

# **SYSTEM & PROGRAM INDICATOR REPORT**

FY2014  
7/1/13 – 9/30/13

### **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:

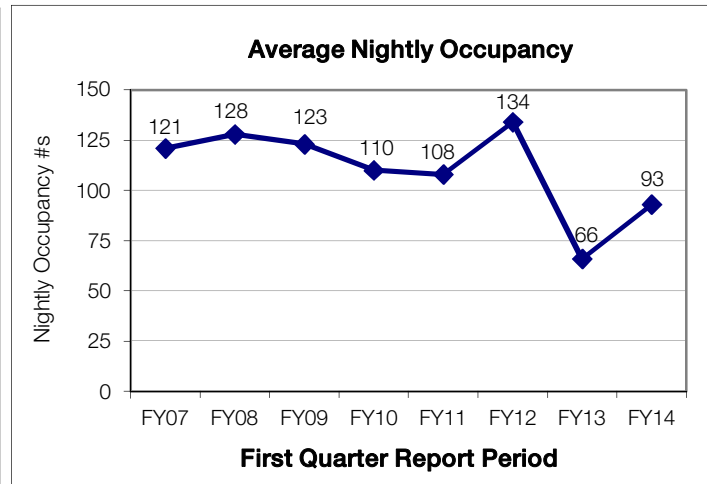
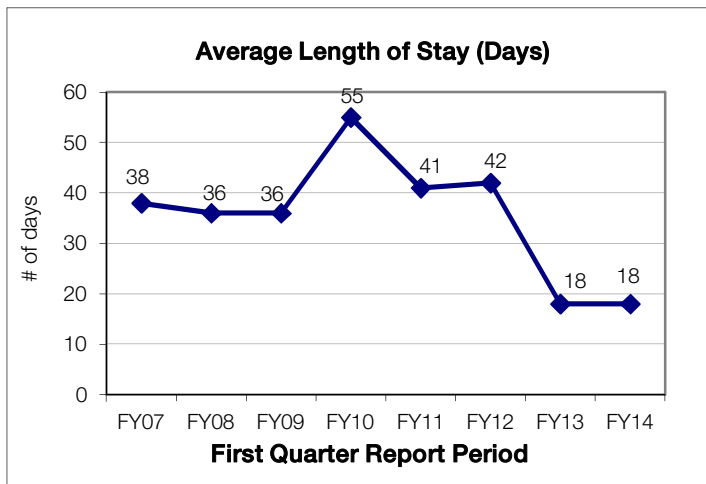
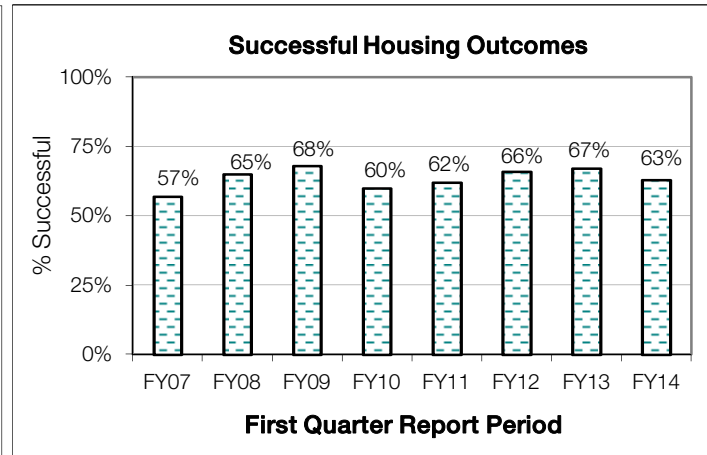
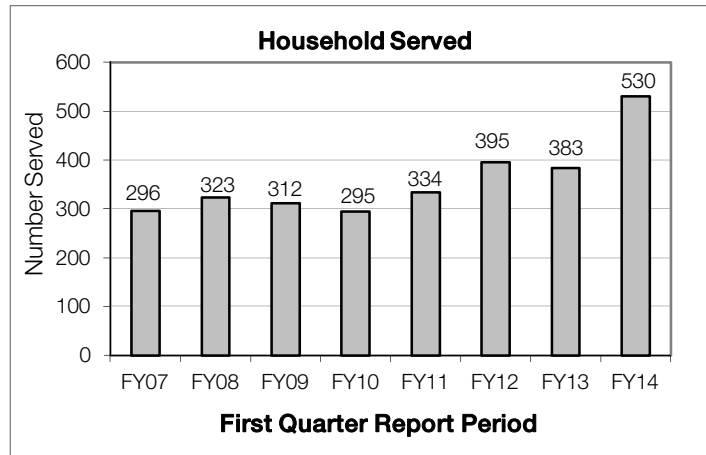
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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
	7/1/2013-9/30/2013	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
FAMILY SYSTEM	245	530	√	50	93	20	18	√	137	255	√	70%	63%	≠	No



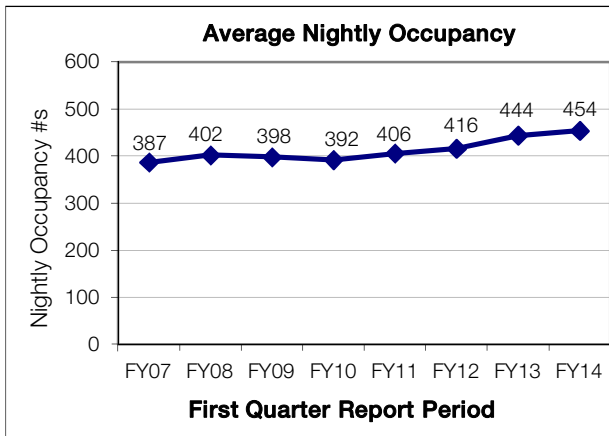
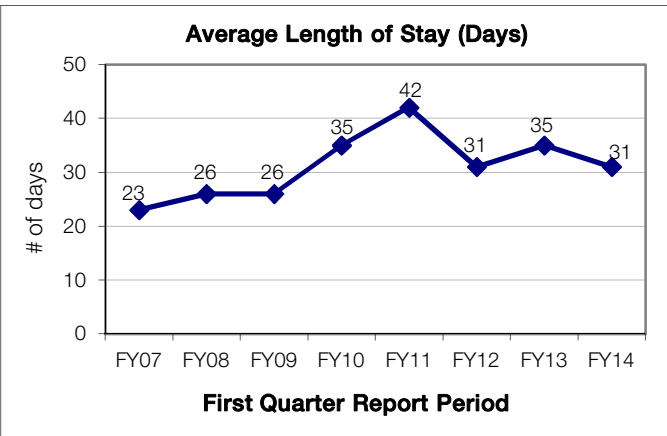
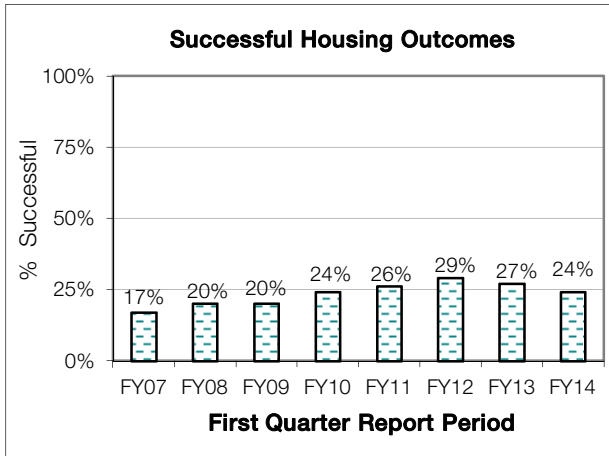
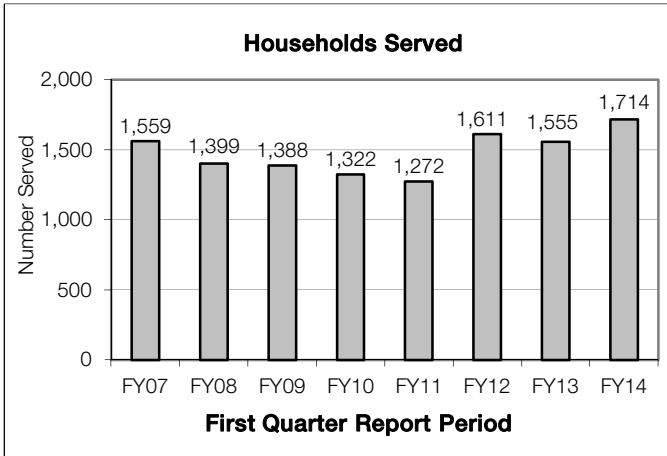
DEMOGRAPHICS	Family
Households Served	530
Percent Newly homeless	75%
Recidivism <sup>1</sup>	0%
Clients Served	1,754
Average Age (HoH)	30
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) all adults	1%
Avg. Monthly Household Income	\$507
Percent Working at Entry	28%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race- Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	696
Children Served	1,058
Mean Family Size	3.3
Average Number of Children	2.0
Adults 18-24 years (HoH)	31%
Children 0 - 2 years	27%
Children 3 - 7 years	39%
Children 8 - 12 years	23%
Children 13 - 17 years	11%

