



# Session Starting Shortly!

🔊 Everyone is **muted** to reduce background noise.

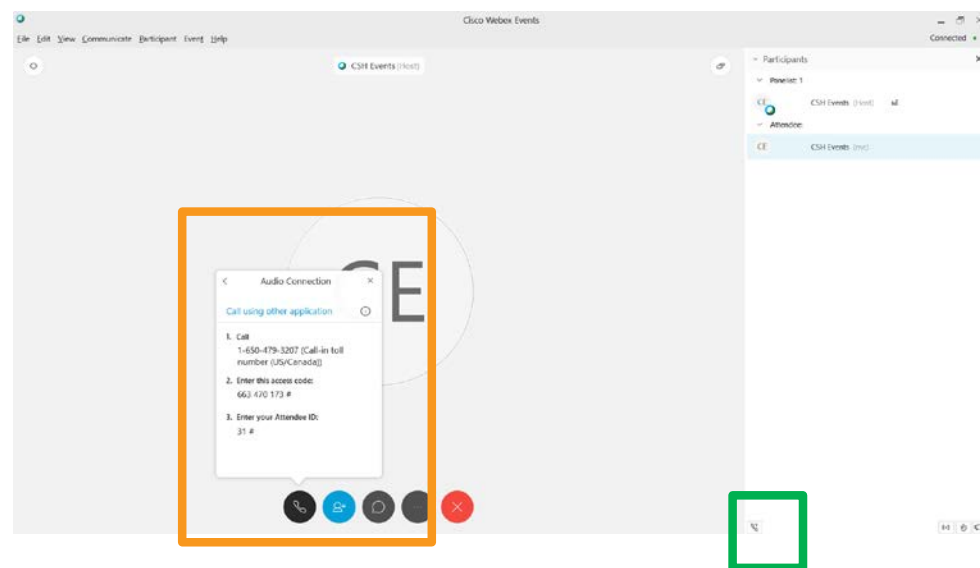
## Event Center Audio Options:



1. Audio may default to your computer speakers.



2. You can also call in via phone:  
 Dial: 1-415-655-0002 Meeting # 471 725 848 + enter participant ID



## Troubleshooting Tips

- ✓ **Close the Webex window and re-launch the webinar** from your transcript in the Online Training Center.
- ✓ Or send a **chat** to **Simonne Ruff** or **email** [Simonne.ruff@csh.org](mailto:Simonne.ruff@csh.org) for assistance.



# COVID-19 Affordable & Supportive Housing Sharing and Information Webinar Session #2

# Agenda

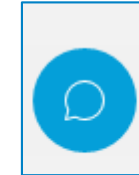
- Welcome
- How to use WebEx – polls; chat
- Resources: [SDHF Website – COVID-19 Page](#)
- COVID-19 Property Management Processes
- Benefits Resources in San Diego and California During COVID-19
- San Diego Food Resources and Strategies: Updates
- Discussion: Greatest Needs; Resources; Creative Solutions; Next Steps
  - Opportunity to chat/unmute
- Next Webinar Dates:
  - April 28th from 3 pm to 4:30 pm – Eviction Moratorium & Rents
  - May 13th from 11 am to 12:30 pm
  - May 26th from 3 pm to 4:30 pm

# Welcome!

🔊× Everyone is **muted** to reduce background noise.

