

# A Place to Call Home

## A framework for action to address homelessness in Columbus and Franklin County, Ohio

Columbus and Franklin County Continuum of Care  
COMMUNITY SUMMARY • May 2022

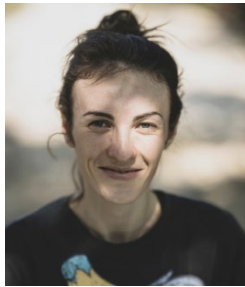
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A Place to Call Home is a strategic framework that articulates our community’s vision for making sure everyone has a place to call home. This is a framework for action that includes goals tailored to all populations facing homelessness served by our system of care. The goals are aligned with broader community work already underway. Goals also align with HUD performance measures to address homelessness and include priority strategies for action.



### GOAL

**Homelessness is prevented.  
If it can't be prevented, it's rare,  
brief, and one time.**



The vision and related goals in this framework serve as a fixed point on the horizon – a common direction for our efforts to continually improve and optimize our response to homelessness in Columbus and Franklin County. While we expect the vision and goals to remain relatively constant over time, strategies may change as they are achieved or when there is need to modify them based on lessons learned, changing conditions, or capacity to act. Our community’s Continuum of Care and Community Shelter Board will work with partners to annually update the strategies in the framework and periodically revisit our goals as we learn and develop more effective and systemic solutions to housing crises and homelessness.

### AFFORDABLE HOUSING

Our system of care is a housing stabilization and rehousing system and is greatly affected by the lack of deeply affordable housing in the community. This lack of affordable housing is at a crisis point. Community Shelter Board will continue to advocate for affordable housing as well as work for new and innovative options to increase this housing supply.

### EQUITY

A new position was created this year, a Director of Diversity, Equity & Inclusion, to lead these efforts in *A Place to Call Home*, to support our partners and continue to call attention to the disproportionate number of persons of color who experience homelessness in our community. Community Shelter Board is deeply committed to equity in all the work we do.

### POPULATIONS SERVED

This plan includes services to all populations served by our system of care.

	<b>GOAL</b>	<b>EXTERNAL ACTIONS</b> outside CSB system CSB will:	<b>INTERNAL ACTIONS</b> within CSB system
<b>1</b>	<b>Strengthen partner workforce capacity</b>	<ul style="list-style-type: none"> <li>• Link with community organizations &amp; job boards to share system-wide job postings</li> <li>• Develop a marketing campaign to reach a broader audience about the benefits of mission-focused work</li> <li>• Recruit from out-of-town and out-of-state universities and social work programs; consider pilot with one out-of-town university</li> </ul>	<ul style="list-style-type: none"> <li>• Continue training opportunities for partners and community on 'big picture' topics (trauma-informed care, housing first, harm reduction, system 101, etc.),</li> <li>• Utilize partner training expertise on topics such as HIV 101, working with LGBTQI clients, drug &amp; alcohol and behavioral health trainings, trauma-informed engagement with domestic violence survivors, etc.</li> <li>• Provide learning exchanges for partners</li> </ul>
<b>2</b>	<b>Decrease in alcohol, drug, &amp; mental health incidents in congregate settings &amp; permanent supportive housing</b>	<ul style="list-style-type: none"> <li>• Implement Crisis Prevention &amp; De-escalation Specialists initiative</li> <li>• Ensure stable, continued funding beyond 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Partner guidance in Strategic Leadership &amp; Curriculum Committees; evaluation expertise from partners, ADAMH &amp; CSB</li> <li>• Engage Citizens Advisory Council and Youth Action Board for feedback</li> </ul>
<b>3</b>	<b>Advance equity</b>	<ul style="list-style-type: none"> <li>• Racism and homelessness education in the community</li> </ul>	<ul style="list-style-type: none"> <li>• Implement race &amp; equity trainings for partners and community</li> <li>• Provide cultural competency training for partners and community</li> <li>• Provide best practices in hiring for partners</li> <li>• Ensure housing outcomes are equitable and take measures to address when appropriate</li> </ul>
<b>4</b>	<b>Improve diversion &amp; prevention to reduce number of people experiencing homelessness</b> (HUD measure 5)	<ul style="list-style-type: none"> <li>• Form strategic partnerships for eviction prevention to create a prioritized pathway for those recently exiting homelessness to access emergency rental assistance</li> <li>• Initiate conversations about single adult needs</li> </ul>	<ul style="list-style-type: none"> <li>• Leverage relationships and expertise from community partners to focus on legal and prevention resources, trainings for landlords, property managers, and partners</li> <li>• Homelessness Prevention Network</li> </ul>
<b>5</b>	<b>Decrease length of stay in shelter</b> (HUD measure 1)	<ul style="list-style-type: none"> <li>• Expedite processes to reduce the time it takes to acquire state ID or driver's license, birth certificate and social security card</li> <li>• Increase landlords that will work with client barriers and accept 3<sup>rd</sup> party payments</li> <li>• Continue advocacy for deeply affordable housing in the community</li> <li>• Home4Good Landlord Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Reexamine frequency and process of re-assessing housing plans and shelter eligibility</li> <li>• Support rapid re-housing: <ul style="list-style-type: none"> <li>○ Reduce referral time from shelter to rapid re-housing</li> <li>○ Expedite engagement time after rapid re-housing referral</li> <li>○ Function at full capacity</li> <li>○ Support communication between shelter and rapid re-housing</li> <li>○ Emphasize Housing First for all</li> </ul> </li> </ul>
<b>6</b>	<b>Decrease recidivism back into shelter or unhoused location</b> (HUD measure 2)	<ul style="list-style-type: none"> <li>• Continue to develop partnerships in the community to support housing stability for families, youth, &amp; single adults</li> </ul>	<ul style="list-style-type: none"> <li>• Value client expertise and partner guidance to develop practical information and resources that will support clients in housing stability and prevent return to experiencing homelessness whenever possible</li> </ul>
<b>7</b>	<b>Increased earned &amp; non-employment cash income for those in shelter, those leaving shelter, &amp; those in housing</b> ( HUD measure 4)	<ul style="list-style-type: none"> <li>• Embed workforce development specialists, including job coaching, on-site where not already present</li> <li>• Continue work of Employment Pilot to create incentivized pathways to engage in workforce development outside of shelter</li> </ul>	<ul style="list-style-type: none"> <li>• Further use of SOAR system-wide for clients to access benefits</li> </ul>

