

# **SYSTEM & PROGRAM INDICATOR REPORT**

FY2016  
7/1/15 – 9/30/15

### **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 Quarter 1: 7/1/15 – 9/30/15



Community Shelter Board opened a new emergency shelter for families at the Van Buren Center in response to a 63% increase in homelessness among families locally over the past four years. Volunteers of America of Greater Ohio is staffing and operating this new shelter program, serving up to 64 families nightly.

Volunteers of America of Greater Ohio has made tremendous progress to ramp up their staffing and operations to meet this need, and is achieving positive outcomes for the families they are serving. They began serving families before the new shelter was complete – a demonstration of their dedication to families experiencing homelessness.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the quarterly period of 7/1/15 – 9/30/15. 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. 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:

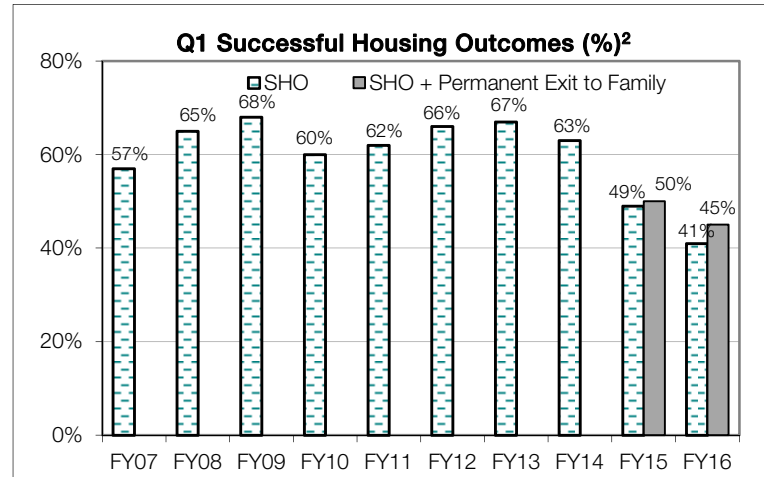
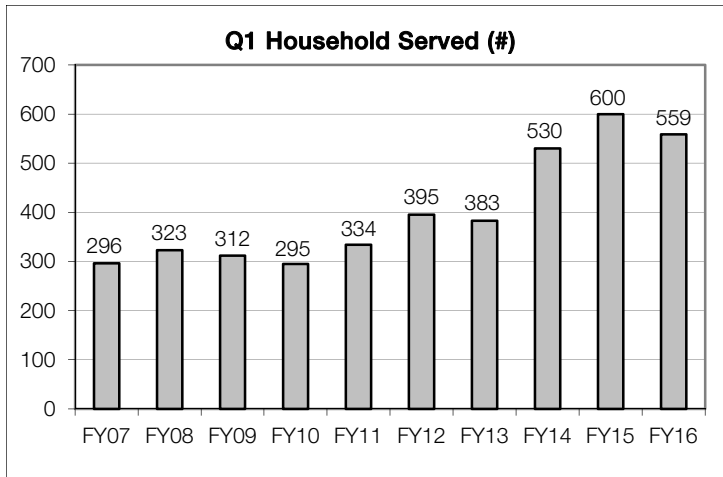
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

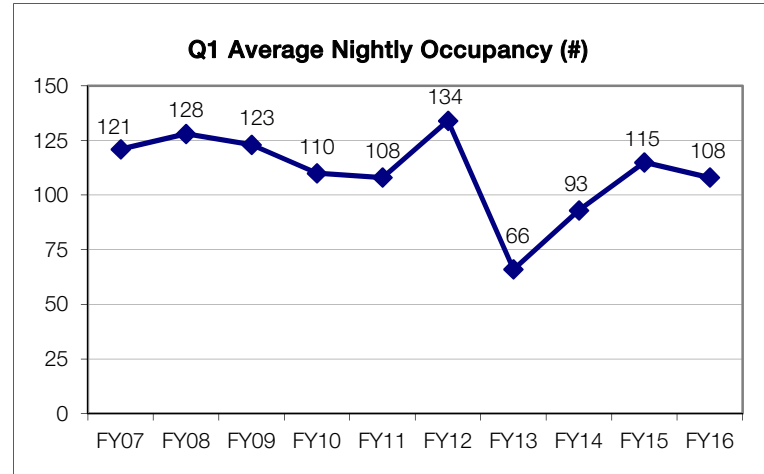
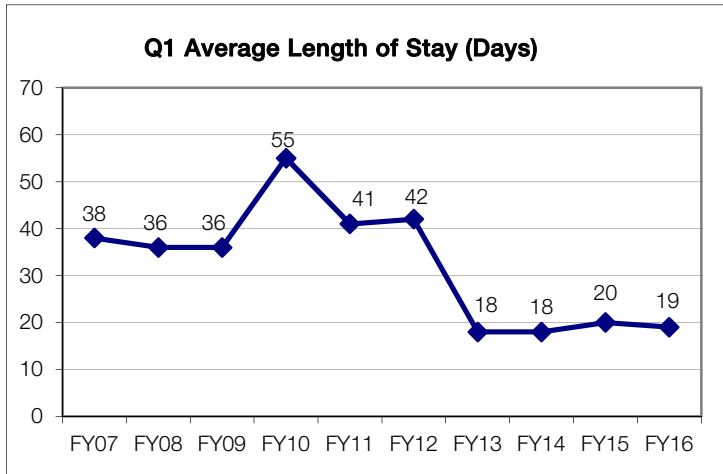
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	345	559	√	114	108	20	19	√	162	203	√	70%	45%	≠



DEMOGRAPHICS	Family
Households Served	559
Percent Newly homeless	65%
Clients Served	1,946
Average Age (HoH)	30
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$613
Percent Working at Entry	32%
Race - White (HoH)	27%
Race - Black (HoH)	72%
Race - Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	759
Children Served	1,187
Mean Family Size	3.5
Average Number of Children	2.1
Adults 18-24 years (HoH)	26%
Children 0 - 2 years	29%
Children 3 - 7 years	38%
Children 8 - 12 years	23%
Children 13 - 17 years	10%



