

# SYSTEM & PROGRAM INDICATOR REPORT

FY2017  
7/1/16 – 6/30/17

### **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.

## FEATURED PROGRAMS OF EXCELLENCE

FY2017: 7/1/16 – 6/30/17




PERMANENT SUPPORTIVE HOUSING

**An impressive 92% of people served in supportive housing experienced success and remain stable in housing for an average of 41 months.**




RAPID RE-HOUSING

**Achieved compliance with CSB's rigorous program certification standards on the first try**



TRANSITIONAL HOUSING  
for YOUTH AGE 17-22

**Exceeded every goal for numbers served, occupancy, housing stability, and successful housing outcomes**



MEN'S SHELTER &  
EMERGENCY HOUSING  
for VETERANS

**Exceeded every goal for numbers served, length of stay, and successful housing outcomes**

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past annual period. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among partner agencies in their work to end homelessness. Our network includes partners delivering an array of services including homelessness prevention, shelter, rapid re-housing, street outreach and supportive housing.

Community Shelter Board sets specific outcomes for each partner agency, 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 agencies 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 partners delivering critical services to those experiencing homelessness.

## 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
Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives)....	7
Rapid Re-housing/Navigator .....	8
Prevention.....	9
Program Level Indicators	
Single Adult Emergency Shelters .....	10
CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership) .....	11
Permanent Supportive Housing – Rebuilding Lives .....	12
Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing ...	13
Rapid Re-housing, Navigator, Prevention and SSVF.....	14

## 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](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

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

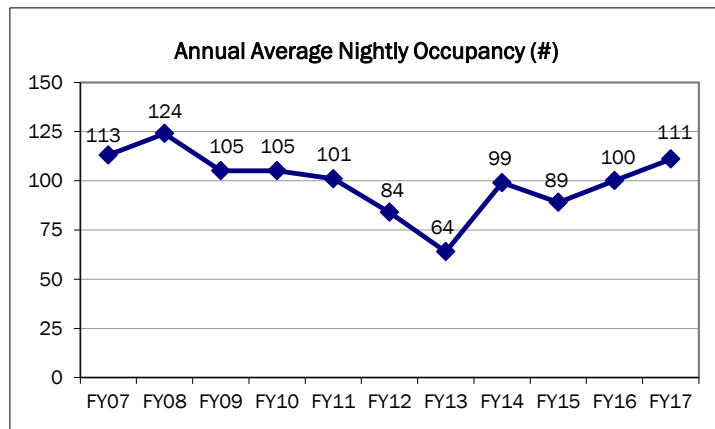
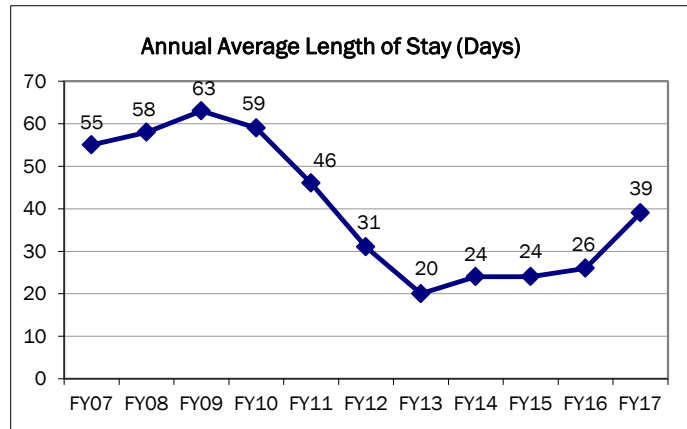
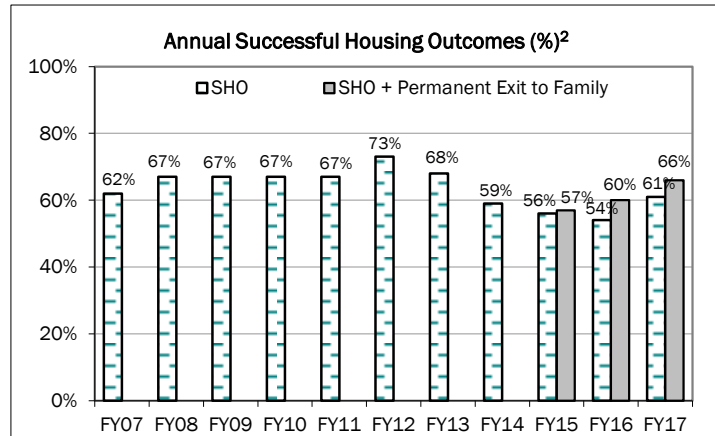
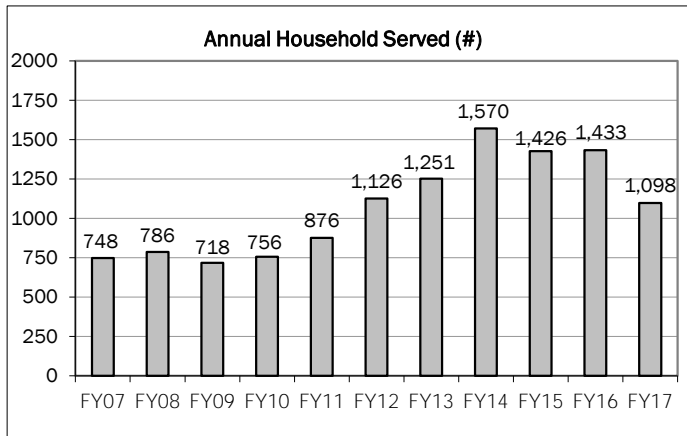
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2016-6/30/2017	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	1240	1,098	√ <sup>4</sup>	114	111	20	39	≠	788	646	√ <sup>4</sup>	70%	66%	√



DEMOGRAPHICS	Family
Households Served	1,098
Percent Newly homeless	49%
Recidivism <sup>3</sup>	0%
Clients Served	4,038
Average Age (HoH)	32
Gender - Male (HoH)	5%
Gender - Female (HoH)	95%
Veterans (U.S. Military) all adults	1%
Veterans Served	19
Average Monthly Household Income	\$587
Percent Working at Entry	29%
Race - White (HoH)	27%
Race - Black (HoH)	72%
Race- Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	1,547
Children Served	2,491
Mean Family Size	3.7
Average Number of Children	2.3
Adults 18-24 years (HoH)	17%
Children 0 - 2 years	22%
Children 3 - 7 years	36%
Children 8 - 12 years	28%
Children 13 - 17 years	14%
Pregnant Women Served	166
Franklin County Residents	91%

In the Family Emergency Shelter System 23% less households needed shelter compared to the prior fiscal year. The significant decrease in the number needing shelter is very encouraging. The success rate at exit from shelters increased, a positive development, but the length of time homeless increased. The percent of newly homeless is at historic lows. Income at entry shows a decreasing trend. The transition age youth headed households rate decreased from 24% last fiscal year to 17% this fiscal year. 206 additional families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with HandsOn. These families were subsequently either diverted from shelter by HandsOn or self-exited.

<sup>1</sup> Overflow capacity is not included. Van Buren Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity.

