



CITY OF CLEVELAND
Mayor Justin M. Bibb

City of Cleveland

Department of Community Development

GENERAL FUND BUDGET



A Vision for Cleveland Community Development

The Department of Community Development envisions a Cleveland where stakeholders are empowered to build the pathway to equity. This vision is realized by creating quality housing and vibrant neighborhoods that serve as the foundation for generational wealth and community prosperity.



The Impact of Community Development

Residents across the city are impacted by Cleveland Department of Community Development programs. Our efforts transform neighborhoods and the lives of residents through safe, affordable and accessible housing; renewed infrastructure; home maintenance assistance; public services; and preservation and redevelopment.



Agenda

- 01** Community Development Bureaus
- 02** Staffing Budget
- 03** Professional Services Budget
- 04** Consumer Affairs
- 05** Community Engagement
- 06** Right to Counsel – Legal Aid Society
- 07** Paint Program
- 08** 2026 Goals

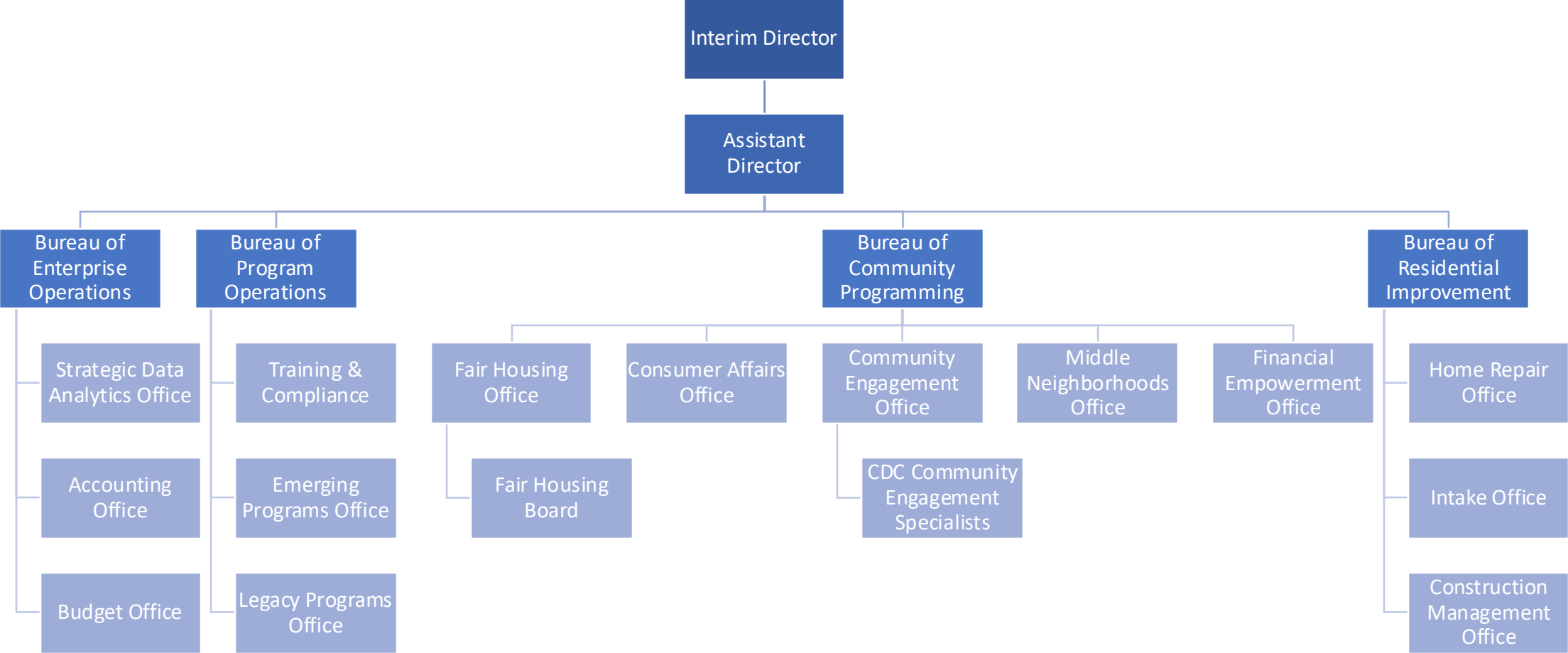


Community Development Bureaus

Bureau	PURPOSE
Bureau of Program Operations	Through contracts and partnerships with nonprofit agencies, the Bureau of Program Operations administers public service programs, citywide development assistance programs, and activities for community development corporations (CDCs). Program Operations also supports homelessness prevention programs and special projects that impact vulnerable populations, while ensuring compliance with federal requirements and measurable outcomes.
Bureau of Community Programming	The Bureau of Community Programming focuses on resident education, protection, and empowerment through services such as Financial Empowerment, Fair Housing, and Consumer Protection. Through the work of Regional Neighborhood Engagement Specialists, the Bureau connects residents and landlords to resources throughout the cluster, builds trust at the neighborhood level, and ensures access to information and services that support safe and stable housing.
Bureau of Residential Improvement	The Bureau of Residential Improvement provides targeted assistance to low and moderate-income homeowners for essential home repairs and maintenance. Grants and deferred loans are provided for roof repairs, furnace replacements, exterior painting, and lead abatement. Core programs include Repair-A-Home (RAH), Senior Home Assistance Program (SHAP) and Lead Abatement.
Bureau of Enterprise Operations	The Bureau of Enterprise Operations serves as Community Development’s centralized administrative support network, providing: accounting, budgeting and payment processing functions; contract certification, loan servicing, research, data analysis and IT Support.



Community Development Organizational Chart



2026 Staffing Budget

The Department of Community Development’s Staffing Leveling include:

- Administrators
- Professionals
