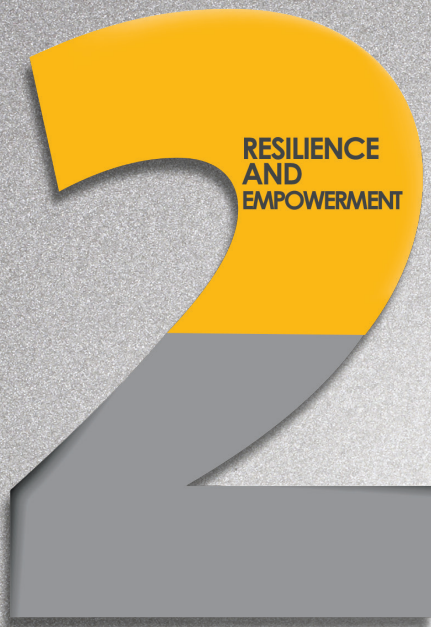


# ANNUAL REPORT

TO THE COMMUNITY



# MISSION

**To create safe, quality,  
affordable housing opportunities  
and improve the quality of life  
for the communities we serve.**

# VISION

**To be the leader in cultivating  
safe, sustainable, dynamic  
communities of choice where  
everyone can strive for success.**

# CMHA STRATEGIC PLAN

The Cuyahoga Metropolitan Housing Authority (CMHA) Strategic Plan identifies essential goals and objectives to provide the Authority with a clear focus and blueprint for decision-making to benefit the communities CMHA serves. The Strategic Planning includes valuable input from various stakeholders through focus groups, interviews, surveys and in-person meeting discussions. CMHA is continuing to advance goal tracking implementation and reviewing and updating the plan. CMHA is striving to fulfill its mission to provide safe, affordable housing opportunities and improve the quality of life for the individuals and families in Cuyahoga County. To view our goals, objectives and progress in more detail, visit our Strategic Plan web page: [www.cmhacares.net](http://www.cmhacares.net).

## **The Strategic Plan goals are built on our values of Commitment, Accountability, Respect, Excellence and Safety.**

- GOAL I** Leverage new approaches for providing greater access to quality housing opportunities and choices throughout Cuyahoga County
- GOAL II** Strengthen programming and opportunities to achieve empowerment and self-sufficiency for youth and adult residents of CMHA
- GOAL III** Conduct CMHA business in an open and transparent manner that promotes accountability, responsibility, diversity and adherence to the highest ethical standards
- GOAL IV** Engage and collaborate with community stakeholders and partners to achieve the overall mission of the Authority
- GOAL V** Develop, support and maintain a diverse, high-performing, professional, innovative and sustainable workforce
- GOAL VI** Continue innovative approaches that embrace both traditional and nontraditional methods to make the Authority's properties environmentally friendly and safe





# MESSAGE FROM THE BOARD CHAIR

Dear Stakeholders,

On behalf of the Cuyahoga Metropolitan Housing Authority (CMHA) Board of Commissioners, I would like to take this opportunity to thank our many community partners and stakeholders who have played an instrumental role in supporting CMHA and our 55,000 residents we serve in Cuyahoga County. For 89 years, CMHA has been committed to providing affordable housing services and programming to enhance the lives of residents with limited incomes to help revitalize our neighborhoods.

Over the past year, we have worked diligently toward our goals and objectives to center our focus on our development plans and strong initiatives that are highlighted in this annual report to the community. The theme of collaboration has been at the forefront of each of our initiatives and has assisted in creating the foundation of our strategic planning framework for the Authority.

As we move further into 2022, we are continuing to focus on our CARES core values around Commitment, Accountability, Respect, Excellence and Safety. I am proud of the staff and leadership for their hard work, engagement and outstanding commitment to the individuals and families of CMHA. We are thankful to all that have helped us to succeed in our mission of creating safe, quality, affordable housing opportunities to improve the quality of life for the communities we serve, and we look forward to another transformational year of innovation and growth.

