



# STATE AND LOCAL GOVERNMENT COMMUNICATION CHALLENGES DURING COVID-19

The COVID-19 pandemic left government agencies in a difficult spot. State and local governments scrambled to keep both the public and their employees safe, while continuing vital, day-to-day operations.

For departments like Corrections and Criminal Justice, services such as prisoner transfers and legal proceedings in the courtroom have been largely shutdown.

In Public Health, hospitals, clinics, and entire governmental departments must now screen for COVID among employees and the public.

When it comes to continuity of operations, every agency from the DMV to the Department of Justice needs to ensure they have the right technology in place to serve the public with vital services, in a virtual style of business that is largely new to Government working culture.

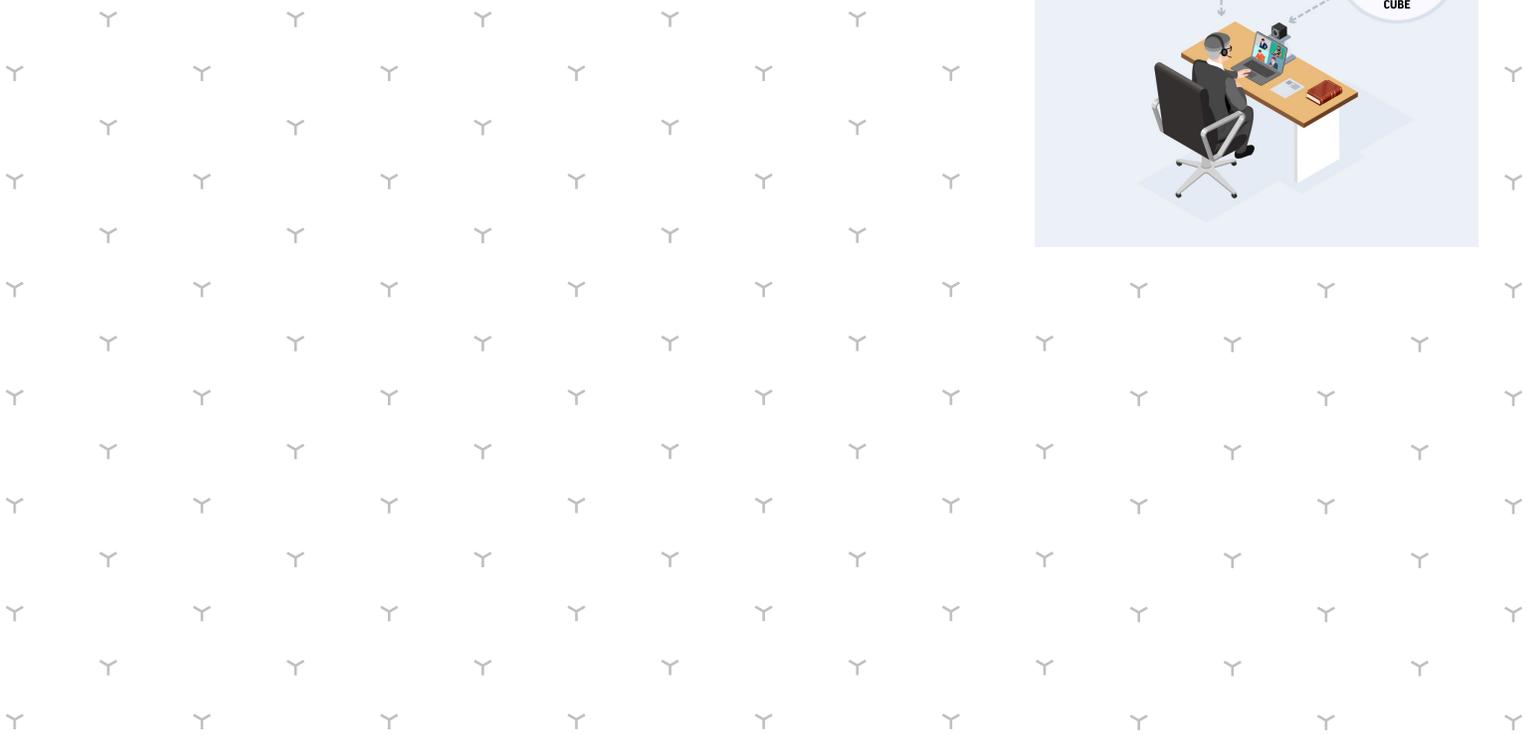
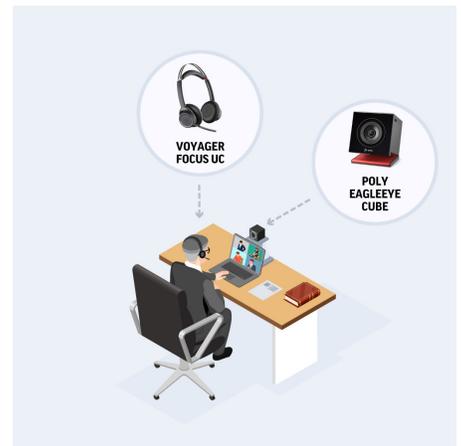
# COURT SYSTEMS CONTINUE TO MOVE THE WHEELS OF JUSTICE

Legal and justice proceedings have become increasingly more difficult with Covid-19 cases raging across the world. What used to be a simple operation of having a court appearance or trial has now become a logistic nightmare for many municipalities and court systems.

