

FEATURED PROGRAMS OF EXCELLENCE



HandsOn Central Ohio operates the virtual coordinated point of access to shelter for single adults experiencing homelessness. They handled a significant increase in call volume as hundreds of new beds were added to the system. They have placed a strong emphasis on strengthening their team with training, resulting in positive outcomes for both diversion and shelter linkage.



Maryhaven's outreach team provides street outreach services designed to engage people living outdoors and assist them in moving into appropriate shelter or housing as quickly as possible. Over the past six months, the outreach team successfully linked 90% of its clients to safe shelter or housing.



The YMCA of Central Ohio staffs and operates the new flexible capacity overflow sheltering program for single women at the Van Buren Center. When these new beds were opened to end waiting lists among women, hundreds more women in crisis came forward than expected. The YMCA of Central Ohio has made tremendous progress to ramp up their staffing and operations to meet this tremendous need.



The current family shelter was designed for 50 families, yet the family system has been over capacity for more than three years, at times serving more than 140 families a night. The YWCA Family Center has gone above and beyond in sustained efforts to serve every family in need, no matter what.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past semi-annual period of 7/1/14 – 12/21/14. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among providers in their work to end homelessness. Our provider network includes partners delivering an array of services including homelessness prevention, programming, shelter, case management, street outreach and housing.

Community Shelter Board sets specific outcomes for each provider, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with providers both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these providers delivering critical services to those experiencing homelessness.

SYSTEM & PROGRAM INDICATOR REPORT

FY2015
7/1/14 – 12/31/14

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.

TABLE OF CONTENTS

Overview 1

System Level Indicators

- Family Emergency Shelter 2
- Men’s Emergency Shelter..... 3
- Women’s Emergency Shelter 4
- Emergency Shelter (Family, Men’s & Women’s)..... 5
- Crisis Response (Single Adult Shelters/Navigator) 6
- Permanent Supportive Housing 7
- Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives) 8
- Direct Housing/Rapid Re-housing 9
- Prevention 10

Program Level Indicators

- Single Adult Emergency Shelters..... 11
- CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership) 12
- Permanent Supportive Housing – Rebuilding Lives 13
- Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing 14
- Direct Housing/Rapid Re-housing, Prevention and SSVF..... 15

Overview

System and Program Indicator 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. 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. The following key is used to express outcome achievement status for each indicator:

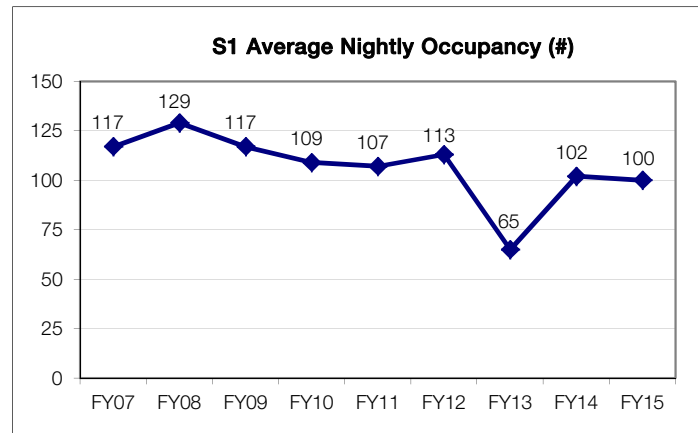
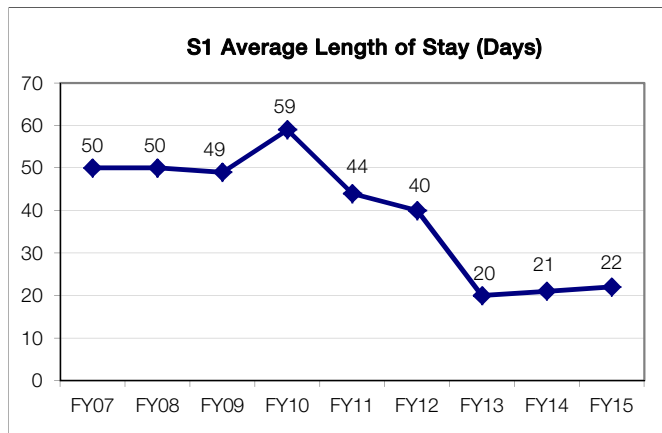
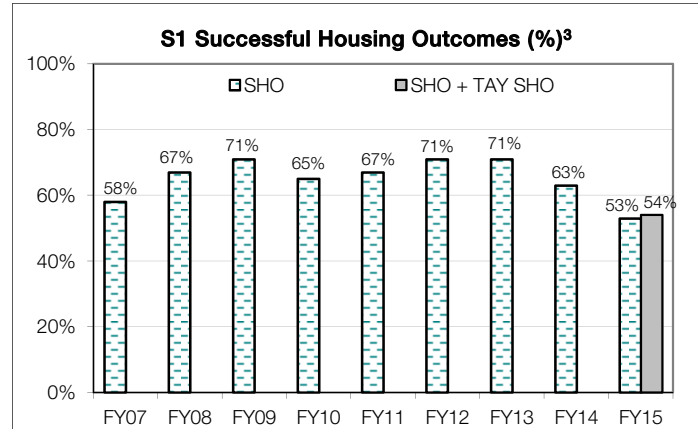
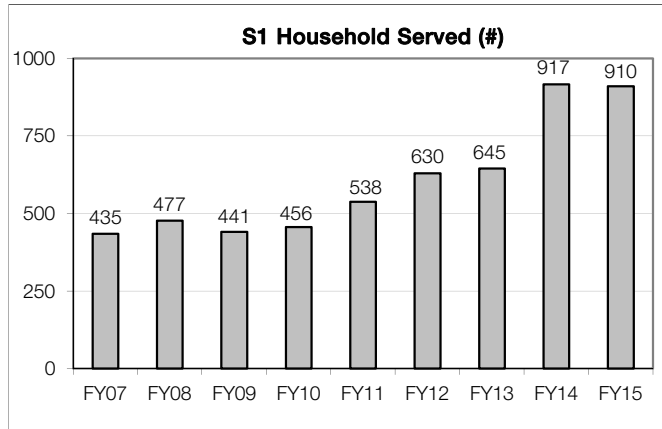
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	7/1/2014-12/31/2014	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	400	910	√	50	100	20	22	√	245	456	√	70%	54%	≠



DEMOGRAPHICS	Family
Households Served	910
Percent Newly homeless	67%
Recidivism ²	0%
Clients Served	3,096
Average Age (HoH)	30
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$787
Percent Working at Entry	41%
Race - White (HoH)	26%
Race - Black (HoH)	73%
Race - Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	1,248
Children Served	1,848
Mean Family Size	3.4
Average Number of Children	2.0
Adults 18-24 years (HoH)	27%
Children 0 - 2 years	28%
Children 3 - 7 years	38%
Children 8 - 12 years	23%
Children 13 - 17 years	11%

The Family Emergency Shelter System served 1% less households compared to the same reporting period of last fiscal year, still 44% higher than 3 fiscal years ago. The decrease in successful housing outcomes for the system is concerning, the reported rate is the lowest in nine reporting periods. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (36% employed in the same reporting period of last fiscal year).

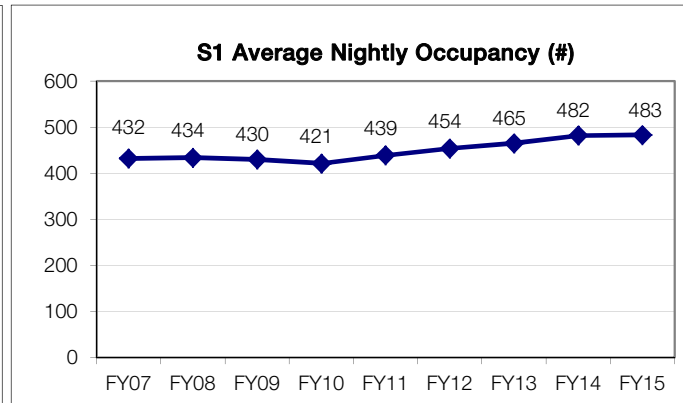
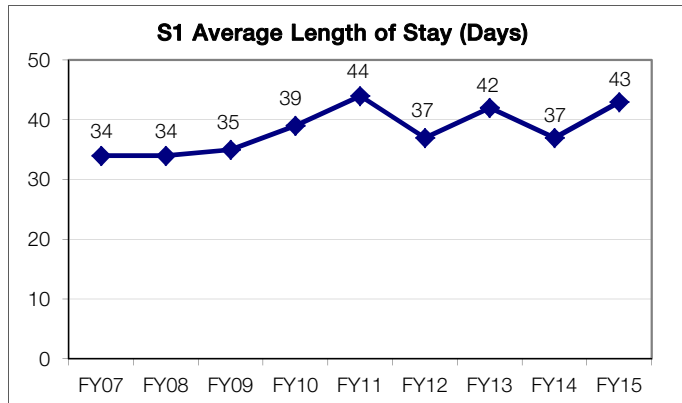
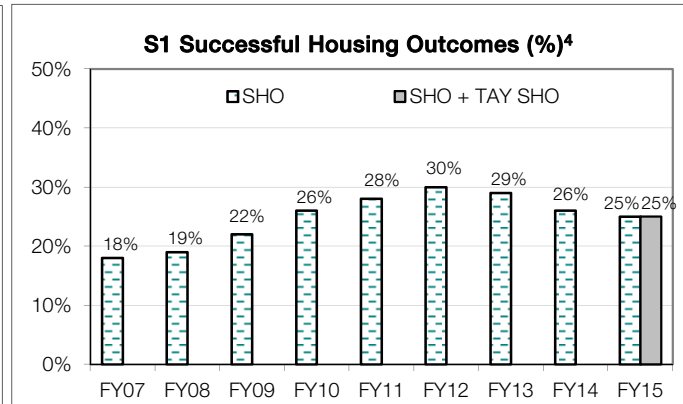
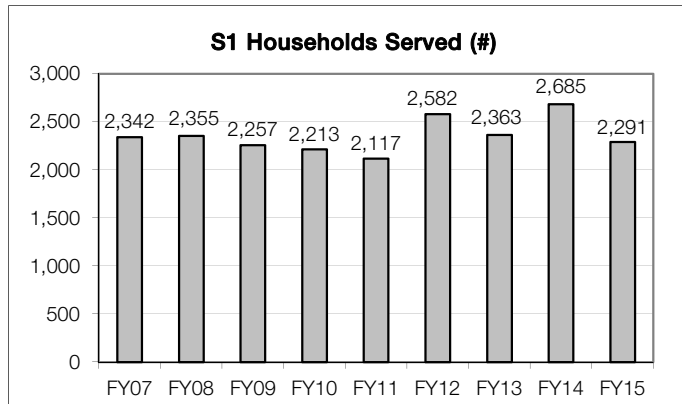
¹ Overflow capacity is not included.