The Family Emergency Shelter System served 38% more households than during Q1 FY2013. The system maintained a good performance, exemplified by low average length of stay and good successful housing outcomes, despite operating over capacity for the entire reporting period. We are reporting the highest number of households served for the past eight fiscal years. The increased average income and employment rate is noted.

<sup>1</sup> Recidivism calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2013-9/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,714	✓	445	454	30	31	✓	239	304	✓	25%	24%	✓	No



DEMOGRAPHICS	Men
Households Served	1,714
Percent Newly homeless	41%
Recidivism <sup>3</sup>	6%
Average Age	42
Men as a percent of total single adults served	77%
Veterans (U.S. Military) all adults	14%
Avg. Monthly Household Income	\$253
Percent Working at Entry	18%
Average Daily Waitlist Number	10
Race - White <sup>2</sup>	38%
Race - Black <sup>2</sup>	59%
Race- Other <sup>2</sup>	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	10%
Adults 25 - 34 years	19%
Adults 35 - 44 years	22%
Adults 45 - 55 years	31%
Adults 56 - 61 years	10%
Adults 62+ years	8%

The system experienced an increase in the number of individuals served by 10%, compared to the previous reporting period. 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 expanded capacity in August to eliminate waitlist for shelters, which accounts for the increase in the number served.

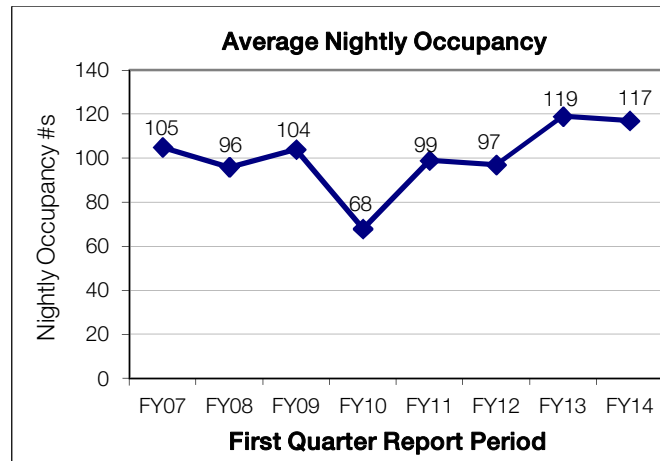
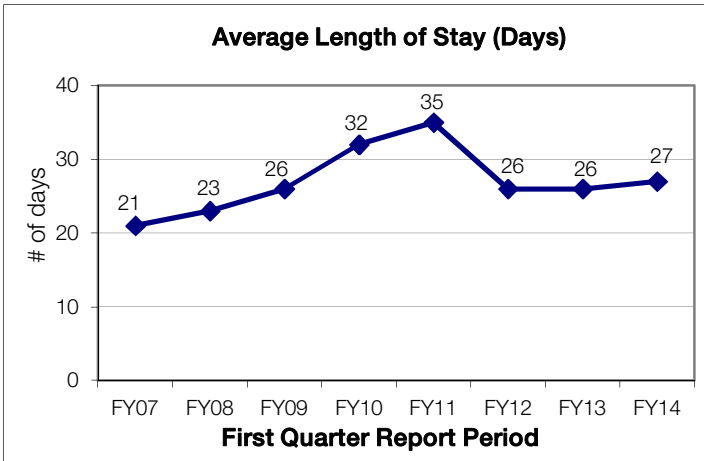
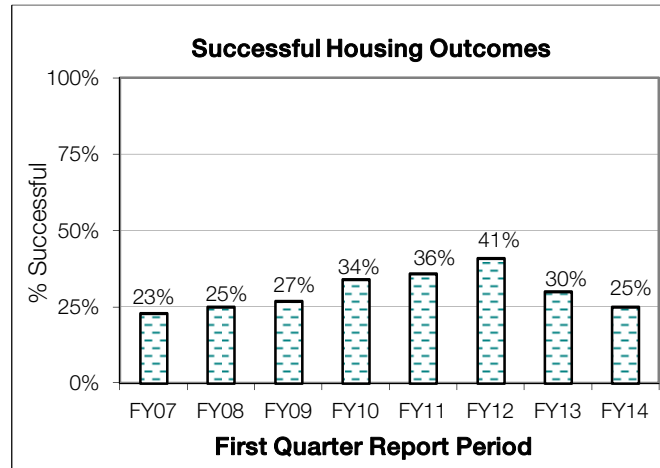
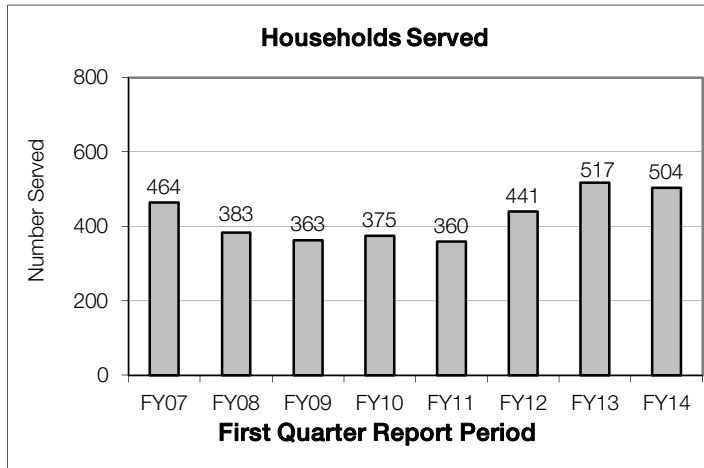
<sup>1</sup>Overflow capacity is not included.

