

# HERE FOR YOU

## DUBUQUE'S RESPONSE TO COVID-19

### COMMUNITY RESOURCES & FY2021 CITY BUDGET UPDATE

## CRISIS REVEALS CHARACTER

*The COVID-19 pandemic is a global, national, and local public health and economic crisis. How we respond as a community, state, and nation is the defining challenge of our time and the City of Dubuque is committed to serving the best interests of our residents and businesses.*

**First, and foremost, we thank all of the essential employees serving our community, and in their role as public servants those essential city employees on the front lines of delivering city services every day!**

The COVID-19 virus has been deadly for tens of thousands of Americans and the critical actions taken to limit the spread of the virus have impacted all Americans. The battle to save lives and contain the virus rages on while the economic impact of the pandemic continues to grow.

The financial impact of the pandemic on local governments is devastating and the City of Dubuque has not been spared. Critical revenue sources such as local option sales tax, gaming, and others have decreased. As a result, the City expects to lose \$4.4 million in revenue by the end of June and \$11.9 million in the next fiscal year (July 1, 2020, to June 30, 2021).

The overall financial impact of COVID-19 is unknown and unprecedented. In Iowa, a record number of workers have filed for unemployment benefits as businesses closed and consumers remained at home. This unprecedented surge in unemployment claims came just weeks after the virus was first detected in Iowa. The U.S. Bureau of Labor Statistics April 23 report on weekly unemployment claims in Iowa was another record on a discouraging list of all-time highs. For the week ending April 18, the total of new unemployment claims was 27,912. That is the fifth most in state history, behind the weeks ending April 11 (46,356), April 4 (64,194) and March 28 (55,966) of this year. The highest weekly total prior to this stretch was 14,201 in December 2000. The 235,380 unemployment claims filed in Iowa over the past five weeks are the most in Iowa history since the Great Depression.

This is the environment in which the City was required to develop a balanced budget for FY2021 and submit to the State of Iowa by April 30, 2020. This budget, adopted by the City Council on April 23, addresses these fiscal realities while continuing to provide essential City services to residents, businesses, and stakeholders while minimizing the costs of those services as those groups also experience hardships as a result of the pandemic.

The adopted FY2021 budget continues to reflect the City's vision and mission statements and is responsive to the goals and priorities established by the Mayor and City Council.

#### ADOPTED FY2021 BUDGET FEATURES:

- **A DECREASE** in property taxes for the average residential, commercial, and industrial properties
- **A DECREASE** in refuse/trash collection fees
- **NO INCREASE** in City water, sanitary sewer, and stormwater rates
- **NO INCREASE** in pay for City employees

Property Type	Average Property Tax Cost Change from FY2020	Percent Property Tax Cost Change from FY2020
Residential	\$1.09 less	0.14% decrease
Commercial	\$104.45 less	3.30% decrease
Industrial	\$132.61 less	2.81% decrease
Multi-Residential	\$158.73 more	9.13% increase

Current Property Tax Rate	Next Year's Property Tax Rate	% Change
\$10.33144	\$10.1440	1.8% Decrease

# RESILIENCY | SUSTAINABILITY | EQUITY | COMPASSION

*Our Goal Continues to be to Create an Equitable Community of Choice*

A High-Performance Organization (and Community) with Engaged Employees and Residents that is Data-Driven and Outcome-Focused built on the four pillars of **Resiliency, Sustainability, Equity, and Compassion.**

## DUBUQUE CITY COUNCIL



ROY D. BUOL  
MAYOR



RIC W. JONES  
AT-LARGE



DAVID T. RESNICK  
AT-LARGE



BRETT M. SHAW  
1ST WARD



LAURA J. ROUSSELL  
2ND WARD



DANNY C. SPRANK  
3RD WARD



BRAD M. CAVANAGH  
4TH WARD

Find City Council contact information and ward maps at [www.cityofdubuque.org/citycouncil](http://www.cityofdubuque.org/citycouncil)

### A SOLID FOUNDATION

Before the COVID-19 pandemic, Dubuque was in the now-enviable position of being one of the less than 10 cities in the country with an unemployment rate under two percent. Dubuque was also one of the first 26 cities in the country to come out of the great recession approximately 10 years ago. From 2010-2017, most Iowa counties lost population. Even some of the counties that include some of Iowa's larger cities showed very little growth or an actual decline. Over that seven-year period, Dubuque County's population grew by 3.3 percent and employment grew as well.

Thanks to this strong foundation, we do not expect this financial crisis to be a repeat of the 1980s when Dubuque had the highest unemployment rate in the country at one point and lost nearly 10 percent of its population.

### ACTIONS TAKEN

The City has already taken measures to address the sudden loss of revenues:

- a hiring freeze on most positions vacant in the current fiscal year;
- a hiring freeze on most new positions recommended in FY2021;
- most travel budgets (conferences, education and training, city business travel) for all departments have been frozen;
- equipment purchases are delayed;
- mosts capital improvement projects are delayed, and
- some maintenance projects are delayed.

The City of Dubuque is already a lean organization. A 2018 staffing level comparison of nine of the largest cities in Iowa revealed that Dubuque had the fifth lowest staffing level. Dubuque's level, 704 full-time equivalent (FTE) employees, was 122 employees lower than the average and 745 lower than the highest.

