

**PHA Best Practices During COVID-19 Webinar Series  
Planning for Operations During Emergency  
Disaster-20211014 1730-1**

**Speaker 1:** Okay, reintroducing myself. My name is Sieglinde Chambliss. I'm here today to host this seminar on behalf of HUD. We will be discussing today, in this seminar, the planning for operation during an emergency or disaster. Welcome. And we will break up this sessions, don't get overwhelmed. I know it's a very technical session and we will discuss many topics, but we will break it up. Some housekeeping rules; please remain muted during the webinar unless invited to unmute. Questions can be entered in your Q&A section throughout the presentation and will be addressed at the end, and at intervals during this webinar. This webinar is being recorded and will be posted on the HUD Exchange website in [0:00:57.7] \_\_\_\_\_ states. Again, this is a seminar for planning for operations during an emergency and disaster. Our agenda and learning objectives. The strength of the economy, housing and jobs go hand-in-hand. Individuals in subsidized housing are already vulnerable due to economic uncertainty from myriad reasons. But having jobs and housing are among the major variables that are easily affected by a pandemic, such as COVID-19, or disasters, such as hurricanes, tornadoes, floods, ice storms and other natural disasters.

**Speaker 1:** If a tenant loses his or her job due to a pandemic or a disaster, the dynamics of the household change and the ability to pay rent may dwindle to slim or none. As a nation, we saw during the height of COVID-19 pandemic, how quickly people lost income due to change in the requirements created by quarantine and how slowly the economy grew before it was deemed safe to re-open businesses. The whole economy was affected by at least a year of closures, downsizing, financial worries, and with the surge of the new Delta variant, we may continue to feel the effects of quarantine everyday. Today's training is presented by HUD for Public Housing Authority and is focused on planning for operations during disaster and emergencies. The learning objectives include the following; preparing for emergencies and disasters by inter-agency coordination, communication with HDB and LIPH participants in assessing impacts, continued operations and administration plans, identifying potential barriers, building flexibility into processes, alternatives to routine activities, waiver processes and types of waivers, annual federal register notice on disaster relief. And so therefore... Next slide, we will have a little poll before we start our presentation and go deeper.

**S1:** We're having short polls, about a minute and a half, please participate, as it gives us great insight to your current situation. The polls are simple yes/no and there are only four basic questions that we're asking our participants to bubble in yes or no. The first question is, has your PHA been impacted by a disaster? Have you hired additional staff to maintain workloads during the pandemic or disaster? Have you had an increase in overtime to keep up with the demand? Have you noticed a slow down of interim changes due to income change? Again, the poll is open for one and a half minutes. Simple yes/no. Please, I invite you to participate and we will share the answers after the poll. We have about another 45 seconds before the poll closes.

[pause]

**S1:** And again, we look very much forward to your answers to these questions. We have another 15 seconds. Don't be shy, yes/ no. And the poll is about to close. Give us a few seconds, about 30 seconds, to compile the answers to the poll.

[pause]

**S1:** Alright, we got some good answers here. First question, one third said yes, they have been impacted by a disaster. So great. I'm looking forward to the discussion from your group. And we had about one third not participating. On the second one, have you hired additional staff? A little bit, as many did not have to hire staff, perhaps a few. So thank you. And increase in overtime? Yes, about one third and about one third, no, so thank you. It's good insight. And did we have many interim changes due to income change? About a third, yes, and a little less than a third, no. So that's good news. It was a mixed bag, and so we appreciate your participation in this poll. We can go on to the next slide, and go into our material, preparing for emergencies and disaster. And you'll see, once the PowerPoint is actually posted, when you see this particular link, you can actually go right... The hyperlink, it's a live link. Go into the PHA Disaster Readiness and Preparation Guide.  
Next slide, please.

