



CMHA

Creating Communities Since 1933.



The mission of the Cuyahoga Metropolitan Housing Authority is to be the leader in providing safe, quality, affordable housing for individuals and families of Cuyahoga County.

CMHA

CMHA is an industry leader, providing affordable housing choices to residents and helping revitalize our community.



INDUSTRY LEADER.

We are recognized nationally as a model housing authority, known for our innovation, sustainability, and progressive leadership.

AFFORDABLE HOUSING CHOICES.

We provide Cuyahoga County residents, who have limited incomes, quality affordable housing options.

COMMUNITY CATALYST.

We help revitalize neighborhoods through investment and transform lives through education, programming, and social services.

A MESSAGE...



Ronnie A. Dunn, Ph.D.
Chairman

From the Chairman

Dear Stakeholders:

The Cuyahoga Metropolitan Housing Authority (CMHA) Annual Report is a tribute to the outstanding accomplishments CMHA has achieved over the past year. I am very proud of the hard work and dedication from our devoted staff, Board of Commissioners, Progressive Action Council, and our remarkable community partners that have made such an immense impact on the residents of CMHA.

CMHA has been creating communities since 1933 and continues to be a leader in providing safe, quality, affordable housing for individuals and families. I am pleased to share that CMHA serves more than 55,000 people in the community. Thank you to all of those who played a vital role in making this a banner year for CMHA and the people of Cuyahoga County who we proudly serve.

Sincerely,

A handwritten signature in black ink that reads "Ronnie A. Dunn".

Ronnie A. Dunn, Ph.D.
Chairman, CMHA Board of Commissioners



Jeffery K. Patterson
Chief Executive Officer

From the Chief Executive Officer

Dear Stakeholders:

I would like to take this opportunity to acknowledge and thank our community partners who have provided essential support for the work we do. Your assistance is crucial to our success over this past year and into the future. CMHA is proud of the services and programming that are highlighted in the 2015 Annual Report. I am pleased to share that the Authority has 10,500 public housing units, distributes 15,000 vouchers, and has saved more than \$4 million in energy and water efficiency upgrades.

As we move further into 2015, CMHA is continuing to focus on creating sustainable communities for families in Cuyahoga County. We appreciate your partnership in enhancing our efforts in the community.

Sincerely,

A handwritten signature in black ink that reads "Jeffery K. Patterson".

Jeffery K. Patterson
Chief Executive Officer

PAC

Progressive Action Council

The Progressive Action Council (PAC) is a dedicated and committed partner in helping CMHA achieve its mission to provide safe, quality, affordable housing for individuals and families of Cuyahoga County.

The PAC is the official residents' organization representing all residents who live at CMHA properties. PAC President Lillian Davis leads the PAC Executive Board, which advocates on behalf of individuals and families, communicates central information, works in partnership with residents on new opportunities, and trains resident leaders throughout the Authority.



*Thank you
to this year's
Progressive
Action
Council
Executive
Committee:*

Lillian Davis
*President & Budget &
Training Committee
Chairperson*

Nadine D. Head
*Vice President & By-Law
Committee*

Annie B. Davis
*Secretary & By-Law
Committee*

Leon Burrus
*Treasurer & Building/
Maintenance & Election
Committee*

Charles Brown
*Financial Security &
Building Maintenance*

Charles E. Cooper
Safety/Security Committee

Kenneth Walker
*Safety/Security Committee
& Election Committee*

William Reeves
Executive Director

RESIDENT *Activities*

CMHA provides a wide variety of enrichment programs which span a lifetime, including youth services, family programming, and senior support. The initiatives create a foundation for residents to gain the knowledge they need to be successful and thrive in the community.



Youth Programming and Activities

The 21st Century Afterschool Programs helps children to succeed through education, strengthens relationships with families and local schools, and supports families in developing and sustaining attitudes necessary for economic independence. Our vision is to provide a platform that creates resilient family relationships that are linked to the social, educational, and economic institutions of the community-at-large. In addition to its 21st Century programming, CMHA has partnered with many community-based organizations to offer a broad range of afterschool activities throughout CMHA's developments. Residents participate in Math Hoops, which is a partnership with community organizations and NBA teams to support math readiness and achievement. Students take part in many activities like the Cleveland Public Theatre "Brick City" program that provides arts-themed youth enrichment and family events.

