

SYSTEM & PROGRAM INDICATOR REPORT

FY2019
7/1/18 - 9/30/18




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

FY2019 Quarter 1: 7/1/18 – 9/30/18

 <p>GLADDEN COMMUNITY HOUSE</p> <p>FAMILY DIVERSION</p> <p>Met every goal for numbers served, shelter linkage, and successful diversion outcomes.</p>	 <p>MARYHAVEN Helping People Restore Their Lives®</p> <p>WOMEN'S TRANSITIONAL HOUSING</p> <p>Met every goal for numbers served, occupancy, housing stability, and successful housing outcomes.</p>	 <p>Volunteers of America GREATER OHIO</p> <p>PREVENTION FOR VETERANS</p> <p>Met every goal for numbers served, length of participation, and successful housing outcomes.</p>
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And a SHOUT OUT to these partners that stepped up to take on new programs and services:



HOMELESSNESS
PREVENTION FOR
EXPECTANT MOTHERS



HOMELESS
HOTLINE



ISIAH
PROJECT

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

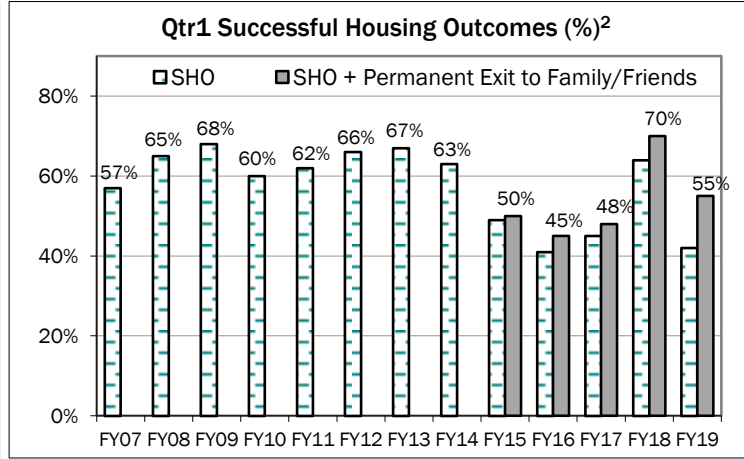
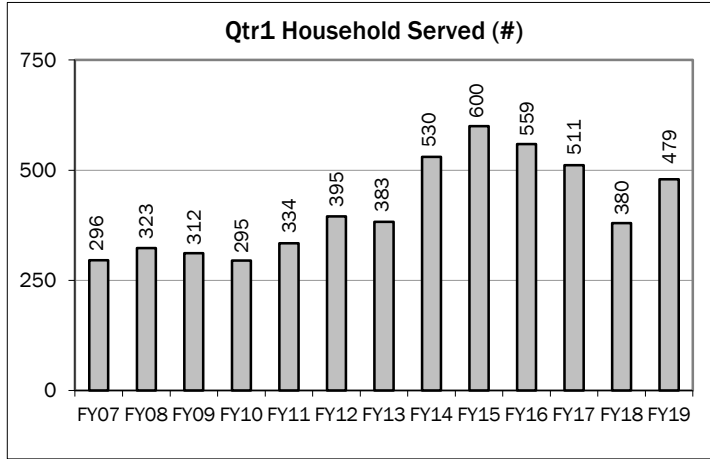
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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.

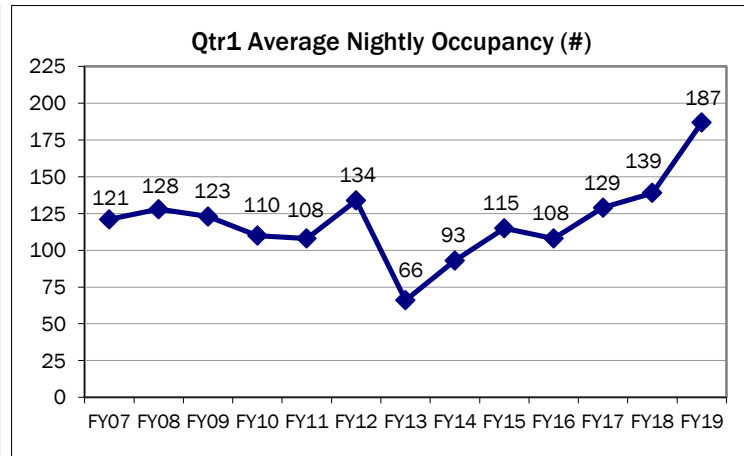
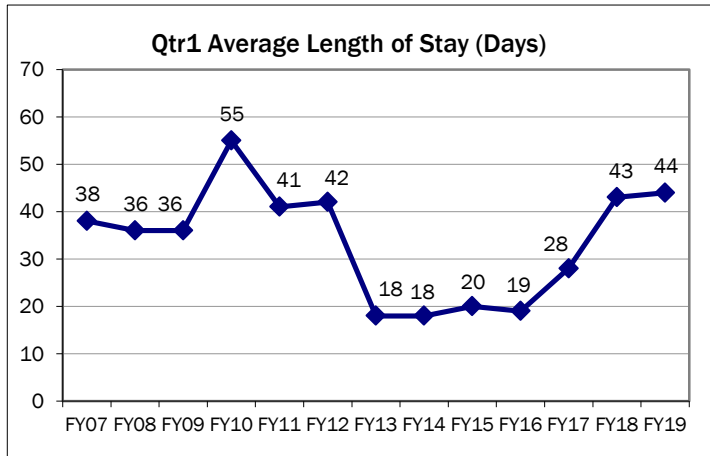
System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2018 - 9/30/2018	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	450	479	√	114	187	25	44	≠	235	156	≠	70%	55%	≠



DEMOGRAPHICS	Family
Households Served	479
Percent Newly homeless	66%
Clients Served	1,763
Average Age (HoH)	33
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) served	7
Veterans % of all adults	1%
Average Monthly Household Income	\$808
Percent Working at Entry	40%
Race - White (HoH)	27%
Race - Black (HoH)	72%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	671
Children Served	1,092
Mean Family Size	3.7
Average Number of Children	2.3
Adults 18-24 years (HoH)	15%
Children 0 - 2 years	21%
Children 3 - 7 years	36%
Children 8 - 12 years	30%
Children 13 - 17 years	13%
Pregnant Women Served	67
Long Term Disability (HoH)	22%
Franklin County Residents	90%



26 percent more households needed shelter compared to the same period of last fiscal year, and the success rate at exit from shelters decreased 15 percentage points. The length of time homeless increased, causing the nightly occupancy to exceed planned capacity. The employment rate at entry increased from the FY18 rate of 36% to 40% 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 144 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.

