



East End Neighborhood House

I am because we are... UBUNTU



Zulma Zabala, JD, MPA- Bio

Zulma Zabala currently serves as **Chief Executive Officer for East End Neighborhood House**, a notable multi-service Family and Community Resources Center servicing the Cleveland community since 1907. She is a graduate from the Cleveland Marshall College of Law's dual degree program of Juris Doctorate of Law and Master of Public Administration. As CEO, Zabala oversees and supervises all agency programs composed of 30 staff members, 90 plus volunteers. Collectively they serve 1,200 families a year on a 2m budget. Zulma was appointed CEO for EENH, as part of the organization's succession plan, becoming the **first Latina to head a settlement house that has predominantly served an African American community in Cleveland, Ohio**. Now on her 9th year of service, Zulma has led the organization's grant development efforts that has sustained the centennial organization. She began to implement and build upon capacity building efforts and strategies as soon as she initially became Chief of Operations and served in such role for three years.

She serves on various boards including: Center for Community Solutions/CCS, an advocacy and policy organization; in 2017-2018 she served as the Chair for CCS Board-notably the first Latina to do so in the history of the organization. Other boards include: Starting Point, a child advocacy and resources organization; the AIDS Funding Collaborative, United Way Board, the Greater Cleveland Interfaith Alliance member and was appointed by the Cleveland Foundation to sit on the City of Cleveland's Cable Television Minority Arts and Education Fund. She is a member and Chair of the Council of Neighborhood Leaders/CNL, a collaborative of 14 neighborhood agencies that services over 20,000 families in Cleveland. This is the third time she serves in the team's Executive Committee in her 13year membership. Zulma is also a member of the Cleveland Charter Chapter of International Coach Federation.

As a Speaker, Advocate, and Educator she is known for her fervent commitment to raising awareness about cultural humility – implementation; authentic engagement of ALL voices and historical and present impact of neighborhood centers work. She considers East End and its sister **Settlement Houses** to be the heart of true engagement and gems of legacy created by people for the people. At East End, she introduced the philosophy of **Ubuntu**, a South African way of seeing each other in each other, and as a tool to guide employees to respect and care for each other. Recently she implemented a Community Museum on East End's historical location, to highlight the history of this organization and their utilization of Ubuntu! She hopes to utilize the space to educate and engage community wide long-term support!

As a Life Coach, she helps leaders in the human services sector, with authentic engagement of their communities while balancing their own personal development. Many of her clients are also young women or women in transition searching for what she coins as their "**PurposeFull Voice**"! Whether she is in her administrative role, a keynote speaker, teacher or a coach Zulma successfully inspires people to show up as their best self with an Ubuntu spirit, for the upliftment of humanity. She began her social services journey under diverse titles including service in youth development; women leadership/support services; HIV/AIDS awareness; Hispanic/Latino engagement, Prisoner's advocacy with an emphasis on community corrections and organizing. Personally, she's happily married to her best friend for over 30 years and their son is a successful Social Entrepreneur and Founder of My Brother My Sister, a nationally recognized youth mentoring organization. Seven Years ago, they all welcomed a daughter into their home, who now is a successful children's line entrepreneur living with her fiancé and new baby boy in Florida.