

System Briefing for Partner Agencies

July 23, 2024

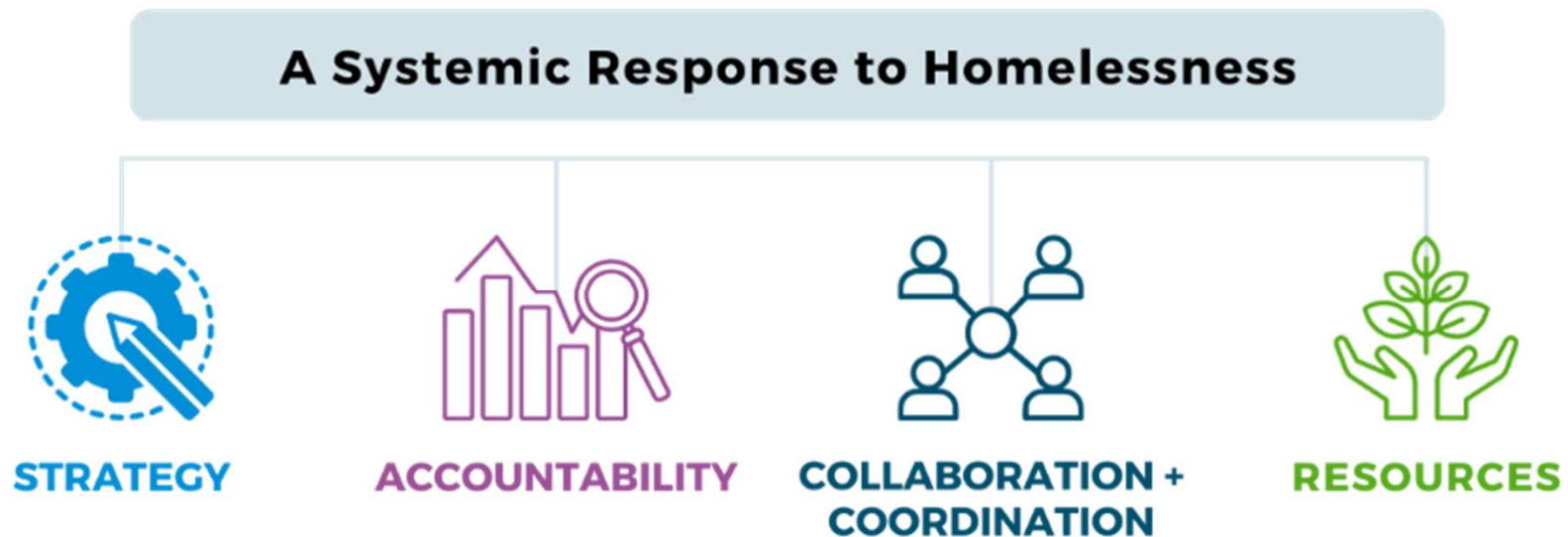


Mission

To lead a coordinated, community effort to make sure everyone has a place to call home in Columbus and Franklin County, Ohio.

System Briefing

Foster clear, consistent communication across all levels of partner organizations to increase agility and efficiency in our shared mission to address homelessness.



FY2025 CSB Information Sharing and Working with Partners

Every Other Month System Briefing	Monthly/Quarterly Workgroups and Office Hours	Every other week
<p>System Updates</p> <ul style="list-style-type: none"> ▪ Grants (Grants & Compliance Director) ▪ Housing (Housing Director) ▪ Programs (System Managers & CPEO) ▪ Data and Evaluation (D&E Director) ▪ Continuum of Care (COO) <p>Open system-wide, at all levels.</p> <p>CSB Department Directors and Systems Managers provide updates (information regarding changes or happenings that impact homeless system partners – i.e. PR&C, overflow, warming centers, homelessness prevention, CMHA updates, Gateway, etc). CPEO and COO attend.</p>	<p>Operation Workgroups per system type:</p> <ul style="list-style-type: none"> ▪ ASOW (Systems Manager) ▪ FSOW (Systems Manager) ▪ VSOW (VA Lead) ▪ PSH/USHS (USHS Program Manager) ▪ DV (CFSH Lead) ▪ Youth (Youth System Manager) ▪ COSHN (HPN System Manager) ▪ HMIS (HMIS Database Manager) ▪ Street to Housing Outreach Collab (Mt Carmel Lead) <p>Discuss impact of the CSB system updates. Implement process changes, propose improvements, advance systems.</p> <p>Open to Program Directors.</p> <p>Agendas sent out in Advance; Meeting minutes to follow.</p> <p>Monthly Office Hours for Technical Assistance:</p> <ul style="list-style-type: none"> ▪ DCA (DCA Program Manager) ▪ USHS (USHS Program Manager) ▪ HMIS (D&E Team) ▪ PADMISSION (Community Housing Manager) <p>Open system-wide, for technical questions.</p>	<p>Case conference – client focused discussions:</p> <ul style="list-style-type: none"> ▪ Single Adults (Systems Manager) ▪ Families (Systems Manager) ▪ VSOW (VA Lead) ▪ DV (CFSH) ▪ Youth (Youth System Manager) <p>Open to Case Managers.</p>

Grants + Compliance Updates

Kirstin Jones

Grants + Compliance Director

7/23/2024



Grants + Compliance Updates

- New Fiscal Year
 - Invoice Cut Off Date: Wednesday, August 14th
 - New De Minimis Rate
 - Invoice Template
- PR&C Updates
 - NSPIRE pushed to 10/1/2025.
 - PR&C Standards currently note 10/1/2024, this was prior to HUD's update. CSB will send a memo updating the date for PR&C Standards but will not update each Standard until next year.
- CoC Application
 - Coming soon! Most likely due 9/30.
- Winter Warming Center RFP
 - Open now for applications
- Fall 1:1 Meetings
 - Optional meeting with CSB
 - Partners determine agenda

Programs + Planning Updates

Steve Skovensky

Chief Program Effectiveness Officer

7/23/2024



Winter Warming Centers 2023/2024 Season

- Last winter served over 600 individuals in community-based overnight shelter
- Over 20 couples, 40 dogs & 20 cats
- Operations provided by Community Development for All People, Nathan Smith Logistics & 3rd Shift Warming & Cooling LLC
- Services provided by Maryhaven & Columbus Coalition for the Homeless
- Target population is unsheltered community members, couples, people with pets, transition-age youth, people with active addiction, etc.

Winter Warming Centers 2024/2025 Season

- RFP: [Applying for Funds: Providers: Community Shelter Board \(csb.org\)](#)
- Due July 25, 2024 by 11:59 pm
- Establishing Warming Centers for North, South, East & West quadrants of the City
- First English Lutheran Church key faith partner for East Side Warming Center
- May be combination of churches & hotels

Direct Cash Transfers (DCT)

- Growing movement in this field
- YMCA & HFF participated in COHHIO DCT pilot
- CSB contracted with YWCA in FY24 in DCT pilot to serve 20 families w/\$1,500 DCT
- Between October & February, families were provided DCT & only 1 family returned to shelter (95% success rate)
- Will be expanding program to both family shelters in FY25
- Refinement of referral criteria & target population in progress

Partnership with CRIS

- Community Refugee & Immigration Services (CRIS) is a key community partner
- Has dedicated the **2nd Tuesday of each month** exclusively to the homeless system
- Email csbreferral@cris-ohio.org to refer a client to CRIS for virtual intake meeting
- Email (encrypted) any immigration or other documents **one week in advance of the clinic day**
- May be in-person follow-up appointments
- Recognize this is a growing segment of the shelter & transitional housing population
- Reaching out to CRIS for education/training on work permit process

