

DATA HIGHLIGHTS

FY2015

CSB System & Program Indicator Report for 7/1/14 – 6/30/15



AMONG FAMILIES

- < 4,897 people were served in shelter.
- < 2,917 of them were children.
- < Families are in shelter only 24 days on average. The national average is 74 days.
- < The typical family is a 30 year-old single mother with two children under the age of 7.
- < On average, a family is earning \$716/month.



AMONG SINGLE MEN & WOMEN

- < 5,334 people were served in shelter.
- < 3,546 were men,
- < 1,788 were women.
- < The average man is 43 years old and earns \$337/month.
- < The average woman is 39 years old and earns \$410/month.

NAVIGATOR PROGRAM SHOWING GOOD RESULTS

More than 450 housed in the last 3 months

We designed a new service model focused on ending the homeless crisis quickly and stabilizing people in housing. We set four ambitious impact goals for the next 10 years. After only one year, the new system is showing promising results – with movement on two out of four 10-year goals.

1 Help keep people out of shelters when possible

- ✓ The homeless hotline fielded over 68,000 calls. The homeless hotline was able to help 29% of callers identify another option other than a shelter bed. This is up from 14% in 2012.

2 Keep shelter stays short

3 Get more people to housing

4 Address the root issues and break the cycle of homelessness

- ✓ Thanks to aftercare provided by the new navigator program, returns to homelessness have decreased from 3.4 to 1.5 instances per year.

LEVERAGING MORE FEDERAL FUNDS FOR COLUMBUS

\$1.5M more secured for affordable, supportive housing

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. There are over 3,000 units of supportive housing in our community for people with low-incomes. Nearly 2,200 of those units are for people experiencing long-term homelessness.

We have brought on 643 units in the last five years alone. Because of our excellent results across the system, the U.S. Department of Housing and Urban Development awarded our community, through CSB, \$1.5M to bring on 183 more units this year. We will continue to work hard to bring these types of federal funds to Columbus and Franklin County.

**THIS IS A SYSTEM THAT WORKS
to help people get a home and get their lives
back together – not to facilitate continued
homelessness.**



FEATURED PROGRAMS OF EXCELLENCE

FY2015: 7/1/14 – 6/30/15

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past annual period of 7/1/14 – 6/30/15. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among providers in their work to end homelessness. Our provider network includes partners delivering an array of services including homelessness prevention, programming, shelter, case management, street outreach and housing.

Community Shelter Board sets specific outcomes for each provider, and performance is measured and reported regularly. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with providers both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these providers delivering critical services to those experiencing homelessness.



CSB is pleased to recognize these CSB providers of permanent supportive housing



In permanent supportive housing, people experiencing long-term or repeated homelessness with disabilities receive subsidized housing with health care, employment and other supports. By developing permanent supportive housing, our community has made a major impact in addressing long-term homelessness, saving costs for jails, emergency room visits and inpatient hospital stays.



An impressive 92% of people served in supportive housing experience success and remain stable in housing. The occupancy rate for this network of supportive housing is excellent at 97%, demonstrating good utilization of resources for some of the most vulnerable members of our community.



Thanks to these providers for delivering high quality, effective housing and services that truly rebuild lives.



CRISIS RESPONSE

FAMILY SHELTER OPENING EVENT

A new shelter designed specifically for families has opened at CSB's Van Buren Center. In response to a 63% increase in homelessness among families locally, the new emergency shelter operated by Volunteers of America of Greater Ohio can serve up to 64 families nightly. The community gathered to help mark the opening on October 14.



Transit Arts provided an incredible musical and dance performance.



Enjoying the balloon animals



CSB board member Darnita Bradley of Columbia Gas, Columbus Zoo polar bear, Kate Bauer of Columbia Gas & Melissa Garver of CSB.



YMCA board member Tom Katzenmeyer of Greater Columbus Arts Council & Sue Darby of YMCA of Central Ohio.



Ashley Marshall was joined by her family as she shared a compelling story about her experience with homelessness.



Event emcees Lydia & Barbara Benham made a wonderful mother-daughter team.



Staff from Volunteers of America of Greater Ohio: Tanya Featherstone, Laura Brenner, Abbey Rutschilling, Jessica Pever, Edith Johnson & Julie Jackson

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SHELTERS PREPARE FOR WINTER WEATHER

Dorms opened for men at Van Buren Center on October 15, and several other shelter programs added beds for single men and women to prepare for winter weather. In total, up to 170 extra beds are being added for men and 124 extra beds for women, available as needed during any occurrences of extreme weather.

Thank you to the shelter operators expanding their capacities: the Engagement Center at Maryhaven, Faith Mission/Lutheran Social Services, Friends of the Homeless/Southeast, Volunteers of America of Greater Ohio, YMCA of Central Ohio.

Anyone in need of shelter should call the homeless hotline: 1-888-474-3587.

ADVOCACY

CSB TO WORK WITH COMMUNITY LEADERS TO CURB FAMILY HOMELESSNESS

Report impetus to broaden strategy

CSB will work closely with Franklin County Commission President Marilyn Brown as she leads a public/private task force to explore solutions for the growing problem of family homelessness in Columbus and Franklin County. Community Shelter Board will be a member of the task force, which will culminate in the development of a comprehensive, upstream community-based response focused on stabilizing families and preventing homelessness.

“Family homelessness has exploded,” says Michelle Heritage, executive director of the Community Shelter Board. “This past year, we have seen as many as 120 families a night without a place to sleep. This is a huge jump from about 50 families four years ago.”