Sherwin-Williams Paint Program

CMHA partnered with Sherwin-Williams to offer residents hands-on training and painting skills. The program is called the HomeWork Paint Program, which is a two-week course that teaches participants about brush technique, mixing paint, maintenance, as well as mold and lead contamination using HUD Healthy Home guidelines. In addition to painting, residents are trained and certified in the Renovation, Repair, and Painting (RRP) Program, which offers a recognized credential sponsored by the US EPA. To ensure that residents have every opportunity to get employed, CMHA offers job readiness training, which takes place prior to the painting class. The class is now in its tenth year and has put more than 4,000 men and women from 50 cities into the workforce. More than 60 percent of the program graduates have gone on to get jobs.

Camp

CMHA provided 45 children with camp opportunities from the Cuyahoga Community College Youth Leadership and Safety Camp (YSLC) and Camp Ho Mita Koda, sponsored by the Diabetes Partnership of Cleveland. The YSLC provided a weeklong opportunity for at risk youth, both male and female ages 9-13 to experience personal development, team building skills, and leadership opportunities. Camp Ho Mita Koda provided a health and wellness summer camp program for children ages 8-12 who live in CMHA housing. The focus of the camp was on age and developmentally appropriate education, nutrition wellness, physical activity, outdoor adventure, leadership and personal development.

We are pleased to report the following statistics for Resident Services:

Self-Sufficiency Activities

- 368 residents participated in job training and job readiness programs
- 237 residents went on job interviews
- 122 residents obtained jobs

Computer Training Classes

- 24 computer training classes were conducted at six different estates





CMHA
ENRICHING LIVES SINCE 1933
CUYAHOGA METROPOLITAN HOUSING AUTHORITY

PAY FOR SUCCESS

CMHA has teamed up with Cuyahoga County on launching the nation's first county-level Pay for Success (PFS) project in partnership with FrontLine Service, a comprehensive continuum of care service provider for homeless persons in Ohio.

The Partnering for Family Success Program is the first PFS project in the area of homelessness and child welfare, and will deliver intensive 12-15 month treatment to 135 families over five years to reduce the length of stay in out-of-home foster care placement for children whose families are homeless.

PFS is an innovative funding model that drives government resources toward social programs that prove effective at providing results to the people who need them most. It tracks the effectiveness of programs over time to ensure funding is directed toward programs that succeed in improving the lives of people who are in need. The Partnering for Family Success Program has received \$4 million in funding from The Reinvestment Fund, The George Gund Foundation, The Cleveland Foundation, Sisters of Charity Foundation of Cleveland and Nonprofit Finance Fund.

CMHA and the organizations involved in this program are all committed to improving outcomes for children and families in Cuyahoga County. The Partnering for Family Success Program gives an opportunity to invest in our communities by supporting high-quality programs that improve the lives of families in Ohio.

The Partnering for Family Success Program includes:

- Housing Providers: The Cuyahoga Metropolitan Housing Authority, Emerald Development and Economic Network Inc. and Famicos Foundation
- Referral Partners; County's Office of Homelessness, The Domestic Violence & Child Advocacy Center and the County's Division of Children and Family Services
- Project Manager & Fiscal Agent: Enterprise Community Partners, Inc.
- Government Advisor & Transaction Coordinator: Third Sector Capital Partners, Inc.
- Independent Evaluator: Case Western Reserve University



CMHA PD

CMHA Police

The Cuyahoga Metropolitan Housing Authority Police Department (CMHA PD) provides safety and security services to residents and neighborhoods throughout the county. Services include patrolling by police and protection officers, maintaining a 24/7 emergency dispatch center, and monitoring safety systems throughout the agency.

In addition, the CMHA PD successfully obtained its 6th CALEA (The Commission on Accreditation Law Enforcement Agencies, Inc.) re-accreditation verifying compliance with over 180 standards.

