

SYSTEM & PROGRAM INDICATOR REPORT

FY2019
7/1/18 - 12/31/18




Our Mission

To lead a coordinated, community effort to make sure everyone has a place to call home.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.

FEATURED PROGRAMS OF EXCELLENCE

FY2019 S1: 7/1/18 – 12/31/18

 <p>FAMILY DIVERSION</p> <p>Met every goal for numbers served, shelter linkage, and successful diversion outcomes.</p>	 <p>PREVENTION FOR VETERANS</p> <p>Met every goal for numbers served, length of participation, and successful housing outcomes.</p>	 <p>ISAIAH PROJECT</p> <p>Successfully stabilized a vulnerable program, assuring continued safe housing and services for more than 150 people.</p>
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And a SHOUT OUT to these partners for operating a prevention hub that doubled the number of families served, providing an important intervention that stabilizes families facing homelessness and preserves shelter beds for those with no other options:



Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past semi-annual period. We aim to acknowledge extraordinary leadership, collaborative practices, and high quality operations and services among partner agencies in their work to serve people facing homelessness every day. Our network includes partners delivering an array of services including homelessness prevention, shelter, rapid re-housing, street outreach, and supportive housing.

Community Shelter Board sets specific outcomes for each partner agency, 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 agencies 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 partners delivering critical services to those facing homelessness.

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Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. 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 programs and some non-CSB funded programs that participate in our data system. 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

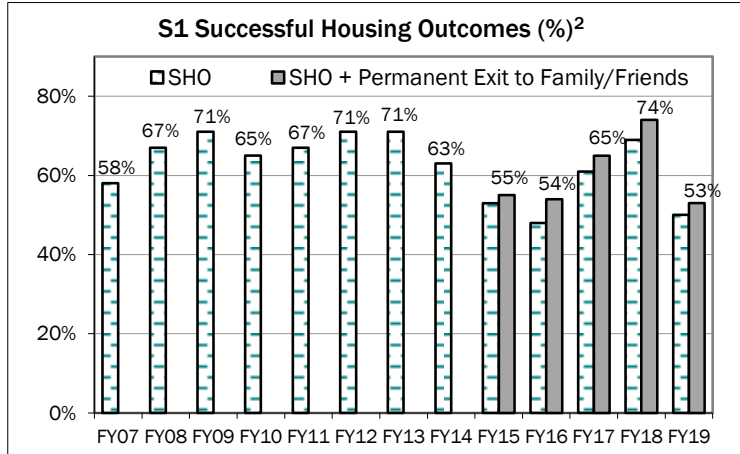
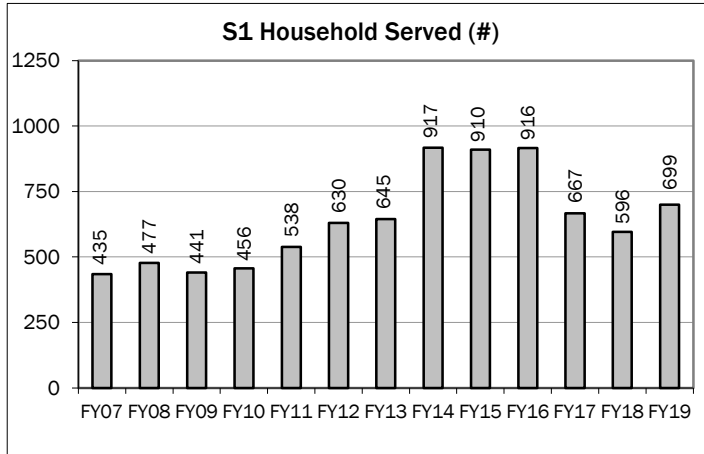
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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.

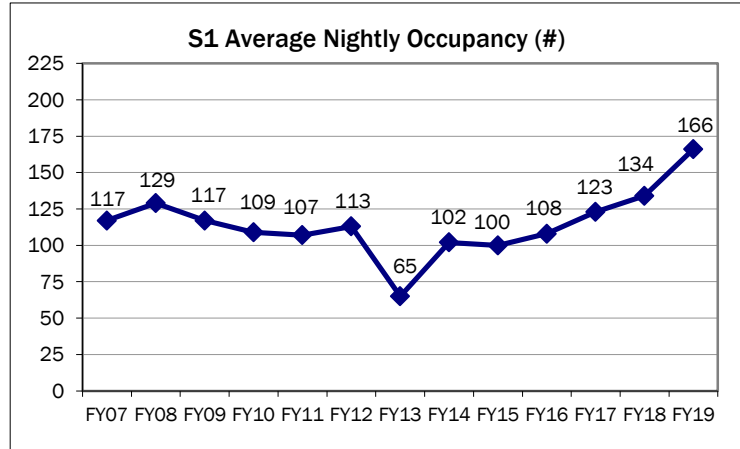
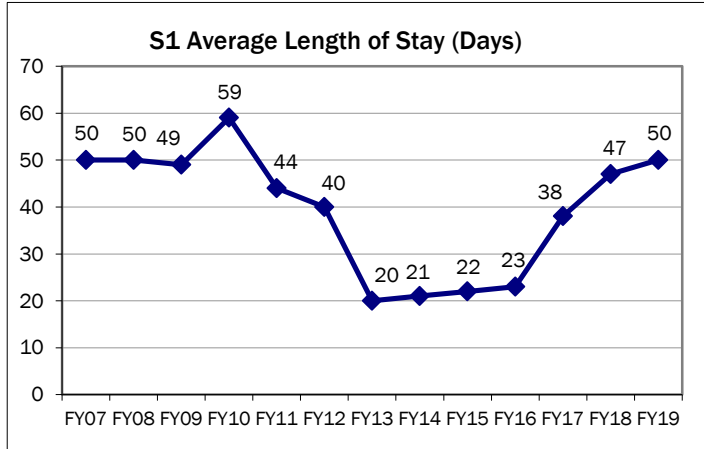
System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2018 - 12/31/2018	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	650	699	√	114	166	25	50	≠	375	307	≠	70%	53%	≠



DEMOGRAPHICS	Family
Households Served	699
Percent Newly homeless	71%
Recidivism	6%
Clients Served	2,560
Average Age (HoH)	33
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) served	13
Veterans % of all adults	1%
Average Monthly Household Income	\$780
Percent Working at Entry	41%
Race - White (HoH)	26%
Race - Black (HoH)	73%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	985
Children Served	1,575
Mean Family Size	3.7
Average Number of Children	2.3
Adults 18-24 years (HoH)	17%
Children 0 - 2 years	22%
Children 3 - 7 years	37%
Children 8 - 12 years	28%
Children 13 - 17 years	13%
Pregnant Women Served	92
Long Term Disability (HoH)	19%
Franklin County Residents	88%



17 percent more households needed shelter compared to the same period of last fiscal year. The success rate at exit from shelters decreased 21 percentage points. The length of time homeless increased, causing the nightly occupancy to exceed planned capacity and reach a record high. The employment rate at entry increased from the FY18 rate of 36% to 41% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years. An additional 170 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either diverted from shelter or self-exited.

