



West Union Square provides housing for Hamilton County Seniors with lots of amenities

2021 Community Report



Coffee Shop



Hair Salon



Movie Theater

Re-Imagining Affordable Housing

CINCINNATI METROPOLITAN HOUSING AUTHORITY

CEO MESSAGE

Re-imagining Affordable Housing is our new mantra, developed by CMHA employees.

We acted on this guiding principle in 2021 by fully renovating homes for more than 400 families. It's the start of a \$1.2 billion-dollar transformation and preservation plan we've developed for all of our affordable housing sites.

How can we possibly afford to do this? With partners. Did we always have partners? No. When I arrived as CEO in 2012, CMHA was a government agency operating alone. This past decade, we've learned that to truly improve people's lives and provide quality housing, we simply can't go it alone and rely solely on government funds. We need partners, and now we have them.

As you look through this report, notice the logos of community and business partners helping us create a better quality of life for low to moderate-income families.

We've held grand openings to celebrate the renovation of 114 units at Sutter View in English Woods, and 290 units in two high-rise buildings, The Evanston in Evanston, and Pinecrest in Price Hill.

As Cincinnati Vice Mayor Jan-Michele Kearney noted at the Pinecrest dedication, "This is what re-imagining affordable housing looks like. No matter your income level, you should be able to live in a beautiful, safe, affordable home."

CMHA is engaged with residents and community partners in the West End to preserve affordable housing and increase mixed-income housing, thanks to CMHA winning a highly competitive Choice Neighborhoods Planning Grant from HUD.

We're improving our relationships with landlords in our Housing Choice Voucher Program, creating new Landlord and Tenant portals accessible 24 hours a day. CMHA helped families thrive through the pandemic by supplying masks, food, cleaning supplies, vaccinations and career training opportunities. And, we didn't do it alone. We had partners.

As we move forward creating public-private partnerships, mixed-income communities, and economic and workforce inclusion, we thank you for your support and encouragement.

Let's partner!



Gregory D. Johnson, MS, PHM, EDEP
Chief Executive Officer



OUR VISION

To shape our future by utilizing sustainable funding models to develop quality, affordable housing solutions in partnership with our community stakeholders.



OUR MISSION

To be a leader in the housing industry by providing exceptional housing opportunities while achieving high levels of customer satisfaction, promoting self-sufficiency and neighborhood stability, and being a long-term asset to the community. We will achieve this by developing public/private partnerships, creating entrepreneurial opportunities and by employees and residents holding themselves to our Gold Standard of Excellence.



OUR VALUES

Integrity

Respect

Initiative

Accountability

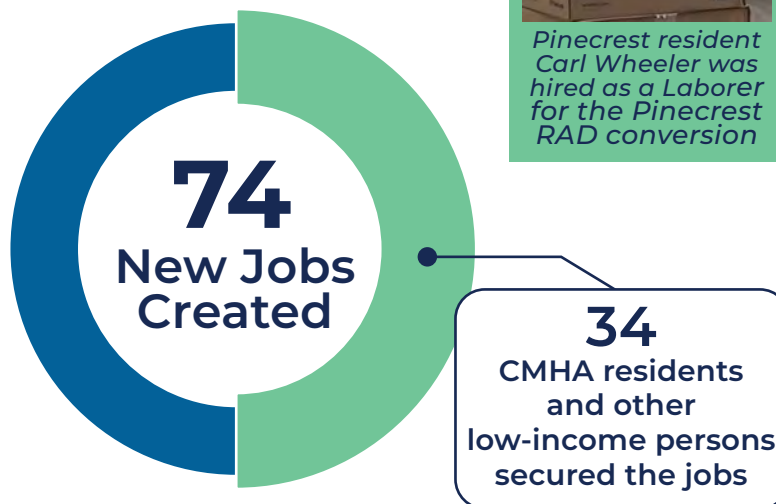
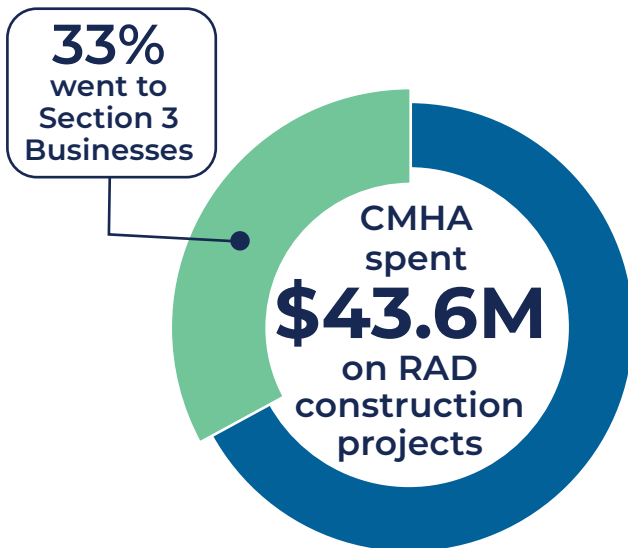
Excellence



