OHA Responds to Health Crisis

When Alameda County joined five other Bay Area counties in mid-March to institute a Shelter-In-Place (SIP) Order, it became the first in the nation to take such drastic steps to help reduce the spread of COVID-19. COVID-19, a type of coronavirus, has grown into a global pandemic since it was first discovered and the first known case appeared in the United States. Since that time, the spread of the virus has caused significant disruption to our way of life, our ability to work and perhaps, even to the health of those we personally know and love.

Once the SIP went into effect, all Oakland Housing Authority business offices were closed. While OHA is currently closed for in-person customer service, the staff is still available for emergency maintenance requests, as well as for a variety of other essential services, such as processing HAP checks, certain inspections and to facilitate move-ins and calculate reductions to household income impacted by layoffs, etc.

The team at OHA is working on plans to reopen for in-person service. When that happens, there will very likely be certain restrictions in place, including a requirement to wear face coverings within all OHA business offices, as well as a need to maintain the 6ft of social distancing that we have all been observing when in public spaces. Other limitations may apply and those will be noted on signage at each site and on the OHA website at www.oakha.org.

As service starts to ramp up, OHA will continue to follow the guidance of the Centers for Disease Control and Prevention (CDC), the Alameda County Public Health Officer and other medical professionals.

Some of the programs that OHA residents have come to rely on, especially those for children, may be impacted, but the agency will do its best to provide support as much as possible. This summer, we expect to maintain a robust summer lunch program but anticipate significant changes to our summer jobs, summer camps and other recreational programs.

Thank you for your patience as we work through this crisis. The OHA family—its employees, residents, and business and community partners—will continue to work together to get through this public health crisis.

In OHA Offices
- OHA cleans and disinfects offices daily and throughout the day on high-touch areas such as handrails, door knobs, elevators, etc.
- Join OHA staff in wearing a face covering when in any OHA office building; or when at OHA apartment communities within the common areas (i.e., laundry rooms, mailboxes, etc.), including when there is potential of coming within 6ft of another person.
- Maintain 6ft social distance at all times.
- Please limit the number of people per household visiting OHA offices to one, if possible.

In Your Home (Public Housing Residents)
- OHA staff making service calls to your home will wear face coverings, and gloves if applicable.
- If anyone in your household is sick or exhibiting flu-like symptoms, please alert our staff.
  We will reschedule your appointment to another convenient time.
Many of the organizations relied upon by Bay Area residents are facing their own challenges during these difficult times. From staff shortages to lost revenue to the need to adhere to knew social distancing guidelines, a number of local agencies have had to make adjustments to their hours of operation and to the services they provide. While we expect these changes to be limited in their duration, they still have a ripple effect as it makes it more challenging for people to get to work and take care of their personal and family business.

- Muni officials in San Francisco are reducing Muni lines from 68 to 17. For a list of Muni lines still in service visit [https://www.sfmta.com/blog/muni-prepares-deliver-essential-trips-only](https://www.sfmta.com/blog/muni-prepares-deliver-essential-trips-only).
- AC Transit modified its schedule with many lines still operating with time changes. The lines not operating are weekday-only local lines, weekday-only Transbay lines, and the Broadway Shuttle. For complete information on AC Transit changes visit [http://www.actransit.org/2020/03/30/modified-schedule-effective-tuesday-march-31/](http://www.actransit.org/2020/03/30/modified-schedule-effective-tuesday-march-31/).
- DMV offices are temporarily closed to the public but online services are still available. Visit the DMV website for more information at [https://www.dmv.ca.gov/portal/dmv/en/services.html](https://www.dmv.ca.gov/portal/dmv/en/services.html).
- The Alameda Social Services Agency closed its offices to the public, but is still providing essential services. For more information call (510) 263-2420 or visit [www.alamedayssocialservices.org](http://www.alamedayssocialservices.org).
- BART Trains now run every 30 minutes Monday-Friday. BART now closes at 9pm. Saturday and Sunday 8am-9pm. View daily BART updates related to coronavirus at [www.BART.gov](http://www.BART.gov).

## Make a Difference by Serving in Your Community

During a crisis, like the one being experienced by us all, the consequences hit some individuals and families harder than others. By June, over 800,000 people are anticipated to lose their job in the Bay Area, creating a ripple effect that will impact even more households. Without employment, managing even basic needs becomes a challenge that requires help from an entire community. Food banks are facing increased demand, that is sure to be exacerbated by potential disruption to the food supply chain. Families are struggling to pay rent and the ability to deliver services to the most at-risk individuals is strained because the need has increased so dramatically.

