

PROGRAM EVALUATION

FY2020
7/1/19 - 12/31/19

Our Mission

To lead a coordinated, community effort to make sure everyone has a place to call home.

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

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Overview

Community Shelter Board leads a coordinated, community effort to make sure everyone has a place to call home. CSB is the collective impact organization driving strategy, accountability, collaboration, and resources to achieve the best outcomes for people facing homelessness in Columbus and Franklin County. With the support of a compassionate community, our system of care served more than 15,000 people last year with homelessness prevention, shelter, street outreach, rapid re-housing, and permanent supportive housing.

CSB 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 many other public and private investors.

CSB 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 vision that everyone should have a place to call home.

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 partner agency. 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 partner agencies.

The FY2020 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 2020 (July 2019-June 2020). For each program, the report includes an overall performance rating, summary description and a table showing current performance with respect to established outcome measures.

The program evaluation also includes non-CSB funded programs – programs that receive federal Veterans Affairs or Health and Human Services funding and need to participate in the local Continuum of Care, and programs that voluntarily participate in CSP, 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 CY2019 and beginning of CY2020.

Unless otherwise noted, performance data was gathered from the CSB's CSP for the 7/1/2019 through 12/31/2019 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. 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). *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:

<i>Rating</i>	<i>Achievement of System Outcome Measure</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

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). *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 process and receive a conditional contract from CSB in the following fiscal year.

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

FY2020 Program Evaluation

Performance Ratings at a Glance

System/Project Name	Performance Rating
Family Emergency Shelter System	Low
Men's Emergency Shelter System	Medium
Women's Emergency Shelter System	Medium
Emergency Shelter System	Medium
Prevention System	High
Rapid Re-housing System	High
Permanent Supportive Housing System	High
Homelessness Prevention	
Gladden Community House Family Homelessness Prevention	High
Gladden Community House Family Homelessness Prevention FCCS	Medium
HFF Homelessness Prevention for Pregnant Women	High
VOAOI SSVF Prevention	High
Coordinated Point of Access	
Gladden Community House Family Diversion	High
Netcare Access Family CPoA/Homeless Hotline	High
Netcare Access Single Adult CPoA/Homeless Hotline	Medium
Huckleberry House Coordinated Access and Rapid Resolution ¹	N/A
Emergency Shelters	
YMCA Van Buren Family Shelter	Medium
YWCA Family Center	Low
Huckleberry House Emergency Shelter	High
LSS Faith Mission Single Adults (Grant, 8 th , and Nancy's Place)	High
Lutheran Social Services VA Emergency Housing	Medium
Maryhaven Engagement Center – Safety	High
Maryhaven Engagement Center – Shelter2Housing	High
Southeast Friends of the Homeless Men's Shelter	Low
VOAOI VA Emergency Housing	Medium
YMCA Men's/Women's Overflow ²	N/A
YMCA Van Buren Women's Shelter	Medium
Outreach Programs	
Maryhaven Outreach	Low
Maryhaven Capital Crossroads Special Improvement District Outreach	Medium
Southeast PATH	Medium
Rapid Re-housing	
CSB Transition Program - Single Adult	Medium
CSB Transition Program - Families	Medium
Homeless Families Foundation Rapid Re-housing	Medium
Homeless Families Foundation YHDP Rapid Re-housing ¹	N/A
LSS/Faith Mission SSVF Rapid Re-housing	Medium
The Salvation Army Rapid Re-housing	Medium
The Salvation Army Job2Housing	High
VOAOI SSVF Rapid Re-housing	High
VOAOI Rapid Re-housing	High

¹ Project too new to evaluate.

² Projects not open during the entire reporting period.

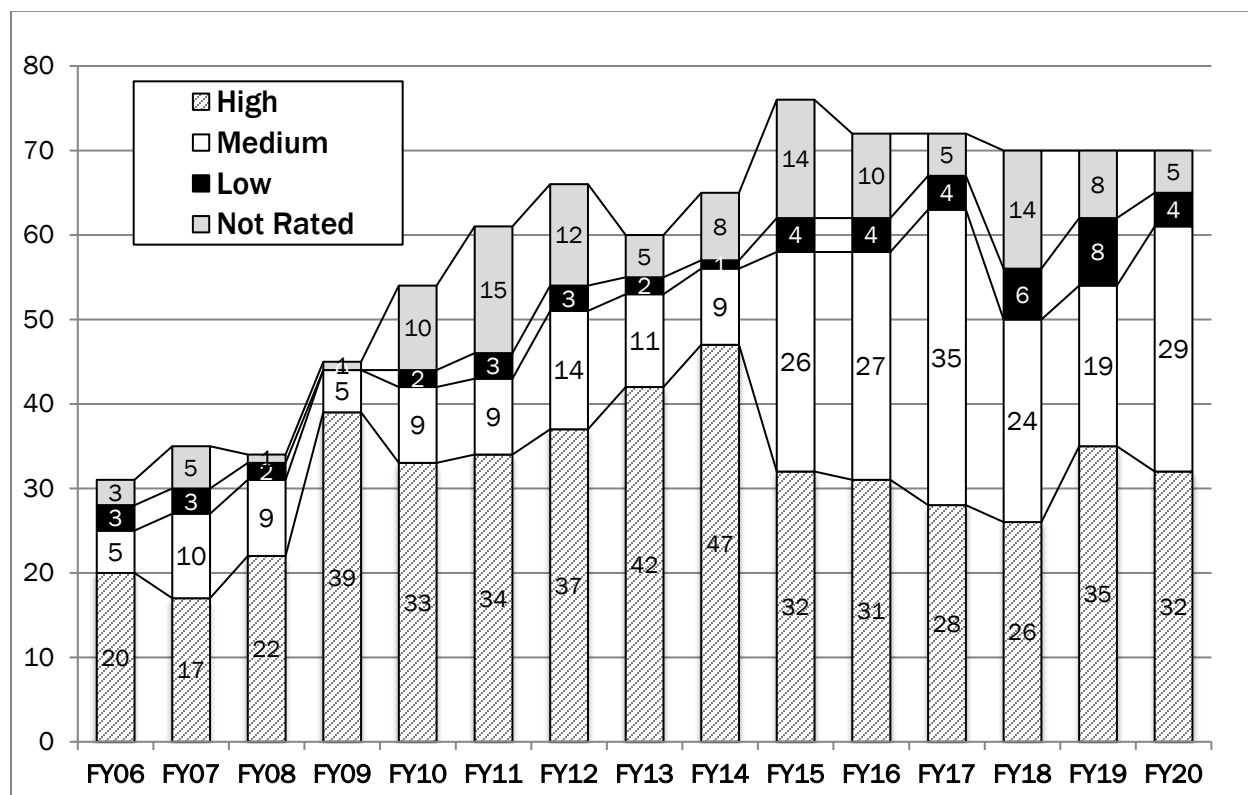
YMCA Rapid Re-housing	Medium
YMCA Rapid Re-housing DV Project ¹	N/A
Permanent Supportive Housing	
Alvis/Amethyst TRA/SRA	Medium
Equitas Health TRA	High
Community Housing Network Briggsdale	High
Community Housing Network Briggsdale 2	Medium
Community Housing Network Cassady Avenue Apartments	High
Community Housing Network Community ACT	Medium
Community Housing Network East Fifth Avenue Apartments	Medium
Community Housing Network Family Homes	High
Community Housing Network Inglewood Court	High
Community Housing Network Leasing Supportive Housing	Medium
Community Housing Network North 22nd Street	Medium
Community Housing Network Terrace Place	High
Community Housing Network Parsons Avenue	Medium
Community Housing Network Rebuilding Lives PACT Team Initiative	Medium
Community Housing Network Safe Haven	High
Community Housing Network SRA	Medium
Community Housing Network TRA	Medium
Community Housing Network TRA2	Low
Community Housing Network Southpoint Place	High
Community Housing Network Wilson	High
Maryhaven Commons at Chantry	High
National Church Residences Commons at Buckingham	High
National Church Residences Commons at Grant	High
National Church Residences Commons at Livingston	High
National Church Residences Commons at Third	High
VA VASH	N/A
VOAOI Family Supportive Housing	High
VOAOI Van Buren Village	High
YMCA 40 West Long Street	Medium
YMCA 40 West Long Street Expansion	Medium
YMCA Franklin Station	High
YMCA/Homefull Isaiah Project	Medium
YMCA Scattered Sites HOME	High
YWCA WINGS	High
Transitional Housing	
Huckleberry House Transitional Living Project	Medium
Huckleberry House Transitional Living Project RHY	High
VOAOI Veterans Transitional Housing	Medium

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 2020 by rating category. CSB 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 are at risk of or experience homelessness. CSB looks forward to working with partner agencies in the coming year to further improve individual programs and system coordination.

Number of projects by rating category between FY2006 and FY2020



In FY2020, 5 projects out of 70 projects were not rated as being too new to evaluate or not being open during the entire reporting period.

Acknowledgements

CSB 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.

Systems

FY2020 Program Evaluation

System: Family Emergency Shelter System
Agencies: YWCA, YMCA
Period: 7/1/19 - 12/31/19
Performance: Low

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 the Homeless Hotline operated by Netcare managing all initial requests for shelter. Gladden Community House provides face to face diversion services and immediate emergency shelter is available when diversion to safe, alternative housing is not possible.

The YWCA Family Center opened in October 2005 and 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, to address the exponential growth in family homelessness, a new family shelter with space to serve up to 64 families opened at Van Buren Center. Since May 1 2016, the new family shelter has been operated by YMCA.

The Homeless Hotline operated by NetCare provides Coordinated Point of Access (CPoA) services related to emergency shelter access for families. The goals of the CPoA are to reduce the number of families who are admitted to family shelters through diversion to more appropriate community resources and to improve the families’ experience accessing shelter. The hotline was designed using a call center model with greater emphasis on prevention and diversion efforts. Families seeking emergency shelter initially access the CPoA via the 614-274-7000 phone line which is answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year. After the phone call, a face-to-face appointment with Gladden Community House is provided to each family to further assess their need for shelter. Admission to the shelter system occurs when no other option exists for the family.

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, Permanent Supportive Housing, and other permanent housing with or without transitional supports. For families exiting to permanent housing, financial assistance for rent, security deposit, and/or utilities is available through the Direct Client Assistance program administered by CSB.

Once assessed by emergency shelter staff, families who need transitional supports are referred to the Rapid Re-housing 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 a short timeframe of referral. To accomplish this, case managers help find suitable and affordable housing and link 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 services: The Salvation Army, Homeless Families Foundation, and Volunteers of America.

New rapid re-housing services for transition age youth and victims of domestic violence started as of July 1, 2019. Homeless Families Foundation and YMCA operate these programs. In addition, two shelter-based programs are in an initial piloting phase, operated by YMCA and YWCA.

In FY2020, to ensure that adequate emergency shelter capacity is available, CSB contracted with YMCA and YWCA to provide overflow assistance for families in need of emergency shelter beyond their regular capacity.

FY2020 Family Shelter System Provider and Capacity (7/1/19 – 6/30/20)¹

Agency	Program	Capacity (Families)
YWCA	Family Center	50
YMCA	Family Shelter	64
<i>Total Capacity</i>		<i>114</i>

System Outcome Achievement 7/1/19 to 12/31/19

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	650	767	Yes
Successful Housing Outcomes	#	375	288	No
Successful Housing Outcomes	%	70	45	No
Average Length of Stay	Days	38	49	No
Recidivism	%	<10	5	Yes
Movement ²	%	15	4	N/A

¹ YWCA provides overflow for up to 10 families nightly. YMCA expands capacity for overflow as needed.

² Monitored, but not evaluated.

FY2020 Program Evaluation

System: Men's Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, Southeast, Inc., Volunteers of America and YMCA
Period: 7/1/19 - 12/31/19
Performance: Medium

The men's emergency shelter system is comprised of three men's shelter programs, two shelter programs for veterans, and one shelter for inebriated men who are experiencing homelessness. Together, these programs include a normal (non-overflow) capacity of 397 beds. Volunteers of America closed their 40 bed capacity men's shelter as of June 30, 2019.

The local Homeless Hotline operated by NetCare has provided 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 to improve the single adults' experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the client. The hotline 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 614-274-7000 phone line which is answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year.

Shelter staff and rapid re-housing case managers assist individuals with accessing needed case management and housing services, including mental health care and substance abuse treatment. For individuals exiting to permanent housing, financial assistance for rent, security deposit, and/or any utilities is available through the Direct Client Assistance program, administered by CSB. YMCA provides rapid re-housing services for single adults as of July 1, 2017. New rapid re-housing services for transition age youth and victims of domestic violence started as of July 1, 2019. Homeless Families Foundation and YMCA operate these programs. In addition, a new rapid re-housing program is being funded by the Ohio Development Services Agency. The program serves single men sheltered at Southeast Friends of the Homeless and is operated by Homefull.

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 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 FY2020, YMCA provided additional overflow capacity for single men at the Van Buren Center when no other shelter beds were available.

FY2020 Men's Shelter Capacity (7/1/19 – 6/30/20)

Agency	Men's Programs	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Faith Mission on 6 th Street	95	15	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	VA Emergency Housing	15	0	0	15
YMCA	Men's Overflow ¹	0	0	130	130
Total Capacity		397	30	130	557

System Outcome Achievement 7/1/19 to 12/31/19

Measure		Semi-annual Goal	Semi-annual Actual ²	Achieved
Households Served	#	2150	2034	Yes
Successful Housing Outcomes	#	568	409	No
Successful Housing Outcomes	%	33	27	No
Average Length of Stay	Days	45	46	Yes
Recidivism	%	<10	9	Yes
Movement ³	%	15	9	N/A

¹ Opened 12/2/19. Capacity is flexible based on need.

² Actual includes overflow.

³ Not applicable to Safety or Overflow shelters. Monitored, but not evaluated.

FY2020 Program Evaluation

System: Women's Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, and YMCA
Period: 7/1/19 - 12/31/19
Performance: Medium

The women's emergency shelter system is comprised of two women's shelter programs, as well as shelter programs for veterans and inebriated women who are homeless. Together, these programs include a normal (non-overflow) capacity of 201 beds.

The local Homeless Hotline operated by NetCare has provided 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 to improve the single adults' experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the client. The hotline 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 614-274-7000 phone line which is answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year.

