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Shawn McGoldrick (00:04):

Hey, good afternoon, everyone and thank you again for joining us today to discuss ARPA. Right now, I want to give a little demonstration of a portal that we designed for a few counties and we made this specific as to how they wanted it. So just know that this is customizable and this is something that each client, if they so willing choose so can make updates to, as we go.

Shawn McGoldrick (00:28):

So this is Norfolk County ARPA. Right now, we are in a development environment. So this way I can actually create templates and show you the whole workflow without going into their live environment. As you can see up top, they have the branding of their seal and their name, as well as their banner they selected. This is all customizable. I'm just going to flip over to Plymouth County. Again, different seal, different banner going across the way, but still same design, if you will.

Shawn McGoldrick (00:58):

And the way this works is that right now, no one is signed in. I am not signed in. And all this information is available to the public, available to constituents, member communities, or any John Doe that wants to go out and see, what is Norfolk County ARPA all about?

Shawn McGoldrick (01:14):

After the banner, we have a little welcome to their portal just giving a brief description of what ARPA is and how it's impact everyone. Then below here, we have eligible uses of funds. So as I'm sure many of you are familiar, these are the six, we'll call them major buckets of ARPA, and what these items can be spent on. Again, this is customizable. We have water/sewer infrastructure, broadband infrastructure, public sector revenue loss, premium pay, negative economic impact, and also, supporting the public health response.

Shawn McGoldrick (01:48):

This is the order that this community wanted these in. This is the amount of buckets that they wanted available. For other particular clients, we may not want to show one based upon what they want. We may want to put this in a different order. And for each of these, we have a little bit of learn more, and we'll go into that in a second.

Shawn McGoldrick (02:08):

Below, we talk about how much money the county received and how they want their allocation doled out to their member communities. So again, all public facing, available to anyone who wants to go see it in terms of what municipality's getting and how they're allocating those percentages out.

Shawn McGoldrick (02:23):

Similar to the grant agreement. Standard language throughout that they will have to agree to in order to get said money from the county. Below that we talk about when costs can be incurred, when they can be expended by. We also have a couple links down the bottom here too. One for the US Treasury, and also one for the FAQs that everyone has regarding ARPA at the moment.

Shawn McGoldrick ([03:19](#)):

So pretty simple. We have our home screen, which is here. These individual templates, which are the same links as shown below, and I'll click on one just to show you. So you can get in two ways. We can go through the template, go to supporting public health, or go back to our home screen and we click on, learn more, brings us right back to the same page.

Shawn McGoldrick ([03:43](#)):

On these screens it elaborates a little bit more as to what each ARPA bucket is for. So it gives you the breakdown of all the eligible uses, it talks about how the county will be awarding these funds and the requirements, we also have our sample applications, and again, the terms and conditions and grant agreement that we saw on the front page. If I were to click on sample application, any member of the public who can access the URL can see what you may be filling out as let's say, a finance director, or a mayor, or anyone that you designate to be the application designee and certifier.

Shawn McGoldrick ([04:20](#)):

This is an example of what they have to fill out. So that way public understands what goes into making a request. So for now, I'm actually now going to sign in and the way the sign in works, it's a two step verification the way it's set up. Is that, one, you have to get invited to sign up essentially. So once we get your contact information and profile information, we set that up in the background and that's step one.

Shawn McGoldrick ([04:47](#)):

Step two is that we actually get a redemption code. Once you get the redemption code, you can actually be signed into the portal and make changes and requests based on your security level and your permission level. So since I already went through that process, I'm going to click sign in. And within the portal actually shows me my profile. So for a member community or an individual admin municipality, you'll be able to see your town, your city, your county, et cetera, any information, including EIN numbers, DUNS numbers, and so on.

Shawn McGoldrick ([05:22](#)):

When I go back to home screen, you'll notice the only thing that's changed is that I now have a support tab and my applications tab. And also you can see that I'm signed in as myself. On support tab, the way it works for this community and another community we're currently working with is that they wanted the general support to be directed to them. So John Cronin is the county director. He wanted any ARPA use questions to go to him. If a city or town wanted to understand a little bit more about it the general support goes to John. And that way he could answer those questions directly.

Shawn McGoldrick ([05:56](#)):

If it's technical support, they would come to CLA. If they're having trouble signing in to the portal, if they're having trouble filling out an application or getting some kind of error message, that's when they would come to us. We in turn would help them out.

Shawn McGoldrick ([06:10](#)):

We're going to talk about my applications tab it one second, but first I want to walk you through an actual application. So just like we did before, I'm going to click on learn more for public health. And this time, what you notice is there's actually a start application tab. So this did not exist previously. And again, this is what separates general access from a member of a public or anyone looking at the website versus someone who's authorized to use the website.

Shawn McGoldrick ([06:35](#)):

So I'm going to hit start application, and this is going to bring us to what looks like a simple application, but there's logic built into the background [inaudible 00:06:44], so depending upon what we choose for a subcategory and what type of application we're filling out, all of these subcategories and subfields would change depending upon the requirements right now from ARPA.

Shawn McGoldrick ([06:57](#)):

So we're going to create one right now for. Let's do COVID-19 testing. And you'll notice the little caret here in front. That caret denotes that this subcategory must report on whether it's primarily serving disadvantaged communities. And as a helpful guide, we have some information we pull directly from the guidance so that everyone can see it easy enough.

Shawn McGoldrick ([07:21](#)):

There's also logic built in too, that if we were going to build this out... Let's say I forgot to put my actual dollar amount in. And I went through and I completed all the other parts. You'll see that the asterisk means required. If I go to hit submit, it will tell me that, "Oops, I forgot a required field." Without these required fields being put in and inputted, you won't be able to move forward within the application phase. So let's request \$25,000 and let's hit submit.

