

SYSTEM & PROGRAM INDICATOR REPORT

FY2021
7/1/20 - 6/30/21

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.

Way to go!

Thank you to all our partners for continued work on the front lines during the COVID-19 pandemic.

These programs met all outcomes for numbers served, length of service, and successful outcomes.



homeless hotline
for families



family diversion
homelessness prevention
expansion & FCCS



emergency shelter

These supportive housing programs met all outcomes for numbers served, occupancy, stability, and successful outcomes.



east 5th avenue
inglewood court
north 22nd street
southpoint place
terrace place
family homes
wilson



isaiah project



National Church Residences
EXCELLENCE THAT TRANSFORMS LIVES
commons at buckingham
commons at livingston
commons at third



Volunteers
of America®
OHIO & INDIANA
van buren village



40 west long street
franklin station
isaiah project
scattered sites

Congratulations to these agencies for achieving compliance with CSB's rigorous program certification standards this year on the first try.



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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:

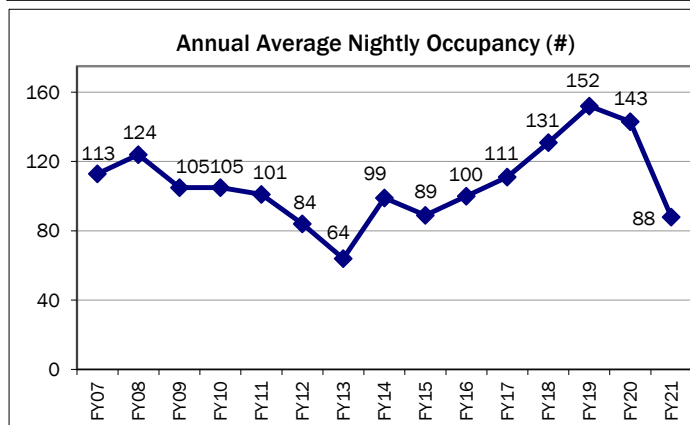
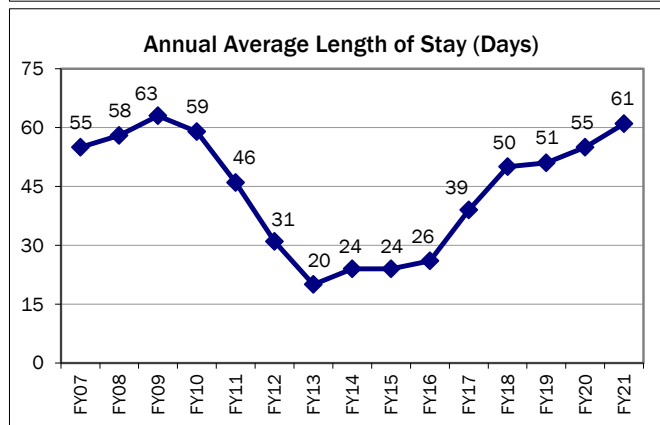
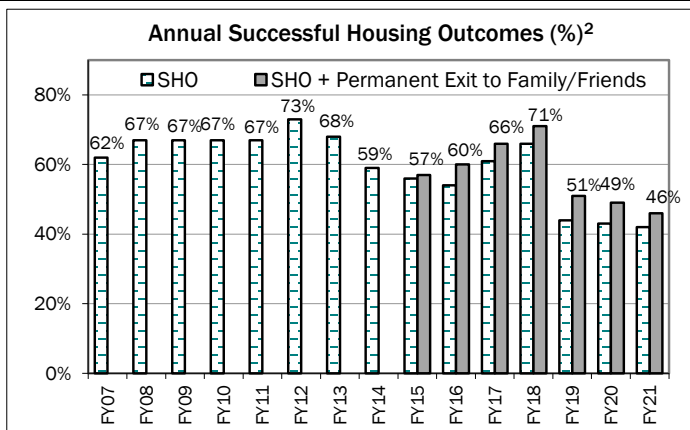
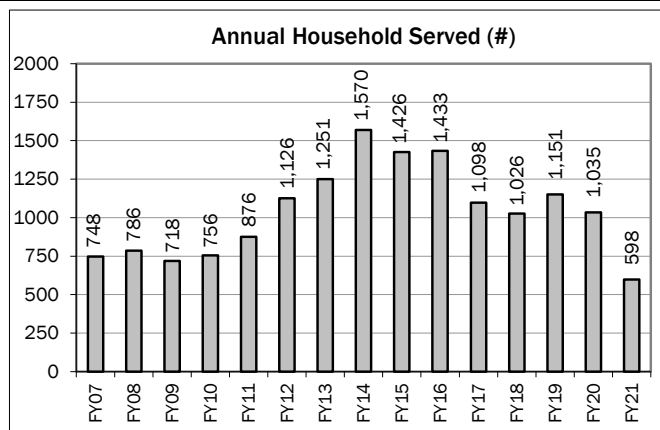
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY21 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
7/1/2020 - 6/30/2021														
Family System	1,100	598	√ ³	114	88	42	61	≠	305	233	≠	60%	46%	≠



DEMOGRAPHICS	Family
Households Served	598
Recidivism ⁴	1%
Percent Newly homeless	77%
Clients Served	1,995
Average Age (HoH)	32
Gender - Female (HoH)	93%
Gender - Male (HoH)	7%
Veterans (U.S. Military) served	6
Veterans % of all adults	1%
Average Monthly Household Income	\$821
Percent Working at Entry	35%
Race - Black (HoH)	65%
Race - White (HoH)	28%
Race - Multi-Racial (HoH)	6%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults Served	811
Children Served	1,184
Mean Family Size	3.3
Average Number of Children	2.0
Adults 18-24 years (HoH)	19%
Children 0 - 2 years	28%
Children 3 - 7 years	35%
Children 8 - 12 years	25%
Children 13 - 17 years	12%
Self Reported Disability (HoH)	13%
Pregnant Women Served	62

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult for our partners. 42% less households needed shelter when compared to FY20, likely impacted by the eviction moratorium, stimulus funds and unemployment benefits. The success rate at exit from shelters decreased 3 percentage points to 46%. The average length of shelter stay increased 6 days to 61 days. The employment rate at entry decreased from the FY20 annual rate of 41% to 35% currently, while the average income decreased to \$821 (FY20 \$847), impacted by the pandemic and affecting the housing abilities of our partners. 35% of families had more than one shelter stay during the timeframe. An additional 46 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.

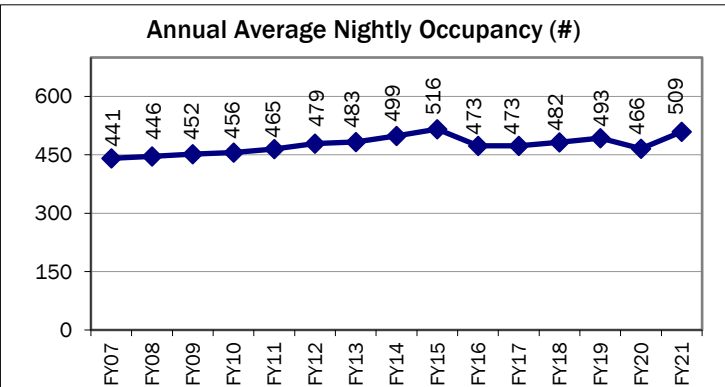
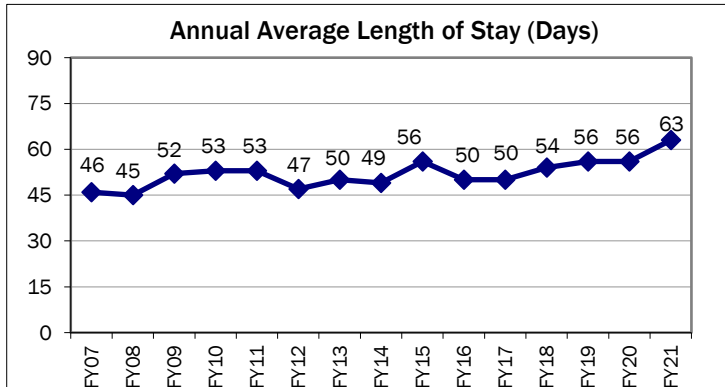
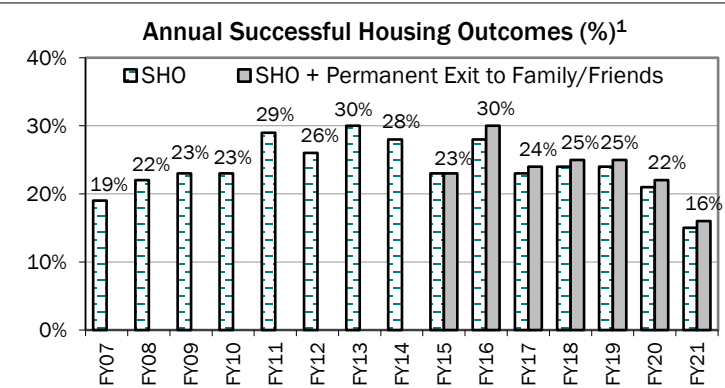
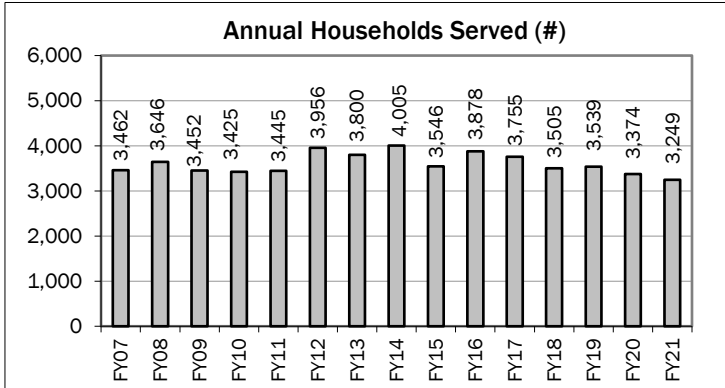
³ System served all families in need of shelter. Successful Housing Outcomes goal (#) has been recalculated based on the number served.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/20-12/31/20.