Shelter staff and case managers assist individuals with accessing needed case management and housing services, including mental health care and substance abuse treatment. For individuals exiting to permanent housing, financial assistance for rent, security deposit, and/or any utilities is available through the Direct Client Assistance program, administered by CSB. YMCA provides rapid re-housing services for single adults as of July 1, /2017. New rapid re-housing services for transition age youth and victims of domestic violence started as of July 1, 2019. Homeless Families Foundation and YMCA operate these programs.

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 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 FY2020, YMCA provided additional overflow capacity for single women at the Van Buren Center when no other shelter beds were available.

FY2020 Women's Shelter Capacity (7/1/19 – 6/30/20)

Agency	Women's Programs	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Faith Mission Nancy's Place	38	6	0	44
Lutheran Social Services	VA Emergency Housing	4	0	0	4
Maryhaven	Engagement Center (Inebriate Shelter)	8	5	0	13
YMCA	Van Buren Women's Shelter	151	7	0	158
YMCA	Women's Overflow ¹	0	0	67	67
Total Capacity		201	18	67	286

System Outcome Achievement 7/1/19 to 12/31/19

Measure		Semi-annual Goal	Semi-annual Actual ²	Achieved
Households Served	#	975	1006	Yes
Successful Housing Outcomes	#	255	209	No
Successful Housing Outcomes	%	33	26	No
Average Length of Stay	Days	45	47	Yes
Recidivism	%	<10	9	Yes
Movement ³	%	15	10	N/A

¹ Capacity is flexible based on need. Opened 10/31/19.

² Actual includes overflow.

³ Not applicable to Safety or Overflow shelters. Monitored, but not evaluated.

FY2020 Program Evaluation

System: Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, Southeast, Inc., Volunteers of America, YMCA, and YWCA
Period: 7/1/19 - 12/31/19
Performance: Medium

CSB is presenting the emergency shelter system as a combination of all the emergency shelters in Columbus and Franklin County.¹ The aggregation below includes the programs in the Family System, Men’s System, and Women’s System sections of this Program Evaluation Report.

FY2020 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	252	21	-	273
Maryhaven	Inebriate Shelter	50	5	-	55
Southeast, Inc.	Single Adult Shelter	130	15	-	145
Volunteers of America	VA Emergency Housing	15	-	-	15
YMCA ³	Single Adult Shelter Seasonal Overflow Family Shelter	215	7	197 ²	419
YWCA ³	Family Shelter	50	10	-	60
Total Capacity		712	58	197	967

System Outcome Achievement 7/1/19 to 12/31/19

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	3750	3770	Yes
Successful Housing Outcomes	#	1111	929	No
Successful Housing Outcomes	%	37	32	Yes
Average Length of Stay	Days	42	47	No
Recidivism	%	<10	8	Yes

¹ Huckleberry House emergency shelter beds are excluded from this report.

² Capacity is flexible based on need.

³ YMCA and YWCA provided overflow for the family system during FY2020. YMCA provided overflow for the single adult system during FY2020.

System: Prevention System
Agencies: Gladden Community House, Homeless Families Foundation, and Volunteers of America
Period: 7/1/19 - 12/31/19
Performance: High

The prevention system is comprised of two Gladden Community House family homelessness prevention programs, a homeless prevention program for pregnant women operated by Homeless Families Foundation, and a homelessness prevention program for veterans operated by VOA. The VOA SSVF prevention program started in October 2013. The Franklin County Children Services Gladden Community House family homelessness prevention program was added in July 2017. The homelessness prevention program for pregnant women was added in April 2018.

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, budget 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. 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.

System Outcome Achievement 7/1/19 to 12/31/19

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
New Households Served	#	174	186	Yes
Households Served	#	263	316	Yes
Exited Households ¹	#	189	228	N/A
Successful Housing Outcomes	#	160	204	Yes
Successful Housing Outcomes	%	85	89	Yes
Average Length of Participation	Days	150	105	Yes
Recidivism	%	10	15	Yes

¹ Monitored, but not evaluated.

FY2020 Program Evaluation

System: Rapid Re-housing System
Agencies: Homeless Families Foundation, Lutheran Social Services, The Salvation Army, Volunteers of America, and YMCA
Period: 7/1/19 - 12/31/19
Performance: High

The Rapid Re-housing system is comprised of Homeless Families Foundation Rapid Re-housing, VOA 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 VOA SSVF Rapid Re-housing programs were included in the system. The YMCA Rapid Re-housing program was added to the system numbers starting July 1, 2017. A rapid re-housing program for youth households administered by Homeless Families Foundation and a rapid re-housing program focusing on victims of domestic violence administered by YMCA were added in July 2020. In addition, Homefull started a new rapid re-housing program for single adults focused on men as of January 1, 2020.

Rapid Re-housing 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, case managers 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.

System Outcome Achievement 7/1/19 to 12/31/19

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
New Households Served	#	900	949	Yes
Households Served	#	1450	1567	Yes
Exited Households ¹	#	900	943	N/A
Successful Housing Outcomes	#	540	575	Yes
Successful Housing Outcomes	%	60	61	Yes
Average Length of Shelter Stay ²	Days	33	40	No
Average Length of Participation	Days	100	101	Yes
Recidivism	%	<10	13	Yes

¹ Monitored, but not evaluated.

² 106 households were excluded from ALOS measure for not having overlapping emergency shelter programs or for still residing in emergency shelter at the time of the report.

System: Permanent Supportive Housing System
Agencies: Alvis/Amethyst, Inc., Equitas Health, Community Housing Network, Maryhaven, National Church Residences, Volunteers of America, YMCA, and YWCA
Period: 7/1/19 - 12/31/19
Performance: High

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 1936 units of housing operating within 34 different supportive housing programs, plus an additional 364 units provided through the VA VASH program. These programs 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.

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” 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. All permanent supportive housing programs participate in the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS prioritizes people experiencing chronic or long-term homelessness and who have the most severe service needs.

An additional 80 units of permanent supportive housing for men and women are in various stages of development. It is anticipated that these additional units will become operational in 2020 and beyond.

FY2020 Program Evaluation

FY2020 Permanent Supportive Housing Unit Summary

Agency/Program	Homeless Units	Other Populations	Total Units
Alvis/Amethyst, SRA and TRA	52	-	52
Community Housing Network, Briggsdale Apartments	25	10	35
Community Housing Network, Briggsdale II	40	-	40
Community Housing Network, Cassidy Avenue	10	-	10
Community Housing Network, Community ACT Housing	42		42
Community Housing Network, East Fifth Avenue	38	-	38
Community Housing Network, Family Homes	10	-	10
Community Housing Network, Inglewood Court	45	15	60
Community Housing Network, Leasing Supportive Housing	25	-	25
Community Housing Network, North 22nd Street	30	-	30
Community Housing Network, Parsons Avenue	25	-	25
Community Housing Network, Rebuilding Lives PACT Team Initiative	80	-	80
Community Housing Network, Safe Haven Apartments	13	-	13
Community Housing Network, Southpoint Place	46	34	80
Community Housing Network, SRA	208	-	208
Community Housing Network, Terrace Place	47	13	60
Community Housing Network, TRA	171	-	171
Community Housing Network, TRA II/Marsh Brook Place	20		20
Community Housing Network, Wilson	8	-	8
Equitas Health, TRA	89	-	89
Maryhaven, Commons at Chantry	50	50	100
National Church Residences, Commons at Buckingham	75	25	100
National Church Residences, Commons at Grant	50	50	100
National Church Residences, Commons at Livingston ¹	60	40	100
National Church Residences, Commons at Third	60	40	100
Veterans Affairs, VASH ¹	364	-	364
Volunteers of America, Family Supportive Housing	38	-	38
Volunteers of America, Van Buren Village	60	40	100
YMCA, 40 W. Long Street Supportive Housing	105	260	365
YMCA 40 West Long Street Expansion	38		38
YMCA, Franklin Station	75	25	100
YMCA, Isaiah Project	160		160
YMCA, Scattered Sites HOME	50	-	50
YWCA, WINGS	91	-	91
Total Units	2,300	602	2,902

¹ Capacity dedicated to veterans.

System Outcome Achievement 7/1/19 to 12/31/19¹

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	2130	1941	Yes
Successful Housing Outcomes	#	1917	1859	Yes
Successful Housing Outcomes ²	%	90	97	Yes
Successful Housing Exits ²	%	50	40	No
Housing Affordability at Exit ^{3,5}	%	50	97	N/A
Housing Stability	Months	24	51	Yes
Exit to Homelessness ²	%	<10	2	Yes
Turnover Rate ⁵	%	10	6	N/A
System Occupancy Rate	%	95	92	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	9	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,4}	%	30	43	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,4}	%	15	9	No

¹ VASH not included.

² 23 deceased clients were excluded from calculation.

³ 7 households with \$0 income and \$0 rent at exit were excluded from calculation. 1 household was removed due to incomplete data.

⁴ 308 households were excluded from measure due to clients residing in the system less than 365 days.

⁵ Monitored but not evaluated.

Homelessness Prevention

Category: Homelessness Prevention
Agency: Gladden Community House
Program: Family Homelessness Prevention
Period: 7/1/19 - 12/31/19
Performance: High

Gladden Community House Family Homelessness Prevention started July 1, 2012. The program was funded by The Siemer Family Foundation and the United Way of Central Ohio through June 30, 2019.

The program provides short-term, intensive case management and limited financial assistance to families most at risk of homelessness 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Homelessness Prevention

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	50	71	N/A
New Households Served	#	112	107	Yes
Households Served	#	162	178	Yes
Exited Households ¹	#	107	142	N/A
Successful Housing Outcomes	#	91	123	Yes
Successful Housing Outcomes	%	85	87	Yes
Average Length of Participation	Days	120	91	Yes
Recidivism	%	<10	19	No
Usage of CSB Direct Client Assistance ²	%	60	76	Yes
Usage of CSB Direct Client Assistance ⁴	\$	1100	1640	Yes
Housing Affordability at Exit ^{1,3}	%	50	67	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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

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

³ 17 households were excluded due to \$0 income and \$0 monthly rent and utilities. 1 household was excluded due to missing data.

⁴ Funding availability allows for the average DCA amount to exceed the goal.

FY2020 Program Evaluation

Category: Homelessness Prevention
Agency: Gladden Community House
Program: Franklin County Children Services Family Homelessness Prevention
Period: 7/1/19 - 12/31/19
Performance: Medium

Gladden Community House FCCS Family Homelessness Prevention program is a prevention program serving families referred to them by Franklin County Children Services. The program started July 1, 2017.

The program provides short-term, up to four months of intensive case management and limited financial assistance to families in a collaborative manner to ensure families maintain positive, stable housing; have access to community-based resources and services as needed to maintain housing; and do not enter the emergency shelter system. FCCS's goal is for these families to not have to have an open case with FCCS.

Program Outcome Achievement 7/1/19 to 12/31/19: Homelessness Prevention

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	5	8	N/A
New Households Served	#	40	25	No
Households Served	#	45	33	No
Exited Households ¹	#	40	19	N/A
Successful Housing Outcomes	#	34	19	No
Successful Housing Outcomes	%	85	100	Yes
Average Length of Participation	Days	120	81	Yes
Recidivism	%	<10	8	Yes
Usage of CSB Direct Client Assistance ²	%	80	100	Yes
Usage of CSB Direct Client Assistance ⁴	\$	1000	1262	Yes
Housing Affordability at Exit ^{1,3}	%	50	60	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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

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

³ 4 households were excluded due to \$0 income and \$0 monthly rent and utilities.

⁴ Funding availability allows for the average DCA amount to exceed the goal.

Category: Homelessness Prevention
Agency: Homeless Families Foundation
Program: Pregnant Women Homelessness Prevention
Period: 7/1/19 - 12/31/19
Performance: High

Homeless Families Foundation Pregnant Women Homelessness Prevention is a new homelessness prevention program targeting pregnant women. The program started April 1, 2018.

The program provides medium-term assistance, averaging 12 months, of intensive case management and limited financial assistance in a collaborative manner to ensure expectant and new mothers maintain positive, stable housing; have healthy babies; have access to community-based resources and services as needed to maintain housing; and do not enter the emergency shelter system. This strategy intends to address the City of Columbus Celebrate One initiative to reduce child infant mortality in our city.

Program Outcome Achievement 7/1/19 to 12/31/19: Homelessness Prevention

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	20	15	N/A
New Households Served	#	18	23	Yes
Households Served	#	38	38	Yes
Exited Households ¹	#	16	14	N/A
Successful Housing Outcomes	#	13	12	Yes
Successful Housing Outcomes	%	85	86	Yes
Average Length of Participation	Days	365	190	Yes
Recidivism	%	<10	25	No
Usage of CSB Direct Client Assistance ²	%	60	89	Yes
Usage of CSB Direct Client Assistance	\$	3500	3738	Yes
Housing Affordability at Exit ^{1,3}	%	50	73	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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

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

³ 1 household was excluded due to \$0 income and \$0 monthly rent and utilities.

FY2020 Program Evaluation

Category: Homelessness Prevention
Agency: Volunteers of America Ohio & Indiana
Program: SSVF (Supportive Services for Veteran Families) Prevention¹
Period: 7/1/19 - 12/31/19
Performance: High

On October 1, 2013, Volunteers of America (VOA) 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. VOA is primarily serving single adults, but also serves families.

Program Outcome Achievement 7/1/19 to 12/31/19: Homelessness Prevention

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ²	#	14	37	N/A
New Households Served	#	13	31	Yes
Households Served	#	27	68	Yes
Exited Households ²	#	13	54	N/A
Successful Housing Outcomes	#	11	50	Yes
Successful Housing Outcomes	%	90	93	Yes
Average Length of Participation	Days	90	124	No
Recidivism	%	<10	10	Yes
Usage of SSVF Direct Client Assistance	%	80	96	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

¹ Program is not funded by CSB.

² Measure is monitored, but not evaluated; however, this can impact other success measures.

Coordinated Point of Access

FY2020 Program Evaluation

Category: Emergency Shelter - Coordinated Point of Access
Agency: Gladden Community House
Program: Face-to-face Family Diversion
Period: 7/1/19 - 12/31/19
Performance: High

Starting January 1, 2018, CSB separated face-to-face diversion for families from the homeless hotline. Families that contact the homeless hotline and are unable to be immediately diverted are referred by Netcare Access to Gladden Community House for a face-to-face interview, if possible on the same day. Families then meet with a caseworker who helps them locate options that avoid the need for emergency shelter, thus creating a better outcome for both the family and the shelter system. Admission to the family shelter system occurs when no other safe option exists for the family.

