

SYSTEM & PROGRAM INDICATOR REPORT

FY2016
4/1/16 - 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 Quarter 4: 4/1/16 – 6/30/16



Through its Stable Families program, Lutheran Social Services helps families on the brink of homelessness to retain their housing. They provide families with work and job training referrals, tenant education, temporary utility and rent assistance and relocation services when needed to quickly resolve the housing crisis.

Lutheran Social Services opened this new prevention program at the Reeb Avenue Center and has been eager and flexible to refine and expand the program based on community needs. 100% of the families they served during the most recent quarter avoided homelessness.



The Maryhaven Collaborative Outreach Team delivers services to people living on the streets, in public parks, under bridges, in vehicles and abandoned buildings. Maryhaven outreach workers use proactive engagement to connect people to the safety of shelters and housing where they can get the services they need.

During the most recent quarter they served significantly more people than expected and were able to help nearly 80% of them get to safe shelter and get connected to services to end their homelessness.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the quarterly period of 4/1/16 – 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. 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:

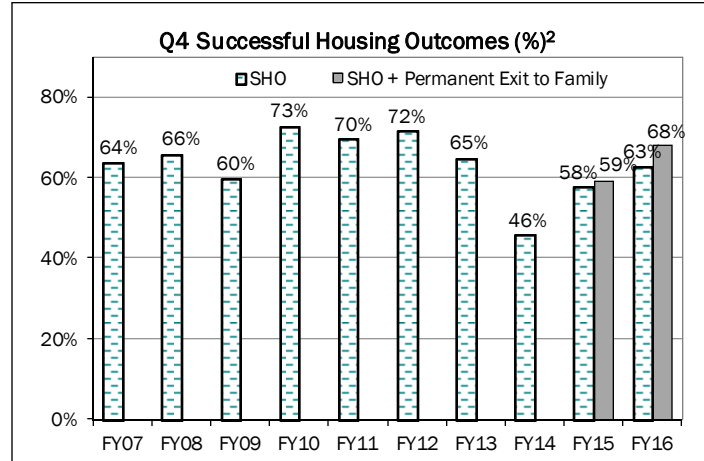
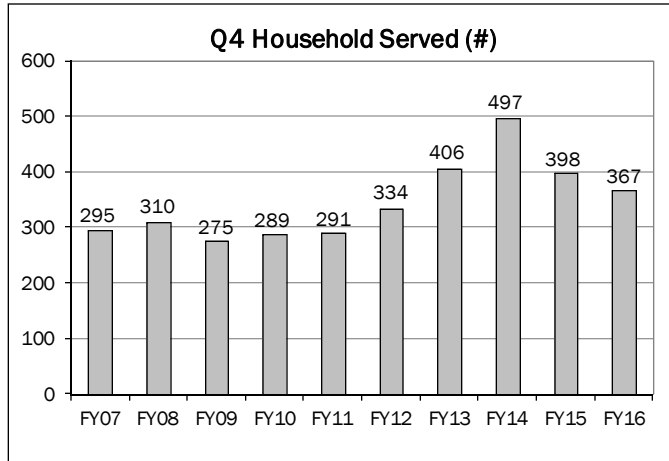
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

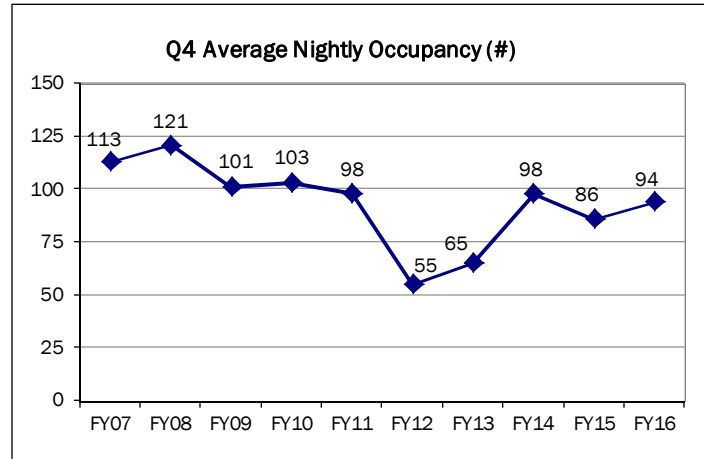
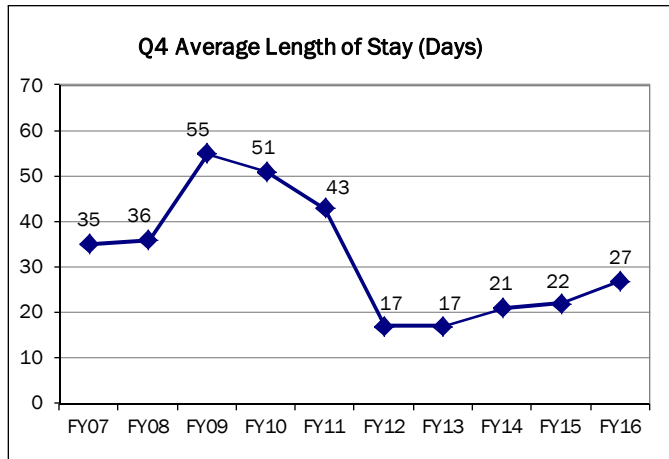
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	4/1/2016-6/30/2016	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	472	367	√	114	94	20	27	≠	251	173	≠	70%	68%	√



DEMOGRAPHICS	Families
Households Served	367
Percent Newly homeless	48%
Clients Served	1,352
Average Age (HoH)	31
Gender - Male (HoH)	4%
Gender - Female (HoH)	96%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$596
Percent Working at Entry	31%
Race - White (HoH) ³	27%
Race - Black (HoH) ³	71%
Race - Other (HoH) ³	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	492
Children Served	860
Mean Family Size	3.7
Average Number of Children	2.3
Adults 18-24 years (HoH)	23%
Children 0 - 2 years	29%
Children 3 - 7 years	35%
Children 8 - 12 years	24%
Children 13 - 17 years	12%



The Family Emergency Shelter System experienced an 8% decrease in the number of households served when compared to same reporting period of last fiscal year. On average, 94 families were sheltered by the system every night. The increase in successful housing outcomes percent for the system is very promising. We are reporting a significant drop, by 17 percentage points, in the newly homeless families compared to the prior fiscal year.

