



# NORTH CAROLINA FIELD OFFICE NEWSLETTER

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## MESSAGE FROM THE FOD

*Roosevelt A. Grant - Field Office Director*

Hello! My name is Roosevelt A. Grant, III and I am the new Greensboro Field Office Director since September 28, 2020.

This is an incredible opportunity for me, and I am quickly trying to get up to speed to better serve our Grantees, HUD Program Directors, and the Field Office staff. I would like to also note that by the time this newsletter is published we will have celebrated Dr. Martin Luther King's Federal holiday and started Black History Month.

The Greensboro Field Office is a high performing, competent, and compassionate field office and I am extremely proud to be a part of this team. Again, it takes a lot of cooperation from our Grantees both state and local, private sector and non-profit partner to achieve HUD's mission of to create strong, sustainable, inclusive communities and quality affordable homes for all. The Greensboro Field Office and I are eager to engage with you and to help you meet your individual goals to meet that mission.

To that end, the purpose of this newsletter is to share with our external partners all of the great things that we collectively support here at the Greensboro Field Office and to showcase certain activities by our Grantees that demonstrate the best of North Carolina and of HUD. The articles in this newsletter range from City of Fayetteville's recent Choice Award to useful information from HUD's Office Fair Housing and Equal Opportunity.

We plan to release additional newsletters once a quarter going forward. We hope that you enjoy this first newsletter and we welcome your suggestions for future newsletter articles at [ncwebmanager@hud.gov](mailto:ncwebmanager@hud.gov). I also encourage you to follow us at [www.hud.gov/northcarolina](http://www.hud.gov/northcarolina) and @HUDSoutheast Twitter .

Sincerely,  
Roosevelt A. Grant, III

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# Region IV Homelessness Conference



The Region IV Homelessness Conference convened federal agencies, state and local government organizations, housing authorities, property owners, landlords, and non-profit organizations to discuss efforts to address homelessness, share best practices and resources, and work together to meet community needs.

Director of Georgia Operations Shea Johnson and Tennessee Field Office Director Sernorma Mitchell organized the conference with their staff. Additional HUD field office directors in the region, panel members, moderators, speakers and attendees provided support. The Region IV Homelessness Conference covered the topics: Foster Youth to Independence Initiative, addressing homelessness in metropolitan and rural areas, VASH utilization (national and regional panels), and resources for veterans. Approximately 1155 individuals participated during this virtual event.

During the “HUD VASH Utilization Regional Panel: Moving Past Barriers and Sharing Best Practices”, Greensboro PIH Division Director La Ticia Wilson provided an overview of the HUD VASH program and shared utilization levels, challenges, and best practices for moving past barriers during another panel entitled, “Resources for Veterans”. Speakers from the Department of Labor, Veterans Affairs, Small Business Administration, Community of Care, and two veterans provided information regarding resources to assist veterans such as workforce development, entrepreneurship opportunities, rapid re-housing, financing, and affordable housing. This emotionally driven panel highlighted the importance of the HUD-VASH program and was the highlight of the conference.

# A Fight to End Homelessness

*As of August 2020 the Foster Youth of Independence Initiative in North Carolina was awarded 1 voucher.*



The CPD portfolio in NC includes 60 Continuum of Care grantees, providing over 150 grants which provide nonprofits, local governments and the state funding to combat homelessness through housing and self-sufficiency programs to individuals and families experiencing homelessness.

Another effort HUD takes to end homelessness is the Foster Youth to Independence Initiative, which targets housing assistance to young people aging out of foster care and who are at extreme risk of experiencing homelessness. The initiative offers housing vouchers to local public housing authorities to prevent or end homelessness among young adults under the age of 25 who are, or have recently left, the foster care system without a home.

In January 2021, CPD will help coordinate the Annual Point in Time Count, which is a snapshot of homelessness in the United States on a single night in January. The PIT count is a survey designed to learn more about the specific needs of those experiencing homelessness so that we can provide better programs and services.

## HUD Foster to Youth Initiative

For information regarding home loans, liens, Manufactured Homes data plates, etc. please contact our FHA center at  
Phone: **1-800-225-5342**  
Email: **answers@hud.gov**

# Western Piedmont Council Of Governments Envision Center



EnVision Centers provide communities with a centralized hub for support in the following four pillars: (1) Economic Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership.

The Western Piedmont Counsel of Governments (WPCOG) RHA EnVision Center located in Hickory North Carolina, hosted the 7th Annual Landlord Workshop on November 18, 2020, to discuss new changes in Federal and State guidelines relating to COVID-19, answer frequently asked questions, and announce an exciting opportunity to engage new landlords. The RHA hosted the meeting remotely via ZOOM to maintain social distancing and experienced record-breaking attendance.

