

**Community Shelter Board
System and Program Indicator Report
FY06 Quarter 3: 1/1/06-3/31/06
Updated 3/15/06**

Summary

This report represents the first quarter that 100% of programs and systems have met data quality standards at initial SPIR generation. Thus, this report contains data for all systems and programs.

Continually Achieving Programs & Systems:

- ✓ All Permanent Supportive Housing programs
- ✓ Tier 1 & Tier 2 Family Shelters
- ✓ YWCA Resource Specialist
- ✓ Gladden Community House Prevention
- ✓ CSB Transition
- ✓ Homeless Families Foundation Resource Specialist
- ✓ Maryhaven Engagement Center
- ✓ VOA Men's Shelter
- ✓ Salvation Army Family Housing Collaborative

Improved Programs

- ✓ Friends of the Homeless Rebecca's Place

Programs & Systems of Concern

- ✓ Faith Mission Resource Specialists
- ✓ Friends of the Homeless Resource Specialists
- ✓ Friends of the Homeless Men's Shelter
- ✓ LSS--Faith Mission—Faith Mission on 8th
- ✓ LSS--Faith Mission—Nancy's Place
- ✓ Maryhaven Outreach
- ✓ The men's system
- ✓ The Adult Resource Specialist system

CSB staff has provided extensive technical assistance to staff at both Faith Mission and Friends of the Homeless to improve their programs. This assistance has been provided at senior program level as well as supervisory and direct care levels.

System Level Data

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	Households Served	Nightly Occupancy ¹		Average Length of Stay (Days)			Successful Housing Outcomes								
		Actual	Capacity ²	Actual ³	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement				
EMERGENCY SHELTER -Tier 1															
Men	1,244	375	468	N/A	≠	34	≠	185	15%	20%	≠	166	15%	20%	√
Women	389	89	103	N/A	√	24	√	81	24%	24%	≠	69	24%	24%	√
Family	208	50	35	N/A	√	15	√	70	70%	70%	√	118	70%	72%	√
Inebriate	659	50	45	N/A	√	6	√	27	5%	15%	√	89	5%	15%	√
EMERGENCY SHELTER -Tier 2															
Family	122	60	62	√	√	46	√	25	70%	81%	√	48	70%	81%	√
RESOURCE SPECIALIST															
Adult	798	N/A	N/A	N/A	N/A	N/A	N/A	252	45%	31%	≠	164	45%	31%	≠
Family ⁴	163	N/A	N/A	N/A	N/A	N/A	N/A	46	70%	85%	N/A	91	70%	85%	√

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

¹ Occupancy goal is only applicable to Tier II Shelters.

² Capacity is regular capacity only and not inclusive of overflow.

³ Actual numbers include both regular and overflow clients.

⁴ A system LOS goal for the family shelters' system has not been established since family shelters are both Tier I and Tier II programs which have different goals.

System Level Data

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HOUSING	Supportive Housing	Households Served		Program Occupancy			Housing Stability (Months)		Successful Housing Outcomes		
		Capacity	Actual	Actual #	Actual %	Attainment of Goal (95%)	Actual #	Attainment of Goal (12 months)	Goal #	Actual #	Outcome Achievement
		608	637	581	96%	✓	20	✓	557	604	✓

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

Program Level Data

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EMERGENCY SHELTER	Households Served				Nightly Occupancy ¹		Average Length of Stay (Days)			Successful Housing Outcomes						
	Goal	Actual	Variance	Outcome Achievement	Capacity ²	Actual ³	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN																
Faith Mission on 6th	600	642	42	√	110	189	N/A	30	27	√	74	73	√	15%	15%	√
Faith Mission on 8th	350	204	(146)	≠	95	95	N/A	30	42	≠	38	26	≠	15%	23%	√
Friends of the Homeless-Men's Shelter	450	356	(94)	≠	130	147	N/A	30	37	≠	61	40	≠	20%	19%	√
VOA Men's Shelter	123	261	138	√	40	37	N/A	30	13	√	12	32	√	15%	14%	√
WOMEN																
Faith Mission-Nancy's Place	260	225	(35)	≠	42	50	N/A	21	20	√	52	31	≠	24%	17%	≠
Friends of the Homeless-Rebecca's Place	145	202	57	√	47	52	N/A	28	23	√	29	40	√	30%	28%	√
FAMILIES																
Homeless Families Foundation	61	82	21	√	36	39	√	80	43	√	12	31	√	70%	74%	√
VOA Family Shelter	42	40	(2)	√	24	23	√	80	51	√	13	19	√	70%	100%	√
YWCA Family Center	150	208	58	√	50	35	N/A	20	15	√	70	118	√	70%	72%	√
INEBRIATE																
Maryhaven Engagement Center	588	659	71	√	50	45	N/A	12	6	√	27	89	√	5%	15%	√

