SALT LAKE COUNTY

Salt Lake County's Response to

COVID-19

September 15, 2020

SIX MONTHS IN REVIEW

Working Together.
Maintaining Pressure On The Virus.
Staying Open.

2020 Timeline

MAR

March 6 - Salt Lake County Mayor Jenny Wilson and Salt Lake County Health Director Gary Edwards recognize the potential impacts of the novel coronavirus (now known as COVID-19) including exponential increase of hospitalizations and deaths) if no action is taken. Salt Lake County declares an emergency and implements Unified Command.

March 6-12 - A Continuity of Operations Plan and supporting pandemic Continuity of Operations Plan appendix are written for 45 of Salt Lake County's major governmental organizations over a period of 6 days.

March 12 - In order to mitigate the spread of COVID-19 due to mass gatherings, Salt Lake County closes senior centers, libraries, and arts and culture facilities.

March 16 - Mayor Wilson and Director Edwards issue Salt Lake County Public Health Emergency and Public Health Order 2020-1; creating restrictions on restaurant services and limiting gatherings to no more than 50 individuals.

March 18 - A magnitude 5.7 earthquake strikes Salt Lake County, expanding the complexity of responding to the COVID-19 pandemic.

March 19 - Mayor Wilson and Director Edwards issue Public Health Order 2020-2 limiting gatherings in Salt Lake County to 10 individuals to align with the state's March 17 directive.

March 24 - Utah Leads Together is unveiled as the state's pathway to safely reopen.

March 29 - Mayor Wilson and Director Edwards issue Public Order 2020-3 following the state's Stay Safe Stay Home directive.

APR

April 2 - Mayor Wilson calls for a statewide "stay at home" order and provides a vision for flattening the curve, creating a "hill and not a Mount Olympus" of cases.

April 8 - Fearing overloading hospital systems in Salt Lake County, a Federal pop-up hospital and quarantine center are established at Mountain American Expo Center in Sandy. The facility never went into operation.

MAY

May 1-11 - Case numbers in Salt Lake County increase, but remain stable, staying under 100 cases per day.

May 1 - Consistent with state plans, counties across Utah move from "Red / High" restrictions to "Orange / Moderate" restrictions. Restrictions on operating certain facilities within Salt Lake County begin to lift.

May 16 - All Utah counties (including all of Salt Lake County except Salt Lake City, West Valley and Magna) move from "Orange / Moderate" restrictions to "Yellow / Low" restrictions.

May 27-28 - Case numbers in Salt Lake County spike following Memorial Day weekend, with the highest cases per day since the beginning of the pandemic.

May 29 - West Valley City and Magna move to "Yellow / Low" restrictions.

JUN

June 1-25 - Case numbers continue to spike in Salt Lake County, with some daily reports totaling 320+ cases.

June 23 - Despite state pressure, Mayor Wilson uses evidence and data, confers with Health Response leadership, and drafts a letter requesting a mandatory face covering mandate in Salt Lake County.

June 27 - Salt Lake County's face covering mandate goes into effect.

June 30 - Anecdotal observations show compliance to mandates, and businesses in Utah begin implementing face covering requirements.

JUL

July 11 - Exactly two weeks after the face covering goes into effect (a single incubation period of the virus), Salt Lake County begins to see a fall in daily case counts.

July 22 - Salt Lake County COVID-19 Response announces initial findings of the first observation of face coverings being worn in Salt Lake, Utah, and Davis counties. The report showed a correlation that face coverings aided in the reduction of cases in Salt Lake County.

AUG

August 25 - Salt Lake County COVID-19 Response announces additional findings on the impact of face coverings in reducing cases in Salt Lake County, as well as the preliminary results of its second set of face-covering observations.

SEP

September 4 - Salt Lake City moves to "Yellow / Low" restrictions, making all of Salt Lake County operating under the same restrictions.

September 6 - Salt Lake County marks its six-month anniversary of combating COVID-19.

BEYOND

Resilient Salt Lake County coordinates concurrent health response and community recovery efforts into 2021.

SALT LAKE
COUNTY

FOX
13
EM

COVID-19: Six Months in Review

Introduction from Mayor Jenny Wilson, Gary Edwards, and Clint Mecham

The last six months have been full of challenges and finding solutions to overcome them. Like counties and communities across the country, Salt Lake County faced outbreaks and economic closures. Salt Lake County has also seen incredible resilience and resolve. We have worked together and have led efforts to mitigate the spread of COVID-19. Actions such as targeted interventions, testing, contact tracing, education, and the face-covering mandates have saved lives.

The efforts of Salt Lake County's Health Department, Division of Emergency Management, and all Salt Lake County Government's major support organizations, have been immense and worth applauding. These efforts could not have been possible without the support of a network of partners across the County, as well as the support and confidence of Salt Lake County residents and businesses. As leaders of the County's Unified Command, we want to thank the hundreds of staff for the countless hours they have devoted over the past six months to ensure Salt Lake County mitigated the spread of COVID-19 in our communities.

This document highlights how Salt Lake County has responded to the emergent virus, as well as the cascading effects of its presence, including how Salt Lake County will adapt for the New Normal. These pages hold stories of accomplishments in the face of new challenges, of neighbors helping one another, of a community looking out for the best interest of all in this time of uncertainty.

The actions taken over the last six months have placed Salt Lake County on a pathway to an effective health response, and created a foundation for a sustainable recovery effort.

We thank all for their work and sacrifice.

Jenny Wilson — Salt Lake County Mayor
Gary Edwards — Salt Lake County Health Department
Clint Mecham — Salt Lake County Division of Emergency Management

"We remember those who have lost their lives to the virus, and the sacrifices made by families, medical, and first responders.

Mayor Jenny Wilson, Salt Lake County

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LGBT BYU STUDENTS RALLY IN SALT LAKE

HUNDREDS MARCH TO CHURCH OFFICE BUILDING TO PROTEST HONOR CODE

LOCAL B1

DAYLIGHT SAVING TIME BEGINS AT 2 A.M. SUNDAY

DON'T FORGET TO SET YOUR CLOCKS ONE HOUR FORWARD TONIGHT

JAZZ REMAIN PERFECT ON EASTERN ROAD TRIP

UTAH WINS IN BOSTON, 99-94, BEHIND MIKE CONLEY'S 25 POINTS

SPORTS B1

Deseret News

SATURDAY, MARCH 7, 2020 SALT LAKE CITY, UTAH DESERET.COM

First coronavirus case diagnosed in Utah

GOVERNOR DECLARES STATE OF EMERGENCY

BY ASHLEY IMLAY AND ANNIE KNOX

Gov. Gary Herbert

More inside

Act I

A Mysterious Threat. A County Prepared.

Mobilizing for Action

Formation of Unified Command in the Respose to COVID-19

In preparation for the emergency response, Salt Lake County reviews its 45 business continuity plans and forms Unified Command.

The Coming Storm

News of the virus' impact in Asia, Europe, and increasingly in the United States, allowed Salt Lake County to brace for the coming storm. Systems and organizations across the County, including health and emergency management departments, would need to work together as never before.

