

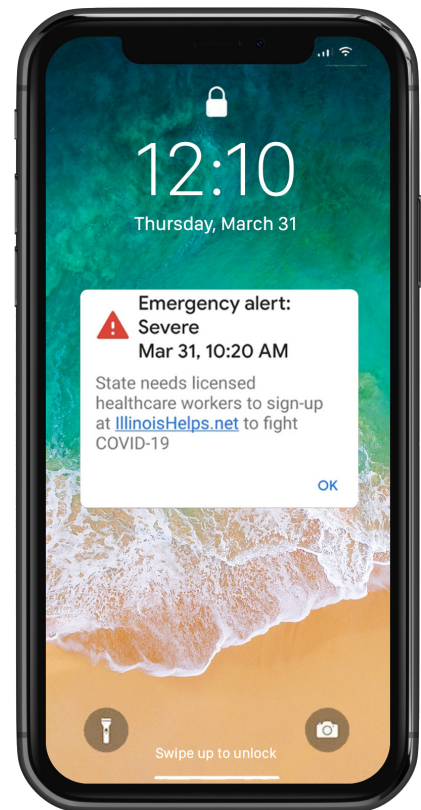


Illinois Helps Registers and Credentials 30,000 Healthcare Workers in 48 Hours with Juvare and AWS

The Illinois Helps program (<https://illinoishelps.net/>), fostered by the Illinois Department of Public Health, has used Juvare's CORES Responder Management System (RMS) since January 2014. Like many of the 30+ states that rely on Juvare's CORES Platform, Illinois has progressively recruited, registered and credentialed tens of thousands of volunteers, preparing a pool of candidates to support healthcare and public health preparedness events like COVID-19.

On Friday March 27th, 2020, the State notified Juvare that it intended to issue a statewide Wireless Emergency Alert (WEA), sending a message to every cellphone in the state. The WEA would provide a direct URL Link to the <https://illinoishelps.net/> and request that all healthcare workers register to volunteer and fight COVID. Over the following day, the Juvare team rebuilt the front-end registration workflow for the Illinois Helps site leveraging CloudFront, S3, Lambda, and DynamoDB to ensure it was capable of handling the expected web traffic that such an alert would incur.

Starting on Sunday March 29th, the Illinois Emergency Management Agency issued a series of WEA alerts directing people to Illinois Helps, resulting in over 120 million page requests served over a 48 hour period, including one spike of 50 million across less than 5 minutes. The alerts ultimately resulted in approximately 30,000 registrations to help fight COVID-19, nearly 3 times the previous number of properly licensed and credentialed healthcare workers registered in Illinois Helps.



**120
million
page requests**
within a 48 hour period

**30,000
registrations**
3x more than ever before

Through this experience, the Illinois Department of Public Health learned that with the flexibility of Juvare's scalable architecture powered by AWS, they can quickly pivot to respond to unforeseen circumstances and successfully serve their community.

ABOUT JUVARE

Juvare is a worldwide leader in emergency preparedness and critical incident management and response software. Juvare solutions empower government agencies, corporations, healthcare facilities, academic institutions, and volunteer organizations to leverage real-time data to manage incidents faster and more efficiently, protecting people, property, and brands. For more information, visit www.juvare.com.

