

[RESOURCE DEVELOPMENT]

2009 Together Rebuilding Lives

Thank you for joining us for Together Rebuilding Lives, the 15th annual celebration. We received numerous compliments on the event program and the leadership reception. Guests enjoyed the incorporation of art into the program. We were also grateful to announce a total of over \$1.5 million in cash, program, and in-kind support.



L to R – Dave Simmons, Citizens Advisory Council member; Phil Urban, CEO of Grange Insurance; Jim Curphey, CSB Board Chair; and Douglass White, Citizens Advisory Council member; at the TRL Leadership Reception. Grange Insurance was honored with the 2009 Mel Schottenstein Leadership Award.

United Way Funding Update

Types of United Way of Central Ohio Funding

The United Way of Central Ohio (UWCO) provides some funds to agencies via program funding and some via initiatives funding. The program funding is the portion that flows through the application process. Initiatives funding includes specific donor designated initiatives as well as additional initiatives that UWCO staff and volunteers determine to be a good use of funds and consistent with goals.

Program Funding

2009: The UWCO Board of Trustees approved a funding cut of 6% for currently funded programs through the last six months of the interim funding period (July – December 2009). The total program investment for CSB has been adjusted to \$373,906, which is approximately \$14,000 less than budgeted for the six month period.

2010: The UWCO's total 2010 program investment targets, based on the UWCO decisions made out of the Letter of Intent process, are less than the amounts included in total for the full application invitations. This means some programs submitting applications will not be funded and/or some programs will be funded at a level below the range provided by UWCO for the applications. Funding begins 1/1/10. Overall campaign projections for 2010 funding are down 10% versus the prior year. CSB submitted three applications for program funding on July 1. \$1,050,000 was requested.

Initiatives Funding

Overall Status: The UWCO shared a 2009 Macro Investment Plan and Investment Targets last week. The plan indicated cuts to initiatives funding for the half year (July – December 2009) and for 2010. The impact on CSB is not yet known, but funding for both periods has been cut – 11% for the half year period and an uncertain amount for 2010 (as some funding flexibility exists between initiatives funding and program funding) initially estimated at a 24% cut.

CSB Status: CSB has historically received approximately \$200,000 in initiatives funding for Rebuilding Lives supportive housing, none of which is confirmed for CSB's FY 10.

UWCO Process: The UWCO results committees that determine initiatives funding are expected to take action at their August meetings to be held in the first two weeks of the month. This will cover funding for at least July 1 through December 31, but may include a recommendation beyond. They will look at a number of options, including a multi-year commitment. If the latter, this would require Impact Council and then board action. Regardless of the decision, UWCO should inform us of the results committees' recommendations in August. If UWCO is unable to provide initiatives funding, CSB will enact funding cuts to supportive housing effective October 1, 2009.

Other CSB Funding: CSB also receives funding from UWCO for the Stable Families Initiative. That funding is for a three year initiative and is not included in either of the above program or initiatives funding as the Stable Families funding is outside of these funding processes for the three year period.

City Contracts for 2009

Due to its current financial condition, the City is not entering into new general fund contracts with external agencies until after mid-year collections are known. For CSB, it appears this will impact only our Rebuilding Lives contract, but we await confirmation about this from City officials. However, full funding will also depend on the status of the City's financial condition. Support for Columbus Issue 1 – Mayor Coleman's push for a 0.5% tax increase – is critically important. See related story below.

Funds available: Nationwide Steve Rish Award

CSB's partner agencies have the opportunity to apply for the Nationwide Steve Rish Award through a competitive application process. Applications will be released in mid-July and will be due on August 24. The award will be made on October 12 at CSB's Board2Board Dialogue event at Nationwide.

Nationwide created the Nationwide Steve Rish Award in support of CSB to honor Stephen A. Rish's commitment to Nationwide and the Columbus community. The \$25,000 grant to CSB in Mr. Rish's name is being used to fund five annual awards of up to \$5,000 each (at least 1 award recipient per year) to support special projects.

