

**CITY OF CHARLOTTESVILLE, VIRGINIA
CITY COUNCIL AGENDA**



Agenda Date:	September 19, 2022
Action Required:	Approve Resolution for Appropriation
Presenter:	Misty Graves, Director
Staff Contacts:	Misty Graves, Director
Title:	United Way reimbursement of Community Resource Hotline Staff Costs - \$26,333.76 (2nd reading)

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 is distributed by the United Way of Greater Charlottesville.

Discussion

As a result of call volume and requests, the Community Resource Hotline required the Department to hire 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 March 19, 2022 to June 30, 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

During FY 22, the Community Resource Hotline received 799 calls from City residents seeking financial relief for rent and mortgage or utility bills. To date, our partnership has expended \$209,012.01 as a response to these calls. This past quarter we created flyers that have been distributed throughout the community raising awareness about the City's opportunity to receive financial assistance. In addition, operators are trained to provide additional referrals to community partners depending on the specific needs of the callers.

Budgetary Impact

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

Recommendation

Staff recommends approval and appropriation of funds.

Suggested Motion: “I move the RESOLUTION Appropriating the Amount of \$26,333.76 Received from The United Way, as reimbursement of Community Resource Hotline Staff Costs”

Alternatives

Council may elect not to 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.

Attachments

1. RESOLUTION UW Grant Appropriation 9.6.2022