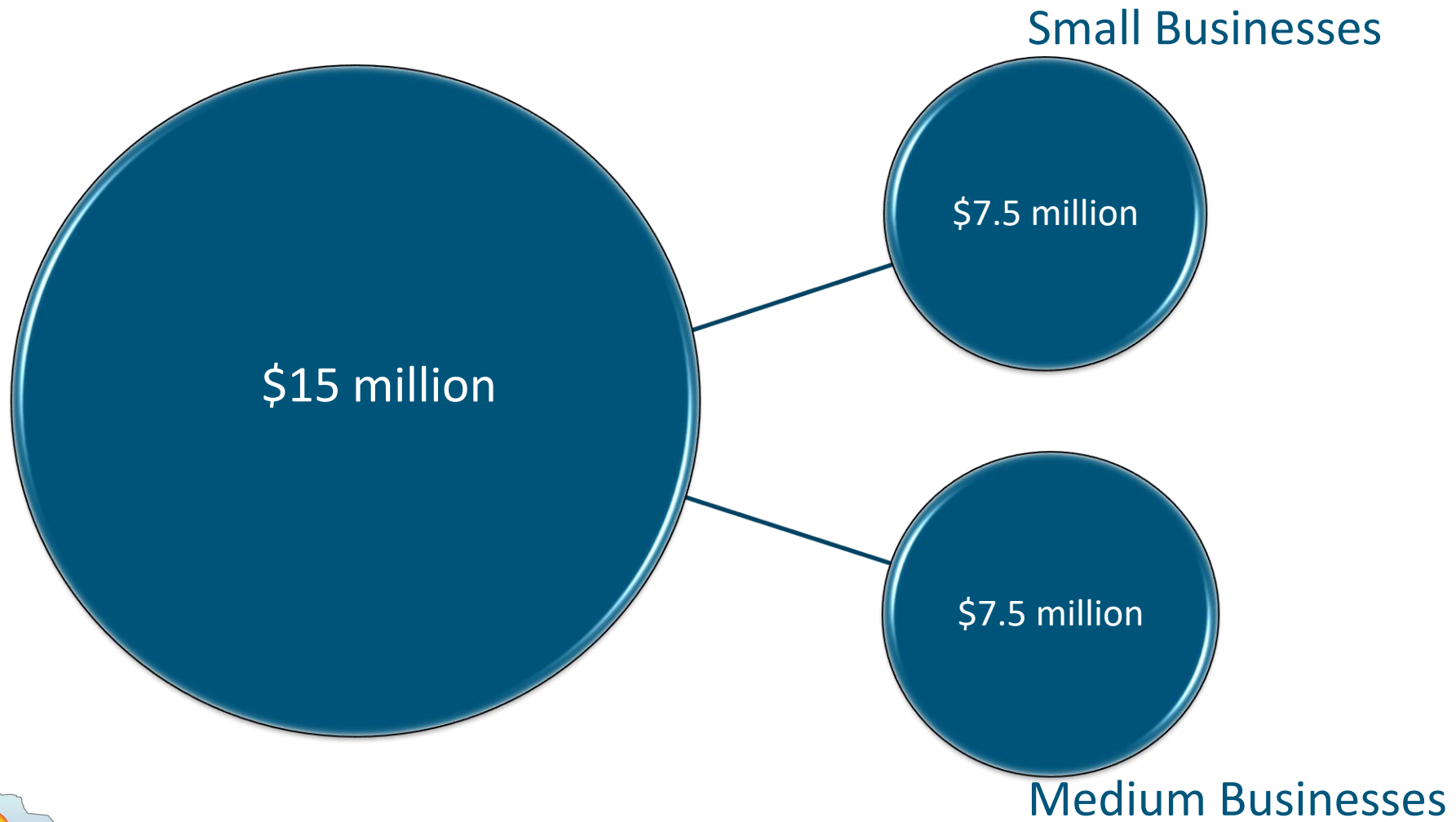


# Government Assistance

- Partners:
  - County Legal Department
  - Other agency Finance and Legal
  - County Finance and Budget teams
- Hurdles and Speed Bumps:
  - Subrecipient agreement clauses and attachments
  - Allocating funds equitably and efficiently
  - Assessing when to reallocate unspent funds



# Business Assistance





# Business Assistance

- Intent of Program:
  - Assisting local small and medium sized businesses experiencing losses due to pandemic to pay for operating costs not covered by PPP and SBA forgivable loans
- Key Actions:
  - Determine detailed eligibility & documentation requirements
  - Develop application, instructions, FAQ
  - Define the review team, process, and timeline
  - Outreach

