

FALL 2020

# HANO



## news



2020 Back to School Giveaway

## Supporting Residents in a Time of Adversity Through Community Mobilization

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*HANO Executive Director Evette Hester*

# LETTER FROM THE EXECUTIVE DIRECTOR

**D**ear Readers,

I am pleased to present to you the 2020 Fall Edition of HANO news. This issue chronicles the resilience of our residents and the generous contributions community partners have made during one of the most challenging moments of our lifetime.

Since March 23rd, it was necessary for the Housing Authority of New Orleans (HANO) to close its office to the public as a result of many state and local requirements in response to the

COVID-19 pandemic. These measures were needed to ensure the safety and well-being of its housing participants, staff, stakeholders and the general public. Since we provide an essential service to the public, it was necessary for us to implement new ways of conducting business so that services could continue, uninterrupted. In the beginning of the crisis, HANO set up a special hotline for Housing Choice Voucher participants and landlords to report any changes, especially those changes affecting household income. This hotline was intended to expedite interim changes due to loss of household income. From that time, HANO implemented several other changes to facilitate no-contact transactions. These changes include the use of electronic formats to execute documents (DocuSign), the ability to now conduct virtual interviews, and the installation of a 24-hour drop box for families and landlords to deposit documents needed for transactions.

Moreover, HANO implemented a number of policy changes in the Housing Choice Voucher program, including granting voucher extensions to enable future participants additional time to search for housing. We recognize that during the pandemic it has been difficult to locate and visit suitable housing. We also implemented a cash incentive program for landlords who leased to first-time new admissions. Since implementing the incentive program on September 1st, over 160 landlords have participated.

To further assist our participants and future participants in the various housing programs, HANO partnered with several organizations including Dillard University, Urban Strategies, Thrive 9th Ward, Unity of New Orleans and the City of New Orleans who provided school supplies, COVID-19 care packages, hygiene supplies, personal protective equipment (PPE), and supportive services to homeless citizens.

This year, the tragedy and destruction of Hurricanes Laura and Delta compelled the Agency to support families left without homes. To meet the region's immediate demand for housing, HANO amended its policy governing the Housing Choice Voucher program to aid displaced families that were living in hotels and shelters by committing 250 vouchers.

Although 2020 has been a very challenging year for all of us, we remain dedicated to supporting current and future participants of our programs by providing the resources necessary to ensure their safety and well-being.

*- Evette Hester*



**Evette Hester**  
*Executive Director*

**Lesley E. Thomas** - *Editor*

**Jessica Perrault** - *Designer, Photographer, & Contributor*

# HANO PARTNERS WITH MCCORMACK BARON SALAZAR TO CONSTRUCT 76 AFFORDABLE HOUSING UNITS

Earlier this year, HANO was joined by Mayor LaToya Cantrell and development partner McCormack Baron Salazar to break ground on the future site of City Square 162. This partnership will produce a total of 76 one- and two-bedroom apartments, including 15 public housing and 15 project-based voucher assisted units subsidized by the U.S. Department of Housing and Urban Development (HUD).

This partnership also yields workforce development opportunities for low-income residents. Recently, McCormack Baron Salazar reported two new Section 3 hires with additional applicants under review, after launching the Section 3 hiring process as required by HANO’s Employment, Training, and Contracting Policy.



HANO Executive Director Evette Hester joined city and state officials to break ground on the future site of City Square 162



The future site of the City Square 162 Apartments (Photo Credit: Landis Construction)

Infrastructure upgrades include the rebuilding of streets, installation of drainage for storm water management, and the creation of a bike path and green

space connecting to the Lafitte Greenway. To date, vertical construction of the site is about 49 percent complete, with substantial completion estimated by July 2021, and infrastructure upgrades are about 99 percent complete.



The City Square 162 Apartments will be completed in July 2021 (Photo Credit: Landis Construction)

## THRIVE 9TH WARD HOSTS A COVID-19 CARE PACKAGE GIVEAWAY IN THE ESTATES COMMUNITY

In an effort to ensure the health and safety of HANO residents during the COVID-19 pandemic, The Estates community recently partnered with Thrive 9th Ward to deliver care packages to approximately 40 senior residents. The residents received several COVID-19 safety essentials, such as hand sanitizer, disinfectant wipes and spray, thermometers, and face masks.

