

# AGENDA

## Continuum of Care Steering Committee Meeting

March 16, 2010

11:30 am – 1:30 pm

Community Shelter Board

Time	Item	Presenter
11:30 am	<b>Welcome, Introductions &amp; Opening Comments</b> <ul style="list-style-type: none"> <li>Agenda Review &amp; Approval</li> <li>Notes from 11/2/09 Meeting (P)</li> </ul>	Dave Davis
11:35 am	<b>2010 CoC Application – Permanent Housing Bonus (A)</b>	Dave Davis
12:05 pm	<b>Administrative Issues</b> <ul style="list-style-type: none"> <li>HUD Data Standards – Income &amp; Non-Cash Benefits (A)</li> <li>Semi-Annual System &amp; Program Indicator Report (A)</li> <li>2010 Point in Time Count Results (A)</li> </ul>	Lianna Barbu
12:20 pm	<b>Proposed 2010 CoC Policy Statements (A)</b> <ul style="list-style-type: none"> <li>Clarifying Questions</li> <li>Motion to Adopt</li> <li>Amendments to Motion</li> <li>Vote</li> </ul>	Dave Davis
12:40 pm	<b>Proposed 2010 Annual Plan Matrix (A)</b> <ul style="list-style-type: none"> <li>Clarifying Questions</li> <li>Motion to Adopt</li> <li>Amendments to Motion</li> <li>Vote</li> </ul>	Tiffany Nobles
1:10 pm	<b>LSS-Faith Mission Shelter Plus Care Units (A)</b> <ul style="list-style-type: none"> <li>Clarifying Questions</li> <li>Motion to Adopt</li> <li>Amendments to Motion</li> <li>Vote</li> </ul>	Sue Villilo
1:20 pm	<b>Amethyst Shelter Plus Care</b>	Lori Criss
1:25 pm	<b>Closing &amp; Next Steps</b>	Dave Davis
1:30 pm	<b>Adjourn</b>	

**Next Meeting: TBD**

**Other Enclosures:** Benefits Partnership Update, Revised Membership List, Overview of Provider Input Opportunities

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

## Permanent Housing Bonus for 2010 HUD Application

### Background

In the fall of 2008, the Continuum of Care Steering Committee (CoC SC) and the Rebuilding Lives Funder Collaborative (RLFC) approved Volunteers of America of Greater Ohio Edgehill Place (VOAGO EP) to be ranked as the number one priority project to apply for 2009 Ohio Housing Finance Agency (OHFA) Tax Credits and the 2009 HUD Application Samaritan Bonus. These groups also approved Community Housing Network Inglewood Court (CHN IC) to be ranked as the number two priority project to apply for 2009 Ohio Housing Finance Agency (OHFA) Tax Credits and the 2010 HUD Application Samaritan Bonus.

Per the local prioritization process, applying for the HUD Application bonus is contingent upon being awarded OHFA Tax Credits prior to the HUD Application submission. Unfortunately, neither VOAGO EP nor CHN IC was awarded OHFA Tax Credits in 2009. As a result, the community was left without a project for the 2009 HUD Application Permanent Housing Bonus (formerly known as the Samaritan Bonus). National Church Residences Commons at Livingston (NCR CAL), however, was awarded 2009 OHFA Tax Credits. To avoid losing the bonus funding, a Request for Proposals (RFP) was issued for a project that would meet the necessary requirements. CHN 2009 Leasing Project was selected to apply for the 2009 HUD Application Permanent Housing Bonus. An announcement from HUD is still pending but is expected in the coming months.

In the fall of 2009, the CoC SC and the RLFC approved CHN IC to be ranked as the number one priority project to apply for 2010 OHFA Tax Credits. In addition, the groups approved National Church Residences Commons at Third (NCR CAT) to also be endorsed as a project to apply for 2010 OHFA Tax Credits but did not assign it a ranking. The deadline for these projects to apply for 2010 tax credits is March 18, 2010 and an award announcement usually occurs in early July.

The Community Shelter Board (CSB) has received information that HUD could possibly release the 2010 Notice of Funding Availability (NOFA) and open the application in e-snaps as early as late March/early April. Since our local prioritization process requires projects to have been awarded tax credits first, it is possible that our community would have to submit an application for the Permanent Housing Bonus funds prior to OHFA awarding any tax credits.

CSB has developed four (4) options for consideration by the CoC SC.

- **Option #1: Proceed with the original endorsement of CHN Inglewood Court (CHN IC) as the priority project for the 2010 Permanent Housing Bonus.**
  - **Pro:** CHN IC can retain its status as the 2010 priority project for the Permanent Housing Bonus.
  - **Con:** If the 2010 HUD Application is released prior to the OHFA award announcement, we would go against our usual requirement of priority projects for HUD bonus funds must be awarded OHFA Tax Credits first. In addition, if CHN IC does not receive the Tax Credits the award will not be able to be used.
  
- **Option #2: Consider NCR Commons at Livingston (NCR CAL) to apply for the 2010 Permanent Housing Bonus since it has already been awarded OHFA Tax Credits.**

- **Pro:** NCR CAL already has OHFA Tax Credits so if HUD releases the NOFA and application in late March/early April this local prioritization requirement would be met.
- **Con:** If CHN IC is awarded 2010 OHFA Tax Credits, the project would have to wait until 2011 to apply for the HUD bonus.
  
- **Option #3: Request CSB or any other housing provider to develop a supportive housing leasing project to apply for the 2010 Permanent Housing Bonus – similar to the Rebuilding Lives Leasing concept developed for the 2008 HUD Application or to the CHN Leasing Supportive Housing project developed for the 2009 HUD Application.**
  - **Pro:** If HUD releases the NOFA and application in late March/early April, our community would still be able to apply for the bonus funding but would not have to be contingent upon OHFA Tax Credits since it is not a new development.
  - **Con:** If CHN IC or NCR CAT is awarded 2010 OHFA Tax Credits, the project would have to wait until 2011 to apply for the HUD bonus.
  
- **Option #4: Forego applying for the 2010 Permanent Housing Bonus altogether.**
  - **Pro:** CoC SC would not have to identify a priority project for the 2010 HUD Application Permanent Housing Bonus.
  - **Con:** Our community would turn down approximately \$422,317 of additional funding for Columbus & Franklin County.

## HUD Data Standards Income and Non-Cash Benefits

In the Draft HUD Notice of HMIS Data Standards the new requirement for Income data collection and entry states that each client must be interviewed by asking if the client receives each type of possible income or non-cash benefits separately and a separate income record must be entered for each type of income for each client if the response to the “Income received from any source in the past 30 days?” question is ‘Yes’.

The requirement to give a response to every existing source of income puts a significant data collection and entry burden on every program collecting this information. While in general, 2-3 sources of income are now entered for every household, this new requirement will make data collection required for 17 different sources of income and 13 different sources of non-cash benefits for every household member (average 3 members/family household).

It has been determined by our Columbus ServicePoint (CSP) Administrators that performing the data collection interview in the manner required by HUD is appropriate. However, entering an income record to show that the client does not receive a particular income or non-cash benefit is unduly burdensome on both the data entry staff and the homeless management information system.

