**“At St. Chris we understand that the COVID-19 pandemic is causing challenges to families. We are asking everybody a few questions about how their family is coping during this difficult time to understand the ways that we can help.”**

**(consider asking family composition and ages of children, to give appropriate advice)**

1. **How has your income changed since the COVID pandemic? (open ended)**  **Z59.9 Code**
   1. Are you still able to work during the pandemic? [] Consider SW Consult
      1. If no, are they receiving unemployment compensation?
         1. If no, can ask why? (see back for resources)
   2. Have you received your **Stimulus Check**?
      1. Did it include the extra $500 per child? (children born before 2020)
         1. If no, “do you know why?”
      2. If didn’t file last 2 years can still get (see back for resources)
2. Do you worry you are going to run out of food during the pandemic? **Z59.4 Code**
   1. Do you receive SNAP and WIC (if child under 5) benefits? [] Consider SW Consult
      1. If no, “do you know why?” (see back for resources/consider MLP referral)
   2. Have you received food from the School District or the City of Philadelphia free food sites?
   3. Do you need food now?

If YES, can search by address on city site <https://www.phila.gov/food/#/>

1. **Are you having any difficulties with your housing? This includes paying for rent, utilities or having landlord problems.** **Z59.9 Code**
   1. Unable to pay rent now/fallen behind/facing eviction (see back for resources/consider MLP referral)
   2. Eviction moratorium (see back for resources/consider MLP referral) [] Consider MLP Referral
   3. Utilities – you can’t be shut off for now (see back for resources)
   4. Landlord issues (see back for resources/consider MLP referral)
2. **These are very stressful times for many. If you have a partner living with you, how are you getting along?**
   1. Domestic violence hotline 1-866-014-SAFE **Z63.9 Code**

**Social work consult if parent wants** []SW Consult

1. **What, if anything, would make it easier for your household to meet its needs during the coronavirus pandemic?** (open ended question) **Z60.9 or more specific**

**PLEASE use social problem Z Codes if positive**

(Problem Related to Primary Support- Z63.9 ex single mom, lPV, little supports)

Or Problem Housing and Economic (Z59.9 ex unemployment, Housing, Utility Insecurity) Food Insecurity (Z59.4)

General Social Problem Code- Z60.9)

**PLEASE give out (mail or email) most recent COVID handout. Thanks**

**INCOME:**

**STIMULUS PAYMENTS** (must have valid SSN to be eligible)

* Individuals can check the status of their stimulus payments by visiting irs.gov and selecting “Get My Payment”
* Don’t receive social security & don’t file taxes? Must fill out non-filer form here: <https://bit.ly/IRSform>
* Currently, if you received your own stimulus payment but not for dependents you will have to wait until 2021

**JOB LOSS**

* **Unemployment Compensation (UC) & Pandemic Unemployment Assistance (PUA)**
  + UC – apply at **www.uc.pa.gov**. Can also call the statewide number at **1-888-313-7284**, but it may be difficult to reach UC by telephone during high volume times.
  + PUA – for individuals who don’t traditionally qualify for UC, such as gig workers, independent contractors, workers w/out enough work history, etc. Apply here: **www.uc.pa.gov/PUA**
  + Philadelphia Legal Assistance (PLA) assists jobless workers in filing their initial application, if they have tried and been unable to complete it on their own (**215-999-6910**). Language services available.
* **OTHER JOB**: If the parent has been an **employee for at least 30 days** and cannot work/telework because s/he is caring for a child that's at home due to a COVID-19-related school closure or regular caregiver unavailability, that parent is entitled to take Paid Expanded Family and Medical Leave (PFML) for up to 12 weeks. If the parent has not been an employee for at least 30 days, s/he is entitled to Emergency Paid Sick Leave for up to 2 weeks. Does not apply to healthcare providers, first responders, and some government employees. Individuals apply through HR at their job.

**FOOD:**

**SNAP**

* All SNAP-eligible households entitled to receive the maximum amount of SNAP benefits (thru July at least)
* As of August, families will need to do the paperwork to renew their SNAP benefits (if family has questions, they should call customer service at 215-560-7226)
* Pandemic EBT: approx. $370 per child enrolled in school lunch program (automatic, no need to apply; cards are still being sent out but family can report a problem, i.e. change of address, by emailing RA-PWPEBTQuestions@pa.go); families can still apply for the National School Lunch Program via COMPASS

**WIC** - Offices open Mon-Thurs, 7AM-1PM. If can’t get a hold of them, email them at [phillyWIC@northwic.org](mailto:phillyWIC@northwic.org).  
**TANF**: Diversion grant – 3 months of TANF for families w/ short-term need, apply via COMPASS

**HOUSING:**

* No legal evictions through **September 2nd.** Tenants should contact police while lockout occurring for the best chance of police responding. LCD can assist tenant in negotiating w/ landlord regarding rent payments.
* COVID-19 Emergency Rental Assistance Program: Phase 2 began 7/6 and will accept applications through September 30th. Eligibility requirements apply. Visit phlrentassist.org/phase-2/ for more information.
* PHA tenants w/ sudden loss of income should request hardship waiver by emailing [PublicHousing.Answers@pha.phila.gov](mailto:PublicHousing.Answers@pha.phila.gov). Late payment fees waived.
* Homeowners: Visit <https://bit.ly/cfpb12345> for information on mortgage payments.
* **Utilities**: no new shutoffs and service being restored where previously terminated
  + Water: no shutoffs or late fees for nonpayment until at least August 31
  + Gas: Suspending terminations and new late payment charges until further notice
  + Electric: Suspending terminations and new late payment charges until further notice

**OTHER BENEFITS:**

* Families who were not previously eligible for benefits may now be eligible and are encouraged to apply.
* Applying/Renewing: All county assistance offices are closed, but they are processing applications and renewals remotely. Individuals are encouraged to apply and submit paperwork through the COMPASS website/app. For more info, visit: <https://www.dhs.pa.gov/Services/Assistance/Pages/COMPASS.aspx>
* Medical Assistance (MA) - MA renewals will continue to be mailed.

**\*\*Notice of temporary change to MLP referral process during pandemic: with explicit consent from family, provider can email** [**ejenkins@lcdphila.org**](mailto:ejenkins@lcdphila.org) **with family’s contact info and brief description of legal problem, and Emily will reach out to family directly. Additionally, families can be directed to MLP (215-427-5343), as usual\*\***