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# Resources to Support Residents

July 28, 2020



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# Agenda

- Welcome by Assistant Secretary Hunter Kurtz
- Resources to Support Residents
- Featured Presentations on Serving Residents:
  - Education– Jacksonville Housing Authority
  - Employment– Roanoke Housing Authority
  - Using CARES Act to Fill Gaps– Akwesasne Housing Authority
- Questions/Comments



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# Presenters

## **Jayne Brown**

Community and Supportive Service Director, HUD

## **Rhonda Lattimore**

Director of Resident Services, Jacksonville Housing Authority

## **Yvonne Thomas**

Jobs Plus Program Manager, Roanoke Housing Authority

## **Elizabeth Jacobs**

Acting Executive Director, Akwesasne Housing Authority



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# Eligible Supportive Services Under the CARES Act: Operating Fund

[Notice PIH-2020-07](#)

## **Basic Need Coordination**

- Food service preparation and delivery.
  - Other funds must be used to cover the cost of food.
- Coordinating health care services.
  - Health-related supplies (e.g., masks and cleaning supplies).
  - Telehealth.
  - Transportation expenses for medical appointments.
- Childcare costs for working residents.



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# Eligible Supportive Services Under the CARES Act: Operating Fund

[Notice PIH-2020-07](#)

## **General Coordination**

- Resident Services/Service Coordination staff.
- Administrative expenses for Resident Services (shares of rent/utilities/computers/phones; copies; mailing; texting software; etc.).
- Case Management Records Systems.
- Temporary staff to convert from paper to electronic systems (***Eligible under HCV Admin Fee***).
- Training for Resident Services staff on remote coaching/case management; trauma-informed program design, etc. (***Eligible under HCV Admin Fee***).



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# Eligible Supportive Services Under the CARES Act: Operating Fund

[Notice PIH-2020-07](#)

## **Employment /Financial Capability**

- Hiring residents--can set hiring preference for residents/Resident-owned businesses (e.g. computer lab monitors, community health workers).
- Paying partners for job training/skills/basic education/ESL/Financial Empowerment etc. services they provide & residents need (***Eligible under HCV Admin Fee***).

## **Connectivity**

- Devices, in-unit Internet connectivity, and infrastructure costs that support in-unit connectivity (***limited eligibility under HCV Admin Fee***).



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# Eligible Supportive Service Under Indian Housing Block Grant-CARES

[Notice PIH-2020-06](#)

- Providing essential housing services to shelter residents including childcare, education services, employment assistance, outpatient health services, legal services, mental health services, and transportation.
- Purchasing Telehealth equipment to allow assisted residents access to health care providers from home.
- Purchasing and distributing personal protective equipment (PPE) and cleaning supplies.
- Purchasing and distribution of water, groceries, prescriptions, and other items for quarantined families, Elders, Veterans, at-risk populations, or disabled households.



## CARES Act Funding In Action

### Housing Authority of St. Louis

- Funding will be used to purchase a proprietary system from Gaia Green Earth to create a Public/Private wi-fi network to 1,200 units.

### Pasco County Housing Authority

- Created food pantry for seniors and used CARES Act funding to buy a freezer.

### Housing Authority of the City of Los Angeles

- Purchasing equipment (cooling tents, outdoor hand washing stations, PPE, signage) and additional janitorial services to assist youth/recreation center program operators to begin limited in-person camps and day care.
- Funding multiple Community Health Worker (CHW) positions to connect residents with health resources addressing the Social Determinants of Health (SDoH).





## CARES Act Funding In Action

### Housing Authority of the City of Pittsburgh

- Expanded the scope of contracts to provide enhanced supports for residents.
  - Including eviction prevention, mental health support, crisis/ trauma/ grief counseling, drug and alcohol treatment, and other supportive services for families.
- Making Comcast Internet Essentials available to public housing households at no cost.
  - Purchase of Android tablets for residents participating in the housing authority's resident self-sufficiency programs, including but not limited to Section 3, FSS, and ROSS. This allows residents to connect virtually to programs and services.