For more information regarding the Nationwide Steve Rish Award, contact Sara Loken, Administrative Director, at 221-9195 or scloken@csb.org.

Funding Sources for Partner Agency Programs

At the May board meeting, trustees requested a better understanding of CSB-funded partner agency funding sources. Specifically, the board sought to identify the distinction between the amount of public and private support given to each agency, outside of any funding received from CSB. The enclosed charts detail the distribution of funding sources among the partner agencies, as well as the distinction between private and public sources in the funding received from CSB.

[ADVOCACY]

Voters Urged to Support Issue 1

Voters are being urged to support Columbus Issue 1, Mayor Coleman's push for a 0.5% tax increase. As part of Columbus's long-term plan to maintain the quality of life that residents have come to expect, city officials are asking voters to support a 0.5% tax increase on the August 2009 ballot. Mayor Coleman, along with all Columbus City Council members, has deemed the increase essential in providing police, fire, health and other basic neighborhood services. Passage of the plan would allow for new jobs, government reforms and new revenue. City Council voted on May 11 to place the tax increase on the August ballot.

The tax increase is extremely important to CSB since we receive over \$3 million annually from the City. Progress toward ending homelessness in Columbus will not be possible without sustainable City investment. Barbara Poppe served on the Economic Advisory Committee that recommended this tax increase as one of its suggestions on how to address the structural imbalance the City is facing.

State Budget Crisis

The State budget crisis has escalated and is expected to worsen further. The impacts across the state will be staggering. As of May 2009, Ohio's Total General Revenue Fund (GRF) tax receipts for the month continued to record the severity of the recession. The revenue was \$100.2 million (6.8%) below May 2008 and \$1.9 billion (10.7%) below 2008 year-to-date. Year-to-date, total GRF tax receipts were \$706.2 million (4.3%) below estimate.

The State funding year 2010-11 budget as submitted includes significant cuts in human services. There is also a total reduction of \$162 million per year in funding for county jobs and family services. The resulting staff reductions are reducing all county services for low-income families at a time when their numbers are increasing dramatically. Caseloads for cash assistance climbed 14% in 18 months. 1 in 3 families seeking assistance are new to the public assistance system. Child abuse cases are increasing in number and degree of abuse.

Mental and behavioral health services are also affected. Based on the Governor's numbers, the Department of Mental Health will receive an overall cut of 17%. Funds for community-based mental health services will be cut by an astounding 34%. Ohio Department of Alcohol and Drug Addiction Services will be cut by 28%. To learn more about the proposed budget cuts, visit www.mhafc.org.

CSB recently signed on as an endorser to the Campaign **to Protect Ohio's Future**, urging Lawmakers and Ohio's Governor to use a balanced approach in solving the state's fiscal crisis. This approach entails increasing revenues to provide sufficient funding and discourages further cuts to services relied upon by vulnerable Ohioans.

Advocates are encouraged to call the Governor's Office and Legislative leaders and tell them they must fund human services and behavioral health services, as these are some of Ohio's most vulnerable and disabled citizens – and they deserve better.

PHONE NUMBERS

Governor Ted Strickland 614-466-3555
Senate President Bill Harris 614-466-8086
Senator Tom Niehaus 614-466-8082
Senator John Carey 614-466-8156
Senator Mark Wagoner 614-466-8060

Senator Dale Miller 614-466-5123
Speaker Armond Budish 614-466-5441
Rep. Jennifer Garrison 614-644-8728
Rep. Jay Goyal 614-466-5802
Rep. Vernon Sykes 614-466-3100
Rep. Ron Amstutz 614-466-1474

To fill out an endorsement form, visit <http://www.protectohio.org/Endorse.htm>.

Public Officials & Stakeholders to Serve Dinner at YWCA Family Center

On July 8, the Franklin County Commissioners and their staff will participate in the second of three YWCA Family Center visits from government stakeholders. This visit is expected to be very successful, after the first dinner, served on May 13 by Mayor Coleman, City Auditor Hugh Dorrian, members of the Mayor's cabinet and city staff, raised more than \$500 and created an opportunity for officials to serve a meal and tour the facility.

