

[CSB PROUDLY HONORS HEROES]



Left to right: Karl Stromeier of Lutheran Social Services-Faith Mission, Douglass White of CSB's Citizens Advisory Council; Michelle Heritage of Community Shelter Board; Jessica Wichtman of the YWCA Family Center; and Jim Rose of Capital Crossroads and Discovery Special Improvement Districts.

We honored individuals who have made significant contributions through their work toward ending homelessness at CSB's annual awards ceremony held on October 3 at Nationwide's corporate offices.

Karl Stromeier, Lutheran Social Services – Faith Mission

As a case manager, Karl is a strong advocate for his clients, always placing them first in order to overcome any barriers that may impede them from ending their housing crisis. He is a persistent advocate who does not stop until he has tried everything to help his clients exit shelter successfully. He has helped many people to restore their housing stability and begin to rebuild their lives.

Douglass White, Citizens Advisory Council

Douglass has made a great impact on homelessness in our community. As a member of our Citizens Advisory Council for the past 5 years, he provides sound advice and counsel about our strategies for ending homelessness. He represents the voice of the consumer for CSB, as well as on the board of COHHIO.

Jim Rose, Capital Crossroads and Discovery Special Improvement Districts

Jim consistently goes above and beyond his job expectations to help with outreach to those who are homeless and on the streets. His leadership with weekly counts of persons experiencing street homelessness allow system providers to better collaborate to meet the needs of these individuals. Jim is quite deserving of a 2011 CSB Hero Award, and his work is truly appreciated.

Jessica Wichtman, YWCA Family Center

Jessica coordinates the many volunteers who help run the critical operations of the YWCA Family Center. She also leads tours for community stakeholders, where she does a great job sharing the YWCA's story and its many successes towards preventing and ending homelessness among families with children.

[BOARD2BOARD DIALOGUE]

We were pleased to host our contracted provider agencies for a meaningful conversation with our Board of Trustees on October 3. The event was attended by 28 provider agency executives and board members, and 8 CSB trustees and was hosted by Chad Jester at Nationwide.

The focus of the discussion was around the current funding reality and concern about lack of sustainability in the shelter system. We talked about both the redesign of the adult shelter system, and trends with family overflow. It was a great opportunity to access all the bright minds in the room as we move into a major transformation. We received thoughtful input in response to these questions:

- < Regarding redesign of the adult shelter system, what else should we consider and what questions should we be asking ourselves as we move into this transformation?
- < Regarding family overflow, what else can we do, as a community, to meet this need?
- < What lessons have you learned about systems change that might help us as we navigate these transitions?

Notes from the event will soon be shared with those who attended.

[RESOURCE GENERATION]

HUD Continuum of Care

CSB is working to finalize the consolidated Continuum of Care Application to be submitted to HUD by October 28. This year's application will include 30 renewal applications from Amethyst, Inc., AIDS Resource Center of Ohio, Community Housing Network, Community Shelter Board, Huckleberry House, Maryhaven, National Church Residences, Southeast, Inc., Volunteers of America of Greater Ohio and YWCA Columbus.

An application for the 2011 Permanent Housing Bonus from Community Housing Network for Inglewood Court will also be included. In partnership with Maryhaven, CHN Inglewood Court will provide 60 units of permanent supportive housing for persons disabled by severe mental disability (SMD) or dually diagnosed with SMD and chemical dependency. 45 units are for Rebuilding Lives eligible homeless single adults. The 15 non-Rebuilding Lives units will be reserved for ADAMH consumers coming from Twin Valley Behavioral Healthcare or other funded ADAMH group homes. HUD anticipates announcing awards for renewal funding in late December 2011/early January 2012, while new project awards will not be announced until the spring of 2012.

[REBUILDING LIVES]

Unified Supportive Housing System

The Unified Supportive Housing System Policy Council met on August 30 and agreed to continue with full implementation of the USHS, moving it from the pilot phase into implementation. *The 2011 Guide to the Unified Supportive Housing System* is now updated to contain the current model for the USHS – the new version can be found on CSB’s website at www.csb.org.