## CARES Act Funding In Action

### Muckleshoot Housing Authority

- Upgrade housing office systems to “the cloud” to facilitate staff’s ability to telework.

### Housing Authority of the Kickapoo Tribe of Oklahoma

- Obtain the services of a consultant to write emergency policies to deal with a pandemic and provide staff training.

### Kootenai Tribe

- The Housing Department will install sanitation stations in common areas of housing-related public facilities and other public spaces such as playgrounds, administration office, and gymnasium.

### Housing Authority of the Choctaw Nation of Oklahoma

- Construct six single family units for homeless and/or veterans impacted by COVID-19.



# Impact of COVID on Residents Living in Federally-Assisted Housing

**American Association of Service Coordinators (AASC) and Johns Hopkins School of Public Health**

## Survey Demographics

- Over 1,400 respondents from 49 states across the U.S.
- Ninety-six percent (96%) work at HUD Assisted Properties with over 80% serving seniors.

## Key Findings

- **Limited uptake of video calls**--Limited by residents lacking reliable internet and the appropriate technology. Poor technology literacy further limits their uptake.
- **Over a quarter service coordinators report cases of COVID-19 in their buildings**--Barriers remain to social distancing and many residents do not have masks.
- **Many residents have avoided needed medical care**--Difficulties in obtaining medicines and obtaining help with activities of daily living have increased.
- **Psychological distress due to COVID-19 is high among residents**—Residents' express symptoms of loneliness and anxiety.
- **Majority of residences provide assistance with access to food**--Most service coordinators have facilitated food delivery or meal distribution.



## Federally Qualified Health Centers (FQHCs)

- Community-based health care providers in underserved areas
- Locate FQHCs at the [National Center for Health in Public Housing](#), including:
  - [Public Housing Primary Care \(PHPC\) Grantees and Associated Clinics](#) (106)
  - [Health Centers In or Immediately Accessible to Public Housing](#) (297)
  - [Health Centers serving Public Housing residents](#) (88)
- Flu LEAD (Leadership to End Access Disparities)
  - Partner with your local FQHC to join a flu vaccination education campaign
  - Supports coordination for on-site vaccination clinics

**MAP:** [Health Centers and Facilities Close to Public Housing Developments](#)



## Mental Health Resources

- Residents can call 1-800-985-5990 or text “TalkWithUs” to 66746 to speak with a free, trained counselor through the [Federal Disaster Distress Helpline](#).
- [National Parent Helpline](#) Emotional support and advocacy for parents: 1-855-427-2736. Available: Monday - Friday 12pm-9am CT.
- The American Red Cross Training Services has provided a free [Psychological First Aid](#) tool that may aid in supporting residents and staff during COVID-19.



## Food Insecurity

- [HUD's Food Pantry Finder](#) and [FoodFinder](#) allow you to search nearby food pantries by zip code. Many food pantry operations now follow social distancing practices or allow for contactless pick up.
- **U.S. Department of Agriculture Resources**
  - **Supplemental Nutrition Assistance Program (SNAP)** — Residents can apply for benefits and contact your local office using SNAP's [interactive map](#).
  - **Supplemental Nutrition Program for Women, Infants, and Children (WIC)** — Residents can dial the [toll-free number](#) for assistance in locating the local agency to learn more and apply.



## Food Insecurity

### USDA Resource (cont.)

**Food and Nutrition Service (FNS)** — has launched a [Meals for Kids Site Finder](#). Meals may be taken home, and parents or guardians may pick meals for their children if the state allows.

**Commodity Supplemental Food Program (CSFP)** — Offers nutritious food to improve the health of low-income persons 60 and older. Residents can [learn more about the CSFP](#) and learn more about enrollment.