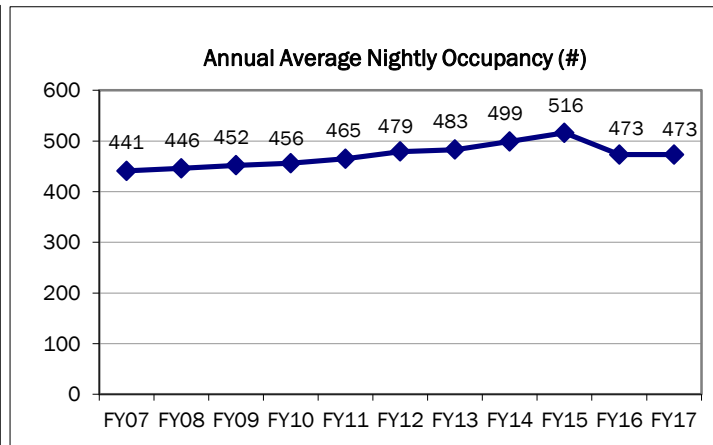
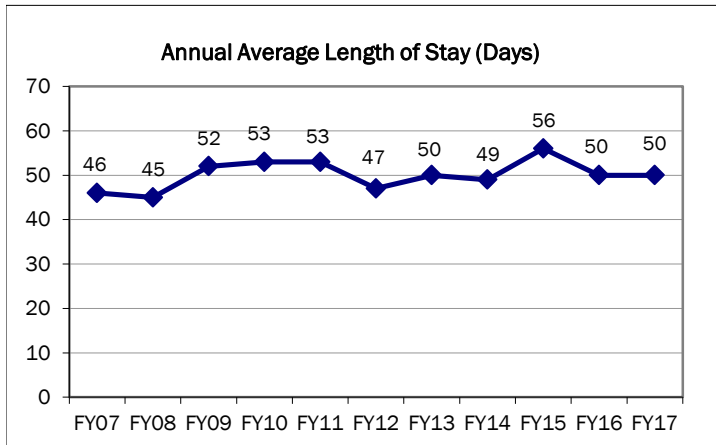
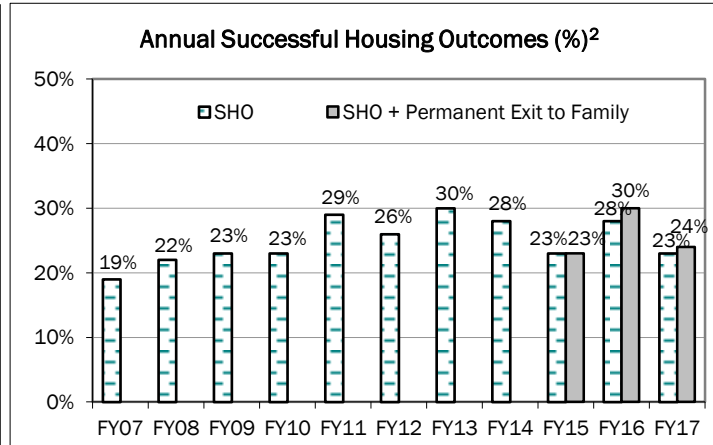
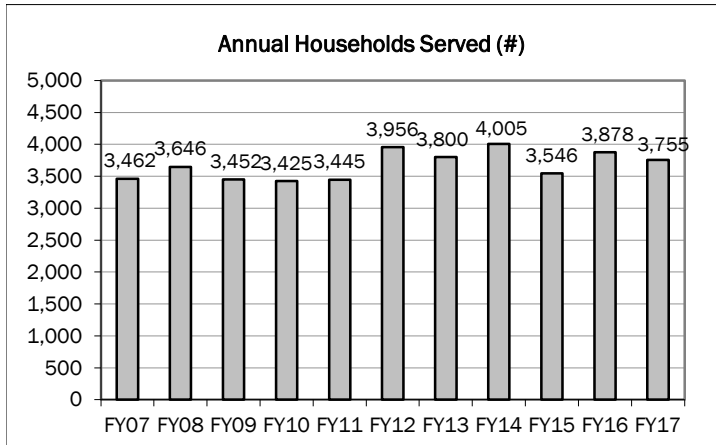
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-3/31/17.

<sup>4</sup> System served all households in need of shelter.

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2016-6/30/2017	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	4,000	3,755	√	431	473	32	50	≠	1057	808	≠	30%	24%	≠



DEMOGRAPHICS	Men
Households Served	3,755
Percent Newly homeless	45%
Recidivism <sup>3</sup>	2%
Average Age	43
Men as a percent of total single adults served	68%
Veterans (U.S. Military) all adults	12%
Veterans Served	451
Average Monthly Household Income	\$416
Percent Working at Entry	22%
Average Daily Waitlist Number <sup>4</sup>	25
Race - White	36%
Race - Black	62%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	8%
Adults 25 - 34 years	23%
Adults 35 - 44 years	21%
Adults 45 - 55 years	29%
Adults 56 - 61 years	13%
Adults 62+ years <sup>4</sup>	6%
Franklin County Residents	82%

The system experienced a 3% decrease in the number of individuals sheltered when compared to the prior fiscal year. The average length of stay remained the same as the last fiscal year. The successful housing outcomes rate is lower than last fiscal year and not unexpected due to the change in the rapid re-housing/navigator provider. The percent of newly homeless is at historic lows.

<sup>1</sup> Seasonal Overflow capacity is not included.

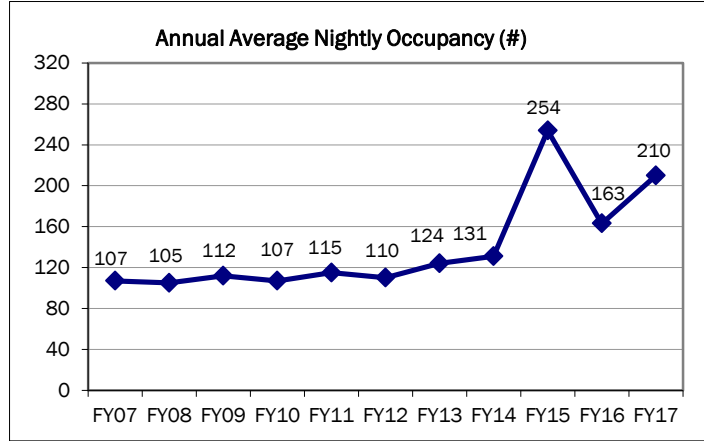
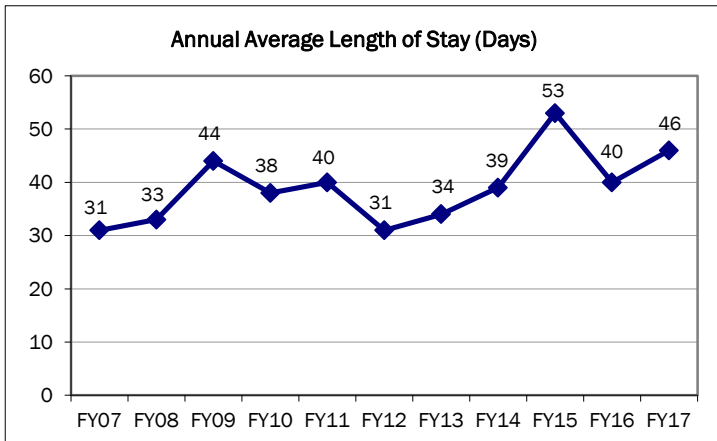
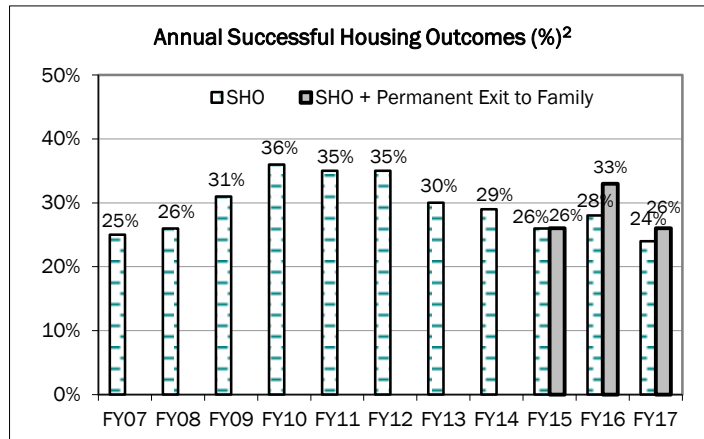
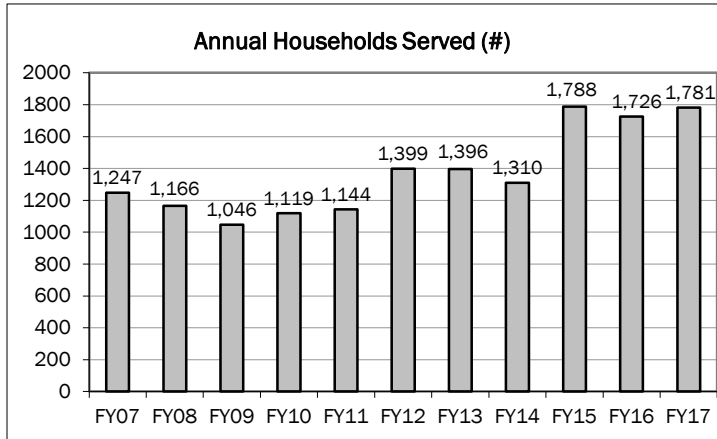
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-3/31/17.