HAST Updates

- Housing Assistance Screening Tool (HAST) being updated with Adult & Family System partners—thanks for this collaboration!
- HAST is the Coordinated Entry tool for Rapid Rehousing
- Goal is to have a more trauma-informed & equitable assessment
- Consideration for the increasing older adult population & capturing full needs of families, pregnant women & victims of domestic violence
- Training in August with date TBD

Hospital Discharge Workgroup

- Meeting for over two years
- 3 Hospital Systems (OSU, Ohio Health & Mount Carmel) with Netcare, Street Outreach, RRH
- Developed discharge algorithms for social workers at hospital to utilize
- Older Adult Workgroup formed out of this group
- Revived conversation about additional medical respite
- CSB & Ohio Health presenting at Health Policy Institute conference in October

Apartment Nuisance Abatement Group (ANAG)

- CSB has begun attending this group convened by City Attorney's Office
- Anticipate troubled apartment complexes and be more proactive in response
- Currently 26 locations on city's radar
- Focus on engagement, safety & conditions
- South Park & Windmill Point of highest concern
- Searching for buyers for Wedgewood & Colonial Village
- Latitude 525 was just purchased

Housing Updates

Jennifer Birmele

Housing Director

7/23/2024



USHS Policies and Procedures Update

- Highlights of changes are:
 - Added language to clarify that an invitation to submit an SSNA is not needed for clients who are HUD chronic, Veterans, Transition Age Youth, Domestic Violence, VAWA protections and adults with minor and/or dependent children
 - Prospective Applicants have a right to appeal a Housing Provider denial by following the Housing Provider's guidelines for appeals. Housing Provider will upload to HMIS the notification of denial sent to the client along with the Housing Provider's appeals process and forms HUD-5380 & HUD-5383.
 - When a client is referred to a housing provider and the unit is not available for occupancy within 30 days, the Prospective Applicant has the right to deny the housing opportunity without penalty.

USHS Policies and Procedures Update

- For Prospective Applicants' currently experiencing street homelessness, a written observation by an approved outreach worker must be completed monthly or the client's Self-Certification of Homelessness Form to document ongoing street homelessness. For documenting chronic homelessness, the continuously homeless for at least 12 months category, HUD expects an approved outreach worker to document at least 9 of the 12 months the individual or head of household resided in a place not meant for human habitation (e.g., under a bridge, a car), or an emergency shelter with third-party documentation. The Outreach Worker must physically see the Prospective Applicant living in a place not meant for human habitation at least once during the month, in order to document for that month. This observation may be documented on a Verification of Street Homelessness form or with the Current Living Situation assessment in HMIS (must state location details and note place not meant for human habitation). The first encounter with the approved outreach worker must be documented with the Verification of Street Homelessness form.

Direct Client Assistance-Policies and Procedures Update

- Highlights of changes are:
 - ACH payments will be made for vendors when CSB also has an ACH relationship with the vendor for payment of Rental Assistance.
 - If funding is available for noncitizens or those without eligible immigration status a form of photo identification is required. (Refer to DCA Program Matrix for specifics)

NPSIRE/Padmission/Home4Good

- NSPIRE: Implementation date changed to 10/1/2025
- Padmission: <https://csb.padmission.com/>
- Home4Good: <https://www.csb.org/how-we-do-it/home4good-landlord-partners>



HOME4GOOD takes a two-prong approach:

- Recruiting landlords to work with people facing homelessness
- Supporting landlords already participating in Community Shelter Board's housing programs.

RECRUITMENT

Financial incentives are available for landlords who make available SRO or 0-3+ bedroom units to second chance renters. Benefits include:

- Incentive payments to landlords of \$300 for each SRO or 0 bedroom unit, \$500 for each 1-2 bedroom unit and \$750 for each 3+ bedroom unit
- Additionally, rent and deposit assistance for tenants to increase stability
- Opportunities to directly help the community by renting to veterans, individuals, and families facing homelessness
- Vacancies will be filled quickly because there are always tenant families ready to move in!
- Community Shelter Board's partners continue to work with tenants and serve as a point of contact and support for the landlord

[LEARN MORE](#)

ONGOING SUPPORT

A Risk Mitigation Fund is available to reimburse documented property damage, loss of rent, and other related issues. The fund provides an additional safety net for landlords, beyond a normal security deposit, when housing second-chance renters. Loss may include but is not limited to documented physical damage to a property beyond normal wear and tear, lost rent, unpaid utility charges, and, in certain cases, pest extermination.

[LEARN MORE](#)

If you would like to participate as a community partner landlord or get more information about HOME4GOOD, contact Nick Brenner
• nbrenner@csb.org • 614-715-2559

Utility Allowance/CMHA-CGI Changes

- New utility allowances went into effect for our system on 7/1/24
- <https://www.csb.org/providers/monitoring>

Multi-Family Unit Utility Allowance							PROPOSED UNIT
UNIT TYPE: Multi-Family (garden/flat/high-rise/apartment/row house/townhouse/semi-detached/duplex) (effective 7/1/2024)							
UTILITY	0 BR	1 BR	2 BR	3 BR	4 BR	5BR	
Gas							
Heating	12	14	16	19	21	23	
Cooking	2	2	3	3	4	5	
Water Heating	4	4	6	8	10	12	
Monthly Natural Gas	48	48	48	48	48	48	
Electric							
Heating	30	36	48	60	72	85	
Cooking	8	9	13	17	22	26	
Water Heating	20	24	30	37	43	50	
Other Electric	30	35	49	62	76	90	
Monthly Electric	16	16	16	16	16	16	
City Water/Sewer	68	70	89	107	125	144	
Suburban Water/Sewer	77	79	103	127	151	175	
						TOTAL GAS	-
						TOTAL ELECTRIC	-
						TOTAL WATER/SEWER	-
						TOTAL UTILITIES	-

