

SPRING 2021

HANO

news



2021 COVID-19 Vaccination Site at Guste

Building Partnerships to Expand Community Support

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Pictorial: Grand Opening of the Guste Grocery

HANO Awarded \$5.2 Million HUD Housing Mobility Grant

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HANO Executive Director Evette Hester

LETTER FROM THE EXECUTIVE DIRECTOR

Dear readers,

I am excited to present to you the 2021 Spring Edition of *HANO news* which provides a snapshot of recent operational and customer service enhancements initiated by our Agency. Despite the ongoing COVID-19 pandemic, the Housing Authority of New Orleans (HANO) remains committed to expanding affordable housing opportunities while creating supportive services that promote resident empowerment and sustainability.

After entering three national application rounds, HANO was awarded a \$64,949 Family Self-Sufficiency (FSS) grant, a \$478,500 Resident Opportunities and Self-Sufficiency (ROSS) grant and a \$5.2 million Housing Mobility Demonstration grant from the U.S. Department of Housing and Urban Development. These vital grant funds will enable HANO to extend partnerships with community organizations and link participants to resources that generate economic independence.

We have also re-launched the Resident Entrepreneur Training Initiative (RETI) Program in partnership with Start Smart, LLC. This program offers in-person trainings and connects future business owners with a wide range of resources necessary to start successful small businesses. I congratulate the 45 entrepreneurs that have previously graduated from the RETI Program, many of whom have since launched their own businesses and welcome the new enrollees.

HANO is also working diligently to improve customer service through the use of innovative technology. Most recently, we introduced the My Housing Web Application and Applicant Portal that provides applicants 24-hour access to review waitlist status and update contact information. I am especially proud to announce the opening of a new Customer Service Call Center with a goal of accelerating the flow of communication and expediting caller response times. Our Call Center agents are equipped with the up-to-date program information so that they can process inquiries more efficiently.

While HANO remains steadfast in delivering housing opportunities and supportive programming, we also strive to promote and encourage community health and wellness. So let's all remain safe, adhere to city and state guidelines, and get vaccinated!

- Evette Hester



Evette Hester
Executive Director

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PICTORIAL:
GRAND OPENING OF THE GUSTE GROCERY



GHRMC President and CEO Cynthia Wiggins pictured with Rapper Romeo Miller and We Dat's Owner Greg Tillery



Zulu President Elroy A. James pictured with Guste resident Barbara Adams



Master P and Rouses Markets' executives served hot meals to senior residents in the courtyard of Guste Homes

GUSTE HOMES RESIDENT MANAGEMENT CORPORATION PARTNERS WITH RAPPER MASTER P AND ROUSES MARKETS TO LAUNCH GUSTE GROCERY

The Guste Homes Resident Management Corporation (GHRMC), New Orleans native Percy 'Master P' Miller and Rouses Markets recently celebrated the Grand Opening of Guste Grocery. The mini store is located in the Guste Homes Senior Building, where residents in the community can now make onsite purchases and place online orders for delivery.

During the celebration, Master P and Rouses Markets' executives served hot lunches to senior residents in the courtyard of the facility.

The store is managed by a Guste resident, and operates Monday thru Friday. A variety of household and food items are available for sale.

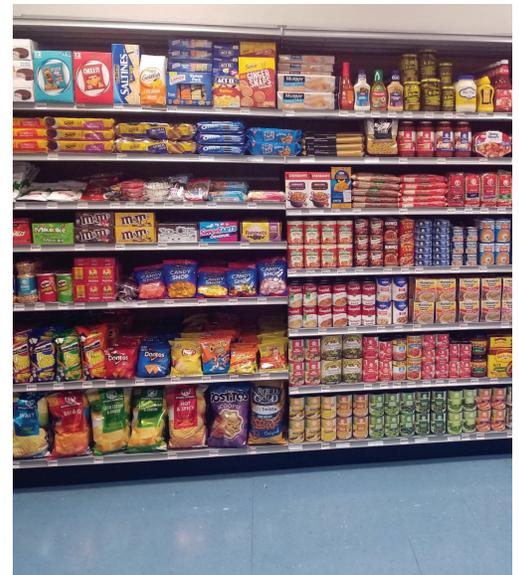
GHRMC leveraged community partnerships to reopen the store following its closing in 2018. The organization previously partnered with Master P to donate meals and other household items to the residents because of their lack of access and mobility of some residents.