**CSP Administrators are asking the Continuum of Care Steering Committee to approve the recommendation that all agencies conduct a thorough client interview and data collection concerning income as per HUD Standards but income records to be entered into CSP only for income types the client is receiving at the time of the interview and be non-compliant with HUD’s requirement regarding the data entry process for this data element.**

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2010  
07/01/09 – 12/31/09

### **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](http://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:

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

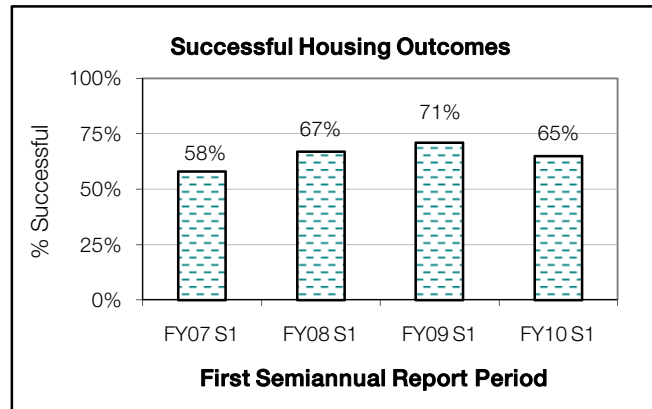
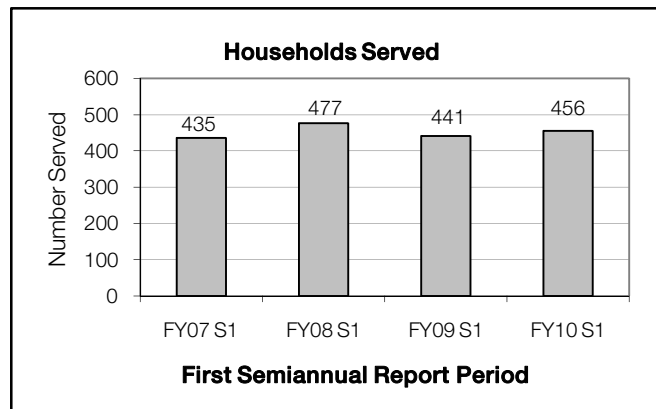
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

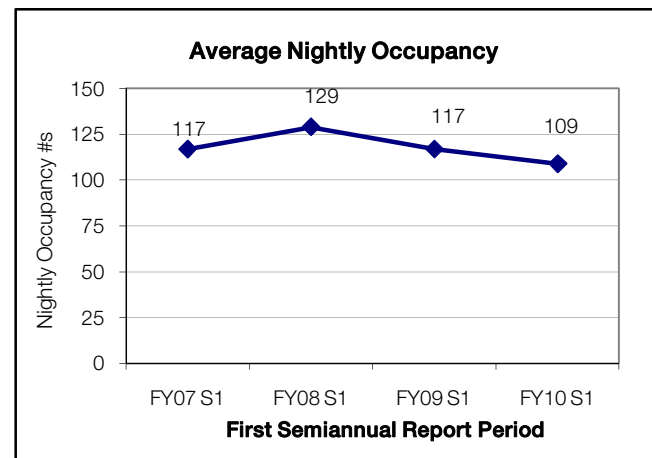
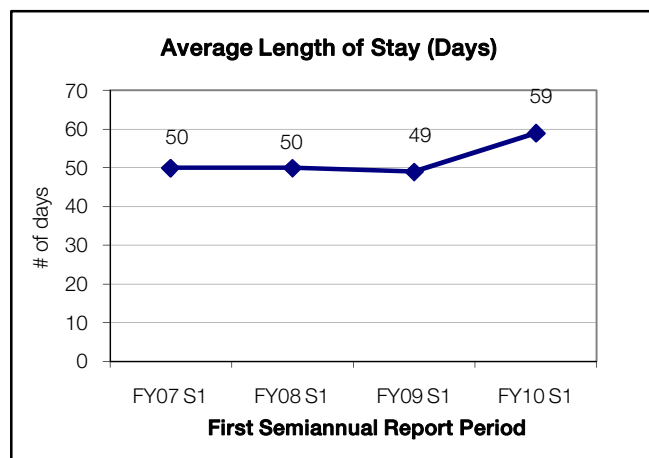


# System and Program Indicator Report

FY10 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
7/01/2009 - 12/31/2009															
FAMILY SYSTEM	440	456	√	120	109	45	59	≠	224	223	√	70%	65%	√	No



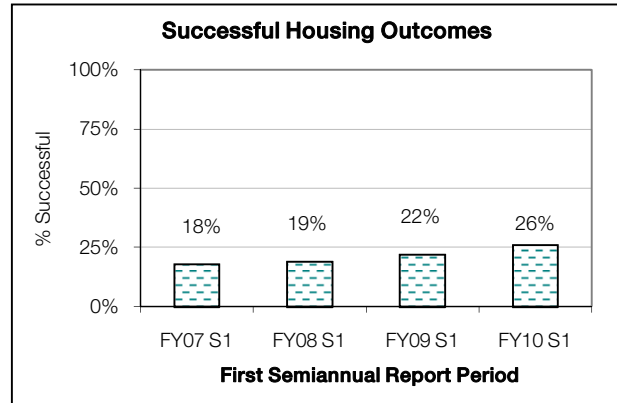
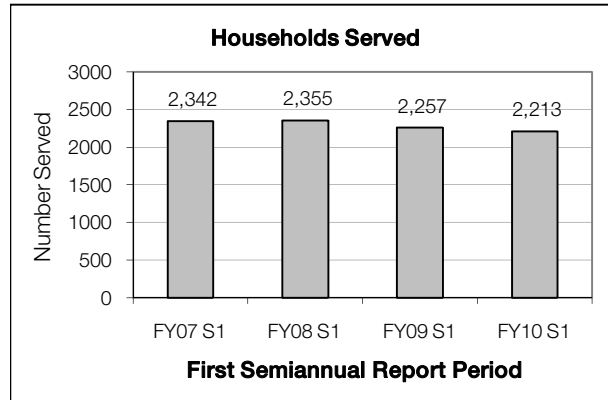
DEMOGRAPHICS	Family
Households Served	456
Clients Served	1,438
Average Age (HOH)	30
Gender - Male (HoH)	12%
Gender - Female (HoH)	88%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$328
Percent Working at Entry	15%
Race - White	26%
Race - Black	69%
Race- Other	5%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%
Adults Served	553
Children Served	885
Mean Family Size	3.2
Average Number of Children	2.0
Children 0 - 2 years	29%
Children 3 - 7 years	32%
Children 8 - 12 years	25%
Children 13 - 17 years	14%



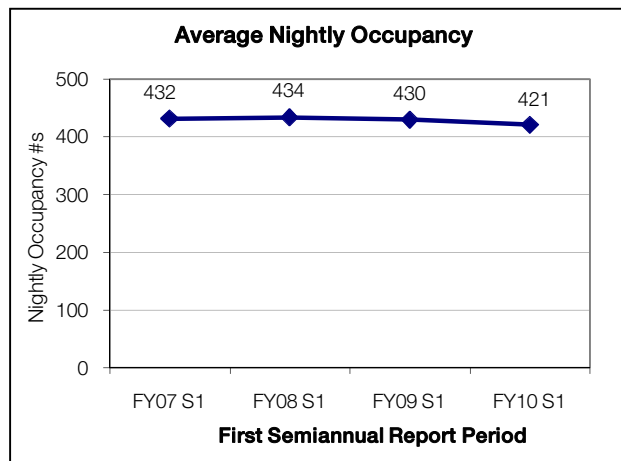
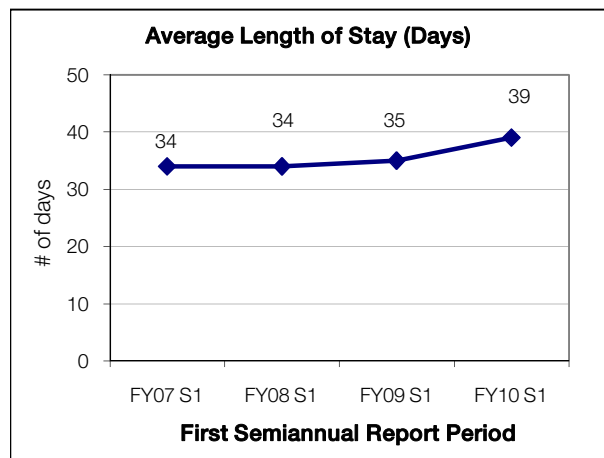
The Family System served 3% more households than during the same period of time last year. The spike in average length of stay from FY09 S1 to FY10 S1 is attributable to a change in methodology. Applying the new methodology to FY09 S1 data yields an Average Length of Stay of 62 days. The decrease in Nightly Occupancy reflects a real decrease in the Average Length of Stay. The percent of households working at entry continues to decrease.