The Unified Supportive Housing System has recently contracted for an LISW through Southeast to facilitate the USHS housing process, thanks to a grant from Cardinal Health. The LISW will be available to provide the much needed service of assessing disabilities for shelter and outreach clients. With this initiative we are hoping to reduce the time to housing for homeless and disabled individuals. This service is provided to individuals not connected to a medical or mental health professional. Individuals already linked with a medical or mental health professional are asked to continue to contact their provider to complete a *Certification of Disability* form.

To initiate the assessment process, case managers will include a completed *USHS Request for Disability Assessment* form in the client’s USHS file. The assessment request form will be available on CSB’s website under the USHS Eligibility Documentation section. Once the USHS Project Manager receives the completed USHS file, the *USHS Request for Disability Assessment* form will be forwarded on to the LISW, who will contact the client’s case manager to schedule an assessment time.

The Unified Supportive Housing System is a collaborative effort managed by the Alcohol, Drug, and Mental Health Board of Franklin County, the Columbus Metropolitan Housing Authority and the Community Shelter Board. 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, Fannie Mae, and Battelle. For more information please contact Isolde Teba, USHS Project Manager, at 614-221-9195.

Data System Undergoes Upgrade

Columbus ServicePoint (CSP), CSB’s community-wide homeless management information system, underwent a major upgrade September 30 – October 3. A precursor to the upgrade was a week-long training that was offered to all partner agency staff. The training was facilitated by a Bowman Systems trainer and 140 individuals completed a one-day training. Each individual was tested after the training and we had an overall 95% success rate. We would like to express gratitude to our partner agencies’ staff for their patience and collaboration through this process and as we work through the kinks and adjustments of a fully reconfigured system. Positive growth always includes unexpected difficulties and we wouldn’t be able to do it without the diligence and perseverance of the CSP Agency Administrators and their data entry staff.

[GATEWAY]

Fall Meetings with Providers

In keeping with our annual practice, CSB and many of our partner agencies will be conducting fall one-on-one meetings this November. The fall meetings provide an opportunity for our partner agencies to make quality improvement suggestions and introduce topics for discussion on behalf of their clients. Currently, the majority of our partner agencies have scheduled meetings, and CSB looks forward to discussing new ideas for system-wide improvement. Meetings are scheduled from November 1 to November 18.

Program Review & Certification Update

The first wave of 2011 Program Review & Certification visits is complete, and we are pleased to report that our partner agencies continue their tradition of exemplary service by meeting the challenges necessary to achieve compliance. In order to achieve compliance, an agency has to meet over 100 different standards ranging from fiscal administration to program operations to data collection. The ability to meet compliance on all standards is just one example of the quality of work our partners do. The second wave of Program Review & Certification visits will begin on October 19.

[IN THE SPOTLIGHT]

Nationwide Executives Engage in Ending Homelessness

Chad Jester hosted Nationwide executives who serve on CSB's partner agency boards for an informative discussion on October 4 about Nationwide's giving priorities and CSB's systems approach to ending homelessness. Nationwide executives serve on the boards of Amethyst, Catholic Social Services, Community Housing Network, Communities in Schools, Gladden Community House, Homeless Families Foundation, Huckleberry House, Lutheran Social Services, Maryhaven, National Church Residences, Salvation Army, YMCA of Central Ohio and YWCA Columbus.

Tours

In September, CSB provided a tour for Joyce Edelman of Porter Wright Morris & Arthur. Joyce toured Volunteers of America Family Rolling Stock and Community Housing Network's East Fifth Avenue Apartments. Dan Bailey of Bailey Cavalieri joined us for a tour of Commons at Buckingham in early October.

Upcoming Meetings

- Check out the interactive calendar at www.csb.org under Resources for our Partners < Meetings.

Enclosures

- System & Program Indicators Report: FY11 Annual Report