





HOPWA/COVID-19: Updates for HOPWA Grantees and Project Sponsors Q&A Webinar

July 22, 2020



Presenters

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OHH Staff available for questions:

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Webinar Objectives

- Review HOPWA/COVID-19 Guidance and Information Sources
- Provide updated information on COVID-19 activities and cost eligibility across HOPWA funding streams, including CARES Act funds, FY20 funds designated for COVID-19 and regular HOPWA allocations
- Introduce information about STRMU operations when utilizing multiple HOPWA funding streams
- Provide a Q&A review on key topics
- Identify where webinar participants can go for additional information and assistance







HOPWA/COVID19 Webinar Reminders

• Remember that waivers and program guidance issued for other programs such as CoC and ESG in most cases do not apply to HOPWA. Make sure you are applying HUD guidance to the proper program(s).

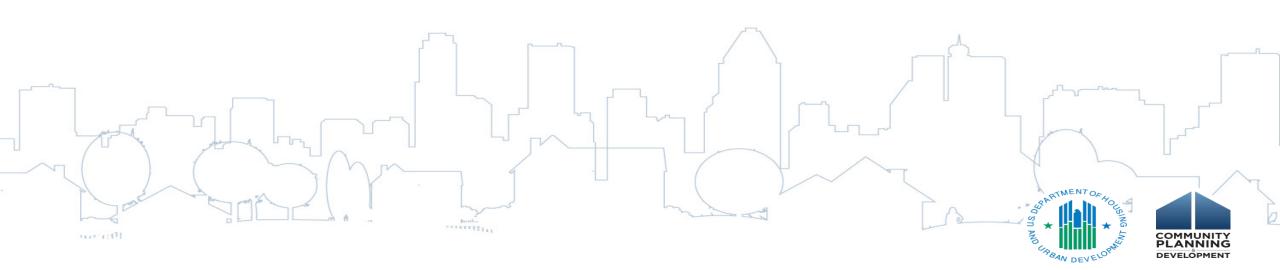
• As communities are deciding how to respond to the specific COVID19-related needs among PLWHA, it is important for HOPWA grantees and project sponsors to work closely together to develop a response plan. Grantees are responsible for waiver notifications and development of new procedures, so project sponsors are reminded to follow plans outlined by their grantees.



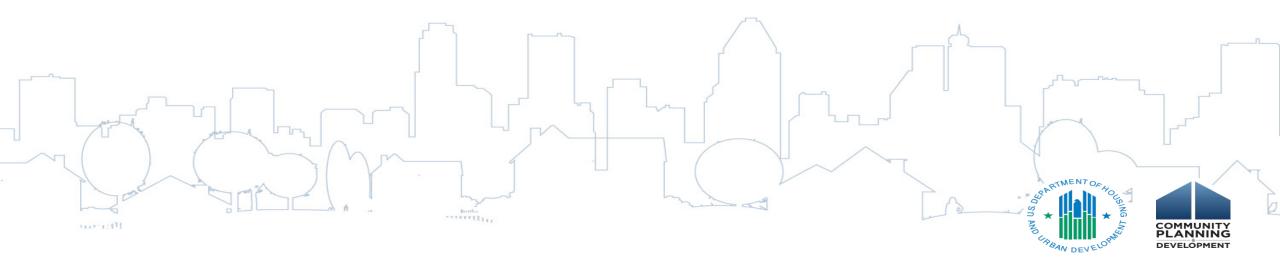


HOPWA/COVID19 Webinar Reminders

Guidance related to funding and implementation of COVID-19 activities is evolving as new information and requirements emerge. HOPWA grantees and project sponsors should stay tuned to the HOPWA Listserv and the HOPWA guidance for COVID-19 page on the HUD Exchange. HOPWA COVID-19 Guidance



HOPWA/COVID-19 GUIDANCE AND INFORMATION SOURCES



HOPWA/COVID-19 Information

Primary Sources for HOPWA/COVID-19 Information

Mega-Waiver 1 4/1/2020	Notice CPD-20-05 5-8-2020	Mega-Waiver 2 5/22/2020	HOPWA Program Flexibility Ongoing
Waivers for HOPWA and Con Plan	CARES Act Provisions for HOPWA Explained	Waivers for HOPWA	Non-Regulatory Program Flexibilities

