

SYSTEM & PROGRAM INDICATOR REPORT

FY2017
7/1/16 - 9/30/16

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 Quarter 1: 7/1/16 – 9/30/16



Huckleberry House operates an emergency shelter for youth, ages 12 – 17, who have run away from home or are experiencing a crisis. The emergency shelter program offers a safe alternative to the streets, along with the support teens and families need to address their problems and put their families back together.

During the most recent quarter, Huckleberry House met their goal for short lengths of stay, with an average stay of 10 days. They exceeded their goals for the number of people served and the rate of successful housing outcomes, helping 82% of those served achieve safe and stable housing.



Volunteers of America of Greater Ohio's men's shelter serves 40-45 men experiencing homelessness each night. In partnership with navigators, they help men with housing plans, employment and access to other community services.

During the most recent quarter, Volunteers of America exceeded all their goals with regard to the number of men served, average length of stay, and successful housing outcomes.



The YMCA of Central Ohio has taken on the challenge to serve all pregnant women experiencing homelessness. In partnership with Celebrate One's work to reduce infant mortality, the YMCA of Central Ohio is working to help pregnant women experiencing homelessness find housing before they give birth, so that every newborn baby starts their life in a safe, loving home – not a homeless shelter.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the quarterly period of 7/1/16 – 9/30/16. 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 programming, shelter, case management, street outreach and 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.

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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. 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:

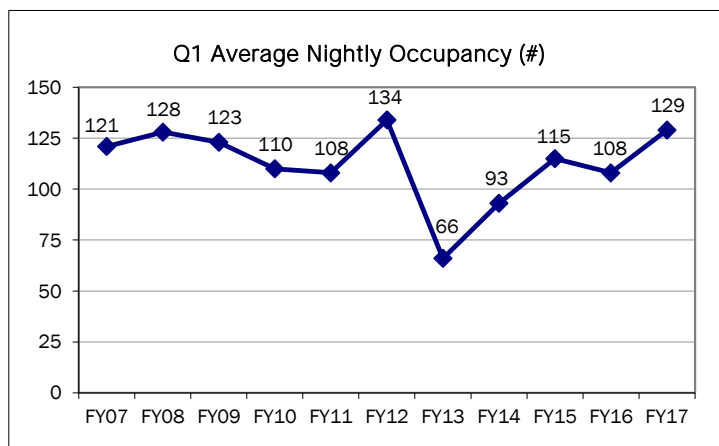
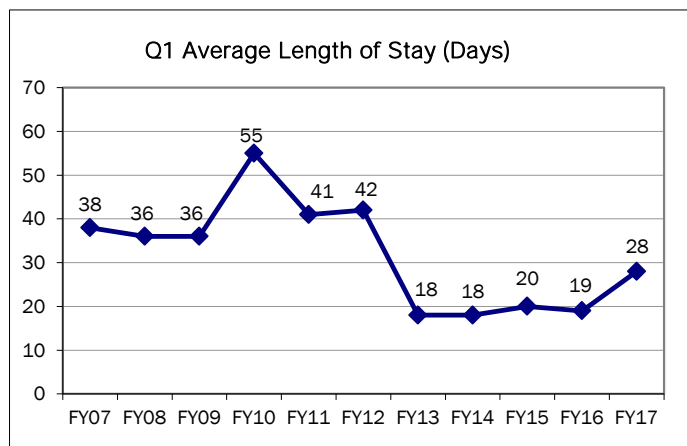
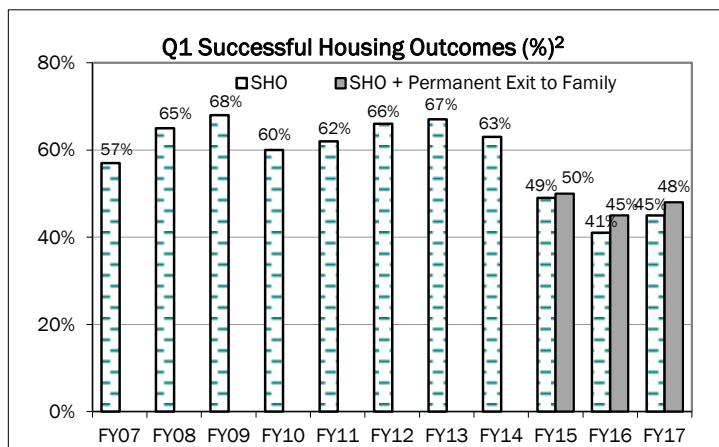
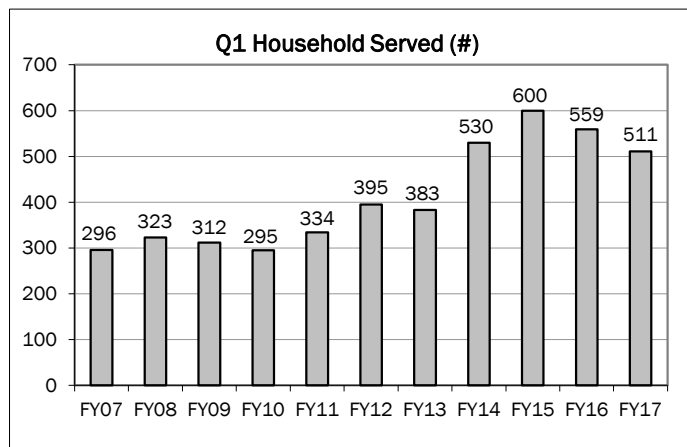
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2016-9/30/2016														
Family System	345	511	√	114	129	20	28	≠	162	176	√	70%	48%	≠



DEMOGRAPHICS	Family
Households Served	511
Percent Newly homeless	48%
Clients Served	1,708
Average Age (HoH)	31
Gender - Male (HoH)	5%
Gender - Female (HoH)	95%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$593
Percent Working at Entry	29%
Race - White (HoH) ³	25%
Race - Black (HoH) ³	73%
Race- Other (HoH) ³	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	666
Children Served	1,042
Mean Family Size	3.7
Average Number of Children	2.4
Adults 18-24 years (HoH)	20%
Children 0 - 2 years	25%
Children 3 - 7 years	37%
Children 8 - 12 years	26%
Children 13 - 17 years	12%

The Family Emergency Shelter System provided shelter to 9% less households compared to the same reporting period of last fiscal year. The decrease in the number needing shelter is encouraging. On average, 129 families were sheltered by the system every night, exceeding the fixed system capacity. The high average length of shelter stay for the system is very concerning. The success rate at exit from shelters is lower than expected; 79 families stayed in the Overnight shelter program only and their destination at exit is unknown, negatively impacting this outcome. The percent of newly homeless is at historic lows.