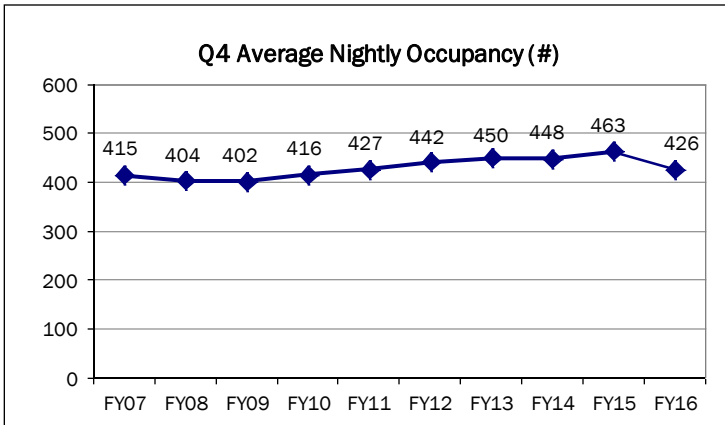
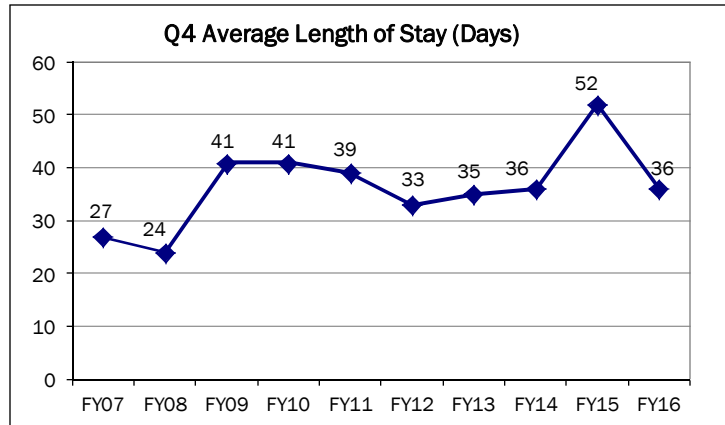
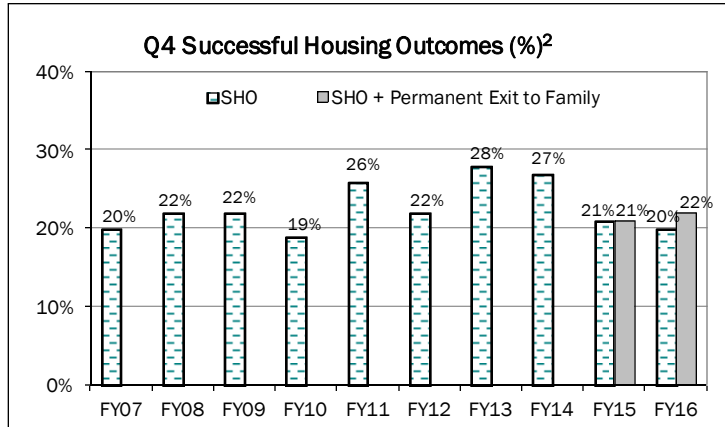
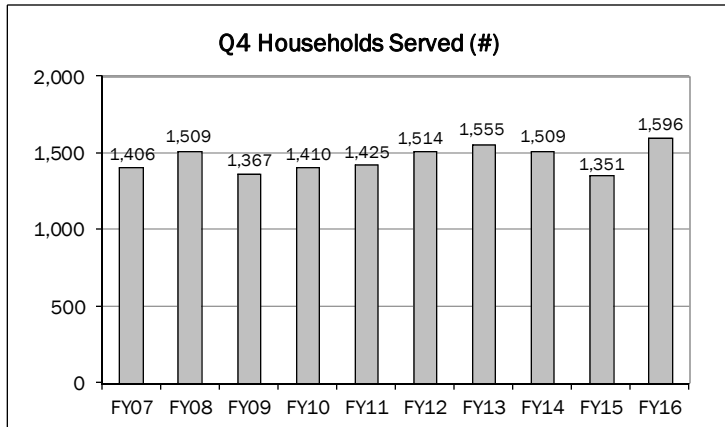
¹ Overflow capacity is not included. Van Buren Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity; YMCA took over the project on 4/29/16.

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

³ Due to rounding percentage is less than 100%.

System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	4/1/2016-6/30/2016	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,600	1,596	√	477	426	34	36	√	301	265	≠	30%	22%	≠



DEMOGRAPHICS	Men
Households Served	1,596
Percent Newly homeless	47%
Average Age	42
Men as a percent of total single adults served	68%
Veterans (U.S. Military) all adults	10%
Average Monthly Household Income	\$412
Percent Working at Entry	24%
Average Daily Waitlist Number ⁴	5
Race - White ³	36%
Race - Black ³	61%
Race - Other ³	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	8%
Adults 25 - 34 years	25%
Adults 35 - 44 years	21%
Adults 45 - 55 years	30%
Adults 56 - 61 years	11%
Adults 62+ years	5%

The system experienced an 18% 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, increasing bed turnover and allowing more men to be served. These are positive changes for the system. 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.

¹ First time homeless and Tier 2 shelters are included. YMCA First Time Homeless Shelter for men opened on 10/15/15 and closed on 6/16/16. Seasonal Overflow capacity is not included. System capacity as of 6/30/16 is 429.

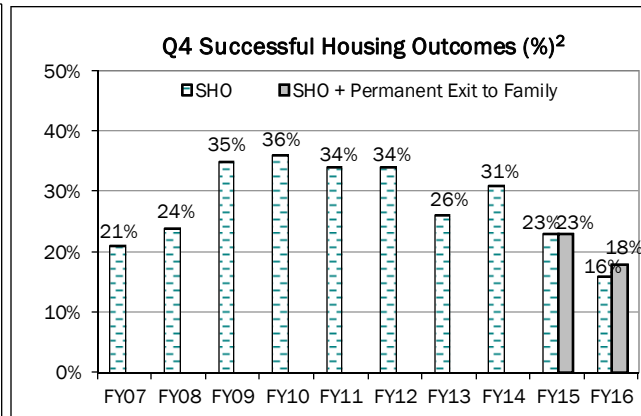
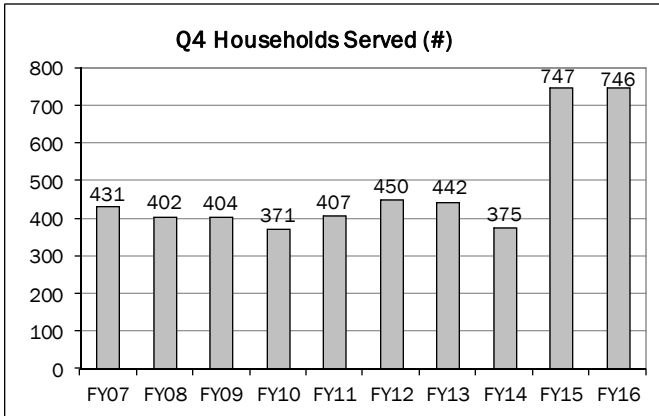
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage is less than 100%.

