

SYSTEM & PROGRAM INDICATOR REPORT

FY2018
7/1/17 - 12/31/17

Our Mission

To end homelessness, CSB innovates solutions, creates collaborations, and invests in quality programs.

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

FEATURED PROGRAMS OF EXCELLENCE

FY2018 Semi-annual report: 7/1/17 - 12/31/17



STABLE FAMILIES PREVENTION PROGRAM

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

Met every goal for numbers served and successful prevention outcomes



TRANSITIONAL HOUSING for YOUTH AGE 17-22

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



RAPID RE-HOUSING for VETERANS

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



PREVENTION for VETERANS

Met every goal for numbers served and successful prevention outcomes

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past semi-annual period. 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.

TABLE OF CONTENTS

Overview	1
System Level Indicators	
Family Emergency Shelter	2
Men’s Emergency Shelter	3
Women’s Emergency Shelter	4
Emergency Shelter (Family, Men’s, & Women’s)	5
Permanent Supportive Housing	6
Rapid Re-housing	7
Prevention.....	8
Program Level Indicators	
Single Adult Emergency Shelters	9
CPOA, Outreach, and Family Shelters.....	10
Permanent Supportive Housing	11
Permanent Supportive Housing/Transitional Housing.....	12
Rapid Re-housing, Prevention, and SSVF	13

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:

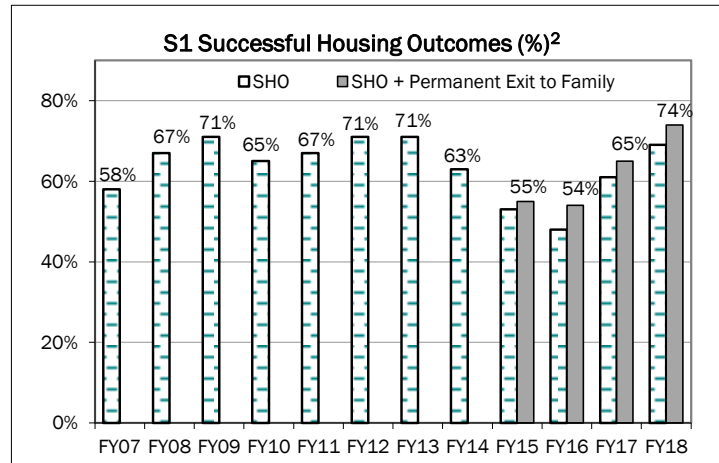
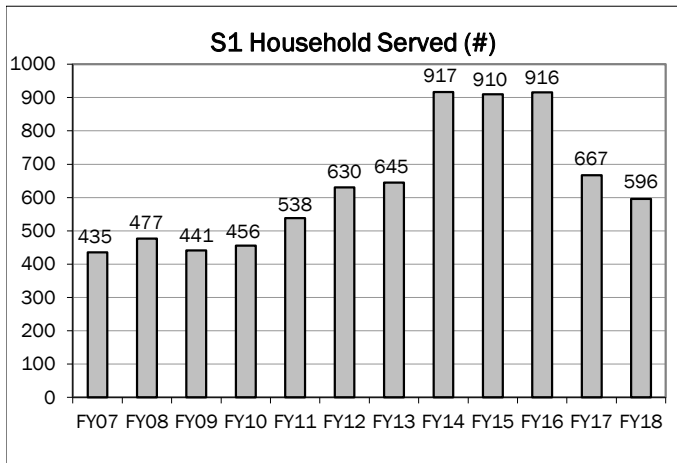
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

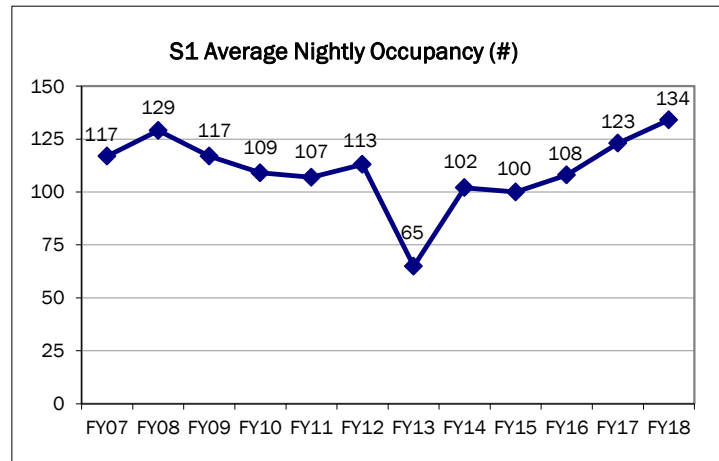
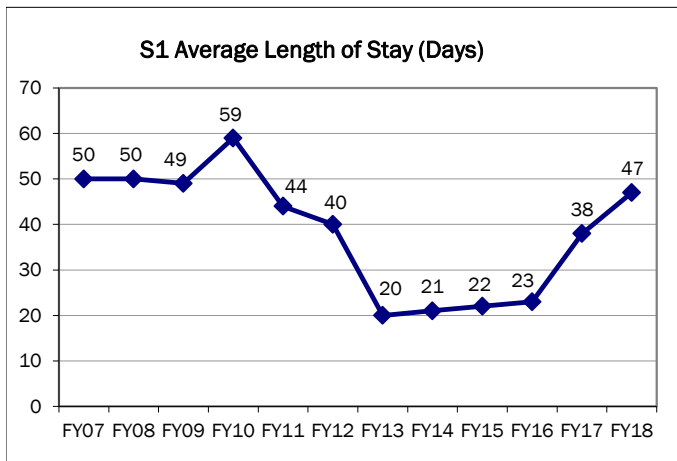
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY18 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
7/1/2017-12/31/2017														
Family System	700	596	√ ⁴	114	134	20	47	≠	410	357	√ ⁴	70%	74%	√



DEMOGRAPHICS	Family
Households Served	596
Percent Newly homeless	67%
Recidivism ³	4%
Clients Served	2,135
Average Age (HoH)	31
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
# Veterans (U.S. Military) served	9
Veterans % of all adults	1%
Average Monthly Household Income	\$742
Percent Working at Entry	41%
Race - White (HoH)	22%
Race - Black (HoH)	76%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	832
Children Served	1,303
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	17%
Children 0 - 2 years	23%
Children 3 - 7 years	38%
Children 8 - 12 years	26%
Children 13 - 17 years	13%
# Pregnant Women Served	95
% Served from Franklin County	92%



11 percent less households needed shelter compared to the same reporting period of last fiscal year. The decrease in the number needing shelter is encouraging. The success rate at exit from shelters significantly increased. The length of time homeless increased as well, causing the nightly occupancy to exceed planned capacity. The employment rate at entry significantly increased from 29% in FY17 to 41% 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 207 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were successfully assisted to find an alternative to shelter or self-exited.

