

[RESOURCE GENERATION]

Jazz Arts Group of Columbus & Community Shelter Board partner for “A Concert to End Homelessness”

Partnering with the Community Shelter Board, the Jazz Arts Group presents the Columbus Jazz Orchestra led by Byron Stripling in “A Concert to End Homelessness,” January 17 and 18 at the Capitol Theatre – Riffe Center. In this [short film](#), Byron Stripling and Michelle Heritage talk about an unforgettable, inspiring evening of song and dance that will raise awareness and funds to help people find secure housing and rebuild their lives.



Photo by Stephen Pariser

Audience members are asked to bring towels, deodorant, bars of soap, shampoo, toothbrushes, and toothpaste – items most needed for a new shelter that will open in the spring of 2014.

With choreography and direction by Alexis Wilson, the full cast includes 18 musicians, two singers, three dancers and two actors. The concert will include inspiring music by the Columbus Jazz Orchestra from all genres including, pop, jazz, gospel and soul featuring the vocal talents of Jonathan Elliott (The Floorwalkers) and Talisha Holmes (Liquid Crystal Project, Talisha Holmes Ensemble).

Single tickets are on sale for \$35 (lower main floor), \$30 (upper main floor) and \$25 (mezzanine) and available through the CAPA Ticket Office at 614-469-0939 and through all Ticketmaster outlets. Student tickets are available for \$15 with valid ID at the door. \$5 of each ticket sold will be donated to CSB. For more information call 614-294-5200 or visit www.jazzartsgroup.org.

Point-in-Time Count set for Jan 23

The 2014 point-in-time count of people experiencing homelessness will be held on Thursday, January 23 from 9:00 am – 3:00 pm at Veterans Memorial.

For the second year in a row, Columbus and Franklin County's continuum of care will conduct the count through a daytime event focused on access to specialized services tailored to meet the unique needs of those experiencing homelessness in our community. Services during the count will include things such as housing, employment, benefits and other income support consultation, behavioral health services, physical health screenings, a warm meal, clothing, and referrals to a variety of other community resources.

Funding from the U.S. Department of Housing and Urban Development brings over \$9 million annually to our community for housing programs that serve people experiencing homelessness. HUD requires communities to conduct a point-in-time count of all sheltered and unsheltered individuals in the community during the last week of January. On behalf of the Rebuilding Lives Funder Collaborative and the local continuum of care, the Community Shelter Board is planning the January count.

Anyone interested in donating materials and supplies to the point-in-time count can contact Erin Maus at emaus@csb.org or 614-221-9191 x121. The most needed items are:

Food

- < Bottles of water
- < Snack bags

Clothing

- < Underwear and Socks (new)
- < Gently used clothing
- < Coats
- < Hats
- < Scarves
- < Mittens
- < Gloves
- < Shoes

Other items

- < Blankets
- < Earbuds/headphones
- < Sunglasses
- < Bus passes
- < Small denomination gift cards (example: McDonald's, Wendy's, Subway)
- < Bags to carry donations
- < Toiletries (new)

Any agency interested in participating with a table at the

Point-in-Time Count

should complete the **program registration form** and return it to Erin Maus at emaus@csb.org or fax to 221-9199.

To sign up as a volunteer, complete the [volunteer sign up form](#)

CSB announces Day to End Homelessness

Campaign with WBNS-10TV and the Dispatch Media Group set for Jan 22, 2014

CSB will partner with WBNS-10TV and the Dispatch Media Group for Day to End Homelessness, a campaign to raise money to house adults and families who are experiencing homelessness. CSB's provider agencies served 65% more families and 14% more single men and women in shelter over the last three years. Day to End Homelessness responds to the growing need for the community's support to move people out of homelessness and into secure and affordable housing as quickly as possible.