If the economy improves in time, the City will be able to unfreeze positions, complete capital projects, buy equipment, and maintain programs and services; however, if the economic recovery is delayed, the recommended budget will help the City to delay, and hopefully avoid, mass layoffs and significant cuts to programs and services. Additionally, while payments and grants to partner agencies will be delayed with this budget, the City hopes to avoid reducing or eliminating these payments to these partner agencies that depend on funding support from the City to maintain critical services to the most vulnerable in our community while they are experiencing catastrophic personal situations in this economic crisis.

### SHARED SACRIFICES

This adopted budget eliminates the planned wage increases for City employees (non-bargaining and bargaining unit employees) in FY2021.

The first budget recommendation included a 1.5% wage increase. This will save the City nearly \$731,000 in FY2021. It is important to note that each of the City's five bargaining units (unions) agreed to this sacrifice even though their previously negotiated contracts included the pay increase.

### NEW REVENUES & SAVINGS

The adopted FY2021 budget includes additional general property tax fund revenue of \$310,138 as the result of the negotiation of the Gavilon 7th Street and Gavilon Purina Drive riverfront leases for City property. The City is thankful to Gavilon for ending their current leases two years early, creating an additional revenue source for the City.

Fuel prices have plummeted, driven by the coronavirus pandemic and a price war between producers. The adopted budget reflects a 20 percent reduction in fuel expense, a savings of \$301,487.

The adopted budget also includes a reduction of workers' compensation expense of \$94,819 in FY2021 due to savings from switching to fully insured workers' compensation insurance.

The City of Dubuque has been awarded some federal assistance to assist in the pandemic response, including: Federal Transportation Administration CARES Act Section 5307 Funds for \$3,641,599; Community Development Block Grant Coronavirus Funds for \$647,301 provides supplemental funding for community assistance and some percent of which can fund administrative overhead; Housing and Urban Development Housing Choice Voucher administrative funds for \$86,000; Federal Aviation Administration CARES Act Airport grant for \$1,159,773; Police Federal Bureau of Justice Coronavirus Emergency Supplemental Funding for \$68,679; and Ambulance Public Health and Social Services Emergency Fund for \$44,663 restricted to prevent, prepare for, and respond to coronavirus.

## The following table summarizes the total estimated operating revenue loss for all funds related to COVID-19 for Fiscal Year 2020 and Fiscal Year 2021.

Fund	FY20 Estimated Revenue Loss	FY21 Estimated Revenue Loss
General Fund Operating	\$3,118,832	\$5,066,438
General Fund Capital	\$0	\$2,596,808
Road Use Tax Fund	\$538,527	\$2,978,351
Airport Restricted Funds	\$47,832	\$67,500
Parking Fund	\$543,000	\$1,039,542
Water Fund	\$27,513	\$50,000
Sanitary Sewer Fund	\$33,828	\$50,000
Stormwater Fund	\$11,841	\$0
Refuse Fund	\$10,263	\$0
Transit Fund	\$74,916	\$56,000
<b>Total COVID-19 Revenue Loss</b>	<b>\$4,406,552</b>	<b>\$11,904,639</b>

## The City's Leadership Team is examining key concepts to guide decisions during the pandemic:

### We will do our best to maintain normalcy by prioritizing:

- Employee and Public Trust: through partnership, transparency and our behaviors (institutional and individual.)
- Essential City Services: providing essential services to all with extra consideration for our most vulnerable residents and businesses
- Strategy: creativity, innovation and adaptability to provide core services and solve challenges

### Traits or characteristics we want to display in this crisis:

- Competent communication: accurate, timely, transparent, honest, comprehensive
- Resiliency: adaptable, strategic, perseverant
- Teamwork: innovative, proactive, rational, creative, trustworthy, high-performing
- Equity: Empathy, compassion, humility, thoughtfulness, impact

## To manage difficult decisions that need to be made, multiple employee work groups have been formed:

Capital Projects & Equipment Team  
 Operating Budget Team  
 Grants & Contracts Team  
 Staffing & Vacant Position Review



## PANDEMIC RESPONSE

All City of Dubuque departments and divisions have had to adapt to pandemic-related challenges to continue to deliver the services residents and businesses need. Many City employees are on the “front lines” in our community, continuing to provide essential services such as emergency medical services, police, fire, 9-1-1 dispatch, public health, water, transit, sanitary sewer, trash and recycling collections, inspections, and more.

To protect the public and City employees, almost every City department has modified its operations and service delivery practices.

- All employees that are able to are working from home and others are assisting departments most impacted by the pandemic.
- In mid-March, the City temporarily suspended water shut-offs related to past due utility bills. Late fees on past due utility bills were also temporarily suspended and disconnection notices are not being issued.
- Enforcement of parking meter expiration violations is suspended through May 31. During this time parking customers are not required to feed/pay parking meters in Dubuque. All other street parking regulations will continue to be enforced.
- Parking fees associated with City-owned parking lots and ramps are suspended through May 31.



Many City departments and employees are directly involved in the community's pandemic response efforts, including:

- Health Services staff are working closely with Dubuque County staff on the Dubuque County Public Health Incident Management Team to coordinate the countywide public health response to the pandemic. They are collaborating with local healthcare providers and the Iowa Department of Public Health to prepare for all possible scenarios.
- Mayor Roy D. Buol and City Manager's Office staff are working with county, state, and federal elected officials and agencies to identify emergency relief funds to support response and recovery efforts.
- Housing and Community Development, Human Rights, and Neighborhood Development staff are assisting with food resource distribution and have established a quarantine/isolation shelter.
- Human Rights staff are also involved in an Equity Immersion Team, along with community partners, working to ensure that vulnerable groups within the community have access to the assistance they may need during and after this crisis.
- Fire Department staff are supporting both the City of Dubuque and Dubuque County emergency operations centers.