System and Program Indicator Report



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2020 - 6/30/2021	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	3,600	3,249	√	515	509	45	63	≠	1057	451	≠	33%	16%	≠



DEMOGRAPHICS	Men
Households Served	3,249
Recidivism ³	6%
Percent Newly homeless	66%
Average Age	44
Men as a percent of total single adults served	69%
Veterans (U.S. Military) served	218
Veterans % of all adults	7%
Average Monthly Household Income	\$525
Percent Working at Entry	22%
Race - Black	58%
Race - White	34%
Race - Multi-Racial	6%
Race - Other	2%
Non-Hispanic	95%
Hispanic	5%
Adults 18 - 24 years	7%
Adults 25 - 34 years	24%
Adults 35 - 44 years	22%
Adults 45 - 54 years	22%
Adults 55 - 64 years	20%
Adults 65+ years ⁴	5%
Self Reported Disability (HoH)	47%

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult for our partners. The number of single men served decreased 4% when compared to the last fiscal year. Additional capacity was open throughout the reporting period. The success rate decreased 6 percentage points to 16%. The average length of time homeless increased 7 days from the prior reporting period, to 63 days. The employment rate at entry increased to 22% compared to the FY20 annual rate of 19%, coupled with an increase in average income to \$525 (FY20 \$414). On average, men had 3.3 different stays in shelters during the timeframe. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more difficult for our partners.

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.

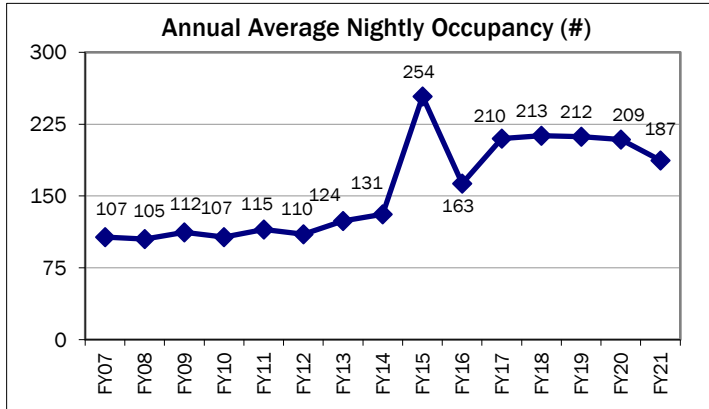
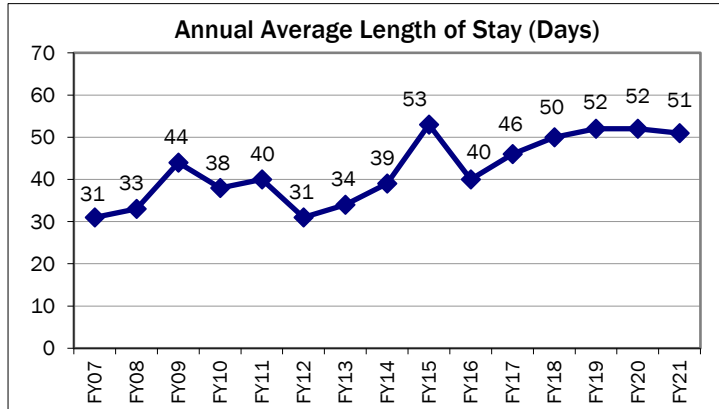
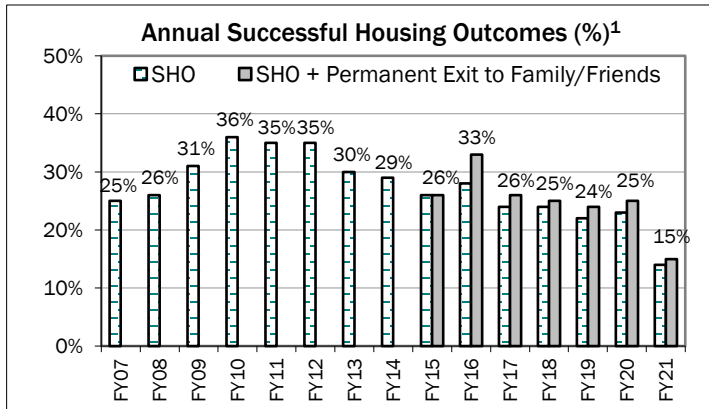
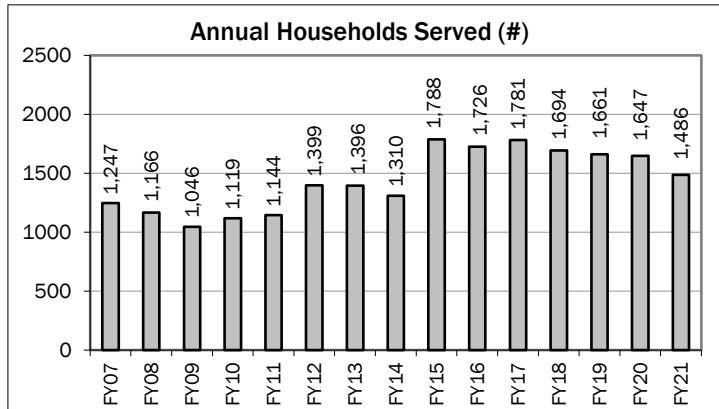
² The system capacity increased from the previous 397 beds in FY2020 to 515 beds currently. Additional overflow beds opened 11/23/2020.

³ Recidivism calculated for successful housing exits between reporting period of 7/1/20-12/31/20.

System and Program Indicator Report



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2020 - 6/30/2021	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,700	1,486	√ ⁴	208	187	45	51	≠	429	188	≠	33%	15%	≠



DEMOGRAPHICS	Women
Households Served	1,486
Recidivism ³	3%
Percent Newly homeless	70%
Average Age	41
Women as a percent of total single adults served	31%
Veterans (U.S. Military) served	15
Veterans % of all adults	1%
Average Monthly Household Income	\$588
Percent Working at Entry	22%
Race - Black	50%
Race - White	40%
Race - Multi-Racial	8%
Race - Other	2%
Non-Hispanic	95%
Hispanic	5%
Adults 18 - 24 years ⁵	13%
Adults 25 - 34 years ⁵	25%
Adults 35 - 44 years ⁵	24%
Adults 45 - 54 years ⁵	20%
Adults 55 - 64 years ⁵	16%
Adults 65+ years ⁵	3%
Self Reported Disability (HoH)	23%
Pregnant Women Served	102

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult for our partners. The number of single women served decreased 10% when compared to the last fiscal year. The success rate decreased 10 percentage points to 15%. The average length of time homeless decreased by 1 day. The employment rate at entry decreased 4 percentage points to 22% when compared to the FY20 annual rate of 26%, while average income remained flat (FY21 \$587), impacted by the pandemic and affecting the housing abilities of our partners. On average women had 3.9 different stays in shelter during the timeframe. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult for our partners.

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 Additional overflow beds opened 10/16/2020.

³ Recidivism calculated for successful housing exits between reporting period of 7/1/20-12/31/20.

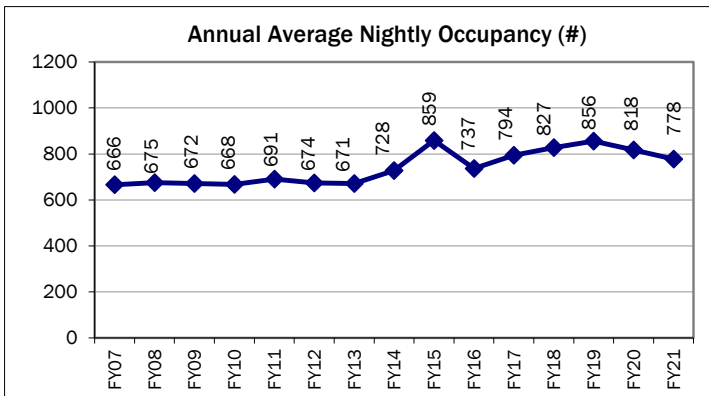
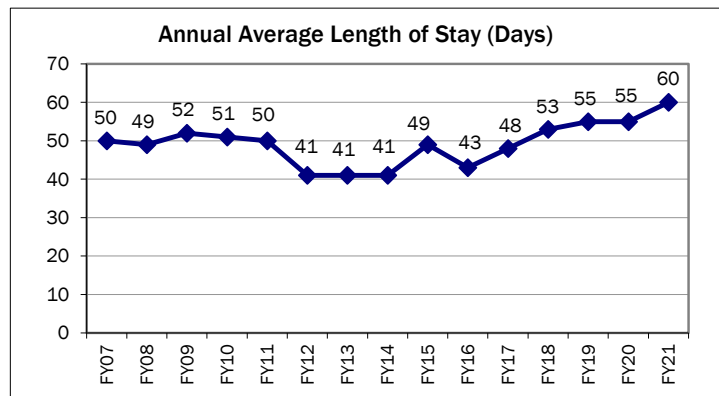
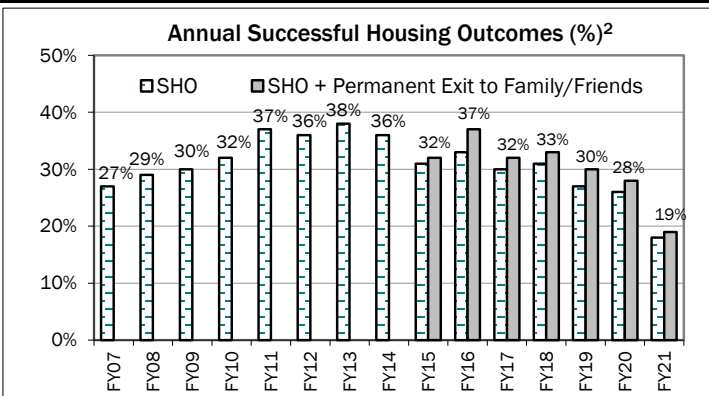
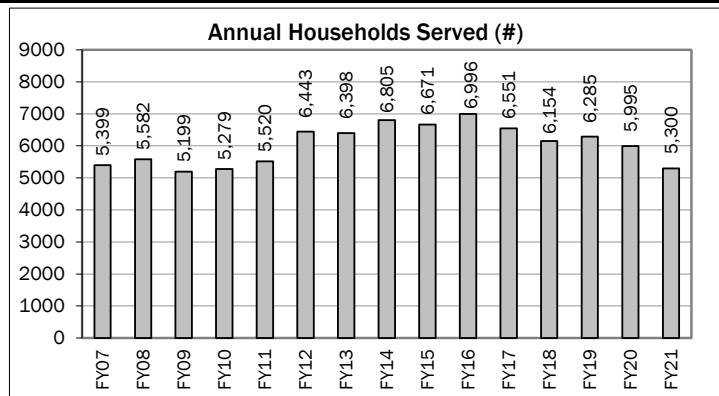
⁴ System served all women in need of shelter. Successful Housing Outcomes goal (#) was recalculated based on the number served.

