

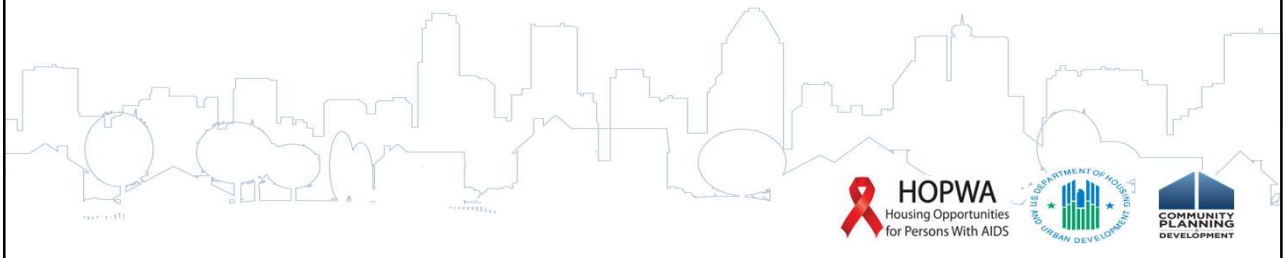


Delivering Support Services as a COVID-19 Response



Webinar Logistics

- All attendees will be muted
- Please submit questions in the Q & A box
- If you have technical issues please put that in the chat box and send to: Laura Harris
- This webinar will be recorded and posted on the HUD Exchange



Agenda

- What support services are available through HOPWA funding in your community's COVID-19 response?
- Possible strategies for implementing new and/or expanded services through HOPWA-CV funding
- Important HUD guidelines and suggestions
- Other considerations re: documentation & reporting
- Frequently Asked Questions



Presenters

- Rita Harcrow, Director, Office of HIV/AIDS Housing
- Ben Ayers, Deputy Director, Office of HIV/AIDS Housing
- Amy Palilonis, Senior Program Specialist, Office of HIV/AIDS Housing
- Marie Herb, Managing Director, Technical Assistance Collaborative
- Laura Harris, Project Assistant, Technical Assistance Collaborative
- Jacob Mihalak, Principal, Sound Thinking LLC



Webinar Objectives

Participants will increase their understanding of:

1. The role that HOPWA supportive services can play in a broad-based community response to COVID-19
2. Expansion of Eligible Activities under the CARES Act & HUD waivers
3. Federal guidelines and suggestions related to HOPWA-CV flexibility
4. Other considerations in implementing this strategy in your community
5. Where to get additional information and resources online



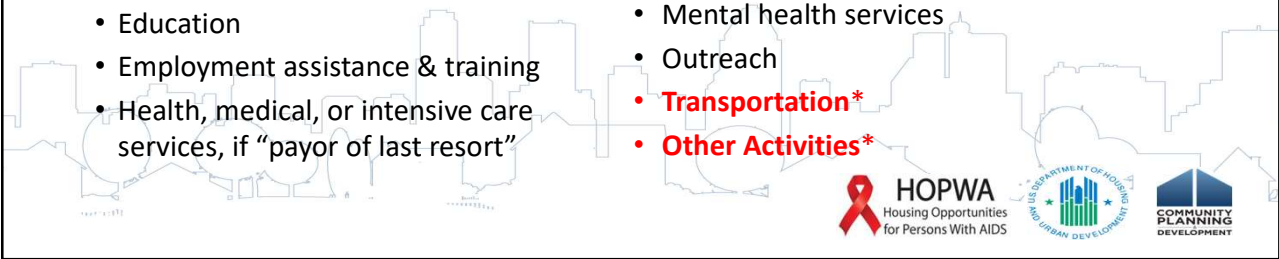
What Support Services Are Eligible in a COVID-19 Response?



What Support Services Are Allowed?