- Board Members

General Fund - Comparison of Staffing Level

	2025 Actual	2026 Budget
FULL TIME		
Administrators & Officials	1	2
Professionals	5	4
Total FULL TIME	6	6
Board Members	3	5
Total Community Development Director's Office	9	11



2026 Professional Services Budget

The Department of Community Development’s Professional Services budget line item includes:

- Community Engagement Specialists
- Right to Counsel (Legal Aid Society)
- Paint Program

General Funds - Expenditures

	2025 Actual	2026 Budget
Professional Services	\$2,328,000	\$1,910,000
CNP	330,000	-
Community Gardens - OSU	67,954	-
Consulting	50,000	-
Community Engagement Specialists	1,060,000	1,060,000
Right to Counsel	750,000	750,000
Paint Program	-	100,000
Total Professional Services	\$2,257,954	\$1,910,000



Consumer Affairs – Success Stories

66

Residents
Assisted



Approximately \$40,000 saved by Cleveland Residents through the assistance of our Consumer Affairs Manager.



The Office of Consumer Affairs helped protect a Ward 9 senior who had been pressured into signing an unfair home security contract with costly long-term payment and equipment fees. After reviewing the case, staff successfully negotiated the cancellation of the contract, saving the resident nearly \$5,000 and preventing years of unnecessary financial burden. This intervention allowed the resident to remain secure in their home without the stress of exploitative charges.



The team is currently developing a PowerApps-based CRM system to manage both Consumer Affairs and Fair Housing investigations. This will enable both a higher standard of evidence gathering and a more transparent process for residents who come to the department seeking advocacy and protection.



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Community Engagement – Success Stories

4,945

Residents
Engaged

1

Improve the Quality and Code Compliance of Cleveland's Housing Stock

- A Residents can successfully apply for home repair resources, and/or are referred to partner programs
- Rental registration, including lead safe certification, is completed by landlords with CES support
- Home repairs are successfully completed by the city and its partner organizations
- ❖ Measured by Number of property surveys and follow up letters sent; number of applications

2

Improve Residents' Experience Navigating Home Repair and Housing Challenges

- A Residents can successfully apply for home repair resources, and/or are referred to partner programs
- Residents avoid punitive damages through housing court by enrolling in home repair or mediation programs
- Residents are satisfied with the support they have been given from city staff
- ❖ Measured by number of supported applications, narrative stories and data collected from follow up surveys

3

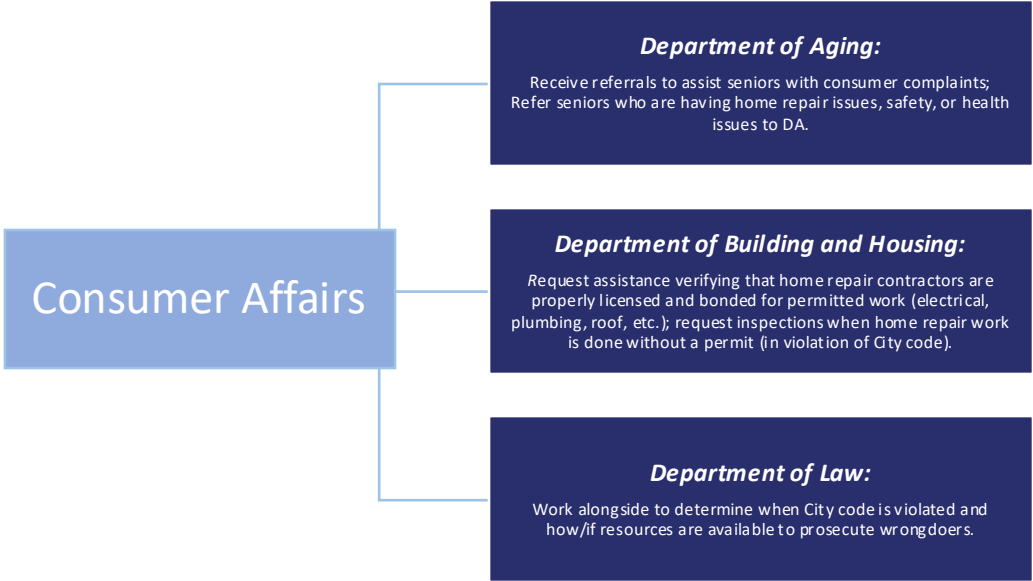
Use Property Surveys to Expand and Utilize the Body of Data on Housing Stock, Vacant Land, and Blighted Properties in Neighborhoods