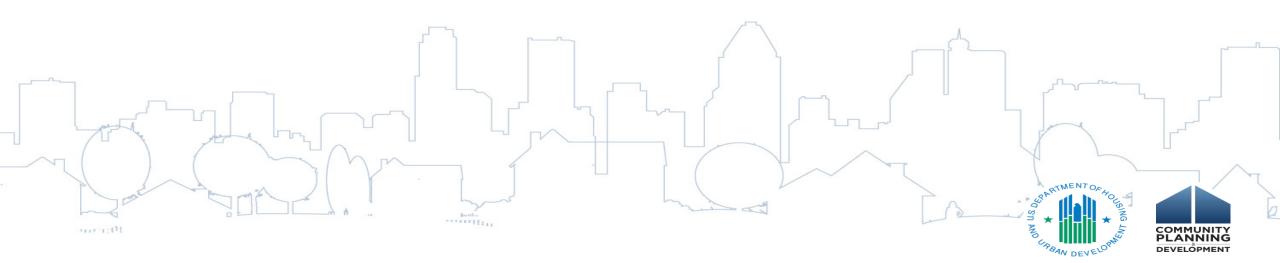




HOPWA Waiver Memos

#1: Issued: April 1, 2020

#2: Issued May 22, 2020



Mega-Waiver 1: 4/01/2020

HOPWA-Related Provisions:

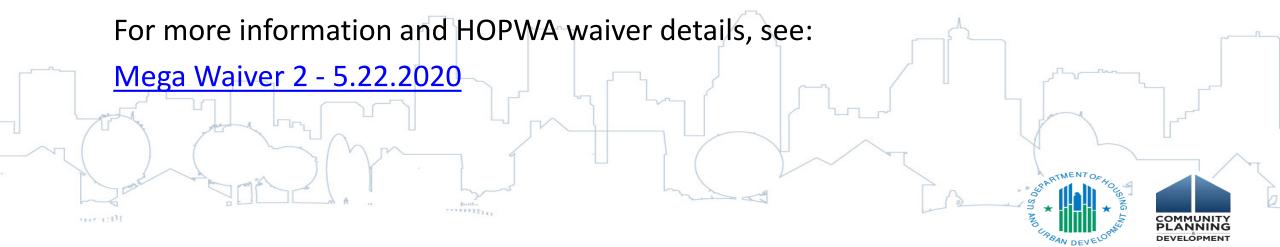
- Self-Certification of Income/Credible Info on HIV Status
- FMR Rent Standard (for TBRA)
- Property Standards (for TBRA)
- HOPWA Space and Security



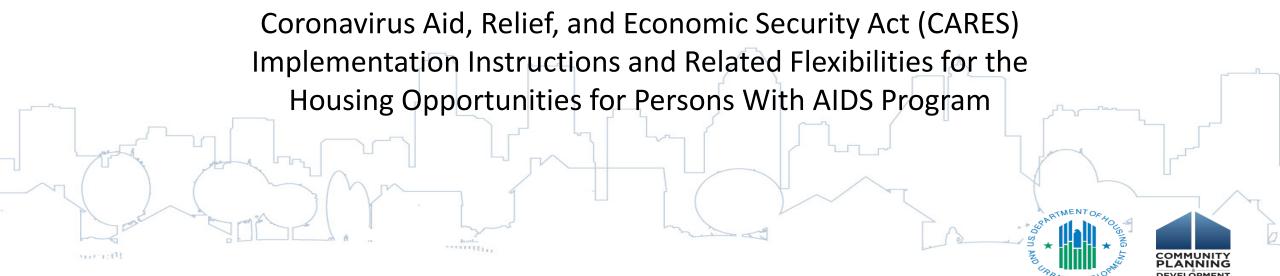
Mega-Waiver 2: 5/22/2020

HOPWA-Related Provisions:

- Time Limits for Short-Term Housing Facilities and STRMU
- Property Standards for HOPWA (all housing)
- FMR Rent Standard (all housing)



HOPWA Grantee Notice: CPD-20-05 Issued: May 8, 2020



Notice CPD-20-05 - May 8, 2020

Instructions for implementing CARES Act provisions for the HOPWA Program

- Award Information
- Eligible Activities (including specifics on Admin, STRMU and Hotel/Motel Stays)
- Formula and Competitive Grant Agreement Execution
- Con Plan Amendments for Formula Grantees
- Expectations for Competitive Grantees
- Project Sponsor Agreements
- Technical Assistance
- Reporting and Additional CARES Act Reporting
- Waivers
- Further Information