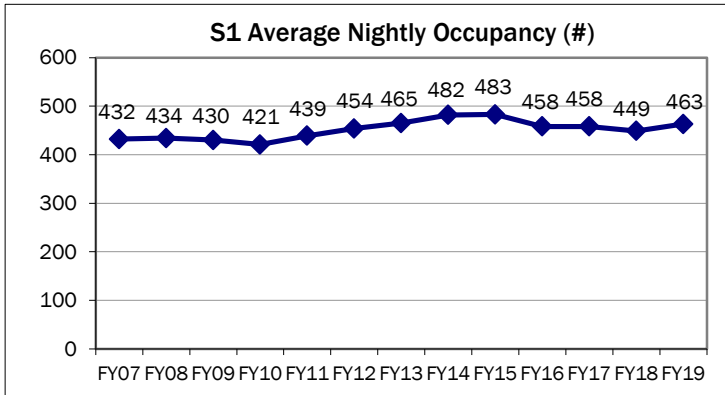
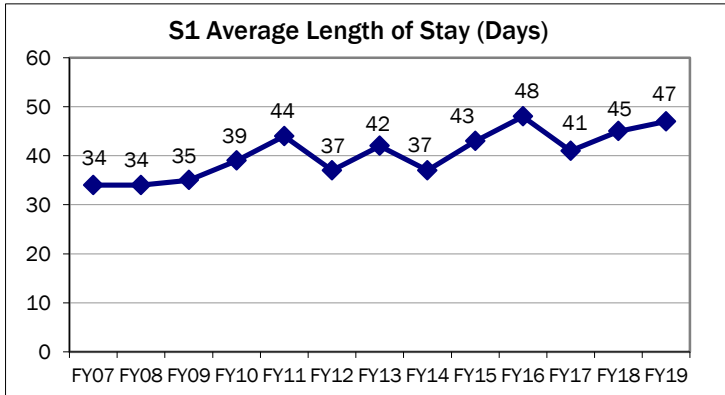
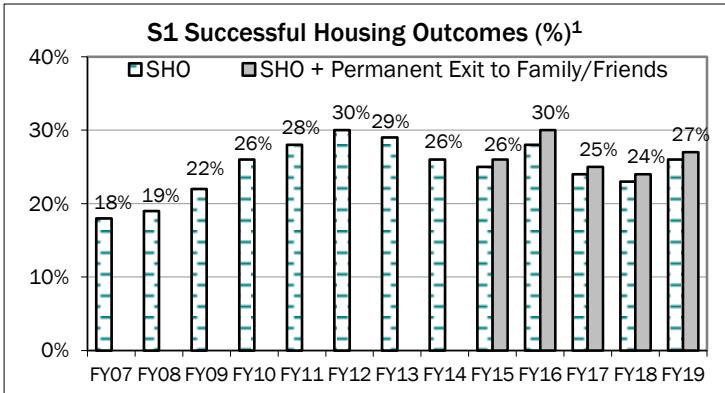
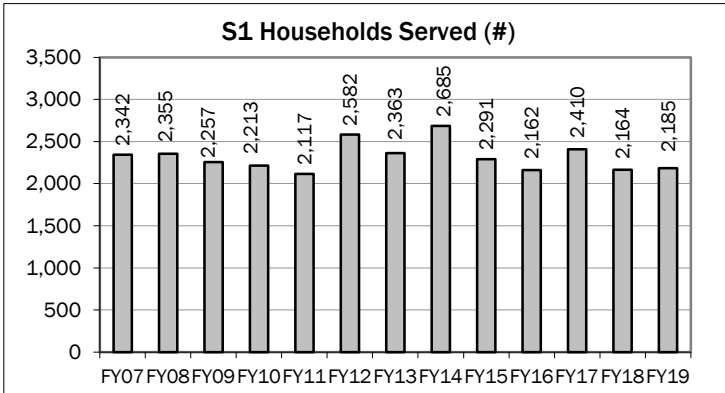
¹ Overflow capacity is not included.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2018 - 12/31/2018	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,400	2,185	√	431	463	30	47	≠	650	441	≠	33%	27%	≠



DEMOGRAPHICS	Men
Households Served	2,185
Percent Newly homeless	55%
Recidivism	12%
Average Age	45
Men as a percent of total single adults served	69%
Veterans (U.S. Military) served	280
Veterans % of all adults	13%
Average Monthly Household Income	\$617
Percent Working at Entry	30%
Average Daily Waitlist Number	80
Race - White	34%
Race - Black	65%
Race - Other	1%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	5%
Adults 25 - 34 years	22%
Adults 35 - 44 years	21%
Adults 45 - 55 years	28%
Adults 56 - 61 years	15%
Adults 62+ years	9%
Long Term Disability (HoH)	45%
Franklin County Residents	82%

The number of single men sheltered is near the same when compared to the same reporting period of last fiscal year. Both the success rate at exit and the average length of time homeless increased. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The employment rate at entry increased from the FY18 rate of 26% to 30% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years.

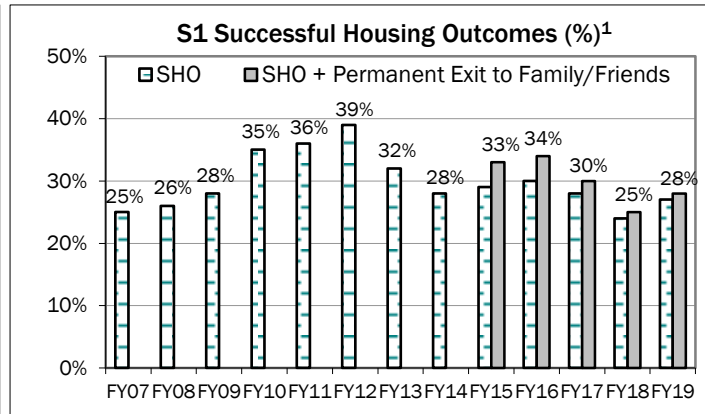
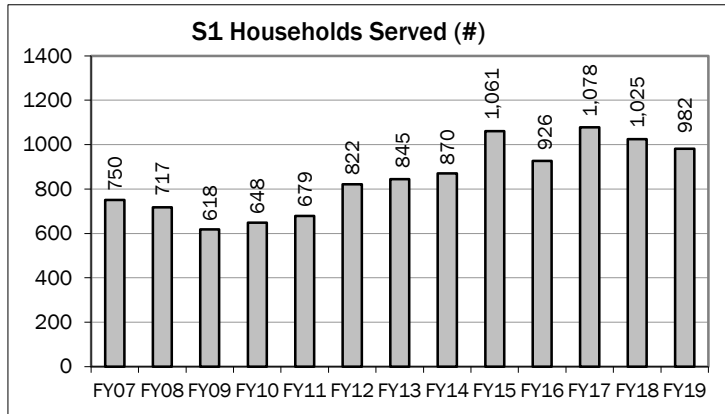
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Overflow beds opened 11/9/18.

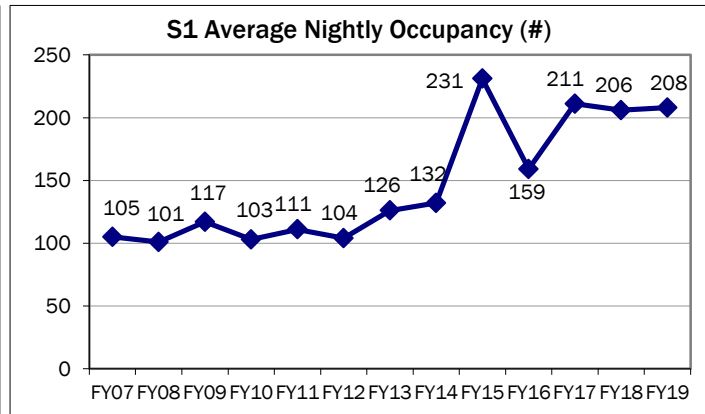
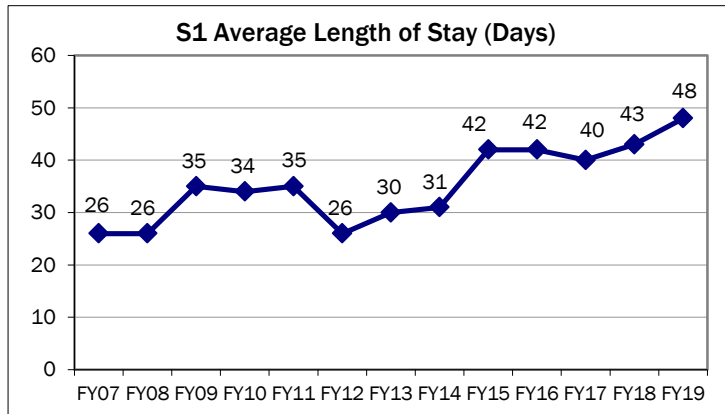
System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2018 - 12/31/2018	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	975	982	√	201	208	30	48	≠	269	212	≠	33%	28%	√



