

CITY OF CHARLOTTESVILLE, VIRGINIA  
CITY COUNCIL AGENDA



Agenda Date:	March 6, 2023
Action Required:	Approve Resolution for Appropriation
Presenter:	Misty Graves, Director of Human Services
Staff Contacts:	Misty Graves, Director of Human Services
Title:	<b>Appropriating funds for reimbursement of United Way Community Resource Hotline Staff Costs - \$45,559.02 (2nd reading)</b>

**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 was required 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 July 1, 2022 through December 31, 2022. Future invoices to United Way will be submitted quarterly. During these two quarters the City of Charlottesville facilitated and secured emergency hotel stays on behalf of Albemarle county and the United Way and a portion of this appropriation reimburses our department for those payments.

**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**

Since July 1, 2022, the Community Resource Hotline has disbursed \$725,173.26 to City residents and \$921,379.74 to County residents for a total disbursement thus far in FY 23 of \$1,646,553.00. This demonstrates the volume of residents being processed through the Community

Resource Hotline and the level of need that remains in this local community since the COVID - 19 pandemic.

**Budgetary Impact**

No additional funds are being requested from the City. The funds being appropriated are from the United Way and will reimburse the Human Services department for expenses already incurred.

**Recommendation**

Staff recommends approval and appropriation of funds.

Suggested Motion: "I move the RESOLUTION Appropriating the Amount of \$45,559.02 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 financial assistance to people experiencing hardship.

**Attachments**

1. Resolution - United Way Reimbursement Q2FY23