² Recidivism calculated for successful housing exits between reporting period of 7/1/2014 - 9/30/2014.

³ A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of the household aged 18-24. When considering permanent exits to family for all age groups, a rate of 55% was measured.

System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ⁴					
	7/1/2014-12/31/2014	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,600	2,291	≠	445	483	35	43	≠	588	421	≠	28%	25%	√



DEMOGRAPHICS	Men
Households Served	2,291
Percent Newly homeless	42%
Recidivism ²	4%
Average Age	43
Men as a percent of total single adults served	68%
Veterans (U.S. Military) all adults	12%
Average Monthly Household Income	\$398
Percent Working at Entry	23%
Average Daily Waitlist Number	18
Race - White ³	36%
Race - Black ³	62%
Race - Other ³	3%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years ³	9%
Adults 25 - 34 years ³	21%
Adults 35 - 44 years ³	22%
Adults 45 - 55 years ³	33%
Adults 56 - 61 years ³	11%
Adults 62+ years ³	5%

The system experienced a decrease in the number of individuals served by 15%, compared to the same reporting period of last fiscal year. The percent of newly homeless is concerning in that it shows that the majority of single adults served received shelter services in previous years. On average 18 single adult men were not able to receive shelter daily, due to capacity limitations, prior to opening of additional overflow capacity. The average length of stay significantly increased compared to the same reporting period of last fiscal year. This increase prevented turnover in beds, accounting for the decrease in number served. As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio.

¹ Seasonal Overflow capacity is not included.

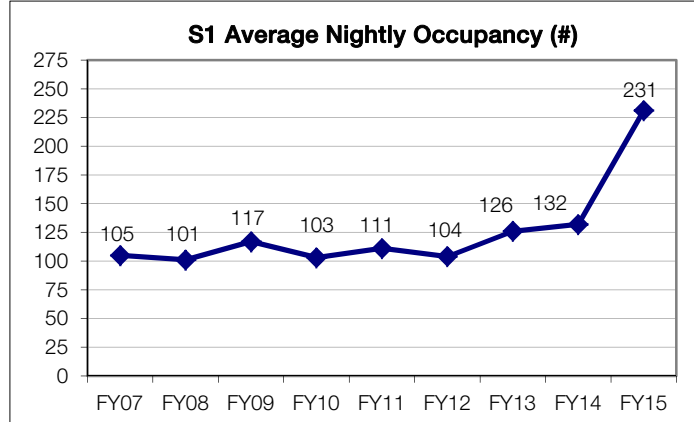
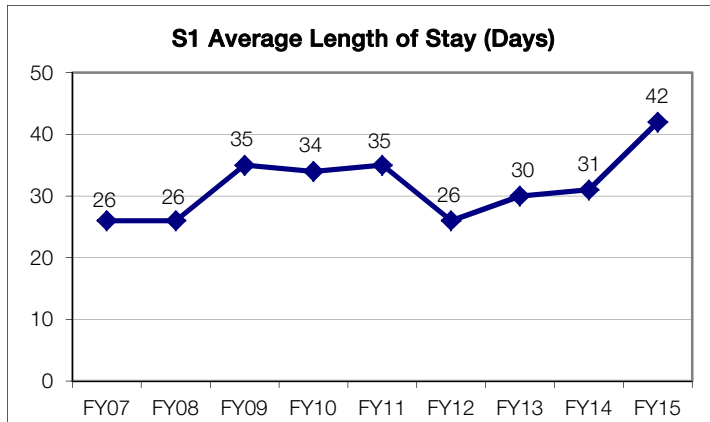
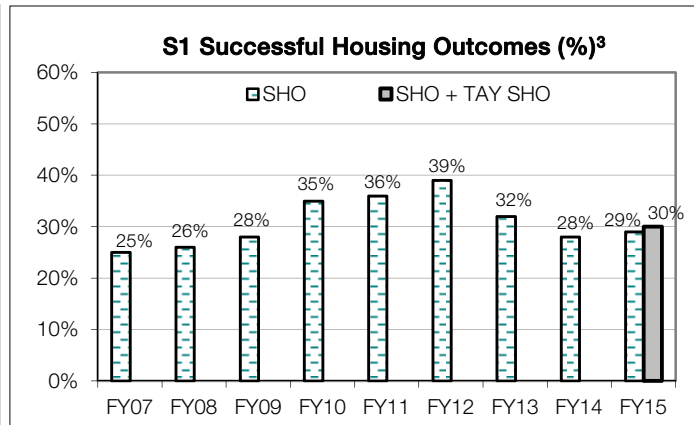
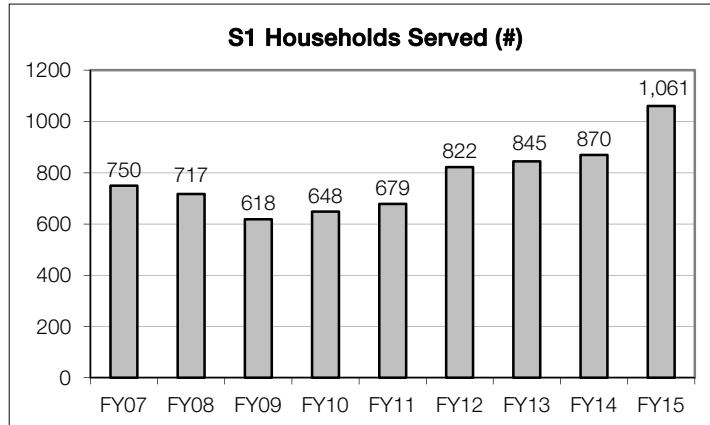
² Recidivism calculated for successful housing exits between reporting period of 7/1/2014 - 9/30/2014.

³ Due to rounding percentage exceeds 100%.

⁴ A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the single adults aged 18-24. When considering permanent exits to family for all age groups, a rate of 26% was measured.

System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	7/1/2014-12/31/2014	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	870	1,061	✓	263	231	35	42	≠	207	222	✓	28%	30%	✓



DEMOGRAPHICS	Women
Households Served	1,061
Percent Newly homeless	56%
Recidivism ²	1%
Average Age	39
Women as a percent of total single adults served	32%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$367
Percent Working at Entry	21%
Race - White	38%
Race - Black	59%
Race - Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	17%
Adults 25 - 34 years	24%
Adults 35 - 44 years	21%
Adults 45 - 55 years	29%
Adults 56 - 61 years	6%
Adults 62+ years	3%

The system experienced an increase in the number of individuals served by 22%, compared to the same reporting period of last fiscal year. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "Front Door" shelter and 142 flexible capacity beds. Additional beds are made available so that all women that need shelter are now able to receive it. The increase in successful housing outcomes is encouraging. A significant increase in households' income at entry and employment, compare to prior reporting periods, is noted (11% employed in the same reporting period of last fiscal year). As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio.

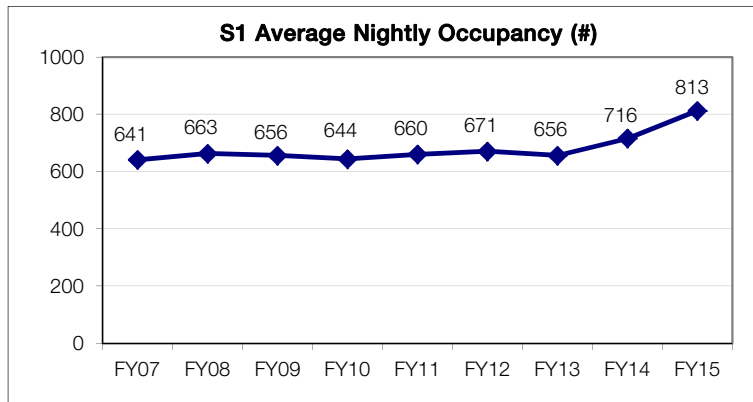
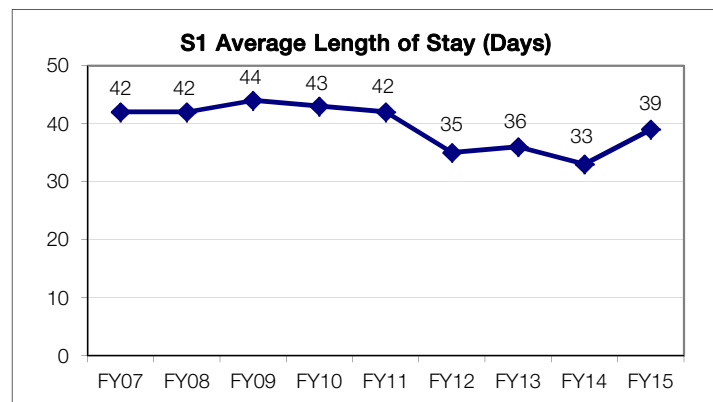
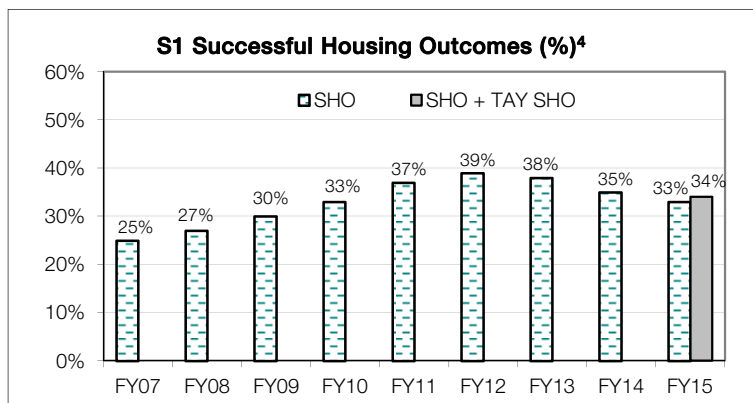
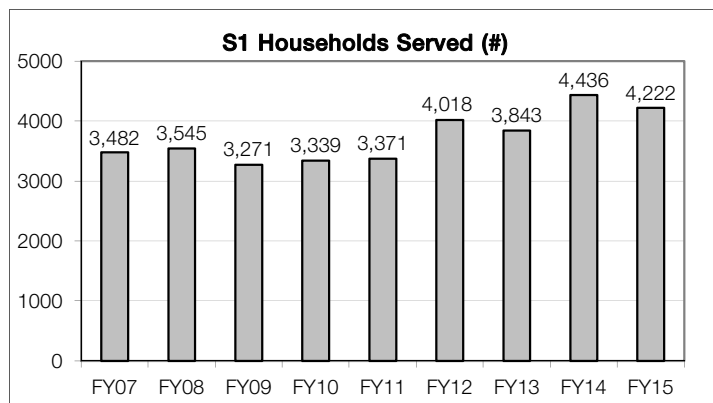
¹ Seasonal overflow capacity is not included. Flexible capacity is included.

