

# SYSTEM & PROGRAM INDICATOR REPORT

FY2016  
7/1/15 - 6/30/16

**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.

## FEATURED PROGRAMS OF EXCELLENCE

FY2016: 7/1/15 – 6/30/16



Community Shelter Board is pleased to recognize these providers of permanent supportive housing as part of the Rebuilding Lives program.



In permanent supportive housing, people experiencing long-term or repeated homelessness and disabilities are helped into an apartment with health care, employment and other supports. By developing permanent supportive housing, our community has made a major impact in addressing long-term homelessness, saving money for jails, hospitals and other systems, and ending the cycle of homelessness.



An impressive 92% of people served in supportive housing experience success and remain stable in housing. The occupancy rate for this network of supportive housing is excellent at 94%, demonstrating good utilization of resources for some of the most vulnerable members of our community.



Thanks to these providers for delivering high quality, effective housing and services that truly rebuild lives. Special appreciation goes to Columbus Area Integrated Health Services and Volunteers of America of Greater Ohio for bringing on 244 new units this fiscal year.



Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past annual period of 7/1/15 – 6/30/16. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among providers in their work to end homelessness. Our provider network includes partners delivering an array of services including homelessness prevention programming, shelter, case management, street outreach and housing.

Community Shelter Board sets specific outcomes for each provider, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with providers both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these providers delivering critical services to those experiencing homelessness.

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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. The following key is used to express outcome achievement status for each indicator:

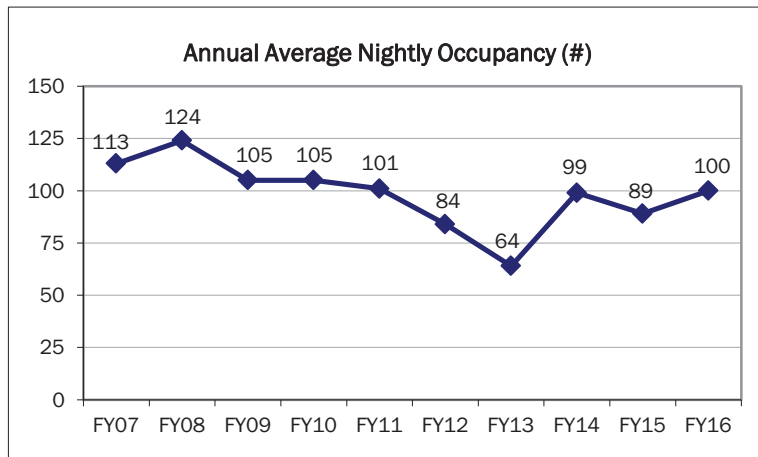
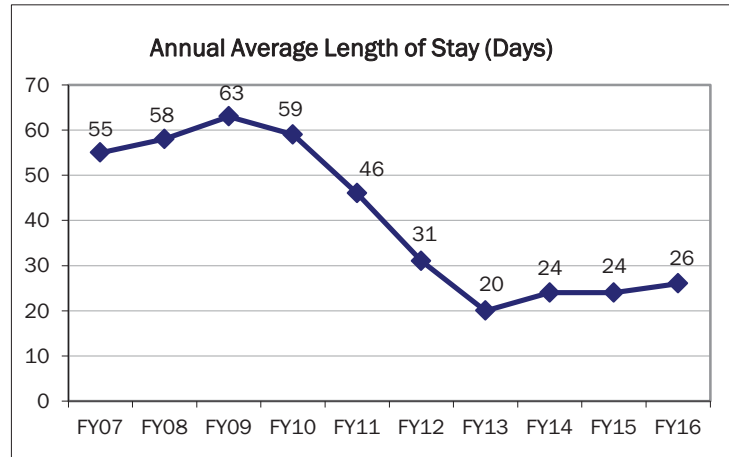
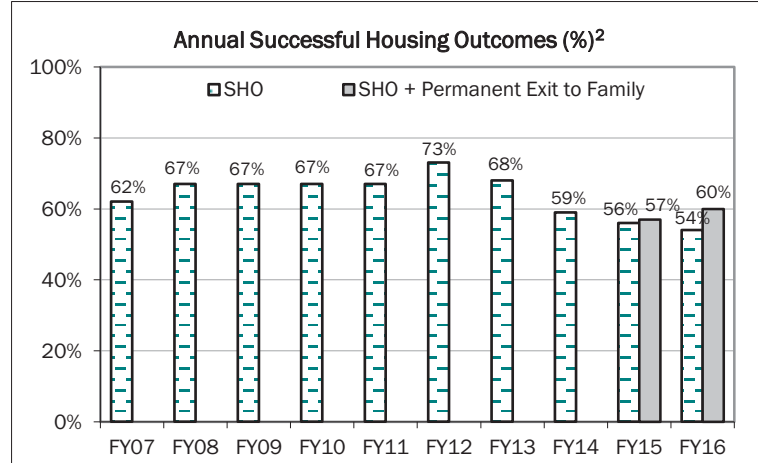
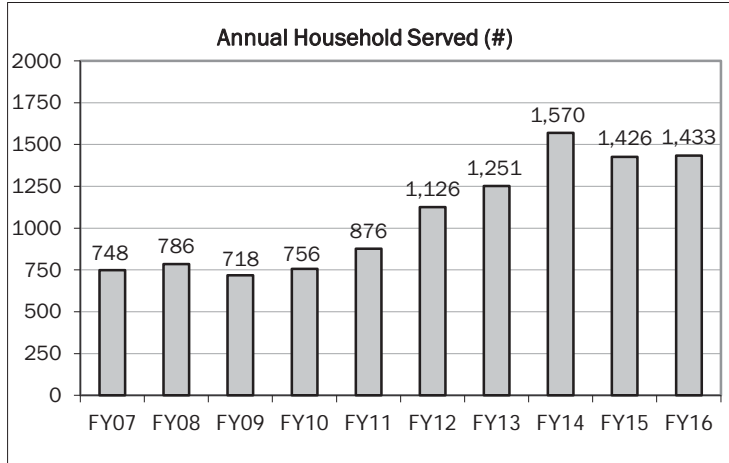
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-6/30/2016	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	1240	1,433	√	114	100	20	26	≠	788	791	√	70%	60%	≠



DEMOGRAPHICS	Family
Households Served	1,433
Percent Newly homeless	58%
Recidivism <sup>3</sup>	0%
Clients Served	5,027
Average Age (HoH)	31
Gender - Male (HoH)	5%
Gender - Female (HoH)	95%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$672
Percent Working at Entry	35%
Race - White (HoH)	28%
Race - Black (HoH)	71%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	1,960
Children Served	3,067
Mean Family Size	3.5
Average Number of Children	2.1
Adults 18-24 years (HoH)	24%
Children 0 - 2 years <sup>4</sup>	26%
Children 3 - 7 years <sup>4</sup>	38%
Children 8 - 12 years <sup>4</sup>	25%
Children 13 - 17 years <sup>4</sup>	12%

The number of households sheltered is comparable to the number served last fiscal year. On average, 100 families were sheltered by the system every night. The low successful housing outcomes percent for the system continues to be very concerning.

<sup>1</sup> Overflow capacity is not included. Van Buren Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity; YMCA took over the project from VOAGO on 4/29/16.

