



# Office Hours: COVID-19 Planning and Response

September 4, 2020



# Housekeeping

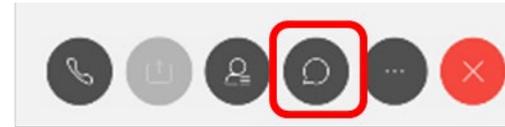
- A recording of today's session, along with the slide deck and a copy of the Chat and Q&A content will be posted to the HUD Exchange within 2-3 business days
- Event information for upcoming Office Hours, along with copies of all materials can be found here:

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

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

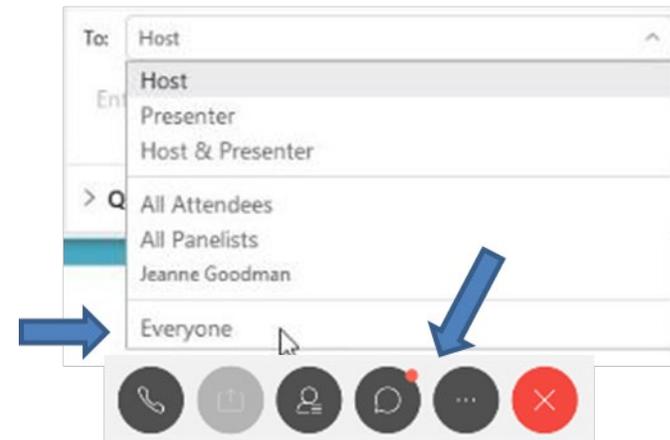
# Chat Feature

Select the Chat icon to make a comment or ask a question.



Be certain the To field is set to **Everyone**

An orange dot on the Chat icon indicates that you have unread messages.



# Speakers & Resource Advisors

## Department of Housing and Urban Development

- Office of Special Needs Assistance Programs
  - Norm Suchar
  - Lisa Coffman
  - Karen DeBlasio
  - Brett Esders
  - Marlisa Grogan
  - Abby Miller
  - Ebony Rankin
  - William Snow
- Aaron Weaver, Senior CPD Representative, Chicago Field Office
- Julie McFarland, HUD TA, McFarland Consulting
- David Canavan, HUD TA, Canavan Associates

# Speakers & Resource Advisors

## U.S. Census Bureau

- Dora Durante, Chief of Special Enumerations, Decennial Census Management Division
- Robin Bachman, Chief, National Partnership Program
- Crystal Miller, Chief, Field Group Quarters Branch
- Judy Belton, Assistant Division Chief, Special Enumerations, Decennial Census Management Division
- Claire Ross, Portfolio Manager, National Partnership Program, Communications Directorate

# Speakers & Resource Advisors

## Community Crisis Services, Inc., Prince George's County, MD

- Gabby Parson, Victim Services Coordinator
- Michele Williams, CCS Consultant

## Northern Virginia Family Services

- Crystal Pitt, Director of Homeless Services
- Michael-Sean Adams, Homeless Services Program Manager

# Speakers & Resource Advisors

## Centers for Disease Control and Prevention

- Emily Mosites, PhD MPH- COVID-19 At-Risk Population Task Force, Senior Advisor on Health and Homelessness

