HOPWA Flexibilities
Virtual Inspections Webinar

August 5, 2020

Presenters

From the Cloudburst Group:

Heather Rhoda, Senior Analyst

Steve Ellis, Senior Analyst

Morgan Stephenson, Analyst

From HUD's Office of HIV Housing (OHH), who are available for questions:

Rita Harcrow, Director

Ben Ayers, Deputy Director

Amy Palilonis, Senior Program Specialist

Learning Objectives

In this webinar you will learn:

- What is means to conduct virtual inspections

- How to manage the different types of virtual inspections

- How to plan for and implement virtual inspections flexibilities

Initial lease up inspections must continue and may be conducted using remote technology

Technology includes virtual methods, such as live streaming, pre-recorded videos or photographs

HOPWA habitability policies and procedures must be updated and include a requirement to conduct in-person onsite inspections after special measures are no longer needed

Are there any flexibilities for conducting annual inspections?

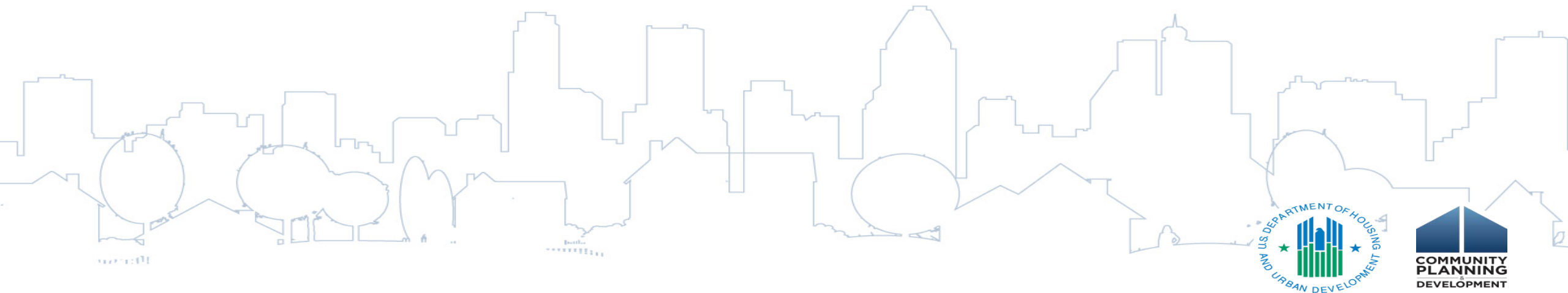**Yes**, though a waiver is not required.

