



Community Shelter Board
2009 Snapshot Report

“It’s a question of whether we believe in our ability as Americans to do great and important things...We have proven we can house anyone. Our job now is to house everyone – to prevent and end homelessness. All homelessness.”

Secretary Shaun Donovan, U.S. Department of Housing and Urban Development, National Alliance to End Homelessness, Annual Conference, July 2009

Table of Contents

Introduction	1
Who We Are	2
Our Approach	2
Our Goals	2
Emergency Shelter System	3
Access	3
Capacity	5
Data Snapshots	8
Permanent Supportive Housing	13
Access	13
Capacity	13
Data Snapshots	16
Calendar Year Trends	19
Financials	21
Ready for the Future	22
Concluding Thoughts	25
Appendices	26
I. Funding, Evaluation Ratings and Certification Status	26
II. Emergency Shelter Client Data 1995–2009	28
III. 2009 Point-in-Time Count of Homeless Persons—Planning Process and Methodology	30

With an eye to the future, we continue to plan and implement strategies that our community adopted in the new Rebuilding Lives Plan. Several of these initiatives are now underway and some are supported by the new Homelessness Prevention and Rapid Re-Housing Program funds which are available to our community through 2012.

We are energized by the progress our community has made so far, and we are looking forward to seeing the results of these initiatives. I encourage you to read this year’s Snapshot Report to learn how we and our partner agencies are ending homelessness and rebuilding lives in Central Ohio.

Despite this progress, homelessness is still an all too common occurrence in Columbus and Franklin County, and we need to continue to protect the safety net. Together, we are building a better community.



Steven D. Gladman

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PARTNER AGENCIES

Communities in Schools
Community Housing Network, Inc.
Gladden Community House
The Homeless Families Foundation
Lutheran Social Services of Central Ohio / Faith Mission
Maryhaven
National Church Residences
Southeast, Inc. / Friends of the Homeless
The Salvation Army
Volunteers of America of Greater Ohio
YMCA of Central Ohio
YWCA Columbus



2009 SNAPSHOT REPORT

Introduction

The Snapshot Report is issued annually and focuses on 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 highlights:

- < Services provided to prevent and end homelessness,
- < Clients served—including their demographics and success stories, and
- < Partner agency efforts in strategies around access, crisis response, transition and advocacy.

Data are viewed through two lenses—the most recent fiscal years (July 1, 2005–June 30, 2009) and trends over calendar years (1995–2008). All data in the Snapshot Report were retrieved from the Columbus ServicePoint homeless management information system, operated by Community Shelter Board (CSB). This database, created in 2001, includes a variety of client-level information, including intake and exit, outcomes, demographics and general household information.

Ending Homelessness.
Rebuilding Lives.



communityshelterboard

2009 SNAPSHOT REPORT

WHO WE ARE

The Community Shelter Board, 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.

Last year, the Community Shelter Board partner programs served more than **8,000** individuals, of which **1,500** were children.

CSB is funded by the City of Columbus, the Franklin County Board of Commissioners, 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 APPROACH

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.

OUR GOALS

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

Access: Offer community resources to prevent and end homelessness

Crisis Response: Prevent and resolve housing crises as quickly as possible

Transition: Guide exits from homelessness to stable housing

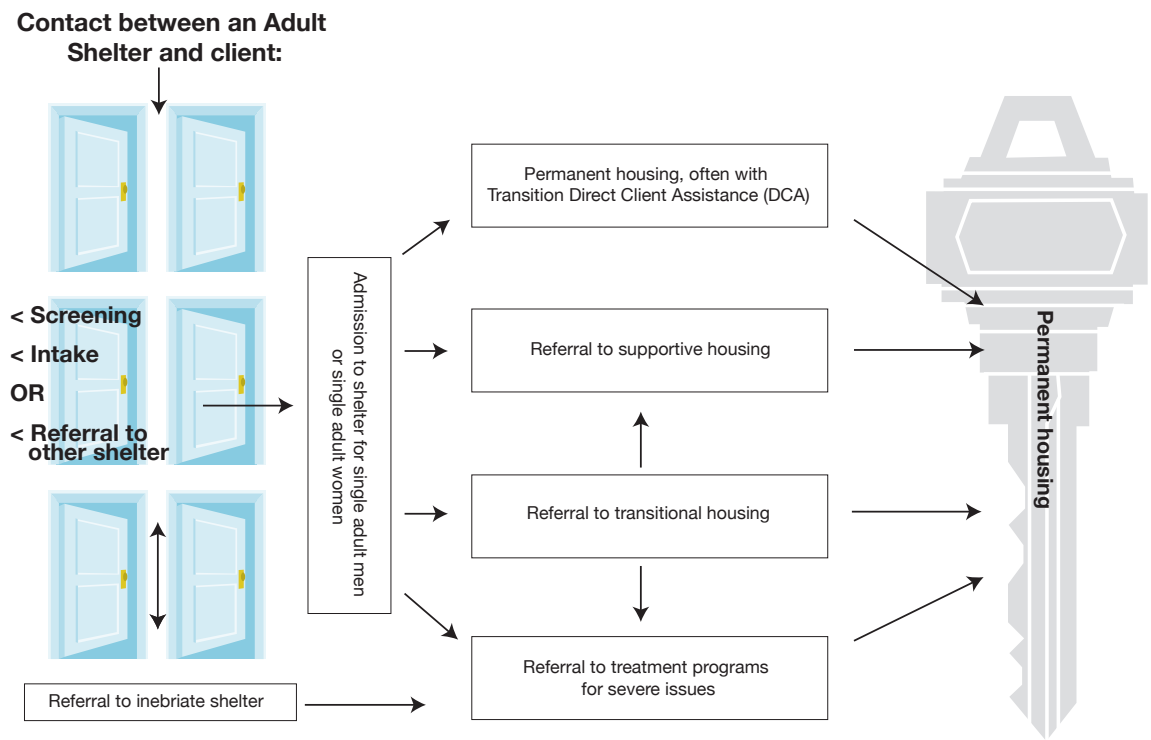
Advocacy: Leverage public policy to work toward ending homelessness

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 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 2009

