

The Provider Resource Directory

Homeless-Specific Service Programs

COMMUNITY SHELTER BOARD

September 17, 2015
Authored by: Provider Agencies

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The Navigator Program

Agency: ACCESS Ohio

Contact Name: Cantrell Butler -Director

E-Mail: Cantrell.butler@accessoh.net

Phone: 614-623-2829

Administrative On-Call Number: 614-623-1664 (for clients and professionals)

Agency Website: accessoh.com
Last Update by Program: 08/18/2015

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Gender-specific (female)
- Gender-specific (male)
- GLBO
- TAY (18 – 24 years old)
- Chronically Homeless
- VA-eligible
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness:

- Coordinated Point of Access for Shelter
- Emergency Shelter (men)
- Emergency Shelter (women)
- Shelter Navigator Services (single adult only)
- Transitional Housing
- General Housing through private landlords
- Housing with Supportive Service

- through private landlords
- Permanent Supportive Housing
- Medicaid and Other Insurance Enrollment
- Benefit Bank
- Mediation Services
- DCA funds, USHS application
- JOIN, Furniture Bank, Mid-Ohio Food Bank

The Navigator program is operated by Access Ohio in collaboration with Columbus Area Integrated Health Services (CAIHS) and Goodwill Columbus. The program employs case managers called Navigators. The Navigator’s role is to supply individuals with the permanent housing, necessary tools, and support network to allow success.

Eligibility:

Individuals residing in tier 2 shelters are eligible for Navigator services.

Appointment Type:

- Walk-Ins Accepted
- The Navigator Program schedules appointments with clients by sending a bed letter

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
9a-7p	9a-7p	9a-7p	9a-7p	9a-7p

Other appointments scheduled based upon client request/work schedules



Shelter Plus Care

Agency: AIDS Resource Center, OHIO

Contact Name: Andrea Ropp

E-Mail: andrearopp@arcoho.org

Phone: 614-340-6710

Agency Website: <http://arcoho.org/>

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- HIV/AIDS

Primary Services Offered to People Experiencing Homelessness

- General Housing through private landlords
- Housing with Supportive Service through private landlords
- Permanent Supportive Housing
- Physical Healthcare
- Behavioral Healthcare
- Dental Care
- Vision Care
- Medicaid and Other Insurance Enrollment
- Financial Assistance

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
9A-5P	9A-5P	9A-5P	9A-5P	9A-5P



CHAT House

Agency: Amethyst, Inc.

Contact Name: Brigitte Lisath

E-Mail: blisath@amethyst-inc.org

Phone: (614) 221-7175

Agency Website: www.amethyst-inc.org

Last Update by Program: 11/26/2014

Target Population Demographics:

Women

Other Program Specific Demographics:

- Gender-specific (female)
- GLBQ
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness:

- Prevention Services (families only)
- Permanent Supportive Housing
- Benefit Bank

Changing Habits, Attitudes and Thoughts (CHAT) was developed in partnership with Alvis House and South East Mental Health to address the needs of women who are victims of human trafficking and have drug and/or alcohol addiction.

The program has three major areas of focus: safe housing, clinical treatment for substance abuse and mental health issues, and comprehensive support services (including case management, physical health and vocational).

Alvis House provides safe housing, peer mentors, case management services and vocational services. Amethyst, Inc. provides clinical services. Southeast, Inc. provides physical and mental health services.

Eligibility: Program participants are exclusively referred by the CATCH Court specialty docket of the Franklin County Municipal Court

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- Accept Appointments

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P

Resident Managers and on-call staff provide additional support and services 24/7



Long-Term Treatment Program with PSH

Agency: Amethyst, Inc.

Contact Name: Brigitte Lisath

E-Mail: blisath@amethyst-inc.org

Agency Website: www.amethyst-inc.org

Last Update by Program: 11/26/2014

Target Population Demographics:

- Women

Other Program Specific Demographics:

- Gender-specific (female)
- GLBQ
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness:

- Prevention Services (families only)
- Permanent Supportive Housing
- Benefit Bank

Amethyst provides gender-competent treatment and operates from a relational-cultural model that recognizes that change occurs within a healing environment. Each woman receives an initial assessment using the Addiction Severity Index (ASI) and a childhood trauma history assessment.

While she waits to be assigned to supportive housing, she attends intensive outpatient group sessions three (3) times per week for three (3) hours each day. Upon move in, each woman receives a subsidized housing unit, and is assigned a primary counselor and case manager who work in tandem to develop a treatment plan.

She is also seen by specialists during her stay (specialist teams include medical services, family services, housing, trauma and employment) as appropriate.

Eligibility: Participants must be homeless for at least 7 days immediately prior to entry into our program and diagnosed with a substance abuse disorder.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- Appointments Accepted

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P

Resident Managers and on-call staff provide additional support and services 24/7

Program Fees: Participants in our Long-Term Treatment Program with PSH will contribute 30% of their income towards their rent (if they have an income)



STAR Outpatient Treatment

Agency: Amethyst, Inc.

Contact Name: Brigitte Lisath

E-Mail: blisath@amethyst-inc.org

Phone: (614) 221-7175

Agency Website: www.amethyst-inc.org

Last Update by Program: 11/26/2014

Target Population Demographics:

Women

Other Program Specific Demographics:

- Gender-specific (female)
- GLBQ
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness:

- Prevention Services (families only)
- Permanent Supportive Housing
- Benefit Bank

As with Amethyst’s long-term treatment program, women entering the STAR Program receive an initial assessment. Once the assessment is complete, clients attend two 1.5 hour group sessions per week for six months.

One group emphasizes trauma and the other emphasizes AOD and mental health issues. Amethyst staff can also provide individual mental health, AOD, and/or trauma counseling to women as needed during this time.

After the initial six-month treatment phase, STAR clients move to an aftercare plan for an additional six months. During this time, they still attend group programming, but on a less

frequent basis (1-2 times per month) and they still have access to individual counseling if needed.

Eligibility: Participants must attend group and several 12-step meetings weekly.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- Accept Appointments

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P

Resident Managers and on-call staff provide additional support and services 24/7



SummerQuest

Agency: Amethyst, Inc.

Contact Name: Brigitte Lisath

E-Mail: blisath@amethyst-inc.org

Phone: (614) 221-7175

Agency Website: www.amethyst-inc.org

Last Update by Program: 11/26/2014

Target Population Demographics:

- Women

Other Program Specific Demographics:

- Gender-specific (female)
- GLBQ
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness:

- Prevention Services (families only)
- Permanent Supportive Housing
- Benefit Bank

SummerQuest is an annual 12-week program for children whose mothers participate in Amethyst’s long-term addiction treatment program. The community based summer day camp will be held at COSI.

SummerQuest breaks the cycle of addiction by increasing social competencies, life skills and protective factors, while decreasing risk factors through a combination of interventions.

Activities include substance abuse prevention, educational groups, a talent show, creative arts and structured play, swimming and other “camp” activities, field trips, and cultural activities. These activities provide positive,

ATOD (alcohol, tobacco, other drugs) free activities to keep children engaged during the summer months.

Eligibility: Parent must be a current participant in Amethyst’s Long-Term Treatment Program with PSH. Children must be under 18 years of age.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- Accept Appointments

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P	8:30A-4:30P

Resident Managers and on-call staff provide additional support and services 24/7



Briggsdale Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: <http://www.chninc.org/>

Last Update by Program: 05/01/2015

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

Briggsdale Apartments offers 35 efficiency units of permanent supportive housing. Of those 35 units, 25 studio apartments will be designated for Rebuilding Lives (RL) chronically homeless individuals disabled by mental illness and/or substance addiction. Ten units will be used for individuals disabled by mental illness.

CHN collaborated with Concord Counseling Services to foster a supportive environment in which tenants' can make positive changes at their own pace. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: All participants are unaccompanied individuals disabled by mental illness, substance addiction or both. Twenty-five Rebuilding Lives units will be reserved for

chronically homeless individuals, who are often survivors of physical, emotional and sexual abuse and often have personal and generational histories that include poverty, drugs, abuse, homelessness, incarceration, institutionalization and long-term unemployment.

Many of these individuals will also have significant physical health problems. Participants in the 10 non-Rebuilding Lives units will have long-term severe mental illness and will come from ADAMH-contracted provider residential programs or TVBH hospital. These residents may also have other disabilities, such as substance addiction and physical health problems.

Referral Type:

- Unified Supportive Housing System (USHS)

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Cassady Avenue Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: <http://www.chninc.org/>

Last Update by Program: 05/01/2015

Target Population Demographics

Men

Other Program Specific Demographics

- Gender-specific (male)
- Chronically Homeless
- Early stages of recovery from drug or alcohol addiction

Primary Services Offered to People Experiencing Homelessness

Permanent Supportive Housing

540 North Cassady Avenue Recovery Enrichment program will provide eleven units (efficiency apartments) of quality affordable permanent housing for formerly chronically homeless men in early recovery from drug or alcohol addiction. Residents may be disabled by HIV/AIDS, long-term unemployment, physical disabilities and medical conditions and may have prior police records.

Tenants will have access to services offered by Columbus Neighborhood Health Center, Concord Counseling Services, Center of Vocational Alternatives (COVA) and other service providers. This assistance will include referrals to healthcare providers, ongoing assessments, case management, psychiatric services, medication monitoring, individual counseling and substance abuse treatment.

