

Vermont State Housing Authority



www.vsha.org

Please Reply to:

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- One Prospect Street
Montpelier
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To Housing Programs Administration Stakeholders,

On May 5, 2023, our organization's Executive Director, Kathleen Berk, published an open letter to our valued partners sharing her commitments for becoming a stronger organization and partner by: 1) aggressively applying for additional rental assistance to assist low-income Vermonters, 2) advocate loudly for the creation of a rent arrearage program, 3) actively encourage the continuation of the rent risk pool program – the Landlord Relief Program, 4) strategically search for solutions to expand our Project-Based Voucher initiative, 5) continue to provide high quality, responsive customer service, 6) ensure our staff are highly trained, professional, and have the skill set to do their jobs well, 7) continue to modernize operations through technology and organizational changes, and 8) provide updated, intuitive, and resourceful website.

To ensure that this department, Housing Programs Administration, are meeting these commitments, we are implementing the following case management model to ensure we provide high quality, responsive customer service. All staff contact information, email address and phone number, can be found on our website by entering in the web address <https://www.vsha.org/about-vsha/staff/>.

I, Kelli Robinson, am the Director of Housing Programs Administration and I supervise the following team members: Bethany Lunn, Elizabeth Whitmore, Samantha Green, Jennifer Gray, Peggy Plumley, Amber Neddo, Carmeta French, and Telma Patterson.

I can be reached by calling (802) 828-3018 or emailing kelli@vsha.org.

Amber, Carmeta, and Telma are Family Self-Sufficiency Coordinators and Client Services Specialist for our Homeownership Program. This team is responsible for recertifying ongoing eligibility for participants who are enrolled in the Family Self-Sufficiency program and determining initial and ongoing eligibility for program participants who have a tenant-based voucher who want to purchase a home with the assistance of VSHA or who have purchased a home with the assistance of VSHA.

Amber can be reached by calling (802) 828-3011 or emailing amber@vsha.org.

Carmeta can be reached by calling (802) 828-0401 or emailing carmeta.french@vsha.org.

Telma can be reached by calling (802) 828-0417 or emailing telma@vsha.org.

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Program Coordinator, **Bethany Lunn**, supervises the following team members: Mark Weber, Sarah Helman, Katie Pello, Sara Cressey, Letitia Tardie, and Taran Bell.

Bethany can be reached by calling (802) 828-1990 or emailing bethany@vsha.org.

Mark Weber: Mark is a Client Services Specialist whose responsibilities include issuing vouchers for the following programs: Section 8 Housing Choice Voucher and Family Unification Program, and for assisted housing projects with the following PBV affordable housing providers:

Addison County Parent Child Center	Counseling Service of Addison County	Housing Trust of Rutland County
Bove Brothers	EP Management	Farrell
Choquette Scattered Sites	Gervais	Randolph Area Community Development Corporation
Rochester Community Care	Spectrum	Rural Edge
Stewart Property Management	Rutland County Parent Child Center	

Mark is also responsible for recertifying ongoing eligibility for program participants who reside in one of the assisted housing projects with the following PBV affordable housing providers:

Alliance Property Management	Brattleboro Housing Partnership	Downstreet Housing and Community Development
John Graham Housing	Shires	Washington County Mental Health Services
Windham Windsor Housing Trust		

Mark can be reached by calling (802) 828-1939 or emailing mark.weber@vsha.org.

Sarah Helman: Sarah is a Client Services Specialist whose responsibilities include issuing vouchers for the following programs: Section 8 Housing Choice Voucher and HUD-Veterans Affairs Supportive Housing, and for assisted housing projects with the following PBV affordable housing providers:

Champlain Housing Trust	Committee on Temporary Shelter
Keith	Mandy
Vermont State Housing Authority	ACE

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Evergreen	
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Sarah is also responsible for recertifying ongoing eligibility for program participants who reside in one of the assisted housing projects with the following PBV affordable housing providers:

Addison County Community Trust	Cathedral Square	Spates
Springfield Housing Authority	Stacy Silloway	Summit Property Management
Twin Pines		

Sarah can be reached by calling (802) 828-3235 or emailing sarah.helman@vsha.org.