The new Van Buren Center helps with the immediate concern of assuring families have a safe, dignified place to sleep, sheltering 64 families a night. Patterned after the YWCA Family Center – the original emergency shelter for families in Columbus – families receive assistance finding a job, applying for benefits and finding appropriate housing. Children receive homework help, childcare and health care.

A recent report commissioned by The Columbus Foundation and Community Shelter Board found multiple reasons for the increase in families turning to homeless shelters. Those include a loss of \$72 million in state benefits to poor families and adults over the last five years, as well as a robust rental scene that is pricing families with low incomes out of the housing market. The report also noted an overreliance on the Community Shelter Board as the ‘go-to’ system for families in crisis, and the need to develop preventive services to stabilize families and keep them from losing their homes.

“The Shelter Board will help the task force find strategies to stabilize families with the lowest incomes who need more intensive services to succeed.” said Chad Jester, Chair of the Community Shelter Board.

“Our shelter system is like an overcrowded emergency room,” said Heritage. “We can better serve people by keeping them out of the shelters through prevention efforts, and by keeping them healthy with better support services for vulnerable families. When those are lacking everyone shows up in the ‘emergency room’ and we face a crisis.”

The summary and full report can be viewed here: <http://www.csb.org/?id=publications>

POINT-IN-TIME COUNT

The 2016 point-in-time count of people experiencing homelessness will be held on Wednesday, January 27, 2016.

In an effort to improve count accuracy, some new approaches will be combined with time-tested strategies to count people in a number of different ways.



Data system

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



Land count

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



Meal sites

Volunteers will conduct counts at soup kitchens and other feeding sites.



Service providers

Service-based agencies that have clients experiencing homelessness will conduct counts.



Magnet events

Magnet events will be held throughout the day at warming stations and other places where people experiencing homeless congregate. The purpose is to engage people who have not yet been counted.

Please save the date and plan to join us in this important community event. The U. S. Department of Housing and Urban Development requires all communities to conduct a count of people experiencing homelessness during the last ten days of January. Point-in-time counts are conducted across the nation in compliance with a HUD funding requirement.

The 2016 point in time count will be coordinated by the Point-in-Time Count Planning Group acting on behalf of the Rebuilding Lives Funder Collaborative, the entity leading the local Continuum of Care. This group will include representation from various stakeholder groups including street outreach providers, other community providers who work with homeless persons as well as formerly homeless individuals from CSB’s Citizens Advisory Council. Any questions can be directed to Erin Maus at emaus@csb.org.

FOR PROVIDERS

ADMINISTRATOR AWARD

Tammy Compton was presented with CSB's Administrator of the Year Award in September. Tammy was recognized for her collaborative work during the overflow season and the implementation of the new crisis response system. She handled many changes that affected the data system with professionalism, efficiency and care for data integrity. She showed flexibility and openness to try new processes and improve the data collected from homeless hotline callers.



PROGRAM REVIEW AND CERTIFICATION UNDERWAY

CSB is happy to recognize YWCA Columbus for achieving compliance during their initial program review and certification visit in October. Congratulations to YWCA Columbus for their hard work and dedication of their staff.



If there are any questions about the program review and certification process, please contact Yolande Hall at yhall@csb.org.

IN THE SPOTLIGHT

THANK YOU

Thank you to Federal Home Loan Bank of Cincinnati, who invested capital dollars in the development of the new family shelter at Van Buren Center. Sponsors of this grant, Huntington Bank and Ohio Capital Finance Corporation, joined together to install beautiful landscaping at the new building's entrance.



Representatives from Federal Home Loan Bank of Cincinnati, Ohio Capital Finance Corporation and Huntington Bank completed landscaping at Van Buren Center.

COLLECTION DRIVE

Thanks to the generosity of our community, a successful collection drive was held in October to stock the shelves of the new family shelter at Van Buren Center. More than 80 cars visited the drive-thru and drop-off event, delivering donated supplies like diapers, toothbrushes, socks and baby wipes.

You can still drop things off 24 hours a day at:

Van Buren Center
595 Van Buren Drive
Columbus, Ohio 43223

We **cannot** accept donations of furniture, cookware, appliances, clothing or toys.



WOMEN LEADERS REBUILDING LIVES

An important new leadership group – Women Leaders Rebuilding Lives – will launch on December 7. This is a distinguished group of women creating community change by connecting women leaders and the power of women’s philanthropy. These women have a shared passion for rebuilding lives of those experiencing homelessness.

Thanks to a woman benefactor who believes so strongly in this mission, she will match the first 100 women who join between now and December 7 with \$500 toward their annual \$1,000 membership.

Become a member of Women Leaders Rebuilding Lives and attend the launch party featuring local mixologist Cris Dehlav.



December 7, 5:00-7:00 pm
The Ivory Room, 2 Miranova Place



Please join hosts
Patti Steinour
Anne Partridge
Mary Lazarus
Michelle Heritage

Jamie Allen	Danielle Dunn	Laura Matney
Patti Barnhart	Lindsay Dunn	KC McAllister
Barbara Benham	Joyce Edelman	Teresa McWain
Sue Bottiggi	Cheryl Godard	Susan Rector
Darnita Bradley	Jessica Goldman	Tanisha Robinson
Colleen Buzza	Stephanie Johnson	Leslie Vesha
Amy Dawson	Holly Kastan	

RSVP by November 20 to Laura Matney, lmатney@csb.org.

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