A Place to Call Home

A framework for action to address homelessness in Columbus and Franklin County, Ohio

Columbus and Franklin County Continuum of Care

communityshelterboard
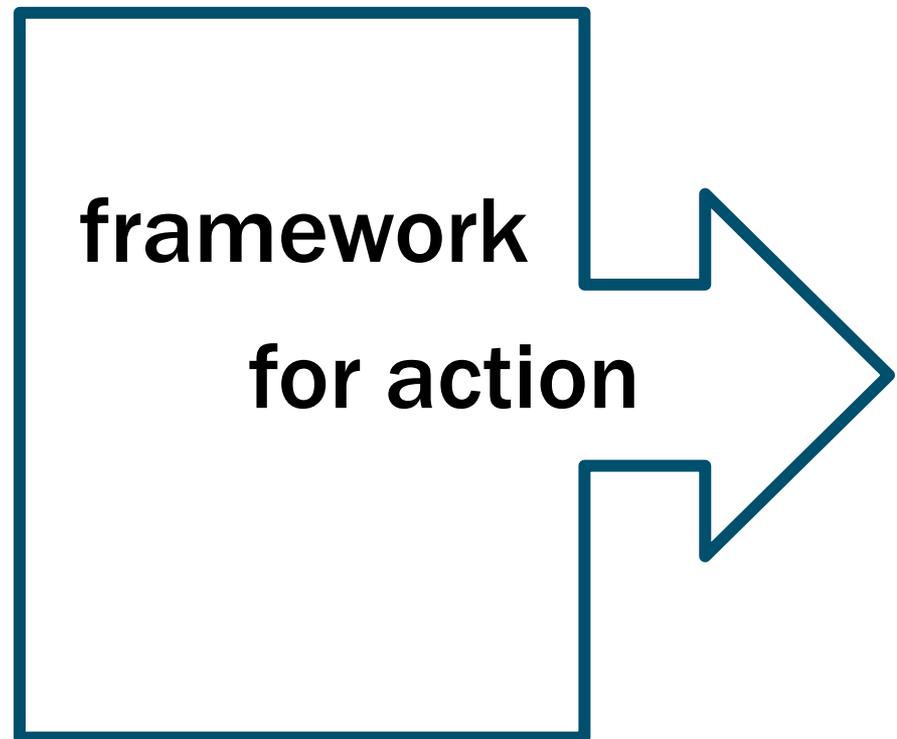
Until everyone has a place to call home

Webinar Format

- Webinar will last approximately 1 hour
- Participants' phone connections are "muted" due to the high number of participants
  - Questions can be submitted using the question or chat functions
- Your Participation
  - Open and hide your control panel
  - Submit questions as they come to you
  - Today's presentation is being recorded and a link will be sent to you via email

Webinar Format

- Can you hear us? If not:
  - Make sure you called into the session via phone rather than using the computer for audio
  - Type your issue in the chat function
  - Log off and restart the webinar
- Other technology issues? Type your concern in the chat box and an organizer will try to help

PLAN

framework for action

What does it mean to **end homelessness**?

It means that every community will have a **systematic response in place** that ensures homelessness is
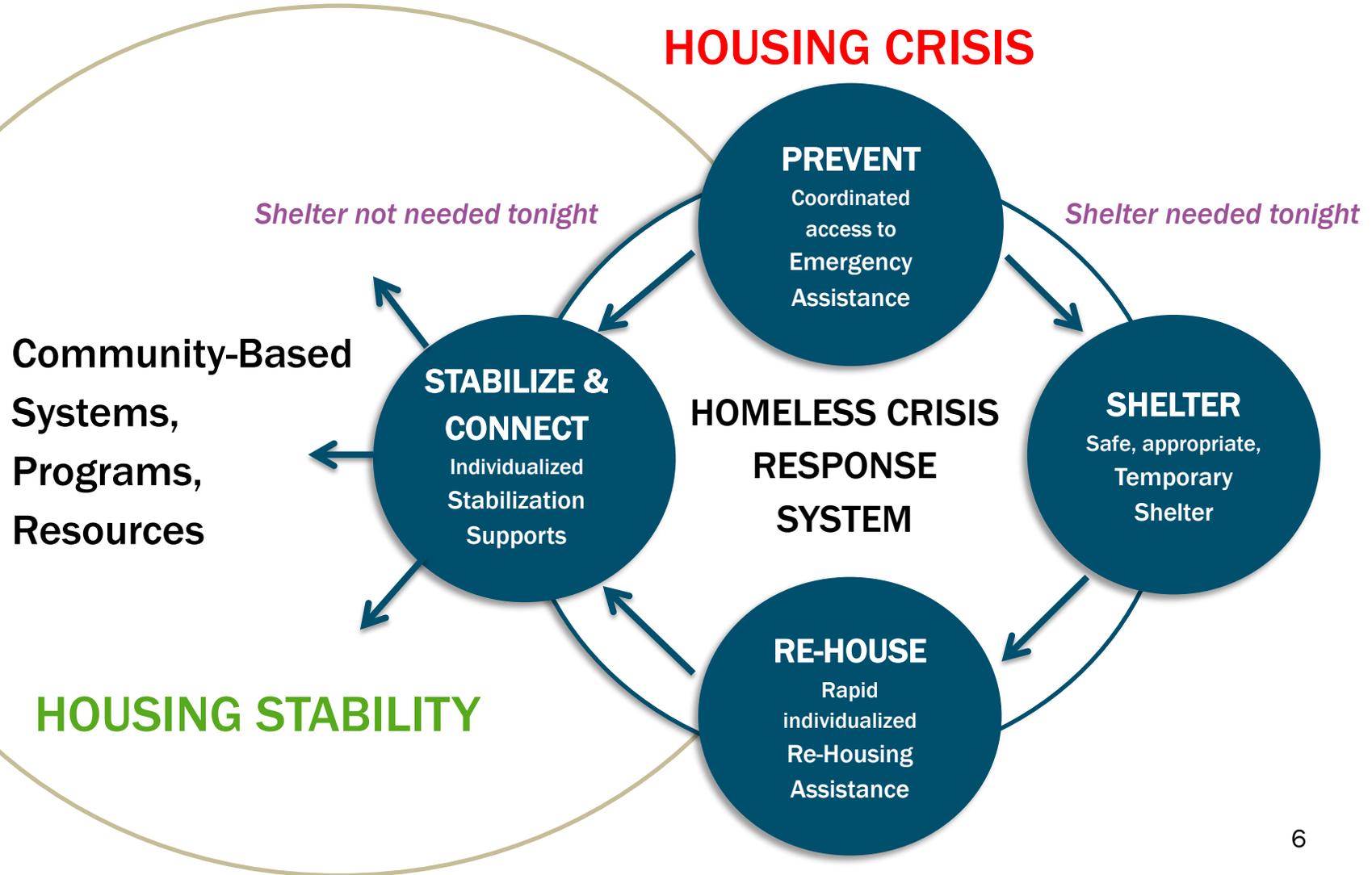
prevented whenever possible

