

# **SYSTEM & PROGRAM INDICATOR REPORT**

FY2014  
7/1/13 – 12/31/13

### **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:

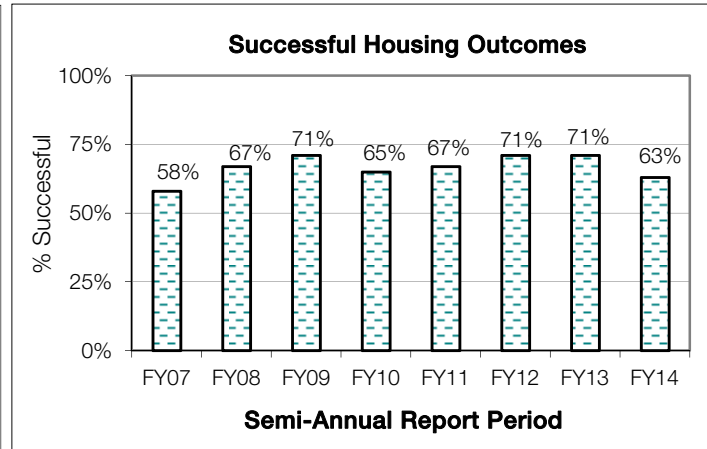
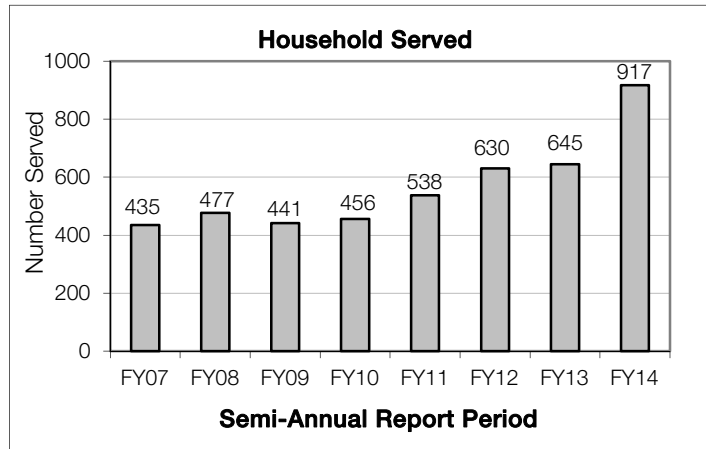
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

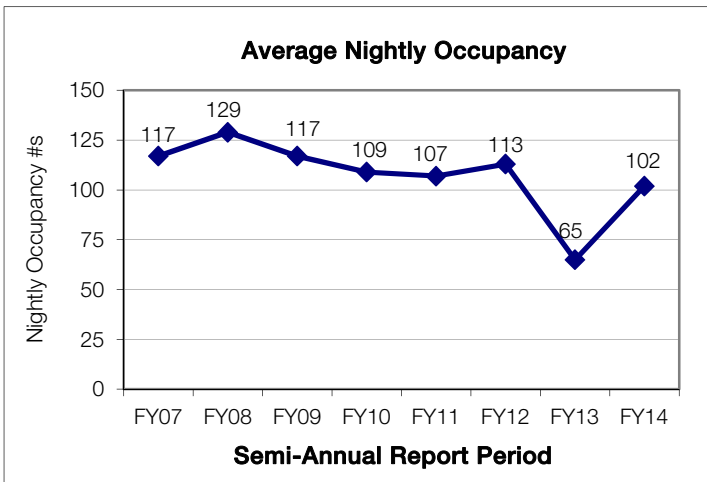
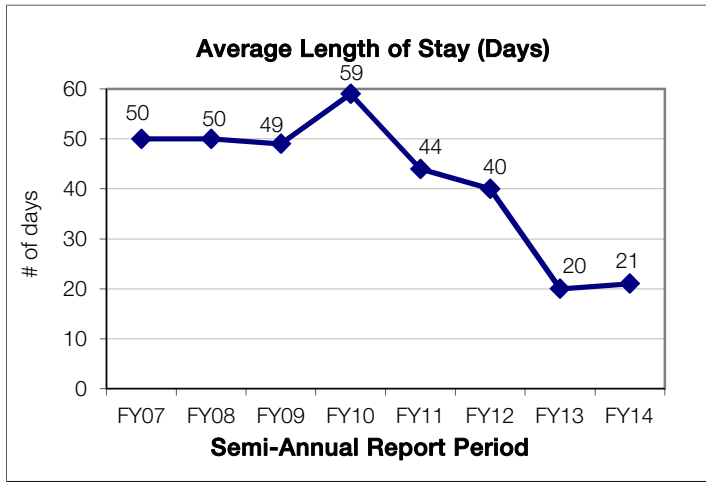
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
FAMILY SYSTEM	400	917	√	50	102	20	21	√	245	510	√	70%	63%	≠	Yes



DEMOGRAPHICS	Family
Households Served	917
Percent Newly homeless	67%
Recidivism <sup>1</sup>	1%
Clients Served	3,079
Average Age (HoH)	30
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$612
Percent Working at Entry	36%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	1,213
Children Served	1,866
Mean Family Size	3.4
Average Number of Children	2.0
Adults 18-24 years (HoH)	31%
Children 0 - 2 years <sup>2</sup>	28%
Children 3 - 7 years <sup>2</sup>	39%
Children 8 - 12 years <sup>2</sup>	21%
Children 13 - 17 years <sup>2</sup>	11%