Enter Unified Command

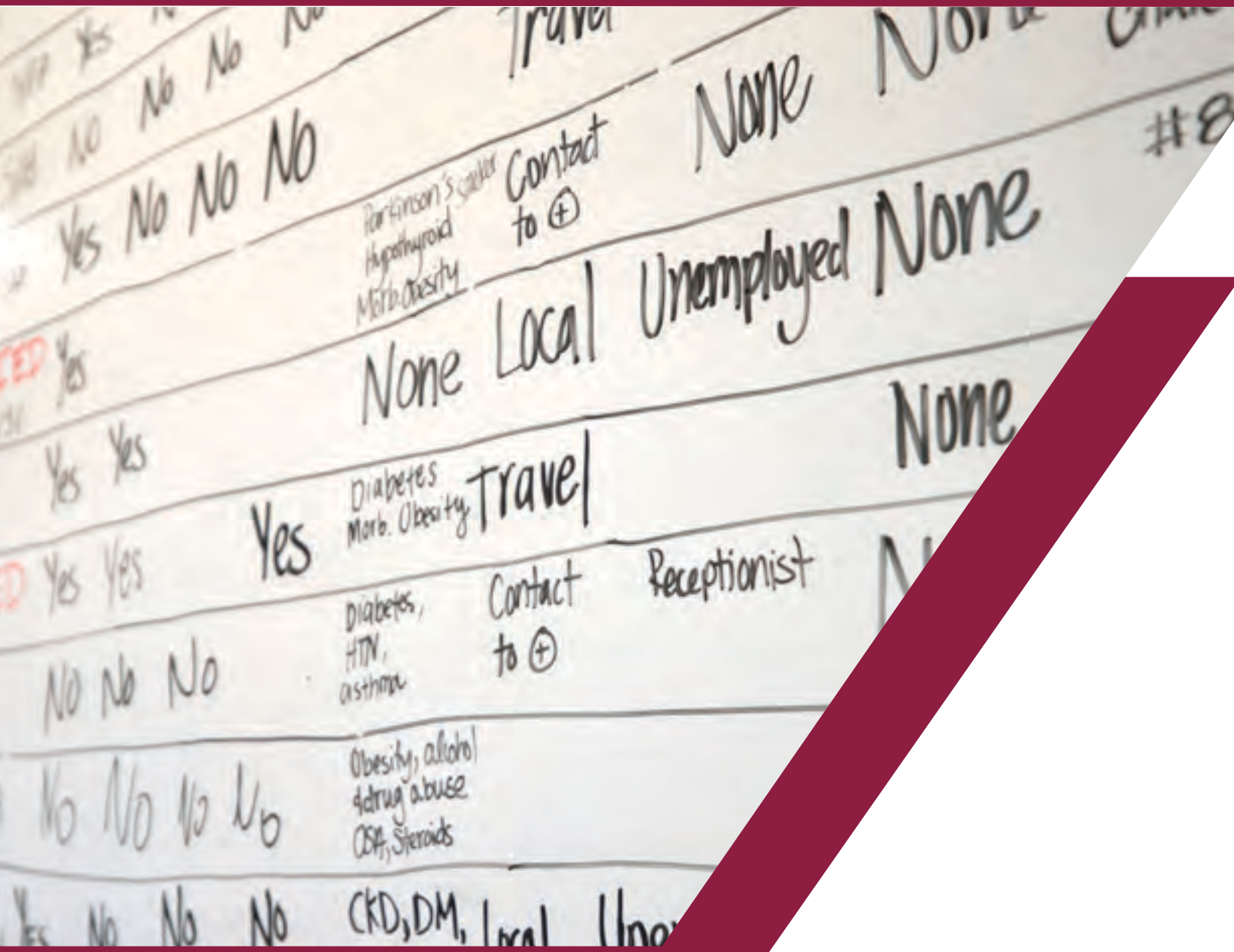
Salt Lake County Government used a nationally known emergency organization concept known as Unified Command to ensure that the full weight of Salt Lake County was behind the pending response. Unified Command was jointly led by Salt Lake County Mayor Jenny Wilson; Gary Edwards, Director of the Health Department; and Chief Clint Mecham of the Division of Emergency Management. Responsibilities of the response efforts were divided among agencies and organizations, which worked together to rally resources and coordinate efforts.

Decisive Early Action in Organizations Creates An Effective Response

Salt Lake County's formation of its Unified Command weeks before the first case of COVID-19 hit the County, and four weeks before the State of Utah established a Unified Command, allowed County organizations and agencies to be better prepared and coordinated for the ongoing response. This preparation time allowed plans to be readied, which ultimately put Salt Lake County in a better position for the immediate and sustained response to COVID-19.

Understanding the Spread of COVID-19

Epidemiology



The Threat Emerges

Salt Lake County epidemiologists – public health specialists who study diseases and infection outbreaks – understood early on (even before the pandemic) the need to understand the behavior, spread, and associated risks of COVID-19.

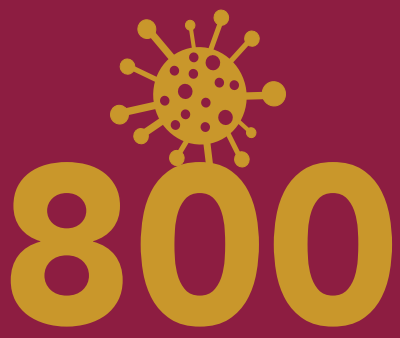
The County's Sensory System Activates

As the "sensory system" of public health, the Epidemiology Bureau of Salt Lake County's Health Department activated its network of local, state and federal partnerships to gather information needed to identify groups at greatest risk of contracting and spreading the virus. Vital information was funneled to the County's COVID-19 team which ultimately allowed for more well-informed policy decisions, interventions and location of testing operations.

Information is Power

With partnerships in place and information flowing, epidemiologists formed teams to capture data from facilities and populations, including long-term health care facilities, daycare centers, correctional facilities, schools, and other populations. This information allowed Salt Lake County's COVID-19 Response to mitigate the spread by rapidly initiating effective responses. With hot spots identified, groups at greatest risk of illness were given the support they needed, including outreach and education, on how to contain the virus.

Epidemiology by the Numbers



800

worksite outbreaks identified by Salt Lake County Epidemiology Team

4,700

calls to worksites to provide education and discuss preventative measures

By the Numbers

Data and Analysis Informing Decisions

"In times of uncertainty, information brings comfort."
Natalie Gochnour, Associate Dean at the Eccles School of Business at the University of Utah, during presentation to Salt Lake County Council, 09/01/2020

Decisions at Twilight

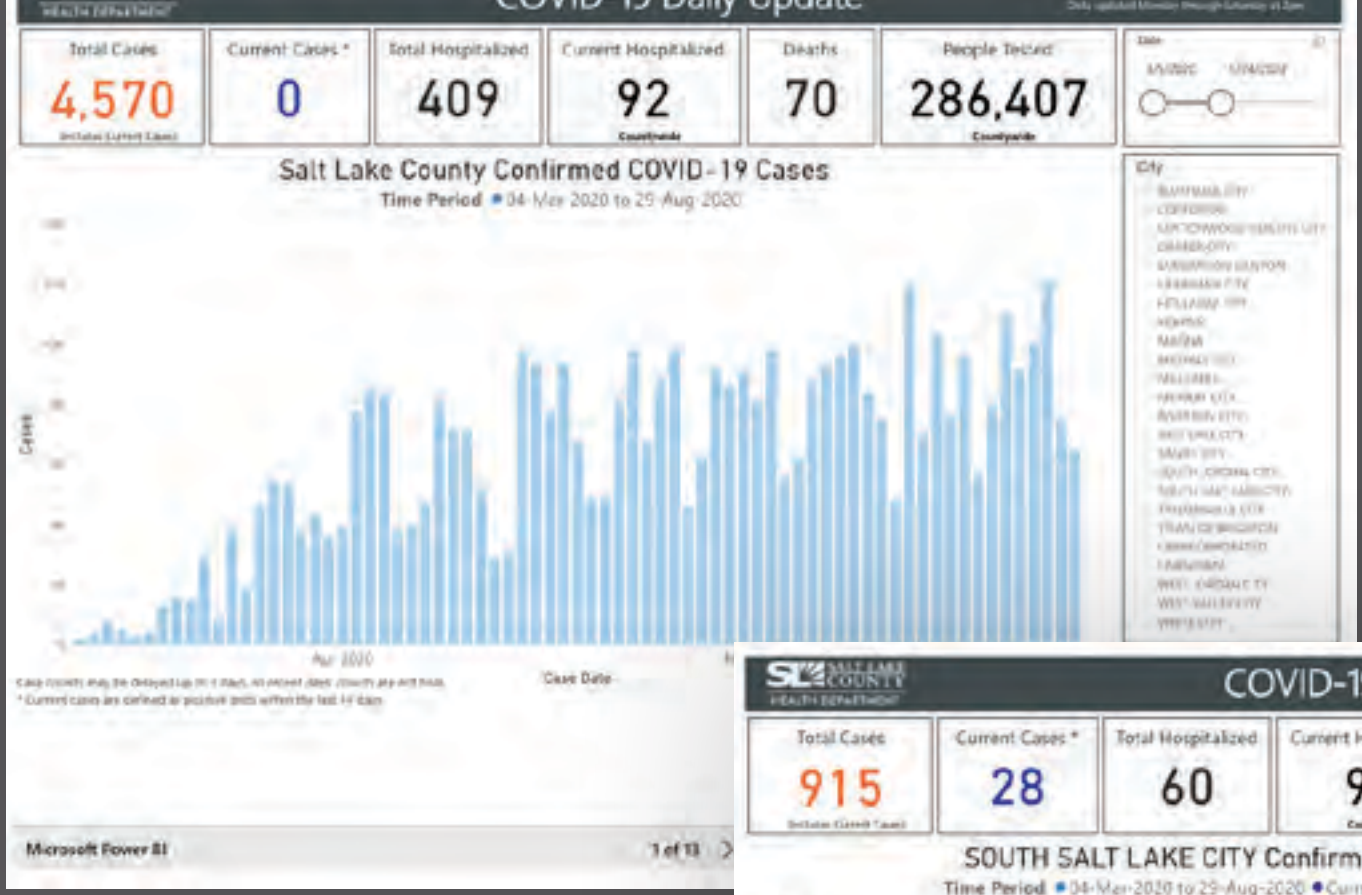
News of COVID-19's impact on communities around the world foreshadowed challenging times ahead for Salt Lake County. How could leaders make decisions that were informed by various perspectives beyond the spread of the virus?