## Activate Chat

1. Make sure chat bubble on bottom is blue (active).



2. Make sure your chat box is expanded so you can see chats – click the blue greater than symbol.

> Chat

3. Make sure your chat “To” is set to “Everyone.”

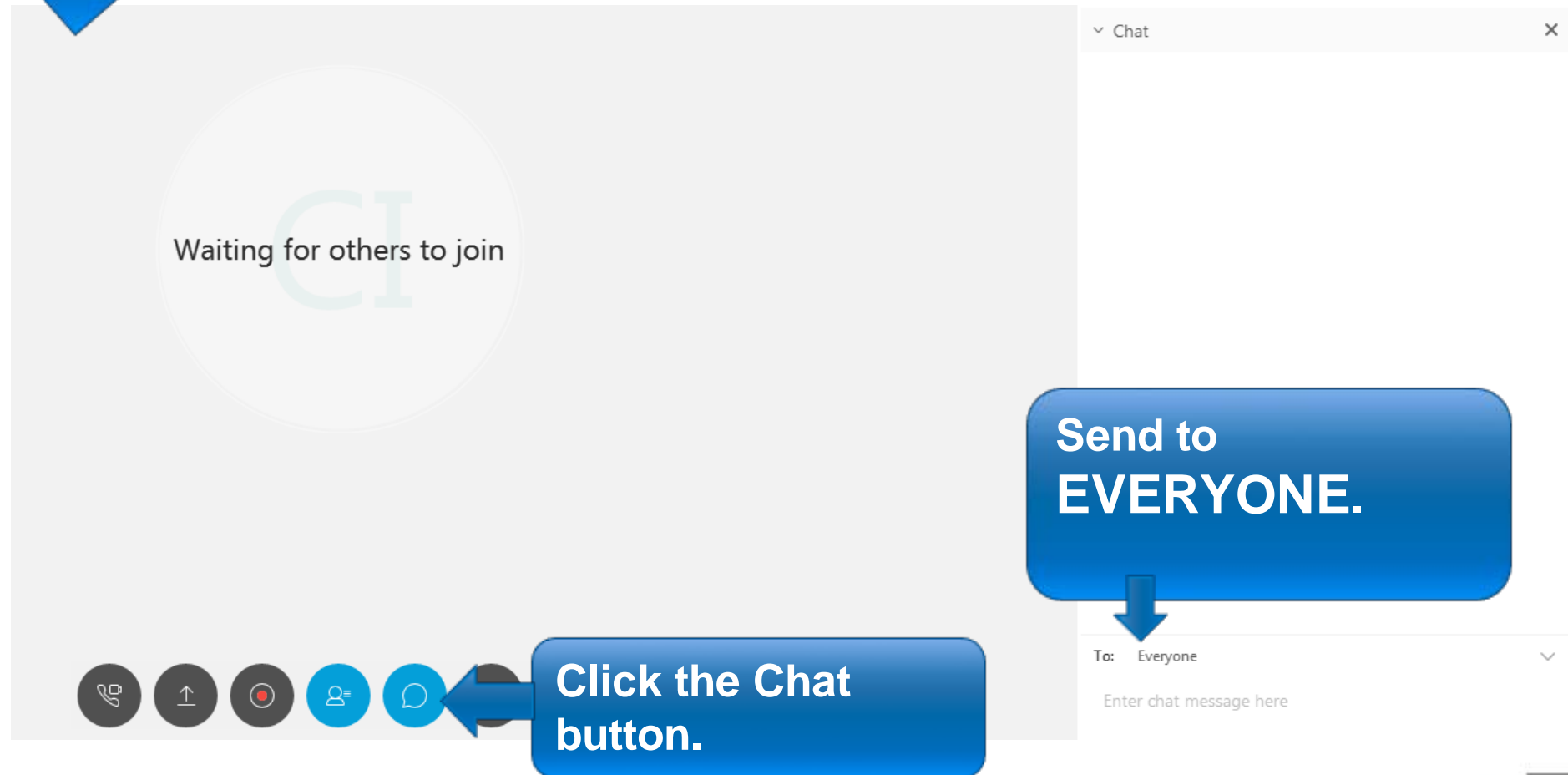
▼ Chat

To: Everyone

Enter chat message here

Chat!

Enter chat question here.



The image shows a Zoom chat interface. On the left, a large gray rectangle represents the chat area, containing a large, faint 'CI' watermark and the text 'Waiting for others to join'. Below this rectangle is a toolbar with five icons: a microphone, an upload arrow, a video camera, a group of people, and a speech bubble. A blue callout bubble with a white arrow points to the speech bubble icon, containing the text 'Click the Chat button.' To the right of the chat area is a chat window titled 'Chat' with a close button (X). The chat window is currently empty. A blue callout bubble with a white arrow points to the 'To: Everyone' dropdown menu in the chat window, containing the text 'Send to EVERYONE.' Below the dropdown is a text input field with the placeholder 'Enter chat message here'.

Waiting for others to join

Click the Chat button.

Send to EVERYONE.

To: Everyone

Enter chat message here

Q&A

Submit your questions!

The image shows a Zoom chat window. The main area is grey with a large white circle containing the text "Waiting for others to join" and a faint "CI" watermark. At the bottom of the chat window is a toolbar with several icons: a microphone, a camera, a screen share icon, a user list icon, a chat icon, and a red mute button. An orange callout box with the text "Click the Chat button." has an arrow pointing to the chat icon in the toolbar. To the right of the chat window is a chat sidebar. At the top of the sidebar is a header "Chat" with a close button. Below the header is a large white area for messages. An orange callout box with the text "Send to EVERYONE." has an arrow pointing down to the "To: Everyone" dropdown menu in the chat input area. Below the dropdown is a text input field with the placeholder "Enter chat message here".

Waiting for others to join

Chat

Send to EVERYONE.

Click the Chat button.

To: Everyone

Enter chat message here

**Poll!**

# Participate! Enter your answer to the poll question

Waiting for others to join

**2. Click the Polling Icon**

**3. You will see the poll appear**

**4. Select your answer and click Submit**

**1. Click the Grey Circle with three dots ...**

# Maximizing Webex

- Find a quiet space to participate
- Turn on your video whenever possible and be camera ready
- Do not multi-task (do other work) during the meeting
- Organized line up:
  - Speakers
  - Please participate in polls
  - Time for discussion after each section
  - Discussion at the end
  - Please share resources and creative solutions!