## National Healthcare for the Homeless Council

- Barbara DiPietro, PhD, Senior Director of Policy

## Department of Veterans Affairs

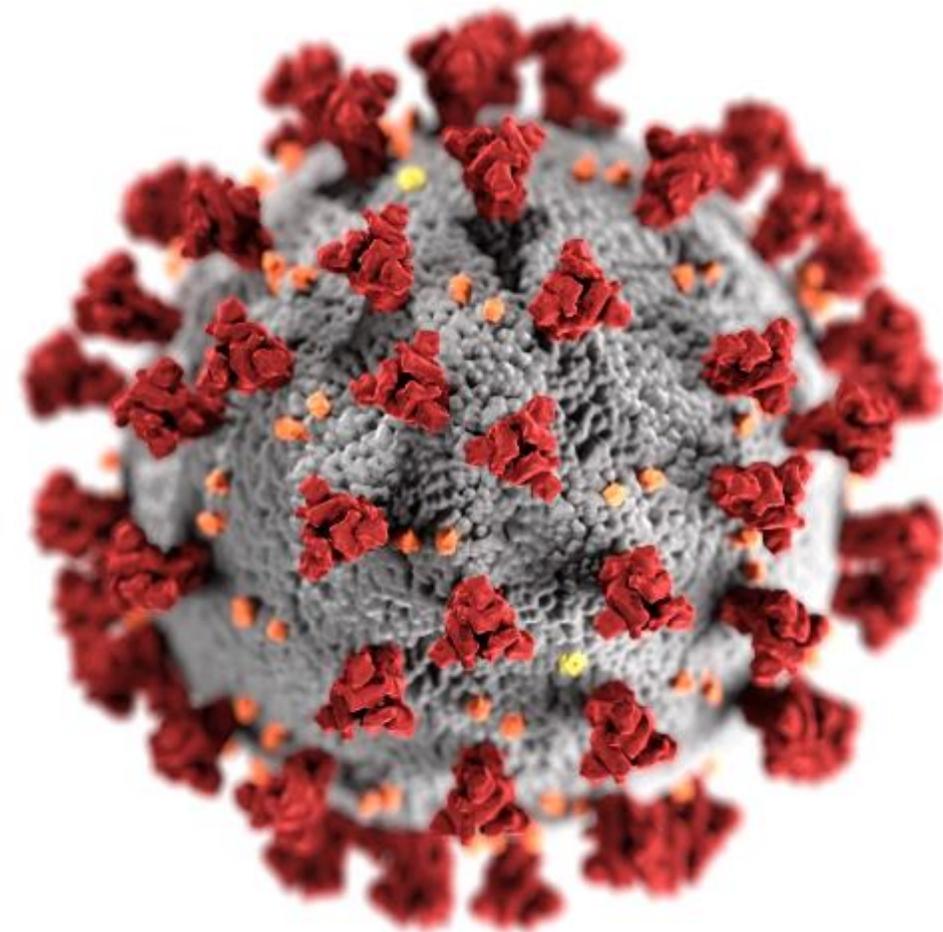
- Dina Hooshyar, MD, MPH, Director, National Center on Homelessness Among Veterans (the Center), VHA Homeless Program Office
- Jillian Weber, PhD, RN, CNL, Homeless-PACT National Program Manager, VHA Homeless Program Office



# COVID-19 and Homelessness

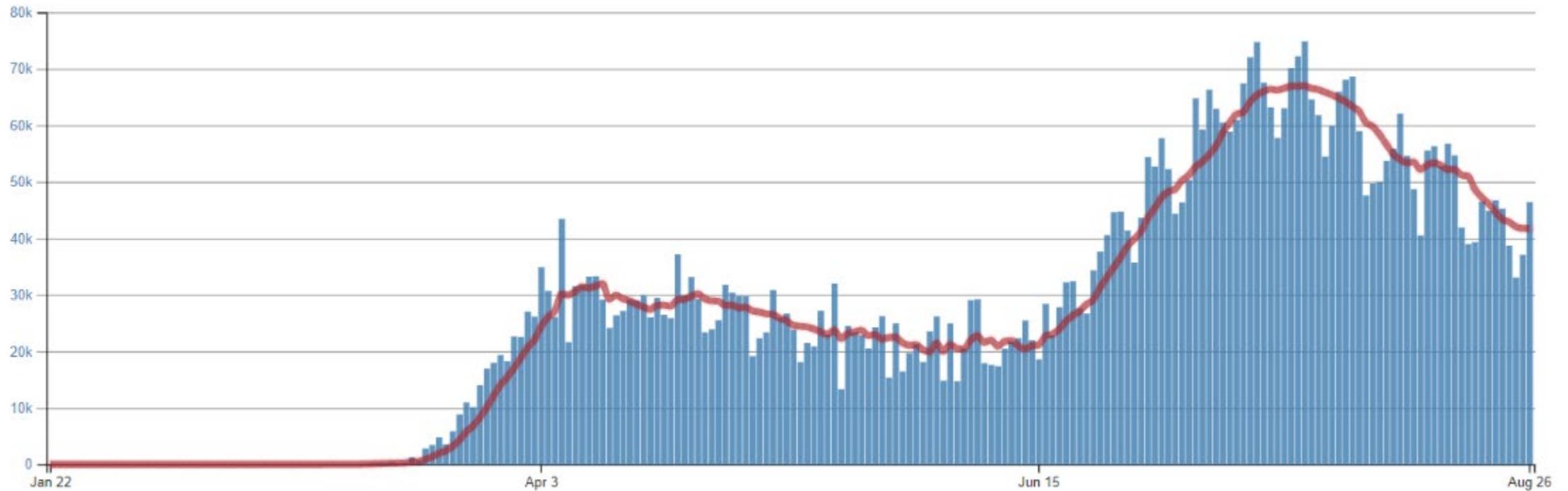
Updates

Homelessness Unit  
Disproportionately Affected Populations Team  
COVID-19 Response



