



COMMUNITY ADAPTATION PROGRAM FAQs

1. I don't live in Gentilly, can I still participate in the Community Adaptation Program?

Currently, NORA is only accepting applications for the Gentilly area. However, the program will expand city-wide by the end of 2023. If you would like to receive updates on the status of the city-wide program, sign up using the "Mailing List Sign Up" button at <http://noraworks.org/cap>

2. When will the City-Wide Community Adaptation Program start?

The City-Wide Community Adaptation Program is scheduled to start by the end of 2023. If you sign up for the mailing list, you will receive updates on when the application becomes available.

3. Do I qualify for the program?

To qualify for the program, you must meet the following criteria:

- You own and reside in the property address listed on your application.
- Your household income is Low to Moderate, as defined by the Department of Housing and Urban Development. For a one-person household, the household income cannot exceed \$43,900.00. For a two-person household, combined income cannot exceed \$50,200.00. For a three-person household, combined income cannot exceed \$56,450.00.

Additionally, flood insurance may be taken into consideration. Currently, the program is only open to residents of Gentilly. By the end of 2023, all residents of Orleans Parish may apply.

4. How do I apply?

First, fill out a pre-application using the "Complete a Digital Pre-Application" button at <http://noraworks.org/cap>. If you qualify for the program, you may submit a full application. A full application consists of the following: 1. A photo ID for all adult household residents 2. A birth certificate or social security card for all household residents 3. The prior two years of Tax Return Transcripts for all adult household residents 4. Copies of the last three months of bank statements for all adult household residents. 5. If the household maintains flood insurance, provide the Flood Insurance Declaration Page provided by your flood insurance provider 6. A copy of your most recent utilities bill. Submit this information to applycap@nola.gov, or mail or hand deliver it to ATTN: ABRINA WILLIAMS, 1409 ORETHA CASTLE HALEY BLVD, NEW ORLEANS, LA, 70113.

5. Are Tax Return Transcripts the same as Tax Returns?

No. For the Community Adaptation Program application, you must submit Tax Return Transcripts, not Tax Returns.

6. How do I obtain Tax Return Transcripts?

You can order Tax Return Transcripts to be delivered to your house within 10 business days by calling 1-800-908-9946. When you call, an automated system will guide you through the following process:

- First, it will prompt you to enter your social security number.
- Then, it will prompt you to enter the numbers in your street address.
- Next, it will ask you if you would like to order a transcript. Press 2 to receive a copy of your Tax Return Transcript. **Do not press 1 for Tax Account Transcripts, these are not accepted forms in the Community Adaptation Program application.**
- Then, it will ask you to enter the tax year for which you want to receive your Tax Return Transcript. Enter "2020".
- It will then prompt you to fill out a "Customer File Number". You do not enter anything when this is prompted.
- Then, it will give you the option to order Tax Return Transcripts for another year. Enter the year 2021.
- Again, it will ask you if you want to enter a customer file number, ignore this prompt.
- Wait for the automated system to finish its message and then hang up.

7. What if I didn't file taxes in 2021 or 2022?

If you didn't file taxes, still complete the process detailed above. The IRS will send you a document stating that you did not file taxes. Make sure to order documents for both 2021 and 2022. Submit these documents in your Community Adaptation Program Application.