

PROGRAM EVALUATION

FY2016
7/1/15 - 12/31/15

Our Mission

To end homelessness, CSB innovates solutions, creates collaborations,
and invests in quality programs.

We thank our Partner Agencies for their assistance in collecting data
and ensuring data accuracy for our community reports.

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Overview

The Community Shelter Board, established in 1986, is a public-private partnership organization that creates collaborations, innovates solutions, and invests in quality programs to end homelessness in Columbus and Franklin County. The Community Shelter Board allocates over \$31 million annually to support homeless programs and services. Last year, these programs served 12,000 families and individuals experiencing homelessness. The Community Shelter Board is funded by the City of Columbus, the Franklin County Board of Commissioners, the United Way of Central Ohio, The Columbus Foundation, Nationwide Foundation, American Electric Power Foundation, the U.S. Department of Housing and Urban Development, the State of Ohio, and other public and private donors.

The Community Shelter Board operates an outcomes-based funding model, establishing measurable performance standards to monitor agencies' progress. The CSB Board of Trustees adopts these performance standards as a component of their vision to create an overall strategy for improving the homeless services system, providing an "open door", and working toward the eventual elimination of homelessness.

By setting performance outcome standards that measure length of stay, housing outcomes, shelter/program occupancy, recidivism, and other outcomes, CSB's performance outcomes monitor the success of each provider. CSB also includes in its evaluation compliance with administrative and program standards. The system's effectiveness as a whole is monitored by quarterly and annual reviews of aggregated data from providers.

The FY2016 Program Evaluation report evaluates programs using CSB's established performance standards. The report includes all programs funded by or under contract with CSB in Fiscal Year 2016 (July 2015-June 2016). For each program, the report includes an overall performance rating, summary description, tables showing previous and current performance with respect to established outcome measures, and recommendations, where applicable, for performance outcome measures for the upcoming FY2017 partnership year.

The program evaluation also includes non-CSB funded programs – programs that receive Veterans Affairs or Health and Human Services funding and need to participate in the local CoC and programs that voluntarily participate in Columbus ServicePoint, the local Homeless Management Information System. The evaluation of these programs is based on performance requirements established by the respective funders and the local community. The evaluation of CSB-funded programs is inclusive of the above performance requirements.

Data Sources

Program descriptions were developed from information provided by partner agency staff. Compliance with CSB administrative and program standards was assessed by CSB staff during CY2015 and beginning of CY2016.

Unless otherwise noted, performance data was gathered from the Community Shelter Board's Columbus ServicePoint (CSP) for the 7/1/15 through 12/31/15 reporting period. All data used in the report met CSB quality assurance standards, which require current data and a 95% completion rate for all required CSP data variables.

System Performance

CSB is evaluating the System level (Family Emergency Shelter System, Men’s Emergency Shelter System, Women’s Emergency Shelter System, Emergency Shelter System, Prevention System, Rapid Re-housing System, and Permanent Supportive Housing System) performance outcome goals versus actual performance. The evaluation includes recommendations for each system for FY2017 based on previous performance and CSB performance standards. For outcome definitions and methodologies, please see the evaluation methodologies sections at the end of this publication.

Each performance goal was assessed as achieved (Yes), not achieved (No), or not applicable (N/A). An *Achieved Goal* is defined as 90% or better of a numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicated an achieved goal (e.g., Average Length of Stay goal was met if actual achievement is 105% or less of goal). HUD performance goals do not allow for this variance, they are fixed goals. *Not Applicable* is assigned when a performance goal was not assigned; the reason for this is explained in the footnote for the respective system.

Each system was assigned a performance rating of High, Medium, or Low as determined by overall system achievement of performance outcomes for the evaluation period. Ratings are based on the following:

Rating	Achievement of System Outcome Measure
High	achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
Medium	achieve at least 50% but less than 75% of the measured outcomes
Low	achieve less than 50% of the measured outcomes

Program Performance

Program performance outcome goals were compared with actual performance to determine consistency with CSB, CoC, or HUD standards. For outcome definitions and methodologies, please see the evaluation methodologies sections at the end of this publication.

Each performance goal was assessed as achieved (Yes), not achieved (No), or not applicable (N/A). An *Achieved Goal* is defined as 90% or better of a numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicated an achieved goal (e.g., Average Length of Stay goal was met if actual achievement is 105% or less of goal). HUD performance goals do not allow for this variance. They are fixed goals. *Not Applicable* is assigned when a performance goal was not assigned; the reason for doing so is explained in the footnote for the respective program.

Each program was assigned a performance rating¹ of High, Medium, or Low as determined by overall program achievement of performance outcomes for the evaluation period. Ratings are based on the following:

¹ In some instances, the project was too new to evaluate; therefore, a performance rating was not assigned.

<i>Rating</i>	<i>Achievement of Program Outcome Measure¹</i>
High	achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
Medium	achieve at least 50% but less than 75% of the measured outcomes
Low	achieve less than 50% of the measured outcomes

Programs rated as “Low” or experiencing long-standing and/or serious program issues and/or systemic agency concerns are handled by CSB through a **Quality Improvement Intervention (QII)** process. It is based on quarterly one-on-one dialogues between CSB and the provider agency and considers agency plans and progress on addressing program issues.

The evaluation includes Program Outcomes Plan (POP) measures for each program for FY2017 based on past program performance and CSB and HUD performance standards. Agencies have agreed to these POP measures for inclusion in the FY2017 partnership agreements.

¹ If serious and persistent program non-performance issues existed prior to evaluation, then the program is assigned a lower rating than what its program achievement of performance outcomes would otherwise warrant.

Performance Ratings at a Glance

System/Project Name	Performance Rating
Family Emergency Shelter System	Medium
Men's Emergency Shelter System	Low
Women's Emergency Shelter System	High
Emergency Shelter System	High
Prevention System	High
Rapid Re-housing System	Medium
Permanent Supportive Housing System	Medium
Homelessness Prevention	
Gladden Community House Stable Families	Medium
LSS Reeb Stable Families ¹	N/A
LSS SSVF Prevention	High
VOAGO SSVF Prevention	High
Coordinated Point of Access	
HandsOn Central Ohio Family CPoA/Homeless Hotline ¹	N/A
HandsOn Central Ohio Single Adult CPoA/Homeless Hotline	High
Emergency Shelters	
VOAGO/YMCA Family Shelter ¹	N/A
YWCA Family Center	High
Huckleberry House Emergency Shelter ¹	N/A
LSS Faith Mission Single Adults (6th, 8th and Nancy's Place)	Medium
LSS VA Emergency Housing	High
Maryhaven Engagement Center – Safety	Low
Maryhaven Engagement Center – Shelter ² Housing	Low
Southeast Friends of the Homeless Men's Shelter	Medium
VOAGO Men's Shelter	Medium
VOAGO VA Emergency Housing	High
YMCA First Time Homeless Shelter ¹	N/A
YMCA Men's Overflow ²	N/A
YMCA Women's Overflow ²	N/A
YMCA Van Buren Women's Shelter	High
Outreach Programs	
Maryhaven Outreach	Medium
Maryhaven Capital Crossroads Special Improvement District Outreach	Medium
Southeast PATH	Medium
Access to Benefits	
YWCA Benefits Partnership	Low
Rapid Re-housing/Navigator	
Access Ohio Navigator Program	Medium
CSB Transition Program - Single Adult	High
CSB Transition Program - Families	Medium
Homeless Families Foundation Rapid Re-housing	High
LSS/Faith Mission SSVF Rapid Re-housing	High
The Salvation Army Rapid Re-housing	High

¹ Project too new to evaluate.

² Project not open during the entire reporting period.

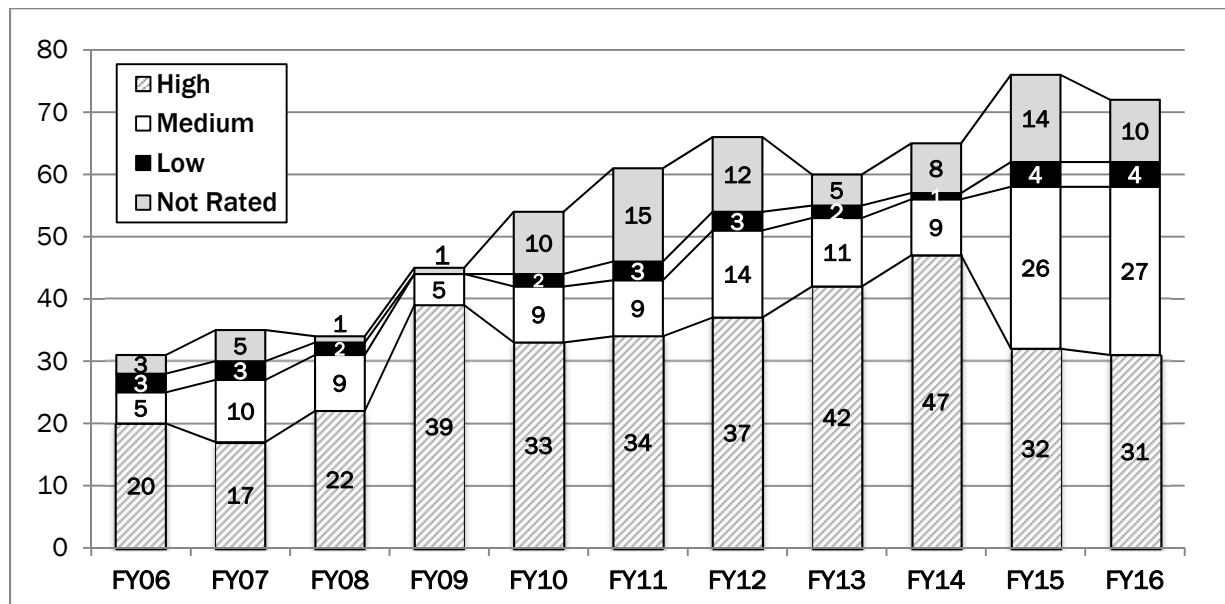
The Salvation Army Job2Housing	High
VOAGO SSVF Rapid Re-housing	High
VOAGO Rapid Re-housing	High
Permanent Supportive Housing	
Amethyst Shelter Plus Care	Medium
AIDS Resource Center Ohio Shelter Plus Care	Medium
CHN Briggsdale	Medium
CHN Cassady Avenue Apartments	High
CHN Community ACT	High
CHN East Fifth Avenue Apartments	Medium
CHN Family Homes	Medium
CHN Hotel St. Clair	High
CHN Inglewood Court	Medium
CHN Leasing Supportive Housing	Medium
CHN North 22nd Street	High
CHN North High Street/Terrace Place	High
CHN Parsons Avenue	High
CHN Rebuilding Lives PACT Team Initiative	Medium
CHN Safe Haven	Medium
CHN Shelter Plus Care (SRA)	High
CHN Shelter Plus Care (TRA)	Medium
CHN Southpoint Place	Medium
CHN Wilson	Low
Columbus Area Leasing 1 ¹	N/A
Columbus Area Leasing 2 ¹	N/A
Columbus Area Scattered Sites	Medium
Maryhaven Commons at Chantry	High
NCR Commons at Buckingham	Medium
NCR Commons at Grant	High
NCR Commons at Livingston 1	Medium
NCR Commons at Livingston 2	High
NCR Commons at Third	High
VOAGO Family Supportive Housing	High
VOAGO Van Buren Village ¹	N/A
YMCA 40 West Long Street	High
YMCA 40 West Long Street Expansion	Medium
YMCA Franklin Station	High
YWCA WINGS	High
Transitional Housing	
Huckleberry House Transitional Living Project	High
Maryhaven Women's Transitional Housing	Medium
Southeast New Horizons Transitional Housing	Medium
VOAGO Veterans Transitional Housing	Medium
YMCA ADAMH Transitional Housing	High

¹ Project too new to evaluate.

Conclusion

The findings outlined in this evaluation indicate a good level of performance and service provision by partner agencies. The graph below illustrates the number of rated programs between fiscal years 2006 and 2016 by rating category. The Community Shelter Board commends partner agencies on their performance and continued commitment to quality, responsive services, and housing for some of the most vulnerable members of our community – adults and children who experience homelessness. CSB looks forward to working with partner agencies in the coming year to accomplish the goals identified in this report and to further improve individual programs and system coordination.

Number of projects by rating category between FY2006 and FY2016



In FY2016, 10 projects out of 72 projects were not rated as being too new to evaluate or for not being open during the entire reporting period.

Acknowledgements

The Community Shelter Board thanks partner agency staff for their assistance in completing this evaluation and their responsiveness to CSB's requests for information. CSB appreciates the time and effort given by agency staff in order to make programs both successful and meaningful to those they serve and the broader community.

CSB acknowledges the following staff, who provided significant contribution to this report:

- Jeremiah Bakerstull, Data & Evaluation Manager
- Lianna Barbu, Operations Director
- Catherine Kendall, Database Administrator
- Erin Maus, Program Manager
- Amy Price, Director of Programs and Planning
- Keiko Smith, Operations Administrator

Systems

System: Family Emergency Shelter System
Agencies: YWCA, Volunteers of America of Greater Ohio/YMCA
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

The emergency shelter system for families with children emphasizes efficient use of resources, close collaboration among partner agencies, streamlined admission, and linkage to services and/or housing and quick re-housing of families with appropriate supports. The model centers on a “front-door” approach to shelter admission, with HandsOn Central Ohio Homeless Hotline managing all initial requests for shelter starting July 1, 2015, including provision of immediate emergency shelter when diversion to safe, alternative housing is not available.

The YWCA Family Center opened in October 2005 and replaced the YWCA Interfaith Hospitality Network and Hospitality Center as the front-door, or “Tier I,” shelter program for families. The Family Center is a state-of-the-art facility that accommodates up to 50 families on a daily basis and provides onsite daycare, meal services, and adult and child activities.

In September 2015, in order to address the exponential growth in family homelessness, a new family shelter with space to serve up to 64 families operated by Volunteers of America Greater Ohio opened at Van Buren Center. As of 5/1/2016, the new family shelter will be operated by YMCA.

HandsOn Central Ohio operates as the coordinated point of access for the family emergency shelter system.

A critical component of the family shelter system is a “Housing First” approach to assessment and referral to the next stage of housing, with a focus on quickly moving families to housing and ensuring that appropriate supports are in place to ensure long-term housing stability.

Next-step housing options include rapid re-housing/navigator, transitional housing, permanent supportive housing, and other permanent housing with or without transitional supports. For families exiting to permanent, rapid re-housing, or transitional housing, financial assistance for rent, security deposit, and/or utilities is available through the Transition Program administered by CSB.

Once assessed by the Family Center, families who need transitional supports are referred to the rapid re-housing/navigator programs for housing placement assistance, including financial assistance and short-term, in-home transitional services once housed. The short-term supportive services are intended to assist families in locating permanent, affordable housing within three weeks of referral from the Family Center. To accomplish this, navigators assist with finding suitable and affordable housing and linking families to CSB administered financial assistance. Program participants typically receive case management for 3 to 6 months and financial assistance, typically consisting of rent and deposit. Once the family is housed, case management services and linkage with supportive services in the community continue until the family has achieved a successful housing outcome — meaning that sufficient household income is available to afford housing — and/or until the family has ended contact with the provider. Three agencies provide rapid re-housing/navigator programs: The Salvation Army, Homeless Families Foundation, and Volunteers of America of Greater Ohio.

Job2Housing expanded the placement opportunities for families experiencing homelessness. CSB received a grant from HUD to implement this demonstration program, starting with FY2010. HUD continues funding of this program, focusing on family employment and employment skills. The

program provides housing assistance up to 6 months and case management services up to one year for every household served.

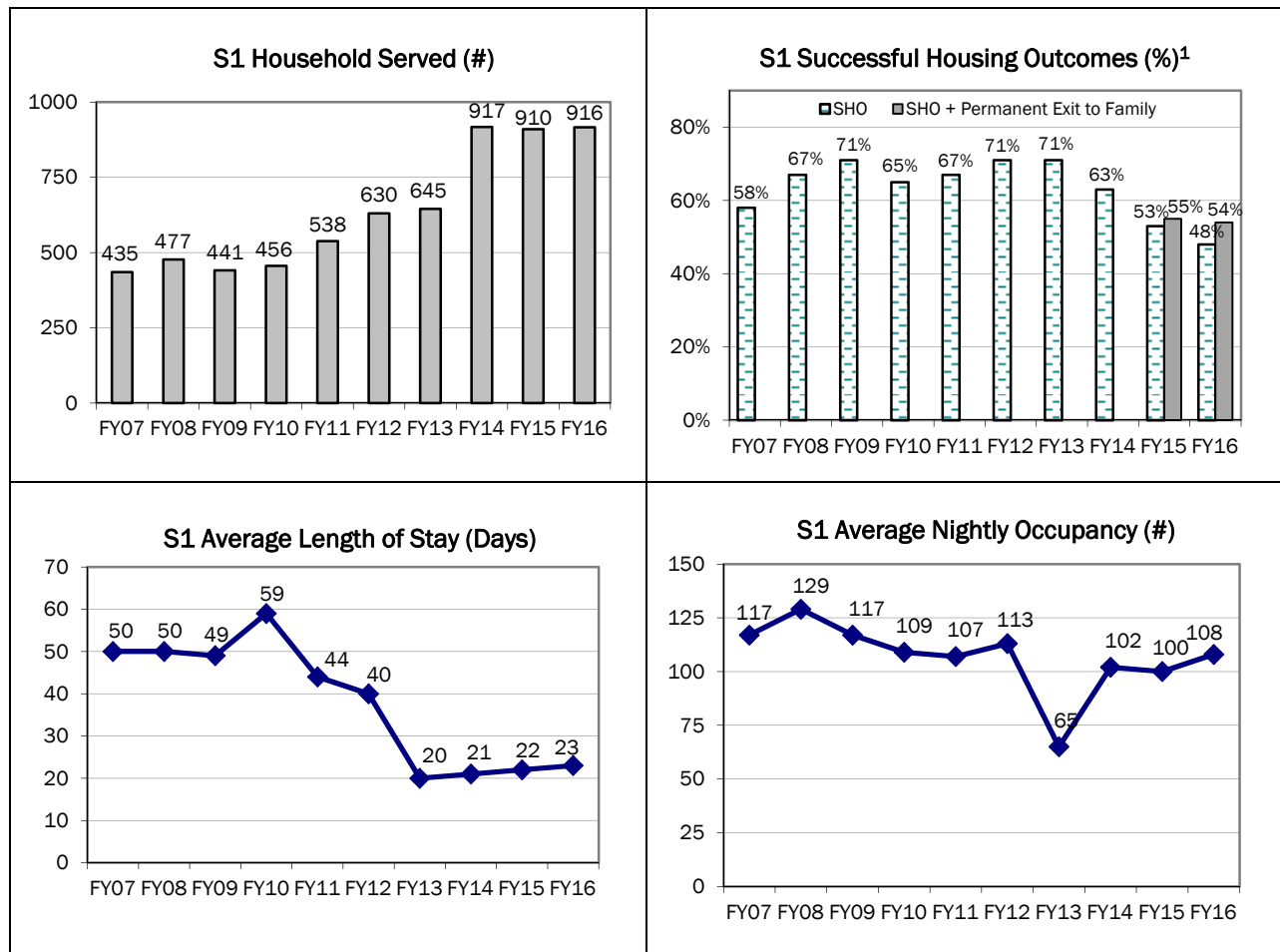
In FY2016, to assure that adequate emergency shelter capacity was available, CSB contracted with the YWCA Family Center to provide overflow assistance for families in need of emergency shelter beyond the 50 family capacity of the YWCA Family Center.

FY2016 Family Shelter System Provider and Capacity (7/1/15 – 6/30/16)

Shelter Type	Agency	Program	Capacity (Families)
Tier I	YWCA	Family Center	50
Tier I	Volunteers of America of Greater Ohio/YMCA	Family Shelter	64
Total Capacity			114

B. Performance Outcomes

Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/15 to 12/31/15

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	660	916	Yes
Successful Housing Outcomes	#	382	444	Yes
Successful Housing Outcomes	%	70	54	No
Average Length of Stay	Days	20	23	No
Recidivism	%	5	0	Yes

The Family Emergency Shelter System provided shelter to similar number of households as the same reporting period of last fiscal year. On average, 108 families were sheltered by the system every night. The low successful housing outcomes percent for the system continues to be very concerning. Forty-two percent of families were previously served in the homeless system; this is an unusually high ratio.

C. Recommendations

System Outcome Measures

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	345	455	660	412	472	746	1,240
Successful Housing Outcomes ¹	%	70	70	70	70	70	70	70
Successful Housing Outcomes	#	162	239	382	209	251	442	788
Average Length of Stay	Days	20	20	20	20	20	20	20
Recidivism	%			5			5	5
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2017 number of successful housing outcomes based on calculated number $[(\text{households served} - 114) * 70\%]$ for each period.

System: Men’s Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, Southeast, Inc., Volunteers of America of Greater Ohio and YMCA
Period: 7/1/15-12/31/15
Performance: Low

A. Description

The men’s emergency shelter system is comprised of one shelter for the first time homeless individuals, four men’s shelter programs, two shelter programs for veterans, and one shelter for inebriated men who are homeless. Together, these programs include a normal (non-overflow) capacity of 477 beds.

HandsOn Central Ohio, the local homeless hotline, provides Coordinated Point of Access (CPoA) services related to emergency shelter access for single adults since February 29, 2012. The goals of the CPoA are to reduce the number of single adults who are admitted to the adult system through diversion to more appropriate community resources and improve the single adults’ experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the client. The model was designed using a call center model with greater emphasis on prevention and diversion efforts. Individuals seeking emergency shelter initially access the CPoA via the 1-888-4SHELTR phone line being answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year.

Shelter staff assist individuals with accessing needed case management and housing services, including mental health care and substance abuse treatment, through the Navigator Program. For individuals exiting to permanent or transitional housing, financial assistance for rent, security deposit, and/or any utilities is available through the Direct Client Assistance Transition Program, administered by CSB. As of 10/1/2014 housing services for all emergency shelters are provided by Access Ohio through the Navigator Program.

From October to March the adult shelter system implements an overflow plan to ensure that no individual seeking shelter is turned away during severe weather. As part of the “Winter Overflow” plan, the number of emergency shelter beds for single adults is increased in existing facilities and additional flexible capacity is made available, as needed. During warmer months, the adult shelter system has a fixed capacity. In FY2016, YMCA provided additional overflow capacity for single men at the new Van Buren Center when no other shelter beds were available.

FY2016 Men’s Shelter Capacity (7/1/15 – 6/30/16)

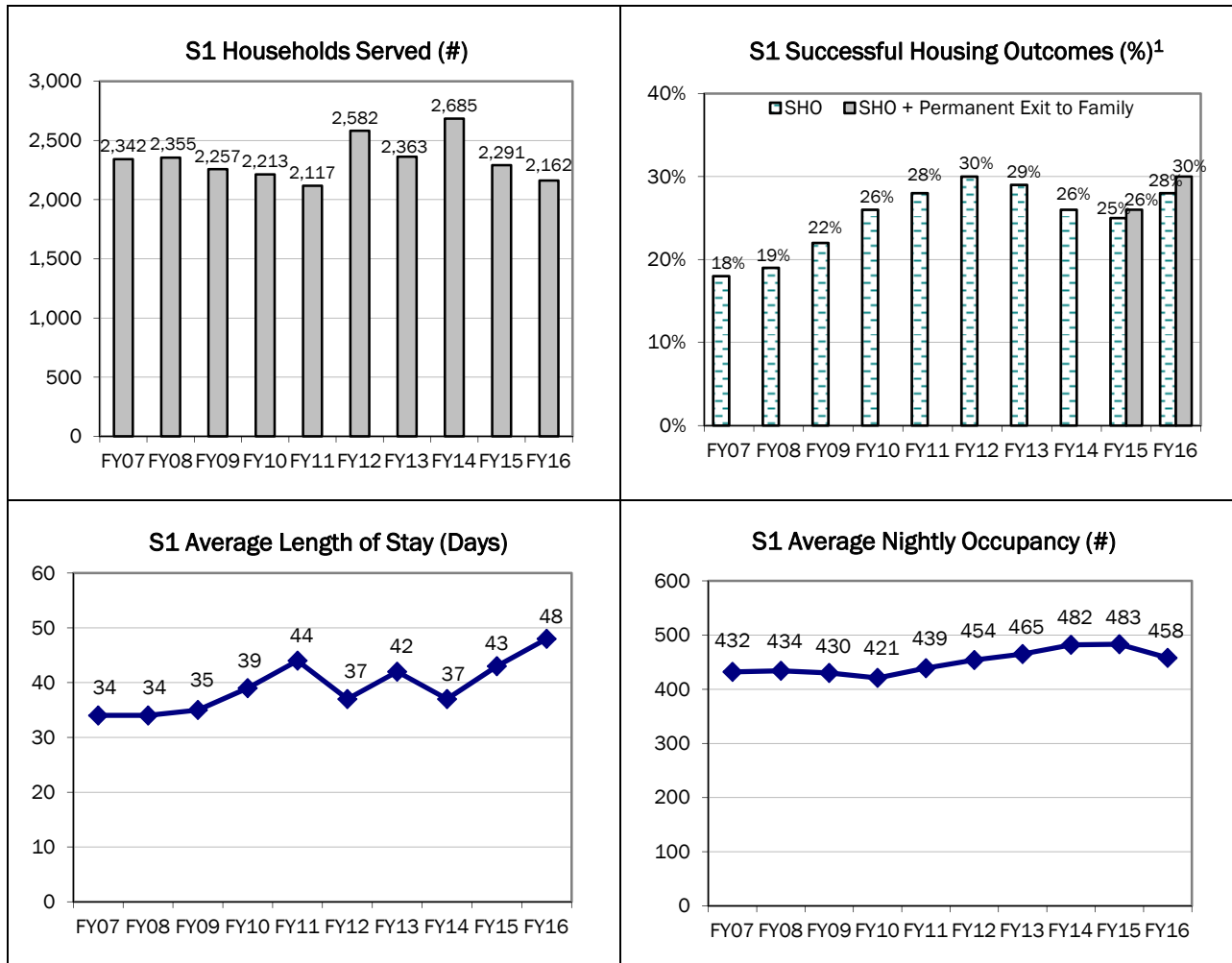
Agency	Men’s Programs	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Faith Mission on 6 th Street	89	21	0	110
Lutheran Social Services	Faith Mission on 8 th Avenue	95	0	0	95
Lutheran Social Services	VA Emergency Housing	20	0	0	20
Maryhaven	Engagement Center (Inebriate shelter)	42	0	0	42
Southeast, Inc.	Friends of the Homeless	130	15	0	145
Volunteers of America Greater Ohio	Men’s Shelter	40	5	0	45
Volunteers of America Greater Ohio	VA Emergency Housing	13	0	0	13
YMCA	First Time Homeless Shelter ¹	48	0	0	48
YMCA	Men’s Overflow ²	0	0	N/A	N/A
Total Capacity		477	41	0	518

¹ Opened on 10/15/15.

² Opened 10/19/15. Capacity is flexible based on need.

B. Performance Outcomes

Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/15 to 12/31/15

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual ¹ Actual 7/1/15-12/31/15	Achieved
Households Served	#	2700	2162	No
Successful Housing Outcomes	#	631	507	No
Successful Housing Outcomes	%	30	30	Yes
Average Length of Stay	Days	34	48	No
Average Engagement Time	Days	7	9	No
Recidivism	%	5	4	Yes
Movement ²	%	15	14	N/A

The system experienced a 6% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year, due to decreased turnover of beds. On average, through 10/19/2015, 28 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly increased compared to the last fiscal year, preventing turnover of beds. The successful housing outcomes percent shows a significant improvement. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

C. Recommendations

System Outcome Measures

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ³	#	1550	1800	2550	1900	1600	2700	4000
Successful Housing Outcomes ⁴	#	322	397	622	427	337	667	1057
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²	%			15			15	15
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ Actual includes overflow and LSS/VOAGO VA Emergency Housing programs.

² Applicable to Tier 2 shelters only. Monitored but not evaluated.

³ FY2017 households served based on FY2016 semi-annual period achievement and historical trending information.

⁴ FY2017 number of successful housing outcomes based on calculated number [(households served - 477) * 30%] for each period.

System: Women’s Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, and YMCA
Period: 7/1/15-12/31/15
Performance: High

A. Description

The women’s emergency shelter system is comprised of one shelter for newly homeless women, three women’s shelter programs, and shelter programs for veterans and inebriated women who are homeless. Together, these programs include a normal (non-overflow) capacity of 153 beds.

HandsOn Central Ohio, the local homeless hotline, provides Coordinated Point of Access (CPoA) services related to emergency shelter access for single adults since February 29, 2012. The goals of CPoA are to reduce the number of single adults who are admitted to the adult system through diversion to more appropriate community resources and improve the single adults’ experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the client. The model was designed using a call center model with greater emphasis on prevention and diversion efforts. Individuals seeking emergency shelter initially access the CPoA via the 1-888-4SHELTR phone line being answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year.

Shelter staff assist individuals with accessing needed case management and housing services, including mental health care and substance abuse treatment, through the Navigator Program. For individuals exiting to permanent or transitional housing, financial assistance for rent, security deposit, and/or any utilities is available through the direct client assistance Transition Program, administered by CSB. As of 10/1/2014 housing services for all emergency shelters are provided by Access Ohio through the Navigator Program.

From October to March the adult shelter system implements an overflow plan to ensure that no individual seeking shelter is turned away during severe weather. As part of the “Winter Overflow” plan, the number of emergency shelter beds for single adults is increased in existing facilities and additional flexible capacity is made available, as needed. During warmer months, the adult shelter system has a fixed capacity. In FY2016, YMCA provided additional overflow capacity for single women at the new Van Buren Center when no other shelter beds were available.

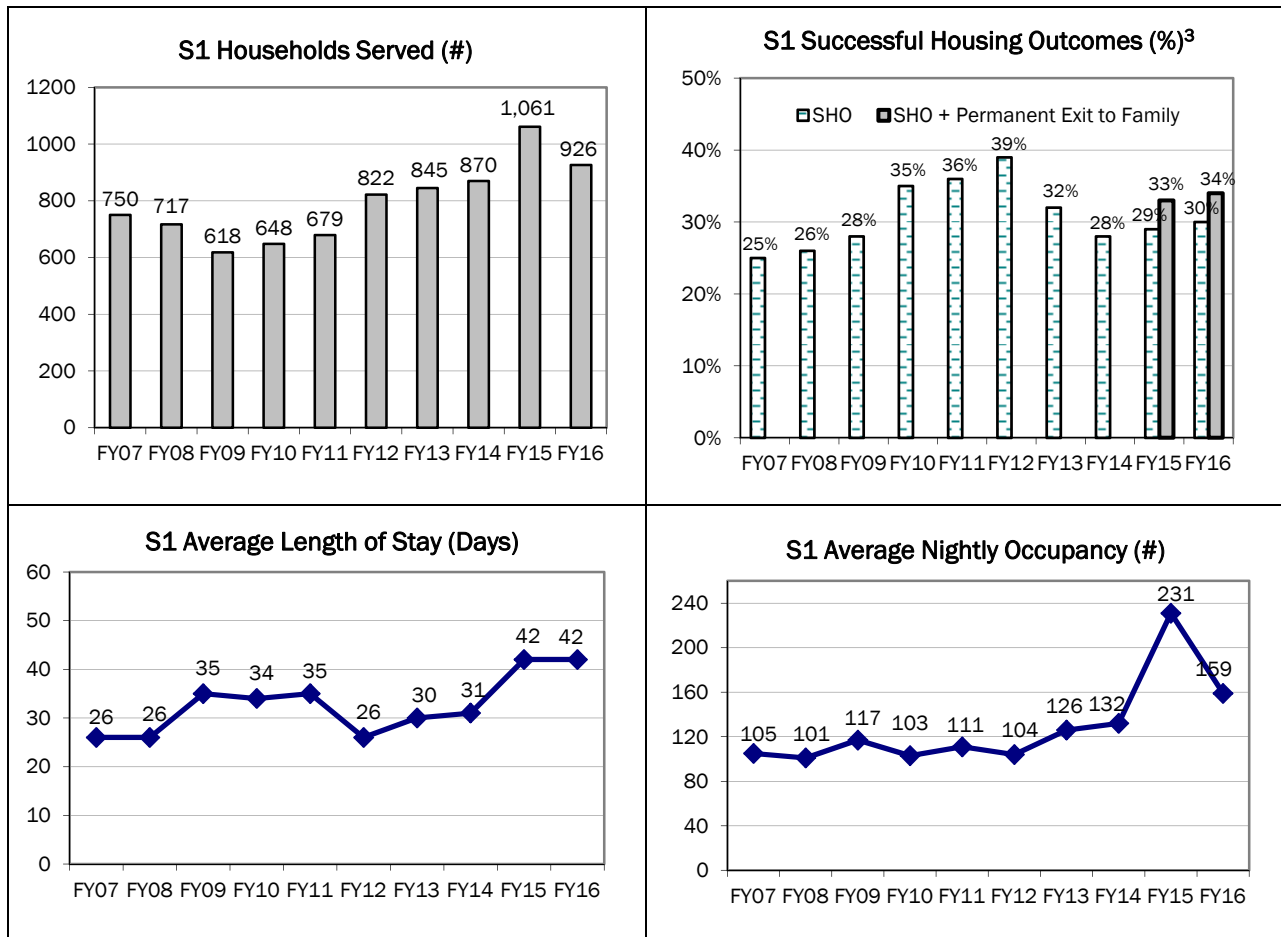
FY2016 Women’s Shelter Capacity (7/1/15 – 6/30/16)

Agency	Women’s Programs	Regular	Regular/ Seasonal Overflow	Total Capacity
Lutheran Social Services	Faith Mission Nancy’s Place	38	6	44
Lutheran Social Services	VA Emergency Housing	4	0	4
Maryhaven	Engagement Center (Inebriate Shelter)	8	5	13
YMCA	Van Buren Women’s Shelter	83	7	90
YMCA	First Time Homeless Shelter	20	0	20
YMCA	Women’s Overflow ¹	0	N/A	N/A
Total Capacity		153	18	171

¹Capacity is flexible based on need. Opened 11/21/15.