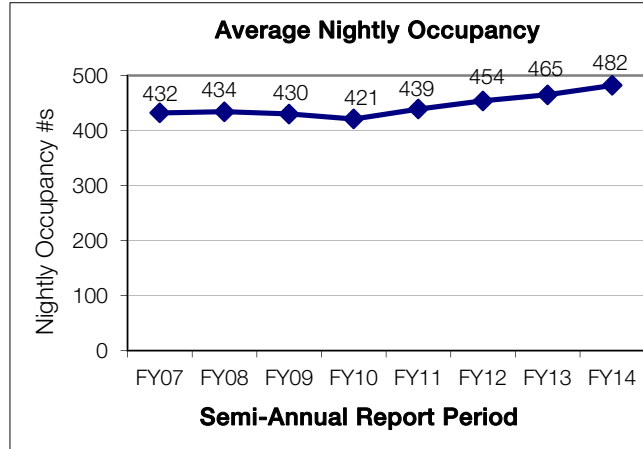
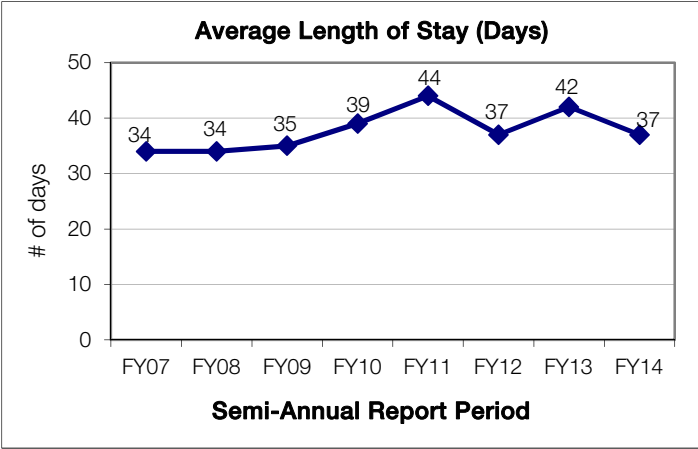
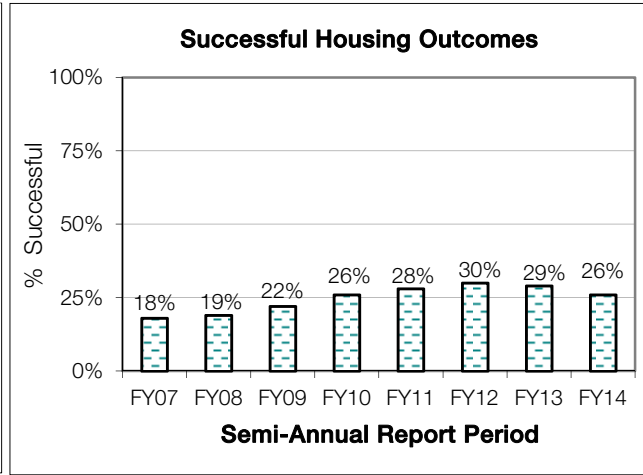
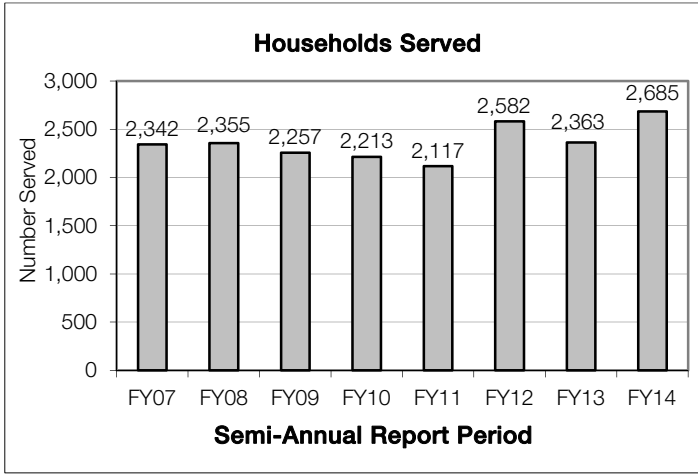
The Family Emergency Shelter System served 42% more households than the previous reporting period. The decrease in successful housing outcomes for the system is concerning. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (25% employed in S1 FY2013). We are reporting the highest number of households served for the past eight fiscal years. 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.

<sup>1</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 9/30/2013.

<sup>2</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	
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	2,450	2,685	√	445	482	30	37	≠	502	563	√	25%	26%	√	No



DEMOGRAPHICS	Men
Households Served	2,685
Percent Newly homeless	42%
Recidivism <sup>3</sup>	7%
Average Age	42
Men as a percent of total single adults served	76%
Veterans (U.S. Military) all adults	13%
Avg. Monthly Household Income	\$257
Percent Working at Entry	18%
Average Daily Waitlist Number	6
Race - White	38%
Race - Black	59%
Race- Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>2</sup>	10%
Adults 25 - 34 years <sup>2</sup>	22%
Adults 35 - 44 years <sup>2</sup>	23%
Adults 45 - 55 years <sup>2</sup>	32%
Adults 56 - 61 years <sup>2</sup>	9%
Adults 62+ years <sup>2</sup>	3%

The system experienced an increase in the number of individuals served by 14%, 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 decrease in average length of stay is positive while the decrease in successful housing outcomes is concerning. The system expanded capacity in August to eliminate waitlist for shelters, which accounts for the increase in the number served.

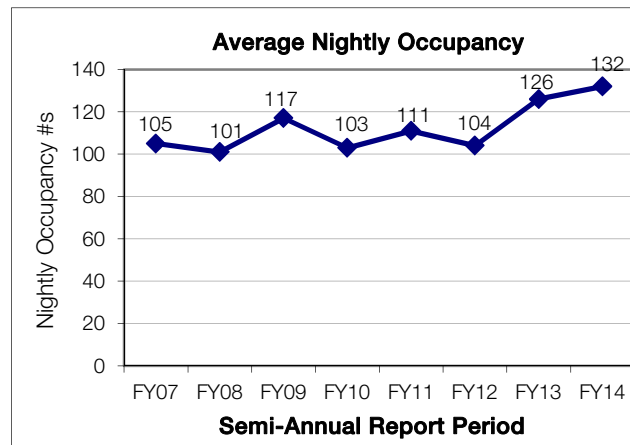
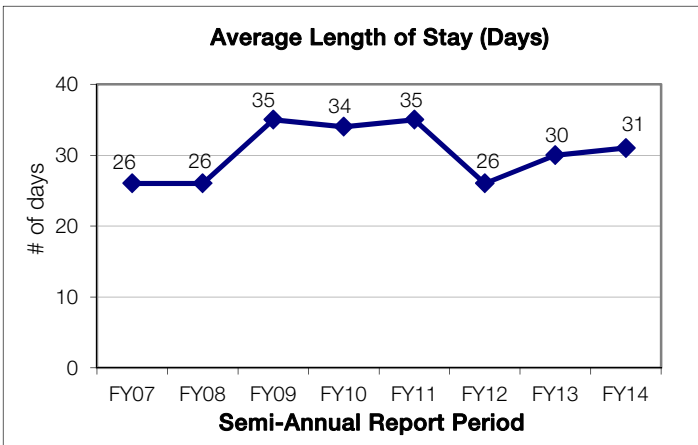
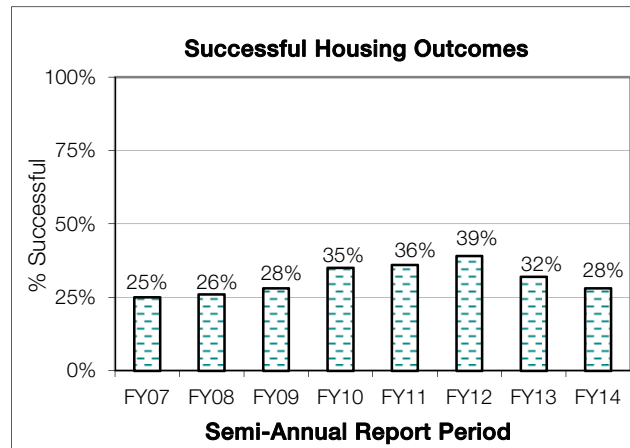
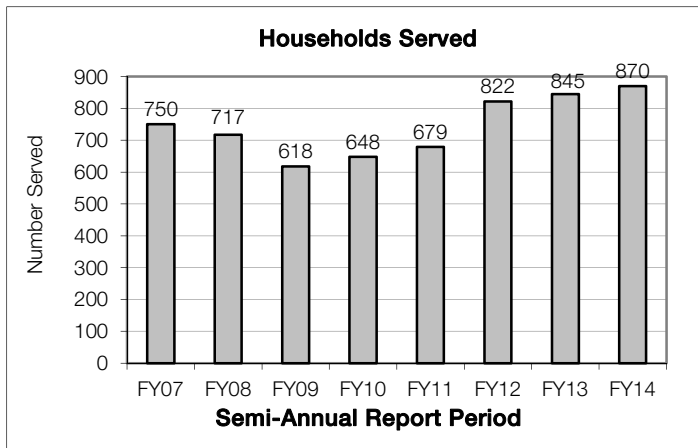
<sup>1</sup>Overflow capacity is not included.