"It's a blessing to have Rouses partner up with us and put fresh produce and foods into our grocery store in the senior facility at Guste Homes," said Rapper Master P.

This project was initiated after GHRMC President and Chief Executive Officer Cynthia Wiggins and Master P met with Rouses Markets' executives to garner support from local supermarkets. They also prioritized the expansion of the product selection, and the need to maintain its continual operations.



Rapper Master P pictured with Rouses Markets' executives and GHRMC President and CEO Cynthia Wiggins during the Grand Opening of Guste Grocery



The new Guste Grocery located at Guste High Rise

Master P and Rouses Markets plan to expand the grocery store to the Fischer Senior Village community in the near future.



In partnership with HANO and City of New Orleans, the Voice family are officially homeowners in the Tremé (Photo Credit: Home by Hand)

HANO PARTNERS WITH HOME BY HAND TO CREATE AFFORDABLE HOMEOWNERSHIP OPPORTUNITIES

In 2018, the Housing Authority of New Orleans (HANO) Board of Commissioners approved the sale of six vacant properties to Home by Hand (HBH) to expand affordable homeownership opportunities for low-income families. The terms of the sale required HBH to construct affordable homeownership units on the properties. HBH is also required to provide a first-look at the homeownership units to individuals and families assisted by the Agency.

To date, HBH has completed the construction of three homes on the six properties. Two houses were sold in the Tremé neighborhood. Construction will begin this year on the remaining four vacant lots.

All of the homes are built to EnergyStar standards, and feature high-quality materials and construction. Although all of the models are different, each

home includes standard features, such as engineered wood floors, covered porches and hurricane impact windows and roof.

HBH is a non-profit affordable housing developer committed to providing pathways to homeownership for low-and-moderate income New Orleanians in a manner that both builds family assets and supports neighborhood revitalization and resilience.

For more information, visit www.homebyhand.org.

PICTORIAL:

THE EASTER BASH AT THE ESTATES COMMUNITY



HANO partnered with The Estates' management team to host an Easter Basket Giveaway



Youth in The Estates community participated in an Easter egg hunt



Select youth were also gifted bicycles during the Easter Basket Giveaway



Families received a basket filled with candy, eggs, and games in celebration of the Easter holiday

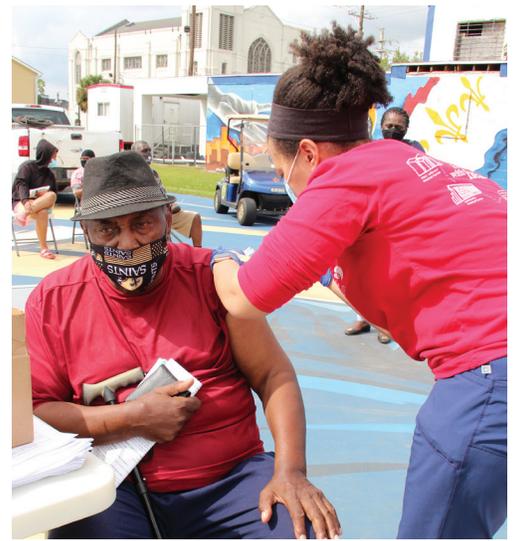
ATTENTION SECTION 8 TENANTS

HAVE YOU HEARD ABOUT THE SECTION 8 RESIDENT COUNCIL?

The Resident Council strives to improve the quality of life and program satisfaction of Section 8 tenants across the City of New Orleans while fostering open communication between residents, landlords, and the entire Housing Authority of New Orleans (HANO) staff. The Section 8 Resident Council works with HANO to connect tenants with affordable housing opportunities. The Council is led by President Sharon Jasper, and consists of six resident leaders who represent almost 18,000 participating HCVP families. Officers of the

Council include Vice President Kawana Jasper, Secretary D’Juana Dennis Trepagnier, Treasurer Lynette Bickham, Chaplain Linda Gabriel, and Parliamentarian Glenda Jackson.

If you have any questions, comments or concerns regarding Section 8 housing, call Kawana Jasper at (504) 344-7993 or via email at kawana.jasper40@gmail.com or Sharon Jasper at (504) 344-8022 or email sharon.jasper66@gmail.com.