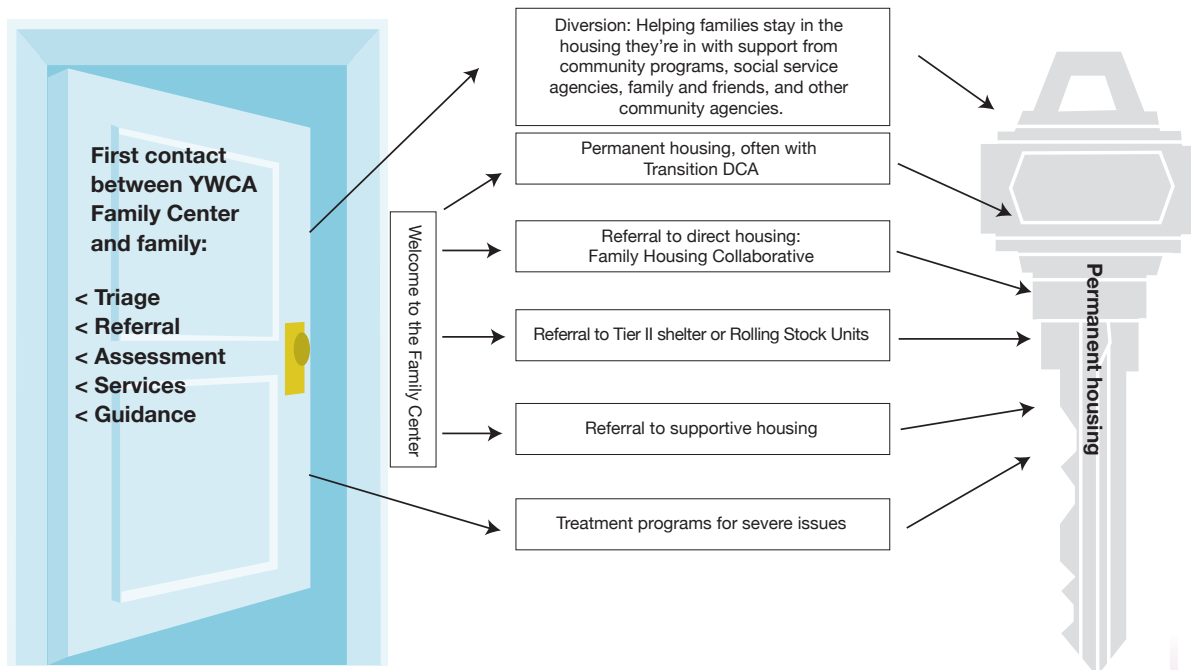


With the help of all single adult emergency shelter providers, CSB is partnering with Faith Mission to implement a new centralized point of access into the shelters based on the model for the family emergency shelter system. Implementation is expected to begin in early 2010.

The *family* system model is efficient, with a single “front door” to service. The YWCA Family Center manages initial triage, admission and referral requests for shelter. The YWCA Family Center provides 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.

The system is piloting a “rolling stock” concept for a small part of the Tier II capacity, with the intention to assess efficiencies gained by moving from a fixed unit capacity shelter to a flexible unit capacity. The model serves families better, as they are able to stabilize in an improved environment and are able to continue to live in the unit after exiting the program.

FRANKLIN COUNTY FAMILY EMERGENCY SHELTER SYSTEM 2009



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, that includes computers, housing lists and 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.

Financial assistance is available for initial housing costs. The first month's rent, security deposit, utilities and transportation expenses can be accessed through the CSB Direct Client Assistance (DCA) Program.

Families exiting Tiers I or II of the *family* shelter system can enter 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. Case managers at the Salvation Army assist families in finding suitable and affordable housing, and link 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.

partner profile

GLADDEN COMMUNITY HOUSE

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

Table 1 – 2009 Single Adult Shelter Regular Capacity

	Regular Capacity
Men's Programs	
Faith Mission on 8th Avenue	95
Faith Mission on 6th Street	110
Friends of the Homeless Men's Shelter	130
Maryhaven Engagement Center (Inebriate Shelter)	42
Volunteers of America Men's Shelter	40
Total Capacity	417
Women's Programs	
Faith Mission Nancy's Place	42
Friends of the Homeless Rebecca's Place	47
Maryhaven Engagement Center (Inebriate Shelter)	8
Total Capacity	97

The *family* system is composed of three programs with a capacity to serve 120 families daily. Overflow capacity is provided by the YWCA as needed.

Table 2 – 2009 Family Shelter System Providers and Capacity

Shelter Type	Agency	Program	Capacity (Families)
Tier I	YWCA	Family Center	50
Tier II	Homeless Families Foundation	Family Shelter	46
Tier II	Volunteers of America	Family Shelter	24
	Total Capacity		120

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 employment search.

SOUTHEAST, INC. / FRIENDS OF THE HOMELESS

As a comprehensive mental health and recovery organization, Southeast provides outreach and treatment to adults who have experienced homelessness and have a mental illness or substance abuse disorder. Southeast operates two shelters—Friends of the Homeless Men’s Shelter for single men and Rebecca’s Place for single women—as well as transitional and permanent housing with supportive services for unaccompanied 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.

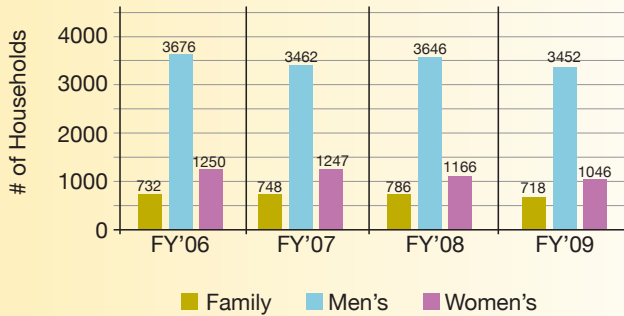
THE SALVATION ARMY

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.

DATA SNAPSHOTS

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

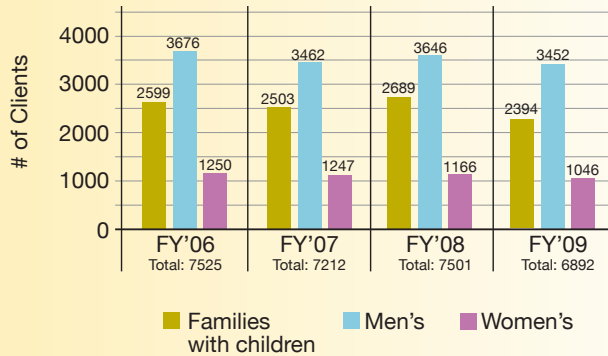
of Households Served by System



Households Served

The emergency shelter system served 3,452 men, 1,046 women and 718 families in FY2009. All of these numbers decreased from the previous year. Thirteen percent of the adults served by the emergency shelter system were veterans.

of Clients Served by System

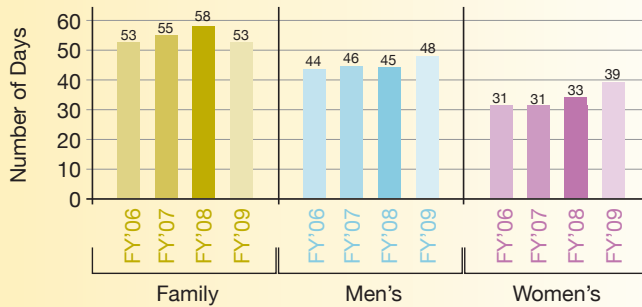


Clients Served

The emergency shelter system served 3,452 men, 1,046 women and 2,394 individuals in families in FY2009.