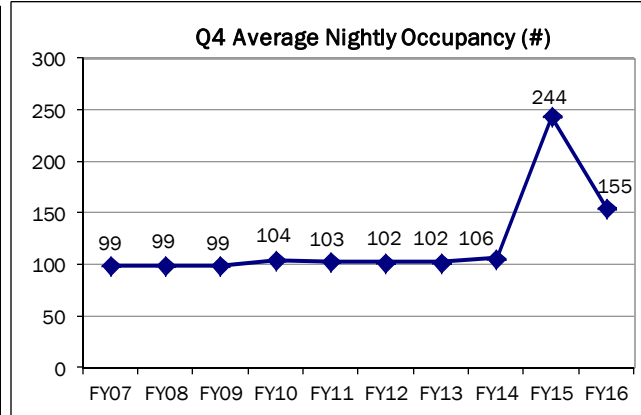
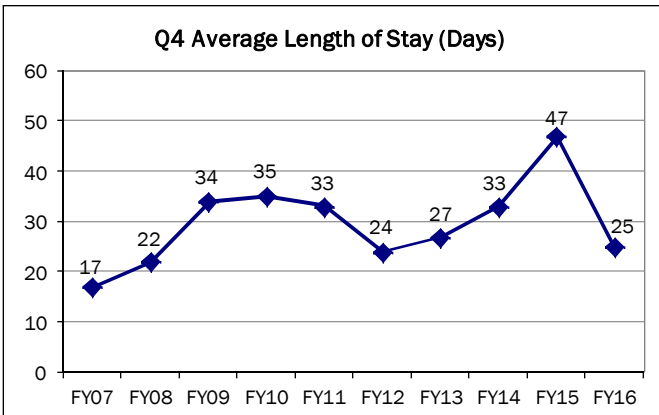
⁴ Severe weather beds opened and closed intermittently between 10/19/2015 and 4/9/2016. The average waitlist number is for the period between 4/10/16 and 6/30/16.

System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2016-6/30/2016	650	746	√	153	155	34	25	√	116	100	≠	30%	18%	≠
Women's System	650	746	√	153	155	34	25	√	116	100	≠	30%	18%	≠



DEMOGRAPHICS	Women
Households Served	746
Percent Newly homeless	48%
Average Age	38
Women as a percent of total single adults served	32%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$441
Percent Working at Entry	24%
Average Daily Waitlist Number ⁴	18
Race - White	40%
Race - Black	58%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ³	19%
Adults 25 - 34 years ³	27%
Adults 35 - 44 years ³	21%
Adults 45 - 55 years ³	23%
Adults 56 - 61 years ³	8%
Adults 62+ years ³	3%



The number of households sheltered is comparable to the same reporting period of last fiscal year. The average length of shelter stay significantly decreased compared to the last fiscal year, a positive development. However, the successful housing outcomes percent dropped by 5 percentage points to its lowest level recorded. 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.

¹ 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.

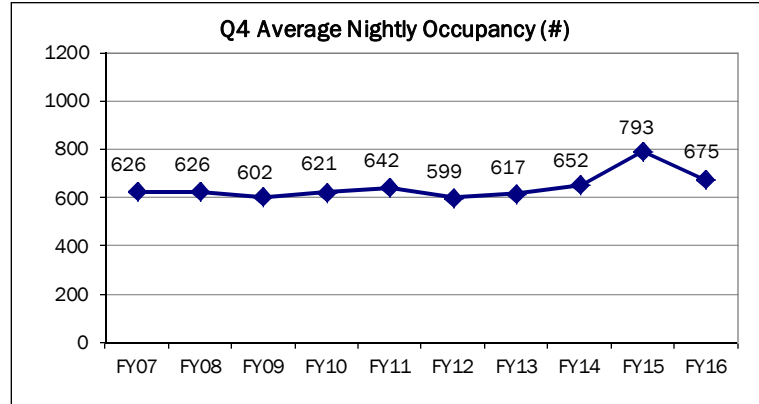
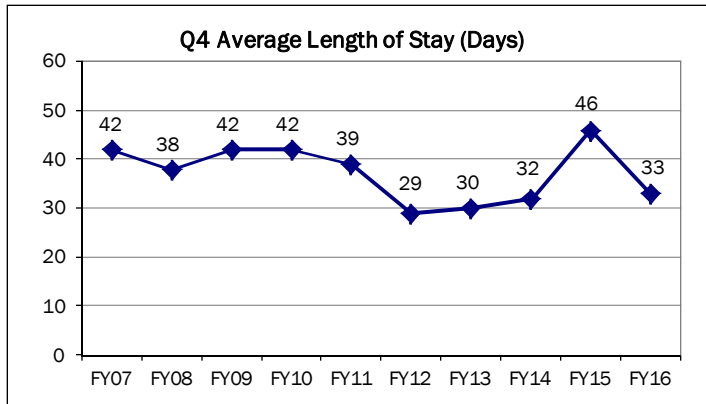
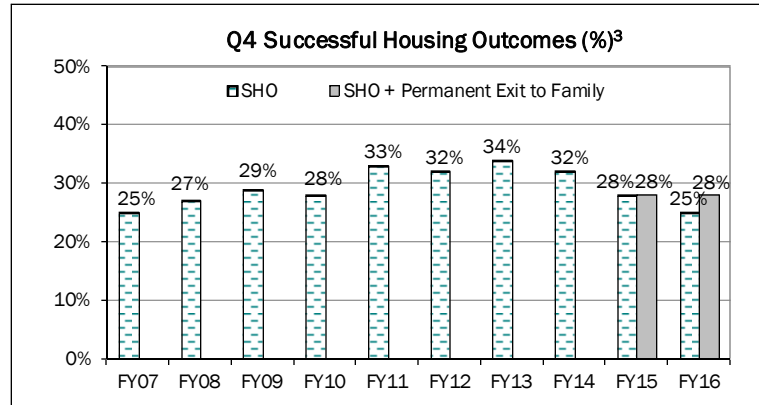
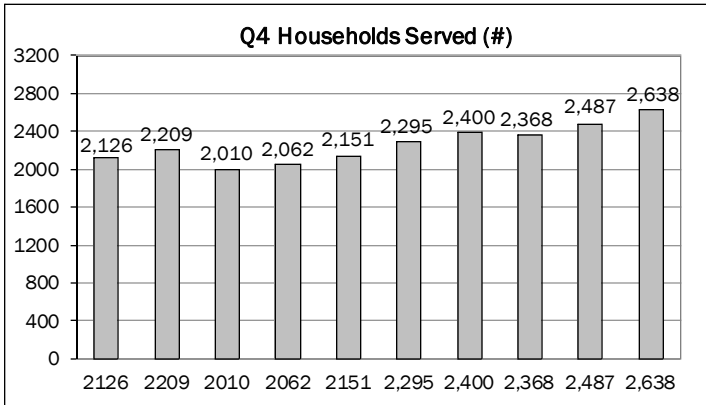
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage exceeds 100%.

⁴ Severe weather beds opened and closed intermittently between 11/21/2015 and 4/9/2016. The average waitlist number is for the period between 4/10/16 and 6/30/16.

