

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2009  
07/01/08 – 12/31/08

### **Our Mission**

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

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

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## Overview

System and Program Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to [www.csb.org](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 shelter, services and permanent supportive housing programs and other Continuum of Care, non-CSB funded programs. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

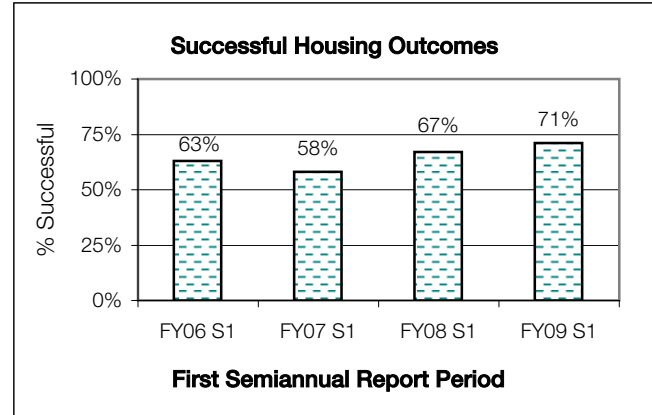
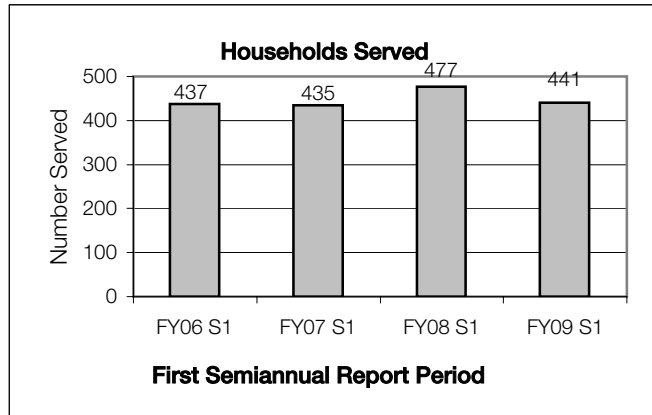
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

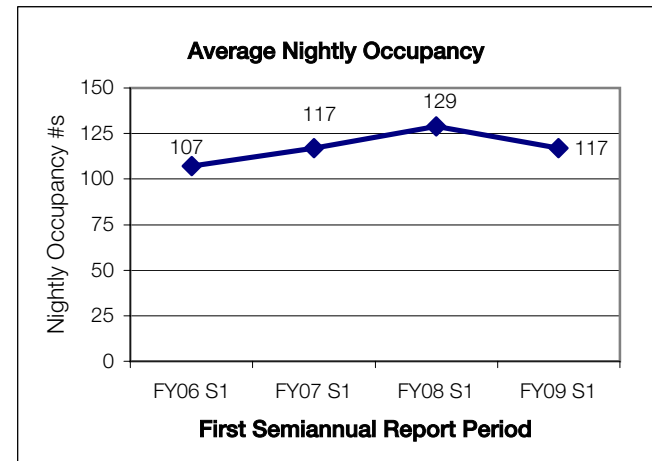
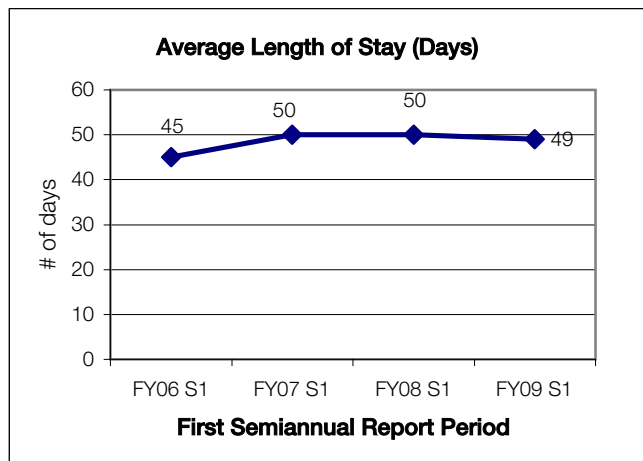
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY09 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/01/2008 - 12/31/2008															
FAMILY SYSTEM	440	441	√	120	117	45	49	√	224	242	√	70%	71%	√	No