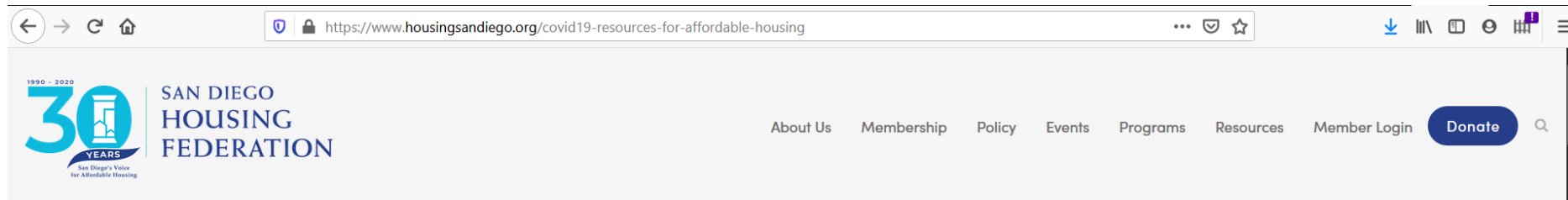




# Webinar Resources

- Webinar Materials were emailed to all registered participants
- Resources can be found on the San Diego Housing Federation COVID 19 Webpage

[www.housingsandiego.org](http://www.housingsandiego.org)

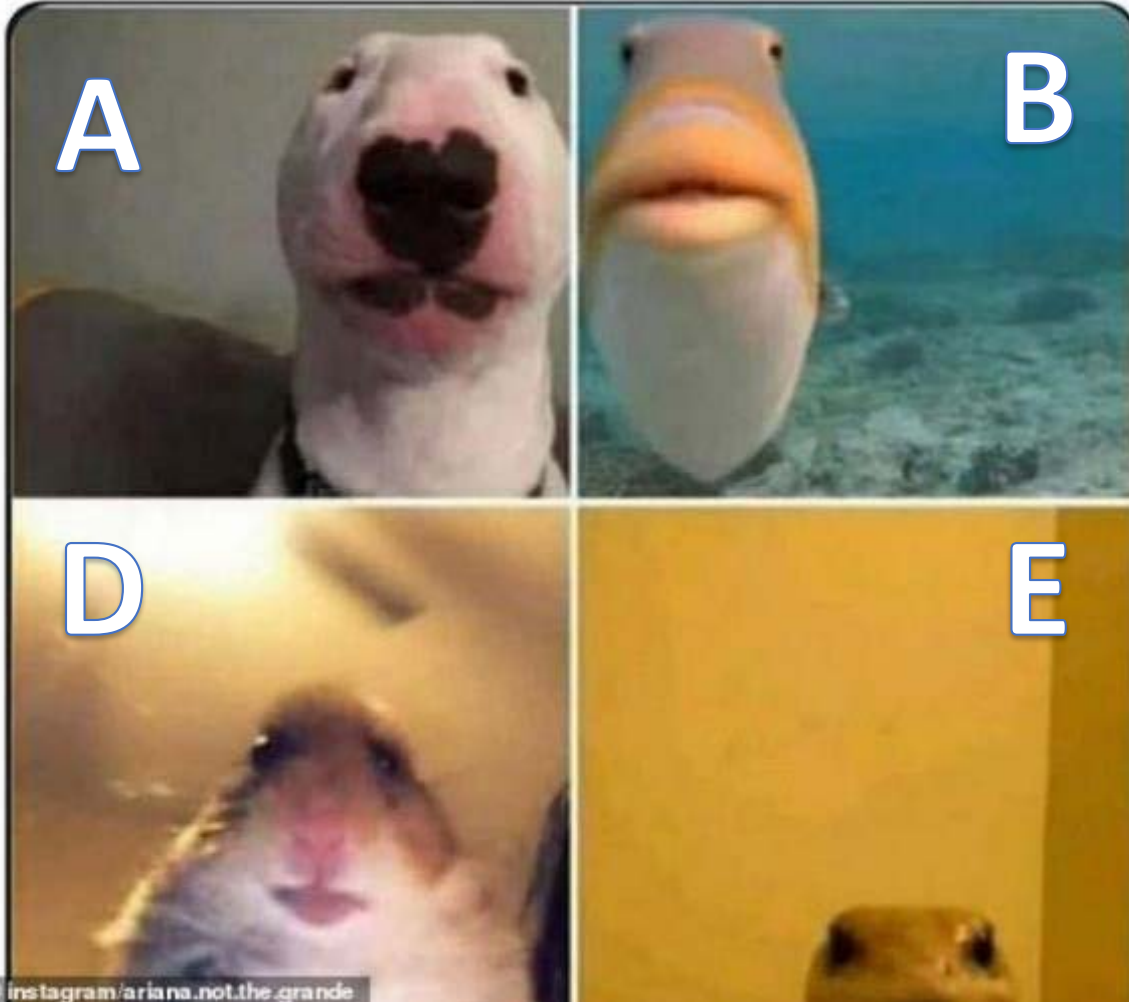


## Coronavirus (COVID-19) Resources for Affordable Housing

### CALIFORNIA STATE RESOURCES

- Stay updated with [Governor Newsom's](#) Press Releases, Executive Orders, Media Advisories
  - Stay home except for essential needs Executive Order.

