

SYSTEM & PROGRAM INDICATOR REPORT

FY2019
1/1/19 - 3/31/19

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 3: 1/1/19 – 3/31/19

 <p>FAMILY DIVERSION</p> <p>Met every goal for numbers served, shelter linkage, and successful diversion outcomes.</p>	 <p>TRANSITIONAL HOUSING</p> <p>Met every goal for numbers served, occupancy, housing stability, and successful housing outcomes.</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 pulled together to ensure that everyone in our community was safe during dangerously cold winter nights:



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. 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

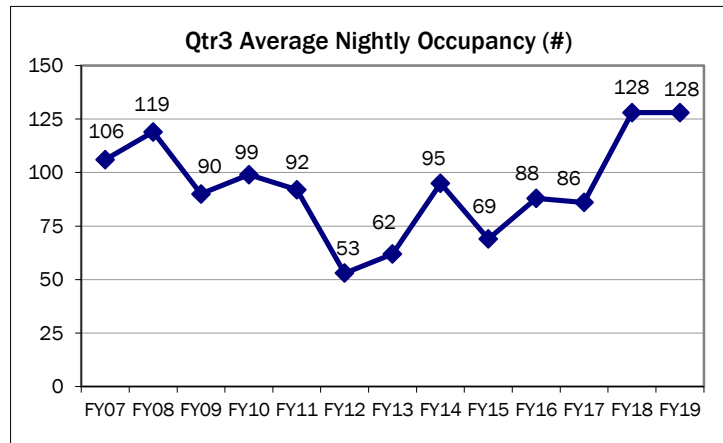
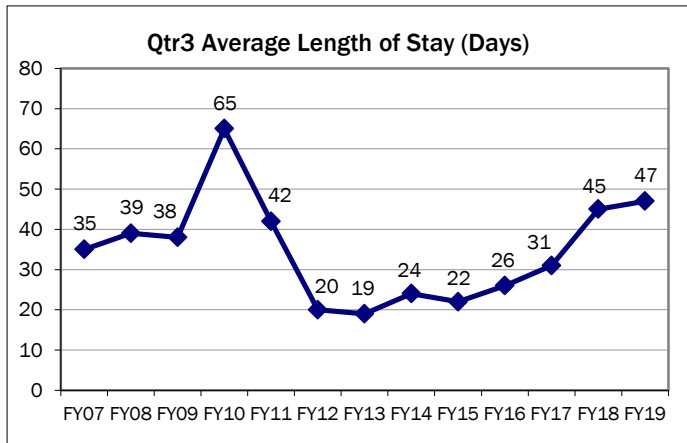
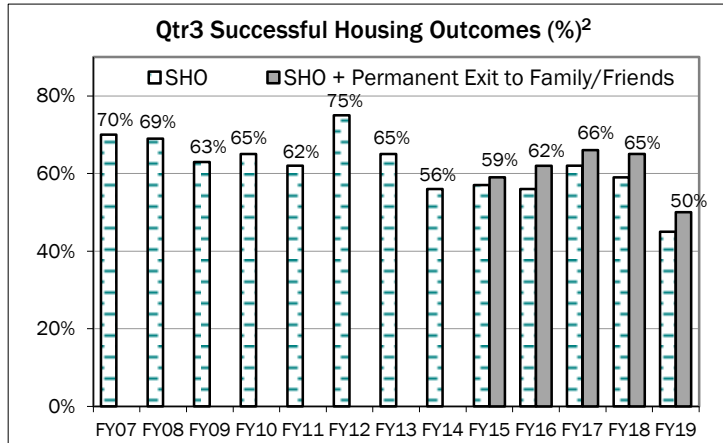
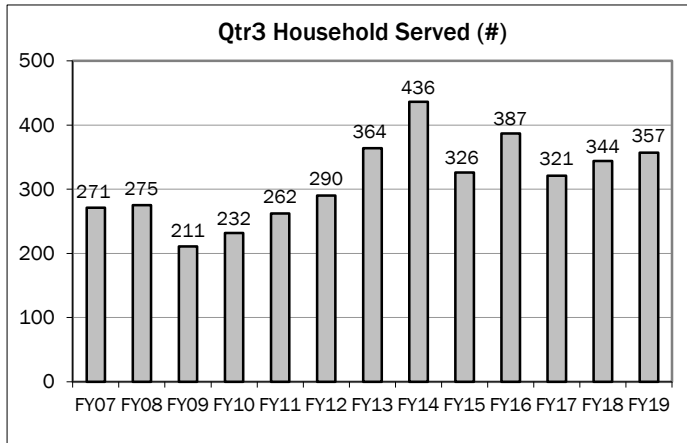
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2019 - 3/31/2019														
Family System	340	357	√	114	128	25	47	≠	158	115	≠	70%	50%	≠



DEMOGRAPHICS	Family
Households Served	357
Percent Newly homeless	62%
Clients Served	1,302
Average Age (HoH)	32
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) served	7
Veterans % of all adults	1%
Average Monthly Household Income	\$655
Percent Working at Entry	33%
Race - White (HoH) ³	25%
Race - Black (HoH) ³	73%
Race - Other (HoH) ³	3%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Adults Served	506
Children Served	796
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	19%
Children 0 - 2 years ³	22%
Children 3 - 7 years ³	38%
Children 8 - 12 years ³	25%
Children 13 - 17 years ³	14%
Pregnant Women Served	38
Long Term Disability (HoH)	16%
Franklin County Residents	87%

Four percent more households needed shelter compared to the same period of last fiscal year. The success rate at exit from shelters decreased 15 percentage points to the lowest measured rate historically. The length of time homeless increased, causing the nightly occupancy to exceed planned capacity and tied the record high. The employment rate at entry decreased from the FY18 rate of 36% to 33% currently, coupled with a decrease in average income (FY18 \$712). The percent of newly homeless was calculated using homelessness experience from the past two years and is at a record low. An additional 41 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.

