

**COVID-19 Office Hours: Chat and Q&A  
September 25th, 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.**

September 25, 2020 2:30 PM from Thomas Bednar to everyone: +1-855-797-9485

or

+1-415-655-0002

Access code: 610 976 677

September 25, 2020 2:32 PM from Avery Slyker to everyone: Please clarify the SSVF guidance for Coordinated Entry during COVID-19. What would constitute a delay in care due to Coordinated Entry? What circumstances would warrant SSVF from not participating in Coordinated Entry? If a SSVF project does not participate in Coordinated Entry due to VA guidance during COVID-19, how do CoC's maintain and update Veterans on their by-name list?

September 25, 2020 2:33 PM from Beth Sharber to everyone: Question regarding ESG-CV Notice Section E. 3. (b) & (c)

September 25, 2020 2:33 PM from Brenda Chamberlain to everyone: I know this is starting to sound like a broken record but any news on PIT?

September 25, 2020 2:34 PM from Beth Sharber to everyone: Are the acquisition funds/rnovation funds merely a loan until 2022 that must be repaid?

September 25, 2020 2:35 PM from Lauren Whitleigh to everyone: Does HUD have any guidance related to the administration's recent Executive Order Combating Race and Sex Stereotyping for CoCs as we move racial equity work forward, provide training for HUD funded providers, etc.

September 25, 2020 2:35 PM from Abt Associate to all panelists: from  
Samantha Carpio to all attendees: 2:34 PM

Anything yet on SuperNOFA renewal?

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September 25, 2020 2:35 PM from Sarah Isaak to everyone: Pending from previous call - Landlord incentives: if you pay a security deposit of 3x the rent, is that the full incentive? or just one month of incentive, since 2x the rent is already allowed? Can you do 2x rent as signing bonus in addition to 3rd month of security deposit?

September 25, 2020 2:36 PM from Shaye Rabold to everyone: Under the new ESG-CV SAGE Reporting requirements, recipients must report the amount used for “Landlord Incentives” under Prevention and RRH. There remains a separate line item for “Relocation and Stabilization Services – Financial Assistance”. Since the ESG-CV Notice lists Security Deposits under “Landlord Incentives”, are we supposed to put any Security Deposit amount (whether it be 1 month, 2 months, or the new 3 months) under “Landlord Incentives” and no longer under “Relocation and Stabilization Services – Financial Assistance” or should there be some combination? This is a very important question to us as we are trying to quickly modify our internal electronic draw system choices for subrecipients to request reimbursement to align with how we will have to report out in Sage to avoid confusion and a lot of manual work down the road. Thanks!

September 25, 2020 2:37 PM from Denise Albertson to everyone: Clarifying - all of the waivers that were added to CV funding 5/22/20 are now permanent for the full term of the CV funding, correct? Including HP clients only needing to recertify once every 6 months instead of every 3 months?

September 25, 2020 2:37 PM from Lauren Whitleigh to everyone: Can you provide guidance for ways ESG-CV can be used to support Coordinated Entry for communities struggling to respond to increased call volume to their CE access sites?

September 25, 2020 2:39 PM from Sarah Isaak to everyone: Can you confirm that the waivers for regular ESG funds (such as FMR waiver) end 9/30/20. They were not extended, correct?

September 25, 2020 2:39 PM from Andrew Willard to everyone: Should we be on the look out for a developing Waiver on the expiring CoC and annual ESG waivers and flexibilities?

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September 25, 2020 2:40 PM from Brett Esders to all panelists: @Denise - Yes, all of the waivers are for the full term of ESG-CV funding (and any annual ESG funds used to prevent, prepare for, and respond to COVID) with the exception of the waivers that are time limited in the Notice (e.g., the requirement to enter data in HMIS for the first 60 days of the project for projects started before June 30).

September 25, 2020 2:40 PM from Brett Esders to everyone: @Denise - Yes, all of the waivers are for the full term of ESG-CV funding (and any annual ESG funds used to prevent, prepare for, and respond to COVID) with the exception of the waivers that are time limited in the Notice (e.g., the requirement to enter data in HMIS for the first 60 days of the project for projects started before June 30).