or is otherwise a

rare, brief, and non-recurring experience.

PERFORMANCE GOALS & INDICATORS

Prevent Homelessness is prevented whenever possible

Shelter People are not unsheltered due to lack of decent, safe shelter

Re-House Homeless episodes are brief
People are successfully re-housed
People do not return to homelessness

Stabilize & Connect People have coordinated & direct access to services & supports

ASPIRATIONAL
Homeless Crisis Response System

Dependencies...

Inflow/system demand

Resources

Fidelity

Compliance

Sound management

HOMELESS ASSISTANCE GAPS

Prevent
Community-wide, coordinated, and prioritized prevention assistance
Additional targeted homelessness prevention

Shelter
Additional shelter capacity for single adults
Tailored shelter options for youth, people with special needs

Re-House
Additional permanent housing options for people with higher housing barriers
Additional rapid re-housing and permanent supportive housing

Stabilize & Connect
More efficient, system-wide approaches to quickly identify and link people to employment, benefits, healthcare, domestic violence assistance, childcare, and other critical supports

Population-specific goals

Achieve and sustain an effective end to homelessness for

1 – veterans

2 – chronically homeless

3 – families & pregnant women

4 – youth

5 – single adults

Population-specific goals

- ✓ **Prevent**

- ✓ **Shelter**

- ✓ **Re-House**

- ✓ **Stabilize & Connect**

11

1 – veterans

FY2019 Strategies

Conveners: **Columbus Veterans Administration**
Community Shelter Board

1	Conduct a Veteran Challenge and make other system efficiency improvements to achieve system performance at or above federal benchmark targets.
2	Further develop targeted homelessness prevention approach for Veterans in collaboration with community partners.
3	Sustain current system capacity and approaches consistent with federal criteria.

2 – chronically homeless

FY2019 Strategies

Conveners: **Alcohol, Drug and Mental Health (ADAMH) Board of Franklin County**

Community Shelter Board

1	Further develop collaborative outreach approach to better track, target, and ensure comprehensive, efficient, and effective delivery of outreach and permanent housing assistance for unsheltered people across the entire continuum of care.
2	Increase PSH capacity and targeting to fully meet need among disabled single adults experiencing chronic or long-term homelessness who need long-term housing and service supports to quickly and successfully secure safe housing.

3 – families & pregnant women

FY2019 Strategies

Conveners: FC Children Services
Community Shelter Board

1	Improve consistency and efficiency of rapid re-housing intake after rapid re-housing acceptance during weekly referral meeting to assure rapid re-housing intake is scheduled within 2 business days
2	Establish routine means for identifying long-staying and/or repeat emergency shelter families (including those with shelter stay in last 2 years) and/or high complexity families, in order to review at system conference AND develop routine, standard case conference process with system and external partners and neutral facilitator.
3	Increase rapid re-housing capacity to meet need among families and pregnant women according to system gaps analysis
4	Increase PSH capacity to meet need among families and pregnant women according to system gaps analysis
5	Further develop a care pathway for pregnant women who are literally homeless, including relevant outcomes, related assessment tool(s), and service strategies to support achievement of those outcomes

