

# SYSTEM & PROGRAM INDICATOR REPORT

FY2018  
1/1/18 - 3/31/18

### **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 Quarter 3: 1/1/18 – 3/31/18



EMERGENCY HOUSING FOR VETERANS

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



TRANSITIONAL HOUSING  
for WOMEN

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



EMERGENCY SHELTER OVERFLOW

**Managed winter overflow for hundreds of  
single men and women while also  
accommodating unusually high  
numbers of families in shelter**

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarter. 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](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 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:

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

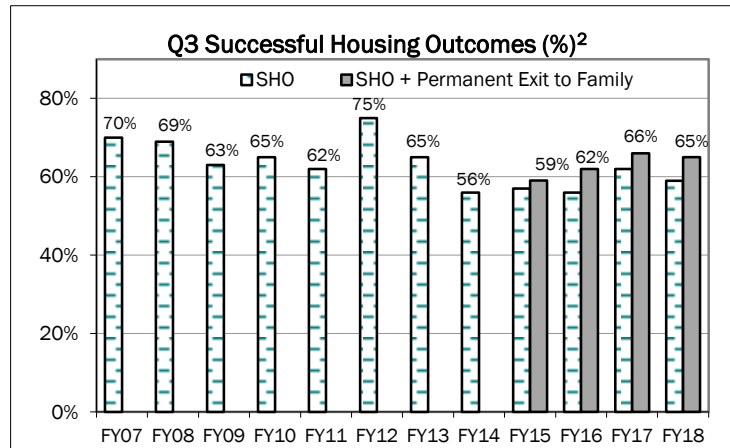
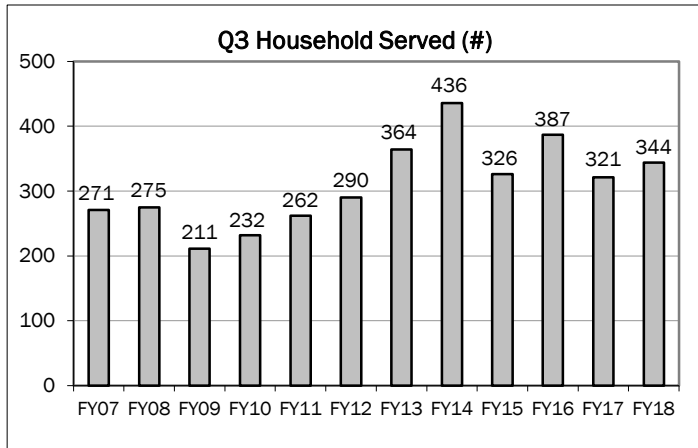
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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.

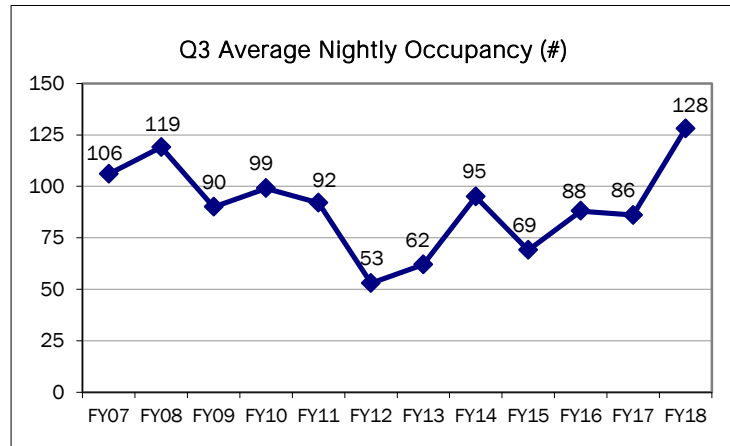
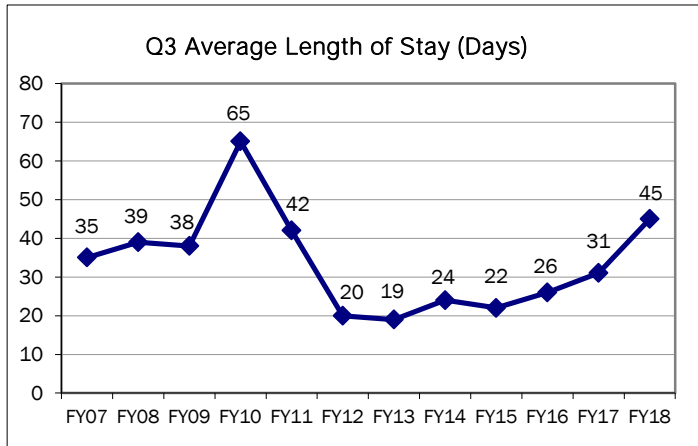
# System and Program Indicator Report



FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	1/1/2018-3/31/2018	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	350	344	√	114	128	20	45	≠	165	139	≠	70%	65%	√



DEMOGRAPHICS		Family
Households Served		344
Percent Newly homeless		70%
Clients Served		1,184
Average Age (HoH)		32
Gender - Male (HoH)		8%
Gender - Female (HoH)		92%
Veterans (U.S. Military) served		3
Veterans % of all adults		1%
Average Monthly Household Income		\$595
Percent Working at Entry		30%
Race - White (HoH)		30%
Race - Black (HoH)		69%
Race - Other (HoH)		1%
Hispanic (HoH)		4%
Non-Hispanic (HoH)		96%
Adults Served		485
Children Served		699
Mean Family Size		3.4
Average Number of Children		2.0
Adults 18-24 years (HoH)		20%
Children 0 - 2 years		26%
Children 3 - 7 years		35%
Children 8 - 12 years		26%
Children 13 - 17 years		13%
Pregnant Women Served		45
Franklin County Residents		88%



Seven percent more households needed shelter compared to the same reporting period of last fiscal year. The success rate at exit from shelters remained roughly the same. However, the length of time homeless increased, causing the nightly occupancy to exceed planned capacity. The employment rate at entry increased from 26% in FY17 to 30% 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 88 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with Gladden Community House. These families were subsequently either diverted from shelter by Gladden or self-exited.