For more information and Notice details, see:

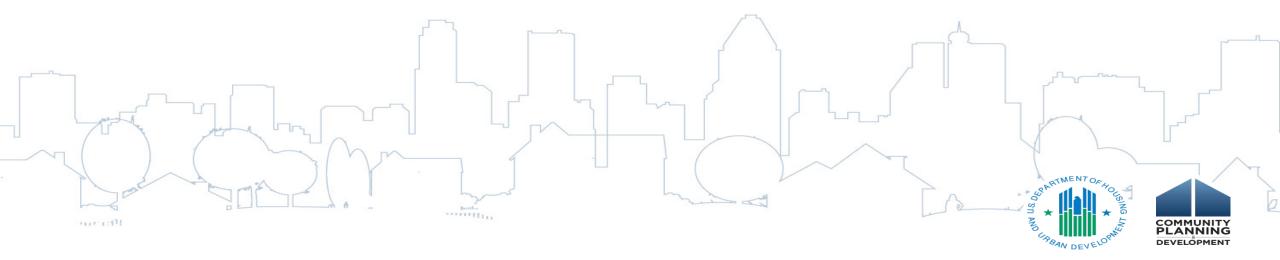
Notice CPD-20-05





HOPWA Program Flexibilities Issued: Ongoing

HOPWA program flexibility in areas not governed by the regulations



HUD/HOPWA Program Information & Flexibilities

The Office of HIV/AIDS Housing continues to issue additional program flexibility in areas that are not governed by the regulations, such as:

- Annual unit re-inspections (delayed or performed remotely)
- Increased limits on hotel/motel stays (above 60 nights/6mos)
- Use of gas and grocery cards to expedite assistance
- Car repairs for clients (CARES Act/FY20 designated funds only)
- Hotel/motel unit damages (CARES Act/FY20 designated funds only)

For additional and updated information, see the HOPWA/COVID-19 information at: HOPWA COVID-19 Resource Page







CARES Act Eligible Activities Review

- CARES Act funds are to be used to "maintain operations and for rental assistance, supportive services, and other necessary actions in order to prevent, prepare for, and respond to COVID-19."
- Funds may be used to provide eligible HOPWA activities identified at 24 CFR Part 574 in a manner that addresses the needs of each grantee community related to COVID-19 preparedness and response.
- CARES Act funds may also be used to self-isolate, quarantine, or provide other coronavirus infection control services as recommended by the CDC for household members not living with HIV/AIDS.
- CARES Act funds may be used to cover or reimburse allowable costs incurred by a grantee or project sponsor for allowable activities
 regardless of the date on which such costs were incurred. (from 1/21/20)





CARES Act Eligible Activities Review

- Stays at hotels, motels, or other locations to quarantine HOPWA-eligible individuals or their family members;
- Providing transportation services for eligible households, including costs for privately-owned vehicle transportation when needed, to access medical care, supplies, and food or to commute to places of employment;
- Assisting HOPWA eligible households in accessing essential services and supplies such as food, water, medications, medical care, and information;
- Providing **nutrition services** for eligible households in the form of food banks, groceries, and meal deliveries;
- Educating assisted households on ways to reduce the risk of getting sick or spreading infectious diseases such as COVID-19 to others; and
- Costs related to infection control measures such as cleaning and disinfectant supplies, gloves and other safety-related supplies for staff and assisted households.





Expansion of COVID19-Related Funding

- HOPWA Notice CPD-20-05 included an important new option for HOPWA formula grantees: Grantees may use a portion of their FY 2020 allocations on allowable activities to prevent, prepare for, and respond to COVID-19, including the provision of PPE, provided such activities are identified and approved in their FY 2020 AAPs and that all CARES Act funding has been expended.
- Designating a portion of FY 2020 allocations for COVID-19 response will allow communities to meet COVID-19 related needs that exceed funding through the CARES Act, when needed
- Also note: All FY 2020 formula funds used for COVID-19 response will receive
 the same benefits and flexibilities as the CARES Act funding described in this
 Notice for Admin, STRMU and Hotel/Motel stays





Eligible Activities – Dates of Coverage

- CARES Act funds may be used to cover or reimburse allowable costs as of the date
 a grantee or project sponsor began preparing for COVID-19
- The start date for eligible activities may be no earlier than **January 21, 2020**, the date of the first confirmed case in the U.S.