President Signs Renter Protections into Law

President Obama recently signed into law protections for renters living in foreclosed properties. Taking effect immediately, the renter provisions will offer reasonable notice to tenants in danger of losing their homes through 2012. These provisions require 90-day pre-eviction notice, the right of renters to remain in their homes for the full terms of their leases, and allow those with Section 8 vouchers to stay with both their lease and rental assistance payments intact, subject to the rights of the purchaser at foreclosure.

HEARTH Act Update

After passing overwhelmingly in both the House and Senate on May 19, the HEARTH Act, attached to the comprehensive housing bill, S. 896, was signed into law on May 20 by President Obama. The Act serves to reauthorize HUD's McKinney-Vento Homelessness Assistance programs, critical to ending homelessness in Ohio. The signing of the HEARTH Act is great news, granting communities a more effective program for combating homelessness.

[REBUILDING LIVES]

Rebuilding Lives Funder Collaborative

The Rebuilding Lives Funder Collaborative (RLFC) met on May 28. At this meeting they considered and approved CSB Awards for Supportive Housing, a Funding Strategy, the RLFC Annual Plan and Policy Statements. They also approved CSB as the lead administrative agency for the City of Columbus, Franklin County and State of Ohio Homelessness Prevention and Rapid Re-Housing Programs (HPRP). Finally, they approved a final project plan for National Church Residences

Commons at Buckingham. The RLFC also heard updates on the Rebuilding Lives Plan including strategy progress reports and the RL Plan Evaluation Committee.

Two key processes were considered as part of the RLFC Policy Statements – certifications process for the 2009 ODOD Homeless Assistance Program (HAP) and the HUD Technical Review Committee (HUD TRC) process.

CSB was informed by ODOD that for the 2009 Homeless Assistance Program (HAP) and the State Homelessness Prevention and Rapid Re-Housing Program Application (HPRP) processes, the entity that leads the local community plan must certify projects seeking funding. Since the Rebuilding Lives Funder Collaborative is the oversight entity for the Rebuilding Lives Plan, this group will review applicants/projects and make recommendations to ODOD as opposed to the original plan of having an ODOD Technical Review Committee (ODOD TRC) – a joint committee of RLFC and Continuum of Care (CoC) Steering Committee members. The initial planning for the ODOD TRC was contingent upon clarification from ODOD on the process. The CoC Steering Committee and all agencies were made aware of the process change. To streamline the process this year, CSB reviewed requests for approval with the ability for denied agencies to appeal to the RLFC. The appeals process was not needed however as all certification requests received were approved. The elimination of this additional subcommittee allows for further streamlining and enables the CoC SC to fully focus on the HUD application processes.

“Really fast and efficient process this year!”
- Steve Albanese,
Maryhaven

With regards to the HUD TRC, the RLFC agreed to participate in the joint committee of the RLFC, CoC Steering Committee and Citizens Advisory Council as well as chair the HUD TRC as outlined in the RLFC and CoC SC policy statements. The materials and meeting minutes from the RLFC as well as the RLFC policy statements and the CoC Steering Committee policy statements are available at www.csb.org.

Unified Supportive Housing System

The Unified Supportive Housing System (USHS) will soon begin looking for HUD Chronically Homeless eligible clients to be housed in Rebuilding Lives Leasing expansion units. USHS will provide all referrals for the 30 units, which will have services and housing provided by Southeast, Inc. A person who is Chronically Homeless is defined by HUD as “unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more or has had at least four episodes of homelessness in the past three years.” Partner agencies will increase outreach and submissions of Indication of Interest forms for these units in July and August following USHS training.

USHS trainings for shelters and outreach will occur July 6 through July 17 and will kick off the Active Referral Process. Active Referral is designed to create a self-perpetuating flow of clients into the Unified Supportive Housing System.

