From: Bloomberg Government Innovation
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How Detroit’s new food program is helping ‘box in’ COVID-19

Imagine that you’ve been diagnosed with COVID-19, that you've been told to isolate for 14 days, and that you don’t have nearby friends or family to call for help. How are you going to eat? **Detroit**'s new food-delivery pilot answers that question and more. Not only is it helping city leaders tackle a systemic hunger challenge among its most vulnerable residents, it's also proving to be a critical tool in the city's effort to "box in" COVID-19.

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Catch up on all of our COVID-19 coverage below, and get news on the latest city actions by subscribing to our City Hall Coronavirus Daily Update.

- Can cities protect protestors? We asked a public-health expert
- Crisis-management expert to mayors: Pace yourselves for the long haul
- 5 things mayors should consider during COVID's next phase
- How cities are engaging youth through the COVID-19 pandemic
- How cities are using 'streateries' to help restaurants recover
- Lessons from Chicago's COVID-19 Racial Equity Rapid Response Team
- 5 steps to conduct COVID-19 scenario planning in cities
- Dr. Fauci to mayors: Beware of 'blips of infection' as cities reopen
- Food insecurity on the rise in America's cities

MEET **AOIFE MADDEN**

Title: Head of Business Improvement
City: Limerick, Ireland

When COVID-19 hit Ireland, it quickly created a communication problem for about 500 employees in the locality of **Limerick**. Frontline staff such as firefighters and road crews don't have an official email—typically, they check in with supervisors face-to-face at tea breaks or other points in the day. Those routines got scrambled by social distancing.

Aoiefe Madden stepped in to help. She shepherded creation of a smartphone app these employees can use to keep up with their work and key information on how to stay safe while doing so. "They're not at a desk all day," Madden said, "so the app provides them with immediate, up-to-date information."

Now, the app is helping connect the local authority's 900 other employees as well. With many of them working from home, it's become a central platform for information related to staff health and wellbeing, leave policies, counseling services, and more. The change has lightened the load on inboxes—"people are just sick of email," Madden said—while also creating a new channel for employee feedback.

Madden, whose background is in LEAN process-improvement techniques and service design, has a role roughly akin to what chief innovation officers do in city halls in the U.S. She says she's lucky that Limerick's top leadership is so focused on driving innovation within the local authority that they've written that into their corporate plan. "The expectation in Limerick is not only that you manage, but that you also must innovate and look for improvements and ways to do things better," Madden said. "It makes it easier to do my job."

Pro tip: "Innovation should be an expectation of everyone in the organization, not just the responsibility of a few people who are tasked with it."

New Bloomberg program to help cities move toward recovery

Mike Bloomberg announced last week a new set of supports for cities around the world as part of the COVID-19 Local Response Initiative. The Leading Economic and Social Recovery Series will convene global city leaders monthly starting June 18 and continuing through December. With the aim to help mayors and their senior leadership teams manage ongoing recovery and build back better, the sessions will focus on equitable recovery, building and maintaining resident trust, crisis budgeting and fiscal recovery, and supporting the city workforce during a period of profound change and uncertainty.

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PLUS: 7 takeaways so far from the COVID-19 Local Response Initiative

WHAT WE'RE READING

BOLD LEADERSHIP: Black female mayors from **Atlanta**, **Chicago**, **Rochester**, N.Y., **San Francisco**, and **Washington D.C.**, are exemplifying critical leadership at an unprecedented moment marked by civil unrest and a global health crisis. (The Associated Press)

DATA: To protect residents and slow the spread of COVID-19, city leaders in **Los Angeles**, **Seattle**, **Boulder**, Colo., and other cities across the country have leaned on the data cultures they have built and used data to guide critical decisions. (What Works Cities)

TRANSPORTATION: As cities consider congestion pricing to cut down on traffic and air pollution, and increase funds for other transportation projects, a new report offers 10 principles cities should consider when developing and implementing their own programs. (Eno Center for Transportation)

BUDGETS: Nearly 90 percent of cities expect revenue shortfalls, forcing city officials to decide between borrowing money for operations or cutting essential services for residents. (Wall Street Journal)

NETWORK NEWS

LEARNING OPPORTUNITY: Join NACTO for a webinar on the ways cities and businesses are adjusting their approaches to freight traffic and curbside management in the midst of a pandemic-fueled boom in deliveries. The event is **tomorrow, at 2 p.m. EDT**. Register here.

LEARNING OPPORTUNITY: Johns Hopkins University is offering a free introductory course on contact tracing to help governments train the workers needed to slow and prevent the spread of COVID-19. Enroll here.

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