Required documentation:

Grantees and project sponsors must maintain documentation to demonstrate when they began preparing for COVID-19, such as notes on formal planning meetings or calls, and must maintain documentation to support any costs incurred that the grantee plans to cover or reimburse with CARES Act grant funding.





HOPWA/COVID-19 Funding Streams

For **Formula HOPWA grantees**, there are 3 potential HOPWA funding streams that may be used for COVID-19 activities, including:

- 1. CARES Act Funding
- 2. FY20 Funds Designated for COVID-19
- 3. Regular formula HOPWA Awards

For **Competitive HOPWA grantees**, there are 2 potential HOPWA funding streams that can be used for COVID-19 activities:

- 1. CARES Act Funding
- 2. Competitive grantees will also continue to implement their current grants as approved and may make use of waivers





Q: How should we make decisions about where to charge HOPWA activities related to COVID-19?

A: Certain HOPWA housing and supportive services activities may be funded utilizing any stream of HOPWA funding, while others may only be carried out utilizing CARES Act funding and FY20 funds specifically designated by grantees for COVID-19 response. It will be necessary for programs to carefully budget funds based on what is allowed by the regulations, the CARES Act, by waivers and additional HUD guidance.

The next slides will review the primary HOPWA activities and clarify the funding streams under which they can be funded. This information is also available as a quick-reference chart which can be downloaded on the left side of your screen.





Activity	CARES Act Funding	FY20 Funds Designated for COVID- 19	Regular HOPWA Awards	Notes
SUPPORTIVE SERVICES				
Transportation:				
Gas cards or vouchers for client transportation	X	X	X NEW	Caution: Requires careful documentation and tracking.
Car repairs for client vehicles	х	х		CARES/FY20 ONLY!
Nutrition:	1	<u></u>		
Grocery cards	X	X	X NEW	Caution: Requires careful documentation and tracking.
Grocery/meal delivery (including contracting for the service	X	X	X	SOR RETMENT OF HOUSE
Food banks, other nutrition	Χ	X	Х	S * T * COMPLAN

Activity	CARES Act Funding	FY20 Funds Designated for COVID- 19	Regular HOPWA Awards	Notes
SUPPORTIVE SERVICES				
Infection Control:				
Infection control for <u>clients</u> : PPE, cleaning and disinfecting supplies, etc.	X	X	X*	* When using regular HOPWA awards, must demonstrate HOPWA is payor of last resort
Infection control for staff: PPE,	X	x	X*	Eligible charge to Supportive services or
cleaning and disinfecting supplies, etc.				other HOPWA BLI where needed for staff (i.e., TBRA)
				* When using regular HOPWA, must demonstrate HOPWA is payor of last resort
Other Supportive Services: Case management, etc.	X	X	X	All HOPWA Supportive Services listed at 574.300(b)(7) are eligible.

Activity	CARES Act Funding	FY20 Funds Designated for COVID-19	Regular HOPWA Awards	Notes
HOPWA HOUSING ASSISTANCE				
Hotel/Motel Stays/Vouchers:				
Hotel/motel vouchers: client quarantine or isolation	X	X	X	
Hotel/motel vouchers: non-HIV family member quarantine or isolation	X	X		CARES/FY20 ONLY!
Hotel/motel vouchers: emergency housing for HOPWA-eligible family	X	X	X	
Hotel/motel vouchers: damages	X	X		CARES/FY20 ONLY!
Hotel/motel stays beyond 60 days in 6-month period	X	X	X	TO THOUSE NO. TO

Activity	CARES Act Funding	FY20 Funds Designated for COVID- 19	Regular HOPWA Awards	Notes
HOPWA HOUSING ASSISTANCE				
STRMU:				
Up to 21 weeks of assistance			X	Normal STRMU limit.
Up to 52 weeks of assistance (determined on individual HH basis	,,,,		X	Waiver required. Determined on an individual household basis.
Up to 24 months of assistance	X	X		CARES/FY20 ONLY
Short-Term Supported Housing				
Short-term facility stays beyond 60 days and up to 120 days in 6-mo period	X Both	X	X	Waiver required. Determined on an individual polynomial polynomia