DATA SNAPSHOTS

Average Length of Stay by System



Length of Stay

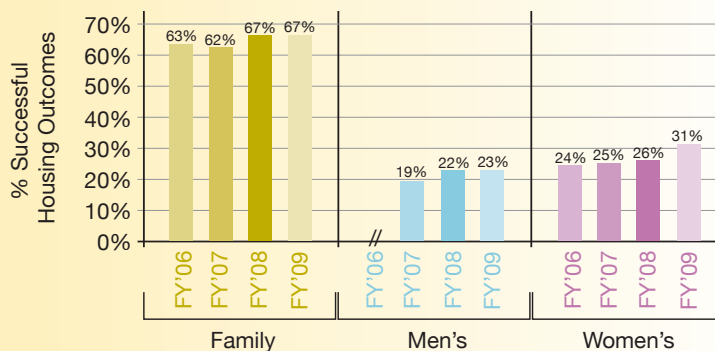
For FY2009, average length of stay in emergency shelter for families was 53 days. For men, the average length of stay was 48 days, while women stayed for an average of 39 days.



Number and Age of Children

Families tended to be smaller in size, single-parented, with young children. The average family served had two children, and two-thirds of the children served (67 percent) were seven years of age or less.

Successful Housing Outcomes by System



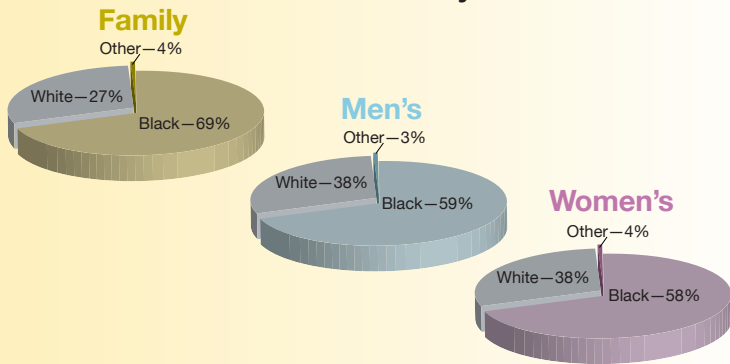
// denotes missing 2006 fiscal year data

Successful Housing Outcomes

Successful housing outcomes for men's and women's systems are on an increasing trend. Remarkably, 67 percent of family households exited emergency shelter to stable housing. CSB's housing placement services helped to ease the transition. It is worthwhile to note the positive increase in housing outcomes for the women's system.

DATA SNAPSHOTS

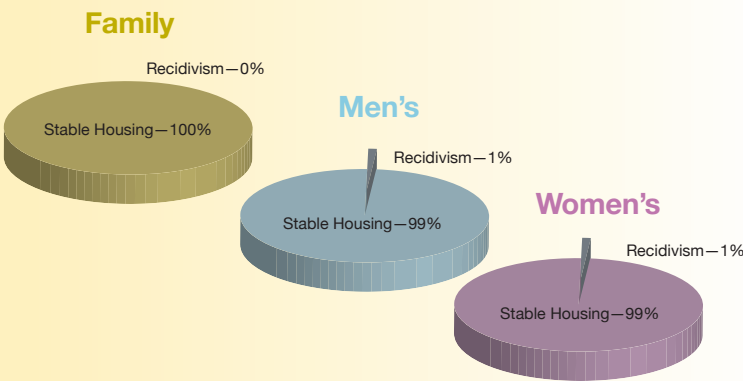
Race/Ethnicity



Race/Ethnicity

Blacks were disproportionately represented in all three shelter systems at 58 percent in the women's shelters, 59 percent in the men's and 69 percent in family shelters.

Recidivism



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 family system experienced the most positive outcome for this measure, with the lowest percentage of recidivism, at 0 percent. Recidivism was very low for men and women as well, at 1 percent.

Ready to Change

CLIENT SUCCESS STORY



Eight years. That's how long Jacci Graves' journey from homelessness to stability took. During this journey, Jacci endured many obstacles. She struggled with depression; was a recovering addict; and bounced daily between homeless shelters, friends' houses and living out of her car. On top of that, Jacci had developed respiratory problems that made her very sensitive to her surroundings and prevented her from being able to work.

“I just didn't think I was sick,” said Jacci. “I was the queen of denial.” Then, one day, it just clicked. Jacci realized something had to change.

“I realized that I deserved a home,” said Jacci. “I got angry with myself and started praying about it. And, God answered my prayers.”

The next day, Jacci filled out an application to live at the Commons at Grant, and within five months was accepted. She has been living

at the Commons for six years and has truly turned her life around. To help others who have gone through similar experiences, Jacci offers group tours of her home on a regular basis and talks about her positive experience with living at the Commons at Grant.

Additionally, Jacci serves on the Citizens Advisory Council and is a recipient of CSB's 2009 Hero Award.

“I've always been a strong woman,” said Jacci. “The Commons at Grant has given me peace, safety, privacy, support and the ability to maintain my health.” Jacci encourages other individuals dealing with homelessness to “make the decision of what you want, stay on track, stay hopeful and work on the things that are keeping you down.” Only then can you be ready to change.


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2009 SNAPSHOT REPORT

“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 fifth annual “Point-in-Time” count of people experiencing homelessness. Of all persons counted in Columbus, 92 percent were sheltered.

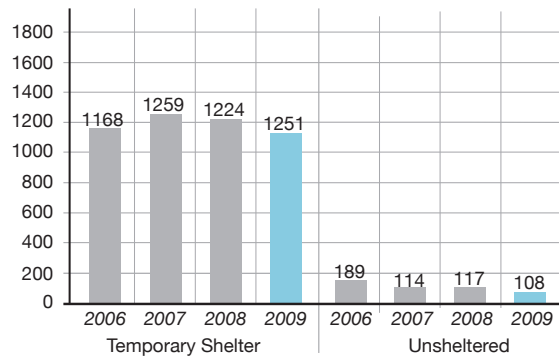
The U.S. Department of Housing and Urban Development (HUD) requires local communities to conduct a point-in-time count of sheltered and unsheltered persons experiencing homelessness at least once every two years as part of HUD’s application process for Continuum of Care funding for homeless services. The HUD requirement to count homeless persons also helps 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 CSB.