HANO PARTNERS WITH NEW ORLEANS EAST HOSPITAL AND CRESCENT CITY PHARMACY TO HOST VACCINE DISTRIBUTION SITES

As COVID-19 vaccinations continue to roll out in the city, the Housing Authority of New Orleans (HANO) and its community partners hosted COVID-19 mass vaccination sites in its communities.

In March, the Guste Resident Management Corporation, along with Crescent City Pharmacy, hosted the Agency’s first mass vaccination site. Pharmacy Doctor Lishunda Franklin and her medical team administered 450 vaccines to senior residents at the Guste community. In April, HANO partnered with the New Orleans East Hospital to host vaccination events at Fischer, Guste, and The Estates communities. This partnership provided 125 vaccinations to residents ages 16 and older.

Residents in the Harmony Oaks and Marrero Commons communities also participated in on-site vaccination events hosted by Urban Strategies Inc (USI). Seventy-nine (79) residents in both communities received COVID-19 vaccinations. In collaboration with Kingsley House, St. Thomas Community

COVID-19 VACCINATIONS BY THE NUMBERS:

654 COVID-19 VACCINATIONS

SPONSORED BY:

New Orleans
East Hospital
LCMC Health





Health Clinic also administered COVID-19 vaccinations to 80 percent of the residents at Columbia Parc at the Bayou District.

To view more photos from HANO’s COVID-19 vaccine distribution sites, check out the pictorial on page 7.



A nurse from Crescent City Pharmacy administers the COVID-19 vaccine to a Guste Senior resident

PICTORIAL:

SLEEVES UP, NOLA: HANO HOSTS COVID-19 VACCINATION SITES



Guste Resident Management Corporation, along with Crescent City Pharmacy, hosted a COVID-19 vaccination health clinic



Pharmacy Doctor Lishunda Franklin speaks with a resident about the COVID-19 vaccine



Faubourg Lafitte partnered with Kingsley House and Passport Health Louisiana to vaccinate over 100 residents in the community



A NOEH nurse vaccinates a senior resident at Guste Homes



New Orleans East Hospital (NOEH) vaccinated 40 Guste residents



HANO and NOEH hosted a COVID-19 vaccination event for 50 residents in The Estates



HANO Executive Director Evette Hester (pictured right) joined HUD Field Office Director Tammy Fowler at the vaccination distribution site in the Guste community

NEW TECHNOLOGY

HANO LAUNCHES INNOVATIVE TECHNOLOGY TO ENHANCE CUSTOMER SERVICE



My Housing Web App & Applicant Portal

The launch of the new **Web Application (Web App)** provides a more efficient method of applying for available housing once waitlists are open. The **Applicant Portal** provides 24-hour accessibility to maintain contact information and obtain waitlist status for housing applicants.

APPLICANT PORTAL FEATURES INCLUDE:

- ✓ Review waitlist status and update your contact information
- ✓ Receive notifications and schedule appointments with the Housing Authority of New Orleans' (HANO) Admissions Specialists
- ✓ Upload vital documents and obtain Agency forms on the individual dashboard

REGISTER ONLINE TODAY!

Applicants currently on the **Section 8 and HANO Project-Based Voucher (PBV) waiting list** must visit the HANO website at www.HANO.org to complete the registration process.

HANO Launches Customer Service Call Center

- ✓ Have a question about HANO's housing programs?
- ✓ Need to speak with an administrative staff member?
- ✓ Interested in signing up for the Homeownership or Family Self-Sufficiency Program?

CONTACT THE NEW HANO CALL CENTER REPRESENTATIVES:

 (504) 670-3300

 Monday thru Friday
8am to 5pm

HANO AWARDED \$64,000 FAMILY-SELF SUFFICIENCY GRANT

The Housing Authority of New Orleans (HANO) recently received a \$64,949 grant from the U.S. Department of Housing and Urban Development (HUD) for the renewal and continuation of funding toward the Agency's Family Self-Sufficiency (FSS) Program.