“As many of our seniors live alone and have no transportation, the care packages were essential to keep our residents safe and healthy during the COVID-19 pandemic,” said Resident Case Manager Tamala Carter.

For more information on COVID-19 resources across the City of New Orleans, visit <http://www.hano.org/Tenants/Resources>.



Thrive 9th Ward joined The Estates’ management team to distribute 40 care packages filled with COVID-19 safety essentials (Photo Credit: The Estates)

# HANO AND CITY OFFICIALS CELEBRATE THE COMPLETION OF THE CAPDAU HOME FOR THE AGED COMMUNITY



HANO Executive Director Evette Hester joined Mayor LaToya Cantrell and Councilmember Jared Brossett to cut the ribbon on the Capdau Home for the Aged in Gentilly

This month, HANO Executive Director Evette Hester joined Mayor LaToya Cantrell and Councilmember Jared Brossett of District “D” to celebrate the completion of the Capdau Home for the Aged, a senior-only development located at 3821 Franklin Avenue.

This \$13 million construction project included the renovation of the existing three-story historic building, and new construction of a four-story building by TKTMJ Incorporated, with architects, The Michael Lee Studio. Capdau Home for the Aged features 80 units, 35 of which are in the original



Capdau Home for the Aged for low-income seniors

building and 45 of which are part of the new construction.

The original three-story building is the site of the former Pierre A. Capdau School. The school, which was designed by New Orleans city architect E.A. Christy in 1922, was chartered in collaboration with the University of New Orleans in 2003 but has remained vacant since its closure in 2010.

TKTMJ, Inc. served as the developer of Capdau Home for the Aged. Funding sources for this project included Louisiana Housing Corporation, Community Development Block Grant disaster fund, HANO, and the State of Louisiana Office of Community Development.

## HANO, CITY, AND STATE LEADERS BREAK GROUND ON THE FUTURE SITE OF LAKE FOREST MANOR



Mayor LaToya Cantrell joined city and state leaders to break ground at the future site of Lake Forest Manor Apartments

The Housing Authority of New Orleans (HANO), along with Mayor LaToya Cantrell, City Councilmember District “E” Cyndi Nguyen, and State Representative Jason Hughes, recently broke ground on the future site of Lake Forest Manor, located at 10101 Lake Forest Boulevard. TKTMJ, Inc. serves as the developer on this redevelopment project.

“Our aging population is so vital to our culture and community, and they deserve quality housing. I am so excited to be a part of this ground breaking, where we can announce that on Oct. 31, 2021, construction will be completed, and we can welcome seniors to their new home in District E — Lake Forest Manor,” said Councilmember Nguyen.

Scheduled for completion in October 2021, Lake Forest Manor will consist of 200 project-based voucher units for seniors, who make no more than 60 percent of the area median income. In partnership with HANO, the City provided a \$1.5 million Community Development Block Grant to the developer TKTMJ.



## HANO LAUNCHES LANDLORD INCENTIVE PROGRAM

**H**ANO recently launched a new Landlord Incentive Program to expand available housing resources for residents in need of safe and affordable homes. The initiative was designed to encourage and motivate property owners to participate in the Housing Choice Voucher Program (HCVP).

HANO is currently offering a \$500 signing bonus for units leased to new program participants selected from its Tenant-Based and Project-Based Voucher (PBV) waiting lists. “We are hopeful that the Landlord Incentive Program will motivate property owners to add available rental units to HANO’s Housing Choice Voucher Program,” said Executive Director Evette Hester. “Applicants that have been unsuccessful in locating desirable homes for their families will greatly benefit from expanded housing choices in communities throughout the city.”

The Agency also partnered with HousingNOLA, Unity of Greater New Orleans, Depaul USA and Louisiana state partners to expand outreach initiatives and recruit potential landlords. The initiative also received the support of Mayor LaToya Cantrell’s Housing Working Group of

the Reopening New Orleans Advisory Panel, in response to developing a long-term post COVID-19 housing strategy.

“My vision from day one has been to coordinate the efforts of HANO, Finance Authority of New Orleans, New Orleans Redevelopment Authority and the City of New Orleans to improve services provided to our citizens. We are engaging landlords and our citizens, and this work is an example of the City being laser focused on affordable housing and meeting the needs of our people,” said Mayor Cantrell.

