

HCVP Newsletter

HANO Housing Choice Voucher Program Newsletter - Spring 2017 Edition



The HCV Program operates and manages an Annual Contributions Contract (ACC) to assist low-income families with rental payments through the Section 8 Program. The agency currently serves more than 18,000 families and manages a waiting list of about 30,000 applicants.

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Changes to the HCVP Department Are Here

Effective February 1st, the Housing Authority of New Orleans has reorganized its Housing Choice Voucher Program (HCVP) Department. A new management structure has been established to consistently conform with the best and most productive industry standards. This reorganization was necessary based on the diminishing revenues from the federal government and operational inefficiencies within the previous organizational structure. Changes to the department include substantial emphasis on improved customer service delivery and program performance.

HCVP tenants can visit www.hano.org to retrieve updated contact information for each caseworker. If you need assistance obtaining the name of your caseworker, visit the HANO website at http://www.hano.org/housing/hcvp_caseload_lookup.aspx and enter your tenant ID number to access the information. A complete caseworker listing

is also available on page 3 in this newsletter. Tenants can continue to send e-mails to info@hano.org to update personal information and to provide a change of address.

Landlords can also access updated information on assigned case workers. Visit <http://www.hano.org/Landlords/landlordCaseLoad.aspx> and enter your vendor ID to access tenant information.

HANO remains committed to exceptional customer service delivery and program integrity, and will ensure efficient services are available to program participants and the general public.



HANO
HOUSING CHOICE
CONNECT

Visit the updated
**Housing Choice Connect
(HCC)**
website now available at
www.HANO.org!



(504) 670-3300 | 4100 Touro St. New Orleans, LA 70122 | www.HANO.org

New Administration Now in Place:

Continued Occupancy

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HCV Assistant Director of Continued Occupancy

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HCVP ADMINISTRATION

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Faubourg Lafitte Community

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Augustine Alexander
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Departmental Directory - Find Your Case Worker Here!

Housing Specialist	Tenant Last Name	Phone Number
Elaine Booker	AA-AS	(504) 670-3240
Bernarda Zelaya	AS-BE	(504) 670-3298
Kelly Weber	BE-BR	(504) 670-3346
Dornecia Robinson	BR-BU	(504) 670-3339
Terri Henderson	BU-CA	(504) 670-3485
Michael Arnolie	CA-CO	(504) 670-3467
Nichol Robertson	CO-DA	(504) 670-3439
Doreen Trouiller	DA-DO	TBA
Angela Davis	DO-FE	(504) 670-3424
Rita Corass	FE-GA	(504) 670-3459
Kristian Price	GA-GR	(504) 670-3364
Shantica Guy	GR-HA	(504) 670-3376
Colisha Butler	HA-HO	(504) 670-3291
Phillis Netter	HO-JA	(504) 670-3453
Dinetrius Dillon	JA-JO	(504) 670-3334
Kenisha Lewis	JO-KE	TBA

Housing Specialist	Tenant Last Name	Phone Number
Danang Miller	KE-LE	(504) 670-3353
D'Wan White	LE-MA	(504) 670-3311
Bernice Campbell	MA-MC	(504) 670-3299
Tameca Bean	MC-MO	(504) 670-3480
Nakia Peterson	MO-OW	(504) 670-3402
Bridgett Webb	OW-PI	(504) 670-3392
Keiajuana Williams	PI-RE	(504) 670-3330
Giselle Valdery	RE-RO	TBA
Monica Gonleh	RO-SH	(504) 670-3398
Leslie Duplessis	SH-SM	(504) 670-3440
Esther Johnson	SM-SU	(504) 670-3303
Denise Hurts	SU-TH	(504) 670-3292
Aisha Foucha	TH-WA	(504) 670-3258
Lynda Dabon	WA-WH	(504) 670-3350
Cavada Smith	WH-WI	(504) 670-3283
Sharonda Washington	WI-ZU	TBA

**All caseload assignments are subject to change.*



Do You Know What is on Your Tax Return?

Some tax preparers commit tax return fraud by changing the income on your tax return without your knowledge. Here are some tips to protect yourself:

1. Choose a tax preparer carefully!
2. Before you choose a preparer, find out about their experience and qualifications.
3. Watch out for scams! Avoid preparers who base their fee on the amount of your refund.
4. Download an app on your phone to audio record your session with your preparer.
5. Make sure your preparer signs your tax return and includes a PTIN (Preparer Tax ID Number).
6. Get a complete copy of your tax return before you leave your tax preparer.
7. Do not give your original documents to the preparer! Keep copies of all documents you give your preparer.
8. Review your tax return before your preparer files it. If you have any questions, ask your tax preparer.
9. Filing incorrect tax returns can affect your food stamps, housing and benefits.



HANO Housing Choice Voucher Program
4100 Touro Street
New Orleans, LA 70122

EMERGENCY ALERT UPDATE

HANO Assists HCVP Families Affected by the Tornado



Last month, residents of New Orleans East were astonished at the site of damage caused by the first tornado to hit the city since 2007. On Tuesday, February 7th, NOLA.com reported that a total of six tornadoes, one of which touched down in several neighborhoods in New Orleans East, caused moderate to major damage to more than 600 homes. The EF-3 level tornado touched down and traveled for 10.1 miles, spanning about 600 yards wide throughout the

community.

Several of the homes damaged were occupied by participants of the HCV Program. Following a call by Mayor Mitchell J. Landrieu for all City agencies to assist the tornado victims in every way possible, a temporary shelter was opened by the American Red Cross at Joe W. Brown Memorial Park's Recreation Center. HANO staff heeded the call and provided immediate assistance to approximately 50 families, re-issuing vouchers and helping them to locate other potential future homes. The staff also attended a community meeting weeks later to provide additional assistance and pertinent information to attendees within a resource center organized by the Mayor's Office.

If you are a current HCVP (Section 8) participant affected by the recent tornado and have not received assistance in locating new housing, contact HANO by phone at (504) 670-3300. HCVP participants will be directed to a Housing Specialist and assisted accordingly.



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