- CMHA/CGI transitions coming soon

Data + Evaluation Updates

Asli Buldum

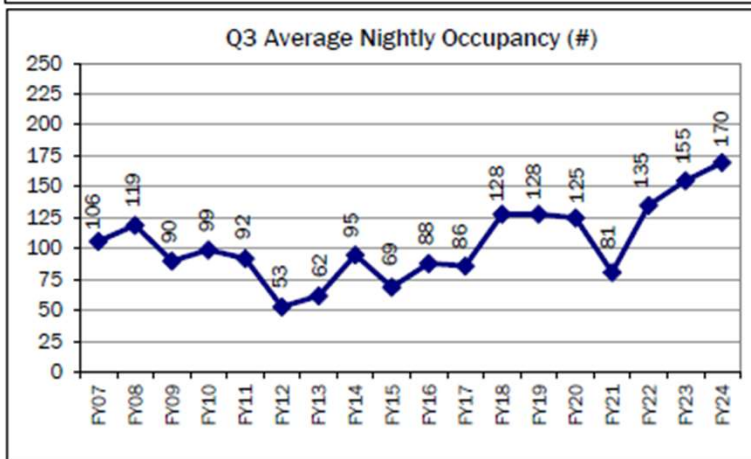
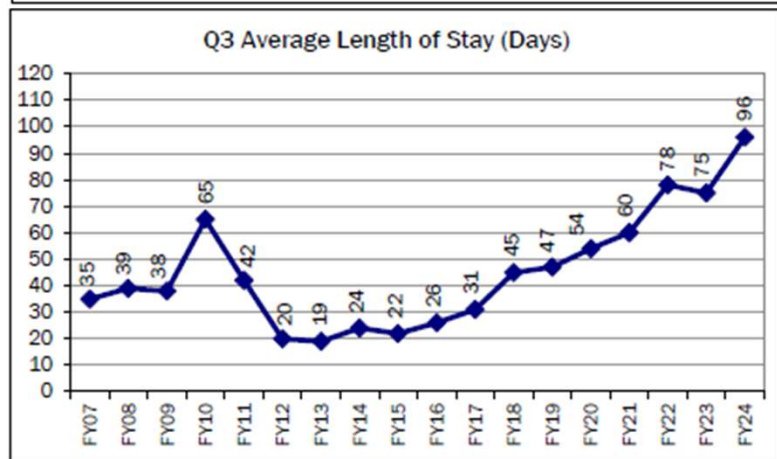
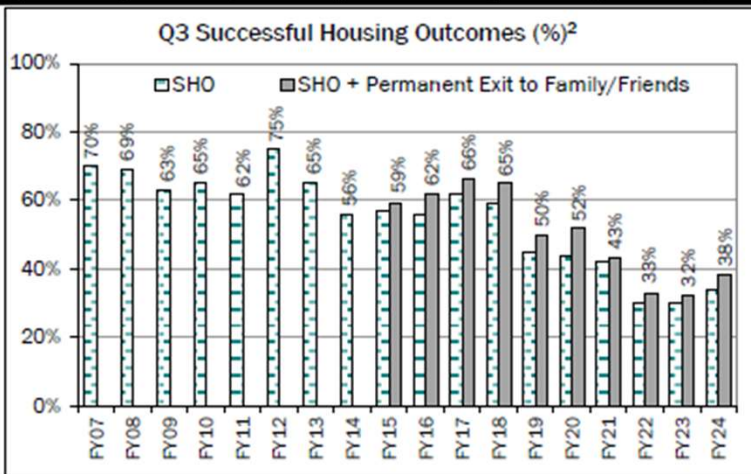
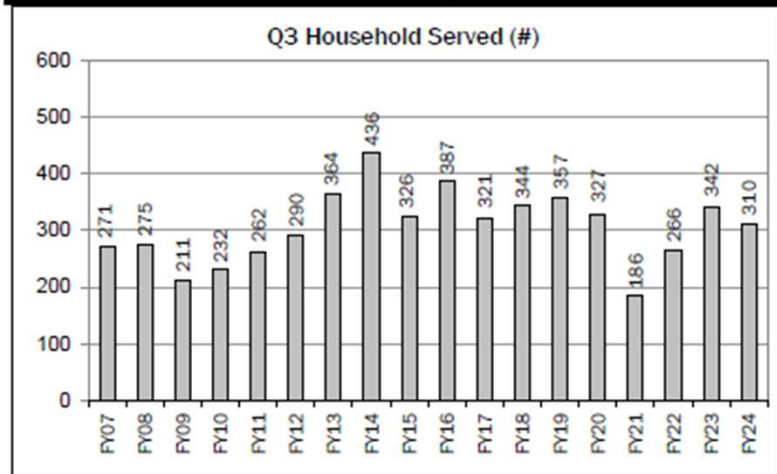
Data + Evaluation Director

7/23/2024



System and Program Indicator Report

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2024 - 3/31/2024														
Family System	325	310	√	114	170	54	96	N/A	106	57	≠	50%	38%	≠



DEMOGRAPHICS	Q3 Δ	Family
Households Served	↓	310
Percent Newly homeless	↑	70%
Clients Served	↓	1,056
Adults Served	↓	411
Children Served	↓	645
Children 0 - 5 years	-	283
Mean Family Size	↓	3.4
Average Number of Children	↓	2.1
Average Age (HoH)	-	34
Gender - Female (HoH)	↑	94%
Gender - Male (HoH)	-	6%
Veterans (U.S. Military) served	↓	1
Veterans % of all adults	↓	0%
Average Monthly Household Income	↑	\$777
Percent Working at Entry	↑	33%
Percent of Households with No Income	-	51%
Average Monthly Income for Households with Income	-	\$1,575
Race/Ethnicity - Black (HoH)	↓	67%
Race/Ethnicity - White (HoH)	-	16%
Race/Ethnicity - Multi-Racial (HoH)	-	8%
Race/Ethnicity - Hispanic (HoH)	↑	9%
Adults 18-24 years (HoH)	↑	17%
Children 0 - 2 years	-	24%
Children 3 - 7 years	-	32%
Children 8 - 12 years	-	26%
Children 13 - 17 years	-	18%
Pregnant Women Served	↑	30
Self-Reported Disability (HoH)	↓	42%
Franklin County Residents	↓	83%

When compared to the same period of the prior fiscal year 9% less households needed shelter. The success rate at exit from shelters increased 6 percentage points to 38%. The average length of shelter stay increased by 21 days to 96 days, the highest level recorded historically. While the number of families served decreased, the family system is reporting the highest average nightly occupancy at 170 families. Lack of available safe, decent, affordable housing is making it difficult to successfully move families out of shelter quickly. The employment rate at entry increased from the FY23 annual rate of 27% to 33% currently and the average income increased to \$777 (FY23 \$652). 7% of families (23) had more than one shelter stay during the timeframe. The number of pregnant women served increased by 50% (10) compared to the same reporting period in FY23 (20). An additional 35 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either helped to find an alternative to shelter or self-resolved.

¹ Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families.

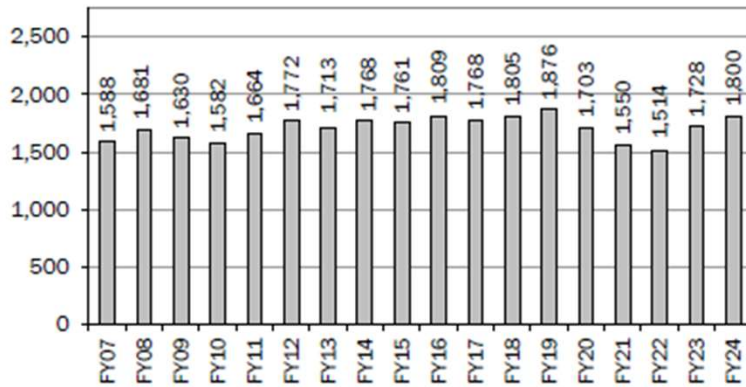
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

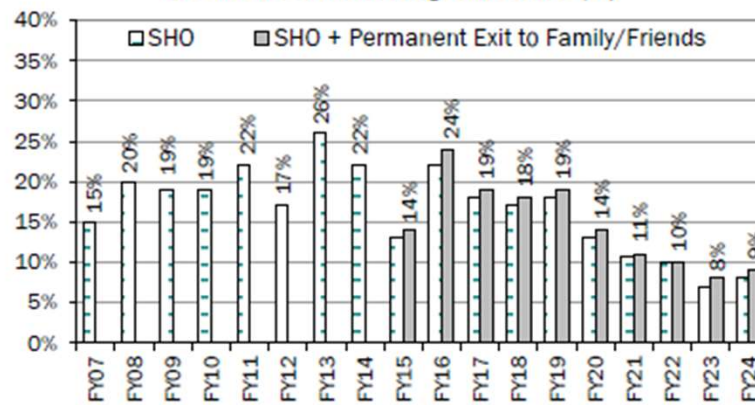
System and Program Indicator Report

FY24 EMERGENCY SHELTER 1/1/2024 - 3/31/2024	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Men's System	1,650	1,800	√	427	705	45	55	N/A	306	109	≠	25%	9%	≠