B. Performance Outcomes

Semi-annual Trends



System Outcome Achievement 7/1/15 to 12/31/15

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual ¹ 7/1/15-12/31/15	Achieved
Households Served	#	1000	926	Yes
Successful Housing Outcomes	#	221	260	Yes
Successful Housing Outcomes	%	30	34	Yes
Average Length of Stay	Days	34	42	No
Average Engagement Time	Days	7	7	Yes
Recidivism	%	5	1	Yes
Movement ²	%	15	10	N/A

The system experienced a decrease in the number of women sheltered by 13%, compared to the same reporting period of last fiscal year, due to high lengths of shelter stay that prevented bed turnover and return to fixed capacity. The successful housing outcomes

¹ Actual includes overflow and LSS VA Emergency Housing programs.

² Applies to Tier 2 shelters only. Monitored but not evaluated.

³ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

percent is showing signs of improvement. On average, through 11/21/2015, 32 women were not able to receive shelter daily, due to capacity limitations. The increase in households' income at entry and employment rate, compared to prior reporting periods, continues (\$367/21% in the same reporting period of last fiscal year). The percent of newly homeless is at its highest historically. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ¹	#	550	660	1000	690	600	1050	1700
Successful Housing Outcomes ²	#	119	152	254	161	134	269	464
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ³	%			15			15	15
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2017 households served based on FY2016 semi-annual period achievement and historical trending information.

² FY2017 number of successful housing outcomes based on calculated number [(households served - 153) * 30%] for each period.

³ Applies to Tier 2 shelters only.

System: Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, Southeast, Inc., Volunteers of America of Greater Ohio, YMCA, and YWCA
Period: 7/1/15-12/31/15
Performance: High

A. Description

CSB is presenting the emergency shelter system as a combination of all the emergency shelters in Columbus and Franklin County for which CSB has available data. The aggregation below includes the programs in the Family System, Men’s System, and Women’s System sections of this Program Evaluation Report.

FY2016 Emergency Shelter System Providers and Capacity

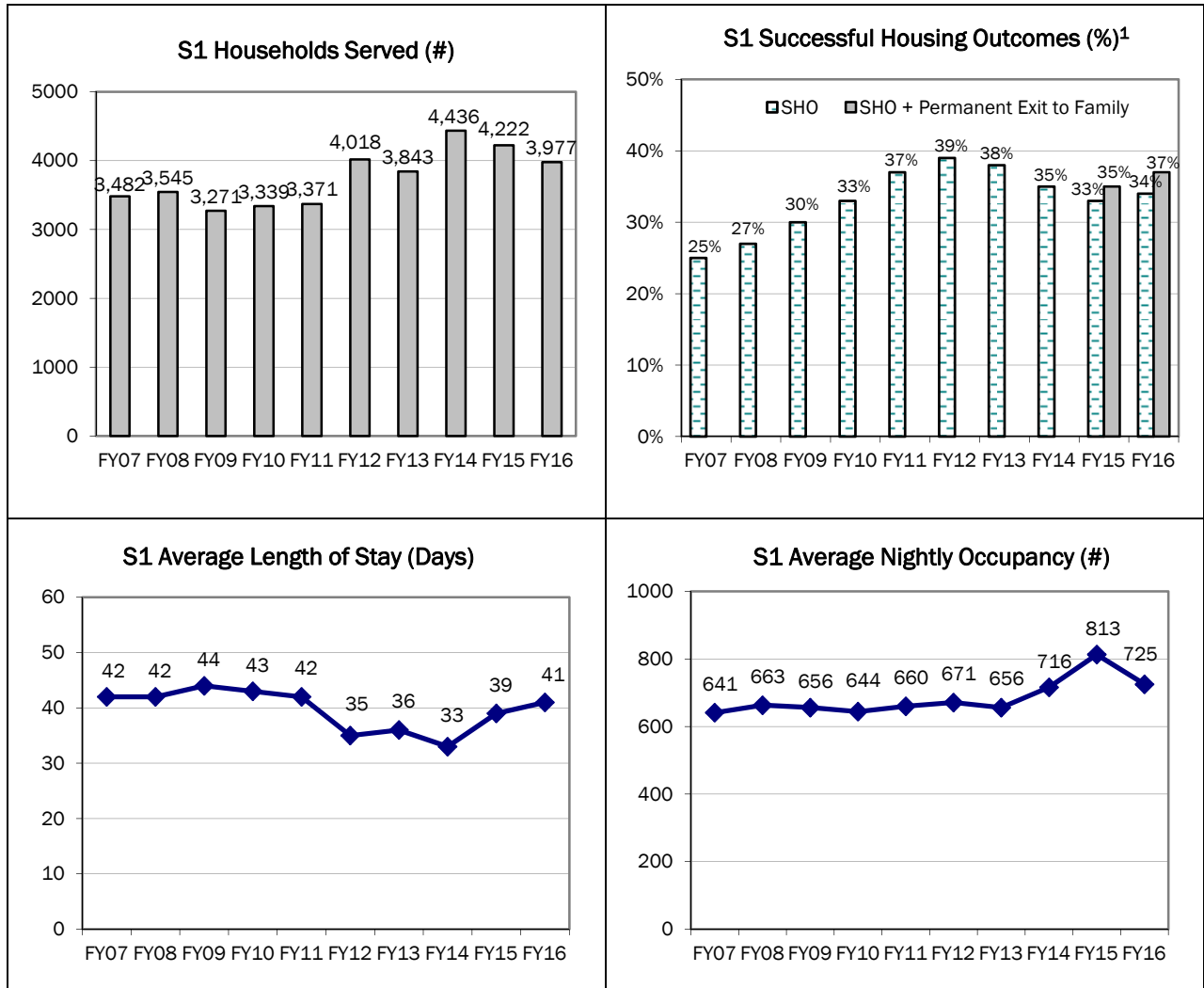
Agency	Shelter Type	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Single Adult Shelter, VA Emergency Housing,	246	27	-	273
Maryhaven	Inebriate Shelter	50	5	-	55
Southeast, Inc.	Single Adult Shelter	130	15	-	145
Volunteers of America of Greater Ohio	Single Adult Shelter, Family Shelter, VA Emergency Housing	117	5	-	122
YMCA ²	Single Adult Shelter, Seasonal Overflow Site	151	7	N/A ¹	158
YWCA ²	Family Shelter	50	15	-	65
Total Capacity		744	74	-	818

¹ Capacity is flexible based on need.

² YWCA Family Center provided overflow for the family system during FY2016. YMCA provided overflow for the single adult system during FY2016.

B. Performance Outcomes

Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/15 to 12/31/15

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual ¹ 7/1/15-12/31/15	Achieved
Households Served	#	4360	3977	Yes
Successful Housing Outcomes	#	1234	1208	Yes
Successful Housing Outcomes	%	35	37	Yes
Average Length of Stay	Days	30	41	No
Recidivism	%	5	1	Yes

The decrease in households sheltered compared to the same reporting period of last fiscal year is 6%, due to the decrease in all system numbers. On average 60 single men and women were not able to receive shelter daily due to low turnover in beds and capacity limitations. The successful housing outcomes percent increased as a result of higher success rates for single adults. The average length of stay increased, impacted by the men's system performance. More than 50% of sheltered households were previously served in the homeless system.

**C. Recommendations
System Outcome Measures**

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	2445	2915	4210	3002	2672	4496	6940
Successful Housing Outcomes ²	%	37	37	37	37	37	37	37
Successful Housing Outcomes ²	#	603	788	1258	797	722	1378	2309
Average Length of Stay	Days	30	30	30	30	30	30	30
Recidivism	%			5			5	5
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ Actual includes overflow and LSS/VOAGO VA Emergency Housing programs.

² FY2017 number of successful housing outcomes based on calculated number, adding all system Program Outcomes Plans successful housing outcomes for each period. The % SHO based on historical trending.

System: Prevention System
Agencies: Lutheran Social Services, Gladden Community House, and Volunteers of America of Greater Ohio
Period: 7/1/15-12/31/15
Performance: High

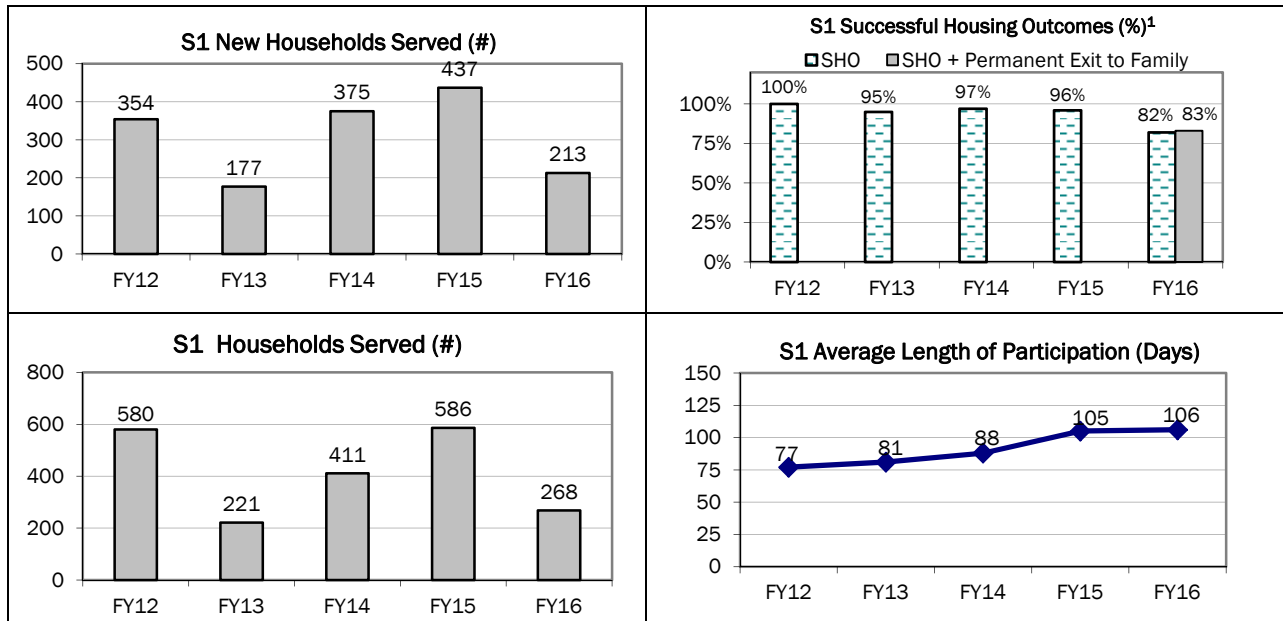
A. Description

The prevention system is comprised of Lutheran Social Services Stable Families program and Gladden Community House Stable Families program. Starting October 2013, Lutheran Social Services Supportive Services for Veteran Families (SSVF) and VOAGO SSVF prevention programs are included in the system.

The prevention programs assist families and individuals at imminent risk of losing their housing. Once eligibility is determined, individuals and staff develop a short-term action plan to work towards securing or maintaining permanent housing. Individuals receive case management services, mediation services, housing placement assistance, budgeting counseling, and assistance with applications for Franklin County Department of Job and Family Services. Staff also assists individuals in accessing other possible sources for financial assistance and other community-based services to help maintain their housing. These include Legal Aid, COMPASS, IMPACT, JOIN, and The Salvation Army. To accomplish this, case managers assist individuals and families with finding suitable and affordable housing and linking them to CSB administered Direct Client Assistance (DCA). Case management services continue until the household has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing) and is linked with supportive services in the community.

B. Performance Outcomes

Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/15 to 12/31/15

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
New Households Served	#	188	213	Yes
Households Served	#	252	268	Yes
Exited Households ¹	#	188	136	N/A
Successful Housing Outcomes	#	169	113	No
Successful Housing Outcomes	%	90	83	No
Average Length of Participation	Days	120	106	Yes
Housing Affordability at Exit ²	%	50	42	N/A
Recidivism	%	5	2	Yes
Usage of CSB Direct Client Assistance ^{3, 4}	%	90	86	Yes
Usage of CSB Direct Client Assistance ⁴	\$	1000	1059	Yes

The number served decreased for the reporting period compared to last year's number due to the closing of Gladden Prevention program as of 1/31/2015. The other outcomes were also affected by the removal of this project. The percent of veterans served is high due to the SSVF programs added in October 2013.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
New Households Served	#	79	79	158	79	79	158	316
Households Served ⁵	#	157	157	236	157	157	236	394
Exited Households ¹	#	79	79	158	79	79	158	316
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	71	71	142	71	71	142	284
Average Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit ²	%	50	50	50	50	50	50	50
Usage of CSB Direct Client Assistance ⁴	\$	900	900	900	900	900	900	900
Usage of CSB Direct Client Assistance ⁴	%	90	90	90	90	90	90	90
Recidivism	%			5			5	5
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ Monitored but not evaluated.

² Measured for Stable Families programs only. For FY16 S-1 period, 4 households were excluded due to missing data and data quality.

³ Households who had a successful housing outcome without the assistance of DCA are excluded from the calculation.

⁴ Measure does not apply to SSVF projects.

⁵ FY2017 households served based FY2017 individual Program Outcomes Plan goals.

System: Rapid Re-housing/Navigator System
Agencies: Homeless Families Foundation, Lutheran Social Services, The Salvation Army, and Volunteers of America of Greater Ohio
Period: 7/1/15-12/31/15
Performance: Medium

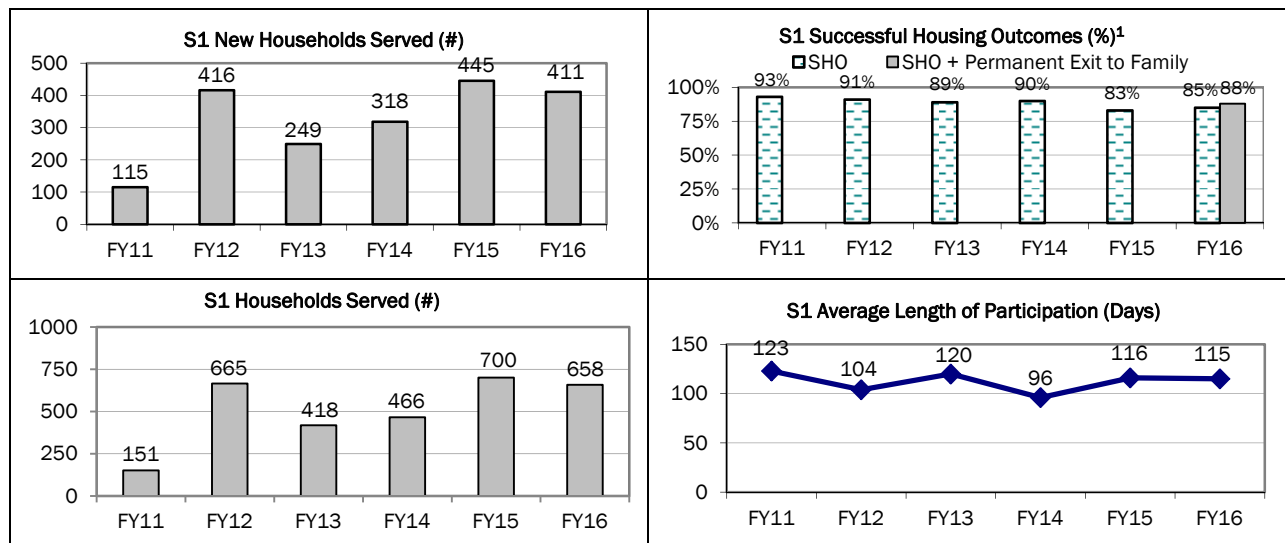
A. Description

The rapid re-housing/navigator system is comprised of Homeless Families Foundation Rapid Re-housing, VOAGO Rapid Re-housing, The Salvation Army Rapid Re-housing, and The Salvation Army Job2Housing programs. Starting October 2013, LSS Supportive Services for Veteran Families (SSVF) and VOAGO SSVF rapid-rehousing programs are included in the system. The CSB Transition and Access Ohio Navigator Program are not included in these system numbers.

Rapid Re-housing/Navigator programs assist individuals and families staying in emergency shelters with obtaining and maintaining permanent housing. The emergency shelters assess and refer households who require transitional support to stabilize housing after exiting the shelter. Supportive services are initiated while the household is still in shelter, and are intended to assist households in locating permanent, affordable housing in a very short time of referral from the emergency shelter. To accomplish this, navigators assist households with finding suitable and affordable housing and linking them to CSB administered direct client assistance (DCA). Case management services continue until the household has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing) and linkage with supportive services in the community occurs. The programs provide short-term services typically for 3 to 6 months after housing placement. A small group of households only receive DCA because they do not need case management after exit from the emergency shelter. The limited intervention is done under the CSB Transition program.

B. Performance Outcomes

Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/15 to 12/31/15¹

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
New Households Served	#	365	411	Yes
Households Served	#	517	658	Yes
Exited Households ²	#	368	384	N/A
Successful Housing Outcomes	#	319	339	Yes
Successful Housing Outcomes	%	90	88	Yes
Average Length of Shelter Stay ⁸	Days	15	23	No
Average Length of Participation	Days	100	115	No
Housing Affordability at Exit ^{3, 9}	%	50	28	No
Recidivism	%	5	1	Yes
Usage of CSB Direct Client Assistance ^{4, 5}	%	90	89	Yes
Usage of CSB Direct Client Assistance ⁵	\$	1000	1258	No

The percent of veterans served is high due to the SSVF programs added in October 2013.

C. Recommendations

System Outcome Measures

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
New Households Served	#	221	218	439	218	219	437	876
Households Served ⁶	#	443	440	661	440	441	659	1098
Exited Households ²	#	221	218	439	218	219	437	876
Successful Housing Outcomes ⁷	%	85	85	85	85	85	85	85
Successful Housing Outcomes ⁷	#	188	185	373	185	186	371	745
Average Length of Shelter Stay ⁸	Days	15	15	15	15	15	15	15
Average Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit ⁹	%	50	50	50	50	50	50	50
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance ⁵	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance ⁵	\$	1000	1000	1000	1000	1000	1000	1000
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. Excludes CSB Transition, Access Ohio Navigator.

² Monitored but not evaluated.

³ Measure does not apply to SSVF projects. Households with 0 income and 0 rent at exit are excluded from calculation.

⁴ Households who had a successful housing outcome without the assistance of DCA are excluded from the calculation.

⁵ Measure excludes SSVF and TSA J2H.

⁶ FY2017 households served based FY2017 individual Program Outcomes Plan goals.

⁷ FY2017 successful housing outcomes rate based on a combination of the rate for families and single adults.

⁸ Measure does not apply to SSVF projects.

⁹ Measure applies to family programs only.

System: Permanent Supportive Housing System
Agencies: Amethyst, Inc., AIDS Resource Center Ohio, Columbus Area Integrated Health Services, Inc., Community Housing Network, Maryhaven, National Church Residences, Volunteers of America of Greater Ohio, YMCA and YWCA
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Rebuilding Lives Permanent Supportive Housing (PSH) links residents to a range of support services designed to maintain stable housing and improve the quality of their lives. In Columbus and Franklin County, PSH for persons who have experienced chronic or long-term homelessness and are disabled consists of 1,416 units of housing operating within 28 different supportive housing programs. These programs, all part of the Rebuilding Lives initiative, represent a diverse mixture of housing and supportive service models designed to best meet the needs of individuals and families and to promote long-term housing stability. An additional 879 units of PSH in Columbus and Franklin County do not follow the Rebuilding Lives eligibility criteria, but house formerly homeless, disabled individuals and families who meet the federal definition of homelessness, with priority given to chronically homeless individuals.

Supportive housing programs typically use a “blended management” model of housing operations and supportive service management. In this model, property management and service staff coordinate efforts beginning with initial unit leasing. This allows for a more comprehensive view of residents and their needs and coordination in response to lease compliance issues.

The services offered by supportive housing providers may be on- or off-site and vary depending on the needs of the residents. Services may include any combination of the following:

- < Case management
- < Health care
- < Employment services, training, and job placement
- < Recovery services and support groups
- < Independent living skills training, such as money management and housekeeping

All supportive housing programs adhere to the “Housing First” services model in that service participation is voluntary and is not a requirement for obtaining or maintaining housing. Voluntary services ensure that individuals and families resistant to service participation, or those who inconsistently participate, can maintain their housing so long as basic lease compliance is achieved. Supportive housing providers typically start engaging residents before move-in as part of the outreach and application process and report that the vast majority of residents choose to participate in services once stably housed.

An additional 35 units of Rebuilding Lives supportive housing for men and women are planned through new program development and are in various stages of development. It is anticipated that these new additional units will become operational over the next year.

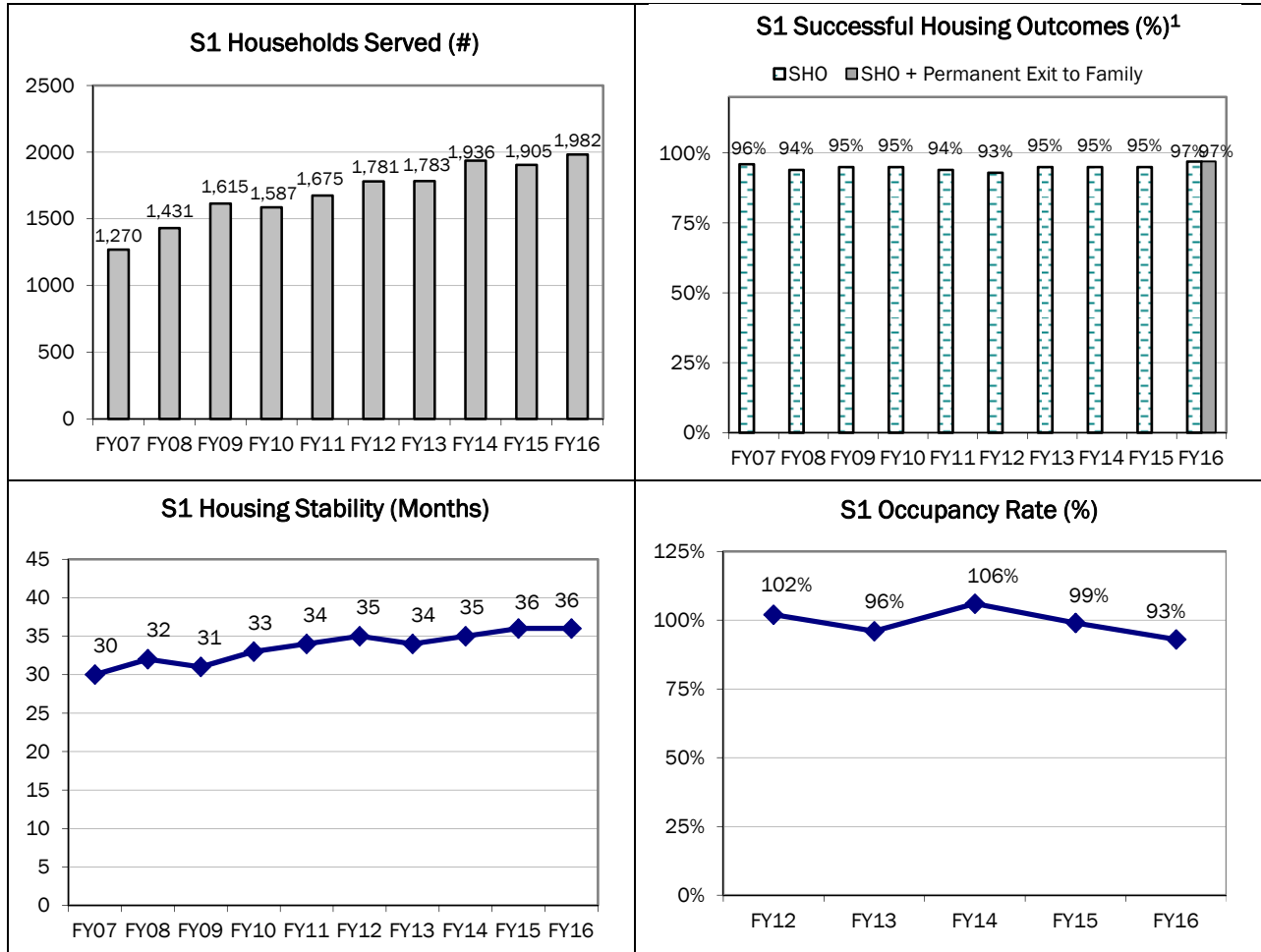
FY2016 Permanent Supportive Housing Unit Summary

Operational	Rebuilding Lives	Other PSH	Homeless Units	Other Populations	Total Units
Columbus Area Integrated Health Services, Leasing ¹	6		6		6
Columbus Area Integrated Health Services, Leasing ¹	178		178		178
Columbus Area Integrated Health Services, Scattered Site Apartments ¹	84		84		84
Columbus Area Integrated Health Services, Rebuilding Lives Leasing ¹	36		36		36
Community Housing Network, Briggsdale Apartments	25		25	10	35
Community Housing Network, Cassady Avenue Apartments	10		10		10
Community Housing Network, Community ACT Housing	42		42	33	75
Community Housing Network, East Fifth Avenue Apartments	38		38		38
Community Housing Network, Inglewood Court	45		45	15	60
Community Housing Network, Leasing Supportive Housing	25		25		25
Community Housing Network, North 22nd Street Apartments	30		30		30
Community Housing Network, North High Street Apartments	33		33	3	36
Community Housing Network, Parsons Avenue Apartments	25		25		25
Community Housing Network, Rebuilding Lives PACT Team Initiative	108		108		108
Community Housing Network, Safe Havens Apartments ²	13		13		13
Community Housing Network, Southpoint Place	46		46	34	80
Community Housing Network, St. Clair Hotel	30		30	1	31
Maryhaven/National Church Residences, Commons at Chantry	50		50	50	100
National Church Residences, Commons at Buckingham	75		75	25	100
National Church Residences, Commons at Grant	50		50	50	100
National Church Residences, Commons at Livingston	25		25	25	50
National Church Residences, Commons at Livingston	35		35	15	50
National Church Residences, The Commons at Third	60		60	40	100
Volunteers of America of Greater Ohio, Van Buren Village	60		60	40	100
YMCA, Franklin Station	75		75	120	195
YMCA, 40 W. Long Street Supportive Housing	105		105	298	403
YMCA, Shelter Plus Care	38		38		38
YWCA, WINGS 1, 2 and Shelter Plus Care	69		69	33	102
Amethyst, Shelter Plus Care		72	72		72
AIDS Resource Center Ohio, TRA Shelter Plus Care		89	89		89
Community Housing Network, Family Homes		15	15		15
Community Housing Network, Wilson		8	8		8
Community Housing Network, SRA Shelter Plus Care		172	172		172
Community Housing Network, TRA Shelter Plus Care		149	149		149
VOAGO, Family Supportive Housing		30	30		30
Veterans Affairs Supportive Housing (VASH) Capacity		344	344		344
Subtotal	1,416	879	2,240	792	3,087
Future Opening Date - 2016 or later	Rebuilding Lives	Other PSH	Homeless Units	Other Populations	Total Units
YWCA, WINGS Renovation	21		21		21
Community Housing Network, Terrace Place (replacing North High, units listed here are additional units)	14		14	10	24
Subtotal	35		35	10	45
Total Units	1,451	879	2,275	802	3,132

¹ Units can house couples.

² 3 units can house couples.

B. Performance Outcomes
Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/15 to 12/31/15

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	2132	1982	Yes
Exited Households ¹	#	N/A	163	N/A
Successful Housing Outcomes	#	1919	1901	Yes
Successful Housing Outcomes ²	%	90	97	Yes
Successful Housing Exits ²	%	50	56	Yes
Housing Affordability at Exit ^{1, 3}	%	50	77	N/A
Housing Stability	Months	24	36	Yes
Exit to Homelessness	%	5	13	No
Turnover Rate ¹	%	10	9	N/A
System Occupancy Rate	%	95	93	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	16	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	40	No
Increase in Mainstream Benefits at Exit ⁴	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	11	No

The system continues to perform well, with good occupancy and success rates. Four percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of PSH units included in Columbus Service Point (CSP) and reported on here is 1,891 out of which 1,356 units are designated as Rebuilding Lives. The system added 184 units as of 7/1/2015. VA VASH voucher capacity of 344 is not included in CSP.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ⁵	#	2041	2041	2138	2078	2078	2177	2358
Successful Housing Outcomes	#	1837	1837	1924	1870	1870	1959	2122
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
System Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in income (other than employment) from entry to exit	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit (%)	%	15	15	15	15	15	15	15
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ Monitored but not evaluated.

² Sixteen deceased clients are not included in calculation.

³ Twenty-five households are excluded from measure. Twenty households were excluded due to missing data and data quality. Five households with 0 income and 0 rent at exit were excluded from calculation.

⁴ Mainstream benefits measure no longer required by HUD.

⁵ Projects ending lease-up phase will impact households served. FY2017 households served is based on system capacity of 1,944 units in S1 and full capacity of 1979 units starting in S2. FY2017 households served based on system capacity and 20% projected annual turnover rate.

Homelessness Prevention

Category: Homelessness Prevention
Agency: **Gladden Community House**
Program: Stable Families
Period: 7/1/15-12/31/15
Performance: **Medium**

A. Description

Gladden Community House Stable Families is a family homelessness prevention program that provides targeted services to prevent homelessness and to reduce school mobility among children at risk of homelessness. The program started July 1, 2012. The program is managed by Gladden Community House and is funded by The Siemer Family Foundation and the United Way of Central Ohio.

The Stable Families program provides short-term, intensive case management and limited financial assistance to families in a collaborative manner to ensure families maintain positive, stable housing; maintain stability of children in school; have access to community-based resources and services as needed to maintain housing; and do not enter the emergency shelter system. Following an average of four months of case management services, families receive six months of follow-up support.

During FY2014 the prioritization criteria was tightened by giving priority to doubled-up families and increasing the number of housing barriers. Eligible families have to have income below 30% Area Median Income (AMI), but above zero.

Gladden Community House took over the Communities In Schools' Stable Families project as of 7/1/2015 and the referral source transitioned to HandsOn Central Ohio as the Coordinated Point of Access/Homeless Hotline for families in need of emergency shelter.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/12	7/1/13	7/1/14
		12/31/12	12/31/13	12/31/14
Households Served	#	36	31	68
Successful Housing Outcomes	#	28	15	44
Successful Housing Outcomes	%	93	88	92
Average Length of Participation	Days	57	162	103
Recidivism	%	N/A	7	0

Program Outcome Achievement 7/1/15 to 12/31/15: Homelessness Prevention

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	54	18	N/A
New Households Served	#	108	127	Yes
Households Served	#	162	145	No
Exited Households ¹	#	108	84	N/A
Successful Housing Outcomes	#	97	66	No
Successful Housing Outcomes	%	90	79	No
Average Length of Participation	Days	120	93	Yes
Recidivism	%	5	11	No
Usage of CSB Direct Client Assistance ²	%	90	87	Yes
Usage of CSB Direct Client Assistance	\$	1000	1067	Yes
Housing Affordability at Exit ³	%	50	42	No
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	54	54	54	54	54	54	54
New Households Served	#	54	54	108	54	54	108	216
Households Served	#	108	108	162	108	108	162	270
Exited Households ¹	#	54	54	108	54	54	108	216
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	49	48	97	49	48	97	194
Average Length of Participation	Days	120	120	120	120	120	120	120
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	800	800	800	800	800	800	800
Housing Affordability at Exit	%	50	50	50	50	50	50	50

¹ Measure is monitored but not evaluated; however this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Four households were excluded due to incomplete data.