# Which Animal is most like you Working from Home?





**Michelle Sites**  
Vice President  
ConAm Mgmt Corp

# INTRODUCTION

COVID-19 PROPERTY MANAGEMENT PROCESSES

# WHAT HAS CONAM DONE UP TO THIS POINT TO RESPOND TO COVID-19?

Covid-19 Task Force

PPE Audit

Closed Offices & Common Areas

Daily Calls/Staff Communication

Resident Communication

Owner Communication

Industry Communication

Senior Properties/Supportive Housing Communities

Reducing Expenses

Rent Deferral Program



# Rent Deferment Program

## Key Areas To Note:

- We did not announce program to residents
- No late fees being charged
- Residents must notify their landlord in writing of a hardship related to COVID-19
- Gathering Resident Back-Up
- Tracking Rent Extensions & Deferment Payment Plans
- No rent demand notices or legal action
- Rent Deferment Payment Plans
- Residents are still responsible for paying rent
- CARES Act Regulation on most affordable properties

# **What happens when a resident or on-site associate tests positive for COVID-19?**

If we are made aware of an active COVID-19 case on a property, right now this is the procedure we will follow:

- **Call the local health department to verify that there is an active case associated with the property address**
- **Submit an Incident Report**
- **Phone Call from Regional Manager to Asset Manager**
- **Phone Call from VP to Owner Contact**
- **Community Manager to communicate plan with service provider and/or resident services (if applicable)**
- **Temporary Closure of the Laundry Room (in most cases this is the only common area currently open)**

## **What happens when a resident or on-site associate tests positive for COVID-19?**

If we are made aware of an active COVID-19 case on a property, right now this is the procedure we will follow (cont'd):

- **Outside Vendor Called in to sanitize laundry room and all other areas (i.e. elevator, common handrails, etc.)**
- **A resident letter should be delivered once approved and distributed property-wide**
- **Re-open laundry room after the room has been sanitized**
- **If our staff is potentially exposed, they will be required to self-quarantine by the Health Department (notify HR and work on plan of action)**
- **If our staff is exposed we will need to figure out a game plan for running the office and addressing emergency work orders, this will be on a case-by-case basis**
- **If there is no known exposure, it is business as usual and continue to operate as we are now**



Chat!

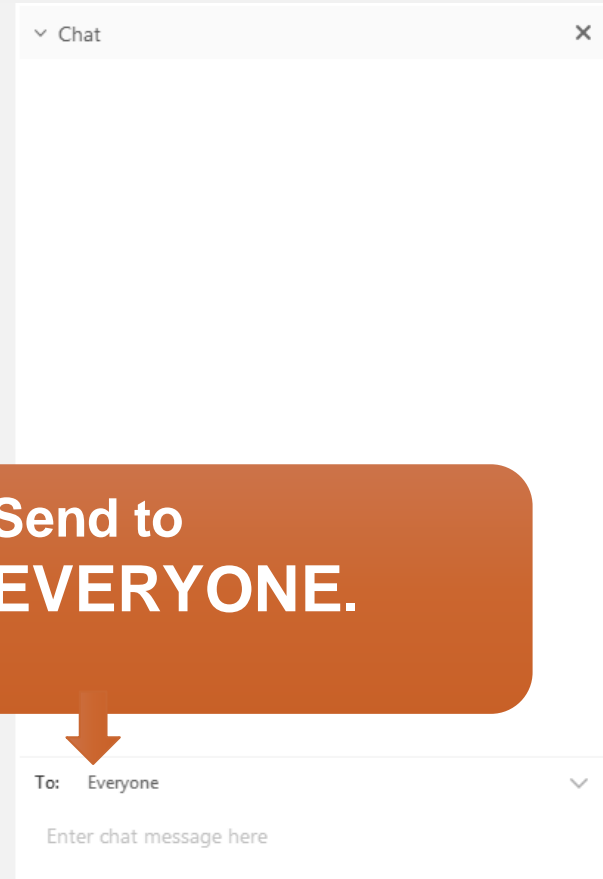
Please use the Chat box for discussion, ideas, questions

Waiting for others to join



Click the Chat button.