¹ Overflow capacity is not included.

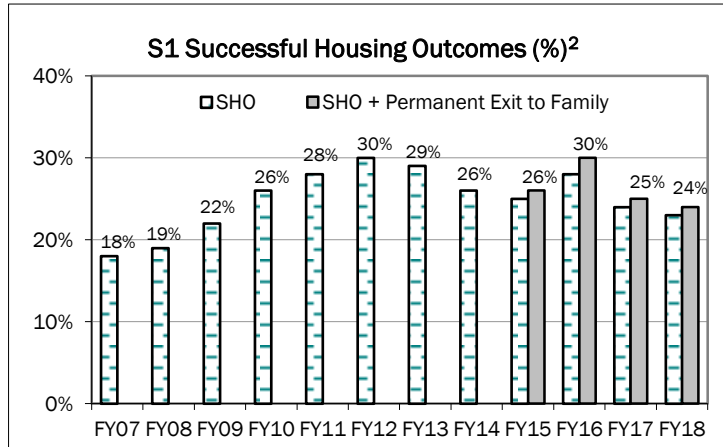
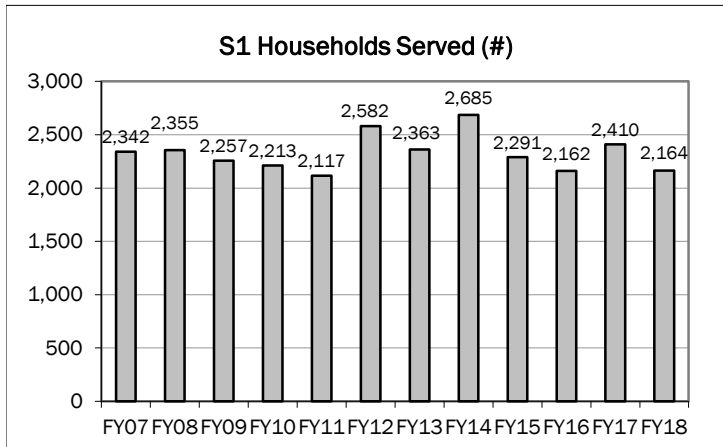
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

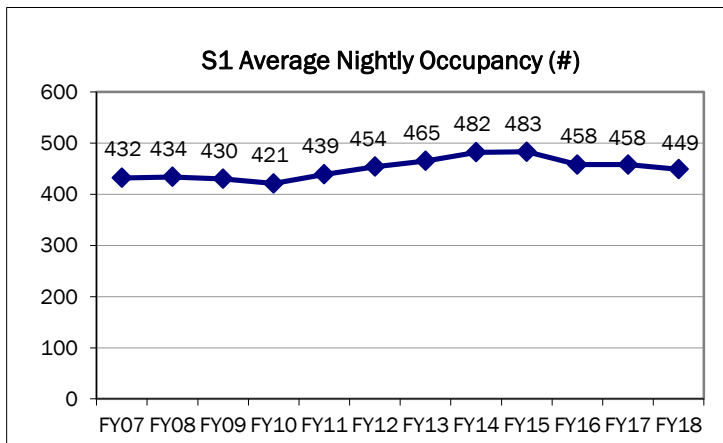
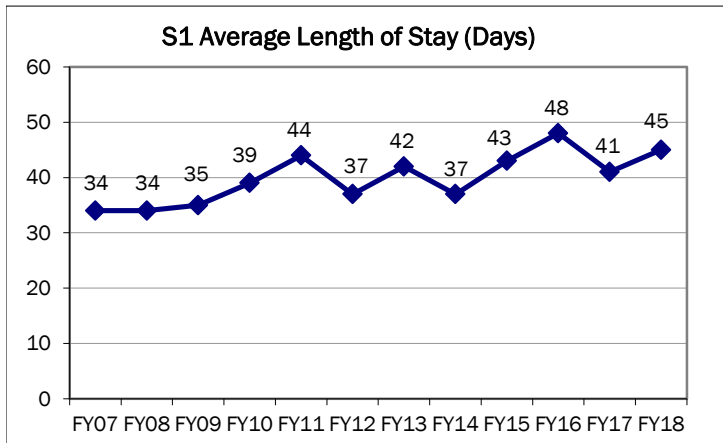
⁴ System served all families in need of shelter. Outcome recalculated based on actual number served.

System and Program Indicator Report

FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-12/31/2017	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,400	2,164	√	431	449	30	45	≠	650	379	≠	33%	24%	≠



DEMOGRAPHICS	Men
Households Served	2,164
Percent Newly homeless	50%
Recidivism ³	11%
Average Age	43
Men as a percent of total single adults served	68%
# Veterans (U.S. Military) served	276
Veterans % of all adults	13%
Average Monthly Household Income	\$520
Percent Working at Entry	27%
Average Daily Waitlist Number	50
Race - White	35%
Race - Black	63%
Race - Other	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years	7%
Adults 25 - 34 years	22%
Adults 35 - 44 years	22%
Adults 45 - 55 years	29%
Adults 56 - 61 years	13%
Adults 62+ years	7%
% Served from Franklin County	85%



The system experienced a 10% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The average length of time homeless increased compared to last fiscal year. The low successful housing outcomes rate is not unexpected due to the ramp-up time for the new rapid rehousing provider. The percent of newly homeless was calculated using homelessness experience from the past two years. On average 50 individuals were not able to receive shelter nightly, due to capacity limitations during the non-overflow season.