**S1:** And this particular PHA guide, which will be updated fairly soon, will actually address two areas. The pre-disaster preparedness area, which includes information related to coordination, resource and guidance development, partnership development, readiness and staffing and training, and then there is a designated post-disaster recovery section that covers activation and deployment assessment, recovery support strategy, coordination and technical assistance, communication and information sharing, and then transition and normalization. So again, this guide will be updated fairly soon, but this guide is still active today. It's on the HUD website. The link, once the PowerPoint is shared, is hyperlinked, you can click on it and it will lead you right to it, so you can use this very effective guide for readiness and preparation. Next slide, please. We're going to discuss preparing for emergencies and disasters. And here in inter-agency coordination, we know from disaster experience how important it is to coordinate services with other agencies and jurisdictions in your area. HUD and FEMA have already compiled a plethora of material that can assist your agency with the upfront preparation necessary to prepare staff and tenants for the unforeseen events.

**S1:** The main objective is to get the right resources where they need to go and fast. Ensure you know your disaster coordinator in your city or jurisdiction, and work with your local non-profit, such as the American Red Cross, Goodwill, Catholic charities and Habitat for Humanity, all of which are great organizations, with which to coordinate during disasters and which already have great experience in coordinating efforts. Next slide, please. Do not forget to coordinate between your staff and federal agencies to avoid duplication of efforts, and so that resources will be strategically sourced as needed. Visit FEMA, published guidance on disaster sequence of events to gain a better understanding of coordination opportunity. Again, there is a hyperlink. Once you receive these slides, you will be having this access link, and be able to visit this particular training session with FEMA. Visit FEMA, published guidance on how communities and states deal with emergencies and disaster. The guide provides a full perspective on local and state response recovery and mitigation activities, and what agencies will provide during a disaster. Again, there is a live hyperlink that you will be able to access when you have these slides available, you don't have to write that link down.

**S1:** Next slide, please. Communication with HCV and LIPH participants is critical to communicate with all tenants from public housing, in the Housing Choice Voucher Program, on what to do for housing options. Public housing tenants may be eligible for vouchers, to seek alternative housing options when public housing is destroyed, as we saw in New Orleans during Katrina. Housing Choice Voucher participants may have to port, and will seek port options if the house is no longer habitable. Make sure that you are familiar with the final 2015 rule on portability, Public Housing Section 8 Programs, Housing Choice Voucher Program, streamlining the portability process. And I'm just learning, we're actually making the links available in the chat, so if you want to copy it out because you need it right away, you have an opportunity to do that. And here again is another live hyperlink. And this particular guidance from HUD, on the streamlining, on the portability process, which made important changes to streamline the porting process, please familiarize yourself with that, if you haven't yet. And during a disaster, HUD may have additional reporting requirements or other temporary requirements that must be adhered to.

**S1:** So there is three additional guidances and links provided for you. And this is another guidance for porting from presidentially declared major disaster declaration areas, for additional information and also the HCV Program guidebook for all regulatory program requirements, an important reference. And I know it's a lot of material, but creating an inventory and a checklist to have these links available for you and for your staff as needed, is maybe a good idea to just take them and then over time, read the materials and prepare yourself. Next slide, please. Preparing again for a disaster and emergencies go into assessing impacts. You will need to assess damage and cost associated with disasters and emergencies, as well as impacts on operations and staff. Some of the staff may be affected as well, depending on where they live. You will need to make a grant application to FEMA, or a state agency once a disaster has been declared. You should explore all other funding options with the following; CDBG-DR, which is the disaster recovery funding, CDBG mitigation funding, local city, county and state government, non-profit organizations, foundations.

**S1:** Important is that you maintain pictures and documents and receipts for your claims and file the report and make sure you follow the procurement processes and have invoices and payments so your claims will not be denied. In short, the first means of reimbursement is filing with PHA insurance. In cases where PHA insurance does not cover in full or if it's a unique event like flood outside of the 100-year flood plan and no flood insurance was taken out on these properties, you'd want to check both with HUD and then to see if FEMA major disaster declaration, in short MDD was declared for that area. If so, there's a chance that FEMA public assistance would cover claims, not otherwise covered by PHA insurance or HUD. So the most important takeaway is that there's a hierarchy in which entities look to reimburse cost, just like medical claims, very similar to that, and make sure that you understand these as you have different disasters and also understand your insurance policies very well.