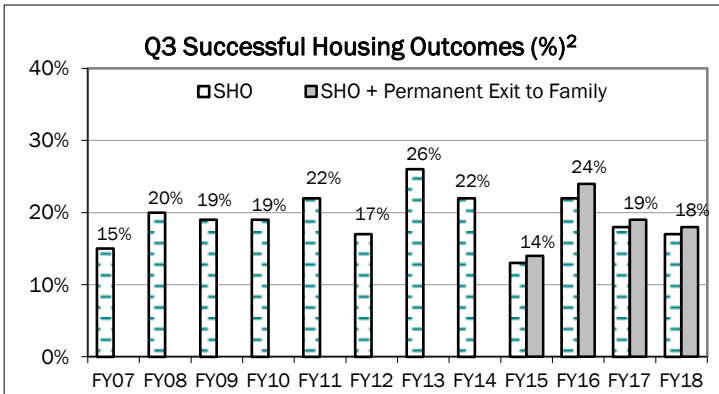
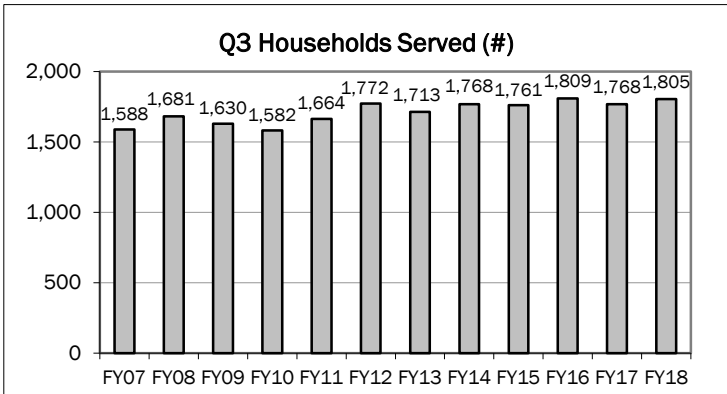
<sup>1</sup> Overflow capacity is not included.

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

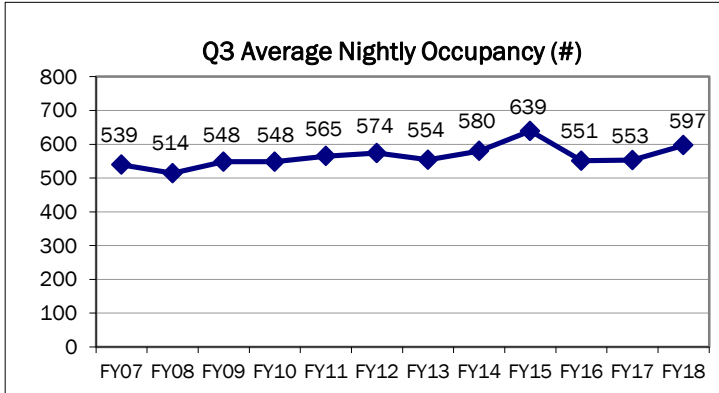
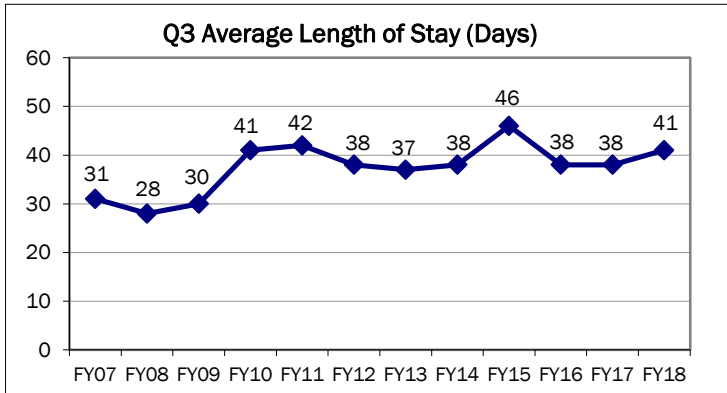
# System and Program Indicator Report



FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	1/1/2018-3/31/2018	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,750	1,805	√	431	597	30	41	≠	435	227	≠	33%	18%	≠



DEMOGRAPHICS	Men
Households Served	1,805
Percent Newly homeless	51%
Average Age	43
Men as a percent of total single adults served	71%
Veterans (U.S. Military) served	209
Veterans % of all adults	12%
Average Monthly Household Income	\$504
Percent Working at Entry	26%
Average Daily Waitlist Number	0
Race - White <sup>3</sup>	36%
Race - Black <sup>3</sup>	63%
Race - Other <sup>3</sup>	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years <sup>3</sup>	8%
Adults 25 - 34 years <sup>3</sup>	22%
Adults 35 - 44 years <sup>3</sup>	21%
Adults 45 - 55 years <sup>3</sup>	27%
Adults 56 - 61 years <sup>3</sup>	14%
Adults 62+ years <sup>3</sup>	7%
Franklin County Residents	86%



The system experienced a 2% increase in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The success rate at exit decreased and the average length of time homeless increased compared to last fiscal year. The rapid re-housing program is serving individuals with high needs and barriers. Winter overflow also negatively impacted the success rate of the system. 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.

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

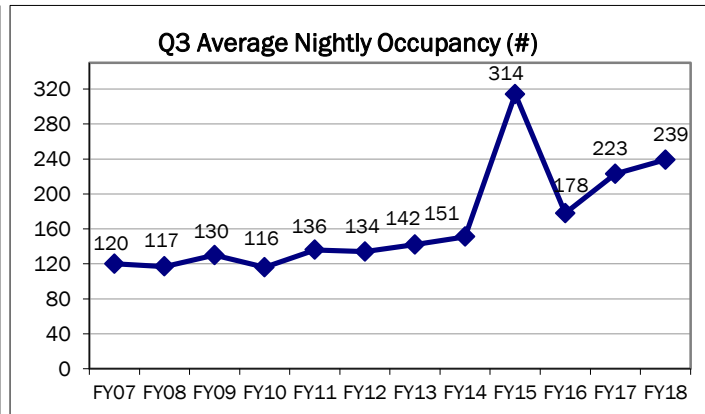
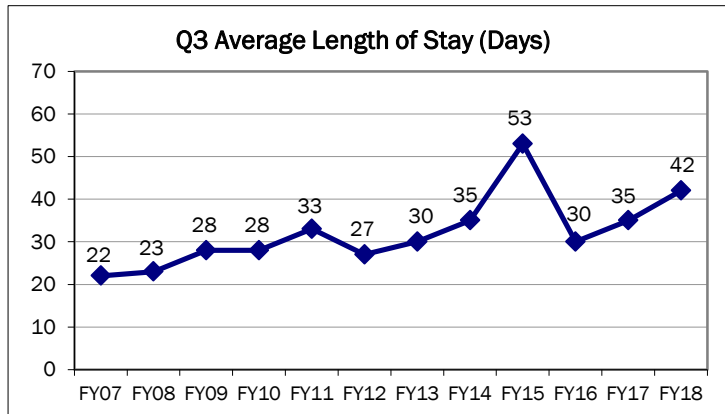
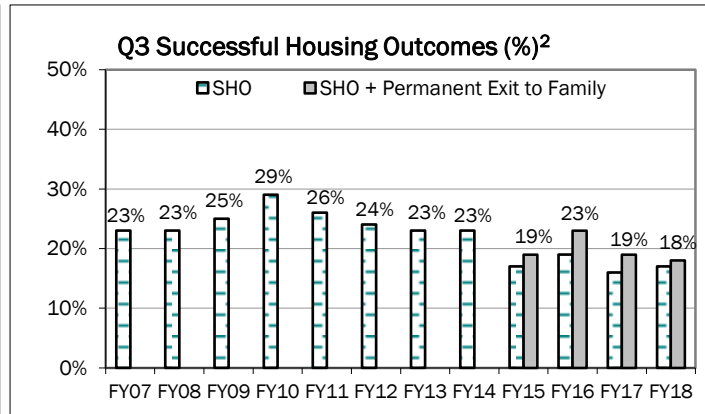
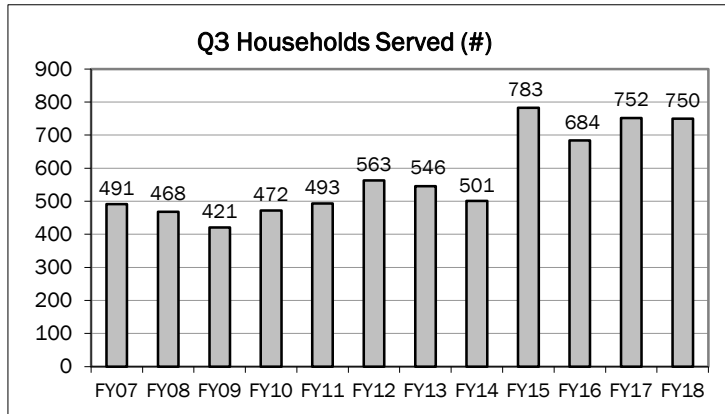
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> 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 <sup>2</sup>					
	1/1/2018-3/31/2018	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	700	750	√	201	239	30	42	≠	165	98	≠	33%	18%	≠



