Hocking Metropolitan Housing Authority owns and/or operates roughly 350 Public Housing, USDA, HUD Multi-family, Special Population housing, and unsubsidized rental units across 4 counties in southeastern Ohio. We also operate a 306 ACC HCV program in our county, and 100 units of rental subsidies for Permanent Supportive Housing (Shelter Plus Care) in 11 Counties. This creates some unique issues in doing our jobs. So I hope this info is helpful.

While our full document is still being created, I have attached our letters to residents, rental assistance recipients, and participating landlords have also included the survey tool created by COOHIO for use in shelters and other programs to screen for COVID-19 risk. We are using this over the phone and in person prior to allowing access to our building for all non-staff. Here is what we have sent to our Board members to keep them up to date on steps being taken so far:

1. HMHA has shut its doors to walk up customers at all locations and has instituted appointment only interactions with tenant, program participants, and those looking for housing assistance. Letters going over the specifics of how this works were mailed and distributed today to tenants, landlords, and program participants. I have attached the letters for your information.

2. HMHA is continuing to lease units, issue vouchers, and ensure that maintenance of units are ongoing. We have instituted a one-on-one size limit on all interactions with non-staff for this week. This will be evaluated on a week to week basis as we gather a better understanding of the impact of social distancing.

3. We will be using the side door of the conference room and the conference room only for meeting with people. This will be used to conduct any necessary in-person business required to ensure people are able to use our programs and properties. In this time of difficulty, housing should not be something people are worried about too.

4. HMHA maintenance staff are only working in empty units or on the grounds unless they are needed to address workorders that will cause harm to the properties or represent a health and safety issue for our tenant. All other maintenance is being differed at least for the next 2 months.

5. All pest control activities in occupied units has been suspended for this week while we try and determine how to address both pest control and staff safety.

6. In HMHA’s rental assistance programs (Housing Choice Voucher, Shelter Plus Care, etc.) HMHA has suspended for 2 months all annual inspections. We are however inspecting new lease up units that are vacant and implementing the use of protective coverings so that we can inspect units that represent new lease ups in our programs. Again, we don’t want to keep people, especially if they are homeless or at risk for homelessness, from getting safe and affordable housing at a time of economic uncertainty.

7. HMHA management is working with both our software vendor Yardi, and our technology technical support company Maxtech to quickly ramp up online capacity for distributing and receiving applications and materials that must be submitted to ensure people’s housing. This includes making possible to use the internet to complete required briefings and meetings needed to access both public housing and our voucher programs.
This will happen in multiple phases with the first phase of getting materials online happening in the next 5-10 days, and a full integrated online portal for all programs being in place in 4-6 weeks. We will also be launching our much delayed website this week. Please understand that the first version will likely be rough around the edges and we will work diligently with staff, our support, and the public to refine the product. But in a time where people are asked to stay in their homes, we want to make sure that access to affordable housing is not limited by the ability to come to an HMHA property.

8. In an effort to get ahead of the curve, management is beginning the process of putting together a staffing matrix for the possibility of closure of all nonessential businesses and functions. As this is developed I will share that information with you.

9. All landlord payments and resident utility checks are scheduled to go out on time and without interruption.

10. HMHA staff are gearing up to quickly process any income adjustment requests that our residents and participants make due to loss of incomes.

11. We will be using payment plans, and other tools allowed us to address the possible loss of ability to pay for housing rather than issue 30 and 3 day notices and eviction proceedings.

A full preparation plan will be finalized later in the week. But hopefully this info would be helpful to other agencies. If there are questions about this or clarifications needed, I can be reached by email or by cell at (740) 823-8035.

Nathan Blatchley
Executive Director

Hocking Metropolitan Housing Authority
33601 Pine Ridge Drive
Logan, OH 43138
Dear HMHA Residents:

HMHA is taking action to help reduce the spread of the coronavirus disease 2019 (COVID-19). We want to do everything we can to protect residents, HMHA staff, and others in our community. We are closely following the recommendations of public health agencies like the Hocking County Health Department and the Center for Disease and Prevention (CDC).

To reduce the likelihood of getting or spreading the coronavirus do the following:

- Wash hands often for at least 20 seconds, using warm water and plenty of soap, especially after touching shared objects such as door handles.
- Avoid touching your face, eyes, mouth and nose.
- Cover coughs and sneezes, using a tissue or your forearm, not your hands.
- Consider home preparedness and stocking up on extra groceries, medicines and other supplies.
- Avoid handshaking, hugging, or close contact.
- If you have questions, contact your doctor via telephone before going to their office or clinic.

If you feel sick or are showing symptoms like fever, cough or shortness of breath, do the following:

- Call your doctor as needed, especially if you are over age 60, have chronic medical conditions, or are pregnant.
- Stay home except for attending medical appointments.
- Avoid contact with others.

Please do not go to any of the HMHA Offices if you are not 100% healthy.

- We want to help if at all possible. But we also need to keep our staff healthy to continue to serve you. You may call (740) 385-3883 for the office staff or (740) 385-9597 for any maintenance issues. You may also contact property management staff via email at:
  
  - Amy Burch - amy@hockingmha.org (HMHA Rentals, O’Neil Allen Apartments, Walnut Street, Orwig, and McArthur Manor I & II)
  - Toni Vermillion - toni@hockingmha.org (Logan Village, Family Properties)
  - Christina Pippin – christina@hockingmha.org (High Rise, Riverside & Village Manor Apartments)
  - Melissa McCune – melissa@hockingmha.org (Applications and Waitlist questions)

If you live in an HMHA property and you or a family member get the coronavirus, please let HMHA staff know by phone. We want to support you and take action to prevent the spread of the virus.

