Community Shelter Board

2007 Snapshot Report

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" We oversee funding for homelessness prevention initiatives, emergency shelters, housing services and supportive housing. These services showcase an innovative, collaborative model to abolish homelessness. "

—Jim Curphey, Board President

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This year's Snapshot Report is a glimpse into CSB's partner agency efforts to end homelessness. I urge you to read about our community's carefully coordinated network of resources. Our success depends on collaboration, coordinated problem-solving. REBUILDING LIVES is our way of doing business.

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"It is unacceptable for anyone in our community to go without food or shelter for even one night."

—*Mel Schottenstein*

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2007 SNAPSHOT REPORT

Introduction

SCOPE

The Community Shelter Board (CSB), established in 1986, is a public-private partnership that creates collaborations, innovates solutions and invests in quality programs in order to end homelessness in Columbus and Franklin County.

CSB allocates over $9 million annually to support homeless programs and services. Last year, these programs served more than 7,400 individuals.

CSB is funded by the City of Columbus, the Franklin County Board of Commissioners, the United Way of Central Ohio, The Columbus Foundation, the U.S. Department of Housing and Urban Development, the State of Ohio and other public and private donors.

Our vision: Ending homelessness in our community.

APPROACH

CSB oversees funding for homelessness prevention initiatives, emergency shelters, housing services and supportive housing—showcasing an innovative, collaborative model for abolishing homelessness.

Homelessness[1] is a serious problem in our community, and there is no simple solution to end it. CSB recognizes the complexity of the issue and works with its partner agencies to deliver on four goals:

1. **Access:** People who are at imminent risk of homelessness are linked to community resources.
2. **Crisis Response:** People who experience homelessness receive assistance to address their immediate housing crisis.
3. **Transition:** People who experience homelessness transition from crisis to stability.
4. **Advocacy:** Resources and public policy support solutions to end homelessness.

The essence of CSB's approach is Rebuilding Lives. When a person loses his or her home, there is a state of uncertainty and instability—and a loss of control over day-to-day life. Restoring stability and hope is a process. Rebuilding Lives is the process that CSB's partner agencies activate for persons experiencing homelessness. (See Appendix I for more information about partner agencies.)

Ending Homelessness. Rebuilding Lives.

Creating collaboration

Investing in quality programs

Innovating solutions

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IMPACT

Our community's work in developing high-quality housing and support services has been recognized as a national model. The recognition speaks for itself.

- The Spring 2007 edition of *SHELTERFORCE,* published by the National Housing Institute, included a public policy feature on homelessness which also profiled the work and successes of Rebuilding Lives including Sunshine Terrace—a partnership between the YMCA of Central Ohio and the Columbus Metropolitan Housing Authority.

- In February 2007, The Robert Wood Johnson Foundation and Health Management Associates released a report that featured Rebuilding Lives' local collaborative of behavioral health, primary care, housing and other supports designed as part of a federal strategy to abolish chronic homelessness in the United States.

- In September 2006, the Rebuilding Lives initiative was highlighted in an article written by the *Milwaukee Journal Sentinel.* The article described the success of the program, featuring Community Housing Network's Briggsdale Apartments. The partnership between the ADAMH Board and CSB was featured as a model for adoption by officials in Milwaukee.

PURPOSE

The Snapshot Report is issued annually and describes emergency shelter and supportive housing services for families with children and single adults, as they move through moments of homelessness and into stable and affordable housing. The report explains:

1. Services provided to prevent and end homelessness,
2. Clients served—including their demographics and their own success stories, and
3. Partner agency efforts in access, crisis response, transition and advocacy.

Data are viewed through two lenses—the most recent fiscal years (July 1 2002-June 30, 2007) and trends over calendar years (1995–2006). All data in the Snapshot Report were retrieved from the Homeless Management Information System (HMIS) operated by CSB. This database was created in 2001 and includes a variety of client-level information, including intake and exit, outcomes, demographics and household information. (See Appendix II for detailed data tables for emergency shelter clients.)

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INTRODUCTION

Emergency Shelter System

ACCESS

The *single adult* emergency shelter system serves the highest volume of clients and operates with a "no-wrong-door" philosophy to assist individuals wherever they arrive. Each shelter offers a "front door"—meaning that clients can arrive at any shelter and get the help they need. Clients are assessed and admitted, referred to another shelter if appropriate or diverted to alternative, safe housing and homelessness prevention assistance.

FRANKLIN COUNTY ADULT EMERGENCY SHELTER SYSTEM 2007

Contact between an Adult Shelter and client:

Unsuccessful Exit

> Screening
> Intake
OR
> Referral to other shelter

Admission to: FM on 8th, FM on 6th, FM Nancy's Place, FoH Men's Shelter, FoH Rebeca's Place, VOA Men's Shelter.

Permanent housing, usually with Transition assistance (CSB)

Referral to permanent supportive housing
(2 years - permanent)
(Amethyst, Columbus AIDS Task Force, Community Housing Network, Maryhaven, National Church Residences, Southeast, YMCA of Central Ohio, YWCA Columbus)

Referral to transitional housing
(Amethyst, Friends of the Homeless, Pater Noster House, Volunteers of America of Greater Ohio)

Referral to inebriate shelter
(The Engagement Center at Maryhaven)

Referral to treatment programs for severe issues
(ADAMH agencies)

Permanent housing

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E M E R G E N C Y   S H E L T E R

The *family* system's model is more efficient, with a single "front door" to service. The YWCA Family Center manages all initial triage, admission and referral requests for shelter. This includes provision of immediate emergency or "Tier I" shelter when safe, alternative housing is not available. "Tier II" shelters serve families who cannot be quickly re-housed in permanent or transitional housing due to various barriers. While in Tier II shelter, families work on securing income, budgeting, parenting and family issues, and other concerns inhibiting long-term housing stability.

FRANKLIN COUNTY FAMILY EMERGENCY SHELTER SYSTEM 2007
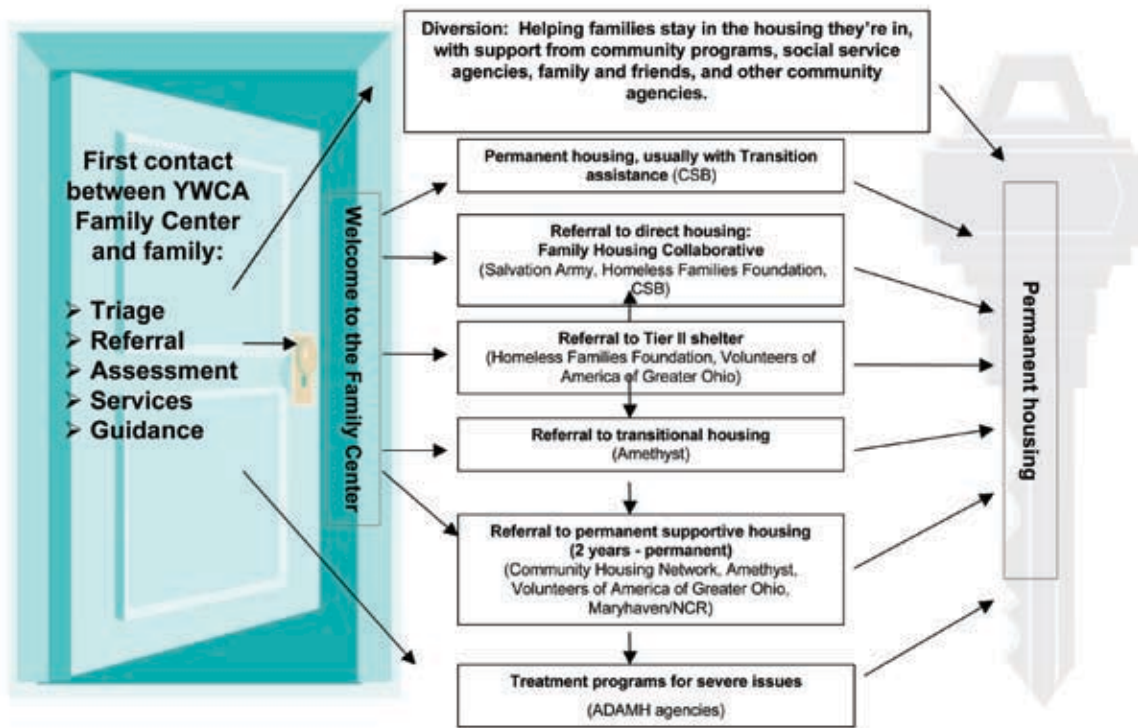
EMERGENCY SHELTER

Housing placement services help to reduce the length of time persons spend homeless and facilitate quick movement to permanent housing. A cornerstone of the approach is providing those in shelters with ready access to information and resources.

Each shelter in the adult and family shelter systems has a resource center for clients to use, including computers, housing lists, job readiness and job search information. Resource specialists at the shelters help clients use the information and can provide individualized assistance for those in need of more intensive help. In FY2007, 2,401 households were provided assistance by resource specialists.

Financial assistance is available for initial housing costs. The first month's rent, security deposit and utilities, and transportation expenses can be accessed through Material Assistance Providers, Inc.

Families exiting Tiers I or II of the family shelter system can enter transitional housing, permanent supportive housing or other permanent housing with or without transitional supports. Once assessed by the YWCA Family Center, families in need of transitional supports are referred to the Family Housing Collaborative. In FY2007, 240 families were served, at an average of $979 per family in assistance. Four full-time case managers employed by the Salvation Army assisted families in finding suitable and affordable housing, and linking families with financial assistance.

CAPACITY

The *single adult* emergency shelter system is comprised of four men's shelter programs, two women's shelter programs and a program for inebriated men and women. Together, these services include a normal, or non-overflow capacity, of 417 beds for men and 97 beds for women. (See Table 1.)

