

**Commissioners**

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City of Kenosha Housing Authority COVID-19 Emergency Response Plan  
March 2020

**Introduction:**

The City of Kenosha Housing Authority (KHA) is closely monitoring the COVID -19 pandemic. This is a constantly changing situation and KHA had developed an Emergency Response Plan should this health crisis impact operations of our housing program. Our goal will be to limit the exposure of the virus to our employees, tenants and landlords and to prevent the further spread of the virus.

**Effective March 23, 2020 the office will be closed to the public. Business will continue to be conducted via phone, fax and email.**

**Section 1**

**Communication:**

KHA will publish updates regarding operational changes through the mail or on our website at [www.housingauthority.kenosha.org](http://www.housingauthority.kenosha.org)

**Section 2**

**Operational Protocols:**

**Leasing/Voucher Issuance:** In the event that operations are curtailed due to community health concerns, KHA will attempt to assist our clients to the extent feasible through electronic means or US mail.

- A. **HCV:** Voucher lease ups shall continue to the extent possible. Paperwork shall continue to be processed, subject to staff availability, via email, fax or regular mail. Phone conversations shall be documented. Lease up inspections will be done on empty units when possible, subject to additional regulatory guidance from the U.S. Department of Housing and Urban Development and availability of staff. Voucher issuance may be suspended if a quarantine or lock down is ordered, if staffing is limited or unavailable and is subject to governmental action
- B. **Occupancy Issues:** Program eligibility; Annual/Interim Recertifications-KHA shall continue to process program eligibility and recertifications subject to staffing and further regulatory guidance. Whereas income verifications are subject to third party review, processing of eligibility/recertifications may be delayed and or suspended until such time conditions will allow.

- C. **Inspections:** In order to comply with virus containment protocols, inspections may be suspended and resumed when it is safe to do so. KHA will adopt a Biennial Inspection protocol for all HCV units during this crisis. Conditions which may affect inspections include but are not limited to availability of staff; additional regulatory guidance; and government restrictions. KHA may use outside inspectors if they are available.
- D. **Financial:** Our objective during this crisis shall be to continue to receive and make payments for goods and services provided and or delivered. To continue to make Housing Assistance Payments on our tenants behalf to landlords. Financial operations will continue to the extent there is staff availability and funding to do so. If KHA's ability to process payments to its landlord and vendors is impeded due to government action or the lack of staff due to this crisis, it is understood that all accrued payments shall be made upon the earliest possible ability to process said payments. KHA is requesting patience and understanding during this difficult time.
- E. **Landlords:** Communication will be made with all our landlords to keep them informed of our situation and to ask that they do not take any adverse action against participants in the Housing Choice Voucher Program should payments be delayed. This shall be done through the mail or our web site at [www.housingauthority.kenosha.org](http://www.housingauthority.kenosha.org)
- F. **Meetings:** If it becomes necessary to have virtual meetings, rather than face to face, KHA will use electronic means to conduct meetings and keep operations continuing to the greatest extent possible.