

CITY OF CHARLOTTESVILLE, VIRGINIA
CITY COUNCIL AGENDA



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| Agenda Date: | May 16, 2022 |
| Action Required: | Approve Resolution for Appropriation |
| Presenter: | Misty Graves, Director Dept. of Human Services |
| Staff Contacts: | Misty Graves, Director Dept. of Human Services |
| Title: | United Way reimbursement of Community Resource Hotline Staff Costs - \$35,311.50 (Appropriation) |

Background:

As a response to the COVID-19 pandemic, the Community Resource Hotline expanded their services to provide economic financial assistance through the Pathways program, a collaborative effort of the Charlottesville Department of Human Services, Albemarle County, and United Way of Greater Charlottesville. Residents call the hotline Monday through Friday between 9 a.m. and 5 p.m. and requests are verified and approved by Department of Human Services staff working on the community resource hotline. Financial support will be distributed by the United Way of Greater Charlottesville.

Discussion:

As a result of call volume and requests, the Community Resource Hotline required hiring additional staff to serve as operators. The Department of Human Services maintains the operations and oversight of the program. The City of Charlottesville covers 40 percent of staff costs, while the County of Albemarle covers 60 percent of those costs. The appropriation is the reimbursement of the County's portion of staff costs from September 24, 2021 to March 18, 2022. Future invoices to United Way will be submitted quarterly.

Alignment with City Council's Vision and Strategic Plan:

This appropriation supports City Council's "Community of Mutual Respect" vision. It contributes to Goal 1: an inclusive community of self-sufficient residents. It also contributes to Goal 5: A well-managed and responsive organization.

Community Engagement:

From April 2021 to April 2022, the Community Resource Hotline has distributed \$700,846 in Pathways Funds to City residents. We have fulfilled 854 requests from City residents for financial assistance during that time. Through the first three quarters of fiscal year 22, the Community Resource Hotline has distributed \$667,684.09 of Albemarle County funds to 809 county households.

Budgetary Impact:

Funds will be posted as revenue to the Department of Human Services.

Alternatives:

Council may elect to not accept the funds and the community resource hotline will be understaffed and therefore will not have the capacity to administer the financial assistance to people experiencing hardship.

Recommendation:

Staff recommends approval and appropriation of funds.

Suggested Motion: “I move the RESOLUTION Appropriating the Amount of \$35,311.50 Received from The United Way, as reimbursement of Community Resource Hotline Staff Costs”

Attachment (1) Resolution:

RESOLUTION

Appropriating the Amount of \$35,311.50 Received from The United Way, as reimbursement of Community Resource Hotline Staff Costs

WHEREAS, The City of Charlottesville, through the Department of Human Services, has received reimbursement from the United Way of Greater Charlottesville in the amount of \$35,311.50;

NOW, THEREFORE BE IT RESOLVED by the Council of the City of Charlottesville, Virginia that the sum of \$35,311.50 is hereby appropriated in the following manner:

Revenues

\$35,311.50 Fund: 213 Cost Center: 3411001000 G/L: 451022

Expenditures

\$35,311.50 Fund: 213 Cost Center: 3411001000 G/L: 599999