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 12/31/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	2,300	2,213	√	417	421	30	39	≠	471	444	√	25%	26%	√	No



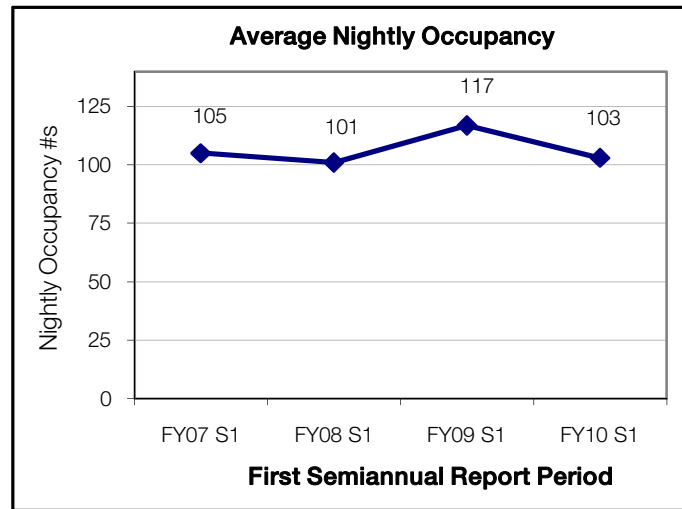
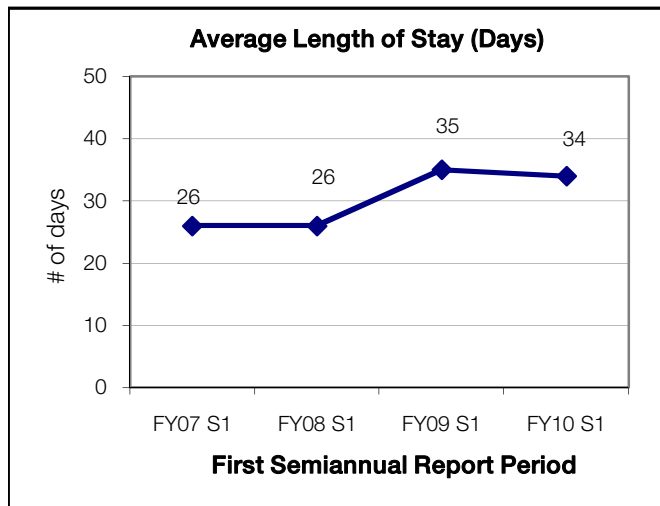
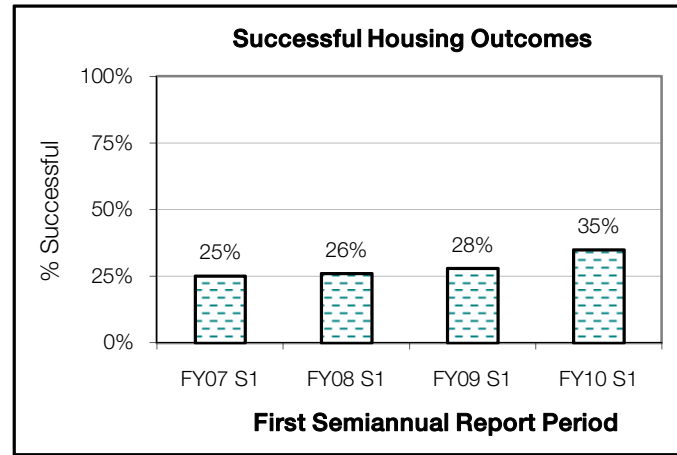
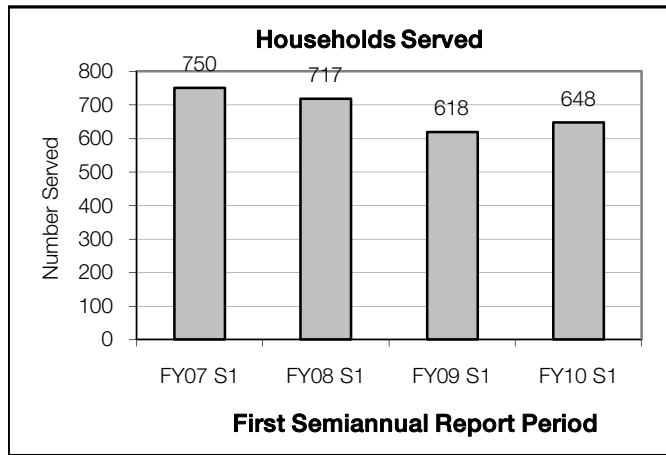
DEMOGRAPHICS	Men
Households Served	2,213
Clients Served	2,213
Average Age (HOH)	43
Men as a percent of total single adults served	77%
Veterans (U.S. Military)	16%
Avg. Monthly Household Income	\$137
Percent Working at Entry	11%
Race - White	38%
Race - Black	59%
Race - Other	3%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The Men's System served 2% fewer men during FY10 S1 than it did same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the increase in the Average Length of Stay is largely attributable to a change in methodology. (If the same methodology had been used in FY09 S1, the result would have been an Average Length of Stay of 39 days).

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 12/31/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	600	648	√	97	103	30	34	≠	126	198	√	25%	35%	√	No

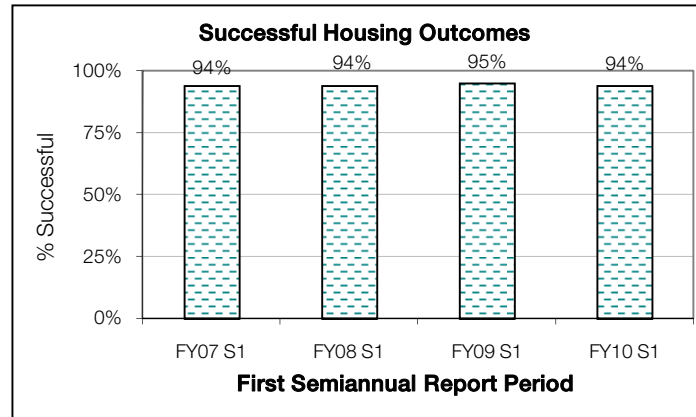
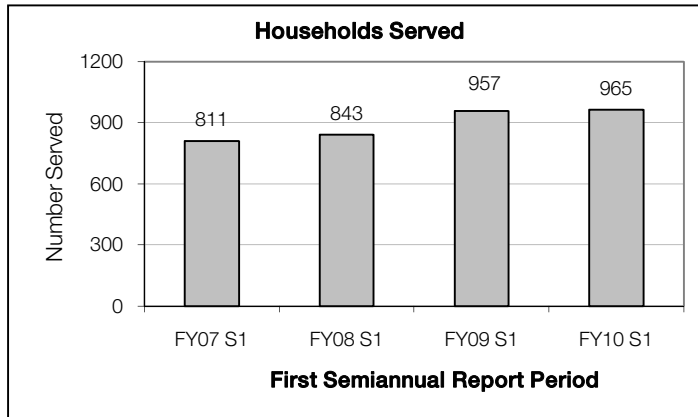


DEMOGRAPHICS	Women
Households Served	648
Clients Served	648
Average Age (HOH)	39
Woman as a percent of total single adults served	23%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$226
Percent Working at Entry	8%
Race - White	38%
Race - Black	56%
Race - Other	6%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