CHN Employment Services will provide tenants with linkages to work opportunities.

Eligibility: The residents of 540 North Cassady will include eleven chronically homeless men disabled by alcohol or other substance abuse and in recovery.

Referral Type:

Service Provider Referrals Accepted

Appointment Type:

Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees: Tenant rent is based on income.

Special Notes: Designed for those in recovery, Cassady will combine a supportive environment with responsibility. To live in an apartment, residents must engage in outpatient drug and alcohol abuse treatment, or have an established recovery program, and pay rent.

A trained Resident Manager lives on site and provides supervision of the housing, coordinates building management, engages and assists tenants in life skills activities, and facilitates house meetings.



CHN Leased Supportive Housing (CHN Leasing)

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: <http://www.chninc.org/>

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

In partnership with various community agencies serving persons with addictions and/or mental illness, CHN Leased Supportive Housing Program (CHN Leasing), will provide 25 units of permanent supportive housing to serve Rebuilding Lives eligible individuals in clustered apartments.

Eighteen units (72%) are for (HUD) chronically homeless persons. All units are for persons who are disabled by serious mental illness, many of whom have co-occurring chemical dependency. A comprehensive array of supportive services is provided through a network of community providers. Units will be co-located with other clusters of CHN master leased units (RLPTI and Community ACT).

Resident Managers serving existing clusters will coordinate housing related needs for tenants of

this program as well. The units will be operated with HUD SHP Leasing funds. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: CHN Leased Supportive Housing Program (CHN Leasing) will target 25 housing units for persons who meet Rebuilding Lives criteria. Each tenant will be homeless at the time of admission; will have experienced long-term homelessness; and will be disabled by mental illness and very low income. Many will also have substance addiction and/or physical disabilities.

Eighteen of 25 CHN Leasing units will be reserved for tenants meeting HUD chronic homeless criteria. All 25 units will be occupied by disabled persons, including those with significant physical, mental health, addiction or other disabilities. Tenants will include persons who may be ineligible for programs using Section 8 subsidies, especially those with criminal histories. Sex offenders would be screened on a case-by-case basis depending on the site location and proximity to schools and childcare facilities.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Community ACT

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing homelessness

- Permanent Supportive Housing

Community ACT will lease up to 42 Rebuilding Lives units, in one- or two-bedroom apartments in three clusters that will also include communal living and service space. CHN partners with Southeast Inc.'s ACT team to provide a strong service program for residents. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: Forty-two (42) units will be designated for persons who meet the Rebuilding Lives definition of Chronic Homelessness. The target group will be for individuals who are homeless, have severe mental illness and involvement in the criminal justice system.

The majority will have co-occurring substance abuse issues. The project will address persons who have committed misdemeanors, have had

several arrests and jail time, and are less likely to have committed serious violent offenses or have extensive prison time.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



East Fifth Avenue Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.com

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

East Fifth Avenue Apartments will offer safe, permanent, supportive housing to women who meet the Rebuilding Lives definition of homeless. The program will offer 38 efficiency apartments in a building that also includes communal living and service space.

Individual apartments will provide tenants' with independence, 24-hour staffing and on-site supportive services (including linkages to case management and counseling) as well as individual and group activities are all designed to address individual needs and to strengthen tenant community.

The goal will be to offer women the opportunity to develop and maintain stability within the framework of a supportive community. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: The population served will be unaccompanied women who will be chronically

homeless with multiple and varied needs, including chemical dependency and/or mental illness, dual diagnosis, physical challenges, and long-term unemployment. Tenants will come from emergency shelters or living on the land.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Family Homes

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men
- Families with children

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

CHN Family Homes provides 15 permanent supportive housing units located in community settings for homeless families in which at least one adult is disabled by mental illness, substance abuse or both conditions.

Community Housing Network (CHN) provides housing and housing-related services including leasing and housing retention. Participants receive supportive services through collaborative partnerships with local community-based service providers.

Eligibility: Homeless families moving into the program have been living in shelters or on the land and struggling with a number of problems including evictions, substance abuse concerns, domestic violence, losses of employment and/or income, children with behavioral problems, caregivers struggling with appropriate parenting, and lack of literacy and social skills.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees: Tenant rent is based on income.



Hotel St. Clair Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Chronically Homeless
- 55 years of age or older

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

Hotel St. Clair will include 31 units of supportive housing for homeless individuals who are 55 or older. Priority will be given to those persons who are disabled by substance addiction and in early recovery. However, tenants may also be disabled by mental illness, HIV/AIDS or physical disabilities, or some combination of these disabilities.

Of the 31 units in the building, 30 apartments are for persons meeting Rebuilding Lives criteria for homelessness and 22 of these units are for persons who also meet HUD's definition for chronic homelessness. The complex will offer community living and service space, and individual apartments provide tenants with independence.

CHN will connect tenants to supportive services such as case management and

alcohol and other drugs (AOD) counseling, each designed to address individual needs. Group activities will also be planned to strengthen the tenant community. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: St. Clair's target population will include persons aged 55 or older who are homeless, and have been living on the land or in emergency shelters. Some tenants will also meet HUD's definition for chronic homelessness.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Inglewood Court

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

Women

Men

Other Program Specific Demographics

Chronically Homeless

Primary Services offered to People Experiencing Homelessness

Permanent Supportive Housing

Inglewood will house 60 persons suffering from severe and persistent mental illness (SPMI); 45 of these individuals will also be homeless. The complex will offer community living and service space, and individual apartments provide tenants with independence. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: Inglewood Court will permanently house 60 disabled men and women with special needs. These individuals will be diagnosed with severe and persistent mental illness (SPMI) and have very low incomes. Many of these men and women will also have a co-occurring alcohol and other drug (AOD) disorders.

CHN has committed to 45 Rebuilding Lives tenants, which means these individuals will be

homeless and have a disability on admission. They will have experienced long-periods of homelessness. CHN will reserve 9 of these units for chronically homeless individuals, meaning they have experienced more than 1 year of homelessness or had 4 episodes of homelessness within the last 3 years.

CHN has committed the remaining 15 units for high priority individuals referred from the Alcohol, Drug Abuse, and Mental Health Board of Franklin County (ADAMH). These ADAMH consumers will often enter housing after exiting Twin Valley Behavioral Hospital (TVBH) or another ADAMH-funded group home or step-down facility.

Referral Type:

Unified Supportive Housing System (USHS)

Appointment Type:

Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



North High Street Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

North High Street Apartments will offer safe, permanent, supportive housing to individuals who struggle with homelessness, mental illness and/or addiction. The program will offer 33 apartments in a building that also includes communal living and service space. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: The residents of North High Street Apartments will be chronically homeless men and women who are disabled by mental illness, substance addiction, dual diagnosis, physical disability or long-term unemployment. These individuals have been unable to maintain permanent housing, primarily due to significant addiction issues, which may be complicated by mental illness.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



North 22nd Street

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: December 5, 2014

Target Population Demographics

- Women
- Men

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

North 22nd will offer permanent, supportive housing to individuals who meet the Rebuilding Lives definition of homeless, including persons with addiction and mental health needs. The program offers 30 one-bedroom apartments in a building that also includes communal living and service space. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: The population to be served by North 22nd will be unaccompanied individuals who meet the Rebuilding Lives definition of homeless. Residents of the program will have multiple and varied needs, including chemical dependency and/or mental illness, dual diagnosis, physical challenges, and long-term unemployment. Those persons with addiction disabilities CHN admits to the program will be in the early stages of their recoveries. Thirty persons, many of whom will be veterans, are served at any point in time.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Parsons Avenue Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: December 5, 2014

Target Population Demographics

Men

Other Program Specific Demographics

Gender-specific (male)

Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

Permanent Supportive Housing

Parsons Avenue Apartments will offer permanent, supportive housing to men who meet the Rebuilding Lives definition of homeless. The program will offer 25 individual apartments that provide tenants with independence, 24-hour staffing and on-site supportive services (including linkages to case management and counseling) as well as individual and group activities will be designed to address individual needs and to strengthen tenant community.

CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: Those served will include men who are chronically homeless and actively using alcohol as well as other drugs. Due to the effects of addiction, tenants have been unable to get and keep permanent, independent

housing, and typically have physical health issues.

Referral Type:

Unified Supportive Housing System (USHS)

Appointment Type:

Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Rental Assistance
(Shelter Plus Care) SRA

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

Rental Assistance SRA includes 172 units of Sponsor-Based Rental Assistance, which provides permanent housing to very low-income persons. Housing is provided to persons who are homeless and disabled by severe mental illness and/or chemical dependency.

Housing is also provided to the family members of these individuals. Tenants also have past histories of poverty, under and unemployment, single parenthood and other situations that become barriers to maintaining housing. Tenants are encouraged to obtain and maintain linkages for needed case management and supportive services.

Eligibility: Housing is provided to persons who are homeless and disabled by severe mental illness and/or chemical dependency.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees: Tenant rent is based on income.



Rental Assistance
(Shelter Plus Care) TRA

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Primary Services Offered to People
Experiencing Homelessness

- Permanent Supportive Housing

Rental Assistance TRA includes 149 scattered-site units of Tenant-Based Rental Assistance, which provides permanent housing to very low-income persons. Housing is provided to persons who are homeless and disabled by severe mental illness and/or chemical dependency.