For more information: [www.cdc.gov/COVID19](https://www.cdc.gov/COVID19)

# 5.8 million cases reported in the United States\*



\*as of 8/27/20

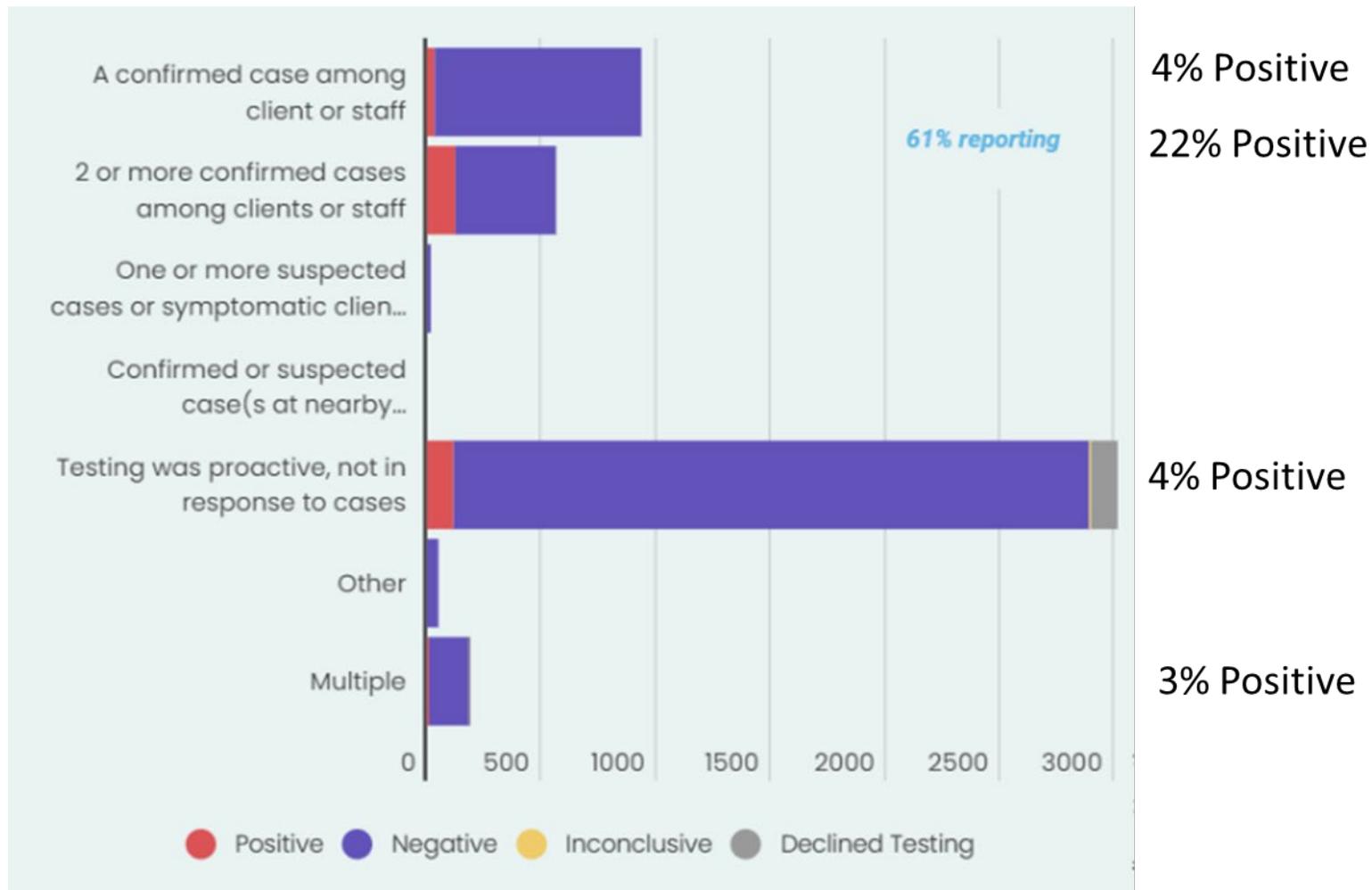
# COVID-19 testing at homeless shelters, as of 8/27/20