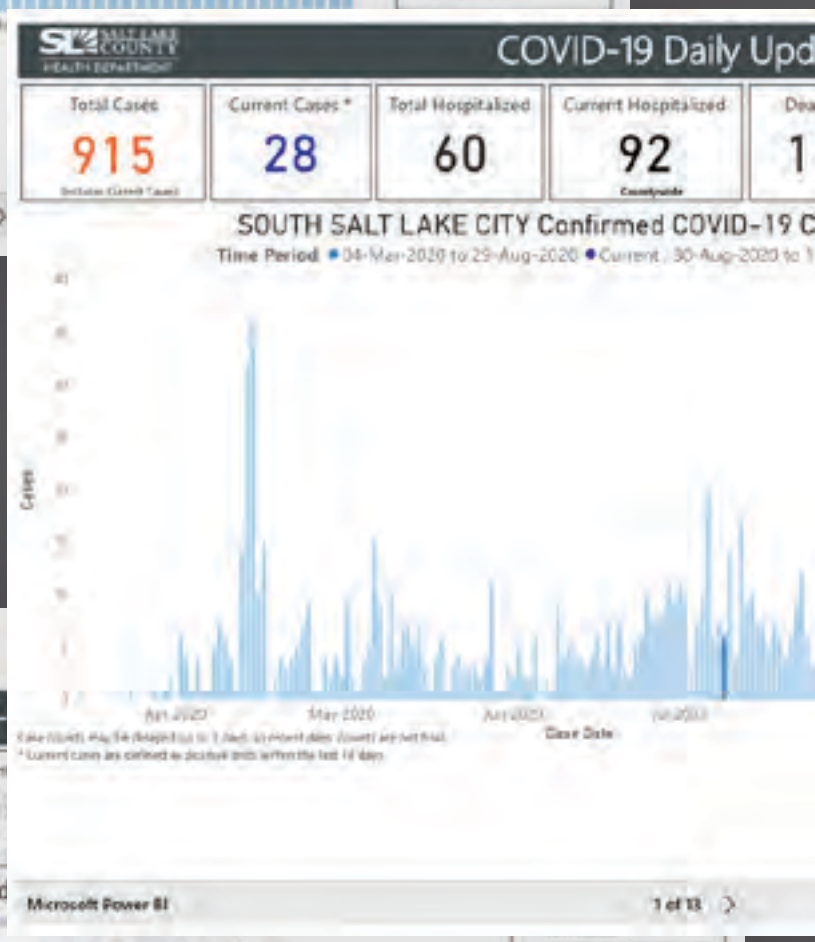
Formation of the Intelligence Section

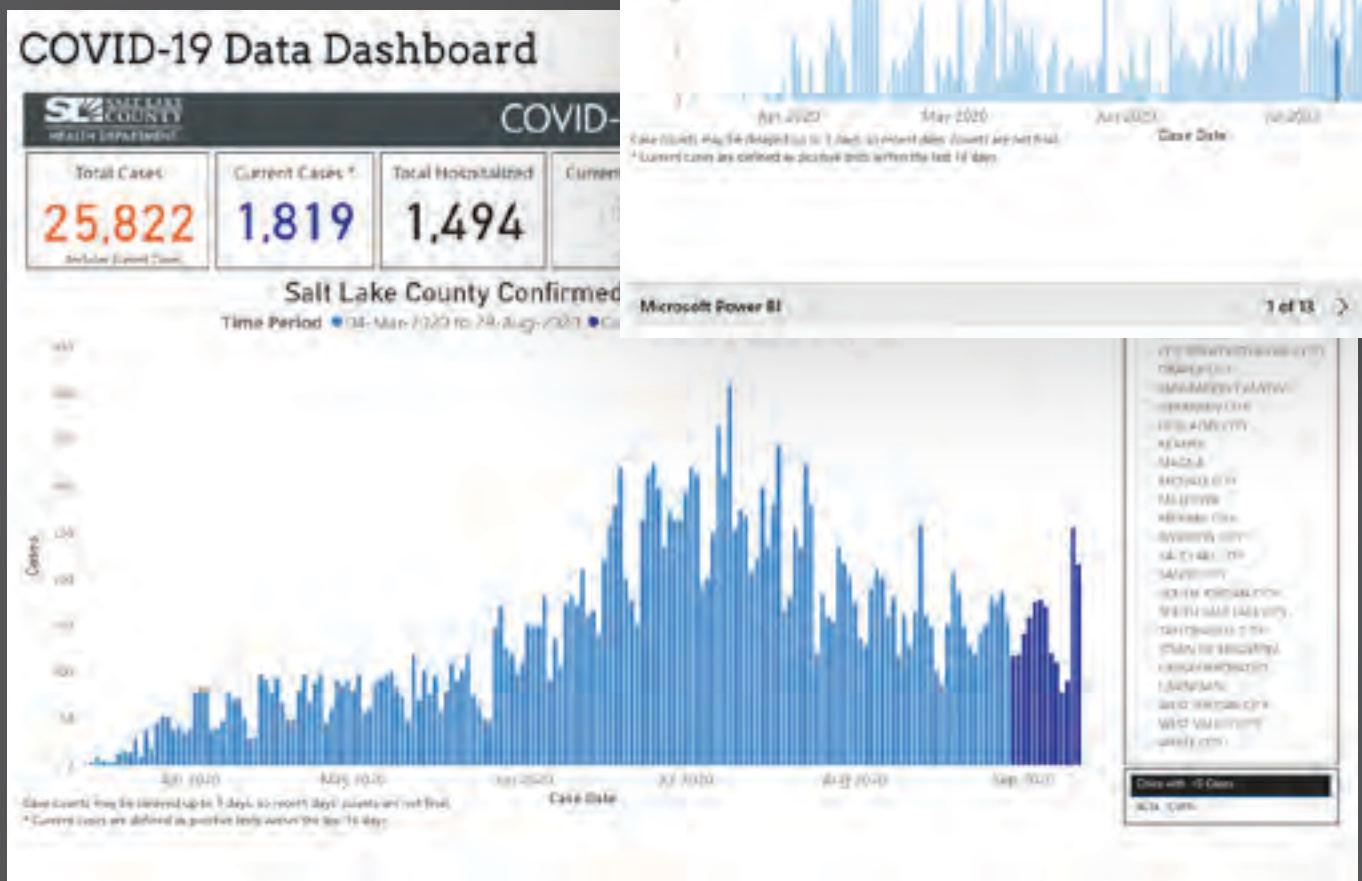
Unified Command acted early to establish the Intelligence Section within Salt Lake County's incident command structure. Its assignment was to work collaboratively to develop policy recommendations for Unified Command to act on. To further assist in data-informed decision making, the Intelligence Section developed strategy documents designed to guide Unified Command and County leadership on multiple issues throughout the response.

Data-Informed Decisions: The Key to Successfully Manage a Pandemic

Building from its partnerships with epidemiologists, the Intelligence Section has provided in-depth analyses of data collected throughout the response. This has led to a number of predictive risk assessments that have informed Unified Command and County leadership on important topics such as first responder mental health, the effectiveness of safety protocols, and school reopening.


COVID-19 Daily Update
Total Cases
4,570
Current Cases *
0
Total Hospitalized
409
Current Hospitalized
92
Countywide
Deaths
70
People Tested
286,407
Countywide
Salt Lake County Confirmed COVID-19 Cases
Time Period 04-Mar-2020 to 29-Aug-2020
City
Cases
Case Date
Microsoft Power BI
1 of 13


COVID-19 Daily Upd
Total Cases
915
Current Cases *
28
Total Hospitalized
60
Current Hospitalized
92
Countywide
SOUTH SALT LAKE CITY Confirmed COVID-19 C
Time Period 04-Mar-2020 to 29-Aug-2020 Current : 30-Aug-2020 to
Cases
Case Date
Microsoft Power BI
1 of 13


COVID-19 Data Dashboard
COVID-
Total Cases
25,822
Current Cases *
1,819
Total Hospitalized
1,494
Salt Lake County Confirmed
Time Period
Cases
Case Date

Information for All

Salt Lake County's COVID-19 Data Dashboard

To ensure residents and businesses of Salt Lake County had an understanding of COVID-19's health impact across communities, Salt Lake County Health Department developed the COVID-19 Data Dashboard.

