

# SYSTEM INDICATOR REPORT

FY2024  
7/1/23 - 9/30/23

**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.**



diversion  
homelessness prevention



rapid rehousing



transitional living program RHY



engagement center  
shelter2housing



homeless hotline  
for families



Volunteers  
of America®  
OHIO & INDIANA

rapid rehousing  
for families



rapid rehousing  
for single adults



family center

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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:

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

System-level race and gender-based outcome disparities are included in the report. A disparity is defined as a demographic achieving a successful exit that is at least five percentage points less than the respective percentage of the demographic population served in each system.

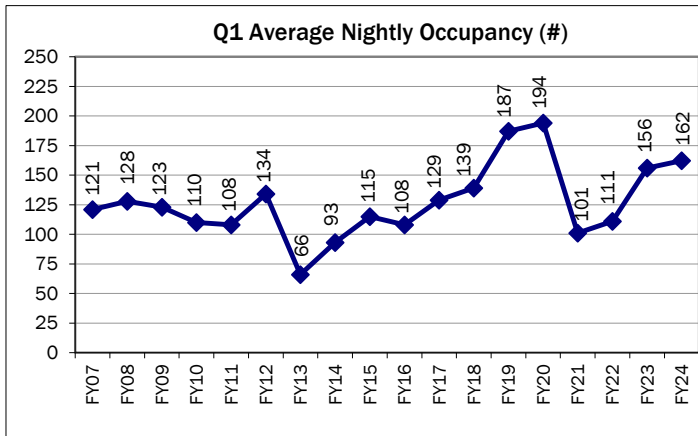
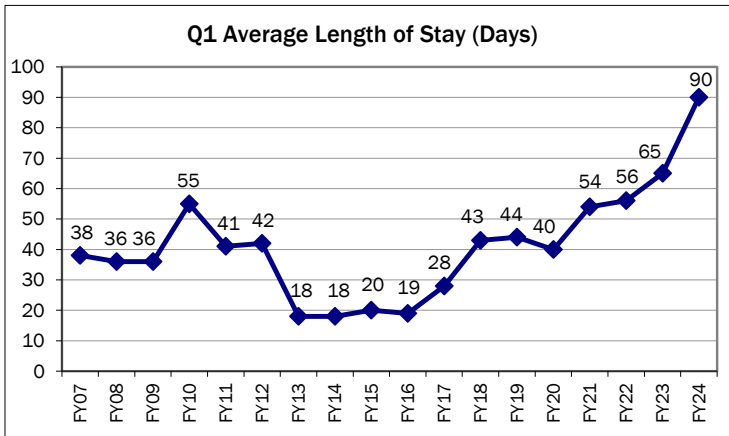
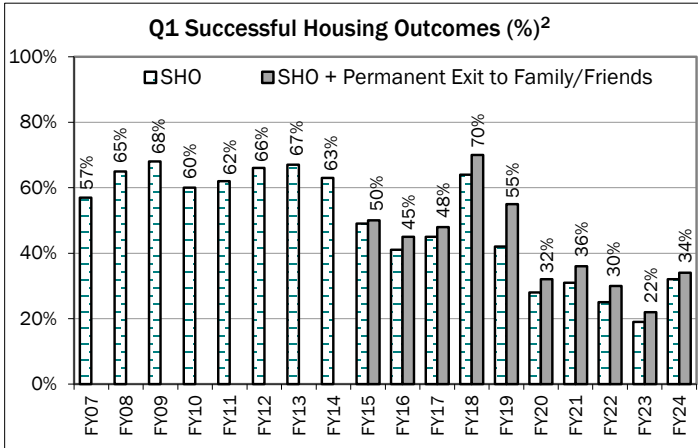
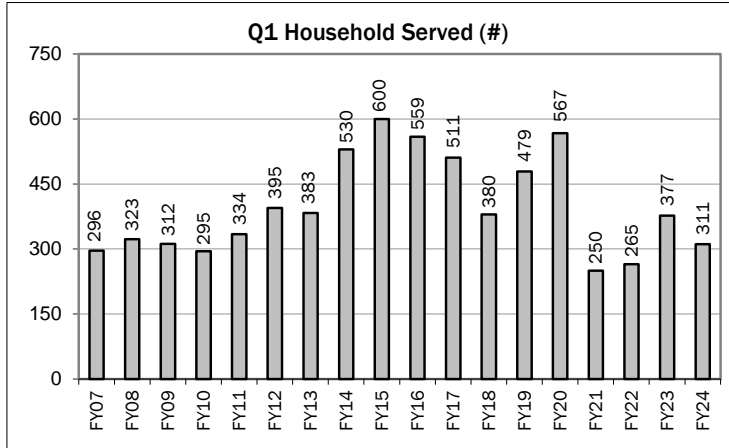
All data generated from the Homeless Management Information System (HMIS) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables.

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



FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2023 - 9/30/2023														
Family System	375	311	√ <sup>4</sup>	114	162	54	90	N/A	131	53	≠	50%	34%	≠



DEMOGRAPHICS	Qtrly Δ	Family
Households Served	↓	311
Percent Newly homeless		70%
Clients Served	↓	1,114
Adults Served		420
Children Served		694
Children 0 - 5 years		249
Mean Family Size	↑	3.6
Average Number of Children		2.2
Average Age (HoH)		34
Gender - Female (HoH)		93%
Gender - Male (HoH)		7%
Veterans (U.S. Military) served		4
Veterans % of all adults		1%
Average Monthly Household Income	↑	\$896
Percent Working at Entry	↑	34%
Percent of Households with No Income		49%
Average Monthly Income for Households with Income		\$1,752
Race/Ethnicity - Black (HoH) <sup>3</sup>		70%
Race/Ethnicity - White (HoH) <sup>3</sup>		18%
Race/Ethnicity - Multi-Racial (HoH) <sup>3</sup>		7%
Race/Ethnicity - Hispanic (HoH)		5%
Race/Ethnicity - Other (HoH) <sup>3</sup>		0%
Adults 18-24 years (HoH)		11%
Children 0 - 2 years		19%
Children 3 - 7 years		32%
Children 8 - 12 years		30%
Children 13 - 17 years		19%
Pregnant Women Served	↓	30
Self-Reported Disability (HoH)	↓	35%
Franklin County Residents		84%

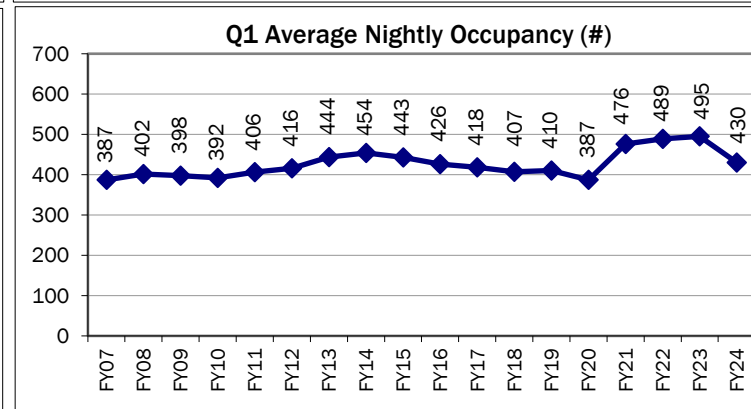
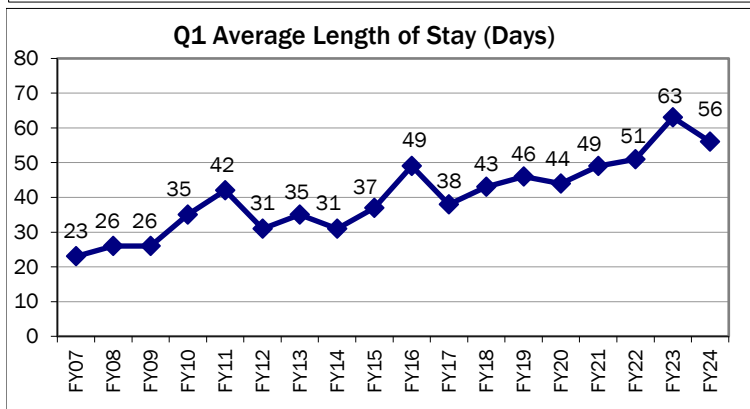
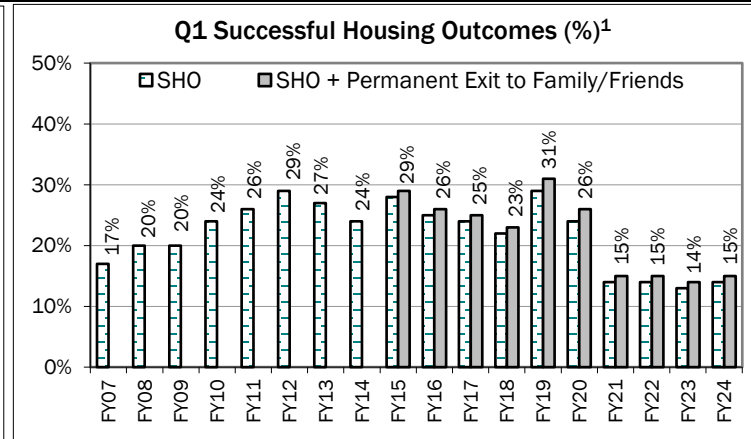
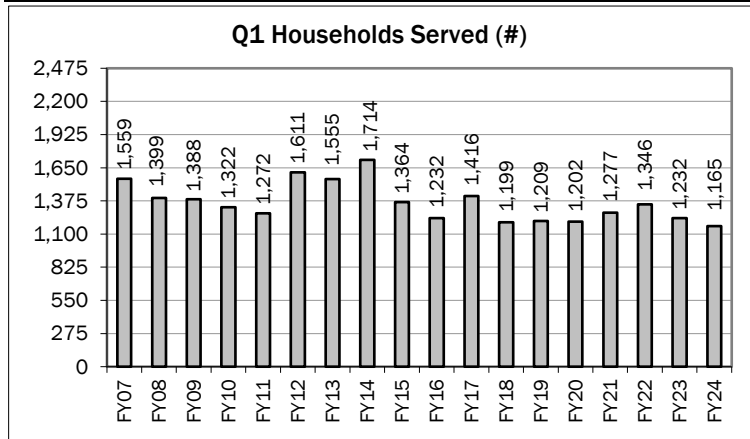
When compared to the same period of the prior fiscal year 18% less households needed shelter. The success rate at exit from shelters increased 12 percentage points to 34%. The average length of shelter stay increased by 25 days to 90 days, the highest level recorded historically. Lack of available safe, decent, affordable housing is making it very difficult to successfully move families out of shelter quickly. The employment rate at entry increased from the FY23 annual rate of 27% to 34% currently and the average income increased to \$896 (FY23 \$652). 6% of families (19) had more than one shelter stay during the timeframe. An additional 137 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. This is a 523% increase compared to FY23 (22). These families were subsequently either helped to find an alternative to shelter or self-resolved.