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

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2013-9/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
WOMEN'S SYSTEM	400	504	✓	101	117	30	27	✓	75	92	✓	25%	25%	✓	No



DEMOGRAPHICS	Women
Households Served	504
Percent Newly homeless	53%
Recidivism <sup>2</sup>	1%
Average Age	40
Women as a percent of total single adults served	23%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$194
Percent Working at Entry	12%
Average Daily Waitlist Number	24
Race - White	35%
Race - Black	62%
Race- Other	3%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years <sup>3</sup>	16%
Adults 25 - 34 years <sup>3</sup>	21%
Adults 35 - 44 years <sup>3</sup>	24%
Adults 45 - 55 years <sup>3</sup>	31%
Adults 56 - 61 years <sup>3</sup>	5%
Adults 62+ years <sup>3</sup>	2%

The system remained consistent in the number of individuals served in Q1 FY2014 compared to Q1 FY2013. Performance lagged compared to the previous reporting periods. The system expanded capacity in August to eliminate waitlist for shelters.

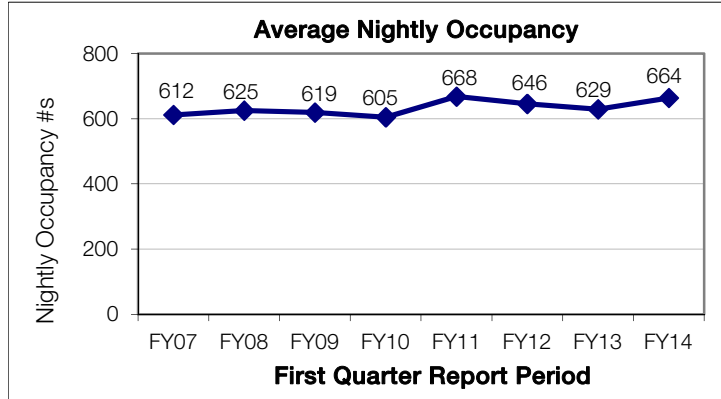
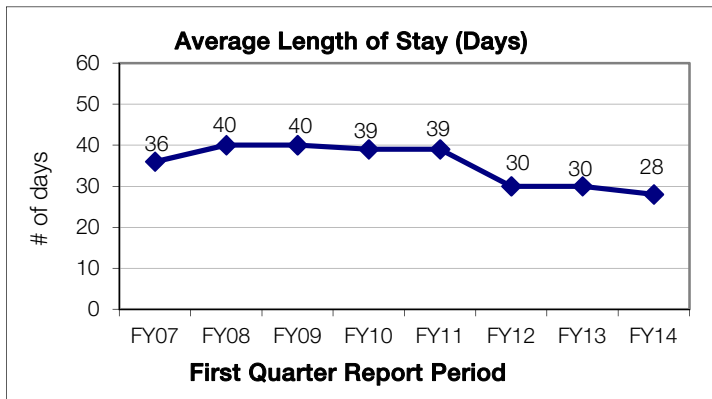
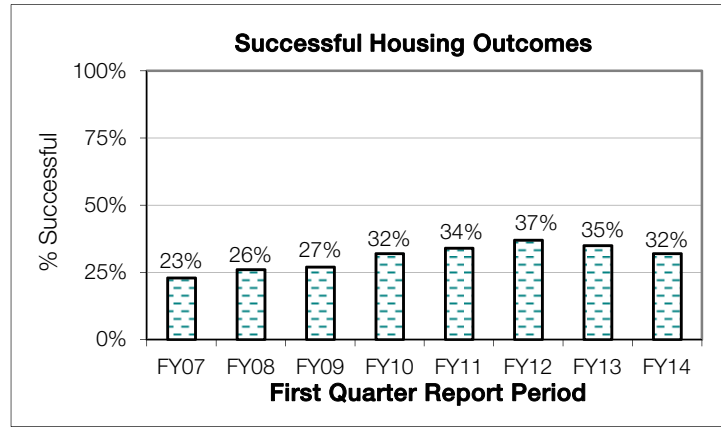
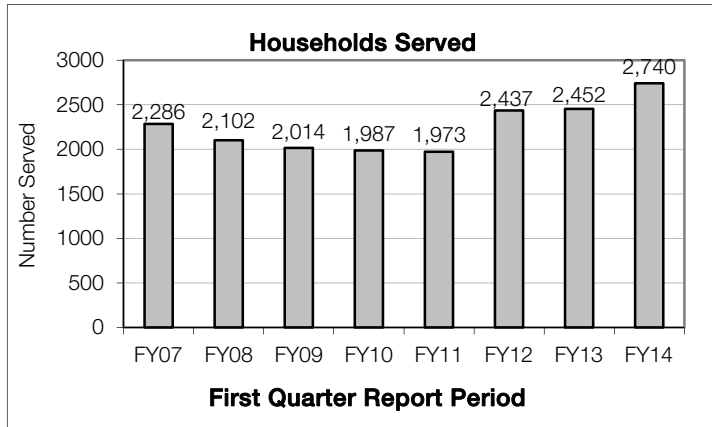
<sup>1</sup>Overflow capacity is not included.

<sup>2</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.

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

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2013-9/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Emergency Shelter System	2,045	2,740	√	596	664	30	28	√	508	651	√	35%	32%	√	No



DEMOGRAPHICS	Shelter
Households Served	2,740
Percent Newly homeless	49%
Recidivism <sup>3</sup>	3%
Clients Served	3,961
Adults Served	2,903
Children Served	1,058
Average Age (HoH)	39
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) (All Adults)	9%
Avg. Monthly Household Income	\$279
Percent Working at Entry	18%
Average Daily Waitlist Number	34
Race - White (HoH)	35%
Race - Black (HoH)	63%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	16%

We are reporting a 12% increase in households served compared to Q1 FY2013. Performance lagged compared to previous reporting periods. The low average length of stay is due to the impact of the family emergency shelter on the entire system. Capacity limitations for single adults prevented 34 individuals, on average, to receive emergency shelter each night, until the system expanded capacity in early August to meet demand.

