

# INSIGHTS FOR ON-SITES

## Meet the CARH Scholarship Foundation's 2023 Scholarship Recipients!

At an Awards Breakfast on June 28<sup>th</sup>, college scholarships were presented to deserving, outstanding students from CARH-member properties during CARH's Annual Meeting and Legislative Conference.

Students throughout the country submitted applications including essays using their own unique, personal life experiences that have led them to believe that affordable housing should be a vital component of communities throughout the nation.

Seven recipients were selected by the CARH Scholarship Foundation Selection Committee. The recipients of the scholarships are exceptional students who live (or in the case of graduate school applicants, previously lived) in rural affordable housing properties, owned or managed by CARH members. Each scholarship provides \$2,000 per semester for up to four years of college/university or trade/vocational programs.

The 2023 Scholarship recipients are:

### Ja'Shanti Enis James L. Poehlman Scholarship



Ja'Shanti received her scholarship while a resident of Claymont Apartments in Fayette, AL, managed by ARD, Inc. She is a current student at Bevill State Community College. She volunteers in her

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## Resources for Victims of Domestic Violence

Reprinted from *Benefits.gov*

There are ways to get help if you or someone you know is a victim of domestic violence. In this article you will find resources to help you understand what domestic violence is and programs that can help.

### What is Domestic Violence?

The U.S. Department of Justice defines domestic violence as "a pattern of abusive

behavior in any relationship that is used by one partner to gain or maintain power and control over another." Domestic violence can happen to anyone of any race, age, religion, sexual orientation, sex, or gender identity. It affects people of all backgrounds.

Domestic violence occurs in both opposite-sex and same-sex relationships

and can happen to intimate partners whether they are married, living together, dating, or share a child.

Domestic violence is not just physical harm. It can also be mental or emotional harm like name calling or threatening to harm someone else. In many cases, domestic violence involves more than one type of

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*A Publication of  
the Council for  
Affordable and  
Rural Housing  
(CARH)*

## Summer 2023

### Special points of interest:

- 2023 Scholarship Recipients Announced
- Hurricane Season Runs June 1—November 30
- July is Disability Pride Month

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## Meet the CARH Scholarship Foundation's 2023 Scholarship Recipients (cont'd)

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community and works at a local restaurant. She expects to graduate with an Associate's Degree in August and will transfer to the University of North Alabama where she will major in criminal justice and minor in political science. Her career goal is to become a criminal defense attorney.

### Jaylen Olongo

#### **Gordon L. Blackwell Scholarship**

Jaylen is a resident of Bay Springs Manor Apartments in Bay Springs, MS, managed by Southern Management. He is a 2023 graduate of Bay Springs High School where he was captain of the track team, head equipment manager for the football team, and member of the Beta Club. Jaylen will be attending the University of Mississippi where he will pursue a degree in computer science. His goal is to become a video game developer.



### Jayson Butts

#### **Jack Godin, Jr. Scholarship**



Jayson is a resident of Loxley Station Development in Loxley, AL, managed by Gateway Management Company. Jayson is a 2023 graduate of Robertsdale High School where he participated in varsity football, varsity soccer, and varsity bowling (captain). He was also a leader of the Fellowship of Christian Athletes and member of the National Honor Society and Planet Bear/

Environmental Club. Jayson will attend the University of South Alabama and pursue a degree in marine biology. His goal is to help endangered marine life, especially sea turtles around the Gulf Shores, Alabama area.

### India Samuel

#### **CRHD Founders Scholarship**

India is a resident of Malabar Trace Apartments in Mansfield, OH, managed by The Provident Companies. India attends Marion Technical College in a dual degree program where she will graduate with two Associate's Degree and a Healthcare Management certificate. She also works part-time as a clinical field specialist and is a single mother. India plans to pursue a Bachelor's Degree in nursing. Her career goal is to complete her Certified Registered Nurse Anesthetists degree and to mentor young people in their educational and career journeys.



### Akyrianna Wheeler

#### **CARH Scholarship Foundation Scholarship**



Akyrianna received her scholarship while a resident of Live Oak Meadows Apartments, in Live Oak, FL, managed by The Hallmark Companies. She attends Florida Gateway College and is pursuing an Associate's Degree with a goal of being accepted into a nursing program. Akyrianna also

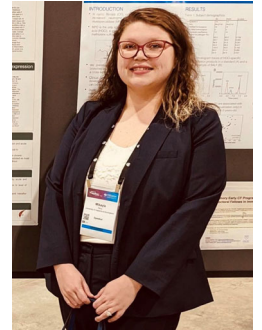
works as a pharmacy technician. Her career goal is to travel the world as a nurse, preferably in pediatrics or labor/delivery, and eventually open her own family practice.