September 25, 2020 2:41 PM from Beth Sharber to everyone: Question regarding ESG-CV Notice Section E. 3. (b) & (c): Are the acquisition funds/renovation funds merely a loan until 2022 that must be repaid? This info was just given to us and completely derailed our plans for being able to have a lasting impact with this funding. Sorry-my question got separated earlier. Any clarification on this will be greatly appreciated!

September 25, 2020 2:41 PM from Brett Esders to everyone: @Andrew - yes it's on our radar. Stay tuned!

September 25, 2020 2:41 PM from Norm Suchar to everyone: @Sarah, the waivers for ESG and COC that end 9/30/20 have not been extended...yet. We expect to have an updated waiver next week.

September 25, 2020 2:41 PM from William Higgins to everyone: Hello all it is great to share this info with the Maine Continuum of care ( as i am a board member who was homeless personally

September 25, 2020 2:41 PM from Brett Esders to everyone: @Sarah - to add to Norm's comment - many of the original ESG waivers were included in the ESG-CV notice as

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allowable for ESG-CV funds and any annual funds used to prevent, prepare for, and responding to COVID (including the FMR waiver for ESG)

September 25, 2020      2:42 PM      from Andrew Willard to everyone: @Brett, thank you!

September 25, 2020      2:42 PM      from William Snow to everyone: @ Brenda RE: 2021 PIT count - there is no update (sorry). We still anticipate requiring a sheltered count and Housing Inventory Count (HIC) and continue to look at our options for the unsheltered PIT count.

September 25, 2020      2:42 PM      from Sarah Isaak to everyone: Thank you!

September 25, 2020      2:43 PM      from Denise Albertson to everyone: If an annual ESG subrecipient does use traditional funds to PPR to C19 do we need to enter a CV specific program in HMIS for them to track that RRH/HP expense or would they continue to expense these funds in their traditional ESG program? This seems like it would be a nightmare for data entry & reporting correctly

September 25, 2020      2:44 PM      from Valorie Carson to everyone: Also seeking guidance for ways ESG-CV can be used to support Coordinated Entry for communities struggling to respond to increased call volume to their CE access sites?

September 25, 2020      2:45 PM      from Valorie Carson to everyone: Please respond to whether HUD has any guidance related to the administration's recent Executive Order Combating Race and Sex Stereotyping for CoCs as we move racial equity work forward, provide training for HUD funded providers, etc.

September 25, 2020      2:47 PM      from Lauren Whitleigh to everyone: @ William - Any hints at what you are thinking so far? service based count? using ESG-CV volunteer incentives for PIT Count volunteers to conduct the count like the census folks just did, visiting encampments?

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September 25, 2020 2:47 PM from William Snow to everyone: @ Shaye RE: reporting on security deposits. If you pay up to 2 months of assistance for a security deposit continue to report it under "Relocation and Stabilization Services – Financial Assistance." If you pay a third month report that under landlord incentives. We are still trying to get an answer as to whether you can do 2 months under normal ESG rules and an additional 3 months as a security deposit amount per the ESG-CV Notice.

September 25, 2020 2:47 PM from Andrew Willard to everyone: Could CDBG or CDBG-CV be utilized to provide security deposits to assist individuals experiencing homelessness under the low or very low income as a grant as opposed as a loan?

September 25, 2020 2:49 PM from Kim Murillo to everyone: Would also like a better understanding of the terms of property acquisition under ESG-CV, similar to Beth's question.

September 25, 2020 2:50 PM from Shaye Rabold to everyone: @William - Thanks. Can you please clarify if it is only the 3rd month that goes under "Landlord Incentives" and the two months goes in the usual line item, or do you put all three months under "Landlord Incentives"?

September 25, 2020 2:50 PM from William Snow to everyone: @ Denise RE: C19 response with annual ESG funding. We have no plan to make you provide unique reporting with regard to your C-19 response in your annual ESG grant. We know that would be onerous and do not want to impose that on you.

September 25, 2020 2:51 PM from William Higgins to everyone: To connect with me on linkedIn - <https://www.linkedin.com/in/williamhigginsjr/>

September 25, 2020 2:52 PM from Denise Albertson to everyone: @William Snow - thank you!