**MARY ROSE CORRIGAN**  
Public Health Specialist

## CITY OF DUBUQUE SPIRIT STATEMENT

SERVICE:	PEOPLE:	INTEGRITY:	RESPONSIBILITY:	INNOVATION:	TEAMWORK:
We Are Responsive	We Care	We Are Honest	We Are Accountable	We Look for Better Ways	We Work Together



## COMMUNITY PARTNERS

The longstanding partnership between the City of Dubuque and Dubuque County has stood the test of time and has been invaluable and critical in the response to the pandemic.

Mayor Roy D. Buol and County Board of Supervisors Chairperson Dave Baker used their leadership roles to declare emergencies for the city and county, authorizing staff to take quick actions. They also worked together to encourage residents to stay home as much as possible, including a "Stay Home, Stay Safe" campaign including Gary Dolphin, the voice of the Iowa Hawkeyes.



**DAVE BAKER**  
Chair, Dubuque County  
Board of Supervisors

City of Dubuque and Dubuque County staff are also conducting weekly virtual meetings with staff and elected officials from all cities in the county as part of a countywide emergency operations center, coordinated by Dubuque County Emergency Management Coordinator Tom Berger.

City public information staff are supporting the communication efforts of the County Public Health Incident Management Team. A Joint Information Center/System has been established to provide consistent and accurate messaging and includes staff from all local healthcare providers and representatives from business and education.

A wide variety of local agencies, organizations, and businesses are playing critical roles in responding to the numerous challenges the pandemic has created.

The City of Dubuque and Dubuque County are working with state and federal legislators and agencies to advocate for assistance with pandemic response and recovery efforts.

The Dubuque Community School District and multiple groups including new and existing food pantries, Convivium, Project Rooted, the DREAM Center, and others are providing food resources to those in need.

The Community Foundation of Greater Dubuque is partnering with the United Way of Dubuque Area Tri-States to direct funds collected to local nonprofits working with vulnerable local populations.

Greater Dubuque Development Corporation, Northeast Iowa Community College, Dubuque Initiatives, the Dubuque Area Chamber of Commerce, and others are offering support to employers and businesses of all sizes.

Page 11 of this publication includes details on some of the community support and recovery resources available through these efforts.



# CITY BUDGET

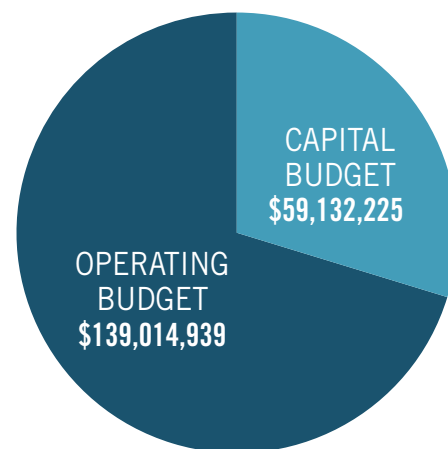
The City's adopted FY2021 budget provides estimated revenues and expenditures for programs and services to be provided during the fiscal year, from July 1, 2020, through June 30, 2021. The budget has two primary components: the operating budget and the capital budget.

The City's total budget for fiscal year (FY) 2021 is \$198,147,165, a 3.5 percent increase from FY2020. The operating budget (\$134,272,643) is a 2.5 percent increase from FY2020, while the capital budget (\$57,186,070) represents a 3.4 percent increase from FY2020.

The capital budget funds major improvements to City facilities and infrastructure, and is based on the first year of needs in the five-year Capital Improvements Program (CIP) Plan. The CIP Plan is an annually revised document that guides the City's investments in public facilities and infrastructure during a five-year horizon. The capital budget is supported through multiple funding sources, including federal and state grants.

The operating budget includes personnel costs and annual facility operating costs. It is funded primarily through local property and sales taxes; revenue transfers between departments; licenses, such as building and development fees; franchise fees for a company's use of the City's rights-of-way; charges for services (like sewer and water); fines; grants; and other smaller sources of revenue such as interest on investments.

## Fiscal Year 2021 City Budget



	Operating	Capital
<b>General Fund</b>	\$66,416,660	\$2,229,339
<b>Water Fund</b>	\$10,280,043	\$2,756,073
<b>Sanitary Sewer Fund</b>	\$10,992,418	\$23,820,597
<b>Stormwater Fund</b>	\$4,441,361	\$10,110,959
<b>Refuse</b>	\$2,990,205	\$269,153
<b>Parking</b>	\$2,747,044	\$160,875

## General Fund

The general fund is the general operating fund of the City for general service departments. The general fund has an operating budget of \$66.4 million and a capital budget of \$2.8 million. This fund encompasses the bulk of activities that are traditionally considered basic governmental services such as public safety, culture & recreation, health & social services, and general government.

## General Fund Reserve Predictions

The City maintains a general fund reserve, or working balance, to allow for unforeseen expenses that may occur. The goal is to have at least a 20% reserve, which in FY2021 would be \$14.2 million. In fact, at 23.91% (\$17,054,189) the City will have \$2.9 million of excess reserves in FY2021. The City of Dubuque is entering the economic crisis caused by the pandemic in a very strong financial position.

