

Community Shelter Board
Snapshot Report 2010

“As the most far-reaching and ambitious plan to end homelessness in our history, this plan will both strengthen existing programs and forge new partnerships. Working together with Congress, state and local officials, faith-based and community organizations, and business and philanthropic leaders across our country, we will harness public and private resources to build on the innovations that have been demonstrated at the local level nationwide. No one should be without a safe, stable place to call home and today we unveil a plan that will put our nation on the path toward ending all types of homelessness.”

Shaun Donovan, HUD Secretary and USICH
Chair on the release of *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*

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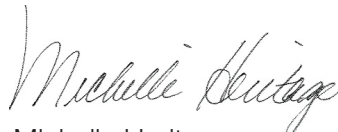
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A human crisis is unfolding around us. Families and individuals devastated by job losses, layoffs, and property foreclosures are flooding emergency shelters. The new face of homelessness is a child, a former wage earner or a suburban neighbor. For the first time since 2007, we are seeing an increase in the number of families and single adults accessing shelter.

The recession has challenged our community’s core belief that no one should be without shelter for even one night. It is especially disheartening that people are waiting out housing crises in extreme living conditions.

We must plan to open our doors to people who never thought they would need us; people struggling to make ends meet under the worst economic conditions in a generation. The answer is not to build more shelters. Instead, our solution is two-fold: increase homelessness prevention and move people into stable housing more quickly.

I encourage you to read this year’s Snapshot Report to learn how we and our partner agencies are ending homelessness and rebuilding lives in central Ohio. Together, we can restore balance and rebuild the lives of our dispirited neighbors.



Michelle Heritage
Executive Director
Community Shelter Board

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Partner Agencies

Amethyst, Inc.
Catholic Social Services
CATF
Communities In Schools of Central Ohio
Community Housing Network, Inc.
Gladden Community House
The Homeless Families Foundation
Huckleberry House
Lutheran Social Services of Central Ohio / Faith Mission
Maryhaven
National Church Residences
Southeast, Inc. / Friends of the Homeless
The Salvation Army in Central Ohio
Volunteers of America of Greater Ohio
YMCA of Central Ohio
YWCA Columbus



Introduction

The Snapshot Report is issued annually and focuses on prevention, emergency shelter and supportive housing services for families with children and single adults as they move through moments of homelessness and into stable and affordable housing. The report highlights:

- < Services provided to prevent and end homelessness,
- < Clients served – including their demographics and success stories, and
- < Partner agency efforts in strategies around access, crisis response, and transition.

Data are viewed through two lenses – the most recent fiscal years (July 1, 2005 – June 30, 2010) and trends over calendar years (1995 – 2009). All data in the Snapshot Report were retrieved from the Columbus ServicePoint homeless management information system, operated by the Community Shelter Board. This database, created in 2001, includes a variety of client-level information, including intake and exit, outcomes, demographics and general household information.

Ending Homelessness.
Rebuilding Lives.



Who We Are

The Community Shelter Board, established in 1986, is a public-private partnership that creates collaborations, innovates solutions and invests in quality programs in order to end homelessness in Columbus and Franklin County. The Community Shelter Board allocates over \$13 million annually to support homeless programs and services. Last year, these programs served more than 8,000 individuals. The Community Shelter Board is funded by the City of Columbus, the Franklin County Board of Commissioners, the United Way of Central Ohio, The Columbus Foundation, Nationwide, the U.S. Department of Housing and Urban Development, the State of Ohio and other public and private donors. CSB is governed by a 20-member Board of Trustees appointed by founding members.

Our Approach

As a single coordinating body, CSB brings together extensive and diverse organizations in Franklin County to collaborate and work together as a system rather than as a fragmented set of resources. CSB addresses homelessness through our broad based community plan called Rebuilding Lives. The Rebuilding Lives plan is a comprehensive and interrelated set of strategies to decrease the number of people who experience homelessness. The strategies are organized into four broad goals: access, crisis response, transition, and advocacy.

Our Goals

Homelessness is a serious problem in our community and no simple solution will end it. CSB recognizes the complexity of the issue and works with our partner agencies to deliver on four goals:

Access: People at imminent risk of homelessness are linked to community resources.

Crisis Response: People experiencing homelessness receive assistance to address their immediate housing crisis.

Transition: People experiencing homelessness transition from crisis to stability.

Advocacy: Resources and public policy support solutions to end homelessness.

Access

For years, Gladden Community House's Homelessness Prevention Program assists families and individuals who are homeless or at risk of becoming homeless in the near west side of Columbus. Once eligibility is determined, households and staff develop a short-term action plan to work towards securing or maintaining permanent housing. Households receive case management services, mediation services, housing placement assistance, budgeting counseling, and assistance with applications for Franklin County Department of Job and Family Services. Staff also assists households in accessing other possible sources for financial assistance and other community-based services to help maintain their housing.

With the availability of HPRP funding, Gladden Community House enthusiastically agreed to administer additional emergency financial assistance for single adult clients outside their normal service area. Gladden received referrals from the Centralized Point of Access for clients that met eligibility criteria.

Stable Families, run by Communities in Schools, provides prevention assistance for families with dependent children at imminent risk of homelessness that are at or below 50% Area Median Income. The program is in its piloting phase and is funded through the Ohio Department of Development, The Columbus Foundation and the United Way of Central Ohio. An intense evaluative effort was put in place for this program and final evaluation results are available at www.csb.org. The Stable Families program provides short-term, intensive case management and financial assistance to families in a collaborative manner to ensure families maintain safe, stable housing.

Using HPRP funds, a new prevention program was started intended for individuals graduating from ADAMH hospital or residential facilities. These individuals are in high cost hospital/residential beds and many of these individuals are technically homeless as they have nowhere to go when exiting. With HPRP funds, these individuals are

PARTNER PROFILE

Gladden Community House

Serves Franklinton and its surrounding neighborhoods with access to education and recreation programs, emergency financial assistance, and advocacy and support for individuals, families and groups. The Homeless Prevention Program targets those at imminent risk of homelessness.

helped to exit into housing while waiting for the long-term, Columbus Metropolitan Housing Authority housing subsidy. HPRP funds are used as bridge funding until the Section 8 voucher becomes available.

An additional resource for the shelters and supportive housing programs in our community is provided by the Benefits Partnership program, a strategy under the Rebuilding Lives Plan. The goal of the Benefits Partnership is to provide immediate and systematic access to mainstream benefits and services for persons who are homeless and served by the homeless service system. The project is designed to improve people's financial stability by increasing their access to

mainstream benefits. The focus is on the Social Security Administration's benefit program for people with physical and/or mental disabilities—Supplemental Security Income (SSI), and Social Security Disability Insurance and Medicaid/Medicare. This strengthens collaboration between existing agencies. The project is administered by the YWCA and combines funding resources from the United Way and the COHHIO SSI Specialist project.

PARTNER PROFILE

Communities In Schools of Central Ohio

Is the nation's leading community-based drop-out prevention organization helping kids stay in school and graduate. The agency implements the Stable Families Program with Gladden and Central Community Houses and Weinland Park Elementary School to help families stabilize their housing situation while keeping their children in their home school, reducing student mobility. Staff also provides homelessness prevention assistance and leverages community resources for families.

Preventing Homelessness

“No matter how bad things get; do not give up; things will get better,” explained Eric English, a man who was recently on the brink of homelessness.

Eric once enjoyed a comfortable life, with a career in the construction industry, until the economy went bad and he was diagnosed with cancer. Eric was living with a relative while he was dealing with his cancer, but unfortunately the relative’s home went into foreclosure; and soon Eric did not have a place to live.



Eric is now living in a decent and affordable efficiency apartment on Columbus’ North side, thanks to Gladden Community House and their Single Adult Prevention Program, funded by CSB.

“After receiving treatment for cancer and being in the hospital and nursing homes for months, living in my own apartment has helped to turn my life around. A shelter or living on the street may have impeded my health outcome,” said Eric.

