Conducting Business with the HCV Program during COVID-19
Frequently Asked Questions | Revised May 8, 2020

PAYMENTS

I am a property owner and should have received a Housing Assistance Payment on the first of the month. However, I don't see the payment in my account. When will I receive payment?

Unless the unit is in abatement or the HAP Contract has been terminated, HCV property owners should continue to receive Housing Assistance Payments on the 1st business day of the month.

• If a new HAP Contract has just been executed, the property owner may receive the first payment on the 15th (or subsequent business day) of the month.

• If the participant has recently completed an Interim Re-Examination, it may take multiple check-run cycles for the portion adjustment to reflect in the payments. Please refer to your Amendment to the HAP Contract letter for more information.

Property owners can see the status of their properties as well as HAP statements on the Owner Portal at chahcvportal.org.

To learn more about lifting an abatement, please see the INSPECTIONS section of this document.

If none of these situations apply and you believe that you should have received a Housing Assistance Payment, please contact the Owner Services Department via the Owner Portal at chahcvportal.org or by email at ownerinfo@thecha.org.

I am a participant and should have received a Utility Reimbursement Payment on the 1st of the month. However, I don't see the payment in my account. When will I receive payment?

Utility Reimbursement Payments are not typically deposited in a participant’s account until the afternoon of the 1st business day of the month.

• If you have recently moved, you may receive the first reimbursement payment on the 15th (or subsequent business day) of the month.

• If you have recently completed an Interim Re-Examination, it may take multiple check-run cycles for the new or adjusted reimbursement payment to appear in your account.

If none of these situations apply and you believe that you should have received a Utility Reimbursement Payment, please contact the CHA Customer Call Center via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at 312-935-2600. For fastest processing, please include “MISSING URP” in the subject line of your email.

I saw that CHA has postponed rent collection for Public Housing residents. As a HCV participant, am I still required to pay my rent portion?

Yes, participants should continue to pay their rent portion to the property owner.

While some property owners may choose to postpone rent collection from their tenants, CHA cannot compel HCV property owners to postpone rent collection. However, CHA has asked property owners to consider extending similar rent relief to their subsidized tenants.
If you cannot afford to pay your rent portion due to a decrease in income, you should report the change to CHA immediately. Please see the REPORTING & REQUESTING CHANGES section of this document for instructions on how to submit an Interim Re-Examination.

**I am a participant, and I cannot afford to pay my rent portion. Can CHA help me?**

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

Approved Interim Re-Examination requests are effective starting the first of the month following the submitted request, regardless of processing time. For example, if an Interim request is received on March 25th, but not processed until April 10th, the change effective date will be backdated to April 1st. Similarly, if an Interim request is received on April 2nd and processed on April 10th, the change will be effective on May 1st.

**Note:** It is imperative that participants submit an Interim Re-Examination request as soon as possible after experiencing a decrease in income in order to prevent an unnecessary financial burden. Participants who are not able to report a decrease in income in a timely manner due to extenuating circumstances will have their hardship requests reviewed on a case-by-case basis.

Additionally, CHA recommends that participants notify the property owner when they have submitted an Interim Re-Examination request due to a decrease in income as part of a larger conversation to discuss options for payment of any outstanding rent.

**I saw that the CARES Act established a 120-day moratorium on evictions for “covered property”. Is my unit on the HCV Program considered a “covered property”?**

Yes, units rented through the Housing Choice Voucher Program are considered “covered property” under the Coronavirus Aid, Relief, and Economic Security Act (CARES) Act.

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.”

While property owners cannot initiate new eviction actions for non-payment of rent from March 27, 2020 – July 24, 2020, it is important to remember that rent is still due and will accumulate if unpaid.

The U.S. Department of Housing and Urban Development (HUD) has issued an informational flyer to answer common questions about how the CARES Act moratorium impacts HCV participants. To download the flyer, visit [www.thecha.org](http://www.thecha.org) and click on “NEW HUD Guidance on Rent and Evictions” under the RESIDENTS menu.