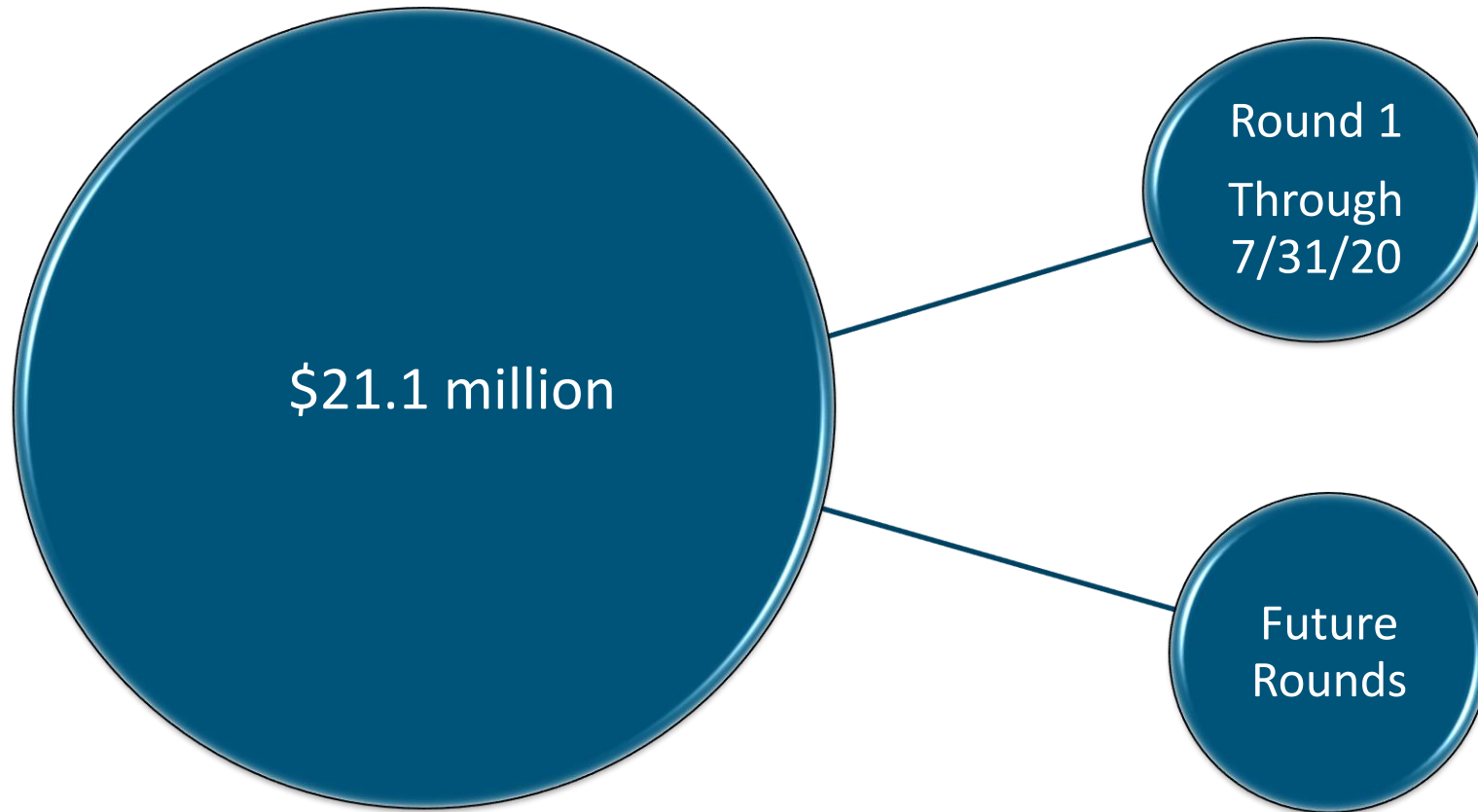


# Business Assistance

- Partners:
  - Local Chamber of Commerce
  - IT Department
  - Finance Department (1099G)
- Hurdles and Speed Bumps:
  - Testing online application
  - Handling exceptions, unusual circumstances
  - Managing PPP/SBA loan forgiveness calculations



# Individual Assistance



# Individual Assistance

- Intent of Program:
  - Assisting low/middle-income households experiencing income reductions and/or additional expenses due to COVID-19 pandemic who are experiencing difficulty paying basic living expenses.
- Key Actions:
  - Determine detailed eligibility & documentation requirements
  - Develop application, instructions, FAQ
  - Define the review team, process, and timeline
  - Outreach





# Individual Assistance

- Partners:
  - Local Charity Agencies
  - Community Service Department
  - IT Department
  - Finance Department
  - PIO/Communications Department



# Individual Assistance

- Hurdles and Speed Bumps:
  - Testing online application
  - Handling exceptions, unusual circumstances
  - Helping lower literacy applicants/digital divide
  - Managing expectations of the public/elected officials
  - Help desk and individual assistance throughout process – managing volume of calls/contacts
  - Avoiding duplication of assistance (double dipping)
  - Consistency in reviews & internal control processes



# Tips and Lessons Learned

- Start subrecipient agreement process early
- Engage business & social service communities for assistance in program development
- Clearly define eligibility and documentation required
- Simplify, simplify, simplify
- Use help desk software to manage and track case management communication
- Communicate application status – automated
- Don't commit to a specific timeline for processing



# Tips and Lessons Learned

- Dedicated team on the project
- Appeals process in place for denials
- Develop the process to be scalable and flexible – consider future rounds, additional disbursements, make it easy on the applicant and the team
- Control the message
- Highlight your wins!





# At the End of the Day: Making a Difference

I really appreciate in thank yall from my heart

I have to say that everyone I've interacted with for Cares information has been outstanding.

Thank you for working with us to give us the best chance possible!

Thank you! You guys are doing a phenomenal job!

Thank you so much for your help. I was approved Friday afternoon, the agent I spoke to on Monday was so nice and gave all the details on when my money will be deposited. I am forever grateful to you guys .

Thank you so much !

We truly appreciate what you're doing !





**THANK YOU!**

**NACo STAFF CONTACT**

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