Once a year, volunteers take to the streets of Columbus in the middle of the night. More than 100 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 provides a single-day snapshot of information. CSB’s Interim Executive Director Steven Gladman said, “even though we try our best, we know that the report is not counting everyone out there.” He noted that while local procedures for counting those in shelters are reliable, the on-the-street count is broadly understood to be less reliable. *(See Appendix III for more information.)*

Annual Count of Persons Who are Homeless



Permanent Supportive Housing

ACCESS

Permanent supportive housing links residents to a range of support services designed to help them maintain stable housing and improve the quality of their lives. There are 18 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. Property management and service staff coordinate efforts, beginning with initial unit leasing, to allow 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. Lease compliance is required to maintain housing.

CAPACITY

In Columbus and Franklin County, there are more than 850 units of permanent supportive housing for persons who are disabled and have experienced long-term homelessness.

Operated by National Church Residences, The Commons at Buckingham (CAB) will open in the summer of 2010. CAB is a 100 efficiency unit project being built in downtown Columbus. Seventy-five of the units will be designated as Rebuilding Lives, and the remaining 25 units as affordable downtown housing for disabled individuals. CAB will serve as a site for the third pilot of the Unified Supportive Housing System initiative.

**Table 3—Permanent Supportive Housing Program,
Unit Summary as of December 31, 2009**

	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 Leasing, Southeast	30	—	30
Rebuilding Lives PACT Team Initiative	108	—	108
Safe Haven Apartments, Community Housing Network ¹	13	—	13
Scattered Site Apartments, Southeast ²	90	—	90
Southpoint Place, Community Housing Network	46	34	80
St. Clair Hotel, Community Housing Network	26	5	31
Sunshine Terrace, YMCA ³	75	120	195
The Commons at Chantry, Maryhaven/National Church Residences	50	50	100
The Commons at Grant, National Church Residences	50	50	100
YMCA Supportive Housing ⁴	105	298	403
YWCA WINGS	69	33	102
	865	636	1,501
Future Opening Date—2010 or later			
The Commons at Buckingham, National Church Residences	75	25	100
The Commons at Livingston, National Church Residences	25	25	50
Inglewood Court, Community Housing Network	45	15	60
2009 Leasing Supportive Housing Program, Community Housing Network	25	0	25
	170	65	235
Total Units	1,035	701	1,736

¹3 units can house couples

²15 units designated for Critical Access to Housing

³10 units designated for Critical Access to Housing

⁴25 units designated for Critical Access to Housing

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.

NATIONAL CHURCH RESIDENCES

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

MARYHAVEN

Provides emergency shelter for men and women who are inebriated to the point of being unable to self-care. Professional care managers and medical staff provide referral to and collaboration with networks of medical, mental health, housing and social services providers. Outreach services are provided to assist men and women living outside to locate shelter, housing and other resources.

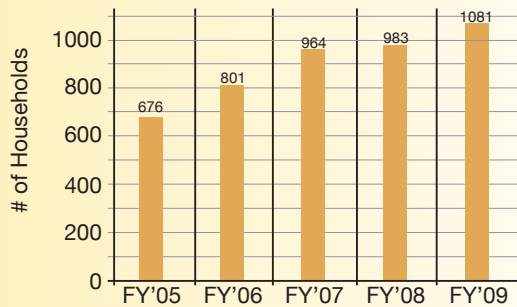
YWCA COLUMBUS

Through its Family Center, YWCA Columbus serves as the front door for services for any family facing a housing crisis in Central Ohio. After initial assessments, families are referred to appropriate community alternatives to emergency shelter whenever possible. When not possible, the Family Center provides emergency shelter and food as well as supportive services to link homeless families to other community partners for next-step housing. Additionally, through the WINGS Program at the downtown Griswold Building, supportive housing is provided for more than 100 women per night.

DATA SNAPSHOTS

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

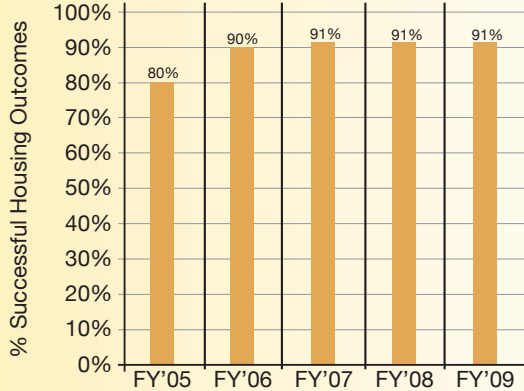
of Households Served



Number Served

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

Successful Housing Outcomes



Successful Housing Outcomes

The rate of households that continue to stay in permanent supportive housing or move to other permanent housing options remained steady at 91 percent.

National Publication Features Columbus Homelessness Success Story

CLIENT SUCCESS STORY

“Reclaiming victories” was one of the highlights in the October 2009 issue of *Ebony Magazine*, an African American-oriented consumer interest publication. The feature described five stories of hope, fear and determination, including one success story of a Columbus father and son who have overcome homelessness thanks to the help of Community Housing Network (CHN).

“This was a great opportunity to shine a light on the great work of CHN and truly positions the program as a national model,” said Dave Davis, director of programs and planning.

The magazine describes the story of Monty Milner, age 55.

MONTY’S STORY

Dealing drugs, living on the streets and bouncing from job to job, Monty knew he had to turn his life around.

To start this process, he first got in touch with the Community Housing Network’s Briggsdale Apartments. Approximately two months later, he moved in and became a tenant representative serving as a liaison between staff and tenants.

Monty was on the rollercoaster to getting his life back on track when he was hit with another curve. The woman who he was periodically with was pregnant and DNA tests proved Monty as the father.

His son was immediately put into foster care and Monty, a father of three children already—ages 32, 29 and 26—was determined to get custody and provide a life for him and his youngest son.

Monty and his two-year-old son now live in permanent housing at Southpoint Place Apartments (SPP), an 80-unit affordable and supportive housing community run by CHN. Monty remains determined to get a job and utilizes the job-training program available at SPP.

“I didn’t come this far to go back to the streets.”

partner profile

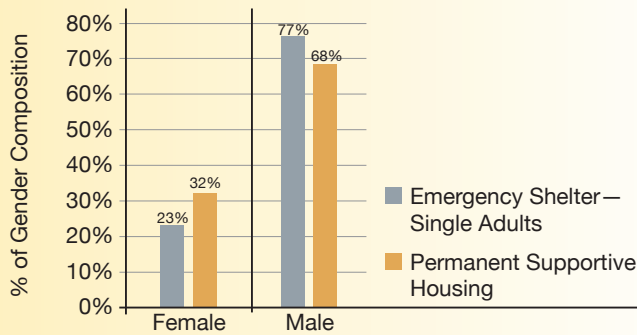
COMMUNITY HOUSING NETWORK

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.