DEMOGRAPHICS	Women
Households Served	750
Percent Newly homeless	55%
Average Age	39
Women as a percent of total single adults served	29%
Veterans (U.S. Military) served	12
Veterans % of all adults	2%
Average Monthly Household Income	\$474
Percent Working at Entry	22%
Average Daily Waitlist Number	0
Race - White	45%
Race - Black	53%
Race - Other	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years	15%
Adults 25 - 34 years	28%
Adults 35 - 44 years	21%
Adults 45 - 55 years	22%
Adults 56 - 61 years	9%
Adults 62+ years	5%
Pregnant Women Served	66
Franklin County Residents	86%

The number of single women sheltered is similar when compared to the same reporting period of last fiscal year. The success rate at exit decreased and the average length of time homeless increased compared to the same reporting period of the last fiscal year. The rapid re-housing program is serving individuals with high needs and barriers. Winter overflow also negatively impacted the success rate of the system. The percent of newly homeless was calculated using homelessness experience from the past two years.

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

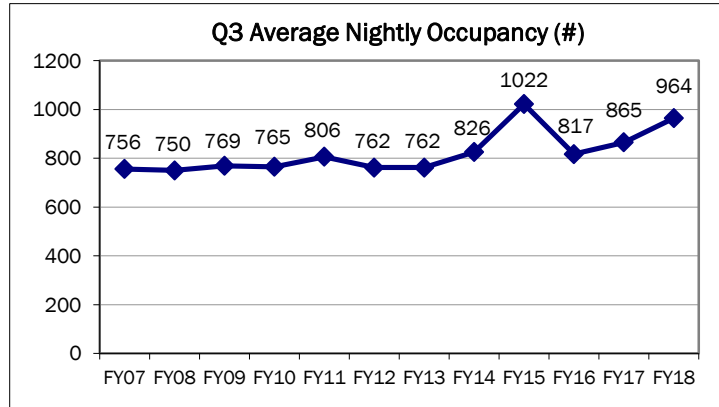
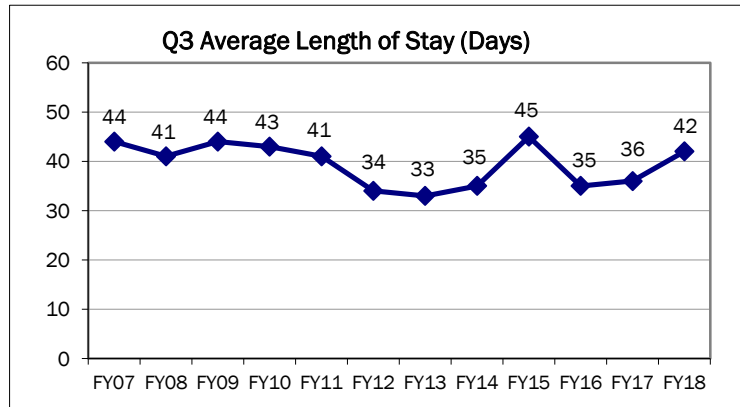
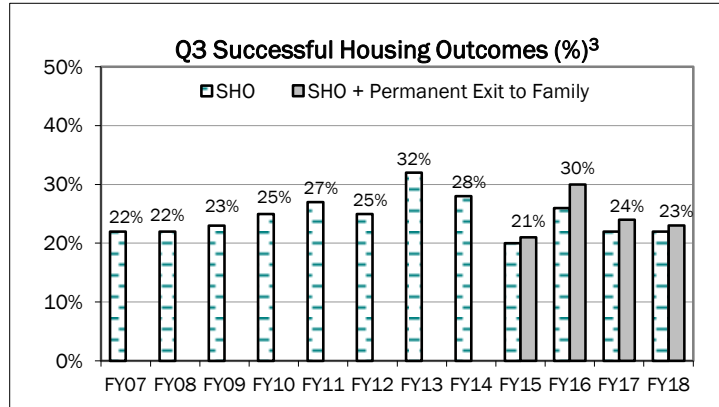
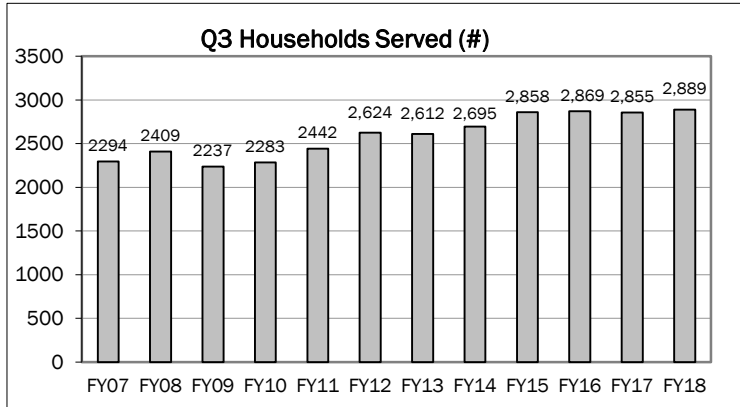
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.