Regional Housing Authority staff was excited to announce the new Landlord Incentive Program, which begins January 1, 2021. The RHA recognizes the need for new landlords and the additional burden (process time, paperwork, and inspection requirements) to leasing through the HCV program. The RHA will begin offering \$500 to new landlords and \$50 for referring a new landlord.

The WPCOG has also been awarded \$200,000 by the North Carolina Housing Finance Agency ("NCHFA") under the 2020 cycle of the Urgent Repair Program. This program will provide urgent repair funds to 27 OWNER- OCCUPIED homes scattered throughout all towns, cities, and municipalities in Alexander, Burke, and Caldwell counties in the 2020/2021 fiscal year.

<https://www.wpcog.org/>

# How To Find HUD Grantees

HUD grantees receive funding from HUD to support HUD's mission to create strong, sustainable, inclusive communities and quality affordable homes for all.

Visit the HUD Exchange website at :

<https://www.hudexchange.info/grantees/#/byProgram>



# Avoiding Foreclosure

The Making Home Affordable © (MHA) Program is a broad strategy to help homeowners avoid foreclosure, stabilize the country's housing market, and improve the nation's economy.

<https://www.makinghomeaffordable.gov/pages/default.aspx>

The screenshot shows the homepage of the Making Home Affordable (MHA) program. At the top, there is a navigation bar with the MHA logo on the left, a search bar in the center, and the phone number 888-995-HOPE (4673) on the right. Below the navigation bar, there are three main sections: 'Get Expert Help' with a phone icon and text about HUD-approved housing counseling agencies; 'Avoid Scams' with a 'SCAMS' icon and text about warning signs; and 'Connect' with a social media icon and text about staying connected through social networks. Each section has a corresponding 'Find Out How', 'Read More', or 'Social Hub' button.



# Bridge The Digital Divide



Two Public Housing Authorities joined the ConnectHomeUSA project in 2020, the Fayetteville Metropolitan Housing Authority and the Rocky Mount Housing Authority. ConnectHomeUSA is a movement to bridge the digital divide for HUD-assisted housing residents in the United States under the leadership of national nonprofit EveryoneOn. By helping residents in participating communities to get connected at home and providing access to digital literacy and educational content, we aim to make public housing a platform for change.

Rocky Mount's connect home program is focused on providing access to senior citizens and ensuring that school age children have internet access. The COVID-19 pandemic has demonstrated the importance of internet connectivity so that children can continue with their education. The Fayetteville project will serve a combination of families and seniors initially, with a long-term goal of connecting all 535 of their public housing units.

Fayetteville is progressively and proactively developing their connect home program to provide digital internet access to their residents. Their approach is holistic, using the connect home program to expand access to the internet, improving education, facilitating job seeking, and providing a conduit to increased citizen participation with local government decision-making.

Collectively, both the City of Rocky Mount and the City of Fayetteville are working to connect their residents to employment and educational opportunities so that they can move out of poverty, and have their children be successful in school. Improving the digital divide helps connect public housing residents to opportunity but it also helps them to participate in the decisions that impact their lives.

<https://connecthomeusa.org/>

# From The Desk Of Multi-Family



Notice H20-8 provided guidance regarding the availability of supplemental funds available to HUD Multifamily Housing owners having properties with Project Based Rental Assistance under the Section 8, Section 202 and Section 811. The CARES (Coronavirus Aid, Relief, and Economic Security) Act appropriated funds to assist owners to prevent, prepare for and respond to coronavirus.

Staff in Greensboro MFAM and in the Southeast Region received and reviewed requests for CSP (Covid Supplemental Payments) in a timely manner for 2 separate rounds of requests from owners for the CSP payments to assist owners and agents with obtaining the supplemental funds for expenses and impact from Coronavirus to the HUD subsidized portfolio. These funds will assist the properties to mitigate negative impact to the financial operations of these properties.

[https://www.hud.gov/states/north\\_carolina/working/mf](https://www.hud.gov/states/north_carolina/working/mf)

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## Quadel

HUD has a contract with Quadel to handle Multi-family tenant complaints. Multifamily tenants should contact their property management office first should they have issues with the timeliness and or quality of the work order repair then Quadel.

**866-318-0808**

press option 1 or they can email any concerns to [residentcall@ncquadel.com](mailto:residentcall@ncquadel.com).