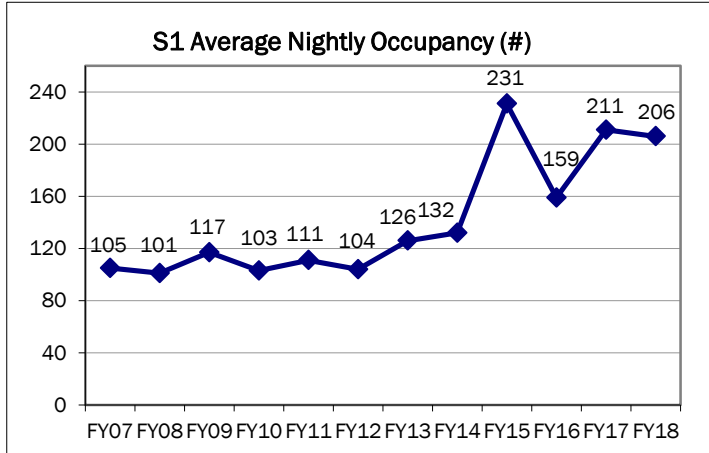
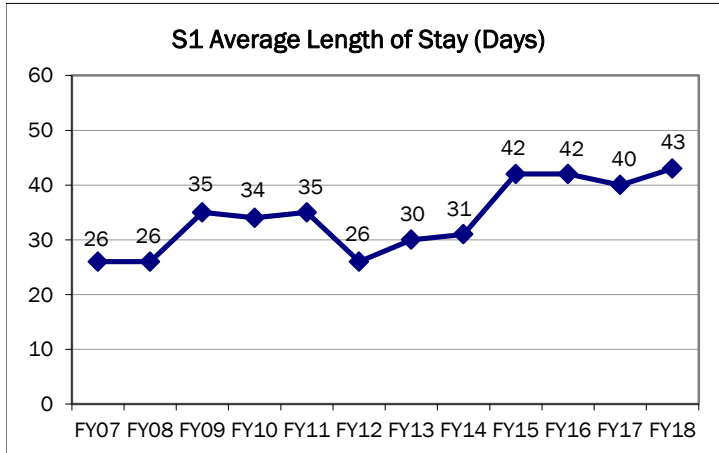
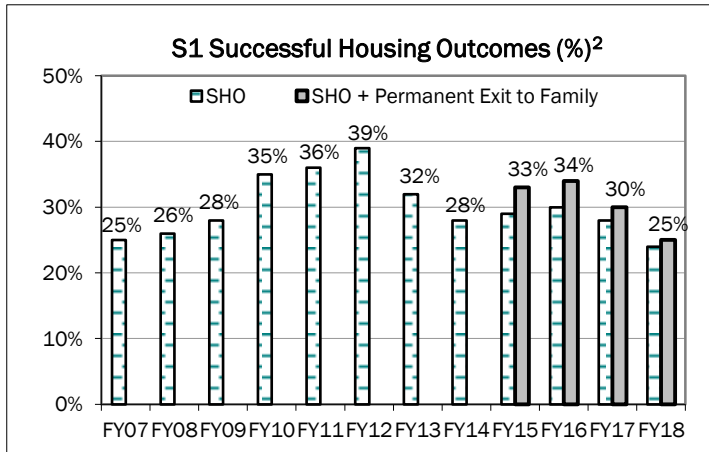
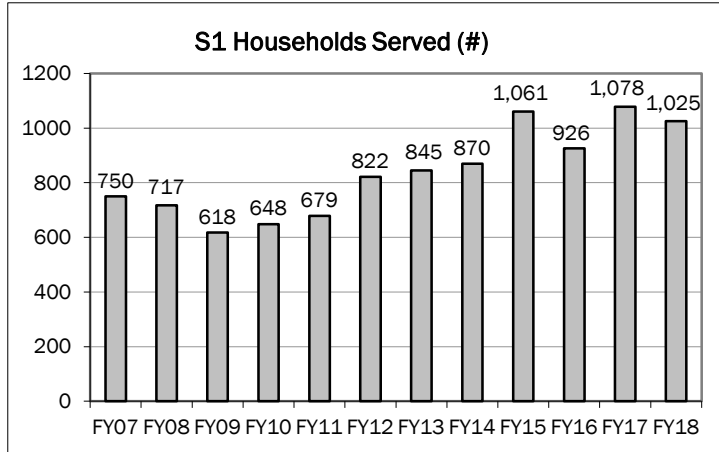
¹Tier 2 shelters included. Seasonal overflow capacity is not included. Overflow beds opened 11/08 - 11/11 and 11/13 through present.

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

³Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

System and Program Indicator Report

FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-12/31/2017	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,000	1,025	√	201	206	30	43	≠	264	197	≠	33%	25%	≠



DEMOGRAPHICS	Women
Households Served	1,025
Percent Newly homeless	60%
Recidivism ³	5%
Average Age	39
Women as a percent of total single adults served	32%
# Veterans (U.S. Military) served	22
Veterans % of all adults	2%
Average Monthly Household Income	\$512
Percent Working at Entry	26%
Average Daily Waitlist Number	18
Race - White ⁴	40%
Race - Black ⁴	57%
Race - Other ⁴	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	16%
Adults 25 - 34 years	25%
Adults 35 - 44 years	20%
Adults 45 - 55 years	24%
Adults 56 - 61 years	10%
Adults 62+ years	5%
# Pregnant Women Served	105
% Served from Franklin County	84%

The number of single women sheltered decreased by 5% compared to the same reporting period of last fiscal year. The low successful housing outcomes rate is not unexpected due to the ramp-up time for the new rapid rehousing provider. The average length of time homeless increased compared to the same reporting period of the last fiscal year. The percent of newly homeless was calculated using homelessness experience from the past two years. On average 18 individuals were not able to receive shelter nightly, due to capacity limitations during the non-overflow season.

¹Tier 2 shelters included. Seasonal overflow capacity is not included. Overflow beds opened 11/08 - 11/11 and 11/13 through present.

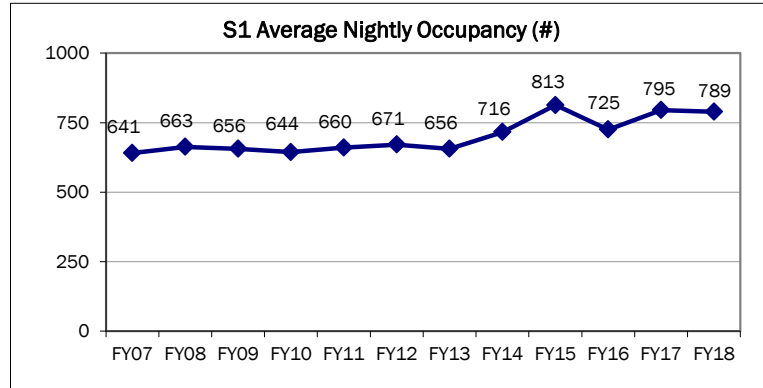
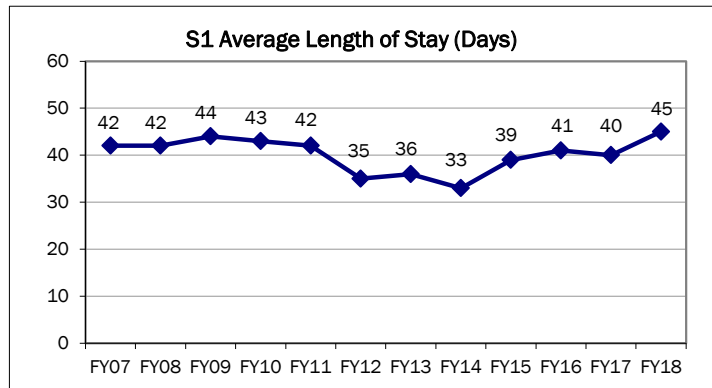
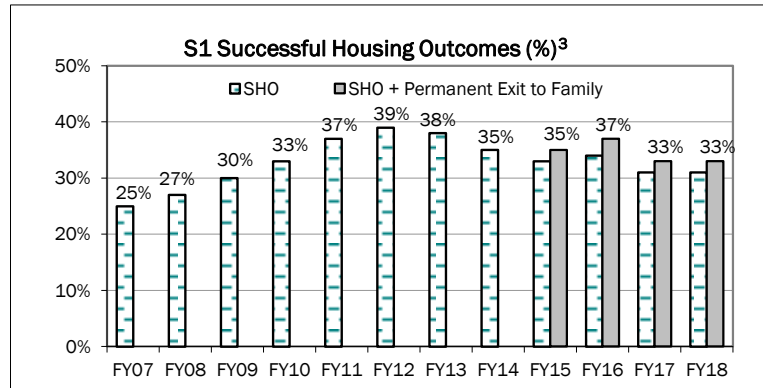
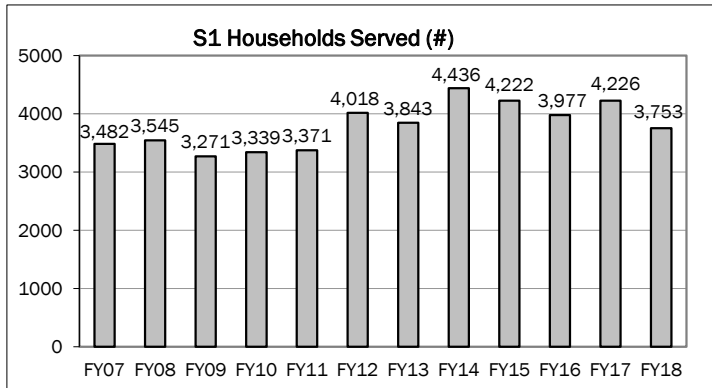
²Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