Annual in-person onsite inspections may be postponed or conducted virtually

Policies and procedures should be updated accordingly

During the annual recertification process, HUD expects HOPWA program staff will at minimum check in with clients about the condition of their units
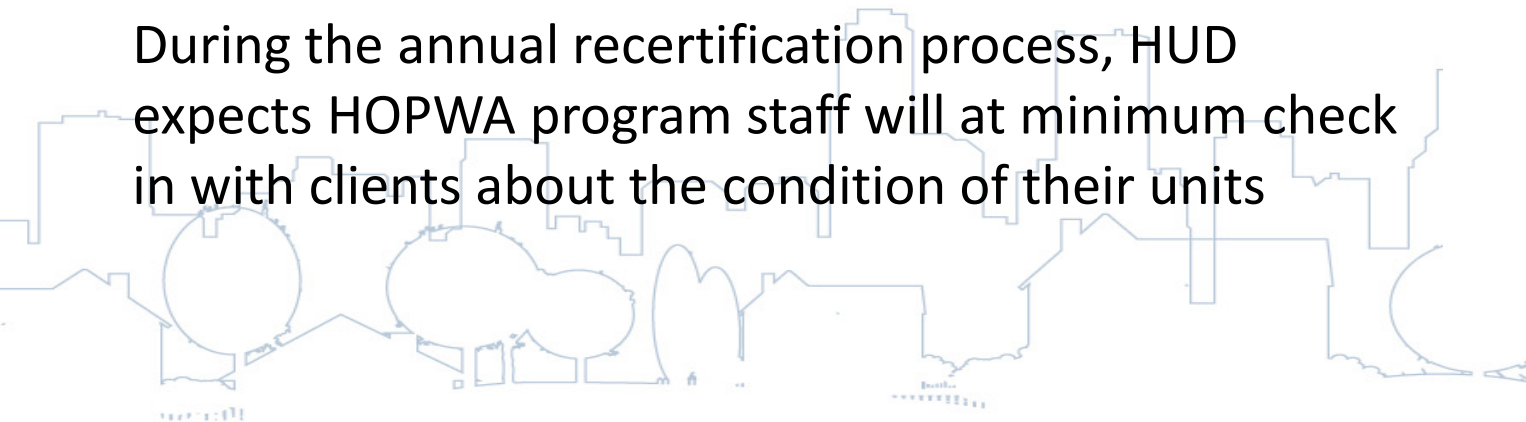
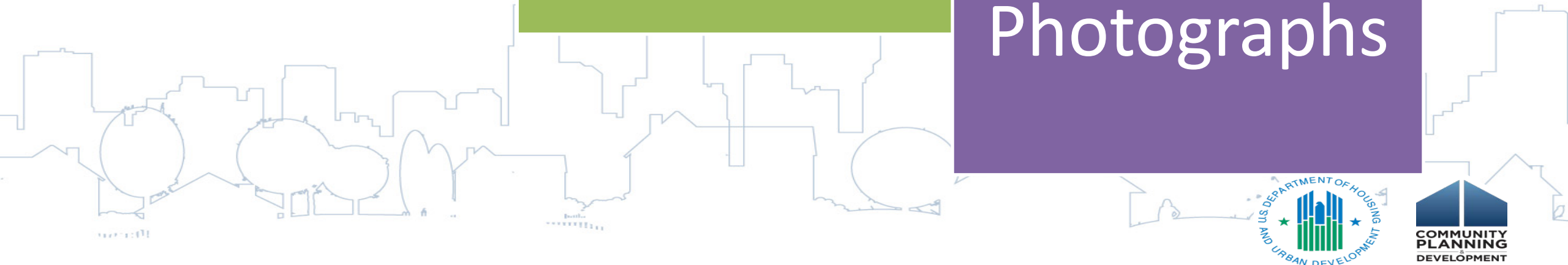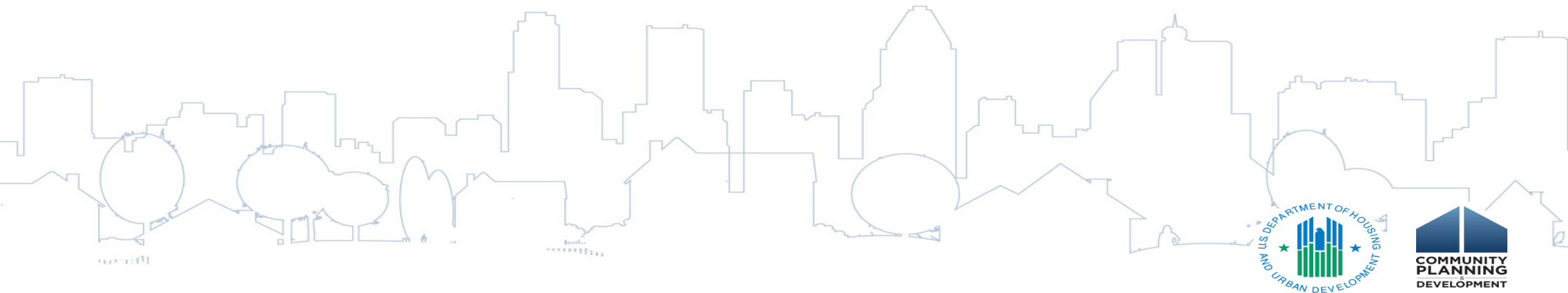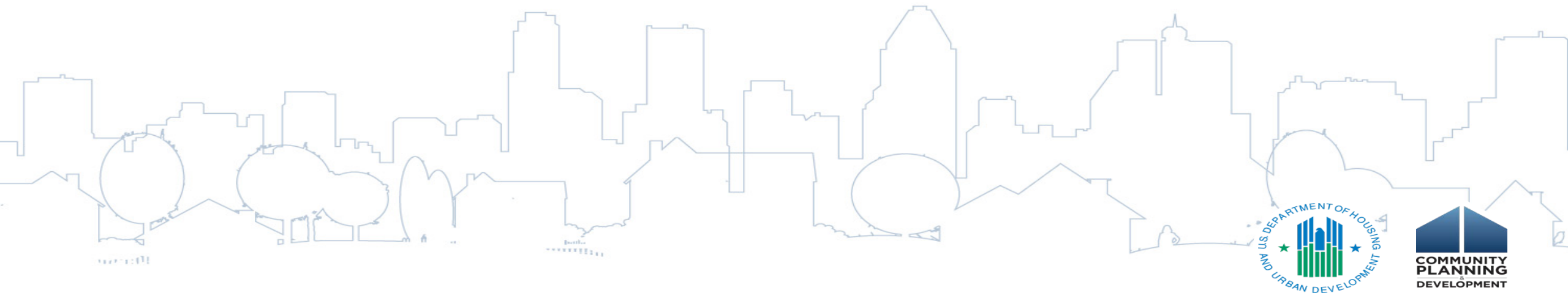What does it mean to conduct virtual or remote inspections?

