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# Mary Howard

Chief Administrative and Resident Services Officer

Mary Howard serves as the Chief Administrative and Resident Services Officer for the Chicago Housing Authority. In this role, she oversees the agency's Resident Services, Human Resources, Information Technology, and Procurement divisions. Since joining CHA in 2009, Ms. Howard has developed and strengthened programming to include evidence-based models with the goal of assisting residents to thrive, launched CHA's nonprofit partner, Springboard 2 Success, and has created the Workforce Opportunity Resource Center (WORC) as well as redefined CHA's diversity commitments in contracting.

Ms. Howard has more than 30 years of experience in the housing and nonprofit service industry. She is a Licensed Clinical Professional Counselor in Illinois and earned a Ph.D. in Organizational Psychology.