

**COVID-19 Crisis Response: COOs
Monday, May 18th, 2020
1:00 – 2:30 PM EDT
AGENDA**

Zoom Meeting:

HPN is hosting a follow-up virtual meeting for COOs and operations leaders to discuss your experiences dealing with challenges associated with the Covid-19 crisis. We're looking forward to hearing your updates – including fresh victories and new challenges - since we last met. Please join us again, or for the first time, as we face this crisis together, and move forward.

Date & Time: Monday, May 18th, from 1:00 - 2:30 pm EDT

To register and receive information on joining the meeting, click

https://housingpartnership.zoom.us/meeting/register/tJYvfu2upjliHNDelqHy_SycG9mpviyfV-T3

One-Touch Dial-in: +13126266799,,844866138#

Welcome/Overview – Chuck Wehrwein

- **Objective of the Meeting:** To provide a forum for HPN member leaders to discuss COVID-19 impacts on your organization's operations, the challenges being faced, possible solutions for addressing those challenges and next steps for this community of practice.
- **Housekeeping and Logistics:** Omayra Colon
- **Brief Overview of Types Topics for Discussion:**
 - Human Behavior in the WFH Environment
 - Returning to the office and/or "New Normal":
 - Adaptations:
 - o Things we're keeping from this experiment
 - PPP Uses/Concerns:
 - Property Ops in time of coronavirus:
 - o Pay for front-line
 - o Benefits changes
 - o Delinquencies

Facilitated Discussion – Chuck Wehrwein

Looking Ahead – Topics and Areas of Focus

Next Steps