



# **CMHA**

ENRICHING LIVES SINCE 1933

CUYAHOGA METROPOLITAN HOUSING AUTHORITY



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# CMHA- Protocols and Procedures

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# CMHA Statistics



- CMHA was founded in 1933, and is the oldest public housing authority in the country.
- It is our mission to be the leader in providing safe, quality affordable housing.
- We are one of the ten largest housing authorities in the country.
- There are 60 developments, a total of 10,400 public housing units, 14,000 Housing Choice vouchers.
- We service a total 53,000 residents within Cuyahoga County.

# Bed Bug Protocol



- After management is notified of a known case, they will contact the internal extermination department.
- The internal extermination department will send out their inspection team to confirm activity.
- If positive Management will provide tenant with a preparation sheet. Once the resident has completed all preparation steps listed on the preparation sheet, resident will bring signed copy to management.

# Bed Bug protocol



- Management and maintenance are responsible for removing outlet and single pole switch covers throughout the unit prior to treatment.
- If a unit has carpet and activity exists in the carpet, management and maintenance are responsible for the removing carpet, padding, and tack strips prior to treatment.
- Furniture that has been determined to be infested and unable to be saved, must be rapped in plastic and disposed of by the maintenance staff.

# Bed Bug Protocol



- Management will then inspect the unit and insure that all preparation steps are completed and sign off on prep sheet.
- Once the unit is validated by management as ready, management will contact the internal extermination department to schedule treatment.
- Contractor will then treat the unit. The number of treatments provided per unit will be determined by the severity of the infestation, on a case-by-case basis.

# Getting the Word Out



- CMHA is very serious about getting the word out to clients, employees, and anyone who desires to do business with our authority.
- We have administered Bed Bug Awareness training to our management and maintenance staff.
- We canvas all 60 developments on an annual basis to administer awareness training to our residents and update them as the trends begin to change.
- We have sent customer service surveys out to all of our residents for feedback on pest management services.
- We have set up an online Bed Bug Awareness public announcement for anyone who logs on to our web site at [www.cmha.net](http://www.cmha.net).

# Proactive Approaches



- Our in house inspection team was formed in May of 2010, comprised of five employees who are motivated to create positive change and address these sensitive issues.
- Forming this team allowed us the ability to schedule and target various sites throughout the Authority for mass inspections.
- As a result of these proactive mass inspections, the Agency has been able to detect unreported bed bug cases before they became a health and safety risk to others.

# Collecting Historical Data





# Going Forward



- We are currently working on several pilots where we have drilled holes right above the cove base level, about a quarter inch in diameter to allow the pest management professional to treat beyond the wall.
- We have found in some cases that during normal as well as heat treatment processes, the pests are retreating into those voids.
- We anticipate a decrease in reoccurrences by implementing this process when all the preparation steps are followed by the tenants.

The End



- Thank you for your time and attention