

# NEWS FROM HOM

VOLUME 5, NUMBER 1

SEPTEMBER 2003

## Mass Briefing a Huge Success

On March 25, 2003, Arizona Behavioral Health Corporation (ABC), HOM, Inc., and ValueOptions teamed up to conduct a Mass Briefing for new applicants seeking housing assistance.



For those of you that were there, you will recall the hundreds of people that participated in the process. In one day alone we were able to assist 268 people through the initial paperwork and orientation process. Of the 268 new applicants who attended the Mass Briefing, 238 of them were able to secure housing within 90 days - nearly a 90% success rate! Most people didn't even need the full 90 days. The average search period for participants in the Mass Briefing was exactly 30 days.

Those of you who have been in our program for a while now, think back to when you first entered the housing program and recall the entire move-in process. Imagine all of the phone calls and faxes to and from landlords in the community. Each unit had to be inspected, contracts and checks had to be generated, start-up boxes issued and telephone lines hooked up for each new participant. We were all extremely busy! In fact, there were many late nights and plenty of visits to the office on weekends to stay caught up with the work.

We would like to take this opportunity to thank all of the new participants who participated in the Mass Briefing and welcome them to the program. We would also like to thank all of our existing participants for their patience and cooperation during those busy months.

Finally, we would also like to thank ABC and ValueOptions for their assistance at the Mass Briefing and the move-in process that followed. We could not have done it without them. It is amazing what you can accomplish when you put your mind to it!



### SECTION 8 AND PUBLIC HOUSING WAITING LISTS



Have you applied for Section 8 and/or public housing assistance with one of the local public housing authorities? If so, **it is VERY IMPORTANT** that you provide the housing authority with updated information about you so that they may contact you when your name approaches the top of the waiting list.

This includes your address, telephone number(s) and any other contact information that you have. Most housing authorities will remove your name from their waiting lists if they cannot contact you BY mail. This means you will lose your spot and will have to re-apply for assistance!

If you need the phone number or address for any housing authorities in Arizona, please contact our office! We will be happy to provide this information to you. You can also access this information on the Internet at the web site for HUD at <http://www.hud.gov/offices/pih/pha/contacts/states/az.cfm>



HOM, Inc.  
3829 North 3<sup>rd</sup> Street, Suite 101, Phoenix AZ 85012-2088  
Office: (602) 265-4640 / Toll Free: 1-877-HOMINC1 / Fax: (602) 265-4680  
Office Hours: 8 AM to 5 PM - Monday through Friday  
Closed daily from 12 PM to 1 PM for Lunch

## HOM, Inc. Directory

Housing Specialists	Phone Extension	E-Mail Address	Assigned Caseload Last names beginning with:		
TRINA NEWELL	17	trinanewell@hominc.com	A	Through	D
BRIAN PETERSEN	23	brianpetersen@hominc.com	E	Through	K
AMANDA MACMILLAN	20	amandamacmillan@hominc.com	L	Through	R
SHERRY GRAU	19	sherrygrau@hominc.com	S	Through	Z

HQS Technicians	Inspection Area	Phone Extension	E-Mail Address
ANTHONY NEWELL	East Valley	12	anthonynewell@hominc.com
JIMMY ANAYA	West Valley	21	jimmyanaya@hominc.com



## Moving Requirements and Tips

Moving from one unit to another in the housing programs has certain requirements.

**First**, you must fulfill your lease term with your current landlord. All leases in the HOM, Inc. housing programs are twelve-month leases. If you do not know when your current lease expires, check with your assigned Housing Specialist.

**Second**, you must provide appropriate notice to your current landlord of your decision to move. This is done with a written 30-day notice that you can complete at HOM, Inc. with your Housing Specialist.

**Finally**, you are required to complete an annual recertification before you are eligible to move to a new unit in the program. This involves re-verification of your household income, assets and expenses and household composition.

Once you have completed the above and have been approved to move into a new unit, you will need to move out of your current unit. It is very important that you return the unit to the landlord in the same condition that it was in when you moved in. If there are damages to the unit or if it needs cleaning performed, your landlord will charge you for these costs.

Following are some tips for you to consider when moving out of your home:

Remove all personal belongings and trash (clothing, furniture, food, hangers, boxes, papers, etc.) from the unit.

Unplug, defrost (if necessary) and clean your refrigerator and freezer – Remove all ice from the freezer, wipe dry and leave open. **DO NOT** allow refrigerator or freezer to defrost and drip all over the floor. **DO NOT** use an ice pick or knife to remove ice from the freezer!

Clean stove and oven including the burner drip pans and rings, under the drips pans, inside the oven including the oven racks, broiler and door.

Clean cupboards inside and out. Remove all food and debris.