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

System and Program Indicator Report

FY18 EMERGENCY SHELTER 7/1/2017-12/31/2017	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	4,100	3,753	√	746	789	30	45	≠	1,241	930	≠	37%	33%	√



DEMOGRAPHICS	Family & Adults
Households Served	3,753
Percent Newly homeless	55%
Recidivism ⁴	8%
Clients Served	5,278
Adults Served	3,975
Children Served	1,303
Average Age (HoH)	40
Gender - Male (HoH)	59%
Gender - Female (HoH)	41%
# Veterans (U.S. Military) served	306
Veterans % of all adults	8%
Average Monthly Household Income	\$555
Percent Working at Entry	29%
Average Daily Waitlist Number	68
Race - White (HoH) ⁵	35%
Race - Black (HoH) ⁵	64%
Race - Other (HoH) ⁵	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	11%
# Pregnant Women Served	195
% Served from Franklin County	86%

The system experienced an 11% decrease in the number of households sheltered when compared to the same reporting period of last fiscal year, mainly due to the significant decrease in the number of families needing shelter. The successful housing outcomes percent is similar to the prior reporting period. The average length of time homeless increased. The employment rate and income at shelter entry increased across all systems. Daily, an average of 68 single men and women were not able to receive shelter while overflow beds were closed. 55% of sheltered households did not experience homelessness within the past 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 4,138.

² Seasonal overflow capacity is not included. Overflow beds opened 11/08 - 11/11 and 11/13 through present.

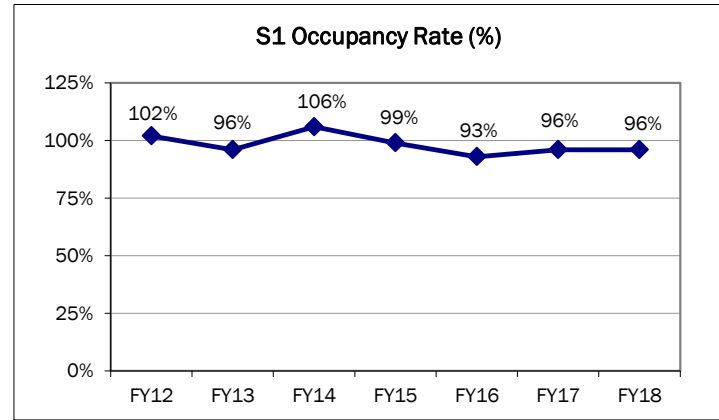
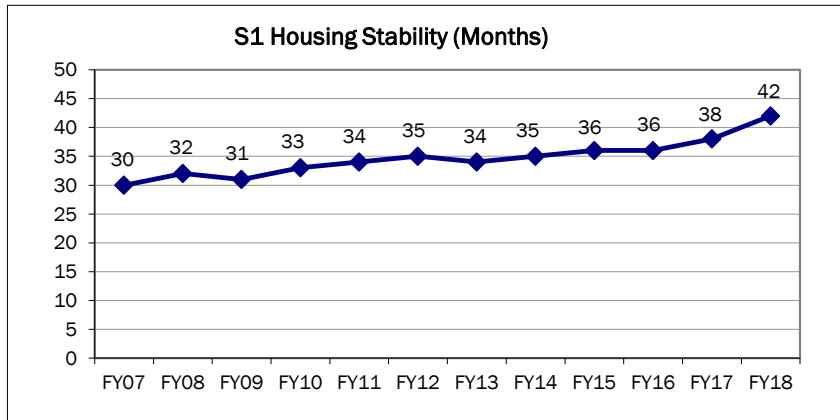
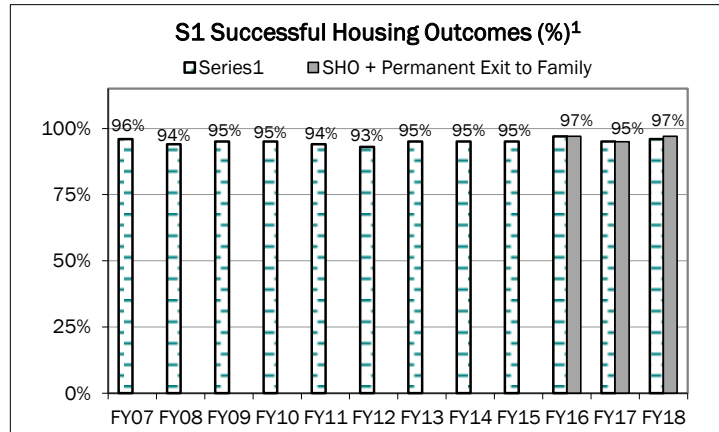
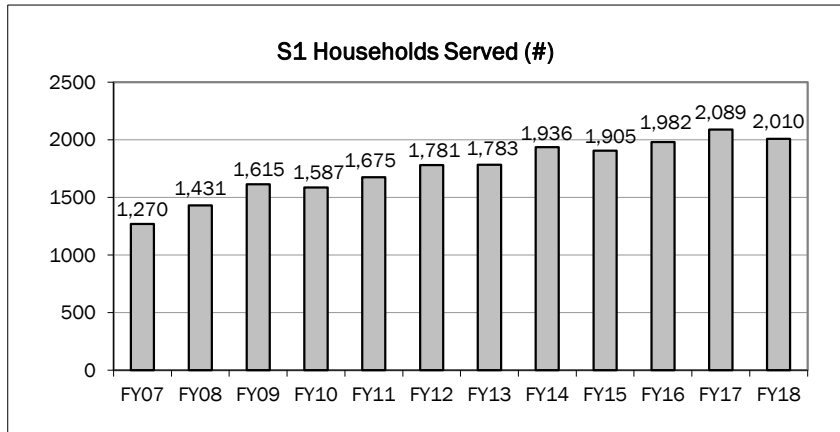
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁴ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

⁵ Due to rounding percentage exceeds 100%.