If you find yourself having extra time or other resources to help, now might be a good time to look for ways to volunteer. The following organizations are actively looking for help and may welcome your assistance. Additionally, consider contacting other local organizations such as churches, synagogues, mosques and temples, community centers and even schools. Although they may not be open for in-person services, they may be other ways to help, such as with administrative tasks, phone calls or deliveries. Every little bit helps those in need.

### Neighbors Helping Neighbors
- Call and visit (510) 306-4973 or [OaklandAtRisk.com](http://www.oaklandatrisk.com)
- Make wellness calls, pick up groceries and prescriptions for homebound residents

### Alameda County Food Bank
- Email [volunteer@occfb.org](mailto:volunteer@occfb.org) or visit [occfb.org](http://occfb.org)
- Help answer the Emergency Food Helpline and support at food distribution sites

### American Red Cross
- [Redcross.org](http://www.redcross.org)
- Volunteer opportunities include supporting blood donations and delivering much-needed disaster services within your community. They even have a wide variety of volunteer-from-home opportunities available.

## Put Trash in Its Place – Recycle and Compost

Right now, practicing safe hygiene could not be more important. In addition to the use of disinfectants and frequent handwashing, the shelter-in-place orders mean most people are at home, and likely using more household goods than usual. This can result in more waste, which means more recycling, compost and trash. DO NOT throw trash on the grounds at your apartment building. Doing so can lead to other public health issues.

As part of OHA’s commitment to residents, a limited number of staff are still working to maintain the properties and respond to emergency maintenance requests.

The grounds crews have made sure that essential waste management haulers for recycling, compost and trash are available and regularly emptied to keep our communities clean and safe.

It is important that members of each household do their part by disposing of recycling, compost and trash in the right containers, and by keeping the trash areas clean. Please ensure your containers are available for service on your regular collection day and continue to recycle right.

For residents with trash bills, be reminded that trash collection service WILL continue regardless of late- or non-payment during this time. Please note, that the invoices are still due and payable under normal terms and conditions.

If you notice trash piling up at your site, report it to your property manager. Recycling questions, contact the OHA Green Team at [allrecycling@oakbha.org](mailto:allrecycling@oakbha.org).

Changes to Local Services

- Muni lines from 68 to 17. For a list of Muni lines still operating, visit https://www.muni.org/index.cfm.
- Distancing guidelines have been implemented.
- Staff shortages and lost productivity have affected local services.
- Food banks are facing increased demand.

As part of OHA’s commitment to residents, the following resources are available:

1. Recycling and composting increased.
2. Food distribution sites for families in need.
3. Volunteer opportunities from home.
4. Support at food distribution sites.
5. Additional support for families in need.

For residents with trash bills, be reminded that late billing is still due and payable. If you notice trash piling up at your home, please call 510-306-4973 or visit Volunteer@accfb.org.

Finding the Silver Lining

Throughout this national health crisis, so many people in our community are finding ways to help out and stay positive. After being laid off from her job, Vivian Cleveland found a way to be of service in her community and see a bright side of her situation. Ms. Cleveland and her children, who like many other families, found themselves spending more time together, saw the shelter-in-place as an opportunity to work collectively to do more.

When the local schools arranged food pantries and supplied families with meals, Ms. Cleveland recognized a need for families in the community who did not have the ability to pick up the meals. Along with her teenage children, she has picked up food for families in need and delivered it to their doorsteps. Ms. Cleveland announced “I just want to let my neighbors know that we care.” The Cleveland family exemplifies remarkable community attributes, reminding us that we are all in this together.

This selfless act is a simple way to do so much while still maintaining safe social distancing and contactless visits with others who needed the help. This was also away for the Cleveland family to bond in a very meaningful way.

RESOURCES

Stores Offering Special Hours for Older Adults

During this time, many retailers and organizations are offering special privileges for seniors, people with disabilities and first responders. Before you head to a store or business, please check to see if they are open, and if so, what special hours they may have. This might save you a trip or reduce frustration if you find you’re not allowed entry or if you are forced to wait in long lines.

As the state and counties start reducing restrictions in preparation for life after the shelter in place ends, some stores are making changes with very little notice. The information is accurate as of the date of the printing of this issue of OUR Voice.

Costco: Any member 60 and older can shop from 8 to 9 a.m. Tuesday through Thursday. No more than two people can enter the store with each membership card at one time.