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Contribution</b>	\$1,050,000	\$1,700,000	\$0	\$0	\$0	\$0	\$0
<b>City's Spendable General Fund Cash Reserve Fund Balance</b>	\$16,460,491	\$20,945,090	\$17,054,189	\$17,054,189	\$17,054,189	\$17,054,189	\$17,054,189
<b>% of Projected Revenue</b>	<b>23.81%</b>	<b>29.06%</b>	<b>24.09%</b>	<b>23.91%</b>	<b>24.29%</b>	<b>23.58%</b>	<b>23.32%</b>

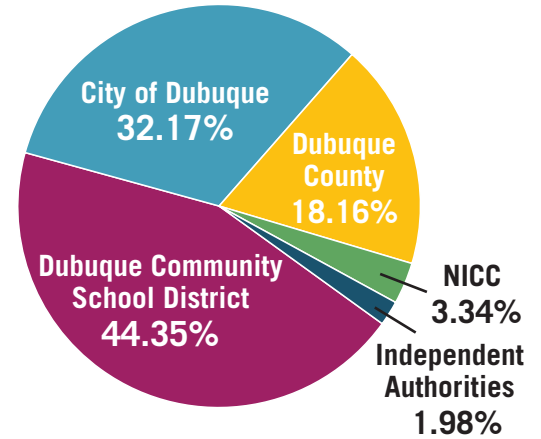
# Adopted FY2021 Rates & Fees

## How Your Property Tax Rate Is Split

FY2020 Consolidated Rate of 32.91592

### Property Tax Rate

- \$10.1440 per thousand dollars assessed value
- Decrease of 1.81% from FY2020

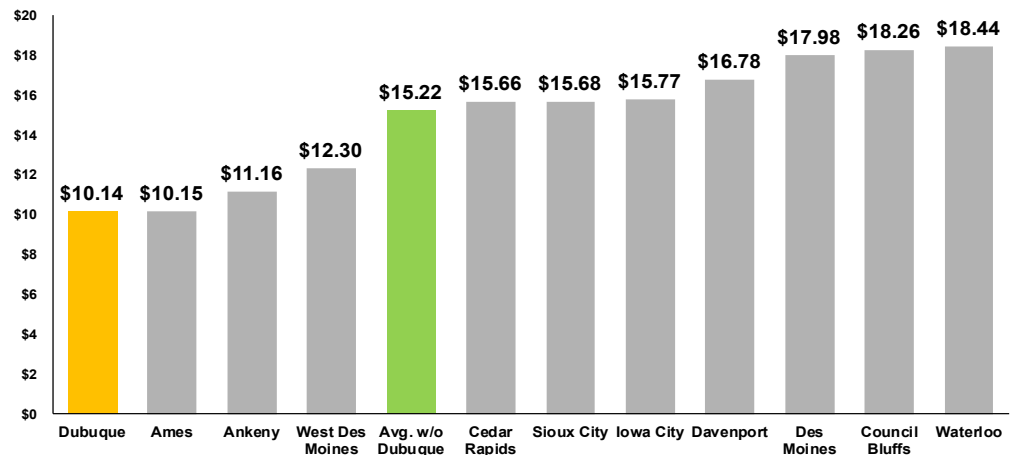


### City Portion of Property Taxes

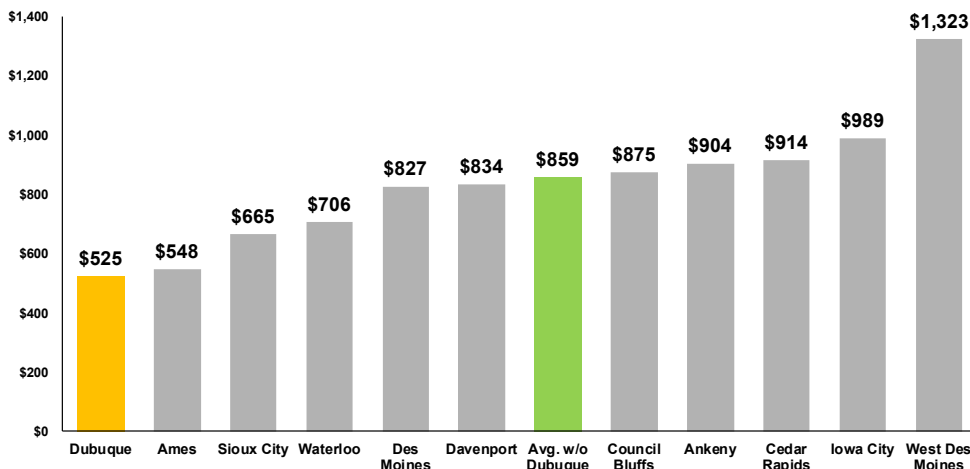
Dubuque has the LOWEST FY2021 property tax rate (\$10.33 per thousand assessed value) of Iowa's 11 cities with populations over 50,000.

- Highest-ranked city (Waterloo, \$18.44) is 82% higher than Dubuque
- Average of other 10 cities (\$15.15) is 50% higher than Dubuque

FY2021 City Property Tax Rate Comparison



FY2021 Taxable Value Per Capita Comparison



Dubuque has the LOWEST FY2021 taxes per capita (\$525) as compared to Iowa's 11 cities with populations over 50,000.