Interested landlords are not limited in the number of units that can be added under the incentive program. However, all new admission lease-ups must be completed between September 1st and December 31st of calendar year 2020.

For more information, or to join the program, contact HANO’s Landlord Liaison Wendy Demery Andrews at [wdemery@hano.org](mailto:wdemery@hano.org) or call (504) 670-3488. To find out how to become a landlord and register your property with HANO, visit <http://www.hano.org/Landlords>.

### STAFF FEATURE

## MEET HANO’S LANDLORD LIAISON



*HANO’s Landlord Liaison Wendy Demery Andrews*

**A**s the Housing Authority of New Orleans’ Landlord Liaison, Wendy Demery Andrews is responsible for resolving the concerns and complaints of property managers and owners in the Housing Choice Voucher Program (HCVP). She also maintains up-to-date records for HCVP property managers/owners, and fulfills requests for new owner registration, address changes, banking information updates, and ownership changes.

With more than three decades of housing experience at HANO, Andrews is well-versed in both landlord and tenant rights. During her tenure at HANO, she has assisted HCVP landlords and program participants with resolving issues or complaints, and has previously served as a backup for the agency’s former Landlord Liaison.

Interested property owners should contact HANO’s Landlord Liaison Wendy Demery Andrews at [wdemery@hano.org](mailto:wdemery@hano.org) or call (504) 670-3488 for more information on the Landlord Incentive Program. To find out how to become a landlord and register your property with HANO, visit <http://www.hano.org/Landlords>.

## COVID-19 POLICY MODIFICATIONS

### HANO VOUCHER TERM DEADLINE EXTENDED THRU DECEMBER 31ST FOR HCV PROGRAM PARTICIPANTS

**A**s a result of the COVID-19 pandemic, HANO has extended voucher terms that require tenants to locate housing within 120 days.

The Agency will grant automatic voucher term extensions to Housing Choice Voucher Program participants currently searching for suitable housing. Residents that received vouchers scheduled to expire between March and November will have until December 31, 2020 to locate a rental unit.

Voucher recipients are advised to contact their assigned Housing Specialist for any questions or concerns. Visit [www.hano.org/Tenants/Caseload](http://www.hano.org/Tenants/Caseload) to retrieve your Housing Specialist's contact information.

### CDC DECLARATION FORM FOR TEMPORARY HALT IN EVICTIONS

The Centers for Disease Control and Prevention announced its declaration to temporarily halt evictions to prevent further spread of COVID-19. This order prevents evictions or removals from rental properties through December 31, 2020. To view or download a copy of the CDC Declaration form, visit <https://www.cdc.gov/coronavirus/2019-ncov/downloads/declaration-form.pdf>.

## COVID-19 POLICY MODIFICATIONS

### 24-HOUR DROP BOX LAUNCHED FOR CLIENT USAGE

**H**ANO has launched a 24-hour drop box located at 4100 Touro Street.

The HANO Drop Box is available for Housing Choice Voucher Program (HCVP) participants and landlords to submit time-sensitive paperwork and other program documents to the Agency.

In response to the COVID-19 pandemic, the HANO Drop Box was initially installed to provide no-contact

transactions between participants, landlords, and HANO staff during business hours. The current drop box offers enhanced access - enabling clients to submit recertification forms, eligibility applications, verification and other program documents 24 hours a day/7 days a week. The extended availability of the drop box will expedite the flow of communication and enhance overall customer service.



**LOOKING FOR YOUR DREAM HOME?** 

**SIGN UP FOR HANO'S HOMEOWNERSHIP PROGRAM AT [WWW.HANO.ORG](http://WWW.HANO.ORG) TODAY!**



*The 24-hour drop box is located at 4100 Touro Street*

# HANO AND URBAN STRATEGIES TEAM UP TO ASSIST BIENVILLE BASIN AND FAUBOURG LAFITTE RESIDENTS

In 2018, HANO was awarded a Jobs Plus grant in the amount of \$2.3 million from HUD to implement supportive services in the Bienville Basin and Faubourg Lafitte communities. HANO partnered with Urban Strategies, Inc. to develop a program that would provide participants with an opportunity to achieve individual goals by addressing and removing barriers that lower income residents may experience. Program partners are committed to empowering participants to achieve goals through job readiness, vocational and entrepreneurial training, career counseling, job placement, support for career advancement, adult basic education and GED services, computer literacy training and college enrollment.



