

AGENDA

Continuum of Care Steering Committee Meeting

Tuesday, March 15, 2011

11:30 am – 1:30 pm

Community Shelter Board

Time	Item	Presenter	Action Item
11:30 am	Welcome, Introductions & Opening Comments <ul style="list-style-type: none"> Agenda Review & Approval Notes from 11/2/10 Meeting (A) 	Michelle Heritage Ward	✓
11:40 am	Administrative Issues <ul style="list-style-type: none"> Semi-Annual System & Program Indicator Report (A) 	Lianna Barbu	
11:55 am	Steering Committee Membership (A) <ul style="list-style-type: none"> Provider Seats 	Tiffany Nobles	
12:15 pm	Proposed 2011 CoC Policy Statements (A)	Michelle Heritage Ward	✓
12:35 pm	Proposed 2011 Annual Plan Matrix (A)	Tiffany Nobles	✓
12:55 pm	Closing	Michelle Heritage Ward	
1:00 pm	Adjourn		

Next Meeting: Thursday, April 28 from 11:30 am – 1:00 pm

(A) = Attachment (H) = Handout (P) = Previously Distributed

Meeting Minutes

Continuum of Care Steering Committee Meeting

Tuesday, November 2, 2010

11:30 am – 1:30 pm

Community Shelter Board

Attendees:

Continuum of Care Steering Committee: Adam Ruege, Adwoa Agyei-Gyampo, Carl Landry, Carrie Mularz, Keith McCormish (for Colleen Bain), Michelle Heritage Ward, Dave Simmons, Don Strasser, Douglas Lay, Emily Savors, Mark Paxson, Matt Kosanovich, Kim Stands, Lori Criss, Michelle Morgan, Ronald Baecker, Sheila Prillerman, Susan Lewis Kaylor, Ted Jones, Tom Dobies and Mary Jane Quick

Community Shelter Board staff: Dave Davis, Lianna Barbu and Tiffany Nobles

Guests: Anthony Penn, Robyn Haycook, Sue Villilo, Ron Kadylak and Mike Tynan

Welcome, Introductions & Agenda Review

Michelle Heritage Ward welcomed the group and all CoC Steering Committee members and guests gave name and affiliation introductions.

Michelle H.W. reviewed the agenda with the group. Sheila Prillerman made a motion to approve the agenda without any corrections. Ron Baecker seconded the motion. The motion was unanimously approved without any abstentions.

Minutes from 8/17/10 meeting

Michelle H.W. reminded the group that the minutes from the August 17th meeting were included in the packet. No changes were noted. Ron Baecker made a motion to approve the minutes from 8/17/10 meeting without any changes. Michelle Morgan seconded the motion. The motion was unanimously approved without any abstentions.

Review & Approve Exhibit 1 Charts & Tables

Lianna Barbu presented several draft forms to be included in Exhibit 1 of the CoC application. Copies were included in the meeting packet.

Form 1F: Housing Inventory Change in Beds

On this form, the CoC has to indicate for each housing type if there was a change (increase or reduction) in the total number of beds counted in the 2010 Housing Inventory Count (HIC) as compared to the 2009 HIC and describe the reason(s) for the change. Our CoC saw an increase in the number of emergency shelter beds (from 790 to 804) and permanent housing beds (from

1,657 to 1,685) but a decrease in the number of transitional housing beds (from 151 to 138). The reasons for the changes were not on the form.

Form 3A: CoC Strategic Planning Objectives

On this form, the CoC has to describe its short-term (12-month) and long-term (10-year) plans for meeting the five HUD strategic planning objectives listed below:

- *Objective 1:* Create new permanent housing beds for chronically homeless persons.
- *Objective 2:* Increase the percentage of participants remaining in CoC funded permanent housing projects for at least six months to 77 percent or more.
- *Objective 3:* Increase the percentage of participants in CoC funded transitional housing that move into permanent housing to 65 percent or more.
- *Objective 4:* Increase the percentage of participants in all CoC funded projects that are employed at program exit to 20 percent or more.
- *Objective 5:* Decrease the number of homeless households with children.

In addition to the description, the CoC has to indicate the current number or percentage, the 12-month goal, the 5-year goal and the 10-year goal.

Lianna noted that included in the meeting materials were two spreadsheets outlining the housing outcome performance data and the income performance data for all HUD-funded programs and the community-wide score. The performance data was compared to the HUD standard and the local standard for each measure.

There was concern expressed that HUD would have an objective around decreasing the number of homeless families with children when there actually is an increase among this population due to the recession.

Lianna commented that changes in the family system around a move to a rolling stock model will help decrease the number of homeless families with children.

It was suggested that going forward the actual inventory be distributed with this form for the discussion.

Form 4A: CoC 2009 Achievements

On this form, the CoC has to report on its achievement of its proposed numeric achievements for each of HUD's five national objectives identified in the 2009 application. For any objectives that were not achieved, the CoC has to provide a detailed explanation of the reasons why the goal was not met.

Objective	2009 Proposed Numeric Achievement	Actual Numeric Achievement
Create new permanent housing beds for chronically homeless persons.	16 Beds	20 Beds
Increase the percentage of participants remaining in CoC funded permanent housing projects for at least six months to at least 77%.	81%	86%
Increase the percentage of participants in CoC funded transitional housing that move into permanent housing to at least 65%.	77%	71%
Increase the percentage of participants in all CoC funded projects that are employed at program exit to at least 20%.	20%	20%
Decrease the number of homeless households with children.	119 Households	132 Households

The following explanation was included on the form:

“Our CoC met all of the national objectives, with the exception of decreasing the number of homeless households with children. Due to the economy and the recession that hit our community, family homelessness increased.

Our CoC did not meet the locally proposed 12-month achievement for homeless persons moving from transitional housing to permanent housing. However, we had a 6% increase over last year’s performance and we will continue to work on meeting the locally proposed goal.”

Form 2E: HMIS Data Quality

On this form, the CoC must answer questions to indicate how it ensures that it records the most accurate, consistent and timely information in order to draw reasonable conclusions about the extent of homelessness and the impact of homeless services in the local area.

Form 4D: CoC Enrollment in Mainstream Programs

On this form, the CoC has to indicate the number of adults exiting from CoC funded programs that are enrolled in mainstream programs such as SSI, SSDI, General Public Assistance, Veterans Benefits, Employment Income, Medicaid, Food Stamps, etc. The data for this form is obtained from each project’s Annual Performance Report (APR) submitted to HUD and CSB.

Vote on Exhibit 1 Charts & Tables

Ron Baecker made a motion that the above discussed forms be included in the CoC application as currently presented. Michelle Morgan seconded the motion. The motion was unanimously approved without any abstentions.

Review & Approve Project List of Renewals

Tiffany Nobles presented the list of project renewals for the 2010 CoC application. We have 28 renewal applications to include this year. A list of each renewal project was distributed as a handout. Tiffany also announced that National Church Residences Commons at Third project was designated as the applicant for the permanent housing bonus after an electronic vote by the CoC Steering Committee and the Rebuilding Lives Funder Collaborative.

