

COVID-19 Office Hours: Chat and Q&A Log March 13th, 2020

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Jackie Edens to host (privately): Has there been any discussion of how this pandemic might impact agency performance as it relates to their contracts with federal agencies? Will there be any consideration on contract payouts?

Ashley Cotton-Martin to all panelists:

1. Are we at any time allowed to stop movement of residents?
2. If we have to close the YWCA building due to the virus, what does that look like for the residents?
3. if there is a need for sterilization of the entire building after reopening and it takes more than a day where are we to place our residents?
4. They share kitchen, restroom and common area are we allowed at any time to close those areas to either prevent or stop the spread of potential contamination?
5. If a resident get sick with the virus, are we to remove them to protect the others or are we to place them in another room?
6. If the building is shut down will we need 24 hour security?
7. Will a case manager need to stay on site if the building is shut down?
8. How will we provide food? Are we allowed to provide food, water etc. If so how much?

jesse mofle to all panelists:

Will HUD provide guidance or regulatory relief for inspection and/or recertification delays due to COVID-19 pandemic?

Tui Varela to host & presenter:

Will HUD be paying Admin Fee regardless of lease up b/c we are impacted in activity but must pay more for various activities associated with virus?

Will HUD waive programmatic deadlines during this period?

Will HUD extend lease deadlines for new grants, i.e. our Mainstream deadline, and take subdued lease activity into account in calculating program costs in next year's grants (assuming leasing trends up near end of year when virus past)?

jesse mofle to all panelists: Do you have any guidance on using a "screening" tool/form to determine if a person may pose a risk to meeting in person for an inspection and/or recertification?

Ashley Cotton-Martin to all panelists: our administration in downstairs and the residents are above us so we are not only taking precautions for them but staff as well.

Robert Feldman to all panelists: Is anyone aware of state resources in Pennsylvania for cleaning supplies etc. that are available to purchase for local jurisdictions in an effort not to compete with the general public who are trying to obtain.

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Lanore Hahn to all panelists: Where should COC leadership be asking for help to connect shelters to supply chains?

Milo Ayen to host & presenter: Does State of Florida have List of COVID-19 Positive alternate shelters listed county by county or region by region or city by city?

Denise Rine to host (privately): I'm a Senior HUD subsidized apartment bldg, how would you handle visitors ? Would you recommend a visitor book if we do not have one in place during this outbreak ?

jesse mofle to all participants: Will HUD provide guidance or regulatory relief for inspection and/or recertification delays due to COVID-19 pandemic?

jesse mofle to all participants: Do you have any guidance on using a "screening" tool/form to determine if a person may pose a risk to meeting in person for an inspection and/or recertification?

Amy Jones to all panelists: I thought I heard you say at the beginning that separating/quarantining people in the shelter is not recommended...and then I heard you say to consider separating or grouping those with coughs etc. Can you explain the difference?

March 13, 2020 2:19 PM from Marlisa Grogan to all participants:
@Lanore Hahn - CoC leadership should contact state leadership for assistance accessing supply chains

Nick Snow to host (privately): What is the best practice guideline for senior citizen public housing? Is it to maintain self quarantine within the residential units (which are usually single occupancy) and increase cleaning of hallways and common areas?

Jackie Edens to all participants: Has there been any discussion of how this pandemic might impact agency performance as it relates to their contracts with federal agencies? Will there be any consideration on contract payouts?

Terresha Anthony to host (privately): I've seen that the hospitals are not necessarily testing everyone who comes in with symptoms. Is that still the case? We have required that any clients experiencing symptoms seek immediate medical attention, but if they are not tested it would not be helpful.

Yolanda Braxton to host & presenter: We are having a very difficult time obtaining surgical mask and other safety products. Does HUD provide? Where?

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Milo Ayen to host & presenter: Does Veterans Admin in the State of Florida have alternative shelters for COVID-19 Positive Clients listed by county or by nearest VA center?

Carl Hetler to host (privately): Should we close drop in locations for meals and direct people to residential shelters which are open?

maria balaji to all panelists: Does HI have enough tests for those presenting with the illness?

Nick Snow to host (privately): What is HUD's recommendation for continuation or suspension of weekly extermination within public housing units? Is there a greater risk created by the exterminator traveling between units, or by the suspension of extermination services for an indefinite period of time?

Fred Hintz (NY-505 CoC) to host (privately): For people in scattered-site housing programs, is it recommended that case management be provided via phone?

Marlisa Grogan to all participants: @Amy Jones - to clarify, we were cautioning against establishing separate quarantine spaces that segregate people experiencing homelessness. This quarantine/isolation accommodations are separate overflow spaces that may be needed in some communities

David Ragsdale to host (privately): Residential Treatment Program- Any guidance on new discharge protocols for a resident who tests positive on a drug screen but might also be in quarantine/isolation?

