

# Cynthia H. Yuen Arbit

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## EDUCATION

**Hubert H. Humphrey Institute of Public Affairs-UMN, Minneapolis, MN** September 2008 - May 2010  
Master of Urban & Regional Planning  
**Emory University, Atlanta, GA** August 2002 - May 2006  
Bachelor of Science

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## PROFESSIONAL & RESEARCH EXPERIENCE

### **St. Paul Public Housing Agency, St. Paul, MN**

#### **Assistant Section 8 Programs Manager**

October 2013 – January 2020

- Supervision of HCV Program Staff, including caseload assignments, waiting list pulls, monitoring of staff work, performance standard evaluations, disciplinary actions, hiring decisions, & all employee training
- Assisted with monthly utilization analysis to ensure achievement of the agency's goal to maintain its High Performer status under SEMAP
- Developed and maintained working relationships with HCV Program partners, including the Minneapolis Veteran's Administration, Ramsey County Continuum of Care, the City of St. Paul, Ramsey County Health & Human Services, other public housing agencies, & private sector landlords in order to best serve program participants
- Managed the PBV Program's 24 HAP Contracts & executed renewals in accordance with the agency's admin plan
- Developed & coordinated extensive internal quality control monitoring processes throughout the year for the agency's 4,700 vouchers to ensure compliance with the agency's admin plan
- Reviewed internal processes & procedures in order to efficiently manage the growing HCV Program with shrinking admin fees
- Prepared policy & procedure recommendations for board approval with continued work on the agency's admin plan to ensure compliance with HUD regulations
- Led the department through the agency's first software conversion in 20+ years, coordinating with other department leaders & the vendor to ensure a seamless transition
- Developed new data analysis & reporting tools due to the software conversion to ensure accurate reporting and PIC submissions

### **St. Paul Public Housing Agency, St. Paul, MN**

#### **Rental Technician and FSS Coordinator**

April 2013 - September 2013

- Revamped program structure & intake processes for the Family Self-Sufficiency (FSS) Program
- Boosted enrollment for the FSS Program by over 67% within one year & built new relationships with community partners to best serve participants' case management needs
- Worked directly with finance to ensure correct computations for FSS escrow accounts
- Also performed duties listed below in Rental Technician position at the St. Paul Public Housing Agency

### **St. Paul Public Housing Agency, St. Paul, MN**

#### **Rental Technician**

April 2012 – March 2013

- Conducted new admission intake & screening processes, including briefings, for the HCV Program in order to determine eligibility
- Conducted the intake & screening processes, including briefings, for all incoming portability clients
- Processed annuals & interims in accordance to HUD regulations
- Streamlined the agency's intake eligibility process for the HCV Program to ensure efficient processing of the agency's vouchers to meet utilization goals and expedited leasing for homeless clients
- Initiated quality control audits before voucher issuance to ensure compliance with HUD regulations

### **Minneapolis Public Housing Authority, Minneapolis, MN**

#### **Community Services Coordinator-Mobility**

March 2010 – April 2012

- Developed program structure & intake process for the Mobility Voucher Program, including marketing materials, an action plan, renter's guide, rental property owner handbook, case management documents & briefing materials
- Conducted the intake & screening processes for special allocations of the HCV Program in accordance with the agency's MTW plan in order to determine eligibility
- Processed annuals & interims in accordance to HUD regulations and the agency's MTW plan
- Assisted with new ideas for the agency's MTW plan to best meets the agency's MTW goals
- Analyzed census data in order to determine & create maps of non-concentrated areas

- Assisted with the annual analysis for SEMAP, including the submission of documents
- Brought 2 caseloads into compliance with continued quality control audits
- Initiated & executed an analysis of fair market rents to propose exception rent areas in order to maintain rent reasonableness in non-concentrated areas

**Department of Urban & Regional Planning, Hubert H. Humphrey Institute of Public Affairs-UMN, Minneapolis, MN**

**Graduate Research Assistant**

June 2009 - August 2010

- Developed & utilized a conversational interview style to make individuals feel comfortable while collecting data for research purposes
- Transcribed, coded, & analyzed data using GIS and SPSS/Excel to make recommendations & conclusions on the effects of subsidized housing on families
- Research resulted in the publication of "Housing Careers of Extremely Low-Income Persons" in the Fall 2010 CURA Reporter

**Minnesota Housing Partnership, St. Paul, MN**

**Research Assistant**

June 2009 - February 2010

- Conceptualized & developed the program structure for the Greater Minnesota HRA/EDA Housing Institute, held in collaboration with the Greater Minnesota Housing Fund
- Created & edited promotional materials to encourage participation from local HRAs/EDAs/PHAs
- Produced curriculum content, including readings & activities, as well as secured speakers for the Housing Institute

**State & Local Policy Program, Hubert H. Humphrey Institute of Public Affairs-UMN, Minneapolis, MN**

**Graduate Research Assistant**

November 2008 - May 2010

- Produced the Urban Partnership Agreement Program Document, which outlined eWorkPlace as well as its collaboration with ROWE (Results Only Work Environment)
- Established a process, including a system of metrics, for program evaluation of eWorkPlace in order to measure success
- Analyzed travel diary data to make recommendations on congestion mitigation

**The Atlanta Parks Project, Emory University Atlanta, GA**

January - May 2006

**Research Assistant**

- Researched neighborhood demographics & greenspace information to increase civic involvement for Phase I: an inventory & preliminary evaluation of Conservancies & 'Friends of' Groups in Atlanta
- Generated maps of Atlanta area parks & conservancies using GIS to assist in parcel-based analysis
- Developed a series of community survey templates to utilize in obtaining neighborhood input

**Office of University-Community Partnerships, Emory University, Atlanta, GA**

January - December 2005

**Kenneth Cole Community Building & Social Change Fellow**

- Met with neighborhood leaders to understand the culture of the neighborhood in order to develop greenspace & community involvement surveys to build community in contemporary America
- Produced a comparative analysis assessment on the process of building park partnerships between local groups & the government level to preserve greenspace in Atlanta, which is now a part of Park Pride's published literature

**Southface Energy Institute, Atlanta, GA**

May - December 2004

**Intern**

- Organized course materials, scheduled instructors, & managed all details for The Homebuilding School
- Developed the Atlantic Station Green Handbook detailing LEED certification & compliance according to USGBC guidelines
- Trained with inspectors on residential green building services, including home energy audits, home energy rating system (HERS) calculations, green building quality standards & technical assistance

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**LEADERSHIP EXPERIENCE & CERTIFICATIONS**

**Professional Development Committee Member, MN NAHRO**

2013 - 2020

- Regular speaker at state conference on various HCV topics

**Fair Housing and Reasonable Accommodation, Nan McKay and Associates**

2015

**Self-Sufficiency Service Coordination, Nan McKay and Associates**

2015

**Family Self-Sufficiency, Nan McKay and Associates**

2013

**HCV Specialist, Nan McKay and Associates**

2010