System and Program Indicator Report

FY16 EMERGENCY SHELTER 4/1/2016-6/30/2016	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	2,722	2,638	√	744	675	30	33	√	668	538	≠	35%	28%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,638
Percent Newly homeless	47%
Clients Served	3,622
Adults Served	2,762
Children Served	860
Average Age (HoH)	39
Gender - Male (HoH)	61%
Gender - Female (HoH)	39%
Veterans (U.S. Military) (All Adults)	6%
Average Monthly Household Income	\$455
Percent Working at Entry	25%
Average Daily Waitlist Number ⁴	23
Race - White (HoH) ⁵	36%
Race - Black (HoH) ⁵	61%
Race - Other (HoH) ⁵	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	13%

The system experienced a 6% increase in the number of households sheltered when compared to the same reporting period of last fiscal year due to an increase in the number of single men served. The successful housing outcomes percent is similar to the prior reporting period. The average length of shelter stay decreased significantly, positively impacted by the single adult system performance. On average 23 single men and women were not able to receive shelter daily, after significant overflow capacity closed in early April. 47 percent of sheltered households were previously served in the homeless system, 10 percentage points less than in the prior fiscal year.

¹ 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 2,751.

² Seasonal overflow capacity is not included.

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

⁴ 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 is for the period between 4/10/16 and 6/30/16.

⁵ Due to rounding percentage is less than 100%.

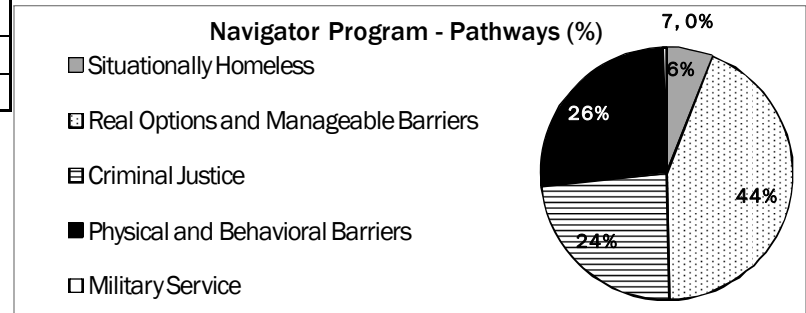
FY16 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS ¹	First Time Homeless Shelter	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
4/1/2016-6/30/2016								
Total Households Served (#)	576	1,666	1,428	84	625	339	373	7
Successful Housing Outcomes (%) ²	44%	25%	41%	74%	42%	29%	46%	40%
Average Number of Shelter Visits (#) ⁴	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) ³	N/A	N/A	8	7	8	7	7	4
Average Length of Shelter Stay (Days)	6	39	20	23	20	17	22	49
Average Length of Participation (Days)	N/A	N/A	84	70	82	79	91	103
Newly Homeless (%)	94%	40%	36%					
Recidivism (%) ⁵	N/A	N/A	N/A					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	59%					

Diversion

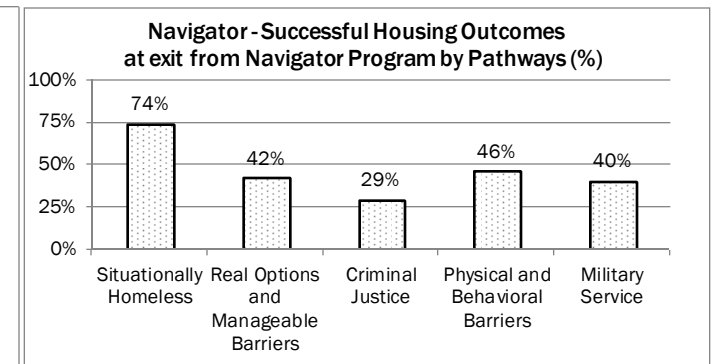
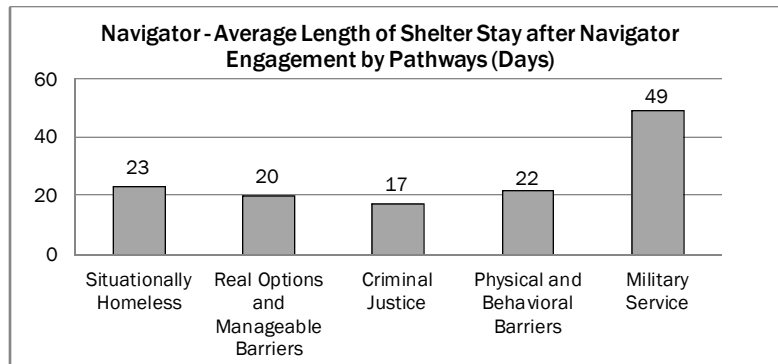
Single Adult Diversion Rate at Homeless Hotline (%) ⁶	
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Linkage

Same Day Access to Shelter from Homeless Hotline (%) ⁶	
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¹New 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 successful housing outcome percent at exit from "Tier 2" shelters remained the same when compared to FY15 results. Average length of stay decreased significantly compared to prior reporting periods (53 days last year), as well as the Average Engagement Time (13 days last year), both positive developments.



² 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.

³ 3 clients were excluded due to not having emergency shelter service overlap.

⁴ Measured Annually.

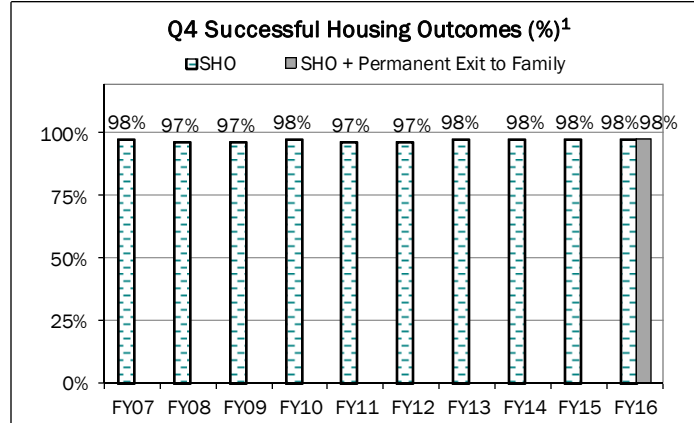
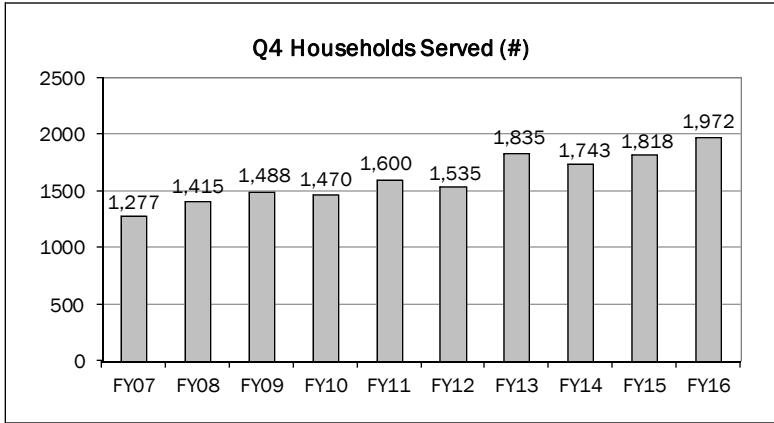
⁵ Measured Semi-Annually

⁶ CSB does not have confidence in the reliability of HandsOn Homeless Hotline data for this reporting period.