Housing is also provided to the family members of these individuals. Tenants also have past histories of poverty, under and unemployment, single parenthood and other situations that become barriers to maintaining housing. Tenants are encouraged to obtain and maintain linkages for needed case management and supportive services.

Eligibility: Housing is provided to persons who are homeless and disabled by severe mental illness and/or chemical dependency.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees: Tenant rent is based on income.



Rebuilding Lives PACT Team Initiative
(RLPTI)

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org
Last Update by Program: December 5, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People
Experiencing Homelessness

- Permanent Supportive Housing

The Rebuilding Lives PACT Team Initiative (RLPTI) will provide up to 108 units of housing to homeless, disabled individuals. Community Housing Network will manage and operate the housing component, which consists of 80 units in five clusters of 16 units each. Through a cooperative effort with the Columbus Metropolitan Housing Authority and private landlords, CHN will offer an additional 28 units that will be located at various scattered sites.

CHN collaborates with Southeast, Inc. who will maintain responsibility for providing supportive services such as mental health services, case management, referrals for benefits, health care and other needs. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: RLPTI will provide permanent supportive housing to chronically homeless men and women with serious mental illness, who may also have co-occurring substance abuse problems and/or physical illnesses or disabilities. In addition to substantial mental health, addiction and physical health issues, tenants will have multiple barriers to housing, including unfavorable credit and legal histories.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Safe Haven

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: December 5, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

CHN's Safe Haven program at 749 E. Broad Street will serve dual diagnosed chronically homeless persons who have active addictions as well as a mental health disability. Up to 16 persons can be housed in 13 units. CHN will place couples in up to three of the larger units to accommodate a building total of 16 persons.

All participants will meet Rebuilding Lives criteria. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: Safe Haven is supportive housing that will serve as a refuge for hard-to-reach homeless persons with severe mental illness have been "living on the land". Residents will have shown past reluctance to participate in housing or supportive services.

This program will serve some of the most difficult-to-house chronically homeless persons with active addictions and a severe mental illness; all tenants will meet Rebuilding Lives criteria. Residents will have survived physical, emotional and sexual abuse and often will have personal and intergenerational histories that include poverty, drugs, abuse, homelessness, incarceration, institutionalization and long-term unemployment.

In addition, they typically will face other challenges, such as physical disabilities or health problems, inadequate basic life skills, limited education and training, and unfavorable credit and legal histories.

Referral Type:

- Unified Supportive Housing System (USHS)

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Southpoint Place

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless
- Families with children

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

Southpoint Place offers safe, permanent supportive housing to 80 households, including 46 Rebuilding Lives households (housed in 25 of 40 studio apartments and 21 of 40 family townhouses). The complex will also offer community living and service space. Individual apartments will provide tenants with independence.

24-hour staffing and on-site supportive services (including linkages to case management and counseling) as well as individual and group activities will be designed to address individual needs and to strengthen the tenant community. CHN's Employment Services will offer tenants' job readiness skills, vocational training and linkages to employment opportunities.

Eligibility: For the twenty-five (25) Studio Apartments, the target population will be

Rebuilding Lives eligible homeless persons who are disabled by mental illness, substance addiction or both. At least 16 of these will meet HUD's chronically homeless definition. Up to 4 units may serve Rebuilding Lives eligible couples. Twenty-one (21) Townhouse Units will provide permanent supportive housing for Rebuilding Lives eligible families.

Each household will include one disabled person; disabilities may include significant physical, mental health, addiction or other disabilities. A majority of the families served will be headed by single mothers. Both the adults and the children in these families are expected to also have significant service needs.

Referral Type:

- Unified Supportive Housing System (USHS)

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Wilson Avenue Apartments

Agency: Community Housing Network

Contact Name: Stephanie Chastain

E-Mail: schastain@chninc.org

Phone: 614-487-6789

Agency Website: www.chninc.org

Last Update by Program: 05/01/15

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing

Wilson Apartments provides 8 units of permanent supportive housing for individuals who are homeless and disabled. Tenants are disabled by mental illness, addiction, or both and are offered housing with support through a collaborative service partner.

Community Housing Network (CHN) manages housing and housing related services including leasing and housing retention. CHN's service partner offers case management and other supportive services that are tailored for the needs of tenants at Wilson Apartments.

Eligibility: Many of the tenants have prior issues of eviction, housing instability, domestic violence, poor credit histories, chemical dependency, and loss of employment and income. They need basic living skills and supportive services to better manage and live stable, independent lives with housing stability.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours

Program Fees: Tenant rent is based on income.



Van Buren Village Permanent Supportive Housing

Agency: Community Properties of Ohio Management Services

Contact Name: Chad Ketler

E-Mail: cketler@cpoms.org

Phone: (614) 253-0984

Agency Website: www.cpoms.org

Last Update by Program: 05/18/2015

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless
- Mental Illness, Mobility or Sensory Impairment

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing
- Behavioral Healthcare

Van Buren Village provides on-site case management, mental health, and wellness services.

Partially furnished units with utilities included; property amenities include a community room, a computer room, bicycle racks, and location is near bus routes and other essential services.

Eligibility: One bedroom apartments for adults aged 18+ who meet housing qualifications including credit & criminal criteria, income restrictions, approval for Section 8 with CMHA, chronic homelessness, mental illness, and/or mobility or sensory impairment.

Referral Type:

- Central Point of Access

Appointment Type:

- Central Point of Access

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees: Rent based on 30% of annual income (minimum \$50 rent per month) - must qualify for Section 8 with CMHA, Security Deposit required



Faith Mission
Community Kitchen

Agency: Faith Mission

Contact Name: Jerry Pierce

E-Mail: JPierce@lssco.org

Phone: (614) 299-2192

Agency Website: www.faithmissionofohio.org

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male)
- GLBO
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Youth (under 18 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice
- Meal service is open to everyone

Primary Services Offered to People Experiencing Homelessness

- Meal service, pantry, and clothing

Community Kitchen serves three meals each day, every day of the year.

Meal	Women/Families	Men	Men (Weekends)
Breakfast	7:30A -8:15A	6:30A-7:15A	8:30A-9:30A
Lunch	11:30A-12:15P	12:30P-1:30P	12:30P-1:30P
Diner	5:30P- 6:15P	6:45P-7:45	6:45P-7:45P

Eligibility: All welcome

Referral Type:

- No referral needed

Appointment Type:

- Walk-Ins Accepted
-



Emergency Shelter - Faith on 6th/ Faith on 8th /**Nancy's Place**

Agency: Faith Mission

Contact Name: Henry Bryant

E-Mail: HBryant@lssco.org

Phone: (614) 224-1429

Agency Website: www.faithmissionofohio.org

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness

- Emergency Shelter (men)
- Emergency Shelter (women)
- Shelter Navigator Services (single adult only)
- Physical Healthcare
- Dental Care
- Vision Care
- Medicaid and Other Insurance Enrollment
- Benefit Bank

- Legal Services
- Meals/clothing for residents

Emergency shelter for 205 men and 42 women. Includes 3 meals each day, on site Resource Centers and Free Clinic.

Eligibility: Homeless Individual: A person is considered to be an eligible homeless individual if he or she:

- Is 18 years of age or older,
- Is self-caring at the time of intake,
- Is not discharged from an inpatient behavioral health facility or extended care facility. If discharged from a hospital must be able to attend to their own medical and daily living needs independently,
- Has no minor children with them,
- Lacks a fixed, regular, adequate nighttime residence, including those staying in a public or private place not designated for, or ordinarily used as a regular sleeping accommodation for human beings,
- Is currently in Franklin County,
- Cannot be more appropriately served by another program or system of care (e.g. immigrant services, domestic violence services, etc.), and
- Has no other options or resources available for overnight shelter in this or another county,
- Is not currently under a service restriction.

Referral/Appointment Type:

- Homeless Hotline

Service Delivery Hours: 24 hours



Service Delivery Hours: Monday through Friday business hours for referral

Veteran's Services

Agency: Faith Mission

Contact Name: Vic Ward

E-Mail: VWard@lssco.org

Phone: (614) 224-6617 ext. 2123

Agency Website: www.faithmissionofohio.org

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- VA-eligible

Primary Services Offered to People Experiencing Homelessness

- Emergency Shelter (men)
- Emergency Shelter (women)
- Prevention services single adults and families

Faith Mission offers veteran specific emergency shelter for adult male and female Veterans. Through SSVF program provide rapid rehousing services to homeless Veteran and homeless prevention assistance to single adult and families.

Eligibility: VA eligible

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- Schedule Appointment Only



Information & Referral 211

Agency: HandsOn Central Ohio

Contact Name: Safira Robinson

E-Mail: srobinson@handsoncentralohio.org

Phone: (614) 221-6766 Ext.150

Agency Website: www.211centralohio.org

Full database is accessible at this site.

Last Update by Program: 12/3/2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Youth (under 18 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice

A comprehensive information and referral line provides information on thousands of social service, government and community resources to help find a solution to any need. Free and confidential, 2-1-1 is available throughout Franklin County 24 hours a day, seven days a week.

Franklin County residents can use this service to find information on how to access a variety of programs and services, including rental and utility payment assistance, affordable housing, substance abuse counseling, health care, and job search assistance.

