

SYSTEM & PROGRAM INDICATOR REPORT

FY2018
7/1/17 - 6/30/18

Our Mission

To lead a coordinated, community effort to make sure everyone has a place to call home.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.

FEATURED PROGRAMS OF EXCELLENCE

FY2018: 7/1/17 – 6/30/18



National Church Residences
EXCELLENCE THAT TRANSFORMS LIVES


The first partner agency to ever achieve 100% data accuracy during their annual program review and certification.



National Church Residences
EXCELLENCE THAT TRANSFORMS LIVES

Volunteers of America
GREATER OHIO

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



GLADDEN
COMMUNITY HOUSE

STABLE FAMILIES PREVENTION PROGRAM

Met every goal for numbers served, length of participation, and successful housing outcomes.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past year. We aim to acknowledge extraordinary leadership, collaborative practices, and high quality operations and services among partner agencies in their work to serve people facing homelessness every day. 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 facing homelessness.

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Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. 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 programs and some non-CSB funded programs that participate in our data system. 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:

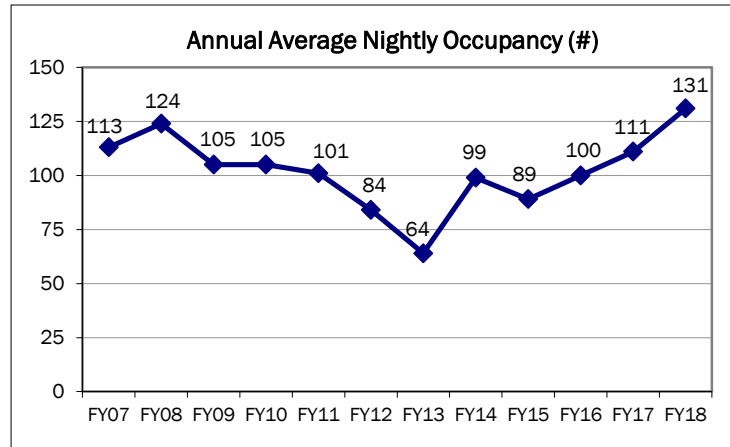
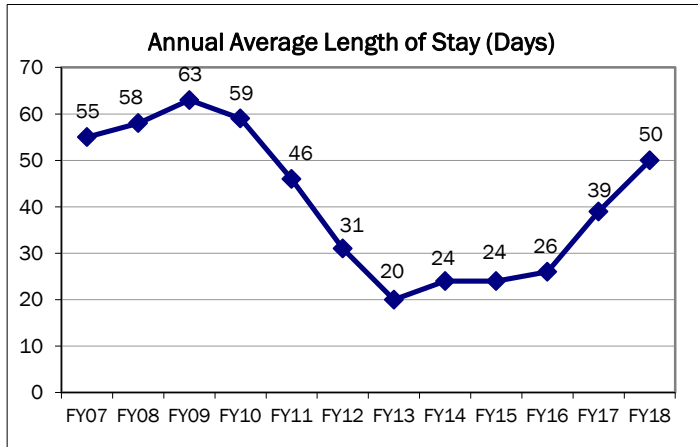
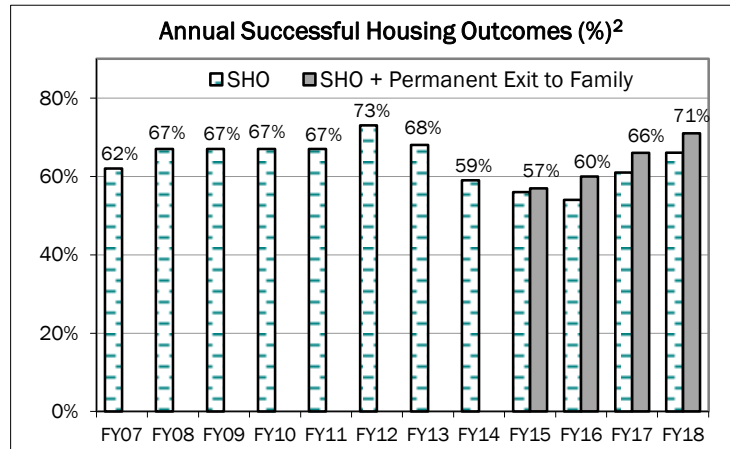
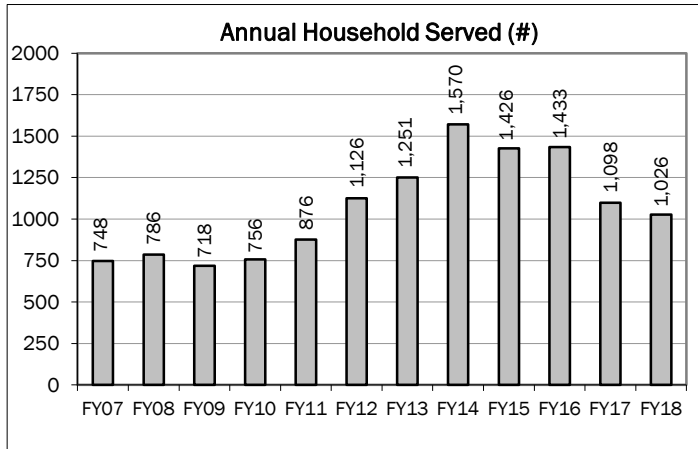
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-6/30/2018	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	1,400	1,026	√ ⁴	114	131	20	50	≠	900	624	√ ⁴	70%	71%	√



DEMOGRAPHICS	Family
Households Served	1,026
Percent Newly homeless	74%
Recidivism ³	3%
Clients Served	3,700
Average Age (HoH)	32
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) served	14
Veterans % of all adults	1%
Average Monthly Household Income	\$712
Percent Working at Entry	36%
Race - White (HoH)	26%
Race - Black (HoH)	72%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	1,469
Children Served	2,231
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	15%
Children 0 - 2 years	21%
Children 3 - 7 years	37%
Children 8 - 12 years	28%
Children 13 - 17 years	14%
Pregnant Women Served	162
Franklin County Residents	90%

Seven percent less households needed shelter compared to last fiscal year, and the success rate at exit from shelters increased 5 percentage points, both good trends. However, the length of time homeless increased, causing the nightly occupancy to exceed planned capacity. The employment rate at entry increased from 29% in FY17 to 36% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years. An additional 367 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either diverted from shelter or self-exited.

¹ Overflow capacity is not included.