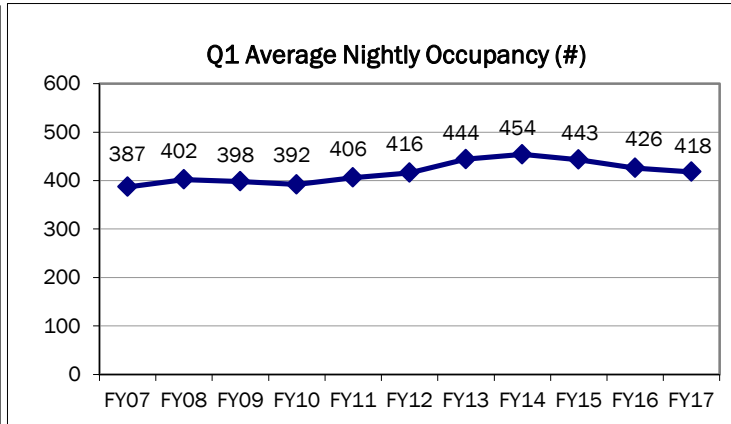
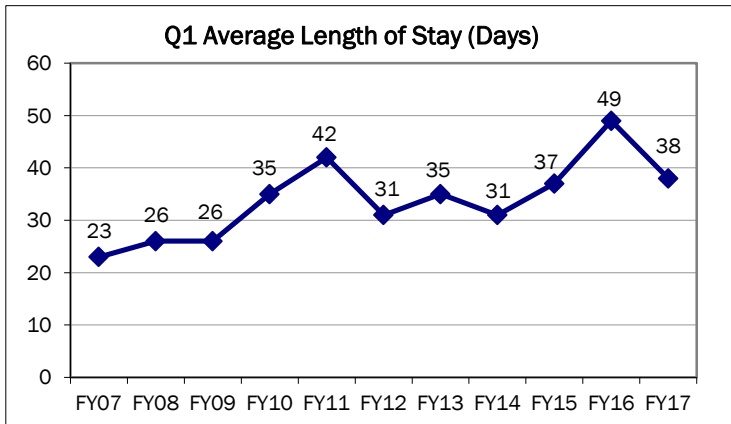
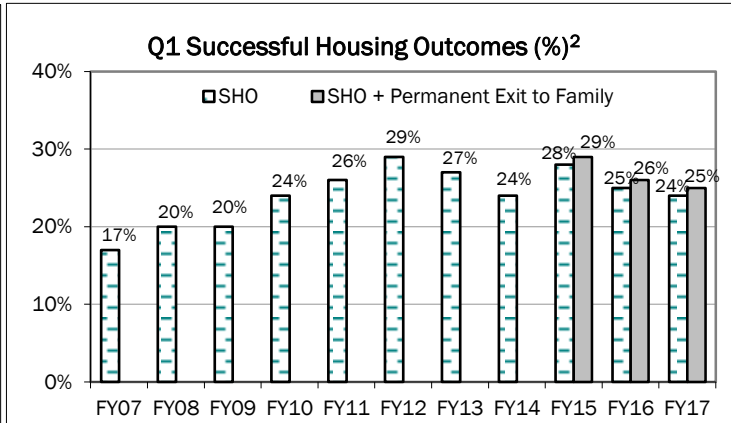
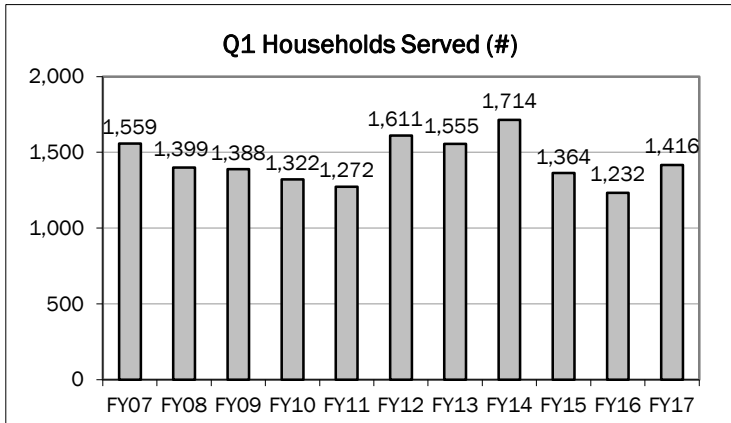
¹ Overflow capacity is not included.

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

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2016-9/30/2016	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,550	1,416	√	429	418	32	38	≠	322	257	≠	30%	25%	√



DEMOGRAPHICS	Men
Households Served	1,416
Percent Newly homeless	35%
Average Age	43
Men as a percent of total single adults served	68%
Veterans (U.S. Military) all adults	12%
Average Monthly Household Income	\$427
Percent Working at Entry	24%
Average Daily Waitlist Number	27
Race - White	34%
Race - Black	64%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ³	7%
Adults 25 - 34 years ³	22%
Adults 35 - 44 years ³	21%
Adults 45 - 55 years ³	33%
Adults 56 - 61 years ³	13%
Adults 62+ years ³	5%

The system experienced a 15% increase in the number of individuals sheltered when compared to the same reporting period of last fiscal year. On average 27 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly decreased compared to the last fiscal year allowing more single adults to receive shelter services. The successful housing outcomes rate is lower than expected. The percent of newly homeless is at historic lows.