# System and Program Indicator Report



FY18 EMERGENCY SHELTER 1/1/2018-3/31/2018	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>	2,800	2,889	√	746	964	30	42	≠	760	464	≠	37%	23%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,889
Percent Newly homeless	55%
Clients Served	3,722
Adults Served	3,023
Children Served	699
Average Age (HoH)	41
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) served	223
Veterans % of all adults	7%
Average Monthly Household Income	\$505
Percent Working at Entry	25%
Average Daily Waitlist Number	0
Race - White (HoH)	37%
Race - Black (HoH)	61%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	12%
Pregnant Women Served	109
Franklin County Residents	86%

The system experienced a 1% increase in the number of households sheltered when compared to the same reporting period of last fiscal year. The successful housing outcomes percent is similar to the prior reporting period. The average length of time homeless increased across all systems, as well as the system occupancy. 55% of sheltered households did not experience homelessness within the past two years.

<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 3,087.

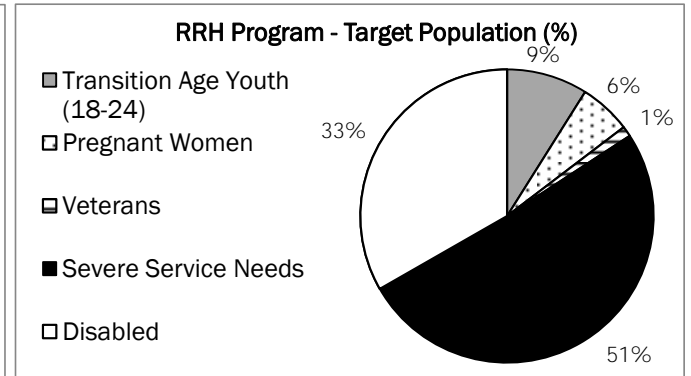
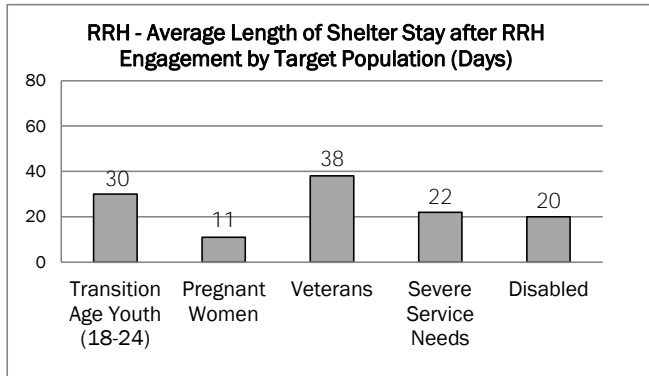
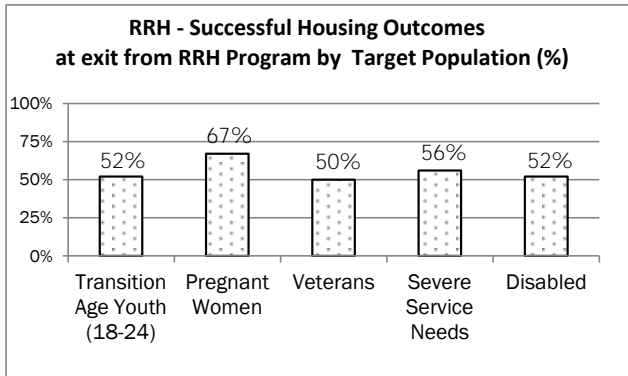
<sup>2</sup> Seasonal overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

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

System and Program Indicator Report



FY18 CRISIS RESPONSE FOR SINGLE ADULTS 1/1/2018-3/31/2018	Single Adult Tier 2 Shelters	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 (#)	1,697	524	47	30	6	268	175
Successful Housing Outcomes (%) <sup>2</sup>	23%	56%	52%	67%	50%	56%	52%
Average Length of Shelter Stay (Days)	48	22	30	11	38	22	20
Median Length of Shelter Stay (Days)	23	14	25	5	19	14	14
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	20	23	30	8	20	18
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	103	113	137	71	92	105
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days) <sup>3</sup>	6	28	Crisis Response System		2012 Benchmark	FY2018 goal	10 year goal
Average Number of Shelter Visits (#)	1.3	N/A	Diversion Rate		14%	20%	30%
Recidivism (%)	N/A	N/A	Average Length of Shelter Stay		45 days	30 days	23 days
<b>Diversion</b>			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 56%. Only 260 (15%) 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 serving individuals with high needs and barriers.

<sup>1</sup> 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.

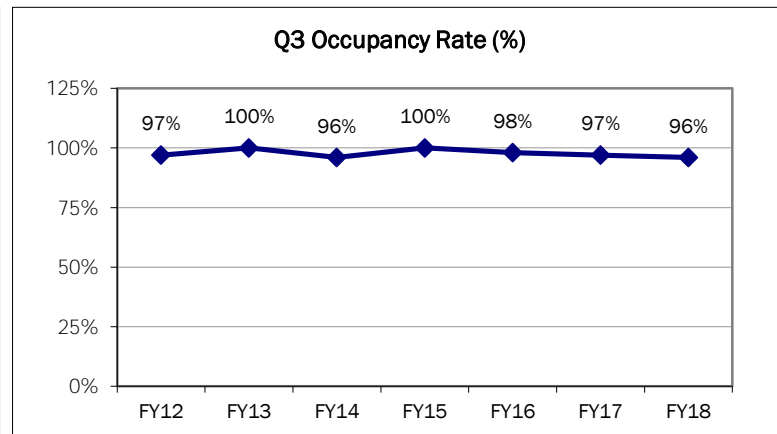
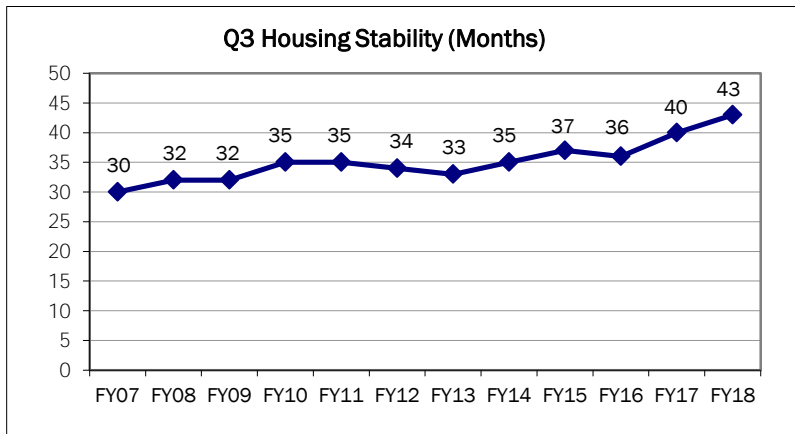
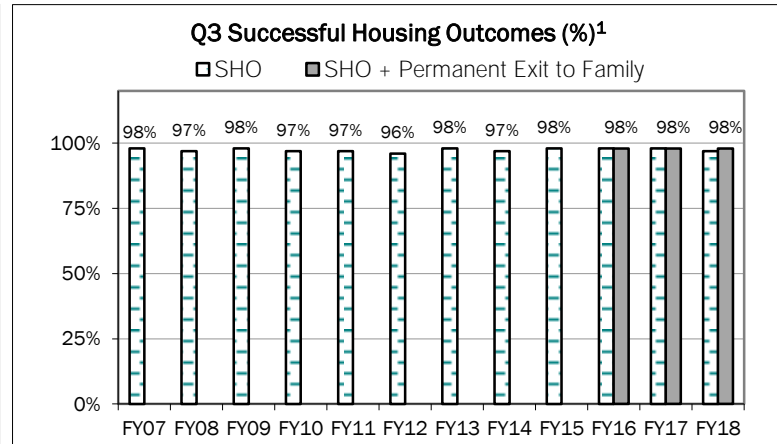
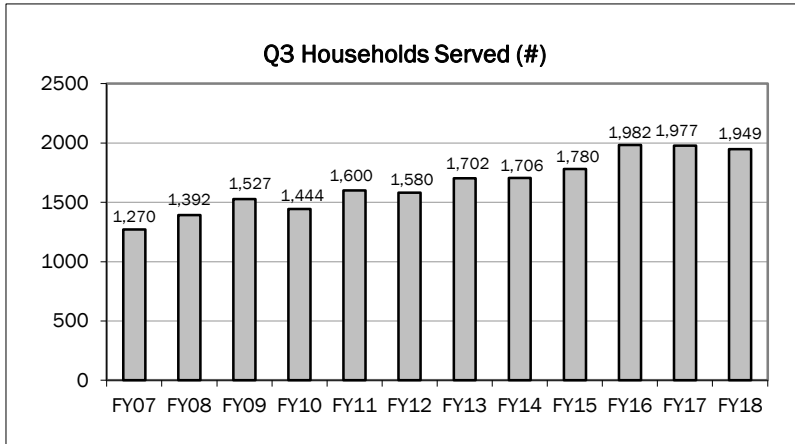
<sup>2</sup> For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> 121 (47%) clients entered in the program during the evaluation period do not have a rapid re-housing pool record.

