



Carolyn J. Gaiter, Chief Operating Officer (COO), has worked at CMHA since 1988. As COO, Ms. Gaiter provides critical, executive support to the CEO and oversees all programs related to public housing management, housing choice vouchers, and facilities maintenance. Executing strategic initiatives and agency-wide goals and ensuring organizational compliance and efficiency, her cross-functional responsibilities include, but are not limited to: supporting day-to-day operations, budget oversight, project management and community involvement. In addition, she ensures that HUD and CMHA requirements, policies, procedures and regulations are enforced; this includes monitoring and maximizing performance measurements under SEMAP and PHAS. She is actively engaged with civic and community groups developing a wide range of partners among community organizations and at all levels of government. She has served on the Mayor's Fair Housing Board that ensures that all Clevelanders receive fair and equal treatment in relation to housing.

Ms. Gaiter has held a number of progressively responsible positions within the agency. Most recently she was the Director of Asset Management where she oversaw operations covering over 10,000 housing units at more than 60 locations throughout Cuyahoga County. During her tenure, CMHA's occupancy numbers reached record highs and the rent collections increased tremendously. Ms. Gaiter has attended Tri-C and Cleveland State University, and completed the Cleveland State Leadership Academy. In 2012 she was recognized by Cleveland State University with the David C. Sweet Distinguished Administrative Service Award and in 2015 she will be recognized with the Cleveland State Leadership-Legends of Leadership Award. She has earned numerous certifications including Ohio Certified Public Manager (OCPM), Public Housing Manager (PHM), Tax Credit Compliance, Risk Management, Uniform Physical Conditions Standards (UPCS Certified), and Housing Agency Procurement and Contracts Management. Ms. Gaiter is a proud mom and grandmother and is actively involved in supporting her family's basketball, football and gymnastic activities.