Activity	CARES Act Funding	FY20 Funds Designated for COVID- 19	Regular HOPWA Awards	Notes
HOPWA HOUSING ASSISTANCE				
Other HOPWA Housing Activities:				
PHP – Permanent Housing Placement	Х	X	X	
TBRA/Master Leasing	X	X	X	Caution recommended when using time- limited CARES/FY20 funding to expand permanent housing.
Facility-Based Housing – Permanent and Transitional	X	X	X	Caution recommended when using time- limited CARES/FY20 funding to expand permanent housing.



STRMU Program Categories

STRMU funded by :	STRMU funded by:	STRMU funded by:
Regular HOPWA Allocations	Regular HOPWA Allocations –Using	CARES Act and by
	the 5/22/20 Waiver option	FY20 \$ designated for COVID-19
Eligible Households may receive:	Eligible Households may receive:	Eligible Households may receive:
Up to 21 weeks of assistance in a	Up to 12 months of assistance in a	Up to 24 months of assistance
52-week period	12-month period as decided on an	
	individual household basis	

Regular STRMU + Waiver Option

STRMU funded by :	STRMU funded by:
Regular HOPWA Allocations	Regular HOPWA Allocations –Using the 5/22/20
	Waiver option
Eligible Households may receive:	Eligible Households may receive:
Up to 21 weeks of assistance in a 52-week period	Up to 12 mos of assistance in a 12-month period as decided on an individual household basis

- Follows HOPWA STRMU program rules up to 21 weeks in a 52-week period or as defined locally, HOPWA eligibility, legal residency, need-based, can apply caps as local policy;
- Client households that hit the 21-week (or other local) cap may be reviewed/approved on a
 household basis to receive up to 12 mos of STRMU under the Waiver, based on assessed need
- Client households receiving STRMU through the "regular" HOPWA program may be moved to CARES Act STRMU (up to 24-mos) at any time <u>based on assessed need</u>. It is not required for households to have completed 21 weeks of regular STRMU assistance.



Regular STRMU + Waiver Option

Q: If we are delivering STRMU through our regular HOPWA awards and have opted to utilize the waiver to extend some households beyond 21 weeks up to 52 weeks, what do we need to do differently?

A: Generally, your program can continue as is, with the following additions when using the waiver to extend STRMU assistance:

- Must establish written policies & procedures outlining how extensions are granted on a per household level and requiring regular reassessment of the needs of assisted households
- Document good faith efforts to assist the household within the normal 21-week limit
- The waiver is in place for 1 year





CARES Act STRMU + FY20 Designated \$

STRMU funded by:

CARES Act and by FY20 \$ designated for COVID-19

Eligible Households may receive:

Up to 24 months of assistance

- HOPWA STRMU program rules on eligibility, residency, needs, provision of support services apply
- Client households may receive up to 24 months of STRMU based on assessed needs
- The 52-week eligibility period established for the "regular" HOPWA program has no impact on CARES STRMU. Even if a household received 21 weeks of regular STRMU, they could receive a full 24 months of CARES STRMU if needed based on their assessment
- If a household receives 24 months (or less) of CARES STRMU, that does not preclude them from receiving "regular" STRMU in the future. Eligibility of this household would be based on the timing of "regular" STRMU received in the past.





CARES Act STRMU + FY20 Designated \$

Q: If we are delivering STRMU through CARES Act and FY 20 funds, what do we need to do differently?

A: STRMU funded with CARES/FY20 funds must follow basic STRMU rules, but is <u>not tied to the</u> <u>eligibility periods or time limits</u> of your regular STRMU program. Additional requirements include:

- Must establish written policies & procedures outlining the process through which clients are selected, how need will be demonstrated, and requirements to regularly reassess the needs of assisted households.
- Must document good faith efforts to assist the household within the normal 21-week limit (or 52-week limit if applicable) and reasons why additional time is needed
- Must ensure that FY2020 designated funds are not used until available CARES Act funds are depleted.