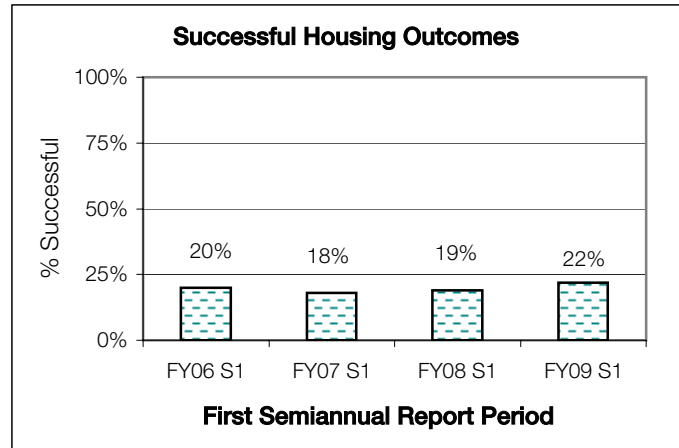
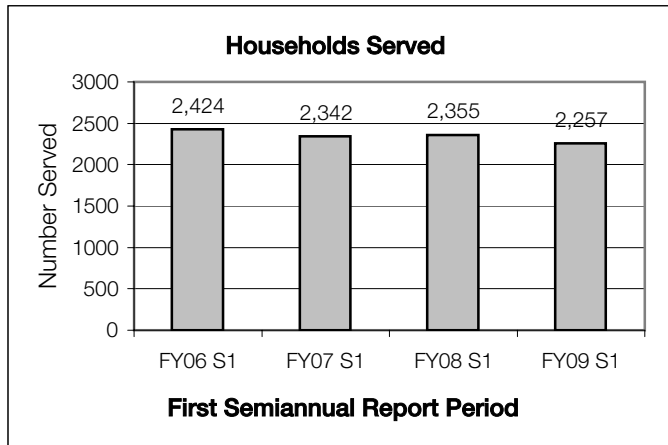
DEMOGRAPHICS	Family
Households Served	441
Clients Served	1,520
Average Age (HOH)	30
Gender - Male (HoH)	14%
Gender - Female (HoH)	86%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$595
Percent Working at Entry	27%
Race - White	27%
Race - Black	71%
Race - Other	2%
Hispanic (HOH)	1%
Non-Hispanic (HOH)	99%
Adults Served	611
Children Served	909
Mean Family Size	3.4
Average Number of Children	2.1
Children 0 - 2 years	30%
Children 3 - 7 years	37%
Children 8 - 12 years	21%
Children 13 - 17 years	12%



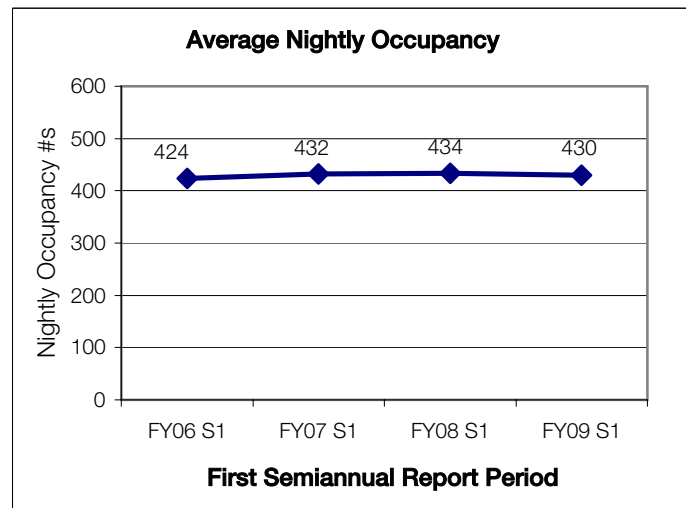
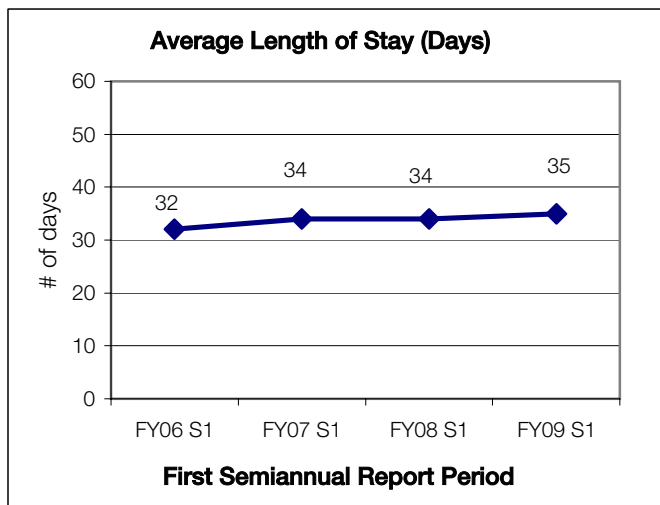
The system functioned more efficiently and effectively than in the previous few years as shown by the increase in successful housing outcomes and the slight decrease in the average length of stay. The Family System served 7.5% less households than in the same period of last year. No overflow was reported since November 1st.