<sup>4</sup> Severe weather beds were open from 11/11-11/13/16 and from 11/19/16-3/22/17.

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2016-6/30/2017	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,700	1,781	√	201	210	32	46	≠	464	417	≠	30%	26%	√



DEMOGRAPHICS	Women
Households Served	1,781
Percent Newly homeless	51%
Recidivism <sup>3</sup>	1%
Average Age	39
Women as a percent of total single adults served	32%
Veterans (U.S. Military) all adults	2%
Veterans Served	27
Average Monthly Household Income	\$471
Percent Working at Entry	23%
Average Daily Waitlist Number <sup>4</sup>	14
Race - White	41%
Race - Black	57%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	16%
Adults 25 - 34 years	25%
Adults 35 - 44 years	23%
Adults 45 - 55 years	23%
Adults 56 - 61 years	9%
Adults 62+ years	4%
Pregnant Women Served	193
Franklin County Residents	85%

The number of single women sheltered increased by 3% compared to the prior fiscal year. The increase was due to the addition of 48 shelter beds for women as of 7/1/2016. The successful housing outcome rate is lower than last fiscal year and not unexpected due to the change in the rapid re-housing/navigator provider. The average length of stay significantly increased compared to the prior fiscal year. The percent of newly homeless is at historic lows.

<sup>1</sup> Seasonal overflow capacity is not included.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

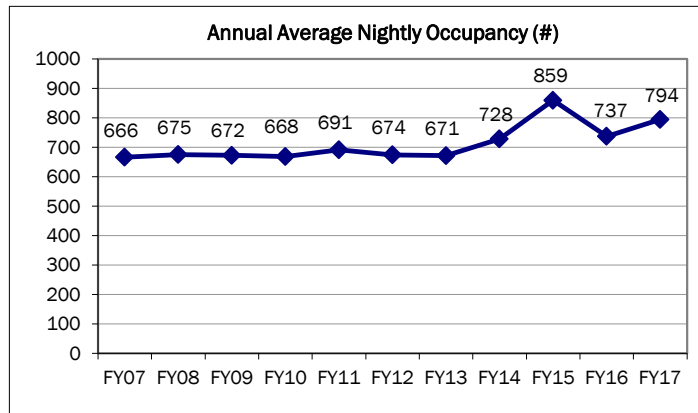
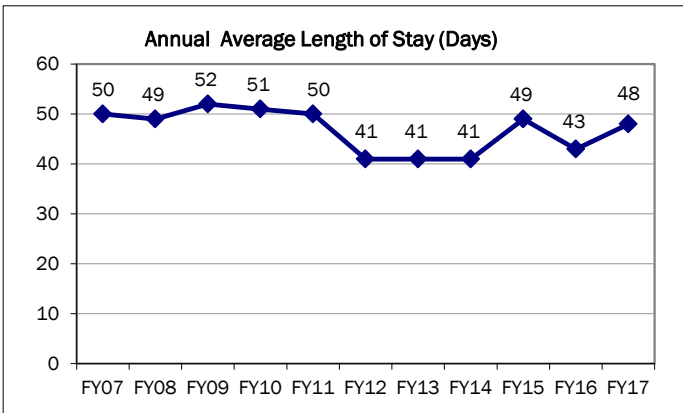
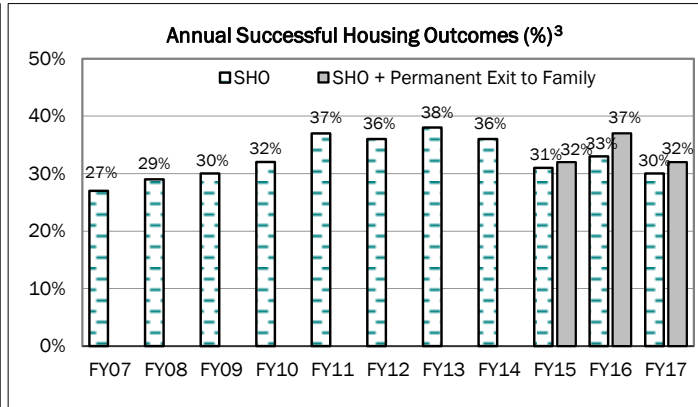
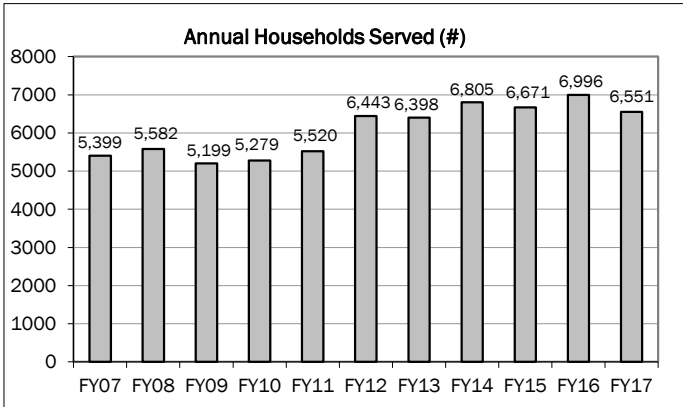
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-3/31/17.

<sup>4</sup> Severe weather beds were open from 11/11-11/13/16 and from 11/19/16-3/22/17.