HOPWA/COVID-19 Q&A Review and Updates

COVID-19: KEY QUESTIONS AND ANSWERS FOR HOPWA GRANTEES AND PROJECT SPONSORS FRANCISCO OF SPONSORS FRANCISCO OF SPONSORS

Updates and Q & A Review

TOPICS –

- Remote Methods/Practices
- Self-Certification of Income and HIV
- FMR Standards Waiver
- Inspection Requirements
- Supportive Services:
 - Transportation/Car repair update
 - Food/nutrition guidance
 - Cell phones
- FY2019 Reporting





Remote Methods/Practices

Q: What types of communication are important to the success of our program while we are trying to adapt to social distancing and community shut-downs?

A: Communication with clients, landlords and the community should continue to be a priority! Let them know what you are doing and why. Letters, emails, website messages and direct calls will help provide information, transparency, and less uncertainty for all involved.

Communication with Clients:

- Provide information on COVID-19 and how they can stay safe
- Explain why and how you are changing the way you interact with them and how the program is going to work during this time
- Make sure clients know how to reach your program and how you will be reaching them
- Let them know what additional services are available to help, if appropriate
- Ensure that potential clients know where and how to reach agencies and apply for assistance

Communication with Landlords:

- Provide information on how you are changing program procedures during the pandemic
- Explain why and how you are changing the way you interact with them and how the program is going to work during this time
- Explain how remote housing inspections will work and how some inspections may be delayed
- Provide a brief fact sheet on remote inspections, especially for new landlords
- Make sure landlords and property managers know how to reach your program





Remote Methods/Practices

Q: Is there guidance on waiving of required signatures for clients that are eligible for HOPWA services?

A: Grantees should look at all reasonable remote methods that will allow critical program activities to continue, including ways to temporarily bypass any local hard signature requirements. Remote methods to obtain signatures may include documents signed/scanned and emailed back to the program or the use of electronic signatures.

When these methods are not possible, programs may allow a client's verbal agreement to sign, documented by the program staff and placed in the client's file. Be sure to document these transactions carefully. Policies on remote methods, including verbal attestation of signatures, should be set by grantees, to be followed uniformly by their project sponsors.

Note: Remember that hard/wet signatures are generally local requirements, not regulatory.



Q: Can you provide examples of credible information on HIV status? What is acceptable?

A: There are several ways a person could provide "credible information on HIV status." Some examples include:

- During an intake or in conversation, do they seem to know about things like:
 - HIV medications
 - Doctors in the area who treat HIV
 - Viral suppression
 - Their own status and HIV medical history
- A referral from another HIV-specific agency
- An acknowledgement from a case manager in the same agency who has already worked with the client and knows them to be HIV+



Q: How should we utilize the HIV documentation waiver provision? Do we apply it to all applicants?

A: In practice, programs may still be able to obtain appropriate source documentation of HIV status for many potential clients through testing centers or medical facilities, so those options should still be pursued whenever possible.

When source documentation is not attainable or timely, grantees making use of this waiver provision should have policies in place allowing for "other credible information" to be used to document HIV status in lieu of source documentation. These policies should include information about "other credible information" documentation requirements gathered at program entry, required timeline for collecting source documentation after COVID-related restrictions in the community are lifted (3 months), and actions to be taken if HIV status cannot be documented, via source documentation, at that time.

Additional notes:

- If you can obtain appropriate source documentation on HIV status, you should continue to do so, but do not delay approvals if not.
- Use what self-certification or information people have; but make sure you note in records that you are making use of the waiver and that policies are in place to obtain the source documentation once community restrictions are lifted.

Q: What ramifications are there for our program if a project sponsor is unable to obtain a proper document to support eligibility on HIV status after the 3-months?

A: If there are cases where source documentation verifying HIV status <u>cannot be</u> <u>obtained</u> within the required 3-month period, as would occur if the client is found not to be HIV+, the client will cease to meet HOPWA program eligibility, should be terminated based on program procedures and directed to other, non-HIV-specific program resources.

While HUD expects such cases to be rare, programs should nonetheless be prepared to take appropriate actions. Documentation throughout this time period should be placed in client records, stating clearly that the credible information on HIV status was accepted per the HOPWA waiver. With this documentation in place, Grantees and Project Sponsors providing HOPWA assistance to clients who ultimately are shown to be ineligible based on HIV status should not be subject to payback requirements.

