

[RESOURCE GENERATION]

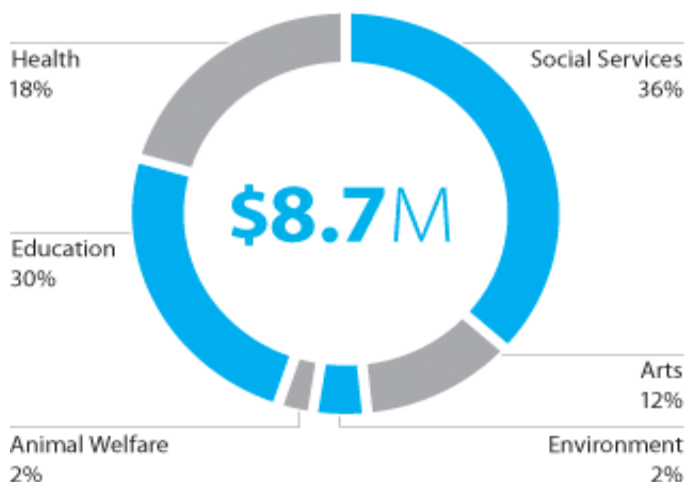
The Big Give leverages \$8.7 million for area organizations

From November 10 to November 11, the Columbus Foundation coordinated an unprecedented effort – The Big Give – that generated more than \$8.7 million for central Ohio organizations. Within this 24-hour period, 10,000 individuals, families and businesses donated to support their favorite organizations. 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, the Community Shelter Board ranked 9th for most dollars raised at \$183,701. We want to especially thank PNC and Worthington Industries that we know gave significantly in this way to leverage additional dollars.

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

What areas did people give to:



Match: 13¢ for each dollar contributed

13¢:\$1

Gifts ranged from:

**\$20–
\$240K**

HUD Point in Time Count Set for Jan. 27

Planning is underway for the 2012 Point in Time Count. The count is an effort to measure the number of people experiencing homelessness in our community at a single point in time. The U.S. Department of Housing and Urban Development requires that Continuums of Care across the nation conduct a Point in Time Count of unsheltered and sheltered individuals experiencing homelessness every two years. However, in Columbus and Franklin County, a count is held every year. The 2012 Point in Time Count will be held on Friday, January 27, 2012. The early morning street count will be held from 4–7 am. Teams will also be dispatched throughout the day to various meal and drop-in sites to count people experiencing homelessness. More details including a volunteer sign-up form will be released in early December.

[CRISIS RESPONSE]

Winter Overflow for Single Adults

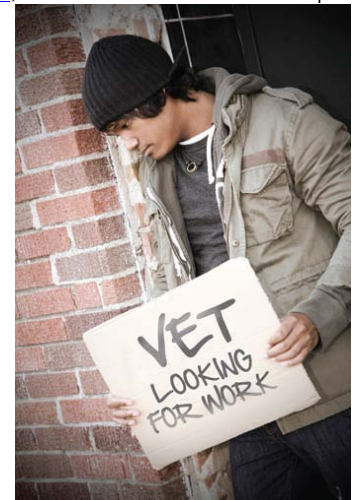
In preparation for the winter season, the adult shelter system and the Community Shelter Board have developed a plan for accessing emergency shelter, alternative shelter, and related housing services. CSB began planning conversations with the YMCA and the YWCA in July 2011 to provide alternative night-time shelter options for single adults when all regular program and shelter-based overflow beds in the system are full. CSB has contracts with the YMCA and YWCA to provide alternate site overflow services from November 15, 2011 – March 15, 2012. Historically, this is the earliest alternative site locations have been made available. The men's alternate site location operates from 8:00 p.m. – 6:00 a.m. The women's alternate site location operates from 6:00 p.m. to 6:00 a.m. There are no day services or shelter case management services being provided through the contracts. Both the YMCA and the YWCA have worked with community partners to provide an evening meal and a light breakfast. The YMCA has partnered with Sunshine Terrace's food pantry to be able to provide food to the men. The YWCA has partnered with the faith-based community to assist with hosting options and meal provision.