Susan Lewis Kaylor made a motion to approve the list of 28 renewal projects for the 2010 CoC application. Tom Dobies seconded the motion. The motion was unanimously approved without any abstentions.

Review & Approve 2011 Point in Time Count Process Plan

Tiffany Nobles presented the 2011 Plan for Point-in-Time Count of Homeless Persons. A copy of the proposed plan was included in the meeting materials.

The following highlights were noted:

- The counting methodology has been working for several years and thus will continue to be used for the 2011 PIT Count.
- The following populations will be counted: sheltered homeless, unsheltered homeless on the street and in encampments, unsheltered homeless who present a soup kitchens and 24/7 locations, unsheltered youth and those persons housed in permanent supportive housing projects.
- The PIT Count is set for Tuesday, January 25, 2011 to coincide with COHHIO’s statewide count. The unsheltered street count will occur from 4:00 am – 7:00 am and the meal site count will occur throughout the day.

- The Homeless Count Workgroup (HCW) will again coordinate the count under the leadership of Tiffany Nobles, CSB's Program Administrator and CoC Coordinator.
- A timeline of key activities was also included in the document.

It was clarified that youth was designated as those persons under the age of 18.

It was suggested that the Star II Project be added to the list of sources for the unsheltered youth count.

Sheila Prillerman made a motion to approve the 2011 Point in Time Count Process Plan as presented. Ron Baecker seconded the motion. The motion was unanimously approved without any abstentions.

Update on Capacity Issues

Michelle H.W. provided an update on the capacity issues currently seen in the family and single adult emergency shelter systems. A document titled "Surge in demand overwhelms emergency shelters" was distributed as a handout.

Single Adult System

We are working to get an offsite location for the winter overflow. We were not expecting to go to this location until January but are concerned that we may have to move sooner. We have asked rapid re-housing providers to take on more clients as feasible to move people out of shelter more quickly to decrease the waiting lists. We are also focusing on prevention by providing short-term financial assistance to those at imminent risk of homelessness and rapid re-housing. Michelle has been in conversations with key corporate and public partners to request increased funding for the system.

Ron commented that there is unused space at FM 8th Avenue that could be used for winter overflow. Sue Villilo commented that Faith Mission renovated that section of the building and opens it up for 50 beds on December 1 of every year for winter overflow.

Michelle has also reached out to the faith-based community leaders to have them partner with the system to address the increased demand for shelter.

Lori Criss asked whether we are tracking those persons coming to shelter in need of disability, mental health and substance abuse care which can leverage other resources in the community. Lianna commented that shelters are not required to capture this information in Columbus ServicePoint. Carl Landry and Sue Villilo mentioned that they are not really seeing any increase in those in need of mental health and substance abuse care.

Don Strasser commented that while the local and federal policy around ending homelessness is to not increase the number of shelter beds, he feels that the plausible emergency response to the current crisis situation is to ~~build more shelters~~add more shelter beds. Michelle commented that if we spend our money on shelter we will not be able to house people. She further noted that the majority of those who present at shelter are facing a housing crisis that can only be remedied by housing not shelter. The HEARTH Act will encourage a length of stay of 20 days in shelter.

Carl expressed concern about households finding both housing and employment within the 20 days length of stay.

Lianna explained that there is not a requirement for households to exit shelter with housing and employment.

Susan Lewis Kaylor suggested that CSB share any info they want the members to distribute to others. The handout will be issued to the Steering Committee with the meeting notes so it can be shared with others.

Update on HEARTH

Michelle H.W. provided an update on the HEARTH Act.

Highlights presented:

- There will be changes in performance measures
- There is opportunity to have a Collaborative Applicant
- New Emergency Solutions Grant (ESG)
- The regulations have still not yet been released
- Unified Funding Agency
- Definition of homelessness, expansion to include families and youth, doubled up, etc.

The information MHW shared on the HEARTH Act is available on CSB's website or can be obtained by contacting Tiffany Nobles to have a copy emailed. Information will continue to be shared as it is made available.

Next CoC Steering Committee meeting: Tuesday, March 15, 2011 from 11:30 am – 1:30 pm

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2011
07/01/10 – 12/31/10

Our Mission

To end homelessness, CSB innovates solutions, creates collaborations, and invests in quality programs.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.

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Overview

System and Program Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded shelter, services and permanent supportive housing programs and other Continuum of Care, non-CSB funded programs. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

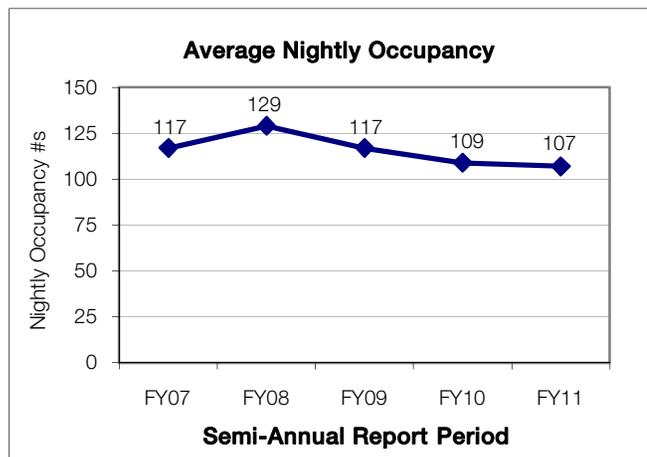
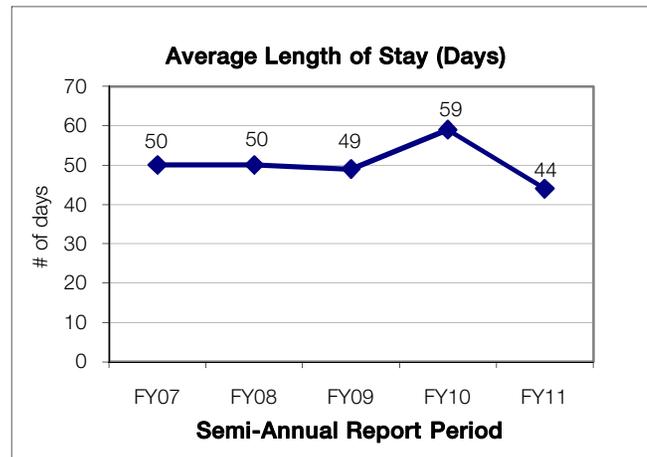
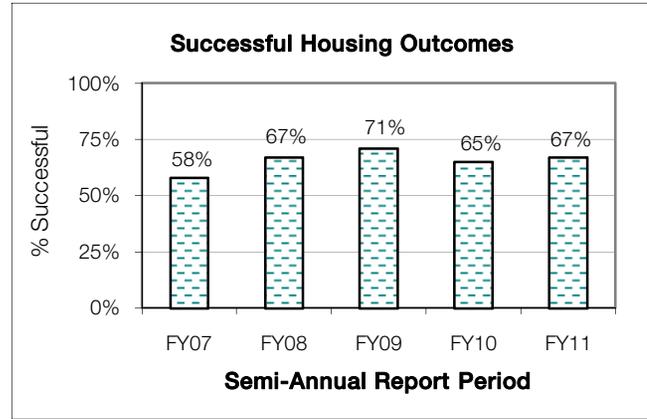
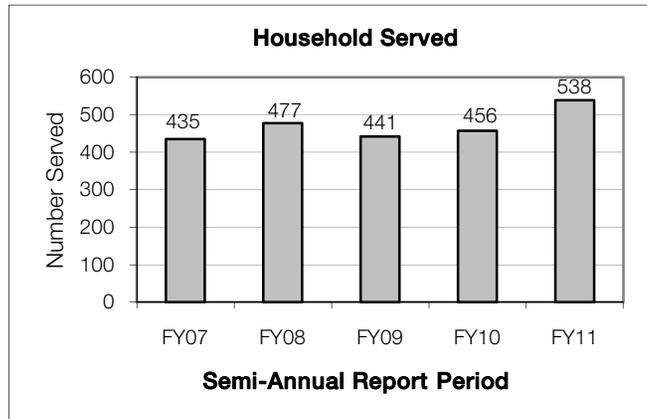
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2010 - 12/31/2010															
FAMILY SYSTEM	398	538	√	96	107	45	44	√	211	303	√	70%	67%	√	No