Program Outcome Achievement 7/1/19 to 12/31/19: CPoA

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	1300	1600	Yes
Successful Diversion Outcome	%	35	38	Yes
Successful Diversion Outcome	#	455	462	Yes
Diversion Recidivism	%	<10	9	Yes
Pass Program Certification		Pass certification	Compliant	Yes

Category: Emergency Shelter - Coordinated Point of Access
Agency: Netcare Access
Program: Coordinated Point of Access: Family CPoA/Homeless Hotline
Period: 7/1/19 - 12/31/19
Performance: High

CSB contracted in 2015 with HandsOn Central Ohio to deliver a Coordinated Point of Access/Homeless Hotline for families seeking emergency shelter. The homeless hotline is operated by Netcare Access since July 1, 2018. 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. 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 614-274-7000 phone number being answered by designated Homeless Hotline staff. Phone lines are answered by Netcare 24 hours a day, every day of the year.

Starting January 1, 2018, Face-to-face diversion was separated from the homeless hotline and is operated by Gladden Community House. Referral to face-to-face diversion is done by Netcare if the homeless hotline staff is not able to successfully divert the family.

Performance Outcomes

Program Outcome Achievement 7/1/19 to 12/31/19: CPoA

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	1500	1899	Yes
Successful Diversion Outcome	%	30	29	Yes
Successful Diversion Outcome	#	450	636	Yes
Average Wait-Time	Min	<5	3:48	Yes
Diversion Recidivism	%	<10	20	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

FY2020 Program Evaluation

Category: Emergency Shelter - Coordinated Point of Access
Agency: Netcare Access
Program: Coordinated Point of Access Single Adult CPoA/Homeless Hotline
Period: 7/1/19 - 12/31/19
Performance: Medium

CSB contracted in 2012 with HandsOn Central Ohio to deliver a Coordinated Point of Access/Homeless Hotline for single adults seeking emergency shelter. The homeless hotline is operated by Netcare Access since July 1, 2018. 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 614-274-7000 phone number being answered by designated Homeless Hotline staff. Phone lines are answered by Netcare 24 hours a day, every day of the year.

Program Outcome Achievement 7/1/19 to 12/31/19: CPoA

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	4500	4986	Yes
Successful Diversion Outcome	%	25	19	No
Successful Diversion Outcome	#	1125	1233	Yes
Average Wait-Time	Min	<5	3:48	Yes
Diversion Recidivism	%	<10	28	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

Category: Emergency Shelter - Coordinated Point of Access
Agency: Huckleberry House
Program: Coordinated Access and Rapid Resolution
Period: 7/1/19 - 12/31/19
Performance: N/A¹

Starting July 1, 2019, Huckleberry House is administering a coordinated access program specifically targeting transition age youth, 18-24 years of age, using HUD Youth Homelessness Demonstration Program (YHDP) funds. Youth become enrolled in the program through face-to-face contact at the Huckleberry House operated YOP Shop. Participants receive case management service and are connected to rapid re-housing, shelter, or appropriate community resources.

Program Outcome Achievement 7/1/19 to 12/31/19: CPoA

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	N/A	39	N/A
Successful Diversion Outcome	%	25	11	No
Successful Diversion Outcome	#	0	4	N/A
Successful Referral to Resources	%	N/A	N/A	N/A
Average Length of Participation	Days	N/A	70	N/A
Diversion Recidivism	%	<10	N/A	N/A
Pass Program Certification		N/A	N/A	N/A

¹ Program too new to be evaluated.

Emergency Shelters

Family Shelters

FY2020 Program Evaluation

Category: Emergency Shelter (Families)
Agency: YMCA of Central Ohio
Program: Van Buren Family Shelter
Period: 7/1/19 - 12/31/19
Performance: Medium

The Family Emergency Shelter at Van Buren is operated by the YMCA of Central Ohio. The building has capacity to shelter a minimum of 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. YMCA of Central 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 and to 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	350	548	Yes
Average Length of Stay	Days	38	44	No
Successful Housing Outcomes	#	200	185	Yes
Successful Housing Outcomes	%	70	38	No
Usage of CSB Direct Client Assistance	#	57	36	No
Usage of CSB Direct Client Assistance ¹	%	20	11	No
Movement ²	%	15	4	N/A
Recidivism	%	<10	6	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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

² Monitored, but not evaluated.

Category: Emergency Shelter (Families)
Agency: YWCA
Program: Family Center
Period: 7/1/19 - 12/31/19
Performance: Low

In October 2005 the YWCA opened the 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 has capacity to shelter a minimum of 50 families in private rooms. 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.

A variety of additional onsite supportive services are provided, including childcare, case management, housing and employment resources, and child advocacy. Some of the other functions of the shelter are to conduct intake and assessment and to 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 staying at the Family Center move into permanent housing.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	350	263	No
Average Length of Stay	Days	38	51	No
Successful Housing Outcomes	#	210	108	No
Successful Housing Outcomes	%	70	53	No
Usage of CSB Direct Client Assistance	#	60	16	No
Usage of CSB Direct Client Assistance ¹	%	20	15	Yes
Movement ²	%	15	2	N/A
Recidivism	%	<10	6	Yes
Pass Program Certification		Pass certification	Compliant	Yes

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

² Monitored, but not evaluated.

Single Adult/Youth Shelters

Category: Emergency Shelter (Youth)
Agency: Huckleberry House
Program: Emergency Shelter¹
Period: 7/1/19 - 12/31/19
Performance: High

Huckleberry House is a 24/7 emergency shelter for youth, ages 12 to 17, who have run away from home or are experiencing a crisis. Huckleberry House provides a safe place to stay and meals, 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 and teens must contact their parents/guardian within 24 hours of coming to the shelter.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	200	220	Yes
Average Length of Stay	Days	10	8	Yes
Successful Housing Outcomes	#	152	185	Yes
Successful Housing Outcomes	%	80	90	Yes
Occupancy Rate	%	95	63	Yes ³
Movement ²	%	15	0	N/A
Recidivism	%	<10	7	Yes
Pass Program Certification		Pass certification	Compliant	Yes

¹Program is not funded by CSB.

²Monitored, but not evaluated.

³Program served all youth in need of shelter

FY2020 Program Evaluation

Category: Emergency Shelter (Single Adults)
Agency: Lutheran Social Services
Program: Faith Mission on Grant, 8th Avenue, Nancy's Place
Period: 7/1/19 - 12/31/19
Performance: High

Faith Mission Nancy's Place is a 24-hour facility that serves single homeless women. Faith Mission on Grant and Faith Mission on 8th Avenue are 24-hour facilities that serve single homeless men in dormitory style environments. Shelter staff and rapid re-housing case managers assist clients with accessing needed case management services, including mental health care and substance abuse treatment. Breakfast, lunch, and dinner are provided for residents, as well as other low-income individuals, in the Community Kitchen, located at North Grant Avenue. Vision, medical, and dental care are provided at the same location.

Nancy's Place can shelter up to 38 women. 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 Grant also has capacity for 95 men, an increase of 6 beds starting in FY2020. The shelters expand capacity from mid-October to mid-April to serve an additional 15 men and 6 women 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. In FY2017, Nancy's Place and Faith Mission on 6th Street moved to a new shelter facility on Grant Street.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved ³
Households Served	#	1200	1102	Yes
Average Length of Stay	Days	45	48	Yes
Successful Housing Outcomes	#	321	255	No
Successful Housing Outcomes	%	33	30	Yes
Occupancy Rate ¹	%	100	100	Yes
Recidivism	%	<10	15	Yes
Movement ²	%	15	11	N/A
Pass Program Certification		Pass certification	Compliant	Yes

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.

³ Starting 7/1/2017 rapid re-housing services are provided by the YMCA Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

Category: Emergency Shelter (Single Adults)
Agency: Lutheran Social Services
Program: VA Emergency Housing¹
Period: 7/1/19 - 12/31/19
Performance: Medium

The program, which was implemented in September 2011, 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 can place up to 24 veterans (20 men and 4 women) at one time in safe, community-based shelter.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	75	97	Yes
Successful Housing Outcome	#	26	25	Yes
Successful Housing Outcome	%	50	32	No
Average Length of Stay	Days	45	48	Yes
Occupancy Rate ²	%	100	92	No
Recidivism	%	<10	13	Yes
Movement ³	%	15	14	N/A
Pass Program Certification		Pass certification	Compliant	Yes

¹ Program not funded by CSB.

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%.

³ Monitored, but not evaluated.

FY2020 Program Evaluation

Category: Emergency Shelter (Single Adults)
Agency: Maryhaven
Program: Engagement Center - Safety
Period: 7/1/19 - 12/31/19
Performance: High

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 29 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	375	508	Yes
Average Length of Stay	Days	20	14	Yes
Successful Outcomes	#	102	149	Yes
Successful Outcomes	%	30	31	Yes
Recidivism	%	<10	8	Yes
Detox Exits	%	10	14	Yes
Pass Program Certification		Pass certification	Non-Compliant	No

Category: Emergency Shelter (Single Adults)
Agency: Maryhaven
Program: Engagement Center – Shelter2Housing
Period: 7/1/19 - 12/31/19
Performance: High

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. 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 rapid re-housing case managers for provision of services. Maryhaven has the capacity for 42 men and 8 women, out of which 13 beds for men and 3 beds for women are dedicated to the Shelter2Housing program.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved ³
Households Served	#	65	78	Yes
Average Length of Stay	Days	45	49	Yes
Successful Housing Outcomes	#	16	33	Yes
Successful Housing Outcomes	%	33	58	Yes
Program Occupancy Rate ¹	%	100	106	Yes
Recidivism	%	<10	14	Yes
Movement ²	%	15	4	N/A
Pass Program Certification		Pass certification	Non-Compliant	No

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.

³ Starting 7/1/2017 rapid re-housing services are provided by the YMCA Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

FY2020 Program Evaluation

Category: Emergency Shelter (Single Adults)
Agency: Southeast, Inc.
Program: Friends of the Homeless/Men's Shelter
Period: 7/1/19 - 12/31/19
Performance: Low

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. The shelter's resource center is available for the employment and housing needs of clients. FOH began FY2020 with capacity for 130 men, plus up to 15 additional men per night on cots or overflow mats during seasons overflow, from mid-October to mid-April. Capacity was increased to 160 beds plus 10 seasonal overflow cots in March 2020.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved ³
Households Served	#	750	615	No
Average Length of Stay	Days	45	49	Yes
Successful Housing Outcomes	#	205	129	No
Successful Housing Outcomes	%	33	27	No
Occupancy Rate ¹	%	100	103	Yes
Recidivism	%	<10	24	No
Movement ²	%	15	13	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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.

³ Starting 7/1/2017 rapid re-housing services are provided by the YMCA Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

Category: Emergency Shelter (Single Adults)
Agency: Volunteers of America Ohio & Indiana
Program: VA Emergency Housing¹
Period: 7/1/19 - 12/31/19
Performance: Medium

The program, which was implemented September 2010, 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.

As of October 1, 2016, the program capacity increased to 15 beds from the prior 13 beds.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	60	68	Yes
Successful Housing Outcomes	#	23	31	Yes
Successful Housing Outcomes	%	50	57	Yes
Average Length of Stay	Days	45	42	Yes
Occupancy Rate ²	%	100	93	No
Recidivism	%	<10	22	No
Movement ³	%	15	11	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

¹ Program not funded by CSB.

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%.

³ Monitored, but not evaluated.

FY2020 Program Evaluation

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Men's and Women's Overflow
Period: 7/1/19 - 12/31/19
Performance: N/A¹

In FY2020, 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.

Starting in fall 2015, single men in overflow were sheltered at the 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 130 beds for single men and 67 beds for single women.

The shelter contains gender specific sleeping quarters, showers, restrooms, and dining facilities. The facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for rapid re-housing 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Men's Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	550	492	No
Average Length of Stay	Days	45	6	Yes
Pass Program Certification		Pass certification	N/A	N/A

Program Outcome Achievement 7/1/19 to 12/31/19: Women's Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	270	369	Yes
Average Length of Stay	Days	45	3	Yes
Pass Program Certification		Pass certification	N/A	N/A

¹ Men's seasonal overflow opened 12/2/19. Women's seasonal overflow opened 10/31/19. Programs not rated.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Van Buren Women’s Shelter
Period: 7/1/19 - 12/31/19
Performance: Medium

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 through rapid re-housing case managers and linkage to services. 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 151 women and from mid-October to mid-April it shelters up to 7 additional women per night, as part of the seasonal overflow plan.

Program Outcome Achievement 7/1/19 to 12/31/19: Emergency Shelter

Measure		Semi-annual Goal	Semi-annual Actual	Achieved ³
Households Served	#	690	692	Yes
Average Length of Stay	Days	45	50	Yes
Successful Housing Outcomes	#	178	142	No
Successful Housing Outcomes	%	33	26	No
Occupancy Rate ¹	%	100	98	Yes
Recidivism	%	<10	9	Yes
Movement ²	%	15	11	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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.

³ Starting 7/1/2017 rapid re-housing services are provided by the YMCA Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

Outreach Programs

Category: Outreach Programs
Agency: Maryhaven
Program: Outreach
Period: 7/1/19 - 12/31/19
Performance: Low

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 July 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 program links clients with CSB Direct Client Assistance funds and other financial and material assistance options.

Program Outcome Achievement 7/1/19 to 12/31/19: Outreach Programs

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	100	68	N/A
New Households Served	#	120	71	No
Households Served	#	220	139	No
Exited Households ¹	#	120	87	N/A
Exited Households to PSH	#	16	17	Yes
Successful Outcomes (Shelter and Housing)	#	90	54	No
Successful Outcomes (Shelter and Housing)	%	75	62	No
Successful Housing Outcomes	#	50	42	No
Successful Housing Outcomes ²	%	55	78	Yes
Usage of CSB Direct Client Assistance ³	%	25	23	Yes
Recidivism	%	<10	8	Yes
Pass Program Certification		Pass certification	Non-Compliant	No

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

²Housing outcomes (permanent and transitional) expressed as % of all successful outcomes.

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

FY2020 Program Evaluation

Category: Outreach Programs
Agency: Maryhaven
Program: Capital Crossroads Special Improvement District - Outreach¹
Period: 7/1/19 - 12/31/19
Performance: Medium

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 program links clients with CSB Direct Client Assistance funds and other financial and material assistance options. The program expanded its services in FY2017.

