



Webinar Take Aways

- **Peer Sharing Webinars**
 - These sessions provide dedicated time for housing providers to share questions, strategies and resources and work towards solutions and common understanding.
- **Audience engagement**
 - The facilitator engaged the audience regarding how they are providing services to participants at this time and how did they notify participants about changes in services due to COVID-19?
 - Providing services: 67% working mostly remote; 23% working only remote; 11% on site daily
 - Notifying participants: 92% phone; 55% email; 42% mailed letters; 23% home visits; 2% none of these
- **HUD Regulatory Waivers**
 - Agencies are expected to update their program records to include written documentation of the specific conditions that justified the use of the waiver consistent with the justifications and applicability provided for each waiver flexibility in the memorandum.
- **Interim Recordkeeping Standard Operating Guidance**
 - It is recommended for agencies to establish an emergency recordkeeping protocol into their emergency policies and procedures.
 - The policy should address documentation procedures that will be used until the emergency situation ends.
 - All Chicago has posted interim recordkeeping [guidance](#) to our website as well as a [sample protocol document](#).
- **Barriers to Housing**
 - The audience was engaged/pollled regarding availability of vacant units, whether new participants are being housed, and the top barriers that currently exist to housing participants.
 - # available units: 23% 0, 23% 1-2, 21% 3-5, 23% 6-10, 9% more than 10
 - Housing new participants: 71% yes but there are new challenges; 14% no, to avoid exposures; 6% no, not sure we can without meeting in person; 8% no for other reasons
 - Top barrier to housing participants (part 1): 58% meeting participants in person, 26% getting documentation; 16% finding participants; 0% obtaining identification
 - Top barrier to housing participants (part 2): 60% finding units/landlords not showing units; 19% conducting housing inspections; 10% holding units for isolation purposes; 12% n/a – no vacancies
- **Future topics**
 - Anyone interested in helping plan or facilitate a future session should contact Torelen Winbush at twinbush@allchicago.org.