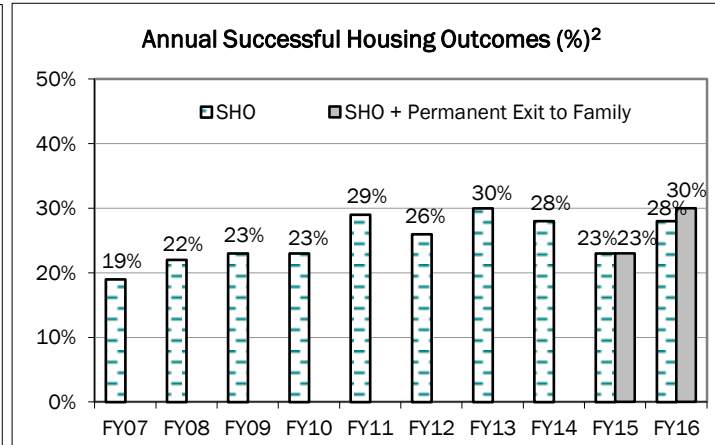
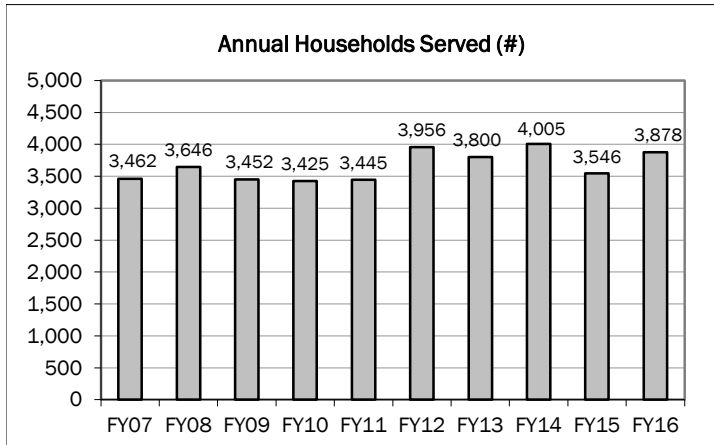
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

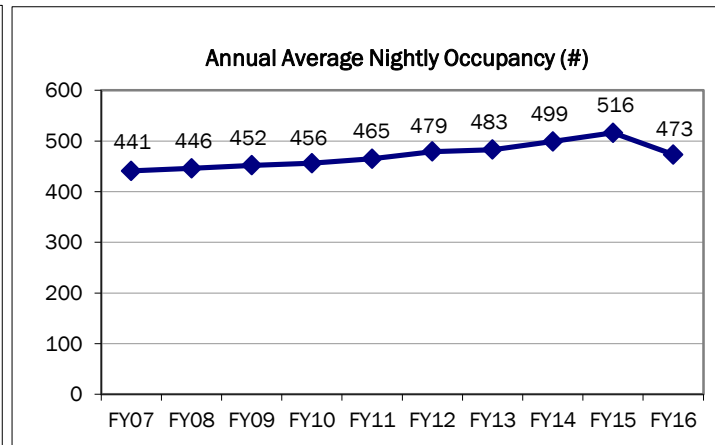
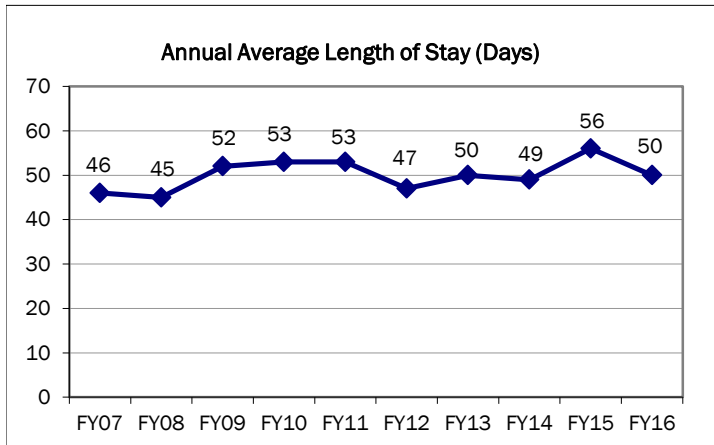
<sup>4</sup> Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-6/30/2016	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	4,500	3,878	≠	477	473	34	50	≠	1171	1047	≠	30%	30%	√



DEMOGRAPHICS	Men
Households Served	3,878
Percent Newly homeless	48%
Recidivism <sup>3</sup>	1%
Average Age	43
Men as a percent of total single adults served	69%
Veterans (U.S. Military) all adults	11%
Average Monthly Household Income	\$417
Percent Working at Entry	24%
Average Daily Waitlist Number <sup>5</sup>	29
Race - White	37%
Race - Black	61%
Race - Other	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years <sup>4</sup>	8%
Adults 25 - 34 years <sup>4</sup>	25%
Adults 35 - 44 years <sup>4</sup>	21%
Adults 45 - 55 years <sup>4</sup>	30%
Adults 56 - 61 years <sup>4</sup>	12%
Adults 62+ years <sup>4</sup>	5%



The system experienced a 9% increase in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The average length of shelter stay significantly decreased compared to the last fiscal year. The successful housing outcomes percent shows good improvement. These are positive changes for the system. Average income increased 24% when compared to the last fiscal year (\$337).

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

<sup>2</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

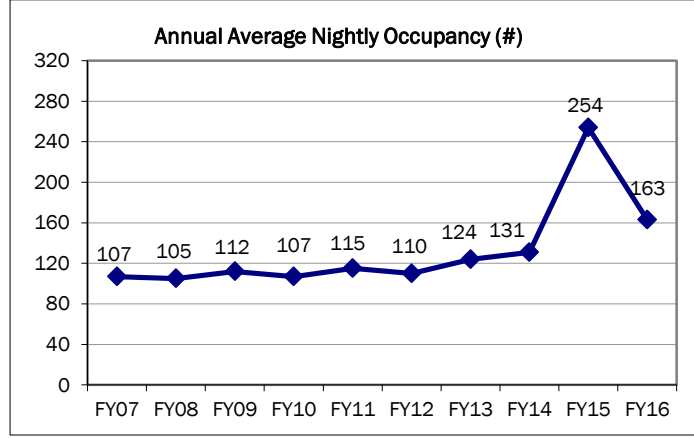
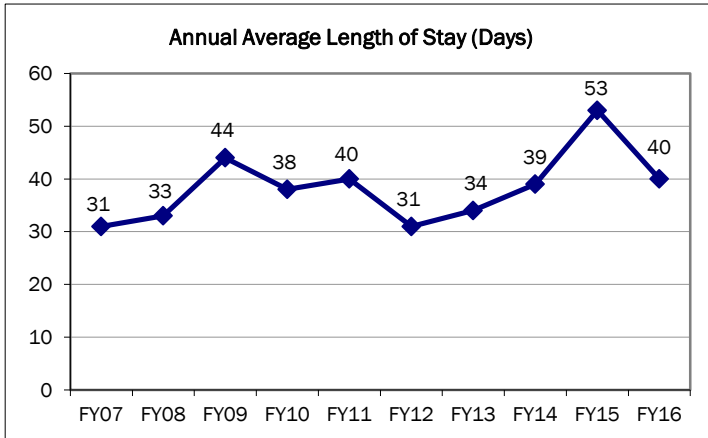
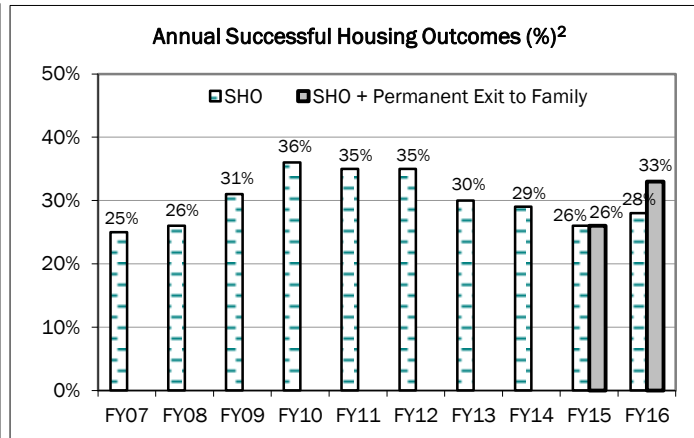
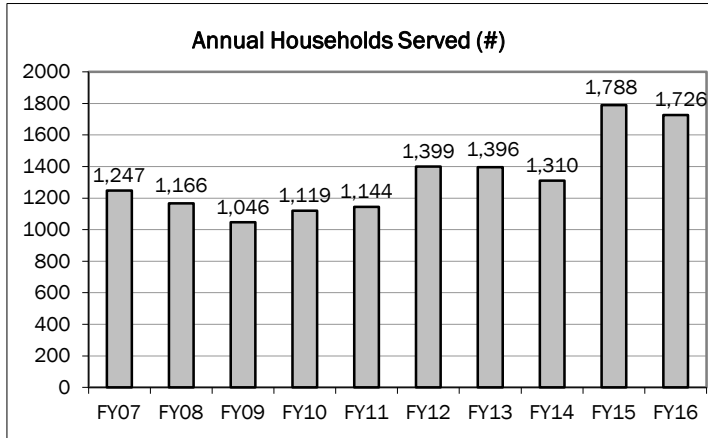
<sup>3</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

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

<sup>5</sup>Severe weather beds opened and closed intermittently between 10/19/2015 and 4/9/2016. The average waitlist number of 29 reflects the periods between 7/1/15 - 10/18/15 and 4/10/16-6/30/16.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-6/30/2016	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,800	1,726	√	153	163	34	40	≠	461	499	√	30%	33%	√



DEMOGRAPHICS	Women
Households Served	1,726
Percent Newly homeless	62%
Recidivism <sup>3</sup>	1%
Average Age	39
Women as a percent of total single adults served	31%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$461
Percent Working at Entry	25%
Average Daily Waitlist Number <sup>4</sup>	36
Race - White	42%
Race - Black	56%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>5</sup>	16%
Adults 25 - 34 years <sup>5</sup>	25%
Adults 35 - 44 years <sup>5</sup>	22%
Adults 45 - 55 years <sup>5</sup>	25%
Adults 56 - 61 years <sup>5</sup>	8%
Adults 62+ years <sup>5</sup>	3%

The system experienced a 3% decrease in the number of individuals sheltered when compared to the last fiscal year. The average length of shelter stay significantly decreased compared to the last fiscal year. The successful housing outcomes percent improved. The percent of newly homeless continues to show high numbers. Average income increased 12 percent when compared to the last fiscal year (\$410).

