

UPDATED FAQ as of December 2020 and subject to change as additional information becomes available.

City of Chicago Reopening Plan and Latest COVID-19 Updates

Now that the City of Chicago is back to a *Stay at Home Advisory* what does that mean for my building?

As Chicago follows this advisory, CHA will continue to exercise caution in its buildings. This will include:

- Continue to provide essential services such as emergency work orders, wellness checks, and linkage to resources (see specific items below in Services)
- 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.
- Continue to practice social distancing in common areas such as hallways, lobbies, laundry rooms, etc.
- Continue to keep community areas, including gardens closed until further notice to avoid large gatherings
- Continue to clean common areas three times daily
- Continue to promote respiratory and hand hygiene
- Limiting the work that may be conducted in buildings

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.

I tested positive for COVID-19, what should I do?

If you received a positive test, you should self-isolate:

- ✓ regardless if you have symptoms or not, since your positive test, AND
- ✓ 24 hours after becoming fever free without the use of medication; AND
- ✓ you are feeling well

Also please notify anyone you’ve spent 15 minutes or more from 2 days before your symptoms started until when you self-isolated

I have been told that I may have been exposed to COVID-19, what should I do?

If you have been told that you have been exposed, you should:

- Quarantine for 14 days
- Get tested 5-9 days after your exposure.

- Remain at home until you receive your test results

If you have symptoms that you believe to be COVID-19 related, please contact your doctor, or visit a testing site. Visit the City of Chicago for the most current listing of test sites.

<https://curative.com/search#11.36/41.88/-87.67>

HOUSING

How should I handle my rent payment?

Residents are responsible for payment of rent on the first of the month. If you have a change in your financial situation, you should request a hardship or an interim immediately from your Property Manager. If you are currently self-isolating and cannot pay your rent when due, please contact your Property Manager.

You should 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.

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. All non-emergency work orders will be recorded and addressed when it is safe to do so.

Is CHA still processing transfers?

Yes, CHA continues to process transfers and moves due to right-sizing.

When will CHA open inside and outside community spaces?

All Community spaces will remain closed until it is safe to re-open.

I'd like to talk with my Property Manager- how can I do this?

Currently, we are encouraging appointments only or over the telephone. This is for the protection of both residents and staff.

SERVICES

I need 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 visit <https://www.chicago.gov/city/en/sites/covid-19/home/food-and-shelter.html> to find additional resources, including a link to CPS food sites.

In person meetings

One on One in person meetings should be scheduled with your RSC or 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.

YOUTH OPPORTUNITIES

Does CHA partner with the Chicago Park District? If so, how might my family participate?

The Chicago Housing Authority (CHA) partners with the [Chicago Park District](#) to provide a limited number of year-round memberships to CHA public housing residents and Housing Choice Voucher (HCV) participants.

The membership and discounted registration allows:

- Children between the ages of 6 and 12, to register to attend Summer Day Camp and fall, winter and spring Park Kids Programs at any Chicago Park District location that offers these programs (as a CHA member, the cost per session is typically only \$15)
- People with disabilities to attend Special Recreation Day Camp sessions for only \$15 during the summer and Special Recreation Leisure Programs during the fall, winter and spring at no cost.

With a CHA Membership, you pay the CHA Discount price when you register for Park District programs on-line or in-person. Each eligible resident **must** be on the lease to qualify for a CHA discount AND create his/her own individual membership using the last 4-digits of his/her social security number and date of birth. To find out the next registration dates, please contact your local Park District or visit www.chicagoparkdistrict.com.

IMPORTANT: As of Friday, November 20, the Chicago Park District modified park operations and services in accordance with “Restore Illinois,” the State’s response plan to mitigate the spread of COVID-19. Therefore, all Chicago Park District in-person programming has been suspended until further notice. The District continues to offer a vast selection of [virtual](#) programs and experiences to keep families active and engaged at home. 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.

EMPLOYMENT

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.phalanxgrpsservices.org/>

Home Ownership

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

Please send an email to CTOprogram@thecha.org leaving your contact information, including CHA ID/Voucher number. State that you are interested in attending a CTO virtual information session. An invite will be sent to you from CTO staff and you will be contacted to determine program eligibility. .

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

Yes, you are. CTO staff has resumed 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, and a clear to close. CTO staff will be speaking to you 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?

Yes! We are enrolling participants now. If you attended an FSS Information Session in the last 6 months and you are ready to join please contact the FSS Infoline 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 virtual information session webinars several times each month including Saturday and evening sessions. Information session dates can be found scheduled here: <https://www.thecha.org/residents/services/family-self-sufficiency-programs-fss> or you can call the FSS info-line for information session updates. You can attend an info session via phone, laptop, or computer. If you need help registering, please call and we can assist.

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 Infoline and we will provide 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 Advisory?

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 online classes of interest. All classes can be accessed using your phone, laptop, or computer.

Senior Services

Wellbeing Check-ins (Senior Buildings Only)

Reminder: Under the City's new Ordinance, CHA is required to check in 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.

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.

Will the Golden Diners program continue?

The Golden Diners program is now a grab and go program and will continue as long as it is safe to operate.

Will CHA or my building host any holiday parties?

Unfortunately, all gatherings including building celebrations have been cancelled this year due to social distancing and limitations on gatherings of crowds.

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.

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.

IMPORTANT REMINDER

Please be sure to update your contact information?

It is important that you provide updated contact information including mobile and telephone phone number and email address as another means of receiving important updates. Having an active email address will also allow you to participate in virtual activities and events during the time where large groups are prohibited. Please update with your property manager. If you are unsure as to how to establish or update your email address, please contact your FamilyWorks Coach or RSC.