

## [RESOURCE DEVELOPMENT]

### Reduced Funding from United Way

United Way is anticipating an across-the-board program investment reduction of 11.5% for the period of July through December 2010. A final 2010 funding recommendation will be presented for approval to the UWCO Board's Executive Committee on April 27. CSB is working towards keeping all partner agency programs whole. Michelle Heritage Ward will meet with United Way staff in early May to discuss the critical importance of Initiatives funding for Rebuilding Lives, and to ask that this funding be kept at the contracted amount.

## [HOMELESSNESS PREVENTION & RAPID RE-HOUSING PROGRAM]

### Prevention Program

We are very excited and hopeful about a growing partnership with Gladden Community House to expand their current Homelessness Prevention Program, using HPRP funds. Gladden Community House has provided prevention and emergency support services to low income residents of Franklinton and near west side Columbus since 1905. CSB has funded GCH for the past 10 years to provide financial assistance to prevent homelessness. GCH proposes to expand its homelessness prevention efforts using HPRP funds to serve an additional 10 to 15 households each month over a two and a half-year period. This approach is supported by the HPRP Steering Committee. Start up funds will be provided to GCH immediately. A full funding recommendation will be brought to the CSB board of trustees in May.

### Centralized Point of Access Launches on April 21

Faith Mission will launch its new Centralized Point of Access on April 21. Effective that day, all single adults in need of shelter will be asked to go to Faith Mission's intake center at 315 East Long Street or call 1-888-4SHELTR.

This marks a change in process for those in crises, as well as for community agencies that refer people to homeless service providers. With the goals of excellent service and meaningful engagement, the new system will reduce the need for clients to endure multiple

intakes at multiple shelters and it will create a single voice for availability of shelter beds. It is also expected to reduce entry to shelter by improving linkages to other available community resources.

The CSB Board of Trustees allocated funds for this pilot program to Lutheran Social Services/Faith Mission in March. Lutheran Social Services used the grant to hire additional personnel and install and maintain the community crisis hotline. They are also working with the other shelters to develop a Memorandum of Agreement around intake, communications and protocols for client eligibility.

## [REBUILDING LIVES]

### Client Documentation Toolkit

The Unified Supportive Housing System (USHS) is in the final stages of developing a Client Documentation Toolkit. Documentation collection such as proof of residency, income, benefits, and identification is a critical component for clients in the housing process.

Funded by the Osteopathic Heritage Foundations and Fannie Mae, the Toolkit is being created to help guide partner agencies through the difficult process of obtaining client documentation. Once completed, it will be posted on CSB's and the Ohio benefit Bank's websites. CSB is in discussion with the Ohio Benefits Bank about scanning client documentation into their website and using it as a data repository. This would help USHS and its partners overcome part of the documentation barrier.

CSB will be scheduling training for partner agency case managers in May 2010.

*The Unified Supportive Housing System is a collaborative effort managed by ADAMH, the Columbus Metropolitan Housing Authority and CSB. These partners are working together with other agencies in the community including health, housing, shelter, and outreach providers. This work is sponsored by the Osteopathic Heritage Foundations, Battelle and Fannie Mae.*

### Supportive Housing

The Commons at Buckingham project, under development by National Church Residences, is well on the way to completion. The 100-unit complex will provide housing and supportive services to 75 Rebuilding Lives clients and 25 disabled single adults. NCR expects to begin lease-up during July. Interested agencies can begin to submit applications now. Information is available on CSB's website. A grand opening celebration is scheduled for July 22 at 10:00 am.

## Rebuilding Lives Funder Collaborative

The Rebuilding Lives Funder Collaborative (RLFC) will convene its next meeting on May 20. They will consider CSB Funding Awards for FY2011 and hear updates on Rebuilding Lives Plan strategies and project development progress to date. The group will also approve its meeting schedule for August 2010 through May 2011 and update its policy statements. The meeting agenda and materials will be posted to [www.csb.org](http://www.csb.org) under the following link <http://www.csb.org/?id=how.community.rlfc.meetings> one week prior to the meeting. Meeting minutes are posted to the same location within two weeks after each meeting. The CSB staff contact for this meeting is Tiffany Nobles, Program Administrator, [tnobles@csb.org](mailto:tnobles@csb.org) or (614) 221-9195 x117.