USHS is accepting client forms for future vacancies at Southpoint Place Apartments and upcoming units for RL Leasing. Please contact the USHS Project Manager, Anna Bianco at 614-221-9195, ext 127 or at abianco@csb.org for more information.

The Unified Supportive Housing System 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 to;

- < Ensure more efficient and targeted use of supportive housing through a centralized eligibility determination, prioritization and placement system.
- < Promote efficient use of community resources for supportive services through a unified services payment model.

- ◁ Promote recovery and support community re-integration through a centralized utilization review system and “move-up” assistance.

The Osteopathic Heritage Foundation is the primary funder of the Unified Supportive Housing System.

Columbus ServicePoint

After almost a year since implementation of the new Columbus ServicePoint (CSP), our new homeless management information system, significant progress has been made, yet there is still much to do. A full status report is enclosed. We appreciate your feedback and recommendations on how we continue to transform our homeless management information system from a data collection tool to a data management and planning tool that helps in the efficient and effective delivery of services to clients in need.

[PROGRAM UPDATES]

Critical Access to Housing

Critical Access to Housing continues to focus on persons with the most critical needs related to health and safety. A homeless camp site located near Olentangy and West Fifth Avenue was remediated during the month. Four of the five individuals that had inhabited the camp were housed or are in the process of being housed. The remaining person refused all offers of help. Engagement will continue.

Direct Client Assistance: Satisfaction Survey

During April 2009, CSB conducted a client satisfaction survey that was mailed to clients who received financial assistance to move out of shelter. We received a 35% response rate (36/102). Comments received by the clients suggest that overall they are satisfied with the assistance received through CSB and its partner agencies. A summary of the survey results are enclosed.

Family System

The Family System is continuing to collaborate effectively and strengthen partnerships with a focus on next step housing. The YWCA Family Center had its first family in overflow on June 16 and the other partners intensified their work in moving families to next step housing.

As part of the HPRP Planning (Homeless Prevention & Rapid Re-housing Program), the Family System’s collaborative planning team (Family System CPT) met and identified four priorities for improving the system:

1. Improve the Assessment & Service Planning Process
2. Rapid Re-Housing for Families Served by CHOICES
3. Improve Services Connections (internal & external)
4. Increased Housing Options & Improved Access Process

Although there is some intersection between these processes, the team decided that each opportunity is best approached individually. The team will use Lean Six Sigma tools to design highly reliable products and processes. This system will be driven by understanding the needs of the customer, disciplined use of facts, data, and statistical analysis, and diligent attention to managing, improving, and reinventing our processes. Chris Dillinger, a six-sigma Master Black Belt from the

Operational Excellence division of Cardinal Health offered his expert services in helping us through this work. Deb Helber, under contract with CSB, is the project facilitator, with funds provided by the Butler Family Foundation. The group started with identifying customer needs in the family system, where customer was defined as the next step housing provider. The work also started and will continue until the next CPT meeting, on mapping each system participant current processes. This work will set the baseline for finding appropriate solutions for the first identified priority for improvement.

Adult System

Planning continues for Homeless Prevention and Rapid Re-housing funds available through the economic stimulus program. CSB staff and Deb Helber, the process consultant, are meeting with the adult shelters and mapping out their processes for diversion/prevention and services. The intent is to identify those activities common to all shelters in the hopes of finding a common means of access. A meeting date to review results with partner agencies and external stakeholders is being set.

In effect July 1, Faith Mission/Lutheran Social Services' admissions criteria were modified to no longer accept registered sex offenders into any of their shelter facilities. LSS considers the responsibility of providing a discharge plan that includes stable housing for such offenders that of the Corrections facilities. Specialized services offer these clients the most advantageous support. CSB supports this policy change.

