

**DEPARTMENT OF PLANNING AND COMMUNITY & ECONOMIC DEVELOPMENT**  
**Community Development Authority (CDA) Housing Operations Division**  
**Room 161, Madison Municipal Building**  
**(608) 266-4675**

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**Mission, Goals and Objectives**

The **Community Development Authority (CDA)** was created to address affordable housing needs and economic opportunities to City of Madison residents who have low- and moderate-incomes. CDA's redevelopment authority provides economic and redevelopment services with a focus on strengthening neighborhoods and the construction of high-quality affordable housing. The CDA Housing Operations Division functions as a public housing authority (PHA), providing core services necessary to operate federally funded housing programs provided by the U.S. Department of Housing and Urban Development (HUD), including Public Housing, Multifamily Housing, and various Section 8 programs. **CDA's mission is to develop and provide inclusive and safe places through quality affordable housing, services, and community resources in the City of Madison.**

Chad Ruppel, Director,  
Central Office, 215 Martin Luther King, Jr. Blvd., Ste. 161 (608) 266-4675

Directs the strategic, operational, and financial functions of the CDA, ensuring compliance with regulations and effective program delivery. This includes the repositioning and redevelopment of the CDA's Public and Multifamily Housing portfolio. Provides reports on programming activities to CDA Board and Resident Advisory Board, and responds to requests from other committees, the mayor, and community groups. Serves on the Mayor's Management Team, the DPCED Management Team, and other teams as required. Leads the CDA Management Team.

**Administrative Services**

**Mission, Goals and Objectives**

**Administrative Services** is responsibility for planning, directing, and coordinating activities that help the CDA run efficiently, distinct from direct program delivery. Operational support includes financial management of the agency's budgets, audits, and payroll. Responsible for maintaining federal grant awards, including renewals and quality assurance reporting. Asset management includes oversight of CDA Redevelopment Authority properties: Burr Oaks Senior Housing, Monona Shores, Reservoir, and Revival Ridge and includes Section 42 Low-Income Housing tax credit compliance and investor relations. Responsible for hearings, reasonable accommodations, and Violence Against Women Act claims. Provides data stewardship, document translation, and the processing of public records requests. Maintains agency's website, SharePoint site, PHA Plans; and provides HUD sub-system administration, CDA and MRCDC board administration, and executive support.

Lisa Daniels, Administrative Services Manager (608) 267-8709

Directs and guides financial, grant, and asset management functions, managing centralized administration, technical projects, and compliance. Oversees budget development; ensures IRS tax credit compliance; supports strategic and operational objectives and is responsible for the agency's 5-year and annual PHA plan as required by HUD. Assists in the design and management of programs and creates financial policies. Prepares comprehensive reports including agency's Annual Report. Oversees third-party management

contracts. Provides management of the CDA's non-profit entity, Madison Revitalization and Community Development Corporation in its specific financial, asset management, and administrative functions. Serves as ADA Coordinator, Records Custodian, Notary, Data Steward, an Equity Co-Lead, and as a member of the CDA's senior management team.

Alfredo Arteaga, Finance and Grants Manager (608) 242-4342

Manages the CDA's financial, fiscal, and general administrative systems. Coordinates capital and operating budget process and provides technical guidance. Develops fiscal controls and systems. Ensures tax credit compliance. Serves as an asset manager for third-party managed properties. Submits federal grant applications and performs grant evaluation and reporting. Ensures expenses and revenues are allocated accurately across applicable programs. Serves as point-of-contact for auditors and responds to Investor and lender inquiries. Performs financial forecasting. Liaison to City Finance and Treasurer. Prepares financial reports and makes recommendations for best practices related to fiscal management. Serves as a CDA Equity Co-Lead.

Cullen Lantz, Hearing and Accommodation Specialist (608) 264-2307

Serves as impartial Hearing Examiner by performing administrative appeal hearings for denied housing program applicants and program participant terminations. Processes requests from individuals with disabilities to modify rules, policies, or physical structures, ensuring equal access to CDA housing. Serves as CDA point-of-contact for Violence Against Women Act claims. Ensures adherence to the Fair Housing Act, Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act. Assists with asset management of third-party managed properties. Tracks and reports expenses for the drawdown of grant funds. Assists with special projects and serves as a CDA Records Custodian.

