

# SYSTEM & PROGRAM INDICATOR REPORT

FY2021  
7/1/20 - 12/31/20

### **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.

# Way to go!

**These programs met all outcomes for numbers served, length of service, and successful outcomes.**



family diversion

franklin county children  
services prevention



transition to home  
rapid rehousing for youth



rapid rehousing for  
survivors of  
domestic violence

**Lutheran Social Services of Central Ohio achieved compliance with CSB's rigorous program certification standards on the first try.**



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## Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. All reports are posted to [www.csb.org](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded programs and some non-CSB funded programs that participate in our data system. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

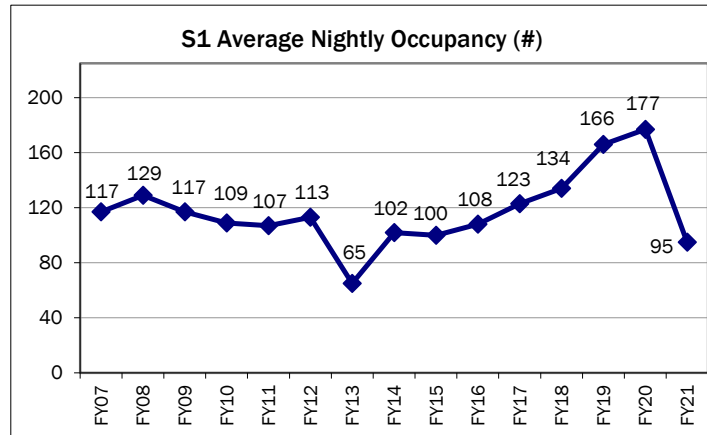
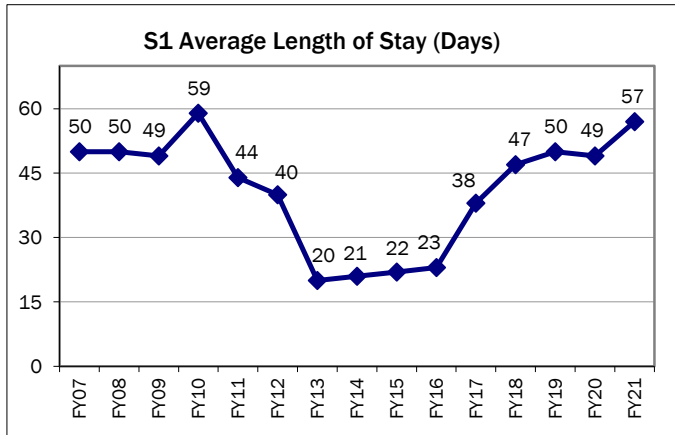
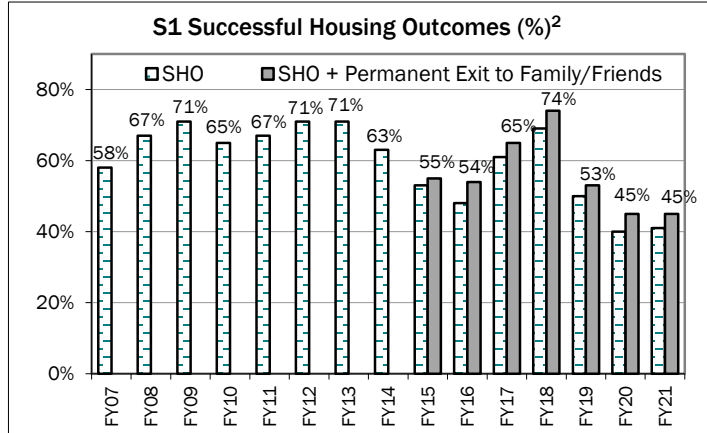
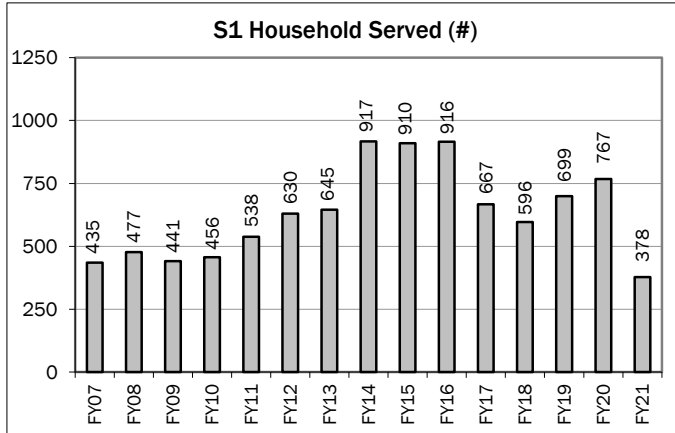
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2020 - 12/31/2020	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	650	378	√ <sup>4</sup>	114	95	42	57	≠	170 <sup>4</sup>	137	≠	60%	45%	≠



DEMOGRAPHICS	Family
Households Served	378
Percent Newly homeless	74%
Recidivism <sup>3</sup>	3%
Clients Served	1,264
Average Age (HoH)	32
Gender - Female (HoH)	93%
Gender - Male (HoH)	7%
Veterans (U.S. Military) served	4
Veterans % of all adults	1%
Average Monthly Household Income	\$869
Percent Working at Entry	35%
Race - Black (HoH)	69%
Race - White (HoH)	30%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults Served	518
Children Served	746
Mean Family Size	3.3
Average Number of Children	2.0
Adults 18-24 years (HoH)	20%
Children 0 - 2 years	29%
Children 3 - 7 years	36%
Children 8 - 12 years	23%
Children 13 - 17 years	12%
Pregnant Women Served	46
Long Term Disability (HoH)	16%
Franklin County Residents	81%

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. 51% less households needed shelter when compared to the same period of FY20, likely impacted by the eviction moratorium, stimulus funds and unemployment benefits. This is the lowest number of families needing shelter in the past 15 years. The success rate at exit from shelters remained at 45% same as in FY20. The average length of shelter stay increased 8 days to 57 days. The employment rate at entry decreased from the FY20 annual rate of 41% to 35% currently, while the average income increased to \$869 (FY20 \$847). An additional 22 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.

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

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

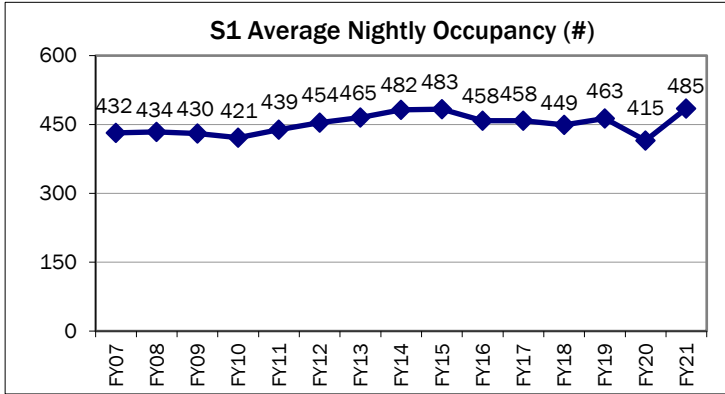
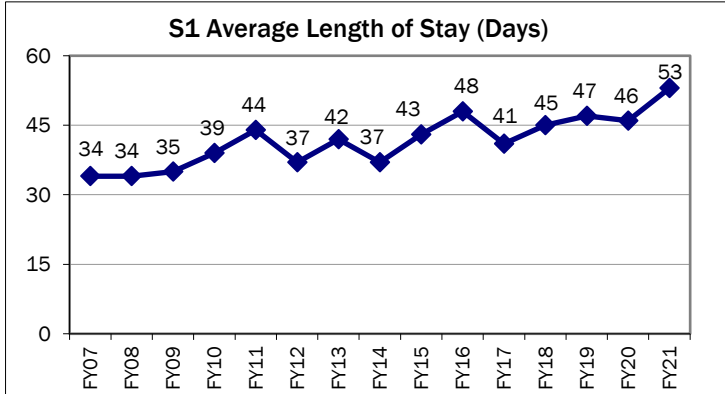
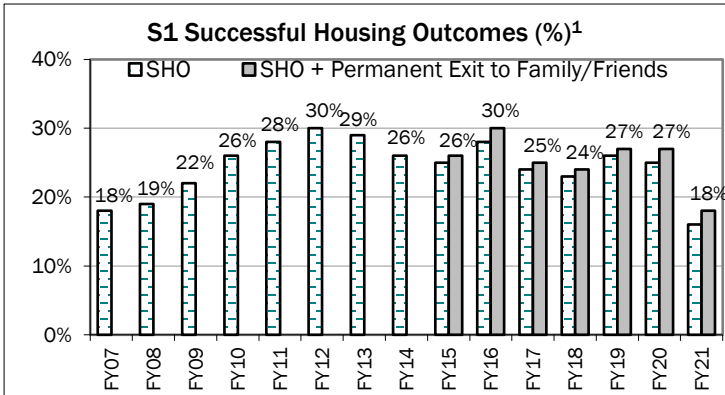
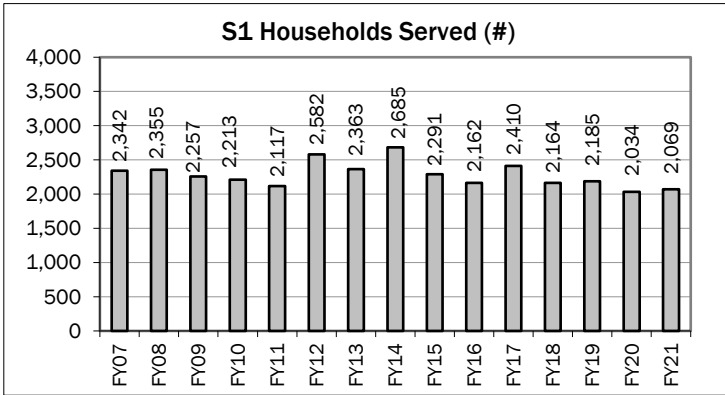
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2020 - 06/30/2020.