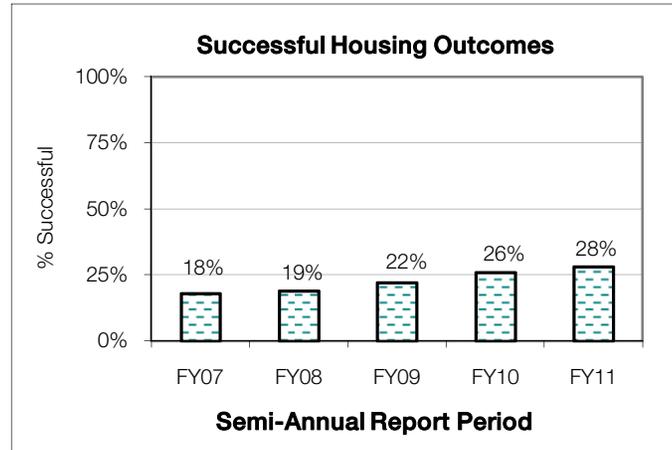
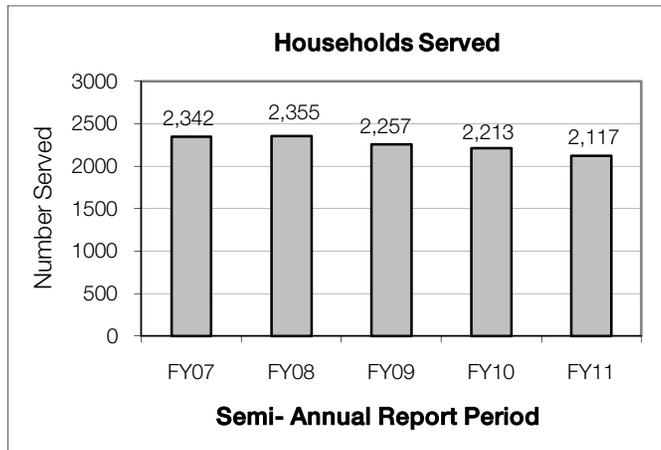


DEMOGRAPHICS	Family
Households Served	538
Clients Served	1,793
Average Age (HoH)	30
Gender - Male (HoH)	10%
Gender - Female (HoH)	90%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$264
Percent Working at Entry (HoH)	18%
Race - White (HoH)	25%
Race - Black (HoH)	70%
Race - Other (HoH)	5%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	694
Children Served	1,099
Mean Family Size	3.3
Average Number of Children	2.1
Children 0 - 2 years	28%
Children 3 - 7 years	37%
Children 8 - 12 years	22%
Children 13 - 17 years	13%

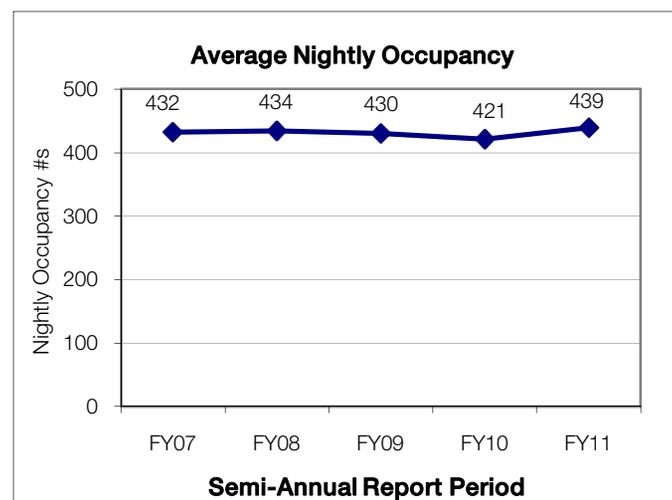
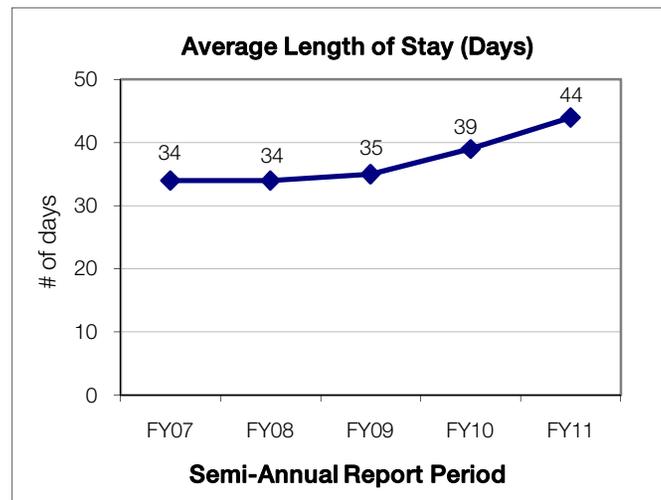
The capacity for the Family System was reduced in FY11 from 120 to 96 units due to the transfer of Tier II Shelter units to the direct housing/rapid re-housing model. As a result, the length of stay (Average Length of Stay) of families in the shelter system decreased substantially. The Family System served 18% more households than during the same period of time last year while maintaining a good performance overall. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 12/31/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	2,300	2,117	√	417	439	30	44	≠	471	448	√	25%	28%	√	No



