

# System Briefing for Partner Agencies

September 24, 2024





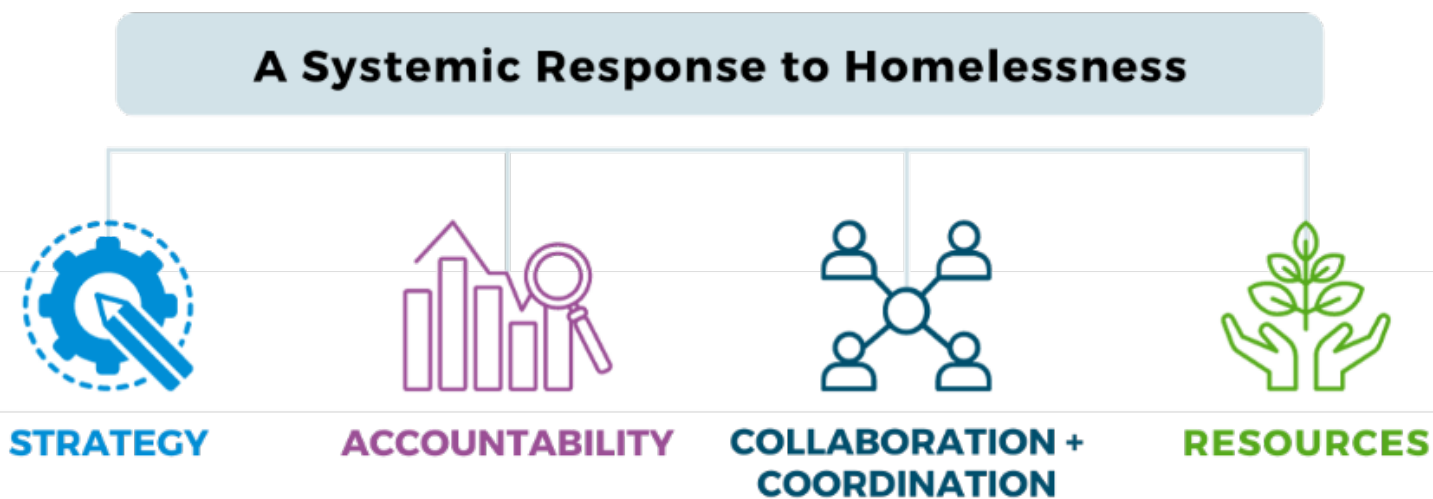
# Mission

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

# CSB CHIEF OF STAFF POSITION

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- Introducing Serena Finlay, CSB's first Chief of Staff
- Began on July 1, 2024

# Program Effectiveness Updates

Angelic Arana Varela & Steve Skovensky

HPN Manager & Chief Program Effectiveness Officer

9/24/2024





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# Homelessness Prevention Network

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- Households at imminent risk of literal homelessness within 14 days.
- Households where the Head of Household is at risk of homelessness within 60 days and
  - Hx of literal homelessness
  - Currently pregnant.
  - Actively fleeing domestic/intimate partner violence.
- Amount served in August 2024: 458 Households



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# Homelessness Prevention Network

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- Columbus City Attorney's Office
- Columbus City Schools: ProjectConnect
- Columbus Metropolitan Library: Hilltop Branch, Reynoldsburg Branch, Northern Lights Branch, Parsons Branch, Whitehall Branch
- Franklin County Municipal Court Help Desk
- The Reeb Center
- Volunteers of American Supportive Services for Veterans Families
- Whitehall City Schools



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# Homelessness Prevention Network

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- Social Work: Case Manager, Community Services (FT)
  - Gladden Community House
  - Columbus, OH 43223
- Case Manager (Housing Specialist) (FT)
  - Central Community House
  - 1150 East Main Street, Columbus, OH 43205
- Family Advocacy Clinician I - Housing Resource Specialist (FT)
  - Nationwide Children's Hospital
  - 655 East Livingston Avenue, Columbus, OH 43205



# Direct Cash Transfer (DCT) Implementation

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- Growing movement in this field
- YMCA & YWCA to receive funds to serve additional families
- Focus on families in shelter 14 days or less, goal to assist in getting families out within 21 days
- Up to \$1,500 per family
- Dr. Kalhoun with Ohio State will be evaluating program
- Partnering with Rise Together (FC Blueprint for Poverty)—more details soon on this!

# LSS CHOICES Joint RRH/TH Overview

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- System received DV Joint Program funds from last year's CoC application
- Program began 7/1/2024
- Combination of TH units and RRH slots
- Referrals come from CHOICES, DV survivors in hotel program with Center for Family Safety and Healing and traditional emergency shelters
- CHOICES providing TH services & YMCA providing RRH services

# Warming Centers & Winter Overflow

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- Preparations being made now for Winter season
- Final decisions announced soon for Warming Center partners
- Partner ASOW discussion on Warming Centers at in-person ASOW on October 11 at CSB
- Warming Centers open 12/1-3/31/2025
- Additional beds will be added in the system later fall/early winter (when temperatures are below 32 degrees at night)

# Community Summit on Homelessness

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- October 8, 2024 from 2-5 pm
- YWCA Ballroom
- Will summarize the 18-month Community Assessment of the homeless system and community response in Columbus and Franklin County
- Baseline model & model of impact will be presented
- Join us if you haven't already registered!

# Invitation to Community Summit

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Consultants have led a comprehensive data collection and analysis effort to assess the homelessness response system in Columbus and Franklin County for the past two years. The results are in! Focus Strategy, RAMA Consulting, and an interdisciplinary steering committee gathered and analyzed feedback from people with lived experience facing homelessness, service providers, the Continuum of Care, and the community at large.

It's time for the community to hear the results.

Today, we invite you join us in saying, **"I AM part of the solution."** Set against the backdrop of an urgent need for solutions, the summit will provide a platform for sharing the results of the assessment and foster a collaborative dialogue among diverse stakeholders. We are building a unified and actionable approach to addressing the entire continuum of homelessness.

**RSVP NOW**

## IN PARTNERSHIP WITH...

communityshelterboard  
Until everyone has a place to call home

Affordable Housing Alliance of Central Ohio | White Castle |  
YWCA Columbus | YMCA of Central Ohio | United Way of Central Ohio |  
Franklin County Board of Commissioners | Columbus City Council |  
Columbus Urban League | Nationwide | ADAMH | Huckleberry House  
Lutheran Social Services of Central Ohio | Columbus Partnership |  
City of Columbus



# Grants + Compliance Updates

Lianna Barbu

Chief Operating Officer

9/24/2024





# Grants + Compliance Updates

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- New Fiscal Year
  - Invoice Template – any feedback? (besides the formula errors 😞)
- PR&C Updates
  - Some August and September visits postponed. Plan to restart in October.
  - Monitoring RRH 24-month financial assistance in 3 years
  - Will add HMIS and VAWA eligible costs
- Winter Warming Center RFP
  - North side – hotel; East side – First English Lutheran; South side - one church location identified and solid; West side – TBD
  - Recipients not announced yet
  - Security RFP to be issued soon
- Fall 1:1 Meetings
  - Cancelled due to staff vacancies

# Grants + Compliance Updates

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- ARPA Shelter Surge
  - 100% documentation of costs incurred required by the City
- Monitoring
  - County ESG CV
    - Documentation of homelessness; emergency transfer plan; duplication of benefits; Equal Access in accordance with gender identity; Protection for victims of domestic violence, dating violence, sexual assault, or stalking.
  - State ODOD
    - RRH – no findings
    - Shelter – documentation of homelessness; termination standards; linkage to mainstream benefits and resources
- Staff updates – use [grants@csb.org](mailto:grants@csb.org)
  - Liz Price - Grant Manager, Continuum of Care
  - Khairie Williams - Operations Manager



