

FALL 2015

HANO news

CREATING COMMUNITIES.
BUILDING TRUST.



10 Years of Rebirth, Rebuilding & Renewal

In This Issue:

HANO Celebrates Grand Opening of
Bienville Basin

Demolition Begins on Vacant Scattered Site
Properties

HANO Welcomes Two New Board Members

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HANO Executive Director Gregg Fortner speaks during the Bienville Basin Ribbon Cutting Ceremony

Dear readers,

Thank you for picking up the fall 2015 Edition of HANO *news*.

I am excited to report significant movement to complete the full transition of this agency from over a decade of federal receivership, financial and operational management by HUD to local control, in partnership with a proficient HANO Board of Commissioners and the City of New Orleans. The redevelopment of all public housing conventional sites is well on its way to completion, while agency staff has been primarily focused on the establishment of more efficient policies and procedures to continue our forward movement.

While commemorating a very somber 10th Anniversary of Hurricane Katrina, we celebrated a new beginning for former Iberville public housing residents at the grand opening of the new Bienville Basin community, and participated in a number of panel discussions about the changes in public housing and expansion of the Housing Choice Voucher Program. It was also vital for staff, some of which experienced the likes of this horrific storm, to volunteer personal time during the citywide Day of Service, participating in community clean-ups, renovating schools, and restoring green space in neighborhoods.

Adhering to the core mission of the agency, our primary focus remains the creation of innovative strategies to provide more housing opportunities for our residents. Because I have rescinded a move to completely sell off all vacant scattered sites, we now have an opportunity to redevelop these parcels of land and to build sustainable housing for residents that have been waiting for assistance for several years, and those that have not been able to apply for vouchers due to the closed Section 8 wait list. As a part of the City's Housing NOLA plan, HANO anticipates adding approximately 700 scattered units to its portfolio to include a combination of federally subsidized homes, and affordable and market-rate apartments in specified areas of opportunity throughout the City.

We continue to enhance transparency on a number of issues such as the implementation of the Criminal Background Policy among other agency procedures, by hosting stakeholder meetings and organizing a focus group to review and recommend the most efficient ex-offender reentry implementation plan.

HANO will continue to move toward a higher level of effectiveness, but only with the help and support of our residents. I commend the resilience of the residents to return after such devastation, and to rebuild with a spirit of rebirth and renewal. Stay tuned for more to come!

—Gregg Fortner



Gregg Fortner
Executive Director

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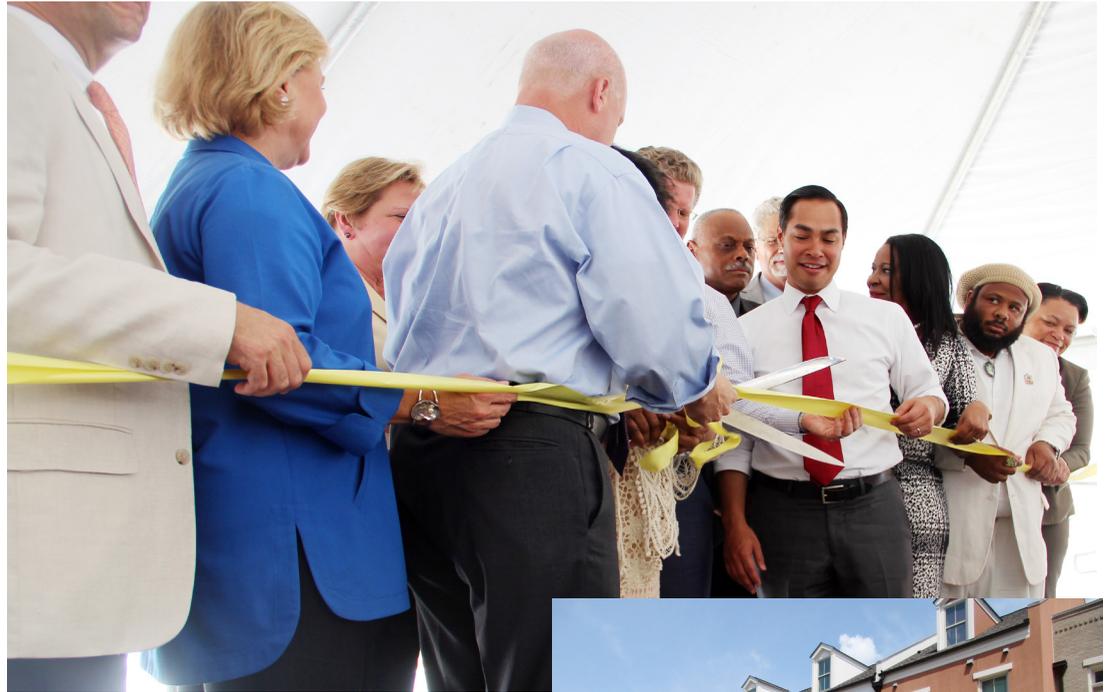
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HANO CELEBRATES GRAND OPENING OF BIENVILLE BASIN

Executive Director Gregg Fortner hosts federal, state and city leaders at ribbon cutting ceremony

While commemorating the tenth anniversary of Hurricane Katrina, former residents and community leaders gathered to celebrate the grand opening of the new Bienville Basin community at the site of the former Iberville Public Housing Development.