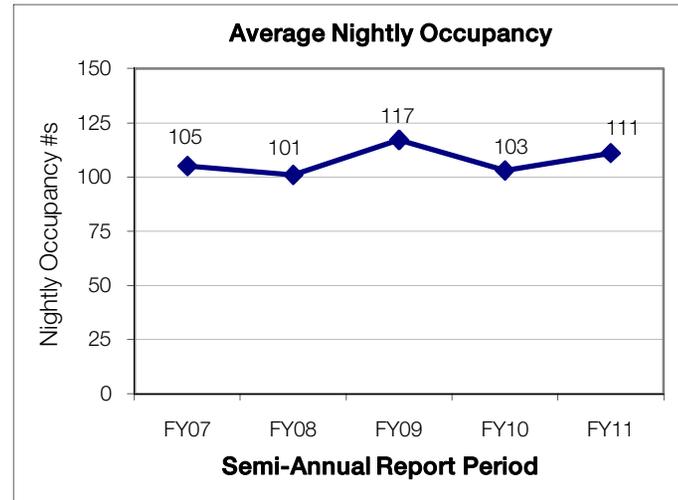
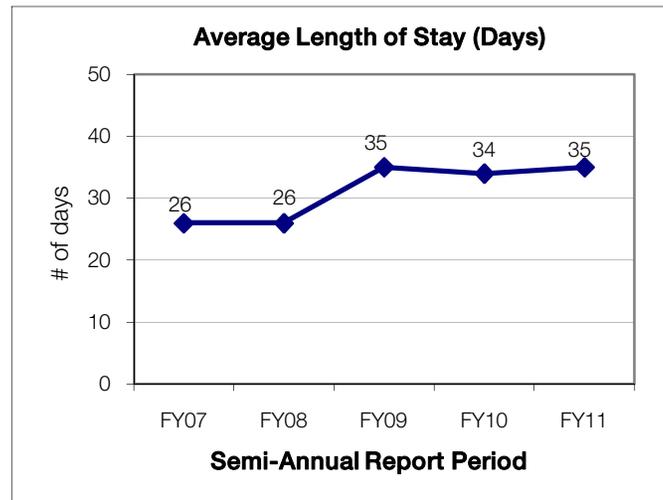
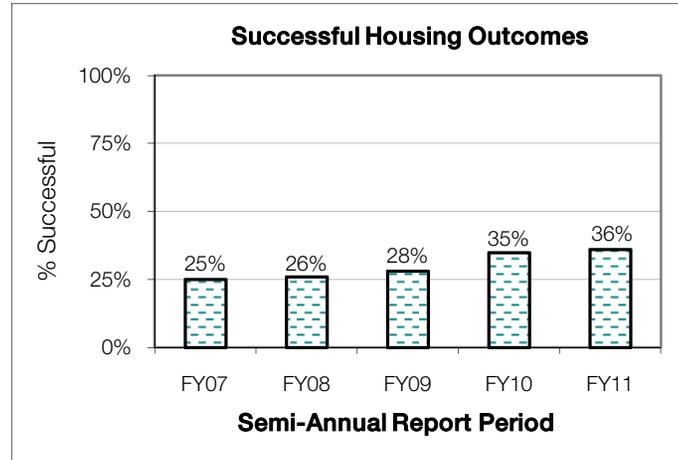
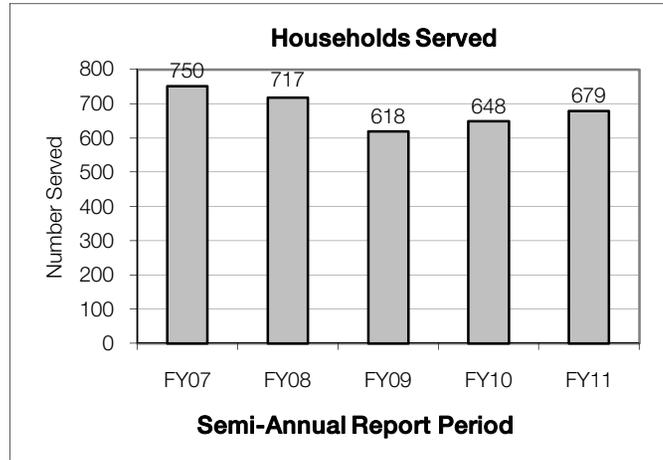
DEMOGRAPHICS	Men
Households Served	2,117
Clients Served	2,117
Average Age (HOH)	43
Men as a percent of total single adults served	76%
Veterans (U.S. Military)	12%
Avg. Monthly Household Income	\$210
Percent Working at Entry	15%
Race - White	37%
Race - Black	59%
Race- Other	4%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%



The increase in successful outcomes for the system is encouraging. The increase in the average length of stay is very concerning given that the system experienced a waitlist for services during a portion of the evaluation period and high overflow for the 2nd half of the period. The decrease in the number of individuals served at 4%, is directly attributable to the high length of stay and the system not being able to meet demand. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 12/31/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
WOMEN'S SYSTEM	600	679	√	97	111	30	35	≠	126	200	√	25%	36%	√	No

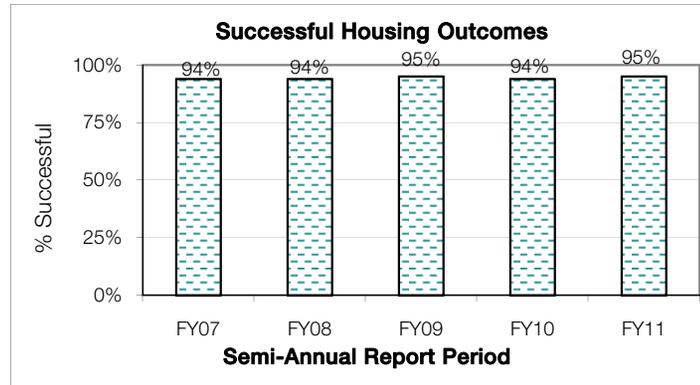
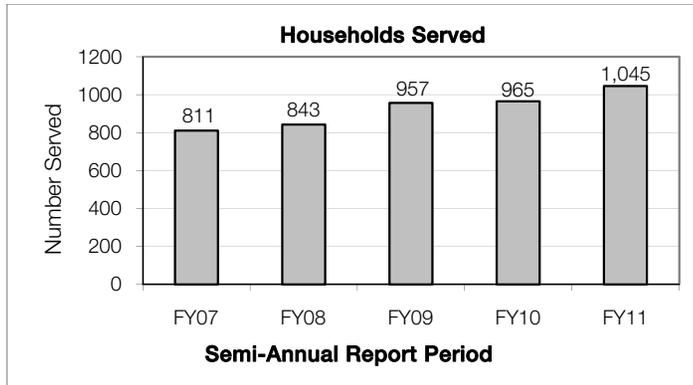