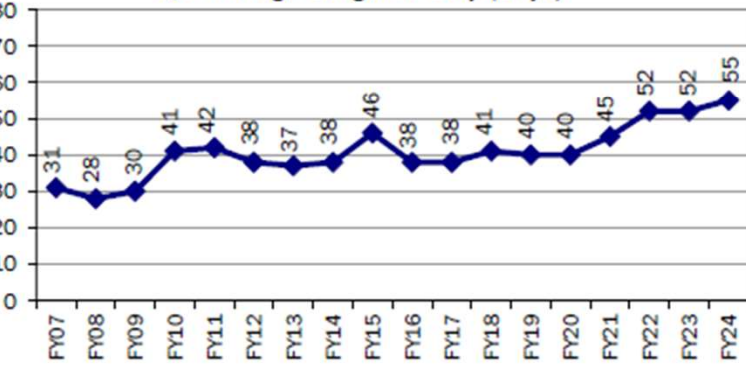
Q3 Households Served (#)



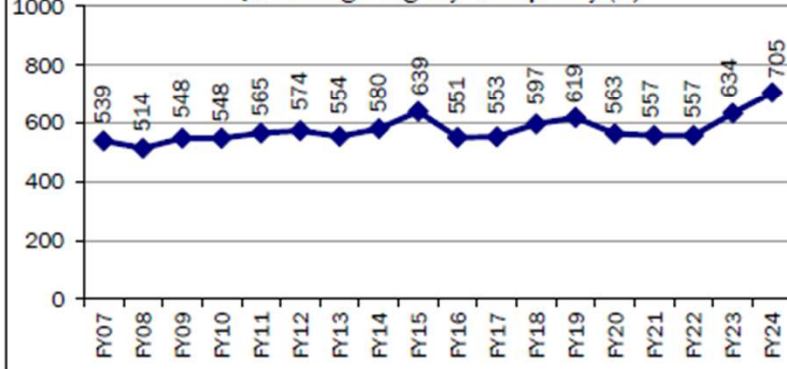
Q3 Successful Housing Outcomes (%)¹



Q3 Average Length of Stay (Days)



Q3 Average Nightly Occupancy (#)



DEMOGRAPHICS	Q3 Δ	Men
Households Served	↑	1,800
Percent Newly Homeless	↑	60%
Average Age	-	45
Men as a percent of total single adults served	↓	70%
Veterans (U.S. Military) served	↑	159
Veterans % of all adults	↑	9%
Percent of Households With No Income	-	52%
Percent Working at Entry	↑	23%
Average Monthly Household Income	↑	\$758
Average Monthly Income for Households with Income	-	\$1,574
Race/Ethnicity - Black (HoH)	↓	59%
Race/Ethnicity - White (HoH)	-	30%
Race/Ethnicity - Multi-racial (HoH)	-	4%
Race/Ethnicity - Hispanic (HoH)	-	5%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years	↓	5%
Adults 25 - 34 years	-	23%
Adults 35 - 44 years	-	22%
Adults 45 - 55 years	-	24%
Adults 56 - 61 years	-	13%
Adults 62+ years	-	13%
Self-Reported Disability (HoH)	↓	61%
Franklin County Residents	↑	88%

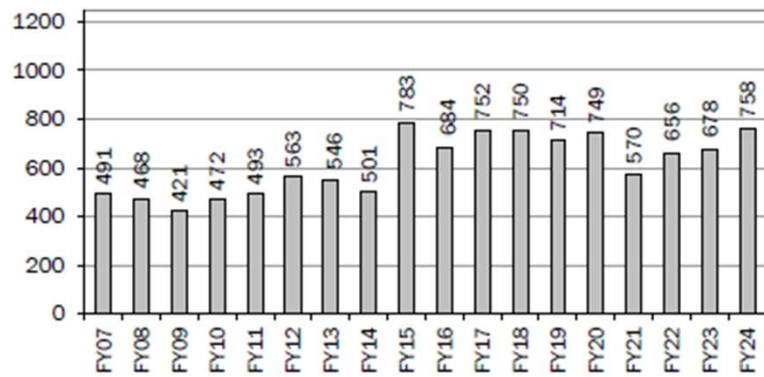
The number of single men sheltered increased 4% when compared to the same reporting period of the prior fiscal year. The success rate at exit from shelters increased 1 percentage point to 9%. With the opening of winter warming centers, the nightly occupancy increased to 705, the highest number reported historically. The average length of time homeless increased by 3 days to 55 days, the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased 3 percentage points to 23% when compared to the FY23 annual rate of 20%, and the average income increased to \$758 (FY23 \$592). 47% of men (850) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 1 percentage point to 13% when compared to the annual FY23 rate (12%). The number of veterans served increased by 62 (64%), compared to the same reporting period of the prior fiscal year (FY23 97).

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
² Overflow capacity is not included. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23 and was open throughout the reporting period.
³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

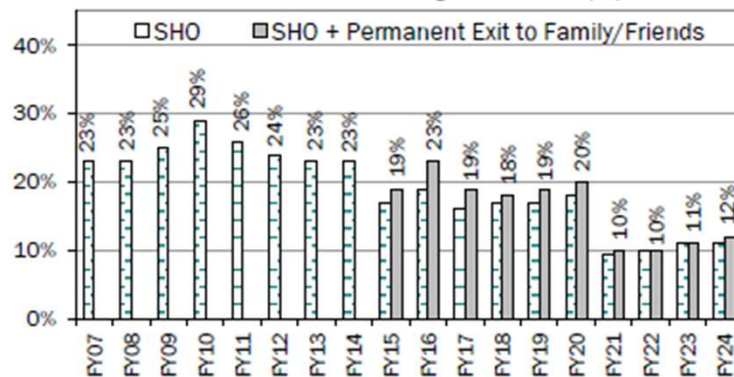
System and Program Indicator Report

FY24 EMERGENCY SHELTER 1/1/2024 - 3/31/2024	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Women's System	675	758	√	208	298	45	61	N/A	117	60	≠	25%	12%	≠

Q3 Households Served (#)

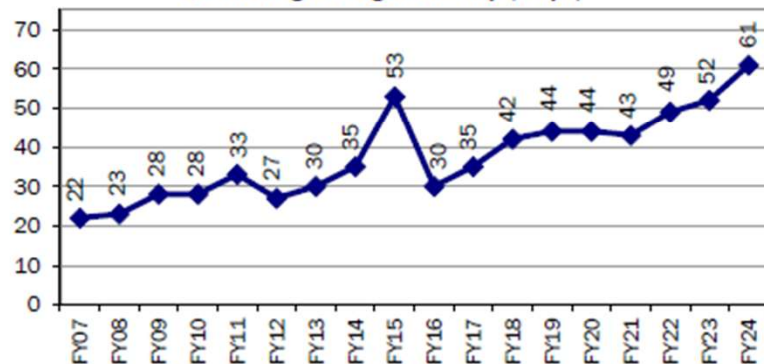


Q3 Successful Housing Outcomes (%)¹

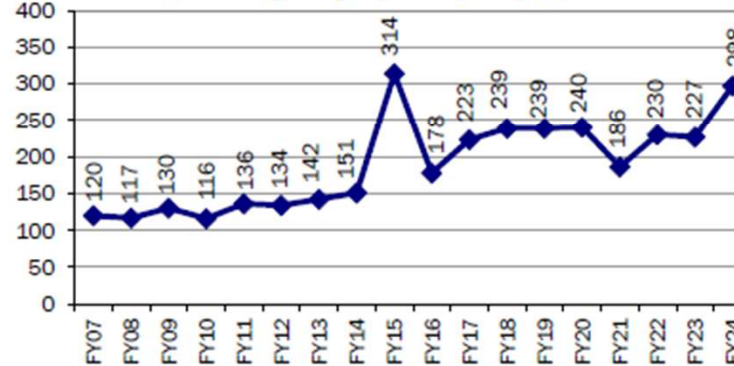


DEMOGRAPHICS	Q3 Δ	Women
Households Served	↑	758
Percent Newly Homeless	↑	68%
Average Age	↑	44
Women as a percent of total single adults served	↑	30%
Veterans (U.S. Military) served	↑	9
Veterans % of all adults	-	1%
Percent of Households With No Income	-	45%
Percent Working at Entry	↑	21%
Average Monthly Household Income	↑	\$707
Average Monthly Income for Households with Income	-	\$1,284
Race/Ethnicity - Black (HoH)	↓	49%
Race/Ethnicity - White (HoH)	-	39%
Race/Ethnicity - Multi-racial (HoH)	-	6%
Race/Ethnicity - Hispanic (HoH)	↑	4%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years ⁴	↑	9%
Adults 25 - 34 years ⁴	-	21%
Adults 35 - 44 years ⁴	-	25%
Adults 45 - 55 years ⁴	-	23%
Adults 56 - 61 years ⁴	-	11%
Adults 62+ years ⁴	-	10%
Pregnant Women Served	↑	44
Self-Reported Disability (HoH)	↓	69%
Franklin County Residents	↑	86%