Ajeenah Sharif to host (privately): For grantee agencies required to close or significantly reduce staffing/temporarily suspend face-to-face contact based on recommendations from public health departments, will HUD allow flexibility in meeting annual requirements such as performing annual inspections/annual re-certifications when the grantee agency is closed or temporarily suspends face-to-face contact as a precautionary measure?

Judy Kosloski to host (privately): For the HCV program, should we temporarily stop port-ins?

Jennifer O'Reilly-Jones to all participants: Would a surgical mask that is not n95 rates still be effective at limiting splatter from coughs?

Linda Johnson to host (privately): Are tests being provided for patients at no cost (i.e, not applied to annual deductible)?

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bill stapleton to host (privately): Can we find the Survery Monkey survey that King COunty was using for supply access?

Cassie DuBray to host (privately): Is there guidance for those of us who have Section 8 programs which require direct in person interviews and inspections for their assistance?

Jennifer O'Reilly-Jones to all participants: What about screening at shelters or encampments by taking temperatures? Effective?

David Shaku to host (privately): for those of us with clinics are there any specific medical supplies we should have on hand to collect specimens for testing, and will tests be covered for the uninsured?

Stephanie Rodriguez to all panelists: Are there any protocols in place for mutlifamily properties that have shared ventillation systems (like in a highrise buidling) when a person is quarantined or symptomatic?

Judy Kosloski to host (privately): How do we deal with tenants/clients who are traveling outside of the US and how do we deal with them when they return? How do we quarantine in a building with 200 apartments? How do we deal with work orders if a resident has symptoms and/or tests positive?

Jessica King to presenter (privately): How would we quarantine in a congregate shelter? Would participants stay in their units and specify a specific bathroom for symptomatic participants while maintaining appropriate cleaning practices?

CAROLINA GOMEZ to host (privately): Multnomah county has added 16 portable washing stations trough the city -

Jason Hanusey to all panelists: Does HUD have any guidance regarding public hearings for Con Plan and Action Plans? If public hearings are unable to be had due to the virus would it impact abiding by regulations? Also if there are cancellation of meetings where resolutions are being passed to approve submission of con plans?

Jackie Edens to all participants: On a local webinar I was on this morning one provider said they had luck going outside of the city. Another said Dollar Stores seemed to have hand sanitizer.

Corey Root to all panelists: We are able to get supplies like hand sanitizer via our County, state very disconnected from what is happening locally

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CAROLINA GOMEZ to host (privately): some guidance has been posted at <https://multco.us/novel-coronavirus-covid-19/covid-19-guidance-congregate-and-shelter-settings>

Esther Obanero to all panelists: All our contracts require a monthly face to face contact with our client's in supportive housing. Are there any guidance around how this?

Stephanie Rodriguez to all panelists: How are shelters handling maintenance to the buildings that house the community as to not cause panic?

Liddy Bargar to all participants: Is there any guidance around best supporting folks who are unstably housed (ie: severely rent burdened) who are losing wages due to closures/social distancing? Expanded eligibility for services or other best practices to prevent homelessness?

Kendy Villa to all participants: Is there any guidance for Domestic Violence Providers?

Stephanie Rodriguez to all panelists: Are your local food banks changing the practice of pallets being delivered to be more individual boxes so that they are not in a communal packages?

Amy Stewart to host (privately): will requirements for in-person document signing for leases be lifted? Our HIV population provider is especially concerned with this.

Kendy Villa to all participants: How is everyone dealing with the shortage on cleaning supplies?

Patty Mullen to all participants: Our shelter and soup kitchen clients eat in the same space. We are thinking of only allowing the residents to eat in the building and serve the community persons with to go containers

Milo Ayen to host & presenter: Elderly Televisits is entirely impractical

erresha Anthony to all participants: We are also serving our visitors in to go containers to take with them. To create social distance.

Milo Ayen to host & presenter: Some folks do not not have access to computers, laptops or basic cellphones.

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Emily Blomenkamp to host (privately): Are there any recommendations specifically for close quarter living shelters in regards to limiting intakes or completing stopping intakes once you have a confirmed case in shelter?

Stephanie Rodriguez to all panelists: For the to go containers, are you still having them line up to get the container though?

Milo Ayen to host & presenter: I like talking through door idea! can show we care without endangering anyone.

Norman Ellis to all participants: Does anyone have any insight on what guidance HUD has provided in the midst of the current viral outbreak; particularly as it relates to public housing and Section 8.

jesse mofle to all participants: Agreed a session for PHA would be greatly helpful.

Cassie DuBray to host & presenter: There really needs to be more guidance for PHA's as HUD will penalize agencies under SEMAP rules.