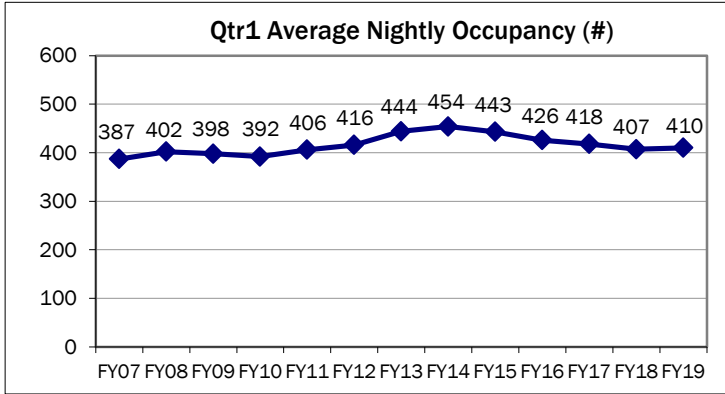
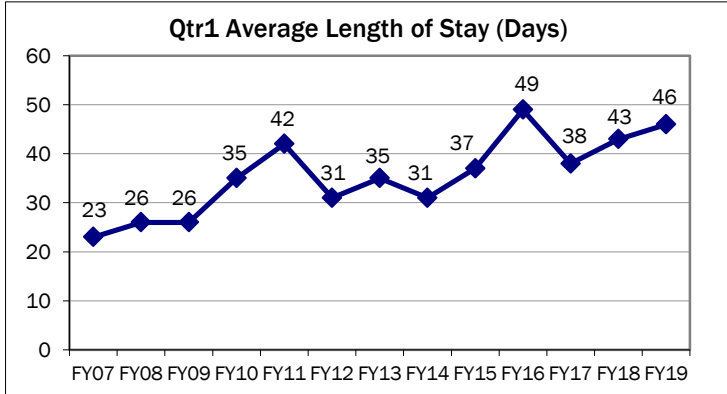
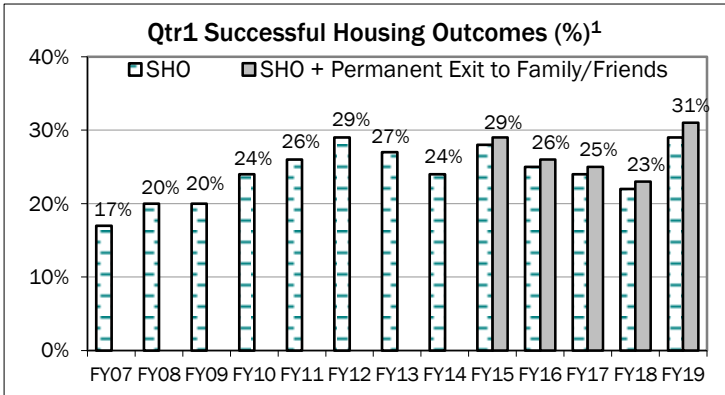
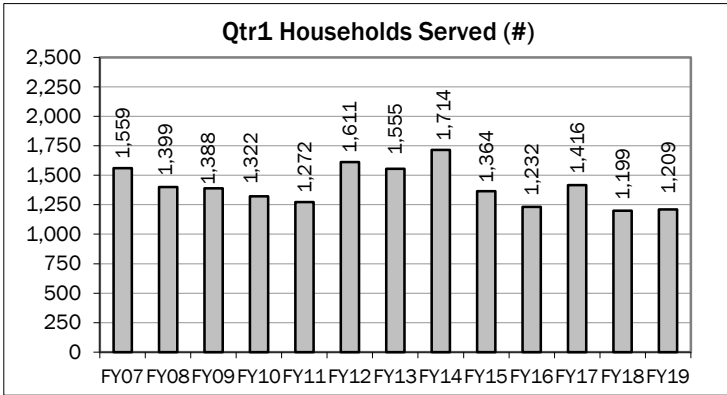
¹ Overflow capacity is not included.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2018 - 9/30/2018	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,400	1,209	≠	431	410	30	46	≠	320	245	≠	33%	31%	√



DEMOGRAPHICS	Men
Households Served	1,209
Percent Newly homeless	46%
Average Age	46
Men as a percent of total single adults served	68%
Veterans (U.S. Military) served	182
Veterans % of all adults	15%
Average Monthly Household Income	\$623
Percent Working at Entry	30%
Average Daily Waitlist Number	83
Race - White	30%
Race - Black	68%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ²	4%
Adults 25 - 34 years ²	20%
Adults 35 - 44 years ²	20%
Adults 45 - 55 years ²	31%
Adults 56 - 61 years ²	17%
Adults 62+ years ²	9%
Long Term Disability (HoH)	55%
Franklin County Residents	82%

The number of single men sheltered is near the same when compared to the same reporting period of last fiscal year. Both the success rate at exit and the average length of time homeless increased. The success rate at exit is the highest ever measured. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The employment rate at entry increased from the FY18 rate of 26% 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.

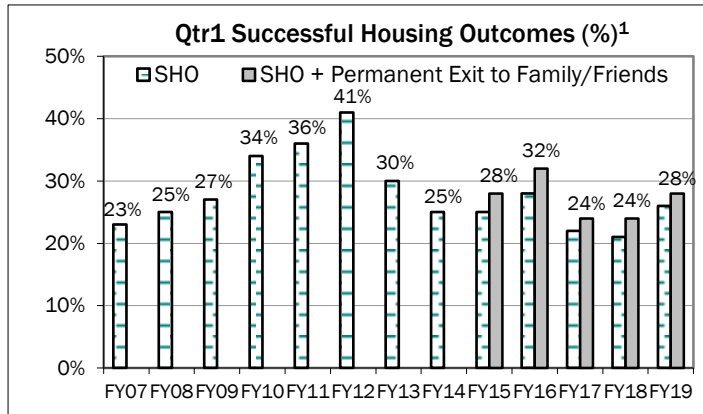
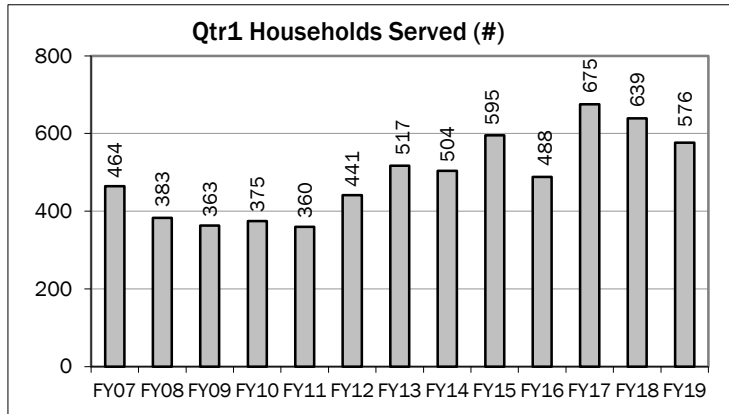
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Due to rounding percentages do not add up to 100%.

