



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Stakeholders,

I am pleased to present the 2018 annual report to the community and the 2018-2023 Strategic Plan for the CMHA. This plan was developed over the past year with input from various community partners and stakeholders on how we can best serve the residents of CMHA and the community at large.

This plan is both a rededication of our commitment to our residents and program participants and a blueprint for building upon that responsibility. This plan is a message to the public that CMHA's work extends beyond maintenance and preservation. We cannot achieve these goals alone. We have partnerships with government, private sector, philanthropic and nonprofit organizations that share our vision and want us to succeed.

This plan calls for strengthening those partnerships while adding new ones. Greater Cleveland needs more quality affordable housing, training and employment opportunities and CMHA will continue to make these efforts a priority.

CMHA's core values are: Commitment, Accountability, Respect, Excellence and Safety. To empower our residents, we will focus on three strategic areas: youth and adult education programming, creating more job training and entrepreneur opportunities, and enhancing digital connectivity.

Additionally, we will use a "goal tracker" with performance metrics to measure our progress and ensure we stay on track. The CMHA Board of Commissioners and executive leadership recognize a need for CMHA to chart a thoughtful, strategic course to ensure that opportunities are pursued to improve the quality of life for all residents of Cuyahoga County.

Respectfully,

[Jeffery K. Patterson, Chief Executive Officer](#)