A Lafitte resident receives COVID-19 safety essentials thanks to Urban Strategies, Inc. (Photo Credit: Urban Strategies)

Last spring, Urban Strategies provided Jobs Plus program participants with COVID-19 pandemic assistance. The organization contacted residents of the Lafitte and Bienville Basin communities to inquire about their immediate needs during the state's

shutdown. Staff connected with more than 500 households and provided resources for unemployment assistance, rental

assistance, food, disinfectants, baby supplies and personal protective equipment. Future program activities include discussions on entrepreneurship, motherhood, and domestic violence, along with job fairs, financial literacy trainings, and homeownership seminars.

To date, a total of 205 residents, 80 from the Lafitte community and 125 from the Bienville Basin community, signed up to participate in the program. Since its launch, 29 participants gained employment and 37 participants were placed in jobs.



Urban Strategies' Senior Project Manager Mai Dang distributes diapers to Bienville Basin and Lafitte residents (Photo Credit: Urban Strategies)

# HANO, CITY, AND STATE OFFICIALS BREAK GROUND ON THE REVEAL APARTMENTS

The Housing Authority of New Orleans recently joined Councilmember Cyndi Nguyen of District "E" to celebrate the ground breaking of The Reveal Apartments, a 150-unit affordable housing community in New Orleans East.

Located at 13707-13777 Chef Menteur Highway, The Reveal will consist of two, four-story apartment buildings with units ranging from one to four bedrooms. Upon completion, community amenities will include a leasing office, conference rooms, a community room with patio, a fitness center, and a physical therapy room. In addition, residents will have access to an on-site business incubator, a community service facility developed for building small businesses for self-sufficiency.

For more information on HANO's off-site developments, visit [www.HANO.org](http://www.HANO.org).



Councilmember Cyndi Nguyen (pictured center) joined Webre Consulting CEO and Founder Nicole Webre (pictured right) to break ground on The Reveal Apartments in New Orleans East (Photo Credit: Councilmember Cyndi Nguyen)



Senator Troy Carter with Dillard University's Nick Harris, Dr. Yvens Laborde of Ochsner, and NOPD Fourth District police officers at the Fischer Back to School Giveaway



State Rep. Candace Newell (pictured left) distributed school supplies to youth in The Estates Community



State Rep. Candace Newell donated cloth face coverings to youth for the Back to School Giveaway at The Estates community



Ochsner Community Outreach shared vital health information with Fischer families



HANO partnered with the 2020 Census to ensure our residents were counted



Over 50 youth received back-to-school essentials for the 2020-21 school year



Dillard University donated essential PPE and hand sanitizer to participating youth



HANO, along with the Johnny Jackson Foundation, Thrive 9th Ward, and Kazi Nia Baptist Church, hosted a Back to School Giveaway at the New Florida Community

**PICTORIAL:**  
**2020 BACK TO SCHOOL GIVEAWAY**

# URBAN STRATEGIES HOSTS LAPTOP GIVEAWAY IN THE MARRERO COMMONS COMMUNITY



Urban Strategies Inc. Community Liaison LaQuita Bradley distributes laptop computers to youth in the Marrero Commons Community (Photo Credit: Urban Strategies)

As virtual learning continues for students, a reliable computer is essential for a successful school year. In an effort to address this need, Urban Strategies, Inc. partnered with McCormack Baron Salazar and Comp-U-Dopt to provide 21 families with laptop computers in the Marrero Commons Community. Each laptop also included Microsoft Office programs and two years of technical support.

“Several families are currently enrolled in remote learning in the Marrero Commons Community,” said Urban Strategies, Inc. Community Service Liaison LaQuita Bradley. “However, most of those households have two or more children that were borrowing computers that needed to be returned before the end of the year.”

For more information on Urban Strategies, visit <https://urbanstrategiesinc.org/>.

## GET COUNTED, NOLA!

# URBAN STRATEGIES HOSTS CENSUS AND VOTER REGISTRATION DRIVE



Urban Strategies, Inc. partnered with Power Coalition for the 2020 Census and Voter Registration Drive (Photo Credit: Bienville Basin)

Urban Strategies, in partnership with the Power Coalition, hosted a 2020 Census and Voter Registration Drive at the Harmony Oaks, Marrero Commons, and Bienville Basin communities.