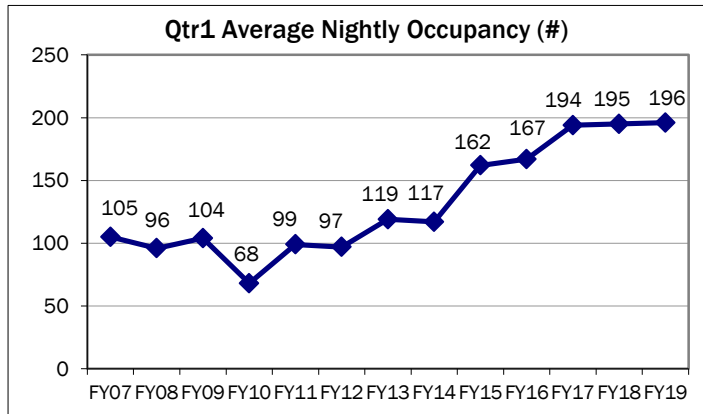
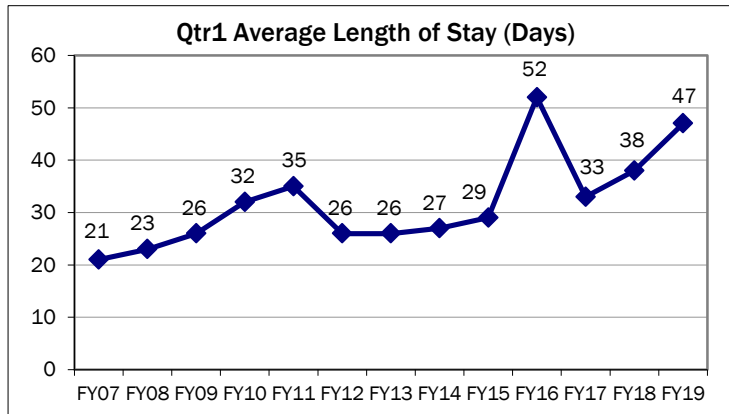
System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2018 - 9/30/2018	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	575	576	√	160	196	30	47	≠	137	105	≠	33%	28%	√



DEMOGRAPHICS	Women
Households Served	576
Percent Newly homeless	52%
Average Age	41
Women as a percent of total single adults served	32%
Veterans (U.S. Military) served	13
Veterans % of all adults	2%
Average Monthly Household Income	\$609
Percent Working at Entry	31%
Average Daily Waitlist Number	65
Race - White	36%
Race - Black	62%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	13%
Adults 25 - 34 years	26%
Adults 35 - 44 years	20%
Adults 45 - 55 years	25%
Adults 56 - 61 years	11%
Adults 62+ years	5%
Pregnant Women Served	71
Long Term Disability (HoH)	40%
Franklin County Residents	89%



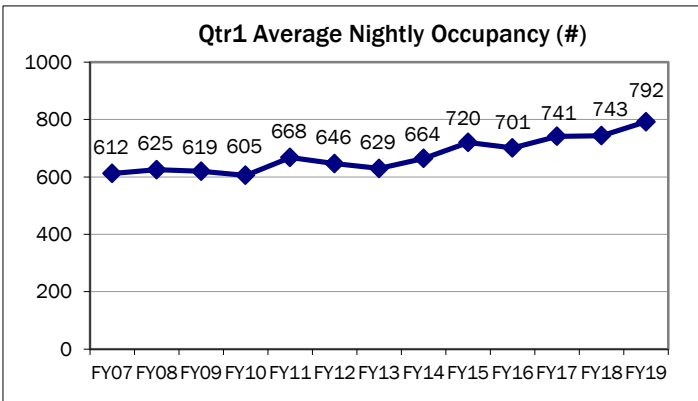
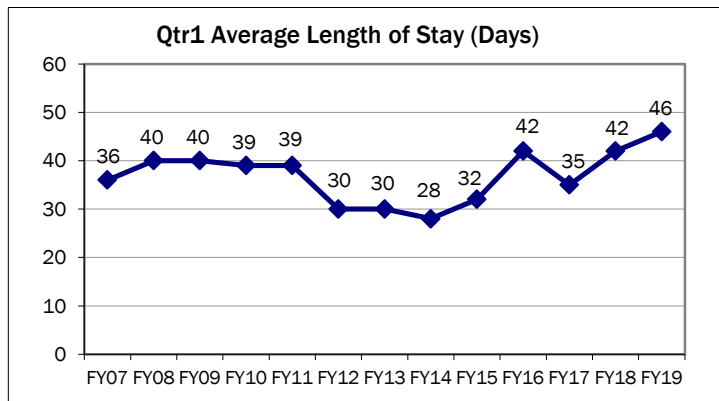
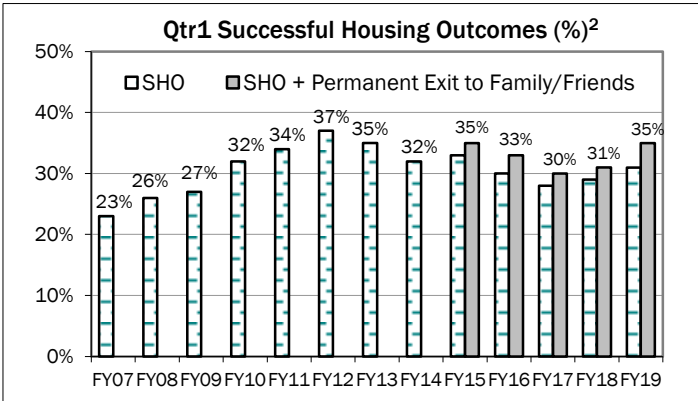
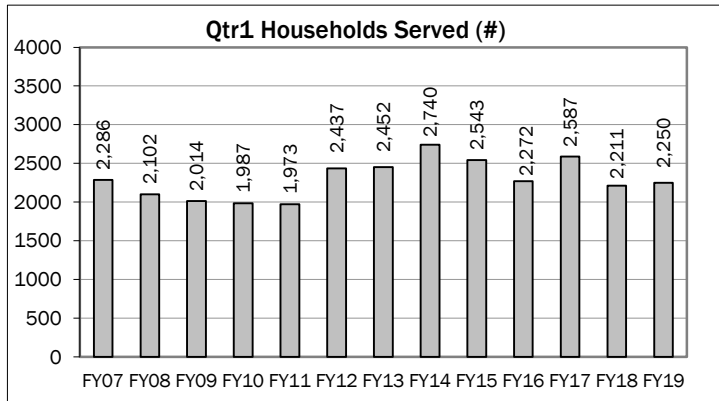
The number of single women sheltered is 10% lower when compared to the same reporting period of last fiscal year. The average length of time homeless increased compared to the same reporting period of the last fiscal year. The employment rate at entry increased from the FY18 rate of 25% to 31% currently, 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 much more challenging. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2018 - 9/30/2018	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System ¹	2,200	2,250	√	705	792	30	46	≠	553	507	√	37%	35%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,250
Percent Newly homeless	52%
Clients Served	3,532
Adults Served	2,440
Children Served	1,092
Average Age (HoH)	42
Gender - Male (HoH)	55%
Gender - Female (HoH)	45%
Veterans (U.S. Military) served	201
Veterans % of all adults	8%
Average Monthly Household Income	\$661
Percent Working at Entry	32%
Average Daily Waitlist Number	148
Race - White (HoH)	31%
Race - Black (HoH)	67%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	9%
Pregnant Women Served	138
Long Term Disability (HoH)	44%
Franklin County Residents	86%