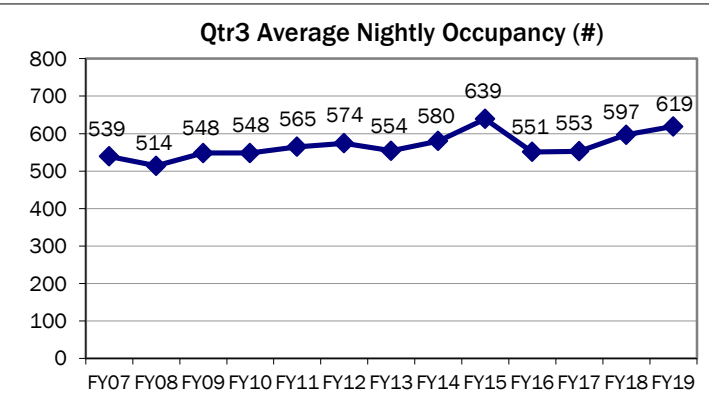
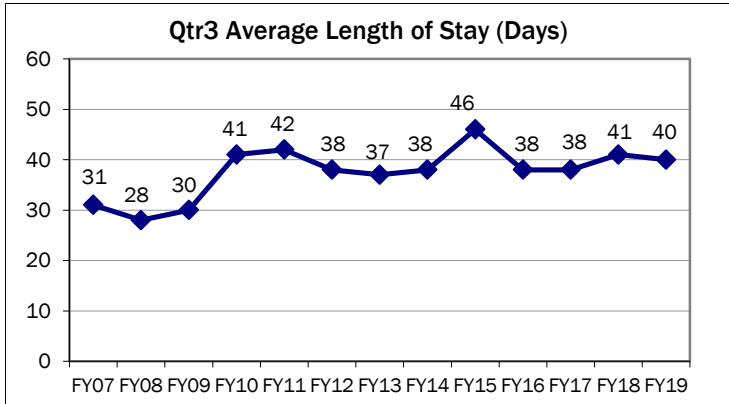
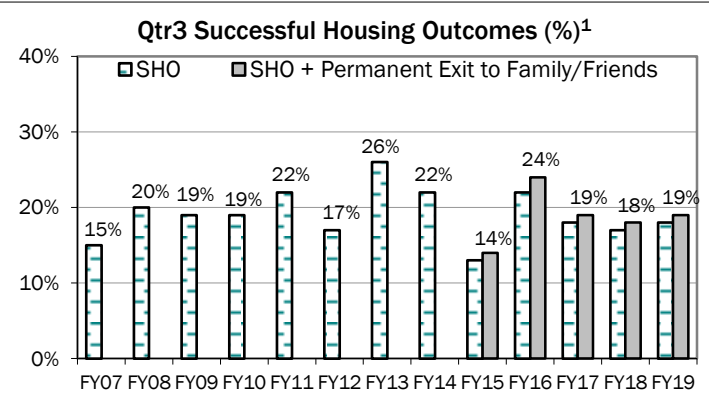
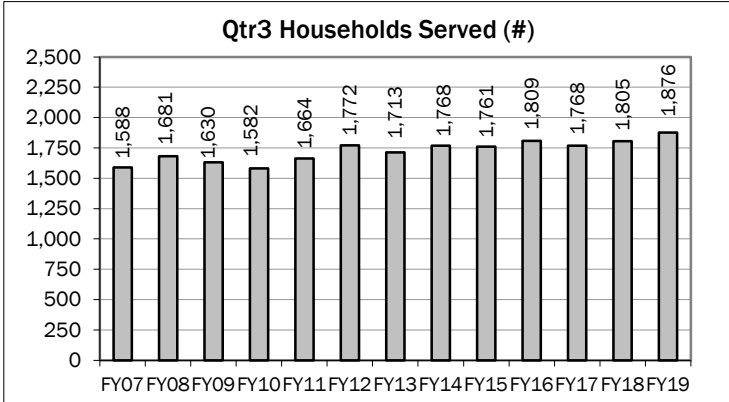
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ Due to rounding percentage does 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					
	1/1/2019 - 3/31/2019	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,800	1,876	√	431	619	30	40	≠	452	242	≠	33%	19%	≠



DEMOGRAPHICS	Men
Households Served	1,876
Percent Newly homeless	49%
Average Age	44
Men as a percent of total single adults served	72%
Veterans (U.S. Military) served	187
Veterans % of all adults	10%
Average Monthly Household Income	\$592
Percent Working at Entry	28%
Average Daily Waitlist Number	0
Race - White	35%
Race - Black	64%
Race - Other	1%
Hispanic	2%
Non-Hispanic	98%
Adults 18 - 24 years	7%
Adults 25 - 34 years	22%
Adults 35 - 44 years	22%
Adults 45 - 55 years	27%
Adults 56 - 61 years	14%
Adults 62+ years	8%
Long Term Disability (HoH)	36%
Franklin County Residents	84%

The number of single men sheltered increased 4% when compared to the same reporting period of last fiscal year. The success rate at exit increased and the average length of time homeless decreased. 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 28% currently, coupled with an increase in average income (FY18 \$530). The percent of newly homeless was calculated using homelessness experience from the past two years.

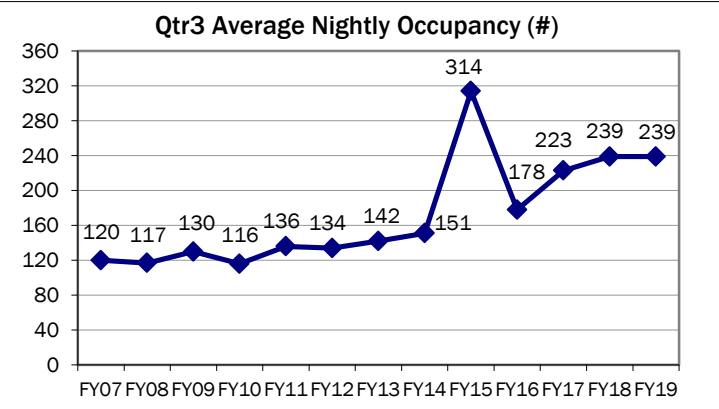
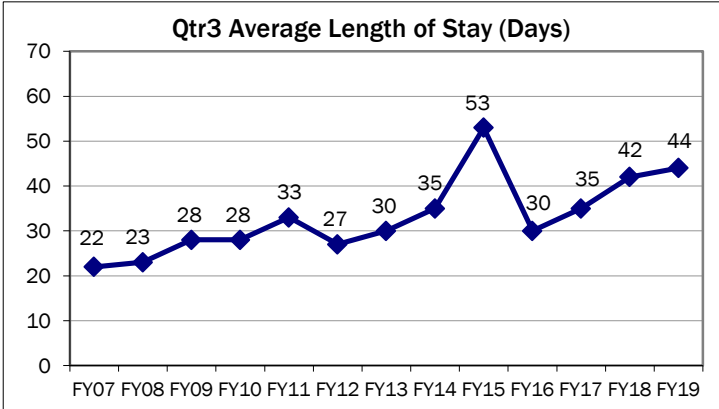
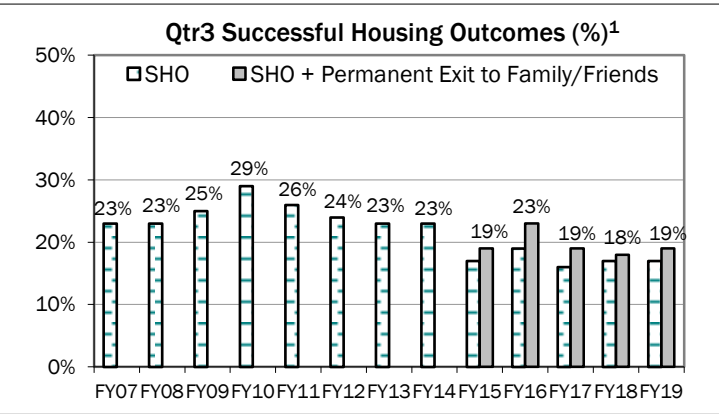
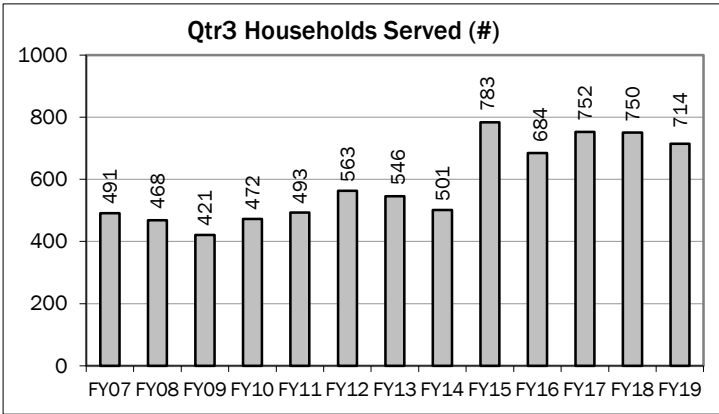
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	1/1/2019 - 3/31/2019	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	725	714	√	201	239	30	44	≠	186	89	≠	33%	19%	≠



DEMOGRAPHICS	Women
Households Served	714
Percent Newly homeless	58%
Average Age	41
Women as a percent of total single adults served	28%
Veterans (U.S. Military) served	11
Veterans % of all adults	2%
Average Monthly Household Income	\$571
Percent Working at Entry	26%
Average Daily Waitlist Number	0
Race - White	40%
Race - Black	58%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	13%
Adults 25 - 34 years	26%
Adults 35 - 44 years	23%
Adults 45 - 55 years	22%
Adults 56 - 61 years	9%
Adults 62+ years	7%
Pregnant Women Served	48
Long Term Disability (HoH)	20%
Franklin County Residents	84%

The number of single women sheltered is 5% 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, causing the decrease in number served. The employment rate at entry increased from the FY18 annual rate of 25%, while average income increased from \$502 to \$571. 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.

