

COVID-19 Office Hours: Transcript

May 13th, 2022

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Hello everyone and welcome to the SNAPS COVID-19 office hours.

My name is Micah Webster with Abt Associates. I'm going to spend just a couple of moments going over some tech notes.

And then we'll get into the content that we have for today.

So, just a couple of housekeeping reminders, we are recording the office hours today as we do each week and we will post a copy of the recording along with the slides in a content that we received through the chat box onto the HUD Exchange.

Just a couple of business days, if you have any issues with audio during the webinar.

We encourage you to switch over from computer to phone audio at the numbers that are up there on the screen.

And that I have just paste it into the chat.

Speaking of the chat, everyone will remain muted for the duration of the office hours this week.

But we absolutely anticipate and hope to hear from you through the chat feature in Webex.

Define the chat just take a look at the bottom right hand corner of your screen and you should see the word chat and what looks like a message bubble.

If you click on that open the chat, you can send all questions, comments and feedback in to us.

And with that, I'm going to turn things over at the Norm Suchar from the HUD office of special needs assistance programs.

Thank you so much Micah and welcome everyone to today's session. Uh, so I'm going to introduce our presentations today. Uh, and we'll get right into the content, uh, as you can see from the screen there.

We have a lot of our snappers here today to help answer your questions. If you have a question about any of today's content, or if you have a question about anything else, you'd like us to try to answer.

We are, uh, we'll do our best to answer as many of those questions as we can. Uh, we also have a couple of our great providers, uh, that are going to, uh, present an onboarding tool kit for us a little later in the session.

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Um, very pleased to welcome, Michael overweight, the executive director of the hunger and homeless coalition of call your county, Florida uh, who's going to give us a presentation today so, uh, very excited to hear from Michael.

Uh, we will not have anyone from the Centers for Disease Control and prevention on today. Uh, they had a conflict, so they couldn't make it. Uh, I will just do a quick update, uh, there though.

Um, also wanted to mention that we do have a poll question coming up and, uh, we'll paste the link to the poll question in the chat window there. Uh, it's very similar to last week's poll question.

I want to put in a plug for everyone to please fill out the question. This is really important for us to understand. This is the question is just about where you are on meeting the.

Uh, June 16th, uh, draw deadline, uh, it's really important information for us. So, if you, uh, would please go ahead and fill it out. We'd deeply deeply appreciate it. And we'll be talking about, uh, the responses to that a little later in the session.

Uh, I will mention that you're not held to whatever you put in the, the, uh, however you respond to the question. So, uh, there's, there's no downside to responding. So, if you wouldn't mind clicking that we'd very, very much appreciate it. Thank you.

Uh, so with that, I want to quickly go over some content that the CDC shared with us to share with you all today. Uh, so, as you can see from the slide, covet numbers are going up nationally.

Uh, so, uh, you know, never great news to hear that, uh, especially problematic in the Northeast, where the community levels are increasingly at the high level.

Uh, so not only transmission is high, but hospitalization and, uh, user also high, uh, we haven't seen increases in emergency department visits among people experiencing homelessness yet. So that's good news but often that is not too far behind.

No, update on the CDC guidance. They've been working very diligently to try and get that out and they do hope to have that out soon.

They're, you know, as you can see from the screen, they're hoping for next week, we will absolutely share that far and wide, uh, as soon as that's posted.

Uh, and we will feature it the content in future webinars, and in future office hours and future resources on the head exchange.

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So, and as you can see if you have any questions, they've posted an email for you to go ahead and reach out to them. So, let's move on to the next slide. Please.

And on to the next 1, so I'm very pleased to introduce Michael overweight from the call, your county homeless coalition. Uh, and so, Michael, I'm just going to turn things right over to you.

Thank you norm. Um, and, uh, for those of you, uh, out and about, um, stay protected, uh, I've actually been battling coven all week and so, um, it's it's not been fun. Um, and I am vaccinated by the way.

So it's just been a not a great experience. Um, so please stay safe everybody out there. Um, so I would like to take credit for this opening slide.

Um, I can't because it was actually in the PowerPoint system when I went to build this PowerPoint, uh, and, uh, it had this whole, uh, pathway home, uh, this road home, uh, which I really enjoyed the scenery. I'm a camper.

And so, uh, it really, uh, spoke to me, uh, but again, I can't take credit for this particular, uh, slide deck, uh, the design of it, just the content. So, anyway, Mike, if we could advance, please.

All right, so here's the journey, right? A lot of folks, uh, we know in our, in our community, uh, are experiencing homelessness for the 1st time.

We're seeing a lot of folks who are, uh, falling into the homeless system of care because of a couple of reasons 1 is today call your has an extraordinarily high rent rate uh, going on.

We have no cap, nor does our local government or state government for that matter, uh, want to pursue putting state rent caps in place.

Uh, in fact, we just lobbied for with our county commission to put a 60 day notice rent, increase in place and our local commission turn that down. Um.

And so we battle against those high rent rates, in addition to now a shrinking inventory.

And so when when people are hitting this, this, uh, system of care, now, it becomes a whole different journey than it has been. I think over the last few years, if you could advance Micah please.

So, ideally, this is what we'd like to think camping should be like, right we're out in the woods again. I'm a camper. Um, that picture by the way on the left of your screen there. The stars is actually taken from Kissimmee, prairie state park out in the middle of Florida.

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Uh, it's a beautiful, beautiful place. You can get some amazing starlet skies out there and camping should be as we're seeing the folks sitting around the fire. If you could advance Micah.