# System and Program Indicator Report

FY17 EMERGENCY SHELTER 7/1/2016-6/30/2017	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	6,940	6,551	√	746	794	30	48	≠	2,309	1,863	≠	37%	32%	√



DEMOGRAPHICS	Family & Adults
Households Served	6,551
Percent Newly homeless	48%
Recidivism <sup>4</sup>	1%
Clients Served	9,456
Adults Served	6,965
Children Served	2,491
Average Age (HoH)	40
Gender - Male (HoH)	58%
Gender - Female (HoH)	42%
Veterans (U.S. Military) (All Adults)	7%
Veterans Served	486
Average Monthly Household Income	\$451
Percent Working at Entry	23%
Average Daily Waitlist Number <sup>5</sup>	39
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%
Pregnant Women Served	354
Franklin County Residents	85%

The system experienced an 6% decrease in the number of individuals sheltered when compared to the prior fiscal year. The successful housing outcomes rate decreased, due to lower success rates for single adults, and the average length of time in shelter significantly increased. The percent of newly homeless is at historic lows.

<sup>1</sup> System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 7,178.

<sup>2</sup> Seasonal overflow capacity is not included.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-3/31/17.

<sup>5</sup> Severe weather beds were open from 11/11-11/13/16 and from 11/19/16-3/22/17 for men and women.

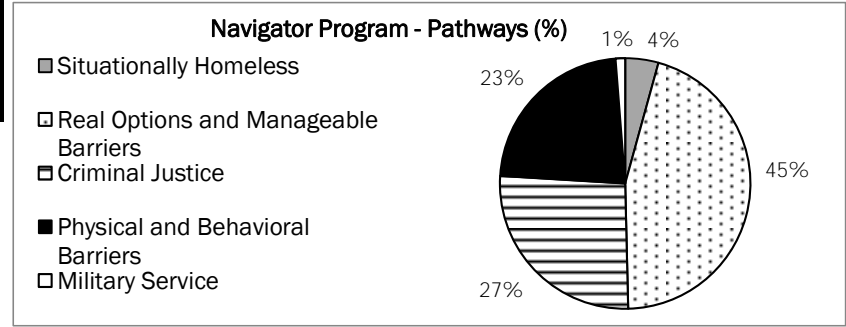
FY17 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS <sup>1</sup>	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
			Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
7/1/2016-6/30/2017							
Total Household Served (#) <sup>4</sup>	4,468	3,269	139	1469	854	739	40
Successful Housing Outcomes (%) <sup>2</sup>	27%	35%	37%	34%	30%	41%	30%
Average Number of Shelter Visits (#)	1.6	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) <sup>3</sup>	N/A	6	7	6	6	7	7
Average Length of Shelter Stay (Days)	47	34	36	35	31	35	35
Average Length of Participation (Days)	N/A	89	92	82	81	100	70
Newly Homeless (%)	46%	44%					
Recidivism (%)	4%	4%					
Sheltered Single Adult Population Served (60% Goal)	N/A	68%					

**Diversion**

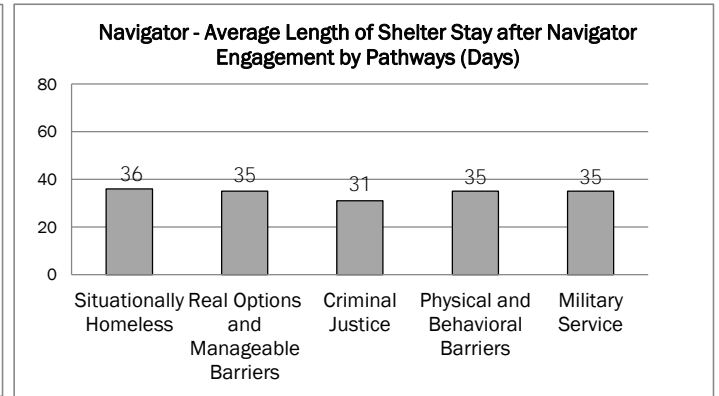
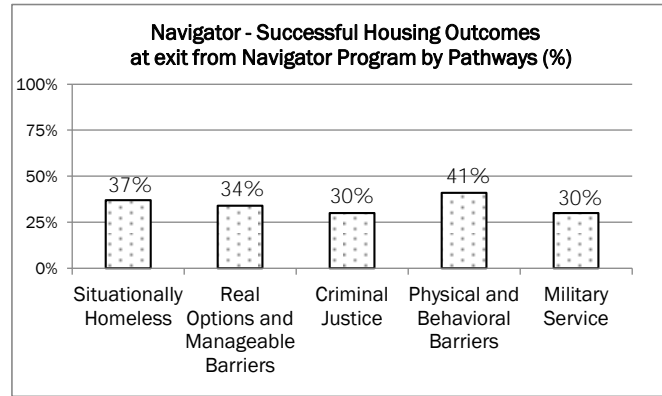
Diversion Rate at Homeless Hotline (%)	14%
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**Linkage**

Same Day Access to Shelter from Homeless Hotline (%)	98%
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<sup>1</sup>System implemented 10/1/2014. Includes shelters where the Navigator Program is operating. These shelters are called "Tier 2" shelters and include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Navigators are not contracted to provide services for the overflow or VA programs.



The system's successful housing outcome percent at exit from "Tier 2" shelters decreased from 36% last fiscal year to 27%. The success rate at exit from the Navigator program also decreased from 50% to 35%. The decrease in performance is not unexpected due to the change in the rapid re-housing/ navigator provider. The average length of shelter stay decreased compared to last year from 53 days to 47 days, a positive development. The Navigator Program is being retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services.