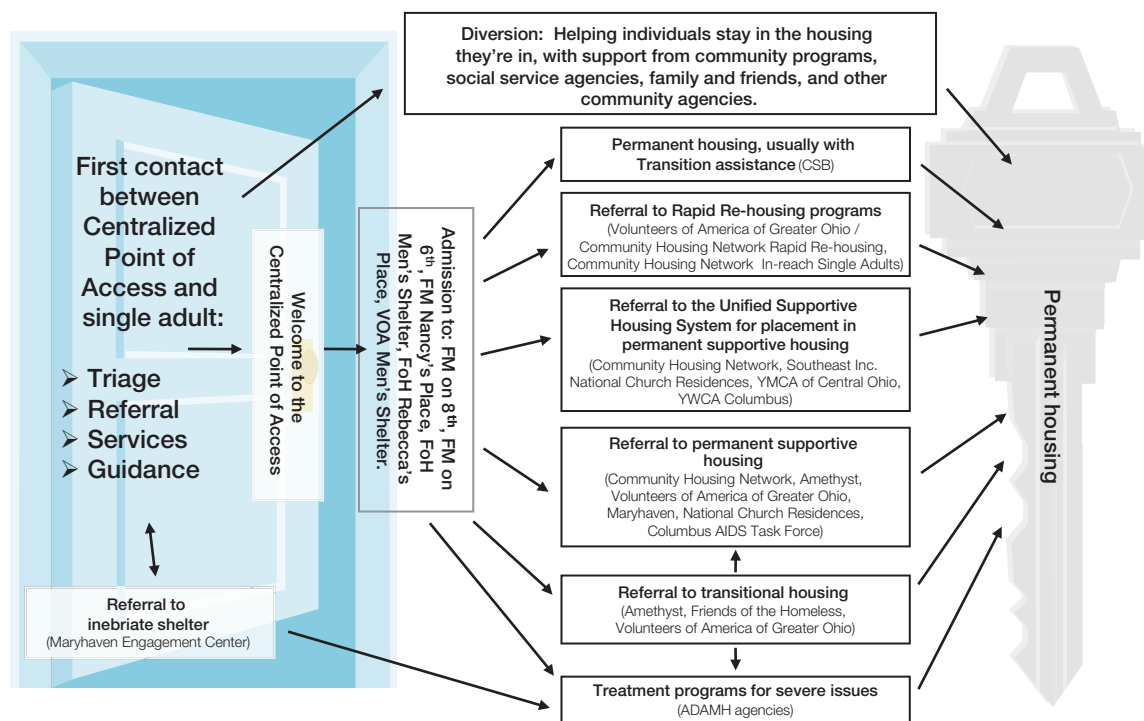
Gladden’s Single Adult Prevention Program provides emergency financial assistance and support to people who are at immediate risk of homelessness to help them maintain their housing or acquire new, decent, sustainable housing. Federal Homelessness Prevention and Rapid Re-housing (HPRP) funds are used to serve 30 – 40 households each month.

With assistance from Gladden, Eric was able to cover the financial gap between needing a place to live and the funds he was expected to receive from Social Security because of his disability. “The help I received was essential; and I was able to keep my dignity and not be a burden on others,” said Eric.

“Gladden Community House’s program saved my life. As I fully recover, I want to do volunteer work for Gladden to be able to give something back,” Eric said with a smile.

Crisis Response

FRANKLIN COUNTY ADULT CRISIS RESPONSE



With the help of all single emergency shelter providers, CSB partnered with Faith Mission to implement a new centralized point of access in to the shelters based on the model for the family emergency shelter system. The Centralized Point of Access (CPOA) provides 24-hour assistance to single adults experiencing a housing crisis. The intake staff provide triage and diversion services to assist clients in identifying resources to help them in their time of crisis. Individuals with no other resources will be assisted in finding emergency shelter at Faith Mission, Friends of the Homeless, Volunteers of America of Central Ohio, or other programs.

PARTNER PROFILE

Lutheran Social Services / Faith Mission

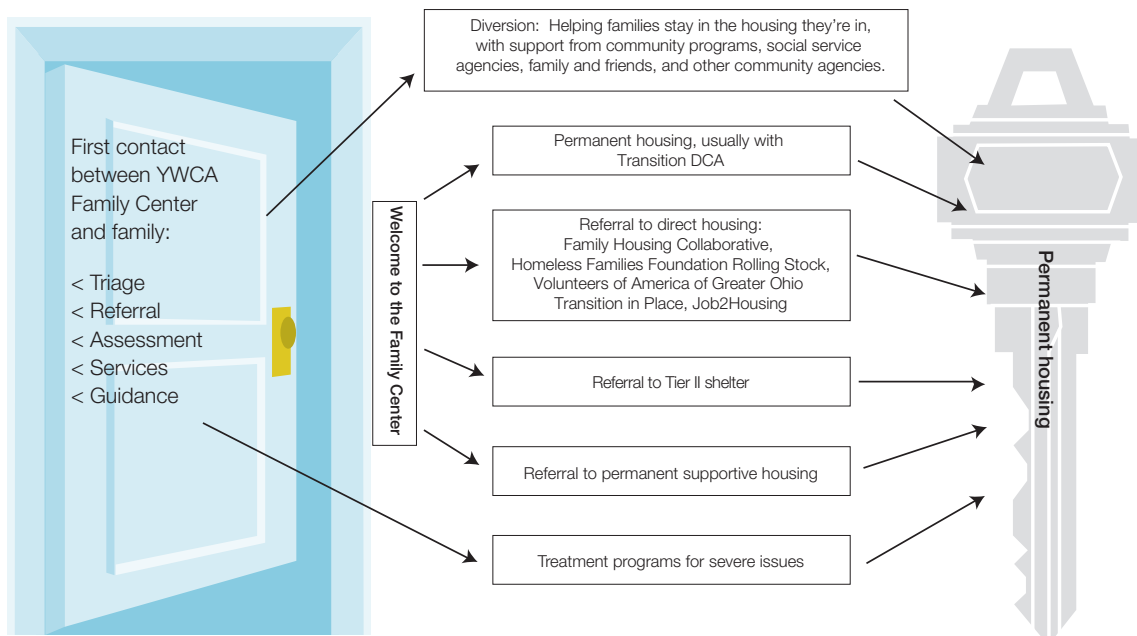
Faith Mission serves persons who experience homelessness by offering emergency shelter, food, and clothing. Linkage to housing, employment assistance, medical, dental and vision care, counseling and support groups are also provided. The Resource Center provides assistance with computer skills, resume writing, and employment search.

The family system model is efficient, with a single “front door” to service. The YWCA Family Center manages initial triage, admission and referral requests for shelter. The YWCA Family Center provides immediate emergency or “Tier I” shelter when safe, alternative housing is not available. “Tier II” shelters serve families who cannot be quickly re-housed in permanent or transitional housing due to various barriers. The Tier II capacity will be phased out in CY2011 and replaced with rapid re-housing/direct housing units.

The system is piloting a rapid re-housing/direct housing model for the Tier II capacity, with the intention to assess efficiencies gained by moving from a fixed unit capacity shelter to a flexible unit capacity. The primary benefit of this model is that families can end their shelter stay quickly and remain in their own housing when services are terminated, avoiding further relocation and disruption in children’s schooling, employment, services, etc. Direct housing programs also benefit families by helping to procure housing in the private market through existing landlord relationships and, in many cases, facilitating access to housing that families with poor credit or rental histories or insufficient income may not otherwise be able to access.

By the end of this transition, the only shelter capacity for families will be available at the YWCA Family Center. After a short (21 day average) stay at the shelter, families will be moved on to permanent housing operated by Homeless Families Foundation, Volunteers of America of Greater Ohio or the nationally recognized Family Housing Collaborative program operated by The Salvation Army. A new, longer-term direct housing program, Job2Housing (J2H), funded by JPMorgan Chase Foundation, is operated by The Salvation Army and is currently in its piloting phase. J2H serves up to 20 families at one time, and the focus of the program is to ensure long-term stability for families by offering six months of case management and financial assistance coupled with education and employment training opportunities.

FRANKLIN COUNTY FAMILY CRISIS RESPONSE



Families exiting the family shelter system can enter supportive housing or other permanent housing with or without transitional supports. Once assessed by the YWCA Family Center, families in need of transitional supports are referred to direct housing providers. Direct Housing case managers assist families in finding suitable and affordable housing, and link families with the necessary supportive services.

Another critical component of CSB's Crisis Response system is a specialized Outreach Program. This program is for the most vulnerable individuals in our community, living outdoors and in places not meant for human habitation. The Outreach Program is designed to engage homeless persons living outdoors and assist them in moving into appropriate housing or shelter as quickly as possible. Outreach Specialists also link clients to CSB Transition funds and other financial and material assistance options. CSB is working on a coordinated outreach strategy, to be implemented in 2011 as part of the Rebuilding Lives Plan.

CAPACITY

The single adult emergency shelter system is comprised of four men's shelter programs, two women's shelter programs and a program for inebriated men and women. Together, these services include a regular, or non-overflow, capacity of 417 beds for men and 97 beds for women. (See Table 1.)

Overflow capacity is added during the winter months, as well as increased emphasis on coordinated service delivery and housing placement.

PARTNER PROFILE

Southeast, Inc. / Friends of the Homeless

Southeast's mission is to meet the needs of our community's most complex populations with mental health, substance abuse and primary care services. Southeast provides extensive outreach and clinic services to people who are homeless, as well as many other hard to reach, complex and vulnerable individuals and families. Friends of the Homeless provides residential support to homeless men and women through shelters, transitional housing and permanent supportive housing. Since 1983, Friends of the Homeless has provided residents with the opportunity to reestablish themselves as members of the Columbus community.