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

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

No, you do not need to report your stimulus payment from the IRS as income.
REPORTING AND REQUESTING CHANGES

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

To report a change in your income, you must submit an Interim Re-Examination request and provide supporting documents, such as check stubs or a letter from your employer. For convenience, CHA will accept photos of these documents, as well as written self-certification or oral third-party verification of the change.

There are four (4) ways you can submit your Interim Re-Examination request:

1. Visit the Participant Portal at cha.participantportal.org, log in and click the REPORT CHANGES menu. Select the change that you wish to report or request, and follow the prompts to submit your supporting documents. If you do not have a Participant Portal account, you can sign up for one using your voucher number.

   Note: Step-by-step instructions for how to create an account and navigate the portal, including submitting an Interim Re-Examination request, are available on the login page of the Participant Portal at cha.participantportal.org.

2. Email your Interim Re-Examination request and supporting documents to hcv@thecha.org and include “INTERIM” in the subject line.

3. Drop off an Interim Re-Examination request and supporting documents at a “no contact” drop box at the HCV South Office (10 W. 35th St.) or HCV West Office (1852 S. Albany Ave.).

   Note: The HCV Central Office (60 E. Van Buren St.) does not have a drop box. Participants who normally do business at the Central Office may drop documents at either of the other HCV Regional Offices.

4. Mail your Interim Re-Examination request and supporting documents to any of our HCV Regional Offices, listed above.

   Note: CHA’s receipt of mail may occasionally be delayed, and so this option is least preferred.

The Interim Re-Examination request is downloadable on the CHA website at www.thecha.org/forms or the Participant Portal at cha.participantportal.org under RESOURCES.

I submitted an Interim Re-Examination request to CHA. How long will my request take to process?

CHA will approve or deny your Interim Re-Examination request within 30 days of receiving the request and supporting documents.

Approved Interim Re-Examination requests are effective starting the first of the month following the submitted request, regardless of processing time. For example, if an Interim request is received on March 25th, but not processed until April 10th, the change effective date will be backdated to April 1st. Similarly, if an Interim request is received on April 2nd and processed on April 10th, the change will be effective on May 1st.

Note: It is imperative that participants submit an Interim Re-Examination request as soon as possible after experiencing a decrease in income in order to prevent an unnecessary financial burden. Participants who are not able to report a decrease in income in a timely manner due to extenuating circumstances will have their hardship requests reviewed on a case-by-case basis.

Additionally, CHA recommends that participants notify the property owner when they have submitted an Interim Re-Examination request due to a decrease in income as part of a larger conversation to discuss options for payment of any outstanding rent.
APPOINTMENTS

**I was scheduled for a Re-Examination appointment, but it was cancelled. How will I be recertified?**

CHA will begin conducting Re-Examination interviews with participants by email, phone and/or U.S. Mail. Participants who are unable to participate in a remote interview will have their Re-Examination postponed until in-person operations resume.

**Note:** Rescheduling the Re-Examination will not impact a participant’s status on the HCV Program.

If you have experienced a change that you were planning to report during your Re-Examination appointment, please see the REPORTING & REQUESTING CHANGES section of this document for instructions on how to submit an Interim Re-Examination.

**I was scheduled for a briefing, but it was cancelled. How will I receive moving papers?**

At this time, CHA is only issuing moving papers to families who have been identified as “required moves”, including participants with terminated HAP Contracts, participants living in units under abatement and participants seeking protections under the Violence Against Women Act.

**Note:** The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, and stalking. For more information about your occupancy rights under VAWA, visit [www.thecha.org/VAWA](http://www.thecha.org/VAWA).

If you believe you are a required move, please contact the CHA Customer Call Center via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at 312-935-2600. For fastest processing, please include “REQUIRED MOVE” in the subject line of your email.

INSPECTIONS

**The unit is scheduled for an inspection. How has CHA updated their inspection protocols to ensure the safety of the tenants residing in the units?**

CHA Inspectors will conduct the inspection with local safety guidance in mind. The inspector will wear a mask and gloves during the inspection.

CHA asks that participants and property owners also follow local guidance and respect face covering and social distancing protocols during the inspection wherever possible.