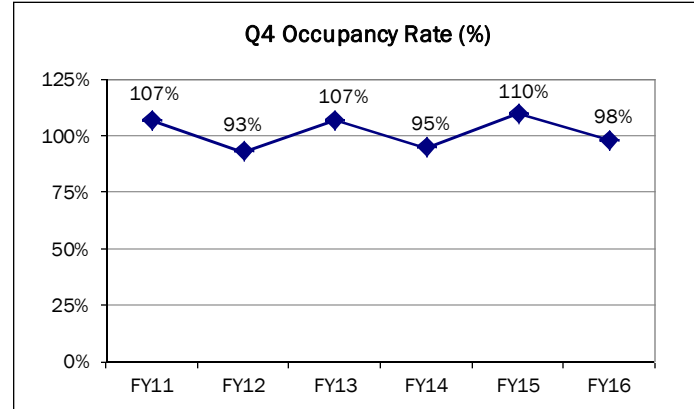
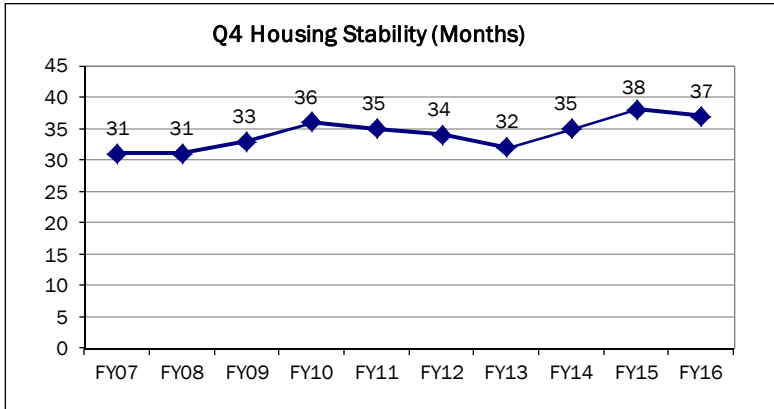
Crisis Response System	Benchmark 2012	10 year goal
Diversion Rate	14%	30%
Average Length of Shelter Stay	45 days	30 days
Successful Housing Outcomes	28%	40%
Number of Returns to Shelter	3.4	1.5

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 ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2016-6/30/2016															
Total PSH System	2,098	1,972	√	95%	98%	√	24	37	√	1,888	1,923	√	90%	98%	√



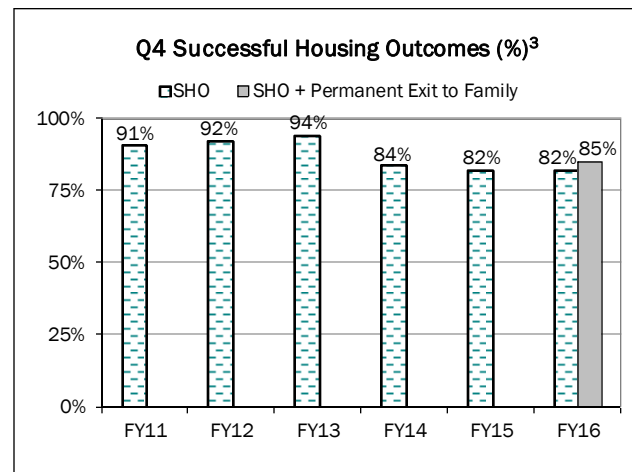
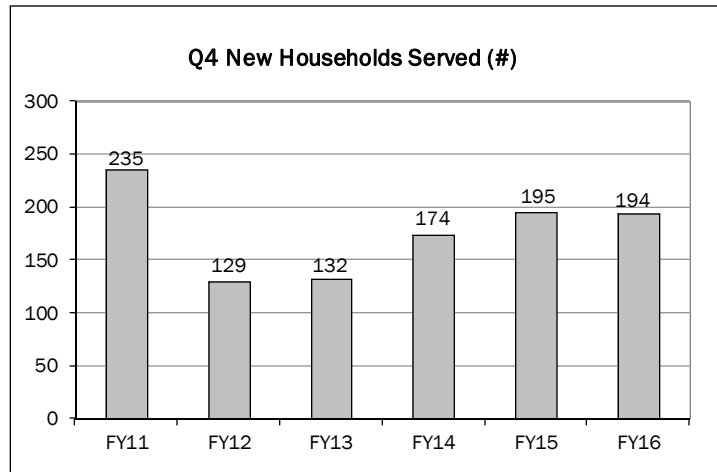
The system continues to perform well, with good occupancy and success rates. **8 percent more households were served** this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is **1,951** out of which **1,416** units are designated as Rebuilding Lives. Sixty new units were added to the system in January 2016, at VOAGO Van Buren Village. VA VASH voucher capacity of 344 is not included.



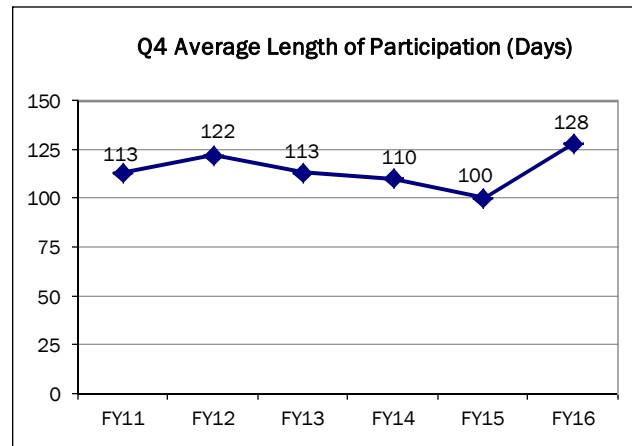
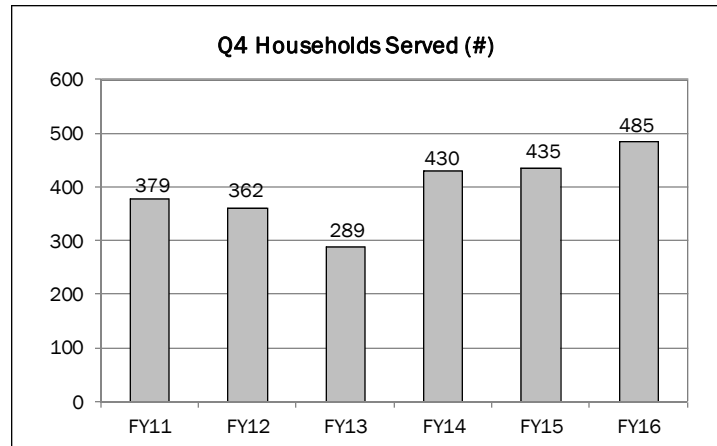
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