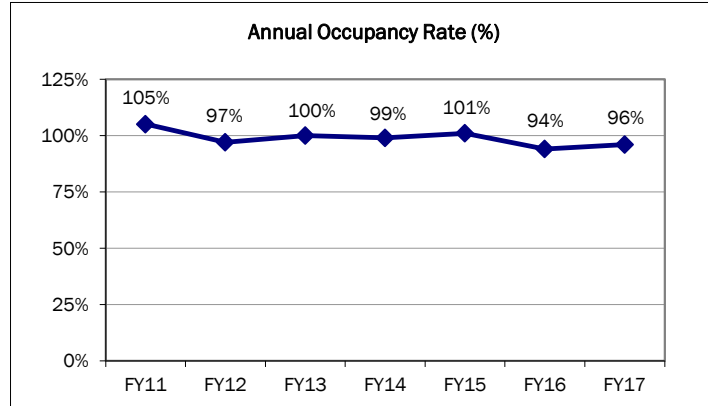
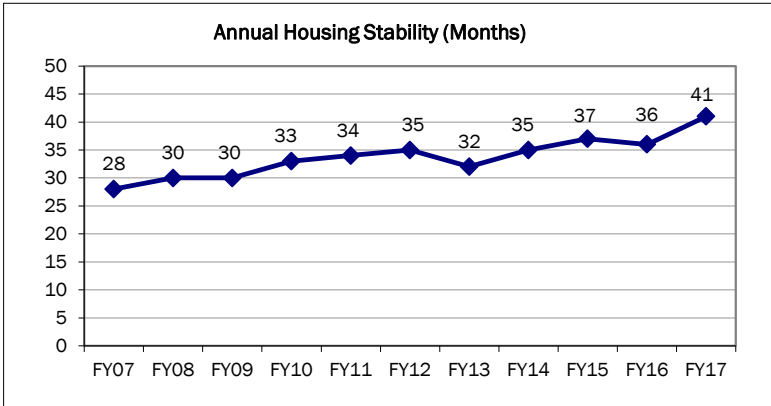
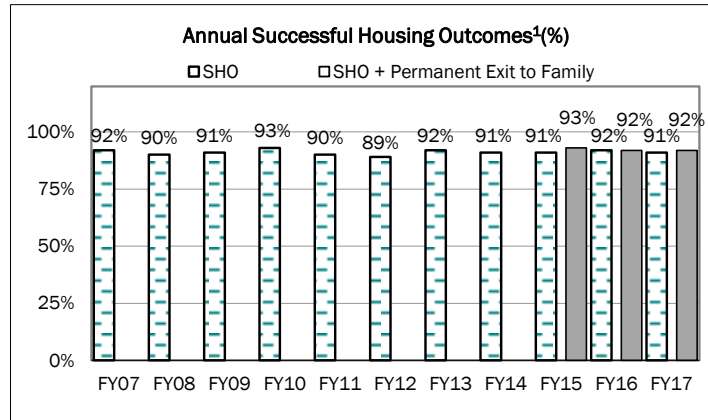
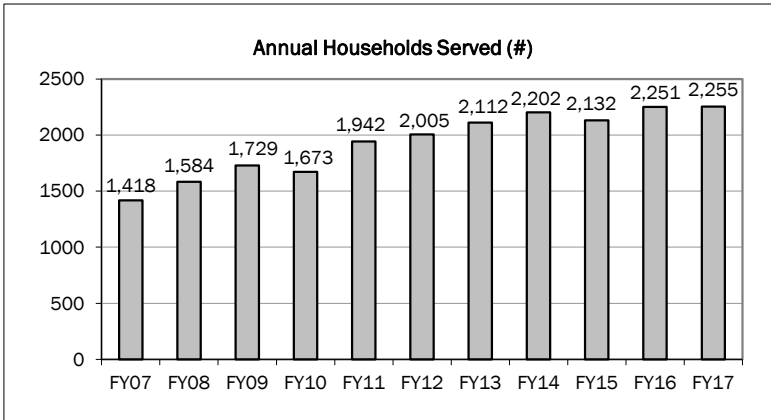
<sup>2</sup> For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> 39 clients were excluded due to not having emergency shelter service overlap.

Crisis Response System	Benchmark 2012	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

FY17 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2016-6/30/2017	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,358	2,255	√	95%	96%	√	24	41	√	2,122	2,035	√	90%	92%	√



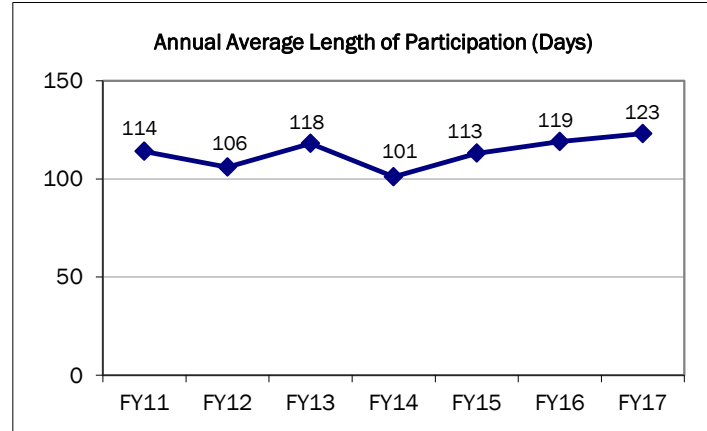
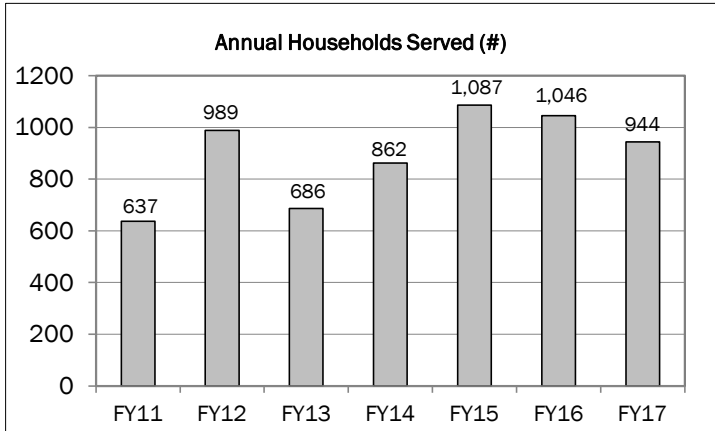
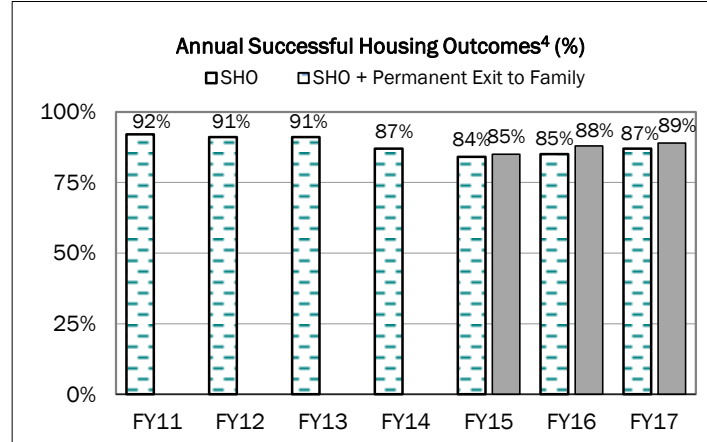
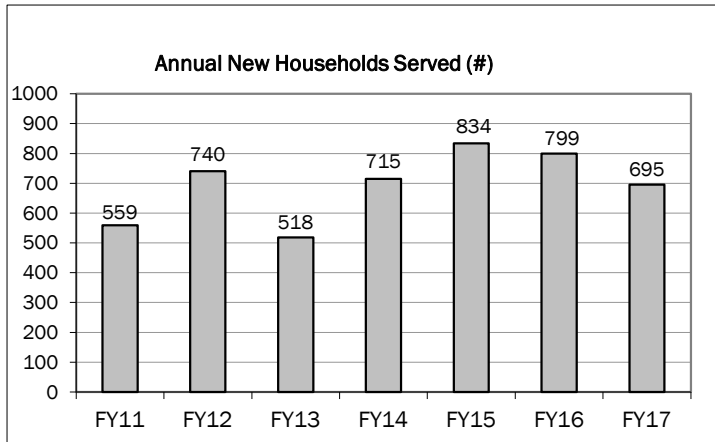
DEMOGRAPHICS	Family & Adults
Households Served	2,255
Exit to Homelessness <sup>3</sup>	3%
Clients Served	2,650
Average Age (HoH)	49
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) all adults	9%
Veterans Served	214
Average Monthly Household Income	\$273
Percent Working at Entry	7%
Race - White (HoH)	34%
Race - Black (HoH)	64%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	2,334
Children Served	316
Mean Family Size <sup>2</sup>	3.0
Average Number of Children <sup>2</sup>	1.6
Adults 18-24 years (HoH)	2%
Adults 18 - 24 years	3%
Adults 25 - 34 years	12%
Adults 35 - 44 years	16%
Adults 45 - 55 years	36%
Adults 56 - 61 years	23%
Adults 62+ years	10%

The system continues to perform well, with good occupancy and success rates. Comparable number of households were served this fiscal year as last fiscal year. The 6/30/17 capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,964 out of which 1,429 units are designated as Rebuilding Lives. VA VASH voucher capacity of 372 is not included in CSP.