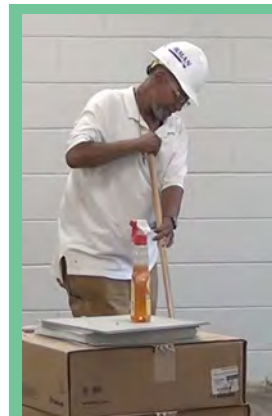
RAD | RENTAL ASSISTANCE DEMONSTRATION

RAD was created by HUD as a tool used to preserve and improve public housing properties with public and private dollars.

Jobs created by CMHA RAD projects pay from \$24-\$40/hour to start. Training opportunities are available for higher skilled jobs with greater earning potential.



RAD JOB CREATION



Pinecrest resident Carl Wheeler was hired as a Laborer for the Pinecrest RAD conversion

Our Partners:



RAD | COMPLETED DEVELOPMENT PROJECTS

THE PINECREST in Price Hill is a 190 unit high-rise fully transformed and renovated through RAD.



Pinecrest ribbon cutting



"This is what re-imagining affordable housing looks like. No matter your income level, you should be able to live in a beautiful, safe, affordable place."

- Jan-Michele Kearney
Cincinnati Vice Mayor



Total Cost of Development:

- \$38.5 Million

Construction Completed:

- November 2021

Renovations included:

- New Kitchens & Bathrooms
- New Doors
- Energy efficient Mechanical Systems
- New Lighting
- New Plumbing
- Upgraded Elevators



RAD | COMPLETED DEVELOPMENT PROJECTS

SUTTER VIEW in English Woods was the first CMHA site to be fully transformed and renovated through RAD. Sutter View has 114 units.

Total Cost of Development:

- \$33.2 Million

Construction Completed:

- January 2021

Renovations included:

- New Kitchens & Bathrooms
- New Doors and Windows
- Upgraded Lighting
- Upgraded Plumbing
- New Siding and Roofing
- New Landscaping



Sutter View exterior



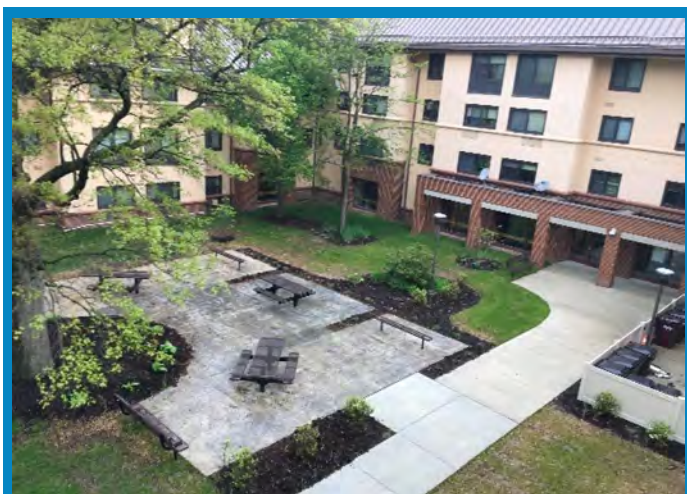
"You deserve a tremendous amount of congratulations because it's not an easy process."