This is more often the case, right? Where people are hitting the streets with nowhere to go. Um, and again and call your we're faced with a, a multitude of problems. 1 is we've never advanced affordable housing to the degree that we've needed to.

Um,

and to again,

we have a shrinking inventory with higher rent rates so we have so many now,

uh,

particularly seniors and single moms who cannot afford the high rent rates on average our rents,

uh,

in early part of 2021.

we're about 1250 for a 222 bedroom. 2 bath, they're averaging now 3500 a month. Uh, and when people are getting these renewal notices, they're not getting, uh, extended notices.

Like we had hoped, for, to at least have time to prepare them to begin looking for other housing options. Instead. We're seeing a lot of folks being pushed out onto the streets very quickly.

In fact, last year, our, our outreach team and call your served a little over 600 out on the streets. Um, and.

The 1st, quarter of 2022, we've already served 337 folks. Exactly. 50 of them are newly homeless 1st, time homeless and so we know right that we're gonna face this wave of, uh, affordability.

And how are we going to tackle this? Well, if you could advance please, Michael.

It's by taking this attitude, right that we can make a homelessness a rare brief in a 1 time occurrence. Now, this, this, you know, it seems a little overwhelming when we 1st talk about this and I put in parentheses there. Okay. A lot overwhelming.

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Because it really is when we look at the amount of folks that are hitting our systems of care today, uh, it is, it is a growing number and it's a number that's very concerning for a lot of continuum, especially in southwest Florida. However.

Um, you know, I think when we take on the position of 1st of all, we can do this, we won't be intimidated by it and secondly, that we can become opportunists through innovation. Right? And so we have to look for ways that are different.

Uh, and I'm not going to use that term outside the box, but ways that are different to re, house people that still constitute permanent housing. Can you advance please make them? So we know this is the typical road the housing, right? This is how we see a lot of folks coming through our system of care.

It's emergency shelter. It's transitional housing. It's permanent housing, sometimes, supportive housing.

Um,

but I would challenge each and every 1 of you to look at it this way that,

at any point in the process here,

folks can begin to look at what,

uh,

what we're calling the Golden Girls model and please,

I don't want to be sued by NBC or anybody else out there,

but we stole their idea this whole Golden Girls model,

uh,

was meant to take folks,

uh,

who were living in the camps together and put them into shared housing together and yes.

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You know what shared housing is permanent housing. Right? And so we can do that at any point on the spectrum of the continuum for housing itself, could you advance please, Michael. So, here again. Um, we see that more often than not.

We see folks living in the camps together. They're helping each other to survive. And what I think, truly fascinating for us, the success that we've had with shared housing has been enormous in the last year.

Uh, and it has been it across the whole spectrum of people.

So,

uh,

you know,

whether you're this,

uh,

these 2 particular folks,

uh,

1 is a young lady in her late twenties,

the other's,

a lady in our late 60 s,

who,

uh,

had just recently lost her husband and in the camps prior to this or just after this picture,

um,

you know,

these folks were there to help and support 1 another.

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And so why would we not take that same, uh, support that they have for each other and move that into a permanent housing?

Where they can continue to do that, they can continue to lean on each other emotionally. They can help each other physically around the property whatever needs to happen.

And so, uh, we just found that this was a really, really successful opportunity for us to evaluate, especially again, considering our shrinking housing market next slide please make a.

And so here you see, right we again, this is shared. Housing is permanent housing. The Golden girls, did it successfully for a reason it works, right?

When we learned to share across the costs across a broad spectrum of housing and that includes rents.

Utilities food, uh, and and even in some cases, we've had folks now go out their clothing shopping for 1 another to help each other out. Uh, it has really turned into something far greater than we ever imagined it could become.

Um, and it just came from this notion of 1 night. I was sitting home watching TV, in fact, and it was frustrated thinking, how are we going to get to this next step?

How are we going to begin to evaluate very quickly and move these people who are hitting the streets and drove back into permanent housing in the show came on? And I was like, oh, my gosh. Are you kidding me?

It was just like, you know, somebody, the whole I needed thing, right? It just kind of woke me right up.

And so we were able to to look at whether it's.

Uh, whether it's, you know, the young lady and the older lady that we pulled together, uh, we pull a lot of senior female, senior males together in in housing.

And in this case, we actually have 2, Navy, veterans, 1 of them, and their wife, um, who were all living in vans in a Walmart parking lot. We pulled them right up out of there put them all into housing together.

So, even in the scenario where 1 of them has a significant other, the situation still works, it's been working now they've been in shared housing now for almost 2 years. Right? So we know this works really well.

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Next slide. Please. So, where do we start? Well, number 1 we got to start by loving everybody, right? We have to start from the premise that no matter where they are.

Does it matter to us they're Pre conditions don't matter to us right? What they're bringing with them.

Don't matter to us, housing is our goal it ends homelessness. All the other stuff is stuff that people will certainly need and we want to offer is wraparound services as they go through housing but but housing ends homelessness. So that's what we stay focused on.

Are there speed bumps.

Yes, there are speed bumps. Uh, we have people that have occasionally, you know, 1 has moved out for a few days into a hotel, because they've been fighting and then they move back in uh, we've had nobody separate permanently.

Um, but we have had some that have been, like, hey, man, I got to take a time out. Right okay, so we allow for that take your time out. It's okay. Everybody needs that once in a while. So it's all right.

Point is here we got to stay focused on what we're trying to achieve, which is keep them in permanent housing. Right? And so we're doing these follow ups with them. We always have an outcome in mind when we begin working with folks in it.

