

## [FEATURED PROGRAMS OF EXCELLENCE]



In response to significant overcrowding at the YWCA Family Center, Volunteers of America of Greater Ohio took on overflow staffing and services for families experiencing homelessness. They served more than 100 families in a congregate dorm while waiting for construction of a new emergency shelter for families to be completed.



YWCA Columbus undertook a renovation of its building to improve the WINGS supportive housing program for women experiencing long-term homelessness and disabilities. YWCA leadership and women's residency staff implemented a careful and methodical plan to relocate 69 women during renovation. They are continuing to deliver services at a temporary site and have even accepted new women into the program during the transition.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarterly period of 4/1/15 – 6/30/15. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among providers in their work to end homelessness. Our provider network includes partners delivering an array of services including homelessness prevention, programming, shelter, case management, street outreach and housing.

Community Shelter Board sets specific outcomes for each provider, and performance is measured and reported in the [accompanying report](#). We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with providers both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these providers delivering critical services to those experiencing homelessness.

## [ACCESS]

### ONE SINGLE HOTLINE NUMBER DESIGNATED FOR ALL EXPERIENCING HOMELESSNESS

*HandsOn Central Ohio answering calls from both families and single adults in need*

Effective July 1, HandsOn Central Ohio began triaging all people who are seeking shelter in Columbus and Franklin County through its homeless hotline at 1-888-4-SHELTR (1-888-474-3587). Calls are answered 24 hours a day, seven days a week. Prior to taking on hotline services for families, HandsOn served single adults and fielded over 95,000 calls last year.



**HandsOn**  
CENTRAL OHIO

“We believe that creating a single point of access for all populations strengthens the system” said Michelle Heritage, executive director of the Community Shelter Board. “HandsOn will link people to immediate help so they don't become homeless. If that is not possible, HandsOn can refer them to the shelter that best suits their needs. And if they've been homeless before, HandsOn is the first stop in linking clients to their navigator, the case worker, who knows them and helped them in the past.”

Elfi Di Bella, president and CEO of YWCA Columbus which runs the YWCA Family Center said “With the community moving to a single point of access, it is important to help families understand that calling the hotline is the first step to get help. We appreciate the community spreading the word to help us make this transition a smooth one for families.”

Ernest Perry, president and CEO of HandsOn Central Ohio, said “We are proud to expand our operations to be the critical, first link between individuals and families, and our community's shelter system and support services.”

## [CRISIS RESPONSE]

### NEW FAMILY SHELTER

Please join us for a community gathering to mark the opening of a new emergency shelter for families.

Wednesday, October 14, 2015  
4:30 – 7:00 pm  
595 Van Buren Drive, Columbus OH 43223  
Brief program at 6:15 pm

Bring your family as we celebrate families moving from homeless to home. Enjoy balloons, face painting, food and other surprises fit for the whole family.



You can help by bringing diapers and other supplies to help stock the shelves at the new shelter. We are collecting new children's undergarments and socks, children's toothbrushes, toothpaste, shampoo, baby wash, baby powder and diaper cream.

A new shelter designed specifically for families has opened at Community Shelter Board's Van Buren Center. In response to a 79% increase in homelessness among families locally, the new emergency shelter can serve up to 64 families nightly.

RSVP by 10/8 to [info@csb.org](mailto:info@csb.org).

## **COLUMBUS BLUE JACKETS BUILD PLAYGROUND**

The Columbus Blue Jackets Foundation built a playground for children experiencing homelessness at the new family shelter at Van Buren Center. Thank you for creating a safe, fun place to play – it will be enjoyed by more than 1,100 children every year.



## [FROM HOMELESS TO HOME]

### NAVIGATOR PROGRAM

As hiring, training and coordination of navigators continues, 240 single men and women were assisted by navigators to move from shelter to housing in the last six weeks.

