

EMERGENCY SHELTER <sup>1</sup>	Households Served <sup>2</sup>			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					System of Concern
	Goal	Actual	Variance	Capacity <sup>4</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
<b>MEN</b>	3,675	3,462	-213	417	441	30	46	≠	649	588	15%	19%	√	No
<b>WOMEN</b>	1,250	1,247	-3	97	107	28	31	≠	277	288	24%	25%	√	No
<b>FAMILIES<sup>5</sup></b>	732	748	16	120	113	N/A	55	N/A	428	396	70%	62%	≠	No

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

<sup>1</sup> Maryhaven Engagement Center clients are included in the breakdowns for Men's and Women's Systems.

<sup>2</sup> Households served goals are monitored but not evaluated during FY07.

<sup>3</sup> Numeric goals for successful housing outcomes are monitored but not evaluated during FY07.

<sup>4</sup> Capacity for single adult shelters does not include clients from overflow. The overflow time period is from 10/15/06 to 4/15/07.

<sup>5</sup> 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. Also note that at program level YWCA Family Center successful housing outcomes include Tier II shelter destinations; however, at the system level only housing outcomes (transitional or permanent) are reported.

<b>DEMOGRAPHICS OF EMERGENCY SHELTER CLIENTS <sup>1</sup></b>	<b>Men</b>	<b>Women</b>	<b>Family</b>
Households Served	3,462	1,247	748
Clients Served	3,462	1,247	2,503
Average Age (HOH)	42	39	30
Gender - Male <sup>2</sup>	74%	N/A	11%
Gender - Female <sup>2</sup>	N/A	26%	89%
Veterans (U.S. Military) all adults	18%	2%	4%
Avg. Monthly Household Income	\$380	\$286	\$447
Percent Working at Entry	18%	9%	19%
Race - White	35%	40%	29%
Race - Black	61%	57%	70%
Race- Other	4%	3%	1%
Hispanic (HOH)	3%	2%	2%
Non-Hispanic (HOH)	97%	98%	98%
Adults Served	3,462	1,247	956
Children Served	N/A	N/A	1,547
Mean Family Size	N/A	N/A	3.3
Average Number of Children	N/A	N/A	2.1
Children 0 - 2 years	N/A	N/A	32%
Children 3 - 7 years	N/A	N/A	30%
Children 8 - 12 years	N/A	N/A	23%
Children 13 - 17 years	N/A	N/A	16%

<sup>1</sup> Due to rounding, percentages may not total 100%.

<sup>2</sup> Gender Percentages for men and women based on total number of clients served in men's and women's systems combined.

**System Level Data: Permanent Supportive Housing**

System	Capacity	Households Served			Program Occupancy			Housing Stability (Months)		Successful Housing Outcomes			System of Concern Yes or No
		Goal (#)	Actual	Outcome Achievement	Actual #	Actual %	Attainment of Goal (95%)	Actual #	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement	
<b>HOUSING</b>													
Supportive Housing	760	903	964	√	685	90%	√	21	√	807	874	√	No

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

**System Level Data**

**Community Shelter Board  
System and Program Indicator Report  
FY07: 7/1/06- 6/30/07**

<b>DEMOGRAPHICS OF PERMANENT SUPPORTIVE HOUSING CLIENTS <sup>1</sup></b>	<b>Men</b>	<b>Women</b>	<b>Family <sup>2</sup></b>
Households Served	662	294	8
Clients Served	662	294	25
Prior Living Situation (HoHs)			
Emergency Shelter	331	113	1
Homeless (On the Streets)	314	166	7
Transitional Housing	17	13	0
Nursing Home / Hospital / Treatment Center / Psychiatric Facility	0	2	0
Average Age (HOH)	46	43	31
Gender - Male <sup>3</sup>	69%	N/A	0%
Gender - Female <sup>3</sup>	N/A	31%	100%
Veterans (U.S. Military) all adults	19%	3%	0%
Avg. Monthly Household Income	\$236	\$249	\$846
Percent Working at Entry	14%	10%	25%
Race - White	33%	35%	38%
Race - Black	65%	64%	63%
Race- Other	2%	2%	0%
Hispanic (HOH)	1%	2%	0%
Non-Hispanic (HOH)	99%	98%	100%
Adults Served	662	294	8
Children Served	N/A	N/A	17
Mean Family Size	N/A	N/A	3.1
Average Number of Children	N/A	N/A	2.1
Children 0 - 2 years	N/A	N/A	24%
Children 3 - 7 years	N/A	N/A	18%
Children 8 - 12 years	N/A	N/A	35%
Children 13 - 17 years	N/A	N/A	24%