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

System and Program Indicator Report



FY21 EMERGENCY SHELTER 7/1/2020 - 6/30/2021	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	6,200	5,300	√ ⁶	837	778	45	60	≠	1,583	871	≠	35%	19%	≠



DEMOGRAPHICS	Family & Adults
Households Served	5,300
Recidivism ⁴	6%
Percent Newly homeless	69%
Clients Served	6,681
Adults Served	5,497
Children Served	1,184
Average Age (HoH)	42
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) served	239
Veterans % of all adults	4%
Average Monthly Household Income	\$587
Percent Working at Entry	24%
Race - Black (HoH) ⁵	57%
Race - White (HoH) ⁵	35%
Race - Multi-Racial (HoH) ⁵	7%
Race - Other (HoH) ⁵	2%
Non-Hispanic (HoH)	95%
Hispanic (HoH)	5%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	164
Self Reported Disability (HoH)	37%

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult for our partners. The system experienced a 12% decrease in the number of households sheltered, driven by the decrease in family homelessness. The number of veterans and pregnant women who needed shelter decreased by 107 (31%) and 106 (40%) respectively, during the same timeframe. The successful housing outcome rate decreased 9 percentage points compared to the same period of last fiscal year. The average length of time homeless increased by 5 days to 60 days. The average income increased when compared to the FY20 annual rate (\$554). 69% of sheltered households did not experience homelessness within the prior two years.

¹ 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 5,669. The number of clients served at SIQ shelters is 336 clients in 296 households, and this cohort is excluded from all calculations.

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 Additional overflow beds opened 10/16/2020 for women and 11/23/2020 for men.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/20-12/31/20.

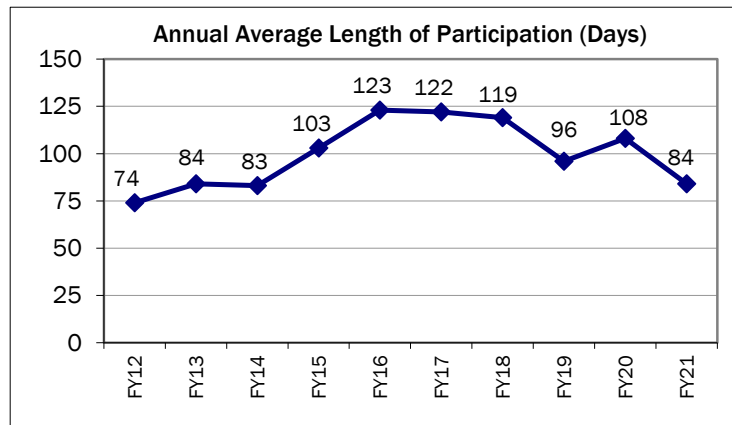
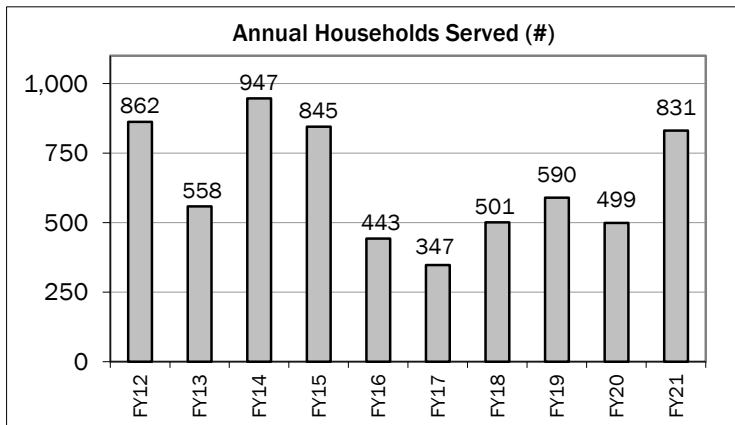
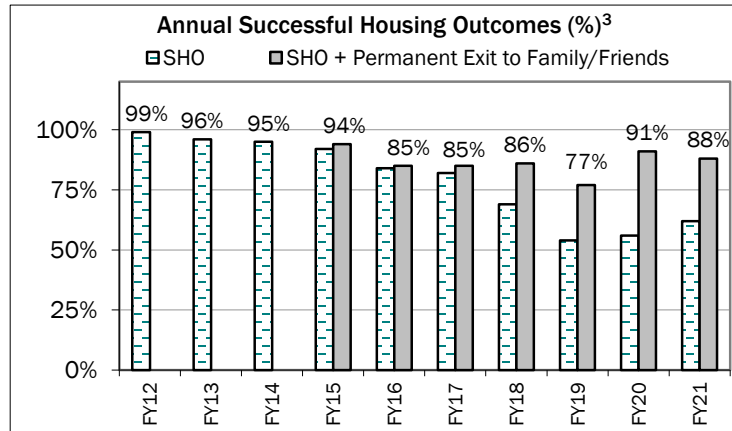
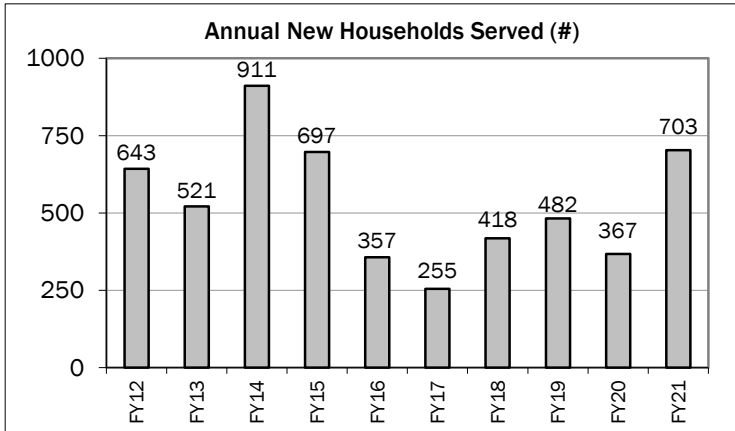
⁵ Due to rounding percentages do not add up to 100%.

⁶ System served all family households and single adults in need of shelter. Successful Housing Outcomes goal (#) was recalculated based on the number served.

System and Program Indicator Report



7/1/2020 - 6/30/2021	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	635	703	√	794	831	√	150	84	√	512	585	√	80%	88%	√



DEMOGRAPHICS	Family & Adults
Households Served	831
Clients Served	2,541
Recidivism ⁴	4%
Average Age (HoH)	34
Gender - Female (HoH)	84%
Gender - Male (HoH)	16%
Veterans (U.S. Military) served	118
Veterans % of all adults	12%
Average Monthly Household Income	\$696
Percent Working at Entry	28%
Race - Black (HoH)	73%
Race - White (HoH)	20%
Race - Multi-Racial (HoH)	5%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	994
Children Served	1,547
Mean Family Size ²	3.4
Average Number of Children ²	2.2
Children 0 - 2 years ^{2,5}	27%
Children 3 - 7 years ^{2,5}	35%
Children 8 - 12 years ^{2,5}	24%
Children 13 - 17 years ^{2,5}	15%
Self Reported Disability (HoH)	22%
Pregnant Women Served	128

The number of households served increased 67% when compared to the last fiscal year. At exit, 64% of households are stable in their own housing and 24% decided to permanently move in with family/friends. The percent working at entry decreased compared to the FY20 annual rate (38%) to 28% currently, coupled with a decrease in income from \$729 to \$696, showing improved targeting, serving the most needy households. The number of pregnant women served increased compared to the last fiscal year by 42 (50%). The increase in this number correlates with the decrease in pregnant women served in emergency shelters.

¹ System includes Gladden Community House prevention programs, Homeless Families Foundation prevention programs, and VOAII SSVF program for veterans.

² Data refers to the families served.