<sup>4</sup> System served all families in need of shelter. Successful Housing Outcomes goal (#) has been recalculated based on the number served.

# System and Program Indicator Report



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2020 - 12/31/2020	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,150	2,069	√	515	485	45	53	≠	578	276	≠	33%	18%	≠



DEMOGRAPHICS	Men
Households Served	2,069
Percent Newly homeless	55%
Recidivism <sup>3</sup>	4%
Average Age	44
Men as a percent of total single adults served	69%
Veterans (U.S. Military) served	126
Veterans % of all adults	6%
Average Monthly Household Income	\$593
Percent Working at Entry	24%
Race - Black	64%
Race - White	34%
Race - Other	2%
Non-Hispanic	96%
Hispanic	4%
Adults 18 - 24 years	8%
Adults 25 - 34 years	22%
Adults 35 - 44 years	22%
Adults 45 - 55 years	24%
Adults 56 - 61 years	15%
Adults 62+ years	9%
Long Term Disability (HoH)	48%
Franklin County Residents	77%

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. The number of single men served increased 2% when compared to the same period of the last fiscal year, as overflow capacity was open throughout the reporting period. The success rate decreased 9 percentage points to 18%. The average length of time homeless increased 7 days from the prior reporting period to 53 days. The employment rate at entry increased to 24% compared to the FY20 annual rate of 19%, coupled with an increase in average income (FY20 \$414). The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more difficult.

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

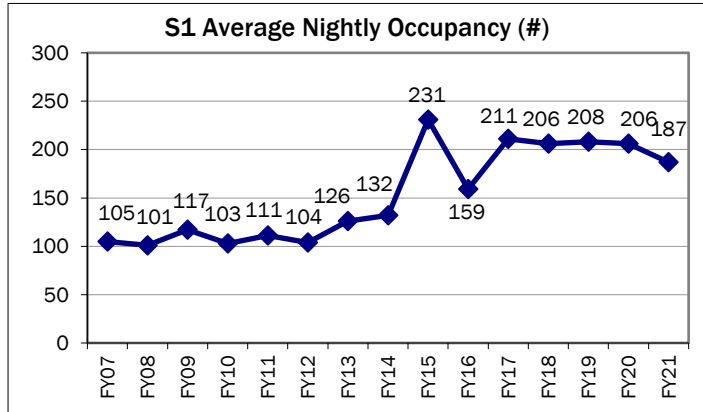
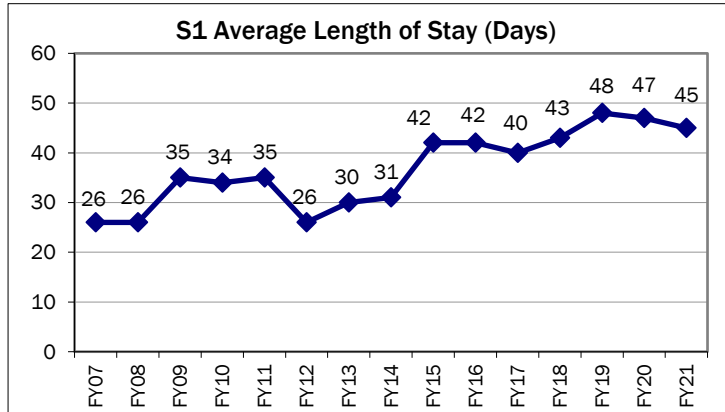
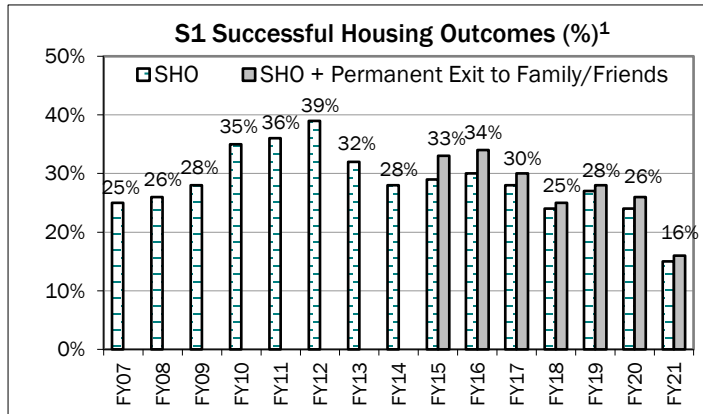
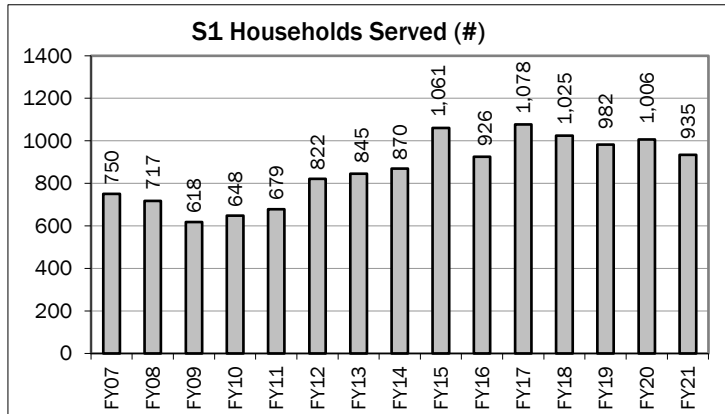
<sup>2</sup> The system capacity increased from the previous 397 beds in FY2020 to 515 beds currently. Additional overflow beds opened 11/23/2020.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2020 - 06/30/2020.

# System and Program Indicator Report



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2020 - 12/31/2020	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,000	935	√	208	187	45	45	√	264	122	≠	33%	16%	≠



DEMOGRAPHICS	Women
Households Served	935
Percent Newly homeless	62%
Recidivism <sup>3</sup>	5%
Average Age	41
Women as a percent of total single adults served	31%
Veterans (U.S. Military) served	9
Veterans % of all adults	1%
Average Monthly Household Income	\$603
Percent Working at Entry	23%
Race - Black	56%
Race - White	42%
Race - Other	2%
Non-Hispanic	95%
Hispanic	5%
Adults 18 - 24 years	10%
Adults 25 - 34 years	27%
Adults 35 - 44 years	24%
Adults 45 - 55 years	23%
Adults 56 - 61 years	10%
Adults 62+ years	6%
Pregnant Women Served	57
Long Term Disability (HoH)	20%
Franklin County Residents	78%

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. The number of single women served decreased 7% when compared to the same period of the last fiscal year. The success rate decreased 10 percentage points to 16%. The average length of time homeless decreased by 2 days. The employment rate at entry decreased 3 percentage points to 23% when compared to the FY20 annual rate of 26%, while average income increased from \$587 to \$603. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

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

<sup>2</sup> Additional overflow beds opened 10/16/2020. System served all women in need of shelter throughout the reporting period.

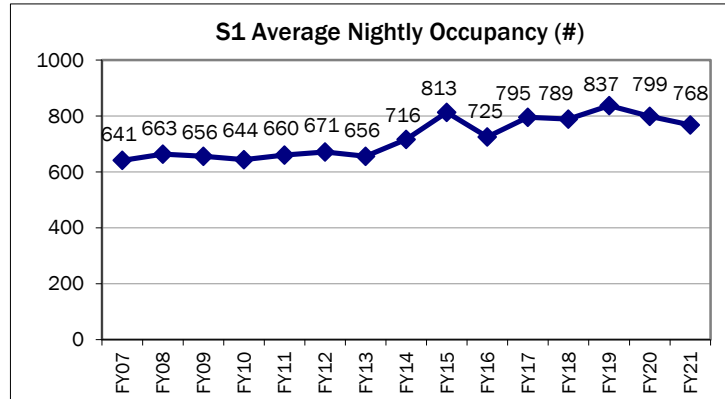
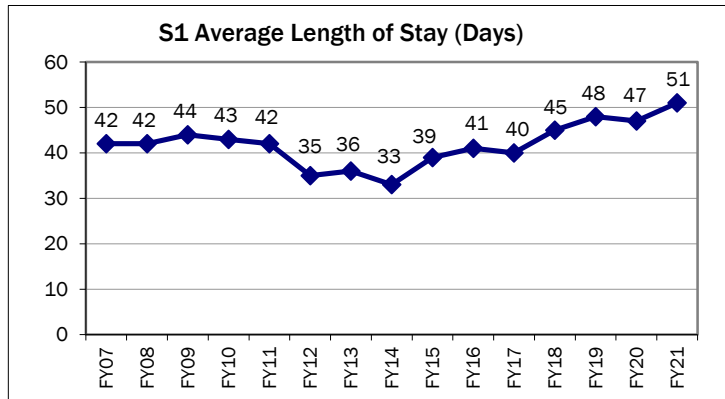
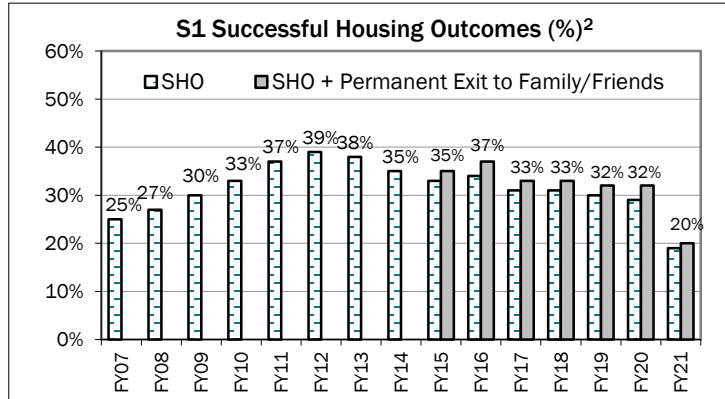
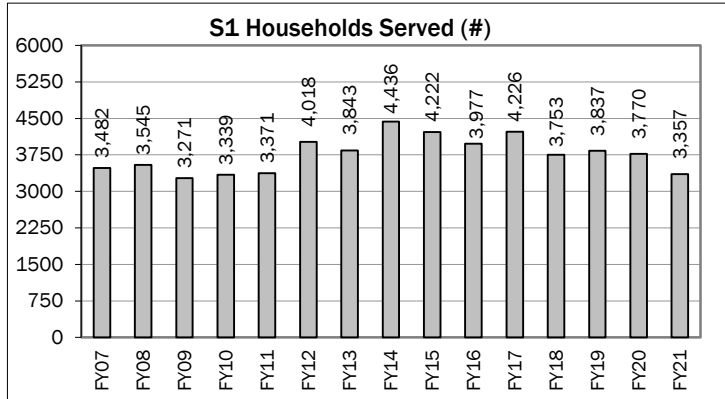
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2020 - 06/30/2020.



