

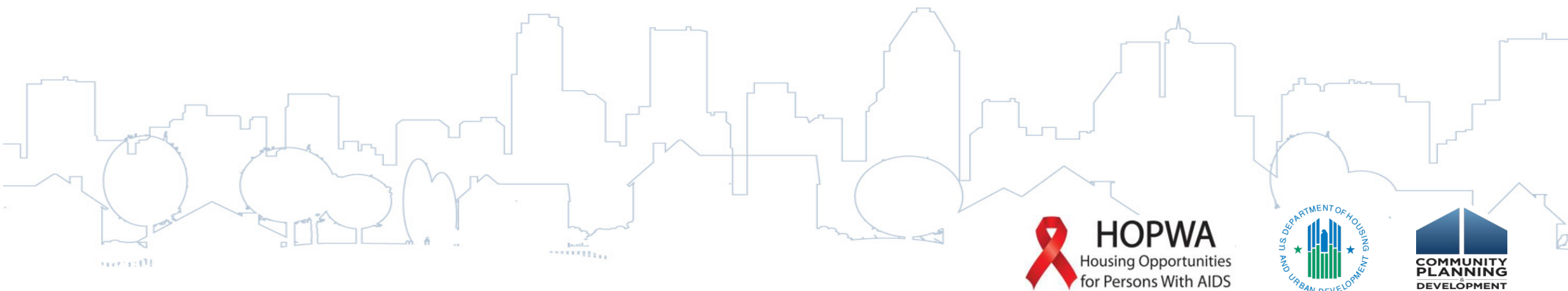


HOPWA Office Hours: Support Services & Hotel/Motel Utilization



Office Hours 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

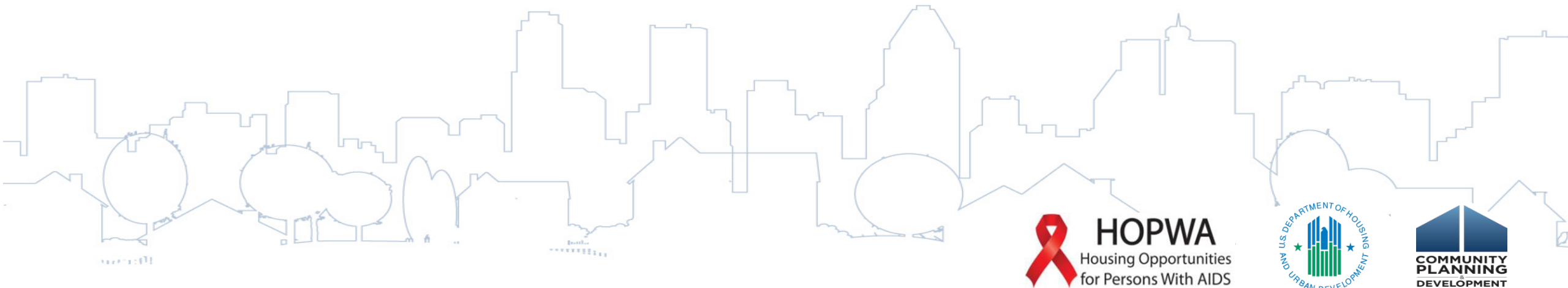


Presenters

- 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
- Liz Stewart, Senior Associate, Technical Assistance Collaborative
- Laura Harris, Project Assistant, Technical Assistance Collaborative
- Jacob Mihalak, Principal, Sound Thinking LLC



HOPWA-CV Supportive Services



What Supportive 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 “payer 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 & Nutrition Services	Y	Y	Y
Transportation Assistance	Y	Y	Y
Cell phone purchase & cell service	Y	Y	Y
Infection Control	Y	Y	"payor of last resort"

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



Meals & Nutrition Services under CARES Act

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



Transportation Assistance

Almost all transportation activities can be covered under all HOPWA funding streams, except for car repair, which can only be covered by CARES Act or specifically designated FY20 formula funds. Regular FY HOPWA funding cannot cover these costs.

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.



Purchase of Protective Supplies

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.



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.



Purchase of Internet Service for Client Households (Part 1)

The purchase of internet service plans is allowable when the provision of in-home internet is needed to enable clients to access remote or online services, such as case management, telemedicine, counseling sessions, or similar services, and also to allow household members to work or attend school remotely.

The following requirements and limitations should be noted:

- Internet service may only be purchased using HOPWA CARES Act funds – or using FY20 funds specifically designated in the grantee’s annual action plan for COVID response.
- Payment for service plans may only be made directly to the internet provider.
- When internet services are approved, the costs should be charged to the Supportive Services line item.