### Mikayla Murphree Terry

#### **CARH Scholarship**

Mikayla was originally the recipient of the 2015 Jack Godin, Jr. Scholarship. She earned a Bachelor's Degree in Microbiology in May 2019.

She began her studies at the University of Alabama at Birmingham's Graduate Biomedical Sciences Program in August 2019 and is expected to graduate with a Doctorate Degree in May 2024.



### Jillianna Boyd

#### **Charyl K. Luth Scholarship**



Jillianna was originally the recipient of the 2016 Jack Godin, Jr. Scholarship. She earned a Bachelor's Degree in

Communications in 2020 from the University of Alabama, and a Bachelor's Degree in Nursing from the University of Alabama at Birmingham in 2021. She began her studies at the University of Alabama at Birmingham's Graduate Doctor of Nursing Practice—Family Nurse Practitioner Program in August 2021 and is expected to graduate in December 2024.

**CARH Congratulates All of the 2023 Scholarship Foundation Recipients!**

### On-Site Property Managers Receive \$250

As a reward to the managers who encouraged the 2023 scholarship recipients to apply, the CARH Scholarship Foundation will provide each on-site manager below with a \$250 cash award:

#### Sebrina Kirkpatrick

Claymont Apartments  
ARD, Inc.

(James L. Poehlman Scholarship)

#### Robert Reid

Bay Springs Manor Apartments  
Southern Management

(Gordon L. Blackwell Scholarship)

#### Kat Louis Butts

Loxley Station Development  
Gateway Management Company  
(Jack Godin Jr. Scholarship)

#### Sherry Edwards

Malabar Trace Apartments  
The Provident Company  
(CRHD Founders Scholarship)

#### Autumn Box

Live Oak Meadows Apartments  
The Hallmark Companies  
(CARH Scholarship Foundation Scholarship)

**The CARH Scholarship Foundation would like to thank all property managers who notified and assisted residents in submitting scholarship applications. We encourage all on-site personnel to encourage eligible applicants in 2024.**

**Questions regarding the Scholarship Foundation should be sent to [ScholarshipFoundation@carh.org](mailto:ScholarshipFoundation@carh.org).**



## MAINTENANCE CORNER

### Hurricane Tips from My Actual Onsite Experience

*By Donje Putnam, Reprinted from Multifamily Insiders*

Welcome to hurricane season 2023! While you may have seen some of these before, I hope that the practical insight I provide as someone who has navigated quite a few hurricanes here on the coast of Virginia might help you.

#### I just read this fact

Hurricanes with women's names are more deadly than those with men's. Not because they are worse, but because people don't prepare as much. Prepare for the worst, regardless of the name of the storm or the forecast. My most damaging hurricane was Isabelle, who was *just* a Cat 2 when it went over my property. **This is because the combination of wet ground, lots of rain and then a bit of wind is the most deadly combination for trees.**

#### Mark, map, and clear your drains

Throughout your property there should be little storm-water drains. These often get covered by grass (especially Bermuda-grass here in VA), mud, and leaves as time goes on. (If you are on a new property, please make a drain map! It will be so handy for future you.) When the drains are covered, you will see small puddles on your property walk-throughs after a heavy rain, but probably won't think much about it. During torrential rainfalls, however, you will be missing the drainage these little grids provide. They can make or break the water that invades your property. Also, if you have runoff ditches or drains, make sure that you ask your landscaping team to clear out plant growth right before a big storm and try to get the mud cleared regularly. **Keeping the property from flooding is priority one, as that usually does more damage than wind.**

#### Walk the curbs

I know your landscaper should keep your curbs clean, but I can almost guarantee in the very back of your property there's some dirt, debris, and leaves in your curb. Some properties build up silt that can't be blown away by the landscaping provider. This debris creates little dams and water can flood over the road during hard rains. Make sure that you are inspecting curbs and keeping storm drains clear. Removing silt is a pain, and a big and heavy project, but should be done periodically to keep the curb gutter flowing correctly and also helps your literal *curb* appeal.



#### Inspect and clean your gutters

One of my issues was definitely caused by a gutter overflowing. There was an issue with the joint on the gutter that was catching debris and it happened to run water right down over a back door. A lot of water because it was a very wet storm. The hurricane revealed a lot of issues with this particular unit, as when we peeled back the carpet the tack strips and moulding were rotten under the carpet, and there were water stains on the pad. The door had been leaking for a while, but the resident hadn't noticed. Because we weren't seeing the gutter during the rain, we were also unaware of the problem. I'm not sure that we could have seen it on a dry day, but I know that **gutter cleaning is often a task put off**

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## Hurricane Tips from My Actual Onsite Experience (cont'd)

(Continued from page 3)

**on site.** If you have high buildings, your team might not be comfortable cleaning gutters in house, which means it is a once a year budget item that often gets cut. Fight for it.