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

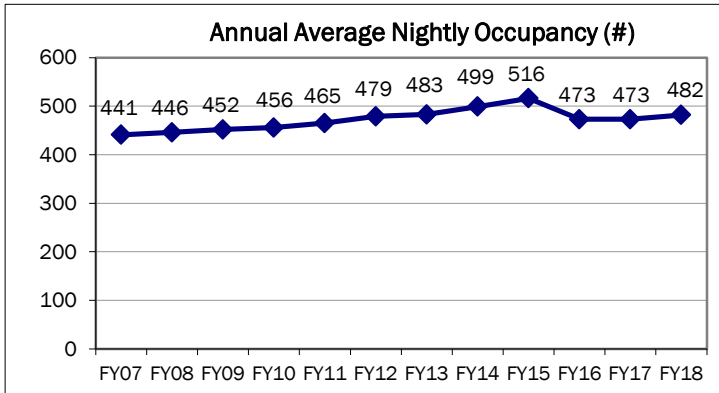
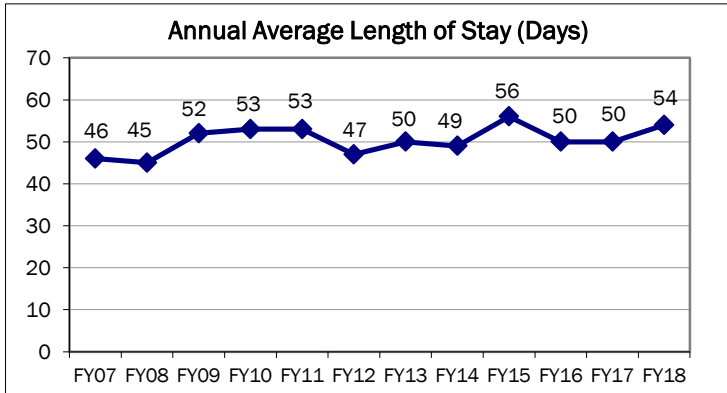
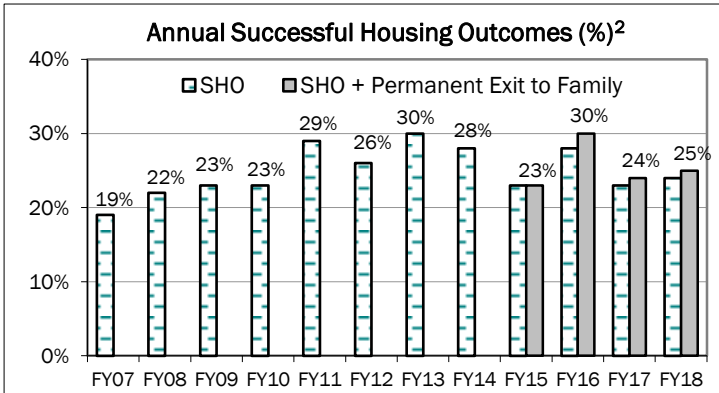
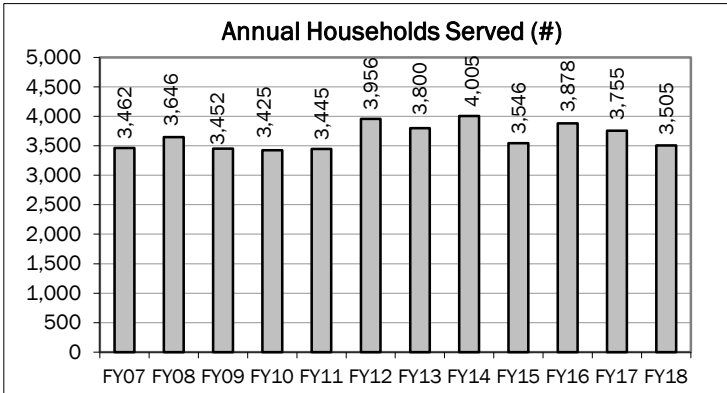
³ Recidivism calculated for successful housing exits between reporting period of 7/1/17-12/31/17.

⁴ System served all families in need of shelter. Outcome recalculated based on actual number served.

System and Program Indicator Report



FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-6/30/2018	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	3,850	3,505	√	431	482	30	54	≠	1128	787	≠	33%	25%	≠



DEMOGRAPHICS	Men
Households Served	3,505
Recidivism ³	12%
Percent Newly homeless	61%
Average Age	44
Men as a percent of total single adults served	67%
Veterans (U.S. Military) served	463
Veterans % of all adults	13%
Average Monthly Household Income	\$530
Percent Working at Entry	26%
Average Daily Waitlist Number	63
Race - White	35%
Race - Black	63%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	7%
Adults 25 - 34 years	23%
Adults 35 - 44 years	21%
Adults 45 - 55 years	28%
Adults 56 - 61 years	14%
Adults 62+ years	7%
Franklin County Residents	84%

The system experienced a 7% decrease in the number of individuals sheltered when compared to last fiscal year. Both the success rate at exit and the average length of time homeless increased. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more challenging. The employment rate at entry increased from 22% in FY17 to 26% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Seasonal Overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

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

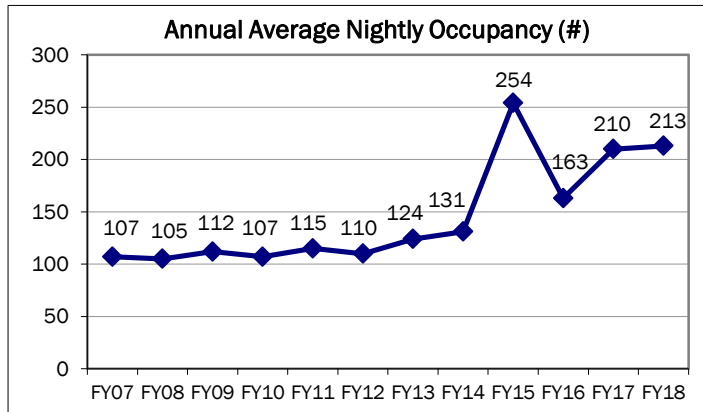
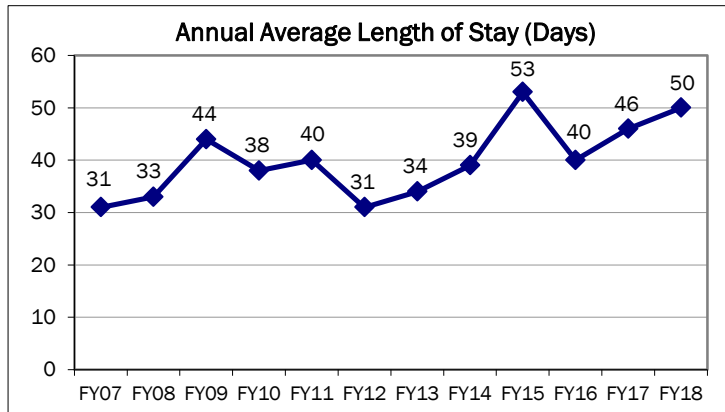
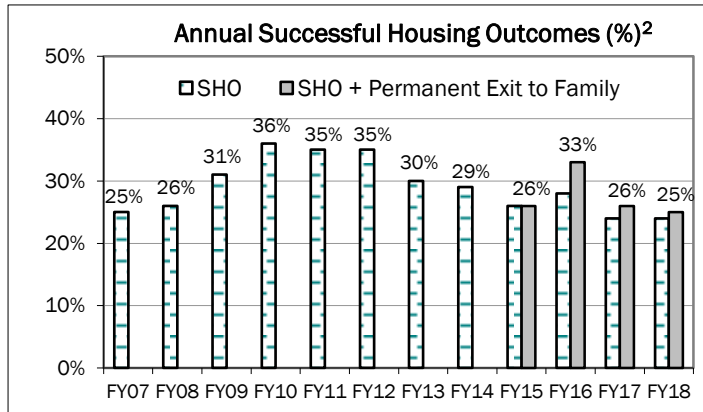
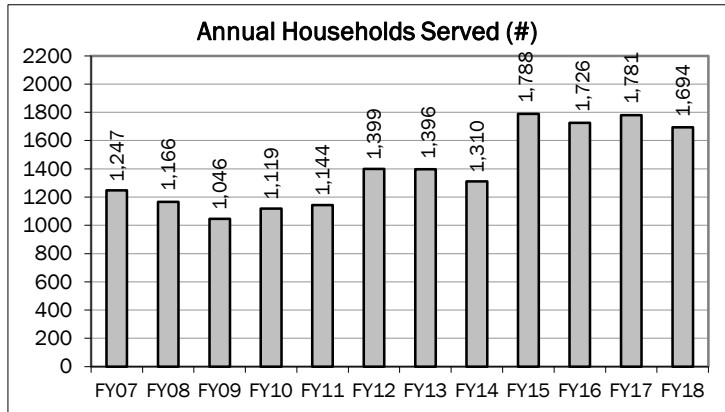
³ Recidivism calculated for successful housing exits between reporting period of 7/1/17-12/31/17.