Pending homelessness right this is in heart we have to be flexible. Right? We have to understand that as we go through this process and sometimes what they see as an opportunity for housing and what we see as an opportunity for housing are 2 very different things.

So, for example, recently, we had a couple that, uh, that were living in camp.

A couple of guys, and they were ready to go into housing and so we brought forward the idea of of putting them into a 22. um, but it wasn't in our community. It was in account 2 counties north of us. And we said listen, Here's more affordability.

Here's greater opportunity for employment in this area and so, you know, we were willing to be flexible to move them into that housing and they were willing to be flexible to take it. And so it's worked out very well in that respect.

Um, this is not, by the way the dating game, this is, we're not matching people up and we're not going into the camps intentionally and saying, well, there's a, you know, a guy and there's a gal or there's a gala. Yeah.

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Whatever the case is, we're not, that's not how we're doing this our outreach teams are approaching people from a position of you're doing this really well, together here. Would you mind doing it in AC or in shelter? Right?

And so that's the approach that we're taking and again, more often than not, they're, they're very successful in the camps together. And so why would shared housing be any different? And so that's the approach that we've taken. We've been able to just in the last year again.

I mentioned that we re, house a, 260 this last year uh, and of that 47 of them were senior females, and of those 22 went into shared housing together 1, because they had no other income opportunity.

They couldn't survive out on their own, um, into it made sense because they were a couple of them were living in camps together in a couple of them were living in parking lots and a Walmart parking lot. And they were sheltering with each other to ensure each other safety.

So it just totally made sense. They were already in that mode with 1 another. And so, when we brought forward the idea, we let them go and look at the property that we're offering and that's available.

And they have the conversation with the landlords with our outreach team. Right? Our outreach team is there only to be an advocate on their behalf and so we helped with the deposits and things of that nature when we move them in into the housing. Um.

Can you advance the slide? Please make him so so here's the thing in order to create the great escape from homelessness right? In our case, we had to evaluate the value of bringing forward shared housing.

The idea that if Betty White, and, uh, all those other ladies, uh, could.

Coexist together,

and and not always get along,

uh,

but generally always get along,

uh,

could it not work for the folks that we're looking to serve who are experiencing homelessness and so,

again,

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today,

uh,

we can report that we have met in 2 years now,

not lost 1,

couple 1,

housing situation,

uh,

for shared housing,

um,

because people couldn't just,

you know,

live with each other anymore.

So, uh, it may be a bit extraordinary, but that's what's happened in color for us. So, uh, with that, I'm going to go ahead and turn it back over to norm.

Michael, thank you so much a lot of great stuff in a short period of time. Uh, well, done. So we had a bunch of questions so I want to sort of go a little deeper into sort of how you operationalize some of this stuff.

So we had a lot of questions about leases, but before we get to, that can you talk about? Are you doing this in the context of permanent subsidies? Rapid re, housing programs non subsidized?

Can you talk about this sort of how this interacts with the program models? Sure, so, actually, we're doing it across all spectrums. So, um, we've used private funding to move folks in. We've had extraordinary support from our local community foundation.

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Our women's foundation of color has taken on the role of fundraising to end senior female homelessness in our community. And so we've been able to use a lot of the funding that they've brought forward to help facilitate deposits things of that nature.

And even some stability, should it be needed going forward?

We've also been able to evaluate clients going into shared housing based, on availability of, like, um, have they, you know, does 1 qualify does the household income still qualified or?

We've had several where the combined household income certainly brings down the amount of support that can be done through home, but it's still support and they agreed to do it. And it's still benefited them.

Um, we've commonly used rapid re, housing across the board in order to achieve this in gracefully.

So, by the way, this last year, you know, we've, we've had an opportunity to use landlord incentives that has certainly helped to make our case win.

And I'm going to say this, because sometimes this is just our reality, but our outreach teams have come back from meetings with clients and landlords and landlords have said, they're, I'm not so sure. I really want homeless people living in my property. Um, which.

I believe me,

I sit there and shake my head and I'm like,

all right yeah,

I mean,

our guys know what to do and they diffuse that situation by saying,

well,

we have some opportunities here to incentivize,

you know,

not only you,

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but to incentivize the property itself should it need so and so forth and so the rapidly housing money has been a huge,

huge asset to our,

our success rate for sure.

So, uh, that's fantastic. And can you talk about how do the leases work? Are you generally giving people split leases or are you just sort of considering them 1 household and going on 1 lease? How does that work?

So, what so, the, the, the, the.

The, I, I would say our greatest success norm has really come through private landlords. Property managers are still sticklers to, you know, they want to have if there's more than 1 person in the unit. Obviously, everybody has to be on that lease. And we've done that too.

That's okay, we can still incentivize the landlord that way. Um, it usually what we find is that.

When when the folks that we've assisted coming out of the camps going directly into permanent housing, they want to have some ownership of that. Right? And so some of the ownership is owning a little bit of their own leaks, which, I think has been a really cool phenomenon quite frankly.

Uh, and so we've worked with our private landlords, and the private landlords have really set up a lease system where it's, you know, least for property 123, main street unit, a unit. B and C and those are the various bedrooms, but they're 12 month leases sometimes longer.

Um, and it's permanent housing, so.

Can you talk so you mentioned the landlord incentives can you talk about,

like,

what incentives are they looking for and what what incentives have you found to be effective so 1st,

and foremost,

I think,

offering the landlord incentive for,

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you know,

a potential property enhancements I think has been a value,

you know,

we're,

we're coming to the landlord not just with clients.