# System and Program Indicator Report



FY21 EMERGENCY SHELTER 7/1/2020 - 12/31/2020	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>3</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	3,750	3,357	≠	837	768	45	51	≠	1,063	535	≠	35%	20%	≠



DEMOGRAPHICS	Family & Adults
Households Served	3,357
Percent Newly homeless	59%
Recidivism <sup>4</sup>	4%
Clients Served	4,239
Adults Served	3,493
Children Served	746
Average Age (HoH)	41
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) served	139
Veterans % of all adults	4%
Average Monthly Household Income	\$632
Percent Working at Entry	25%
Race - Black (HoH)	62%
Race - White (HoH)	36%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	100
Long Term Disability (HoH)	37%
Franklin County Residents	78%

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. The system experienced an 11% decrease in the number of households sheltered, driven by the decrease in family homelessness. The number of veterans and pregnant women who needed shelter decreased by 85 (38%) and 68 (40%) respectively, during the same timeframe. The successful housing outcome rate decreased 12 percentage points compared to the same period of last fiscal year, to its lowest level measured historically. The average length of time homeless increased by 4 days to 51 days. The average income increased when compared to the FY20 annual rate (\$554). 59% of sheltered households did not experience homelessness within the prior two years.

<sup>1</sup> 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 3,542. The number of clients served at SIQ shelters is 218 clients in 193 households, and this cohort is excluded from all calculations.

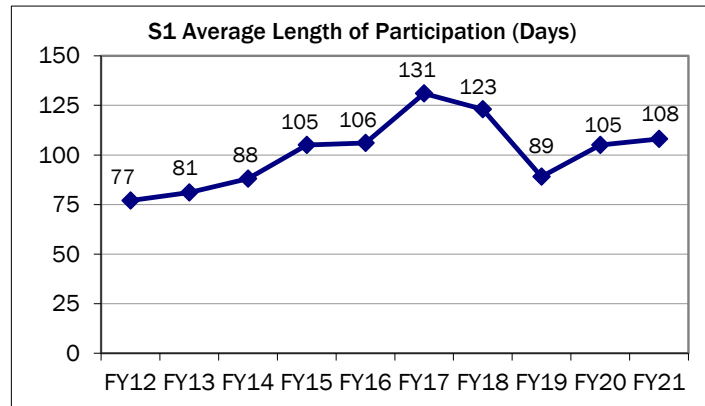
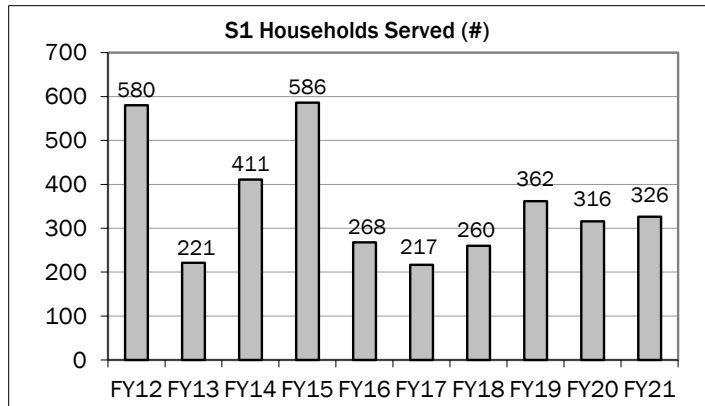
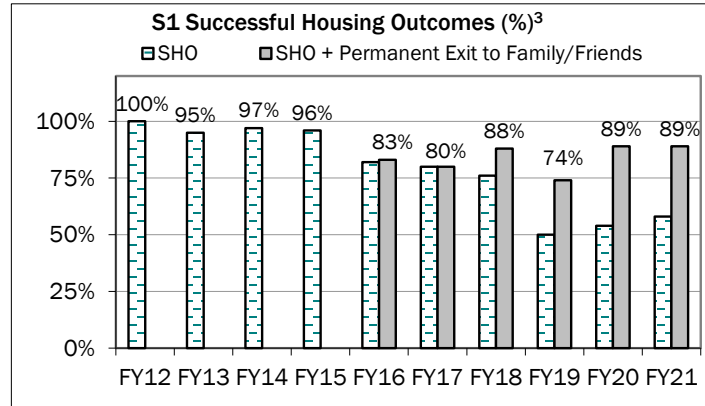
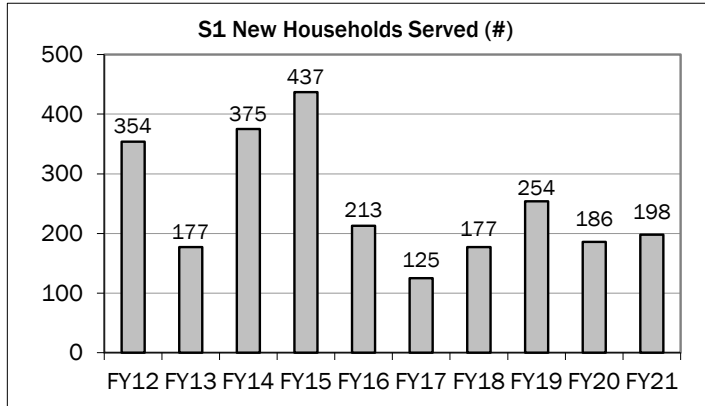
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>3</sup> Additional overflow beds opened 10/16/2020 for women and 11/23/2020 for men.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2020 - 06/30/2020.

# System and Program Indicator Report

FY21 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
7/1/2020 - 12/31/2020	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	315	198	≠	464	326	≠	150	108	√	158 <sup>6</sup>	141	≠	80%	89%	√



DEMOGRAPHICS	Family & Adults
Households Served	326
Recidivism (12 months) <sup>4</sup>	6%
Clients Served	950
Average Age (HoH)	35
Gender - Female (HoH)	77%
Gender - Male (HoH)	23%
Veterans (U.S. Military) served	88
Veterans % of all adults	23%
Average Monthly Household Income	\$654
Percent Working at Entry	25%
Race - Black (HoH)	78%
Race - White (HoH)	21%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	390
Children Served	560
Mean Family Size <sup>2</sup>	3.4
Average Number of Children <sup>2</sup>	2.1
Children 0 - 2 years <sup>2,5</sup>	37%
Children 3 - 7 years <sup>2,5</sup>	35%
Children 8 - 12 years <sup>2,5</sup>	18%
Children 13 - 17 years <sup>2,5</sup>	11%
Long Term Disability (HoH)	28%
Pregnant Women Served	61

The number of households served increased 3% when compared to the same reporting period of the last fiscal year. At exit, 58% of households are stable in their own housing and 31% decided to permanently move in with family/friends. The recidivism rate decreased by 9 percentage points. The percent working at entry decreased compared to the FY20 annual rate (38%) to 25% currently, coupled with a decrease in income from \$840 to \$654, showing improved targeting of households served. The number of veterans and pregnant women served increased compared to the same reporting period of last fiscal year by 29% and 26% respectively. The increases in these numbers correlate with the decrease in number served for the same populations in emergency shelter.

<sup>1</sup> System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and VOA/OI SSVF program for veterans.

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

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

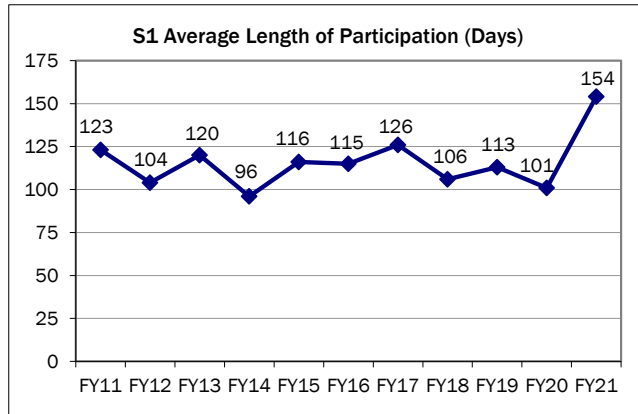
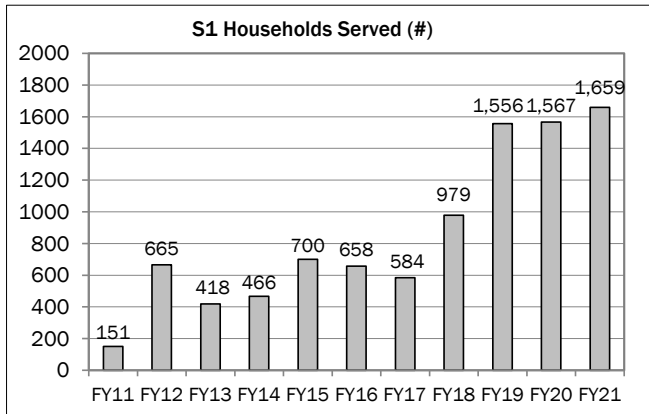
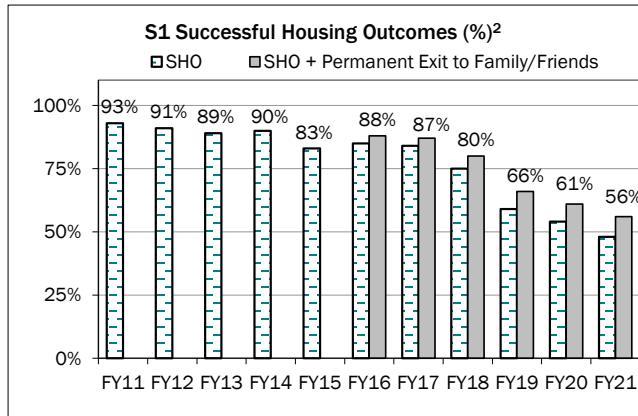
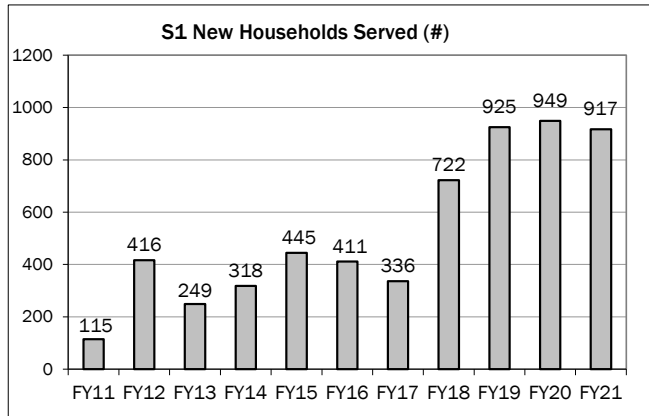
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2019 - 12/31/2019.