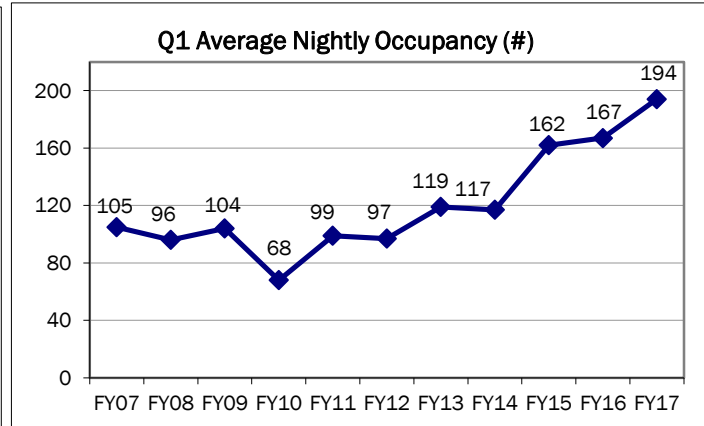
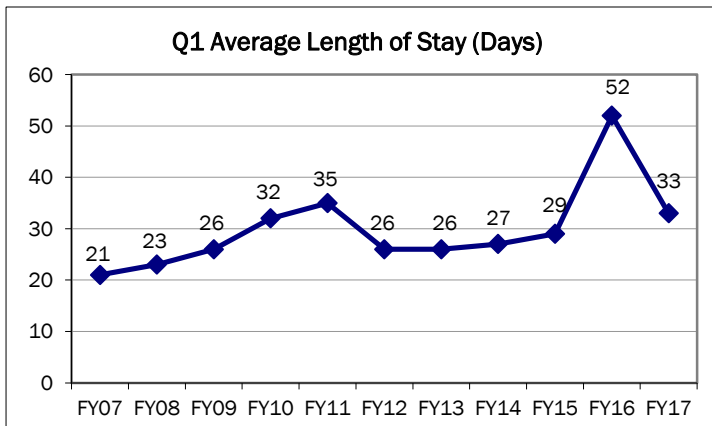
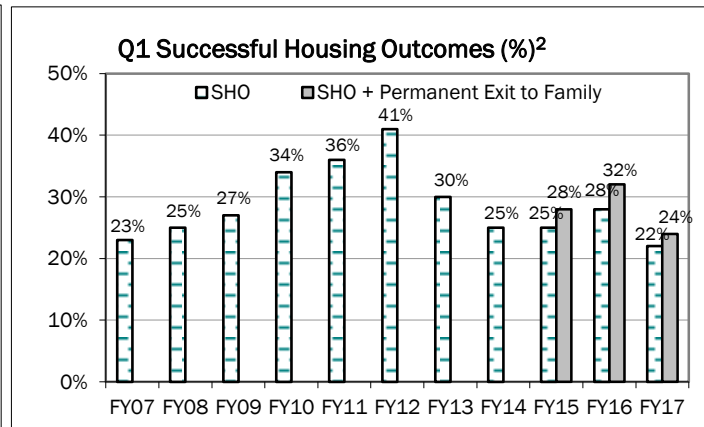
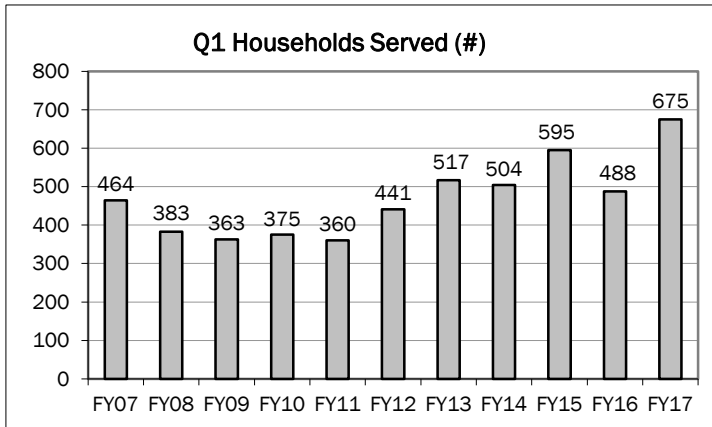
¹ Tier 2 shelters included. Seasonal Overflow capacity is not included.

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

³ Due to rounding percentage exceeds 100%.

System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2016-9/30/2016	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	550	675	√	201	194	32	33	√	119	118	√	30%	24%	≠



DEMOGRAPHICS	Women
Households Served	675
Percent Newly homeless	45%
Average Age	39
Women as a percent of total single adults served	32%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$455
Percent Working at Entry	24%
Average Daily Waitlist Number	16
Race - White ³	36%
Race - Black ³	62%
Race - Other ³	1%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	18%
Adults 25 - 34 years	22%
Adults 35 - 44 years	23%
Adults 45 - 55 years	25%
Adults 56 - 61 years	8%
Adults 62+ years	4%

The number of single women sheltered increased by 38% compared to the same reporting period of last fiscal year and is at a record high. The increase was possible due to the addition of 48 shelter beds for women as of 7/1/2016. On average 16 single women were not able to receive shelter daily, due to capacity limitations. The successful housing outcome rate is lower than expected. The average length of stay significantly decreased compared to the prior fiscal year, contributing to the increase in number served. The percent of newly homeless is at historic lows.

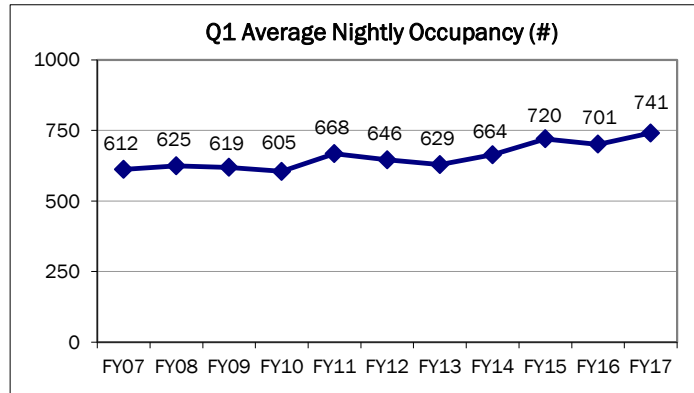
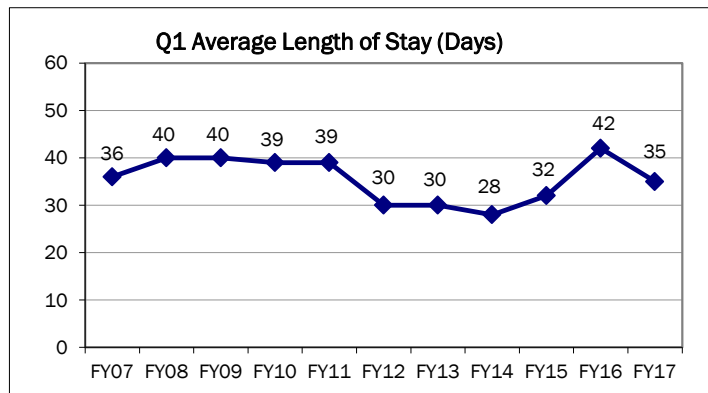
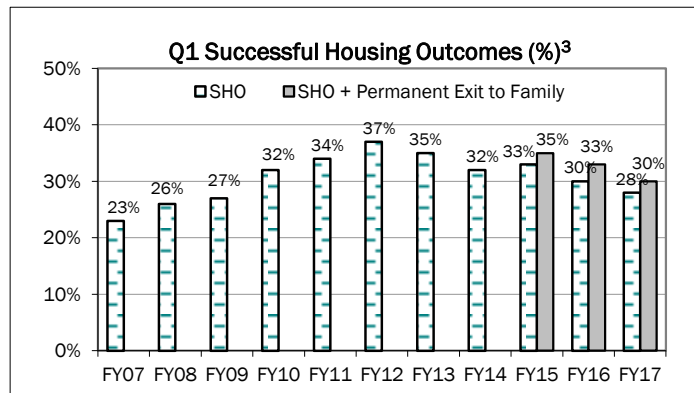
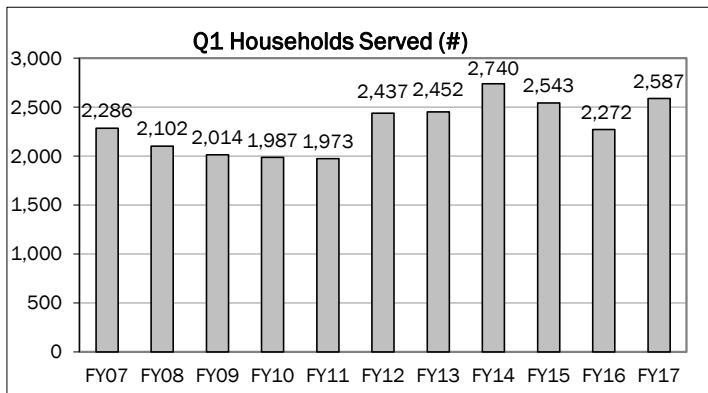
¹ Triage and Tier 2 shelters are included. Seasonal overflow capacity is not included.