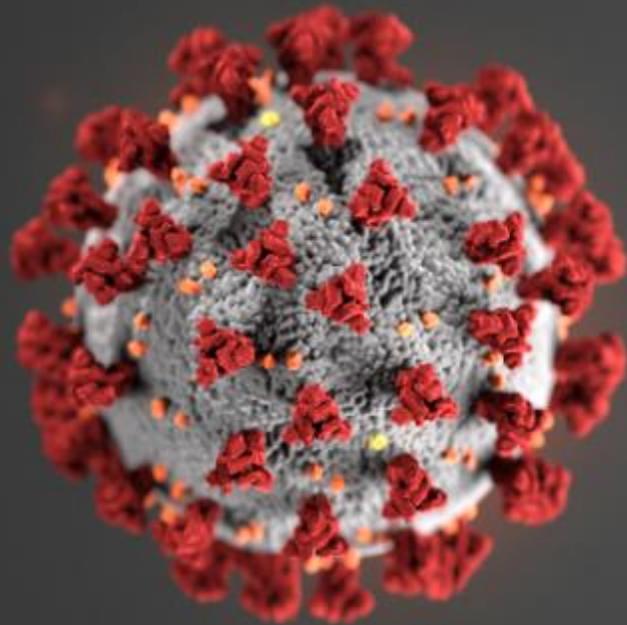


Visit the NHCHC [Universal COVID-19 Testing at Homeless Service Sites](#) dashboard online for more information.



# Positivity by reason for testing





For more information, contact CDC  
1-800-CDC-INFO (232-4636)  
TTY: 1-888-232-6348 [www.cdc.gov](http://www.cdc.gov)

The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.



# HUD TECHNICAL ASSISTANCE SPOTLIGHT

- *LANDLORD ENGAGEMENT*



# Landlord Engagement: Reset your Community's Critical Partnerships During COVID Response

## **System Level Strategy**

- Avoid duplication and competition for resources
- Designate an organization to lead this effort

## **Communication Planning**

- Lead with Equity
- Know local Eviction Moratorium information
- Know Legal Services resources

## **Communication Action**

- Strong communication between landlords and agencies re: changes
- Consider unemployment rates and disproportionate impact on Black and Hispanic people
- Be flexible
- Engage partners with relationships with marginalized populations

# Landlord Engagement: Reset your Community's Critical Partnerships During COVID Response

## Recruitment & Retention Planning

- Know existing resources, including staff dedicated to landlord engagement, risk mitigation funds, mediation services, minor repairs resources
- Use local data to prioritize unit type, location and size
- Identify funding opportunities to support robust strategy
- Learn from what's already out there

## Recruitment & Retention Action

- Simplify ask to landlords
- Update standards based on waivers and flexibility
- Partner with CE System

## Tools & Templates

- See chat box for links

# 2020 Census Service-Based Enumeration (SBE)

U.S. Department of Housing and Urban Development  
Continuum of Care Call

Friday: September 4, 2020

Dora Durante: Chief, Special Enumerations Branch, U.S. Census Bureau  
Crystal Miller: Chief, Field Group Quarters Branch, U.S. Census Bureau

Shape  
your future  
START HERE >

United States<sup>®</sup>  
Census  
2020

## Questions Submitted by:

### U.S. Department of Housing and Urban Development/ Continuum of Care Call

1. When and how providers will be contacted (specifically pointing to who CoCs and providers should contact would be immensely helpful).

*Census Bureau's question: Why are CoCs contacting these individuals?*

2. What options for enumeration will be available?
3. How will operations be adjusted to allow for social distancing and public health and safety measures?
4. What is expected in terms of data that Census is requesting (is Census asking providers to provide PII – if so that is probably going to be a problem but it depends on local privacy policies)?