Table 1 - 2010 Single Adult Shelter Regular Capacity

Men's Programs	Regular Capacity
Faith Mission on 8 th Avenue	95
Faith Mission on 6 th Street	110
Friends of the Homeless Men's Shelter	130
Maryhaven Engagement Center (Inebriate shelter)	42
Volunteers of America Men's Shelter	40
Total Capacity	417

Women's Programs	Regular Capacity
Faith Mission Nancy's Place	42
Friends of the Homeless Rebecca's Place	47
Maryhaven Engagement Center (Inebriate Shelter)	8
Total Capacity	97

The family system is composed of three programs with a capacity to serve 96 families daily. Overflow capacity is provided by the YWCA as needed.

Table 2 - 2010 Family Shelter System Providers and Capacity through 6/30/2010.

	Agency	Program	Capacity (Families)
Tier I	YWCA	Family Center	50
Tier II	Homeless Families Foundation	Family Center	46
Tier II	Volunteers of America	Family Center	24
	Total Capacity		120

Table 3 - New 2010 Family Shelter System Providers and Capacity After 7/01/2010.

	Agency	Program	Capacity (Families)
Tier I	YWCA	Family Center	50
Tier II	Homeless Families Foundation	Family Center	38
Tier II	Volunteers of America	Family Center	8
	Total Capacity		96

PARTNER PROFILE

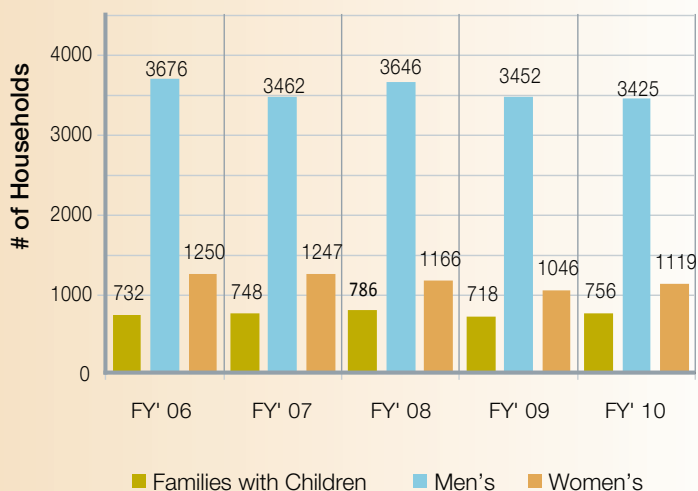
Volunteers of America of Greater Ohio

Provides a broad array of human service programs including emergency shelter and rapid rehousing/direct housing for men and families with children, and supportive housing for families. Shelter and direct housing residents have access to case management, medical and mental health services, employment and job training.

DATA SNAPSHOTS

The charts in this section focus on analysis of the crisis response across the five most recent fiscal years.

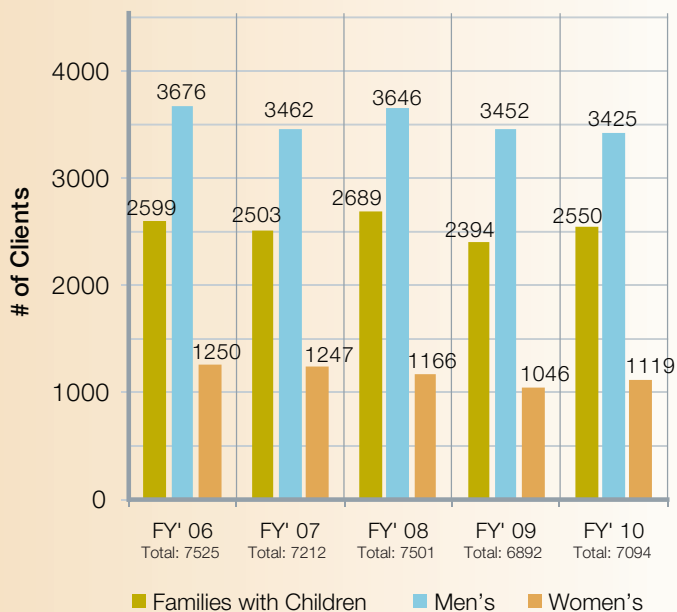
of Households Served by System



Households Served

The emergency shelter system served 3,425 men, 1,119 women and 756 families in FY2010. Numbers of men decreased from the previous year, while women and family numbers each increased by approximately five percent. Eleven percent of the adults served by the emergency shelter system were veterans.

of Clients Served by System

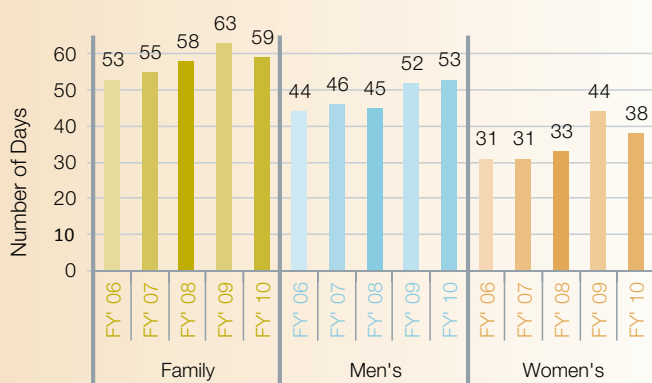


Clients Served

The emergency shelter system served 3,425 men, 1,119 women and 2,550 individuals in families in FY2010.

DATA SNAPSHOTS

Average Length of Stay by System



Length of Stay

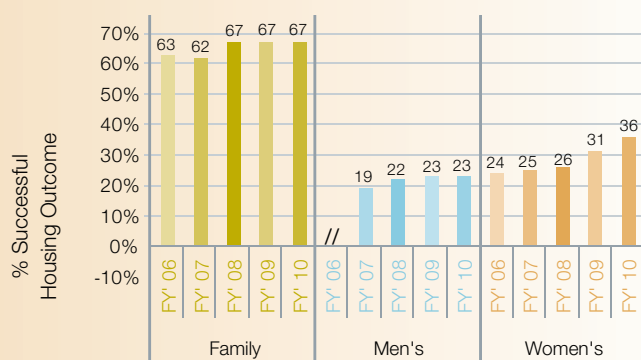
For FY2010, average length of stay in emergency shelter for families was 59 days. For men, the average length of stay was 53 days, while women stayed for an average of 38 days. FY2009 and FY2010 numbers were updated to reflect a new, improved methodology.



Number and Age of Children

The average family served had two children, and 63 percent of the children were below the age of seven, which is a slightly smaller percent than in the previous year. The average family size was the same for the past two fiscal years.

Successful Housing Outcomes by System



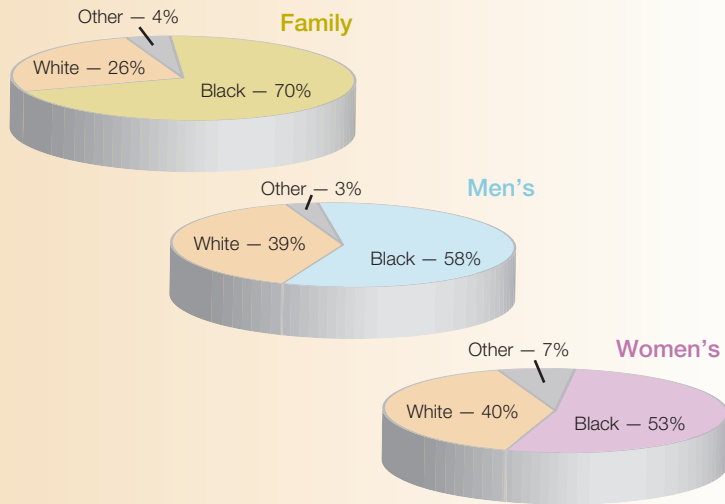
// Denotes missing 2006 fiscal year data

Successful Housing Outcomes

Remarkably, 67 percent of family households exited emergency shelter to stable housing. CSB's housing placement services helped to ease the transition. It is worthwhile noting the positive increase in the percentage of single women exiting successfully, while the other systems experienced no change.

DATA SNAPSHOTS

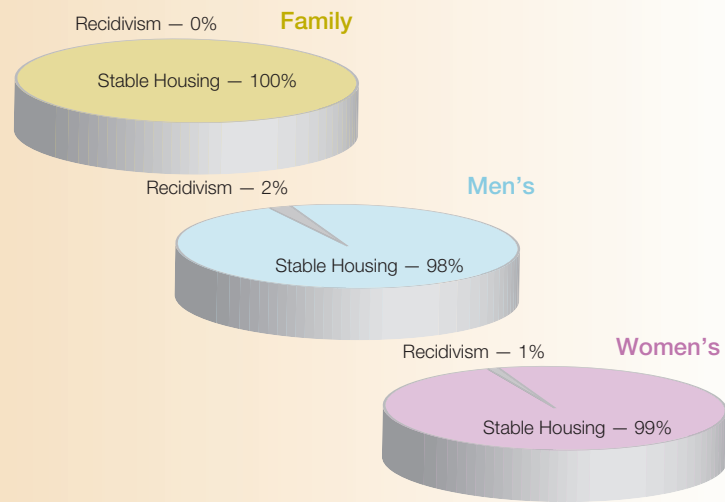
Race/Ethnicity



Race/Ethnicity

Blacks were disproportionately represented in all three shelter systems at 53 percent in the women's shelters, 58 percent in the men's and 70 percent in family shelters.