day to end
homelessness



Day to End Homelessness urges Columbus and Franklin County residents to become Housing Heroes by giving just \$1 a day – \$30 a month on a credit card. With the promotional support of WBNS 10TV, community and faith-based campaigns raised \$485,000 in the last three years. The campaign also asks companies throughout the area to hold a collection drive among associates to donate the most needed items for the new shelter that will open in the Summer of 2014.

communityshelterboard

Consider engaging your organization and associates in these ways:

1. Share information about the telethon – **prior to Jan 22, 2014**
 - o Send/distribute an email (CSB will provide) about the campaign to all associates. Promote the campaign through your Intranet, Facebook, posters and newsletters
2. Participate in the community-wide collection drive
 - o Collect needed items (CSB will provide list) – **throughout Jan 2014**
Participate in the community-wide drop-off event – **Sat, Feb 1, 2014**

We can provide you with a campaign toolkit that includes fliers, lists of items to collect and ways to get involved. ***To accept our invitation to get involved, or for more information, contact Laura Matney, 614.221.9195 x113 or lmatney@csb.org.***

Ohio Housing Finance Agency funds workforce development

CSB was awarded \$295,000 by the Ohio Housing Finance Agency, through its Housing Investment Fund Program. The three-year funding award will be used for a transitional work program with Goodwill Columbus for formerly homeless single adults and families residing in permanent supportive housing. The program begins with classroom instruction on work readiness and financial literacy. Participants who complete both training courses will obtain paid on-site work experience and job development services through Donatos and Columbus Hospitality Management.

The Big Give leverages \$10.6M in 24 hours for central Ohio nonprofits

From September 17 to September 18, the Columbus Foundation coordinated a 24-hour giving event – The Big Give – that generated more than \$10.6 million for central Ohio organizations. Within this 24-hour period, 18,615 transactions from individuals, families and businesses took place to support 569 organizations. Those gifts were eligible for a record \$1.1 million bonus pool. The timing of this opportunity couldn't have been better as the needs continue to grow in our community.



Thanks to the generosity of our supporters and community, CSB ranked 9th for most dollars raised at \$185,461. We want to especially thank Worthington Industries that gave significantly in this way to leverage additional dollars along with 52 other supporters. With the bonus pool match of 12 cents for every dollar donated, CSB received more than \$20,000 in match dollars.

We applaud and celebrate the Columbus Foundation's focus on philanthropy through The Big Give.

[CRISIS RESPONSE]

Winter overflow beds added for single men & women

The YMCA of Central Ohio is coordinating winter overflow efforts among all single adult shelter providers to add beds within the currently operating shelters from November 2013 through April 2014. Arrangements have been made for Lutheran Social Services/Faith Mission, Maryhaven, Southeast/Friends of the Homeless, Volunteers of America of Greater Ohio, and YMCA of Central Ohio to add temporary beds to meet the increased demand during the winter overflow months. Special recognition goes to Lutheran Social Services for expanding their shelters by more than 100 beds above their regular capacity. Anyone in need of shelter should contact the coordinated point of access: 1-888-4SHELTR. Several [daytime warming stations](#) are available to provide meals and daytime shelter from the elements when temperatures drop below 25 degrees.

Winter overflow beds added for families

The YWCA Family Center continues to see a record number of families seeking shelter this winter. The Family Center is designed to accommodate up to 50 families. When numbers climb above 50 families, the YWCA first attempts to find additional space within their building to accommodate additional families and provide them with cots. However, when the number of families in need reaches the point where the Family Center is unable to provide space, they make arrangements to shelter families at alternate locations. Due to the unprecedented high number of families contacting the YWCA Family Center for shelter, CSB is implementing alternative ways to provide shelter. The unparalleled high financial cost of family overflow jeopardizes the entire homeless system.

CSB re-activated the Interfaith Hospitality Network to have local churches shelter families for one week at a time. Families are transported to a church each night and then transported back to the Family Center in the morning. All families continue to receive services provided at the YWCA Family Center.