DEMOGRAPHICS	Women
Households Served	982
Percent Newly homeless	58%
Recidivism	7%
Average Age	41
Women as a percent of total single adults served	31%
Veterans (U.S. Military) served	16
Veterans % of all adults	2%
Average Monthly Household Income	\$599
Percent Working at Entry	29%
Average Daily Waitlist Number	63
Race - White	37%
Race - Black	61%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ²	13%
Adults 25 - 34 years ²	27%
Adults 35 - 44 years ²	21%
Adults 45 - 55 years ²	24%
Adults 56 - 61 years ²	11%
Adults 62+ years ²	5%
Pregnant Women Served	115
Long Term Disability (HoH)	30%
Franklin County Residents	87%



The number of single women sheltered is 4% lower when compared to the same reporting period of last fiscal year. The average length of time homeless increased compared to the same reporting period of the last fiscal year. The employment rate at entry increased from the FY18 rate of 25% to 29% currently, coupled with an increase in average income. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

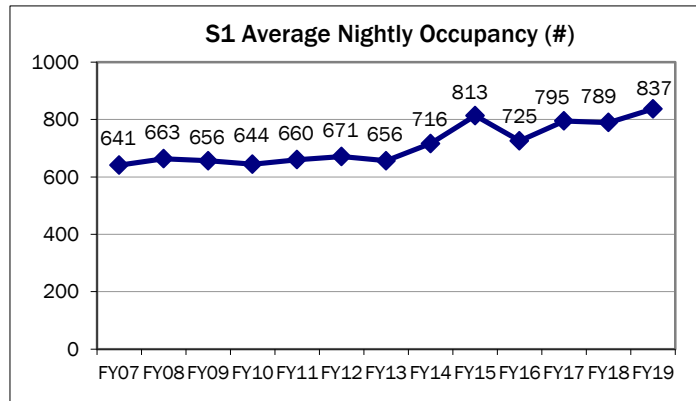
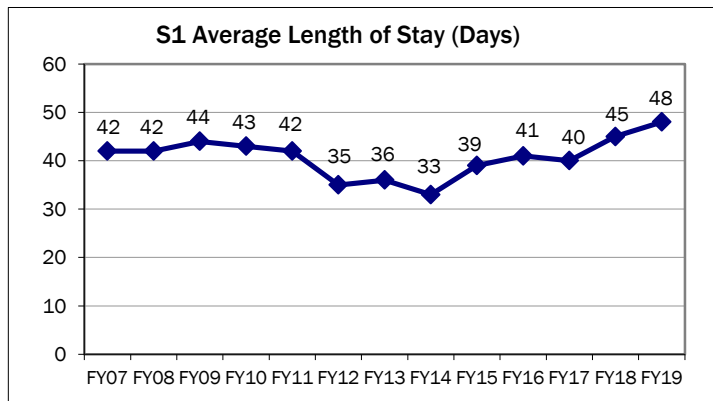
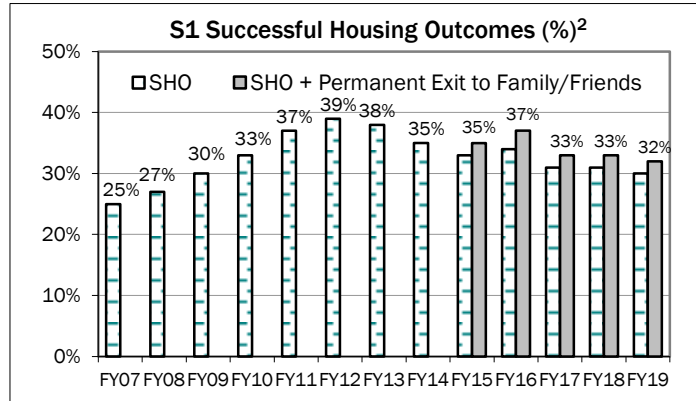
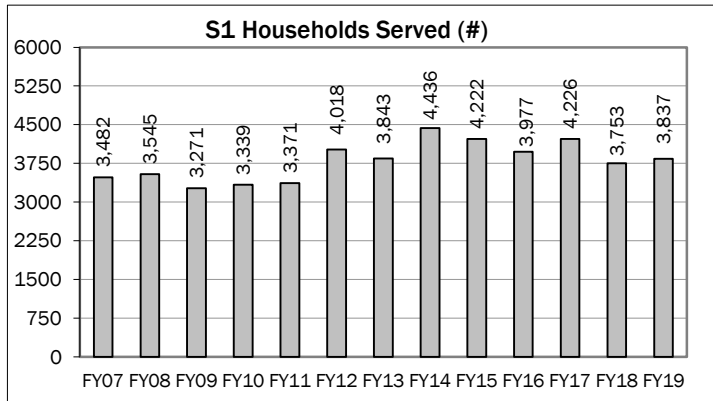
² Due to rounding percentage does not add up to 100%.

³ Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report



FY19 EMERGENCY SHELTER 7/1/2018 - 12/31/2018	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	3,750	3,837	√	746	837	30	48	≠	1,127	960	≠	37%	32%	√



DEMOGRAPHICS	Family & Adults
Households Served	3,837
Percent Newly homeless	59%
Recidivism	9%
Clients Served	5,684
Adults Served	4,109
Children Served	1,575
Average Age (HoH)	41
Gender - Male (HoH)	58%
Gender - Female (HoH)	42%
Veterans (U.S. Military) served	308
Veterans % of all adults	7%
Average Monthly Household Income	\$646
Percent Working at Entry	32%
Average Daily Waitlist Number	143
Race - White (HoH)	33%
Race - Black (HoH)	65%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	9%
Pregnant Women Served	207
Long Term Disability (HoH)	37%
Franklin County Residents	84%

The system experienced a 2% increase in the number of households sheltered when compared to the same period of last fiscal year. The successful housing outcomes percent decreased 1 percentage point compared to the same period of the prior fiscal year. The average length of time homeless increased across all systems, as did the nightly occupancy. The employment rate and income increased across all systems as well. 59% of sheltered households did not experience homelessness within the prior two years.

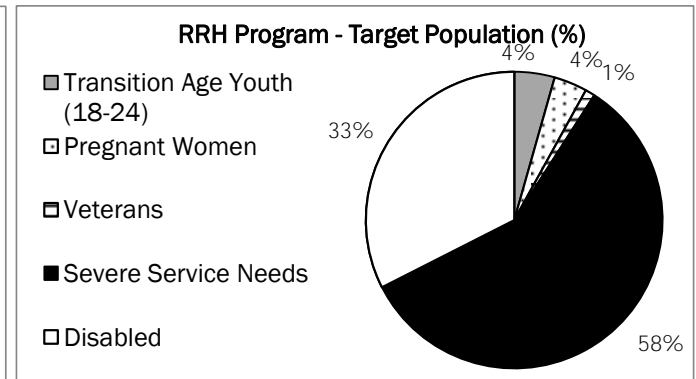
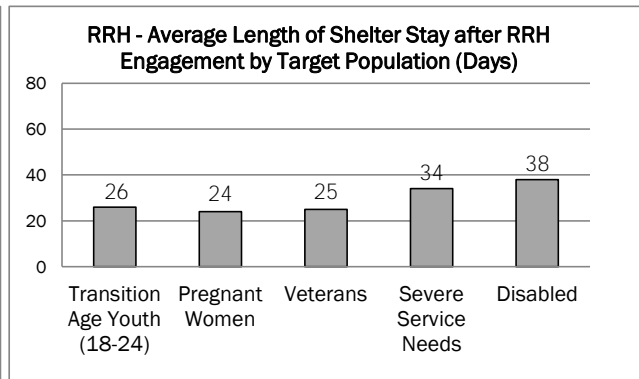
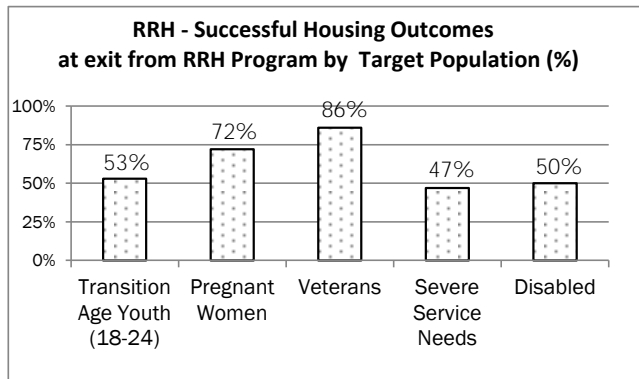
¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 4,241.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report