We're going to hopefully continue to pay their their rent going forward, but we're coming with some opportunities for the landlord to make improvements to their properties. And we don't ever say it from the position of WoW, this place is horrible.

You know, we don't we, we come from a perspective of, you know, while, you know, this is a really great opportunity for our clients. Thank you so much, and we'd like to help invest into this property through this funding stream. And we're very careful obviously, we're not saying that the coalitions investing.

Um, but, you know, I think the terminology that's been accepted by the landlords is that we're grateful for the opportunity. We see what you're trying to accomplish here.

Let us be a partner with you and the opportunity to take your dwelling, whatever that may be to the next level.

Um, you know, in some cases, for example, and I know this might sound rudimentary, but in some cases, you know, they've had, you know, worn down cabinets and they've needed to be, you know, spruced up a little bit. We've had, um, you know, uh, grab bars.

In the walls, but not necessarily secure it in the walls and so we've been able to help, you know, send folks in there to get some of that stuff done alongside of the landlord.

So I think the fact that we've taken a genuine interest alongside of the landlord, and it's not been a, this kind of a thing, right?

You need to get that done, because we all know look, housing inspections are important and some of these properties are sketchy at best that they get by some of the, the inspections. Right.

Um, and so we know some of these things have to be done in order for the to achieve a pass.

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Um, and we want that to happen for not only for our clients 1st and foremost, but for the landlord, because if we take this time and invest in now with the landlord, hopefully down the road, when, when client a B or C decides, hey, you know what? This has been great.

I'm going somewhere else that that room then becomes immediately available to us. So it's turned into this sort of a BI, directional to use technology term right?

That we've been able to communicate with our landlords very effectively to say we're investing with you keep investing with us with our clientele. So that when we have that room, come available where your 1st call, and that's worked very well so far.

Well, that's fantastic. Michael, I want to thank you so much. You've been very generous with your time and, uh, and I hope you are well going forward.

And, uh, I do want to continue this conversation with some of the snap staff because, uh, people have raised some technical questions here. But, um, we're going to let you go Michael again. Thank you so much. All right. Thanks. Guys.

So, uh, absolutely. Um, so, uh, Brendan Anthony? Yeah. W, I know we've had a few questions in the chat.

Uh, and I actually want to go through some of these, because I think they will sort of help walk through some of the issues, uh, that that people are sort of thinking about here.

So 1st of all I want to and marlisa actually cause, I think there's a lot of these are going to be questions.

So there have been some questions about calculating rent, but before we get there, I want to talk about leases and how we think about.

You know, separate leases versus 1, lease for a household in these contexts.

So,

Brad,

I wonder if you could just sort of talk about how we sort of implement this,

or what the options are for people for both and rapid re,

housing uh,

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we can start with the program and then we can move on to,

um,

but how,

like.

When when do you have to have split leases? When can you just put everyone on the same lease? How does that all work?

Can you hear me? Yes. Loud and clear. Oh, great.

So,

in general,

for or for or rapid re,

housing,

if they're not presenting as a family,

so it's 2 households presenting separately we would require that they have their own leases and this is super important to protect.

Each other, right? You don't want 1 person ending up being responsible if another person fails to pay their portion of the rent. So, their single.

Sending as a family, then you would serve them on a single lease, but if they're too household.

Who are really roommates, then you, you're gonna have to have a separate list for each.

Each member, and is that the case for, uh, and.

Yes, it's the case for both. Uh, and marlisa. How about on E, the side? Do we have the same sort of.

Uh, standards and requirements there. That's right. So, if a household, if a group of people present together and want to be considered the same household, then.

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They can be on the same lease if if they want to be considered a separate household, then it's important to have 2 separate pieces.

Great uh, now let's talk about the, the sort of payment standards here, and this is where, and are going to differ pretty significantly.

Uh,

but can you start Brett with the,

uh,

how do you sort of calculate,

uh,

what what their paying,

what the individ,

what the 2 individuals,

uh,

payments are going to be and how much you can pay for rent for the unit.

Right pay more than the rent for the unit, but in general, for H, each program participant is paying 30% of their income towards rent.

And so if you, so how do you think about like, how much rent can you pay for the apartment? Is it just if it's a 2 bedroom you just.

Uh, use the same standards as if there was just 1 household in the 2 bedroom apartment.

Sorry, no, my earbuds cut out and I missed the question. Oh, no worries. So how do you how do you determine how much rent you're allowed to pay under the program?

So, is it just if it's a 2 bedroom unit, you just pay the 2 bedroom rent reasonable amount? Yeah, it's actually gonna be the lower of the unit size or the pro rata share for the entire unit. So you look at.

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So, let's say.

You have a 4 bedroom house and this is the example I put in the chat. If it's a 4 bedroom house, you're going to want to do.

1, quarter of the 4 bedroom unit, or you look at the 1 bedroom. Fmr. And it's the lower of that amount.

Okay uh, so you're where, where, uh.

We're, we're sort of dividing pro rating, the, uh, the amounts here, the, the sort of rental costs here. Um, and is that the same if everyone is.

Uh, subsidized or, you know, in some cases, you have roommate situations where somebody may be subsidized and someone may not, uh, do you sort of use the same calculation in both those cases?

Right so it's so remember, on the side, you have to do reasonable rent as well.

So you've got to determine whether the the unit is reasonable, when compared to other units that can get a little bit tricky when you're not renting, like, a an apartment where you're sharing a bedroom.

So, we know that some communities use places like Craig's list or other places where you can rent a room to determine reasonable rent and reasonable rent is a little bit.

More important on the side than.

Fmr.