The legislation that established the HOPWA program, allows a broad range of supportive services [See 24 CFR Part 574.300(b)(7)]. Those marked with an asterisk (*) below have the flexibility for an expanded scope in your community’s COVID-19 response:

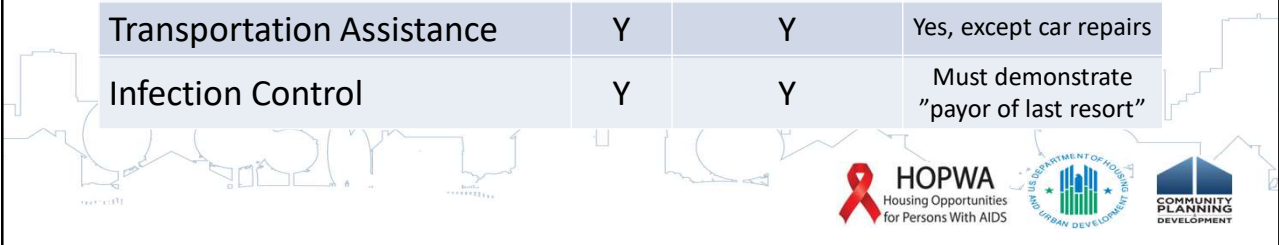
- Adult day care & personal assistance
- Alcohol & drug abuse services
- **Case management***
- Child care & other child services
- Education
- Employment assistance & training
- Health, medical, or intensive care services, if “payor of last resort”
- Legal services
- Life skills management (outside of case management)
- **Meals & Nutritional Services***
- Mental health services
- Outreach
- **Transportation***
- **Other Activities***



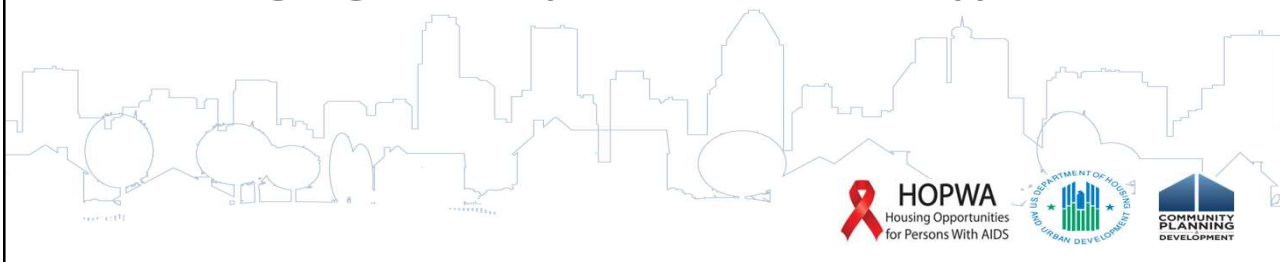
Sources of Funding for Supportive Services

The table below summarizes activities and funding sources. Please note that all HOPWA/COVID-19 activities must be supported by specific program policies that outline required procedures, limits, and documentation:

HOPWA Eligible Activity	CARES Act	Designated FY20 COVID 19 Funds	Regular HOPWA Awards
Case Management	Y	Y	Y
Meals and Nutrition Services	Y	Y	Y
Transportation Assistance	Y	Y	Yes, except car repairs
Infection Control	Y	Y	Must demonstrate “payor of last resort”