<sup>5</sup> Due to rounding percentages do not add up to 100%.

<sup>6</sup> Successful Housing Outcomes goal (#) adjusted to recognize the lower number served, calculated using the actual number of new households served as the goal for the number of exits.

# System and Program Indicator Report

FY21 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2020 - 12/31/2020															
Rapid Re-housing System <sup>1</sup>	1,146	917	≠	1,919	1,659	≠	100	154	≠	759	468	≠	60%	56%	√
Single Adults <sup>3</sup>	-	703	-	-	1,193	-	-	133	-	-	338	-	-	53%	-
Families <sup>3</sup>	-	216	-	-	469	-	-	183	-	-	133	-	-	66%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	469	1,193
Clients Served	1,608	1,193
Recidivism <sup>4</sup>	2%	8%
Average Age (HoH)	31	45
Gender - Male (HoH)	8%	69%
Gender - Female (HoH)	92%	31%
Veterans (U.S. Military) served	12	207
Veterans % of all adults	2%	17%
Average Monthly Household Income	\$671	\$654
Percent Working at Entry	30%	25%
Adults Served	622	1,193
Children Served	986	-
Race - Black (HoH)	74%	65%
Race - White (HoH)	25%	33%
Race - Other (HoH)	1%	2%
Non-Hispanic (HoH)	96%	96%
Hispanic (HoH)	4%	4%
Mean Family Size	3.4	-
Average Number of Children	2.1	-
Adults 18-24 years (HoH)	28%	11%
Children 0 - 2 years	32%	-
Children 3 - 7 years	33%	-
Children 8 - 12 years	23%	-
Children 13 - 17 years	12%	-
Long Term Disability (HoH)	27%	43%
Pregnant Women Served	77	26

The number served increased 6% when compared to the same reporting period of last fiscal year. Re-housing activities were extremely difficult in the COVID-19 environment. The success rate at exit decreased by 5 percentage points, to 56% currently and the length of participation significantly increased. The number of veterans served decreased compared to the same timeframe of last year. For single adults, the disability rate of those served is 11 percentage points higher than last year. The rapid rehousing programs now only serve households with high needs and barriers, which makes outcome achievement more difficult.

<sup>1</sup> System includes HFF Rapid Re-housing and YHDP Rapid Re-housing, VOAoI Rapid Re-housing, TSA Rapid Re-housing and J2H, YMCA Rapid Re-housing, Family Rapid Re-housing and DV Rapid Rehousing, YWCA Rapid Re-housing, Homefull RRH, LSS SSVF, and VOAoI SSVF programs.

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

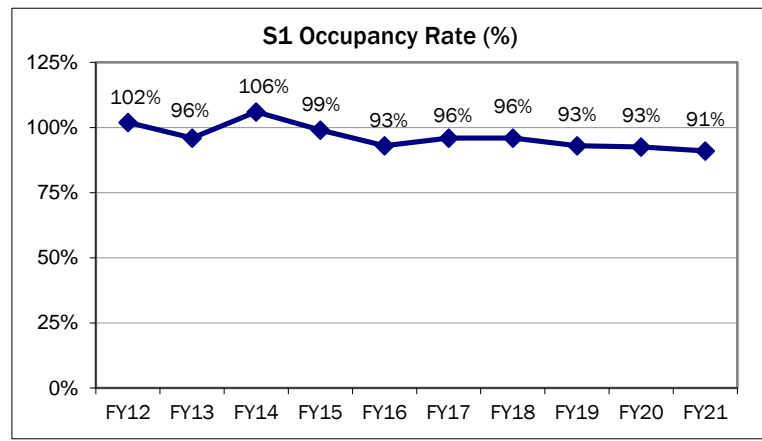
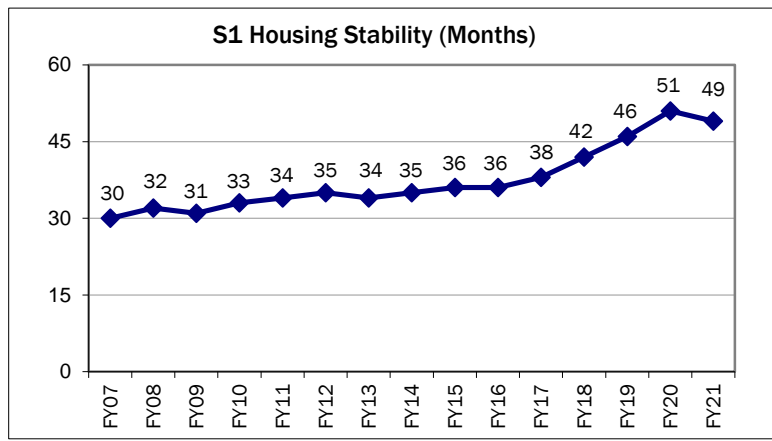
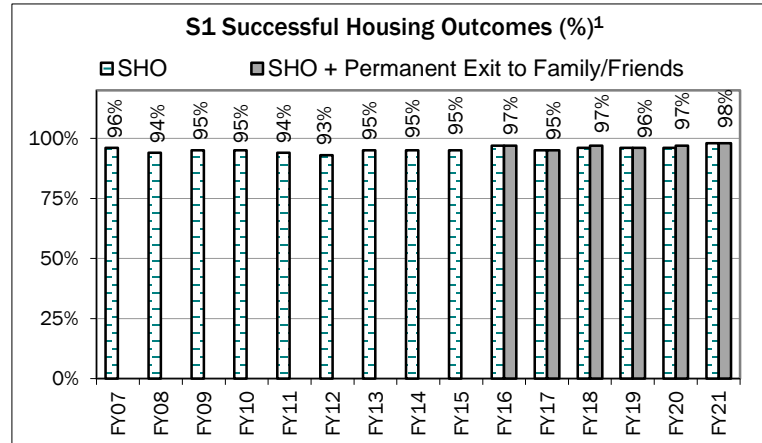
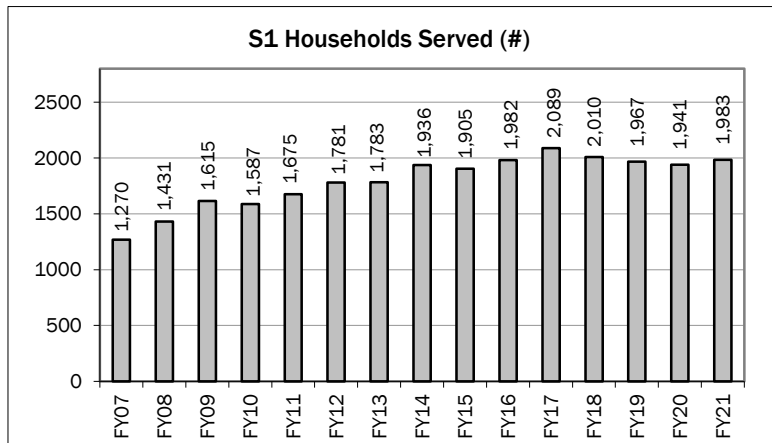
<sup>3</sup> No outcome goals were set by subpopulation. Three clients were served in both subpopulations.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2020 - 6/30/2020.