Outcome Achievement Key:
Outcome achieved
Outcome not achieved
Outcome goal not applicable

¹ Occupancy goal is applicable only to Tier II Shelters.
² Capacity is regular capacity only and not inclusive of overflow.
³ Actual numbers include both regular and overflow clients.

RESOURCE SPECIALIST	Households Served				Successful Housing Outcomes					
	Goal	Actual	Variance	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PROGRAM										
Friends of the Homeless ¹	197	301	104	N/A	88	65	≠	45%	38%	≠
Homeless Families Foundation	61	83	22	√	12	31	√	70%	74%	√
Lutheran Social Services ¹	364	524	160	N/A	164	100	≠	45%	26%	≠
YWCA Family Center ^{1,2}	48	106	58	N/A	34	86	N/A	70%	95%	N/A

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

¹Households served is being monitored, but not evaluated until baseline outcomes are established.

²Successful housing outcomes are being monitored, but not evaluated.

Program Level Data

SUPPORTIVE HOUSING	Households Served			Program Occupancy		Housing Stability (Months)		Successful Housing Outcomes					
	Goal	Actual	Variance	Actual (#)	Actual (%)	Actual (#)	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
			Capacity										
Community Housing Network-East 5th Avenue ¹	40	37	(3)	36	93%	15	✓	36	35	N/A	90%	95%	N/A
Community Housing Network-North 22nd Street ¹	32	30	(2)	29	98%	24	✓	29	29	N/A	90%	97%	N/A
Community Housing Network-North High Street ¹	38	36	(2)	36	99%	28	✓	34	35	N/A	90%	97%	N/A
Community Housing Network-Cassady ¹	10	9	(1)	7	74%	19	✓	9	8	N/A	85%	89%	N/A
Community Housing Network-Parsons ^{1,2}	25	26	0	26	103%	29	✓	22	25	N/A	85%	96%	N/A
Community Housing Network-Safe Havens	17	17	0	15	91%	32	✓	14	16	✓	85%	94%	✓
Community Housing Network-St. Clair ^{3,4}	17	25	8	19	122%	4	N/A	15	23	✓	90%	92%	✓
National Church Residences-Commons at Grant	50	52	3	50	99%	22	✓	47	54	✓	90%	98%	✓
Southeast-Scattered Sites ⁴	83	87	4	82	110%	28	✓	74	83	✓	90%	95%	✓
YMCA-40 West Long Street ⁴	73	79	6	73	105%	15	✓	66	73	✓	90%	92%	✓
YMCA-Sunshine Terrace	68	67	(1)	63	97%	29	✓	61	67	✓	90%	100%	✓
YWCA-WINGS ⁵	76	74	(2)	64	93%	14	N/A	68	70	✓	90%	95%	✓
Rebuilding Lives PACT Team Initiative ⁶	113	95	(18)	81	75%	14	N/A	96	85	N/A	85%	90%	N/A

¹ Successful housing outcomes are monitored, but not evaluated in FY2006 due to negotiations during CSB appeal process.

² CSB is awaiting a response from CHN regarding CSB's inquiry into why Parsons's occupancy rate exceeds 100%.

³ Program was leased-up as of prior period; however, stability measure cannot be evaluated until all units have been occupied for at least a year.

⁴ RL Clients admitted exceeded base.

⁵ Program was in lease-up and expansion phase as of prior period; however, stability measure cannot be evaluated until all units have been occupied for at least a year.

⁶ Program was in expansion phase.