### Call vendors before the storm

I had a tree fall on a building and it took a few days to get someone out because they were all busy. For small trees, your landscaping team can usually handle them, and will make you a priority if you nurture that relationship and pay your bills promptly. But the tree on the building is a special project that they might not have the equipment for, so prepare ahead. Tree companies come from out of town looking for work, but it helps to have a local one on call. Try to clean out your trees before the storm and remove dead and dying branches. Again, an item that often gets cut from budgets, but it ends up costing more when it falls on a fence or roof. You likely know a remediation company locally and have a favorites to use.

Call your rep before the storm and ask how they are going to prioritize clean-up. Tell them that you want to use your loyalty points and they should help you first. I did have to call a new company in because my favorite was too busy for me. Make sure you have a list of approved

vendors handy for backup after storms. Try to get as many as possible added prior to needing them (your accounting team hates me right now). Off the top of my head, you may need: landscaper, tree removal, window replacement, water remediation, temporary housing, electrician, etc.

### Prepare the office

My area was without power for up to 14 days. Pull a rent roll with all residents, occupants, and contact information if you can. I recommend doing this monthly as part of your emergency prep and keeping it in a locked drawer or the locked key box. [During a major storm, plan ahead with your property management company on ensuring access to this document in case access to the office is not possible.] If there is a power outage and another emergency, you can quickly find your residents and help emergency workers know who and how many people live in an apartment. You should mark those with disabilities or who need extra assistance and check in on these residents.

### Have two emergency kits

One in the maintenance shop and one in the office, or if they are connected, put one in the model. Items to include are:

- Emergency plan and contact list
- Duct tape
- Battery operated radio
- Flashlights
- Batteries
- First aid kit
- Plastic Sheeting
- Protective gloves
- Rope
- Hammer & nails
- Plywood
- Plastic garbage bags
- Caution tape
- Snacks and Water
- Cooling neck wraps
- Small fire extinguisher

### Lower your pool water

*Don't throw your chairs in the pool, but stack and secure them.* My first hurricane I threw the chairs in the pool. It's really fun. Very hard to get them out. I mean they don't blow anywhere, but dang, getting them out almost killed us. I also think chairs are usually made of different material now and might have a reaction to the chemicals, too. Stacking and securing them next to the building has been good for us so far up to Cat 2. Take out the glass tops of any table and put them inside if you can. Lay down your umbrellas. Remove cushions and move planters next to the building (especially the tall skinny topiaries). **If you have flags, don't forget you should be taking them down at 25 MPH winds.** Remove your pole flags, A-frames, boot signs, and anything else you have out. Pole signs won't hurt anyone but will be shredded by the wind. Lowering the pool water helps prevent flooding. Keep an eye on how much water the storm is bringing in and adjust the level of water accordingly.

### If you have units prone to flooding, sandbag and prepare the residents

I am never sure how much to say if I have a unit that has flooded dur-



When mother nature gets mad.

ing a prior hurricane. Maybe we tried to fix the drainage and we don't know if it works because we haven't had a big storm yet. One time, we went 10 years without the unit flooding and thought we fixed it, but then it happened again. To be on the safe side, if you have low-lying apartments and are expecting a lot of rain, do your due diligence to protect these homes, and ask the resident to be on alert for the possibility.

### **Find your insurance deductible**

On site I didn't often use our insurance for much, and while it usually doesn't cover flooding, it would cover wind and rain damage, like the door and the tree on the building. Speak with your regional about who calls in claims, when, for what, and what the process is before the storm. Have the number available and familiarize yourself with the process before you need it.

### **Meet with your team**

Discuss what will happen if the team can't make it to work, or if they have their own emergency. If you have people living on-site, clarify their responsibilities as first responders to any incidents, and what is expected and how they will be compensated for it. If no one lives on-site, strategize if you need to have someone stay. **Agree on list of priorities** and make sure everybody knows where emergency kits and information are (see above). How will you operate if your phones are down for multiple days? What if cell service is down? Discuss and plan. Provide multiple people with your preferred vendor list. You should have a general plan for this as part of your emergency preparedness but get detailed for this specific storm. Be sure to understand that the team should and will care for their own home and family first. The property is their job, not their life.

### **Communicate**

Fun fact: Most of your residents will never follow instructions to remove

stuff from the patio/balcony or prepare a hurricane kit or read your emails at all. At best, maybe 78% will do as you ask, but you have to try. Send updates on office hours, how key fobs work with no power, how emergency service works when the phones are off, and general tips for hurricanes. Send them several times before the storm. Post them by the mailboxes. **Be prepared to not be able to communicate during the storm and for a few days after.** Hopefully, that won't be the case, but you should prepare for it.