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

System and Program Indicator Report



FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-6/30/2018	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,800	1,694	√	201	213	30	50	≠	528	380	≠	33%	25%	≠



DEMOGRAPHICS	Women
Households Served	1,694
Percent Newly homeless	67%
Recidivism ³	8%
Average Age	40
Women as a percent of total single adults served	33%
Veterans (U.S. Military) served	28
Veterans % of all adults	2%
Average Monthly Household Income	\$502
Percent Working at Entry	25%
Average Daily Waitlist Number	28
Race - White	40%
Race - Black	58%
Race - Other	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years ⁴	15%
Adults 25 - 34 years ⁴	26%
Adults 35 - 44 years ⁴	21%
Adults 45 - 55 years ⁴	24%
Adults 56 - 61 years ⁴	9%
Adults 62+ years ⁴	4%
Pregnant Women Served	203
Franklin County Residents	84%

The number of single women sheltered is 5% lower when compared to last fiscal year. The average length of time homeless increased compared to the same reporting period of the last fiscal year. The employment rate at entry increased from 23% in FY17 to 25% currently, coupled with an increase in average income. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more challenging. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Seasonal Overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

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

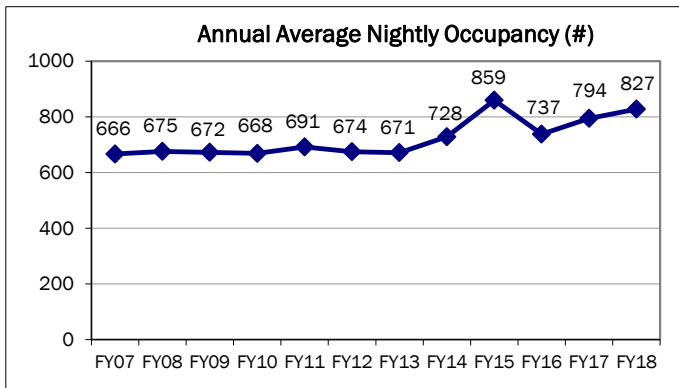
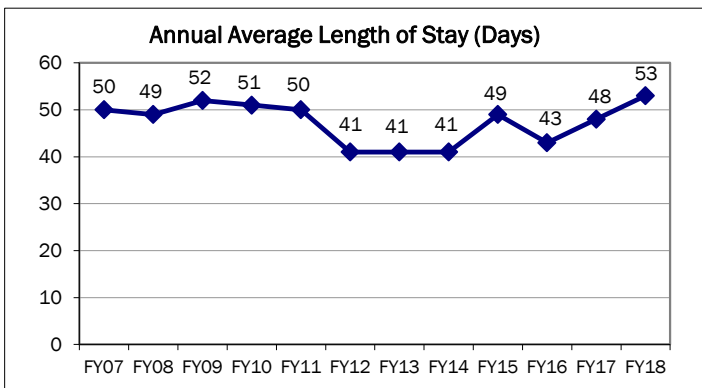
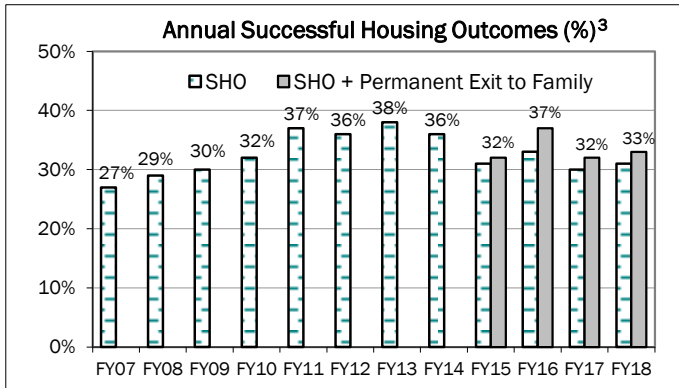
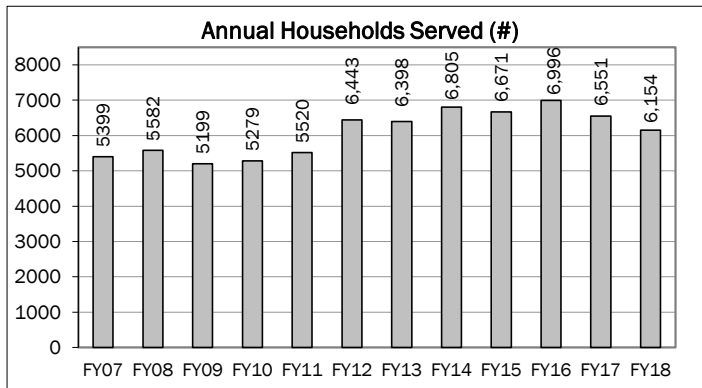
³ Recidivism calculated for successful housing exits between reporting period of 7/1/17-12/31/17.

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

System and Program Indicator Report



FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	7/1/2017-6/30/2018	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System ¹	6,800	6,154	√	746	827	30	53	≠	2,240	1,779	≠	37%	33%	√



DEMOGRAPHICS	Family & Adults
Households Served	6,154
Percent Newly homeless	65%
Recidivism ⁴	7%
Clients Served	8,802
Adults Served	6,571
Children Served	2,231
Average Age (HoH)	40
Gender - Male (HoH)	58%
Gender - Female (HoH)	42%
Veterans (U.S. Military) served	502
Veterans % of all adults	8%
Average Monthly Household Income	\$550
Percent Working at Entry	27%
Average Daily Waitlist Number	91
Race - White (HoH)	35%
Race - Black (HoH)	63%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	11%
Pregnant Women Served	357
Franklin County Residents	85%

The system experienced a 6% decrease in the number of households sheltered when compared to last fiscal year. The successful housing outcomes percent is similar to the prior fiscal year. The average length of time homeless increased across all systems, as well as the system occupancy. The employment rate and income increased across all systems as well. 65% of sheltered households did not experience homelessness within the prior two years.

¹ 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 6,885.