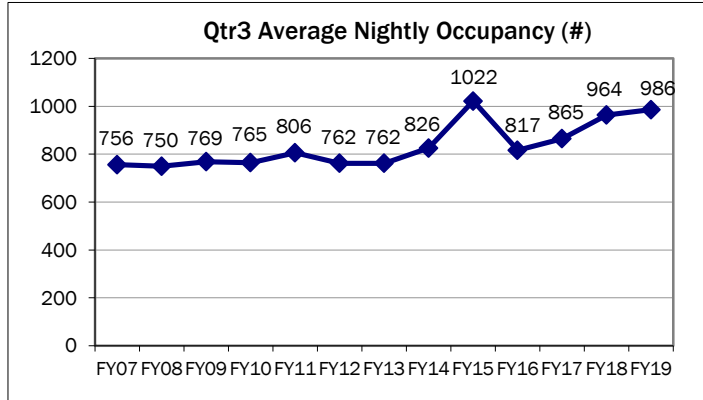
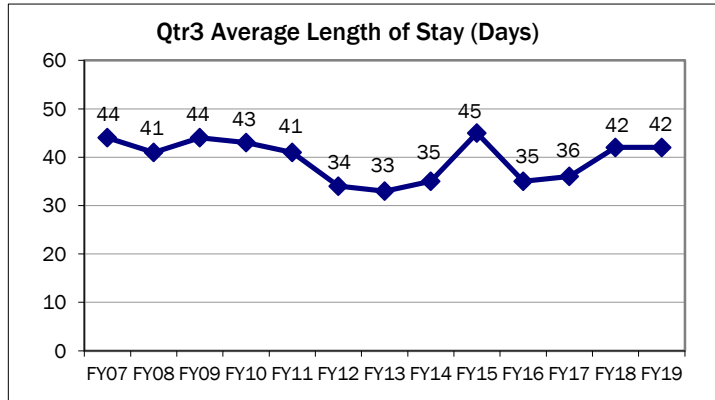
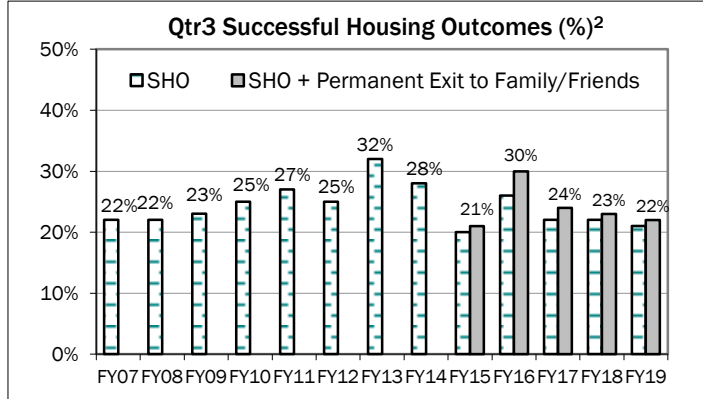
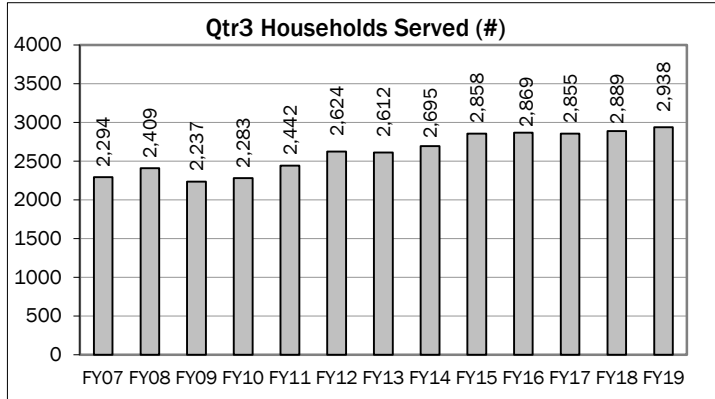
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2019 - 3/31/2019														
Emergency Shelter System ¹	2,850	2,938	√	746	986	30	42	≠	794	444	≠	37%	22%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,938
Percent Newly homeless	53%
Clients Served	3,873
Adults Served	3,077
Children Served	796
Average Age (HoH)	41
Gender - Male (HoH)	65%
Gender - Female (HoH)	35%
Veterans (U.S. Military) served	202
Veterans % of all adults	7%
Average Monthly Household Income	\$592
Percent Working at Entry	28%
Average Daily Waitlist Number	0
Race - White (HoH)	35%
Race - Black (HoH)	63%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	88
Long Term Disability (HoH)	29%
Franklin County Residents	84%

The system experienced a 2% increase in the number of households sheltered when compared to the same period of last fiscal year and reached a record high for this time of the year, due to the increase in the number of families sheltered. The successful housing outcomes percent decreased 1 percentage point compared to the same period of the prior fiscal year. The average length of time homeless stayed the same, and the nightly occupancy increased by 2%. The employment rate and average income increased as well. 53% of sheltered households did not experience homelessness within the prior two years.

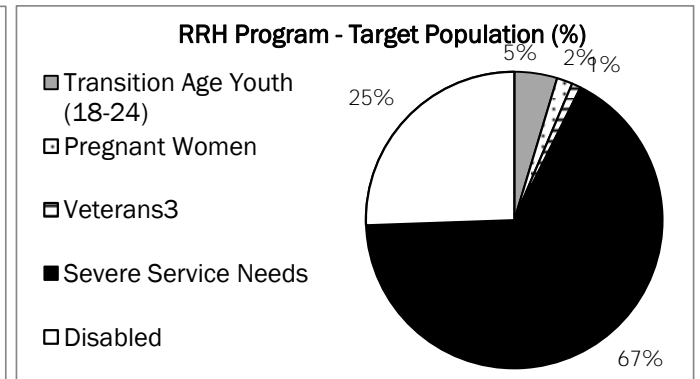
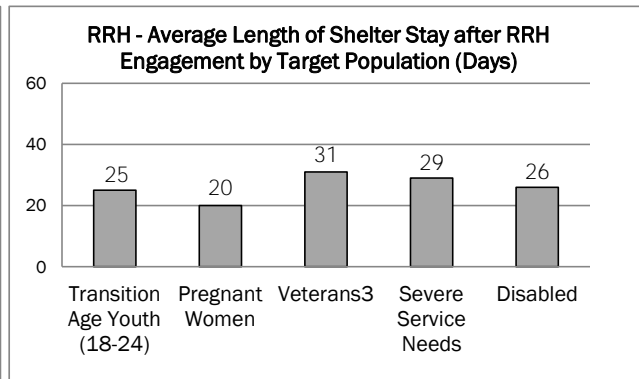
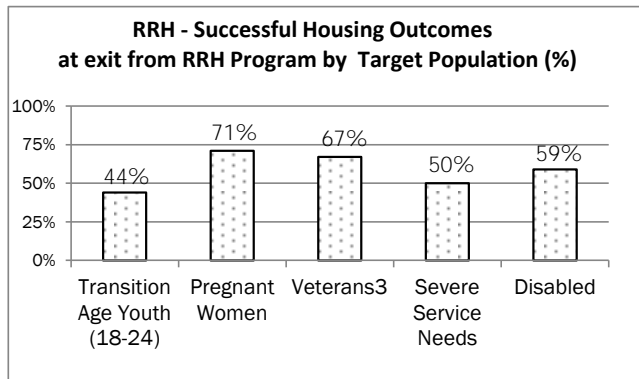
¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 3,122.