Respectfully,

Stephanie Pope-Earley  
Chairperson  
CMHA Board of Commissioners

## CMHA CARES

**CMHA embraces the values of Commitment, Accountability, Respect, Excellence and Safety in our decisions, planning and activities, in order to fulfill our mission, achieve our vision and better our communities in Cuyahoga County.**



# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Stakeholders,

Together, through another year of extraordinary circumstances, our Board of Commissioners, Progressive Action Council (PAC) resident leadership and employees have made a lasting impact on our residents and the community. As we look back on the past year and ahead to what comes next, it is an exciting time of transformation and advancement. From redeveloping communities to piloting unique programs and initiatives, CMHA continues to demonstrate leadership and innovation in the housing industry. As the new Board Chair for the Council of Large Public Housing Authorities (CLPHA), I am proud of our accomplishments over the past year as we are continuing to display our leadership, commitment and robust advocacy to ensure significant housing investments are available to support housing authorities across the country who are serving low-income families every day in their local communities.

CMHA's dedication to our core values of putting residents first, serving with compassion and integrity, and planning long term, not only guides us through uncertain conditions, but enables us to succeed in our vision to be the leader in cultivating safe, sustainable, dynamic communities of choice where everyone can strive for success.

CMHA has worked in collaboration with our community partners to:

- Hold close to 100 on-site clinics, provide COVID-19 testing to over 400 residents and vaccine opportunities to about 2,000 individuals.
- Provide technology and internet connectivity to residents, where 24 high rises have affordable high-speed internet, 21 CMHA Community Rooms have free public Wi-Fi and CMHA has distributed refurbished devices to nearly 1,800 individuals including computers, laptops and tablets.
- Implement the CMHA 2045 Strategic Initiative to leverage new approaches and resources to provide greater access to quality affordable housing opportunities for residents. More than 4,000 units have converted to Rental Assistance Demonstration (RAD) with close to 4,500 units planned over two years using a diverse mix of funding.
- With over 10,500 subsidized units across Cuyahoga County, CMHA is modernizing our nearly 90-year-old properties with new buildings, roads, amenities and landscapes at Lakeview Terrace, Olde Cedar Estates and Outhwaite Homes through the engagement of community members, residents, staff and stakeholders.
- Allocate 339 Emergency Housing Vouchers (EHV) by the United States Department of Housing and Urban Development (HUD) to provide housing with subsidy to some of our most vulnerable populations.
- Host more than 70 virtual webinars that provided information and resources to residents covering various themes such as financial, educational, employment, health and wellness and more.

Through our new developments, economic growth, programming and services, CMHA provides essential resources and support to the families we serve. We thank our residents, participants, partners, stakeholders and employees for their support, and we are excited to continue our work together as we focus on building vibrant, sustainable communities for the future.

Respectfully,

Jeffery K. Patterson  
Chief Executive Officer





**IN LOVING  
MEMORY  
BARRY A.  
WITHERS  
(1947 – 2022)**

*Commissioner Barry A. Withers was a dear friend, confidant and advocate for the residents and staff of CMHA, and he will be dearly missed.*

*Appointed to the CMHA Board of Commissioners in 2006, Mr. Withers helped lead the agency's day-to-to operations, providing hands-on leadership to the staff, residents, the community and stakeholders, advocating for residents and setting ambitious goals to best serve the residents and the community with his thoughtful and sound voice. Mr. Withers chaired the CMHA Personnel Committee as well as the Safety Committee, and had a passion for community safety. He worked to provide effective programming for crime prevention, improve the quality of service for public safety and strengthen the bond between CMHA's safety forces and the community overall demonstrating the values of CMHA including a strong work ethic, showing commitment, accountability, respect, excellence and safety. For more than 50 years, Mr. Withers was a wise mentor, advisor, father-figure, leader and comforter, who provided all in his life with love and direction.*

*On behalf of former and current Commissioners, staff, residents and community partners, we express our deepest appreciation for the contributions of Barry A. Withers. He leaves a legacy of excellence in service and we will miss his every day presence. We are extremely grateful for his contributions and accomplishments.*