<sup>1</sup> First time homeless and Tier 2 shelters are included. Seasonal overflow capacity is not included. First time homeless shelter for women was replaced by YMCA Triage Shelter on 6/17/16. System capacity as of 6/30/16 is 201.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

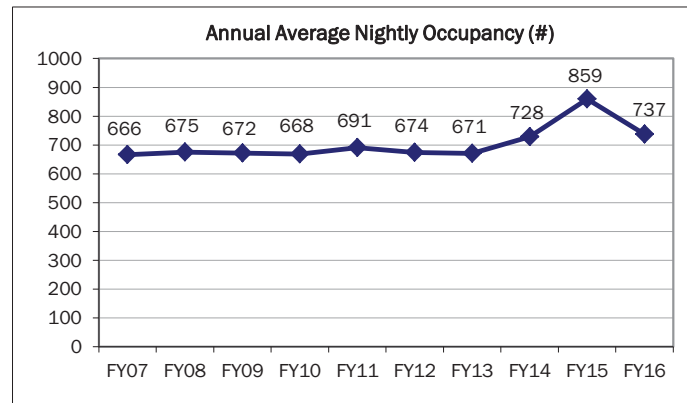
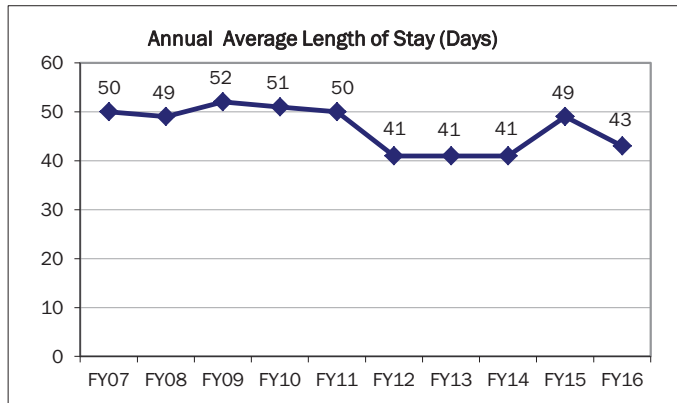
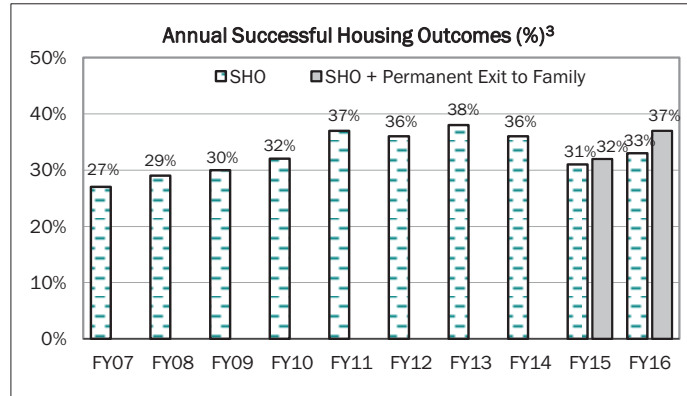
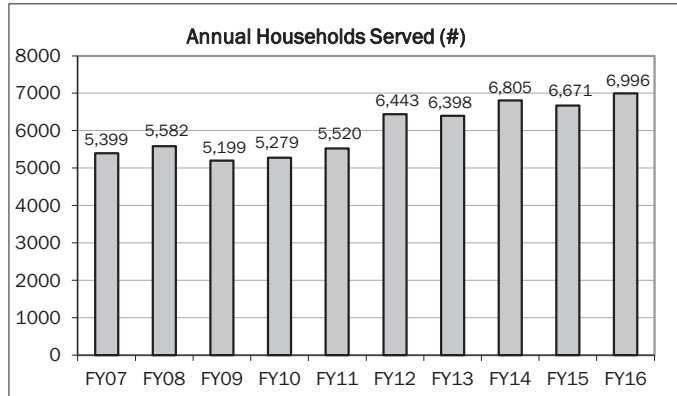
<sup>4</sup> Severe weather beds opened and closed intermittently between 11/21/2015 and 4/9/2016. The average waitlist number of 36 reflects the periods between 7/1/15 - 10/18/15 and 4/10/16-6/30/16.

<sup>5</sup> Due to rounding percentage is less than 100%.



# System and Program Indicator Report

FY16 EMERGENCY SHELTER 7/1/2015-6/30/2016	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	7,540	6,996	√	744	737	30	43	≠	2,420	2,316	√	35%	37%	√



DEMOGRAPHICS	Family & Adults
Households Served	6,996
Percent Newly homeless	53%
Recidivism <sup>4</sup>	1%
Clients Served	10,558
Adults Served	7,491
Children Served	3,067
Average Age (HoH)	39
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$479
Percent Working at Entry	27%
Average Daily Waitlist Number <sup>5</sup>	65
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	13%

The new Family Emergency Shelter at the Van Buren Center opened September 2015, adding 64 new units for families. The system experienced a 5% increase in the number of households sheltered when compared to last fiscal year. The successful housing outcomes percent increased as a result of higher success rates for all systems. The average length of shelter stay decreased, positively impacted by the single adult system performance. 47 percent of sheltered households were previously served in the homeless system, similar to prior reporting periods. Average income and employment rate show slight increases (\$441; 24%).

<sup>1</sup> System includes single adult and family shelters. Van Buren Family Shelter opened on 9/1/2015 and YMCA took over the project on 4/29/16. YMCA First Time Homeless Shelter closed on 6/16/16, replaced by YMCA Triage Shelter for Women on 6/17/16. Excludes Huckleberry House Emergency Shelter, total distinct households served including the youth shelter is 7,400.

<sup>2</sup> Seasonal overflow capacity is not included.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

