

Michelle Heritage Executive Director

Michelle Heritage has extensive non-profit and public sector experience including more than 25 years in leadership roles in the homeless system, mental health, child welfare and the alcohol and drug systems. Michelle has a bachelor's degree in criminology from The Ohio State University, a master's degree in counseling from the University of Dayton, and has been a licensed social worker and a certified chemical dependency counselor in the State of Ohio.

Michelle has served on national, statewide and local boards and committees for human services, diversity, homelessness and community research. Michelle serves the United Way of Central Ohio as a member of the board of trustees as well as the Governance Committee and Audit Committee. She is Franklin County's appointee to the board of trustees for Community Research Partners. Michelle is co-founder of United Way's Pride Council.

She is a founding member of the Affordable Housing Alliance of Central Ohio, a new organization mobilizing to protect and expand affordable housing options that transform our community.

Michelle is a founding member of Thrive, a group of private, elected and public sector leaders developing a community wide framework to provide pathways out of poverty. She is also a founding member of new community task force to address the upstream causes of homelessness among families to strengthen, align and integrate resources for families so they do not have to become homeless.

Michelle was honored with a *Pillar Award for Community Service as Nonprofit Executive Director of the Year* in 2015. She received Business First's *C-Suite Award* and SmartBusiness Columbus' *Smart 50 Award* in 2014. She was named *Woman of the Year* by the Niagara Foundation in 2014, and she was named among the *2013 Class of Power Players in Columbus* by SmartBusiness Columbus. Community Shelter Board was named *One of Five Nonprofits to Watch* in 2014 by The Columbus Foundation. Michelle was recognized with the *2010 Levy Champion Award* from Franklin County Children Services and was featured in the 2010 WELD calendar as one of *12 Women You Should Know*. In 2009, Michelle received the *Barry Mastrine Award* from the Alcohol, Drug and Mental Health Board for her work in promoting system collaboration. In 2008, Michelle was recognized by the Ohio Council of Behavioral Healthcare Providers as the *Contributor of the Year*. Under her leadership, the Community Shelter Board has received the Better Business Bureau *Torch Award* for ethics in business, United Way's *Richard V. Carrick Leadership Award*, United Way's *Award of Excellence* for Employee Volunteerism, and the Mid-Ohio Foodbank's *Award of Excellence* for Operation Feed.

In her role at the Community Shelter Board, Michelle facilitates and leads the community's response to homelessness in Columbus and Franklin, County, Ohio. She brings together diverse organizations to work together as an efficient system, rather than as a fragmented set of resources. She uses an outcome-based funding model that measures performance, monitors providers' success, and assures the system's effectiveness as a whole. She also combines innovative solutions and best practices with time-tested strategies to implement programs that quickly and stably house people in crisis. Michelle served as President/CEO of St. Vincent Family Center from 2001 to 2010.

