

Resources Guide Panel Q & A

April 16, 2020

Navigating COVID-19

Does student loan relief apply to new student loans or existing ones?

- If it is a government backed loan, it will apply to existing loans. If you are beginning school in the Fall, your loan has not been put in place so chances are it will not apply as the 6 month will end in September. This is subject to change.

How to access LancoCares Fund:

- Official donation website for Lancaster Cares: [LancoCares.org](https://www.lancocares.org)
- Lancaster County Community Foundation (LCCF)'s informational page about the Lancaster Cares COVID-19 Response Fund: <https://www.lancfound.org/lancaster-cares-covid-19-response-fund/>

Any updates on public transportation?

- RRTA is using the Saturday schedule. As of April 20, all riders must wear a face mask. Visit the website for more details and schedule: <http://www.redrosetransit.com/>

Are landlords showing rental properties during the COVID-19?

- Yes, some are. Some are confused on if they are considered a life-sustaining business or not. They are working remotely and taking precautions on social distancing. Leases are being signed by DocuSign. Walk throughs are done separately by the tenant and landlord and the necessary paperwork is dropped off so we can minimize contact. We are still working on ways to maintain social distancing while helping people to move into permanent housing.

Tenants at For any future transitional housing facilities that may close in the future, for those tenants (who aren't considered homeless yet) that may or may not have financial issues, what can we do/what can they do?

- Refer them to Tabor's Ann B. Barshinger Financial Empowerment Center first so we can assess what's going on. They can call in through our Intake Line, 717-358-9364, or go to www.tabornet.org, or the Tabor app, and ask for an appointment that way.



What about people being released from prisons?

- Lancaster County Re-Entry Coalition: Carrie Kurtz (Navigator), ckurtz@caplanc.org or 717.723.1075

For other housing needs:

- Off the Streets is continuing writing checks for security deposits to those who are referred and have some way of paying rent going forward. They are also still able to help out with living needs, bedding, etc. Contact them if you have anyone who could use their service: Website: <http://lancaster.offthestreetsnow.com>
Contact: 717-723-8084 or offthestreetsnowlancaster@gmail.com

Where to buy the material for making masks?

- Joann is giving away materials to those who want to make masks. Call ahead of time for material and they will package it and you can pick it up. For more mask ideas, patterns, and information how to get supplies: <https://www.joann.com/make-to-give-response/?icn=hpz1&ici=make-to-give-response>
- Check other agencies to see if they are making masks/have extra masks that they could donate for clients. Suggestion: MCC is giving masks to social services. MCC Office: (717) 859-1151

If clients from another agency don't qualify or still need help finding housing, can they come to Tabor/LHOP?

- All of Tabor/LHOP's services are offered remotely, you can leave a message (Tabor's front desk: 717-397-5182 and LHOP's front desk: 717-291-9945) and it will go to the specific staff person. At minimum, we can offer a list of landlords who help with those who have barriers and depending on the client's situation, they might qualify for other Tabor programs.

Where should other organizations refer clients for help to find available housing or help section 8 vouchers?

- PHFA has an affordable housing list: <http://www.pahousingsearch.com/>
- On LHOP's website, they have a rental housing search engine. You can fill out the information and filter for units that are accepting Section 8. For those that have barriers, they can also call and one of our intake persons can run through it for them. Search Engine: Visit <https://www.lhop.org> > find "Rent" tab and select "Find A Rental"
- LHOP also has a database for landlords. Search engine: <https://www.lhop.org/rent/landlords/list-your-property/> and Landlord Resources: <https://www.lhop.org/rent/landlords/landlord-resources/>

Is this guide offered in Spanish?

- Yes, visit either [Tabor](#) or [LHOP](#)'s websites and you can choose which one you would prefer for yourself or for clients.



Getting unemployment:

- Due to the high volume of calls and UC Live Chat requests, the best way to get assistance from them is to email them at uchelp@pa.gov. Here is the website for more information: <https://www.uc.pa.gov/pages/contact-us-uc-benefits-info.aspx>

I haven't received my stimulus check. What do I need to do?

- IRS Coronavirus Tax Relief and Economic Impact Payments, useful tips and resources, and tracking: <https://www.irs.gov/coronavirus-tax-relief-and-economic-impact-payments>
- If you have a third-party checking account, there might be a delay. Ex: HR Block, your checking account wasn't listed when your taxes went in, it was the HR's checking account.
- Those who are receiving social security, you have to go through Social Security Administration (SSA) to get your stimulus check. Also applies if you are on disability.

How should I use my stimulus check?

- A new fact sheet will be available next week.