Because you can go up to reasonable rent with your rental assistance dollars,

but if you are having a unit that's subsidized,

like,

half the households are subsidized and the other half aren't,

then it's the same you're,

you're basically determining the FMR for the bedroom and the shared space.

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Great. And so, uh, I want to dig into that difference between FMR and rent reasonable because I think in communities where that's a problem they're used to dealing with this but a lot of communities have sort of never really been in that situation.

And now they find themselves facing that situation. So, in the program, uh, what is what, how do you determine how much you're allowed to pay for, uh, for rent? Can you go about FMR?

So, in the CFC program, you are allowed to rent units that are above FMR.

How much you can pay with grant funds determines. What is determined whether you're supporting the unit with rental assistance, dollars or leasing dollars. If you're supporting it with rental assistance dollars then you can use grant funds to pay above. Fmr. So long as the unit's reasonable.

And if you're using leasing funds, then you can go use grant funds for up to FMR.

And then you have to use funds other than grant funds for the rest.

And what does that mean? Reasonable rents? How do you determine if a, if unit is reasonable?

So you're gonna have to most most providers hopefully have in their policies and procedures how specifically, they determine reasonable rent.

Um, but in general, you're comparing it to other available on assisted units in the area that you're renting.

So, you're looking at units that have similar amenities, similar size, um, similar bedrooms, things like that.

And I think in most communities, the is, I mean, they're required to do this for all units so they're gonna have a process for determining rent reasonableness.

Uh, we also there's also some information on the head exchange about how to determine rent reasonableness.

So, uh, if anyone's looking for more information either getting with your, or, uh, did somebody actually post the link that quickly, uh, ebony that's kind of uh, amazing. Thank you.

Uh, but there's a document to help, you sort of look at the FMR and reasonable, uh, uh, interplay there. Uh, so that's great. Now, let's, let's switch over to rapid re, housing.

Uh, can you talk about how do you, how do you determine how much, uh, the maximum rent can be under a rapid funded rapid re, housing program? Yep.

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So, under rapidly, housing communities are not tied to the 30% of income standard for how much program participant pays in rent. So, what we would expect is that they have their own standards for how much.

Somebody can pay in rent and that recipients within the geographic area are then operationalizing that in their own policies and procedures. So we've seen a whole bunch of different things across the country. Some community.

Some say.

We will, everyone just has to pay 30%.

And so then we would expect to see providers are saying program participants are paying 30% of their income. We see a lot where they say someone can pay no more than 50 and it has to be on a sliding scale.

But then if that leaves some discretion for providers within the community to determine.

What that sliding scale is, and if they're then going to require 30 or 40%, so it's a little more flexible on the side.

Um, I mean, on the rapidly re, housing side and really should be close coordination with you and the providers.

Fantastic, thank you. And Marisa there are a few differences with the program and even differences between regular. And can you talk about for funded rapidly re, housing?

What are some of these distinctions? How much uh, assistance can you provide? Uh, I, in a shared housing situation, or in in just a sort of regular, uh, uh, rental assistant situation.

Sure, so 1 of the main considerations is that for and annual designated for covered response.

The FMR, standard is waived, you would still need to do reasonableness, but you would not need to calculate the FMR. Um.

And for annual funds, not designated for covered response, you, you would calculate the FMR in the same way that Brett described for shared housing. So that would be the same. Um.

There is no required minimum tenant contribution for, um, for rapidly housing.

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So, you know, you would just, you would just make that determination as a.

As a part of your program model, um, you know, judging by.

Individual client needs the level of assistance that's required to obtain and maintain housing.

And then I did include a response to sandy's question in the chat about the income requirement. There's no income requirement at intake for rapid re housing.

Um, the way there is for homelessness prevention and the income limits that we're using currently differ, depending on what kind of funding you're using, if it's or annual funds designated for covert response, it's the higher income limit.

I'm using very low income and again that's applicable for rapid re, housing re, evaluation, or almost is prevention.

Both at intake and re, evaluation, and then for annual funds not designated for quoted responses to the lower income limit of 30%.

Great, uh, thank you all for running through that. Uh, and thank you everyone for submitting some really insightful questions here. Uh, so I do want to move on to our next set of presentations.

We have some great technical assistance resources on onboarding. Uh, and which is super important, uh, and so I wanna quickly introduce Dana will folk and and Nelson, uh, who are going to talk about these resources.

So, Dana, I'm gonna turn things over to you. 1st.

Take it away, uh, thank, you know.

I am so excited to have the privilege today to talk about the on boarding toolkits. This has been a labor.

Of love for many's, which has been.

The better part of 2 years from conception.

To being released on, may 2nd.

The toolkit are used to help.

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Staff who are just transitioning to new positions.

And may be unfamiliar with with their roles.

To to quickly be able to hit the ground running. It was never meant to be the, the be all and end all in in training but.

With the influx of funds, uh, during funds.

Many communities, most communities were ramping up there.

Their programs, and with wrapping up their programs, they were increasing the amount of.

Persons that they were bringing on to work in specific areas.

Uh, particularly in grant management.

Um, systems management.

Systems administration rapid re, housing, supervisors and rapid re has in case managers.

What 1 of the things that we are very proud of with these documents with this, these.

Sets of videos in this toolkit is.

That for the 1st, time on this scale persons with lived experience and expertise.

We're, we're.

Brought in as experts.

To embed their knowledge.

Into the trainings into each of the trainings.

Which is very important also.

Each and every 1 of these short videos.

Grounded in equity, and as you will.

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Get a chance to see each video. If you go to the website, every every set.

