

**COVID-19 Office Hours: Chat and Q&A  
October 16<sup>th</sup>, 2020**

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October 16, 2020 2:30 PM from Thomas Bednar to everyone: Call +1-415-655-0002  
or +1-855-797-9485  
use the meeting id 610 976 677

October 16, 2020 2:30 PM from Natalie Matthews to everyone: Call +1-415-655-0002  
or +1-855-797-9485  
use the meeting id 610 976 677

October 16, 2020 2:33 PM from Lindsey Barranco to everyone:  
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>  
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/personal-social-activities.html>

October 16, 2020 2:34 PM from Lauren Whiteleigh to everyone: is the CDC putting out their HVAC for shelter guidance soon?

October 16, 2020 2:35 PM from Lindsey Barranco to everyone: @Lauren - the guidance is still in clearance however in the meantime you can reference the Employer Guidance - <https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html>

October 16, 2020 2:37 PM from Lizandra Carlton to everyone: Is the HQS waived for ESG RRH and HP?

October 16, 2020 2:37 PM from Lauren Whiteleigh to everyone: @Lindsey - Thank you!

October 16, 2020 2:37 PM from Lauren Whiteleigh to everyone: RE: YHDP, will it be a full YHDP, or will it be a truncated application?

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October 16, 2020            2:38 PM            from Brett Esders to everyone:            @Lizandra - ESG follows habitability standards for RRH and HP. We haven't waived those requirements so they still apply.

October 16, 2020            2:38 PM            from Lizandra Carlton to everyone:    Thanks

October 16, 2020            2:39 PM            from Norm Suchar to everyone:            @Lauren - regarding the upcoming YHDP NOFA, unfortunately, we can't say much about the NOFA. We do plan to have it out very soon.

October 16, 2020            2:40 PM            from Anne Finn to everyone: For identification documentation for eligibility for HP and RRH assistance, what is required? Does it have to be a government issued identification? Thank you!

October 16, 2020            2:40 PM            from Axton Nichols to everyone:            Can we expect any updates regarding the 2021 PIT Count during this call?

October 16, 2020            2:40 PM            from Eduardo Sanchez to everyone:    How should lead based paint inspections be completed for ESG?

October 16, 2020            2:41 PM            from Shaye Rabold to everyone:            @Lindsey - thanks for update. On behalf of folks trying to get ESG funds out the door quickly for the most effective purposes, can you please request for the clearance people to pick up the pace. Also, I hope the guidance is simplified/easy to understand/direct as opposed to a long, complicated document. Thank you ;-)

October 16, 2020            2:41 PM            from Lauren Whiteleigh to everyone:    @Norm - Thank you!

October 16, 2020            2:41 PM            from Brett Esders to everyone:            @Anne - HUD requires that recipients and subrecipients document that someone meets the definition of homeless or at risk of homelessness to receive RRH or HP assistance. No additional documentation (e.g., birth certificates or IDs) are required by HUD.

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October 16, 2020            2:41 PM            from Eleanor Vega to everyone:            Question regarding ESG-CV Round 1 funding. On an earlier call (not sure if it was on office hours) I seem to remember that I hotel/ motel vouchers could not be under Rapid Rehousing activity, but instead would need to be a ES activity. More recently, it has come to my attention that hotel/motel can be under RRH activity. Is this just ESG-CV Round 2?

October 16, 2020            2:41 PM            from William Snow to everyone:            @Axton - Unfortunately we don't have the final decisions on the 2021 unsheltered PIT count today. We are hopeful it will be available soon. Thanks for your patience.

October 16, 2020            2:42 PM            from Norm Suchar to everyone:            @Axton - adding to William's response, we had hoped to be able to provide more of an update on the PIT count during this call, but unfortunately, it looks like it will be next week. I can say that we are exploring a few different options, including the possibilities of sampling and of not collecting demographic information to minimize the risk of COVID spread.

