

# **SYSTEM & PROGRAM INDICATOR REPORT**

FY2014  
7/1/13 – 6/30/14

### **Our Mission**

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

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

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## **Overview**

System and Program Indicator Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to [www.csb.org](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded shelter, services and permanent supportive housing programs and other Continuum of Care, non-CSB funded programs. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

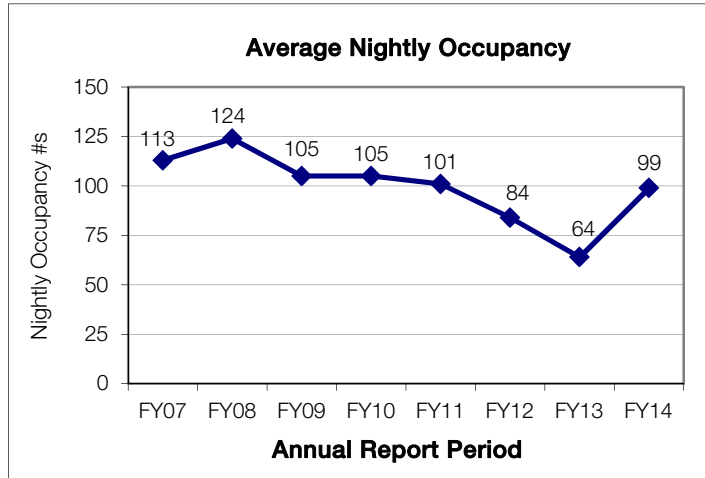
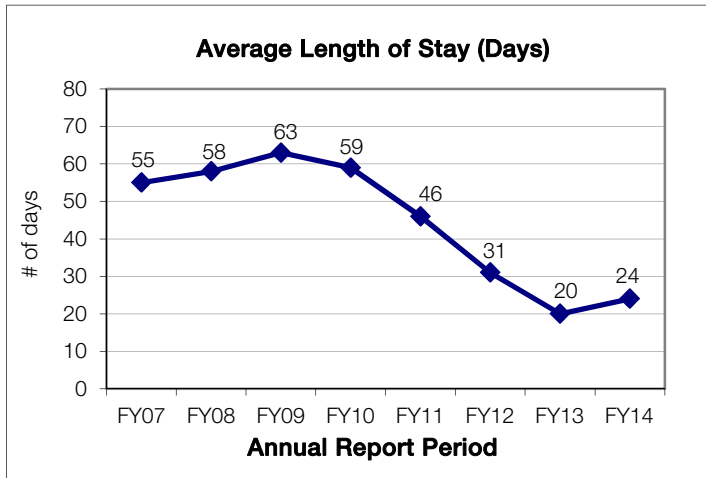
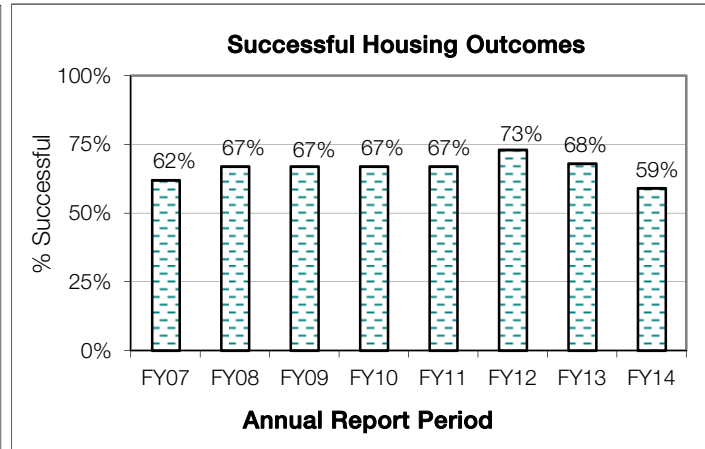
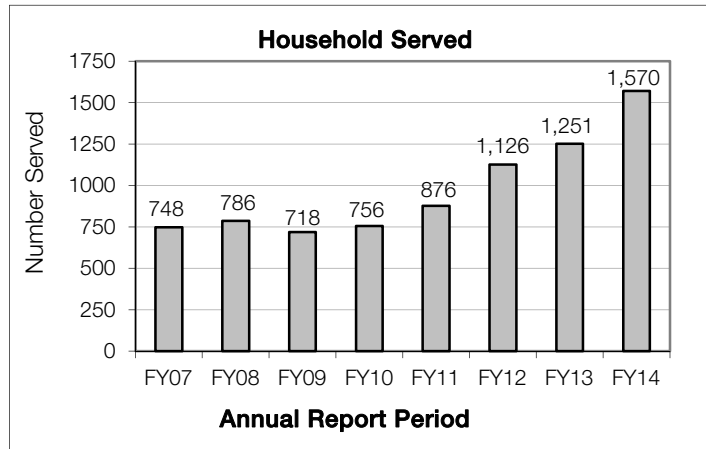
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2013-6/30/2014	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
FAMILY SYSTEM	660	1,570	√	50	99	20	24	≠	427	863	√	70%	59%	≠	Yes



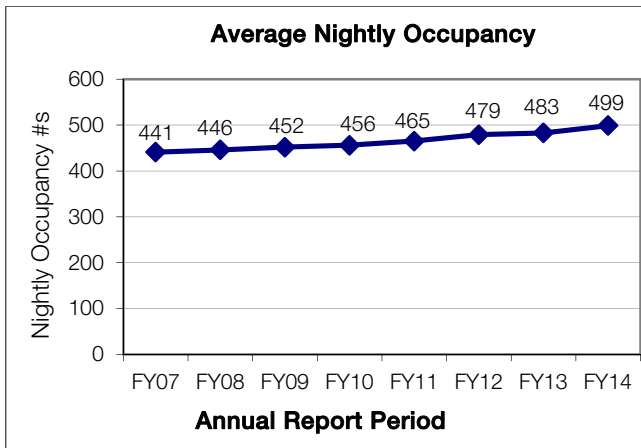
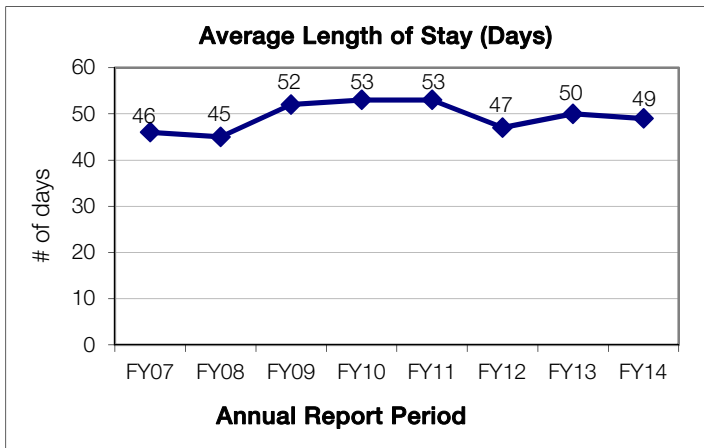
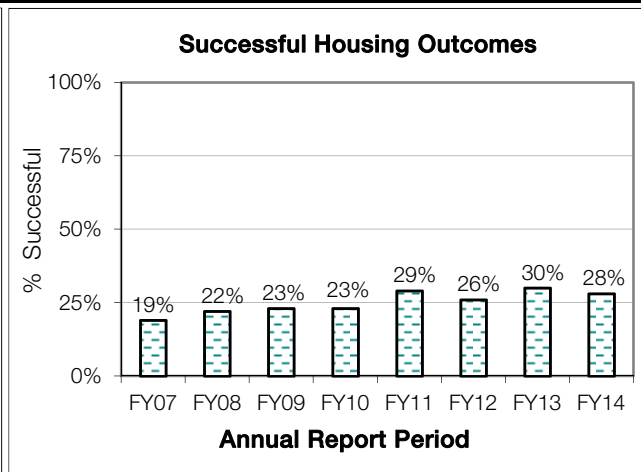
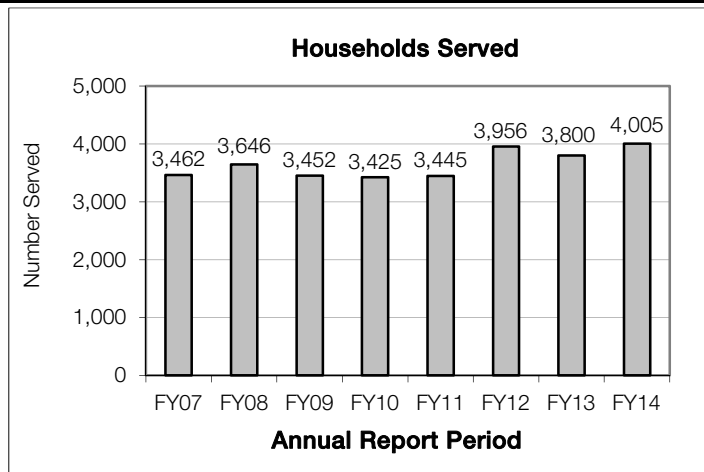
DEMOGRAPHICS	Family
Households Served	1,570
Percent Newly homeless	65%
Recidivism <sup>1</sup>	1%
Clients Served	5,223
Average Age (HoH)	29
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$645
Percent Working at Entry	36%
Race - White (HoH)	26%
Race - Black (HoH)	73%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	2,122
Children Served	3,101
Mean Family Size	3.3
Average Number of Children	2.0
Adults 18-24 years (HoH)	29%
Children 0 - 2 years	25%
Children 3 - 7 years	40%
Children 8 - 12 years	23%
Children 13 - 17 years	12%