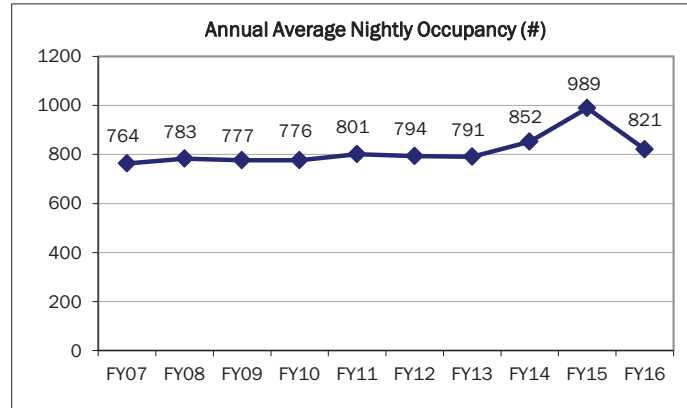
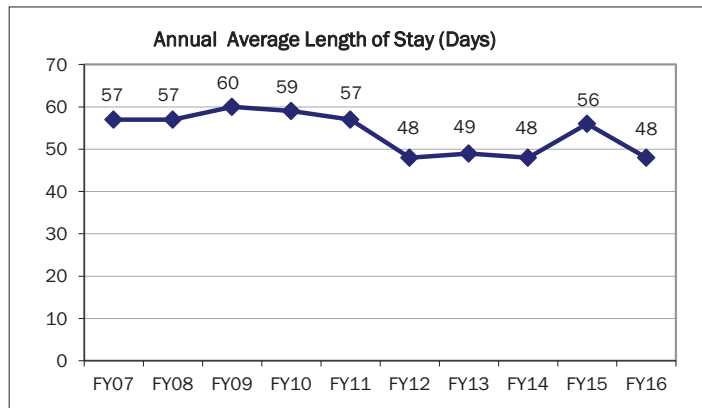
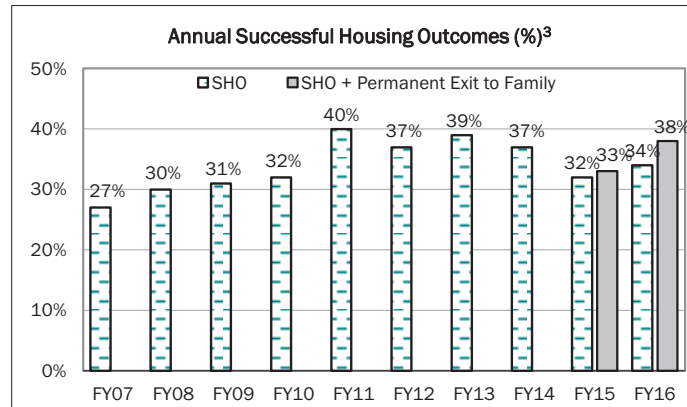
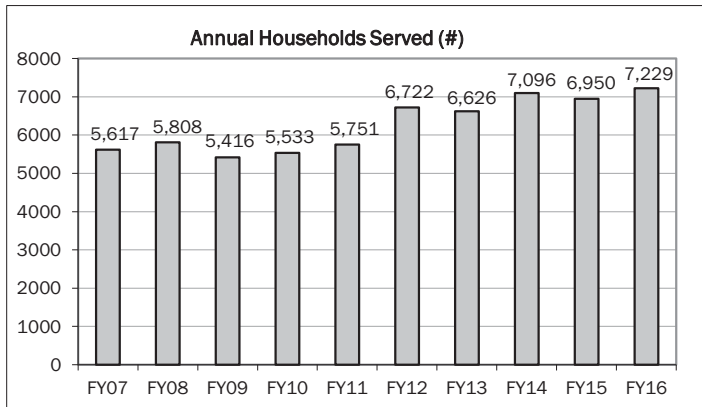
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

<sup>5</sup> Severe weather beds opened and closed intermittently between 10/19/2015 for men and 11/21/2015 for women and 4/9/2016. The average waitlist number of 65 reflects the periods between 7/1/15 -10/18/15 and 4/10/16-6/30/16.

<sup>6</sup> Due to rounding percentage is less than 100%.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER/ TRANSITIONAL HOUSING	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	7/1/2015-6/30/2016	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter and Transitional Housing System <sup>1</sup>	7,841	7,229	√	858	821	30	48	≠	2,365	2,426	√	35%	38%	√



DEMOGRAPHICS	Family & Adults
Households Served	7,229
Percent Newly homeless	54%
Recidivism <sup>4</sup>	0%
Clients Served	10,816
Average Age (HoH)	39
Gender - Male (HoH)	57%
Gender - Female (HoH)	43%
Veterans (U.S. Military) all adults	8%
Average Monthly Household Income	\$481
Percent Working at Entry	27%
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race- Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	7,721
Children Served	3,095
Adults 18 - 24 years	13%
Adults 25 - 34 years	29%
Adults 35 - 44 years	21%
Adults 45 - 55 years	24%
Adults 56 - 61 years	9%
Adults 62 + years	4%

The system experienced a 4% increase in the number of households sheltered when compared to the last fiscal year. The successful housing outcomes percent increased as a result of higher success rates for all systems. The average length of program stay decreased significantly, positively impacted by the single adult system performance. 46% of sheltered households were previously served in the homeless system, a decrease compared to prior reporting periods, a positive development.

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

<sup>2</sup> Seasonal overflow capacity is not included.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

FY16 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS <sup>1</sup>	First Time Homeless Shelter <sup>4</sup>	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
7/1/2015-6/30/2016 (year 2)								
Total Household Served (#)	1,801	4,108	3,155	201	1400	669	870	15
Successful Housing Outcomes (%) <sup>2</sup>	48%	36%	50%	65%	48%	40%	56%	46%
Average Number of Shelter Visits (#)	N/A	1.4	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) <sup>3</sup>	N/A	N/A	8	9	9	9	8	9
Average Length of Shelter Stay (Days)	6	53	36	28	34	38	42	21
Average Length of Participation (Days)	N/A	N/A	107	110	96	97	118	94
Newly Homeless (%)	97%	46%	44%					
Recidivism (%)	N/A	3%	3%					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	61%					

**Diversions**

Diversions Rate at Homeless Hotline (%)	22%
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**Linkage**

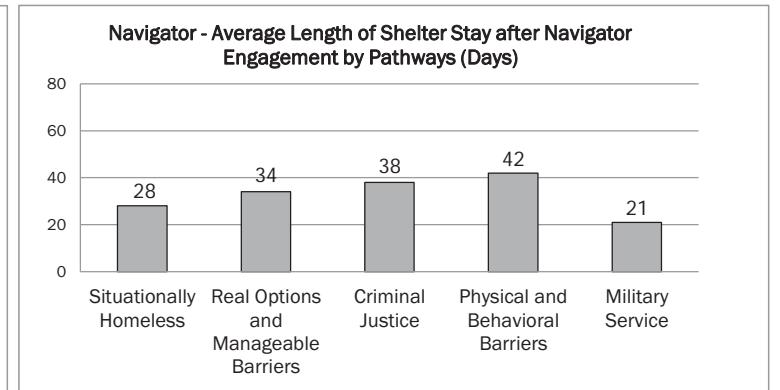
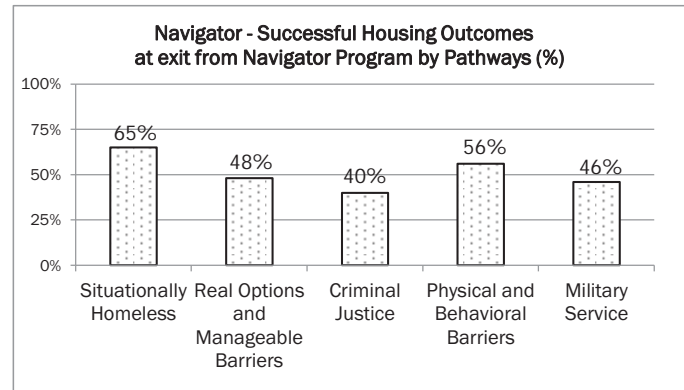
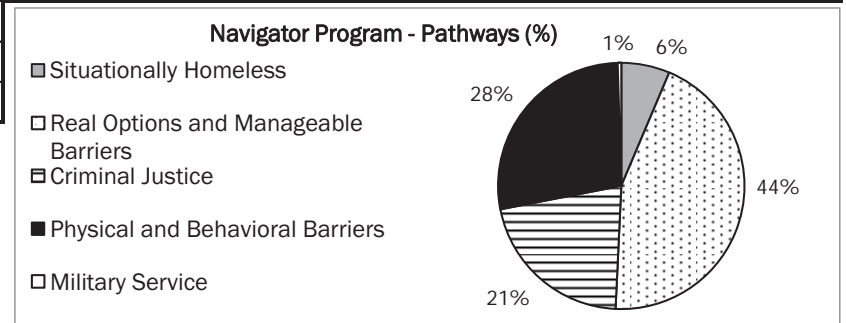
Same Day Access to Shelter from Homeless Hotline (%)	98%
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<sup>1</sup>System implemented 10/1/2014. Includes shelters where the Navigator Program is operating. These shelters are called "Tier 2" shelters and include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Navigators are not contracted to provide services for the first time homeless shelter, overflow and VA programs. The system improved the successful housing outcome percent at exit from "Tier 2" shelters when compared to FY15 results (25%). Average length of stay in shelter remained high, unchanged from last year.

<sup>2</sup> For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Successful Outcomes measure for YMCA First Time Homeless Shelter.

<sup>3</sup> 8 clients were excluded due to not having emergency shelter service overlap.