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

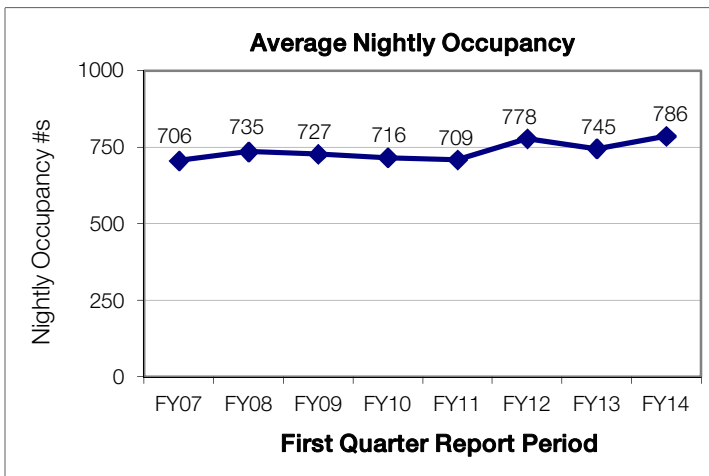
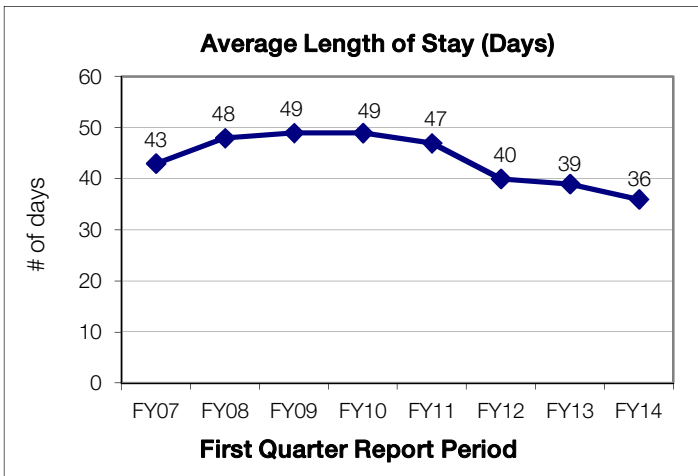
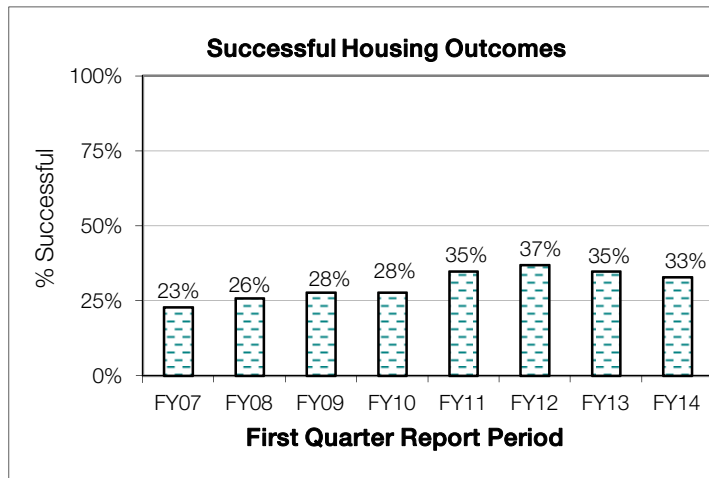
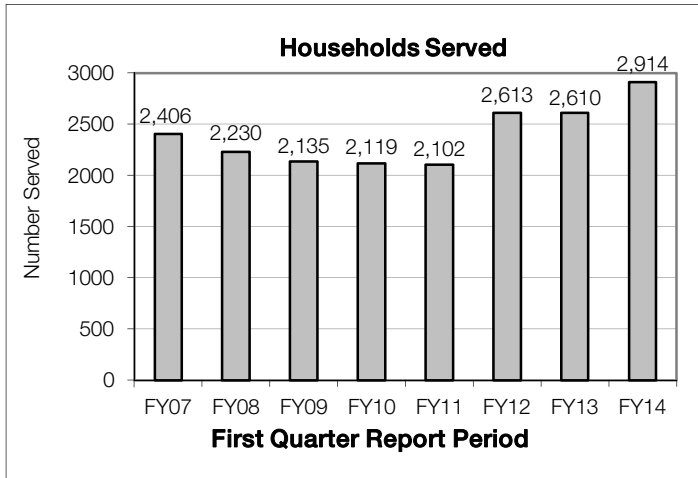
<sup>2</sup>Overflow capacity is not included.

<sup>3</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.



# 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	
7/1/2013-9/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
ES & TH System <sup>1</sup>	2,195	2,914	√	714	786	30	36	≠	519	681	√	35%	33%	√	No



DEMOGRAPHICS	Shelter
Households Served	2,914
Percent Newly homeless	49%
Recidivism <sup>3</sup>	3%
Clients Served	4,149
Average Age (HoH)	39
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) all adults	11%
Avg. Monthly Household Income	\$276
Percent Working at Entry	17%
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race- Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	3,078
Children Served	1,071
Adults 18 - 24 years	15%
Adults 25 - 34 years	25%
Adults 35 - 44 years	22%
Adults 45 - 55 years	28%
Adults 56 - 61 years	7%
Adults 62 +	3%

We are reporting a 12% increase in households served compared to the previous reporting period. We are watching the average length of stay metric with the intent of reducing it to 30 days.

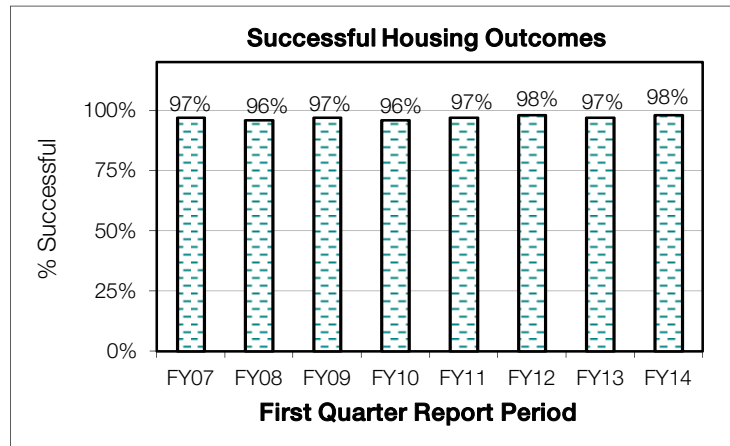
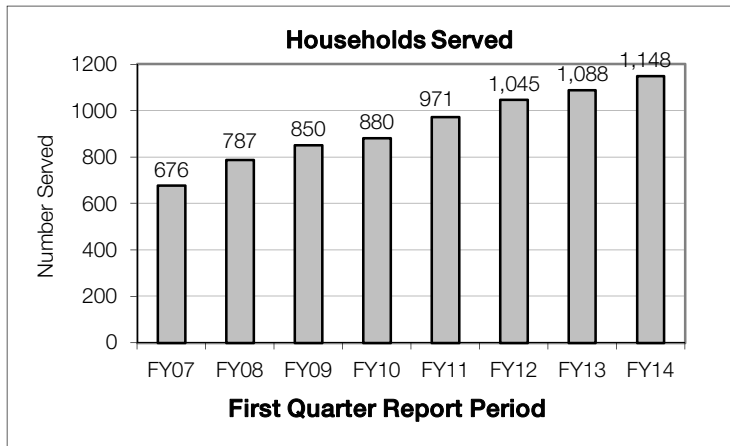
<sup>1</sup> System includes single adult and family shelters and transitional housing programs.

