

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 2:30 PM from Natalie Matthews to all participants: Event information for upcoming Office Hours, along with copies of all materials can be found here:

<https://www.hudexchange.info/homelessness-assistance/diseases/#covid-19-webinars-and-office-hours>

July 24, 2020 2:31 PM from Natalie Matthews to all participants: To join the webinar via the phone, please call in using:

1-855-797-9485 Access code: 610 976 677

July 24, 2020 2:35 PM from Norm Suchar to all participants: Yikes

July 24, 2020 2:35 PM from Ebony Rankin to all participants: Lol

July 24, 2020 2:35 PM from Lauren Whitleigh to all participants: hahahahahahaha

July 24, 2020 2:36 PM from Justin Vorbach to all participants: I just sent my canteloupes to spend a week at the John Cougar Melon Camp.

July 24, 2020 2:36 PM from Belinda Estes to all participants: I'm laughing at your dad joke! This also sounds like one of my uncles' jokes.. :)

July 24, 2020 2:36 PM from Angel Macchia to all participants: @Justin LOL

July 24, 2020 2:36 PM from Lauren Whitleigh to all participants: I laughed out loud and woke my sleeping cat :)

July 24, 2020 2:38 PM from Aaron Neal to all participants: Nice

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

- July 24, 2020 2:38 PM from Pamela Phillips-Zeller to all participants: Seriously????!!!!
- July 24, 2020 2:38 PM from Janice Sheffield to all participants: Cute! A Dell
- July 24, 2020 2:38 PM from Suzie Tolmie to all participants: Keep it up, Todd.
- July 24, 2020 2:38 PM from Lisa Snipes to all participants: My husband is going to LOVE these jokes!
- July 24, 2020 2:38 PM from Teri Robertson to all participants: @Lauren LOL
- July 24, 2020 2:41 PM from Natalie Matthews to all participants: Source: National Multifamily Housing Council Rent Tracker <https://www.nmhc.org/research-insight/nmhc-rent-payment-tracker/>
- July 24, 2020 2:42 PM from Karen Byron to all participants: Does this differentiate at all for those who are low/mod or very low income?
- July 24, 2020 2:43 PM from Karen Byron to all participants: Ha - you were getting to it.
- July 24, 2020 2:43 PM from Suzie Tolmie to all participants: Why would July payments be worse, when folks still have unemployment benefits?
- July 24, 2020 2:45 PM from Valorie Carson to all participants: Household Pulse Survey can be pulled at level of state, I don't think any smaller

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 2:50 PM from Natalie Matthews to all participants: Eviction Lab tracking: <https://evictionlab.org/eviction-tracking/>

July 24, 2020 2:51 PM from Natalie Matthews to all participants: JAMA study: <https://jamanetwork.com/journals/jama/fullarticle/2767631?widget=personalizedcontent&previousarticle=2768532>

July 24, 2020 2:51 PM from Janice Sheffield to all participants: Bwahahahahaha

July 24, 2020 2:51 PM from Pamela Phillips-Zeller to all participants: Bad!!!!

July 24, 2020 2:51 PM from Amanda Sternberg to all participants: Haaa!

July 24, 2020 2:51 PM from Josefa Zatarain-Flournoy to all participants: LOL

July 24, 2020 2:52 PM from Belinda Estes to all participants: lol....groan!!!

July 24, 2020 2:52 PM from Sarah Moore to all participants: These dad jokes are on point!

July 24, 2020 2:52 PM from Kali Adams to all participants: Both jokes were solid!

July 24, 2020 2:52 PM from Jeremy Hirsch to all participants: As a dad, I approve.

July 24, 2020 2:52 PM from Janice Sheffield to all participants: I'm laughing!

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 2:53 PM from Justin Vorbach to all participants: They just reopened the Lego store in Minnesota. People were lined up for blocks.

July 24, 2020 2:54 PM from Belinda Estes to all participants: @Justin, lol

July 24, 2020 2:54 PM from Natalie Matthews to all participants:  
<https://www.census.gov/programs-surveys/household-pulse-survey/data.html>

July 24, 2020 2:54 PM from Bonnie Campbell to all participants: Can anyone clarify what the Renovation portion of Round 2 ESG-CV funds can be used for?

July 24, 2020 2:54 PM from Suzie Tolmie to all participants: This is GREAT info. Thank you. Can we hear from Todd as we move forward?

July 24, 2020 2:55 PM from Pamela Phillips-Zeller to all participants: Can we get that census link again, please?

July 24, 2020 2:55 PM from Natalie Matthews to all participants:  
<https://www.census.gov/programs-surveys/household-pulse-survey/data.html>

July 24, 2020 2:55 PM from Karen Byron to all participants: Thank you @Natalie

July 24, 2020 2:55 PM from Natalie Matthews to all participants: no problem!