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September 25, 2020 2:52 PM from William Snow to everyone: @ Lauren - RE: 2021 PIT count. Sorry - no hints at this point. We are looking into whether ESG-CV funds can be used to support the count but we don't have an answer at this point.

September 25, 2020 2:53 PM from Abt Associate to all panelists: from Samantha Carpio to all attendees: 2:34 PM

ESG-CV new AMI to 50%, is that in effect from April 1st or from when we began funding the programs?

September 25, 2020 2:53 PM from Lauren Whitleigh to everyone: @William - Thank you!

September 25, 2020 2:53 PM from Katie Durand to everyone: Will next week's anticipated CoC waiver extension memo include a waiver for landlord incentives (similar to the ESG-CV notice) or should we apply to our local HUD Field Office for a project-specific waiver to use CoC/YHDP funding for landlord incentives?

September 25, 2020 2:54 PM from Abt Associate to all panelists: from Vernet Sherrill to all attendees: 2:41 PM

What's the name of the organization presenting?

September 25, 2020 2:54 PM from Anne Finn to everyone: Question on documentation for rental assistance. All applicants in a Household are to present a Social Security card and secondary identification in order to be eligible to apply? We have households that have members both legal and undocumented status. Can the HH be assisted? Any type of rental proration seems to apply to Section 214 housing and not homeless assistance programs? Any guidance would be appreciated? And are non-profits still exempted from verifying citizenship status and how do we serve HH which have needs but as I mentioned may have members of undocumented status? Thank you in advance!

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September 25, 2020 2:54 PM from Abt Associate to all panelists: from Vernet Sherrill to all attendees: 2:45 PM

Just to confirm CDBG-CV funds can be used for rental assistance? Can someone send the link for CDBG-CV eligibility activities.

September 25, 2020 2:55 PM from William Snow to everyone: @ Shaye RE: security deposits. The reality is that we have flexibility here. You can choose to report it all as landlord incentives or as 1 month of landlord incentives and 2 months of financial assistance. My previous response said to report based on that second option but you have the flexibility to choose either option.

September 25, 2020 2:55 PM from Shaye Rabold to everyone: Hazard Pay: is there any guidance on how to determine the amount you can pay for Hazard Pay and the method(s) it can be paid out. I submitted an AAQ a couple of weeks ago asking if it had to be added to a person's hourly rate or if it could be paid as a one time payment like a "bonus". Havent received a response yet. Thanks!

September 25, 2020 2:55 PM from Micah Snead to everyone: This is excellent!

September 25, 2020 2:57 PM from Brett Esders to everyone: @Anne - for CoC and ESG Programs we require that you verify homeless or at risk status and any additional eligibility requirements imposed by the NOFA for the CoC Program (e.g., chronic status). We do not require social security cards in order to provide assistance. As for information about serving individuals who are not documented - please see this guidance <https://www.hudexchange.info/resource/5126/prwora-and-huds-homeless-assistance-programs-fact-sheet/>

September 25, 2020 2:58 PM from Shaye Rabold to everyone: William: Thank you. We love "Choose Your Own Adventure" opportunities (insert winky smiley face emoji with tongue sticking out). We do appreciate HUD's flexibility.

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September 25, 2020 2:59 PM from Abt Associate to all panelists: from Abby Miller to all attendees: 2:56 PM

Thank you Amanda! We can absolutely try things and tweak along the way. Such an important ethos for our work

September 25, 2020 2:59 PM from Micah Snead to everyone: I'm curious about the property owners/managers and local leadership response/support. Any suggestions how to get "buy in" for communities trying to build a comparable model of their own?

September 25, 2020 2:59 PM from Marlisa Grogan to everyone: @Valorie - annual ESG and ESG-CV funds can be used to participate in the CoC's Coordinated Entry; there are some ESG-funded activities may be integrated into the Continuum of Care (CoC) Coordinated Entry (CE) process. In general, the only eligible ESG activities that may be carried out in support of CE include Case Management under the Street Outreach (SO) and Emergency Shelter (ES) components and Housing Stability Case Management under the Rapid Re-Housing (RRH) and Homelessness Prevention (HP) components.

September 25, 2020 2:59 PM from Beth Sharber to everyone: @Amanda Harris: What are the limited documents you all require? Many of our providers seem to ask for a lot?