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

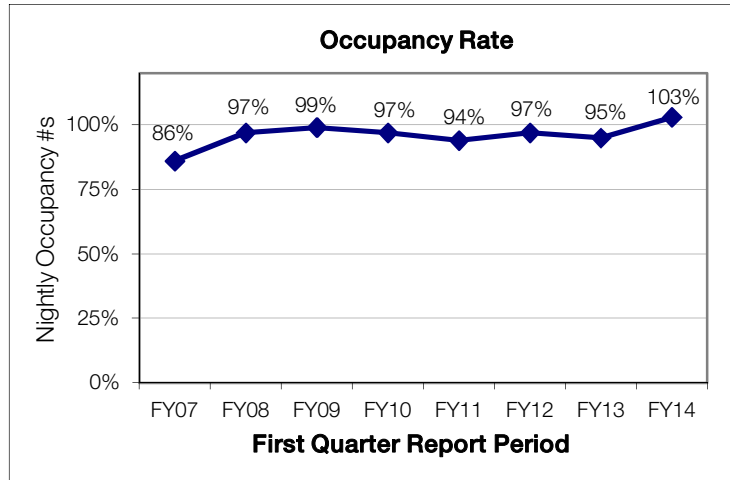
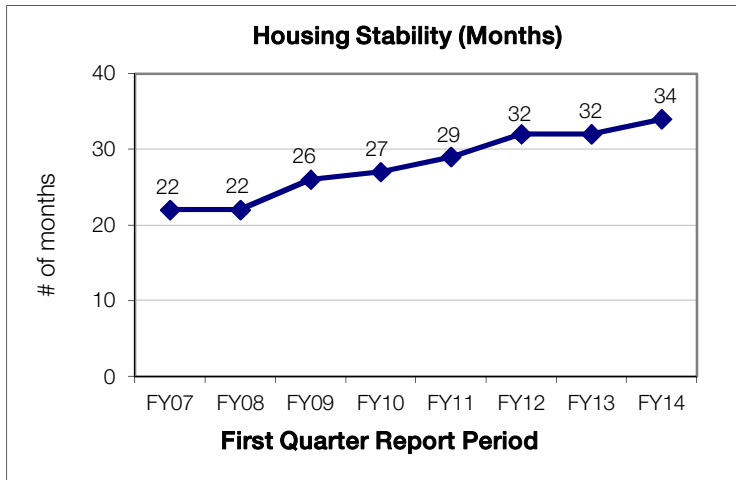
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.

# 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
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2013-9/30/2013																
PSH SYSTEM	1,190	1,148	√	95%	103%	√	24	34	√	1,071	1,116	√	90%	98%	√	No

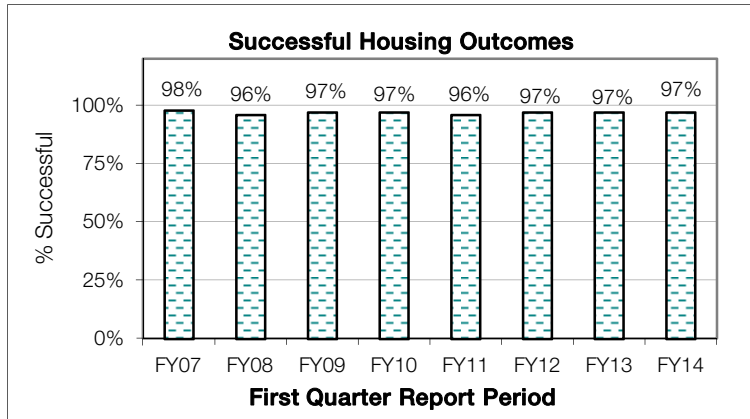
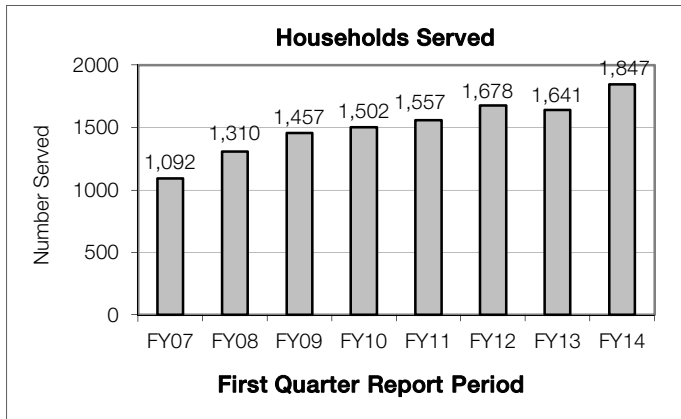


The PSH System continues to perform well. The inventory as of 9/30/13 is 1,099 units of Rebuilding Lives Permanent Supportive Housing. 6% more households were served this reporting period compared to the previous reporting timeframe. At 103%, the occupancy rate is showing excellent utilization of resources. The occupancy exceeds 100% as some programs served homeless individuals in their non-homeless units.

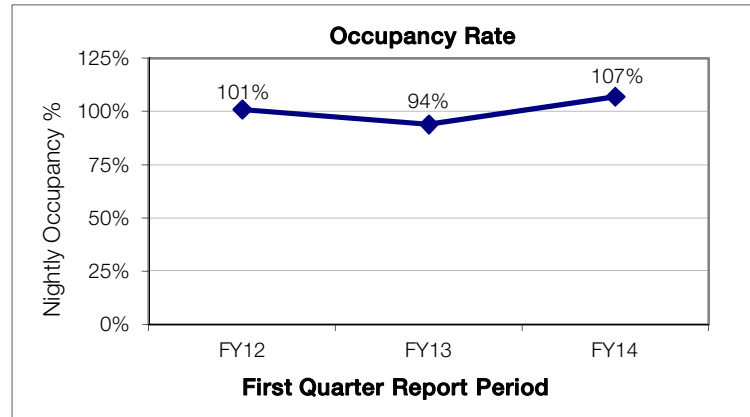
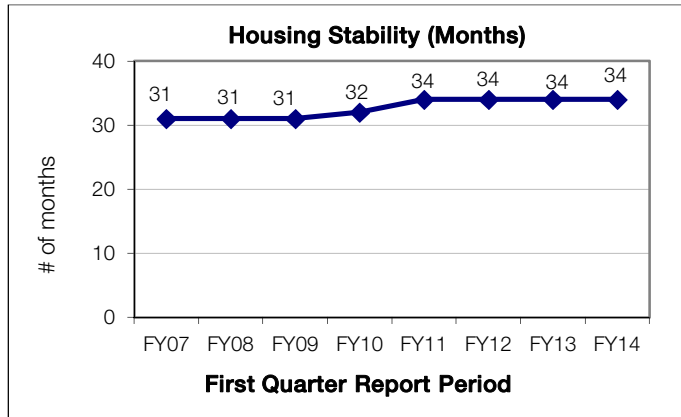


# System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	7/1/2013-9/30/2013	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>	1,761	1,847	✓	95%	107%	✓	24	34	✓	1,409	1,780	✓	80%	97%	✓	No