Recidivism



Recidivism

Recidivists are those who leave the shelter system with a successful housing outcome but return to shelter within two weeks to three months. The family system experienced the most positive outcome for this measure, with the lowest percentage of recidivism, at 0 percent. Recidivism was very low for women and men as well, at 1 percent and 2 percent, respectively.

PARTNER PROFILE

Homeless Families Foundation

Provides shelter, direct housing, support, stability and nurturing for children and their families who are homeless as they prepare to acquire and/or maintain permanent housing and long-term stability. Family case management, referrals to community resources, and life skills activities such as budgeting, nutrition, parenting and domestic violence education are also available.

“Point-in-Time”

ANNUAL COUNT OF PERSONS WHO ARE HOMELESS

Imagine surviving without a home in the winter, in constant danger of living against the elements. Although this is reality for a number of men and women, the good news is that Columbus takes care of its own, as evidenced by CSB’s sixth annual “Point-in-Time” count of people experiencing homelessness. Of all persons counted in Columbus, 92 percent were sheltered.

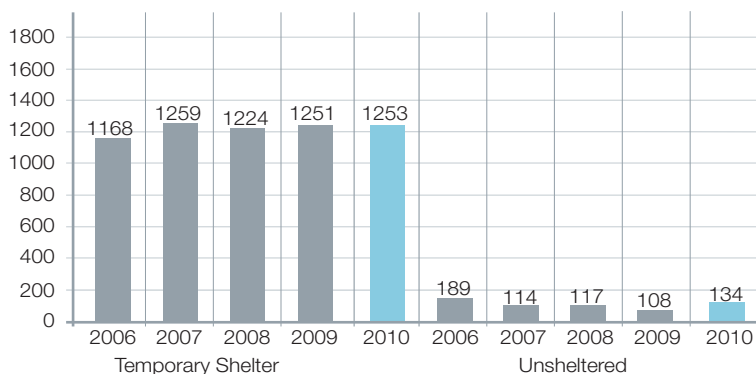
The U.S. Department of Housing and Urban Development (HUD) requires local communities to conduct a point-in-time count of sheltered and unsheltered persons experiencing homelessness at least once every two years as part of HUD’s application process for Continuum of Care funding for homeless services. The HUD requirement to count homeless persons also helps HUD and local communities assess gaps in homeless housing and service programs.

For Columbus and Franklin County, the Continuum of Care Steering Committee assumes the responsibility of planning and conducting the point-in-time count, with technical assistance and support from CSB.

Once a year, volunteers take to the streets of Columbus in the middle of the night. More than 100 volunteers and staff count people under bridges, along railroad tracks, on downtown streets, and in tents and shanties along river banks. Volunteers also interview individuals seeking help at local free meal programs.

The count provides a single-day snapshot of information. Steven Gladman, President of The Affordable Housing Trust for Columbus and Franklin County said, “Even though we try our best, we know that the report is not counting everyone out there.” He noted that while local procedures for counting those in shelters are reliable, the on-the-street count is broadly understood to be less reliable. (See Appendix III for more information.)

Annual Count of Persons Who are Homeless



Transition

Permanent supportive housing links residents to a range of support services designed to help them maintain stable housing and improve the quality of their lives. There are 19 different supportive housing programs, representing a diverse model designed to best meet the needs of individuals and families and promote long-term housing stability.

Supportive housing programs use a “blended management” model of housing operations and supportive service management. Property management and service staff coordinate efforts, beginning with initial unit leasing, to allow for a more comprehensive view of residents and their needs.

Services may include case management, health care, employment services (e.g., training and job placement), recovery services and support groups, and independent living skills training (e.g., money management and housekeeping).

Individuals and families participate in services voluntarily. Lease compliance is required to maintain housing.

PARTNER PROFILE

The Salvation Army

Provides innovative direct housing to help families move quickly out of emergency shelter into affordable rental housing. Services include linkage to employment, benefits, counseling, child care / school enrollment, utility assistance, clothing, furniture or food.

CAPACITY

In Columbus and Franklin County, there are 940 units of permanent supportive housing for persons who are disabled and have experienced long-term homelessness.

Operated by National Church Residences, The Commons at Buckingham (CAB) opened in the summer of 2010. CAB is a 100 efficiency unit community, located in downtown Columbus. Seventy-five of the units are designated as Rebuilding Lives, and the remaining 25 units as affordable downtown housing for disabled individuals. CAB serves as a site for the third pilot of the Unified Supportive Housing System initiative.

PARTNER PROFILE

Huckleberry House

Huckleberry House has provided comprehensive, professional, individualized services to runaway, homeless and street youth in Franklin County, Ohio since 1970. Agency services include 24-hour crisis intervention; emergency shelter; street outreach; individual, family and group counseling; family support services and transitional living. Huckleberry House serves over 800 teens and their families each year.

**Table 3 – Transition
Unit Summary as of December 31, 2010**

Operational	Rebuilding Lives Units	Other Units	Total
Briggsdale Apartments, Community Housing Network	25	10	35
Cassady Avenue Apartments, Community Housing Network	10		10
Community ACT Housing, Community Housing Network	42	33	75
East Fifth Avenue Apartments, Community Housing Network	38		38
North 22nd Street Apartments, Community Housing Network	30		30
North High Street Apartments, Community Housing Network	33	3	36
Parsons Avenue Apartments, Community Housing Network	25		25
Rebuilding Lives PACT Team Initiative, Community Housing Network	108		108
Safe Haven Apartments, Community Housing Network ⁴	13		13
Scattered Site Apartments, Southeast ¹	90		90
Rebuilding Lives Leasing, Southeast	30		30
Southpoint Place, Community Housing Network	46	34	80
St. Clair Hotel, Community Housing Network	26	5	31
Sunshine Terrace, YMCA ²	75	120	195
The Commons at Buckingham, National Church Residences	75	25	100
The Commons at Chantry, Maryhaven/National Church Residences	50	50	100
The Commons at Grant, National Church Residences	50	50	100
YMCA Supportive Housing ³	105	298	403
YWCA WINGS	69	33	102
	940	661	1,601
Future Opening Date – 2011 or later			
The Commons at Livingston, National Church Residences	25	25	50
Inglewood Court, Community Housing Network	45	15	60
2009 Leasing Supportive Housing, Community Housing Network	25		25
The Commons at Third, National Church Residences	60	40	100
	155	80	235
Total Units	1,095	741	1,836

¹ 15 units designated for Critical Access to Housing

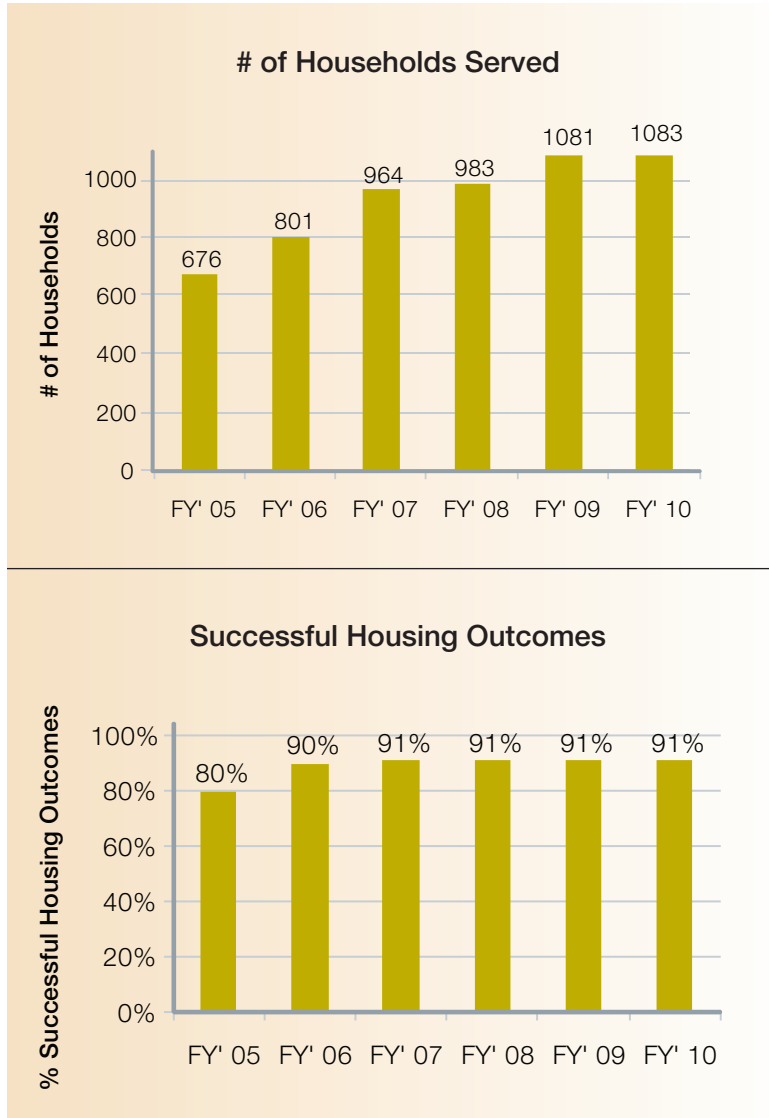
² 10 units designated for Critical Access to Housing

³ 25 units designated for Critical Access to Housing

⁴ 3 units can house couples

DATA SNAPSHOTS

The charts in this section focus on analysis across the six most recent fiscal years within permanent supportive housing.