Example #1

Live Stream – Bathroom Sink

Example #2

Pre-Recorded Video – Bathroom Sink
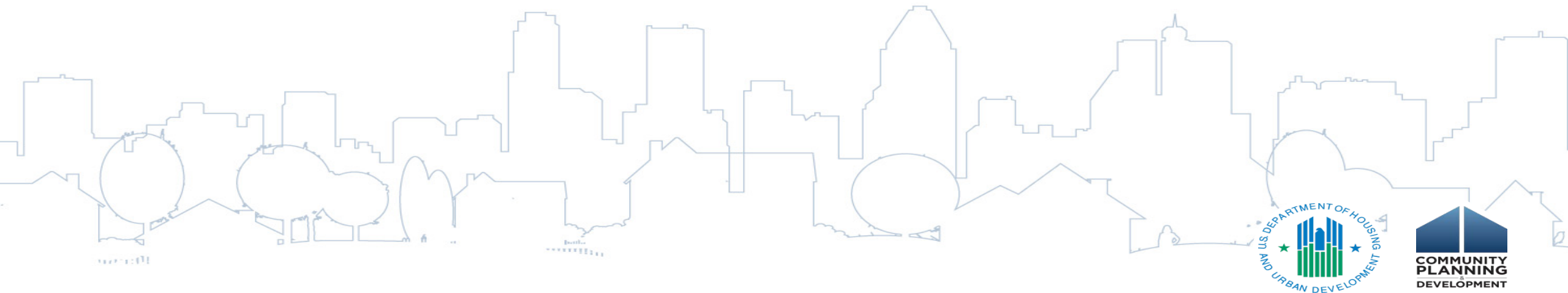
Example #3