<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 7/1/2013 - 9/30/2013.

# System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	700	870	√	101	132	30	31	√	150	203	√	25%	28%	√	No



DEMOGRAPHICS	Women
Households Served	870
Percent Newly homeless	50%
Recidivism <sup>2</sup>	3%
Average Age	39
Women as a percent of total single adults served	24%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$216
Percent Working at Entry	11%
Average Daily Waitlist Number	13
Race - White <sup>3</sup>	38%
Race - Black <sup>3</sup>	60%
Race- Other <sup>3</sup>	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>4</sup>	17%
Adults 25 - 34 years <sup>4</sup>	22%
Adults 35 - 44 years <sup>4</sup>	23%
Adults 45 - 55 years <sup>4</sup>	29%
Adults 56 - 61 years <sup>4</sup>	6%
Adults 62+ years <sup>4</sup>	2%

The system experienced an increase in the number of individuals served by 3%, compared to the previous reporting period. Performance lagged compared to the previous reporting periods for both successful housing outcomes and average length of stay. 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.

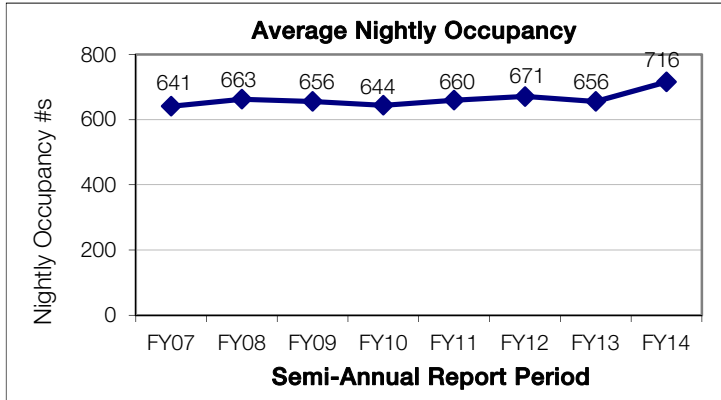
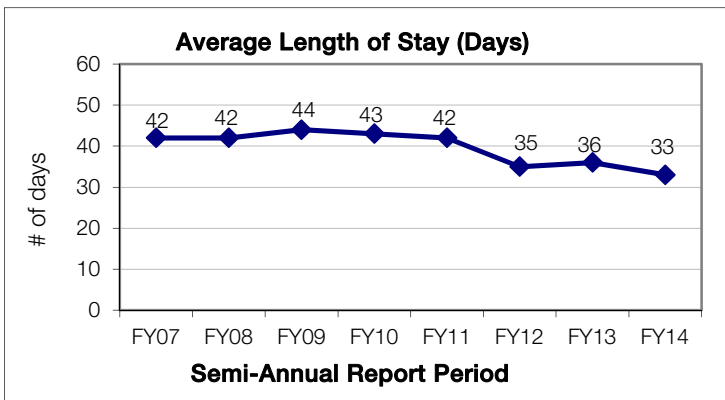
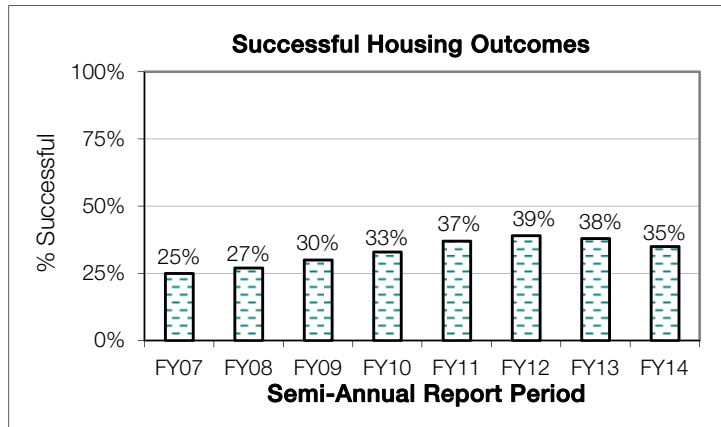
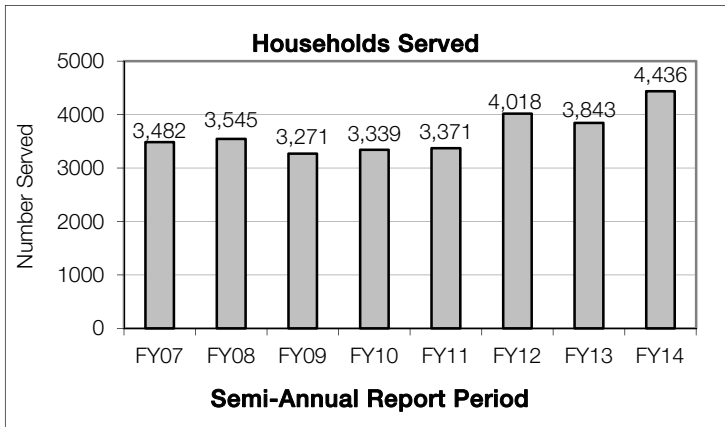
<sup>2</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 9/30/2013.

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

<sup>4</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
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Emergency Shelter System <sup>1</sup>	3,550	4,436	√	596	716	30	33	√	1035	1,267	√	35%	35%	√	No



DEMOGRAPHICS	Shelter
Households Served	4,436
Percent Newly homeless	49%
Recidivism <sup>3</sup>	4%
Clients Served	6,588
Adults Served	4,722
Children Served	1,866
Average Age (HoH)	38
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) (All Adults)	8%
Avg. Monthly Household Income	\$295
Percent Working at Entry	19%
Average Daily Waitlist Number	19
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	16%

We are reporting a 15% increase in households served compared to the previous reporting period mainly due to the family system numbers. 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 19 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.