Track every set of videos starts.

With equity, and then builds from there.

Which is our best practice of.

Of leading with equity, in all of our work.

You you will.

Find that the tools that are there are foundational.

They are met to.

Introduce new staff to to some fundamental.

Practices and best practices that they can use.

And helping and helping staff subordinate staff um.

Persons who they're serving, and also the administrative staff.

In the grants and systems management.

Running programs to do to do that.

Their best job next slide.

At this time, I'm going to turn this presentation over to my Co worker and my colleague Nelson.

Who is going to take you through a little bit.

About the various.

2 kids, thank you. Awesome. Thank you. Dana. Yeah, Dana mentioned this is such a awesome tool. And so you can't see it here.

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But what you're going to do is I know that the link was dropped in the chat.

If you go there,

they don't have the 4 toolkits for the grant administrator,

the program director,

the rapid rehabs,

and supervise rapidly housing supervisor and then also the right the rehab case manager,

and you'll be able to click on them and they'll take you individually to each section if we can go to the next slide.

And the next 1. awesome. Thank you. Okay.

Okay,

and so,

as they mentioned,

the purpose of this is to efficiently Orient and train new or transition and staff,

especially if you're new to this work and obviously with covet being the new factor to this working,

making it a little bit more challenging to be able to assist people who are at risk of homelessness who are experiencing homelessness,

we wanted to create this toolkit.

To be able to help, um, members and staff to be able to.

Be ready and prepared for this work, a big part of this was being able to implement equity in each step of the way. And so Dana mentioned a huge part of it was being able to have experts.

So, we recruited experts for these people have lived experience me and Dana are actually people who have experience and expertise in this work. And so it's really a central to be able to make sure that we're.

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Capturing and ensuring that we're seeing the right things to be able to prep people for this. I'll make sure that people are culturally competent in the work that they do.

Putting equity in the work, making sure that it's human centered design focus when helping people.

In this area,

and within the homeless response system,

another thing that was super,

Super essential is that this work to support communities,

implementing equitable cobit and 19 responses to quickly seem a rising tide of housing and security and avoid swapping an already strained homeless system.

So, we wanted to make this easier and a smoother transition for folks new to the work where people who have already been here. And, as I mentioned with coban being the challenging factor for them to adjust and move forward with the work in a more efficient way.

We love the structure of this just due to the fact that it's interaction. Right? So you can go on here. You can watch the videos they have quizzes. It's very accessible.

Make it easy to be able to capture the information and learn it really quickly. You can go back to it multiple times. And so that's the best part of it is that it's just not something to read to go to.

It's a glaze over. It's really interactional where you really learn and it, it challenges you to really understand the work that you're going to be doing. Um, also mentioned I just want to get into a little bit of the description.

So,

we have the administrator who will be responsible for monitoring,

coordinating all technical aspects of the grant,

including supervising the strategic planning process and daily operations,

overseeing project management,

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management activities,

monitoring grant compliance and providing primary financial oversight.

We also have the program director who directs develops and plans the activities associated with housing and support services across 1 or more programs and their key duties include building collaborative partnerships.

Very, very essential establishing multi agency agreement supervising staff across all programs and providing budget oversight.

And then we move next to the rapid re, housing supervisor, which is responsible for the overall staff supervision program management day to day operations and monitoring reporting of rapid re, housing program activities. And lastly, we have the rapid re, housing case manager.

Which I feel like, a lot of people are more familiar with, um, who assist individuals and families, experience, and homelessness, and finding housing in a timely manner, and works with program participants to eliminate barriers, housing stability.

This includes increasing income, addressing mental.

Because cool Central, secure, transportation and child care and encouraging community engagement. And so what I want to do is I'm going to drop a link in the chat for everyone.

The click and this is gonna take you so 1 of is gonna be a zoom into 1 of the.

Toolkits that we have. And so this is going to be a glance at the rapid re, housing case manager toolkit. If you click on that link, it's going to take you to the page. It's going to the 1st thing you're going to see is an introduction. It's going to have videos on each subset patients.

You click on and they'll be to the left of the page. So you'll have sub categories such as the introduction. We'll walk you through race equity principles.

Of course, with each section, there's a quiz that are companies that then we have, what is rapid re, housing to really get into it and to really help individuals understand what it is and the process we have rapid re, housing core components.

We also have rapid reality in case management program, standards, critical time, intervention and rapid rehab and programs.

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How to close a case transition from short term to long term subsidy.

What is trauma informed care? The intersections between domestic and sexual violence racism and homelessness.

Trauma and self care, we have the value of data, so the list goes on and on and then you'll get down to the part where we have housing 1st, principles and practice number 1 and then all the way at the bottom. You'll have additional resources.

So this is to really help people to be able to grapple this information, learn it quickly to be able to implement it and moving forward and producing the equitable system. And that's the main.

Goal is to implement equity at each step.

Um, so, yes, so I think that's it and just want to say, thank you.

And are there any questions.

So, uh, Dana, thank you so much and I, uh, want to, uh, very much. Thank the team for putting all that stuff together. It is.

We know it's incredibly challenging in this time to just implement all the things you're being asked to implement under covered conditions and with all the extraordinary measures we're trying to implement and at the same time,

uh,

we wanted to provide a way for you to we know there's a lot of turnover we wanted to make it easy for new staff to get up to speed,

get on board and learn a lot about how to run effective programs.

So, uh, that's why we wanted to develop the onboarding series. And, uh, Regina, Dana, and the team just knocked it out of the park.

