



# COVID-19 FAQ

## For Public Housing

### HOUSING

***I saw that CHA has postponed rent collection for Public Housing residents. Am I still responsible for my rent?***

Yes, residents will be responsible for April and any subsequent month's rent once we return to normal business operations.

However, you can continue to pay your rent as usual by sending it in via U.S. postal mail, electronic payment (if set up), or by dropping it off in your building's drop box.

If you cannot afford to pay your rent due to a decrease in income, you should report the income change to your property manager immediately. Please see the REPORTING & **REQUESTING CHANGES** section of this document for instructions on how to submit an Interim Re-Examination.

***I saw that the CARES Act established a 120-day moratorium on evictions, does this include public housing, RAD, and mixed income housing?***

Yes, Section 4024.b of the CARES Act states: "During the 120-day period beginning on the date of enactment of this Act, the lessor of a covered dwelling may not—

- (1) make, or cause to be made, any filing with the court of jurisdiction to initiate a legal action to recover possession of the covered dwelling from the tenant for nonpayment of rent or other fees or charges; or
- (2) charge fees, penalties, or other charges to the tenant related to such nonpayment of rent."

If you have questions about how this federal eviction moratorium impacts your specific circumstance, CHA recommends that you seek legal counsel.

***I need to report a change in my income. How can I do that?***

If your income has decreased, please contact your property manager immediately to report the change.

***I submitted a Work Order with my Property Manager, when will it be completed?***

CHA is focused on emergency work orders only. Once it is safe to resume normal operations, we will fulfill all existing work orders. If you have an emergency, please submit a work order.

***Is CHA still processing transfers?***

Currently, CHA is only completing emergency and mandatory administrative transfers which includes transfers for residents seeking protections under the Violence Against Women Act (both men and women are eligible for assistance under this Act).

## SERVICES

### ***I am in need of food for myself or my family. What should I do?***

If you need food, please contact your FamilyWorks provider or, if you are living in a senior designated building, contact your Resident Services Coordinator. You can also call CHA's Emergency Services at 312.542.8850 or click on the link to obtain additional resources.

**<https://www.chicago.gov/city/en/sites/covid-19/home/resources.html?#food-assistance>**

## YOUTH OPPORTUNITIES

### ***I signed up my child for the Chicago Park District program for the spring session, but it was canceled. Will I receive a refund for the \$15 spent for each child? Will there be programming this summer?***

In accordance with Governor Pritzker's Stay at Home Order, the **Chicago Park District** has canceled its Spring 2020 programming, scheduled to run March 30th through June 7th. All paid Spring registration fees will be issued as a credit for future use.

Fieldhouses remain closed throughout the Governor's Stay at Home Order. Once lifted the Park District will once again provide drop-in programs to meet the most immediate needs of the surrounding community.

Regarding summer programs, to help families prepare for the uncertainty of the coming months, the Chicago Park District will adjust its online summer registration dates from April 20th and 21st to May 11th and 12th. In-person registration will be held once deemed safe by the Governor and the CDC.

Currently, summer day camp will start as scheduled on June 22nd and end July 31st. All other summer programs will begin June 15th and end August 17th. The Chicago Park District will contact registered participants and provide updated information on their website should any changes in the summer registration or program dates occur.

We encourage you to check back periodically **here** at the Chicago Park District's website for the most up to date information on its COVID-19 response plan.

### ***My child signed up for a CHA paid summer program through the One Summer Chicago Application. When will we be notified that they've been selected for an opportunity?***

As you know, the City of Chicago has faced significant challenges as the response to COVID-19 continues to evolve. CHA will be assessing all summer programming and adapting according to the guidance on social distancing and the status of Stay at Home Order. We appreciate your patience through this uncertain time and will continue to provide updates to all our families regarding any new information. In the meantime, please be sure that your **One Summer Chicago** application to CHA paid summer youth opportunities includes a current phone number, alternate phone number and an accurate email address to ensure that we can reach you. To make any changes, log back into your application at [www.onesummerchicago.org](http://www.onesummerchicago.org) using your email address and password. In addition, to keep up to date on the latest news and information on youth opportunities, you are encouraged to like and follow us on social media at **Facebook**, **Instagram** and **Twitter**.