<sup>1</sup> Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families.  
<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> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.  
<sup>4</sup> The family emergency shelter system served all the families that needed shelter.

# System and Program Indicator Report



FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>4</sup>			Successful Housing Outcomes <sup>1</sup>					
	7/1/2023 - 9/30/2023	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,200	1,165	√	427	430	45	56	N/A	193	110	≠	25%	15%	≠



DEMOGRAPHICS	Qtrly Δ	Men
Households Served	↓	1,165
Percent Newly Homeless		54%
Average Age	↑	48
Men as a percent of total single adults served		70%
Veterans (U.S. Military) served	↑	122
Veterans % of all adults		10%
Percent of Households With No Income		45%
Percent Working at Entry	↑	27%
Average Monthly Earned Income	↑	\$798
Average Monthly Income for Households with Income		\$1,462
Average Daily Waitlist Number <sup>5</sup>		N/A
Race/Ethnicity - Black (HoH)		64%
Race/Ethnicity - White (HoH)		26%
Race/Ethnicity - Multi-racial (HoH)		4%
Race/Ethnicity - Hispanic (HoH)		5%
Race/Ethnicity - Other (HoH)		1%
Adults 18 - 24 years <sup>3</sup>	↓	3%
Adults 25 - 34 years <sup>3</sup>		20%
Adults 35 - 44 years <sup>3</sup>		21%
Adults 45 - 55 years <sup>3</sup>		24%
Adults 56 - 61 years <sup>3</sup>		15%
Adults 62+ years <sup>3</sup>	↑	18%
Self-Reported Disability (HoH)	↑	71%
Franklin County Residents	↓	82%

The number of single men sheltered decreased 5% when compared to the same reporting period of the prior fiscal year. The success rate remained flat at 15%. The average length of time homeless decreased by 7 days. Lack of available safe, decent, affordable housing is making it very difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased 7 percentage points to 27% when compared to the FY23 annual rate of 20%, and the average income increased to \$798 (FY23 \$592). 30% of men (354) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 6 percentage points when compared to the FY23 rate (12%).

<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> Overflow capacity is not included.

<sup>3</sup> Due to rounding percentages do not add up to 100%.

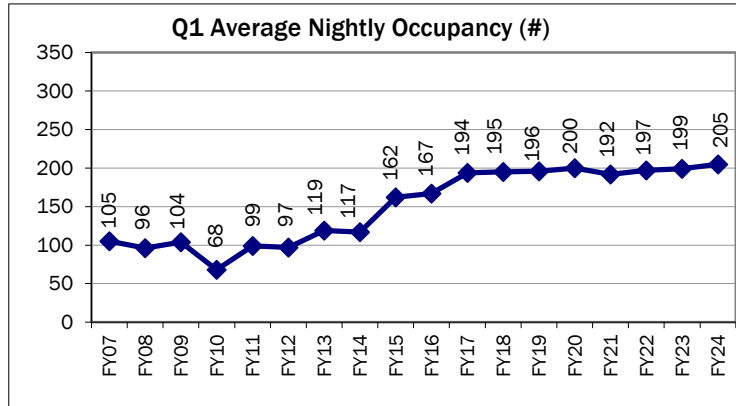
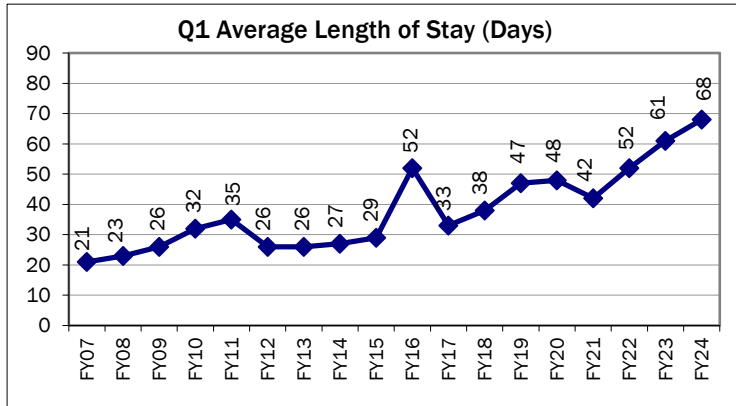
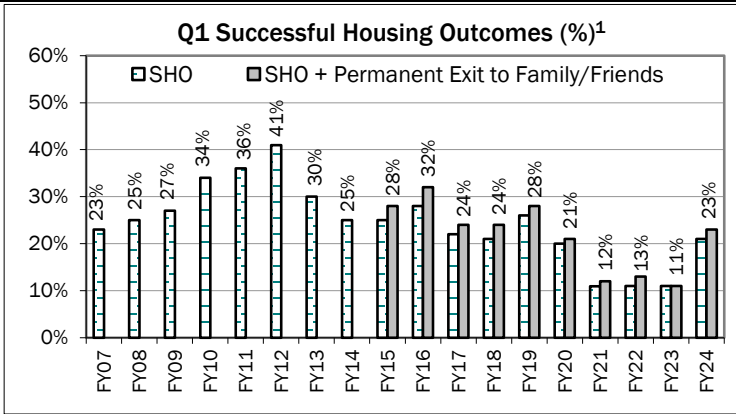
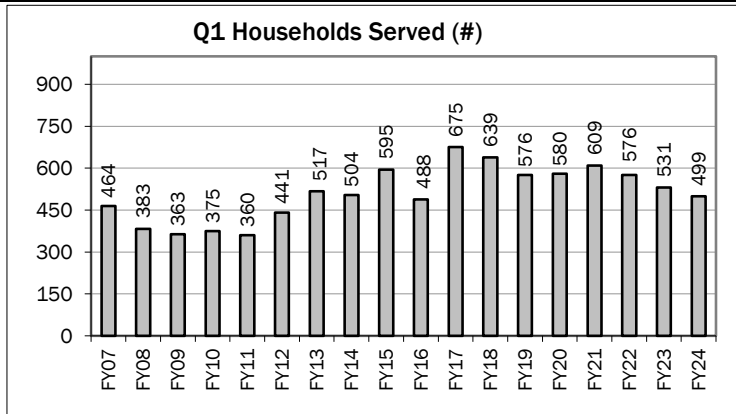
<sup>4</sup> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

<sup>5</sup> The average daily waitlist number could not be accurately reported for the evaluation period.

# System and Program Indicator Report



FY24 EMERGENCY SHELTER 7/1/2023 - 9/30/2023	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Women's System	575	499	≠	208	205	45	68	N/A	92	70	≠	25%	23%	√



DEMOGRAPHICS	Qtrly Δ	Women
Households Served	↓	499
Percent Newly Homeless		60%
Average Age		46
Women as a percent of total single adults served		30%
Veterans (U.S. Military) served		11
Veterans % of all adults		2%
Percent of Households With No Income		42%
Percent Working at Entry	↑	24%
Average Monthly Household Income	↑	\$714
Average Monthly Income for Households with Income		\$1,232
Average Daily Waitlist Number <sup>4</sup>		N/A
Race/Ethnicity - Black (HoH)	↑	60%
Race/Ethnicity - White (HoH)		30%
Race/Ethnicity - Multi-racial (HoH)		6%
Race/Ethnicity - Hispanic (HoH)		3%
Race/Ethnicity - Other (HoH)		1%
Adults 18 - 24 years		6%
Adults 25 - 34 years		19%
Adults 35 - 44 years		20%
Adults 45 - 55 years		26%
Adults 56 - 61 years		15%
Adults 62+ years	↑	14%
Pregnant Women Served	↑	39
Self-Reported Disability (HoH)	↑	76%
Franklin County Residents		83%

The number of single women sheltered decreased 6% when compared to the same reporting period of the previous year. The success rate at exit increased 12 percentage points. The average length of time homeless increased by 7 days to the highest level recorded historically. Lack of available safe, decent, affordable housing is making it very difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased by 4 percentage points to 24% when compared to the FY23 annual rate of 20%, and the average income increased to \$714 (FY23 \$618). 23% of women (115) had multiple stays in shelter during the timeframe. The number of pregnant women served increased by 30% compared to the same reporting period in FY23 (30). The rate of adults aged 62+ increased by 4 percentage points when compared to the FY23 rate (10%).