October 16, 2020            2:42 PM            from Karen Byron to everyone:            A question about Stella - we've had difficulty stellavising our LSA files. Have others struggled with this, or found ways to get that report to run?

October 16, 2020            2:43 PM            from Valeri Knight to everyone:            Any update on the CoC NOFA or process for this year?

October 16, 2020            2:43 PM            from Denise Albertson to everyone:            @Eleanor - from my understanding the hotel/motel vouchers are available to RRH/HP clients but it is still an eligible activity under Shelter Operations.

October 16, 2020            2:44 PM            from Norm Suchar to everyone:            @Valeri - unfortunately, no updates to the CoC NOFA process this year. Sorry.

October 16, 2020            2:44 PM            from Brett Esders to everyone:            @Eleanor - ESG-CV funds (or annual ESG funds that are used to prevent, prepare for, and respond to coronavirus) can be

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used to pay for hotel/motel costs for individuals residing in a unit funded with RRH assistance if needed to isolate or quarantine from the people they are living with. It is charged to ES, though, as @Denise mentioned.

October 16, 2020 2:44 PM from Carrie Poser to everyone: Do you have resources or guidance for shelters and housing programs on emotional support animals?

October 16, 2020 2:44 PM from Brett Esders to everyone: @Eleanor - also can be for individuals being assisted with HP.

October 16, 2020 2:45 PM from Lisa Coffman to everyone: @Carrie - Red Rover works with survivors and their pets. They may be able to connect you with a like entity to provide resources on serving persons in shelter with support animals. <https://redrover.org/>

October 16, 2020 2:45 PM from William Snow to everyone: @ Karen - we recently did a system update to HDX 2.0 in anticipation of the 2019-2020 LSA submission process. We did not think that impacted users but if you tried in the past few days it is possible that inadvertently impacted you. I would recommend you try again and send an AAQ if it doesn't work. We definitely want you to have access to your Stella data.

October 16, 2020 2:46 PM from Karen Byron to everyone: @William - thank you! Yes, I tried this week. I'll try again.

October 16, 2020 2:49 PM from Norm Suchar to everyone: @Axton - regarding the fact that there is much less time left to plan for 2021 PIT Count, yes, we absolutely understand that there is much less time to conduct the count. We are trying to come up with a process that will be as simple and safe to implement as possible.

October 16, 2020 2:50 PM from Axton Nichols to everyone: thank you, Norm

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October 16, 2020 2:50 PM from Valeri Knight to everyone: So is a 2021 shelter and unshelter count required this year?

October 16, 2020 2:50 PM from Shaye Rabold to everyone: @Lindsey/anyone else working on HVAC recs from CDC. et al - hoping it will include any recommendations for portable air purifiers/similar interventions (if such items are advised for COVID). Thinking about temporary shelters or those not able to make major overhauls of their systems. Winter shelters is what I have in mind basically. Thank you.

October 16, 2020 2:50 PM from Greg Cecil to everyone: Could ESG for rapid rehousing and prevention also pay for renter's insurance?

October 16, 2020 2:50 PM from Suzie Tolmie to everyone: Q on AHAR- I read something in one of them (2018?) that said a lot of CoCs did not have data with high enough quality to include their data in the AHAR. How do we know if our CoC was included or not? What % of CoCs DID have high-quality data?

October 16, 2020 2:51 PM from Edina Chester to everyone: Has there been any information released on procurement requirements or procedures for ESG-CV activities? Have the procurement requirements been relaxed?

October 16, 2020 2:51 PM from Norm Suchar to everyone: @Valeri - regarding whether the sheltered and unsheltered PIT will be required, the sheltered PIT will be required. We are still looking at options for the unsheltered PIT.

October 16, 2020 2:51 PM from Valeri Knight to everyone: Thank you Norm!

October 16, 2020 2:52 PM from Sarah Isaak to everyone:for TES, do all 3 items needs to met? what if you have a shelter that is time limited to respond to COVID, but you don't have a local health official dertermination? Would that be ES or TES?