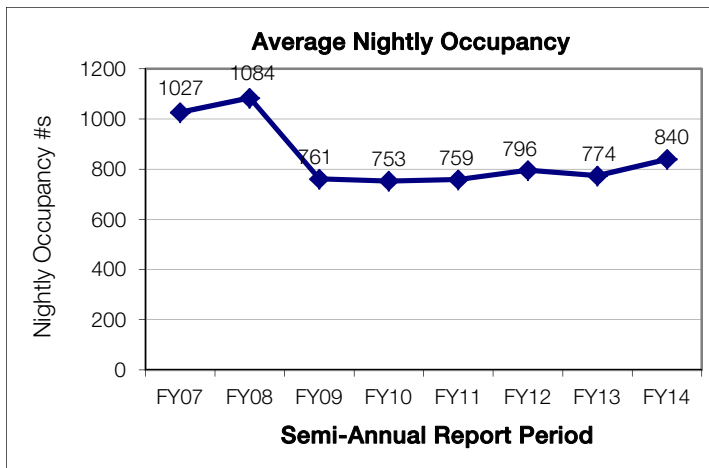
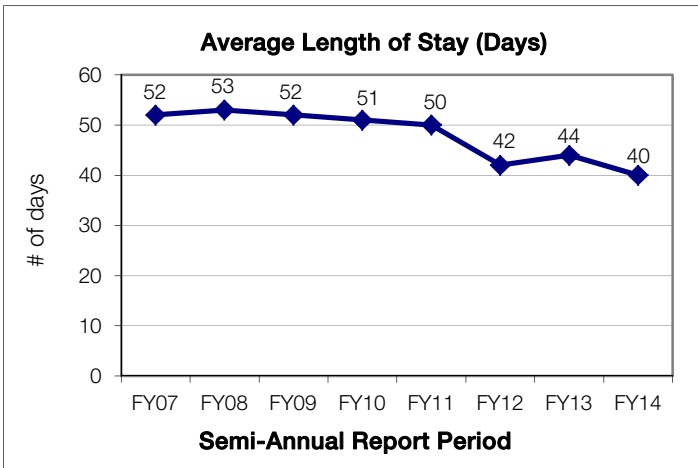
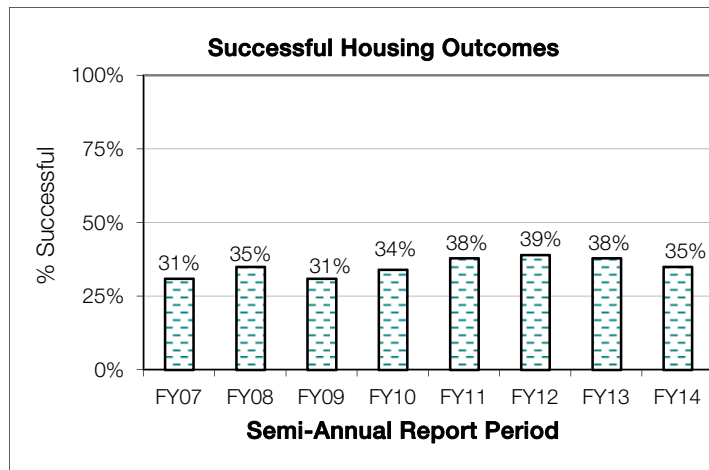
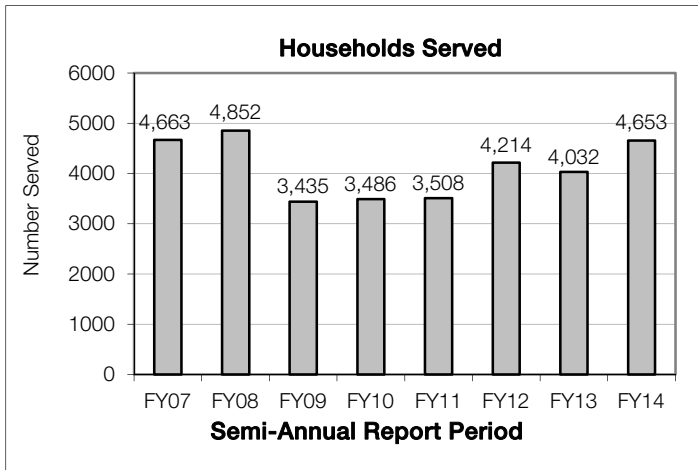
<sup>2</sup>Overflow capacity is not included.

<sup>3</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 9/30/2013.



# 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	
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
ES & TH System <sup>1</sup>	3,751	4,653	√	712	840	30	40	≠	1,064	1,319	√	35%	35%	√	No



DEMOGRAPHICS	Shelter
Households Served	4,653
Percent Newly homeless	50%
Recidivism <sup>3</sup>	4%
Clients Served	6,821
Average Age (HoH)	39
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) all adults	10%
Avg. Monthly Household Income	\$310
Percent Working at Entry	19%
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race- Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	4,924
Children Served	1,897
Adults 18 - 24 years <sup>4</sup>	17%
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>	7%
Adults 62 + <sup>4</sup>	2%

We are reporting a 15% 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.

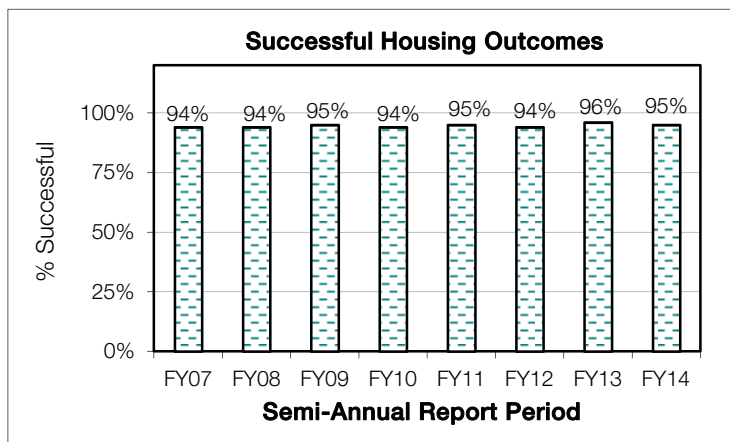
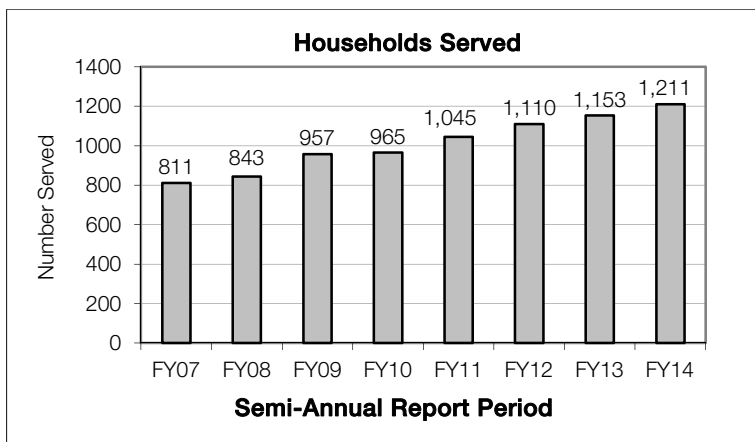
<sup>2</sup> Overflow capacity is not included.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2013 - 9/30/2013.

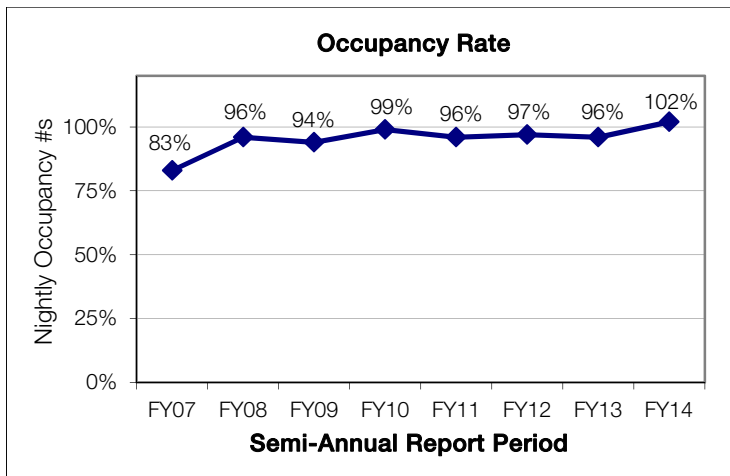
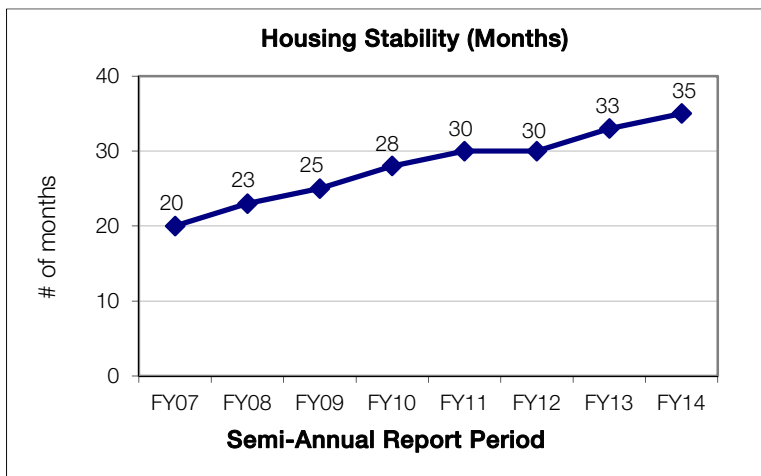
<sup>4</sup> Due to rounding percentage does not add up to 100%.