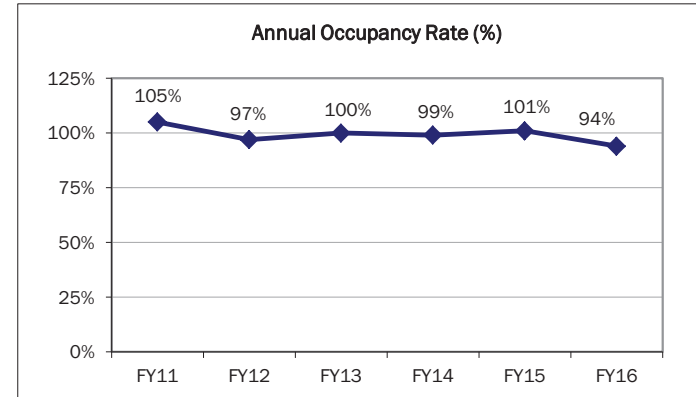
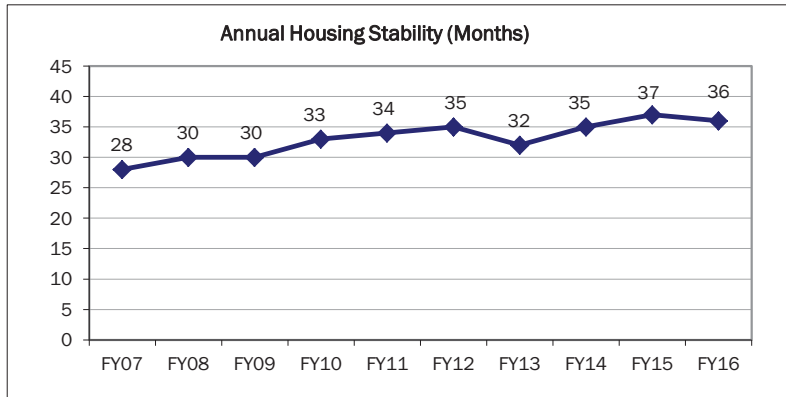
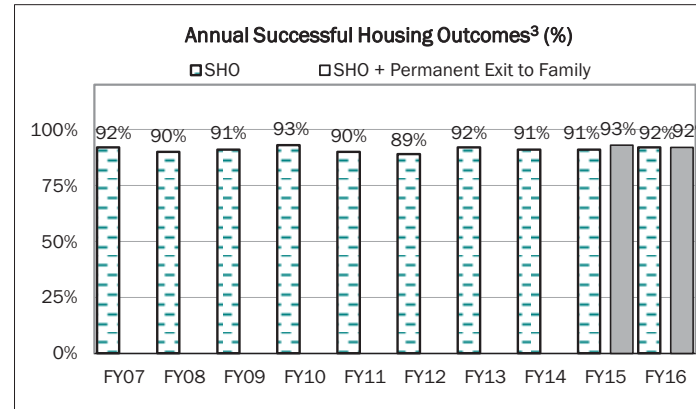
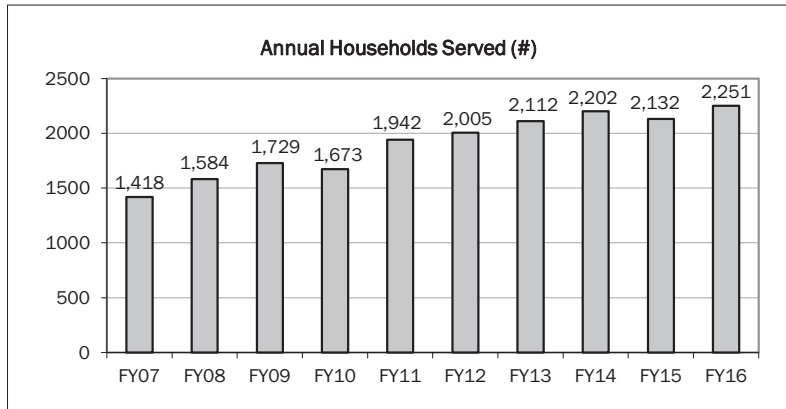
<sup>4</sup> YMCA First Time Homeless Shelter closed on 6/16/16.



Crisis Response System	Benchmark 2012	10 year goal
Diversions Rate	14%	30%
Average Length of Shelter Stay	45 days	30 days
Successful Housing Outcomes	28%	40%
Number of Returns to Shelter	3.4	1.5

# System and Program Indicator Report

FY16 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2015-6/30/2016															
Total PSH System	2,398	2,251	√	95%	94%	√	24	36	√	2,158	2,050	√	90%	92%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,251
Exit to Homelessness <sup>1</sup>	2%
Clients Served	2,626
Average Age (HoH)	49
Gender - Male (HoH)	65%
Gender - Female (HoH)	35%
Veterans (U.S. Military) all adults	10%
Average Monthly Household Income	\$250
Percent Working at Entry	7%
Race - White (HoH)	35%
Race - Black (HoH)	63%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	2,317
Children Served	309
Mean Family Size <sup>2</sup>	3.1
Average Number of Children <sup>2</sup>	1.7
Adults 18-24 years (HoH)	2%
Adults 18 - 24 years <sup>4</sup>	3%
Adults 25 - 34 years <sup>4</sup>	12%
Adults 35 - 44 years <sup>4</sup>	16%
Adults 45 - 55 years <sup>4</sup>	40%
Adults 56 - 61 years <sup>4</sup>	21%
Adults 62+ years <sup>4</sup>	7%

The system continues to perform well, with good occupancy and success rates. 6% more households were served this reporting period compared to the last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,951 out of which 1,416 units are designated as Rebuilding Lives. 184 new units were added to the system in late 2015 by Columbus Area Integrated Health Services and 60 new units were added in January 2016, at VOAGO Van Buren Village. VA VASH voucher capacity of 344 is not included.

<sup>1</sup>Exit to homelessness is calculated for exits between reporting period of 7/1/15 - 3/31/16.

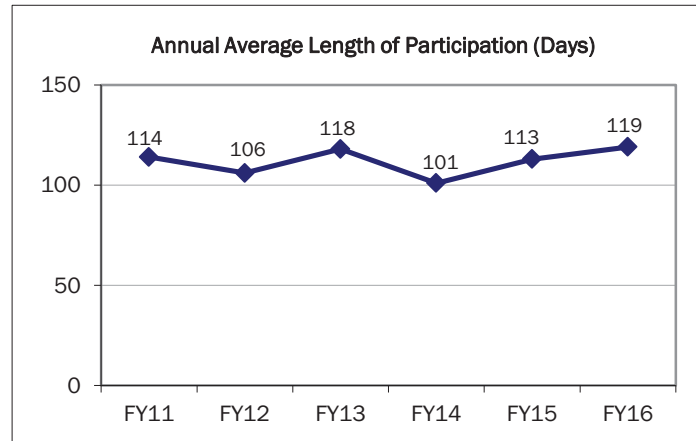
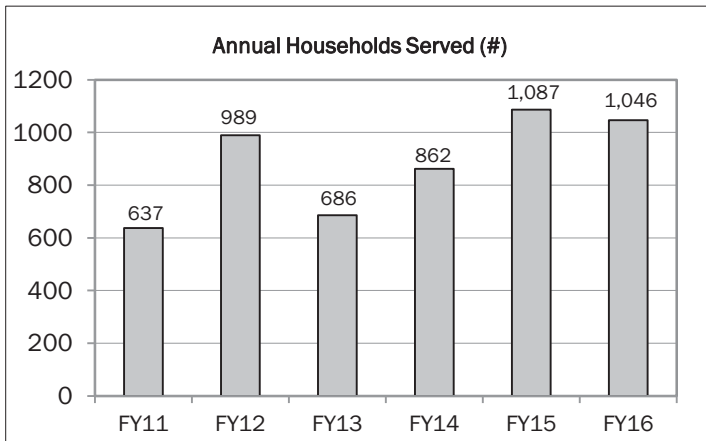
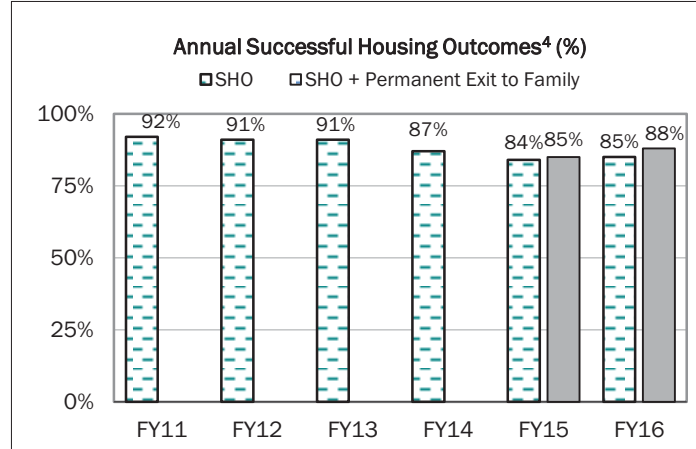
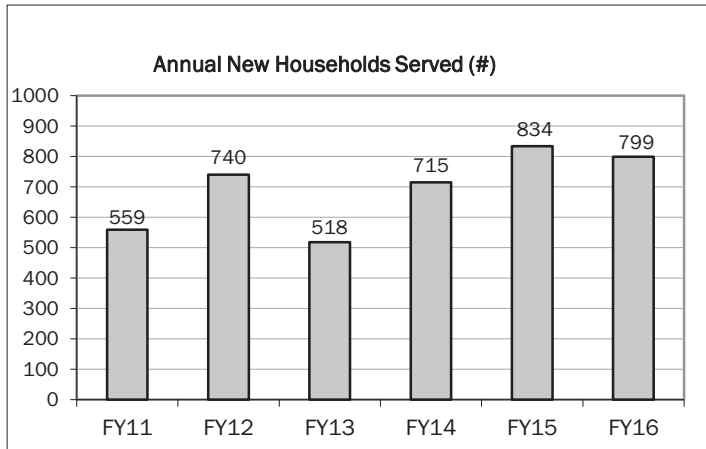
<sup>2</sup>Data refers to families served.