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

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY17 EMERGENCY SHELTER 7/1/2016-9/30/2016	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	2,445	2,587	√	744	741	30	35	≠	603	550	√	37%	30%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,587
Percent Newly homeless	39%
Clients Served	3,777
Adults Served	2,735
Children Served	1,042
Average Age (HoH)	38
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$452
Percent Working at Entry	24%
Average Daily Waitlist Number	43
Race - White (HoH)	33%
Race - Black (HoH)	65%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%

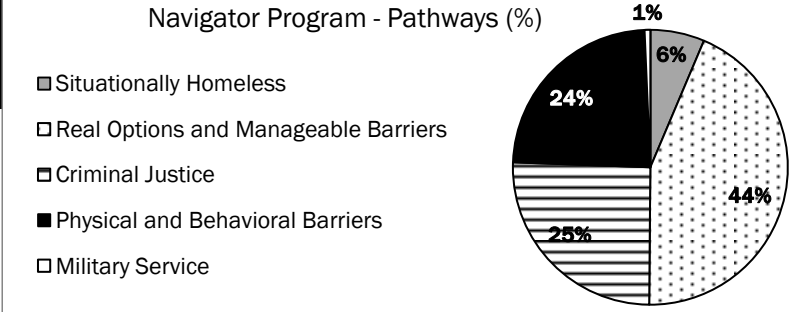
The increase in households sheltered compared to the same reporting period of last fiscal year is 14%, due to an increase in women's system numbers. On average 43 single men and women were not able to receive shelter daily due to capacity limitations. The successful housing outcomes rate decreased, due to lower success rates for all systems. The average length of stay decreased, impacted by the single adult systems' performance.

¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter; total distinct households served including the youth shelter is 2,693.

² Seasonal overflow capacity is not included.

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

FY17 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS ¹ 7/1/2016-9/30/2016	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
Total Households Served (#)	1,617	1,490	95	652	379	354	10
Successful Housing Outcomes (%) ²	28%	37%	39%	37%	35%	38%	N/A ⁵
Average Number of Shelter Visits (#) ⁴	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) ³	N/A	7	8	7	7	8	9
Average Length of Shelter Stay (Days)	38	27	30	29	25	23	24
Average Length of Participation (Days)	N/A	80	82	75	74	91	N/A ⁵
Newly Homeless (%)	38%	36%					
Recidivism (%) ⁴	N/A	N/A					
Sheltered Single Adult Population Served (60% Goal)	N/A	68%					

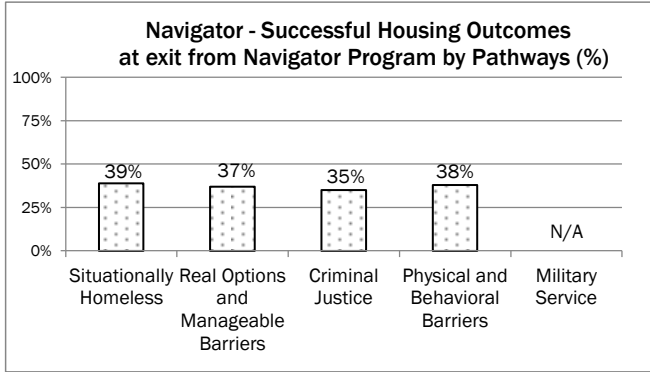
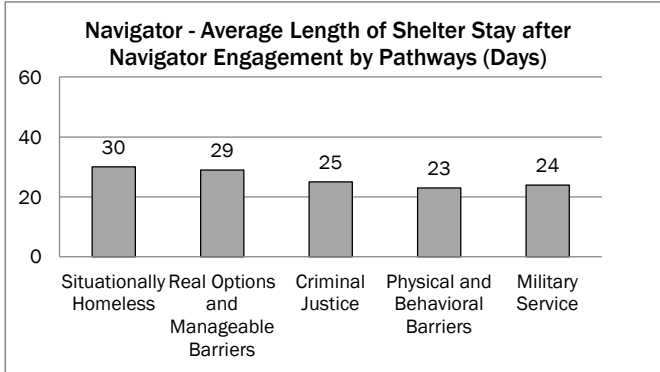


Diversion

Diversion Rate at Homeless Hotline (%)	28%
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Linkage

Same Day Access to Shelter from Homeless Hotline (%)	99%
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¹System 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 when compared to FY15 results. Also, the success rate at exit from the Navigator program significantly decreased from 50% to 37%. The average length of shelter stay decreased significantly compared to prior reporting periods from over 50 days to 38 days, a positive development. The average engagement time decreased as well, due to the system-wide six-sigma improvement efforts.

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

² 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.