# NATIONAL AFFORDABLE HOUSING ACCREDITATION **AWARDED TO CMHA**



The Affordable Housing Accreditation Board (AHAB) has awarded national affordable housing accreditation to CMHA. CMHA is the ninth affordable housing provider to become nationally accredited. CMHA was chartered in 1933 and is one of the largest housing authorities in the country, serving more than 55,000 people in Cuyahoga County. CMHA underwent a rigorous peer review of documentation and interviews of staff, board members, residents and community members in June 2021. AHAB peer reviewers evaluated the organization on its conformance with 8 standards, 47 guidelines and 110 indicators; each one measuring how effectively the organization’s board, leadership and staff are meeting their mission of providing high quality, affordable housing and supportive services.

“The CMHA team is mission-driven and committed to innovation. We were able to see this in their partnering for program development with other community stakeholders and the active participation of residents in CMHA’s policy making. The CMHA Police Department has been nationally accredited with the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1983 and it’s obvious they take national standards and best practices seriously,” said Diana McWilliams, President and CEO of the Affordable Housing Accreditation Board.

“We were particularly impressed with the innovative and collaborative approach of the executive leadership team in implementing CMHA’s strategic plan,” stated J. Len Williams, AHAB board member, peer reviewer of CMHA and recently retired from the AHAB accredited Housing Authority of Columbus, Georgia. Jenisa Story, Director of HR and Administrative Services for the AHAB accredited Housing Authority of Snohomish County, Washington was also a peer reviewer.

Established in 2013, the Affordable Housing Accreditation Board began rolling out the formal accreditation system in early 2018. Accreditation is awarded for a five-year period, encouraging accredited organizations to continuously improve and excel in providing safe, well managed, high quality affordable housing in their communities. Accreditation can result in improved management of housing, shared best practices around the country, and higher quality of life for residents.





# PROGRESSIVE ACTION COUNCIL (PAC)

The Progressive Action Council (PAC) was established in 1989 by residents of CMHA to assist in providing safe, quality housing, education, training and support to residents in Cuyahoga County. As a dedicated partner represented by a core group of CMHA residents that serve on the Executive Committee, PAC's advocacy benefits the entire community.

**Progressive Action Council Executive Committee Members:**

**Lillian Davis**  
*President*

**Leon Burrus**  
*Treasurer*

**Erlene Bentley**  
*Committee Member*



# RENTAL ASSISTANCE

The global pandemic has had a profound impact on many individuals and families worldwide, especially those who rely on financial assistance to make ends meet. In an effort to provide financial support to residents, CMHA hosted more than 25 rental assistance clinics, providing informational and resources that could help families with covering the cost of rent.



# VACCINE CLINICS

CMHA has partnered with community organizations to provide close to 100 on-site vaccine clinics, COVID-19 testing to over 400 residents and vaccine opportunities to about 2,000 individuals across Cuyahoga County. Additionally, CMHA established three hotlines where residents could call and ask for information and request assistance, preformed wellness checks on seniors and formed a resident response initiative responsible for ensuring that CMHA residents have accurate and helpful resources and tools necessary for combating the COVID-19 pandemic. CMHA continues to be committed to prioritizing the safety and health of the residents we serve and the community at large.





# NEW DEVELOPMENT AND **ECONOMIC GROWTH**

## **CMHA 2045 Initiative**

The CMHA 2045 Initiative is a comprehensive strategic initiative to leverage new approaches and resources that will not only provide greater access to quality affordable housing opportunities and choices throughout Cuyahoga County but also lead to the de-concentration and revitalization of current affordable housing throughout the community.

The CMHA 2045 Initiative guides conversion of family and high-rise properties based on eligibility, age, capital needs and potential rents per fair market value neighborhood subsidy levels. More than 4,000 units have converted to RAD to date with close to 4,500 units planned over two years using a diverse mix of funding. The 2045 Initiative provides a sustainable financial model for the portfolio, and residents with quality housing for improving family's lives.