# 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
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2013-12/31/2013																
PSH SYSTEM	1,246	1,211	√	95%	102%	√	24	35	√	1,121	1,143	√	90%	95%	√	No

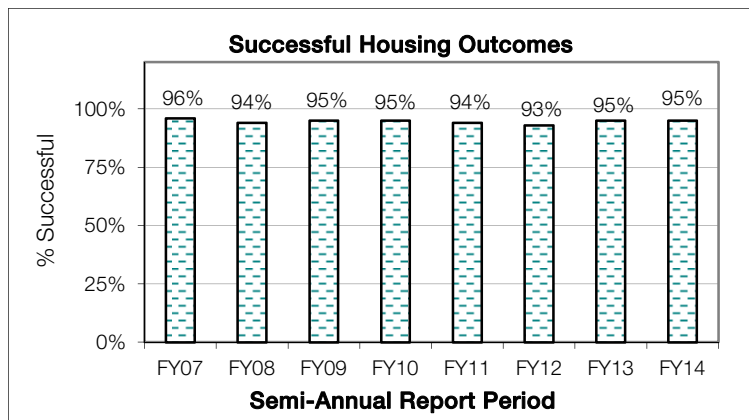
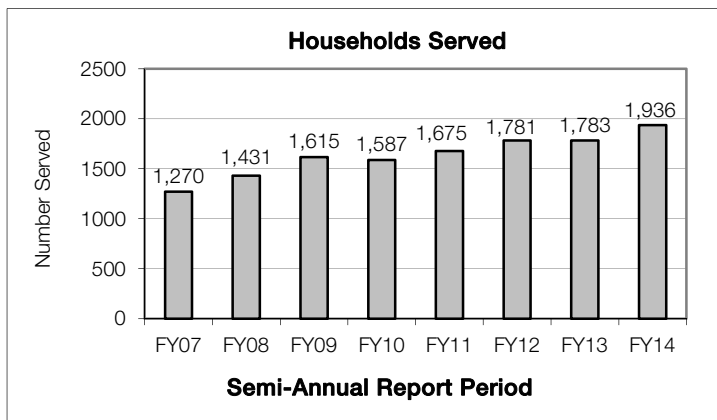


The PSH System continues to perform well. The inventory as of 12/31/13 is 1,099 units of Rebuilding Lives Permanent Supportive Housing. 5% more households were served this reporting period compared to the previous reporting timeframe. At 102%, the occupancy rate is showing excellent utilization of resources. The occupancy exceeds 100% as some programs served homeless individuals in their non-homeless units.

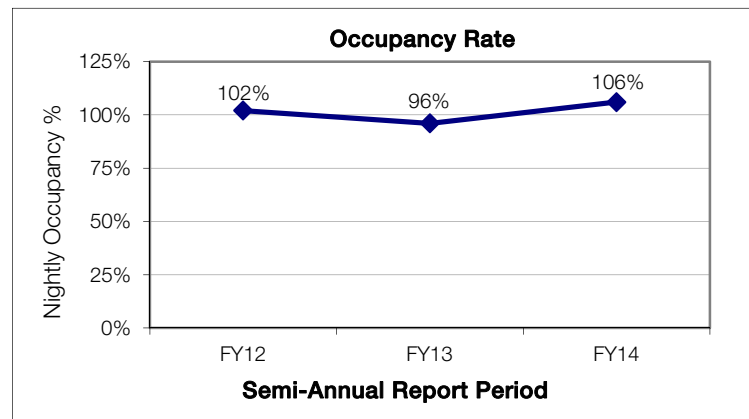
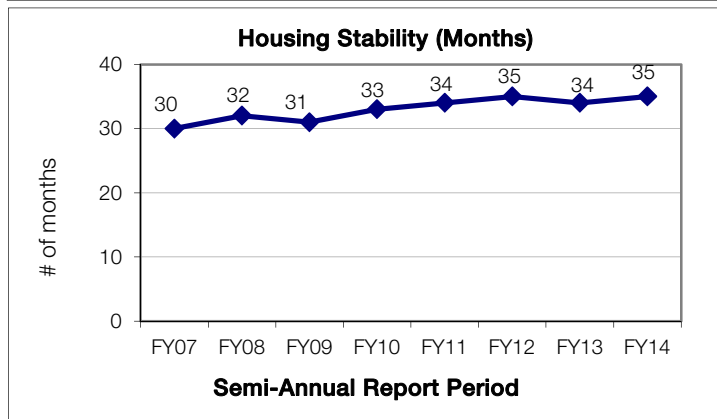


# System and Program Indicator Report

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
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Total PSH System <sup>1</sup>	1,845	1,936	✓	95%	106%	✓	24	35	✓	1,476	1,806	✓	80%	95%	✓	No