FY19 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2018 - 12/31/2018	Single Adult Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans	Severe Service Needs	Disabled
Total Household Served (#)	2,438	1,032	46	38	11	612	340
Successful Housing Outcomes (%) ²	31%	55%	53%	72%	86%	47%	50%
Average Length of Shelter Stay (Days)	53	34	26	24	25	34	38
Median Length of Shelter Stay (Days)	37	28	22	15	19	27	34
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	19	13	16	18	20	18
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	111	89	104	99	109	111
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	8	16	Crisis Response System		2012 Benchmark	FY2019 goal	10 year goal
Average Number of Shelter Visits (#)	1.4	N/A	Diversion Rate		14%	25%	30%
Long Term Disability (%)	43%	48%	Average Length of Shelter Stay		45 days	30 days	23 days
Recidivism (%)	12%	20%	Successful Housing Outcomes		28%	33%	40%
Diversion			Number of Returns to Shelter		3.4	2.3	1.5
Diversion Rate at Homeless Hotline (%)		14%					



The success rate at exit from the Rapid Re-housing program is at 55%. 867 (36%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The Rapid Re-housing program was retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.

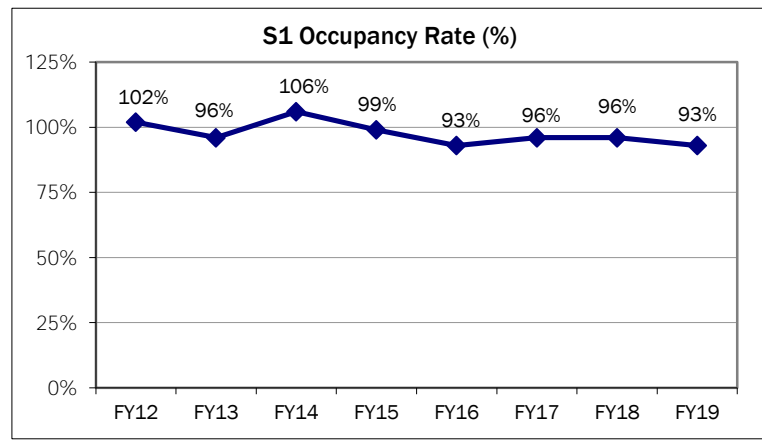
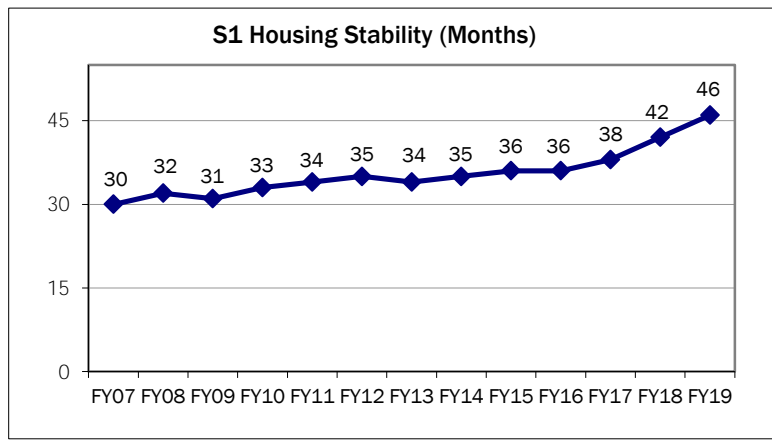
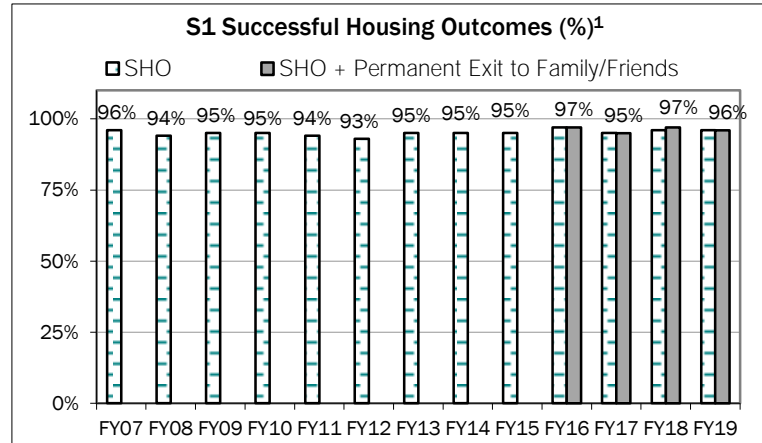
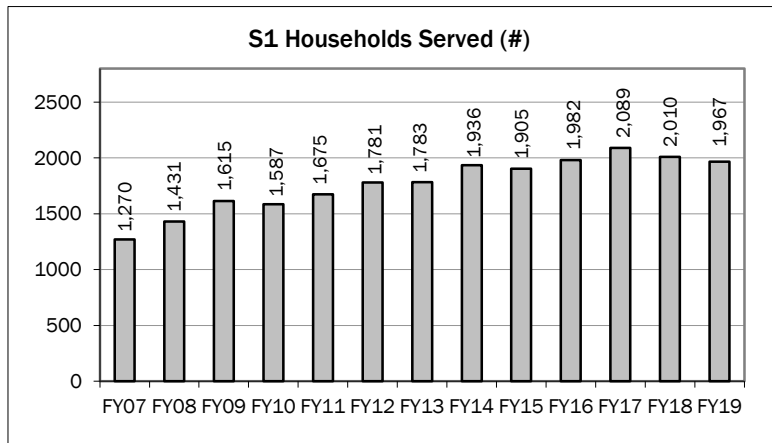
¹ System implemented 10/1/2014. Includes shelters where the Rapid Re-housing Program is operating. These shelters include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Program is not contracted to provide services for the overflow or VA programs.

² For the Rapid Re-housing 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. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	7/1/2018 - 12/31/2018	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,070	1,967	√	95%	93%	√	24	46	√	1,863	1,868	√	90%	96%	√