<sup>1</sup> Due to rounding, percentages may not total 100%.

<sup>2</sup> Technically ten families were served by Maryhaven Commons at Chantry. However, two families were excluded from the family category counts for the following reasons: one is working to obtain custody of minor children and another is being transitioned to a single unit.

<sup>3</sup> Gender Percentages for men and women based on total number of clients served in men's and women's systems combined.

EMERGENCY SHELTER	Households Served				Nightly Occupancy <sup>1</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal	Actual	Variance	Outcome Achievement	Capacity <sup>2</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
<b>MEN<sup>3</sup></b>																	
Faith Mission on 6th	1,800	1,552	(248)	√	110	145	N/A	30	34	≠	304	208	≠	15%	14%	√	No
Faith Mission on 8th	1000	871	(129)	√	95	87	N/A	30	37	≠	120	105	≠	15%	14%	√	No
Friends of the Homeless-Men's Shelter	1,200	730	(470)	≠	130	135	N/A	30	68	≠	190	166	≠	18%	28%	√	Yes
VOA Men's Shelter	470	774	304	√	40	34	N/A	30	16	√	86	96	√	20%	13%	≠	No
<b>WOMEN</b>																	
Faith Mission-Nancy's Place	730	714	(16)	√	42	48	N/A	21	25	≠	165	164	√	24%	24%	√	No
Friends of the Homeless-Rebecca's Place	410	547	137	√	47	50	N/A	28	33	≠	109	117	√	30%	23%	≠	No
<b>FAMILIES</b>																	
Homeless Families Foundation	176	180	4	√	46	46	√	80	93	≠	92	93	√	70%	70%	√	No
VOA Family Shelter	96	94	(2)	√	24	23	√	80	90	≠	50	67	√	70%	94%	√	No
YWCA Family Center	660	701	41	√	50	44	N/A	20	23	≠	427	440	√	70%	66%	√	No
<b>INEBRIATE</b>																	
Maryhaven Engagement Center	1,600	1,551	(49)	√	50	48	N/A	12	11	√	155	323	N/A	10%	22%	√	No

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

<sup>1</sup> Occupancy goal is applicable only to Tier II Shelters.

<sup>2</sup> Capacity for single adult shelters does not include clients from overflow. The overflow time period is from 10/15/06 to 4/15/07.

<sup>3</sup> Based on a lower system demand than projected (3,927 duplicated clients served) and the fair share of clients to be served by each program based on their capacity, Faith Mission on 6th served 10% more clients than their share, Faith Mission on 8th served 3% less clients than their share, Friends of Homeless served **16% less** clients than their share and VOA served 9% more clients than their share.

Agency Level Data: Resource Specialists

RESOURCE SPECIALIST	Households Served				Successful Housing Outcomes						% Access to Direct Client Assistance			Program of Concern	
	% Sheltered Households Served <sup>1</sup>	Goal	Actual	Variance	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement <sup>1</sup>	Yes or No
<b>PROGRAM</b>															
Friends of the Homeless	49%	544	626	82	√	245	211	≠	45%	37%	≠	30%	27%	N/A	Yes
Homeless Families Foundation	100%	176	180	4	√	92	93	√	70%	70%	√	65%	60%	N/A	No
Lutheran Social Services	45%	1,164	1,281	117	√	596	380	≠	45%	32%	≠	30%	19%	N/A	Yes
YWCA Family Center	45%	330	314	(16)	√	231	250	√	70%	86%	√	10%	9%	N/A	No

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

<sup>1</sup> Measure is monitored but not evaluated this report period.