Purchase of Internet Service for Client Households (Part 2)

- Internet service plans should be for basic internet (computer) connection only and should not include other bundled services, such as cable television or other entertainment services.
- HOPWA payments for internet services must be discontinued, or arrangements made to transfer payment responsibility to the client household if desired, at such time that local public health officials determine that the virus no longer constitutes a public health risk.
- Grantees and Project Sponsors should document that such costs are necessary based upon a careful assessment of individual household needs, and that other sources of funding are not available.
- Grantees and Project Sponsors should have policies and procedures in place addressing the requirements listed above regarding assessment, ownership, service limitations, time limits and documentation



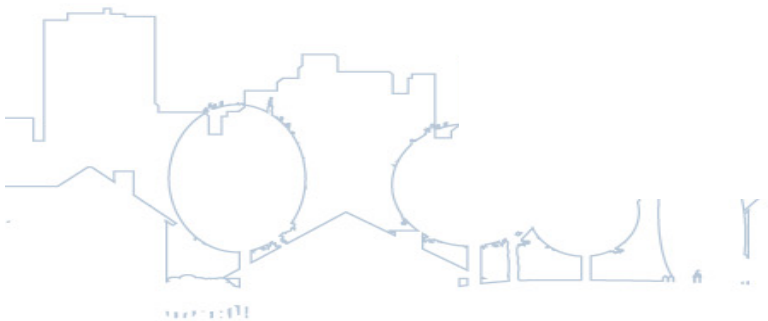
HOPWA Policies, Procedures & Accounting

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

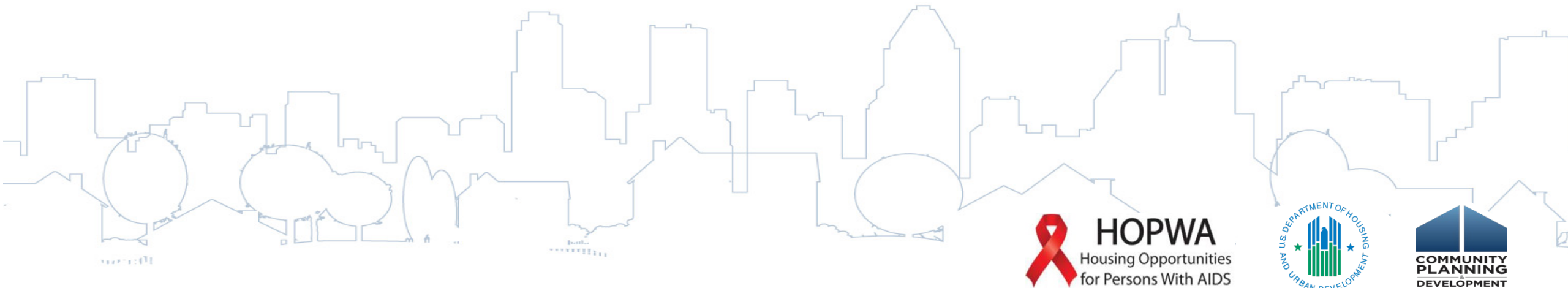
- Key components of any Policies & Procedures include, but are not limited to:
 - ❑ Documenting households' current housing circumstances and what must change
 - ❑ Determining, in collaboration with the affected household, the best solution
 - ❑ Estimating the length of assistance required & associated 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 & Discussion (Part 1)



HOPWA-CV Hotel/Motel Utilization



Hotel/Motel Utilization Guidelines

- The use of hotels and motels as facilities to provide temporary shelter to eligible individuals is reported on the “Leasing” budget line item.
- If eligible, each assisted individual must be able to receive case management services from the appropriate social service agencies.
- To the maximum extent practicable, each eligible individual (and their family) should be provided with the opportunity for placement in permanent housing or in a living environment appropriate to their health and social needs.
- Individual stays may exceed 60 days, with demonstrated need.



Eligible Activities & HOPWA Budget Line Items

HOPWA-funded Activity	Budget Line Item
Aggregated On-site Hotel/Motel Costs	Leasing
Staffing Costs to Identify, Place & Assist Guests	Leasing / Supp. Services*
Hotel/Motel Damages	Leasing**
Indirect Costs (per revised agency budget)	Leasing
Additional Supportive Services Delivered	Supportive Services

* Staff costs are charged against the appropriate major activity and will vary between project sponsors, based on HUD-approved plans

** CARES Act & designated FY20 funds only, not regular HOPWA \$.



Hotel/Motel Rentals

- Negotiated Rates with Properties:
 - ❑ Can include use of Airbnb and other short-term rental opportunities
 - ❑ Should specify type & frequency of housekeeping, laundry, hotel-prepared meals, on-site parking, Wi-Fi, telephone, television, etc.
 - ❑ Possibility of linkages with other COVID-related programs (CoC, ESG, FEMA)
 - ❑ Consider using a “corporate lodging” service as intermediary with properties
- **Best Practices:** Enter into a contract with the hotel that outlines the rates, the number of rooms, the timeframe, and what ancillary benefits (e.g. WIFI) are included in the rate.