# System and Program Indicator Report



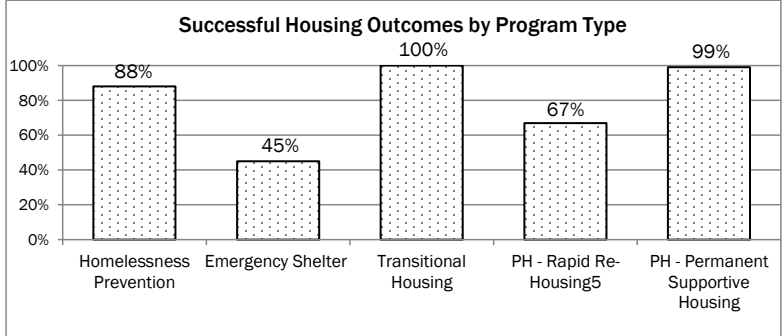
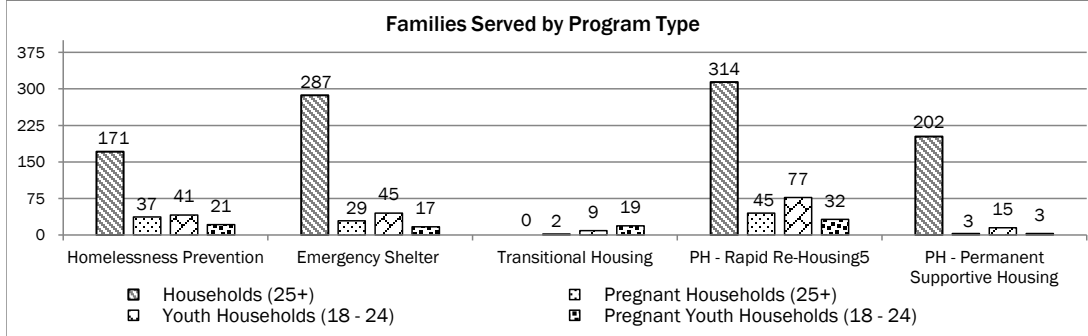
FY21 Permanent Supportive Housing (PSH) 7/1/2020 - 12/31/2020	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,130	1,983	√	95%	91%	√	24	49	√	1,917	1,907	√	90%	98%	√



The system continues to perform well with a 2% increase in numbers served. A number of projects transitioned to a new provider, which caused the occupancy rate to be below goal. The number of PSH residents that passed away during the evaluation period is 44 or 2% of the PSH population and 91% higher than the same timeframe of the last fiscal year, a very high rate. CSB is looking into the cause of this issue. The current capacity of Permanent Supportive Housing units included in Community Services Portal (CSP) and reported on here is 2027. VA VASH voucher capacity of 377 is not included.

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

Special Populations Served: 7/1/2020 - 12/31/2020		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing <sup>5</sup>	PH - Permanent Supportive Housing
Youth Households (18 - 24)	144	41	0	45	9	77	15
Pregnant Youth Households (18 - 24)	56	21	0	17	19	32	3
Households (25+)	760	171	0	287	0	314	202
Pregnant Households (25+)	94	37	0	29	2	45	3
Total Households Served (#)	1037	270	0	378	30	464	221
Total Households Entered	477	184	0	284	9	215	37
Total Households Exited	454	137	0	307	9	198	41
Successful Housing Outcomes (#) <sup>1</sup>	N/A	121	0	137	9	132	217
Successful Housing Outcomes (%) <sup>1</sup>	N/A	88%	N/A	45%	100%	67%	99%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	102	N/A	57	7	184	41
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
	Race - Black (HoH)	79%	N/A	69%	97%	74%	72%
	Race - White (HoH)	20%	N/A	30%	3%	25%	27%
	Race - Other (HoH)	1%	N/A	1%	0%	1%	1%
	Gender - Female	93%	N/A	93%	100%	93%	83%
	Gender - Male	7%	N/A	7%	0%	7%	17%
	Gender - Other	0%	N/A	0%	0%	0%	0%
	Non-Hispanic (HoH)	96%	N/A	96%	97%	96%	97%
	Hispanic (HoH)	4%	N/A	4%	3%	4%	3%
	Long Term Disability	18%	N/A	16%	53%	26%	91%
	Franklin County Residents	88%	N/A	81%	97%	84%	96%



The system-wide number of families served decreased by 23% compared to the last fiscal year. The system-wide number of pregnant women (18-24) served increased by 19% compared to the last fiscal year.

<sup>1</sup> Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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

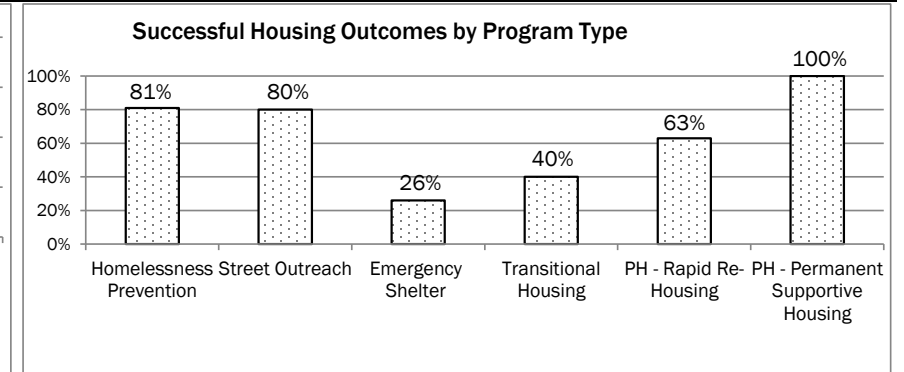
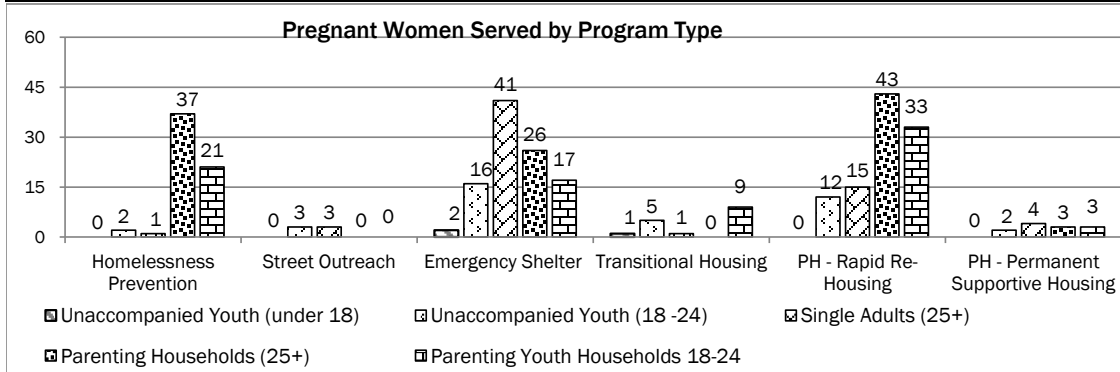
<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>5</sup> Five PH - Rapid Re-Housing households with adults only were excluded from totals.

System and Program Indicator Report



Special Populations Served: 7/1/2020 - 12/31/2020		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
Unaccompanied Youth (under 18)	2	0	0	2	1	0	0
Unaccompanied Youth (18 -24)	35	2	3	16	5	12	2
Single Adults (25+)	57	1	3	41	1	15	4
Parenting Youth Households 18-24	56	21	0	17	9	33	3
Parenting Households (25+)	92	37	0	26	0	43	3
Total Households Served (#)	240	61	6	102	16	103	12
Total Households Exited	142	32	5	89	5	54	0
Successful Housing Outcomes (%) <sup>1</sup>	N/A	81%	80%	26%	40%	63%	100%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A	154	69	29	8	205	7
Average Length of Participation (Days) <sup>3</sup>	N/A						
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
Race - Black (HoH)		77%	33%	66%	75%	80%	83%
Race - White (HoH)		20%	67%	33%	25%	20%	17%
Race - Other (HoH)		3%	0%	1%	0%	0%	0%
Non-Hispanic (HoH)		100%	100%	94%	94%	98%	92%
Hispanic (HoH)		0%	0%	6%	6%	2%	8%
Long Term Disability		5%	83%	20%	63%	28%	92%
Franklin County Residents		85%	33%	84%	94%	87%	92%



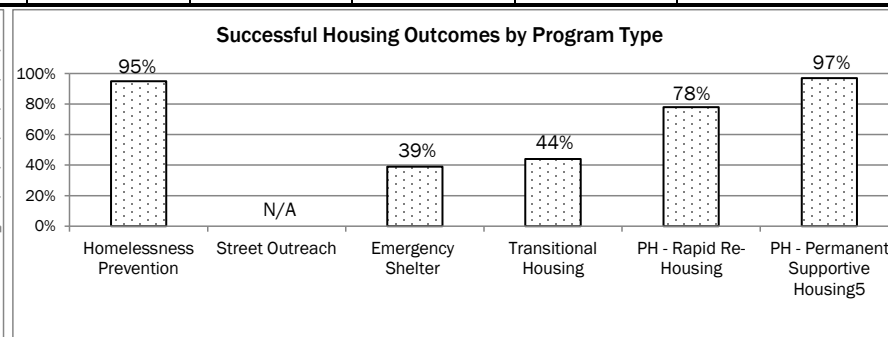
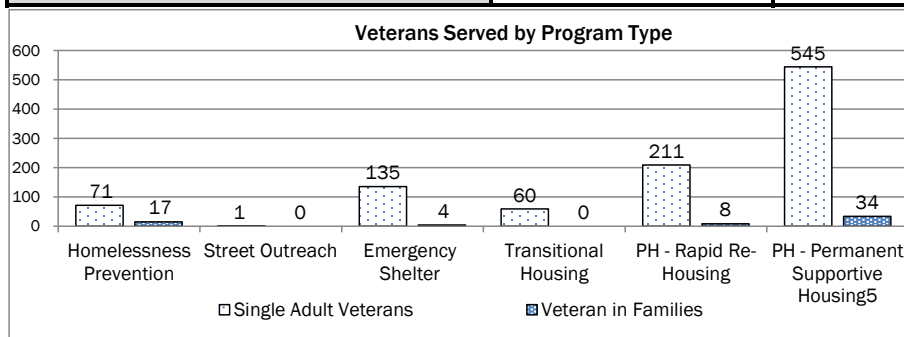
<sup>1</sup> Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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

<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

Special Populations Served: 7/1/2020 - 12/31/2020		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 <sup>5</sup>
Unaccompanied Youth (18 -24)	2	0	0	0	1	2	1
Single Adults (25+)	790	71	1	135	59	209	544
Parenting Youth Households 18-24	2	2	0	0	0	0	0
Parenting Households (25+)	56	15	0	4	0	8	34
Total Households Served (#)	850	88	1	139	60	219	579
Total Households Exited	163	21	0	102	42	86	54
Successful Housing Outcomes (%) <sup>1</sup>	N/A	95%	N/A <sup>6</sup>	39%	44%	78%	97%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	126	N/A <sup>6</sup>	59	2	171	48
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
	Race - Black (HoH) <sup>7</sup>	69%	100%	53%	50%	54%	58%
	Race - White (HoH) <sup>7</sup>	28%	0%	45%	45%	43%	40%
	Race - Other (HoH) <sup>7</sup>	2%	0%	2%	5%	3%	3%
	Gender - Male	75%	100%	93%	100%	93%	93%
	Gender - Female	25%	0%	7%	0%	7%	7%
	Gender - Other	0%	0%	0%	0%	0%	0%
	Non-Hispanic (HoH)	99%	100%	99%	97%	98%	98%
	Hispanic (HoH)	1%	0%	1%	3%	2%	2%
	Long Term Disability	55%	100%	69%	81%	75%	83%
	Franklin County Residents	78%	100%	70%	75%	75%	89%