SUPPORTIVE HOUSING	Capacity	Households Served				Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal	Actual	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Community Housing Network-Briggsdale <sup>2,3</sup>	25	30	35	5	√	24	96%	√	N/A	10	N/A	26	30	√	85%	86%	√	No
Community Housing Network-Community ACT <sup>3</sup>	42	50	52	2	√	24	57%	≠	N/A	6	N/A	45	41	√	90%	79%	≠	No
Community Housing Network-East 5th Avenue	38	46	49	3	√	36	95%	√	14	21	√	41	45	√	90%	92%	√	No
Community Housing Network-North 22nd Street	30	36	39	3	√	27	90%	√	23	26	√	32	35	√	90%	90%	√	No
Community Housing Network-North High Street	36	43	43	0	√	31	86%	≠	24	27	√	39	38	√	90%	88%	√	No
Community Housing Network-Cassady <sup>2</sup>	10	12	11	(1)	√	9	90%	√	15	22	√	10	11	√	85%	100%	√	No
Community Housing Network-Parsons	25	30	29	(1)	√	24	96%	√	27	36	√	27	27	√	90%	93%	√	No
Community Housing Network-Safe Havens	16	19	17	(2)	≠	15	94%	√	33	39	√	16	17	√	90%	100%	√	No
Community Housing Network-St. Clair	26	31	39	8	√	22	85%	≠	12	10	≠	28	34	√	90%	87%	√	No
Maryhaven Commons at Chantry <sup>3,4</sup>	50	60	50	(10)	≠	49	98%	√	N/A	7	N/A	54	49	√	90%	98%	√	No
National Church Residences-Commons at Grant	50	60	64	4	√	50	100%	√	22	28	√	54	60	√	90%	94%	√	No
Southeast-Scattered Sites	75	89	107	18	√	74	99%	√	26	31	√	78	92	√	90%	86%	√	No
YMCA-40 West Long Street <sup>5</sup>	95	106	152	46	√	88	93%	√	14	14	√	95	134	√	90%	88%	√	No
YMCA-Sunshine Terrace	65	78	73	(5)	√	61	94%	√	27	34	√	70	70	√	90%	96%	√	No
YWCA-WINGS	69	83	89	6	√	65	94%	√	14	21	√	75	88	√	90%	99%	√	No
Rebuilding Lives PACT Team Initiative	108	130	115	(15)	≠	86	80%	≠	14	18	√	117	103	≠	90%	90%	√	Yes

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

<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.

<sup>2</sup> Successful housing outcome percentage negotiated below CSB standard.

<sup>3</sup> Housing stability will be monitored but not evaluated due to program being new for FY07.

<sup>4</sup> For Maryhaven Commons at Chantry, January 1, 2007 was used in the program occupancy rate calculation instead of the report start date. The program was in lease-up through the end of December 2006.

<sup>5</sup> YMCA 40 West Long Street's occupancy rate exceeded 100% due to flexible spending for additional units.

**Program Level Data: Non-CSB-Funded Programs**

<b>HUD CoC FUNDED PROGRAMS <sup>1, 2</sup></b>	<b>Capacity</b>	<b>Households Served</b>	<b>Program Occupancy Rate <sup>3, 4</sup></b>	<b>Housing Stability (Months)</b>	<b>Successful Housing Outcomes # &amp; %</b>
<b>Transitional Housing <sup>5</sup></b>					
Amethyst-RSvP	8	20	75%	2	13 93%
Huckleberry House <sup>6</sup>	32				
Friends of the Homeless-New Horizons Men	24	69	83%	5	24 53%
Friends of the Homeless-New Horizons Women	12	51	75%	3	12 31%
Pater Noster House <sup>7</sup>	5	17	100%	3	2 15%
VOA - Support, Recovery & Education <sup>7</sup>	40	207	93%	2	43 24%
<b>Permanent Supportive Housing</b>					
Community Housing Network-Family Homes	15	17	87%	20	15 88%
Community Housing Network-Wicklow	6	9	83%	14	9 100%
Community Housing Network-Wilson	8	9	100%	67	8 89%
VOA - Family Supportive Housing	30	46	87%	20	45 98%
<b>Shelter Plus Care</b>					
Amethyst-SPC	92	81	66%	18	72 89%
Columbus AIDS Task Force - SRA	15	13	80%	67	13 100%
Columbus AIDS Task Force - TRA	74	64	78%	70	61 95%
Community Housing Network-SRA SPC	137	108	78%	72	108 100%
Community Housing Network-TRA SPC	149	142	93%	46	142 100%
Faith Mission - Shelter Plus Care	44	48	95%	53	48 100%
<b>Total Shelter Plus Care</b>	<b>511</b>	<b>456</b>	<b>79%</b>	<b>52</b>	<b>444 97%</b>