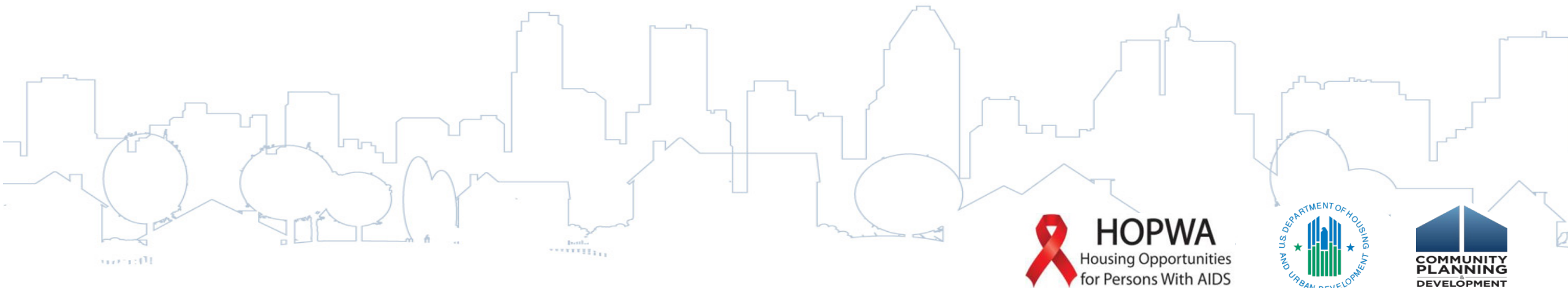
Eligible Recipients

- HOPWA Eligibility: Household income is below 80% of area median and at least one family member is HIV positive:
 - ❑ Eligible individuals and their family members who are not currently receiving HOPWA-funded services.
 - ❑ Eligible individuals and their family members who currently reside in HOPWA-subsidized units, if isolation is needed.
 - ❑ HOPWA funding may also be used to lodge one or more family members who may need to temporarily isolate from the other members of the household.



No Time Limits on Assistance

- While standard HOPWA program guidance recommends limiting hotel/motel stays to no more than 60 days in a six-month period, if there are COVID-19 related health and safety concerns for household members, the assistance period may exceed this limit.
- Grantees and project sponsors should have policies in place detailing how extensions can be approved and explaining when and how the policy will be consistently implemented.

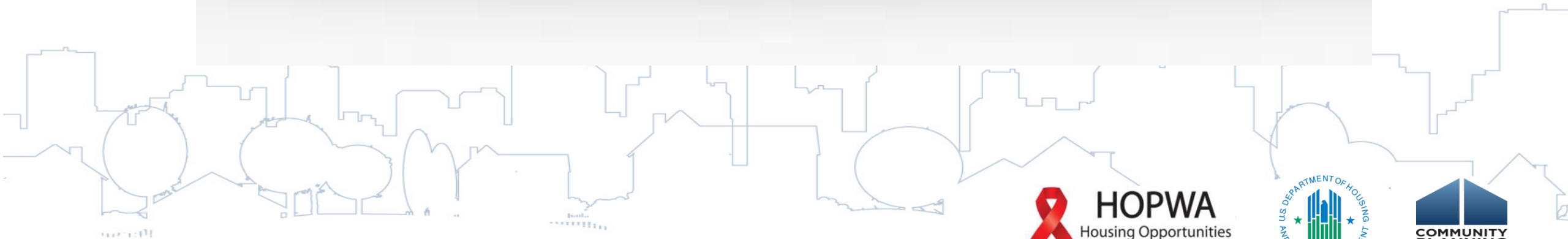


Hotel/Motel Use – Damages

- Any damages incurred may be covered by the Leasing budget line item, as it can be considered part of the leasing activity.
- Grantees and project sponsors should have policies and procedures in place to support the use of leasing funds for damages.
- Grantees and project sponsors are encouraged to consider how much or how frequently damages can be paid to assist a household in line with their overall CARES Act budget, and also consider how these policies might impact agreements with host hotels.
- Note: Damages cannot be funded out of Regular HOPWA funds.



Questions & Discussion (Part 2)



Upcoming Webinars & Office Hours

- HOPWA CARES Act Reporting Requirements:
Updated Guidance
Monday, **December 14th, 1-2:30pm EST**
- COVID-19 Related Policy and Procedure Development
for HOPWA Grantees
Wednesday, **December 16th, 1-2:30pm EST**



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: <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 and Utilizing Hotels/Motels in Your COVID-19 Response