The CMHA PD is a state certified and nationally accredited law enforcement agency that provides exceptional law enforcement service to residents, employees, and visitors of CMHA properties. The CMHA PD is proud to highlight the following programs:

Police Assisted Referral (PAR) Program

The PAR initiative is a collaboration between CMHA PD, FrontLine Services, Inc., Beech Brook, The Partnership for a Safer Cleveland, and Case Western Reserve University. The program focuses on reducing incidents of violence that affect children and their families. It creates a channel to connect children and adults with services or additional referrals. It is the first of its kind in the country and has been used as a model for other law enforcement agencies throughout the United States.

G.R.E.A.T. (Gang, Resistance, Education, and Training)

The G.R.E.A.T. Program takes place at school with police officers serving as teachers. This educational program targets children in the 4th and 5th grade and focuses on preventing youth violence and gang membership. The CMHA PD has developed strong partnerships with the Boys & Girls Clubs of

America and Police Athletic Leagues. These partnerships encourage positive relationships among the community, parents, schools, and law enforcement officers. This year, CMHA PD presented G.R.E.A.T. classes at four schools to over 300 students in the Cleveland Metropolitan School District.

Police Athletic League (PAL)

The CMHA PD sponsored over 130 youth in four football and cheerleading teams through the Munny Football League program. Participants were teamed with police officers and volunteer coaches to develop relationships and life skills to help youth succeed. In addition, the CMHA PD engaged over 100 children to participate in the PAL Hooked on Fishing Program.



CMHA Police Chief Andres Gonzalez speaks at the City Club on trust between police and youth.



HOUSING CHOICE

Voucher Program

The Housing Choice Voucher Program (HCVP) provides housing assistance for qualified low-income households to live in good, safe rental units owned by private landlords. The program empowers families to locate housing in neighborhoods near opportunities for economic self-sufficiency.

CMHA is proud to support the Housing First Initiative

We would like to highlight CMHA's collaboration in serving the chronically homeless through the Project Based Voucher Program. The Agency has a Project Based Voucher contract for housing the Chronically Homeless at Greenbridge Commons. The program includes Enterprise Community Partners, the Sisters of Charity Foundation, and the Cleveland-Cuyahoga County Office of Homeless Services.



CMHA SERVICES

At a Glance

THE PUBLIC HOUSING PROGRAM

10,500 UNITS
16,600 TOTAL POPULATION SERVED
96% OCCUPANCY RATE 2014

THE HOUSING CHOICE VOUCHER PROGRAM

15,000 VOUCHERS
32,300 TOTAL POPULATION SERVED
93% TENANT-BASED VOUCHER UTILIZATION RATE 2014
32,200 INSPECTIONS COMPLETED

TRANSPORTATION

11,000 TRIPS PROVIDED

PURCHASING

\$60M SPENT IN 2014
MBE 20%
FBE 10%
Sec. 3 19%

PROPERTY MAINTENANCE

109,267 WORK ORDERS COMPLETED
1,516 UNITS PAINTED

CMHA POLICE DEPARTMENT

1,186 ARRESTS
32,083 CALLS FOR SERVICE
2,353 RESIDENTS REFERRED THRU PAR INITIATIVE

WEBSITE VISITS

757,300 VISITS TO CMHA WEBSITE

SUSTAINABILITY

\$4M IN TAX PAYER SAVINGS FROM ENERGY & WATER EFFICIENCY UPGRADES
60 HOURS PRESENTING ENERGY SAVING & REDUCTION TIPS TO RESIDENTS
3,000 POUNDS OF PRODUCE HARVESTED AND DONATED BY CMHA GREEN TEAM
33,900 SQ. FT. OF GROWING SPACE AT 15 COMMUNITY & GREEN TEAM GARDENS

21ST CENTURY PROGRAM

340 YOUTH RECEIVED SERVICES
1,080 SUMMER READING PROGRAMS MINUTES OF TARGETED READING ACTIVITIES FOR EACH OF THE 48 PARTICIPATING 1ST-4TH GRADERS OVER 6 WEEKS
81% MATH/READING ACHIEVEMENT OF 1ST-8TH GRADERS ACHIEVED C OR BETTER ON SCHOOL REPORT CARD

NEW DEVELOPMENT

and Economic Growth



CMHA is creating communities to improve the lives of residents in Cuyahoga County. The Authority is focused on green, energy-saving, sustainable initiatives. CMHA continues to build new, innovative developments that integrate into the surrounding neighborhood.