The Central Point of Access (CPOA) remains responsible for triaging all single adults wishing to access emergency shelter. CPOA will first explore with individuals any and all safe, appropriate housing options they may have available to them in order to divert them from a shelter stay during their housing crisis. If an individual does not have any other viable housing options (e.g. resolvable issue in their current housing or identifiable family or friends with whom they can stay), CPOA will admit them to a shelter. If no space is available within the existing shelter system, CPOA will help individuals access an overflow bed at an alternate site. Individuals will be transported to the respective alternate site on the first night they are accessing shelter. Each individual who continues to need emergency shelter will receive a bus pass each morning to return to the alternate site. Individuals who fail to return to the alternate site by 8:00 p.m. for men and 6:00 p.m. for women, unless other arrangements have been

Veteran Homelessness Decreasing

With Veterans Day on our minds, it's impossible to ignore the prevalence of homelessness among veterans in our community. 76,000 veterans experience homelessness each night in America. Of all people experiencing homelessness in Columbus and Franklin County, 9% are veterans. The good news is that this number is trending downward, thanks to a focused effort by the Veterans Administration and CSB. Check out the multi-year comparative analysis at

<http://www.csb.org/?id=publications>, then click on Veterans Report.



premade, will forfeit their overflow bed and will need to begin the overflow process again through CPOA should they need to return to shelter. CPOA will maintain ongoing communication with shelter providers in order to ensure all existing program and overflow beds at the shelters are at capacity prior to utilizing an alternate overflow site. In instances of severe weather (temperatures below 25 degrees, and /or severe wind, ice or snow storms) all persons seeking shelter, unless they are a danger to themselves or others, will be accommodated to ensure their safety, regardless of eligibility or capacity. All eligible individuals will be served within the scope of available resources.

While seasonal overflow is in process, services and operational issues will be monitored and addressed in adult shelter system overflow meetings every other week. Participants in the biweekly meetings include Faith Mission, Friends of the Homeless, Maryhaven, Volunteers of America, YMCA, YWCA, Netcare, Columbus Police Department winter overflow liaison and CSB.

CSB thanks the staff of the YMCA and YWCA, along with all the existing shelters for stretching their capacities during the coldest months of the year. CSB along with the shelter community is extremely grateful for the opportunity to be strengthening collaborations, old and new, with the faith-based community during this time of greatest need. We look forward to their continued support and ongoing commitment to help end homelessness in our community.

Families experiencing a house crisis need to call the YWCA Family Center.

Overflow for Families

CSB continues to see a dramatic increase in the number of families accessing shelter. In October 2011, the YWCA Family Center provided 1,462 nights of overflow shelter, compared to 712 nights in October 2010. The YWCA is working very hard, alongside the direct housing providers – Homeless Families Foundation, the Salvation Army and Volunteers of America. They are doing a great job to keep families safe and get them to housing. Even with the unprecedented need, the family system is functioning at a high level of efficiency and achieving positive outcomes.

There are staggering costs associated with the kind of demand being experienced within the family system. Last year, CSB spent \$270,000 on overflow shelter costs for families, compared to just \$5,000 the year before. If the numbers stay at these high levels, CSB predicts that it will take over \$1 million this year to pay for family overflow shelter.

CSB is taking action and its Board of Trustees has voted 4 times – off cycle from the regular budget and grant cycle – to allocate additional funds to pay for overflow shelter and more rapid re-housing to get at this need. CSB is continuing to make additional funds available beyond the budget and most recently, the Board of Trustees made the decision to allocate out of its Reserve Fund.

CSB has also powered up more direct housing, allocating additional funds to the Salvation Army to move more people out of the Family Center and into housing. The entire family system has been put on a streamlined and quicker process for accessing Direct Client Assistance funds – which help people move out of shelter with rent and security deposit.

Our community has made a commitment that families will not be turned away from shelter and that housing is the solution to homelessness. The escalating need and costs require a systemic response that assures families are sheltered but also focuses on getting families stably re-housed. CSB will gather key stakeholders at the end of November to determine how, as a community, we can best meet this need with housing-focused solutions.

New Crisis Response Model Moves Forward

CSB, along with key community partners, has begun development of a strategic re-design of the adult crisis response system in Columbus and Franklin County. We are at a critical juncture with the federal stimulus dollars set to expire while we continue to have an increased need for prevention, shelter and housing resources. The system, as it is currently structured, is not sustainable.