**S1:** I think it's not a bad idea to share insurance policy coverage across departments because many departments will assist you to get all this information compiled for members monthly class and assessing the damages. Next slide, please. We're taking a little break here because I have talked a lot just about as again very technical briefing. And we want to hear from you, what were your first steps in assessing impact? You can raise your hand if you want to speak. We would

like to hear from you, especially those one-third that answers that they have been affected by disaster. We love to learn from you and please share with your peers on your learning experience or your experience in general. So please, if you want to speak up, raise your hand, put it in the chat you want to talk. I'll let you know that the platform is open for you to speak. This is a very good breaking point here to, again, share your experience. Don't be shy. We'd love to hear from you. Anybody?

**Speaker 2:** Yeah, this is Cody. I just... I dropped something in the chat, but I just wanted to say one thing that I hear a lot from PHA, one of the things they want to make sure that they're doing right after a disaster, regardless of what that disaster is, is saying "Hey, let me check with my staff. Let me make sure they're doing okay. Let me check on the PIH families, the PHA families." Yeah, so just checking on people is something I know of that it's definitely something you want to make sure you do at the beginning of any disaster.

**S1:** Oh, and thank you so much, Cody. Cody is our HUD representative from the office of the field operations and he's a Disaster Management Operations Analyst and will be also facilitating in another area of this seminar on another slide. So I really appreciate your input on this particular check-in session. And share that information, you are right. We are sometimes so focused just on the people that we serve and yet our staff that is unable to come to the office and then take care of the tenants and other questions and landlords to help need just as much health as our tenants. So thank you for that insight. Next slide, please. We will now go to Continued Operations and Administrative Plans. Next slide, please. The first section is about emergency response plan. Preparing emergency response plan. It's a great toolkit. It's already available and there's a link on the slide as well that provides you with all the elements you need to consider to prepare an emergency response plan. Emergency response plan identifies threats that are most likely in your community.

**S1:** For example, hurricanes, tornadoes, blackouts, cyber attacks. It also covers specific measures and equipment to address specific emergencies and spells out emergency procedure for disaster events. Like what would happen if the power goes out for an extended period of time? Who is the main disaster point of contact at the PHA? Sometimes I didn't even think about that. So that's a great point for emergency response plan. Next slide, please. This section covers the continuity of operations plan or COOP in short. A COOP is a plan for recovering and continuing operations in response to emergencies or other significant disruptions to agency operations and help ensure that all personnel facilities and information are protected and that necessary functions in normal operations can resume rapidly following the emergency. A COOP should address critical functions that an agency must perform regardless of the emergency. It identifies additional services that may be needed and the personnel and resources need to perform the functions.

**S1:** It also prepares you how to get up and running again after the emergency and how to develop a procedure for notifying HUD. Next slide, please. This will go a little bit over three slides. I covered this one. Next slide, please. The administrative plan conclusions; it identified barriers for tenants and porting as well as your landlords' hesitation to participate in the program. It ensures that your administrative plan provides some flexibility during a disaster and prepare for increased communication when funds become available as a result of a disaster. Here are some

samples based on past experiences to consider for the admin plan. How are you providing housing due to displacement and porting?

**S1:** Eligible tenant-related expenditures, such as security and utility deposit assistance, rent application fee and holding fee, including moving expenses, tenant [0:21:13.7] \_\_\_\_\_ services, essential household items, and renter's insurance. I'm reminded that HUD does not cover renter's insurance, but it's something to ask to make sure that they have coverage for that. And then the eligible PHA-related expenditures, and finally, the outreach recruitment of new landlords, incentives and retention payment and hiring extra support staff. I notice that we pause here for a quick minute, we have a question from Janice Landry, and I would like for her to ask a question at this particular juncture, while we're...

