



COVID-19 Crisis Response: Resident Services
Monday, May 11th, 2020 - 1:00 – 2:30 EDT
AGENDA

Welcome/Overview – Samantha Brown

- **Objective of the Meeting:** To provide a forum for HPN member staff to discuss COVID-19 impacts on resident services delivery, challenges, and methods to address/overcome those challenges.
- **Housekeeping and Logistics:** Omayra Colon
- **Brief Overview of Types Topics for Discussion:** Assessing new resident needs, triaging residents based on level of need, and providing financial aid and in-kind donations. We will also touch on planned and modified programming for the summer.

Member Response/Approach to COVID-19 Impact

- Ashley Thomas, Capitol Hill Housing
- Deborah Gable, HDC MidAtlantic

Facilitated Discussion – Samantha Brown

Looking Ahead – Topics and Areas of Focus

- Hybrid virtual/in-person programming
- Evaluation metrics/methods for adapted program delivery
- Preparing for a potential second wave of COVID-19

Next Steps