HANO Executive Director Gregg Fortner was joined by Mayor Mitchell J. Landrieu and U.S. Department of Housing and Urban Development (HUD) Secretary Julián Castro at the ribbon cutting ceremony for the new mixed-income, mixed-use community, located just steps from the historic French Quarter and Canal Street Corridor. “New Orleans’ spirit of resilience is a testament to the rest of the nation on how to bounce back from unprecedented tragedy and loss,” Castro said. “HUD’s \$30.5 million Choice Neighborhoods Initiative (CNI) grant will help transform the city’s historic Iberville development into a thriving community where residents have greater access to opportunity. As long as there are people who want to come home and communities that need to be rebuilt, we will be by New Orleans’ side.”



HANO Executive Director Gregg Fortner and HUD Secretary Julián Castro cut ribbon with federal, state and city leaders at the grand opening of the Bienville Basin community



The Bienville Basin Community



HUD Secretary Julián Castro speaks during the grand opening of Bienville Basin

Fortner, along with Mayor Landrieu, U.S. Office of Management and Budget Director Shaun Donovan, New Orleans City Councilmember Nadine Ramsey, HRI Properties CEO Pres Kabacoff and Louisiana Office of Community Development Executive Director Pat Forbes, offered remarks focused on the transformation of the former Iberville Housing Development to a high-quality, mixed-income community and its connection to the redevelopment of the downtown New Orleans area.

“HANO is committed to leveraging its resources to provide affordable housing opportunities for the City of New Orleans,” Fortner said. “CNI has allowed this agency to use a large public housing footprint as a catalyst for neighborhood revitalization and community redevelopment through physical transformation and resident empowerment and enrichment.”



Fortner and Mayor Landrieu tour site with the Director of the Office of Management and Budget Donovan, Secretary Castro and residents

The Bienville Basin community will comprise of 880 modern, energy-efficient one, two and three bedroom apartments with Energy Star appliances. The community includes an indoor/outdoor fitness center, computer lab with an outdoor technology patio, neighborhood library and reading room, four cultural gardens and playground. The community also features on-site, gated residential parking, 24-hour emergency maintenance services and veterinarian house call services available for residents.

Redevelopment of the former Iberville Public Housing Development was funded through CNI, a combination of low-income housing tax credits, State of Louisiana Community Development Block Grant (CDBG), state and federal historic tax credits, and City of New Orleans' Disaster CDBG grant and HOME funds. Other private financial partners include Cornerstone Permanent Mortgage Fund/Boston Capital Finance, U.S. Bank National Association, U.S. Bancorp Community Development Corporation and Stonehenge Financial Services.

Phase I & II of construction of the new community began in 2013, and includes the construction of 227 new mixed-income residential units. Construction of Phase III began in December 2014, and includes 105 mixed-income units and 4,000 square-feet of retail space. HANO officials expect to start construction on the fourth and final phase of Bienville Basin by the end of 2015, and will include 164 additional residential units. Off-site developments include the 17-story, elderly-only Marais Apartments, 31-unit Bienville/Roman site, 46 scattered site properties, Rosa F. Keller Building and the Iberville Eastern Adjacent site.

Extensive outreach was performed to ensure that the 413 former Iberville families were given the preference to



Construction at the Bienville Basin community

move into a new unit at Bienville Basin. To date, 212 units have been occupied, with 50 former Iberville residents returning to the site. An additional 70 families have expressed interest in moving into future phases of the development.

New Orleans' \$600 million CNI Transformation Plan covers the one-for-one replacement of all 821 dwelling units at Iberville both on-site and in the surrounding neighborhood, and the revitalization of more than 300 blocks within the boundaries of Rampart Street, Tulane Avenue, Broad Street, and St. Bernard Avenue. The Iberville Housing Development was originally constructed in 1941, and was New Orleans' last standing conventional public housing development to be revitalized since Hurricane Katrina.



Fortner greets former Senator Mary Landrieu at the grand opening of the Bienville Basin community

SHARE OUR STRENGTH'S NO KID HUNGRY CAMPAIGN PROVIDES MEALS FOR YOUTH

The Housing Authority joins New Orleans' No Kid Hungry to kick-off summer meal program at The Estates



Representatives from Volunteers of America distribute free, healthy lunch to children ages 18 and under

HANO, city officials, community leaders and residents gathered in June to celebrate the kick-off of the Share Our Strength's No Kid Hungry campaign, a public-private partnership that provides free, nutritional breakfast and lunch to all children ages 18 and under at 25 sites throughout the city.