² Seasonal overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

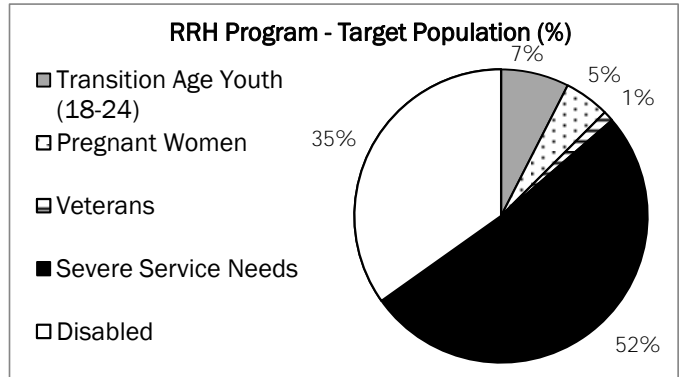
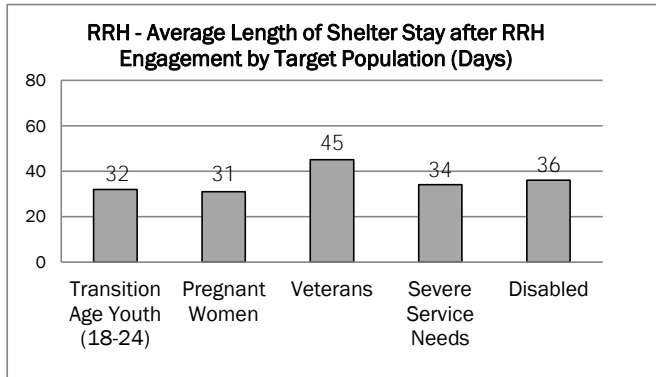
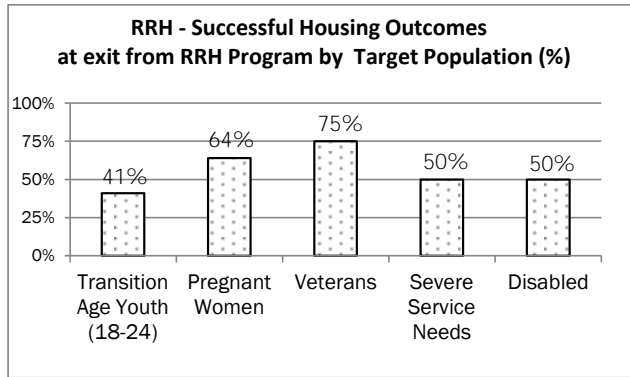
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/17-12/31/17.

System and Program Indicator Report



FY18 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2017-6/30/2018	Single Adult Tier 2 Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans	Severe Service Needs	Disabled
Total Household Served (#)	4,025	944	72	48	11	494	334
Successful Housing Outcomes (%) ²	30%	53%	41%	64%	75%	50%	50%
Average Length of Shelter Stay (Days)	56	35	32	31	45	34	36
Median Length of Shelter Stay (Days)	36	27	22	26	30	28	27
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	24	20	22	16	25	23
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	100	111	118	78	93	98
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days) ³	8	19	Crisis Response System		2012 Benchmark	FY2018 goal	10 year goal
Average Number of Shelter Visits (#)	1.6	N/A	Diversion Rate		14%	20%	30%
Recidivism (%)	14%	16%	Average Length of Shelter Stay		45 days	30 days	23 days
Diversion			Successful Housing Outcomes		28%	33%	40%
Diversion Rate at Homeless Hotline (%)			Number of Returns to Shelter		3.4	2.3	1.5



The success rate at exit from the Rapid Re-housing program shows improving results at 53%. 924 (23%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The Rapid Re-housing program was retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.

¹ System implemented 10/1/2014. Includes shelters where the Rapid Re-housing 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. Program is not contracted to provide services for the overflow or VA programs.

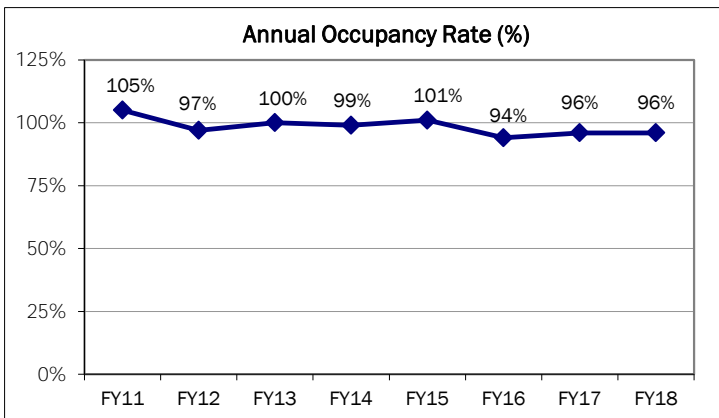
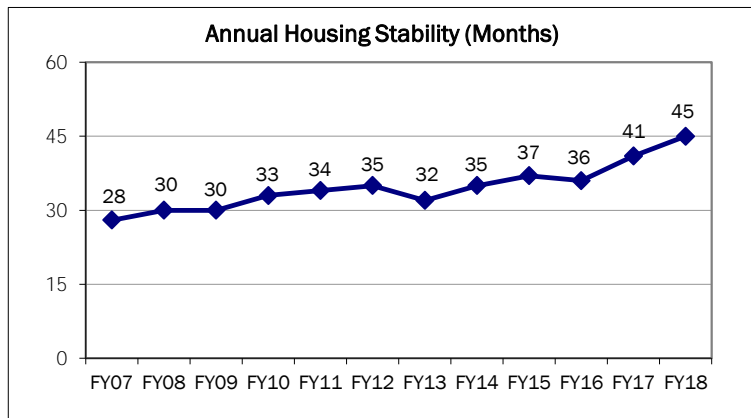
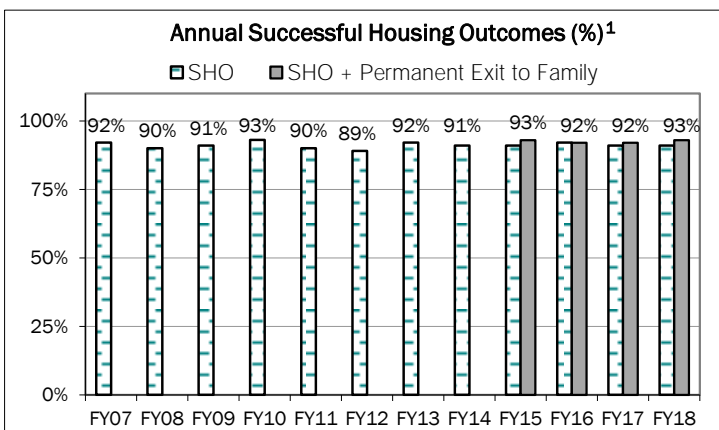
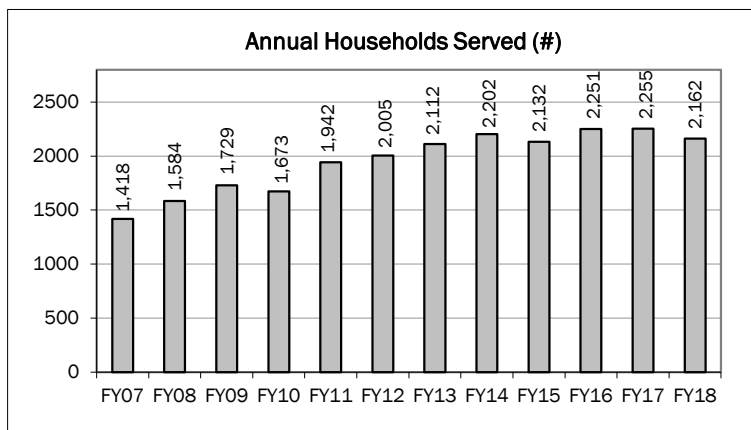
² For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ 332 (35%) individuals entered in the program during the evaluation period do not have a rapid re-housing pool record, as the pool was established during the 2nd half of the fiscal year.