# 2CFR 200 Updates

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- Changes below become effective on October 1, 2024
- The term “non-federal entity” replaced with recipient or subrecipient
- Still using non-federal entity in Subpart F, Audit Requirements
- 200.113 Mandatory Disclosures: Previously, an entity was required to report violations of Federal criminal law involving fraud, bribery or gratuity violations. As revised, the requirement now reads that an applicant, recipient or sub-recipient of a federal award must promptly disclose whenever **it has credible evidence** of a commission of a violation of Federal criminal law involving fraud, conflict of interest, bribery, or gratuity violations under the false claims act.
- 200.311 Real property (c): Appraisals of real property must be conducted by an independent appraiser, certified real property appraiser or GSA representative
- 200.313 and 200.439 Equipment: value increased from \$5K to **\$10K**
  - Including capitalization threshold

# 2CFR 200 Updates

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- 200.320 Procurement Methods: Change in terminology to be consistent with standard terminology to change “small purchases” to “simplified acquisitions”. Clarification that “micro-purchases” and “simplified acquisitions” are types of “informal procurement methods for small purchases.”
- 2 CFR 200.320(a)(2)(i) – includes slight revisions to include “the recipient or subrecipient may exercise judgment in determining what number is adequate” when referring to the number of rate quotations to be obtained.
- 200.321 Contracting with small and minority businesses, women’s business enterprises, and labor surplus area firms: added veteran-owned businesses
- 200.331 Clarification was added to clarify that no single factor or combination of factors contained in this section is necessarily determinative. Emphasis was noted on the need for the pass-through entity to exercise judgment in classifying each agreement as a subaward or a procurement contract.
- 200.403 Factors affecting allowability of costs (h) and 200.472, Termination costs: administrative closeout costs can be incurred until date of final report
  - If incurred, these costs must be liquidated prior to due date of final report

# 2CFR 200 Updates

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- 200.407 Prior written approval: removed the following:
  - (a) Grant agreements, cooperative agreements, contracts
  - (e) Real property
  - (f) Equipment – included capital expenditures
  - (h) Direct costs from 200.413 (c)
  - (k) Entertainment costs
  - (m) Exchange rates
  - (r) Memberships, subscriptions and professional activity costs
  - (t) Participant support costs
  - (w) Selling and marketing costs
  - (x) Taxes (including value added tax)
- 200.414 Indirect costs: de minimis increased from 10% to an up to **15%**
  - Also Modified Total Direct Cost (MTDC) in definitions increased each subaward inclusion to **first \$50K** from first \$25K
  - An amount up to implies that an entity may not recover an amount greater than actual indirect costs incurred.
  - Clarification to the requirement that pass-through entities must accept all federally negotiated indirect cost rates for subrecipients (200.414(d)).
- 200.456 Participant support costs: classification of items as participant support costs must be documented in written policies and procedures

## 2CFR 200 Updates

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- 200.415(b) Required Certifications: added requirements for subrecipients to certify to the pass-through entity whenever applying for funds, requesting payment, and submitting reports: “I certify to the best of my knowledge and belief that the information provided herein is true, complete, and accurate. I am aware that the provision of false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil, or administrative consequences including, but not limited to violations of U.S. Code Title 18, Sections 2, 1001, 1343 and Title 31, Sections 3729-3730 and 3801-3812.” Applies to all tiers of subrecipients.
- 200.501 Audit requirements: Single audit requirement increased from \$750K to **\$1 million** of total federal expenditures
- 200.518 Major program determination: major program increased from \$750K to **\$1 million**

# Q+A HALFTIME

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# Housing Updates

Jennifer Birmele

Housing Director

9/24/2024







# Housing

## USHS Upcoming Lease Ups

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- 1289 Dublin-Granville Rd.
  - 70 units for single adults
  - Property Management and Services provided by Homefull
  - Rental subsidy through CMHA Project Based Vouchers
  - Client referrals expected to start in early October
- Poplar Fen
  - 44 units for ages 55+
  - Property Management and Services provided by Community Housing Network
  - Rental subsidy through CMHA Project Based Vouchers
  - Lease up expected in January 2025 with referrals to start soon



# Housing

## USHS Forms Updates

- USHS Transfer Request Application

Unified Supportive Housing System (USHS) Prospective Applicant Demographics		
Do You or a Member of Your Family Require Special Accommodations?	If yes, please check yes and below which accommodation(s) you need:	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Wheelchair accessible <input type="checkbox"/> No steps <input type="checkbox"/> Few steps	<input type="checkbox"/> Grab bars and handrails <input type="checkbox"/> Modification for vision or hearing impairment
Total Monthly Income:	\$	
If client has no income, do they have resources to pay a deposit?	If yes, please provide below:	
Do You Receive Any of the Following: (Check all that Apply)		
<input type="checkbox"/> Alimony <input type="checkbox"/> Child support <input type="checkbox"/> Earned income <input type="checkbox"/> General Assistance <input type="checkbox"/> Pension or retirement income from another job	<input type="checkbox"/> Private disability insurance <input type="checkbox"/> Retirement income from Social Security <input type="checkbox"/> SSDI <input type="checkbox"/> SSI <input type="checkbox"/> TANF	<input type="checkbox"/> Unemployment Insurance <input type="checkbox"/> VA Non-Service Connected Disability Pension <input type="checkbox"/> VA Service Connected Disability Compensation <input type="checkbox"/> Workers Compensation

- USHS ROI

- Woda Cooper Companies, Inc. was added to the USHS ROI

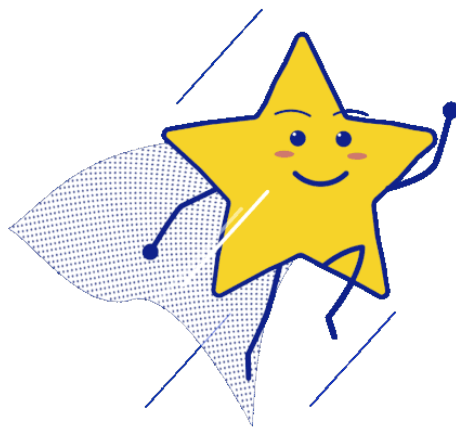


# Housing

## Direct Client Assistance

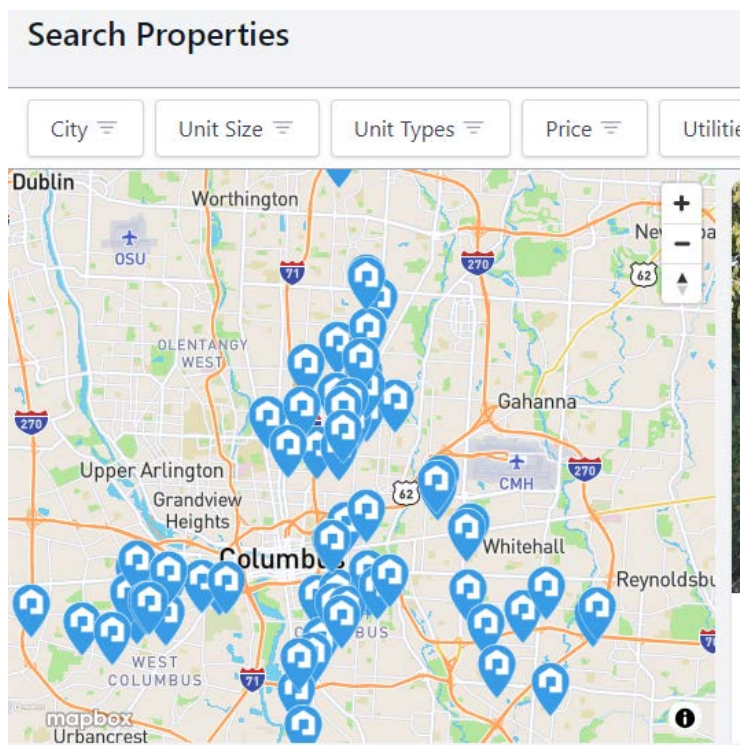
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- Friendly reminder that our DCA team is hosting quarterly program-specific trainings
- The next program-specific training is YHDP/J2H/RRH-DV on 10/3/24
- Please email [dca@csb.org](mailto:dca@csb.org) to RSVP and be on the lookout for trainings scheduled in Q2
- Become a DCA Superstar!