## Financial Assistance & Benefits

- Benefits Eligibility (TANF, SNAP) - [www.benefits.gov](http://www.benefits.gov)
- Economic Impact Payments - <https://www.irs.gov/coronavirus/economic-impact-payment-information-center>
  - Note: The \$1200+ economic impact payments ("stimulus payments") are excluded from annual income for rent calculation purposes, as they are temporary, non-recurring payments.
- Free tax preparation - <https://irs.treasury.gov/freetaxprep>
- Emergency assistance resources (rental, utilities, basic necessities)
  - Dial 211 from any phone / or visit <https://www.211.org/> and search by zip code
  - [www.usa.gov/help-with-bills](http://www.usa.gov/help-with-bills)





## Employment

- Residents can find searchable listings of local job postings online, including the National Labor Exchange's [Need a Job Now](#) board with immediate jobs available during the pandemic.
- Nationwide listing of open [apprenticeship opportunities](#).
- Residents can Learn how to file for [unemployment insurance benefits](#).

Note: Regular unemployment benefits are considered income. PHAs shall exclude the \$600 per week enhancement provided by the CARES Act because these payments are temporary and likely non-recurring after the pandemic emergency ends.



# Internet Connectivity, Devices, and Content

## Connectivity

- HUD's nonprofit partner, EveryoneOn, has a low-cost Internet offer [locator tool](#) to find low-cost internet and computers by zip code.
- Separately, you also can check out this [open-source listing](#) of regional and local internet offers.

## Free or Low-Cost Computers

- Residents can use EveryoneOn's [locator tool](#).
- Alliance for Technology Refurbishing and Reuse's [Locator Map](#) to find low-cost computers in your area.



## Education Planning—Back to School

If students are returning to the classroom:

- help ensure that parents understand the new protocol
- help ensure that students have the PPE necessary (e.g. a clean mask for each day of the week)

If students will be at home:

- help ensure that parents understand the requirements
- If parents are working, help parents make childcare plans for the kids
- Help parents connect with whatever resources the schools are offering
  - Chromebooks/hotspots
  - Lunches
- Supplement resources, if possible




# Jacksonville Housing Authority

Building A Better Future For Jacksonville



**EDUCATION IS OUR BUSINESS**  
Going above & Beyond the call of duty  
in the midst of COVID-19

A hand wearing a grey knitted glove holds a lit sparkler. The sparkler is bright and glowing, with many sparks flying out. The background is dark and has a splattered, ink-like texture. The text is overlaid on the image in white, bold, sans-serif font.

**Life is unpredictable and you  
never know what is coming next.  
Don't ever get to comfortable,  
ALWAYS  
be ready for change.**

The Jacksonville Housing Authority  
Resident Services Department  
is dedicated to ensuring that Public Housing  
and Section 8 families receive services that will  
enable them to achieve self-sufficiency.

Resident Services team consist of  
(11) Service Coordinators,  
(2) Administrative and Support staff under  
direction of

Rhonda Lattimore and  
Dwayne Alexander, JHA Interim CEO

# Department of Overview



**Jacksonville Housing Authority**  
Building A Better Future For Jacksonville



During the midst of the pandemic our mission was to continue to provide our residents with services based on the goals that they wanted to obtain leading toward:

## **Self-Sufficiency Virtually:**

- × GED: **53** Residents attended Virtual Class
- × Homeownership: **70** Residents attended Virtual Homebuyer Seminars
- × FSS Participants purchased homes: **8**
- × Tutoring: **116** Youth
- × Financial Literacy community based virtual seminars, one to one and groups: **89** Residents attended

\*Currently, our GED Program celebrated (2) graduates and (6) more students ready for testing (**testing was suspended due to COVID19**)

**EDUCATION IS  
OUR  
BUSINESS**

1. **SERVICE COORDINATORS:** The team rallied together and came up with a plan to service our residents. We learned and practiced Ring Central virtual meetings. There was not a week go by that the team did not communicate with residents, partners and property staff *virtually*.

2. **PROFESSIONAL PARTNERS:** Contacted and trained our professional partners on Ring Central- GED Instructor, Tutors, and various Financial organizations and facilitators.

3. ***Massive* OUTREACH:**

Follow-up Phone Calls

Emails/Texting

Newsletters/Flyers

Personal Message Calls to the Residents from the Service Coordination

Social Media- Facebook, Instagram, Twitter

Community Partners

!t???