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.

³ Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report

FY19 CRISIS RESPONSE FOR SINGLE ADULTS 1/1/2019 - 3/31/2019	Single Adult Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans ³	Severe Service Needs	Disabled
Total Household Served (#)	1,642	812	38	14	8	546	208
Successful Housing Outcomes (%) ²	28%	56%	44%	71%	67%	50%	59%
Average Length of Shelter Stay (Days)	49	28	25	20	31	29	26
Median Length of Shelter Stay (Days)	35	22	20	15	31	23	22
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	16	15	12	12	17	14
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	91	70	104	87	87	102
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	6	11	Crisis Response System		2012 Benchmark	FY2019 goal	10 year goal
Average Number of Shelter Visits (#)	1.24	N/A	Diversion Rate		14%	25%	30%
Long Term Disability (%)	39%	24%	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 (%)		12%					



The success rate at exit from the Rapid Re-housing program is at 56%. 353 (21%) 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.

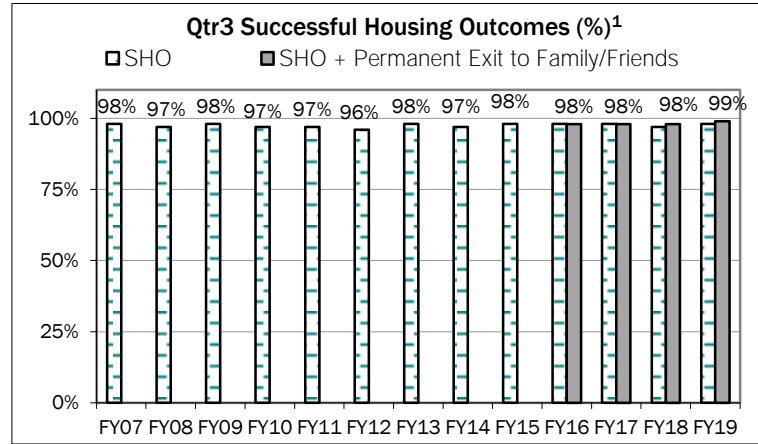
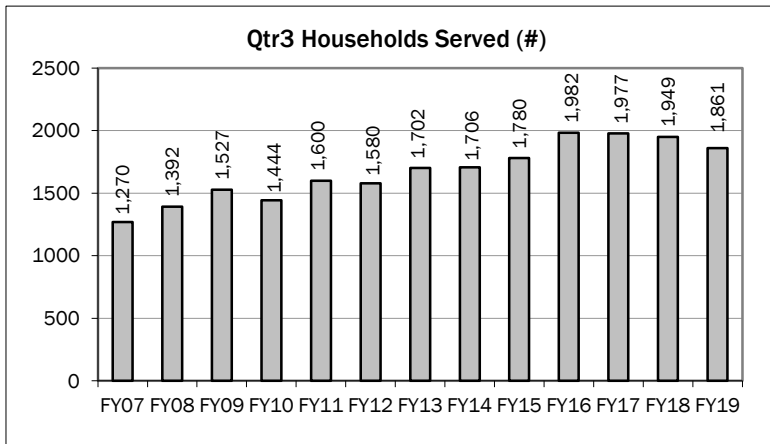
² For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ These veterans are not eligible for VA funded services.

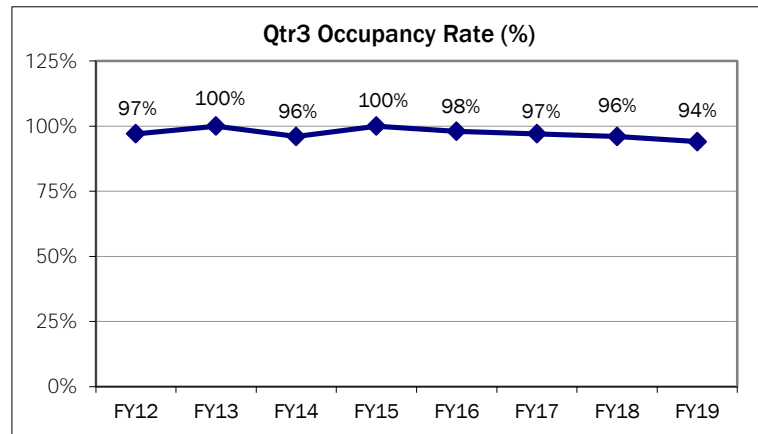
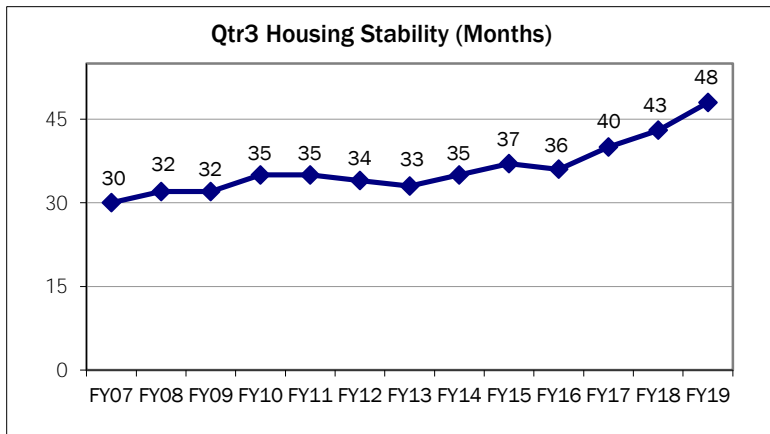
System and Program Indicator Report



FY19 Permanent Supportive Housing (PSH)	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
1/1/2019 - 3/31/2019															
Total PSH System	2,040	1,861	√	95%	94%	√	24	48	√	1,836	1,828	√	90%	99%	√



The system continues to perform well, with good occupancy and success rates. However, the occupancy rate is the lowest measured rate historically, coupled with a 5% decrease in numbers served. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1926. VA VASH voucher capacity of 364 is not included.