Send to  
**EVERYONE.**





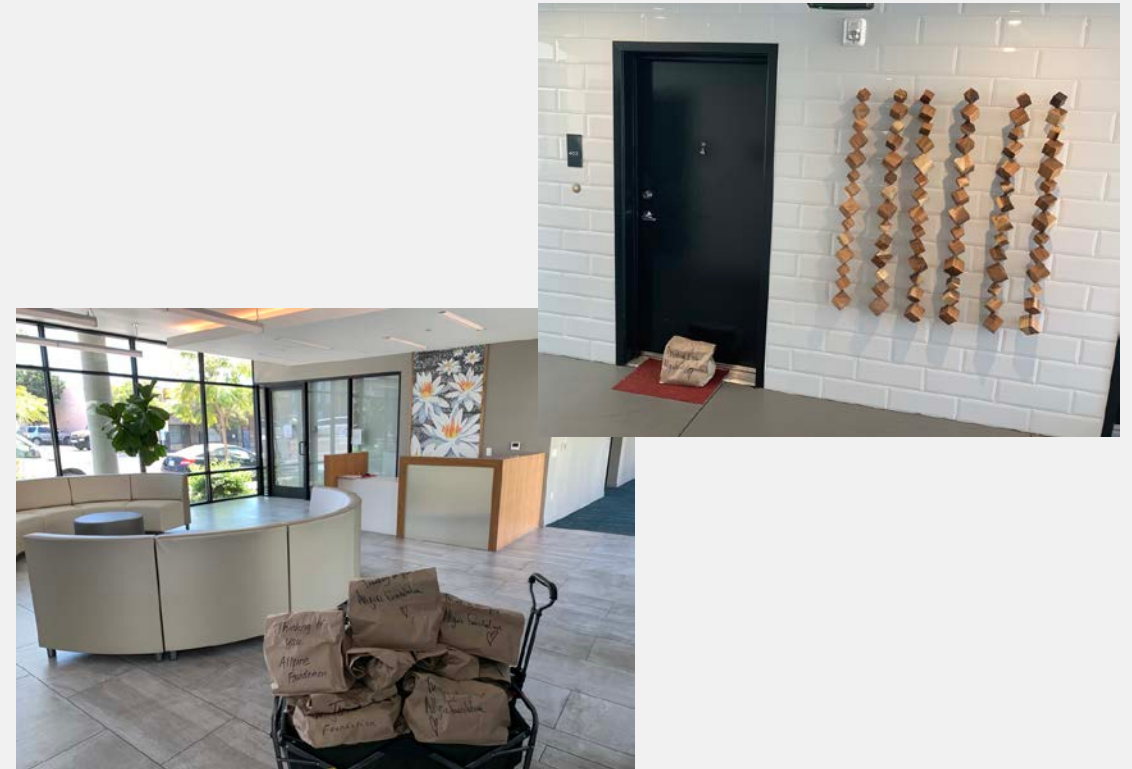
**Tricia Tasto Levien**

Supportive Housing Director

Wakeland Housing and Development Corporation

“LOOK FOR THE HELPERS”

MR. ROGERS



## REMOTE SERVICES ARE POSSIBLE

- Phone, Text
- Email
- Facetime
- Zoom
- Microsoft Teams
- Skype



Chat!

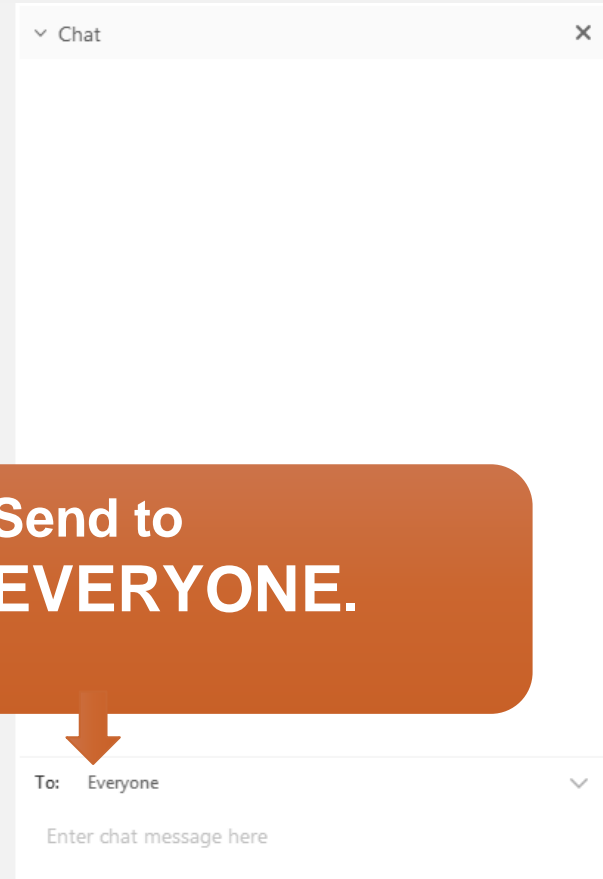
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**EVERYONE.**



# Benefits Resources in San Diego and California During COVID-19

Nui Bezaire, LeSar Development Consultants



SAN DIEGO  
HOUSING  
COMMISSION



# What We Will Cover

Benefits for Workers

Medi-Cal

CalWORKS and CalFresh

Access to Technology

Serving Clients with Limited Access to Technology

CARES Act: Worker Benefits and Stimulus Checks

# Benefits for Workers

## Benefits for Workers Impacted by COVID-19

What employees are entitled to may be confusing. The purpose of this information is to make it easier to understand what resources may be available.

Source: [California Labor and Workforce Development Agency](#) as of March 19, 2020 | More information at [www.workforce.org/COVID-19](http://www.workforce.org/COVID-19)



