

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2011  
07/01/10 – 09/30/10

### **Our Mission**

To end homelessness, CSB innovates solutions, creates collaborations, and invests in quality programs.

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

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## Overview

System and Program Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to [www.csb.org](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded shelter, services and permanent supportive housing programs and other Continuum of Care, non-CSB funded programs. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

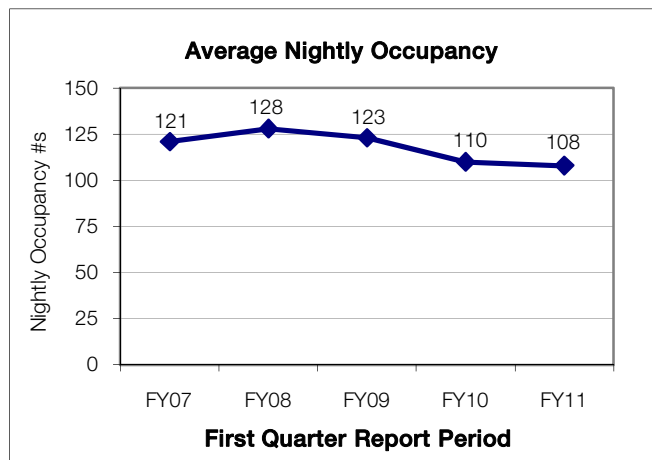
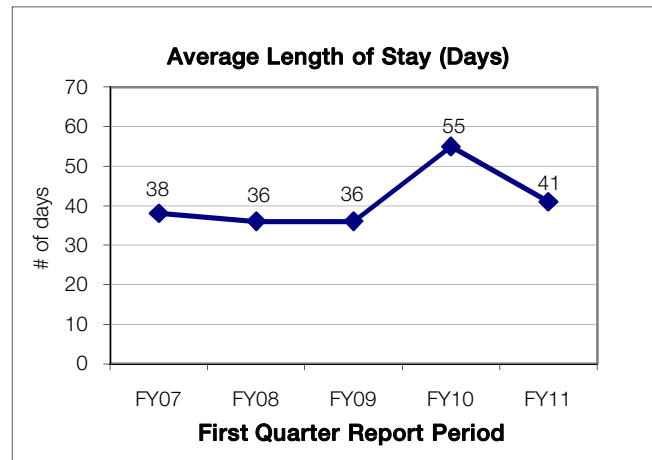
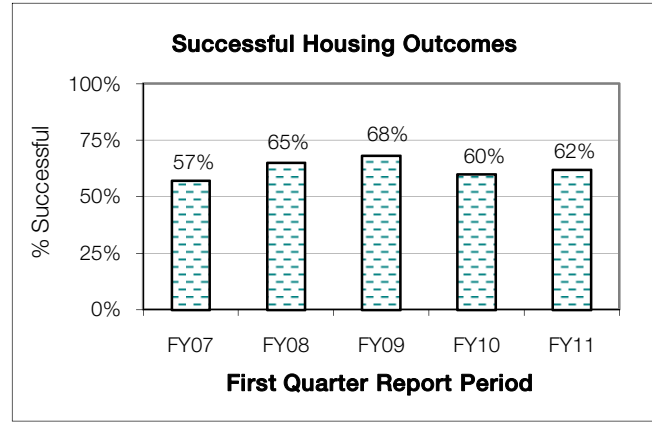
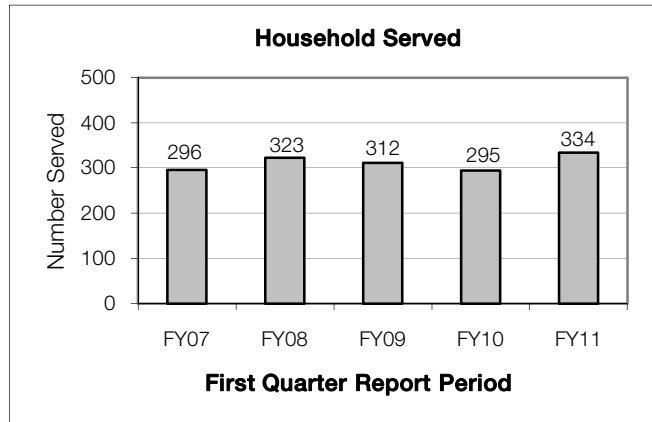
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2010 - 9/30/2010															
FAMILY SYSTEM	257	334	√	96	108	45	41	√	113	131	√	70%	62%	≠	No