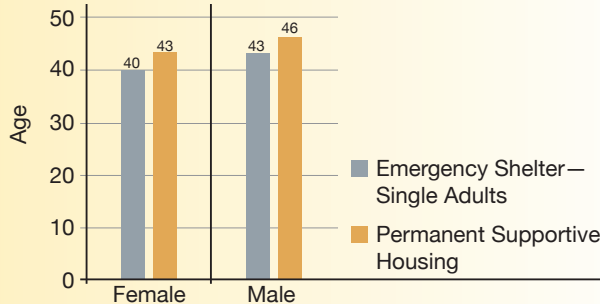
DATA SNAPSHOTS

The charts in this section focus on a comparison between clients in permanent supportive housing and clients in emergency shelter, for FY2009.

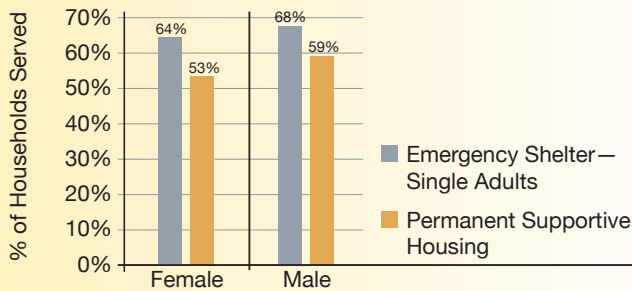
Gender Composition by System



Average Age by Gender and System*



Percent of Households Served with Zero Income at Entry by System



Age and Gender

Although very similar in race/ethnicity, the population in permanent supportive housing tends to serve more females (32 percent) than the shelter population (23 percent). The permanent supportive housing group also tends to be older for both genders.

**Age calculation for the emergency shelter system is based on entry date into shelters; whereas, calculation for permanent supportive housing system is based on the fiscal year end date of June 30, 2009.*

Monthly Income

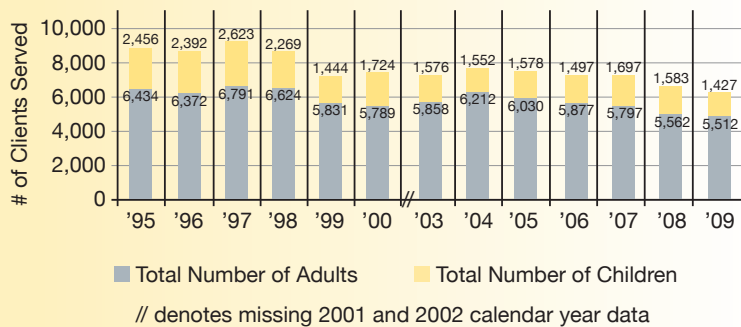
The permanent supportive housing system serves fewer households with zero income at entry than the emergency shelter system. Those adults served by shelters who have income at entry have disproportionately higher income than those in permanent supportive housing.

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 1995-2009. This is another valuable set of snapshots to consider when examining the problem of homelessness in our community.

DATA SNAPSHOTS

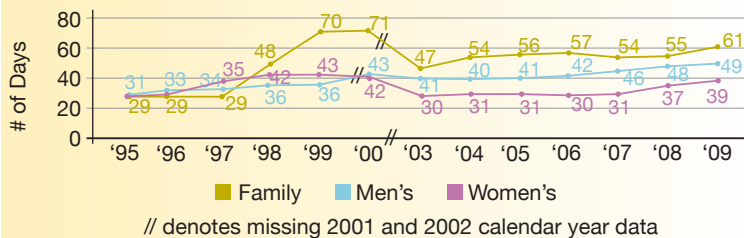
Total Number of Clients Served in Emergency Shelter System



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 2009, more than 5,500 adults and 1,400 children experienced homelessness.

Average Length of Stay by Emergency Shelter System

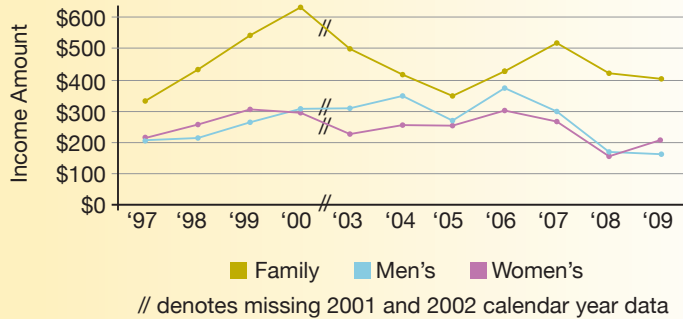


Length of Stay

Average length of stay in emergency shelter for families was 61 days. For men, the average length of stay was 49 days, while women stayed for an average of 39 days.

DATA SNAPSHOTS

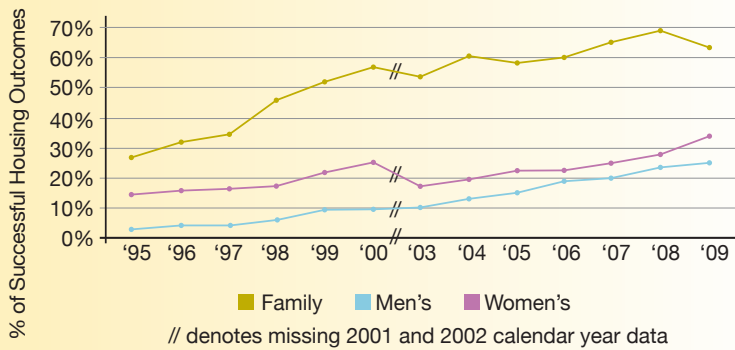
Average Household Income by Emergency Shelter System



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 \$740/month. The effects of the recession are also clearly visible from the sharp decline in households' income.

Successful Housing Outcomes by Emergency Shelter System



Successful Housing Outcomes

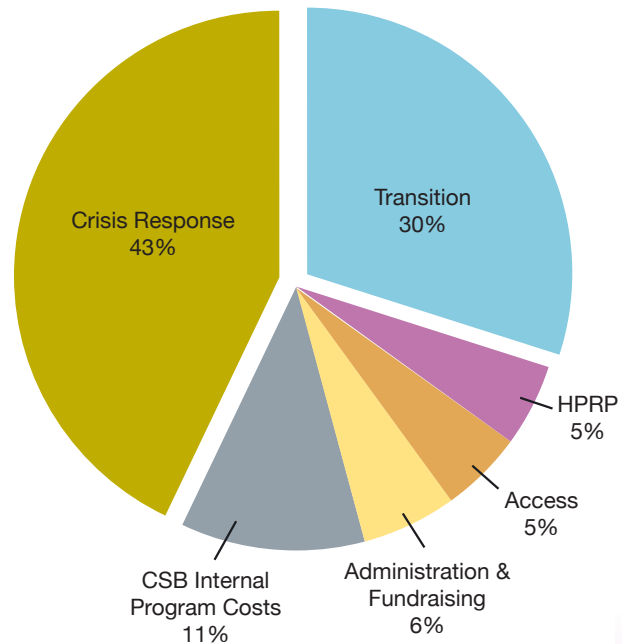
Men had lower successful housing outcomes than women at 25 percent versus 34 percent. Remarkably, 63 percent of family households exited emergency shelter to stable housing. The rate of successful exits for families has more than doubled since 1995. The trends are positive for both men and women.