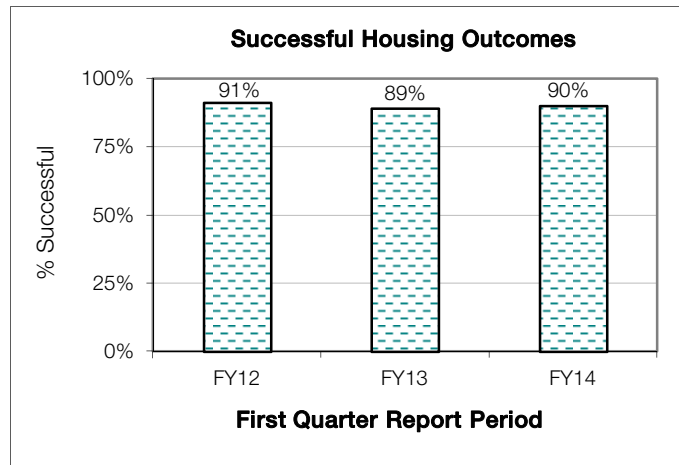
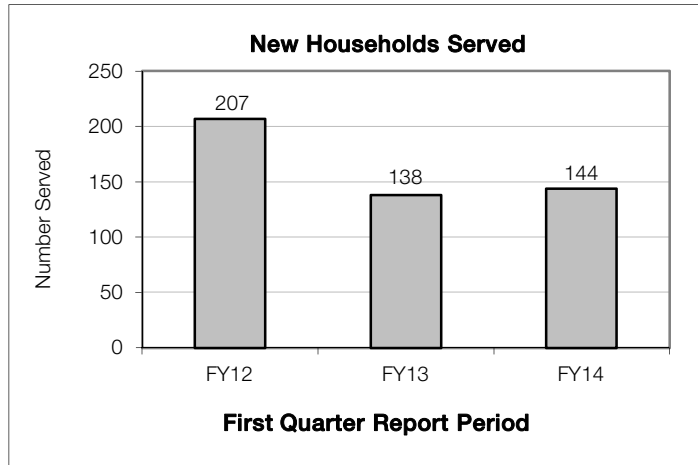
The system is showing significant improvement exemplified by the increased number of households served (13% increase) and an occupancy rate of 107%. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,659. VA VASH voucher capacity of 230 is not included in CSP as well as 3 units at CHN N. High St.



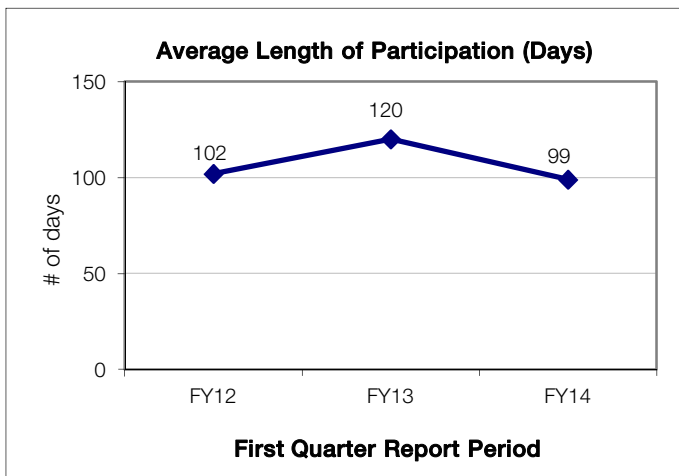
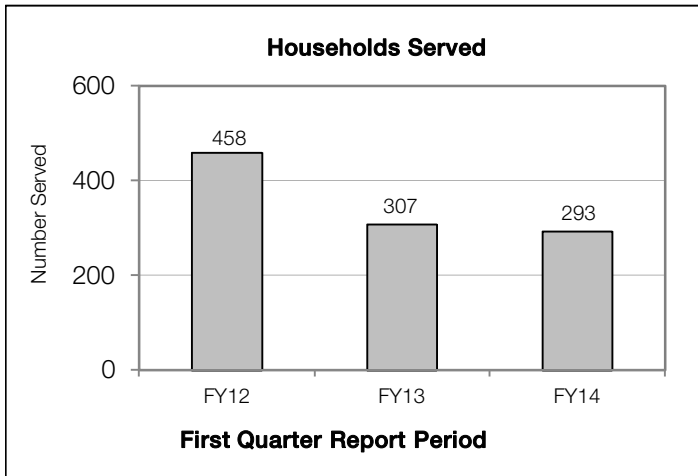
<sup>1</sup>System includes CSB and non-CSB funded PSH & SPC programs.

# System and Program Indicator Report

FY14 Direct Housing/Rapid Re-housing 7/1/2013-9/30/2013	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>	147	144	√	291	293	√	110	99	√	125	127	√	90%	90%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	293
Recidivism <sup>2</sup>	1%
Clients Served	940
Average Age (HoH)	29
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) all adults	1%
Avg. Monthly Household Income	\$338
Percent Working at Entry	19%
Adults Served	384
Children Served	556
Race - White (HoH)	32%
Race - Black (HoH)	67%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size	3.2
Average Number of Children	1.9
Children 0 - 2 years <sup>3</sup>	34%
Children 3 - 7 years <sup>3</sup>	37%
Children 8 - 12 years <sup>3</sup>	20%
Children 13 - 17 years <sup>3</sup>	10%



The performance of the system, reflected by the successful housing outcomes is very good.

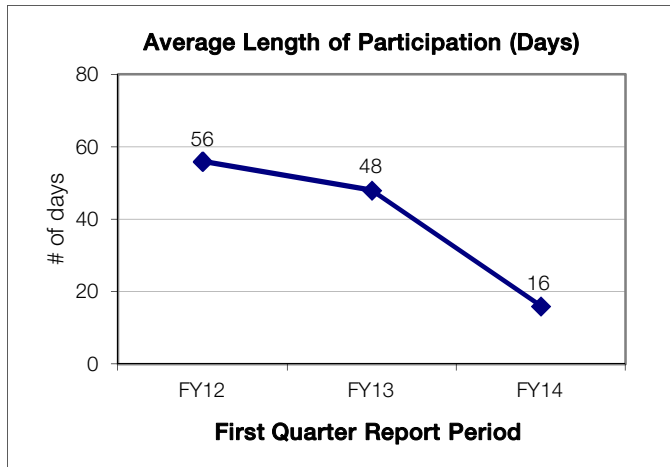
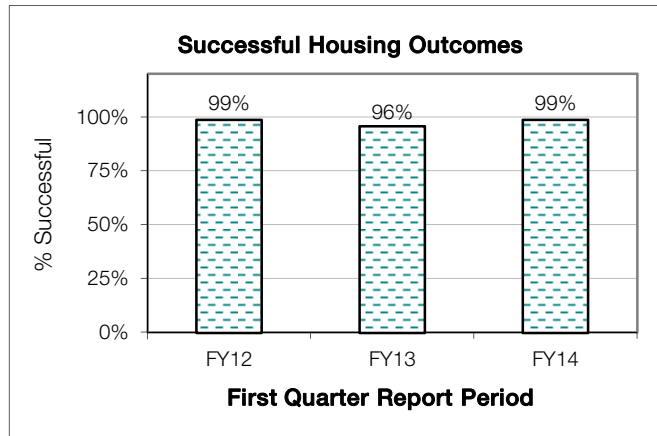
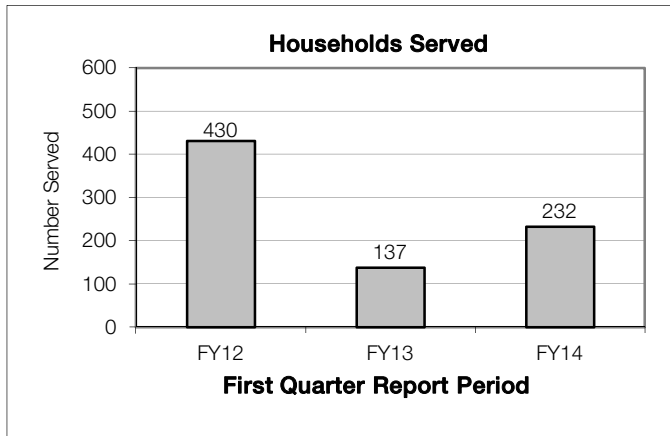
<sup>1</sup>System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing and TSA J2H. CSB Transition is excluded.