<sup>1</sup> Programs are non-CSB and/or non-RLFC funded.

<sup>2</sup> The FY07 Columbus HMIS expansion included the following programs over the course of the fiscal year: Amethyst-RSP, Amethyst-SPC, Columbus AIDS Task Force-SRA, ColumbusAIDS Task Force-TRA, CHN Shelter Plus Care, CHN Wicklow, CHN Wilson, Huckleberry House, Pater Noster House and VOA Support, Recovery & Education.

<sup>3</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>4</sup> For the HMIS expansion programs (see footnote 2), the HMIS implementation date was used instead of the report start date in the occupancy number calculation.

<sup>5</sup> Successful Housing Outcomes methodology for Transitional Housing was changed. The revised measure calculates successful outcomes based only on the exited clients and does not include clients that continue to reside in the program.

<sup>6</sup> Huckleberry House capacity was decreased from 34 to 30 during FY07; a capacity of 32 reported here constitutes an annual average. Huckleberry House disclosed on September 14th that their HMIS data is erroneous and they are working to correct it. Consequently indicators for this program are not available.

<sup>7</sup> VOA - Support, Recovery & Education and Pater Noster House are not HUD CoC funded programs but participate in HMIS on a voluntary basis.



OTHER	Households Served				Average Financial Assistance (\$ per HH) <sup>1</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						% Access to Direct Client Assistance			Program of Concern
	Goal	Actual	Variance	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
<b>FAMILY HOUSING COLLABORATIVE</b>																				
Salvation Army <sup>2</sup>	240	240	0	√	\$900	\$979	√	20	8	√	176	180	√	90%	97%	√	90%	92%	√	No
<b>OUTREACH</b>																				
Maryhaven Outreach	180	235	55	√	N/A	N/A	N/A	N/A	N/A	N/A	108	138	√	60%	90%	√	50%	19%	≠	No
Southeast Outreach <sup>3</sup>	100	19	(81)	≠	N/A	N/A	N/A	N/A	N/A	N/A	51	9	≠	60%	100%	√	25%	0%	≠	Yes
<b>TRANSITION</b>																				
CSB Transition Program	639	844	205	√	\$519	\$485	√	N/A	N/A	N/A	626	844	√	98%	100%	√	100%	96%	√	No
<b>PREVENTION</b>																				
Gladden Community House <sup>4</sup>	300	310	10	√	N/A	N/A	N/A	N/A	N/A	N/A	285	289	√	95%	99%	√	N/A	N/A	N/A	No

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

<sup>1</sup> Average Financial Assistance includes CSB funding only.

<sup>2</sup> Five clients had to be excluded from the Average Length of Stay calculation due to YWCA exit dates that occurred prior to Salvation Army entry dates

<sup>3</sup> Southeast Outreach contacts were below goal during the report period due to staff turnover.

<sup>4</sup> Evaluative time frame is year to date.

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# Community Shelter Board

## CSB System and Program Indicators Report Evaluation Definitions and Methodology – FY07

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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 FY2007 System and Program Indicators Reports monitors the current CSB shelter, services and permanent supportive housing programs using CSB's established performance standards. The report evaluates each program based on a program goal, actual performance data, variances, and outcome achievements. Quarterly reports on partner agency outcome achievement are compared to the multi-year and annual plan. 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.