DEMOGRAPHICS	Women
Households Served	679
Clients Served	679
Average Age (HOH)	39
Woman as a percent of total single adults served	24%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$234
Percent Working at Entry	10%
Race - White	43%
Race - Black	53%
Race- Other	4%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

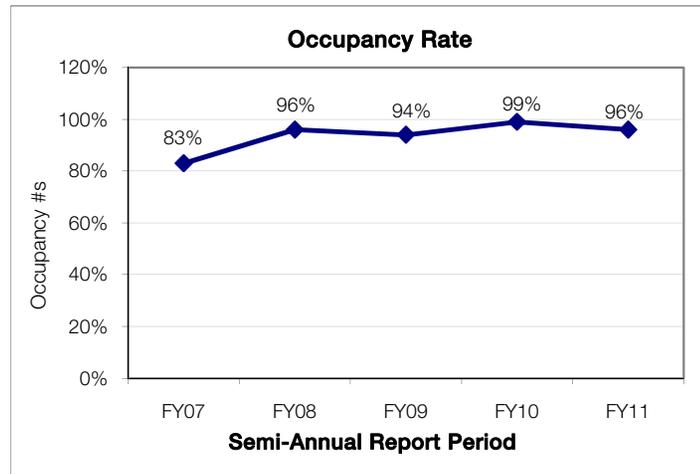
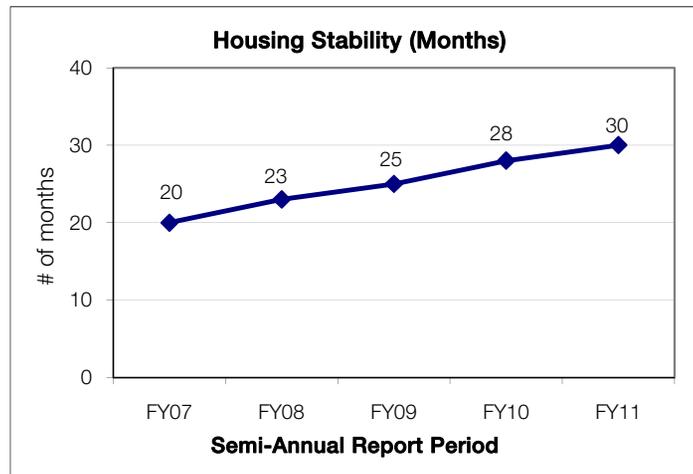
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. The system experienced an increase in the number of individuals served at 5%. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH) 7/1/2010 - 12/31/2010	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
PSH SYSTEM	1,034	1,045	√	95%	96%	√	24	30	√	931	991	√	90%	95%	√	No



The PSH System continues to perform well. Commons at Buckingham, the new NCR supportive housing project was fully leased by the end of September 2010. A CMHA freeze on Section 8 vouchers affected the number of households served by the system and the occupancy rate.



EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 20%	Yes or No
7/1/2010- 12/31/2010																	
MEN																	
Faith Mission on 6th ²	N/A	641	N/A	N/A	110	110	N/A	37	N/A	N/A	109	N/A	N/A	20%	N/A	35%	N/A
Faith Mission on 8th ²	N/A	421	N/A	N/A	95	95	N/A	49	N/A	N/A	92	N/A	N/A	28%	N/A	36%	N/A
Faith Mission - Men's Overflow ³	55	297	242	√	varies	27	30	16	√	N/A	12	N/A	N/A	7%	N/A	57%	No
Friends of the Homeless - Men's Shelter	615	671	56	√	130	135	30	45	≠	121	139	√	25%	26%	√	36%	No
VOAGO Men's Shelter	306	414	108	√	40	39	30	19	√	67	63	√	25%	17%	≠	67%	No
VOAGO VA Emergency Housing ⁴	10	48	38	√	10	6	90	23	√	3	22	√	25%	67%	√	10%	No
WOMEN																	
Faith Mission-Nancy's Place ²	N/A	256	N/A	N/A	42	43	N/A	36	N/A	N/A	104	N/A	N/A	48%	N/A	16%	N/A
Faith Mission - Women's Overflow ³	26	219	193	√	varies	8	30	7	√	N/A	17	N/A	N/A	9%	N/A	61%	No
Friends of the Homeless - Rebecca's Place	288	271	(17)	√	47	50	30	42	≠	72	66	√	30%	30%	√	15%	No
INEBRIATE																	
Maryhaven Engagement Center	851	696	(155)	≠	50	43	11	12	√	144	103	≠	18%	16%	√	17%	No
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,3}	1,609	1,259	(350)	≠	247	248	30	43	≠	341	304	≠	25%	30%	√	31%	Yes

¹ Capacity does not include overflow.

² Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

³ LSS - Faith Mission Overflow services for Men and Women are evaluated at the individual program level.

⁴ Program implemented 11/1/2010. Non-CSB funded program. The Men's system does not include this program.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes ³						Average FHC Transition Time (Days) ⁴			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Yes or No
7/1/2010- 12/31/2010																										
YWCA Family Center	400	488	88	√	50	62	√	20	25	≠	245	311	√	70%	70%	√	159	231	√	65%	74%	√	7	11	≠	No
YWCA Diversion ⁵	N/A	692	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	192	N/A	39%	28%	≠	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Capacity does not include overflow.

² Occupancy goal is applicable only to Tier II Shelters.

³ Successful housing outcome calculates as x% of the YWCA's successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.

⁴ The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the FHC program.

⁵ Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

EMERGENCY SHELTER--Tier II Family Programs	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 12/31/2010																	
Homeless Families Foundation ⁶	97	105	8	√	38	36	√	80	86	√	47	61	√	70%	88%	√	No
VOAGO Family Shelter ⁶	21	25	4	√	8	8	√	80	103	≠	9	14	√	70%	78%	√	No

⁶ A portion of Tier II capacity transitioned to direct housing/rapid re-housing.