- Nan Cahall

Southwest District Director for Senator Rob Portman (R-OH)



THE EVANSTON in Evanston was the first high-rise building CMHA transformed and renovated through RAD. The Evanston has 100 apartments.



The Evanston Courtyard

Total Cost of Development:

- \$3 Million

Construction Completed:

- January 2021

Renovations included:

- New Bathrooms
- New Flooring
- Upgraded Electrical System
- New Siding and Roofing
- New Paint
- Selective Cabinet & Countertop replacements

RAD | DEVELOPMENT PROJECTS IN-PROGRESS

PARK EDEN in Walnut Hills will have 176 fully renovated units in May, 2022.

Total Cost of Development:

- \$35.9 Million

Construction Completed:

- May 2022

Renovations included:

- New Kitchens & Bathrooms
- New Flooring
- Upgraded Lighting
- Upgraded Plumbing
- Upgraded Common Areas



Newly remodeled Kitchen

HORIZON HILLS in East Price Hill will be fully renovated in the Fall, 2022 with 32 units.



Horizon Hills exterior



Old Kitchen

Total Cost of Development:

- \$3.3 Million

Construction Completed:

- Fall 2022

Renovations included:

- New Appliances
- New Flooring
- New Unit & Common Area Doors
- Upgraded Landscaping
- HVAC replacement

RAD | FUTURE DEVELOPMENT PROJECTS

MARIANNA TERRACE in Lincoln Heights will have 74 renovated units in Spring 2023.



Total Cost of Development:

• \$ 18.3 Million

Construction Completed:

• Spring 2023

“

“Addressing the need for affordable housing is all over the state, what CMHA has done here is a model and I applaud each and every one of you.”

”

- Ohio Rep.
Catherine Ingram
(D-Cincinnati)
32nd District



BENNETT POINT in Pendleton is new construction of 56 apartments and will include commercial laundry.

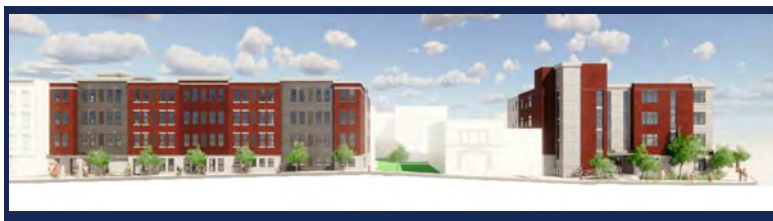


Total Cost of Development:

• \$ 20 Million

Estimated Financial Closing:

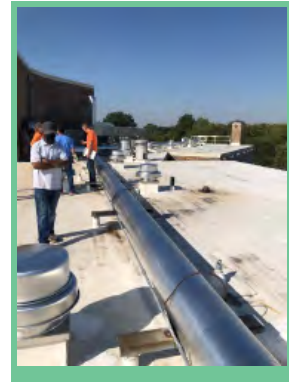
• June 2022



REC | THE REAL ESTATE AND CONSTRUCTION DEPARTMENT

RENOVATIONS: \$3,246,025 SPENT

- Boilers and Chillers
- Fire Protection Systems
- Water Proofing & Facade Upgrades
- Fabrication & Installation of Stanley Rowe Stairs



LIFE AND SAFETY GRANTS:

- Awarded \$250,000 Capital Grant for Millvale Security
- Awarded \$187,788 for Rion Lane Security

Fencing



Lighting



Cameras



OPERATING FUNDS:

- \$25,993,741 IN 2021
- \$26,179,673 IN 2020
- Generated an additional \$48,521,275 to local economic activity

CAPITAL FUNDS:

- \$10,242,730 IN 2021
- \$11,939,644 IN 2020
- Generated an additional \$24,844,259 of indirect and induced expenditures

According to the Center for Housing Policy...