## Background: 2020 Census Service-Based Enumeration (SBE)

- The SBE operation is conducted at service-based locations and targeted non-sheltered outdoor locations (TNSOLs) to provide an opportunity for people experiencing homelessness to be included in the census.
- These service-based locations include:
  - Shelters For People Experiencing Homelessness
  - Soup Kitchens
  - Regularly Scheduled Mobile Food Vans
- Planned modes of data collection for SBE are:
  - In-Person interview
  - Paper listings—Field staff pick up a paper listing from the GQ administrator.
    - Paper listings are keyed at the National Processing Center.
  - Drop Off/Pick Up – adding this option for Shelters

# 2020 Census Service-Based Enumeration

## 2020 Census SBE Operation: Pandemic Rescheduled Dates (Outreach, Training, and Conduct Dates)

- ACO Clerks began re-contacting SBE locations POCs on August 17, 2020 to:
  - Reschedule appointments
  - Locate/ update TNSOL locations
    - SBE POCs are GQ administrators or other staff who were identified during the first GQ Advance Contact operation which was February 3 – March 6, 2020 (POCs are being updated during the calls)
- Training
  - SBE Supplemental Enumerator training starts on September 16, 2020.
  - A SBE specific audio and self study training package has been created.
- Last date to Add SBE locations for the 2020 Census SBE is September 22, 2020.
- Conduct SBE operation data collection: September 22 – September 24
  - TNSOL Enumeration: Evening of 9/23 through morning of 9/24

## Tailored Enumeration Method Safety Guidelines

### Service-Based Enumeration Methods Safety Guidelines for the Pandemic

#### *In- Person Interview*

##### Census staff will:

- Limit this enumeration method to small GQs.
- Wear a mask at all times while at a facility conducting Census work.
- When possible, they will conduct interviews outside of the respondents' living quarters. Or attempt to conduct the interview in open, well-ventilated spaces.
- Allow a distance of 6 feet between themselves and the respondent.
- Not allow respondents to use their pens, pencils, or other census materials to complete the interview.
- If speaking directly to respondents is not possible, the Enumerator will note on their questionnaire the Person 1, Person 2, etc.

## Service-Based Enumeration Methods Safety Guidelines for the Pandemic

### Tailored Enumeration Method Safety Guidelines

#### *Drop Off/ Pick Up*

##### Census staff will:

- Call the GQ contact to let the GQ contact know that they have arrived at the facility, this may help in minimizing contact with high touch surfaces. We will do this at drop off and pick up.
- Swear in the GQ contact using the Special Sworn Status Form BC-1759(GQ), try to do so in a well ventilated or open area and have the GQ contact use their own pens to complete the form.
- Minimize time at the GQ.

## Service-Based Enumeration Methods Safety Guidelines for the Pandemic

### Tailored Enumeration Method Safety Guidelines

#### *Paper Response Data Collection*

##### Census staff will:

- Call ahead to confirm with the GQ contact that they will be at the facility on the date and time of enumeration.
- Ask the GQ contact to have a list of current residents and their associated demographic data for them to pick up on the enumeration date.
- Ask the GQ contact to meet them outside, if possible. Try to maintain a 6 feet distance if possible as they review the paper listing.
- Review the listing off site and call the GQ contact if they have questions about the data on their listing.

## Service-Based Enumeration General Safety Guidelines for the Pandemic

### General Guidelines

#### Census staff will:

- Stay home if they are sick, and/or seek medical care before returning to work.
- All Census staff will wear a mask at all times while conducting Census work.
- Call ahead to confirm with the GQ contact that they will be at the facility on the date and time of enumeration.
- If possible, wait outside if the GQ contact is not ready to conduct the enumeration.
- Avoid shaking hands with respondents or GQ contact and use other noncontact methods of greeting.
- Follow all social distancing, health, and safety guidelines that the facility has imposed. For example, standing behind Plexiglas shields or using hand sanitizer dispensers as they enter the SBE location.
- When possible, avoid contact with frequently touched surfaces in the public places – elevator buttons, door handles, doorknobs, tables, intercoms, and handrails.
- Wash or sanitize their hands after touching surfaces in public places such as elevator buttons, door handles, doorknobs, tables, intercom, and handrails.

## Service-Based Enumeration: How the Continuum of Care Can Assist 2020 Census

### Things you can do

- Get out/spread the word that:
  - Census Bureau will count people at shelters, soup kitchens, mobile food vans, and outdoor locations from September 22-24, 2020.
  - Everyone should cooperate with the Census to ensure an accurate and complete count everyone in the United States and Puerto Rico.
  - Census Bureau cannot accept any volunteers or assistance from external groups on TNSOL night.