Jordan Sexton-Schoenmann, Accounting Technician 2 (608) 261-9618

Responsible for activities related to bookkeeping, grant and tax credit compliance, financial records and reports, and payroll preparation. Serves as purchasing agent ensuring expenses are allocated accurately and provides vendor management. Conducts personnel actions and benefit administration in coordination with City Human Resources. Assists with data projects and complex reports. Serves as CDA's EAP Facilitator

Olivia Landgraff, Program Assistant 2 (608) 267-4920

Provides office management, executive assistance to DPCDC Office of the Director (CDA Executive Director) and Deputy Director, and administrative support to CDA management team. Processes payroll and serves as purchasing agent for DPCED Office of the Director. Assists with employee recruitment and maintains files and organizational chart. Provides administrative support for CDA and MRCDC Boards, subcommittees, and Resident Advisory Board. Administrator for CDA's website and SharePoint site. Assists with special projects. Serves as Records Coordinator, HUD sub-systems Administrator, Notary, and as a CDA Equity Co-Lead.

## Client Services

### Mission, Goals and Objectives

**Client Services** is responsible for the Admissions and Eligibility processing for all of CDA's housing programs [Low-Income Public Housing, Multi-Family Housing and Housing Choice Voucher Program (Section 8)], provides overall administration of the Section 8 program as well as front desk customer services for the CDA Central Office using best practices and standards of excellence. The Section 8 program supports up to 2,200 low-income families, elderly persons, veterans and disabled individuals in Madison by providing rental subsidies paid directly to owners enabling them to afford housing in the private market.

CDA administers various Special Purpose Section 8 vouchers including: Veterans Affairs Supportive Housing (VASH), Family Unification Program (FUP), Mainstream and Stability vouchers. Section 8 assistance may also be administered on a Project-Based (PBV) basis or utilized in the Homeownership program. In addition, in coordination with the neighboring Dane County Housing Authority, CDA assists voucher participants achieve economic independence through the Family Self Sufficiency (FSS) program.

Sadie Villegas, Client Services Manager (608) 261-4227

Ensures a high level of client satisfaction through program creation, evaluation, and monitoring, programmatic partnership building, systems creation, and implementation. Develops operating budget and standard operating policies and procedures. Ensures the achievement of objectives are consistent with regulations, contract requirements, and performance standards as set by HUD. Participates in the CDA's implementation of strategic housing initiatives to assist in designing and managing programs. Serves as a member of the CDA's senior management team and prepares comprehensive reports.

LaQuella Etchin, Section 8 Supervisor (608) 264-9261

Plans, coordinates, supervises, and performs program activities of the CDA's Section 8 housing assistance programs consistent with the requirements set by HUD, departmental policies, and procedures. This includes program participation, housing assistance contract administration, calculation and payment of rent assistance, portability, the inspection of rental units under a Section 8 housing assistant contract.

### Section 8 Specialists

Provide complex and technical assistance through caseload management. Deliver housing assistance services to families with low incomes related to the administration of the Section 8 programs. Determine initial and continued eligibility, maintain accurate and efficient case file management and confidentiality of client information.

Jennifer Howlett, Section 8 Specialist 1 (608) 267-8610

Quashawna Mitchell, Section 8 Specialist 2 (608) 261-9168

Amber Rahn, Section 8 Specialist 2 (608) 267-9409

Mike Schaff, Section 8 Specialist 1 (608) 266-6571

Paul Hermann, Section 8 Specialist 1 (608) 267-1146

LaVaisha Sorrells, Section 8 Specialist 1 (608) 245-5777

### Section 8 Inspectors

Conducts initial and periodic physical inspections of housing units to ensure they meet HUD's National Standards for the Physical Inspection of Real Estate (NSPIRE) for safety, health, and sanitation. Ensure CDA Section 8 housing meets federal, state, and city housing occupancy and safety regulations. Also conducts market analysis to determine appropriate rent levels.