<sup>2</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.

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

# System and Program Indicator Report

FY14 Prevention 7/1/2013-9/30/2013	Households Served			Average Length of Participation (Days) <sup>4</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>	176	232	√	90	16	√	118	176	√	93%	99%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	232
Recidivism <sup>5</sup>	0%
Clients Served	701
Average Age (HoH)	41
Gender - Male (HoH)	21%
Gender - Female (HoH)	79%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$1,003
Percent Working at Entry	47%
Race - White (HoH)	44%
Race - Black (HoH)	56%
Race - Other (HoH)	0%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	318
Children Served	383
Mean Family Size <sup>3</sup>	3.7
Average Number of Children <sup>3</sup>	2.2
Children 0 - 2 years <sup>2,3</sup>	16%
Children 3 - 7 years <sup>2,3</sup>	31%
Children 8 - 12 years <sup>2,3</sup>	30%
Children 13 - 17 years <sup>2,3</sup>	24%

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 serving families, indicates a need for more effective targeting of households that without this prevention assistance would become homeless.

<sup>1</sup> Starting FY13, system includes CIS Stable Families, Gladden Community House Prevention and Stable Families.

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

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

<sup>4</sup> Average length of participation without GCH Prevention is 79 days.

<sup>5</sup> Calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013.

EMERGENCY SHELTER - Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Recidivism <sup>4</sup>	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
7/1/2013-9/30/2013																		
<b>MEN</b>																		
LSS - Faith Mission on 6th <sup>2</sup>	N/A	571	N/A	N/A	110	114	N/A	24	N/A	N/A	79	N/A	N/A	17%	N/A	23%	14%	N/A
LSS - Faith Mission on 8th <sup>2</sup>	N/A	408	N/A	N/A	95	92	N/A	26	N/A	N/A	59	N/A	N/A	19%	N/A	25%	10%	N/A
Friends of the Homeless - Men's Shelter	489	515	26	√	130	128	30	29	√	90	94	√	25%	25%	√	31%	14%	No
VOAGO - Men's Shelter	188	191	3	√	40	44	30	28	√	37	46	√	25%	31%	√	28%	8%	No
LSS Men's Overflow	N/A	497	N/A	N/A	40	12	N/A	2	N/A	N/A	0	N/A	N/A	0%	N/A	64%	N/A	N/A
<b>WOMEN</b>																		
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	185	N/A	N/A	42	45	N/A	28	N/A	N/A	51	N/A	N/A	37%	N/A	17%	0%	N/A
Friends of the Homeless - Rebecca's Place	177	222	45	√	47	49	30	27	√	33	37	√	25%	22%	√	9%	3%	No
LSS Women's Overflow	N/A	144	N/A	N/A	30	11	N/A	7	N/A	N/A	0	N/A	N/A	0%	N/A	8%	N/A	N/A
<b>INEBRIATE</b>																		
Maryhaven - Engagement Center	460	420	(40)	√	50	46	11	10	√	74	43	≠	18%	11%	≠	14%	4%	No
<b>VA EMERGENCY HOUSING</b>																		
VOAGO - VA Emergency Housing <sup>3</sup>	13	30	17	√	13	13	90	69	√	3	11	√	25%	65%	√	6%	0%	No
LSS - VA Men & Women <sup>3</sup>	17	38	21	√	19	17	90	70	√	8	12	√	50%	60%	√	10%	0%	No
<b>AGENCY</b>																		
Lutheran Social Services - Faith Mission <sup>2</sup>	930	1,135	205	√	247	250	30	26	√	171	189	√	25%	21%	√	24%	10%	No

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

<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 % of individuals that enter the shelter system within 14-90 days following a successful housing outcome that occurred between 4/1/13 - 6/30/13.

COORDINATED POINT OF ACCESS - Single Adult	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									
7/1/2013-9/30/2013																					
HandsOn Central Ohio - CPOA	2,200	2,445	√	90%	97%	√	440	419	√	20%	14%	≠									No

EMERGENCY SHELTER - Families	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Transition Time (Days) <sup>2</sup>			Recidivism <sup>4</sup>	Program of Concern		
	Goal (#)	Actual (#)	Variance	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			Actual (%)	
7/1/2013-9/30/2013																							
YWCA - Family Center	245	530	285	√	50	93	√	20	18	√	137	255	√	70%	63%	≠	7	8	√	0%		No	
YWCA - Diversion <sup>3</sup>																							

ACCESS TO BENEFITS	New Households Served			Total Households Served <sup>3</sup>			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		
7/1/2013-9/30/2013																							
YWCA - Benefits Partnership	46	97	√				27	43	√	42%	N/A	N/A	40%	16%	≠	13	57	√	20%	N/A	N/A		No

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

<sup>2</sup>The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the Direct housing/Rapid Re-housing program.

<sup>3</sup>CSB does not have confidence in the reliability of the data for this reporting period.

<sup>4</sup> The % of households that enter the shelter system within 14-90 days following a successful housing outcome that occurred between 4/1/13 -6/30/13.