Katie Pello: Katie is a Client Services Specialist whose responsibilities include issuing vouchers for the following programs: Section 8 Housing Choice Voucher and Foster Youth to Independence, and for assisted housing projects with the following PBV affordable housing providers:

Addison County Community Trust	Cathedral Square	Spates
Springfield Housing Authority	Stacey Silloway	Summit Property Management
Twin Pines		

Katie is also responsible for recertifying ongoing eligibility for program participants who reside in one of the assisted projects with the following PBV affordable housing providers:

ACE	Champlain Housing Trust
Evergreen	Keith
Mandy	Vermont State Housing Authority
Committee on Temporary Shelter	

Katie can be reached by calling (802) 828-1364 or emailing katie.pello@vsha.org.

Sara Cressey: Sara is a Client Services Specialist whose responsibilities include issuing vouchers for the following programs: Section 8 Housing Choice Voucher and Family Unification Program, and for projects with the following PBV affordable housing providers:

Alliance Property Management	Brattleboro Housing Partnership	Downstreet Housing and Community Development
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John Graham Housing	Shires	Washington County Mental Health
Windham Windsor Housing Trust		

Sara is also responsible for recertifying ongoing eligibility for program participants who reside in one of the projects of the following PBV affordable housing providers:

Addison County Parent Child Center	Bove Brothers	Choquette
Counseling Services of Addison County	EP Management	Farrell
Gervais	Housing Trust of Rutland County	Randolph Area Community Development Corporation
Rochester Community Care	Rural Edge	Rutland County Parent Child Center
Spectrum	Stewart Property Management	

Sara can be reached by calling (802) 828-3008 or emailing sara.cressey@vsha.org.

Letitia Tardie: Letitia is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters A-B.

Letitia can be reached by calling (802) 828-3015 or emailing letitia@vsha.org.

Taran Bell: Taran is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters F-I.

Taran can be reached by calling (802) 828-3013 or emailing taran.bell@vsha.org.

Program Coordinator, **Elizabeth Whitmore**, supervises the following team members: JC Meadow, Debra Mills, Becky Goddard, Lindsay Guillette, Bridget Cetrangolo, Emily Boccio, and Stefanie Pinard.

Elizabeth can be reached by calling (802) 828-6443 or emailing elizabeth.whitmore@vsha.org.

JC Meadow: JC is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters C-E.

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Debra Mills: Debra is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters Q-S.

Debra can be reached by calling (802) 828-3202 or emailing debra.mills@vsha.org.

Becky Goodard: Becky is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters J-K, N.

Becky can be reached by calling (802) 828-1248 or emailing becky.goddard@vsha.org.

Lindsay Guillette: Lindsay is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters L-M.

Lindsay can be reached by calling (802) 828-3016.

Bridget Cetrangolo: Bridget is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a Family Unification and Foster Youth to Independence targeted funding voucher, and portability-related functions.

Bridget can be reached by calling (802) 828-6442 or emailing bridget.cetrangolo@vsha.org.

Emily Boccio: Emily is a Client Services Specialist who is responsible for recertifying ongoing eligibility for program participants who have a HUD-Veteran Affairs Supportive Housing targeted funding voucher, and for program participants who have a tenant-based voucher whose last name begins with the letters T-Z.

Emily can be reached by calling (802) 828-3017 or emailing Emily.boccio@vsha.org.

Stefanie Pinard: Stefanie is a Client Services Specialist is responsible for recertifying ongoing eligibility for program participants who have a tenant-based voucher whose last name begins with the letters O-P.

Stefanie can be reached by calling (802) 828-5525 or emailing Stefanie.pinard@vsha.org.

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Thank you for your enduring support!

With gratitude,

Kelli Robinson

Kelli Robinson
Director, Housing Programs Administration