Financial

FY 2010 (7/1/09–6/30/10)

EXPENSE SUMMARY

CSB receives funding from a variety of sources. The vast majority of its resources support partner agency efforts in access, crisis response and transition. More than 94 percent of CSB's costs are for programs and program planning. Responsible and reliable management of resources will always be a priority, and administration and fundraising expenses will continue to remain low.



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.

City of Columbus	\$3,451,531
Franklin County	\$3,330,415
Federal Funds	\$659,116
Homelessness Prevention and Rapid Re-Housing Program . .	\$847,392
Ohio Housing Trust Fund	\$686,714
United Way of Central Ohio	\$1,374,105
Together Rebuilding Lives Contributions	\$1,100,000
Available Carryover	\$747,041
Other Funds	\$200,409
Total Current Revenue	\$12,396,723

Ready for the Future

CSB continues to make progress toward the implementation of the new Rebuilding Lives plan strategies. Below are highlights and updates on some of these initiatives.

HOMELESSNESS PREVENTION AND RAPID RE-HOUSING PROGRAM (HPRP)

Under the American Recovery and Reinvestment Act of 2009 (Recovery Act), HUD is allocating \$1.5 billion to local and state governments for homelessness prevention. These funds will be utilized for short- or medium-term rental assistance, housing search assistance, mediation or outreach to property owners, utility payments, case management and rapid re-housing, among other homelessness preventive programs.

Over the next three years (through September 30, 2012), Columbus is to receive \$2,642,649 and Franklin County will receive \$746,920. Funds are one-time only and must be expended within three years. The City and County are partnering with CSB in making the funds available for prevention and rapid re-housing programs. CSB will receive a formula allocation of the State of Ohio funds for our community in the amount of \$1,039,400.

COORDINATED EMERGENCY AID TO PREVENT HOMELESSNESS

United Way of Central Ohio (UWCO) and the Franklin County Department of Job & Family Services are leading efforts to develop a coordinated system for emergency assistance so that priority is given to families and individuals with the greatest need.

UWCO has committed funding to start the project planning during FY2010. The plan calls for three components: discovery, pilot development/implementation and expansion. HPRP funding has been set aside to cover the pilot implementation.

ADULT SYSTEM IMPROVEMENT

Agencies who serve single adults are currently planning improvements for the adult shelter system, including reducing shelter admissions, increasing outcomes and reducing daily shelter demand. This will include a newly designed centralized system of diversion, access and rapid re-housing for adults. Below are some highlights on progress to date:

- < A Collaborative Planning Team was formed for planning and implementation purposes.
- < CSB selected Lutheran Social Services/ Faith Mission through a competitive Request For Proposal process for the implementation of a Centralized Point of Access.
- < HPRP funding has been reserved for the two-year pilot program.
- < Implementation will begin in 2010.

FAMILY SYSTEM IMPROVEMENT

Agencies who work with family shelters are working to increase outcomes and reduce daily shelter demand by families. Their planning will consider how to implement a newly HUD-funded effort called Job2Housing, which will focus on better linking adults to community-based employment training programs and housing. No HPRP dollars are targeted for these efforts.

The four priorities for the initiative are:

- < Improve the family assessment and service planning process
- < Implement Rapid Re-Housing for families served by CHOICES
- < Improve service connections (internal and external)
- < Provide increasing housing options and improved access

HOMELESSNESS PREVENTION FOR PERSONS WITH MENTAL ILLNESS

ADAMH is leading efforts to plan a bridge to housing for state hospital patients who do not have housing available upon discharge. Below is the progress to date:

- < ADAMH convened a planning group to develop a pilot program using HPRP funding.
- < Approximately 165 individuals who are at risk of becoming homeless at discharge from residential programs will be housed through a collaboration with the Community Housing Network.
- < HPRP funding will “bridge” participants to Columbus Metropolitan Housing Authority (Section 8) subsidies.

UNIFIED SUPPORTIVE HOUSING SYSTEM (USHS)

The goal of USHS is to create a unified system for permanent supportive housing that includes: centralized eligibility determination and placement, periodic review of tenant needs and “move-up” incentives to encourage tenants to be more independent. USHS is being piloted through three different projects prior to full implementation.

- < Pilot #1, Community Housing Network Southpoint Place, with 80 units of supportive housing, was fully leased by April 2009.
- < Maryhaven Commons at Chantry, YMCA 40 West Long Street and YWCA Wings are participating in Pilot #2, the Move-up Pilot, to be implemented throughout 2010. The pilot will help tenants in supportive housing that are ready to move to more independent housing.
- < Pilot #3, National Church Residences Commons at Buckingham, with 100 units of supportive housing, will open in the summer of 2010. USHS will pilot the lease-up process and will also test a Client Vulnerability Assessment as part of the applicant prioritization process.

The USHS is a collaborative effort managed by ADAMH, the Columbus Metropolitan Housing Authority and CSB. These partners are working together with other agencies in the community including health, housing, shelter and outreach providers. This work is sponsored by the Osteopathic Heritage Foundations and Battelle.

partner profiles

COMMUNITIES IN SCHOOLS

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

Access to Benefits

BENEFITS PARTNERSHIP

To provide immediate and systematic access to mainstream benefits and services for persons who are homeless and served by the homeless service system is the goal of the new Benefits Partnership program. The project is designed to improve the financial stability of individuals by increasing access to mainstream benefits, with a focus on the Social Security Administration's benefit program for people with physical and/or mental disabilities— Supplemental Security Income (SSI), Social Security Disability Insurance and Medicaid/ Medicare, and to strengthen collaboration between existing agencies.

In addition, through the Ohio Benefit Bank, this program will support individuals in filing applications for other mainstream benefits, such as food stamps, Medicaid and tax refunds. This

program is modeled after two best practices: the Rebuilding Lives Pact Team Initiative in Columbus and the SSI Outreach, Access and Resource (SOAR) methodology being used in other communities across the country.