The data dashboard provides over a dozen slides of key information on Salt Lake County's Health Response, including:

- Summary by City
- Data by ZIP
- Total Tested
- Demographics and Severity
- Age Group
- Ethnicity and Race
- Hospitalization Status
- Recovery Cure
- School Data
- Outbreaks
- Worksite Outbreaks
- Cases/Crude Rates by ZIP

Crushing the Curve

The Face Covering Mandate

Following Memorial Day Weekend, Salt Lake County saw a drastic increase of COVID-19 infections. Communities were worried that hospital beds would become a rare commodity.

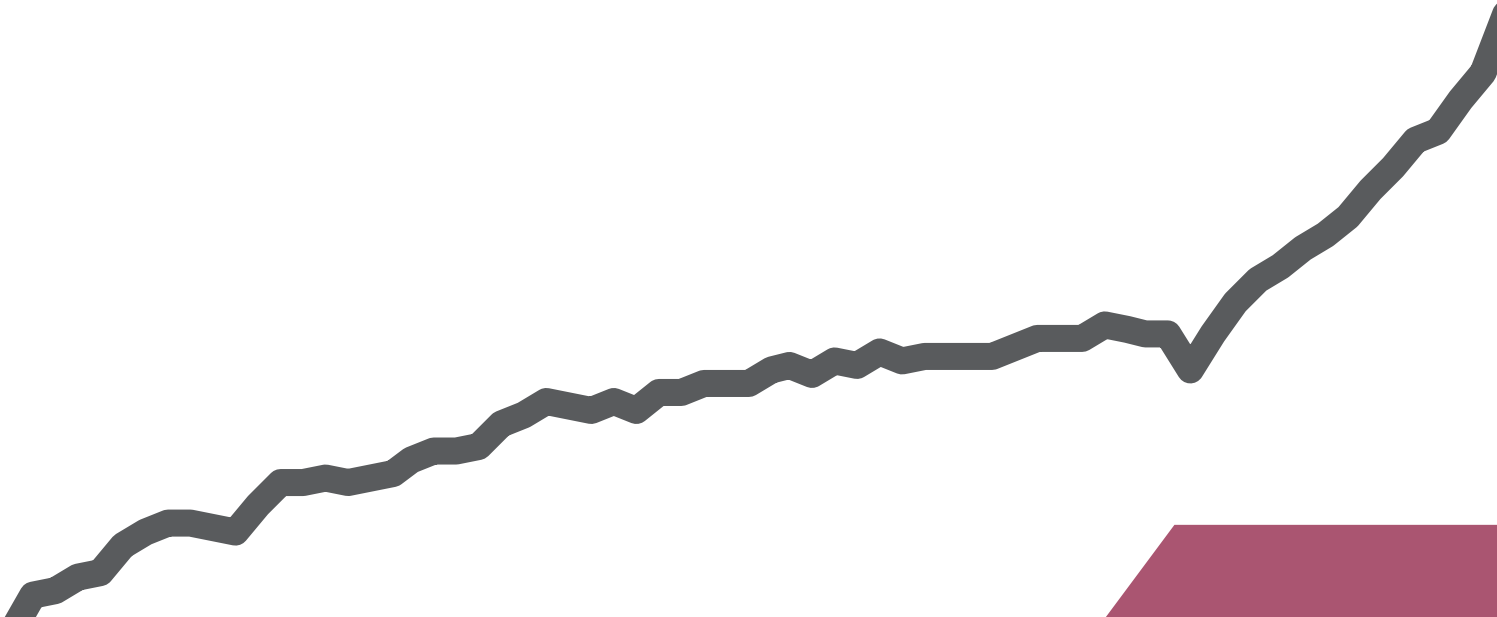
June 1-25 - Case numbers continue to spike in Salt Lake County, with some daily reports totaling 320+ cases
June 23 - Mayor Wilson confers with Health Response leadership and drafts a letter requesting a mandatory face covering mandate in Salt Lake County.

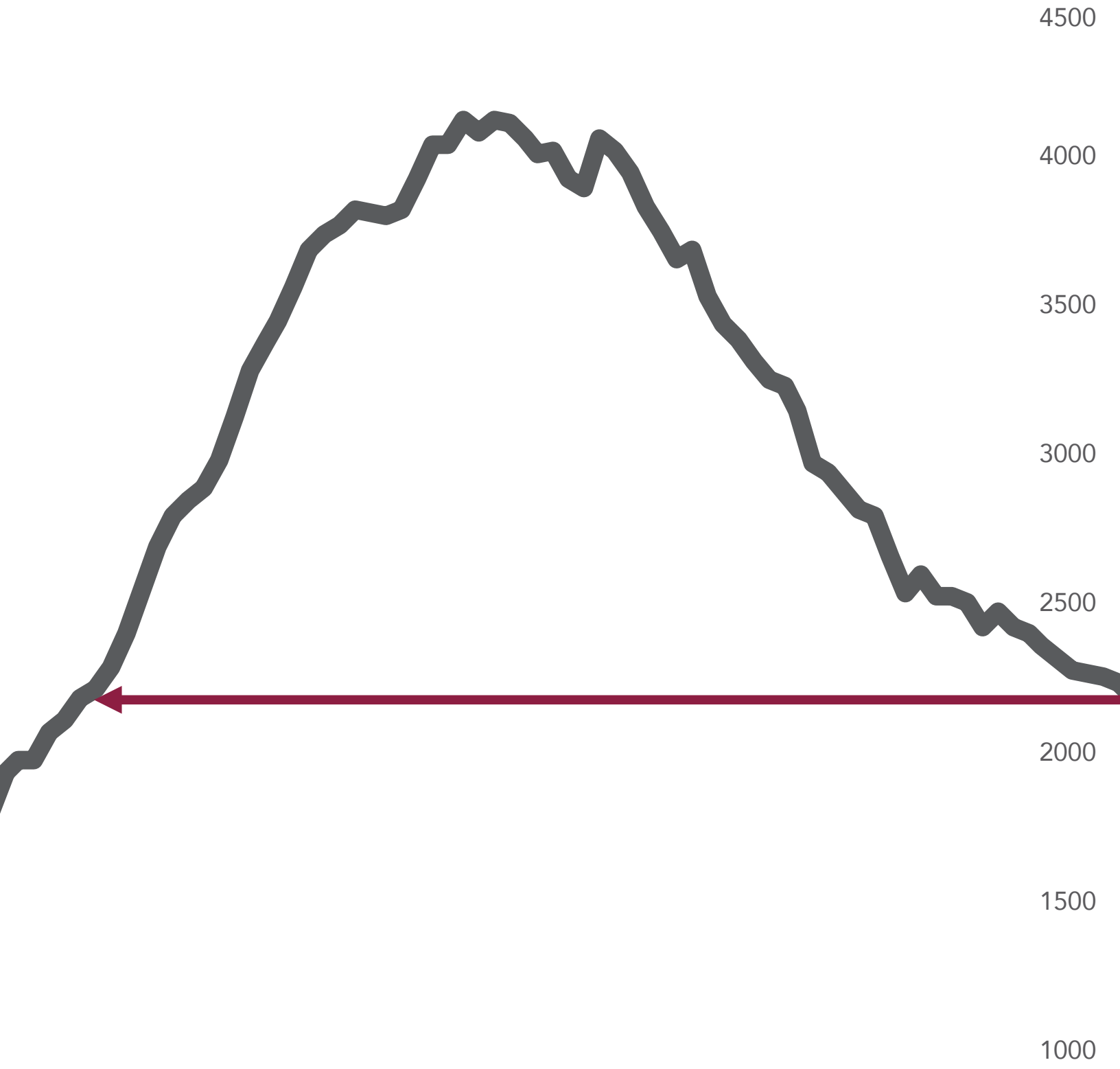
June 25 - Governor Herbert grants Salt Lake County's face covering mandate request.

June 27 - Salt Lake County's face covering mandate goes into effect.

July 11 - Exactly two weeks following the face covering mandate and the final day of the virus' 14-day incubation, Salt Lake County peaks in number of cases.

September 6 - Beginning on July 11 and continuing through September, Salt Lake County sees a huge reduction in cases, crushing the curve of COVID-19 through evidence-based actions like wearing face coverings.




4500
4000
3500
3000
2500
2000
1500
1000

The Key to Fighting COVID-19

Testing Operations in High Risk Areas

Understanding Through Testing

In May 2020, the Salt Lake County Health Department identified emerging areas of high COVID-19 infection rates in three areas with diverse and underserved communities: Rose Park, Glendale, and West Valley City. An analysis of testing availability showed a lack of low-barrier testing for vulnerable populations. The County committed to starting testing programs in these areas. Challenges included developing a strategy, locating test sites outdoors, creating a team, building a site, and advertising.