# System and Program Indicator Report

FY09 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2008 - 12/31/2008	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	2,400	2,257	√	417	430	30	35	≠	357	384	√	18%	22%	√	No



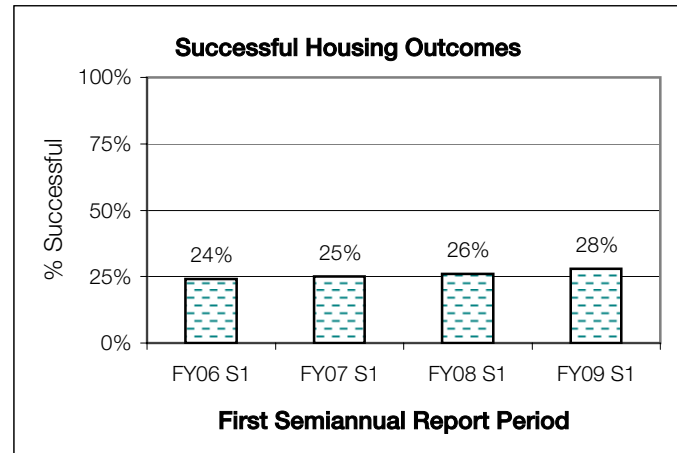
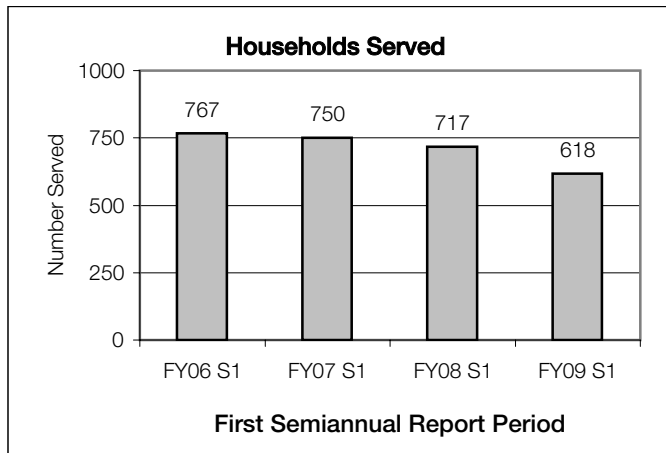
DEMOGRAPHICS	Men
Households Served	2,257
Clients Served	2,257
Average Age (HOH)	43
Men as a percent of total single adults served	79%
Veterans (U.S. Military)	16%
Avg. Monthly Household Income	\$290
Percent Working at Entry	20%
Race - White	35%
Race - Black	63%
Race - Other	2%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