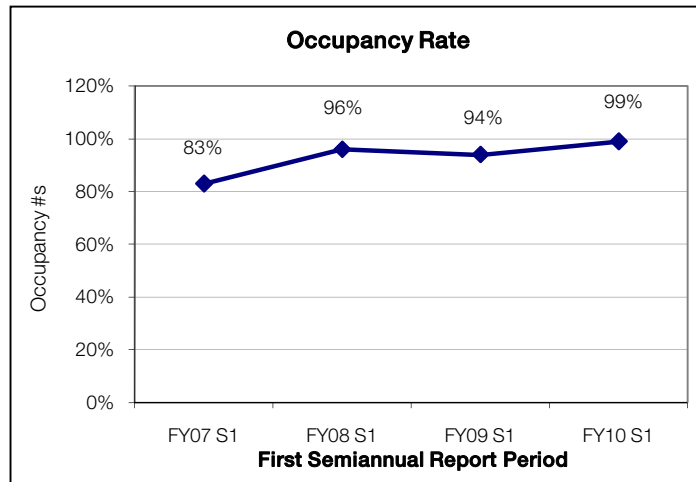
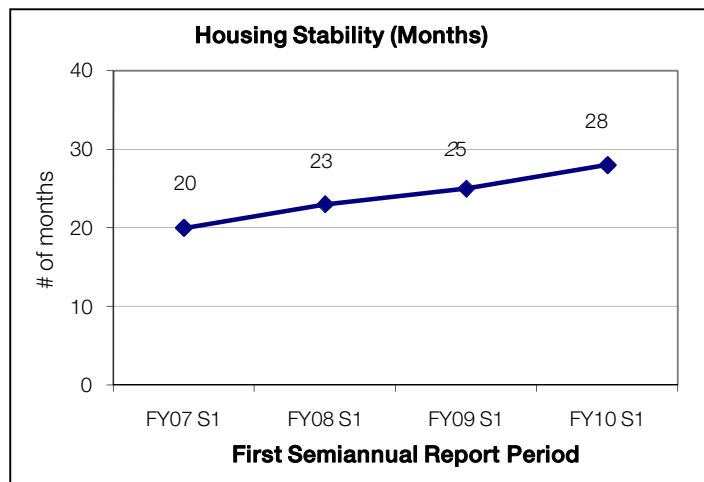
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the change in methodology for Average Length of Stay during FY10 masks the reality that the change from last year is striking; applying the new methodology to FY09 S1 data yields an Average Length of Stay of 39 days. The drop in Average Nightly Occupancy reflects a real decrease in Average Length of Stay.

# System and Program Indicator Report

FY10 Permanent Supportive Housing (PSH) 7/01/2009 - 12/31/2009	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	952	965	√	95%	99%	√	24	28	√	857	904	√	90%	94%	√	No



The PSH System continues to perform well. An increased occupancy rate is noted.



EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement <sup>5</sup>	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%)	Yes or No
7/01/2009- 12/31/2009																	
<b>MEN</b>																	
Faith Mission on 6th <sup>2,3</sup>	N/A	820	N/A	N/A	110	125	N/A	32	N/A	N/A	152	N/A	N/A	23%	N/A	18%	No
Faith Mission on 8th <sup>2,3</sup>	N/A	553	N/A	N/A	95	103	N/A	40	N/A	N/A	96	N/A	N/A	24%	N/A	21%	No
Friends of the Homeless - Men's Shelter	670	673	3	√	130	131	30	44	≠	128	126	√	25%	24%	√	17%	No
VOAGO Men's Shelter	323	277	(46)	√ <sup>4</sup>	40	35	30	27	√	71	66	√	25%	28%	√	26%	No
<b>WOMEN</b>																	
Faith Mission-Nancy's Place <sup>2,3</sup>	N/A	315	N/A	N/A	42	45	N/A	31	N/A	N/A	105	N/A	N/A	39%	N/A	13%	N/A
Friends of the Homeless - Rebecca's Place	299	268	(31)	≠	47	49	30	39	≠	75	80	√	30%	35%	√	10%	No
<b>INEBRIATE</b>																	
Maryhaven Engagement Center	851	782	(69)	√	50	45	10	11	√	152	95	≠	19%	12%	≠	40%	No
<b>AGENCY</b>																	
Lutheran Social Services - Faith Mission <sup>2,3</sup>	1,700	1,578	(122)	√	247	274	30	37	≠	364	348	√	25%	29%	√	19%	No

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> 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.

<sup>3</sup> Faith Mission provides overflow services for FY10.

<sup>4</sup> Program served fair share of households based on capacity and demand.

<sup>5</sup> Monitored but not evaluated.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>			Average FHC Transition Time (Days) <sup>4</sup>			Program of Concern			
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	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
7/01/2009- 12/31/2009																										
YWCA Family Center	400	379	(21)	√	50	41	N/A	20	22	√	245	249	√	70%	72%	√	149	175	√	61%	70%	√	7	15	≠	No
YWCA Diversion <sup>5</sup>	N/A	802	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	315	N/A	N/A	39%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> Occupancy goal is applicable only to Tier II Shelters.

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

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

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

EMERGENCY SHELTER--Tier II Family Programs	Households Served					Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Rolling Stock Clients (#) <sup>6</sup>	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual	Outcome Achievement	Yes or No
7/01/2009- 12/31/2009																		
Homeless Families Foundation <sup>7</sup>	121	107	(14)	≠	4	46	45	√	80	108	≠	54	48	≠	70%	80%	√	Yes
VOAGO Family Shelter <sup>7</sup>	63	50	(13)	≠	14	24	23	√	80	127	≠	28	20	≠	70%	77%	√	Yes

<sup>6</sup> Out of the number of households served, these number of households participate in the Rolling Stock Pilot.

<sup>7</sup> Program was unable to meet three out of five goals for the evaluation period. Due to the economy, Tier II shelters are serving households that take longer to stabilize. Because of the increased average length of stay, program did not serve the projected number of households and the lower number affected the successful housing outcome measure as well.

# System and Program Indicators Report

SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			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
7/01/2009- 12/31/2009																		
Community Housing Network-Briggsdale	25	27	30	3	√	24	96%	√	20	22	√	24	26	√	90%	87%	√	No
Community Housing Network-Community ACT	42	46	50	4	√	42	100%	√	12	17	√	39	46	√	85%	92%	√	No
Community Housing Network-East 5th Avenue	38	42	42	0	√	35	92%	√	24	30	√	38	40	√	90%	95%	√	No
Community Housing Network-North 22nd Street	30	33	34	1	√	29	97%	√	24	29	√	30	34	√	90%	100%	√	No
Community Housing Network-North High Street	33	36	36	0	√	33	100%	√	24	30	√	32	35	√	90%	97%	√	No
Community Housing Network-Cassady <sup>2</sup>	10	11	12	1	√	9	90%	√	20	25	√	10	11	√	90%	92%	√	No
Community Housing Network-Parsons <sup>2</sup>	25	27	29	2	√	23	92%	√	24	32	√	24	26	√	90%	93%	√	No
Community Housing Network-Safe Havens <sup>3</sup>	13	17	17	0	√	15	115%	√	24	44	√	15	17	√	90%	100%	√	No
Community Housing Network-St. Clair	26	29	27	(2)	√	26	100%	√	16	23	√	26	27	√	90%	100%	√	No
Community Housing Network-Southpoint Place	46	51	54	3	√	44	96%	√	9	10	√	46	47	√	90%	87%	√	No
Maryhaven Commons at Chantry	50	55	57	2	√	49	98%	√	18	20	√	50	53	√	90%	93%	√	No
National Church Residences-Commons at Grant	50	55	58	3	√	50	100%	√	24	38	√	50	56	√	90%	97%	√	No
Southeast-Scattered Sites <sup>2, 4</sup>	90	99	98	(1)	√	103	114%	√	24	37	√	89	92	√	90%	94%	√	No
YMCA-40 West Long Street	105	116	123	7	√	104	99%	√	20	27	√	104	115	√	90%	94%	√	No
YMCA-Sunshine Terrace	75	83	85	2	√	74	99%	√	24	38	√	75	80	√	90%	98%	√	No
YWCA-WINGS	69	76	83	7	√	67	97%	√	24	27	√	68	80	√	90%	96%	√	No
Rebuilding Lives PACT Team Initiative <sup>2</sup>	108	119	129	10	√	105	97%	√	21	26	√	107	118	√	90%	92%	√	No

<sup>1</sup> 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.