Callers are provided with a description of the service, contact information, eligibility requirements, required documents, fees, intake process, and any other pertinent information. This information can also be accessed on the Internet via our online database 2-1-1 Online.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Service Delivery Hours: 24/7/365



Homeless Hotline

Agency: HandsOn Central Ohio

Contact Name: Tammy Compton

E-Mail: tcompton@handsoncentralohio.org

Phone: 614-221-6766-x171

Agency Website:

<http://www.handsoncentralohio.org/>

Last Update by Program: 09/08/2015

Target Population Demographics:

- Women
- Men
- Families

Other Program Specific Demographics:

- Gender-specific (female)
- Gender-specific (male)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Youth (under 18 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness:

- Homeless Hotline for Shelter

The Homeless Hotline takes inbound calls and provides intake, diversion, placement and other

resources for single adults and families who are experiencing homelessness

Eligibility:

Single adults and families who are facing or are experiencing homeless

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

Phone calls only to the Homeless Hotline 888-474-3587

Service Delivery Hours: 24 hours 7 days a week



Direct Housing/Rapid Rehousing

Agency: The Homeless Families Foundation

Contact Name: Adrienne Corbett

E-Mail:
acorbett@homelessfamiliesfoundation.org

Phone: (614) 461-9247 Ext.111

Agency Website:
www.homelessfamiliesfoundation.com

Target Population Demographics

- Women w/children
- Men w/children
- Families

Primary Services Offered to People Experiencing Homelessness

- Prevention Services (families only) – to families who have been in the program at one time, aftercare services
- General Housing through private landlords – for clients enrolled in HFF program and staying at the YWCA Family Center (YWCA FC)
- Housing with Supportive Service through private landlords – not PSH, but provides subsidized rental assistance to families in their homes with case management for 90 days.
- Direct Housing (families only)
- Benefit Bank – when needed or upon request for clients enrolled in program
- Mediation Services – mediator on staff to be used for HFF only for client and landlord situations that may arise while in program or aftercare
- Financial Assistance –subsidized rental assistance for up to 90 days in housing, utilizing ESG funds. (HUD guidelines apply to determine eligibility)

- Food pantry, clothing, bus passes, thanksgiving and Christmas program for clients enrolled

Families are assigned a case manager to help assist with finding housing. Housing must pass inspection. Average length of stay of 100 days while agency is proving rental assistance based on AMI and current income.

Major goal is to assist family in maintaining the household in order to remain out of homelessness while helping to build self-sustainability and life skills.

Case managers assist families with a variety of services such as: linkage to mental health, food, dental, medical, vision, education, employment services. Food pantry services are available upon request. Move-in kit of needed household items provided throughout program. Holiday and back to school programs.

Eligibility: Any 18 year old individual with a minor child in their custody, who is currently residing at the YWCA FC. Individual must obtain documents such as Birth Certificate, ID, and Social Security Cards for all members of the family.

Referral Type:

- Service provider referrals accepted – YWCA FC only special request by Community Shelter Board

Appointment Type:

- Walk-Ins Accepted
- Schedule Appointment Only - Preferred

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8:30A-5P	8:30A-5P	8:30A-5P	8:30A-5P	8:30A-3P

Closed Holidays



Commons at Chantry

Agency: Maryhaven

Contact Name: James Alexander

E-Mail: jalexander@maryhaven.com

Phone: (614) 449-1530

Agency Website: www.maryhaven.com

Last Update by Program: December 8, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- GLBO
- TAY (18 – 24 years old)
- Youth (under 18 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice
- Families

Primary Services Offered to People Experiencing Homelessness

- Permanent Supportive Housing
- Medicaid and Other Insurance Enrollment
- Benefit Bank
- Financial Assistance – please specify:
Community Assistance Programs

The Commons at Chantry opened in August 2006 and is operated through a partnership between Maryhaven (supportive services) and National Church Residences (developer and property manager).

The project has a total of 100 apartment units, with 60 units in multiple buildings for low income families and 40 units in a single building for chronic homeless men and women. Fifty

(50) units are for individuals and families who meet Rebuilding Lives eligibility criteria (40 single adults' and 10 families).

Family units include a mix of 2- and 3-bedroom townhouses. The building for single men and women is a four-story, 40-unit structure with small efficiency-style apartments, common space, office space and storage.

Onsite staff members provide case management, recovery support and linkage to community services and resources. Other services include independent living and training and education, employment support, resident community development and recreational activities.

Eligibility: Applicant must be referred through the Unified Supportive Housing System.

Referral Type:

- Referrals accepted by USHS only.

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: The Commons at Chantry has 24 hours 7 days per week front desk staff. Supportive services are available Monday – Friday 7am-7pm with 24 hour on call availability.



The Engagement Center (EC)
at Maryhaven,
Safety Program and Shelter2Housing

Agency: Maryhaven

Contact Name: James Alexander

E-Mail: jalexander@maryhaven.com

Phone: (614) 449-1530

Agency Website: www.maryhaven.com

Last Update by Program: December 8, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- GLBQ
- Transgender individuals served based upon the gender they identify
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice

Primary Services Offered to People Experiencing Homelessness

- Emergency Shelter (men)
- Emergency Shelter (women)
- Benefit Bank
- Meals, clothing and referral to specific community service providers.

The Engagement Center (EC) at Maryhaven provides services to meet the basic needs of homeless men and women who are inebriated and unable to self-care or otherwise are in need of more intensive service supports.

Eligibility: A person needing EC services must meet the following criteria: single adult who is homeless, inebriated and unable to self-care.

Referral Type:

- Outreach provider and safety officers

Appointment Type:

- No walks-ins

Service Delivery Hours: The EC is operated 24 hours 7 days per week.

Special Notes: EC operates two programs Safety for public inebriates and Shelter2Housing safety consumers requesting assistance with housing and other supportive services.



Maryhaven Collaborative Outreach (MCOT)
and CCSIDS

Agency: Maryhaven

Contact Name: James Alexander

E-Mail: jalexander@maryhaven.com

Phone: (614) 449-1530

Agency Website: www.maryhaven.com

Last Update by Program: December 8, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice
- Families

Primary Services Offered to People Experiencing Homelessness

- Street and Camp Outreach
- Benefit Bank
- Direct Client Assistance (DCA)

MCOT is designed to engage homeless persons living out doors and assist them in moving into appropriate housing as quickly as possible. Services include assertive outreach at sites where homeless persons congregate, proactive engagement, referral to needed community services, linkage to shelter and housing, obtaining birth certificates and other personal identification, access to benefits, coordination of services with shelters and housing providers and participation in

community planning for shelter and housing access.

Eligibility: A person must be homeless 18 years of age or older living on the street or other places not meant for human habitation. Families being served will need to have one adult and custody of a minor child.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted
- City of Columbus and Franklin County

Service Delivery Hours: MCOT providers 24 hours 7 days a week on call service.

Special Notes: In 2014 Maryhaven in Collaboration with Capital Crossroads Special Improvement District entered into an agreement to provide street outreach services to homeless persons downtown.



Maryhaven Women's Program

Contact Name: James Alexander

E-Mail: jalexander@maryhaven.com

Phone: (614) 449-1530

Agency Website: www.maryhaven.com

Last Update by Program: December 8, 2014

Target Population Demographics

Women

Other Program Specific Demographics

- Gender-specific (female)
- GLBO
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Criminal Justice
- Families

Primary Services Offered to People Experiencing Homelessness

- Transitional Housing
- Medicaid and Other Insurance Enrollment
- Benefit Bank
- Direct Client Assistance (DCA)

The Women's Center is a long-term, 6 month residential treatment program. The program offers therapeutic and education groups, individual sessions, and other activities are scheduled throughout each day; study groups, 12-step and support groups are held in the evening.

The goals of the program are to 1) assist residents in obtaining control of their substance abuse through abstinence; 2) manage mental health symptoms through talk therapy and psychopharmacology; and to 3) promote a healthy lifestyle by emphasizing skill-building as it relates to anger, emotions, parenting, self-

esteem, honesty, codependence, and assertive communication.

Eligibility: A referral to the women program must be an adult female with or without children whose life has been affected by addiction, homelessness and/or mental illness. Priority is given to pregnant women and women with children.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: Maryhaven Women's Program is staff 24 hours 7 days per week.



Commons at Buckingham

Agency: National Church Residences

Contact Name: Robyn Haycook

E-Mail:
Rhaycook@nationalchurchresidences.org

Phone: 614-224-2988

Agency Website:
www.nationalchurchresidence.org

Last Update by Program: June 3, 2015

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness:

- Permanent Supportive Housing

The Commons at Buckingham is a 100 unit supportive housing facility located near Columbus State Community College in downtown Columbus for previously homeless individuals with a disabling condition who benefit from Supportive Services to remain stably housed. Case managers are co-located in the building, providing on-site access to supportive services. All supportive services are voluntary.

The primary goal of Supportive Services is to provide access to services that will help residents maintain their housing. Case Managers link residents to services and resources to achieve objectives as identified in their individual plans, assisting them with setting and making appointments,

transportation, and follow up as necessary. Residents receive assistance stabilizing and maintaining primary life domains like housing, health, income from benefits, employment, education and skills, social and recreational activities, and spiritual needs

Eligibility:

Units are available to disabled individuals with annual earnings at less than 30% of the area median income. A minimum of 75 units meet the Local Rebuilding Lives Homeless definition. Of those, 16 meet the HUD Chronic Homeless definition.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees: Tenant rent is based on income. Supportive Services are provided regardless of ability to pay.