September 25, 2020 3:00 PM from Amanda Davis to everyone: Question for Amanda & Tamar: what is your HMIS coverage rate? Do you have data gaps, and if so, how do you do in-depth studies at this level while navigating around those data gaps?

September 25, 2020 3:00 PM from Micah Snead to everyone: Also wonder if you've seen an impact from the various/confusing eviction moratoria

September 25, 2020 3:00 PM from Valorie Carson to everyone: @Marlisa - thanks so much!

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September 25, 2020 3:00 PM from Taylor Kiely to everyone: @Vernett: Yes, in CDBG its called emergency rental assistance and it is discussed in III.B.5.(f)(i) of the CDBG-CV notice which can be found here: <https://www.hud.gov/sites/dfiles/CPD/documents/FR-6218-N-01-CDBG-CV-clean-8-7-20-header-for-posting.pdf> and a CDBG-CV eligible activities quick guide can be found here: <https://files.hudexchange.info/resources/documents/Quick-Guide-CDBG-Infectious-Disease-Response.pdf> . Note: these rental assistance payments can only be made for up to six consecutive months per the Notice referenced above.

September 25, 2020 3:01 PM from Samantha Carpio to everyone: Can you answer the AMI effective date switching from 30% to 50% ?

Is there an effective date or is it from the start of the State of Emergency?

September 25, 2020 3:01 PM from Anne Finn to everyone: @Brett Thank you!

September 25, 2020 3:04 PM from Emma Cathell to everyone: link for EIP toolkit?

September 25, 2020 3:04 PM from Ben Cattell Noll (He/Him) to everyone: To pay for CE screening under the shelter component, can the workers only screen people currently in shelter, or could they screen people seeking shelter as well? If someone is using ESG-CV to fund call center workers to complete CE assessments, should they use the outreach component, the shelter component, or is either OK?

September 25, 2020 3:08 PM from Kristi Schott to everyone: Can COC funding be used during COVID-19 to assist families with WIFI needs, as they are having their children in remote learning due to school districts requirements?

September 25, 2020 3:08 PM from Marlisa Grogan to everyone: Link to Economic Impact Payment resources in HUD Resource Digest:  
<https://www.hudexchange.info/news/covid-19-prevention-and-response-for-homeless-providers-daily-resource-digest/>

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September 25, 2020 3:09 PM from Emily Mosites to everyone: CDC considerations specifically for communal areas: <https://www.cdc.gov/coronavirus/2019-ncov/community/shared-congregate-house/guidance-shared-congregate-housing.html#specific-communal-rooms>

September 25, 2020 3:11 PM from Marlisa Grogan to everyone: @Avery: response needs and other activities that may be taking place at access points. Another option would be to utilize SSVF providers as one of the access points within the CE process, per allowances made in HUD's Notice CPD-17-01, Section II.B.2.b, which states that "a coordinated entry process may allow Veterans Administration (VA) partners to conduct assessment and make direct placements into homeless assistance programs, including those funded by the CoC and ESG programs, provided that the method for doing so is in collaboration between those VA partners and the CoC and that the method is included in the CoC's Coordinated Entry policies and procedures and the written standards for the affected programs." In cases when VA programs enroll Veterans outside of CE in order to ensure that the household's immediate needs are met, this enrollment does not preclude subsequent assignment to another provider who can offer a more appropriate level of care consistent with local CE policies.

September 25, 2020 3:11 PM from Ja'Nai Aubry (she/her) to everyone: Would a streamlined NOFA renewal process include a DV Bonus? Or additional funds for new projects?

September 25, 2020 3:11 PM from Emily Mosites to everyone: Looking into it and I see that those congregate/shared housing guidance documents also cover university dorms. Let me know if you have further questions about them!

September 25, 2020 3:12 PM from Emily Mosites to everyone: Again the landing page for congregate housing is here: <https://www.cdc.gov/coronavirus/2019-ncov/community/shared-congregate-house/guidance-shared-congregate-housing.html>

September 25, 2020 3:12 PM from Brett Esders to everyone: @Ja'Nai - we don't have that level of detail yet. Stay tuned!