Partnering With Our Schools

Partnerships were formed with the Office of Health Disparities at the Utah Department of Health and University of Utah Wellness Bus to coordinate testing strategies to reach underserved populations. In record time, agreements were set up for testing sites and community advertising with Community Health Centers, Salt Lake City School District, University Neighborhood Partners, and the Maverik Center, in the three identified communities. Logistics work included designing sites with tents, lanes, technology, safety, PPE, and staffing teams of 40-90 people per event. Utah Department of Health provided test kits, Utah Public Health Laboratory analyzed the tests, and a team was formed by Salt Lake County Health Administration to provide test results as soon as they came in, both positive and negative.

Testing in Diverse Communities

Over 3,700 tests have been provided in diverse communities since July 2020. Approximately 60-80% of people tested identified as Hispanic, positivity rates ranged from 14-32%, and most people came through Community Health Centers messaging or word of mouth. Salt Lake County Government has created trusted testing sites in the community and has been a resource for underserved and vulnerable populations. Valuable partnerships have been formed with state and local governments, local nonprofits, and private entities. This has been an overwhelmingly successful effort during a once-in-a-generation pandemic.

Testing Operations by the Numbers in Coordination with Healthcare and Community Partners

275,000+

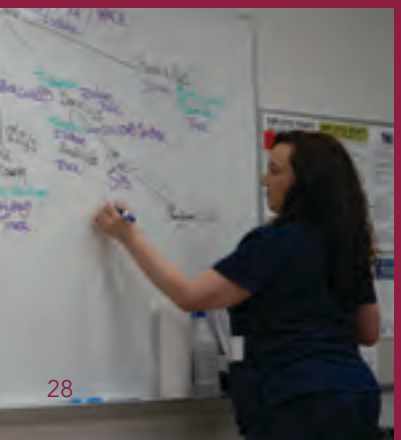
Salt Lake County residents tested

25%

of Salt Lake County's population tested for COVID-19

Tracking the Spread

Contact Tracing in Salt Lake County



The Key to Understanding

It is a core tenet of epidemiology that contact tracing is the key to understanding and fighting disease. Fortunately, Salt Lake County began ramping up its contact tracing structure in December 2019 as news of an impending pandemic first emerged. Early in the pandemic, as the number of COVID-19 cases was rapidly increasing, the County added to the effort's 30-person full-time staff and used other County employees in a part-time capacity.

Rapid Mobilization

The Health Department's pandemic training and early planning allowed the County to increase the number of full-time contact tracers from 30 to 130 at the peak. The County also used 500 other employees in a part-time capacity to assist with contact tracing responsibilities. Finally, contact tracers enlisted the help of those who tested positive to contact friends and co-workers who may have been infected – allowing County staffers to focus on contacting immediate family members.

Nationally–Recognized Results

The success of Salt Lake County's contact tracing work can be seen in the ratio of known cases to unreported cases. The Health Department has determined that for every known case, there are an estimated 2.4 cases that aren't reported — or a 1:2.4 ratio. This is very low compared to the national ratio of 1:10. Salt Lake County's Health Department has received national media accolades for its contract tracing. More importantly, the effort has assisted in fighting the virus.

Protecting Vulnerable Populations:
Those Experiencing Homelessness

Quarantine And Isolation Operations

Q&I services were used 734 times in the first six months of the response.

Protecting our Most Vulnerable

Data showed that those with underlying health conditions and living in congregate settings were at much greater risk for COVID-19 complications. But many of our most vulnerable residents were not able to safely isolate due to space, financial, and other barriers. With no identified quarantine and isolation facilities options to support the potentially high number of residents, the County's task was to provide these facilities for those who need them most.

A Safe Place

Salt Lake County began looking at ideas for repurposing existing facilities and partnering with hotel and motel management to establish quarantine and isolation facilities. A successful partnership with a downtown hotel to isolate the most vulnerable residents of homeless resource centers resulted in the service being used 734 times in the first six months of the COVID-19 response. Other solutions included repurposing County recreation facilities (closed due to COVID) to serve as quarantine and isolation centers. These facilities also include "wrap-around" services, including support for substance abuse and mental health treatment.

Clear and Lasting Impact

These efforts minimized transmission opportunities in congregate living settings. Salt Lake County continues to collaborate with three Homeless Resource Centers to diminish community spread of COVID-19 among our homeless population.

Protecting Vulnerable Populations:
Those Experiencing Homelessness

Outreach Teams

Protecting the Unsheltered Homeless

Mitigating the effects and reducing the spread of COVID-19 among persons experiencing homelessness in Salt Lake County was recognized as a top priority from the start. The team knew that unsheltered homeless individuals presented entirely new challenges in terms of contacting and educating these groups.

Meeting People Where They Are

Salt Lake County responded quickly by creating COVID-19 specific outreach teams — including nurses and outreach providers — to work directly with the unsheltered homeless community. These teams provided education and resources, collected vital information, and even developed an app to display and analyze the data. Salt Lake County also provided mobile testing events targeting unsheltered homeless persons.

Making a Difference

Salt Lake County's early and efficient work to educate and assist the unsheltered homeless had a direct impact on the number of cases in that community. Real-time data helped teams understand and pinpoint needs, so resources and assistance could be directed to these vulnerable populations.

Salt Lake County's work to ensure equitable access to resources has also increased testing among unsheltered individuals experiencing homelessness.

Supporting Diverse and Underserved Populations

Reaching Out to Populations Most Affected by COVID-19

Protecting Our Diverse and Underserved Communities

COVID-19 disproportionately affects economically distressed and historically disadvantaged communities. This is due to a lack of culturally and linguistically relevant information, and equitable access to testing in diverse and underserved communities.

Building Bridges

Salt Lake County has built connections with trusted partners from local diverse communities to act as messengers for their communities. Additionally, Salt Lake County expanded access to testing resources in communities most impacted and utilized community health workers to remove barriers to testing and quarantine and isolation services when necessary.

A Reduction in Cases

The desired result was a reduction of COVID-19 cases in Salt Lake County's diverse and underserved communities. In the Hispanic or Latinx community, there was a 66% reduction in COVID-19 cases between July and August. In August, the number of cases among Native Americans and Pacific Islanders fell by 55%. The timely and strategic coordination of COVID-19 information was critical to the success of increasing testing and reinforcing the public health mandate messaging.

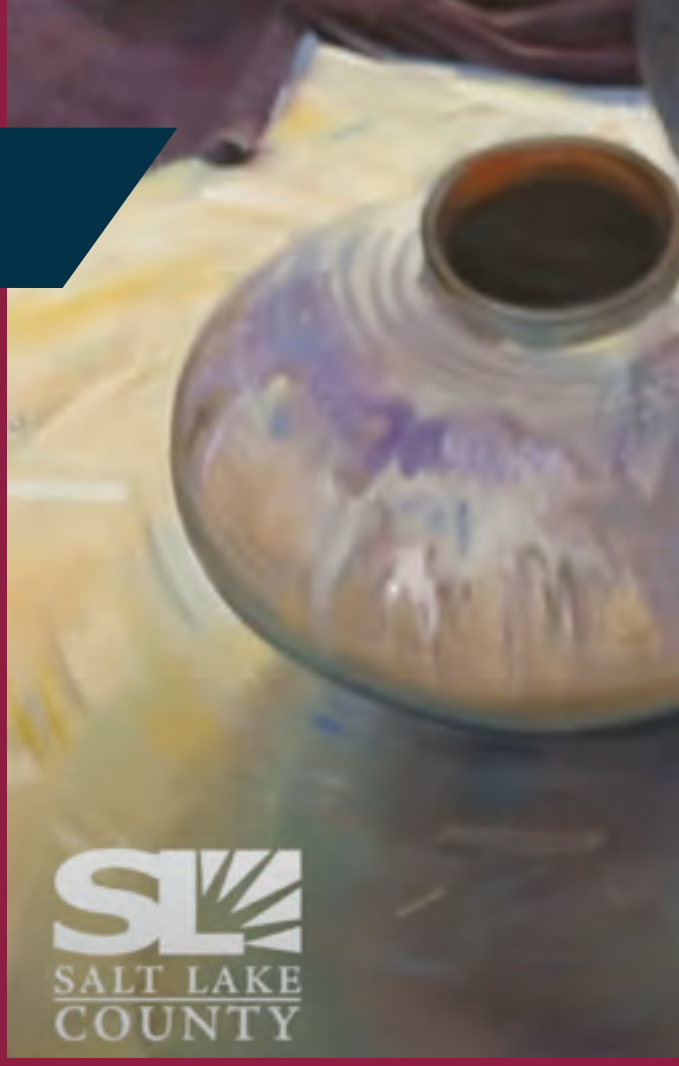
Supporting Diverse Populations by the Numbers

66%

reduction in cases in Hispanic and Latinx communities between July and August

55%

reduction in cases among Native American and Pacific Islanders in August



SALT LAKE
EDUCATION
FOUNDATION

Ensuring Adequate Supply Chains

Logistics

An Obvious Need

The need for Personal Protective Equipment (PPE) and testing equipment for County Programs, municipalities, and health care partners was apparent from the start. It was also clear that supply chains were strained, and data was key to accessing the needed equipment.