How did we do



# Resident Services Department

## BRENTWOOD LAKE NEIGHBORHOOD NETWORK CENTER

### Education:

- \* Career and Education Counseling
- \* Computer Literacy Courses
- \* GED/ABE (adult based education) Instruction
- \* Reading Literacy and Tutoring for Youth and Adults

### Employment:

- \* Job Fair for Youth and Adults
- \* Job Searches
- \* Resume Assistance
- \* Transportation Assistance

**Your Future Is  
Created By What  
You Do Today...  
Not Tomorrow**



## FSS FAMILY SELF-SUFFICIENCY-HCV HOUSING CHOICE VOUCHER

### Homeownership:

- \* Budgeting Classes
- \* First Time Homebuyer
- \* Homeownership Courses
- \* Improving Your Credit Score

### Job Training / Entrepreneurship



### ON-SITE REFERRAL SERVICES *(Coordination for Elderly & Disabled)*

- \* Health & Wellness
- \* Homemaking Services
- \* Meals on Wheels
- \* Personal Care

## RESIDENT OPPORTUNITY & SELF-SUFFICIENCY (ROSS) - SERVICE COORDINATORS PROGRAM

The Jacksonville Housing Authority ROSS Grant Coordinators enhance the quality of life for public housing residents, by providing supportive services and empowerment activities. These services enable participating families / individuals to increase earned income, reduce or eliminate the need for welfare assistance, making progress toward achieving economic independence and housing self-sufficiency. ROSS Coordinators assist elderly and disabled residents by improving living conditions, linking to supportive services they need to achieve self-sufficiency to remain independent and enable residents to age in-place gracefully.

# GED

The Jacksonville Housing Authority Brentwood Lake Neighborhood Networks (NNC) offers **FREE** preparation for the General Education Development (GED) high school equivalency test.\* These classes are designed for students who have not completed high school and wish to earn their diploma. Classes will prepare the student to pass a series of tests to receive their diploma in the areas of:

- Social Studies
- Language Arts (Reading & Writing)
- Science
- Math

Interested participants must register for orientation and a placement test to assess their appropriate class level. For additional information, please contact the Brentwood Lake NNC at (904) 356-9817 or email Ms. Fatima Johnson, Neighborhood Networks Coordinator at [fajohnson@jaxha.org](mailto:fajohnson@jaxha.org).

\*Students must be at least 18 years old to participate in the program.



**YES YOU CAN  
VIRTUAL!**

### VIRTUAL CLASS DATES & TIMES

Tuesday & Thursday – 5pm-8pm

Wednesday – 5pm-8pm

Contact:

Brentwood Lake NNC  
3465 Village Center Drive, Bldg. 28  
Jacksonville, FL 32206  
(904) 356-9817

Program funded by the Jacksonville Housing Authority and partially funded by the City of Jacksonville Community Development Block Grant also in partnership with The Jacksonville Public Library and the Learn to Read Jacksonville program.



**Obtained GED**



# Homeowners



# Youth Tutoring Program

**Dwayne Alexander- Interim CEO/President of JHA**

**Rhonda Lattimore- Director of Resident Services**

**Resident Services Programs:**

**Family Self Sufficiency (FSS)- Section 8 and Public Housing**

**Resident Opportunities Self Sufficiency- ROSS**

**Brentwood Neighborhood Networks Center (Brentwood NNC)**

**Senior Services**

**For more information: Contact Rhonda Lattimore at  
[rlattimore@jaxha.org](mailto:rlattimore@jaxha.org) or 904-356-6091.**



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**Jobs Plus Roanoke  
Employment  
Strategies for  
COVID19**