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

Program Level Data

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OTHER	Households Served				Average Financial Assistance (\$ per HH) ¹		Average Length of Stay (Days)			Successful Housing Outcomes					
	Goal	Actual	Variance	Outcome Achievement	Goal	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
FAMILY HOUSING COLLABORATIVE															
Salvation Army ²	94	101	7	√	\$900	\$688	20	15	√	44	52	√	90%	95%	√
OUTREACH															
Maryhaven Outreach ^{3,4}	42	18	(24)	≠	N/A	N/A	N/A	N/A	N/A	23	18	≠	60%	100%	√
TRANSITION															
CSB Transition Program	160	219	59	√	\$519	\$470	N/A	N/A	N/A	157	219	√	98%	100%	√
PREVENTION															
Gladden Community House ⁵	225	226	1	√	N/A	N/A	N/A	N/A	N/A	216	203	√	95%	98%	√

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

¹ Average Financial Assistance includes CSB funding only.

² Eleven clients excluded from average length of stay calculation due to YIHN Exit Date preceding FHC Entry Date.

³ Successful Housing Outcomes includes successful shelter outcomes.

⁴ Because Maryhaven Outreach has been experiencing difficulty in obtaining clients' signatures on the HMIS release forms, the number of households served obtained from the HMIS does not reflect the actual number served. CSB is currently working with Maryhaven to identify a viable solution for this problem.

⁵ Evaluative time frame is year to date.

Community Shelter Board

Continuum of Care System and Program Indicators Report Evaluation Definitions and Methodology – FY06

The Evaluation Definitions and Methodology document incorporates methodologies that are applicable to all variables contained within the Continuum of Care System and Program Indicators Report.

The FY2006 Continuum of Care System and Program Indicators Reports monitors the current shelter, services and permanent supportive housing programs in Columbus and Franklin County using CSB's established performance standards. The report evaluates each program based on a program goal, actual performance data, variances, and outcome achievements.

Agency performance outcome goals were compared with actual performance to determine consistency with CSB standards. All data generated from the Homeless Management Information System and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables. The CSB Homeless Census Report, a standard CSB report that is produced using Crystal Reports, constitutes the data source for the CSB-funded emergency and inebriate shelters. The following information provides an explanation of specific definitions and methodologies used in our evaluations.

1. **Average CSB Direct Client Assistance (DCA) Amount per Household (Direct Housing and Transition Program)**

- Source:** CSB Direct Client Assistance Report
- Defined:** The average amount of total CSB direct client assistance received per household during the period. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** $\sum(\text{Total monetary assistance awarded to all households}) / \text{total number of distinct households that received assistance.}$

2. **Average Length of Stay**

a. **Family Housing Collaborative (FHC)**

- Source:** HMIS Custom Report
- Defined:** The average number of days that total distinct households were served from the point of FHC entry date to YWCA Family Center exit date. *Note: Families who had an FHC entry date after their YWCA Family Center exit date are excluded from this calculation.*
- Calculated:** $\sum(\text{YWCA Family Center exit date} - \text{Direct Housing entry date}) / \text{the number of total distinct households served and exited from program during the period}$

b. **Tier I and Tier II Shelters**

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters
- Defined:** The average number of days that total distinct households were enrolled in or received services through the program from entry or beginning of period to exit or end of period *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** $\text{The total number of bedlist units for the period} / \text{the number of total distinct households served}$

3. Households / Clients Served

- Sources:** Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for Resource Specialists, PSH, Outreach, Prevention,
Direct Housing;
CSB Direct Client Assistance Report for CSB Transition
- Defined:** The number of distinct households served by the program during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of December 31, 2005. Note that clients served equals households served for Permanent Supportive Housing.
- Calculated:** The number of distinct households served, based on the last service record for the program as of the end of the period.

4. Housing Stability

- Source:** HMIS Custom Report
- Defined:** The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
- Calculated:** Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.
- Housing stability is measured using the total average client length of stay (from intake to exit date or 12/31/05, if still a resident) divided by the total average days per month (30.5 days).

5. Occupancy Rate

a. Permanent Supportive Housing

- Source:** HMIS Custom Report
- Defined:** A percentage that reflects the average number of clients residing in a program per night relative to the program capacity.
- Calculated:** *Number:* $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{days in period}$
Rate:
Step 1: $\sum(\text{Exit date or end of period} - \text{entry date or beginning of period}) / (\text{total units} \times \text{days in period})$
Step 2: Divide the results calculated in Step 1 by the program capacity

b. Emergency Shelters

Note: Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

- Source:** HMIS ShelterPoint Bedlist Report
- Defined:** A percentage that reflects the average number of households that stayed in each emergency shelter per night during the period relative to the emergency shelter's program capacity. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** *Number:* Total bedlist shelter units for the period / total days during the period
Rate:
Step 1: Divide the total bedlist shelter units for the period by the number of days in the period.
Step 2: Divide the results obtained in Step 1 by the program capacity.