## **EMPLOYMENT**

### ***I applied to be a worker in the Summer Food program. When will the program start?***

Although the program is scheduled to start Monday, June 22, 2020. There may be delays. But assuming this start date:

- Wednesday, June 17, 2020, will be day for site assignments, uniform, supply and key distribution
- Friday, June 19, 2020, will be day food is delivered to the Summer Food sites
- Monday, June 22, 2020, will be the start of food serving at all the Summer Food Program sites.

### ***I lost my job due to Covid-19, can I get assistance finding employment?***

Yes, you can receive assistance with job preparation and job search assistance through our Employment Placement Services (EPS) program. Please contact anyone one of the three workforce providers below for assistance.

- Centers For New Horizons - 226 E. 43rd St Chicago, IL 60643- 773-373-570 <http://cnh.org/>
- Employment & Employer Services- 223 West Jackson Suite 1005, Chicago, IL 60606 312-629-4761 - <https://www.eesforjobs.com/>
- Phalanx Family Services - 837 W. 119th Street, Chicago, IL 60643- 773-291-1086- <http://www.phalanxgrpservices.org/>

### ***What kinds of essential jobs are available during Covid-19?***

Currently, jobs in healthcare, manufacturing, transportation, and warehousing are available; along with jobs in retail and grocers at essential retailers (such as Walgreens and Walmart) and jobs in janitorial and security services. There are also jobs available at temporary homeless shelters set up by the City of Chicago at two South Side locations:

- YMCA - 6330 S. Stony Island Ave.
- KROC Center - 1250 W. 119th St

Sunbelt is now recruiting and hiring temporary employees for residents experiencing homelessness. Temporary employment opportunities for shelters include a: Shift Supervisor, and Residential Aide. Qualifications for these roles include emergency services, shelter, and/or housing experience. ONLINE APPLICATION MUST BE COMPLETED TO MOVE FORWARD

## HOME OWNERSHIP

### ***I am interested in applying to the homeownership program- can I?***

Currently the CTO program is **not** conducting any orientations, or taking applications. Please send an email to [CTOprogram@thecha.org](mailto:CTOprogram@thecha.org) leaving your contact information and that you are interested in CTO. You will be notified once the programs resumes.

### ***I am in the Choose to Own process - am I able to close on my home during the stay at home order?***

Yes, you are. CTO staff is working with the inspection department to schedule all re-inspections. Once you have a Pass on the CHA inspection and you have had your private inspection, you will need a clear to close from your lender. This also involves a bank appraisal. Currently the appraisal process is taking a little longer. Your attorney or the lender should be in contact with you regarding lender conditions, clearance (approval?) to close and closing information. CTO Manager Rose Ann Zona will be speaking to or emailing you about this process and will send CHA Internal Closing Documents via email for you to sign and/or email prior to your closing.

## FAMILY SELF-SUFFICIENCY

### ***I am interested in joining FSS- can I still enroll?***

If you attended an FSS Information Session in the last 6 months and you are ready to join please contact the FSS Hotline at (773)672-6644 to speak with someone directly about enrollment options. If you have not attended an information session or it has been longer than 6 months since you last attended a session you will have to attend before you can enroll. FSS is looking to restart information sessions beginning June. Information sessions will be updated here:

<https://www.thecha.org/residents/services/family-self-sufficiency-programs-fss> or you can call the FSS Hotline for information session updates.

### ***I attended an Information Session and completed my enrollment, but I haven't heard from anyone since. Who can I contact to find my coordinator?***

Please call the FSS Hotline and provide your name and you will be provided your coordinator's information. You can also send an email to [fss@thecha.org](mailto:fss@thecha.org) for inquiries.

