

## COVID-19 Crisis Response Resident Services Call Notes (3.26.20)

### Call Highlights:

- Organizations are using creative ways to engage with staff and residents:
  - Many are using tools such as Zoom, Slack, Microsoft Teams, Google G-suite, Skype to connect virtually
  - Several groups are doing virtual wellness checks with residents (especially seniors). At MidPen and EAH Housing residents have established phone trees and periodically check in on each other. LINC Housing has a Staying Connected program through which residents can sign up for wellness checks and property managers know to look out for anyone who seems like they may need assistance. Champlain Housing Trust staff are also doing constant resident outreach.
  - EAH Housing is using [Seesaw](#), an app that supports remote learning and youth education resources
  - Chicanos Por La Causa (CPLC) has adopted DocuSign and Yardi's Rent Café to facilitate electronic work orders and rent payment. CPLC's workforce solution team has converted a bilingual banker training to zoom and are facilitating support groups for topics such as HIV prevention on the Google Dup platform)
  - MidPen Housing is hosting virtual coffee hours for seniors (telephonically and piloting via. Zoom) and is considering a virtual book club
  - LINC Housing Resident Service Coordinators host reading time with students through Facebook and use zoom for tutoring. LINC is looking into hosting family cooking classes through a webinar
  - MidPen Housing has curated enrichment packages for seniors and other residents which include activities such as Sudoku and adult coloring sheets
- Staff are performing non-traditional duties:
  - EAH Housing has employees helping wherever needed: maintenance to assist with food distribution, resident services staff to cover office phones, and management to distribute resources
  - CPLC is having maintenance workers focus on exterior building work and is using property management to make check-in calls to senior residents
- Organizations are working hard to facilitate food distribution and remote learning:
  - CPLC has converted its pantry to contactless and is collaborating with local school districts to distribute food to students
  - Champlain Housing Trust residents can use EBT cards to order deliveries (food, beer, etc.)
  - AHC Baltimore is experiencing foodbanks in their community running out of resources and Eden Housing is facing issues with discontinued delivery of food bank resources and shortage of people able to assist with distribution. AZ faced these challenges prior to the National Guard being called in to handle food supply and distribution.
  - Eden Housing is lending out Chromebooks to families and their after school program staff create weekly packets with resources and activities for kids, which are left on doorsteps weekly.

- There is a pressing need to develop policies and strategies to address eviction moratoriums, rent forbearance and repayment:
  - Community HousingWorks has refocused their financial coaches and is having them work closely with asset and property management teams to determine how to deal with this challenge. They have opened a resident hotline and 80% of inquiries are about job loss and inability to pay rent
  - MidPen Housing - just finalized internal policy guidelines with regard to eviction and rent payment (see resources below). They are allowing partial rent payment, setting up flexible repayment plans, and working with local partners to connect residents with rent assistance.
- Other open questions (please let me know if you have information or guidance around any of these topic areas):
  - Guidance on how to handle unconfirmed/suspected COVID-19 cases (e.g. notifying the building, cleaning, assisting with medical care and supply delivery) and confidentiality (what questions you legally can/can't ask around someone's symptoms)
  - Relocating residents and coordinating between teams for properties going through rehab.