Number Served

The number of households served by permanent supportive housing programs continues to increase as a direct result of increased capacity. Twelve percent of the adults served by permanent supportive housing programs were veterans.

Successful Housing Outcomes

The rate of households that continue to stay in permanent supportive housing or move to other permanent housing options remained steady at 91 percent.

PARTNER PROFILE

Community Housing Network

Provides safe affordable rental housing and linkage to supportive services for people with disabilities and other special needs such as homelessness. CHN serves as a developer, owner and property manager, and facilitates access to rent subsidies and private housing.

Permanent Supportive Housing

“Everyone deserves a second chance. I am glad people had faith in me,” said Nicole Fox, a mother of two small children and a recovering alcoholic and drug addict.

According to Nicole, the lowest point in her life was when she was homeless, pregnant, addicted to crack and alcohol, and she hadn’t seen her daughter in six months.

Wanting to be a healthy, sober mother for her daughter and soon-to-be delivered son, Nicole decided to make a break from her addiction and was admitted to Maryhaven, a partner agency of CSB.

After her treatment at Maryhaven, Community Housing Network prevented Nicole from becoming homeless by moving her into an apartment at Southpoint Place. Southpoint Place is a permanent supportive housing community for people disabled by mental illness, chemical dependence, or histories of homelessness. Southpoint offers residents supportive services to enable them to find work, maintain their treatment and recovery, and eventually give back to the community.



“The services, facilities and staff at Southpoint Place are amazing. Living here has helped me to rebuild my life. I may not have the best of everything, but I am a productive member of society,” said Nicole.

“I now have a stable home for my children, Mikila and Jayden, to grow up to be successful,” explained Nicole. “I know what is important now and I will never be homeless again.”

Nicole keeps herself busy by being an involved mother, while working full time at a local restaurant. Nicole has tested the waters about furthering her education by attending college to be a counselor

to help others. Nicole said, “The possibilities are endless.”

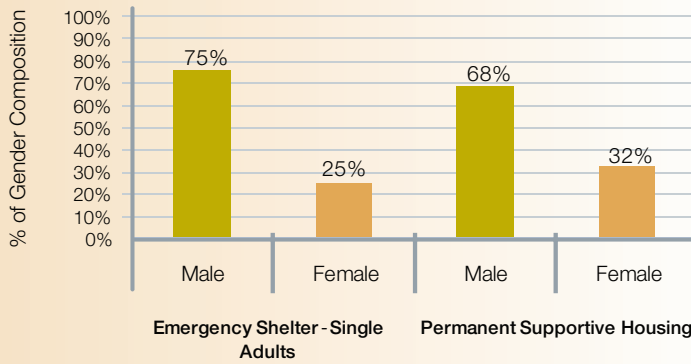
Nicole volunteers whenever possible to speak to women about making a commitment to a sober, healthy lifestyle; a lifestyle for which Nicole is grateful every day.

During 2010, 75 additional Re-building Lives units were opened at the Commons at Buckingham and 30 units were opened as part of the Southeast, Inc. Scattered Site expansion.

DATA SNAPSHOTS

The charts in this section focus on a comparison between clients in permanent supportive housing and clients in emergency shelter, for FY2010.

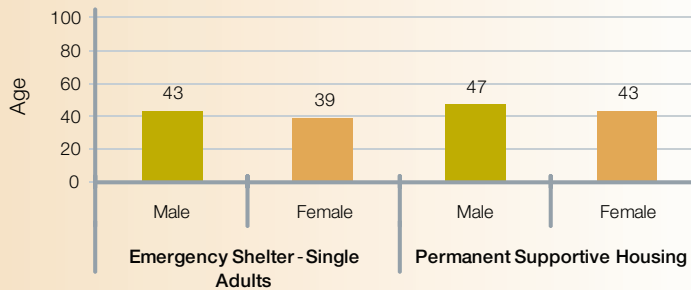
Gender Composition by System



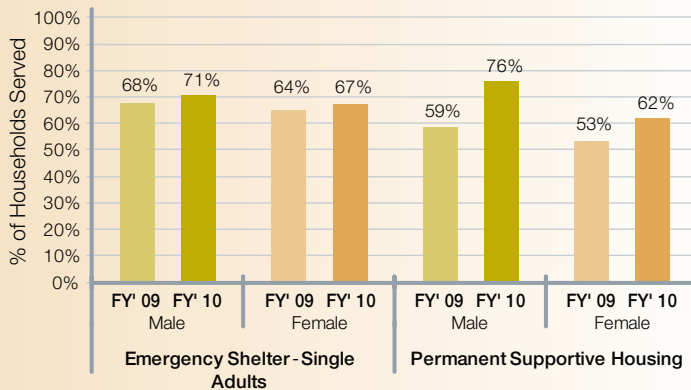
Age and Gender

Although very similar in race/ethnicity, the permanent supportive housing tends to serve more females (32 percent) than the shelter population (23 percent). The permanent supportive housing group also tends to be older for both genders.

Average Age by Gender and System



Percent of Households Served with Zero Income At Entry by System



Monthly Income

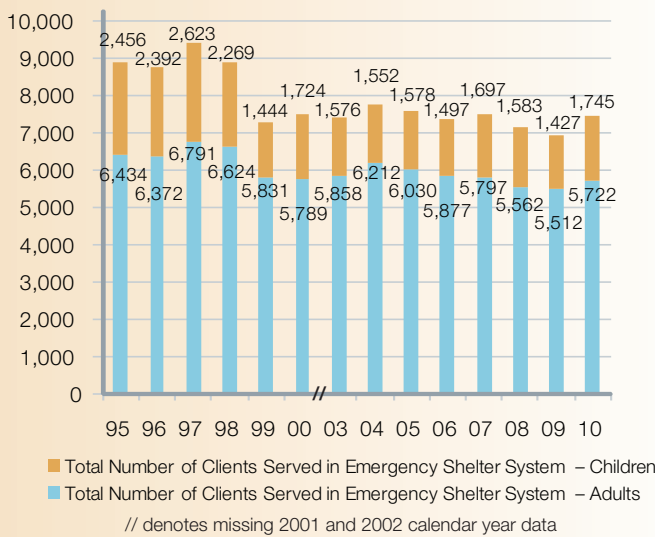
The percent of individuals with zero income at entry in shelter or supportive housing increased during the past year. Individuals with no income are more difficult to serve and stabilize in housing. This increase is due to a direct effect of the economic recession.

Calendar Year Trends

The data in other sections of this report were pulled for fiscal years, but included in this section is a calendar-year view on the data, over a consistently longer timeframe, from 1995-2010. This is another valuable set of snapshots to consider when examining the problem of homelessness in our community.

DATA SNAPSHOTS

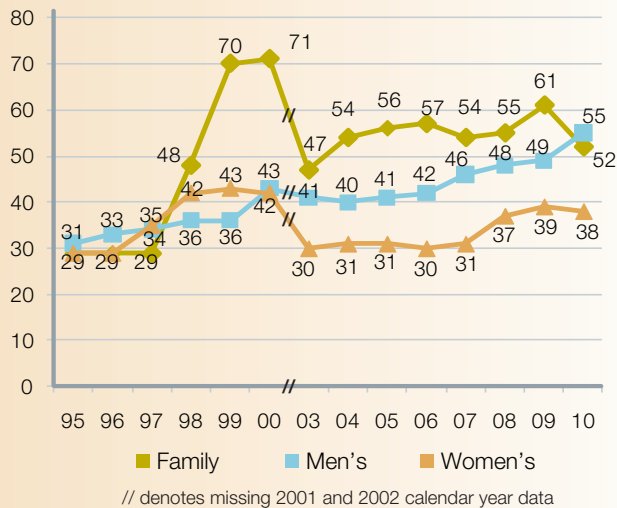
Total Number of Clients Served in Emergency Shelter System



Number Served

Since 1995, CSB and partner agency programs have worked to decrease homelessness. Despite these successes, during 2010, more than 5,700 adults and 1,700 children experienced homelessness.