“Today, far too many kids are unable to access the summer meals program. We have committed to breaking through



Representatives from Backyard Gardeners Network speak with camp participants and their families after the No Kid Hungry event

barriers to connect kids and teens with free, healthy meals so that they can continue to learn and grow

during the summer,” said Rhonda Jackson, director of New Orleans' No Kid Hungry campaign.

Launching in The Estates community, HANO's Client Services Director Dawn Domengeaux was joined by Jackson, U.S. Department of Agriculture's Southwest Regional Office Special Nutrition Programs Director Eddie Longoria, Louisiana Department of Education Food Nutrition Program Director John Dupre, Volunteers of America Greater New Orleans' (VOAGNO) Director of Marketing Donna Betzer and a number of community leaders and residents to discuss the need for programs that offer meals and other youth-focused activities throughout the city. During the event, more than 150 local children enjoyed a fun-filled day of recreational games and prizes, and also received a free, healthy lunch sponsored by VOAGNO's Fresh Food Factor Program.

The New Orleans Summer Food Service Program is a part of a nationwide effort administered by the United States Department of Agriculture (USDA) and the National School Lunch Program. Last summer, New Orleans' No Kid Hungry partnered with the City of New Orleans, Fit NOLA, HANO, New Orleans Recreation Development Commission (NORDC), VOAGNO, Second Harvest

Food, Sodexo, Pigeon Caterers and Revolution.

Share Our Strength's No Kid Hungry campaign strives to end child hunger by connecting children in need with healthy food on a daily basis, and also teaching their families how to cook nutritious, affordable meals. To learn more about the No Kid Hungry program and its designated sites, visit www.NewOrleans.NoKidHungry.org.



Summer campers from The Estates participated in the Share Our Strength's No Kid Hungry event



Asset Manager Marie Roy plays badminton with a camp participant after the No Kid Hungry event



HANO Director of Public Safety Robert "Bobby" Anderson pictured with summer campers from The Estates community

HANO PROVIDES EDEN HOUSE WITH VOUCHERS FOR HUMAN TRAFFICKING VICTIMS

In partnership with Eden House, HANO will provide nearly \$106,000 to fund transitional housing assistance for human trafficking victims over the next three years. HANO will utilize its Housing Choice Voucher (HCV) Program to provide up to 12 vouchers per year to survivors of human trafficking and commercial sexual exploitation.

HANO will provide tenant-based vouchers under the HCV program to Eden clients who have successfully completed the Eden program, which is a two-year residential program consisting of counseling, education and job training. The 12 vouchers will be provided to Eden clients once the agency has identified housing assistance availability. Additional housing vouchers can also be made available due to participant termination or voluntary recession for Eden House clients.

Eden House will refer eligible tenants to HANO for voucher assistance, and also provide the agency with certification and supporting documentation to confirm program completion. Once the client receives the voucher, Eden House will continue to provide necessary case management and other supportive services on an as-needed basis.

"We believe that our collaboration with HANO is integral to the long-term success of our program and our resident's continued recovery. Access to affordable housing is critical to our graduates' journey toward empowerment, independence, and autonomy," Eden House Executive Director Susanne B. Dietzel, Ph.D. said.

Founded in 2011, Eden House is the only social service organization in New Orleans and the state of Louisiana that serves adult victims of human trafficking and commercial sexual exploitation. Visit www.edenhouseola.org for more information on Eden House.

HANO HOSTS CRIMINAL BACKGROUND STAKEHOLDERS MEETING

Stakeholders and advocacy groups work with HANO to develop implementation plan

Shortly after accepting the head job at HANO to lead its local transition, Executive Director Gregg Fortner was faced with the challenge of implementing key policies that would alter the agency's resident screening and admissions procedures. The Criminal Background Policy was originally adopted by the HANO Board in 2013, which stressed the need and intent to remove barriers experienced by ex-offenders when seeking housing opportunities. Because the policy was never fully implemented, housing and ex-offender advocacy groups have insisted that the new administration immediately work toward achieving this goal.

Realizing the significance of providing affordable housing opportunities for ex-offenders, HANO staff hosted an initial Stakeholder Workshop to begin dialogue concerning the agency's Criminal Background Policy. That first Workshop was attended by approximately 50 community members, Section 8 landlords, property managers as well as housing advocates and ex-offender advocates. A Focus Group was established following the Stakeholder Workshop, and has convened on two occasions to further review the policy and iron out more specific details of procedures needed for full implementation.

The 2013 Criminal Background Policy changes were reflected in applicable updates to the Public Housing Admissions and Continued Occupancy Policy and the Housing Choice Voucher Program Administrative Plan. Screening procedures and requirements for criminal



A community advocate makes a comment during HANO's criminal background stakeholders meeting

records, drug abuse, and alcohol abuse were reorganized and consolidated to reflect the changes.

As a public housing authority, HANO is required by federal law to deny assistance to an applicant if any household member: (1) is under a lifetime state sex offender registration; or (2) has ever been convicted for manufacture of methamphetamine on the premises of federally assisted housing; or (3) has been evicted from federally assisted housing for drug-related criminal activity during the previous three years (unless certain conditions apply).