<sup>2</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Cassady (SRA/ 1 household); CHN-Parsons (SRA / 13 households); RLPTI (TRA / 22 households); Southeast Scattered Sites (TRA / 2 households).

<sup>3</sup> 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.

<sup>4</sup> Implementation of the RL Leasing expansion delayed due to HUD contracting. Capacity will increase to 120 as of 1/1/2010.

HUD CoC FUNDED PROGRAMS <sup>1</sup>	Capacity	Households Served				Program Occupancy Rate <sup>2</sup>			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
7/01/2009- 12/31/2009																		
<b>Transitional Housing</b>																		
Amethyst-RSvP	8	23	32	9	√	85%	88%	√	2	2	√	14	24	√	77%	100%	√	No
Huckleberry House - Transitional Living Program <sup>3</sup>	24	41	43	2	√	98%	100%	√	10	10	√	10	17	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	69	73	4	√	95%	89%	≠	4	4	√	21	22	√	77%	58%	≠	No
Pater Noster House <sup>4</sup>	5	10	5	(5)	≠	95%	100%	√	4	11	≠	4	0	≠	77%	N/A	N/A <sup>5</sup>	Yes
VOAGO - Veterans <sup>4,6</sup>	40	50	111	61	√	95%	105%	√	4	4	√	37	14	≠	77%	20%	≠	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network-Family Homes <sup>7</sup>	15	17	17	0	√	95%	93%	√	12	28	√	14	17	√	80%	100%	√	No
Community Housing Network-Wilson	8	9	9	0	√	95%	100%	√	12	74	√	7	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	33	34	1	√	95%	97%	√	15	25	√	26	30	√	80%	88%	√	No
<b>Shelter Plus Care</b>																		
Amethyst-SPC	92	110	112	2	√	95%	92%	√	12	24	√	88	108	√	80%	96%	√	No
Columbus AIDS Task Force - TRA <sup>8</sup>	89	97	92	(5)	√	95%	119%	√	24	57	√	78	89	√	80%	97%	√	No
Community Housing Network-SRA SPC <sup>7,8</sup>	137	151	200	49	√	95%	131%	√	12	39	√	121	191	√	80%	96%	√	No
Community Housing Network-TRA SPC <sup>7,9</sup>	149	164	147	(17)	≠	95%	92%	√	12	36	√	131	146	√	80%	99%	√	No
Faith Mission - Shelter Plus Care <sup>8</sup>	44	48	53	5	√	95%	114%	√	24	51	√	38	52	√	80%	98%	√	No
Total Shelter Plus Care	511	570	604	34	√	95%	109%	√	N/A	N/A	N/A	456	586	√	80%	97%	√	No

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

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

<sup>3</sup> Huckleberry House has the ability to expand capacity temporarily when necessary. Program capacity decreased to 24 as of 11/10/2009.

<sup>4</sup> Program voluntarily participates in CSP.

<sup>5</sup> Not evaluated as there were no exits during the reporting period.

<sup>6</sup> VOAGO Veterans is able to exceed capacity at times because it has three overflow units.

<sup>7</sup> The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 7 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 13 households); RLPTI (TRA / 22 households); Southeast Scattered Sites (TRA / 2 households).

<sup>8</sup> Occupancy rate exceeds 100% because CMHA allowed providers to overlease throughout the year.

<sup>9</sup> Due to CMHA's mass unit transfer from TRA to Section 8, CHN TRA is experiencing a reduced volume of clients.



FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES	New Households Served			Total Households Served			Usage of CSB DCA (Average \$) <sup>1</sup>			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			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	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 12/31/2009																												
The Salvation Army	95	104	✓	132	166	✓	\$1,000	\$954	✓	15	10	✓	100	109	✓	85	103	✓	90%	98%	✓	90%	100%	✓				No
Stable Families - Communitis In Schools <sup>2,3</sup>	93	128	✓	141	200	✓	\$1,000	\$902	✓	N/A	N/A	N/A	100	97	✓	83	124	✓	90%	88%	✓	90%	85%	✓				No
Stable Families - CIS Weinland Park Expansion	9	13	✓	9	13	✓	\$1,000	\$908	✓	N/A	N/A	N/A	N/A	N/A	N/A	0	0	✓	90%	N/A	✓	90%	N/A	✓				No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes			Usage of CSB DCA (%) <sup>1</sup>			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			
7/01/2009- 12/31/2009																									
Maryhaven Outreach	163	154	✓	187	164	✖	114	96	✖	70%	78%	✓	57	62	✓	50%	65%	✓	25%	43%	✓				No

OTHER	Total Households Served			Usage of CSB DCA (Average \$) <sup>1</sup>			Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 12/31/2009																
Transition - CSB Transition Program	450	545	✓	\$550	\$501	✓	441	539	✓	98%	99%	✓	98%	99%	✓	No
Prevention - Gladden Community House <sup>4</sup>	160	405	✓	N/A	N/A	N/A	155	392	✓	97%	100%	✓	N/A	N/A	N/A	No

<sup>1</sup> Use of CSB DCA includes CSB funding only.

<sup>2</sup> Includes households served with HPRP and non-HPRP funding for this fiscal year.

<sup>3</sup> Exclusive of Weinland Park activity.

<sup>4</sup> Evaluation time frame is year to date.

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 (%) <sup>2</sup>	Actual (%)	Outcome Achievement	Goal (%) <sup>4</sup>	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/01/2009- 12/31/2009																							
Benefits Partnership <sup>1</sup>	82	28	≠	82	28	≠	45	18	≠	N/A	64%	N/A	70%	43%	N/A	N/A	15	N/A	N/A	54%	N/A	Yes	

<sup>1</sup> New program implemented 7/1/2009. The program did not achieve any of the measures for which it was being evaluated due to a significant number of clients in the reconsideration process that require additional information before a determination for benefits can be made. By resolving reconsideration cases, the project will have a significantly higher outcome trend over time.

<sup>2</sup> Submitted Applications % represents the number of distinct households that have SSI/SSDI applications submitted within the start and end dates of the report period divided by the number of distinct households that were served during the reporting period.

<sup>3</sup> Successful SSI/SSDI Applications % represents the number of distinct households for which an application was submitted and a resolution of "approved" or "partially approved" was obtained.

HPRP Programs <sup>5</sup>	New Households Served			Total Households Served			Usage of CSB DCA (Average \$)			Average Length of Participation (Days)			Successful Housing Outcomes						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	Goal (%)	Actual (%)	Outcome Achievement		
7/01/2009- 12/31/2009																							
Stable Families - Communities in Schools HPRP	N/A	36	N/A	N/A	36	N/A	N/A	\$933	N/A	N/A	31	N/A	N/A	2	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	

<sup>5</sup>Contract to date reporting.



communityshelterboard

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## 2010 Continuum of Care Homeless Population and Subpopulations Chart

Part 1: Homeless Population	Sheltered						Unsheltered			Total		
	Emergency 2010	2009	Difference	Transitional 2010	2009	Difference	2010	2009	Difference	2010	2009	Difference
Number of Families with Children (Family Households):	114	109	5	15	9	6	3	1	2	132	119	13
1. Number of Persons in Families with Children:	391	358	33	37	23	14	9	6	3	437	387	50
2. Number of Single Individuals and Persons in Households without Children:	713	762	-49	112	108	4	125	102	23	950	972	-22
(Add Lines Numbered 1 & 2) Total Persons:	1,104	1,120	-16	149	131	18	134	108	26	1,387	1,359	28
			-1.4%			13.7%			24.1%			2.1%

Part 2: Homeless Subpopulations	Sheltered	2009	Difference	Unsheltered	2009	Difference	Total	2009	Difference
1. Chronically Homeless (For sheltered, list persons in emergency shelter only)	163	174	-11	113	97	16	276	271	5
2. Severely Mentally Ill	223	231	-8	Optional for Unsheltered		16.5%			1.8%
3. Chronic Substance Abuse	246	255	-9						
4. Veterans	88	142	-54						
5. Persons with HIV/AIDS	32	33	-1						
6. Victims of Domestic Violence	121	134	-13						
7. Unaccompanied Youth (Under 18 years of age)	9	19	-10						
			-52.6%						

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## 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 projects<sup>1</sup> and to evaluate ongoing progress in meeting CoC goals. ~~In addition, the CoC SC certifies community programs applying for funding through the annual Ohio Department of Development<sup>2</sup> (ODOD) application process.~~

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). A total of 26 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~~ 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.