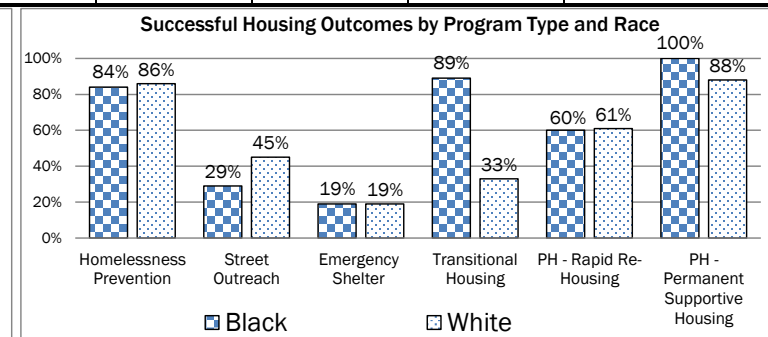
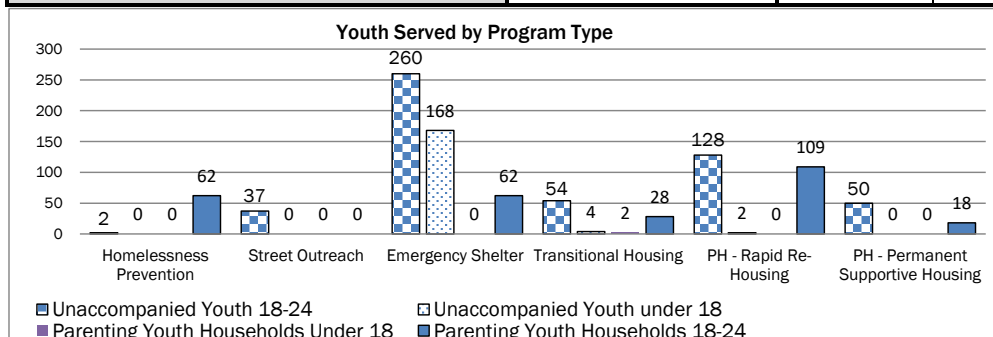


The system-wide number of veterans served decreased by 9% compared to the last fiscal year. 20 Veterans in Permanent Supportive Housing passed away during the evaluation timeframe.

<sup>1</sup> Successful outcomes measure for Street Outreach.  
<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.  
<sup>3</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.  
<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.  
<sup>5</sup> VASH vouchers are included under the PH - Permanent Supportive Housing category.  
<sup>6</sup> Program didn't have any household exits; unable to calculate measure.  
<sup>7</sup> Due to rounding percentage does not add up to 100%.



Special Populations Served: 7/1/2020 - 12/31/2020		Transition Age Youth Served by Program Type					
Transition Age Youth <sup>1</sup>	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	171	0	0	168	4	2	0
Unaccompanied Youth 18-24	400	2	37	260	54	128	50
Parenting Youth Households Under 18	2	0	0	0	2	0	0
Parenting Youth Households 18-24	197	62	0	62	28	109	18
Total Pregnant Women Served	91	23	3	35	15	44	5
Total Households Served	760	64	37	490	88	237	67
Total Households Entered	522	43	17	441	28	125	44
Total Households Exited	468	32	29	434	34	106	3
Successful Housing Outcomes (%) <sup>2</sup>	N/A	84%	34%	19%	79%	60%	97%
Successful Housing Outcomes (#) <sup>2</sup>	N/A	27	10	52	27	63	65
Average Length of Shelter Stay (Days) <sup>3</sup>							
Average Length of Participation (Days) <sup>4</sup>	N/A	106	102	29	7	135	8
Housing Stability (Months) <sup>5</sup>							
<b>DEMOGRAPHICS</b>							
Race - Black (HoH) <sup>6</sup>		83%	57%	68%	86%	79%	73%
Race - White (HoH) <sup>6</sup>		16%	38%	31%	14%	20%	24%
Race - Other (HoH) <sup>6</sup>		2%	5%	2%	0%	1%	3%
Gender - Female <sup>6</sup>		95%	38%	49%	74%	68%	69%
Gender - Male <sup>6</sup>		5%	59%	49%	25%	32%	30%
Gender - Other <sup>6</sup>		0%	3%	3%	1%	1%	1%
Non-Hispanic (HoH)		97%	95%	93%	94%	94%	94%
Hispanic (HoH)		3%	5%	7%	6%	6%	6%
Long Term Disability		13%	97%	42%	75%	43%	97%
Franklin County Residents		90%	73%	86%	93%	85%	96%



**19% more transition age youth were served this reporting period compared to last fiscal year. The number of youth served in transitional housing and rapid rehusing increased 175% and 40% respectively. The number of youth served in PSH increased 205% due to the opening of Marsh Brook Place.**

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

<sup>2</sup> Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.

<sup>3</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.

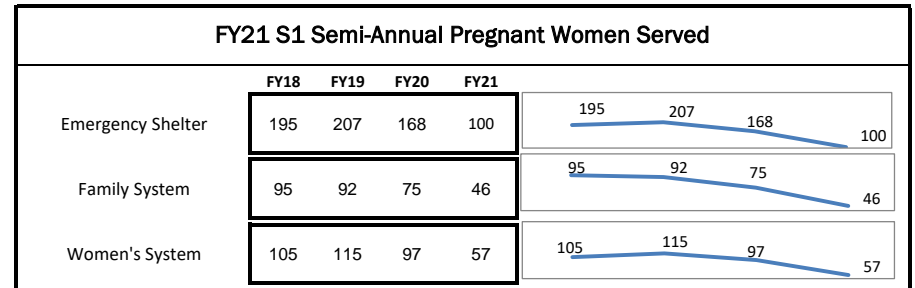
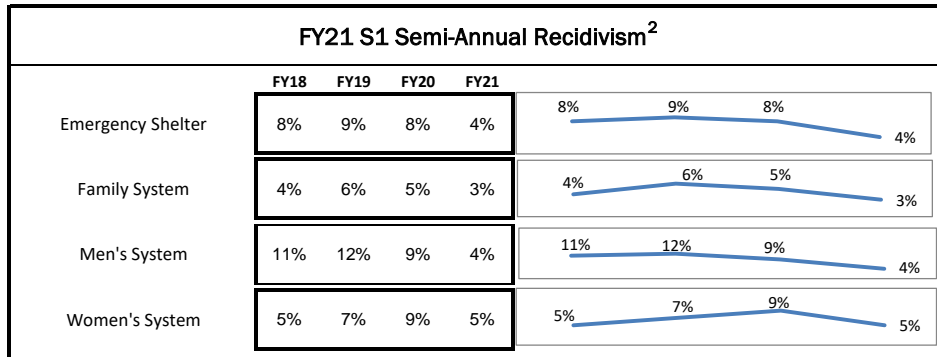
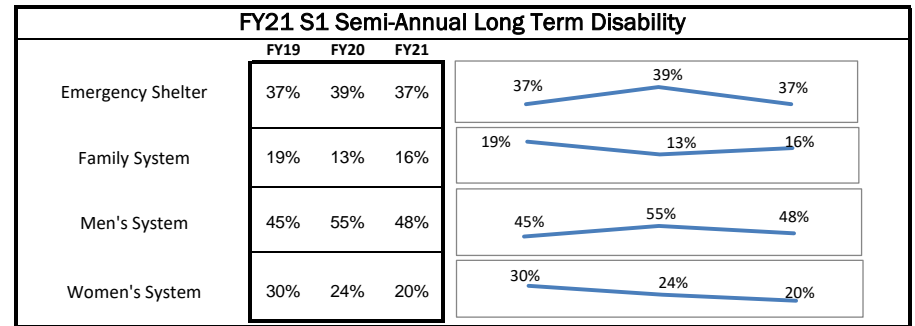
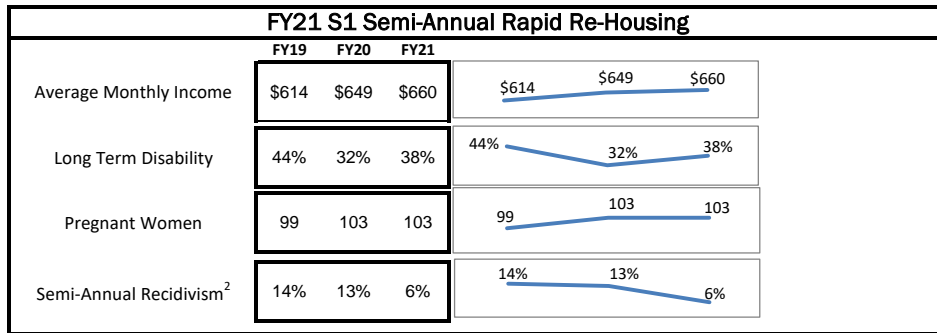
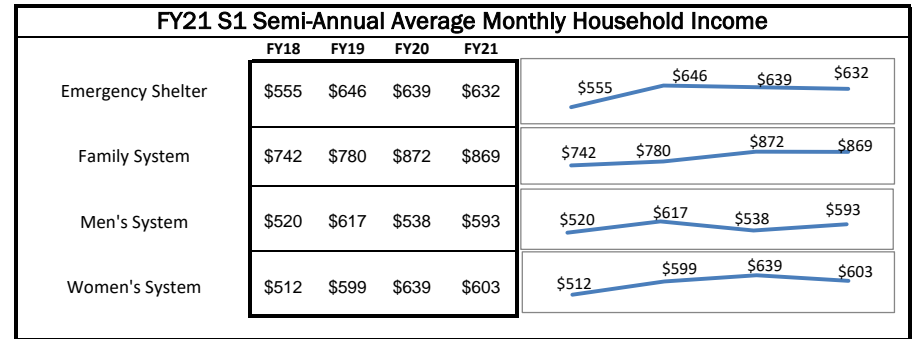
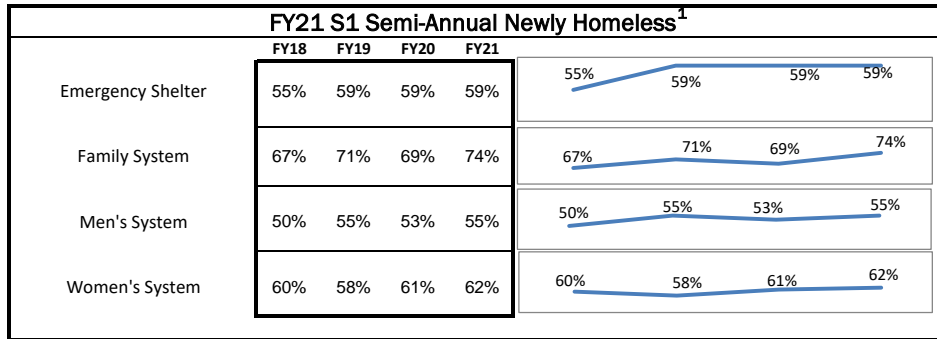
<sup>4</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