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

6. Successful Housing Outcomes

a. Family Housing Collaborative

Source: HMIS Custom Report

Defined: The number of distinct households that exited with a 'Permanent' housing destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households that exited with successful housing outcomes (based on the last exit) / the number of total distinct household exits

b. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: Homeless Census Report¹

Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the program.

c. Tier I Family Emergency Shelter & Outreach

Source: Homeless Census Report for emergency shelter; HMIS Custom Report for Outreach

Defined: The number of distinct households served that exited with a 'Permanent' or 'Transitional' or 'Emergency Shelter' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the program

d. Permanent Supportive Housing

Source: HMIS Custom Report

Defined: The number of distinct households that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.

Calculated: (The number of households in PSH + the number of successful housing exits (based on the last exit)) / the number of total distinct households served

¹Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

FY2006 Program Evaluation & Monitoring

Appendix: Housing Outcomes

The following chart identifies various destinations, including successful housing and shelter outcomes, as identified in the CSB HMIS Data Definitions for 2005-06. Housing/shelter outcomes correspond to ServicePoint pick list choices for 'destination' and are used to determine shelter and/or housing outcomes.

ServicePoint Destination	CSB Definition	Client Control of Housing? (1)	CSB Evaluation Element
Permanent Housing: Rental house/apartment (no subsidy)	Privately owned, market rent housing (not subsidized)	Yes	Successful Housing Outcome
Permanent Housing: Public Housing	Housing owned and subsidized by CMHA	Yes	Successful Housing Outcome
Permanent: Section 8	Housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher or through Section 8 project-based subsidy	Yes	Successful Housing Outcome
Permanent: Shelter Plus Care	Housing owned by a private landlord or partner agency and subsidized through the Shelter Plus Care program administered by CMHA	Yes	Successful Housing Outcome
Permanent: HOME subsidized house/apartment	The YMCA Permanent Supportive Housing (PSH) program at 40 West Long Street or SE Scattered Site Permanent Supportive Housing	Yes	Successful Housing Outcome
Permanent: Other subsidized house/apartment	Housing owned by a private landlord or partner agency that has an on-going subsidy through HUD 202 or 811 program, tax credits, or other sources, including HUD and CSB	Yes	Successful Housing Outcome
Permanent: Home ownership	Housing that is owned by the client	Yes	Successful Housing Outcome
Permanent: Moved in with Family/Friends	DO NOT USE	N/A	Unsuccessful Housing Outcome
Transitional: Transitional housing for homeless	Transitional (i.e. New Horizons)	Varies	Successful Housing Outcome (except for Family Housing Collaborative and Permanent Supportive Housing)
Transitional: Moved in with Family/Friends	Temporary housing with family or friends	No	Unsuccessful Housing Outcome
Institution: Psychiatric hospital	Temporary/indefinite residence in a psychiatric hospital for the treatment of severe mental illness	No	Unsuccessful Housing Outcome
Institution: Inpatient alcohol/drug facility	Temporary/indefinite residence in an inpatient facility for treatment of alcohol and/or drug addiction	No	Unsuccessful Housing Outcome
Institution: Jail/prison	Incarceration in local, state or federal prison	No	Unsuccessful Housing Outcome
Emergency Shelter	Emergency Shelter (all including Tier II shelters)	No	Unsuccessful Housing Outcome (except for Outreach and YWCA-IHN)
Other: Other Supportive Housing	DO NOT USE	N/A	Unsuccessful Housing Outcome
Other: Places not meant for habitation (street)	Street, condemned buildings, etc.	No	Unsuccessful Housing Outcome
Other	Hotel, other	No	Unsuccessful Housing Outcome
Unknown		N/A	Unsuccessful Housing Outcome

(1) Client is determined to be in control of his/her housing if the lease/mortgage is in his/her name or if he/she otherwise has a written agreement that gives him/her a right to reside in his/her housing, such as a roommate agreement.