## CMHA Buckeye-Woodhill Choice Transformation Plan

CMHA together with the City of Cleveland, The Community Builders, City Architecture and the Cleveland Metropolitan School District, is leading a major transformation of Woodhill Homes and the surrounding Buckeye-Woodhill community. In May 2021, this major collaborative effort was awarded a \$35M Choice Neighborhoods implementation grant for Woodhill Homes. Shaped by the vision and priorities of current residents, this transformation plan includes: new housing, streets, public space, and programming for a thriving community. The Transformation Plan's creation was funded through a competitive 2017 Choice Neighborhoods Planning Grant awarded to CMHA from HUD, and has subsequently been adopted by the City of Cleveland's Planning Commission and accepted by HUD. Over the next five to seven years, physical improvements and social programming implemented will:

- Create the infrastructure that links people, places and opportunity
- Create concentrated nodes of investment and activity
- Create a positive neighborhood identity through targeted placemaking and public space enhancements
- Stabilize and strengthen neighborhood housing by retaining current residents and attracting new neighbors through new construction and renovation
- Create opportunities for employment, ownership/entrepreneurship and wealth-building

The neighborhood-wide redevelopment encompasses 800 new CMHA subsidized and mixed-income homes in the Buckeye-Woodhill Neighborhood funded through HUD's Choice Neighborhoods program.





## Community Engagement: Master Planning

With over 10,500 subsidized units across Cuyahoga County, CMHA is modernizing our 90-year-old properties at Lakeview Terrace, Olde Cedar Estates and Outhwaite Homes. Through the engagement of community members, residents, staff and stakeholders, we have developed master plans that will envision new buildings, roads, amenities and landscapes that will reunite residents with the surrounding neighborhoods that represent the residents' visions for the neighborhood.

- Lakeview Terrace is a property in the Ohio City Neighborhood overlooking Cleveland's lakefront poised for mixed-income redevelopment that will better connect CMHA residents both physically and socially to the dynamic community that surrounds it.
- Olde Cedar is CMHA's oldest housing estate, currently undergoing a master planning process for redevelopment to become a gateway to Downtown Cleveland from the Central Neighborhood.

- Outhwaite is where Carl and Louis Stokes grew up and Louis Stokes would become a Congressman credited as one of the founders of the environmental movement and EPA, and his brother Carl Stokes became the Mayor of Cleveland and the first African American mayor of a major U.S. city.

Redevelopment plans will include new affordable apartments, townhomes, new parks, an education center, retail stores and connectivity. CMHA is working to create safe, sustainable, dynamic communities of choice where everyone can strive for success.



## CMHA Voices

The CMHA Voices, a group of housing professionals who work at CMHA in Cleveland, Ohio, are the agency's musical ambassadors bringing a message of hope and inspiration to the community at large. Since 2013, members have shared their love and passion for music and their vocal gifts with communities across the country but mostly the CMHA residents they serve. The national award-winning CMHA Voices are a powerful force that are requested to perform at various events and ceremonies throughout the year.



# CONNECT HOME

## Digital Inclusion Initiatives

CMHA collaborated with national and local companies and organizations such as Spectrum, Digital C and Ashbury Senior Computer Community Center to assist in ensuring that as many CMHA residents were equipped with either free or affordable internet, devices and trainings. Our projects providing internet at a low cost ensures more equitable access to jobs, education and community in the Digital Age.



## Digital Navigators Hotline

In partnership with the Greater Cleveland Digital Equity Coalition and as part of CMHA's digital inclusion efforts, CMHA launched the Cleveland Digital Navigators Hotline offering Cuyahoga County residents one-on-one assistance with connecting to the internet, securing devices, obtaining digital literacy trainings and more.

