

SimpliGov Helps Show Citizens That North Las Vegas CARES

Digital Form and Workflow Enables Distribution of Nearly \$20M in Federal Funds

The City of North Las Vegas's crisis management adaptability was put to the test at the start of the COVID-19 pandemic. Companies were scrambling to continue operations in the midst of stay-at-home-orders, and residents weren't sure if or how they would be able to earn a living and keep a roof over their heads.

As a result of the federal [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act](#), the city secured \$23.8 million in funding to help the its private organizations and taxpaying citizens through unprecedented circumstances.

CHALLENGE

Like many other U.S. municipalities, North Las Vegas was charged with distributing a massive sum of money in a limited time while complying with rigorous auditing, reporting, and documentation requirements. To help execute CARES act programs, the City repurposed its Libraries Department staff to understand the federal rules, restrictions, and mandates, to process tens of thousands of submissions—in only a few weeks.

Moreover, the city had to empower citizens and business owners to submit their applications and documentation from their own home or office, while the library staff had to collaborate on these submissions virtually.

“We knew we’d receive a deluge of applications right out of the gate, so whatever form and process we put in place had to shield our citizens and employees from the natural complexities of delivering a federal grant program,” said Dennis Moriarty, IT Director, North Las Vegas. **“It was a must that we make the user experience intuitive for applicants, and that we give our team members tools that help keep track of the many documents and extensive back-and-forth on the back end.”**

SOLUTION

The City of North Las Vegas turned to [SimpliGov](#) to build dual processes for distributing business grants and housing- and utilities-related aid, including:

- Digital forms that delineated the CARES Act's comprehensive application into a navigable format
- An accompanying portal for proofs of hardship, W-9s, lease agreements, mortgage statements, and other supporting files
- Spanish language capabilities
- Automatic routing to library staff for initial review, evaluation, and approval, as well as forwarding to the finance department to cut checks, with auto-generated alerts at each stage
- The ability to track the status of all correspondence, at any stage, from a central dashboard

"Delays and dropped balls would have been inevitable if we attempted to conduct these procedures manually. Even the most meticulous of individuals would have struggled to keep track of hundreds of submissions moving back and forth between inboxes," said Moriarty.

RESULTS

- Digitized allocation of \$20 million to the community, including \$7 million in rental and utility assistance
- Distribution of **83%** of total allotted CARES Act dollars, by far the highest percentage in Nevada
- 400+ labor hours saved
- Process built and launched to the public in **less than three weeks**
- Positive reviews from users about the service and experience
- The ability to quickly adapt to the unforeseen and planned circumstances in the future through digital modernization

"Our CARES programs were literal lifesavers for our businesses and residents, and without SimpliGov, we would not have been able to provide so much assistance so quickly and efficiently," said Moriarty. **"Our CARES programs proved to taxpayers that we had their backs."**

"We had great ambitions, but a city of our size couldn't realistically meet our lofty objectives without a platform as sophisticated as SimpliGov...It [SimpliGov] prevented disorganization that would have left our constituents in the lurch in the most dire time of need."

Dennis Moriarty
IT Director, North Las Vegas