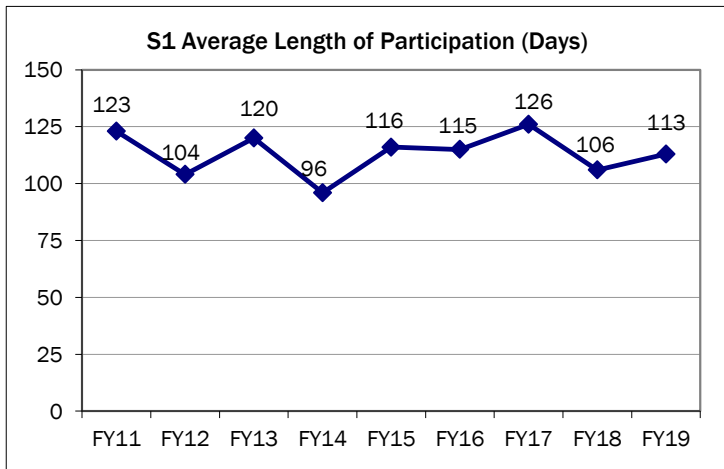
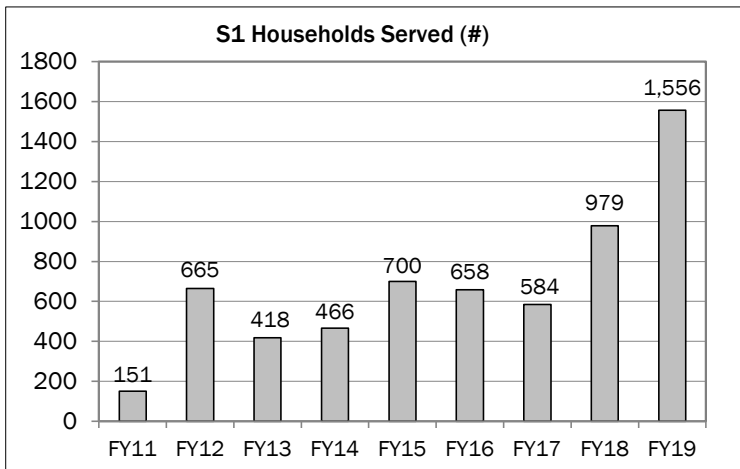
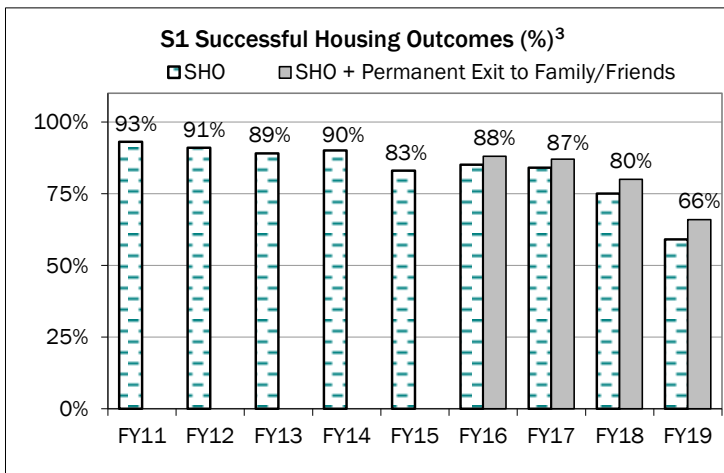
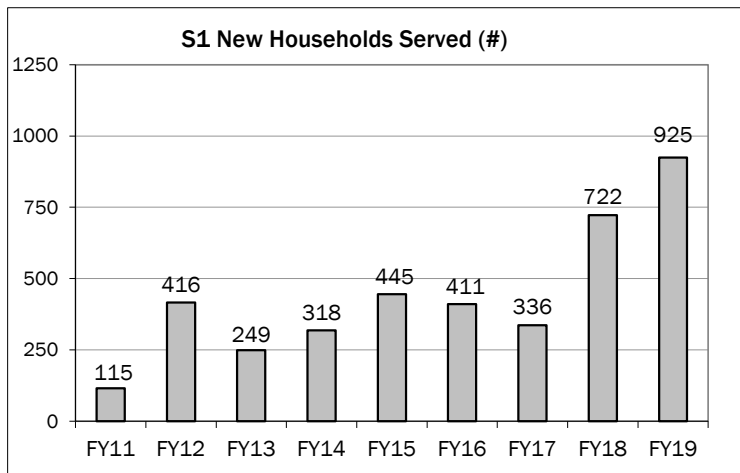
The system continues to perform well, with good occupancy and success rates. A comparable number of households were served this reporting period and the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1936. VA VASH voucher capacity of 372 is not included.

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Rapid Re-housing 7/1/2018 - 12/31/2018	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
Rapid Re-housing System ¹	1,473	925	≠	2,190	1,556	≠	100	113	≠	737	637	≠	50%	66%	√



DEMOGRAPHICS	Family & Adults
Households Served	1,556
Clients Served	2,419
Recidivism	14%
Average Age (HoH)	44
Gender - Male (HoH)	59%
Gender - Female (HoH)	41%
Veterans (U.S. Military) served	253
Veterans % of all adults	15%
Average Monthly Household Income	\$614
Percent Working at Entry	28%
Adults Served	1,670
Children Served	749
Race - White (HoH)	32%
Race - Black (HoH)	67%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.8
Average Number of Children ²	2.4
Adults 18-24 years (HoH)	9%
Children 0 - 2 years ²	24%
Children 3 - 7 years ²	36%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	13%
Long Term Disability (HoH)	44%
Pregnant Women Served	99

The system served 59% more households than the same reporting period of last fiscal year, due to full operations of the rapid re-housing program for single adults. The number of households served by the single adult Rapid Re-housing project is still below the projected goal, which impacts the performance of the entire system.

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, YMCA Rapid Re-housing, LSS SSVF, and VOAGO SSVF programs.

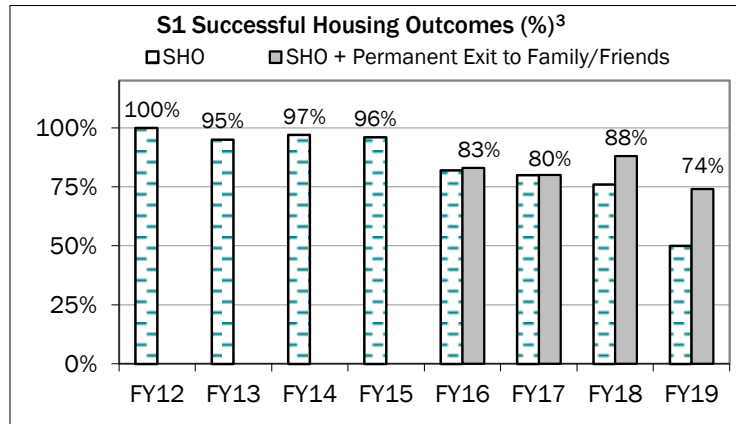
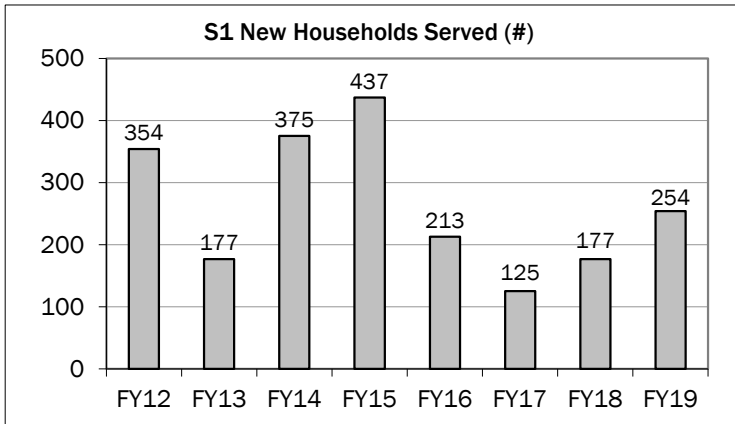
² Data refers to families served.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