<sup>3</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup>Due to rounding percentage is less than 100%.

# System and Program Indicator Report

FY16 Rapid Re-housing/Navigator	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>4</sup>					
	7/1/2015-6/30/2016	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Rapid Re-housing/Navigator System <sup>1</sup>	728	799	√	880	1,046	√	100	119	≠	625	695	√	90%	88%	√



DEMOGRAPHICS	Family & Adults
Households Served	1,046
Clients Served	2,720
Recidivism <sup>3</sup>	1%
Average Age (HoH)	39
Gender - Male (HoH)	42%
Gender - Female (HoH)	58%
Veterans (U.S. Military) all adults	33%
Average Monthly Household Income	\$491
Percent Working at Entry	22%
Adults Served	1,289
Children Served	1,431
Race - White (HoH) <sup>5</sup>	34%
Race - Black (HoH) <sup>5</sup>	65%
Race - Other (HoH) <sup>5</sup>	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2</sup>	28%
Children 3 - 7 years <sup>2</sup>	37%
Children 8 - 12 years <sup>2</sup>	26%
Children 13 - 17 years <sup>2</sup>	9%

The percent of veterans served is high due to the SSVF programs added in October 2013. System is performing well, similar to the last fiscal year. Non-veteran, rapid re-housing programs for families served 614 households with a 92% success rate.

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

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

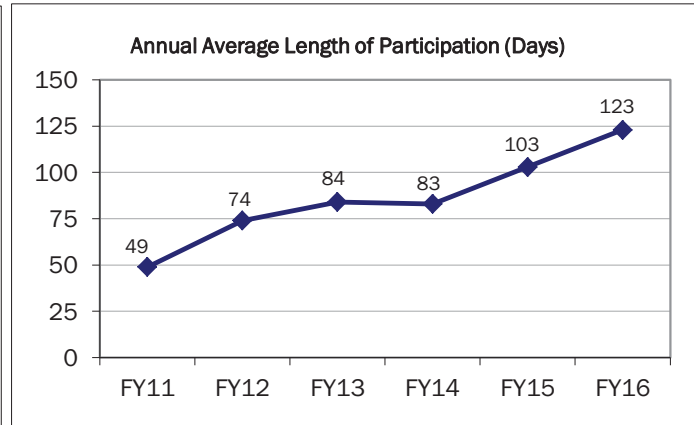
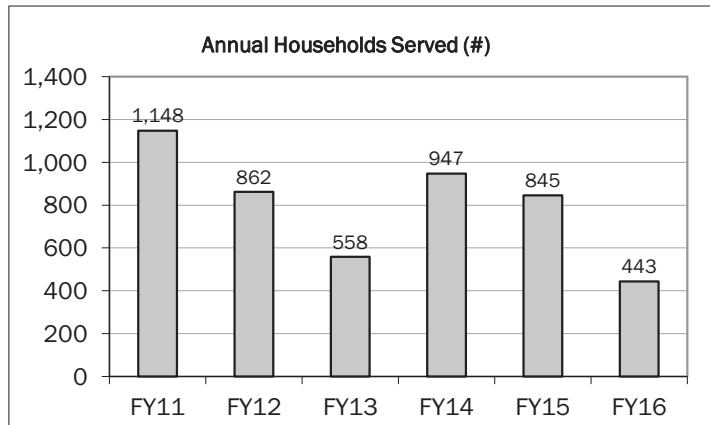
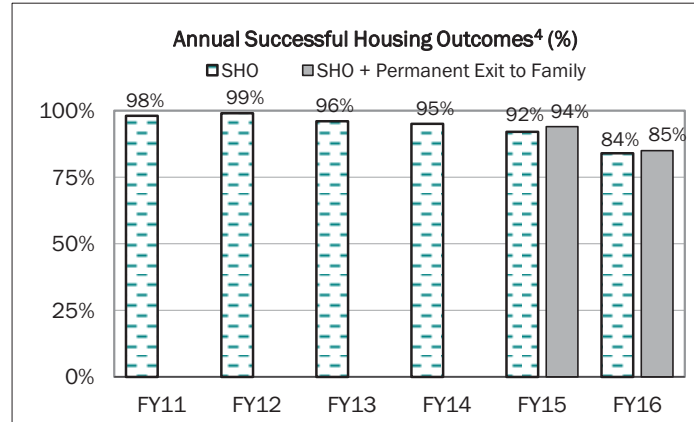
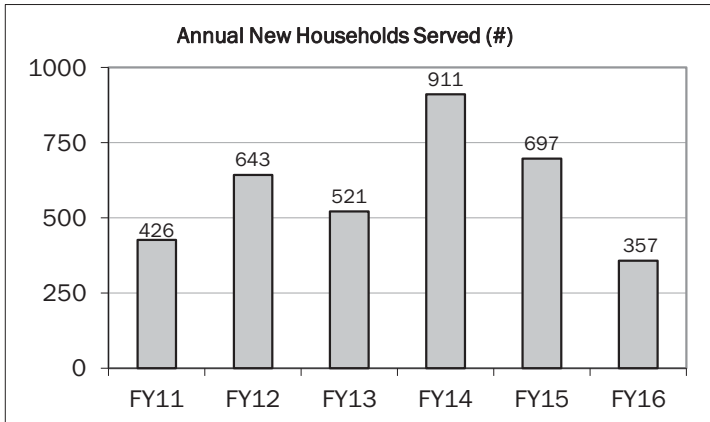
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

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

# System and Program Indicator Report

FY16 Prevention 7/1/2015-6/30/2016	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>4</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	372	357	√	436	443	√	120	123	√	335	296	≠	90%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	443
Clients Served	1,359
Recidivism <sup>3</sup>	9%
Average Age (HoH)	38
Gender - Male (HoH)	33%
Gender - Female (HoH)	67%
Veterans (U.S. Military) all adults	25%
Average Monthly Household Income	\$787
Percent Working at Entry	47%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	566
Children Served	793
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2</sup>	18%
Children 3 - 7 years <sup>2</sup>	34%
Children 8 - 12 years <sup>2</sup>	20%
Children 13 - 17 years <sup>2</sup>	28%

The number served decreased for the reporting period compared to last year's number due to the closing of Gladden Prevention program as of 1/31/2015, and the prioritization of rapid re-housing interventions over prevention in the SSVF programs. The percent of veterans served is high due to the SSVF programs added in October 2013.