SUPPORTIVE HOUSING	Households Served					Program Occupancy ¹			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 12/31/2010																		
Community Housing Network-Briggsdale	25	27	30	3	√	23	92%	√	21	23	√	24	28	√	90%	93%	√	No
Community Housing Network-Community ACT	42	46	52	6	√	41	98%	√	12	21	√	39	48	√	85%	92%	√	No
Community Housing Network-East 5th Avenue	38	42	39	(3)	√	36	95%	√	24	34	√	38	35	√	90%	90%	√	No
Community Housing Network-North 22nd Street	30	33	37	4	√	28	93%	√	24	32	√	30	35	√	90%	95%	√	No
Community Housing Network-North High Street	33	36	35	(1)	√	33	100%	√	24	37	√	32	34	√	90%	97%	√	No
Community Housing Network-Cassady ⁵	10	11	13	2	√	10	100%	√	22	30	√	10	12	√	90%	92%	√	No
Community Housing Network-Parsons ²	25	27	27	0	√	24	96%	√	24	35	√	24	26	√	90%	96%	√	No
Community Housing Network - RLPTI ²	108	119	120	1	√	106	98%	√	23	30	√	107	115	√	90%	96%	√	No
Community Housing Network-Safe Havens ³	13	17	16	(1)	√	14	108%	√	24	51	√	15	15	√	90%	94%	√	No
Community Housing Network-St. Clair ⁶	26	29	30	1	√	27	104%	√	18	26	√	26	29	√	90%	97%	√	No
Community Housing Network-Southpoint Place	46	51	50	(1)	√	45	98%	√	12	18	√	46	47	√	90%	94%	√	No
Maryhaven Commons at Chantry	50	55	54	(1)	√	49	98%	√	19	26	√	50	50	√	90%	93%	√	No
National Church Residences-Commons at Grant	50	55	52	(3)	√	50	100%	√	24	42	√	50	51	√	90%	98%	√	No
National Church Residences-Commons at Buckingham ⁴	75	72	77	5	√	60	80%	N/A	N/A	5	N/A	65	75	√	90%	97%	√	No
Southeast-Scattered Sites ²	120	132	123	(9)	√	111	93%	√	12	37	√	119	115	√	90%	93%	√	No
YMCA-40 West Long Street	105	116	125	9	√	104	99%	√	22	31	√	104	117	√	90%	94%	√	No
YMCA-Sunshine Terrace	75	83	87	4	√	74	99%	√	24	40	√	75	84	√	90%	97%	√	No
YWCA-WINGS	69	76	78	2	√	66	96%	√	24	30	√	68	74	√	90%	95%	√	No

¹ Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

² The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Parsons (SRA/15 households); RLPTI (TRA/19 households); Southeast Scattered Sites (TRA/2 households).

³ Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

⁴ Program in lease-up during FY11 Q1.

⁵ CHN's commitment for Cassady is 10 units; there were 11 Rebuilding Lives eligible tenants residing in the program during this period.

⁶ CHN's commitment for St. Clair is 26 units; there were 27 Rebuilding Lives eligible tenants residing in the program during this period.

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 12/31/2010																		
Transitional Housing																		
Amethyst-RSvP	8	23	34	11	√	85%	88%	√	2	1	√	14	20	√	77%	80%	√	No
Huckleberry House-Transitional Living Program	24	36	35	(1)	√	98%	92%	≠	10	8	√	9	13	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	69	71	2	√	95%	89%	≠	4	5	√	21	26	√	77%	65%	≠	No
VOAGO - Veterans ³	40	50	119	69	√	95%	100%	√	4	3	√	37	27	≠	77%	33%	≠	No
Permanent Supportive Housing																		
Community Housing Network-Family Homes ⁴	15	17	17	0	√	95%	100%	√	12	30	√	14	15	√	80%	88%	√	No
Community Housing Network-Wilson	8	9	8	(1)	≠	95%	100%	√	12	92	√	7	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	33	34	1	√	95%	100%	√	15	31	√	26	31	√	80%	91%	√	No
Shelter Plus Care																		
Amethyst-SPC	92	110	120	10	√	95%	89%	≠	12	23	√	88	97	√	80%	81%	√	No
Columbus AIDS Task Force-TRA ⁵	89	97	96	(1)	√	95%	103%	√	24	60	√	78	94	√	80%	98%	√	No
Community Housing Network-SRA SPC ^{4,5}	172	189	229	40	√	95%	113%	√	12	38	√	151	219	√	80%	96%	√	No
Community Housing Network-TRA SPC ^{4,5}	149	164	164	0	√	95%	101%	√	12	37	√	131	163	√	80%	99%	√	No
Faith Mission-Shelter Plus Care	9	10	10	0	√	95%	78%	≠	24	41	√	8	10	√	80%	100%	√	No
Total Shelter Plus Care	511	570	619	49	√	95%	103%	√	N/A	N/A	N/A	456	583	√	80%	94%	√	No

¹ Programs are non-CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

² Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

³ VOAGO- Veterans is not a HUD COC funded program but receives VA funding. As of 01/01/2011 it is mandatory for this program to participate in CSP.

⁴ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA/7 households); CHN-Parsons (SRA/15 households); RLPTI (TRA /19 households); Southeast Scattered Sites (TRA/2 households).

⁵ Occupancy rate exceeds 100% because CMHA allowed providers to over lease.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2010- 12/31/2010																									
Direct Housing-The Salvation Army	95	95	√	132	146	√	13	13	√	100	114	≠	85	83	√	90%	90%	√	\$1,000	\$1,225	≠	90%	91%	√	No
Job2Housing -The Salvation Army ²	20	16	≠	40	39	√	15	13	√	180	180	√	18	18	√	90%	90%	√	\$5,484	\$1,931	√	100%	100%	√	No
Direct Housing - Homeless Families Foundation ⁵	6	21	√	12	31	√	15	26	≠	100	89	√	5	16	√	90%	100%	√	\$1,000	\$841	√	90%	94%	√	No
Direct Housing - VOAGO Families ⁵	28	38	√	38	51	√	15	13	√	100	99	√	22	22	√	90%	92%	√	\$1,000	\$1,000	√	90%	75%	√	No
Direct Housing - VOAGO Rapid Re-housing Single Adults ⁵	16	25	√	16	25	√	30	37	≠	N/A	30	N/A	N/A	0	N/A	75%	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No
Transition - CSB Transition Program ³	N/A	N/A	N/A	500	582	√	N/A	N/A	N/A	N/A	N/A	N/A	490	575	√	98%	99%	√	\$900	\$807	√	98%	99%	√	No

PREVENTION	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2010- 12/31/2010																									
Prevention - Gladden Community House	N/A	N/A	N/A	160	214	√	N/A	N/A	N/A	N/A	N/A	N/A	155	213	√	97%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools ^{3, 4}	93	125	√	141	154	√	N/A	N/A	N/A	100	93	√	83	121	√	90%	95%	√	\$1,000	\$953	√	90%	93%	√	No
Stable Families - CIS Weinland Park Expansion ⁷	24	17	N/A	34	30	N/A	N/A	N/A	N/A	100	114	N/A	22	19	N/A	90%	100%	N/A	\$1,000	\$777	N/A	90%	89%	N/A	N/A

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) ¹			Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		Yes or No
7/1/2010- 12/31/2010																							
Maryhaven Outreach	150	151	√	170	184	√	105	85	≠	70%	57%	≠	53	22	≠	50%	26%	≠	25%	10%	≠	Yes	

¹ Use of CSB DCA includes CSB funding only.

² Program implemented as of March 2010.

³ Includes households served with HPRP and non-HPRP funding.

⁴ Exclusive of Weinland Park activity.

⁵ A portion of Tier II capacity transitioned to direct housing/rapid re-housing. Transfer clients are excluded from the ALOS calculation. ALOS is a new measure for these programs.

⁶ Program implemented as of November 2010.

⁷ Program is ceasing CSP data entry. CSB will no longer fund or report on this program.