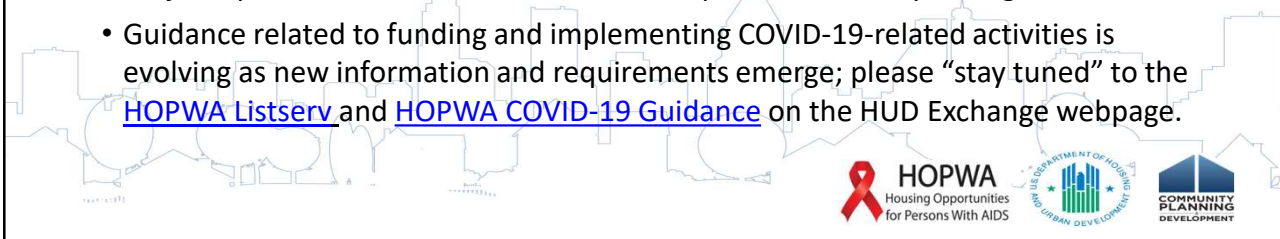


Designing Your Comprehensive COVID-19 Approach



HOPWA COVID-19 Operations Reminders

- Waivers & program guidance issued for other programs (e.g. CDBG, CoC, ESG) do not apply to HOPWA. Make sure you are matching the proper guidance & program.
- As communities are deciding how to respond to 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 develop waiver notifications and new procedures for HUD approval, so Project Sponsors are reminded to follow the plans outlined by their grantees.
- Guidance related to funding and implementing COVID-19-related activities is evolving as new information and requirements emerge; please “stay tuned” to the [HOPWA Listserv](#) and [HOPWA COVID-19 Guidance](#) on the HUD Exchange webpage.



Case Management during COVID-19

Target case management to assure client access to essential services:

- The goal is to assist households in accessing essential services and supplies, such as food, water, medications, medical care, protective equipment and information.
- It's more important than ever for HOPWA-funded case managers (CM) to pay particular attention to **inquiring about** and **assessing** whether someone has adequate access to essential services. This may include such actions as:
 - Updating/amending CM job descriptions
 - Identifying certain CMs in the organization who may be more adept at coordinating these types of services whereas someone else might be better at "housing stuff"
 - Assuring Project Sponsors' ability to deliver CM remotely, such as via phone & video



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Support Services Eligibility & Assessment p.1

What should grantees & project sponsors consider when reviewing or adjusting support services eligibility criteria and assessment processes?

- Flexibility in assessment methodology & criteria for demonstrating need
- Clear link between COVID-19 and stated need for assistance, e.g. capture any specific impact of COVID-19 on family health, interruption of education, childcare resources, ability to access food, supplies, transportation, etc.
- Consideration of the community conditions caused by COVID-19
- Knowledge of and access to additional locally available resources
- A speedy approval process and minimal restrictions/delays in accessing needed services



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Support Services Eligibility & Assessment p.2

Practice Suggestions for Assessment:

- Adapt existing assessment forms to include questions relevant to COVID-19.
- Be as flexible as possible when assessing household needs for assistance based on the details and levels of local COVID-19 impact.
- Include direct & indirect ways the household is impacted by COVID-19 in assessment notes.
- Because client stability may be a longer-term (and possibly changing) issue during the pandemic, remember that you are assessing them at this point in time, but also that further assessment may be needed over time.
- Remember that no immediate decision is needed on how much COVID-related support service assistance will be needed. Start by providing what is appropriate for a reasonable time period based on your assessment, budget and internal policies...and adjust over time.



Support Services Eligibility & Assessment p.3

Practice Suggestions for an Ongoing Assessment Process:

- Establish a process for reassessments or check-ins with assisted households at regular intervals to inquire about the accessibility, effectiveness and ongoing need for services.
- COVID-19 related impacts on a family may be volatile and can change quickly. Support service assistance to a household may need to stop and start over time, but it's best to keep cases "open" rather than treating them as one-time help; restarting will be faster & easier.
- Regular check-ins can help catch critical new service needs, changes and/or problems early.
- Ongoing assessments can also address whether HOPWA-funded services remain the best available solution or if other community-based assistance options are (or become) available.
- Documentation of eligibility for receipt of COVID-19 services should not prevent eligible households from receiving needed assistance; however, case managers should attempt to obtain documentation over time and make adjustments as warranted.