Barbara Mundt to host (privately): Should HFA's PHA's continue inspection of occupied units in Section 8 housing?

Dorothea Malone to host (privately): Is there any consideration to adding field(s) to HMIS to track number and impact of virus as it relates to discharges

3/13/20 Office Hours--Q&A Content

laura lama

Q: How many cities have had luck getting portable sinks provided by county and city government to enable handwashing in encampments and other areas with unsheltered people?

Susan Au

Q: Stafford Act has been enacted. How do we use HUD funds? Links to processes and requirements please

Allison Nye

Q: Lots of shelters are wondering how to quarantine people with such limited space issues.

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Ofa Moeai

Q: Can the COVID19 be killed? What specific cleaners should be used on our household surfaces? Are these regular surface cleaners actually able to kill the virus? Does handwashing actually kill viruses?

Amanda Coleman

Q: Do you have resources to help us access hand sanitizer for unsheltered persons?

Marguerite Pridgen

Q: What funding is available to communities for COVID-19 mitigation among unsheltered homeless population?

Thomas Bates

Q: For Coordinated Entry Access Points - what is best practice for mitigation? We have suspended services at some locations built into very high traffic areas to focus on locations easier to control re: hygiene and crowds

Denise Pikes

Q: What is the best way for shelters or outreach to conduct triage or testing for COVID-19 if it comes down that?

Marlene Garza

Q: Can Housing Authorities allow landlords to self-certify that their units pass HQS , then follow up later to confirm so new contracts can continue to be executed as inspector work is suspended?

Sigrid Maxwell

Q: what precaution should staff take when visiting with clients in their home?

Laurel Weir

Q: If someone is coughing because of COPD (it's a common symptom of COPD), it could be dangerous to put them into a part of the shelter with people who have infectious lung disease. How do we distinguish between cough from COPD and cough from something else?

laura lama

Q: is a properly prepared bleach solution better than the wipes we cannot find?

Rorie Scurlock

Q: Can you elaborate on the most effective ways to use HMIS with Covid-19?

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Sharif Omer

Q: Can agencies require residents to quarantine if they see symptoms

Lisa Lee Williams - 2:27 PM

Q: For those working on housing side who are dealing with recently homeless, are there any additional precautions especially if we have implemented restricted face to face interaction?

David Shaku

Q: for those of us with clinics are there any specific medical supplies we should have on hand to collect specimens for testing, and will tests be covered for the uninsured?

laura lama

Q: Isolation spaces: this means people need to have their own rooms? 4 walls, and a ceiling? not just curtains or partial doors?

Alie Redd

Q: You are encouraging street outreach to continue and do testing if possible. Should social workers do the testing or medical professionals who conduct street outreach?

Sabrina Gutierrez

Q: In regards to Section 8 paperwork and mandatory meetings with Housing Authorities, will agencies be allowed to send in paperwork electronically? Can clients meet virtually with housing authorities as opposed to meeting in person?

Marguerite Pridgen

Q: HUD and HHS should combine resources to jointly fund spaces to isolate/quarantine people. Colleges/universities closing results in certain students becoming homeless which adds to the shortage of temporary containment areas .

Allison Nye

Q: Thanks! Any funding to support the extra bridge housing costs...especially when quarantine is needed.

Megan Starr

Q: Can you say more about the reason HUD is cautioning against quarantining and isolating homeless populations specifically?

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Amber Lewis

Q: What if an organization is having trouble obtaining basic sanitary supplies like hand sanitizer and sanitizing wipes?

Jim Gipson

Q: From San Antonio

We are slated to enroll a family and they just informed us that their daughter is planning to visit Mexico with grandparents. When she return they want her to join them at the shelter. What is an appropriate response to this request?

Liddy Bargar

Q: Is there any guidance around best supporting folks who are unstably housed (ie: severely rent burdened) who are losing wages due to closures/social distancing? Expanded eligibilty for services or other best practices to prevent homelessness?

Alexandria Dreher

Q: Will YHDP or other grant NOFA releases be delayed due to COVID-19 context?

Lisa Lee Williams

Q: I'm the event of staff reduction, What is huds position on meeting timely regulatory requirements

Debra Hendren

Q: HQS - we don't want to hold up anyone from getting housed or preventing an eviction. What kind of flexibility with doing a virtual instead of a face to face?

Chomda Tapley

Q: What about those on HCV that need an inspection. I know that you can have 15 months for an inspection to be submitted to PIC but the inspection ties in to annual re-exam if it's prolonged can we get a waiver for a delay to submit annual paperwork and HQS?

Chomda Tapley

Q: Briefings are required for HCV participants to get a voucher. Can we change our policy to have one virtually or pre-recorded?