		<ul style="list-style-type: none"> <li>Utilize new Social Security Administration Vulnerable Populations program for clients to apply for benefits.</li> </ul>	
<b>8</b>	<b>Increase permanent housing placements from shelter</b> HUD measure 7)	<ul style="list-style-type: none"> <li>Identify strategic partner that will own or master lease affordable housing properties dedicated to the clients we serve</li> <li>Motel to permanent supportive housing conversion</li> <li>Increase shared living options</li> <li>Leverage new Multi-System Adult Initiative in the ADAMH system</li> </ul>	<ul style="list-style-type: none"> <li>Better target permanent supportive housing and rapid rehousing services</li> </ul>
<b>9</b>	<b>Increase permanent housing placements from outreach</b> (HUD measure 7)	<ul style="list-style-type: none"> <li>Establish re-housing pathways for those cycling in and out of other systems (jail, hospitals, mental health settings, etc.)</li> <li>Expand collaborative street outreach team</li> <li>Leverage new Multi-System Adult Initiative in the ADAMH System</li> </ul>	<ul style="list-style-type: none"> <li>Implement best practices in street outreach to support re-housing for community members experiencing unsheltered homelessness</li> </ul>

With the right resources and community support, we can achieve the goal of preventing homelessness whenever possible, or otherwise ensuring it is rare, brief, and one time. Our local experience and the experience of other communities demonstrate that a comprehensive, effective, and efficient response to homelessness is possible when we act collectively to accomplish a shared vision.

### Collective input for collective impact

Community Shelter Board convened stakeholders from across the community to establish the framework and strategies:

- ADAMH
- Columbus and Franklin County Continuum of Care members
- Columbus Metropolitan Housing Authority
- CSB's board of trustees
- Franklin County Children Services
- Franklin County Justice Policy and Programs
- Franklin County Office on Aging
- Social Security Administration
- Workforce Development Board of Central Ohio
- corporate and philanthropic partners
- criminal justice
- faith-based community
- homeless assistance agencies healthcare
- local governments
- neighborhood and family service providers
- people who have experienced homelessness
- providers serving youth, veterans, victims and survivors of domestic violence and workforce development

In addition, ongoing collaboration meetings are held regularly to best serve clients:

- [expectant mothers](#) (collaborative meetings with Celebrate One & community partners)
- [families with children](#) (Family Systems Operations Workgroup & Case Conferences)
- [people at risk of homelessness](#) (Prevention Operations Workgroup & Case Conferences)
- [single adults & people experiencing chronic homelessness](#) (Adult Systems Operations Workgroup & Case Conferences)
- [survivors of domestic violence](#) (Domestic Violence System Coordination Meeting)
- [veterans](#) (Veterans System Operation Workgroup & meetings with Veterans Service Commission)
- [youth](#) (Youth Case Conference & Youth Committee Meeting)

Community Shelter Board leads a coordinated, community effort to make sure everyone has a place to call home. CSB is the collective impact organization driving strategy, accountability, collaboration, and resources to achieve the best outcomes for people facing homelessness in Columbus and Franklin County. With the support of a compassionate community, our system of care served more than 15,000 people last year with homelessness prevention, shelter, street outreach, rapid re-housing, and permanent supportive housing.

Community Shelter Board is funded by the U.S. Department of Housing and Urban Development, the City of Columbus, the Franklin County Board of Commissioners, the State of Ohio, United Way of Central Ohio, Nationwide Foundation, American Electric Power Foundation, The Columbus Foundation, and many other public and private investors.

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