- Every public housing operating expenditure dollar generates an additional \$0.93 of economic activity in the local market.
- Every dollar spent on capital and maintenance generates \$1.12 of indirect and induced expenditures generated by suppliers, vendors and wage-earners.

REC | THE REAL ESTATE AND CONSTRUCTION DEPARTMENT



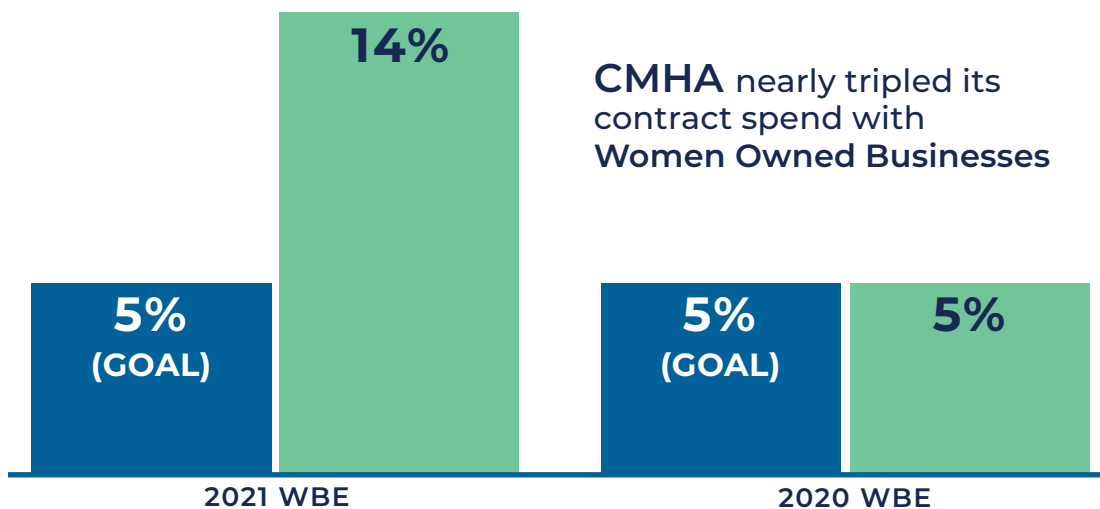
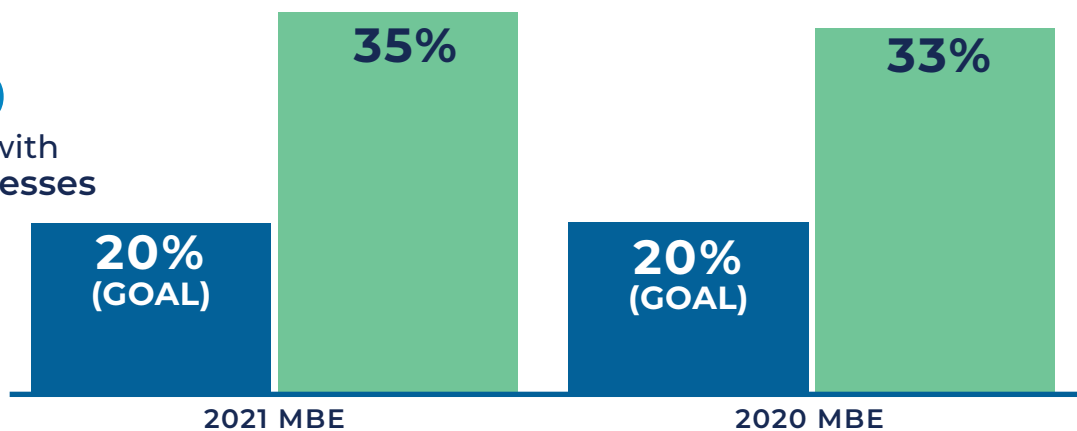
SECTION 3 BUSINESSES
AWARDED
50%
OF ELIGIBLE EXPENDITURES