System and Program Indicator Report

FY18 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	7/1/2017-12/31/2017	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,132	2,010	√	95%	96%	√	24	42	√	1,919	1,927	√	90%	97%	√

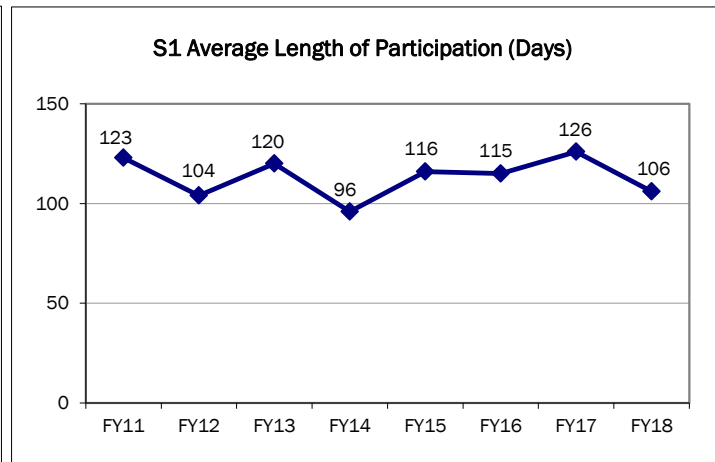
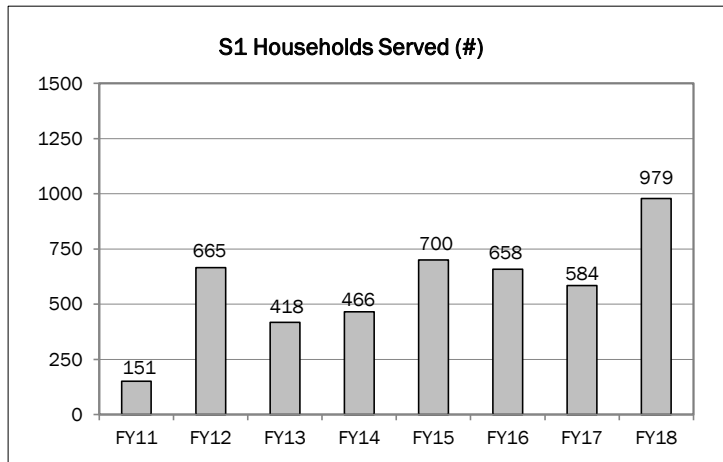
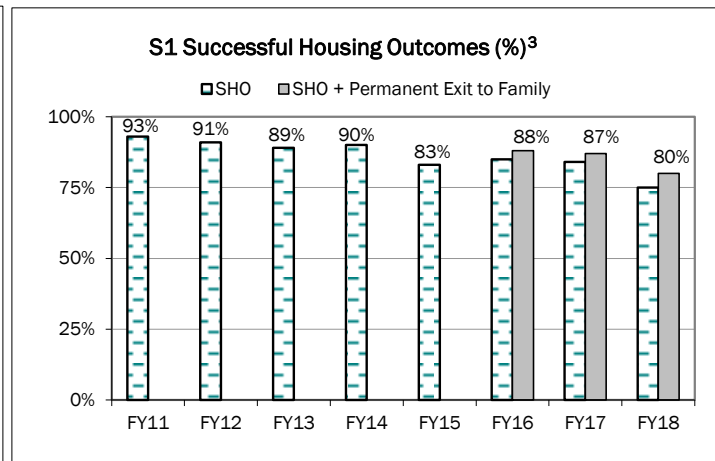
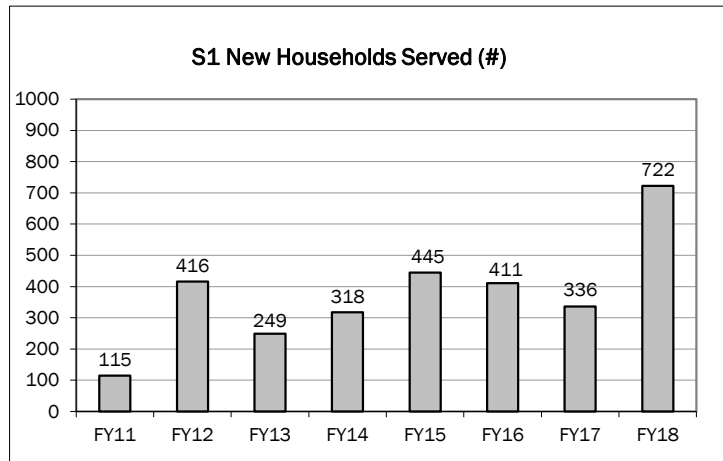


The system continues to perform well, with good occupancy and success rates. 4 percent less households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,938. 11 units were added to the system during the reporting period at CHN SRA 3. VA VASH voucher capacity of 372 is not included in CSP.

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

System and Program Indicator Report

FY18 Rapid Re-housing 7/1/2017-12/31/2017	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 System ¹	1,446	722	≠	1,678	979	≠	100	106	√	473	372	≠	50%	80%	√



DEMOGRAPHICS	Family & Adults
Households Served	979
Clients Served	2,085
Recidivism ⁴	10%
Average Age (HoH)	40
Gender - Male (HoH)	49%
Gender - Female (HoH)	51%
# Veterans (U.S. Military) served	240
Veterans % of all adults	21%
Average Monthly Household Income	\$553
Percent Working at Entry	26%
Adults Served	1,150
Children Served	935
Race - White (HoH)	30%
Race - Black (HoH)	68%
Race- Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.5
Average Number of Children ²	2.1
Adults 18 - 24 years (HoH)	13%
Children 0 - 2 years ^{2,5}	24%
Children 3 - 7 years ^{2,5}	38%
Children 8 - 12 years ^{2,5}	25%
Children 13 - 17 years ^{2,5}	12%
# Pregnant Women Served	102

The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. The system served 68% more households than the same reporting period of last fiscal year, as the YMCA Rapid Re-housing project was added to this system report. The number of households served by the new YMCA Rapid Re-housing project, specifically due to ramp-up activities, 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, VOAGO SSVF programs. Excludes CSB Transition.