Direct Housing for Women

This project was developed as a pilot project to expand the eligible target population for the Salvation Army Direct Housing program to include single women residing at Faith Mission - Nancy's Place and Friends of the Homeless – Rebecca's Place. The primary purpose is to address the continued high demand for single women in shelter. The project provides direct housing assistance, budget counseling and material assistance as it seeks to assist women in exiting shelter. Since the Salvation Army began accepting referrals in mid April, 15 women have been referred, 14 have completed intake and 8 have been housed and continue to receive support. Three more women will be housed very soon. Although the numbers are not large, they are increasing and the agencies involved view the pilot as another valuable resource in assisting their clients. The Salvation Army and the women's shelters met recently to review the progress of the pilot and are recommending that the service be continued in FY10. CSB staff is currently reviewing this request.

Stable Families

From inception (April 1, 2008) through June 2009, the Stable Families Program received 509 referrals, with 333 families assessed and 273 families enrolled in the program. Referral sources into the program included Project Connect of the Columbus Public Schools, community referrals made by churches, friends or family members of the referred family, Franklin County Children Services and landlords. During this period, 195 families exited the program, with 168 of those families maintaining permanent housing (86% successful housing outcomes). With regard to the demographics of the families served by the program, the average number of children in each family is 2.5, with the mean family size at 3.9. Prior to their involvement with Stable Families, more than 80% of the families were living in rental housing.

A study conducted on families that exited between January - March 2009 shows that on average, the housing affordability at exit from the program, as measured by the rent and utilities paid by the household relative to their income at exit, is at 38%.

Stable Families is an initiative to prevent homelessness, aimed at long-term housing stability, reduced student mobility, and increased academic success in schools. This pilot project is made possible by the Siemer Family Foundation and United Way of Central Ohio, the Ohio Department of Development, Franklin County Commissioners and The Columbus Foundation.

Permanent Supportive Housing

The groundbreaking for the new National Church Residences Commons at Buckingham supportive housing project is scheduled for July 9. The project will be located near downtown Columbus adjacent to Abbott Labs and I-670. It will consist of 100 units (75 Rebuilding Lives units) and will be the third supportive housing development for NCR.

Supportive housing projects continue to enjoy high occupancy rates. Fourteen of the seventeen projects had occupancy rates above 95% during the month of May. The three remaining projects averaged 93% occupancy and are working to fill their vacancies as quickly as possible.

Citizens Advisory Council

The Citizens Advisory Council (CAC) continues to meet monthly on the 2nd Monday. At its June 8 meeting, the group planned a CAC Orientation for all current members to take the place of the next regularly scheduled meeting. The group developed an agenda and orientation packet to be distributed. **The next meeting is scheduled for Monday, July 13 from 5:30 – 7:00 pm at CSB.** As an ongoing process, the CAC will host two orientations per year for all new members – one in October and one in April. These orientations will occur one hour before the regular CAC meeting for the month. Several CAC members and the CAC facilitator, Tiffany Nobles will participate in the orientation to welcome the new members and orient them to key information such as the role of CSB and the CAC in the homeless services system as well as the structure of the homeless services system.

The Citizens Advisory Council consists of individuals with personal experience of homelessness at some point in their lives. The CAC gives guidance and feedback based on personal experience to CSB in order to improve homeless service programs and ultimately reduce the number of homeless people in Columbus and Franklin County. Please contact CSB Program Administrator, Tiffany Nobles at tnobles@csb.org or 221-9195 x117 for more information.

[IN THE SPOTLIGHT]

Columbus as a Model in Charlotte, NC

CSB's efforts in ending homelessness were recently cited as a model for Charlotte, NC. Nan Roman, head of the National Alliance to End Homelessness, addressed the link between success and political will, recognizing the determination of Columbus in implementing plans to end homelessness. Although Charlotte currently has a 10-year plan, the city relies on emergency shelters, struggling to provide affordable housing. Fortunately, the city has discovered the importance of supportive housing. Recognizing that the time to address the problem is now, Charlotte hopes to model its success after cities like Columbus, with rapid rehousing rates and very well-coordinated efforts. The full article from *The Charlotte Observer* is enclosed.