CMHA surpassed its goal
of spending

20%

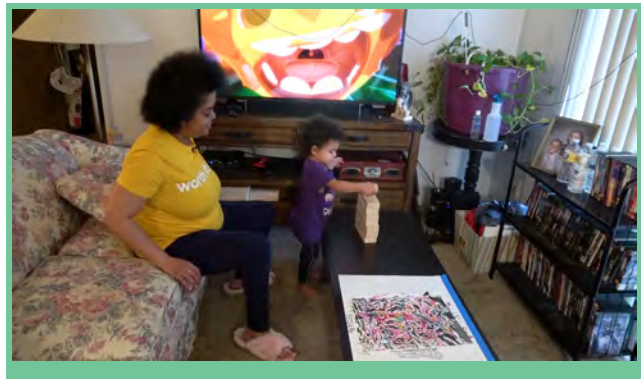
of all contracts with
Minority Businesses



CMHA nearly tripled its
contract spend with
Women Owned Businesses

HCV | THE HOUSING CHOICE VOUCHER PROGRAM

The Housing Choice Program provides assistance to very low-income families, the elderly, the disabled, and Veterans to afford good and safe housing in the private market. Participants may choose single-family homes, townhouses and apartments.

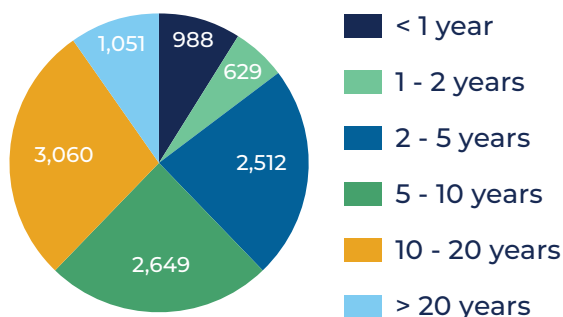


\$80M+

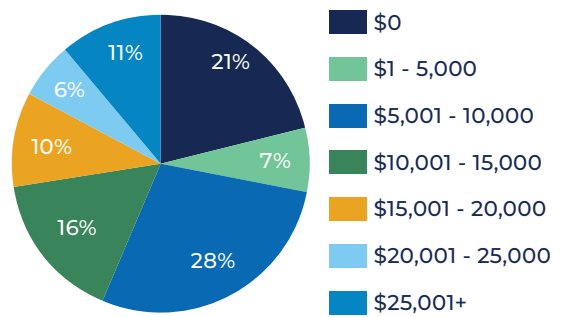
Funding received for Housing Assistance Payments and Utility Reimbursements

\$628

The average Housing Assistance payment made on behalf of Hamilton County families



Family's Participation Term



Household Income

HCV | CUSTOMER SERVICE ENHANCEMENTS

\$16,425,749

Funding provided in housing assistance to social service providers for housing special populations:

- Women in Recovery
- Youth aging out of foster care
- Persons with disabilities
- Elderly
- Veterans
- Homeless

Cincinnati Metropolitan Housing Authority creates many partnerships to enhance the assistance provided to families.



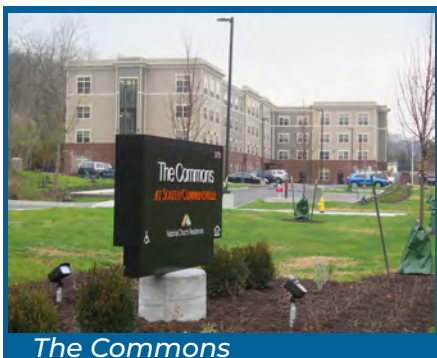
The Summit

Expanded the partnership with **Talbert House** to provide services to voucher holders.



