

**BOARD OF TRUSTEES//**

**Amy Dawson** Chair  
**Susan Carroll-Boser** Vice Chair  
**Jon Cardi** Secretary  
**Timothy T. Miller** Treasurer  
**Barbara H. Benham** Past Chair

**Michelle Heritage** Executive Director

Joseph Hayek  
Francie Henry  
Erik Janas  
Andy Keller  
Sheila Prillerman  
Renee Shumate  
Stephen M. Smith  
Élise Spriggs  
Michael Stevens  
Sherrice Thomas  
Jonathan D. Welty  
Nathan P. Wymer

**FOUNDING SPONSORS//**

City of Columbus  
Columbus Chamber  
The Columbus Foundation  
Franklin County Board  
of Commissioners  
Metropolitan Area Church Council  
United Way of Central Ohio

**FOR IMMEDIATE RELEASE**  
**March 30, 2022**

For more information, contact:  
Sara Loken [scloken@csb.org](mailto:scloken@csb.org) 614-370-1530

**COMMUNITY SHELTER BOARD ANNOUNCES LEADERSHIP TRANSITION  
AND LAUNCHES NATIONAL SEARCH**  
*Michelle Heritage moving to New York City*

Community Shelter Board announced today that after 12 years as its leader, Michelle Heritage will leave her role at the end of 2022 to join her wife, Tanisha Robinson, who has taken on a new role in New York City. Heritage's experience includes more than 30 years in leadership roles in the homeless system, mental health, child welfare, and the alcohol and drug systems.

"The board of trustees is incredibly grateful for Michelle's thoughtful leadership over the past twelve years," said Amy Dawson, CSB Board Chair. "She has grown the organization's impact significantly. We are proud of the work accomplished during her tenure to redesign and strengthen our shelter and re-housing systems and establish a cutting-edge prevention network to help families avoid becoming homeless."

CSB's board of trustees has formed a search committee to identify its next leader and will work with a search firm to conduct a national search. CSB's board has an approved succession plan it is activating and plans to hire a new executive director before Heritage departs at the end of December 2022.

"Serving as the leader of Community Shelter Board during a time of significant growth and transformation has been incredibly rewarding," said Heritage. "Working on behalf of people facing homelessness has been an honor. I'm excited about the move to a new city and the opportunities to continue serving vulnerable people."

"Community Shelter Board has made a significant positive impact on the quality of life in Columbus and Franklin County," said Heritage. "Our community's rapid population growth, economic growth, and shrinking pool of affordable housing will present significant challenges for homelessness going forward. But I believe this community is up for the challenge and can create solutions where all boats rise with the tide."

"The board will search for an accomplished and innovative leader who will continue Community Shelter Board's collaborative approach to addressing homelessness in Franklin County that is recognized around the country," Dawson said. Strategies underway include embedding mental health specialists in every shelter and supportive housing location to de-escalate crisis situations and mental health episodes and growing the

**community shelter board**  
355 e campus view blvd, suite 250  
columbus ohio 43235

614 221 9195 / main  
614 221 9199 / fax  
[www.csb.org](http://www.csb.org)

Homelessness Prevention Network to include more social service agencies that can be trained to identify housing instability in the families they serve.

“Michelle has demonstrated a vision and relentless drive to ensure everyone in our community has a place to call home,” said Mayor Andrew J. Ginther. “I am grateful for her leadership, most especially during the pandemic, and for all of her efforts to position the Community Shelter Board as a leader in addressing homelessness. I look forward to continuing to work with her in the coming months to help chart the future of CSB, and how we as a region will reduce homelessness and ensure everyone can afford safe housing in the neighborhood of their choice.”

“Michelle is an enthusiastic advocate for people living in poverty and a trusted expert in the field of homelessness,” said Columbus City Council President Shannon Hardin. “My colleagues on Council and I have always relied on her life-long experience and sound judgment about policies that affect our most vulnerable community members.”

“Michelle’s work to end homelessness is simply inspiring,” said Christie Angel, President and CEO of YWCA Columbus. “We have been fortunate to have her relentless leadership on behalf of people without a place to call home. She is a valuable and influential thought leader about how to make sure all people in our community have a chance at success.”

During Heritage’s tenure as executive director:

- CSB led a comprehensive campaign that raised more than \$30 million to build a new shelter for families and a permanent space for overflow shelter beds. This work included a strategic redesign of the homeless system and a new case management model to rapidly place people who are homeless in permanent housing while connecting them with employment and job training, medical care, and behavioral health care to help them remain stable.
- CSB’s pandemic response mobilized quickly, drawing on its collective impact approach and strong partnerships across the community. CSB partnered with hospitals and local public health officials to develop system-wide safety and testing protocols in shelters and housing. In a very short time, Heritage led work with partner agencies to bring three new facilities online to assure social distancing in all shelters in addition to assuring that anyone who needed shelter was able to have immediate access. To respond to those who are homeless and have been exposed to COVID, CSB coordinated the opening of isolation and quarantine shelters complete with medical personnel. CSB’s pandemic response was recognized with a Smart50 award from Smart Business Magazine in 2020.
- CSB received a historic demonstration grant from the U.S. Department of HUD in 2018 to reduce homelessness among youth, age 24 and younger. The award resulted in new approaches, projects, and strategies to ensure youth age 24 and under have a safe place to call home. The plan was developed with input from

more than 250 stakeholders, including youth and young adults with lived experience of homelessness.

- The budget and scale of CSB's system grew from \$12M in 2010 to more than \$57M in 2022.
- Private-sector fundraising resulted in more than \$45M during her 12-year tenure and more than 52,000 people were helped to end their homelessness.
- Heritage was named among the 2021 Women of Achievement, an annual title awarded by YWCA Columbus. She was honored for her contributions to the community in advancing the mission of the YWCA – to empower women and eliminate racism.
- She was recognized for her leadership and commitment to justice for all with a 2019 Central Ohio Social Justice Award for community service leadership.
- Heritage received a C-Suite Award from Columbus Business First as one of the most-admired executives in Central Ohio in 2019.
- She received a Pillar Award for Community Service as Nonprofit Executive Director of the Year in 2015.
- She received both Business First's C-Suite Award and SmartBusiness Columbus' Smart 50 Award in 2014, and was named Woman of the Year by the Niagara Foundation in 2014.
- She was named among the 2013 Class of Power Players in Columbus by SmartBusiness Columbus.

Community Shelter Board leads a coordinated, community effort to make sure everyone has a place to call home. CSB is the collective impact organization driving strategy, accountability, collaboration, and resources to achieve the best outcomes for people facing homelessness in Columbus and Franklin County. Community Shelter Board is funded by the City of Columbus, the Franklin County Board of Commissioners, the U.S. Department of Housing and Urban Development, Ohio Development Services Agency, the State of Ohio, United Way of Central Ohio, The Columbus Foundation, Nationwide Foundation, American Electric Power Foundation, Battelle, and many other public and private investors.

##