“The Census determines how federal funds are distributed for vital resources, such as schools, health care, infrastructure, and disaster relief,” said Urban Strategies’ Senior Project Manager Mai Dang. “During the last Census, our neighbourhoods were severely undercounted due to Hurricane Katrina, and we would like to ensure that our communities get the proper funding.”

During the event, residents received several COVID-19 safety essentials, including PPE face masks, hand sanitizer, and home thermometers. Second Harvest Food Bank of Greater New Orleans and Acadiana also donated food boxes to HANO residents.

Event sponsors included Second Harvest Food Bank, Ochsner, Dillard University, LSU Health, Blue Cross Blue Shield, Vote: From Chains to Change, and Orleans Parish Sheriff Marlin N. Gusman.



Ochsner Health donated several COVID-19 safety essentials to residents



Residents enjoyed free snowballs during the Census and Voter Registration Drive at the Marrero Commons Community



HANO's Client Services Department joined Councilmember Jared Brossett to receive a PPE donation from Dillard University's Office of Community and Church Relations Director Nick Harris

## DILLARD UNIVERSITY DONATES COVID-19 SAFETY ESSENTIALS TO HANO COMMUNITIES

As the city battles the Coronavirus (COVID-19) pandemic, Dillard University's Office of Community and Church Relations (CCR) Director Nick Harris donated 4,000 masks, 100 thermometers, and several boxes of hand sanitizer to the Housing Authority of New Orleans. This special PPE donation will be distributed to HANO senior residents and families, many of whom have faced hardship during the COVID-19 pandemic.

"On behalf of the HANO Board of Commissioners, I would like to thank Dillard University President Dr. Kimbrough, Director Nick Harris, and Councilman Brossett for their generous donation," said HANO Executive Director Evette Hester. "The donated PPE will provide much needed protection as HANO families endeavor to stay safe during this phase of the pandemic."

In 2013, HANO and Dillard University established a partnership to assist public

housing families improve their lives through a spectrum of community and supportive services. Funded by a series of grants from the U.S. Department of Housing and Urban Development (HUD), Dillard University's Office of CCR has coordinated ongoing activities for HANO residents in areas such as career counseling and job training; nutrition and health education; college prep; and computer literacy.

Since its inception, Dillard University's Office of CCR has been at the forefront of rebuilding New Orleans. The office was initially established to increase homeownership in the Gentilly neighborhood. Their efforts were expanded to help revitalize the city after Hurricane Katrina. Now with the COVID-19 pandemic, the CCR is committed to fight against health disparities in the African American community and form partnerships with local food pantries to assist those who have been affected economically by the pandemic.



In response to Hurricane Zeta, volunteers unloaded food donations from Councilmember Kristin Palmer, Second Harvest, and Women on the Move at the Fischer Community



HANO's Client Services Department delivered non-perishable food items and hot meals to a senior resident in a Scattered Site community



Urban Strategies Inc. (USI) hosted a Hurricane Zeta Food Distribution at the Sojourner Truth Neighborhood Center (Photo Credit: USI)



USI distributed food boxes to Bienville Basin residents impacted by Hurricane Zeta (Photo Credit: USI)

**PICTORIAL:**

## HANO AND URBAN STRATEGIES, INC. PROVIDE ZETA RELIEF

## CONTACT US

<b>Bienville Basin</b>	(504) 522-9078
<b>Columbia Parc</b>	(504) 284-4769
<b>Faubourg Lafitte</b>	(504) 821-6687
<b>Fischer</b>	(504) 266-2503
<b>Guste Homes</b>	(504) 529-3392
<b>Harmony Oaks</b>	(504) 894-8828
<b>Marrero Commons</b>	(504) 524-9011
<b>New Florida</b>	(504) 558-4664
<b>River Garden</b>	(504) 412-8216
<b>The Estates</b>	(504) 940-3060
<b>Scattered Sites</b>	(504) 558-4664
<b>Main Office</b>	(504) 670-3300
<b>HANO PD Hotline</b>	(504) 670-3372
<b>Public Housing Hotline</b>	(504) 670-3446
<b>HCVP Hotline</b>	(504) 708-2800
<b>PBV Hotline</b>	(504) 670-3468
<b>E-mail</b>	info@hano.org



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