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.

### Program Indicators

#### **1. Access to CSB Direct Client Assistance (DCA):**

##### a. Direct Housing (Family Housing Collaborative)

Source: CSB Direct Client Assistance Report  
Defined: The percent of distinct households receiving FHC DCA for up to 90 days prior to and during the evaluation period, as a percentage of distinct household exits during the period.  
Calculated:  $\frac{\text{The total number of distinct households that received FHC DCA for up to 90 days prior to and during the evaluation period}}{\text{The total number of distinct households served that exited the program during the period}}$

##### b. CSB Transition Program, Outreach and Resource Specialist programs

Source: CSB Direct Client Assistance Report  
Defined: The percent of distinct households receiving Transition Program DCA during the period, as a percentage of distinct household exits.  
Calculated:  $\frac{\text{The total number of distinct households that received CSB Transition program DCA}}{\text{The total number of distinct households served that exited the program during the period}}$

## 2. 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:**  $\sum(\text{Total monetary assistance awarded to all households}) / \text{total number of distinct households that received assistance.}$

## 3. 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:**  $\sum(\text{YWCA Family Center exit date} - \text{Direct Housing entry date}) / \text{the number of total distinct households served and exited from program during the report period}$

### b. Tier I and Tier II Emergency Shelters

**Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters

**Defined:** The average number of shelter units received per distinct household served by the program during the period.

**Calculated:** The total number of bedlist units for the report period / the number of total distinct households served

## 4. Households / Clients Served

**Sources:** Homeless Census Report <sup>1</sup> for Emergency & Inebriate Shelters;  
HMIS Custom Report for Resource Specialists, PSH, Outreach, Prevention, Direct Housing and Transitional Housing;  
CSB Direct Client Assistance Report for CSB Transition

**Defined:** The number of distinct households served by the program<sup>2</sup> during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of the last day of the report period. Note that clients served equals households served for Permanent Supportive Housing. For resource specialists, data is rendered distinct **after** the records of clients who did not use the resource specialist services during the report period have been removed.

**Calculated:** The number of distinct households served, based on the last service record for the program as of the end of the period.

## 5. Housing Stability

**Source:** HMIS Custom Report

**Defined:** The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing or Transitional 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.

<sup>1</sup> Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

<sup>2</sup> For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

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 report period end date, if still a resident) divided by the total average days per month (30.5 days).

## 6. Occupancy (number, rate)

### a. 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.

### b. Permanent Supportive Housing and Transitional 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:  $\sum((\text{exit date or end of period} - \text{entry date or beginning of period}) + 1) / \text{days in period}$

Rate: **Number divided** by the program capacity

## 7. Sheltered Households Served % (Resource Specialists)

**Source:** HMIS Custom Report

**Defined:** The percent of distinct clients who receive Resource Specialist services; only client's last stay during the report period is included in the measure.

**Calculated:** The number of distinct clients who used Resource Specialist services / the number of distinct clients who stayed in a shelter associated with the Resource Specialist program during the report period.

## 8. Successful Housing Outcomes

### a. Direct Housing (Family Housing Collaborative or FHC) and CSB Transition Programs)

**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 Report <sup>1</sup>

**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.

**e. Transitional Housing**

**Source:** HMIS Custom Report

**Defined:** The number of distinct households that exit (i.e., latest exit for clients with multiple stays during period) to successful housing as defined in the Housing Outcomes Appendix excluding exits to other transitional housing for homeless or family or friends and the percentage this represents of total distinct households exited. 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 successful housing exits (based on the last exit) / the number of total distinct households exited.

