

City Council

**Item #4: Verbal Report from
City Manager regarding
COVID-19 Pandemic**

June 23, 2020

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Latest COVID-19 Developments

- Free, pop-up testing at Northside Branch Library, Tuesday, June 23 – Friday, June 26 10 a.m.-4 p.m.
- Local confirmed COVID-19 cases increasing
- State now requires face coverings in most public spaces
- County Order for remote working remains in place



STAY COVERED, SANTA CLARA

SantaClaraCA.gov/FaceCoverings  **City of
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Local Emergency for COVID-19

- Latest local updates available on City website, SantaClaraCA.gov/CoronavirusUpdates
- City's Emergency Operations Center remains activated
- City has continued to provide services and is re-opening new services



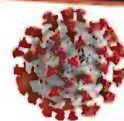
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COVID-19 Shelter In Place



Before Shelter In Place



During Shelter In Place

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Internal Service Departments Step Up

- Information Technology
- Finance
- Human Resources

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Support for Departmental Initiatives

- EOC technology
- HR/Payroll: Emergency leave programs, FMLA
- Finance Utility Billing updates and COVID Programs
- Emergency Rental Assistance Program
- Small Business Assistance Grant Program
- Touchless credit cards
- Drive thru payment window activation
- 175 replacement iPhones to Police Dept
- Updated Clean Up Campaign GIS Map
- Website updates, PRA response, Social Media

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Pre-Qualification Application

City of Santa Clara is pleased to assist the County of Santa Clara in providing assistance to low-income households with rental assistance to pay for past-due rents accumulated due to the COVID-19 crisis.

Pre-Qualification Application

First Name *

Last Name *

Address *

City *

State *

Zip *

Phone *

Email *

Submit

Emergency Rental Assistance Program

The City of Santa Clara is providing low-income households with rental assistance to pay for past-due rents accumulated due to the COVID-19 crisis.

For eligibility requirements and to apply, visit [SantaClaraCA.gov/RentRelief](https://santacruz.ca.gov/RentRelief)



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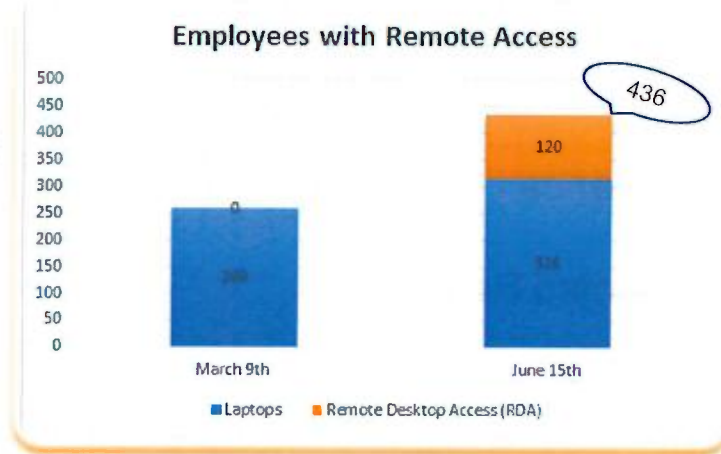
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Enabling Staff Through Remote Access

- 68% ↑ of staff enabled to work remotely (176)
- No downtime of work duties performed/facilitated return to work faster
- New tools enable improved communications, teaming, and productivity