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.  
<sup>2</sup> Data refers to families served.  
<sup>3</sup> Exit to homelessness is calculated for exits between reporting period of 7/1/16 - 3/31/17.

# System and Program Indicator Report

FY17 Rapid Re-housing 7/1/2016-6/30/2017	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>4</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing System <sup>1</sup>	876	695	≠	1,098	944	≠	100	123	≠	745	610	≠	85%	89%	√



DEMOGRAPHICS	Family & Adults
Households Served	944
Clients Served	2,525
Recidivism <sup>3</sup>	3%
Average Age (HoH)	40
Gender - Male (HoH)	42%
Gender - Female (HoH)	58%
Veterans (U.S. Military) all adults	33%
Veterans Served	383
Average Monthly Household Income	\$473
Percent Working at Entry	18%
Adults Served	1,165
Children Served	1,360
Race - White (HoH) <sup>5</sup>	33%
Race - Black (HoH) <sup>5</sup>	66%
Race - Other (HoH) <sup>5</sup>	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.3
Adults 18 - 24 years (HoH)	11%
Children 0 - 2 years <sup>2</sup>	24%
Children 3 - 7 years <sup>2</sup>	13%
Children 8 - 12 years <sup>2</sup>	35%
Children 13 - 17 years <sup>2</sup>	28%
Pregnant Women Served	105

The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. The system served 10% less households than last fiscal year. The number of households served is significantly below the projected goal, which impacted the performance of the entire system.

<sup>1</sup> System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

<sup>2</sup> Data refers to families served.

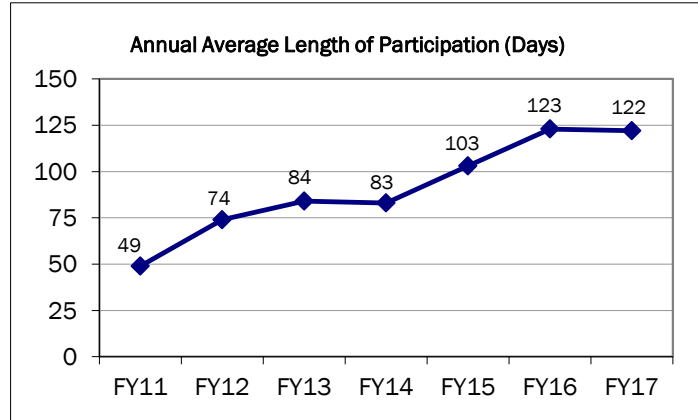
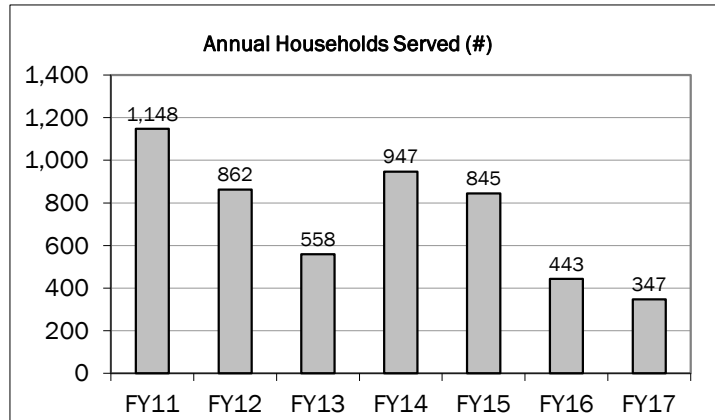
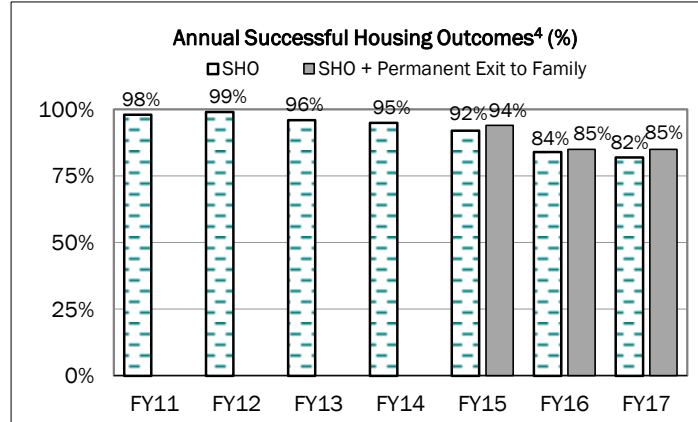
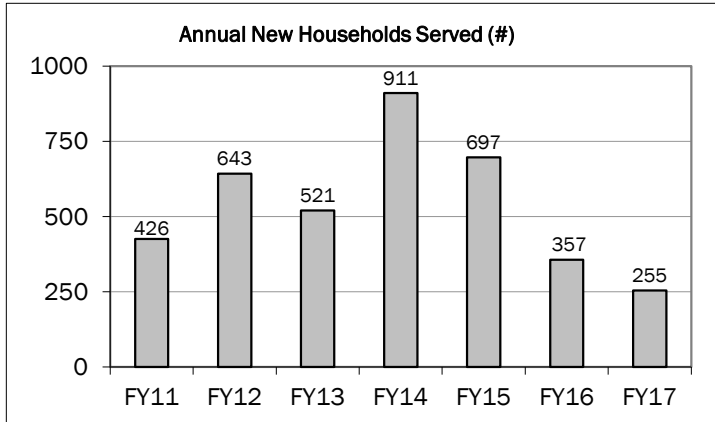
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-3/31/17.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>5</sup> Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY17 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>4</sup>					
7/1/2016-6/30/2017	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	220	255	√	278	347	√	100	122	≠	184	227	√	90%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	347
Clients Served	1,201
Recidivism <sup>3</sup>	7%
Average Age (HoH)	34
Gender - Male (HoH)	12%
Gender - Female (HoH)	88%
Veterans (U.S. Military) all adults	7%
Average Monthly Household Income	\$990
Percent Working at Entry	73%
Race - White (HoH)	21%
Race - Black (HoH)	77%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	461
Children Served	740
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2</sup>	20%
Children 3 - 7 years <sup>2</sup>	34%
Children 8 - 12 years <sup>2</sup>	28%
Children 13 - 17 years <sup>2</sup>	18%
Pregnant Women Served	21

The number served decreased for the fiscal year compared to last year's number due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs. Income and percent working at entry significantly increased compared to last year's numbers (\$787 and 47% respectively), due to the impact of the decrease in the number of veterans served.

<sup>1</sup> System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF.

<sup>2</sup> Data refers to the families served.