A new model is under development, with this working purpose: *The purpose of the crisis response system is to provide single adults an effective, efficient and timely trajectory towards housing stabilization by connecting and seamlessly integrating needed services and to prevent returns to homelessness.* The model is built around having the person who is homeless at the center, and includes:

- < Increased diversion and prevention
- < Improved functionality of the centralized point of access
- < Separation of case management and shelter functions

Key community stakeholders and partner agency CEOs, who first gathered in September to launch this process for ground-breaking system change, met again in November to confirm that the model being developed will serve the purpose of the new system they envision. They also made plans for how the community can organize itself to move forward and deepen the plans around the model.

A Core Team will be formed – a key group of people, to further develop and implement the emerging model for the adult crisis response system. Organizationally and individually, the Core Team will need to develop a new set of competencies that will shift not only this external work but internal relationships as they work together to address the pressing need in our community. To have the most impact, the Core Team will represent a cross-section of CSB and local stakeholders.

Key community stakeholders who have been engaged at the strategic planning level will be formalized as a group to address the strategic issues from a “30,000 foot” level. Organizationally and individually, they will work in emergence – offering their knowledge and expertise.

Michelle Heritage is visiting the Boards of Trustees of CSB’s partner agencies over the winter to provide a full briefing about the new crisis response model and to seek input.

[GATEWAY]

Fall Meetings with Providers

CSB and several of its partner agencies met this month to discuss ways to work together for the improvement and innovation of the system. The fall one-on-one meetings provide an opportunity for partner agencies to lead a discussion about the issues and concerns unique to their clients and staff. CSB used this year’s meetings to provide updates about the single adult and family systems. CSB thanks all the partner agencies that participated for bringing their input and expertise to the table.

[IN THE SPOTLIGHT]

New Jersey Officials Study the CSB Model

Michelle Heritage served as the plenary speaker at a regional conference on the HEARTH Act in Blackwood, New Jersey on October 26. She shared CSB's experience in becoming the national model for HEARTH implementation with performance-based systems. She then participated in a series of meetings with providers, government officials and various United Ways from the South Jersey area to discuss the details of CSB's structure, governance and functions.

Colleen Buzza Receives Medical Mutual Pillar Award

We are proud to announce that CSB Trustee Colleen Buzza has been selected for a Pillar Award, in the category of 2012 Nonprofit Board Executive of the Year. This prestigious award recognizes Colleen's leadership and that of WBNS-10TV/Dispatch Media Group for leading the first-ever One Day to End Homelessness campaign last winter. Colleen has demonstrated exemplary commitment and dedication to her role on CSB's Board of Trustees by increasing awareness and motivating individuals in our community to support ending homelessness in Columbus and Franklin County.

Colleen will be recognized at an awards ceremony at the Statehouse on January 26, and she will be featured in *Smart Business Columbus* January editions – both in print and online.



Headlines from the Breadlines

Michelle Heritage spoke at the CMC Forum: "Headlines from the Breadlines" on October 19, alongside Bo Chilton from Impact Community Action and Chuck Gehring from Lifecare Alliance. All three spoke about the state of the social service sector amid a sluggish economy, high unemployment and deepening poverty.



What's for Dinner?

Members of CSB's Board of Trustees joined CSB staff to serve dinner at the YWCA Family Center on November 9. Thanks to Tim Miller, Tom Perrine, Andy Rose and Mark Russell for rolling up their sleeves and getting involved to help families experiencing homelessness.



Tim Miller



Sydney Rose, daughter of Andy Rose;
Karissa Barbu, daughter of Lianna Barbu



Cathy Amato Castle and
Wilma D'Souza

Tours

In October, CSB provided a tour for Kirk Hendricks and Jan Howell of KeyBank. They toured the YWCA Family Center and Community Housing Network's East Fifth Avenue Apartments. Kevin Barnett of Core Molding Technologies joined us for a tour of the YWCA Family Center and National Church Residence's Commons at Grant in November. Also this month, we provided a tour for Tom Perrine of Cardinal Health, of the YWCA Family Center and CHN's East Fifth Avenue Apartments. Laurie Rackoff joined us for a visit to the YWCA Family Center and Commons at Buckingham.

Upcoming Meetings

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