### **BONUS: Here's how to get an emergency plan started:**

Have a phone tree of who calls who, including your regional and other interested parties.

Have some written details about where your team will meet (and a backup) and who is responsible for what task. This was recommended to me by a fire chief, who said that sometimes no one knows who should get the keys to open doors and it takes too long to get them, so firemen kick them in. He also suggested a meeting place for each building or group of buildings so that firemen and on-site team can check on everyone.

Here's a sample responsibility list:

- **Maintenance personnel** are responsible for safely repairing any building or property damage and/or contacting vendors for additional repairs needed.
- **Office personnel** are responsible for contacting and safely helping residents in need.
- **Material Safety Data Sheet (MSDS) books** are located in

the manager's office and maintenance shop and should be updated when new supplies are purchased or once a year.

- **Emergency Vendor List**  
(Include all your vendors)
- **In An Emergency:**
  - *Person in Charge:* Property Manager or in their absence Service Supervisor
  - *Emergency Notifier:* Assistant Property Manager or Leasing Consultant
  - *Sprinkler Control Valve Operator:* Assistant Maintenance Supervisor
  - *Grabbing keys after hours:* Service Supervisor or responding maintenance team member
  - *Grabbing keys during office hours:* Assistant Property Manager
  - *Handling the Resident List and checking off residence after hours:* Maintenance Supervisor
  - *Handling the Resident List and checking off residence during office hours:* Property Manager
  - *Knocking on doors to evacuate:* Office Team
  - *Helping elderly/special needs evacuate:* Maintenance Supervisor

### **The Maintenance Corner is a recurring section for maintenance personnel.**

If you have a maintenance-related question, a tip that you've discovered through experience, a solution for common or persistent issues, or an article idea, please submit it to CARH at [carh@carh.org](mailto:carh@carh.org).

**You and your community may be featured!**

## Resources for Victims of Domestic Violence (cont'd)

(Continued from page 1)

abuse. It can be physical, sexual, emotional, economic, mental, or threats. For more examples of domestic violence, check out the [U.S. Department of Justice website](https://www.justice.gov/ovw/domestic-violence).

### **Domestic Violence Prevention and Intervention**

The [Family Violence Prevention Services \(FVPSA\)](https://www.fvp.org/) program is a free and confidential service for victims of domestic violence and their children to help find shelter and help right away. FVPSA offers help in all 50 state and has over 600 local programs.

In addition to safety planning for individuals and families, FVPSA helps people get counseling and legal support. FVPSA also helps with emergency shelter, housing options, and support groups.



### **Help with Housing**

The [Continuum of Care \(CoC\) Homeless Assistance Program](https://www.hud.gov/program_offices/public_indian_housing/pha/continuum_of_care) is there for people escaping domestic violence. The program helps run local homeless shelters and housing programs, which are often the first places survivors go when they need help.

The CoC Program makes sure that all residents get housing assistance no matter what their citizenship status or income are. Additionally, it trains staff on how to recognize and respond to abuse, while raising awareness about domestic violence.

You can contact your local housing programs using the [Public Housing Agency contact information page](https://www.hud.gov/program_offices/public_indian_housing/pha/contact) to apply.

### **National Domestic Violence Hotline**

The [National Domestic Violence Hotline](https://www.thehotline.org/) is a 24/7, toll-free helpline for victims of domestic violence and their families. Call 1-800-799-SAFE (7233) to get help.

The hotline has trained experts who can help callers with:

- Crisis intervention
- Education
- Safety planning
- Getting callers in touch with help like local shelters and other programs
- Contact information for agencies that provide legal and financial help, as well as other related programs.

The National Domestic Violence Hotline has an online chat for those who do not feel safe talking on the phone. The hotline is open to anyone in an abusive relationship, concerned friends or family members, and people seeking information about domestic violence.

If you or someone you know is in immediate danger, call 911.

### **Find Benefits Using Our Benefit Finder**

The [Benefit Finder](https://www.benefits.gov/benefit-finder) is an online questionnaire that helps you find government benefits you may be eligible for. It is easy to use and takes about 20-30 minutes. When you fill out the questionnaire, you will answer questions about yourself, and it will give you a list of benefits you may be eligible for. Once you get your benefit results, you will be directed to apply on the agency website.

### **Relevant URL Addresses:**

U.S. Department of Justice:  
<https://www.justice.gov/ovw/domestic-violence>

Family Violence Prevention Services:  
<https://www.benefits.gov/benefit/626>

Continuum of Care (CoC) Homeless Assistance Program:  
<https://www.benefits.gov/benefit/5889>

Public Housing Agency contact information page:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/pha/contact](https://www.hud.gov/program_offices/public_indian_housing/pha/contact)

National Domestic Violence Hotline: <https://www.thehotline.org>

Benefit Finder:  
<https://www.benefits.gov/benefit-finder>



*Insights for On-sites* is a publication of the Council for Affordable and Rural Housing (CARH).