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September 25, 2020 3:12 PM from Ja'Nai Aubry (she/her) to everyone: okay, thank you

September 25, 2020 3:16 PM from Andrea Hurley to everyone: : an individual who is not on the lease is being forced to move out of a unit by the leaseholder within a 14-day or 21-day time period. That individual could qualify for HP assistance despite an eviction moratorium being in effect.

September 25, 2020 3:16 PM from Andrea Hurley to everyone: I am looking for guidance on how to document this, as the link seems to be broken

September 25, 2020 3:17 PM from Lauren Whitleigh to everyone: Thank you HUD!

September 25, 2020 3:18 PM from Brett Esders to everyone: @Andrea: this document? <https://files.hudexchange.info/resources/documents/COVID-19-Grants-Management-ESG-Homelessness-Prevention-Eligibility-During-Eviction-Moratoria.pdf>

September 25, 2020 3:18 PM from Marlisa Grogan to everyone: @Andrea - yes, iin general, if the household also meets income requirements and lacks resources and support networks, they would qualify.

September 25, 2020 3:19 PM from Abt Associate to all panelists: from Avery Slyker to all attendees: 3:15 PM

@Marlisa thank you! If there are no CE barriers to access housing, SSVF should be participating in Coordinated Entry?

September 25, 2020 3:20 PM from Andrea Hurley to everyone: brett yes, That is where I found that this scenario can work, but I can't really find how to document how this can

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be used and documented. Is it just something that your ESG develops how to document those needs?

September 25, 2020 3:21 PM from Marlisa Grogan to everyone: @Avery - yes. the goal is to have full participation in CE and full data sharing to end Veteran homelessness

September 25, 2020 3:22 PM from Brett Esders to everyone: Here again is the link for serving people who may not be documented:  
<https://www.hudexchange.info/resource/5126/prwora-and-huds-homeless-assistance-programs-fact-sheet/>

September 25, 2020 3:23 PM from Abt Associate to all panelists: from Avery  
Slyker to all attendees: 3:22 PM  
@ Marlisa thank you!!

September 25, 2020 3:24 PM from Abt Associate to all panelists: from Avery  
Slyker to all attendees: 3:24 PM

Are other CoC's seeing a significant decrease in entries into their homeless crisis response systems?

September 25, 2020 3:25 PM from Lauren Whitleigh to everyone: Our CoC only does assessments through 211 and access sites. if you have recommendations for other funding streams, would greatly appreciate it

September 25, 2020 3:25 PM from Abby Miller to everyone: also related to coordinated entry, we recently released an FAQ on prioritization during COVID that folk (hopefully) will find helpful: <https://www.hudexchange.info/faqs/programs/continuum-of-care-coc-program/program-requirements/coordinated-entry/are-there-actions-a-continuum-of-care-may-take-within-its-coordinated-entry/>

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September 25, 2020 3:26 PM from Brett Esders to everyone: @Andrea - Most eviction moratorium's cover evictions for failure to pay rent. There are other instances where individuals or families will be losing their housing within 14 or 21 days - for example if they are sharing housing with another person and they are not on the lease - in these instances, you would document that the person is kicking them out. This could be a signed letter from the person kicking them out, or a recorded phone call, or ultimately the person seeking assistance their own written certification that they are losing their housing.

September 25, 2020 3:26 PM from Beth Sharber to everyone: @Norm, thank you, I can still hope!

September 25, 2020 3:26 PM from Jennifer Prins to everyone: @ Avery. Yes we are seeing a decrease. It's mostly a result of COVID-specific fundings demanding all the time of our coordinated entry assessors and access points. This is an issue of concern we are addressing with our state partners (who awarded the COVID RA funding), but it's a simple staff capacity issue here. Semi-rural area.

September 25, 2020 3:27 PM from Andrea Hurley to everyone: Thanks Brett, super helpful

September 25, 2020 3:28 PM from Angel Macchia to everyone: Did the hazard pay policy need to be in effect prior to covid?

September 25, 2020 3:28 PM from Shaye Rabold to everyone: @Marlissa - thanks so much for your info on Hazard Pay!

September 25, 2020 3:29 PM from Abt Associate to all panelists: from Avery  
Slyker to all attendees: 3:29 PM

@Jennifer Thank you!

