

[FEATURED PROGRAMS OF EXCELLENCE]



HandsOn Central Ohio operates the virtual coordinated point of access to shelter for single adults experiencing homelessness. They handled a significant increase in call volume as hundreds of new beds were added to the system. They have placed an emphasis on strengthening their team with training, resulting in positive outcomes for both diversion and shelter linkage.



Maryhaven's outreach team provides street outreach services designed to engage people living outdoors and assist them in moving into appropriate shelter or housing as quickly as possible. Over the past six months, the outreach team successfully linked 90% of its clients to safe shelter or housing.



The YMCA of Central Ohio staffs and operates the new flexible capacity overflow sheltering program for single women at the Van Buren Center. When these new beds were opened to end waiting lists among women, hundreds more women in crisis came forward than expected. The YMCA of Central Ohio has made tremendous progress to ramp up their staffing and operations to meet this significant need.



The current family shelter was designed for 50 families, yet the family system has been over capacity for more than three years, at times serving more than 140 families a night. The YWCA Family Center has gone above and beyond in sustained efforts to serve every family in need, no matter what.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past semi-annual period of 7/1/14 – 12/21/14. 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 in the [accompanying report](#). 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.

[ACCESS]

HANDSON CENTRAL OHIO SELECTED AS OPERATOR OF COORDINATED INTAKE FOR FAMILIES

Community Shelter Board pleased to announce that HandsOn Central Ohio has been selected as operator of the coordinated intake system for families, which will be needed once a second family shelter opens this summer. Columbus is the 15th city to designate its 2-1-1 operator as the coordinated point of access for shelter. HandsOn Central Ohio is the 2-1-1 operator for our community and they run the coordinated point of access to shelter for single adults. They served over 11,000 unique individuals in FY2014. This represented more than 95,000 calls with an average wait time of only 5 minutes 33 seconds.



Please join us in congratulating HandsOn Central Ohio. We have confidence in their ability to take on this expanded scope of work because of their excellent track record and demonstrated access to community resources.

HandsOn was selected through a competitive bid process. They will assume operations of coordinated intake for families in July. At that time, both families and single adults will be served through one centralized homeless hotline – 1-888-474-3587.

[CRISIS RESPONSE]

BEDS ADDED TO MEET INCREASED NEED FOR EMERGENCY SHELTER

Community Shelter Board prioritized resources over the winter to make sure no one had to sleep on the streets during severe weather, adding more than 500 shelter beds in the past several months. Thank you to the shelter providers who stepped up to make sure no one was turned away from shelter on dangerously cold nights. Faith Mission, Friends of the Homeless, the Engagement Center at Maryhaven, Volunteers of America of Greater Ohio, YMCA of Central Ohio and YWCA Columbus all added extra beds to meet the need. The YMCA of Central Ohio coordinated and staffed motel beds and made room for families that couldn't be accommodated at the YWCA Family Center.

This increased capacity will continue in March. Anyone in need of shelter should call the homeless hotlines:

- Single women and men should call 1-888-474-3587.
- Families should call 614-253-7970.

NAVIGATOR PROGRAM

Delivery of new services began in the fall of 2014 across the system of providers of homeless services to single adults. Case managers called navigators are providing intensive services focused on ending the homeless crisis quickly and stabilizing people in housing. Navigators are linking people to specialty services such as employment and job training, medical care, mental health and housing resources. This program is entirely new to Columbus and is the first of its kind in the country.

The new system, *From Homeless to Home*, is a result of a three-year community-wide planning process involving hundreds of stakeholders.

New Columbus Shelter Looks To Break The Cycle Of Homelessness With A Unique Transition Program



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[RESOURCE GENERATION]

OUTREACH PROGRAM

Columbus City Council moved to preserve outreach services with a partial year investment. Co-sponsored by Councilmembers Zachary Klein and Priscilla Tyson, legislation just approved by council will allow the outreach program, operated by Maryhaven, to continue to provide street outreach services designed to engage people living outdoors and assist them in moving into appropriate shelter or housing as quickly as possible.

The program is also bolstered by investments from Goodwill Columbus and Columbus State Community College. The balance of funding needed for the remainder of the fiscal year has been requested from other public and private sector sources. The program faced closure as the community need for homeless services is outstripping the available resources. There has been a 79% increase in the number of families sheltered since 2011, and an increase of 16% among single men and women.

The outreach team provides proactive engagement and assertive outreach at sites where homeless persons congregate, referral to medical and behavioral healthcare, linkage to shelter and housing and access to benefits and rental assistance. The outreach team also offers support and assistance during landowner-led camp remediation. [The Columbus Dispatch's recent coverage about the outreach program can be seen here.](#)



350

people served annually



\$227K

annual cost

POINT-IN-TIME COUNT

The 2015 point-in-time count of people experiencing homelessness was held on January 29 at Blackburn Recreation Center in Columbus.

For the third year in a row, the count was conducted through a daytime event focused on access to specialized services tailored to meet the unique needs of those experiencing homelessness. Services included things such as housing, employment, benefits, income support consultation, behavioral health services, physical health screenings, warm meals, clothing, and referrals to a variety of other community resources.

Funding from the U.S. Department of Housing and Urban Development brings over \$10 million annually to our community for housing programs that serve people experiencing homelessness. HUD requires communities to conduct a point-in-time count of all sheltered and unsheltered individuals in the community during the last week of January. On behalf of the Rebuilding Lives Funder Collaborative and the local continuum of care, the Community Shelter Board hosts the count. [The Columbus Dispatch's coverage of the event can be seen here.](#)



[SPOTLIGHT]

MEAL SERVING

Thanks to Franklin County Commissioner Marilyn Brown, who served dinner at the Van Buren Center on February 24 with her husband and colleagues.

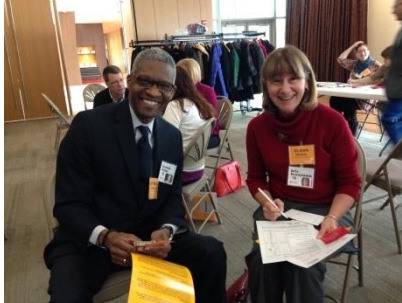


Franklin County Commissioner John O'Grady also pitched in at the Van Buren Center with his team on March 5.



POVERTY SIMULATION

Board members from Community Shelter Board joined with provider agency executives and their board leadership for a unique, interactive poverty simulation during CSB's annual Board2Board event on February 27. The simulation was facilitated by Dustin Speakman from the Ohio Association of Foodbanks.



[GATEWAY]

GATEWAY APPLICATIONS DUE MARCH 25

The Gateway process for the upcoming fiscal year is underway, and all completed FY16 Gateway proposals are due by March 25. Spring meetings with each provider agency are scheduled to take place in mid-April and early May. The meetings will provide an opportunity to discuss each agency's FY16 Gateway application and opportunities for continual quality improvement. Any questions or concerns about the Gateway process should be directed to Yolande Hall, Grants Administrator, at yhall@csb.org or 614-715-2530.