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CARH is a non-profit association that was founded in 1980 and has served as the nations leading advocate for the financing, development, and management of affordable rural housing for over 43 years.

**For more information about CARH benefits, resources, and meetings, please visit [www.carh.org](http://www.carh.org).**



## Activate Your Activities

By Lawrence Berry, CPM—Reprinted from *Multifamily Insiders*

Activities at your community are critical to a sense of "community," and have a significant impact on your resident retention. What activities work at your site and are perceived as "value" to your residents? The first part of the process is understanding the demographics of your resident profile and what are the key interests of your residents. You can plan functions, parties, and activities, but without interest and perceived value to your residents you are wasting your time and resources.

Look at the lifestyle of your residents as well as other factors such as income levels and age groups. Unless you are managing a senior community or college property, you may have a very diverse profile living at your site. Remember, activities do not have to be a cookout or what we traditionally have known as events most of us have tried (end of summer party, holiday events, etc.). We live in an information age and there are so many factors related to information that may benefit them. Let's look at some of the examples of events you can consider:

- Genealogy has turned into a passion for many people. Websites and even television shows have been developed for tracing your family tree. The resources are as far as the imagination can take you, and you can visit foreign lands and do research without leaving the comfort of your living room. Bring in someone who has expertise in genealogy and research to assist resi-



dents in tracing their family heritage. Doing it as a group shares the surprises you may find and is an extremely low-cost activity.



- Health and wellness seem to be a topic that stays around through generations. Whether it be bringing in a fitness trainer once a month to your exercise facility or coordinating volleyball teams to play at your court, use your imagination, look at the possibilities. I had one site that brought in a fitness trainer and because he consulted with several residents on fitness and was paid directly by them, wanted to increase the days he came to the site. An initial investment in this activity soon turned into a free service for our residents.

The ideas are endless from chess clubs, cooking demonstrations, travel, nutrition, gaming (computers are, of course, huge), pet health and training, discover scuba classes in your pool, pet adoption events, emergency preparedness, storage and closet organizing systems (especially since our residents have more stuff than ever before), DVD and game sharing clubs, gardening (patio or container gardens are really hot for apartments), homeopathic information, bicycling events, pet activities and fairs, and the list goes on.

Also remember activities can be as simple as tracking resident birth dates and putting a balloon on their door or sending them a card. We get this information on the application and all you need to do is set up a calendar specifically for residents' birthdays and someone

checks it as part of their daily checklist. Imagine coming home and unknown to you there is a happy birthday banner across the door and a balloon wishing me a happy birthday. Effective but simple, and how many other communities do this? Resident retention is not just about relationships, it's about building and maintaining them.

Do your research, and don't be afraid to ask your residents what is important to them and what they might have interest in. Developing a plan is the first part, with the most important marketing and implementing the activity. Get your team involved, and don't be afraid to survey your residents in developing an action plan. Plan at least 90 days out for any activity, and the better the organized and marketed usually the better the attendance. As has been said before, throw everything on the wall and see what sticks.



**Insights for On-sites wants to hear from you!**

Email [carh@carh.org](mailto:carh@carh.org) with article ideas, suggestions, property profiles and/or management or maintenance tips. Share your story and experiences with other rural on-site property managers.

**This is YOUR publication — submit your ideas today!**

## RD Issues UL on Improving Access to Services by Persons with Limited English Proficiency

On March 10, Rural Development (RD) issued an [Unnumbered Letter \(UL\)](#) signed by Dr. Sharese C. Paylor, Director, Civil Rights Office and Joaquin Altoro, Administrator, Rural Housing Service, entitled Responsibilities Under Executive Order 13166, *"Improving Access to Services by Persons with Limited English Proficiency."* It is important for all management companies, owners, and their staff be familiar with the language of the UL, which is laid out below:

"The purpose of this Unnumbered Letter is to remind all Multi-Family Housing (MFH) program staff and recipients including Owners, and Management Agents of their obligation to comply with the policies and procedures for ensuring that persons with limited English proficiency (LEP) have meaningful access to programs and activities conducted by the U.S. Department of Agriculture (USDA). A person that does not speak, read, write, or understand English well, or at all, is considered an LEP person.