Program	Why	What	Benefits	More Information	How to File
Disability Insurance	If you're unable to work due to medical quarantine or illness related to COVID-19 (certified by a medical professional)	Short-term benefit payments to eligible workers who have a full or partial loss of wages due to a non-work-related illness, injury, or pregnancy.	Approximately 60-70 percent of wages (depending on income); ranges from \$50-\$1,300 a week for up to 52 weeks.	<a href="#">Learn more about your eligibility for Disability Insurance</a>	<a href="#">File a Disability Insurance claim</a>
Paid Family Leave	If you're unable to work because you are <b>caring</b> for an ill or quarantined family member with COVID-19 (certified by a medical professional)	Up to six weeks of benefit payments to eligible workers who have a full or partial loss of wages because they need time off work to care for a seriously ill family member.	Approximately 60-70 percent of wages (depending on income); ranges from \$50-\$1,300 a week for up to 6 weeks.	<a href="#">Learn more about your eligibility for Paid Family Leave</a>	<a href="#">File a Paid Family Leave claim</a>
Unemployment Insurance	If you have lost your job or have had your hours reduced for reasons related to COVID-19	Partial wage replacement benefit payments to workers who lose their job or have their hours reduced, through no fault of their own.	Range from \$40-\$450 per week for up to 26 weeks.	<a href="#">Learn more about your eligibility for Unemployment Insurance</a>	<a href="#">File an Unemployment Insurance claim</a>
Paid Sick Leave	If you or a family member are sick or for preventative care when civil authorities recommend quarantine	The leave you have accumulated or your employer has provided to you under the Paid Sick Leave law.	Paid to you at your regular rate of pay or an average based on the past 90 days.	<a href="#">Learn more about your eligibility for Paid Sick Leave</a>	<a href="#">If accrued sick leave is denied, file a Wage claim</a>
Workers' Compensation	If you are unable to do your usual job because you were exposed to and contracted COVID-19 during the regular course of your work, you may be eligible for workers' compensation benefits.	Benefits include temporary disability (TD) payments, which begin when your doctor says you can't do your usual work for more than three days or you are hospitalized overnight. You may be entitled to TD for up to 104 weeks. TD stops when either you return to work, your doctor releases you for work, or your doctor says your illness has improved as much as it's going to.	TD generally pays two-thirds of the gross wages you lose while you are recovering from a work-related illness or injury, up to maximum weekly amount set by law. In addition, eligible employees are entitled to medical treatment and additional payments if a doctor determines you suffered a permanent disability because of the illness.	<a href="#">Learn more about your eligibility for Workers' Compensation benefits</a>	<a href="#">File a Workers' Compensation claim</a>

EDD Updates:  
[https://www.edd.ca.gov/about\\_edd/coronavirus-2019.htm](https://www.edd.ca.gov/about_edd/coronavirus-2019.htm)



# Medi-Cal



<https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%91Response.aspx>

- New applications for Medi-Cal will be accepted **without proper documentation** during the pandemic.
  - Signed statements are acceptable (except for citizenship status)
  - Expedited Medi-Cal using Hospital Presumptive Eligibility for this with an immediate medical need
- Current recipients will continue to receive benefits, **uninterrupted**
  - Clients do not need to recertify at this time
  - Redeterminations, discontinuances and renewals are on hold until June 15, 2020



# CalWORKS & CalFresh

## CalWORKS

- Per new guidance from CDSS :
- Grant income continues even if welfare-to-work requirements are not satisfied
- Wage subsidies continue, even if families are sheltering in place
- Allows for “curing” of sanctioned recipients

## CalFresh

- Per new guidance:
- Easier applications
  - No income documentation
  - Interviews waived
- Families not receiving the maximum amount will receive emergency allotments to bring them to that amount.



# Access: Technology

- **Computers**

- San Diego Unified distributing Chromebooks next 3 weeks using a [distribution schedule](#)
- [Computers 2 Kids](#) provides laptops to families, but has a waiting list right now
- Connect with local homeless/housing providers

- **Internet & Phone Plan Access**

- Cox: Two months free service plus discounted equipment for low-income households: [Application](#)
- Spectrum: Free internet for two months for households with children and \$5 per month for others: [Application](#)

**Coordinate with healthcare workers (telehealth, etc)**

# Working Creatively With Your Clients

- **When clients have technology**
  - Use “share screen” to view things together
  - Use phone applications when possible
- **When clients do not have technology**
  - Drop off paper applications at their home
  - Apply for clients on their behalf when possible
    - [DHCS Authorized Representative Form](#)
  - Leverage on-site offices, work with property management
  - Is there a safe way to share an iPad, laptop or phone?
- **Adhere to social distancing guidelines**



# Upcoming Benefits: CARES Act

Note: Many of the CARES Act benefits have not yet been implemented, as departments await further guidance.

- **Benefits for Workers**

- Additional weekly amounts for unemployment insurance
- 13-week extension on collecting benefits
- Benefits for the self-employed

- **Stimulus Payments:** <https://www.irs.gov/coronavirus>

- Yes, clients can get the payment if you don't normally file taxes
- Yes, clients can get the payment if you receive SSI/SSDI and other benefits
- Some clients will likely need to complete a Simple Tax Return
- This check will NOT impact your client's benefits

Chat!

Please use the Chat box for discussion, ideas, questions

The image shows a screenshot of a web application interface. On the left, a large light gray rectangle represents the main content area. Inside it, a large light blue circle contains the text "Waiting for others to join" and a faint "CI" logo. At the bottom of this rectangle is a horizontal toolbar with six circular icons: a microphone, an upload arrow, a red recording dot, a group of people, a speech bubble, and a video camera. A gray callout box with the text "Click the Chat button." has an arrow pointing to the speech bubble icon. To the right of the main content area is a chat sidebar. At the top of the sidebar is a header "Chat" with a close button. Below the header is a large text input area. A gray callout box with the text "Send to EVERYONE." has an arrow pointing to the "To: Everyone" dropdown menu in the chat input area. Below the dropdown is a text input field with the placeholder "Enter chat message here".