² Recidivism calculated for successful housing exits between reporting period of 7/1/2014 - 9/30/2014.

³ A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the single adults aged 18-24. When considering permanent exits to family for all age groups, a rate of 33% was measured.

System and Program Indicator Report

FY15 EMERGENCY SHELTER 7/1/2014-12/31/2014	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ⁴					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	3,870	4,222	√	758	813	30	39	≠	1,040	1,097	√	35%	34%	√



DEMOGRAPHICS	Family & Adults
Households Served	4,222
Percent Newly homeless	52%
Recidivism ³	2%
Clients Served	6,397
Adults Served	4,548
Children Served	1,849
Average Age (HoH)	39
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$480
Percent Working at Entry	27%
Average Daily Waitlist Number	18
Race - White (HoH) ⁵	34%
Race - Black (HoH) ⁵	63%
Race - Other (HoH) ⁵	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	15%

We are reporting a decrease in households served by 5% compared to the same reporting period of last fiscal year due to the decrease in the men's system numbers. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "Front Door" shelter and 142 flexible capacity beds. On average 18 single men were not able to receive shelter daily, due to capacity limitations, until additional seasonal overflow capacity opened in November. All women that needed shelter were sheltered, starting August 19.

¹ System includes single adult and family shelters.

² Seasonal overflow capacity is not included. Flexible capacity for single women is included.

³ Recidivism calculated for successful housing exits between reporting period of 7/1/2014 - 9/30/2014.

⁴ A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of the household aged 18-24. When considering permanent exits to family for all age groups, a rate of 35% was measured.

⁵ Due to rounding percentage does not add up to 100%.

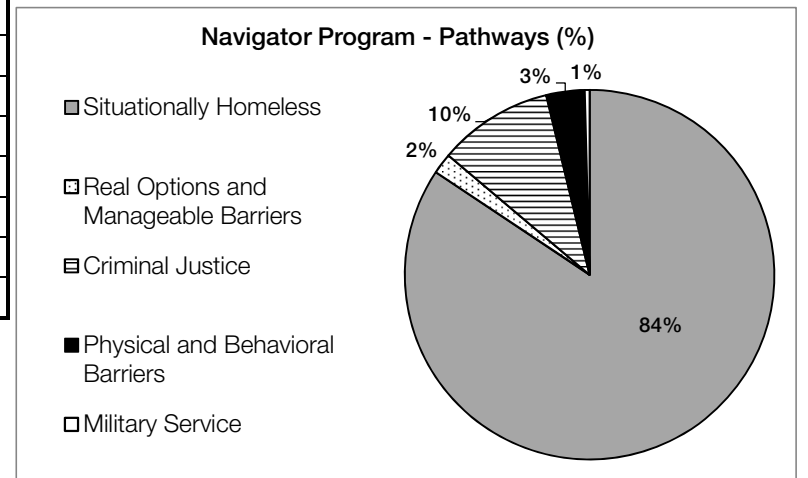
FY15 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS ¹ 7/1/2014-12/31/2014	Front Door Shelter	Single Adult Tier 2 Shelter System	Navigator Program	Navigator Program - Pathways ⁴				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Household Served (#)	206	1,638	722	604	13	72	24	3
Successful Housing Outcomes (%) ⁵	56%	23%	36%	36%	N/A	N/A	N/A	N/A
Average Number of Shelter Visits (#) ²	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Length of Shelter Stay (Days)	12	43	20	20	13	14	30	36
Average Length of Participation (Days)	N/A	N/A	30	30	N/A	N/A	N/A	N/A
Average Engagement Time (Days)	N/A	N/A	12					
Newly Homeless (%)	85%	55%	40%					
Recidivism (%) ³	N/A	N/A	N/A					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	22%					
Employment Rate Change/Increase (%)	N/A	N/A	0%					
Income Change/Increase (%)	N/A	N/A	7%					
Cost per Individual Served (\$) ²	N/A	N/A	N/A					
Street Homelessness Decrease (%) ²	N/A	N/A	N/A					

Diversion

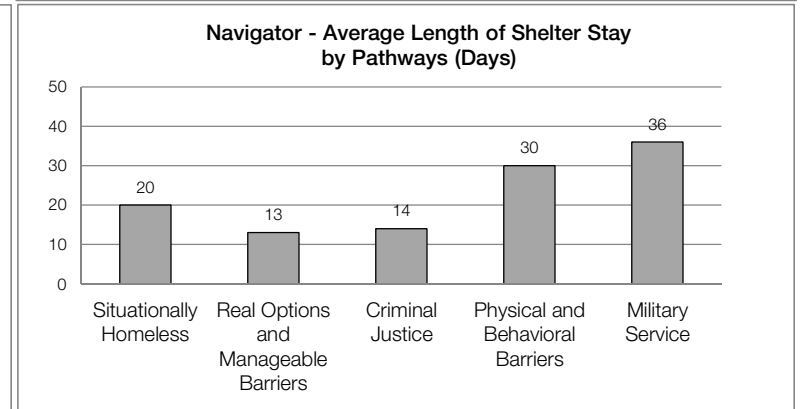
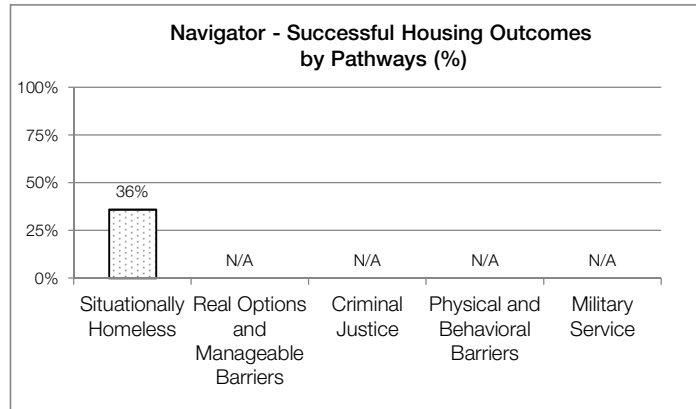
Diversion Rate at CPOA (%)	28%
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Linkage

Same Day Access to Shelter from CPOA (%)	98%
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The new dashboard reflects outcomes for the new crisis response system. These measures will be further refined as more data becomes available.



¹New system implemented 10/1/2014. Includes shelters where the Navigator project is operating, exclusive of front door shelter, overflow and VA program.

²Measured annually.

³Too early to measure.

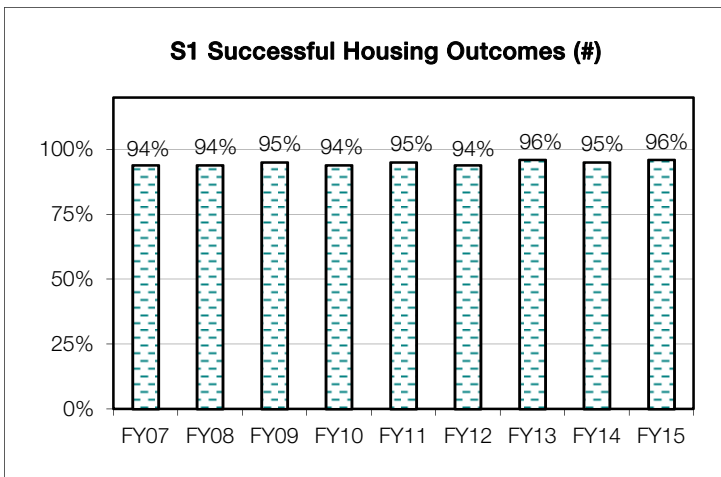
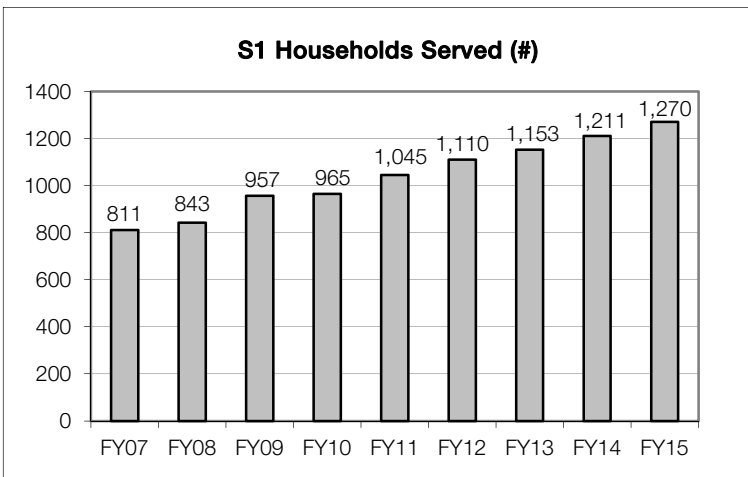
⁴Six clients were excluded due to missing data.

⁵Successful outcome measure for the Front Door Shelter.