Overflow capacity is added during the winter months, as well as increased emphasis on coordinated service delivery and housing placement. With the additional capacity, the system can shelter 576 men and 117 women.

partner profile

GLADDEN COMMUNITY HOUSE

Serves Franklinton and its surrounding neighborhoods with access to education and recreation programs, emergency assistance, and advocacy and support for individuals, families and groups. Their Homelessness Prevention Program targets those who are at imminent risk of homelessness.

EMERGENCY SHELTER

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Table 1—FY2007 Single Adult Shelter Capacity, Including Overflow

	Regular Capacity	Seasonal Overflow Capacity	Total Capacity
Men's Programs			
Faith Mission on 8th Avenue	95	—	95
Faith Mission on 6th Street	110	94	204
Faith Mission on 6th Street Emergency Overflow	—	30	30
Friends of the Homeless Men's Shelter	130	15	145
Maryhaven Engagement Center (Inebriate shelter)	42	—	42
Volunteers of America Men's Shelter	40	—	40
YMCA Housing Stabilization Beds		20	20
Total Capacity	**417**	**159**	**576**
Women's Programs			
Faith Mission Nancy's Place	42	8	50
Faith Mission Nancy's Place Emergency Overflow	—	5	5
Friends of the Homeless Rebecca's Place	47	7	54
Maryhaven Engagement Center (Inebriate Shelter)	8	—	8
Total Capacity	**97**	**20**	**117**

The *family* system is composed of three shelter programs with a capacity to serve 120 families daily. Overflow capacity is provided by the Homeless Families Foundation, Salvation Army and the YWCA as needed.

Table 2—FY2007 Family Shelter System Providers and Capacity

Shelter Type	Agency	Program	Capacity (Families)
Tier I	YWCA	Family Center	50
Overflow	YWCA and Salvation Army	Family Center	As needed
Tier II	Homeless Families Foundation	Family Shelter	46
Tier II	Volunteers of America	Family Shelter	24
	Total Capacity		**120**

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EMERGENCY SHELTER

partner profiles

HOMELESS FAMILIES FOUNDATION

Provides shelter, support, stability and nurturing for children and their families who are homeless as they prepare to acquire and maintain permanent housing. Family case management, referrals to community resources, and life skills activities such as budgeting, nutrition, parenting and domestic violence education are also available.

LUTHERAN SOCIAL SERVICES / FAITH MISSION

Faith Mission serves persons who experience homelessness by offering emergency shelter, food and clothing. Linkage to housing, employment assistance, medical, dental and vision care, counseling and support groups are also provided. The Resource Center provides assistance with computer skills, resume writing, and finding employment.

SOUTHEAST INC. / FRIENDS OF THE HOMELESS

As a comprehensive mental health and recovery organization, Southeast provides outreach and housing with supportive services to people who have experienced chronic homelessness. Southeast also operates two shelters: Friends of the Homeless Men's Shelter for single men, and Rebecca's Place for single women; as well as transitional housing for single adults.

VOLUNTEERS OF AMERICA OF GREATER OHIO

Provides a broad array of human service programs including emergency shelter for men and families with children, and supportive housing for families. Shelter residents have access to case management, medical and mental health services, employment and job training, showers, lockers and three meals a day.

LOCATIONS

The geographic location of emergency shelters is generally within Columbus but extends to other zip codes within Franklin County. Figure 1 is a map that gives a bird's-eye view of the shelters across our community.

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EMERGENCY SHELTER

Figure 1

2006 Shelter Capacity for Franklin County, OH

Legend

• Roads

Total Number of Units
(in Zip Code)

Family Units
Single Male
Single Female
Youth

43206 = Zip Code

Cartographic Modeling Lab
University of Pennsylvania 2006

Area of Enlargement

Columbus, OH

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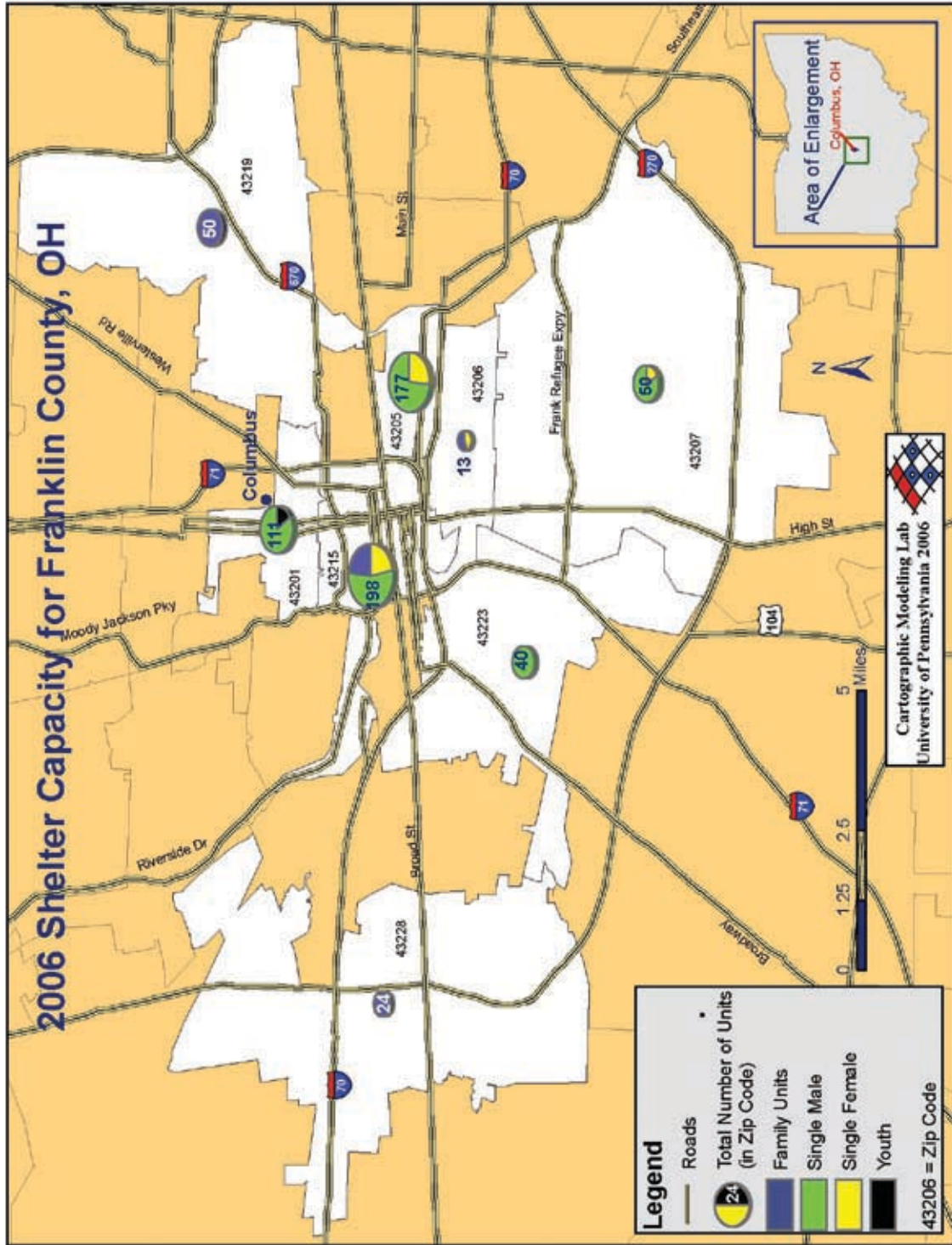
E M E R G E N C Y   S H E L T E R

DATA SNAPSHOTS

The charts in this section focus on analysis of the emergency shelter system across the four most recent fiscal years.

of Households Served by System

Legend: ■ Family ■ Men's ■ Women's

	FY'04	FY'05	FY'06	FY'07
Family	730	686	732	748
Men's	3992	3999	3676	3462
Women's	1044	1181	1250	1247

Number Served

The emergency shelter system served 3,462 men, 1,247 women and 748 families in FY2007. While the number of single adult men served is declining, the number of women and families that are entering the shelter system shows no significant change in the past three years. Fourteen percent of the adults served by the emergency shelter system were veterans.
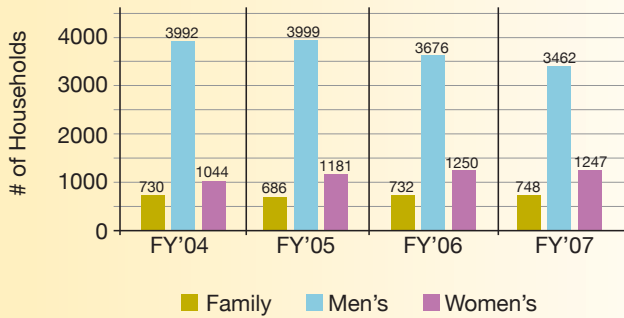
Average Length of Stay by System

	FY'04	FY'05	FY'06	FY'07
Family	51	56	53	55
Men's	41	41	44	46
Women's	33	31	31	31
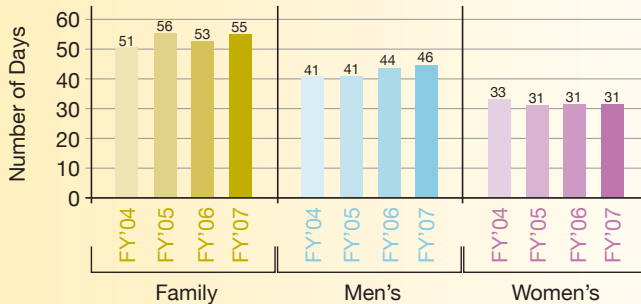
Length of Stay

For the most recent fiscal year, average length of stay in emergency shelter for families was 55 days. For men, the average length of stay was 46 days, while women stayed for an average of 31 days. The number continues to increase for men.