<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> Overflow capacity is not included.

<sup>3</sup> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

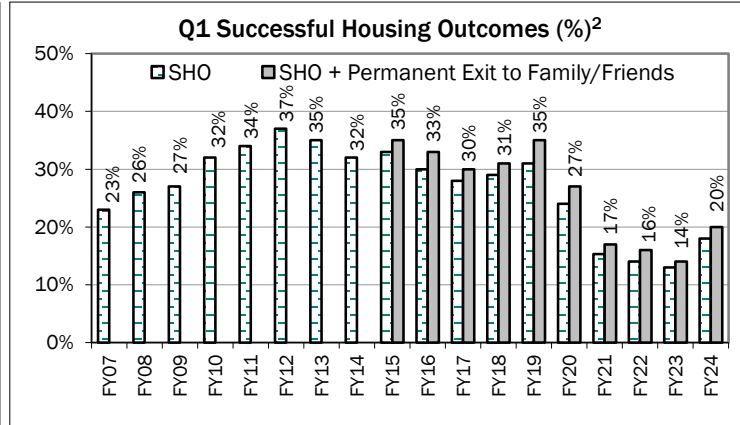
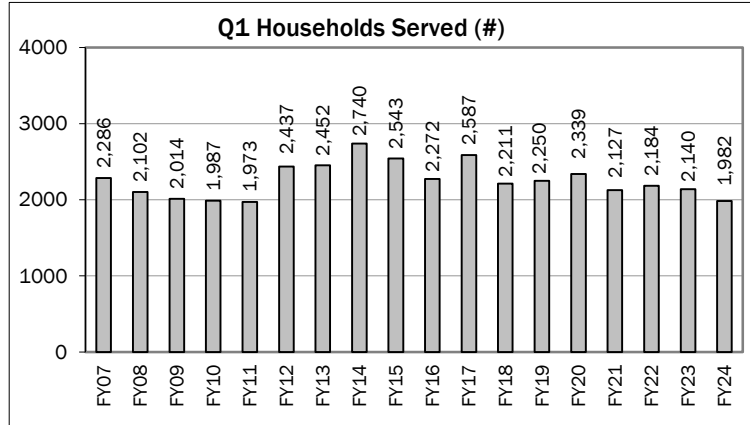
<sup>4</sup> The average daily waitlist number could not be accurately reported for the evaluation period.



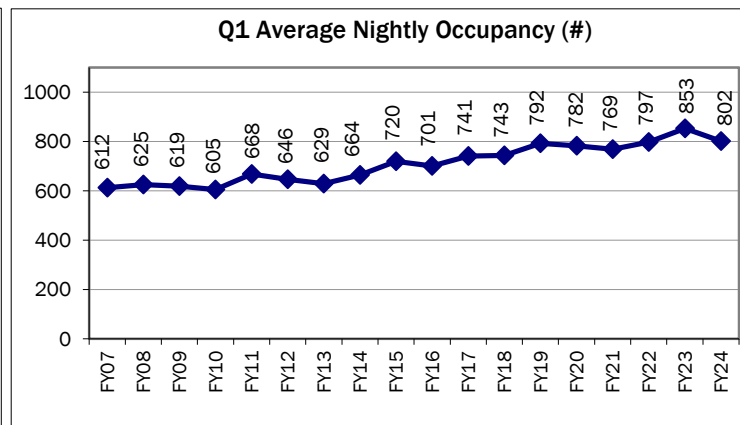
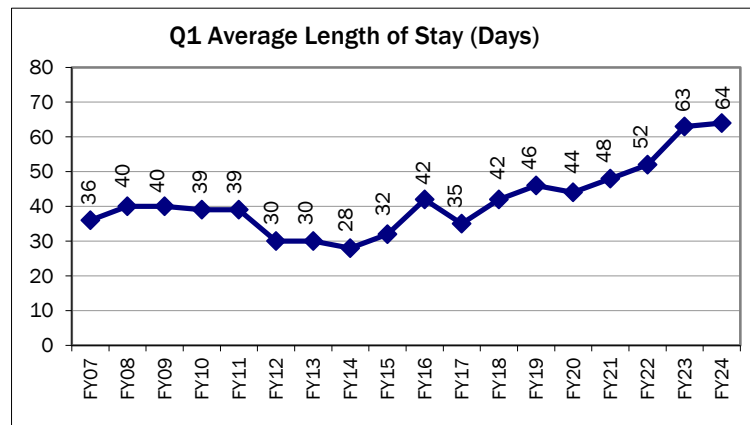
# System and Program Indicator Report



FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>2</sup>					
	7/1/2023 - 9/30/2023	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System <sup>1</sup>	2,200	1,982	√	749	802	54	64	N/A	435	235	≠	30%	20%	≠



DEMOGRAPHICS	Qtrly Δ	Family & Adults
Households Served		1,982
Percent Newly Homeless		58%
Clients Served		2,783
Adults Served		2,089
Children Served		694
Average Age (HoH)		45
Gender - Male (HoH) <sup>4</sup>		60%
Gender - Female (HoH) <sup>4</sup>		40%
Gender - Other (HoH) <sup>4</sup>		1%
Veterans (U.S. Military) served	↑	137
Veterans % of all adults	↑	7%
Percent of Households With No Income		45%
Percent Working at Entry	↑	26%
Average Monthly Household Income	↑	\$791
Average Monthly Income for Households with Income		\$1,447
Average Daily Waitlist Number <sup>5</sup>		N/A
Race/Ethnicity - Black (HoH) <sup>4</sup>		63%
Race/Ethnicity - White (HoH) <sup>4</sup>		26%
Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>		5%
Race/Ethnicity - Hispanic (HoH) <sup>4</sup>		4%
Race/Ethnicity - Other (HoH) <sup>4</sup>		1%
Adults 18-24 years (HoH)		5%
Pregnant Women Served	↑	70
Self-Reported Disability (HoH)	↑	67%
Franklin County Residents	↓	83%



The number served by the system decreased 7% when compared to the same reporting period of the prior fiscal year. The successful housing outcome rate increased 6 percentage points to 20%. The average length of time homeless increased by 1 days to a record high of 64 days. Lack of available safe, decent, affordable housing is making it very difficult to successfully move individuals and families out of shelter quickly. The average income increased to \$791 when compared to the FY23 annual rate of \$589. The system served 15 more (12% increase) veterans and 2 more (3% increase) pregnant women when compared to the same reporting period of the previous year (122, 67).

<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 2,226.

<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> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