The Family Emergency Shelter System served 26% more households than the previous fiscal year, the highest in the past eight reporting periods. In the past three years, family homelessness increased by 79%. On average, 49 families were served by the system every night of the year, above the fixed capacity. The decrease in successful housing outcomes for the system is very concerning, the reported rate is the lowest in eight reporting periods. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (25% employed in FY2013). We are qualifying this system as a "system of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

<sup>1</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 3/31/2014.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2013-6/30/2014	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	3,600	4,005	√	445	499	30	49	≠	789	1011	√	25%	28%	√	No



DEMOGRAPHICS	Men
Households Served	4,005
Percent Newly homeless	44%
Recidivism <sup>2</sup>	2%
Average Age	42
Men as a percent of total single adults served	75%
Veterans (U.S. Military) all adults	13%
Average Monthly Household Income	\$235
Percent Working at Entry	16%
Average Daily Waitlist Number <sup>4</sup>	10
Race - White <sup>3</sup>	39%
Race - Black <sup>3</sup>	59%
Race - Other <sup>3</sup>	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	9%
Adults 25 - 34 years	23%
Adults 35 - 44 years	22%
Adults 45 - 55 years	32%
Adults 56 - 61 years	10%
Adults 62+ years	4%

The system experienced an increase in the number of individuals served by 5%, compared to the previous fiscal year. The percent of newly homeless is concerning in that it shows that the majority of single adults served received shelter services in previous years. The system experienced capacity limitations throughout the fiscal year, in the non-overflow season, averaging 10 individuals on the daily waitlist.

<sup>1</sup>Overflow capacity is not included.

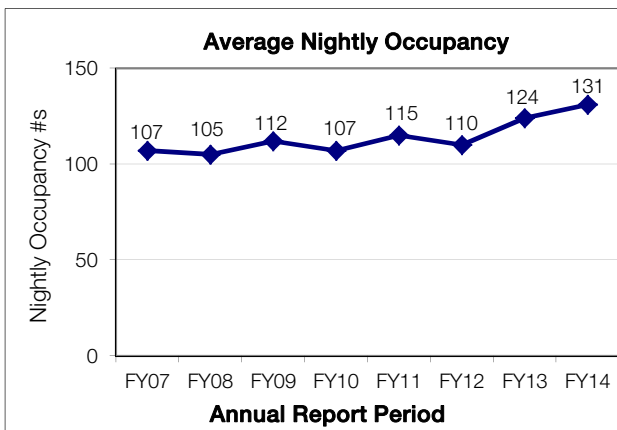
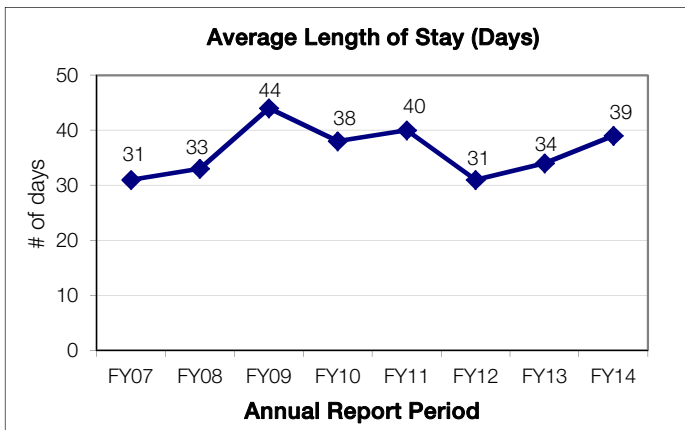
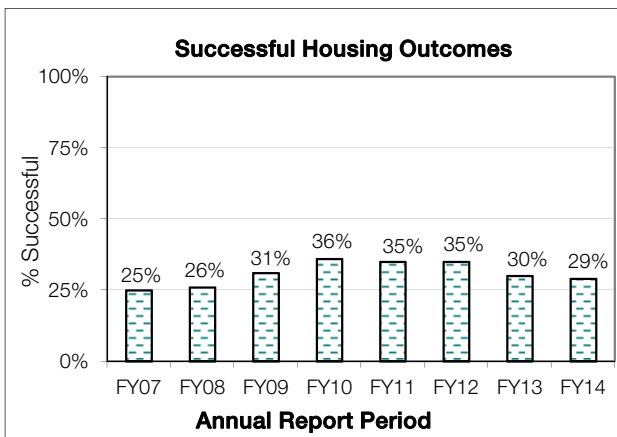
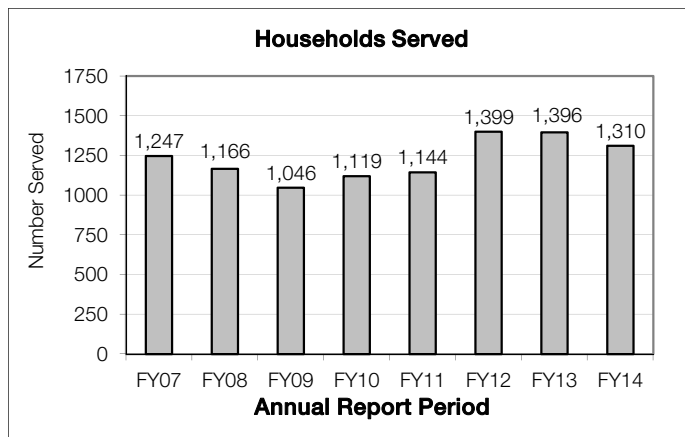
<sup>2</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 3/31/2014.

<sup>3</sup> Due to rounding percentage exceeds 100%.

<sup>4</sup> Waitlist numbers are calculated excluding the regular overflow season.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2013-6/30/2014	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	1,175	1,310	√	101	131	30	39	≠	269	350	√	25%	29%	√	No



DEMOGRAPHICS	Women
Households Served	1,310
Percent Newly homeless	52%
Recidivism <sup>2</sup>	1%
Average Age	39
Women as a percent of total single adults served	25%
Veterans (U.S. Military) all adults	3%
Average Monthly Household Income	\$239
Percent Working at Entry	13%
Average Daily Waitlist Number <sup>4</sup>	23
Race - White	38%
Race - Black	60%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>3</sup>	15%
Adults 25 - 34 years <sup>3</sup>	24%
Adults 35 - 44 years <sup>3</sup>	23%
Adults 45 - 55 years <sup>3</sup>	29%
Adults 56 - 61 years <sup>3</sup>	7%
Adults 62+ years <sup>3</sup>	3%

The system experienced a decrease in the number of individuals served by 6%, compared to the previous fiscal year. The average length of stay significantly increased compared to prior reporting periods, preventing women needing to access crisis services from entering emergency shelter. The system experienced capacity limitations throughout the fiscal year, in the non-overflow season, averaging 23 individuals on the daily waitlist. The percent of newly homeless is concerning as it decreased by 8 percentage points since the last fiscal year, more single women received shelter services in previous years.