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## **SINCE THE INCEPTION OF CONNECTHOME**

**24 High-Rises have affordable high-speed internet**

**21 CMHA Community Room have free public Wi-Fi**

**CMHA has distributed refurbished devices to nearly 1,800 individuals including computers, laptops and tablets**

**CMHA has facilitated Digital Literacy trainings to nearly 1,200 individuals**

**CMHA has assisted more than 5,100 households acquiring internet access**

**CMHA has provided affordable/free internet access to nearly 2,400 units through meaningful partnerships**

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## **ADVOCACY AND AWARENESS**

**CMHA has engaged 25,000+ adults and seniors**

**CMHA has engaged 1,100+ kids and youth**

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# HOUSING CHOICE VOUCHER PROGRAM (HCVP)



On July 1, 2021, CMHA was allocated 339 Emergency Housing Vouchers (EHV) by HUD, providing housing with subsidy to some of our most vulnerable populations specifically, individuals and families who are homeless, at-risk of homelessness, fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking or were recently homeless or have a high risk of housing instability. CMHA is partnering with the Cuyahoga County Office of Homeless Services, which serves as the lead entity for our Continuum of Care (CoC) and the Cleveland Rape Crisis Center (CRCC). Together, with our partners, we developed a program to serve the homeless community and have referred more than 600 applicants to determine eligibility for over 280 applicants and issued vouchers. The team recruited landlords, searched for units county wide and were able to secure housing for over 60 participants who have a request for tenancy approval in process and nearly 60 participants who have already leased a unit using their EHV.



# FAMILY SELF- SUFFICIENCY (FSS)



The CMHA Family Self-Sufficiency (FSS) Program enables HUD-assisted families to increase their earned income and reduce their dependency on welfare assistance and rental subsidies. Through purposeful community collaborations, the FSS program is able to provide supportive resources and services such as job training, educational opportunities, financial literacy, homeownership training, health and wellness and child care. This past year, the program saw 12 residents graduate, finding and achieving economic independence and self-sufficiency.

The FSS team hosted over 70 virtual webinars that provided community partners the opportunity to share information and resources covering various themes such as financial, educational, employment, health and wellness and more. Additionally, CMHA held Strong Families events throughout the summer including the Splash Park openings, Toys for Tots during the holiday, the Sherwin Williams painting program and events that brought the Fifth Third Bank E-Bus to residents.





# CMHA POLICE

For more than 50 years, the CMHA Police Department has been providing safety and security services to residents, visitors, employees and neighborhoods throughout the county. The department is a state-certified law enforcement agency that is nationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1998, verifying compliance with over 180 law enforcement standards. In addition, the department is accredited by the State of Ohio Community Police Advisory Board and is certified by the Ohio Peace Officers Training Commission. The CMHA Police Department patrol by police and protection officers, maintain an emergency dispatch center and enforce all city, state and federal laws.



# T R U S T

**Tenacity** | **Respect** | **Understanding** | **Service** | **Training**



The CMHA Police Department is wearing body worn cameras, which is a small video camera attached to an officer's vest that captures video and audio recordings. CMHA Police officers and protection officers are equipped with these body worn cameras that provide greater transparency, improve accountability, promote safety and improve community policing.





National Kidney Foundation Star Award  
**Annette Santos**  
Wellness Manager

# HEALTH AND WELLNESS

## The Healthy Living Wellness Program

The CMHA Healthy Living Wellness Program encourages employees to become healthier, happier and more productive. With close to **300** employees enrolled in the program, a variety of activities were held throughout the year to engage employees in healthier lifestyles.





Nearly **100** employees registered and participated in the American Heart Association walk and the National Kidney Foundation walk. **37** CMHA employees participated in the Cleveland's Corporate Challenge, placing **7<sup>TH</sup>** in our Division. Through the CMHA Employee Assistance Program, nearly **80** virtual support sessions were facilitated by licensed professions from Moore Counseling & Mediation Services, Inc., including Long Term Effects of COVID-19 and Coping Strategies, Beating Burnout and Financially Healthy, Financially Healthy. CMHA employees maintained an employee garden that harvested nearly **1,000** pounds of fresh produce and **100** employees participated in the in-person Health Fair where **12** vendors shared information and resources. In addition, CMHA held vaccine clinics were held, employees attended tree planting events at CMHA properties and CMHA was awarded the Healthy Workplace Silver Award from the Healthy Business Council of Ohio.