Photographs - Bathroom Sink
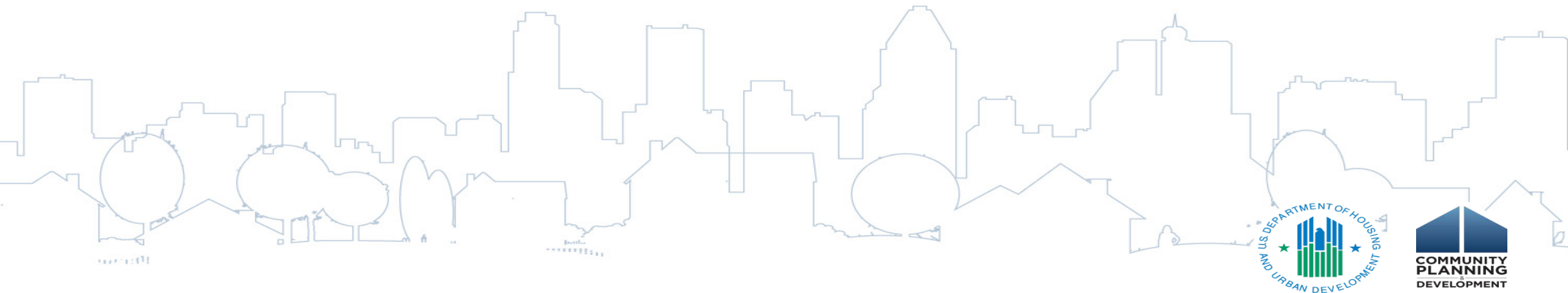
Example #4

Live Stream – Windows

Example #5

Pre-Recorded Video – Windows

Example #6
Photographs - Windows

Example #6
Photographs - Windows

- Highly Interactive – the landlord and program staff can ask each other questions in 'real' time
- Almost like conducting a physical inspection yourself!
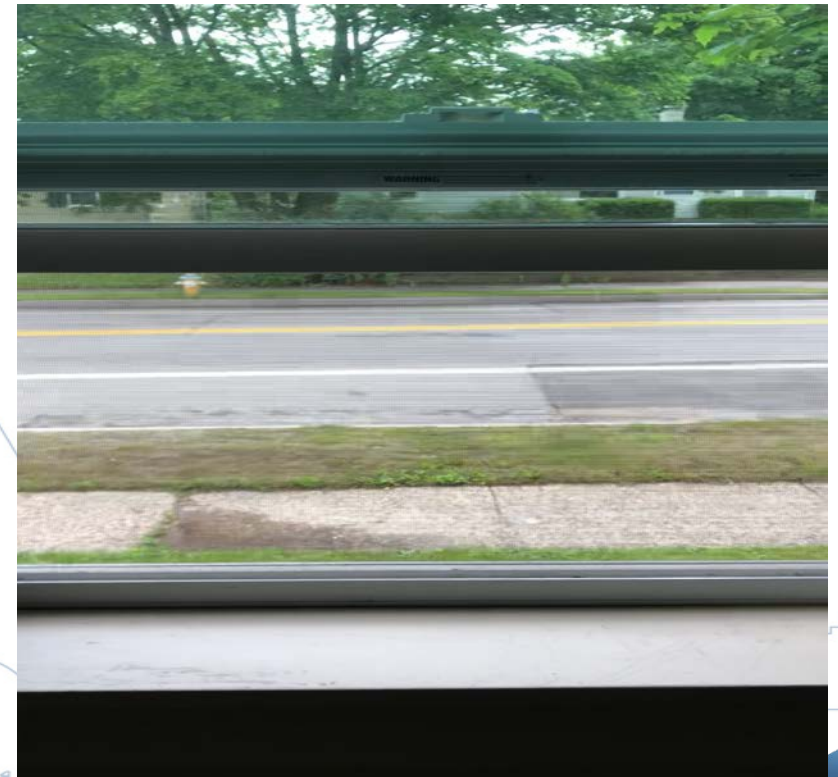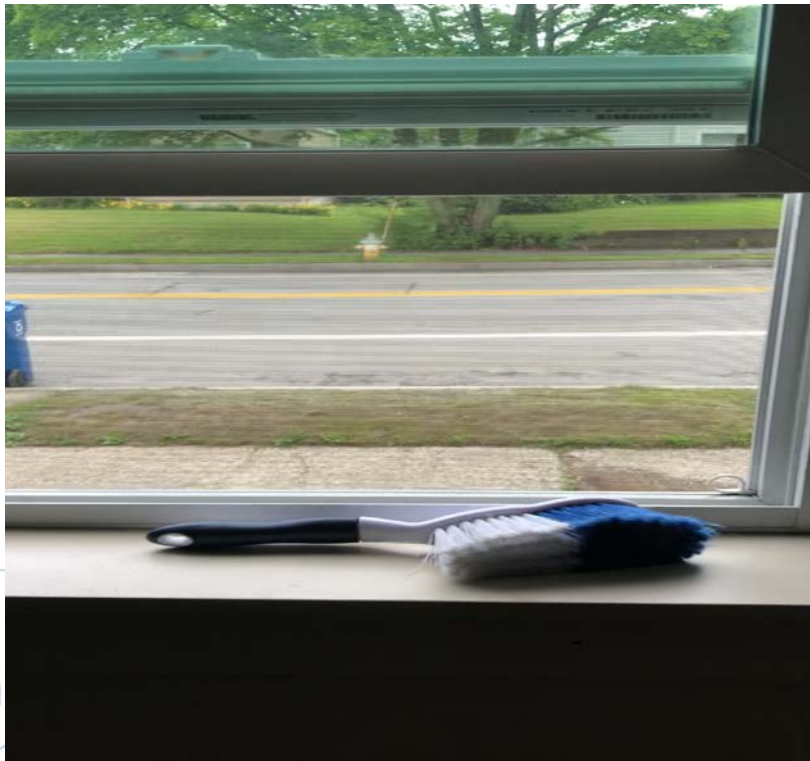
Live streaming

Virtual Inspection Methods

- Highly Interactive – planning phase of the inspection
- Landlord and program cannot interact during the inspection
- May need to follow up on items that might have been missed during the inspection

Pre-recorded video

- Highly Interactive – during planning phase of the inspection
- Landlord and program cannot interact during the inspection
- Need many photos to ensure unit passes inspection
- Need to use video (with sound) for smoke detector testing and lead based paint visual assessment

Photographs

How do you manage the different virtual inspection methods?