- Highest (West Des Moines) is 152% higher than Dubuque
- Average is 64% higher than Dubuque



# FY2021 RATES

## Water

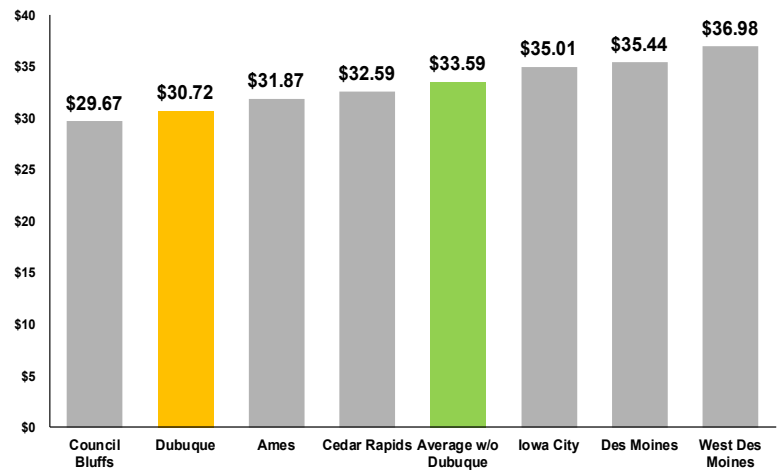
**Avg. Household Rate\* = \$30.72/month**  
(No increase from FY2020)

Dubuque has the SECOND LOWEST FY2021 water rate of Iowa's seven cities with populations over 50,000 and lime softening treatment similar to Dubuque.

- Highest rate (West Des Moines, \$36.98) is 20% higher than Dubuque
- Average of other six cities (\$33.59) is 9% higher than Dubuque

*\*Average household rate based on 6,000 gallons per month at \$0.00512 per gallon*

FY2021 Water Rate Comparison



## Sanitary Sewer

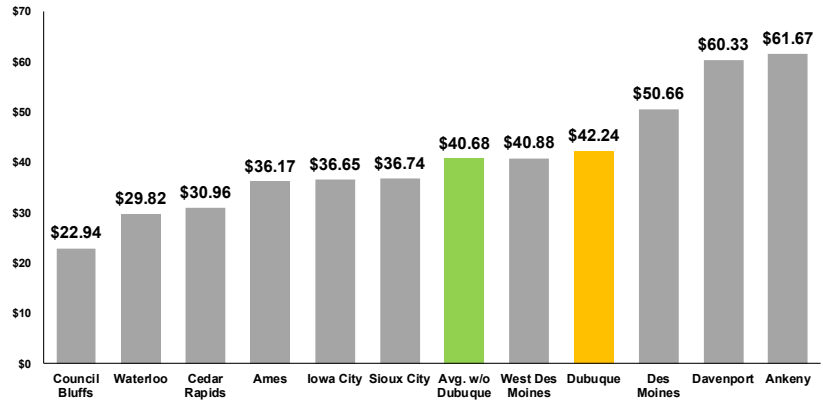
**Avg. Household Rate\* = \$42.24/month**  
(No increase from FY2020)

Dubuque has the FOURTH HIGHEST FY2021 sanitary sewer rate of Iowa's 11 cities with populations over 50,000.

- Highest rate (Ankeny, \$61.67) is 46% higher than Dubuque
- Average of other 10 cities (\$40.68) is 4% lower than Dubuque

*\*Average household rate based on 6,000 gallons per month at \$0.00704 per gallon. Dubuque's state-of-the-art Water & Resource Recovery Center was completed in 2013 at a cost of \$70 million. It efficiently processes wastewater while producing energy and beneficial byproducts.*

FY2021 Sanitary Sewer Rate Comparison



## Stormwater

**Avg. Household Rate\* = \$8.29/month**  
(No increase from FY2020)

Dubuque has the SECOND HIGHEST FY2021 stormwater utility rate of Iowa's 10 cities with populations over 50,000 and a stormwater utility.

- Highest rate (Des Moines, \$14.68) is 77% higher than Dubuque
- Average of other nine cities (\$6.00) is 28% lower than Dubuque

*\*Monthly rate for majority of Dubuque households based on usage of one single family unit. Stormwater fees are based on the amount of impervious ground coverage on a property. Fees collected are only used for stormwater management activities such as the construction, maintenance, and operation of the public stormwater management system. At \$238 million, the Bee Branch Watershed Flood Mitigation Project is the largest capital improvement project in Dubuque's history and is nearly complete.*

FY2021 Stormwater Rate Comparison



## Curbside Collection

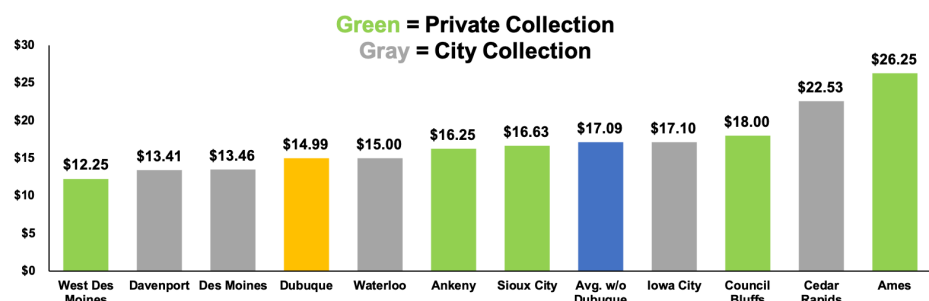
**Avg. Household Rate\* = \$14.99/month**  
(4.03% decrease from FY2019)

Dubuque has the FOURTH LOWEST FY2021 solid waste collection rate of Iowa's 11 cities with populations over 50,000.