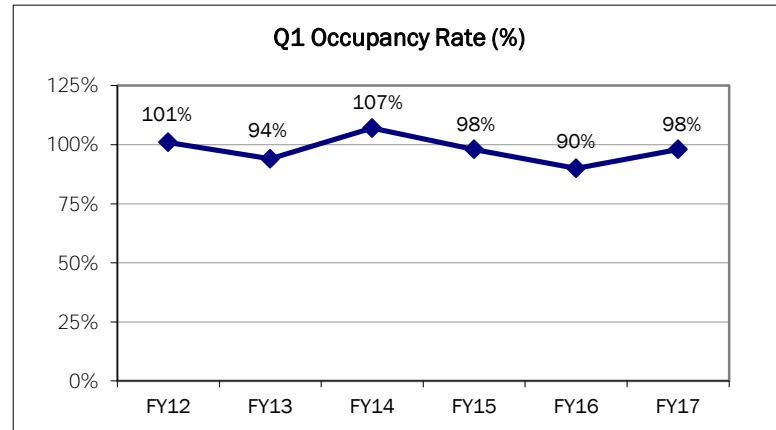
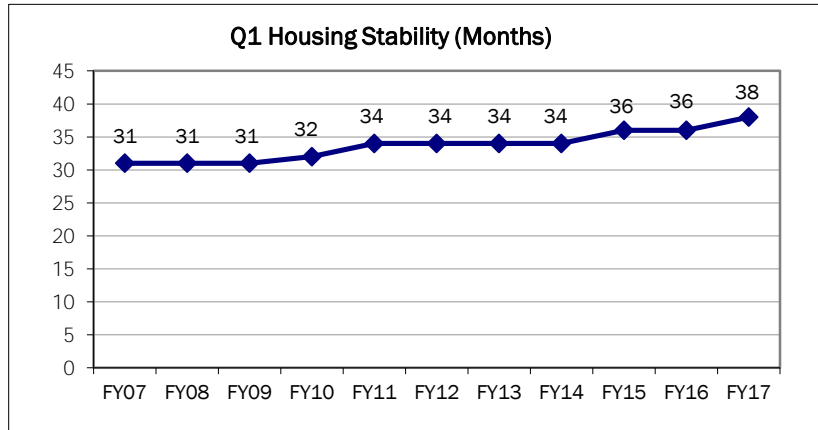
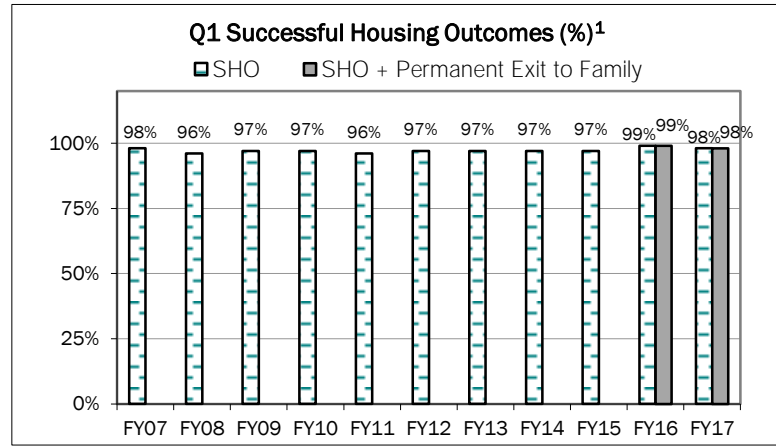
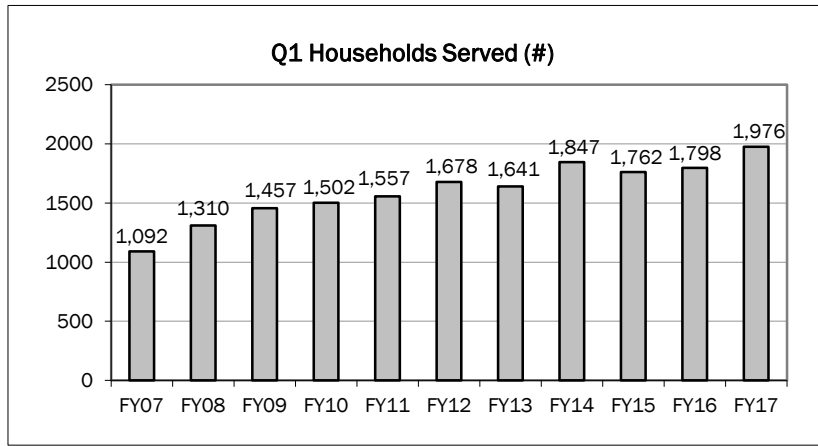
³ One client was excluded due to not having emergency shelter service overlap.

⁴ Measured Annually.

⁵ Measure could not be calculated due to no household exits.

System and Program Indicator Report

FY17 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units 7/1/2016-9/30/2016	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,041	1,976	√	95%	98%	√	24	38	√	1,837	1,928	√	90%	98%	√

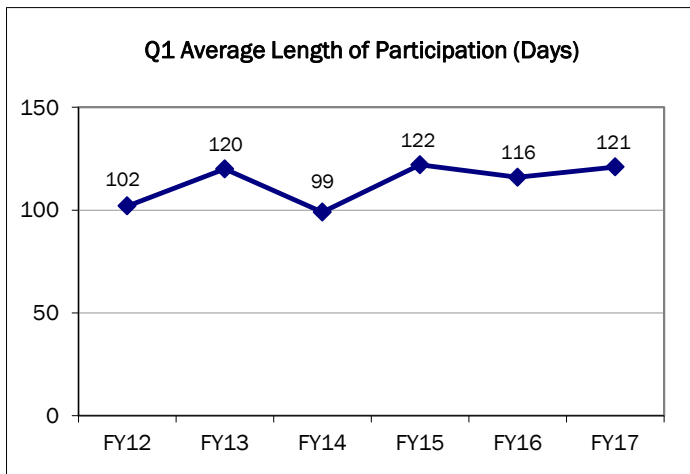
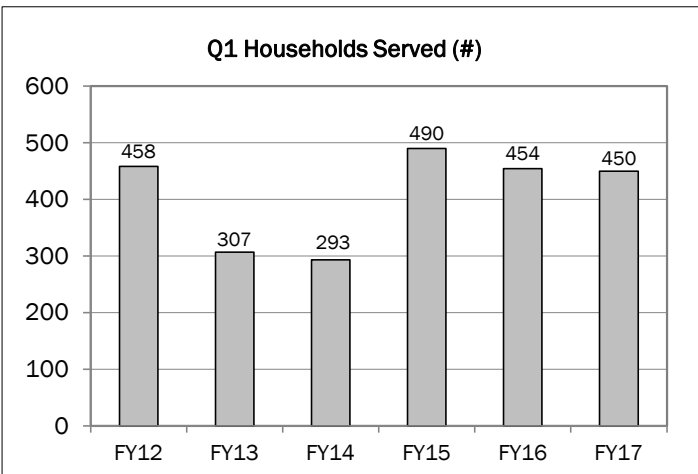
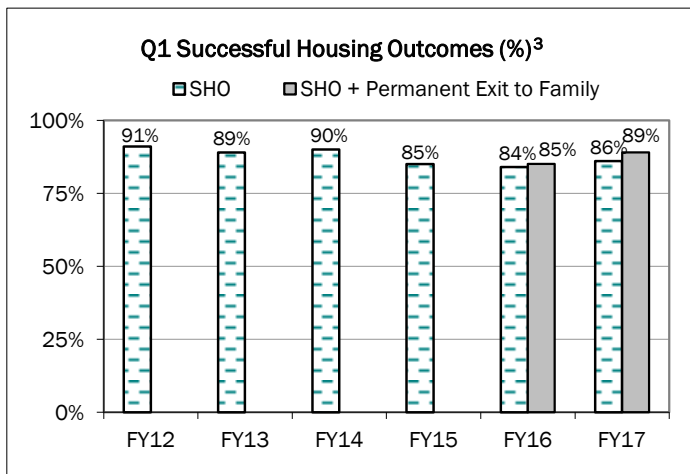
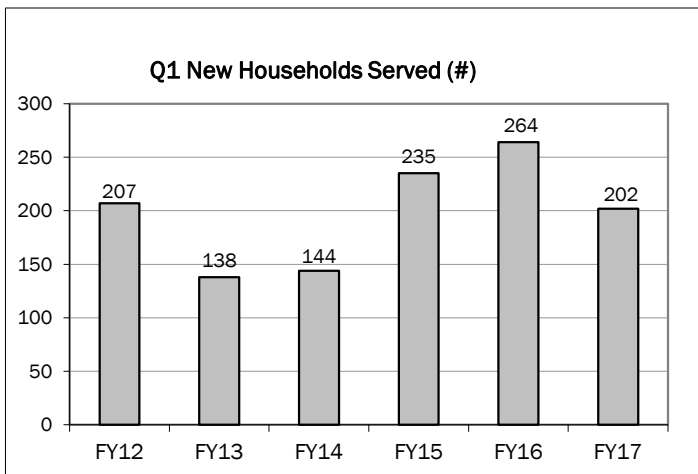