Q3 Average Length of Stay (Days)



Q3 Average Nightly Occupancy (#)



The number of single women sheltered increased 12% when compared to the same reporting period of the previous year. The success rate at exit increased 1 percentage point to 12%. The average length of time homeless increased by 9 days to the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased by 1 percentage point to 21% when compared to the FY23 annual rate of 20%, and the average income increased to \$707 (FY23 \$618). 46% of women (352) had multiple stays in shelter during the timeframe. The number of pregnant women served increased by 10% (4) compared to the same reporting period in FY23 (40). The rate of adults aged 62+ remained flat when compared to the annual FY23 rate (10%).

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

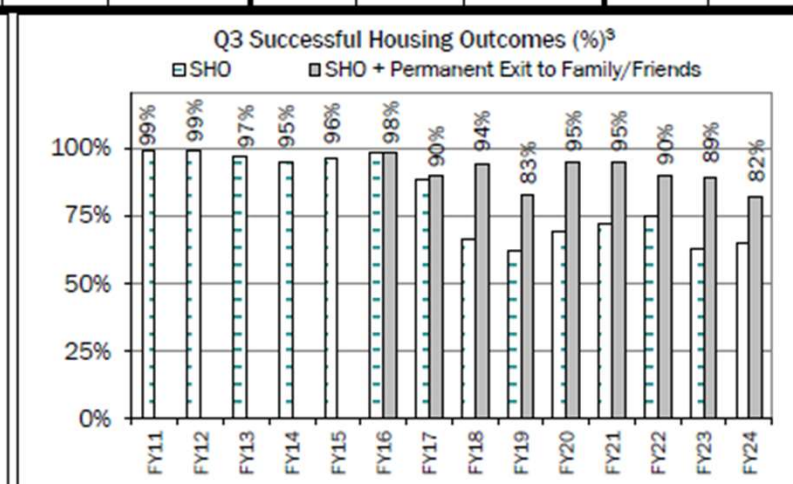
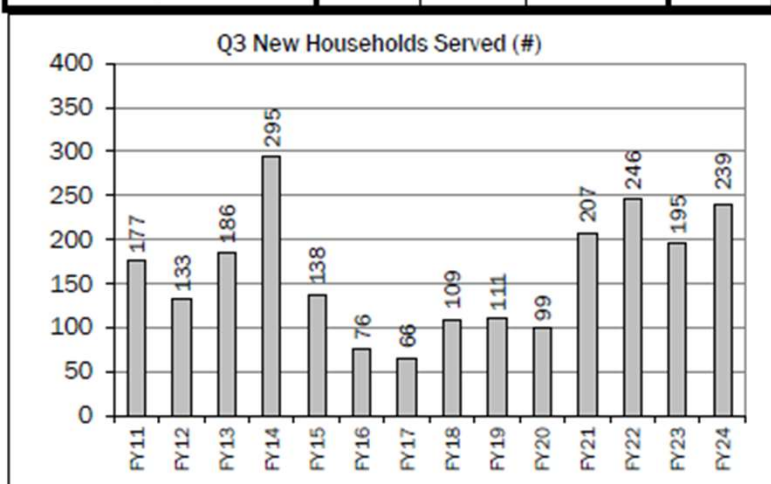
² Overflow capacity is not included. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23 and was open throughout the reporting period.

³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

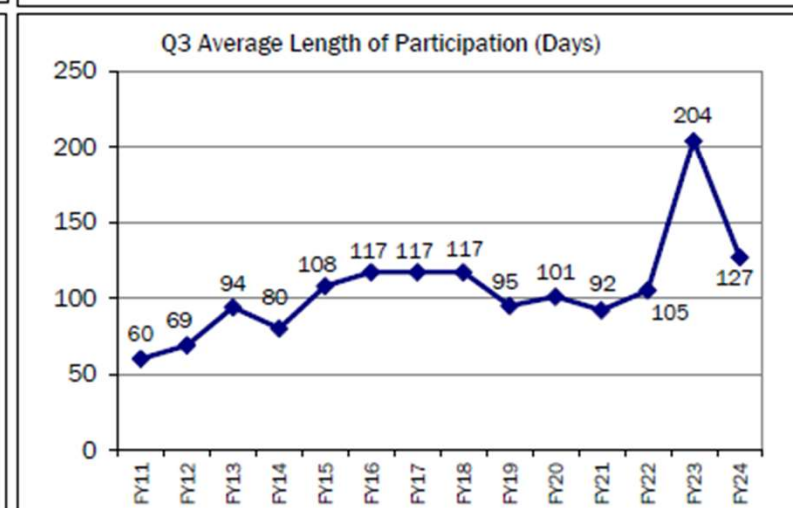
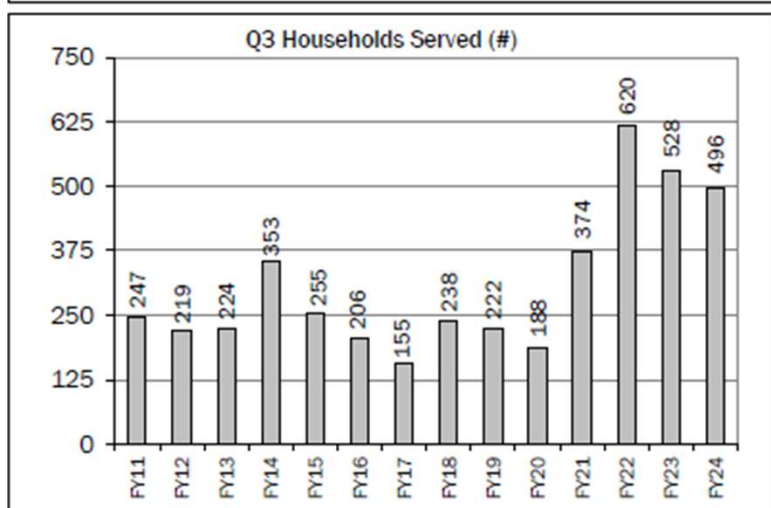
⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report

FY24 Prevention 1/1/2024 - 3/31/2024	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	203	239	√	473	496	√	150	127	√	165	168	√	80%	82%	√