**There is an issue with the unit. How can I request a Complaint Inspection?**

CHA is currently prioritizing Complaint Inspections for concerns that are life-threatening, emergency hazards. You can view a list of hazards that CHA considers emergencies in the HQS Inspection Guidebook, which is downloadable on the CHA website at [www.thecha.org/forms](http://www.thecha.org/forms) as well as the Owner Portal at chahcvportal.org and the Participant Portal at cha.participantportal.org under RESOURCES.

To request an emergency Complaint Inspection, please contact the Inspections Department via the Owner Portal at chahcvportal.org, via the Participant Portal at cha.participantportal.org, by email at hcvinspections@thecha.org or by phone at 312-935-2600. For fastest processing, please include “EMERGENCY INSPECTION” in the subject line of your email.

For non-life threatening health and safety concerns, CHA encourages property owners/managers and participants to communicate with each other and work together to resolve the hazards.
If a Complaint Inspection request is received for a non-life threatening concern, CHA will document the concern and notify the other party (participant or property owner/manager) of the reported hazard. CHA will then follow up with the participant and property owner/manager within 30 days to confirm that the hazard was addressed.

I submitted a Request for Tenancy Approval (RTA) packet for a move. When will the Initial Inspection be scheduled?

CHA is continuing to schedule Initial Inspections and Initial Re-Inspections for unoccupied units. The Inspections Department will contact the property owner via email to schedule the inspection.

Note: CHA will now allow property owners to self-certify non-emergency fail items identified during an Initial Inspection.

If the unit is currently occupied, the Inspections Department will schedule the Initial Inspection on a case-by-case basis. In some instances, CHA may request that the participant and property owner certify that there are no known life-threatening hazards in the unit. Then, once the Illinois Stay at Home Order is lifted, CHA will conduct an Initial Inspection on the property to confirm compliance with HQS.

The unit was scheduled for a Regular (annual or biennial) Inspection, but it was cancelled. When will it be rescheduled?

CHA will reschedule all outstanding Regular Inspections (annual or biennial) once the Illinois Stay at Home Order has been lifted. At that time, both the property owner and participant will receive 30 days' advance notice of their new inspection date.

The unit recently failed an inspection. When will my Re-Inspection be scheduled?

Unless the failed items are deemed life-threatening, emergency hazards, CHA will schedule all outstanding Re-Inspections once the Illinois Stay at Home Order has been lifted. At that time, both the property owner and participant will receive at least 14 days’ advance notice of the scheduled Re-Inspection date.

The unit had a Weather-Related Extension for a previous failed inspection. When will my Re-Inspection be scheduled?

CHA will schedule all outstanding Re-Inspections once the Illinois Stay at Home Order has been lifted. At that time, both the property owner and participant will receive at least 14 days’ advance notice of the scheduled Re-Inspection date.

Property owners with existing Weather-Related Extensions on Re-Inspections will have their abatement dates automatically pushed back to June 1, 2020.

Note: Property owners do not need to contact CHA to receive this extension.

The unit failed two or more inspections. Will the unit go into abatement? Will the participant be issued an Intent to Terminate notice?

Property owners who have failed two or more inspections are still required to pay the $75 fee at chareinspection.nanmckay.com to request a Re-Inspection for failed items.

Once payment is made, the Inspections Department will contact the property owner by email to determine if the repairs can be remotely verified.
If the failed items cannot be verified remotely, and the unit is not currently under abatement, the property owner may be eligible for a Non-Weather Related Extension to prevent abatement.

You can download and submit a Non-Weather Related Extension request on the Owner Portal at chahcvportal.org.

Participants who have failed two or more inspections are encouraged to resolve the fail items, as CHA will schedule a Re-Inspection once the Illinois Stay at Home Order has been lifted. However, CHA is not currently issuing Intent to Terminate notices to participants for failed inspections.

**The unit is in abatement, but I have made the repairs. How can I have the abatement lifted?**

Property owners who have failed two or more inspections are still required to pay the $75 fee at chareinspection.nanmckay.com to request a Re-Inspection for failed items.

Once payment is made, the Inspections Department will contact you to determine if the repairs can be remotely verified. If the repairs cannot be verified remotely, CHA will schedule a Re-Inspection once the Illinois Stay at Home Order has been lifted, as an abatement cannot be lifted unless the unit passes inspection.