# Jobs Plus

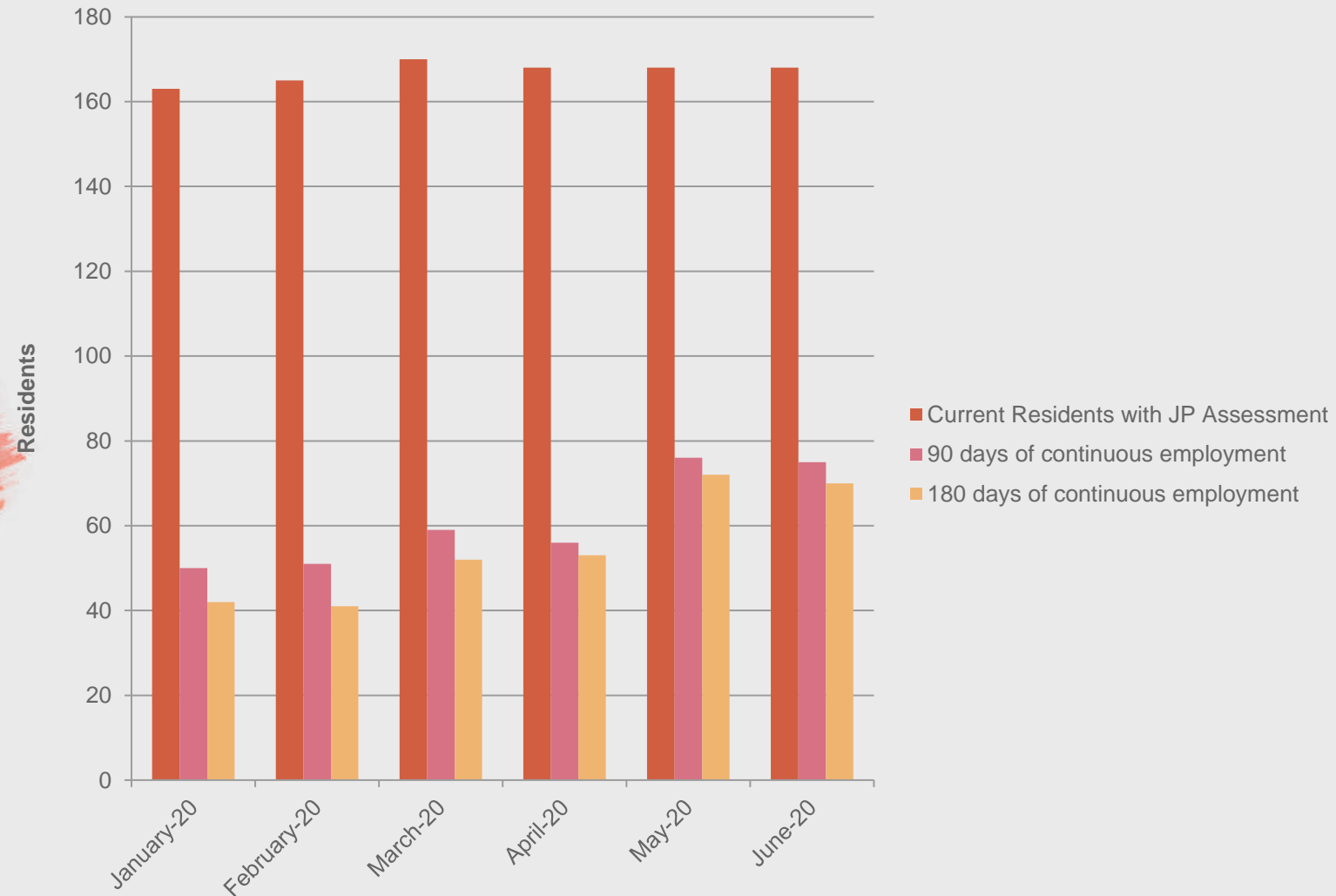
- ❖ **Builds opportunity for Public Housing Residents:**

- ❖ Supports locally-based approaches
- ❖ Increases earnings
- ❖ Improves employment outcomes



