

Please save this as a handy reference; it has helpful contact info for frequent questions!



HACM Helpful Contacts

For Section 8 / Rent Assistance

Housing Choice Voucher Participants

First, contact your Certification Specialist with questions about your voucher:

Alice Young, 414-286-5648, alyoung@hacm.org
Bianca Anderson, 414-286-8092, bfander@hacm.org
Cleo Agee, 414-286-5798, cdagee@hacm.org
Jakeshia Johnson, 414-286-5691, jxjohns@hacm.org
Janet Hern, 414-286-5656, jhern@hacm.org
Janvier Knox, 414-286-5655, jeknox@hacm.org
Jaquilla Payton, 414-286-5683, jpayto@hacm.org
Laquita Johnson, 414-286-5567, lsjohns@hacm.org
Tami Donahue, 414-286-8093, tdonah@hacm.org
Subcontractor: Nan McKay Inc., 414-363-7570,
hcvcustomerservice@hacm.org

5011 W. Lisbon Ave., Milw. WI 53210

Examples include, but are not limited to:

- Questions about Recerts
- To report a change in income
- Questions about calculation of rent

The Section 8 / Rent Assistance Program office:

General Phone: 414-286-5650. Mon. to Fri., 8am – 4:45pm. A good backup for all services.

In-Person Walk-ins: 5011 W. Lisbon Ave. Tuesdays and Thursdays, 8am-4:45pm.

If you have concerns that cannot be addressed by your Certification Specialist, please contact the Certification Department Manager, Tina Royalty, at 414-286-5660 or tina.royalty@hacm.org.

Other Section 8 / Rent Assistance Team phone numbers:

414-286-5658 Inspection Desk
414-286-5529 Certifications: annual certifications, interim requests, certifications for new admissions
414-286-5641 Lease and Contracts: Request for Tenancy Approval form, rent reasonableness and Housing Assistance Payment Contract, HUD lease addendum, or landlord lease related questions
414-286-5620 RAD/Project-Based Vouchers

What is RentCafé and how is it used?

RentCafé (also known as myportal.hacm.org) is a web-based portal. Currently, applicants can use it to apply for open HACM waiting lists. In the near future, the HACM Voucher program will enable voucher participants to update your profile and contact information, complete and submit your annual recertification or an interim change online, and have access to your inspections and other information online.

What documentation do I need to provide for a recertification?

You will need to provide documentation for any household income or household assets. Examples include: paystubs for wages; recent social security or SSI award letters; current bank statements to show the balance of any bank accounts or investment accounts; etc.

Where can I find info on landlords with units available?

You should use all possible methods to find an available unit with a landlord before your voucher expires. One option-- HACM has teamed up with AffordableHousing.com to promote it to landlords in the Milwaukee area to list their available units online at AffordableHousing.com. However, there are a number of other online resources and other methods to search for a unit.

What if I have a question related to my landlord or a problem with my landlord?

You may contact HACM's Landlord Outreach Coordinator, Steve Fendt, at 414-286- 5603. Milwaukee's Department of Neighborhood Services, 414-286 2268, <https://city.milwaukee.gov/DNS> (see the bottom of pg 2) is the City's official department for questions about landlords in the private market.

I am interested in using my voucher to move to another city or state. What do I do?

This is known as "porting" your voucher to a different city. If you are a HACM voucher participant and are interested in portability, please contact your certification specialist above or the Certifications department. (If someone from another city is interested in coming to HACM, non-HACM voucher holders should contact 414-286-5630.)

HACM OFFICES:

All offices open Mon – Fri, 8am-4:45pm, unless otherwise noted.
Central Office: 809 N. Broadway, 414-286-5824.
Scattered Sites: 5003 W. Lisbon Ave., 414-286-8534
Rent Assistance Office: 5011 W. Lisbon Ave., 414-286-5650
Community Services: 650 W. Reservoir Ave., 414-286-5137
Leasing & Compliance (Intake): 5125 W. Lisbon Ave., 414-286-5678

You can find the Section 8 Administration Manual and other docs here:
<https://www.hacm.org/about-us/plans-policies-reports>.

If I have a voucher, who do I contact with a request for a reasonable accommodation?

If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact Nakesha Gatewood at (414) 286-5636.

Who do I contact if I have a voucher to find out my rights under the Violence Against Women Act (VAWA) and/or to request an emergency transfer if I am a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking?

Please contact Nakesha Gatewood at (414) 286-5636. In addition, we encourage you to contact the Sojourner Family Peace Center Domestic Violence hotline at (414) 933-2722.

Resident Services:

HACM has a broad number of services available to residents – such as the Family Self Sufficiency program, Financial Education, etc. To find out more, please visit hacm.org/residentservices or contact Latoya Onuchuku at (414) 286-8250 or Tequila McClain at (414) 286-8007.

Apply for HACM Housing:

Go to waitlist.hacm.org for more info. Your status & what waitlists you are on can be found at myportal.hacm.org. If you have questions about your online application, call 414-286-5681.

HACM Board of Commissioners:

You can find the schedules and agendas for HACM's Board Meetings at www.hacm.org/about-us/board-of-commissioners or <https://milwaukee.legistar.com/Calendar.aspx>. If you would like to provide correspondence to the Board, you may send mail to: Attention HACM Commissioners; HACM; P.O. Box 324; Milwaukee WI 53201-0324 for distribution.

Help Outside of HACM:

- City of Milw's Dept. of Neighborhood Services (landlord complaints/questions): <https://city.milwaukee.gov/DNS> / 841 N. Broadway, Room 104, Milw, WI 53202 / 414-286-2268.
- Dial 2-1-1: IMPACT 211 is a free, confidential social services helpline and online resource directory that connects you to information and assistance in times of need.
- Social Security: <https://www.ssa.gov/> / 310 W Wisconsin Ave #260, Milw WI 53203 / (800) 772-1213. To get your Award Letter online, go to the website, create a login & password, then once in, click on the "Award Letter" icon in the upper right.
- State of WI SSI (Supplemental Security Income) award letter: 1-800-362-3002.
- State of WI Unemployment: For documentation of your unemployment benefit amount, call (414) 435-7069 or go to <https://dwd.wisconsin.gov/uiben/>.
- Milw County Health & Human Services: <https://county.milwaukee.gov/EN/DHHS> / 1220 W Vliet St #302, Milw, WI 53205 / (888) 947-6583.
- Milw Health Dept: <https://city.milwaukee.gov/Health/> / 841 N Broadway # 304, Milw, WI 53202 / (414) 286-3521.
- Find out who your Alderperson is. Find out when/where to vote and what will be on the ballot: Election Commission. <https://city.milwaukee.gov/election> / City Hall, 200 E. Wells Street, Room 501, Milwaukee, WI 53202 / 414-286-3491.

Filing a complaint with HUD's Milwaukee Field Office

You are advised to follow HACM's grievance and appeal procedures as applicable prior to contacting HUD and to report your issue to HACM through the appropriate channels as identified above. If you have already contacted the appropriate HACM staff and have not received a response, please contact HACM's board of commissioners. If you have reported your issue through these proper channels and have not received a response, you may submit a complaint to the Milwaukee Field Office.

Milwaukee Field Office
310 West Wisconsin Avenue, Suite 950
Milwaukee, WI 53203-2289
Phone: (414) 297-3214
Fax: (414) 935-6775
TTY: (414) 297-1423

If leaving a voicemail, please include your name, address, contact number, and a detailed description of your needs.

Email: WI_Webmanager@hud.gov