**Note:** When the unit ultimately passes, the Housing Assistance Payment will be paid out from the date the $75 fee was paid.

**The unit is in abatement, but repairs cannot be completed due to challenges related to the COVID-19 pandemic. Can I request an extension?**

CHA may grant a Non-Weather Related Extension on a case-by-case basis.

To determine if your inspection is eligible, please contact the Inspections Department via the Owner Portal at chahcvportal.org or by email at hcvpinspections@thecha.org. For fastest processing, please include “ABATEMENT” in the subject line of your email.

**The unit is in abatement due to a building code violation. What are my options for resolution?**

Abatements related to City Code violations may be pushed back on a case-by-case basis.

Please contact the Inspections Department via the Owner Portal at chahcvportal.org or by email at hcvpinspections@thecha.org to provide documentation of your future court date or attempts to resolve or cure your building code violations. For fastest processing, please include “ABATEMENT” in the subject line of your email.

For more information about City of Chicago Building Code Violations, please visit the Chicago Department of Buildings website at webapps1.chicago.gov/buildingrecords.

**MOVING**

**I want to move. How can I request moving papers?**

At this time, CHA is only issuing moving papers to participants who have been identified as “required moves”, including participants living in units without a HAP Contract, participants living in units under abatement and participants seeking protections under the Violence Against Women Act.

**Note:** The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, and stalking. For more information about your occupancy rights under VAWA, visit www.thecha.org/VAWA.
If you believe you are a required move, please contact the CHA Customer Call Center via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at 312-935-2600. For fastest processing, please include “REQUIRED MOVE” in the subject line of your email.

**I am required to move. How will I receive moving papers?**

If you are a “required move”, you should start your search for a unit. If you are unsure of the price range for your search, please contact the Moves Team via the Participant Portal at cha.participantportal.org or by email at hcv@thecha.org. For fastest processing, please include “RENT BURDEN WORKSHEET” in the subject line of your email. Once you have found a unit that you wish to rent, CHA can email a duplicate set of your moving papers directly to the property owner.

To request a duplicate set of moving papers, please contact the Moves Team via the Participant Portal at cha.participantportal.org or by email at hcv@thecha.org. For fastest processing, please include “DUPLICATE PAPERS” in the subject line of your email.

**I have my moving papers, but my voucher expires soon. How can I request an extension?**

All participants who have moving papers that expire between February 29, 2020 and June 30, 2020 will be automatically granted an extension of at least 60 days to continue their search for a unit.

*Note:* Participants do not need to contact CHA to receive this extension.

If you have found a unit that you wish to rent, and the property owner needs a copy of the voucher extension, please contact the Moves Team via the Participant Portal at cha.participantportal.org or by email at hcv@thecha.org. For fastest processing, please include “DUPLICATE PAPERS” in the subject line of your email.

**I was already issued moving papers, but I need a duplicate set. How can I request those?**

If you have already been issued your moving papers and have found a unit that you wish to rent, CHA can email a duplicate set of your moving papers directly to the property owner. If you are still looking for a unit, CHA can also email or mail a set of your moving papers to you directly.

To request a duplicate set of moving papers, please contact the Moves Team via the Participant Portal at cha.participantportal.org or by email at hcv@thecha.org. For fastest processing, please include “DUPLICATE PAPERS” in the subject line of your email.

**I would like to move outside of the city of Chicago. How can I move with my voucher?**

If you have already been issued your moving papers, you can request to “Port Out” by contacting the Moves Team via the Participant Portal at cha.participantportal.org or by email at hcv@thecha.org. For fastest processing, please include “PORT OUT” in the subject line of your email.

The Moves Team will ask you to complete a Port Out Request form, which you can return by email or at a “no contact” drop box at the HCV South Office or HCV West Office.

*Note:* Many Housing Authorities are currently unable to issue vouchers. CHA highly recommends that participants first contact the new Housing Authority to verify that they are issuing vouchers before submitting a Port Out request.