Brian Koepp, Section 8 Inspector (608) 267-8702  
Vacant, Section 8 Inspector (608) 261-9816

Suzanne Stapleton, Marketing Outreach Coordinator (608) 267-8701

Develops Section 8 marketing plans and resource tools. Provides presentations and educates landlords, advocacy groups and tenants on the Section 8 program. Assists in the development and maintenance of Section 8 program database. Point of contact for landlord billing inquiries. Conducts quality Control inspections. Provides technical support for Section 8 portability.

Leesa Handrich, Section 8 Information Clerk (608) 264-2306

Administrative support for Section 8 housing assistance programs, including third-party verifications, client notifications, records maintenance, and customer service.

Lilia Paz, Admissions and Eligibility Supervisor (608) 267-8644

Plans, coordinates, supervises admissions and eligibility for federally subsidized housing programs, including Public Housing, Multifamily Housing, and Section 8 programs. Monitors housing wait lists and oversees verification and eligibility determination process, ensuring compliance with federal requirements and CDA policies. Manages online application systems and portals. Develops operating policies and procedures. Provides leadership for the Central Office front desk operations ensuring excellent customer service.

Vacant, Eligibility Coordinator (608) 242-6495

Coordinates eligibility process to ensure qualified individuals and families receive housing assistance in a timely manner. Interviews applicants and provides information on program requirements, rights, and obligations. Interacts with community partners, landlords, social service agencies, and advocacy groups. Renders conclusions based on proper evidence to determine program eligibility through the application of applicable laws, regulations, and CDA policies. Reviews wait list effectiveness and oversees wait list creation, updates, openings, and closings. Maintains wait list reports and applicant files for compliance with program audits. Assists with marketing and Section 8 lottery event.

#### Information Clerks

Serves as first point of contact, providing in-person reception and customer service at the CDA Central Office. Provides application intake, general housing program information, and internal and external referrals. Reviews incoming housing applications and processes applicant information and materials, including wait list preference documentation. Processes third-party verifications. Assists with wait list updates.

Rhonda Erickson, Information Clerk (608) 267-4904

Rachel Healy, Information Clerk (608) 261-9255

## Property Operations

### Mission, Goals and Objectives

**Property Operations Section:** Responsible for the delivery of safe quality housing through efficient management, proactive maintenance, and sound financial oversight, while maintaining full compliance with federal, state, and local requirements. CDA's housing portfolio consists of 877 units of affordable housing scattered throughout the city of Madison. Properties are supported by housing subsidies provided under the Public Housing, Multifamily Housing, Section 8 Project-Based Voucher and Low-Income Housing Tax Credit (LIHTC) programs.

CDA maintains three regional property management offices to support the daily operations and resident services throughout its large housing portfolio. Resident services are delivered through coordinated efforts between the property management teams and resident services coordinators.

Lauren Andersen, Property Operations Manager (608) 243-5255

Directs and manages day-to-day operations of CDA's affordable housing portfolio, including Public Housing, Multifamily Housing, Low Income Housing Tax Credit, and Section 8 Project-Based Voucher units. Ensures the achievement of objectives is consistent with regulations, contract requirements, and performance standards as set by HUD and the Wisconsin Housing and Economic Development Authority (WHEDA). Develops operational systems, program policies, and procedures that ensure high quality services and cost-effective operational systems. Assists in budget development and in the design and management of capital improvement projects. Serves as a member of the CDA's senior management team.

Robert (Bryce) Gruner, Housing Modernization Grants Manager (608) 235-2460

Responsible for administering the Public Housing Capital Fund grants. Manages capital improvement projects to upgrade and modernize affordable housing within the CDA property portfolio, including Public Housing, Multifamily, and LIHTC units. Responsibilities include identifying long-term property needs, overseeing architects and contractors, ensuring federal procurement compliance, and managing contract compliance activities.