System and Program Indicator Report



FY18 Permanent Supportive Housing (PSH) 7/1/2017-6/30/2018	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	2,326	2,162	√	95%	96%	√	24	45	√	2,093	1,966	√	90%	93%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,162
Exit to Homelessness ²	2%
Clients Served	2,589
Average Age (HoH)	49
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) all adults	9%
Veterans Served	201
Average Monthly Household Income	\$307
Percent Working at Entry	8%
Race - White (HoH) ³	33%
Race - Black (HoH) ³	65%
Race - Other (HoH) ³	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	2,238
Children Served	351
Mean Family Size ⁴	3.0
Average Number of Children ⁴	1.5
Adults 18-24 years (HoH)	2%
Adults 18 - 24 years ³	4%
Adults 25 - 34 years ³	12%
Adults 35 - 44 years ³	16%
Adults 45 - 55 years ³	37%
Adults 56 - 61 years ³	23%
Adults 62+ years ³	9%

The system continues to perform well, with good occupancy and success rates. 4% less households were served this reporting period compared to the last fiscal year. The current capacity of the permanent supportive housing system included in Columbus Service Point (CSP) and reported on here is 1938. VA VASH voucher capacity of 349 is not included.

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

² Exit to homelessness is calculated for exits between reporting period of 7/1/17 - 12/31/17.

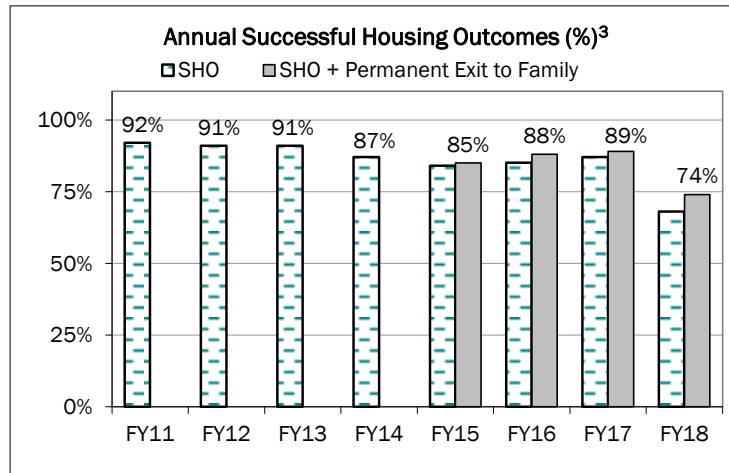
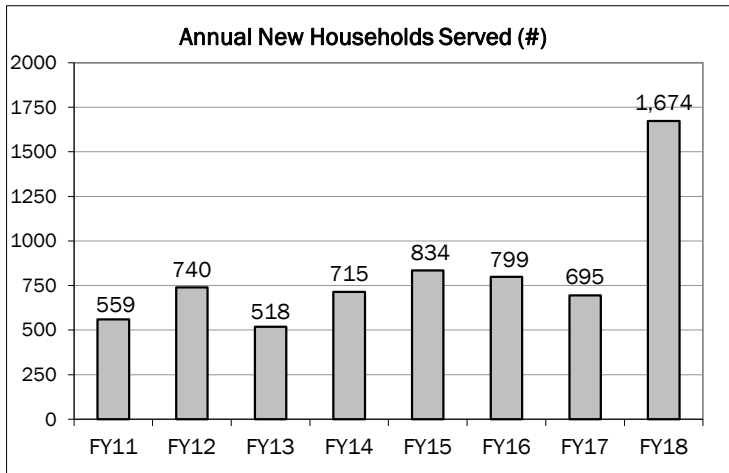
³ Due to rounding percentage does not add up to 100%.

⁴ Data refers to families served.

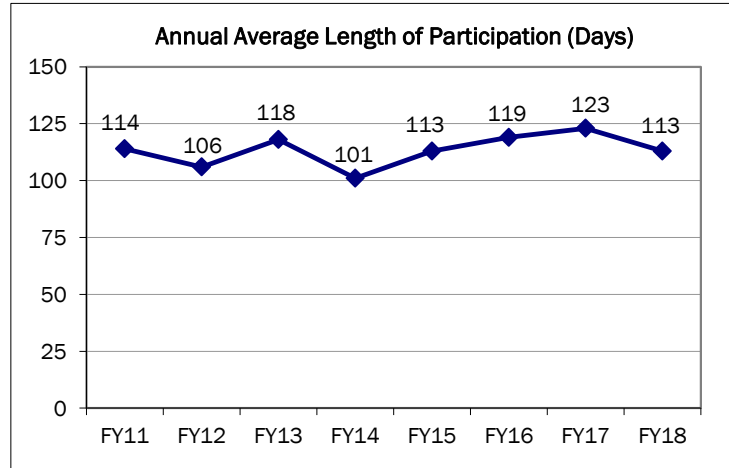
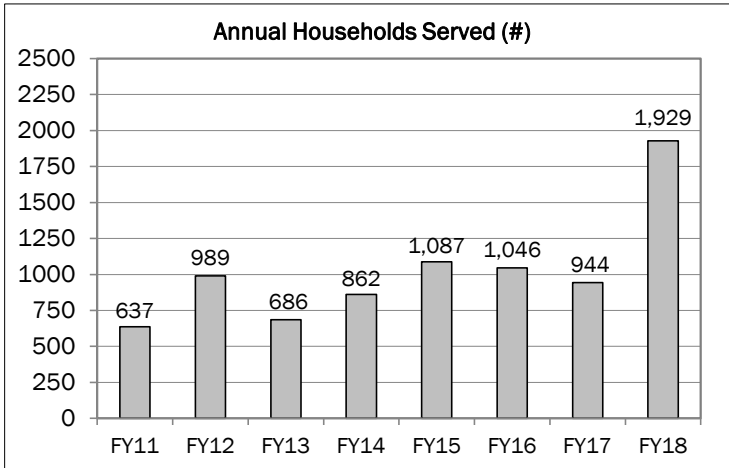
System and Program Indicator Report



FY18 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
7/1/2017-6/30/2018	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing System ¹	2,891	1,674	≠	3,123	1,929	≠	100	113	≠	1196	952	≠	50%	74%	√



DEMOGRAPHICS	Family & Adults
Households Served	1,929
Clients Served	3,619
Recidivism ⁴	9%
Average Age (HoH)	41
Gender - Male (HoH)	54%
Gender - Female (HoH)	46%
Veterans (U.S. Military) served	382
Veterans % of all adults	17%
Average Monthly Household Income	\$555
Percent Working at Entry	26%
Adults Served	2,203
Children Served	1,416
Race - White (HoH)	32%
Race - Black (HoH)	66%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.6
Average Number of Children ²	2.1
Children 0 - 2 years ²	22%
Children 3 - 7 years ²	37%
Children 8 - 12 years ²	28%
Children 13 - 17 years ²	13%
Pregnant Women Served	173



The system served 104% more households than the same reporting period of last fiscal year, as the single adult Rapid Re-housing project was added to the system. The number of households served by the single adult Rapid Re-housing project is below the projected goal, which impacts the performance of the entire system.

