

NAHRO MEMBER
INFORMATION SESSION

**COVID-19 &
PHA Operations**

March 18, 2020



1

1

TODAY'S MODERATOR

Georgi Banna, Esq.

NAHRO Director of Policy and Program Development

2

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3

3

TODAY'S PRESENTERS

Adrienne Todman

Chief Executive Officer
NAHRO

Barbara Kauss

Executive Director
Stanislaus Regional Housing Authority, CA

Stacy Spann

Executive Director
Housing Opportunities Commission
of Montgomery County, MD

Peter LiFari

Executive Director
Maiker Housing Partners, CO

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4

4

COVID-19 AND HOUSING AGENCY OPERATIONS



Adrienne Todman
Chief Executive Officer



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5

5

COVID-19 AND HOUSING AGENCY OPERATIONS



Barbara Kauss
Executive Director



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6

6

COVID-19 AND HOUSING AGENCY OPERATIONS



Stacy Spann
Executive Director



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7



COVID-19 RESPONSE

HOUSING OPPORTUNITIES COMMISSION OF MONTGOMERY COUNTY

Stacy L. Spann
Executive Director

March 18, 2020



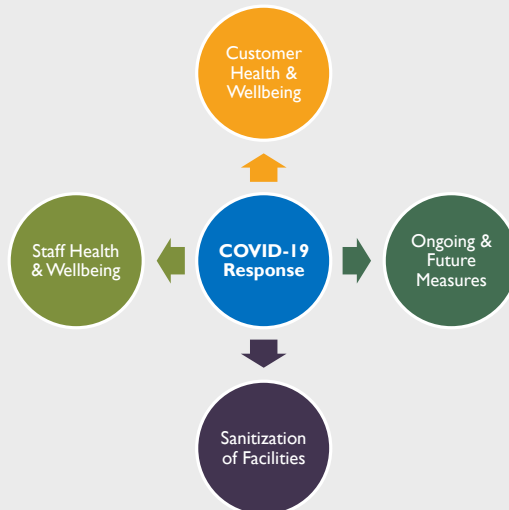
8

EXECUTIVE SUMMARY

- The rapid spread of the novel coronavirus, COVID-19, has forced agencies and organizations at all levels to adopt emergency measures focused on containing the spread of the virus
- HOC has taken action to ensure the safety and the wellbeing of its customers, staff, and the community in three focus areas:
 - Measures to ensure customer health, safety and wellbeing
 - Measures to ensure staff health, safety and wellbeing
 - Measures to ensure sanitization of facilities
- HOC and other agencies should ensure they continue to monitor the situation and take steps to understand and meet the ongoing service needs of customers



EXECUTIVE SUMMARY



MEASURES TAKEN IN HOC FACILITIES OFFICES AND CUSTOMER SERVICE CENTERS

- HOC performed a deep-cleaning and sanitizing of all office buildings and customer service centers
- Frequent cleaning and sanitization – every 30-45 minutes
 - All high-touch surfaces such as door handles, railings, bathroom fixtures, and elevator buttons are sanitized several times daily
 - Regularly used common spaces such as kitchens, bathrooms, meeting/conference rooms
- Signs are posted in the common areas with contact information for individual staff responsible only for cleaning and sanitization efforts
- Signage with information from the CDC encouraging proper handwashing, best practices to prevent the spread of germs, and how to recognize early symptoms of COVID-19 posted throughout all HOC office locations and customer service centers



11

MEASURES TO ENSURE STAFF HEALTH, SAFETY AND WELLBEING

- Encouraging all staff who are ill, or have an ill family member, not to come to work until they have been symptom free for at least three days
- Reducing person-to-person contact by providing option for select staff to work remotely with proper approval
 - Social Distancing Program Agreement for employees - permitting temporary, remote work under identified emergency circumstances
 - Resources for staff to work remotely under the Social Distancing Protocol on internal webpage, including remote network and file-sharing software
- Postpone or cancel non-essential meetings and events
 - Continue necessary meetings, including Board and Committee meetings, with essential personnel only in larger common spaces or moving to digital platforms to hold telephonic or video conferences
- For personnel who must remain in offices or at property locations
 - Offering staggered start times and adaptive schedules to reduce employee numbers in central locations



12

MEASURES TO ENSURE CUSTOMER HEALTH, SAFETY AND WELLBEING

- Prohibiting walk-in meetings or paperwork drop-offs
- In-person meetings conducted by previous appointment only, and under limited circumstances such as voucher certifications
- Encourage customers to conduct business with HOC by phone or email
 - Staff up Call Center and provide central phone number and email for collecting and distributing all inquiries from a central location, tracking pressure points and identifying where additional resources or customer communications are needed
- Encourage customers to utilize online platforms to conduct business, including rent payments and wait list application updates
- Encourage customers to submit all essential paperwork, such as recertification packets, via US mail or a secure drop box outside of offices checked periodically
- Suspending all eviction actions until further notice (per Maryland state of emergency)



13

GETTING AHEAD OF THE CRISIS

- Provide rent relief to customers
 - HOC working to increase line of credit to sustain future operation needs and meet the needs of customers who may be unable to work and pay rent timely
- Suspend recertifications and HQS inspections until further notice to reduce the need for in-person contact
- Conduct customer surveys to determine emerging critical needs such as assistance with groceries, medication, educational resources or other essential needs to ensure customers can remain healthy and stably housed

THANK YOU



14

COVID-19 AND HOUSING AGENCY OPERATIONS



Peter LiFari
Executive Director



Maiker
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15

15

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16

16



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