**CDA East Site Property Management  
3538 Straubel Street, Room 101  
Madison WI 53704  
(608) 246-4558**

FAX: (608) 246-5812

Janet Corcoran, Site Manager (608) 246-4558

Oversees property management functions for 273 residential units across several properties on the east side of Madison: Truax (159), Tenney Park (41), Webb/Rethke (36), Wright Street (28), and Williamson Street (9). Responsible for managing resident leasing and eligibility, rent collection, preventative maintenance, and safety inspections in accordance with federally subsidized housing program regulations including Public Housing, LIHTC, and Section 8 Project-Based Voucher programs. Serves as a primary point of contact for community relations while ensuring high occupancy and the long-term preservation of all property assets.

Melissa Steinmann, Assistant Site Manager (608) 246-4558

Provides resident support for and coordinates apartment showings, move-ins, transfers, and unit inspections. Tracks and monitors community service requirements. Mediates tenant disputes. Ensures

annual and interim recertifications are completed and in compliance with federal regulations and CDA policies.

Vacant, Resident Opportunity and Self-Sufficiency Service Coordinator (608) 246-4558

Works directly with CDA East and West site residents, resident organizations, and service providers to coordinate comprehensive service delivery that results in the enhancement of the social and economic well-being of residents and their success with the Resident Opportunity and Self-Sufficiency (ROSS) grant program. Assists residents in developing plans and determining the support and resources needed to achieve their goals for economic independence and housing self-sufficiency. Provides assessment and connection to support services, including education, job training and job search, employer and job placement, life skills training, and digital literacy and computer skills training.

Kathi Keenan, Resident Assistance Clerk (608) 246-4558

Provides administrative support, receptionist services, and resident referrals. Assists with maintenance requests, third-party verifications, annual and interim recertifications, and parking assignments.

Larry Yszenga, Building Maintenance Coordinator (608) 246-4558

Plans, directs, coordinates, and evaluates maintenance, repair, and upkeep of diverse housing properties including buildings, grounds, and equipment. Ensures vacant apartment turnaround is completed timely. Coordinates comprehensive preventative maintenance plans and identifies major equipment needs.

Maintenance and Custodial (608) 246-4558

Ensures resident safety, maintains property habitability, and reduces long-term repair costs by providing essential services. Maintenance performs HVAC, plumbing, electrical repairs, unit turnover, and preventative maintenance. Custodians manage daily cleaning of common areas, waste disposal, and minor repairs, ensuring buildings are orderly, secure, and well-maintained while also reporting hazards. Together, they ensure CDA properties meet HUD's NSPIRE compliance and quality of life for CDA residents.

Dewayne Johnson, Custodian II (608) 246-4558

Betim Kuqo, Maintenance Worker (608) 246-4558

Tim Matt, Maintenance Worker (608) 246-4558

LaChe Palmer, Custodian II (608) 246-4558

Chad Ziegler, Maintenance Worker (608) 246-4558

**CDA West Site Property Management  
540 W. Olin Avenue, Room 200  
Madison WI 53715  
(608) 267-9524**

Fax: (608) 261-9166

CDAWest@cityofmadison.com

Michelle Schwartz, Site Manager (608) 267-9524

Oversees property management functions for 265 residential units across several properties on the west side of Madison: Romnes (169), Baird/Fisher (28), Britta (12), Frazier (12), Chester (16), Greenway Cross (8) and 20 scattered site public housing units. Responsible for managing resident leasing and eligibility, rent collection, preventative maintenance, and safety inspections in accordance with HUD's Public Housing program regulations. Serves as a primary point of contact for community relations while ensuring high occupancy and the long-term preservation of all property assets.

Patrick Fox, Assistant Site Manager (608) 267-9524

Provides resident support and coordinates apartment showings, move-ins, transfers, and unit inspections. Tracks and monitors community service requirements. Mediates tenant disputes. Ensures annual and interim recertifications are completed and in compliance with federal regulations and CDA policies.

Vacant, Tenant Services Coordinator (608) 267-9524

Provides diverse tenant services including community agency liaison and referral, supportive services related to personal problem resolution, finances, housekeeping, and crisis intervention and general assistance related to housing management considerations. Develops and implements related information programming and activities and informational sessions for residents.

Christene Decot, Program Assistant (608) 267-9524

Conducts annual tenant re-certifications and interim rent reviews. Processes third-party verifications. Prepares documentation for new move-ins and maintains tenant files. Maintains work orders. Serves as primary contact for residents regarding their accounts and maintenance charges. Provides office reception and clerical support.