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, YMCA Rapid Re-housing, LSS SSVF, and VOAGO SSVF programs.

² Data refers to families served.

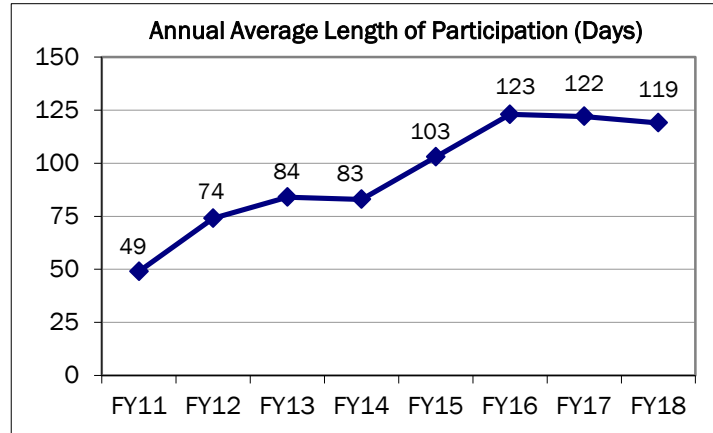
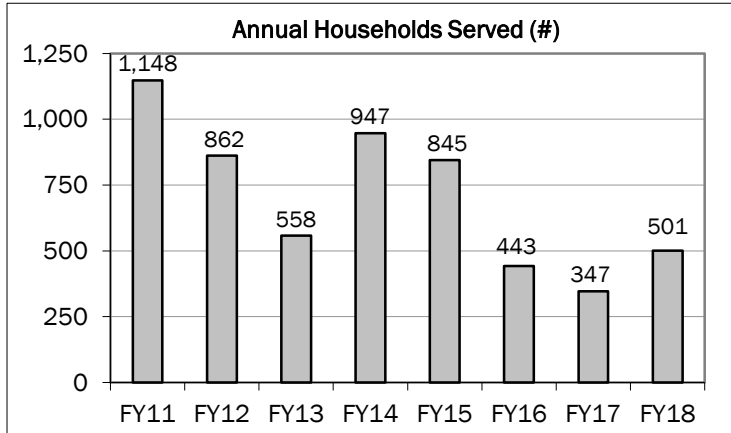
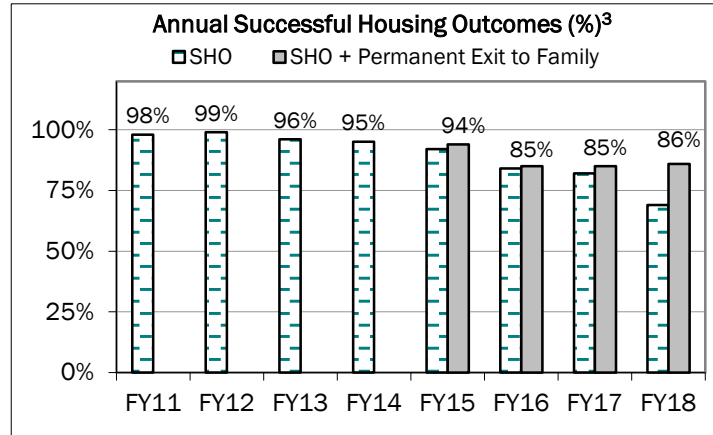
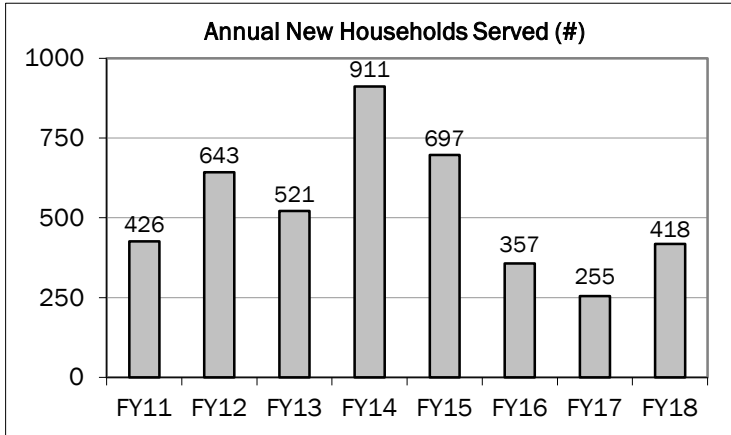
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/17-12/31/17.

System and Program Indicator Report



FY18 Prevention 7/1/2017-6/30/2018	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
Prevention System ¹	364	418	√	489	501	√	160	119	√	295	345	√	90%	86%	√



DEMOGRAPHICS	Family & Adults
Households Served	501
Clients Served	1,805
Recidivism ⁵ (12 months)	7%
Average Age (HoH)	33
Gender - Male (HoH)	11%
Gender - Female (HoH)	89%
Veterans (U.S. Military) served	38
Veterans % of all adults	6%
Average Monthly Household Income	\$833
Percent Working at Entry	54%
Race - White (HoH)	18%
Race - Black (HoH)	79%
Race - Other (HoH)	3%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	639
Children Served	1,166
Mean Family Size ²	3.7
Average Number of Children ²	2.4
Children 0 - 2 years ^{2,4}	21%
Children 3 - 7 years ^{2,4}	36%
Children 8 - 12 years ^{2,4}	27%
Children 13 - 17 years ^{2,4}	17%
Pregnant Women Served	47

44% more households were served than the same reporting period of last fiscal year. The success rate at program exit is good. 69% of households are stable in their own housing and 17% decided to permanently move in with family, an unusually high rate for family move-ins. Income and percent working at entry decreased compared to FY17 numbers (\$990 and 73% respectively) showing better targeting and prioritization of households at greater risk of homelessness.

¹ System includes Gladden Community House Stable Families and additional prevention programs, 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.

⁴ Due to rounding, percentages exceeds 100%.