Clean and scrub all fixtures, chrome, hardware, mirrors, tub, shower, basin, sinks, counters, toilets and walls in the bathroom(s).

Sweep and mop all tile and vinyl floors. Vacuum all carpet areas.

If you have a yard, patio or porch area, remove all trash and leave in an acceptable condition.

Wash all walls and woodwork where needed, and clean all screens and windows.

Make sure all rent is paid through the end of the lease.

Conduct a move-out inspection of your unit with your landlord before you turn in keys.

**TURN IN YOUR KEYS IN PERSON TO THE LANDLORD!!!**





While we have taken a few months off from issuing our newsletter, we have not stopped issuing "On the Spot Excellence" awards to our clients that continue to work hard at meeting and exceeding our expectations of program participants. The following people are being recognized for such things as attending appointments as scheduled, maintaining units in excellent condition, and generally working hard to make these programs a success!

4th Quarter 2002		1st Quarter 2003	2nd Quarter 2003
Eileen W.	Robert T.	Dona D.	Brian C.
Sarah B.	Charles B.	Gail K.	Bryan C.
Patti S.	Jorene E.	Cinda G.	Thomas W.
Connie D.	Leeanna J.	Susan J.	Lan L.
William W.	Nancy K.	Linda S.	Michael A.
Patricia C.	Sherry H.	Jeffrey B.	David B.
Frank G.	Donna C.	James B.	
Douglas L.	Thomas G.	Ray S.	
Richard O.	Cheryl J.		
Quarter Winner: <b>Connie D.</b>		Quarter Winner: <b>Linda S.</b>	Quarter Winner: <b>Thomas W.</b>

The winners from each quarter won a **\$50.00 gift card to Fry's Food and Drug Stores.** *Congratulations to the winners and all of the award recipients! Keep up the good work!*

### CHILLER/BOILER SYSTEMS: THE SEASONAL SWITCH

For those of you who live at apartment complexes with chiller/boiler systems, we want to remind you that your landlords will likely be switching the system from cooling to heating around the end of October.

Many times this switch involves a complete shutdown of the system for a period of time. Most landlords watch the temperatures closely and wait for the temperature to stabilize enough so that both days and nights are mild enough to shut the system down. During this period when the system is down, most landlords perform cleaning and maintenance on the system to get it ready for the next season.

Once the switch is made, you will be able to heat your units during cool nights, but you will not be able to cool your units using the system.

Sometimes the weather plays tricks on us and we have unexpected swings in temperatures. Be patient with your landlord and communicate with them about the seasonal switch.

Remember to change your filters on a monthly basis!

### WE NEED YOUR HELP!!!! SOCIAL SECURITY VERIFICATIONS:

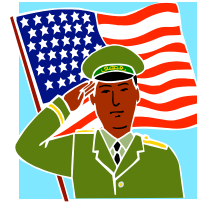
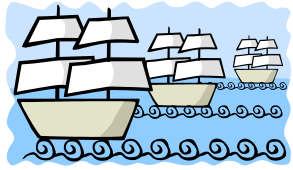
**E**ffective September 1, 2003, the district office for the Social Security Administration (SSA) in Phoenix will no longer provide HOM, Inc. with written verification of SSD or SSI benefits for our housing program participants.

Approximately 80% of our program participants receive SSD and/or SSI benefits. This means that we must rely upon you to obtain written verification of your SSD and/or SSI benefits.

When you receive your letter from HOM, Inc. notifying you of your annual recertification appointment, visit the SSA office nearest you or call them toll free at **1-800-772-1213** and request a new benefit verification letter.

You may also obtain a verification letter online by accessing the SSA website at [www.ssa.gov](http://www.ssa.gov). Under *Online Claims and Services* you can click on the link *Request a Benefit Verification Letter*.

We cannot complete your annual recertification process without this information. We appreciate



### CALENDAR OF EVENTS

SEPTEMBER	1	LABOR DAY - <b>HOM, INC. WILL BE CLOSED</b>
	23	AUTUMN BEGINS - <u><i>IN ARIZONA?</i></u>
	26	ROSH HASHANAH BEGINS AT SUNDOWN
	27	ROSH HASHANAH
OCTOBER	5	YOM KIPPUR BEGINS AT SUNDOWN
	6	YOM KIPPUR
	13	COLUMBUS DAY - <b>HOM, INC. WILL BE CLOSED</b>
	16	NATIONAL BOSS DAY
	31	HALLOWEEN
NOVEMBER	4	ELECTION DAY - GET OUT THERE AND VOTE!
	11	VETERANS' DAY
	26	THANKSGIVING - <b>HOM, INC. WILL BE CLOSED</b>
	27	<b>HOM, INC. WILL BE CLOSED</b>