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Until further notice, our office is closed to the public. We will continue to provide essential services while operating with a skeleton crew. The managers are maintaining staff communication via phone and email. Our IT manager has been assisting staff with online/phone app email access. We have also set up all our laptops for remote login for those that can work from home and will be sending out instructions to set up remote logins for personal computers. We are completing everything that must be done and reserving everything else for later. Our phone recording was changed to a director box with options to be transferred to each department, which forwards the call to the department managers. Our staff will be checking voicemails and emails daily. Tenants, customer, contractors, vendors, etc. may utilize our overnight drop box located on the southeast end of our office building. Our website address is [www.skha.org](http://www.skha.org). Here is a breakdown of our current operations:

**Maintenance Department** (email address is [sshours@skha.org](mailto:sshours@skha.org))

Maintenance techs are rotating on-call shifts but only responding to emergency maintenance calls.

Building Inspectors are all on-call and will work with our outside contractors to process pay request inspections, final inspections, change order requests, conduct meth testing, bid viewings, estimate preparations, etc.

Maintenance Manager is working from home but coming in as needed.

All other Maintenance employees will be on-call if needed.

**Occupancy Department** (email address is [stenas@skha.org](mailto:stenas@skha.org))

Occupancy staff are on-call and will come into the office as needed. They will only conduct essential services such as move-ins, move-outs, recertifications, etc. They have started calling our tenants to check in with them and make sure they have everything they need. There will be no evictions or court activity.

Occupancy Manager will be in the office as needed.

**Water and Sewer Department** (email address is [bgillin@skha.org](mailto:bgillin@skha.org))

WS office staff and Construction Crew will be on-call and will come into the office as needed.

Community Systems Operators will rotate shifts to provide routine maintenance for our community water and wastewater systems. They will also collect and deliver weekly water samples.

WS Manager will work from home and come in as needed.

**Housing Resource Department** (email address is [kmmiller@skha.org](mailto:kmmiller@skha.org))

Intake and Eligibility will be on-call as needed. They will continue to offer units.

All other Housing Resource staff and manager will be working from home and will be on-call as needed.

**Administration Department** (email address is [rquequesah@skha.org](mailto:rquequesah@skha.org))

IT Manager will be overwhelmed with setting up remote logins and email passwords from home (sorry Pam!) and will be on-call as needed.

Front Desk staff will be on-call as needed.

Administration Manager will get mail, process timesheets, and be on-call as needed.

**Finance Department** (email address is [dtromp@skha.org](mailto:dtromp@skha.org))

Accounts Payable will come to office to as needed to process checks.

Accounts Receivable will deposit checks once per week and will be on-call as needed.

Warehouse will work from home and be on-call as needed.

Procurement Officer will process contracts and pay requests from home and will be on-call as needed.

Grants/Accounting Specialist will be on-call as needed.

Accountant will work 9am-5:30pm, Monday – Thursday.

Finance Manager will work 9am-5:30pm, Monday – Thursday.

I will be working at the office from 9am-5:30pm, Monday – Thursday, but will remain on-call 24/7. I am very pleased with our coordination and teamwork thus far. We are rocking this social distancing thing!

Lemlmtš/Hu sukiŋúkni/Thank you,

***Jody C Perez***

Executive Director

Cell (406) 207-7300

[jperez@skha.org](mailto:jperez@skha.org)