Delivering CARES Act Case Management p.1

- Review and update current assessment forms, intake documents and informational materials to include availability and accessibility of these services.
- Be aware that each CM may be one of several people your clients engage with on a regular basis, or on the other hand, they may be the only one; ask about and track this.
- When checking in with clients, don't jump right into: "Are you taking your medicines?" or "Do you need food?" First ask how their day is going or what they did over the weekend. Know who is in their family and ask how the entire family is doing, the children, etc.
- Even while COVID-19 lockdowns are opening up, staff may find that clients are either distancing more or are feeling strong emotional impacts, e.g. "When will this end?"
- Encourage and support your clients' participation in tele-health appointments:
 - Discuss with clients concerns about video conferencing and online interactions
 - Inquire about client access to computers, cell phones, texting & internet



Delivering Case Management Services p.2

Tips for assisting households in accessing essential services and supplies such as food, water, medications, medical care, and information:

- Check with clients' health insurers and/or local pharmacies regarding making special arrangements for home-delivered or mail order prescriptions
- If clients report difficulties in accessing tele-health and other online services, explore loaning them computers or cell phones (covered later in this presentation)
- Determine feasibility of using at-home/remote monitoring devices, etc., if needed
- Documentation of eligibility and/or receipt of services should not prevent eligible households from receiving needed assistance.



Meals & Nutrition Services under CARES Act

Food, Food, Food!

HOPWA grantees have the flexibility to allow a range of methodologies for project sponsors to provide food and nutrition services to eligible households:

- Food can be provided in many “contact-free” forms, such as through food banks, community-supported agriculture (CSAs), food boxes, 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 through contracting with food/meal delivery services
 - Food/grocery drop-off and pick-up sites for clients
 - Other similar methods based on local resources and needs



Reminders re: Meals & Nutrition Services

When providing grocery store or other cards to clients for food purchases, be sure to:

- Put in place methods to restrict purchases to food items or other similar controls whenever possible.
- Use careful tracking methods for food purchases.
- Think through and document policies and procedures on waste, fraud and abuse.
- Obtain a signed acknowledgement from clients stating that they have read and understand program guidelines, including the impacts of noncompliance.



Implementing Meals & Nutrition Services

Examples of how you might implement these methods include:

- Grocery store and restaurant gift cards
- “E-certificates” with Uber Eats and other purchase-and-delivery services
- Contracts with local restaurants, which might also be able to make special items/ meals for pick up/delivery on a routine (daily) basis
- Volunteer faith/community groups (perhaps you purchase food & supplies)
- In an area with a large degree of food insecurity, perhaps having one lead entity that negotiates with restaurants, etc. throughout town would be best.



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Transportation Assistance p.1

Can your client get there from here?

“Transportation” may include assisted households’ car repairs, when deemed necessary. This can be covered under all HOPWA grant awards.

As part of their COVID-19 response, grantees may designate a portion of their CARES Act award, and/or FY20 Formula award to cover:

- Costs for the use of privately-owned vehicles, when needed, to access food, medical care, supplies, or to commute to places of employment.
- Using gas cards, pre-paid debit cards, or similar means to provide gas for approved purposes.



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Transportation Assistance p.2

Grantees should have policies and procedures in place related to the use of HOPWA funds 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, then STRMU assistance could be considered as part of a housing stability plan.
- Reminder: 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.



Actualizing Transportation Assistance

Ideas related to the use of a “personal” vehicle, including those of family/friends:

- Maintaining a mileage log; document date of travel & destination with a photo
- Take pictures of gas receipts at the time of purchase; save and submit
- In a neighborhood or town, establish agreements with local gas stations in which they provide fuel (only) to identified persons and bill sponsor monthly

Ideas related to accessing “car services”:

