

## DATA HIGHLIGHTS FY2015

### Cutting-edge, new service model for single adults

A broad group of community stakeholders designed an entirely new crisis response system to move single men and women more quickly into stable housing and stop repeat homelessness. Case managers called navigators link people to employment and job training, support services, medical care and housing resources focused on ending the homeless crisis quickly and stabilizing people in housing. Navigators develop relationships with landlords and advocate on behalf of people seeking housing. They also help people apply for rent and utility assistance. Navigators continue working with people after they are housed to provide support to maintain stable housing.



**After only one year, there is strong evidence that the new system works, with movement on three out of four 10-year goals.**

- 1 KEEP PEOPLE OUT OF SHELTER**  
Goal – Help more people find an alternative to shelter  
**Result** – 68,000+ calls were made to the homeless hotline by single men and women seeking shelter during CSB’s fiscal year 2015. We helped 900 more people find a better alternative to shelter, thus preventing their homelessness.
- 2 KEEP SHELTER STAYS SHORT**  
Goal – Reduce the average length of shelter stay
- 3 GET MORE PEOPLE TO HOUSING**  
Goal – Help more people find safe, stable housing when they leave shelter  
**Result** – The new program is housing people at a far higher rate than what was being achieved in the old model.
- 4 STOP THE CYCLE OF HOMELESSNESS**  
Goal – Reduce repeat shelter stays from 3.4 to 1.5 instances per year  
**Result** – Returns to homelessness dropped from an average 3.4 per year to 1.5 instances per year during the first year of the program. This was due to new aftercare services.

## FY2016

System & Program Indicator Report for semi-annual period 7/1/15 - 12/31/15



### AMONG FAMILIES

- < 3,167 people were served in shelter.
- < 1,914 of them were children.
- < Families were in shelter only 23 days on average. The national average is 81 days.
- < The average family was a 30 year-old single mother with two children under the age of 7.
- < The average income was \$510/month.



### AMONG SINGLE MEN & WOMEN

- < 3,088 people were served in shelter.
- < 2,162 were men,
- < 926 were women.
- < Among men, the average age was 43 and average income was \$432/month.
- < Among women, the average age was 40 and average income was \$471/month.



### Affordable, supportive housing ends homelessness

By developing permanent supportive housing, our community has made a major impact in addressing long-term homelessness, saving money for jails, hospitals and other systems, and ending the cycle of homelessness. Community Shelter Board tracks outcomes on nearly 2,000 units of supportive housing across the community.

# 1,982

households were served in  
supportive housing  
between 7/1/16 - 12/31/15

# 97%

remain stable  
in housing

# ADVOCACY

## POINT-IN-TIME COUNT

The 2016 point-in-time count of people experiencing homelessness was held on January 27, 2016. In an effort to improve count accuracy, some new approaches were combined with time-tested strategies to count people in a number of different ways.



### Data system

CSB's homeless management information system was used to capture the number of people sheltered overnight leading up to Jan 27.



### Land count

Street outreach teams across the community conducted counts of people on downtown streets and at known encampments.



### Meal sites

Volunteers conducted counts at soup kitchens and other feeding sites.



### Service providers

More than 20 service-based agencies that have clients experiencing homelessness conducted counts.



### Magnet events

Magnet events were held throughout the day at warming stations and other places where people experiencing homeless congregate.

Thank you to the 100 volunteers who participated in the count. [The Columbus Dispatch covered the event](#), along with NBC4 and WBNS 10TV.

## VETERANS SUMMIT

Congressman Steve Stivers and Congresswoman Joyce Beatty hosted a summit on homelessness among veterans on January 19. Among many factors discussed was a concern that veterans who return from duty with less than an honorable discharge do not receive medical care and other services from the U.S. government.

In Columbus and Franklin County, veteran homelessness is down 8% – which is better than the state average – since 2010. Community Shelter Board's partnership with the Veterans Administration is strong. We are on track to end homelessness among veterans but need dedicated resources for non-VA service eligible veterans so they have immediate access to shelter and services to quickly end their homelessness. [The Columbus Dispatch covered the summit](#) and what would be needed to address homelessness among veterans locally.

## **BREAKFAST WITH MAYOR GINTHER**

Mayor Andrew Ginther served breakfast to 35 families experiencing homelessness in his first official act as Mayor on New Year's Day.