Program Outcome Achievement 7/1/19 to 12/31/19: Outreach Programs

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ²	#	15	8	N/A
New Households Served	#	50	37	No
Households Served	#	65	45	No
Exited Households ²	#	50	37	N/A
Exited Households to PSH	#	5	5	Yes
Successful Outcomes (Shelter and Housing)	#	38	32	No
Successful Outcomes (Shelter and Housing)	%	75	86	Yes
Successful Housing Outcomes	#	21	23	Yes
Successful Housing Outcomes ³	%	55	72	Yes
Usage of CSB Direct Client Assistance ^{2,4}	%	N/A	26	N/A
Recidivism	%	<10	4	Yes
Pass Program Certification		Pass Certification	Non-Compliant	No

¹Program not funded by CSB.

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

³ Housing outcomes (permanent and transitional) expressed as % of all successful outcomes.

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

Category: Outreach Programs
Agency: Southeast, Inc.
Program: PATH¹
Period: 7/1/19 - 12/31/19
Performance: Medium

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 illness, 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Outreach Programs

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ²	#	30	29	N/A
New Households Served	#	70	142	Yes
Households Served	#	100	171	Yes
Exited Households ²	#	70	119	N/A
Successful Outcomes (Shelter and Housing) ³	#	35	14	No
Successful Outcomes (Shelter and Housing)	%	50	12	No
Successful Housing Outcomes	#	N/A	12	N/A
Successful Housing Outcomes	%	N/A	86	N/A
Recidivism	%	N/A	13	N/A
Pass Program Certification		Pass certification	Compliant	Yes

¹Program not funded by CSB.

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

³The 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.

Rapid Re-housing

Category: Rapid Re-housing
Agency: Community Shelter Board
Program: Transition Program (Single Adults and Families)
Period: 7/1/19 - 12/31/19
Performance: Medium/Medium

CSB administers Direct Client Assistance funds through the Transition Program for homeless individuals and families moving into permanent housing. Clients served in emergency shelter or by street 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing (Single Adults)

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	550	309	No
Successful Housing Outcomes	#	539	292	No
Successful Housing Outcomes	%	98	94	Yes
Usage of CSB Direct Client Assistance	\$	1000	939	Yes
Usage of CSB Direct Client Assistance	%	98	94	Yes
Recidivism	%	<10	15	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing (Families)

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	120	58	No
Successful Housing Outcomes	#	118	57	No
Successful Housing Outcomes	%	98	98	Yes
Usage of CSB Direct Client Assistance	\$	1600	1579	Yes
Usage of CSB Direct Client Assistance	%	98	98	Yes
Recidivism	%	<10	6	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

FY2020 Program Evaluation

Category: Rapid Re-housing
Agency: Homeless Families Foundation
Program: Rapid Re-housing
Period: 7/1/19 - 12/31/19
Performance: Medium

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 December 31, 2011. 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	46	48	N/A
New Households Served	#	93	85	Yes
Households Served	#	139	133	Yes
Exited Households ¹	#	93	66	N/A
Average Length of Shelter Stay	Days	28	42	No
Average Length of Participation	Days	100	89	Yes
Successful Housing Outcomes	#	84	46	No
Successful Housing Outcomes	%	90	70	No
Recidivism	%	<10	4	Yes
Usage of CSB Direct Client Assistance ²	%	90	59	No
Usage of CSB Direct Client Assistance	\$	800	710	Yes
Housing Affordability at Exit ³	%	50	28	No
Pass Program Certification		Pass certification	Compliant 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 were excluded from the calculation.

³ 1 household with \$0 income and \$0 rent at exit was excluded from calculation. 2 households were excluded from the measure due to incomplete data.

Category: Rapid Re-housing
Agency: Homeless Families Foundation
Program: YHDP Rapid Re-housing
Period: 7/1/19 - 12/31/19
Performance: N/A¹

Starting in FY2020, Homeless Families Foundation (HFF) added a rapid-rehousing program dedicated specifically to youth ages 18-24, using HUD’s Youth Homelessness Demonstration Program (YHDP) funds. The CARR team and shelters assess and refer single youth and youth-headed families who require transitional support to secure and stabilize housing. HFF supportive services are initiated while clients are unsheltered or in shelter and are intended to assist in locating permanent, affordable housing and accessing CSB administered Direct Client Assistance (DCA). Case management services continue until the client has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), client-set goals are achieved, and linkage with supportive services in the community occurs.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

¹ Program too new to be evaluated.

FY2020 Program Evaluation

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	N/A	0	N/A
New Households Served	#	N/A	62	N/A
Households Served	#	N/A	62	N/A
Exited Households ¹	#	N/A	12	N/A
Average Engagement Time ⁴	Days	N/A	22	N/A
Average Length of Shelter Stay	Days	N/A	37	N/A
Average Length of Participation	Days	N/A	51	N/A
Successful Housing Outcomes	#	N/A	2	N/A
Successful Housing Outcomes	%	90	17	No
Recidivism	%	<10	N/A	N/A
Improved Physical Health Status	%	N/A	0	N/A
Improved Substance Abuse Status	%	N/A	0	N/A
Improved Mental Health Status	%	N/A	8	N/A
Education Goal Met	%	N/A	42	N/A
Employment Goal Met	%	N/A	0	N/A
Income Growth	%	N/A	17	N/A
Usage of CSB Direct Client Assistance ²	%	N/A	0	N/A
Usage of CSB Direct Client Assistance	\$	N/A	0	N/A
Increase in cash income (other than employment) from entry to exit	%	30	0	No
Increase in income from employment, from entry to exit	%	15	17	Yes
Housing Affordability at Exit ³	%	50	N/A	N/A
Pass Program Certification		Pass certification	N/A	N/A

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 were excluded from the calculation.

³ Measure could not be calculated due to incomplete data.

⁴ 2 clients were excluded due to no overlapping homeless services.

Category: Rapid Re-housing
Agency: Lutheran Social Services
Program: SSVF (Supportive Services for Veteran Families) Rapid Re-housing¹
Period: 7/1/19 - 12/31/19
Performance: Medium

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 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. LSS/FM is primarily serving single adults.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ²	#	30	18	N/A
New Households Served	#	55	41	No
Households Served	#	85	59	No
Exited Households ²	#	55	38	N/A
Average Length of Shelter Stay ³	Days	25	37	No
Average Length of Participation	Days	100	85	Yes
Successful Housing Outcomes	#	44	30	No
Successful Housing Outcomes	%	80	79	Yes
Recidivism	%	<10	11	Yes
Usage of SSVF Direct Client Assistance	%	80	76	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

¹ Program not funded by CSB.

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

³ 7 households were excluded due to still residing in emergency shelter or the VOA/OI Veterans Program at the end of the reporting period. 3 households were excluded because household did not have a homeless program overlap at program entry.

FY2020 Program Evaluation

Category: Rapid Re-housing
Agency: The Salvation Army
Program: Rapid Re-housing
Period: 7/1/19 - 12/31/19
Performance: Medium

The Salvation Army Rapid Re-housing program assists families staying at a family shelter with obtaining and maintaining permanent housing. The family shelters assess and refer 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 shelters 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	37	20	N/A
New Households Served	#	83	80	Yes
Households Served	#	120	100	No
Exited Households ¹	#	83	56	N/A
Average Length of Shelter Stay	Days	28	41	No
Average Length of Participation	Days	100	70	Yes
Successful Housing Outcomes	#	75	35	No
Successful Housing Outcomes	%	90	63	No
Recidivism	%	<10	11	Yes
Usage of CSB Direct Client Assistance ²	%	90	48	No
Usage of CSB Direct Client Assistance	\$	1800	1909	Yes
Housing Affordability at Exit ³	%	50	63	Yes
Pass Program Certification		Pass certification	Compliant 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 were excluded from the calculation.

³ 8 household with \$0 income and \$0 rent at exit was excluded from calculation.

Category: Rapid Re-housing
Agency: The Salvation Army
Program: Job2Housing
Period: 7/1/19 - 12/31/19
Performance: High

The Job2Housing program ended its three-year pilot phase on February 28, 2013 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.

Starting February 15, 2017, Job2Housing expanded services offered to pregnant women. The program's goal is to serve pregnant women, following the woman through her pregnancy and up to one year after the child is born. This strategy intends to address the City of Columbus Celebrate One initiative to reduce child infant mortality in our city.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	30	41	N/A
New Households Served	#	32	37	Yes
Households Served	#	62	78	Yes
Exited Households ¹	#	32	31	N/A
Average Length of Shelter Stay	Days	28	37	No
Average Length of Participation ²	Days	180	129	Yes
Successful Housing Outcomes	#	29	29	Yes
Successful Housing Outcomes	%	90	94	Yes
Housing Affordability at Exit ³	%	50	58	Yes
Recidivism	%	<10	17	No
Pregnant Women Served	#	7	39	Yes
Increase in cash income (other than employment) from entry to exit	%	30	19	No
Increase in income from employment, from entry to exit	%	15	39	Yes
Pass Program Certification		Pass certification	Compliant w\Cond.	Yes

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

² Excludes length of participation for pregnant women; if pregnant women are included, the average length of participation is 178 days.

³ 3 household were excluded from the measure due to incomplete data.

FY2020 Program Evaluation

Category: Rapid Re-housing
Agency: Volunteers of America Ohio & Indiana
Program: SSVF (Supportive Services for Veteran Families) Rapid Re-housing¹
Period: 7/1/19 - 12/31/19
Performance: High

On October 1, 2013, Volunteers of America (VOA) 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. VOA is primarily serving families.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ²	#	50	75	N/A
New Households Served	#	102	115	Yes
Households Served	#	152	190	Yes
Exited Households ²	#	102	107	N/A
Average Length of Shelter Stay ³	Days	25	40	No
Average Length of Participation	Days	100	150	No
Successful Housing Outcomes	#	82	90	Yes
Successful Housing Outcomes	%	80	84	Yes
Recidivism	%	<10	9	Yes
Usage of SSVF Direct Client Assistance	%	80	85	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

¹ Program not funded by CSB.

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

³ 31 households were excluded because household did not have a homeless program overlap at program entry. 14 households were excluded due to still residing in emergency shelter or the VOAIO Veterans Program at the end of the reporting period.

Category: Rapid Re-housing
Agency: Volunteers of America Ohio & Indiana
Program: Rapid Re-housing
Period: 7/1/19 - 12/31/19
Performance: High

Volunteers of America (VOA) completed its transition from a shelter model to a scattered-site rapid re-housing model for the families exiting family shelters by December 31, 2011. 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 in order to stabilize housing after exiting the shelter. VOA supportive services are initiated while families are at the family shelters and are intended to assist families in locating permanent, affordable housing and accessing CSB administered Direct Client Assistance (DCA). VOA 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. VOA services are short-term, typically for up to 100 days after housing placement.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	24	24	N/A
New Households Served	#	38	34	Yes
Households Served	#	62	58	Yes
Exited Households ¹	#	38	36	N/A
Average Length of Shelter Stay	Days	28	34	No
Average Length of Participation	Days	100	94	Yes
Successful Housing Outcomes	#	34	31	Yes
Successful Housing Outcomes	%	90	86	Yes
Recidivism	%	<10	6	Yes
Housing Affordability at Exit	%	50	77	Yes
Usage of CSB Direct Client Assistance ²	%	90	89	Yes
Usage of CSB Direct Client Assistance	\$	800	974	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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

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

Category: Rapid Re-housing
Agency: YMCA
Program: Rapid Re-housing
Period: 7/1/19 - 12/31/19
Performance: Medium

Starting July 1, 2017, YMCA took over the rapid re-housing program for homeless single adults. The revamped program focuses on the following 4 target groups:

- Long term homeless with severe service needs and/or disabilities
- Transition Age Youth (18-24 year olds)
- Pregnant women not already connected to another re-housing program
- Veterans who do not qualify for VA-funded re-housing assistance (e.g., SSVF) and are not connected to another VA-funded program

The Rapid Re-housing program is a centralized intensive case management program consisting of teams that work with individuals throughout their stay in the shelter system, providing individualized housing stabilization plans and post-shelter services in housing. Case Managers 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. Case Managers continue to work with people after they are housed in order to provide the supports needed to maintain stable housing.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	330	393	N/A
New Households Served	#	500	433	No
Households Served	#	830	826	Yes
Exited Households ¹	#	530	590	N/A
Movement ¹	%	15	12	N/A
Successful Housing Outcomes	#	318	295	Yes
Successful Housing Outcomes	%	60	50	No
Successful Housing Outcomes (Tier 2 Shelters)	%	33	34	Yes
Average Length of Shelter Stay	Days	35	38	Yes
Average Length of Participation	Days	90	98	Yes
Usage of CSB Direct Client Assistance ²	%	50	40	No
Usage of CSB Direct Client Assistance	\$	1200	1132	Yes
Recidivism	%	<10	16	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes

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

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

Category: Rapid Re-housing
Agency: YMCA
Program: Rapid Re-housing DV Project
Period: 7/1/19 - 12/31/19
Performance: N/A²

Starting in FY2020, YMCA began operating a rapid re-housing program for homeless single adults and families who have experienced domestic violence.

The Rapid Re-housing program is a centralized intensive case management program consisting of teams that work with individuals throughout their stay in the shelter system, providing individualized housing stabilization plans and post-shelter services in housing. Case Managers 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. Case Managers continue to work with people after they are housed in order to provide the supports needed to maintain stable housing.

Program Outcome Achievement 7/1/19 to 12/31/19: Rapid Re-housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Carryover Households Served ¹	#	0	0	N/A
New Households Served	#	55	71	Yes
Households Served	#	55	71	Yes
Exited Households ¹	#	0	25	N/A
Successful Housing Outcomes	#	0	12	Yes
Successful Housing Outcomes	%	60	48	No
Average Length of Shelter Stay	Days	N/A	25	N/A
Average Length of Participation	Days	N/A	46	N/A
Increase in cash income (other than employment) from entry to exit	%	N/A	8	N/A
Increase in income from employment, from entry to exit	%	N/A	4	N/A
Recidivism ²	%	N/A	N/A	N/A
Pass Program Certification		Pass certification	N/A	N/A

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

² Program too new to be evaluated.

Permanent Supportive Housing

Category: Permanent Supportive Housing
Agency: Alvis/Amethyst, Inc.
Program: TRA/SRA
Period: 7/1/19 - 12/31/19
Performance: Medium

Alvis operates 52 units of permanent supportive housing integrated with alcohol, drug, trauma, and mental health treatment for women. Participants are eligible for permanent supportive housing because of their homelessness and their disability of chronic substance abuse. Starting FY2018, the program capacity was reduced to 52 units from the previous 72 units.

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. This will be the last year Alvis operates the program.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	57	43	No
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	64	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	51	41	No
Successful Housing Outcomes	%	90	95	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	100	75	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	29	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	23	Yes

¹ Monitored, but not evaluated.