Race/Ethnicity

Family: Other—30%, Black—70%

Men's: Other—39%, Black—61%

Women's: Other—43%, Black—57%
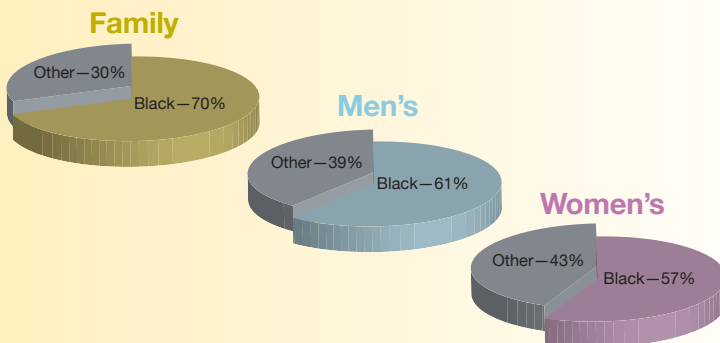
Race/Ethnicity

Blacks were disproportionately represented in all three shelter systems, at 57 percent in the women's shelters, 61 percent in the men's and 70 percent in family shelters.

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EMERGENCY SHELTER

Number and Age of Children

Families tended to be small in size, with young children. The average family served had 2.1 children, and nearly two-thirds of the children served (62 percent) were seven years of age or less.

Successful Housing Outcomes by System

% Successful Housing Outcomes

70%
60%
50%
40%
30%
20%
10%
0%

FY'04 FY'05 FY'06 FY'07 — Family
FY'04 FY'05 FY'06 FY'07 — Men's
FY'04 FY'05 FY'06 FY'07 — Women's
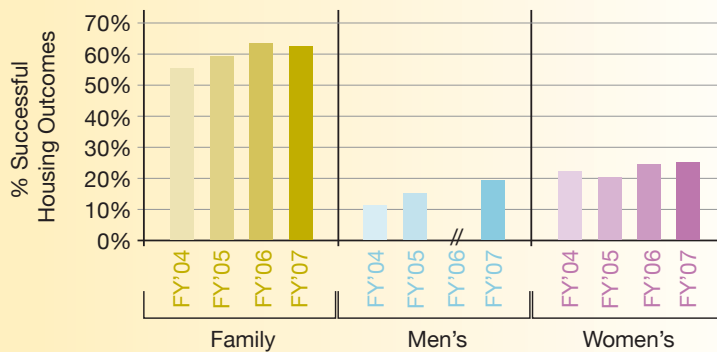
// denotes missing 2006 fiscal year data

Successful Housing Outcomes

Men had lower successful housing outcomes than women, at 19 percent versus 25 percent. Remarkably, 62 percent of family households exited emergency shelter to stable housing. CSB's housing placement services helped to ease the transition. In FY2007, CSB provided $409,787 in assistance for 844 individuals and families leaving shelter or the streets for permanent housing.

Recidivism

Family
Recidivism—1%
Stable Housing—99%

Men's
Recidivism—5%
Stable Housing—95%

Women's
Recidivism—3%
Stable Housing—97%
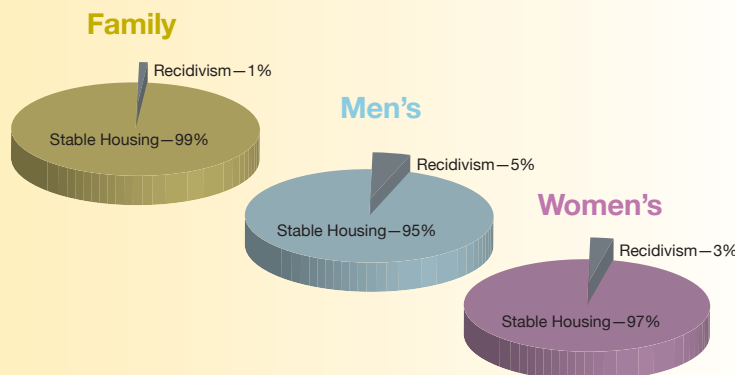
Recidivism

Recidivists are those who leave the shelter system with a successful housing outcome but return to shelter within two weeks to three months. The news is good on this front. The family system experienced the most positive outcome for this measure, with the lowest percentage of recidivism, at only 1 percent. Recidivism was still very low for men and women as well, at 5 percent for men and 3 percent for women.

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EMERGENCY SHELTER

The Commons at Chantry—

The Willingness to Change

CLIENT SUCCESS STORY

Tina Chapman's story is an example of how CSB's Rebuilding Lives initiative can make a difference, with the firm foundation of affordable housing and a framework of supportive services.

After three months living on the streets and battling substance abuse, Tina, 22, checked in at Maryhaven's in-patient treatment program and began her journey to recovery.

Now, after a year of sobriety, Tina is turning her life around with the help of her family, friends at The Commons at Chantry—a National Church Residences and Maryhaven collaboration—and her 12-Step program sponsor.

Living in a townhouse at The Commons at Chantry, she has been able to gain full custody of her two children, Karma, 3, and Orion, 2, now that she has stabilized housing.

The program has given Tina a home for her family to feel safe. "It feels so great to be able to be with them [children] and be the mother I need to be," said Tina. "At The Commons, I have support right next door with neighbors who are clean and safe."

" One thing I've learned is not to give up. You have to fight through it. There is going to be a better day ahead, and there are people out there to help us and guide us. "

-Tina Chapman,
Resident of The Commons at Chantry

partner profile

NATIONAL CHURCH RESIDENCES

Provides quality, affordable housing, while giving residents access to those supportive services they may need in order to achieve the highest possible standard of living. Staff helps residents to stabilize and maintain housing; and address employment, social, and health needs

EMERGENCY SHELTER

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"Point-in-Time"
ANNUAL COUNT OF PERSONS WHO ARE HOMELESS

Imagine surviving without a home in the winter, in constant danger of living against the elements. Although this is reality for a number of men and women, the good news is that Columbus takes care of its own, as evidenced by CSB's third annual "Point-in-Time" count of people experiencing homelessness. Of all persons counted in Columbus, 92 percent were sheltered.

Once a year, volunteers take to the streets in Columbus, in the middle of the night. More than 130 volunteers and staff count people under bridges, along railroad tracks, on downtown streets and in tents and shanties along river banks. Volunteers also interview individuals seeking help at local free meal programs.

"The count is a census that helps to inform provider agencies and improve upon future services," said executive director Barbara Poppe.

While the count does provide a snapshot of information, it is not perfect. "Even though we try our best, we know that the report is not counting everyone out there," said Poppe.

The U.S. Department of Housing and Urban Development released a report in early November indicating that nationally, homelessness decreased between 2006 and 2007, based on local census numbers like CSB's "Point-in-Time" count. Poppe noted that while local procedures for counting those in shelters are reliable, the on-the-street count is broadly understood to be less reliable. "It varies widely from community to community," she said. (See Appendix III for full report.)

Annual Count of Persons Who are Homeless

Temporary Shelter			Unsheltered		
1862	1168	1259	62	189	114
2005	2006	2007	2005	2006	2007

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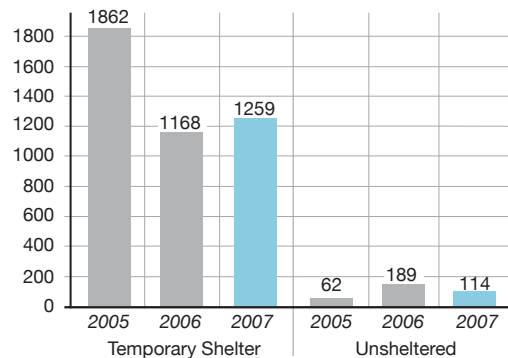
EMERGENCY SHELTER

partner profile

THE SALVATION ARMY

Provides innovative direct housing to help families move quickly out of emergency shelter into affordable rental housing. Services include linkage to employment, benefits, counseling, child care/ school enrollment, utility assistance, clothing, furniture or food.

Salvation Army / YWCA Family Center—
Reuniting Mother & Child

CLIENT SUCCESS STORY

Joan had a decent job, her 16-year-old son went to public school and they lived in a normal house in north Columbus. Life wasn't too bad—or so they thought.

Due to increasing gas prices and a long commute to work, Joan and her son decided to move closer to her job. However, within a couple of months, her company closed, leaving Joan unemployed and with no way to pay her bills.

Struggling to make ends meet, Joan had her son live with family while she bounced from shelter to shelter or lived out of her truck. After several months, Joan and her son moved into the YWCA so they could be together.

> "It's been an emotional rollercoaster. But sometimes we have to climb over the boulders to get to the smooth path."
>
> *-Joan, Client of Salvation Army / YWCA Family Center*

With support and assistance from the staff at the YWCA Family Center, the Salvation Army and the Family Housing Collaborative, Joan and her son are now living in a safe home in Columbus and her son is back in the public school system.

"It's been an emotional rollercoaster," said Joan. "But sometimes we have to climb over the boulders to get to the smooth path."

partner profile

YWCA COLUMBUS

Operates the Family Center, which serves as the "front door" for homeless families in crisis and seeking shelter. The staff conducts assessments, provides access to community resources, and helps families access appropriate next-step housing. Also operates the WINGS program, which provides supportive housing for single women. Services include employment and benefits assistance, recovery support, and linkages to resources.

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EMERGENCY SHELTER

Permanent Supportive Housing

ACCESS

Permanent supportive housing links residents to a range of support services designed to maintain stable housing and improve the quality of their lives. There are 16 different supportive housing programs, representing a diverse model designed to best meet the needs of individuals and families and promote long-term housing stability.

Supportive housing programs use a "blended management" model of housing operations and supportive service management. This means that property management and service staff coordinate efforts, beginning with initial unit leasing. This allows for a more comprehensive view of residents and their needs.

Services may include case management, health care, employment services (e.g., training and job placement), recovery services and support groups, and independent living skills training (e.g., money management and housekeeping). Individuals and families participate in services voluntarily—only lease compliance is required to maintain housing.

CAPACITY

In Columbus and Franklin County, there are nearly 800 units of permanent supportive housing for persons who are disabled and have experienced long-term homelessness.

