

RESIDENT SERVICES  
BOARD OF COMMISSIONERS SUBCOMMITTEE MEETING  
Major Projects Report-COVID 19  
April 30, 2020

RESIDENT SERVICES DEPARTMENT

---

Fund Development Updates:

- **CP-HEZ grant submitted (pending)** –this grant will support Employment Case Management for PHA youth modeling the Jobs Plus approach – 4/24/20.
- **CDBG (pending)**-this is additional funding we are applying for to support three areas of need (1) food (2) VOCA and (3) employment services.

COVID 19 Updates:

The RSD’s approach to COVID 19 has been to serve Residents through an interdepartmental approach.

- 1) **Emergency Resident Outreach Log (EROL)**-The EROL targeting all **public housing residents** started at the beginning of the crisis with the realization that intensive outreach and communication was required *before* the PHA needed to respond to worst-case scenarios. This Outreach was not only a completely new way to outreach to residents, it was a new way for Property Management and Resident Services staff to work collaboratively. One of the anecdotal accomplishments of EROL, was that despite the upheaval to a normal working situation, staff were actively tracking information and communicating extensively.

The approach to this outreach and the follow-up outreach phases was/is; to state the purpose of the outreach, create teams by identifying staff across departments to participate, create a standard operating procedure (SOP) that aligns with the purpose of the outreach, create consistent messaging for staff to use with a common script, create a tracking spreadsheet that aligns with the questions on the script, and create and update a universal Resource Guide to share with Residents. Below are two tables outlining data collected at the initial phase of the Outreach, and the additional Resident Outreach that was conducted.

We started with these data collection points to share recommended DOH information. For example: in early March DOH was recommending calling the primary care doctor first (or 211) if feeling unwell, and the Health Insurance portal had been reopened during COVID 19. Residents were also asked about food security. For residents with youth in the household resources about community resources were shared. This question in the high-rise buildings became the baseline of information for the PHA’s new Food Task Force and delivery service.

PHASE 1 started on Monday, March 20, 2020: All public housing household were called and information on calls and attempted calls were tracked, in addition to other indicators

PHASE 2 all public housing resident calls were completed by Friday, April 24, 2020. The staff was asked to input data and update the public housing software system (HAB) with the contact information collected from the resident survey including the main phone, second phone, emergency contact and email.

PHASE 3 develop a plan for mail outreach to the residents we have not had contact with from the calls.

PHASE 4 the PHA began work on the **Leased Housing Outreach Log** which began on Monday, April 20<sup>th</sup>. RSD staff who had also made the Public Housing calls, are calling Section 8 participants to share important resources and gather similar information. Staff are also asking, after consultation with Legal Counsel about whether individuals would be willing to self-report positive cases.

PUBLIC HOUSING

<b>Elderly/Disabled Developments</b>	<b>Total No. Residents on contact list</b>	<b>Number of Residents (Direct staff contact)</b>	<b>Primary Care Doctor</b>	<b>Health Insurance</b>
Dominica Manor	202	105	102	105
Carroll Tower	194	168	155	153
Hartford Park Tower	117	92	81	83
Parenti Villa	191	169	150	157
Kilmartin Plaza	105	94	88	94
Dexter Manor	289	227	212	222
Sunset Village	24	16	10	8
<b>Total</b>	<b>1,122</b>	<b>871 (77.5%)</b>	<b>798 (72%)</b>	<b>822 (73%)</b>

<b>Family Development</b>	<b>Total # of Residents on Contact List</b>	<b>Number of Residents (Direct staff contact)</b>	<b>Primary Care Doctor</b>	<b>Health Insurance</b>	<b>Food Security Children</b>
Hartford Park Family	384	169	139	139	Y=53 N=87
Roger Williams	40	36	22	23	Y=15 N=10
Scattered Sites	235	219	218	216	Y=187 N=31
Codding Court	119	114	100	91	Y=63 N=51
Manton Heights	327	254	285	284	Y=168 N=14
Chad Brown	194	159	147	146	Y=114 N=11
Admiral Terrace	149	174	128	126	Y=100 N=13
<b>Total</b>	<b>1,448</b>	<b>1,156 (80%)</b>	<b>1,039 (72%)</b>	<b>1,025 (71%)</b>	

Additional Resident Outreach:

- a) **PHA and partner Food Task Force** and delivery service-see below for Food Delivery Task Force information
- b) **Sodexo Food Pick Up Service at Hartford Park, 50 Laurel Hill Avenue** for children 18 years and under: Resident Services and Property Management Department staff outreached to Hartford Park Residents within 24 hours; all residents received a call that youth will receive 2 meals a day for 3 days from Sodexo Outreach on Tuesdays and Fridays

from 11am -2pm. On the first day, 219 youth were served six meals each to cover the next three days. In the first three days of service a total of more than 550 youth were served.