² 1 household was excluded from measure due to incomplete data..

³ 8 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: Equitas Health
Program: TRA
Period: 7/1/19 - 12/31/19
Performance: High

Equitas Health housing 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 April 11, 2016, the agency expanded its mission and changed its name from AIDS Resource Center Ohio (ARCO) to Equitas Health.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	98	92	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	112	Yes
Turnover Rate ¹	%	10	3	N/A
Successful Housing Outcomes	#	88	90	Yes
Successful Housing Outcomes ²	%	90	100	Yes
Successful Housing Exits ²	%	50	100	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	100	98	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	39	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	15	Yes

¹ Monitored, but not evaluated.

² 2 deceased households were excluded from measure.

³ 10 households were excluded from measure due to clients residing in project less than 365 days.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Briggsdale
Period: 7/1/19 - 12/31/19
Performance: High

CHN's Briggsdale Apartments, a 35-unit facility, opened in March 2006 and provides 25 housing units for people with disabilities experiencing homelessness 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. The program, built on the Stages of Change model, has 24-hour staffing and onsite supportive services provided by Southeast, Inc. 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 orients tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	27	26	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	55	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	24	25	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness ³	%	<10	N/A	N/A
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	39	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	4	No

¹ Monitored, but not evaluated.

² 3 households were excluded due to clients residing in project less than 365 days.

³ No household exits; unable to calculate measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Briggsdale 2
Period: 7/1/19 - 12/31/19
Performance: Medium

CHN’s Briggsdale 2 Apartments, a 40-unit facility, opened in October 2018. 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. The program, built on the Stages of Change model, has 24-hour staffing and onsite supportive services provided by Southeast, Inc. 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 orients tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	44	44	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	12	12	Yes
Turnover Rate ¹	%	10	15	N/A
Successful Housing Outcomes	#	40	40	Yes
Successful Housing Outcomes	%	90	91	Yes
Successful Housing Exits	%	50	33	No
Housing Affordability at Exit ^{1,3}	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	93	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	17	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	51	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	3	No

¹ Monitored by not evaluated.

² 5 households were excluded due to clients residing in project less than 365 days.

³ 1 household with \$0 income and \$0 rent at exit was excluded from calculation.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Cassady Avenue Apartments
Period: 7/1/19 - 12/31/19
Performance: High

Community Housing Network (CHN) provides 10 apartments on Cassady Avenue for men who are experiencing homelessness and are disabled by mental illness, substance abuse, or dual diagnosis. Services include access to health care, alcohol and drug treatment; and linkage to community services provided by National Church Residences (NCR). CHN serves as the building developer and manager. A Resident Manager lives onsite and assures security and access to staff for all residents. NCR staff provides referral to healthcare providers, substance abuse, and mental health treatment services and assistance accessing benefits.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	11	13	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	39	Yes
Turnover Rate ¹	%	10	40	N/A
Successful Housing Outcomes	#	10	11	Yes
Successful Housing Outcomes ³	%	90	92	Yes
Successful Housing Exits ³	%	50	67	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	22	No
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	11	Yes

¹ Monitored, but not evaluated.

² 3 households were excluded from measure due to client residing in project less than 365 days.

³ 1 deceased household was excluded from measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Community ACT
Period: 7/1/19 - 12/31/19
Performance: Medium

This CHN project opened in 2006 and provides 42 housing units for people with disabilities experiencing homelessness 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. CHN's resident manager and Southeast Inc. work with tenants to increase the quality of life by meeting basic needs and improving housing stability. Southeast Inc. provides referral to healthcare providers, substance abuse, and mental health treatment services and assistance accessing benefits. This will be the last year CHN operates the Community ACT program.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	46	41	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	64	Yes
Turnover Rate ¹	%	10	10	N/A
Successful Housing Outcomes	#	41	39	Yes
Successful Housing Outcomes ²	%	90	98	Yes
Successful Housing Exits ²	%	50	67	Yes
Housing Affordability at Exit ^{1,4}	%	50	100	N/A
Exit to Homelessness	%	<10	9	Yes
Program Occupancy Rate	%	95	86	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	66	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	3	No

¹ Monitored, but not evaluated.

² 1 deceased household was excluded from measure.

³ 11 households were excluded from measure due to clients residing in project less than 365 days.

⁴ 1 household with \$0 income and \$0 rent at exit was excluded from calculation.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: East Fifth Avenue Apartments
Period: 7/1/19 - 12/31/19
Performance: Medium

Community Housing Network (CHN) provides 38 apartments on East Fifth Avenue to women who are experiencing homelessness and are 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	42	40	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	36	Yes
Turnover Rate ¹	%	10	16	N/A
Successful Housing Outcomes	#	38	36	Yes
Successful Housing Outcomes ³	%	90	90	Yes
Successful Housing Exits ³	%	50	40	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	92	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	20	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	30	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	3	No

¹ Monitored, but not evaluated.

² 6 households were excluded from measure due to clients residing in project less than 365 days.

³ 1 deceased household was excluded from measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Family Homes
Period: 7/1/19 - 12/31/19
Performance: High

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 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.

The program capacity was reduced to 10 units starting March 1, 2017.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	11	10	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	32	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	10	10	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	%	<10	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	10	No
Increase in income from employment, from entry to exit or end of reporting period	%	15	30	Yes

¹ Monitored, but not evaluated.

² Project did not have any household exits; unable to calculate measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Inglewood Court
Period: 7/1/19 - 12/31/19
Performance: High

CHN's Inglewood Court, a 60-unit one-bedroom facility, opened in May 2013 and provides 45 units of permanent supportive housing for homeless individuals. 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 National Church 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 orients 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	50	45	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	49	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	45	45	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ³	%	50	N/A	N/A
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	48	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	10	Yes

¹ Monitored, but not evaluated.

² 5 households were excluded from measure due to clients residing in project less than 365 days.

³ Project did not have any household exits; unable to calculate measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Leasing Supportive Housing
Period: 7/1/19 - 12/31/19
Performance: Medium

This CHN project opened during FY2011 as a scattered site project with capacity to serve 25 homeless, disabled individuals. The project was approved by HUD as the 2009 Samaritan Bonus project for the Columbus and Franklin County Continuum of Care. Services for this project are provided by Southeast, Inc. This will be the last year that CHN operates the Leasing Supportive Housing program.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	27	26	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	50	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	24	25	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	88	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	19	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	0	No

¹ Monitored, but not evaluated.

² 5 households were excluded from measure due to clients residing in project less than 365 days.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: North 22nd Street
Period: 7/1/19 - 12/31/19
Performance: Medium

CHN's North 22nd Street Apartments provides 30 units of permanent housing linked to social, health, and employment services for disabled men and women who are experiencing homelessness. Supportive services provided by National Church Residences 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. An onsite resident manager assures security and access to staff for all residents.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	33	32	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	7	N/A
Successful Housing Outcomes	#	30	31	Yes
Successful Housing Outcomes	%	90	97	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	50	No
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	45	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	3	No

¹ Monitored, but not evaluated.

² 3 households were excluded from measure due to clients residing in project less than 365 days.

³ Household exited with \$0 income and \$0 rent at exit; unable to calculate measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Terrace Place
Period: 7/1/19 - 12/31/19
Performance: High

CHN provided 33 studio apartments at its North High Street project for men and women experiencing homelessness, including those disabled by mental illness, substance abuse, or dual diagnosis. In 2017, CHN Terrace Place replaced North High Street and added 14 homeless units and 13 non-homeless units, for a total of 60 units.

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. Concord Counseling provides the primary source of support for residents through the Service Engagement Specialist who assists tenants with linkages to benefits, crisis management, and referrals to treatment organizations and vocational programs. CHN serves as the building developer and manager.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	52	47	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	62	Yes
Turnover Rate ¹	%	10	2	N/A
Successful Housing Outcomes	#	47	46	Yes
Successful Housing Outcomes ³	%	90	100	Yes
Successful Housing Exits ³	%	50	N/A	N/A
Housing Affordability at Exit ¹	%	50	N/A	N/A
Exit to Homelessness	%	<10	2	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	73	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	12	Yes

¹ Monitored, but not evaluated.

² 5 households were excluded from measure due to clients residing in project less than 365 days.

³ 1 deceased household was excluded from measure. Project's only exit, in some instances measure could not be calculated

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Parsons Avenue
Period: 7/1/19 - 12/31/19
Performance: Medium

Community Housing Network's Parsons Avenue apartments offer permanent supportive housing for disabled men who are experiencing homelessness. Twenty-five apartments are provided in a building that also includes communal living and supportive services space. 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 Southeast, Inc., while CHN provides housing and employment related services. Southeast provides primary case management and mental health and chemical dependency counseling for residents not receiving these services from another agency.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	27	26	Yes
Exited Household ¹	#	N/A	3	N/A
Housing Stability	Months	24	34	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	24	23	Yes
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	%	<10	0	Yes
Program Occupancy Rate	%	95	88	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	33	No
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	43	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	4	No

¹ Monitored, but not evaluated.

² Project did not have any successful housing exits; unable to calculate measure.

³ 3 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Rebuilding Lives PACT Team Initiative
Period: 7/1/19 - 12/31/19
Performance: Medium

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 80 units of supportive housing, master leased at five sites by the Community Housing Network. 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. This will be the last year that CHN operates the RLPTI program.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	88	77	No
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	60	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	79	75	Yes
Successful Housing Outcomes ²	%	90	99	Yes
Successful Housing Exits ²	%	50	80	Yes
Housing Affordability at Exit ^{1,4}	%	50	100	N/A
Exit to Homelessness	%	<10	1	Yes
Program Occupancy Rate	%	95	85	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ²	%	20	20	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	29	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	8	No

¹ Monitored, but not evaluated.

² 1 deceased client was excluded from measure.

³ 13 households were excluded from measure due to clients residing in project less than 365 days.

⁴ 2 households with \$0 income and \$0 rent at exit were excluded from calculation.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Safe Haven
Period: 7/1/19 - 12/31/19
Performance: High

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 are experiencing homelessness. Based on the Stages of Change model, the project provides 13 apartments that can house up to 16 eligible tenants. 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 orients 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	17	14	No
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	68	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	15	13	Yes
Successful Housing Outcomes ²	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ¹	%	50	N/A	N/A
Exit to Homelessness ³	%	<10	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,4}	%	30	64	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,4}	%	15	18	Yes

¹ Monitored, but not evaluated.

² 1 deceased household was excluded from measure. Project's only exit, in some instances measure could not be calculated.

³ No household exits; unable to calculate measure.

⁴ 2 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: SRA
Period: 7/1/19 - 12/31/19
Performance: Medium

CHN Sponsor-based Rental Assistance (SRA) provides 208 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. Starting July 1, 2018, the SRA program added 14 units previously classified under the SRA2 program. Starting July 1, 2019, the SRA program added 11 units previously classified under the SRA3 program, raising the total number of units to 208. Starting September 2019, some clients receive case management services through Homefull.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	229	180	No
Exited Households ¹	#	N/A	16	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	206	174	No
Successful Housing Outcomes ³	%	90	97	Yes
Successful Housing Exits ³	%	50	67	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness	%	<10	2	Yes
Program Occupancy Rate	%	100	77	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	13	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{3,4}	%	30	34	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{3,4}	%	15	5	No

¹ Monitored, but not evaluated.

² 5 households with \$0 income and \$0 rent at exit were excluded from calculation.

³ 1 deceased client was excluded from measure.

⁴ 31 households were excluded from measure due to clients residing in project less than 365 days.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: TRA
Period: 7/1/19 - 12/31/19
Performance: Medium

CHN Tenant-based Rental Assistance (TRA) provides 171 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. Starting September 2019, some clients receive case management services through Homefull.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	188	150	No
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	62	Yes
Turnover Rate ¹	%	10	1	N/A
Successful Housing Outcomes	#	169	149	No
Successful Housing Outcomes ³	%	90	100	Yes
Successful Housing Exits ³	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	2	Yes
Program Occupancy Rate	%	100	83	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	41	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	10	Yes

¹ Monitored, but not evaluated.

² 14 households were excluded from measure due to clients residing in project less than 365 days.

³ 1 deceased household was excluded from measure.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: TRA 2
Period: 7/1/19 - 12/31/19
Performance: Low

CHN Tenant-based Rental Assistance 2 (TRA2) provides 20 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. Lease-up began in October 2018. Starting in FY2021, the rental subsidies will transition to CHN's new Marsh Brook Place project. Current tenants will be transferred to the CHN TRA project.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	22	18	No
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	15	10	No
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	20	17	No
Successful Housing Outcomes	%	90	94	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness ³	%	<10	N/A	N/A
Program Occupancy Rate	%	95	75	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	57	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	0	No

¹ Monitored, but not evaluated.

² 11 households were excluded from measure due to clients residing in project less than 365 days.

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

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Southpoint Place
Period: 7/1/19 - 12/31/19
Performance: High

In partnership with National Church Residences, CHN offers safe, permanent supportive housing to 46 formerly homeless households housed in 25 studio apartments and 21 family townhouses in the Southside neighborhood of Columbus. 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	51	50	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	51	Yes
Turnover Rate ¹	%	10	11	N/A
Successful Housing Outcomes	#	46	48	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	60	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	20	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	60	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	21	Yes

¹ Monitored, but not evaluated.

² 7 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Wilson
Period: 7/1/19 - 12/31/19
Performance: High

Community Housing Network’s Wilson program serves eight formerly homeless individuals disabled by serious mental illness that may also be chronically homeless and may have dual diagnosis of mental illness and chemical dependency. Services are provided by mobile case managers from Concord Counseling.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	9	8	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	95	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	8	8	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ³	%	50	N/A	N/A
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness ³	%	<10	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	71	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	0	No

¹ Monitored, but not evaluated.

² 1 household was excluded from measure due to client residing in project less than 365 days.

³ Project did not have any household exits; unable to calculate measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Maryhaven
Program: Commons at Chantry
Period: 7/1/19 - 12/31/19
Performance: High

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 disabled individuals and families experiencing homelessness (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 is 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	55	51	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	60	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	50	50	Yes
Successful Housing Outcomes	%	90	98	Yes
Successful Housing Exits	%	50	75	Yes
Housing Affordability at Exit ¹	%	50	67	N/A
Exit to Homelessness	%	<10	2	Yes
Program Occupancy Rate	%	95	94	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	33	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	14	Yes

¹ Monitored, but not evaluated.

