



May 28, 2020

Update to Voucher Households on COVID-19-related changes to policies and operations

All of us at MPHA wish you well as we continue together through this unusual time. In March, we notified you that MPHA was closing its offices while continuing our operations through other means. **MPHA has not yet determined when and how our offices will re-open safely.** When we make this decision, we will notify you through means including an automated telephone call and/or mail. *Today, we want to update you on certain temporary changes related to the COVID-19 pandemic.*

MPHA is continuing annual and interim income reexaminations. As Minnesota moves forward, this is one step that MPHA can take in returning to normal operations.

- Going forward, you should report any change in income to MPHA within 30 days, per the standard voucher program requirement. This includes any income increase since March 18, when MPHA temporarily suspended this requirement. Submit information using our online form, download the form from our site (email with your documents to hcv@mplspha.org), or call your eligibility technician to ask them to mail a form to you. (Form and staff contact information available at MPHAOnline.org.)
- MPHA may permit delays in annual reexams on a case-by-case basis, where the coronavirus is a factor, until the end of 2020.

In some cases, through July, MPHA, at its discretion, may be able to complete examinations without the third-party verification that is typically required. **You should still provide as much income documentation as you can or as directed by your Eligibility Technician.** Be aware that MPHA will take actions as necessary to address differences that arise later.

For the safety of staff and families, **MPHA may need to delay some annual Housing Quality Standards (HQS) inspections** until later in the year (no later than October). Through at least July, MPHA may also **delay complaint HQS inspections**, instead notifying your property owner and requiring them to document for MPHA that reported issues have been fixed (within 24 hours for life-threatening issues, or 30 days for others).

Typically, MPHA will stop making payments to your property owner if you are absent from your unit for more than 90 days. MPHA may **suspend this rule** until the end of 2020. Families absent from their unit must have extenuating circumstances related to COVID-19 and must communicate with HCV in advance of exceeding the maximum days allowed to be absent from your unit with permission.

MPHA will temporarily modify its policies and procedures as needed to support these changes.

<p>English: This information is important. If you do not understand it, please call your MPHA representative for free language assistance.</p> <p>Somali: Halkan waxaa ku qoran war ama akhbaar aad u muhim ah, haddii aad fahmi kari weydo, fadlan ula tag wakiilka hay'adda MPHA si aad tarjumaad bilaash ah uga hesho.</p> <p>Hmong: Yog koj tsi to taub txog cov nqi lust seem ceeb no, thov hu mus rau ntawm tsev luam qhov chaw ua hauj lwm MPHA peb yuav pab ntshais rau nej</p> <p>Oromo: Beeksifni kun hedduu barbaachisaa dha. Yaadni isaa hoo isiniif hin galle ta'e, bakka bu'aa MPHA akka afaan isiniif hiikamu gargaarsa tolaa gaafaclaa.</p> <p>Spanish: Esta informacion es importante, si usted no lo entiende, por favor póngase en contacto con MPHA para asistencia linguistica gratuita.</p> <p>Amharic: ይህ መረጃ በጣም አስፈላጊ ነው። ምን እንደሚል የማይገባዎት ከሆነ፣ ከዚህ MPHA (የሚንያፖሊስ የመንግስት የመኖሪያ ቤቶች ባለስልጣን) ወኪል ጋር ተገናኝተው በስድስት የሚሰጥ የቋንቋ[ማስተርጓሚ] እርዳታ እንዲሰጥዎ ይጠይቁ።</p> <p>Laotian: ຖ້າຫາກວ່າທ່ານບໍ່ເຂົ້າໃຈໃນຂໍ້ຄວາມສໍາຄັນນີ້, ທ່ານຕ້ອງໃຫ້ໂປ່ງໃຫ້ທາງ ຫ້ອງການເຮືອນຫລວງ MPHA ຫວກເຮົາຈະຊ່ວຍຂະໍ່ຍ້າຍບໍ່ໄຫ້ທ່ານ.</p>
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28 May, 2020

Xogtii u Dambaysay ee Dadka Heysta Foojarka Kirada ee Isbedelka Nidaamka Iyo Shaqada ee La Xiriirta COVID-19