# System and Program Indicator Report



FY18 Permanent Supportive Housing (PSH) 1/1/2018-3/31/2018	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,035	1,949	√	95%	96%	√	24	43	√	1,832	1,898	√	90%	98%	√



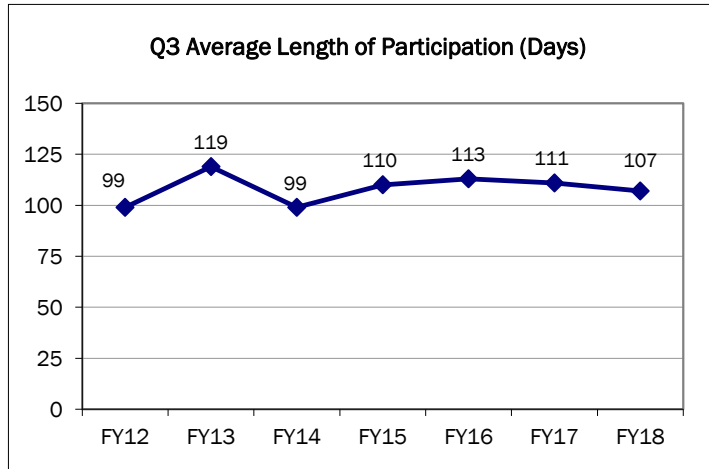
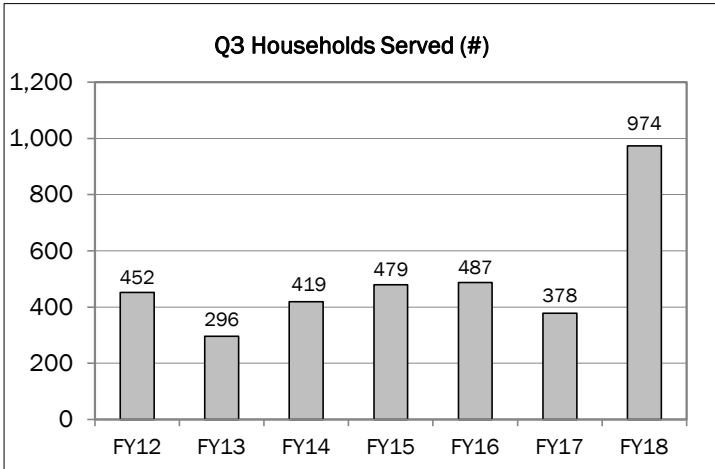
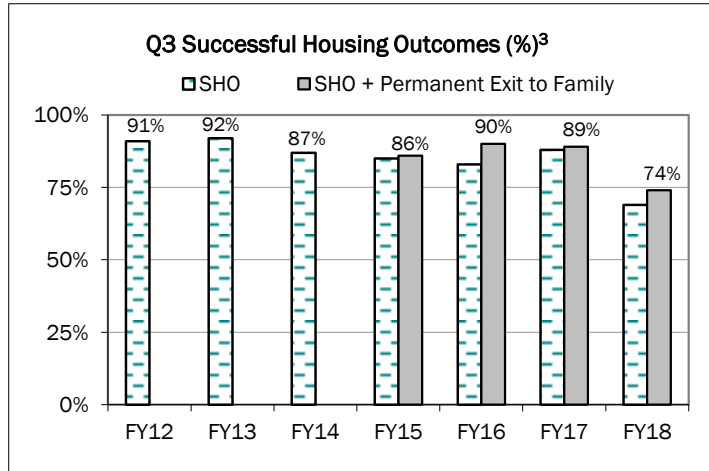
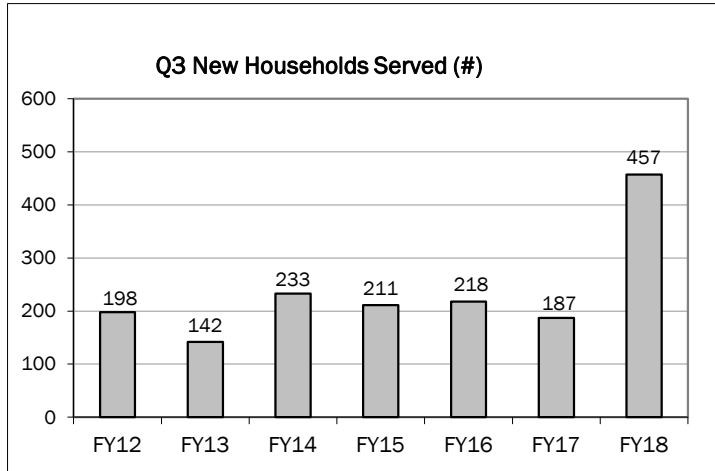
The system continues to perform well, with good occupancy and success rates. A comparable number of households were served this reporting period and the same reporting period of last fiscal year. The current capacity of the permanent supportive housing system included in Columbus Service Point (CSP)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