² 9 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Buckingham
Period: 7/1/19 - 12/31/19
Performance: High

National Church Residences Permanent Supportive Housing (N^^) provides 75 permanent supportive housing units for disabled men and women experiencing homelessness and 25 units of supportive housing for other individuals at the Commons at Buckingham, a 100-unit apartment building that opened in July 2010. 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	82	80	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	58	Yes
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	74	77	Yes
Successful Housing Outcomes ³	%	90	97	Yes
Successful Housing Exits ³	%	50	33	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	1	Yes
Program Occupancy Rate	%	95	99	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving ³	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	70	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	3	No

¹ Monitored, but not evaluated.

² 12 households were excluded from measure due to clients residing in project less than 365 days.

³ 1 deceased household was excluded from measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Grant
Period: 7/1/19 - 12/31/19
Performance: High

National Church Residences Permanent Supportive Housing (N^^) provides 50 permanent supportive housing units for disabled men and women experiencing homelessness 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	55	51	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	90	Yes
Turnover Rate ¹	%	10	2	N/A
Successful Housing Outcomes	#	50	50	Yes
Successful Housing Outcomes ³	%	90	100	Yes
Successful Housing Exits ³	%	50	N/A	N/A
Housing Affordability at Exit ¹	%	50	N/A	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving ³	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	59	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	9	No

¹ Monitored, but not evaluated.

² 4 households were excluded from measure due to clients residing in project less than 365 days.

³ 1 deceased household was excluded from measure.

Category: Permanent Supportive Housing
Agency: National Church Residences Supportive Housing
Program: Commons at Livingston
Period: 7/1/19 - 12/31/19
Performance: High

National Church Residences Permanent Supportive Housing (N^^) provides 60 permanent supportive housing units for disabled men and women who are also veterans and experiencing homelessness and 40 units of supportive housing for other veterans at the Commons at Livingston. 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	66	69	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	45	Yes
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	59	68	Yes
Successful Housing Outcomes ⁴	%	90	100	Yes
Successful Housing Exits ⁴	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate ³	%	95	105	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving ⁴	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,4}	%	30	60	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,4}	%	15	13	Yes

¹ Monitored, but not evaluated.

² 13 households were excluded from measure due to clients residing in project less than 365 days.

³ Funding allows for over leasing.

⁴ 1 deceased household was excluded from measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Third
Period: 7/1/19 - 12/31/19
Performance: High

National Church Residences Permanent Supportive Housing (N^^) provides 60 permanent supportive housing units for disabled men and women experiencing homelessness and 40 units of supportive housing for other individuals at the Commons at Third, a 100-unit apartment building that opened in June 2012. 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	66	67	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	46	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	59	65	Yes
Successful Housing Outcomes ⁵	%	90	100	Yes
Successful Housing Exits ⁵	%	50	100	Yes
Housing Affordability at Exit ^{1,3}	%	50	100	N/A
Exit to Homelessness	%	<10	1	Yes
Program Occupancy Rate ⁴	%	95	105	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving ⁵	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,5}	%	30	57	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,5}	%	15	11	Yes

¹ Monitored, but not evaluated.

² 9 households were excluded from measure due to clients residing in project less than 365 days.

³ 2 households with \$0 income and \$0 monthly rent and utilities were excluded from calculation.

⁴ Funding allows for over leasing.

⁵ 2 deceased households were excluded from measure.

Category: Permanent Supportive Housing
Agency: Veteran Affairs
Program: VASH¹
Period: 7/1/19 - 12/31/19
Performance: N/A

The Columbus branch of the Department of Veterans Affairs operates 364 units of supportive housing for veterans. The VA provides case management, physical and mental health services, and housing subsidies. The VA Supportive Housing (VASH) program participates in CSP, but is not funded by CSB. The program completed data entry early in FY2020 and is included in the Program Evaluation for the first time.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	N/A	381	N/A
Exited Households ²	#	N/A	20	N/A
Housing Stability	Months	N/A	48	N/A
Turnover Rate ²	%	N/A	5	N/A
Successful Housing Outcomes	#	N/A	365	N/A
Successful Housing Outcomes ⁴	%	N/A	96	N/A
Successful Housing Exits ⁴	%	N/A	22	N/A
Exit to Homelessness	%	N/A	1	N/A
Program Occupancy Rate	%	N/A	98	N/A
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving ⁴	%	N/A	0	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{3,4}	%	N/A	9	N/A
Increase in income from employment, from entry to exit or end of reporting period ^{3,4}	%	N/A	3	N/A

¹ Program not funded by CSB.

² Monitored, but not evaluated.

³ 52 households were excluded from measure due to clients residing in project less than 365 days.

⁴ 2 deceased households were excluded from measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: Volunteers of America Ohio & Indiana
Program: Family Supportive Housing
Period: 7/1/19 - 12/31/19
Performance: High

Volunteers of America's permanent supportive housing program serves homeless and disabled families with children and transition-age youth. The program provides 38 scattered-site apartments and goal-oriented case management services.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	42	41	Yes
Exited Households ¹	#	N/A	7	N/A
Housing Stability	Months	24	46	Yes
Turnover Rate ¹	%	10	18	N/A
Successful Housing Outcomes	#	38	40	Yes
Successful Housing Outcomes ³	%	90	100	Yes
Successful Housing Exits ³	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	83	N/A
Exit to Homelessness	%	<10	5	Yes
Program Occupancy Rate	%	95	89	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving ³	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	32	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	39	Yes

¹ Monitored, but not evaluated.

² 9 households were excluded from measure due to clients residing in project less than 365 days.

³ 1 deceased household was excluded from measure.

Category: Permanent Supportive Housing
Agency: Volunteers of America Ohio & Indiana
Program: Van Buren Village
Period: 7/1/19 - 12/31/19
Performance: High

Van Buren Village is a 100-unit permanent supportive housing apartment building that opened in January 2016. Volunteers of America provides 60 permanent supportive housing units for disabled men and women experiencing homelessness and 40 units of supportive housing for ADAMH clients.

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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	66	64	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	34	Yes
Turnover Rate ¹	%	10	7	N/A
Successful Housing Outcomes	#	59	61	Yes
Successful Housing Outcomes	%	90	95	Yes
Successful Housing Exits	%	50	25	No
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness	%	<10	5	Yes
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving	%	20	25	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	50	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	9	No

¹ Monitored, but not evaluated.

² 8 households were excluded from measure due to clients residing in project less than 365 days.

³ Only successful household exit had zero income and rent at exit; unable to calculate measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: YMCA
Program: 40 West Long Street
Period: 7/1/19 - 12/31/19
Performance: Medium

YMCA provides 105 units of permanent supportive housing to men who are experiencing 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	116	120	Yes
Exited Households ¹	#	N/A	15	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	14	N/A
Successful Housing Outcomes	#	104	112	Yes
Successful Housing Outcomes	%	90	93	Yes
Successful Housing Exits	%	50	47	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness	%	<10	2	Yes
Program Occupancy Rate	%	95	95	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	24	No
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	7	No

¹ Monitored, but not evaluated.

² 3 households with \$0 income and \$0 rent at exit were excluded from calculation.

³ 28 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: YMCA
Program: 40 West Long Street Expansion
Period: 7/1/19 - 12/31/19
Performance: Medium

The YMCA provides 38 units of permanent supportive housing to men experiencing 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	42	36	No
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	42	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	38	36	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ³	%	50	N/A	N/A
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	100	95	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	9	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	6	No

¹ Monitored, but not evaluated.

² 2 households were excluded from measure due to clients residing in project less than 365 days.

³ Project did not have any household exits; unable to calculate measure.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: YMCA
Program: Franklin Station
Period: 7/1/19 - 12/31/19
Performance: High

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 disabled men and women experiencing 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. Community Properties of Ohio provides property management services. An onsite Employment Resource Center provides access to self-help supports to enable residents to quickly access housing, employment, and community services.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	83	80	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	70	Yes
Turnover Rate ¹	%	10	3	N/A
Successful Housing Outcomes	#	75	78	Yes
Successful Housing Outcomes	%	90	98	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1,4}	%	50	N/A	N/A
Exit to Homelessness	%	<10	4	Yes
Program Occupancy Rate ³	%	95	103	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	38	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	13	Yes

¹ Monitored, but not evaluated.

² 11 households were excluded from measure due to clients residing in project less than 365 days.

³ Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units.

⁴ Project did not have any successful household exits; unable to calculate measure

Category: Permanent Supportive Housing
Agency: YMCA/Homefull
Program: Isaiah Project
Period: 7/1/19 - 12/31/19
Performance: Medium

On July 1, 2018, YMCA took over housing units previously managed by Community Housing Network and Columbus Area Integrated Health Services. The number of units was reduced from 222 to 174 during the first six months of the fiscal year. YMCA continued to reduce capacity to stabilize the project, reaching 160 units on July 1, 2019. Homefull was brought in at the start of FY2020 to take over the property management aspects of the program. These units are 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	176	160	Yes
Exited Households ¹	#	N/A	21	N/A
Housing Stability	Months	18	14	No
Turnover Rate ¹	%	10	13	N/A
Successful Housing Outcomes ²	#	158	144	Yes
Successful Housing Outcomes ²	%	90	93	Yes
Successful Housing Exits ²	%	50	31	No
Housing Affordability at Exit ^{1,3}	%	50	100	N/A
Exit to Homelessness ¹	%	<10	4	Yes
Program Occupancy Rate	%	95	85	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,4}	%	30	24	No
Increase in income from employment, from entry to exit or end of reporting period ^{2,4}	%	15	2	No

¹ Monitored, but not evaluated.

² 5 deceased household were excluded from measure.

³ 2 households with \$0 income and \$0 rent at exit were excluded from calculation.

⁴ 34 households were excluded from measure due to clients residing in project less than 365 days.

FY2020 Program Evaluation

Category: Permanent Supportive Housing
Agency: YMCA
Program: Scattered Sites HOME
Period: 7/1/19 - 12/31/19
Performance: High

The project provides permanent supportive housing for 50 disabled men, women, and couples who are experiencing homelessness. 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 provides supportive services to help clients sustain housing through case management, crisis intervention, linkage with community services, assisting clients with learning daily living skills, benefit enrollment, transporting clients to essential activities (e.g., doctor's appointments), monitoring clients' apartments, and other services.

YMCA took over the scattered sites units from Columbus Area Integrated Health Services on January 1, 2018.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	55	66	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	21	20	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	50	62	Yes
Successful Housing Outcomes	%	90	94	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1,4}	%	50	N/A	N/A
Exit to Homelessness	%	<10	2	Yes
Program Occupancy Rate ²	%	95	124	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	49	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	3	No

¹ Monitored, but not evaluated.

² Funding allows over leasing for this project.

³ 7 households were excluded from measure due to clients residing in project less than 365 days.

⁴ Project did not have any successful household exits; unable to calculate measure

Category: Permanent Supportive Housing
Agency: YWCA
Program: WINGS
Period: 7/1/19 - 12/31/19
Performance: High

The YWCA WINGS program provides permanent supportive housing for 91 homeless women who have a serious mental illness. The project was entirely renovated and all the units rehabilitated, providing efficiency units to all single women served. Through the rehabilitation work the project's capacity increased from 69 units to 91 units. 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 partnerships with Alvis/Amethyst and other service providers.

Program Outcome Achievement 7/1/19 to 12/31/19: Permanent Supportive Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	100	91	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	41	Yes
Turnover Rate ¹	%	10	2	N/A
Successful Housing Outcomes	#	90	90	Yes
Successful Housing Outcomes ²	%	90	100	Yes
Successful Housing Exits ²	%	50	100	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness	%	<10	0	Yes
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2, 3}	%	30	44	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	14	Yes

¹ Monitored, but not evaluated.

² 1 deceased household was excluded from measure.

³ 9 households were excluded from measure due to clients residing in project less than 365 days.

Transitional Housing

Category: Transitional Housing
Agency: Huckleberry House, Inc.
Program: Transitional Living Project
Period: 7/1/19 - 12/31/19
Performance: Medium

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 victims of domestic violence. These units are not included in this report. In July 2018, the program capacity was reduced back to 24 units.

Program Outcome Achievement 7/1/19 to 12/31/19: Transitional Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	39	32	No
Exited Households ¹	#	11	10	N/A
Housing Stability	Months	10	9	Yes
Successful Housing Outcomes	#	8	7	Yes
Successful Housing Outcomes	%	77	70	No
Recidivism	%	<10	11	Yes
Program Occupancy Rate	%	98	92	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving	%	20	20	Yes
Increase in cash income (other than employment) from entry to exit	%	30	0	No
Increase in income from employment, from entry to exit	%	15	20	Yes

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

FY2020 Program Evaluation

Category: Transitional Housing
Agency: Huckleberry House, Inc.
Program: Transitional Living Project RHY¹
Period: 7/1/19 - 12/31/19
Performance: High

The Transitional Living Project RHY provides 7 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.

Program Outcome Achievement 7/1/19 to 12/31/19: Transitional Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	9	11	Yes
Exited Households ²	#	2	4	N/A
Housing Stability	Months	12	6	Yes
Successful Housing Outcomes	#	1	3	Yes
Successful Housing Outcomes	%	77	75	Yes
Recidivism ³	%	<10	N/A	N/A
Program Occupancy Rate	%	98	100	Yes
Pass Program Certification		Pass certification	N/A	N/A
Negative Reason for Leaving	%	20	25	Yes
Increase in cash income (other than employment) from entry to exit	%	30	0	No
Increase in income from employment, from entry to exit	%	15	75	Yes

¹ Program not funded by CSB

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

³ Project too new for measure to be calculated.

Category: Transitional Housing
Agency: Volunteers of America Ohio & Indiana
Program: Veterans Transitional Housing¹
Period: 7/1/19 - 12/31/19
Performance: Medium

Volunteers of America operates a 36-bed transitional housing program for Veterans. 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. The program capacity was reduced to 36 units from a previous 40 units as of October 1, 2019.

Program Outcome Achievement 7/1/19 to 12/31/19: Transitional Housing

Measure		Semi-annual Goal	Semi-annual Actual	Achieved
Households Served	#	100	111	Yes
Exited Households ²	#	50	80	N/A
Housing Stability	Months	4	2	Yes
Successful Housing Outcomes	#	39	44	Yes
Successful Housing Outcomes	%	77	55	No
Recidivism	%	<10	19	No
Program Occupancy Rate	%	95	89	No
Pass Program Certification		Pass certification	Compliant with Conditions	Yes
Negative Reason for Leaving	%	20	6	Yes
Increase in cash income (other than employment) from entry to exit	%	30	4	No
Increase in income from employment, from entry to exit	%	15	1	No

¹ Program not funded by CSB.