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<sup>1</sup> 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.

<sup>2</sup> ~~ODOD homeless assistance funding is for a broad array of programs, including, prevention (mediation, eviction prevention, mortgage foreclosure prevention, housing counseling), emergency shelter, direct housing, and supportive housing.~~

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Annual written disclosure statements will be provided by each committee member by January 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)<sup>3</sup> will review new projects and make recommendations to the full Steering Committee for its consideration, action and 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

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<sup>3</sup> ~~The HUD TRC will not need to meet in 2009 as the 2009 Samaritan Bonus project was determined in 2008.~~ 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. ~~It will not need to meet to consider a new project as the 2010 Samaritan Bonus project was determined in 2008.~~

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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.

### 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 ~~or the ODOD 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

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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. ODOD Application Process~~

~~To fulfill the ODOD Application Process, an ODOD Technical Review Committee (ODOD TRC) will annually review applicants/projects and make recommendations regarding certification to the Steering Committee. The Steering Committee will act on these recommendations.~~

~~The ODOD TRC will be a joint committee comprised of three CoC SC representatives (at least one must be a provider), two Rebuilding Lives Funder Collaborative representatives and two Citizens Advisory Council representatives. One of the CoC SC representatives will serve as chair. CSB will provide staff support for the committee.~~

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#### ~~15.14. 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](http://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.

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**16.15. 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.

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Month	Activity	2010	2011	Steering Committee	HUD TRC	CSB	Providers	
January	Receive & review HUD score for annual application (pending HUD awards announcement)	x	x			x		
January	Conduct Point-In-Time Count	x	x			x		
February	Issue Program Outcome Plan (POP)/Program Descriptions forms to agencies	x	x			x		
March	Approve Annual Plan & CoC Policy Statements	x	x	x				
March	Review and approve CoC Steering Committee membership lists	x	x	x				
March	Submit program description and POP (CSB funded agencies also submit budget) <i>Due date 3/19/10</i>	x	x				x	
April	Participate in Agency & CSB 1-on-1 meetings (individually scheduled)	x	x			x	x	
May	Process appeals for CSB funded programs (CSB Board Chair)	x	x			x		
May	Handle POP appeals for CoC Provider Agencies (electronic approval)	x	x	x				
June	Issue Program Evaluation	x	x			x		
June	Receive annual Program Evaluation (electronic format)	x	x	x				
October	Participate in Agency & CSB 1-on-1 meetings (individually scheduled)	x	x			x	x	
October	Review new projects for 2011 and beyond	x	x			x		
October	Recommend new HUD project for 2011	x	x		x			
October	Consider CSB referrals of ongoing programs of concern & recommend action to CoC Steering Committee (if needed)	x	x		x			
December	Approve plan/process for unsheltered count	x	x	x				
December	Approve new HUD project for 2011	x	x	x				
December	Handle HUD TRC appeals	x	x	x				
December	Approve Performance Standards for FY2012	x		x				
TBD	Review CSB HMIS performance	x	x	x				
TBD	Approve HUD application schedule (electronic approval - pending CoC NOFA release)	x	x	x				
TBD	Review CoC NOFA (pending CoC NOFA release)	x	x			x		

Month	Activity	2010	2011	Steering Committee	HUD TRC	CSB	Providers	
TBD	Facilitate HUD Application Review & TA Meeting (pending CoC NOFA release)	x	x			x		
TBD	Prepare Draft Exhibit 1, including PIT Count data (per HUD application schedule)	x	x			x		
TBD	Submit Exhibit 2 to CSB (per HUD application schedule)	x	x				x	
TBD	Review & approve Exhibit 1 (per HUD application schedule)	x	x	x				
TBD	Review Exhibit 2's (per HUD application schedule)	x	x			x		
TBD	Finalize Exhibit 1 after CoC SC approval (per HUD application schedule)	x	x			x		
TBD	Submit Consolidated Application to HUD	x	x			x		
TBD	Announce HUD awards (pending HUD announcements)	x	x			x		

## **Tiffany Nobles**

---

**From:** SVillilo@lssco.org  
**Sent:** Monday, February 01, 2010 11:31 AM  
**To:** Tiffany Nobles  
**Subject:** Shelter Plus Care

Tiffany,

The following is information for the March Continuum of Care meeting regarding FM's S+C program. Please let me know if you would like more detail. I will attend the meeting to answer any questions people have.

### Continuum of Care

Faith Mission currently has two Shelter Plus Care contracts with CMHA to serve formerly homeless adults with severe mental illness. One is for nine project based units in the building that houses our Women's Shelter, Nancy's Place. The second is for 35 sponsor based units at two clustered locations. Faith Mission seeks to terminate the contract for the 35 units at the end of this grant cycle, May 31, 2010. We want to focus our efforts on our primary mission which is emergency shelter and operation of a large community meals program.

Community Housing Network has agreed to become the sponsor for the contract Faith Mission wants to terminate. This would prevent loss of any subsidized units from the community and allow the same population to be served. Faith Mission and Community Housing Network will work with CMHA to transfer this contract through HUD.

Thanks,  
Sue

Susan L. Villilo, MSW, LISW-S  
Executive Director  
Faith Mission  
315 East Long Street  
Columbus, OH 43215  
(614) 224-6617 ext. 2172

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January 20, 2010

Susan L. Villilo  
Executive Director  
Faith Mission  
315 East Long Street  
Columbus, Ohio 43215

Re: OH 16C603023

Dear Sue:

I'm writing in response to your request that Community Housing Network consider assuming the role of sponsor from Faith Mission for 35 units of Sponsor-Based Shelter Plus Care. CHN has carefully considered this request and is willing to assume the sponsor's role for this housing. We have determined that the majority of tenants assisted through this project are priority ADAMH consumers.

CHN will work with you and CMHA to take steps necessary to obtain HUD approval for this transfer. We understand that the current contract period expires May 31, 2010. We would like this transfer to coincide with the beginning of the new contract period, June 1, 2010. We also understand that Faith Mission will maintain responsibility for completing the Annual Performance Report for the current contract period that is due to CMHA July 31, 2010.

We understand that tenants assisted through this Shelter plus Care project rent apartments at Bryden House under a Master Lease Agreement between Faith Mission and the owner of Bryden House. We will call to arrange a time to fully discuss the Master Lease Agreement and to determine next steps with respect to the Agreement.

We look forward to working with you on a successful transfer of this project.