Mayor Ginther, his wife Shannon and their daughter, Clara, visited Community Shelter Board's Van Buren Center on New Year's Day to serve a special holiday breakfast to families seeking emergency shelter there. Community Shelter Board opened the new center with multiple shelter programs in 2014 to address the growing numbers of men, women and families experiencing homelessness.



## **TASK FORCE TO PREVENT FAMILY HOMELESSNESS**

Community Shelter Board is working closely with Franklin County Commissioner Marilyn Brown as she leads a public/private task force to explore solutions to prevent the growing problem of family homelessness in Columbus and Franklin County. Community Shelter Board is one member of a 24-member task force that will develop a comprehensive, upstream community-based response focused on stabilizing families and preventing homelessness. The task force's work kicked off in March. You can follow the group's progress at [www.preventfamilyhomelessness.org](http://www.preventfamilyhomelessness.org).

# **FOR PROVIDERS**

## **REQUEST FOR PROPOSALS**

### **Permanent supportive housing**

Community Shelter Board is accepting proposals for new permanent supportive housing projects. If you would like to propose a new project, please submit a concept paper to Community Shelter Board by **Friday, April 29, 2016**. [More information and the concept paper template](#) can be found on our web site. Contact Heather Notter with any questions: [hnotter@csb.org](mailto:hnotter@csb.org), 614-715-2534.

## **REQUEST FOR NOMINATIONS**

### **Rebuilding Lives Funder Collaborative**

Nominations for membership on the Rebuilding Lives Funder Collaborative are open. Nominations should be sent to Heather Notter [hnotter@csb.org](mailto:hnotter@csb.org) by Monday, April 25.

The Rebuilding Lives Funder Collaborative Board will consider nominations and make recommendations during its May 12 meeting. The Rebuilding Lives Funder Collaborative will vote on candidates at its June 1, 2016 meeting, which is open to the public. New membership will take effect July 1, 2016.

The Rebuilding Lives Funder Collaborative is the local continuum of care for Columbus and Franklin County's programs funded by the U.S. Department of Housing and Urban Development. The Rebuilding Lives Funder Collaborative provides stewardship for all the strategies developed under the Rebuilding Lives plan, our community's strategic plan to respond to homelessness. The Funder Collaborative oversees capital, services and operating funding for homeless programs in Columbus and Franklin County, coordinates activities for the Rebuilding Lives plan, promotes collaboration to achieve goals and strategies, and secures resources for programs and projects.

Membership on the Rebuilding Lives Funder Collaborative is broad and inclusive, with representation from the private sector, public sector, homeless service providers, faith-based organizations, public housing agencies, schools, hospitals, mental health agencies, law enforcement and other stakeholders. [More information about the collaborative and the current membership list](#) can be found on our web site.

## **GATEWAY**

### **Funding and contracting process underway**

The Gateway process for funding and contracting with Community Shelter Board's provider agencies is underway. Gateway applications for FY2017 funding are under review now. Meetings with each provider agency will occur in mid-April and early May. The timeline below includes other key dates in the process. Contact Yolande Hall with any questions at [yhall@csb.org](mailto:yhall@csb.org), 614-715-2530.

#### **KEY DATES**

#### **ACTIVITIES**

2/12/16	Application materials released to provider agencies
3/11/16	CSB board review and approval of the FY2017 financial plan
3/14/16	Recommended program outcome plans and FY2017 funding awards shared with provider agencies
3/25/16	Completed proposals due
4/11 - 5/6/16	Meetings with provider agencies
5/11/16	Any appeals resolved
5/12/16	Rebuilding Lives Funder Collaborative approval of funding decisions
5/20/16	CSB Board approval of funding decisions
Early June	Partnership agreements issued to provider agencies

# RESOURCE GENERATION

## ABC6 DAY OF COMPASSION PLEDGE-A-THON

Community Shelter Board partnered with Sinclair Broadcast Group to hold a community-wide Day of Compassion. Thanks to sponsorship by Nationwide and Safelite AutoGlass, the winter campaign included a pledge-a-thon, congregation campaigns and workplace campaigns. The January 20<sup>th</sup> pledge-a-thon included eight news stories, live cut-ins to the phone bank throughout the day, and reached over 5M viewers. Sinclair Broadcast Group has extensive reach into the community through their three stations – ABC6, FOX28 and the CW. Additional campaign components were generously donated by Fahlgren Mortine and Mills James.