The system continues to perform well, with good occupancy and success rates. 10% more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,951 out of which 1,416 units are designated as Rebuilding Lives. VA VASH voucher capacity of 344 is not included.

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

System and Program Indicator Report

FY17 Rapid Re-housing/Navigator 7/1/2016-9/30/2016	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing/Navigator System ¹	221	202	√	443	450	√	100	121	≠	188	191	√	85%	89%	√



DEMOGRAPHICS	Family & Adults
Households Served	450
Clients Served	1,108
Average Age (HoH)	41
Gender - Male (HoH)	51%
Gender - Female (HoH)	49%
Veterans (U.S. Military) all adults	41%
Average Monthly Household Income	\$433
Percent Working at Entry	17%
Adults Served	531
Children Served	577
Race - White (HoH)	35%
Race - Black (HoH)	63%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Mean Family Size ²	3.6
Average Number of Children ²	2.3
Children 0 - 2 years ²	28%
Children 3 - 7 years ²	34%
Children 8 - 12 years ²	28%
Children 13 - 17 years ²	10%

The percent of veterans served is high due to the SSVF programs added in October 2013. System is performing well, with high success rate.

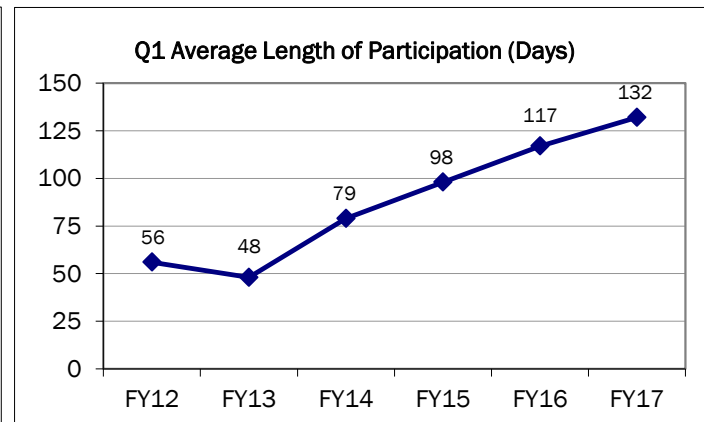
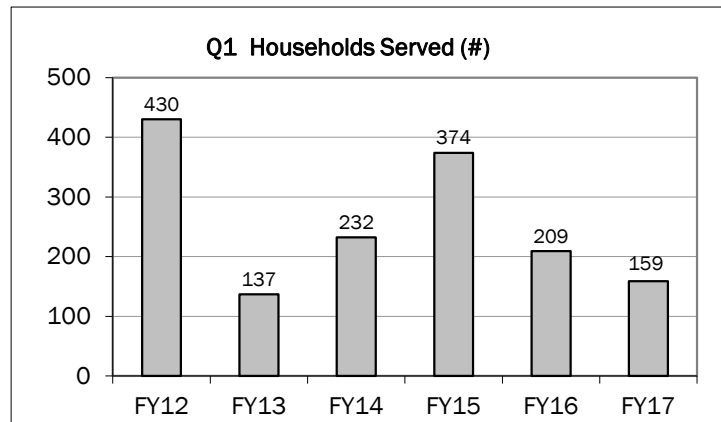
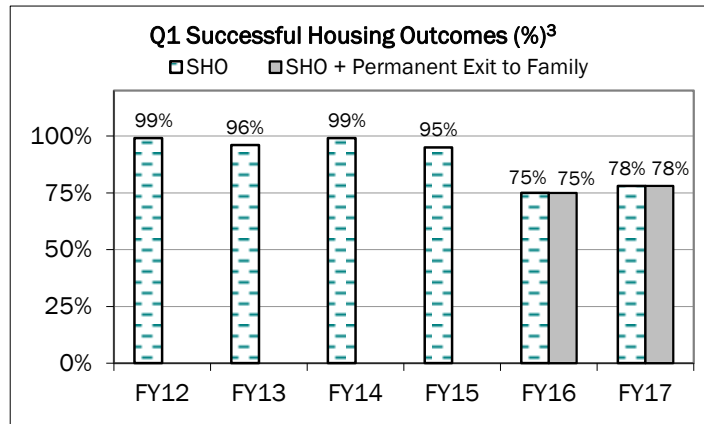
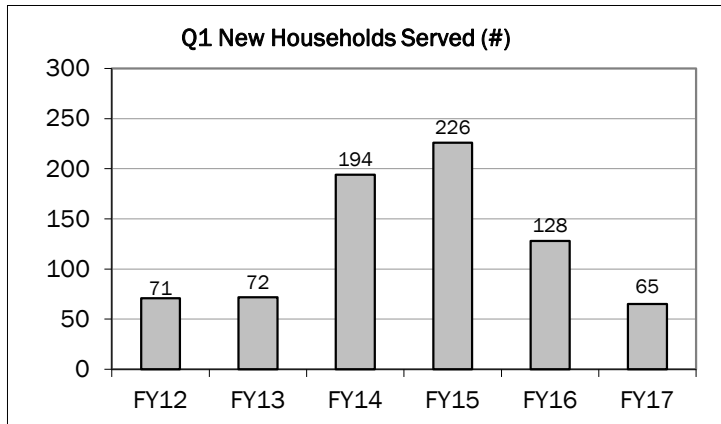
¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

² Data refers to families served.