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

# System and Program Indicator Report



FY18 Rapid Re-housing 1/1/2018-3/31/2018	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</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>	722	457	≠	1,454	974	≠	100	107	√	361	300	≠	50%	74%	√



DEMOGRAPHICS	Family & Adults
Households Served	974
Clients Served	1,691
Average Age (HoH)	41
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) served	191
Veterans % of all adults	18%
Average Monthly Household Income	\$506
Percent Working at Entry	25%
Adults Served	1,080
Children Served	611
Race - White (HoH)	34%
Race - Black (HoH)	64%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.1
Children 0 - 2 years <sup>2</sup>	27%
Children 3 - 7 years <sup>2</sup>	37%
Children 8 - 12 years <sup>2</sup>	25%
Children 13 - 17 years <sup>2</sup>	11%
Pregnant Women Served	90

The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. The system served 158% more households than the same reporting period of last fiscal year, as the YMCA Rapid Re-housing project was added to the system. The number of households served by the new YMCA Rapid Re-housing project is below the projected goal, which impacts 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, YMCA Rapid Re-housing, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition.

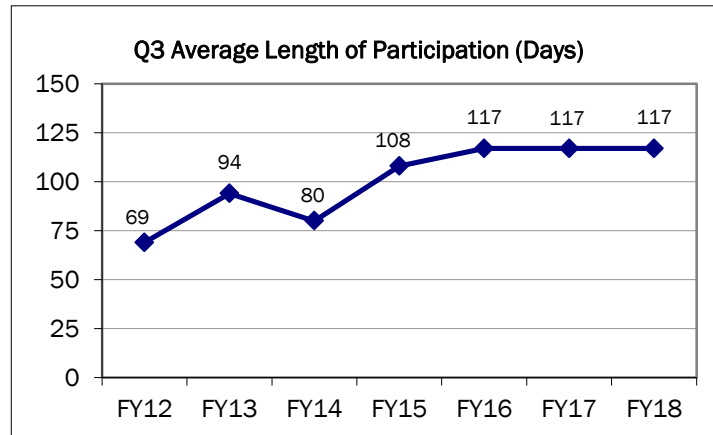
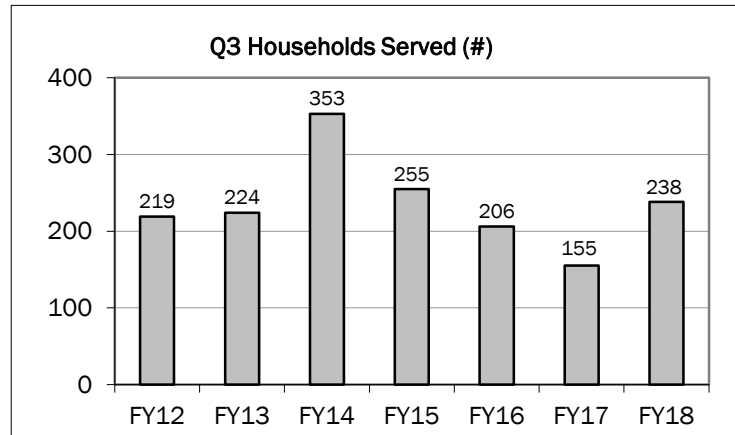
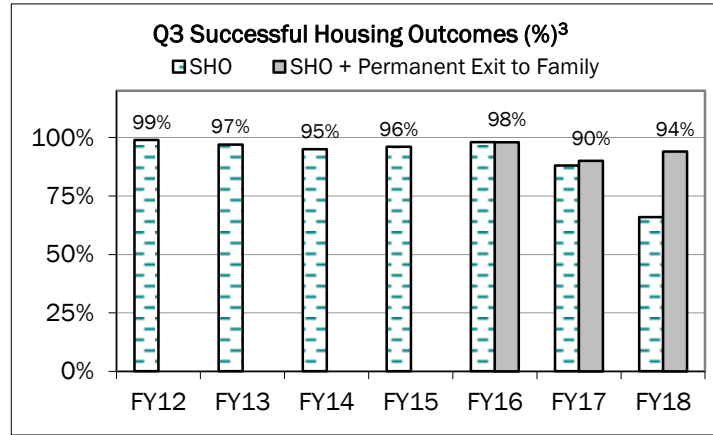
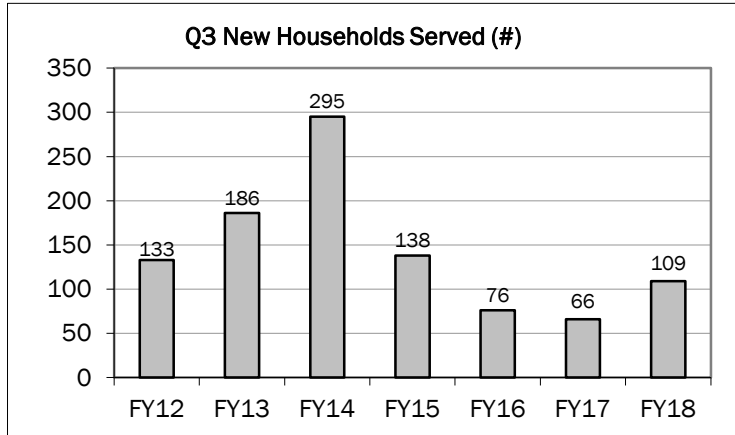
<sup>2</sup> Data refers to families served.

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

# System and Program Indicator Report



FY18 Prevention 1/1/2018-3/31/2018	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	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>	97	109	√	284	238	≠	160	117	√	89	101	√	90%	94%	√



DEMOGRAPHICS	Family & Adults
Households Served	238
Clients Served	887
Average Age (HoH)	34
Gender - Male (HoH)	11%
Gender - Female (HoH)	89%
Veterans (U.S. Military) served	20
Veterans % of all adults	7%
Average Monthly Household Income	\$743
Percent Working at Entry	42%
Race - White (HoH) <sup>4</sup>	16%
Race - Black (HoH) <sup>4</sup>	83%
Race - Other (HoH) <sup>4</sup>	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	305
Children Served	582
Mean Family Size <sup>2</sup>	3.9
Average Number of Children <sup>2</sup>	2.6
Children 0 - 2 years <sup>2</sup>	20%
Children 3 - 7 years <sup>2</sup>	34%
Children 8 - 12 years <sup>2</sup>	27%
Children 13 - 17 years <sup>2</sup>	19%
Pregnant Women Served	20

**54% more households were served than the same reporting period of last fiscal year. The success rate at program exit is good. 78% of households are stable in their own housing and 16% 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.**

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

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

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

<sup>4</sup> Due to rounding, percentages exceeds 100%.