- c) **Providence Summer Programs for Youth Outreach:** All Public Housing families with children between the ages of 5-24 years old were called by a PM and RSD staff member about the registration portal for Providence’s summer programs and opportunities for families opening on April 20<sup>th</sup> so families did not miss the opportunity to apply.
  - d) **Resident Health Worker Outreach:** This Outreach will begin the week of 4/27 to our Residents who are working in the Medical field
  - e) **Emergency Outreach** as needed:
- 2) **PHA established its own COVID 19 Hotline:** During the week of April 13<sup>th</sup>, and as COVID 19 cases increased dramatically in Rhode Island and Providence, leadership recognized the need for Postcards went out to the PHA on Saturday to with your information (name and Parenti office number), so that if Residents would like to share COVID 19 testing information they have the opportunity to do so, and we have the opportunity to follow up share or find additional resources, and help them keep their quarantine. The information in this document is confidential, and should not be shared out, in order to respect the privacy of individuals. Property Management shared you for tracking information is a shared document with Directors, who are using the information to ensure staff safety.
- 3) **Food Task Force and Delivery Service** – Early in the COVID 19 crisis, the Executive Director recognized that some of our most vulnerable areas of crisis are our elderly/high rise developments, where Rhode Islanders over the age of 60 and with pre-existing conditions were encouraged to stay indoors. We decided that food security would be especially challenging, and that we could play a positive role. This interdepartmental project relied on input and leadership from Facilities Management for production and distribution, Property Management for information on individual cases of need, OSD for funding from Rhode Island Foundation, Finance for procurement and funding management, Resident Services for resident outreach, and distribution.

<b>Development</b>	<b>Date</b>	<b>Number Delivered</b>	<b>Food supplied by*</b>
Sunset Village	3/23	24	PHA
Codding Court	3/25	21	PHA
Carroll Tower	3/27	16	PHA
Kilmartin Plaza	3/27	72	PHA
Hartford Tower	3/30	61	PHA
<b>TOTAL FOR MARCH</b>		<b>194</b>	
Parenti Villa	4/7	35	RI Comm. Food Bank (RIFB)
Dominica Manor	4/8	70	RIFB
Carroll Tower	4/9	99	PHA
Dexter Manor	4/10	60	RIFB
Dexter Manor	4/21	75	PHA
Dominica Manor	4/21	52	PHA
Sunset Village	4/23	24	PHA
Kilmartin Plaza	4/23	82	PHA
Carroll Tower	4/23	1	PHA
Hartford Park Family		2	PHA
Manton Heights		1	PHA
Section 8		1	PHA
<b>TOTAL FOR APRIL PHA SUPPLIED</b>		<b>337</b>	
<b>TOTAL FOR APRIL RIFB SUPPLIED</b>		<b>165</b>	
<b>TOTAL TO DATE</b>		<b>696</b>	
**All DELIVERIES made by PHA staff			

Other Food Programs:

**Sodexo:** Tuesdays and Fridays from 11am-2pm at 50/40 Laurel Hill Ave parking lot 2 meals a day for 3 days for children under 18 years old

**City of Providence:** 4/21 Carroll Tower 100 Hot meals distributed by PHA staff

**Boys and Girls Club:** 25 Hartford Park/Manton Heights families who participate in Boys and Girls Club received a bag of food.

**YMCA:** In development, working with their national office to secure food for Codding Court Residents

#### Program Updates:

#### **4. Jobs Plus Providence (JPP) Program**

- **HUD Jobs Plus Intensive Outreach:**
  - Financial Coaching-via phone/email in preparation for the end of JPEID
  - Unemployment Insurance Applications
- **Partnerships**
  - **Providence Public Library (PPL)** – is supporting on-going computer literacy through on-line teacher guided learning.
  - **Progreso Latino**-is supporting adult HSE learning through on-line teacher guided learning

#### **5. FSS**

- Remote services
- PHA to review and consider HUD waiver for FSS
  - There have been no terminations (1 successful completion on April 1, and 1 on May 1)
  - There have been no extension requests

#### **6. Resident Service Coordinator (RSC) Program**

- Remote support to caseload clients
- Unemployment Application support
- **Strong Families event** – on hold

#### **7. Wellness Coordinator**

- Remote services
- Resource list sent to all clients
- Intensive follow up

#### **8. VOCA Coordinator**

- Remote services
- Intensive follow up

#### **9. Adult Education Program**

- On hold

#### **10. VITA**

- On hold-deadline extension until July 15 for filing

#### **11. Financial Opportunity Center (FOC)/Homeownership Program**

- **First Time Homebuyer Fair**-on hold
- Unemployment Application support

#### Office of Strategy and Development

**Resource Guide:** OSD has been regularly updating a resource guide meant to help residents in both public housing and section 8 to access a range of critical resources during this time, including information about accessing food and health care services; access to internet service; stimulus funds and unemployment benefits; and other needs that RAB members and others help to identify in the community. This resource guide is shared with staff as it is updated and is also posted online at [www.provhousing.org/Corona-Resources](http://www.provhousing.org/Corona-Resources)

**RESIDENT ADVISORY BOARD (RAB):**

The Office of Strategy and Development has been convening meetings with members of the Resident Advisory Board by phone conference every week (as of the week of April 27 these meetings are moving to videoconference, with those members unable to join by Zoom still able to participate by phone). The 18-member RAB has been split into four groups, each of which meet weekly and one of which conducts meetings in Spanish. Staff from OSD also connect with RAB members on a one-one basis every week to discuss any other concerns that they do not wish to raise in the group meetings. A number of key insights and concerns have been reported to help PHA staff address issues including resident attention to social distancing; resident concerns around work being done by new vendors cleaning high rises and doing security work; security issues; and ensuring that residents are aware of important community resources.