<sup>5</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>6</sup> Due to rounding percentages do not add up to 100%.



Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2020 - 12/31/2020



<sup>1</sup> Did not access a homeless program in the past two years.

<sup>2</sup> Exited successfully but returned to shelter within 180 days of successful exit.

HOMELESS HOTLINE	Total Households Served			Average Wait Time (minutes)			Successful Diversion/Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2020 -12/31/2020													
Netcare - Homeless Hotline (Single Adults)	4,600	3,836	√ <sup>5</sup>	5	2:00	√	1,150	589	≠	25%	13%	≠	
Netcare - Homeless Hotline (Families)	1,500	973	√ <sup>5</sup>	5	2:00	√	450	240	≠	30%	22%	≠	
Gladden Community House - Family Diversion	1,300	817	√ <sup>5</sup>	N/A	N/A	N/A	455	293	√ <sup>5</sup>	35%	47%	√	

OUTREACH	New Households Served			Total Households Served			Average Length of Participation			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>			Usage of CSB DCA (%) <sup>1</sup>						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2020 -12/31/2020																									
Maryhaven - Capital Crossroad SID Outreach	50	23	≠	65	35	≠	N/A	67	N/A	38	17	≠	75%	68%	≠	21	12	≠	55%	71%	√	N/A	23%	N/A	
Maryhaven - Outreach	145	115	≠	305	193	≠	N/A	121	N/A	109	38	≠	75%	35%	≠	60	24	≠	55%	63%	√	25%	7%	≠	
Southeast - PATH Outreach <sup>2</sup>	70	75	√	100	89	≠	N/A	40	N/A	35	6	≠	50%	9%	≠	N/A	6	N/A	N/A	100%	N/A	N/A	N/A	N/A	

TRANSITION AGE YOUTH	New Households Served			Households Served			Program Occupancy Rate				Average Length of Shelter Stay (days)			Average Length of Participation / Housing Stability <sup>4</sup>			Successful Outcomes / Housing Outcomes <sup>3</sup>							
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Capacity	Actual	Actual (%)	Outcome Achievement (98% Goal for TH)	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2020 -12/31/2020																								
Huckleberry House - TAY CARR Team	N/A	48	N/A	N/A	83	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	77	N/A	N/A	38	N/A	25%	75%	√		
Huckleberry House - Emergency Shelter	N/A	158	N/A	210	167	√ <sup>5</sup>	16	7	44%	≠	10	9	√	N/A	N/A	N/A	160	140	√ <sup>5</sup>	80%	88%	√		
Huckleberry House - TLP TH	N/A	13	N/A	39	37	√	24	22	92%	≠	N/A	N/A	N/A	10	9	√	8	11	√	77%	85%	√		
Huckleberry House - TLP RHY TH	N/A	3	N/A	9	10	√	7	7	100%	√	N/A	N/A	N/A	12	11	√	1	2	√	77%	67%	≠		
Homeless Families Foundation - TAY Transition to Home TH	N/A	11	N/A	30	40	√	28	25	89%	≠	N/A	N/A	N/A	10	5	√	6	15	√	77%	83%	√		
Homeless Families Foundation - TAY Transition to Home RRH	12	11	√	40	40	√	N/A	N/A	N/A	N/A	35	1	√	365	153	√	10	13	√	80%	87%	√		
Homeless Families Foundation - TAY RRH	42	100	√	108	175	√	N/A	N/A	N/A	N/A	35	29	√	180	130	√	34	37	√	80%	46%	≠		

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

<sup>2</sup> The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

<sup>3</sup> Successful Outcomes for CARR and Emergency Shelter; Successful Housing Outcomes for transitional housing (TH) and rapid re-housing (RRH); Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup> Average Length of Participation (days) for CARR and RRH; Housing Stability (months) for TH.

<sup>5</sup> Program served all households that needed services. For Gladden Family Diversion and Huckleberry House Emergency Shelter the successful housing/diversion outcome goals/(#) were recalculated based on the number served.

EMERGENCY SHELTER <sup>5</sup>	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes <sup>3, 4</sup>						Movement	Recidivism
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <15%	Actual (%) Goal 10%
7/1/2020 - 12/31/2020																			
<b>FAMILY</b>																			
YWCA - Family Center	270	169	(101)	√ <sup>7</sup>	50	44	88%	√ <sup>7</sup>	42	59	≠	75	66	≠	60%	50%	≠	5%	7%
YMCA - Van Buren Family Shelter	350	236	(114)	√ <sup>7</sup>	64	52	81%	√ <sup>7</sup>	42	49	≠	110	71	≠	60%	36%	≠	10%	3%
<b>MEN</b>																			
LSS - Faith Mission - Men's on Grant <sup>2</sup>	N/A	499	N/A	N/A	95	90	95%	N/A	45	45	N/A	N/A	68	N/A	33%	16%	N/A	19%	10%
LSS - Faith Mission on 8th <sup>2,6</sup>	N/A	495	N/A	N/A	83	77	93%	N/A	45	38	N/A	N/A	71	N/A	33%	17%	N/A	20%	6%
Southeast - Friends of the Homeless - Men's Shelter <sup>6</sup>	352	399	47	√	70	70	100%	√	45	38	√	93	68	≠	33%	21%	≠	17%	14%
YMCA - Men's Social Distancing/Overflow <sup>6</sup>	650	940	N/A	N/A	183	183	100%	N/A	45	41	N/A	N/A	27	N/A	N/A	4%	N/A	N/A	N/A
YMCA - SIQ Shelter <sup>6</sup>	N/A	193	N/A	N/A	N/A	12	N/A	N/A	N/A	11	N/A	N/A	17	N/A	N/A	10%	N/A	N/A	N/A
<b>WOMEN</b>																			
LSS - Faith Mission - Women's on Grant <sup>2</sup>	N/A	196	N/A	N/A	38	36	95%	N/A	45	48	N/A	N/A	32	N/A	33%	20%	N/A	34%	3%
YMCA - Van Buren Women's Shelter <sup>6</sup>	680	687	7	√	158	134	85%	≠	45	43	√	175	88	≠	33%	15%	≠	40%	5%
YMCA - Women's Overflow <sup>6</sup>	290	400	N/A	N/A	10	10	100%	N/A	45	2	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A
<b>INEBRIATE</b>																			
Maryhaven - Engagement Center Safety	375	344	(31)	√	34	33	97%	√	20	19	√	102	69	≠	30%	22%	≠	N/A	25%
Maryhaven - Engagement Center Shelter2Housing	65	51	(14)	≠	16	12	75%	≠	45	50	√	16	17	√	33%	45%	√	3%	15%
<b>VA EMERGENCY HOUSING</b>																			
LSS - VA Men & Women	100	67	(33)	≠	24	13	54%	≠	45	51	≠	38	17	≠	50%	31%	≠	17%	0%
VOAOI - VA Emergency Housing	70	47	(23)	≠	15	12	80%	≠	45	62	≠	28	15	≠	50%	47%	√	6%	0%
<b>AGENCY</b>																			
Lutheran Social Services - Faith Mission <sup>2</sup>	1,100	1,101	1	√	216	203	94%	≠	45	46	√	288	170	≠	33%	19%	≠	22%	5%

<sup>1</sup> Shelter capacities do not include overflow.

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

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

<sup>4</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

<sup>5</sup> Housing services are provided by Rapid Re-housing projects. Some of the measures for emergency shelters are shared with the rapid re-housing programs.

<sup>6</sup> Women's seasonal overflow opened 10/16/20. Men's seasonal overflow opened 11/23/20. Social distancing shelter for men opened 3/20/2020. Shelter for Isolation and Quarantine opened 4/1/2020. Friends of the Homeless capacity reduced to 70 from 160. Faith Mission on 8th capacity reduced to 83 from 95. Van Buren Women's capacity increased to 158 from 151.

<sup>7</sup> Shelter served all households that needed shelter. Successful Housing Outcomes goal (#) has been recalculated.