Dhamaan shaqaalaha MPHA waxa ay idiin rajeynayaan caafimaad iyo isku xirnaasho xilligan adag. Bishii Maarso, waxa ay MPHA idin wargelisay in xafiisyadeeda la xirayo iyaga oo hawshooda u gudanaya habab kala duwan. **MPHA weli go'aan kama gaarin goorta iyo sida xafiisyada dib loogu furayo si amaan ah.** Markii aan gaarno go'aankaas, waan idin soo wargelineynaa iyada oo fariin la idinkugu soo dirayo telefoonka ama qoraal la soo raaciyo warqadda kirada. *Maanta, waxaanu idinla socodsiineynaa isbedel ku meel gaar ah oo la xiriira COVID-19.*

MPHA waxa ay sii wadeysaa dib u eegista dakhliga iyo cusbooneysiinta sanadlaha ah iyada oo Minnesota noloshu dib u soo noqoneyso, tani waa talaabo MPHA qaaday si loogu noqdo hawgalkii caadiga ahaa.

- Xilligan wixii ka dambeeya, waa waajib in aad MPHA soo gaarsiisaan isbedelka ku yimaada dakhliga 30 cisho gudahood, sida uu dhigayo nidaamka u degsan barnaamijka foojarka. Taas waxaa ka mid ah kororka dakhliga tan iyo 18kii Maarso markii ay MPHA si ku meel gaar ah u joojisay qodobkan. Ku soo gudbi macluumaadkaaga foomka barta internetka, kala soo dag foomka bogeena internetka (u soo dir qoraalada oo dhan hcv@mplspha.org), ama soo wac shaqaalaha xafiiska si aad uga codsato in ay boostada kuugu soo diraan foomka . (Foomka iyo halka lagala xiriirayo waxa aad ka heli kartaa MPHAOnline.org.)
- MPHA waxaa laga yaabaa in ay idiin ogolaan karto in dib loo dhigo dib u qiimeynta sanadlaha ah ilaa dhamaadka 2020, taasoo qof walba codsigiisa gooni loo eegayo.

Xaaladaha qaarkood, waxaa suurogal ah in MPHA ay dhameystirto dib u qiimeynta. Inta ka horeysa Luulyo iyada oo aan dib loo hubin dakhliga sida uu dhigayo nidaamku. **Weli waxaa lagaa doonayaa in aad soo gudbiso cadeynta dakhliga intii aad heli karto ama sida ay ku faraan shaqaalaha xafiiska.** Waa in aad ogsoonataan in MPHA ay talaabo ka qaadi doonto hadba sida loogu baahdo kala duwanaashaha dib ka soo baxa.

Iyada oo la dhawrayo caafimaadka shaqaalaha iyo qoysaska, waxaaa laga yaabaa in **MPHA dib u dhigto Baaritaanka sanadlaha Ah ee Tayada Guryaha (HQS)** ilaa dhamaadka sanadka (ugu dambeyn ilaa Oktoobar). Ilaa ugu yaraan bisha Luulyo, waxaa laga yaabaa in MPHA **dib u dhigto dhaqan gelinta baaritaanka HQS**, laakiin ay wargeliso mulkiilayaasha in ay MPHA u soo gudbiyaan qoraal cadeynaya in guryaha laga hagaajiyey waxyaabaha ka helayan (24 saac gudahood waxyaabaha nolosha dadka khatarta ku ah, ama 30 gudahood waxyaabaha kale ee aan khatarta ku aheyn nolosha dadka).

Sidoo kale, MPHA waxa ay joojineysaa in siiso kirada mulkiilayaasha haddii aad gurigaaga ka maqan tahay wax ka badan 90 maalmood. MPHA way **joojineysaa dhaqan gelinta sharcigan** ilaa dhamaadka 2020. Qoysaska ka maqan guryahooda waa in ay jirtaa xaalad u sabab ah maqnaashahaas oo la xiriirta COVID-19 waana in la soo gaarsiiyaa HCV ka hor inta aan maalmaha la ogolyahay in fasax ay kaga maqnaan karaan guryaha.

MPHA si ku meel gaar ah ayey wax uga bedeleysaa xeerarka ay ku shaqeyso si looga jawaabo.