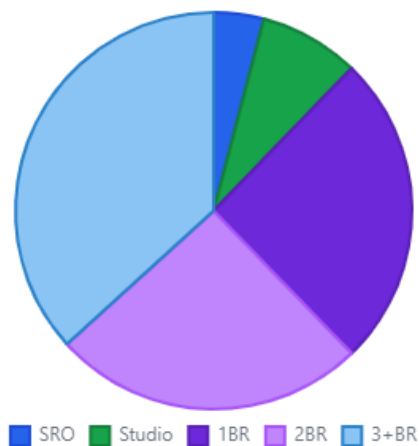
# Housing Padmission

- Padmission: <https://csb.padmission.com/>



## Dashboard

122 Available Units by Size



- If you utilize a unit from Padmission, please let Nick know at [nbrenner@csb.org](mailto:nbrenner@csb.org)



# Housing

## HUD Fair Market Rent update

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- New HUD FMRs go into effect 10/1/24
- CSB's Grants team has updated the website with these new amounts [www.csb.org/providers/housing-materials](http://www.csb.org/providers/housing-materials)

The FY 2025 Columbus, OH HUD Metro FMR Area FMRs for All Bedroom Sizes

Final FY 2025 & Final FY 2024 FMRs By Unit Bedrooms					
Year	<a href="#">Efficiency</a>	<a href="#">One-Bedroom</a>	<a href="#">Two-Bedroom</a>	<a href="#">Three-Bedroom</a>	<a href="#">Four-Bedroom</a>
FY 2025 FMR	\$1,104	\$1,194	\$1,445	\$1,741	\$1,939
<a href="#">FY 2024 FMR</a>	\$970	\$1,065	\$1,302	\$1,574	\$1,745

- CMHA/CGI will soon begin using the HUD Small Area FMRs
- Our system will have higher rent limits in our top 10 zip codes
- Utilize the HUD Small Area FMRs to assist with rent negotiations

# Housing

## Home4Good: Eviction Mitigation Fund

- CSB's Eviction Mitigation Fund will go into effect 10/1/24
- Intended to reduce evictions from single-site PSH locations
- Form will be posted soon at [www.csb.org/how-we-do-it/home4good-landlord-partners](http://www.csb.org/how-we-do-it/home4good-landlord-partners)



### HOME4GOOD

#### PSH PARTNER EVICTION MITIGATION FUND Claim Submission Form

The PSH Partner Eviction Mitigation Fund is intended to decrease evictions for rent and damages incurred by clients living in site-based PSH units in Franklin County.

Reimbursements for physical damage to a property must be older than 90 days and may not exceed \$1200.00 per client. Reimbursements for rent balances must be older than 45 days and may not exceed \$600.00 per client. Should the required amount to stop an eviction be above the stated amounts, CSB will assess those on a case-by-case basis.

PSH Partners with an approved rent claim must forego eviction action for unpaid rent for 60 days after check date unless extenuating circumstances are present. PSH Partners with an approved damages claim must forego eviction action for unpaid damages for 6 months after check date unless extenuating circumstances are present. These extenuating circumstances should be approved by CSB. Clients should be given and sign off on a housing retention plan detailing the conditions upon which residency will continue. No more than one claim can be submitted per client.

PSH Partners can submit a claim by completing this form and attaching the following materials:

- Executed original lease or rental agreement (if not already in HMIS)
- All notices sent to tenant for unpaid balances being claimed
- Copy of client ledger detailing charges
- If the claim is for damages, copy of work order or contractor invoice showing the repairs made

PSH Partner name \_\_\_\_\_

Property name \_\_\_\_\_ Property email address \_\_\_\_\_

Property mailing address \_\_\_\_\_

Full unit address: \_\_\_\_\_

Tenant's name (if multiple tenants, list the primary tenant) \_\_\_\_\_

Tenant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Case Manager's Signature \_\_\_\_\_ Date \_\_\_\_\_

Tenant's monthly rent amount (client portion only) \_\_\_\_\_

Start date of lease \_\_\_\_\_

Amount of claim (enter the total value of the claim you are submitting)

Include any additional information that will be helpful in evaluating your claim

#### Signature for Verification

Submitter's Certificate: The individual signing this voucher warrants they have the authority to do so as authorized and on behalf of the entity identified in the property section. The individual signing below certifies under penalty of perjury that the information, attachments and totals listed herein are true, honest and proper charges for remedy for loss caused by the tenant(s) listed on this application.

Signature \_\_\_\_\_ Date \_\_\_\_\_

#### Send this completed form and all attachments to:

**Nick Brenner** [nbrenner@csb.org](mailto:nbrenner@csb.org)  
Community Shelter Board  
355 E. Campus View Blvd., Suite 250  
Columbus, OH 43235

CSB Use Only: Approved \_\_\_\_\_ DCA Entered \_\_\_\_\_ AA Reviewed \_\_\_\_\_ HD Released \_\_\_\_\_  
Date \_\_\_\_\_ Date \_\_\_\_\_ Date \_\_\_\_\_ Date \_\_\_\_\_

Check Date	Account	Project
Funder	Department	

# Data + Evaluation Updates

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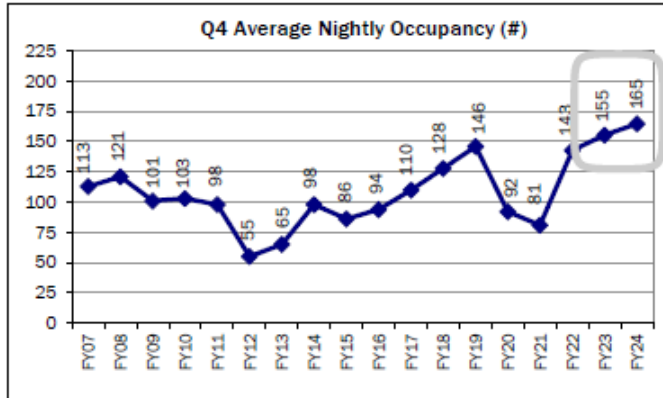
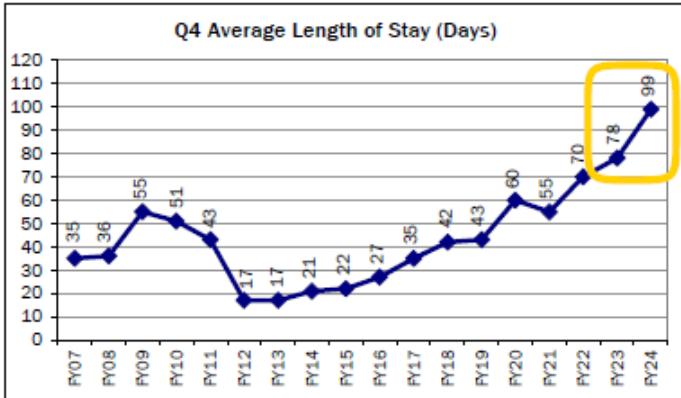
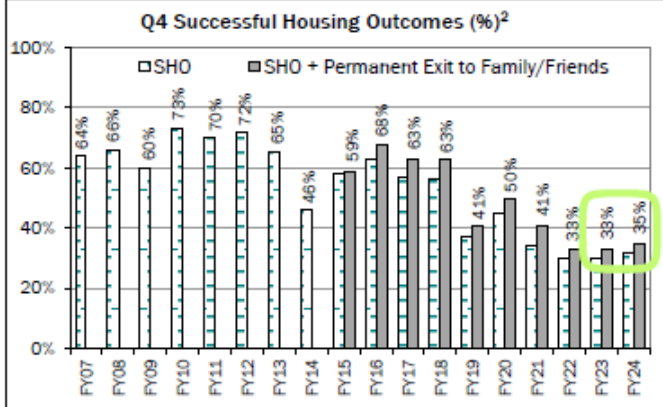
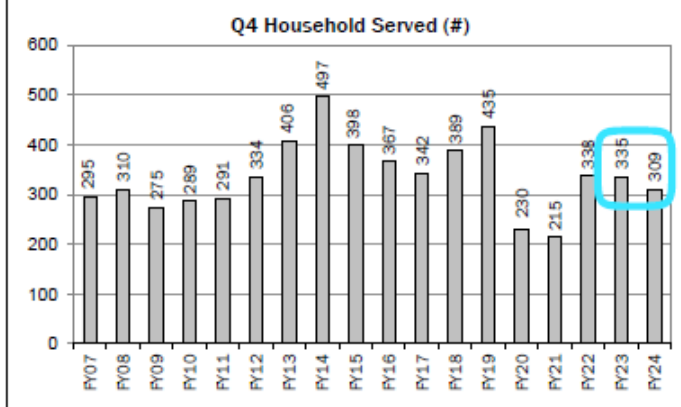
Data + Evaluation Director