Category: Homelessness Prevention
Agency: Lutheran Social Services
Program: Reeb Stable Families
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

Lutheran Social Services' Stable Families is a family homelessness prevention program that provides targeted services to prevent homelessness and to reduce school mobility among children at risk of homelessness. This program is an expansion of the existing Stable Families Program with a special focus on Columbus' Southside. The expansion program was implemented on July 1, 2015. The program is managed by Lutheran Social Services and is funded by the United Way of Central Ohio.

Families for this program are primarily identified through self-referral at the Reeb Center. If there are not enough referrals the Central Point of Access/Homeless Hotline program administered by HandsOn Central Ohio will assist by targeting eligible families with zip codes on the south side of Columbus. Once potential families are identified, the part-time case manager at LSS establishes a relationship with the families, determines their level of need and works with them to create a treatment plan for stability.

In addition to Direct Client Assistance funds for rent, security deposits or utilities, the case manager works with the families to schedule appointments with other social service agencies and programs as appropriate to help the family reach and maintain stability. All families are encouraged to utilize the LSS Food Pantries to help achieve financial stability. A family that maximizes their ability to use the LSS Food Pantries will receive approximately \$155 in food each month, which can then be applied towards housing, transportation, childcare, and other necessary expenses.

¹ Project started as of 7/1/15. Project too new to be evaluated.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Homelessness Prevention

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	0	0	N/A
New Households Served	#	18	16	Yes
Households Served	#	18	16	Yes
Exited Households ¹	#	11	1	N/A
Successful Housing Outcomes	#	9	0	No
Successful Housing Outcomes	%	90	0	No
Average Length of Participation	Days	90	49	Yes
Recidivism ²	%	5	N/A	N/A
Usage of Direct Client Assistance	%	90	0	No
Usage of Direct Client Assistance	\$	1000	979	Yes
Housing Affordability at Exit ³	%	50	N/A	N/A
Pass Program Certification		Pass certification	N/A	N/A

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	7	7	7	7	7	7	7
New Households Served	#	9	9	18	9	9	18	36
Households Served	#	16	16	25	16	16	25	43
Exited Households ¹	#	9	9	18	9	9	18	36
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	8	8	16	8	8	16	32
Average Length of Participation	Days	120	120	120	120	120	120	120
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	1083	1083	1083	1083	1083	1083	1083
Housing Affordability at Exit	%	50	50	50	50	50	50	50

¹ Measure is monitored but not evaluated; however this can impact other success measures.

² Program started as of 7/1/2015. Project too new to calculate measure.

³ Project did not have any successful housing exits. Unable to calculate measure.

Category: Homelessness Prevention
Agency: Lutheran Social Services
Program: SSVF (Supportive Services for Veteran Families) Prevention¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

On October 1, 2013 Lutheran Social Services/Faith Mission (LSS/FM) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans at risk of losing their existing housing. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone that has served actively in the military, naval, air service, Merchant Marines or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the area median income for household size 2) permanently housed but imminently at-risk of literal homelessness 3) no other resources or social supports are currently in place. LSS/FM is primarily serving single adults.

B. Performance Outcomes

Semi-Annual Trends

Measure		10/1/13	10/1/14
		12/31/13	12/31/14
Households Served	#	3	25
Successful Housing Outcomes	#	2	24
Successful Housing Outcomes	%	100	100
Average Length of Participation	Days	22	80
Recidivism	%	N/A	0

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Homelessness Prevention

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	2	4	N/A ²
New Households Served	#	16	1	N/A ²
Households Served	#	18	5	N/A ²
Exited Households ¹	#	16	4	N/A ²
Successful Housing Outcomes	#	14	4	Yes
Successful Housing Outcomes	%	90	100	Yes
Average Length of Participation	Days	90	38	Yes
Recidivism	%	5	4	Yes
Usage of Direct Client Assistance	%	75	100	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	2	2	2	2	2	2	2
New Households Served	#	6	6	12	6	6	12	24
Households Served	#	8	8	14	8	8	14	26
Exited Households ¹	#	6	6	12	6	6	12	24
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	5	5	11	5	5	11	22
Average Length of Participation	Days	90	90	90	90	90	90	90
Recidivism	%			5			5	5
Usage of SSVF Direct Client Assistance	%	75	75	75	75	75	75	75

¹ Measure is monitored but not evaluated; however this can impact other success measures.

² Program focused on rapid re-housing activities vs. prevention.

Category: Homelessness Prevention
Agency: Volunteers of America of Greater Ohio
Program: SSVF (Supportive Services for Veteran Families) Prevention¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

On October 1, 2013 The Volunteers of America of Greater Ohio (VOAGO) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans at risk of losing their existing housing. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone that has served actively in the military, naval, air service, Merchant Marines or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the area median income for household size 2) permanently housed but imminently at-risk of literal homelessness 3) no other resources or social supports are currently in place. VOAGO is primarily serving single adults, but also serves families.

B. Performance Outcomes

Semi-Annual Trends

Measure		10/1/13	10/1/14
		12/31/13	12/31/14
Households Served	#	19	102
Successful Housing Outcomes	#	3	53
Successful Housing Outcomes	%	100	87
Average Length of Participation	Days	40	130
Recidivism	%	N/A	0

¹ Program is not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Homelessness Prevention

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	8	33	N/A
New Households Served	#	64	70	Yes
Households Served	#	72	103	Yes
Exited Households ¹	#	64	48	N/A
Successful Housing Outcomes	#	58	43	No
Successful Housing Outcomes	%	90	90	Yes
Average Length of Participation	Days	90	133	No
Recidivism	%	5	6	Yes
Usage of SSVF Direct Client Assistance	%	75	93	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	15	15	15	15	15	15	15
New Households Served	#	10	10	20	10	10	20	40
Households Served	#	25	25	35	25	25	35	55
Exited Households ¹	#	10	10	20	10	10	20	40
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	9	9	18	9	9	18	36
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism	%			5			5	5
Usage of SSVF Direct Client Assistance	%	75	75	75	75	75	75	75

¹ Measure is monitored but not evaluated; however this can impact other success measures.

Coordinated Point of Access

Category: Emergency Shelter - Coordinated Point of Access
Agency: HandsOn Central Ohio
Program: Coordinated Point of Access: Family CPoA/Homeless Hotline
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

The Community Shelter Board contracted in 2015 with HandsOn Central Ohio to deliver a Coordinated Point of Access/Homeless Hotline for families seeking emergency shelter. The goals of the Homeless Hotline are to reduce the number of families that are admitted to the family system through diversion to more appropriate community resources and improve the families' experience accessing shelter. Admission to the family shelter system occurs when no other option exists for the family. The Homeless Hotline has been designed as a call center with greater emphasis on prevention and diversion efforts. Families seeking emergency shelter initially access the Homeless Hotline via the toll free 1-888-4SHELTR phone number being answered by designated Homeless Hotline staff. Phone lines are answered 24-hours a day, every day of the year.

Effective February 18, 2016, the Family Homeless Hotline added an Enhanced Family Diversion (EFD) Team. The Team consists of 2 Family Diversion Specialists. The target population is family households who are homeless and/or at-risk of imminent homelessness that were unable to find some place other than shelter after speaking with the Homeless Hotline on the phone. The primary functions of the EFD Staff are to conduct in-person interviews that are designed to allow the family to sit down with staff to further explore what brought them to homelessness, identify any personal resources available, and empower families in a final attempt to find an alternative to shelter.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: CPoA

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	1250	2081	Yes
Successful Diversion Outcome	%	35	40	Yes
Successful Diversion Outcome	#	438	1037	Yes
Shelter Linkage	%	90	99	Yes
Diversion Recidivism	%	10	8	Yes
Pass Program Certification		Pass certification	N/A	N/A

¹ Program to new to evaluate.

C. Recommendations

Program Outcome Measures: Emergency Shelter - Coordinated Point of Access

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	1100	950	1800	950	1100	1800	3200
Successful Diversion Outcome	%	40	40	40	40	40	40	40
Successful Diversion Outcome	#	440	380	720	380	440	720	1280
Shelter Linkage	%	95	95	95	95	95	95	95
Diversion Recidivism	%			10			10	10

Category: Emergency Shelter - Coordinated Point of Access
Agency: HandsOn Central Ohio
Program: Coordinated Point of Access Single Adult CPoA/Homeless Hotline
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Community Shelter Board contracted in 2012 with HandsOn Central Ohio to deliver a Coordinated Point of Access/Homeless Hotline for single adults seeking emergency shelter. The goals of the Homeless Hotline are to reduce the number of single adults that are admitted to the adult system through diversion to more appropriate community resources and improve the single adults' experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the individual. The Homeless Hotline has been designed as a call center with greater emphasis on prevention and diversion efforts. Individuals seeking emergency shelter initially access the Homeless Hotline via the toll free 1-888-4SHELTR phone number being answered by designated Homeless Hotline staff. Phone lines are answered 24-hours a day, every day of the year.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/12	7/1/13	7/1/14
		12/31/12	12/31/13	12/31/14
Households Served	#	4488	4409	4674
Successful Diversion Outcomes	#	799	1118	1921
Successful Diversion Outcomes	%	15	18	28
Shelter Linkage	%	98	97	98
Diversion Recidivism	%	37	48	47

Program Outcome Achievement 7/1/15 to 12/31/15: CPoA

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	4300	4856	Yes
Successful Diversion Outcome	%	25	24	Yes
Successful Diversion Outcome	#	1075	1602	Yes
Shelter Linkage	%	90	98	Yes
Diversion Recidivism	%	10	19	No
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter - Coordinated Point of Access

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	2600	2600	4400	2700	2600	4600	7500
Successful Diversion Outcome	%	25	25	25	25	25	25	25
Successful Diversion Outcome	#	650	650	1100	675	650	1150	1875
Shelter Linkage	%	95	95	95	95	95	95	95
Diversion Recidivism	%			10			10	10

Emergency Shelters

Family Shelters

Category: Emergency Shelter (Families)
Agency: Volunteers of America of Greater Ohio/YMCA of Central Ohio
Program: Van Buren Family Shelter
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

The Family Emergency Shelter at Van Buren is operated by the Volunteers of America of Greater Ohio. The building has capacity to shelter 64 families in private rooms and began operating in September 2015. Additional space is available for overflow provision when the fixed capacity is fully utilized. Volunteers of America of Greater Ohio assists homeless families with basic shelter services and in meeting their housing needs, as the second family emergency shelter in Columbus and Franklin County. The services include safe and decent shelter, housing placement, housing advocacy, transportation services, and linkages to other community services, as needed, such as employment and benefits, and physical and behavioral healthcare. Some of the other functions of the shelter are to conduct intake and assessment, enter timely and accurate data into Columbus ServicePoint, and make referrals to rapid re-housing programs. Through a partnership with Columbus City Schools, children receive assistance with ensuring uninterrupted education during the school year and accessing appropriate developmental and educational supports. After a short stay, families at the Van Buren Family Shelter move into permanent housing, transitional housing, or permanent supportive housing.

Starting in FY2016, the Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless families to emergency shelter.

In FY2017 the Van Buren Family Shelter will be operated by YMCA.

¹ Program too new to evaluate.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	260	445	Yes
Average Length of Stay	Days	20	22	Yes
Average Engagement Time	Days	7	10	No
Successful Housing Outcomes	#	147	228	Yes
Successful Housing Outcomes	%	70	58	No
Usage of CSB Direct Client Assistance	#	102	60	No
Usage of CSB Direct Client Assistance ¹	%	49	27	No
Recidivism	%	5	0	Yes
Pass Program Certification		Pass certification	Technical Assistance Provided	N/A

¹ Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	250	250	410	240	240	392	686
Successful Housing Outcomes	%	70	70	70	70	70	70	70
Successful Housing Outcomes	#	130	130	242	123	123	230	435
Average Length of Stay	Days	20	20	20	20	20	20	20
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	20	20	20	20	20	20	20
Usage of CSB Direct Client Assistance	#	37	37	69	35	35	66	124

Category: Emergency Shelter (Families)
Agency: YWCA
Program: Family Center
Period: 7/1/15-12/31/15
Performance: High

A. Description

In October 2005 the YWCA opened the newly constructed Family Center to replace the former Hospitality Center and network of overnight shelter accommodations provided for families through the Interfaith Hospitality Network. The Family Center seeks to ensure families not in need of immediate emergency shelter assistance are diverted to other homelessness prevention and supportive services in the community. For families needing immediate emergency shelter, the Family Center provides temporary accommodations. In FY2016 the YWCA Family Center provided overflow services for families, expanding capacity by up to 15 units beyond the fixed capacity of 50 units.

A variety of onsite supportive services are provided, including childcare, case management, housing and employment resources, and child advocacy. Through a partnership with Columbus City Schools, children receive assistance with ensuring uninterrupted education during the school year and accessing appropriate developmental and educational supports. Families staying at the Family Center move into permanent housing, transitional housing, or permanent supportive housing.

Starting in FY2016, the Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless families to emergency shelter.

B. Performance Outcomes

Semi-Annual Trends: Emergency Shelter

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01
		3/31/99	09/30/99	3/31/00	9/30/00	3/31/01	9/30/01
Households Served	#	173	258	274	317	279	315
Successful Housing Outcomes	#	104	164	186	190	169	183
Successful Housing Outcomes	%	70	71	71	67	65	64
Average Length of Stay	Days	25	18	18	16	19	19
Recidivism	%	2	10	0	8	7	1

Measure		7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08
		12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08
Households Served	#	332	460	383	395	371	407	378
Successful Housing Outcomes	#	256	263	234	241	214	266	267
Successful Housing Outcomes	%	72	62	65	68	64	73	77
Average Length of Stay	Days	24	22	20	22	24	21	24
Recidivism	%	1	13	0	3	5	7	1

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	379	488	589	645	917	910
Successful Housing Outcomes	#	175	231	343	412	510	456
Successful Housing Outcomes	%	70	74	91	71	63	54
Average Length of Stay	Days	22	25	29	20	21	22
Recidivism	%	0	0	0	0	1	0

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	400	482	Yes
Average Length of Stay	Days	20	22	Yes
Average Engagement Time	Days	7	10	No
Successful Housing Outcomes	#	245	221	Yes
Successful Housing Outcomes	%	70	51	No
Usage of CSB Direct Client Assistance	#	42	58	Yes
Usage of CSB Direct Client Assistance ¹	%	12	21	Yes
Recidivism	%	5	0	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	245	245	400	232	232	376	660
Successful Housing Outcomes	%	70	70	70	70	70	70	70
Successful Housing Outcomes	#	137	137	245	127	127	228	427
Average Length of Stay	Days	20	20	20	20	20	20	20
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²				15			15	15
Usage of CSB Direct Client Assistance	%	20	20	20	20	20	20	20
Usage of CSB Direct Client Assistance	#	39	39	70	36	36	65	122

¹ Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

² Monitored but not evaluated.

Single Adult/Youth Shelters

Category: Emergency Shelter (Youth)
Agency: Huckleberry House
Program: Emergency Shelter¹
Period: 7/1/15-12/31/15
Performance: N/A²

A. Description

Huckleberry House is a 24/7 Emergency Shelter for runaway youth, ages 12 – 17, who have run away from home or are experiencing a crisis. Huckleberry House provides a safe place to stay and 3 meals per day as well as group activities and individual counseling.

Huckleberry House Emergency Shelter offers a safe alternative to the streets, along with the support teens and families need to address their problems and put their families back together. The ultimate goal of the shelter is family reunification. The average length of stay in the shelter is 10 days and teens must contact their parents/guardian within 24 hours of coming to the shelter.

Huckleberry House started to enter their youth shelter data into Columbus ServicePoint in 2015.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	125	195	Yes
Average Length of Stay	Days	10	7	Yes
Successful Housing Outcomes	#	95	140	Yes
Successful Housing Outcomes	%	80	72	No
Occupancy Rate ³	%	95	44	N/A
Movement ⁴	%	15	0	N/A
Recidivism	%	5	6	Yes
Pass Program Certification		Passed certification	N/A	N/A

¹ Program is not funded by CSB.

² Program too new to evaluate.

³ Program is serving all youth that need shelter services.

⁴ Monitored but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter – Youth Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	75	75	125	75	75	125	250
Successful Housing Outcomes ¹	%	80	80	80	80	80	80	80
Successful Housing Outcomes	#	55	55	95	55	55	95	195
Occupancy Rate	%	95	95	95	95	95	95	95
Average Length of Stay	Days	10	10	10	10	10	10	10
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ Success for this program consists of family reunification, treatment or foster care.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Lutheran Social Services
Program: Faith Mission on 6th Street, 8th Avenue, Nancy's Place
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Faith Mission Nancy's Place is a 24-hour facility that serves single homeless women in shared rooms. Faith Mission on 6th Street and Faith Mission on 8th Avenue are 24-hour facilities that serve single homeless men in dormitory style environments. Staff assist clients with accessing needed case management services, including mental health care and substance abuse treatment, through the Navigator Program. Breakfast, lunch, and dinner are provided for residents, as well as other low-income individuals, in the Community Kitchen, located at North Grant Avenue across from HandsOn Central Ohio. Vision, medical and dental care is provided at the same location.

Nancy's Place can shelter up to 38 women, a decrease of 4 beds starting in FY2016. The shelter expands capacity between mid-October and mid-April by 6 beds to assist with Winter Overflow. Faith Mission on 8th Avenue has a nightly maximum capacity of 95 beds. Faith Mission on 6th Street has capacity for 89 men. The men's shelter capacity decreased by 21 beds starting in FY2016. The shelters expand capacity from mid-October to mid-April to serve an additional 21 men per night in peak overflow time.

Starting with FY2008 the above shelters were evaluated as a whole and goals established for all three shelters combined.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter.

As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio.

B. Performance Outcomes

**Semi-Annual Trends: Emergency Shelter (Faith on 6th)
1998-2005**

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02	7/1/03	7/1/04	7/1/05
		3/31/99	9/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02	12/31/03	12/31/04	12/31/05
Households Served	#	963	951	1161	1074	1162	945	525	1057	1062	1000
Successful Housing Outcomes	#	51	59	86	85	75	79	35	56	84	117
Successful Housing Outcomes	%	6	6	8	8	7	10	7	6	9	14
Average Length of Stay	Days	24	19	17	18	20	25	55	23	19	22
Recidivism	%	26	22	28	24	28	16	14	14	13	9
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A	6	11	31	N/A

2006-2014

Measure		7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	1011	1100	836	820	641	1055	889	932	882
Successful Housing Outcomes	#	92	123	128	152	109	173	151	172	101
Successful Housing Outcomes	%	12	14	19	23	20	19	21	21	13
Average Length of Stay	Days	23	22	28	32	37	24	31	26	27
Recidivism	%	4	12	4	7	8	7	5	6	7
Movement	%	N/A	N/A	N/A	17	35	30	25	24	27

Semi-Annual Trends: Emergency Shelter (Faith on 8th)

Measure		4/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		9/30/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	765	559	431	473	500	617	614	553	421	679	603	672	514
Successful Housing Outcomes	#	34	66	70	54	56	98	82	96	92	122	132	115	92
Successful Housing Outcomes	%	6	13	20	14	14	20	17	24	28	21	26	20	22
Average Length of Stay	Days	33	28	40	36	32	28	30	40	49	29	34	29	39
Recidivism	%	6	10	21	13	13	11	14	7	8	8	10	14	8
Movement	%	5	11	27	N/A	N/A	N/A	N/A	20	36	31	21	25	24

Semi-Annual Trends: Emergency Shelter (Nancy's Place)

1998-2005

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02	7/1/03	7/1/04	7/1/05
		3/31/99	09/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02	12/31/03	12/31/04	12/31/05
Households Served	#	393	348	401	394	304	304	390	447	441	394
Successful Housing Outcomes	#	44	53	79	89	68	57	53	63	80	66
Successful Housing Outcomes	%	12	16	21	24	19	26	13	16	20	19
Average Length of Stay	Days	21	19	17	17	20	24	27	21	18	20
Recidivism	%	13	4	8	12	16	6	6	20	20	6
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A	4	11	19	N/A

2006-2014

Measure		7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	384	419	321	315	256	417	413	306	296
Successful Housing Outcomes	#	78	92	71	105	104	151	113	108	54
Successful Housing Outcomes	%	23	25	23	39	48	41	31	42	22
Average Length of Stay	Days	21	19	29	31	36	22	31	32	31
Recidivism	%	4	7	3	4	3	5	8	4	3
Movement	%	N/A	N/A	N/A	12	16	17	8	19	20

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter (Individual)

Measure		Semi-Annual Actual		
		Faith Mission on 6th	Faith Mission on 8th	Faith Mission Nancy's Place
Households Served	#	513	437	175
Average Engagement Time	Days	14	9	13
Average Length of Stay	Days	50	55	60
Successful Housing Outcomes	#	103	96	40
Successful Housing Outcomes	%	25	28	31
Occupancy Rate	%	109	98	105
Recidivism	%	5	2	0
Movement	%	13	9	3

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal	Semi-Annual Actual	Achieved
Households Served	#	1382	1083	No
Average Engagement Time	Days	7	11	No
Average Length of Stay	Days	34	56	No
Successful Housing Outcomes	#	348	237	No
Successful Housing Outcomes	%	30	28	Yes
Occupancy Rate	%	100	104	Yes
Recidivism	%	5	3	Yes
Movement ¹	%	15	10	N/A
Pass Program Certification		Pass certification	Passed with Conditions	Yes

¹ Monitored but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter (Combined)

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	837	837	1382	837	837	1382	2421
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Successful Housing Outcomes	#	185	185	348	185	185	348	660
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Lutheran Social Services
Program: VA Emergency Housing¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

The program provides emergency housing to veterans along with services consistent with the Health Care for Homeless Veterans (HCHV) Program objectives. The goal of the program is to remove homeless veterans from the street or habitation unfit for veterans and place them in community-based, residential environments. The program is focused on addressing the needs of the most vulnerable and at risk homeless veterans.

The program is responsible for identifying sufficient residential capacity to place up to 24 veterans (20 men and 4 women) at one time on any given day in safe, community-based residences. Identification of suitable residential placement generally requires: a) sufficient personnel to assure safety; b) staffing available on-site 24-hours per day, 7 days per week; c) up to 3 healthy meals per day; d) available laundry facilities; e) the ability to place a veteran on the same day of a referral from HCHV staff.

The program was implemented on 9/1/2011. The program increased capacity for men by 5 units in December 2014.

B. Performance Outcomes
Semi-Annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14
		12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	49	65	63	60
Successful Housing Outcomes	#	11	27	28	21
Successful Housing Outcomes	%	33	53	60	49
Average Length of Stay	Days	34	60	67	50
Recidivism	%	N/A	0	0	0
Movement	%	21	14	9	16

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	44	83	Yes
Successful Housing Outcome	#	22	39	Yes
Successful Housing Outcome	%	50	61	Yes
Average Length of Stay	Days	90	60	Yes
Occupancy Rate	%	100	92	No
Recidivism	%	5	0	Yes
Movement ²	%	15	3	N/A
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	35	35	55	35	35	55	95
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	6	6	16	6	6	16	36
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	90	90	90	90	90	90	90
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Maryhaven
Program: Engagement Center - Safety
Period: 7/1/15-12/31/15
Performance: Low

A. Description

The Engagement Center (EC) at Maryhaven provides services to meet the basic needs of homeless men and women who are inebriated and unable to self-care or otherwise are in need of more intensive service supports. The EC seeks to motivate clients to take the essential steps to a better life, including stable housing. Services offered at the EC Safety program include safe and secure emergency shelter. Inebriated individuals are brought to the EC by Netcare Reach Out Workers and public safety officers. Starting July 1 2014, Maryhaven Engagement Center split into two programs based on clients' commitment to seek housing. Clients in the Safety program are not interested in obtaining housing and are looking only for safety services. Maryhaven has the capacity for 42 men and 8 women, out of which 24 beds for men and 5 beds for women are dedicated to the Safety program. Maryhaven expands capacity in the overflow season, from October 15 to April 15, by 5 beds for women to be used if needed.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Households Served	#	499
Successful Outcomes	#	106
Successful Outcomes	%	23
Average Length of Stay	Days	15
Recidivism	%	0
Detox Exits	%	2
Movement	%	17

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter/Safety

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	668	472	No
Average Length of Stay	Days	12	15	No
Successful Outcomes	#	192	102	No
Successful Outcomes ¹	%	30	22	No
Recidivism	%	10	17	No
Detox Exits	%	10	4	No
Pass Program Certification		Pass certification	Did NOT pass certification	No

C. Recommendations

Program Outcome Measures: Emergency Shelter/ Safety

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	375	375	500	375	375	500	850
Successful Outcomes ¹	%	30	30	30	30	30	30	30
Successful Outcomes	#	103	103	140	103	103	140	245
Average Length of Stay	Days	12	12	12	12	12	12	12
Recidivism	%			5			5	5
Detox Exits	%	10	10	10	10	10	10	10

¹ Exits to the Engagement Center – Shelter2Housing program and any other emergency shelter are considered Successful Outcomes.

Category: Emergency Shelter (Single Adults)
Agency: Maryhaven
Program: Engagement Center – Shelter2Housing
Period: 7/1/15-12/31/15
Performance: Low

A. Description

The Engagement Center (EC) at Maryhaven provides services to meet the basic needs of homeless men and women who are inebriated and unable to self-care or otherwise are in need of more intensive service supports. The EC seeks to motivate clients to take the essential steps to a better life, including stable housing. Services offered at the EC Shelter2Housing program include safe, secure emergency shelter along with screening and referral for housing, medical, behavioral healthcare, and other social services through the Navigator Program. Inebriated individuals are brought to the EC by Netcare Reach Out Workers and public safety officers. Starting July 1 2014, Maryhaven Engagement Center split into two programs based on clients’ commitment to seek housing. Clients in Shelter2Housing program are interested in obtaining housing and all linked with Navigators for provision of services. Maryhaven has the capacity for 42 men and 8 women, out of which 18 beds for men and 3 beds for women are dedicated to the Shelter2Housing program.

As of 10/1/2014 housing services for all Tier 2 emergency shelters are provided by Access Ohio.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Households Served	#	97
Successful Housing Outcomes	#	58
Successful Housing Outcomes	%	72
Average Length of Stay	Days	37
Recidivism	%	16
Movement	%	12

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter/Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	192	88	No
Average Engagement Time	Days	7	9	No
Average Length of Stay	Days	34	41	No
Successful Housing Outcomes	#	85	53	No
Successful Housing Outcomes	%	50	78	Yes
Program Occupancy Rate ¹	%	100	81	No
Recidivism	%	5	4	Yes
Movement ²	%	15	3	N/A
Pass Program Certification		Pass certification	Did NOT pass certification	No

C. Recommendations

Program Outcome Measures: Emergency Shelter/ Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	45	45	80	45	45	80	150
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Successful Housing Outcomes	#	8	8	19	8	8	19	40
Program Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Southeast, Inc.
Program: Friends of the Homeless/Men's Shelter
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

The Friends of the Homeless (FOH) Men's Shelter is a 24-hour facility that serves single, homeless men in a dormitory style environment. Services include meeting basic needs such as daily meals, showers, bed linens, towels and personal hygiene items, laundry facilities, and telephone use, as well as providing linkage to case management services through the Navigator Program. The shelter's resource center is available for the employment and housing needs of clients. Although FOH has capacity for 130 men, from mid-October to mid-April, it shelters up to 15 additional men per night on cots or overflow mats, part of the seasonal overflow plan.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter. As of 10/1/2014 housing services for all Tier 2 emergency shelters are provided by Access Ohio.

B. Performance Outcomes

Semi-Annual Trends: Emergency Shelter

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02
		3/31/99	9/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02
Households Served	#	628	551	578	514	581	645	699
Successful Housing Outcomes	#	95	72	74	64	98	99	97
Successful Housing Outcomes	%	16	14	13	15	18	17	16
Average Length of Stay	Days	36	36	40	46	41	41	33
Recidivism	%	18	12	16	13	17	8	5
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A	6

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	650	803	631	472	512	654	673	671	911	824	793	630
Successful Housing Outcomes	#	101	101	102	97	64	117	126	139	169	141	175	107
Successful Housing Outcomes	%	20	15	21	30	18	23	24	26	22	21	27	22
Average Length of Stay	Days	53	30	41	54	49	37	44	45	30	33	34	41
Recidivism	%	7	9	14	8	16	11	10	6	9	9	18	6
Movement	%	14	22	N/A	N/A	N/A	N/A	15	36	37	26	28	23

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	808	754	Yes
Average Engagement Time	Days	7	9	No
Average Length of Stay	Days	34	35	Yes
Successful Housing Outcomes	#	203	164	No
Successful Housing Outcomes	%	30	27	Yes
Occupancy Rate ¹	%	100	101	Yes
Recidivism	%	5	11	No
Movement ²	%	15	15	N/A
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	489	489	808	489	489	808	1416
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Successful Housing Outcomes	#	108	108	203	108	108	203	386
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Volunteers of America of Greater Ohio
Program: Men's Shelter
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Volunteer of America of Greater Ohio (VOAGO) Men's Shelter is an emergency shelter facility that each night serves up to 40 single homeless men in a dormitory style environment. Shelter staff work with the Navigator Program to assist clients with housing plans and placement, accessing employment, community services and other resources and services. Men staying at the facility receive assistance with basic needs, such as daily meals, showers, and personal hygiene items. VOAGO expands capacity in the overflow season by 5 beds, from October 15 to April 15.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter. As of 10/1/2014 housing services for all Tier 2 emergency shelters are provided by Access Ohio.

B. Performance Outcomes

Semi-Annual Trends

Measure		10/1/97	4/1/98	10/1/98	4/1/99	10/1/99	4/1/00
		3/31/98	9/30/98	3/31/99	9/30/99	3/31/00	9/30/00
Households Served	#	739	666	723	745	711	741
Successful Housing Outcomes	#	15	15	20	26	23	0
Successful Housing Outcomes	%	2	2	3	4	3	0
Average Length of Stay	Days	14	14	14	12	13	13
Recidivism	%	53	40	53	40	52	46
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	220	256	333	467	274	282	277	414	385	267	305	253
Successful Housing Outcomes	#	5	26	66	43	59	54	66	63	62	76	89	59
Successful Housing Outcomes	%	3	12	22	10	25	22	28	17	18	34	34	28
Average Length of Stay	Days	45	20	17	14	24	24	27	19	22	33	31	37
Recidivism	%	0	24	12	16	19	19	10	30	13	8	22	10
Movement	%	25	19	N/A	N/A	N/A	N/A	22	67	43	24	32	27

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	306	241	No
Average Engagement Time	Days	7	5	Yes
Average Length of Stay	Days	34	40	No
Successful Housing Outcomes	#	80	66	No
Successful Housing Outcomes	%	30	34	Yes
Occupancy Rate ¹	%	100	110	Yes
Recidivism	%	5	11	No
Movement ²	%	15	17	N/A
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	188	188	306	188	188	306	520
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Successful Housing Outcomes	#	44	44	80	44	44	80	144
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Volunteers of America of Greater Ohio
Program: VA Emergency Housing¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

The program provides emergency housing to veterans along with services consistent with the Health Care for Homeless Veterans (HCHV) Program objectives. The goal of the program is to remove homeless veterans from the street or habitation unfit for veterans and place them in community-based, residential environments. The program is focused on addressing the needs of the most vulnerable and at risk homeless veterans.

The program is responsible for identifying sufficient residential capacity to place up to 13 veterans at one time on any given day in safe, community-based residences. Identification of suitable residential placement generally requires: a) sufficient personnel to assure safety; b) staffing available on-site 24-hours per day, 7 days per week; c) up to 3 healthy meals per day; d) available laundry facilities; e) the ability to place a veteran on the same day of a referral from HCHV staff.

The program was implemented on 9/1/2010.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	48	61	52	46	62
Successful Housing Outcomes	#	22	39	18	16	26
Successful Housing Outcomes	%	67	81	46	48	54
Average Length of Stay	Days	23	55	56	70	52
Recidivism	%	N/A	7	0	0	0
Movement	%	N/A	21	14	9	8

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	30	61	Yes
Successful Housing Outcome	#	15	17	Yes
Successful Housing Outcome	%	50	36	No
Average Length of Stay	Days	90	53	Yes
Occupancy Rate ¹	%	100	115	Yes
Recidivism	%	5	0	Yes
Movement ²	%	15	2	N/A
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	30	30	45	30	30	45	75
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	9	9	16	9	9	16	31
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	90	90	90	90	90	90	90
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: First Time Homeless Shelter
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

The new Van Buren Emergency Shelter serves as the “front door” shelter for single adults experiencing homelessness for the first time in Columbus and Franklin County with the targeted average length of stay being 7 days in duration. This shelter has a 68 bed capacity – 20 beds for single women and 48 beds for single men. Intakes and referrals are coordinated by the Homeless Hotline.

The shelter contains gender specific sleeping quarters, showers, restrooms, and dining facilities. The new facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for Navigators (case managers) to meet with residents and work on housing goals, resident resource and computer rooms, staff administrative space, secured intake area with a waiting room and lobby, office for records storage, public restrooms, and an outdoor patio.