System and Program Indicator Report

SUPPORTIVE HOUSING	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	Yes or No
7/1/2013-9/30/2013																		
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	24	44	√	23	25	√	90%	100%	√	No
Community Housing Network - Cassidy	10	10	11	1	√	10	100%	√	24	19	≠	9	11	√	90%	100%	√	No
Community Housing Network - Community ACT	42	44	44	0	√	41	98%	√	24	31	√	40	43	√	90%	98%	√	No
Community Housing Network - East 5th Avenue	38	40	38	(2)	√	37	97%	√	24	35	√	36	36	√	90%	95%	√	No
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	31	31	0	√	30	100%	√	24	29	√	28	31	√	90%	100%	√	No
Community Housing Network - Inglewood Court <sup>5</sup>	45	47	45	(2)	√	42	93%	√	3	4	√	42	45	√	90%	100%	√	No
Community Housing Network - Leased Supportive Housing	25	26	28	2	√	24	96%	√	14	22	√	23	26	√	90%	93%	√	No
Community Housing Network - North 22nd Street	30	31	30	(1)	√	30	100%	√	24	42	√	28	30	√	90%	100%	√	No
Community Housing Network - North High Street	33	34	33	(1)	√	33	100%	√	24	49	√	31	32	√	90%	97%	√	No
Community Housing Network - Parsons	25	26	26	0	√	24	96%	√	24	29	√	23	25	√	90%	96%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	113	112	(1)	√	104	96%	√	24	39	√	102	109	√	90%	97%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	16	14	(2)	≠	14	108%	√	24	62	√	14	14	√	90%	100%	√	No
Community Housing Network - Southpoint Place	46	48	53	5	√	46	100%	√	24	25	√	43	49	√	90%	100%	√	No
Maryhaven - Commons at Chantry	50	52	50	(2)	√	46	92%	√	24	32	√	47	49	√	90%	98%	√	No
National Church Residences - Commons at Buckingham	75	79	79	0	√	73	97%	√	19	27	√	71	78	√	90%	99%	√	No
National Church Residences - Commons at Grant	50	52	53	1	√	49	98%	√	24	52	√	47	50	√	90%	94%	√	No
National Church Residences - Commons at Livingston	25	26	26	0	√	24	96%	√	14	22	√	23	24	√	90%	92%	√	No
National Church Residences - Commons at Third <sup>4</sup>	60	63	64	1	√	63	105%	√	6	14	√	57	61	√	90%	95%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	126	125	(1)	√	117	98%	√	24	44	√	113	121	√	90%	96%	√	No
YMCA - 40 West Long Street	105	110	111	1	√	105	100%	√	24	39	√	99	109	√	90%	98%	√	No
YMCA - Sunshine Terrace	75	79	76	(3)	√	76	101%	√	24	55	√	71	76	√	90%	100%	√	No
YWCA - WINGS	69	72	74	2	√	67	97%	√	24	25	√	65	72	√	90%	97%	√	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/6 households), CHN-RLPTI (TRA/23 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> Program was in lease-up 4/1/13-8/31/13.



System and Program Indicator Report

HUD CoC FUNDED PROGRAMS <sup>1</sup>		Households Served				Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern	
7/1/2013-9/30/2013		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
<b>Transitional Housing</b>																			
Amethyst - RSvP <sup>8</sup>		8	12	27	15	√	95%	113%	√	2	2	√	7	12	√	77%	71%	≠	No
Huckleberry House - Transitional Living Program		24	30	33	3	√	98%	96%	√	10	8	√	5	9	√	77%	100%	√	No
Maryhaven - Women's Program <sup>5</sup>		5	5	11	6	√	90%	120%	√	4	5	≠	1	4	√	50%	67%	√	No
Southeast - New Horizons Transitional Housing		36	48	54	6	√	95%	100%	√	4	5	≠	11	13	√	77%	72%	√	No
VOAGO - Veterans Program <sup>3</sup>		40	45	88	43	√	95%	98%	√	4	3	√	18	22	√	77%	44%	≠	No
YMCA - ADAMH Pilot <sup>5</sup>		5	10	15	5	√	95%	160%	√	4	3	√	2	5	√	70%	100%	√	No
<b>Permanent Supportive Housing</b>																			
Community Housing Network - Family Homes <sup>4</sup>		15	16	15	(1)	√	95%	100%	√	24	42	√	13	15	√	80%	100%	√	No
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	93	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing		30	31	30	(1)	√	95%	100%	√	24	34	√	25	30	√	80%	100%	√	No
<b>Shelter Plus Care</b>																			
Amethyst - Shelter Plus Care <sup>6,7</sup>		72	76	113	37	√	100%	107%	√	20	28	√	61	92	√	80%	81%	√	No
ARCO - Shelter Plus Care (TRA) <sup>6</sup>		89	93	107	14	√	100%	115%	√	24	65	√	74	104	√	80%	97%	√	No
Community Housing Network - Shelter Plus Care (SRA) <sup>4,6</sup>		172	181	257	76	√	100%	148%	√	24	17	≠	145	253	√	80%	98%	√	No
Community Housing Network - Shelter Plus Care (TRA) <sup>4,6</sup>		149	156	190	34	√	100%	125%	√	24	28	√	125	187	√	80%	98%	√	No
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)		9	9	9	0	√	100%	89%	≠	24	33	√	7	9	√	80%	100%	√	No
Total Shelter Plus Care		491	515	676	161	√	100%	127%	√	N/A	30	N/A	412	647	√	80%	96%	√	No

<sup>1</sup> Programs are non-CSB funded. 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/6 households), CHN-RLPTI (TRA/23 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> Program capacity decreased to 72 in June 2013.

<sup>8</sup> In times of extreme demand, Amethyst is able to increase capacity temporarily by doubling up single women in two-bedroom apartments

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>2</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)			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	
7/1/2013-9/30/2013																									
Homeless Families Foundation -Rolling Stock	43	59	√	89	118	√	15	19	≠	100	91	√	38	51	√	90%	88%	√	\$800	\$794	√	90%	92%	√	No
The Salvation Army - Direct Housing	48	47	√	85	98	√	15	17	≠	100	89	√	43	46	√	90%	87%	√	\$1,800	\$1,028	√	90%	96%	√	No
The Salvation Army - Job2Housing	13	15	√	33	31	√	15	16	√	180	170	√	12	12	√	90%	100%	√	N/A	\$1,403	N/A	N/A	100%	N/A	No
VOAGO Families -Transition in Place	19	21	√	43	45	√	15	17	≠	100	109	√	17	18	√	90%	100%	√	\$800	\$810	√	90%	100%	√	No
YWCA - Kinship Care	10	11	√	27	21	≠	2	1	√	90	74	√	7	1	≠	70%	8%	≠	\$600	\$294	√	90%	100%	√	No
CSB - Transition Program	N/A	N/A	N/A	225	335	√	N/A	N/A	N/A	N/A	N/A	N/A	220	326	√	98%	97%	√	\$700	\$687	√	98%	97%	√	No

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)			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		Yes or No
7/1/2013-9/30/2013																							
Gladden Community House - Prevention	N/A	146	N/A	80	146	√	N/A	N/A	N/A	78	145	√	97%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	No	
Gladden Community House <sup>1</sup> - Stable Families	N/A	0	N/A	N/A	18	N/A	N/A	103	N/A	N/A	2	N/A	N/A	100%	N/A	N/A	\$0	N/A	N/A	100%	N/A	N/A	
Communities In Schools - Stable Families	34	50	√	64	70	√	90	77	√	27	29	√	90%	94%	√	\$750	\$752	√	90%	92%	√	No	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%)			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	
7/1/2013-9/30/2013																						
Maryhaven - Outreach	77	86	√	97	195	√	54	74	√	70%	99%	√	27	30	√	50%	41%	≠	25%	39%	√	No

<sup>1</sup> Program staff was on leave for the entire quarter.

<sup>2</sup> Successful outcomes measure for YWCA - Kinship Care.



communityshelterboard

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**Ohio**

**Development  
Services Agency**



**The City of Columbus**  
Mayor Michael B. Coleman