CSB worked in collaboration with many community partners to prepare temporary overnight sleeping space in the new building on Van Buren Drive. The YWCA is staffing the temporary overflow space and is providing transportation. All families continue to receive services provided at the YWCA Family Center. Thanks to all the organizations that made this possible: Berardi Architects, City of Columbus, COMTEX, Columbus Hospitality Management, Grange Insurance, Ruscilli Construction, YMCA of Central Ohio and YWCA Columbus.

Any family in need of shelter should call the YWCA Family Center at 614-253-7970.

Supportive services for veterans

Volunteers of America of Greater Ohio and Lutheran Social Services/Faith Mission began implementing Supportive Services for Veteran Families programming in October. These are federally funded projects with the overarching goal to promote housing stability among very low-income veteran families who reside in or are transitioning to permanent housing. Both programs are serving veterans experiencing homeless and those at risk of losing their existing housing. Services provided include outreach, case management, assistance in obtaining Veterans Administration benefits and temporary financial assistance. For more information, contact Volunteers of America of Great Ohio – Melinda Collins at melinda.collins@voago.org, 614-849-0145 x1615 or Lutheran Social Services/Faith Mission – Twanna Roper at troper@lssco.org, 614-299-3192.

There's an app for that!



CSB launched a mobile app in November to track homeless camps and people experiencing street homelessness. The mobile app was developed by JPMorgan Chase as part of the *Code for Good* and *Force for Good* programs with assistance from CSB's data and evaluation team. It's currently being used by Maryhaven's outreach team and will soon be made available to all outreach providers in the community.

[FROM HOMELESS TO HOME] A NEW SYSTEM FOR SINGLE ADULTS

New shelter to serve growing homeless population

The Community Shelter Board will open a new emergency shelter next year in the West Edge Business Center. This shelter will provide a warm, safe place to spend the night for men, women and families who are experiencing homelessness. It will also provide outstanding services – to help people move more easily and quickly into stable housing.

The new shelter is located at 595 Van Buren Drive near Harmon and Mound Streets. It is 62,000 square feet of unfinished warehouse space on five acres, and it has stood empty for two years.



The need is great

Waitlists for single men and women continue to grow – at times more than 125 men and women have been turned away because no beds are available. That means single men and women are sleeping on the streets and in abandoned buildings. The current family shelter is bursting at the seams, sheltering 123 families nightly on average last month, while it was built to shelter 50 families a night. The new shelter will help us care for people in a more compassionate, effective way.

Good neighbor agreement

We are working with the community to develop a good neighbor agreement and make this project a national model. A series of initial public meetings were held with interested community members in October and November 2013. If you missed the meetings, materials can be found at www.csb.org.

A template good neighbor agreement is posted at www.csb.org and will remain posted for input until December 31, 2013. In early January, we will post a draft version that incorporates community input. You are invited to participate in a public meeting on January 28, 2014, where we will discuss and finalize the good neighbor agreement.

Join us

Tue, Jan 28, 2014
2:00-3:30 pm

The content in the afternoon and evening will be the same, so join us at the time that works best for you.

Tue, Jan 28, 2014
6:00-7:30 pm

*Both meetings will be held at Lifecare Alliance,
670 Harmon Avenue.*

If you'd like to schedule an individual meeting, or if you have any questions, contact Sara Loken, scloken@csb.org 614-221-9195 x106.

Navigator Pilot

As one of the first steps in implementation of the newly redesigned system to address homelessness among single men and women, CSB and Lutheran Social Services of Central Ohio launched a pilot navigator team to test a new centralized case management approach. Lutheran Social Services case managers – called navigators – link with a person when they enter the homeless system and work with them throughout their stay. They link people in need to employment and job training, support services, medical care and housing resources focused on ending the homeless crisis quickly and stabilizing the person in



housing. Navigators will also continue to work with people after they are housed to provide support to maintain stable housing.