Fairfax Intergenerational

CMHA's development, Fairfax Intergenerational Housing, is the first of its kind in Ohio and only the seventh such intergenerational housing in the country. The project offers an affordable, innovative, sustainable and supportive environment for seniors, age 55 and older, who have legal custody of children. It is a hybrid development serving both youth and seniors and designed in accordance with Enterprise Green Community standards. The project consists of 40 newly constructed townhomes in clusters facing a shared courtyard to create a feeling of inclusiveness and promote interaction. A coordinator provides supportive services to the Intergenerational residents.

Miles Pointe

Miles Pointe, located in the Union Miles neighborhood, is a senior development and has one and two bedroom units. The development houses seniors in 43 apartments, of which several are UFAS compliant. Designed with Enterprise Green Communities standards, it features high efficiency, energy-saving appliances and heating and cooling systems.





RAD

Rental Assistance Demonstration

Rental Assistance Demonstration (RAD) allows proven financing tools to be applied to at-risk public and assisted housing. RAD is a central part of the U.S. Department of Housing and Urban Development's (HUD) rental housing strategy, which works to preserve the nation's stock of affordable rental housing, promote efficiency within and among HUD programs, and build strong, stable communities.

HUD awarded RAD financing to CMHA for six projects, which include Bohn Tower, Cedar Extension, Heritage View Phase IV, Riverside Park, Westside Scattered sites, and Carver Park.

CENTRAL CHOICE

Neighborhood

Cedar Extension has many exciting changes underway. CMHA is collaborating on an initiative to redevelop the neighborhood, which will have an immense, positive impact on the Central Choice community. This is a wonderful opportunity for CMHA and Central residents to work with essential community stakeholders and foster a sound plan that will be consistent with the neighborhood's economic development and educational approach to enrich the lives of the families we serve.

For this project, we have focused on understanding, rediscovering, and envisioning the transformation process that is happening in the area related to neighborhoods, housing, and people, which ultimately leads to positive outcomes for families. The plan will transform the neighborhood by revitalizing vastly distressed public housing and leverage investments for vital services, schools and educational programs, and improve job access. We look forward to enhancing the neighborhood and helping residents be a part of a place they are proud to call home.

The Authority has held numerous resident meetings to discuss the plans for the neighborhood as well as the relocation process and obtain important resident input on how to make the process most efficient and seamless. CMHA is working hard to strengthen the community and add to the vitality of the neighborhood by focusing on the health, safety, employment, and education of the residents.

Care Alliance partnered with CMHA to help address significant community health disparities in Cleveland's Central Neighborhood. This year, Care Alliance built a brand new clinic as an essential component of the redevelopment of the Central community, providing residents with very accessible, much needed, quality health care services. The Central Neighborhood Clinic is a state-of-the-art, \$10 million clinic that delivers affordable care in the heart of Central. With its 10 dental operatories, 16 medical exam rooms, 5 behavioral health consultation rooms, and community spaces, the facility will serve up to 12,000 individuals per year. The Central Neighborhood Clinic will create 60 new, permanent health-related jobs; generate \$6.4 million in community benefit; and multiply local redevelopment initiatives, including the CMHA Choice Neighborhood Initiative and the education-based Cleveland Central Promise Neighborhood Initiative. The Leadership in Energy and Environmental Design or LEED-certified facility is located adjacent to the CMHA Cedar Estates.



SUSTAINABILITY



CMHA is focused on energy efficiency and sustainable practices for the good of the residents we serve and the larger community. The Authority is continuing to explore new approaches and opportunities that lead to synergy, leverage, and acceleration of impact.

Better Buildings Challenge

As part of the Obama Administration's effort to cut energy waste in the nation's buildings, the Energy Department recognized Better Buildings Challenge partners in the city of Cleveland for their leadership in saving energy and reducing greenhouse gas emissions. Through the Better Buildings Challenge, CMHA along with the City of Cleveland, Cleveland Clinic Foundation, and Forest City Enterprises have committed 20% energy savings across their entire building portfolios over the next decade.

Resident Engagement

CMHA held resident outreach programs throughout the year to engage residents, present energy savings tips, and pass out First Energy savings kits. The kits included fluorescent light bulbs, a night light with sensors, and

power strips for residents to use in their own homes. This initiative has been successful in making residents more aware of how to work together to reduce energy, learn about green living, and help CMHA to become an even more sustainable organization.