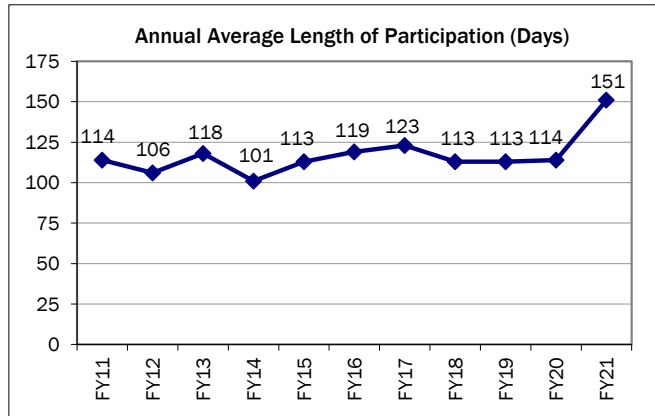
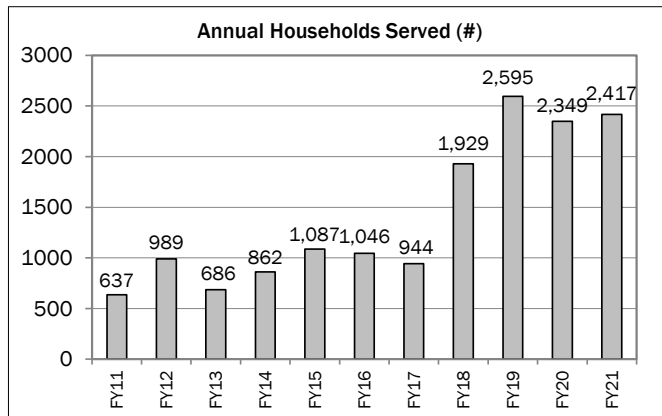
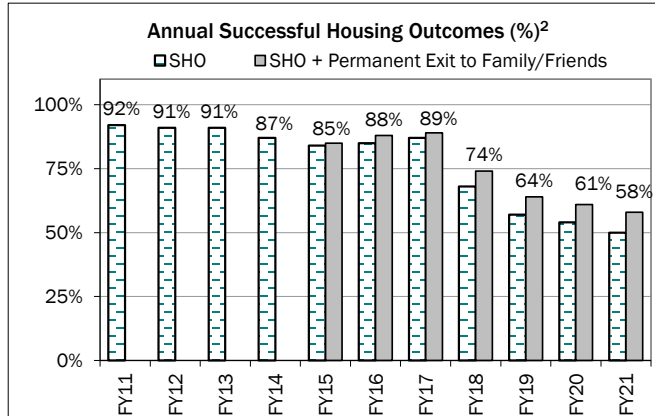
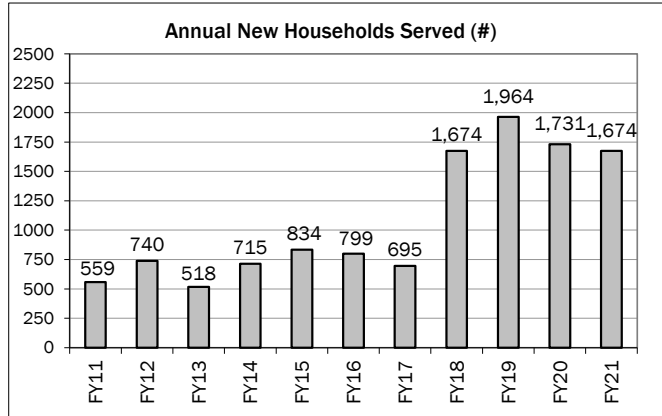
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/19-6/30/20.

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

System and Program Indicator Report

FY21 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2020 - 6/30/2021															
Rapid Re-housing System ¹	2,294	1,674	≠	3,072	2,417	≠	100	151	≠	1541	922	≠	60%	58%	√
Single Adults ³	-	1,280	-	-	1,785	-	-	138	-	-	627	-	-	52%	-
Families ³	-	400	-	-	647	-	-	190	-	-	296	-	-	75%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	647	1,785
Clients Served	2,175	1,785
Recidivism ⁴	3%	9%
Average Age (HoH)	32	46
Gender - Male (HoH)	7%	68%
Gender - Female (HoH)	93%	31%
Veterans (U.S. Military) served	10	295
Veterans % of all adults	1%	17%
Average Monthly Household Income	\$713	\$698
Percent Working at Entry	33%	26%
Adults Served	833	1,785
Children Served	1,342	N/A
Race - Black (HoH) ⁵	71%	59%
Race - White (HoH) ⁵	23%	31%
Race - Multi-racial (HoH) ⁵	5%	8%
Race - Other (HoH) ⁵	0%	1%
Non-Hispanic (HoH)	97%	96%
Hispanic (HoH)	3%	4%
Mean Family Size	3.4	N/A
Average Number of Children	2.1	N/A
Adults 18-24 years (HoH)	28%	10%
Children 0 - 2 years ⁵	32%	N/A
Children 3 - 7 years ⁵	33%	N/A
Children 8 - 12 years ⁵	23%	N/A
Children 13 - 17 years ⁵	11%	N/A
Pregnant Women Served	64	31
Self Reported Disability (HoH)	24%	42%

The number served in Rapid Rehousing programs increased 3% when compared to the last fiscal year. Re-housing activities were extremely difficult for our partners in the COVID-19 environment. The success rate at exit decreased by 3 percentage points, to 58% currently and the length of participation significantly increased to 151 days. The rapid rehousing programs now only serve households with high needs and barriers, which makes outcome achievement more difficult. Rapid Re-housing system recidivism rate is 7%.

¹ System includes HFF Rapid Re-housing, Rapid Re-housing for pregnant women, RRH Intensive, and YHDP Rapid Re-housing programs, VOAIO Rapid Re-housing, TSA Rapid Re-housing and J2H, YMCA Rapid Re-housing and Expansion, Family Rapid Re-housing and DV Rapid Rehousing, YWCA Rapid Re-housing, Homefull RRH, LSS SSVF, and VOAIO SSVF programs.

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 No outcome goals were set by subpopulation.

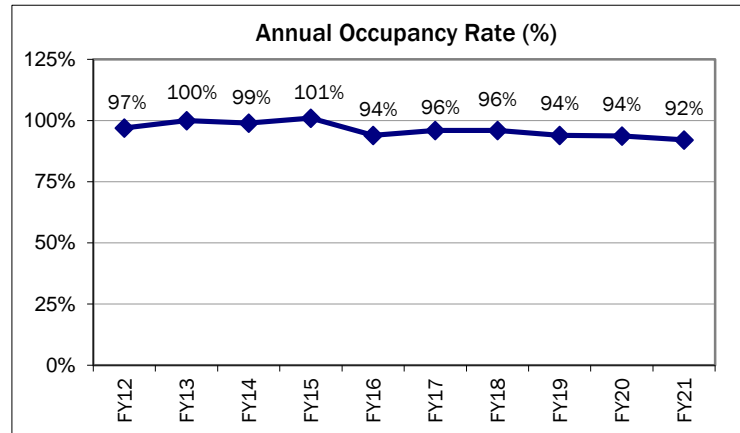
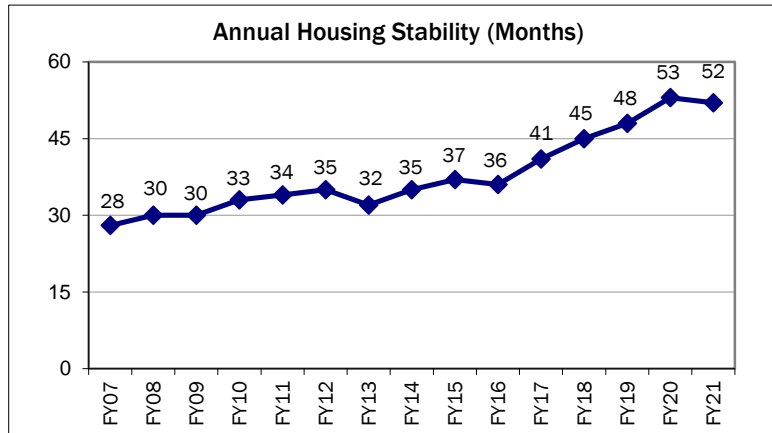
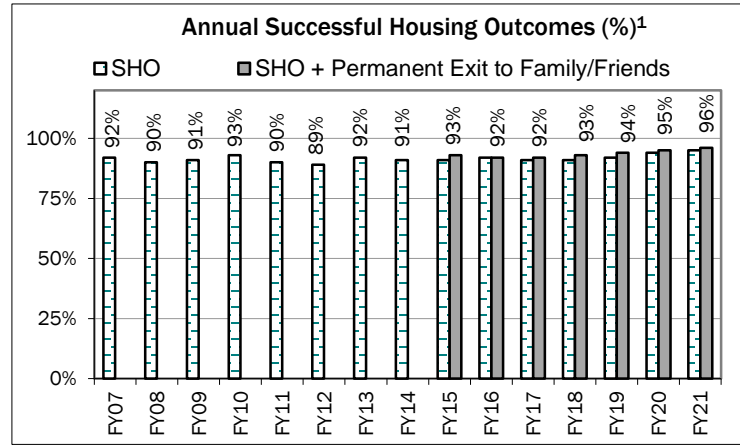
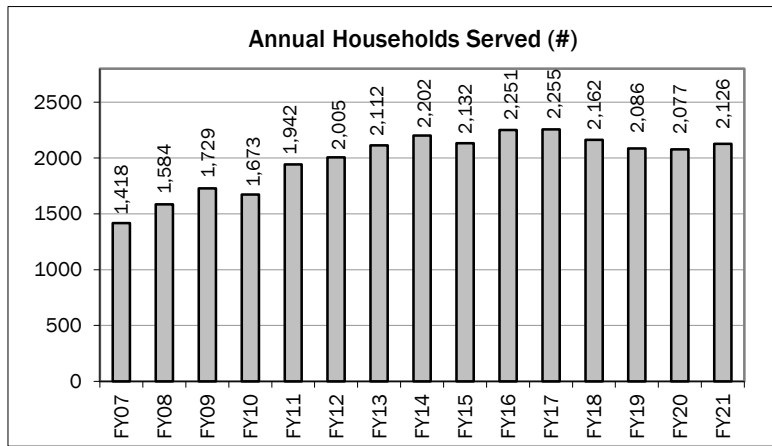
⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/20-12/31/20.

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

System and Program Indicator Report



FY21 Permanent Supportive Housing (PSH) 7/1/2020 - 6/30/2021	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
Total PSH System	2,323	2,126	√	95%	92%	√	24	52	√	2,091	1,959	√	90%	96%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,126
Exit to Homelessness ²	0%
Clients Served	2,630
Average Age (HoH)	51
Gender - Male (HoH)	63%
Gender - Female (HoH)	37%
Veterans (U.S. Military) served	249
Veterans % of all adults	11%
Average Monthly Household Income	\$364
Percent Working at Entry	7%
Race - Black (HoH)	60%
Race - White (HoH)	33%
Race - Multi-racial (HoH)	6%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Adults Served	2,201
Children Served	429
Mean Family Size ³	3.1
Average Number of Children ³	1.9
Adults 18-24 years (HoH) ⁴	5%
Adults 25 - 34 years (HoH) ⁴	12%
Adults 35 - 44 years (HoH) ⁴	19%
Adults 45 - 54 years (HoH) ⁴	32%
Adults 55 - 64 years (HoH) ⁴	28%
Adults 65+ years (HoH) ⁴	3%
Pregnant Women Served	21
Long Term Disability	98%

The system continues to perform well with a 2% increase in numbers served. A number of projects transitioned to a new provider, which caused an anticipated decrease in the occupancy rate. The current unit capacity of Permanent Supportive Housing reported on here is 2027. VA VASH voucher capacity of 377 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.

