













A Place to Call Home


A framework for action to address homelessness in Columbus and Franklin County, Ohio

Columbus and Franklin County Continuum of Care
STRATEGIC ACTION PLAN SUMMARY • FY2019

GOAL	CONVENERS & LEADING PARTNERS	FY2019 STRATEGIES
<p>1 – Veterans</p>  <p>Achieve and sustain an effective end to homelessness among veterans.</p>	<p>Veterans System Operations Workgroup Columbus Veterans Administration Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Conduct a Veteran Challenge and make other system efficiency improvements to achieve system performance at or above federal benchmark targets. 2. Further develop targeted homelessness prevention approach for veterans in collaboration with community partners. 3. Sustain current system capacity and approaches consistent with federal criteria.
<p>2 – Chronically homeless</p>  <p>Achieve and sustain an effective end to homelessness among individuals who are chronically homeless.</p>	<p>Single Adults & Chronically Homeless Ad Hoc Group Adult System Operations Workgroup Alcohol, Drug and Mental Health (ADAMH) Board of Franklin County Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Further develop collaborative outreach approach to better track, target, and ensure comprehensive, efficient, and effective delivery of outreach and permanent housing assistance for unsheltered people across the entire continuum of care. 2. Increase permanent supportive housing capacity and targeting to fully meet need among disabled single adults experiencing chronic or long-term homelessness who need long-term housing and service supports to quickly and successfully secure safe housing.
<p>3 – Families with children & pregnant women</p>  <p>Achieve and sustain an effective end to homelessness among families with children and pregnant women.</p>	<p>Families & Pregnant Women Ad Hoc Group Family System Operations Workgroup Franklin County Children Services Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Improve consistency and efficiency of rapid re-housing intake after rapid re-housing acceptance during weekly referral meeting to assure rapid re-housing intake is scheduled within two business days. 2. Establish routine means for identifying long-staying and/or repeat emergency shelter families (including those with shelter stay in last two years) and/or high complexity families, in order to review at system conference AND develop routine, standard case conference process with system partners and external partners and neutral facilitator. 3. Increase rapid re-housing capacity to meet need among families and pregnant women according to system gaps analysis. 4. Increase permanent supportive housing capacity to meet need among families and pregnant women according to system gaps analysis. 5. Further develop a care pathway for pregnant women who are literally homeless, including relevant outcomes, related assessment tool(s), and service strategies to support achievement of those outcomes.

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<p>4 – Youth</p>  <p>Achieve and sustain an effective end to homelessness among unaccompanied youth and parenting youth.</p>	<p>Continuum of Care Committee to Address Youth Homelessness Youth Core Team Huckleberry House Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Further develop and maintain an up-to-date list of all youth who are literally homeless, including youth who are unsheltered or unsafely housed, and related case conferencing to address complex issues and assure efficient, effective assistance. 2. Develop access points, shelter options, and services that are tailored for youth as part of the larger homeless crisis response system. 3. Explore and develop additional permanent housing options appropriate for youth, such as shared housing, rapid re-housing, and permanent supportive housing. 4. Further develop and support the Youth Action Board and inclusion of youth in system development and oversight.
<p>5 – Single adults</p>  <p>Achieve and sustain an effective end to homelessness among single adults.</p>	<p>Single Adults & Chronically Homeless Ad Hoc Group Adult System Operations Workgroup ADAMH Board of Franklin County Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Further develop collaborative outreach approach to better track, target, and ensure comprehensive, efficient, and effective delivery of outreach and permanent housing assistance for unsheltered people across Franklin County. 2. Increase rapid re-housing capacity to fully meet need among single adults experiencing homelessness who require this more intensive assistance to quickly and successfully secure safe housing. 3. Improve client experience through improved customer service and use of common client satisfaction measures for continuous improvement.
<p>6 – Affordable housing</p>  <p>Ensure families and individuals who are homeless or at-risk have access to affordable housing.</p>	<p>Affordable Housing Alliance of Central Ohio Affordable Housing Ad Hoc Group Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Actively support efforts to increase the availability of and greater access to safe and affordable rental housing to meet the needs of individuals and families who are homeless or imminently at-risk of homelessness. 2. Develop and implement system-wide landlord recruitment and retention initiative, in concert with system providers and partners, including staffing, marketing, and outreach activities. 3. Preserve existing and increase supply of permanent supportive housing to further close gap for individuals and families needing PSH to successfully resolve their homelessness and stabilize in housing.
<p>7 – Equity</p>  <p>Ensure families and individuals disproportionately represented among people who experience homelessness have access to responsive, equitable assistance to offset structural barriers and biases.</p>	<p>Equity Ad Hoc Group Columbus Urban League Equitas Health Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Examine select homeless crisis response system policies, procedures (e.g. USHS workflow), and related data to identify areas to improve equitable access and use of homeless crisis response system assistance and to serve as a template for other community systems. 2. Institute standardized cultural competency training. 3. Promote affirmative hiring and retention practices to further diversify system staff at all levels to better reflect populations served.