# COMMUNITY ENGAGEMENT

## Lakeview Community Center

The NBA CAVS, Evan Mobley, Gatorade, Bleacher Report and Laureus Sport for Good USA visited CMHA, making an incredible impact on the youth at CMHA's Lakeview Community Center as a part of the All-Star Weekend. CMHA hosted an event as part of the NBA Cares where Evan Mobley held a basketball clinic for the youth in the Lakeview community. Gatorade partnered and made community center renovations to commemorate the All Star Game that took place in Cleveland. CMHA also partnered with the City of Cleveland and other community partners to encourage residents to partake in the various vaccine clinics that were held all over the city in conjunction with the All Star Game.



CMHA engages and collaborates with community stakeholders and partners to achieve our mission.



# CMHA CAREER FAIR

CMHA is an equal employment opportunity employer and has been holding quarterly Career Fairs at our headquarters campus for full-time and part-time positions. More than 300 people have attended our 2022 CMHA Career Fairs with on-site interviews and job offers. Candidates were able to register ahead of time or walk-ins were welcomed as well. CMHA marketed to candidates through our social media platforms on Facebook, Instagram, LinkedIn, Twitter and YouTube, through our CMHA website, radio and print ads, Indeed and we produced a CMHA CARES Team video that can be viewed at [www.cmha.net](http://www.cmha.net).



# COMMUNITY LEADERSHIP AND **AWARDS**



Healthy Business Council of Ohio  
**Healthy Workplace Award**



The Cleveland 500 Recipient  
**Jeffery K. Patterson**  
Chief Executive Officer



**Affordable Housing Accreditation Board (AHAB) Accreditation**



ConnectHomeUSA  
**1,000 Residents Connected Award**



**Jeffery K. Patterson,**  
Cuyahoga Metropolitan Housing Authority  
Chief Executive Officer, named  
President of CLPHA's Board of Directors



ConnectHomeUSA  
**500 Devices Distributed Award**



**Jeffery K. Patterson**  
named Board Chair of Cleveland Neighborhood Progress



ConnectHomeUSA  
**500 Residents Received Digital Literacy Training Award**



National Association for the Advancement of Colored People (NAACP)  
Unsung Hero Award  
**Jeffery K. Patterson**  
Chief Executive Officer

# NOAA KEY AWARDS

The Northeast Ohio Apartment Association (NOAA) awarded CMHA with 2021 NOAA Key Awards for achieving the highest standards of property management professionalism. CMHA Properties were recognized with the Platinum, Gold and Silver Key Awards.



**PLATINUM**  
Overall Community Appeal

**2021 Key Awards**  
Northern Ohio  
Apartment Association



Heritage View II  
Phoenix Village  
Scranton Castle



**GOLD**  
Overall Community Appeal

**2021 Key Awards**  
Northern Ohio  
Apartment Association



Heritage View IV  
Lee Miles  
Mildred Brewer



**SILVER**  
Overall Community Appeal

**2021 Key Awards**  
Northern Ohio  
Apartment Association



Ambleside  
Bellaire Gardens A  
Cedar High Rise  
Doris V. Jones  
Euclid Beach  
Fairfax Intergenerational  
Fairway Manor  
Legacy Park Apartments

Lorain Square  
Outhwaite  
Quarrytown  
Riverside Park  
Severance Towers  
Springbrook  
West Boulevard

## 8 NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS (NAHRO) MERIT AWARDS

RAVE Alert Notification System  
CMHA Scranton Castle Pilot Program  
COVID-19 Response  
Academic Learning Pods  
Residents Response Team Initiative  
*(Cleveland Foundation Rapid Response Grant)*  
CMHA Neighborhoods and Communities GIS Research Tool