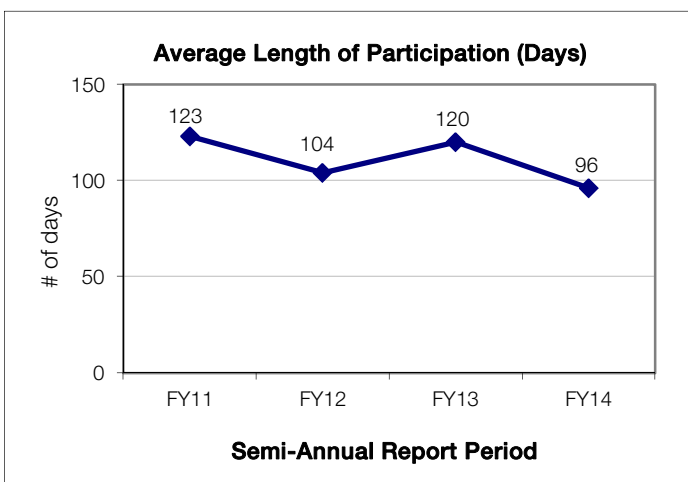
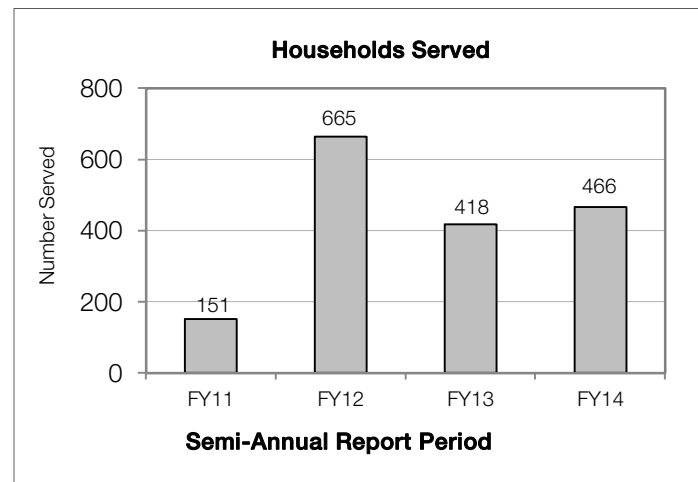
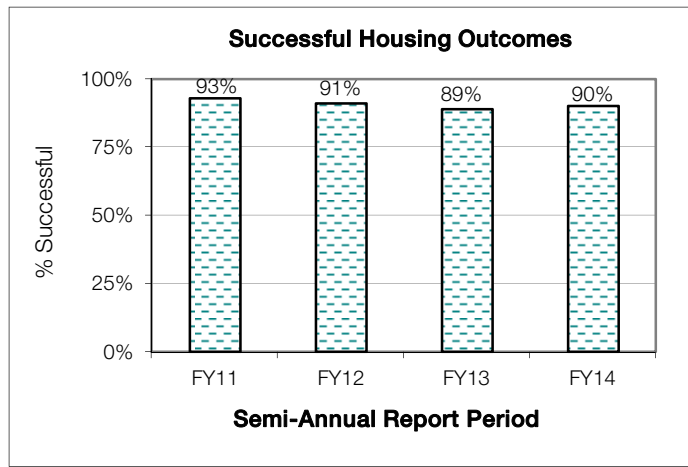
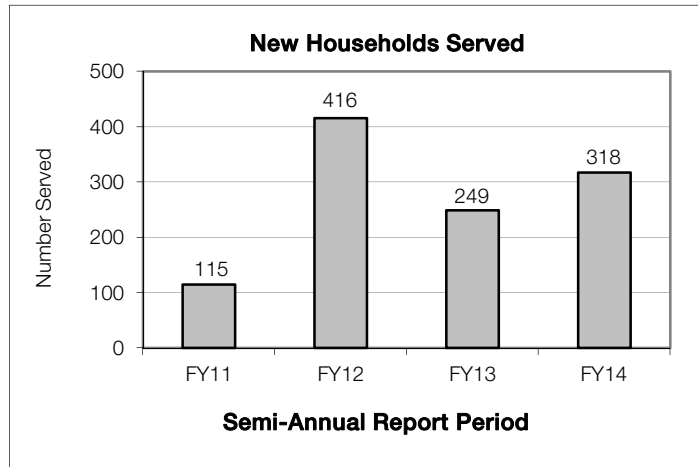
The system is showing significant improvement exemplified by the increased number of households served (9% increase) and an occupancy rate of 106%. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,646. VA VASH voucher capacity 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	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Direct Housing Rapid Re-housing System <sup>1</sup>	345	318	√	489	466	√	100	96	√	290	243	≠	85%	90%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	466
Recidivism <sup>2</sup>	6%
Clients Served	1,400
Average Age (HoH)	32
Gender - Male (HoH)	15%
Gender - Female (HoH)	85%
Veterans (U.S. Military) all adults	11%
Avg. Monthly Household Income	\$424
Percent Working at Entry	25%
Adults Served	594
Children Served	806
Race - White (HoH)	31%
Race - Black (HoH)	68%
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>	33%
Children 3 - 7 years <sup>3</sup>	36%
Children 8 - 12 years <sup>3</sup>	19%
Children 13 - 17 years <sup>3</sup>	11%

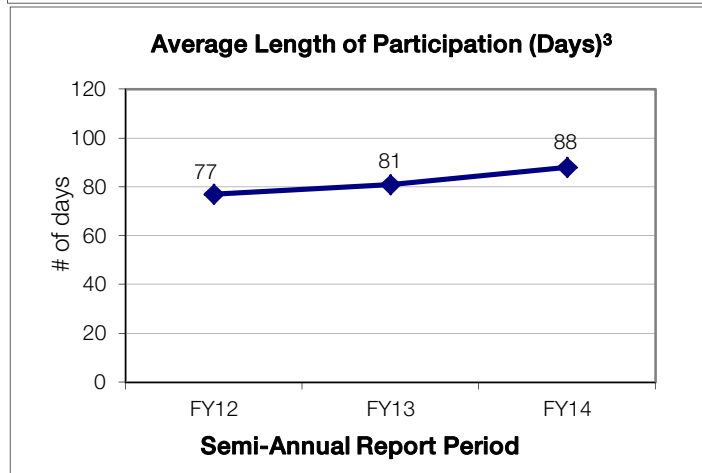
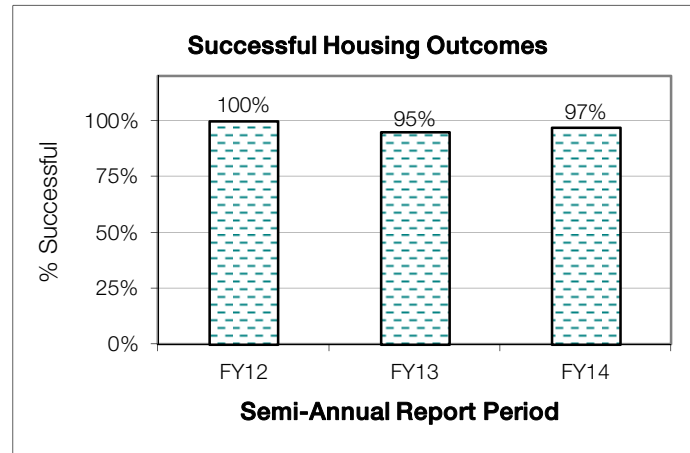
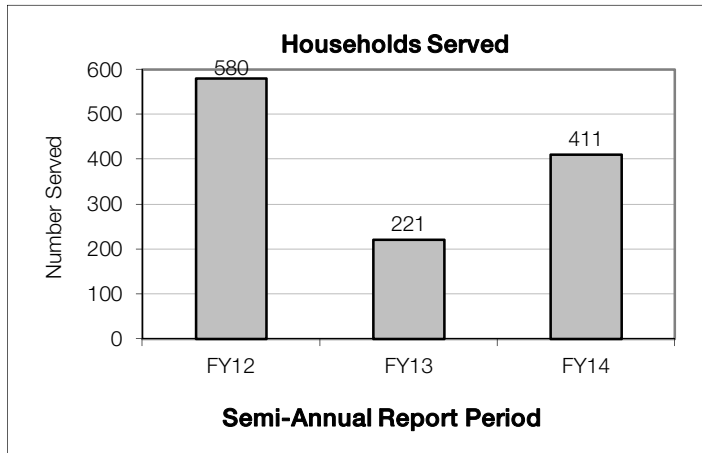
The performance of the system, reflected by the successful housing outcomes is very good. The recidivism rate of 6% is higher than historically and is due to seven families served by direct housing providers returning to emergency shelter. The percent of veterans served significantly increased due to the new SSVF 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 - 9/30/2013.