## [PROGRAM UPDATES]

### Family System

The Family System continues to plan for the adoption of a common assessment tool and goal planning process. Final revisions are in process and should be completed by the end of April. The utilization of a common process will provide a more efficient means of meeting the needs of families in crisis.

Progress continues on the implementation of the Job2Housing project. Most of the staff is on board and service has started to a small number of families. This project is designed to provide a housing subsidy while the head of household pursues training or employment opportunities to increase family stability. The project is designed to operate over a three-year period and will serve 120 homeless families with children. Eligible families have insufficient income to afford an apartment and are committed to pursuing employment to achieve family self-sufficiency. J2H will provide housing placement, leasing assistance for 6 months, and employment focused case management.

### Adult Shelter System

The advent of good weather has helped the Winter Overflow process during the last few weeks of March. The shelters are scaling down their overflow capacity and are removing beds as the overflow season ends April 15. Shelter staff reports that overall the process went rather smoothly this year. Faith Mission will, once again, manage the process for the system next year and planning for next year's overflow is already underway.

## [GATEWAY NEWS]

### Gateway Update

The Gateway review process is in full swing. All Gateway applications were received from Partner Agencies at the end of March and they underwent review by CSB staff. Spring 1-on-1 meetings, between CSB and our partners, are currently underway and will continue through the month of April. Final funding recommendations will be made to CSB's Board of Trustees at their May 25 meeting and FY11 partnership agreements will be issued shortly thereafter.

### Program Review & Certification

Thanks to all the staff from our partner agencies who participated in the Program Review & Certification (PR&C) qualitative discussions. These meetings provided an opportunity for partner agency staff to give feedback on monitoring methods for each Partner Agency Standard. The discussions helped CSB develop a final monitoring tool that we hope will be both efficient and effective. The monitoring tool can be found on CSB's web site at <http://www.csb.org/?id=resources.money.guide>

The first PR&C on-site review will occur in May and continue on a rolling basis through-out the year. All agencies have been informed of their anticipated month for review.

### HUD HMIS Data Standards Revised

The much-awaited Revised HUD Data Standards were approved and released on March 29 with an implementation deadline of June 1, 2010. Some of the major changes include the addition of program descriptors for each program and significantly increased accountability around the collection and reporting of income and noncash benefits for each served individual. Changes were not made to the privacy and security standards. CSB will work with all partner agencies reporting data through Columbus ServicePoint for full implementation of HUD's new standards.

## [IN THE SPOTLIGHT]

### Tours

In March, CSB provided a tour for Elizabeth Allen of Huntington Bank and Jenni Belford, a long-time donor. They toured the YWCA Family Center and East Fifth Avenue Apartments.

## [CSB NEWS]

### Data & Evaluation Manager

Barbara Maravich has tendered her resignation after five years of service with CSB's data and evaluation department. Her last day will be April 23, at which time she will begin a new position with Chemical Abstract Services. We wish her much success.

Applications are being accepted for the Data & Evaluation Manager position (see attached posting). This position is responsible for program and system data analysis and evaluation necessary for programmatic and planning decisions.

### Operation Feed

CSB staff participated in an Operation Feed food drive for the Mid-Ohio FoodBank. Melanie Woodrum and Claire Patterson chaired the campaign resulting in 1,250 meals for needy families in Central Ohio. CSB staff contributed both canned goods and financial donations which helped us to nearly triple the goal set for our agency by the Mid-Ohio FoodBank.



Melissa Kempf, Paul Koehler & Sara Loken

Staff participated in four weekly activities including a baked potato bar and a Wii bowling tournament, to make our campaign an incredible success. We would like to especially acknowledge Paul Koehler, Melissa Kempf and Sara Loken as our top three donors.

### Upcoming Meetings

- Check out the interactive calendar at [www.csb.org](http://www.csb.org) under Resources for Our Partners < Meetings.