ABC6’s Karen Brown, Columbus City Council President Zachary Klein, Franklin County Commissioner Marilyn Brown, Community Shelter Board’s Michelle Heritage, CSB board member Colleen Buza of WSYX/WTTE/WWHO, Franklin County Board of Commissioners’ Michael Daniels, Columbus City Councilmember Michael Stinziano



ABC6’s Pete Scalia, Community Shelter Board’s Michelle Heritage, Franklin County Commissioner John O’Grady, ABC6 General Manager Tony D’Angelo



Franklin County Commissioner Marilyn Brown and Michelle Heritage



ABC6’s Yolanda Harris, Columbus City Councilmember Elizabeth Brown and her daughter, Carolyn



ABC6’s Yolanda Hall and Franklin County Commissioner Paula Brooks



Anthony Penn of Columbus Area Integrated Health Services and CSB board member Amy Dawson of Fahlgren Mortine



CSB board member Darnita Bradley of Columbia Gas



CSB board member Jonathan Welty of Ohio Capital Corporation for Housing

## WOMEN LEADERS REBUILDING LIVES

A distinguished group of women leaders has formed to create community change by connecting women leaders and the power of women's philanthropy. Members of this new group are helping raise funds while being hands on in the work to rebuild lives of those experiencing homelessness. The group held a launch event at the Ivory Room on December 7. The group is already an instrumental volunteer resource.



Lillian Lowery, Yvette McGee Brown, Janet Jackson



Ashley Marshall, Michelle Heritage, Tanisha Robinson, Patti Steinour



Mary Lazarus



Mary Partridge, Darnita Bradley



Lenore Schottenstein, Barbara Benham, Patti Steinour, Holly Kastan



Barbara Brandt, Michelle Heritage, Cathy Lyttle

# IN THE SPOTLIGHT

## VOLUNTEER SPOTLIGHT

Steve Watson holds the title of *Volunteer Dishwasher Extraordinaire* at Community Shelter Board's Van Buren Center. Van Buren Center is a new center with multiple shelter programs to address the growing numbers of men, women and families who are experiencing homelessness.

Steve served as a corrections officer for 27 years and retired from the Circleville Juvenile Correction Facility in 2014. He wanted to stay active in retirement and found an opportunity to volunteer right in his own Franklinton neighborhood. He signed up to help serve dinner at Community Shelter Board's Van Buren Center on a Monday evening in March 2015.



Van Buren Center can accommodate more than 350 single adults and up to 64 families each night. Community Shelter Board fully funds Freedom a la Cart to staff and operate the commercial kitchen for meals. With this partnership, Freedom a la Cart expanded its workforce development program to employ survivors of human trafficking. They handle meal planning and food preparation. Then volunteers like Steve work alongside them to serve the meal.

During that first Monday evening, Steve was assigned to run the commercial dishwasher to wash hundreds of dinner trays. He had an opportunity to greet each shelter client as they visited the kitchen window to return their dinner trays. Steve was moved by seeing people just like him – but who were down on their luck. “I’m friendly to everyone I see in the shelter. Anyone could find themselves homeless.”

Steve was hooked. He has returned every Monday since then to wash dishes during the evening meal. One Monday evening he saw the kitchen manager struggling with a heavy load of food from the Mid-Ohio Foodbank. Steve jumped in to help and now accompanies the kitchen manager every Tuesday and Thursday afternoon to pick up hundreds of pounds of food from the Mid-Ohio Foodbank.

All told, Steve volunteers 12 hours a week. He is adored by kitchen staff and clients alike for his warm smile, caring disposition and his ongoing commitment to serve his neighborhood.





Robert Lupton and Fredericka Wallace-Deena

## **TOXIC CHARITY**

Community Shelter Board hosted Robert Lupton, author of *Toxic Charity*, in Columbus on February 3 to share his experience with serving needy and impoverished members of our communities in a way that leads to lasting, real-world change. He shared his life experience at a half-day event with CSB's board of trustees and provider agencies. He was also a guest speaker at the Columbus Metropolitan Club, joined by CSB executive director Michelle Heritage, CSB board chair Chad Jester, and Fredericka Wallace-Deena of COMPASS.