- Highest rate (Ames, \$26.25) is 75% higher than Dubuque
- Average of other 10 cities (\$17.08) is 14% higher than Dubuque

*Curbside refuse collection includes one 35-gallon container per week. Weekly curbside recycling is no extra charge.*

FY2021 Solid Waste Collection Rate Comparison

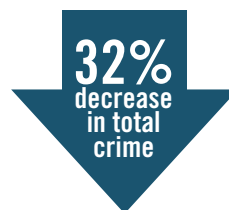




# General Fund Expenditures

Category	Description	Portion of General Fund
Public Safety	(fire, police, ambulance services, 9-1-1 dispatch, animal control, building inspections, crime prevention, emergency management, flood control, etc.)	<b>41.8%</b>
Culture & Recreation	(AmeriCorps, arts and cultural affairs, civic center, conference center, library, marina, parks, recreation, etc.)	17.6%
General Government	(city attorney and legal services, city clerk, city council, City Hall and general buildings, city manager, finance, information services, etc.)	13.5%
Public Works	(airport, maintenance of streets, bridges, and sidewalks; snow removal, street cleaning, street lighting, traffic control, etc.)	9.2%
Community & Economic Development	(economic development, housing and community development, neighborhood development, planning and zoning, etc.)	6.3%
Transfers Out	(to funds other than General Fund)	6.4%
Capital Projects	(City infrastructure improvements or major equipment purchases)	3.0%
Health & Social Services	(community health, health regulation and inspection, human rights, etc.)	1.4%
Debt Service	(government capital projects, tax-increment financing [TIF] capital projects)	0.9%

Dubuque's investment in public safety demonstrates it is a high priority. Of the nine budget categories, public safety represents Dubuque's largest monetary investment of tax dollars, by far, and that investment is yielding positive results.



Since 2015, Dubuque has had a **32% decrease in total crimes against persons and property.**  
**2015: 2,218**  
**2019: 1,509**

**Dubuque's Crime Clearance Rate ("Part 1" Crimes Against Persons, which includes murder, sexual assault, robbery, aggravated assault) is 92%, compared to the national average of 46%.**

## Number of Crimes Against Persons

	2012	2013	2014	2015	2016	2017	2018	2019	Avg.	2019 % Over/Under 2018	2019 % Over/Under Avg.	2019 % Over/Under Peak Year
<b># of Crimes</b>	186	208	220	265	243	203	190	190	213	0.0%	-10.9%	-28.3%
<b>Murder</b>	2	0	0	5	1	2	1	0	1	-100.0%	-100.0%	-100.0%
<b>Sexual Assault</b>	43	38	61	80	98	90	75	91	72	21.3%	26.4%	-7.1%
<b>Robbery</b>	21	32	20	27	26	16	29	14	23	-51.7%	-39.5%	-56.3%
<b>Aggravated Assault</b>	120	138	139	153	118	95	85	85	117	0.0%	-27.1%	-44.4%

## Number of Crimes Against Property

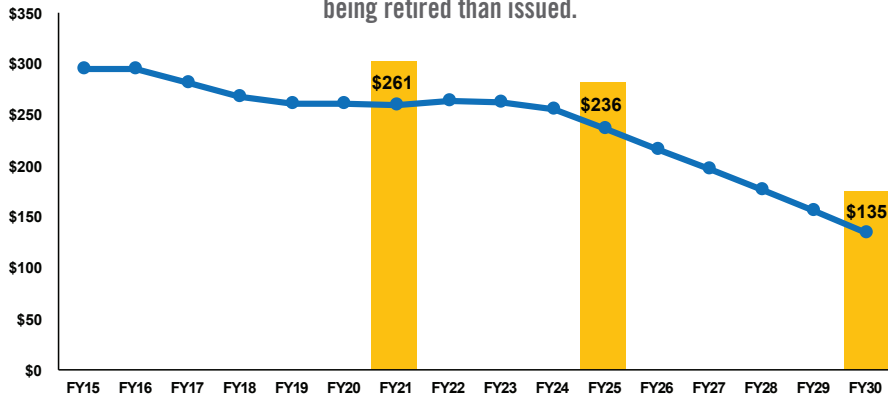
	2012	2013	2014	2015	2016	2017	2018	2019	Avg.	2019 % Over/Under 2018	2019 % Over/Under Avg.	2019 % Over/Under Peak Year
<b># of Crimes</b>	1,992	1,791	1,662	1,953	1,875	1,667	1,543	1,319	1,725	-14.5%	-23.5%	-28.3%
<b>Burglary</b>	583	431	416	548	420	331	299	205	404	-31.4%	-49.3%	-64.8%
<b>Burglary to Motor Vehicle</b>	298	231	168	106	144	157	145	88	167	-39.3%	-47.3%	-70.5%
<b>Theft</b>	1080	1103	1035	1245	1235	1116	1036	945	1,099	-8.8%	-14.0%	-24.1%
<b>Theft of Motor Vehicle</b>	31	26	43	54	76	63	81	55	55	28.6%	48.3%	-6.6%

# Debt Reduction Plan (Adopted August 2015)

## Total Debt (in millions)

(Adopted FY2021 Budget)

Debt is being issued each year, but more is being retired than issued.