Riverside Park Phase III Opening  
HCVP Ongoing Waiting List Opening and Marketing Campaign Video





# FINANCIALS:

## SUPPORT, REVENUE AND EXPENSES

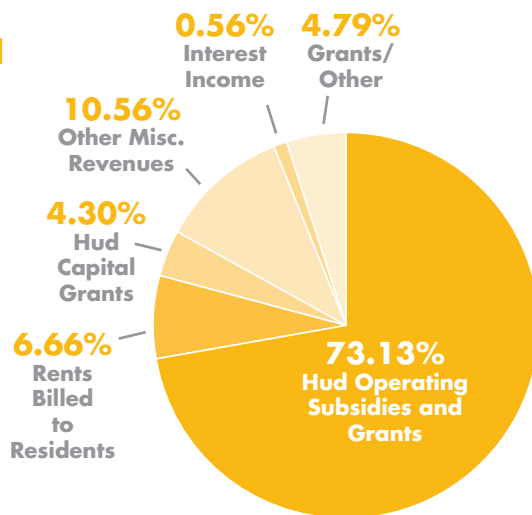
### WHERE THE MONEY COMES FROM

#### Support and Revenue

For the year ended 12/31/20

Hud Operating Subsidies and Grants.....	\$205,203,498
Rents Billed to Residents.....	\$18,696,464
Hud Capital Grants.....	\$12,063,518
Other Miscellaneous Revenues.....	\$29,627,197
Interest Income.....	\$1,577,310
Grants - Other.....	\$13,449,662

**TOTAL REVENUE & SUPPORT..... \$280,617,649**



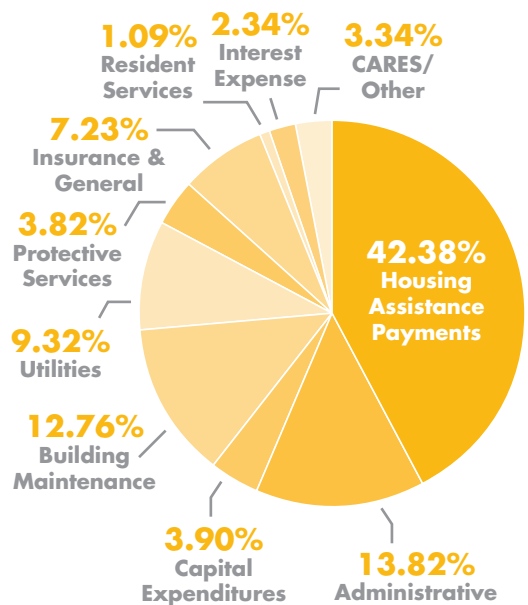
### WHERE THE MONEY GOES

#### Expenses

For the year ended 12/31/20

Housing Assistance Payments.....	\$102,796,726
Administrative.....	\$33,530,531
Capital Expenditures.....	\$9,460,141
Building Maintenance.....	\$30,942,800
Utilities.....	\$22,603,268
Protective Services.....	\$9,253,906
Insurance and General.....	\$17,533,934
Resident Services.....	\$2,648,881
Interest Expense.....	\$5,671,670
CARES and Other.....	\$8,099,241