<sup>1</sup>Overflow capacity is not included.

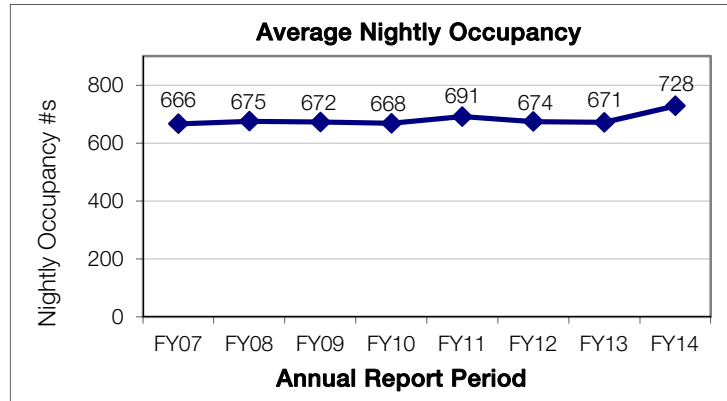
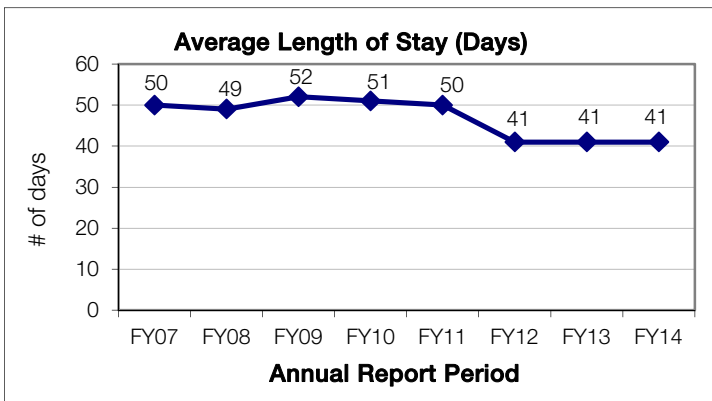
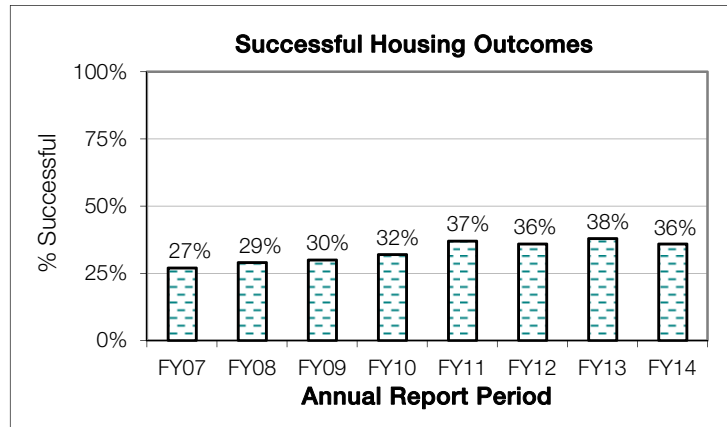
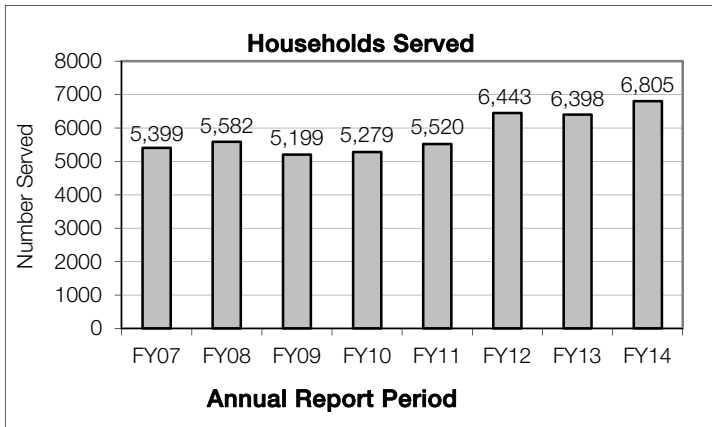
<sup>2</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 3/31/2014.

<sup>3</sup>Due to rounding percentage exceeds 100%.

<sup>4</sup>Waitlist numbers are calculated excluding the regular overflow season.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2013-6/30/2014															
Emergency Shelter System <sup>1</sup>	5,435	6,805	√	596	728	30	41	≠	1,694	2,204	√	35%	36%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	6,805
Percent Newly homeless	52%
Recidivism <sup>3</sup>	1%
Clients Served	10,432
Adults Served	7,331
Children Served	3,101
Average Age (HoH)	38
Gender - Male (HoH)	60%
Gender - Female (HoH)	40%
Veterans (U.S. Military) (All Adults)	8%
Average Monthly Household Income	\$340
Percent Working at Entry	21%
Average Daily Waitlist Number <sup>5</sup>	33
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	15%

We are reporting an increase in households served by 6% compared to the previous fiscal year mainly due to the increase in family homelessness. On average, 132 households were served each night over the regular shelter capacities, an increase of 57 households compared to the last fiscal year's nightly occupancy. In general, the emergency shelter system performance is consistent with last year's performance. In FY2014 capacity limitations for single adults prevented 33 individuals, on average, from receiving emergency shelter each night outside the winter overflow season.

<sup>1</sup>System includes single adult and family shelters.

<sup>2</sup>Overflow capacity is not included.

<sup>3</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 3/31/2014.

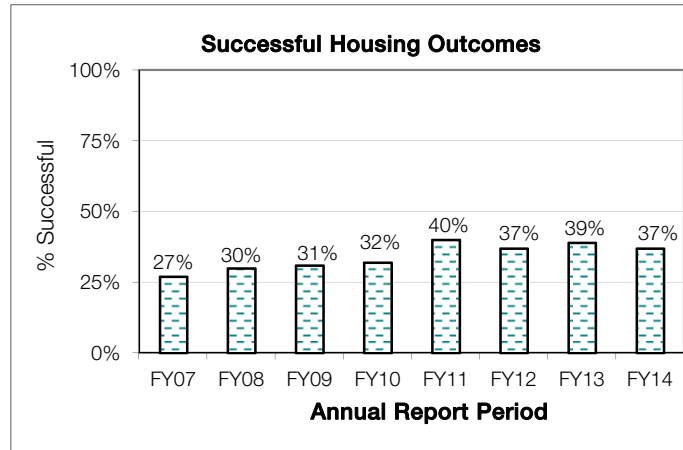
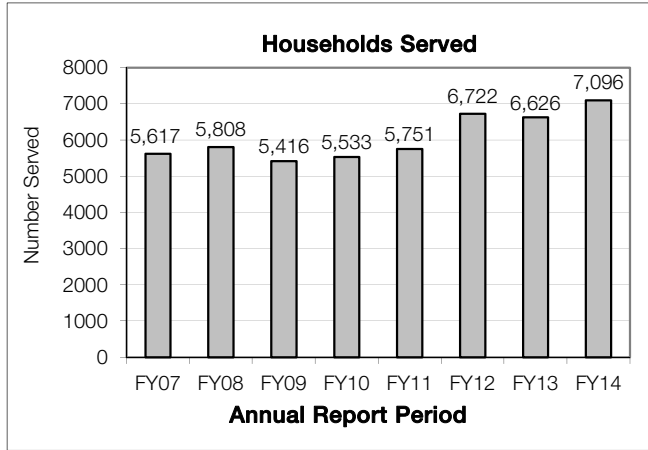
<sup>4</sup>Due to rounding percentage does not add up to 100%.