System and Program Indicator Report



PERMANENT SUPPORTIVE HOUSING	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Outcome Achievement (Goal: 95%)	Goal (# of months)	Actual (# of months)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2020 - 12/31/2020																	
Community Housing Network - Briggsdale	25	27	25	(2)	√	25	100%	√	24	63	√	24	25	√	90%	100%	√
Community Housing Network - Briggsdale 2	40	44	41	(3)	√	39	98%	√	24	22	√	40	40	√	90%	98%	√
Community Housing Network - Cassady <sup>2</sup>	10	11	11	0	√	11	110%	√	24	42	√	10	11	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	42	39	(3)	√	34	89%	≠	24	41	√	38	34	≠	90%	94%	√
Community Housing Network - Inglewood Court	45	50	45	(5)	√	43	96%	√	24	58	√	45	42	√	90%	98%	√
Community Housing Network - North 22nd Street <sup>2</sup>	30	33	32	(1)	√	31	103%	√	24	54	√	30	32	√	90%	100%	√
Community Housing Network - Parsons Place <sup>6</sup>	62	62	48	(14)	N/A	31	50%	N/A	N/A	23	N/A	56	48	N/A	90%	100%	N/A
Community Housing Network - Safe Haven	13	17	14	(3)	≠	13	100%	√	24	78	√	15	13	≠	90%	100%	√
Community Housing Network - Southpoint Place	46	51	51	0	√	45	98%	√	24	55	√	46	46	√	90%	96%	√
Community Housing Network - Terrace Place	47	52	49	(3)	√	43	91%	√	24	67	√	47	45	√	90%	96%	√
Homefull - Leasing <sup>4</sup>	147	162	133	(29)	N/A	127	86%	N/A	6	6	N/A	146	131	N/A	90%	99%	N/A
Homefull/YMCA - Isaiah Project	160	176	171	(5)	√	149	93%	√	24	21	≠	158	161	√	90%	96%	√
Maryhaven - Commons at Chantry	50	55	50	(5)	√	48	96%	√	24	67	√	50	48	√	90%	100%	√
National Church Residences - Commons at Buckingham <sup>3</sup>	77	85	79	(6)	√	74	96%	√	24	64	√	77	74	√	90%	95%	√
National Church Residences - Commons at Grant <sup>3</sup>	54	59	52	(7)	≠	51	94%	√	24	97	√	53	51	√	90%	100%	√
National Church Residences - Commons at Livingston <sup>3</sup>	69	76	70	(6)	√	66	96%	√	24	52	√	68	66	√	90%	99%	√
National Church Residences - Commons at Third <sup>3</sup>	71	78	69	(9)	≠	65	92%	√	24	52	√	70	67	√	90%	99%	√
National Church Residences - VOAOL Van Buren Village	60	66	60	(6)	√	60	100%	√	24	45	√	59	60	√	90%	100%	√
Veterans Affairs - VASH I-XI <sup>5</sup>	377	415	350	(65)	≠	320	85%	≠	24	46	√	374	327	≠	90%	96%	√
YMCA - 40 West Long Street <sup>7</sup>	84	91	108	17	√	94	112%	√	24	57	√	82	101	√	90%	98%	√
YMCA - Franklin Station	75	83	76	(7)	√	74	99%	√	24	78	√	75	75	√	90%	99%	√
YMCA - Scattered Sites HOME <sup>2</sup>	55	61	59	(2)	√	57	104%	√	24	32	√	55	57	√	90%	100%	√
YWCA - WINGS	91	100	90	(10)	√	88	97%	√	24	51	√	90	88	√	90%	99%	√

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

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

<sup>3</sup> Capacity increased as of 7/1/2020 by 25 units across all projects.

<sup>4</sup> Homefull took over 147 units from CHN projects Community ACT, RLPTI, and Leasing Supportive Housing, as of 7/01/2020.

<sup>5</sup> Franklin County VASH capacity fluctuates based on need.

<sup>6</sup> Parsons Avenue tenants moved to Parsons Place in late 2020.

<sup>7</sup> Project capacity decreasing from 105 to 84 by moving 21 tenants to scattered sites.

System and Program Indicator Report



PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
7/1/2020 - 12/31/2020		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes		10	11	10	(1)	√	95%	90%	√	24	37	√	10	9	√	90%	90%	√
Community Housing Network - Wilson		8	9	8	(1)	√	95%	100%	√	24	107	√	8	7	√	90%	100%	√
VOAOI - Family Supportive Housing		38	42	38	(4)	√	95%	95%	√	24	48	√	38	38	√	90%	100%	√
<b>PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE</b>																		
Equitas Health - TRA		89	98	91	(7)	√	95%	93%	√	24	115	√	88	86	√	90%	99%	√
Community Housing Network - Marsh Brook Place <sup>2</sup>		40	40	40	0	N/A	95%	70%	N/A	3	4	N/A	36	38	N/A	90%	95%	N/A
Homefull - TRA <sup>3</sup>		270	225	264	39	N/A	95%	63%	N/A	3	4	N/A	203	263	N/A	90%	100%	N/A
Homefull - SRA <sup>3</sup>		185	100	138	38	N/A	95%	39%	N/A	3	3	N/A	90	138	N/A	90%	100%	N/A
YMCA - 40 West Long Expansion SRA		38	42	41	(1)	√	95%	95%	√	24	46	√	38	40	√	90%	98%	√
Total Rental Assistance		622	505	591	86	√	95%	86%	≠	24	52	√	455	578	√	90%	99%	√
<b>TRANSITIONAL HOUSING</b>																		
VOAOI - Veterans		36	100	60	(40)	≠	95%	36%	≠	4	2	√	39	18	≠	77%	43%	≠

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

<sup>2</sup> CHN TRA 2 units transitioned into CHN Marsh Brook Place as of 9/1/2020. Marsh Brook Place in lease-up.

<sup>3</sup> Homefull took over units from Amethyst as of 7/1/2020, CHN TRA as of 9/1/2020, and CHN SRA as of 10/1/2020, with no change in the overall capacity. TRA capacity increased by 24 units using CMHA mainstream vouchers that are currently in lease up phase.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2020 - 12/31/2020																									
Homefull - Rapid Re-housing Single Adults	90	41	≠	150	75	≠	35	36	√	90	93	√	54	4	≠	60%	13%	≠	\$1,100	\$1,100	√	60%	4%	≠	
Homeless Families Foundation - Rapid Re-housing	87	37	≠	152	99	≠	32	44	≠	100	240	≠	70	25	≠	80%	81%	√	\$1,000	\$1,037	√	80%	78%	√	
Homeless Families Foundation - Rapid Re-housing Intensive <sup>5</sup>	30	18	N/A	30	18	N/A	45	29	N/A	150	70	N/A	8	1	N/A	80%	50%	N/A	\$1,000	\$0	N/A	80%	0%	N/A	
The Salvation Army - Rapid Re-housing	74	50	≠	128	107	≠	32	43	≠	100	145	≠	59	42	≠	80%	55%	≠	\$1,800	\$3,618	√ <sup>4</sup>	80%	49%	≠	
The Salvation Army - Job2Housing	30	19	≠	65	58	≠	32	43	≠	180	249	≠	24	23	√	80%	88%	√	N/A	\$4,938	N/A	N/A	88%	N/A	
VOAOI Families - Rapid Re-housing	36	20	≠	64	50	≠	32	39	≠	100	166	≠	29	20	≠	80%	69%	≠	\$1,000	\$1,917	√ <sup>4</sup>	80%	65%	≠	
YMCA - Rapid Rehousing Single Adults	450	462	√	720	688	√	35	31	√	90	129	≠	270	177	≠	60%	45%	≠	\$1,300	\$957	√	50%	35%	≠	
YMCA - Rapid Rehousing for Families	75	28	≠	105	31	≠	32	51	≠	60	106	≠	60	6	≠	80%	75%	√	\$1,600	\$0	√	80%	0%	≠	
YMCA - Rapid Rehousing DV	70	63	√	140	127	√	35	26	√	180	158	√	21	63	√	60%	71%	√	N/A	\$2,334	N/A	N/A	67%	N/A	
YWCA - Rapid Rehousing for Families <sup>5</sup>	30	7	N/A	30	7	N/A	32	47	N/A	120	58	N/A	8	0	N/A	80%	0%	N/A	N/A	\$0	N/A	80%	0%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	80	317	√	N/A	N/A	N/A	N/A	N/A	N/A	78	316	√	98%	100%	√	\$1,600	\$2,015	√ <sup>4</sup>	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	400	326	≠	N/A	N/A	N/A	N/A	N/A	N/A	392	316	≠	98%	97%	√	\$1,000	\$1,058	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2020 - 12/31/2020																								
Gladden Community House - Family Homelessness Prevention	250	109	≠	350	146	≠	120	84	√	200	74	≠	80%	86%	√	\$3,000	\$2,775	√	60%	73%	√			
Gladden Community House - Family Prevention Expansion <sup>5</sup>	55	7	N/A	55	7	N/A	N/A	10	N/A	N/A	0	N/A	80%	0%	N/A	\$3,000	\$0	N/A	60%	0%	N/A			
Gladden Community House - FCCS Prevention	30	32	√	35	49	√	120	91	√	14	29	√	80%	97%	√	\$1,200	\$1,793	√ <sup>4</sup>	80%	92%	√			
HFF Pregnant Women Homelessness Prevention	15	15	√	45	43	√	365	198	√	12	19	√	80%	83%	√	\$3,500	\$2,712	√	80%	73%	≠			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2020 - 12/31/2020																							
LSS - SSVF Rapid Re-housing	55	34	≠	85	62	≠	25	24	√	100	155	≠	44	23	≠	80%	70%	≠	80%	65%	≠		
VOAOI - SSVF Prevention	20	38	√	34	84	√	N/A	N/A	N/A	100	128	≠	18	19	√	90%	95%	√	90%	94%	√		
VOAOI - SSVF Rapid Re-housing	102	67	≠	162	163	√	25	36	≠	100	176	≠	82	40	≠	80%	73%	≠	80%	69%	≠		

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

<sup>2</sup> Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOP including pregnant women is 291.

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

<sup>4</sup> Funding availability allows for the average DCA amount to exceed the goal.

<sup>5</sup> New program, started during FY21.

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