Commons at Grant

Agency: National Church Residences

Contact Name: Robyn Haycook

E-Mail:
Rhaycook@nationalchurchresidences.org

Phone: 614-224-2988

Agency Website:
www.nationalchurchresidence.org
 Last Update by Program: June 3, 2015

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness:

- Permanent Supportive Housing

The Commons at Grant is a 100 unit supportive housing facility located in downtown Columbus for individuals with disabling conditions who benefit from Supportive Services to remain stably housed. Case managers are co-located in the building, providing on-site access to supportive services. All supportive services are voluntary.

The primary goal of Supportive Services is to provide access to services that will help residents maintain their housing. Case Managers link residents to services and resources to achieve objectives as identified in their individual plans, assisting them with setting and making appointments, transportation, and follow up as necessary. Residents receive assistance stabilizing and maintaining primary life domains like housing, health, income from benefits, employment,

education and skills, social and recreational activities, and spiritual needs

Eligibility:

Units are available to disabled individuals with annual earnings at less than 30% of the area median income. A minimum of 50 units meet the HUD chronically homeless definition.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees:

Tenant rent is based on income. Supportive Services are provided regardless of ability to pay.



Commons at Livingston I&II

Agency: National Church Residences

Contact Name: Robyn Haycook

E-Mail:
Rhaycook@nationalchurchresidences.org

Phone: 614-224-2988

Agency Website:
www.nationalchurchresidence.org
 Last Update by Program: June 3, 2015

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Chronically Homeless
- VA-eligible

Primary Services Offered to People Experiencing Homelessness:

- Permanent Supportive Housing

The Commons at Livingston is a 100 unit supportive housing facility located on the east side of Columbus for disabled homeless Veterans. Onsite services are provided through the Chalmers P. Wylie VA Ambulatory Care Center Staff. Residents receive assistance stabilizing and maintaining primary life domains like housing, health, income from benefits, employment, education and skills, social and recreational activities, and spiritual needs

Eligibility:

Units are available to disabled veterans with annual earnings at less than 30% of the area median income. A minimum of 55 units meet the Local Rebuilding Lives Homeless Definition. Of those, 17 meet the HUD Chronic Homeless definition.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees:

Tenant rent is based on income.



Commons at Third

Agency: National Church Residences

Primary Program Contact Name: Robyn Haycook

E-Mail: Rhaycook@nationalchurchresidences.org

Phone: 614-224-2988

Agency Website: www.nationalchurchresidence.org

Last Update by Program: June 3, 2015

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness:

- Permanent Supportive Housing

The Commons at Third is a 100 unit supportive housing facility located in Grandview for previously homeless individuals with a disabling condition who benefit from Supportive Services to remain stably housed. Case managers are co-located in the building, providing on-site access to supportive services. All supportive services are voluntary.

The primary goal of Supportive Services is to provide access to services that will help residents maintain their housing. Case Managers link residents to services and resources to achieve objectives as identified in their individual plans, assisting them with setting and making appointments, transportation, and follow up as necessary. Residents receive assistance stabilizing and maintaining primary life domains like housing, health, income from benefits, employment,

education and skills, social and recreational activities, and spiritual needs

Eligibility:

Units are available to disabled individuals with annual earnings at less than 30% of the area median income. A minimum of 60 meet the local Rebuilding Lives Homeless definition. Of those, 12 units meet the HUD chronically homeless definition.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Program Fees:

Tenant rent is based on income. Supportive Services are provided regardless of ability to pay.



Anti-Human Trafficking Program (AHT)

Agency: Salvation Army of Central Ohio

Contact Name: Kelli Cary, MSSA, LISW

E-Mail: Kelli.Cary@use.salvationarmy.org

Phone: (614) 358-2614

Agency Website:

www.centralohiorescueandrestore.org
<http://co.salvationarmy.org/CentralOhio/combating-human-trafficking>

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- Human Trafficking

Primary Services Offered to People Experiencing Homelessness

- Coordinated Point of Access for Shelter
- Emergency Shelter (men)
- Emergency Shelter (women)
- Emergency Shelter (family)
- Street and Camp Outreach
- General Housing through private landlords
- Benefit Bank
- Legal Services
- Financial Assistance – First month rent paid if eligible

- Linked with clothing vouchers, meals, food pantry, and other material assistance through emergency drop in center and case management services.

The Anti-Human Trafficking Program provides comprehensive services including emergency response, case management, counseling and group therapy. The program also operates a weekly drop-in center, 24/7 hotline, and trains the community and other service providers on Human Trafficking and identifying victims.

Eligibility: The AHT program serves both victims of sex and labor trafficking as well as individuals that have been sexually exploited.

“Sex Trafficking” is defined as any commercial sex act that is induced by force, fraud, or coercion, or in which the person is (was) under 18 years of age.

“Sexual Exploitation” is defined as any commercial sex act that was done as a result of having no other way to meet survival needs.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted
- Referrals from CORRC Anti-Human Trafficking Hotline

Appointment Type:

- Walk-Ins Accepted
- Schedule Appointment Only

Service Delivery Hours: 24/7 Emergency Response Services

Program Fees: There is no cost to participate in the Anti-Human Trafficking Program.



Cooperative Agreement to Benefit Homeless Individuals (CABHI)

Agency: Southeast Inc.

Contact Name: Emily Beavers

E-Mail: beaverse@southeastinc.com

Phone: (614) 989-7525

Agency Website: www.southeastinc.com

Last Update by Program: 05/11/2015

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- TAY (18 – 24 years old)
- Chronically Homeless
- VA-eligible
- SPMI, Substance Use Disorders, Non-VA eligible Vets

Primary Services Offered to People Experiencing Homelessness

- Street and Camp Outreach
- Behavioral Healthcare
- Housing Retention Services
- Critical Time Intervention

CABHI is a team consisting of one outreach worker and three Critical Time Intervention Specialists (CTI's) who have personal experience with substance use and/or mental illness. The outreach worker provides street, camp and shelter outreach to identify those in need of services.

Upon lease signing the CTI's provide assertive case management during the first 9 months of lease. Using their personal experience with substance use and/or mental illness CIT's build rapport with the client, assist them in building

relationships within the recovery community, in developing daily living skills, in learning coping skills and assisting them in obtaining access to appropriate community resources and other benefits.

Eligibility: Adult men and women who either have 1) a substance use disorder 2) a Severe and Persistent Mental Illness 3) or Co-occurring diagnoses and meets Rebuilding Lives or HUD Chronic homelessness. Veterans are exempt from meeting chronic homelessness, but must be literally homeless (living on the land or in a shelter)

Referral Type:

- Service Provider Referrals Accepted
- Health Care Providers, Housing Providers , and other Homelessness Advocates

Appointment Type:

- Schedule Appointment Only
- Outreach

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Hours flexible as needed.

Program Fees: Services are funded by SAMHSA and the Franklin County ADAMH Board, no service costs are incurred by the client.



EHITS

Agency: Southeast Inc.

Contact Name: Melissa Powers

E-Mail: Powersm@southeastinc.com

Phone: (614) 225-0985 Ext.1204

Agency Website: www.southeastinc.com

Last Update by Program: 12/3/14

Target Population Demographics

Women

Men

Other Program Specific Demographics

Chronically Homeless

Individuals not engaging well with Navigators

Primary Services Offered to People Experiencing Homelessness

Street and Camp Outreach

Medicaid and Other Insurance Enrollment

Benefit Bank

Meal service, pantry, clothing

EHITS is an ACT and Integrated Dual- Disorder Treatment (IDDT) Team that serves homeless adults identified by the Navigators as high utilizers of shelters, hospitals, treatment centers, mental health and substance abuse programs, jail, prison, and other community services.

The target population will generally fall within Quadrant 4 - with severe mental health and severe substance abuse needs - using the Four Quadrant Model from IDDT program research.

They cycle through repeated involvement with systems of care without significant change in behavior or improvement in functioning or

circumstances. They have difficulty engaging with service providers and adhering to treatment recommendations.

They have few daily living skills and require more intensive individual supports, ongoing treatment, and financial support to remain stable in the community.

Eligibility:

Age 18 or older;

Homeless at time of referral;

Diagnosis of major mental illness, serious substance abuse, or combination of both;

History of chronic homelessness;

History of multiple hospitalizations

Significant loss of functioning due to mental illness and / or substance abuse;

Significant barriers to housing, which may include

Lack of community living skills;

Severity of behavioral health conditions and/or inability to acknowledge

illness;

Lack of income, benefits, assets;

Poor rental history or credit history;

Criminal history;

Unwilling or unable to engage in services.

Referral Type:

Service Provider Referrals Accepted by Navigators only

Appointment Type:

Appointment will be set up between Team Leader of EHITS and the Navigator

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-6P	8A-6P	8A-6P	8A-6P	8A-6P

Flexible if needed

Program Fees: Services are funded through
ADAMH of Franklin Count



Friends of the Homeless:
Men's Emergency Shelter

Agency: Southeast, Inc.