Title VI of the Civil Rights Act of 1964 prohibition of discrimination on the basis of national origin includes equal program access for persons with limited English proficiency (LEP). The requirement for providing meaningful access to LEP persons is addressed on the [Executive Order 13166](#) entitled, *"Improving Access to Services by Persons with Limited English Proficiency"* and further affirmed in the [USDA Departmental Regulation 4330-005](#), *"Prohibition Against National Origin Discrimination Affecting Persons with Limited English Proficiency in Programs and Activities Conducted by USDA,"* dated June 4, 2013.

MFH program recipients (Owners and Management Agents) are required to take reasonable steps to ensure LEP persons receive the

language assistance necessary for meaningful access to the program or activity, free of charge. A notification must be posted on their physical location and website advising, in other languages as appropriate, that language services are available, free of charge. Meaningful access includes both oral and written language access and must result in accurate and timely communications. It begins with an individualized assessment that balances the following four factors:

- The number or proportion of LEP persons eligible to be served or likely to be encountered within the housing market area;
- The frequency with which LEP persons come in contact with the program or activity;
- The nature and importance of the program, activity, or service to people's lives; and
- The resources available to the recipient and costs.

MFH program recipients (Owners and Management Agents) are further encouraged to utilize the Department of Justice's LEP [website](#) for guidance and examples on how to complete the required individualized assessment, use Census data resources, and develop a Language Access Plan (LAP). In addition, they can contact the CR Regional Teams for technical assistance and questions.

MFH program staff should be aware of specific servicing needs of projects and the potential to interact with project tenants that have LEP needs. Rural Development has developed LEP resources for RD Staff to use in the course of official servicing activities.

- Professional telephonic interpretation services via a 3rd party provider. The instructions on how to use the interpretation line is available on the RD's Civil Rights Office-SharePoint website. The Civil Rights Office (CR) administers the interpretation line's service contract and work together with RD Procurement Management Office. Any questions or concerns should be directed to the CR.

Telephonic interpreter services may need to be used when communicating with an LEP project beneficiary (tenant) or an LEP Borrower/Management Agent. This service should be used in context of official servicing activities where a language barrier exists between the Agency and program recipient or beneficiary. The service is prohibited from providing telephonic interpreter services between Borrowers or Management Agents and tenants.

- Language translations of MFH Program's vital documents includes Spanish translations and other four (4) foreign language translations are available through RD's Civil Rights-SharePoint website. The CR also administers the procurement of RD programs' vital documents and work together with RD Procurement Management Office. Any questions or concerns should be directed to the CR.
- There may be instances when the MFH staff receive documentation from a LEP person such as a letter, financial report, dwelling inspection, etc. in a language other than English. For any translations of documents, other than the MFH vital



documents and/or program's fact sheets, the cost is the responsibility of the servicing office. Do not use machine translations (google translate) for official program documents.

In summary, the Multi-Family Housing program staff and program recipients are required to ensure LEP persons have meaningful access to the USDA Multi-Family Housing Program and all its benefits and services. Failure to provide meaningful access to LEP persons may be an indicator

of noncompliance under Title VI of the Civil Rights Act of 1964.

If you have any questions, please contact the RD Civil Rights Office, Program Compliance & Training Branch at: [RA.RD.MOSTL.CivilRights@usda.gov](mailto:RA.RD.MOSTL.CivilRights@usda.gov) or (202) 692-0252."

#### Relevant Links:

Unnumbered Letter, March 10, 2023:  
<https://www.rd.usda.gov/sites/default/files/RDUL-EO13166.pdf>

Executive Order 13166:  
<https://www.govinfo.gov/content/pkg/FR-2000-08-16/pdf/00-20938.pdf>

USDA Departmental Regulation 4330-005:  
<https://www.usda.gov/directives/dr-4330-005>

DOJ's LEP website: [www.LEP.gov](http://www.LEP.gov)



## To Get Help and to Give Help

*Reprinted from Benefits.gov*



Did you know Benefits.gov is not only a place to find information about benefits, but also a place to find ways to give back to your community? Benefits.gov can help you find volunteer opportunities in your area.

Volunteering is not only good for the community, but also rewarding and fun for volunteers. Make new friends, get out of the house, and have some fun. [AmeriCorps](https://www.americorps.gov) is the federal agency dedicated to service and volunteering to address some of the toughest issues in the U.S. With over 270,000 volunteers, AmeriCorps is strengthening communities across the nation. According to AmeriCorps, AmeriCorps Seniors volunteers experience less anxiety, depression, and loneliness. 84% of volunteers report better health after one year of volunteering.

#### What is AmeriCorps Seniors?

[AmeriCorps Seniors](https://www.americorps.gov) is a group of programs within AmeriCorps for adults 55 and over. These programs are flexible, local, and tailored to the knowledge and skills of

seniors. With over 200,000 volunteers, seniors are the biggest group of volunteers with AmeriCorps.