Data is Key

The team immediately worked to address supply chain issues, procure scarce supplies, and create dashboards and other data assessment tools to capture and track PPE inventory (internally and externally) to better predict future needs. This data identified which future purchases would be required and allowed simple management of current inventory.

An Essential Partner in Providing PPE to the Community

Salt Lake County was able to make informed and strategic decisions regarding procurement needs on account of the data tracking and analytical systems that were created. The County also provided critical supplies to those in need in a timely manner despite supply chain challenges. At the same time, the County served as a vital player in the health response by expanding the accessibility of testing sites (particularly among vulnerable communities) and preparing for the vaccination operation.

3M 8000
Particle Respirator
3M recommended for
light-duty applications
WARNING
Made in U.S.A.
3M 8000
article Respirator
recommended for
it-duty applications
strap construction
nted filter media
WARNING
Made in U.S.A.
IMPORTANT
IMPORTANTE
30
MCR
SAFETY

Logistics by the Numbers

671,407

face coverings distributed in Salt Lake County, including:

67,076 N95
&
96,500 KN95

masks provided within the County

323,395

surgical masks distributed

184,436

cloth masks provided to government organizations and partners

Redeploying Employees for the Health Effort

"Working in the quarantine and isolation hotel has given me an opportunity to see people differently."
- Salt Lake County Employee

A Challenge *and* an Opportunity

A pandemic requires an entirely new workforce to assist in response and recovery. Salt Lake County did not have enough employees to staff all the immediate community needs to respond to the COVID-19 pandemic, but found that there was an opportunity to utilize employees like librarians and recreation center staff who were idled when their jobs were impacted by COVID-19.

A Redeployment Strategy

Several Salt Lake County's departments asked for staff volunteers to be redeployed to temporary positions within the County's COVID-19 Response and Recovery. These employees volunteered to take on jobs completely new to them to help during the pandemic.

By the Numbers

Salt Lake County employees have staffed quarantine and isolation centers, provided transportation for members of vulnerable populations, assisted small businesses in understanding reopening guidelines, and sewed face masks for people throughout the state.

Redeployed employees came from the following departments:
Salt Lake County Library: 88
Parks & Recreation: 72
Arts & Culture: 45
Other departments: 36

Stitching
Hearts

Act II

A Whole Community Effort

Keeping our Community Informed

Communication and Outreach

"I mask up for kids."
- Nick Rimando, former Real Salt Lake goalkeeper

Information is Essential

A pandemic like COVID-19 requires a tremendous public information effort. Salt Lake County needed to educate residents about the latest research and data; why directives and mandates were necessary to public health; how to access goods and services amid business closures and restrictions; and how to keep our community healthy. The team developed ongoing communications around four key areas – health, economic recovery, County services, and diverse and underserved communities.

Making Information Accessible and Easy to Understand

Salt Lake County utilized various ways to reach people where they typically get information – through traditional and social media, and community networks. The team conducted regular media briefings to update the public and provided weekly updates to the business community, homeless service providers, and leaders of diverse communities. The team also used paid advertising to increase the reach of important messages about business safety protocols and the importance of face coverings.

Keeping A Steady Drumbeat

A total of 2,608 news stories and social media posts have been used so far to inform the public about the County's COVID-19 Response and Recovery. These stories resulted in more than 285,000,000 impressions to the County's 1.16 million residents. The COVID-19 landing page on the County website had 150,209 unique visitors during the six-month period, and the Mayor's bi-monthly newsletter also served as a resource for more than 5,200 subscribers.

1,087
news stories or social media posts about health

360
news stories or social media posts about economic recovery

573
news stories or social media posts about community services

588
news stories or social media posts about diverse and underserved populations

SL
SALT LAKE
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COUNTY

Breaking Down Language Barriers

Ensuring Effective Communications with All Residents of Salt Lake County

"It is important for me to share these critical health messages with members of the Samoan-speaking community."
West Valley Councilman Jake Fitisemanu

Respecting that Salt Lake County is a Community of Many Languages

Salt Lake County is home to a diverse range of communities, and many do not speak English as their primary language. The spread of COVID-19 does not understand any one language, and the need to be able to communicate with our entire community is essential.

Speaking With One Voice in Many Languages

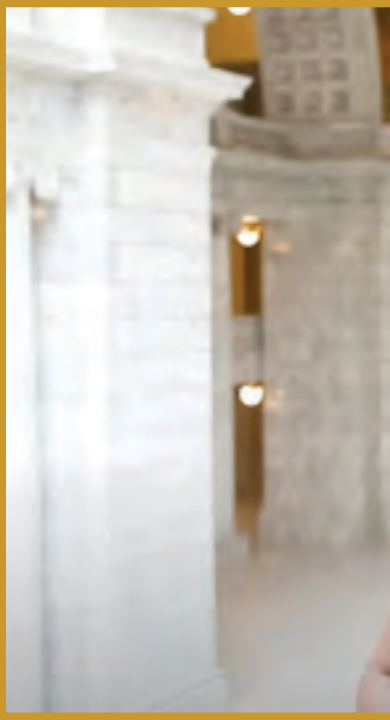
Salt Lake County's COVID-19 Response Team quickly understood that public health safety messages and guidelines needed to be available in a number of languages. Not only would documents, posters, and briefings need to be available in languages other than English, but partnerships with community leaders would need to be strengthened so that communities understood the importance of working together to slow the spread of COVID-19.

Trusted Voices

The team created and distributed 46 videos in different languages with safety messages about the use of face coverings, social distancing, and preventative hygiene practices. In total, 26 "trusted voices" videos were created. The videos were recorded in languages identified by the Salt Lake County Office of New Americans as the most needed, including Spanish, Tongan, Samoan, Tagalog, Ilocano, Farsi, Arabic, Kinyarwandan, Vietnamese, Navajo. In partnership with the State of Utah, many of the videos have also been shared on Univision, Telemundo, Spanish radio, and social media platforms.

Jake Fitisemanu
City Councilmember | West Valley City

Rev. Tevita Ofahengaue
Tongan United Methodist Church | Salt Lake City



Breaking Down Language Barriers By the Numbers

46

trusted voices engaged to reach diverse communities

15

languages for materials to reach diverse audiences

Supporting Our Communities

Coordination with Municipal Partners

"We can still be safe, but we can still enjoy each other's company and we can get creative and find innovative ways to still have fun,"
- Kurt Bradburn, Sandy Mayor, on behalf of Rally the Valley

One County, 24 Municipalities

Salt Lake County values our cities and townships as trusted community partners. From the initial COVID-19 outbreak, it was clear that new processes would need to be implemented to ensure timely and valuable communication with our municipalities.

Communication and Financial Support

Mayor Wilson quickly established an intergovernmental liaison position to be the single point-of-contact for municipalities. The objective was to designate one person who could answer or get answers to their questions and to help cut through the "red tape." In the beginning, this person fielded calls and emails 24/7. With the significant uncertainties of the moment, valid, concise, understandable information was key. Daily updates were emailed to municipal leaders to assist in making real-time decisions for their communities. A weekly municipal meeting was established for the mayors of the 24 municipalities to have direct communication with Mayor Wilson, Gary Edwards, and Unified Command. Salt Lake County distributed $34 million in CARES Act funding directly to municipalities.

Strengthened Relationships

Municipal partners have reported that they are well-informed on the response activities of Salt Lake County and appreciate the level of collaboration and communication. This has become the model for us to continue working together to address the challenges of our New Normal and into the future post-pandemic.

POLICE

Coordination with Municipal Partners by the Numbers

$34 million

in CARES Act funding directly to Salt Lake County municipalities

RALLY THE VALLEY

9+

municipalities and 10 County departments participate in Rally the Valley

Rally the Valley was a 20-day initiative in July to share our best stories about goodness, ingenuity, and hard work. The campaign sought to connect with and inspire others, and to think differently about the summer holidays by keeping the health

Supporting our Community Partners

County Coordination with Schools

"We're so appreciative, I don't think that can be understated."
- Ben Horsley, spokesman for Granite School District

Unlike any Other Reopening

COVID-19 placed unique challenges on a critical component of Salt Lake County's communities: schools. Public, private, and charter schools across Salt Lake County would need to consider how to reopen and provide education to Salt Lake County's youth. Salt Lake County Government was there to help.