Contact Name: Mathais Kendricks

E-Mail: kendricksm@southeastinc.com

Phone: (614) 360-0251

Agency Website: www.southeastinc.com
Last Update by Program: December 1, 2014

Target Population Demographics

Men

Other Program Specific Demographics

- Gender-specific (male)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Youth (under 18 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible

Primary Services Offered to People Experiencing Homelessness

- Coordinated Point of Access for Shelter
- Emergency Shelter (men)
- Shelter Navigator Services (single adult only)
- Medicaid and Other Insurance Enrollment
- Benefit Bank

Southeast's Friends of the Homeless Men's Shelter provides shelter to 130 men, 24-hours-a-day, 365 days a year. The Men's Emergency Shelter provides basic life-sustaining services while residents work to rebuild their lives.

Eligibility: Must be homeless and living in Franklin County.

Referral Type:
 Must contact the Centralized Point of Access to gain shelter.

Appointment Type:
 Scheduled Appointments through the Centralized Point of Access.

Service Delivery Hours: 24 hours a day, 365 days a year.



Friends of the Homeless: New Horizons
Transitional Housing

Agency: Southeast, Inc.

Contact Name: Leah Tuttamore

E-Mail: tuttamorel@southeastinc.com

Phone: (614) 360-0251

Agency Website: www.southeastinc.com
Last Update by Program: December 1, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male)
- GLBO
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible

Primary Services Offered to People Experiencing Homelessness

- Transitional Housing
- Medicaid and Other Insurance Enrollment
- Benefit Bank

Southeast’s Friends of the Homeless New Horizons Transitional Housing offers housing to chronically homeless and seriously mentally ill individuals who have moved beyond the need for immediate emergency shelter. This program also offers supportive case management and stability while residents learn basic living skills and secure a more permanent housing solution.

Eligibility: Must meet the HUD definition of chronically homeless and have a seriously mental illness.

Referral Type:

- Service Provider Referrals Accepted

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours: 24 hours a day, 365 days a year.

Staff office hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

On call after 5pm.

Program Fees: Sliding scale.



Friends of the Homeless:
Success in Housing

Agency: Southeast, Inc.

Contact Name: Kevin Willis

E-Mail: willisk@southeastinc.com

Phone: (614) 360-0251

Agency Website: www.southeastinc.com

Last Update by Program: December 1, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male)
- GLBO
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible

Primary Services Offered to People Experiencing Homelessness

- General Housing through private landlords
- Medicaid and Other Insurance Enrollment
- Benefit Bank
- Mediation Services
- Deposit, first month's rent, utility assistance and moving expenses.

Southeast's Friends of the Homeless Success in Housing program provides individuals with HIV/AIDS with intensive case management services to help people referred to the program maintain or move into housing quickly.

Eligibility: The Ryan White Supportive Housing Program will serve referred adults who:

- Have an HIV/AIDS diagnosis
- Live in the Columbus TGA (Delaware, Fairfield, Franklin, Licking, Madison, Morrow, Pickaway and Union Counties)
- Are uninsured or underinsured (<300% Federal Poverty Level)

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- Schedule Appointment Only
- Other – please specify:

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

On call after 5pm.



Homeless Outreach and Support Team (HOST)

Agency: Southeast Inc.

Contact Name: Melissa Powers

E-Mail: Powersm@southeastinc.com

Phone: 614-225-0985 Ext 1204

Agency Website: www.southeastinc.com

Last Update by Program: 12/3/14

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless
- Individuals not engaging well with Navigators

Primary Services Offered to People Experiencing Homelessness:

- Street and Camp Outreach
- Medicaid and Other Insurance Enrollment
- Benefit Bank
- Meal service, pantry, clothing

Homeless Outreach and Support Team (HOST) addresses the special needs of individuals who need more intensive outreach, engagement, and linkage to services and supports to obtain housing and stability in the community. These individuals may not be interested in traditional treatment services and may not engage without intensive outreach services.

Eligibility:

- Age 18 or older;
- Homeless at time of referral;
- Diagnosis of major mental illness, serious substance abuse, or combination of both;
- History of chronic homelessness;

- History of multiple hospitalizations
- Significant loss of functioning due to mental illness and / or substance abuse;
- Significant barriers to housing, which may include:
 - Lack of community living skills;
 - Severity of behavioral health conditions and/or inability to acknowledge illness;
 - Lack of income, benefits, assets;
 - Poor rental history or credit history;
 - Criminal history;
 - Unwilling or unable to engage in services.

Referral Type:

- Service Provider Referrals Accepted by Navigators only

Appointment Type:

- Appt. will be set up between Team Leader of HOST and the Navigator

Service Delivery Hours: 8-5 Flexible if needed

Program Fees: Services are funded through ADAMH of Franklin County



Projects for Assistance in Transition from Homelessness (PATH)

Agency: Southeast, Inc.

Contact Name: Emily Beavers

E-Mail: beaverse@southeastinc.com

Phone: (614) 989-7525

Agency Website: <http://southeastinc.com/>
<http://pathprogram.samhsa.gov/>

Last Update by Program: 12/3/14

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Chronically Homeless
- Other – please specify: SMD

Primary Services Offered to People Experiencing Homelessness

- Street and Camp Outreach
- Behavioral Healthcare
- Medicaid and Other Insurance Enrollment

PATH provides assertive outreach to those who experience homelessness (living on the land or in shelters) to provide them with referrals to services. Such services include (but are not limited to): mental health treatment, medication management, physical health treatment, substance abuse treatment, housing application assistance, SSI and other ODJFS benefits application assistance.

Once enrolled in PATH, clients are assigned to a case manager and have access to our Mobile Coach which provides psychiatric care every Wednesday at local shelters.

Eligibility: Adult men and women, who have a severe mental health disorder and are experiencing literal homelessness (living on the land or in a shelter).

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted
- Community Members, Business Owners, Members of Religious Institutions, Local Police Officers and the Franklin County Sheriffs

Appointment Type:

- Schedule Appointment Only
- Outreach on the land, in shelters, other places frequented by the homeless population.

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Hours are varied as needed.

Mental Health Assessments are by scheduled appointments

Program Fees: Program is funded by SAMHSA and the Franklin County ADAMH Board there is no service charge incurred by the client.



Primary and Integrated Healthcare Services

Agency: Southeast, Inc.

Contact Name: Sandra Stephenson

E-Mail: stephensons@southeastinc.com

Phone: (614) 225-0980

To Schedule Appointments: (614) 225-0990

Agency Website: www.southeastinc.com

Last Update by Program: November 24, 2014

Target Population Demographics

- Women
- Men

Other Program Specific Demographics

- Gender-specific (female) (Women’s Health and Trauma Informed Care)
- Gender-specific (male) (Men’s Specific Health Issues)
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Youth (under 18 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible (We serve Veterans; we will coordinate services with the VA as well.)
- Domestic Violence (Trauma Informed Care)
- Human Trafficking (Trauma Informed Care - Accepting PC and IHC Referrals from the Court and Providers)
- Criminal Justice
- People Living with Severe and Persistent Mental Illness and/or Substance Use Disorders

Primary Services Offered to People Experiencing Homelessness

- Physical Healthcare
- Behavioral Healthcare
- Dental Care

- Medicaid and Other Insurance Enrollment
- Benefit Bank
- Vocational Services will be added at our Franklin Station Site – 524 W. Broad Street

Southeast’s Integrated Healthcare, including physical, behavioral and other healthcare options, supports people in becoming active participants in their healthcare decisions and outcomes. Our patient-centered/integrated approach addresses physical, behavioral healthcare, and life and wellness issues.

Healthcare Services Include:

- Physical Healthcare Services for Acute and Chronic Health Conditions
- Screening, Treatment and Management of Chronic Health Conditions such as: Diabetes, Hypertension, Asthma, Arthritis, etc. EKGs
- Immunizations/Vaccinations
- Work and Other Physicals
- Tobacco Cessation Assistance
- Education and Prevention
- Injury/Wound Care
- Dental Care (Cleaning, Restorations, Extractions, Diagnostic X-Rays)
- Mental Health and Substance Abuse Screening and Treatment
- Care Management
- Psychiatric Assessment and Treatment
- Psychiatric Consultation
- Counseling
- Clinical Pharmacy Consultation
- Full-Service Pharmacy
- Lab Diagnostics and Testing
- Assistance with Medicaid and Health Exchange Insurance Enrollment
- Specialist Referrals
- Acupuncture and Medical Manual Manipulation

Eligibility: Adults, Children, Adolescents and Older Adults People living in homelessness (or people who have been homeless) are a Target Population People are eligible for services with or without health insurance; a Sliding Fee Scale is available for health services and pharmacy

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted
- Court-Ordered and other Court Referrals

Appointment Type:

- Walk-Ins Accepted
- Scheduled Appointments

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-7P	8A-5P	8A-5P	8A-5P

Site Options: Services are provided to our Patients including 16 W. Long Street, the Van Buren Shelter, and Franklin Station – 524B W. Broad Street, expected to open in December, 2014.

In order to receive primary healthcare service at the Van Buren site, a person must be a current guest of the Van Buren Shelter.

Program Fees: Sliding Fee; Medicaid, Medicare and Insurance are accepted

Special Notes: Southeast's Primary Healthcare (Ambulatory Care) and Behavioral Healthcare are accredited by The Joint Commission.

Southeast is certified as a Joint Commission Primary Care Medical Home. We hold Mental Health and Addiction Certification from the Ohio Department of Mental Health and Addiction Services.