System and Program Indicators Report

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications					Successful SSI/SSDI Applications			Submitted Other Applications					Program of Concern			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)	Outcome Achievement	
7/1/2010- 12/31/2010																							
Benefits Partnership-YWCA	178	189	√	205	309	√	99	103	√	42%	33%	≠	40%	11%	≠	134	135	√	58%	44%	≠	No	

HPRP Programs	Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes					Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)				
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2010- 12/31/2010																			
Stable Families - Communities in Schools HPRP ¹	N/A	310	N/A	N/A	86	N/A	N/A	271	N/A	N/A	96%	N/A	N/A	\$948	N/A	N/A	93%	N/A	
Community Housing Network - ADAMH Prevention	45	83	√	90	165	≠	25	82	√	83%	99%	√	N/A	\$1,760	N/A	N/A	95%	N/A	
Gladden Community House - Single Adult Prevention	60	247	√	30	27	√	56	251	√	93%	100%	√	\$657	\$1,117	≠	100%	92%	√	
CSB Transition - HPRP DCA ¹	N/A	399	N/A	N/A	N/A	N/A	N/A	399	N/A	N/A	100%	N/A	N/A	\$962	N/A	N/A	100%	N/A	

	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2010- 12/31/2010												
Lutheran Social Services - Centralized Point of Access (CPOA)	3,100	3,264	√	75%	90%	√	642	618	√	18%	16%	√

¹Contract to date reporting.



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Continuum of Care Steering Committee Membership – Provider Seats

In July 2009 the following schedule was determined to fill the HUD CoC-funded provider seats on the Continuum of Care Steering Committee (CoC SC):

Term	Agencies
2009 – 2010	Amethyst, Inc. Maryhaven
2010 – 2011	Columbus AIDS Task Force YWCA
2011 – 2012	Lutheran Social Services – Faith Mission Community Housing Network
2012 – 2013	Volunteers of America of Greater Ohio Southeast, Inc.
2013 – 2014	National Church Residences Huckleberry House

Mistakenly, the representatives were not changed in July 2010 as originally planned. As a result, representatives for Amethyst, Inc. and Maryhaven served an additional year on the CoC SC.

CSB recommends the following:

1. Change the provider seat term date from July to March of each year.
 - a. **Rationale:** The CoC SC rarely meets in July but always meets in March of each year. This timing will ensure that the schedule is followed.
2. The provider seat term schedule should be as follows:

Term	Agencies
March 2011 – March 2012	Columbus AIDS Task Force YWCA
March 2012 – March 2013	Community Housing Network Volunteers of America of Greater Ohio
March 2013 – March 2014	Southeast, Inc. National Church Residences
March 2014 – March 2015	Huckleberry House TBD

Note: After all HUD CoC-funded providers have served; agencies will be randomly selected to continue the rotation schedule beginning with March 2014

- a. **Rationale:** Schedule adjusted to remove Lutheran Social Services – Faith Mission since it is no longer a HUD CoC-funded program having transferred its Shelter Plus Care vouchers to Community Housing Network in 2010.

Columbus & Franklin County Continuum of Care Steering Committee Policy Statements

Overview

The purpose of the Continuum of Care Steering Committee (CoC SC) is to submit an annual application to the US Department of Housing and Urban Development (HUD) for local homeless housing projects¹ and to evaluate ongoing progress in meeting CoC goals.

The policy statements below govern the work of the CoC SC. The policies are organized into different areas and are intentionally global in scope. The CoC SC will meet annually to review and approve its annual plan and policies.

The categories are:

- < **Structure**
- < **HUD Mandated Activities**
- < **Provider Activities**
- < **Other Activities**

Structure

1. Steering Committee Membership

The CoC SC membership will comport with HUD requirements. The categories of membership are consumers (4), local government (4), providers (6), health care (3), housing (3), veterans (2), philanthropy (2), legal services (1), ~~and homeless services planning (1)~~ ~~and K-12 education (1)~~. A total of ~~26-27~~ members ~~(to be increased to 27 should Project Connect agree to participate)~~ shall be annually approved for participation. Regular attendance is expected. The CSB ~~Executive~~ Director ~~of Programs & Planning~~ shall chair the Steering Committee.

2. Conflict of Interest

Any individual participating in or influencing Steering Committee decision making must identify actual or perceived conflicts of interest as they arise and comply with the letter and spirit of this policy. Disclosure should occur at the earliest possible time and if possible, prior to the discussion of any such issue. Individuals with a conflict of interest should abstain from voting on any issue in which they may have a conflict. An individual with a conflict of interest who is the committee chair, shall yield that position during discussion and abstain from voting on the item.

Annual written disclosure statements will be provided by each committee member by ~~January~~ March 31. Members will not be permitted to participate until the statement is on file at CSB.

3. HUD Technical Review Committee

Annually, the HUD Technical Review Committee (HUD TRC)² will review new projects and make recommendations to the full Steering Committee for its consideration, action and

¹ All HUD funded projects are supportive housing or transitional housing. Prevention, outreach, and emergency shelter programs cannot receive HUD Supportive Housing Program (SHP) or Shelter Plus Care (SPC) funding.

inclusion in the consolidated HUD application. The HUD TRC will also establish the new permanent supportive housing (PSH) priority for consideration by the Ohio Housing Finance Agency. As part of the process, new projects will be presented to the CoC provider group and the CAC. Both groups will provide recommendations to the HUD TRC prior to its decision. The project developer will also be asked to make a presentation to the HUD TRC to respond to questions about its proposal.

The HUD TRC will be a joint committee comprised of three CoC SC representatives (at least one must be a provider), two Rebuilding Lives Funder Collaborative (RLFC) representatives, and two Citizens Advisory Council representatives. One of the RLFC representatives will serve as chair. Steering Committee members representing provider agencies who receive HUD funding may participate on the committee, if they do not have program under consideration by the HUD TRC. CSB will provide staff support for the committee.

The HUD TRC will also review ongoing projects that have participated in QII at the request of the provider and/or CSB. The Steering Committee will act on recommendations from the HUD TRC.

4. Citizens Advisory Council (CAC)

The CoC SC values input and participation by the CAC in all processes. These shall include:

- < Designated seats on all committees.
- < The opportunity to review and comment on new projects prior to HUD TRC review.
- < The opportunity to review and comment on CoC annual plan, policies, and program standards.

HUD Mandated Activities

5. Columbus ServicePoint Implementation

CSB will maintain the community's Homeless Management Information System (HMIS) – Columbus ServicePoint – in compliance with HUD standards and coordinate all related activities including training, maintenance and technical assistance to agencies. Each participating agency will be expected to participate in the CSP Administrators Group which oversees CSP operations. CSB will publish policies and procedures for CSP management. Annually, CSB will conduct an anonymous Administrator/User survey and provide the results of that survey to the CoC SC.