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September 25, 2020 3:29 PM from Shaye Rabold to everyone: \*Marlisa

September 25, 2020 3:29 PM from Marlisa Grogan to everyone: @Angel - no, the hazard pay policy doesn't need to have been in effect prior to COVID - but it's important to have them in place prior to issuing payments.

September 25, 2020 3:31 PM from Lauren Whitleigh to everyone: for folks exiting institutions, would discharge paperwork with discharge date be acceptable documentation for ESG HP

September 25, 2020 3:31 PM from Angel Macchia to everyone: @Marlisa; thank you!

September 25, 2020 3:31 PM from Andrea Hurley to everyone: Thank you !

September 25, 2020 3:32 PM from Brett Esders to everyone: @Lauren - yes, discharge paperwork would work for that category of the at-risk definition (along with documentation of income and that they lack the resources and support networks to prevent them from staying in a shelter, on the streets, or in TH).

September 25, 2020 3:32 PM from Lauren Whitleigh to everyone: @ Brett - Thanks Brett!

September 25, 2020 3:35 PM from Abt Associate to all panelists: from Vernet Sherrill to all attendees: 3:32 PM

Thanks Taylor

September 25, 2020 3:35 PM from Angel Macchia to everyone: @Norm; yes!

September 25, 2020 3:35 PM from Andrea Hurley to everyone: Yes, interested

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September 25, 2020	3:35 PM	from kenzie Strubank to everyone: Yes, please!!
September 25, 2020	3:35 PM	from Brenda Chamberlain to everyone: YES!!
September 25, 2020	3:35 PM	from Mandy Reagan to everyone: Yes!
September 25, 2020	3:35 PM	from Sara Pagni to host (privately): Yes!!
September 25, 2020	3:35 PM	from Renee Pope to everyone: yes!
September 25, 2020	3:35 PM	from Lisa Snipes to everyone: YES!
September 25, 2020	3:35 PM	from mark miller to everyone: yes please
September 25, 2020	3:35 PM	from Jessica Izquierdo to everyone: Yes
September 25, 2020	3:35 PM	from Lesa Weikel to everyone: yes please
September 25, 2020	3:35 PM	from Lauren Whitleigh to everyone: hahah, that was hilarious!
September 25, 2020	3:36 PM	from Denise Albertson to everyone: @Marlisa RE: response to question using traditional ESG for response to C19....I think the live answer is different then the written response in the chat box. Any guidance that can be provided on your live answer would be greatly appreciated!

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September 25, 2020 3:36 PM from Valorie Carson to everyone: And if the questions and answers could be compiled and shared, that would be AWESOME!

September 25, 2020 3:36 PM from Samantha Carpio to everyone: IS this the last office hours?

September 25, 2020 3:37 PM from William Snow to everyone: @ Denise - sorry - my response was related to reporting on clients served. You will not have to upload separate CSV files for people served for C-19 under annual ESG but you will have to report funding on those activities.

September 25, 2020 3:37 PM from Shaye Rabold to everyone: Thank you everyone!

September 25, 2020 3:37 PM from Michelle Everett to everyone: Thank you.  
Excellent webinar!

September 25, 2020 3:37 PM from Tamera Kohler to everyone: Thank you!!

September 25, 2020 3:37 PM from Abby Miller to everyone: HUGE appreciation for this community--thanks for your thoughts Norm.

September 25, 2020 3:37 PM from Lisa Snipes to everyone: Thank you!

September 25, 2020 3:37 PM from Jeremy Hirsch to everyone: Thank you!

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

Q: How do I join audio?

Priority: N/A-

-Jeanne Goodman - 2:10 PM

A: Call +1-415-655-0002-

-Jeanne Goodman - 2:11 PM

A: or +1-855-797-9485

use the meeting id 610 976 677-

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-Abt Associate - 2:12 PM

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

Priority: N/A-

-Thomas Bednar - 2:16 PM

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

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-Christa Signor - 2:42 PM

Q: I'm very familiar with CDC best practices for our Emergency Shelters and grateful for the information. However I do have a question- is there a CDC recommended percentage for capacity at congregate emergency shelters with a dorm/shared space? Thank you!

Priority: N/A-