In 2007, 15 new supportive housing units became operational as a result of an expansion of Southeast's Scattered Site permanent supportive housing program. An additional 185 units of supportive housing have been planned and are in various stages of development through expansion of existing programs and new program development. It is anticipated that the added units will become operational over the next two years. (See Table 3.)

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**Table 3—Permanent Supportive Housing Program,
Unit Summary as of December 1, 2007**

	Rebuilding Lives[2]	Other Populations	Total Units
Operational			
Briggsdale Apartments, Community Housing Network	25	10	35
Cassady Avenue Apartments, Community Housing Network	10	—	10
Community ACT Housing, Community Housing Network	42	33	75
East Fifth Avenue Apartments, Community Housing Network	38	—	38
North 22nd Street Apartments, Community Housing Network	30	—	30
North High Street Apartments, Community Housing Network	33	3	36
Parsons Avenue Apartments, Community Housing Network	25	—	25
Rebuilding Lives PACT Team Initiative	108	—	108
Safe Haven Apartments, Community Housing Network	16	—	16
Scattered Site Apartments, Southeast	90	—	90
St. Clair Hotel, Community Housing Network	26	5	31
Sunshine Terrace, YMCA	65	120	185
The Commons at Chantry, Maryhaven/National Church Residences	50	50	100
The Commons at Grant, National Church Residences	50	50	100
YMCA Supportive Housing	95	308	403
YWCA WINGS	69	33	102
	772	**612**	**1,384**
Future Opening Date—2008 or later			
YMCA Supportive Housing-expansion	10	—	10
Southpoint Place, Community Housing Network	40	40	80
The Commons at Buckingham, National Church Residences	50	50	100
Permanent Supportive Housing, Volunteers of America	50	50	100
Permanent Supportive Housing, Community Housing Network	35	25	60
	185	**165**	**350**
Total Units	**957**	**777**	**1,734**

PERMANENT SUPPORTIVE HOUSING

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partner profile

YMCA OF CENTRAL OHIO

Offers men and women the assistance and support needed to stabilize and maintain independent housing, while providing supportive housing with access to those supportive services needed in order to achieve the highest possible standard of living. Services include employment planning, resume development, assistance with job search, job readiness workshops and transportation assistance.

LOCATIONS

Permanent supportive housing is located across the county. Figure 2 is a map that gives a bird's-eye view of the housing across our community. (See page 19 for Figure 2.)

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PERMANENT SUPPORTIVE HOUSING

Figure 2

Rebuilding Lives Program Locations
Columbus and Franklin County, Ohio 2006

PERMANENT SUPPORTIVE HOUSING
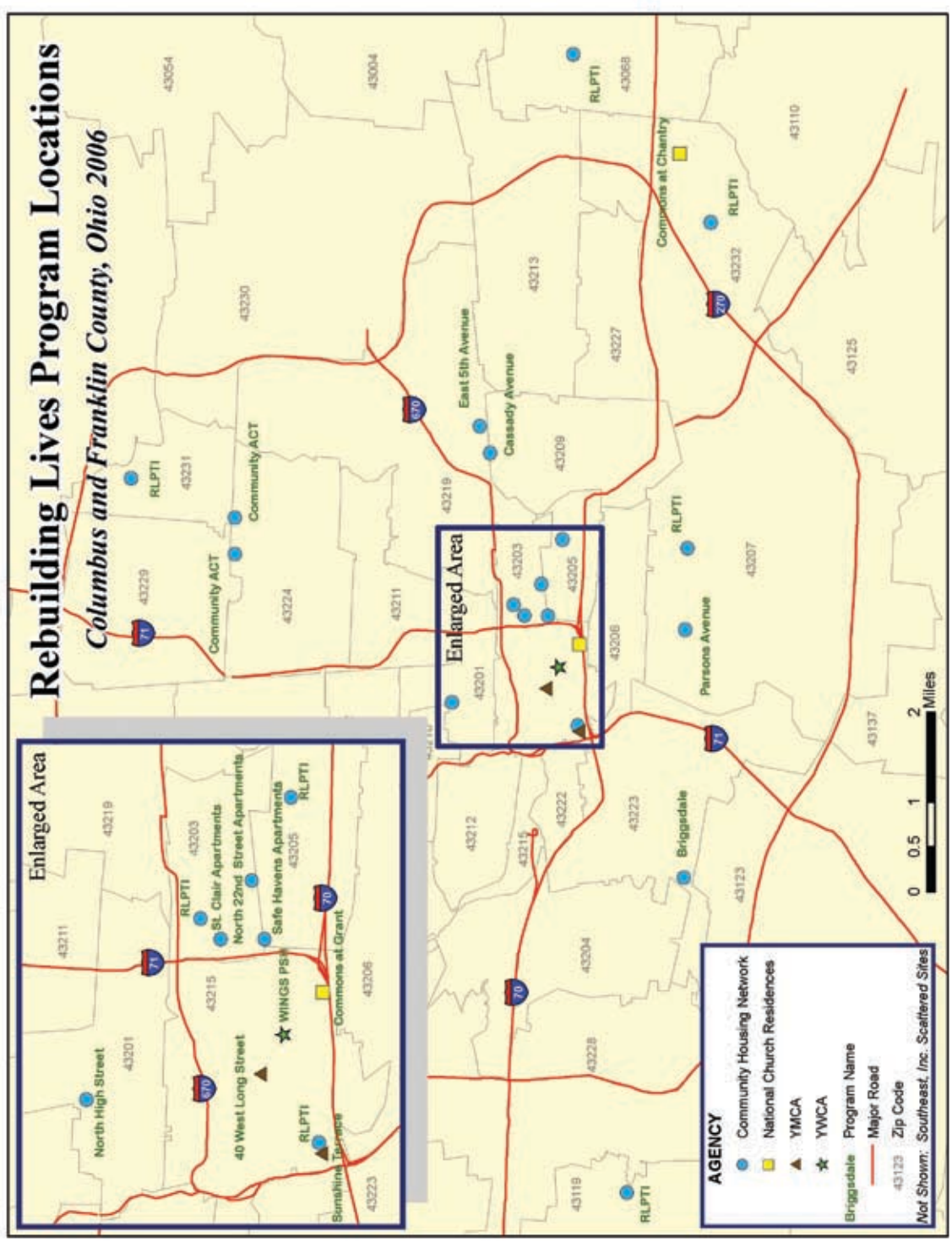
DATA SNAPSHOTS

The charts in this section focus on analysis across the five most recent fiscal years within permanent supportive housing.

of Households Served
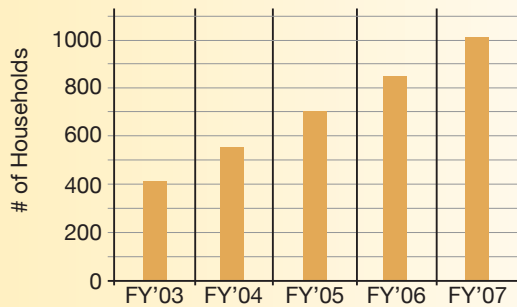
Number Served

The number of households served by the permanent supportive housing programs continues to increase as a direct result of increased capacity. Fourteen percent of the adults served by the permanent supportive housing programs were veterans.

Successful Housing Outcomes
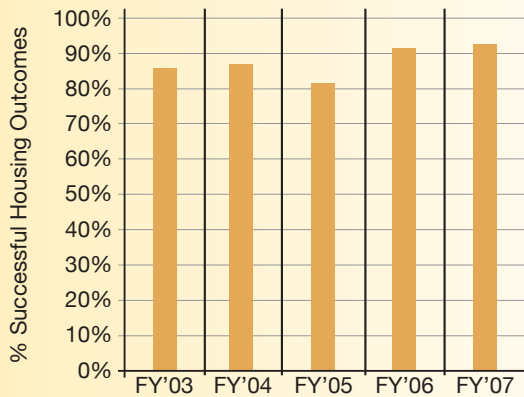
Successful Housing Outcomes

Successful housing outcomes continue to increase. The rate of households that continue to stay in the Permanent Supportive Housing units and of those that move to other permanent housing options exceeded 90 percent this past fiscal year.

PERMANENT SUPPORTIVE HOUSING

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Community Housing Network—
One More Choice

CLIENT SUCCESS STORY

"Many people think you choose to be homeless, but you don't choose," said Bruce Garrard. "You just run out of choices."

Bruce, 63, grew up in an upper middle-class family. He was always a straight-A student and attended Brown University.

That changed suddenly when Bruce was in a terrible car accident, which crushed his leg and caused brain damage. He was never able to finish college.

Determined to turn his life around, Bruce worked hard, lived well, started his own business, and later married. "But after 10 years of success, my life started a downward spiral," said Bruce.

His business went under, his wife passed away and he lived out of his car for two years.

Starting over, Bruce hitchhiked to Columbus and after 20 years of being homeless, a door

opened for him. He was given the opportunity to live in a Rebuilding Lives permanent supportive housing apartment through the Community Housing Network and has been living there for the past five years.

Bruce is a strong advocate for people who experience homelessness. He recently won a CSB Hero Award for significant volunteer contributions, has been a key member of the Citizens Advisory Council for the past three years and serves on the Homeless Management Information System selection committee. Currently, Bruce is taking classes at The Ohio State University and is in the process of writing a book about homelessness.

> "All along in my journey of homelessness, I was in a hole. People would give me food and clothes, but no one helped me change my situation. Rebuilding Lives gave me a ladder to climb up from the hole of homelessness."
>
> *-Bruce Garrard, Rebuilding Lives*

partner profile

COMMUNITY HOUSING NETWORK

Provides safe affordable rental housing and linkage to supportive services for people with disabilities and other special needs such as homelessness. CHN serves as a developer, owner and property manager, and facilitates access to rent subsidies and private housing.

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DATA SNAPSHOTS

The charts in this section focus on a comparison between the clients in permanent supportive housing and the clients in the emergency shelter system, for the most recent fiscal year.