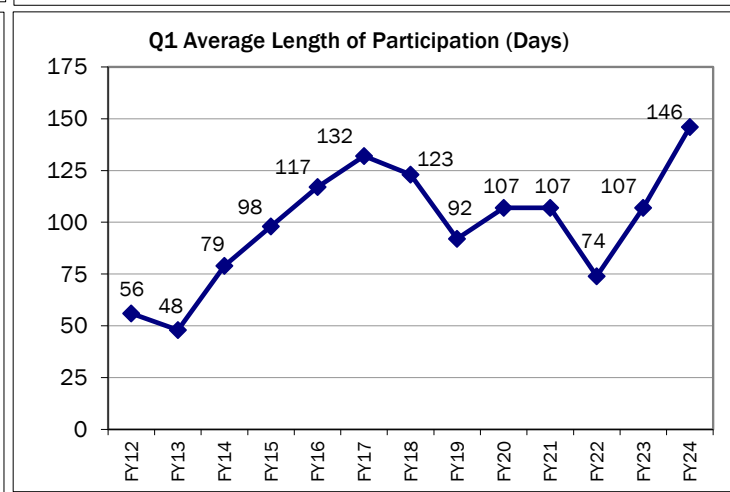
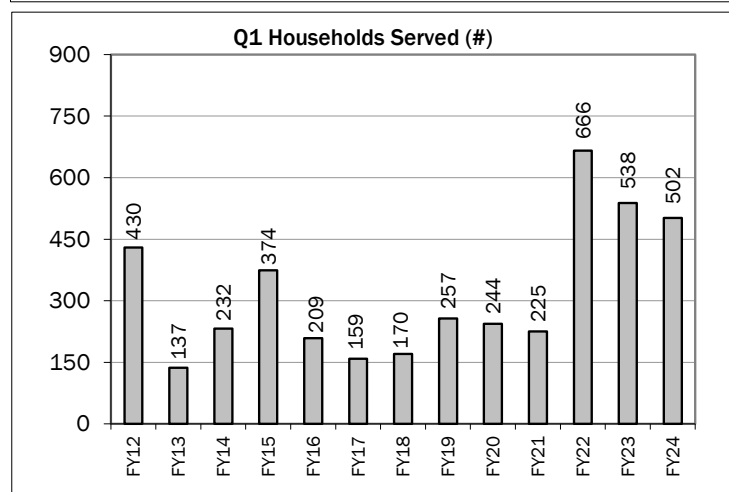
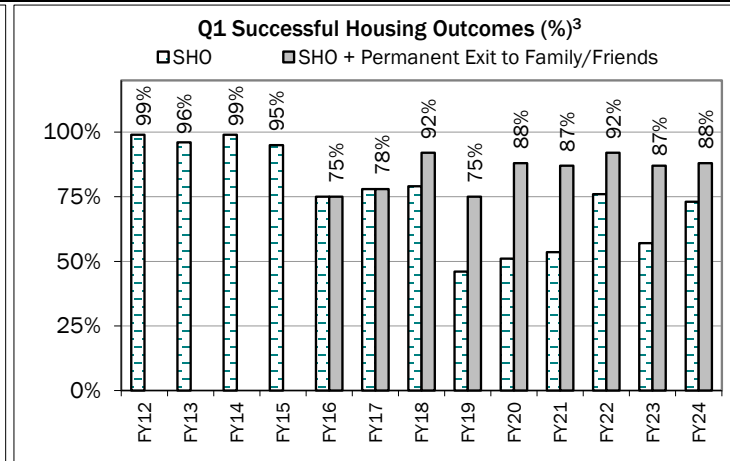
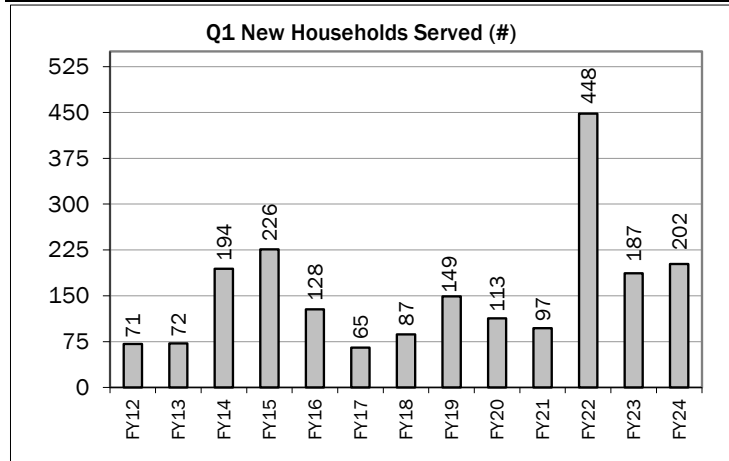
<sup>4</sup> Due to rounding percentages do not add up to 100%.

<sup>5</sup> The average daily waitlist number could not be accurately reported for the evaluation period.

# System and Program Indicator Report



FY24 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
7/1/2023 - 9/30/2023	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>	202	202	√	472	502	√	150	146	√	164	197	√	80%	88%	√



DEMOGRAPHICS	Qtrly Δ	Family & Adults
Households Served	↓	502
Clients Served		1,510
Average Age (HoH)		35
Gender - Female (HoH)	↓	84%
Gender - Male (HoH)		16%
Gender - Other (HoH)		0%
Veterans (U.S. Military) served	↑	64
Veterans % of all adults	↑	11%
Percent of Households With No Income		39%
Percent Working at Entry	↑	42%
Average Monthly Household Income	↑	\$922
Average Monthly Income for Households with Income		\$1,508
Race/Ethnicity - Black (HoH)		73%
Race/Ethnicity - White (HoH)		18%
Race/Ethnicity - Multi-racial (HoH)		5%
Race/Ethnicity - Hispanic (HoH)		4%
Race/Ethnicity - Other (HoH)		0%
Adults Served		577
Children Served		933
Mean Family Size <sup>2</sup>		3.4
Average Number of Children <sup>2</sup>		2.2
Adults 18 - 24 years (HoH)		20%
Adults 25 - 34 years (HoH)		42%
Adults 35 - 44 years (HoH)		22%
Adults 45 - 55 years (HoH)		9%
Adults 56 - 61 years (HoH)		2%
Adults 62+ years (HoH)		5%
Self-reported Disability (HoH)	↑	28%
Pregnant Women Served	↑	53

The number of households served decreased 7% when compared to the same reporting period of the prior fiscal year. The successful housing outcome rate increased by 1 percentage point to 88% and the average length of participation in the program significantly increased to 146 days. At exit, 73% of households are stable in their own housing and 15% decided to permanently move in with family/friends. The percent working at entry decreased compared to the FY23 annual rate of 44% to 42% currently. The number of veterans served increased by 17 (36% increase) and the number of pregnant women served increased by 8 (18% increase) when compared to same reporting period of FY23 (47, 45).

<sup>1</sup> System includes Gladden Community House prevention programs, Home for Families prevention programs, and VOAIO SSVF program for veterans.

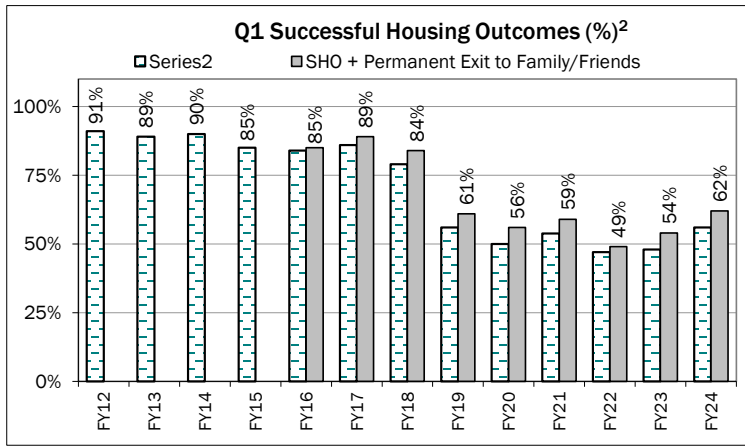
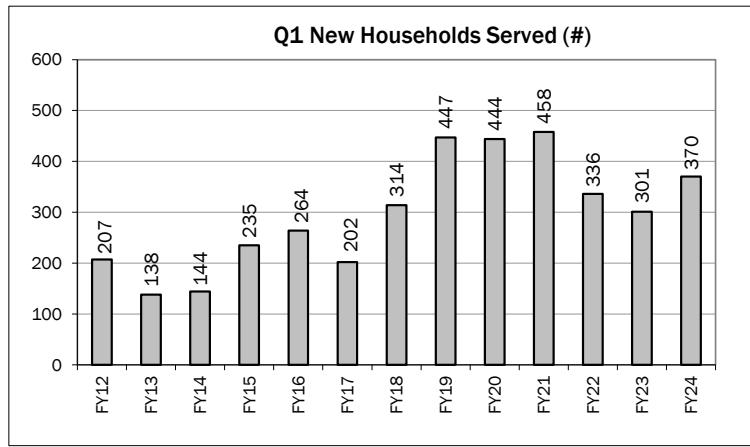
<sup>2</sup> Data refers to the families served.

<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.

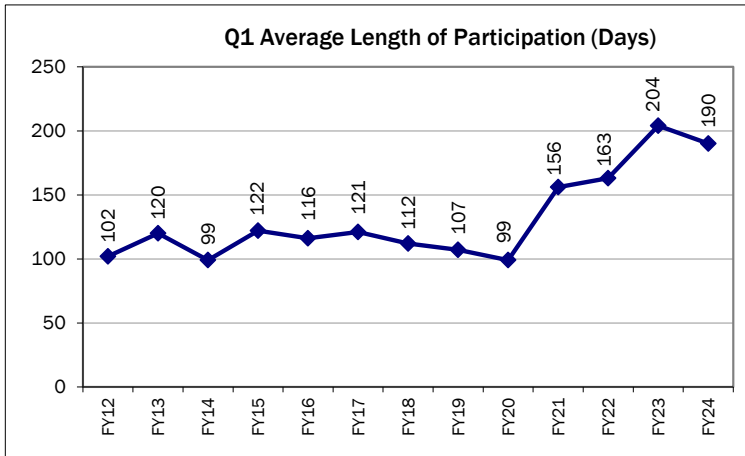
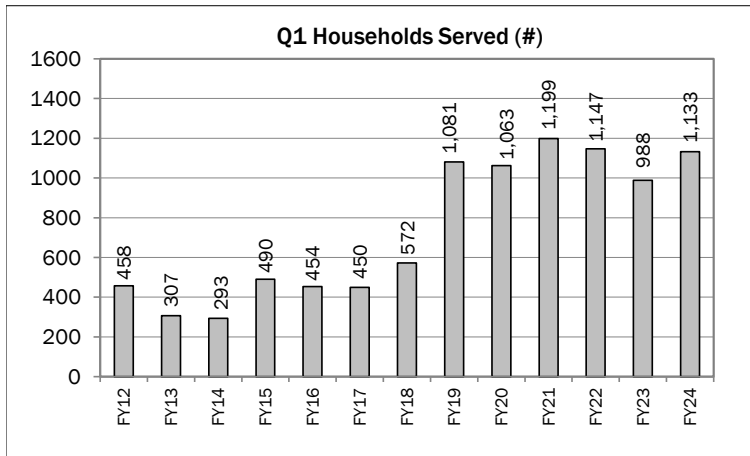
# System and Program Indicator Report