July 24, 2020 2:56 PM from Pamela Phillips-Zeller to all participants: Thanks, Natalie!

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 2:57 PM from Lesa Weikel to all participants: Under ESG, if a client has past landlord debt – monies owed to a former landlord for breaking a lease or eviction– that is showing up as part of background/credit checks by new potential landlords and the potential landlords indicate that the past landlord debt is the reason they will not approve them for a rental unit, can ESG be used to pay the past landlord debt as rental arrears? If yes, can such payment be made to a third party collection agency to include collection costs or must it be made only to the landlord/property management company?

July 24, 2020 2:57 PM from Emily Carmody to all participants: We are seeing landlords putting extra criteria around income. One household reported that a landlord asked for 12 months in advance because they were in the service industry which the landlord deemed "high risk"

July 24, 2020 2:57 PM from Tree Clemonds to all participants: In Rochester NY, we are seeing that several landlord are interested in our PSH programs if we write letters to the landlords about the programs.

July 24, 2020 2:58 PM from Robert Pulster to all participants: Great question and helpful response.

July 24, 2020 3:01 PM from Todd Richardson to all participants:  
<https://tracktherecovery.org/>

July 24, 2020 3:01 PM from Lesa Weikel to all participants: Many landlords say they want to work with our community's RRH projects, but because the households normally would not pass their tenant criteria - income, backgrounds, credit - due to fair housing laws, they can not lower or make exceptions their tenant selection criteria to work with our RRH projects

July 24, 2020 3:01 PM from Natalie Matthews to all participants: Thank you, Todd!

July 24, 2020 3:02 PM from Suzie Tolmie to all participants: This begs the Q-- should ESG funds target prevention more than we were previously "encouraged" to by HUD?

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

Personally, I hope our city will focus instead on RRH. It is expected that the evictions that could occur will likely result in higher homeless #s, or will these renters more likely move in with family/friends and avoid becoming literally homeless?

July 24, 2020 3:04 PM from Jessica Bleile to all participants: @Suzie, I wonder if the focus is on RRH, if more time is spent on diversion or housing problem solving to try to ensure the population served do not have any other options?

July 24, 2020 3:07 PM from Michelle Herrera to all participants: This slide would be helpful to distribute in shelter programs.

July 24, 2020 3:07 PM from Michelle Herrera to all participants: Is there a link?

July 24, 2020 3:10 PM from Martha Montgomery to all participants:  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

July 24, 2020 3:10 PM from Martha Montgomery to all participants:  
[https://www.cdc.gov/coronavirus/2019-ncov/hcp/duration-isolation.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fstrategy-discontinue-isolation.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/duration-isolation.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fstrategy-discontinue-isolation.html)

July 24, 2020 3:10 PM from Tom Albanese to all participants: Wouldn't it be safest (and more conservative) to not rely on test-based approach for discharge prior to 10 days from onset of symptoms and improvement of >24 hrs, since tests are not fully reliable along with the timeliness issue mentioned?

July 24, 2020 3:11 PM from Nick Mitchell to all participants: Is it possible to consolidate some of the market data that Todd was discussing as a landlord outreach piece to help influence participation, "here are some data points on the current market as you consider our programs that provide stable rental income"? Might be helpful for those landlords not as plugged into the market data

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 3:11 PM from Martha Montgomery to all participants: For public: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html>

July 24, 2020 3:11 PM from Todd Richardson to all participants: Per question on percent of evicted folks who might seek out a homeless, shelter, the AHS from 2017 offers a clue. Just 5% of VLI renters when asked the question about where they would move if evicted indicate "shelter". Most say family or friends.

July 24, 2020 3:14 PM from Aaron Weaver to all participants: @Lesa Weikel, the first Mega Waiver issued on 3/31/2020 allows grantees to use CoC program funds for, “up to 6 months of a program participant’s utility arrears and up to 6 months of program participant’s rent arrears, when those arrears make it difficult to obtain housing” (Waiver #3). The Waiver can be found here: [https://www.hudexchange.info/resource/6007/availability-of-waivers-of-community-cpd-grant-program-and-consolidated-plan-requirements-to-prevent-the-spread-of-covid19-and-mitigate-economic-impacts-caused-by-covid19/?utm\\_source=HUD+Exchange+Mailing+List&utm\\_campaign=912c2a3df8-COVID-19-SNAPS-Waivers-4.1.20&utm\\_medium=email&utm\\_term=0\\_f32b935a5f-912c2a3df8-19298249](https://www.hudexchange.info/resource/6007/availability-of-waivers-of-community-cpd-grant-program-and-consolidated-plan-requirements-to-prevent-the-spread-of-covid19-and-mitigate-economic-impacts-caused-by-covid19/?utm_source=HUD+Exchange+Mailing+List&utm_campaign=912c2a3df8-COVID-19-SNAPS-Waivers-4.1.20&utm_medium=email&utm_term=0_f32b935a5f-912c2a3df8-19298249). In terms of paying the collection agency as opposed to the landlord, I would imagine that so long as you can document the connection between the landlord’s reticence to rent and the arrears, you would be permitted to pay the collection agency.