If you have not already been issued moving papers and wish to “Port Out”, CHA may not be able to process your request at this time. Currently, CHA is only issuing moving papers to families who have been identified as “required moves”, including participants living in units without a HAP Contract or under abatement and participants seeking protections under the Violence Against Women Act.
Note: The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, and stalking. For more information about your occupancy rights under VAWA, visit www.thecha.org/VAWA.

If you believe you are a required move, please contact the CHA Customer Call Center via the Participant Portal at cha.participantportal.org or by email at hcv@thecha.org or by phone at 312-935-2600. For fastest processing, please include “REQUIRED MOVE” in the subject line of your email.

WAITING LIST

I was selected from the HCV waiting list. How will I receive my voucher?

During the Illinois Stay at Home Order, eligible applicants pulled from the HCV waiting list are not required to attend an in-person briefing in order to receive a voucher. Instead, eligible applicants will be directed to watch an online briefing presentation or receive an oral briefing by phone.

I was selected from the waiting list. How do I check my eligibility status?

Applicants seeking more information about their eligibility status can contact the Intake Team by email at hcv@thecha.org. For fastest processing, please include “APPLICANT” in the subject line of your email.

Are there any waiting lists open for families who need housing?

CHA waiting lists for Public Housing and Project-Based Voucher (PBV) Program are currently open and accepting applications. To apply for these waiting lists, visit applyonline.thecha.org. To learn more about the waiting list requirements, visit www.thecha.org and click on “How Do I Apply for Housing” under the RESIDENTS menu.

Note: The Housing Choice Voucher (HCV) Program waiting list is currently closed.

CHA SERVICES

I lost my job due to COVID-19. Can CHA help me find employment?

Yes, HCV participants can receive job search assistance and job training through CHA’s Employment Placement Services (EPS) program. Please contact any of the following workforce providers for assistance:

- Centers for New Horizons | Call 773-373-5700 or visit www.cnh.org
- Employment & Employer Services | Call 312-629-4761 or visit www.eesforjobs.com
- Phalanx Family Services | Call 773-291-1086 or visit www.phalanxgrpservices.org

Additionally, the city of Chicago has partnered with the following organizations to connect persons looking for work with open positions.

- Sunbelt Staffing | Visit sunbeltstaffing.com
- Skills for Chicagoland’s Future | Call 312-906-7200 or visit www.scfjobs.com
- Chicago Cook Workforce Partnership | Text WORK NOW to 474747 or visit chicookworks.org
I am interested in joining the Family Self-Sufficiency (FSS) Program. Can I still enroll?

If you attended a FSS Information Session in the last 6 months and you are ready to join, please call the FSS Hotline at 773-672-6644 to discuss available 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. Currently, FSS expects to restart information sessions in June 2020. For more information, call the FSS Hotline at 773-672-6644 or visit www.thecha.org/fss.

I am currently enrolled in the FSS Program. How does COVID-19 affect my participation?

During the Illinois Stay at Home Order, temporary processes are in place to assist participants in fulfilling their requirements. Additionally, CHA will consider circumstances surrounding the COVID-19 pandemic as a good cause for granting FSS Program contract extensions.

- If you have been FURLOUGHED (i.e. still employed on a non-pay status and will return to work once the Stay at Home Order is lifted), you are still considered EMPLOYED for FSS purposes. This will not affect your employment goal as you work toward graduation.
- If you have been LAID OFF (i.e. you are no longer working, even if you expect to be re-hired), you are considered UNEMPLOYED for FSS purposes. This will affect your employment goal, depending on how long you are out of work.
- All in-person financial literacy classes have been cancelled; however, online courses are available.

Please contact your FSS coordinator for information specific to your situation. If you do not have contact information for your FSS coordinator, please email fss@thecha.org.

I am interested in the Choose to Own (CTO) Homeownership Program. Can I still apply?

Currently, the CTO Homeownership Program is not taking applications or conducting orientations. If you are interested in the CTO Homeownership Program and would like to be notified once program applications resume, please email CTOprogram@thecha.org and provide your contact information.

I am in the CTO Homeownership Program. How does COVID-19 affect my participation?

If you are already in the process of purchasing a home through the CTO Homeownership Program, CTO program staff will be in contact with you by phone and email regarding any next steps.