<sup>5</sup>Waitlist numbers are calculated excluding the regular overflow season.

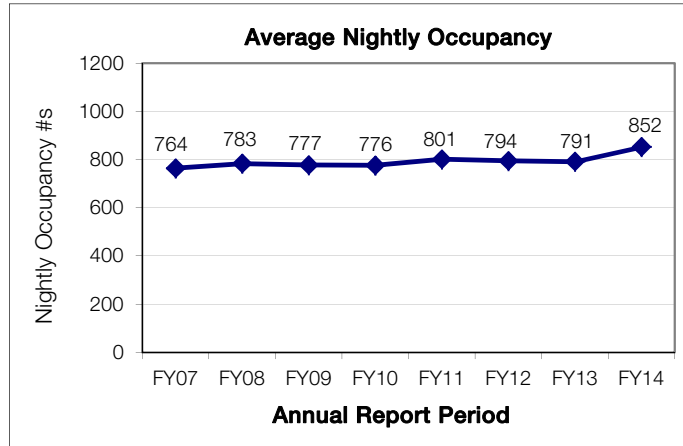
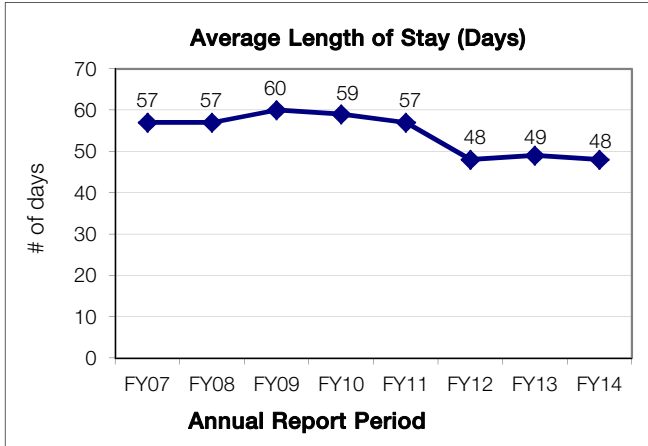


# System and Program Indicator Report

FY14 Emergency Shelter & Transitional Housing	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2013-6/30/2014															
ES & TH System <sup>1</sup>	5,767	7,096	√	714	852	30	48	≠	1,769	2,323	√	35%	37%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	7,096
Percent Newly homeless	54%
Recidivism <sup>3</sup>	1%
Clients Served	10,744
Average Age (HoH)	38
Gender - Male (HoH)	61%
Gender - Female (HoH)	39%
Veterans (U.S. Military) all adults	10%
Average Monthly Household Income	\$340
Percent Working at Entry	20%
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race- Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	7,619
Children Served	3,125
Adults 18 - 24 years <sup>4</sup>	15%
Adults 25 - 34 years <sup>4</sup>	27%
Adults 35 - 44 years <sup>4</sup>	22%
Adults 45 - 55 years <sup>4</sup>	26%
Adults 56 - 61 years <sup>4</sup>	8%
Adults 62 + years <sup>4</sup>	3%



We are reporting a 7% increase in households served compared to the previous fiscal year. The percent of transitional age youth within the system decreased compared to FY2013. In general the system performance is consistent with last year's performance. We are watching the average length of stay metric with the intent of reducing it to 30 days.

<sup>1</sup> System includes single adult and family shelters and transitional housing programs.

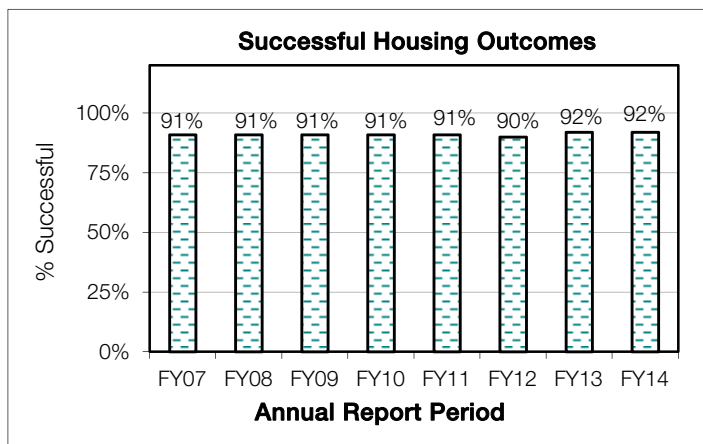
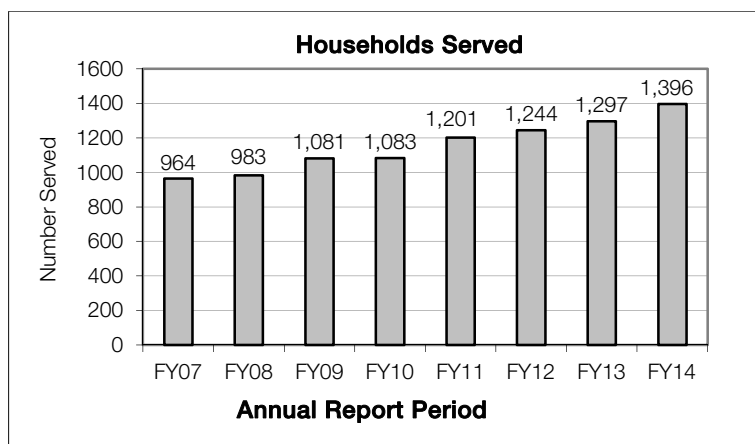
<sup>2</sup> Overflow capacity is not included.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 3/31/2014.

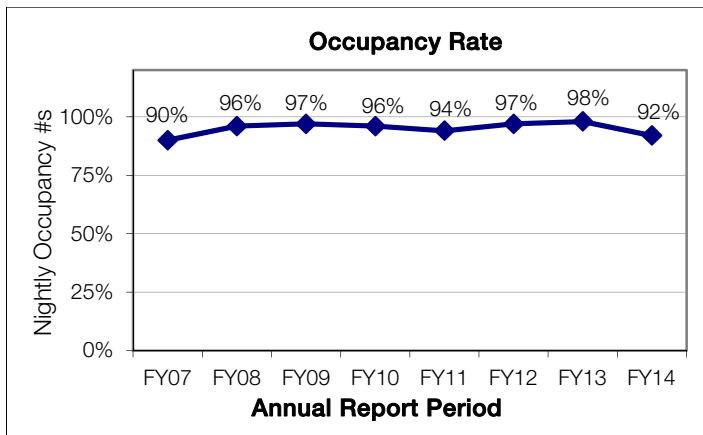
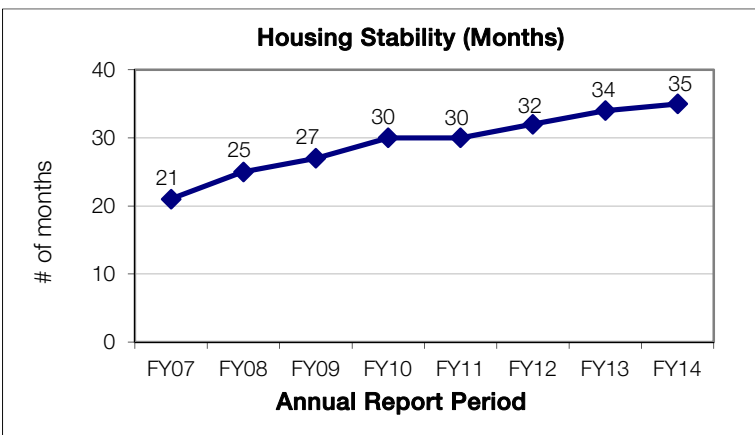
<sup>4</sup> Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	7/1/2013-6/30/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
PSH SYSTEM	1,360	1,396	√	95%	92%	√	24	35	√	1,224	1,259	√	90%	92%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	1,396
Exit to Homelessness	19%
Clients Served	1,491
Average Age (HoH)	46
Gender - Male (HoH)	73%
Gender - Female (HoH)	27%
Veterans (U.S. Military) all adults	15%
Average Monthly Household Income	\$190
Percent Working at Entry	7%
Race - White (HoH)	37%
Race - Black (HoH)	61%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	1,420
Children Served	71
Mean Family Size <sup>1</sup>	3.1
Average Number of Children <sup>1</sup>	1.8
Adults 18-24 years (HoH)	2%
Adults 18 - 24 years <sup>2</sup>	3%
Adults 25 - 34 years <sup>2</sup>	9%
Adults 35 - 44 years <sup>2</sup>	14%
Adults 45 - 55 years <sup>2</sup>	45%
Adults 56 - 61 years <sup>2</sup>	22%
Adults 62+ years <sup>2</sup>	7%



