



Eileen M. Donoghue  
*City Manager*

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## MEMORANDUM

**TO:** Mayor Leahy and Members of the City Council

**FROM:** Eileen Donoghue, City Manager *EMD*

**DATE:** May 12, 2020

**SUBJECT:** Coronavirus Community Resource Coordinator (**Motion by C.Nuon on 3/24/2020** - Req. City Mgr. Appoint A Coordinator Of Services To Work With Non-Profits And Volunteer Organizations Who Are Assisting Residents With Needs Resulting From Current Health Crisis; Coordinator Would Direct Residents To Group Best Suited For Aid)

As requested by the City Council, my office has created a temporary role focused on monitoring and responding to the evolving needs of the community that have emerged as a result of the coronavirus crisis and connecting individuals, families, businesses and organizations with available resources. Sean Thibodeau, the Library's Coordinator of Community Planning, has been appointed to the position. The responsibilities of this role closely compliment his existing duties at the library. In addition, based on his experience at the library, Mr. Thibodeau is closely acquainted with many of the key organizations in the City, making him well suited to have an immediate impact in the role.

Mr. Thibodeau will work to compile and promote awareness of resources offered to Lowell residents available through public, private and non-profit entities including: housing resources, food resources, unemployment resources, educational resources, health resources and resources for elderly residents. Through targeted outreach, he will work to assess the needs of the community and will consider measures that can be taken by the City and other partner organizations to respond to them. In addition to already having produced a series of resource guides (available at: [lowellma.gov/coronavirusresources](http://lowellma.gov/coronavirusresources)), Mr. Thibodeau's immediate priorities include launching an operation to conduct outreach by phone to senior residents to ensure their wellbeing and distributing a survey to non-profits in the City in order to build a directory of coronavirus-specific services available. Additional employees from the several departments falling under Health and Human Services including the Library, Recreation, Veterans Services and the Senior Center may be enlisted to support these efforts.

While the immediate operational challenges presented by the coronavirus crisis are intensive and place significant demands on much of the City's workforce, the City must also remain attentive to the hardships being faced by members of our community as a result of the crisis. All early indications reflect that the creation of this position will enhance our ability to do so in a comprehensive and compassionate manner.