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

Methodology

FY2020 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 Continuum of Care Board, and the Continuum of Care. 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 alphabetical 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:** The 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 Engagement Time (AET) (Days):*

- a) **Purpose:** A reasonably short AET indicates the system's success in rapid re-housing engagement. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelters.
- b) **Projects:** Rapid Re-housing
- c) **Definition:** The average number of days that households receive shelter services as measured from shelter entry to entry/enrollment into a rapid re-housing project. Measure applies only to households that had an entry date in a rapid re-housing project within the report period.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** $\Sigma(\text{RRH entry date} - \text{shelter entry date}) / \text{the number of total distinct households served with an entry date in an RRH project within the report period.}$

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

- a) **Purpose:** A reasonably short length of participation indicates that the system is assisting households to achieve independence without long-term reliance on the system.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** The 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:** $\Sigma(\text{Exit date} - \text{Entry/Enrollment date}) / \text{the number of total distinct households served and exited from the system during the report period.}$

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

- a) **Purpose:** Indicates the economic status of households served by the system and shows whether the system is targeting an 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 entered by and clients served by Maryhaven-Safety are excluded from calculation.*
- 6) ***Average Rapid re-housing Referral Time (Days):***
- a) **Purpose:** A reasonably short Average RRH Referral Time indicates the shelter system's success in quick referral to rapid re-housing programs.
 - b) **Projects:** Single Adult Rapid Re-housing
 - c) **Definition:** The average number of days that clients wait before receiving a rapid re-housing referral, measured from shelter entry to referral date.
 - d) **Goal-setting methodology:** Based on prior performance.
 - e) **Reporting methodology:** $\Sigma(\text{RRH Pool Entry Date} - \text{Shelter Entry Date}) / \text{the number of total distinct households with an RRH Pool Entry Date within the report period.}$
- 7) ***Average Rapid Re-housing Wait Time:***
- a) **Purpose:** A reasonable wait time indicates the system's success in rapid re-housing turnover.
 - b) **Systems:** Single Adult Rapid Re-housing
 - c) **Definition:** The average number of days a prioritized client is in the RRH pool before intake into the single adult rapid re-housing program.
 - d) **Goal-setting methodology:** Based on prior performance.
 - e) **Reporting methodology:** $\Sigma(\text{RRH Entry Date} - \text{RRH Pool Entry Date}) / \text{the number of total distinct clients served with an entry date in the single adult RRH project within the report period.}$
- 8) ***Carryover Households (#):***
- a) **Purpose:** Indicates the 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

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7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly; and no corresponding exit date before the start of the reporting period.

9) *Employment Status at Entry (%)*

- a) **Purpose:** Indicates the 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 indicated by their reported 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 a 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 this calculation.*

10) *Exit to Homelessness (%)*:

- a) **Purpose:** Indicates the system’s success in ending homelessness as measured by those who return to emergency shelter or the streets. 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 or the streets within 180 days of exit from the system.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
- e) **Reporting methodology:** The number of households who exit the system and enter shelter or street outreach within 180 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period:
$$\frac{\Sigma(\text{Households that exited system and entered shelter or street outreach within 180 days})}{\text{total distinct households served}}$$
 - i) Numerator
 - 1) Quarterly cohort: Calculate the number of distinct households that exited within the quarterly report period two quarters prior and entered shelter or street outreach within 180 days after exit or as of date of report.
 - 2) Semi-annual cohort: Calculate the number of distinct households that exited within the prior semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
 - 3) Annual cohort: Calculate the number of distinct households that exited within the first 180 days of the annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
 - ii) Denominator
 - 1) Quarterly cohort: Calculate the number of distinct households served within the quarterly report period two quarters prior.

- 2) Semi-annual cohort: Calculate the number of distinct households served within the prior semi-annual report period.
- 3) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.

11) *Exited Households (#):*

- a) **Purpose:** Indicates the 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:** The 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 that are also not currently in the system at the end of the report period.

12) *Households Served (#):*

- a) **Purpose:** Indicates the 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 and 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.

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- (b) If demand is relatively stable, predict the same annual demand number for the current fiscal year.
- (c) If demand trend shows a steady increase or a steady decrease, predict the 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.

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

- a) **Purpose:** Indicates that the 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 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.
- 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.*

14) ***Housing Stability (Months):***

- a) **Purpose:** Indicates the 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 average household length of stay in days (from entry to exit date or end of report period, if still a resident) divided by the 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 distinct households served.
 - Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

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

- a) **Purpose:** Indicates that the 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 local CoC standards.
- e) **Reporting methodology:** 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 served during the report period. Income sources include only employment income. *Note: Deceased households are not included in the count of households served.*

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

- a) **Purpose:** Indicates that the 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 sources other than employment from entry to exit or at the end of reporting period if not exited.

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- d) **Goal-setting methodology:** Meet or exceed CoC local standards.
- e) **Reporting methodology:** 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, divided by the total number of adults served during the report period. Income sources exclude employment, but may include cash benefits and/or other sources. *Note: Deceased households are not included in the count of households served.*

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

- a) **Purpose:** Indicates the system's success in ending homelessness as measured by the number of households who attain housing and do not return to homelessness 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 two years prior to the reporting period with a successful housing outcome (as defined for that system) and return to shelter or street outreach within two years after exiting the system. This measure is expressed as a percentage of total distinct households with an exit to permanent housing (as defined for that system) two years prior to the reporting period.
- 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). Calculated only for annual reporting periods.
 - i) $\text{Rate} = (\text{numerator}/\text{denominator}) \times 100$
 - ii) **Denominator:** Cohort of households which attained a successful housing outcome.
 - (1) Calculate the number of distinct households with a successful housing outcome 730 to 1095 (731 to 1096 for a leap year) 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 or street outreach systems within 730 (731 for a leap year) days after exit from the system.

18) *Movement (%)*:

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter to another. A lower rate is considered positive.
- b) **Systems:** Family and Single Adult Emergency Shelter Systems
- c) **Definition:** All distinct households that exit a single adult or family emergency shelter during the report period and then have contact with another shelter within seven

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 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 during the report period. *Note: Measure excludes exits from Maryhaven-Safety, YMCA First Time Homeless Shelter, Overflow, and Overnight shelters and exits to Maryhaven-Safety from Single Adult shelters).*

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

- a) **Purpose:** A low rate of negative reasons indicates the 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 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 divided 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 the volume of new households served by the system, which is considered to measure system efficiency.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** Number of distinct households that entered the system during the report period that 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 between the start and end dates of the report period and that were not also in the project as of the start date of the reporting period.

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

- a) **Purpose:** Indicates the volume of newly homeless households served by emergency shelters.
- b) **Systems:** Emergency Shelter
- c) **Definition:** The number of distinct households that entered emergency shelter during the report period and were not previously served in emergency shelters or the

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outreach program during the previous two years, and the percentage of total distinct households that entered a shelter this number represents.

- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:**
 - i) *Number:* The number of distinct households that entered the emergency shelters during the report period that did not access emergency shelters or the outreach program during the previous 730 days. For this calculation, the first Columbus ServicePoint entry record entered during the report period by an emergency shelter is used.
 - ii) *Rate:* The number of newly homeless households from (i) divided by the number of distinct households that entered a shelter during the reporting period.

22) *Rapid Re-housing Capacity Gap*

- a) **Purpose:** Indicates the Rapid Re-housing system's ability to meet client demand for its services.
- b) **Systems:** Single Adult Rapid Re-housing
- c) **Definition:** Number of clients who exit the RRH Pool during the period without being served by the RRH program,
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** The number of clients with an RRH Pool Exit Date during the report period who exit with a disposition of "Prioritized / Not Served."

23) *Recidivism (%)*:

- a) **Purpose:** Indicates the system's success in ending homelessness as measured by number of households who attain housing and do not return to homelessness subsequent to successful housing outcome. A lower rate is considered positive.
- b) **Systems:** All except Permanent Supportive Housing
- c) **Definition:**
 - i) For all systems except Homelessness Prevention, the total number of distinct households that were exited during the relevant report period with a successful housing outcome (as defined for that system) and had any shelter or street outreach contact within 180 days of the successful housing outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that system).
 - ii) For the Homelessness Prevention system, the number of exited households with a successful housing outcome (as defined for that system) that have any shelter or street outreach contact within 365 days of the 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 a successful housing outcome prior to the end of the report period.
 - (1) Quarterly cohort: Calculate the number of distinct households with a successful housing outcome within the quarterly report period two quarters prior. *Note: for Prevention system, the cohort is the number of distinct households with a successful housing outcome within the same reporting period of the previous year.*
 - (2) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome within the previous semi-annual report period. *Note: for Prevention system, the cohort is the number of distinct households with a successful housing outcome within the same semi-annual reporting period of the previous year.*
 - (3) Annual cohort: Calculate the number of distinct households with a successful housing outcome within the first 180 days of the annual report period. *Note: for Prevention system, the cohort is the number of distinct households with successful a 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 from the cohort defined in (ii) that enters the emergency shelter or street outreach systems within 180 days after a successful housing exit.
 - (2) For the Homelessness Prevention systems the time-range above is replaced by 365 days.
- 24) **Successful Housing Exit (%):** Refer to Table 1 for a complete list of housing outcomes.
- a) **Purpose:** Indicates the 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:** Among distinct household exits, the percentage that exit the system during the report period for other permanent housing (as defined in Table 1).
 - 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.*
- 25) **Successful Housing Outcome (# and %):** Refer to Table 1 for a complete list of housing outcomes.

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- a) **Purpose:** Indicates the system's success in ending homelessness. A higher number and rate are considered positive.
 - i) **Permanent Supportive Housing:** Indicates the system's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
 - ii) **All other:** Indicates the 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 except Permanent Supportive Housing and Homelessness Prevention: 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 of total distinct households exited this number represents.
 - 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 of total distinct households served this number represents.
 - iii) For Homelessness Prevention: the number of distinct households that attain stable housing at exit from the system and the percentage of total distinct households exited this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
 - i) For all systems except Permanent Supportive Housing: Multiply the percentage goal (set by Ends Policy) by the projected number of exited households.
 - ii) Permanent Supportive Housing: Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
 - i) For all systems except 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 for that system. For the rate, divide this 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. For the rate, divide this 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.*

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

- a) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates system efficiency at turning over units and providing a 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: the cumulative total is used 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.

27) **Turnover Rate (%):**

- a) **Purpose:** 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.
- d) **Goal-setting methodology:** Set based on prior performance. Monitored, but not evaluated.
- e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the system capacity during the same report period.

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

- a) **Purpose:** Indicates that the system is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
- b) **Systems:** Rapid Re-housing and 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 of total distinct household exits this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:**
 - i) 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 is also included.
 - ii) To obtain usage rate, divide the number obtained in (i) by the total number of distinct households that exited the system during the report period. Households that exited successfully without accessing CSB DCA are excluded from the denominator.

29) *Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):*

- a) **Purpose:** Indicates that the system is cost-efficient in accessing DCA. A lower average amount per household indicates that the system has leveraged other community resources.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household exited 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 households that exited during report period / total number of distinct households exited that received assistance.

Table 1: Successful Housing Outcomes (see above items 24 and 25)

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, VOAGO Veterans Program ²	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent housing (other than RRH) for formerly homeless persons - all PSH 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
8 = Rental by client, no ongoing housing subsidy - privately owned, market rent housing	Yes	Yes
9 = Owned by client, no ongoing housing subsidy	Yes	Yes
10 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
11 = Staying or living with friends, temporary tenure (e.g., room, apartment or house) ²	No	No
12 = Hotel or motel paid for without emergency shelter voucher	No	No
13 = Foster care home or foster care group home ²	No	No
14 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
15 = Safe Haven	No	No
16 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
17 = Rental by client, with RRH or equivalent subsidy	Yes	Yes
18 = Rental by client, with VASH subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
19 = Rental by client, with other ongoing housing subsidy	Yes	Yes
20 = Owned by client, with ongoing housing subsidy	Yes	Yes
21 = Staying or living with family, permanent tenure	Yes ¹	Yes
22 = Staying or living with friends, permanent tenure	Yes ¹	Yes
23 = Deceased	No	No
24 = Long-term care facility or nursing home	No	No
25 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
26 = Moved from one HOPWA funded project to HOPWA TH	No	No
27 = Residential project or halfway house with no homeless criteria	No	No
28 = No Exit Interview Completed	No	No
29 = Other	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.

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HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
30 = Client Doesn't Know	No	No
31 = Client Refused	No	No
32 = Data Not Collected	No	No

FY2020 Program¹ 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 alphabetical order*)

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

- a) **Purpose:** A reasonably short length of participation indicates that the project is assisting households to achieve independence without long term reliance on the project.
- b) **Projects:** Rapid Re-housing, Homelessness Prevention, and SSVF projects
- c) **Definition:** The 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:** $\Sigma(\text{exit date} - \text{entry/enrollment/engagement date}) / \text{the number of total distinct households served and exited from project during the report period.}$

2) *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. A lower rate is considered positive.

¹ As of 10/1/2014, the term, “Program” is replaced by “Project” per HUD’s guidance.

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- b) **Projects:** Emergency Shelter and Rapid Re-housing
 - 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.*
 - 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:** $\Sigma(\text{shelter exit date} - \text{rapid re-housing entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing project within the report period that also exited shelter.}$
- 3) ***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:** YMCA Rapid Re-housing 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 provided within the past 12 months / Total number of distinct clients served during the report period.
- 4) ***Average Wait-time (min):***
- a) **Purpose:** A low wait-time indicates the project's ability to promptly address clients in need.
 - b) **Projects:** Coordinated Point of Access (phone)
 - c) **Definition:** The average number of minutes a client spends on hold while waiting to speak with a representative.
 - d) **Goal-setting methodology:** Meet or below CSB Boards Ends Policy.
 - e) **Reporting methodology:** The total number of minutes clients spent on hold before talking to a representative between the hours of 7am and 11pm divided by the number of calls received between the hours of 7am and 11pm.

5) *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, 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; and no corresponding exit date before the start of the reporting period.

6) *Detox Exits (#):*

- a) **Purpose:** Indicates that the 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 number of distinct households that were exited with a detox destination divided by the total number of distinct households that exited the project during the report period. (Measure is based on the latest exit for households with multiple stays during the report period.)