Please call all maintenance issues or concerns in immediately so that we can address them as quickly as possible. All maintenance calls should be called into (740) 385-9597.

- To protect HMHA Maintenance Staff and their families, HMHA will only be addressing immediate maintenance issues and will be postponing nonessential in unit repairs until such time as the public health officials indicate that the pandemic is receding.
HMHA is aware that residents’ sources of income may be impacted by this developing situation. If you are unable to pay your rent, please contact an HMHA staff member as soon as possible at the number above.

Based on guidance, HMHA MAY need to close some of our offices to the public. If that happens, please use the telephone number above, or email, to contact HMHA staff.

Thank you for your help in following the above guidance. We recognize these may be stressful times for many of the people we serve. We want to do everything we can to help protect and support you.

Sincerely,

T. Nathan Blatchley
Executive Director
March 16, 2020

Dear Hocking MHA Housing Choice Voucher, Permanent Supportive Housing, or MHAP rental assistance program participant or landlord:

HOCKING MHA IS CLOSING ITS OFFICES TO PUBLIC FOR UNSCHEDULED IN OFFICE WALK UP ACTIVITIES.

HMHA is taking action to help reduce the spread of the coronavirus disease 2019 (COVID-19) by closing all offices to the general public and limiting all staff interaction to phone, email, and appointment only. We want to do everything we can to protect program participants, HMHA staff, and others in our communities. We are closely following the recommendations of public health agencies like the Hocking County Health Department and the Center for Disease and Prevention (CDC).

To reduce the likelihood of getting or spreading the coronavirus do the following:

- Wash hands often for at least 20 seconds, using warm water and plenty of soap, especially after touching shared objects such as door handles.
- Avoid touching your face, eyes, mouth and nose.
- Cover coughs and sneezes, using a tissue or your forearm, not your hands.
- Consider home preparedness and stocking up on extra groceries, medicines and other supplies.
- Avoid handshaking, hugging, or close contact
- If you have questions, contact your doctor via telephone before going to their office or clinic.

If you feel sick or are showing symptoms like fever, cough or shortness of breath, do the following:

- Call your doctor as needed, especially if you are over age 60, have chronic medical conditions, or are pregnant.
- Stay home except for attending medical appointments.
- Avoid contact with others.

We want to help if at all possible. But we also need to keep our staff healthy to continue to serve you. You may call (740) 385-3883 for any program related issues.

At this time HMHA is taking the following steps to prevent the spread of the virus:

1) All communication will be in the form of email, phone calls, and letters.
2) All in person contact will be limited to appointments only and one-on-one settings with social distancing of 6 feet between people.
3) Unit inspections will be limited to initial inspections of unoccupied units for the purpose of leasing-up a new tenant/participant only.
4) If a unit fails inspection, HMHA will use owner self-certification of repairs requiring emailed pictures to show the work has been completed as required and within the necessary time limits (24 hours for health and safety, and 30 days for non-life threatening).
5) All annual inspections have been postponed until further notice. HMHA staff will contact participants and owners if an inspection is required by HUD to maintain program compliance.
6) All paperwork and documentation can be emailed as a PDF, mailed, or dropped off in the new drop off box installed at HMHA’s office located at 33601 Pine Ridge Drive, Logan, OH 43138.
# Coronavirus (COVID-19) Screening Tool

## INSTRUCTIONS

Use this document to screen entering clients. This information is not required to be entered in HMIS.

### DATE

/ / 

### CLIENT NAME

HMIS CLIENT ID

### SYMPTOMS

Does the client have the following signs and symptoms? Check all that apply. If client is not symptomatic, continue to **Screener Name**.

- [ ] Fever
- [ ] Cough
- [ ] Sore Throat
- [ ] Shortness of Breath

### SYMPTOM ONSET

If the client is symptomatic, answer the **Symptom Onset** questions below. If client is not symptomatic, continue to **Screener Name**.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Unknown</th>
<th>Has the client had close contact with a person who is under investigation for COVID-19 while that person was ill?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Unknown</td>
<td>Has the client had close contact with a laboratory-confirmed COVID-19 patient while that case was ill?</td>
</tr>
</tbody>
</table>

### SCREENER NAME


### SCREENER SIGNATURE


### DATE

/ / 

### NOTES


Created by COHHIO for the Ohio BoSCoC

Created March 2020
7) HMHA will continue to schedule program lease-ups and briefings. However, over the next two weeks the way these things are conducted will change to limit one-on-one exposure.

If you live in an HMHA owned or operated property and you or a family member get the coronavirus, please let HMHA staff know by phone. We want to support you and take action to prevent the spread of the virus.

HMHA is aware that residents’ sources of income may be impacted by this developing situation. If you have lost your income or it has been reduced, please contact an HMHA staff member as soon as possible at the number above.

Thank you for your help in following the above guidance. We recognize these may be stressful times for many of the people we serve. We want to do everything we can to help protect and support you.

Sincerely,

T. Nathan Blatchley

Executive Director
Hocking Metropolitan Housing Authority