9/24/2024



# System and Program Indicator Report

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2024 - 6/30/2024														
<b>Family System</b>	375	309	√ <sup>1</sup>	114	165	54	99	N/A	72	52	≠	50%	35%	≠



DEMOGRAPHICS	Q4 Δ	Family
Households Served <sup>4</sup>	↓	309
Percent Newly Homeless	↓	72%
Clients Served	↓	1,089
Adults Served	↓	424
Children Served	↓	645
Children 0 - 5 years	-	43%
Mean Family Size	↓	3.5
Average Number of Children	↓	2.1
Average Age (HoH)	-	35
Gender - Female (HoH)	-	93%
Gender - Male (HoH)	-	7%
Veterans (U.S. Military) served	↓	1
Veterans % of all adults	↓	0%
Percent of Households with No Income	-	47%
Percent Working at Entry	↑	32%
Average Monthly Household Income	↑	\$861
Average Monthly Income for Households with Income	-	\$1,637
Race/Ethnicity - Black (HoH)	↓	61%
Race/Ethnicity - White (HoH)	-	22%
Race/Ethnicity - Multi-Racial (HoH)	↑	9%
Race/Ethnicity - Hispanic (HoH)	↑	8%
Race/Ethnicity - Other (HoH)	-	0%
Adults 18-24 years (HoH)	-	12%
Children 0 - 2 years	-	22%
Children 3 - 7 years	-	34%
Children 8 - 12 years	-	27%
Children 13 - 17 years	-	17%
<b>Pregnant Women Served</b>	↑	<b>29</b>
Self-Reported Disability (HoH)	↓	40%
Franklin County Residents	↑	85%

When compared to the same period of the prior fiscal year 8% less households needed shelter. The success rate at exit from shelters increased 2 percentage points to 35%. The average length of shelter stay increased by 21 days to 99 days, the highest level recorded historically. While the number of families served decreased, the family system is reporting the highest average nightly occupancy at 165 families. Lack of available safe, decent, affordable housing is making it difficult to successfully out of shelter quickly. The employment rate at entry increased from the FY23 annual rate of 27% to 32% currently and the average income increased to \$861 (FY23 \$652). 4% of families (12) had more than one shelter stay during the timeframe. The number of pregnant women served increased by 12% (3) compared to the same reporting period in FY23 (26). An additional 80 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.

<sup>1</sup> Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families. System served all families that needed shelter. System goals recalculated.

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

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

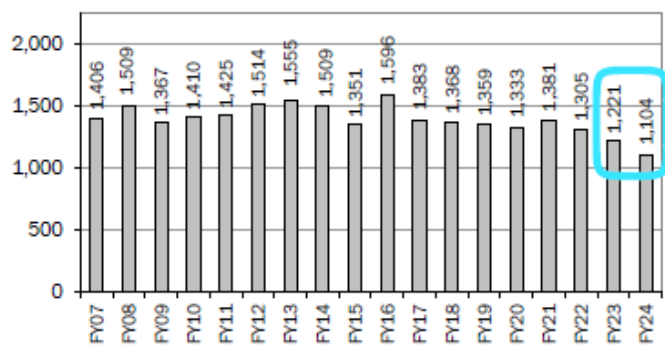
<sup>4</sup> Four households were served in the family system that had adult youth (age 18) with disabilities and no children (age 0-17). These households may be counted as single adult households in other areas of this report.



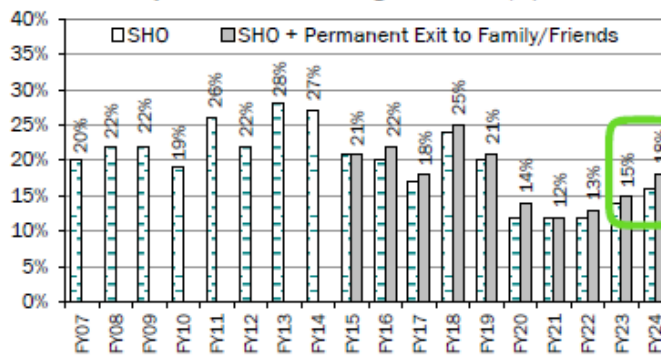
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FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>1</sup>					
	4/1/2024 - 6/30/2024	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
<b>Men's System</b>	1,325	1,104	≠	427	457	45	78	N/A	225	116	≠	25%	18%	≠

Q4 Households Served (#)

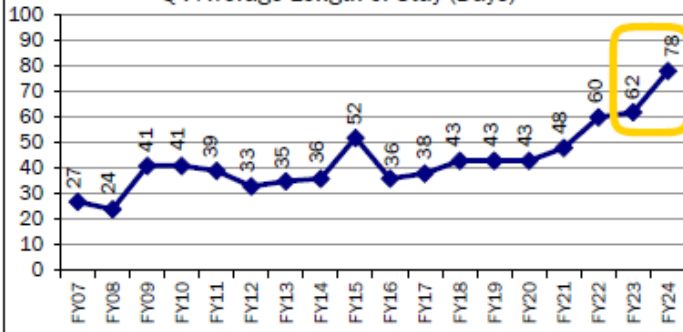


Q4 Successful Housing Outcomes (%)<sup>1</sup>

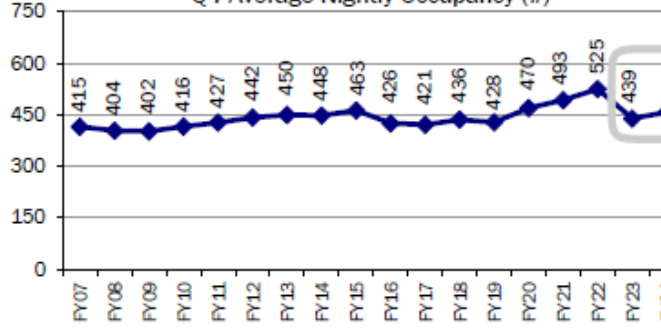


DEMOGRAPHICS	Q4 Δ	Men
Households Served	↓	1,104
Percent Newly Homeless	↑	50%
Average Age	-	48
Men as a percent of total single adults served	↓	67%
Veterans (U.S. Military) served	↑	143
Veterans % of all adults	↑	13%
Percent of Households With No Income	-	53%
Percent Working at Entry	↑	23%
Average Monthly Household Income	↑	\$675
Average Monthly Income for Households with Income	-	\$1,437
Average Daily Waitlist Number	↑	296
Race/Ethnicity - Black (HoH) <sup>4</sup>	↓	62%
Race/Ethnicity - White (HoH) <sup>4</sup>	-	27%
Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>	-	4%
Race/Ethnicity - Hispanic (HoH) <sup>4</sup>	-	5%
Race/Ethnicity - Other (HoH) <sup>4</sup>	-	1%
Adults 18 - 24 years <sup>4</sup>	↓	3%
Adults 25 - 34 years <sup>4</sup>	-	21%
Adults 35 - 44 years <sup>4</sup>	-	19%
Adults 45 - 55 years <sup>4</sup>	-	24%
Adults 56 - 61 years <sup>4</sup>	-	15%
Adults 62+ years <sup>4</sup>	↑	17%
Self-Reported Disability (HoH)	-	67%
Franklin County Residents	↑	90%