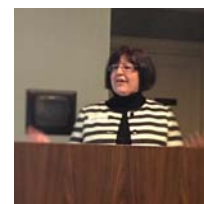
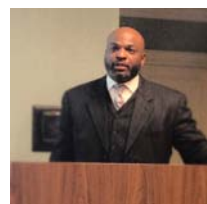
The pilot is scheduled to run from October 2013 to September 2014. CSB is facilitating a monthly navigator operations workgroup to provide a formalized method to obtain feedback from the navigator team provider and test sites. Results of the pilot program will inform a competitive request for proposals that CSB will issue in February 2014.

Mediation Pilot

A mediation pilot began with HandsOn Central Ohio in October. The pilot is a collaboration between HandsOn Central Ohio and the Columbus Urban League to increase diversion rates at the coordinated point of access for single adults experiencing homelessness. A professional mediator from the Columbus Urban League is on-site at the coordinated point of access three days a week to train staff on new diversion techniques and provide effective diversion services. Trained mediators are often effective in generating new and different ideas to resolve situations that individuals in crisis may not be able to think of themselves. Mediators also bring a wealth of community resources and existing strategies that have proven to be effective. This pilot is made possible by the generous support of the Franklin County Board of Commissioners and the City of Columbus.

Board2Board

CSB was pleased to host executives and board members from 17 provider agencies in the homeless system for an annual Board2Board Dialogue at Nationwide on December 2. The focus of the event was 1) to discuss implementation of the redesigned crisis response system for single adults experiencing homelessness and 2) to gain a deeper understanding of the various provider agencies and their roles within the homeless system. Thanks to all who attended and participated.



Ernest Perry of HandsOn Central Ohio,
Suzanne Seifert of Volunteers of America of
Greater Ohio

[GATEWAY]

Program review & certification

Program review and certification visits for 2013 are almost complete, and CSB recognizes five providers for achieving compliance upon their initial site visit – Amethyst, Community Housing Network, Gladden Community House, Homeless Families Foundation, and Southeast, Inc.



All five agencies are models for progressive solutions to end homelessness, and their ability to deliver high quality programs is a direct result of the hard work and dedication of their staffs. Certification visits are scheduled through December 2013.

If there are any questions about the program review and certification process, contact CSB Grants Administrator Yolande Hall at 614-221-9195 x109 or yhall@csb.org.

Fall 1-on-1 Meetings

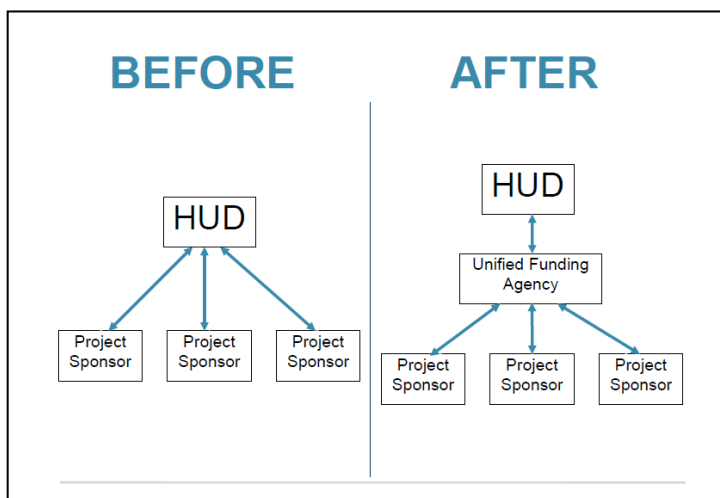
CSB and many of its provider agencies conducted fall one-on-one meetings. The meetings provided an opportunity for agencies to make quality improvement suggestions and introduce topics for discussion on behalf of their clients. The majority of provider agencies met with CSB to discuss new ideas for program and system-wide improvement.