**Speaker 3:** I'm sorry, I've raised my hand for the previous discussion.

**S1:** No problem.

**Speaker 3:** We're down in very south Louisiana. So I'm not sure where everybody's from on this call, but we're in Lafourche Parish, the City of Thibodaux, and we were a direct hit for Hurricane Ida. Of course, we had plans in place, and we all have these plans that we write to submit to HUD, for compliance mostly, but until you go through this and actually get a direct hit like we did, our whole parish, some of it, some people are still living in tents at this point, was just so badly hit, that there're things you just don't plan for until you go through it. So our plan just has to be revamped a lot.

**S3:** We've learned a lot, we've learned what really works and we've learned what really didn't, but one thing that did work, as soon as we were able to get some kind of internet connection, I was able to put out a press release, 'cause a lot of our people did evacuate, giving them the email address to send in an update, and whether it was a landlord or a tenant, we had a spreadsheet, and we just started knocking out who we could and who we could list as either safe, or if we knew the unit was somewhat livable or if we knew it absolutely had been destroyed, we were able to start an accountability for our department to know where people were and what was the status of things, and that really helped because I was able to report to HUD at the end of each week, "We've made contact with 70% of our people, or 50%, or..." We were able to provide some real numbers and figures for our program.

**S1:** Thank you so much for this insight. You are right, we don't really think about preparing for anything until we're actually affected. And that's why we're having this seminar session to share that you could be affected at any given period of time and moment. And you sharing this particular insight, I hope it's a great takeaway for everybody. Maybe Cody you have something to add to this particular discussion right here?

**Speaker 2:** Yeah, I was just gonna say that that's great to hear. It's like, you can plan as much as you want, and planning is super important, it really helps in disaster response, to have a dedicated disaster response coordinator at your PHA to figure out maybe who gets internet access first, if you have phone numbers of your other PHA resident staff, and it's not necessarily only about compliance, it's like how do you help people as quickly as possible, and I think that

that's a great example of, "Hey, as soon as we had internet access, we put out a press release." I think it's awesome and to figure out sort of where people are, like, "Are they safe? Are they okay? Are they housed, are they not?" So yeah, I think that's a great example.

**S1:** Thank you so much. Does anybody have any additional feedback? I know it was related to the previous section, but again, this is an open forum seminar and this is a recorded session, so you will get the feedback also, of course, in the recorded session, that you want to maybe echo what was just shared with us. Please raise your hand and you will be able to share.

[pause]

**S1:** If not, we can move on to the next slide, please. [pause]

**S1:** So we already discussed eligible PHA-related expenditures. And I also would want to share with you here that FEMA will provide specific instructions when a disaster declaration is done and what it will cover. So the example that I'm giving is not Ida, but the recent one from the Texas winter storm, because I don't think that anybody believed that there will be a winter storm in Texas in March 2021. The items provided there through FEMA were renting temporary housing when the assisted unit is uninhabitable, storm-related medical and dental expenditures, moving and storage fees, replacement or repair of personal [0:26:20.5] \_\_\_\_, including vehicles, storm-related funeral and burial expenses, and other various disaster needs. And note, that HUD does not pay for those, that HUD issues its own guidance. So this was really related to how FEMA responded to this particular disaster in Texas, just recently in March 2021. Next slide, please.

**S1:** How do we create flexibilities and processes? By increasing your options to go paperless. Establishing an emergency phone line or email address, especially in the case that the power at the PHA building itself goes out. Making staff available to answer questions potentially by assigning and proactively training specific PHA staff on disaster response before the disaster taking place and establishing resource materials in connections to other entities. The facilitating emergency release, that mentioned previously, and both for FEMA local non-profits. Also refer to the HUD issued disaster and readiness preparedness guidance.