² Data refers to families served.

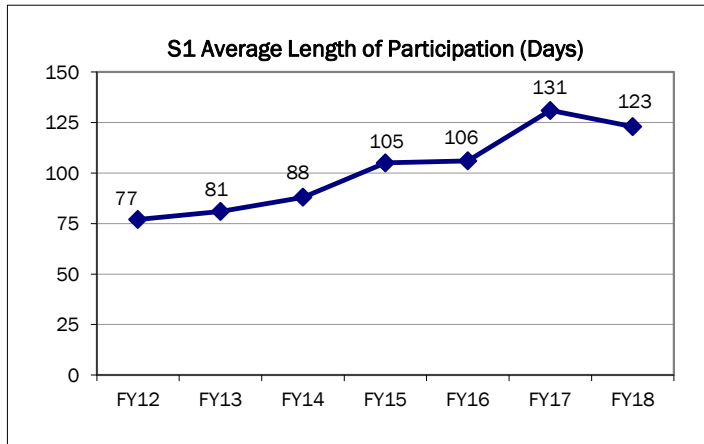
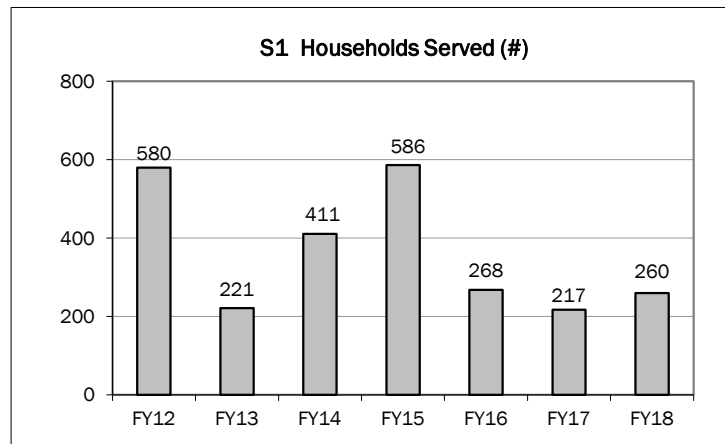
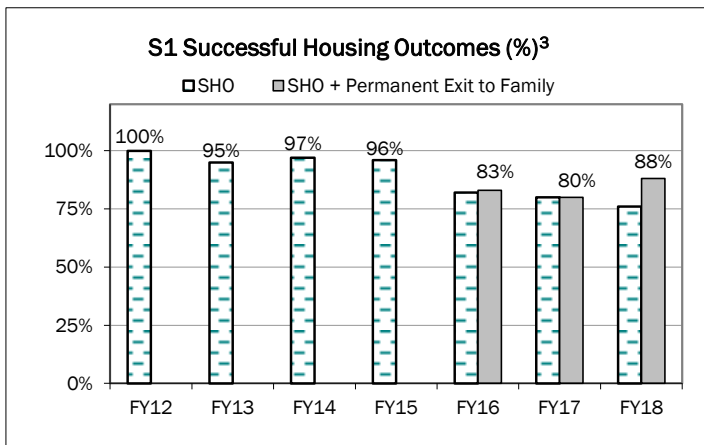
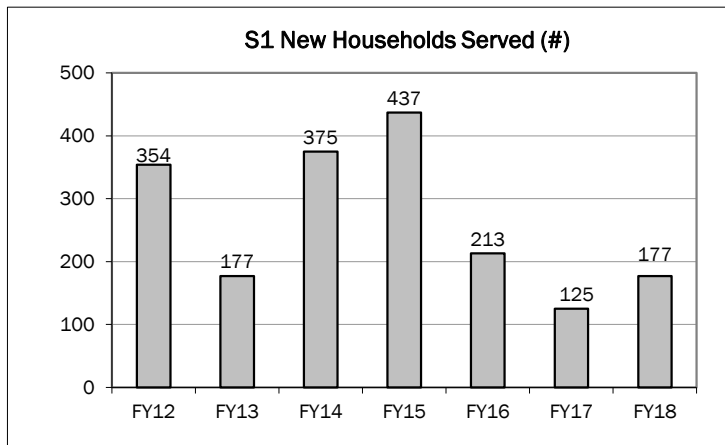
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁴ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

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

System and Program Indicator Report

FY18 Prevention 7/1/2017-12/31/2017	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	191	177	√	316	260	≠	160	123	√	116	117	√	90%	88%	√



DEMOGRAPHICS	Family & Adults
Households Served	260
Clients Served	957
Recidivism ⁴	12%
Average Age (HoH)	32
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
# Veterans (U.S. Military) served	14
Veterans % of all adults	4%
Average Monthly Household Income	\$918
Percent Working at Entry	61%
Adults Served	326
Children Served	631
Race - White (HoH)	15%
Race - Black (HoH)	82%
Race - Other (HoH)	3%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size ²	3.7
Average Number of Children ²	2.5
Adults 18 - 24 years (HoH)	18%
Children 0 - 2 years ²	22%
Children 3 - 7 years ²	36%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	15%
# Pregnant Women Served	24

The number served was lower than expected due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs, but higher than the same period of last year due to two family homelessness prevention programs added this fiscal year. The success rate at program exit is good. Income and percent working at entry decreased compared to last year's numbers (\$923 and 69% 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 Calculated for successful housing exits between reporting period of 7/1/2016 - 12/31/2016, entering the homeless system within 365 days after a successful exit.

⁵ Due to rounding percentage exceeds 100%.