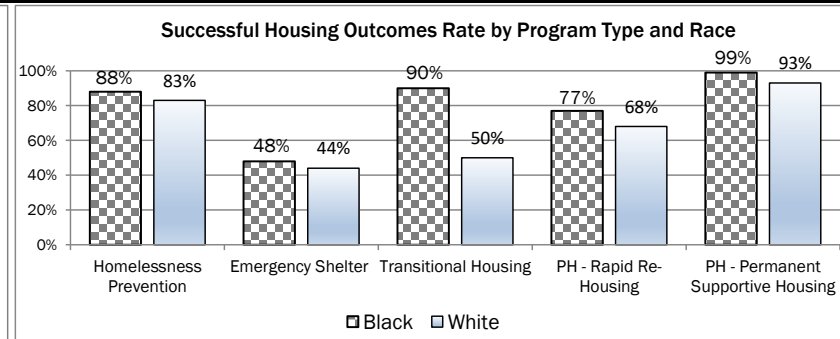
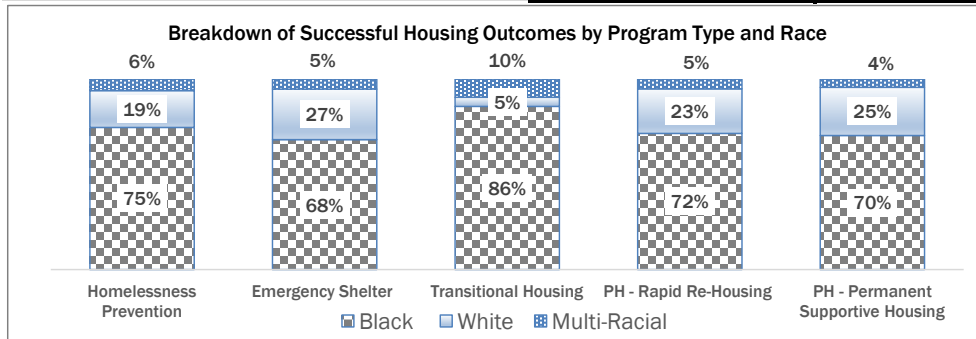
² Exit to homelessness is calculated for exits between reporting period of 7/1/20 - 12/31/20.

³ Data refers to families served.

⁴ Due to rounding percentages do not add up to 100%.

Special Populations Served: 7/1/2020 - 6/30/2021		Families Served by Program Type					
Families	Totals	Homelessness Prevention ⁵	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ⁵	PH - Permanent Supportive Housing
Youth Households (18 - 24)	287	104	0	80	35	138	31
Pregnant Youth Households (18 - 24)	72	34	0	20	5	29	8
Households (25+)	1294	516	0	465	0	448	229
Pregnant Households (25+)	138	80	0	42	0	35	6
Total Households Served (#)	1749	730	0	598	42	647	269
Total Households Entered	1168	643	0	508	20	400	59
Total Households Exited	1180	619	0	505	26	396	49
Successful Housing Outcomes (#) ¹	N/A	542	0	233	23	296	259
Successful Housing Outcomes (%) ¹	N/A	88%	N/A	46%	88%	75%	97%
Average Length of Shelter Stay (Days) ²	N/A	76	N/A	61	8	190	49
Average Length of Participation (Days) ³	N/A	76	N/A	61	8	190	49
Housing Stability (Months) ⁴	N/A	76	N/A	61	8	190	49

DEMOGRAPHICS							
Race - Black (HoH) ⁶	74%	N/A	65%	79%	71%	69%	
Race - White (HoH) ⁶	19%	N/A	28%	14%	23%	26%	
Race - Multi-Racial (HoH) ⁶	5%	N/A	6%	7%	5%	4%	
Race - Other (HoH) ⁶	2%	N/A	1%	0%	0%	1%	
Gender - Female	94%	N/A	93%	100%	93%	83%	
Gender - Male	6%	N/A	7%	0%	7%	17%	
Gender - Other	0%	N/A	0%	0%	0%	0%	
Non-Hispanic (HoH)	97%	N/A	96%	95%	97%	96%	
Hispanic (HoH)	3%	N/A	4%	5%	3%	4%	
Long Term Disability	17%	N/A	13%	52%	24%	92%	



The system-wide number of families served increased by 5% compared to the last fiscal year. While the rate of families receiving homelessness prevention services increased by 83%, the rate of families in emergency shelter decreased by 42% during the same timeframe.

¹ Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.

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.

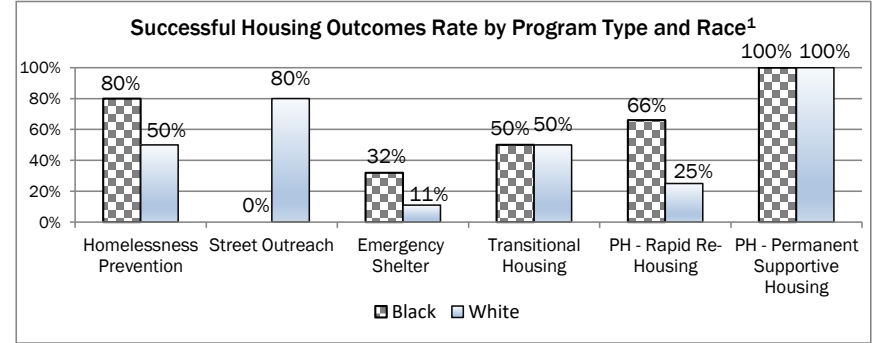
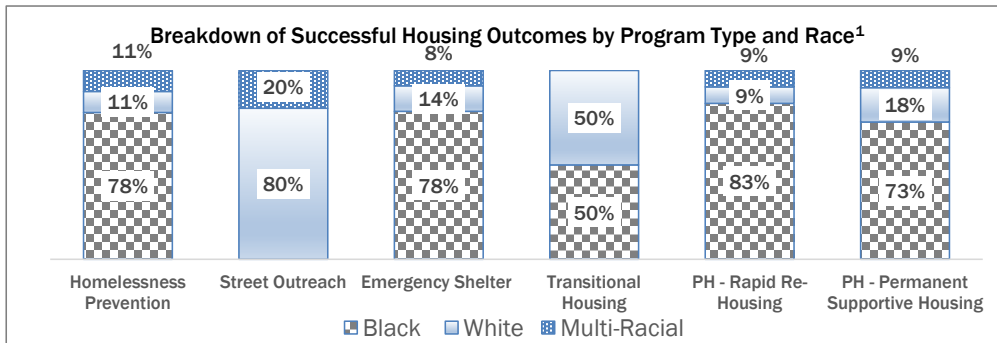
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ Households with adults only were excluded from totals even if served in a family program.

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

System and Program Indicator Report

Special Populations Served: 7/1/2020 - 6/30/2021		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
Unaccompanied Youth (under 18)	5	0	0	4	1	0	0
Unaccompanied Youth (18 -24)	62	10	4	31	6	14	4
Single Adults (25+)	79	4	2	67	0	17	3
Parenting Youth Households 18-24	72	34	0	20	5	29	8
Parenting Households (25+)	138	80	0	42	0	35	6
Total Households Served (#)	343	128	6	164	12	94	21
Total Households Exited	207	63	6	152	5	44	1
Successful Housing Outcomes (%) ¹	N/A	73%	83%	25%	40%	52%	100%
Average Length of Shelter Stay (Days) ²	N/A	125	104	32	8	134	17
Average Length of Participation (Days) ³	N/A						
Housing Stability (Months) ⁴	N/A						
DEMOGRAPHICS							
	Race - Black (HoH) ⁵	76%	17%	62%	58%	71%	71%
	Race - White (HoH) ⁵	11%	67%	29%	25%	17%	19%
	Race - Multi-Racial (HoH) ⁵	11%	17%	8%	17%	11%	10%
	Race - Other (HoH) ⁵	2%	0%	1%	0%	1%	0%
	Non-Hispanic (HoH)	96%	100%	93%	92%	97%	95%
	Hispanic (HoH)	4%	0%	7%	8%	3%	5%
	Long Term Disability	8%	100%	18%	75%	34%	95%



The system-wide number of pregnant women served decreased by 15 percent compared to the last fiscal year. 52% more pregnant women were served by homelessness prevention projects and 39% less pregnant women were served in emergency shelter.

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.

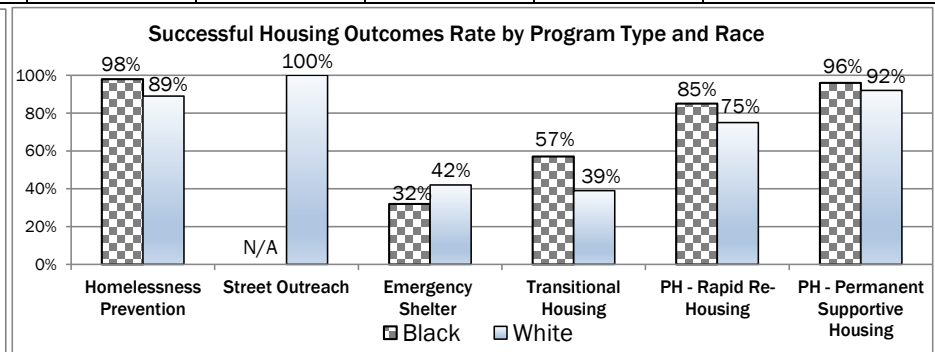
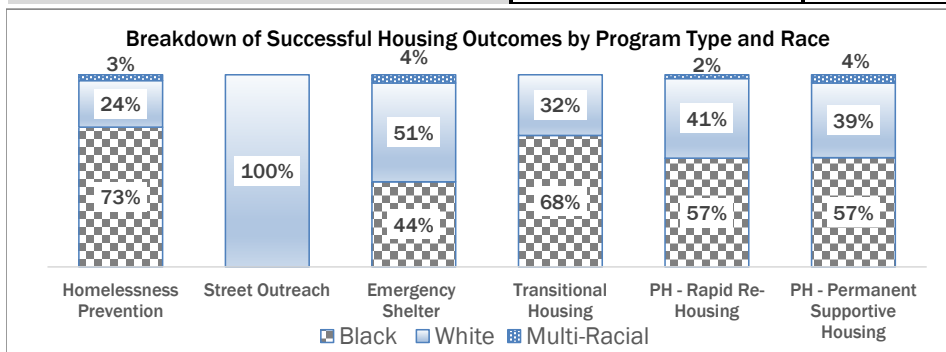
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