Gender Composition by System

% of Gender Composition

Legend:
- Emergency Shelter—Single Adults
- Permanent Supportive Housing
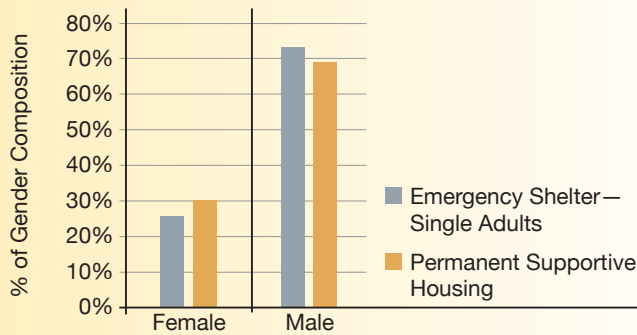
Average Age by Gender and System

Age

Legend:
- Emergency Shelter—Single Adults
- Permanent Supportive Housing
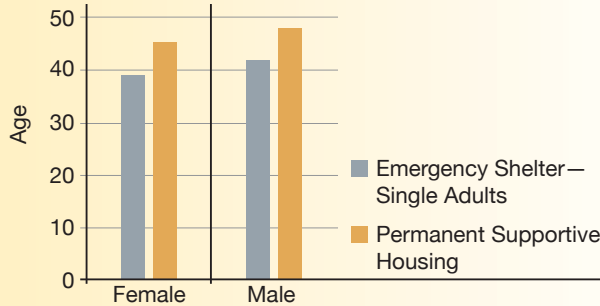
Percent Households Served with Zero Income at Entry by System

% of Households Served

Legend:
- Emergency Shelter—Single Adults
- Permanent Supportive Housing
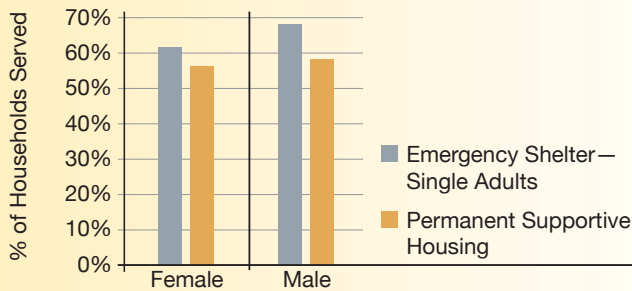
Age and Gender

Although very similar in race/ethnicity, the population in permanent supportive housing tends to include more females (31 percent) than the shelter population (26 percent). The permanent supportive housing group also tends to be older, for both genders.

Monthly Income

The permanent supportive housing system serves fewer households with zero income at entry than the emergency shelter system. Those adults served by shelters who have income at entry have disproportionately higher income than those in permanent supportive housing, especially the male population.

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Calendar Year Trends

The data in other sections of this report were pulled for fiscal years, but included in this section is a calendar-year view on the data, over a consistently longer timeframe, from 1995-2006. This is another set of snapshots valuable to consider when examining the problem of homelessness in our community.

DATA SNAPSHOTS

Total Number of Clients Served in Emergency Shelter System

Year	Children	Adults
'95	2,456	6,434
'96	2,392	6,372
'97	2,623	6,791
'98	2,269	6,624
'99	1,444	5,831
'00	1,724	5,789
'03	1,576	5,858
'04	1,552	6,212
'05	1,578	6,030
'06	1,497	5,877

Y-axis: # of Clients Served (0 to 10,000)

■ Total Number of Adults
■ Total Number of Children

// denotes missing 2001 and 2002 calendar year data
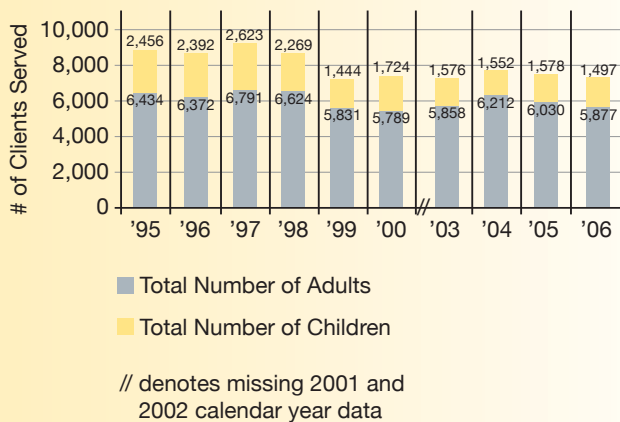
Number Served

Since 1995, CSB and partner agency programs have worked to decrease homelessness. Declines in family shelter demand drive this overall decline in numbers. Despite these successes, during 2006, 6,000 adults and 1,500 children experienced homelessness.

Average Length of Stay by Emergency Shelter System

Y-axis: Number of Days (0 to 80)

Year	Family	Men's	Women's
'95	31	31	29
'96	33	33	29
'97	35	34	29
'98	48	42	36
'99	70	43	36
'00	71	43	42
'03	47	41	30
'04	54	40	31
'05	56	41	31
'06	57	42	30

■ Family   ■ Men's   ■ Women's

// denotes missing 2001 and 2002 calendar year data
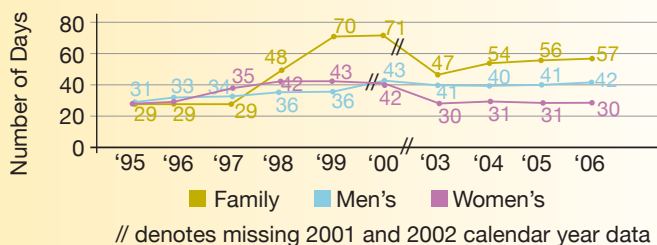
Length of Stay

Average length of stay in emergency shelter for families was 57 days. For men, the average length of stay was 42 days, while women stayed for an average of 30 days. The number continues to increase for men.

CALENDAR YEAR TRENDS

DATA SNAPSHOTS

Average Household Income by Emergency Shelter System

Income Amount

$600
$500
$400
$300
$200
$100
$0

'97 '98 '99 '00 // '03 '04 '05 '06

■ Family ■ Men's ■ Women's

// denotes missing 2001 and 2002 calendar year data
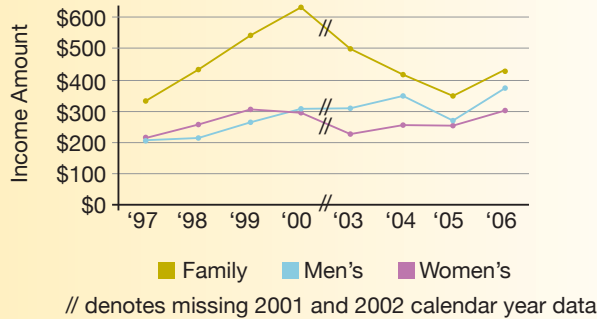
Monthly Income

All populations had substantially less monthly income than the amount needed to rent a typical apartment in Columbus. In Franklin County the Fair Market Rent for a two-bedroom unit is $718. At or just below two-thirds of single men (68 percent) and single women (62 percent) had no monthly income at intake.

Successful Housing Outcomes by Emergency Shelter System
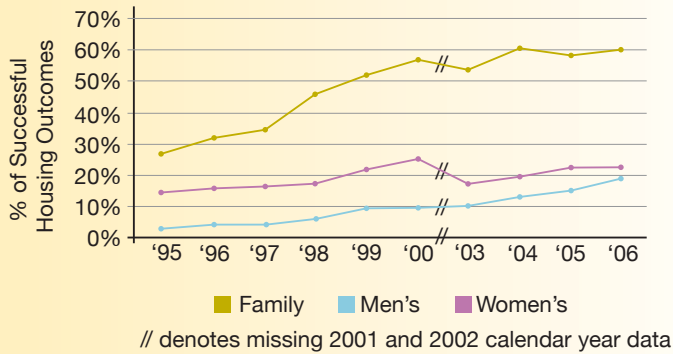
% of Successful Housing Outcomes

70%
60%
50%
40%
30%
20%
10%
0%

'95 '96 '97 '98 '99 '00 // '03 '04 '05 '06

■ Family ■ Men's ■ Women's

// denotes missing 2001 and 2002 calendar year data

Successful Housing Outcomes

Men had lower successful housing outcomes than women, at 19 percent versus 23 percent. Remarkably, 60 percent of family households exited emergency shelter to stable housing. The rate for families has more than doubled since 1995. The trends are generally positive for men and for families, although the line is flattening for women.

CALENDAR YEAR TRENDS

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Financial

EXPENSE SUMMARY

CSB receives funding from a variety of sources. The vast majority of its resources support partner agency efforts in prevention, emergency shelter, housing services and supportive housing. Administration and fundraising expenses remain low since more than 90 percent of CSB's costs are for programs and program planning. Responsible and reliable management of resources will always be a priority.

Emergency Services 41%

Housing 40%

Advocacy, Planning & Evaluation 8%

Administration & Fundraising 8%

Prevention 3%
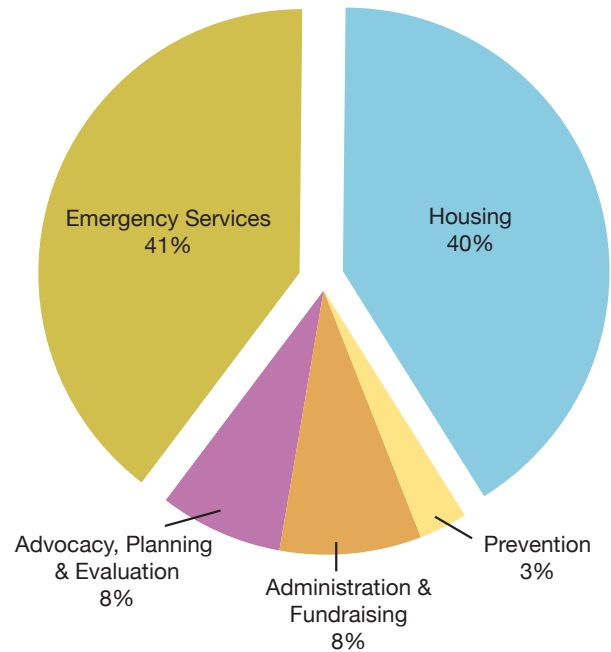
REVENUE SUMMARY

Sources of funds are conservatively projected based on notification of awards by major funders and current contracts. The sources are, for the most part, contracted or reasonably assured of being contracted.