[IN THE SPOTLIGHT]

CSB receives designation as Unified Funding Agency

CSB has been awarded designation by the U.S. Department of Housing and Urban Development as a Unified Funding Agency. This means that instead of HUD contracting directly with providers of supportive housing programs, CSB will receive and distribute just over \$9M in HUD funds to the supportive housing programs. This designation allows for more funding flexibility for the first time ever.

This will create an increased monitoring role for CSB, but it means that more of HUD's administrative burden will fall to CSB, allowing providers to focus on program implementation and performance. CSB is one of only three communities nationwide that earned this designation.



Practitioners Gather in New York City

The Leadership Council of the National Alliance to End Homelessness gathered in New York City on October 22-23. Michelle Heritage presented on the role of the crisis response system and strategies for single men and women, as well as efforts aimed at ending veteran homelessness. Other topics included how to best address the aging homeless population, family homelessness, coordinated assessment and entry, and the impact of the government shutdown and Emergency Solutions Grant funding shortfalls.

Participants were able to tour the Prevention Assistance and Temporary Housing Center, a model intake facility for families with children and pregnant women entering the homeless system. The center is highly effective in responding to immediate crises and was designed to move families through the shelter application process within six hours. The center successfully diverts about 30 percent of the families it sees at the front door each day.

Michelle Heritage chairs the Leadership Council of the National Alliance to End Homelessness. Representatives of cities and states that are on the forefront in addressing homelessness participate in the Leadership Council, aimed at building a national network of leaders on the issue. Members of the Leadership Council work together to identify best practices and advance shared federal policy goals.

Philanthropy Day Award

We are very proud of our friends at WBNS-10TV, Dispatch Printing Company and the Faith Leadership Council. They were honored by the Association of Fundraising Professionals on November 26 for their outstanding volunteer service for the Day to End Homelessness campaign.



Left to right: Jerry Revish, Melissa Garver, Rabbi Michael Ungar, Rev. Louise Seipel, Michelle Heritage, Rev. Fred LaMarr, Erin Cordle, Laura Matney, Rev. Robert Goff, Beth Weisbrode.

Power Players Award

Smart Business magazine honored Michelle Heritage as a 2013 Power Player of Columbus. She was honored at a recent luncheon featuring the most influential business leaders in the region sharing their perspective on why Columbus is such a great place to live, work, and visit. *She was honored alongside others in an official Class of 2013 Power Players of Columbus.*

2013 Power Players of Columbus

Kelly Borth, Greencrest
Chuck Gehring, LifeCare Alliance
Kenny McDonald, Columbus 2020
Jack Partridge, Columbia Gas
Janet Jackson, United Way
Michelle Heritage, Community Shelter Board
Sheri Tackett, Delta Energy
Jordan Miller, Fifth Third Bank
Dr. Steven Gabbe, The Ohio State University Wexner
Medical Center



Human trafficking

Tabitha Woodruff from Doma International provided training to CSB staff on the topic of human trafficking on December 13. The session focused on modern-day slavery and its presence in Ohio, the impact on victims, and how we can help victims and fight human trafficking.

CSB to provide continuing education credits

CSB has been approved as a provider of continuing education units for social work. With this new status, CSB can offer continuing education credit to its social work staff and to provider agency staff when providing trainings deemed eligible by the State of Ohio Social Work Board. Stay tuned, CSB staff are looking into training opportunities to be offered in 2014.

Staffing update

CSB is pleased to introduce Carol Patzkowsky as its new Executive Assistant. Carol provides a wide variety of support to Executive Director Michelle Heritage, as well as Operations Director Lianna Barbu, and Director of Programs and Planning Amy Price. Sara Loken has taken on a new role as Community Relations Director.

The search is underway for a part-time [Development & Communications Associate](#). This position is ideal for a bright sophomore or junior, a retiree, or a stay-at-home parent with school-aged children.



Carol Patzkowsky
Executive Assistant

Enclosure

< System and Program Indicator Report for the
period 7/1/13-9/30/13