

EDUCATION

Masters of Public Administration

Grand Valley State University, Allendale, MI

- **Emphasis:** Public Management and Strategic Planning

Bachelor of Science

Grand Valley State University, Allendale, MI

- **Emphasis:** Public, Nonprofit and Health Administration

PROFESSIONAL QUALIFICATIONS

Program Development and Strategic Planning

- Identify, scope and recommend additional opportunities for Capital Impact's affordable housing efforts in Detroit.
- Developed pricing models and expenditures for the Business Incubation Program/Co-Work Space at LINC Community Revitalization.
- Reviewed and edited business plans for anticipated businesses owners in the southeastern neighborhood of Grand Rapids, Michigan.
- Created feasibility reports and best practice models for the organizations Executive Directors.
- Studied, wrote and presented on urban land use planning and design, regional economic development efforts, smart growth initiatives.
- Worked closely with Washtenaw County Office of Community and Economic Development, Washtenaw Housing Alliance and Avalon Housing to understand the local and national affordable housing crisis.
- High level of understanding of local, state and federal affordable housing programs, including but not limited to, LIHTC, Section 8, HOME, and VASH.
- Working knowledge on industry leading project management technology and techniques used address current and future development needs in the affordable housing to effectively end homelessness
- Researched and presented on the causes of homelessness and social determinants of health
- Develop racial equity program in Washtenaw County with Coordinated Funders, Office of Community and Economic Development and the Ginsberg Center.
- Consulted with Sault Saint Marie Downtown Development Director on lot developments, program development and affordable housing studies
- Developed relations with local government offices and community organizations to identify resources in the community available to individuals in need.
- Steering committee member of the Washtenaw County Continuum of Care and Law Enforcement Collaborative

Relationship Management, Leadership and Stewardship

- Act as a liaison to local, regional and state level trade associations, coalitions and advocacy groups working in the community development and affordable housing space
- Develop relationships with local community-based organizations (CBOs); design and manage partnerships to further connect CBOs with Capital Impact's existing programming.
- Redesigned HAWC team to ensure program goals and staff skills aligned in such a way to ensure the program would run as efficient and effective as possible.
- Foster a work environment where shared vision and personal passion are at the forefront of team development and interpersonal relationships.
- Supervise twelve staff members scattered across Washtenaw County.
- Supervised two on site staff members to ensure that regular maintenance request were completed and that the necessary paperwork to adhere to guidelines for supportive services and tax credit housing was collected and submitted to MSHDA.
- Coordinate, evaluate and execute programming with local organizations to provide services dealing with behavioral issues, mental abuse, substance abuse, and financial management for three apartment communities.
- Cooperated and drove the relationship between St. Aubin Square, Community Management Associates and Detroit Central City to ensure occupancy, program guidelines and overall community health.
- Collaborated with project based voucher and tax credit compliance team members, accounts payable and accounting to complete reports and various projects to MSHDA, limited partners and auditors.
- Sincere interest in people able to maintain good working relationships.
- Resourceful leader with the ability to accurately interpret problems and offer optimal solutions.

- Ability to identify and analyze complex issues and situations to make recommendations in order to maintain working relationships within the department and the community.

Program Operation and Organization

- Manage contractors to support program work and operations.
- Collaborate with resident retention program partners to continue to manage the strategic direction of those efforts through project management, program evaluation and program development..
- Responsible for day-to-day operations of Housing Access for Washtenaw County (HAWC), management of entire 12-person team, which includes but is not limited to performance evaluation, staff development, creating schedules for part-time staff and team certification compliance for various funding sources.
- Annually create and manage \$900,000 budget for HAWC including payroll, benefits, and keeping funding streams separate, which includes MSHDA, HUD and local foundation grants.
- Oversee Washtenaw County's homeless preference housing choice voucher program as well as program compliance for waitlist
- Complete monthly, quarterly and annual reports for MSHDA, HUD and local foundations
- Created call center script, developed more efficient job workflow charts, assessment tools and a training program
- Ran the day-to-day operations of two scattered site for low-income and market rate communities. Operations included but were not limited to, collecting and posting rent, compile and distribute demands for possession, arbitrate between the management company's lawyers and residents to prevent evictions, mediate resident-to-resident issues, and state and federal tax credit compliance.
- Drafted, submitted and managed two \$2,000,000 annual budgets and one \$800,000 budget to ensure the community met expected operating income by managing occupancy, collections and expenses at St. Aubin Square Apartments, Midtown Square Apartments and The Village of Hyde Park.
- Scheduled and completed unit inspections to ensure all units remain in compliance with health and safety guidelines.
- Assisted 6 regional property managers in running 92 properties across southeastern Michigan and Ohio
- Compiled and distributed all weekly, monthly and quarterly reports to owners, syndicators, and various state agencies for 92 properties in southeast Michigan and northern Ohio.
- Completed all property inspection responses, and replacement reserve request for all the properties in need of capital improvements on behalf of Regional Property Manager.