For applicants not barred by federal law, the agency's 2013 provisions state that criminal convictions will be assessed to determine community safety risk factors using established written criteria. As indicated above, HANO is currently conducting an in-depth review of its Criminal Background policy and procedures – working actively with the Focus Group as well as the larger stakeholder community. The agency expects to fully implement the policy in early 2016.

BACK TO SCHOOL

HANO joins Hammond's Transportation to prep families for 2015-16 school year

In preparation for the 2015-16 school year, Hammonds Transportation, in conjunction with the Housing Authority, hosted its Fifth Annual Back to School Give-a-way and Health Fair for HANO residents in August, at the Mildred Osborne Charter School. The focus of this year's back to school event highlighted the importance of education, health, community, and citizenship.

More than 500 children and their families attended the back to school event, and received essential school materials to successfully start the school year. Program partners distributed 1,000 backpacks and school supplies, along with health screenings during the event.

Everyone Deserves a Chance, Daughters of Charity, On Giant Shoulders, Inc., and Gulf South partnered with Hammond's Transportation and HANO to sponsor the giveaway. Since 2010, Mark Hammond developed this program in hopes of helping youth by emphasizing the importance of beginning and ending the school year on a positive note.

In the Lafitte community, Providence Community Housing hosted its annual Back to School Bash at the Sojourner Truth Neighborhood Center. The Faubourg Lafitte Tenants Association distributed about 200 backpacks filled with school supplies provided by AmeriHealth, and a healthy morning snack sponsored by Whole Foods Market was distributed to residents.

Local families also took advantage of health and wellness resources, and met with representatives from Tulane Community Health, AmeriHealth, National Alliance on Mental Illness, and Aetna. During the back to school event, participants enjoyed free haircuts, arts and crafts, face paint and much more. NOPD's McGruff, the crime dog, was also on hand to discuss school safety and bullying with the children.

The Housing Authority wishes you and your family a successful and prosperous 2015-16 school year!



Client Services Coordinator Eddie Scott pictured with city leaders and community members at the Back to School Give-a-way



HANO, Hammonds Transportation and its partners distribute books and supplies to students for the 2015-16 school year



A student receives a backpack during Lafitte's Back to School Bash (Photo Credit: Sojourner Truth Neighborhood Center)



Students in the Lafitte community also take advantage of a free haircut in preparation for the first day of school (Photo Credit: Sojourner Truth Neighborhood Center)

WHAT'S NEW IN YOUR COMMUNITY?

A decade of rebuilding and renewal!

More than a decade ago in the mid-to-late 1990's, the Housing Authority of New Orleans kicked off one of the most comprehensive redevelopment programs in the country. During this moment in history, most public housing complexes were deemed uninhabitable, and resident relocation had begun to repair and revitalize the buildings. The agency was also stripped from local management, and the U.S. Department of Housing and Urban Development (HUD) appointed the first of several federal administrative receivers. HUD deemed HANO a troubled agency and seized management over all financial and operational functions.

Nonetheless, redevelopment was inevitable because of the deplorable condition of the public housing units. Between 1994 and 1996, utilizing HUD's HOPE VI grant, HANO began the redevelopment of the Desire (The Estates) and St. Thomas (River Garden) public housing developments, ultimately restoring dilapidated public housing units into mixed-income communities

integrated with their surrounding neighborhoods at a total investment of more than \$300 million. The demolition of the Florida, C.J. Peete (Harmony Oaks)

and Fischer developments, and the rehabilitation of the Guste High Rise, and some scattered sites soon followed.

In 2005, Hurricane Katrina devastated New Orleans and halted construction. The new units at Florida and Desire were ruined, and the units at most of the other sites were decimated. More than 5,000 public housing



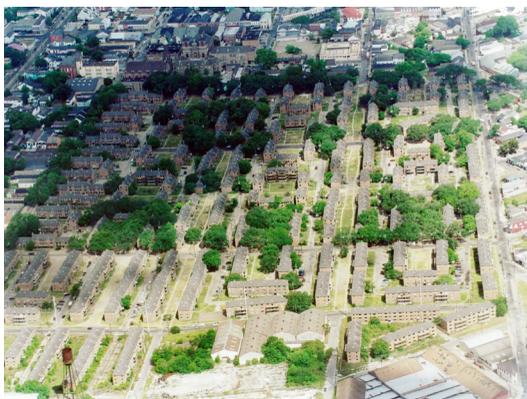
The site of the former Desire public housing development

residents had evacuated to other cities across the country and were not allowed back into the city for some time. Eventually, HANO used Iberville as a location for returning residents, but in 2007, the New Orleans City Council approved a highly controversial ordinance to demolish four additional public housing developments, known as the Big 4, with the support of HUD and City Hall.