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%
7/1/2017-12/31/2017																		
MEN																		
LSS - Faith Mission on 6th ²	N/A	439	N/A	N/A	89	97	N/A	30	49	N/A	N/A	90	N/A	33%	27%	N/A	13%	16%
LSS - Faith Mission on 8th ²	N/A	467	N/A	N/A	95	93	N/A	30	44	N/A	N/A	69	N/A	33%	18%	N/A	14%	8%
Friends of the Homeless - Men's Shelter	808	636	(172)	N/A ⁵	130	133	N/A ⁵	30	44	N/A ⁵	224	87	N/A ⁵	33%	18%	N/A ⁵	14%	13%
VOAGO - Men's Shelter	306	305	(1)	N/A ⁵	40	40	N/A ⁵	30	29	N/A ⁵	88	89	N/A ⁵	33%	34%	N/A ⁵	15%	20%
YMCA - Men's Overflow ⁶	190	582	392	√	75	75	N/A	30	7	√	N/A	0	N/A	N/A	0%	N/A	N/A	N/A
WOMEN																		
LSS - Faith Mission - Nancy's Place ²	N/A	189	N/A	N/A	38	40	N/A	30	46	N/A	N/A	38	N/A	33%	26%	N/A	3%	11%
YMCA - Van Buren Women's Shelter	717	665	(52)	N/A ⁵	139	134	N/A ⁵	30	44	N/A ⁵	191	128	N/A ⁵	33%	25%	N/A ⁵	11%	8%
YMCA - Van Buren Pregnant Women's Shelter	83	90	7	N/A ⁵	12	14	N/A ⁵	37	28	N/A ⁵	23	18	N/A ⁵	33%	23%	N/A ⁵	11%	N/A ⁸
YMCA - Women's Overflow ⁶	106	267	161	√	15	15	N/A	30	3	√	N/A	2	N/A	N/A	1%	N/A	N/A	N/A
INEBRIATE																		
Maryhaven - Engagement Center Safety	450	375	(75)	N/A ⁵	32	29	N/A ⁵	12	14	N/A ⁵	125	59	N/A ⁵	30%	18%	N/A ⁵	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	80	57	(23)	N/A ⁵	18	12	N/A ⁵	30	45	N/A ⁵	20	23	N/A ⁵	33%	55%	N/A ⁵	5%	12%
YOUTH																		
Huckleberry House - Emergency Shelter	140	191	51	√	16	9	≠	10	9	√	107	135	√	80%	75%	√	1%	6%
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing	55	63	8	√	15	13	≠	70	45	√	21	24	√	50%	50%	√	8%	12%
LSS - VA Men & Women	75	129	54	√	24	21	≠	70	38	√	26	41	√	50%	38%	≠	19%	6%
AGENCY																		
Lutheran Social Services - Faith Mission ²	1,382	1,032	(350)	N/A ⁵	222	230	N/A ⁵	30	49	N/A ⁵	383	195	N/A ⁵	33%	25%	N/A ⁵	12%	11%

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 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 As of 10/1/2014 housing services for all tier 2 emergency shelters were provided by Access Ohio. Starting 7/1/2017 these 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. Outcomes not evaluated for the reporting period due to the rapid re-housing provider transition and ramp-up.

⁶ Men's and women's overflow opened 11/08-11/11 and remained open starting on 11/13/17. Capacity is actual average nightly number served.

⁷ Recidivism is calculated based on returns to homelessness within 180 days of a successful exit.

⁸ Program opened in July 2017. Recidivism could not be calculated.

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	
7/1/2017-12/31/2017													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	4,400	4,458	√	95%	99%	√	1,100	557	≠	25%	9%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	1,800	1,495	≠	95%	99%	√	720	809	√	40%	42%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ³			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	
7/1/2017-12/31/2017																						
Maryhaven - Capital Crossroad SID Outreach	50	44	≠	70	58	≠	38	41	√	75%	95%	√	21	24	√	55%	59%	√	N/A	29%	N/A	
Maryhaven - Outreach	149	137	√	209	245	√	111	74	≠	75%	75%	√	61	53	≠	55%	72%	√	25%	30%	√	
Southeast - PATH ⁵	125	75	≠	195	188	√	62	78	√	50%	49%	√	N/A	48	N/A	N/A	62%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ³						Average Engagement Time (Days)			Movement	Recidivism ⁴
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 10%
7/1/2017-12/31/2017																				
YWCA - Family Center	400	267	√ ⁶	50	52	√	20	40	≠	245	155	√ ⁶	70%	73%	√	7	12	≠	0%	6%
YMCA - Van Buren Family Shelter	440	341	√ ⁶	64	82	√	20	51	≠	263	202	√ ⁶	70%	72%	√	7	20	≠	5%	5%

¹ Capacity does not include overflow.

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

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

⁴ Recidivism is calculated based on returns to homelessness within 180 days of a successful exit.

⁵ 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.

⁶ Program served all households in need of shelter. Outcomes re-calculated based on actual households served.

PERMANENT SUPPORTIVE HOUSING	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
7/1/2017-12/31/2017																	
Columbus Area Integrated Health Services - Scattered Sites ⁴	50	55	56	1	√	53	106%	√	24	27	√	50	55	√	90%	98%	√
Community Housing Network - Briggsdale	25	27	26	(1)	√	24	96%	√	24	54	√	24	25	√	90%	96%	√
Community Housing Network - Cassady ²	10	11	11	0	√	11	110%	√	24	39	√	10	11	√	90%	100%	√
Community Housing Network - Community ACT	42	46	42	(4)	√	39	93%	√	24	67	√	41	38	√	90%	90%	√
Community Housing Network - East 5th Avenue	38	42	39	(3)	√	37	97%	√	24	36	√	38	39	√	90%	100%	√
Community Housing Network - Inglewood Court	45	50	47	(3)	√	44	98%	√	24	35	√	45	45	√	90%	96%	√
Community Housing Network - Leasing Supportive Housing	25	27	24	(3)	≠	23	92%	√	24	57	√	24	22	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing II ³	222	244	217	(27)	N/A	201	91%	N/A	18	21	N/A	220	214	N/A	90%	99%	N/A
Community Housing Network - North 22nd Street	30	33	33	0	√	30	100%	√	24	37	√	30	31	√	90%	97%	√
Community Housing Network - Terrace Place	47	52	46	(6)	≠	46	98%	√	24	45	√	47	46	√	90%	100%	√
Community Housing Network - Parsons	25	27	27	0	√	24	96%	√	24	51	√	24	27	√	90%	100%	√
Community Housing Network - RLPTI	80	88	83	(5)	√	76	95%	√	24	64	√	79	76	√	90%	93%	√
Community Housing Network - Safe Haven	13	17	15	(2)	√	13	100%	√	24	85	√	15	14	√	90%	100%	√
Community Housing Network - Southpoint Place ²	46	51	49	(2)	√	48	104%	√	24	42	√	46	48	√	90%	100%	√
Maryhaven - Commons at Chantry	50	55	51	(4)	√	49	98%	√	24	56	√	50	50	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	82	81	(1)	√	74	99%	√	24	53	√	74	80	√	90%	100%	√
National Church Residences - Commons at Grant	50	55	52	(3)	√	50	100%	√	24	75	√	50	52	√	90%	100%	√
National Church Residences - Commons at Livingston	60	66	66	0	√	59	98%	√	24	39	√	59	63	√	90%	95%	√
National Church Residences - Commons at Third	60	66	63	(3)	√	59	98%	√	24	38	√	59	60	√	90%	97%	√
National Church Residences - VOAGO Van Buren Village	60	66	65	(1)	√	58	97%	√	20	17	≠	59	61	√	90%	94%	√
YMCA - 40 West Long Street	105	116	111	(5)	√	102	97%	√	24	40	√	104	103	√	90%	93%	√
YMCA - Franklin Station ²	75	83	80	(3)	√	76	101%	√	24	59	√	75	78	√	90%	99%	√
YWCA - WINGS	91	100	93	(7)	√	86	95%	√	23	28	√	90	91	√	90%	99%	√

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.