HANO's FSS Program assists families living in HCVP units or in public housing, to achieve economic independence and other self-sufficiency goals. Program participants work with HANO staff and agree to a five-year plan which sets them on the path to self-sufficiency. Participants are also able to establish an interest-bearing escrow account based on the improvement in the family's earned income during the term of the contract. To graduate from the

program, the head of household must be employed, and no member of the family may have received cash welfare assistance for twelve months prior to graduation. Upon successful program completion, the head of household will receive the escrow funds and are able to use them for advancement opportunities that can range from educational expenses to becoming a first-time homebuyer.

Since the program's launch, HANO has assisted 221 FSS participants in reaching self-sufficiency.

For more information on HANO's FSS Program, visit www.HANO.org.

FAUBOURG LAFITTE CELEBRATES THE GRAND OPENING OF THE LITTLE LIBRARY

This spring, the Faubourg Lafitte community partnered with children's author Monique Lorden and the New Orleans Public Library to unveil the "I Wish for Freedom" Little Library at the Sojourner Truth Neighborhood Center. The unveiling was celebrated with free reading kits from the New Orleans Public Library, and a special appearance from a Mardi Gras Indian.

"Today was so special. I wanted to give back in a way that connects the adventures in a book to the hands and minds of those courageous enough to go on those literary adventures. The 'I Wish For Freedom' mobile library is stocked with books for all ages," said children's author Monique Lorden.



Author Monique Lorden joins Faubourg Lafitte youth to celebrate the opening of the Little Library (Photo Credit: Enterprise Community Partners)

If your family is interested in picking up or donating a book, please visit the Little Library at the Sojourner Truth Neighborhood Center today!

HUD NEWS

CONGRATULATIONS TO NEW HUD SECRETARY, MARCIA FUDGE!

On March 10th, Marcia Fudge was officially sworn in as the 18th Secretary of the U.S. Department of Housing and Urban Development (HUD). As the Secretary of HUD, Fudge will be the first African-American woman to serve in this leadership role in over four decades.

During her confirmation hearing, Fudge emphasized her priorities for the Agency, including ending discriminatory housing practices while also creating homeownership opportunities for African-Americans. In addition, Fudge is committed to addressing long-term issues, such as the affordability crisis of housing in major cities and homelessness.

“The past year has reminded us just how important it is to have a safe and



HUD Secretary Marcia Fudge
(Photo Credit: HUD)

stable place to call home. But, right now – for millions of Americans – that sense of security and peace of mind is out of reach,” HUD Secretary Fudge said in a video statement.

Fudge was a Democratic member of Congress representing the Cleveland, Ohio area since 2008, and previously served as the former mayor of Warrensville Heights, Ohio.

ADRIANNE TODMAN NOMINATED AS HUD DEPUTY SECRETARY

On March 24th, the White House announced that the National Association of Housing and Redevelopment Officials (NAHRO) CEO Adrienne Todman has been nominated as Deputy Secretary of the U.S. Department of Housing and Urban Development (HUD).

Todman is currently the CEO of the NAHRO. Before joining NAHRO in 2017, Todman served as the Executive Director of the District of Columbia Housing Authority (DCHA) and served in several career positions with HUD.

She is widely recognized for her accomplishments in the affordable housing industry. She also served



HUD Deputy Secretary Adrienne Todman
(Photo Credit: NAHRO)

as a legislative director in then-Congressman Ron de Lugo’s office, a long-serving delegate representing the U.S. Virgin Islands where Todman was born and raised. She is a graduate of Smith College and serves as a Trustee.

START SMART, LLC. RESTARTS RESIDENT ENTREPRENEURS TRAINING INITIATIVE (RETI) PROGRAM



Start Smart, LLC. CEO Norman D. Rouselle works with a RETI student during a training course

The Housing Authority of New Orleans (HANO) is continuing its partnership with Start Smart, LLC to relaunch the Resident Entrepreneurs Training Initiative (RETI). This program will assist public housing and Housing Choice Voucher Program participants in starting successful small businesses.

RETI is a 10 week entrepreneurship training program that focuses on developing individual strategies for HANO residents wishing to become business owners. Currently, participants have the option to attend self-paced online courses or in-person training. The curriculum includes the following topics: how to start, plan and grow a business, build credit scores and secure business loans. The students, mentored by a team of consultants from Start Smart LLC, will also obtain small business certifications that will assist in securing federal, state, and local contracts.