Stateside - Front and Back View



Puerto Rico - Front and Back View





## OD 8 SBE Operational Updates – 2020 Census Website

- 2020census.gov website
- Conducting the Count: <https://2020census.gov/en/conducting-the-count.html>
  - *Service-Based Enumeration*: <https://2020census.gov/en/conducting-the-count/gq/sbe.html>
  - *Group Quarters Advance Contact*: <https://2020census.gov/en/conducting-the-count/gq/gqac.html>
- 2020 Census Operational Adjustments Due to COVID-19: <https://2020census.gov/en/news-events/operational-adjustments-covid-19.html>
- To find the RCC for your area: <https://2020census.gov/en/contact-us/rcc.html>

Educational Liaison  
Project  
Prince George's County,  
Maryland

Gabby Parson – Victim Services  
Coordinator

Michele Salters Williams - Consultant



## Connect with Us



Sign up for and manage alerts at  
<https://public.govdelivery.com/accounts/USCENSUS/subscriber/new>



More information on the 2020 Census Memorandum Series:  
<http://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/memo-series.html>



More information on the 2020 Census:  
<http://www.census.gov/2020Census>



More information on the American Community Survey:  
<http://www.census.gov/programs-surveys/acs/>



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[instagram.com/uscensusbureau](https://www.instagram.com/uscensusbureau)

# Community Crisis Services, Inc.

- Provides services in Prince George's County since 1970
- Our mission is to provide compassionate crisis support through our hotline, safe shelter programs and information and referral services.
- Homeless Shelter– NCS model serving 180 households, includes families with children
- Domestic Violence Safe House Program – 43 bed capacity serving any victim and often includes victims with children

# Prince George's County Maryland

- One of 12 CoC's in the State of Maryland
- 2020 PIT Count of 453
- Included 77 families with children
- The highest barrier to permanent housing for families is domestic violence



# ational Liaison tation

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During the closing of schools last spring we saw the impact of missing children at home on a family's ability to access employment and permanent

Our system determined that it would be 100% effective, we knew we had to provide additional support for families and children retain some of the stability that had been a part of the overall family stability.

Through the National Liaison Project we can safely bring children to a school setting within our programs and provide the support needed to continue to focus on

# Project Design - Technology

- We identified the technology needed for students to access virtual learning.
- In our DV Safe House we added in 2019 a fully equipped computer lab with 4 stations. We increased our internet capacity to be able to handle multiple devices connecting throughout the facility.
- In the Hotel Shelter we purchased hotspots to supplement the connectivity provided by the hotel. These will be used for the educational activities and can be signed out to families for use in their rooms.
- The school system provided Chromebooks for students.

# Project Design - Staffing

- We are repurposing 4 of our front-line staff positions to support the project. Like most nonprofits we experienced a significant amount of turnover through the year and we have savings that we used for these positions. Our DV funding for personnel is increasing slightly for the upcoming year and will cover these roles.
- In the Hotel shelter we have staffed up front line and case management positions considerably with the increased capacity. As an organization we usually have 10-15 interns with us every semester that supplement our operations and allowed us to create the Liaison roles within that program.
- These are part-time temporary positions – 2 per shelter to cover 40 hours of educational support (8am – 4pm, M-F).

# Project Design – Space and Infection Control

- In the DV safe house we are fully utilizing our 4-station computer lab and the adjacent children's programming space. We have set up 6 additional individual stations in the children's area respecting social distancing requirements. If we have more children, we can utilize a portion of our living room space if needed.
- In the NCS shelter we occupy the entire hotel, so we can set up stations in the larger meeting room spaces.
- Early on in the pandemic we identified cleaning protocols for each site to ensure we are disinfecting all commonly used spaces on a hourly basis. We will continue those protocols and the required use of masks and other PPE for staff and shelter guests. We have not had an outbreak in either of our programs.
- We offer voluntary testing on a bi-weekly basis in all programs.

# Project Design – McKinney Vento Coordination

- We have partnered with the Homeless Liaison office in the school system to ensure that the children have the items they need, that questions for particular schools are addressed and to have a pipeline to get additional support for parents and children as needed.
- This includes access to Chromebooks and access to the lunches being distributed by the school system.

