



Beth Fetzer-Rice
The Salvation Army

The Salvation Army

- Current programming
 - Direct Housing
 - Homeless Prevention
 - Permanent Supportive Housing
- Urban & Rural

Delaware & Union Counties

- Housing Coalitions
- Increased referrals to out of County shelters
- Increased demand for prevention and emergency housing assistance

Delaware & Union Counties

- No Emergency Shelter
- Few housing or case management services for homeless persons
- 2-3 Year Housing Authority wait list

Delaware & Union Counties

- Priority populations/Gaps in current services
- New program models
 - Emergency Shelter, IHN, Direct Housing, PSH
- Funding Sources/Other Resources

Delaware & Union Counties

- Short Term Goal: Address emergency housing needs
 - Homeless Prevention assistance
 - Emergency housing placement
 - Permanent Housing placement & case management
- Long Term Goal: Develop additional affordable housing units over ten years

Delaware & Union Counties

- Establish Single Point of Entry
 - Identify existing agency with capacity
- Housing First Programming
 - Alternatives to emergency shelter

Delaware County

- HelpLine – Front Door
 - 24 Hour Information & Referral Line
 - Screens and refers to all homeless programs
 - Operates homeless prevention & emergency assistance program
 - Diversified Funding: ODOD, UWay, churches, etc.

Delaware County

- Housing First Programming
 - Direct Housing Program for Families
 - PSH for Families
 - Exploring Shelter + Care and PSH for Homeless, single adults with disabilities

Union County

- Multiple Front Doors
- No Information & Referral line
- TSA approached to establish unique “front door” partnership

Union County

- Salvation Army established Homeless Prevention Program – Front Door
 - Office located inside UCDJFS
- Manages multiple funding sources: DJFS’ PRC, ODOD, EFSP, UWay, Salvation Army & churches

Union County

- Operates homeless prevention & emergency assistance program
- Screening and referral services
 - Homeless and other community programs

Union County

- Housing First Programming
 - Transitional Housing for homeless, SMD Individuals
 - PSH for Homeless, SMD individuals
 - Direct Housing for Homeless Families
 - Shelter + Care for single adults with disabilities (pending)

Challenges

- Minimizing “turf issues” (Services & Funding)
 - Moving away from multiple “front doors”
 - Minimizing duplication of services
 - Gaining provider and community support
- Building agency & community capacity

Strategies

- Increase provider & community participation
 - CoC meetings
 - Other community meetings; UWay, CHIS, etc.
- Transparent process
 - Group decision making
 - Opportunity for shaping discussion/agenda
 - Use needs data to help determine new programs

Challenges

- Permanent Housing – slow process
 - On-going discussion of emergency shelter vs. permanent housing
 - Can seem unresponsive to emergency needs & situations

Strategies

- Target data and information to your audience
 - Know your audience
 - Stay current on best practices, service trends, etc.
- Keep an open mind
 - Explore new partnerships/diversified funding to fill gaps in service

Success

- Stronger CoC planning process
- Improved coordination/Minimized duplication of services
- Improved Data Collection
- Increased housing units and resources for homeless persons/ persons in housing crisis

Contact Information

Beth Fetzer-Rice, MSW, LISW-S
Associate Social Services Coordinator
The Salvation Army, Greater Columbus Area
966 East Main Street
Columbus, Ohio 43205
(614) 437-2148
BFetzer-Rice@use.salvationarmy.org
www.SalvationArmyColumbus.org