Available Carryover	492,824
City of Columbus	3,451,012
Franklin County	3,455,862
Federal Funds	82,525
Ohio Housing Trust Fund	550,000
United Way of Central Ohio	1,030,706
Mel Schottenstein Birthday Celebration Contributions	1,000,000
Other Funds (including Satisfaction of Restrictions)	782,798
Total Current Revenue	**$10,845,727**

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F I N A N C I A L

Ready for the Future

REBUILDING LIVES PLAN

The Rebuilding Lives initiative, hailed as visionary when it was launched, has helped more than 1,000 people find permanent homes. By the end of 2007, nearly all of the planned 800 units will be completed. As Rebuilding Lives approaches the ten-year mark, planning is underway to meet the next decade of needs.

In early 2006, the City of Columbus, Franklin County Commissioners and the United Way of Central Ohio charged a stakeholder committee with updating the Rebuilding Lives plan. Members have been poring over research and crafting recommendations to improve the ways our community serves single adults and families experiencing homelessness. The public also helped shape the plan before its adoption in January 2008.

Elfi DiBella, steering committee chair and CSB board of trustees vice chair, said that Franklin County's challenge is to serve the growing needs for both temporary and long-term housing. She gave examples from research commissioned for the project.

"On the one hand, we've done amazingly well with supportive housing. About 70 percent of residents in supportive housing maintain their housing over a five-year period," she said.

"At the same time, not enough adults are moving as quickly as they should from emergency shelter into stable housing," she said. "We're taking a look at having a single point of entry to link people rapidly to housing or services. This same approach has worked successfully for families."

DiBella is confident that the new Rebuilding Lives Plan will usher in a new decade of achievement. "Support from leaders in philanthropy, business and government will be essential. Rebuilding Lives works due to tremendous community collaboration," she said.

" Our focus will always be on areas for improvement and future strategies to make the system better. "

-Elfi DiBella, Rebuilding Lives Plan steering committee chair and CSB board of trustees vice chair

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partner profiles

COMMUNITIES IN SCHOOLS

Is the nation's leading community-based drop-out prevention organization helping kids stay in school and graduate. Implements the Stable Families program with Gladden Community House and Central Community House to reduce student mobility and to provide homelessness prevention assistance and leverage resources for families.

Family Housing Collaborative/YWCA Family Center—
One Family Under One Roof

CLIENT SUCCESS STORY

Latrell Clark has the positive attitude of a winner, but the road has been rough. After a bad car accident, she was on disability and lost her family's home. With the help of the Family Housing Collaborative and the Salvation Army, Latrell and her family slowly began the process of turning their lives around as they were taken in at the YWCA Family Center.

After a short 30-day stay, the YWCA Family Center and Salvation Army kept their promise. The Clark family moved into a house in Columbus until the next unfortunate event occurred. After living in the house for a month-and-a-half, the shed behind the house caught on fire, which in turn caught a tree and then the house on fire.

"We lost everything in the fire, but we were fortunate to be able to stay at the Red Cross," said Latrell.

Three days later, the Salvation Army helped the Clark family into another home, restoring hope once again. "I've been thankful every day," said Latrell. "I don't know how I make it sometimes, but I do."

Latrell's resources are tight, but with her disability check of $1,033 a month she pays her rent, car payment, utilities and food to feed her four children. Latrell's oldest daughter helps her out a lot in her free time from taking classes at The Ohio State University, where she has an academic scholarship.

STABLE FAMILIES PROGRAM

Is a family homelessness prevention pilot scheduled to be implemented in April of this year. The program will help families who are at risk of homelessness avoid the shelter system and keep children enrolled in their home school. Communities in Schools along with partners Central Community House and Gladden Community House will implement the program.

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READY FOR THE FUTURE

Concluding Thoughts

Our data snapshots reinforce and fine-tune observations from previous years:

- Homelessness is a serious problem in Columbus and Franklin County, and it affects men, women and children.

- The emergency shelter system continues to improve the services provided to those who experience homelessness.

- While there are indications of progress, such as improving housing outcomes, there are still areas in which improvement is needed.

- Rebuilding Lives offers a solution to the pervasive problem of chronic homelessness.

The results of this report will be used to improve planning and implementation of emergency services for men, women and children affected by homelessness. Most importantly, it will have the potential to inform public policy and community efforts toward our community goal of ending homelessness.

What will the future bring? The worsening economy could have an impact on our overall positive trends. We would be mistaken to suggest otherwise. But our carefully constructed system of resources and focus on transitioning from crisis and Rebuilding Lives, will remain a constant.

> "Some people believe that we will never abolish homelessness because the root causes are too complex. But that's not the way we think in Columbus. That's because our community cares for each other. By caring for those in need in our own backyard, we light the way for the rest of the world."
>
> *-Brian Hall, 2007 Mel Schottenstein Birthday Celebration*

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Endnotes

[1]*A person who experiences homelessness is one who lacks a fixed, regular and adequate nighttime residence and who has a primary nighttime residence that is a supervised shelter designed to provide temporary living accommodations, an institution that provides a temporary residence for individuals intended to be institutionalized, or a public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.*

[2]*Tenants of Rebuilding Lives must have experienced long-term homelessness and have one or more disabilities. Long-term homelessness is defined as staying 120 days or more in an emergency shelter, on the street, or a combination of the two OR experiencing at least four separate episodes of homelessness. Disabled is defined as a serious mental illness, substance abuse disorder, long-term health disorder or developmental disability, or long-term unemployment.*

APPENDIX I—
## FUNDING, EVALUATION RATINGS AND CERTIFICATION STATUS

FY2008 Funding, Evaluation Ratings & Certification Status

	Partner Agency Contracts	FY2007 CONTRACT AMOUNT	FY2008 FUNDING AWARD	EVALUATION RATING	CERTIFICATION STATUS
	Prevention				
	Gladden Community House	40,950	44,235	High	Compliant
6	Prevention Pilot - Partner Agency TBD	-	100,100	N/A	N/A
	Total Prevention	**40,950**	**144,335**		
	Housing				
	Rebuilding Lives				
	Community Housing Network - E. 5th Ave.	82,900	77,622	High	Compliant
	Community Housing Network - N 22nd St.	95,011	90,844	High	Compliant
	Community Housing Network - N High St.	249,185	242,879	Medium	Compliant
	Community Housing Network - Parsons Ave.	71,626	68,154	High	Compliant
	Community Housing Network - Cassady Ave.	40,519	34,130	Medium	Compliant
	Community Housing Network - Community ACT	66,406	12,006	Not Rated	Compliant
	Community Housing Network - RLPTI	28,735	35,805	Medium	Compliant
	Community Housing Network - St. Clair	72,555	65,555	High	Compliant
	Community Housing Network – COLA and Merit	-	31,995	-	N/A
	Maryhaven - Commons at Chantry	36,083	36,083	Not Rated[2]	Compliant
	National Church Residences - Commons at Grant	90,309	90,309	High	Compliant
5	Southeast - Scattered Sites	146,031	310,652	Unable to Rate[1]	Compliant
	YMCA - Sunshine Terrace	341,154	349,586	High	Compliant
5	YMCA - 40 West Long	456,510	471,032	High	Compliant
	YWCA - WINGS	55,831	54,674	High	Compliant
	Sub-total	**1,832,855**	**1,971,326**		
	Resource Specialists				
	Homeless Families Foundation	92,000	93,870	High	Compliant
	Southeast - Friends of the Homeless	162,000	140,805	High	Compliant
	Lutheran Social Services	180,000	180,000	Low	Non-Compliant[4]
	YWCA - Family Center	105,000	105,000	Low	Compliant
	Sub-total	**539,000**	**519,675**		
	Other Housing				
	Maryhaven-Outreach	47,000	46,485	Unable to Rate[3]	Compliant
	Southeast - Outreach	51,000	53,672	Not Rated[2]	N/A
	Salvation Army - FHC	155,808	158,884	Medium	Compliant
	Homeless Families Foundation - LT FHC	-	90,000	New	New
	Sub-total	**253,808**	**349,041**		
	Total Housing	**2,625,663**	**2,840,042**		
	Shelter				
	ADAMH/MH Engagement Center	231,060	237,471	High	Compliant
	Southeast - Friends of the Homeless - Men	473,520	489,146	Medium	Compliant
	Southeast - Friends of the Homeless - RP	392,372	405,320	Medium	Compliant
	Homeless Families Foundation-Family Shelter	485,142	476,516	High	Compliant
8	Lutheran Social Services – Adult Shelters	1,046,503	1,122,220		
8	Lutheran Social Services - FM6			Medium	Non-Compliant[4]
8	Lutheran Social Services - FM8			Low	Non-Compliant[4]
8	Lutheran Social Services - NP			Medium	Non-Compliant[4]
	Volunteers of America - Men's Shelter	48,793	65,432	Medium	Compliant
	Volunteers of America - Family Shelter	50,394	63,720	High	Compliant
	YWCA - Family Center	969,314	961,637	Medium	Compliant
7	Overflow – Lutheran Social Services and Homeless Families Foundation	305,118	28,873		
	Total for Shelter	**4,002,216**	**3,850,335**		
	Total Recommended Funding	**6,668,829**	**6,834,712**		

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APPENDIX I

1   CSB is unable to rate this program due to HMIS data discrepancies that were not resolved prior to the Program Evaluation publication date. Southeast was asked to perform an audit of their HMIS data collection, entry and reporting procedures and practices, related to the Prior Living Situation of their clients. This review also included a file audit for the 01/01/06-12/31/06 timeframe. The results of the audit were not conclusive regarding the clients' eligibility in the RL program.