CSB has been selected as a site for the Coalition on Homelessness and Housing in Ohio SSI Ohio Project and received a grant to support an SSI Specialist. In November 2009, the United Way of Central Ohio (UWCO) accepted an application for the Benefits Partnership and awarded CSB \$125,000 for expanding the project. The UWCO award will allow for the hiring of one full-time and one part-time specialist. The YWCA is one of the project's partners and provides the supervision and site location for the benefit specialists.

Concluding Thoughts

The 2009 Snapshot Report provides an overview of the community's emergency shelter and permanent supportive housing systems and the men, women and children who experience homelessness. A few highlights from the report include the following:

- < In Fiscal Year 2009, the emergency shelter system served **6,892 individuals**, including **1,430 children**. All emergency shelters experienced a decrease in the number of homeless persons served. For the men's and women's system, this is consistent with findings reported in the Hunger and Homelessness Survey published in December 2009 by the United States Conference of Mayors. Efforts that our community are making in housing homeless individuals are showing results. On the family side, we attribute the decrease to the prevention efforts led primarily through the Communities in Schools Stable Families program.
- < Remarkably, **67 percent** of family households exited emergency shelter to stable housing.
- < The average monthly household income for a family accessing the emergency shelter system was **\$398** in FY2009, substantially less than the amount needed to rent a typical apartment in Columbus and **22 percent** less than in the last fiscal year.
- < The rate of those households that continue to stay in permanent supportive housing and of those that move to other permanent housing options exceeded **90 percent** for the past three fiscal years.

These data snapshots reinforce observations from previous years. Homelessness continues to be a serious problem in Columbus and Franklin County. And, while these are indications of progress, there are still areas in which improvement is needed.

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.

"My hope is that we may look back at this moment in the history of our nation and in Franklin County and be equally proud of our response to our friends' pain. That we will rise above social and racial barriers to help someone across the street, or across town. That it will be said of us that when the opportunity was thrust upon us ... when our nation and our neighbors needed us most... that we did not turn our backs, but took up the mantle of greatness."

*Melissa Ingwersen, President,
Columbus Market*

JPMorgan Chase & Co.


communityshelterboard

2009 SNAPSHOT REPORT

APPENDIX I—

FUNDING, EVALUATION RATINGS AND CERTIFICATION STATUS

FY2009 Funding, Evaluation Ratings & Certification Status

Partner Agency Contracts	FY2009 Contract Amount	CSB Recommended FY2010 Funding	Evaluation Rating	Certification Status
Prevention				
Gladden Community House	41,160	41,160	High	Compliant
Communities in Schools	324,830	343,130	Medium	Compliant
Total Prevention	365,990	384,290		
Housing				
Rebuilding Lives				
Community Housing Network—E. 5th Ave.	58,622	45,750	High	Compliant
Community Housing Network—N. 22nd St.	63,986	69,976	High	Compliant
Community Housing Network—N. High St.	211,247	154,898	High	Compliant
Community Housing Network—Parsons Ave.	64,992	51,967	High	Compliant
Community Housing Network—Cassady Ave.	44,925	54,175	High	Compliant
Community Housing Network—Community ACT	53,155	64,294	High	Compliant
Community Housing Network—RLPTI	86,677	59,331	High	Compliant
Community Housing Network—St. Clair	78,575	62,979	High	Compliant
Community Housing Network—Southpoint Place ¹	58,743	67,052	N/A	N/A
Maryhaven—Commons at Chantry	36,913	36,913	High	Compliant
National Church Residences—Commons at Grant	88,097	75,763	High	Compliant
Southeast—Scattered Sites	317,797	567,885	High	Compliant
YMCA—Sunshine Terrace	380,977	373,579	High	Compliant
YMCA—40 West Long	502,837	488,045	High	Compliant
YWCA—WINGS	48,873	48,873	High	Compliant
USHS Utilization Review/Move-up Incentives	—	43,600	N/A	N/A
SSI/SSDI Ohio Project—SSI Specialist	—	51,200	N/A	N/A
Sub-total	2,096,416	2,316,280		
Other Housing				
Maryhaven—Outreach	52,154	115,000	High	Compliant
Southeast—Outreach	52,906	—	N/A	N/A
Salvation Army—FHC	162,538	162,975	High	Compliant
Salvation Army—J2H ²	—	119,489	N/A	N/A
Homeless Families Foundation—Direct Housing Pilot ³	71,000	—	N/A	N/A
Sub-total	338,598	397,464		
Total Housing	2,434,204	2,713,744		
Shelter				
Maryhaven Engagement Center	256,010	256,010	High	Compliant
Southeast—Friends of the Homeless	1,043,243	1,043,243	High	Compliant
Homeless Families Foundation-Family Shelter	538,765	533,765	High	Compliant
Lutheran Social Services— Adult Shelters and Adult Overflow ⁴	1,574,171	1,547,171	High	Compliant
Volunteers of America—Men's Shelter	66,937	81,937	High	Compliant
Volunteers of America—Family Shelter	62,730	167,730	High	Compliant
YWCA—Family Center	1,108,170	1,103,170	High	Compliant
Total for Shelter	4,623,026	4,733,026		
Total Recommended Funding	7,424,030	7,831,060		

¹Southpoint Place is a new program and was not evaluated in FY2009.

²Salvation Army—J2H is a new program beginning in early 2010.

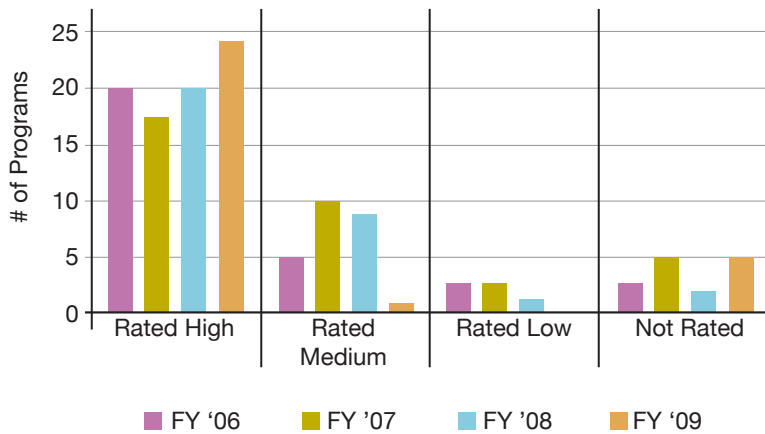
³This pilot program has ended.

⁴LSS Overflow was included as part of the Adult Shelters contract. This will allow for more flexibility for partner agency usage and reduce the number of administrative processes for both LSS and CSB.