Waiting for others to join

Click the Chat button.

Send to EVERYONE.

Chat

To: Everyone

Enter chat message here

# San Diego Food Resources and Strategies: Updates



Dexter Egleston  
Senior Program Manager, CSH

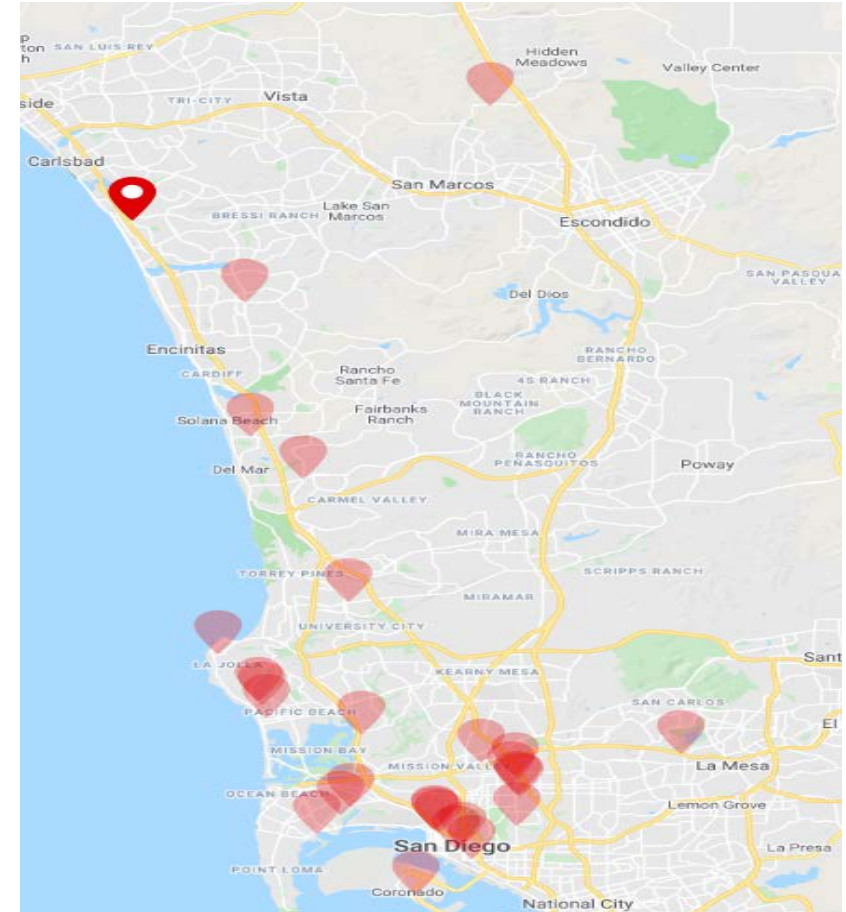
Diana Bustos  
Pacific Southwest Community Development Corporation  
SDHF Resident Support Services Network Chair



# 28 San Diego Restaurants Offering Grocery and Pantry Staples

<https://sandiego.eater.com/maps/san-diego-restaurants-market-grocery-pantry-staples>

- The above link is a frequently-updated guide to restaurants in San Diego County selling flour, produce and more.
- Contact the restaurant to inquire about stock and price.





# CalFresh (SNAP)

<https://www.sandiegohungercoalition.org/covid-calfresh>

- Benefit amounts have been temporarily increased in California to the maximum
  - March emergency benefits will be available for use on April 12, 2020.
  - April emergency benefits will be available for use on May 10, 2020.
- Initial CalFresh application interviews waived
- All CalFresh reporting has been waived **except for changes in income.**
- Application assistors can take applications over the phone.
- Eligibility redetermination has been waived

# Seniors Grocery Home Delivery

[askumbrella.com](https://askumbrella.com)



- [Umbrella](#) - An online platform for individuals ages 60+., Where you place a request for grocery delivery through their website or mobile app and a volunteer will provide contactless delivery of your order.



# Food Distributions

<https://www.sandiegohungercoalition.org/food-distributions>



The San Diego Hunger Coalition leads coordinated action to:

1. Build a more effective and interconnected system of food assistance resources.
1. Enable low-income individuals and families to purchase more healthy food by increasing participation in CalFresh, a monthly supplement to a household's food budget.
2. Ensure all children have year-round access to healthy food by expanding school meals and other federal child nutrition programs.
3. Advocate for legislative and administrative policies that reduce hunger and increase access to healthy food

Chat!