Q: Does self-certification of income apply only during intake to determine HOPWA program eligibility?

A: No, self-certification of income in lieu of source documentation, when needed, applies to any program delivery activities in which documentation of income is a factor, including:

- Intake and overall HOPWA program eligibility
- Income and rent calculation for TBRA, Master Leasing or Facility-Based Housing
- Annual and interim reassessments for rental assistance

In practice, programs should continue to collect appropriate source documentation for household income whenever possible. When such documentation is unavailable, the waiver allows self-certification of income in order to expedite delivery of needed housing and services during the COVID-19 pandemic



FMR Standards - Waiver

Q: What changes do the FMR Rent Standard waivers allow?

A: These waivers allow grantees to assist HOPWA-eligible households in units that exceed the current rent standard, when needed. HOPWA grantees may establish rent standards, by unit size, that are reasonable, and based upon rents being charged for comparable unassisted units in the area, taking into account the location, size, type, quality, amenities, facilities, management and maintenance of each unit. Grantees are still required to ensure the reasonableness of rent charged for a unit in accordance with §574.320(a)(3).

The 4/01/20 Mega-Waiver allows FMR adjustments for HOPWA TBRA only and the 5/22/20 Mega-Waiver allows FMR adjustments for all HOPWA rental housing for which a rent standard applies, including Master Leasing. Each waiver may be used for up to 1 year beginning on the published dates of 4/01/20 and 5/22/20.

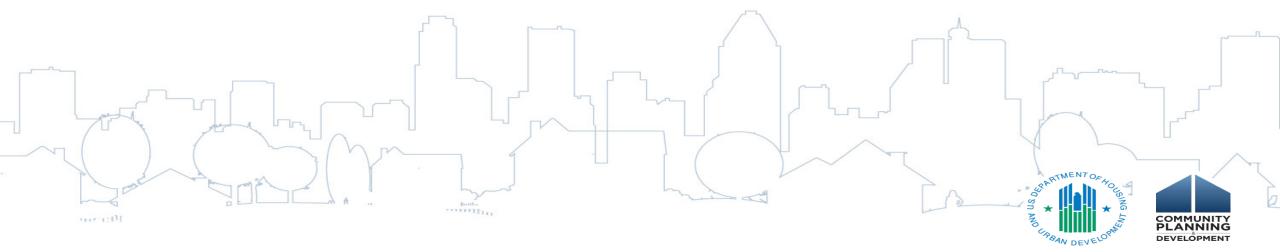




FMR Standards - Waiver

Q: When the FMR-Rent Standard waiver period ends, must all units immediately be returned to the normal rent standard?

A: At the end of the applicable waiver period, programs must cease applying the higher rent standard to newly leased units and return to using the normal local rent standard. Any units for which leases were signed during the waiver period should be returned to the normal rent standard at the time of the HOPWA-eligible household's lease renewal.



Inspection Requirements

Q: What are the current requirements for unit inspections?

A: Initial Unit Inspections: Initial inspections for lease-up must continue

If utilizing the Property Standards waiver, grantees and sponsor may delay in-person, onsite inspections if they are able to visually inspect the unit using technology (such as video streaming) to ensure the unit meets HQS before assistance is provided; and have written policies to physically reinspect the unit after special measures are no longer necessary. (See Property Standards waiver for requirements)

Annual Unit Re-inspections: Annual inspections may be postponed

Regular annual unit inspections may be postponed – no waiver is required. Grantees and sponsors may continue inspections using remote methods, but this is not required. Policies must be in place detailing how delays are approved, when inspections should resume and how the policy will be consistently implemented





Q: What types of transportation services are allowed through CARES Act funding? Can we provide gas cards or similar payment methods for client-owned vehicles?

A: Yes, you may provide transportation services for eligible households, including costs for privately-owned vehicle transportation when needed, to access medical care, supplies, and food or to commute to places of employment. This assistance can take the form of gas cards or similar pre-paid debit cards.

Reminders/Cautions: When providing gas station or other cards to clients for gasoline purchases, put in place methods to restrict purchases to gas or other similar controls whenever possible. Use careful tracking methods for gas purchases and think through any policies needed on waste, fraud and abuse.





Q: Can we assist HOPWA households with car repair costs?

A: Grantees may designate a portion of their **CARES Act award (and/or FY20 Formula award portion designated for COVID-19 response)** to supportive services, to include transportation.