Safeway: Stores are open from 7 to 9 a.m. on Tuesdays and Thursdays for seniors and at-risk customers to shop.

Target: Stores are reserved an hour on Tuesdays and Wednesdays for “vulnerable shoppers.” Call your local store to find out exact hours.

Trader Joe’s: Stores will dedicate the first hour (either 8 to 9 a.m., or 9 to 10 a.m.) to seniors and at-risk customers. Call your local store to find out exact hours.

Walgreens: Tuesdays are considered “Seniors Day” with all-day discounts and seniors-only shopping from 8 to 9 a.m.

Walmart: Each Tuesday through the end of May, those age 60 and older can shop the store and Pharmacy one hour before opening.

Whole Foods Market: Stores open one hour early for 60 and older and at-risk customers to shop. Call your local store for exact hours.

How to Sign Up for OHAPD text Alerts:
Call Police Dispatch to sign up at (510) 535-3100. You’ll receive notifications such as safety tips and crime updates in your neighborhood.

YOUR VOICE

Q: I am 76-years old and live by myself. Us seniors were told to self-isolate even before the Shelter in Place. It is hard being alone. Does OHA have any programs?

A: Social isolation is very real. Being alone, without in-person visitors or personal contact for extended periods of time can feel very isolating and lead to depression or other mental health issues, if prolonged. Regardless of your age, there are a few things you may be able to do to ease the feelings of solitude. Make a plan to talk to a neighbor from a safe social distance (over the fence or from your porches) or have video conference calls with distant family. Also, OHA staff from the Family & Community Partnerships Department are making in-person visits to drop off meals and to say “Hi!” Just be sure to wear a face covering and take other steps to protect yourself and others.

You can also visit the CDC site to learn about coping during the crisis at https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html

Need help? Know someone who does?
If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others:
- Call 911
- Visit the Disaster Distress Helpline at www.samhsa.gov, or call 1-800-985-5990 or text TalkWithUs to 66746
- Visit the National Domestic Violence Hotline at www.thehotline.org or call 1-800-799-7233 and TTY 1-800-787-3224

If you would like to submit a resident success story or have an idea for an article for our next issue, please email your information to ohacommunications@oakha.org.

LEASED HOUSING DEPARTMENT (SECTION 8)

All in-person services at 1540 Webster Street are suspended until further notice.

Please register and check our Landlord/Tenant Portal for important information http://myohaportal.oakha.org/

You may speak with a Leased Housing Customer Service staff person or leave a voicemail message at: Leased Housing Department main line 510-587-2100

You may also:
- Drop off documents in the Document Drop Box at 1540 Webster Street.
- Contact us by email for these specific services:
  - General questions: Lhcustomerservice@oakha.org
  - Residents Income Changes, Notice of Move-Out: ohaspecialprograms@oakha.org
  - Applicants Waitlist status, Briefings: LHEligibility@oakha.org
  - Unit Problem/Inspections: Health and Safety issue: CAPropertyinspection@oakha.org

There are limited staff in the office but we are here to help. We appreciate your patience.

RAB Blog

The Resident Advisory Board (RAB) will not be meeting until the California Shelter-in-Place is lifted.

For more information, please contact the RAB Coordinator at (510)587-5129 or email participate@oakha.org.
Families across the country are scrambling to make adjustments to their daily lives in light of the disruptions caused by the COVID-19 health crisis. Among the biggest challenges of managing the education of children who cannot attend in-person class, is having to adapt to distance, or online learning; face an abrupt end to extracurricular activities including sports, arts, and academic programs; as well as dealing with the changes to after school, meals, and other supportive services. With so many areas of change and so many sources of information, it can be extremely overwhelming to make sense of things and get back on track.

The Oakland Unified School District (OUSD) first announced school closures during the second week of March. The school closures have been extended on more than one occasion and recently, OUSD Superintendent, Dr. Johnson-Trummel, announced the closure would extend through the end of the 2019-20 school year.

The school district closure impacts 50,000 Oakland students and their families and creates uncertainty about regular instruction from teachers, free or reduced lunches, and childcare due to the shutdowns of multiple layers of normal societal functions. It is important for the OHA community to be informed of resources that are available amidst the current health crisis and to understand how to navigate them for their families. The following resources will help families with students locate assistance for their educational needs.