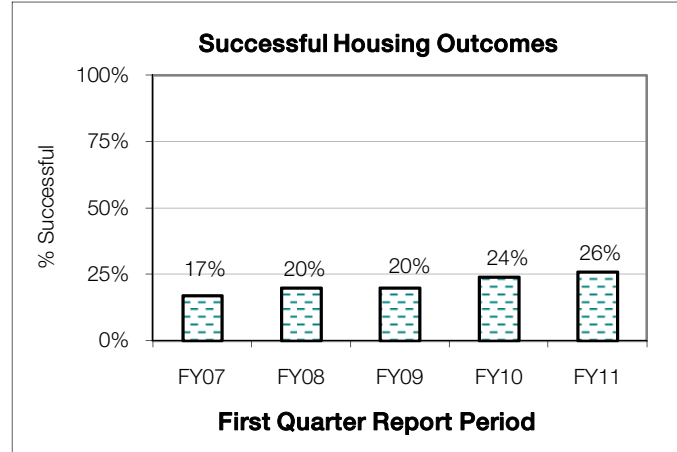
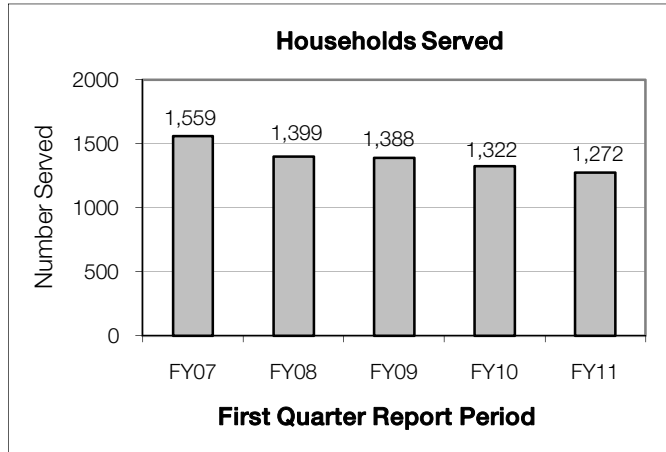


DEMOGRAPHICS	Family
Households Served	334
Clients Served	1,137
Average Age (HoH)	30
Gender - Male (HoH)	9%
Gender - Female (HoH)	91%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$457
Percent Working at Entry (HoH)	18%
Race - White (HoH)	23%
Race - Black (HoH)	72%
Race - Other (HoH)	5%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	427
Children Served	710
Mean Family Size	3.4
Average Number of Children	2.1
Children 0 - 2 years	29%
Children 3 - 7 years	36%
Children 8 - 12 years	23%
Children 13 - 17 years	13%