The shelter opened for single women in August 2014. Until fall 2015, the Van Buren shelter was only able to accommodate single women and the space for men was used for families in overflow. Opening of the shelter for single men was postponed until 10/15/15.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Households Served	#	206
Successful Housing Outcomes	#	107
Successful Housing Outcomes	%	56
Average Length of Stay	Days	12
Recidivism	%	N/A

¹ Men’s shelter opened on 10/15/15. Too new to evaluate.

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	860	590	No
Successful Outcome	#	487	258	No
Successful Outcome ¹	%	60	46	N/A
Average Length of Stay	Days	7	5	Yes
Recidivism	%	5	0	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	432	450	860	450	432	860	1700
Successful Outcomes ¹	%	60	60	60	60	60	60	60
Successful Outcomes	#	230	241	487	241	230	487	991
Average Length of Stay	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5

¹ Monitored but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Men's Overflow
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

In FY2016, the YMCA of Central Ohio worked with CSB partner agencies to coordinate and provide overflow for single adult men. During the winter overflow season, the YMCA's first priority is to provide overflow shelter to homeless individuals seeking refuge from extreme weather conditions when the shelters are at capacity. The shelter provided a safe space overnight when the temperature was below freezing.

Starting in fall 2015, single men in overflow were sheltered at the new Van Buren Center. The Van Buren Center is designed with a flexible capacity to meet sheltering demand for single men, women and families when regular, fixed capacity shelters are full. The flexible capacity includes a minimum of 100 beds for single men and 106 beds for single women.

The shelter contains gender specific sleeping quarters, showers, restrooms, and dining facilities. The new facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for Navigators (case managers) to meet with residents and work on housing goals, resident resource and computer rooms, staff administrative space, secured intake area with a waiting room and lobby, office for records storage, public restrooms, and an outdoor patio.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14
		12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	241	N/A	120	406
Successful Housing Outcomes	#	0	N/A	0	0
Successful Housing Outcomes	%	0	N/A	0	0
Average Length of Stay	Days	13	N/A	3	6
Recidivism	%	N/A	N/A	N/A	N/A
Movement	%	53	N/A	72	55

¹ Men's Overflow opened 11/15/15. Too new to evaluate.

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	130	190	Yes
Successful Housing Outcome	#	N/A	5	N/A
Successful Housing Outcome	%	N/A	3	N/A
Average Length of Stay	Days	34	5	Yes
Pass Program Certification		Pass certification	Passed with Conditions	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ¹	#	0	130	130	260	130	350	430
Average Length of Stay	Days	32	32	32	32	32	32	32

¹ Household served projection includes overflow only. Overflow may be provided year-round.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Women's Overflow
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

In FY2016, the YMCA of Central Ohio worked with CSB partner agencies to coordinate and provide flexible capacity shelter for single adult women at the new Van Buren emergency shelter.

The Van Buren Center is designed with a flexible capacity to meet sheltering demand for single men, women and families when regular, fixed capacity shelters are full. The flexible capacity includes a minimum of 100 beds for single men and 106 beds for single women.

The shelter contains gender specific sleeping quarters, showers, restrooms, and dining facilities. The new facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for Navigators (case managers) to meet with residents and work on housing goals, resident resource and computer rooms, staff administrative space, secured intake area with a waiting room and lobby, office for records storage, public restrooms, and an outdoor patio.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/13	7/1/14
		12/31/13	12/31/14
Households Served	#	77	631
Successful Housing Outcomes	#	1	88
Successful Housing Outcomes	%	2	20
Average Length of Stay	Days	8	32
Recidivism	%	N/A	0
Movement	%	38	30

¹ Women's Overflow opened on 11/21/15. Too new to evaluate.

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	106	75	No
Successful Housing Outcome	#	N/A	0	N/A
Successful Housing Outcome	%	N/A	0	N/A
Average Length of Stay	Days	34	2	Yes
Pass Program Certification		Pass certification	Passed	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ¹	#	0	106	106	212	106	270	325
Average Length of Stay	Days	32	32	32	32	32	32	32

¹ Household served projection includes overflow only. Overflow may be provided year-round.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Van Buren Women's Shelter
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Van Buren Women's Shelter accepts intakes 24 hours a day through the Homeless Hotline. Supportive services include meeting basic needs such as daily meals, showers, bed linens, towels and personal hygiene items, laundry facilities, and telephone use, as well as providing case management and linkage to services through the Navigator Program. The shelter resource rooms are available for the employment and housing needs of clients. The resource rooms provide computer access, housing and employment lists, bus passes, and help in applying for public assistance. The Van Buren Women's Shelter has capacity for 83 women and from mid-October to mid-April it shelters up to 7 additional women per night, part of the seasonal overflow plan.

The Homeless Hotline operated by HandsOn Central Ohio coordinates the referral of eligible homeless single adults to emergency shelter. As of 10/1/2014 housing services for all Tier 2 emergency shelters are provided by Access Ohio.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Households Served	#	164
Successful Housing Outcomes	#	42
Successful Housing Outcomes	%	38
Average Length of Stay	Days	47
Recidivism	%	0
Movement	%	27

Program Outcome Achievement 7/1/15 to 12/31/15: Emergency Shelter

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	400	545	Yes
Average Engagement Time	Days	7	6	Yes
Average Length of Stay	Days	34	45	No
Successful Housing Outcomes	#	95	166	Yes
Successful Housing Outcomes	%	30	36	Yes
Occupancy Rate	%	100	117	Yes
Recidivism	%	5	1	Yes
Movement ¹	%	15	9	N/A
Pass Program Certification		Pass certification	Passed with Conditions	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	250	250	400	250	250	400	700
Successful Housing Outcomes	%	30	30	30	30	30	30	30
Successful Housing Outcomes	#	50	50	95	50	50	95	185
Occupancy Rate ²	%	100	100	100	100	100	100	100
Average Length of Stay	Days	32	32	32	32	32	32	32
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			5			5	5
Movement ²	%			15			15	15

¹ Monitored but not evaluated.

² 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored but not evaluated.

Outreach Programs

Category: Outreach Programs
Agency: Maryhaven
Program: Outreach
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Maryhaven’s Outreach Program, initiated in 2003, is designed to engage homeless persons living outdoors and assist them in moving into appropriate housing as quickly as possible. A collaborative outreach strategy was implemented by Maryhaven starting in 7/1/2011. Services include assertive outreach at sites where homeless persons congregate, pro-active engagement, referral to needed community services, linkage to shelter and housing, obtaining birth certificates and other personal identification, access to benefits, coordination of services with shelters and housing providers, and participation in community planning for shelter and housing access. Once housing is identified, the Outreach Programs link clients with CSB Direct Client Assistance funds and other financial and material assistance options. The Maryhaven Outreach program became the sole provider of Outreach services for homeless persons starting with FY2010, with the intent of developing a coordinated approach for all outreach services being delivered in Franklin County.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08
Households Served	#	50	63	100	126	104	101
Successful Outcomes	#	12	N/A	N/A	N/A ¹	68	70
Successful Outcomes	%	27	N/A	N/A	N/A ¹	67	70
Successful Housing Outcomes	#	23	54	99	N/A ¹	19	31
Successful Housing Outcomes	%	51	89	99	N/A ¹	28	44
Recidivism	%	11	26	16	N/A ¹	14	7
Usage of CSB Direct Client Assistance	%	N/A	N/A	54	16	10	28

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	164	184	209	255	268	190
Successful Outcomes	#	96	85	83	103	136	90
Successful Outcomes	%	78	57	72	71	99	90
Successful Housing Outcomes	#	62	22	54	75	57	58
Successful Housing Outcomes	%	65	26	65	73	42	64
Recidivism	%	2	0	2	3	7	0
Usage of CSB Direct Client Assistance	%	43	10	28	29	38	47

¹ CSB was unable to evaluate the program during FY2007 due to agency disclosure of substantial exit data entry errors.

Program Outcome Achievement 7/1/15 to 12/31/15: Outreach Programs

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	60	64	N/A
New Households Served	#	149	117	No
Households Served	#	209	181	No
Exited Households ¹	#	149	79	N/A
Exited Households to PSH	#	16	24	Yes
Successful Outcomes (Shelter and Housing)	#	111	69	No
Successful Outcomes (Shelter and Housing)	%	75	87	Yes
Successful Housing Outcomes	#	61	47	No
Successful Housing Outcomes ³	%	55	68	Yes
Usage of CSB Direct Client Assistance ²	%	25	33	Yes
Recidivism	%	5	0	Yes
Pass Program Certification		Pass certification	Did Not pass certification	No

C. Recommendations

Program Outcome Measures: Outreach Programs

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	60	60	60	60	60	60	60
New Households Served	#	70	79	149	79	70	149	298
Households Served	#	130	139	209	139	130	209	358
Exited Households ¹	#	70	79	149	79	70	149	298
Exited Households to PSH	#	8	8	16	8	8	16	32
Successful Outcomes (shelter and housing)	%	75	75	75	75	75	75	75
Successful Outcomes (shelter and housing)	#	52	59	111	59	53	112	223
Successful Housing Outcomes ³	%	55	55	55	55	55	55	55
Successful Housing Outcomes	#	29	32	61	32	29	62	123
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	25	25	25	25	25	25	25

¹ Monitored but not evaluated; however this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Express housing outcomes (permanent and transitional) as % of all successful outcomes.

Category: Outreach Programs
Agency: Maryhaven
Program: Capital Crossroads Special Improvement District - Outreach¹
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

In April 2014, Maryhaven received an outreach contract from the Special Improvement Discovery District (SIDDD) to expand services in downtown Columbus.

Services include assertive outreach at sites where homeless persons congregate, pro-active engagement, referral to needed community services, linkage to shelter and housing, obtaining birth certificates and other personal identification, access to benefits, coordination of services with shelters and housing providers, and participation in community planning for shelter and housing access. Once housing is identified, the Outreach Programs link clients with CSB Direct Client Assistance funds and other financial and material assistance options.

The program will expand its services further in FY2017.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Households Served	#	68
Successful Outcomes	#	54
Successful Outcomes	%	96
Successful Housing Outcomes	#	13
Successful Housing Outcomes	%	24
Recidivism	%	0
Usage of CSB Direct Client Assistance	%	28

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Outreach Programs

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	20	15	N/A
New Households Served	#	50	32	No
Households Served	#	70	47	No
Exited Households ¹	#	50	36	N/A
Exited Households to PSH	#	5	13	Yes
Successful Outcomes (Shelter and Housing)	#	38	35	Yes
Successful Outcomes (Shelter and Housing)	%	75	97	Yes
Successful Housing Outcomes	#	21	26	Yes
Successful Housing Outcomes ²	%	55	74	Yes
Usage of CSB Direct Client Assistance ³	%	N/A	47	N/A
Recidivism	%	5	11	No
Pass Program Certification		Pass Certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Outreach Programs

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	20	20	20	20	20	20	20
New Households Served	#	25	25	50	25	25	50	100
Households Served	#	45	45	70	45	45	70	120
Exited Households ¹	#	25	25	50	25	25	50	100
Exited Households to PSH	#	2	3	5	2	3	5	10
Successful Outcomes (shelter and housing)	%	75	75	75	75	75	75	75
Successful Outcomes (shelter and housing)	#	19	19	38	19	19	38	75
Successful Housing Outcomes ²	%	55	55	55	55	55	55	55
Successful Housing Outcomes	#	10	10	21	10	10	21	41
Recidivism	%			5			5	5

¹ Monitored but not evaluated; however, this can impact other success measures.

² Express housing outcomes (permanent and transitional) as % of all successful outcomes.

³ Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

Category: Outreach Programs
Agency: Southeast, Inc.
Program: PATH¹
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

The Projects for Assistance in Transition from Homelessness (PATH) program has been part of Southeast, Inc.'s services to persons experiencing homelessness since 1986. The target population is individuals with severe mental illnesses, as well as individuals with co-occurring substance use disorders, who are homeless or at risk of becoming homeless. PATH is a community-based outreach program that provides mental health services and follow-up case management on the streets, land, and in homeless shelters with the ultimate goal of connecting individuals to mainstream mental health services and housing. The PATH Program delivers its services in the community from a modified RV. The team visits shelters, soup kitchens, and other places where homeless persons congregate and sleep. In addition to visiting identified sites, PATH also responds to urgent requests from shelters, law enforcement, business, clergy, and medical entities. The program started participation in Columbus ServicePoint in June 2014.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Outreach Programs

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ²	#	250	92	N/A
New Households Served	#	125	93	No
Households Served	#	375	185	No
Exited Households ²	#	125	106	N/A
Successful Outcomes (Shelter and Housing) ³	#	62	60	Yes
Successful Outcomes (Shelter and Housing)	%	50	57	Yes

C. Recommendations

Program Outcome Measures: Outreach Programs

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ²	#	70	70	70	70	70	70	70
New Households Served	#	70	70	125	70	70	125	220
Households Served	#	140	140	195	140	140	195	290
Exited Households ²	#	70	70	125	70	70	125	220
Successful Outcomes (shelter and housing)	%	50	50	50	50	50	50	50
Successful Outcomes ³ (shelter and housing)	#	35	35	62	35	35	63	110

¹ Program not funded by CSB.

² Monitored but not evaluated; however, this can impact other success measures.

³ The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

Access to Benefits

Category: Access to Benefits
Agency: YWCA
Program: Benefits Partnership
Period: 7/1/15-12/31/15
Performance: Low

A. Description

This program implements the Rebuilding Lives Plan strategy of “Increase Access to Benefits and Income” under the Access goal, by making community resources available to prevent or end homelessness. The program provides immediate and systematic access to mainstream benefits and services for persons who are homeless and served by the homeless service system. The Benefits Specialists work collaboratively with other homeless agencies in Central Ohio to identify individuals and families in need and assist them in obtaining benefits through the Ohio Benefit Bank (OBB). The primary goal of the program is submission of SSI/SSDI applications; however, applications are submitted for all other public benefits for which the household qualifies. This program was implemented as of July, 2009. As of 7/1/2016, the project will close operations.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	28	309	326	361	305	229
Submitted SSI/SSDI Applications	#	18	103	103	71	72	51
Submitted SSI/SSDI Applications	%	64	33	32	20	24	22
Other Submitted Applications	#	15	135	50	61	50	34
Other Submitted Applications	%	54	44	15	17	16	15
Successful SSI/SSDI Applications	%	43	11	30	23	21	46
Recidivism	%	0	0	4	0	14	14

Program Outcome Achievement 7/1/15 to 12/31/15: Access to Benefits

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	18	118	N/A
New Households Served	#	91	72	No
Households Served	#	109	190	Yes
Submitted SSI/SSDI Applications	#	53	42	No
Submitted SSI/SSDI Applications	%	42	22	No
Submitted Other Applications	#	25	30	Yes
Submitted Other Applications	%	42	16	No
Successful SSI /SSDI Applications	%	40	21	No
Recidivism	%	5	0	Yes
Pass Program Certification		Pass certification	Passed program certification	Yes

Rapid Re-housing/Navigator

Category: Rapid Re-housing/Navigator
Agency: Access Ohio
Program: Navigator Program
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

On 9/15/14, Access Ohio started providing Navigator services for all Tier 2 emergency shelters for single adults, including LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men’s, YMCA Women’s, and Maryhaven Shelter2Housing emergency shelters.

The Navigator Program is an entirely new service model for our system that is designed to move people more quickly from shelter into stable housing and is the first of its kind in the country. The Navigator Program is a centralized intensive case management program consisting of Navigator teams that work with individuals throughout their stay in the shelter system, providing individualized housing stabilization plans and post-shelter services in housing. Navigators link people to community supports and services to ensure housing stability, like mental health, substance abuse, physical healthcare, employment and job training, and housing resources. Navigators continue to work with people after they are housed in order to provide the supports needed to maintain stable housing.

Access Ohio partners with Columbus Area Integrated Health Services and Goodwill Industries of Columbus to provide Navigator services.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Households Served	#	722
Average Engagement Time	Days	12
Average Length of Shelter Stay	Days	20
Average Length of Participation	Days	30
Successful Housing Outcomes	#	5
Successful Housing Outcomes	%	36
Usage of CSB Direct Client Assistance	%	10

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	300	703	N/A
New Households Served	#	1750	1163	No
Households Served	#	2050	1866	Yes
Sheltered Single Adult Population Served	%	60	55	Yes
Exited Households ¹	#	1750	1156	N/A
Movement ²	%	15	17	N/A
Successful Housing Outcomes	#	525	595	Yes
Successful Housing Outcomes	%	30	51	Yes
Average Engagement Time ³	Days	7	9	No
Average Length of Shelter Stay ⁴	Days	27	32	No
Average Length of Participation	Days	90	112	No
Usage of CSB Direct Client Assistance ⁵	%	30	35	Yes
Usage of CSB Direct Client Assistance	\$	700	512	Yes
Recidivism	%	5	2	Yes
Pass Program Certification		Pass certification	Passed with conditions	Yes

¹ Monitored but not evaluated; however this can impact other success measures.

² Monitored but not evaluated.

³ Days between shelter entry date and Navigator engagement date.

⁴ Calculated from the date of Navigator entry date to shelter exit date.

⁵ 306 households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17 - 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	450	450	450	450	450	450	450
New Households Served	#	900	900	1775	900	900	1775	3550
Sheltered Single Adult Population Served ²	%	60	60	60	60	60	60	60
Households Served	#	1350	1350	2225	1350	1350	2225	4000
Exited Households ¹	#	900	900	1775	900	900	1775	3550
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	450	450	887	450	450	888	1775
Successful Housing Outcomes (Tier 2 Shelters)	%	30	30	30	30	30	30	30
Avg. Engagement Time ⁵	Days	7	7	7	7	7	7	7
Average Length of Shelter Stay ⁶	Days	25	25	25	25	25	25	25
Average Length of Participation	Days	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	%	30	30	30	30	30	30	30
Usage of CSB Direct Client Assistance	\$	600	600	600	600	600	600	600
Recidivism	%			5			5	5
Movement ³	%			15			15	15
Average Number of Service Instances ⁴	#							2.5

¹ Monitored but not evaluated; however this can impact other success measures.

² % of the shelter population served.

³ Monitored but not evaluated.

⁴ Average number of shelter stays per distinct clients served within 12 months.

⁵ Days between shelter entry and navigator engagement date.

⁶ Calculated from the date of Navigator entry to shelter exit date.

Category: Rapid Re-housing/Navigator
Agency: Community Shelter Board
Program: Transition Program (Single Adults and Families)
Period: 7/1/15-12/31/15
Performance: High (Single Adults)/Medium (Families)

A. Description

The Community Shelter Board administers Direct Client Assistance funds through the Transition Program for homeless individuals and families moving into permanent housing. Clients working with shelter and outreach agencies in Franklin County are able to apply for short-term rental assistance, utility deposits, and other eligible expenses related to securing and stabilizing housing. The Transition Program also provides assistance to individuals and families moving to subsidized housing, including Rebuilding Lives units. In FY2016, agencies utilizing the Transition Program included Access Ohio, Columbus Area Integrated Health Services, CHOICES, Community Housing Network, Friends of the Homeless, Homeless Families Foundation, LSS-Faith Mission/Faith Housing, Maryhaven, Southeast, Inc., Volunteers of America of Greater Ohio, the YMCA, and the YWCA.

B. Performance Outcomes

Semi-Annual Trends

Combined (Single Adults & Families)

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	215	318	361	438	312	441	545	582	773	661	687
Successful Housing Outcomes	#	210	318	361	438	312	431	539	575	767	654	668
Successful Housing Outcomes	%	98	100	100	100	100	98	99	99	99	99	97
Recidivism	%	2	8	6	2	6	3	0	2	4	6	4
Usage of CSB Direct Client Assistance	\$	451	461	518	439	630	541	501	807	997	682	696

Single Adults

Measure		7/1/14
		12/31/14
Households Served	#	415
Successful Housing Outcomes	#	405
Successful Housing Outcomes	%	98
Recidivism	%	0
Usage of CSB Direct Client Assistance	\$	510

Families

Measure		7/1/14
		12/31/14
Households Served	#	184
Successful Housing Outcomes	#	178
Successful Housing Outcomes	%	97
Recidivism	%	5
Usage of CSB Direct Client Assistance	\$	920

Program Outcome Achievement 7/1/15 to 12/31/15: Transition (Single Adults)

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	465	431	Yes
Successful Housing Outcomes	#	455	420	Yes
Successful Housing Outcomes	%	98	97	Yes
Usage of CSB Direct Client Assistance	\$	700	516	Yes
Usage of CSB Direct Client Assistance	%	98	97	Yes
Recidivism	%	5	3	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

Program Outcome Achievement 7/1/15 to 12/31/15: Transition (Families)

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	250	130	No
Successful Housing Outcomes	#	244	124	No
Successful Housing Outcomes	%	98	95	Yes
Usage of CSB Direct Client Assistance	\$	1000	884	Yes
Usage of CSB Direct Client Assistance	%	98	95	Yes
Recidivism	%	5	0	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Transition (Single Adults)

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	225	225	450	250	215	465	915
Successful Housing Outcomes	%	98	98	98	98	98	98	98
Successful Housing Outcomes	#	221	220	441	245	211	456	897
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	98	98	98	98	98	98	98
Usage of CSB Direct Client Assistance	\$	600	600	600	600	600	600	600

Program Outcome Measures: Transition (Families)

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	90	100	190	80	90	170	360
Successful Housing Outcomes	%	98	98	98	98	98	98	98
Successful Housing Outcomes	#	88	98	186	78	88	167	353
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	98	98	98	98	98	98	98
Usage of CSB Direct Client Assistance	\$	1000	1000	1000	1000	1000	1000	1000

Category: Rapid Re-housing/Navigator
Agency: Homeless Families Foundation
Program: Rapid Re-housing
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Homeless Families Foundation (HFF) completed its transition from a shelter model to a scattered site, rapid re-housing model for the families exiting the family shelters by 12/31/2011. All 46 units of HFF’s capacity are scattered site. This model is a better approach for families to gain self-sufficiency and housing stability.

The family shelters assess and refer families who require transitional support to stabilize housing after exiting the shelter. HFF supportive services are initiated while families are at the family shelter and are intended to assist families in locating permanent, affordable housing and accessing CSB administered Direct Client Assistance (DCA). Case management services continue until the family has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), the family achieved their goals, and linkage with supportive services in the community occurs. HFF services are short-term, typically for up to 100 days.

HFF also offers educational and recreational activities for children at the Dowd Education Center.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	31	83	156	162	156
Successful Housing Outcomes	#	16	22	91	94	88
Successful Housing Outcomes	%	100	88	88	88	88
Average Length of Shelter Stay	Days	26	19	17	19	22
Average Length of Participation	Days	89	90	106	91	100
Recidivism	%	14	0	0	4	3

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	46	47	N/A
New Households Served	#	93	90	Yes
Households Served	#	139	137	Yes
Exited Households ¹	#	93	88	N/A
Average Length of Shelter Stay	Days	15	24	No
Average Length of Participation	Days	100	100	Yes
Successful Housing Outcomes	#	84	80	Yes
Successful Housing Outcomes	%	90	91	Yes
Recidivism	%	5	0	Yes
Usage of CSB Direct Client Assistance ²	%	90	90	Yes
Usage of CSB Direct Client Assistance	\$	800	804	Yes
Housing Affordability at Exit ³	%	50	28	No
Pass Program Certification		Pass certification	Passed with conditions	Yes

¹ Monitored but not evaluated; however this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Households with 0 income and 0 rent at exit are excluded from calculation.

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	46	46	46	46	46	46	46
New Households Served	#	47	46	93	46	46	92	185
Households Served	#	93	92	139	92	92	138	231
Exited Households ¹	#	47	46	93	46	46	92	185
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	42	42	84	42	41	83	167
Avg. Length of Shelter Stay	Days	15	15	15	15	15	15	15
Avg. Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	800	800	800	800	800	800	800

¹ Monitored but not evaluated; however this can impact other success measures.

Category: Rapid Re-housing/Navigator
Agency: Lutheran Social Services
Program: SSVF (Supportive Services for Veteran Families) Rapid Re-housing¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

On October 1, 2013 Lutheran Social Services/Faith Mission (LSS/FM) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans experiencing homelessness. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to, outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone who has served actively in the military, naval, air service, Merchant Marines, or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criterions for the program are 1) gross annual household income less than 50% of the area median income for household size 2) literally homeless 3) no other resources or social supports are currently in place. LSS/FM is primarily serving single adults.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/13	7/1/14
		12/31/13	12/31/14
Households Served	#	18	94
Successful Housing Outcomes	#	3	61
Successful Housing Outcomes	%	75	84
Average Length of Shelter Stay	Days	8	29
Average Length of Participation	Days	38	114
Recidivism	%	N/A	3

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	10	19	N/A
New Households Served	#	30	44	Yes
Households Served	#	40	63	Yes
Exited Households ¹	#	33	46	N/A
Average Length of Shelter Stay ²	Days	30	23	Yes
Average Length of Participation	Days	120	66	Yes
Successful Housing Outcomes	#	26	39	Yes
Successful Housing Outcomes	%	80	85	Yes
Recidivism	%	5	4	Yes
Usage of SSVF Direct Client Assistance	%	80	84	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	25	25	25	25	25	25	25
New Households Served	#	30	30	60	30	30	60	120
Households Served	#	55	55	85	55	55	85	145
Exited Households ¹	#	30	30	60	30	30	60	120
Successful Housing Outcomes	%	80	80	80	80	80	80	80
Successful Housing Outcomes	#	24	24	48	24	24	48	96
Average Length of Shelter Stay	Days	30	30	30	30	30	30	30
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism	%			5			5	5
Usage of SSVF Direct Client Assistance	%	80	80	80	80	80	80	80

¹ Monitored but not evaluated; however this can impact other success measures.

² 14 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure.

Category: Rapid Re-housing/Navigator
Agency: The Salvation Army
Program: Rapid Re-housing
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Salvation Army Rapid Re-housing program assists families staying at a family shelter with obtaining and maintaining permanent housing. The family shelter assesses and refers families who require transitional support to stabilize housing after exiting the shelter. Rapid re-housing program supportive services are initiated while families are at the family shelter and are intended to assist families in locating permanent, affordable housing within three weeks of referral. To accomplish this, rapid re-housing program case managers assist families with finding suitable and affordable housing and linking families to CSB administered Direct Client Assistance (DCA). Case management services continue until the family has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), linkage with supportive services in the community occurs, and/or the family has ended contact. The Salvation Army’s program provides short-term services typically for up to 100 days.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/99	1/1/00	7/1/00	1/01/01	7/1/01	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06
		12/31/99	6/30/00	12/31/00	6/30/01	12/31/01	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06
Households Served	#	20	35	22	28	23	38	43	135	162	125
Successful Housing Outcomes	%	100	100	100	90	100	94	88	77	96	97
Average Length of Shelter Stay	Days	N/A	N/A	N/A	N/A	N/A	N/A	18	20	13	15
Usage of CSB Direct Client Assistance	\$	N/A	N/A	1560	N/A	N/A	N/A	923	676	819	674
Recidivism	%	N/A	N/A	0	0	N/A	0	0	11	4	11

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	172	143	166	151	148	113	138	147
Successful Housing Outcomes	%	99	93	98	90	94	88	88	85
Average Length of Shelter Stay	Days	12	10	10	13	16	16	20	22
Average Length of Participation	Days	101	103	109	114	88	88	89	91
Usage of CSB Direct Client Assistance	\$	1063	908	954	1225	1105	1179	1396	1782
Recidivism	%	0	3	3	0	0	0	0	7

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	37	41	N/A
New Households Served	#	83	78	Yes
Households Served	#	120	119	Yes
Exited Households ¹	#	83	81	N/A
Average Length of Shelter Stay	Days	15	27	No
Average Length of Participation	Days	100	102	Yes
Successful Housing Outcomes	#	75	72	Yes
Successful Housing Outcomes	%	90	89	Yes
Recidivism	%	5	0	Yes
Usage of CSB Direct Client Assistance ²	%	90	88	Yes
Usage of CSB Direct Client Assistance	\$	1800	1850	Yes
Housing Affordability at Exit ³	%	50	30	No
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	37	37	37	37	37	37	37
New Households Served	#	42	41	83	41	41	82	165
Households Served	#	79	78	120	78	78	119	202
Exited Households ¹	#	42	41	83	41	41	82	165
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	38	37	75	37	37	74	149
Average Length of Shelter Stay	Days	15	15	15	15	15	15	15
Average Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	1800	1800	1800	1800	1800	1800	1800

¹ Monitored but not evaluated; however this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Households with 0 income and 0 rent at exit were excluded from calculation.

Category: Rapid Re-housing/Navigator
Agency: The Salvation Army
Program: Job2Housing
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Job2Housing program ended its three-year pilot phase on 2/28/13 and continues to operate as a rapid re-housing program for families. The program serves families, who have insufficient income to afford an apartment, and are committed to pursuing employment to achieve family self-sufficiency. The program provides housing placement, leasing assistance for up to 6 months, and employment focused case management. Participants complete community-based job placement programs that result in employment income sufficient to maintain independent housing at the conclusion of the leasing assistance period. CSB received a grant from HUD to implement this demonstration program, starting in FY2010.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	39	68	77	44	46
Successful Housing Outcomes	#	18	29	35	19	17
Successful Housing Outcomes	%	90	97	83	95	81
Average Length of Shelter Stay	#	13	14	9	18	15
Average Length of Participation	Days	180	201	225	171	165
Recidivism	%	0	7	0	0	0

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	20	38	N/A
New Households Served	#	25	24	Yes
Households Served	#	45	62	Yes
Exited Households ¹	#	25	44	N/A
Average Length of Shelter Stay	Days	15	20	No
Average Length of Participation	Days	180	187	Yes
Successful Housing Outcomes	#	23	41	Yes
Successful Housing Outcomes	%	90	93	Yes
Housing Affordability at Exit ²	%	50	37	No
Recidivism	%	5	0	Yes
Completed Vocational/Other Training	%	70	66	Yes
Employment Status at Exit	#	16	19	Yes
Employment Status at Exit	%	65	43	No
Pass Program Certification		Pass certification	Passed certification	Yes

¹ Monitored but not evaluated; however this can impact other success measures.

² Households with 0 income and 0 rent at exit were excluded from calculation.

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	20	20	20	20	20	20	20
New Households Served	#	13	12	25	12	13	25	50
Households Served	#	33	32	45	32	33	45	70
Exited Households ¹	#	13	12	25	12	13	25	50
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	12	11	23	11	12	23	45
Average Length of Shelter Stay	Days	15	15	15	15	15	15	15
Average Length of Participation	Days	180	180	180	180	180	180	180
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism	%			5			5	5
Completed Vocational/Other Training	%	70	70	70	70	70	70	70
Employment Status at Exit	%	65	65	65	65	65	65	65
Employment Status at Exit	#	8	8	16	8	8	16	33

¹ Monitored but not evaluated; however this can impact other success measures.

Category: Rapid Re-housing/Navigator
Agency: Volunteers of America of Greater Ohio
Program: SSVF (Supportive Services for Veteran Families) Rapid Re-housing¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

On October 1, 2013 Volunteers of America of Greater Ohio (VOAGO) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans experiencing homelessness. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone who has served actively in the military, naval, air service, Merchant Marines, or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the Area Median Income for household size 2) literally homeless 3) no other resources or social supports are currently in place. VOAGO is primarily serving families.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/13	7/1/14
		12/31/13	12/31/14
Households Served	#	38	194
Successful Housing Outcomes	#	4	70
Successful Housing Outcomes	%	80	73
Average Length of Shelter Stay	#	38	38
Average Length of Participation	Days	62	149
Recidivism	%	N/A	11

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	15	85	N/A
New Households Served	#	96	132	Yes
Households Served	#	111	217	Yes
Exited Households ¹	#	96	85	N/A
Average Length of Shelter Stay ²	Days	30	37	No
Average Length of Participation	Days	90	144	No
Successful Housing Outcomes	#	77	71	Yes
Successful Housing Outcomes	%	80	84	Yes
Recidivism	%	5	0	Yes
Usage of SSVF Direct Client Assistance	%	60	84	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	70	70	70	70	70	70	70
New Households Served	#	70	70	140	70	70	140	280
Households Served	#	140	140	210	140	140	210	350
Exited Households ¹	#	70	70	140	70	70	140	280
Successful Housing Outcomes	%	80	80	80	80	80	80	80
Successful Housing Outcomes	#	56	56	112	56	56	112	224
Average Length of Shelter Stay	Days	30	30	30	30	30	30	30
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism	%			5			5	5
Usage of SSVF Direct Client Assistance	%	75	75	75	75	75	75	75

¹ Monitored but not evaluated; however this can impact other success measures.

² 101 households without prior emergency shelter or veteran's program stay are excluded from measure.