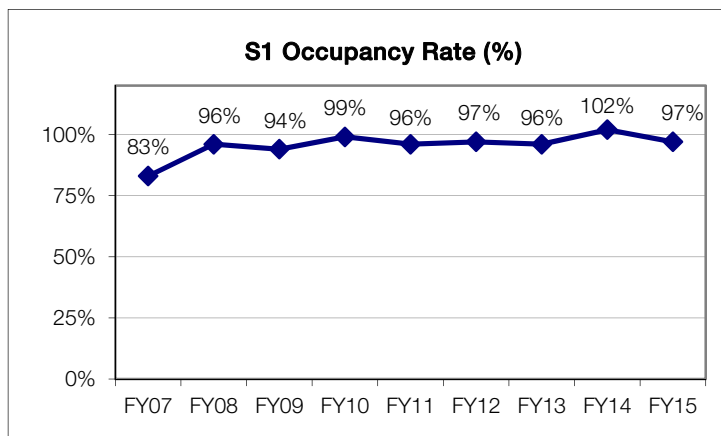
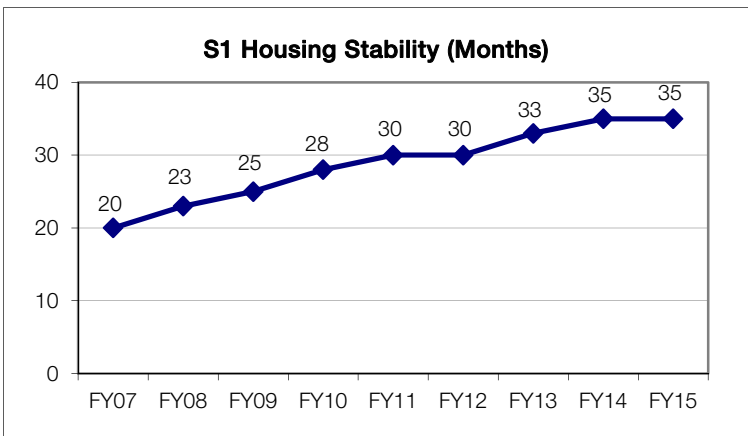
Crisis Response System	Benchmark	10 year goal
Diversion Rate	14%	30%
Average Length of Shelter Stay	45 days	30 days
Successful Housing Outcomes	28%	40%
Number of Returns to Shelter	3.4	1.5

System and Program Indicator Report

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2014-12/31/2014															
PSH System	1,289	1,270	√	95%	97%	√	24	35	√	1,160	1,200	√	90%	96%	√

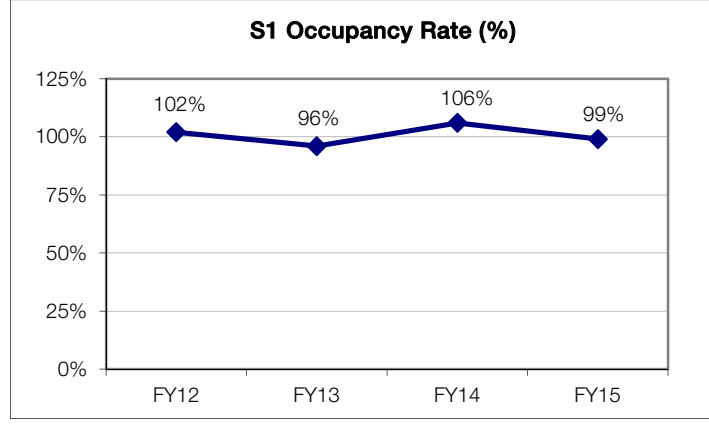
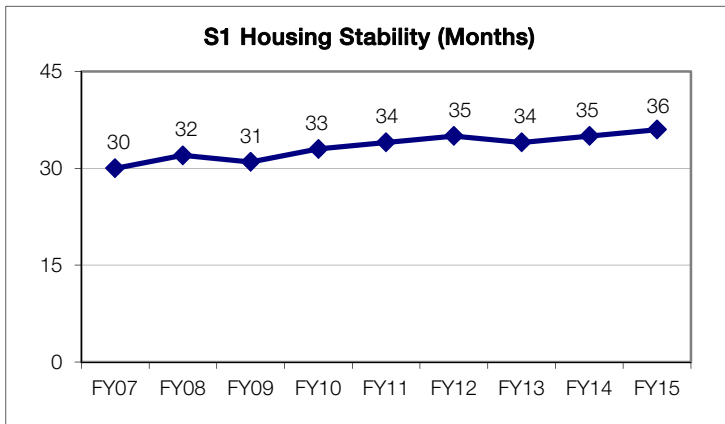
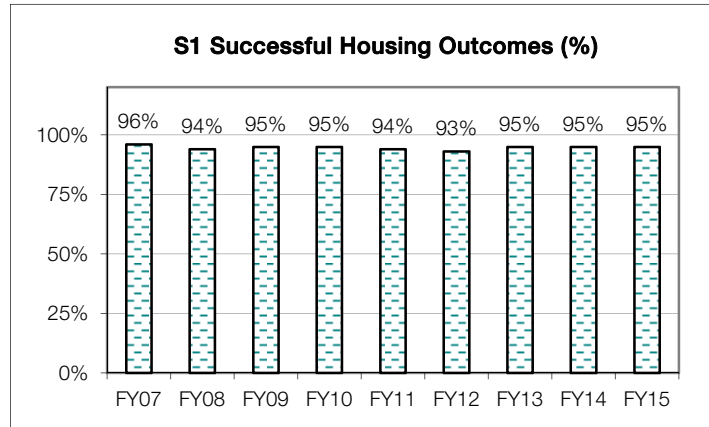
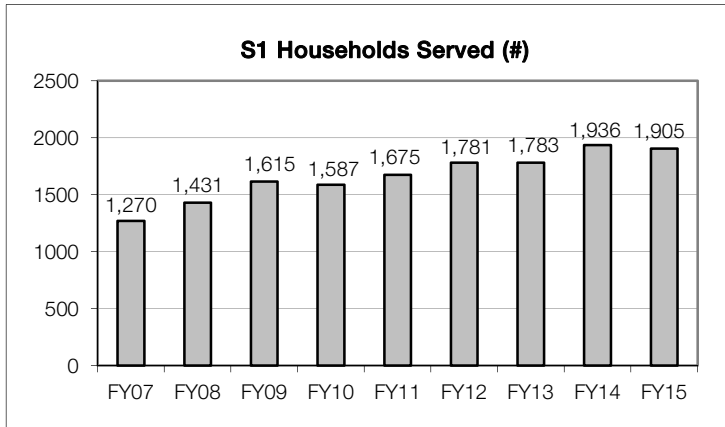


The PSH System continues to perform well. The inventory as of 12/31/14 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. 5 percent more households were served this reporting period compared to the same reporting period of last fiscal year. At 97%, the occupancy rate is showing good utilization of resources.



System and Program Indicator Report

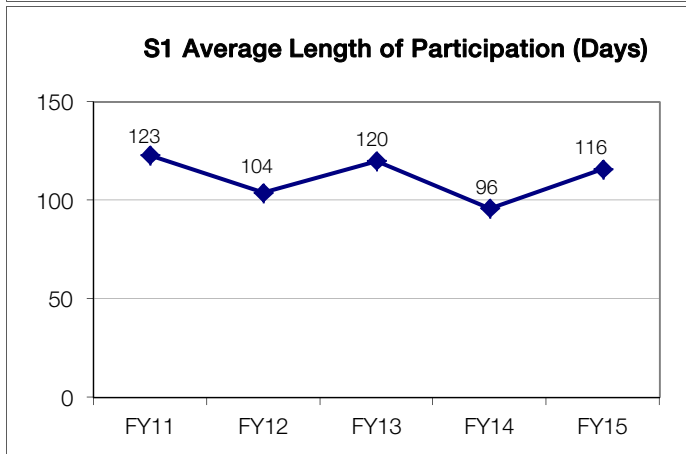
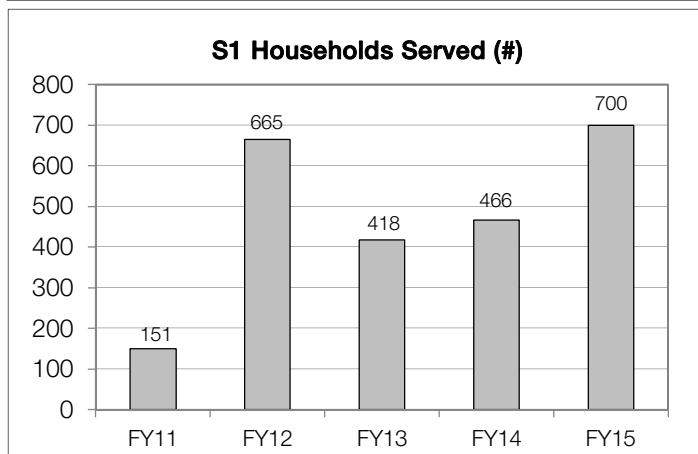
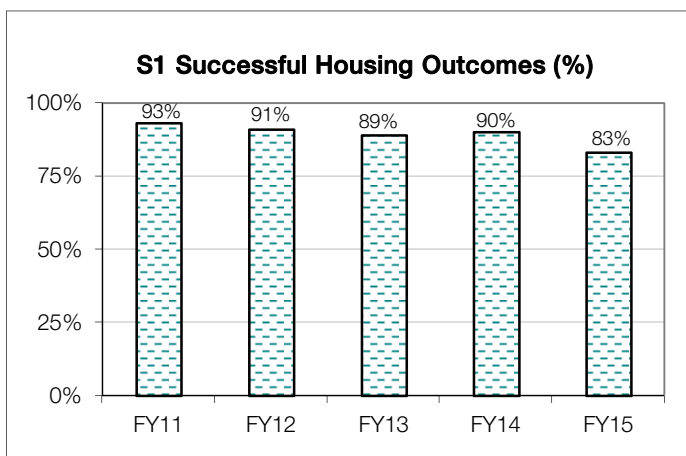
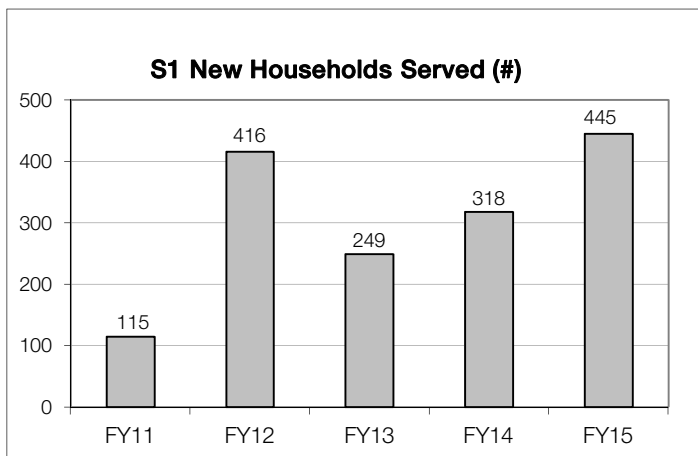
FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	7/1/2014-12/31/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	1,888	1,905	√	95%	99%	√	24	36	√	1,605	1,795	√	85%	95%	√



The system continues to perform well, with good occupancy and success rates. 2 percent less households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,716. VA VASH voucher capacity of 289 is not included in CSP.