Initiated a new Project Based Voucher contract for Talbert House to provide housing at The Summit, for veterans and the homeless.

Expanded the partnership with **Strategies to End Homelessness** to administer Emergency Housing Vouchers and referrals.



The Commons

Partnered with **National Church Residences** to provide housing at The Commons in South Cummingville, for 80 former homeless people.



National Church Residences

"We are so grateful to CMHA for this partnership. It is really an important resource and the first project of this size and scope in Cincinnati for supportive housing. We're excited to be a part of that."

*- Colleen Bain
National Church Residences VP of Supportive Housing*

MORE ENHANCEMENTS

Implemented a **Landlord Portal** that allows property owners to:

- See inspection results at their convenience
- View payments and print statements
- See unit and tenant information

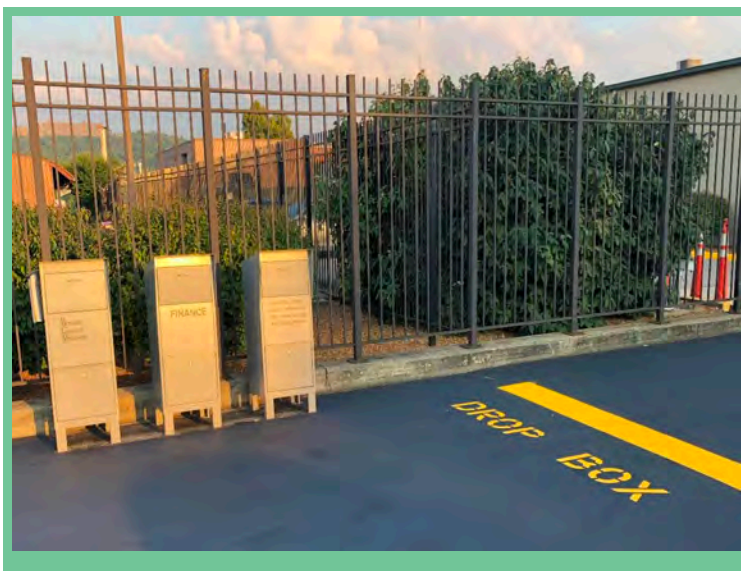
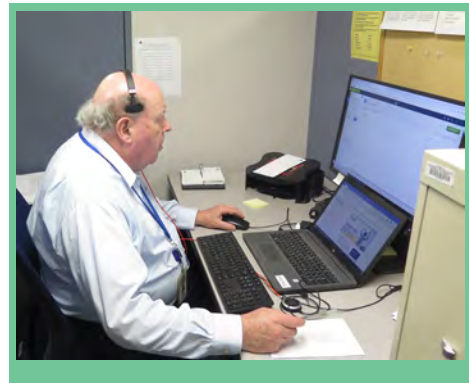
Implemented a **Tenant Portal** that allows voucher holders to:

- Complete interim certifications
- Submit housing assistance applications for open wait lists
- Submit verifications and other documentation to CMHA

Began conducting **Remote Virtual Inspections** to help reduce the spread of COVID 19 and to expedite the move-in process.

Implemented a **New Phone System** that allows:

- Callers to request a callback
- Customer Service reps to go hands-free and use headsets
- Conducting customer service surveys



Installed **Drop Boxes** accessible 24 hours a day for document submissions.

PROPERTY MANAGEMENT

Responsible for operation and maintenance of Asset Management units and units within Touchstone Property Services.

4,234

Asset Management
Program Units

2,330

Physical Unit
Inspections completed

989

Touchstone Property
Services Unit

\$ 1,939,405

Resident Rent collected

Property Management prepared residents for RAD conversions:

- Hosted educational meetings
- Shared building House Rules and received feedback
- Referred residents with outstanding balances for rental assistance and repayment agreements
- Updated household income and family composition according to HUD regulations
- Hosted mass lease signing events



PROPERTY MANAGEMENT BEYOND HOUSING

CMHA collaborated with organizations to provide COVID-19 testing for residents and neighbors of CMHA housing communities.