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

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

<sup>3</sup> Calculated for successful housing exits between reporting period of 7/1/2014 - 6/30/2015 entering the homeless system within 365 days after exit.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

EMERGENCY SHELTER - Single Adult Programs <sup>7</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>5,6</sup>					Average Engagement Time			Movement	Recidivism <sup>9</sup>	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal	Actual (%) Goal
7/1/2015-6/30/2016																				15%	10% for MHEC Safety
<b>MEN</b>																					
LSS - Faith Mission on 6th <sup>2</sup>	N/A	934	N/A	N/A	89	97	N/A	34	47	N/A	N/A	210	N/A	30%	25%	N/A	7	11	N/A	12%	1%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	753	N/A	N/A	95	92	N/A	34	54	N/A	N/A	184	N/A	30%	28%	N/A	7	8	N/A	9%	2%
Friends of the Homeless - Men's Shelter	1,416	1,260	(156)	≠	130	129	√	34	39	≠	386	327	≠	30%	29%	√	7	9	≠	14%	9%
VOAGO - Men's Shelter	520	480	(40)	√	40	43	√	34	36	√	144	145	√	30%	33%	√	7	5	√	16%	10%
YMCA - First Time Homeless Shelter <sup>4</sup>	N/A	982	N/A	N/A	48	22	N/A	7	5	N/A	N/A	401	N/A	60%	41%	N/A	N/A	N/A	N/A	N/A	N/A
YMCA - Men's Overflow <sup>8</sup>	430	692	262	√	44	44	√	34	11	√	N/A	20	N/A	N/A	3%	N/A	N/A	4	N/A	N/A	N/A
<b>WOMEN</b>																					
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	303	N/A	N/A	38	40	N/A	34	59	N/A	N/A	92	N/A	30%	35%	N/A	7	10	N/A	6%	1%
YMCA - Van Buren Women's Shelter <sup>3</sup>	700	1017	317	√	83	89	√	34	39	≠	185	323	√	30%	35%	√	7	7	√	14%	4%
YMCA - First Time Homeless Shelter/Triage Shelter <sup>4</sup>	N/A	865	N/A	N/A	20	14	N/A	7	6	N/A	N/A	457	N/A	60%	57%	N/A	N/A	5	N/A	N/A	N/A
YMCA - Women's Overflow <sup>8</sup>	325	301	24	√	20	20	√	34	9	√	N/A	8	N/A	N/A	3%	N/A	N/A	9	N/A	N/A	N/A
<b>INEBRIATE</b>																					
Maryhaven - Engagement Center Safety	1,093	741	(352)	≠	29	33	√	12	17	≠	319	200	≠	30%	27%	√	N/A	1	N/A	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	319	155	(164)	≠	21	19	≠	34	48	≠	149	99	≠	50%	74%	√	7	11	≠	2%	4%
<b>YOUTH</b>																					
Huckleberry House - Emergency Shelter	250	408	158	√	16	8	≠	10	8	√	195	317	√	80%	79%	√	N/A	N/A	N/A	0%	2%
<b>VA EMERGENCY HOUSING</b>																					
VOAGO - VA Emergency Housing	60	101	41	√	13	14	√	90	57	√	30	42	√	50%	47%	√	N/A	N/A	N/A	2%	0%
LSS - VA Men & Women	88	127	39	√	24	21	≠	90	68	√	44	63	√	50%	58%	√	N/A	N/A	N/A	3%	4%
<b>AGENCY</b>																					
Lutheran Social Services - Faith Mission <sup>2</sup>	2,421	1,873	(548)	≠	222	229	√	34	54	≠	660	480	≠	30%	29%	√	7	10	≠	10%	1%
YMCA - First Time Homeless Shelter/Triage Shelter <sup>4</sup>	1,700	1,847	147	√	68	36	√	7	6	√	991	858	≠	60%	48%	≠	N/A	5	N/A	N/A	N/A

<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. As of 7/1/15, Nancy's Place and Faith on 6th reduced capacity.

<sup>3</sup> Fixed capacity of 83 starting 8/31/15.

<sup>4</sup>YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Men's shelter opened on 10/15/15. First Time Homeless Shelter was replaced by the Triage Shelter on 6/17/16. Men's shelter closed on 6/16/16.

<sup>5</sup>Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety.

<sup>6</sup>Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

<sup>7</sup>As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program.

<sup>8</sup>Men's overflow opened on 10/19/15. Women's overflow opened on 11/21/15. Closed on 4/9/16. Availability subject to outside temperature. Capacity is actual average nightly number served.

<sup>9</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/15-3/31/16.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2015-6/30/2016													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	7,000	8,078	✓	90%	98%	✓	1,750	1,802	✓	25%	22%	✓	
HandsOn Central Ohio - Homeless Hotline (Families) <sup>3</sup>	2,265	3,208	✓	90%	100%	✓	793	1,562	✓	35%	49%	✓	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>5</sup>			Usage of CSB DCA (%) <sup>2</sup>					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2015-6/30/2016																					
Maryhaven - Capital Crossroad SID Outreach	100	70	≠	120	85	≠	75	63	≠	75%	98%	✓	41	47	✓	55%	75%	✓	N/A	55%	N/A
Maryhaven - Outreach	298	263	≠	358	326	✓	223	173	≠	75%	84%	✓	123	129	✓	55%	75%	✓	25%	46%	✓
Southeast - PATH <sup>6</sup>	250	187	≠	500	279	≠	125	88	≠	50%	58%	✓	N/A	74	N/A	N/A	84%	N/A	N/A	N/A	N/A

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>5</sup>						Average Engagement Time (Days)			Recidivism		
	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	Actual (%)	Goal 5%	
7/1/2015-6/30/2016																					
YWCA - Family Center	660	752	✓	50	50	✓	20	25	≠	427	400	✓	70%	57%	≠	7	10	≠	1%		
VOAGO/YMCA - Van Buren Family Shelter <sup>1,4</sup>	580	727	✓	64	50	✓	20	26	≠	368	410	✓	70%	62%	≠	7	10	≠	0%		

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications						
	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	
7/1/2015-6/30/2016																						
YWCA - Benefits Partnership <sup>7</sup>	182	122	≠	200	238	✓	106	85	≠	42%	36%	≠	40%	25%	≠	50	36	≠	42%	15%	≠	

<sup>1</sup> Capacity does not include overflow. Shelters served all families referred to them, so nightly occupancy was marked as achieved.

<sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>3</sup> Project started 7/1/2015.

<sup>4</sup> Project started under VOAGO on 9/1/2015 and operated as overflow before opening. YMCA took over the project on 4/29/16.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

<sup>7</sup> Program stopped taking new clients on 5/16/2016. Project closed as of 6/30/2016.



SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Program Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	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
7/1/2015-6/30/2016																	
Columbus Area Integrated Health Services - Leasing 1 <sup>2</sup>	6	7	6	(1)	√	5	83%	N/A	4	10	√	6	6	√	90%	100%	√
Columbus Area Integrated Health Services - Leasing 2 <sup>2</sup>	178	196	191	(5)	√	106	60%	N/A	4	7	√	176	186	√	90%	98%	√
Columbus Area Integrated Health Services - Scattered Sites <sup>3</sup>	120	144	122	(22)	N/A	110	92%	√	24	11	N/A	130	112	N/A	90%	94%	√
Community Housing Network - Briggsdale	25	30	30	0	√	24	96%	√	24	54	√	27	29	√	90%	97%	√
Community Housing Network - Cassady	10	12	13	1	√	10	100%	√	24	31	√	11	12	√	90%	92%	√
Community Housing Network - Community ACT	42	50	45	(5)	√	41	98%	√	24	52	√	45	43	√	90%	96%	√
Community Housing Network - East 5th Avenue	38	46	50	4	√	35	92%	√	24	34	√	41	44	√	90%	92%	√
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	36	38	2	√	31	103%	√	24	44	√	32	34	√	90%	92%	√
Community Housing Network - Inglewood Court	45	54	60	6	√	43	96%	√	20	24	√	49	51	√	90%	87%	√
Community Housing Network - Leasing Supportive Housing	25	30	27	(3)	√	25	100%	√	24	41	√	27	27	√	90%	100%	√
Community Housing Network - North 22nd Street	30	36	38	2	√	29	97%	√	24	45	√	32	34	√	90%	92%	√
Community Housing Network - North High Street	33	40	34	(6)	≠	32	97%	√	24	58	√	36	33	√	90%	97%	√
Community Housing Network - Parsons	25	30	26	(4)	≠	25	100%	√	24	42	√	27	25	√	90%	96%	√
Community Housing Network - RLPTI <sup>5</sup>	108	130	123	(7)	√	103	95%	√	24	47	√	117	110	√	90%	90%	√
Community Housing Network - Safe Havens	13	18	15	(3)	≠	15	100%	√	24	77	√	16	15	√	90%	100%	√
Community Housing Network - Southpoint Place	46	55	54	(1)	√	43	93%	√	24	35	√	50	45	√	90%	83%	≠
Maryhaven - Commons at Chantry	50	60	57	(3)	√	48	96%	√	24	47	√	54	56	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	90	85	(5)	√	74	99%	√	24	42	√	81	76	√	90%	91%	√
National Church Residences - Commons at Grant	50	60	59	(1)	√	48	96%	√	24	69	√	54	53	√	90%	95%	√
National Church Residences - Commons at Livingston	25	30	28	(2)	√	24	96%	√	24	40	√	27	26	√	90%	93%	√
National Church Residences - Commons at Livingston II	35	42	41	(1)	√	33	94%	√	14	23	√	38	37	√	90%	90%	√
National Church Residences - Commons at Third	60	72	74	2	√	57	95%	√	24	29	√	64	69	√	90%	95%	√
National Church Residences - VOAGO Van Buren Village <sup>6</sup>	60	66	64	(2)	√	26	43%	N/A	3	5	√	59	60	√	90%	95%	√
YMCA - 40 West Long Street	105	126	142	16	√	93	89%	≠	24	32	√	113	122	√	90%	87%	√
YMCA - 40 West Long Street Expansion <sup>7,4</sup>	38	46	45	(1)	√	40	105%	√	12	21	√	41	42	√	90%	93%	√
YMCA - Franklin Station	75	90	87	(3)	√	75	100%	√	24	49	√	81	80	√	90%	95%	√
YWCA - WINGS <sup>8</sup>	69	73	76	3	√	63	91%	√	24	28	√	66	71	√	90%	97%	√