David Lindloff, Building Maintenance Coordinator (608) 267-9524

Plans, directs, coordinates, and evaluates maintenance, repair, and upkeep of diverse housing properties including buildings, grounds, and equipment. Ensures vacant apartment turnaround is completed timely. Coordinates comprehensive preventative maintenance plans and identifies major equipment needs.

Maintenance and Custodial (608) 267-9524

Ensures resident safety, maintains property habitability, and reduces long-term repair costs by providing essential services. Maintenance performs HVAC, plumbing, electrical repairs, unit turnover, and preventative maintenance. Custodians manage daily cleaning of common areas, waste disposal, and minor repairs, ensuring buildings are orderly, secure, and well-maintained while also reporting hazards. Together, they ensure CDA properties meet HUD's NSPIRE compliance and quality of life for CDA residents.

Brad Booth, Custodian II (608) 267-9524

Chris Ring, Painter (608) 267-9524

Kevin Schultz, Maintenance Mechanic I (608) 267-9524

Scott Schumacher, Maintenance Mechanic I (608) 267-9524

Joshua Smith, Maintenance Worker (608) 267-9524

**CDA Triangle Site Property Management**  
**702 Braxton Place**  
**Madison WI 53715**  
**(608) 266-4381**

Fax: (608) 261-9167

[Trianglehousing@cityofmadison.com](mailto:Trianglehousing@cityofmadison.com)

Stephanie McCarty, Site Manager (608) 266-4381

Oversees property management functions for 339 residential units across 4 centrally located properties near downtown Madison: Gay Braxton (60), Brittingham (164), Parkside (95) and Karabis (20). Responsible for managing resident leasing and eligibility, rent collection, preventative maintenance, and safety inspections in accordance with federally subsidized housing program regulations including Public Housing and Multifamily Housing programs. Serves as a primary point of contact for community relations while ensuring high occupancy and the long-term preservation of all property assets.

Cristina Lor, Assistant Site Manager (608) 266-4381

Provides resident support and coordinates apartment showings, move-ins, transfers, and unit inspections. Tracks and monitors community service requirements. Mediates tenant disputes. Ensures annual and interim recertifications are completed and in compliance with federal regulations and CDA policies.

Multifamily Housing Services Coordinators (608) 266-4381

Provides connections to community-based supportive services for elderly and disabled residents through a HUD Multifamily service Coordinator Grant. Assesses service needs, provides resources for residents, creates programs to support wellness, advocates for residents to build support networks, and encourages residents to live as independently as possible.

Lang Barrow, Tenant Service Coordinator (608) 575-4942

Vacant, Tenant Service Coordinator (608) 228-1374

Thomas Eudaly, Program Assistant (608) 266-4381

Conducts annual re-certifications and interim rent reviews. Processes third-party verifications. Prepares documentation for new move-ins and maintains tenant files. Coordinates pest control services. Maintains work orders. Serves as primary contact for residents regarding their accounts and maintenance charges. Provides office reception and clerical support.

Blake Salerno, Building Maintenance Coordinator (608) 266-4381

Plans, directs, coordinates, and evaluates maintenance, repair, and upkeep of diverse housing properties including buildings, grounds, and equipment. Ensures vacant apartment turnaround is completed timely. Coordinates comprehensive preventative maintenance plans and identifies major equipment needs.

Maintenance and Custodial (608) 266-4381

Ensures resident safety, maintains property habitability, and reduces long-term repair costs by providing essential services. Maintenance performs HVAC, plumbing, electrical repairs, unit turnover, and preventative maintenance. Custodians manage daily cleaning of common areas, waste disposal, and minor repairs, ensuring buildings are orderly, secure, and well-maintained while also reporting hazards. Together, they ensure CDA properties meet HUD's NSPIRE compliance and quality of life for CDA residents.

Carlos Gonzalea, Maintenance Worker (608) 266-4381

Julio Leon, Maintenance Worker (608) 266-4381

Kelly Monday, Custodian II (608) 266-4381

Justo Valencia, Maintenance Worker (608) 266-4381