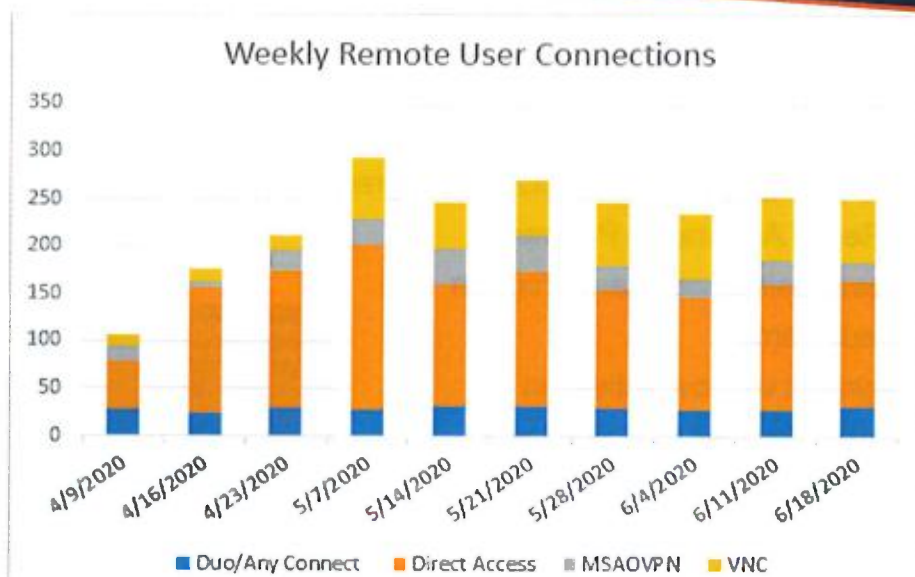


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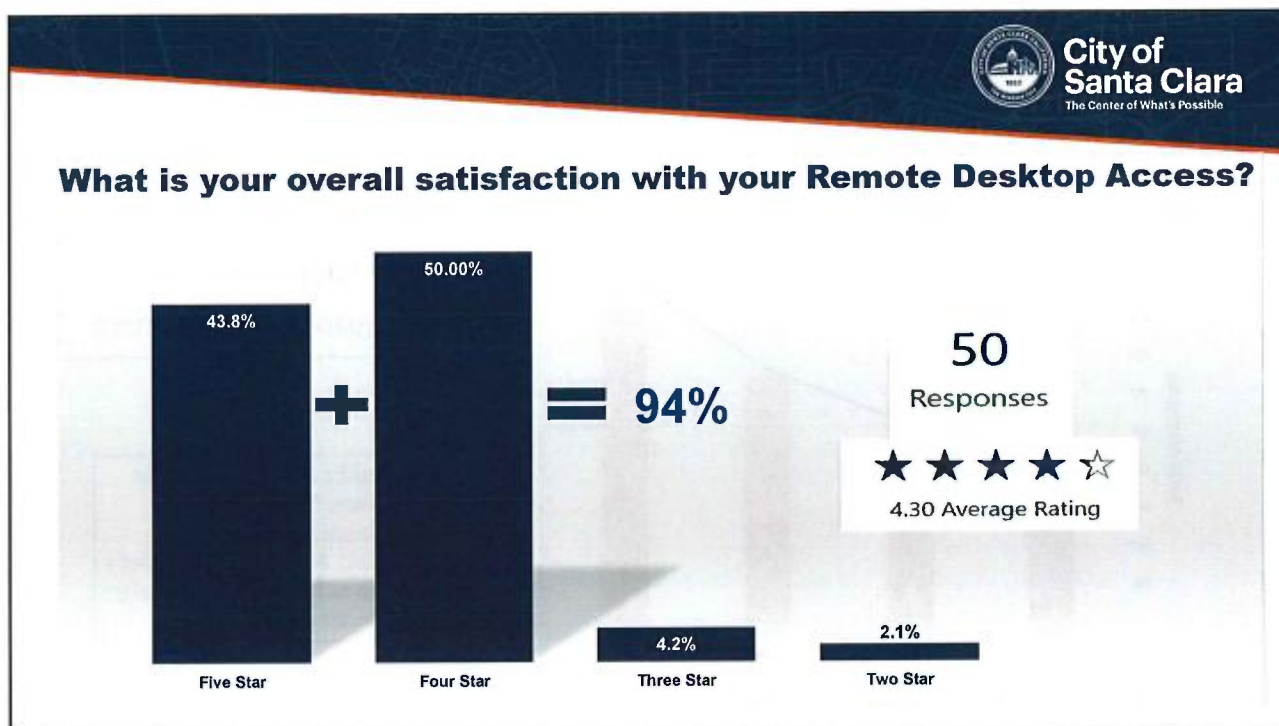