<sup>3</sup> Calculated for successful housing exits between reporting period of 7/1/2015 - 6/30/2016 entering the homeless system within 365 days after exit.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

EMERGENCY SHELTER - Single Adult Programs <sup>6</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>4,5</sup>						Average Engagement Time			Movement	Recidivism <sup>3</sup>
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5%
7/1/2016-6/30/2017																					
<b>MEN</b>																					
LSS - Faith Mission on 6th <sup>2</sup>	N/A	1,093	N/A	N/A	89	96	N/A	32	35	N/A	N/A	136	N/A	30%	14%	N/A	7	5	N/A	17%	3%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	894	N/A	N/A	95	93	N/A	32	43	N/A	N/A	153	N/A	30%	19%	N/A	7	7	N/A	16%	2%
Friends of the Homeless - Men's Shelter	1,416	1,170	(246)	≠	130	133	√	32	45	≠	386	278	≠	30%	27%	√	7	5	√	13%	13%
VOAGO - Men's Shelter	520	529	9	√	40	41	√	32	31	√	144	152	√	30%	31%	√	7	6	√	10%	8%
YMCA - Men's Overflow <sup>7</sup>	430	1117	687	√	96	96	√	32	11	√	N/A	7	N/A	N/A	1%	N/A	N/A	2	N/A	N/A	N/A
<b>WOMEN</b>																					
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	370	N/A	N/A	38	39	N/A	32	43	N/A	N/A	108	N/A	30%	32%	N/A	7	4	N/A	10%	2%
YMCA - Van Buren Women's Shelter	950	1393	443	√	151	145	√	32	40	≠	240	271	√	30%	22%	≠	7	9	≠	15%	1%
YMCA - Women's Overflow <sup>7</sup>	325	524	199	√	35	35	√	32	9	√	N/A	10	N/A	N/A	2%	N/A	N/A	4	N/A	N/A	N/A
<b>INEBRIATE</b>																					
Maryhaven - Engagement Center Safety	850	701	(149)	≠	32	33	√	12	17	≠	245	160	≠	30%	23%	≠	N/A	19	N/A	N/A	11%
Maryhaven - Engagement Center Shelter2Housing	150	143	(7)	√	18	17	√	32	53	≠	40	86	√	30%	67%	√	7	7	√	7%	8%
<b>YOUTH</b>																					
Huckleberry House - Emergency Shelter	250	441	191	√	16	11	≠	10	9	√	195	343	√	80%	79%	√	N/A	N/A	N/A	0%	4%
<b>VA EMERGENCY HOUSING</b>																					
VOAGO - VA Emergency Housing	75	88	13	√	15	14	√	90	63	√	31	41	√	50%	56%	√	N/A	N/A	N/A	3%	7%
LSS - VA Men & Women	95	184	89	√	24	20	≠	90	45	√	36	71	√	50%	44%	≠	N/A	N/A	N/A	12%	2%
<b>AGENCY</b>																					
Lutheran Social Services - Faith Mission <sup>2</sup>	2,421	2,164	(257)	≠	222	227	√	32	43	≠	660	393	≠	30%	20%	≠	7	5	√	16%	3%

<sup>1</sup> Capacity does not include overflow, with the exception of dedicated overflow programs.

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

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-3/31/17.

<sup>4</sup> Successful outcomes measure for Maryhaven Engagement Center Safety.

<sup>5</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

<sup>6</sup> As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program.

<sup>7</sup> Overflow was open from 11/11-11/13/16 and from 11/19/16-3/22/17 for men and women. Capacity is actual average nightly number served.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2016-6/30/2017													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	7,500	7,397	√	95%	98%	√	1,875	1,527	≠	25%	14%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	3,200	2,833	≠	95%	99%	√	1,280	1,924	√	40%	45%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>			Usage of CSB DCA (%) <sup>2</sup>						
	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	
7/1/2016-6/30/2017																						
Maryhaven - Capital Crossroad SID Outreach	100	83	≠	120	104	≠	75	86	√	75%	96%	√	41	60	√	55%	70%	√	N/A	49%	N/A	
Maryhaven - Outreach	298	242	≠	358	358	√	223	165	≠	75%	68%	≠	123	103	≠	55%	62%	√	25%	29%	√	
Southeast - PATH <sup>4</sup>	220	372	√	290	482	√	110	85	≠	50%	31%	≠	N/A	70	N/A	N/A	82%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>						Average Engagement Time (Days)			Recidivism	
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 5%	
7/1/2016-6/30/2017																				
YWCA - Family Center	660	565	√ <sup>5</sup>	50	47	√	20	33	≠	427	349	√ <sup>5</sup>	70%	68%	√	7	11	≠	0%	
YMCA - Van Buren Family Shelter	686	584	√ <sup>5</sup>	64	63	√	20	43	≠	435	314	≠	70%	61%	≠	7	12	≠	0%	

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

<sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup> The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

<sup>5</sup> Program served all households in need of shelter.

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Program Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	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
7/1/2016-6/30/2017																	
Columbus Area Integrated Health Services - Leasing 1&2, Scattered Site Expansion <sup>4</sup>	222	266	243	(23)	√	208	94%	√	9	17	√	239	213	≠	90%	89%	√
Columbus Area Integrated Health Services - Scattered Sites <sup>4</sup>	75	90	72	(18)	≠	61	81%	≠	15	21	√	81	67	≠	90%	94%	√
Community Housing Network - Briggsdale	25	30	32	2	√	24	96%	√	24	54	√	27	26	√	90%	87%	√
Community Housing Network - Cassidy	10	12	12	0	√	10	100%	√	24	37	√	11	12	√	90%	100%	√
Community Housing Network - Community ACT	42	50	45	(5)	√	41	98%	√	24	59	√	45	42	√	90%	95%	√
Community Housing Network - East 5th Avenue	38	46	54	8	√	36	95%	√	24	34	√	41	51	√	90%	94%	√
Community Housing Network - Hotel St. Clair <sup>5</sup>	30	33	31	(2)	√	20	67%	≠	24	47	√	30	31	√	90%	100%	√
Community Housing Network - Inglewood Court	45	54	55	1	√	44	98%	√	24	29	√	49	50	√	90%	91%	√
Community Housing Network - Leasing Supportive Housing	25	30	28	(2)	√	25	100%	√	24	50	√	27	23	≠	90%	88%	√
Community Housing Network - North 22nd Street	30	36	42	6	√	28	93%	√	24	39	√	32	35	√	90%	83%	≠
Community Housing Network - North High Street/Terrace Place <sup>6</sup>	47	52	52	0	√	41	98%	√	21	43	√	47	51	√	90%	98%	√
Community Housing Network - Parsons	25	30	30	0	√	24	96%	√	24	45	√	27	28	√	90%	100%	√
Community Housing Network - RLPTI <sup>2</sup>	80	130	116	(14)	≠	96	97%	√	24	51	√	117	102	≠	90%	90%	√
Community Housing Network - Safe Havens <sup>7</sup>	13	18	15	(3)	≠	15	115%	√	24	89	√	16	15	√	90%	100%	√
Community Housing Network - Southpoint Place <sup>8</sup>	46	55	59	4	√	48	104%	√	24	38	√	50	51	√	90%	86%	√
Maryhaven - Commons at Chantry	50	60	57	(3)	√	47	94%	√	24	52	√	54	52	√	90%	93%	√
National Church Residences - Commons at Buckingham	75	90	80	(10)	≠	73	97%	√	24	50	√	81	79	√	90%	100%	√
National Church Residences - Commons at Grant	50	60	57	(3)	√	49	98%	√	24	70	√	54	53	√	90%	96%	√
National Church Residences - Commons at Livingston	25	30	30	0	√	24	96%	√	24	44	√	27	28	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	42	38	(4)	√	34	97%	√	24	31	√	38	35	√	90%	92%	√
National Church Residences - Commons at Third	60	72	74	2	√	58	97%	√	24	33	√	64	61	√	90%	85%	√
National Church Residences - VOAGO Van Buren Village	60	72	78	6	√	59	98%	√	15	13	≠	65	65	√	90%	84%	≠
YMCA - 40 West Long Street	105	126	138	12	√	102	97%	√	24	36	√	113	118	√	90%	89%	√
YMCA - Franklin Station <sup>8</sup>	75	90	86	(4)	√	76	101%	√	24	53	√	81	81	√	90%	94%	√
YWCA - WINGS <sup>3</sup>	91	99	113	14	√	75	93%	√	21	21	√	89	103	√	90%	93%	√

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>2</sup> CHN -RLPTI program capacity was decreased from 108 to 80 units starting 3/1/2017. Some outcomes are affected by this decrease.