# Wrap-Up

- This pandemic has challenged us all. Community Crisis Services has always been flexible and creative in how it supports the community.
- For questions or more information contact [info@ccsimd.org](mailto:info@ccsimd.org)





Northern Virginia  
Family Service

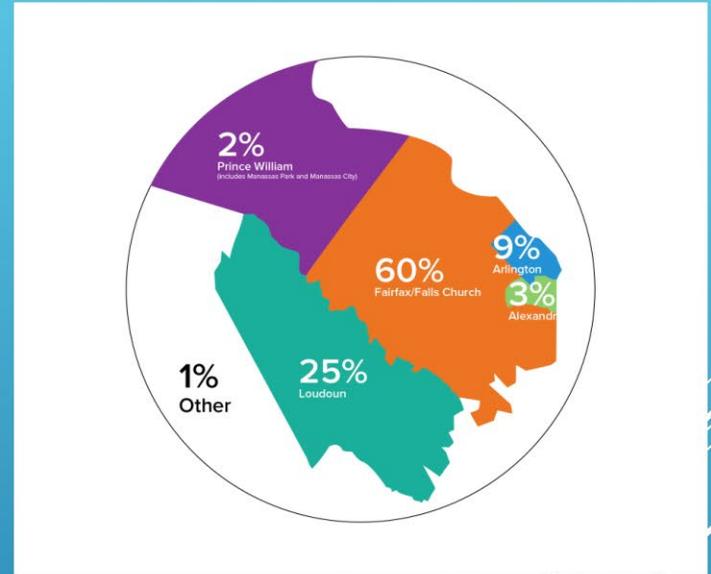
# NORTHERN VIRGINIA FAMILY SERVICE (NVFS) HOMELESS SERVICES DIVISION

Crystal Pitt, Director of Homeless Services

Michael-Sean Adams, Homeless Services Program Manager

# OUR HISTORY

- Our Mission: To empower individuals and families to improve their quality of life, and to promote community cooperation and support in responding to family needs.
- Every year, we empower more than 42,000 individuals to achieve self-sufficiency.
- CIRCA: Organizational Value



# HOMELESS SERVICES & OUR COMMUNITY

- 92- bed low barrier emergency shelter for individuals and families located in the City of Manassas
  - Population Served
- Greater Prince William – comprised of Prince William County and the independent cities of Manassas and Manassas Park is approximately 30 miles southwest of Washington DC.
  - Population: 514,629 (2018: ACS 5-Year Estimates)
  - Ethnically: 24% of the population identifies as Hispanic or Latinx
  - Racially: 58% of the population identifies as white; 20% of the population identifies as black or African American; 7% of the population identifies as Asian



# CONTINUED:

- Prior to COVID-19, 7% of the population lived at or below the Federal Poverty Level and 20% lived at or below 200% of the Federal Poverty Level
- The unemployment rate in June 2020 was 9.2%, which is 3.5 times higher than the June 2019 rate of 2.6%
- January 2020 Point-In-Time Count:
  - 326 persons experiencing homelessness (18% increase from 2019)
  - 112 of the homeless population in the PWA (34%) were individuals living in households with both adults and children

# SUPPORTIVE VIRTUAL LEARNING ENVIRONMENT

- Pre-COVID-19, children experiencing homelessness faced barriers to academic achievement and social and emotional development. The announcement that schools in the PWA will begin the school year virtually adds an additional barrier for children experiencing homelessness who are living at the SERVE shelter. On average, 40% of shelter guests are children.
- Operating from 6am-6pm Monday-Friday