Shawn McGoldrick ([08:05](#)):

So as this is processing, it will bring you to another page when you can add attachments. It's not required, but depending upon what the actual request is, you may want to include some of these items. So we're asking for a general ledger report of expenditures and, or a copy of vendor invoices, because the thought processes for this particular application is that there was COVID testing performed, and now they would like to be reimbursed by the county. So within here, they would actually put one of these two supports. For this purpose, though, I will not attach anything just for the purpose of this demo.

Shawn McGoldrick ([08:39](#)):

I will click next. It's going to take me to my terms and conditions. So this is similar to the terms and conditions PDF that we saw on those other pages, except now it actually fills it in for you. So because I'm in the dev environment, we are now in sample town, Massachusetts, the \$25,000 that I filled out on my application flows through here and anywhere else too, where it needs to be inputted into the terms and conditions. So that at the very end, you are certifying and agreeing that you read the entire agreement and that you are actually authorized to enter into this agreement.

Shawn McGoldrick ([09:17](#)):

So for this purpose, I will say, "Yes, I am." Now I will hit submit. Down below, submission completed successfully. So from a user standpoint you are done for right now. And the way it works is for the county is that they wanted three levels of review.

Shawn McGoldrick ([09:39](#)):

They contracted with us, CLA to be their first level of review. So we have the obligation is that when a application comes in, we get a workflow email sent to us saying that an application has been filed. From here. We have three options. We can outright reject it and basically state that, "Nope, what you filled out does not meet the ARPA guidelines and requirements." So we're going to outright reject that application that stops it dead in the water.

Shawn McGoldrick ([10:07](#)):

The second option is, needs more information. Perhaps you filled it out and you didn't include an attachment. Perhaps we don't understand the exact nature of the request. Obviously COVID-19 seems like a fairly easy one for testing, but maybe there is another subcategory that will still need a little bit more beef to the application. We might be able to then send that back to them and say, "We need more information and here's what we're looking for." They can then get that Microsoft workflow email sent to them, they can go back in the portal, and they can add the additional items.

Shawn McGoldrick ([10:38](#)):

The other option we have is approving. So for the county's point of view, once we approve CLA it goes to level two review. Right now, level two is being done by another audit firm that they have selected in order to give that double check to make sure that, yes, these are eligible. Yes, we agree that all the documentation is there and all the information is there, and we're good to go. They have two options. They can either approve, which sends it to level three, or they can say, "Needs more information." And that needs more information may be a clarifying statement from us, CLA so it drops back down to level one.

Shawn McGoldrick ([11:16](#)):

Once it is finally approved and goes to that level three review, that is where it is finally up to the county to say yay or nay to the project. And so if you're wondering, "Well, Shawn, how am I going to track my applications? How are we going to verify that where these statuses are of my applications and what's the turnaround?" You can click right on my applications. And when you do so... it'll bring you to a page to where it lays out, all applications submitted for your particular town or city.

Shawn McGoldrick ([11:57](#)):

So we'll sort by created on, and all these are, you can sort by whatever category you have here, but this is the one we just created. It gives you an automatic project name, tells you the application type, the name of the project we named it, what municipality you're in, and so for the county example, depending upon your sign in and your level of permissions, you will only see either your city or town, or if you're the county, you'll see all member towns and cities that are part of your county. You'll also see the application status and where these are at.

Shawn McGoldrick ([12:26](#)):

So because we're pending level one review in this case, that's CLA. You can see other projects along the way that we've done for other demos, where you might see an approved amount. You might see pending level through review or an outright rejection. The nice part about this is that the way this portal is customized and designed is that it's supposed to be your one-stop shopping for audit, documentation, compliance documentation, et cetera.

Shawn McGoldrick ([12:52](#)):

And what I mean by that is you can click on this little dropdown and click on view details. This is all printable and saveable on a PDF, but it tells you all information you might possibly want for the submission. It tells you the submission details, talks about your municipality, gives you the certification, and at the very end, it also shows the application that you submitted and filled out.

Shawn McGoldrick ([13:17](#)):

Then from there, if you wanted to, you could save this to your server. You could email it off to someone. You can provide it to your auditors. You can save this or print it to a PDF, your printer, and again, has all that information that any auditor would want to see or yourself too.

Shawn McGoldrick ([13:32](#)):

We all report to boards, committees, town managers, town administrators, mayors, whatever the fact may be. You can easily email this off and get that support out to them so they can see what was actually submitted. So right now, the way this is built, again, this is our kind of version one. Version two will be coming, and we will have a reporting tab up here and we will also have a dashboard for some data analytics and some stats.

Shawn McGoldrick ([13:58](#)):

The reason we don't have that now is because reportings not due until January as it got moved back. And the final guidance is not out there yet. So we didn't want to build something that was going to have missing information or information that we were going to have to add at the end.

Shawn McGoldrick ([14:12](#)):

The good news is, is that when Norfolk County, when we do get that report tab and those analytics set up, they will get that. We simply push it through to their portal and it'll show up when they sign in next time. So that's really the general overview of Norfolk County ARPA and CLA's portal development. Again, customizable to meet your needs. This is made specifically for Norfolk County, the demo you just saw. So it's frontward facing to their member communities, the cities and towns, et cetera.

Shawn McGoldrick ([14:44](#)):

So I hope that's been helpful today. Thank you for watching the demo. And as always, if you have questions, please let us know, and we're more than willing to... more than happy to help you out. Thank you very much.