Partners include:



HAMILTON COUNTY
PUBLIC HEALTH



SAFETY AND SECURITY OPERATIONS

OFF-DUTY POLICE DETAIL

- Officers engage in proactive crime prevention efforts by walking, biking and driving through communities
- Address criminal activity and quality of life violations
- Focus on trespassers loitering to commit criminal activity



VEHICLE ENFORCEMENT

- Improve aesthetics and preserve space for residents
- Third party towing services used
- Staff, guards and officers issue warnings on parking violations

RIGHT OF ENTRY

- CMHA provides right of entry permission to local law enforcement to enter units to investigate trespassing and other criminal offenses

CMHA SECURITY DEPARTMENT

- Issues warnings to non-residents who trespass, commit crimes, or cause disturbances
- Creates a trespass list to ban people from CMHA property for at least 365 days



- Collaborated with Center for Closing the Health Gap to implement healthy living initiatives and health screenings.
- Loaned tablets to residents to access the internet for health-related information.
- Worked with Christ College of Nursing's Black Registered Nurses Association to provide health screenings.

ASSET MANAGEMENT SERVICES

Family Self-Sufficiency earned the highest program grant in Ohio.

\$364,652

HUD Grant Award

- 385 Housing Choice Voucher participants
- 65 Asset Management participants
- 41 New enrollments pending
- 110 Annual re-certifications completed
- 73 Interim re-certifications

CMHA and Cincinnati Bell teamed up to bridge the digital divide for over 1,200 family members in six CMHA properties.

Cincinnati BellSM **ConnectHome**

"Digital equity ultimately comes down to providing universal access and opportunity through connectivity. As a result of this partnership, more CMHA residents will have access to educational tools, job opportunities and healthcare resources."

- Jason Praeter
Cincinnati Bell President & GM



Marianna Terrace Wi-Fi Ribbon Cutting

Special Leasing Events to move families from waiting to housed.



Leasing Event for Findlater Gardens

64
Interviews
@ Findlater Gardens

90
Interviews
@ Stanley Rowe

30
Interviews
@ Winton Terrace

IT



Rolled out the Resident Portal that allows 24-hour access to information for Housing Choice Voucher participants

CMHA pivoted during the Pandemic to find creative ways to provide services. We initiated virtual Board of Commissioners meetings, events and remote work for staff.

85% of staff has remote work capabilities



Cyber security measurements were improved and implemented.

- Anti-malware protections
- Multi-factor authentication
- New education & training platform
- IT created “phishing” campaigns to test and train staff

NEW & IMPROVED CALL CENTER FEATURES

Call Back

Callers can choose to get a call back from a Customer Service Rep without losing their place in line.

Skills-Based Routing

The Call Center can handle a wider variety of calls routing them to representatives skilled in specific topics.

Reporting

Much improved capabilities track the number of callers who hang up after waiting on hold, processing time and call resolution.

These reports will help with staff training.

CONNECTING RESIDENTS WITH SERVICES



Our Opportunity Centers located in Findlater Gardens and Winton Terrace have community partners providing residents access to services they desire. CMHA Outreach Coordinators help connect residents to social service agencies to increase self-sufficiency and quality of life.

8,475+
Resident Calls

3,230+
Community Partner Referrals

Eleven **Rental Assistance events** were held to help families struggling with past due rent and utilities.