4 – youth

FY2019 Strategies

Conveners: **City of Columbus**
Community Shelter Board

1	Further develop and maintain an up-to-date list of all youth who are literally homeless, including youth who are unsheltered or unsafely housed, and related case conferencing to address complex issues and assure efficient, effective assistance
2	Develop access points, shelter options, and services that are tailored for youth as part of the larger homeless crisis response system
3	Explore and develop additional permanent housing options appropriate for youth, such as shared housing, rapid re-housing, and permanent supportive housing
4	Further develop and support the Youth Action Board and inclusion of youth in system development and oversight

5 – single adults

FY2019 Strategies

Conveners: **Alcohol, Drug and Mental Health (ADAMH) Board of Franklin County**

Community Shelter Board

1	Further develop collaborative outreach approach to better track, target, and ensure comprehensive, efficient, and effective delivery of outreach and permanent housing assistance for unsheltered people across Franklin County.
2	Increase rapid re-housing capacity to fully meet need among single adults experiencing homelessness who require this more intensive assistance to quickly and successfully secure safe housing.
3	Improve client experience through improved customer service and use of common client satisfaction measures for continuous improvement

Cross-cutting goals

Achieve goals applicable across populations

6 – affordable housing

7 – equity

8 – employment

9 – benefits

10– health care

11– criminal justice

12– domestic violence

13– homelessness prevention

Cross-cutting goals

Assure access by:

✓ **Coordinating and connecting with other systems, providers**

✓ **Identifying & filling gaps as needed**

6 – affordable housing

FY2019 Strategies   *Conveners*:   **Affordable Housing Alliance of Central Ohio**
                                                    Community Shelter Board

1	Actively support efforts to increase the availability of and greater access to safe and affordable rental housing to meet the needs of individuals and families who are homeless or imminently at-risk of homelessness
2	Develop and implement system-wide landlord recruitment and retention initiative, in concert with system providers and partners, including staffing, marketing, and outreach activities
3	Preserve existing and increase supply of permanent supportive housing to further close gap for individuals and families needing PSH to successfully resolve their homelessness and stabilize in housing

7 – equity

FY2019 Strategies

Conveners: **Columbus Urban League**
Equitas Health
Community Shelter Board

1	Examine select homeless crisis response system policies, procedures (e.g., USHS workflow) and related data to identify areas to improve equitable access and use of homeless crisis response system assistance and to serve as template for other community systems
2	Institute standardized cultural competency training
3	Promote affirmative hiring and retention practices to further diversify system staff at all levels to better reflect populations served

8 – employment
9 - benefits

Conveners: **Franklin County Department of Job & Family Services**

FY2019 Strategies

Franklin County Workforce Development Board

Community Shelter Board

1	EMPLOYMENT: Develop standardized screening tool and related protocol for identifying employment-related needs and connecting to right community-based services
2	BENEFITS: Ensure system staff are trained and capable of providing assistance accessing benefits through SOAR and expedited social security application training
3	BENEFITS: Educate system staff on new Department of Job & Family Services online benefits application process

10 – health care

FY2019 Strategies

Conveners: **Alcohol, Drug, and Mental Health (ADAMH) Board of Franklin County**

Mount Carmel Health

Community Shelter Board

1	Improve data sharing across providers and systems to facilitate continuity of care and integrated service delivery
2	Develop and implement new medical respite program for people experiencing homelessness who have acute health care needs
3	Explore opportunities for local hospital systems' investment in supportive housing, including development of a case statement and examples

11 – criminal justice

FY2019 Strategies   *Conveners*:   **Franklin County Office of Justice Policy and Programs (OJPP)**

Community Shelter Board

1	Support county-led development and implementation of a common release of information and information exchange protocol across systems to support coordinated interventions for justice-involved individuals
2	Develop and implement tenant education and "certificate of qualifications for housing" program for justice-involved prospective tenants to address tenant screening and housing retention barriers
3	Improve standardized system screening tools to identify justice-involved individuals who are at-risk of or are literally homeless and triage them to an appropriate housing intervention

12 – domestic violence

FY2019 Strategies

Conveners: **Lutheran Social Services/CHOICES**

Community Shelter Board

1	Further integrate existing and expanding/new domestic violence services, shelter, and housing options into the homeless crisis response system
2	Provide updated training for homeless crisis response system staff that is readily available for new staff training or refresher training for existing staff

13 – homelessness prevention

FY2019 Strategies *Conveners*: **Prevent Family Homelessness Collaborative**

Community Shelter Board

1	Develop and implement targeted homelessness prevention initiatives for specific sub-populations at greatest risk of literal homelessness.
2	Evaluate local targeted homelessness prevention model and explore other prevention best practices employed in other communities.
3	Increase awareness and responsiveness among other public institutions (ex. jail, prison, hospitals, in-patient behavioral health treatment) of the need for early identification of housing needs and housing-focused discharge planning that increases exits to stable housing and supports other positive outcomes.
4	Support further development, piloting and implementation of community-based homelessness prevention system

Implementation

- **Ongoing implementation & updates**

- **Convener check-in**

- **A Place to Call Home [landing page](#)**