



Frequently Asked Questions

Permanent Supportive Housing: Frequently Asked Questions

Who is reviewing PSH applications?

The PSH Project Coordinator is reviewing applications and verifying services.

Who is managing the waiting list?

The Louisiana Housing Corporation maintains the PSH PBV waiting list.

Who is handling PBV recertifications?

Recertifications are submitted to the DHH PSH Housing Coordinator by email. All recerts must be sent to pshrecerts@la.gov. This email account is monitored daily and submissions are tracked by the PSH office. The PSH office submits recert packets to LHA. Any missing documentation will be communicated to the PSH office and the Housing Coordinator will communicate directly with the PSH provider.

Who do I contact for waiting list questions?

All waiting list questions should be directed to LHA by calling 225-763-8700 or toll free 888-485-2001.

Is assistance provided to complete a PSH application?

For assistance in completing a PSH application contact us at our toll free number 844-698-9075.

Who do I contact if my client has lost Medicaid funded services and I am unable to serve them?

Contact the PSH Project Coordinator, Jennifer Hayes by email at Jennifer.hayes@la.gov. Jennifer will coordinate assigning these tenants to a Tenant Services Manager.

What is the role of the Tenant Services Manager?

PSH Tenant Services Managers serve several functions. They will work closely with service providers to assist PSH tenants in maintaining housing. TSMs assist in handling landlord negotiations that service providers are unable to bill. They will provide assistance in working with tenants who have fallen out of Medicaid funded services and assist in getting those services restored. TSMs will also assist with transitioning households out of institutions by serving as a liaison until services are authorized for the PSH service provider.

Who offers housing units to PSH applicants?

The PSH Housing Coordinator offers units.

Where do I send transfer requests?

All transfer requests are sent to the PSH Program Director by email Michell.brown@la.gov. Transfers are on an emergency basis only. Please see the Transfer Request policy.