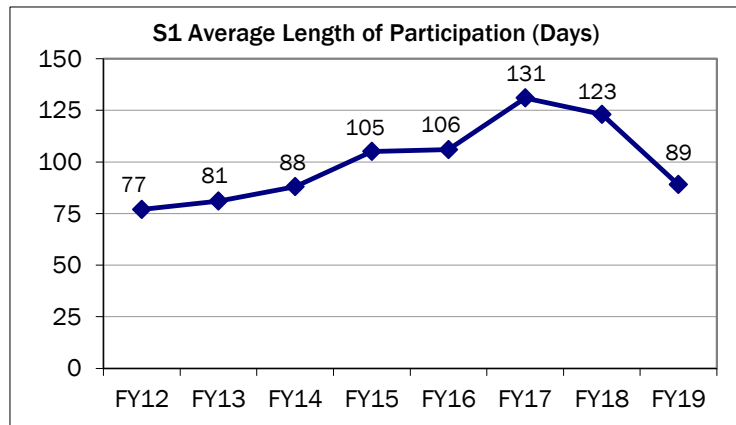
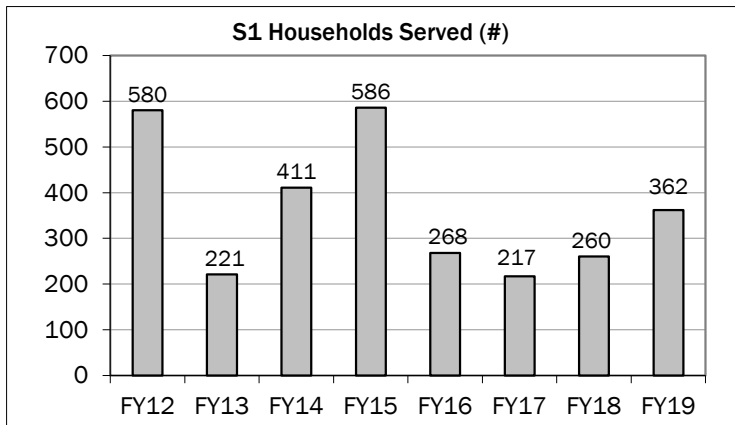
System and Program Indicator Report



FY19 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
7/1/2018 - 12/31/2018	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	171	254	√	236	362	√	120	89	√	142	183	√	90%	74%	≠



DEMOGRAPHICS	Family & Adults
Households Served	362
Clients Served	1,221
Recidivism	9%
Average Age (HoH)	33
Gender - Male (HoH)	17%
Gender - Female (HoH)	83%
Veterans (U.S. Military) served	53
Veterans % of all adults	12%
Average Monthly Household Income	\$799
Percent Working at Entry	51%
Race - White (HoH)	19%
Race - Black (HoH)	80%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	445
Children Served	776
Mean Family Size ²	3.6
Average Number of Children ²	2.3
Children 0 - 2 years ²	23%
Children 3 - 7 years ²	38%
Children 8 - 12 years ²	25%
Children 13 - 17 years ²	14%
Long Term Disability (HoH)	14%
Pregnant Women Served	57



39% more households were served than the same reporting period of last fiscal year. The success rate at program exit fell significantly. 50% of households are stable in their own housing and 24% decided to permanently move in with family/friends, an unusually high rate for family/friends move-ins. Income and percent working at entry decreased compared to FY18 annual rate (\$833 and 54% respectively) showing better targeting and prioritization of households at greater risk of homelessness.

¹ System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and LSS SSVF and VOAGO SSVF programs for veterans.

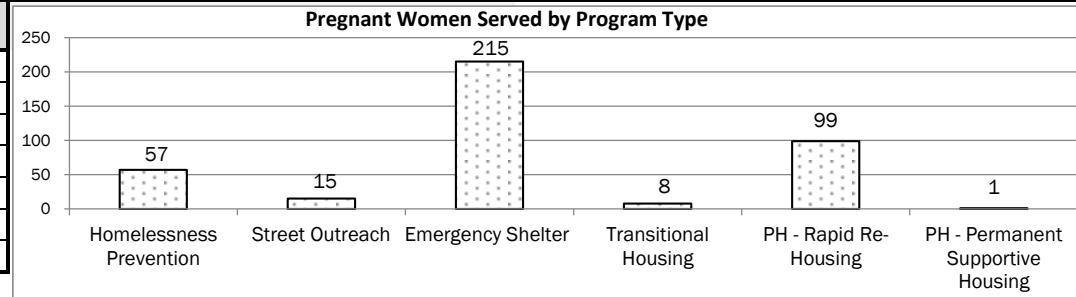
² Data refers to the families served.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report

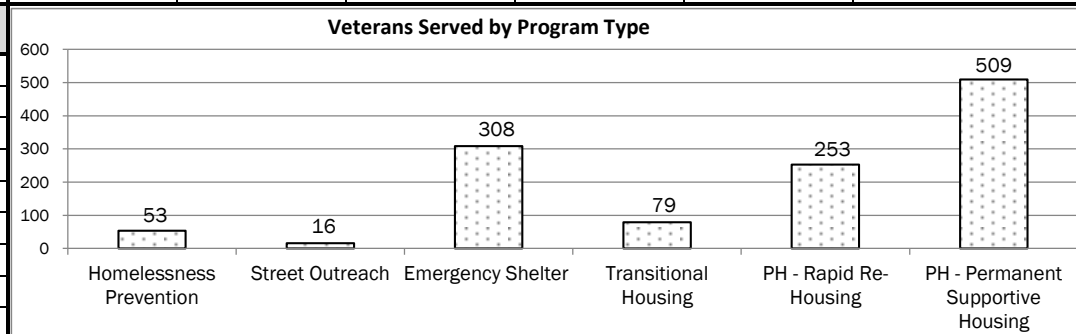
Special Populations Served : 7/1/2018 - 12/31/2018		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Total Households Served (#)	305	57	15	215	8	99	1
Successful Housing Outcomes (#) ¹	N/A	17	5	62	2	35	0
Successful Housing Outcomes (%) ¹	N/A	68%	63%	34%	100%	73%	0%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	98	71	40	9	126	3
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Race - White (HoH)	23%
Race - Black (HoH)	75%
Race - Other (HoH)	2%
Hispanic (HoH)	6%
Non-Hispanic (HoH)	94%
Long Term Disability	20%
Franklin County Residents	88%



Veterans Served by Program Type		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Total Households Served (#)	904	53	16	308	79	253	509
Successful Housing Outcomes (#) ¹	N/A	31	9	127	44	151	495
Successful Housing Outcomes (%) ¹	N/A	97%	82%	51%	67%	88%	97%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	83	98	42	2	106	47
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Gender - Male (HoH)	92%
Gender - Female (HoH)	8%
Race - White (HoH) ⁵	41%
Race - Black (HoH) ⁵	58%
Race - Other (HoH) ⁵	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Long Term Disability	66%
Franklin County Residents	83%



¹ Successful outcomes measure for Street Outreach.

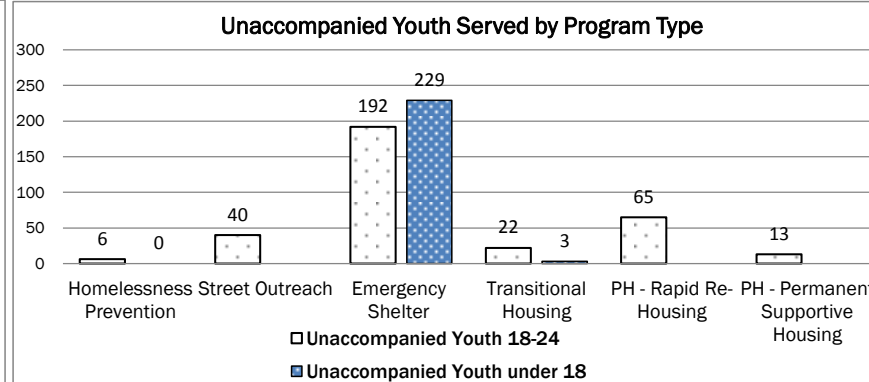
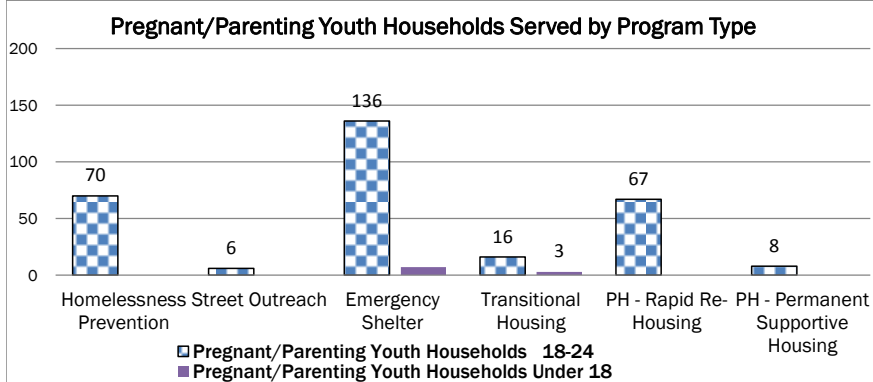
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ Due to rounding percentages do not add up to 100%.