Green Team

CMHA is committed to developing initiatives that promote the tenets of conservation. The Green Team is a job training program at various CMHA housing properties, which teaches residents and their families how to grow healthy, organic food in their own backyards. They learn how to supplement their daily diet with healthy alternatives and prepare meals for family and friends. The Green Team communicates the importance of becoming environmental stewards while promoting job training and education in their community.



HEALTH *& Wellness*

The CMHA Healthy Living Program supports its employees by increasing educational awareness, physical activity, motivation, and overall healthy lifestyles.

The program is a nationally recognized award-winning program that helps employees become healthier, happier, and more productive. The Healthy Living Program encourages employees to participate in activities such as the Corporate Challenge wellness events, health screenings, and offers gym membership discounts, healthy snack options in vending machines, fitness classes on site, smoking cessation, walking clubs, and many other beneficial initiatives. It emphasizes overall wellness through physical activity, nutrition, and life balance. The CMHA Healthy Living Program continues to improve employee morale as well as decrease medical claims and premiums for medical insurance, and embraces key components that are enhancing our employees' health and well-being.

AWARDS & Recognition



**PAC President
Recognition**
Lillian Davis



Manager of the Year
Barry Roberts
Site Manager of
Oakwood Villas



Employee of the Year
Andrea Aarons
Modernization
Coordinator



Community Partner of the Year
Care Alliance (left)
and
The Gund Foundation (right)



**Police Officer
of the Year**
Officer
Sean Bradley #37



**CMHA Board
Recognition**
Ronald V. Johnson
Jr. for his service
to the Board



**CMHA Board
Recognition**
Natoya Walker
Minor for her service
to the Board



**Shining Star
of the Year**
Jeffrey Wade
Legal Affairs



AMP of the Year
Southeast AMP led by
Pamela Bradley



**Department
of the Year**
Asset Management
led by Carolyn Gaiter
& Ralph Jordan



16 CMHA LEAD Program Graduates Class of 2014



**Best in Class for the Commission on Economic Inclusion
Hall of Fame Award for Supplier Diversity**

NAHRO Awards



Award of Excellence
Riverview Tower Clinic



Novogradac Tax Credit Community Impact Award



Awards of Merit
Fairfax Intergenerational Housing
Inspector Request System
Lee-Miles Apartment
Mildred L. Brewer Building
Police Athletic League (PAL)
Reasonable Accommodations
Riverview Tower Clinic
Sherwin-Williams HomeWork Program
Sisters Share
Vendor Workshop "Doing Business with CMHA"



Cleveland State University Leadership Academy
Nancy Oliveras Eakins, CMHA AMP Leader
Tonya Cromwell, AMP Leader of Section 8 New Construction
Ava Decembly, HCVP Quality Control Supervisor
James Priscak, Construction Project Management Administrator

Northeast Ohio Apartment Association (NOAA) 2014 Awards:

Platinum Awards:

Doris V. Jones Senior Building
Fairfax Intergenerational
Fairway Manor

Gold Awards:

Cedar Extension High Rise
Heritage View Homes
Legacy Park Apartments

Silver Awards:

Lakeview Towers Riverside Park
Addison Square Laronde Apartments Riverview Tower
Ambleside Tower Lee Miles Senior Scattered Sites
Apthorp Tower Lorain Square Scranton Castle
Beachcrest Miles Elmerge Severance Tower
Bellaire Gardens A Miles Pointe Springbrook
Bellaire Gardens B Mount Auburn Manor Wade Park
Bellaire Road Apartments Oakwood Villas West 101st Place
Carver Park Outhwaite Homes West Boulevard
Crestview Apartments Phoenix Village Willson Tower
Euclid Beach Gardens Puritas Gardens Woodhill Homes
King Kennedy North High Rise Quarrytown