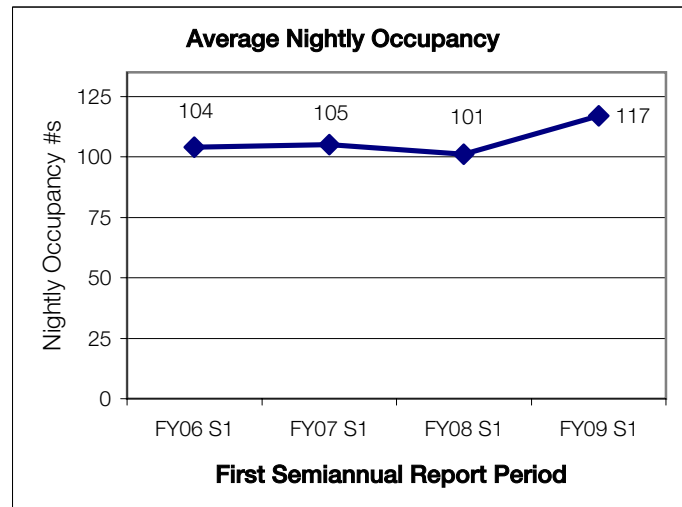
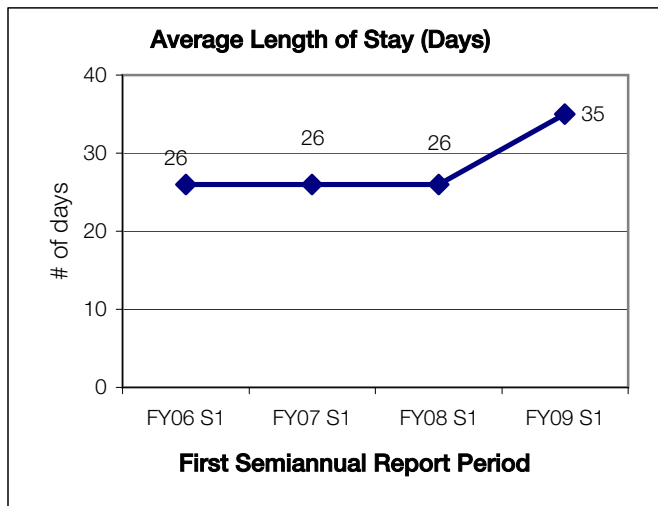
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. The Average Length of Stay is slightly increased. The Men's System served 4% less adults than in the same period of last year.

# System and Program Indicator Report

FY09 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2008 - 12/31/2008	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	740	618	N/A	97	117	28	35	≠	154	139	√	24%	28%	√	No



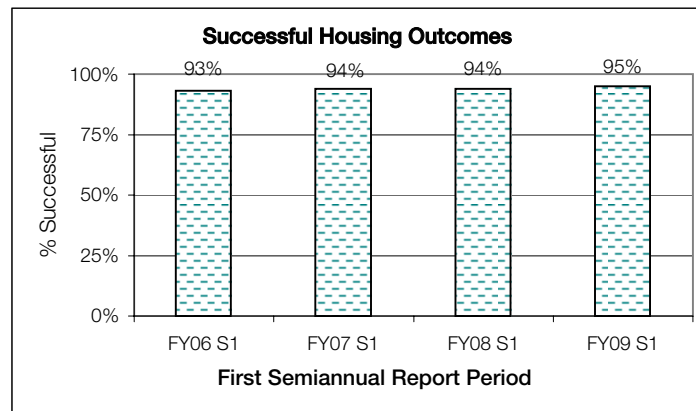
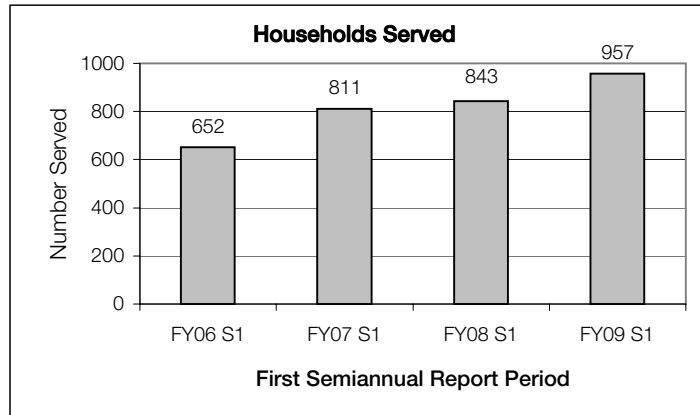
DEMOGRAPHICS	Women
Households Served	618
Clients Served	618
Average Age (HOH)	40
Woman as a percent of total single adults served	21%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$246
Percent Working at Entry	11%
Race - White	37%
Race - Black	61%
Race - Other	2%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