FY24 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days) <sup>5</sup>			Successful Housing Outcomes <sup>2</sup>					
	7/1/2023 - 9/30/2023	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Rapid Re-housing System <sup>1</sup>	485	370	≠	1,276	1,133	≠	240	190	N/A	295	210	≠	55%	62%	√
Single Adults <sup>3</sup>	-	266	-	-	763	-	-	171	-	-	134	-	-	59%	-
Families <sup>3</sup>	-	104	-	-	370	-	-	229	-	-	76	-	-	69%	-



DEMOGRAPHICS	Qtrly Δ	Family	Qtrly Δ	Single Adults <sup>3</sup>
Households Served		370		763
Clients Served		1,254		770
Average Age (HoH)		31		47
Gender - Male (HoH) <sup>4</sup>		6%		70%
Gender - Female (HoH) <sup>4</sup>		94%		28%
Gender - Other (HoH) <sup>4</sup>		0%		1%
Veterans (U.S. Military) served		5		230
Veterans % of all adults		1%		30%
Percent of Households With No Income		54%		48%
Percent Working at Entry		32%		23%
Average Monthly Household Income	↓	\$640	↓	\$722
Average Monthly Income for Households with Income		\$1,380		\$1,389
Adults Served		451		770
Children Served		804		-
Race/Ethnicity - Black (HoH) <sup>4</sup>		74%		60%
Race/Ethnicity - White (HoH) <sup>4</sup>		13%		29%
Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>		7%		4%
Race/Ethnicity - Hispanic (HoH) <sup>4</sup>		5%		5%
Race/Ethnicity - Other (HoH) <sup>4</sup>		1%		1%
Mean Family Size		3.4		-
Average Number of Children		2.2		-
Adults 18-24 years (HoH) <sup>4</sup>	↑	34%	↑	13%
Adults 25 - 34 years (HoH) <sup>4</sup>		36%		14%
Adults 35 - 44 years (HoH) <sup>4</sup>		24%		16%
Adults 45 - 55 years (HoH) <sup>4</sup>		4%		22%
Adults 56 - 61 years (HoH) <sup>4</sup>		1%		16%
Adults 62+ years (HoH) <sup>4</sup>		0%		19%
Self-reported Disability (HoH)	↓	44%	↓	77%
Pregnant Women Served	↓	28	↑	16



The number served increased 15% when compared to the same reporting period of the previous year. Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. The success rate at exit increased 8 percentage points to 62 percent and the length of participation decreased by 14 days. The self-reported disability rate decreased to 44% (FY23 47%) for families and to 77% (FY23 78%) for single adults. The number of veterans served increased by 32 (16% increase) and the number of pregnant women increased by 1 (2% increase) when compared to the same reporting period of the prior fiscal year (203, 43).

<sup>1</sup> System includes HFF Rapid Re-housing programs, VOA/OI Rapid Re-housing, TSA Rapid Re-housing, YMCA Rapid Re-housing programs, Homefull Rapid Re-housing program, LSS SSVF program, and VOA/OI SSVF program.

<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 are set by subpopulation. Households with only adults are included in the single adult population.

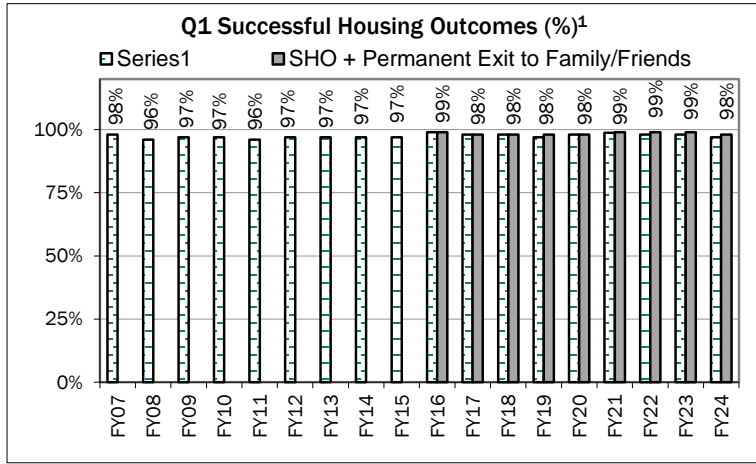
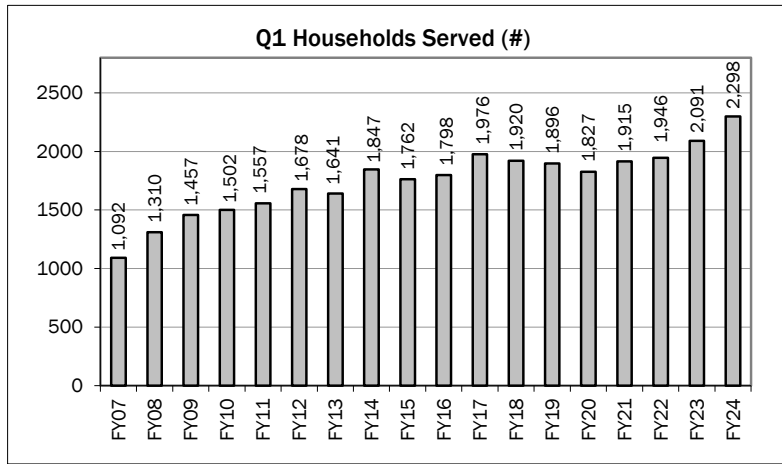
<sup>4</sup> Due to rounding percentages do not add up to 100%.

<sup>5</sup> The rating/achievement of average length of participation has been suspended for rapid-rehousing providers for FY2024.

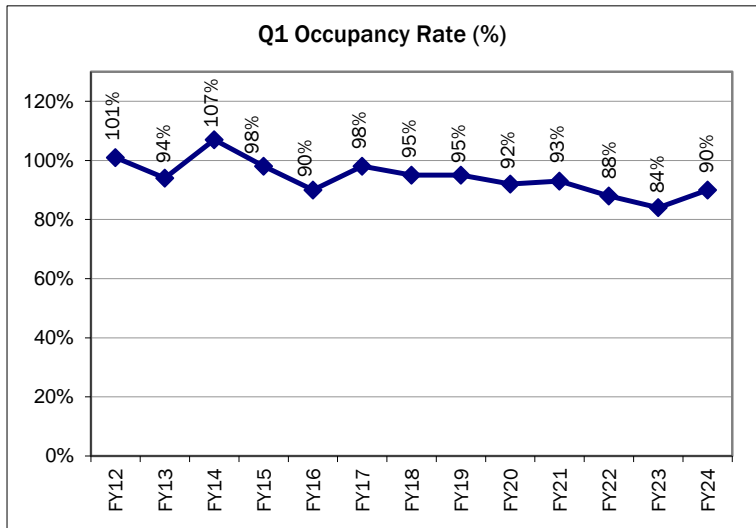
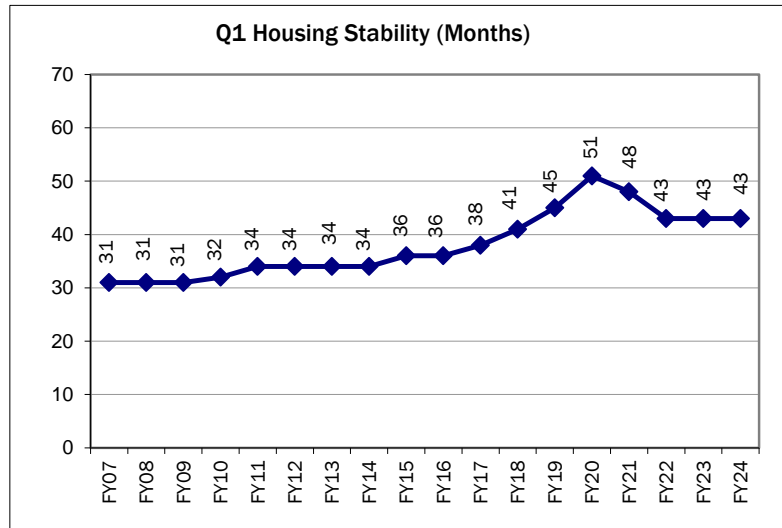
# System and Program Indicator Report



FY24 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2023 - 9/30/2023	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,468	2,298	√	95%	90%	√	24	43	√	2,221	2,237	√	90%	98%	√



The system had a 10% increase in numbers served. The occupancy rate increased 6 percentage points to 90%, but remains lower than historical norms due to 1. difficulty in finding scattered sites affordable housing to rent in the community; and 2. low occupancy in a couple of site based facilities due to property management issues and issues related to slow unit turnover and mismatch of unit availability and demand of units by youth households. The current capacity of Permanent Supportive Housing units in HMIS and reported on here is 2,405. VA VASH voucher capacity of 377 is not included.



