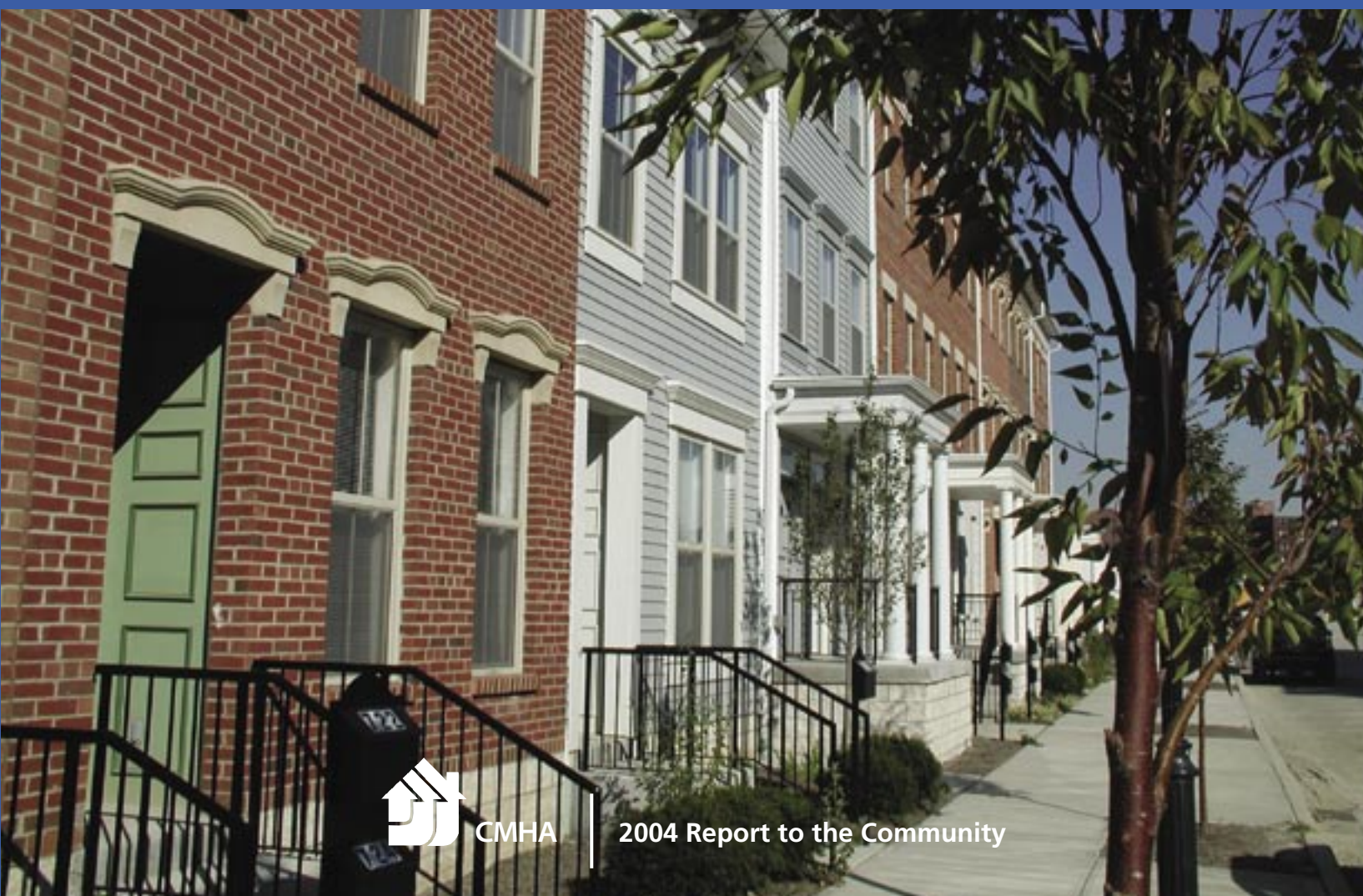




CMHA is...
Building Strong Connections



CMHA

2004 Report to the Community





CMHA will provide a quality, affordable living environment that recognizes our diverse socioeconomic population through responsible collaboration with the greater Hamilton County community.