# HUD Announces Millions in Rental and Housing Assistance For Veterans in Need



The U.S. Department of Housing and Urban Development (HUD) announced it is awarding \$46 million in rental assistance and housing vouchers to help veterans at risk of experiencing homelessness. The supportive housing assistance is provided through the HUD-Veterans Affairs Supportive Housing (HUD-VASH) Program, which combines rental assistance from HUD with case management and clinical services provided by the VA.

“Ending veteran homelessness has been a top priority for the Trump Administration since day one,” said HUD Secretary Ben Carson. “We have an obligation to ensure that our nation’s veterans, who have given so much for our country are not left out on the streets. They fought for us, now it’s time for us to fight for them.”

In the HUD-VASH program, VA Medical Centers (VAMCs) assess veterans experiencing homelessness before referring them to local housing agencies for these vouchers. Decisions are based on a variety of factors, most importantly the duration of homelessness and the need for longer term, more intensive support in obtaining and maintaining permanent housing. The HUD-VASH program includes both the rental assistance the voucher provides and the comprehensive case management that VAMC staff offers.

Veterans participating in the HUD-VASH program rent privately owned housing and generally contribute no more than 30 percent of their income toward rent. VA offers eligible homeless veterans clinical and supportive services through its medical centers across the U.S., Guam, Puerto Rico and the Virgin Islands. [https://www.hud.gov/press/press\\_releases\\_media\\_advisories/HUD\\_No\\_20\\_202](https://www.hud.gov/press/press_releases_media_advisories/HUD_No_20_202)

Recipients of this assistance in North Carolina includes:

Inlivan (formerly the Charlotte HA) V06/Salisbury \$ 316,776 50  
NC Housing Authority of the City of Greenville V06/Durham \$ 75,100 10  
NC Orange County Housing Authority V06/Durham \$ 71,458 10  
NC Eastern Carolina Human Services Agency V06/Fayetteville NC \$ 106,770 24  
NC Western Piedmont Council of Governments Regional Housing Authority V06/Asheville-Oteen \$ 49,505 10

# The North Carolina HUD Office of General Counsel

The North Carolina HUD Office of General Counsel (OC) provides legal services to program areas including Public and Indian Housing, FHA Multifamily Production, Multifamily Asset Management, Community Planning and Development and the Front Office. Additionally, the OC provides legal support to program offices located in Washington, DC such as the Office of Residential Care Facilities (ORCF) and Office of Recapitalization (RECAP). The legal staff also works closely with the Department of Justice on litigation matters involving HUD's Assisted Housing Programs, and FHA Multifamily and FHA Single Family housing.

The majority of OC Greensboro's time is spent on transactional work such as FHA Multifamily Loans (221(d) (4), 223f, a7's), 232 Healthcare Loans, Interest Rate Reductions (IRR's), and Rental Assistance Demonstration (RAD) projects. These transactions often include secondary financing from the North Carolina Housing Finance Agency, Low Income Housing Tax Credits (LIHTC), Historic Tax Credits and Mill Credits. The NC office has been extremely busy from October – December closing approximately \$250,000,000.00 in FHA Multifamily loans. The OC Greensboro team consists of Jonathan Anderson (Chief Counsel), Erin Reis, (Attorney Advisor), and Terry Temple (Paralegal Specialist).

[https://www.hud.gov/program\\_offices/general\\_counsel](https://www.hud.gov/program_offices/general_counsel)

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## North Carolina Legal Aid

Provides free legal help to low-income North Carolinians in civil cases involving basic human needs like safety, shelter, income and more.

**1-866-219-LANC (5262)**



# VAMC Durham

## HUD-VASH Program Success Story



The North Carolina Veterans Administration Medical Center (VAMC), Durham catchment area is celebrating the success of housing a veteran who has been experiencing a number of challenges while being homeless. There is a constant need to expand housing resources, including increasing available housing stock. Recently, a new property manager contacted the Durham Housing Authority with interest in leasing up 3 new units specifically to HUD VASH participants! This was an exciting new opportunity to increase affordable housing in our community, as well as provide housing to a Veteran experiencing chronic homelessness with several vulnerabilities and complex needs.

One of our clients, Mr. S was attempting to locate housing and due to previous evictions and credit concerns, he was denied at several apartment complexes and private landlords. After a very long and extensive search, the veteran was able to apply and lease a unit with a HUD VASH voucher administered by the Durham Housing Authority. This particular apartment complex previously accepted vouchers, but stopped after changing management companies in 2019.

While the veteran had success in complimenting preliminary documents to lease the unit, once the Housing Quality Inspection took place, the unit failed due to the lack of required window screens. This failed HQS item became an extreme barrier for both the veteran and the VA as they attempted to mitigate the situation for the re-inspection to occur.