Average Length of Stay by Emergency Shelter System

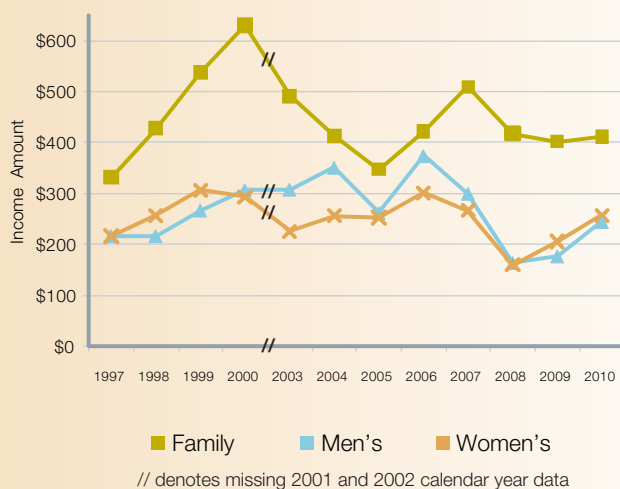


Length of Stay

Average length of stay in emergency shelter for families was 52 days, which is a significant decrease from 2009. For men, the average length of stay was 55 days, while women stayed for an average of 38 days. The increase in the single adult system is concerning.

DATA SNAPSHOTS

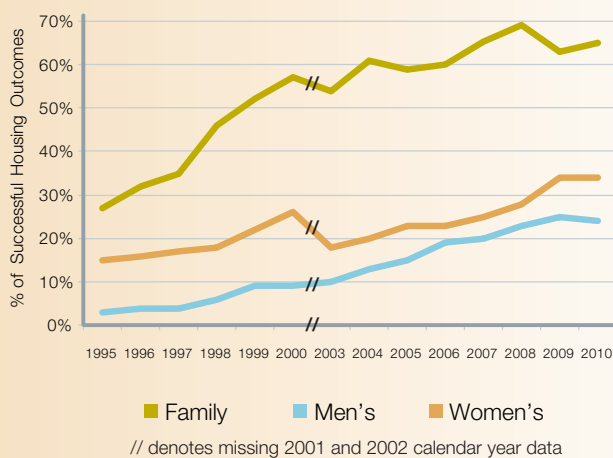
Average Household Income by Emergency Shelter System



Monthly Income

All populations had substantially less monthly income than the amount needed to rent a typical apartment in Columbus. In Franklin County, the Fair Market Rent for a two-bedroom unit is \$740/month.

Successful Housing Outcomes by Emergency Shelter System



Successful Housing Outcomes

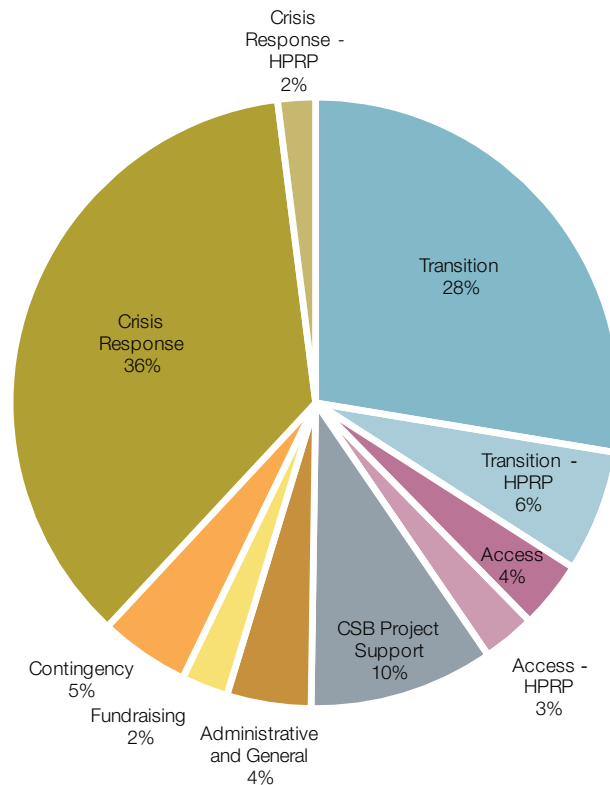
Men had lower successful housing outcomes than women at 24 percent versus 34 percent. Remarkably, 65 percent of family households exited emergency shelter to stable housing. The rate of successful exits for families has more than doubled since 1995.

Financial Budget

FY2011 (7/1/10-6/30/11)

EXPENSE SUMMARY

CSB received funding from a variety of sources. The vast majority of its resources support partner agency efforts in access, crisis response and transition. More than 94 percent of CSB's costs are for programs and program planning. Responsible and reliable management of resources will always be a priority, and administration and fundraising expenses will continue to remain low.



REVENUE SUMMARY

Sources of funds are conservatively projected based on notification of awards by major funders and current contracts. The sources are, for the most part, contracted or reasonably assured of being contracted.

City of Columbus.....	\$3,848,662
Franklin County.....	3,680,098
Homeless Prevention and Rapid Re-housing Program.....	1,865,290
Federal Funds.....	668,297
Ohio Department of Development.....	600,000
United Way of Central Ohio.....	1,368,150
Together Rebuilding Lives Contributors.....	1,100,000
Available Carryover.....	151,198
Other Funds.....	154,600
Total Current Revenue.....	\$13,436,295

Ready for the Future

The Community Shelter Board is on the cutting edge of an upcoming federal shift in how America addresses the complex issue of homelessness.

Columbus is being showcased as the model for HEARTH Act implementation. The National Alliance to End Homelessness recently released the *Columbus Model*, a toolkit that highlights how the Community Shelter Board measures performance and uses data to improve system efficiency and quality.

The National Alliance to End Homelessness stated, “Columbus, OH has consistently performed well on outcomes in the HEARTH Act, including reducing length of homelessness, new, repeat, and overall homelessness.” Other communities across the country are being encouraged to use CSB’s materials to implement the HEARTH Act – to realign and strengthen their systems.

The HEARTH Act – which stands for the Homelessness Emergency Assistance and Rapid Transition to Housing Act – was enacted May 20, 2009. It’s the first significant reauthorization of the U.S Department of Housing and Urban Development’s homelessness assistance programs since 1992. The bill makes many changes, streamlining and updating programs, but its real value is far more profound.

The HEARTH Act makes it an explicit federal goal that people who become homeless quickly move back into permanent housing.

The changes made by the HEARTH Act can be summarized as a number of **shifts** in what is funded and encouraged.

Instead of just funding and evaluating a collection of programs in a community, there is much more focus on the system outcomes. This is evident in the way administrative costs are funded, in the match requirements, and especially in the way homeless assistance is evaluated.

PARTNER PROFILE

YMCA of Central Ohio

Offers men and women the assistance and support needed to stabilize and maintain independent housing, while providing supportive housing with access to those supportive services needed in order to achieve the highest possible standard of living. Services include employment planning, resume development, assistance with job search, job readiness workshops and transportation assistance.

The HEARTH Act requires communities to implement strategies to prevent loss of housing, help people out of homelessness and move them quickly into housing, and ensure housing stability; communities must also track and report their progress toward these outcomes. Performing well on these outcomes requires communities to realign their systems to focus on housing-based solutions and strengthen their capacity to collect data and information across programs to improve overall system performance.

The changes made by the HEARTH Act will begin to take effect with the programs that are funded by the FY 2011 round of Emergency Solutions Grants (ESG) (formerly the Emergency Shelter Grants), and the FY 2011 NOFA, which will probably be released in the Fall of 2011. Some of the changes will be implemented over several years, while others will be implemented at once.

PARTNER PROFILE

Amethyst

Amethyst provides transitional and permanent housing for single women and women-headed families that have the dual presenting problems of addiction and homelessness. The Amethyst model is centered on a peer-driven, community of recovery where long-term addictions treatment is integrated with safe and sober housing.

PARTNER PROFILE

Maryhaven

Provides emergency shelter for men and women who are inebriated to the point of being unable to self-care. Professional care managers and medical staff provide referral to and collaboration with networks of medical, mental health, housing and social services providers. Outreach services are provided to assist men and women living outside to locate shelter, housing and other resources.

As the lead agency for our community, CSB shepherds the Continuum of Care (CoC) HUD application process. Therefore, CSB already performs the tasks that Collaborative Applicants will be expected to perform under the HEARTH Act, like ensuring that all CoC programs participate in data collection through CSB's Columbus Service Point (CSP). Managing this and other responsibilities that will be tracked under HEARTH will be easier if CSB is also designated as the Unified Funding Agency for Columbus' CoC and manages funding for the continuum.