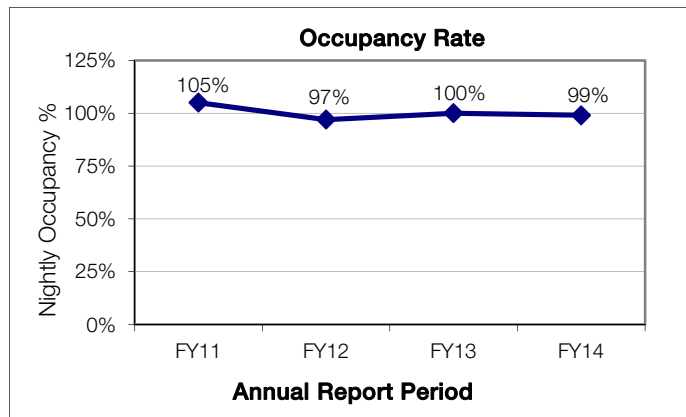
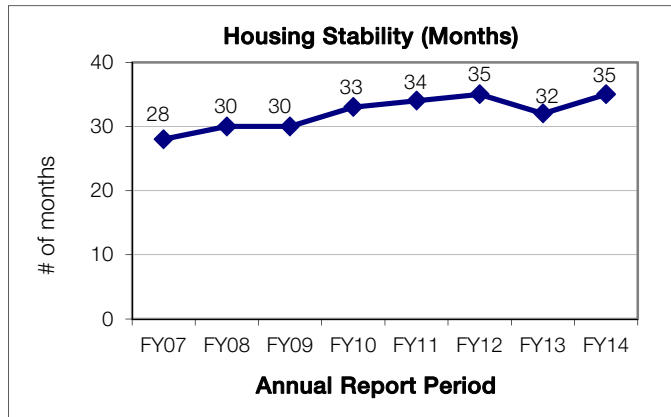
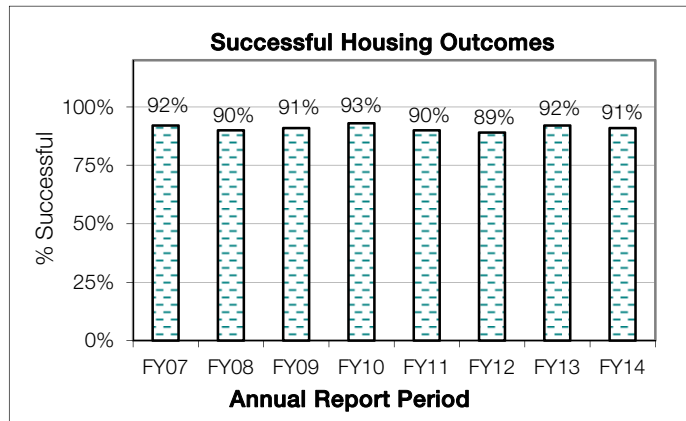
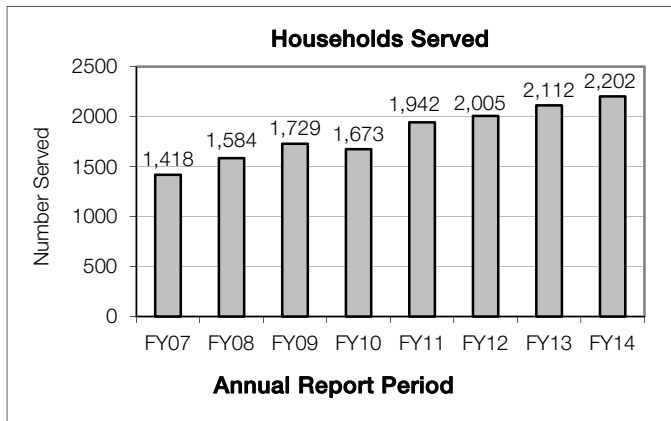
The PSH System continues to perform well. The inventory as of 6/30/14 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. 8% more households were served this reporting period compared to the previous fiscal year. At 92%, the occupancy rate is showing good utilization of resources but improvements could be made.

<sup>1</sup>Data only refers to families served.

<sup>2</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) 7/1/2013-6/30/2014	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
Total PSH System <sup>1</sup>	2,012	2,202	√	95%	99%	√	24	35	√	1,610	1,981	√	80%	91%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	2,202
Exit to Homelessness	13%
Clients Served	2,627
Average Age (HoH)	44
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) all adults	11%
Average Monthly Household Income	\$222
Percent Working at Entry	7%
Race - White (HoH) <sup>3</sup>	37%
Race - Black (HoH) <sup>3</sup>	61%
Race- Other (HoH) <sup>3</sup>	1%
Hispanic (HoH) <sup>3</sup>	1%
Non-Hispanic (HoH) <sup>3</sup>	98%
Adults Served	2,277
Children Served	350
Mean Family Size <sup>2</sup>	2.9
Average Number of Children <sup>2</sup>	1.8
Adults 18-24 years (HoH)	3%
Children 0 - 2 years <sup>2</sup>	17%
Children 3 - 7 years <sup>2</sup>	33%
Children 8 - 12 years <sup>2</sup>	27%
Children 13 - 17 years <sup>2</sup>	23%

The system continues to perform well, with good occupancy and success rates and increasing the number of households served by 4% compared to the previous fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,716. VA VASH voucher capacity of 230 is not included.

