



Managing CARES Act

Problem Statement

- Deploying over \$100M in CARES Act funding to Missouri's businesses for relief during the pandemic.
- Funds were received in Summer 2020 and needed to be used quickly and efficiently, closing out by the end of the year.

Action

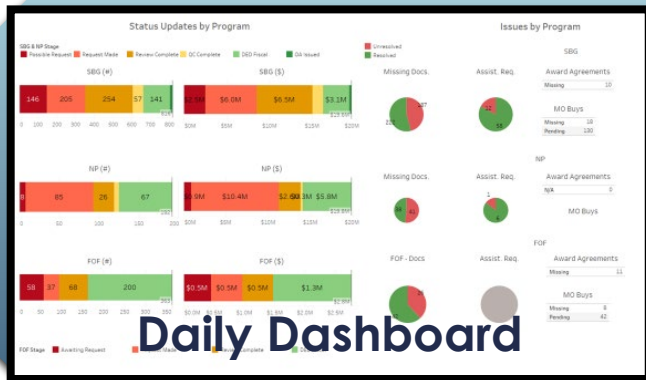
- New programs stood up to assist **nonprofits, start-ups, tourism marketing organizations, small businesses, manufacturers, broadband and family-owned farms.**
- Dozens of team members quickly processed **thousands of applications** and **hundreds of reimbursements**, using digital solutions to manage the largest of the programs.

Outcomes

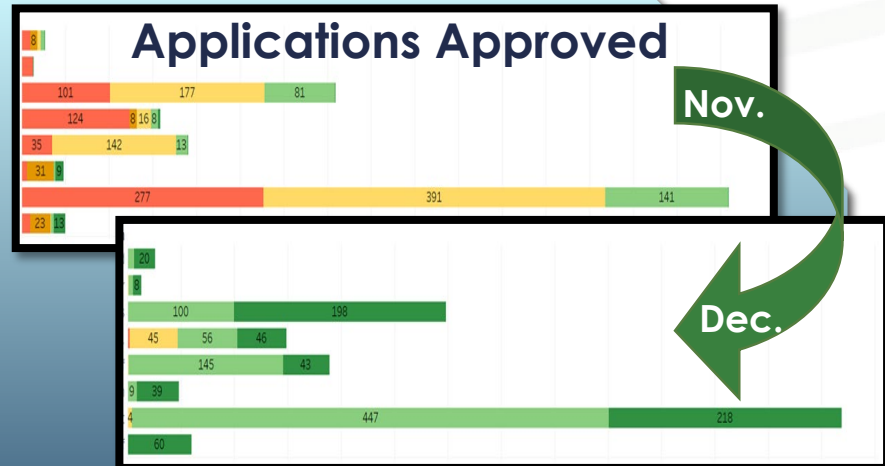
- **7 programs** stood up and closed out in **less than 9 months**
- Over **1,200 businesses**/projects supported
- Over **\$73M** in relief for Missouri and its hardest hit and most vulnerable businesses

Data

Using digital solutions for the entire process gave DED more useful data than ever. We could see who was applying, as well as how our team members were processing the work on a daily basis and how much work remained.



Applications Approved



Analyze

Bringing together hundreds of fields and thousands of records from various systems to create actionable insights was key to the programs' successful implementation. It required new tools and skills, particularly Tableau Prep Builder. Reviewing the data daily allowed leadership to support the processing teams shifting resources quickly and facilitated decreases in average processing time through process changes.