Live Streaming Virtual Inspections

Key management elements

Highly interactive between HOPWA Program staff and landlord throughout the entire inspection. HOPWA Program staff are remotely present during the inspection.

- Provide the landlord with information about inspection items including current information forms or checklists
- Discuss with the landlord how the live inspection will occur
- Practice 'talking' someone through conducting an inspection prior to the actual inspection
- Set the pace of the inspection – not too fast or too slow

Key management elements

- Ask the landlord about the type and sort of technology they have
  - Determine if a live streaming inspection is still feasible
- All devices should be fully charged
- Be mindful of confidentiality – remember this inspection is live and people are most likely using speaker phone to talk and voices travel
  - Use only initials when referencing the client
  - Check the background and surroundings of your workspace to make sure there isn't anything identify your organization
  - Refer to your program under a pseudonym
    - For example, refer to the program as the *Housing and Rental Assistance Program* – make sure the program name doesn't identify HOPWA as the funding source
- Ask if the landlord's Wi-Fi access or data plan is secure

Pre-Recorded Video Inspections

Key management elements:

Highly interactive between HOPWA Program staff and the landlord during the inspection planning phase. HOPWA Program staff are not remotely present during the inspection.

- Provide the landlord with current inspection forms or checklists
  - Schedule a call with the landlord to review forms and checklists
- Discuss with the landlord how and what inspection items should be recorded
- Let the landlord know they will have to narrate the recorded video
- Ask the landlord to notify you about when they will be conducting the inspection
- Notify the landlord if you're available for questions
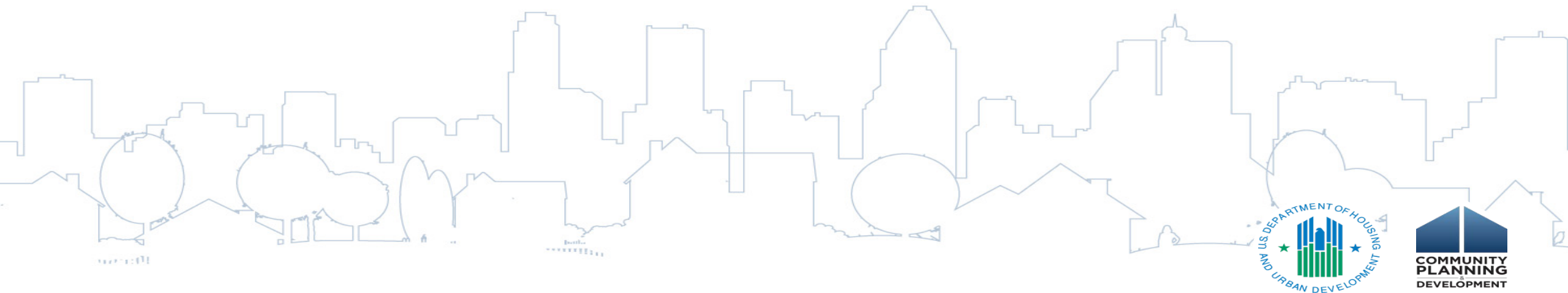
Photograph Virtual Inspections

Key management elements:

Highly interactive between HOPWA Program staff and landlord during the inspection planning phase. HOPWA Program staff are not remotely present during the inspection.

- Provide the landlord with current inspection forms or checklists
  - Schedule a call with the landlord to review forms and checklists
- Discuss with the landlord how and what inspection items should be photographed
- Explain to the landlord that all smoke detector testing and lead-based paint visual assessments (when applicable) must be accompanied with recorded videos
- Photographs should include date and time stamps
- Ask the landlord to notify you about when they will be conducting the inspection
- Notify the landlord if you're available for questions

How do you plan for and implement virtual inspections?