Innovation and Continuous Improvement

- Currently, creating, establishing, fundraising and framing a homelessness diversion program for families in Washtenaw County.
- Constructed Washtenaw County's Continuum of Care lead coordinated entry agency formal policies to ensure equal access to all seeking services and a 5-year strategic growth plan.
- Patterned with Continuum of Care lead agency and Washtenaw Housing Alliance to institute permanent supportive housing match program
- Developed and managed life skills development programs, including a youth leadership program, vocational rehabilitation and training, substance and mental abuse seminars for low-income community members.
- Nurtured and created an organization that has a high level of integrity, professionalism, and progressive-analytical-critical thinking (HAWC).
- Expanded STEM programming inside and outside classrooms to improve students' aptitude in science and mathematics across metro Traverse City school districts.
- Created LINC Opportunity Center Success Plan, a program that provides clients with an accountability process to achieve financial, personal and professional goals.
- Assessed clients to provide one on one income supports and financial counseling.
- Developed and managed events that make-a-wish children and their families attended.
- Created contracts and membership agreements for Urban LINC co-work location.
- Developed, in partnership with the Economic Development Director, a business incubation program in Grand Rapids.
- Developed the first chapter of NAACP at Grand Valley State University.
- Drafted all correspondence to residents regarding issues, upcoming changes or standard newsletters.

Software

- **Service Point**, Michigan homeless management information system used to track client information (18 months)
- **Citrix**, database system that provides secure access to software applications and content. (3 years)
- **Onesite**, integrated property management software used for resident management, accounts receivable, and HUD, Tax Credit and Rural Housing regulation compliance. (3 years)
- **OPIC**, MSHDA Owner's Physical Inspection Certification system for Physical Inspection responses. (2 years)
- **Pixus**, OHFA replacement reserve system. (1 year)
- **Microsoft Office**, collection of desktop applications, including but not limited to Word, Excel, PowerPoint, and Access. (10 plus years)
- **Razors Edge/MailChimp**, fundraising, communication and donor management system. (3 years)
- **ETO**, Efforts to Outcome software used for case management. (2 years)
- **GIS**, Geographic Information Systems used capture, store, manipulate, analyze, manage, and present various types of spatial or geographical data. (1 year)
- **EBSO, LEXISNEXIS, JSTOR and ProQuest**, research databases (10 years)

WORK HISTORY

Housing and Community Development Specialist , Capital Impact Partners, Detroit, MI	02/19- Current
Program Director , Housing Access for Washtenaw County (The Salvation Army), Ann Arbor, MI	05/16 – 02/19
Community Manager , Multi Site (110 units), KMG Prestige, Detroit, MI	09/14-06/16
Administrative Assistant , KMG Prestige, Inc., Farmington Hills, MI	09/13-09/14
AmeriCorps VISTA , Rotary Charities, Traverse City, MI	05/13-08/13
Financial Coach/Program Admin , LINC Community Revitalization, Inc., Grand Rapids, MI	09/11- 04/13
Economic Development Intern , LINC Community Revitalization, Inc., Grand Rapids, MI	01/11- 08/11
Wish Services Intern , Make-A-Wish Foundation, Grand Rapids, MI	05/10 - 08/10
Student Research Assistant , GVSU Institutional Marketing, Grand Rapids, MI	11/08 - 05/10

Memberships and Certifications

Member of Coordinated Entry Oversight and Evaluation Board Committee
Member of Washtenaw County Continuum of Care Board
Member of Washtenaw Housing Alliance Operations Board Committee
Member of Victory Community Development Corporation Board
Co-Chair of Data, Performance and Measurement Board Committee
Co-Chair of Continuum of Care Dashboard Creation Board Committee

References Available Upon Request