# System and Program Indicator Report

FY14 Prevention	Households Served			Average Length of Participation (Days) <sup>3</sup>			Successful Housing Outcomes						System of Concern
7/1/2013-12/31/2013	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Prevention System <sup>1</sup>	345	411	√	90	88	√	266	349	√	92%	97%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	411
Recidivism <sup>4</sup>	4%
Clients Served	1,186
Average Age (HoH)	42
Gender - Male (HoH)	26%
Gender - Female (HoH)	74%
Veterans (U.S. Military) all adults	8%
Avg. Monthly Household Income	\$993
Percent Working at Entry	42%
Race - White (HoH)	46%
Race - Black (HoH)	54%
Race - Other (HoH)	0%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	575
Children Served	611
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.1
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 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 is being changed to focus on doubled up families. The percent of veterans served significantly increased due to the new SSVF programs.

<sup>1</sup> Starting FY13, system includes CIS Stable Families, Gladden Community House Prevention and Stable Families. LSS SSVF and VOAGO SSVF programs are added starting this report period.

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

<sup>3</sup> Excludes GCH Prevention, ALOP includes SSVF programs. Average length of participation including GCH Prevention is 26 days.

<sup>4</sup> Calculated for successful housing exits between reporting period of 7/1/2012 - 12/31/2012 entering the homeless system within 365 days after exit.

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
7/1/2013-12/31/2013																		
<b>MEN</b>																		
LSS - Faith Mission on 6th <sup>2</sup>	N/A	932	N/A	N/A	110	114	N/A	26	N/A	N/A	172	N/A	N/A	21%	N/A	24%	6%	N/A
LSS - Faith Mission on 8th <sup>2</sup>	N/A	672	N/A	N/A	95	92	N/A	29	N/A	N/A	115	N/A	N/A	20%	N/A	25%	14%	N/A
LSS - Overflow <sup>7</sup>	N/A	1,030	N/A	N/A	70	33	N/A	6	N/A	N/A	2	N/A	N/A	0%	N/A	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	808	793	(15)	√	130	129	30	34	≠	170	175	√	25%	27%	√	28%	18%	No
VOAGO - Men's Shelter	306	305	(1)	√	40	44	30	31	√	67	89	√	25%	34%	√	32%	22%	No
YMCA Overflow <sup>5</sup>	250	120	(130)	≠	60	27	30	3	√	N/A	0	N/A	N/A	0%	N/A	72%	N/A	No
<b>WOMEN</b>																		
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	306	N/A	N/A	42	47	N/A	32	N/A	N/A	108	N/A	N/A	42%	N/A	19%	4%	N/A
LSS - Overflow <sup>8</sup>	N/A	359	N/A	N/A	30	19	N/A	10	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A
Friends of the Homeless - Rebecca's Place	292	376	84	√	47	50	30	28	√	61	78	√	25%	24%	√	14%	5%	No
YMCA Overflow <sup>6</sup>	75	77	2	√	15	13	30	8	√	N/A	1	N/A	N/A	2%	N/A	38%	N/A	No
<b>INEBRIATE</b>																		
Maryhaven - Engagement Center	740	675	(65)	√	50	51	11	14	≠	124	75	≠	18%	12%	≠	17%	12%	Yes
<b>VA EMERGENCY HOUSING</b>																		
VOAGO - VA Emergency Housing <sup>3</sup>	26	46	20	√	13	13	90	70	√	7	16	√	25%	48%	√	3%	0%	No
LSS - VA Men & Women <sup>3</sup>	34	63	29	√	19	17	90	67	√	17	28	√	50%	60%	√	9%	0%	No
<b>AGENCY</b>																		
Lutheran Social Services - Faith Mission <sup>2</sup>	1,536	1,824	288	√	247	253	30	29	√	322	387	√	25%	25%	√	25%	8%	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 7/1/13 - 9/30/13.

<sup>5</sup> The program started on 12/17/13.

<sup>6</sup> The program started on 11/12/13.

<sup>7</sup> The program started on 8/19/13 with 40 beds, ramping up to 70 on 11/15/13.

<sup>8</sup> The program started on 8/21/13 with 30 beds.

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		
7/1/2013-12/31/2013														
HandsOn Central Ohio - CPOA <sup>6</sup>	3,200	4,409	✓	90%	97%	✓	736	1,118	✓	20%	18%	✓		No

NAVIGATOR - Single Adult	New Households Served						Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Average Transition Time (Days) <sup>2</sup>			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		Goal	Actual	Outcome Achievement
10/1/2013-12/31/2013																												
LSS - Navigator Pilot <sup>4</sup>	105	82	*	60%	21%	*	105	82	*	30	30	✓	90	30	✓	9	3	*	25%	11%	*	7	7	✓			N/A	

EMERGENCY SHELTER - Families	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Transition Time (Days) <sup>2</sup>			Recidivism <sup>3</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 (%)				
7/1/2013-12/31/2013																										
YWCA - Family Center <sup>5</sup>	400	917	517	✓	50	102	✓	20	21	✓	245	510	✓	70%	63%	*	7	17	*	1%	Yes					
YWCA - Diversion	N/A	1,254	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	463	N/A	39%	34%	*	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					
7/1/2013-12/31/2013																										
YWCA - Benefits Partnership	91	184	✓	109	305	✓	53	72	✓	42%	24%	*	40%	21%	*	25	50	✓	20%	16%	*			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 program or to engagement by the Navigator.

<sup>3</sup>The % of households that enter the shelter system within 14-90 days following a successful housing outcome that occurred between 7/1/13 -9/30/13.

<sup>4</sup>Program started 10/1/13, too new to be rated. One transitional age youth client exited to family, permanent tenure (4%), not included above.

<sup>5</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.

<sup>6</sup>Thirty-nine clients were served by the Mediator Pilot program. The diversion rate of clients served by the pilot was 49%.