TAY Population Served: 7/1/2018 -12/31/2018		Transition Age Youth Served by Program Type					
Transition Age Youth Population ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth 18-24	266	6	40	192	22	65	13
Pregnant/Parenting Youth Households 18-24	245	70	6	136	16	67	8
Unaccompanied Youth under 18	229	0	0	229	3	0	0
Pregnant/Parenting Youth Households Under 18	9	0	0	7	3	0	0
Total Households Served	749	76	46	564	44	132	21
Total Households Entered	484	55	22	390	15	77	5
Total Households Exited	561	44	23	492	13	83	2
Total Pregnant Women Served	112	14	6	74	7	34	1
Successful Housing Outcomes (%) ²	N/A	73%	52%	53%	77%	72%	90%
Successful Housing Outcomes (#) ²	N/A	32	12	259	10	60	19
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ⁴	N/A	92	124	26	10	111	24
Housing Stability (Months) ⁵							
DEMOGRAPHICS							
	Race - White (HoH) ⁶	10%	35%	26%	11%	26%	14%
	Race - Black (HoH) ⁶	90%	65%	71%	86%	73%	86%
	Race - Other (HoH) ⁶	0%	0%	4%	2%	1%	0%
	Hispanic (HoH)	1%	2%	9%	2%	5%	5%
	Non-Hispanic (HoH)	99%	98%	91%	98%	95%	95%
	Long Term Disability	9%	91%	46%	95%	30%	95%
	Franklin County Residents	99%	87%	81%	97%	85%	100%



¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.

² Successful outcomes measure for Street Outreach

³ Average Length of Shelter Stay (Days) measured for Emergency Shelter.

⁴ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

⁵ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁶ Due to rounding percentages do not add up to 100%.

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	
7/1/2018 -12/31/2018													
Netcare - Homeless Hotline (Single Adults) ⁵	4,500	4,777	N/A	95%	98%	N/A	1,125	784	N/A	25%	14%	N/A	
Netcare - Homeless Hotline (Families) ⁵	1,500	1,608	N/A	95%	99%	N/A	450	312	N/A	30%	17%	N/A	
Gladden Community House - Family Diversion	700	1,323	√	95%	99%	√	245	362	√	35%	36%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ⁴			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	
7/1/2018 -12/31/2018																						
Maryhaven - Capital Crossroad SID Outreach	50	46	√	70	55	≠	38	42	√	75%	98%	√	21	34	√	55%	81%	√	N/A	40%	N/A	
Maryhaven - Outreach	149	77	≠	209	188	√	111	47	≠	75%	68%	≠	61	29	≠	55%	62%	√	25%	30%	√	
Southeast - PATH Outreach ³	125	52	≠	195	74	≠	62	15	≠	50%	43%	≠	N/A	15	N/A	N/A	100%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁴						Recidivism	Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <10%	Actual (%) Goal 1.5%
7/1/2018 -12/31/2018																	
YWCA - Family Center	400	223	≠	50	53	√	25	51	≠	245	82	≠	70%	47%	≠	4%	1%
YMCA - Van Buren Family Shelter	350	503	√	64	113	√	25	47	≠	200	230	√	70%	53%	≠	11%	3%

¹ Capacity does not include overflow.

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

³ The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

⁴ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁵ First six months for Netcare operating the homeless hotline.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{3, 4}						Recidivism	Movement
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <10%	Actual (%) Goal <15%
7/1/2018 - 12/31/2018																		
MEN																		
LSS - Faith Mission - Men's on Grant ²	N/A	482	N/A	N/A	89	96	N/A	30	45	N/A	N/A	113	N/A	33%	30%	N/A	11%	19%
LSS - Faith Mission on 8th ²	N/A	425	N/A	N/A	95	92	N/A	30	50	N/A	N/A	93	N/A	33%	28%	N/A	16%	17%
Friends of the Homeless - Men's Shelter ⁵	808	638	(170)	≠	130	129	√	30	47	≠	224	116	≠	33%	23%	≠	20%	16%
VOAGO - Men's Shelter ⁵	306	278	(28)	√	40	40	√	30	31	√	88	53	≠	33%	22%	≠	33%	15%
YMCA - Men's Overflow ⁶	550	714	164	√	110	110	√	30	8	√	N/A	0	N/A	N/A	0%	N/A	N/A	N/A
WOMEN																		
LSS - Faith Mission - Women's on Grant ²	N/A	190	N/A	N/A	38	39	N/A	30	49	N/A	N/A	51	N/A	33%	34%	N/A	8%	12%
YMCA - Van Buren Women's Shelter ⁵	500	582	82	√	139	134	√	30	53	≠	133	134	√	33%	30%	√	11%	10%
YMCA - Van Buren Pregnant Women's Shelter ⁵	83	103	20	√	12	14	√	37	28	√	23	16	≠	33%	17%	≠	8%	8%
YMCA - Women's Overflow ⁶	250	291	41	√	23	23	√	30	4	√	N/A	1	N/A	N/A	0%	N/A	N/A	N/A
INEBRIATE																		
Maryhaven - Engagement Center Safety	450	373	(77)	≠	32	38	√	12	20	≠	125	105	≠	30%	30%	√	17%	N/A
Maryhaven - Engagement Center Shelter2Housing ⁵	80	61	(19)	≠	18	17	√	30	59	≠	20	26	√	33%	58%	√	17%	2%
YOUTH																		
Huckleberry House - Emergency Shelter	190	239	49	√	16	11	≠	10	9	√	144	205	√	80%	89%	√	10%	0%
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing	55	83	28	√	15	12	≠	60	35	√	21	45	√	50%	64%	√	15%	9%
LSS - VA Men & Women	75	122	47	√	24	20	≠	60	36	√	26	37	√	50%	35%	≠	4%	22%
AGENCY																		
Lutheran Social Services - Faith Mission ^{2,5}	1,382	1,049	(333)	≠	222	228	√	30	50	≠	383	256	≠	33%	32%	√	11%	17%

¹ Capacity does not include overflow.

² Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission Men's on Grant, Faith Mission on 8th, and Nancy's Place.

³ Successful outcomes measure for Maryhaven Engagement Center Safety.

⁴ Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

⁵ Starting 7/1/2017 housing services are provided by the single adult Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

⁶ Men's and women's seasonal overflow was opened 11/09/18. Capacity is actual average nightly number served.