Units at the Florida housing development before Hurricane Katrina devastated the community

Although demolition at C. J. Peete began before Katrina, the other Big 4 sites, B.W. Cooper, Lafitte and St. Bernard, were demolished in preparation for redevelopment in 2008. The new sites would soon return as more efficient and sustainable communities with modern amenities that would improve the quality of life for public housing residents. Nowadays, HANO clients reside in mixed-income, mixed-use communities and are intermingled with residents of all income levels, and not forced to live



The site of the former St. Thomas public housing development



Harmony Oaks community



Columbia Parc community

in secluded conventional brick buildings.

Renamed Harmony Oaks, Marrero Commons, Faubourg Lafitte and Columbia Parc, these award winning and in some cases LEED certified communities feature: Energy Star appliances, private balconies, porches and patios, extensive landscaping, public green spaces and community gardens. Additional phases of construction are currently underway at Lafitte which include 100 senior only apartments and 89 market rentals. Homeownership opportunities are also available within some communities. Marrero Commons also has a plan to add more units to its portfolio, and HANO's new administration which was instituted after several years of receivership recently celebrated the grand opening of Bienville Basin, formally known as Iberville.



Faubourg Lafitte community

To date, HANO has reconstructed approximately 4,000 modern homes for low-to-moderate income citizens. A total transformation of public housing in New Orleans and the creation of affordable, mixed-income communities equals an investment of approximately \$1 billion for the City and the expansion of decent, safe and sanitary housing for all citizens.



Marrero Commons community



Former Iberville public housing development



The new Bienville Basin community

HANO COMMEMORATES 10TH ANNIVERSARY OF HURRICANE KATRINA

Executive Director Gregg Fortner participates in panel discussions focused on housing recovery

Exactly 10 years after the storm, HANO partnered with the City of New Orleans and all city agencies on various events to commemorate the anniversary of Hurricane Katrina. HANO's Executive Director Gregg Fortner participated in two significant panel discussions, titled "Housing Affordability & Quality: Making New Orleans Affordable for All" and "Public Housing: Stronger Communities through Mixed Income Neighborhoods."

On August 28th, the Housing Authority hosted the Grand Opening and Ribbon Cutting Ceremony of the Bienville Basin community at the former site of Iberville. Mayor Landrieu, HUD Secretary Julián Castro, U.S. Office of Management and Budget Director Shaun Donovan and Councilmember Nadine Ramsey were on hand to celebrate the completion of the first two phases of construction which includes 227 new apartments, an indoor/outdoor computer and fitness center, energy efficient appliances and four cultural gardens.



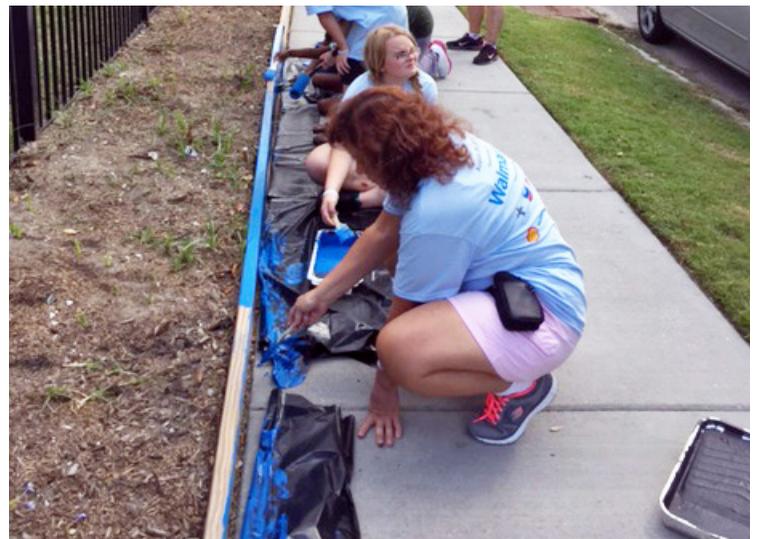
HANO Executive Director Gregg Fortner speaks during the grand opening of Bienville Basin

On August 29th, Fortner represented HANO by attending a wreath laying ceremony at the Katrina Memorial site on Canal Street, and over 60 HANO staff and family members volunteered for hours during the City's Day of Service event gardening, painting and removing debris at schools and parks in the vicinity of HANO communities.

A few of the sites included A.L. Davis Park, Edgar P. Harney School, Sampson Playground, Sojourner Truth Community Center, Pontchartrain Beach, Gentilly Terrace Charter School and the Central City neighborhood.



Executive Director Fortner participates in a Katrina 10 panel discussion



Volunteers paint walkway during Katrina 10 Day of Service



HANO's former Chief Financial Officer Sieglinde Chambliss, Procurement and Contracts Manager Audrey Plessy and Office Manager Angela Zarders participate in the Katrina 10 Day of Service

HOMEBUYERS CLUB

Client Services launches Club for homeowners

The Department of Client Services Homeownership Program hosted its first Homebuyers Club meeting in the Helen W. Lang Memorial Boardroom last spring. Open to HANO homeowners only, the Homebuyers Club provides homeowners with the opportunity to network, and receive valuable information on a number of topics related to homeownership from housing experts.