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>2</sup> Project opened in July 2015.

<sup>3</sup> Project transferred to Columbus Area Integrated Health Services as of 6/30/15 from Southeast, Inc. Project decreasing census and capacity due to funding constraints, per CSB's request.

<sup>4</sup> Where exceeding 100%, project served RL individuals in Non-RL units or eligible roommates/couples or is able to increase census due to funding availability.

<sup>5</sup> The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN Family Homes (SRA/1 household), CHN-RLPTI (TRA/25 households) and CHN-RLPTI (SRA/4 households).

<sup>6</sup> Project opened in January 2016.

<sup>7</sup> YMCA 40 W. Long St. Expansion is a rental assistance project, occupancy goal for this project is 100%.

<sup>8</sup> Project relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>5</sup>					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2015-6/30/2016																	
<b>PERMANENT SUPPORTIVE HOUSING</b>																	
Community Housing Network - Family Homes <sup>1</sup>	15	18	17	(1)	√	95%	100%	√	24	37	√	16	16	√	90%	94%	√
Community Housing Network - Wilson	8	10	9	(1)	√	95%	100%	√	24	75	√	9	8	√	90%	89%	√
VOAGO - Family Supportive Housing	30	36	34	(2)	√	95%	100%	√	24	43	√	32	33	√	90%	97%	√
<b>RENTAL ASSISTANCE</b>																	
Amethyst - Shelter Plus Care	72	86	107	21	√	100%	99%	√	24	36	√	77	74	√	90%	70%	≠
Equites - Shelter Plus Care (TRA) <sup>3,6</sup>	89	105	108	3	√	100%	106%	√	24	82	√	95	96	√	90%	93%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>1</sup>	172	206	203	(3)	√	100%	99%	√	24	33	√	185	187	√	90%	93%	√
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>	149	179	208	29	√	100%	120%	√	24	33	√	161	190	√	90%	92%	√
Total Rental Assistance <sup>3</sup>	545	652	702	50	√	100%	106%	√	N/A	40	N/A	518	617	√	90%	89%	√
<b>TRANSITIONAL HOUSING</b>																	
Huckleberry House - TLP <sup>4</sup>	28	51	59	8	√	98%	104%	√	10	10	√	18	30	√	77%	94%	√
Maryhaven - Women's <sup>2</sup>	5	20	11	(9)	≠	90%	60%	≠	4	5	√	6	5	√	50%	83%	√
Southeast - New Horizons <sup>7</sup>	36	90	86	(4)	√	95%	81%	≠	4	6	≠	43	61	√	77%	82%	√
VOAGO - Veterans	40	100	233	133	√	95%	95%	√	4	2	√	74	101	√	77%	51%	≠
YMCA - ADAMH <sup>2</sup>	5	40	63	23	√	95%	93%	√	4	4	√	15	27	√	77%	49%	≠

<sup>1</sup>The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN Family Homes (SRA/1 household), CHN-RLPTI (TRA/25 households) and CHN-RLPTI (SRA/4 households).

<sup>2</sup> Program capacity fluctuates based on need and available capacity.

<sup>3</sup> CMHA allows over-leasing for this program. Additional Rental Assistance capacity is embedded under the YMCA 40 W Long St Expansion (38) and YWCA Wings (25) programs. These are included in the Rental Assistance totals.

<sup>4</sup> In April 2016, the program capacity increased to 28.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> Agency changed its name on 4/11/16.

<sup>7</sup> Project lost its federal funding starting 7/1/2016, and will no longer serve homeless individuals.

RAPID RE-HOUSING/Navigator	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>		
	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
7/1/2015-6/30/2016																								
Homeless Families Foundation - Direct Housing	185	181	√	231	228	√	15	24	≠	100	98	√	167	154	√	90%	90%	√	\$800	\$795	√	90%	91%	√
The Salvation Army - Direct Housing	165	158	√	202	199	√	15	25	≠	100	97	√	149	146	√	90%	92%	√	\$1,800	\$1,927	√	90%	92%	√
The Salvation Army - Job2Housing	50	51	√	70	89	√	15	20	≠	180	163	√	45	70	√	90%	93%	√	N/A	N/A	N/A	N/A	N/A	N/A
VOAGO Families - Transition In Place	76	83	√	100	100	√	15	13	√	100	91	√	68	77	√	90%	94%	√	\$800	\$779	√	90%	94%	√
Access Ohio - Navigator Program <sup>6</sup>	3,500	2,453	≠	3,800	3,155	≠	27	36	≠	90	107	≠	1050	1240	√	30%	50%	√	\$700	\$533	√	30%	36%	√
CSB - Transition Program - Family	N/A	N/A	N/A	520	201	≠	N/A	N/A	N/A	N/A	N/A	N/A	509	191	≠	98%	95%	√	\$1,000	\$891	√	98%	95%	√
CSB - Transition Program - Single	N/A	N/A	N/A	1065	983	√	N/A	N/A	N/A	N/A	N/A	N/A	1042	963	√	98%	98%	√	\$700	\$550	√	98%	98%	√

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>				
	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		
7/1/2015-6/30/2016																							
Gladden Community House - Stable Families	216	219	√	270	237	≠	120	108	√	194	155	≠	90%	85%	√	\$1,000	\$1,011	√	90%	92%	√		
Lutheran Social Services - REEB Stable Families <sup>4</sup>	36	31	≠	36	31	≠	90	118	≠	26	20	≠	90%	100%	√	\$1,000	\$1,000	√	90%	100%	√		

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of SSVF DCA (%) <sup>1</sup>			
	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	
7/1/2015-6/30/2016																						
LSS - SSVF Prevention	28	10	√	30	14	√	N/A	N/A	N/A	90	29	√	25	8	≠	90%	100%	√	75%	100%	√	
LSS - SSVF Rapid Re-housing <sup>2</sup>	60	89	√	70	108	√	30	27	√	120	64	√	50	74	√	80%	85%	√	80%	84%	√	
VOAGO - SSVF Prevention	128	94	√	136	127	√	N/A	N/A	N/A	90	139	≠	109	92	≠	90%	88%	√	75%	95%	√	
VOAGO - SSVF Rapid Re-housing <sup>3</sup>	192	245	√	207	330	√	30	53	≠	90	170	≠	146	171	√	80%	80%	√	60%	78%	√	

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

<sup>2</sup> 21 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 2 households were excluded due to still residing in emergency shelter at the time of the report.

<sup>3</sup> 65 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 4 households were excluded due to still residing in emergency shelter at the time of the report.

<sup>4</sup> Project started as of 7/1/15.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> 270 households were excluded from measure due to still residing in emergency shelter at the time of the report.

  
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