Direct Housing - Transitions in Place

Agency: Volunteers of America of Greater Ohio
- Family Services

Contact Name: Laura Brenner, Director of Family Services

E-Mail: laura.brenner@voago.org

Phone: (614) 251-7610 ext. 1653

Agency Website: www.voago.org
Last Update by Program: 05/27/2015

Target Population Demographics:

- Women with children
- Men with children

Other Program Specific Demographics:

- TAY (18 – 24 years old)
- Families

Primary Services Offered to People Experiencing Homelessness:

- Prevention Services (for families who have been in the program via after-care plans and support)
- General Housing through private landlords
- Housing with Supportive Service through private landlords
- Direct Housing (families only)
- Benefit Bank
- Legal Services
- Mediation Services: Case manager can provide if necessary.
- Financial Assistance – Rental assistance for 90 day program (HUD guidelines apply to determine eligibility)
- Housing goods vouchers, clothing vouchers, bus passes, other case management and supportive services, goal planning, Furniture Bank referrals

Families are assigned a case manager and housing locator to assist in locating suitable housing. Case management is provided

throughout the 90 day program to assist with maintaining housing. Families create goals plans with the idea that remaining stably housed includes formal and natural community supports. Goal plans can include assistance with locating and maintaining employment, life skills, linkage to mental health provider, linkage to health care provider, linkage to education programs (i.e. GED classes), linkages for child care and schools for children and material assistance within the community.

Eligibility:

Any 18 year old or over with a minor in their custody who is currently residing in shelter (YWCA Family Center or Van Buren Shelter). Client must have not received financial assistance within the system within the past 18 months and must have been a resident of Franklin County for at least 30 days. Individuals must obtain documents such as Birth Certificates, IDs and Social Security Cards for all members of the family.

Referral Type:

- Service Provider Referrals Accepted: Referrals requested from the YWCA Family Shelter and Van Buren Shelter.

Appointment Type:

- Walk-Ins Accepted (Clients only)
- Schedule Appointment Only (Preferred)

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

On-call phone for emergencies only
Closed Holidays



Permanent Supportive Housing for Families

Agency: Volunteers of America of Greater Ohio – Family Services

Primary Program Contact Name: Laura Brenner, Director of Family Services

E-Mail: laura.brenner@voago.org

Phone: (614) 251-7610, ext. 1653

Agency Website: www.voago.org
 Last Update by Program: 05/27/2015

Target Population Demographics:

- Women (w/children)
- Men (w/children)

Other Program Specific Demographics:

- TAY (18 – 24 years old)
- Other – please specify: Families

Primary Services Offered to People Experiencing Homelessness:

- Prevention Services (families only)
- Housing with Supportive Service through private landlords
- Permanent Supportive Housing
- Medicaid and Other Insurance Enrollment (case management provides assistance with these linkages)
- Benefit Bank
- Mediation Services
- Rent and utilities paid on a monthly basis, client pays 30% of their income for rent, other direct client assistance available as well
- Clients are provided with referrals and linkages to natural community supports in the areas of food, clothing, furniture, mental and physical health providers, education and employment programs, family support programs and other services based on client’s individual service plan.

Families are assigned a case manager and are required to maintain contact (at a minimum monthly). Families create goals plans with the idea that remaining stably housed includes formal and natural community supports. Goal plans can include assistance with locating and maintaining employment, life skills, linkage to mental health provider, linkage to health care provider, linkage to education and vocational programs, linkages for child care and schools for children and material assistance within the community. Families must maintain compliance with program policies and make progress towards their goal plans. Families are encouraged to move on and out of the program when it is assessed that they are ready to live independently

Eligibility:

Any 18 year old or over with a minor in their custody who is currently literally homeless. Referrals can come from YWCA Family Shelter, Van Buren Shelter, a Direct Housing provider or another homeless provider. Priority will be given to families who have chronic homeless time (according to HUD) and based on their Vulnerability Assessment score. One household member must have a documented physical or mental disability. Individuals must obtain documents such as Birth Certificates, IDs and Social Security Cards for all members of the family. Families are eligible to remain in the program until youngest minor child turns 18.

Referral Type:

- Service Provider Referrals Accepted from Van Buren Family Shelter, YWCA Family Shelter, Direct Housing Providers

Appointment Type:

- Schedule Appointment Only

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

On-call phone 24/7 for emergencies only, Closed Holidays



8A-5P	8A-5P	8A-5P	8A-5P	8A-5P
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Shelter: 24 hours/7 days a week

Van Buren Family Shelter

Agency: Volunteers of America of Greater Ohio

Primary Program Contact Name: Cheryl Brewer

E-Mail: Cheryl.Brewer@voago.org

Agency Website: www.voago.org

Last Update by Program: NA

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Families

Primary Services Offered to People Experiencing Homelessness:

- Emergency Shelter (family)

Provides Emergency shelter services and meets basic needs, a warm bed, hot meals and linkages so that clients can focus on obtaining housing and employment. Various supportive services and referrals to community resources are also provided to help homeless families get back to living independently. Emergency Shelter is available for up to 30 days.

Eligibility:

Any 18 year old or over with a minor in their custody who is currently literally homeless.

Referral Type:

- Hands-on Central Ohio Homeless Hotline

Appointment Type:

- Schedule Appointment Only
- Referral from Homeless Hotline

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
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Volunteers of America – Harmon Avenue
Columbus Ohio

624 Harmon Avenue Columbus, Ohio 43223

614-849-0145

Provides Emergency shelter services and meets basic needs, a warm bed, hot meals and clothing so that clients can focus on obtaining employment and housing. Various supportive services and referrals to community resources are also provided to help homeless men get back into society and living independently. Emergency Shelter is available for up to 30 days.

Eligibility: Adult Males 18 years and older.

Shelter: 24 hours/7 days a week.

Business hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Intake Process: Telephone referral required through the Coordinated Point of Access (888-474-3587).

Documents needed: Complete referral

Fees: None

Volunteers of America Veterans Programs

Provides shelter to Veterans and meets the basic needs such as a warm bed, hot meals, and clothing. Various supportive services such as case management, employment classes, life skill classes, transportation to and from the VA and referrals to community resources that include obtaining housing for up to 90 days.

Eligibility: Adult Male Veterans ages 18 years and older

Shelter: 24 hours/7 days a week

Business Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Intake Process: Completed referral from the VA or from other shelters or outside agencies

- Veterans Affairs -1-614-251-5499

Volunteers of America Veterans Programs

Provides shelter to Veterans and meets the basic needs such as a warm bed, hot meals, and clothing. Various supportive services such as case management, employment classes, life skill classes, transportation to and from the VA and referrals to community resources that include obtaining housing. The average length of stay is 5 months but their housing plan varies with each Veteran.

Eligibility: Adult Male Veterans ages 18 years and older

Shelter: 24 hours/7 days a week

Business Hours-

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Intake Process: Completed referral from the VA or from other shelters or outside agencies

- Veterans Affairs -1-614-251-5499



Franklin Station

Agency: YMCA of Central Ohio

Contact Name: Daphne Dodson

E-Mail: ddoson@ymcacolumbus.org

Phone: 614-224-1137 x 271

Website: www.ymcacolumbus.org

Target Population Demographics:

- Women
- Men

Other Program Specific Demographics:

- Gender-specific (female)
- Gender-specific (male)
- Chronically Homeless

Primary Services Offered to People Experiencing Homelessness:

- Permanent Supportive Housing
- Benefit Bank
- Choice Food Pantry

The goal of the YMCA's residence program is to provide permanent supportive housing to homeless, disabled and very low-income men and women. The YMCA of Central Ohio provides supportive services to 75 units of Rebuilding Lives participants at Franklin Station. The first floor houses all the support services and property management offices which include a resource room containing a library, computers, printers, phone, food pantry and service coordination staff.

Service Coordinators work with residents to assess needs and make connections to appropriate public and private providers. The Y staff offers various groups such as AOD Group, Yoga, stress management, budgeting,

employment, and mental health. The Y offers Rebuilding Lives residents the opportunity to participate in work equity, a program geared toward housing maintenance.

Eligibility: The YMCA follows the Community Shelter Board's guidelines for Rebuilding Lives eligibility. The individual must be homeless at time of entry, have a disability, and experience long-term homelessness or have 4 episodes of homelessness. Community Properties of Ohio sets other eligibility requirements as the property manager. Community Properties of Ohio excludes those with any level of sex offense and felonies in the past three years.

Referral Type:

- Unified Supportive Housing System

Appointment Type:

- Once a file is received, the individual is reached out to for completion of paperwork. The person may come in Monday through Friday 8am-4pm or by appointment.

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Each service coordinator works a late night and is available until 8pm.

Service Coordinators are available on a rotational basis during the weekends.



Permanent Supportive Housing (PSH) at 40 West Long

Agency: YMCA of Central Ohio

Contact Name: Patrick Moore

E-Mail: patrick.moore@ymcacolumbus.org

Phone: 614-224-1137 x215

Agency Website: www.ymcacolumbus.org

Last Update by Program: 09/08/2015

Target Population Demographics

Men

Other Program Specific Demographics

Gender-specific (male)

Chronically Homeless

Primary Services offered to people experiencing homelessness

Permanent Supportive Housing

Benefit Bank

The goal of the YMCA's residence program is to provide PSH to homeless, disabled and very low-income men. The YMCA of Central Ohio dedicates 105 of the 403 units to Rebuilding Lives participants at 40 West Long Street. The first floor houses all the support services and property management offices which include a resource room containing a library, computers, printers, & phone and service coordination staff.