I am a person with a disability. Can CHA offer me assistance in navigating the HCV Program?

If you are a person with a disability (a physical or mental impairment that substantially limits one or more major life activities) and need assistance to comply with Program requirements or use and enjoy your unit/building, you may be eligible for a reasonable accommodation. Accommodations include, but are not limited to, extra bedrooms, live-in aides, alternate communication (braille, sign-language interpretation), an exception payment standard, renting from a relative, or additional utility allowance.

To request a reasonable accommodation, complete the Request for Reasonable Accommodation form which is downloadable on the CHA website at www.thecha.org/forms as well as the Participant Portal at cha.participantportal.org under RESOURCES.

Submit the form via email to fairhousing@thecha.org or hcv@thecha.org. For fastest processing, please include “REASONABLE ACCOMMODATION” in the subject line of your email.
CHA SUMMER PROGRAMS

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 the Illinois 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 accurate email address to ensure that we can reach you. To make any changes, log back into your application at www.onesummerchicago.org using your email address and password.

For the latest news and information on youth opportunities, we encourage you to like and follow CHA on Facebook, Instagram and Twitter.

I applied to work for the Summer Food Program. Has COVID-19 affected my participation?

While there may be delays as we adapt based on the Illinois Stay at Home Order, the Summer Food Program is currently scheduled to start on Monday, June 22, 2020. Workers should note the following key dates:

• Wednesday, June 17, 2020 | Site assignments, uniform, supply and key distribution
• Friday, June 19, 2020 | Food delivery to the Summer Food Program sites
• Monday, June 22, 2020 | Start of food-serving at all Summer Food Program sites

GENERAL SUPPORT SERVICES

I think I am experiencing COVID-19 symptoms. Who should I contact for help?

If you believe you are experiencing an emergency, dial 911.

For non-emergency cases, the Remote Patient Monitoring Program serves Illinoisans potentially infected with COVID-19 who should be able to recover from the safety of their homes. These resources are available for anyone in the state, no matter what form of insurance they have. Chicago-area virtual care is being provided by Advocate Aurora Healthcare.

If you think you have been exposed to COVID-19 or are experiencing symptoms, call 866-442-2584 or visit www.advocateaurorahealth.org/coronavirus-disease-2019.

Those around me (such as property owners, participants, residents and/or neighbors) are not obeying the Illinois Stay at Home Order regarding face covering and/or social distancing. What should I do?

It is up to all of us to do our part to prevent the spread of COVID-19. Remind them that doing this will protect their safety as well as yours. We must be “all in” to stay well.

Who can I contact for food assistance?

If your family is experiencing food insecurity, contact the Greater Chicago Food Depository by phone at 773-247-FOOD (3663) or visit www.chicagosfoodbank.org for information on nearby food pantries.

The Food Depository’s benefits outreach team is also available to help Chicagoans apply for Supplemental Nutrition Assistance Program (SNAP) and Medicaid benefits.

Who can I contact for crisis support?

HCV participants can contact CHA FamilyWorks providers for a variety of support services.

For more information about FamilyWorks or for help locating your case management provider, visit www.thecha.org/familyworks, call 312-935-2625 or email familyworks@thecha.org.

In addition, the following organizations offer free crisis counseling and mental health resources to all Chicago residents by phone and/or text:

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

Where can I find additional COVID-19 resources for Chicago residents?

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.

LEARN MORE

How can I learn more about the Owner Portal or Participant Portal?

CHA has recently updated Frequently Asked Questions documents for both the Owner and Participant Portals. You can download these how-to guides by visiting the Owner Portal at chahcvportal.org or the Participant Portal at cha.participantportal.org and clicking on the “How to Navigate” link on the login page.

How can I learn more about HCV Program policies and initiatives?

CHA offers dozens of forms, flyers, newsletters and guidebooks that you can download as well as helpful links to partner sites. To find these resources, visit the CHA website at www.thecha.org, the Owner Portal at chahcvportal.org and the Participant Portal at cha.participantportal.org.

To view resources on either of the Portals, log in and click on RESOURCES in the menu bar. Resources are categorized by subject and clicking on an item will start the download or direct you off the Portal to a partner site.