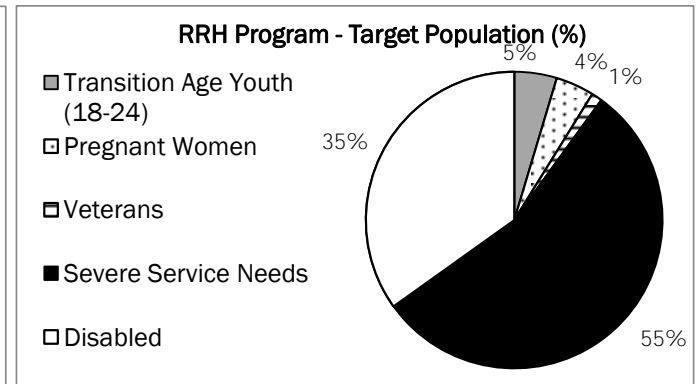
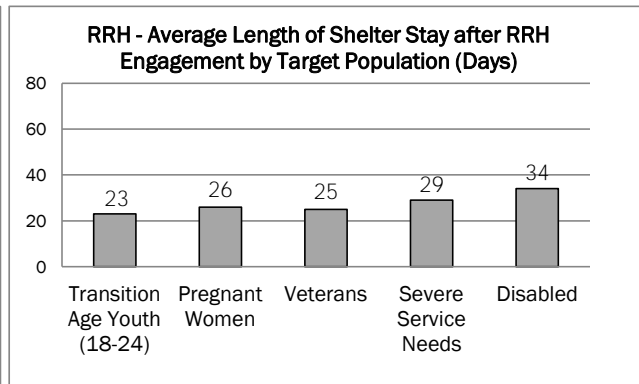
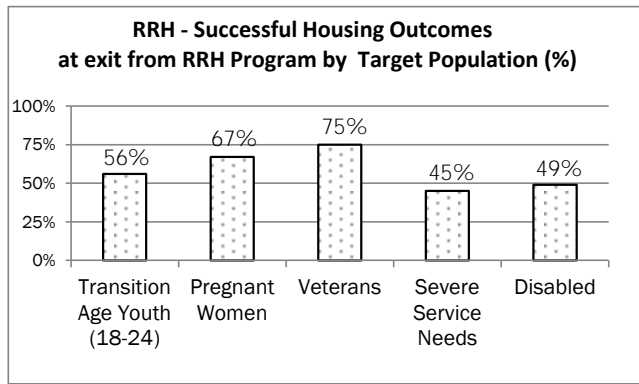
The system experienced a 2% increase in the number of households sheltered when compared to the same period of last fiscal year. The successful housing outcomes percent increased 4 percentage points compared to the same period of the prior fiscal year. The average length of time homeless increased across all systems, as did the nightly occupancy. The employment rate and income increased across all systems as well. 52% 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 2,531.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report

FY19 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2018 - 9/30/2018	Single Adult 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 (#)	1,521	690	32	29	8	381	241
Successful Housing Outcomes (%) ²	31%	53%	56%	67%	75%	45%	49%
Average Length of Shelter Stay (Days)	49	30	23	26	25	29	34
Median Length of Shelter Stay (Days)	32	23	19	15	18	21	30
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	18	13	15	14	20	17
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	106	98	102	98	110	102
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	7	14	Crisis Response System		2012 Benchmark	FY2019 goal	10 year goal
Average Number of Shelter Visits (#)	1.2	N/A	Diversion Rate		14%	25%	30%
Long Term Disability (%)	45%	60%	Average Length of Shelter Stay		45 days	30 days	23 days
Recidivism (%)	N/A	N/A	Successful Housing Outcomes		28%	33%	40%
Diversion			Number of Returns to Shelter		3.4	2.3	1.5
Diversion Rate at Homeless Hotline (%)		5%					



The success rate at exit from the Rapid Re-housing program is at 53%. 514 (34%) 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.

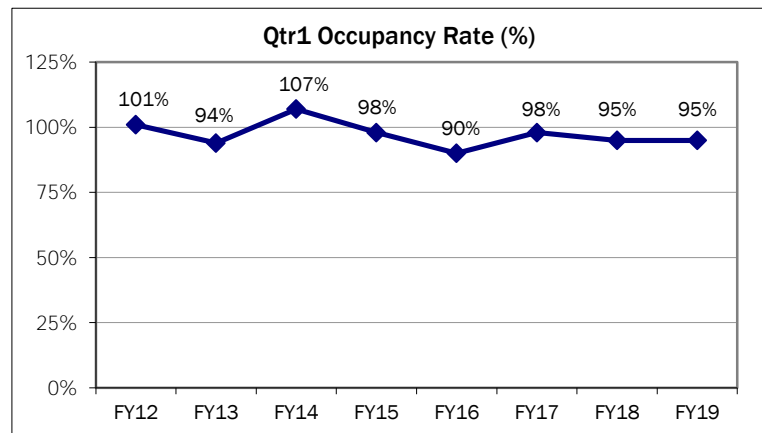
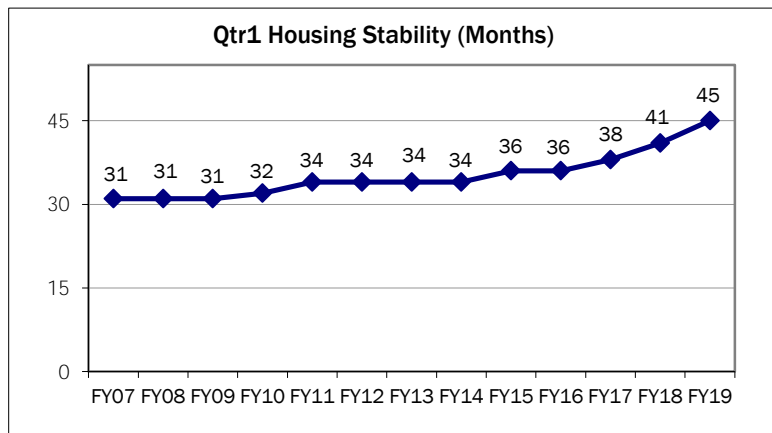
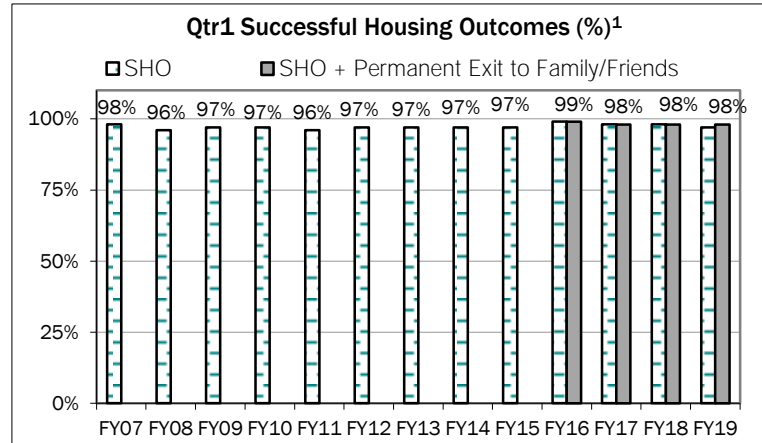
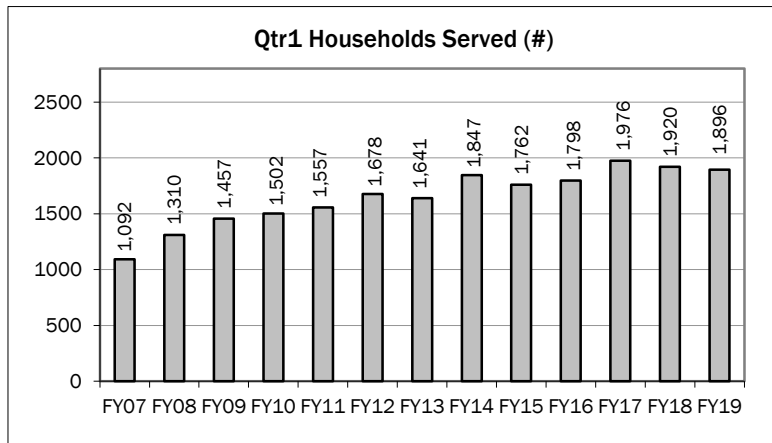
¹ System implemented 10/1/2014. Includes shelters where the Rapid Re-housing Program is operating. These shelters include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Program is not contracted to provide services for the overflow or VA 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. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Permanent Supportive Housing (PSH) 7/1/2018 - 9/30/2018	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	1,980	1,896	√	95%	95%	√	24	45	√	1,782	1,837	√	90%	98%	√