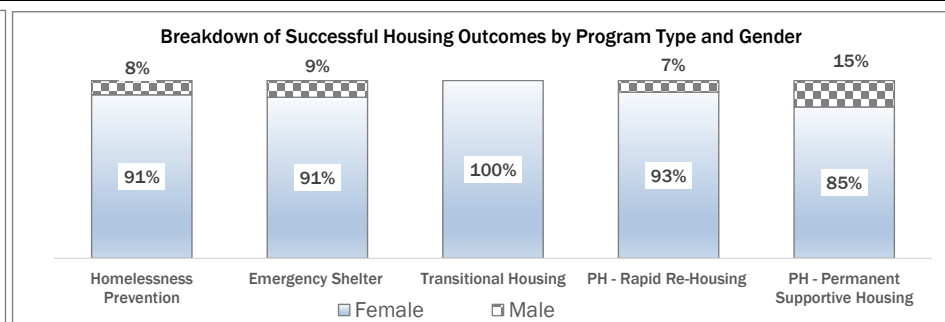
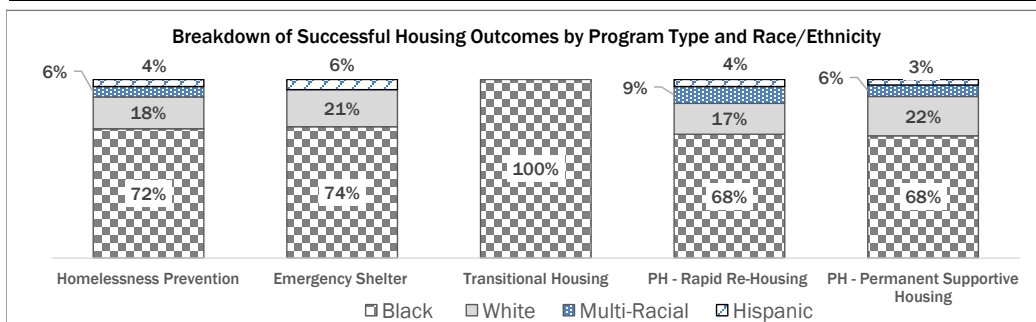
<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

# System and Program Indicator Report



Special Populations Served: 7/1/2023 - 9/30/2023		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing <sup>3</sup>	PH - Permanent Supportive Housing
Youth Households (18 - 24)	207	63	0	23	19	111	43
Pregnant Youth Households (18 - 24)	49	19	0	3	2	9	1
Households (25+)	909	302	1	257	0	232	281
Pregnant Households (25+)	78	31	0	27	0	19	6
Total Households Served (#)	1,226	415	1	310	21	370	331
Total Households Entered	345	178	0	144	2	104	15
Total Households Exited	371	197	1	154	6	110	4
Successful Housing Outcomes (#) <sup>1</sup>	N/A	175	1	53	5	76	330
Successful Housing Outcomes (%) <sup>1</sup>	N/A	89%	100%	34%	83%	69%	100%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	133	254	90	10	229	41
Housing Stability (Months) <sup>2</sup>							

DEMOGRAPHICS							
Race/Ethnicity - Black (HoH)	74%	0%	70%	71%	74%	68%	
Race/Ethnicity - White (HoH)	16%	100%	18%	14%	13%	22%	
Race/Ethnicity - Multi-racial (HoH)	6%	0%	7%	5%	7%	6%	
Race/Ethnicity - Hispanic (HoH)	4%	0%	5%	10%	5%	3%	
Race/Ethnicity - Other (HoH)	0%	0%	0%	0%	1%	1%	
Gender - Female (HoH)	94%	100%	93%	90%	94%	85%	
Gender - Male (HoH)	6%	0%	7%	10%	6%	15%	
Gender - Other (HoH)	0%	0%	0%	0%	0%	0%	
Self Reported Disability	24%	100%	35%	67%	43%	92%	
Franklin County Residents	89%	100%	84%	76%	84%	94%	



The system-wide number of families served decreased by 2% (FY23 1,252) when compared to the same reporting period of the prior fiscal year. The rate of families receiving homelessness prevention services decreased by 10% (FY23 463) and the rate of families in emergency shelter decreased by 18% (FY23 377) during the same timeframe. The rate of families in permanent supportive housing increased by 22% (FY23 272). The length of time families spent in homelessness prevention and emergency shelter increased significantly, when compared to FY23. The rate of Black/African American families and women-headed families served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these families.

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

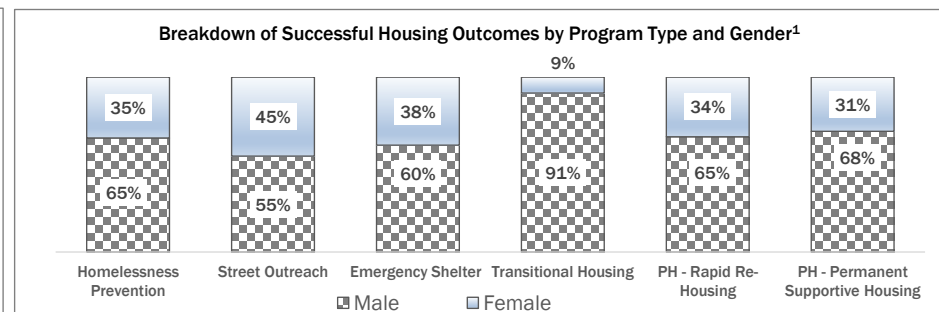
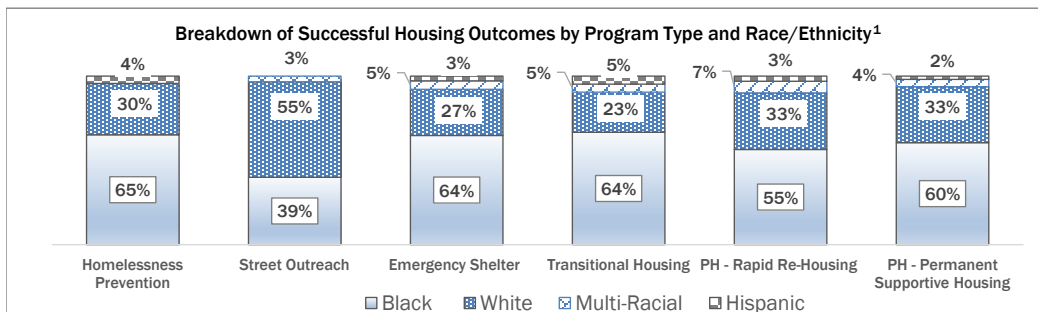
<sup>2</sup> Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>3</sup> PH - Rapid Re-Housing households with adults only were excluded from totals.

# System and Program Indicator Report



Special Populations Served: 7/1/2023 - 9/30/2023		Single Adults Served by Program Type					
Single Adults	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth (18 -24)	238	13	6	49	41	90	87
Pregnant Unaccompanied Youth (18 -24)	25	2	3	12	1	6	3
Households without Children (18 - 24)	8	1	0	0	0	3	4
Pregnant Households without Children (18 - 24)	1	0	0	0	0	2	0
Single Adult (25+)	4,209	65	332	1,586	25	651	2,149
Pregnant Single Adult (25+)	33	1	3	27	0	8	0
Pregnant Households without Children (25+)	1	0	1	0	0	0	0
Households without Children (25+)	96	5	2	1	0	3	88
Total Households Served (#)	4,601	87	347	1,673	71	763	2,331
Total Households Entered	1,211	24	179	1,053	6	266	101
Total Households Exited	1,211	27	96	1,048	31	227	96
Successful Housing Outcomes (#) <sup>1</sup>	N/A	23	31	182	22	134	2,262
Successful Housing Outcomes (%) <sup>1</sup>	N/A	85%	32%	17%	71%	59%	98%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A	246	97	59	8	171	47
Average Length of Participation (Days) <sup>2</sup>	N/A						
Housing Stability (Months) <sup>2</sup>	N/A						
<b>DEMOGRAPHICS</b>							
Race/Ethnicity - Black (HoH) <sup>3</sup>		67%	31%	62%	72%	60%	60%
Race/Ethnicity - White (HoH) <sup>3</sup>		28%	62%	27%	17%	29%	33%
Race/Ethnicity - Multi-racial (HoH) <sup>3</sup>		3%	4%	5%	6%	4%	4%
Race/Ethnicity - Hispanic (HoH) <sup>3</sup>		2%	2%	4%	4%	5%	2%
Race/Ethnicity - Other (HoH) <sup>3</sup>		0%	1%	1%	1%	1%	1%
Gender - Male (HoH) <sup>3</sup>		63%	58%	69%	61%	70%	68%
Gender - Female (HoH) <sup>3</sup>		37%	41%	30%	37%	28%	31%
Gender - Other (HoH) <sup>3</sup>		0%	0%	1%	3%	1%	1%
Self Reported Disability		52%	99%	76%	79%	77%	97%
Franklin County Residents		88%	85%	85%	87%	83%	95%



The system-wide number of single adults served increased by 4% (FY23 4,409) when compared to the same reporting period of the prior fiscal year. The rate of single adults in emergency shelter decreased by 6% (FY23 1,771) during the same timeframe. The rate of single adults in rapid re-housing increased by 20% (FY23 634) and the number in permanent supportive housing increased by 6% (FY23 2,200). The rate of Black/African American single adults served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these single adults.

<sup>1</sup> Successful outcomes measure for Street Outreach.