# Job Retention

**Overall Goal: Keep residents employed with less than 10% decrease.**



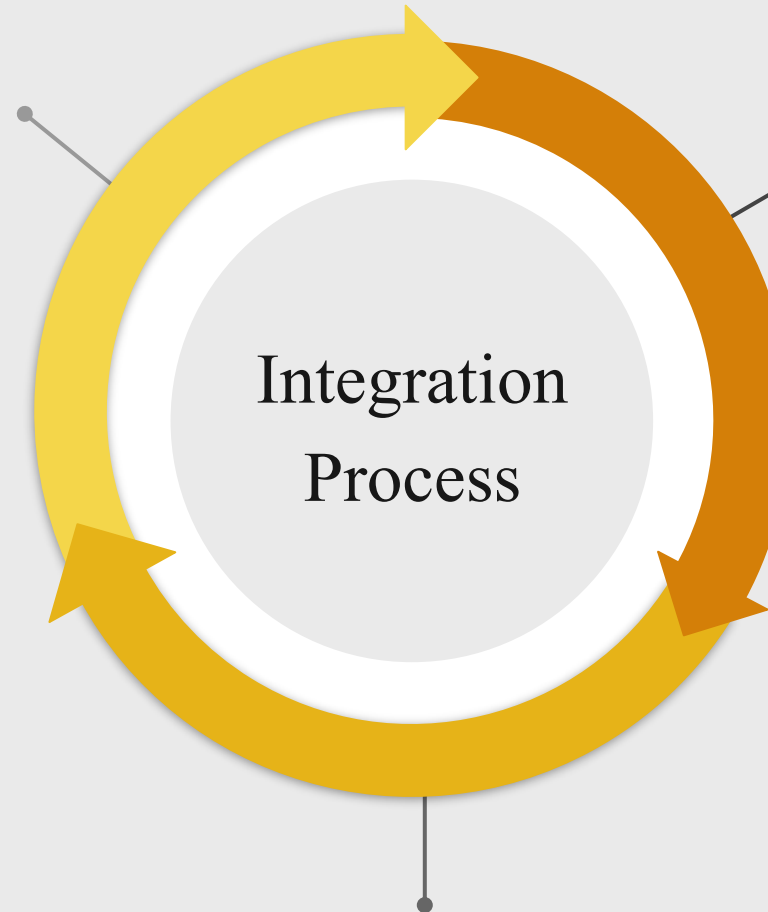


# Process and Methodology: How did we do it?

- ❖ Gathered all resumes from JP Employment Specialist and data tracking system (This was for possible new hires).
- ❖ Team audited resumes and ensured process for updating.
- ❖ Scheduled calls, texts, and e-mails to residents.
- ❖ Daily, weekly contact reports sent to PM and entered into data tracking system to respond in real-time (onsite coordination).

# Integration of Site Management, Employment Specialist, and Case Managers

- 1) CM sends employment update to site management for update and verification.
- 2) Information is sent for official employment verification, interim is completed, and data is entered into Yardi housing software.



Real time move in/move out info from site management. Updates are sent to CM and employment specialist.

Employment Specialist and Case Manager(s) communicate on a daily basis. Employment Specialist sends employment reports to PM weekly.

# Case Manager Support

- ❖ During time of COVID, CMs were on site and worked one extended hour (3 days per week) to be available for employed residents.
- ❖ Because CMs/PM were on site, clients knew resources were available for client's personal and employment needs.
- ❖ Developed innovative use of translation services (3 way calls) to assist Lansdowne immigrant population.\*
- ❖ \*Lansdowne has largest immigrant population in Roanoke.



# Outreach and Engagement

## **High Tech**

- ❖ Facebook
- ❖ Texting
- ❖ Emails

## **High Touch**

- ❖ Mailings/Letters
- ❖ Phone Calls
- ❖ Postcards

Thanks to RRHA Senior Management -  
David Bustamante, Executive Director and  
Evangeline Richie, VP Housing

Jobs Plus Team

RRHA Site Management – Catina Lowery

For more info: [ythomas@rkehousing.com](mailto:ythomas@rkehousing.com)

or (540) 983-9263



# Akwesasne Housing Authority

Elizabeth Jacobs | Acting Executive Director

Theresa Cole | Support Services Coordinator



# Akwesasne Housing Authority

AHA is a Tribally Designated Housing Entity (TDHE) for the Saint Regis Mohawk Tribe in Akwesasne, New York.