Much-Needed Support

To support school systems in Salt Lake County, $10 million in CARES funding has been distributed across the five school districts in the county with additional allotments ($1.4 million) made across the 50 charter schools in the county.

Canyon, Granite, and Jordan School Districts reopened on August 24, with all County school districts expected to be open by September. Supporting virtual learning will also serve to maintain pressure on the virus and allow parents the flexibility to send students to school.

A New Normal for Education

Schools across Salt Lake County and Utah will continue to be challenged in addressing outbreaks among students, faculty, staff, and administrators. It will be critical for schools, families, and students to stay open by heeding the State's School Reopening Manual's guidelines to wear face coverings, social distance, and stay home when sick.

Bridging the Digital Divide by the Numbers

$11.4 million

in CARES Act funding distributed to help schools with technology needs

5

School Districts including Canyons, Granite, Jordan, Murray and Salt Lake received funding from Salt Lake County

15,000+

laptops have been distributed in the Salt Lake City School District alone

Protecting Areas of Congregation

Park Patrol and Public Safety's Efforts to Mitigate the Spread of COVID-19

Over 100 law enforcement officers from police departments throughout Salt Lake County have participated in the Park Patrol program since its inception.

Keeping The Outdoors Safe

Salt Lake County Parks and Recreation implemented an immediate Pandemic Emergency Plan that included keeping parks open, recreation centers closed, maintaining assets and creating modified operations plans to meet the State's guidelines. Modifications to parks and golf courses had to be developed, implemented, and communicated in a short period.

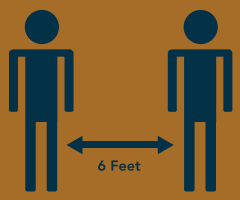
Be Park Smart, Stay Apart

The County developed the "Be Park Smart, Stay Apart" campaign to educate park-goers about social distancing. Staff designed and installed signage at all facilities across the County. The County also developed a recreation and golf reservation system to control patron numbers and stay compliant and open during each stage of the State's plan.

Improving Lives… Even During COVID-19

Salt Lake County Parks modified operations to allow parks and golf courses to stay open and continue to serve the public. Salt Lake County Parks and Recreation continues to "improve lives through people, parks and play" by being responsive, agile and creative in an ever-changing environment.

Park Patrol by the Numbers



103

parks participate in the Be Smart, Stay Apart program

100

law enforcement officers from throughout the County participate in Park Patrols

0

residents fined as part of the Be Park Smart, Stay Apart program

Maintaining Quality Services in a COVID-19 World

"Excellent job keeping the museum safe!! The staff was phenomenal and the set worked really well. I'm impressed with the precautions taken! Nice job. We felt very safe." - Quote from visitor survey

When the Sign Turns From "Open" to "Closed"

Many of Salt Lake County's facilities and services were either temporarily closed or significantly impacted by COVID-19. Even when allowed to begin the reopening process, services had to be modified to keep patrons and employees safe.

Here are some examples:

Discovery Gateway Children's Museum: When COVID-19 forced the closure of facilities like Discovery Gateway Children's Museum, staff needed to find new ways to provide educational resources and instruction to residents through onsite and outreach programming. The Children's Museum reached more than 9,000 residents through their online STEAM Lab.

Salt Lake County Library System: All branches initially shifted to an online format, including a daily live storytime for children, digital content for all age groups, and book clubs and lecture for adults. In May, the Library launched a curbside pick-up service for residents to check out materials and pick them up at their local branch with a no-contact interaction.

Aging and Adult Services: This County Department not only continued to serve the most vulnerable older adults in the county, but increased services like Meals on Wheels and Rides for Wellness to ensure seniors had rides to life-sustaining appointments. Although senior centers have been closed, Aging and Adult Services offers a drive-thru meal program and has implemented a virtual senior center where patrons can participate in scheduled programming.

Parks and Recreation Centers: Communicated new policies and restrictions for events and event-goers. Many events have employed creative ways to continue operating during COVID-19.

RIDIAN
LIBRARY
EVENTS CENTER

Quality Services by the Numbers

9,000

residents reached through Discovery Gateway Children Museum's online STEAM Lab

7,000

wellness checks every two weeks to aging adults

37,110

curbside appointments at Salt Lake County libraries in June 2020

SL
SALT LAKE
COUNTY

Act III

Resilient Salt Lake

Vaccination Operations

Our Goal: Have the systems in place to be able to administer 500,000 doses of COVID-19 vaccines in a period of six months.

A Vaccination Effort Like No Other In Our History

Vaccinating for COVID-19 will be unlike any previous vaccination operation. Salt Lake County is operating under the assumption that it needs the ability to vaccinate 500,000 people over a six month period. This requires both a huge administration effort as well as an education effort.

An additional consideration is that COVID-19 vaccines will be in development as the County is addressing the influenza season.

Planning and Coordination

Salt Lake County has been working to develop a robust and comprehensive COVID-19 mass vaccination plan since the first weeks of the response. A mass vaccination planning team was created to integrate key sections of established and tested plans with the resources and the expertise of emergency management.

Next Steps

The Health Department continues to coordinate with federal and state partners on a plan to administer the vaccine. The County will conduct a workshop with municipal emergency managers and other partners to plan for their cities' vaccination efforts.

Consumer Sentiment Survey

There is significant support for safety measures that involve requiring face coverings.

Understanding the Needs in our Community

Salt Lake County understood early on that consumer spending habits would likely change due to the impacts of COVID-19 on the local economy and public health mandates put into place during the pandemic.

Surveying Salt Lake County Residents

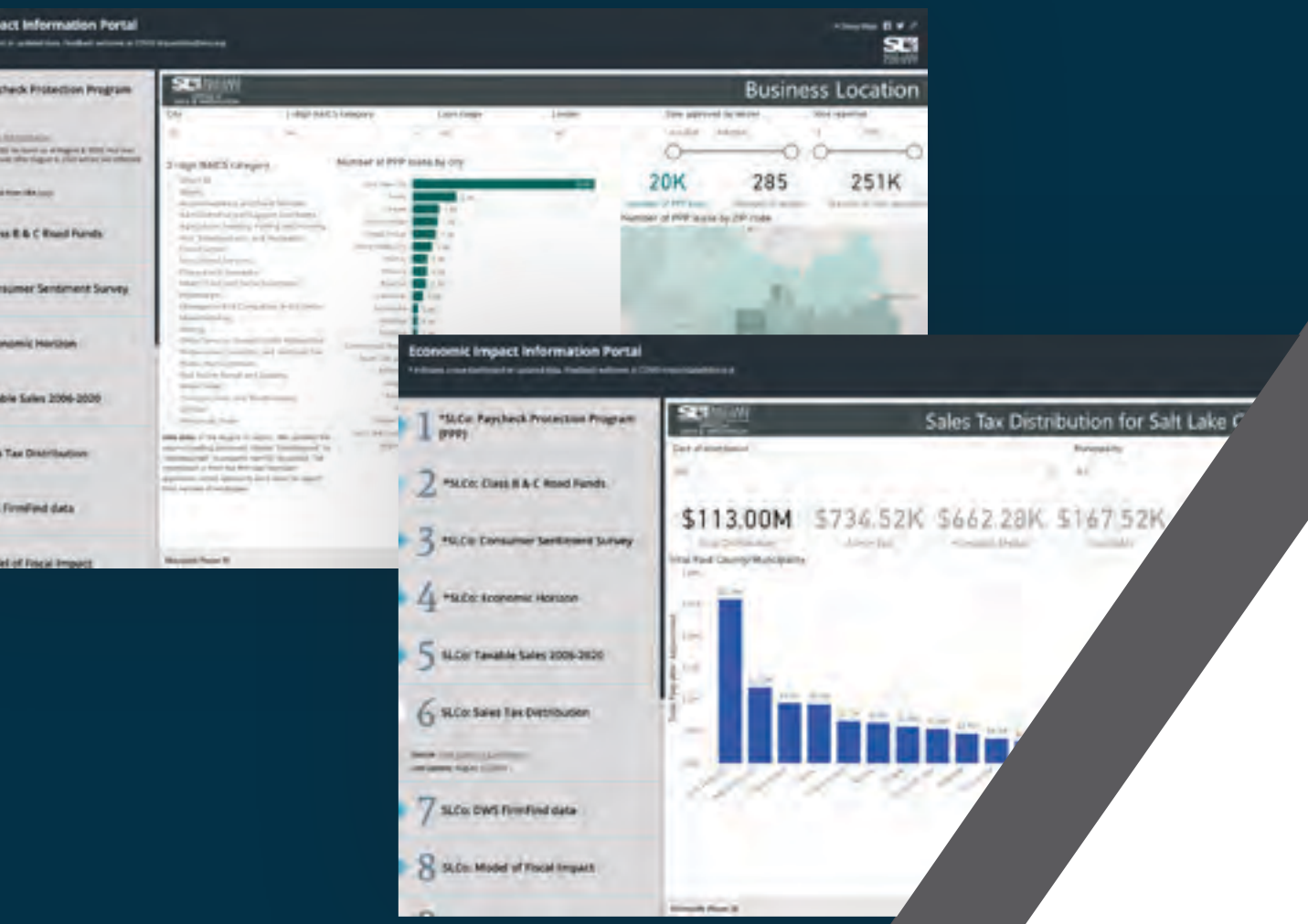
Salt Lake County partnered with a local research firm to conduct two consumer sentiment surveys. Both surveys reached a total of 1,600 Salt Lake County residents and served to capture their opinions. The first survey was performed in May 2020 and was used as a baseline analysis to see how the community's confidence in the economy had changed.