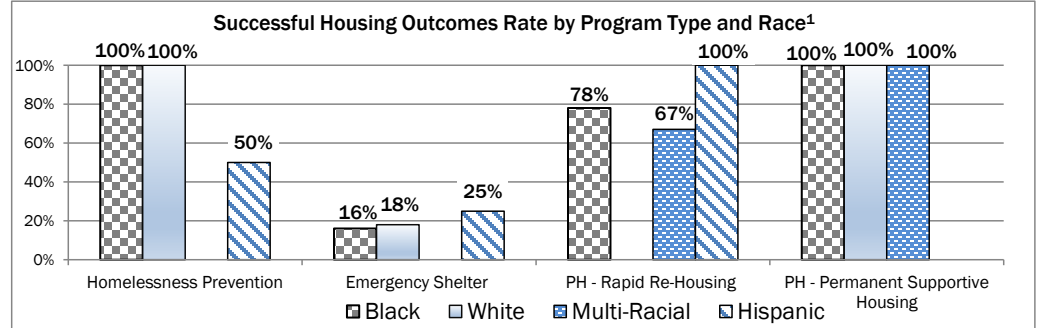
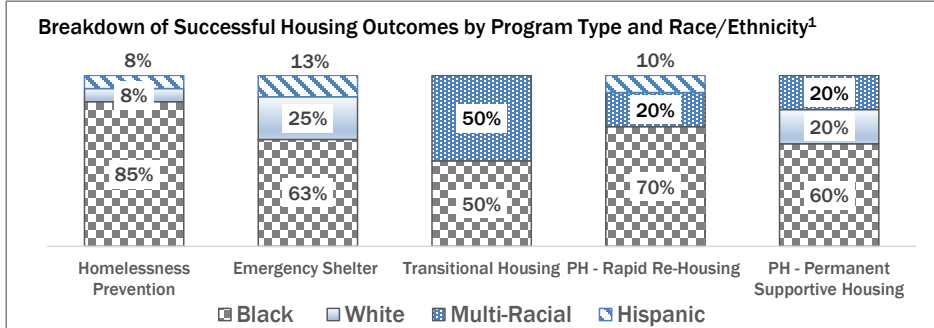
<sup>2</sup> Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>3</sup> Due to rounding, percentages do not add up to 100%.

# System and Program Indicator Report



Special Populations Served: 7/1/2023 - 9/30/2023		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)	1	0	0	1	0	0	0
Unaccompanied Youth (18 -24)	26	2	3	12	1	8	3
Single Adults (25+)	34	1	4	27	0	8	0
Parenting Youth Households (18-24)	31	19	0	3	2	9	1
Parenting Households (25+)	69	31	0	27	0	19	6
Total Households Served (#)	159	53	7	70	3	44	10
Total Households Entered	86	23	5	51	0	24	1
Total Households Exited	97	14	2	50	2	17	0
Successful Housing Outcomes (#) <sup>1</sup>	N/A	13	0	8	2	10	10
Successful Housing Outcomes (%) <sup>1</sup>	N/A	93%	0%	16%	100%	59%	100%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	90	13	40	5	128	29
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
	Race/Ethnicity - Black (HoH)	68%	43%	70%	67%	68%	60%
	Race/Ethnicity - White (HoH)	15%	43%	17%	0%	16%	20%
	Race/Ethnicity - Multi-racial (HoH)	9%	0%	7%	33%	11%	20%
	Race/Ethnicity - Hispanic (HoH)	8%	14%	6%	0%	5%	0%
	Race/Ethnicity - Other (HoH)	0%	0%	0%	0%	0%	0%
	Self Reported Disability	21%	86%	38%	67%	43%	80%
	Franklin County Residents	94%	100%	84%	100%	84%	100%



The system-wide number of pregnant women served increased by 3% (FY23 154) compared to the same reporting period of the prior fiscal year. 18% more (FY23 45) pregnant women were served by homelessness prevention projects. The number served by emergency shelters increased 4% (FY23 67) and rapid re-housing remained flat (FY23 43) when compared to the same reporting period of the prior fiscal year. The rate of Black/African American women served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these pregnant women.

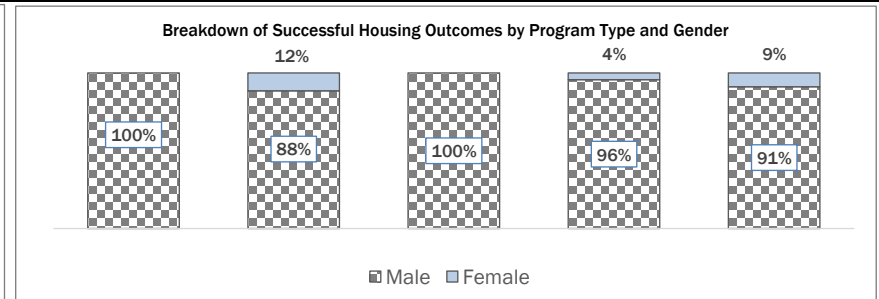
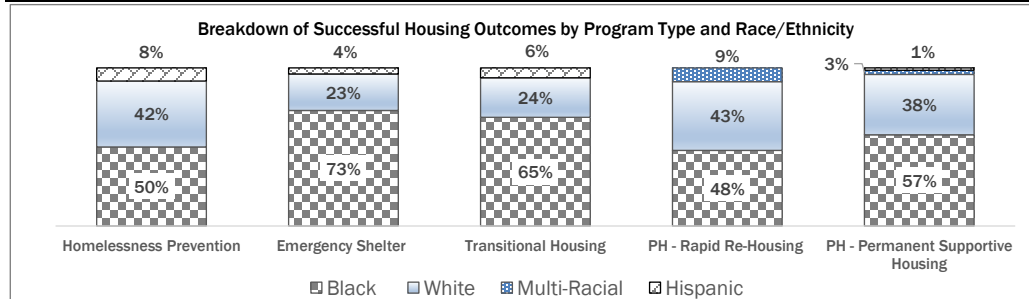
<sup>1</sup> Successful outcomes measure for Street Outreach.

<sup>2</sup> Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

System and Program Indicator Report



Special Populations Served: 7/1/2023 - 9/30/2023		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>3</sup>
Unaccompanied Youth (18 -24)	8	1	0	0	0	5	2
Single Adults (25+)	833	56	10	133	25	225	522
Parenting Youth Households 18-24	1	0	0	0	0	0	1
Parenting Households (25+)	49	7	0	4	0	5	33
Total Households Served (#)	888	64	10	137	25	235	558
Total Households Entered	111	24	6	90	2	61	6
Total Households Exited	114	13	3	74	25	41	24
Successful Housing Outcomes (#) <sup>1</sup>	N/A	12	1	26	17	23	538
Successful Housing Outcomes (%) <sup>1</sup>	N/A	92%	33%	36%	68%	56%	99%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	179	118	56	5	260	62
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
	Race/Ethnicity - Black (HoH)	67%	50%	57%	52%	58%	57%
	Race/Ethnicity - White (HoH)	27%	40%	35%	40%	36%	38%
	Race/Ethnicity - Multi-racial (HoH)	3%	10%	4%	0%	3%	3%
	Race/Ethnicity - Hispanic (HoH)	3%	0%	3%	4%	3%	1%
	Race/Ethnicity - Other (HoH)	0%	0%	1%	4%	0%	1%
	Gender - Male (HoH) <sup>4</sup>	79%	90%	91%	100%	94%	91%
	Gender - Female (HoH) <sup>4</sup>	21%	10%	9%	0%	6%	9%
	Gender - Other (HoH) <sup>4</sup>	0%	0%	0%	0%	0%	1%
	Self Reported Disability	52%	90%	75%	56%	55%	86%
	Franklin County Residents	97%	100%	74%	84%	80%	93%



The system-wide number of veterans served increased 7% when compared to the same reporting period of the prior fiscal year (FY23 828). The number of veterans receiving homelessness prevention services increased by 36% (FY23 47), the number of veterans in emergency shelter increased by 12% (FY23 122) and the number in transitional housing decreased by 46% (FY23 46). The VOA GPD Transitional Housing program closed as of 9/30/23, decreasing the capacity of veterans programming by 40. The number of veterans served in rapid re-housing increased by 16% (FY23 203) and the number in permanent supportive housing decreased by 2% (FY23 571) when compared to prior fiscal year. The rate of Black/African American veterans served system-wide is substantially disproportionate compared to the Franklin County veteran population. From an outcomes perspective, the homelessness system has no substantial impact on these veterans.

<sup>1</sup> Successful outcomes measure for Street Outreach.

<sup>2</sup> Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>3</sup> VASH vouchers are included under the PH - Permanent Supportive Housing category.