<sup>3</sup> Building rehabilitation completed in Q2 FY17. Capacity increased from 69 to 91 units during Q2 FY17.

<sup>4</sup> As of July 2016, CAIHS Scattered Sites Expansion was separated from Scattered Sites and combined with Leasing I and II. CAIHS ramped down operations of the project towards the end of the fiscal year as the program is changing operators.

<sup>5</sup> Project closed as of 12/31/16. Performance is affected by decreased activity level prior to closing.

<sup>6</sup> New Terrace Place project opened in Q2 FY17, increasing capacity of old North High Street project from 33 to 47 units.

<sup>7</sup> Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

<sup>8</sup> Project served RL individuals in Non-RL units or eligible roommates/couples.



PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>4</sup>						
7/1/2016-6/30/2017		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes <sup>1</sup>		10	18	14	(4)	≠	95%	100%	√	24	51	√	16	14	√	90%	100%	√
Community Housing Network - Wilson		8	10	9	(1)	√	95%	100%	√	24	84	√	9	8	√	90%	89%	√
VOAGO - Family Supportive Housing		30	36	36	0	√	95%	100%	√	24	49	√	32	33	√	90%	92%	√
<b>RENTAL ASSISTANCE</b>																		
Amethyst - Shelter Plus Care		72	86	83	(3)	√	100%	74%	≠	24	42	√	77	72	√	90%	88%	√
Equitas - Shelter Plus Care (TRA) <sup>3</sup>		89	105	102	(3)	√	100%	106%	√	24	90	√	95	94	√	90%	93%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>1</sup>		183	206	202	(4)	√	100%	97%	√	24	34	√	185	180	√	90%	91%	√
Community Housing Network - Shelter Plus Care (SRA 2) <sup>5</sup>		14	14	13	(1)	√	100%	71%	N/A	4	5	√	13	12	√	90%	100%	√
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>		171	179	191	12	√	100%	107%	√	24	41	√	161	177	√	90%	93%	√
YMCA - 40 West Long Expansion		38	46	42	(4)	√	100%	97%	√	24	28	√	41	37	√	90%	88%	√
Total Rental Assistance		567	636	633	(3)	√	100%	99%	√	24	45	N/A	572	572	√	90%	91%	√
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP		28	51	55	4	√	98%	100%	√	10	10	√	18	23	√	77%	88%	√
Maryhaven - Women's <sup>2</sup>		5	20	12	(8)	≠	90%	100%	√	4	6	≠	6	5	√	50%	56%	√
Southeast - New Horizons <sup>7</sup>		36	10	14	4	N/A	N/A	17%	N/A	4	8	N/A	7	10	N/A	77%	71%	N/A
VOAGO - Veterans		40	160	199	39	√	95%	90%	√	4	3	√	77	84	√	77%	52%	≠
YMCA - ADAMH <sup>2,6</sup>		15	60	29	(31)	N/A	95%	53%	N/A	4	4	N/A	23	16	N/A	77%	55%	N/A

<sup>1</sup> Program capacity adjustments were made on 3/1/2017: CHN Family Homes from 15 to 10 units, CHN - SPC SRA from 172 to 183 units, and CHN - SPC TRA from 149 to 171 units.

<sup>2</sup> Project capacity fluctuates based on need and available capacity.

<sup>3</sup> Funding allows over-leasing for this project.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>5</sup> New project started leasing in December 2016.

<sup>6</sup> Project closed as of 6/30/17 and ramped down operations in anticipation of the close.

<sup>7</sup> Project lost its federal funding starting 7/1/16 and stopped serving homeless individuals as of 12/31/16. Performance is affected by decreased activity level.

RAPID RE-HOUSING/Navigator	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	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	
7/1/2016-6/30/2017																									
Homeless Families Foundation - Rapid Re-housing <sup>4</sup>	185	147	≠	231	203	≠	15	34	≠	100	119	≠	167	132	≠	90%	89%	√	\$800	\$794	√	90%	90%	√	
The Salvation Army - Rapid Re-housing <sup>4</sup>	165	147	≠	202	186	√	15	30	≠	100	94	√	149	130	≠	90%	99%	√	\$1,800	\$1,774	√	90%	99%	√	
The Salvation Army - Job2Housing <sup>4</sup>	50	56	√	70	79	√	15	31	≠	180	176	√	45	34	≠	90%	97%	√	N/A	\$2,583	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing <sup>4</sup>	76	76	√	100	94	√	15	18	≠	100	99	√	68	65	√	90%	92%	√	\$800	\$796	√	90%	97%	√	
Access Ohio - Navigator Program <sup>4, 6</sup>	3,550	2,608	N/A	4,000	3,269	N/A	25	34	N/A	90	89	N/A	1775	1140	N/A	50%	35%	N/A	\$600	\$555	N/A	30%	28%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	360	143	≠	N/A	N/A	N/A	N/A	N/A	N/A	353	141	≠	98%	99%	√	\$1,000	\$954	√	98%	99%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	915	887	√	N/A	N/A	N/A	N/A	N/A	N/A	897	856	√	98%	97%	√	\$600	\$554	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	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			
7/1/2016-6/30/2017																								
Gladden Community House - Stable Families	216	219	√	270	273	√	120	118	√	178	176	√	90%	83%	≠	\$800	\$890	√ <sup>7</sup>	90%	88%	√			
Lutheran Social Services - REEB Stable Families	36	33	√	47	44	√	200	96	≠	8	24	√	90%	86%	√	\$1,083	\$992	√	90%	84%	≠			

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 <sup>5</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	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		
7/1/2016-6/30/2017																							
LSS - SSVF Prevention	24	2	√ <sup>8</sup>	26	8	√ <sup>8</sup>	N/A	N/A	N/A	90	59	√	22	8	√ <sup>8</sup>	90%	100%	√	75%	100%	√		
LSS - SSVF Rapid Re-housing <sup>2</sup>	120	94	≠	145	115	≠	30	27	√	100	78	√	96	81	≠	80%	92%	√	80%	94%	√		
VOAGO - SSVF Prevention	40	2	√ <sup>8</sup>	55	23	√ <sup>8</sup>	N/A	N/A	N/A	100	205	≠	36	19	√ <sup>8</sup>	90%	86%	√	75%	94%	√		
VOAGO - SSVF Rapid Re-housing <sup>3</sup>	280	165	≠	350	278	≠	30	59	≠	100	161	≠	224	173	≠	80%	78%	√	75%	78%	√		

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>2</sup> 24 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry.

<sup>3</sup> 42 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry.

<sup>4</sup> Households were excluded from ALOS measure if they still reside in emergency shelter at the time of the report.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> Program closed as of 6/30/2017. Decreased activity prior to close affected performance.

<sup>7</sup> DCA average exceeded with CSB's approval.

<sup>8</sup> Clients were prioritized into the Rapid-Rehousing program.



communityshelterboard

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