Planning For and Implementing Virtual Inspections

Notify HUD of intent to use the Property Standards waiver flexibilities

Review and update current HOPWA habitability inspection policies and inspection procedures

Develop and include an addendum in your current manual!

➢ Use the *Guide to Plan For and Implement HOPWA Habitability/Housing Quality Standards Virtual Inspections*

Review and update any inspection informational materials

Planning For and Implementing Virtual Inspections

Train HOPWA program staff on virtual and remote inspections

Assess the current type of technology on-hand and identify if upgrades or new technology tools are needed

Communicate this change of inspection policy and inspection procedures with landlords, households and community partners

HOPWA Waiver Memos

For more information and HOPWA waiver details, see:

Mega Waiver 1 - 4.1.2020

Mega Waiver 2 - 5.22.2020

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

https://www.hud.gov/program_offices/comm_planning/hopwa_covid-19

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**

HOPWA Ask-A-Question (AAQ)

Have a question about the HOPWA Program, a HOPWA Notice, waivers, or implementing COVID-19 activities?

We love to hear from you; submit your question to the HOPWA AAQ - HOPWA AAQ Portal

In Step 2 of the question submission process, select "HOPWA: Housing Opportunities for Persons With AIDS"
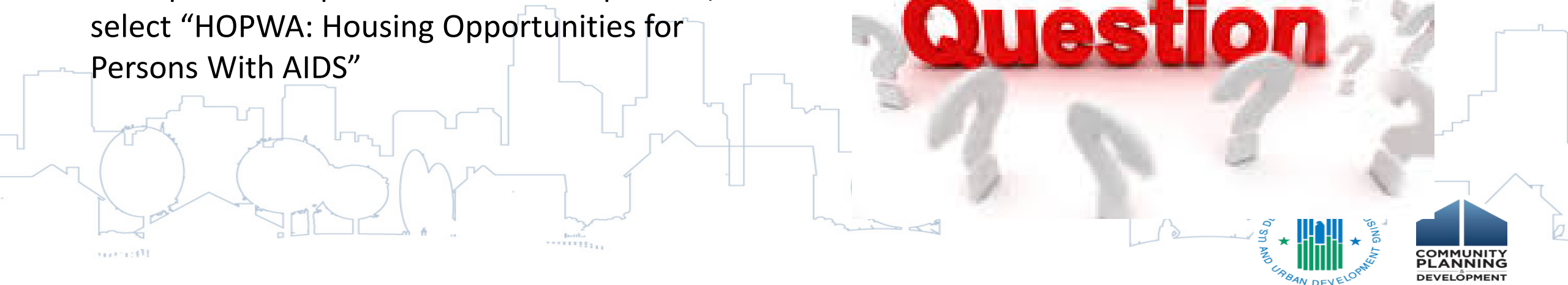
Technical assistance is available!

HOPWA Grantees can submit a request for individualized TA related to responding to COVID-19 or regular HOPWA program administration.

To submit a TA request simply visit the HUD Exchange portal and request TA request via the "Request Program Assistance" at:
https://www.hudexchange.info/program-support/technical-assistance

In the TA request submission process, select "HOPWA: Housing Opportunities for Persons With AIDS" as the topic and write "Health Preparedness and Response" in the subject line.

Coming Attractions to Video Technology Near You
Upcoming Webinars

Day/Date	Time	Topic
Wednesday, August 19, 2020	1:30 PM to 3 PM EDT	**Short Term Rent, Mortgage, and Utility Payments (STRMU)**
Wednesday, August 26, 2020	1:30 to 3 PM EDT	**HOPWA Program Intake, Initial and Annual Recertification -** *Using Remote and Virtual Methods*
Week of August 31st	TBD	**Supportive Services**

More details will be available in the near future.

Reminders

Make sure you are applying HUD guidance to the proper program(s).

- Waivers and program guidance issued for other programs such as CoC and ESG in most cases do not apply to HOPWA

Grantees are responsible for waiver notifications and development of new procedures

- Project sponsors are reminded to follow plans and develop new procedures as outlined by their grantees.

Guidance related to funding and implementation of COVID-19 activities is evolving as new information and requirements emerge.

- Stay tuned to the HOPWA Listserv and the HOPWA COVID-19 page on the HUD Exchange. HOPWA COVID-19 Guidance and HUD Community Planning and Development HOPWA COVID-19