DEMOGRAPHICS	Q3 Δ	Family & Adults
Households Served	↓	496
Clients Served	↓	1,418
Adults Served	↓	572
Children Served	↓	846
Average Age (HoH)	-	36
Gender - Female (HoH)	↓	82%
Gender - Male (HoH)	-	18%
Veterans (U.S. Military) served	↑	69
Veterans % of all adults	↑	12%
Percent of Households With No Income	-	36%
Percent Working at Entry	↑	45%
Average Monthly Household Income	↑	\$1,034
Average Monthly Income for Households with Income	-	\$1,623
Race/Ethnicity - Black (HoH)	↑	77%
Race/Ethnicity - White (HoH)	-	13%
Race/Ethnicity - Multi-racial (HoH)	-	6%
Race/Ethnicity - Hispanic (HoH)	↓	2%
Race/Ethnicity - Other (HoH)	-	2%
Mean Family Size ²	↓	3.4
Average Number of Children ²	↓	2.2
Adults 18 - 24 years (HoH) ⁴	↓	18%
Adults 25 - 34 years (HoH) ⁴	-	39%
Adults 35 - 44 years (HoH) ⁴	-	23%
Adults 45 - 55 years (HoH) ⁴	-	14%
Adults 56 - 61 years (HoH) ⁴	-	3%
Adults 62+ years (HoH) ⁴	↑	4%
Self-reported Disability (HoH)	↑	25%
Pregnant Women Served	↓	46



The number of households served decreased 6% when compared to the same reporting period of the prior fiscal year but the system met its projected goal. The successful housing outcome rate decreased by 7 percentage points to 82% and the average length of participation in the program significantly decreased to 127 days. At exit, 65% of households are stable in their own housing and 17% decided to permanently move in with family/friends. The percent working at entry increased compared to the FY23 annual rate of 44% to 45% currently. The number of veterans served increased by 20 (41% increase) and the number of pregnant women served decreased by 13 (22%) when compared to same reporting period of FY23 (49, 59).

¹ System includes Gladden Community House prevention programs, Home for Families prevention programs, and VOAOL SSVF program for veterans.

² Data refers to the families served.

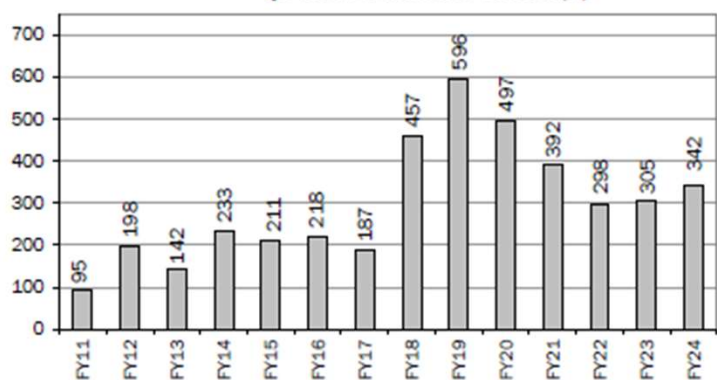
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Due to rounding percentages do not add up to 100%.

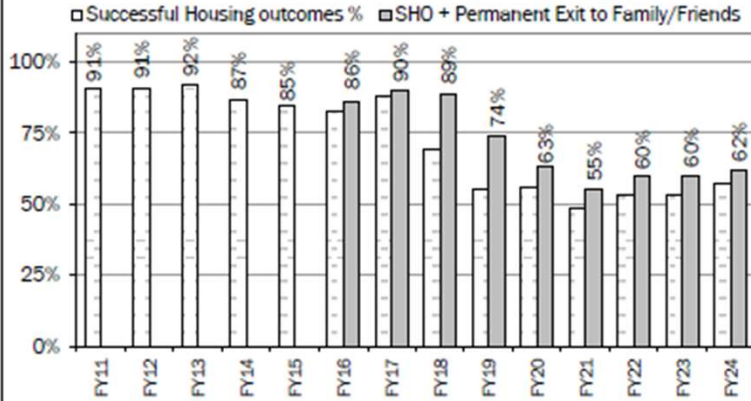
System and Program Indicator Report

FY24 Rapid Re-Housing	New Households Served			Households Served			Average Length of Participation (Days) ⁴			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2024 - 3/31/2024															
Rapid Re-Housing System ¹	485	342	≠	1,276	1,048	≠	240	202	N/A	295	213	≠	55%	62%	√
Single Adults ³	-	270	-	-	721	-	-	168	-	-	130	-	-	59%	-
Families ³	-	72	-	-	327	-	-	266	-	-	83	-	-	69%	-

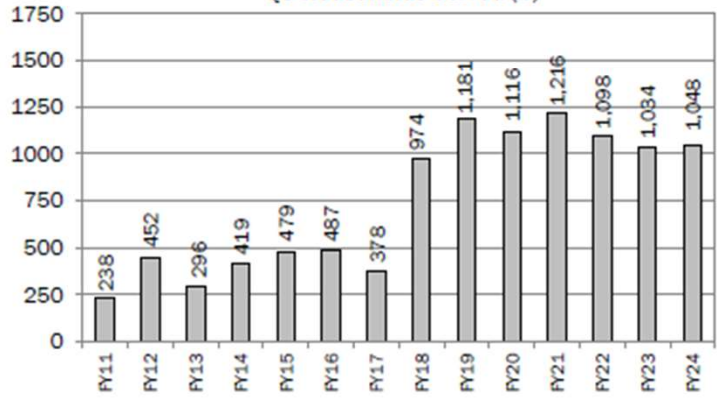
Q3 New Households Served (#)



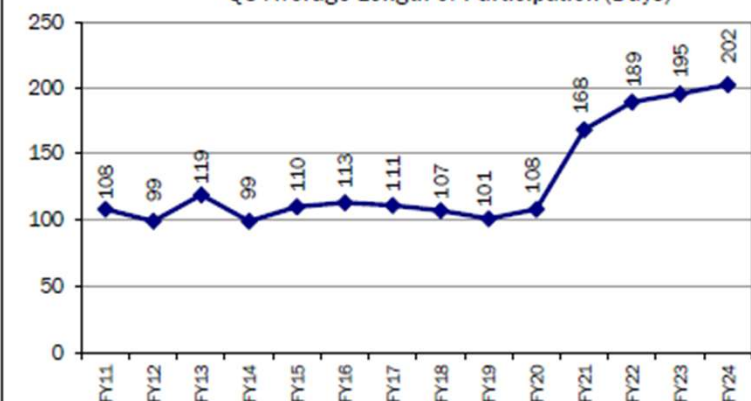
Q3 Successful Housing Outcomes (%)²



Q3 Households Served (#)



Q3 Average Length of Participation (Days)



DEMOGRAPHICS	Q3 Δ	Family	Q3 Δ	Single Adults ³
Households Served	↓	327	↑	721
Clients Served	↓	1,082	↑	736
Adults Served	↓	383	-	-
Children Served	↓	699	-	-
Average Age (HoH)	-	30	-	47
Gender - Male (HoH)	-	6%	-	66%
Gender - Female (HoH)	↑	94%	↑	33%
Gender - Other (HoH)	-	0%	-	1%
Veterans (U.S. Military) served	↓	5	↑	223
Veterans % of all adults	↓	1%	↓	30%
Percent of Households With No Income	-	39%	-	47%
Percent Working at Entry	↓	31%	↓	23%
Average Monthly Household Income	↓	\$626	↓	\$754
Average Monthly Income for Households with Income	-	\$1,499	-	\$1,397
Race/Ethnicity - Black (HoH)	↓	74%	↑	61%
Race/Ethnicity - White (HoH)	-	14%	-	29%
Race/Ethnicity - Multi-racial (HoH)	-	6%	-	5%
Race/Ethnicity - Hispanic (HoH)	-	6%	-	4%
Race/Ethnicity - Other (HoH)	-	0%	-	1%
Mean Family Size	↓	3.3	-	-
Average Number of Children	↓	2.1	-	-
Adults 18-24 years (HoH) ⁵	↑	39%	↑	15%
Adults 25 - 34 years (HoH) ⁵	-	36%	-	12%
Adults 35 - 44 years (HoH) ⁵	-	20%	-	16%
Adults 45 - 55 years (HoH) ⁵	-	4%	-	25%
Adults 56 - 61 years (HoH) ⁵	-	1%	-	14%
Adults 62+ years (HoH) ⁵	↓	0%	-	20%
Self-reported Disability (HoH)	↑	46%	↓	72%
Pregnant Women Served ⁶	↑	33	↑	22