**S1:** Next slide, please. A special case to routine activities and provide clear instructions as to what alternative processes are available and how they are being managed within your organization, such as determining eligibility for housing and other assistance; what paperwork can be shortened or briefed in a disaster situation; work hours; how and where important updates will be communicated and shared; specific measures and equipment to address specific emergencies, like, is there a type of event common in your area? If so, go through a mock drill for say, a tornado impacting your PHA building or residence. So we see fire teams all the time, the fire department doing mock drills and show what to do. It's essentially the same thing. It's helping support schools, schools that drill the children how to safely exit the building. So think of that, the more we practice and become familiar in those situations, the better prepared we will be for certain [0:28:53.5] \_\_\_\_\_. Next slide, please.

**S1:** We will pause here and do another quick check-in. And what we want to hear from you is, how has your agency prepared for continued operations in the event of emergency? Again, this seminar is an open forum. We love to hear from you and share thoughts, real issues that you may

have experienced, that you can share with your peers. The line is open, raise your hand so you can actually share with us, in an open dialogue session.

[pause]

**S1:** Anybody? Not yet? We can pause any time. If you're ready, just let us know and I will pause and catch up with you.

**S2:** I just raised my hand here. But just some quick example that I learned about relatively recently that I thought was really interesting that I hadn't thought about. There was a PHA that was pretty severely impacted, in Tennessee from some flooding that happened back in August. And one thing that they did, they had established this naturally, it just happened organically because the executive director was the executive director for... Not only that PHA that was impacted, but also the neighboring PHA. So they just had a partnership where they communicated regularly. And the PHA ended up helping... The PHA in the neighboring county ended up helping to re-house a lot of people who were displaced from that specific PHA. So they had sort of a partnership with the local PHA, which I hadn't heard about, and I thought was interesting.

**S1:** That is great. Yes, I see that. And sometimes we call them even formulating consortiums. And or just little own co-op. I know it's interesting the abbreviation C-O-O-P for other co-ops where just groups come together and they know they can share the resources together. And it reminds me of that context with the farming and sharing vegetables, but that's what that is. Being able to know where your resources are, and having these relationships with the neighboring communities is just so important. So thank you for sharing that insight Cody.

**S1:** Going on to the next slide please. We are going into waiver processes and types of waivers. The first waiver that we're going to discuss here is the review of the regulatory waivers. The PIH notice, some 18-16 yet still relevant. So provide side in how to submit request for regulatory waivers for PHA in presidentially declared major disaster declaration, and in short, MDD. The MDD insures that the specific locality county, parish is included in the MDD. The MDDs are for specified areas, generally not a whole state. They also sometimes include both individual assistance and public assistance, or one and not the other. PHAs will apply on the FEMA PA and individuals would apply on the FEMA IA. So the individual assistance or the public assistance. FEMA declared disaster link has also been provided.

**S1:** Note that an emergency declaration is not the same as a major disaster declaration. Please know the difference. Waivers must be requested through your field office, unless they relate to an exemption. Also noted in the PIH notice. And then each waiver must identify the regulation from which relief is sought. Exceptions also waivers in MDD areas and mixed finance. We're going on to the next slide and have Cody walk us through this particular map. And why it is important to know your county and parish.

**S2:** Yes. So yeah, so I'll just jump in here. So this is just an example of a map from a recent FEMA disaster declaration 4617. I believe this was for the remnants of... From the tropical storm Fred from earlier this year. As you can see on the map, obviously everyone knows where they



live, right? And most of the counties in Western North Carolina didn't have any declarations, but the ones along the border with Tennessee downward, they had some declarations. And so individual assistance makes it so that any individuals in those impacted counties can apply for FEMA assistance if they're impacted by that natural disaster. And you just have to make sure that, one, that the people are in that county, two, that they're applying and they were impacted during the specified dates.