CMHA Board of Commissioners

(left to right) Chairperson Charles H. Gerhardt, III, Anthony E. Schweier, Doris J. Hill, Vice Chairperson William D. Bell, Sr. and Donald G. Driehaus

From the Chairperson of the Board

At CMHA, we are committed to providing a quality, affordable living environment for residents of Hamilton County. That means consistently upgrading our programs and communities to keep on track with the needs of the future.

In 2004 we accomplished this mission by partnering with various organizations, ensuring our home renters have the services they need. This rings especially true with our elderly population. CMHA entered into a partnership with TriHealth to offer their SeniorLink program on-site at Park Eden. This has helped our residents to continue living with CMHA independently, rather than move into an assisted living facility.

We acted on our promise to ensure that affordable housing is available throughout the county, for those in need who do not wish to move from their particular community. For this reason CMHA has made connections with Hamilton County and various townships and municipalities to purchase housing. This resulted in an expansion of our scattered sites program, making affordable housing available in low-poverty areas.

CMHA has also spent the past year participating in the Housing Advisory Council (HAC), a collaboration among neighborhood and community leaders, as well as Hamilton County, City of Cincinnati and CMHA staff. The purpose of HAC has been to layout a comprehensive plan to enhance regional housing, including both home ownership and rental.

There is still much work ahead of us, but the partnerships we have formed during the past few years have put CMHA on the right track. We will continue to work together with outside organizations to provide a place that families are proud to call home.

At CMHA we rely on the participation of residents, employees, contractors and community decision makers. It takes everyone working together toward a common goal to ensure a reputation of excellence and continued innovation.

CMHA is...

making connections and building relationships.

From the Executive Director

2004 has been a year of new collaborations and improved communications at the Cincinnati Metropolitan Housing Authority. This year's Report to the Community takes a deeper look into the behind the scenes efforts put in place to make CMHA a better organization for all its home renters and employees.

Partnerships have been formed with TriHealth, The Drees Company and the Department of Veterans' Affairs to provide residents of Hamilton County a comprehensive array of programs and opportunities. CMHA has seen the benefits of such programs and continues to search for new avenues to provide additional services to the citizens of Hamilton County.

Internally, CMHA has increased the number of management offices and extended the presence of housing management staff, providing more accessibility to our residents. The Housing Choice Voucher (HCV) Program and Leasing Department have both enhanced their application processes. Additionally, the HCV program has enhanced its lease enforcement and the accountability of tenants and property owners.

CMHA has also received recognition for its achievements over the past year with awards from The U.S. Department of Housing and Urban Development (HUD) and the Greater Cincinnati Chamber of Commerce. Our organization is honored to receive such recognition, and motivated to continue building on this success.

We have our sights set on the future; ensuring residents of Hamilton County have affordable housing options available when it is needed. This includes providing the most updated housing and communication efforts, such as the ability to utilize our website to submit an application. This year we have seen a great increase in the demand for affordable housing, and yet we are processing applications faster and more thoroughly than ever before. As you read through this report, please take note of the innovative programs we have put in place during the past year, proving CMHA is well deserving of our "High Performer" status awarded by HUD for both our Public Housing and Housing Choice Voucher Programs.



Photo by Brashear Bolton Architects

Donald J. Troendle
CMHA Executive Director

CMHA is...
committed to excellence.



2004 has been a year for new faces, changes in technology and awards for CMHA.

Awards and Recognition

City West received the prestigious “New Face of America’s Public Housing Award” given by HUD. The award is in recognition of replacing outdated housing projects with attractive, pedestrian-friendly, mixed-income neighborhoods.

The Greater Cincinnati Chamber of Commerce recognized CMHA with the “Going Above and Beyond” Supplier Diversity Circle of Excellence Award. CMHA received the award for outstanding efforts in working with the area’s minority-owned businesses.

HUD has rated CMHA as a “High Performer” agency for fiscal year 2004, with a score of 91 out of a possible 100 points on the annual Public Housing Assessment System (PHAS) evaluation. This marks the seventh time CMHA has received the “High Performer” rating in the past eight years.

Organizational Enhancements

Our Finance and Information Technology department has made great strides by taking advantage of new technology.