System and Program Indicator Report

FY16 Rapid Re-housing/Navigator	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	4/1/2016-6/30/2016	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Rapid Re-housing/Navigator System ¹	182	194	√	331	485	√	100	128	≠	157	179	√	90%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	485
Clients Served	1,180
Average Age (HoH)	40
Gender - Male (HoH)	50%
Gender - Female (HoH)	50%
Veterans (U.S. Military) all adults	40%
Average Monthly Household Income	\$453
Percent Working at Entry	18%
Adults Served	581
Children Served	599
Race - White (HoH)	37%
Race - Black (HoH)	61%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Mean Family Size ²	3.5
Average Number of Children ²	2.2
Children 0 - 2 years ²	29%
Children 3 - 7 years ²	33%
Children 8 - 12 years ²	28%
Children 13 - 17 years ²	10%



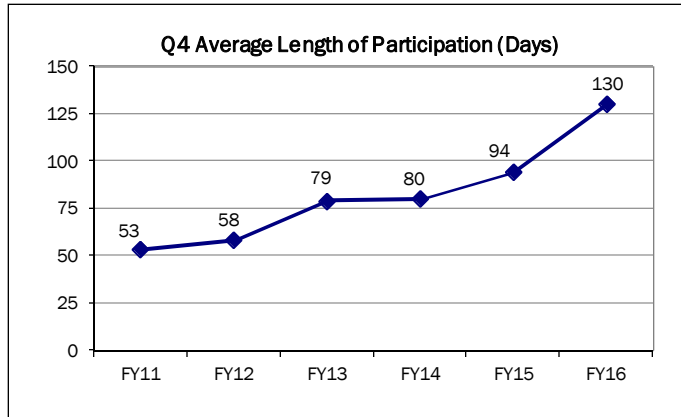
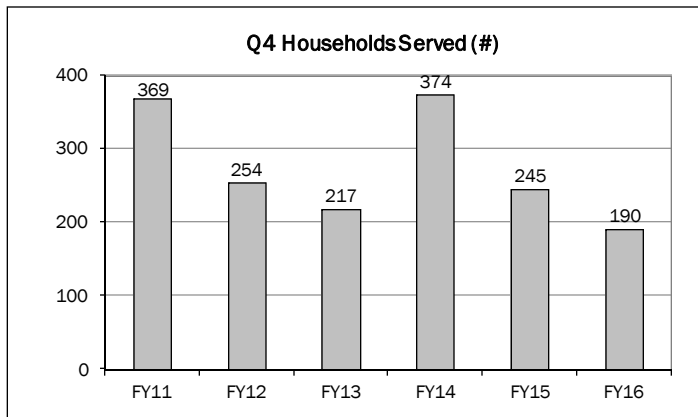
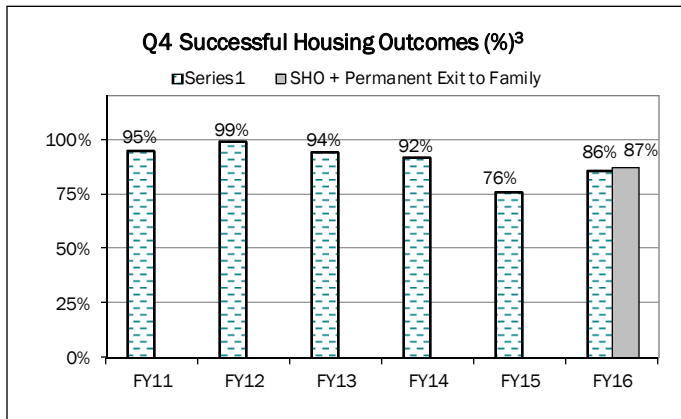
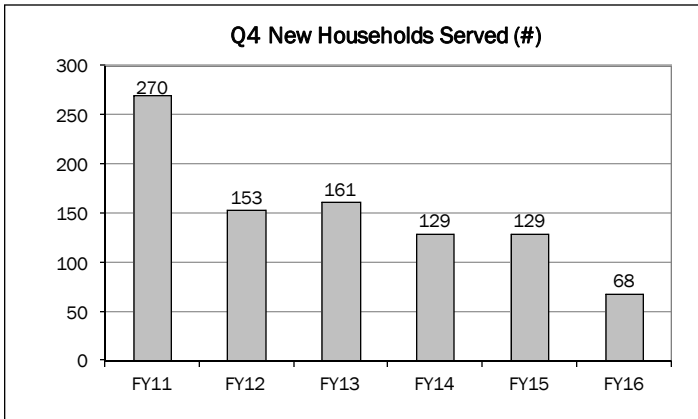
The percent of veterans served is high due to the SSVF programs added in October 2013. The increase in the length of participation is slightly concerning.

¹ 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.

² Data refers to families served.

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

FY16 Prevention 4/1/2016-6/30/2016	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	92	68	≠	156	190	√	120	130	√	83	84	√	90%	87%	√



DEMOGRAPHICS	Family & Adults
Households Served	190
Clients Served	589
Average Age (HoH)	38
Gender - Male (HoH)	33%
Gender - Female (HoH)	67%
Veterans (U.S. Military) all adults	23%
Average Monthly Household Income	\$855
Percent Working at Entry	52%
Race - White (HoH)	28%
Race - Black (HoH)	71%
Race - Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	248
Children Served	341
Mean Family Size ²	3.6
Average Number of Children ²	2.2
Children 0 - 2 years ²	18%
Children 3 - 7 years ²	35%
Children 8 - 12 years ²	28%
Children 13 - 17 years ²	19%

The number served decreased for the reporting period compared to last year's number due to 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.

¹System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF programs.

²Data refers to the families served.