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<p>8 – Employment</p>  <p>Ensure adults who are homeless or at-risk have coordinated access to employment opportunities and supports.</p>	<p>Employment/Benefits Ad Hoc Group Franklin County Department of Job & Family Services Workforce Development Board of Central Ohio Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Develop standardized screening tool and related protocol for identifying employment-related needs and connecting to right community-based services.
<p>9 – Benefits</p>  <p>Ensure adults who are homeless or at-risk have coordinated access to benefits for which they are eligible.</p>	<p>Employment/Benefits Ad Hoc Group Franklin County Department of Job & Family Services Workforce Development Board of Central Ohio Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Ensure system staff are trained and capable of providing assistance accessing benefits through SOAR and expedited social security application training. 2. Educate system staff on new Franklin County Department of Job & Family Services online benefits application process.
<p>10 – Health care</p>  <p>Ensure people who are homeless or at-risk have coordinated access to integrated, cross-system behavioral and physical health care.</p>	<p>Health Care Ad Hoc Group ADAMH Board of Franklin County Mount Carmel Health Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Improve data sharing across providers and systems to facilitate continuity of care and integrated service delivery. 2. Develop and implement new medical respite program for people experiencing homelessness who have acute health care needs. 3. Explore opportunities for local hospital systems' investment in supportive housing, including development of a case statement and examples.
<p>11 – Criminal justice</p>  <p>Ensure people who are homeless or at-risk have coordinated assistance to address criminal justice related issues.</p>	<p>Criminal Justice Ad Hoc Group Franklin County Office of Justice Policy & Programs Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Support county-led development and implementation of a common release of information exchange protocol across systems to support coordinated interventions for justice-involved individuals. 2. Develop and implement tenant education and 'certificate of qualifications for housing' program for justice-involved prospective tenants to address tenant screening and housing retention barriers. 3. Improve standardized system screening tools to identify justice-involved individuals who are at-risk or literally homeless and triage them to an appropriate housing intervention.
<p>12 – Domestic violence</p>  <p>Ensure people who are homeless or at-risk have coordinated access to integrated, cross-system domestic violence survivor assistance.</p>	<p>Domestic Violence Ad Hoc Group Lutheran Social Services/CHOICES Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Further integrate existing and expanding/new domestic violence services, shelter, and housing options into the homeless crisis response system. 2. Provide updated training for homeless crisis response system staff that is readily available for new staff training or refresher training for existing staff.

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<p>13 – Homelessness prevention</p>  <p>Ensure people who are imminently at-risk of literal homelessness have coordinated access to targeted homelessness prevention assistance.</p>	<p>Targeted Prevention Ad Hoc Group Prevent Family Homelessness Collaborative Community Shelter Board</p>	<ol style="list-style-type: none"> 1. Develop and implement targeted homelessness prevention initiatives for specific sub-populations at greatest risk of literal homelessness. 2. Evaluate local targeted homelessness prevention model and explore other prevention best practices employed in other communities. 3. Increase awareness and responsiveness among other public institutions (ex. jail, prison, hospitals, in-patient behavioral health treatment) of the need for early identification of housing needs and housing-focused discharge planning that increases exits to stable housing and supports positive outcomes. 4. Support further development, piloting, and implementation of community-based homelessness prevention system.