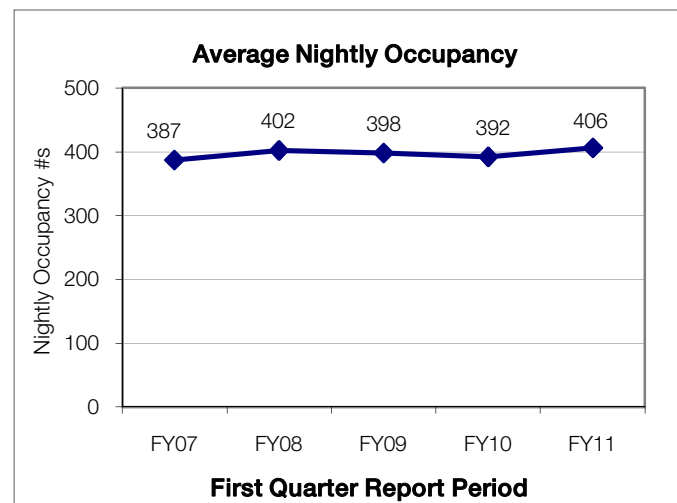
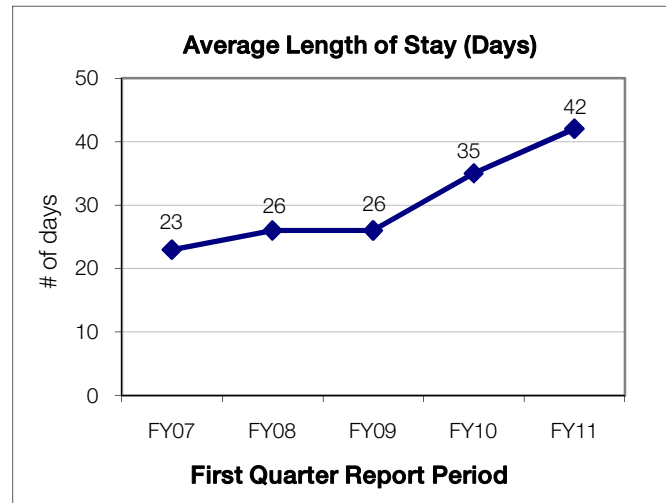
Capacity for the Family System was reduced in FY11 from 120 to 96 units due to the transfer of Tier II Shelter units to the direct housing/rapid re-housing model. As a result, the length of stay (Average Length of Stay) of families in the shelter system decreased substantially. The Family System served 13% more households than during the same period of time last year while maintaining a good performance overall. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 9/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,272	√	417	406	30	42	≠	246	230	√	25%	26%	√	No



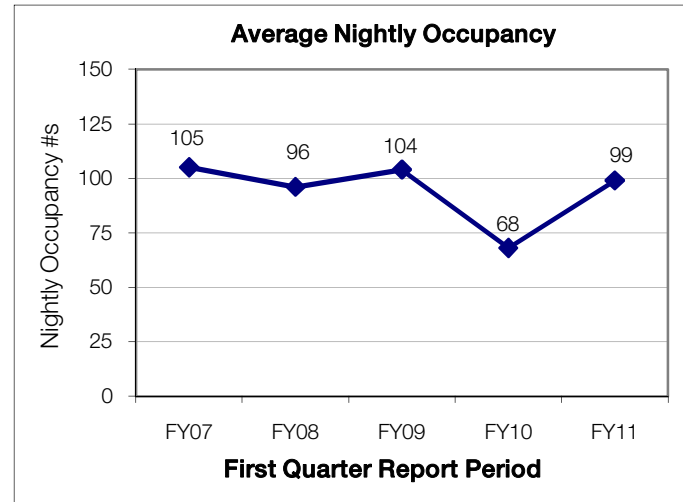
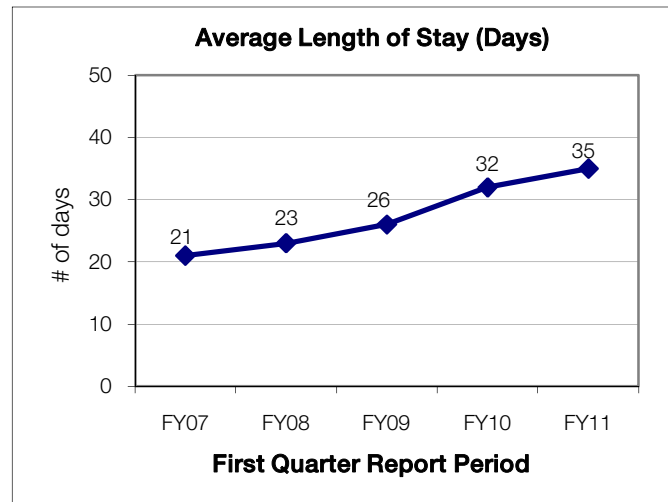
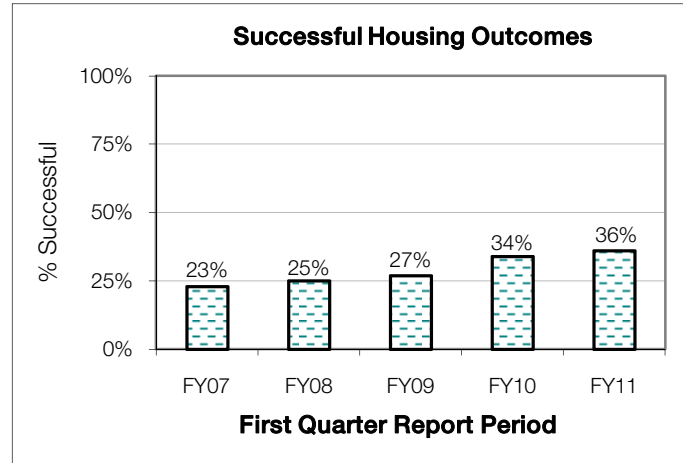
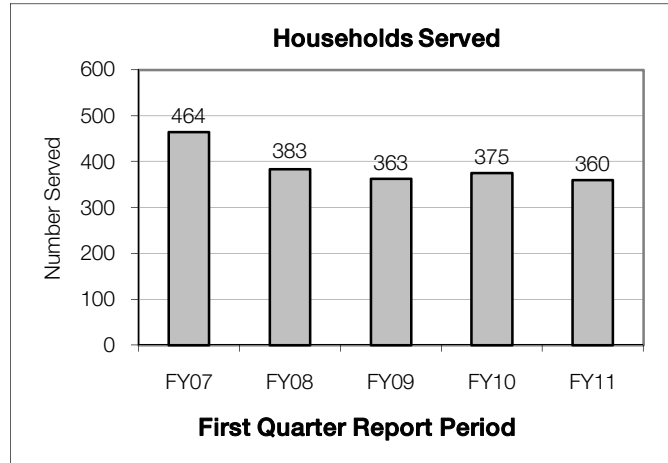
DEMOGRAPHICS	Men
Households Served	1,272
Clients Served	1,272
Average Age (HOH)	43
Men as a percent of total single adults served	78%
Veterans (U.S. Military)	12%
Avg. Monthly Household Income	\$238
Percent Working at Entry	14%
Race - White	36%
Race - Black	61%
Race- Other	3%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%