Concluding Thoughts

The 2010 Snapshot Report provides an overview of the community's homelessness prevention, emergency shelter and permanent supportive housing systems and the men, women and children who experience homelessness. A few highlights from the report include the following:

- < In Calendar Year 2010, the emergency shelter system served **7,467 individuals**, including **1,745 children**, which is an eight percent increase in the number of homeless persons served.
- < **Eleven percent** of the adults served by the emergency shelter system were veterans.
- < Remarkably, **65 percent** of family households exited emergency shelter to stable housing.
- < The average monthly household income for a family accessing the emergency shelter system was **\$411** in CY2010, substantially less than the amount needed to rent a typical apartment in Columbus.
- < The percent of individuals with **zero income** at entry in shelter or supportive housing increased during the past year. Individuals with no income are more difficult to serve and stabilize in housing. This increase is due to a direct effect of the economic recession.

< The rate of those households that continue to stay in permanent supportive housing and of those that move to other permanent housing options exceeded **90 percent** for the past four fiscal years.

These data snapshots reinforce observations from previous years. Homelessness continues to be a serious problem in Columbus and Franklin County. And, while these are indications of progress, there are still areas in which improvement is needed.

This report will be used to improve planning and implementation of emergency services for men, women and children affected by homelessness. Most importantly, it will have the potential to inform public policy and efforts toward our community goal of ending homelessness.

“There is a greater risk in not solving homelessness, and we have made a tremendous impact to those who are homeless. In fact, 70% of those that have been engaged in supportive housing have gone on to take care of themselves in many ways. And that is a phenomenal record. And you know what, we can do better, and we will do better.”

— Mayor Michael B. Coleman
City of Columbus

APPENDIX I —

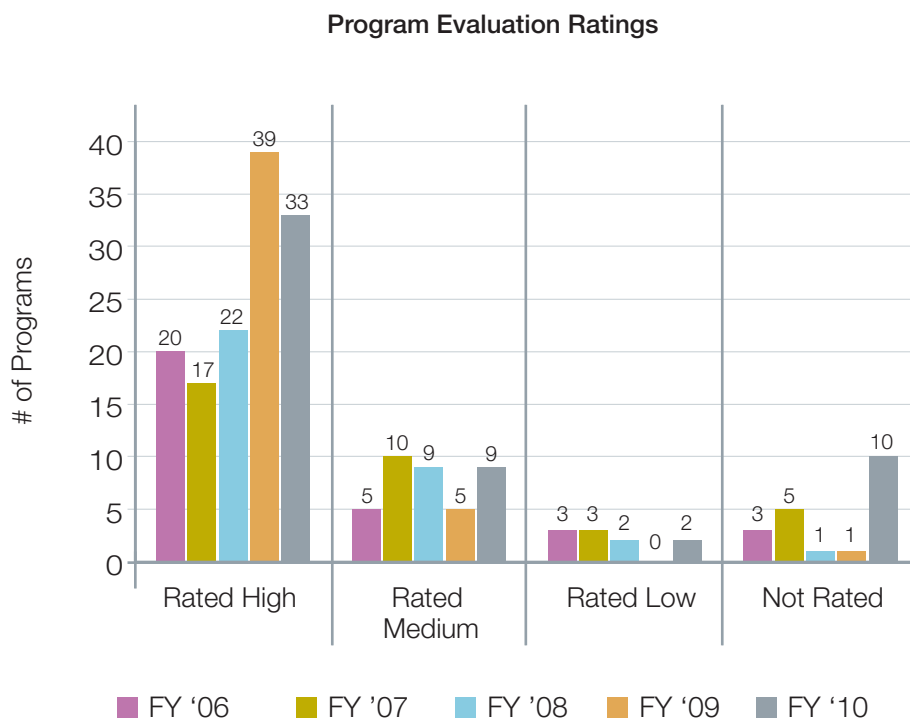
FUNDING, EVALUATION RATINGS AND CERTIFICATION STATUS

FY2011 Funding, Evaluation Ratings & Certification Status

Partner Agency Contracts	FY2010 Contract Amount	FY2011 Contract Amount	FY2010 Evaluation Rating	FY2010 Certification Status
Access				
Gladden Community House	41,160	41,160	High	Compliant
Gladden Community House - HPRP *	-	19,200	New Programs-Not Rated	New program
Community Housing Network - HPRP *	-	15,716	New Programs-Not Rated	New program
Community Housing Network / ADAMH - HPRP *	-	116,795	New Programs-Not Rated	New program
Communities in Schools	343,130	317,720	High	Compliant
Communities in Schools - Weinland Park Expansion *	-	15,000	New Programs-Not Rated	New program
Coordinate Emergency Aid - HPRP	-	67,022	N/A	N/A
Total Access	384,290	592,613		
Crisis Response				
Homeless Families Foundation - Family Shelter	533,765	413,668	Medium	Compliant
Lutheran Social Services - Adult Shelters & Overflow	1,727,852	1,712,852	High	Compliant
Lutheran Social Services - Centralized Point of Access *	-	269,792	New Program-Not Rated	New program
Maryhaven - Engagement Center	256,010	256,010	Medium	Compliant
Maryhaven - Outreach	115,000	115,000	Medium	Compliant
Southeast - Friends of the Homeless - Men's Shelter	1,043,243	1,043,243	High	Compliant
Southeast - Friends of the Homeless - Rebecca's Place	See above	See above	Medium	Compliant
Volunteers of America - Family Shelter	167,730	55,351	Medium	Compliant
Volunteers of America - Men's Shelter	81,937	81,937	High	Compliant
YWCA - Family Center & Overflow	1,213,170	1,166,170	High	Compliant
Total Crisis Response	5,138,707	5,114,023		
Transition				
Community Housing Network - E. 5th Ave.	45,750	58,459	High	Compliant
Community Housing Network - N. 22nd St.	69,976	55,001	High	Compliant
Community Housing Network - N. High St.	154,898	146,791	High	Compliant
Community Housing Network - Parsons Ave.	51,967	61,413	High	Compliant
Community Housing Network - Cassady Ave.	54,175	49,098	High	Compliant
Community Housing Network - Community ACT	64,294	74,485	High	Compliant
Community Housing Network - RLPTI	59,331	40,940	High	Compliant
Community Housing Network - St. Clair	62,979	77,183	High	Compliant
Community Housing Network - Southpoint Place	67,052	60,000	High	Compliant
Community Housing Network - Leasing *	-	21,853	New Program-Not Rated	New program
Community Housing Network - HPRP *	-	26,943	New Program-Not Rated	New program
Volunteers of America - HPRP programs *	-	114,999	New Program-Not Rated	New program
Maryhaven - Commons at Chantry	36,913	36,913	High	Compliant
National Church Residences - CAB *	-	115,208	New Program-Not Rated	New program
National Church Residences - Commons at Grant	75,763	75,763	High	Compliant
Southeast - Scattered Sites	567,885	532,961	High	Compliant
YMCA - Sunshine Terrace	373,579	373,579	High	Compliant
YMCA - 40 W. Long	488,045	466,045	High	Compliant
YWCA - WINGS	48,873	48,873	High	Compliant
YWCA - SSI/SSDI Benefits Partnership	51,200	151,200	Low	Compliant
USHS Utilization Review/Move-Up Incentives	43,600	53,600	N/A	N/A
Homeless Families Foundation - Rolling Stock *	-	120,097	New Program-Not Rated	New program
Volunteers of America - Rolling Stock *	-	112,379	New Program-Not Rated	New program
The Salvation Army - FHC	162,975	162,975	High	Compliant
Community Shelter Board - Transition	484,000	792,793	High	Compliant
The Salvation Army - J2H *	119,489	119,786	New Program-Not Rated	New program
Housing Locator - HPRP	-	15,000	N/A	N/A
Total Transition	3,082,744	3,964,337		
Total Recommended Funding	8,605,741	9,670,973		

Program Evaluation Ratings

For FY2010, CSB evaluated all programs it funded and those under contract with the agency. Established performance standards were used for the evaluation. The chart below indicates the performance ratings of the 44 funded and non-funded programs in FY2010 compared to the previous fiscal years.



PARTNER PROFILE

National Church Residences

Provides quality, affordable housing, while giving residents access to supportive services they may need in order to achieve the highest possible standard of living. Staff helps residents to stabilize and maintain housing by addressing employment, social, and health needs.