So, uh, if you have any suggestions for additional information about that feel free to contact us anytime we are always looking for good ideas about, uh, new resources to develop.

Uh, this onboarding tool kit was a, uh, recommendation from, you know, people in communities who were struggling with getting people on boarded. So, uh, it was a great resource. Thank you so much.

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Um,

and,

uh,

rasheen and Dana,

can you,

uh,

talk about,

like,

so,

especially the rapid re,

housing case worker ones,

uh,

that,

you know,

it's a great resource as new case workers are coming on board.

How long how in depth does the D does the training sessions go?

Like, if you're just starting from 0 and you want to go through the whole rapid re, housing, uh, case worker series how long is that going to take people.

Uh, norm, each video.

Each training is roughly 10 minutes, you know, some of them go up to about 20 minutes, but there's short videos and they're not meant.

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To be in depth, they are meant to be foundational so that a person can get started and, of course, then over time increase their training. But but so to allow them to be able to hit the ground running.

Um, the videos that I have watched.

A lot of them just to get a sense of.

Of the information that was there and of course, I also offered 1 of the 1 of the trainings myself on strategies to.

To work with high acuity household for acuity families, which I happen to be an area of expertise for me and.

And really, there's in that short time, my video is like 10 minutes long. But in that short time.

There's a lot of good information about evidence based practices.

And and the things you would need to know to work with that type of a household to, uh, not just get them house. But but to help them to remain house, which is the, the big thing.

Because a lot of times we can, we know how to get people house, but how do we keep them house? How can we stabilize them? So that they can maintain their housing so.

I think that anybody can benefit.

Whether your brand new to to the work.

Or, if you have been doing homeless services for 30 years.

There are nuggets then go what I call golden jewels in these trainings and these toolkits that.

Anyone can use to enhance their service provision.

Dana, I'm glad you brought that up, because, uh, obviously it's called onboarding. Uh, but it's also a great refresher resource for people.

Uh, even if you've been working in the field for a while, uh, you know, just taking a 10 minute break and watching a video about sort of a topic that you've been thinking about, can be, uh, very helpful.

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So, I'm glad you sort of reminded us that that's also a, a helpful use for the, the series. No, no, I can tell you. Um, I did direct service for a lot of years and.

I looked at videos and trainings.

Those 2 hour ones I can guarantee I never remembered most of what was in them.

But whenever I would look at a short training.

I was able to take out what I needed.

And apply, and so as someone who has been on that side of meeting trainings, I can tell you that these are going to fit the bill. And I think staff can find the time to actually look at them.

It's hard to carve out an hour or 2 hours to look at complete training these days, but almost anyone can give up.

51,020 minutes to watch a short training and get something that they can use that's going to help help them provide services for the population that they're working with.

Thanks great Dana. Christina, thank you so much. Uh, great resources, and very strongly. Encourage everyone to check them out. Uh, we're going to move on to our next set of topics.

Uh, I want to remind everyone that we do, have a poll question out.

And if you have not answered, uh, if you wouldn't mind taking the time right now to fill out the poll question, uh, there's still time if you click the link right now, not to sound too infomercial here.

But, um, I'm going to turn things over to marlisa Gergen from the snaps office. She's going to walk us through some updates on and and various other updates. So marlisa over to you.

Hi, everybody we wanted to cover what's probably on all of your minds if you're recipients and sub recipients, the June 16th 2022,250 draw a deadline next slide. Please.

So, as a reminder, the issue recipients are required to draw down 50% of their grants and that's round 1 and round 2 funds.

By June, 16, 2022.

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If you're not able to draw down at least 50%, then HUD may recapture up to 50% of your total grant, which will be adjusted by any funds recaptured as a result of the September 2021 expenditure deadline.

So if you have funds recaptured, we would reduce that amount. And reduce your overall award amount when calculating the 50%.

And measuring the target draw amount that will be.

Um, that will be a measure of compliance with that requirement.

But really, all recipients are incentivized to draw as much as you can, of course, in compliance with part 200 requirements.

Because the more funds that you're able to draw.

The less funds that we can recapture from recipients, but don't meet the 50%.

And you're also if you're a recipient that is eligible to receive reallocated funds.

You'll have an increased chance of receiving reallocated funds and you'll.

Likely receive more reallocated funds.

So, everyone is incentivized to draw as much as you can then, of course, that has to be for costs that are actually incurred.

Or, um, funds that are advanced in accordance with part 200's advancing funds requirements.

Next slide please. So, this is a quick snapshot of where we currently are as of last Friday.

160 recipients have drawn down at least 50% so congratulations. You have met the threshold.

42 of you have expended at least 50% so you've told us on your that you have expended at least 50%, but have not.

Drawn down the 50% yet from.

So that is low hanging fruit and it's just a matter of you all getting your draws in. So please do that as quickly as you can and do not wait.

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Until mid, mid June to do that.

We will get less gray hairs and I'm sure you and your staff will also save on any hair color and costs.

The remaining 159 recipients.

Are along this spectrum there are 40 of you who are over 40% drawn, so really close to meeting that target.

52 recipients are between 30 to 40% drawn.

33 are between 20 to 30% drawn.

22 are between 10 and 20% drawn and 12 are under 10%.

So, again, even if you don't feel strongly that you're able you're able to meet the 50% target.

Please try as much as you can, and the more you draw the less.

And will recapture next slide please.

Here are a variety of resources that you can access.

To help you meet the, draw the deadline.

The 1st is in office hours that we're going to hold next Wednesday.

At 130 Eastern time, an office hours announcement went out over the exchange.