EMERGENCY SHELTER - Single Adult Programs <sup>5</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>3,4</sup>						Movement
	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	Actual (%) Goal 15%
<b>1/1/2018-3/31/2018</b>																	
<b>MEN</b>																	
LSS - Faith Mission - Men's on Grant <sup>2</sup>	N/A	326	N/A	N/A	89	109	N/A	30	45	N/A	N/A	52	N/A	33%	24%	N/A	29%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	297	N/A	N/A	95	93	N/A	30	45	N/A	N/A	40	N/A	33%	20%	N/A	34%
Friends of the Homeless - Men's Shelter <sup>5</sup>	489	463	(26)	√	130	141	√	30	41	≠	118	58	≠	33%	18%	≠	33%
VOAGO - Men's Shelter <sup>5</sup>	188	180	(8)	√	40	44	√	30	30	√	49	22	≠	33%	16%	≠	41%
YMCA - Men's Overflow <sup>6</sup>	400	1045	645	√	127	127	√	30	12	√	N/A	3	N/A	N/A	0%	N/A	N/A
<b>WOMEN</b>																	
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	133	N/A	N/A	38	43	N/A	30	47	N/A	N/A	29	N/A	33%	32%	N/A	21%
YMCA - Van Buren Women's Shelter <sup>5</sup>	400	415	15	√	139	142	√	30	46	≠	86	48	≠	33%	17%	≠	41%
YMCA - Van Buren Pregnant Women's Shelter <sup>5</sup>	52	45	(7)	√ <sup>7</sup>	12	10	√ <sup>7</sup>	37	33	√	13	5	≠	33%	13%	≠	29%
YMCA - Women's Overflow <sup>6</sup>	212	453	241	√	27	27	√	30	6	√	N/A	4	N/A	N/A	1%	N/A	N/A
<b>INEBRIATE</b>																	
Maryhaven - Engagement Center Safety	275	237	(38)	≠	32	42	√	12	18	≠	73	48	≠	30%	24%	≠	N/A
Maryhaven - Engagement Center Shelter2Housing <sup>5</sup>	45	48	3	√	18	16	√	30	41	≠	9	15	√	33%	54%	√	11%
<b>YOUTH</b>																	
Huckleberry House - Emergency Shelter	80	113	33	√	16	11	≠	10	10	√	59	89	√	80%	88%	√	1%
<b>VA EMERGENCY HOUSING</b>																	
VOAGO - VA Emergency Housing	35	46	11	√	15	14	√	70	36	√	11	20	√	50%	65%	√	0%
LSS - VA Men & Women	50	77	27	√	24	21	≠	70	31	√	13	26	√	50%	46%	√	13%
<b>AGENCY</b>																	
Lutheran Social Services - Faith Mission <sup>2,5</sup>	837	719	(118)	≠	222	245	√	30	48	≠	203	120	≠	33%	25%	≠	30%

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

<sup>2</sup> 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.

<sup>3</sup> Successful outcomes measure for Maryhaven Engagement Center Safety.

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

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

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

<sup>7</sup> Program served all pregnant women in need of shelter.

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	
1/1/2018-3/31/2018													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	2,700	3,021	√	95%	99%	√	675	418	≠	25%	12%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	950	689	≠	95%	99%	√	285	193	≠	30%	25%	√	
Gladden Community House - Family Diversion <sup>6</sup>	350	486	N/A	95%	100%	N/A	105	119	N/A	30%	30%	N/A	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>4</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	
1/1/2018-3/31/2018																						
Maryhaven - Capital Crossroad SID Outreach	25	10	≠	45	29	≠	19	24	√	75%	100%	√	10	19	√	55%	79%	√	N/A	58%	N/A	
Maryhaven - Outreach	79	51	≠	139	182	√	59	40	≠	75%	65%	≠	32	22	≠	55%	55%	√	25%	24%	√	
Southeast - PATH Outreach <sup>3</sup>	70	32	≠	140	44	≠	35	8	≠	50%	53%	√	N/A	5	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 <sup>4</sup>						Average Engagement Time (Days)			Movement	
	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 15%	
1/1/2018-3/31/2018																				
YWCA - Family Center	225	139	√ <sup>5</sup>	50	51	√	20	43	≠	123	61	√ <sup>5</sup>	70%	71%	√	7	14	≠	6%	
YMCA - Van Buren Family Shelter	240	212	√ <sup>5</sup>	64	77	√	20	44	≠	123	80	≠	70%	59%	≠	7	18	≠	9%	

<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> The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

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

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

<sup>6</sup> Program started 1/1/2018, too new to evaluate.



PERMANENT SUPPORTIVE HOUSING		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
1/1/2018-3/31/2018		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
Community Housing Network - Briggsdale		25	26	26	0	√	24	96%	√	24	52	√	23	24	√	90%	100%	√
Community Housing Network - Cassady		10	10	12	2	√	10	100%	√	24	39	√	9	11	√	90%	92%	√
Community Housing Network - Community ACT		42	44	40	(4)	√	38	90%	√	24	62	√	40	40	√	90%	100%	√
Community Housing Network - East 5th Avenue		38	40	38	(2)	√	36	95%	√	24	39	√	36	37	√	90%	100%	√
Community Housing Network - Inglewood Court		45	47	45	(2)	√	45	100%	√	24	37	√	42	45	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing		25	26	24	(2)	√	23	92%	√	24	54	√	23	24	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing II <sup>3</sup>		222	233	220	(13)	N/A	213	96%	N/A	21	23	N/A	210	212	N/A	90%	96%	N/A
Community Housing Network - North 22nd Street		30	31	32	1	√	29	97%	√	24	36	√	28	30	√	90%	97%	√
Community Housing Network - Parsons		25	26	25	(1)	√	25	100%	√	24	54	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI		80	84	72	(12)	≠	70	88%	≠	24	68	√	76	70	√	90%	99%	√
Community Housing Network - Safe Haven		13	16	14	(2)	√	12	92%	√	24	90	√	14	12	≠	90%	86%	√
Community Housing Network - Southpoint Place <sup>2</sup>		46	48	51	3	√	48	104%	√	24	41	√	43	50	√	90%	100%	√
Community Housing Network - Terrace Place		47	49	46	(3)	√	46	98%	√	24	48	√	44	46	√	90%	100%	√
Maryhaven - Commons at Chantry		50	52	50	(2)	√	50	100%	√	24	59	√	47	49	√	90%	98%	√
National Church Residences - Commons at Buckingham		75	79	79	0	√	74	99%	√	24	53	√	71	77	√	90%	97%	√
National Church Residences - Commons at Grant		50	52	51	(1)	√	49	98%	√	24	77	√	47	50	√	90%	98%	√
National Church Residences - Commons at Livingston		60	63	62	(1)	√	58	97%	√	24	41	√	57	60	√	90%	98%	√
National Church Residences - Commons at Third		60	63	63	0	√	58	97%	√	24	36	√	57	61	√	90%	97%	√
National Church Residences - VOAGO Van Buren Village		60	63	65	2	√	58	97%	√	23	19	≠	57	61	√	90%	98%	√
YMCA - 40 West Long Street		105	110	108	(2)	√	99	94%	√	24	41	√	99	107	√	90%	99%	√
YMCA - Franklin Station <sup>2</sup>		75	79	77	(2)	√	76	101%	√	24	62	√	71	75	√	90%	97%	√
YMCA - Scattered Sites HOME <sup>2,4</sup>		50	50	56	6	N/A	53	106%	N/A	N/A	22	N/A	45	55	N/A	90%	98%	N/A
YWCA - WINGS		91	96	92	(4)	√	87	96%	√	24	31	√	86	89	√	90%	98%	√

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

<sup>2</sup> 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.