Presentations focused on Entergy safety tips, crime prevention, and home weatherization. Entergy's Senior Associate Analyst Demetric Mercadel kicked off the meeting with a discussion on the EntergySmart program, which offers solutions to help local residents and businesses conserve energy and money. A representative from the Quad Area Weatherization Program discussed the importance of weatherization, and how to qualify for the program's free home weatherization assistance. HANO PD Officer Leessa Augustine concluded the meeting with burglary prevention tips to protect your home by securing doors and windows.

"The purpose of creating a Homebuyers Club was to encourage continuous contact with HANO homebuyers,



HANO PD Officer Leessa Augustine speaks to HANO homeowners about burglary prevention tips to utilize in their home

and provide important information on how to continue the upkeep of their homes," HANO Housing Counselor Carol Griffin said. "We not only want to assist them in purchasing a home, but also keep them in their homes for the long term, and provide the necessary resources to do so."

For more information on the HANO Homeownership Program, visit www.hano.org.

2015 NIGHT OUT AGAINST CRIME



Night Out Against Crime at Faubourg Lafitte Community



Columbia residents enjoy a live band during the Night Out event



HANO PD joined residents at Fischer's Night Out Against Crime

In October, HANO communities and neighbors joined forces with the New Orleans Police Department (NOPD) and HANO PD for the 32nd Annual Night Out Against Crime across the city. The purpose of Night Out Against Crime is to forge police-community partnerships and decrease criminal activity throughout the city.

The Faubourg Lafitte community began the evening with a number of activities for young adults and youth within their community, including recreational games, face painting, a resource fair, and much more. In Gentilly, Columbia Parc joined in the Night Out festivities with live music entertainment for the adults, and Bayou Games provided on-site video games for the youth in the community. The Fischer, River Garden, Marrero Commons, Harmony Oaks and Guste communities also hosted family-oriented events to encourage crime prevention.

DEMOLITION BEGINS ON VACANT SCATTERED SITE PROPERTIES



Demolition of Scattered Site Properties

In September, the Housing Authority of New Orleans (HANO) began demolishing structures on vacant scattered site properties in an effort to eradicate blight and to commence the redevelopment of more than 200 sites across the city. Demolition procedures include asbestos abatement, and the razing of vacant, inhabitable buildings located on several scattered site lots.

HANO owns 232 vacant properties; some with buildings on them. These parcels range in size from 1,300 to 158,000 square feet, and are located across the city. A pool of 20 qualified developers was approved by the Board of Commissioners to implement the strategy as potential projects are defined. To view the Scattered Sites Strategy, visit www.HANO.org.

“Currently there are about 18,000 applicants on our waiting lists for Section 8 vouchers and public housing units. Most of these families have been on the lists for several years, proving that there is an unmet need for housing in our City,” Executive Director Gregg Fortner said. “We also hope to build sustainable revenue streams in partnership with private developers that will help create ongoing resources to reinvest in affordable housing.”

HANO recently launched the Scattered Sites Strategy that will allow the agency to utilize its vacant properties as an asset in providing more affordable housing opportunities in the City of New Orleans. The agency issued the first Request for Proposals (RFP) designed to implement the Strategy for approximately 20 properties located in the Marigny/Bywater neighborhood to pre-approved developers in September, calling for an innovative and creative redevelopment plans through public-private partnerships. Proposals submitted for consideration should include a minimum of 2/3 affordable and public housing. Proposals are expected to be received and reviewed for approval in November.



Scattered Site Property at 2522 North Rampart Street



Demolition of structures begins on 2522 North Rampart Street

HANO WELCOMES TWO NEW BOARD MEMBERS

Longtime B.W. Cooper resident Donna Johnigan and former St. Bernard resident Cantrese Wilson joins HANO's Board of Commissioners

Adding to Mayor Mitchell J. Landrieu's appointment of the first full board established in over a decade, longtime resident of B. W. Cooper Public Housing Development and community leader Donna Johnigan and former St. Bernard resident leader Cantrese Wilson were selected as Board Commissioners representing over 50,000 HANO clients in the Public Housing and Housing Choice Voucher programs.

Johnigan is known for her strong leadership in the community and has been recognized for her many contributions to the residents of B. W. Cooper. She has been a member of the B.W. Cooper Resident Management Corporation Board of Directors for more than 30 years, and served as President at the start of redevelopment. She received numerous awards for her community service, and was instrumental in developing HANO's Employment, Training and Contracting Policy, assisting in the robust enforcement of HUD's Section 3 Policy and the employment recruitment of low-income residents.

Donna has extensive experience in developing and working on programs to protect the rights of children, and has received extensive training on resident leadership. She is a member of the City Wide Tenants Association, and is often asked to speak at public forums on the subject of public housing and the needs of low-income residents.