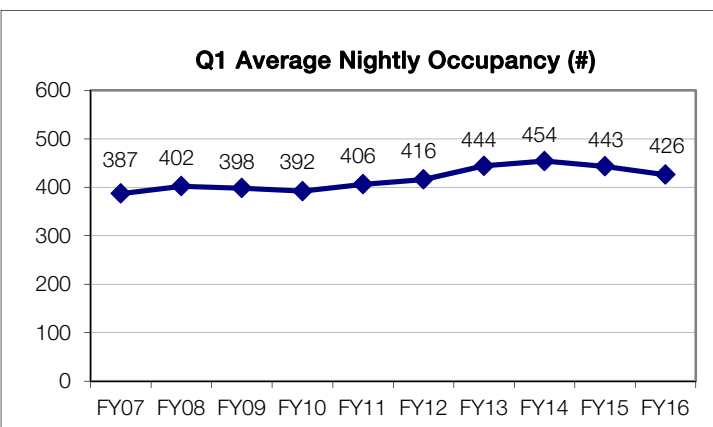
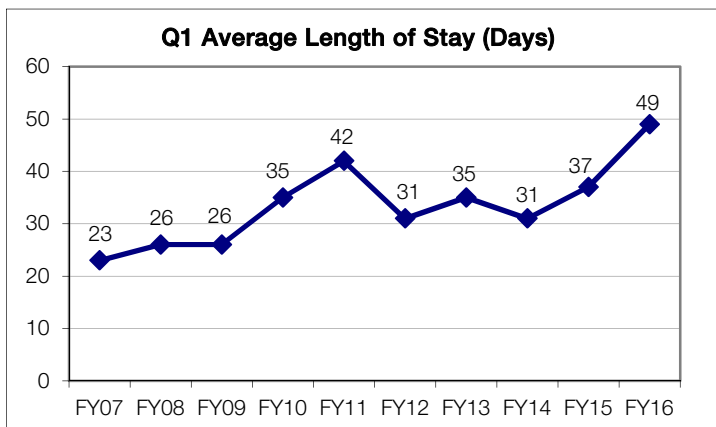
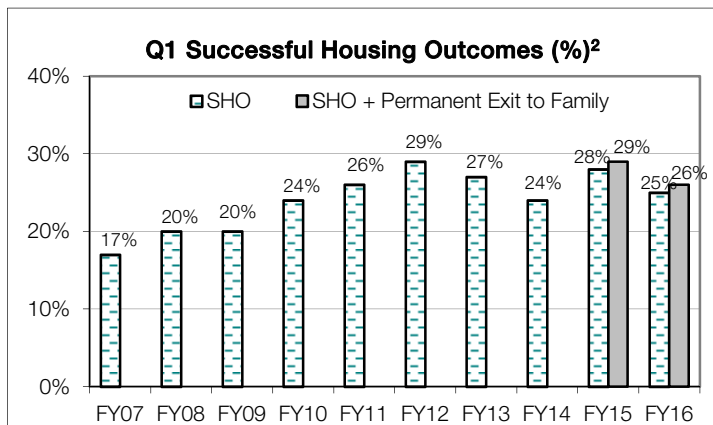
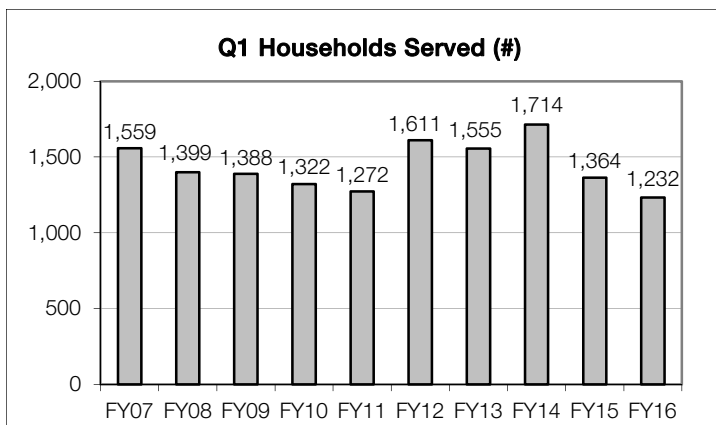
The Family Emergency Shelter System provided shelter to 7% less households compared to the same reporting period of last fiscal year. The decrease in the number needing shelter, compared to the last fiscal year, is encouraging. On average, 108 families were sheltered by the system every night. The low successful housing outcomes for the system is very concerning.

<sup>1</sup>Overflow capacity is not included. Overflow is operated by YWCA and VOAGO at Van Buren. VOAGO Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity.

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

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,650	1,232	≠	429	426	34	49	≠	316	210	≠	30%	26%	√



DEMOGRAPHICS	Men
Households Served	1,232
Percent Newly homeless	48%
Average Age	44
Men as a percent of total single adults served	72%
Veterans (U.S. Military) all adults	13%
Average Monthly Household Income	\$408
Percent Working at Entry	24%
Average Daily Waitlist Number	45
Race - White <sup>3</sup>	35%
Race - Black <sup>3</sup>	64%
Race - Other <sup>3</sup>	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years <sup>3</sup>	6%
Adults 25 - 34 years <sup>3</sup>	21%
Adults 35 - 44 years <sup>3</sup>	22%
Adults 45 - 55 years <sup>3</sup>	34%
Adults 56 - 61 years <sup>3</sup>	13%
Adults 62+ years <sup>3</sup>	5%

The system experienced a 10% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year, due to decreased turnover of beds. On average 45 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly increased compared to the last fiscal year, preventing turnover of beds. The successful housing outcomes rate is lower than expected. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

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

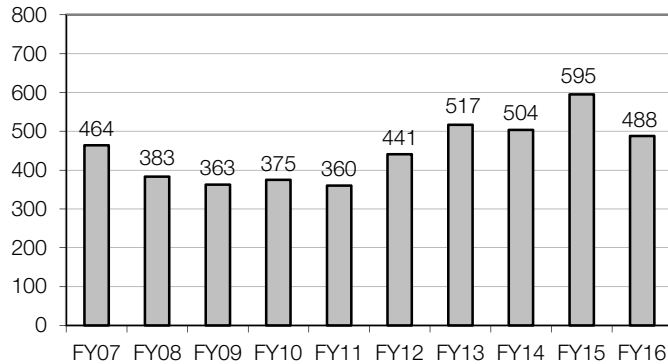
<sup>2</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

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

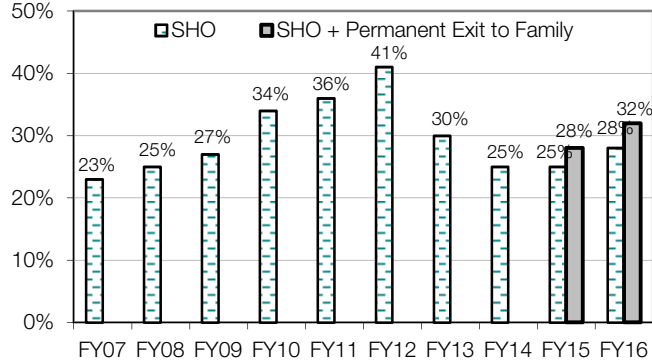
# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2015-9/30/2015														
Women's System	600	488	≠	153	167	34	52	≠	101	111	√	30%	32%	√