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

EMERGENCY SHELTER - Single Adult Programs ⁶	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁵					Average Engagement Time			Movement	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	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%
4/1/2016-6/30/2016																				
MEN																				
LSS - Faith Mission on 6th ²	N/A	375	N/A	N/A	89	87	N/A	34	33	N/A	N/A	52	N/A	30%	18%	N/A	7	7	N/A	6%
LSS - Faith Mission on 8th ²	N/A	318	N/A	N/A	95	89	N/A	34	44	N/A	N/A	39	N/A	30%	17%	N/A	7	7	N/A	5%
Friends of the Homeless - Men's Shelter	489	408	(81)	≠	130	117	≠	34	38	≠	108	74	≠	30%	25%	√	7	8	√	4%
VOAGO - Men's Shelter	188	180	(8)	√	40	41	√	34	30	√	44	40	√	30%	29%	√	7	7	√	7%
YMCA - Men's Overflow ⁷	130	77	(53)	N/A	31	31	N/A	34	3	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A
YMCA - First Time Homeless Shelter ⁴	N/A	309	N/A	N/A	48	22	N/A	7	6	N/A	N/A	96	N/A	60%	31%	N/A	N/A	N/A	N/A	N/A
WOMEN																				
LSS - Faith Mission - Nancy's Place ²	N/A	116	N/A	N/A	38	38	N/A	34	53	N/A	N/A	23	N/A	30%	29%	N/A	7	4	N/A	3%
YMCA - Van Buren Women's Shelter ³	250	324	74	√	83	79	√	34	27	√	50	49	√	30%	20%	≠	7	9	≠	9%
YMCA - First Time Homeless Shelter/Triage Shelter ⁴	N/A	324	N/A	N/A	20	22	N/A	7	6	N/A	N/A	166	N/A	60%	62%	N/A	N/A	3	N/A	N/A
YMCA - Women's Overflow ⁷	106	35	(71)	N/A	17	17	N/A	34	4	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A
INEBRIATE																				
Maryhaven - Engagement Center Safety	411	262	(149)	≠	29	27	√	12	10	√	115	53	≠	30%	22%	≠	N/A	1	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	115	49	(66)	≠	21	22	√	34	53	≠	47	20	≠	50%	71%	√	7	16	≠	4%
YOUTH																				
Huckleberry House - Emergency Shelter	75	114	39	√	16	8	≠	10	8	√	55	97	√	80%	89%	√	N/A	N/A	N/A	0%
VA EMERGENCY HOUSING																				
VOAGO - VA Emergency Housing	15	37	22	√	13	13	√	90	55	√	7	16	√	50%	64%	√	N/A	N/A	N/A	0%
LSS - VA Men & Women	22	40	18	√	24	17	≠	90	64	√	11	12	√	50%	55%	√	N/A	N/A	N/A	5%
AGENCY																				
Lutheran Social Services - Faith Mission ²	837	786	(51)	√	222	214	√	34	41	≠	185	114	≠	30%	20%	≠	7	6	√	5%
YMCA - First Time Homeless Shelter/Triage Shelter ⁴	432	633	201	√	68	41	≠	7	6	√	230	262	√	60%	45%	≠	N/A	N/A	N/A	N/A

¹ Capacity does not include overflow, with the exception of dedicated overflow programs.

² 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.

³ Fixed capacity of 83 starting 8/31/15.

⁴ YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Men's shelter opened on 10/15/15. The shelter closed on 6/16/16, replaced by YMCA Triage Shelter for Women.

⁵ Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety. Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

⁶ 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.

⁷ 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.

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	
4/1/2016-6/30/2016													
HandsOn Central Ohio - Homeless Hotline (Single Adults) ⁸													
HandsOn Central Ohio - Homeless Hotline (Families) ^{3,8}													

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ⁵			Usage of CSB DCA (%) ²						
	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	
4/1/2016-6/30/2016																						
Maryhaven - Capital Crossroad SID Outreach	25	25	√	45	39	⊘	19	18	√	75%	100%	√	10	15	√	55%	83%	√	N/A	50%	N/A	
Maryhaven - Outreach	70	81	√	130	196	√	53	61	√	75%	79%	√	29	40	√	55%	66%	√	25%	34%	√	
Southeast - PATH ⁶	70	68	√	320	153	⊘	35	5	⊘	50%	42%	⊘	N/A	3	N/A	N/A	60%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁵						Average Engagement Time (Days)		Movement	
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual + TAY-SHO (#)	Outcome Achievement	Goal (%)	Actual + TAY-SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 15%
4/1/2016-6/30/2016																			
YWCA - Family Center	232	179	√ ¹	50	45	√	20	25	⊘	127	94	⊘	70%	71%	√	7	10	⊘	0%
VOAGO/YMCA - Van Buren Family Shelter ⁴	240	190	√ ¹	64	49	√ ¹	20	28	⊘	130	79	⊘	70%	64%	⊘	7	12	⊘	2%

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
4/1/2016-6/30/2016																					
YWCA - Benefits Partnership ⁷	45	6	⊘	63	137	√	26	8	⊘	42%	6%	⊘	40%	21%	⊘	12	0	⊘	42%	0%	⊘

¹ Capacity does not include overflow. Shelters served all families referred to them, households served and nightly occupancy were marked as achieved

² Households that exited successfully without accessing DCA are excluded from calculation.

³ Project started 7/1/2015.

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

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

⁶ 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.

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

⁸ CSB does not have confidence in the reliability of the HandsOn Homeless Hotline data for this reporting period

SUPPORTIVE HOUSING - Rebuilding Lives		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹					
4/1/2016-6/30/2016	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
Columbus Area Integrated Health Services - Leasing ¹	6	6	6	0	√	6	100%	√	4	10	√	5	6	√	90%	100%	√
Columbus Area Integrated Health Services - Leasing ^{2,4}	178	187	188	1	√	185	104%	√	4	7	√	168	186	√	90%	99%	√
Columbus Area Integrated Health Services - Scattered Sites ³	120	126	100	(26)	N/A	99	83%	N/A	24	12	≠	113	99	N/A	90%	100%	√
Community Housing Network - Briggsdale	25	26	26	0	√	25	100%	√	24	56	√	23	25	√	90%	96%	√
Community Housing Network - Cassady	10	11	10	(1)	√	10	100%	√	24	32	√	10	10	√	90%	100%	√
Community Housing Network - Community ACT	42	44	41	(3)	√	41	98%	√	24	53	√	40	41	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	40	39	(1)	√	37	97%	√	24	37	√	36	38	√	90%	97%	√
Community Housing Network - Hotel St. Clair	30	32	31	(1)	√	29	97%	√	24	44	√	29	29	√	90%	97%	√
Community Housing Network - Inglewood Court	45	47	45	(2)	√	45	100%	√	20	24	√	42	45	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing ⁴	25	26	26	0	√	26	104%	√	24	42	√	23	26	√	90%	100%	√
Community Housing Network - North 22nd Street	30	32	33	1	√	29	97%	√	24	47	√	29	32	√	90%	97%	√
Community Housing Network - North High Street	33	35	33	(2)	√	33	100%	√	24	58	√	32	32	√	90%	97%	√
Community Housing Network - Parsons	25	26	25	(1)	√	25	100%	√	24	43	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI ⁵	108	113	107	(6)	√	102	94%	√	24	48	√	102	103	√	90%	97%	√
Community Housing Network - Safe Haven	13	16	14	(2)	√	14	93%	√	24	80	√	14	14	√	90%	100%	√
Community Housing Network - Southpoint Place	46	48	45	(3)	√	42	91%	√	24	36	√	43	43	√	90%	96%	√
Maryhaven - Commons at Chantry	50	53	49	(4)	√	48	96%	√	24	49	√	48	49	√	90%	100%	√
National Church Residences - Commons at Buckingham	75	79	75	(4)	√	74	99%	√	24	43	√	71	74	√	90%	99%	√
National Church Residences - Commons at Grant	50	53	52	(1)	√	48	96%	√	24	71	√	48	49	√	90%	96%	√
National Church Residences - Commons at Livingston	25	26	25	(1)	√	25	100%	√	24	42	√	23	25	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	37	36	(1)	√	34	97%	√	14	23	√	33	34	√	90%	94%	√
National Church Residences - Commons at Third	60	63	63	0	√	57	95%	√	24	29	√	57	62	√	90%	98%	√
National Church Residences - VOAGO Van Buren Village ⁶	60	63	61	(2)	√	58	97%	√	4	5	√	57	59	√	90%	97%	√
YMCA - 40 West Long Street	105	110	112	2	√	96	91%	√	24	34	√	99	107	√	90%	96%	√
YMCA - 40 West Long Street Expansion ⁷	38	40	39	(1)	√	36	95%	√	12	21	√	36	38	√	90%	97%	√
YMCA - Franklin Station	75	79	78	(1)	√	74	99%	√	24	50	√	71	75	√	90%	96%	√
YWCA - WINGS ⁸	69	73	68	(5)	√	62	90%	√	24	29	√	66	67	√	90%	100%	√