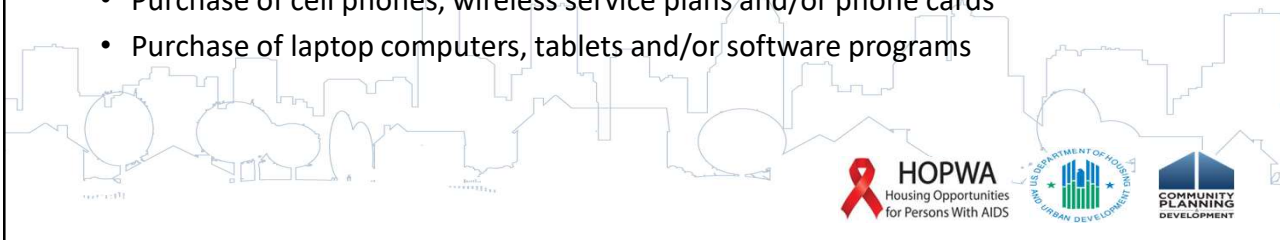
- Use of taxis, Uber/Lyft; negotiate both rates and cleaning protocols
- Contract with out-of-work drivers; again establish mandatory cleaning standards
- Master contract with negotiated rates with “car service” companies
- Volunteer drivers with their own vehicles, agency owned, or rental cars



Additional CARES Act-Authorized Activities

Grantees may designate a portion of their CARES Act award (and/or FY20 Formula award portion designated for COVID-19 response) to such additional activities as:

- Educating households on ways to reduce the risk of getting sick or spreading infectious diseases such as COVID-19 to others
- Infection control measures
- Purchase of protective supplies for eligible clients
- Purchase of cell phones, wireless service plans and/or phone cards
- Purchase of laptop computers, tablets and/or software programs



Infection Control Measures p.1

The CARES Act explicitly suggests “educating households on ways to reduce the risk of getting sick or spreading infectious diseases such as COVID-19 to others.”

- Engage households in conversations on how to reduce risks during case management visits/calls or through other staff interactions
- Provide households with summary updates on community conditions or requirements to assure they are aware of risks and any new developments



Infection Control Measures p.2

CARES Act funds may be used for costs related to infection control measures, such as cleaning and disinfectant supplies, gloves, and other safety-related supplies – in order to **prevent, prepare for, and respond to COVID-19**. In most cases, such supplies will be charged to “Supportive Services”.

Grantees/Project Sponsors should have key policy & procedural elements in place:

- Explanation of the specific types of supplies that are needed by clients
- Description of who may receive such supplies and in what quantity
- How the program will ensure that all clients identified as in need will be treated equally.



Infection Control Measures p.3

- When provided to staff and residents in **Facility-based Housing**, these supplies would be more appropriately be charged to “Operations”.
- Project Sponsors might consider making and posting to YouTube basic training videos so that residents and staff can review specific recommendations as frequently as needed to maintain as COVID-safe an environment as possible.
- HOPWA funds may be used to purchase infection-control supplies for eligible , households, and again, all members should be provided instructions on their proper use and maintenance, if possible.
- The **Ryan White & ESG** programs also cover these costs, so HOPWA programs should coordinate delivery of these items with other programs in the community.



Purchase of Protective Supplies p.1

- Some costs can be retroactively applied to CARES Act funding, dating back to Jan. 21, 2020, the date of the first documented case of COVID-19 in the U.S.
- HOPWA funds may be used to purchase protective supplies for eligible clients, such as protective masks, hand sanitizer, and sterilizing wipes.
 - Currently, such supplies would be eligible program expenses for Facility-Based Housing programs under their Operating Costs budget line item.
 - PPE and other protective supplies can be purchased for any HOPWA-eligible households using HOPWA Supportive Services funds.
 - Regular HOPWA funds can also be used for these purchases as long as you can demonstrate that HOPWA funding is the “payor of last resort.”