Category: Rapid Re-housing/Navigator
Agency: Volunteers of America of Greater Ohio
Program: Rapid Re-housing
Period: 7/1/15-12/31/15
Performance: High

A. Description

Volunteers of America of Greater Ohio (VOAGO) completed its transition from a shelter model to a scattered site, rapid re-housing model for the families exiting the family shelter by 12/31/2011. All 24 units of VOAGO’s capacity are now scattered site. This model is a better approach for families to gain self-sufficiency and housing stability.

The family shelter assesses and refers families who require transitional support in order to stabilize housing after exiting the shelter. VOAGO supportive services are initiated while families are at the family shelter and are intended to assist families in locating permanent, affordable housing and accessing CSB administered Direct Client Assistance (DCA). VOAGO provides families with case management, an initial supply of food at intake, clothing and school supplies, life skills classes for adults, after-school tutoring for all school-aged kids, transportation, assistance with accessing Head Start or child care, housing placement assistance, employment and material assistance, and access to other community services. Case management services continue until the family has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), the family achieved their goals and linkage with supportive services in the community occurs. VOAGO services are short-term, typically for up to 100 days after housing placement.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	51	67	72	65	64
Successful Housing Outcomes	#	22	34	44	42	37
Successful Housing Outcomes	%	92	87	96	100	90
Average Length of Shelter Stay	Days	13	14	16	17	16
Average Length of Participation	Days	99	114	106	102	113
Recidivism	%	0	0	0	17	11

Program Outcome Achievement 7/1/15 to 12/31/15: Rapid Re-housing/Navigator

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Carryover Households Served ¹	#	24	17	N/A
New Households Served	#	38	44	Yes
Households Served	#	62	61	Yes
Exited Households ¹	#	38	40	N/A
Average Length of Shelter Stay	Days	15	15	Yes
Average Length of Participation	Days	100	87	Yes
Successful Housing Outcomes	#	34	36	Yes
Successful Housing Outcomes	%	90	90	Yes
Recidivism	%	5	6	Yes
Housing Affordability at Exit	%	50	14	No
Usage of CSB Direct Client Assistance ²	%	90	90	Yes
Usage of CSB Direct Client Assistance	\$	800	785	Yes
Pass Program Certification		Pass certification	Passed certification	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Carryover Households Served ¹	#	24	24	24	24	24	24	24
New Households Served	#	19	19	38	19	19	38	76
Households Served	#	43	43	62	43	43	62	100
Exited Households ¹	#	19	19	38	19	19	38	76
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	17	17	34	17	17	34	68
Average Length of Shelter Stay	Days	15	15	15	15	15	15	15
Average Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism	%			5			5	5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	800	800	800	800	800	800	800

¹ Monitored but not evaluated; however this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

Permanent Supportive Housing

Category: Permanent Supportive Housing
Agency: Amethyst, Inc.
Program: Shelter Plus Care
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Amethyst operates 72 units of federally-funded permanent supportive housing integrated with alcohol, drug, trauma, and mental health treatment for women. Participants are eligible for permanent supportive housing participation because of their homelessness and their disability of chronic substance abuse. The average age of participants is typically 40 years old, and most women experience addiction, violence, poverty, and unstable housing for up to 20 years prior to entering the program. Their children are vulnerable to these same traumatic experiences.

While participants live in a safe housing in a community of recovery, they participate in addiction treatment and other supportive services. Services are intensive and long-term and include individual and group counseling, case management, mental health services, and education and employment preparedness. Other issues addressed include: parenting; healthy relationships; physical health; anger management; HIV/AIDS/STD prevention, detection and treatment; spirituality; and cultural exploration. Children also receive a range of services, including emergency babysitting, after school programming, therapeutic summer camp, and family counseling. Work with the children promotes improved family relationships and increases the likelihood of parental success with their housing, recovery, and income goals.

Starting FY2014, the capacity of this program was reduced to 72 units from the previous 92 units.

As of 3/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	100	109	112	120	121	127	128	136
Successful Housing Outcomes	#	79	90	108	97	90	108	94	117
Successful Housing Outcomes	%	79	83	96	81	74	85	74	86
Housing Stability	Months	18	22	24	23	20	23	27	24
Program Occupancy	%	78	95	92	89	84	92	101	139

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	79	99	Yes
Exited Households ¹	#	N/A	8	N/A
Housing Stability	Months	24	35	Yes
Turnover Rate ¹	%	10	11	N/A
Successful Housing Outcomes	#	71	95	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ^{1, 2}	%	50	100	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	100	115	Yes
Pass Program Certification		Pass certification	Passed with conditions	Yes
Negative Reason for Leaving	%	20	50	No
Increase in Income (other than employment) from Entry to Exit	%	54	25	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	13	No

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	76	76	79	76	76	79	86
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	68	68	71	68	68	71	77
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

² Excluded one household from measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

Category: Permanent Supportive Housing
Agency: AIDS Resource Center Ohio (n.k.a. Equitas Health)
Program: Shelter Plus Care
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

AIDS Resource Center Ohio (ARC Ohio) Shelter Plus Care program serves homeless individuals who are living with HIV/AIDS. Participants receive supportive services, such as case management and mental health therapy. The program provides tenant-based permanent supportive housing for 89 units. Columbus AIDS Task Force Sponsor-based Rental Assistance (SRA) converted into Tenant-based Rental Assistance (TRA) units in FY2010.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

As of 4/11/2016, the agency expanded its mission and changed its name to Equitas Health.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	77	77	92	96	97	100	116	112
Successful Housing Outcomes	#	74	75	89	94	94	99	111	110
Successful Housing Outcomes	%	96	97	97	98	97	99	96	98
Housing Stability	Months	61	62	57	60	67	84	64	70
Program Occupancy	%	91	99	119	103	102	110	117	122

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	97	103	Yes
Exited Households ¹	#	N/A	9	N/A
Housing Stability	Months	24	80	Yes
Turnover Rate ¹	%	10	10	N/A
Successful Housing Outcomes	#	87	95	Yes
Successful Housing Outcomes ³	%	90	95	Yes
Successful Housing Exits ³	%	50	17	No
Housing Affordability at Exit ¹	%	50	0	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	100	107	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
Negative Reason for Leaving ³	%	20	50	No
Increase in Income (other than employment) from Entry to Exit ³	%	54	17	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ³	%	20	17	Yes

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	93	93	97	93	93	97	105
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	84	84	87	84	84	87	95
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase cash in income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

³ Three deceased households were excluded from measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Briggsdale
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

CHN’s Briggsdale Apartments, a 35-unit facility, opened in March 2006 and provides 25 units of Rebuilding Lives housing and 10 units of supportive housing for other individuals with mental illness. The project serves long-term and chronically homeless individuals disabled by mental illness, substance addiction, or both, who are often survivors of physical, emotional, and sexual abuse and have personal and generational histories that include poverty, drugs, abuse, homelessness, incarceration, institutionalization, and long-term unemployment. Many of these individuals also have significant physical health problems. The program, built on the Stages of Change model, has 24-hour staffing and onsite supportive services provided by Concord Counseling Services. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Onsite staff orient tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance. Residents are also referred to other agencies for medical and dental health needs, material needs, legal assistance, and other needs.

As of 6/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	25	25	25	25	25	25	25	25	25
Unit Capacity	#	35	35	35	35	35	35	35	35	35
Households Served	#	28	25	29	30	30	27	26	26	25
Housing Stability	Months	7	16	20	22	23	31	34	45	48
Exit to Homelessness	%	0	0	4	0	0	0	N/A	N/A	N/A
Program Occupancy	%	95	100	92	96	92	100	96	100	100
Successful Housing Outcomes	#	25	25	27	26	28	26	25	25	25
Successful Housing Outcomes	%	89	100	93	87	98	96	100	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	27	27	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	55	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	24	27	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	33	No
Increase in Income (other than employment) From Entry to Exit	%	54	100	Yes
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income From Employment, From Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	26	26	27	26	26	27	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	24	23	23	24	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Cassady Avenue Apartments
Period: 7/1/15-12/31/15
Performance: High

A. Description

Community Housing Network (CHN) provides 10 apartments on Cassady Avenue for men who meet the Rebuilding Lives criteria for homelessness. Rebuilding Lives residents include those disabled by mental illness, substance abuse, or dual diagnosis. The primary service provider is PrimaryOne. Services include access to health care, alcohol and drug treatment; and linkage to community services provided by PrimaryOne, Concord Counseling Services, Center of Vocational Services (COVA), and other service providers. CHN serves as the building developer and manager. A Resident Manager lives onsite and assures security and access to staff for all residents. PrimaryOne staff provides referral to healthcare providers, substance abuse, and mental health treatment services and assistance accessing benefits.

As of 7/1/2012, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	10	10	10	10	10	10
Unit Capacity	#	10	10	10	10	10	10
Households Served	#	12	11	9	12	13	12
Housing Stability	Months	14	15	22	22	24	25
Housing Retention	%	0	N/A	0	0	0	0
Program Occupancy	%	100	85	86	90	90	90
Successful Housing Outcomes	#	N/A	8	9	11	13	11
Successful Housing Outcomes	%	N/A	73	100	92	100	92

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	10	10	10	10	10
Unit Capacity	#	10	10	10	10	10
Households Served	#	13	12	14	11	13
Housing Stability	Months	30	33	21	22	26
Exit to Homelessness	%	0	0	33	N/A	0
Program Occupancy	%	100	100	100	110	110
Successful Housing Outcomes	#	12	12	12	11	13
Successful Housing Outcomes	%	92	100	86	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	11	12	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	29	Yes
Turnover Rate ¹	%	10	20	N/A
Successful Housing Outcomes	#	10	12	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness ³	%	5	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	50	No
Increase in Income (other than employment) from Entry to Exit	%	54	50	Yes
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	50	Yes

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

³ Program did not have any exits in Qtr1. Measure could not be calculated.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	10	11	11	10	11	11	12
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	9	10	10	9	10	10	11
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Community ACT
Period: 7/1/15-12/31/15
Performance: High

A. Description

This CHN project opened in 2006 and provides 42 Rebuilding Lives units in studio and one bedroom apartments in three clustered apartment settings that also provide communal living and service space. The project serves long-term and chronically homeless individuals who have severe mental illness and may have involvement in the criminal justice system, including persons who have committed misdemeanors and had several arrests and jail time. CHN's resident management coverage and Southeast ACT team (Assertive Community Treatment, an evidence-based practice) have, as their primary goals, to increase the quality of life by meeting basic needs and improving housing stability and to decrease psychiatric hospitalizations and incarceration of tenants.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	42	42	42	42	42	42	42	42	42
Unit Capacity	#	42	42	42	42	42	42	42	42	42
Households Served	#	29	54	56	50	52	48	46	45	44
Housing Stability	Months	3	8	12	17	21	25	30	33	41
Exit to Homelessness	%	0	4	2	2	9	2	17	0	2
Program Occupancy	%	36	93	98	100	98	98	98	98	98
Successful Housing Outcomes	#	26	41	46	46	48	46	43	44	43
Successful Housing Outcomes	%	90	76	82	92	92	96	93	98	98

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	46	43	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	48	Yes
Turnover Rate ¹	%	10	2	N/A
Successful Housing Outcomes	#	41	43	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	100	Yes
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	44	44	46	44	44	46	50
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	40	40	41	40	40	41	45
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: East Fifth Avenue Apartments
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Community Housing Network (CHN) provides 38 apartments on East Fifth Avenue to women who meet the Rebuilding Lives criteria for homelessness. Twenty-seven units are dedicated to the chronically homeless population. Rebuilding Lives residents include those disabled by mental illness, substance abuse, or dual diagnosis. The program is designed to provide a safe, secure environment to allow residents to address issues that led to their homelessness. The environment offers low demand programming that allows residents to participate in Alcoholics Anonymous, vocational counseling, money management and life skills classes, relationship building, and social and leisure activities. Residents are also encouraged to actively participate in building management through building meetings and a resident advisory council. Concord Counseling provides the primary source of mental health support for residents through onsite service provision. CHN serves as the building developer and manager. CHN also oversees the onsite manager, front desk staff, and mobile support workers, who provide 24-hour front desk supervision and monitoring of residents.

As of 1/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	38	38	38	38	38	38
Unit Capacity	#	38	38	38	38	38	38
Households Served	#	42	42	42	39	39	42
Housing Stability	Months	9	14	20	23	30	30
Housing Retention	%	3	N/A	0	0	0	0
Program Occupancy	%	100	95	99	92	95	92
Successful Housing Outcomes	#	N/A	38	41	39	38	40
Successful Housing Outcomes	%	N/A	90	98	100	97	95

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	38	38	38	38	38
Unit Capacity	#	38	38	38	38	38
Households Served	#	39	46	37	42	40
Housing Stability	Months	34	29	34	34	38
Exit to Homelessness	%	0	0	33	0	0
Program Occupancy	%	95	95	95	95	97
Successful Housing Outcomes	#	35	43	35	39	39
Successful Housing Outcomes	%	90	93	95	93	98

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	42	43	Yes
Exited Households ¹	#	N/A	8	N/A
Housing Stability	Months	24	35	Yes
Turnover Rate ¹	%	10	21	N/A
Successful Housing Outcomes	#	38	40	Yes
Successful Housing Outcomes ³	%	90	95	Yes
Successful Housing Exits ³	%	50	71	Yes
Housing Affordability at Exit ¹	%	50	80	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	89	No
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving ³	%	20	29	No
Increase in Income (other than employment) from Entry to Exit ³	%	54	43	No
Receipt of Mainstream Benefits at Benefit at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ³	%	20	14	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

³ One deceased household excluded from measure.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	40	40	42	40	40	42	46
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	36	36	38	36	36	38	41
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Family Homes
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

CHN Family Homes tenants receive a full range of supportive services through linkages with community-based services facilitated by CHN’s Housing Retention Specialist. The program serves 15 homeless families in which at least one adult is disabled by mental illness, substance abuse, or both. Families served have lived in emergency shelters or in a place not meant for human habitation and may have experienced multiple episodes of homelessness.

As of 3/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	17	15	17	17	18	15	15	18
Successful Housing Outcomes	#	16	15	17	15	17	15	15	17
Successful Housing Outcomes	%	94	100	100	88	94	100	100	94
Housing Stability	Months	20	27	28	30	29	38	45	43
Program Occupancy	%	93	100	93	100	100	100	100	93

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	17	16	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	34	Yes
Turnover Rate ¹	%	10	13	N/A
Successful Housing Outcomes	#	15	15	Yes
Successful Housing Outcomes	%	90	94	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	0	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	16	16	17	16	16	17	18
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	14	14	15	14	14	15	16
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Hotel St. Clair
Period: 7/1/15-12/31/15
Performance: High

A. Description

CHN provides 30 units of permanent supportive housing for men and women 55 or older who meet Rebuilding Lives criteria for homelessness. Priority is given to those disabled by substance addiction and in early recovery, but tenants may also be disabled by mental illness, HIV/AIDS, or physical disabilities, or some combination of these disabilities. CHN serves as the building developer and manager and provides a Housing Service Coordinator and Resident Assistant staff to work with tenants and community agencies. CHN also oversees the onsite manager, front desk staff, and mobile support workers, who provide 24-hour front desk supervision and monitoring of residents. The program capacity increased to 30 Rebuilding Lives units in FY2013, from the previous 27.

As of 7/1/2012, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes
Semi-Annual Trends

Measure		7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	16	26	26	26	26	26	26	26	26	26
Unit Capacity	#	31	31	31	31	31	31	31	31	31	31
Households Served	#	18	26	27	28	27	30	37	34	32	34
Housing Stability	Months	2	11	13	21	23	26	17	24	31	38
Exit to Homelessness	%	N/A	0	4	0	0	0	0	0	N/A	0
Program Occupancy	%	46	89	92	92	100	104	119	107	103	103
Successful Housing Outcomes	#	18	23	23	27	27	29	37	34	32	33
Successful Housing Outcomes	%	100	88	88	96	100	97	100	100	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	33	35	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	42	Yes
Turnover Rate ¹	%	10	10	N/A
Successful Housing Outcomes	#	30	35	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ^{1, 2}	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	107	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	100	Yes
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Excluded two households from measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	31	32	33	31	32	33	36
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	28	29	30	28	29	30	32
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Inglewood Court
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

CHN’s Inglewood Court, a 60-unit one-bedroom facility, opened in May 2013 and provides 45 units of Rebuilding Lives housing, out of which 9 meet the HUD chronic homeless eligibility criteria and 15 units of supportive housing for other individuals with mental illness. The project serves homeless individuals disabled by mental illness or both mental illness and substance abuse. Many of these individuals also have significant physical health problems. The program, built on the Stages of Change model, has 24-hour staffing and onsite supportive services provided by Columbus Area Integrated Health Services. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Onsite staff orient tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance. Residents are also referred to other agencies for medical and dental health needs, material needs, legal assistance, and other needs.

As of 8/1/2013, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/13	7/1/14
		12/31/13	12/31/14
Program Capacity	#	45	45
Unit Capacity	#	45	45
Households Served	#	47	50
Housing Stability	Months	6	16
Exit to Homelessness	%	N/A	2
Program Occupancy	%	96	98
Successful Housing Outcomes	#	44	47
Successful Housing Outcomes	%	96	94

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	50	54	Yes
Exited Households ¹	#	N/A	10	N/A
Housing Stability	Months	20	22	Yes
Turnover Rate ¹	%	10	22	N/A
Successful Housing Outcomes	#	45	47	Yes
Successful Housing Outcomes ²	%	90	89	Yes
Successful Housing Exits ²	%	50	33	No
Housing Affordability at Exit ¹	%	50	67	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	95	93	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	33	No
Increase in Income (other than employment) from Entry to Exit ²	%	54	44	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	33	Yes

¹ Monitored but not evaluated.

² One deceased household was excluded from measure.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	47	47	50	47	47	50	54
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	42	42	45	42	42	45	49
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: CHN Leasing Supportive Housing
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

This CHN project opened during FY2011 as a scattered site project with capacity to serve 25 homeless, disabled individuals. Eighteen units are dedicated to the HUD chronically homeless population. The project was approved by HUD as the 2009 Samaritan Bonus project for the Columbus and Franklin County Continuum of Care.

As of 3/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14
		12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	25	25	25	25
Unit Capacity	#	25	25	25	25
Households Served	#	28	30	30	25
Housing Stability	Months	7	14	23	32
Exit to Homelessness	%	4	20	20	N/A
Program Occupancy	%	96	96	96	100
Successful Housing Outcomes	#	25	26	27	25
Successful Housing Outcomes	%	89	87	90	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	27	26	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	37	Yes
Turnover Rate ¹	%	10	4	N/A
Successful Housing Outcomes	#	24	26	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	0	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Unable to calculate measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	26	26	27	26	26	27	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	24	23	23	24	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: North 22nd Street
Period: 7/1/15-12/31/15
Performance: High

A. Description

CHN's North 22nd Street Apartments provides 30 units of permanent housing linked to social, health, and employment services for men and women who meet the Rebuilding Lives criteria for homelessness. Supportive services enable residents to find work, maintain their treatment and recovery and eventually give back to the community. The range of services available through resident manager and community-based case managers include health care referrals, case management, life skills, money management, mental health assessment, substance abuse assessment, employment referrals, medication monitoring, and individual counseling. Onsite resident managers assure security and access to staff for all residents. The project consists of two 16-unit buildings facing each other with a parking lot between them.

As of 6/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		1/1/02	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		6/30/02	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Program Capacity	#	15	15	15	30	30	30	30
Unit Capacity	#	15	15	15	30	30	30	30
Households Served	#	18	20	17	35	35	32	34
Housing Stability	Months	6	11	13	20	23	27	27
Housing Retention	%	6	0	12	6	N/A	0	0
Program Occupancy	%	90	120	106	200	89	91	93
Successful Housing Outcomes	#	N/A	N/A	N/A	N/A	32	30	33
Successful Housing Outcomes	%	N/A	N/A	N/A	N/A	91	94	97

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	30	30	30	30	30	30	30
Unit Capacity	#	30	30	30	30	30	30	30
Households Served	#	34	34	37	33	33	30	36
Housing Stability	Months	29	29	32	34	37	45	48
Exit to Homelessness	%	0	0	0	0	0	N/A	0
Program Occupancy	%	93	97	93	97	97	100	103
Successful Housing Outcomes	#	30	34	35	33	32	30	34
Successful Housing Outcomes	%	97	100	95	100	97	100	94

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	33	33	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	13	N/A
Successful Housing Outcomes	#	30	31	Yes
Successful Housing Outcomes ²	%	90	97	Yes
Successful Housing Exits ²	%	50	67	Yes
Housing Affordability at Exit ^{1, 3}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	67	Yes
Receipt of Mainstream Benefits at Exit ⁴	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	0	No

¹ Monitored but not evaluated.

² One deceased household excluded from measure.

³ Unable to calculate measure due to incomplete data.

⁴ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	31	32	33	31	32	33	36
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	28	29	30	28	29	30	32
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: North High Street/Terrace Place
Period: 7/1/15-12/31/15
Performance: High

A. Description

CHN provides 33 studio apartments at 1494 North High Street for men and women who meet the Rebuilding Lives criteria for homelessness, including those disabled by mental illness, substance abuse, or dual diagnosis. The site includes 3 other non-Rebuilding Lives units. Twenty-six units also meet the federal chronic homeless criteria. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Based on the Stages of Change model, the environment offers low demand programming that allows residents to participate in Alcoholics Anonymous, vocational counseling, money management and life skills classes, relationship building, and social and leisure activities. Residents are also encouraged to actively participate in building management through building meetings and a resident advisory council. Concord Counseling provides the primary source of support for residents through the Service Engagement Specialist. The Service Engagement Specialist assists tenants with linkages to benefits, crisis management, socialization, and recreation activities and referrals to treatment organizations and vocational programs. CHN serves as the building developer and manager. CHN also oversees the onsite manager, front desk staff, and mobile support workers, who provide 24-hour front desk supervision and monitoring of residents.

As of 8/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

In 2016, CHN Terrace Place will replace this project and add 14 Rebuilding Lives units to the existing homeless unit capacity and 13 new non-Rebuilding Lives, disabled units, for a total of 60 units.

B. Performance Outcomes
Semi-Annual Trends

Measure		7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Program Capacity	#	36	36	36	36	36	33
Unit Capacity	#	36	36	36	36	36	36
Households Served	#	37	35	39	43	35	37
Housing Stability	Months	8	15	23	24	32	26
Exit to Homelessness	%	0	9	0	N/A	0	0
Program Occupancy	%	100	97	97	91	88	97
Successful Housing Outcomes	#	N/A	N/A	N/A	40	33	36
Successful Housing Outcomes	%	N/A	N/A	N/A	93	94	97

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	33	33	33	33	33	33	33
Unit Capacity	#	36	36	36	36	36	36	36
Households Served	#	37	36	35	36	36	36	35
Housing Stability	Months	32	30	37	37	43	47	54
Exit to Homelessness	%	0	0	0	0	0	0	0
Program Occupancy	%	94	100	100	97	97	97	97
Successful Housing Outcomes	#	36	35	34	36	34	35	32
Successful Housing Outcomes	%	97	97	97	100	97	97	97

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	36	34	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	52	Yes
Turnover Rate ¹	%	10	3	N/A
Successful Housing Outcomes	#	32	34	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	100	Yes
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ²	#	34	35	36	49	49	52	52
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	31	32	32	44	44	47	47
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability ²	Month	24	24	24	18	21	21	21
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

² Project will lease-up during the 2nd quarter of FY17. Increase capacity as of 1/1/2017.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Parsons Avenue
Period: 7/1/15-12/31/15
Performance: High

A. Description

Community Housing Network’s Parsons Avenue apartments offer permanent supportive housing for men who meet the Rebuilding Lives criteria for homelessness. Twenty-five apartments are provided in a building that also includes communal living and supportive services space. Eighteen of the units serve individuals who meet the federal chronic homeless criteria. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Based on the Stages of Change model, the environment offers low demand programming that allows residents to participate in Alcoholics Anonymous, vocational counseling, money management and life skills classes, relationship building, and social and leisure activities. Services are provided through a partnership with Concord Counseling Services, while CHN provides housing and employment related services. Concord Counseling Services provides primary case management and mental health and chemical dependency counseling for residents not receiving these services from another agency. The Concord staff person also coordinates individual and group programming. CHN staff is available 24 hours a day to assist tenants as needed.

As of 9/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08
Program Capacity	#	25	25	25	25	25	25
Unit Capacity	#	25	25	25	25	25	25
Households Served	#	26	26	29	28	27	27
Housing Stability	Months	14	26	27	32	37	37
Exit to Homelessness	%	4	4	N/A	4	0	0
Program Occupancy	%	96	100	97	95	96	96
Successful Housing Outcomes	#	N/A	N/A	28	27	26	26
Successful Housing Outcomes	%	N/A	N/A	97	96	100	96

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	25	25	25	25	25	25
Unit Capacity	#	25	25	25	25	25	25
Households Served	#	29	27	27	26	27	29
Housing Stability	Months	32	35	34	29	29	33
Exit to Homelessness	%	0	0	0	50	0	4
Program Occupancy	%	92	96	96	96	92	96
Successful Housing Outcomes	#	26	26	26	25	25	27
Successful Housing Outcomes	%	93	96	96	96	93	93

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	27	25	Yes
Exited Household ¹	#	N/A	0	N/A
Housing Stability	Months	24	38	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	24	25	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in Income (other than employment) from Entry to Exit ²	%	54	N/A	N/A
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	N/A	N/A

¹ Monitored but not evaluated.

² Unable to calculate measure due to no household exits.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	26	26	27	26	26	28	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	24	23	23	25	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Rebuilding Lives PACT Team Initiative
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

The Rebuilding Lives Pact Team Initiative (RLPTI) was one of eleven projects funded as part of the federal Collaborative Initiative to End Homelessness. RLPTI targets long-term homeless men and women with serious mental illness who may also have co-occurring substance abuse problems and/or physical illnesses or disabilities. The project includes 108 units of supportive housing, with 80 units serving individuals who meet the HUD chronic homeless criteria, master leased at five sites by the Community Housing Network and 28 units provided at public housing sites operated by the Columbus Metropolitan Housing Authority (CMHA) and other locations. The program has a resident manager and Southeast, Inc. provides a multi-disciplinary team of primary health care, mental health and substance abuse, benefits linkage, and housing professionals that utilize evidenced-based practices to deliver services to clients in their homes and the community. Housing provided by the Community Housing Network opened in March 2004, while the units provided by CMHA and other housing providers became available beginning in March 2005.

As of 4/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	80	108	108	108	108	108
Unit Capacity	#	80	108	108	108	108	108
Households Served	#	82	90	108	113	121	129
Housing Stability	Months	5	14	15	21	26	26
Exit to Homelessness	%	2	N/A	N/A	5	1	0
Program Occupancy	%	76	72	84	87	99	97
Successful Housing Outcomes	#	N/A	85	102	97	110	118
Successful Housing Outcomes	%	N/A	108	94	87	93	92

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	108	108	108	108	108
Unit Capacity	#	108	108	108	108	108
Households Served	#	120	123	112	117	115
Housing Stability	Months	30	32	36	40	42
Exit to Homelessness	%	14	1	0	0	3
Program Occupancy	%	98	99	94	95	93
Successful Housing Outcomes	#	115	111	109	111	105
Successful Housing Outcomes	%	96	90	97	95	94

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	119	106	No
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	50	Yes
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	107	102	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	20	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	95	Yes
Pass Program Certification		Pass certification	Did Not pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	60	Yes
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	20	Yes

¹ Monitored but not evaluated.

² Unable to calculate measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	113	113	119	113	113	119	130
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	102	102	107	102	102	107	117
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Safe Haven
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

CHN’s Safe Haven program is designed to serve dual diagnosed men and women with active addictions as well as a mental health disability and who meet Rebuilding Lives criteria for homelessness. Based on the Stages of Change model, the project provides 13 apartments that can house up to 16 eligible tenants. Twelve units serve individuals who also meet the chronic homeless eligibility criteria. In partnership with Concord Counseling Services, the program offers a full range of supportive services and referrals, including counseling, case management, drug and alcohol treatment, vocational and employment services, referrals for medical and dental care, life skills training, budgeting assistance, material and emergency food assistance, assistance in accessing benefits, and transportation assistance. Onsite staff orient tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance. CHN serves as the building developer and manager.

As of 7/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	16	16	16	16	16
Unit Capacity	#	13	13	13	13	13
Households Served	#	17	17	17	16	17
Housing Stability	Months	33	34	43	49	44
Exit to Homelessness	%	N/A	0	6	0	0
Program Occupancy ¹	%	83	98	115	115	115
Successful Housing Outcomes	#	17	17	15	15	17
Successful Housing Outcomes	%	100	100	94	94	100

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	16	16	16	16	16
Unit Capacity	#	13	13	13	13	13
Households Served	#	16	18	14	16	15
Housing Stability	Months	51	50	53	57	62
Exit to Homelessness	%	0	0	N/A	100	N/A
Program Occupancy ¹	%	108	108	100	108	93
Successful Housing Outcomes	#	15	16	14	16	14
Successful Housing Outcomes	%	94	94	100	100	93

¹ Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	17	14	No
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	74	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	15	14	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	93	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in Income (other than employment) from Entry to Exit ²	%	54	N/A	N/A
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	N/A	N/A

¹ Monitored but not evaluated.

² Unable to calculate measure due to no household exits.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	16	16	17	16	16	17	18
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	14	14	15	14	14	15	16
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Shelter Plus Care (SRA)
Period: 7/1/15-12/31/15
Performance: High

A. Description

CHN Shelter Plus Care Sponsor-based Rental Assistance (SRA) provides 172 units via a HUD permanent supportive housing grant. The target population includes very low income persons who are homeless and disabled by severe mental illness and/or chemical dependency, and their family members. CHN offers rent subsidies to homeless persons referred by outreach teams, shelters, and their partnering service providers. Supportive services are available in the community, through the provider that the client is linked with at entry into the program.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	110	194	200	229	222	209	257	192
Successful Housing Outcomes	#	105	190	191	219	206	198	251	180
Successful Housing Outcomes	%	95	98	96	96	93	95	98	95
Housing Stability	Months	72	41	39	38	41	19	20	25
Program Occupancy	%	74	128	131	113	107	90	144	95

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	189	200	Yes
Exited Households ¹	#	N/A	18	N/A
Housing Stability	Months	24	31	Yes
Turnover Rate ¹	%	10	10	N/A
Successful Housing Outcomes	#	170	197	Yes
Successful Housing Outcomes	%	90	99	Yes
Successful Housing Exits	%	50	83	Yes
Housing Affordability at Exit ^{1, 2}	%	50	85	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	100	113	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
Negative Reason for Leaving	%	20	17	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	61	Yes
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Two households were excluded from measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	181	181	189	181	181	189	206
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	163	163	170	163	163	170	185
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Shelter Plus Care (TRA)
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

CHN Shelter Plus Care Tenant-based Rental Assistance (TRA) provides 149 units via a HUD permanent supportive housing grant. Tenants may choose to live in CHN-owned apartments or in apartments owned by other landlords. The target population includes very low income persons who are homeless and disabled by severe mental illness and/or chemical dependency, and their family members. CHN offers rent subsidies to homeless persons referred by outreach teams, shelters, and their partnering service providers. Supportive services are available in the community, through the provider that the client is linked with at entry into the program.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	145	193	147	168	222	149	190	148
Successful Housing Outcomes	#	144	190	146	167	220	146	186	143
Successful Housing Outcomes	%	99	98	99	99	99	99	98	97
Housing Stability	Months	49	31	36	36	33	30	31	32
Program Occupancy	%	93	117	92	103	135	95	121	84

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	164	172	Yes
Exited Households ¹	#	N/A	7	N/A
Housing Stability	Months	24	31	Yes
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	148	167	Yes
Successful Housing Outcomes ⁴	%	90	98	Yes
Successful Housing Exits ⁴	%	50	33	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness	%	5	1	Yes
Program Occupancy Rate	%	100	110	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
Negative Reason for Leaving ⁴	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ⁴	%	54	33	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ⁴	%	20	0	No

¹ Monitored but not evaluated.

² Unable to calculate measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

⁴ One deceased household was excluded from measure.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	156	156	164	156	156	164	179
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	140	140	148	140	140	148	161
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Southpoint Place
Period: 7/1/15-12/31/15
Performance: Medium

A. Descriptions

In partnership with Concord Counseling Services, CHN offers safe, permanent supportive housing to 80 households, including 46 Rebuilding Lives households (housed in 25 of 40 studio apartments and 21 of 40 family townhouses) at 4079 Southpoint Boulevard in the Southside neighborhood of Columbus. Twenty-five units serve individuals who meet the federal chronic homeless eligibility criteria. The complex also offers community living and service space. Individual apartments provide tenants with independence. 24-hour staffing and onsite supportive services (including linkages to case management and counseling) as well as individual and group activities are all designed to address individual needs and strengthen the tenant community. The goal is to offer households the opportunity to develop and maintain stability within the framework of a supportive community.