APPENDIX II —

EMERGENCY SHELTER CLIENT DATA 1995 – 2010

27

	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006	2007	2008	2009	2010
All Clients (men, women & children)														
Total Clients Served	8,890	8,764	9,414	8,893	7,275	7,513	7,437	7,766	7,609	7,374	7,672	7,145	6,939	7,467
Total Number of Households Served	6,116	6,052	6,461	6,309	5,638	5,540	5,648	6,000	5,814	5,662	5,750	5,320	5,355	5,446
Total Number of Children	2,456	2,392	2,623	2,269	1,444	1,724	1,576	1,552	1,578	1,497	1,697	1,583	1,427	1,745
Total Number of Adults	6,434	6,372	6,791	6,024	5,831	5,789	5,858	6,212	6,030	5,877	5,975	5,562	5,512	5,722
Percent Working (HOH) ¹	18%	21%	20%	21%	24%	26%	16%	15%	12%	16%	15%	11%	11%	13%
Successful Outcomes (Households)	9%	11%	12%	14%	16%	18%	17%	20%	23%	25%	29%	31%	32%	29%
Total Shelter Units ²	268,026	274,065	302,798	380,755	350,136	397,008	306,225	333,708	337,826	333,925	343,050	346,112	329,970	343,105
Families	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006	2007	2008	2009	2010
Families Served	1,168	1,098	1,217	974	612	740	698	696	678	706	794	785	746	854
Individuals in Families ³	3,942	3,810	4,170	3,558	2,249	2,713	2,487	2,462	2,473	2,418	2,716	2,610	2,330	2,875
Number of Adults	1,486	1,418	1,547	1,289	805	989	908	908	894	921	1,019	1,027	903	1,130
Number of Children	2,456	2,392	2,623	2,269	1,444	1,724	1,576	1,552	1,578	1,497	1,697	1,583	1,427	1,745
Average Family Size	3.4	3.5	3.4	3.7	3.7	3.7	3.6	3.5	3.6	3.4	3.4	3.3	3.1	3.4
Average Income	-----	-----	\$332	\$428	\$537	\$630	\$491	\$413	\$947	\$422	\$510	\$418	\$402	\$411
Percent Working (HOH) ¹	11%	15%	14%	20%	30%	33%	16%	16%	12%	21%	16%	19%	16%	16%
Successful Outcomes	27%	32%	35%	46%	52%	57%	54%	61%	59%	60%	65%	69%	63%	65%
Average Length of Stay (Days)	29	29	29	48	70	71	47	54	56	57	54	55	61	52
Total Shelter Units	117,709	114,656	124,619	183,903	163,551	189,856	115,976	133,550	138,851	139,855	148,980	142,072	124,866	133,566
Average Households Served per Night ⁴	95	89	100	136	121	144	102	104	101	110	118	118	120	105

¹ The percent working for 2003 through 2006 was based on employment status at intake.

² Shelter unit = one person sheltered for one night.

³ The number of adults plus number of children will not necessarily equal individuals in Families. This is because the former categories are dependent upon an age calculation, which requires a valid date of birth.

⁴ The Family System capacity was reduced the 2nd half of the year 2010 by transitioning Tier II units to Rapid Re-housing units

Men	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006	2007	2008	2009	2010
Men Served	4,013	3,995	4,281	4,414	4,167	3,869	3,881	4,144	3,935	3,693	3,544	3,452	3,489	3,443
Average Income	-----	-----	\$217	\$217	\$267	\$307	\$308	\$351	\$262	\$374	\$300	\$164	\$177	\$245
Percent Working	20%	23%	22%	21%	24%	27%	18%	17%	13%	17%	17%	10%	11%	14%
Successful Outcomes ¹	3%	4%	4%	6%	9%	9%	10%	13%	15%	19%	20%	23%	25%	24%
Average Length of Stay (Days)	30	33	34	36	36	43	41	40	41	42	46	48	49	55
Total Shelter Units	120,873	131,959	143,916	157,533	149,317	168,261	158,120	164,350	161,250	155,993	163,777	164,035	165,105	169,362
Average Served per Night	331	361	394	432	409	456	433	450	442	427	449	448	452	464
Women	1995	1996	1997	1998	1999	2000	2003	2004	2005	2006	2007	2008	2009	2010
Women Served	935	959	963	921	859	931	1,069	1,160	1,201	1,263	1,234	1,083	1,120	1,149
Average Income	-----	-----	\$216	\$257	\$307	\$294	\$226	\$256	\$253	\$301	\$267	\$160	\$206	\$257
Percent Working	17%	18%	17%	20%	17%	15%	11%	9%	6%	8%	10%	7%	8%	11%
Successful Outcomes	15%	16%	17%	18%	22%	26%	18%	20%	23%	23%	25%	28%	34%	34%
Average Length of Stay (Days)	31	29	35	42	43	42	30	31	31	30	31	37	39	38
Total Shelter Units	29,444	27,450	34,263	39,319	37,268	38,891	32,129	35,808	37,725	38,077	38,112	40,005	40,009	40,177
Average Served per Night	81	75	94	108	102	107	88	98	103	104	104	109	110	110

¹ Calendar Year 2005 housing outcomes data for the Faith Mission men's programs are not reliable; consequently, Faith Mission on 6th and Faith Mission on 8th have been excluded from the men's system calculations for successful outcomes.

APPENDIX III —

2010 POINT-IN-TIME COUNT OF HOMELESS PERSONS PLANNING PROCESS & METHODOLOGY

2010 Point-in-Time Count of Homeless Persons Columbus & Franklin County, Ohio

The Continuum of Care Steering Committee conducted a point-in-time count on January 26, 2010. A workgroup planned and implemented the count. The workgroup included a wide range of organizations who work with homeless persons, including street outreach providers, shelter providers, housing providers, Steering Committee members, consumers and former consumers, and other groups.

The 2009 point-in-time count plan was the framework for the 2010 count. The Continuum of Care Steering Committee approved the 2010 plan and methodology highlighted on the next page.

PARTNER PROFILE

YWCA Columbus

Through its Family Center, YWCA Columbus serves as the front door for services for any family facing a housing crisis in Central Ohio. After initial assessments, families are referred to appropriate community alternatives to emergency shelter whenever possible. When not possible, the Family Center provides emergency shelter and supportive services to link homeless families to other community partners for next-step housing. Supportive services include: housing placement, three nutritious meals per day, onsite licensed childcare, out-of-school programming, case management, an employment resource center (including computers with internet, phones, and voicemail), and connections to key services from substance abuse, mental health and health providers. Additionally, through the WINGS Program at the downtown Griswold Building safe and affordable housing is provided to more than 100 women per night. This housing also offers onsite supportive services that empower and foster opportunities for women in central Ohio including an onsite supportive employment training program, food pantry, clothing closet, Resource Center, GED classes, resume building, employment assistance, grief support, animal therapy and alcohol and drug support groups.

A. General Plan for 2010 Point-in-Time Count of Homeless Persons

Population	Location	Count Type	Source/Methodology
Sheltered Homeless	Shelters & Transitional Housing Programs	Administrative Records and Enumeration	CSB's Columbus ServicePoint (CSP); CSB surveys programs not part of CSP
Unsheltered Homeless	Known Location (street areas and encampments)	Enumeration	Volunteers assigned to geographic locations to count unsheltered homeless persons
Unsheltered Homeless	Soup Kitchens	Enumeration	Volunteers assigned to locations and given screening tool to count only unsheltered homeless persons
Unsheltered Homeless	24/7 Locations	Enumeration	Volunteers assigned to locations and given screening tool to count only unsheltered homeless persons
Unsheltered Youth	Youth	Administrative Records and Enumeration	CSP; CSB surveys Huckleberry House; Volunteers count unsheltered youth during homeless count and follow-up with police and children services as needed

PARTNER PROFILE

Columbus AIDS Task Force (CATF)

CATF serves central Ohio with short and long term housing options for low income individuals living with HIV. CATF offers medical case management and access to HIV care and medications; mental health treatment & support groups; HIV anonymous and confidential testing; education interventions, and the Ohio AIDS/HIV/STD Hotline.

2010 POINT-IN-TIME COUNT OF HOMELESS PERSONS PLANNING PROCESS & METHODOLOGY

2010 Point-in-Time Count of Homeless Persons – Results:

In February 2010, the homeless count workgroup reviewed preliminary findings and discussed the strengths and weaknesses of the count process. Team leaders from the count resolved discrepancies in the count and determined whether persons counted were actually homeless. The workgroup discussed their experiences in the field, sites and routes, the length of time needed to cover each site, and the difficulty of terrain and other obstacles. The following chart includes the results from the 2010 point-in-time count of homeless persons.

2010 Point-in-Time Count of Homeless Persons – Results:

	SHELTERED			UNSHELTERED	TOTAL
	Emergency	Transitional	Total Sheltered	Total Unsheltered	
1. Number of Households with Dependent Children	114	15	129	3	132
1a. Total Number of Persons in these Households	391	33	424	9	433
2. Number of Households without Dependent Children	707	110	817	125	942
3. Number of Youth	6	6	12	0	12
TOTAL PERSONS (1a + 2 + 3)	1,104	149	1,253	134	1,387

PARTNER PROFILE

Catholic Social Services

Catholic Social Services is a faith-based social service agency focused on improving the quality of life for people of all faiths and backgrounds in need throughout Central and Southern Ohio. Helping vulnerable people at their most vulnerable times through a variety of programs, Catholic Social Services strengthens families, guides individuals toward economic stability and serves as the extended family for seniors. CSS works to stabilize survivors of domestic violence into safe, stable, permanent housing to help build an independent, healthy life.