Since its relaunch this year, 32 residents are enrolled in the entrepreneurial training program. Eight residents are attending in-person classes, and the remaining students are virtual. To date, 45 residents graduated from the program, and several successfully launched small businesses.

HANO AWARDED \$5.2 MILLION HUD HOUSING MOBILITY GRANT

The U.S. Department of Housing and Urban Development (HUD) recently announced that the Housing Authority of New Orleans (HANO) has been chosen as one of nine Public Housing Authorities across the nation to participate in the new Housing Choice Voucher (HCV) Mobility Demonstration program.

The Agency was awarded an additional allocation of 74 vouchers with an estimated value of \$1.1 million from HUD to provide low-income families with access to high-opportunity communities. HANO will also receive an additional \$4 million to offer mobility-related services to families that encounter barriers in accessing housing choice.

“This demonstration grant will allow us to expand upon our current efforts to provide greater housing choice for families,” said HANO Executive Director Evette Hester. “HANO will continue to engage housing advocates and private property owners to aid in the removal of barriers faced by low-income families in search of affordable housing opportunities, connecting them with direct access to services and amenities needed to cultivate healthy communities.”

HUD also awarded a total of \$45.7 million in Housing Mobility Grant funding to increase the number of HCV families with children living in opportunity neighborhoods. The grant will assist participating PHAs in housing voucher recipients in low-poverty neighborhoods with high-performing schools and other community supportive services. Participating PHAs will also partner with other housing agencies in their region to implement administrative policies that will promote housing mobility, increase landlord participation, and assist families in moving across PHA jurisdictions through portability.

HANO GOES VIRTUAL!

WANT TO ATTEND A HANO ZOOM MEETING?



STEP #1: GET STARTED

Meeting notifications will be posted at www.HANO.org and e-mailed to stakeholders. The notice will include a Zoom access link and/or the meeting identification number (ID) and password.

STEP #2: JOIN THE MEETING

Either click on the Zoom link in the notice or posted on the website, or dial the conference call number listed to join using audio only.



STEP #3: ENTER ID AND PASSWORD

Once you access the meeting, enter the meeting identification number (ID) and password provided on the website or e-mail notification.



STEP #4: MUTE VOLUME



Don't forget to mute your volume! Locate the mute button at the bottom of the menu on your computer or smart phone app, or on the keypad of your cell phone if calling in. Unmute to speak during the public comment portion of the meeting.

STEP #5: END MEETING

Click the button on the right side of the meeting window on your computer or smart phone app that says 'leave' to end the meeting. Simply hang up your phone if you are using the conference call option.

GET PREPARED FOR THE 2021 HURRICANE SEASON!

The 2021 hurricane season is here! The Housing Authority of New Orleans (HANO) is urging its residents to prepare for potential storm threats, especially during the COVID-19 pandemic. The safety and welfare of HANO residents remains the Agency's greatest priority.

Hurricane season begins every year on June 1st and concludes on November 30th. Depending on the storm's severity, the City can experience high winds, heavy rain, tornadoes, flooding, and power outages. Here are some quick tips to prepare for the 2021 hurricane season:

BEFORE A STORM:

Prepare a Plan!

Talk with family members and develop a plan for emergency events. Develop a checklist; purchase and store essentials in a safe location.



DURING A STORM:

You must evacuate if:

the Mayor declares a mandatory evacuation.

Pack a small emergency bag:

Include all necessary medications and prescriptions, important documents, a few changes of clothing, and cash.

AFTER A STORM:

For post-storm assistance, visit:

the American Red Cross website at www.redcross.org.

PHASE II OF B.W. COOPER DEVELOPMENT NOW IN PLANNING STAGES

Former residents of the B.W. Cooper Public Housing site, now Marrero Commons, have long anticipated the redevelopment completion of the entire community. Approximately 5.5 acres of land adjacent to the finished portion of the site remain vacant.

The Housing Authority of New Orleans (HANO) is currently working with two very familiar developers to complete the revitalization of the former B.W. Cooper site. Columbia Residential and Providence Community Housing have previously constructed award-winning, mixed-income communities in partnership with the Housing Authority, bringing decades of sustainable housing construction experience to the table. Columbia Parc at the Bayou District was developed by Columbia Residential, and Providence Community Housing constructed the Faubourg Lafitte community. Jointly, they

have leveraged resources to build multi-family, senior and workforce development communities throughout New Orleans, and nationwide.