As of 9/1/2008, the project is using the centralized client referral, assessment, and eligibility and unified services payment aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	46	46	46	46	46	46	46
Unit Capacity	#	80	80	80	80	80	80	80
Households Served	#	29	54	50	55	56	53	51
Housing Stability	Months	1	10	18	24	26	28	31
Exit to Homelessness	%	0	0	0	0	8	0	2
Program Occupancy	%	13	96	98	102	96	102	100
Successful Housing Outcomes	#	29	47	47	52	55	49	48
Successful Housing Outcomes	%	100	87	94	95	98	96	94

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	51	51	Yes
Exited Households ¹	#	N/A	7	N/A
Housing Stability	Months	24	32	Yes
Turnover Rate ¹	%	10	15	N/A
Successful Housing Outcomes	#	46	46	Yes
Successful Housing Outcomes	%	90	90	Yes
Successful Housing Exits	%	50	29	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	95	93	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	22	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	48	48	51	48	48	51	55
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	43	43	46	43	43	46	50
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Wilson
Period: 7/1/15-12/31/15
Performance: Low

A. Description

Community Housing Network’s Wilson program serves eight formerly homeless individuals disabled by serious mental illness, who may also be chronically homeless and may have dual diagnosis of mental illness and chemical dependency. CHN’s partner, Columbus Area Integrated Health Services provides a comprehensive range of supportive services, including eight hours of onsite supervision daily, seven days per week. Services are provided by mobile case managers, peer supporters from the Pathway Clubhouse, and a full-time Program Manager.

As of 3/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	9	9	9	8	8	8	9	9
Successful Housing Outcomes	#	8	9	9	8	8	8	9	9
Successful Housing Outcomes	%	89	100	100	100	100	100	100	100
Housing Stability	Months	69	80	74	92	104	116	85	95
Program Occupancy	%	100	100	100	100	100	100	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	9	8	No
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	78	Yes
Turnover Rate ¹	%	10	13	N/A
Successful Housing Outcomes	#	8	7	No
Successful Housing Outcomes	%	90	88	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ³	%	5	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Did NOT pass certification	No
Negative Reason for Leaving	%	20	100	No
Increase in Income (other than employment) from Entry to Exit	%	54	0	No
Receipt of Mainstream Benefits at Exit ⁴	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Measure could not be calculated due to no successful housing exits.

³ Measure could not be calculated due to no household exits in Qtr1.

⁴ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	8	8	9	8	8	9	10
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	7	7	8	7	7	8	9
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Columbus Area Integrated Health Services, Inc.
Program: Leasing 1
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

As of 7/1/2015, Columbus Area Integrated Health Services (CAIHS) manages 6 units of permanent supportive housing dedicated to chronically homeless single adults, disabled by mental illness, substance abuse, or dual diagnosis. Clients are housed in privately-owned single bedroom or efficiency apartments located throughout Franklin County. Participants are assisted to obtain and remain in permanent housing by direct access and/or linkage, by client choice, to flexible, multi-disciplinary, and individualized supportive services delivered in a range of settings.

CAIHS assists project participants to increase their employment options by means of an existing partnership with Goodwill's full-time employment specialists. CAIHS assists project participants to increase their income by utilizing the Ohio Benefits Bank. As a result, most project participants enter permanent supportive housing with either in-progress or assigned financial benefits. CAIHS also conducts annual reviews of participant eligibility for, enrollment in, and utilization of all mainstream resources and supportive services. Services are adjusted based on the participant need and acceptance of services offered.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

As of 7/1/2016, Leasing 1, 2, and Scattered Sites RL Leasing projects will be evaluated as one program.

¹ Program too new to be evaluated.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	7	6	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	2	4	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	6	6	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	67	No
Pass Program Certification		Pass certification	Technical assistance provided	N/A
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in Income (other than employment) from Entry to Exit ²	%	54	N/A	N/A
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	N/A	N/A

¹ Monitored but not evaluated.

² Unable to calculate measure due to no household exits.

³ Mainstream benefits measure no longer required by HUD.

Category: Permanent Supportive Housing
Agency: Columbus Area Integrated Health Services, Inc.
Program: Leasing 2/Master Leasing
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

As of 7/1/2015, Columbus Area Integrated Health Services (CAIHS) manages 178 units of permanent supportive housing dedicated to chronically homeless single adults, disabled by mental illness, substance abuse, or dual diagnosis. Clients are housed in privately-owned single bedroom or efficiency apartments located throughout Franklin County. Participants are assisted to obtain and remain in permanent housing by direct access and/or linkage, by client choice, to flexible, multi-disciplinary, and individualized supportive services delivered in a range of settings.

CAIHS assists project participants to increase their employment options by means of an existing partnership with Goodwill's full-time employment specialists. CAIHS assists project participants to increase their income by utilizing the Ohio Benefits Bank. As a result, most project participants enter permanent supportive housing with either in-progress or assigned financial benefits. CAIHS will also conduct annual reviews of participant eligibility for, enrollment in, and utilization of all mainstream resources and supportive services. Services will be adjusted based on the participant need and acceptance of services offered.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

As of 7/1/2016, Leasing 1, Leasing 2 and Scattered Sites RL leasing projects will be evaluated as one program. The total capacity for the new program is 222 units.

¹ Program too new to be evaluated.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	178	123	No
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	N/A	2	N/A
Turnover Rate ¹	%	N/A	1	N/A
Successful Housing Outcomes	#	N/A	122	N/A
Successful Housing Outcomes	%	N/A	99	N/A
Successful Housing Exits	%	N/A	50	N/A
Housing Affordability at Exit ¹	%	N/A	N/A	N/A
Exit to Homelessness ²	%	N/A	N/A	N/A
Program Occupancy Rate	%	N/A	23	N/A
Pass Program Certification		Pass certification	Technical assistance provided	N/A
Negative Reason for Leaving	%	N/A	0	N/A
Increase in Income (other than employment) from Entry to Exit	%	N/A	0	N/A
Increase in Mainstream Benefits at Exit ³	%	N/A	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	N/A	0	N/A

¹ Monitored but not evaluated.

² Measure could not be calculated due to no household exits in Qtr1.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	233	233	244	233	233	244	266
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	210	210	220	210	210	220	239
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	6	6	6	9	9	9	9
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Columbus Area Integrated Health Services, Inc.
Program: Scattered Sites (including RL Leasing project)
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Columbus Area Integrated Health Services' (CAIHS) Scattered Sites Supportive Housing Program provides permanent supportive housing for 120 men, women, and couples who meet Rebuilding Lives criteria for homelessness. Thirty-eight of the units are dedicated to the chronically homeless population. Clients served include those with mental illness and chemical dependency issues. Clients are housed in privately-owned single bedroom or efficiency apartments located throughout Franklin County. Staff provide supportive services to help clients sustain housing through case management, crisis intervention, linkage with community services, assisting clients with learning daily living skills, assisting with benefit enrollment, transporting clients to essential activities (e.g. doctor's appointment), monitoring clients' apartments, and other services.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

CAIHS took over administration for this project from Southeast, Inc. as of 7/1/2015.

As of 7/1/2016, the RL Leasing project will be evaluated combined with Leasing 1 and 2 projects. The 84 unit Scattered Sites project will be evaluated independently. The project will decrease capacity to 75 units to ensure fiscal sustainability.

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	132	122	Yes
Exited Households ²	#	N/A	6	N/A
Housing Stability	Months	24	24	Yes ¹
Turnover Rate ²	%	10	5	N/A
Successful Housing Outcomes	#	119	117	Yes
Successful Housing Outcomes ³	%	90	97	Yes
Successful Housing Exits ³	%	50	20	No
Housing Affordability at Exit ^{2, 4}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Technical assistance provided	N/A
Negative Reason for Leaving ³	%	20	20	Yes
Increase in Income (other than employment) from Entry to Exit ³	%	54	0	No
Receipt of Mainstream Benefits at Exit ⁵	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ³	%	20	0	No

¹ Project transferred to CAIHS as of 6/30/15 from Southeast, Inc. Housing stability set to 24 months based on previous "tenure" at Southeast.

² Monitored but not evaluated.

³ One deceased household was removed from measure.

⁴ Unable to calculate measure due to incomplete data.

⁵ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	79	79	83	79	79	83	90
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	71	71	75	71	71	75	81
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	12	12	12	15	15	15	15
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Maryhaven
Program: Commons at Chantry
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Commons at Chantry opened in August 2006 and is operated through a partnership between Maryhaven (supportive services) and National Church Residences (developer and property manager). The project has a total of 100 apartment units, with 60 units in multiple buildings for low-income families and 40 units in a single building for chronically homeless men and women. Fifty (50) units are for individuals and families who meet Rebuilding Lives eligibility criteria (40 single adults, 10 families). Family units include a mix of 2- and 3-bedroom townhouses. The building for single men and women is a four-story, 40-unit structure with small efficiency-style apartments, common space, office space, and storage. Front desk reception services are available around the clock to help meet resident needs and monitor the facilities and grounds for safety. Reception staff are located in the single adult apartment building and available to all residents. Onsite staff members provide case management, recovery support, and linkage to community services and resources. Other services include independent living and training and education, employment support, resident community development, and recreational activities.

This project implemented the Move-up Pilot as part of the Unified Supportive Housing System (USHS) development. USHS is a strategy under the Rebuilding Lives Plan. This project is also using the centralized client referral, assessment, and eligibility aspects of the USHS, as of 7/1/2011.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	50	50	50	50	50	50	50	50
Unit Capacity	#	50	50	50	50	50	50	50	50
Households Served	#	51	57	57	54	58	50	52	54
Housing Stability	Months	12	15	20	26	23	26	33	40
Exit to Homelessness	%	0	0	0	0	0	0	0	0
Program Occupancy	%	96	96	98	98	94	98	96	96
Successful Housing Outcomes	#	50	54	53	50	52	48	51	48
Successful Housing Outcomes	%	98	95	93	93	90	96	98	91

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	55	53	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	46	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	50	53	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ^{1, 2}	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	94	Yes
Pass Program Certification		Pass certification	Passed with conditions	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	29	No
Receipt of Mainstream Benefits Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	14	No

¹ Monitored but not evaluated.

² Excluded three households from measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	52	53	55	52	53	55	60
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	47	48	50	47	48	50	54
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Buckingham
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 75 permanent supportive housing units for Rebuilding Lives eligible men and women and 25 units of supportive housing for other individuals at the Commons at Buckingham, a 100 unit apartment building that opened in July 2010. Sixteen units are dedicated to individuals who meet the federal chronic homeless eligibility criteria. Clients at the Commons at Buckingham are provided supportive services by N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 7/1/2010, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	75	75	75	75	75
Unit Capacity	#	100	100	100	100	100
Households Served	#	77	93	82	85	80
Housing Stability	Months	5	13	21	28	34
Exit to Homelessness	%	0	0	0	0	3
Program Occupancy	%	80	97	99	97	97
Successful Housing Outcomes	#	75	87	78	77	78
Successful Housing Outcomes	%	97	94	95	93	98

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	82	83	Yes
Exited Households ¹	#	N/A	9	N/A
Housing Stability	Months	24	37	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	74	76	Yes
Successful Housing Outcomes ²	%	90	93	Yes
Successful Housing Exits ²	%	50	25	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	3	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	13	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	38	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	0	No

¹ Monitored but not evaluated.

² One deceased household was excluded from measure.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	79	79	82	79	79	83	90
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	71	71	74	71	71	75	81
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Grant
Period: 7/1/15-12/31/15
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 50 permanent supportive housing units for Rebuilding Lives and chronically homeless eligible men and women and 50 units of supportive housing for other individuals at the Commons at Grant, a 100 unit apartment building that opened in 2003. Clients at the Commons at Grant are provided supportive services by N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Onsite facilities include a resource center with computers and materials for residents, a classroom, and multiple meeting rooms for both residents and staff. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 5/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08
Program Capacity	#	50	50	50	50	50	50
Unit Capacity	#	100	100	100	100	100	100
Households Served	#	51	55	57	58	52	57
Housing Stability	Months	4	14	22	26	32	33
Exit to Homelessness	%	2	6	N/A	2	0	0
Program Occupancy	%	60	100	97	100	100	100
Successful Housing Outcomes	#	N/A	N/A	54	57	51	55
Successful Housing Outcomes	%	N/A	N/A	95	98	98	96

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	50	50	50	50	50	50
Unit Capacity	#	100	100	100	100	100	100
Households Served	#	58	52	55	52	53	50
Housing Stability	Months	38	42	46	52	55	68
Exit to Homelessness	%	0	0	0	50	33	N/A
Program Occupancy	%	100	100	100	100	100	100
Successful Housing Outcomes	#	56	51	52	50	50	50
Successful Housing Outcomes	%	97	98	95	96	94	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	55	55	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	69	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	50	52	Yes
Successful Housing Outcomes ²	%	90	98	Yes
Successful Housing Exits ²	%	50	75	Yes
Housing Affordability at Exit ^{1, 3}	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	25	No
Receipt of Mainstream Benefits at Exit ⁴	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	25	Yes

¹ Monitored but not evaluated.

² Two deceased households were excluded from measure.

³ One household was excluded from measure due to incomplete data.

⁴ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	52	53	55	52	53	55	60
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	47	48	50	47	48	50	54
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: National Church Residences Supportive Housing
Program: Commons at Livingston 1
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 25 permanent supportive housing units for Rebuilding Lives eligible men and women who are also veterans and 25 units of supportive housing for other veterans at the Commons at Livingston 1, a 50-unit apartment building that opened in July 2011. Clients at the Commons at Livingston are provided supportive services by the Veterans Affairs and N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 7/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14
		12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	25	25	25	25
Unit Capacity	#	50	50	50	50
Households Served	#	25	26	27	26
Housing Stability	Months	6	16	24	33
Exit to Homelessness	%	N/A	0	0	0
Program Occupancy	%	92	96	96	96
Successful Housing Outcomes	#	25	26	24	25
Successful Housing Outcomes	%	100	100	89	96

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	28	26	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	37	Yes
Turnover Rate ¹	%	10	4	N/A
Successful Housing Outcomes	#	25	25	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	0	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Could not calculate measure due to no successful housing exits.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	26	26	28	26	26	28	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	25	23	23	25	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Livingston 2
Period: 7/1/15-12/31/15
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 35 permanent supportive housing units for Rebuilding Lives eligible men and women who are also veterans and 15 units of supportive housing for other veterans, including 2 individuals from the mental health system at the Commons at Livingston 2. The 50 unit apartment building opened in January 2014. When eligible veterans cannot be located for the units, N^^ uses the units for non-veterans. Clients at the Commons at Livingston are provided supportive services by the Veterans Affairs and N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 7/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes
Semi-Annual Trends

Measure		7/1/14
		12/31/14
Program Capacity	#	35
Unit Capacity	#	50
Households Served	#	37
Housing Stability	Months	10
Exit to Homelessness	%	0
Program Occupancy	%	97
Successful Housing Outcomes	#	34
Successful Housing Outcomes	%	94

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	39	38	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	14	19	Yes
Turnover Rate ¹	%	10	14	N/A
Successful Housing Outcomes	#	35	37	Yes
Successful Housing Outcomes	%	90	97	Yes
Successful Housing Exits	%	50	80	Yes
Housing Affordability at Exit ¹	%	50	50	N/A
Exit to Homelessness	%	5	3	Yes
Program Occupancy Rate	%	95	94	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	20	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	20	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	37	37	39	37	37	39	42
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	33	33	35	33	33	35	38
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Third
Period: 7/1/15-12/31/15
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 60 permanent supportive housing units for Rebuilding Lives eligible men and women and 40 units of supportive housing for other individuals at the Commons at Third, a 100-unit apartment building that opened in June 2012. Twelve units serve individuals who meet the federal chronic homeless eligibility criteria. Clients at the Commons at Third are provided supportive services by N^^ staff and Goodwill Columbus, as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 6/29/2012, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/12	7/1/13	7/1/14
		12/31/12	12/31/13	12/31/14
Program Capacity	#	60	60	60
Unit Capacity	#	100	100	100
Households Served	#	71	68	64
Housing Stability	Months	5	15	22
Exit to Homelessness	%	50	0	0
Program Occupancy	%	93	100	97
Successful Housing Outcomes	#	68	60	61
Successful Housing Outcomes	%	96	94	97

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	66	68	Yes
Exited Households ¹	#	N/A	10	N/A
Housing Stability	Months	24	26	Yes
Turnover Rate ¹	%	10	17	N/A
Successful Housing Outcomes	#	59	65	Yes
Successful Housing Outcomes ²	%	90	97	Yes
Successful Housing Exits ²	%	50	78	Yes
Housing Affordability at Exit ¹	%	50	57	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	95	95	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	11	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	44	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	11	No

¹ Monitored but not evaluated.

² One deceased household was excluded from measure.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	63	63	66	63	63	66	72
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	57	57	59	57	57	59	64
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Volunteers of America of Greater Ohio
Program: Family Supportive Housing
Period: 7/1/15-12/31/15
Performance: High

A. Description

Volunteers of America of Greater Ohio's permanent supportive housing program for disabled homeless families has a capacity to serve thirty homeless and disabled families with children each fiscal year by providing thirty scattered-site apartments and goal-oriented case management services.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	32	32	34	34	34	40	30	33
Successful Housing Outcomes	#	30	31	30	31	31	35	30	30
Successful Housing Outcomes	%	94	97	88	91	91	88	100	100
Housing Stability	Months	16	22	25	31	35	30	37	35
Program Occupancy	%	97	100	97	100	97	97	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15- 12/31/15	Semi-Annual Actual 7/1/15- 12/31/15	Achieved
Households Served	#	33	33	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	40	Yes
Turnover Rate ¹	%	10	10	N/A
Successful Housing Outcomes	#	30	32	Yes
Successful Housing Outcomes	%	90	97	Yes
Successful Housing Exits	%	50	67	Yes
Housing Affordability at Exit ¹	%	50	0	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
Negative Reason for Leaving	%	20	33	No
Increase in Income (other than employment) from Entry to Exit	%	54	17	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	33	Yes

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	31	32	33	31	32	33	36
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	28	29	30	28	29	30	32
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Volunteers of America of Greater Ohio
Program: Van Buren Village
Period: 7/1/15-12/31/15
Performance: N/A¹

A. Description

Van Buren Village is a 100 unit permanent supportive housing apartment building that opened in January 2016. Volunteers of America of Greater Ohio provides 60 permanent supportive housing units for Rebuilding Lives eligible men and women and 40 units of supportive housing for ADAMH clients. The homeless units are also designated for the chronically homeless population.

Residents at Van Buren Village are provided with supportive services including case management, job readiness and placement, and linkage with benefits and substance abuse/mental health treatment. The service provider for this project is National Church Residences and the property is managed by Community Properties of Ohio. Individuals served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 1/11/2016, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

¹ Program was not operational during FY2016 semi-annual reporting period.

B. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	63	63	66	63	63	66	72
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	57	57	59	57	57	59	65
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	6	9	9	12	15	15	15
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: YMCA
Program: 40 West Long Street
Period: 7/1/15-12/31/15
Performance: High

A. Description

The YMCA provides 105 units of permanent supportive housing to men who meet Rebuilding Lives criteria for homelessness and who have one or more disabilities, including mental health, substance abuse, and developmental delays. YMCA staff provides basic skill building and self-care programming, such as hygiene and housekeeping. Case managers assess the needs of each client and make appropriate referrals to mental health, substance abuse treatment, and other needed community services. The YMCA partners with a variety of other agencies to provide food service, medical care, and other services to residents. The YMCA building contains 403 single room occupancy (SRO) apartments for male residents, as well as staff offices, a front desk, and a lounge area for residents. The program expanded by 25 units (from 70 to 95) in fall 2006 as part of the Critical Access to Housing (CAH) initiative to engage and rapidly house persons experiencing street homelessness. An additional 10 units for CAH were added in January 2008.

This project implemented the Move-up Pilot as part of the USHS development. USHS is a strategy under the Rebuilding Lives Plan.

As of 1/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS).

B. Performance Outcomes

Semi-Annual Trends

Measure		1/1/02	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		6/30/02	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Program Capacity	#	25	25	65	70	70	70	95
Unit Capacity	#	403	403	403	403	403	403	403
Households Served	#	26	40	91	109	105	104	111
Housing Stability	Months	3	5	9	10	14	15	21
Exit to Homelessness	%	8	8	16	5	N/A	1	2
Program Occupancy	%	99	116	108	113	101	78	111
Successful Housing Outcomes	#	N/A	N/A	N/A	N/A	89	94	104
Successful Housing Outcomes	%	N/A	N/A	N/A	N/A	85	90	94

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	105	105	105	105	105	105	150
Unit Capacity	#	403	403	403	403	403	403	403
Households Served	#	131	123	125	115	113	116	128
Housing Stability	Months	22	27	31	31	36	40	31
Exit to Homelessness	%	3	0	0	0	8	43	1
Program Occupancy	%	99	99	99	99	97	98	89
Successful Housing Outcomes	#	129	115	117	111	108	109	122
Successful Housing Outcomes	%	98	94	94	97	96	95	97

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	116	105	Yes
Exited Households ¹	#	N/A	19	N/A
Housing Stability	Months	24	38	Yes
Turnover Rate ¹	%	10	18	N/A
Successful Housing Outcomes	#	104	94	Yes
Successful Housing Outcomes ²	%	90	91	Yes
Successful Housing Exits ²	%	50	47	Yes
Housing Affordability at Exit ^{1, 3}	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	93	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	35	No
Receipt of Mainstream Benefits at Exit ⁴	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	18	Yes

¹ Monitored but not evaluated.

² Two deceased households were excluded from measure.

³ Five households were excluded from measure (3 transfers, 2 incomplete data).

⁴ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	110	110	116	110	110	116	126
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	99	99	104	99	99	104	113
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: YMCA
Program: 40 West Long Street Expansion
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

The YMCA provides 38 units of permanent supportive housing to men who meet Rebuilding Lives criteria for homelessness and who have one or more disabilities, including mental health, substance abuse, and developmental delays. The expansion project opened in April 2014. YMCA staff provides basic skill building and self-care programming, such as hygiene and housekeeping. Case managers assess the needs of each client and make appropriate referrals to mental health, substance abuse treatment, and other needed community services. The YMCA partners with a variety of other agencies to provide food service, medical care, and other services to residents. The YMCA building contains 403 single room occupancy (SRO) apartments for male residents, as well as staff offices, a front desk, and a lounge area for residents.

As of 7/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/14
		12/31/14
Program Capacity	#	38
Unit Capacity	#	403
Households Served	#	39
Housing Stability	Months	6
Exit to Homelessness	%	3
Program Occupancy	%	89
Successful Housing Outcomes	#	38
Successful Housing Outcomes	%	97

B. Performance Outcomes

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	42	45	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	12	16	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	38	43	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	33	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	100	111	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	33	No
Increase in Income (other than employment) from Entry to Exit	%	54	33	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	33	Yes

¹ Monitored but not evaluated.

² Unable to calculate measure due to incomplete data.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	40	40	42	40	40	42	46
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	36	36	38	36	36	38	41
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	20	23	23	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: YMCA
Program: Franklin Station
Period: 7/1/15-12/31/15
Performance: High

A. Description

The YMCA, in partnership with the Columbus Metropolitan Housing Authority (CMHA) and the Southeast’s Healthcare for the Homeless FQHC, provides 75 units of permanent supportive housing at CMHA’s Franklin Station apartments for men and women who meet Rebuilding Lives criteria for homelessness. The YMCA provides tenants with access to various supportive services, including case management, crisis intervention, support groups, conflict resolution and mediation, psychiatric services, recovery readiness services, daily living skills assistance, physical/occupational/medical services, recreational/socialization opportunities, personal money management, legal assistance/tenant rights education, transportation, and food/nutritional services. Southeast provides onsite preventive health and nursing services. An onsite Employment Resource Center provides access to self-help supports to enable residents to quickly access housing, employment, and community services. In FY2009, the program expanded by 10 units as part of the Critical Access to Housing (CAH) initiative.

Franklin Station replaced the former Sunshine Terrace building in May 2014. The project has an additional 25 units of low income housing for individuals exiting the ADAMH system. Franklin Station also includes on-site integrated physical healthcare services to the residents.

As of 12/31/2013, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-Annual Trends

Measure		1/1/02	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		6/30/02	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Program Capacity	#	50	65	65	65	65	65	65
Unit Capacity	#	195	195	195	195	195	195	195
Households Served	#	50	69	67	71	73	75	69
Housing Stability	Months	8	10	19	24	27	30	36
Exit to Homelessness	%	2	0	9	2	N/A	1	3
Program Occupancy	%	97	N/A	101	100	96	97	94
Successful Housing Outcomes	#	N/A	N/A	N/A	N/A	66	73	65
Successful Housing Outcomes	%	N/A	N/A	N/A	N/A	90	97	94

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	75	75	75	75	75	75	75
Unit Capacity	#	195	195	195	195	195	195	195
Households Served	#	86	85	87	78	79	75	80
Housing Stability	Months	33	38	40	46	51	58	38
Exit to Homelessness	%	1	8	0	0	0	0	0
Program Occupancy	%	95	99	99	96	99	92	96
Successful Housing Outcomes	#	86	80	84	75	77	74	79
Successful Housing Outcomes	%	100	98	97	96	99	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	83	80	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	48	Yes
Turnover Rate ¹	%	10	7	N/A
Successful Housing Outcomes	#	75	78	Yes
Successful Housing Outcomes ²	%	90	100	Yes
Successful Housing Exits ²	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	54	33	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit ²	%	20	33	Yes

¹ Monitored but not evaluated.

² Two deceased households were excluded from measure.

³ Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	79	79	83	79	79	83	90
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	71	71	75	71	71	75	81
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: YWCA
Program: WINGS
Period: 7/1/15-12/31/15
Performance: High

A. Description

The YWCA WINGS program provides permanent supportive housing for 69 homeless women who have a serious mental illness. Fourteen of these units serve individuals who meet federal chronic homeless criteria. Single room occupancy units with shared bathrooms are provided. WINGS offers case management, housing and employment assistance, referrals to medical, mental health, and substance abuse treatment programs, as well as linkages to other community resources. Onsite substance abuse services are provided through a partnership with Amethyst. Although the program does not provide daily meals to its clients, it does house a food pantry through the Mid-Ohio Food Bank that women may access. The YWCA was awarded additional funding from HUD in 2005 in order to expand WINGS by 16 units in FY2006. Also in FY2006, the YWCA merged their 25 permanent supportive housing units with the WINGS units for a total permanent supportive housing capacity of 69 units.

The project is in the process of rehabilitating all of the units. All residents were relocated during FY2016 to an offsite location while the construction work is ongoing. Upon completion of the renovations there will be a total of 90 Rebuilding Lives efficiency units. This represents an increase of 21 Rebuilding Lives units.

This project implemented the Move-up Pilot as part of the USHS development. USHS is a strategy under the Rebuilding Lives Plan. As of 1/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS).

B. Performance Outcomes

Semi-Annual Trends (as Transitional Housing program)

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02	7/1/03
		3/31/99	09/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02	12/31/03
Households Served	#	36	32	30	37	35	40	33	47
Successful Housing Outcomes	#	8	5	4	7	4	9	4	14
Successful Housing Outcomes	%	62	71	44	54	57	69	57	73
Average Length of Stay	Days	119	144	141	105	139	120	236	199
Recidivism	%	3	0	7	0	0	0	0	0

Semi-Annual Trends (as Permanent Supportive Housing program)

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	28	69	69	69	69	69
Unit Capacity	#	102	102	102	102	102	102
Households Served	#	34	69	78	81	82	83
Housing Stability	Months	8	14	18	23	27	27
Exit to Homelessness	%	0	N/A	0	1	0	0
Program Occupancy	%	100	80	94	97	97	97
Successful Housing Outcomes	#	N/A	64	75	79	80	80
Successful Housing Outcomes	%	N/A	93	96	98	98	96

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	69	69	69	69	69
Unit Capacity	#	102	102	102	102	102
Households Served	#	78	71	85	79	76
Housing Stability	Months	30	27	26	26	28
Exit to Homelessness	%	0	0	0	0	1
Program Occupancy	%	96	88	88	97	97
Successful Housing Outcomes	#	74	68	77	74	70
Successful Housing Outcomes	%	95	96	92	94	92

Program Outcome Achievement 7/1/15 to 12/31/15: Permanent Supportive Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	76	71	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	25	Yes
Turnover Rate ¹	%	10	4	N/A
Successful Housing Outcomes	#	68	70	Yes
Successful Housing Outcomes	%	90	99	Yes
Successful Housing Exits	%	50	67	Yes
Housing Affordability at Exit ¹	%	50	50	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	88	No
Pass Program Certification		Pass certification	Passed certification	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	100	Yes
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	0	No

¹ Monitored but not evaluated.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served ²	#	60	91	95	94	95	99	99
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	54	82	86	85	86	89	89
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Month	18	18	18	20	21	21	21
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness	%			5			5	5
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	N/A	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated.

² Project adding 21 units in Q1 FY2017.

Transitional Housing

Category: Transitional Housing
Agency: Huckleberry House, Inc.
Program: Transitional Living Project
Period: 7/1/15-12/31/15
Performance: High

A. Description

The Transitional Living Project provides 24 apartments to multi-problem, older adolescent, homeless youth. The program is an 18-month program that serves youth 17 to 22 years of age. It also provides transitional housing for teen parents who have their own children. The Transitional Living Project provides independent living skill instruction, mental health intervention, crisis support, assistance with access and linkage to community resources, educational and vocational support, education on human sexuality including parenting support and linkage to additional parenting/birthing classes, counseling services, and transitional services to obtain permanent housing.

The program capacity was reduced to 24 units in FY2010, from a previous 30 unit capacity. As of April 2016, the project increased its capacity to 28 units.

In FY2016 the Transitional Living Project added an additional 10 units designed to serve older adolescent, homeless youth who are also victims of domestic violence. These units are not included in this report.

B. Performance Outcomes
Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	47	45	43	35	36	35	39	46
Successful Housing Outcomes	#	14	15	17	13	8	10	13	15
Successful Housing Outcomes	%	93	79	100	100	57	83	93	88
Housing Stability	Months	10	8	10	8	9	8	8	8
Program Occupancy ¹	%	113	93	100	92	100	92	100	113

¹ Huckleberry House occupancy rate can exceed 100% due to flexible capacity.

Program Outcome Achievement 7/1/15 to 12/31/15: Transitional Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	36	47	Yes
Exited Households ¹	#	12	16	N/A
Housing Stability	Months	10	9	Yes
Successful Housing Outcomes	#	9	16	Yes
Successful Housing Outcomes	%	77	100	Yes
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	98	125	Yes
Pass Program Certification		Pass certification	Passed with conditions	Yes
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	19	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	50	Yes

C. Recommendations

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi-Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi-Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	35	35	40	35	35	40	51
Exited Households ¹	#	6	6	12	6	6	12	24
Successful Housing Outcomes ⁴	%	77	77	77	77	77	77	77
Successful Housing Outcomes	#	5	4	9	5	4	9	18
Housing Stability ³	Months	10	10	10	10	10	10	10
Exit to Homelessness	%			5			5	5
Program Occupancy Rate	%	98	98	98	98	98	98	98
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated; however this can impact other success measures.

² Mainstream benefits measure no longer required by HUD.

³ Exception for TAY transitional housing.

⁴ HUD goals do not allow for variance.

Category: Transitional Housing
Agency: Maryhaven
Program: Women's Transitional Housing¹
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

The Women's Center is a long-term, 6-month residential treatment program, which is staffed 24 hours per day, seven days per week. Therapeutic and education groups, individual sessions, and other activities are scheduled throughout each day; study groups, 12-step, and support groups are held in the evening. The goals of the program are to 1) assist residents in obtaining control of their substance abuse through abstinence; 2) manage mental health symptoms through talk therapy and psychopharmacology; and to 3) promote a healthy lifestyle by emphasizing skill-building as it relates to anger, emotions, parenting, self-esteem, honesty, codependence, assertive communication, etc.

The Women's Center is committed to the sobriety and success of all its residents, and understands that addiction is a family disease. Emphasis is placed on linking children and other affected family members or partners with community resources.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14
		12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	10	6	12	7
Successful Housing Outcomes	#	4	3	5	1
Successful Housing Outcomes	%	57	75	71	33
Housing Stability	Months	7	6	6	5
Program Occupancy	%	100	60	120	90

¹ Women's Transitional Housing is not funded by CSB. Maryhaven voluntarily participates in CSP.

Program Outcome Achievement 7/1/15 to 12/31/15: Transitional Housing

Measure		Semi-Annual Goal ¹ 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	10	6	No
Exited Households ²	#	6	3	N/A
Housing Stability	Months	4	7	No
Successful Housing Outcomes	#	3	3	Yes
Successful Housing Outcomes	%	50	100	Yes
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate ³	%	90	80	No
Pass Program Certification		Pass certification	Passed certification	Yes
Negative Reason for Leaving	%	20	0	Yes

C. Recommendations¹

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	5	5	10	5	5	10	20
Exited Households ²	#	3	3	6	3	3	6	12
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	1	2	3	1	2	3	6
Housing Stability	Months	4	4	4	4	4	4	4
Exit to Homelessness	%			5			5	5
Program Occupancy Rate	%	90	90	90	90	90	90	90
Negative Reason for Leaving	%			20			20	20

¹ Non-HUD funded program; provider established goals.