- CMHA launched a newly redesigned, more user-friendly website this year. Visit www.cintimha.com to see the changes. This new site is easier to navigate and provides comprehensive information about CMHA’s properties and programs.
- Additionally, on-line applications for job seekers and potential home renters were added. Communicating with CMHA is never more than a click away.
- CMHA is focused on enhancing our data software system with cutting edge technology to make communication easier. A new system has been selected and will be implemented in 2005.

Community Relations is proactively bridging the gap.

- Staff are expanding their focus to include assisting Housing Choice Voucher staff with client orientations.
- They receive all concerns generated by CMHA’s Talk-To-Us Customer Service Hotline (721-2642) and website link. Talk-To-Us has been busy, averaging 40 complaints per month, mostly for non-CMHA properties.

Departments benefit from new leaders.

- CMHA has also seen a change in directors during 2004. The three new directors are Joan Rourke in Housing Management, Jackie Davis in Community Relations and Marilyn Shazor in Human Resources.





Forming Partnerships

In 2004 CMHA and The Community Builders Inc., entered into a partnership with Drees to build 176 two- and three-bedroom homes at the City West development, in Cincinnati's West End neighborhood.

Fifty percent of the 176 new homes, will be subsidized for families with moderate-incomes. The other 50 percent will be sold to market-rate buyers eager for new home ownership opportunities in the downtown area.

City West stands as a model mixed-income community. When completed, over 1,085 mixed-income apartments and owner-occupied homes will be available. CMHA initiated the development through the assistance of two HOPE VI grants from HUD totaling \$66 million.

Drees is no new comer to the West End. Drees was part of the initial wave of redevelopment in the West End beginning in 1993 with Longworth Square, which has served as an anchor for the City West development and has become a catalyst for the repositioning of the entire West End community.

Metropolis Magazine

CMHA's HOPE VI Development, City West, was featured on the cover of the August edition of Metropolis Magazine. This magazine took a close look into the housing of the past century and declared certain housing for each decade as iconic. All HOPE VI developments nationwide received the iconic housing for the 90's label, however the City West community received special recognition and a picture on the front cover.





CMHA is...
documenting progress.

CMHA is...

providing a place to call home.





CMHA Housing

2004 was a year of major improvement in our Property Management Portfolio. CMHA has decentralized operations by increasing staff presence in our communities and building additional management offices to ensure a fully staffed office in most communities. This allows residents to have closer interaction with our staff.

In keeping with continuous efforts to provide our residents with housing choices comparable to those found in the rental housing market, CMHA has rehabilitated and renamed various properties in 2004. The apartment community formerly known as English Woods Addition has been renamed Sutter View, while the Laurel Homes A-D area is now referred to as Liberty Apartments.

Both Marquette Manor and Stanley Rowe Towers (B) have also changed their occupancy policy to allow new renters without regard to age restriction. Since the change in early 2004, both communities have reached full occupancy.

Not only has this change caused both communities to rapidly fill vacancies, but it has also opened more opportunities for those needing handicapped-accessible housing and others on the one-bedroom waiting list. This change is complemented by CMHA's designation of the Redding, Pinecrest, Maple Tower and Park Eden to "Elderly Only" communities.





Millvale

CMHA is nearly finished renovating another round of units in this community. These new apartments feature air-conditioning, increased square footage, remodeled kitchens, updated bathrooms and washer/dryer hookups. In keeping with our efforts to provide affordable housing choices to physically challenged individuals we added additional handicapped-accessible apartments to this community.



Findlater Gardens

Major renovations are ongoing at Findlater Gardens. All buildings are undergoing extensive interior and exterior renovations. Many apartments have already been converted into handicapped-accessible units. Others have also added bay windows, and all remodeled apartments at Findlater Gardens now feature washer/dryer hookups, new bathrooms and updated kitchens.



Sutter View and Winton Terrace

Bathroom upgrades are the main improvements in these two communities. We began work in late 2004 with completion expected by the end of 2005. These upgrades include the installation of new tile, showers, bathtubs and exhaust fans.