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October 16, 2020 2:52 PM from Brett Esders to everyone: @Greg- no, ESG funds cannot be used to pay for renters insurance.

October 16, 2020 2:52 PM from Carrie Poser to everyone: That is helpful. Can you direct me to the requirements as far as HUD is concerned for serving people with emotional support animals.

October 16, 2020 2:53 PM from Sarah Isaak to everyone: If you have a temporary shelter program that does meet habitability standards, would that be considered ES or TES?

October 16, 2020 2:53 PM from Aidan Rich to everyone: Usually we have client's consent to having their information put in HMIS with a signature. However, multiple organization's we have funded in the past who are applying for ESG-CV funds are giving hotel vouchers to clients without meeting in person to avoid spreading the virus. Will verbal consent over a phone call be considered adequate from clients who cannot be reached in person to sign a physical form and lack access to the technology/internet access to complete an electronic signature? If not, is there any other way we can reimburse voucher's for clients without a signature from the client either consenting to or not consenting to having their information put into HMIS?

October 16, 2020 2:54 PM from Lesa Weikel to everyone: Can ESG funds be used for fees charged to a client as part of their lease if they do not have renter's insurance?

October 16, 2020 2:54 PM from Lauren Whiteleigh to everyone: If our state health department will not do universal testing in a shelter if someone tests positive, can we used ESG to pay for universal testing ?

October 16, 2020 2:56 PM from William Snow to everyone: @ Suzie - 2018 was the first year we used LSA data to populate the report. There were several challenges with doing it the first year. If you want to know how your data was treated please submit an AAQ then we can work with the final team that made those determinations to get that. Here is what we said in the report about the usability of the data: "Though participation was optional, HUD encouraged all 397 CoCs3 to submit HMIS data for the LSA, and 385 attempted to do so. But, because of unresolved data quality issues, the majority of CoCs were excluded from the final sample. And among the CoCs that did submit high-quality

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data for the LSA, their data only describe people served in projects that participate in the CoC's local HMIS. The final LSA sample for data on sheltered homelessness consists of 2,592 participating shelter projects in 171 CoCs, and the final sample for data on PSH consists of 2,365 participating PSH projects in 177 CoCs."

October 16, 2020 2:56 PM from Denise Albertson to everyone: What is appropriate documentation from the local health official to meet the need of setting up a temporary emergency shelter?

October 16, 2020 2:56 PM from Lisa Coffman to everyone: @Carrie - in order to obtain housing through a CoC or ESG funded program, a participant needs to meet the homeless definition. Their use of an emotional support animal is not considered in determining eligibility. If you have a more specific question or situation you are needing clarification on, please submit a question to the AAQ <https://www.hudexchange.info/program-support/my-question/>

October 16, 2020 2:57 PM from Shaye Rabold to everyone: State ESG recipient here. Our 2019 Plan amendment was approved prior to Sept. 1. We did not state in it that we would use ESG-CV funds for Street Outreach, but now want to use a small portion of the funds for tht purpose. To do this, is another amendment required and would this change the "approval date" for everything to make it after Sept 1. Bottom line is we want to make sure our ESG-CV RRH funds could be used up to 24 months (if needed by participant). We are concerned if we add SO, that will negate this 24 month allowance for us.

October 16, 2020 2:57 PM from Michelle Herrera to everyone: Are utilities arrears an allowable expense for ESG-CV?

October 16, 2020 2:57 PM from Carrie Poser to everyone: @Lisa - thank you. I was getting more at the intersection with fair housing and ADA. I wasn't sure if you had links or resources that I could direct folks to.

October 16, 2020 2:58 PM from William Snow to everyone: @ Aidan - great question! We love looking for ways to make it easier to collect data in spite of distance. You have

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options for gaining and documenting consent. Gaining it electronically can be allowed. You simply need to document this in your HMIS privacy policy, if it is not there already.