² Monitored but not evaluated; however this can impact other success measures.

³ Program capacity fluctuates based on need and available capacity.

Category: Transitional Housing
Agency: Southeast, Inc.
Program: New Horizons Transitional Housing
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

New Horizons Transitional Housing program is based on HUD’s transitional housing model. The program is designed to provide short-term stays and stabilization services for unaccompanied adult men and women who are in inpatient psychiatric settings, have histories of long-term homelessness and a severe mental disability (SMD), and were homeless on their day of admission to the institution. Most residents are linked with a mental health treatment provider and documentation of their SMD is provided by their treatment provider. Many residents also struggle with a co-occurring substance use disorder, physical health problems, chronic unemployment, low income level, and lack of educational attainment. New Horizons provides a total of 36 transitional housing units: 24 for men and 12 for women. The goal of the program is to move residents into permanent housing.

The program will close as of 6/30/2016.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	77	81	73	71	63	85	74	79
Successful Housing Outcomes	#	19	27	22	26	15	42	25	38
Successful Housing Outcomes	%	46	60	58	65	56	86	64	88
Housing Stability	Months	4	4	4	5	5	5	5	5
Program Occupancy	%	100	94	89	89	97	100	100	100

Program Outcome Achievement 7/1/15 to 12/31/15: Transitional Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	69	62	Yes
Exited Households ¹	#	28	29	N/A
Housing Stability	Months	4	6	No
Successful Housing Outcomes	#	22	23	Yes
Successful Housing Outcomes	%	77	79	Yes
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate ²	%	95	78	No
Pass Program Certification		Pass certification	Passed certification	Yes
Negative Reason for Leaving	%	20	17	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	38	No
Receipt of Mainstream Benefits at Exit ³	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	59	Yes

¹ Monitored but not evaluated; however this can impact other success measures.

² Occupancy below goal due to changes in target population.

³ Mainstream benefits measure no longer required by HUD.

Category: Transitional Housing
Agency: Volunteers of America of Greater Ohio¹
Program: Veterans Transitional Housing
Period: 7/1/15-12/31/15
Performance: Medium

A. Description

Volunteers of America of Greater Ohio operates a 40-bed transitional housing program for Veterans. Twenty beds are designated for drug and alcohol treatment and twenty beds are designated for pre-alcohol and drug treatment or transitional housing. The primary goals of the program are to assist homeless veterans to achieve residential stability, to increase income and/or skill level, and to develop greater self-determination.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	133	100	111	119	144	105	129	126
Successful Housing Outcomes	#	21	25	14	27	39	26	41	48
Successful Housing Outcomes	%	25	39	20	33	38	40	46	55
Housing Stability	Months	2	4	4	3	3	4	3	3
Program Occupancy	%	93	95	105	100	100	100	98	95

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/15 to 12/31/15: Transitional Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	50	139	Yes
Exited Households ¹	#	48	99	N/A
Housing Stability	Months	4	3	Yes
Successful Housing Outcomes	#	37	47	Yes
Successful Housing Outcomes	%	77	47	No
Exit to Homelessness	%	5	7	Yes
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
Negative Reason for Leaving	%	20	19	Yes
Increase in Income (other than employment) from Entry to Exit	%	54	4	No
Receipt of Mainstream Benefits at Exit ²	%	90	N/A	N/A
Increase in Income from Employment, from Entry to Exit	%	20	7	No

¹ Monitored but not evaluated; however this can impact other success measures.

² Mainstream benefits measure no longer required by HUD.

C. Recommendations

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	70	70	100	70	70	100	160
Exited Households ¹	#	30	30	50	30	30	50	100
Successful Housing Outcomes	%	77	77	77	77	77	77	77
Successful Housing Outcomes	#	23	23	39	23	23	35	77
Housing Stability	Months	4	4	4	4	4	4	4
Exit to Homelessness	%			5			5	5
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored but not evaluated; however this can impact other success measures.

Category: Transitional Housing
Agency: YMCA
Program: ADAMH Transitional Housing¹
Period: 7/1/15-12/31/15
Performance: High

A. Description

The ADAMH Board of Franklin County funds a program to provide temporary housing stabilization subsidies at the YMCA of Central Ohio to assist consumers who are clinically ready for discharge from any Ohio Behavioral Health Organization, but whose psychiatric hospitalizations are being extended due to homeless status or risk of homelessness. The program provides subsidy for a maximum of 120 days. The intended results of the project is to reduce the number of medically unnecessary hospital bed days (also known as Continued Stay Denial days) and, as applicable, to maintain consumers’ eligibility for permanent, federally funded permanent supportive housing subsidies.

B. Performance Outcomes

Semi-Annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14
		12/31/11	12/31/12	12/31/13	12/31/14
Households Served	#	18	22	23	42
Successful Housing Outcomes	#	7	10	10	14
Successful Housing Outcomes	%	88	77	77	78
Housing Stability	Months	4	3	3	4
Program Occupancy	%	180	180	200	133

¹ Program not funded by CSB. YMCA ADAMH voluntarily participates in CSP.

Program Outcome Achievement 7/1/15 to 12/31/15: Transitional Housing

Measure		Semi-Annual Goal 7/1/15-12/31/15	Semi-Annual Actual 7/1/15-12/31/15	Achieved
Households Served	#	20	44	Yes
Exited Households ¹	#	10	35	N/A
Housing Stability	Months	4	5	Yes
Successful Housing Outcomes	#	8	18	Yes
Successful Housing Outcomes	%	77	51	No
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate ²	%	95	127	Yes
Pass Program Certification		Pass certification	Passed certification	Yes
Negative Reason for Leaving	%	20	0	Yes

C. Recommendations

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/16- 9/30/16	Quarter 2 10/1/16- 12/31/16	Semi- Annual 7/1/16- 12/31/16	Quarter 3 1/1/17- 3/31/17	Quarter 4 4/1/17- 6/30/17	Semi- Annual 1/1/17- 6/30/17	Annual 7/1/16- 6/30/17
Households Served	#	15	15	30	15	15	30	60
Exited Households ¹	#	7	8	15	7	8	15	30
Successful Housing Outcomes	%	77	77	77	77	77	77	77
Successful Housing Outcomes	#	5	6	12	5	6	12	23
Housing Stability	Months	4	4	4	4	4	4	4
Exit to Homelessness	%			5			5	5
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20

¹ Measure is monitored but not evaluated; however this can impact other success measures.

² Program capacity fluctuates based on need and available capacity, up to 15 units.

Methodology

FY2016-2017 System Evaluation Methodology

Overview

A. Purpose

Each year CSB establishes a performance plan for the men's emergency shelter system, women's emergency shelter system, family emergency shelter system, permanent supportive housing system, the entire emergency shelter system, emergency shelter/transitional housing system, prevention system, and for the rapid re-housing system for the purpose of program planning and monitoring system performance measured against CSB Ends Policies and anticipated performance.

B. Monitoring

System performance measures are monitored on a quarterly, semi-annual, and annual basis. System Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative Board, and the Rebuilding Lives Funder Collaborative. Annual program evaluations are published based on the first semi-annual partnership period performance and shared with the aforementioned entities. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

Purpose, Definition, Goal-setting & Reporting Methodologies (*in alpha order*)

1) *Average Daily Waitlist Number (#):*

- a) **Purpose:** A reasonably low waitlist number indicates the system is meeting the demand for emergency shelter.
- b) **Systems:** Single Adult Emergency Shelter
- c) **Definition:** Average number of waitlisted clients reported on the Daily Bedlist Report
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Total number of waitlisted clients reported on the Daily Bedlist Report / total number of days in the report period.

2) *Average Length of Participation (Days):*

- a) **Purpose:** Indicates that system is assisting households to achieve independence without long term reliance on the system.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** Average number of days that exited distinct households received services as measured from the point of entry to the exit date from the system.
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:** $\Sigma(\text{Exit date} - \text{Entry/Enrollment date}) / \text{the number of total distinct households served and exited from system during the report period.}$

3) **Average Monthly Household Income (\$):**

- a) **Purpose:** Indicates the economic status of households served by the system and shows whether the system is targeting appropriate population.
- b) **Systems:** Emergency Shelter, Emergency Shelter and Transitional Housing, Rapid Re-housing, Homeless Prevention, and Permanent Supportive Housing
- c) **Definition:** The average income from all income sources for the household at system entry.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Total amount of all income sources at system entry (latest entry for households with multiple stays during report period) / the number of total distinct households served within the report period. *Note: Income created by and clients served by Maryhaven-Safety are excluded from calculation.*

4) **Average Length of (shelter) Stay (LOS) (Days):**

- a) **Purpose:** A reasonably short LOS indicates the system's success in rapid re-housing. It can also indicate efficiency related to turnover of beds which is essential to meet system demand for emergency shelter.
- b) **Systems:** Emergency Shelter, Rapid Re-housing, and Emergency Shelter and Transitional Housing
- c) **Definition:**
 - i) Emergency Shelter and Transitional Housing: The average cumulative number of days households receive shelter as measured from shelter entry to exit or last day of report period.
 - ii) Rapid Re-housing: The average number of days households receive services as measured from the point of entry in the rapid re-housing system to the exit date from the emergency shelter. Measure applies only to households that had an entry date in the rapid re-housing system within the report period. *Note: households who had a rapid re-housing entry date after their emergency shelter exit date are excluded from this calculation.*
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy. An average LOS less than Ends goal is considered to be the desired direction.
- e) **Reporting methodology:**
 - i) Emergency Shelter: $\Sigma(\text{Exit date or report end date} - \text{Entry date}) / \text{the number of total distinct households served within the report period.}$
 - ii) Rapid Re-housing: $\Sigma(\text{shelter exit date} - \text{rapid re-housing entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing system within the report period.}$

5) **Carryover Households (#):**

- a) **Purpose:** Indicates volume of households served by the system which do not exit prior to the first day of the report period. This measure is monitored but not evaluated.

- b) **Systems:** Rapid Re-housing, Homelessness Prevention
- c) **Definition:** Distinct households that entered the system prior to the first day of the report period. Monitored but not evaluated.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** The number of distinct households with an entry date before 7/1/XX for annual number; before 7/1/XX and 1/1/XX for semi-annual; before 7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly.

6) **Employment Status at Entry (%)**

- a) **Purpose:** Indicates percent of households employed at the time of system entry.
- b) **Programs:** Emergency Shelter, Permanent Supportive Housing, Prevention, Rapid Re-housing, and Transitional Housing
- c) **Definition:** The percent of households that have employment at entry as measured by their earned income at entry into the system.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Calculated by determining the number of unique households that have “earned income” from employment as their source of income at system entry (any member of the household), and dividing this number by the total number of unique households that were served during the report period. *Note: Earned income entered by and clients served by Maryhaven-Safety are excluded from calculation.*

7) **Exit to Homelessness (%):**

- a) **Purpose:** Indicates system’s success in ending homelessness as measured by those who return to emergency shelter. A lower rate is considered positive.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percent of households who do not maintain their housing and return to emergency shelter within 0 to 90 days of exit from the system.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
- e) **Reporting methodology:** Those households who exit the system and enter shelter within 0 to 90 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period. $\Sigma(\text{Households that exited system and entered shelter within 0 to 90 days}) / \text{total distinct households served}$.
 - i) Numerator
 - 1) Quarterly cohort: Calculate the number of distinct households that exited within the previous quarterly reporting period and entered shelter within 0 to 90 days after exit or as of date of report.
 - 2) Semi-annual cohort: Calculate the number of distinct households that exited within the first 90 days of the semi-annual report period and entered shelter within 0 to 90 days after exit or as of date of report.

- 3) Annual cohort: Calculate the number of distinct households that exited within the first 270 days of the annual report period and entered shelter within 0 to 90 days after exit or as of date of report.
- ii) Denominator
 - 1) Quarterly cohort: Calculate the number of distinct households served within the previous quarterly reporting period.
 - 2) Semi-annual cohort: Calculate the number of distinct households served within the first 90 days of the semi-annual report period.
 - 3) Annual cohort: Calculate the number of distinct households served within the first 270 days of the annual report period.
- 8) **Exited Households (#):**
 - a) **Purpose:** Indicates volume of households served by the system which exit during the report period. This measure is monitored, but not evaluated.
 - b) **Systems:** Emergency Shelter, Rapid Re-housing, Homelessness Prevention, and Transitional Housing
 - c) **Definition:** Number of distinct households that exited the system during the report period. Monitored but not evaluated.
 - d) **Goal-setting methodology:** Meet or exceed prior performance.
 - e) **Reporting methodology:** The number of distinct households with an exit date within the report period and that are also not currently in the system at the end of the report period.
- 9) **Households Served (#):**
 - a) **Purpose:** Indicates volume of households served by the system.
 - b) **Systems:** All
 - c) **Definition:** The number of distinct households served by the system (including new and carryover) during the report period.
 - d) **Goal-setting methodology:** Meet or exceed prior performance.
 - i) Rapid Re-housing, Homelessness Prevention:
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Carryover households are those enrolled prior to 7/1/XX and anticipated to be active in the system as of 7/1/XX.
 - (b) New system entrants are those households enrolled on or after 7/1/XX.
 - (c) Total households are the sum of carryover plus new system entrants.
 - (2) Semi-annual and quarterly projections.
 - (a) Carryover households are those anticipated to be active in the system as of end of report period. For rapid re-housing, this should be seasonally adjusted.
 - (b) New system entrants are those households enrolled after start of report period. For rapid re-housing, this should be seasonally adjusted.

- (c) Total households are the sum of carryover plus new system entrants.
- ii) Emergency Shelter and Transitional Housing
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Use prior year trend data to determine average annual demand.
 - (b) If demand is relatively stable, predict same annual demand # for current fiscal year.
 - (c) If demand trend shows steady increase or steady decrease, predict current fiscal year demand based on average annual rate of change.
 - (2) Semi-annual and quarterly projections: based on annual projections and adjusted for duplication (carryovers and recidivists). Carryover is based on capacity. Recidivism is based on historical system trends. Adjust for seasonality if appropriate.
- iii) Permanent Supportive Housing:
 - (1) Annual projection: Multiply the system capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if system capacity is 20, then annual projected households served would be 24 ($20 \times 1.2 = 24$).
 - (2) Semi-annual projection: Multiply the system capacity by the projected semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if system capacity is 20, then semi-annual projected households served would be 22 ($20 \times 1.1 = 22$).
 - (3) Quarterly projection: Multiply the system capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if system capacity is 20, then quarterly projected households served would be 21 ($20 \times 1.05 = 21$).
- e) **Reporting methodology:** The number of distinct households served by the system during the report period. Distinct households served are identified by their last service record for the system entered into CSP as of the end of the report period.

10) **Housing Affordability at Exit (%):**

- a) **Purpose:** Indicates that system is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
- b) **Systems:** Rapid Re-housing, Permanent Supportive Housing, and Prevention.
- c) **Definition:** The number or percentage of distinct households that exited the system successfully during the report period with a housing cost that doesn't exceed 50% of the income.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy. Monitored but not evaluated for Permanent Supportive Housing.
- e) **Reporting methodology:**
 - Step 1: Determine the number of households that exited the system with a successful housing outcome during the reporting period.

Step 2: For each household, calculate the percent of household income spent on housing (and utilities, if relevant) by dividing the household's cost of rent (and utilities for Rapid Re-housing and Prevention) at exit with the household's income at exit.

Step 3: Count the number of households that spend 50% or less of their income on housing and utilities.

Step 4: Divide the number in Step 3 by the number of successful housing exits in Step 1. *Note: Households with successful housing outcome that are missing the income and cost of rent are excluded from calculation.*

11) **Housing Stability (Month):**

- a) **Purpose:** Indicates system's success in ending homelessness as measured by length of time that system participants retain permanent supportive housing or transitional housing. A longer rate is generally considered positive for permanent supportive housing.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The average length of time, measured in months that distinct households reside in the Permanent Supportive Housing unit from entry to exit or end of report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Measured using the total average household length of stay (from entry to exit date or end of report period, if still a resident) divided by the total average days per month (30.5 days).

Step 1: Calculate the total days that each household was housed by subtracting the Entry Date from the Exit Date or end of report period for all records.

Step 2: Determine the average length of stay for all the households by dividing the sum of total days housed by the number of households served.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

12) **Increase in income, from employment, from entry to exit or end of reporting period (%):**

- a) **Purpose:** Indicates that system is assisting households to obtain employment income. A higher rate is considered positive.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percentage of adults that increase income from employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed CoC local standards.
- e) **Reporting methodology:** The percentage increase in the number of adults is calculated by determining the number of adults served during the report period who had an increase in their employment income amount from entry to exit or at the end of reporting period if not exited from the system, divided by the total number of adults that served during the report period. Income sources include only employment income.

13) ***Increase in income, other than employment, from entry to exit or end of reporting period (%)***:

- a) **Purpose:** Indicates that system is assisting households to obtain non-employment income. A higher rate is considered positive.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percentage of adults that increase income from other sources than employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed CoC local standards.
- e) **Reporting methodology:** The percentage increase in the number of adults is calculated by determining the number of adults served during the report period who had an increase in their total income amount from entry to exit or at the end of reporting period if not exited from the system, excluding employment income and divided by the total number of adults that served during the report period. Income sources exclude employment, but may include cash benefits, or other sources.

14) ***Long-Term (Two-Year) Recidivism (%)***:

- a) **Purpose:** Indicates system's success in ending homelessness as measured by the number of households who attain housing and do not return or enter shelter subsequent to a successful housing outcome. A lower rate is considered positive.
- b) **Programs:** All except Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The total number of distinct households that were exited 2 years prior to the reporting period with a successful housing outcome (as defined for that system) and return to shelter within two years after exiting the system. This measure is expressed as a percentage of total distinct households with an exit to housing 2 years prior to the reporting period (as defined for that system).
- d) **Goal-setting methodology:** Meet or below prior performance. Monitored but not evaluated.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome (specific to that system). Calculate only for annual reporting periods.
 - i) $\text{Rate} = (\text{numerator}/\text{denominator}) \times 100$
 - ii) **Denominator:** Cohort of households which attained successful housing outcome.
 - (1) Calculate the number of distinct households with successful housing outcome 730 to 1095 days prior to the end of the current report period.
 - iii) **Numerator:** Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household that exits a system with a successful outcome (specific to that system) and enters the emergency shelter system within 1 to 730 (731 for a leap year) days after exit from the system.

- (2) Using the above cohort, calculate the number of distinct households that enters the shelter system within 1 to 730 (731 for a leap year) days subsequent to successful housing outcome.

15) **Movement (%)**:

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter to another.
- b) **Systems:** Single Adult Emergency Shelter Systems
- c) **Definition:** All distinct households that exit Tier2 emergency shelter during the report period and then have contact with another Tier 2 shelter within seven (7) days of exit. The movement rate is measured by dividing the total distinct households that experience movement by the total distinct household exits from Tier 2 shelters during the evaluation period (relative to the system that served them). Monitored but not evaluated.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
- e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits (excludes exit from Maryhaven-Safety, YMCA First Time Homeless Shelter, Overflow and Overnight shelters and exit from Tier 2 shelters to Maryhaven-Safety).

16) **Negative Reason for Leaving (%)**:

- a) **Purpose:** Low rate of negative reasons indicates system's success in stabilizing a household in housing.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percentage of households that leave housing due to non-compliance or disagreement with the housing rules.
- d) **Goal-setting methodology:** Meet or below local CoC standards.
- e) **Reporting methodology:** The percentage is calculated by determining the number of exited households during the report period who have "non-compliance with project" or "disagreement with rules/person" as their Reason for Leaving the system and dividing by the total number of households that exited during the report period.

17) **New Households Served (#)**:

- a) **Purpose:** Indicates volume of new households served by the system which is considered to measure system efficiency.
- b) **Systems:** Rapid Re-housing, Homelessness Prevention
- c) **Definition:** Number of distinct households that entered the system during the report period and were not receiving services on the last day of the prior report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of distinct households with an entry date that occurs within the start and end dates of the report period.

18) **Newly Homeless (# and %):**

- a) **Purpose:** Indicates volume of newly homeless households served by emergency shelters.
- b) **Systems:** Emergency Shelter
- c) **Definition:** The number of distinct households that entered the emergency shelter during the report period and were not previously served in emergency shelters or the outreach program and the percentage this represents of total distinct households that entered a shelter during the report period.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Calculate the number of distinct households that entered the emergency shelters during the report period that did not previously access emergency shelters or the outreach program (newly homeless). These households are identified by their profile and the first entry record entered into CSP during the report period by an emergency shelter. The rate is calculated by dividing the number of newly homeless by the number of distinct households that entered a shelter during the reporting period.

19) **System Occupancy Rate (%):**

- a) **Purpose:** Indicates efficient use of community resources. High occupancy rate indicates system efficiency at turning over units and providing system that is in demand.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy
- e) **Reporting methodology:** Total household units of service provided during the report period divided by the total days within the report period divided by the total system capacity. *Note: cumulative total for households with multiple instances of service during the period.*
 - (1) *Number:* $\sum((\text{exit date or end of report period} - \text{entry date or beginning of report period}) + 1) / \text{days in report period}$.
 - (2) *Rate:* System occupancy number (rounded to nearest whole number) divided by the system capacity.

20) **Recidivism (%):**

- a) **Purpose:** Indicates system's success in ending homelessness as measured by number of households who attain housing and do not return or enter shelter subsequent to successful housing outcome. A lower rate is considered positive.
- b) **Systems:** All except Permanent Supportive Housing
- c) **Definition:** The total number of distinct households that were exited during the report period with a successful housing outcome (as defined for that system) during the report period and had any shelter contact within two weeks to three months after having exited with a successful housing outcome. This measure is expressed as a

percentage of total distinct households with an exit to housing (as defined for that system). For the Homelessness Prevention system, the number of exited households with a successful housing outcome (as defined for that system) that have any shelter contact within 1(one) year of a successful housing outcome, expressed as a percentage of total distinct households with an exit to housing (as defined for that system).

- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy or prior performance.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome (specific to that system).
 - i) Rate = (numerator/denominator) x 100
 - ii) Denominator: Cohort of households which attained successful housing outcome prior to the end of the report period.
 - (1) Quarterly cohort: Calculate the number of distinct households with successful housing outcome within the previous quarterly reporting period. *Note: for Prevention system, the cohort is the number of distinct households with successful housing outcome within the previous year's quarterly reporting period.*
 - (2) Semi-annual cohort: Calculate the number of distinct households with successful housing outcome within the first 90 days of the semi-annual report period. *Note: for Prevention system, the cohort is the number of distinct households with successful housing outcome within the previous year's semi-annual reporting period.*
 - (3) Annual cohort: Calculate the number of distinct households with successful housing outcome within the first 270 days of the annual report period. *Note: for Prevention system, the cohort is the number of distinct households with successful housing outcome within the previous year's annual reporting period.*
 - iii) Numerator: Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household that exits a system with a successful outcome (specific to that system) and enters the emergency shelter system within two weeks to three months after exit from the system.
 - (2) Using the above cohort, calculate the number of distinct households that enters the shelter system within 14 to 90 days subsequent to successful housing outcome.
 - (3) For the Homelessness Prevention systems the time-range above is replaced by 14 days to 1(one) year.

21) **Successful Housing Exit (%):** Refer to Table 1 for a complete list of housing outcomes.

- a) **Purpose:** Indicates system's success in ending homelessness as measured by those who attain permanent, independent housing. A higher number and rate are considered positive.
- b) **Systems:** Permanent Supportive Housing

- c) **Definition:** The number of distinct households that exit the system during the report period for other permanent housing (as defined in Table 1) and the percentage this represents of total distinct households exited.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The total number of distinct household exits during the report period with destinations that are considered successful housing outcomes divided by the total number of distinct households exited during the report period.
Note: Deceased households are not included in the count of households exited.

22) **Successful Housing Outcome (# and %):** Refer to Table 1 for a complete list of housing outcomes.

- a) **Purpose:** Indicates system's success in ending homelessness. A higher number and rate are considered positive.
 - i) **Permanent Supportive Housing:** Indicates system's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
 - ii) **All other:** Indicates system's success in ending homelessness as measured by those who attain other transitional or permanent housing.
- b) **Systems:** All
- c) **Definition:**
 - i) For all systems excluding Permanent Supportive Housing, Homelessness Prevention: the number of distinct households that exit (i.e., latest exit for households with multiple stays during report period) to successful housing as defined in Table 1 and the percentage this represents of total distinct households exited during the report period.
 - ii) For Permanent Supportive Housing: the number of distinct households that remain in the Permanent Supportive Housing system or that exit the system for other permanent housing (as defined in Table 1) and the percentage this represents of total distinct households served.
 - iii) For Homelessness Prevention system: the number of distinct households that attain stable housing at exit from the system and the percentage this represents of total distinct households exited.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
 - i) **Rapid Re-housing, Homelessness Prevention:** Multiply the percentage goal by the projected number of exited households.
 - ii) **Emergency Shelter:** Number of successful housing outcomes equals rate times number of exits.
 - iii) **Permanent Supportive Housing:** Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
 - i) For all systems excluding Permanent Supportive Housing: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful housing outcomes. Divide the

number of successful housing outcomes by the number of total exits during the report period.

- ii) For Permanent Supportive Housing: Sum the total number of distinct household exits during the report period with destinations that are considered successful housing outcomes and the number residing in Permanent Supportive Housing at the end of the report period. Divide the number of successful housing outcomes by the total number of distinct households served during the report period. *Note: Deceased households are not included in the count of households served.*

23) **Turnover Rate (%):**

- a) **Purpose:** Turnover rate indicates the system's effectiveness in providing stable housing. Rate is monitored, but not evaluated.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The rate at which units become vacant relative to the system capacity. Monitored, but not evaluated.
- d) **Goal-setting methodology:** Set based on prior performance.
- e) **Reporting methodology:** Turnover rate is calculated by dividing the total number of distinct household exited during a report period by the system capacity during the same report period.

24) **Usage of CSB Direct Client Assistance (DCA) (# and %):**

- a) **Purpose:** Indicates that system is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
- b) **Systems:** Rapid Re-housing, Homelessness Prevention
- c) **Definition:** The number of exited distinct households receiving either Transition DCA during the report period or rapid re-housing /Prevention DCA during and/or for up to 90 days prior to or after the report period, and the percentage this represents of total distinct household exits during the report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** The total number of exited distinct households that received CSB DCA during the report period (For rapid re-housing /prevention, DCA received up to 90 days prior to or after the report period included) / total number of distinct households served that exited the system during the report period. The households that exited successfully without the assistance of CSB DCA are excluded from the calculation.

25) **Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):**

- a) **Purpose:** Indicates that system is cost-efficient in accessing DCA. A lower average amount per household indicates that system has leveraged other community resources.
- b) **Systems:** Rapid Re-housing, Homelessness Prevention
- c) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household during the report period.

- d) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources and system design.
- e) **Reporting methodology:** Total monetary assistance awarded to all households during report period / total number of distinct households served that received assistance.

Table 1: Successful Housing Outcomes (see above item 21 and 22)

HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher (including a youth shelter, or campground paid for with emergency shelter voucher)	No	No
2 = Transitional housing for homeless persons (including homeless youth) ² Huckleberry House - Transitional Living Program, Maryhaven - Women's program, Southeast -New Horizons Transitional Housing, VOAGO Veterans Program, YMCA ADAMH program	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent supportive housing for formerly homeless persons (such as: CoC project; or HUD legacy programs; or HOPWA PH) all Rebuilding Lives and CoC systems, HOME, HUD, CSB subsidized	Yes	Yes
4 = Psychiatric hospital or other psychiatric facility ²	No	No
5 = Substance abuse treatment facility or detox center ²	No	No
6 = Hospital or other residential non-psychiatric medical facility ²	No	No
7 = Jail, prison or juvenile detention facility	No	No
10 = Rental by client, no ongoing housing subsidy privately owned, market rent housing	Yes	Yes
11 = Owned by client, no ongoing housing subsidy	Yes	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
13 = Staying or living with friends, temporary tenure (e.g., room apartment or house) ²	No	No
14 = Hotel or motel paid for without emergency shelter voucher	No	No
15 = Foster care home or foster care group home ²	No	No
16 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/Airport or anywhere outside)	No	No
17 = Other	No	No
18 = Safe Haven	No	No
19 = Rental by client, with VASH housing subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
20 = Rental by client, other ongoing housing subsidy - public housing owned and subsidized by CMHA, housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher, other than supportive housing	Yes	Yes
21 = Owned by client, with ongoing housing subsidy	Yes	Yes
22 = Staying or living with family, permanent tenure	Yes ¹	Yes
23 = Staying or living with friends, permanent tenure ²	No	No (except for Huckleberry House)
24 = Deceased	No	No
25 = Long-term care facility or nursing home	No	No
26 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	No	No

¹ Heads of household are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.

² A successful housing outcome for Huckleberry House Emergency Shelter.

HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
28 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
29 = Residential project or halfway house with no homeless criteria	No	No
30 = No Exit Interview Completed	No	No
8 = Client Doesn't Know	No	No
9 = Client Refused	No	No
99 = Data Not Collected	No	No

FY2016-2017 Program Evaluation Methodology

The Evaluation Methodology document establishes the purpose, definition, goal-setting and reporting methodology for each of the indicators that CSB and the CoC currently track for their reporting needs.

Purpose: identifies the reason for the indicator

Projects: identifies the projects for which an indicator applies

Definition: CSB or CoC/HUD definition for the indicator

Goal-setting methodology: used by each agency to set goals around the indicator

Reporting methodology: detailed description on how CSB is calculating the indicator

Reporting Conventions

- 1) Measures apply only to heads of household with the exception of income-related measures.
- 2) A family is defined as a household consisting of at least one adult and at least one minor child.
- 3) The term “head of household” applies both to families and to single adult clients. Each family unit must have a head of household. A household may not have more than one head of household.
- 4) The term “household” describes a unit consisting of either a family or a single adult.
- 5) Emergency shelter reporting methodology includes overflow numbers. Goals do not include overflow.

Purpose, Definition, Goal-setting & Reporting Methodologies (*in alpha order*)

26) *Average Engagement Time (AET) (Days):*

- a) **Purpose:** A reasonably short AET indicates the project’s success in rapid re-housing or navigator engagement. It can also indicate efficiency related to turnover of beds which is essential to meet system demand for emergency shelter.
- b) **Projects:** Family shelters, Tier 2 Shelters, and Navigator Project
- c) **Definition:**
 - i) Family shelters: The average number of days households receive shelter services as measured from shelter entry to entry/enrollment into the rapid re-housing project. Measure applies only to households that had an entry date in the rapid re-housing project within the report period.
 - ii) Tier 2 Shelters, Navigator Project: The average number of days households receive shelter services as measured from shelter entry to navigator engagement date. Measure applies only to households that had an entry date in the Navigator Project within the report period.
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:**
 - i) Family shelters: $\Sigma(\text{rapid re-housing project entry/enrollment date} - \text{Family shelters entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing project within the report period.}$

- ii) Tier 2 Shelters, Navigator Project: $\Sigma(\text{Navigator engagement date} - \text{Tier 2 Shelter entry date}) / \text{the number of total distinct households served with an entry date in the Navigator Project within the report period.}$

27) Average Length of Participation (Days):

- a) **Purpose:** Indicates that project is assisting households to achieve independence without long term reliance on the project.
- b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF projects, and Navigator Project
- c) **Definition:** Average number of days that exited distinct households received services as measured from the point of entry to the exit date from the project.
- d) **Goal-setting methodology:** Based on project design and anticipated performance. Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:** $\Sigma(\text{exit date} - \text{entry/enrollment/engagement date}) / \text{the number of total distinct households served and exited from project during the report period.}$

28) Average Length of (shelter) Stay (LOS)(Days):

- a) **Purpose:** A reasonably short LOS indicates the project's success in rapid re-housing. It can also indicate efficiency related to turnover of beds which is essential to meet system demand for emergency shelter.
- b) **Projects:** Emergency Shelter, Rapid Re-housing, and Navigator Project
- c) **Definition:**
 - i) Emergency Shelter: The average cumulative number of days households receive shelter as measured from shelter entry to exit or last day of report period.
 - ii) Rapid Re-housing/ SSVF Projects: The average number of days households receive services as measured from the point of entry in the rapid re-housing project to the exit date from the emergency shelter (includes prior overlapping veteran/transitional project stay's exit date for SSVF projects). Measure applies only to households that had an entry date in the rapid re-housing project within the report period. *Note: Households who had a rapid re-housing entry date after their emergency shelter exit date are excluded from this calculation.*
 - iii) Navigator Project: The average number of days households receive services as measured from the point of Navigator engagement to the exit date from the emergency shelter. Measure applies only to households that had an engagement date in the Navigator Project within the report period. *Note: households who had a Navigator engagement date after their emergency shelter exit date are excluded from this calculation.*
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy. An average LOS less than Ends goal is considered to be the desired direction.
- e) **Reporting methodology:**
 - i) Emergency Shelter: $\Sigma(\text{exit date or report end date} - \text{entry date}) / \text{the number of total distinct households served within the report period.}$

- ii) Rapid Re-housing/ SSVF Projects: $\Sigma(\text{shelter exit date} - \text{rapid re-housing entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing project within the report period that also exited shelter.}$
- iii) Navigator Project: $\Sigma(\text{shelter exit date} - \text{navigator engagement date}) / \text{the number of total distinct households served with an entry date in the Navigator Project that also exited shelter within the report period.}$

29) *Average Number of Service Instances (#)*

- a) **Purpose:** A low number of service instances indicates the project's efficiency in rapid re-housing and long-term stability.
- b) **Projects:** Navigator Project
- c) **Definition:** Average number of shelter stays per distinct client served within 12 months.
- d) **Goal-setting methodology:** Meet or below CSB Boards Ends Policy.
- e) **Reporting methodology:** Total number of shelter stays a client receives within the past 12 months / Total number of distinct clients served during the report period.