Q4 Average Length of Stay (Days)



Q4 Average Nightly Occupancy (#)



The number of single men sheltered decreased 10% when compared to the same reporting period of the prior fiscal year. The success rate at exit from shelters increased 3 percentage points to 18%. The average length of time homeless increased by 16 days to 78 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 \$675 (FY23 \$592). 26% of men (284) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 5 percentage point to 17% when compared to the annual FY23 rate (12%). The number of veterans served increased by 38 (36%), compared to the same reporting period of the prior fiscal year (FY23 105). The rate of Franklin County residents served increased by 6 percentage points.

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

<sup>2</sup> Overflow capacity is not included. Most overflow and warming center capacity closed as of 3/31/24.

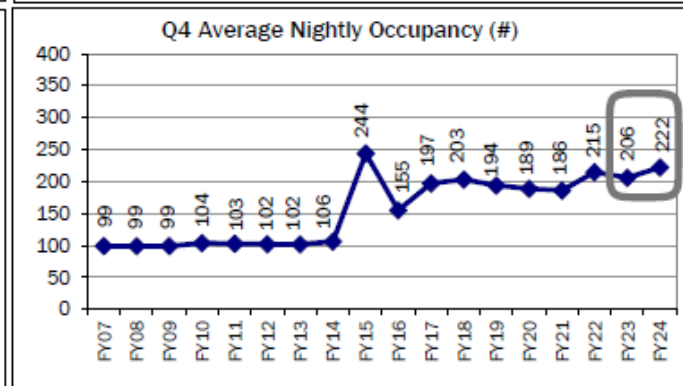
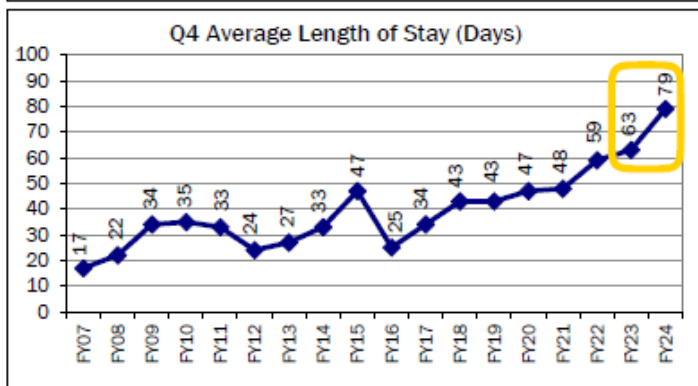
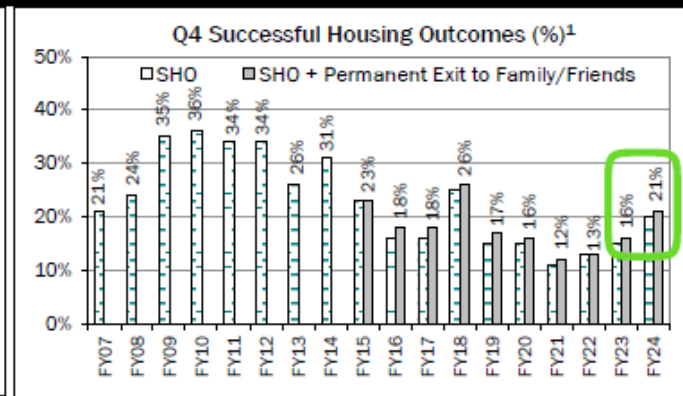
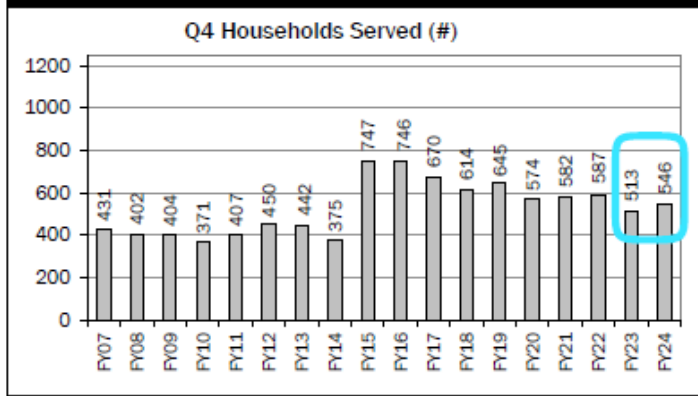
<sup>3</sup> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

<sup>4</sup> Due to rounding percentages do not add up to 100%.



# System and Program Indicator Report

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2024 - 6/30/2024														
<b>Women's System</b>	625	546	√	208	222	45	79	N/A	104	67	≠	25%	21%	√



DEMOGRAPHICS	Q4 Δ	Women
Households Served	↑	546
Percent Newly Homeless	↑	65%
Average Age	-	45
Women as a percent of total single adults served	↑	33%
Veterans (U.S. Military) served	↓	4
Veterans % of all adults	↓	1%
Percent of Households With No Income	-	47%
Percent Working at Entry	↓	19%
Average Monthly Household Income	↑	\$675
Average Monthly Income for Households with Income	-	\$1,283
Average Daily Waitlist Number	↑	71
Race/Ethnicity - Black (HoH)	↓	55%
Race/Ethnicity - White (HoH)	-	36%
Race/Ethnicity - Multi-racial (HoH)	↓	4%
Race/Ethnicity - Hispanic (HoH)	-	3%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years <sup>4</sup>	↑	9%
Adults 25 - 34 years <sup>4</sup>	-	19%
Adults 35 - 44 years <sup>4</sup>	-	22%
Adults 45 - 55 years <sup>4</sup>	-	24%
Adults 56 - 61 years <sup>4</sup>	-	13%
Adults 62+ years <sup>4</sup>	↑	14%
Pregnant Women Served	↓	32
Self-Reported Disability (HoH)	↑	76%
Franklin County Residents	↑	85%

The number of single women sheltered increased 6% when compared to the same reporting period of the previous year. The success rate at exit increased 5 percentage points to 21%. The average length of time homeless increased by 16 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 decreased by 1 percentage point to 19% when compared to the FY23 annual rate of 20%, and the average income increased to \$675 (FY23 \$618). 18% of women (99) had multiple stays in shelter during the timeframe. The number of pregnant women served decreased by 9% (3) compared to the same reporting period in FY23 (35). The rate of adults aged 62+ increased by 4 percentage points to 14% when compared to the annual FY23 rate (10%).