### Attachments

- Data & Evaluation Manager posting

## Data and Evaluation Manager

- < For more information about CSB visit [www.csb.org](http://www.csb.org)
- < Submit cover letter and resume to: [hr@csb.org](mailto:hr@csb.org)

**Title of Position:** Data and Evaluation Manager    **Hiring Range:** \$43,000 - \$53,700

**Status:** Exempt, full-time

**Benefits:** Medical, prescription, dental, vision, life, disability, 401k, Section 125 cafeteria benefit plan, and paid leave.

**Reports to:** Operations Director

**Unit:** Data & Evaluation

### BASIC FUNCTION

This position is responsible for providing the Operations Director and Executive Director with program and system data analysis and evaluation necessary for programmatic and planning decisions. Responsible for management, analysis, and evaluation of multiple datasets.

### EFFECT ON END RESULTS

This position is primarily concerned with the achievement of the goals of the organization through quality evaluations, research and analysis of data for programmatic and planning purposes for the long and short term future of the organization.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Handles the research and evaluation projects of the agency within scope of responsibility outlined by the Operations Director.
2. Establishes and maintains research, evaluation and reporting methodologies, objectives, policies, and procedures in accordance with best practices and CSB standards.
3. Creates and analyzes datasets within scope of responsibility outlined by the Operations Director.
4. Performs both routine and non-routine analysis, evaluation and interpretation of data.
5. Responsible for extraction and coding of primary database into multiple datasets, as needed.
6. Responsible for accurate and timely preparation and submission of all required reports to management.
7. Manages self and position responsibilities in a manner which is congruent with CSB values, mission, policies and procedures.

### OTHER FUNCTIONS

1. Supports development of annual evaluation budget and effectively implements in accordance with expense and revenue goals.
2. Provides deliverables within the time frames defined by appropriate personnel and reviewed often enough to ensure time frames and quality standards are met.
3. Produces oral and written evaluative reports.
4. Acquires back-up responsibilities of the Database Administrator and the Planning and Analyses Coordinator, as needed.
5. Establishes and maintains effective communication with management and external vendors.
6. Consults with all areas of program management responsible for policy or actions.
7. Keeps abreast of current trends and practices in field of expertise.
8. Maintains complete and adequate files, records and documentation.

**Community Shelter Board**  
**Working to end homelessness**

**KEY LEADERSHIP COMPETENCIES**

1. Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure.
2. Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times.
3. Can present the unvarnished truth in an appropriate and helpful manner and doesn't misrepresent him/herself for personal gain.
4. Uses rigorous logic and methods to solve difficult problems with effective solutions.
5. Good at figuring out the processes necessary to get things done.
6. Picks up on technical things quickly.
7. Is able to write clearly and succinctly in a variety of communications settings and styles.

**SKILLS, KNOWLEDGE & ABILITIES**

1. Excellent knowledge of database analysis and management.
2. Excellent statistical, analytical, research and evaluation skills.
3. Excellent organization skills.
4. Working knowledge of relational databases, well-developed analysis capabilities, and demonstrated ability to manage computer operations and applications.
5. Highly skilled in Business Objects (BOXI Report Design), SQL, Access, Excel and Word. Statistical software knowledge, a plus.
6. HMIS/ServicePoint knowledge desired but not required.
7. Good time management skills and ability to complete projects on time.
8. Demonstrated ability to accurately attend to detail.

**PHYSICAL OR MENTAL DEMANDS**

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities. Comfortable in a fast-paced environment.
2. Well organized. Ability to multi-task and maintain multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Superior numeric and statistical skills.
5. Ability to translate complex methodologies and information into user friendly products.
6. A team player; ability to contribute and interact with diverse personalities.
7. Ability to learn – able to grasp and process new information in a fast-paced environment.

**MINIMUM QUALIFICATIONS**

1. Congruence with agency mission and values.
2. Bachelor's Degree; Masters preferred.
3. 3 years experience in analysis and evaluation and minimum of 3 years experience in report design, coding and data manipulation and extraction.
4. Experience working in a not-for-profit setting with significant information reporting requirements preferred.
5. Valid Ohio driver's license, proof of automobile insurance and pass a criminal background check.

**Community Shelter Board is an Equal Opportunity employer  
and conforms to all applicable employment practices.**