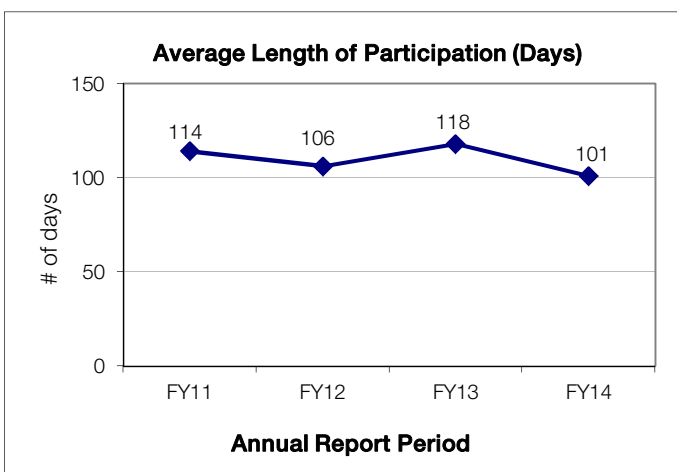
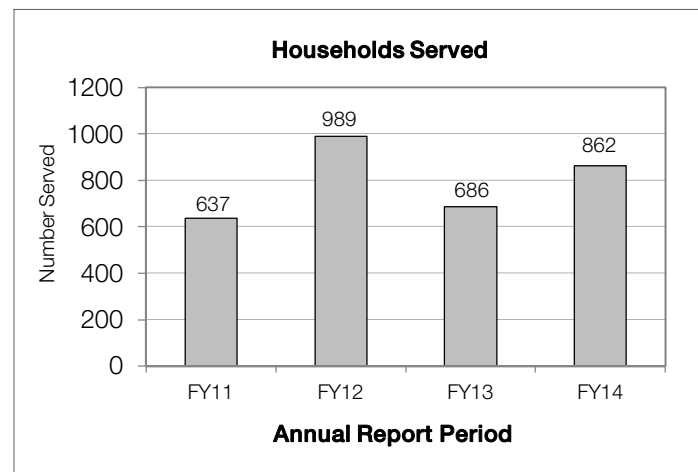
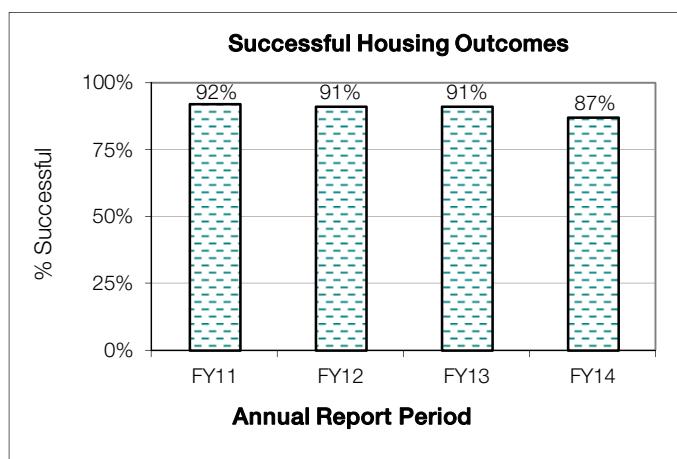
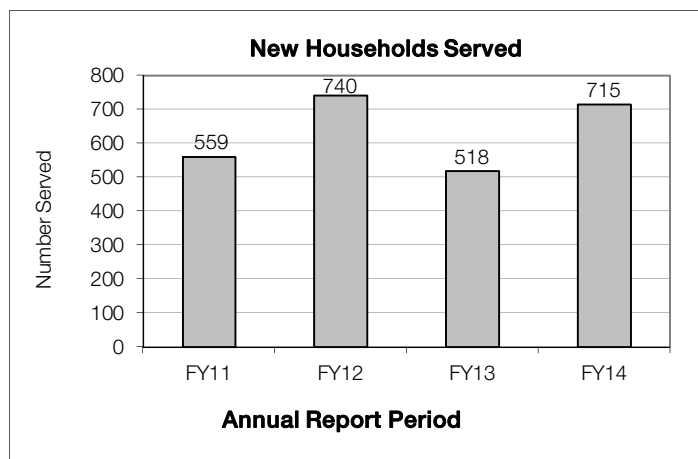
<sup>1</sup>System includes Rebuilding Lives and Non-Rebuilding Lives permanent supportive housing programs.

<sup>2</sup>Data only refers to families served.

<sup>3</sup>Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY14 Direct Housing/Rapid Re-housing 7/1/2013-6/30/2014	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
Direct Housing Rapid Re-housing System <sup>1</sup>	792	715	√	936	862	√	100	101	√	667	531	≠	87%	87%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	862
Recidivism <sup>2</sup>	0%
Clients Served	2,382
Average Age (HoH)	34
Gender - Male (HoH)	28%
Gender - Female (HoH)	72%
Veterans (U.S. Military) all adults	20%
Average Monthly Household Income	\$428
Percent Working at Entry	22%
Adults Served	1,099
Children Served	1,283
Race - White (HoH)	28%
Race - Black (HoH)	70%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size <sup>3</sup>	3.3
Average Number of Children <sup>3</sup>	1.9
Children 0 - 2 years <sup>3,4</sup>	27%
Children 3 - 7 years <sup>3,4</sup>	39%
Children 8 - 12 years <sup>3,4</sup>	21%
Children 13 - 17 years <sup>3,4</sup>	12%

The system continues to perform well. The new SSVF programs for veterans added in October 2013 increased the ratio of veterans served in the system. The successful housing outcome is lower than in the prior fiscal year due to the addition of these programs.

<sup>1</sup>System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. CSB Transition is excluded.

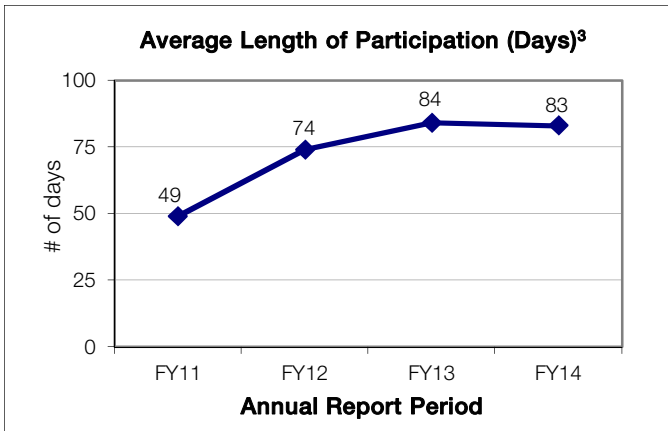
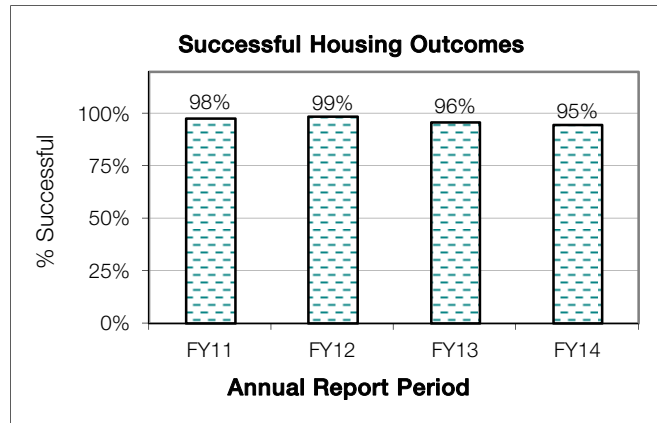
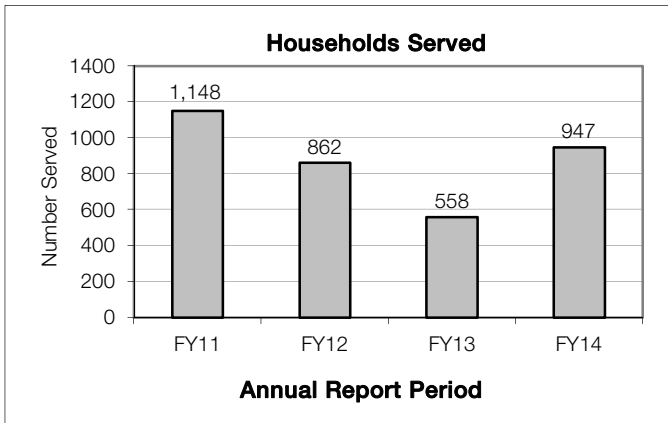
<sup>2</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 3/30/2014.

<sup>3</sup>Data only refers to families served.

<sup>4</sup>Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY14 Prevention 7/1/2013-6/30/2014	Households Served			Average Length of Participation (Days) <sup>3</sup>			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Prevention System <sup>1</sup>	703	947	√	90	83	√	594	759	√	93%	95%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	947
Recidivism <sup>4</sup>	3%
Clients Served	2,665
Average Age (HoH)	42
Gender - Male (HoH)	29%
Gender - Female (HoH)	71%
Veterans (U.S. Military) all adults	12%
Average Monthly Household Income	\$940
Percent Working at Entry	41%
Race - White (HoH) <sup>5</sup>	50%
Race - Black (HoH) <sup>5</sup>	50%
Race - Other (HoH) <sup>5</sup>	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	1,360
Children Served	1,305
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.0
Children 0 - 2 years <sup>2</sup>	16%
Children 3 - 7 years <sup>2</sup>	35%
Children 8 - 12 years <sup>2</sup>	27%
Children 13 - 17 years <sup>2</sup>	22%

The performance of the system, reflected by the successful housing outcomes is very good. The high average income and employment rate, compared to the other systems, indicates a need for more effective targeting of households that without this prevention assistance would become homeless. Stable Families program targeting was changed in January to focus on doubled up families. The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

<sup>1</sup> System includes CIS Stable Families, Gladden Community House Prevention and Stable Families, LSS SSVF and VOAGO SSVF.