Cleveland Metropolitan Bar Association Liberty Bell Award

Officer John Smiddy

Hispanic Alliance Leadership Development Institute

Carolyn DeJesus, HCVP Reports Coordinator
& Ana Price, Site Manager



Cleveland Bridge Builders, Class of 2015

Denita Johnson
Deputy Director of HCVP

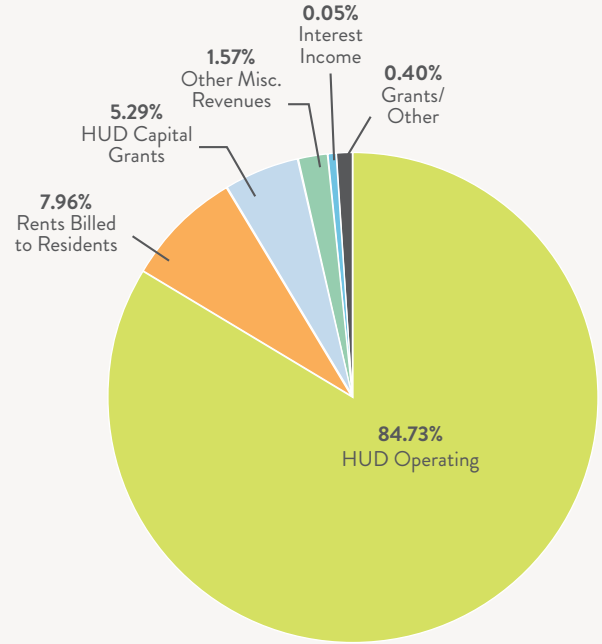


Support, Revenue & Expenses

WHERE THE MONEY COMES FROM

Support and Revenue

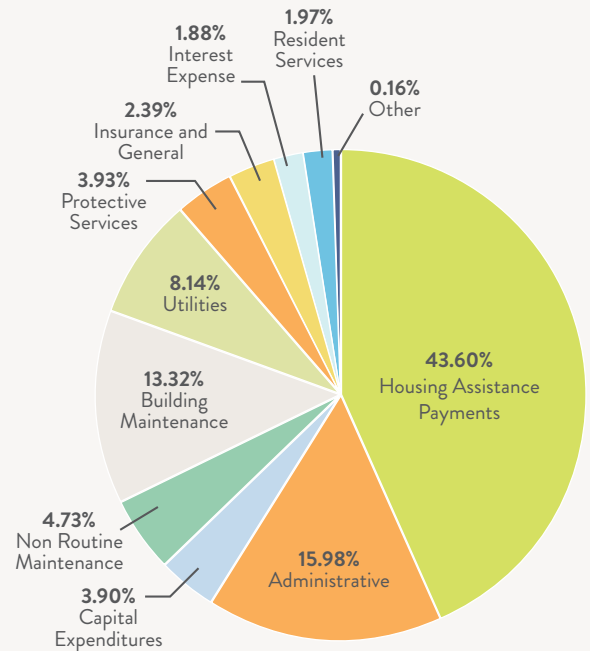
<i>For the year ended 12/31/13</i>	<i>Audited</i>
HUD Operating subsidies and grants*.....	\$ 176,523,702
Rents billed to residents.....	16,588,664
HUD Capital Grants.....	11,034,160
Other miscellaneous revenues.....	3,270,036
Interest Income.....	96,010
Grants - other.....	829,839
TOTAL.....	\$ 208,342,411



WHERE THE MONEY GOES

Expenses

<i>For the year ended 12/31/13</i>	
Housing Assistance Payments.....	\$ 93,049,410
Administrative.....	34,108,456
Capital Expenditures.....	8,331,017
Non Routine Maintenance.....	10,103,178
Building Maintenance.....	28,424,287
Utilities.....	17,366,302
Protective Services.....	8,381,719
Insurance and General.....	5,100,668
Resident Services.....	4,191,843
Interest Expense.....	4,016,863
Other.....	345,471
TOTAL.....	\$ 213,419,214



*HUD Operating subsidies and grants were affected by sequestration.