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
7/1/2013-12/31/2013																		
Community Housing Network - Briggsdale	25	27	26	(1)	√	25	100%	√	24	45	√	24	24	√	90%	100%	√	No
Community Housing Network - Cassidy <sup>4</sup>	10	11	11	0	√	11	110%	√	24	22	√	10	11	√	90%	100%	√	No
Community Housing Network - Community ACT	42	46	45	(1)	√	41	98%	√	24	33	√	41	44	√	90%	98%	√	No
Community Housing Network - East 5th Avenue	38	42	42	0	√	36	95%	√	24	34	√	38	39	√	90%	93%	√	No
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	33	32	(1)	√	31	103%	√	24	31	√	30	32	√	90%	100%	√	No
Community Housing Network - Inglewood Court <sup>5</sup>	45	50	47	(3)	√	43	96%	√	6	6	√	45	43	√	90%	96%	√	No
Community Housing Network - Leased Supportive Housing	25	27	30	3	√	24	96%	√	14	23	√	24	27	√	90%	90%	√	No
Community Housing Network - North 22nd Street	30	33	30	(3)	√	30	100%	√	24	45	√	30	30	√	90%	100%	√	No
Community Housing Network - North High Street	33	36	36	0	√	32	97%	√	24	47	√	32	35	√	90%	97%	√	No
Community Housing Network - Parsons	25	27	27	0	√	23	92%	√	24	29	√	24	25	√	90%	93%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	119	117	(2)	√	103	95%	√	24	40	√	107	111	√	90%	95%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	17	16	(1)	√	14	108%	√	24	57	√	15	16	√	90%	100%	√	No
Community Housing Network - Southpoint Place <sup>4</sup>	46	51	53	2	√	47	102%	√	24	28	√	46	46	√	90%	94%	√	No
Maryhaven - Commons at Chantry	50	55	52	(3)	√	48	96%	√	24	33	√	50	51	√	90%	98%	√	No
National Church Residences - Commons at Buckingham	75	82	85	3	√	73	97%	√	19	28	√	74	79	√	90%	93%	√	No
National Church Residences - Commons at Grant	50	55	53	(2)	√	50	100%	√	24	55	√	50	50	√	90%	94%	√	No
National Church Residences - Commons at Livingston	25	28	27	(1)	√	24	96%	√	14	24	√	25	24	√	90%	89%	√	No
National Church Residences - Commons at Third	60	66	68	2	√	60	100%	√	6	15	√	59	56	√	90%	94%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	132	145	13	√	119	99%	√	24	40	√	119	138	√	90%	95%	√	No
YMCA - 40 West Long Street	105	116	116	0	√	103	98%	√	24	40	√	104	109	√	90%	94%	√	No
YMCA - Sunshine Terrace	75	83	75	(8)	√	69	92%	√	24	58	√	75	74	√	90%	99%	√	No
YWCA - WINGS	69	76	79	3	√	67	97%	√	24	26	√	68	74	√	90%	94%	√	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/15 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	
7/1/2013-12/31/2013		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	23	38	15	√	95%	113%	√	2	2	√	15	25	√	77%	83%	√	No
Huckleberry House - Transitional Living Program		24	36	39	3	√	98%	100%	√	10	8	√	9	13	√	77%	93%	√	No
Maryhaven - Women's Program <sup>5</sup>		5	5	12	7	√	90%	120%	√	4	6	≠	2	5	√	50%	71%	√	No
Southeast - New Horizons Transitional Housing		36	69	74	5	√	95%	100%	√	4	5	√	22	26	√	77%	67%	≠	No
VOAGO - Veterans Program <sup>3</sup>		40	50	129	79	√	95%	98%	√	4	3	√	37	42	√	77%	47%	≠	No
YMCA - ADAMH Pilot <sup>5</sup>		5	18	23	5	√	95%	200%	√	4	3	√	4	10	√	70%	77%	√	No
<b>Permanent Supportive Housing</b>																			
Community Housing Network - Family Homes <sup>4</sup>		15	17	15	(2)	≠	95%	100%	√	24	45	√	14	15	√	80%	100%	√	No
Community Housing Network - Wilson		8	9	9	0	√	95%	100%	√	24	85	√	7	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing		30	33	30	(3)	√	95%	100%	√	24	37	√	26	30	√	80%	100%	√	No
<b>Shelter Plus Care</b>																			
Amethyst - Shelter Plus Care <sup>6,7</sup>		72	79	128	49	√	100%	101%	√	20	27	√	63	95	√	80%	74%	≠	No
ARCO - Shelter Plus Care (TRA) <sup>6</sup>		89	97	116	19	√	100%	117%	√	24	64	√	78	111	√	80%	96%	√	No
Community Housing Network - Shelter Plus Care (SRA) <sup>4,6</sup>		172	189	257	68	√	100%	144%	√	24	20	≠	151	251	√	80%	98%	√	No
Community Housing Network - Shelter Plus Care (TRA) <sup>4,6</sup>		149	164	190	26	√	100%	121%	√	24	31	√	131	186	√	80%	98%	√	No
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)		9	10	10	0	√	100%	89%	≠	24	33	√	8	10	√	80%	100%	√	No
Total Shelter Plus Care		491	539	701	162	√	100%	124%	√	N/A	32	N/A	431	653	√	80%	93%	√	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/15 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. The program will be closing as of 1/31/2014

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>1</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	
7/1/2013-12/31/2013																									
Homeless Families Foundation - Rolling Stock	86	103	✓	132	162	✓	15	19	✖	100	91	✓	77	94	✓	90%	88%	✓	\$800	\$778	✓	90%	90%	✓	No
The Salvation Army - Direct Housing	95	88	✓	132	138	✓	15	20	✖	100	89	✓	85	80	✓	90%	88%	✓	\$1,800	\$1,396	✓	90%	93%	✓	No
The Salvation Army - Job2Housing	27	28	✓	47	44	✓	15	18	✖	180	171	✓	24	19	✖	90%	95%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No
VOAGO Families - Transition in Place	38	41	✓	62	65	✓	15	17	✖	100	102	✓	34	42	✓	90%	100%	✓	\$800	\$815	✓	90%	100%	✓	No
YWCA - Kinship Care	20	27	✓	37	37	✓	2	0	✓	90	73	✓	14	15	✓	70%	65%	✓	\$600	\$337	✓	90%	100%	✓	No
CSB - Transition Program	N/A	N/A	N/A	500	687	✓	N/A	N/A	N/A	N/A	N/A	N/A	490	668	✓	98%	97%	✓	\$700	\$696	✓	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		
7/1/2013-12/31/2013																									
Gladden Community House - Prevention	N/A	N/A	N/A	160	263	✓	N/A	N/A	N/A	155	263	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No
Gladden Community House - Stable Families	17	13	✖	17	30	✓	N/A	162	N/A	1	15	✓	90%	88%	✓	\$750	\$702	✓	90%	100%	✓				No
Communities In Schools - Stable Families	68	82	✓	98	102	✓	90	75	✓	58	71	✓	90%	90%	✓	\$750	\$739	✓	90%	87%	✓				No

Supportive Services for Veteran Families (SSVF) <sup>2</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 (%)			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
10/1/2013-12/31/2013																							
LSS - SSVF Prevention	10	3	✖	10	3	✖	N/A	N/A	N/A	90	22	✓	6	2	✖	90%	100%	✓	50%	100%	✓		N/A
LSS - SSVF Rapid Re-housing	15	18	✓	15	18	✓	30	8	✓	90	38	✓	10	3	✖	80%	75%	✓	80%	75%	✓		N/A
VOAGO - SSVF Prevention	28	19	✖	28	19	✖	N/A	N/A	N/A	90	40	✓	20	3	✖	90%	100%	✓	40%	100%	✓		N/A
VOAGO - SSVF Rapid Re-housing <sup>3</sup>	35	38	✓	35	38	✓	30	38	✖	90	62	✓	22	4	✖	80%	80%	✓	60%	80%	✓		N/A

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		Yes or No		
7/1/2013-12/31/2013																									
Maryhaven - Outreach	154	161	✓	170	268	✓	108	136	✓	70%	99%	✓	54	57	✓	50%	42%	✖	25%	38%	✓				No

<sup>1</sup> Successful outcomes measure for YWCA - Kinship Care.

<sup>2</sup> Programs started 10/1/2013, too new to be rated.

<sup>3</sup> Excluded ten households from ALOS measure. Households did not access homeless programs.



communityshelterboard

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Development Services Agency



The City of Columbus  
Mayor Michael B. Coleman