System and Program Indicator Report

FY15 Direct Housing/Rapid Re-housing 7/1/2014-12/31/2014	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Direct Housing Rapid Re-housing System ¹	389	445	√	541	700	√	110	116	√	339	357	√	90%	83%	≠



DEMOGRAPHICS	Family & Adults
Households Served	700
Recidivism ²	5%
Clients Served	1,734
Average Age (HoH)	38
Gender - Male (HoH)	43%
Gender - Female (HoH)	57%
Veterans (U.S. Military) all adults	33%
Average Monthly Household Income	\$526
Percent Working at Entry	25%
Adults Served	869
Children Served	865
Race - White (HoH)	30%
Race - Black (HoH)	69%
Race- Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size ³	3.3
Average Number of Children ³	2.0
Children 0 - 2 years ^{3,4}	27%
Children 3 - 7 years ^{3,4}	38%
Children 8 - 12 years ^{3,4}	24%
Children 13 - 17 years ^{3,4}	10%

The performance of the system, reflected by the successful housing outcomes is good. The number of households served and the percent of veterans served significantly increased due to the SSVF programs added in October 2013.

¹System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. Excludes CSB Transition, Access Ohio Navigator and YWCA Kinship.

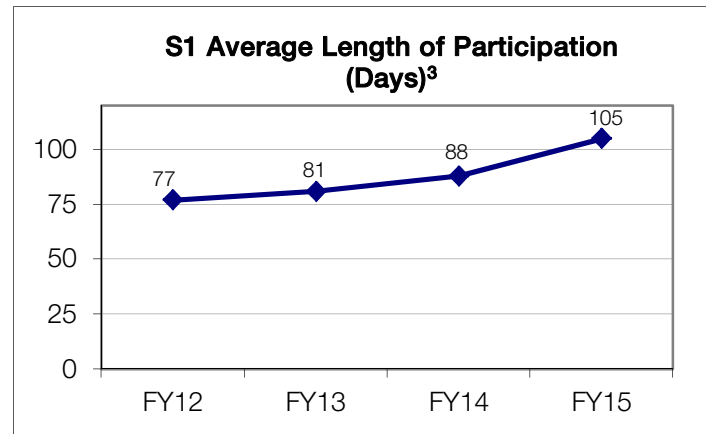
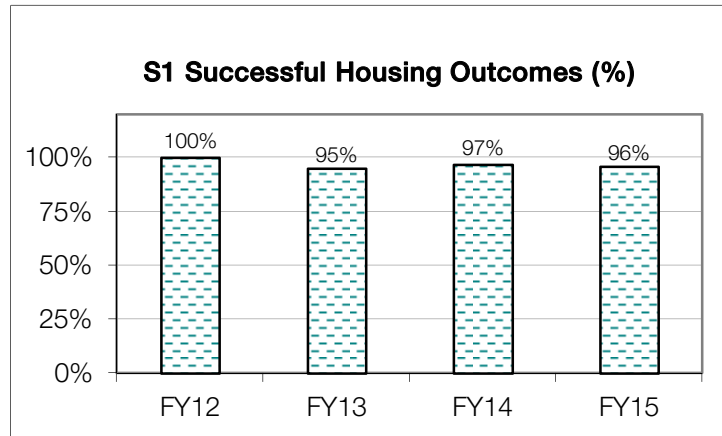
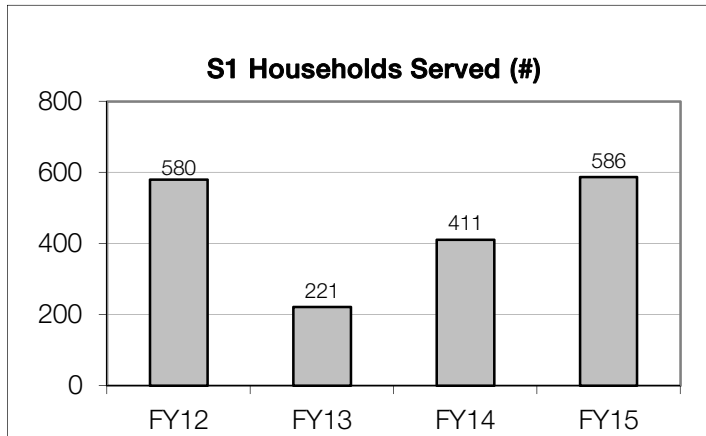
²Recidivism calculated for successful housing exits between reporting period of 7/1/2014 - 9/30/2014.

³Data only refers to families served.

⁴Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY15 Prevention 7/1/2014-12/31/2014	Households Served			Average Length of Participation (Days) ³			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	413	586	√	90	105	≠	327	449	√	93%	96%	√



DEMOGRAPHICS	Family & Adults
Households Served	586
Recidivism ⁴	1%
Clients Served	1,593
Average Age (HoH)	42
Gender - Male (HoH)	30%
Gender - Female (HoH)	70%
Veterans (U.S. Military) all adults	18%
Average Monthly Household Income	\$902
Percent Working at Entry	40%
Race - White (HoH)	45%
Race - Black (HoH)	54%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	803
Children Served	790
Mean Family Size ²	3.7
Average Number of Children ²	2.1
Children 0 - 2 years ²	19%
Children 3 - 7 years ²	33%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	21%

The performance of the system, reflected by the successful housing outcomes is very good. The number of households served and the percent of veterans served significantly increased due to the SSVF programs added in October 2013.

¹ System includes CIS Stable Families, Gladden Community House Prevention and Stable Families, LSS SSVF and VOAGO SSVF, and YWCA Bridge to Affordable Housing.

² Data only refers to the families served.

³ Excludes GCH Prevention. Average length of participation including GCH Prevention is 46 days.

⁴ Calculated for successful housing exits between reporting period of 7/1/2013 - 12/31/2013 entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs ¹³	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁸							Average Engagement Time			Movement	Recidivism	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Actual + TAY SHO (%) ^f	Outcome Achievement	Actual + All Exits to Family Permanent (%) ¹⁰	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5%
7/1/2014-12/31/2014																							
MEN																							
LSS - Faith Mission on 6th ²	N/A	882	N/A	N/A	110	116	√	35	27	N/A	N/A	101	N/A	28%	13%	13%	N/A	14%	7	7	N/A	27%	7%
LSS - Faith Mission on 8th ²	N/A	514	N/A	N/A	95	94	√	35	39	N/A	N/A	92	N/A	28%	22%	22%	N/A	22%	7	8	N/A	24%	8%
LSS - Overflow ¹²	N/A	145	N/A	N/A	46	42	N/A	N/A	14	N/A	N/A	3	N/A	N/A	3%	3%	N/A	3%	N/A	N/A	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	808	630	(178)	≠	130	128	√	35	41	≠	190	107	≠	28%	22%	22%	≠	24%	7	13	≠	23%	6%
VOAGO - Men's Shelter	306	253	(53)	≠	40	45	√	35	37	√	74	59	≠	28%	27%	28%	√	30%	7	9	≠	27%	10%
YMCA - Men's Overflow ³	250	406	156	√	84	55	≠	35	6	√	N/A	0	N/A	N/A	0%	0%	N/A	0%	N/A	3	N/A	55%	N/A
WOMEN																							
LSS - Faith Mission - Nancy's Place ²	N/A	296	N/A	N/A	42	43	√	35	31	N/A	N/A	54	N/A	28%	22%	22%	N/A	22%	7	10	N/A	20%	3%
YMCA - Van Buren Women's Shelter ⁴	292	164	(128)	≠	47	49	√	35	47	≠	69	42	≠	28%	36%	38%	√	44%	7	13	≠	27%	0%
YMCA - Front Door Shelter ⁶	N/A	206	N/A	N/A	20	19	√	7	12	≠	N/A	107	N/A	60%	55%	56%	√	59%	7	17	≠	N/A	N/A
YMCA - Women's Flexible Capacity ⁷	75	631	556	√	142	150	√	35	32	√	N/A	88	N/A	N/A	20%	20%	N/A	23%	N/A	22	N/A	30%	0%
INEBRIATE																							
Maryhaven - Engagement Center Safety ⁵	721	499	(222)	≠	25	41	√	12	15	≠	348	106	≠	50%	23%	23%	≠	23%	N/A	N/A	N/A	17%	0%
Maryhaven - Engagement Center Shelter2Housing ⁵	348	97	(251)	≠	25	20	≠	35	37	√	90	58	≠	28%	72%	72%	√	75%	7	N/A	N/A	12%	16%
DROP IN CENTER																							
OSU Star House ¹¹	N/A	389	N/A	N/A	N/A	N/A	N/A	N/A	62	N/A	N/A	0	N/A	N/A	0%	0%	N/A	0%	N/A	N/A	N/A	N/A	N/A
VA EMERGENCY HOUSING																							
VOAGO - VA Emergency Housing	26	62	36	√	13	13	√	90	52	√	7	26	√	28%	54%	54%	√	54%	N/A	N/A	N/A	8%	0%
LSS - VA Men & Women	34	60	26	√	24	14	≠	90	50	√	17	21	√	50%	49%	49%	√	56%	N/A	N/A	N/A	16%	0%
AGENCY																							
Lutheran Social Services - Faith Mission ²	1,536	1,614	78	√	247	253	√	35	33	√	361	235	≠	28%	17%	17%	≠	18%	7	8	√	26%	7%

¹ Capacity does not include overflow, with the exception of dedicated overflow programs.