CMHA receives funding through various sources and expenditures recorded in compliance with all federal and state guidelines. The Authority continues to receive an unqualified opinion for its annual financial statement audit, which is the best opinion that can be rendered. The complete financial statements with a detailed management discussion and analysis can be viewed online at www.cmha.net/information/afs.aspx

CMHA

Board of Commissioners



Ronnie A. Dunn, Ph.D.
Chairman



Doris V. Jones
Vice Chairperson



Robert E. Davis
Commissioner



Nina Turner
Commissioner



Barry A. Withers
Commissioner



CMHA

Executive Leadership Team



Jeffery K. Patterson
Chief Executive Officer



Michael A. Simmons
Chief of Staff



Audrey Davis
Chief General Counsel



Andrés González
Chief of Police



Amy Waxman
Finance Director



Carolyn Gaiter
*Asset Management
Program Director*



Latweeta Smyers
*Housing Choice Voucher
Program Director*



Donovan Duncan
*Real Estate and
Development Director*



Michael Shea
Construction Director



Scott Pollock
Planning & Analysis Director



Cortney Crockett
*Marketing and
Communications Director*



Rhonda DeCambre Stroman
Compliance Director



Donald Butler
*Information Technology
Director*



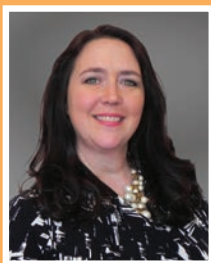
Michael Hughes
*Property Maintenance
Director*



Kristie Groves
Resident Services Director



Ed Oliveras
Purchasing Director



Betsy McCafferty
*Human Resources
Director*



Peter Monse
Internal Audit Director



Ralph Jordan
*Deputy Director of
Asset Management*



Carla Haren
*Executive Special Assistant
to the CEO & Board of
Commissioners Liaison*

CMHA Senior Management Team



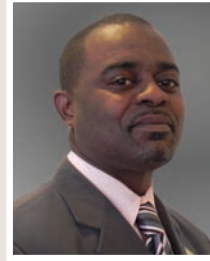
Janet Allen
*AMP Leader of King
Kennedy and Eastside*



Deaonca Bouguere
*AMP Leader
of Carver Park*



Pamela Bradley
*AMP Leader of
Southeast*



Terrence Brown
*AMP Leader of
Outhwaite*



Tonya Cromwell
*AMP Leader of Section 8
New Construction*



Nancy Eakins
*AMP Leader
of Far West*



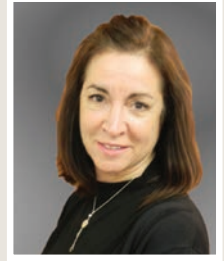
Terry Foster
Manager of Inspections



Kelly Fuller
*Information Technology
Deputy Director*



Ronald King
*AMP Leader of
Downtown*



Victoria Gruber
*Deputy Finance
Director*



Mark Hunt
*Employee/Resident Accident
Control Administrator*



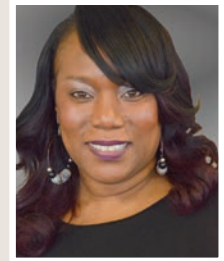
Denita Johnson
Deputy Director of HCVP



Rachel Loewy
*Deputy Director of Real
Estate and Development*



Dorivette Nolan
*Asset Management
Administrator*



Stephanie Parker
*AMP Leader of
Cedar Central*



Schelsey Parker
AMP Leader of Hough



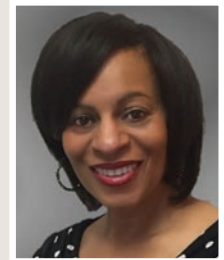
John Plifka
*Deputy Director of
Construction*



Henry Price
*Manager of
Exterminations*



Barry Roberts
*AMP Leader of Near
West*



Ronaye Steele
*Deputy Director of
Human Resources*



Michael Thorpe
Distribution Manager



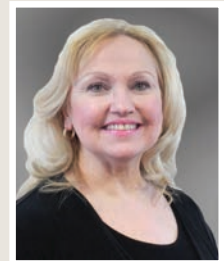
Bo Truett
*Deputy Finance
Director*



Cynthia Weston
*AMP Leader of
Scattered Sites*



Janice Williams
Purchasing Manager



Roberta Witt
*Manager of Administrative
Affairs, HCVP*



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Fax: (216) 348-4925
www.cmha.net

Social Media

CMHA is on social media!

Like us on Facebook and follow us on Twitter!



CMHA provides reasonable accommodations to persons with disabilities.
If you need an accommodation, including auxiliary aids and/or services, please contact CMHA's Section 504/ADA
Coordinator at 216-348-5000 (voice) or 1-800-750-0750 (Ohio Relay Service).

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