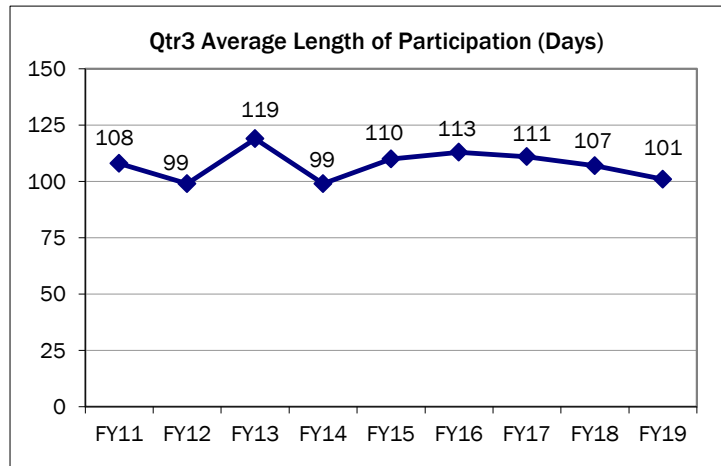
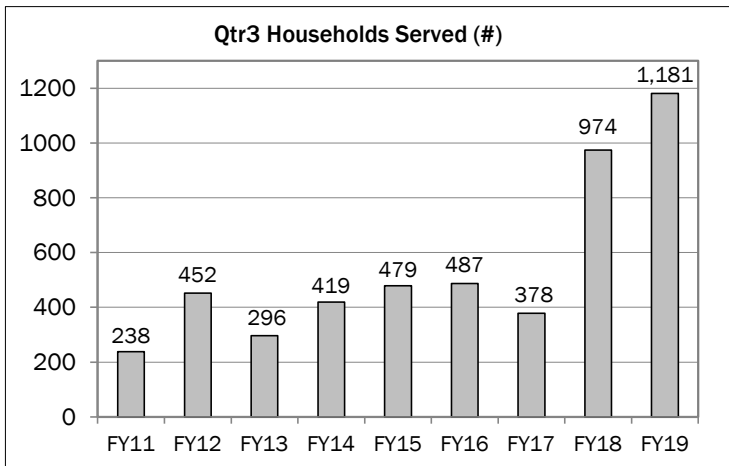
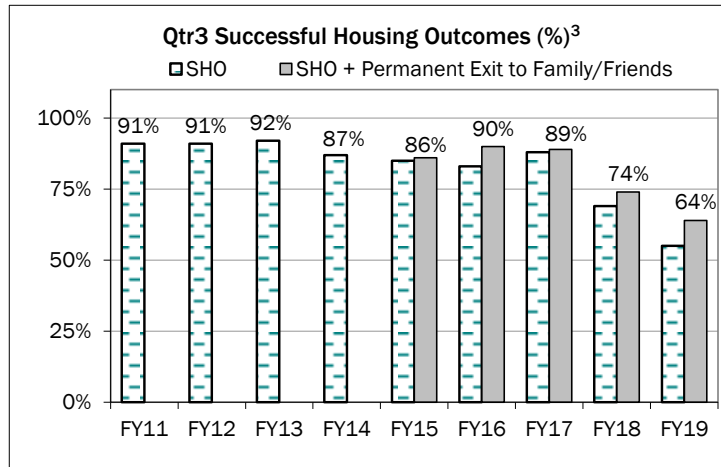
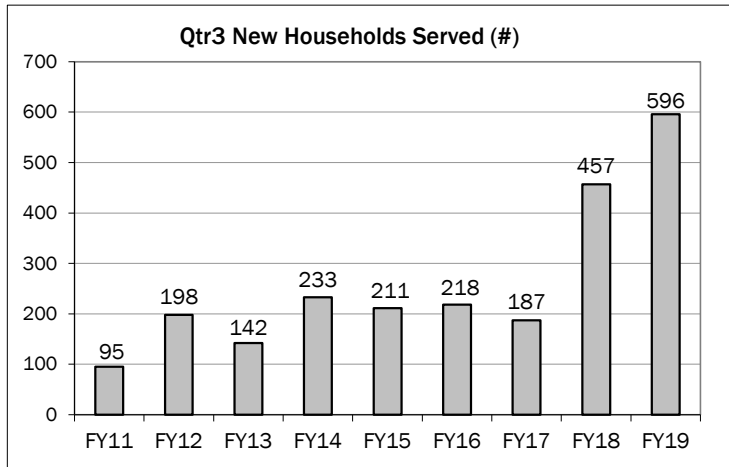


¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Rapid Re-housing 1/1/2019 - 3/31/2019	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	735	596	≠	1,452	1,181	≠	100	101	√	368	318	≠	50%	64%	√



DEMOGRAPHICS	Family & Adults
Households Served	1,181
Clients Served	1,842
Average Age (HoH)	43
Gender - Male (HoH)	57%
Gender - Female (HoH)	43%
Veterans (U.S. Military) served	146
Veterans % of all adults	12%
Average Monthly Household Income	\$584
Percent Working at Entry	25%
Adults Served	1,262
Children Served	580
Race - White (HoH) ⁴	32%
Race - Black (HoH) ⁴	67%
Race - Other (HoH) ⁴	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)	8%
Children 0 - 2 years ^{2,4}	26%
Children 3 - 7 years ^{2,4}	38%
Children 8 - 12 years ^{2,4}	24%
Children 13 - 17 years ^{2,4}	13%
Long Term Disability (HoH)	27%
Pregnant Women Served	70

The system served 21% more households than the same reporting period of last fiscal year, due to full operations of the rapid re-housing program for single adults, but was still below goal as both the family and single adult rapid rehousing providers served less households than projected. This impacted the performance of the entire system. The rapid rehousing programs now only serve households with high needs and barriers, which makes outcome achievement much more challenging.

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.

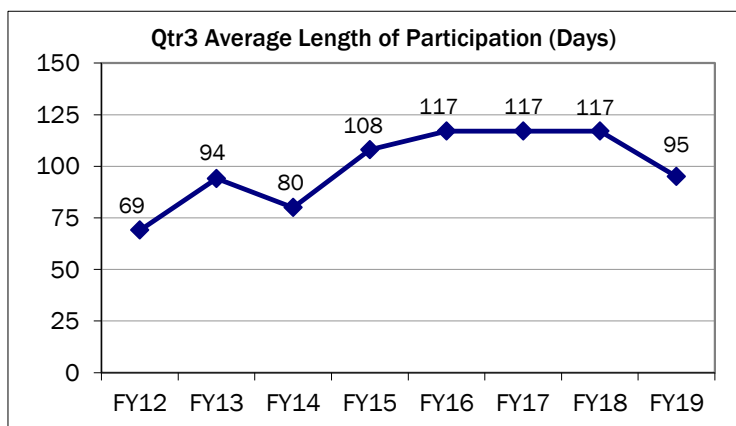
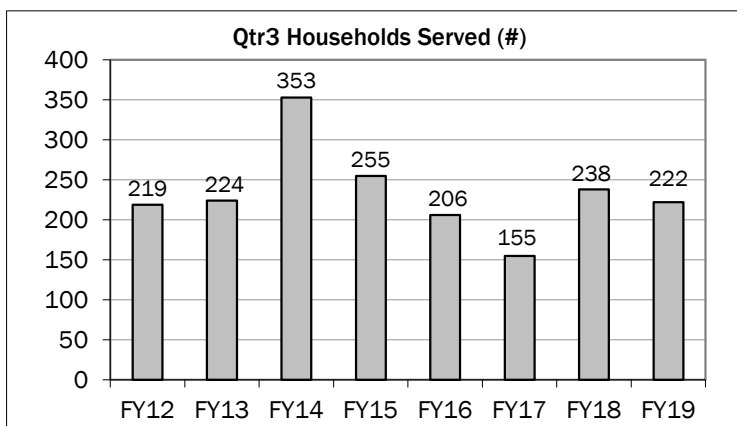
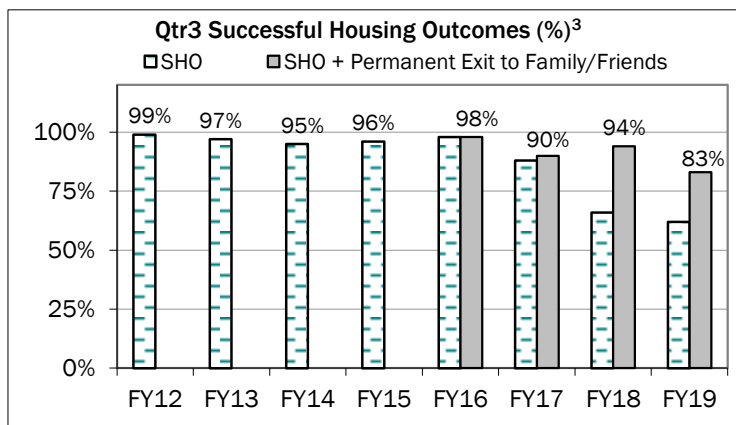
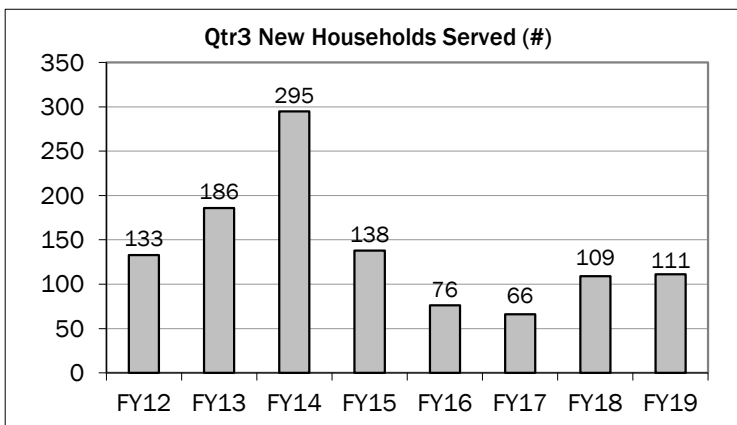
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