<sup>2</sup> Data only refers to the families served.

<sup>3</sup> Excludes GCH Prevention. Average length of participation including GCH Prevention is 30 days.

<sup>4</sup> Calculated for successful housing exits between reporting period of 7/1/2012 - 6/30/2013 entering the homeless system within 365 days after exit.

<sup>5</sup> Due to rounding percentage exceeds 100%.

EMERGENCY SHELTER - Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					Movement	Recidivism	Program of Concern	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5%	Yes or No
7/1/2013-6/30/2014																		
<b>MEN</b>																		
LSS - Faith Mission on 6th <sup>2</sup>	N/A	1,498	N/A	N/A	110	114	N/A	30	N/A	N/A	312	N/A	N/A	22%	N/A	26%	8%	N/A
LSS - Faith Mission on 8th <sup>2</sup>	N/A	1,101	N/A	N/A	95	93	N/A	33	N/A	N/A	208	N/A	N/A	21%	N/A	27%	11%	N/A
LSS - Overflow <sup>6</sup>	N/A	1,599	N/A	N/A	70	57	N/A	8	N/A	N/A	9	N/A	N/A	1%	N/A	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	1,416	1,338	(78)	√	130	133	30	39	≠	322	333	√	25%	27%	√	30%	11%	No
VOAGO - Men's Shelter <sup>8</sup>																		Yes
YMCA Overflow <sup>4</sup>	600	372	(228)	≠	60	41	30	10	√	N/A	2	N/A	N/A	1%	N/A	N/A	N/A	N/A
<b>WOMEN</b>																		
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	513	N/A	N/A	42	47	N/A	35	N/A	N/A	178	N/A	N/A	38%	N/A	21%	2%	N/A
LSS - Overflow <sup>7</sup>	N/A	529	N/A	N/A	30	27	N/A	11	N/A	N/A	5	N/A	N/A	1%	N/A	N/A	N/A	N/A
Friends of the Homeless - Rebecca's Place	512	628	116	√	47	51	30	32	√	116	151	√	25%	26%	√	15%	5%	No
YMCA Overflow <sup>5</sup>	180	203	23	√	15	13	30	9	√	N/A	3	N/A	N/A	1%	N/A	N/A	N/A	N/A
<b>INEBRIATE</b>																		
Maryhaven - Engagement Center	1,200	1,003	(197)	≠	50	52	11	19	≠	207	104	≠	18%	11%	≠	20%	3%	Yes
<b>VA EMERGENCY HOUSING</b>																		
VOAGO - VA Emergency Housing <sup>3</sup>	52	87	35	√	13	13	90	65	√	13	41	√	25%	57%	√	1%	0%	No
LSS - VA Men & Women <sup>3</sup>	68	104	36	√	19	16	90	67	√	34	51	√	50%	55%	√	13%	0%	No
<b>AGENCY</b>																		
Lutheran Social Services - Faith Mission <sup>2</sup>	2,691	2,877	186	√	247	253	30	34	≠	611	676	√	25%	26%	√	26%	2%	No

<sup>1</sup> Capacity does not include overflow, with the exception of dedicated overflow programs.

<sup>2</sup> Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

<sup>3</sup> Non-CSB funded program.

<sup>4</sup> The program was open from 12/17/13 through 3/15/14.

<sup>5</sup> The program was open from 11/12/13 through 3/31/14.

<sup>6</sup> The program started on 8/19/13 with 40 beds, ramping up to 70 on 11/15/13. The program was open through 3/31/14.

<sup>7</sup> The program started on 8/21/13 with 30 beds. The program was open through 3/31/14.

<sup>8</sup> CSB does not have confidence in the data reliability of this program.

COORDINATED POINT OF ACCESS - Single Adults	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2013-6/30/2014													
HandsOn Central Ohio - CPOA <sup>4</sup>	6,000	7,654	√	90%	97%	√	1,200	2,667	√	20%	23%	√	No

NAVIGATOR - Single Adults	New Households Served			Households Served					Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes					Average Transition Time (Days)			Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal		Actual	Outcome Achievement
10/1/2013-6/30/2014																									
LSS - Navigator Pilot <sup>2</sup>	315	225	≠	315	225	≠	60%	28%	≠	30	34	≠	90	65	↓	61	50	≠	25%	28%	√	7	6	√	Yes

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes					Average Transition Time (Days)			Recidivism	Program of Concern			
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual			Outcome Achievement		
7/1/2013-6/30/2014																						
YWCA - Family Center <sup>3</sup>	660	1,570	√	50	99	√	20	24	≠	427	863	√	70%	59%	≠	7	10	≠	1%		Yes	
YWCA - Diversion	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	973	N/A	39%	38%	√	N/A	N/A	N/A	N/A		N/A	

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications					Successful SSI/SSDI Applications			Submitted Other Applications					Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)	Outcome Achievement
7/1/2013-6/30/2014																						
YWCA - Benefits Partnership	182	373	√	200	483	√	106	125	√	42%	26%	≠	40%	33%	≠	50	192	√	20%	40%	√	No

<sup>1</sup>Capacity does not include overflow.

<sup>2</sup>Program started 10/1/13. 3 transitional age youth clients exited to family, permanent tenure (13%), not included above.

<sup>3</sup>We are qualifying the program as a "program of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

<sup>4</sup>107 clients were served by the Mediator Pilot program. The diversion rate of clients served by the pilot was 60%.

System and Program Indicator Report

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2013-6/30/2014																		
Community Housing Network - Briggsdale	25	30	30	0	√	24	96%	√	24	44	√	27	27	√	90%	93%	√	No
Community Housing Network - Cassady	10	12	13	1	√	10	100%	√	24	23	√	11	13	√	90%	100%	√	No
Community Housing Network - Community ACT	42	50	47	(3)	√	41	98%	√	24	36	√	45	45	√	90%	98%	√	No
Community Housing Network - East 5th Avenue	38	46	44	(2)	√	37	97%	√	24	38	√	41	41	√	90%	93%	√	No
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	36	33	(3)	√	32	107%	√	24	36	√	32	33	√	90%	100%	√	No
Community Housing Network - Inglewood Court	45	54	49	(5)	√	44	98%	√	6	11	√	49	45	√	90%	94%	√	No
Community Housing Network - Leased Supportive Housing	25	30	33	3	√	25	100%	√	14	25	√	27	28	√	90%	88%	√	No
Community Housing Network - North 22nd Street	30	36	31	(5)	≠	30	100%	√	24	50	√	32	31	√	90%	100%	√	No
Community Housing Network - North High Street	33	40	39	(1)	√	32	97%	√	24	49	√	36	36	√	90%	95%	√	No
Community Housing Network - Parsons	25	30	33	3	√	23	92%	√	24	28	√	27	28	√	90%	88%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	130	124	(6)	√	102	94%	√	24	42	√	117	113	√	90%	92%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	18	16	(2)	≠	14	108%	√	24	62	√	16	16	√	90%	100%	√	No
Community Housing Network - Southpoint Place	46	55	60	5	√	46	100%	√	24	29	√	50	52	√	90%	90%	√	No
Maryhaven - Commons at Chantry	50	60	54	(6)	√	49	98%	√	24	37	√	54	51	√	90%	96%	√	No
National Church Residences - Commons at Buckingham	75	90	93	3	√	73	97%	√	19	30	√	81	78	√	90%	87%	√	No
National Church Residences - Commons at Grant	50	60	54	(6)	√	49	98%	√	24	60	√	54	48	≠	90%	94%	√	No
National Church Residences - Commons at Livingston	25	30	29	(1)	√	24	96%	√	14	27	√	27	26	√	90%	90%	√	No
National Church Residences - Commons at Livingston II <sup>7</sup>	35	35	35	0	√	15	43%	≠	2	5	√	32	35	√	90%	100%	√	No
National Church Residences - Commons at Third	60	72	76	4	√	59	98%	√	9	18	√	64	61	√	90%	87%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	144	165	21	√	119	99%	√	24	40	√	130	139	√	90%	86%	√	No
YMCA - 40 West Long Street	105	126	134	8	√	101	96%	√	24	39	√	113	119	√	90%	91%	√	No
YMCA - 40 West Long Street Expansion <sup>6</sup>	38	46	30	(16)	≠	19	50%	≠	6	1	≠	41	30	≠	90%	100%	√	N/A
YMCA - Franklin Station <sup>5</sup>	75	90	112	22	√	58	77%	≠	24	41	√	81	110	√	90%	99%	√	No
YWCA - WINGS	69	83	95	12	√	66	96%	√	24	25	√	75	80	√	90%	84%	≠	No

<sup>1</sup>Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

<sup>2</sup>The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/2 households), CHN-RLPTI (TRA/9 households); Southeast Scattered Sites (TRA/2 households).