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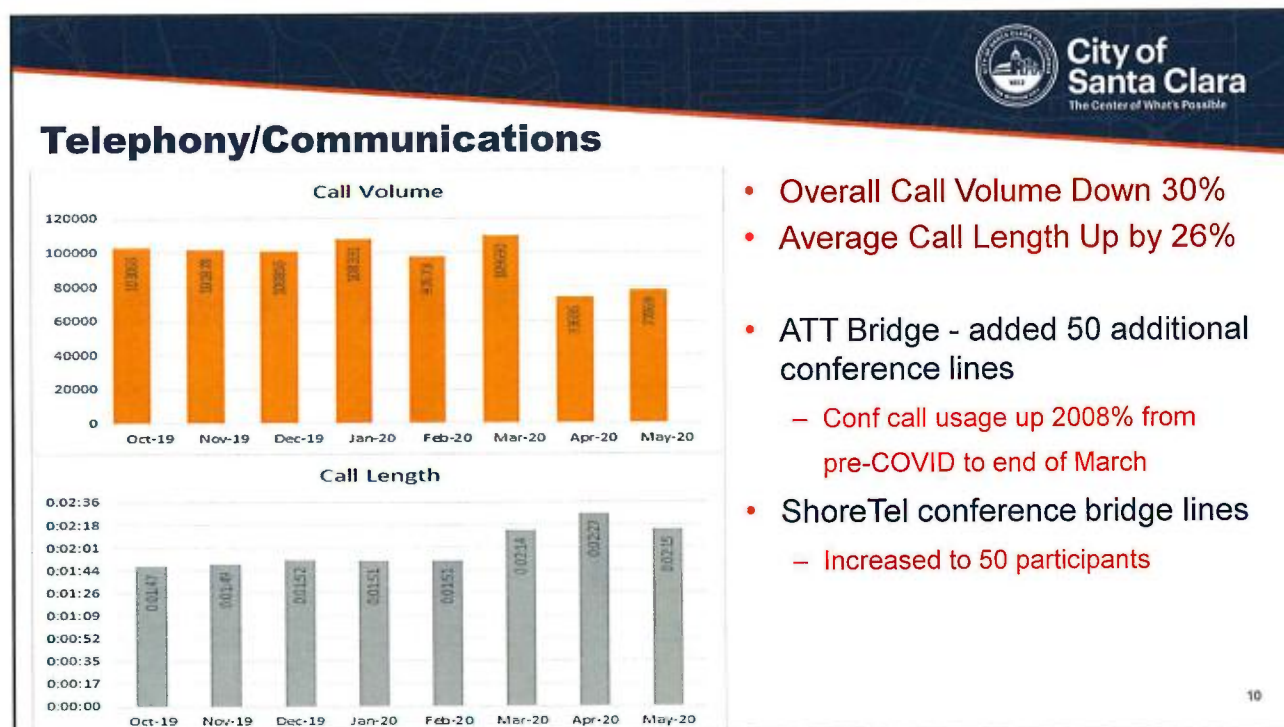
Weekly Remote User Connections



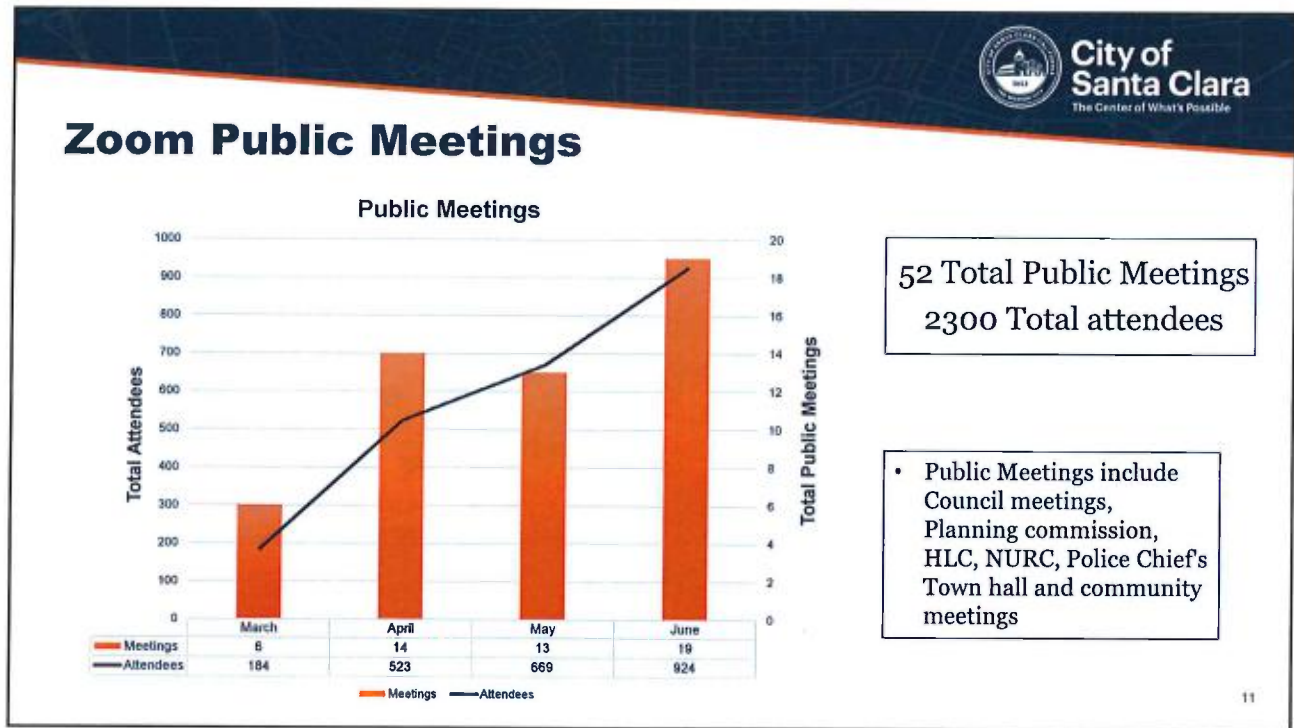
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Employee Town Halls