Services are being delivered by Access Ohio, Columbus Area Integrated Health Services and Goodwill Columbus across the system of providers of homeless services. Case managers called navigators are providing intensive services focused on ending the homeless crisis quickly and stabilizing people in housing. Navigators are linking people to specialty services such as employment and job training, medical care, mental health and housing resources. This program is entirely new to Columbus and is the first of its kind in the country.

The new system, *From Homeless to Home*, is a result of a community-wide planning process with hundreds of stakeholders. Community Shelter Board launched a collective campaign, in partnership with both public and private sectors, to raise funds for this work over the next ten years. \$25M has been raised already.



## [ADVOCACY]

### AFFORDABLE HOUSING ALLIANCE OF CENTRAL OHIO

CSB is one of 11 founding members of the Affordable Housing Alliance of Central Ohio, a new organization mobilizing to protect and expand affordable housing options that transform our community.

The Alliance is comprised of nonprofit organizations that represent the full spectrum of affordable housing. Working together with local and state government, developers, community leaders and residents, the group's goal is to increase the supply of new and existing affordable rental and homeownership opportunities in Franklin County to improve everyone's quality of life.

The Alliance believes that with strategic leadership and targeted investment, Columbus and Franklin County will fill the desperate need for safe, decent, affordable homes across our community. This will promote development and improve disadvantaged neighborhoods.



Membership organizations include the Affordable Housing Trust for Columbus and Franklin County, Buckeye Community Hope Foundation, Columbus Metropolitan Housing Authority, Community Development for All People, Community Housing Network, Community Shelter Board, Creative Housing, Habitat for Humanity MidOhio, Homeport, National Church Residences and Ohio Capital Corporation for Housing.

## [FOR PROVIDERS]

### **PROGRAM REVIEW AND CERTIFICATION UNDERWAY**

CSB is happy to recognize The Salvation Army of Central Ohio for achieving compliance during their initial program review and certification visit in July. Congratulations to The Salvation Army for their hard work and dedication of their staff.



If there are any questions or concerns about the program review and certification process, please contact Yolande Hall at 614-715-2530 or [yhall@csb.org](mailto:yhall@csb.org).

### **FALL 1-ON-1 MEETINGS**

CSB and many of its provider agencies will conduct fall one-on-one meetings in October. The meetings give providers the opportunity to give CSB quality improvement suggestions and discuss issues on behalf of their clients. Meetings are scheduled from October 7 through October 30. If you have not scheduled a meeting and would like to do so, please contact Heather Notter at [hnotter@csb.org](mailto:hnotter@csb.org) or 614-715-2534.

## [VOLUNTEER SPOTLIGHT]

### **THANK YOU**

Thank you to just a few of the various groups that volunteered recently at the Van Buren Center.



American Electric Power



Big Lots



Franklin County Children Services



Maryhaven



OhioHealth

### **DINNER WITH PUBLIC SERVANTS**

CSB was joined by some very dedicated public servants who rolled up their sleeves to serve dinner at the Van Buren Center.



Franklin County Commissioner Paula Brooks



Columbus City Councilmember Priscilla Tyson, joined by family, friends and colleagues



Columbus City Councilmember Jaiza Page, joined by family, friends and colleagues



Columbus City Council staff members Priyam Chokshi, Ken Paul, Emerald Hernandez, John Ivanic and partner Jenny Horn, Jennie Nordquest, Tom Diamond

## GUIDE TO LIFE: How volunteers can find perfect match for time and skills

One of CSB's most enthusiastic volunteers, Doug Fluhart, was featured in a recent Columbus Dispatch article about volunteerism. [Read the article.](#)

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## Guide to Life: How volunteers can find perfect match for time and skills

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Doug Fluhart, a volunteer, helps serve dinner at the Van Buren Shelter.

## OPERATION FEED

Community Shelter Board staff increased their investment in Operation Feed by 700%, earning an award of excellence from Mid-Ohio FoodBank.



Mid-Ohio Foodbank



Joan Lloyd, Mid-Ohio Foodbank and  
Carol Patzkowsky, CSB