Sincerely,

  
Susan E. Weaver  
Executive Director/CEO

cc: Tom Dobies, CMHA  
Steve Gladman, CSB  
Susan Lewis Kaylor, ADAMH  
Anthony Penn, CHN  
Beverly Wilkes, CHN

Sponsoring Organizations:   communityshelterboard

Mari Sunami - Chairman | Dean W. Weinert - Vice Chairman | Robert Oakley - Secretary/Treasurer  
Rita Cohen | James C. Shaw | Alicia D. Smith | G. Gary Tyack | Jeffrey M. Wittmann | Susan E. Weaver - CEO  
1680 Watermark Drive | Columbus, OH 43215 | 614 487 6700 | Fax 614 487 0405 | www.chninc.org



faith  
mission

A member of the  
Lutheran Social Service family

*"Creating a better world  
by serving people in need"*

January 22, 2010

Mr. Tom Dobies  
Section 8 Programs Director  
CMHA  
880 E. 11<sup>th</sup> Ave.  
Columbus, Ohio 43211



Dear Tom,

This letter is to request Faith Mission's transfer of 35 Shelter Plus Care units to Community Housing Network. The units will continue to serve the same population with CHN as with Faith Mission, adults with severe mental illness who are experiencing homelessness. CHN is the community leader in providing housing to this population, we are fortunate they are able to accept this role at this time. As you are well aware, Faith Mission has a very small housing program which we wish to terminate to focus on our core functions, emergency shelter and food.

Our current contract expires on May 31, 2010. We would request the transfer be made at the beginning of the new contract period. Mission will complete the APR for the current contract. Both CHN and Faith Mission will work with you to obtain necessary HUD approval for this transfer. We will also contact the Community Shelter Board to request the Continuum of Care approve or support this action as necessary.

Thank you for your assistance with this important matter. Please let us know next steps to be taken in the process.

Sincerely,

Susan L. Villilo  
Executive Director

cc: Susan Weaver, CHN  
Anthony Penn, CHN  
Steve Gladman, CSB  
Tiffany Nobles, CSB

## **Continuum of Care Steering Committee: Update 3.16.10**

### **Access to Benefits Strategy – Benefits Partnership Update**

This strategy is to provide immediate and systematic access to mainstream benefits and services for persons who are homeless and served by the homeless service system. The project is designed to improve the financial stability of individuals by increasing access to mainstream benefits and strengthen collaboration between existing resources and agencies

This program will increase income for individuals in supportive housing and shelters by improving access to mainstream benefits, with a focus on Social Security Administration's benefit programs for people with physical and/or mental disabilities – Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) and Medicaid/Medicare. In addition, this program will support – through the Ohio Benefits Bank (OBB), individuals in filing applications for other mainstream benefits, such as food stamps, tax refunds, etc. OBB is in the process of adding SSI/Medicaid to its platform and working to provide direct application on-line to ODJFS. This program is modeled after two best practices, the RLPTI initiative in Columbus and the SSI Outreach, Access and Resource (SOAR) methodology being used in other communities across the country.

In November of 2009 the United Way awarded CSB \$125,000 for the Benefits Partnership. The UWCO award will allow for the expansion of the project by the addition of one fulltime and possibly one part time specialist. In December, it became necessary to replace the original benefits specialist. This has caused some delay in program operations due to the training required for the new staff person. However the YWCA ( project sponsor) feels that they will be back up to speed and able to bring on the additional staff made possible by the UWCO grant.

# 2010 Columbus & Franklin County Continuum of Care Steering Committee

*Updated: 2-2-10*

Organization	Individual
ADAMH Board of Franklin County	Susan Lewis Kaylor
Amethyst, Inc.	Lori Criss
City of Columbus	Kim Stands
Citizens Advisory Council	Dave Simmons
Citizens Advisory Council	Ronald Baecker
Citizens Advisory Council	Sheila Prillerman
Citizens Advisory Council	Gloria Kilgore
Columbus City Council	James Ragland
Columbus Metropolitan Housing Authority	Tom Dobies
Columbus Coalition for the Homeless	Don Strasser
Columbus Coalition for the Homeless	Carl Landry
Columbus Coalition for the Homeless	Colleen Bain Gold
Columbus Coalition for the Homeless	Carrie Mularz
Columbus Foundation	Emily Savors
Columbus Public Health	Adwoa Agyei-Gyampo
Community Shelter Board	Dave Davis
Corporation for Supportive Housing	Ted Jones
Franklin County Board of Commissioners	Jim R. Schimmer
Franklin County Department of Job & Family Services	Michelle Morgan
Legal Aid Society of Columbus	Emily Crabtree
Maryhaven	James Alexander
Ohio Capital Corporation for Housing	Karen Kerns-Dresser
Twin Valley Behavioral Healthcare	Doris Toland
United Way	Joe McKinley
Veterans Administration	Adam Ruege
Veterans Services Commission	Douglas Lay



## Overview of Provider Input & Decision-Making Opportunities

### Community Shelter Board Intents

- 1) CSB values providers for their expertise and commitment to creating community solutions to homelessness.
- 2) CSB values meaningful conversations.
  - a) CSB adopted this intention a few years ago and has been working to operationalize it across all our planning efforts (board, staff, and community)
  - b) Conversation is a core process that co-creates value<sup>1</sup>
  - c) Diverse, thoughtful opinions, suggestions and comments are encouraged.
- 3) CSB strives to design processes to provide meaningful participation.
  - a) We work to design processes that set the context, create hospitable space, explore questions that matter, encourage everyone's participation, cross-pollinate and connect diverse perspectives, listen together for patterns, insights, and deeper questions and harvest/share collective discoveries.
  - b) CSB's senior staff and program/planning staff have been trained in these processes.
- 4) CSB believes that shared decision-making should occur whenever possible.
  - a) Many decisions that impact programs and systems can be made collectively.
  - b) A few decisions must be reserved for CSB staff and board.
- 5) CSB believes that transparency with open decision-making processes provides for optimal accountability.
  - a) CSB works to make all materials public via its monthly newsletter (Communiqué), meeting invitation processes, and posting to [www.csb.org](http://www.csb.org).
  - b) All meetings are open except the one-on-one meetings between CSB and individual providers. Meeting information is included on the monthly calendar posted at [www.csb.org](http://www.csb.org).
- 6) Fair, trusted relationships between providers and CSB are desired.

### Categories of Provider Input & Decision-Making

- 1) Ongoing system & program implementation
- 2) New system design & planning
- 3) CSB governance & staff processes
- 4) Ongoing community planning & funding process

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<sup>1</sup> See various materials on “Art of Hosting Conversations that Matter” – Juanita Brown, Margaret Wheatley, and David Brown.

## Overview of Provider Input & Decision-Making Opportunities

### 1) Ongoing system & program implementation

(CSB staff convened and supported processes; provider convened processes are not described)

#### a) Adult System Operations Work Group

- i) Membership: All adult emergency shelter programs
- ii) Meeting frequency: Monthly
- iii) Activities:
  - (1) Monitor adult shelter system performance
  - (2) Develop Winter Access Plan/Memorandum of Agreement
  - (3) Coordinate shelter operations
  - (4) Share program & agency updates
  - (5) Establish common operating practices, where feasible and desired
  - (6) Share best practices
  - (7) Identify emerging needs
  - (8) Review critical client needs
  - (9) Advocate with external programs & systems, as needed
  - (10) Review and discuss RL Plan strategies relevant to the group
- iv) CSB staff lead: Program Manager/Director of Programs and Planning

#### b) Family System Operations Work Group

- i) Membership: All family programs – YWCA FC, HFF, VOA, SA, CIS, other family providers may attend as desired (e.g. Choices, Amethyst)
- ii) Meeting frequency: Monthly
- iii) Activities:
  - (1) Monitor family system performance
  - (2) Develop Family System Memorandum of Agreement
  - (3) Coordinate program operations
  - (4) Share program & agency updates
  - (5) Establish common operating practices, where feasible and desired
  - (6) Share best practices
  - (7) Identify emerging needs
  - (8) Review critical client needs
  - (9) Advocate with external programs & systems, as needed
  - (10) Review and discuss RL Plan strategies relevant to the group
- iv) CSB staff lead: Program Manager/Director of Programs and Planning

#### c) Supportive Housing Provider Roundtable

- i) Membership: all supportive housing programs (participation is voluntary)
- ii) Meeting frequency: Quarterly
- iii) Activities:
  - (1) Share best practices
  - (2) Identify emerging needs
  - (3) Share program & agency updates
  - (4) Advocate with external programs & systems, as needed
  - (5) Review and discuss RL Plan strategies relevant to the group
- iv) CSB staff lead: Program Manager/Director of Programs and Planning