Stormwater improvements



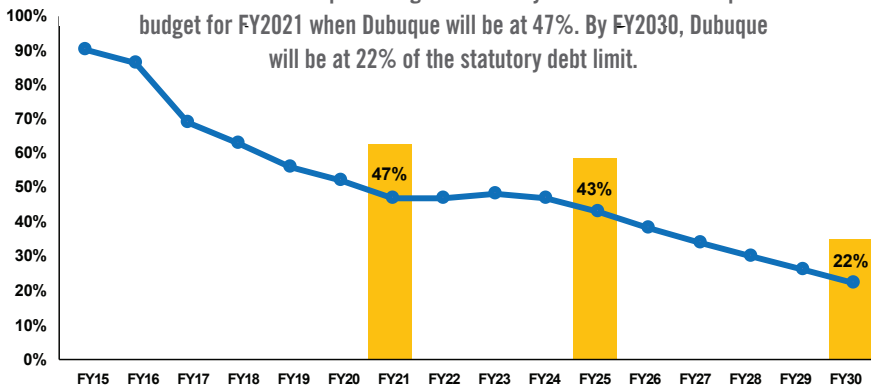
Water & Resource Recovery Center

The City of Dubuque's use of debt can be compared to many average homeowners who borrow to buy their home. The City has borrowed money at low interest rates to invest in infrastructure. Unlike the federal government, the City does not borrow money to cover operating expenses.

## Statutory Debt Limit Used (as of June 30)

(Adopted FY2021 Budget)

This chart shows the percentage of statutory debt limit in the adopted budget for FY2021 when Dubuque will be at 47%. By FY2030, Dubuque will be at 22% of the statutory debt limit.

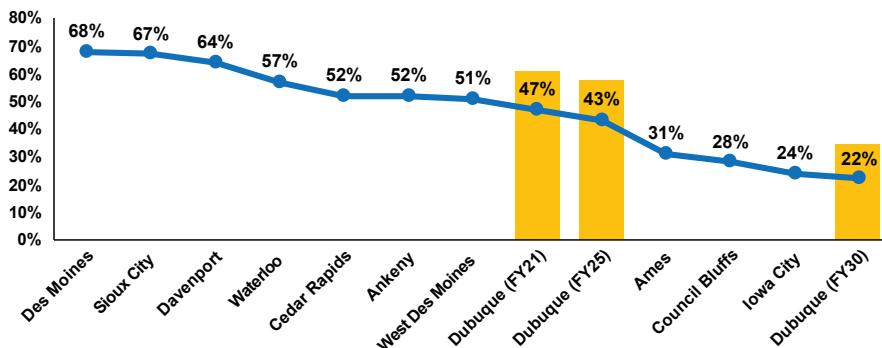


## Top 10 Debt Uses (as of June 30, 2019)

#	Project Description and Amount Outstanding
1	Stormwater Improvements \$73,653,120
2	Water & Resource Recovery Center \$60,077,000
3	Water Improvements \$32,417,569
4	Parking Improvements \$25,019,132
5	Downtown TIF Incentives/Improvements \$22,628,421
6	Sanitary Sewer Improvements \$13,566,522
7	TIF Rebates/Bonds to Businesses \$7,744,839
8	Industrial Park Expansions \$6,250,618
9	Caradco Building Iowa Finance Authority Loan \$3,639,903
10	Street Improvements*
	\$3,298,918
	<b>Total</b> <b>\$248,296,042</b>

\* \$140 million was spent on street improvements from 1997-2019

## Percentage of Legal Debt Limit Utilized (FY2018)



# Community Recovery & Support

The City of Dubuque has compiled and continues to update a webpage with resources for individuals, families, and businesses to assist during this difficult time. Below are many, but not all, examples of resources available. For more detailed information, [www.cityofdubuque.org/COVID19support](http://www.cityofdubuque.org/COVID19support) or call 563-589-4100.

## FOR INDIVIDUALS & FAMILIES

### 2-1-1 Information and Referral

General assistance (in multiple languages) with food, bills, or other essential services is available 24/7. Visit the [www.211.org](http://www.211.org), call the COVID-19 hotline by dialing 2-1-1 from a landline or 800.244.7431 from a cell phone, or text your zip code to 898211.

### Iowa Child Care Resource & Referral

Connect to child care openings or temporary child care at Community Support & Recovery Resources 855.244.5301 or [www.iowaccrr.org/families](http://www.iowaccrr.org/families).

### Free COVID-19 Legal Information Hotline

This is a free service available to Iowans who are experiencing legal issues due to the COVID-19 emergency. Call 800.332.0419 or visit [www.iowalegalaid.org](http://www.iowalegalaid.org).

### Local & State Resources for Food & Necessities

A list of local food pantries, free meal sites, shower locations, and other necessities is available at [www.cityofdubuque.org/COVID19support](http://www.cityofdubuque.org/COVID19support).

### Discounts on City Utilities

In FY2021, the City of Dubuque offers discounts on water, sanitary sewer, refuse collection, and stormwater fees to income-qualified customers. For more information, call 563.589.4144 or visit [www.cityofdubuque.org/utilitybilling](http://www.cityofdubuque.org/utilitybilling).

### COVID-19 Resources for Underserved Populations

Some populations are more at risk for coronavirus, or impacts of social distancing. Visit the Iowa Department of Public Health (IDPH) website at [www.IDPH.iowa.gov](http://www.IDPH.iowa.gov) for resources and information for people facing additional risk.

### Unemployment Benefits

Call 866.239.0843 or visit [www.iowaworkforcedevelopment.gov/COVID-19](http://www.iowaworkforcedevelopment.gov/COVID-19). Call volume is high so please check the website first if you have access.

### Mental Health and Addiction

IDPH's website [yourlifeiowa.org](http://yourlifeiowa.org) has resources for persons experiencing challenges with alcohol, drugs, gambling, suicide, and mental health.

### Phone, Internet, and Utilities

Many cell phone and internet companies are offering assistance to residents. Alliant, Black Hills, and the City of Dubuque are also offering assistance. Information available on [www.cityofdubuque.org/COVID19support](http://www.cityofdubuque.org/COVID19support).