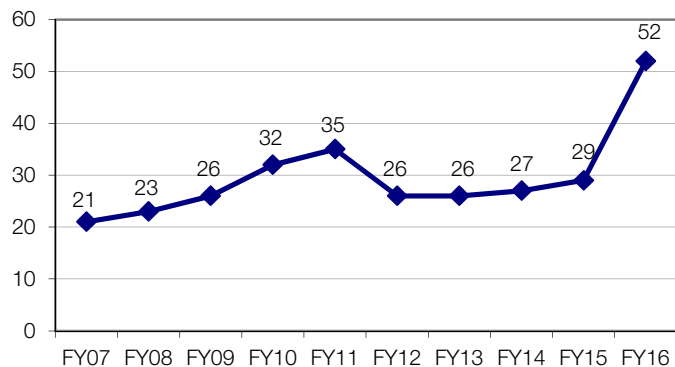
**Q1 Households Served (#)**



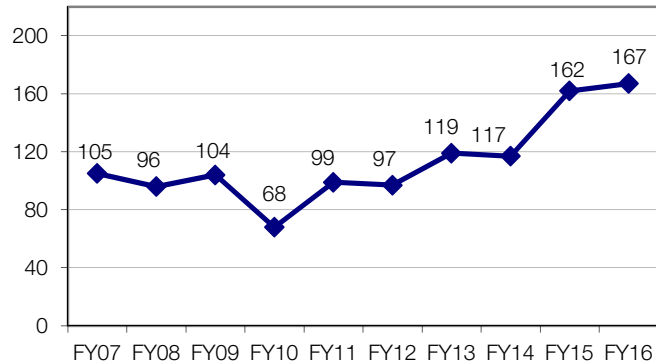
**Q1 Successful Housing Outcomes (%)<sup>2</sup>**



**Q1 Average Length of Stay (Days)**



**Q1 Average Nightly Occupancy (#)**



DEMOGRAPHICS	Women
Households Served	488
Percent Newly homeless	70%
Average Age	42
Women as a percent of total single adults served	28%
Veterans (U.S. Military) all adults	3%
Average Monthly Household Income	\$421
Percent Working at Entry	21%
Average Daily Waitlist Number	52
Race - White	41%
Race - Black	57%
Race- Other	2%
Hispanic	2%
Non-Hispanic	98%
Adults 18 - 24 years <sup>3</sup>	11%
Adults 25 - 34 years <sup>3</sup>	22%
Adults 35 - 44 years <sup>3</sup>	23%
Adults 45 - 55 years <sup>3</sup>	31%
Adults 56 - 61 years <sup>3</sup>	9%
Adults 62+ years <sup>3</sup>	5%

The system experienced a decrease in the number of women sheltered by 18%, compared to the same reporting period of last fiscal year. The successful housing outcomes is showing signs of improvement. On average 52 women were on waitlist when capacity restrictions were in place, even though 56 additional beds were added to the system. The increase in average length of stay is concerning. The increase in households' income at entry, compared to prior reporting periods, continues (\$389 in the same reporting period of last fiscal year). The percent of newly homeless is at its highest historically. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

<sup>1</sup>First time homeless and Tier 2 shelters included. Seasonal overflow capacity is not included.

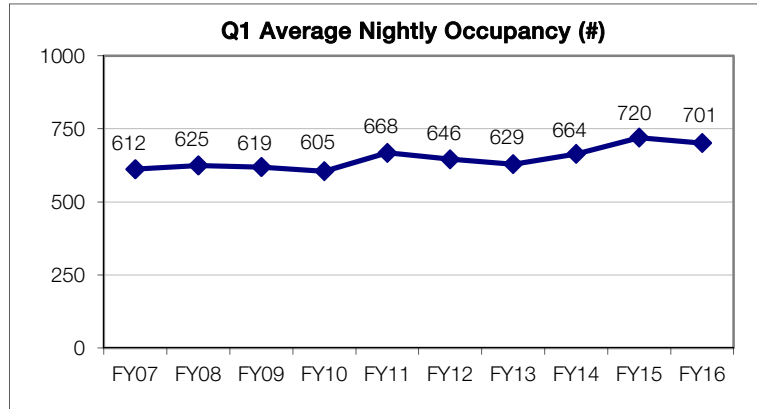
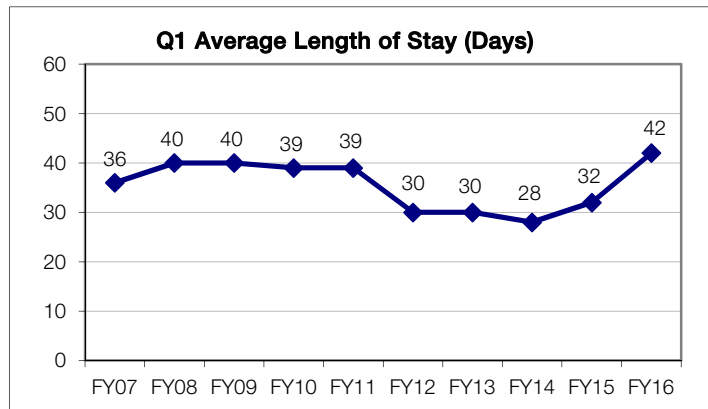
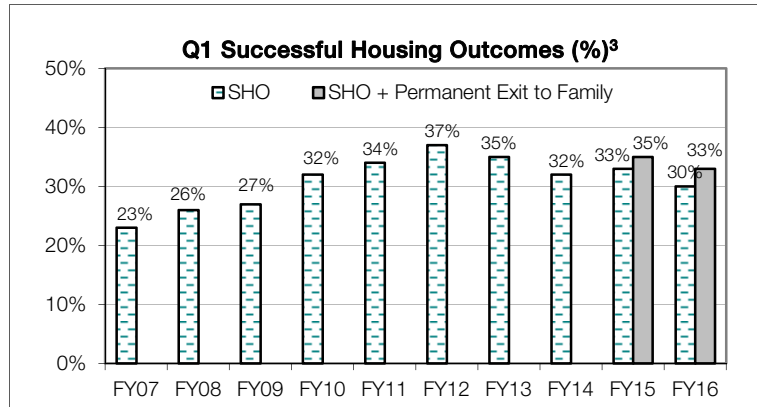
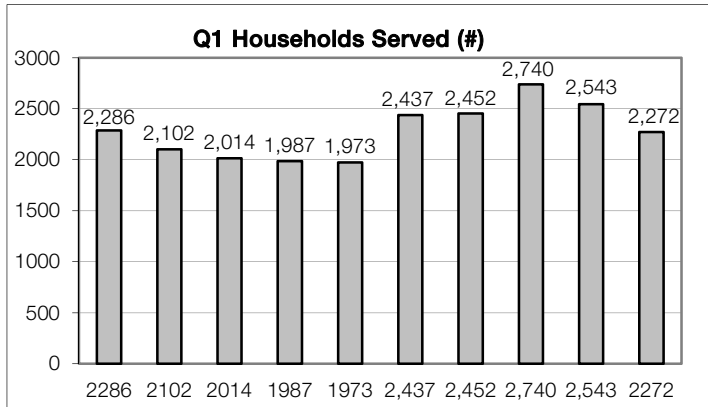
<sup>2</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

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



# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	7/1/2015-9/30/2015	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>	2,595	2,272	≠	696	701	30	42	≠	579	523	√	35%	33%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,272
Percent Newly homeless	57%
Clients Served	3,658
Adults Served	2,471
Children Served	1,187
Average Age (HoH)	40
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) (All Adults)	8%
Average Monthly Household Income	\$470
Percent Working at Entry	26%
Average Daily Waitlist Number	97
Race - White (HoH)	34%
Race - Black (HoH)	64%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%

The decrease in households sheltered compared to the same reporting period of last fiscal year is 11%, due to the decrease in all system numbers. On average 97 single men and women were not able to receive shelter daily due to low turnover in beds and capacity limitations. The successful housing outcomes rate decreased, due to low success rates for all systems. The average length of stay increased, impacted by the single adult systems' performance.