# Service Coordination

- Conducted a COVID-19 focused needs assessment
  - Efforts completed by three staff members other staff members were abiding tribally mandated stay at home orders.
- Surveyed community partners to determine what resources could be leveraged
- Determined resources for community members with non-traditional careers and underserved.
  - Unreported Income
    - Gas pumper
    - Warehouse workers
    - Casual workers
    - At home day care providers
- Participates in Tribal Emergency Operation Center (EOC)
  - Receive updates about other community programming
  - Staying in touch



# IHBG Cares Act funding

The AHA distributed a portion of the IHBG Cares Act funding to:

- SRMT Health Services
- SRMT Office for the Aging
- SRMT Family Advocate Program
- Akwesasne Boys and Girls Club
- Some of the funding was used to recover the AHA's costs to prepare for prevent and respond to Covid-19, such as:
  - Cleaning equipment to sanitize facilities for staff and residents
  - Emergency hire a fulltime custodian
  - Install air exchanges in administration building to reduce air borne contaminants for staff health and safety.

# HIGHLIGHT: SRMT Family Advocacy Program

- Relatively new program
- IHBG Cares Act Funding: \$130,000 plus
- No eviction moratorium on reservation
  - landlords demanded payments
- Critical services based on the immediate needs of the family
  - Rent
  - Dissolution of Family
  - Subsistence
  - Transportation
  - Re-entry resources

# Using Covid-19 Resources to fill gaps

Adirondack Foundation Special and Urgent Needs Fund (SUN) Funding:

- Golf cart to travel around Sunrise Acres Complex
  - Engage seniors
  - Distribute resources
  - Distribute information

# Looking Forward

- No visitors mandate in the Sunrise Acres Complex—-independent living and supportive housing for seniors and veterans and the Administration building.
  - Increase challenges for service coordination
  - Adapting spaces
  - Creating alternative methods of contact and engagement
- Utilizing Resident Connect to communicate with all residents
  - Including use of robocalls and text messaging
- Concern about reduction of unemployment and potential crime due to loss of income.
- Continue to leverage community food programs supported by the senior center.
- Pick up where other funding ends to make certain no duplication of funding occurs.

## For more information:

Elizabeth Jacobs, Acting Executive Director: [ejacobs@aha-nsn.gov](mailto:ejacobs@aha-nsn.gov)

Theresa Cole, Support Services Coordinator: [tcole@aha-nsn.gov](mailto:tcole@aha-nsn.gov)

or (518) 358-9020



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Questions or Comments?



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# Appendix



## Domestic Violence

- Residents can reach out for help through the [National Domestic Violence Hotline](#) by calling 1-800-799-7233 or 1-800-787-3224 for TTY.
  - They are also able to reach the hotline by texting “LOVEIS” to 22522.
- The [StrongHearts Native Helpline](#) for domestic/sexual violence is available 7am-10pm CT, confidential, and specifically for Native communities:1-844-762-8483.
- [myPlan](#) is a tool to help with safety decisions if a resident is experiencing abuse in their intimate relationship.





## Long-term Financial Management Resources

- Consumer Financial Protection Bureau has developed a comprehensive resource [toolkit](#) on how residents can protect themselves from the impact of the coronavirus.
- Additional financial empowerment resources include [Your Money, Your Goals](#) providing helpful tools to achieve goals and work through challenges.
- Free weekly credit reports are available through April 2021 at [AnnualCreditReport.com](#). Residents can request credit reports from each of the three major credit reporting agencies: Experian, TransUnion, and Equifax.



## Online Learning Resources

- EveryoneOn's [Digital Learning Center](#) for K-12 students provides links to free and low-cost digital trainings that you can access from home with Internet and a computer.
  - Additionally, you can find a curated list of free learning products at [Free Tech for Learning](#) and free weekly coding activities from [Girls Who Code At Home](#).
- [Age of Learning's](#) online learning products for ages 3-12, such as ABC Mouse are available for **free to PHAs**.
1. For the "School District" field, enter the name of your county.
  2. For the "School Name" field, enter the name of your PHA
  3. Once you submit the form you will be emailed a "parent letter" containing a unique access code that you can provide all families in your local area. Note, the codes are specific to each locality.