The proposed conceptual development plans for the remaining vacant land on the B.W. Cooper site includes a combination of new construction of a senior building, new HANO administration office building, and the rehabilitation of three historic buildings. The Agency is also working with additional community partners to



Rendering of B.W. Cooper Phase II redevelopment now in the planning stages

secure needed resources to adapt one of the historic buildings for special-purpose programs.

Stay tuned for more information on the final plans for the B.W. Cooper Phase II redevelopment.

HANO AWARDED \$478,500 RESIDENT OPPORTUNITIES SELF-SUFFICIENCY GRANT TO PROVIDE PROGRAMS FOR LOW INCOME RESIDENTS

The U.S. Department of Housing and Urban Development (HUD) announced that the Housing Authority of New Orleans (HANO) received an award of \$478,500 for the Resident Opportunities and Self-Sufficiency (ROSS) grant. The three-year ROSS grant will provide funding for Service Coordinators who will link residents to resources that eliminate educational, health and employment barriers and lead them to economic self-sufficiency.

HUD awarded a total of \$36.9 million to Public Housing Authorities (PHAs), public housing resident associations, Native American tribes, and nonprofit organizations across the nation to finance the hiring of 165 Service Coordinators.

“We are excited to work with our local housing partners to help public housing residents find jobs and opportunities that will propel them forward,” said HUD Secretary Marcia L. Fudge. “The funding announced today will help residents reach their goals and dreams tomorrow.”

“The ROSS grant award provides a tremendous opportunity for us to strengthen resident services provided through expanded personnel, which will aid in the development of community partnerships and programs offered,” said HANO Executive Director Evette Hester. “We will use the ROSS initiative to equip HANO residents with additional tools, skills, and strategies to increase self-sufficiency, improve their overall quality of life, and create generational wealth.”

The ROSS program serves public housing residents working towards economic self-sufficiency by removing educational, professional and health barriers. HANO is among three PHAs in Louisiana awarded the ROSS grant, and the Agency plans to use this important resource to serve more than 3,300 residents in multiple housing communities in New Orleans.

For more information on HANO’s community supportive services, visit <http://www.hano.org/Tenants/ClientServices>.

● ● ● **Live**

Virtual HCVP Landlord & Tenant Meetings

STREAM LIVE ON [FACEBOOK.COM/HANOHOUSING](https://www.facebook.com/hanohousing)



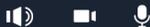
HCVP LANDLORD MEETING
July 29, 2021
5PM-7PM



HCVP TENANT MEETING
August 26, 2021
5PM-7PM

FOR MORE INFORMATION ABOUT THE MEETINGS,
PLEASE VISIT THE HANO WEBSITE AT:

[WWW.HANO.ORG](http://www.hano.org)



CONTACT US

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Columbia Parc	(504) 284-4769
Faubourg Lafitte	(504) 821-6687
Fischer	(504) 266-2503
Guste Homes	(504) 529-3392
Harmony Oaks	(504) 894-8828
Marrero Commons	(504) 524-9011
New Florida	(504) 558-4664
River Garden	(504) 412-8216
The Estates	(504) 940-3060
Scattered Sites	(504) 558-4664
Main Office	(504) 670-3300
HANO PD Hotline	(504) 670-3372
Public Housing Hotline	(504) 670-3446
HCVP Hotline	(504) 708-2800
PBV Hotline	(504) 670-3468
E-mail	info@hano.org

FOLLOW HANO ON SOCIAL MEDIA:

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DISCONTINUED COVID-19 HOTLINE



Effective immediately, Housing Choice Voucher Program (HCVP) participants and Public Housing residents are asked to discontinue utilizing the COVID-19 Hotline (504) 670-3295, and email addresses hcvpinfo@hano.org and hanocovid19@hano.org established in March 2020.

Voucher recipients are advised to contact their assigned Housing Specialist for any questions or concerns. To retrieve your Housing Specialist/Caseworker's contact information, visit <http://www.hano.org/Tenants/Caseload>, or call the HANO Administration Office at (504) 670-3300 for general information.



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