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

System and Program Indicator Report

Special Populations Served: 7/1/2020 - 6/30/2021		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 ⁵
Unaccompanied Youth (18 -24)	5	1	0	0	1	2	3
Single Adults (25+)	964	100	1	233	103	293	617
Parenting Youth Households 18-24	3	1	0	0	0	1	1
Parenting Households (25+)	67	16	0	6	0	9	44
Total Households Served (#)	1033	118	1	239	104	303	664
Total Households Exited	298	70	1	189	81	194	99
Successful Housing Outcomes (%) ¹	N/A	96%	100%	37%	48%	80%	95%
Average Length of Shelter Stay (Days) ²	N/A						
Average Length of Participation (Days) ³	N/A	197	5	65	2	202	53
Housing Stability (Months) ⁴							

DEMOGRAPHICS	
Race - Black (HoH)	64%
Race - White (HoH)	31%
Race - Multi-Racial (HoH)	3%
Race - Other (HoH)	2%
Gender - Male	80%
Gender - Female	19%
Gender - Other	1%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Long Term Disability	53%



The system-wide number of veterans served decreased by 5% compared to the last fiscal year. The number of veterans provided homelessness prevention services remained the same while the number of homeless veterans decreased by 31%. 9% more veterans are in permanent supportive housing than last year.

¹ Successful outcomes measure for Street Outreach.

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

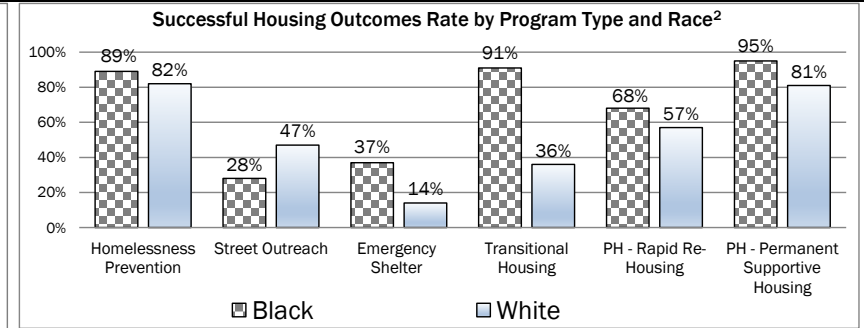
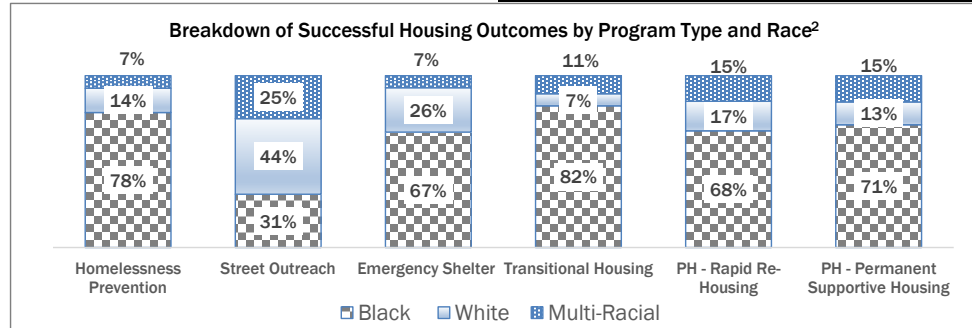
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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

⁵ VASH vouchers are included under the PH - Permanent Supportive Housing category.

Special Populations Served: 7/1/2020 - 6/30/2021		Transition Age Youth Served by Program Type					
Transition Age Youth ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	330	0	0	325	9	0	0
Unaccompanied Youth 18-24	637	19	43	437	74	183	75
Parenting Youth Households Under 18	1	1	0	0	0	0	0
Parenting Youth Households 18-24	346	137	0	98	40	166	37
Total Pregnant Women Served	132	44	4	55	12	43	12
Total Households Served	1294	157	43	860	122	348	111
Total Households Entered	1008	136	22	811	61	222	57
Total Households Exited	990	111	39	812	72	202	26
Successful Housing Outcomes (#) ²	N/A	99	17	74	57	134	100
Successful Housing Outcomes (%) ²	N/A	89%	44%	15%	79%	66%	91%
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ⁴	N/A	95	112	32	8	161	27
Housing Stability (Months) ⁵							

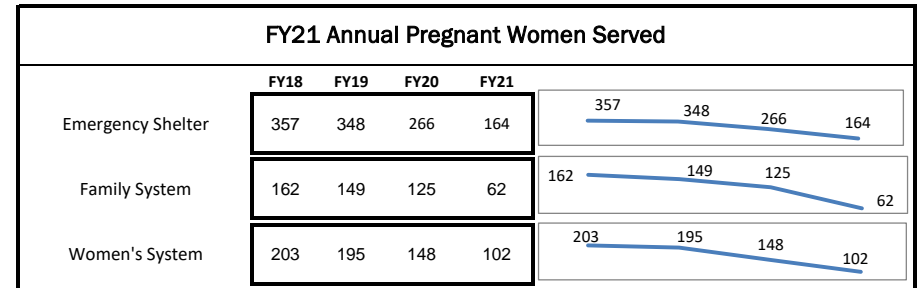
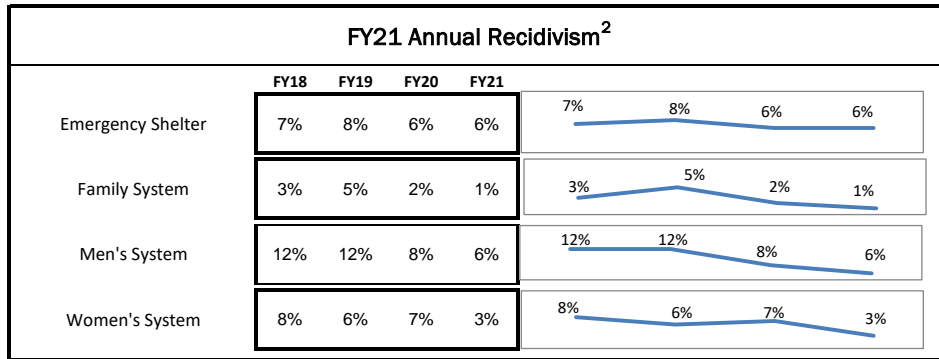
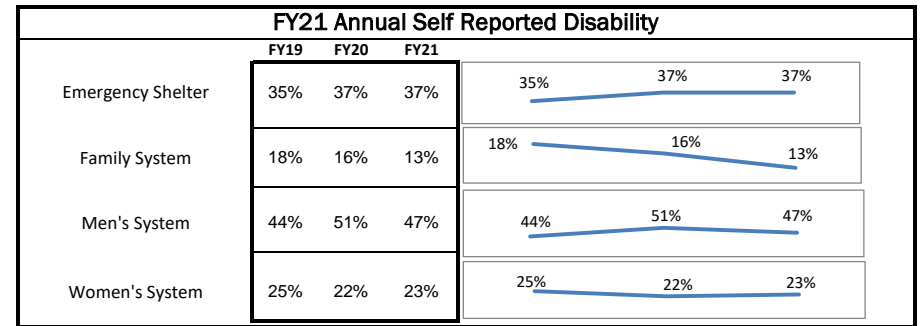
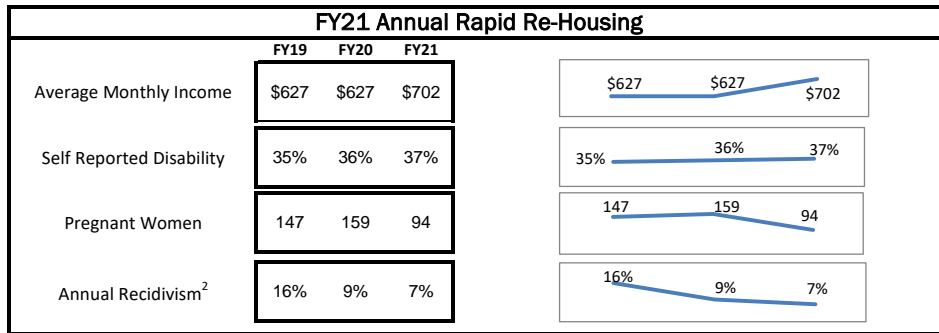
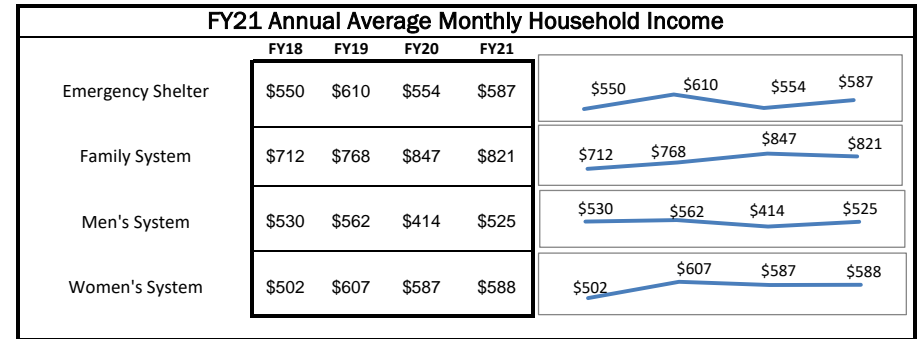
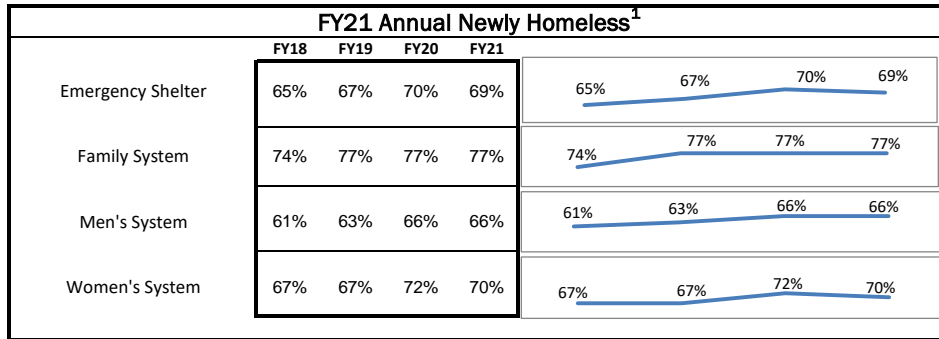
DEMOGRAPHICS							
Race - Black (HoH) ⁶	78%	49%	61%	71%	70%	68%	
Race - White (HoH) ⁶	14%	37%	27%	14%	17%	14%	
Race - Multi-Racial (HoH) ⁶	6%	9%	8%	15%	13%	16%	
Race - Other (HoH) ⁶	2%	5%	3%	0%	0%	2%	
Gender - Female ⁶	97%	35%	53%	70%	69%	63%	
Gender - Male ⁶	3%	63%	45%	28%	30%	34%	
Gender - Other ⁶	0%	2%	3%	2%	1%	3%	
Non-Hispanic (HoH)	98%	93%	93%	96%	95%	94%	
Hispanic (HoH)	2%	7%	7%	4%	5%	6%	
Long Term Disability	8%	100%	42%	73%	39%	96%	