- 540 applications were completed
- Assistance requested from Jobs & Family Services

\$ 101,559

Great success achieved at The Hiring Event

- **83** people attended
- **18** employers participated
- **71** job offers made
- One individual was **offered a position @ \$21/hour**



ENVISION CENTER EVENTS



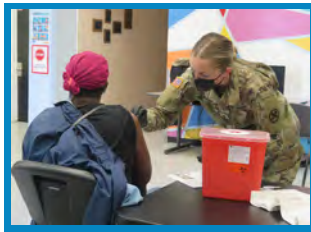
Sherwin Williams Painter Training

- May 2021 Class
 - 10 participants
 - 9 graduates
- September 2021 Class
 - 10 participants
 - 8 graduates
 - 2 former grads re-certify - OSHA



How to Handle Stress

COVID-19 Vaccinations



Frederick Douglas Book Distribution



Urban League of
Greater Southwestern
Ohio

Resource Fair



HAMILTON COUNTY
JOB & FAMILY
SERVICES

Job Readiness & Resume Writing

Emergency Broadband Distribution of 150 tablets

Health Fair



CMHA Story Time

is a new initiative with Daddy's Daycare

- CHMA staffers read to kids
- Each child keeps the book
- Parents encouraged to do story time at home
- Books provided by CMHA partnerships with Book Rich Environment and Cincinnati & Hamilton County Public Library



CHOICE NEIGHBORHOODS

Cincinnati Metropolitan Housing Authority won HUD's highly competitive Choice Neighborhoods Planning Grant.

"HUD received 50 applications for the FY2020 Choice Neighborhoods Planning Grants competition from across the nation and awarded eleven grants totaling \$ 4,910,000. You are to be commended for your efforts to develop a viable, feasible approach to plan for neighborhood transformation."

*- R. Hunter Kurtz
HUD Assistant Secretary for Public & Indian Housing*

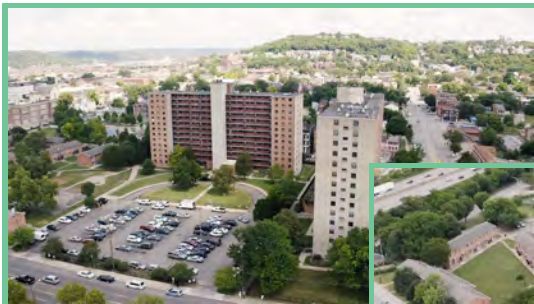


www.westendchoice.org



@WeChoiceCincy

Choice Neighborhoods Planning Grant



Stanley Rowe Towers



Liberty Street Apartments



Nearby Row houses

CMHA is collaborating with residents to re-imagine the transformation of 554 housing units in Stanley Rowe Towers, Row houses, and Liberty Street Apartments into modern affordable housing. Community partners and stakeholders are also involved in this planning to create a vibrant, mixed-income neighborhood in Cincinnati's historic West End.

*The emphasis is on **three pillars**.*

PEOPLE

- Prepare students for post-secondary education and global competition
- Form public/private partnerships and work with businesses to train individuals for future industries
- Bridge the digital divide

HOUSING

- Transform distressed public housing into sustainable communities that are viable long-term
- Incorporate supportive programs and wellness
- Create a safe community with a high quality of life

NEIGHBORHOOD

- Attract and deploy capital for a variety of housing types and economic investment
- Focus on safety, early childhood education and connecting people with living wage jobs
- Plan for pedestrian and bicycle oriented systems and bus networks

WEST END CHOICE GRANT PARTNERS



CMHA | BY THE NUMBERS



\$113,900,000

DEVELOPMENT DOLLARS



\$1,939,405

RESIDENT RENT
COLLECTED



\$910,130

FUNDS
COLLECTED
TO KEEP FAMILIES
HOUSED



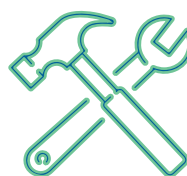
11,772

HOUSING
CHOICE
VOUCHERS
CMHA
CAN ADMINISTER



5,233

PROPERTY
MANAGEMENT
UNITS



508

RENOVATED
UNITS



450

FAMILY
SELF-SUFFICIENCY
PARTICIPANTS



74

JOBS
CREATED



Re-Imagining Affordable Housing

Cincinnati Metropolitan Housing Authority

1627 Western Avenue
Cincinnati, Ohio 45214

(513) 721.4580

www.cintimha.com

Follow & Like @cintimha