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The image shows a video conference interface. On the left, a large grey rectangle represents the video feed area, which currently displays a large, faint 'CI' logo and the text 'Waiting for others to join'. Below this rectangle is a horizontal toolbar containing several circular icons: a microphone, an upload arrow, a red recording dot, a list of people, and a blue chat bubble icon. A grey callout box with the text 'Click the Chat button.' has an arrow pointing to the chat bubble icon. To the right of the video area is a chat window. The chat window has a title bar that says 'Chat' with a close button (X). The main area of the chat window is empty. At the bottom of the chat window, there is a dropdown menu set to 'To: Everyone' and a text input field with the placeholder 'Enter chat message here'. A grey callout box with the text 'Send to EVERYONE.' has an arrow pointing to the 'To: Everyone' dropdown menu.



Contact Us

English

[Supportive Housing 101](#)

[Solutions](#)

[Resources](#)

[Summit 2020](#)

[About Us](#)



# CORONAVIRUS 2019 [COVID-19]

COVID-19 Guidance & Resources for Supportive Housing Providers

## Our Resources

CSH and supportive housing research, programs, papers, data, profiles, cases and evaluations are available to you here.





<https://www.csh.org/2020/03/centering-equity-in-times-of-crisis-uncertainty/>

03/25/2020

## Centering Equity in Times of Crisis & Uncertainty

**Pascale Leone**

**Director of Diversity, Equity & Inclusion**

Hurricane Katrina, Superstorm Sandy, SARS coronavirus (SARS-CoV), Zika virus and the Middle East Respiratory Syndrome (MERS) taught us that we are all part of the same social fabric. No matter the continent, we all belong to each other and this earth. We are all connected; however, our inability to see our interconnectedness can lead to our collective downfall. While natural disasters and disease do not discriminate, we know that people can and do. These 'equal opportunity' calamities have a way of exposing our nation's greatest weaknesses bare to the world: pervasive and dangerous inequities across race, class, gender identity and sexual orientation.

While our inboxes of late have been flooded with rapid response efforts to the novel coronavirus (COVID-19), what has been absent from dominant messages surrounding COVID-19 are the intersections of vulnerability and marginalization and how they can be exacerbated if insufficiently addressed. Equity must take center-stage in all efforts to prevent the virus' spread and effectively treat those who are ill.

Vulnerable people are at great risk of not only acquiring and spreading the virus, but falling victim to discriminatory practices or being largely ignored. This includes people experiencing homelessness, older adults, individuals with compromised immune systems and/or behavioral health challenges, as well as historically marginalized groups including people of color, low-wage and hourly workers and their families, those who are detained or incarcerated and individuals with disabilities. For those who wear more than one of those identities, the effects are compounding.

Racism and xenophobic hysteria showed up early in the pandemic crisis in the treatment of people of Chinese heritage. Class oppression soon followed during the coronavirus prevention and detection efforts through the unequal access to testing, illogical hoarding of goods and resources by those with means, and insensitive assumptions around having the ability to self-



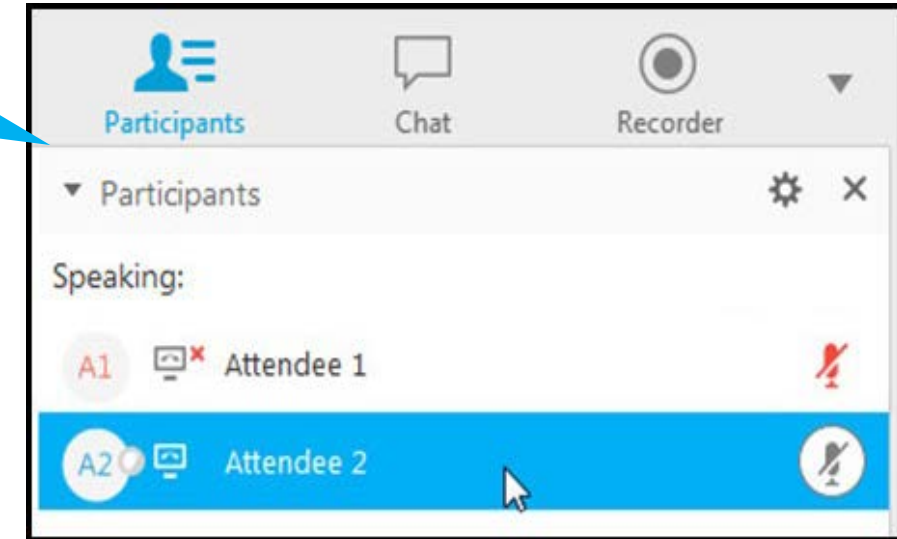
# DISCUSSION

Laura Nunn,

Director of Policy and Programs, San Diego Housing Federation

# DISCUSSION

Unmute  
& Mute



- What are your greatest needs?
- What creative solutions would you like to share?
- What resources are you finding helpful for yourself and your staff?
- What resources are you finding for your tenants/clients?
- Next steps would you like to see?

*NOTE: The chat will be circulated after the webinar.*





SAN DIEGO  
HOUSING  
FEDERATION



SAN DIEGO  
HOUSING  
COMMISSION



“ Whenever there  
is a human being,  
there is an  
opportunity for a  
kindness. ”

- Lucius Annaeus Seneca



# EVALUATION



Please be sure to email ***helpful resources and links***  
along with ***any follow up questions*** to  
[raquel@housingsandiego.org](mailto:raquel@housingsandiego.org)