- Supplement city-wide property survey data with exterior inspections
- Help to identify patterns and problem areas, identify OVV property, detect patterns of LLC ownership, etc.
- Support the work of "ground-truthing" exercises and engagement around vacant land use
- ❖ Measured by number of surveys shared to NST; data reports created

Specialists take a "Residents First" approach to code enforcement, for example, supporting a cognitively impaired resident who needed help navigating the Cleveland Housing Court process after a code violation. CES team members found volunteers to make small home repairs that resolved the problem and diverted the resident from Housing Court prosecution.



Interdepartmental Cooperation



Right to Counsel – Success Stories

6,325
*Housing Stability
Cases*



Right to Counsel is a City initiative that ensures income-eligible tenants facing eviction have access to free legal representation in Housing Court. The program helps tenants understand their rights, navigate the eviction process, and remain housed whenever possible, reducing displacement and easing pressure on the court system.



The program is overseen by the **Department of Community Development** and implemented by the **Legal Aid Society of Cleveland**, which provides legal services through its staff attorneys, pro bono attorneys, and contracted legal service providers.

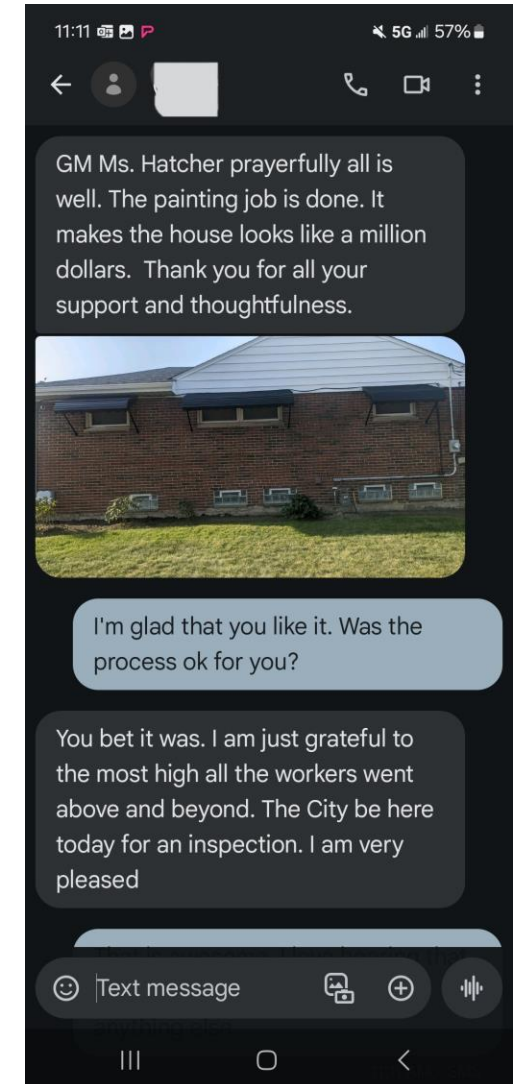


A **mother of three** was living in a home with a rent-to-own option. When she lost her job and fell behind on rent, the landlord issued an eviction notice. A Legal Aid attorney represented the mother in four court hearings before reaching an agreement with the landlord that allowed the mother to pay back rent in monthly installments and retain the rent-to-own option.



Exterior Paint Pilot Labor Program – Success Stories

The Exterior Paint Pilot Labor Program removes the primary obstacle that has historically limited resident participation in the Paint Program - accessing qualified labor. The Department now has a streamlined labor approach that connects eligible homeowners directly to qualified contractors, from a vetted pool. This change will convert unmet demand into completed projects, strengthen local contractor engagement and position the Paint Program to deliver visible improvements.



2026 Goals

Program	2026 Goals
Consumer Affairs	• Resolve 70 consumer complaints • Implement a new CRM system (via Power Apps) to track and manage complaints • Formalize procedures to engage the Law Department for injunctive relief related to consumer complaints
Right to Counsel	• Free Legal Services • Advice Clinics
Community Engagement	• Complete 28,000 exterior surveys in Re-grid/NST areas • Connect 1,400 residents to available programs and services
Paint Program	• Serve 7–8 households, contingent upon available funding • Transition the program from a paint-only model to a paint and labor model to better meet resident needs • Estimated cost: approximately \$11,000 per home



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Questions?



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