HUD-VASH Coordinator, Jessica Herbin and Social Worker, Tomesia Royster of the VAMC, worked tirelessly in trying to locate organizations that would be able to purchase the screens. After consistent communication with the property manager, Housing Authority Inspector, and consultation/guidance from HUD Field Office Staff La Ticia Wilson, and Eugene Rahuba, the VAMC were able to submit a reasonable accommodation on the veterans behalf to the Durham Housing Authority requesting a waiver, so the veteran could move in.

Currently, Mr. S is stably housed and is eager to begin working on personal goals of improving his health and reintegrating into the community.

<https://www.va.gov/homeless/hud-vash.asp>

# City of Fayetteville wins \$450K HUD Choice Award



The U.S. Department of Housing and Urban Development awarded a \$450,000 grant to the City of Fayetteville and Fayetteville Metropolitan Housing Authority. The HUD Choice Neighborhood program awarded revitalization grants to 11 cities, including City of Fayetteville. Awarded funds will be used to create a revitalization plan for a section of the Murchison Road Corridor. The grant will be used to develop a community-led plan to transform the area into a "Choice Neighborhood."

The plan will include blueprints to preserve and create new affordable and mixed-income housing. The City also will identify new opportunities for economic vitality. City leaders estimate it will take two years to complete the comprehensive planning approach to revitalize Murchison Road and surrounding areas. This effort requires that local leaders, residents, and stakeholders, such as public housing authorities, cities, schools, police, business owners, nonprofits, and private developers, work together to begin implementing the community-based strategy. Thereafter, the City will seek an implementation grant to fund critical services identified by the plan to enhance and improve distressed neighborhoods.

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## HUD Approved Housing Counseling Agencies

HUD sponsors housing counseling agencies throughout the country that can provide advice on buying a home, renting, defaults, foreclosures, and credit issues. This page allows you to select a list of agencies for each state below. You may search more specifically for a reverse mortgage counselor or if you are facing foreclosure, search for a foreclosure avoidance counselor. <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm>

# The North Carolina HUD Office of Fair Housing and Equal Opportunity (FHEO)

Each year, FHEO Region IV oversees Fair Housing and Civil Rights compliance for CPD grant recipients and Public Housing Authorities (PHAs) in the Southeast region. FHEO Region IV's Programs & Compliance Civil Rights Risk Management Team completed its annual risk assessment of nearly 1,000 CPD grant recipients and PHAs during the first quarter of FY21. FHEO Region IV plans to mitigate risk for 100% of HUD recipients designated as high-risk and increase the number of compliance reviews it conducts in FY21. The compliance reviews will address risk factors such as waitlist disparities, environmental hazards, and segregation. The overall goals of risk mitigation and compliance reviews are to eliminate housing discrimination, promote economic opportunity, and achieve diverse, inclusive communities within Region IV.

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## **FILING A FAIR HOUSING DISCRIMINATION COMPLAINT**

### **Information About Filing a Complaint**

If you believe your rights may have been violated, we encourage you to submit a complaint. Because there are time limits on when a complaint can be filed with HUD after an alleged violation, you should submit a complaint as soon as possible.

### **How to File a Complaint**

#### *Online*

You can file a complaint with FHEO online in English or Spanish.

#### *Email*

Civil Rights Complaints email for Region IV - Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee:

[ComplaintsOffice04@hud.gov](mailto:ComplaintsOffice04@hud.gov)

#### *Phone*

You can speak with an FHEO intake specialist by calling 1-800-669-9777 or 1-800-877-8339.

You can ask for disability-related assistance when you contact FHEO, including reasonable accommodations and auxiliary aids and services. You may also ask for assistance for Persons with Limited English Proficiency.

# Announcements and Upcoming Events

- April is Fair Housing Month – visit [hud.gov/fairhousing](https://www.hud.gov/fairhousing) for more information about upcoming Fair Housing events.
- Lead Safe Housing Rule Webinar Series: Subparts J and K February 3-25, 2021  
<https://www.hudexchange.info/trainings/courses/lead-safe-housing-rule-webinar-series-subparts-j-and-k/3921/>
- Housing Counseling Webinar: Engaging HUD Multifamily Owners and Managers in HUD Housing Counseling February 23, 2021 | 2:00 PM - 3:00 PM EST  
<https://www.hudexchange.info/trainings/courses/housing-counseling-webinar-engaging-hud-multifamily-owners-and-managers-in-hud-housing-counseling/>