



CHICAGO HOUSING
AUTHORITY

Conducting Business with CHA during COVID-19

Frequently Asked Questions | Revised October 2021

City of Chicago Reopening

If Chicago is in phase five, why do we continue to wear masks and close community rooms?

CHA continues to exercise caution in its buildings and the senior ordinance remains in effect. To protect our residents:

- Residents and visitors must wear face masks in indoor common areas. This will be enforced by Property Management, Front Desk Monitors and Security personnel
- Continue to practice social distancing in common areas such as hallways, lobbies, laundry rooms, etc. (Keep 6 feet apart!)
- Indoor community rooms remain closed until there is no longer an emergency order in place (as required by City Ordinance).
- Continue to clean common areas three times daily
- Continue to promote respiratory and hand hygiene
- Continue to promote vaccines for all eligible

Reminder: All outdoor spaces are open with no limitation on gathering size. However, we do encourage social distancing and mask wearing.

Vaccinations

All Chicagoans who want the vaccine can get it at **no cost**. If you still need a vaccine:

- Contact zocdoc.com
- People 65+ or 12+ living with a disability can request an in-home vaccination! Call 312.746.4835

Once I get vaccinated can I stop wearing a mask?

Chicago and the State continue to require wearing of masks in public spaces, regardless of vaccination status. Please remember that masks are still required in indoor common areas and CHA offices.

To learn more visit the Chicago's Vaccine [page](#)

Is CHA requiring vaccinations?

CHA is requiring all staff and contractors who work with residents to be fully vaccinated as of October 15, 2021 unless they have a medical or religious exemption.

This includes resident who serve as community ambassadors.

Is CHA requiring all residents to be vaccinated?

No. Only residents who are either community ambassadors or are employed by CHA or one of its contracted agencies are required to be vaccinated.

IS COVID-19 GONE?

The number of positive cases has significantly decreased; however, it is still possible to get the virus. It is up to all of us to do our part to continue to stay safe.

CHA Housing and Services

Throughout the pandemic, CHA remained open. We will continue to provide virtual services for most of your housing needs. However, in-person meetings are available, by appointment only. Appointments can be made by calling 312.935.2600 for HCV and 312.913.7400 for PH Occupancy.

Wellbeing Check-ins (Senior Buildings Only)

Reminder: Under the City's new Ordinance, CHA is required to check on you twice each week. Someone will be calling you or knocking on your door to say hello. If you wish to not receive a wellbeing check, please opt out by telling your Resident Services Coordinator and completing an OPT OUT form. Once the declaration of the pandemic is lifted, the COVID-19 wellbeing checks will stop.

Will the Golden Diners program continue? (select senior buildings only)

The Golden Diners program is serving lunch through a grab and go model. The City is planning to resume congregate meals soon at their regional centers, but CHA will need to wait until the senior safety ordinance is over.

Are there in person meetings?

One on one in person meetings should be scheduled with your RSC, FamilyWorks coach, or Property Manager. There will also be some virtual meetings scheduled as well for groups. Meetings at your Local Advisory Council are also by appointment only. Office hours are posted.

When will the Client Center re-open?

The client center located at 60 E Van Buren is open for appointments only. Appointments can be made by calling 312.935.2600 for HCV and 312.913.7400 for PH Occupancy.

All services to residents are in operation, with limited in-person meetings. Be sure to check the resident services website pages for opportunities for you and your family.

Reporting changes to income

I received a Child Tax Credit payment from the IRS. Do I need to report that money as income?

No, you do not need to report monthly Child Tax Credit payments from the IRS as income. Note: Eligible families without bank account information on file with the IRS will receive their tax credit payments via U.S. Mail (either by check or on a reloadable pre-paid debit card). For more information, visit www.childtaxcredit.gov.

I received a stimulus payment from the IRS. Do I need to report that money as income?

No, you do not need to report stimulus payments from the IRS as income. Note: Eligible families without bank account information on file with the IRS may receive their stimulus payment via U.S. Mail as a pre-paid VISA debit card, issued by MetaBank, instead of a check. For more information, visit www.eipcard.com.

I still have not completed an interim with my PM, do I still need to do that?

Yes! See your property manager right away if you have a change in income.

IMPORTANT REMINDER

Please be sure to update your contact information!