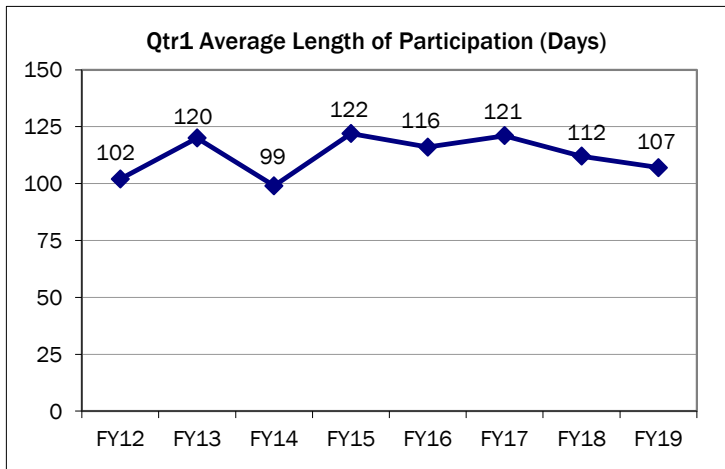
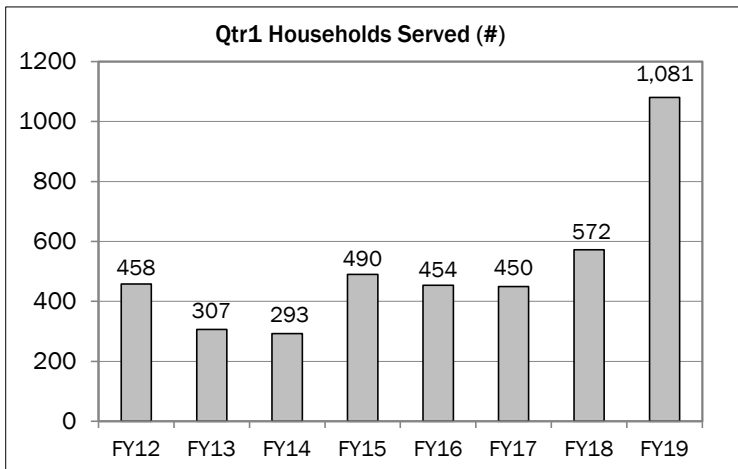
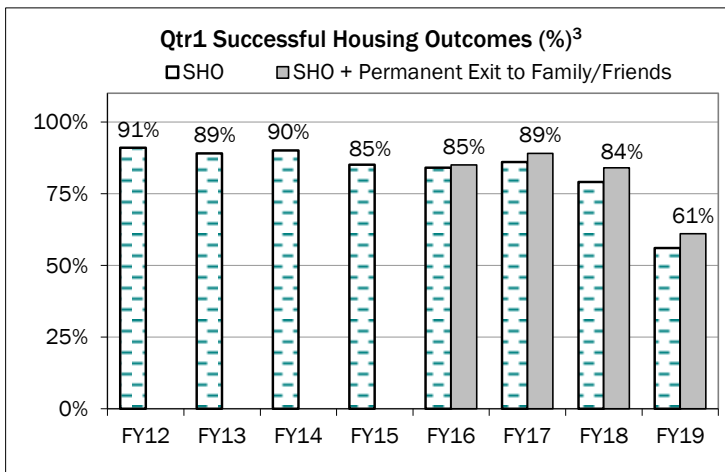
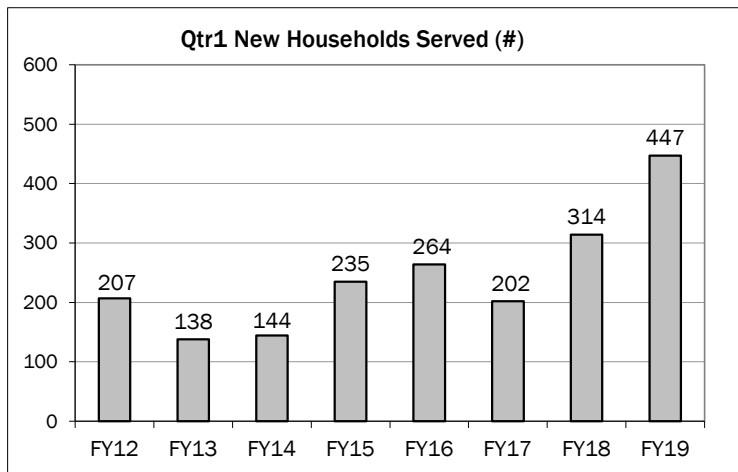
The system continues to perform well, with good occupancy and success rates. A comparable number of households were served this reporting period and the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1910. VA VASH voucher capacity of 372 is not included.

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	7/1/2018 - 9/30/2018	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Rapid Re-housing System ¹	737	447	≠	1,454	1,081	≠	100	107	√	369	313	≠	50%	61%	√



DEMOGRAPHICS	Family & Adults
Households Served	1,081
Clients Served	1,695
Average Age (HoH)	44
Gender - Male (HoH)	60%
Gender - Female (HoH)	40%
Veterans (U.S. Military) served	190
Veterans % of all adults	16%
Average Monthly Household Income	\$577
Percent Working at Entry	25%
Adults Served	1,165
Children Served	530
Race - White (HoH)	32%
Race - Black (HoH)	66%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.7
Average Number of Children ²	2.4
Adults 18-24 years (HoH)	9%
Children 0 - 2 years ²	26%
Children 3 - 7 years ²	35%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	12%
Long Term Disability (HoH)	54%
Pregnant Women Served	73

The system served 89% more households than the same reporting period of last fiscal year, due to full operations of the rapid re-housing program for single adults. 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.