## Youth Resources

### Youth & Early Learning Supports

- Families and supportive adults can learn more about [pandemic-specific assistance programs and resources](#) on [youth.gov](#).
- Information about childcare in each state during the pandemic is available at [ChildCare.gov](#).
- Early childhood resources to support parents during COVID-19 <https://www.promisestudio.org/covid-caregiver-resources>.

### Other Education Supports

- [Amazing Educational Resources](#) provided by educators and contributors at all grade-levels (including adult learners) and a large variety of subjects (such as foreign language, STEM, and Fine Arts).
- [Audible Stories](#) is providing free access to their audiobook collections for children.
- [Authors Everywhere!](#) which provides free workshops, readings, activities, art projects, writing games, writing advice, and more.
- [Google's Arts & Culture Collections](#) to view content from over 2,000 leading museums and archives.
- [Free Online Events and Activities for Kids at Home](#) curated by commonsense media.



## Senior Resources

- AARP Foundation's [Connect2Affect program](#) provides information, self-assessments and affordable options for older people to stay connected. For those without online access, ask a caretaker or family member to assist in finding resources through this program.
- [Eldercare Locator](#) is nationwide service that connects older Americans and their caregivers with trustworthy local support resources.



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## Eviction Prevention and Stability Toolkit

- CARES Act Eviction Moratorium ended on July 24, 2020
  - Reminder! PHAs and owners should be aware of local or State eviction moratoriums that may still be in effect after July 24, 2020.
- HUD has strongly encouraged PHAs and HCV landlords to plan for and implement strategies to keep families stably housed, including direct outreach to households.

### Eviction Prevention and Stability Toolkit :

1. Builds on innovative PHA practices
2. Centralizes existing HUD guidance
3. Includes ready-to-use flyers and tools



## HUD Sponsored Educational Opportunities

Due to COVID-19, many camps, childcare facilities, and other recreational opportunities for children have been canceled for the summer. HUD has put together these fun activities to provide a creative and educational outlet for youth.

- The [PIH Youth Art Competition](#) provides an opportunity for youth under the age of 25 living in public housing to get creative during these long days indoors. Participants have an opportunity to use a variety of media to create their works of art. Winners' artwork will be displayed at HUD Headquarters.
- In collaboration with the PIH Book Rich Environments Initiative (BRE) and Envision Centers, Secretary Carson has launched a [summer reading series](#) for children living in HUD-assisted households.

# You Have the Power to Shape Your Future

As trusted Public Housing Authority voices, you can raise awareness of the 2020 Census and increase response. Your efforts will help provide accurate data to improve communities across the nation.

## How can you help?

- Help residents understand the importance of responding to the 2020 Census by utilizing and posting 2020 Census [materials](#) (flyers and posters) and/or by promoting the census through a texting or social media campaign.
- Let residents know it's not too late to respond to the 2020 Census! Self-response is easier than ever. Encourage residents to visit [2020CENSUS.GOV](https://2020CENSUS.GOV) to complete the form online today. Remind residents that they can also respond to the 2020 Census over the phone: in English (844-330-2020), Spanish (844-468-2020), or 12 other languages.
- Provide Wi-Fi or a space with computers or tablets that people can use to respond to the census online.
- Let residents know the 2020 Census is **safe**. Official census takers will carry government-issued identification with them at all times. The personally identifiable information they collect is kept confidential by law.
- Share information with census takers about units that were vacant as of April 1, 2020, including why (not rented, seasonal occupancy, etc.); Provide census takers access to your properties to help residents complete their form if they haven't already done so. \*Note on COVID-19\* As the nation continues to grapple with COVID-19, census takers will follow the most current federal, state, and local guidance to protect the health and safety of apartment and housing communities.

Learn more at [2020CENSUS.GOV](https://2020CENSUS.GOV). Shape your future and complete the 2020 Census today!

Shape  
your future  
START HERE >

United States<sup>®</sup>  
Census  
2020