System and Program Indicator Report



FY19 Prevention	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
1/1/2019 - 3/31/2019															
Prevention System ¹	82	111	√	160	222	√	120	95	√	74	93	√	90%	83%	≠



DEMOGRAPHICS	Family & Adults
Households Served	222
Clients Served	701
Average Age (HoH)	35
Gender - Male (HoH)	22%
Gender - Female (HoH)	78%
Veterans (U.S. Military) served	49
Veterans % of all adults	18%
Average Monthly Household Income	\$789
Percent Working at Entry	49%
Race - White (HoH) ⁴	25%
Race - Black (HoH) ⁴	73%
Race - Other (HoH) ⁴	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	276
Children Served	425
Mean Family Size ²	3.5
Average Number of Children ²	2.2
Children 0 - 2 years ²	25%
Children 3 - 7 years ²	37%
Children 8 - 12 years ²	23%
Children 13 - 17 years ²	15%
Long Term Disability (HoH)	11%
Pregnant Women Served	40

Seven percent less households were served than the same reporting period of last fiscal year. The number of veterans and pregnant women served doubled compared to the same reporting period of last fiscal year. The success rate at program exit fell significantly. 62% of households are stable in their own housing and 21% decided to permanently move in with family/friends, a continued 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 VOAGO SSVF program for veterans.

² Data refers to the families served.

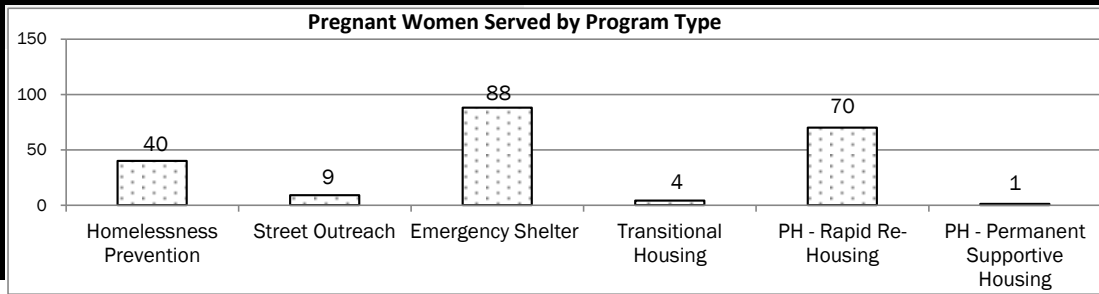
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

System and Program Indicator Report

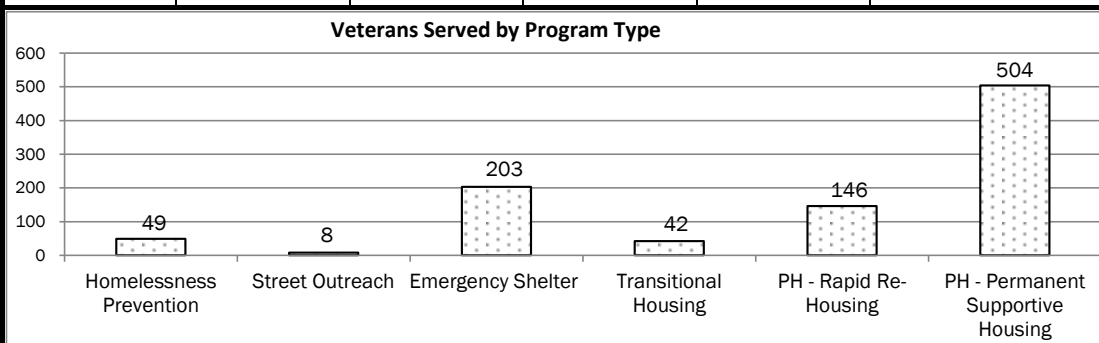
Special Populations Served : 1/1/2019 - 3/31/2019		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Total Households Served (#)	173	40	9	88	4	70	1
Successful Housing Outcomes (#) ¹	N/A	20	1	23	1	19	1
Successful Housing Outcomes (%) ¹	N/A	83%	25%	35%	50%	76%	100%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	125	302	32	4	113	2
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Race - White (HoH)	23%
Race - Black (HoH)	75%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Long Term Disability	19%
Franklin County Residents	90%



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 (#)	783	49	8	203	42	146	504
Successful Housing Outcomes (#) ¹	N/A	16	5	61	19	41	497
Successful Housing Outcomes (%) ¹	N/A	100%	100%	39%	70%	82%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	89	67	30	2	117	47
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Gender - Male (HoH)	92%
Gender - Female (HoH)	8%
Race - White (HoH) ⁵	41%
Race - Black (HoH) ⁵	58%
Race - Other (HoH) ⁵	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Long Term Disability	65%
Franklin County Residents	86%



¹ Successful outcomes measure for Street Outreach.

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.