The Men's system accomplished most of its projected outcomes. The increase in the average length of stay is concerning given that the system experienced a waitlist for services during the same time period. The decrease in the number of individuals served at 4%, is directly attributable to the high length of stay and the system not being able to meet demand. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 9/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
WOMEN'S SYSTEM	350	360	√	97	99	30	35	≠	63	97	√	25%	36%	√	No

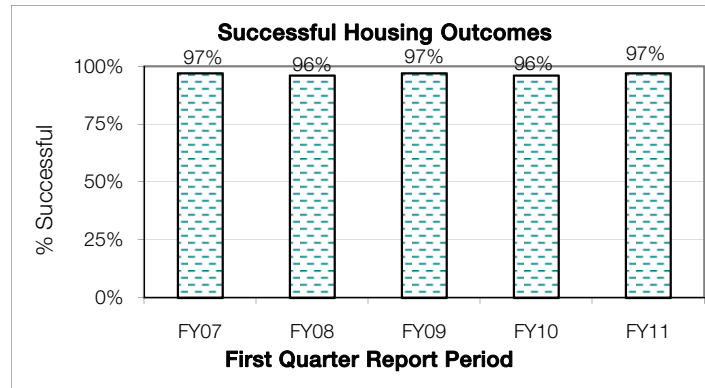
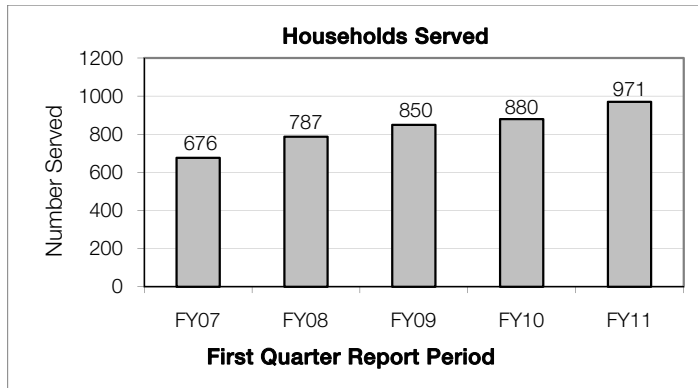