July 24, 2020 3:16 PM from Natalie Matthews to all participants: Link to Infectious Disease Toolkit: <https://www.hudexchange.info/resource/5985/infectious-disease-toolkit-for-cocs/>

July 24, 2020 3:20 PM from Brett Esders to all participants: @Lesa - ESG funds under RRH and HP can be used to pay for up to 6 months of rental arrears, but only to the landlord or owner of the property. You cannot use ESG funds once the arrears have been turned over to a collection agency. As @Aaron noted, though, if the project has requested a waiver for a CoC Project then they can pay up to 6 months of rental arrears to help a program participant obtain housing. They can pay these arrears to a credit agency so long as they are able to document that the payment to the credit agency is for the rental arrears.

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 3:22 PM from Lesa Weikel to all participants: @Aaron and @Brett  
- Thank you!

July 24, 2020 3:23 PM from Natalie Matthews to all participants:  
<https://files.hudexchange.info/resources/documents/Non-Congregate-Approaches-to-Sheltering-for-COVID-19-Homeless-Response.pdf>

July 24, 2020 3:24 PM from Natalie Matthews to all participants:  
<https://files.hudexchange.info/resources/documents/COVID-19-Essential-Services-for-Encampments-During-an-Infectious-Disease-Outbreak.pdf>

July 24, 2020 3:24 PM from Natalie Matthews to all participants:  
<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Supporting-Individuals-Exiting-Isolation-or-Quarantine.pdf>

July 24, 2020 3:27 PM from Carrie Poser to all participants: Any news about  
FY19 CoC grants that dont have money in ELOCCS yet?

July 24, 2020 3:28 PM from Natalie Matthews to all participants: Resource on  
submitting Substantial Amendments:  
<https://files.hudexchange.info/resources/documents/Setting-Up-a-Substantial-Amendment-for-CARES-Act-Funding.pdf>

July 24, 2020 3:29 PM from Kristi Schott to all participants: I echo Carrie's  
request, we are still waiting on NH2019 grants and agreements which are necessary during this  
time to house individuals, youth and families

July 24, 2020 3:33 PM from DAVID CANAVAN to all participants: Or "Dad"  
jokes...



**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

July 24, 2020 3:33 PM from Natalie Matthews to all participants: Equity Webinar:  
<https://www.hudexchange.info/trainings/courses/covid-19-homeless-system-response-discussion-of-equity-products/>

July 24, 2020 3:33 PM from Natalie Matthews to all participants: IDIS resource:  
<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-IDIS-Fact-Sheet-for-ESG-and-ESG-CV-Funds-Setup.pdf>

July 24, 2020 3:33 PM from Scott Thurmond to all participants: I might have missed this. The timing of the CoC Competition?

July 24, 2020 3:38 PM from Lauren Whitleigh to all participants: any update on YHDP NOFA timeline?

July 24, 2020 3:38 PM from Ebony Rankin to all participants: @Lauren - no update on the YHDP NOFA

July 24, 2020 3:39 PM from Kristi Schott to all participants: ANy update on new grant agreements?

July 24, 2020 3:40 PM from Lauren Whitleigh to all participants: from axton nicolas When can we expect guidance/resources around safely conducting a Point in Time Count in the middle of a pandemic?

July 24, 2020 3:40 PM from Beth Sharber to all participants: Thank you all!

July 24, 2020 3:40 PM from Ebony Rankin to all participants: No update on grant agreements. As soon as they are ready, we will let everyone know

**COVID-19 Office Hours: Chat and Q&A**  
**July 24th, 2020**

**Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.**

**Q&A Session for COVID-19 Office Hours**

-Torrie Kopp Mueller - 2:39 PM

Q: Can you post the call-in number? I came late and can't hear anything! Thank you! And previous chats aren't showing up for me!

Priority: N/A-

-Ebony Rankin - 2:39 PM

A: To join the webinar via the phone, please call in using:  
1-855-797-9485 Access code: 610 976 677-

-Natalie Matthews - 2:43 PM

A: 1-855-797-9485 Access code: 610 976 677-

---

-Nick Mitchell - 3:09 PM

Q: Is it possible to consolidate some of the market data that Todd was discussing as a landlord outreach piece, "here are some data points on the current market as you consider our programs that provide stable rental income"?

Priority: N/A-

---

-Ruth Hill - 3:34 PM

Q: Any idea when the CoC NOFA will drop?

Priority: N/A-

---

-Ruth Hill - 3:36 PM

Q: thanks!

Priority: N/A-