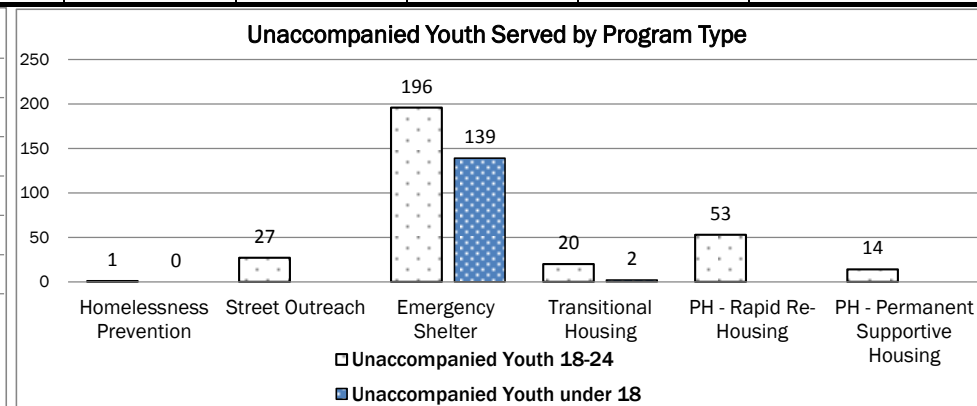
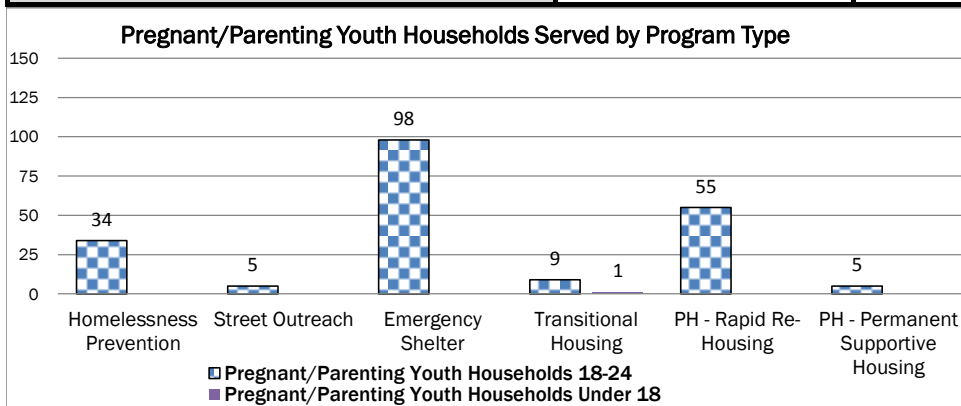
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



TAY Population Served: 1/1/2019 -3/31/2019		Transition Age Youth Served by Program Type					
Transition Age Youth Population ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth 18-24	245	1	27	196	20	53	14
Pregnant/Parenting Youth Households 18-24	170	34	5	98	9	55	5
Unaccompanied Youth under 18	139	0	0	139	2	0	0
Pregnant/Parenting Youth Households Under 18	1	0	0	0	1	0	0
Total Households Served	555	35	32	433	32	108	19
Total Households Entered	416	12	13	384	8	60	3
Total Households Exited	363	16	12	350	9	41	1
Total Pregnant Women Served	71	13	4	38	3	22	0
Successful Housing Outcomes (%) ²	N/A	88%	50%	39%	78%	59%	95%
Successful Housing Outcomes (#) ²	N/A	14	6	137	7	24	18
Average Length of Shelter Stay (Days) ³	N/A						
Average Length of Participation (Days) ⁴	N/A	123	231	23	7	94	22
Housing Stability (Months) ⁵							
DEMOGRAPHICS							
	Race - White (HoH) ⁶	11%	34%	30%	13%	27%	21%
	Race - Black (HoH) ⁶	89%	59%	66%	88%	72%	79%
	Race - Other (HoH) ⁶	0%	6%	3%	0%	1%	0%
	Hispanic (HoH)	3%	3%	7%	0%	7%	0%
	Non-Hispanic (HoH)	97%	97%	93%	100%	93%	100%
	Long Term Disability	0%	91%	33%	97%	19%	95%
	Franklin County Residents	97%	87%	84%	97%	89%	100%



¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.

² Successful outcomes measure for Street Outreach

³ Average Length of Shelter Stay (Days) measured for Emergency Shelter.

⁴ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

⁵ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁶ Due to rounding percentages do not add up to 100%.

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	
1/1/2019 -3/31/2019													
Netcare - Homeless Hotline (Single Adults)	2,500	2,699	√	95%	99%	√	625	335	≠	25%	12%	≠	
Netcare - Homeless Hotline (Families)	800	636	√ ⁵	95%	99%	√	240	126	≠	30%	19%	≠	
Gladden Community House - Family Diversion	290	548	√	95%	99%	√	102	150	√	35%	35%	√	

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	
1/1/2019 -3/31/2019																						
Maryhaven - Capital Crossroad SID Outreach	25	15	≠	45	28	≠	19	22	√	75%	100%	√	10	15	√	55%	68%	√	N/A	22%	N/A	
Maryhaven - Outreach	79	30	≠	139	142	√	59	19	≠	75%	45%	≠	32	11	≠	55%	58%	√	25%	18%	≠	
Southeast - PATH Outreach ³	70	35	≠	140	56	≠	35	5	≠	50%	63%	√	N/A	5	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	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) / Goal 15%
1/1/2019 -3/31/2019																	
YWCA - Family Center	225	136	≠	50	52	104%	√	25	48	≠	123	51	≠	70%	59%	≠	5%
YMCA - Van Buren Family Shelter	200	232	√	64	76	119%	√	25	44	≠	95	65	≠	70%	42%	≠	6%

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 Hotline provided services to all families that called in.

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	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <15%
1/1/2019 - 3/31/2019																		
MEN																		
LSS - Faith Mission - Men's on Grant ²	N/A	307	N/A	N/A	89	109	122%	N/A	30	46	N/A	N/A	56	N/A	33%	29%	N/A	23%
LSS - Faith Mission on 8th ²	N/A	262	N/A	N/A	95	93	98%	N/A	30	49	N/A	N/A	49	N/A	33%	29%	N/A	28%
Friends of the Homeless - Men's Shelter ⁵	489	459	(30)	√	130	139	107%	√	30	40	≠	118	61	≠	33%	19%	≠	30%
VOAGO - Men's Shelter ⁵	188	186	(2)	√	40	44	110%	√	30	31	√	49	32	≠	33%	22%	≠	38%
YMCA - Men's Overflow ⁶	900	1069	169	√	162	162	100%	√	30	15	√	N/A	3	N/A	N/A	0%	N/A	N/A
WOMEN																		
LSS - Faith Mission - Women's on Grant ²	N/A	130	N/A	N/A	38	43	113%	N/A	30	41	N/A	N/A	26	N/A	33%	30%	N/A	21%
YMCA - Van Buren Women's Shelter ⁵	275	377	102	√	139	145	104%	√	30	54	≠	58	46	≠	33%	20%	≠	34%
YMCA - Van Buren Pregnant Women's Shelter ⁵	52	31	(21)	≠	12	7	58%	≠	37	28	√	13	6	≠	33%	26%	≠	26%
YMCA - Women's Overflow ⁶	300	473	173	√	32	32	100%	√	30	6	√	N/A	4	N/A	N/A	1%	N/A	N/A
INEBRIATE																		
Maryhaven - Engagement Center Safety	275	262	(13)	√	32	36	113%	√	12	14	≠	73	59	≠	30%	26%	√	N/A
Maryhaven - Engagement Center Shelter2Housing ⁵	45	34	(11)	≠	18	15	83%	≠	30	78	≠	9	15	√	33%	60%	√	12%
YOUTH																		
Huckleberry House - Emergency Shelter	100	147	47	√	16	13	81%	≠	10	9	√	72	119	√	80%	92%	√	0%
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing	35	41	6	√	15	13	87%	≠	60	38	√	11	23	√	50%	70%	√	0%
LSS - VA Men & Women	50	74	24	√	24	20	83%	≠	60	34	√	13	16	√	50%	30%	≠	21%
AGENCY																		
Lutheran Social Services - Faith Mission ^{2,5}	837	680	(157)	≠	222	245	110%	√	30	47	≠	203	130	≠	33%	30%	√	24%

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.