## THE CHALLENGES INCLUDE:

- Legal proceedings cannot be put on hold long-term
- Prisoner transfers are costly and pose both health and security risks
- During the pandemic, the cost is exacerbated by increasing risk to the public. Taking a prisoner from an environment where the chances for Covid-19 is extremely high and bringing them into a public facility greatly increases the opportunity for viral spread... to the guards, to the court bailiff, stenographer, attorneys, judge and other community members.

Poly offers solutions that can help create a safe, productive environment while keeping the wheels of justice moving. For years, Poly solutions have been used in almost every aspect of the justice system. From remote arraignments, to lawyer-defendant communications, remote trial proceedings to remote visitation and telemedicine.



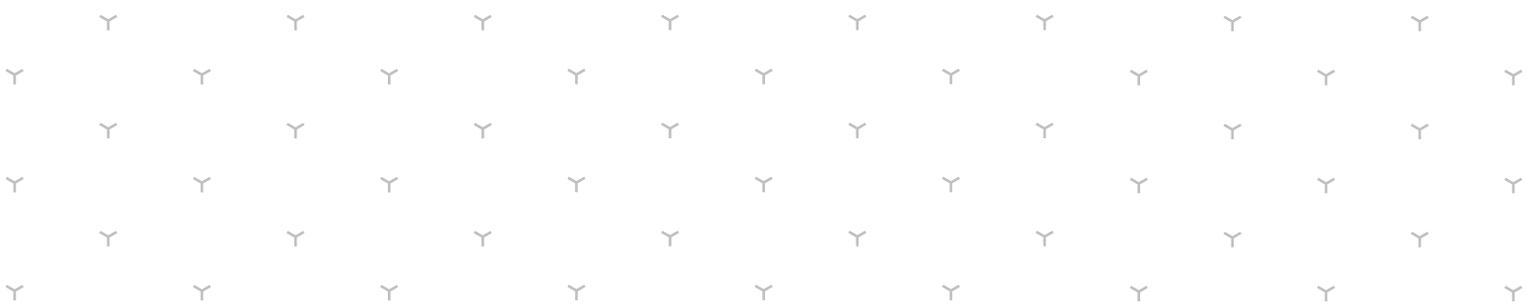
# PUBLIC HEALTH CAN SAVE COMMUNITIES

Departments of public health have been taxed like never before with the global pandemic. These departments play a critical role in the wellness of the local and wider populations.

## **SOME OF THE CHALLENGES THAT ARE FACED:**

- COVID screening presents a massive bureaucratic burden on departments nationwide
- Telemedicine alternatives require testing, and must meet HIPAA standards
- Employees tasked with contact tracing in the field face communication challenges, and many are being asked to use personal cell phones as a stop gap measure
- Public health education and ongoing staff training struggle to find a way to safely educate the public and train/communicate with staff in a time when social distancing is paramount

Poly solutions will enable medical professional to conduct patient encounters with community members and consultations with other medical professionals easily. Day-to-day operations in these departments whether working in an office or at home can be transformed with Poly audio and video solutions.



# MAINTAINING CONTINUITY OF OPERATIONS IN STATE AND LOCAL GOVERNMENT

There is no option to shut down government agencies, even for a brief period-of-time; it is imperative to keep our communities running.

## THERE ARE CHALLENGES TO KEEPING THIS HAPPENING:

- Many government employees now working from home are faced with insufficient tools and technology
- Business meetings and collaboration among teams are easily disrupted by technological, familial, and logistical challenges.

Employees are expected to work from home, often with a partner, roommate or children, creating audio distractions that were and still are a common problem. Additionally, without updated voice systems, employees are often forced to use personal mobile or home phones, creating privacy concerns. Agencies continue to struggle with effectively holding employee meetings and providing opportunities for collaboration and training, etc.

State and Local agencies are using cloud-based voice platforms with mobile apps to provide remote employees with communication capabilities that do not compromise their personal privacy. Mass headset deployments provide employees with noise filtering, creating a more hospitable environment and experience. Video technologies are being used to hold virtual meetings, deliver staff training, and provide telehealth sessions.

Where there's a problem, Poly technologies can provide a solution to ensure these agencies can continue to serve the public throughout the pandemic and beyond.

## POLY GRANT ASSISTANCE

Poly assists in every aspect of proposal preparation, funding selection, and submission of grant applications. Let us help you find funding to implement radically simple, production quality voice, video, and data communications solutions that fit your needs.

Please contact [grants@poly.com](mailto:grants@poly.com) for more information on grant offerings.

## LEARN MORE

For additional information on Poly solutions for government, please visit:

[www.poly.com/us/en/solutions/industry/government](http://www.poly.com/us/en/solutions/industry/government)