20% more transition age youth were served this reporting period compared to last fiscal year. The number of youth served in transitional housing and rapid rehousing increased 47% and 43% respectively. The number of youth served in PSH increased 296% due to the opening of Marsh Brook Place. The number of youth served by homelessness prevention projects increased 115% during the same timeframe. The number of youth served in emergency shelters decreased by 2%. The success rate at exit from rapid rehousing projects shows a significant increase compared to the prior year.

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. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.
³ Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.
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, some percentages do not add up to 100%.

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2020 - 6/30/2021



¹ Did not access a homeless program in the past two years.

² Exited successfully but returned to shelter within 180 days of successful exit.

HOMELESS HOTLINE	Total Households Served			Average Wait Time (minutes)			Successful Diversion/Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2020 - 6/30/2021													
Netcare - Homeless Hotline (Single Adults)	7,800	6,380	√ ⁵	5	1:59	√	1,595	1,111	≠	25%	14%	≠	
Netcare - Homeless Hotline (Families)	2,700	1,728	√ ⁵	5	1:59	√	518	517	√	30%	26%	√	
Gladden Community House - Family Diversion	2,000	1,306	√ ⁵	N/A	N/A	N/A	457	560	√	35%	50%	√	

OUTREACH	New Households Served			Total Households Served			Average Length of Participation			Successful Outcomes						Successful Housing Outcomes ³						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	
7/1/2020 - 6/30/2021																									
Maryhaven - Capital Crossroad SID Outreach	100	64	≠	115	76	≠	N/A	67	N/A	75	44	≠	75%	77%	√	41	35	≠	55%	80%	√	N/A	38%	N/A	
Maryhaven - Outreach	290	212	≠	450	292	≠	N/A	110	N/A	218	76	≠	75%	33%	≠	120	50	≠	55%	66%	√	25%	8%	≠	
Southeast - PATH Outreach ²	140	133	√	170	143	≠	N/A	40	N/A	70	15	≠	50%	13%	≠	N/A	14	N/A	N/A	93%	N/A	N/A	N/A	N/A	

TRANSITION AGE YOUTH	New Households Served			Households Served			Program Occupancy Rate				Average Length of Shelter Stay (days)			Average Length of Participation / Housing Stability ⁴			Successful Outcomes / Housing Outcomes ³						Recidivism	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Capacity	Actual	Actual (%)	Outcome Achievement (98% Goal for TH)	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 10%	
7/1/2020 - 6/30/2021																								
Huckleberry House - TAY CARR Team	N/A	119	N/A	N/A	155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70	N/A	N/A	N/A	93	N/A	25%	76%	√	N/A	
Huckleberry House - Emergency Shelter	N/A	314	N/A	440	328	√ ⁵	16	7	44%	√ ⁵	10	9	√	N/A	N/A	N/A	257	283	√	80%	88%	√	4%	
Huckleberry House - TLP TH	N/A	26	N/A	49	50	√	24	22	92%	≠	N/A	N/A	N/A	10	9	√	17	24	√	77%	80%	√	N/A	
Huckleberry House - TLP RHY TH	N/A	5	N/A	11	12	√	7	7	100%	√	N/A	N/A	N/A	12	12	√	3	6	√	77%	86%	√	N/A	
Housing For Families - TAY Transition to Home TH	N/A	31	N/A	34	60	√	28	24	86%	≠	N/A	N/A	N/A	10	6	√	12	27	√	77%	77%	√	N/A	
Housing For Families - TAY Transition to Home RRH	24	42	√	52	71	√	N/A	N/A	N/A	N/A	35	24	√	365	163	√	19	17	≠	80%	85%	√	N/A	
Housing For Families - TAY RRH	84	167	√	150	243	√	N/A	N/A	N/A	N/A	35	34	√	180	161	√	64	90	√	80%	57%	≠	N/A	

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

² The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

³ Successful Outcomes for CARR and Emergency Shelter; Successful Housing Outcomes for transitional housing (TH) and rapid re-housing (RRH); 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 Average Length of Participation (days) for CARR and RRH; Housing Stability (months) for TH.

⁵ Program served all households that needed services. The successful diversion (#) and successful housing outcome (#) goals were recalculated based on the number served.

EMERGENCY SHELTER ⁵	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes ^{3,4}						Movement	Recidivism
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <15%	Actual (%) Goal 10%
7/1/2020 - 6/30/2021																			
FAMILY																			
YWCA - Family Center	475	269	(206)	√ ⁷	50	40	80%	√ ⁷	42	62	≠	137	109	≠	60%	48%	≠	3%	3%
YMCA - Van Buren Family Shelter	640	372	(268)	√ ⁷	64	48	75%	√ ⁷	42	53	≠	194	125	≠	60%	39%	≠	7%	1%
MEN																			
LSS - Faith Mission - Men's on Grant ²	N/A	823	N/A	N/A	95	90	95%	N/A	45	47	N/A	N/A	137	N/A	33%	19%	N/A	18%	6%
LSS - Faith Mission on 8th ^{2,6}	N/A	812	N/A	N/A	83	78	94%	N/A	45	41	N/A	N/A	101	N/A	33%	14%	N/A	21%	13%
Southeast - Friends of the Homeless - Men's Shelter ⁶	616	771	155	√	70	73	104%	√	45	37	√	180	112	≠	33%	16%	≠	18%	15%
YMCA - Men's Social Distancing/Overflow ⁶	1,400	1500	N/A	N/A	194	194	100%	N/A	45	50	N/A	N/A	52	N/A	N/A	4%	N/A	N/A	N/A
YMCA - SIQ Shelter ⁶	N/A	296	N/A	N/A	N/A	10	N/A	N/A	N/A	13	N/A	N/A	19	N/A	N/A	6%	N/A	N/A	N/A
WOMEN																			
LSS - Faith Mission - Women's on Grant ²	N/A	321	N/A	N/A	38	35	92%	N/A	45	49	N/A	N/A	52	N/A	33%	18%	N/A	30%	6%
YMCA - Van Buren Women's Shelter ⁶	1,150	1119	(31)	√	158	135	85%	√ ⁷	45	48	√	325	135	≠	33%	14%	≠	36%	7%
YMCA - Women's Overflow ⁶	650	1109	N/A	N/A	8	8	100%	N/A	45	3	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A
INEBRIATE																			
Maryhaven - Engagement Center Safety	630	528	(102)	≠	34	32	94%	≠	20	23	≠	178	111	≠	30%	22%	≠	N/A	10%
Maryhaven - Engagement Center Shelter2Housing	120	82	(38)	≠	16	10	63%	≠	45	51	≠	34	33	√	33%	50%	√	9%	6%
VA EMERGENCY HOUSING																			
LSS - VA Men & Women	170	126	(44)	√ ⁷	24	14	58%	√ ⁷	45	49	√	56	32	≠	50%	31%	≠	19%	0%
VOAOI - VA Emergency Housing	120	66	(54)	√ ⁷	15	14	93%	√ ⁷	45	85	≠	26	25	√	50%	49%	√	10%	0%
AGENCY																			
Lutheran Social Services - Faith Mission ²	1,900	1,774	(126)	√	216	203	94%	≠	45	49	√	552	283	≠	33%	18%	≠	24%	8%

¹ Shelter capacities do 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 Housing services are provided by Rapid Re-housing projects. Some of the measures for emergency shelters are shared with the rapid re-housing programs.

⁶ Women's seasonal overflow opened 10/16/20. Men's seasonal overflow opened 11/23/20. Social distancing shelter for men opened 3/20/2020. Shelter for Isolation and Quarantine opened 4/1/2020. Friends of the Homeless capacity reduced to 70 from 160. Faith Mission on 8th capacity reduced to 83 from 95. Van Buren Women's capacity increased to 158 from 151.

⁷ Shelter served all households in need of shelter. Successful Housing Outcomes goal (#) has been recalculated.