PERMANENT SUPPORTIVE HOUSING	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹					
	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
7/1/2018 - 12/31/2018																	
Community Housing Network - Briggsdale	25	27	26	(1)	√	24	96%	√	24	57	√	24	25	√	90%	96%	√
Community Housing Network - Briggsdale ²	40	N/A	40	N/A	N/A	39	98%	N/A	N/A	2	N/A	N/A	40	N/A	N/A	100%	N/A
Community Housing Network - Cassidy ²	10	11	11	0	√	11	110%	√	24	48	√	10	11	√	90%	100%	√
Community Housing Network - Community ACT	42	46	42	(4)	√	41	98%	√	24	68	√	41	40	√	90%	95%	√
Community Housing Network - East 5th Avenue	38	42	41	(1)	√	36	95%	√	24	37	√	38	41	√	90%	100%	√
Community Housing Network - Inglewood Court	45	50	47	(3)	√	44	98%	√	24	43	√	45	45	√	90%	96%	√
Community Housing Network - Leasing Supportive Housing	25	27	25	(2)	√	22	88%	≠	24	48	√	24	24	√	90%	100%	√
Community Housing Network - North 22nd Street	30	33	33	0	√	30	100%	√	24	40	√	30	31	√	90%	97%	√
Community Housing Network - Parsons	25	27	26	(1)	√	25	100%	√	24	27	√	24	25	√	90%	96%	√
Community Housing Network - RLPTI	80	88	78	(10)	≠	66	83%	≠	24	64	√	79	75	√	90%	97%	√
Community Housing Network - Safe Haven	13	17	14	(3)	≠	13	100%	√	24	74	√	15	12	≠	90%	92%	√
Community Housing Network - Southpoint Place	46	51	50	(1)	√	46	100%	√	24	46	√	46	47	√	90%	96%	√
Community Housing Network - Terrace Place	47	52	47	(5)	√	45	96%	√	24	56	√	47	46	√	90%	100%	√
Maryhaven - Commons at Chantry	50	55	53	(2)	√	46	92%	√	24	61	√	50	52	√	90%	100%	√
National Church Residences - Commons at Buckingham	75	82	79	(3)	√	71	95%	√	24	58	√	74	73	√	90%	97%	√
National Church Residences - Commons at Grant	50	55	50	(5)	√	50	100%	√	24	83	√	50	49	√	90%	98%	√
National Church Residences - Commons at Livingston	60	66	66	0	√	58	97%	√	24	43	√	59	63	√	90%	95%	√
National Church Residences - Commons at Third	60	66	64	(2)	√	60	100%	√	24	41	√	59	62	√	90%	97%	√
National Church Residences - VOAGO Van Buren Village	60	66	63	(3)	√	59	98%	√	24	25	√	59	61	√	90%	98%	√
YMCA - 40 West Long Street	105	116	116	0	√	100	95%	√	24	45	√	104	110	√	90%	95%	√
YMCA - Franklin Station ²	75	83	78	(5)	√	77	103%	√	24	67	√	75	77	√	90%	99%	√
YMCA - Isaiah Project ³	174	174	190	16	√	169	97%	√	3	5	√	156	177	√	90%	93%	√
YMCA - Scattered Sites HOME ²	50	55	73	18	√	66	132%	√	6	9	√	50	64	√	90%	88%	√
YWCA - WINGS	91	100	99	(1)	√	84	92%	√	24	24	√	90	92	√	90%	93%	√

¹Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

²Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units or eligible roommates/couples or project is able to increase census due to funding availability.

³YMCA took over CHN Leasing 2 project effective 7/1/2018 and will decrease project census throughout the year.

⁴Project started 7/1/2018 and is in lease-up phase. Program too new to be evaluated.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2018 - 12/31/2018		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PERMANENT SUPPORTIVE HOUSING																		
Community Housing Network - Family Homes		10	11	10	(1)	√	95%	100%	√	24	63	√	10	10	√	90%	100%	√
Community Housing Network - Wilson		8	9	8	(1)	√	95%	100%	√	24	111	√	8	8	√	90%	100%	√
VOAGO - Family Supportive Housing		38	42	40	(2)	√	95%	95%	√	24	44	√	38	39	√	90%	98%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA		52	57	45	(12)	≠	100%	81%	≠	24	66	√	51	42	≠	90%	93%	√
Equitas Health - TRA		89	98	88	(10)	√	100%	97%	√	24	115	√	88	87	√	90%	100%	√
Community Housing Network - SRA ⁴		197	217	172	(45)	≠	100%	87%	≠	24	45	√	195	159	≠	90%	94%	√
Community Housing Network - SRA ³		11	12	12	0	√	100%	109%	√	6	10	√	11	12	√	90%	100%	√
Community Housing Network - TRA		171	188	164	(24)	≠	100%	91%	≠	24	58	√	169	155	√	90%	97%	√
Community Housing Network - TRA ⁵		20	10	7	(3)	N/A	50%	25%	N/A	N/A	4	N/A	N/A	7	N/A	N/A	100%	N/A
YMCA - 40 West Long Expansion SRA		38	42	42	0	√	100%	97%	√	24	31	√	38	39	√	90%	100%	√
Total Rental Assistance		578	624	530	(94)	≠	100%	86%	≠	24	60	√	552	501	√	90%	97%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP ⁶		24	40	37	(3)	√	98%	92%	≠	10	10	√	9	10	√	77%	77%	√
Maryhaven - Women's ^{2,7}		5	8	7	(1)	√	90%	120%	√	6	8	≠	2	N/A ⁷	N/A	50%	N/A ⁷	N/A
VOAGO - Veterans		40	100	77	(23)	≠	95%	45%	≠	4	2	√	39	44	√	77%	67%	≠

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Project capacity fluctuates based on need and available capacity.

³ Funding allows over-leasing for this project.

⁴ Community Housing Network - SRA and SRA 2 programs were combined starting 7/1/2018.

⁵ Project started 7/1/2018 and is in lease-up phase. Project too new to be evaluated.

⁶ Project capacity of 24 units as of 7/1/2018.

⁷ Project didn't have any household exits during report period. Measure could not be calculated.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay			Average Length of Participation (Days)			Successful Housing Outcomes ³						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	
7/1/2018 - 12/31/2018																									
Homeless Families Foundation - Rapid Re-housing ²	93	90	√	139	138	√	15	46	≠	100	109	√	84	57	≠	90%	74%	≠	\$800	\$754	√	90%	73%	≠	
The Salvation Army - Rapid Re-housing ²	83	20	≠	120	43	≠	15	68	≠	100	88	√	75	23	≠	90%	85%	√	\$1,800	\$2,007	≠	90%	83%	≠	
The Salvation Army - Job2Housing ²	32	26	≠	62	58	√	15	52	≠	180	187	√	29	11	≠	90%	100%	√	N/A	\$7,157	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing ²	38	33	≠	62	55	≠	15	39	≠	100	102	√	34	32	√	90%	91%	√	\$800	\$800	√	90%	93%	√	
YMCA - Rapid Rehousing ²	1,000	631	≠	1,500	1,032	≠	23	34	≠	90	111	≠	700	371	≠	70%	56%	≠	\$1,200	\$1,417	≠	50%	51%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	137	73	≠	N/A	N/A	N/A	N/A	N/A	N/A	134	70	≠	98%	96%	√	\$1,300	\$1,758	≠	98%	96%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	550	521	√	N/A	N/A	N/A	N/A	N/A	N/A	539	506	√	98%	97%	√	\$1,000	\$1,091	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³						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			
7/1/2018 - 12/31/2018																								
Gladden Community House - Family Homelessness Prevention	129	163	√	179	225	√	120	86	√	116	111	√	90%	69%	≠	\$1,100	\$1,285	≠	90%	55%	√ ⁵			
Gladden Community House - FCCS Prevention	40	34	≠	45	57	√	120	100	√	36	39	√	90%	89%	√	\$900	\$1,224	≠	80%	74%	√ ⁵			
HFF Pregnant Women Homelessness Prevention	14	17	√	22	29	√	110	96	√	0	4	√	90%	36%	≠	\$4,400	\$2,886	N/A	100%	22%	N/A			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						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		
7/1/2018 - 12/31/2018																							
LSS - SSVF Rapid Re-housing ²	70	47	≠	95	80	≠	30	33	√	100	86	√	56	48	≠	80%	84%	√	80%	77%	√		
VOAGO - SSVF Prevention ⁴	17	39	√	19	50	√	N/A	N/A	N/A	90	85	√	15	29	√	90%	97%	√	75%	97%	√		
VOAGO - SSVF Rapid Re-housing ^{2,4}	157	90	≠	212	163	≠	30	18	√	100	130	≠	126	92	≠	80%	89%	√	80%	88%	√		

¹ Households that exited successfully without accessing DCA are excluded from calculation.

² Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. ALOP including pregnant women is 228.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Program may not have had enough veterans to serve to meet the RRH goal, instead the prevention goal was exceeded but not sufficiently to compensate.

⁵ Program participants did not need to use DCA at the projected rate.



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