<sup>1</sup>System includes single adult and family shelters. VOAGO Family Shelter opened on 9/1/2015. Excludes Huckleberry House Emergency Shelter, total distinct households served including the youth shelter is 2,367.

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

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

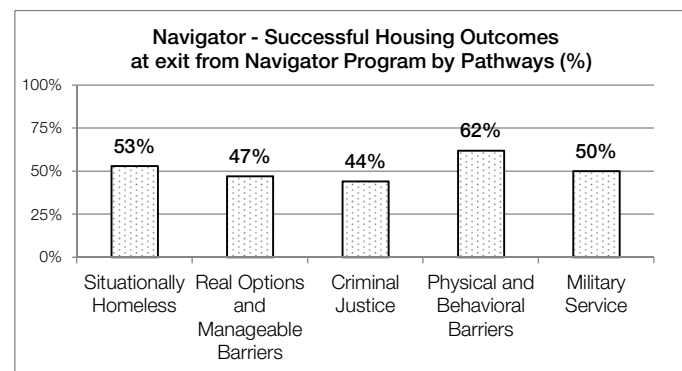
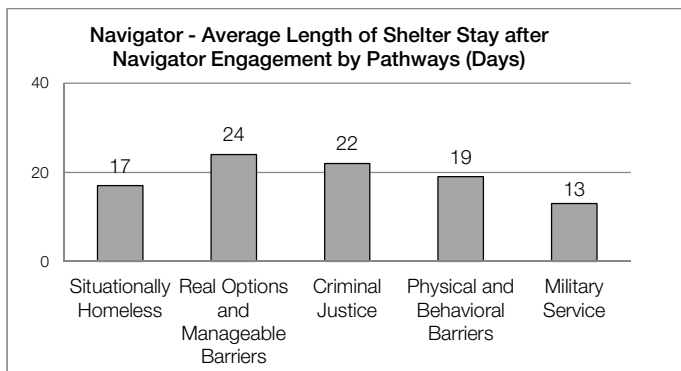
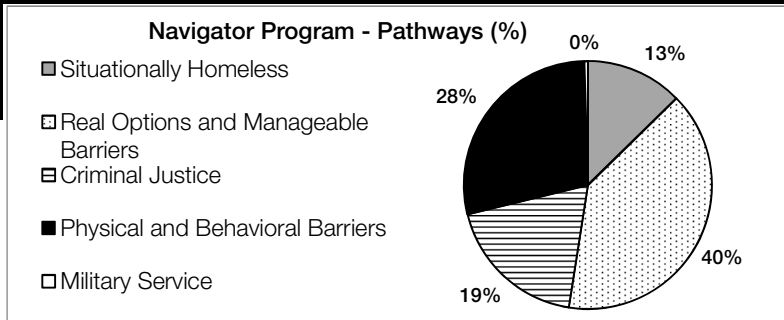
FY16 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS <sup>1</sup> 7/1/2015-9/30/2015	First Time Homeless Shelter	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Households Served (#)	120	1,341	1,246	158	496	233	353	6
Successful Housing Outcomes (%) <sup>2</sup>	N/A	32%	50%	53%	47%	44%	62%	50%
Average Number of Shelter Visits (#) <sup>4</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) <sup>3</sup>	N/A	N/A	10	9	12	9	8	10
Average Length of Shelter Stay (Days)	6	57	22	17	24	22	19	13
Average Length of Participation (Days)	N/A	N/A	112	128	104	91	135	133
Newly Homeless (%)	92%	53%	57%					
Recidivism (%) <sup>5</sup>	0%	3%	4%					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	61%					

**Diversion**

Diversion Rate at Homeless Hotline (%)	27%
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**Linkage**

Same Day Access to Shelter from Homeless Hotline (%)	97%
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<sup>1</sup>New 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 shelters, Southeast Friends of the Homeless and VOAGO Men's shelter, YMCA Women's shelter and Maryhaven Shelter2Housing shelter. Navigators are not contracted to provide services for the first time homeless shelter, overflow and VA programs.

Good improvement in the successful housing outcomes rate at exit from "tier 2" shelters, an increase by 7 percentage points compared to FY15 results (25%). Average length of stay needs to significantly decrease.

Crisis Response System	Benchmark 2012	10 year goal
Diversion 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

<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.

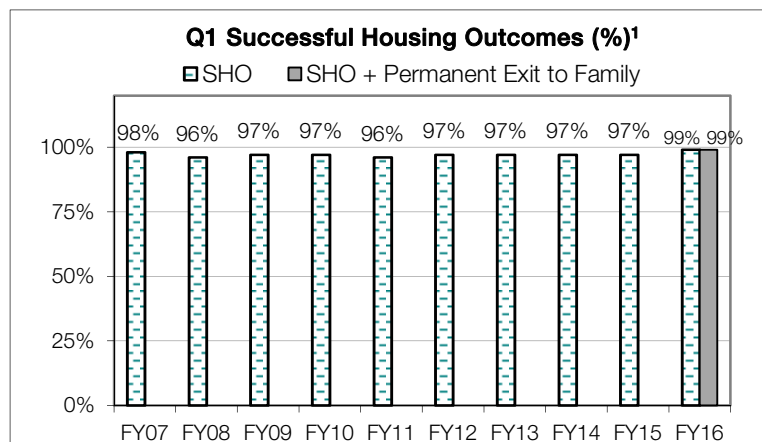
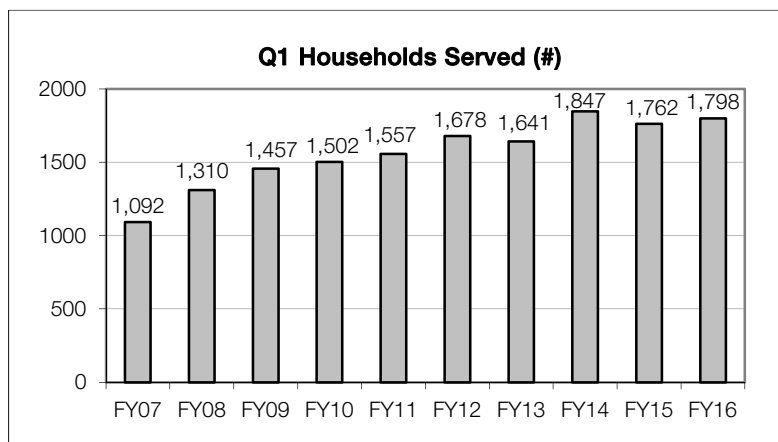
<sup>3</sup> 3 clients were excluded due to not having emergency shelter service overlap.