6. Point in Time Count Plan

Consistent with HUD requirements and in concert with the Ohio Count, an annual Point In Time Count will be conducted. Participation in the Homeless Count Work Group will be open to all interested. The Steering Committee will review and approve the Point in Time Count Plan annually and empower CSB to lead coordination efforts to conduct the count.

7. HUD Application Process

The CoC SC will meet annually to review and act on Exhibit 1 including all relevant charts and tables and the Housing Inventory Chart. The Community Shelter Board will coordinate the applicant submission of Exhibit 2s, prepare Exhibit 1 and submit the consolidated application on behalf of the CoC.

² All currently funded HUD SHP/SPC projects will be non-competitively renewed. ~~In 2010, HUD TRC may need to meet only if any HUD SHP/SPC projects are referred for phase out or fund reduction~~

Provider Activities

8. Provider Input

The CoC SC values input and participation by the HUD providers in all processes. These shall include:

- < Designated seats on all committees.
- < The opportunity to review and comment on new projects prior to HUD TRC review.
- < The opportunity to review and comment on CoC annual plan, policies, and program standards.

9. Provider Program Requirements and Rights

The Steering Committee expects that Providers will meet requirements to receive HUD Funding and intends to treat all providers fairly.

Requirements:

- < Meet relevant program and HUD standards and achieve program outcome goals.
- < Submit an annual program outcome plan in line with HUD and CoC requirements and update program descriptions through the annual CSB Gateway process.
- < Submit Exhibit 2 per HUD timeline.
- < Submit required data through Columbus ServicePoint.
- < Submit a copy of HUD APR to CSB concurrent with submission to HUD.

Rights:

- < Participate in Quality Improvement Intervention (QII) prior to HUD funds being reduced or eliminated by the Steering Committee.
- < Appeal to the Steering Committee if it disagrees with a recommendation by the HUD TRC.
- < Request a waiver from compliance with specific program performance standards.

10. Program Performance Standards

Program performance standards will be established by the CoC SC and incorporate HUD requirements and local standards. The Community Shelter Board will incorporate these standards into annual program agreements with each provider agency. An annual Program Outcome Plan (POP) will be part of the agreement. If CSB and the agency disagree on the annual POP, the agency may appeal to the CoC SC (if not CSB-funded) or CSB Board Chair (if CSB-funded). CSB will monitor program performance and provide monthly, quarterly, semi-annual and annual data reports. Program performance standards will be reviewed annually by the Steering Committee.

11. Quality Improvement Intervention

CSB will address programs of ongoing concern through a Quality Improvement Intervention (QII) process. The QII process is based on quarterly one-on-one dialogues between CSB and the provider agency and considers agency plans and progress on addressing program issues. CSB and provider agency enter into quarterly QII if a program experiences long-standing and/or serious program issues and/or systemic agency concerns. If the agency and/or CSB find that the QII process is not working, either may refer the concerns/issues to the HUD Technical Review Committee (HUD TRC) for handling. The provider will be given an opportunity to present its case to the HUD TRC before it makes its recommendation to the Steering Committee.

12. Letter of Support and Certification

Programs and services which meet the needs of homeless families and individuals in Franklin County, Ohio are eligible to request letters of support or certification from the Steering Committee. The Steering Committee will only provide letters of support or certification to agencies which have a record of providing quality services to persons who are homeless or at risk of homelessness, and for projects that are consistent with the local priorities established by the CoC. New agencies must demonstrate the ability to provide high quality services. Projects may receive letters of support or certification if they:

- < Document the need for the program;
- < Provide a clearly defined program with attainable outcomes;
- < Demonstrate collaboration with other community-based organizations;
- < Demonstrate the provision of high quality services; and
- < Deliver services in a highly cost-effective manner.

Other Activities

13. Annual Plan

The CoC SC will meet annually to review and approve its annual plan and policies which will govern the work of the Steering Committee.

14. Meeting Support

CSB will provide meeting support for CoC SC and all committee meetings by scheduling meetings, developing agendas, issuing meeting materials and posting all relevant documents to www.csb.org.

- < Steering Committee members may suggest agenda items
- < Agenda and meeting materials will be released one week prior to scheduled meetings.
- < The agenda will be reviewed and adopted at the start of the meeting; changes may be offered for consideration.
- < Meeting notes will be produced and distributed within 30 days of the meeting.
- < Materials will be distributed electronically to all CoC SC members and provider agency designees.

15. Costs

Every effort will be made to keep process costs to the minimum necessary to achieve full funding. CSB will work to raise funds to support the processes of the CoC, including central administrative requirements related to HMIS and the PIT Count.

Month	Activity	Steering Committee	HUD TRC	CSB	Providers
January	Conduct Point-In-Time Count			x	
January	Announce HUD renewal project awards (pending HUD announcements)			x	
February	Issue Program Outcome Plan (POP)/Program Descriptions forms to agencies			x	
March	Approve Annual Plan & CoC Policy Statements	x			
March	Review and approve CoC Steering Committee membership lists	x			
March	Submit program description and POP (CSB funded agencies also submit budget) Due date 3/17/11				x
April	Participate in Agency & CSB 1-on-1 meetings (individually scheduled)			x	x
April	Handle POP appeals for CoC Provider Agencies (electronic approval)	x			
April	Submit Point in Time Count data to HUD via Homelessness Data Exchange (HDX)			x	
May	Submit Housing Inventory Chart (HIC) data to HUD via Homelessness Data Exchange (HDX)			x	
May	Process appeals for CSB funded programs (CSB Board Chair)			x	
June	Issue Program Evaluation			x	
June	Receive annual Program Evaluation (electronic format)	x			
June	Review CSB HMIS performance	x			
July	Announce HUD new project awards (pending HUD announcements)			x	
August	Receive & review HUD score for annual application (pending HUD awards announcement)			x	
September	Approve HUD application schedule (electronic approval - pending CoC NOFA release)	x			
September	Review CoC NOFA (pending CoC NOFA release)			x	
September	Facilitate HUD Application Review & TA Meeting (pending CoC NOFA release)			x	

Month	Activity	Steering Committee	HUD TRC	CSB	Providers
October	Participate in Agency & CSB 1-on-1 meetings (individually scheduled)			x	x
October	Review new projects for 2012 and beyond			x	
October	Consider CSB referrals of ongoing programs of concern & recommend action to CoC Steering Committee (if needed)		x		
October	Prepare Draft Exhibit 1 (per HUD application schedule)			x	
October	Submit Exhibit 2 to CSB (per HUD application schedule)				x
October	Review Exhibit 2's (per HUD application schedule)			x	
November	Review & approve Exhibit 1 (per HUD application schedule)	x			
November	Approve Performance Standards for FY2013	x			
November	Participate in applicant review meetings with OHFA for 2012 QAP on behalf of CoC Steering Committee			x	
November	Approve plan/process for unsheltered count	x			
November	Finalize Exhibit 1 after CoC SC approval (per HUD application schedule)			x	
November	Submit Consolidated Application to HUD			x	