



## **Housing Authority County of San Joaquin COVID-19 Action Plan**

The Housing Authority County of San Joaquin (HACSJ) has implemented emergency procedures to protect the health and safety of our residents, community, and staff during this time of national health crisis. Currently, HACSJ has suspended public access to the main office and management offices until further notice. However, our staff is available by phone and email to answer any HACSJ related questions and address concerns. HACSJ is closely monitoring the rapidly changing situation regarding the spread of the COVID-19 virus. In recent days, the World Health Organization designated COVID-19 as a pandemic, a national emergency has been declared and Governor Gavin Newsom has declared a state of emergency for the state of California. HACSJ will comply with the local, state, and federal guidance issued to address COVID-19.

### **COVID-19 Action Plan**

#### **1. HACSJ-Owned and Managed Affordable Housing (Public housing, Scattered Sites): Resident Services**

##### **Initial applicant interviews:**

- All in-person appointments have been suspended. Our staff is available by phone and email. Our initial interview process has already moved to the online portal system. Other inquiries can be made by calling or COVID-19 hotline at (209) 460-5002 or by sending an email to [covid19@hacsj.org](mailto:covid19@hacsj.org)
- We have internal and external drop boxes located at our Administrative Building (2575 Grand Canal Blvd. Stockton, CA 95207) for documents to be dropped off.
- We strongly encourage documents to be emailed, faxed, or uploaded in the online portal system, Rent Café by logging in to <https://www.hacsjonline.org/>.

##### **Initial results:**

- Applicants who have been selected for the program will get results through USPS mail.

**Hearings:**

- All scheduled hearings have been temporarily suspended.
- Applicants who have received a denial may submit an appeal via fax, email or US mail, a written explanation of why their denial should be overturned, along with supporting documentation. The contact information will be on the letter.

**Lease signings for new public housing tenants:**

- Lease signings and initial unit assignments will continue. If you are ill, please notify the Asset Manager by phone or email so that alternate arrangements can be made. Click the link at the bottom of this document for staff listing

**Inspections:**

- All routine annual inspections have been suspended until further notice.
- Emergency (health and safety) inspections will be conducted on an as needed basis. If you are ill, please notify the inspector so that alternate arrangements can be made. Click the link at the bottom of this document for staff listing
- For purposes of health protections, our employees will be wearing gloves, masks, and shoe covers.

**Transfers:**

- Reasonable Accommodations/Emergency Transfers will continue as usual. If you are ill, please notify the appropriate staff person.

**Annual reexaminations:**

- Staff will continue working on annual reexaminations as scheduled.
- Income and family composition changes may be reported by the resident by U.S. Postal mail, email, or fax.
- Please remember to pay your rent by the due date. This can be done online through Rent Café by logging into <https://www.hacsjonline.org>

**Resident work orders:**

- Routine maintenance activities have been temporarily suspended.
- Grounds maintenance services will continue.
- Emergency maintenance requests will continue. If you are ill, please inform the office prior to scheduling.
- Maintenance requests will only be accepted via phone or email at each management site. Click the link at the bottom of this document for a staff listing

**Resident meetings and events:**

- All resident activities have been suspended until further notice.

**Construction:**

- Construction work will continue as planned unless directed otherwise by federal state or local authority.

## **2. Section 8, Housing Choice Voucher program**

### **Initial applicant interviews:**

- All in-person appointments have been suspended. Our staff is available by phone and email. Our initial interview process has already moved to the online portal system. Other inquiries can be made by calling or COVID-19 hotline at (209) 460-5002 or by sending an email to [covid19@hacsj.org](mailto:covid19@hacsj.org).
- We have internal and external drop boxes located at our Administrative Building (2575 Grand Canal Blvd. Stockton, CA 95207) for documents to be dropped off.
- We strongly encourage documents to be emailed, faxed, or uploaded in the online portal system, Rent Café by logging in to <https://www.hacsjonline.org/>

### **Initial results:**

- Applicants who have been selected for the program will get results through USPS mail.

### **Hearings:**

- All scheduled hearings have been temporarily suspended.
- Applicants who have received a denial letter may submit an appeal via fax, email or US mail, a written explanation of why their denial should be overturned, along with supporting documentation. The contact information will be on the letter.

### **Inspections of units:**

- All routine annual inspections have been suspended until further notice.
- Emergency (health and safety) inspections will be conducted on an as needed basis. If you are ill, please notify the inspector so that alternate arrangements can be made. The contact information will be on the letter.
- For purposes of health protections, our employees will be wearing gloves, masks, and shoe covers.

### **Transfers:**

- Reasonable Accommodations/Emergency Transfers will continue as usual.

### **Voucher issuance:**

- Voucher briefings will be completed via teleconference for larger groups. There may also be smaller group or individual sessions done through phone calls. Vouchers will be issued by email, fax, or USPS mail.

### **Annual reexaminations:**

- Staff will continue working on annual reexaminations as scheduled.

- We have already moved to the online portal system and require that annual reexaminations are completed through Rent Café at [www.hacsjonline.org](http://www.hacsjonline.org).
- Income and family composition changes may be reported by the participant by U.S. Postal Mail, email, or fax to the assigned case worker. Click the link at the bottom of this document for a staff listing.
- Please remember to pay your rent by the due date.

**HACCSJ has established a COVID-19 Hotline and electronic mailbox for additional inquiries. Email [covid19@hacsj.org](mailto:covid19@hacsj.org) or call hotline (209) 460-5002**

Public Housing Staff Listing  
Section 8 Staff Listing

### **Informational Links and Community Resources**

San Joaquin County Homepage <https://www.sjgov.org/>

California Office of Governor Gavin Newsom: <https://www.gov.ca.gov/>

Center for Disease Control: <https://www.cdc.gov/>

World Health Organization: <https://www.who.int/>

This PHA COVID-19 Action Plan will be updated on a regular basis. Please visit HACCSJ's website at [www.hacsj.org](http://www.hacsj.org).