<sup>4</sup> Measured Annually.

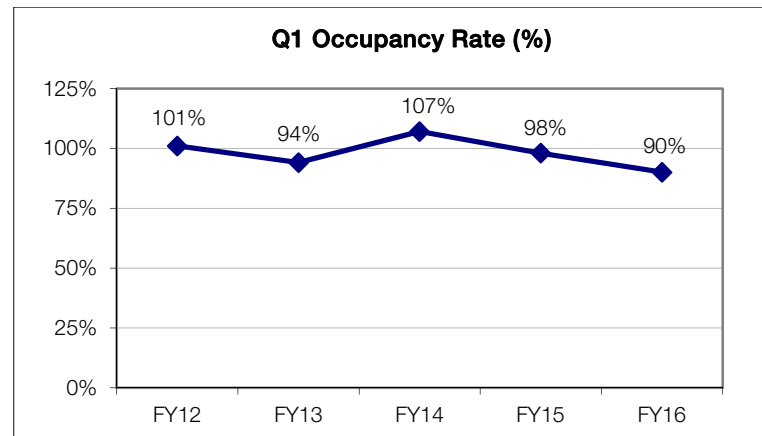
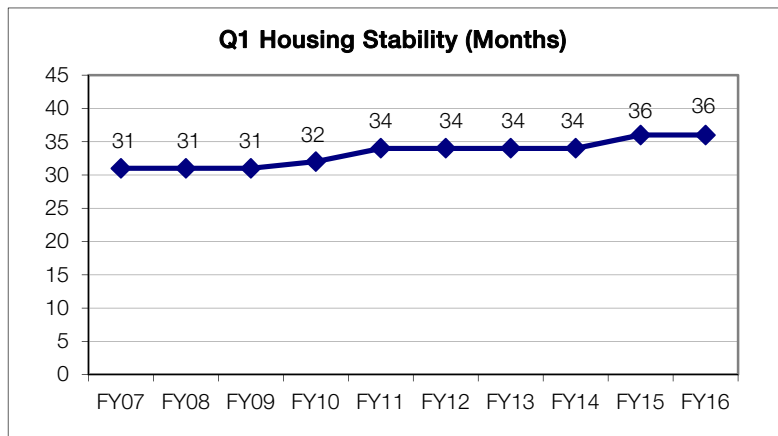
<sup>5</sup> Recidivism calculated for successful housing exits between reporting period of 4/1/15-6/30/15.

# 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>1</sup>						
	7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	1,940	1,798	√	95%	90%	√	24	36	√	1,746	1,767	√	90%	99%	√



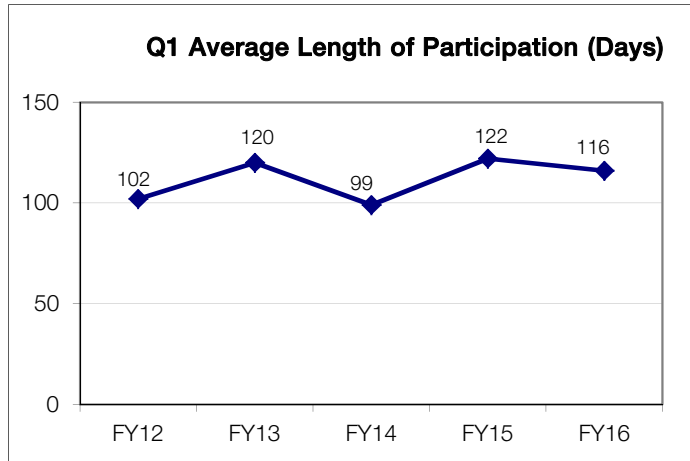
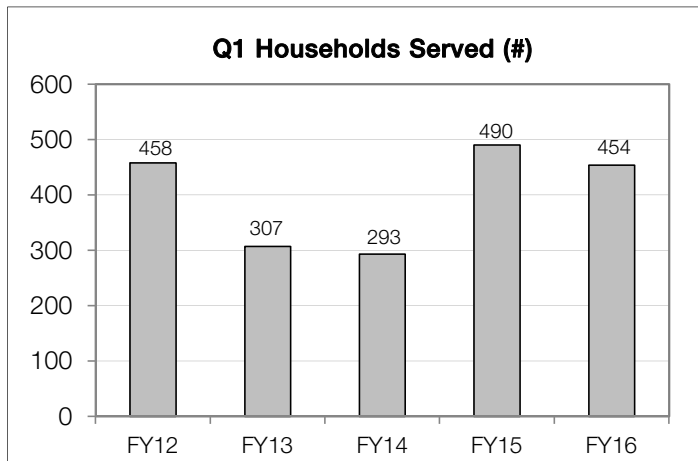
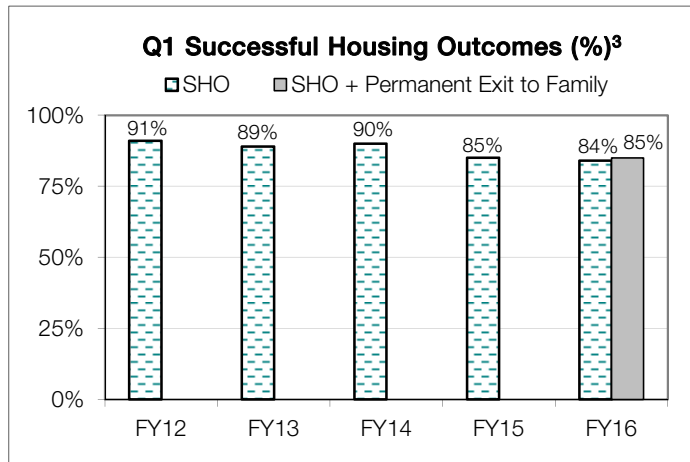
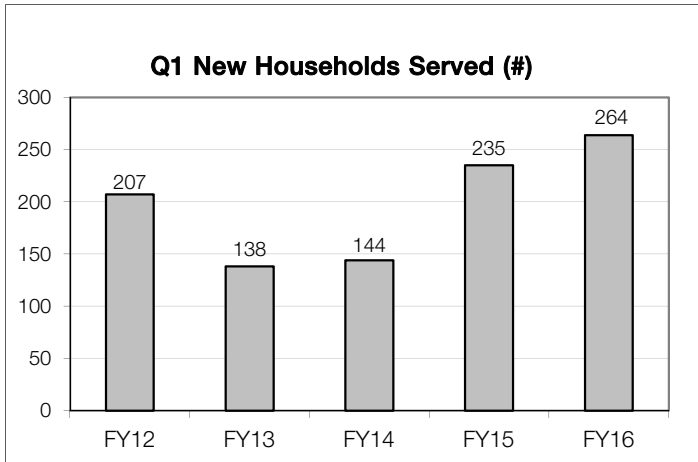
The system continues to perform well, with good occupancy and success rates. Two percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,891 out of which 1,356 units are designated as Rebuilding Lives. 184 units were added to the system as of 7/1/2015. VA VASH voucher capacity of 289 is not included in CSP.