The Housing Authority will highlight each of the appointed Commissioners in future editions of the HANO news. To view more information, visit http://www.hano.org/home/board/board_agenda.aspx.



Donna Johnigan pictured with B.W. Cooper Housing Development



Johnigan greets former Councilmember Jackie Clarkson at the Marrero Commons Ribbon Cutting Ceremony



Fischer Resident Leader Constance Haynes participates in the Board of Commissioners meeting this October



Commissioner Johnigan and Wilson (far right) pictured during October's Board of Commissioners meeting at the Fischer Senior Community Center

CUSTOMER SERVICE TRAINING

Urban Strategies continues customer service training programs for HANO residents

Written by Mai Dang, Section 3 Program Manager

Urban Strategies, Inc. has conducted nine Customer Service Trainings in the past three years. Most recently, the organization began its Customer Service Training Program with over 28 HANO residents at the Harmony Oaks Community Center. HANO, HRI Properties and Woodward Design + Build have partnered with Urban Strategies to offer training as a part of their commitment to exceed Section 3 goals during the construction of the Bienville Basin community, and provide economic opportunities for former Iberville residents and HANO families.

Urban Strategies' Customer Service Training Program introduces students to the fundamental concepts of customer service. Through the five-week, 45-hour training, students learn the definition of customer service and its importance, and also what constitutes excellence in customer service. The course trains students on the practical skills required by customer service professionals, provides virtually-stimulated scenarios in which to test their knowledge, and includes guest speakers from local businesses.



*Customer Service Training Class
(Photo Credit: Urban Strategies, Inc.)*

Urban Strategies also offers workforce development services on a voluntary basis. These services include transportation assistance and referral services to a network of existing partners who can assist with barriers such as housing stability and health services. Upon completion of the program, Urban Strategies' staff will work with students to find employment.

EMPOWERMENT CAMP

Urban Strategies helps young adults enhance their life and social skills

This summer, Urban Strategies, Inc. hosted an Empowerment Camp (E-Camp) for 19 students, between the ages of 14 to 18 years old, and their adult family members to increase their life and social skills.

"E-Camp was designed to empower young people and their adult family members to achieve academic and social success," said Urban Strategies Education Director Lisa Green-Derry, Ph.D. "Opportunities for empowerment occurred through mentoring, support of caring adults and providing access to essential resources. The overarching goal of activities and interactions was to enhance positive contributions of youth to school, family, and the community."

During the five-week Empowerment Camp, nineteen young adults engaged in more than 70 hours with professionals, business owners, culture bearers and other community leaders. The sessions were led by business professionals, and were designed to allow personal and professional development experiences while also assisting with developing visions and setting goals. Four of the



*Urban Strategies' E-Camp
Photo Credit: Urban Strategies, Inc.*

female participants also co-facilitated youth-focused sessions one day per week.

Several activities are scheduled to continue supporting and engaging E-Camp participants related to topics covered during the program. In October, E-Campers and other family members participated in a Free Application for Federal Student Aid (FAFSA) workshop, New Orleans Film Festival, and a number of other social and cultural events across the city.

HANO ALERTS PUBLIC OF SECTION 8 WAITING LIST SCAMMERS

The Federal Trade Commission (FTC) and the U.S. Department of Housing and Urban Development (HUD) recently alerted public housing authorities of Section 8 scammers attempting to deceive individuals seeking housing assistance. False websites have been created that appear as registration sites for Housing Choice Voucher Program (HCVP) waiting list lotteries. Scammers are encouraging applicants to pay a fee and/or provide personal information to register for a fictitious Section 8 list. Other sites have advertised the use of wire transfer payments to secure the first month's rent at properties hosting Section 8 vouchered units. While the properties may exist, the advertisements are false.

The Housing Authority is advising all potential Section 8 applicants of these bogus sites, and is alerting the public that a fee is not charged as part of the application process for housing assistance. Housing Choice/Section 8 vouchers are only issued through government public housing agencies and funded by HUD. Applicants are also advised not to release any personal information to

SCAM

ALERT

such sites as this may expose them to identity theft.

Potential applicants must contact a public housing agency serving their parish or county for information on how to apply for housing assistance. HANO's Section 8 waiting list is currently closed.

For more information, or to view a list of tips to avoid a Section 8 lottery scam, visit <https://www.consumer.ftc.gov/blog/section-8-scammers-cheat-people-seeking-housing>.

MICHAELS ORGANIZATION EDUCATIONAL FOUNDATION AWARDS \$8,000 TO RESIDENTS OF THE ESTATES

This summer, the Housing Authority, along with executives of the Michaels Development Company, Torti Gallas and Partners and Better Tomorrows, gathered together for the Michaels Organization Educational Foundation's 2015 Scholarship Recognition Ceremony to congratulate three local students on their accomplishments.

