

# Vermont State Housing Authority



[www.vsha.org](http://www.vsha.org)

**Please Reply to:**

## **Central Office:**

- ☒ One Prospect Street  
Montpelier  
VT 05602-3556  
802/8283295 (Voice)  
800/798-3118 (TTY)  
800/820-5119 (Messages)  
802/828-3248 (Fax)

## **Regional Offices:**

- ☐ Hillcrest Views  
Management Office  
1 Clyde Allen Drive, B7  
St. Albans VT 05478  
802/527-1071 (Voice)  
802/824-0301 (Fax)
- ☐ Middlebury Commons  
Management Office  
249 Buttolph Drive  
Middlebury VT 05753  
802/388-1005 (Voice)  
802/388-1719 (Fax)
- ☐ Northwoods  
Management Office  
95 Templeton Avenue  
White River Jct. VT  
05001  
802/295-8883 (Voice)  
802/295-8884 (Fax)



Over the past several months our department has realized there is a need to shift how we administer our programs to ensure we are meeting our goals and objectives. Outlined below is a guide on how you access our programs and services, effective May 1, 2023:

## **Program Administration**

Kelli Robinson is the Director of Housing Programs Administration. She is the supervisor of the management team: Bethany Lunn, Elizabeth Whitmore, and Samantha Green, as well as the Family Self-Sufficiency and Homeownership Division: Amber Neddo and Telma Patterson.

Bethany Lunn is the supervisor of the Voucher Issuance and Leasing teams. She is also responsible for assisting in the administration of our project-based voucher program.

Elizabeth Whitmore is the supervisor of the Recertification team.

Samantha Green is the supervisor of the Field Services team.

The Family Self-Sufficiency and Homeownership division will continue to serve as the Specialist for participants in Forward Motion and/or receive housing assistance via a homeownership voucher.

The following programs will continue to be administered by Specialist, Jill Dunkling: Continuum of Care – Permanent Supporting Housing (aka Shelter + Care) and Rapid Rehousing, Housing Opportunities for People with AIDS (HOPWA), Department of Mental Health Housing Subsidy + Care, Department of Health Bridge to Housing Opportunities for People with AIDS (HOPWA), and Elevate Youth Services Youth Homelessness Demonstration Program.

## **Voucher Issuance**

The voucher issuance team consists of three team members: Mark Weber, Sarah Helman, and Katie Pello.

This team is responsible for answering general questions related to program eligibility, adding applicants to the tenant-based and project-based voucher waiting list(s), pulling applicants off the waiting list to determine initial eligibility for voucher issuance, determining ongoing eligibility for participants who wish to move from one unit to another with continued assistance, assisting participants who wish to port into or outside of our jurisdiction and expiring issued vouchers.

To reach the Voucher Issuance team you can call (802) 828-1991.

We encourage applicants and participants to use the online portals relevant to their status in the program: Section 8 applicant portal or participant portal.

Applicants will not have a primary point of contact, i.e., Specialist, until we are verifying their final eligibility for voucher issuance.

Participants who are wishing to move with continued assistance will be assigned a Specialist once their request is received. Participants can submit their request by

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calling the number above, using the participant portal, or contacting their field representative.

Participants who wish to port their voucher will be assigned a Specialist once their request is received. Participants can submit their request by calling the number above, using the participant portal or contacting their field representative.

Team member, Mark Weber, is the primary point of contact responsible for receiving and processing applications for special programs Family Unification (FUP) and Foster Youth to Independence (FYI).

Team member, Sarah Helman, is the primary point of contact responsible for receiving and processing applications for special program HUD-Veterans Affairs Supportive Housing (VASH).

## Project-based Vouchers – Provider Point of Contact

Mark Weber (ext. 1939)	Sarah Helman (ext. 3235)	Katie Pello (ext. 1364)
Downstreet Housing & Community Development	Stewart Property Management	Champlain Housing Trust
EP Management	Summit Property Management	VSHA Property & Asset Management
Addison County Community Trust	Twin Pines Housing Trust	Windham Windsor Housing Trust
Alliance Property Management	RuralEdge Housing & Community Development	Housing Trust of Rutland County
	Cathedral Square	

## Leasing

The leasing team consists of Letitia Tardie.

This team is responsible for processing admission-related action types, processing rent increases approved by the Field Representative, placing housing assistance payments on hold, releasing housing assistance payments that have been placed on hold, and processing an end of participation action type.

To reach the Leasing team you can call (802) 828-6441.

We encourage participants and landlords to use the online portals relevant to their participation in the program: Section 8 landlord portal or participant portal.

The leasing team member will only be the primary point of contact for the specific action- types listed above. *If a participant needs to report a change in their circumstances, the participant is encouraged to call (802) 828-6441 or use the participant portal.*

## Recertification

The recertification team consists of nine team members: six team members are designated to verify ongoing eligibility and three team members are responsible for

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transmitting information to U.S. Department of Housing and Urban Development and noticing participants.

This team is responsible for verifying ongoing eligibility for rental assistance, i.e., calculating the level of benefits a participant is eligible to receive based on their reported and verified circumstances.

To reach the Recertification team by calling (802) 828-6441.

We encourage participants and landlords to use the online portals relevant to their participation in the program: Section 8 landlord portal or participant portal.

Participants will have a primary point of contact, i.e., Specialist, assigned at the time of their annual recertification. This Specialist will be their primary point of contact for the upcoming 12-month period; however, the participant may be assigned a different Specialist depending on department need.

Team member, Emily Boccio, is the primary point of contact responsible for receiving and processing recertifications for special program HUD-Veterans Affairs Supportive Housing (VASH).

It is our hope that this shift will allow us to improve how we serve the community and encourage your feedback.

Sincerely,

Kelli Robinson

Director, Housing Programs Administration