² 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.

³ Program opened 11/17/14.

⁴ Program replaced Friends of the Homeless - Rebecca's Place as of 7/30/14.

⁵ Program split into two programs on 7/1/14. Shelter2Housing shelters clients who have committed to pursuing housing.

⁶ YMCA Front Door Shelter is evaluated as Men's and Women's shelters combined. Only Women's shelter opened on 8/18/14.

⁷ Program opened on 8/18/14.

⁸ Successful outcomes measure for YMCA Front Door Shelter and Maryhaven Engagement Center Safety.

⁹ Exit to family (permanent tenure) is included as successful exit for the TAY population.

¹⁰ Exit to family (permanent tenure) for all age groups is shown and is piloted.

¹¹ Program in operation since 2006. Program started participation in CSP on 1/15/14. Goals are not established for this program.

¹² The program started with 10 beds on 11/12/14 and ramped up to 46 beds on 11/16/14.

¹³ As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio.

COORDINATED POINT OF ACCESS - Single Adult	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2014-12/31/2014													
HandsOn Central Ohio - CPOA	4,300	4,674	√	90%	98%	√	860	1,921	√	20%	28%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes			Usage of CSB DCA (%) ²						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2014-12/31/2014																						
Maryhaven - Capital Crossroad SID Outreach ³	N/A	46	N/A	N/A	68	N/A	N/A	54	N/A	N/A	96%	N/A	N/A	13	N/A	N/A	24%	N/A	N/A	28%	N/A	
Maryhaven - Outreach	154	95	≠	204	190	√	108	90	≠	70%	90%	√	54	58	√	50%	64%	√	25%	47%	√	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Engagement Time (Days)			Recidivism	
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%)	
7/1/2014-12/31/2014																				
YWCA - Family Center	400	910	√	50	100	√	20	22	√	245	456	√	70%	54%	≠	7	9	≠	0%	
YWCA - Diversion	N/A	1377	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	702	N/A	39%	45%	√	N/A	N/A	N/A	N/A	

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications						
	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	
7/1/2014-12/31/2014																						
YWCA - Benefits Partnership	91	95	√	109	229	√	53	51	√	42%	22%	≠	40%	46%	√	25	34	√	42%	15%	≠	

¹Capacity does not include overflow.

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

³Program started 1/1/14. Goals are not established for this program.

System and Program Indicator Report

SUPPORTIVE HOUSING - Rebuilding Lives		Households Served				Program Occupancy			Housing Stability (Months)			Successful Housing Outcomes					
7/1/2014-12/31/2014	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network - Briggsdale	25	27	25	(2)	√	25	100%	√	24	48	√	24	25	√	90%	100%	√
Community Housing Network - Cassady ³	10	11	13	2	√	11	110%	√	24	26	√	10	13	√	90%	100%	√
Community Housing Network - Community ACT	42	46	44	(2)	√	41	98%	√	24	41	√	41	43	√	90%	98%	√
Community Housing Network - East 5th Avenue	38	42	40	(2)	√	37	97%	√	24	38	√	38	39	√	90%	98%	√
Community Housing Network - Hotel St. Clair ³	30	33	34	1	√	31	103%	√	24	38	√	30	33	√	90%	100%	√
Community Housing Network - Inglewood Court	45	50	50	0	√	44	98%	√	12	16	√	45	47	√	90%	94%	√
Community Housing Network - Leased Supportive Housing	25	27	25	(2)	√	25	100%	√	24	32	√	24	25	√	90%	100%	√
Community Housing Network - North 22nd Street ³	30	33	36	3	√	31	103%	√	24	48	√	30	34	√	90%	94%	√
Community Housing Network - North High Street	33	36	35	(1)	√	32	97%	√	24	54	√	32	32	√	90%	97%	√
Community Housing Network - Parsons	25	27	29	2	√	24	96%	√	24	33	√	24	27	√	90%	93%	√
Community Housing Network - RLPTI ¹	108	119	115	(4)	√	100	93%	√	24	42	√	107	105	√	90%	94%	√
Community Housing Network - Safe Havens ²	13	17	15	(2)	≠	14	93%	√	24	62	√	15	14	√	90%	93%	√
Community Housing Network - Southpoint Place	46	51	51	0	√	46	100%	√	24	31	√	46	48	√	90%	94%	√
Maryhaven - Commons at Chantry	50	55	54	(1)	√	48	96%	√	24	40	√	50	48	√	90%	91%	√
National Church Residences - Commons at Buckingham	75	82	80	(2)	√	73	97%	√	24	34	√	74	78	√	90%	98%	√
National Church Residences - Commons at Grant	50	55	50	(5)	√	50	100%	√	24	68	√	50	50	√	90%	100%	√
National Church Residences - Commons at Livingston	25	28	26	(2)	√	24	96%	√	24	33	√	25	25	√	90%	96%	√
National Church Residences - Commons at Livingston II	35	39	37	(2)	√	34	97%	√	6	10	√	35	34	√	90%	94%	√
National Church Residences - Commons at Third	60	66	64	(2)	√	58	97%	√	20	22	√	59	61	√	90%	97%	√
Southeast - Scattered Sites	120	132	134	2	√	118	98%	√	24	33	√	119	119	√	90%	91%	√
YMCA - 40 West Long Street ⁴	105	116	128	12	√	93	89%	≠	24	31	√	104	122	√	90%	97%	√
YMCA - 40 West Long Street Expansion ⁴	38	42	39	(3)	√	34	89%	≠	3	6	√	36	38	√	85%	97%	√
YMCA - Franklin Station	75	83	80	(3)	√	77	96%	√	24	38	√	75	79	√	90%	100%	√
YWCA - WINGS	69	76	76	0	√	67	97%	√	24	28	√	68	70	√	90%	92%	√

¹The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/1 household) and CHN-RLPTI (TRA/16 households).

²Three 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.

³Program served RL individuals in Non-RL units or eligible roommates/couples.

⁴Program started transferring clients from 40 W. Long to Expansion on 5/1/14.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						
7/1/2014-12/31/2014		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PERMANENT SUPPORTIVE HOUSING																		
Community Housing Network - Family Homes ¹		15	17	18	1	√	95%	93%	√	24	43	√	14	17	√	85%	94%	√
Community Housing Network - Wilson		8	9	9	0	√	95%	100%	√	24	95	√	8	9	√	85%	100%	√
VOAGO - Family Supportive Housing		30	33	33	0	√	95%	100%	√	24	35	√	28	30	√	85%	100%	√
RENTAL ASSISTANCE																		
Amethyst - Shelter Plus Care ³		72	79	136	57	√	100%	139%	√	20	24	√	67	117	√	85%	86%	√
ARCO - Shelter Plus Care (TRA) ³		89	97	112	15	√	100%	122%	√	24	70	√	82	110	√	85%	98%	√
Community Housing Network - Shelter Plus Care (SRA) ¹		172	189	192	3	√	100%	95%	√	24	25	√	161	180	√	85%	95%	√
Community Housing Network - Shelter Plus Care (TRA) ¹		149	164	148	(16)	√	100%	84%	≠	24	32	√	139	143	√	85%	97%	√
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA) ⁵		9	10	7	(3)	≠	100%	78%	≠	24	54	√	9	7	≠	85%	100%	√
Total Rental Assistance		491	539	595	56	√	100%	103%	√	N/A	35	N/A	458	557	√	85%	94%	√
TRANSITIONAL HOUSING																		
Huckleberry House - Transitional Living Program ⁴		24	36	46	10	√	98%	113%	√	10	8	√	9	15	√	77%	88%	√
Maryhaven - Women's Program ²		5	5	7	2	√	90%	90%	√	4	5	√	2	1	√	50%	33%	≠
Southeast - New Horizons Transitional Housing		36	69	79	10	√	95%	100%	√	4	5	√	22	38	√	77%	88%	√
VOAGO - Veterans Program		40	50	126	76	√	95%	95%	√	4	3	√	37	48	√	77%	55%	≠
YMCA - ADAMH ²		5	18	42	24	√	95%	133%	√	4	4	√	4	14	√	77%	78%	√

¹ The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/1 household) and CHN-RLPTI (TRA/16 households).

² Program capacity fluctuates based on need and available capacity.

³ CMHA allows over-leasing for this program.

⁴ TLP is in the process of phase one of a 3 year expansion.

⁵ Program is closing at the end of March 2015.