**S2:** So I don't think the dates are listed on this, but the disaster declaration will mention that. And then if a PHA specifically is impacted in those counties, they'd have to be listed under public assistance, so on this map it's the yellow. So for example, if there was a flood and the PHA has regular insurance but they don't have flood insurance, and that PHA was impacted and they were... Once again, and this happened in the same Tennessee example that I just mentioned, where the PHA had flood insurance on the part of their properties, not all of them. The county was in the FEMA public assistance jurisdiction, and so that PHA ended up applying to have FEMA help rebuild.

**S2:** And so that can be an option, so... And the individuals who were impacted applied for FEMA individual assistance too. So it's just important to know if your locality, your parish, your county is within a FEMA Major Disaster Declaration, and I dropped the link in the chat. And if it is, that opens up some federal resources that wouldn't otherwise be available. So I just wanted to give a shout out just to know that, so that you can see the individual assistance, public assistance. Sometimes it's declared for both, so in this map, some counties have both public and individual [0:35:36.8] \_\_\_\_\_, so yeah. And if you have any questions, you can drop it in to chat, or you can just unmute yourself.

**S1:** Thank you so much, Cody. And I know it's a lot to read through all the formalities and who pays for what, and in the beginning, of course, it's very confusing. Next slide, please. We are reviewing the annual Federal Register notice on disaster relief. The publication advises the public that HUD has flexibilities and expedited waiver process for PHAs in MDD areas that relieves administrative burdens for periods, this particular case, calendar year '20, and calendar year 2021. "If an MDD housing authority has a unit that has been vacated due to a Presidentially-declared disaster, then the MDD PHA, with HUD approval, may treat the unit as an approved vacancy. Upon request of an MDD PHA and HUD approval on a case by case basis, such units may be considered approved vacancies for a period not to exceed 12 months from the date of HUD approval." I know it's really an alphabet soup inside the slide, but we can't avoid abbreviating.

**S1:** "To help address housing needs because of the displacement caused by the MDD, HUD will consider waiving Sections 905, 400i5, to allow all unexpended Capital Fund Replacement Housing Factor Grants to be used for HUD for public housing modernizations." Now we know this has been folded into DTF [0:37:26.7] of those replacement housing factor funds in a capital funds program. "Should HUD waive this requirement, the waiver will be in effect for funds obligated within 12 months from the date of HUD approval. HUD will consider a request from an MDD wishing to waive this requirement to allow families displaced from their homes located in the areas affected by MDDs to comply with mortgage terms or make necessary repairs." Review the exceptions, because HUD will consider requests from an MDD PHA wishing to

waive this requirement to allow families displaced from their homes located in areas affected by MDDs to comply with mortgage terms or make necessary repairs. Next slide, please.

**S1:** We're going through the COVID-19 waivers. "Still applicable, PIH Notice 2020-5 provides waivers and administrative relief and allow for alternative approaches to various aspects of authority such as, processing requests for tenant approvals so families can be approved to move into a unit, processing requests for portability moves, ensuring occupancy of public housing units, processing minimum rent hardship exemption, and completing re-examination for participants who have experienced decrease in income. Implement plans for alternative procedures to provide stable housing for some of the country's most vulnerable families. Alternative processes may include electronic transmissions, information to families, conducting briefings online, conference calls using self-service features on the PHA Indian Tribe, or TDHE website if available, and providing business-reply envelopes, or secure drop-box apparatuses for documents or rent submissions for assisted families that do not have access to the internet.

**S1:** Use of amounts made available under the CARES Act implement appropriation, the FY 2020 Operating Fund and capital fund appropriation and any other operating fund appropriation. Review the notice carefully as it provides for many waiver opportunities to ease administrative burden and extend certain deadlines or postponed public hearings related to PHA fund year and annual plan submissions. Again, still very relevant, important review. We're going on to the next slide and review the PIH notice 2021-14. It provides for COVID-19 statutory and regulatory waivers and alternative requirements for the public housing and housing to responsive programs, such as, waives the third party income verification requirements for Public Housing and HCV, waives eligibility determination requirements from 30 days to 90 days for Admissions to be eligible for continued assistance, waives requirement so that a PHA may allow a family to initially lease an under-occupied PBV or RAD unit, suspends the requirement for community supported services and self-sufficiency activities for public housing tenants to contribute eight hours per month of community service or participation in an economic self-sufficiency program. Extends the scores on the records for PHAS and SEMAP file 31-2021.