7) *Diversion Recidivism (%):*

- a) **Purpose:** Indicates the project's success in ending homelessness as measured by the number of households that are successfully diverted to other community resources instead of entering emergency shelter and do not subsequently return or enter shelter after the successful diversion. A lower rate is considered positive.
- b) **Projects:** Coordinated Point of Access (phone and face-to-face diversion)
- 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 of the 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.

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- i) Rate = (numerator/denominator) x 100
 - ii) Denominator: Cohort of households which attained a successful diversion outcome during the report period.
 - (1) Semi-annual cohort: Calculate the number of households with successful diversion outcome within the semi-annual report period.
 - (2) Annual cohort: Calculate the number of households with successful diversion outcome within 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 definition, calculate the number of households that enter the shelter system within 0 to 30 days after a successful diversion outcome.
- 8) ***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, 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 that are also not currently in the project at the end of the report period.
- 8) ***Exited Households to PSH (#):***
- a) **Purpose:** Indicates volume of households served by the project which exit to Permanent Supportive Housing during the report period. This measure is monitored but not evaluated.
 - b) **Projects:** Outreach Programs
 - c) **Definition:** Number of distinct households that exited the project to permanent supportive housing during the report period.
 - 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 that are also not currently in the project at the end of the report period and that have an entry date into a permanent supportive housing project.

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

- a) **Purpose:** Indicates the project’s success in ending homelessness as measured by those who return to emergency shelter or the streets. 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 or the streets within 180 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:** The number of households who exit the project and enter shelter or street outreach within 180 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period:

$$\frac{\Sigma(\text{Households that exited project and entered shelter or street outreach within 180 days})}{\text{total distinct households served}}$$
 - ii) Numerator
 - 4) Semi-annual cohort: Calculate the number of distinct households that exited within the previous semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
 - 5) Annual cohort: Calculate the number of distinct households that exited within the first 180 days of the annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
 - iii) Denominator
 - 4) Semi-annual cohort: Calculate the number of distinct households served within the previous semi-annual report period.
 - 5) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.

10) **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, Homelessness Prevention, Benefits Partnership and Outreach Programs:

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- (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).

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

- a) **Purpose:** Indicates that the project is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
- b) **Projects:** Rapid Re-housing (Family projects only), Permanent Supportive Housing, and Homelessness Prevention
- c) **Definition:** The 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.
- 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.

12) *Housing Stability (Months)*:

- a) **Purpose:** Indicates the 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 average household length of stay in days (from entry to exit date or end of report period, if still a resident) divided by the average days per month (30.5 days). Measure is not calculated for those projects undergoing initial or expansion lease up.

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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 distinct households served.

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

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

- a) **Purpose:** Indicates the project's success in assisting households to obtain employment income. A higher rate is considered positive.
- b) **Projects:** Permanent Supportive Housing, Transitional Housing, and TSA Job2Housing
- c) **Definition:** The percentage of adults who 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 local CoC standards.
- e) **Reporting methodology:**
 - i) Permanent Supportive Housing: 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) divided by the total number of adults served during the report period. Income sources include only employment income.
 - ii) Transitional Housing and TSA Job2Housing: The number of adults exited during the report period who had an increase in their employment income amount from entry to exit divided by the total number of adults exited during the report period. Income sources include only employment income.

Note: Deceased households are not included in the count of households served.

14) *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 higher rate is considered positive.
- b) **Projects:** Permanent Supportive Housing, Transitional Housing, and TSA Job2Housing
- c) **Definition:** The percentage of adults who increase income from sources other 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:**
 - i) Permanent Supportive Housing: 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, divided by the total number of adults served during the report period. Income sources exclude employment, but may include cash benefits and/or other sources.

- ii) **Transitional Housing and TSA Job2Housing:** The number of adults exited during the report period who had an increase in their total income amount from entry to exit, excluding employment income, divided by the total number of adults exited during the report period. Income sources exclude employment, but may include cash benefits and/or other sources.

Note: Deceased households are not included in the count of households served.

16) Movement (%):

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter project to another. A lower rate is considered positive.
- b) **Projects:** Single Adult and Family Shelters and Rapid Re-housing for single adults
- c) **Definition:** Movement measures distinct households that exit a single adult or family shelter during the evaluation period and then have contact with another shelter within seven 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:**
 - i) **Emergency Shelters:** 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. *Note: Measure excludes exit from Maryhaven-Safety and Overflow shelters, and exit to Maryhaven-Safety from Single Adult shelters.*
 - ii) **Rapid Re-housing for single adults:** The number of total distinct households that exited shelter and were served by the Rapid Re-housing for single adults program during the reporting period and experienced movement within 7 days / the number of total distinct household that exited shelter and were served by the Rapid Re-housing for single adults program during the report period. *Note: Measure excludes exit from Maryhaven-Safety and Overflow shelters, and exit to Maryhaven-Safety from Single Adult shelters.*

17) Negative Reason for Leaving (%):

- a) **Purpose:** A low rate of negative reasons indicates the 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 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 divided by the total number of households that exited during the report period. *Note: Deceased households are not included in the count of households exited.*

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

- a) **Purpose:** Indicates the 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, and Outreach Programs
- c) **Definition:** Number of distinct households that entered the project during the report period that 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 between the start and end dates of the report period and that were not also in the project as of the start day of the reporting period.

19) ***Passed Project Certification:***

- a) **Purpose:** Indicates the 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, as described in the CSB Administrative and Project Standards.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Current Project Review and Certification Report.

20) ***Project Occupancy Rate (%):***

- f) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates project efficiency at turning over units and providing a project that is in demand.
- g) **Projects:** Single Adult Shelters, Permanent Supportive Housing, and Transitional Housing. Not measured for Maryhaven Engagement Center - Safety, Overflow Shelters, 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 is used 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, local CoC 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) *Project Occupancy Number:* Total bedlist shelter units from the Bedlist Report or Outcomes Report for the report period / total days during the report period.
 - (2) *Rate:* Project occupancy number divided by the project capacity.
 - ii) Permanent Supportive Housing and Transitional Housing:
 - (1) *Project Occupancy 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.

21) **Recidivism (%):**

- f) **Purpose:** Indicates the project's success in ending homelessness as measured by number of households who attain housing and do not return to homelessness subsequent to the successful housing outcome. A lower rate is considered positive.
- g) **Projects:** All except Overflow Shelters, Permanent Supportive Housing, and Transitional Housing
- h) **Definition:**
 - i) For all projects except Homelessness Prevention, the total number of distinct households that were exited during the relevant report period with a successful housing outcome (as defined for that project) and had any shelter or street outreach contact within 180 days of the successful housing outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that project).
 - ii) For the Homelessness Prevention projects, the number of exited households with a successful housing outcome (as defined for that project) that have any shelter or street outreach contact within 365 days 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 a successful housing outcome.
 - (1) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome within the previous semi-annual report period.

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- (2) Annual cohort: Calculate the number of distinct households with a successful housing outcome within the first 180 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 from the cohort defined in (ii) that enters the emergency shelter or street outreach systems within 180 days after exit from the project.
 - (2) For the Homelessness Prevention projects the time range above is replaced by 365 days.

22) *Successful Diversion Outcome (# and %):*

- a) **Purpose:** Indicates the 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 (phone and face-to-face)
- c) **Definition:** The number of distinct household contact resolutions from the Coordinated Point of Access during the report period that are classified as diverted to other community resources, and the percentage of the total distinct household contact resolutions from the Coordinated Point of Access this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Calculate the total number of distinct household contact resolutions that the Coordinated Point of Access recorded during the report period and the total number of these that are considered successful diversions. When a household has multiple contacts, each distinct resolution type will be counted once. Divide the number of distinct successful diversion outcomes by the number of total distinct household contact resolutions recorded by the Coordinated Point of Access during the report period. *Note: Interrupted/incomplete calls are not included in the count of household contact resolutions.*

23) *Successful Housing Exit (%):* Refer to Table 1 and Table 2 for a complete list of housing outcomes.

- f) **Purpose:** Indicates the 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:** Among distinct household exits, the percentage of that exit the project for other permanent housing (as defined in Table 1).
- 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.*

- 24) **Successful Housing Outcome/Successful Outcome (# and %):** Refer to Table 1 and Table 2 for a complete list of housing outcomes.
- a) **Purpose:** Indicates the project's success in ending homelessness. A higher number and rate are considered positive.
 - i) **Permanent Supportive Housing:** Indicates the project's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
 - ii) **Outreach Programs:** Indicates the 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.
 - iii) **Emergency Shelter:** Indicates the project's success in linking households to appropriate next step housing which includes rapid re-housing, transitional, and permanent housing.
 - iv) **Safety Shelter:** Indicates the project's success in linking households to appropriate services as measured by exiting clients to single adult shelters or other permanent destinations for successful outcomes.
 - v) **All other:** Indicates the project's success in ending homelessness as measured by households that attain permanent housing.
 - b) **Projects:** All except Overflow Shelters
 - c) **Definition:**
 - i) **Successful Outcomes for 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 Single Adult Shelters or permanent housing, as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents. **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 of total distinct households exited this number represents.
 - (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 of total distinct households with a successful outcome this number represents.
 - ii) **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 of total distinct households served this number represents.
 - iii) **Successful Housing Outcomes for YMCA Rapid-rehousing (evaluated at two levels):**

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- (1) Successful Housing Outcomes for YMCA Rapid-rehousing 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 of total distinct households exited this number represents.
- (2) Successful Housing Outcomes at shelter exit are the number of distinct households served by the YMCA Rapid-rehousing project that exit from single adult 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 of total distinct households exited this number represents.
- iv) Successful Housing Outcomes for all other: 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 of total distinct households exited this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, HUD Standards, or prior performance.
 - i) Rapid Re-housing, Homelessness Prevention, and Transitional Housing: Multiply the percentage goal by the projected number of exited households.
 - ii) Maryhaven - Safety: Successful Outcomes: Multiply the percentage goal by the projected number of exited households to each destination defined in Table 1 and 2.
 - iii) Outreach Programs:
 - (1) Successful Outcomes: Multiply the percentage goal by the projected number of exited households with each 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: Multiply the rate by the number of exits to obtain the number of Successful Housing Outcomes.
 - v) Permanent Supportive Housing and Transition Project: Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
 - i) Successful Outcomes for 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. For the rate, divide this number of Successful Outcomes by the number of total exits during the report period.
 - ii) 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. For the rate, divide this number of Successful Outcomes by the number of total exits during the report period.

- (2) Successful Housing Outcome (%): Calculate the total number of Successful Outcomes (above) and the total number of destinations that are considered Successful Housing Outcomes (as per Table 1). Divide the number of Successful Housing Outcomes by the number of total Successful Outcomes.
- iii) 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. For the rate, divide this 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.*
- iv) Successful Housing Outcomes for all other projects: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful housing outcomes for that project. For the rate, divide this number of Successful Housing Outcomes by the number of total exits during the report period.

25) **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.
- 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%. Monitored, but not evaluated.
- e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the project capacity during the same report period.

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

- a) **Purpose:** Indicates that the 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, 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 their project participation, and the percentage of total distinct household exits during the report period this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy; based on historical trends, anticipated performance, and/or project design.
- e) **Reporting methodology:**
 - i) For Rapid Re-housing and Homelessness Prevention
 - (1) The total number of distinct households that received DCA while in the project and exited during the report period.

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- (2) To obtain usage rate, the above number is divided by the total number of distinct households that exited the project during the report period. Households that exited successfully without accessing DCA are excluded from the denominator.
- ii) For Transition
 - (1) The total number of distinct households that received CSB DCA during the report period.
 - (2) To obtain usage rate, the above number is divided by the total number of distinct households served during the report period.

27) *Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):*

- f) **Purpose:** Indicates that the project is cost-efficient in accessing DCA. A lower average amount per household indicates that the project has leveraged other community resources.
- g) **Projects:** Rapid Re-housing, Homelessness Prevention, and Transition Project
- h) **Definition:** For Rapid Re-housing and Homelessness Prevention, the average dollar amount of total CSB direct client assistance received per distinct household exited during the report period. For Transition, the average dollar amount of total CSB direct client assistance received per distinct household served during the report period.
- i) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources, and project design.
- j) **Reporting methodology:**
 - i) For Rapid Re-housing and Homelessness Prevention, total monetary assistance awarded to households that exited during report period / total number of distinct households exited that received assistance.
 - ii) For Transition, total monetary assistance awarded to all households served during report period / total number of distinct households served that received assistance.

Table 1: Successful Housing Outcomes (see above item 23 and 24)

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, VOAGO Veterans Program ²	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent housing (other than RRH) for formerly homeless persons - all PSH 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
8 = Rental by client, no ongoing housing subsidy - privately owned, market rent housing	Yes	Yes
9 = Owned by client, no ongoing housing subsidy	Yes	Yes
10 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
11 = Staying or living with friends, temporary tenure (e.g., room, apartment or house) ²	No	No
12 = Hotel or motel paid for without emergency shelter voucher	No	No
13 = Foster care home or foster care group home ²	No	No
14 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
15 = Safe Haven	No	No
16 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
17 = Rental by client, with RRH or equivalent subsidy	Yes	Yes
18 = Rental by client, with VASH subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
19 = Rental by client, with other ongoing housing subsidy	Yes	Yes
20 = Owned by client, with ongoing housing subsidy	Yes	Yes
21 = Staying or living with family, permanent tenure	Yes ¹	Yes
22 = Staying or living with friends, permanent tenure	Yes ¹	Yes
23 = Deceased	No	No
24 = Long-term care facility or nursing home	No	No
25 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
26 = Moved from one HOPWA funded project to HOPWA TH	No	No
27 = Residential project or halfway house with no homeless criteria	No	No
28 = No Exit Interview Completed	No	No
29 = Other	No	No
30 = Client Doesn’t Know	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.

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HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
31 = Client Refused	No	No
32 = 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 Safety Shelter and Outreach Programs)

HUD Destination	Successful Outcome? (Safety Shelter)
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)	Yes
4 = Psychiatric hospital or other psychiatric facility	Yes
5 = Substance abuse treatment facility or detox center	Yes
10 = Staying or living with family, temporary tenure (e.g., room, apartment or house)	Yes
11 = Staying or living with friends, temporary tenure (e.g., room, apartment or house)	Yes
13 = Foster care home or foster care group home	Yes
15 = Safe Haven	Yes
24 = Long-term care facility or nursing home	Yes
26 = Moved from one HOPWA funded project to HOPWA TH	Yes
27 = Residential project or halfway house with no homeless criteria	Yes



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