Scattered Sites

CMHA is making it easier for families to find affordable housing where they already live. CMHA's five-year plan was approved by HUD, which calls for the purchase of an additional 160 units over the next five years as part of CMHA's agreement with Hamilton County to purchase 450 units. These acquisitions will be completed in several phases, with a concentration on neighborhoods outside the City of Cincinnati.



CMHA offers housing options in 45 neighborhoods throughout Hamilton County, in addition to the City of Cincinnati, and continues to expand our portfolio into low-poverty neighborhoods.



Adapting to Residents' Needs

To keep up with changing demands and provide area seniors with additional affordable housing options, CMHA has converted 20 one-bedroom apartments at Pinecrest into ten specially designed two-bedroom suites. CMHA's own skilled modernization staff was utilized for the renovations.

The converted apartments are designed for seniors who want to continue living independently, but need the assistance of a live-in care provider.

Building Healthier Communities

CMHA has partnered with TriHealth to bring SeniorLink services to Park Eden, which became available to our eligible senior residents in March 2004. SeniorLink celebrated its official opening at Park Eden in May 2004. SeniorLink provides comprehensive health care and adult day services to address the medical, rehabilitative, social and personal care needs of elderly adults. The convenience of the SeniorLink program enables many residents, especially those at Park Eden, to continue living independently.



Photo courtesy of TriHealth

CMHA's collaboration with TriHealth SeniorLink allows the Park Eden to offer a truly innovative housing opportunity to our residents. The combination of affordable housing and on-site health care has proven beneficial to CMHA residents as well as the Walnut Hills community. With such a successful beginning to this venture, CMHA and TriHealth are working together to offer the SeniorLink program at a second CMHA community, the Pinecrest on Cincinnati's west side.



CMHA is...

*helping to form good
community connections.*

Housing Choice Voucher Program

The past year was a historic one for the CMHA Housing Choice Voucher Program (HCV) due to landmark changes in HUD's funding formula for the program that has resulted in revenue cuts. Despite these setbacks CMHA has continued to raise the bar by implementing programs that have increased the effectiveness and efficiency of the program.

Innovative steps have been taken to ensure the most accurate information is being used throughout this department. In the past year CMHA has upgraded to a computerized income verification system and invoked better accountability for tenants and property owners. Community outreach efforts have also significantly increased. **Talk-To-Us**, HCV's customer service hotline has received increased activity and now averages approximately 15 calls and 25 emails per month. Most concerns received through this hotline are in regards to non-CMHA affiliated properties, and the information is then passed on to the proper authority.

The department is operating at the highest level of efficiency in the history of the program, and currently partners with more than 2,600 property owners to provide voucher holders with a comfortable home.

Impact on Voucher Holders:

- Increased customer service, leasing assistance and HCV housing training
- Easier and more efficient recertification process
- Opportunity for continued growth through the Family Self-Sufficiency (FSS) and Home Ownership programs
- Increased accountability as a result of eligibility requirements

Impact on Property Owners:

- Increased outreach, training and leasing assistance
- Higher property compliance due to the Progressive Enforcement Program

Talk-To-Us • 721-2642 • <http://www.cintimha.com/Talktous>



A Significant Achievement

For the first time ever, CMHA's HCV program was recognized by the U.S. Department of Housing and Urban Development (HUD) as a "High Performer." CMHA received a score of 96% on HUD's annual Section Eight Management Assessment Program (SEMAP) evaluation. Perfect scores were received in the following areas: Housing Quality Standards (HQS) annual and quality control inspections, HQS Enforcement, expanding housing opportunities and Family Self-Sufficiency.

CMHA is...

supporting our youth.



A Step Ahead Children's Learning Center

A Step Ahead (ASA) Children's Learning Center is a non-profit organization that offers after-school and summer programs for working families. ASA operates three centers located in Millvale, Winton Hills and the West End. The children of many CMHA home renters benefit from these educational and recreational programs.

- The Winton Hills ASA location has benefited from a partnership with Cincinnati Public Schools (CPS) and the YMCA. CPS was one of only 310 school districts across the country and two locally to receive a 21st Century Community Learning Center Grant from the U.S. Department of Education. Winton Hills will receive more than \$100,000 per year to provide quality after-school, weekend and summer programs for young people for the next four years. The collaboration means additional funding for the Winton Hills ASA location, the lead agency for the Winton Hills Academy.
- All three ASA Children's Learning Centers are now eligible to receive vouchers issued through the Ohio Department of Job and Family Services (ODJFS). The money received by the vouchers will help to offset the costs of running each non-profit center, and serve as an additional source to assist working families.
- The centers serve more than 200 children everyday, providing interactive tutoring, computer labs, book clubs, recreational and fitness programs and field trips.