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

System and Program Indicator Report

FY17 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
7/1/2016-9/30/2016	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	55	65	√	113	159	√	100	132	≠	49	62	√	90%	78%	≠



DEMOGRAPHICS	Family & Adults
Households Served	159
Clients Served	515
Average Age (HoH)	37
Gender - Male (HoH)	21%
Gender - Female (HoH)	79%
Veterans (U.S. Military) all adults	15%
Average Monthly Household Income	\$894
Percent Working at Entry	62%
Race - White (HoH)	23%
Race - Black (HoH)	76%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	201
Children Served	314
Mean Family Size ²	3.5
Average Number of Children ²	2.2
Children 0 - 2 years ²	19%
Children 3 - 7 years ²	36%
Children 8 - 12 years ²	26%
Children 13 - 17 years ²	19%

The number served decreased for the reporting period compared to last year's number due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs. The decrease in success rate at program termination despite the increase in the average time in the program is concerning. The percent of veterans served is high due to the SSVF programs added in October 2013.

¹ System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF programs.

² Data refers to the families served.

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

EMERGENCY SHELTER - Single Adult Programs ³	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{4,5}						Average Engagement Time			Movement
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	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%
7/1/2016-9/30/2016																				
MEN																				
LSS - Faith Mission on 6th ²	N/A	322	N/A	N/A	89	87	N/A	32	33	N/A	N/A	39	N/A	30%	17%	N/A	7	4	N/A	6%
LSS - Faith Mission on 8th ²	N/A	335	N/A	N/A	95	92	N/A	32	38	N/A	N/A	54	N/A	30%	22%	N/A	7	7	N/A	4%
Friends of the Homeless - Men's Shelter	489	412	(77)	≠	130	126	√	32	37	≠	108	71	≠	30%	24%	≠	7	6	√	7%
VOAGO - Men's Shelter	188	195	7	√	40	42	√	32	27	√	44	62	√	30%	39%	√	7	7	√	1%
WOMEN																				
LSS - Faith Mission - Nancy's Place ²	N/A	128	N/A	N/A	38	36	N/A	32	41	N/A	N/A	28	N/A	30%	31%	N/A	7	4	N/A	3%
YMCA - Van Buren Women's Shelter	250	272	22	√	83	81	√	32	34	√	50	53	√	30%	28%	√	7	12	≠	16%
YMCA - Triage Shelter for Women	432	449	17	√	68	61	≠	7	13	≠	230	220	√	60%	57%	√	N/A	8	N/A	N/A
INEBRIATE																				
Maryhaven - Engagement Center Safety	375	254	(121)	≠	32	34	√	12	12	√	103	37	≠	30%	17%	≠	N/A	17	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	45	50	5	√	18	17	√	32	58	≠	8	23	√	30%	68%	√	7	10	≠	6%
YOUTH																				
Huckleberry House - Emergency Shelter	75	80	5	√	16	8	≠	10	10	√	55	64	√	80%	82%	√	N/A	N/A	N/A	0%
VA EMERGENCY HOUSING																				
VOAGO - VA Emergency Housing	30	29	(1)	√	13	14	√	90	57	√	9	4	≠	50%	27%	≠	N/A	N/A	N/A	0%
LSS - VA Men & Women	35	61	26	√	24	19	≠	90	44	√	6	19	√	50%	49%	√	N/A	N/A	N/A	5%
AGENCY																				
Lutheran Social Services - Faith Mission ²	837	763	(74)	√	222	215	√	32	38	≠	185	121	≠	30%	22%	≠	7	5	√	4%

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 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.

⁴ Successful outcomes measure for YMCA Triage Shelter and Maryhaven Engagement Center Safety.

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

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	
7/1/2016-9/30/2016													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	2,600	2,675	√	95%	99%	√	650	1,030	√	25%	28%	√	
HandsOn Central Ohio - Homeless Hotline (Families)	1,100	1,010	√	95%	99%	√	440	721	√	40%	48%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ⁴			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	
7/1/2016-9/30/2016																						
Maryhaven - Capital Crossroad SID Outreach	25	21	≠	45	42	√	19	13	≠	75%	100%	√	10	9	√	55%	69%	√	N/A	56%	N/A	
Maryhaven - Outreach	70	64	√	130	178	√	52	42	≠	75%	75%	√	29	25	≠	55%	60%	√	25%	17%	≠	
Southeast - PATH ³	70	74	√	140	201	√	35	24	≠	50%	44%	≠	N/A	17	N/A	N/A	71%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁴						Average Engagement Time (Days)		
	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
7/1/2016-9/30/2016																		
YWCA - Family Center	245	197	≠	50	48	√	20	28	≠	137	92	≠	70%	63%	≠	7	10	≠
YMCA - Van Buren Family Shelter	250	243	√	64	77	√	20	35	≠	130	87	≠	70%	59%	≠	7	11	≠

¹ Capacity does not include overflow.

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

³ 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.

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

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹					
	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
7/1/2016-9/30/2016																	
Columbus Area Integrated Health Services - Leasing 1&2, Scattered Site Expansion ^{4,5}	222	233	225	(8)	√	223	101%	√	6	10	√	210	223	√	90%	99%	√
Columbus Area Integrated Health Services - Scattered Sites ⁴	75	79	65	(14)	≠	64	85%	≠	12	15	√	71	64	√	90%	100%	√
Community Housing Network - Briggsdale	25	26	27	1	√	24	96%	√	24	55	√	23	25	√	90%	96%	√
Community Housing Network - Cassady ⁵	10	10	11	1	√	11	110%	√	24	32	√	9	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	42	(2)	√	42	100%	√	24	55	√	40	42	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	40	41	1	√	35	92%	√	24	37	√	36	41	√	90%	100%	√
Community Housing Network - Hotel St. Clair	30	31	31	0	√	29	97%	√	24	46	√	28	31	√	90%	100%	√
Community Housing Network - Inglewood Court	45	47	48	1	√	43	96%	√	24	25	√	42	47	√	90%	98%	√
Community Housing Network - Leasing Supportive Housing ⁵	25	26	26	0	√	26	104%	√	24	45	√	23	26	√	90%	100%	√
Community Housing Network - North 22nd Street	30	31	31	0	√	30	100%	√	24	44	√	28	31	√	90%	100%	√
Community Housing Network - North High Street/Terrace Place ⁶	33	34	31	(3)	√	31	94%	√	24	59	√	31	31	√	90%	100%	√
Community Housing Network - Parsons	25	26	25	(1)	√	24	96%	√	24	46	√	23	24	√	90%	100%	√
Community Housing Network - RLPTI ²	108	113	109	(4)	√	103	95%	√	24	46	√	102	107	√	90%	99%	√
Community Housing Network - Safe Haven ⁵	13	16	15	(1)	√	15	115%	√	24	80	√	14	15	√	90%	100%	√
Community Housing Network - Southpoint Place	46	48	47	(1)	√	44	96%	√	24	37	√	43	45	√	90%	96%	√
Maryhaven - Commons at Chantry	50	52	51	(1)	√	47	94%	√	24	49	√	47	50	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	79	74	(5)	√	73	97%	√	24	45	√	71	74	√	90%	100%	√
National Church Residences - Commons at Grant	50	52	49	(3)	√	49	98%	√	24	73	√	47	49	√	90%	100%	√
National Church Residences - Commons at Livingston	25	26	26	0	√	23	92%	√	24	43	√	23	25	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	37	35	(2)	√	33	94%	√	24	25	√	33	32	√	90%	91%	√
National Church Residences - Commons at Third	60	63	63	0	√	58	97%	√	24	30	√	57	60	√	90%	95%	√
National Church Residences - VOAGO Van Buren Village	60	63	63	0	√	59	98%	√	6	8	√	57	58	√	90%	94%	√
YMCA - 40 West Long Street	105	110	107	(3)	√	100	95%	√	24	37	√	99	100	√	90%	97%	√
YMCA - Franklin Station	75	79	79	0	√	75	100%	√	24	50	√	71	78	√	90%	99%	√
YWCA - WINGS ³	69	60	66	6	√	60	87%	≠	18	26	√	54	64	√	90%	100%	√