System and Program Indicator Report

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ¹						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ²			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2014-12/31/2014																									
Homeless Families Foundation - Direct Housing	100	107	✓	146	156	✓	15	22	✗	100	100	✓	90	88	✓	90%	88%	✓	\$800	\$794	✓	90%	90%	✓	
The Salvation Army - Direct Housing	95	99	✓	132	147	✓	15	22	✗	100	91	✓	85	85	✓	90%	85%	✓	\$1,800	\$1,782	✓	90%	85%	✓	
The Salvation Army - Job2Housing	27	28	✓	47	46	✓	15	15	✓	180	165	✓	24	17	✗	90%	81%	✗	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Transition in Place	38	43	✓	62	64	✓	15	16	✓	100	113	✗	34	37	✓	90%	90%	✓	\$800	\$796	✓	90%	92%	✓	
YWCA - Kinship Care	20	22	✓	37	39	✓	2	1	✓	90	122	✗	14	15	✓	70%	71%	✓	\$600	\$339	✓	90%	95%	✓	
Access Ohio - Navigator Program ^{4,5}	1,300	722	✗	1,370	722	✗	28	20	✓	90	30	✓	192	5	✗	28%	36%	✓	\$700	\$543	✓	28%	10%	✗	
LSS - Navigator Pilot ⁶	30	8	✗	100	52	✗	30	20	✓	90	76	✓	25	23	✓	25%	50%	✓	N/A	N/A	N/A	N/A	N/A	N/A	
CSB - Transition Program - Family ³	N/A	N/A	N/A	250	184	✗	N/A	N/A	N/A	N/A	N/A	N/A	244	178	✗	98%	97%	✓	\$1,000	\$920	✓	98%	97%	✓	
CSB - Transition Program - Single ³	N/A	N/A	N/A	465	415	✗	N/A	N/A	N/A	N/A	N/A	N/A	455	405	✗	98%	98%	✓	\$700	\$510	✓	98%	98%	✓	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ²					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2014-12/31/2014																								
Gladden Community House - Prevention	N/A	N/A	N/A	160	284	✓	N/A	N/A	N/A	155	278	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Gladden Community House - Stable Families	36	38	✓	51	68	✓	90	103	✗	32	44	✓	90%	92%	✓	\$1,000	\$1,016	✓	90%	91%	✓			
Communities In Schools - Stable Families	72	57	✗	104	93	✗	90	91	✓	61	51	✗	90%	91%	✓	\$1,000	\$1,027	✓	90%	90%	✓			
YWCA - Bridge to Affordable Housing ⁷	40	17	✗	40	17	✗	135	61	✓	8	0	✗	75%	0%	✗	\$1,200	\$0	✓	100%	0%	✗			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of SSVF DCA (%) ²				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2014-12/31/2014																							
LSS - SSVF Prevention	16	18	✓	18	25	✓	N/A	N/A	N/A	90	80	✓	14	24	✓	90%	100%	✓	50%	N/A ¹⁰	✗		
LSS - SSVF Rapid Re-housing ⁸	30	55	✓	40	94	✓	30	29	✓	90	114	✗	26	61	✓	80%	84%	✓	80%	N/A ¹⁰	✗		
VOAGO - SSVF Prevention	64	43	✗	72	102	✓	N/A	N/A	N/A	90	130	✗	58	53	✓	90%	87%	✓	40%	93%	✓		
VOAGO - SSVF Rapid Re-housing ⁹	96	114	✓	111	194	✓	30	38	✗	90	149	✗	77	70	✓	80%	73%	✗	60%	78%	✓		

¹Successful outcomes measure for YWCA - Kinship Care.

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

³As of 7/1/14, goals were split into Singles and Families.

⁴Program started 9/15/14.

⁵One person was excluded due to enrolling into the Navigator project while between emergency shelter services.

⁶Program started 10/1/13 and ended 9/30/14. There were no transitional age youth clients who exited to family, permanent tenure.

⁷Program started 7/1/2014.

⁸25 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs.

⁹52 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs.

¹⁰Due to incomplete data entry, measure was determined to be not achieved.

HUD SYSTEM PERFORMANCE MEASURES REPORT

Federal FY2014
10/1/13 – 9/30/14

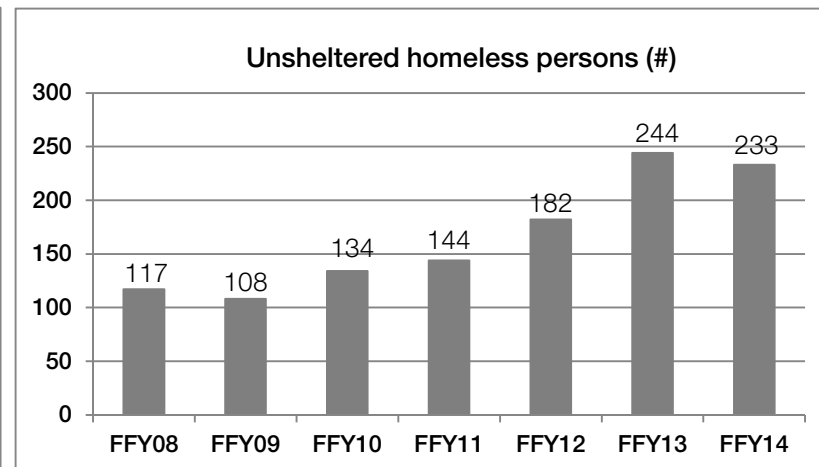
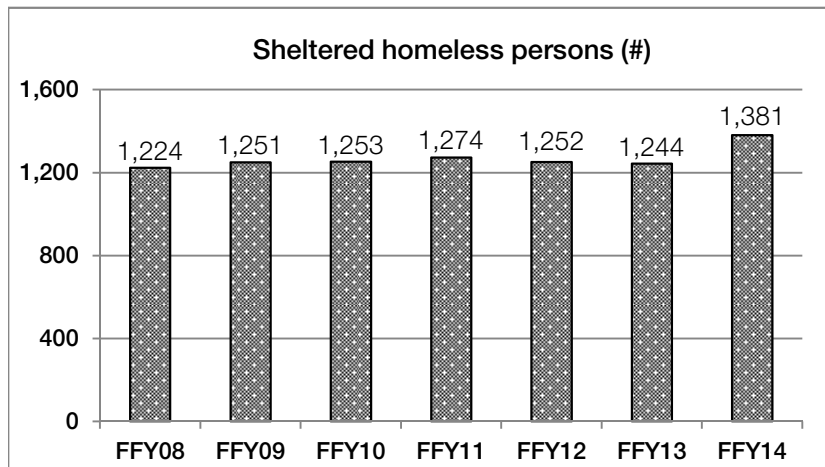
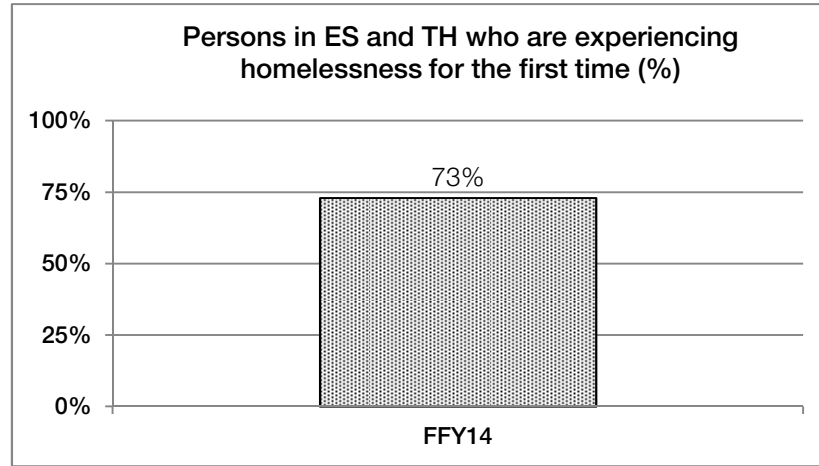
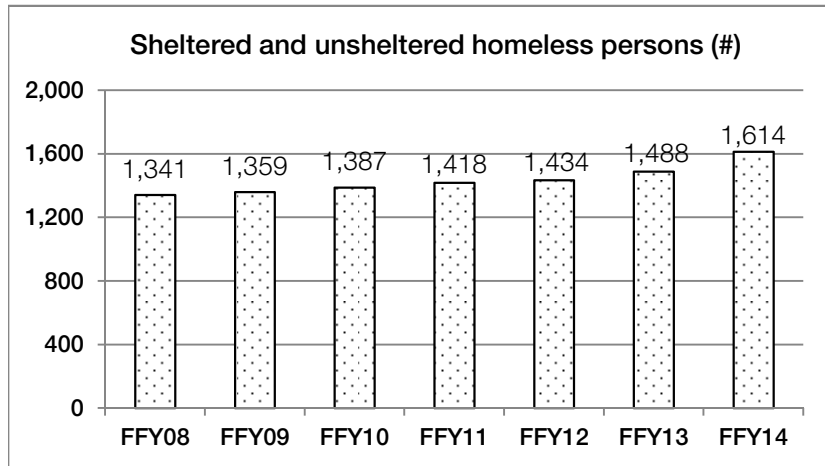
Our Mission

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.