<sup>3</sup> CHN took over the project from CAIHS as of 7/1/2017. Outcomes not evaluated for the reporting period.

<sup>4</sup> Capacity was reduced from 75 units to 50 units starting 7/1/17. YMCA took over project from CAIHS starting 1/1/18; outcomes not evaluated for the reporting period.



PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
1/1/2018-3/31/2018		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		10	11	10	(1)	√	95%	100%	√	24	57	√	10	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	106	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing <sup>3</sup>		38	40	38	(2)	√	95%	95%	√	24	45	√	36	37	√	90%	97%	√
<b>PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE</b>																		
Amethyst/Alvis - SRA/TRA <sup>4</sup>		52	55	49	(6)	√	100%	88%	≠	24	58	√	50	49	√	90%	100%	√
Equitas Health - TRA		89	93	91	(2)	√	100%	100%	√	24	104	√	84	90	√	90%	100%	√
Community Housing Network - SRA		183	192	177	(15)	√	100%	93%	≠	24	39	√	173	170	√	90%	97%	√
Community Housing Network - SRA 2		14	15	13	(2)	√	100%	93%	≠	13	14	√	14	13	√	90%	100%	√
Community Housing Network - SRA 3		11	12	8	(4)	≠	100%	55%	≠	6	3	≠	11	7	≠	90%	88%	√
Community Housing Network - TRA		171	180	172	(8)	√	100%	100%	√	24	49	√	162	170	√	90%	99%	√
YMCA - 40 West Long Expansion SRA		38	40	39	(1)	√	100%	95%	√	24	30	√	36	39	√	90%	100%	√
Total Rental Assistance		558	587	549	(38)	√	100%	96%	√	24	53	√	530	538	√	90%	99%	√
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP		28	35	31	(4)	√	98%	104%	√	10	10	√	5	2	≠	77%	100%	√
Maryhaven - Women's <sup>2</sup>		5	5	6	1	√	90%	100%	√	4	4	√	1	4	√	50%	67%	√
VOAGO - Veterans		40	70	69	(1)	√	95%	58%	≠	4	2	√	23	51	√	77%	74%	√

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

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

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

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

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</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	
<b>1/1/2018-3/31/2018</b>																									
Homeless Families Foundation - Rapid Re-housing	46	49	✓	92	103	✓	15	41	≠	100	105	✓	42	48	✓	90%	89%	✓	\$800	\$778	✓	90%	84%	≠	
The Salvation Army - Rapid Re-housing	41	44	✓	78	88	✓	15	30	≠	100	95	✓	37	42	✓	90%	95%	✓	\$1,800	\$1,660	✓	90%	95%	✓	
The Salvation Army - Job2Housing	16	9	≠	46	44	✓	15	26	≠	180	173	✓	14	16	✓	90%	100%	✓	N/A	\$1,346	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing	19	14	≠	43	29	≠	15	24	≠	100	115	≠	17	13	≠	90%	93%	✓	\$800	\$800	✓	90%	100%	✓	
YMCA - Rapid Rehousing	500	260	≠	1,000	524	≠	23	22	✓	100	103	✓	350	105	≠	70%	56%	≠	\$740	\$1,151	≠	80%	51%	≠	
CSB - Transition Program - Family	N/A	N/A	N/A	80	39	≠	N/A	N/A	N/A	N/A	N/A	N/A	78	38	≠	98%	97%	✓	\$950	\$1,941	≠	98%	97%	✓	
CSB - Transition Program - Single	N/A	N/A	N/A	550	268	≠	N/A	N/A	N/A	N/A	N/A	N/A	539	267	≠	98%	100%	✓	\$740	\$1,039	≠	98%	100%	✓	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</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			
<b>1/1/2018-3/31/2018</b>																								
Gladden Community House - Stable Families	54	56	✓	162	129	≠	180	121	✓ <sup>7</sup>	48	63	✓	90%	95%	✓	\$1,000	\$1,324	✓ <sup>7</sup>	90%	91%	✓			
Gladden Community House - Stable Families Expansion	7	13	✓	14	27	✓	120	119	✓	6	14	✓	90%	93%	✓	\$1,458	\$1,377	✓	90%	92%	✓			
Gladden Community House - Stable Families FCCS	21	18	✓ <sup>5</sup>	47	37	✓ <sup>5</sup>	120	121	✓	21	9	≠	90%	75%	≠	\$900	\$1,139	✓ <sup>7</sup>	90%	71%	≠			
Lutheran Social Services - REEB Stable Families	9	10	✓	45	25	≠	365	249	≠	8	3	≠	90%	100%	✓	\$1,800	\$1,712	✓	90%	100%	✓			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</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		
<b>1/1/2018-3/31/2018</b>																							
LSS - SSVF Prevention <sup>4</sup>	3	0	N/A	5	0	N/A	N/A	N/A	N/A	90	N/A	N/A	3	N/A	N/A	90%	N/A	N/A	75%	N/A	N/A		
LSS - SSVF Rapid Re-housing <sup>2</sup>	30	23	≠	55	57	✓	30	19	✓	100	79	✓	24	27	✓	80%	90%	✓	80%	86%	✓		
VOAGO - SSVF Prevention	10	12	✓	25	20	≠	N/A	N/A	N/A	100	57	✓	9	12	✓	90%	100%	✓	75%	100%	✓		
VOAGO - SSVF Rapid Re-housing <sup>2,6</sup>	70	60	≠	140	132	✓	30	23	✓	100	116	≠	56	48	≠	80%	79%	✓	80%	75%	✓		

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

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

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

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

<sup>5</sup>Lower number of referrals received from FCCS than projected.

<sup>6</sup>3 Households were excluded from ALOS measure for not accessing homeless programs prior to entry and 2 for accessing program through outreach programs.

<sup>7</sup>Higher DCA than projected with CSB's approval. Lower length of participation with CSB's approval.



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