"Transportation" may also cover assisted household car repairs when deemed necessary. Grantees should have policies and procedures in place related to the use of HOPWA for this purpose, and documentation regarding the required repair of a personal vehicle to ensure safe transportation as a response to COVID-19.

Alternately, if an assisted household has paid for necessary car repairs and is therefore unable to afford rent, mortgage, or utilities, STRMU could be considered as part of a housing stability plan.



Q: What types of nutrition services are allowed under CARES Act funding? Can we provide clients with grocery cards? What about meal delivery?

A: Grantees have a great deal of flexibility in the provision of nutrition services for eligible households. Food can be provided in forms such as food banks, groceries, food boxes, and meal or grocery deliveries. Methods used to provide needed food and groceries to households may include the use of grocery-store cards, food delivery by staff or contracting with food delivery services for meals or groceries, food/grocery pick-up sites for clients or other similar methods based on resources and local needs.

Reminders/Cautions: When providing grocery store or other cards to clients for food purchases, put in place methods to restrict purchases to food items or other similar controls whenever possible. Use careful tracking methods for food purchases and think through any policies needed on waste, fraud and abuse.



Q: Will HOPWA allow purchase of cell phones, wireless service plans and/or phone cards for clients?

A: Purchase of cell phones, wireless service plans and/or phone cards for clients is allowed when needed to enable provision of supportive services necessary to obtain and retain housing and ensure client safety and stability.

Phones must be **owned by the Project Sponsor**, may be **loaned to clients**, and must be returned to the sponsor when the emergency need no longer exists.

Prepaid or "disposable" phones may be purchased for this purpose, but may only be loaned to clients.

Phone cards or minutes may be purchased for clients who already own a phone when needed to access supportive services necessary to obtain and retain housing and ensure client safety and stability.

When phones, phone cards or phone minutes are purchased for the purposes described above, the costs may be charged to **HOPWA Supportive Services**.

Note: It may also be possible for sponsors to purchase phones for TBRA programs (charged to TBRA) that can temporarily be loaned to the recipient or a landlord, when needed, to conduct virtual inspections.



Stay Informed

- All guidance for HOPWA grantees and project sponsors related to infectious disease preparedness and response and COVID-19 will be sent to the HOPWA Mailing List: https://www.hudexchange.info/mailinglist/subscribe/
 - To subscribe, enter the requested contact information, select "HOPWA Housing Opportunities for Persons With AIDS" then select Subscribe.
- Updates on HOPWA Guidance for COVID-19 is also available on the HUD Exchange and HUD.gov:

https://www.hudexchange.info/programs/hopwa/covid-19/#resources-and-guidance





Resources

HOPWA Guidance for COVID- 19 Webpage on the HUD Exchange and on HUD.gov

Mega Waiver 1 (April 2020), and Mega Waiver 2 (May 2020)

Available waiver flexibilities

CPD Director Contact Information For Waiver Notification

Email addresses that must be utilized by grantees to notify CPD Directors of intent to utilize available waivers

CPD Program Formula Allocations and CARES Act Supplemental Funding for FY2020

HOPWA Notice CPD-20-05

HOPWA IDIS Set-Up and Draw Instructions for CARES Act Grants





Upcoming Webinars

Day/Date	Time	Topic
Wednesday, August 5, 2020	1:30 to 3 PM EDT	Remote Inspections
Wednesday, August 19, 2020	1 PM to 3 PM EDT	Short Term Rent, Mortgage, and Utility Payments (STRMU)
Wednesday, August 26, 2020	1:30 to 3 PM EDT	Remote Methods
Wednesday, September 2, 2020	2 – 3 PM EDT	Supportive Services

AAQ and TA Requests

GET ANSWERS!

GET ASSISTANCE!

Answers:

Grantee and Sponsors may ask program, policy and COVID-related questions through the HOPWA AAQ:

HOPWA Ask A Question (AAQ) Portal

<u>Technical Assistance</u>:

HUD is making additional technical assistance (TA) available to grantees to support HOPWA/COVID-19 planning, program development, problem-solving. Those needing TA assistance in managing COVID-19-related program issues may submit an online request through the HUD Exchange at:

https://www.hudexchange.info/program-support/technical-assistance/