⁶ Men's and women's seasonal overflow was opened 11/09/18. Capacity is actual average nightly number 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
1/1/2019 - 3/31/2019																	
Community Housing Network - Briggsdale	25	26	24	(2)	√	24	96%	√	24	50	√	23	24	√	90%	100%	√
Community Housing Network - Briggsdale 2 ⁴	40	40	40	0	√	40	100%	√	N/A	5	N/A	36	40	√	90%	100%	√
Community Housing Network - Cassady	10	10	12	2	√	10	100%	√	24	37	√	9	12	√	90%	100%	√
Community Housing Network - Community ACT	42	44	40	(4)	√	38	90%	√	24	70	√	40	38	√	90%	97%	√
Community Housing Network - East 5th Avenue	38	40	37	(3)	√	36	95%	√	24	39	√	36	35	√	90%	97%	√
Community Housing Network - Inglewood Court	45	47	44	(3)	√	43	96%	√	24	45	√	42	44	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing	25	26	24	(2)	√	24	96%	√	24	49	√	23	24	√	90%	100%	√
Community Housing Network - North 22nd Street	30	31	31	0	√	30	100%	√	24	44	√	28	30	√	90%	100%	√
Community Housing Network - Parsons	25	26	26	0	√	24	96%	√	24	29	√	23	25	√	90%	96%	√
Community Housing Network - RLPTI	80	84	76	(8)	√	76	95%	√	24	61	√	76	76	√	90%	100%	√
Community Housing Network - Safe Haven	13	16	13	(3)	≠	12	92%	√	24	64	√	14	13	√	90%	100%	√
Community Housing Network - Southpoint Place ²	46	48	48	0	√	47	102%	√	24	48	√	43	47	√	90%	100%	√
Community Housing Network - Terrace Place	47	49	46	(3)	√	46	98%	√	24	57	√	44	46	√	90%	100%	√
Maryhaven - Commons at Chantry	50	52	49	(3)	√	48	96%	√	24	57	√	47	49	√	90%	100%	√
National Church Residences - Commons at Buckingham	75	79	74	(5)	√	72	96%	√	24	58	√	71	73	√	90%	99%	√
National Church Residences - Commons at Grant	50	52	52	0	√	49	98%	√	24	82	√	47	51	√	90%	100%	√
National Church Residences - Commons at Livingston	60	63	61	(2)	√	59	98%	√	24	43	√	57	60	√	90%	98%	√
National Church Residences - Commons at Third ²	60	63	63	0	√	61	102%	√	24	43	√	57	62	√	90%	98%	√
National Church Residences - VOAGO Van Buren Village	60	63	60	(3)	√	59	98%	√	24	28	√	57	58	√	90%	97%	√
YMCA - 40 West Long Street	105	110	104	(6)	√	99	94%	√	24	47	√	99	102	√	90%	98%	√
YMCA - Franklin Station	75	79	79	0	√	74	99%	√	24	67	√	71	76	√	90%	96%	√
YMCA - Isaiah Project ³	150	157	154	(3)	√	145	97%	√	6	9	√	141	150	√	90%	97%	√
YMCA - Scattered Sites HOME ²	50	52	65	13	√	64	128%	√	9	12	√	47	64	√	90%	98%	√
YWCA - WINGS	91	96	91	(5)	√	86	95%	√	24	25	√	86	90	√	90%	100%	√

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 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 YMCA took over CHN Leasing 2 project effective 7/1/2018 and had a planned census decrease.

⁴ Project started 7/1/2018.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
1/1/2019 - 3/31/2019		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	10	(1)	√	95%	100%	√	24	23	√	10	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	88%	≠	24	86	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing		38	40	38	(2)	√	95%	97%	√	24	47	√	36	37	√	90%	97%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA		52	55	41	(14)	≠	100%	73%	≠	24	67	√	50	41	≠	90%	100%	√
Equitas Health - TRA		89	93	88	(5)	√	100%	98%	√	24	116	√	84	88	√	90%	100%	√
Community Housing Network - SRA ³		197	207	158	(49)	≠	100%	77%	≠	24	47	√	186	156	≠	90%	99%	√
Community Housing Network - SRA 3		11	12	11	(1)	√	100%	91%	≠	9	13	√	11	9	≠	90%	90%	√
Community Housing Network - TRA		171	180	152	(28)	≠	100%	88%	≠	24	60	√	162	149	√	90%	98%	√
Community Housing Network - TRA 2 ⁴		20	20	12	(8)	≠	100%	56%	≠	2	5	√	14	12	≠	90%	100%	√
YMCA - 40 West Long Expansion SRA		38	40	38	(2)	√	100%	100%	√	24	35	√	36	38	√	90%	100%	√
Total Rental Assistance		578	607	500	(107)	≠	100%	84%	≠	24	62	√	543	493	√	90%	99%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP ⁵		24	35	31	(4)	√	98%	96%	√	10	7	√	5	6	√	77%	75%	√
Maryhaven - Women's ^{2,6}																		
VOAGO - Veterans		40	70	42	(28)	≠	95%	40%	≠	4	2	√	23	19	≠	77%	70%	≠

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

⁴ Project started 7/1/2018.

⁵ Project capacity of 24 units as of 7/1/2018.

⁶ CSB does not have confidence in the reliability of the data for this reporting period.

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	
1/1/2019 - 3/31/2019																									
Homeless Families Foundation - Rapid Re-housing ²	46	35	≠	92	93	√	15	38	≠	100	122	≠	42	35	≠	90%	80%	≠	\$800	\$1,116	≠	90%	75%	≠	
The Salvation Army - Rapid Re-housing ²	41	30	≠	78	46	≠	15	43	≠	100	162	≠	37	13	≠	90%	87%	√	\$1,800	\$1,648	√	90%	83%	≠	
The Salvation Army - Job2Housing ²	16	17	√	46	60	√	15	36	≠	180	164	√	14	15	√	90%	100%	√	N/A	\$3,579	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing ²	19	14	≠	43	34	≠	15	22	≠	100	126	≠	17	14	≠	90%	100%	√	\$800	\$942	≠	90%	100%	√	
YMCA - Rapid Rehousing ²	500	439	≠	1,000	812	≠	23	28	≠	90	91	√	350	206	≠	70%	56%	≠	\$1,200	\$1,335	≠	50%	47%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	68	26	≠	N/A	N/A	N/A	N/A	N/A	N/A	67	26	≠	98%	100%	√	\$1,300	\$2,038	√ ⁵	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	275	264	√	N/A	N/A	N/A	N/A	N/A	N/A	270	262	√	98%	99%	√	\$1,000	\$963	√	98%	99%	√	

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			
1/1/2019 - 3/31/2019																								
Gladden Community House - Family Homelessness Prevention	64	60	√	114	123	√	120	85	√	57	56	√	90%	79%	≠	\$1,100	\$1,570	√ ⁵	90%	70%	√ ⁶			
Gladden Community House - FCCS Prevention	20	18	√	25	31	√	120	87	√	18	13	≠	90%	81%	≠	\$900	\$1,392	√ ⁵	80%	75%	√			
HFF Pregnant Women Homelessness Prevention	4	4	√	25	21	≠	240	197	√	4	8	√	90%	89%	√	\$2,200	\$3,369	√ ⁵	100%	86%	≠			

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		
1/1/2019 - 3/31/2019																							
LSS - SSVF Rapid Re-housing ²	35	21	≠	60	44	≠	30	17	√	100	64	√	28	21	≠	80%	84%	√	80%	33%	≠		
VOAGO - SSVF Prevention ⁴	8	30	√	10	49	√	N/A	N/A	N/A	90	87	√	7	17	√	90%	100%	√	75%	100%	√		
VOAGO - SSVF Rapid Re-housing ^{2,4}	78	43	≠	133	95	√ ⁴	30	21	√	100	161	≠	62	16	≠	80%	73%	≠	80%	38%	≠		

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. For Job2Housing, ALOS including pregnant women is 177.

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.

⁵ Funding availability allows for the average DCA amount to exceed the goal.

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



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