Benefits.gov provides information on a few AmeriCorps Seniors programs including:

- **Foster Grandparent Program:** Seniors 55 and over can help raise and guide young people as a foster grandparent. Take care of babies, teach kids how to read, mentor teenagers, and help prepare young parents. Not only can individuals apply to be foster grandparents, but there are also grants available to help organizations bring this program to their community.
- **Retired and Senior Volunteer Program (RSVP):** The RSVP is for seniors 55 and over to spend their time doing something they care about. Volunteers are matched with local volunteer groups that fit their interests and lifestyles. Opportunities could include volunteering with kids, cleaning up the community, or helping the elderly. Grants are also available for organizations to bring the RSVP to their community.
- **Senior Companion Program:** Become a companion to older adults in your community by helping them with everyday

tasks, spending time with them, and giving their family caregivers some peace of mind. This program is also for seniors over 55 and there may be a stipend available for some volunteers.

#### How Do I Get Involved?

Visit the Benefits.gov [Volunteer Opportunities](https://www.benefits.gov/volunteer) categories page or visit [AmeriCorps Seniors](https://www.americorps.gov/seniors) to apply to volunteer for AmeriCorps Seniors programs. You cannot apply directly on Benefits.gov, but you can find more information about how to apply.

#### Relevant Links:

AmeriCorps:  
<https://americorps.gov>

AmeriCorps Seniors:  
<https://americorps.gov/serve/americorps-seniors>

Foster Grandparent Program:  
<https://www.benefits.gov/benefit/878>

Retired & Senior Volunteer Program:  
<https://www.benefits.gov/benefit/884>

Senior Companion Program:  
<https://www.benefits.gov/benefit/877>

Volunteer Opportunities:  
<https://www.benefits.gov/categories/Volunteer%20Opportunities>

## CARH's Preferred Buyer Vendors



USI Insurance is an industry leader supporting the risk management needs of rural housing, multifamily housing, apartment and condo complexes, and related real estate businesses. Our habitation risk insurance professionals understand your unique exposures and regulatory requirements which can differ from building-to-building and state-to-state. We provide sophisticated, affordable insurance solutions to:

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- HUD and affordable housing
- Housing authorities and apartment associations
- Conventional
- LIHTC

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- Professional liability; crime; employment practices, directors & officers

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**[trent.iliff@usi.com](mailto:trent.iliff@usi.com); 312-848-3626**



Sherwin-Williams is the largest producer and seller of paint coatings in the United States, with over 3,600 company-owned paint and floor covering stores across the nation. This national distribution network allows Sherwin-Williams to provide products and customer service support to all geographic areas. Sherwin-Williams is committed to providing CARH members with the finest quality coatings available in the industry, with a service support plan to ensure the success of painting projects. Sherwin-Williams prides themselves in providing uniformity of product, color consistency and assured availability. With the CARH/Sherwin-Williams alliance, CARH members receive special pricing and services from Sherwin-Williams.

**Contact: Matt Genos**  
**[matthew.f.genos@sherwin.com](mailto:matthew.f.genos@sherwin.com)**  
**703-929-6487**



HD Supply has firmly established itself as the leading supplier of maintenance parts to the multi-family industry. With the CARH-HD Supply Alliance, all CARH members are guaranteed to receive the following benefits:

- Lowest catalog price - Regardless of quantity ordered
- Ease of Ordering - Order by Phone 800-431-3000, Fax 800-859-8889 or online at [www.hdsupplysolutions.com](http://www.hdsupplysolutions.com)
- Freight-Free, Next Day Delivery - Over 200 trucks nationwide deliver most orders of \$25 or more FREE! (Just a few items marked + freight have extra charges)
- Next-Day Delivery - Order by 5 p.m. local time and delivery is next day (Mon.-Fri.) to most locations
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- Special Orders - Specially trained reps source hard-to-find products, place orders & quote prices for bulk orders
- Technical Support - Fully trained professionals answer any technical questions about the products
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- 100% Satisfaction Guaranteed including No Hassle Returns

**Contact: Bill Garrett**  
**[william.garrett@hdsupply.com](mailto:william.garrett@hdsupply.com)**  
**909-991-5767**



CARH and Staples Advantage®, the leading office products distributor in North America, are working together to provide CARH members with great savings on more than 30,000 office supply products. The benefits are clear! You'll get low, contracted prices, fast and free delivery on eligible orders within the 48 contiguous United States, consolidated billing and a dedicated account manager who is always looking for new ways to save you money. Best of all, ordering is easy through StaplesAdvantage.com, which streamlines the process, providing access to real-time inventory data, order tracking, online returns, online reporting and much more.