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

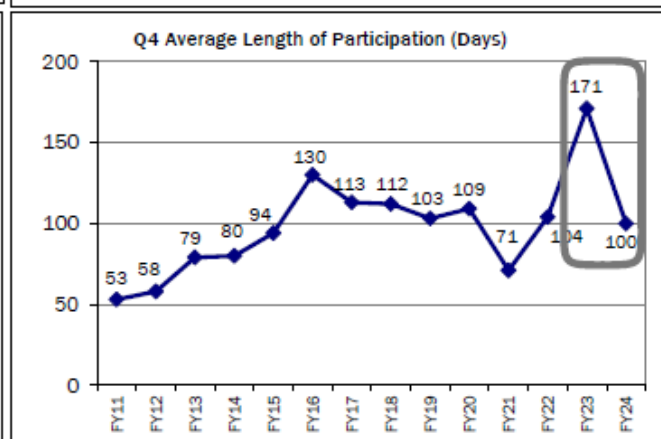
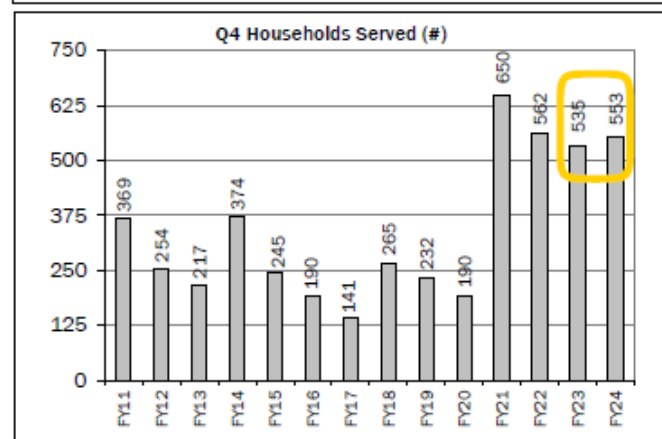
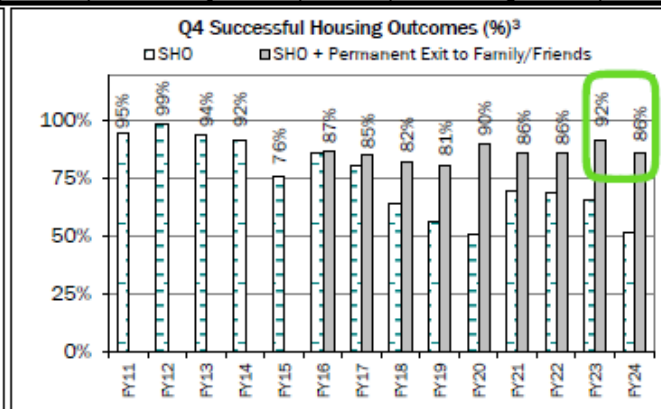
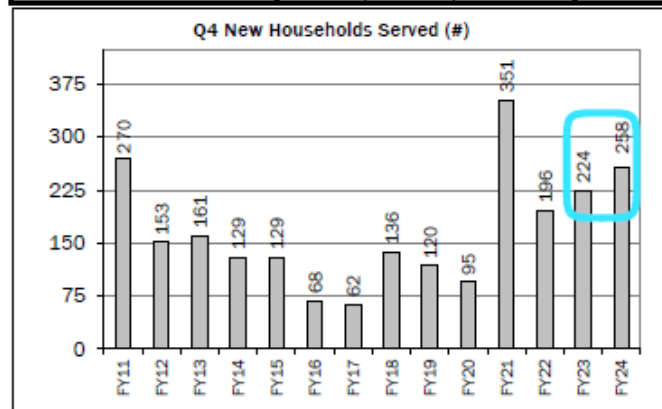
<sup>2</sup> Overflow capacity is not included. Most overflow and warming center capacity closed as of 3/31/24.

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

<sup>4</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report

FY24 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
4/1/2024 - 6/30/2024	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>Prevention System<sup>1</sup></b>	204	258	√	474	553	√	150	100	√	167	154	√	80%	86%	√



DEMOGRAPHICS	Q4 Δ	Family & Adults
Households Served	↑	553
Clients Served	↑	1,602
Adults Served	↑	632
Children Served	↑	970
Average Age (HoH)	-	35
Gender - Female (HoH)	↓	83%
Gender - Male (HoH)	-	17%
Veterans (U.S. Military) served	↑	76
Veterans % of all adults	↑	12%
Percent of Households With No Income	-	35%
Percent Working at Entry	↑	46%
Average Monthly Household Income	↑	\$1,036
Average Monthly Income for Households with Income	-	\$1,600
Race/Ethnicity - Black (HoH)	↓	73%
Race/Ethnicity - White (HoH)	-	16%
Race/Ethnicity - Multi-racial (HoH)	-	6%
Race/Ethnicity - Hispanic (HoH)	↓	3%
Race/Ethnicity - Other (HoH)	-	2%
Mean Family Size <sup>2</sup>	-	3.5
Average Number of Children <sup>2</sup>	-	2.3
Adults 18 - 24 years (HoH) <sup>4</sup>	↓	16%
Adults 25 - 34 years (HoH) <sup>4</sup>	-	40%
Adults 35 - 44 years (HoH) <sup>4</sup>	-	27%
Adults 45 - 55 years (HoH) <sup>4</sup>	-	12%
Adults 56 - 61 years (HoH) <sup>4</sup>	-	3%
Adults 62+ years (HoH) <sup>4</sup>	↓	3%
Self-reported Disability (HoH)	↑	28%
Pregnant Women Served	↓	54

The number of households served increased 3% when compared to the same reporting period of the prior fiscal year and the number of new households served increased by 15%. The successful housing outcome rate decreased by 6 percentage points to 86% and the average length of participation in the program significantly decreased to 100 days. At exit, 52% of households are stable in their own housing and 34% decided to permanently move in with family/friends. The percent working at entry increased compared to the FY23 annual rate of 44% to 46% currently. The number of veterans served increased by 20 (36% increase) and the number of pregnant women served decreased by 15 (22%) when compared to same reporting period of FY23 (56, 69). Compared to FY2023, this quarter marked the termination of the Homelessness Prevention For Pregnant Women program, which explains the decrease in pregnant women served, SHO number and ALOP number.

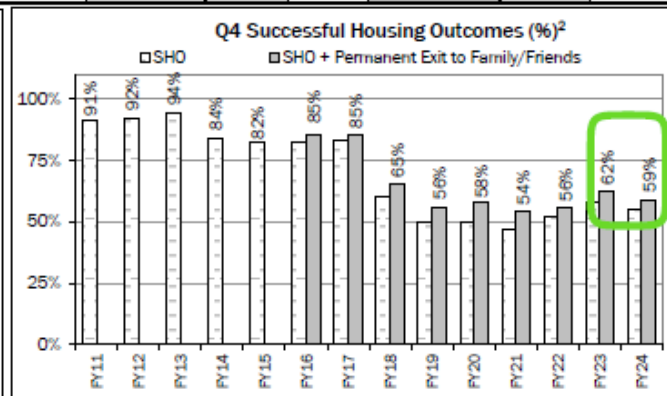
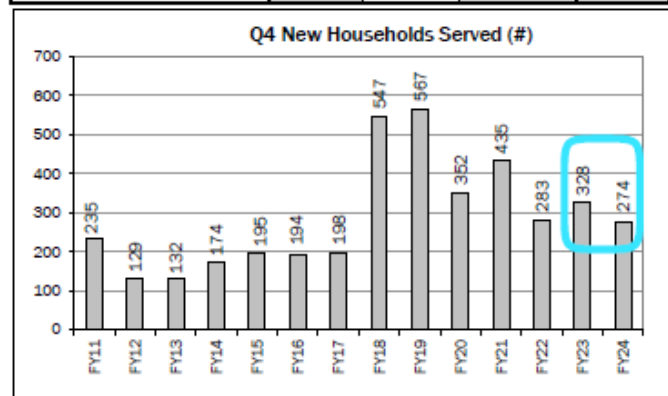
<sup>1</sup> System includes Gladden Community House prevention programs, Home for Families prevention programs, and VOAOI SSVF program for veterans.