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

² The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN-RLPTI (TRA/19 households) and CHN-RLPTI (SRA/4 households).

³ Project relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building. Building rehabilitation is scheduled to complete in Q2 FY17. Capacity will increase by 22 units during Q2 FY17.

⁴ As of July 2016, CAIHS Scattered Sites Expansion was separated from Scattered Sites and combined with Leasing I and II.

⁵ Where exceeding 100%, project served RL individuals in Non-RL units or eligible roommates/couples or is able to increase census due to funding availability.

⁶ New Terrace Place project is scheduled to open in Q2 FY17. Capacity will increase by 14 units during Q2 FY17.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ⁴						
7/1/2016-9/30/2016		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	16	15	(1)	√	95%	100%	√	24	42	√	14	15	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	86	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing		30	31	32	1	√	95%	100%	√	24	47	√	28	30	√	90%	94%	√
RENTAL ASSISTANCE																		
Amethyst - Shelter Plus Care		72	76	64	(12)	≠	100%	75%	≠	24	46	√	68	58	≠	90%	92%	√
Equitas Health - Shelter Plus Care (TRA) ³		89	93	97	4	√	100%	104%	√	24	85	√	84	94	√	90%	97%	√
Community Housing Network - Shelter Plus Care (SRA) ¹		172	181	177	(4)	√	100%	96%	√	24	31	√	163	176	√	90%	99%	√
Community Housing Network - Shelter Plus Care (TRA) ^{1,3}		149	156	184	28	√	100%	123%	√	24	35	√	140	182	√	90%	99%	√
YMCA - 40 West Long Expansion		38	40	40	0	√	100%	95%	√	20	21	√	36	40	√	90%	100%	√
Total Rental Assistance ³		520	546	562	16	√	100%	102%	√	N/A	43	N/A	491	550	√	90%	98%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP		28	35	33	(2)	√	98%	96%	√	10	9	√	5	5	√	77%	83%	√
Maryhaven - Women's ²		5	5	5	0	√	90%	100%	√	4	5	√	1	2	√	50%	100%	√
Southeast - New Horizons ⁵		36	5	14	9	√	N/A	22%	N/A	4	8	≠	2	8	√	77%	89%	√
VOAGO - Veterans		40	70	81	11	√	95%	93%	√	4	2	√	23	20	≠	77%	49%	≠
YMCA - ADAMH ²		15	15	16	1	√	95%	53%	N/A ²	4	2	√	5	7	√	77%	88%	√

¹The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN-RLPTI (TRA/19 households) and CHN-RLPTI (SRA/4 households).

² Project capacity fluctuates based on need and available capacity.

³ CMHA allows over-leasing for this project.

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

⁵ Project lost its federal funding starting 7/1/16 and will no longer be 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 ⁵						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			
	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	
7/1/2016-9/30/2016																									
Homeless Families Foundation - Rapid Re-housing	47	31	≠	93	87	√	15	27	≠	100	101	√	42	33	≠	90%	87%	√	\$800	\$791	√	90%	89%	√	
The Salvation Army - Rapid Re-housing	42	35	≠	79	74	√	15	27	≠	100	100	√	38	40	√	90%	98%	√	\$1,800	\$1,470	√	90%	97%	√	
The Salvation Army - Job2Housing	13	11	≠	33	34	√	15	31	≠	180	109	√	12	14	√	90%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Rapid Re-housing	19	21	√	43	39	√	15	12	√	100	102	√	17	15	≠	90%	94%	√	\$800	\$800	√	90%	100%	√	
Access Ohio - Navigator Program ⁴	900	829	√	1,350	1,490	√	25	27	√	90	80	√	450	229	≠	50%	37%	≠	\$600	\$571	√	30%	27%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	90	50	≠	N/A	N/A	N/A	N/A	N/A	N/A	88	50	≠	98%	100%	√	\$1,000	\$928	√	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	225	288	√	N/A	N/A	N/A	N/A	N/A	N/A	221	276	√	98%	96%	√	\$600	\$585	√	98%	96%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹					
	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			
7/1/2016-9/30/2016																								
Gladden Community House - Stable Families	54	54	√	108	108	√	120	128	√	49	37	≠	90%	74%	≠	\$800	\$814	√	90%	85%	√			
Lutheran Social Services - REEB Stable Families	9	10	√	16	21	√	120	107	√	8	4	≠	90%	80%	≠	\$1,083	\$1,005	√	90%	80%	≠			

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 ⁵						Usage of SSVF DCA (%) ¹				
	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		
7/1/2016-9/30/2016																							
LSS - SSVF Prevention	6	1	≠	8	7	√	N/A	N/A	N/A	90	54	√	5	7	√	90%	100%	√	75%	100%	√		
LSS - SSVF Rapid Re-housing ²	30	37	√	55	58	√	30	16	√	100	77	√	24	28	√	80%	93%	√	80%	100%	√		
VOAGO - SSVF Prevention	10	0	≠	25	23	√	N/A	N/A	N/A	100	183	≠	9	14	√	90%	82%	≠	75%	94%	√		
VOAGO - SSVF Rapid Re-housing ³	70	48	≠	140	162	√	30	43	≠	100	170	≠	56	69	√	80%	87%	√	75%	84%	√		

¹Households that exited successfully without accessing DCA are excluded from calculation.

²10 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 6 households were excluded due to still residing in emergency shelter at the time of the report.

³14 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 16 households were excluded due to still residing in emergency shelter at the time of the report.

⁴93 households were excluded from measure due to still residing in emergency shelter at the time of the report.

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



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