Purchase of Protective Supplies p.2

In utilizing regular HOPWA **Supportive Services** funds to pay for supplies for HOPWA-eligible households, grantees and project sponsors must have policies and procedures in place that include such key elements as:

- Documentation of efforts to determine that no alternate sources are available
 - In coordination with local **Ryan White & Emergency Solutions Grant (ESG)** programs
- Explanation of the specific types of supplies that are needed by clients
- Description of who may receive such supplies and in what quantity
- How the program will ensure that all clients identified as “in need” of such supplies will be treated equally



Purchase of cell phones, service plans & phone cards

The purchase of cell phones, wireless service plans, and/or pre-paid phone cards for clients is allowed when needed to: (1) enable provision of support services necessary to obtain and retain housing and (2) ensure client safety and stability, such as for case management and mental health services.

- Phones must be owned by the Project Sponsor, may be loaned to clients, and the wireless service plan would be the sponsor's and must be returned to the sponsor when the emergency need no longer exists.
- Phone cards or minutes may be purchased for clients who already own a phone, when needed to access the supportive services necessary to obtain and retain housing and ensure client safety and stability.



Cell phones, plans & phone cards p.2

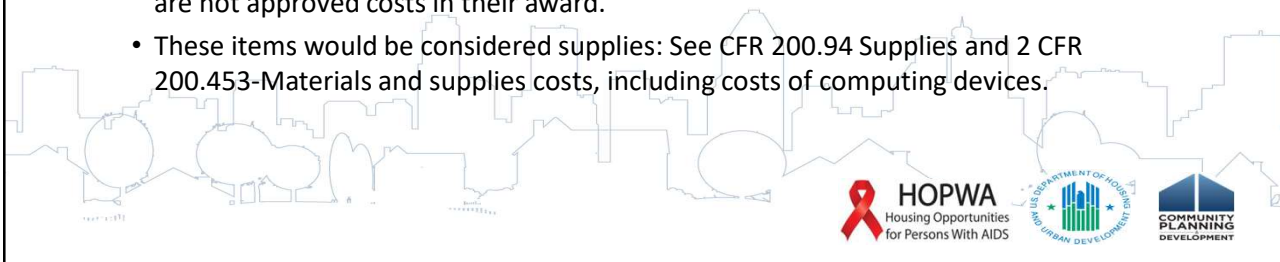
- Prepaid or “disposable” phones may be purchased for this purpose, but may only be loaned to clients.
- When phones, phone cards or phone minutes are purchased for the purposes described, the costs may be charged to HOPWA **Supportive Services**.
- Note: It may also be possible for sponsors to purchase phones for **TBRA** programs (charged to TBRA) that can temporarily be loaned to the recipient or a landlord, when needed, to conduct virtual inspections.



Purchase of laptops, tablets & software programs

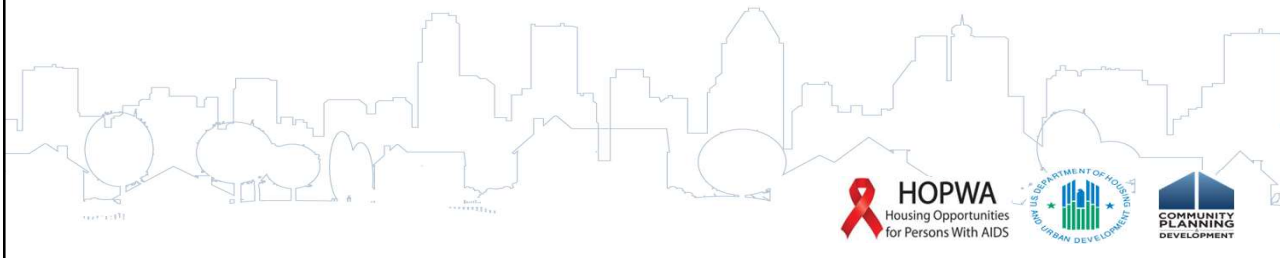
Programs may purchase laptops, tablets, and software programs as long as the costs are consistent with the Uniform Administrative Requirements at 2 CFR 200.