**f. Resource Specialists**

**Source:** Custom Report

**Defined:** For Tier 1 Adult Shelter and Tier II Family Shelter programs, the number of distinct households served that exited the program (agency) with a 'Permanent' or 'Transitional' 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 agency

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<sup>1</sup>Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

## System Indicators

### 1. Average Length of Stay

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters;  
**Defined:** The average number of shelter units received per distinct household served by the system during the period.  
**Calculated:** The total number of bedlist units for the period / the number of total distinct households served by the system

### 2. Households / Clients Served

#### a. Tier I and Tier II Emergency Shelters; PSH

- Sources:** Homeless Census Report <sup>1</sup> for Emergency & Inebriate Shelters;  
HMIS Custom Report for PSH  
**Defined:** The number of distinct households served by the system<sup>2</sup> during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of the report period end date. 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.

#### b. Resource Specialists

- Sources:** Program Data  
**Defined:** The sum of the clients served by the programs during the evaluation period (non-distinct between programs).  
**Calculated:** Sum of the program data.

### 3. 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 report period end date 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 report period end date, if still a resident) divided by the total average days per month (30.5 days).

### 4. Occupancy (number, rate)

#### a. Permanent Supportive Housing

- Source:** HMIS Custom Report  
**Defined:** A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.  
**Calculated:** *Number:*  $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{days in period}$   
*Rate:* Number/system capacity

#### b. Emergency Shelters

<sup>1</sup> Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

<sup>2</sup> For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

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

**Source:** HMIS ShelterPoint Bedlist Report  
**Defined:** The average number of households that stayed in each emergency shelter system per night during the period. The rate is the number relative to the system capacity and calculated only for Tier II shelter system.  
**Calculated:** Number: Total bedlist shelter units for the period / total days during the period  
Rate: Divide the Number by the system capacity.

**5. Successful Housing Outcomes**

**a. Tier I and Tier II Emergency Shelters**

**Source:** HMIS Custom Report  
**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 system.

**b. Permanent Supportive Housing**

**Source:** HMIS Custom Report  
**Defined:** The number of distinct households within a program 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 sum of the program data.

**c. Resource Specialists**

**Sources:** Program Data  
**Defined:** The sum of the outcomes for the programs during the evaluation period (non-distinct between programs).  
**Calculated:** Sum of the program data.

# FY2007 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 2006-07. Housing/shelter outcomes correspond to ServicePoint pick list choices for 'destination' and are used to determine shelter and/or housing outcomes.

ServicePoint Destination (pick list)	CSB Definition	Client Control of Housing <sup>1</sup>	Successful Housing Outcome
Permanent Housing: Rental house/apartment (no subsidy)	Privately owned, market rent housing (not subsidized)	Yes	Yes
Permanent Housing: Public Housing	Housing owned and subsidized by CMHA	Yes	Yes
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	Yes
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	Yes
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	Yes
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	Yes
Permanent: Home ownership	Housing that is owned by the client	Yes	Yes
Permanent: Moved in with Family/Friends	<b>DO NOT USE</b>	NO	NO
Transitional: Transitional housing for homeless	Transitional (i.e. New Horizons, Amethyst RSVP)	Varies	NO (except for Shelter, Resource Specialists, and Outreach)
Transitional: Moved in with Family/Friends	Temporary housing with family or friends	No	NO
Institution: Psychiatric hospital	Temporary/indefinite residence in a psychiatric hospital for the treatment of severe mental illness	No	NO
Institution: Inpatient alcohol/drug facility	Temporary/indefinite residence in an inpatient facility for treatment of alcohol and/or drug addiction	No	NO
Institution: Jail/prison	Incarceration in local, state or federal prison	No	NO
Emergency Shelter	Emergency Shelter (all including Tier II shelters)	No	NO (except: Tier 1 Family Shelter & Outreach)
Other: Other Supportive Housing	<b>DO NOT USE</b>	NO	NO
Other: Places not meant for	Street, condemned buildings, etc.	No	NO

<sup>1</sup> Client's are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.



<b>ServicePoint Destination (pick list)</b>	<b>CSB Definition</b>	<b>Client Control of Housing<sup>1</sup></b>	<b>Successful Housing Outcome</b>
habitation (street)			
Other <sup>1</sup>	Hotel, other	No	NO
Unknown		N/A	NO

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<sup>1</sup> For PSH, use this destination for deaths and notify CSB HMIS Administrator in order for this client to be excluded from calculations of housing outcomes.