2   In some instances a program was too new to evaluate; therefore, a performance rating was not assigned.

3   CSB is unable to rate this program due to agency disclosure on substantial exit data entry errors.

4   LSS is non-compliant with a good neighbor agreement (GNA) standard, having let a GNA lapse.

5   Includes expansion for Critical Access to Housing. YMCA expanded during FY2007 (included in FY2007 Contract Amount column) and SE will expand for FY2008.

6   The prevention pilot partner agency need has not been fully determined, and no RFP has been issued at this time.

7   The overflow included within the budget is for part of the annual overflow needs. The remaining portion of overflow will come out of contingency funds. The FY2007 amount represents total overflow allocated throughout the year.

8   LSS adult shelter contracts will be combined in FY 08 into one contract. The FM6, FM8, and NP programs are listed separately to show the FY 07 evaluation ratings and certification status.

PROGRAM EVALUATION RATINGS

For FY2007, CSB evaluated all programs it funded, and those under contract with the agency. These included the current emergency shelter, services and permanent supportive housing systems in Columbus and Franklin County. Established performance standards were used for the evaluation. The chart below indicates the performance ratings of the 35 programs in FY 2007 compared to the previous fiscal year.

Program Evaluation Ratings
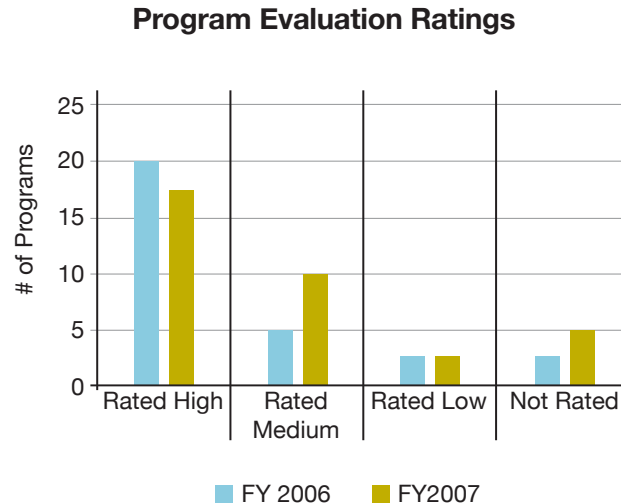
APPENDIX II—
EMERGENCY SHELTER CLIENT DATA 1995– 2006

All Clients (men, women & children)	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006
Total Clients Served	8,890	8,764	9,414	8,893	7,275	7,513	7,437	7,766	7,609	7,374
Total Number of Households Served	6,116	6,052	6,461	6,309	5,638	5,540	5,648	6,000	5,814	5,662
Total Number of Children	2,456	2,392	2,623	2,269	1,444	1,724	1,576	1,552	1,578	1,497
Total Number of Adults	6,434	6,372	6,791	6,624	5,831	5,789	5,858	6,212	6,030	5,877
Percent Working (HOH)[1]	18%	21%	20%	21%	24%	26%	16%	15%	12%	16%
Successful Outcomes (Households)	9%	11%	12%	14%	16%	18%	17%	20%	23%	25%
Total Shelter Units[2]	268,026	274,065	302,798	380,755	350,136	397,008	306,225	333,708	337,826	333,925
Families										
Families Served	1,168	1,098	1,217	974	612	740	698	696	678	706
Individuals in Families[3]	3,942	3,810	4,170	3,558	2,249	2,713	2,487	2,462	2,473	2,418
Number of Adults	1,486	1,418	1,547	1,289	805	989	908	908	894	921
Number of Children	2,456	2,392	2,623	2,269	1,444	1,724	1,576	1,552	1,578	1,497
Average Family Size	3.4	3.5	3.4	3.7	3.7	3.7	3.6	3.5	3.6	3.4
Average Income	-----	-----	$332	$428	$537	$630	$491	$413	$347	$422
Percent Working (HOH)[1]	11%	15%	14%	20%	30%	33%	16%	16%	12%	21%
Successful Outcomes	27%	32%	35%	46%	52%	57%	54%	61%	59%	60%
Average Length of Stay (Days)	29	29	29	48	70	71	47	54	56	57
Total Shelter Units	117,709	114,656	124,619	183,903	163,551	189,856	115,976	133,550	138,851	139,855
Average Households Served per Night	95	89	100	136	121	144	102	104	101	110

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APPENDIX II

Men	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006
Men Served	4,013	3,995	4,281	4,414	4,167	3,869	3,881	4,144	3,935	3,693
Average Income	-----	-----	$217	$217	$267	$307	$308	$351	$262	$374
Percent Working	20%	23%	22%	21%	24%	27%	18%	17%	13%	17%
Successful Outcomes [4]	3%	4%	4%	6%	9%	9%	10%	13%	15%	19%
Average Length of Stay (Days)	30	33	34	36	36	43	41	40	41	42
Total Shelter Units	120,873	131,959	143,916	157,533	149,317	168,261	158,120	164,350	161,250	155,993
Average Served per Night	331	361	394	432	409	456	433	450	442	427
Women										
Women Served	935	959	963	921	859	931	1,069	1,160	1,201	1,263
Average Income	-----	-----	$216	$257	$307	$294	$226	$256	$253	$301
Percent Working	17%	18%	17%	20%	17%	15%	11%	9%	6%	8%
Successful Outcomes	15%	16%	17%	18%	22%	26%	18%	20%	23%	23%
Average Length of Stay (Days)	31	29	35	42	43	42	30	31	31	30
Total Shelter Units	29,444	27,450	34,263	39,319	37,268	38,891	32,129	35,808	37,725	38,077
Average Served per Night	81	75	94	108	102	107	88	98	103	104

[1]The percent working for 2003 through 2006 was based on employment status at intake.

[2]Shelter unit = one person sheltered for one night.

[3]The number of adults plus number of children will not necessarily equal Individuals in Families. This is because the former categories are dependent upon an age calculation, which requires a valid date of birth.

[4]Calendar Year 2005 housing outcomes data for the Faith Mission men's programs are not reliable; consequently, Faith Mission on 6th and Faith Mission on 8th have been excluded from the men's system calculations for successful outcomes.

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APPENDIX III
2007 POINT-IN-TIME COUNT OF HOMELESS PERSONS
PLANNING PROCESS & METHODOLOGY

2007 Point-in-Time Count of Homeless Persons
Columbus & Franklin County, Ohio
PLANNING PROCESS & METHODOLOGY

I. Background on the Homeless Count
The U.S. Department of Housing and Urban Development (HUD) requires local communities to conduct a point-in-time count of sheltered and unsheltered persons experiencing homelessness at least once every two years during the last seven days of January. This requirement is in place to help HUD and local communities assess gaps in homeless housing and service programs.

For Columbus and Franklin County, the Continuum of Care Steering Committee assumes the responsibility of planning and conducting the point-in-time count, with technical assistance and support from the CSB. The Steering Committee conducted its first point-in-time count in January of 2005 and repeated this effort in January 2006. CSB issued reports summarizing the results of each count as part of CSB's annual *Community Report on Homelessness* publication.

II. The Planning Process
The Continuum of Care Steering Committee decided to conduct another point-in-time count during January of 2007, and formed a Homeless Count Workgroup to plan and implement the count. The workgroup included a wide range of organizations who work with homeless persons, including street outreach providers, shelter providers, housing providers, Steering Committee members, consumers and former consumers, and other groups. The workgroup met three times during the count process, twice before the count and once afterward, and received input from a total of 17 people. The workgroup was organized and chaired by John Hardiman, Program Relations Manager for CSB.

The workgroup used the 2006 point-in-time count plan as a starting place. The workgroup listened to volunteers who worked on the count last year, reviewed notes from the 2006 planning process, and discussed ways to strengthen the count process. The workgroup strengthened several components to make the point-in-time count process more comprehensive.

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III. Homeless Count Plan

Workgroup members met twice prior to the count to discuss the best method for conducting this year's count of homeless persons. The workgroup reviewed last year's count process and results, and discussed the advantages and disadvantages of different counting methods. While conscious that there will always be some limitations, the workgroup selected the following methodology for conducting the 2007 point-in-time count of sheltered and unsheltered persons.

A. General Plan for 2007 Point-in-time Count of Homeless Persons

Population	Location	Count Type	Source/Methodology
Sheltered Homeless	Shelters & transitional housing programs	Administrative Records and Enumeration	CSB's HMIS data system; CSB survey of programs not part of HMIS
Unsheltered Homeless	"Street" count at known locations (homeless camps, street areas, riverbanks, railroad tracks, etc.)	Enumeration	19 volunteer teams assigned to 36 geographic locations to count unsheltered homeless persons from 4 a.m. to 7 a.m. on January 31, 2007.
Unsheltered Homeless	Emergency service providers & 24/7 storefront locations	Enumeration	Volunteers respond in person to calls from hospitals, emergency services, police, jails, and selected storefront locations from 4 a.m. to 7 a.m. on January 31, 2007.
Unsheltered Homeless	Free lunch providers	Screening and enumeration	Volunteer teams attend the 10 largest free lunch locations to screen and count unsheltered homeless persons during their regular hours of operation on January 31, 2007.
Unsheltered Homeless	Known locations for youth	Administrative Records	CSB surveys Huckleberry House to identify unsheltered unaccompanied youth served on January 31, 2007.

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APPENDIX III

B. Limitations

The workgroup pointed out the inherent difficulty of conducting a point-in-time count of homeless persons, particularly for unsheltered homeless persons. Workgroup members acknowledged that despite the best efforts of the workgroup and volunteers, *any count of homeless persons is bound to be limited and incomplete.* It is not possible to find every homeless person in the county at a single point in time with limited resources.

