

UPDATED FAQ as of June 1, 2020 and subject to change as additional information becomes available.

City of Chicago Reopening Plan

Now that the City of Chicago is moving into Phase 3 Reopening starting June 3, what does that mean for my building?

CHA has been able to continue critical operations and provide essential services to residents without interruption during this pandemic. As Chicago starts to reopen slowly, CHA will continue to exercise caution in its buildings. This includes:

- Continuing to provide essential services such as emergency work orders, wellness checks, and access to resources. (Specific details are listed below)
- Requiring face masks or coverings to be worn outside of your unit in common areas and required for all visitors to the building, enforced by Property Management, Front Desk Monitors and Security personnel and when you cannot maintain a safe social distance of more than 6 feet apart.
- Continuing to remind residents to practice social distancing in common areas such as hallways, lobbies, laundry rooms, etc.
- Continuing to keep community areas, including gardens, closed until further notice to avoid large gatherings
- Continuing to clean common areas three times daily
- Continuing to promote good respiratory and handwashing hygiene

HOUSING

Now that the stay at home order will be lifted should I pay June and all back rent on June 1st?

The rent deferral is still in effect until we return to normal business operations. Residents will be responsible for April and any subsequent month's rent when that time comes.

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.

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.

You can read the entire CARES Act (Coronavirus Aid, Relief, and Economic Security (CARES) Act online at www.congress.gov/bill/116th-congress/house-bill/748.

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 will continue to focus 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).

When will I be able to plant and garden in my building?

Community Gardens will remain closed until the City of Chicago moves into Phase 4 of its Reopening.

Why can't senior residents utilize the barbeque grills and patios even if social distancing?

All community areas including grills and patios will remain closed to prevent large gatherings as currently indicated by the City and its Reopening Plan.

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>

I am in need of prescription medications for myself or my family, and I don't want to go to the pharmacy. What should I do?

If you have an existing prescription medication, you can transfer the medication to the online pharmacy [Capsule](#) for free, same-day, prescription medication delivery. To get started, call or text 312-589-7620, visit [Capsule.com](#), or download the Capsule Pharmacy app on your mobile phone. If you receive a new prescription from your doctor, just tell him or her to send the medication to Capsule and they will take care of the rest. Capsule offers free, same-day prescription medication delivery to all of Cook and DuPage counties and accepts all major insurance.

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](#) canceled its Spring 2020 programming. All paid Spring registration fees will be issued as a credit for future use.

Regarding summer programs, the Chicago Park District has adjusted its Summer registration and program dates in response to the modified Stay at Home order. Summer will be available to view online June 1st. Online registration for Summer programs will begin Thursday, June 11th and Friday, June 12th. In-person registration will be held Saturday, June 13th unless deemed unsafe by the Governor and the Center for Disease Control.

The District will offer a revised version of its traditional Summer day camp beginning Monday, July 6th through Friday, July 31st. All other summer programs are slated to start July 6th.* Registration and program dates are subject to change. The Chicago Park District will contact registered participants and provide updated information on the 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.

**Summer program dates are subject to change based on guidance from public health officials.*

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 by offering fully virtual and hybrid programs, which include a mix of virtual offerings and some in-person activities with social distancing in place. 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 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](#).

My child is younger than 16 and interested in paid summer youth programs but the application won't let them apply. Are there still opportunities for him/her?

The application deadline for most of CHA's summer programs, including Learn and Earn for youth ages 13 – 15, was Tuesday, May 3.

Currently, we are accepting applications for the Summer Youth Employment Program (SYEP) through June 30. SYEP helps young people, ages 16 – 24, to gain paid work experience while exploring careers and building employability skills.

After School Matters offers a limited number of slots for 14-15 year-olds. Chicago Public Libraries offers volunteer opportunities for younger youth. Youth interested in those positions should contact their local library. Chicago Department of Family & Support Services also offers a limited number of slots for 14-15 year-olds. For more information or to apply, complete the One Summer Chicago application at www.onesummerchicago.org by the end of May.

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/>

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 leaving your contact information and that you are interested in CTO. You will be notified once the program 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 has scheduled virtual information session webinars beginning June 2020. Information sessions

dates can be found here: <https://www.thecha.org/residents/services/family-self-sufficiency-programs-fss> or you can call the FSS info-line 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 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?

Please contact your FSS coordinator to determine how to get documents to your FSS Coordinator.

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 received rent credits for March and April. We are currently reviewing next steps and will contact all the community ambassadors with specific information.

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.

When will the Golden Diners program resume?

At this time CHA does not know when the Golden Diners program will resume.

Will CHA still hold the summer music festivals?

Unfortunately, the summer music festivals for seniors will be canceled this year due to social distancing and limitations on gatherings of large crowds.

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. Management will also be reminding residents of the importance of staying safe.

COVID-19 INFORMATION AND RESOURCES

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

CHA has ordered cloth masks that will be delivered to all residents in the near future, as soon as the masks are delivered to CHA. Meanwhile, many residents have received disposable masks, and any face covering will work when in public. As a reminder, your best defense is to remain at home as much as possible even when the Stay at Home order is lifted, wash your hands with soap and water frequently, avoid touching your face, and wipe down frequently used surfaces.

Can I return to my apartment if I am diagnosed with COVID-19?

Yes. You can return to your apartment or remain in your apartment if you have been diagnosed with COVID-19. You should take care to remain in your unit during your illness, or for 14 days as required by [CDC guidelines](#).

Do I need to inform CHA or Property Management that I have tested positive for COVID-19?

There is no requirement that you inform CHA or Property Manager that you have tested positive. If you choose to inform CHA, we may ask about others you have been in contact with.

What resources are available to me if I must remain in my apartment?

Your service provider can work with you to make sure you get assessed for home delivered meals through the City or help you receive any medications via delivery. We have also been making weekly phone calls to check on all residents.

Will my home health provider continue to provide services if I am diagnosed with COVID-19?

Your healthcare worker may be able to provide some limited assistance but may need to self-quarantine depending on when they were last in contact with you.

Will my apartment receive a special cleaning from CHA if I am diagnosed with COVID-19?

CHA does not conduct cleaning of an individual unit. However, CHA will have its cleaning company complete a specialized cleaning and disinfecting of the common areas, laundry rooms, elevators when we are notified of a case.

What type of cleaning does CHA do of its common areas regularly?

CHA conducts cleaning following public health guidelines three times daily.

Will CHA notify me if I have been exposed to COVID-19?

Because of health privacy, CHA will not inform you if other residents have tested positive. CHA follows this guidance from the Chicago Department of Public Health. As seniors are considered a vulnerable population it is more important that you follow the guidelines of washing your hands, wearing a mask and social distancing so that others are protected from you.

What will happen if I do not want to comply with staying in my unit if I tested positive for COVID-19?

Staff will remind you of the requirement and importance to self-quarantine.

Is it possible to test all seniors for the COVID-19?

Testing at this time is reserved for people who are experiencing symptoms or have been exposed to someone who has tested positive. If you have symptoms that you believe to be COVID-19 related, please contact your doctor or visit a testing site. A list of testing sites can be found [here](#).

For additional information on COVID-19, please visit <http://www.chicago.gov/coronavirus>

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 these resources online at 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>