DEMOGRAPHICS	Women
Households Served	360
Clients Served	360
Average Age (HOH)	40
Woman as a percent of total single adults served	22%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$220
Percent Working at Entry	10%
Race - White	44%
Race - Black	52%
Race- Other	4%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

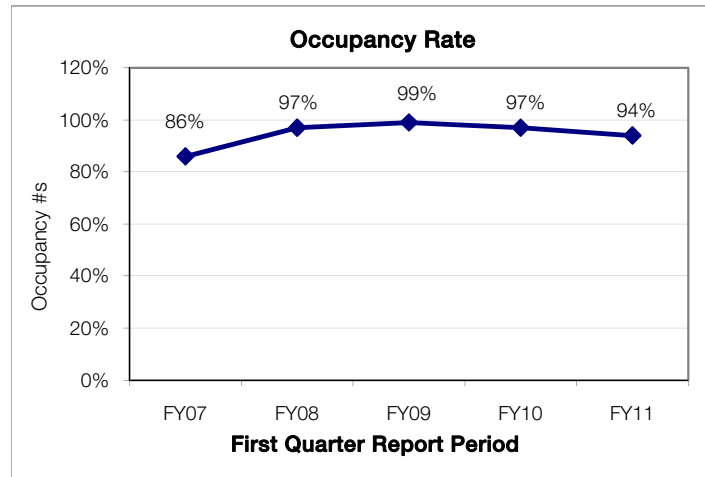
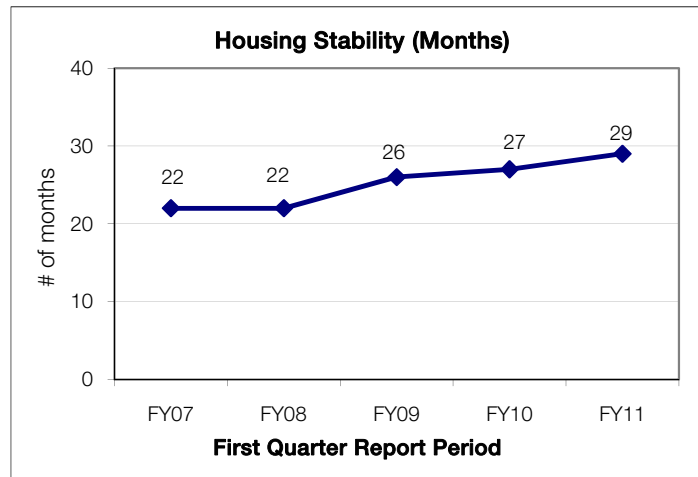
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. The decrease in the number of individuals served at 4%, is directly attributable to the increase in length of stay and the system not being able to meet demand. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH) 7/1/2010 - 9/30/2010	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
PSH SYSTEM	987	971	√	95%	94%	√	24	29	√	888	940	√	90%	97%	√	No



The PSH System continues to perform well. Commons at Buckingham, the new NCR supportive housing project was fully leased by the end of September 2010. A CMHA freeze on Section 8 vouchers continues to affect the number of households served by the system and the occupancy rate.





EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 20%	Yes or No
7/1/2010- 9/30/2010																	
<b>MEN</b>																	
Faith Mission on 6th <sup>2</sup>	N/A	382	N/A	N/A	110	112	N/A	36	N/A	N/A	61	N/A	N/A	23%	N/A	12%	N/A
Faith Mission on 8th <sup>2</sup>	N/A	279	N/A	N/A	95	95	N/A	43	N/A	N/A	53	N/A	N/A	29%	N/A	16%	N/A
Faith Mission - Men's Overflow <sup>3</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	403	350	(53)	≠	130	130	30	56	≠	68	71	√	25%	32%	√	12%	Yes
VOAGO Men's Shelter	188	188	0	√	40	39	30	24	√	37	30	≠	25%	19%	≠	23%	No
<b>WOMEN</b>																	
Faith Mission-Nancy's Place <sup>2</sup>	N/A	180	N/A	N/A	42	44	N/A	29	N/A	N/A	61	N/A	N/A	44%	N/A	9%	N/A
Faith Mission - Women's Overflow <sup>3</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Friends of the Homeless - Rebecca's Place	182	133	(49)	≠	47	46	30	48	≠	41	29	≠	30%	33%	√	8%	Yes
<b>INEBRIATE</b>																	
Maryhaven Engagement Center	527	404	(123)	≠	50	39	11	9	√	86	43	≠	18%	12%	≠	4%	Yes
<b>AGENCY</b>																	
Lutheran Social Services - Faith Mission <sup>2,3</sup>	987	816	(171)	≠	247	251	30	38	≠	190	174	√	25%	31%	√	12%	No

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

<sup>2</sup> Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

<sup>3</sup> Faith Mission will provide overflow services for FY11.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>						Average FHC Transition Time (Days) <sup>4</sup>			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	
7/1/2010- 9/30/2010																										
YWCA Family Center	245	285	40	√	50	61	√	20	22	√	137	133	√	70%	65%	√	89	97	√	65%	73%	√	7	12	≠	No
YWCA Diversion <sup>5</sup>	N/A	399	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	108	N/A	39%	27%	≠	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

<sup>2</sup> Occupancy goal is applicable only to Tier II Shelters.

<sup>3</sup> Successful housing outcome calculates as x% of the YWCA's successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.

<sup>4</sup> The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the FHC program.

<sup>5</sup> Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

EMERGENCY SHELTER--Tier II Family Programs	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern								
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement									
7/1/2010- 9/30/2010																									
Homeless Families Foundation <sup>6</sup>	70	67	(3)	√	38	37	√	80	85	√	24	29	√	70%	91%	√	No								
VOAGO Family Shelter <sup>6</sup>	16	18	2	√	8	10	√	80	108	≠	6	6	√	70%	60%	≠	No								

<sup>6</sup> A portion of Tier II capacity transitioned to direct housing/rapid re-housing.

SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 9/30/2010																		
Community Housing Network-Briggsdale	25	26	27	1	√	23	92%	√	21	23	√	23	25	√	90%	93%	√	No
Community Housing Network-Community ACT	42	44	47	3	√	41	98%	√	12	21	√	37	45	√	85%	96%	√	No
Community Housing Network-East 5th Avenue	38	40	39	(1)	√	36	95%	√	24	32	√	36	37	√	90%	95%	√	No
Community Housing Network-North 22nd Street	30	31	31	0	√	27	90%	√	24	36	√	28	30	√	90%	97%	√	No
Community Housing Network-North High Street	33	34	33	(1)	√	33	100%	√	24	36	√	31	33	√	90%	100%	√	No
Community Housing Network-Cassady <sup>5</sup>	10	10	11	1	√	11	110%	√	22	33	√	9	10	√	90%	91%	√	No
Community Housing Network-Parsons <sup>2</sup>	25	26	25	(1)	√	24	96%	√	24	35	√	23	24	√	90%	96%	√	No
Community Housing Network-Safe Havens <sup>3</sup>	13	16	15	(1)	√	14	108%	√	24	51	√	14	14	√	90%	93%	√	No
Community Housing Network-St. Clair <sup>6</sup>	26	27	29	2	√	27	104%	√	18	24	√	24	29	√	90%	100%	√	No
Community Housing Network-Southpoint Place	46	48	46	(2)	√	46	100%	√	12	17	√	43	46	√	90%	100%	√	No
Maryhaven Commons at Chantry	50	52	53	1	√	48	96%	√	19	24	√	47	50	√	90%	94%	√	No
National Church Residences-Commons at Grant	50	52	51	(1)	√	50	100%	√	24	39	√	47	50	√	90%	98%	√	No
National Church Residences-Commons at Buckingham <sup>4</sup>	75	50	76	26	√	44	59%	N/A	N/A	2	N/A	45	75	√	90%	99%	√	No
Southeast-Scattered Sites <sup>2</sup>	120	125	116	(9)	√	112	93%	√	12	36	√	113	108	√	90%	93%	√	No
YMCA-40 West Long Street	105	110	110	0	√	105	100%	√	22	32	√	99	107	√	90%	97%	√	No
YMCA-Sunshine Terrace	75	79	84	5	√	74	99%	√	24	39	√	71	81	√	90%	96%	√	No
YWCA-WINGS	69	72	72	0	√	67	97%	√	24	30	√	65	72	√	90%	100%	√	No
Rebuilding Lives PACT Team Initiative <sup>2</sup>	108	113	108	(5)	√	103	95%	√	23	30	√	102	105	√	90%	97%	√	No