October 16, 2020 2:59 PM from Lisa Coffman to everyone: @Carrie - programs are expected to be low barrier and inclusive. We would expect a CoC and ESG funded program to accommodate an eligible participant with an emotional support animal. Submit a question to the AAQ, they should be able to connect you with some resources. If not circle back with me for assistance.

October 16, 2020 2:59 PM from Brett Esders to everyone: @Carrie - Additionally, HUD's Office of Fair Housing has published these resources on assistance and service animals - [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/assistance\\_animals](https://www.hud.gov/program_offices/fair_housing_equal_opp/assistance_animals)

October 16, 2020 3:00 PM from Sarah Isaak to everyone: If a staff member at an emergency shelter needs to isolate due to COVID symptoms, can ESG-CV pay for a hotel room until they get test results?

October 16, 2020 3:00 PM from Carrie Poser to everyone: @Lisa and @Brett, thank you!

October 16, 2020 3:00 PM from Edina Chester to everyone: Have the income limits been released for prevention activities under ESG-CV?

October 16, 2020 3:00 PM from Lauren Whitleigh to everyone: mostly rural counties, so no local health department. the state told me they dont know if they would do universal testing in a shelter. they still have to get back to me

October 16, 2020 3:01 PM from Kelly Schlabach to everyone: Hi, HMIS Lead here. There are about 60 projects funded via that state's non-entitlement ESG-CV and there are also 4 entitlement communities in my CoC. We have hired ESG-CV contract manager and an ESG-CV Reporting Coordinator, but neither of them start until November. I am very concerned about our ability to create all the necessary ESG-CV projects in HMIS before Oct 30, as well as the ability of providers to then populate the projects with client data by then. We still haven't even received all the information we



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need from grantees about what organizations, projects, component types, etc have been funded yet (contracts are not yet finalized in some instances).

October 16, 2020 3:01 PM from Lindsey Barranco to everyone: @Shaye - the guidance itself does talk about the use of portable units at a high level - similar to what is in the employer guidance for office buildings - •Consider using portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).

October 16, 2020 3:01 PM from Kristi Schott to everyone: Is the FMR waiver going to be continued for ESG, and not just COC?

October 16, 2020 3:02 PM from Brett Esders to everyone: @Michelle - ESG and ESG-CV can be used to make a one time payment per program participant for utility arrears for up to 6 months per service.

October 16, 2020 3:02 PM from Michelle Herrera to everyone: @Brett - Thank you. :)

October 16, 2020 3:02 PM from Aidan Rich to everyone: William: Just to clarify, by "electronically" do you mean an electronic signature (which some are not able to provide) or verbally consenting over a phone call?

October 16, 2020 3:03 PM from Brett Esders to everyone: @Kristi - the FMR waiver was included in the ESG-CV Notice so applies to all funds - ESG CV and annual ESG - that are used to prevent, prepare for, and respond to coronavirus

October 16, 2020 3:04 PM from Tim West to everyone: @Marlisa - Thanks for all the answers on Temporary Emergency Shelter versus regular Emergency Shelter. This helps a lot!

October 16, 2020 3:05 PM from William Snow to everyone: @ Kelly - For the current ESG-CV quarterly report we encourage you to report what you can. We know that some recipients will need to update their initial submission. We will help you to do that but it will take some

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time and be complicated (sorry). You will need to submit an AAQ and our technical team will help you. We will likely not allow changes to past data indefinitely but we know that this first round of data is going to be challenging for some recipients. Do your best to report what you have and we will work with you when you have the rest of the data to report.

October 16, 2020 3:06 PM from Shaye Rabold to everyone: Insert dancing woman emoji for this answer. Thanks @Norm and @Marlisa!

October 16, 2020 3:06 PM from JENNIFER CLARKE to everyone: ESG-CV projects. If one has a shelter funded under traditional ESG and then receives ESG-CV funding for cleaning/hygiene allowed activities, (a) does the project need to be entered as a "new project" in HMIS and (b) we are assuming it is reasonable to expect that persons served figures will be consistent between shelter and hygiene activities. Is that overlap okay?