The Columbus Foundation Honored

CSB nominated The Columbus Foundation for a Judges Award from the National Association of Fundraising Professionals. The Columbus Foundation will receive this prestigious award for their leadership to implement the Critical Need Alert, which leveraged over \$1.5 million for shelter and food services. The award will be made at the National Philanthropy Day event on November 24.

YWCA Leadership Change Pending

In early June, the YWCA announced that Cindy Lazarus will be retiring from her post as CEO in May 2010. The YWCA search committee will be chaired by their incoming board chair. After serving her planned 5 years as CEO, Cindy plans to spend the 2010 summer traveling Europe with her daughter. CSB is very grateful for Cindy's leadership and hopes she will continue as a CSB Advisory Council member during her retirement.

Tours

In May and June, CSB provided the following tours: Southpoint Place for Phil Urban and Mark Russell from Grange Insurance; and Volunteers of America and Sunshine Terrace for Ed Roberts from Senator Sherrod Brown's office. Steve Steinour, CEO of the Huntington, and Elfi Di Bella toured the YWCA Family Center and Community Housing Network supportive housing on July 1. **Great job, Elfi, for your first day on the job as CSB Board Chair!**

[CSB NEWS]

Staffing update

Director of Finance & Grants

We are sad to report that Shawn Hufstедler has decided to take the position of Finance Director with MORPC. His last day at CSB will be July 24. We will sorely miss his knowledge and skills. We are working to plan for the transition period until a successor is on board and consider the best plan for a senior leadership structure.

Key points on the transition:

- < We will continue with plans to better align current staff responsibilities on the Finance & Grants Administration team (effective July 1) and add a finance assistant (effective October 1) to prepare for the HPRP implementation.
- < We will continue with our plans to outsource Human Resources and Information Technology as both functions are out of scope for our core functions.
- < We plan to hire or contract for an interim finance director to provide financial management.
- < Janet Bridges, Assistant Director of Finance & Grants Administration, will lead all grants administration activities (both the funder and the partner agency grants).

As we consider the future leadership structure, we will consult with trustees who have operations expertise about possible approaches. We will reach out to other non-profit leaders about the merits of various leadership approaches. We will include current Finance & Grants Administration staff in the planning and search processes for the next director, and we will not begin the search until we have HR outsourced.

Director of Programs & Planning

Subha Lembach resigned from the position of Director of Programs & Planning, effective June 5 (Subha was in her orientation period). The essential duties of the position are being shared by many staff members, and Barbara is serving as the interim director. The search for a successor is underway.

Program Manager-Family Services

Interviews continue for the Program Manager-Family Services position. We hope to identify a finalist very soon.

Grants Administrator

We are pleased to announce that Claire Patterson has accepted the position of Grants Administrator. After working for several weeks as the Interim Grants Administrator, we are pleased to have her join the CSB team on a permanent basis. Claire holds her Juris Doctorate from Capital University Law School and has experience with project management.

Advisory Council

Bill Wright and Joe Harden each recently announced plans to relocate from Columbus to retirement destinations, which will mark the end of their service on CSB's Advisory Council. Bill Wright served on the board of trustees from 1986 to 2008 and was CSB's founding treasurer. Bill and his wife, Natalie, will be returning to the Boston area after 32 years in Columbus.

Joe Harden served on the board of trustees for many years, and even after his board service ended, he remained a member of the Finance & Audit Committee. Joe is retiring from Columbus Steel Castings and will be relocating from Columbus.

Project Management Training

On June 24, CSB staff participated in a Project Management training program under the instruction of Richard Vail, Certified Project Management Professional (PMP). The program addressed the importance of communication and planning in project management, and reviewed terminology and concepts of professional project management. Feedback from the training was positive.

Upcoming Meetings

< Check out the interactive calendar at www.csb.org under resources for our partners < meetings.

Attachments

< Funding sources for partner agency programs
< Columbus ServicePoint Report
< DCA client satisfaction survey
< System & Program Indicator Report, FY2009 Quarter 3