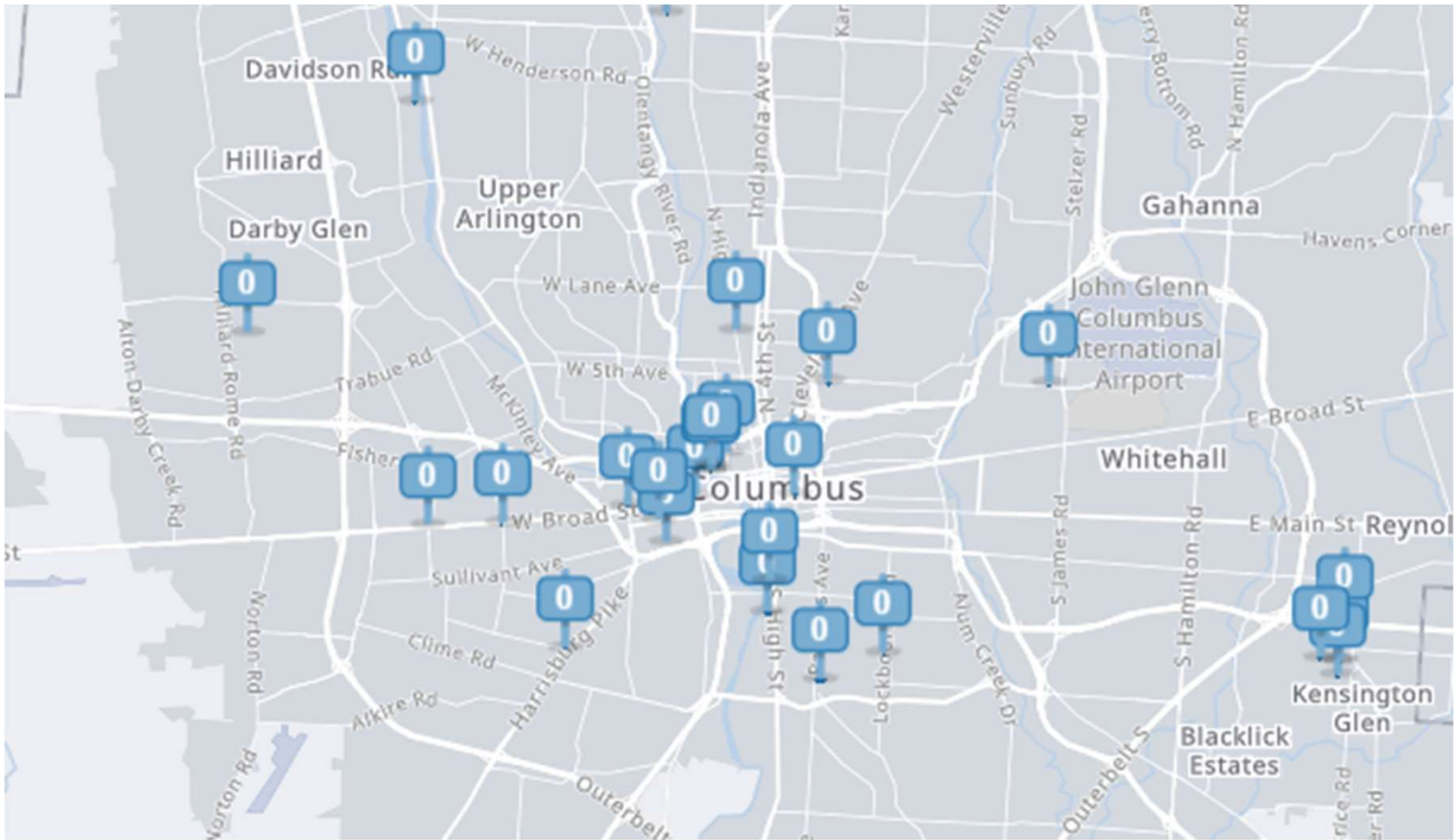
The number served increased 1% when compared to the same reporting period of the previous year, significantly impacted by a 54 day average increase in length of participation by families. Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. The success rate at exit increased 2 percentage points to 62 percent and the length of participation increased by 7 days. The self-reported disability rate decreased to 46% (FY23 annual rate 47%) for families and to 72% (FY23 78%) for single adults. The number of veterans served remained flat and the number of pregnant women increased by 18 (49% increase) when compared to the same reporting period of the prior fiscal year (226, 37).

¹ System includes HFF Rapid Re-housing programs, VOA/OI Rapid Re-housing, YMCA Rapid Re-housing programs, YWCA Rapid Re-housing program, Homefull Rapid Re-housing program, LSS SSVF program, and VOA/OI SSVF program.
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
³ No outcome goals are set by subpopulation. Households with only adults are included in the single adult population.
⁴ The rating/achievement of average length of participation has been suspended for rapid-rehousing providers for FY2024.
⁵ Due to rounding percentages do not add up to 100%.

Homelessness Prevention Network Expansion

- Twenty-eight agencies now have dedicated Housing Resource Specialists in place to work with the public.
- The goal is to reduce evictions and literal homelessness.
- CSB's HPN Manager directly supports the Housing Resource Specialists with training opportunities, guidance, and resources.
- All data is entered into HMIS to streamline services.
- CSB's Data Team supports HPN agencies and CSB's HPN Manager.

HMIS - Street Outreach Camp Map



HMIS - Street Outreach Program Changes



Current Living Situation Assessment Utilization

Initial Enrollment, Monthly Contacts, and USHS/PSH documentation of unsheltered time

- ... The outreach worker must physically observe the individual or family residing in a place not meant for human habitation. Information should be documented in HMIS on the Current Living Situation Assessment...
- ... Third-party verification is only acceptable if attempts to directly contact client fail. Information should be documented in HMIS on the Current Living Situation Assessment...

Initial Enrollment and Monthly Contacts ONLY (not acceptable for USHS/PSH documentation of unsheltered time)

- Self-certification documented in writing. Information should be documented in HMIS on the Current Living Situation Assessment...

HMIS - Street Outreach Program Changes



* Project Start Date is 1st contact, before Date of Engagement *

- When initially contacting an unsheltered person, Outreach should attempt to collect all HMIS required data. Clients may be entered into HMIS and enrolled with a “Project Start Date” even if all Universal Data Elements have not been collected (e.g., client could be entered into the system as “Joe with the red hat” or similar). The “Project Start Date” should be entered into HMIS as the first direct contact date.
- Program enrollment should occur by the 4th business day of the month following initial direct contact, per the HMIS Quality Assurance Standards. CSB will not accept documentation of time spent homeless for contacts that occur more than 30 days prior to enrollment unless outreach has received prior approval from CSB.

Date of Engagement: The date the client first engages in services with the outreach provider and must be after the Project Start Date. All HMIS Universal Data Elements must be completed and updated on the client’s profile in HMIS as of this date. The Date of Engagement value is recorded on the outreach program’s enrollment record.

Force for Good

Diversion + Coordinated Entry

- **11,345** people who called the homeless hotline were either connected to shelter beds or helped to find better options than shelter.