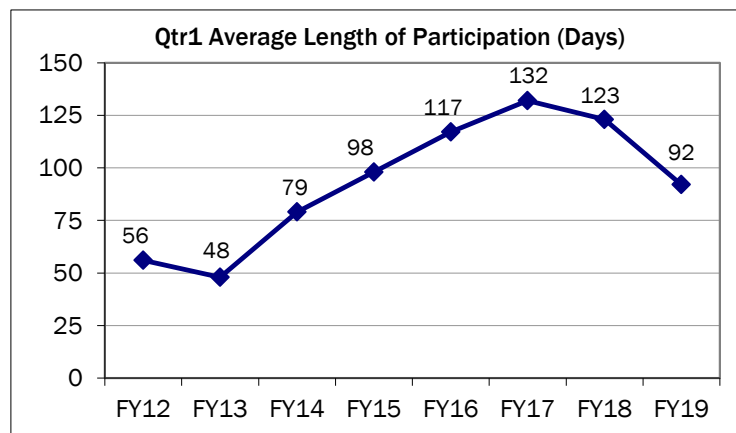
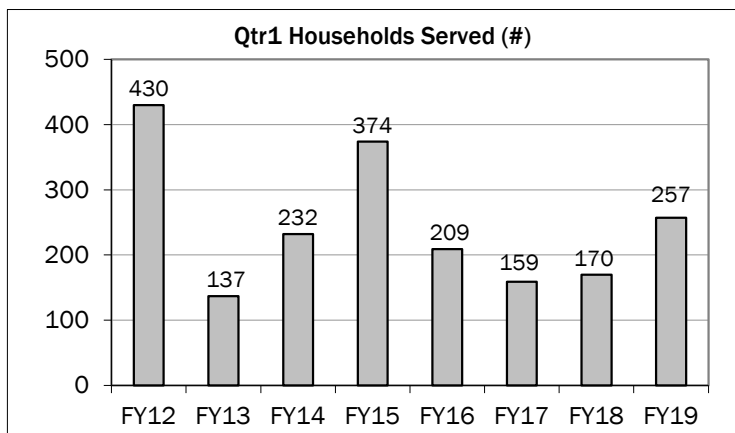
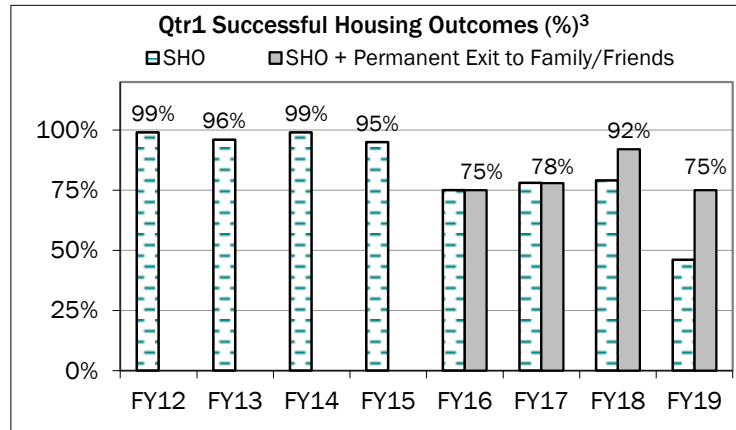
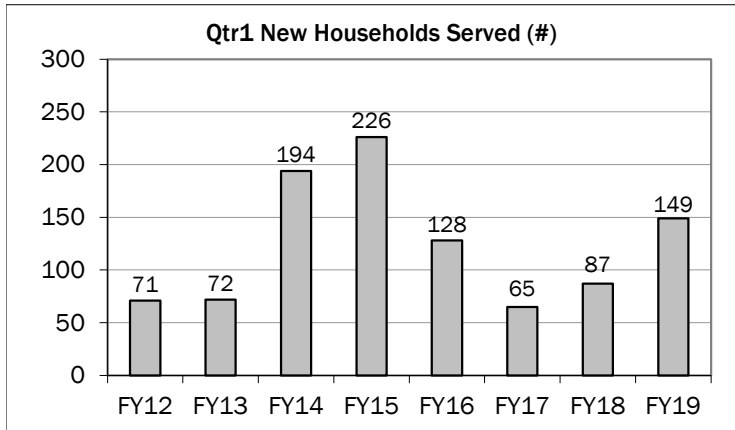
² Data refers to families served.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Prevention 7/1/2018 - 9/30/2018	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	87	149	√	152	257	√	120	92	√	71	81	√	90%	75%	≠



DEMOGRAPHICS	Family & Adults
Households Served	257
Clients Served	904
Average Age (HoH)	33
Gender - Male (HoH)	16%
Gender - Female (HoH)	84%
Veterans (U.S. Military) served	33
Veterans % of all adults	11%
Average Monthly Household Income	\$832
Percent Working at Entry	51%
Race - White (HoH) ⁴	18%
Race - Black (HoH) ⁴	82%
Race - Other (HoH) ⁴	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	314
Children Served	590
Mean Family Size ²	3.7
Average Number of Children ²	2.5
Children 0 - 2 years ²	25%
Children 3 - 7 years ²	37%
Children 8 - 12 years ²	24%
Children 13 - 17 years ²	14%
Long Term Disability (HoH)	15%
Pregnant Women Served	38

51% more households were served than the same reporting period of last fiscal year. The success rate at program exit fell significantly. 46% of households are stable in their own housing and 29% decided to permanently move in with family/friends, an unusually high rate for family/friends move-ins. Income and percent working at entry decreased compared to FY18 annual rate (\$833 and 54% respectively) showing better targeting and prioritization of households at greater risk of homelessness.

¹ System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and LSS SSVF and VOAGO SSVF programs for veterans.

² Data refers to the families served.