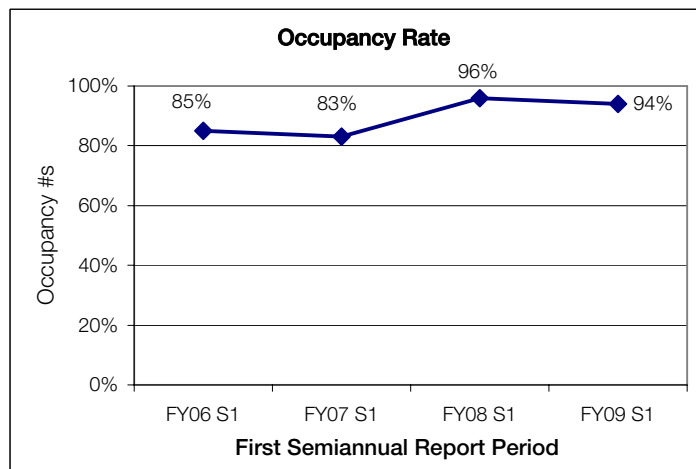
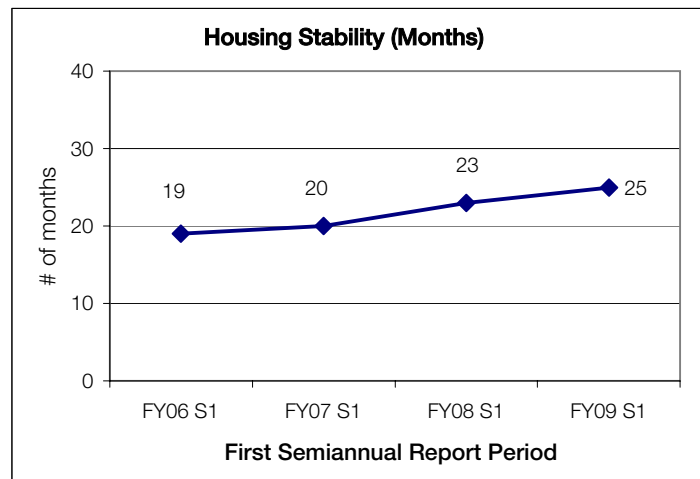
The Women's System served 14% less adults than in the same period of last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. The Average Length of Stay significantly increased compared to prior reporting periods and it is a matter of concern as it is negatively influencing the shelters' nightly occupancy and increasing the usage of the overflow beds.

# System and Program Indicator Report

FY09 Permanent Supportive Housing (PSH) 7/01/2008 - 12/31/2008	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
PSH SYSTEM	868	957	√	95%	94%	√	24	25	√	781	907	√	90%	95%	√	No



Good performance of the PSH System continues as evidenced by the increased number of households served, successful housing outcomes, occupancy rates and housing stability. The newly opened CHN Southpoint Place project was included for the first time in this report.





EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
07/01/2008 - 12/31/2008																
<b>MEN</b>																
Faith Mission on 6th <sup>2,3</sup>	N/A	836	N/A	N/A	110	128	N/A	28	N/A	N/A	128	N/A	N/A	19%	N/A	N/A
Faith Mission on 8th <sup>2,3</sup>	N/A	614	N/A	N/A	95	100	N/A	30	N/A	N/A	82	N/A	N/A	17%	N/A	N/A
Friends of the Homeless-Men's Shelter <sup>4</sup>	670	654	(16)	N/A	130	133	30	37	≠	108	117	√	20%	23%	√	No
VOAGO Men's Shelter <sup>4</sup>	323	282	(41)	N/A	40	37	25	24	√	57	54	√	20%	22%	√	No
<b>WOMEN</b>																
Faith Mission-Nancy's Place <sup>2,3</sup>	N/A	321	N/A	N/A	42	51	N/A	29	N/A	N/A	71	N/A	N/A	23%	N/A	N/A
Friends of the Homeless-Rebecca's Place <sup>4</sup>	299	274	(25)	N/A	47	50	28	33	≠	63	58	√	30%	26%	√	No
<b>INEBRIATE</b>																
Maryhaven Engagement Center	910	798	(112)	N/A	50	50	10	11	√	163	105	≠	19%	14%	√	No
<b>AGENCY</b>																
Lutheran Social Services - Faith Mission <sup>2,3,5</sup>	1,911	1,625	(286)	N/A	247	278	28	31	≠	316	277	≠	19%	22%	√	No