<sup>2</sup> Data refers to the families served.

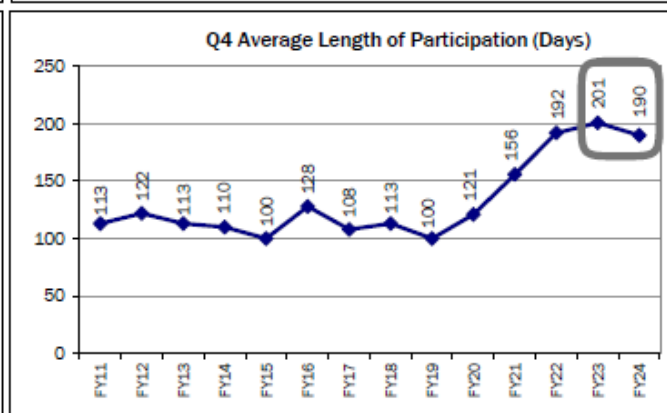
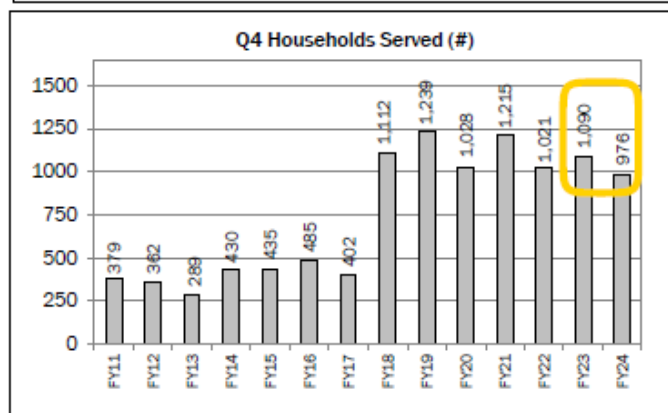
<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup> Due to rounding percentages do not add up to 100%.

FY24 Rapid Re-Housing	New Households Served			Households Served			Average Length of Participation (Days) <sup>4</sup>			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2024 - 6/30/2024															
<b>Rapid Re-Housing System<sup>1</sup></b>	488	274	≠	1,278	976	≠	240	190	N/A	297	165	≠	55%	59%	√
Single Adults <sup>3</sup>	-	201	-	-	691	-	-	174	-	-	107	-	-	53%	-
Families <sup>3</sup>	-	73	-	-	285	-	-	232	-	-	58	-	-	73%	-



DEMOGRAPHICS	Q4	Family	Q4	Single Adults
Households Served	↓	285	↓	691
Clients Served	↓	964	↓	698
Adults Served	↓	335	-	-
Children Served	↓	629	-	-
Average Age (HoH)	-	31	-	46
Gender - Male (HoH)	-	6%	-	84%
Gender - Female (HoH)	↑	94%	↑	35%
Gender - Other (HoH)	-	0%	-	1%
Veterans (U.S. Military) served	↓	8	↓	214
Veterans % of all adults	-	2%	-	31%
Percent of Households With No Income	-	31%	-	48%
Percent Working at Entry	↓	31%	-	23%
Average Monthly Household Income	↓	\$615	↓	\$698
Average Monthly Income for Households with Income	-	\$1,438	-	\$1,390
Race/Ethnicity - Black (HoH)	↓	72%	↑	61%
Race/Ethnicity - White (HoH)	-	18%	-	29%
Race/Ethnicity - Multi-racial (HoH)	↓	6%	↓	4%
Race/Ethnicity - Hispanic (HoH)	-	5%	-	4%
Race/Ethnicity - Other (HoH)	-	1%	-	2%
Mean Family Size	-	3.4	-	-
Average Number of Children	-	2.2	-	-
Adults 18-24 years (HoH) <sup>5</sup>	↑	35%	↑	19%
Adults 25 - 34 years (HoH) <sup>5</sup>	-	38%	-	12%
Adults 35 - 44 years (HoH) <sup>5</sup>	-	21%	-	15%
Adults 45 - 55 years (HoH) <sup>5</sup>	-	6%	-	23%
Adults 56 - 61 years (HoH) <sup>5</sup>	-	1%	-	12%
Adults 62+ years (HoH) <sup>5</sup>	-	0%	-	19%
Self-reported Disability (HoH)	↑	48%	↓	70%
Pregnant Women Served	↓	21	↑	18



The number served decreased 10% when compared to the same reporting period of the previous year, significantly impacted by a 15 day average increase in length of participation by families (FY23 217). Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. CSB believes there are multiple factors impacting the system, including the impact of the Colonial Village project, 270 households exited hotels during this timeframe and finding appropriately sized housing units to fit the needs of the households served. The success rate at exit decreased 3 percentage points to 59 percent and the length of participation decreased by 11 days. The self-reported disability rate increased to 48% (FY23 annual rate 47%) for families and decreased to 70% (FY23 78%) for single adults. The number of pregnant women increased by 1 (3% increase) when compared to the same reporting period of the prior fiscal year (228, 36).

<sup>1</sup> System includes HFF Rapid Re-housing programs, VOAOI Rapid Re-housing, YMCA Rapid Re-housing programs, YWCA Rapid Re-housing program, HomeFull Rapid Re-housing program, LSS SSVF program, and VOAOI SSVF program.

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

<sup>3</sup> No outcome goals are set by subpopulation. Households with only adults are included in the single adult population.

<sup>4</sup> The rating/achievement of average length of participation has been suspended for rapid-rehousing providers for FY2024.

<sup>5</sup> Due to rounding percentages do not add up to 100%.



# Force for Good

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## Hotline - Text Messaging Service



- Service: Text message to notify a client twice daily that they are on the waitlist. Clients can respond yes/no to remain on the waitlist or not.
- Purpose: (a) reduce call volume, (b) reduce time to shelter entry, (c) provide reassurance to the person in need that they are still on the waitlist.
- Update: Texting works. Next steps: Integration with HMIS, clarifying verbiage, creating manuals and other documentation, testing vigorously.



# Contact Data Team

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## 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)