⁴ Program capacity was reduced from 75 units to 50 units starting 7/1/17.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2017-12/31/2017		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	11	11	0	√	95%	100%	√	24	52	√	10	10	√	90%	91%	√	
Community Housing Network - Wilson	8	9	9	0	√	95%	100%	√	24	92	√	8	8	√	90%	89%	√	
VOAGO - Family Supportive Housing ⁴	38	42	39	(3)	√	95%	89%	≠	24	42	√	38	38	√	90%	97%	√	
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst - Shelter Plus Care ⁵	52	57	62	5	√	100%	92%	≠	24	48	√	51	56	√	90%	90%	√	
ARCO - Shelter Plus Care (TRA) ³	89	97	95	(2)	√	100%	104%	√	24	99	√	87	92	√	90%	98%	√	
Community Housing Network - Shelter Plus Care (SRA) ¹	183	201	194	(7)	√	100%	96%	√	24	38	√	181	179	√	90%	93%	√	
Community Housing Network - Shelter Plus Care (SRA) 2	14	15	12	(3)	≠	100%	86%	≠	10	11	√	14	12	≠	90%	100%	√	
Community Housing Network - Shelter Plus Care (SRA) 3 ⁶	11	11	5	(6)	N/A	N/A	9%	N/A	3	1	N/A	10	5	N/A	90%	100%	N/A	
Community Housing Network - Shelter Plus Care (TRA)	171	188	171	(17)	√	100%	97%	√	24	47	√	169	166	√	90%	98%	√	
YMCA - 40 West Long Expansion	38	42	41	(1)	√	100%	97%	√	24	30	√	38	38	√	90%	93%	√	
Total Rental Assistance	558	611	580	(31)	√	100%	95%	√	24	50	√	550	548	√	90%	95%	√	
TRANSITIONAL HOUSING																		
Huckleberry House - TLP	28	40	39	(1)	√	98%	100%	√	10	9	√	9	10	√	77%	100%	√	
Maryhaven - Women's ²	5	10	2	(8)	≠	90%	40%	≠	4	8	≠	3	0	N/A ⁷	50%	N/A ⁷	N/A ⁷	
VOAGO - Veterans	40	100	106	6	√	95%	65%	≠	4	2	√	39	41	√	77%	48%	≠	

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

² Project capacity fluctuates based on need and available capacity.

³ CMHA allows over-leasing for this project.

⁴ Project capacity increased by 8 as of 7/1/17.

⁵ Project capacity decreased by 20 as of 7/1/17.

⁶ New project, started lease-up during reporting period.

⁷ Project did not exit any households during the reporting period.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			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	
7/1/2017-12/31/2017																									
Homeless Families Foundation - Rapid Re-housing ²	93	89	✓	139	143	✓	15	40	✗	100	120	✗	84	79	✓	90%	93%	✓	\$800	\$781	✓	90%	92%	✓	
The Salvation Army - Rapid Re-housing ²	83	82	✓	120	135	✓	15	41	✗	100	97	✓	75	84	✓	90%	94%	✓	\$1,800	\$1,696	✓	90%	95%	✓	
The Salvation Army - Job2Housing ²	32	30	✓	62	74	✓	15	41	✗	180	185	✓	29	36	✓	90%	97%	✓	N/A	\$2,448	N/A	N/A	97%	N/A	
VOAGO Families - Rapid Re-housing ²	38	35	✓	62	58	✓	15	34	✗	100	97	✓	34	40	✓	90%	93%	✓	\$800	\$800	✓	90%	93%	✓	
YMCA - Rapid Rehousing ^{2,5}	1,000	329	N/A	1,000	329	N/A	23	29	N/A	100	62	N/A	250	37	N/A	50%	45%	N/A	\$740	\$1,317	N/A	80%	33%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	190	61	✗	N/A	N/A	N/A	N/A	N/A	N/A	186	60	✗	98%	98%	✓	\$950	\$1,280	✗	98%	98%	✓	
CSB - Transition Program - Single	N/A	N/A	N/A	500	284	✗	N/A	N/A	N/A	N/A	N/A	N/A	490	276	✗	98%	97%	✓	\$740	\$893	✗	98%	97%	✓	

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			
7/1/2017-12/31/2017																								
Gladden Community House - Stable Families	108	103	✓	180	165	✓	180	125	✓	65	86	✓	90%	92%	✓	\$1,000	\$1,349	✓ ⁸	90%	94%	✓			
Gladden Community House - Stable Families Expansion	13	18	✓	13	18	✓	120	84	✓	5	2	✗	90%	50%	✗	\$1,458	\$1,002	✓	90%	33%	✗			
Gladden Community House - Stable Families FCCS	39	33	✗	39	33	✗	120	68	✓	12	9	✗	90%	64%	✗	\$900	\$1,487	✓ ⁸	90%	44%	✗			
Lutheran Social Services - REEB Stable Families	18	10	✗	54	30	✗	365	196	✗	16	13	✗	90%	87%	✓	\$1,800	\$1,238	✓	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 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		
7/1/2017-12/31/2017																							
LSS - SSVF Prevention ⁴	6	0	N/A	8	0	N/A	N/A	N/A	N/A	90	N/A	N/A	5	N/A	N/A	90%	N/A	N/A	75%	N/A	N/A		
LSS - SSVF Rapid Re-housing ^{2,6}	60	62	✓	85	89	✓	30	31	✓	100	92	✓	48	45	✓	80%	88%	✓	80%	87%	✓		
VOAGO - SSVF Prevention ⁴	20	13	✓ ⁴	35	14	✓ ⁴	N/A	N/A	N/A	100	63	✓	18	7	✓ ⁴	90%	100%	✓	75%	100%	✓		
VOAGO - SSVF Rapid Re-housing ^{2,7}	140	100	✗	210	156	✗	30	30	✓	100	120	✗	112	55	✗	80%	67%	✗	80%	63%	✗		

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

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

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

⁴ Due to prioritizing clients into Rapid-Rehousing, program served fewer clients than expected.

⁵ Program in ramp-up, outcomes not evaluated for the reporting period.

⁶ 2 households were excluded from ALOS measure for not accessing homeless programs.

⁷ 24 households were excluded from ALOS measure for not accessing homeless programs.

⁸ Higher DCA than projected with CSB's approval.


communityshelterboard

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