⁵ Calculated for successful housing exits between reporting period of 7/1/2016 - 6/30/2017 entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{3,4}					Movement	Recidivism ⁷	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 10%
7/1/2017-6/30/2018																		
MEN																		
LSS - Faith Mission - Men's on Grant ²	N/A	777	N/A	N/A	89	99	N/A	30	51	N/A	N/A	191	N/A	33%	28%	N/A	19%	19%
LSS - Faith Mission on 8th ²	N/A	792	N/A	N/A	95	93	N/A	30	48	N/A	N/A	161	N/A	33%	23%	N/A	19%	12%
Friends of the Homeless - Men's Shelter ⁵	1,416	1,095	(321)	≠	130	134	√	30	48	≠	424	199	≠	33%	21%	≠	20%	22%
VOAGO - Men's Shelter ⁵	520	532	12	√	40	41	√	30	31	√	158	135	≠	33%	27%	≠	21%	27%
YMCA - Men's Overflow ⁶	540	1440	900	√	101	101	√	30	11	√	N/A	10	N/A	N/A	1%	N/A	N/A	N/A
WOMEN																		
LSS - Faith Mission - Women's on Grant ²	N/A	337	N/A	N/A	38	40	N/A	30	48	N/A	N/A	86	N/A	33%	29%	N/A	10%	13%
YMCA - Van Buren Women's Shelter ⁵	1300	1089	(211)	≠	139	137	√	30	50	≠	383	247	≠	33%	26%	≠	19%	9%
YMCA - Van Buren Pregnant Women's Shelter ⁵	140	162	22	√	12	12	√	37	28	√	42	31	≠	33%	21%	≠	16%	0%
YMCA - Women's Overflow ⁶	325	666	341	√	21	21	√	30	5	√	N/A	7	N/A	N/A	1%	N/A	N/A	N/A
INEBRIATE																		
Maryhaven - Engagement Center Safety	740	597	(143)	≠	32	34	√	12	21	≠	212	167	≠	30%	30%	√	N/A	14%
Maryhaven - Engagement Center Shelter2Housing ⁵	150	114	(36)	≠	18	14	≠	30	48	≠	44	49	√	33%	49%	√	7%	26%
YOUTH																		
Huckleberry House - Emergency Shelter	280	392	112	√	16	10	≠	10	9	√	219	295	√	80%	78%	√	1%	7%
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing	95	110	15	√	15	13	≠	70	48	√	41	56	√	50%	58%	√	7%	12%
LSS - VA Men & Women	120	215	95	√	24	21	≠	70	40	√	48	88	√	50%	45%	√	17%	7%
AGENCY																		
Lutheran Social Services - Faith Mission ^{2,5}	2,421	1,748	(673)	≠	222	232	√	30	54	≠	726	428	≠	33%	28%	√	18%	14%

¹ Capacity does not include overflow, with the exception of dedicated overflow programs. Overflow opened 10/15/17 and remained open through 4/15/18.

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

³ Successful outcomes measure for Maryhaven Engagement Center Safety.

⁴ Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

⁵ Starting 7/1/2017 housing services are provided by the single adult Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

⁶ Men's and women's seasonal overflow was opened 11/08-11/11/17 and remained open from 11/13/17-4/17/18. Capacity is actual average nightly number served.

⁷ Recidivism calculated for successful housing exits between reporting period of 7/1/17-12/31/17.

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	
7/1/2017-6/30/2018													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	7,800	8,205	✓	95%	99%	✓	1,950	1,284	≠	25%	11%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	3,200	2,571	≠	95%	99%	✓	960	892	✓	30%	26%	✓	
HandsOn Central Ohio - Family Diversion ⁶	N/A	706	N/A	N/A	99%	N/A	N/A	219	N/A	N/A	32%	N/A	
Gladden Community House - Family Diversion ⁶	750	465	N/A	95%	100%	N/A	225	109	N/A	30%	29%	N/A	

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	
7/1/2017-6/30/2018																						
Maryhaven - Capital Crossroad SID Outreach	100	81	≠	120	96	≠	75	65	≠	75%	77%	✓	41	84	✓	55%	97%	✓	N/A	44%	N/A	
Maryhaven - Outreach	298	259	≠	358	356	✓	223	154	≠	75%	63%	≠	123	100	≠	55%	65%	✓	25%	29%	✓	
Southeast - PATH Outreach ³	220	135	≠	290	249	≠	110	93	≠	50%	44%	≠	N/A	59	N/A	N/A	63%	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)			Movement	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			
7/1/2017-6/30/2018																					
YWCA - Family Center	660	442	✓ ⁵	50	51	✓	20	45	≠	427	278	✓ ⁵	70%	71%	✓	7	12	≠	4%	4%	
YMCA - Van Buren Family Shelter	680	646	✓	64	80	✓	20	49	≠	431	367	≠	70%	67%	✓	7	18	≠	10%	3%	

¹ Capacity does not include overflow.

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

³ The goal of PATH Outreach is to outreach to 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.

⁵ Program served all households in need of shelter. Outcomes re-calculated based on actual households served.

⁶ Family diversion program was split from the Homeless Hotline and administered by Gladden Community House starting 1/1/2018. Actuals reflect six months of activity for HandsOn (7/1/17-12/31/17) and Gladden (1/1/18-6/30/18). Programs not evaluated as operations were for partial year.

PERMANENT SUPPORTIVE HOUSING		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2017-6/30/2018		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
Columbus Area Integrated Health Services - Scattered Sites ^{2,4}		50	55	56	1	√	53	106%	√	24	27	√	50	55	√	90%	98%	√
Community Housing Network - Briggsdale		25	30	30	0	√	24	96%	√	24	52	√	27	27	√	90%	96%	√
Community Housing Network - Cassidy ²		10	12	12	0	√	11	110%	√	24	41	√	11	11	√	90%	92%	√
Community Housing Network - Community ACT		42	50	47	(3)	√	39	93%	√	24	65	√	45	43	√	90%	91%	√
Community Housing Network - East 5th Avenue		38	46	46	0	√	36	95%	√	24	35	√	41	45	√	90%	98%	√
Community Housing Network - Inglewood Court		45	54	49	(5)	√	44	98%	√	24	39	√	49	47	√	90%	96%	√
Community Housing Network - Leasing Supportive Housing		25	30	28	(2)	√	24	96%	√	24	54	√	27	22	≠	90%	88%	√
Community Housing Network - Leasing Supportive Housing II ³		222																
Community Housing Network - North 22nd Street		30	36	37	1	√	30	100%	√	24	38	√	32	31	√	90%	89%	√
Community Housing Network - Parsons		25	30	30	0	√	24	96%	√	24	51	√	27	30	√	90%	100%	√
Community Housing Network - RLPTI ⁵		80	96	85	(11)	√ ⁵	71	89%	√ ⁵	24	65	√	86	74	√ ⁵	90%	89%	√
Community Housing Network - Safe Haven		13	18	17	(1)	√	12	92%	√	24	80	√	16	14	√	90%	88%	√
Community Housing Network - Southpoint Place ²		46	55	53	(2)	√	48	104%	√	24	45	√	50	49	√	90%	96%	√
Community Housing Network - Terrace Place		47	56	46	(10)	≠	46	98%	√	24	51	√	50	46	√	90%	100%	√
Maryhaven - Commons at Chantry		50	60	52	(8)	≠	49	98%	√	24	60	√	54	50	√	90%	96%	√
National Church Residences - Commons at Buckingham		75	90	85	(5)	√	74	99%	√	24	56	√	81	82	√	90%	98%	√
National Church Residences - Commons at Grant		50	60	55	(5)	√	50	100%	√	24	76	√	54	53	√	90%	96%	√
National Church Residences - Commons at Livingston		60	72	73	1	√	58	97%	√	24	40	√	65	68	√	90%	94%	√
National Church Residences - Commons at Third		60	72	71	(1)	√	59	98%	√	24	38	√	64	65	√	90%	93%	√
National Church Residences - VOAGO Van Buren Village		60	72	74	2	√	58	97%	√	23	20	≠	65	64	√	90%	90%	√
YMCA - 40 West Long Street		105	126	126	0	√	101	96%	√	24	40	√	113	114	√	90%	91%	√
YMCA - Franklin Station ²		75	90	84	(6)	√	76	101%	√	24	62	√	81	80	√	90%	96%	√
YMCA - Scattered Sites HOME ^{2,4}		50	50	63	13	√	54	108%	√	3	5	√	45	59	√	90%	94%	√
YWCA - WINGS		91	109	103	(6)	√	87	96%	√	24	30	√	98	96	√	90%	95%	√

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

² Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units or eligible roommates/couples or project is able to increase census due to funding availability.