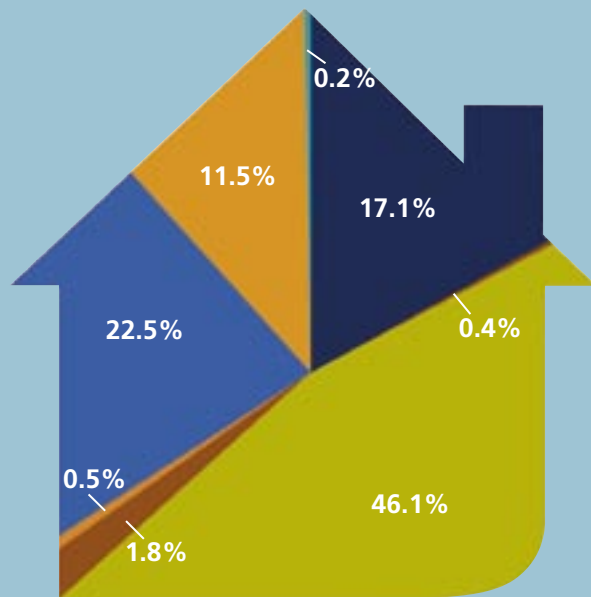
CMHA's Home Ownership Program... Strengthening Communities

CMHA has seen great success with its Home Ownership Program this year, partly due to a change in program requirements. The program was initially intended to help families already enrolled in the Family Self-Sufficiency (FSS) program purchase their first home. The FSS program helps participants to set goals, keep a budget, save money and gain self-confidence.

However, CMHA realized that there are many HCV families who were not in the FSS program, but are still interested in purchasing their own home. For this reason a new category, "Home Ownership Ready," was formed where HCV residents no longer need to be pre-enrolled in FSS to be eligible. This change has caused an increase in applicants to the program. The program has seen nearly 30 participants and anticipates increased interest during 2005.



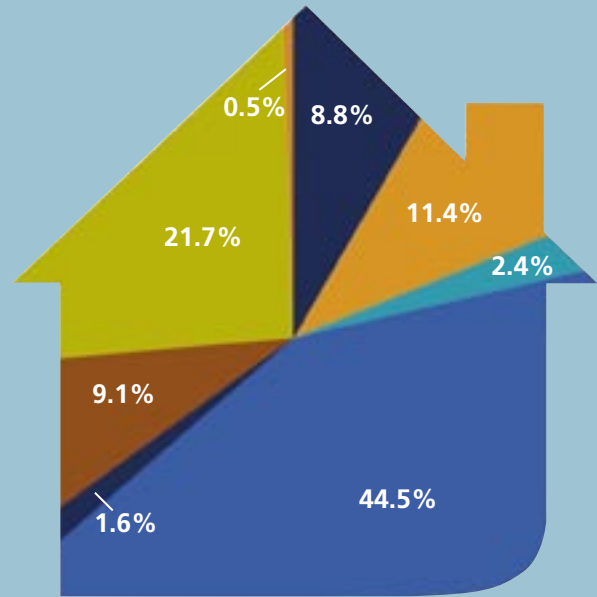
2004 Financials



2004 Revenues

Total Income for FY 2004 \$99,922,199

HCV	46.1%
Capital Fund	22.5%
Hud Operating Subsidy	17.1%
Rental Income	11.5%
Other Business Activity	1.8%
Grants for Resident, Security & Services	0.5%
Other Income	0.4%
Interest Income	0.2%



2004 Expenditures

Total Expenses for FY 2004 \$103,420,046

HCV Expenses	44.5%
Capital Fund	21.7%
Maintenance	11.4%
Administration	9.1%
Utilities	8.8%
Other Expenses	2.4%
Other Business Activities	1.6%
Grants for Resident, Security & Services	0.5%



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