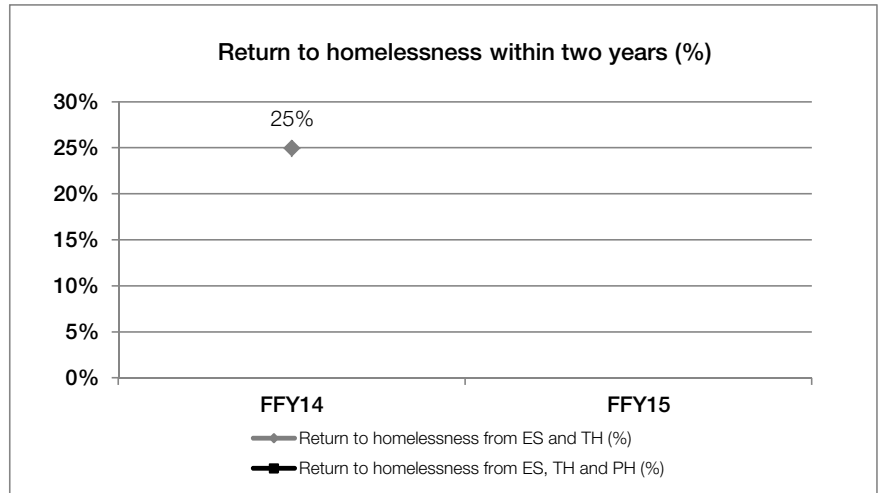
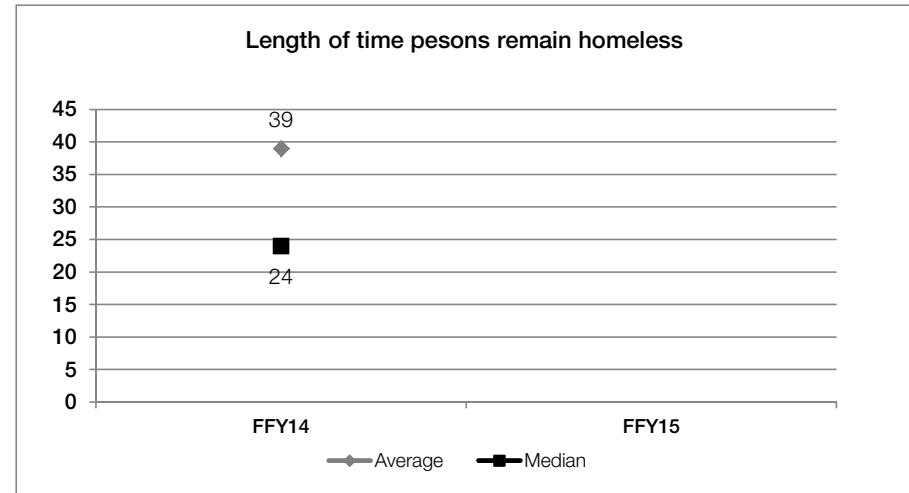
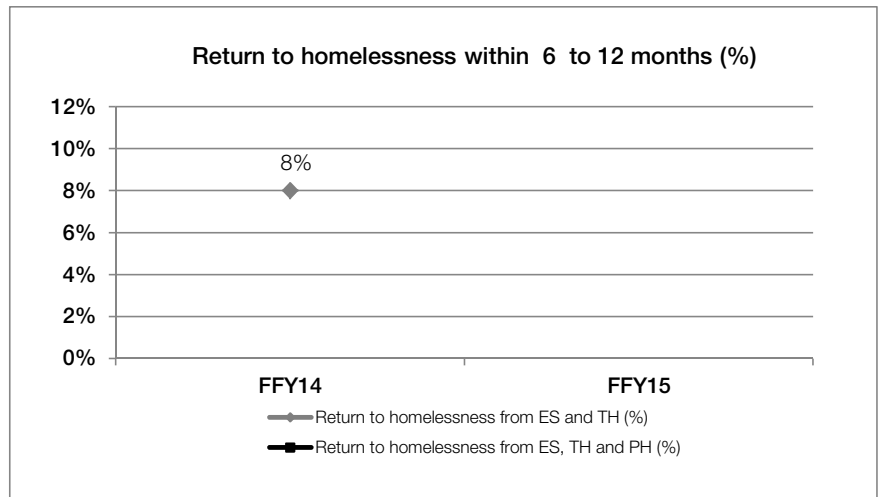
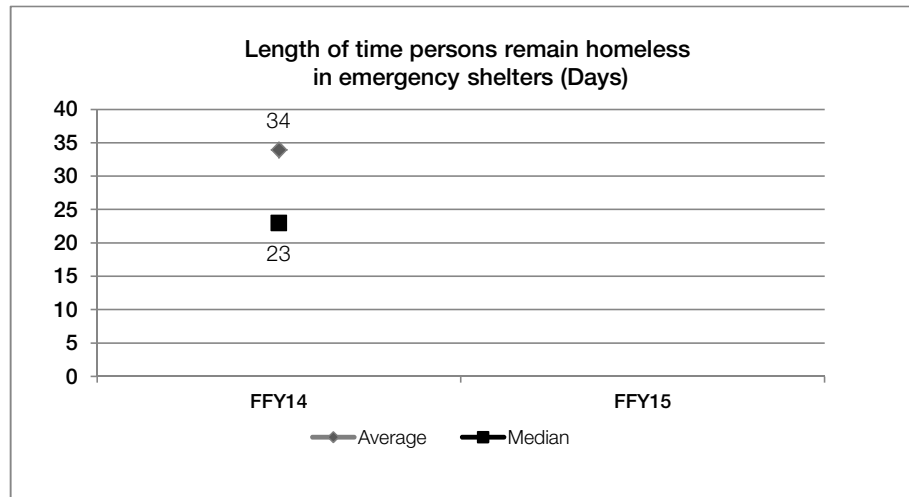
HUD System Performance Measures

FFY2014 (10/1/2013-9/30/2014)			
Homeless persons, 2014 Point in Time Count	FFY14	FFY13	Change
Number of sheltered and unsheltered homeless persons	1,614	1,488	126
Number of sheltered homeless persons	1,381	1,244	137
Number of unsheltered homeless persons	233	244	(11)
First time homeless	FFY14		
Percentage of persons in ES and TH who are experiencing homelessness for the first time	73%		



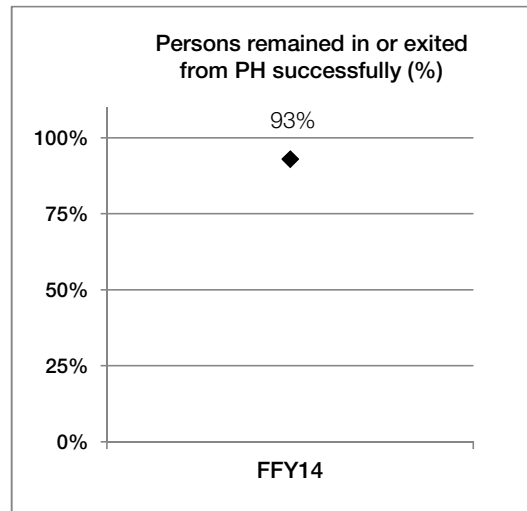
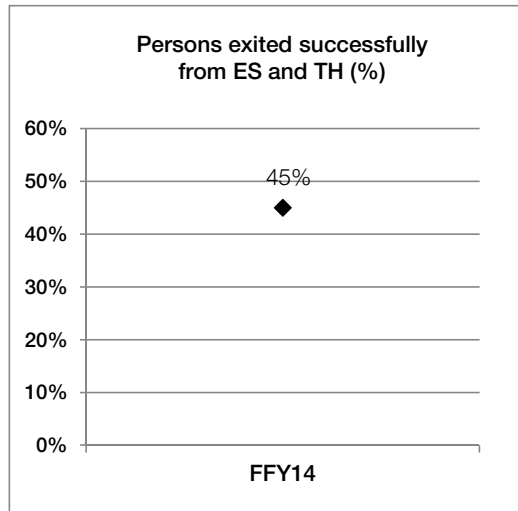
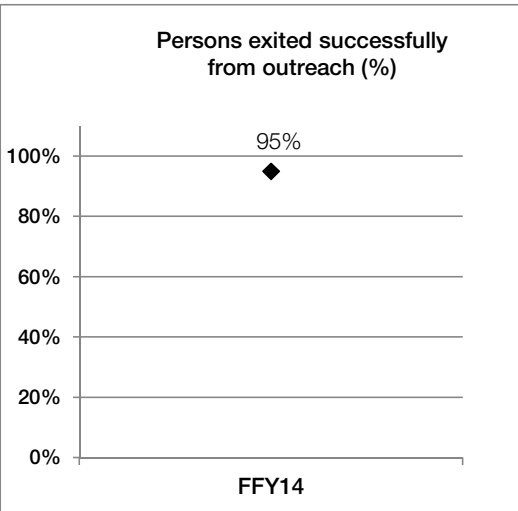
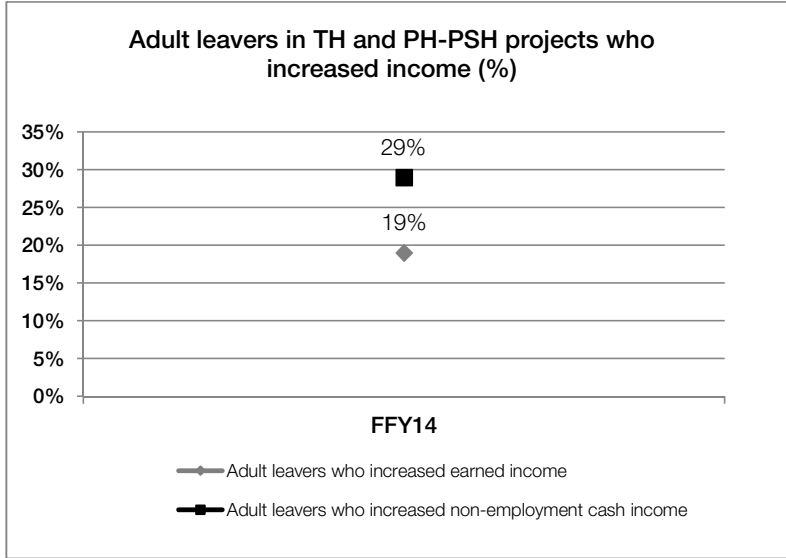
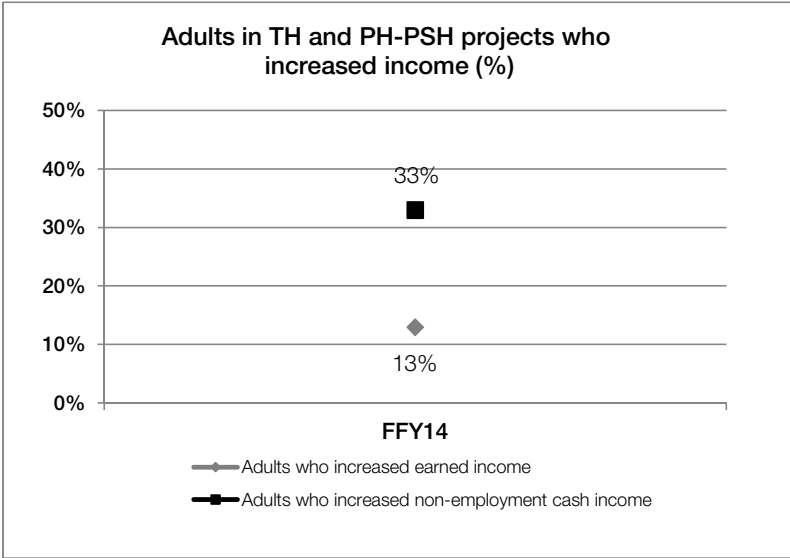
HUD System Performance Measures

FFY2014 (10/1/2013-9/30/2014)					
Length of time persons remain homeless	Average (Days)	Median (Days)	Return to homelessness (%)	Within 6 months to 12 months	Within two years
In emergency shelters	34	23	From emergency shelters and transitional housing	8%	25%
In emergency shelters and transitional housing	39	24	From emergency shelters, transitional housing and permanent housing	N/A	N/A



HUD System Performance Measures

FFY2014 (10/1/2013-9/30/2014)				
Income growth for homeless persons	All	Leavers	Successful placement from street outreach	95%
Percentage of adults in TH and PH-PSH project types who increased their earned income	13%	19%	Successful housing placement from ES and TH	45%
Percentage of adults in TH and PH-PSH project types who increased their non-employment cash income	33%	29%	Successful housing retention rate in PH	93%





communityshelterboard

111 liberty street, suite 150 | columbus, ohio 43215 | 614 221 9195/ main | 614 221 9199/ fax



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