# TRANSFORMATION

Before

*Children Play Room*



*Study Lounge*



*Great Room*



# TRANSFORMATION CONTINUED:

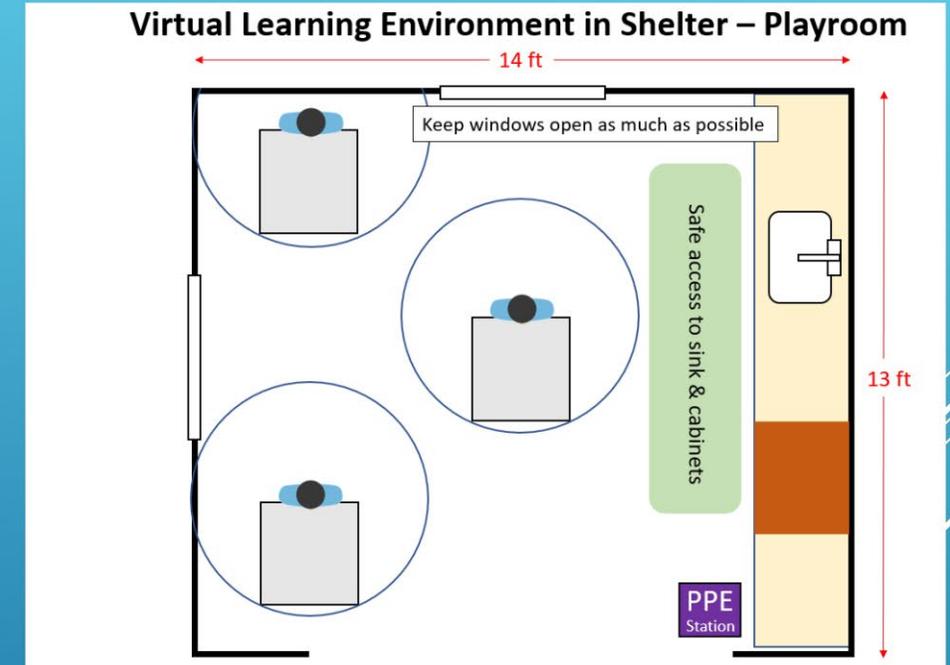
**After**





# INFECTION CONTROL

- NVFS has had only two positive COVID-19 infections since March, spaced three months apart. We continue to practice daily health assessments, daily temperature taking, and safely spaced/protected in-person support.
- NVFS contingency team has created quarantine rooms, and a process for securing possibly infected guests in COVID-19 safe hotel space operated by Prince William County until seen and cleared by medical professionals.
- NVFS maintains an information Clearinghouse for all COVID-19 related news and announcements, and keep our guests informed daily of pandemic related changes.
- NVFS has engaged in a cleaning program to secure and clean all contaminated areas as soon as possible infection is known.



# What NVFS/SERVE has accomplished since March 16, 2020

✓ 35 families, with 127 family members served and housed successfully

✓ 2 veteran households served and housed successfully

✓ 41 single households served and homelessness resolved



✓ 70% resolved homelessness in less than 90 days

✓ 16 households ended homelessness with no financial support

✓ 6 households earned HUD vouchers

✓ 17 individuals and 10 families reunited with family and friends

# COORDINATION WITH SCHOOL SYSTEM

## ▣ McKinney Vento:

- ▣ Maxine Taylor  
Local Liaison for Homeless Students and Families  
571-377-7251  
[mtaylor@mcpsva.org](mailto:mtaylor@mcpsva.org)
- ▣ No Transportation services as of yet.
- ▣ Will Coordinate distribution of learning devices through parents
- ▣ Will help children stay connected to I.E.P./I.S.F.P. instructors, if needed

## ▣ What's different from the Fall:

- ▣ Grades now count
- ▣ Attendance is monitored
- ▣ I.E.P./I.S.F.P. expected to be followed as per Federal law

Schoolology

ParentVue

Canvas

StudentVue

VirtualPWC

# New Resources Posted

- [Notice CPD-20-08: Waivers and Alternative Requirements for the Emergency Solutions Grants ESG Program Under the CARES Act](#)
- [Evidence-based Service Delivery](#)
- [Shallow Rental Subsidies](#)
- [Designing a Centralized Rent Administration Program](#)
- [Estimating Future Homelessness](#)

# Key Websites

**HUD:** <https://www.hudexchange.info/homelessness-assistance/diseases/infectious-disease-prevention-response/>

**CDC:** <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/index.html>

**NHCHC:** <https://nhchc.org/clinical-practice/diseases-and-conditions/influenza/>

**USICH:** <https://www.usich.gov/tools-for-action/coronavirus-covid-19-resources/>

**VA:** <https://www.publichealth.va.gov/n-coronavirus/index.asp>

**HRSA:** <https://bphc.hrsa.gov/emergency-response/coronavirus-frequently-asked-questions.html>

# Federal Partner Contacts

For additional information or assistance, contact:

- Centers for Disease Control and Prevention:  
[www.cdc.gov/COVID19](https://www.cdc.gov/COVID19); 1-800-CDC-INFO (232-4636); TTY: 1-888-232-6348
- Department of Housing and Urban Development:  
[HUD Exchange Ask-A-Question \(AAQ\) Portal](#)



# Q & A

