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
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).

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).

<table>
<thead>
<tr>
<th>Project-based Vouchers – Provider Point of Contact</th>
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<tbody>
<tr>
<td>Mark Weber (ext. 1939)</td>
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<tr>
<td>Downstreet Housing &amp; Community Development</td>
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<tr>
<td>EP Management</td>
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<td>Addison County Community Trust</td>
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<td>Alliance Property Management</td>
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**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
transmitting information to U.S. Department of Housing and Urban Development and notifying 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