**TOTAL EXPENSES..... \$102,796,726**



# CMHA BOARD OF COMMISSIONERS



**Stephanie Pope-Earley**  
Chairperson



**Joseph Black**  
Vice Chairperson



**Robert E. Davis**  
Commissioner



**Nadine D. Head**  
Commissioner





# CMHA LEADERSHIP TEAM



**Jeffery K. Patterson**  
*Chief Executive Officer*



**Jeffrey Wade**  
*Chief of Staff/Special Counsel to the CEO*



**Andrés González**  
*Chief of Police*



**Hema Steele**  
*Chief of Diversity, Equity and Inclusion*



**Bo Truett**  
*Director of Finance*



**Sharhonda Greer**  
*Director of Conventional & Multi-Family Affordable Housing*



**Heather Gaines**  
*Director of the Housing Choice Voucher Program*



**Dorivette Nolan**  
*Director of Policy, Planning and Housing Mobility*



**Kristie Groves**  
*Director of Resident Services*



**Rachel Loewy**  
*Director of Modernization and Development*



**Matthew Schmidt**  
*Acting Director of Modernization and Development*



**Courtney Crockett**  
*Director of Marketing and Communications*



**Donald Butler**  
*Director of Information Technology*



**Betsy McCafferty**  
*Director of Human Resources*



**Claire Russ**  
*Director of Research and Program Analysis*



**Chad Jones**  
*Director of Property Maintenance & Inspections*



**Mark Hunt**  
*Director of Compliance*



**Elliott DeVan, Jr.**  
*Director of Internal Audit*



**Edwin Oliveras**  
*Director of Purchasing*



**Carla Haren**  
*Executive Administrative Officer/Board Liaison*



**Iris Cartagena**  
*Executive Assistant to the Chief of Staff*

# CMHA SENIOR MANAGEMENT TEAM



**Victor McDowell**  
*Deputy Chief  
of Police*



**Ronaye Steele**  
*Deputy Director of  
Human Resources*



**Jim Priscak**  
*Deputy Director  
of Modernization  
and Development*



**Krystal Adebayo**  
*Deputy Director of  
Finance*



**Jake Pollock**  
*Deputy Director  
of Purchasing*



**Chanel Starks**  
*Deputy Director  
of Inspections*



**Tekisha Ruffin**  
*Deputy Director of  
Resident Services*



**Lisa Lindsay**  
*Deputy Director of  
Conventional and Multi-  
family Affordable Housing*



**Arika Bethune-Payne**  
*Regional Deputy  
Director*



**Schelsey Parker**  
*Regional Deputy  
Director*



**Darlene Sledge**  
*Regional Deputy  
Director*



**Julia Houston**  
*Regional Deputy  
Director*

## MISSION

To create safe, quality, affordable housing opportunities and improve the quality of life for the communities we serve.

## VISION

To be the leader in cultivating safe, sustainable, dynamic communities of choice where everyone can strive for success.





# CMHA **FAST FACTS**

---

**First Housing Authority in the United States:  
Chartered in 1933**

---

**One of the Ten Largest Housing Authorities in the Country**

---

**CMHA Developments: 60 Developments: 10,500 Units**

---

**Number of Housing Choice Vouchers: 15,600**

---

**Total Number of People Served: 55,000**

---

**Average Annual Income of Public Housing Residents:  
\$8,400**

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**Average Annual Income of Voucher Program Participants:  
\$10,800**

---

**Energy Conservation Programs Established**

---

**Fiscally Responsible—Good Steward  
of Resources and Finances**

---

**CMHA received 8 national awards for its program  
innovation from the National Association of  
Housing and Redevelopment Officials (NAHRO).**

---

## **Rental Assistance Demonstration (RAD) Developments**

Ambleside Tower  
Apthorp  
Beachcrest Tower  
Bohn Tower  
Carver Park (Phase I & II)  
Cedar Extension  
Euclid Beach Gardens  
Heritage View IV  
Legacy Park Apartments  
Miles Elmerge  
Mount Auburn

Oakwood Gardens & Oakwood Villas  
Park Denison  
Quarrytown  
Riverside Park Homes (Phases I-III)  
Riverview Tower  
Sankofa Village (Cedar I-III)  
Severance Tower  
Springbrook  
Spingbrook Gardens  
Union Square  
West Boulevard

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**Artwork by CMHA Outhwaite youth, Jayla, 12 years old**



8120 Kinsman Road, Cleveland, OH 44104 | 216.348.5000 | [www.cmha.net](http://www.cmha.net) | [@CuyahogaHousing](https://twitter.com/CuyahogaHousing)



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). Este documento está disponible a petición para interpretación o traducción al Español de gratis.