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

# System and Program Indicator Report

FY16 Direct Housing/Rapid Re-housing 7/1/2015-9/30/2015	New Households Served			Households Served			Average Length of Participation (Days)			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
Direct Housing Rapid Re-housing System <sup>1</sup>	181	264	√	333	454	√	100	116	≠	161	166	√	90%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	454
Clients Served	1,195
Average Age (HoH)	38
Gender - Male (HoH)	41%
Gender - Female (HoH)	59%
Veterans (U.S. Military) all adults	33%
Average Monthly Household Income	\$525
Percent Working at Entry	24%
Adults Served	561
Children Served	634
Race - White (HoH)	33%
Race - Black (HoH)	65%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2</sup>	30%
Children 3 - 7 years <sup>2</sup>	40%
Children 8 - 12 years <sup>2</sup>	24%
Children 13 - 17 years <sup>2</sup>	6%

The percent of veterans served is high due to the SSVF programs added in October 2013.

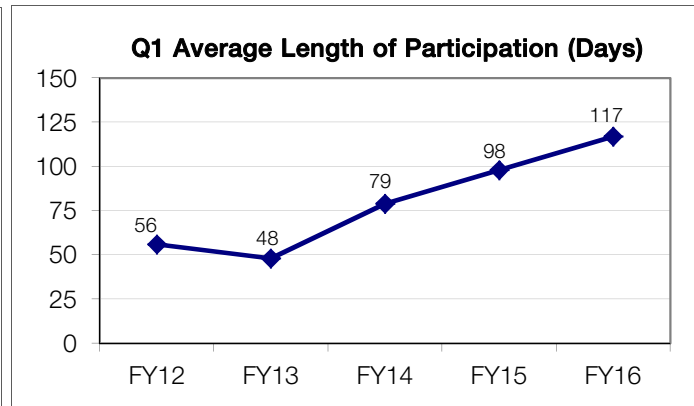
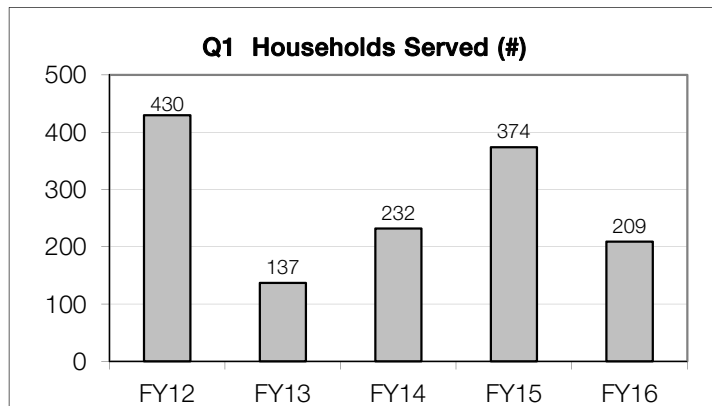
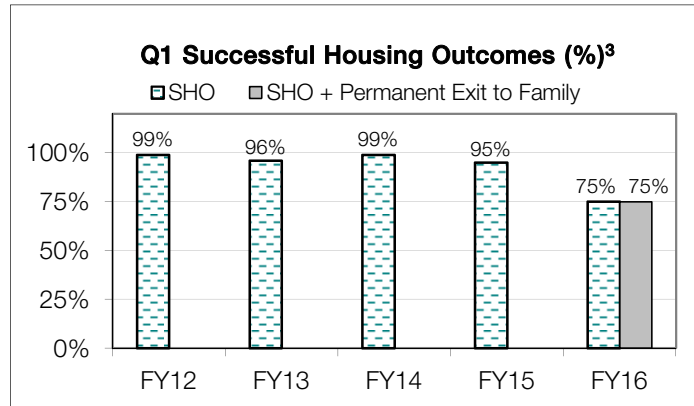
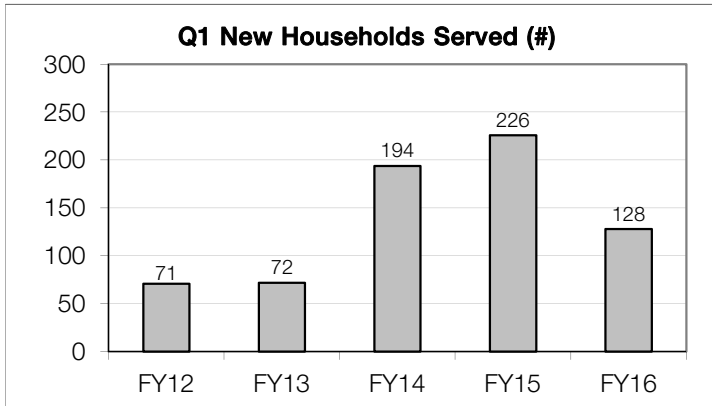
<sup>1</sup>System includes HFF Direct Housing, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

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

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

# System and Program Indicator Report

FY16 Prevention 7/1/2015-9/30/2015	New Households Served			Households Served			Average Length of Participation (Days)			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
Prevention System <sup>1</sup>	94	128	√	158	209	√	120	117	√	86	71	≠	90%	75%	≠



DEMOGRAPHICS	Family & Adults
Households Served	209
Clients Served	647
Average Age (HoH)	37
Gender - Male (HoH)	33%
Gender - Female (HoH)	67%
Veterans (U.S. Military) all adults	29%
Average Monthly Household Income	\$835
Percent Working at Entry	47%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race - Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	256
Children Served	391
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.3
Children 0 - 2 years <sup>2</sup>	24%
Children 3 - 7 years <sup>2</sup>	29%
Children 8 - 12 years <sup>2</sup>	30%
Children 13 - 17 years <sup>2</sup>	17%

The number served decreased for the reporting period compared to last year's numbers due to the closing of Gladden Prevention program as of 1/31/2015. The other outcomes were also affected by the removal of this project. 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, VOAGO SSVF, and YWCA Bridge to Affordable Housing.