<sup>1</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

<sup>2</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA / 2 households).

<sup>3</sup> Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

<sup>4</sup> Program in lease-up during FY11 Q1.

<sup>5</sup> CHN's commitment for Cassady is 10 units; there were 11 Rebuilding Lives eligible tenants residing in the program during this period.

<sup>6</sup> CHN's commitment for St. Clair is 26 units; there were 27 Rebuilding Lives eligible tenants residing in the program during this period.

HUD CoC FUNDED PROGRAMS <sup>1</sup>	Capacity	Households Served				Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 9/30/2010																		
<b>Transitional Housing</b>																		
Amethyst-RSvP	8	12	18	6	√	85%	88%	√	2	1	√	7	10	√	77%	91%	√	No
Huckleberry House-Transitional Living Program	24	30	30	0	√	98%	88%	≠	10	7	√	5	7	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	48	51	3	√	95%	86%	≠	4	5	√	11	19	√	77%	83%	√	No
VOAGO - Veterans <sup>3,6</sup>	40	45	82	37	√	95%	105%	√	4	4	√	18	10	≠	77%	24%	≠	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network-Family Homes <sup>4</sup>	15	16	14	(2)	≠	95%	93%	√	12	33	√	13	13	√	80%	93%	√	No
Community Housing Network-Wilson	8	8	8	0	√	95%	100%	√	12	89	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	31	32	1	√	95%	100%	√	15	31	√	25	31	√	80%	97%	√	No
<b>Shelter Plus Care</b>																		
Amethyst-SPC	92	98	103	5	√	95%	92%	√	12	25	√	78	89	√	80%	86%	√	No
Columbus AIDS Task Force-TRA <sup>5</sup>	89	93	94	1	√	95%	126%	√	24	59	√	74	94	√	80%	100%	√	No
Community Housing Network-SRA SPC <sup>4,5</sup>	172	181	213	32	√	95%	113%	√	12	38	√	145	208	√	80%	98%	√	No
Community Housing Network-TRA SPC <sup>4</sup>	149	156	144	(12)	√	95%	94%	√	12	39	√	125	144	√	80%	100%	√	No
Faith Mission-Shelter Plus Care	9	9	8	(1)	≠	95%	67%	≠	24	48	√	7	8	√	80%	100%	√	No
Total Shelter Plus Care	511	537	562	25	√	95%	104%	√	N/A	N/A	N/A	429	543	√	80%	97%	√	No

<sup>1</sup> Programs are non-CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

<sup>2</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>3</sup> Program voluntarily participates in CSP. Program is able to exceed capacity at times because it has three overflow units.

<sup>4</sup> The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 7 households); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA/2 households).

<sup>5</sup> Occupancy rate exceeds 100% because CMHA allowed providers to over lease.