October 16, 2020 3:06 PM from William Snow to everyone: @ Aidan - it can be either. Again, your HMIS privacy notice is what will rule the day. You can set the standards that your CoC and HMIS Lead feel are appropriate to meet the current needs but also maintains a minimal level of privacy.

October 16, 2020 3:06 PM from Aidan Rich to everyone: @ William - Thank you

October 16, 2020 3:07 PM from Catherine Huang to everyone: The San Francisco Field office said that renewal notifications were not required for the waivers being extended.

October 16, 2020 3:09 PM from Edina Chester to everyone: Thank you!

October 16, 2020 3:10 PM from Shaye Rabold to everyone: In Section IV of the ESG-CV Notice it talks about what steps are needed in order for ESG annual allocations to use the flexibilities in the Notice. I see that an amendment to the Plan is needed and that you can't draw funds out of IDIS until we identify the specific activities and funding allocated for this in IDIS. But--is approval of the amendment required before we can make these changes in IDIS and use annual funds? Or is just

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submitting the amendment plan (like a notification to the Field Office) all that is required to proceed as well as the IDIS items?

October 16, 2020            3:10 PM            from William Snow to everyone:            @ Jennifer - no, you do not have to set up another project in HMIS for this. If you are just reporting on unique activities allowable under the ESG-CV Notice you will not report on the clients served. You will simply submit data on the expenses and provide a narrative about the activity and how it helped you prevent, prepare for, and respond to coronavirus. For activities that are normally eligible under ESG and you provide that funding under COVID (but you don't normally provide that) you would need to report on the clients (but it would be using the same project data you would report under your annual ESG).

October 16, 2020            3:11 PM            from William Snow to everyone:            @ Catherine - we are providing clarification to our field offices so that they are aware of the requirement. Please proceed with the notifications.

October 16, 2020            3:12 PM            from JENNIFER CLARKE to everyone:            @William - Very helpful; thanks so much!

October 16, 2020            3:12 PM            from Catherine Huang to everyone:            Thank you, @William.

October 16, 2020            3:15 PM            from Edina Chester to everyone:            I know this was discussed at the previous office hours for ESG and I apologize I was not in attendance to ask this question but I wanted to see if I could get clarification on the limitation for Emergency Shelter activities. The guidance I read stated that if our grant agreement was signed for Round 1 prior to 9/1, then the Round 1 funds were not subject to the ESG-CV notice limitations. Do I need to look at the date HUD signed our agreement (8/20) or the date we signed (9/15) to help make this determination?

October 16, 2020            3:15 PM            from Lisa Coffman to everyone:            Here is the link to the Fair Housing document on support animals -  
[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/assistance\\_animals](https://www.hud.gov/program_offices/fair_housing_equal_opp/assistance_animals)

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October 16, 2020 3:17 PM from Edina Chester to everyone: @Ebony, ok great, thank you for the clarification!

October 16, 2020 3:18 PM from Shaye Rabold to everyone: This is all so very helpful. Many thanks to HUD and CDC. No joke.

October 16, 2020 3:19 PM from Robert Pulster to everyone: Thank you Norm and the HUD team and the CDC. Heroic work.

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

Session number: 610976677

Date: Friday, October 16, 2020

Starting time: 1:35 PM

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-Abt Associate - 2:04 PM

Q: Will the slides, chat or video of this event be available later?

Priority: N/A-

-Jeanne Goodman - 2:05 PM

A: Yes, the recording and materials will be posted to the HUD Exchange in 2-3 business days-

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-Abt Associate - 2:04 PM

Q: How do I join audio?

Priority: N/A-

-Jeanne Goodman - 2:05 PM

A: Call +1-415-655-0002

or +1-855-797-9485

use the meeting id 610 976 677-

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-Catherine Huang - 3:03 PM

Q: Our Field office said that renewal notificaitons were not required for the waivers

Priority: N/A-