PROGRAM EVALUATION RATINGS

For FY2009, 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 31 programs in FY2009 compared to the previous fiscal year.

Program Evaluation Ratings



APPENDIX II— EMERGENCY SHELTER CLIENT DATA 1995–2009

All Clients (men, women & children)	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006	2007	2008	2009
Total Clients Served	8,890	8,764	9,414	8,893	7,275	7,513	7,437	7,766	7,609	7,374	7,494	7,145	6,939
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	5,572	5,320	5,355
Total Number of Children	2,456	2,392	2,623	2,269	1,444	1,724	1,576	1,552	1,578	1,497	1,697	1,583	1,427
Total Number of Adults	6,434	6,372	6,791	6,624	5,831	5,789	5,858	6,212	6,030	5,877	5,797	5,562	5,512
Percent Working (HOH) ¹	18%	21%	20%	21%	24%	26%	16%	15%	12%	16%	15%	11%	11%
Successful Outcomes (Households)	9%	11%	12%	14%	16%	18%	17%	20%	23%	25%	29%	31%	32%
Total Shelter Units ²	268,026	274,065	302,798	380,755	350,136	397,008	306,225	333,708	337,826	333,925	350,869	346,112	329,970
Families													
Families Served	1,168	1,098	1,217	974	612	740	698	696	678	706	794	785	746
Individuals in Families ³	3,942	3,810	4,170	3,558	2,249	2,713	2,487	2,462	2,473	2,418	2,716	2,610	2,330
Number of Adults	1,486	1,418	1,547	1,289	805	989	908	908	894	921	1,019	1,027	903
Number of Children	2,456	2,392	2,623	2,269	1,444	1,724	1,576	1,552	1,578	1,497	1,697	1,583	1,427
Average Family Size	3.4	3.5	3.4	3.7	3.7	3.7	3.6	3.5	3.6	3.4	3.4	3.3	3.1
Average Income	-----	-----	\$332	\$428	\$537	\$630	\$491	\$413	\$347	\$422	\$510	\$418	\$402
Percent Working (HOH) ¹	11%	15%	14%	20%	30%	33%	16%	16%	12%	21%	16%	19%	16%
Successful Outcomes	27%	32%	35%	46%	52%	57%	54%	61%	59%	60%	65%	69%	63%
Average Length of Stay (Days)	29	29	29	48	70	71	47	54	56	57	54	55	61
Total Shelter Units	117,709	114,656	124,619	183,903	163,551	189,856	115,976	133,550	138,851	139,855	148,980	142,072	124,856
Average Households Served per Night	95	89	100	136	121	144	102	104	101	110	118	118	120

Men	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006	2007	2008	2009
Men Served	4,013	3,995	4,281	4,414	4,167	3,869	3,881	4,144	3,935	3,693	3,544	3,452	3,489
Average Income	-----	-----	\$217	\$217	\$267	\$307	\$308	\$351	\$262	\$374	\$300	\$164	\$177
Percent Working	20%	23%	22%	21%	24%	27%	18%	17%	13%	17%	17%	10%	11%
Successful Outcomes ⁴	3%	4%	4%	6%	9%	9%	10%	13%	15%	19%	20%	23%	25%
Average Length of Stay (Days)	30	33	34	36	36	43	41	40	41	42	46	48	49
Total Shelter Units	120,873	131,959	143,916	157,533	149,317	168,261	158,120	164,350	161,250	155,993	163,777	164,035	165,105
Average Served per Night	331	361	394	432	409	456	433	450	442	427	449	448	452
Women													
Women Served	935	959	963	921	859	931	1,069	1,160	1,201	1,263	1,234	1,083	1,120
Average Income	-----	-----	\$216	\$257	\$307	\$294	\$226	\$256	\$253	\$301	\$267	\$160	\$206
Percent Working	17%	18%	17%	20%	17%	15%	11%	9%	6%	8%	10%	7%	8%
Successful Outcomes	15%	16%	17%	18%	22%	26%	18%	20%	23%	23%	25%	28%	34%
Average Length of Stay (Days)	31	29	35	42	43	42	30	31	31	30	31	37	39
Total Shelter Units	29,444	27,450	34,263	39,319	37,268	38,891	32,129	35,808	37,725	38,077	38,112	40,005	40,009
Average Served per Night	81	75	94	108	102	107	88	98	103	104	104	109	110

¹The percent working for 2003 through 2008 was based on employment status at intake.

²Shelter unit = one person sheltered for one night.

³The 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.

⁴Calendar 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.

APPENDIX III

2009 POINT-IN-TIME COUNT OF HOMELESS PERSONS PLANNING PROCESS & METHODOLOGY

2009 Point-in-Time Count of Homeless Persons
Columbus & Franklin County, Ohio

The Continuum of Care Steering Committee conducted a point-in-time count on January 27, 2009. A workgroup planned and implemented 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 2008 point-in-time count plan was the framework for the 2009 count. The Continuum of Care Steering Committee approved the 2009 plan and methodology highlighted on the next page.

A. General Plan for 2009 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 Columbus ServicePoint (CSP); CSB surveys programs not part of CSP
Unsheltered Homeless	Known Location (street areas and encampments)	Enumeration	Volunteers assigned to geographic locations to count unsheltered homeless persons
Unsheltered Homeless	Soup Kitchens	Enumeration	Volunteers assigned to locations and given screening tool to count only unsheltered homeless persons
Unsheltered Homeless	24/7 Locations	Enumeration	Volunteers assigned to locations and given screening tool to count only unsheltered homeless persons
Unsheltered Youth	Youth	Administrative Records and Enumeration	CSP; CSB surveys Huckleberry House; Volunteers count unsheltered youth during homeless count and follow-up with police and children services as needed.
Housed Persons in Permanent Supportive Housing	Permanent Supportive Housing	Administrative Records and Enumeration	CSP; CSB surveys programs not part of CSP

Results

In February 2009, the homeless count workgroup reviewed preliminary findings and discussed the strengths and weaknesses of the count process. Team leaders from the count resolved discrepancies in the count and determined 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. The following chart includes the results from the 2009 point-in-time count of homeless persons.

2009 Point-in-Time Count of Homeless Persons – Results:

	Sheltered			Unsheltered	TOTAL
	Emergency	Transitional	Total Sheltered	Total Unsheltered	
1. Number of Households with Dependent Children	109	9	118	1	119
1a. Total Number of Persons in these Households	358	23	381	6	387
2. Number of Households without Dependent Children	757	108	865	101	966
2a. Total Number of Persons in these Households	757	108	865	101	966
3. Number of Youth	5	0	5	1	6
Total Persons (Lines 1a, 2a and 3)	1,120	131	1,251	108	1,359