



### **Guidance to Referral Agents during the COVID-19 Public Health Situation**

The state agency partners for the Ohio 811 Program and the Ohio Department of Medicaid Subsidy Demonstration (ODMSD) are issuing the following guidance to all Referral Agents due to the evolving public health situation with COVID-19.

The Ohio Housing Finance Agency (OHFA) will continue to make referrals to both newly constructed and vacant program units as they become available. Those referrals will be made from the Ohio 811 and ODMSD program waitlists in accordance with our existing policies. OHFA will also offer flexibility on the time frame for a potential resident to express interest in a property after a referral letter is issued.

OHFA has further encouraged participating properties to utilize remote capabilities to screen applicants, such as distributing property applications to Referral Agents via email, the use of video conferencing and virtual tours, and allowing documents to be submitted electronically whenever possible. OHFA has also asked properties to be flexible in cases where an applicant may not be able to acquire updated personal identification or other documentation due to the Stay at Home Order currently in effect across the state.

We recognize that there may be some individuals who may not want to move under the present circumstances. Referral Agents may be able to request a reasonable accommodation to delay a planned move-in date. Referral Agents may also want to re-evaluate the readiness of those currently on the Ohio 811 and ODMSD program waitlists. Please continue to consider all available supports during the current crisis as we understand circumstances are subject to change. Be assured that if an individual declines a referral during this time, they will not be removed from the waitlist unless the Referral Agent specifically requests the person's removal.

Above all, we want everyone to stay safe and healthy, and follow all guidance issued by federal, state and local officials during this public health situation. This guidance is subject to change as this situation unfolds. Any questions may be forwarded to [811Program@ohiohome.org](mailto:811Program@ohiohome.org). Please reach out to your individual state agency contacts at the Ohio Department of Developmental Disabilities, the Ohio Department of Medicaid or the Ohio Department of Mental Health and Addiction Services for issues specific to an individual's disability and available support services. We appreciate your attention and cooperation at this time.

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