System and Program Indicator Report



PERMANENT SUPPORTIVE HOUSING	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Outcome Achievement (Goal: 95%)	Goal (# of months)	Actual (# of months)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2020 - 6/30/2021																	
Community Housing Network - Briggsdale	65	78	68	(10)	≠	64	99%	√	24	42	√	70	65	√	90%	97%	√
Community Housing Network - Cassidy ⁸	10	12	11	(1)	√	11	105%	√	24	47	√	11	9	≠	90%	82%	≠
Community Housing Network - East 5th Avenue	38	46	44	(2)	√	35	91%	√	24	41	√	41	38	√	90%	95%	√
Community Housing Network - Inglewood Court	45	54	50	(4)	√	43	95%	√	24	57	√	49	45	√	90%	94%	√
Community Housing Network - North 22nd Street ⁸	30	36	32	(4)	√	30	101%	√	24	59	√	32	30	√	90%	97%	√
Community Housing Network - Parsons Place ⁶	62	65	63	(2)	√	38	62%	N/A	9	7	≠	59	60	√	90%	98%	√
Community Housing Network - Safe Haven	13	18	14	(4)	≠	13	98%	√	24	83	√	16	13	≠	90%	100%	√
Community Housing Network - Southpoint Place	46	55	59	4	√	44	96%	√	24	52	√	50	51	√	90%	93%	√
Community Housing Network - Terrace Place	47	56	53	(3)	√	44	93%	√	24	67	√	50	47	√	90%	92%	√
Homefull - Leasing ⁴	147	176	139	(37)	≠	125	85%	≠	12	11	√	158	128	≠	90%	95%	√
Homefull/YMCA - Isaiah Project	160	192	187	(5)	√	151	94%	√	24	24	√	173	165	√	90%	92%	√
Maryhaven - Commons at Chantry	50	60	52	(8)	≠	47	95%	√	24	69	√	54	48	≠	90%	98%	√
National Church Residences - Commons at Buckingham ³	77	92	84	(8)	√	74	96%	√	24	65	√	83	75	√	90%	91%	√
National Church Residences - Commons at Grant ³	54	65	56	(9)	≠	51	94%	√	24	95	√	59	53	√	90%	98%	√
National Church Residences - Commons at Livingston ³	69	83	76	(7)	√	66	95%	√	24	53	√	75	68	√	90%	96%	√
National Church Residences - Commons at Third ³	71	85	77	(8)	√	66	93%	√	24	52	√	77	72	√	90%	97%	√
National Church Residences - VOAOL Van Buren Village	60	72	67	(5)	√	59	99%	√	24	45	√	65	64	√	90%	98%	√
Veterans Affairs - VASH I-XI ⁵	377	450	416	(34)	√	362	96%	√	24	53	√	405	370	√	90%	94%	√
YMCA - 40 West Long Street ⁷	84	100	130	30	√	87	103%	√	24	51	√	90	114	√	90%	95%	√
YMCA - Franklin Station	75	90	82	(8)	√	74	98%	√	24	78	√	81	76	√	90%	97%	√
YMCA - Scattered Sites HOME ²	55	66	59	(7)	√	56	102%	√	24	38	√	59	56	√	90%	98%	√
YWCA - WINGS	91	109	95	(14)	≠	85	93%	√	24	54	√	98	83	≠	90%	93%	√

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 Capacity increased as of 7/1/2020. Funding allows overleasing.

³ Capacity increased as of 7/1/2020 by 25 units across all projects.

⁴ Homefull took over 147 units from CHN projects Community ACT, RLPTI, and Leasing Supportive Housing, as of 7/01/2020.

⁵ Franklin County VASH capacity fluctuates based on need.

⁶ Parsons Avenue tenants moved to Parsons Place in late 2020.

⁷ Project capacity decreased from 105 to 84 by moving 21 tenants to scattered sites.

⁸ Occupancy 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.

System and Program Indicator Report



PERMANENT SUPPORTIVE HOUSING/ TRANSITIONAL HOUSING	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2020 - 6/30/2021																	
PERMANENT SUPPORTIVE HOUSING																	
Community Housing Network - Family Homes	10	12	16	4	√	95%	93%	√	24	27	√	11	14	√	90%	93%	√
Community Housing Network - Wilson	8	10	9	(1)	√	95%	96%	√	24	100	√	9	8	√	90%	100%	√
VOAOI - Family Supportive Housing	38	46	40	(6)	≠	95%	95%	√	24	51	√	41	38	√	90%	95%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																	
Equitas Health - TRA	89	107	95	(12)	≠	95%	94%	√	24	116	√	96	89	√	90%	98%	√
Community Housing Network - Marsh Brook Place ²	40	44	43	(1)	N/A	95%	82%	N/A	9	9	√	40	38	N/A	90%	88%	√
Homefull - TRA ³	270	324	283	(41)	N/A	95%	90%	N/A	6	9	√	292	279	N/A	90%	100%	√
Homefull - SRA ³	185	222	149	(73)	N/A	95%	72%	N/A	6	8	√	200	145	N/A	90%	99%	√
YMCA - 40 West Long Expansion SRA	38	46	42	(4)	√	95%	95%	√	24	50	√	41	37	√	90%	97%	√
Total Rental Assistance	622	743	601	(142)	≠	95%	76%	N/A	24	29	√	669	578	≠	90%	98%	√
TRANSITIONAL HOUSING																	
VOAOI - Veterans	40	160	106	(54)	≠	95%	39%	≠	4	2	√	77	40	≠	77%	48%	≠

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 CHN TRA 2 units transitioned into CHN Marsh Brook Place as of 9/1/2020.

³ Homefull took over units from Amethyst as of 7/1/2020, CHN TRA as of 9/1/2020, and CHN SRA as of 10/1/2020, with no change in the overall capacity. TRA capacity increased by 24 units using CMHA mainstream vouchers in September 2020 and an additional 70 units in June 2021. The 70 units are not included in the report capacity of 270. Occupancy figures are prorated accordingly.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			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	
7/1/2020 - 6/30/2021																									
Homefull - Rapid Re-housing Single Adults	180	66	≠	240	100	≠	35	41	≠	90	164	≠	108	21	≠	60%	31%	≠	\$1,100	\$902	√	60%	30%	≠	
Housing For Families - Rapid Re-housing Families	175	65	≠	240	127	≠	32	54	≠	100	249	≠	140	70	≠	80%	85%	√	\$1,000	\$1,131	√ ⁴	80%	80%	√	
Housing For Families - Rapid Re-housing Families Intensive ⁵	60	30	≠	60	30	≠	45	39	√	150	93	N/A	32	2	N/A	80%	67%	NA	\$1,000	N/A	N/A	80%	0%	N/A	
The Salvation Army - Rapid Re-housing Families	148	100	≠	202	157	≠	32	47	≠	100	145	≠	118	76	≠	80%	62%	≠	\$1,800	\$3,581	√ ⁴	80%	57%	≠	
The Salvation Army - Job2Housing Families	60	46	≠	95	85	≠	32	47	≠	180	220	≠	48	48	√	80%	81%	√	N/A	\$7,874	N/A	N/A	64%	N/A	
VOAOI - Rapid Re-housing Families	72	43	≠	100	72	≠	32	43	≠	100	174	≠	58	36	≠	80%	75%	√	\$1,000	\$2,266	√ ⁴	80%	73%	≠	
YMCA - Rapid Rehousing Single Adults	900	823	√	1,170	1,049	≠	35	39	√	90	118	≠	540	308	≠	60%	43%	≠	\$1,300	\$1,050	√	50%	35%	≠	
YMCA - Rapid Rehousing Single Adults Expansion ⁵	N/A	17	N/A	N/A	17	N/A	N/A	31	N/A	N/A	14	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
YMCA - Rapid Rehousing Families ⁵	150	36	≠	180	39	≠	32	60	≠	60	174	≠	120	16	≠	80%	80%	√	\$1,600	\$1,290	√	80%	20%	≠	
YMCA - Rapid Rehousing DV	140	114	≠	210	178	≠	35	37	√	180	141	√	53	83	√	60%	62%	√	N/A	\$1,769	N/A	N/A	17%	N/A	
YWCA - Rapid Rehousing Families ⁵	60	17	N/A	90	17	N/A	32	52	N/A	120	81	N/A	32	4	N/A	80%	24%	N/A	N/A	N/A	N/A	80%	0%	N/A	
CSB - Transition Program - Families	N/A	N/A	N/A	160	436	√	N/A	N/A	N/A	N/A	N/A	N/A	157	434	√	98%	100%	√	\$1,600	\$2,485	√ ⁴	98%	100%	√	
CSB - Transition Program - Single Adults	N/A	N/A	N/A	800	528	≠	N/A	N/A	N/A	N/A	N/A	N/A	784	516	≠	98%	98%	√	\$1,000	\$984	√	98%	98%	√	

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			
7/1/2020 - 6/30/2021																								
Gladden Community House - Family Homelessness Prevention	500	168	≠	600	205	≠	120	88	√	400	169	≠	80%	88%	√	\$3,000	\$2,940	√	60%	76%	√			
Gladden Community House - Family Homelessness Prevention Expansion	165	326	√	165	326	√	150	40	√	72	268	√	80%	84%	√	\$3,000	\$2,647	√	60%	79%	√			
Gladden Community House - FCCS Prevention	60	65	√	65	82	√	120	85	√	48	67	√	80%	93%	√	\$1,200	\$1,813	√ ⁴	80%	83%	√			
HFF - Housing for Pregnant Women (Celebrate One) Prevention and RRH ⁵	N/A	50	N/A	N/A	50	N/A	N/A	57	N/A	N/A	3	N/A	N/A	100%	N/A	N/A	N.A	N/A	N/A	N/A	N/A			
HFF - Homelessness Prevention For Expectant Mothers	35	38	√	75	66	≠	365	208	√	28	36	√	80%	86%	√	\$3,500	\$3,789	√	80%	76%	√			

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		
7/1/2020 - 6/30/2021																							
LSS - SSVF Rapid Re-housing	110	71	≠	140	99	≠	25	41	≠	100	157	≠	88	55	≠	80%	80%	√	80%	82%	√		
VOAOI - SSVF Prevention	40	67	√	54	113	√	N/A	N/A	N/A	100	201	≠	36	63	√	90%	95%	√	90%	95%	√		
VOAOI - SSVF Rapid Re-housing	205	116	≠	265	213	≠	25	68	≠	100	232	≠	164	103	≠	80%	77%	√	80%	79%	√		

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. For Job2Housing, ALOP including pregnant women is 258.

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 Funding availability allows for the average DCA amount to exceed the goal.

⁵ Project started during FY2021. Some measures not evaluated.

**communityshelterboard**

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