Some of the major barriers to achieving an accurate count include:

• Geography: Franklin County includes 540 square miles of area and thousands of linear miles of roadways, railroads, and riverbanks. It is not possible to search every place in the county with a limited number of volunteers.

• Access / Visibility: homeless persons who sleep in abandoned buildings, cars, and other locations may not be accessible or visible to volunteers. Many unsheltered homeless persons do not want to be found.

• Movement: homeless camps and other locations are constantly changing. While outreach workers know about most established camp locations, new camps and smaller sites may not be identified.

• Season / Time of Day: sending volunteers out in winter between 4 a.m. and 7 a.m. to count homeless persons increases the likelihood of finding only those who are truly homeless and unsheltered, but also creates the potential for error. In some cases volunteers must estimate the number of people in tents or camps, since they are not instructed to wake people up. Darkness makes it difficult to see in some locations.

C. Counting Homeless Persons In Shelters & Transitional Housing

CSB maintains a data system known as the Homeless Management Information System (HMIS) for all homeless shelters under contract. Shelter and transitional housing staff members enter data when people enter and exit the shelter system. The HMIS data system can provide an accurate count of the number of people in CSB-funded shelters at any point in time.

CSB used the HMIS system to create a census report of shelter and transitional housing programs in Franklin County at 2:00 a.m. on January 31, 2007, the night of the homeless count. The agency gathered HMIS reports from all programs and compiled results to indicate the number of homeless persons residing in the programs at that time.

CSB also conducted a telephone survey of other shelter and transitional housing programs in Franklin County that were not under contract with CSB and not linked to the HMIS data reporting system at the time of the count. The agency surveyed these programs to determine the number of homeless persons residing in their facilities at 2:00 a.m. on January 31st. The following programs were contacted:

- Huckleberry House Youth Shelter
- CHOICES Shelter
- Amethyst-RSvP Transitional Housing

D. Unsheltered Homeless Count Method

The homeless count workgroup met twice before the count to determine the most effective method of finding and counting unsheltered homeless persons. The workgroup identified three primary methods:

1. "Street" count with teams of volunteers searching in known locations or likely spots;
2. Screening at free lunch provider locations;
3. Screening at emergency service provider and "storefront" locations open from 4:00 a.m. to 7:00 a.m.

The workgroup identified camps and locations in Franklin County where homeless persons were known to stay, the number of volunteers and team leaders needed to cover those areas, training needs for volunteers, the team coordination process, and safety issues. The "street" count of unsheltered homeless persons occurred from 4:00 a.m. to 7:00 a.m. on the morning of January 31st. The time period of 4:00-7:00 a.m. was chosen for a number of reasons, including:

- Probability of being homeless—It is likely that people who appear to be homeless during the early morning hours do not have any other place to sleep or reside. Persons with a place to sleep indoors, including shelter residents, are likely to be out of the elements during this time period.

- Less movement—Few stores, businesses, restaurants, and taverns are open during this time period. There are fewer people moving from place to place.

- Consistency with prior counts—the time chosen coincided with the same time period used in the prior year point-in-time counts.

E. Unsheltered Count Process

Outreach Prior to the Count—Outreach teams made efforts to notify unsheltered homeless persons about the date, time, and purpose of the count. Fliers were sent to outreach workers, agencies, and churches in advance to distribute to homeless persons in known camps.

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"Street" Count—Approximately 140 volunteers were recruited for the count, including 19 team leaders. While not all team leaders had direct outreach experience, they all had substantial experience working with homeless persons. Team Leaders were asked to attend a training session on January 26th to review the count methodology, documentation, team responsibilities, and safety practices.

Emergency Service Provider and Storefront Locations—A memo was sent to all hospital emergency rooms, police and sheriff departments, crisis programs, and other emergency service providers one week in advance of the count. The memo explained the count process and asked emergency service providers to contact the count team if homeless persons received services from 4:00 a.m. to 7:00 a.m. the night of the count. A follow-up call was placed to all emergency service providers a few days before the count as a reminder.

Free Lunch Provider Locations—Sixteen volunteers were assigned to ten of the largest free lunch provider locations during the day on January 31st. Volunteers used a screening tool to determine if unsheltered homeless persons were present who were not counted the night before. Volunteers were in place during regular lunch hours. Names were requested from persons who reported that they were unsheltered and checked against the HMIS census of shelter residents to avoid duplication.

Homeless Count Headquarters—Volunteers participating in the count convened at St. John's Episcopal Church on Mound Street in downtown Columbus at 3:30 a.m. on January 31st . Teams received their assignments, count materials and reporting tools, and transportation, if needed, to each site. A team of volunteers stayed at the church to provide outreach to emergency service providers and storefront locations. Count Coordinators were identified to help teams with transportation and provide immediate shelter access for persons encountered who desired shelter assistance. At the conclusion of the "street" count, teams reconvened at the church and turned in their count tools.

F. Results

The homeless count workgroup met on February 16th to review preliminary findings and discuss the strengths and weaknesses of the count process. Team Leaders from the count were asked to attend to clarify any discrepancies in the count and determine whether persons counted were actually homeless. The workgroup discussed their experiences in the field, sites and routes, the length of time needed to cover each site, and the difficulty of terrain and other obstacles.

2007 Point-in-Time Count of Homeless Persons—Results:

	Sheltered				TOTAL
	Emergency	**Transitional**	**Total Sheltered**	**Total Unsheltered**	
1. Number of Households with Dependent Children	126	9	135	0	135
1a. Total Number of Persons in these Households	403	29	432	0	432
2. Number of Households without Dependent Children	727	100	827	114	941
2a. Total Number of Persons in these Households	727	100	827	114	941
Total Persons (Lines 1a and 2a)	1130	129	1259	114	1373

Unsheltered Count by Method:

Method	Unsheltered Population	Total
"Street" Count	Homeless camps, streets, bridges, etc.	56
Free Lunch Program Screening	Homeless persons at meal programs	58
Emergency Service Provider / Storefront Locations	Homeless persons at these locations	0
	Total unsheltered	**114**

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G. Analysis

"Street" Count—Most sites covered by volunteer teams in the "street" count produced four or less numbers of unsheltered homeless persons living in camps. At the largest single site only six unsheltered single adults were counted. This is in contrast with the 2006 count, which counted 20 or more individuals at three separate sites. In preparation for the 2007 count, team leaders visited sites in advance to scout the location and advise homeless persons of the count process. Some routes took longer than anticipated while others took less time.

Free Lunch Program Screening—Two of the largest free lunch programs resulted in most of the unsheltered persons counted (19 at Holy Cross Church and 18 at The Open Shelter). CSB checked the names of unsheltered homeless persons reported against shelter rosters to avoid duplicate counting. Volunteers reported that many people interviewed at free lunch provider locations asked for information about material assistance (clothing, rent assistance, etc.).

Emergency Service Providers and Storefront Locations—No requests came in from 24/7 storefront locations, emergency rooms or police departments.

Results Compared to Prior Years—This year's process resulted in fewer number of unsheltered homeless persons counted when compared with last year (114 vs. 189) but more than counted in 2005 (114 vs. 62). Several factors likely contribute to annual variation:

- *Weather*—though the count is conducted the last week of January each year, weather conditions were similar in 2006 and 2007, but much colder in 2005.

- Experience—this was the third consecutive year for the Steering Committee to coordinate the point-in-time count of homeless persons. Experience and lessons learned from prior year's count are used to inform and improve the count process each year.

- Free Lunch Provider Screening—inclusion and coordination with free lunch provider programs had improved each year since 2005.

- Volunteers and Teams—the number of volunteers has increased each year. At the same time, a significant number of team leaders have developed their experience and ability to effectively lead a volunteer team and survey sites as a result of participating in multiple counts.

- Identifying Known Locations—each year the Homeless Count Workgroup gathers updated information about where to search from outreach workers, law enforcement and others. A sub-committee of the workgroup develops and finalizes the site list.

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- *Emergency Service Provider and 24/7 Storefront Locations*—Outreach to these providers was continued this year. There were no calls from emergency service providers or storefront locations.

Homeless Count Workgroup Assessment
Strengths
- Ten large free lunch provider locations were included
- Emergency service and 24/7 storefront provider locations were included
- Plenty of volunteers were on hand to staff teams
- Better organization
- Most accurate count yet
- Smoother—better every year

Areas for Improvement
- Better accuracy, but need better training (clarity on what to look for, what to do if someone's sleeping)
- Need to do a better job of scoping out sites prior to count, possibly organize with outreach workers
- Need larger sized maps, possibly aerial view
- Maps need to be consistent with site grid
- Time of count may be missing those leaving for work – need to re-examine
- Walking directions would be helpful
- 24/7 storefront locations
    - Either specific team assigned or include these locations within the site assignments
    - Possibility for Count Coordinators to do
- Volunteers who arrive late to count cause later start for all – need to emphasize this point

ACKNOWLEDGMENTS

Homeless Count Workgroup Participants

Name	Organization
Tom Albanese	CSB
James Alexander	Maryhaven Engagement Center
Douglas Argue	COHHIO
Ronald Baecker	Citizen's Advisory Council
Gregg Banks	Netcare Reach-Out
Melanie Glenn	Huckleberry House
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Todd Lewis	Homeless Families Foundation
Erin Martin	Faith Mission
Joe McKinley	United Way of Central Ohio
Gail Meyers	Commons at Grant
Erica Mulryan	COHHIO
Jerry Pierce	Southeast
Alyson Poirier	Capital Crossroads
Zack Reat	Columbus Coalition for the Homeless
Karl Stromeier	YWCA

Free Lunch Provider Locations

Thanks to all of the following lunch provider locations and coordinators.

- Broad Street United Methodist
- Central Presbyterian
- Faith Mission
- Holy Family
- Holy Cross
- Rehoboth Temple
- The Open Shelter
- St. John's Catholic Church
- St. John's Church
- St. John's Evangelical Lutheran

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