### ***I am currently not working due to COVID-19. How does this affect my FSS participation?***

A participant who is **\*furloughed\*** (still employed, on a non-pay status, but will return to work once the situation is over, is still considered EMPLOYED for FSS purposes. This will not affect your employment goal needed for graduation. A person who has been LAID OFF (even if they expect/hope to return to the job) is considered UNEMPLOYED for FSS purposes and will affect your employment goal depending on how long you are out of work. Please reach out to your FSS coordinator for more information.

### ***Will I still be able to graduate/exit successfully during the Stay at Home order?***

All graduations/successful exits from FSS will be processed normally. Any payouts will be paid out within 30-60 days of the successful exits.

### ***How can I get required documents to my coordinator?***

During the Stay at Home order, temporary processes are in place to assist with obtaining documents. Please contact your FSS coordinator to determine what is most convenient.

I am currently enrolled in the FSS program. Are there ways that I can complete my financial education requirement goals during this time?

All in person classes have been canceled, however online financial literacy classes are available. Please contact your FSS coordinator to receive the emailed links to classes of interest.

## SENIOR SERVICES

***The Senior Community Ambassador Program was suspended on March 18 due to Covid-19. How long will we continue to get our rent credit? Will the two-year commitment be extended since the program was temporarily suspended?***

Community ambassadors will receive rent credits for March and April. We will review the term of the program when it resumes.

***I signed up for home delivered meals but have not received any. What should I do?***

You may call the Department of Family and Support Services (DFSS) for a status at 312-744-4016 or contact your Resident Service Coordinator (RSC) for assistance.

***Are there other food programs available for seniors?***

You may contact the Greater Chicago Food Depository at 773-247-FOOD(3663) for information on the closest food pantry.

***My neighbors are not obeying the physical distancing rules that are in place. Is management going to do something?***

It is up to all of us to do our part in staying at least 6 feet apart from one another. Remind your neighbors that doing this will protect their safety as well as yours. We must be “all in” to stay well.

***Is it possible to test all seniors for the Coronavirus?***

Testing at this time is reserved for people who are experiencing symptoms. If you have symptoms that you believe to be COVID-19 related, please contact your doctor.

***Will CHA be providing masks to all residents, especially seniors?***

CHA will not be providing personal protective equipment (PPE) as these are reserved for health professionals and first responders. CHA is looking at how we might be able to obtain cloth masks for senior residents. While the CDC suggests that we all wear cloth masks, these are only to protect others from you, and not to protect you from others. Your best defense is to remain at home, wash your hands with soap and water frequently, avoid touching your face, and wipe down frequently used surfaces.

## GENERAL

***Who can I contact for crisis support?***

In addition to your service provider, the City of Chicago has assembled a comprehensive list of resources to support all Chicago residents and provide information regarding the COVID-19 pandemic. These resources include assistance related to health, mental health, food, housing, utilities, schools, employment, immigration and more. You can access all of these resources online at ***[www.chicago.gov/coronavirus](http://www.chicago.gov/coronavirus)***.

If you need to speak to a crisis counselor outside of your service provider, the following organizations offer free mental health resources to all Chicago residents by phone and/or text:

- Bright Star Community Outreach Trauma Counseling Helpline | Call **833-TURN-123**
- Chicago Department of Public Health Teletherapy | Call **312-747-1020**
- Crisis Text Line | Text **HELLO** to **741741**
- NAMI Chicago Mental Health Helpline | Call **833-626-4244**
- Illinois Domestic Violence Hotline | Call or Text **877-863-6338**
- U.S. Disaster Distress Helpline | Call **1-800-985-5990** or Text **TalkWithUs** to **66746**
- Call4Calm: text **TALK** or **HABLAR** to **552020**

***Where can I receive virtual health care?***

The link below has information about providers who have appointment over the phone or computer: <https://coronavirus.illinois.gov/s/telehealth>

***How can I learn more about the CARES Act?***

You can read the full text of the Coronavirus Aid, Relief, and Economic Security (CARES) Act online at [www.congress.gov/bill/116th-congress/house-bill/748](http://www.congress.gov/bill/116th-congress/house-bill/748).