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

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

System and Program Indicator Report

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
	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 15%
7/1/2015-9/30/2015																				
<b>MEN</b>																				
LSS - Faith Mission on 6th <sup>2</sup>	N/A	237	N/A	N/A	89	89	N/A	34	68	N/A	N/A	40	N/A	30%	26%	N/A	7	16	N/A	1%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	268	N/A	N/A	95	93	N/A	34	58	N/A	N/A	42	N/A	30%	24%	N/A	7	7	N/A	7%
Friends of the Homeless - Men's Shelter	489	433	(56)	≠	130	126	√	34	33	√	108	65	≠	30%	21%	≠	7	11	≠	12%
VOAGO - Men's Shelter	188	130	(58)	≠	40	44	√	34	43	≠	44	27	≠	30%	31%	√	7	6	√	11%
<b>WOMEN</b>																				
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	88	N/A	N/A	38	38	N/A	34	75	N/A	N/A	13	N/A	30%	26%	N/A	7	14	N/A	0%
YMCA - Van Buren Women's Shelter <sup>3</sup>	380	270	(110)	≠	83	111	√	34	63	≠	74	78	√	30%	41%	√	7	7	√	1%
YMCA - First Time Homeless Shelter <sup>4</sup>	N/A	120	N/A	N/A	20	7	N/A	7	6	√	N/A	49	N/A	60%	47%	N/A	N/A	N/A	N/A	N/A
<b>INEBRIATE</b>																				
Maryhaven - Engagement Center Safety	411	306	(105)	≠	29	33	√	12	10	√	115	38	≠	30%	14%	≠	N/A	1	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	115	45	(70)	≠	21	14	≠	34	38	≠	47	23	≠	50%	74%	√	7	8	√	3%
<b>YOUTH</b>																				
Huckleberry House - Emergency Shelter <sup>8</sup>	150	93	(57)	≠	16	6	≠	3	8	≠	135	53	≠	90%	60%	≠	N/A	N/A	N/A	2%
<b>VA EMERGENCY HOUSING</b>																				
VOAGO - VA Emergency Housing	15	44	29	√	13	14	√	90	44	√	7	8	√	50%	28%	≠	N/A	N/A	N/A	3%
LSS - VA Men & Women	22	52	30	√	24	23	√	90	59	√	11	20	√	50%	69%	√	N/A	N/A	N/A	7%
<b>AGENCY</b>																				
Lutheran Social Services - Faith Mission <sup>2</sup>	837	586	(251)	≠	222	220	√	34	65	≠	185	95	≠	30%	26%	√	7	12	≠	6%

<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. Only Women's shelter was open during the reporting period.

<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> Project started participation in CSP as of 4/1/2015.

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	
7/1/2015-9/30/2015													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	2,400	2,916	✓	90%	97%	✓	600	1,005	✓	25%	27%	✓	
HandsOn Central Ohio - Homeless Hotline (Families) <sup>3</sup>	750	1,251	N/A	90%	100%	N/A	263	604	N/A	35%	40%	N/A	

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			
7/1/2015-9/30/2015																					
Maryhaven - Capital Crossroad SID Outreach	25	20	✘	45	31	✘	19	14	✘	75%	93%	✓	10	2	✘	55%	14%	✘	N/A	0%	N/A
Maryhaven - Outreach	70	62	✘	130	124	✓	52	27	✘	75%	79%	✓	29	15	✘	55%	56%	✓	25%	19%	✘
Southeast - PATH	70	65	✓	320	157	✘	35	28	✘	50%	61%	✓	N/A	18	N/A	N/A	64%	N/A	N/A	18%	N/A

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>5</sup>						Average Engagement Time (Days)			
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual + TAY SHC (#)	Outcome Achievement	Goal (%)	Actual + TAY SHC (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	
7/1/2015-9/30/2015																			
YWCA - Family Center	245	327	✓	50	66	✓	20	19	✓	137	114	✘	70%	42%	✘	7	11	✘	
VOAGO - Family Shelter <sup>4</sup>	100	235	N/A	64	43	N/A	20	19	N/A	35	89	N/A	70%	50%	N/A	7	9	N/A	

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			
7/1/2015-9/30/2015																					
YWCA - Benefits Partnership	46	43	✓	64	168	✓	27	23	✘	42%	14%	✘	40%	5%	✘	13	25	✓	42%	15%	✘

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

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

<sup>3</sup>Project started 7/1/2015. Program too new to be evaluated.

<sup>4</sup>Project started 9/1/2015 but operated as overflow before opening. Program too new to be evaluated.

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

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>6</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
7/1/2015-9/30/2015																	
Columbus Area Integrated Health Services - Leasing 1 <sup>5</sup>	6	6	5	(1)	N/A	2	33%	N/A	2	1	N/A	N/A	5	N/A	N/A	100%	N/A
Columbus Area Integrated Health Services - Leasing 2 <sup>5</sup>	178	88	19	(69)	N/A	9	5%	N/A	N/A	1	N/A	N/A	19	N/A	N/A	100%	N/A
Columbus Area Integrated Health Services - Scattered Sites <sup>3</sup>	120	126	120	(6)	√	114	95%	√	24	3	N/A <sup>3</sup>	113	119	√	90%	100%	√
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	24	56	√	23	25	√	90%	100%	√
Community Housing Network - Cassady <sup>2</sup>	10	10	11	1	√	11	110%	√	24	29	√	9	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	42	(2)	√	41	98%	√	24	46	√	40	42	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	40	40	0	√	33	87%	≠	24	35	√	36	38	√	90%	95%	√
Community Housing Network - Hotel St. Clair <sup>2</sup>	30	31	34	3	√	31	103%	√	24	41	√	28	34	√	90%	100%	√
Community Housing Network - Inglewood Court	45	47	45	(2)	√	42	93%	√	20	23	√	42	41	√	90%	93%	√
Community Housing Network - Leasing Supportive Housing	25	26	26	0	√	25	100%	√	24	34	√	23	26	√	90%	100%	√
Community Housing Network - North 22nd Street	30	31	32	1	√	28	93%	√	24	45	√	28	31	√	90%	97%	√
Community Housing Network - North High Street	33	34	33	(1)	√	32	97%	√	24	51	√	31	33	√	90%	100%	√
Community Housing Network - Parsons	25	26	25	(1)	√	24	96%	√	24	35	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI <sup>1</sup>	108	113	105	(8)	√	103	95%	√	24	48	√	102	105	√	90%	100%	√
Community Housing Network - Safe Haven	13	16	14	(2)	√	14	93%	√	24	71	√	14	14	√	90%	100%	√
Community Housing Network - Southpoint Place	46	48	49	1	√	43	93%	√	24	31	√	43	46	√	90%	94%	√
Maryhaven - Commons at Chantry	50	52	50	(2)	√	47	94%	√	24	46	√	47	50	√	90%	100%	√
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	72	96%	√	24	38	√	71	73	√	90%	96%	√
National Church Residences - Commons at Grant	50	52	51	(1)	√	48	96%	√	24	71	√	47	49	√	90%	98%	√
National Church Residences - Commons at Livingston	25	26	25	(1)	√	24	96%	√	24	36	√	23	24	√	90%	96%	√
National Church Residences - Commons at Livingston II	35	37	36	(1)	√	33	94%	√	14	17	√	33	36	√	90%	100%	√
National Church Residences - Commons at Third	60	63	61	(2)	√	56	93%	√	24	27	√	57	60	√	90%	100%	√
YMCA - 40 West Long Street	105	110	105	(5)	√	103	98%	√	24	35	√	99	103	√	90%	99%	√
YMCA - 40 West Long Street Expansion <sup>7</sup>	38	40	43	3	√	41	108%	√	12	14	√	36	43	√	90%	100%	√
YMCA - Franklin Station	75	79	77	(2)	√	75	100%	√	24	47	√	71	76	√	90%	100%	√
YWCA - WINGS <sup>4</sup>	69	72	68	(4)	√	54	78%	≠	24	23	√	65	67	√	90%	99%	√

<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), and CHN-RLPTI (TRA/15 households).

