

**March 20, 2020**

## **A Message from Executive Director**



The Housing Authority of the County of DeKalb (PHA) is working hard caring about people and places in this time of a national health crisis. The PHA is still open for business. We are housing people in need. The PHA is closely monitoring the rapidly changing situation regarding spread of the COVID-19 virus. In recent days, the World Health Organization designated COVID-19 as a pandemic, a national emergency has been declared, the Governor declared a state of emergency, and therefore we must prepare.

The health and safety of the approximately 1,200 individuals that the PHA houses and serves daily, as well as our 25 employees, is our highest priority. The PHA is actively engaged with our local agencies as well as following guidance from the Department of Housing and Urban Development (HUD) and the Centers for Disease Control and Prevention (CDC). Below we have crafted our action plan which we will implement effective immediately until further notice from the Executive Director.

*Our intention with this plan is to function to the best of our ability. This includes, being flexible and adapting when needed.*

## **HACD COVID-19 Action Plan**

### **PHA Clients**

#### **Applicant Interviews:**

- All in-person intake appointments are cancelled and all applicants with interviews already scheduled will be mailed an intake packet and be given a phone interview.

#### **Approving/Denying Files**

- Applications recommended for approval or denial will be submitted electronically to the appropriate supervisor for review.

#### **Resident Hearings:**

- All in-person denial hearings are cancelled.
- Applicants may appeal their denial by submitting via fax, email or US mail, a written explanation of why their denial should be overturned, along with supporting documentation, and two community references.

#### **Lease Signings for New Tenants:**

- Lease signings and initial unit assignments will continue as usual.

#### **Inspections and Accessing of Units:**

- All routine annual inspections will be postponed until further notice.
- Life and Safety inspections will be conducted by staff as needed.
- Property Managers (PM's) will have gloves, protective eye wear, masks and shoe covers available and if necessary protective clothing.

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**Transfers:**

- Reasonable Accommodations/Emergency Transfers will continue as necessary.

**Rent Calculations/Certifications:**

- Re-Exam staff will continue work on completing income changes. Income changes reported by the resident will now be done by US Postal Service, email, fax or phone.
- With supporting documentation, a resident may request a financial hardship exemption (Minimum Rent Emergency Waivers).

**Resident Work Orders:**

- Administrative Support will continue to accept maintenance requests, however only emergency work orders will be completed.

**PHA Maintenance staff**

- Staff will continue operations however implementing a series of enhanced cleaning and sanitization operations. Staff will disinfect shared surfaces in hi-rises and the Central Administrative Office multiple times daily.
- Office staff will contribute to the effort by monitoring their own office environments.
- All Preventative Maintenance inspections will until be postponed until further notice.

**Cleaning and Sanitation supplies**

- Waterless anti-bacterial hand soap is out of stock. Tenants and employees are directed to wash hands repeatedly throughout the day as directed by the CDC.
- As supplies become more difficult to obtain, emergency purchasing procedures will be utilized to obtain cleaning supplies and personal protection equipment.

**Construction:**

- Construction work will continue based upon the scope of the work.

**Actions affecting people new to PHA program and/or Housing Choice Voucher program:**

- Intake appointments will now be conducted via US mail.
- Briefings will now be held via electronic means.

**Actions affecting on going case management of current participants:**

- All in-person appointments are suspended until further notice.
- Mailings will include a return checklist as a reminder of all the documents needed and will also encourage participants to return via email, mail, or fax to limit contact.
- Staff will contact existing appointments to cancel in-person appointment and to request return of documents by mail, fax, or email.

**Inspections of assisted units**

- Inspections for participants moving to a new unit and/or entering our program for the first time will continue. These are needed in order to begin housing assistance.
- Inspectors will have gloves; shoe covers and masks available for each inspection.
- Annual inspections already scheduled (March through May), which cannot be delayed, will only receive initial inspection and landlords can self-certify repairs completed on any nonlife-threatening deficiencies items.
- All re-inspections will be completed via self-certifications.

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## **PHA Employees:**

### **If you need to stay home to care for young children due to daycare and school closures:**

- Inform your supervisor by phone or email.
- Work remotely, if approved to do so.
- If not approved to work remotely, you may use your accrued leave time (any leave).

### **If you have been advised to quarantine due to potential exposure to COVID-19:**

- Inform your supervisor by phone or email and stay at home for at least 14 days.
- Work remotely, if approved to do so.
- If not approved to work remotely, you may use your accrued leave time (any leave).

### **If you have COVID-19 and need to isolate:**

- Inform your supervisor and HR by phone or email and stay at home until symptoms have cleared.
- Work remotely, if approved to do so.
- If not approved to work remotely, you may use your accrued leave time (any leave).

### **If you need to stay at home to care for a dependent or a family member who is sick with COVID-19:**

- Inform your supervisor and HR by phone or email and stay home.
- Work remotely, if approved to do so.
- If not approved to work remotely, you may use your accrued leave time (any leave).

### **If you have a medical condition and your treating physician is recommending that you maintain social distancing:**

- Inform your supervisor by phone or email and email your doctor's note if possible.
- Work remotely, if approved to do so.
- If not approved to work remotely, you may use your accrued leave time (any leave).

### **If you do not want to come to work because you are afraid that you may come in contact with COVID-19 through the workplace:**

- Inform your supervisor by phone or email and request leave.
- You may use your accrued leave time (any leave).

## **Resident Informational Links and Community Resources**

Illinois Governor's Office: [Coronavirus.illinois.gov](https://coronavirus.illinois.gov)

DeKalb County: <https://dekalbcounty.org/about/news/county-news-regarding-covid-19-coronavirus/>

HUD Page on COVID-19: <https://www.hud.gov/coronavirus>

Center for Disease Control: <https://www.cdc.gov/>