2012 and 2015 Michael's award scholar Ke'Shod Winters and his sister, Keldresha Simmons, were awarded educational scholarships with a combined worth of \$8,000 to assist with tuition costs for the 2015-16 academic school year. Ke'Shod and Keldresha have set their sights on becoming first-generation college graduates after completing their senior year at University of New Orleans (UNO) and Southern University at New Orleans (SUNO). College sophomore Judina Tarleton also received a \$1,000 scholarship to continue a Business Entrepreneurship degree at Nunez Community College.



2015-16 Michaels Award Scholars and HANO staff

The Michaels Organization Educational Foundation is a non-profit affiliate of the Michaels Development Company and Interstate Realty Management, both private sector partners with HANO on the development and management of The Estates. Since 2005, the Educational Foundation has awarded 21 scholarships to residents of The Estates, totaling over \$55,000 in educational grants. Visit www.themichaelsorg.com for more information on The Michaels Organization.

CRIME PREVENTION CORNER

HANO PD highlights recent developments and events in their department

In Memoriam: Officer James Bennett, Jr.

On Friday, May 29th, the Housing Authority joined city officials, community leaders, law enforcement personnel, family and friends to honor the life of Officer James Bennett, Jr. Officer Bennett passed away in the line of duty while serving the community as a member of the HANO Police Department (HANO PD).



Officer James Bennett, Jr.

Officer Bennett joined the HANO PD in May 2013 after 13 years of service with the Jefferson Parish Sheriff's Office. He was primarily a patrolman assigned to The Estates community, and loved interacting with residents and the city's youth. He also worked briefly as a Police Officer with the Albuquerque International Support, and as a Deputy Court Security Officer for the Orleans Parish Sheriff's Office in 1997 and 1998. Shortly thereafter, Bennett served as a Field Agent in the Intensive Probation Unit with the Orleans Parish Criminal District Court from 1998 to 2000, and earned several certifications in various law enforcement capacities.



Officer Bennett's family

Officer Bennett is survived by his son, Justin Bennett.

Crimestoppers Offers Reward for Information About Officer Bennett's Death

In June, Crimestoppers, along with New Orleans Police Department (NOPD) Superintendent Michael Harrison, Federal Bureau of Investigation (FBI) Special Agent in Charge Michael Anderson and HANO Director of Public Safety Robert "Bobby" Anderson, held a press conference to increase the reward from \$5,000 to \$10,000 for information in the fatal shooting of Officer Bennett.

The May 21st shooting of Officer Bennett remains unsolved. If you have any information, please call Crimestoppers at (504) 822-1111.

HANO PD Trains to Protect and Serve

HANO Police officers continue to enhance their community policing skills through hands-on law enforcement training accompanied with professional development certifications. This year, the HANO PD Department participated in a number of training and certification programs, including Louisiana Crash Training, First Aid/CPR AED Recertification, Officer Survival Training, Body Camera Training, Taser Recertification, and Community Policing Training. Select HANO PD officers also received additional training and certifications in street crime, statement analysis, sex crimes, domestic violence, and firearms door breaching and crime prevention.

HANO PD Officers Edgar Baron, Ursula Quillen and Audrey Boskent participated in an intense three-day training focused on police pursuits, hostage negotiating, interrogations and much more. Officers Leontine Mullins and Andrew Washington attended a two-day Statement Analysis training to improve their communication and interviewing skills during investigations. Officers Mullins and Ramon Pierre also took part in a sex crimes training on investigating deviant sexual behavior. Officers Audrey Boskent and Ursula Quillen attended a two-day instruction on responding to domestic violence and order of protections. Officer Jerald Holmes learned techniques on how to breach and enter buildings with firearms while Officer Leessa Augustine attended a five-day training on Crime Prevention through Environmental Design (CPED).



Keep an eye out for future issues of HANO news, the Crime Prevention Corner is a permanent feature educating readers on important safety tips.

SUMMER 2015 AT A GLANCE

HANO SUMMER CAMPS



Youth at the Faubourg Lafitte summer camp practice their music and dance moves (Photo Credit: Sojourner Truth Neighborhood Center)



Summer camp participants at The Estates enjoyed music, arts and crafts, and much more (Photo Credit: The Estates)

NATIONAL FLIGHT ACADEMY

GRANDPARENT'S DAY

HANO SUMMER EMPLOYMENT



HONORS RECOGNITION PROGRAM

FIRST TEE GOLF PROGRAM

HANO COLLEGE TOUR



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IMPORTANT NUMBERS

Main Office	(504) 670-3300
Harmony Oaks	(504) 894-8828
The Estates	(504) 940-3060
Faubourg Lafitte	1-855-523-4883
Guste Homes	(504) 529-3392
Marrero Commons	(504) 524-9011
Fischer Homes	(504) 266-2507
River Garden	(504) 412-8216
Columbia Parc	(504) 284-4769
Bienville Basin	(504) 522-9078
Florida	(504) 821-8861
Scattered Sites	(504) 821-8861
HANO PD Hotline	(504) 670-3372
Public Housing Hotline	(504) 670-3446
HCVP Hotline	(504) 708-2800



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