<sup>2</sup>Project served RL individuals in Non-RL units or eligible roommates/couples.

<sup>3</sup>Project transferred to Columbus Area Integrated Health Services as of 6/30/15 from Southeast, Inc. Housing stability is set at 24 months based on previous "tenure" at Southeast.

<sup>4</sup>Project relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building.

<sup>5</sup>Project in lease-up. Program too new to be evaluated.

<sup>6</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

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



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
7/1/2015-9/30/2015																	
<b>PERMANENT SUPPORTIVE HOUSING</b>																	
Community Housing Network - Family Homes <sup>1</sup>	15	16	16	0	√	95%	100%	√	24	31	√	14	16	√	90%	100%	√
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	24	75	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing	30	31	31	0	√	95%	100%	√	24	40	√	28	31	√	90%	100%	√
<b>RENTAL ASSISTANCE</b>																	
Amethyst - Shelter Plus Care <sup>3</sup>	72	76	90	14	√	100%	108%	√	24	36	√	68	86	√	90%	96%	√
ARCO - Shelter Plus Care (TRA) <sup>3</sup>	89	93	101	8	√	100%	112%	√	24	80	√	84	97	√	90%	98%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>1,3</sup>	172	181	201	20	√	100%	116%	√	24	29	√	163	201	√	90%	100%	√
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>	149	156	158	2	√	100%	105%	√	24	30	√	140	157	√	90%	99%	√
<b>Total Rental Assistance<sup>3</sup></b>	482	506	550	44	√	100%	111%	√	N/A	40	N/A	455	541	√	90%	99%	√
<b>TRANSITIONAL HOUSING</b>																	
Huckleberry House - TLP <sup>4</sup>	24	30	41	11	√	98%	129%	√	10	8	√	5	9	√	77%	100%	√
Maryhaven - Women's <sup>2</sup>	5	5	6	1	√	90%	100%	√	4	5	√	1	1	√	50%	100%	√
Southeast - New Horizons <sup>6</sup>	36	48	44	(4)	√	95%	81%	≠	4	6	≠	11	19	√	77%	83%	√
VOAGO - Veterans	40	45	89	44	√	95%	98%	√	4	3	√	18	21	√	77%	43%	≠
YMCA - ADAMH <sup>2</sup>	15	10	39	29	√	95%	140%	√	4	4	√	4	9	√	77%	53%	≠

<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), and CHN-RLPTI (TRA/15 households).

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

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

<sup>4</sup> TLP finalized phase one of a three phase expansion.

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

<sup>6</sup>Occupancy below goal due to changes in target population.

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>6</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
7/1/2015-9/30/2015																								
Homeless Families Foundation - Direct Housing	47	43	√	93	90	√	15	22	≠	100	103	√	42	39	√	90%	89%	√	\$800	\$807	√	90%	88%	√
The Salvation Army - Direct Housing	42	41	√	79	82	√	15	27	≠	100	110	√	38	30	≠	90%	86%	√	\$1,800	\$1,485	√	90%	85%	√
The Salvation Army - Job2Housing	13	14	√	33	52	√	15	23	≠	180	185	√	12	21	√	90%	88%	√	N/A	N/A	N/A	N/A	N/A	N/A
VOAGO Families - Transition In Place	19	24	√	43	41	√	15	17	√	100	84	√	17	17	√	90%	85%	√	\$800	\$792	√	90%	85%	√
Access Ohio - Navigator Program	875	543	≠	1,175	1,246	√	27	22	√	90	112	≠	262	309	√	30%	50%	√	\$700	\$499	√	30%	35%	√
CSB - Transition Program - Family	N/A	N/A	N/A	120	58	≠	N/A	N/A	N/A	N/A	N/A	N/A	117	54	≠	98%	93%	√	\$1,000	\$899	√	98%	93%	√
CSB - Transition Program - Single	N/A	N/A	N/A	215	189	≠	N/A	N/A	N/A	N/A	N/A	N/A	210	184	≠	98%	97%	√	\$700	\$494	√	98%	97%	√

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>6</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		
7/1/2015-9/30/2015																							
Gladden Community House - Stable Families	54	75	√	108	93	≠	120	77	√	49	24	≠	90%	71%	≠	\$1,000	\$1,049	√	90%	79%	≠		
Lutheran Social Services - REEB Stable Families <sup>5</sup>	9	5	N/A	9	5	N/A	90	N/A	N/A	3	N/A	N/A	90%	N/A	N/A	\$1,000	\$1,000	N/A	90%	N/A	N/A		
YWCA - Bridge to Affordable Housing <sup>2</sup>	N/A	7	N/A	N/A	38	N/A	N/A	156	N/A	N/A	24	N/A	N/A	63%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		

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>6</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	
7/1/2015-9/30/2015																						
LSS - SSVF Prevention	8	0	N/A	10	4	N/A	N/A	N/A	N/A	90	38	√	8	4	≠	90%	100%	√	75%	100%	√	
LSS - SSVF Rapid Re-housing <sup>3</sup>	12	13	√	22	32	√	30	18	√	120	88	√	14	24	√	80%	83%	√	80%	81%	√	
VOAGO - SSVF Prevention	32	38	√	40	71	√	N/A	N/A	N/A	90	112	≠	29	20	≠	90%	95%	√	75%	95%	√	
VOAGO - SSVF Rapid Re-housing <sup>4</sup>	48	70	√	63	156	√	30	38	≠	90	133	≠	38	34	≠	80%	79%	√	60%	79%	√	

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

<sup>2</sup>DCA outcomes could not be reported due to unavailable data in CSP. No goals are established for FY16. Project closed as of 9/30/15.

<sup>3</sup>4 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs or the homeless program service ended prior to SSVF project entry.

<sup>4</sup>53 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs or the homeless program service ended prior to SSVF project entry.

<sup>5</sup>Project started as of 7/1/15. Project too new to evaluate. Unable to calculate some measures as the project did not have any exits.

<sup>6</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.



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