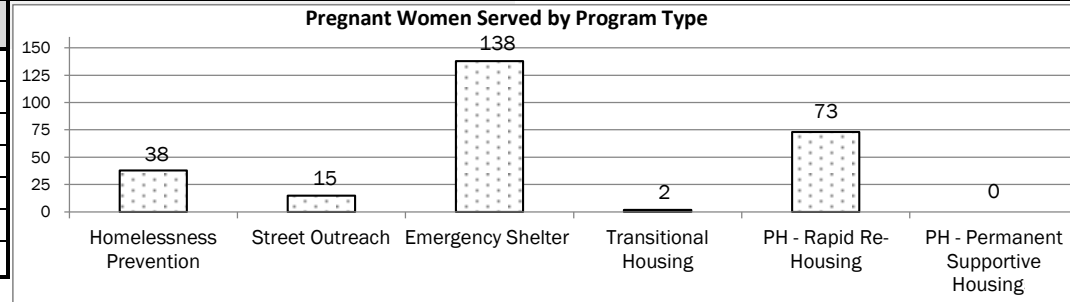
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report

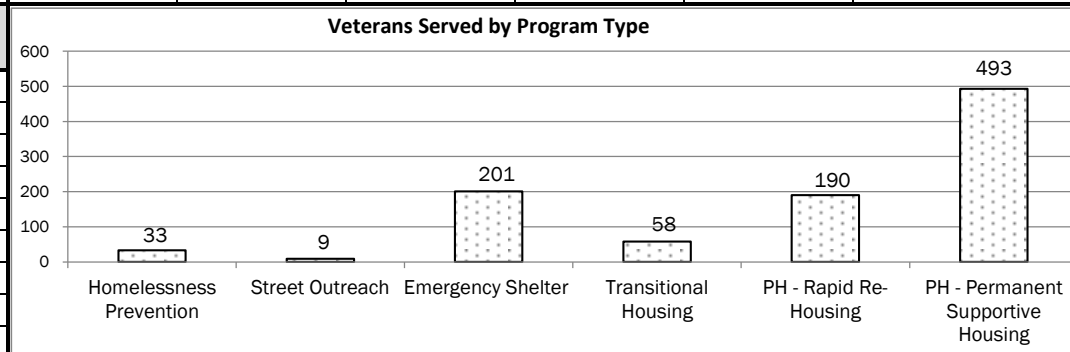
Special Populations Served : 7/1/2018 - 9/30/2018		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ⁵
Total Households Served (#)	213	38	15	138	2	73	N/A
Successful Housing Outcomes (%) ¹	N/A	78%	100%	35%	N/A	70%	N/A
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	108	134	37	9	97	N/A
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Race - White (HoH)	21%
Race - Black (HoH)	77%
Race - Other (HoH)	2%
Hispanic (HoH)	6%
Non-Hispanic (HoH)	94%
Long Term Disability	23%
Franklin County Residents	89%



Veterans Served by Program Type		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Total Households Served (#)	773	33	9	201	58	190	493
Successful Housing Outcomes (%) ¹	N/A	92%	100%	53%	66%	79%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	93	110	35	2	113	45
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Gender - Male (HoH)	93%
Gender - Female (HoH)	7%
Race - White (HoH)	40%
Race - Black (HoH)	59%
Race - Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Long Term Disability	67%
Franklin County Residents	83%



¹ Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.

² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ There were no pregnant women residing in PSH during the reporting period.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{3,4}						Movement
	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%
7/1/2018 - 9/30/2018																	
MEN																	
LSS - Faith Mission - Men's on Grant ²	N/A	286	N/A	N/A	89	87	N/A	30	43	N/A	N/A	49	N/A	33%	25%	N/A	18%
LSS - Faith Mission on 8th ²	N/A	265	N/A	N/A	95	92	N/A	30	49	N/A	N/A	48	N/A	33%	28%	N/A	9%
Friends of the Homeless - Men's Shelter ⁵	489	374	(115)	≠	130	122	≠	30	46	≠	118	71	≠	33%	28%	√	9%
VOAGO - Men's Shelter ⁵	188	167	(21)	≠	40	37	≠	30	29	√	49	33	≠	33%	25%	≠	7%
WOMEN																	
LSS - Faith Mission - Women's on Grant ²	N/A	104	N/A	N/A	38	37	N/A	30	52	N/A	N/A	18	N/A	33%	27%	N/A	3%
YMCA - Van Buren Women's Shelter ⁵	250	354	104	√	98	129	√	30	51	≠	50	71	√	33%	33%	√	1%
YMCA - Van Buren Pregnant Women's Shelter ⁵	52	69	17	√	12	16	√	37	25	√	13	11	≠	33%	20%	≠	5%
INEBRIATE																	
Maryhaven - Engagement Center Safety	275	245	(30)	≠	32	38	√	12	16	≠	73	46	≠	30%	22%	≠	N/A
Maryhaven - Engagement Center Shelter2Housing ⁵	45	35	(10)	≠	18	16	≠	30	56	≠	9	5	≠	33%	31%	√	0%
YOUTH																	
Huckleberry House - Emergency Shelter	100	142	42	√	16	13	≠	10	10	√	72	104	√	80%	83%	√	0%
VA EMERGENCY HOUSING																	
VOAGO - VA Emergency Housing	35	50	15	√	15	12	≠	60	35	√	11	28	√	50%	67%	√	7%
LSS - VA Men & Women	50	82	32	√	24	21	≠	60	30	√	13	18	√	50%	31%	≠	27%
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,5}	837	632	(205)	≠	222	216	√	30	48	≠	203	115	≠	33%	28%	√	13%

¹ Capacity does not include overflow.

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. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

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.

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	
7/1/2018 - 9/30/2018													
Netcare - Homeless Hotline (Single Adults) ⁵	2,500	2,610	N/A	95%	97%	N/A	625	161	N/A	25%	5%	N/A	
Netcare - Homeless Hotline (Families) ⁵	950	936	N/A	95%	99%	N/A	285	123	N/A	30%	12%	N/A	
Gladden Community House - Family Diversion	425	830	√	95%	99%	√	149	203	√	35%	33%	√	

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	
7/1/2018 - 9/30/2018																						
Maryhaven - Capital Crossroad SID Outreach	25	28	√	45	37	≠	19	20	√	75%	100%	√	10	18	√	55%	90%	√	N/A	0%	N/A	
Maryhaven - Outreach	70	40	≠	130	151	√	52	21	≠	75%	70%	√	29	13	≠	55%	62%	√	25%	29%	√	
Southeast - PATH Outreach ³	70	23	≠	140	54	≠	35	4	≠	50%	100%	√	N/A	4	N/A	N/A	100%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁴						Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal ±15%
7/1/2018 - 9/30/2018																
YWCA - Family Center	225	122	≠	50	53	√	25	53	≠	123	37	≠	70%	51%	≠	0%
YMCA - Van Buren Family Shelter	240	365	√	64	134	√	25	41	≠	123	120	√	70%	55%	≠	5%

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. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁵ First quarter for Netcare operating the homeless hotline.

