



**COVID-19 Crisis Response: Resident Services**  
**Tuesday, April 14<sup>th</sup>, 2020 - 2:00 – 3:30 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:** Delivering services remotely, planning for uncertainty, addressing school closures and summer youth programming, using volunteers, assisting residents with benefits acquisition, managing health and safety concerns within a congregated living setting, dealing with residents who refuse to isolate.

**Member Response/Approach to COVID-19 Impact**

- Julianna Stuart, POAH Communities
- Melanie Ficke, AHC Inc.
- Laura Andes, Mercy Housing

**Facilitated Discussion** – Samantha Brown

**Looking Ahead – Topics and Areas of Focus**

**Next Steps**