- The behavioral health workforce is alarmingly thin and those waiting for shelter need and want to know where they stand.
- The project will provide bi-directional text updates to:
 - reduce call volume,
 - reduce time to shelter entry,
 - provide reassurance to the person in need that they are still on the waitlist.
- The tool will update HMIS accordingly.



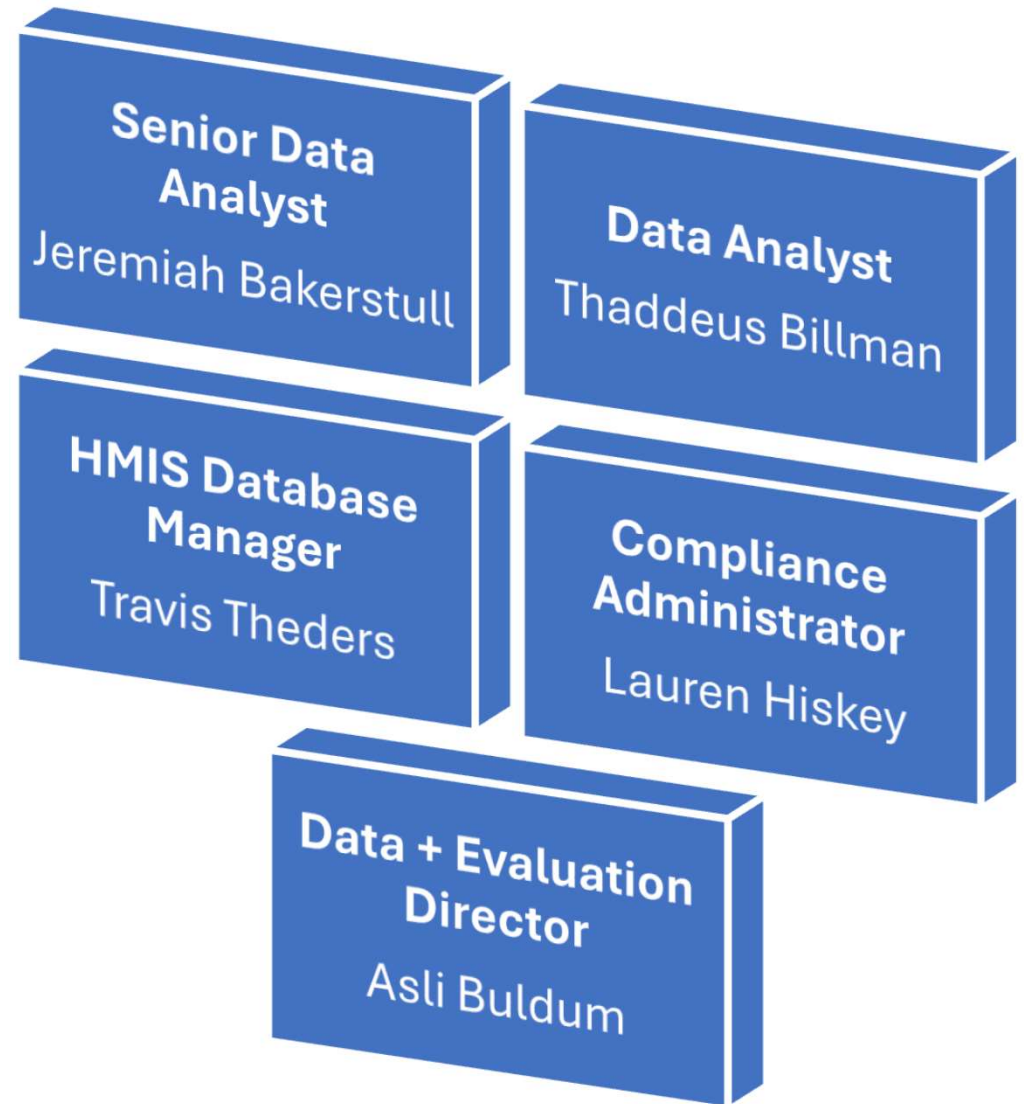
Contact Data Team

Contact HMIS@csb.org

- **HMIS User Support**
(certification, data entry, duplicate client records, dashboard or assessment updates, etc.)
- **HMIS Report Support**
(Clarity, HUD, or custom report questions/issues/updates)

CSB Publications:

<https://www.csb.org/news-and-publications/>



HMIS User Survey



- Requesting feedback on:
 - HMIS administration,
 - user support,
 - technical assistance.
- Will be out in August 2024

Continuum of Care Updates

Lianna Barbu

Chief Operating Officer

7/23/2024



Colonial Village Updates

- The Colonial Village project started in November 2023, due to long-standing unsafe living conditions cited at the property.
- CSB has been solely responsible for hotel placement, operations and day to day management, providing temporary hotel accommodations and support services via 9 hotel/motels.
- The City of Columbus has provided CSB \$6M in funding to stabilize 536 households (387 families 149 single adults) and over 1,300 individuals.

Currently we still have:

- 35 families with children who are working to secure housing will continue to be accommodated in hotels.
- 2 families with children are assessed for continued stay.
- 4 pregnant women who are working to secure housing through the Center for Family Safety & Healing, in partnership with Celebrate One, will continue to be accommodated in hotels.
- 42 single adults/couples who have housing secured will continue to be accommodated in hotels.
- 3 families are at Van Buren family shelter and continue to receive services.
- 5 single adults who exited hotels called the Homeless Hotline seeking shelter and have been added to the waiting list. 2 single adults have entered shelter.

Continuum of Care Updates

- Next CoC open meeting will likely be the September meeting where the CoC Application will be approved – anybody that wants to attend is welcome to attend
- The CoC has its own website
 - columbusfranklincountycoc.org

Continuum of Care - HUD Updates at NAEH

NOFO year

- Similar to what we currently have
- First year to have services COLA
- Not many new things in this year's application
- No additional time to complete; cannot exceed Sept 30th for submission
- System Performance Measures will continue to grow in points
- Racial Equity will grow in points
- Housing First will grow in points

OFF year

- Renewal grants will be renewed, will include FMR adjustments and services COLA if Congress will provide increased funding, will not have to submit renewal project applications
- 1st year renewals will have to submit project applications
- Reallocations will have to submit project applications
- If there are new \$s available HUD will figure out something – prior year COC score will be used for ranking and awards

HUD NOFO Off Year Focus

- Program fidelity
 - practicing housing first - adapting the housing first assessment tool
 - use as an anti-racism tool
- Performance analysis
 - Set incremental improvement targets
- Racial equity
 - Use the housing first assessment tool as an anti-racism tool
- Partnerships
 - Public Housing Authorities
 - Healthcare agencies - integrate Medicaid into PSH to maximize healthcare benefits
 - Organizations that have experience with racial equity
- Process Improvements

HUD NOFO Off Year Focus

- Embed people with lived experience - before, during and after the NOFO
- Move with urgency but not at the expense of being equitable
- Adhere to Housing First principles
- Help people with the highest needs
- Focus on the HUD performance measures
 - Reduce people experiencing literal homelessness
 - People experiencing 1st time homelessness
 - Length of time homeless
 - Return to homelessness
 - Income measures
 - Reduce racial disproportionality and disparities

HUD NOFO Off Year Focus

HUD Grantees

- Monitoring and evaluation
 - Do site visits and review case files
 - Provide training and TA based on findings
- Project level performance is important
- Invest in problem-solving activities
- There is not enough affordable housing and will never be – use shared housing

HUD Activities

- Will restart monthly calls and communications in September/October
- Planning for a new esnaps in the next 4 years that will look like a grants management system
- Will release final ESG and COC regs that will be streamlined and aligned
- HMIS will be redesigned with API capabilities

Q+A