30) *Carryover Households (#):*

- a) **Purpose:** Indicates volume of households served by the project which do not exit prior to the first day of the report period. This measure is monitored but not evaluated.
- b) **Projects:** Rapid Re-housing, Navigator Project, Homelessness Prevention, SSVF Projects, Benefits Partnership, and Outreach Programs
- c) **Definition:** Distinct households that entered the project prior to the first day of the report period.
- d) **Goal-setting methodology:** Based on prior performance. If new project, the project must provide the rationale for planned goal.
- e) **Reporting methodology:** The number of distinct households with an entry date before 7/1/XX for annual number; before 7/1/XX and 1/1/XX for semi-annual; before 7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly.

31) *Completed Vocational/Other Training (%):*

- a) **Purpose:** Indicates that project is assisting households to stabilize by increasing their skills and becoming employable. A higher rate is considered positive.
- b) **Projects:** TSA Job2Housing
- c) **Definition:** The percentage of households that enroll and/or complete vocational or other training by their exit from the project.
- d) **Goal-setting methodology:** Meet or exceed goal.
- e) **Reporting methodology:** The percentage is calculated by determining the number of exited households that have enrolled and/or completed training (any member of the household, each household counted only once) and dividing by the total number of households that exited during the report period.

32) **Detox Exits (#):**

- a) **Purpose:** Indicates that project is assisting households to enter detox and/or treatment. A higher rate is considered positive.
- b) **Projects:** Maryhaven Engagement Center - Safety
- c) **Definition:** The number of households served that exit to an inpatient drug or alcohol treatment facility.
- d) **Goal-setting methodology:** Meet or exceed CSB standards.
- e) **Reporting methodology:** The percentage of detox exits is derived by dividing the number of distinct households that were exited with a detox destination by the total number of distinct households that exited the project during the report period (i.e., latest exit for households with multiple stays during the report period).

33) **Diversion Recidivism (%):**

- a) **Purpose:** Indicates project's success in ending homelessness as measured by the number of households successfully diverted to other community resources instead of entering emergency shelter and that do not subsequently return or enter shelter after a successful diversion outcome.
- b) **Projects:** Coordinated Point of Access
- c) **Definition:** The total number of households that were successfully diverted during the report period with a successful diversion outcome (as defined for that project) and that subsequently enter shelter within 30 days after having a successful diversion outcome. This measure is expressed as a percentage of total households with a successful diversion outcome.
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:** A percentage rate reflecting the number of diversion recidivist households relative to the number of households that were successfully diverted. Diversion recidivism rate is measured only for semi-annual and annual report periods.
 - i) $\text{Rate} = (\text{numerator}/\text{denominator}) \times 100$
 - ii) **Denominator:** Cohort of households which attained a successful diversion outcome prior to the end of the report period.
 - (1) **Semi-annual cohort:** Calculate the number of households with successful diversion outcome within the first 90 days of the semi-annual report period.
 - (2) **Annual cohort:** Calculate the number of households with successful diversion outcome within the first 270 days of the annual report period.
 - iii) **Numerator:** Number of diversion recidivists from the above cohort
 - (1) A diversion recidivist household is defined as a household that has a successful diversion outcome and enters the emergency shelter system (excludes Maryhaven-Safety, Maryhaven-Shelter2Housing and Huck House Emergency Shelter) within 0 to 30 days after that outcome.
 - (2) Using the above cohort, calculate the number of households that enters the shelter system within 0 to 30 days subsequent to a successful diversion outcome.

34) Employment Status at Exit (# and %):

- a) **Purpose:** Indicates that project is assisting households to stabilize housing by becoming employed. A higher rate is considered positive.
- b) **Projects:** TSA Job2Housing
- c) **Definition:** The (number and/or) percentage of households that have employment at exit as measured by their earned income at exit from the project.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends or HUD Standards.
- e) **Reporting methodology:** Employment Status at Exit is calculated by determining the number of exited households that have “earned income” from employment as their source of income and dividing this number by the total number of households that exited during the report period.

10) Exited Households (#):

- a) **Purpose:** Indicates volume of households served by the project which exit during the report period. This measure is monitored, but not evaluated.
- b) **Projects:** Rapid Re-housing, Navigator Project, Homelessness Prevention, SSVF Projects, Transitional Housing and Outreach Programs
- c) **Definition:** Number of distinct households that exited the project during the report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal. Monitored but not evaluated.
- e) **Reporting methodology:** The number of distinct households with an exit date within the report period who are also not currently in the project at the end of the report period.

11) Exited Households to PSH (#):

- a) **Purpose:** Indicates volume of households served by the project which exit during the report period to Permanent Supportive Housing. This measure is monitored but not evaluated.
- b) **Projects:** Outreach Programs
- c) **Definition:** Number of distinct households that exited the project during the report period to permanent supportive housing.
- d) **Goal-setting methodology:** Meet or exceed prior performance. Monitored, but not evaluated.
- e) **Reporting methodology:** The number of distinct households with an exit date within the report period who are also not currently in the project at the end of the report period and who also have an entry date into a permanent supportive housing project.

12) Exit to Homelessness (%):

- a) **Purpose:** Indicates project’s success in ending homelessness as measured by those who return to emergency shelter. A lower rate is considered positive.

- b) **Projects:** Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The percent of households who do not maintain their housing, whether or not as part of the Permanent Supportive Housing or Transitional Housing project, and return to emergency shelter within 0 to 90 days of exit from the project.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy or local CoC standards. Based on historical trends or anticipated performance.
- e) **Reporting methodology:** Those households who exit the project and enter shelter within 0 to 90 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period. $\Sigma(\text{Households that exited project and entered shelter within 0 to 90 days}) / \text{total distinct households served}$.
 - ii) Numerator
 - 4) Quarterly cohort: Calculate the number of distinct households that exited within the previous quarterly reporting period and entered shelter within 0 to 90 days after exit or as of date of report.
 - 5) Semi-annual cohort: Calculate the number of distinct households that exited within the first 90 days of the semi-annual report period and entered shelter within 0 to 90 days after exit or as of date of report.
 - 6) Annual cohort: Calculate the number of distinct households that exited within the first 270 days of the annual report period and entered shelter within 0 to 90 days after exit or as of date of report.
 - iii) Denominator
 - 4) Quarterly cohort: Calculate the number of distinct households served within the previous quarterly reporting period.
 - 5) Semi-annual cohort: Calculate the number of distinct households served within the first 90 days of the semi-annual report period.
 - 6) Annual cohort: Calculate the number of distinct households served within the first 270 days of the annual report period.

13) **Households Served (#):**

- a) **Purpose:** Indicates volume of households served by the project. For emergency shelters, this number indicates the extent to which the project serves a proportional share of system demand. For supportive housing, the number correlates to capacity and unit turnover rates. For all other projects, the number measures project efficiency.
- b) **Projects:** All
- c) **Definition:** The number of distinct households served by the project (including new and carryover) during the report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal.
 - i) Rapid Re-housing, Navigator Project, Homelessness Prevention, Benefits Partnership and Outreach Programs:
 - (1) Annual projections: based on historical trends and/or anticipated performance.

- (a) Carryover households are those enrolled prior to 7/1/XX and anticipated to be active in the project as of 7/1/XX.
 - (b) New project entrants are those households enrolled on or after 7/1/XX.
 - (c) Total households are the sum of carryover plus new project entrants.
- (2) Semi-annual and quarterly projections.
 - (a) Carryover households are those anticipated to be active in the project as of end of report period. For Rapid Re-housing, this should be seasonally adjusted.
 - (b) New project entrants are those households enrolled after start of report period. For Rapid Re-housing, this should be seasonally adjusted.
 - (c) Total households are the sum of carryover plus new project entrants.
- ii) Emergency Shelter and Coordinated Point of Access:
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (2) Semi-annual and quarterly projections: based on annual projections and adjusted for duplication (carryovers and recidivists). Carryover is based on capacity. Recidivism is based on historical system trends. Adjust for seasonality if appropriate.
- iii) Permanent Supportive Housing:
 - (1) Annual projection: Multiply the project capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if project capacity is 20, then annual projected households served would be 24 ($20 \times 1.2 = 24$).
 - (2) Semi-annual projection: Multiply the project capacity by the projected semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if project capacity is 20, then semi-annual projected households served would be 22 ($20 \times 1.1 = 22$).
 - (3) Quarterly projection: Multiply the project capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if project capacity is 20, then quarterly projected households served would be 21 ($20 \times 1.05 = 21$).
- iv) Transition Project and Transitional Housing:
 - (1) Annual projections: based on historical trends, anticipated performance and/or available funds.
 - (2) Semi-annual and quarterly projections: one-half and one-quarter of the annual projection, respectively. Alternatively, the projection may be based on historical trends for the semi-annual and quarterly report periods.
- e) **Reporting methodology:** The number of distinct households served by the project during the report period. Distinct households served are identified by their last service record for the project entered into CSP as of the end of the report period. *Note that clients served equals households served for Permanent Supportive Housing (with the exception of projects that serve families).*

14) **Housing Affordability at Exit (%):**

- a) **Purpose:** Indicates that project is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
- b) **Projects:** Rapid Re-housing, SSVF Projects, Permanent Supportive Housing and Homelessness Prevention (Family projects only.)
- c) **Definition:** The number or percentage of distinct households that exited the project successfully during the report period with a housing cost that doesn't exceed 50% of the household's income.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy. Monitored but not evaluated for Permanent Supportive Housing.
- e) **Reporting methodology:**
 - Step 1: Determine the number of households that exited the project with a successful housing outcome during the reporting period.
 - Step 2: For each household, calculate the percent of household income spent on housing (and utilities, if relevant) by dividing the household's cost of rent (and utilities for Prevention and Rapid Re-housing) at exit with the household's income at exit.
 - Step 3: Count the number of households that spend 50% or less of their income on housing and utilities.
 - Step 4: Divide the number in Step 3 by the number of successful housing exits in Step 1.

15) **Housing Stability (Month):**

- a) **Purpose:** Indicates project's success in ending homelessness as measured by length of time that project participants retain permanent supportive housing or transitional housing. A longer rate is generally considered positive for permanent supportive housing.
- b) **Projects:** Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The average length of time, measured in months that distinct households reside in the Permanent Supportive Housing or the Transitional Housing unit from entry to exit or end of report period.
- d) **Goal-setting methodology:**
 - i) Permanent Supportive Housing: Meet or exceed CSB Board Ends Policy or local CoC standards; based on historical trends or anticipated performance.
 - ii) Transitional Housing: Meet or exceed local CoC standards; based on historical trends, anticipated performance and project design.
- e) **Reporting methodology:** Measured using the total average household length of stay (from entry to exit date or end of report period, if still a resident) divided by the total average days per month (30.5 days). Measure is not calculated for those projects undergoing initial or expansion lease up.
 - Step 1: Calculate the total days that each household was housed by subtracting the Entry Date from the Exit Date or end of report period for all records.

Step 2: Determine the average length of stay for all the households by dividing the sum of total days housed by the number of households served.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

16) ***Increase in income, from employment, from entry to exit or end of reporting period (%):***

- a) **Purpose:** Indicates project's success in assisting households to obtain employment income. A higher rate is considered positive.
- b) **Projects:** Permanent Supportive Housing
- c) **Definition:** The percentage of adults who increase income from employment from entry to exit or at the end of reporting period.
- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:** The percentage increase in the number of adults is calculated by determining the number of adults served during the report period who had an increase in their employment income amount from entry to exit or at the end of reporting period if not exited from the project and dividing by the total number of adults served during the report period. Income sources include only employment income. *Note: Deceased households are not included in the count of households served.*

17) ***Increase in cash income, other than employment, from entry to exit or end of reporting period (%):***

- a) **Purpose:** Indicates project's success in assisting households to obtain income. A high rate is considered positive.
- b) **Projects:** Permanent Supportive Housing
- c) **Definition:** The percentage of adults who increases income from other sources than employment, from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:** The percentage increase in the number of adults is calculated by determining the number of adults served during the report period who had an increase in their total income amount from entry to exit or at the end of reporting period if not exited from the project, excluding employment income, and dividing by the total number of adults served during the report period. Income sources exclude employment, but may include cash benefits, or other sources. *Note: Deceased households are not included in the count of households served.*

18) ***Movement (%):***

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter project to another.
- b) **Projects:** Tier 2 Shelters
- c) **Definition:** All distinct households that exit a Tier 2 shelter during the evaluation period and then have contact with another Tier 2 shelter within seven (7) days of exit.

The movement rate is measured by dividing the total distinct households that experience movement by the total distinct household exits during the evaluation period (relative to the project that served them).

- d) **Goal-setting methodology:** At or below CSB Board Ends Policy. Monitored but not evaluated.
- e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits for the respective project during the report period (excludes exit from Maryhaven-Safety, YMCA First Time Homeless Shelter, Overflow shelters and exit from Tier 2 shelters to Maryhaven-Safety).

19) **Negative Reason for Leaving (%):**

- a) **Purpose:** Low rate of negative reasons indicates project's success in stabilizing a household in housing.
- b) **Projects:** Permanent Supportive Housing and Transitional Housing.
- c) **Definition:** The percentage of households that leave housing due to non-compliance or disagreement with the housing rules.
- d) **Goal-setting methodology:** Meet or below local CoC standards.
- e) **Reporting methodology:** The percentage is calculated by determining the number of exited households during the report period who have "non-compliance with project" or "disagreement with rules/person" as their Reason for Leaving the project and dividing by the total number of households that exited during the report period. *Note: Deceased households are not included in the count of households exited.*

20) **New Households Served (#):**

- a) **Purpose:** Indicates volume of new households served by the project which is considered to measure project efficiency.
- b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF Projects, Benefits Partnership, Outreach Programs, and Navigator Project
- c) **Definition:** Number of distinct households that entered the project during the report period and were not receiving services on the last day of the prior report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal.
- e) **Reporting methodology:** The number of distinct households with an entry date that occurs within the start and end dates of the report period.

21) **New Households Served (Sheltered single adult population served) (%):**

- a) **Purpose:** Indicates volume of new households served by the Navigator Project which is considered to measure project efficiency.
- b) **Projects:** Navigator Project
- c) **Definition:** Percent of the sheltered single adult population served by the Navigator Project.

- d) **Goal-setting methodology:** Set by project design.
- e) **Reporting methodology:** The percent of households served by the First Time Homeless and Tier 2 shelters within a report period who also have an active service record in the Navigator Project within the same start and end dates of the report period.

22) **Pass Project Certification:**

- a) **Purpose:** Indicates project's success in ending homelessness, ability to provide resources and services to homeless persons and access and coordination to community resources and services, as needed.
- b) **Projects:** All
- c) **Definition:** Project adheres to all applicable standards, described in the CSB Administrative and Project Standards.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Current Project Review and Certification Report.

23) **Project Occupancy Rate (%):**

- f) **Purpose:** Indicates efficient use of community resources. High occupancy rate indicates project efficiency at turning over units and providing project that is in demand.
- g) **Projects:** Tier 2 Shelters, Permanent Supportive Housing, and Transitional Housing. Not measured for Maryhaven Engagement Center - Safety, Overflow Shelters, First Time Homeless Shelter, and Family shelters.
- h) **Definition:**
 - i) **Emergency Shelter:** A percentage that reflects the average number of households that stayed in each emergency shelter per night during the report period relative to the emergency shelter's project capacity. *Note: cumulative total for households with multiple instances of service during the report period.*
 - ii) **Permanent Supportive Housing and Transitional Housing:** A percentage that reflects the average number of households residing in a project per night relative to the project capacity.
- i) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, CoC local standards, or prior performance. If new project, the project must provide the rationale for planned goal, including start-up.
- j) **Reporting methodology:** Total household units of service provided during the report period divided by the total days within the report period divided by the total project capacity. Measure is monitored, but not evaluated for new projects during start-up.
 - i) **Emergency Shelter:**
 - (1) **Number:** Total bedlist shelter units from the Bedlist Report or Outcomes Report for the report period / total days during the report period.
 - (2) **Rate:**
 - (a) **Step 1:** Divide the total (bedlist) shelter units for the report period by the number of days in the report period.

- (b) Step 2: Divide the results obtained in Step 1 by the project capacity.
- ii) Permanent Supportive Housing and Transitional Housing:
 - (1) *Number*: $\sum((\text{exit date or end of report period} - \text{entry date or beginning of report period}) + 1) / \text{days in report period}$.
 - (2) *Rate*: Project occupancy number (rounded to nearest whole number) divided by the project capacity.

24) **Recidivism (%)**:

- f) **Purpose**: Indicates project's success in ending homelessness as measured by number of households who attain housing and do not return or enter shelter subsequent to successful housing outcome. A lower rate is considered positive.
- g) **Projects**: All except Overflow shelters, Permanent Supportive Housing, and Transitional Housing
- h) **Definition**: The total number of distinct households that were exited during the report period with a successful housing outcome (as defined for that project) and had any shelter contact within two weeks to three months after having exited with a successful housing outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that project). For the Homelessness Prevention projects, the number of exited households with a successful housing outcome (as defined for that project) that have any shelter contact within 1(one) year of a successful housing outcome, expressed as a percentage of total distinct households with an exit to housing (as defined for that project).
- i) **Goal-setting methodology**: Meet or below CSB Board Ends Policy or prior performance.
- j) **Reporting methodology**: A percentage rate reflecting the number of recidivist households in a project relative to the number of households that exited the project with a successful housing outcome (specific to that project). For Outreach Programs households with exits to emergency shelter are excluded from the calculation. Recidivism rate is calculated quarterly only for emergency shelters.
 - i) Rate = (numerator/denominator) x 100
 - ii) Denominator: Cohort of households which attained successful housing outcome.
 - (1) Quarterly cohort: Calculate the number of distinct households with successful housing outcome within the previous quarterly reporting period.
 - (2) Semi-annual cohort: Calculate the number of distinct households with successful housing outcome within the first 90 days of the semi-annual report period.
 - (3) Annual cohort: Calculate the number of distinct households with successful housing outcome within the first 270 days of the annual report period.
 - iii) Numerator: Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household that exits a project with a successful outcome (specific to that project) and enters the emergency shelter system within two weeks to three months after exit from the project.

- (2) Using the above cohort, calculate the number of distinct households that enters shelter system within 14 to 90 days subsequent to successful housing outcome.
- (3) For the Homelessness Prevention projects the time-range above is replaced by 14 days to 1(one) year.

25) ***Shelter Linkage (%)***:

- a) **Purpose:** Indicates project's success in referring households to appropriate emergency shelters and admitting them into shelter. A higher rate is considered positive.
- b) **Projects:** Coordinated Point of Access
- c) **Definition:** The percentage of households that were referred for intake into emergency shelter that enter the emergency shelter within 24 hours of reservation.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Calculate the total number of households that received a referral for intake into emergency shelter. Calculate the total number of households from the referral pool that entered the respective emergency shelter (excludes Maryhaven-Safety, Maryhaven Safety2Housing, and Huck House Emergency Shelter) within 24 hours of reservation. Divide the number of those that entered by the number of those that were put on the reservation list.

26) ***Submitted Other Applications (# and %)***:

- a) **Purpose:** Indicates volume of applications submitted by the project that are not SSI or SSDI, which is considered to measure project efficiency.
- b) **Projects:** Benefits Partnership
- c) **Definition:** Number of distinct households that had applications other than SSI or SSDI submitted by the project during the report period and for which case numbers have been entered into the system, if available, and the percentage this represents of total distinct households served during the report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** The number of distinct households that have applications other than SSI or SSDI submitted within the start and end dates of the report period and for which case numbers were entered into CSP, if available. The rate is calculated by dividing the number of Submitted Other Applications by the number of distinct households that were served during the reporting period.

27) ***Submitted SSI/SSDI Applications (# and %)***:

- a) **Purpose:** Indicates volume of applications submitted by the project, which is considered to measure project efficiency.
- b) **Projects:** Benefits Partnership
- c) **Definition:** Number of distinct households that had their SSI/SSDI applications submitted by the project during the report period and for which case numbers have

been entered into the system, if available, and the percentage this represents of total distinct households served during the report period.

- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** The number of distinct households that have SSI/SSDI applications submitted within the start and end dates of the report period and for which case numbers were entered into CSP, if available. The rate is calculated by dividing the number of Submitted SSI/SSDI Applications by the number of distinct households that were served during the reporting period.

28) Successful SSI/SSDI Applications (%):

- a) **Purpose:** Indicates project's success in helping homeless households receive benefits. Successful SSI/SSDI Application % constitutes the proportion of approvals and partial approvals compared to the total number of households that received resolutions during the report period. A higher rate is considered positive.
- b) **Projects:** Benefits Partnership
- c) **Definition:** The % of households for which SSI and/or SSDI applications that were successfully submitted received a resolution of "approved" or "partial approval".
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Calculate the total number of households that received a resolution of "approved" or "partial approval" on their SSI or SSDI applications within the report period. Divide this number by the total number of households that received a resolution on their SSI or SSDI applications within the report period (approved, partial approval or denied).

29) Successful Diversion Outcome (# and %):

- a) **Purpose:** Indicates project's success in ending homelessness by linking households to appropriate community resources and not admitting them into shelter. A higher number and rate are considered positive.
- b) **Projects:** Coordinated Point of Access
- c) **Definition:** The number of distinct households that contact the Coordinated Point of Access and are diverted to other community resources and the percentage this represents of total distinct households that contact the Coordinated Point of Access during the report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Calculate the total number of distinct households that contact the Coordinated Point of Access and the total number of distinct household diversions that are considered successful. The latest diversion outcome during the report period will be considered. Divide the number of distinct successful diversion outcomes by the number of total distinct household that contact Coordinated Point of Access during the report period.

30) Successful Housing Exit (%): Refer to Table 1 and Table 2 for a complete list of housing outcomes.

- f) **Purpose:** Indicates project's success in ending homelessness as measured by those who attain permanent, independent housing. A higher number and rate are considered positive.
- g) **Projects:** Permanent Supportive Housing
- h) **Definition:** The number of distinct households that exit the project for other permanent housing (as defined in Table 1) and the percentage this represents of total distinct households exited.
- i) **Goal-setting methodology:** Meet or exceed prior performance.
- j) **Reporting methodology:** The total number of distinct household exits during the report period with destinations that are considered successful housing outcomes divided by the total number of distinct households exited during the report period.
Note: Deceased households are not included in the count of households exited.

31) **Successful Housing Outcome/Successful Outcome (# and %):** Refer to Table 1 and Table 2 for a complete list of housing outcomes.

- a) **Purpose:** Indicates project's success in ending homelessness. A higher number and rate are considered positive.
 - i) Permanent Supportive Housing: Indicates project's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
 - ii) Transitional Housing: Indicates project's success in ending homelessness as measured by those who attain permanent housing.
 - iii) Outreach Programs: Indicates project's success in linking households to appropriate next step housing which includes shelter, transitional, and permanent housing for successful outcomes and transitional and permanent housing only for the successful housing outcomes.
 - iv) Emergency Shelter: Indicates project's success in linking households to appropriate next step housing which includes rapid re-housing, transitional, and permanent housing.
 - v) First Time Homeless and Safety Shelters: Indicates project's success in linking households to appropriate services as measured by exiting clients to Tier 2 shelter or other permanent destinations for successful outcomes.
 - vi) Navigator Project; Indicates project's success in linking households to appropriate next step housing which includes rapid re-housing, transitional, and permanent housing.
 - vii) All other: Indicates project's success in ending homelessness as measured by those who attain other permanent housing.
- b) **Projects:** All except Overflow Shelters
- c) **Definition:**
 - i) Successful Housing Outcomes for all projects except for Outreach Programs and Permanent Housing projects: The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report

- period) to successful housing as defined in Table 1 and the percentage this represents of total distinct households exited during the report period.
- ii) Successful Outcomes for First Time Homeless Shelter and Maryhaven - Safety: The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to Tier 2 shelters or permanent housing as defined in Table 1 and Table 2 and the percentage this represents of total distinct households exited during the report period. Monitored only for the first time homeless shelter.
 - iii) Successful Outcomes/Successful Housing Outcomes for Outreach Programs:
 - (1) Successful outcomes are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to shelter, transitional or permanent housing as defined in Table 1 and Table 2 and the percentage this represents of total distinct households exited during the report period.
 - (2) Successful housing outcomes are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing as defined in Table 1 and the percentage this represents of total distinct households with a successful outcome.
 - iv) Successful Housing Outcomes for Permanent Supportive Housing project: the number of distinct households that remain in the Permanent Supportive Housing project or that exit the project during the report period for other permanent housing (as defined in Table 1) and the percentage this represents of total distinct households served.
 - v) Successful Housing Outcomes for Navigator Project (evaluated at two levels):
 - (1) Successful housing outcomes for Navigator Project are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to permanent housing as defined in Table 1 and Table 2 and the percentage this represents of total distinct households exited during the report period.
 - (2) Successful housing outcomes at shelter exit are the number of distinct households served by the Navigator project that exit from single adult Tier 2 emergency shelters during the report period (i.e., latest exit for households with multiple stays during the report period) to successful housing as defined in Table 1 and the percentage this represents of total distinct households exited during the report period.
 - d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, HUD Standards or prior performance.
 - i) Rapid Re-housing, Navigator Project, Homelessness Prevention, and Transitional Housing: Multiply the percentage goal by the projected number of exited households.
 - ii) First Time Homeless Shelter and Maryhaven - Safety: Successful outcomes: Multiply the percentage goal by the projected number of exited households to destination defined in Table 1 and 2. Monitored only for the first time homeless shelter.

- iii) Outreach Programs:
 - (1) Successful outcomes: Multiply the percentage goal by the projected number of exited households with destination defined in Table 1 and 2.
 - (2) Successful housing outcomes: Multiply the percentage goal by the projected number of successful outcomes.
- iv) Emergency Shelter: Number of successful housing outcomes equals rate times number of exits.
- v) Permanent Supportive Housing and Transition Project: Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
 - i) Successful Housing Outcomes for all projects excluding Permanent Supportive Housing and Outreach Programs: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful housing outcomes. Divide the number of successful housing outcomes by the number of total exits during the report period.
 - ii) Successful Outcomes for First Time Homeless Shelter and Maryhaven - Safety: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful shelter and housing outcomes per Table 1 and Table 2. Divide this number of successful outcomes by the number of total exits during the report period.
 - iii) For Outreach Programs:
 - (1) Successful outcomes: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful shelter and housing outcomes per Table 1 and Table 2. Divide this number of successful outcomes by the number of total exits during the report period.
 - (2) Successful housing outcomes: Calculate the total number of successful outcomes (above) and the total number of destinations that are considered successful housing outcomes (please refer to Table 1). Divide the number of successful housing outcomes by the number of total successful outcomes.
 - iv) For Permanent Supportive Housing: Sum the total number of distinct household exits during the report period with destinations that are considered successful housing outcomes and the number residing in Permanent Supportive Housing at the end of the report period. Divide the number of successful housing outcomes by the total number of distinct households served during the report period. *Note: Deceased households are not included in the count of households served.*

32) **Turnover Rate (%):**

- a) **Purpose:** Turnover rate indicates the project's effectiveness in providing stable housing. Rate is monitored, but not evaluated.
- b) **Projects:** Permanent Supportive Housing
- c) **Definition:** The rate at which units become vacant relative to the project capacity. Monitored, but not evaluated.

- d) **Goal-setting methodology:** Set based on prior performance. For new projects, CSB estimates the following turnover rates: Annual rate: 20%; Semi-annual rate: 10%; Quarterly rate: 5%.
- e) **Reporting methodology:** Turnover rate is calculated by dividing the total number of distinct household exited during a report period by the project capacity during the same report period.

33) **Usage of CSB Direct Client Assistance (DCA) (# and %):**

- a) **Purpose:** Indicates that project is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
- b) **Projects:** Outreach Programs, Family shelters, Rapid Re-housing, Navigator Project, SSVF projects, Homelessness Prevention, and Transition Project.
- c) **Definition:** The number of exited distinct households receiving either Transition DCA during the report period or rapid re-housing/ prevention DCA during and/or for up to 90 days prior to or after the report period, and the percentage this represents of total distinct household exits during the report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy; based on historical trends, anticipated performance, and/or project design.
- a) **Reporting methodology:** The total number of exited distinct households that received CSB DCA during the report period. For rapid re-housing/ prevention, (DCA received up to 90 days prior to or after the report period included) / total number of distinct households served that exited the system during the report period.

34) **Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):**

- f) **Purpose:** Indicates that project is cost-efficient in accessing DCA. A lower average amount per household indicates that project has leveraged other community resources.
- g) **Projects:** Rapid Re-housing, Homelessness Prevention, and Transition Project.
- h) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household during the report period.
- i) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources, and project design.
- j) **Reporting methodology:** Total monetary assistance awarded to all households during report period / total number of distinct households served that received assistance.

Table 1: Successful Housing Outcomes (see above item 30 and 31)

HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher (including a youth shelter, or campground paid for with emergency shelter voucher)	No	No
2 = Transitional housing for homeless persons (including homeless youth) - Huckleberry House - Transitional Living Program, Maryhaven - Women's program, Southeast -New Horizons Transitional Housing, VOAGO Veterans Program, YMCA ADAMH Program ²	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent supportive housing for formerly homeless persons (such as: CoC Project; or HUD legacy programs; or HOPWA PH) all Rebuilding Lives and CoC projects, HOME, HUD, CSB subsidized	Yes	Yes
4 = Psychiatric hospital or other psychiatric facility ²	No	No
5 = Substance abuse treatment facility or detox center ²	No	No
6 = Hospital or other residential non-psychiatric medical facility ²	No	No
7 = Jail, prison or juvenile detention facility	No	No
10 = Rental by client, no ongoing housing subsidy privately owned, market rent housing	Yes	Yes
11 = Owned by client, no ongoing housing subsidy	Yes	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
13 = Staying or living with friends, temporary tenure (e.g., room, apartment or house) ²	No	No
14 = Hotel or motel paid for without emergency shelter voucher	No	No
15 = Foster care home or foster care group home ²	No	No
16 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
17 = Other	No	No
18 = Safe Haven	No	No
19 = Rental by client, with VASH subsidy -Veterans Affairs Supportive Housing (VASH)	Yes	Yes
20 = Rental by client, with other ongoing housing subsidy	Yes	Yes
21 = Owned by client, with ongoing housing subsidy	Yes	Yes
22 = Staying or living with family, permanent tenure	Yes ¹	Yes
23 = Staying or living with friends, permanent tenure ²	No	No (except for Huckleberry House)
24 = Deceased	No	No
25 = Long-term care facility or nursing home	No	No
26 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	No	No
28 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
29 = Residential project or halfway house with no homeless criteria	No	No
30 = No Exit Interview Completed	No	No

¹ Heads of household are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.

² A successful housing outcome for Huckleberry House Emergency Shelter.

HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
8 = Client Doesn't Know	No	No
9 = Client Refused	No	No
99 = Data Not Collected	No	No

In addition to the outcomes specified in Table 1 for successful housing outcomes, the outcome listed in Table 2 is considered successful for the Successful Outcome indicator.

Table 2: Successful Outcomes (applies only to First Time Homeless and Safety Shelters and Outreach Programs)

HUD Destination	Successful Outcome? (First Time Homeless /Safety Shelters)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher	Yes

HUD Destination	Successful Outcome? (Outreach programs)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher	Yes
2 = Transitional housing for homeless persons (including homeless youth) – Southeast New Horizons, VOAGO Veterans, YMCA ADAMH Program	Yes
15 = Foster care home or foster care group home	Yes
18 = Safe Haven	Yes
22 = Staying or living with family, permanent tenure	Yes
23 = Staying or living with friends, permanent tenure	Yes
25 = Long-term care facility or nursing home	Yes

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