



# **The Best Way to Address Homelessness: By Listening to the Customer!**

Innovations and Solutions for Ending Unsheltered Homelessness

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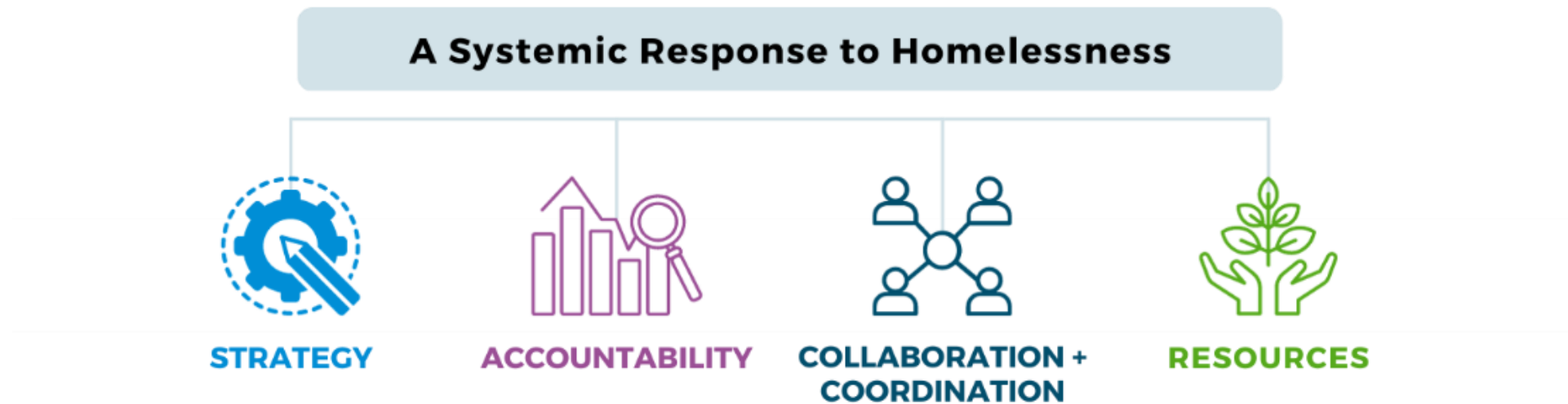


# Mission

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To lead a coordinated, community effort to make sure everyone has a place to call home in Columbus and Franklin County, Ohio.



# Crisis Response System

## PREVENTION & RAPID RESOLUTION

HOMELESS HOTLINE  
614-274-7000



## PREVENTION & RAPID RESOLUTION



## STREET OUTREACH



## SHELTER



## RAPID RE-HOUSING



## HOUSING

### TRANSITIONAL HOUSING temporary



### PERMANENT SUPPORTIVE HOUSING



*Untangle the old knots.* Someone  
else tied those for you. Tie this  
new one here, together, today.

-Maj Ragain  
Kent, Ohio



## 2016: WORDS ON THE STREET



*I'll stay at Faith Mission but not Van Buren*

*I'll stay at Van Buren but not Friends of the Homeless*

*I'll stay at Friends of the Homeless but not Faith Mission*

AND...

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*THE WORDS—THE MESSAGE—  
FEW PEOPLE WERE LISTENING TO...*



*I won't stay in any of those shelters...*

*My wife can't stay with me.*

*My boyfriend can't stay with me.*

*What about my dog?*

*Those shelters are too big.*


## 2023: A RESPONSE

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*Winter Warming Centers*

*Small congregate (40 beds or less) and  
non-congregate hotel shelter*





*Focused on couples living outside, people with cats and dogs in encampments, on the streets, people actively using street drugs, survivors of domestic violence, LGBTQI community members living outside*

## REFLECTION:

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*We are now offering a 'product' that more 'customers' want.*

*We have finally listened to the unheard voice, the 'secret' that has been in front of us all along.*

# WINTER, 2023-2024

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- *Over 620 community members served in 4 winter Warming Centers*
- *Over 40 dogs & 20 Cats*
- *Approximately 20 couples*
- *No major safety issues*
- *Linkages with services, connections to obtain IDs, birth certificates*

## WINTER, 2024-2025

- *Over 400 community members served in just half the winter season so far...*
- *1/3 of people had never engaged with the system*
- *Over 60 dogs & 20 Cats*
- *Nearly 40 couples*
- *Added 2 more sites during encampment remediations & severe January temps*
- *Increased housing & treatment outcomes*

# HOW HAVE WE DONE THIS?



- *City of Columbus & Franklin County funding*
- *CSB internal funds*
- *Establishing relationships with churches & faith community*
- *Connecting with hotels*
- *Being responsive to needs & situations*

# WHAT'S NEXT?

- *Continuing to listen to the Customer...*
- *And do our best to respond.*
- *Beginning to listen to the Customer more often.*
- *Continue to improve and expand concept of Warming Centers.*
- *Purchasing hotels to create year-round non-congregate shelter.*
- *Streamline pathway to permanent supportive housing.*

# THANK YOU FOR LISTENING

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