Basic Needs
- The school district will continue to have twelve (12) pick up locations across the city of Oakland where families can pick up “Grab and Go” meals for multiple days. Available to ALL Oakland children who are eighteen (18) and under. Also check for support with summer lunches. See https://www.ousd.org/Page/19078

Learning
- OHA families can access their school site’s Continuity of Learning Plans. See https://www.ousd.org/Page/19080
- Tech Exchange offers assistance with households requiring access to digital learning. See https://www.techexchange.org/

Financial Assistance
- Oakland REACH Relief Fund
  See https://oaklandreach.org/donate/reach-relief-fund/
- Scholly
  See https://myscholly.com/relief/

Remember this won’t all last forever, but be prepared for at least a few more weeks of disruption to your family’s normal routine.

Here are some helpful tips to help prepare your home:

- Make sure you have cleaning supplies:
  - Disposable gloves
  - Disinfectant wipes/sprays
  - Paper products
- Make sure you have enough food to last you:
  - 2 weeks or longer
  - Unperishable foods – rice, flour, dry beans, canned goods, water
- Make sure you have your medications:
  - A thermometer
  - Pain relievers
  - Prescription drugs
- Make sure you have your personal care supplies:
  - A face mask
  - Hand sanitizer
  - Cough drops and hand sanitizer
- Prevent the spread of the Coronavirus:
  - Wash your hands regularly for a minimum of 20 seconds with soap and warm water
  - Practice social distancing – maintain at least 6-feet distance
  - If you use a vehicle, make sure it is maintained at this time by:
  - Check all fluids regularly and air pressure on tires
  - Do not touch your face
  - Change your air filters
  - Clean your interior and exterior dashboards
  - Wear a cloth mask when going outside. The mask is NOT a substitute for social distancing. The mask helps to slow spread of virus from person to person. Do not touch your mask

Water, non-perishable foods, a thermometer, adequate supply of prescription drugs and an aid kit, you should check to see if it has items like gloves and face masks, which are now required amid the current health crisis. Even if this situation caught you off guard, once you’ve assessed your list, consider restocking your stock of needed supplies. In some instances, certain items are more available than others.

While school closures, many high school seniors will miss out on important social and academic moments in their lives, particularly senior proms and graduation ceremonies. High school seniors who have studied and worked tirelessly throughout their academic years may miss the opportunity to publicly celebrate the culmination of high school with a formal ceremony. Although some schools may reschedule to a later time, that may feel like a letdown for many families.

In addition to missing out on the fun stuff, more serious challenges loom as college admissions, academic grade calculations and even scholarships are likely to be impacted by the crisis. While most families are in a “wait and see” mode, as institutions as high schools, colleges, vocational and training programs, and other institutions weigh their options and work toward fair solutions, families can take some proactive steps to ease the stress.

Contact scholarship providers to learn of any changes to eligibility they may be considering. Work with college financial aid offices to understand how cost recalculation may apply to your students’ situation and pursue deferments if applicable.

Consider postponing enrollment or additional options such as summer school or online programs. You may find lower overall costs, but end with the same degree or certificates by the time your normal program was set to conclude.

Work with family, friends, neighbors and your school’s PTA to create celebrations that acknowledge your child’s accomplishments while maintaining required social distancing.

And don’t forget to help your student with emotional support that may be offered by your healthcare provider or through their school. This is a challenging time for all and the disappointment experienced by our children is very real.
Don't Overlook Relief That May be Available

There have been many aspects of the COVID-19 health crisis that are unfamiliar and confusing, but among those that are most unnerving is the financial uncertainty it brings. The April 2020 Federal jobs report reflected a loss of 20 million jobs, representing 14.7% unemployment nationwide. The numbers, as we know, are much higher since the report only included job losses through mid-April. As of the first week of May, over 33 million people applied for unemployment insurance and by June, the number of unemployment claims rose to over 40 million. Many experts predict the percentage of unemployed will ultimately rival that of the Great Depression. While this news is unsettling, especially if you are one of those who lost your job as a result of this health emergency, there are still some reasons to be optimistic.

According to the State of California, if you have been financially affected by COVID-19, you may be eligible for:

- Unemployment insurance
- Paid family leave
- Disability Insurance
- Relief from financial institutions
- Statewide moratorium on evictions
- Student loan relief

Information about a few of these items are listed in this article.

While you may or may not meet the specific qualifications for these and other loan and grant programs, it is helpful to know that help may be just a phone call away. You are cautioned to understand all the rights and responsibilities associated with any particular program, especially any repayment terms, penalties for missed or late payments and the impact of any additional “income” on your eligibility for Federally-subsidized housing programs or other publicly funded services.