Service Coordinators work with residents to assess needs and make connections to appropriate public and private providers. The Y staff offers various groups such as Re-Entry skills, Fit Start, Running Club, AOD Group, budgeting, employment, and mental health. The Y offers Rebuilding Lives residents the

opportunity to participate in work equity, a program geared toward housing maintenance.

Eligibility:

The YMCA follows the Community Shelter Board's guidelines for Rebuilding Lives eligibility. The individual must be homeless at time of entry, have a disability, and experience long-term homelessness or have 4 episodes of homelessness. The YMCA does not house any level of sex offender or arsonists.

Referral Type:

Unified Supportive Housing System

Appointment Type:

Once a file is received, the individual is reached out to for completion of paperwork.

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Each service coordinator works a late night and is available until 8pm.

Service Coordinators are available on a rotational basis during the weekends.



Shelter Plus Care
(S+C)

Agency: YMCA of Central Ohio

Contact Name: Patrick Moore

E-Mail: patrick.moore@ymcacolumbus.org

Phone: 614-224-1137 x215

Agency Website: www.ymcacolumbus.org

Last Update by Program: 09/08/2015

Target Population Demographics

Men

Other Program Specific Demographics

Gender-specific (male)

Chronically Homeless

Primary Services Offered to People Experiencing Homelessness

Permanent Supportive Housing

Benefit Bank

The goal of the YMCA's residence program is to provide permanent supportive housing to homeless, disabled and very low-income men. The YMCA of Central Ohio dedicates 38 of the 403 units to Rebuilding Lives participants at 40 West Long Street. The first floor houses all the support services and property management offices which include a resource room containing a library, computers, printers, & phone and service coordination staff.

Service Coordinators work with residents to assess needs and make connections to appropriate public and private providers. The Y staff offers various groups such as Re-Entry skills, Fit Start, Running Club, AOD Group, budgeting, employment, and mental health. The Y offers Rebuilding Lives residents the

opportunity to participate in work equity, a program geared toward housing maintenance.

Eligibility: The YMCA follows the HUD guidelines for Rebuilding Lives Expansion eligibility. The individual must be homeless at time of entry, have a disability, and has been homeless one year or more or had four episodes of homelessness in the past three years.

Referral Type:

Unified Supportive Housing System

Appointment Type:

Once a file is received, the individual is reached out to for completion of paperwork.

Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
8A-5P	8A-5P	8A-5P	8A-5P	8A-5P

Each service coordinator works a late night and is available until 8pm.

Service Coordinators are available on a rotational basis during the weekends.



Van Buren Center
&
Overflow Men's Shelter
(Off-Site)

Agency: YMCA of Central Ohio

Contact Name: Jeff Hogle

E-Mail: jhogle@ymcacolumbus.org

Phone: 614-843-1499

Van Buren Direct: 614-715-2030

Provide shelter services for women and families with service coordination and navigator supports to focus on housing for single adult women only.

Eligibility:

Homeless Hotline referred

Referral Type:

Self-Referrals Accepted

Service Provider Referrals Accepted

Homeless Hotline Referred

Target Population Demographics

- Women
- Men (Off-Site location only)

Other Program Specific Demographics

- Gender-specific (female)
- Gender-specific (male) If in Family unit and off-site location
- Transgender individuals served based upon the gender they identify
- Pregnant Women
- Chronically Homeless
- VA-eligible
- Domestic Violence
- Human Trafficking
- Families

Primary Services Offered to People Experiencing Homelessness

- Emergency Shelter (men) Off-Site location only
- Emergency Shelter (women)
- Emergency Shelter (family)
- Shelter Navigator Services (single adult only)
- Physical Healthcare
- Benefit Bank



Women's Center

Agency: YMCA

Contact Name: Jason Charles

E-Mail: jcharles@ymcacolumbus.org

Phone: 614-715-2030

Agency Website:

<http://ymcacolumbus.org/residential>

Last Update by Program: 12/8/14

Target Population Demographics

Women

Other Program Specific Demographics

- Gender-specific (female)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible

Primary Services Offered to People Experiencing Homelessness

- Emergency Shelter (women)
- Breakfast, Lunch and Dinner through Freedom a La Carte

The YMCA of Central Ohio will work with partner agencies to conduct a 47 bed women's center program at the Van Buren shelter. Staff will work with the guest and navigator to assist women in overcoming barriers and meet their housing plans. The primary goal of the program is to assist the client to obtain housing while providing individuals a safe place to sleep.

Eligibility:
Single adult women that do not have any tier of sex offense.

Referral Type:
 Homeless Hotline

Service Delivery Hours: 24/7 365 days



**Women's Flexible
Capacity Shelter**

Agency: YMCA

Contact Name: Jason Charles

E-Mail: jcharles@ymcacolumbus.org

Phone: (614) 715-2030

Agency Website:

<http://ymcacolumbus.org/residential>

Last Update by Program: 12/8/14

Target Population Demographics

Women

Other Program Specific Demographics

- Gender-specific (female)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible

Primary Services Offered to People Experiencing Homelessness

- Emergency Shelter (women)
- Breakfast, Lunch and Dinner through Freedom a La Carte

The YMCA of Central Ohio will work with partner agencies to conduct a 40 bed women's flexible capacity program at the Van Buren shelter. The goal is to provide individuals a safe place to sleep for with a focus on diversion or navigation. During inclement weather, the Y will flex to provide overflow shelter to individuals seeking refuge from extreme weather conditions when the shelters are at capacity.

Eligibility: Single adult women that do not have any tier of sex offense.

Referral Type:

Homeless Hotline

Service Delivery Hours: 24/7 365 days



Women's Short Term Shelter

Agency: YMCA

Contact Name: Jason Charles

E-Mail: jcharles@ymcacolumbus.org

Phone: 614-715-2030

Agency Website:

<http://ymcacolumbus.org/residential>

Last Update by Program: 12/8/14

Target Population Demographics:

Women

Other Program Specific Demographics:

- Gender-specific (female)
- GLBQ
- Transgender individuals served based upon the gender they identify
- TAY (18 – 24 years old)
- Pregnant Women
- Chronically Homeless
- VA-eligible

Primary Services Offered to People

Experiencing Homelessness:

- Emergency Shelter (women)
- Breakfast, Lunch and Dinner through Freedom a La Carte

The YMCA of Central Ohio will work with partner agencies to conduct a 20 bed women's front door shelter at the Van Buren shelter. The program will be the front door access for the shelter system with an average length of stay of seven to ten days. The goal is to provide individuals a safe place to sleep for up to seven to ten days with a focus on diversion or navigation.

Eligibility: Single adult women that do not have any tier of sex offense.

Referral Type:

Homeless Hotline

Service Delivery Hours: 24/7 365 days



Service Delivery Hours:

Mon	Tues	Weds	Thurs	Fri
9A-5P	9A-5P	9A-5P	9A-5P	9A-5P

Benefits Partnership

Agency: YWCA

Primary Program Contact Name: Phishelle Howze, Candice Moore

E-Mail: phowze@ywcacolumbus.org
cmoore@ywcacolumbus.org

Phone: 614-224-9121

Agency Website: www.ywcacolumbus.org
 Last Update by Program: 06/01/2015

Target Population Demographics:

- Women
- Men

Primary Services Offered to People Experiencing Homelessness:

- Medicaid and Other Insurance Enrollment
- Benefit Bank
- SSA application

The Benefits Partnership Program assists homeless individuals in linking immediately with needed benefits as well as providing ongoing case management services by sending staff to the consumers and following their application process until eligibility determination is made.

Eligibility:

This program serves individuals who are homeless and served by the homeless service system.

Referral Type:

- Self-Referrals Accepted
- Service Provider Referrals Accepted

Appointment Type:

- Walk-Ins Accepted
- As arranged based on client need



WINGS

Agency: YWCA

Agency Contact: Michelle Chieffo

E-Mail: mchieffo@ywcacolumbus.org

Phone: 614-224-9121

Agency Website: www.ywcacolumbus.org

Last Update by Program: 06/01/2015

Target Population Demographics:

Women

Other Program Specific Demographics:

Gender-specific (female)

Chronically Homeless

Primary Services Offered to People Experiencing Homelessness:

Permanent Supportive Housing

The YWCA WINGS (Women in Numbers Growing Stronger) Permanent Supportive Housing Program provides affordable housing units with on-site supportive services for women who experience chronic homelessness, indigence, and a disabling mental illness.

On-site services include service coordination (case management), engagement services for women in the early stages of recovery from addiction, mental illness, crisis intervention, an education and job resource center, daily education and support groups, a food pantry, social and recreational activities, bus passes, and links to other needed community services and resources. The primary goal of the program is to promote housing retention, self-sufficiency, and stability.

Eligibility: Single women 18 years old and older who have been homeless for the past 120 days or who have experienced at least 4

episodes of homelessness over the past 3 years. Program participants much have a mental health disability, cannot be a fulltime student, and must meet the income guidelines of the program.

Referral Type:

USHS referral

Appointment Type:

USHS referral

Service Delivery Hours: Supportive services are available to program participants 24 hours a day, 7 days a week.

Program Fees: Security deposit.

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