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

² Project opened in July 2015.

³ 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.

⁴ 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.

⁵ The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households), CHN-RLPTI (TRA/21 households) and CHN-RLPTI (SRA/3 households).

⁶ Project opened in January 2016.

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

⁸ 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					Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ⁵					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2016-6/30/2016																	
PERMANENT SUPPORTIVE HOUSING																	
Community Housing Network - Family Homes ¹	15	16	15	(1)	√	95%	100%	√	24	39	√	14	15	√	90%	100%	√
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	24	83	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing	30	32	30	(2)	√	95%	100%	√	24	47	√	29	30	√	90%	100%	√
RENTAL ASSISTANCE																	
Amethyst - Shelter Plus Care	72	76	68	(8)	≠	100%	86%	≠	24	46	√	68	62	√	90%	91%	√
Equitas Health - Shelter Plus Care (TRA) ^{3, 6}	89	93	96	3	√	100%	104%	√	24	84	√	84	95	√	90%	99%	√
Community Housing Network - Shelter Plus Care (SRA) ¹	172	181	170	(11)	√	100%	92%	≠	24	31	√	163	167	√	90%	98%	√
Community Housing Network - Shelter Plus Care (TRA) ^{4, 3}	149	156	189	33	√	100%	123%	√	24	33	√	140	183	√	90%	97%	√
Total Rental Assistance ³	482	506	522	16	√	100%	103%	√	24	43	√	455	506	√	90%	97%	√
TRANSITIONAL HOUSING																	
Huckleberry House - TLP ⁴	28	30	34	4	√	98%	100%	√	10	9	√	4	5	√	77%	71%	≠
Maryhaven - Women's ^{2, 8}	5	5	5	0	√	90%	40%	N/A ²	4	2	√	2	N/A	N/A	50%	N/A	N/A
Southeast - New Horizons ⁷	36	48	37	(11)	N/A	95%	72%	N/A	4	6	≠	11	20	√	77%	80%	√
VOAGO - Veterans	40	45	84	39	√	95%	93%	√	4	2	√	19	24	√	77%	49%	≠
YMCA - ADAMH ²	15	10	16	6	√	95%	53%	N/A ²	4	2	√	3	5	√	77%	63%	≠

¹ The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households), CHN-RLPTI (TRA/21 households) and CHN-RLPTI (SRA/3 households).

² Project capacity fluctuates based on need and available capacity.

³ 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).

⁴ In April 2016, the program capacity increased to 28.

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

⁶ Agency changed its name on 4/11/16.

⁷ Project lost its federal funding starting 7/1/2016, performance is affected by decreased activity level.

⁸ Successful Housing Outcome measures could not be calculated due to program not having any household exits during the report period.

RAPID RE-HOUSING/NAVIGATOR	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			
	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	
4/1/2016-6/30/2016																									
Homeless Families Foundation - Rapid Re-housing	46	53	√	92	94	√	15	27	≠	100	104	√	41	33	≠	90%	89%	√	\$800	\$773	√	90%	91%	√	
The Salvation Army - Rapid Re-housing	41	44	√	78	82	√	15	21	≠	100	89	√	37	39	√	90%	93%	√	\$1,800	\$1,337	√	90%	95%	√	
The Salvation Army - Job2Housing	13	12	√	33	35	√	15	22	≠	180	159	√	12	12	√	90%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Rapid Re-housing	19	18	√	43	38	≠	15	11	√	100	91	√	17	19	√	90%	95%	√	\$800	\$779	√	90%	95%	√	
Access Ohio - Navigator Program ⁶	875	723	≠	1,175	1,428	√	27	20	√	90	84	√	262	315	√	30%	41%	√	\$700	\$559	√	30%	31%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	140	12	≠	N/A	N/A	N/A	N/A	N/A	N/A	137	11	≠	98%	92%	≠	\$1,000	\$991	√	98%	92%	≠	
CSB - Transition Program - Single	N/A	N/A	N/A	322	267	≠	N/A	N/A	N/A	N/A	N/A	N/A	315	262	≠	98%	98%	√	\$700	\$595	√	98%	98%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹					
	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			
4/1/2016-6/30/2016																								
Gladden Community House - Stable Families	54	36	≠	108	114	√	120	124	√	48	51	√	90%	85%	√	\$1,000	\$733	√	90%	90%	√			
Lutheran Social Services - REEB Stable Families ⁴	9	13	√	16	19	√	90	98	√	8	9	√	90%	100%	√	\$1,000	\$864	√	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 ⁵						Usage of SSVF DCA (%) ¹					
	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			
4/1/2016-6/30/2016																								
LSS - SSVF Prevention ⁷	6	6	√	8	6	≠	N/A	N/A	N/A	90	N/A	N/A	6	N/A	N/A	90%	N/A	N/A	75%	N/A	N/A			
LSS - SSVF Rapid Re-housing ²	15	21	√	22	38	√	30	28	√	120	69	√	12	14	√	80%	82%	√	80%	80%	√			
VOAGO - SSVF Prevention	32	13	N/A	40	51	√	N/A	N/A	N/A	90	150	≠	29	24	≠	90%	86%	√	75%	90%	√			
VOAGO - SSVF Rapid Re-housing ³	48	47	√	63	199	√	30	35	≠	90	174	≠	38	62	√	80%	74%	≠	60%	71%	√			

¹ Households that exited successfully without accessing DCA are excluded from calculator

² 8 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

³ 8 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 6 households were excluded due to still residing in emergency shelter at the time of the report

⁴ Project started as of 7/1/15.

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

⁶ 293 households were excluded from ALOS measure due to still residing in emergency shelter at the time of the report

⁷ Average Length of Participation, Successful Housing Outcome, and SSVF DCA usage measures could not be calculated due to program not having any household exits during the report period.



communityshelterboard

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