Unemployment

If you lost your job or had your hours reduced, and meet eligibility requirements, you may be eligible to receive Unemployment Insurance (UI) benefits from California’s Employment Development Department (EDD). Learn what type of benefits you qualify for and how to apply for them.

https://unemployment.edd.ca.gov/guide/benefits

California Eviction Moratorium

California issued a statewide moratorium on residential evictions for renters who cannot pay their rent because of COVID-19 related economic hardships. The moratorium went into effect in Oakland on March 27, and is valid through August 31, 2020.

If COVID-19 has impacted your ability to pay all or part of your rent, you should:

- Explain your financial situation to your landlord and relay how much you are able to pay
- Save all financial documents
- Pay as much of your rent as you can

If your landlord is attempting to evict you for not paying rent and you took all of the above steps, contact a local legal aid provider.

Relief from financial institutions

The State of California is working to soften the financial impact of COVID-19 on residents who are struggling to pay their bills. Citigroup, JP Morgan Chase, US Bank, Wells Fargo, and nearly 200 state-chartered banks, credit unions, and servicers have committed to providing relief for consumers and homeowners in California.

See the list of participating financial institutions at https://dabo.ca.gov/covid19-updates-fi/.

Taxes

State and Federal income tax information has been revised to include filing deadline extensions and other relevant information such as details about COVID-19 relief payments. Visit https://www.irs.gov/coronavirus-tax-relief-and-economic-impact-payments and http://www.taxes.ca.gov/ for federal and state tax information respectively.

Finally, if you have additional needs for which you need assistance, contact the State of California or other local providers. The City of Oakland offers a number of resources to help Oakland residents with a variety of needs including coronavirus testing, financial services and links to other supportive services at https://www.oaklandca.gov/topics/covid-19.

You may also contact the OHA’s FCP department.
Don't Overlook Relief That May be Available

When considering options for assistance, such as late payments and the impact of any loan and grant programs, it is helpful to remember:

- Statewide moratorium on evictions
- Relief from financial institutions
- Additional "income" on your eligibility for unemployment

Over 40 million. Many experts predict the loss of 20 million jobs, representing over 33 million people applied for unemployment in May.

Prepare your home

Are unfamiliar and confusing, but continued from reverse

The moratorium went into effect in California issued a statewide moratorium on residents who are struggling to pay rent because of a loss of income. Unemployment servicers have committed to providing

Explain your financial situation to state-chartered banks, credit unions, and financial institutions at 877-877-8888. The City of Oakland offers a number of state tax information respectively.

See the list of participating financial institutions at http://www.oaklandca.gov/services/

Make sure you have cleaning supplies:

- 2 weeks or longer: sanitizers, caught many people off guard. US Bank, Wells Fargo, and nearly 200

produce distress for your family. Unfortunately, the COVID-19 public health crisis is beyond anything most people could have foreseen or prepared for. For instance, the hoarding

- 20 seconds with soap and warm water on non-perishables as much as possible. If you use a vehicle, make sure it is main-

- Check all fluids regularly and air-pressure

The CDC now recommends everyone wear a face mask in public – you can make your own using a T-shirt or handkerchief.

Look online to find patterns to make properly fitting face masks. To learn about resources that are available to OHA residents during this current health crisis, visit www.oakha.org.

Language translation services are available in 151 languages at all offices at no cost.

Los servicios de traducción en 151 idiomas están disponibles en todas las oficinas sin ningún costo.

Trường chỉnh thông dịch đầy đủ cho tới 151 tiếng nói miền phi cho quý vị đang có sự

所有辦公地點都會免費提供151種的外語翻譯服務。

Visit the Board of Commissioners web page for Board meeting schedule, agendas and minutes at http://www.oakha.org/boc.html

6 Months of National Awareness

June
Alzheimer's and Brain Awareness Month
Cataract Awareness Month

July
Cord Blood Awareness Month
Juvenile Arthritis Awareness Month

August
Children's Eye Health and Safety Month
National Immunization Awareness Month

September
Healthy Aging Month, National Childhood
Obesity Awareness Month, National
Cholesterol Education Month

October
Domestic Violence Awareness Month
Health Literacy Month, Healthy Lung Month

November
American Diabetes Month, Lung Cancer
Awareness Month, National Epilepsy
Awareness Month

(This is a partial list of the national awareness observances)