**Contact: Lois Rodriguez**  
**[lois.rodriguez@staples.com](mailto:lois.rodriguez@staples.com)**  
**734-452-4841**



The ONLINE Rental Exchange is the total tenant screening solution for property managers, offering customized credit reports and a comprehensive selection of criminal and eviction reports to help CARH-member properties make informed decisions. The initial on-site inspection fee is waived for CARH-members!

**Contact: [sales@onlineis.com](mailto:sales@onlineis.com)**  
**866-630-6400**

## Meet Alexis Dixon—2018 CARH Scholarship Recipient

*Reprinted from CARH Scholarship Foundation 2022 Annual Report*

Alexis Dixon wants to be the kind of person who inspires others to chase their dreams. She credits her late grandmother, the matriarch of the family, with instilling this desire in her, as well as her mother who tells her every day how proud she is of her. Alexis was the first in her family to attend college and that accomplishment motivated her younger twin sisters to pursue higher education as well.

Alexis was a resident of Golden Acres Development in Pompano Beach, Florida, managed by Nelson & Associates, Inc., and a student at Dillard High School in Ft. Lauderdale, when she received the CRHD Founders Scholarship in 2018.



While in high school, Alexis decided a career in criminal justice was the right path for her. With her scholarship, she attended Florida Memorial University where she graduated in 2021 with a B.A. in Criminal Justice. Graduating a year earlier than expected, she headed to St. Thomas University and earned a Master's in Criminal Justice in 2022 while working as a Graduate Assistant.

Immediately after graduation, Alexis moved to Atlanta, Georgia, for a job with the Atlanta Police Force. She was Valedictorian of her Police Academy class and was sworn in as a member of the Atlanta Police Force in April 2023. She is currently in the final phase of on-the-job training.



Alexis chose law enforcement because she wants to be a change-maker. According to Alexis, "To be a police officer now means to create a safer area by reducing crime, ensuring the safety of our residents, and building trust in partnership with our community." Alexis believes that tomorrow can be better than today, and she wants to be part of making that happen!



The CARH Scholarship Foundation and past donors to the Foundation are proud of Alexis and wish her continued success in her career, and her life!



CARH Scholarship Foundation

### Take A Trip to the CARH Website — [www.CARH.org](http://www.CARH.org)!

Some of the helpful items to be found:

- CARH Newsroom—**  
 Access the most up-to-date news regarding CARH and the affordable rural rental housing industry.
- Affordable Housing Headlines—**  
 Get the latest news that affects your business and the housing industry from major news publications and organizations.
- Resources—**  
 Get links to websites that provide useful information to our industry and download current and past copies of the *CARH News* and *Insights for On-sites*, CARH's premier publications.
- Meeting Information—**  
 Information, dates, and contact info on upcoming National CARH meetings, as well as upcoming state affiliated associations annual meetings and conferences.
- Scholarship Foundation—**  
 Information on the CARH Scholarship Foundation, Board members, Annual Report, how to donate, how to apply, and past recipients.



## A Publication of the Council for Affordable and Rural Housing (CARH)

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Council for Affordable and Rural Housing  
Serving the Affordable Housing Needs of Rural America

## HUD Memo—Violence Against Women Act

On March 17, 2023, the Department of Housing and Urban Development's (HUD) Office of Multifamily Housing, notified stakeholders that a **memorandum** was signed on March 10, 2023, that summarized changes enacted to the Violence Against Women Act as part of The VAWA Reauthorization Act of 2022 (VAWA 2022).

The memo identifies changes that are relevant to Multifamily stakeholders, identifying provisions that are effective immediately and those that are yet to be implemented. It also includes a description of a forthcoming VAWA study and identifies VAWA forms that are under revision.

The URL for the memorandum is:

[https://content.govdelivery.com/attachments/USHUDFHA/2023/03/17/file\\_attachments/2440131/VAWA%202022%20Letter%20to%20Covered%20Housing%20Providers.pdf](https://content.govdelivery.com/attachments/USHUDFHA/2023/03/17/file_attachments/2440131/VAWA%202022%20Letter%20to%20Covered%20Housing%20Providers.pdf)



## Low Income Taxpayer Clinics

Low Income Taxpayer Clinics (LITCs) represent low-income individuals in disputes with the Internal Revenue Service, including audits, appeals, collection matters, and federal tax litigation. LITCs can also help taxpayers respond to IRS notices and correct account problems. Some LITCs provide education for low-income taxpayers and taxpayers who speak English as a second language (ESL) about their taxpayer rights and responsibilities.

LITC services are free or low cost for eligible taxpayers. LITCs are independent from the IRS. Each clinic determines whether prospective clients meet income guidelines and other criteria before agreeing to represent them.

To find a clinic, visit:

<https://www.taxpayeradvocate.irs.gov/about-us/low-income-taxpayer-clinics-litc/>



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