- Connecting City staff
- 788 employees
- Q&A enabled virtually



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Employee Engagement

- Launched Intranet site (CSI online) for increased information sharing
- Launched online forms with electronic signatures and workflow
- COVID-19 pop-up during login
- Rolling password resets (to prevent mass password expirations)
- Remote Access Policy guidance with HR



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IT Dept – “Digital First Responders”

- Business Continuity Plan - Hit the ground running
- Seamless transition & support of all systems
- Remote service delivery model: 10% onsite
- All systems up + projects + COVID-19
- 10% increase in support requests
- Last 3 months all hands on deck!
- IT Dept - Adapt, innovate & transform



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Finance

COVID Response Efforts

- Responded quickly to Budget Realities and issued data
- Convened 9-member Finance EOC team
- Swiftly setup account and pay codes to track all COVID-related revenues/expenses
- Explored all revenue reimbursement opportunities/Legislative Advocacy
- Researched FEMA, state and local recovery guidance
- Developed internal FEMA recovery processes and training for depts.



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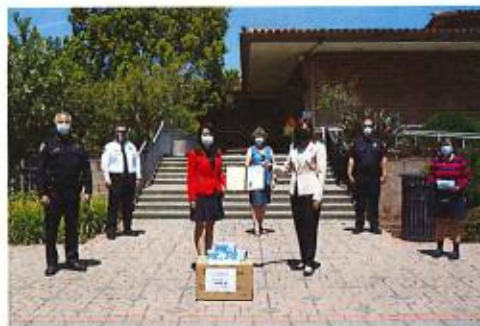
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Purchasing Adaptability during COVID-19

- EOC staff purchase PPE items (hand sanitizer, masks, gloves, wipes) throughout the pandemic
- Facilitated competitive bid and placed orders for 8,000 reusable face masks for employee use at work
- Coordinated receipt and distribution of donated masks
- Delivered PPE (face masks) to nursing homes



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Municipal Service Pivots

- Suspended Utility Service Disconnections
- Suspended any/all late fees for overdue Utility account balances
- Added new Electric and Refuse Assistance programs
- Reignited outreach and promotion of Help Your Neighbor Program
- Provided TOT payment extension for hotels/motels
- Customer-facing self-service systems remain up and online 24/7

Help Your Neighbor with Utility Bills Program

Santa Clara residents can help their neighbors struggling to pay their utility bills during the COVID-19 pandemic.

100% of your donation will go directly to neighbors in need of assistance.

Find out how to donate:
SantaClaraCA.gov/HelpYourNeighbor



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Human Resources

Key COVID-19 Policy Development

Promptly developed new policies and implemented new laws as a result of COVID-19's impact on City workforce:

- COVID-19 Temporary Administrative Leave Policy (March-April)
 - Updated to adhere with Families First Coronavirus Response Act (April)
- Disaster Service Worker Policy
- Remote Workplace Policy
- Emergency Family Medical Leave Act application and process

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HR Responds to Employees

- Coordinated and activated weekly Disaster Service Workers to assist with food distribution programs (*about 100 staff/week for 16 weeks*)
- Developed employee COVID-19 Safety Training
- Developed and posted signage about City facility closures and safety measures
- Communicated with employees regarding policies, guidelines and procedures related to COVID-19
- Supported safe Site Operations Plans for COVID-10 compliant services
- Supported COVID-19 testing, Quarantining, and other safety measures for employees

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Team Santa Clara Adapted to Pandemic Environment




WE ARE HERE FOR YOU, SANTA CLARA!

SantaClaraCA.gov/CoronavirusUpdates

#SantaClaraResponds  **City of Santa Clara**
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