³ CHN took over the project from CAIHS as of 7/1/2017. Outcomes not evaluated for the reporting period. CSB does not have confidence in the accuracy of the data for the reporting period.

⁴ Program capacity was reduced from 75 units to 50 units starting 7/1/17. Program ended on 12/31/2017. YMCA took over the project from CAIHS starting 1/1/18.

⁵ Project served less households to conserve system level use of funds. Outcomes recalculated based on actual numbers served.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2017-6/30/2018		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		10	12	12	0	√	95%	100%	√	24	53	√	11	10	√	90%	83%	≠
Community Housing Network - Wilson		8	10	10	0	√	95%	100%	√	24	88	√	9	9	√	90%	90%	√
VOAGO - Family Supportive Housing ³		38	46	42	(4)	√	95%	95%	√	24	44	√	41	39	√	90%	93%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA ⁴		52	62	67	5	√	100%	88%	≠	24	49	√	56	61	√	90%	91%	√
Equitas Health - TRA ⁵		89	105	98	(7)	√	100%	102%	√	24	102	√	95	90	√	90%	95%	√
Community Housing Network - SRA ⁶		183	220	200	(20)	√	100%	93%	√ ⁶	24	41	√	198	169	√ ⁶	90%	85%	√
Community Housing Network - SRA 2 ⁶		14	17	15	(2)	√	100%	93%	√ ⁶	16	15	√	15	14	√	90%	93%	√
Community Housing Network - SRA 3		11	13	13	0	√	100%	64%	≠	8	4	≠	12	12	√	90%	92%	√
Community Housing Network - TRA ⁶		171	205	182	(23)	√ ⁶	100%	99%	√	24	52	√	185	173	√	90%	97%	√
YMCA - 40 West Long Expansion SRA		38	46	47	1	√	100%	97%	√	24	31	√	41	43	√	90%	91%	√
Total Rental Assistance		558	668	622	(46)	√	100%	95%	√	24	53	√	602	562	√	90%	92%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP		28	51	43	(8)	≠	98%	100%	√	10	12	≠	18	20	√	77%	95%	√
Maryhaven - Women's ²		5	20	12	(8)	≠	90%	80%	≠	4	4	√	6	2	≠	50%	29%	≠
VOAGO - Veterans		40	160	182	22	√	95%	68%	≠	4	2	√	77	83	√	77%	52%	≠

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

² Project capacity fluctuates based on need and available capacity.

³ Project capacity increased by 8 as of 7/1/17.

⁴ Project capacity decreased by 20 as of 7/1/17.

⁵ Funding allows over-leasing for this project.

⁶ Project served less households to conserve system level use of funds. Outcomes recalculated based on actual numbers served.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						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	
7/1/2017-6/30/2018																									
Homeless Families Foundation - Rapid Re-housing ²	185	180	√	231	234	√	15	47	≠	100	109	√	167	160	√	90%	86%	√	\$800	\$785	√	90%	84%	≠	
The Salvation Army - Rapid Re-housing ²	165	138	≠	202	189	√	15	45	≠	100	98	√	149	155	√	90%	95%	√	\$1,800	\$1,919	√	90%	95%	√	
The Salvation Army - Job2Housing ²	65	59	√	95	103	√	15	38	≠	180	212	≠	59	70	√	90%	99%	√	N/A	\$3,112	N/A	N/A	98%	N/A	
VOAGO Families - Rapid Re-housing ²	76	75	√	100	98	√	15	33	≠	100	102	√	68	71	√	90%	95%	√	\$800	\$800	√	90%	96%	√	
YMCA - Rapid Rehousing ²	2,000	944	≠	2,000	944	≠	23	35	≠	100	100	√	900	286	≠	60%	53%	≠	\$740	\$1,480	≠	80%	48%	≠	
CSB - Transition Program - Family	N/A	N/A	N/A	360	130	≠	N/A	N/A	N/A	N/A	N/A	N/A	353	128	≠	98%	98%	√	\$950	\$1,599	≠	98%	98%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	1500	721	≠	N/A	N/A	N/A	N/A	N/A	N/A	1470	705	≠	98%	98%	√	\$740	\$1,126	≠	98%	98%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³						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			
7/1/2017-6/30/2018																								
Gladden Community House - Stable Families	216	247	√	288	309	√	180	113	√ ⁵	162	217	√	90%	88%	√	\$1,000	\$1,551	√ ⁵	90%	85%	√			
Gladden Community House - Stable Families Expansion	27	41	√	27	41	√	120	97	√ ⁵	18	28	√	90%	78%	≠	\$1,458	\$1,708	√ ⁵	90%	73%	≠			
Gladden Community House - Stable Families FCCS	60	70	√	60	70	√	120	112	√	54	34	≠	90%	72%	≠	\$900	\$1,619	√ ⁵	90%	64%	≠			
Lutheran Social Services - REEB Stable Families ⁷	36	27	≠	72	47	≠	365	199	√ ⁵							\$1,800	\$2,186	√ ⁵	90%	94%	√			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						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			
7/1/2017-6/30/2018																								
LSS - SSVF Prevention ⁴	12	0	N/A	14	0	N/A	N/A	N/A	N/A	90	N/A	N/A	10	N/A	N/A	90%	N/A	N/A	75%	N/A	N/A			
LSS - SSVF Rapid Re-housing ²	120	111	√	145	138	√	30	36	≠	100	98	√	96	92	√	80%	88%	√	80%	85%	√			
VOAGO - SSVF Prevention ⁶	40	35	≠	55	36	≠	N/A	N/A	N/A	100	65	√	36	24	≠	90%	96%	√	75%	100%	√			
VOAGO - SSVF Rapid Re-housing ^{2,6}	280	195	≠	350	251	≠	30	38	≠	100	130	≠	224	136	≠	80%	76%	√	80%	74%	≠			

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

²Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report.

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

⁴Due to prioritizing clients into the Rapid-Rehousing program no clients were served in the prevention program.

⁵Higher DCA than projected with CSB's approval. Lower length of participation with CSB's approval.

⁶Program may not have had enough veterans to serve to meet goal. However, the SSVF Prevention should have shown an increase.

⁷CSB does not have confidence in the accuracy of the data for the reporting period as it relates to successful housing outcomes.



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