



Priscilla Pointer-Hicks, Director of the Housing Choice Voucher Program (HCVP), manages a staff of 124 and a \$100 million budget to provide rental assistance in the private housing market for over 14,000 Cuyahoga County households. She joined the Authority in 1999 as Operations Manager when the program was considered troubled and was promoted to Assistant Director the following year. In 2004, she became the Program Director, and under her leadership, the CMHA HCVP has implemented significant performance and systems improvements. As a result, it has achieved certification as a “High Performer” from HUD for 2005, 2006, 2007, 2008 and 2009.

Ms. Pointer-Hicks graduated from Dyke College in 1987 with a Bachelor’s of Science degree in Management, and in 2005, she became a Fellow of the Cleveland State University Leadership Academy. She has earned Housing Choice Voucher Executive Management certification through Nan McKay.

With over 25 years of direct experience in both the private and public sectors, as well as in the role of management consultant, Ms. Pointer-Hicks is nationally recognized as an HCVP expert and frequently presents to industry groups on related topics. She has served as a member of the National Conference Committee for the National Association for Housing and Redevelopment Officials (NAHRO), and she formerly served as a member of the Board of Towards Employment, an organization dedicated to empowering individuals to achieve and maintain self-sufficiency through employment.