Changing Consumer Attitudes

The survey demonstrated several shifts in consumer sentiment between the two studies, including a significant increase in support for face coverings, an increase in residents' willingness to eat out at restaurants, and a greater concern that state and local leaders could lift restrictions too early. Overall, the consumer sentiment surveys act as key indicators of local activities and demonstrate that Salt Lake County is taking the appropriate measures to keep pressure on the virus.

Building on Economic Diversity

Local Economic Indicators



A total decrease in the unemployment rate of 52.7% from April 2020 to July 2020.

Tracking Economic Impacts

In response to COVID-19, Salt Lake County's Office of Regional Development acted quickly to understand the impacts on the local economy, workforce, and key economic indicators. Salt Lake County built the Economic Impact Information Portal to display, analyze, and encapsulate economic data from the on-set of COVID-19.

Data Driving Recovery

Salt Lake County utilized the Economic Impact Information Portal to make data-driven decisions, inform recovery policy, and understand where to focus on recovery efforts. For example, taxable sales data which serves as an indicator of regional economic activity, guided Salt Lake County in targeting the hardest-hit industries and providing financial and business assistance.

Measuring Recovery Success

Moving forward, the Economic Impact Information Portal will serve as a baseline for recovery efforts. In April 2020, Salt Lake County saw the unemployment rate rise to an all-time high of 11.2%. Since April, the unemployment rate in Salt Lake County has steadily declined to 5.3%. Tracking and understanding economic indicators will allow the County to measure recovery success and strategically guide future recovery efforts.

Encouraging Economic Recovery

Small Business Impact Grant

"We're glad to receive [the grant]. It helps a lot right now because we have to keep the business running. It gives us the chance to move from A to B to survive. We will survive this."
–H4 Design & Construction Owner Eduardo Hernandez

Economic Challenges

Since the pandemic, nearly every industry in Salt Lake County has experienced a decline in economic activity due to the public health order, changes in consumer confidence, and general uncertainty regarding the pandemic. Mitigating the impacts of COVID-19 on the economy, particularly small and minority-owned businesses, was a priority of Salt Lake County's Economic Development Team.

Stabilizing Businesses

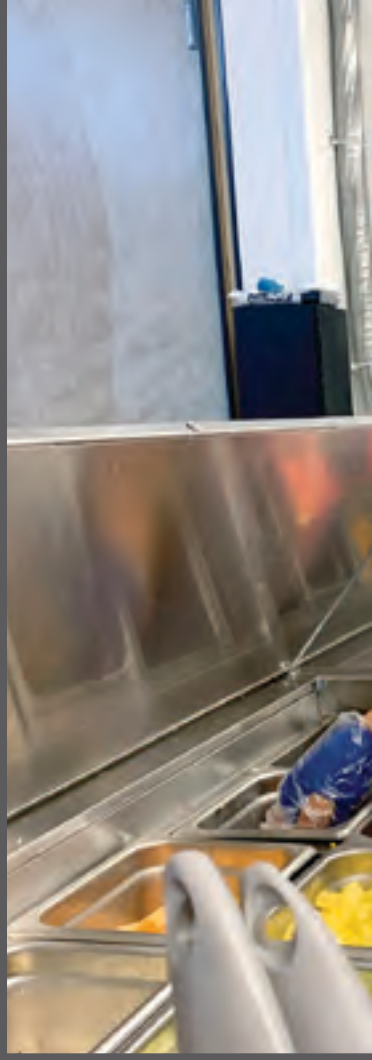
Salt Lake County established a $40 million grant fund for small businesses, targeting the hardest hit and least likely to receive other financial aid. The County needed the ability to handle more than 2,000 applications over several months. The Economic Develoment team tapped the ZAP Program staff's expertise to design a structure for the application that would be efficient and effective.

Making a Difference:

To date, the Small Business Impact Grant Fund has distributed $6.9 million and has received spending requests for $10 million in grants. Businesses in all 24 municipalities have received grants from the impact grants. The average time for a grant to be awarded is 10 to 14 days, with an average award amount of $15,000 to $20,000.

The speed and availability of the impact grants provided by Salt Lake County will have wide-reaching implications in the local economy. The program has, and will continue to expand the eligibility criteria to allow for larger businesses to apply.

MILLCREEK
GARDENS
WE'RE STILL OPEN
BEING CAUTIOUS
WITH SANITIZING &
6FOOT RULE
OPEN MON - SAT 9-6



Ice Cream Flavors
Mango
Watermelon

Economic Support by the Numbers

$40 million

in CARES Act funding for small businesses

$15,000 - $20,000

average amount of each small business grant

$7.5 million

in CARES Act funding for community partners

What's Next

Looking Forward to the Future

Looking back over the past six months, Salt Lake County Government, led by Unified Command and supported by an extensive network of innovative and compassionate partners, has been able to lean forward and slow the spread of COVID-19 across the community. This united effort between family, business, community organizations, and the government has allowed for a smart response; supporting our most-vulnerable residents, keeping our hospitals from being overwhelmed, and allowing our businesses to stay open. As a community, we grieve for the losses and commit to work together to remember the sacrifices made over the past half-year.

Salt Lake County also looks forward to the future, which we all must take part in shaping. Over the next six months, we anticipate that the health response and recovery efforts will be operating concurrently – a unique situation in disaster management. Salt Lake County must work together to build an adaptable community where COVID-19 is present for the foreseeable future.

Salt Lake County must be vigilant as we prepare for vaccinations in the midst of both COVID-19 and influenza season. Residents, businesses, and community partners need to stay committed in mitigating the spread of COVID-19 by continuing to support public health; including wearing face coverings when social distancing is not viable, staying home when sick, social distancing, and practicing proper hygiene, like washing hands frequently.

Public health professionals, emergency managers, government organizations, and community partners, are committed to a resilient Salt Lake County. By working together over the next six months and beyond, we can keep Salt Lake County safe and open.

Jenny Wilson — Salt Lake County Mayor
Gary Edwards — Salt Lake County Health Department
Clint Mecham — Salt Lake County Division of Emergency Management

Focus Areas for the Next Six Months

Continue to Provide Interventions to Mitigate the Spread of COVID-19

- Understand the spread and potential spread of the virus through epidemiology and intelligence.
- Maintain robust and accurate testing and contact tracing, even during influenza season.
- Maintain the ability to activate quarantine and isolation operations should they be necessary.

Prepare for COVID-19 Vaccination Operations

- Monitor progress of the development of COVID-19 vaccines.
- Coordinate with the Center for Disease Control and state partners on receiving dosages.
- Ensure the efficacy and safety of COVID-19 vaccines.
- Implement and deploy operational systems for effective dispensing throughout the community.

Work with Businesses and Community Partners to Develop a Thriving Salt Lake County

- Work to support disproportionately impacted communities, including diverse populations and people experiencing homelessness.
- Monitor and support schools through reopening.throughout the community.

Address a Changed and Adapting Economy

- Continue health interventions to increase consumer confidence.
- Focus attention on impacted small businesses.
- Continued focus mitigating the deep impacts felt by the convention, tourism, and hospitality sectors.

Harness Innovations for a Resilient Salt Lake County

- Establish systems for government services to continue to function in future outbreaks.
- Envision a New Normal where COVID-19 will continue, incorporating innovation into our daily lives throughout the community.

We are forever changed from COVID-19.

In spite of our loss, we are stronger as a county. We were resilient with challenges beyond a pandemic, including an earthquake, and civil unrest. Our support of one another, residents, businesses, and families during these challenging times will lead to a stronger community.