So please either use this link when we post the slideshow or, uh, just go to the head exchange to get more information about joining.

We will be targeting this webinar to financial staff.

So, if you're a program staff person, reach out to your financial staff, if, if it's not the same person, those who are actually drawn down the funds in, or if you have a separate financial department.

Reach out to them and have them tag along for this office hours and bring any of their questions any in all questions.

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Well, we're going to try to get into the the fine details about, um, meeting the deadline.

There's also an fact sheet on Grant reductions and grant reallocation. So that's something that you can.

Access if you do need to make changes in anticipation of a grant reduction or reallocation of funds the manual for has a section on drawing down funds. So that takes you through the step by step process of what to do in.

There's also an setup and draw a webinar so a different format for help.

Drawing down or processing draws and.

And there, there's also a state recipient office hours.

Which covers voucher documentation and processing so this is more on the financial management side, but it gives tips about the level of detail.

And how much documentation you actually have to require of your sub recipients.

To meet part 200 requirements so that will hopefully help.

Recipients streamline the process and.

Um, and then try to avoid any choke points. If you have a lot of factors that are, that are held up in the processing, um, in virtual processing.

So next slide please.

Before we shift over to the next topic, I do want to ask Mike to pull up the results of the poll.

So, as you can see, we have 18 of you who have repeatedly already passed the 50%.

Draw target an idea. Yes.

And another 18 of you who expect to be able to meet that requirement.

6 of you who are doubtful about meeting the draw the drawdown requirement and then 1, um, 1 of you, who is pretty sure that you're not going to make it.

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So, hopefully, especially for those who are doubtful, or or don't think they're going to make it, you've taken.

You've taken my advice to heart, and you're just going to do as many drugs as you can by the deadline. Um, also really encourage everyone to reach out to there are any providers they're currently working with or to submit a request and.

We will help you as much as we can between now and then and and after June, 16.

All right next slide please. So we have an announcement there's a new help desk on the head exchange next slide. Please.

So this is for targeted to homelessness and infectious, infectious disease questions.

Behind the scenes, if, you know, many of you have actually had questions along these lines.

Such as, you know, we have an outbreak in our in our congregate shelter and we don't know what to do. Or can we require people to mask or can we require people to test as a condition of entering a shelter?

So many questions along these lines and we've now we now have a dedicated.

Question pool that you can select on the head exchange, so we can be sure to triage these questions. And I think many of you probably weren't aware that we have 2 providers who are equipped and, um.

Well, versed in responding to help public health and infectious disease related questions.

So, if you do have questions involving infection.

Infectious disease outbreaks, or in trying to avoid or mitigate them such as cobin 19, but even more broadly hepatitis a outbreaks that's another.

Um, disease that we've encountered a lot among people experiencing homelessness and in different communities.

Tb, so please use this.

As an opportunity to ask us what best practices you can implement in your homeless assistance programs.

And, um, and the actual link to the hub change is there.

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So, you can quickly access it as needed next slide please.

And before you turn it back to norm, I wanted to quickly alert you all that.

Fema is asking for your public comments.

On, um, on a proposed.

Propose policy next slide. Please.

So the draft policy summarized here it establishes public assistance, programmatic and implementation deadlines across all Clover, 19, emergency and major disaster declarations.

So it goes into detail about how a transition from.

100 costs the 100% cost share, which would, which would be in effect through July 1st, 2022.

Would transition to a 90% federal cost share.

Effective July. 2nd, 2022. so, if an applicant use donated resources prior to July 2nd, 2022.

It could use the value of those donated resources to offset the 10 non federal cost share.

For eligible work performed on, or after July. 2nd, so that's a little bit of detail about what the policy entails.

And I think we have a little bit more detail in the next slide. Please.

So, you should take a really close look at what the proposed policy is and comment on it.

Here are the instructions for doing so so we've got a link to the comment matrix.

And the email where you should send it, so it gets your comments on this.

How it would impact your community FEMA, the FEMA public assistance division also is hosting a series of 60 minute. Webinars.

Already underway, but through the 16th.

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Which also discusses the Pro programmatic deadlines.

In more detail and will answer any, any related questions that you may have. So if you're interested in checking out those webinars, you can.

Use the link here to, um, to get more info.

Next slide please. All right I think I'm going to turn it over to you. Now.

Thank you so much marisa I want to reiterate the webinar that's happening next week around, uh, meeting the June 16th draw deadline.

We're really designing this webinar to help recipients and but not just sort of the program and policy, uh, parts of the recipient organizations.

But the finance people who are sort of, ultimately, uh, the ones doing the work of making the literal draws and collecting documentation and things.

So, we really strongly encourage you to bring the whole team to the webinar to ask questions to hear about strategies for just speeding up the draw process and making things as efficient as possible.

So, with that, I think we've managed to answer most of the questions that we've received, uh, at least all the ones we're able to answer at this point.

Uh, there was a good comment about, uh, or a good question about, um, whether we have draw information by component activity, rapidly, housing, prevention, et cetera. We do have the information.

We don't have it in a format to present here, but perhaps that's something we can do. In the next office hours. Great suggestion. So I want to thank everyone who joined today want to think Michael Dana.

Uh,

and everyone who,

like,

spoke out on the webinar and behind the scenes was answering questions and our team that handles the logistics and makes all this stuff run very smoothly and again want to thank you all for your extraordinary work in helping prevented and

COVID-19 Office Hours: Transcript

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homelessness across the country,

we very much appreciate the work you're doing so,

with that,

I want to wish everyone a great rest of the day.

Great weekend. And that concludes the webinar.