- Items such as laptops, tablets, and computer programs may be purchased when needed to conduct eligible HOPWA activities.
- Formula grantees can approve these costs for HOPWA activities that are currently funded and listed in their Con Plan.
- Competitive HOPWA grantees will need to seek a budget/contract amendment if these are not approved costs in their award.
- These items would be considered supplies: See CFR 200.94 Supplies and 2 CFR 200.453-Materials and supplies costs, including costs of computing devices.



Laptops, tablets & software programs p.2

- If these supplies are used for multiple HOPWA activities (STRMU, TBRA, Supportive Services, Admin., etc.) or for the delivery of non-HOPWA-funded programs, the costs should be pro-rated based on the amount of time that the supplies are used for each activity/funding source.



Soliciting Feedback & Ideas on Implementation

We're now about five months into the pandemic. Why not reach out & get feedback from your Project Sponsors, residents, and other key community member?

- Include Ryan White, ESG, and Homeless Continuum of Care (CoC) providers, if possible
- Plan to do and advertise one or more "Zoom" style meetings/focus groups
- A sample agenda might including the following elements:
 - How are things going? What's working and what's not working in meeting clients needs?
 - What are the service needs they are seeing most frequently?
 - Which needs are not getting adequately addressed for which sub-population & program types?
 - How best to coordinate when common needs are identified, e.g. for food: one central provider?
 - Brainstorm other ways to provide the service. How are these needs being met for non-HIV-impacted households? How are the other systems coordinating and delivering services?



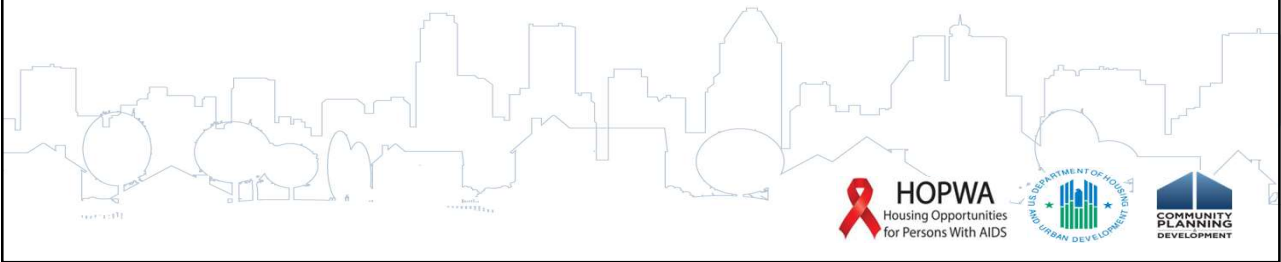
Policies, Procedures & Accounting

Grantees and Project Sponsors should agree upon and establish Policies and Procedures (P&P) that cover all aspects of how each activity will function.

- Key components of any P&P include, but are not limited to:
 - Documenting households' current housing circumstances and what must change
 - Determining, in collaboration with the affected household, the best solution
 - Estimating the length of assistance required & associated supportive services needed
 - Identifying support service needs and operating factors unique to each household
- Be sure to record all decisions made and costs incurred on behalf of each household, including changes made while in the program.
- All contracts, accounting & reporting must follow grant-based accounting rules.



Questions Related to HOPWA Funding and Guidance for Other Supportive Services Activities



Questions & Discussion



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/maillinglist/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: <https://www.hudexchange.info/programs/hopwa/covid19/#resources-and-guidance>
- HOPWA Ask A Question (AAQ) Portal In Step 2 of the question submission process, select “HOPWA: Housing Opportunities for Persons With AIDS” from the drop down list “My question is related to” and write “Health Preparedness and Response” in the subject line.



Online HOPWA Program Resources

[HOPWA Guidance for COVID- 19 Webpage on the HUD Exchange](#)

[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](#)



HOPWA AAQ and TA Requests

GET ANSWERS!

GET ASSISTANCE!

Ask Your Questions:

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

[HOPWA Ask A Question \(AAQ\) Portal](#)

Request Technical Assistance:

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/>



Delivering Support Services as a COVID-19 Response

