

NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY

BUSINESS CONTINUITY PLAN – COVID 19

FUNCTION	OPERATION PROTOCOL	TIMELINE
ALL NNRHA OFFICES ARE CLOSED TO THE PUBLIC All Employees are Required to Practice Social Distancing		
Administrative Offices	All meetings with external customers, clients and partners will be conducted telephonically or via virtual meeting platforms. Internal meetings will be conducted by phone when possible, however; if social interaction is required, practice social distancing guidelines, wear gloves and masks. We have increased our cleaning and sanitizing efforts throughout the Agency.	March 17 - Indefinite
Travel	All staff travel is restricted unless approved by the Executive Director.	March 17 - Indefinite
Teleworking	As many staff as possible are working remotely and we have staggered schedules of others to minimize the number of staff in the buildings.	March 17 - Indefinite
Maintenance Operation	Maintenance staff will only respond to emergency and urgent work orders. They will continue to work and turn over vacant units and work outside honoring social distancing guidelines.	March 17 - Indefinite
Public Housing	The public housing staff will maintain a presence at each Agency site office to collect rent, process required annual, interim and initial certifications and move-ins. Rent is only collected via the U.S. Postal Service or from the collection boxes at the management offices. Use of telephone, flyers or email correspondence is preferred. All HUD program waivers are also being utilized.	March 17 - Indefinite
Housing Choice Voucher	Applications are being processed by our HCV team while they also respond to annual, interim, and initial certifications of income and assets by telephone and email. We have suspended all HQS inspections with the exception of new move-ins to assure that we are able to continue new program participants. Appropriate HUD program waivers are also being utilized.	March 17 - Indefinite
Resident Services	The Resident Services staff will coordinate services for program participants, to connect them to vital food delivery, health and other services being provided by outside agencies and non-profit partners.	March 17 - Indefinite

Community Development	Continues to oversee construction projects following all social distancing and PPE guidelines. The staff is making progress and meeting deadlines with the CNI and RAD design and financing functions.	March 17 - Indefinite
Procurement	The Procurement division is working to ensure that in addition to meeting daily routine responsibilities, is also ensuring the Authority has PPE and cleaning supplies necessary to protect staff both internally and those working externally in the community.	March 17 - Indefinite
I.T.	The I.T. division is working diligently to support those employees that are teleworking and coordinating what is required to conduct business electronically. Computers have been provided to staff with remote desktop access.	March 17 - Indefinite
Human Resources	The Human Resources division is working with employee concerns and ensuring the Authority is compliant with The Family First Coronavirus Response Act that became effective April 1, 2020. Recruitment of new hires must be approved by the Executive Director prior to advertisement. HR is encouraging staff to utilize the Employee Assistance Program and is providing information on resources to address health and other needs.	March 17 - Indefinite
Safety and Security	The Safety and Security division is distributing PPE and cleaning supplies across the Agency and monitoring and maintaining inventory.	March 17 - Indefinite
Finance	The Finance Department is keeping all accounts payable and landlord voucher payments current. Payroll is working with our software provider and has upgraded payroll software to properly code COVID-19 leave utilization.	March 17 - Indefinite
Communication	We have been providing COVID-19 information to staff, residents, landlords, tenants and vendors through email, flyers and website.	March 17 - Indefinite