## Overview of Provider Input & Decision-Making Opportunities

### d) **Stable Families Work Group**

- i) Membership: CIS, GCH, Central Community House
- ii) Meeting frequency: Monthly
- iii) Activities:
  - (1) Monitor program performance
  - (2) Coordinate program activities
  - (3) Share program & agency updates
  - (4) Establish common operating practices
  - (5) Share best practices
  - (6) Identify emerging needs
  - (7) Review critical client needs
  - (8) Advocate with external programs & systems, as needed
- iv) CSB staff lead: Program Manager/Director of Programs and Planning

### e) **Columbus ServicePoint (CSP) Administrators**

- i) Membership: All CSP administrators
- ii) Meeting frequency: Quarterly
- iii) Activities:
  - (1) Participate in the CSP Implementation
  - (2) Monitor CSP performance
  - (3) Recommend policy and procedures changes
  - (4) Recommend training and technical assistance needs
  - (5) Share program & agency updates
  - (6) Share best practices
  - (7) Identify emerging needs
  - (8) Advocate with external programs & systems, as needed
- iv) CSB staff lead: Database Administrator

### f) **Direct Client Assistance (DCA) Users Advisory [new in 2009]**

- i) Membership: All participating DCA programs
- ii) Meeting frequency: Quarterly
- iii) Activities:
  - (1) Review and recommend DCA policies and procedures
  - (2) Recommend training and technical assistance needs
  - (3) Share program & agency updates
  - (4) Share best practices
  - (5) Identify emerging needs
  - (6) Advocate with external programs & systems, as needed
  - (7) Review and discuss RL Plan strategies relevant to the group
- iv) CSB staff lead: Program Manager, DCA

## Overview of Provider Input & Decision-Making Opportunities

### 2) New system design and planning

#### a) Rebuilding Lives Strategies

RLFC oversight with conveners responsible for leading and supporting processes as described in the Rebuilding Lives Plan<sup>2</sup>. See attached list for current status of each strategy.

- i) Membership: Described within each strategy (providers are included in 100% of plans)
- ii) Meeting frequency: Varies by strategy
- iii) Activities:
  - (1) Develop strategy
  - (2) Review best practices
  - (3) Advocate with external programs & systems, as needed
  - (4) Evaluate options
  - (5) Recommend implementation plan
  - (6) Establish common operating practices, where feasible and desired
- iv) Communications: Updates at RLFC meetings, updates in CSB communiqué, discussion at relevant CSB work groups, and annual report card to community
- v) CSB staff coordinator: Program Administrator

#### b) Stable Families Pilot Community Advisory Committee

- i) Membership: Several provider seats plus Columbus Coalition for the Homeless on the committee
- ii) Meeting frequency: Semi-annual
- iii) Activities:
  - (1) Review implementation
  - (2) Comment on evaluation plans and reports
  - (3) Identify emerging needs
  - (4) Assist with identifying and securing resources to meet family needs
- iv) Communications: Updates at RLFC meetings, updates in CSB communiqué, discussion at relevant CSB work groups, and annual report card to community
- v) CSB staff coordinator: Program Manager/Director of Programs and Planning

### 3) CSB Governance & Staff processes

#### a) Board of Trustees Meetings

- i) Meetings are open to public
- ii) Schedule, agenda and meeting notes posted to [www.csb.org](http://www.csb.org)
- iii) Meetings alternate between CSB and off-site at Partner Agency programs
- iv) Agency presentations, as requested
- v) CSB staff lead: Administrative Director

#### b) Annual Board-to-Board Dialogue

- i) Purpose: Direct dialogue between CSB trustees and Partner Agencies
- ii) Participants: Partner Agency Executives and Board Chairs/CSB trustees and senior staff
- iii) Meeting frequency: annually in September/October
- iv) Agenda developed with input from Partner Agencies

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<sup>2</sup> Providers were extensively involved in the Rebuilding Lives Updated Strategy process which created the updated Rebuilding Lives Plan (launched June 2008)

## Overview of Provider Input & Decision-Making Opportunities

- v) Meeting notes shared with participants
  - vi) Recent issues: Ends policies, including outcomes standards (2008), Rebuilding Lives strategies (2007), Organizational Indicators (2006).
  - vii) CSB staff lead: Administrative Director
  - c) One-on-One Dialogues [new in 2008]**
    - i) Purpose: Direct dialogue between CSB staff leadership and Partner Agency staff leadership
    - ii) Participants: Partner Agency Executives (other staff included at discretion of agency) and CSB staff leadership
    - iii) Meeting frequency:
      - (1) Fall – focus on how CSB can improve
      - (2) Spring – focus on provider programs and funding awards
    - iv) Fall meeting notes shared with all participants, includes themes and direct comments
    - v) CSB staff lead: Grants Administrator
  - d) CEO Dialogues [new in 2007]**
    - i) Purpose: Dialogue among Partner Agency Executives and CSB Executive Director
    - ii) Participants: Partner Agency Executives (other staff included at discretion of agency) and CSB Executive Director
    - iii) Meeting frequency: group decision
    - iv) CSB contracts with outside facilitator who develops agenda with meeting hosts and prepares meeting notes. Agenda and notes shared with all participants.
    - v) CSB staff support: Administrative Director
  - e) Funding & Program Outcome Appeal Process**
    - i) Purpose: Agency appeal to CSB board chair if not in agreement with CSB staff recommendation on funding award and/or program outcomes
    - ii) CSB staff lead: Grants Administrator
  - f) Review and comment on CSB standards & partnership agreements**
    - i) Administrative & Program standards and certification will be streamlined and consolidated for FY10. Provider input was sought through individual interviews at start of process. CSB staff are currently developing options. Providers will be able to review and comment on streamlined standards prior to inclusion in FY10 partnership agreements.
    - ii) FY10 Partnership Agreements will be streamlined and consolidated for FY10. CSB staff are currently developing options with legal counsel. Providers will be able to review and comment on prior to issuance of FY10 partnership agreements.
    - iii) CSB staff lead: Grants Administrator
  - g) Open door to Executive Director**
    - i) Purpose: Agency staff leadership may contact CSB Executive Director with suggestion, recommendation, concern, etc.
- 4) Ongoing Community Funding & Planning Processes**
- a) Rebuilding Lives Funder Collaborative**
    - i) Purpose: Oversee Rebuilding Lives plan implementation, resource development & coordination, system & program monitoring, supportive housing program requirements, certify programs for ODOD funding.
    - ii) Meetings are open to public

## Overview of Provider Input & Decision-Making Opportunities

- iii) Schedule, agenda and meeting notes posted to [www.csb.org](http://www.csb.org)
  - iv) Agency presentations, as requested
  - v) Agency comments on proposals encouraged
  - vi) Agency participation on ad hoc committees
  - vii) CSB staff lead: Program Administrator
- b) Continuum of Care Steering Committee**
- i) Purpose: oversee community application for HUD Homeless Assistance grants and monitor HUD funded programs.
  - ii) Meetings are open to public
  - iii) Provider seats on Steering Committee are appointed by Columbus Coalition for the Homeless and two seats selected for Continuum of Care providers on a rotating basis.
  - iv) Provider designated contacts receive agendas and meeting materials in advance of meeting
  - v) Schedule, agenda, meeting materials, and meeting notes posted to [www.csb.org](http://www.csb.org)
  - vi) Agency presentations, as requested
  - vii) Agency comments on proposals encouraged
  - viii) CSB staff lead: Program Administrator
- c) Homeless Count Work Group**
- i) Purpose: conduct annual count of unsheltered persons per HUD requirements.
  - ii) Meetings are open to public
  - iii) Providers are primary participants
  - iv) Schedule posted to [www.csb.org](http://www.csb.org)
  - v) CSB staff lead: Program Administrator