## FOR BUSINESSES & NON-PROFITS

### CDC Resources for Businesses & Employers

Guidance for businesses and employers to plan and respond to COVID-19. Information can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

### COVID-19 Business Helpline

A service offered by Greater Dubuque Development Corporation and Northeast Iowa Community College to help employers apply for the Small Business Relief Funding and connect them to additional financial resources. Call 563.588.3350 between 8:30 a.m. – 4 p.m., Monday through Friday, or email [sbhelpline@nicc.edu](mailto:sbhelpline@nicc.edu).

### Dubuque Initiatives COVID-19 Funding

Dubuque Initiatives has made \$2 million available to small businesses during the COVID-19 crisis. They plan to distribute "bridge financing" of up to \$10,000 per business for Dubuque companies that employ 50 or fewer workers. Businesses located within the city of Dubuque can apply for assistance by calling the small business helpline at 563.588.3350. Qualifying businesses will be referred to East Central Intergovernmental Association (ECIA) which will walk them through the application process.

### Employer/Business Resources

For information on federal and state relief, grants, loans, guidance, and other resources, visit [www.greaterdubuque.org/covid19](http://www.greaterdubuque.org/covid19) or call 563.557.9049.

### Greater Dubuque Disaster Recovery Fund

The Community Foundation of Greater Dubuque is accepting donations to enable a coordinated response and help people in the Dubuque region most impacted by the COVID-19 pandemic, including seniors and low-income residents. The Community Foundation is partnering with the United Way of Dubuque Area Tri-States to direct funds collected to local nonprofits working with vulnerable local populations. For more information, or to donate, call 563.588.2700 or visit [www.dbqfoundation.org/df](http://www.dbqfoundation.org/df).

### Iowa Business Recovery Assistance

Iowa businesses can receive relief assistance for qualifying business concerns. Information can be found at [www.iowaeconomicdevelopment.com/businessrecovery](http://www.iowaeconomicdevelopment.com/businessrecovery).

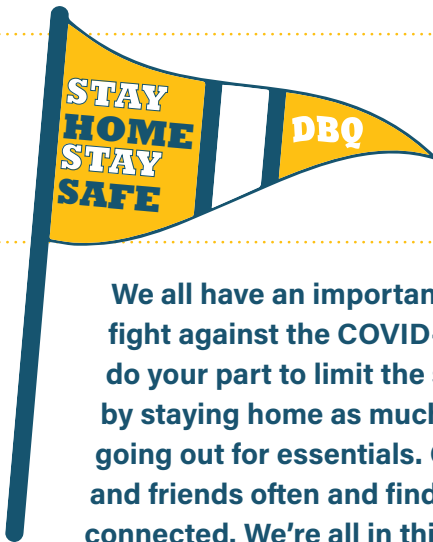
### Resources for the Creative Sector

The City of Dubuque's Office of Arts and Cultural Affairs has compiled a list of resources for organizations, businesses, and individuals that work in the creative sector. Visit [www.cityofdubuque.org/ArtsCOVID19](http://www.cityofdubuque.org/ArtsCOVID19) for potential funding opportunities, tips and best practices, and webinars applicable to our local arts and culture community.

*The All-America City Award recognizes communities that leverage civic engagement, collaboration, inclusiveness, and innovation to successfully address local issues.*







## We Need YOU on the STAY HOME, STAY SAFE team.

We all have an important role to play in the fight against the COVID-19 coronavirus. Please do your part to limit the spread of the virus by staying home as much as you can and only going out for essentials. Check in with family and friends often and find creative ways to stay connected. We're all in this together!

### COVID-19 Hotlines

**Dubuque Visiting Nurses Association: 563.556.6200**

Available 8 a.m. to 6 p.m., Monday - Sunday. If you need to leave a message, your call will be returned as soon as possible between the hours of 8 a.m. and 6 p.m.

**Iowa COVID-19 Hotline: 2-1-1 or 1-800-244-7431**

Available 24/7 for Iowans with questions about COVID-19.

### TRUSTED INFORMATION SOURCES

[www.cityofdubuque.org/covid19](http://www.cityofdubuque.org/covid19)

[coronavirus.iowa.gov](http://coronavirus.iowa.gov)

[www.idph.iowa.gov](http://www.idph.iowa.gov)

[www.cdc.gov](http://www.cdc.gov)

### JOIN THE TESTIOWA CHALLENGE

Iowa Governor Kim Reynolds recently launched TestIowa, a new initiative in partnership with state leaders and private corporations to dramatically increase the rate of COVID-19 testing in Iowa and help stem the spread of COVID-19. Testing through this program will be prioritized for those who currently have symptoms, have interacted with someone who has already tested positive, or have recently visited places where COVID-19 is more widespread. To request a test, Iowans should visit [www.testiowa.com](http://www.testiowa.com) to complete the assessment to determine testing eligibility.

### What You Can Do To Protect Yourself and Others

Even if you are young, or otherwise healthy, you are at risk and your activities can increase the risk of others. It is critical that you do your part to slow the spread of COVID-19.

- Stay home as much as possible, only going out for essentials like food, medicine, and health care.
- Stay at least six feet from other people, even when you wear a face covering. Remember that some people without symptoms may be able to spread virus.
- Cover your mouth and nose with a cloth face cover when around others. Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities. Cloth face coverings should not be placed on young children under age 2 or anyone who has trouble breathing. See CDC guidelines.
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- Cover coughs and sneezes with a tissue or your elbow/inside of arm. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- Clean AND disinfect frequently touched surfaces daily.