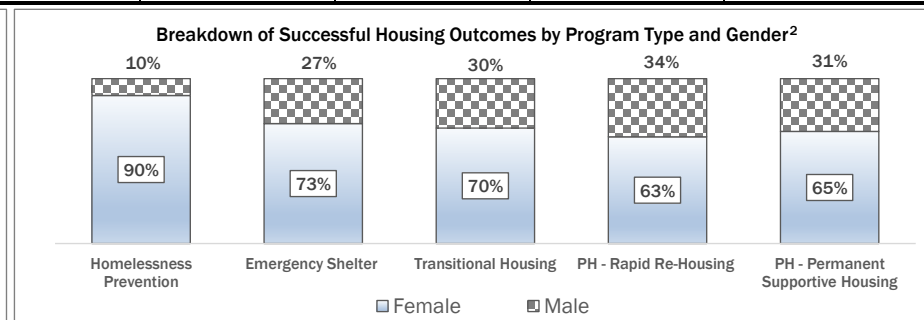
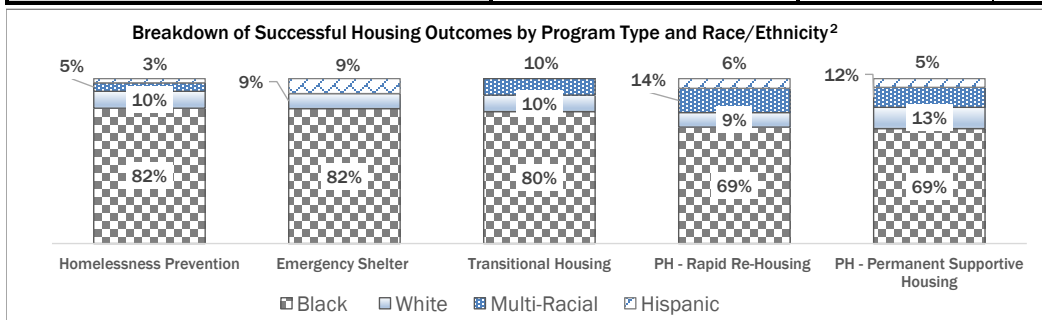
<sup>4</sup> Due to rounding, percentages do not add up to 100%.



System and Program Indicator Report



Special Populations Served: 7/1/2023 - 9/30/2023		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 <sup>3</sup>
Unaccompanied Youth under 18	113	0	0	109	4	0	0
Unaccompanied Youth 18-24	273	16	9	62	42	101	94
Parenting Youth Households Under 18	0	0	0	0	0	0	0
Parenting Youth Households 18-24	253	82	0	26	21	120	44
Total Pregnant Women Served	56	21	3	16	3	17	4
Total Households Served	635	98	9	196	67	221	138
Total Households Entered	233	27	6	163	6	61	13
Total Households Exited	228	43	1	158	12	46	5
Successful Housing Outcomes (#) <sup>2</sup>	N/A	39	0	11	10	35	134
Successful Housing Outcomes (%) <sup>2</sup>	N/A	91%	0%	20%	83%	76%	97%
Average Length of Shelter Stay (Days) <sup>3</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	180	10	50	10	291	26
Housing Stability (Months) <sup>3</sup>							
<b>DEMOGRAPHICS</b>							
Race/Ethnicity - Black (HoH) <sup>4</sup>		74%	56%	63%	79%	74%	68%
Race/Ethnicity - White (HoH) <sup>4</sup>		9%	22%	19%	7%	11%	14%
Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>		11%	11%	4%	7%	8%	12%
Race/Ethnicity - Hispanic (HoH) <sup>4</sup>		5%	11%	12%	6%	7%	5%
Race/Ethnicity - Other (HoH) <sup>4</sup>		0%	0%	1%	0%	0%	1%
Gender - Female (HoH) <sup>4</sup>		93%	67%	61%	67%	76%	64%
Gender - Male (HoH) <sup>4</sup>		7%	33%	38%	30%	22%	30%
Gender - Other (HoH) <sup>4</sup>		0%	0%	2%	3%	1%	5%
Self Reported Disability		26%	89%	59%	82%	51%	92%
Franklin County Residents		93%	100%	93%	85%	90%	97%



The number of transition age youth served increased by 4% (FY23 613) when compared to the same reporting period of the prior fiscal year. The number of youth served by homelessness prevention decreased by 18% (FY23 120), the number of youth served in PSH increased by 21% (FY23 114), and youth in rapid re-housing increased by 36% (FY23 163). The number of youth served in emergency shelters decreased by 6% (FY23 208) and transitional housing increased by 3% (FY23 65). The number of pregnant youth served systemwide decreased by 15% (FY23 66). The rate of Black/African American youth and female youth served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these youth. In addition, the high rate of homeless Black/African American underage and young adult girls shows a system failure that must be addressed with urgency.

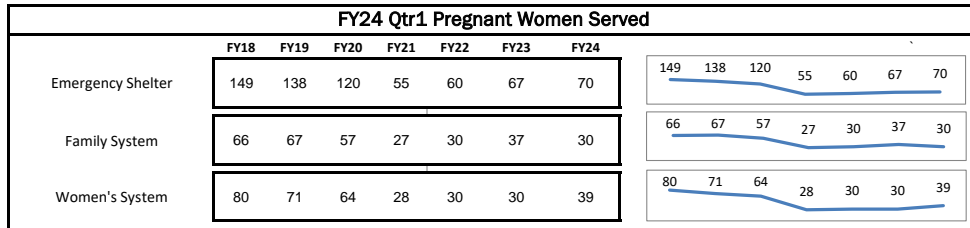
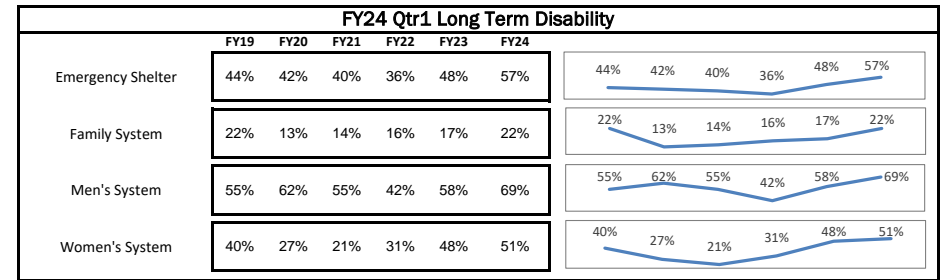
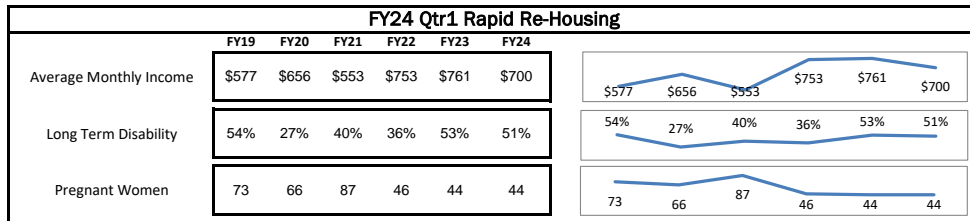
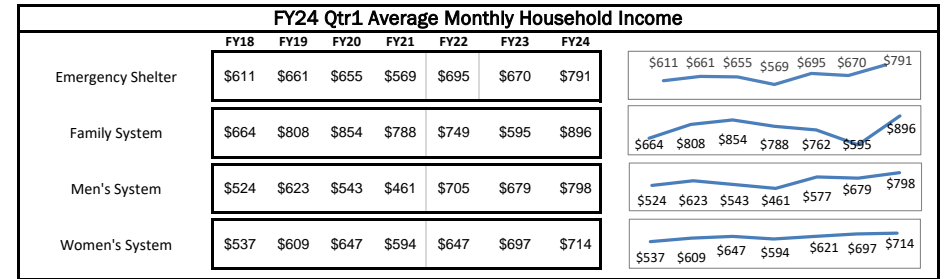
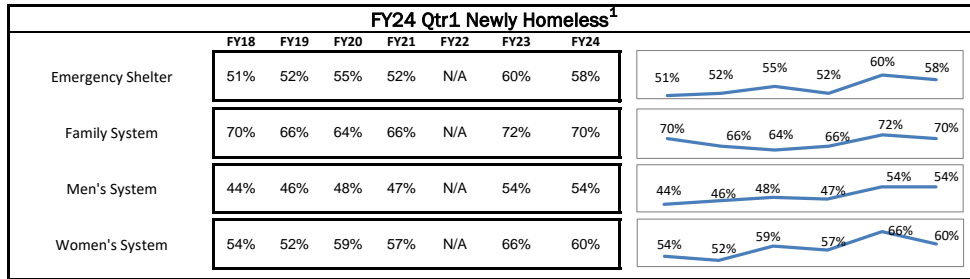
<sup>1</sup> Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied/parenting youth under 18.

<sup>2</sup> Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were excluded 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 excluded from Emergency Shelter Average Length of Stay calculation. Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>4</sup> Due to rounding, percentages do not add up to 100%

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2023 - 9/30/2023



<sup>1</sup> Did not access a homeless program in the past two years. FY22 data not available due to system migration.

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



**Community Shelter Board leads a coordinated, community effort to make sure everyone has a place to call home in Columbus and Franklin County, Ohio.**

CSB was founded in 1986 on the vision that no one should be homeless in our community, for even one night. As the system leader for the prevention of and response to homelessness in Central Ohio, CSB funds and coordinates care across 17 partner agencies providing outreach, homelessness prevention, emergency shelter, and housing programs to help low-income families and single adults facing homelessness in Franklin County regain housing stability. Over the past 10 years alone, CSB's system of care has housed more than 35,000 people.

CSB is funded by the City of Columbus, the Franklin County Board of Commissioners, the U.S. Department of Housing and Urban Development, the State of Ohio, United Way of Central Ohio, The Columbus Foundation, Nationwide Foundation, American Electric Power Foundation, and many other public and private investors.