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
7/1/2018 - 9/30/2018																	
Community Housing Network - Briggsdale	25	26	26	0	√	25	100%	√	24	54	√	23	25	√	90%	96%	√
Community Housing Network - Cassidy ²	10	10	11	1	√	11	110%	√	24	45	√	9	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	42	(2)	√	42	100%	√	24	65	√	40	41	√	90%	98%	√
Community Housing Network - East 5th Avenue	38	40	40	0	√	36	95%	√	24	35	√	36	40	√	90%	100%	√
Community Housing Network - Inglewood Court	45	47	44	(3)	√	44	98%	√	24	43	√	42	44	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing	25	26	27	1	√	21	84%	≠	24	48	√	23	26	√	90%	100%	√
Community Housing Network - North 22nd Street	30	31	32	1	√	29	97%	√	24	38	√	28	30	√	90%	97%	√
Community Housing Network - Parsons	25	26	26	0	√	25	100%	√	24	24	√	23	25	√	90%	96%	√
Community Housing Network - RLPTI	80	84	68	(16)	≠	65	81%	≠	24	71	√	76	66	≠	90%	99%	√
Community Housing Network - Safe Haven	13	16	14	(2)	√	12	92%	√	24	71	√	14	13	√	90%	93%	√
Community Housing Network - Southpoint Place	46	48	48	0	√	46	100%	√	24	45	√	43	47	√	90%	98%	√
Community Housing Network - Terrace Place	47	49	47	(2)	√	45	96%	√	24	53	√	44	46	√	90%	100%	√
Maryhaven - Commons at Chantry	50	52	50	(2)	√	48	96%	√	24	62	√	47	49	√	90%	100%	√
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	73	97%	√	24	58	√	71	74	√	90%	99%	√
National Church Residences - Commons at Grant	50	52	50	(2)	√	50	100%	√	24	80	√	47	50	√	90%	100%	√
National Church Residences - Commons at Livingston	60	63	62	(1)	√	59	98%	√	24	43	√	57	60	√	90%	97%	√
National Church Residences - Commons at Third	60	63	62	(1)	√	59	98%	√	24	39	√	57	60	√	90%	97%	√
National Church Residences - VOAGO Van Buren Village	60	63	61	(2)	√	60	100%	√	24	23	√	57	60	√	90%	98%	√
YMCA - 40 West Long Street	105	110	109	(1)	√	104	99%	√	24	45	√	99	106	√	90%	97%	√
YMCA - Franklin Station ²	75	79	78	(1)	√	77	103%	√	24	64	√	71	77	√	90%	99%	√
YMCA - Isaiah Project ³	174	174	190	16	√	182	105%	√	N/A	3	N/A	N/A	178	N/A	N/A	94%	N/A
YMCA - Scattered Sites HOME ²	50	52	71	19	√	67	134%	√	6	7	√	47	69	√	90%	97%	√
YWCA - WINGS	91	96	92	(4)	√	84	92%	√	24	23	√	86	88	√	90%	96%	√

¹Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

²Occupancy 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.

³YMCA took over CHN Leasing 2 project effective 7/1/2018 and will decrease project census throughout the year.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2018 - 9/30/2018		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	10	10	0	√	95%	100%	√	24	60	√	9	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	99	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing		38	40	39	(1)	√	95%	95%	√	24	44	√	36	38	√	90%	97%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA		52	55	45	(10)	≠	100%	83%	≠	24	63	√	50	43	≠	90%	96%	√
Equitas Health - TRA		89	93	87	(6)	√	100%	97%	√	24	113	√	84	87	√	90%	100%	√
Community Housing Network - SRA ⁴		197	207	169	(38)	≠	100%	83%	≠	24	43	√	186	161	≠	90%	96%	√
Community Housing Network - SRA ³		11	12	12	0	√	100%	109%	√	6	7	√	11	12	√	90%	100%	√
Community Housing Network - TRA		171	180	161	(19)	≠	100%	92%	≠	24	54	√	162	161	√	90%	100%	√
Community Housing Network - TRA ⁵		20	5	6	1	√	25%	20%	√	N/A	N/A	N/A	N/A	6	N/A	N/A	100%	N/A
YMCA - 40 West Long Expansion SRA		38	40	42	2	√	100%	95%	√	24	28	√	36	40	√	90%	100%	√
Total Rental Assistance		578	592	522	(70)	≠	100%	87%	≠	24	58	√	529	510	√	90%	98%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP ⁶		24	35	30	(5)	≠	98%	92%	≠	10	10	√	5	5	√	77%	71%	≠
Maryhaven - Women's ^{2,7}		5	4	6	2	√	90%	100%	√	6	6	√	1	N/A ⁷	N/A	50%	N/A ⁷	N/A
VOAGO - Veterans		40	70	57	(13)	≠	95%	48%	≠	4	2	√	23	25	√	77%	66%	≠

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Project capacity fluctuates based on need and available capacity.

³ Funding allows over-leasing for this project.

⁴ Community Housing Network - SRA and SRA 2 programs were combined starting 7/1/2018.

⁵ Project started 7/1/2018 and is in lease-up phase.

⁶ Project capacity of 24 units as of 7/1/2018.

⁷ Project didn't have any household exits during report period. Measure could not be calculated.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay			Average Length of Participation			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	
7/1/2018 - 9/30/2018																									
Homeless Families Foundation - Rapid Re-housing ²	47	44	√	93	92	√	15	44	≠	100	95	√	42	20	≠	90%	67%	≠	\$800	\$787	√	90%	67%	≠	
The Salvation Army - Rapid Re-housing ²	42	15	≠	79	38	≠	15	48	≠	100	79	√	38	17	≠	90%	89%	√	\$1,800	\$1,913	√	90%	88%	√	
The Salvation Army - Job2Housing ²	16	9	≠	46	41	≠	15	69	≠	180	168	√	14	5	≠	90%	100%	√	N/A	\$3,539	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing ²	19	18	√	43	40	√	15	36	≠	100	88	√	17	15	√	90%	94%	√	\$800	\$800	√	90%	93%	√	
YMCA - Rapid Rehousing ²	500	287	≠	1,000	690	≠	23	30	≠	90	106	≠	350	187	≠	70%	53%	≠	\$1,200	\$1,424	≠	50%	49%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	69	33	≠	N/A	N/A	N/A	N/A	N/A	N/A	68	31	≠	98%	94%	√	\$1,300	\$1,629	≠	98%	94%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	275	306	√	N/A	N/A	N/A	N/A	N/A	N/A	270	296	√	98%	97%	√	\$1,000	\$1,034	√	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			
7/1/2018 - 9/30/2019																								
Gladden Community House - Family Homelessness Prevention	64	97	√	114	159	√	120	87	√	57	50	≠	90%	71%	≠	\$1,100	\$1,366	≠	90%	53%	√ ⁶			
Gladden Community House - FCCS Prevention	20	18	√	25	41	√	120	106	√	18	19	√	90%	86%	√	\$900	\$1,358	≠	80%	75%	√			
HFF Pregnant Women Homelessness Prevention	9	12	√	17	24	√	60	74	√ ⁵	0	1	√	90%	25%	≠	\$2,200	N/A ⁵	N/A	100%	N/A ⁵	N/A			

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		
7/1/2018 - 9/30/2018																							
LSS - SSVF Rapid Re-housing ²	35	24	≠	60	57	√	30	18	√	100	94	√	28	32	√	80%	82%	√	80%	78%	√		
VOAGO - SSVF Prevention ⁴	8	21	√	10	32	√	N/A	N/A	N/A	90	93	√	7	12	√	90%	92%	√	75%	92%	√		
VOAGO - SSVF Rapid Re-housing ^{2,4}	78	53	≠	133	126	√	30	10	√	100	131	≠	62	39	≠	80%	81%	√	80%	83%	√		

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

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

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Program may not have had enough veterans to serve to meet the RRH goal, instead the Prevention goal was exceeded but not sufficiently to compensate.

⁵ Higher length of participation with CSB's approval. The single successful exit did not receive DCA.

⁶ Program participants did not need to use DCA at the projected rate.



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