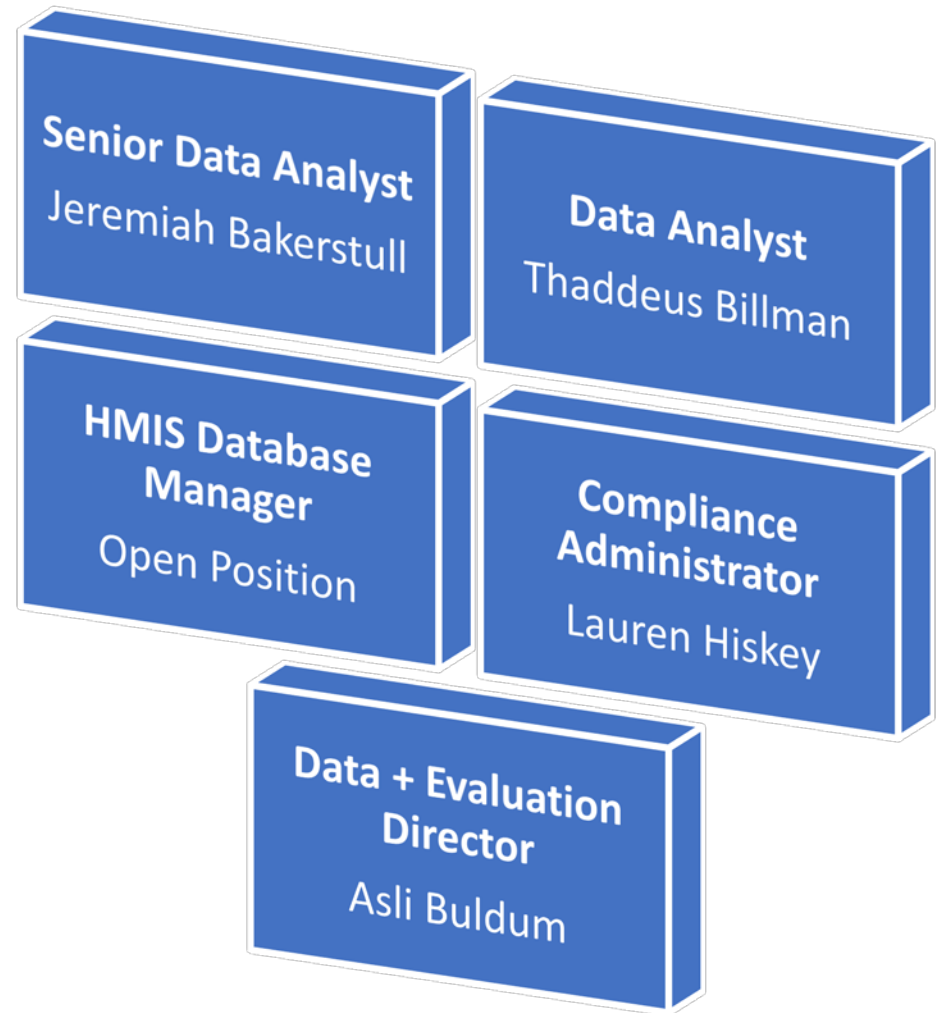
## Open Position –

### HMIS Database Manager:

<https://www.csb.org/about-us/employment>

## CSB Publications:

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



# HMIS User Survey

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- Requesting feedback on:
  - HMIS administration,
  - user support,
  - technical assistance.
- Will be out soon!

# People & Culture Updates

Sherrice Sledge-Thomas

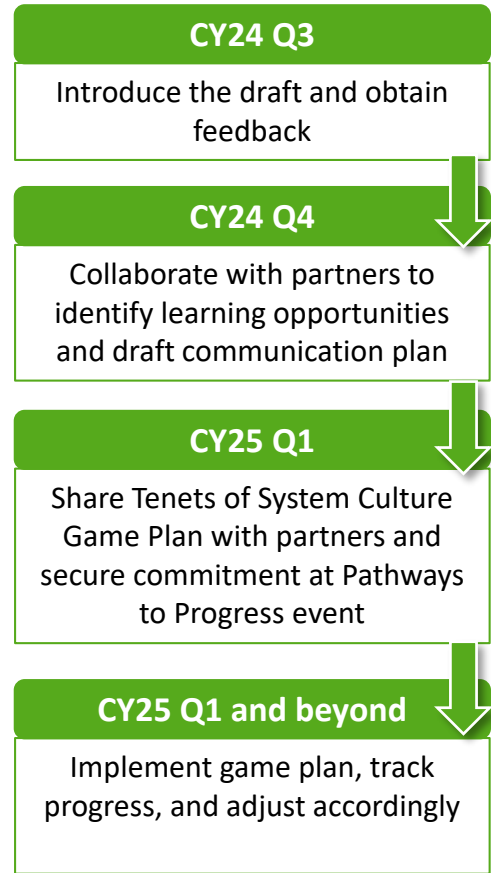
Chief People & Culture Officer

9/24/2024



# Tenets of System Culture

- Shared Vision for Client Success**
  - All partners align their goals towards achieving positive outcomes for individuals experiencing homelessness.
- Commitment to Ethical Conduct, Fairness, and Equity**
  - Uphold this commitment in all interactions and services provided to individuals.
- Value Lived Experiences and Perspectives**
  - Recognize and respect the lived experiences, perspectives, and contributions of individuals experiencing homelessness.
- Collaborative Decision-Making**
  - Engage in collaborative decision-making processes that involve input from individuals experiencing homelessness and all partners.
- Strengthen Partner Capacity**
  - Enhance the capacity of all partners to share resources, knowledge, and support effectively.
- Acknowledge Collective Success**
  - Recognize and celebrate the contributions of each partner in supporting individuals, highlighting success as a collective effort.
- Client-Centric Communication**
  - Establish clear communication channels that prioritize the client experience and ensure transparency and understanding.





# Strengthening Partner Workforce Workgroup

## A Place to Call Home - Goal #1: Strengthen Partner Workforce Capacity

External Actions	Internal Actions
<b>Outside CSB System, CSB will . . .</b>	<b>within CSB System</b>
<ul style="list-style-type: none"> <li>• Support partners in attracting and retaining staff for their programs utilizing best practices in recruiting and hiring; promote widely job postings within the system</li> <li>• Reach a broader audience about the benefits of mission-focused work to increase applicants who are interested in applying at partner agencies</li> <li>• Recruit from out-of-town and out-of-state universities and social work programs; consider pilot in one out-of-town university</li> </ul>	<ul style="list-style-type: none"> <li>• Continue training opportunities for partners and community on 'big picture' topics (trauma-informed care, housing first, harm reduction, system 101, etc.)</li> <li>• Utilize partner training expertise on topics such as HIV 101, working with LGBTQI clients, drug and alcohol and behavioral health training, trauma-informed engagement with domestic violence survivors, etc.</li> <li>• Providing learning exchanges for partners</li> </ul>

### CY24 Q4

- State of the Homeless Response System Workforce Data Gathering



### CY25 Q1

- State of the Homelessness Response System Workforce Executive Summary



### CY25 Q1 and beyond

- Homelessness Response System Workforce Game Plan

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# CoC DEI Committee Update

## **OVERVIEW**

The Franklin County and Columbus Continuum of Care (CoC) DEI Committee was established to support the CoC's efforts to identify and make recommendations to resolve racial disparities in the system. We will be successful if we successfully complete the following work.

- Garner 100% CoC member participation in the "Self-Reported Gender/Racial/Ethnic Identity Survey.
- Create an equity framework and outcomes for the system at large and at the CoC level, including policies and procedures.
- Ensure meaningful participation by the Citizens Advisory Council and Youth Action Board, with outcomes.

## **MEMBERS**

- Malcolm Turner, Citizens Advisory Council
- Chanda Wingo, Franklin County Office on Aging
- Pamela Shields, Franklin County Office on Aging
- Kamran Arif, Ohio Department of Mental Health and Addiction Services
- Sean Patterson, Franklin County Board of Developmental Disabilities
- Casey Bolitho, ADAMH Board of Franklin County
- Givonanni Lucas, Nationwide
- Caroline Rankin, Franklin County Office on Aging

# Continuum of Care Updates

Lianna Barbu

Chief Operating Officer

9/24/2024



# Colonial Village Update

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- As of 9/19, 18 households remain in the hotels
- Many are awaiting inspections from CGI
- Only 2 families and 2 single adults have entered emergency shelter from 537 households
- Tremendous teamwork throughout the system!

# Continuum of Care Updates

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- CoC Application due October 30
- CoC Meeting open to the public
  - 215 N Front St Suite 600; Conf. Room J and Zoom
  - 10/23/24; 2:30 – 5 pm
  - meeting where the CoC Application will be approved
  - 47 applications; \$28.5 mil
- CoC Builds! Application due November 21
- The CoC has its own website
  - [columbusfranklincountycoc.org](http://columbusfranklincountycoc.org)
- Staff updates – use [grants@csb.org](mailto:grants@csb.org)

Q+A      THANK YOU!

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# THANK YOU AND ALL THE BEST LIANNA!

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Let the silence do the heavy lifting

Innovation

Dedicated

Resilient

Intelligent

Giving hope for the future

- INTENTIONAL
  - Strategic
- Professionalism
- Integrity-driven
- Astute
- Thought partner
- Everlasting impact