<sup>6</sup> The number may be overstated and include clients served in the new emergency housing program.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) <sup>1</sup>			Usage of CSB DCA (%) <sup>1</sup>			Program of Concern
	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	
7/1/2010- 9/30/2010																									
Direct Housing-The Salvation Army	48	51	✓	85	107	✓	13	13	✓	100	120	≠	43	25	≠	90%	89%	✓	\$1,000	\$1,267	≠	90%	93%	✓	No
Job2Housing -The Salvation Army <sup>2</sup>	10	7	≠	30	30	✓	15	13	✓	180	154	✓	9	9	✓	90%	90%	✓	\$5,484	\$1,457	✓	100%	100%	✓	No
Direct Housing - Homeless Families Foundation <sup>5</sup>	3	7	✓	9	17	✓	15	25	≠	100	71	✓	3	7	✓	90%	100%	✓	\$1,000	\$900	✓	90%	100%	✓	No
Direct Housing - VOAGO Families <sup>5</sup>	15	13	✓	25	25	✓	15	9	✓	100	66	✓	11	9	≠	90%	90%	✓	\$1,000	\$938	✓	90%	70%	≠	No
Transition - CSB Transition Program <sup>3,5</sup>	N/A	N/A	N/A	250	332	✓	N/A	N/A	N/A	N/A	N/A	N/A	245	327	✓	98%	98%	✓	\$900	\$827	✓	98%	98%	✓	No

PREVENTION	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) <sup>1</sup>			Usage of CSB DCA (%) <sup>1</sup>			Program of Concern
	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	
7/1/2010- 9/30/2010																									
Prevention - Gladden Community House	N/A	N/A	N/A	80	135	✓	N/A	N/A	N/A	N/A	N/A	N/A	78	127	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools <sup>3,4</sup>	46	68	✓	94	127	✓	N/A	N/A	N/A	100	86	✓	41	57	✓	90%	98%	✓	\$1,000	\$948	✓	90%	95%	✓	No
Stable Families - CIS Weinland Park Expansion	12	10	≠	22	23	✓	N/A	N/A	N/A	100	103	✓	11	10	✓	90%	100	✓	\$1,000	\$506	✓	90%	100%	✓	No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No				
7/1/2010- 9/30/2010																							
Maryhaven Outreach	75	94	✓	95	131	✓	53	44	≠	70%	47%	≠	34	10	≠	65%	23%	≠	25%	12%	≠	Yes	

<sup>1</sup> Use of CSB DCA includes CSB funding only.

<sup>2</sup> Program implemented as of March 2010.

<sup>3</sup> Includes households served with HPRP and non-HPRP funding.

<sup>4</sup> Exclusive of Weinland Park activity.

<sup>5</sup> Average \$ in DCA is higher due to implementation of the multi-month assistance using HPRP funds.

<sup>6</sup> A portion of Tier II capacity transitioned to direct housing/rapid re-housing. Transfer clients are excluded from the ALOS calculation. ALOS is a new measure for these programs.

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications					Successful SSI/SSDI Applications			Submitted Other Applications					Program of Concern			
	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	
7/1/2010- 9/30/2010																							
Benefits Partnership-YWCA <sup>1</sup>	89	109	√	116	235	√	49	53	√	42%	23%	≠	40%	18%	≠	67	70	√	58%	30%	≠	No	

<sup>1</sup> Program implemented 7/1/2009.

HPRP Programs	Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes					Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)							
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement				
7/1/2010- 9/30/2010																						
Stable Families - Communities in Schools HPRP <sup>2</sup>	N/A	225	N/A	N/A	82	N/A	N/A	151	N/A	N/A	97%	N/A	N/A	\$951	N/A	N/A	95%	N/A				
Community Housing Network - ADAMH Prevention	30	61	√	90	155	≠	12	9	≠	83%	90%	√	N/A	\$978	N/A	N/A	90%	N/A				
Gladden Community House - Single Adult Prevention	30	143	√	30	26	√	28	104	√	93%	100%	√	\$657	\$1,165	≠	100%	90%	√				
CSB Transition - HPRP DCA <sup>2</sup>	N/A	234	N/A	N/A	N/A	N/A	N/A	234	N/A	N/A	100%	N/A	N/A	\$963	N/A	N/A	100%	N/A				
	Total Households Served			Shelter Linkage			Successful Diversion Outcomes															
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement										
7/1/2010- 9/30/2010																						
Lutheran Social Services - Centralized Point of Access (CPOA)	1,700	1,859	√	75%	73%	√	352	341	√	18%	17%	√										

<sup>2</sup>Contract to date reporting.



communityshelterboard

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