**S1:** Next slide please. Activities after CARES Act waivers end, what happens? If you implemented HUD waivers and have relied on them for this time on the CARES funding, you will have to determine how you will continue your operations for business, perhaps you have implemented other efficiencies that both permit to operate a streamline process with current funding, perhaps you will be able to reactivate processes as needed during a disaster because they have been proven viable and effective. Nevertheless, now is the time to create your action plan, if you don't have one in place for disaster or create a plan for future use and preparedness. So again, this is I think, a very good pause here to go back and reflect what you have done and the practices that you have found very valuable for your organization and said, You know what, we would love to continue this and continue to improve upon our process [0:42:52.6] \_\_\_\_\_ out and create less administrative burden within your organization and move forward.

**S1:** So here I pause, next slide please, because we come into a debriefing poll, and thank you for your patience, I know this was very much rich in content, but again, we would love to hear from you. Short poll questions, the poll is open for a minute and a half, there's only two questions here, main questions, How was your experience with waiver requests from a scale of 1-3? 1 being not satisfactory, 2 being satisfactory and 3 being great, so please make sure you follow the

right area and let us know about that. And also, will you continue some practices from the waivers you implemented? That's just basically, Yes/No. And if you answered yes, please help us and type below, which one specifically are you going to continue to use coming out of the waiver period. Poll again, is open for a minute and a half, and we will be sharing the results of this poll, and we appreciate your participation in poll taking. And share with your peers this valuable information. We have about 15 seconds to go before we close the poll.

[pause]

**S1:** And the poll has closed. Allow us a few seconds, about 30 seconds to compile the results of the poll.

[pause]

**S1:** Alright, we have the answers. So good to know that many of you are satisfied with the experiences that they have with the waivers, and a small group was very satisfied. Will you continue some of those? We see close to about 20% said Yes and about 8% said No. I can't read the responses if so, I don't think there were any, If yes, please indicate which one you're going to continue, but perhaps we can open up here and have a little chat and raise your hand and share with us potentially what that would be... Again, this is your opportunity to speak with your peers and share your experience if you wish... No pressure. Just a little cozy group on this seminar. Okay, moving on, we are coming to our end, we are providing... Next slide please... We are providing all the resource materials for you in a series of 2-3 slides that we have discussed today, that were part of this material, as you can see that all this is spread out and in the chat you already have received some of those links, but again, when those materials are printed and they are available on the HUD website on the HUD Exchange, these are all hyperlinks you will be able to pull that information directly from the slide and then have it in your own arsenal for resources. Next slide.

**S1:** More resource materials that have the guidebook streamlined on the porting process, the HUD 2017 guidance on porting for presidentially declared major disaster declaration areas. Next slide please. Can we have the next slide please? More materials... Alright, also, I would like for you to know that we have actually additional... If you have any additional questions, you are able to send it to our technical assistance service team and the address is [HUDCC.Trainings@iem.com](mailto:HUDCC.Trainings@iem.com). You put in your subject line, PHA COVID-19 PHA post-training follow-up question, and then include in the body of the email, they requester name, the requester, the PHA, the training topic, including which training you attended that you wish to seek or have additional questions so that we can answer, the specific issue and/or question, and also your email address and phone number. So know this is available to you, you can obtain additional information.

**S1:** And that really was it with me, thank everybody for their attendance today, I know you have a lot of work to do and taking time out to participate in this seminar and voicing to obtain important information is equally important so again, we appreciate your attendance for this seminar today, and I wish you have a good rest of the afternoon. Have a great day. Bye-bye.