<sup>3</sup>Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

<sup>4</sup>Program served RL individuals in Non-RL units or eligible roommates/couples.

<sup>5</sup>YMCA Franklin Station replaced Sunshine Terrace in May 2014. Program was in lease-up for the vacant units.

<sup>6</sup>Program started transferring clients from 40 W. Long on 5/1/14 and is currently in lease-up.

<sup>7</sup>Program lease-up started December 2013.



System and Program Indicator Report

HUD CoC FUNDED PROGRAMS <sup>1</sup> - Transitional and Supportive Housing - Non Rebuilding Lives	Households Served					Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2013-6/30/2014																		
<b>Transitional Housing</b>																		
Huckleberry House - Transitional Living Program <sup>7</sup>	24	51	56	5	√	98%	100%	√	10	9	√	18	29	√	77%	97%	√	No
Maryhaven - Women's Program <sup>5</sup>	5	10	20	10	√	90%	120%	√	4	5	≠	5	8	√	50%	53%	√	No
Southeast - New Horizons Transitional Housing	36	90	102	12	√	95%	100%	√	4	6	≠	43	55	√	77%	83%	√	No
VOAGO - Veterans Program <sup>3</sup>	40	100	207	107	√	95%	98%	√	4	3	√	74	91	√	77%	54%	≠	No
YMCA - ADAMH <sup>5</sup>	5	35	52	17	√	95%	240%	√	4	3	√	8	23	√	70%	79%	√	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network - Family Homes <sup>4</sup>	15	18	15	(3)	≠	95%	100%	√	24	51	√	14	15	√	80%	100%	√	No
Community Housing Network - Wilson	8	10	9	(1)	√	95%	100%	√	24	90	√	8	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	36	36	0	√	95%	100%	√	24	36	√	29	35	√	80%	97%	√	No
<b>Shelter Plus Care</b>																		
Amethyst - Shelter Plus Care <sup>6</sup>	72	86	172	86	√	100%	131%	√	20	23	√	69	119	√	80%	70%	≠	No
ARCO - Shelter Plus Care (TRA) <sup>6</sup>	89	105	126	21	√	100%	120%	√	24	62	√	84	116	√	80%	93%	√	No
Community Housing Network - Shelter Plus Care (SRA) <sup>4</sup>	172	206	268	62	√	100%	119%	√	24	23	√	165	252	√	80%	94%	√	No
Community Housing Network - Shelter Plus Care (TRA) <sup>4</sup>	149	179	201	22	√	100%	103%	√	24	33	√	143	195	√	80%	97%	√	No
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)	9	11	10	(1)	√	100%	89%	≠	24	37	√	9	10	√	80%	100%	√	No
Total Shelter Plus Care	491	587	777	190	√	100%	116%	√	N/A	32	N/A	470	692	√	80%	89%	√	No

<sup>1</sup> Programs are transitional and non-Rebuilding Lives housing programs. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

<sup>2</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>3</sup> VOAGO- Veterans is not a HUD CoC funded program but receives VA funding. As of 01/01/2011 it is mandatory for this program to participate in CSP.

<sup>4</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/2 households), CHN-RLPTI (TRA/9 households); Southeast Scattered Sites (TRA/2 households).

<sup>5</sup> Program capacity fluctuates based on need and available capacity.

<sup>6</sup> CMHA allows over-leasing for this program.

<sup>7</sup> TLP maintained an extra unit while consolidating from two locations to one location and that extra unit remains occupied

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			Program of Concern	Notes
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2013-6/30/2014																										
Homeless Families Foundation -Rolling Stock	172	195	✓	218	254	✓	15	20	*	100	97	✓	154	181	✓	90%	88%	✓	\$800	\$781	✓	90%	90%	✓	No	
The Salvation Army - Direct Housing	175	180	✓	212	230	✓	15	23	*	100	94	✓	157	164	✓	90%	90%	✓	\$1,800	\$1,715	✓	90%	93%	✓	No	
The Salvation Army - Job2Housing <sup>2</sup>	55	45	*	75	61	*	15	18	*	180	177	✓	49	39	*	90%	91%	✓	N/A	N/A	N/A	N/A	N/A	N/A	Yes	
VOAGO Families -Transition in Place	76	81	✓	100	105	✓	15	18	*	100	103	✓	68	79	✓	90%	95%	✓	\$800	\$810	✓	90%	99%	✓	No	
YWCA - Kinship Care	40	53	✓	57	63	✓	2	0	✓	90	84	✓	28	28	✓	70%	61%	*	\$600	\$417	✓	90%	93%	✓	No	
CSB - Transition Program	N/A	N/A	N/A	1000	1241	✓	N/A	N/A	N/A	N/A	N/A	N/A	980	1203	✓	98%	97%	✓	\$700	\$652	✓	98%	97%	✓	No	

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.  
<sup>2</sup> TSA J2H no longer participates in CSB DCA program starting July 2013.  
<sup>3</sup> Successful outcomes measure for YWCA - Kinship Care.

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			Program of Concern	Notes	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			Yes or No
7/1/2013-6/30/2014																								
Gladden Community House - Prevention	N/A	N/A	N/A	320	561	✓	N/A	N/A	N/A	310	544	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No		
Gladden Community House - Stable Families	51	75	✓	51	93	✓	90	105	*	32	56	✓	90%	89%	✓	\$750	\$724	✓	90%	93%	✓	No		
Communities In Schools - Stable Families	136	153	✓	166	173	✓	90	76	✓	119	117	✓	90%	85%	✓	\$750	\$738	✓	90%	84%	*	No		

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.

Supportive Services for Veteran Families (SSVF) <sup>4</sup>	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of SSVF DCA (%) <sup>1</sup>			Program of Concern	Notes
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
10/1/2013-6/30/2014																							
LSS - SSVF Prevention	34	16	*	34	16	*	N/A	N/A	N/A	90	47	✓	28	7	*	90%	78%	*	50%	100%	✓	Yes	
LSS - SSVF Rapid Re-housing <sup>2</sup>	55	63	✓	55	63	✓	30	35	*	90	89	✓	39	17	*	80%	68%	*	80%	69%	*	Yes	
VOAGO - SSVF Prevention	100	118	✓	100	118	✓	N/A	N/A	N/A	90	80	✓	82	48	*	90%	81%	*	40%	87%	✓	No	
VOAGO - SSVF Rapid Re-housing <sup>3</sup>	157	151	✓	157	151	✓	30	54	*	90	83	✓	113	51	*	80%	72%	*	60%	76%	✓	No	

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.  
<sup>2</sup> Nineteen households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs.  
<sup>3</sup> Forty-four households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs.

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern	Notes
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2013-6/30/2014																							
Maryhaven - Outreach	308	247	*	328	357	✓	216	256	✓	70%	96%	✓	108	128	✓	50%	50%	✓	25%	39%	✓	No	

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.



communityshelterboard

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**Ohio**

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