<sup>1</sup> Capacity does 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 on 6th, Faith Mission on 8th and Nancy's Place.

<sup>3</sup> Faith Mission provides overflow services for FY09.

<sup>4</sup> Southeast Friends of the Homeless shelters received a conditional contract for FY2009. We continue to closely monitor their performance and meet quarterly with Southeast-FOH management.

<sup>5</sup> Households Served and Successful Housing Outcomes may have been over projected due to the inclusion of the overflow numbers in this year's goals.

EMERGENCY SHELTER--Tier 1 Family Program	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes <sup>5</sup>						Average FHC Transition Time <sup>4</sup> (Days)			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	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	Yes or No
07/01/2008 - 12/31/2008																										
YWCA Family Center <sup>2, 3, 4, 5</sup>	400	378	(22)	√	50	48	N/A	20	17	√	245	267	√	70%	77%	√	191	167	N/A	78%	63%	N/A	7	21	N/A	No

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> YWCA Family Center provides overflow services for FY09.

<sup>3</sup> Successful housing outcome calculates as x% of the YWCA's successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.

<sup>4</sup> The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the FHC program.

<sup>5</sup> Because Successful Housing Outcomes and Average FCH Transition Time are new measures, they will be monitored but not evaluated this fiscal year.

EMERGENCY SHELTER--Tier 2 Family Programs	Households Served				Nightly Occupancy <sup>6</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
07/01/2008 - 12/31/2008																	
Homeless Families Foundation	121	114	(7)	√	46	46	√	80	75	√	54	56	√	70%	81%	√	No
VOAGO Family Shelter	63	52	(11)	✖	24	23	√	80	80	√	28	27	√	70%	90%	√	No

<sup>6</sup> Occupancy goal is applicable only to Tier II Shelters.

SUPPORTIVE HOUSING		Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
07/01/2008 - 12/31/2008		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Community Housing Network-Briggsdale		25	27	29	2	√	23	92%	√	16	20	√	24	27	√	90%	93%	√	No
Community Housing Network-Community ACT		42	46	56	10	√	41	98%	√	12	12	√	39	46	√	85%	82%	√	No
Community Housing Network-East 5th Avenue		38	42	39	(3)	√	36	95%	√	22	30	√	38	38	√	90%	97%	√	No
Community Housing Network-North 22nd Street		30	33	34	1	√	28	93%	√	24	29	√	30	30	√	90%	97%	√	No
Community Housing Network-North High Street		33	36	37	1	√	31	94%	√	24	32	√	32	36	√	90%	97%	√	No
Community Housing Network-Cassady		10	11	13	2	√	9	90%	√	20	24	√	10	13	√	90%	100%	√	No
Community Housing Network-Parsons <sup>4</sup>		25	27	27	0	√	24	96%	√	24	37	√	24	26	√	90%	96%	√	No
Community Housing Network-Safe Havens <sup>2</sup>		13	17	16	(1)	√	15	115%	√	24	49	√	15	15	√	90%	94%	√	No
Community Housing Network-St. Clair		26	29	28	(1)	√	24	92%	√	12	21	√	26	27	√	90%	96%	√	No
Community Housing Network-Southpoint Place <sup>5</sup>		46	N/A	29	NA	N/A	N/A	13%	N/A	NA	1	N/A	N/A	29	N/A	N/A	100%	N/A	No
Maryhaven Commons at Chantry		50	55	57	2	√	48	96%	√	18	15	≠	50	54	√	90%	95%	√	No
National Church Residences-Commons at Grant		50	55	57	2	√	50	100%	√	24	33	√	50	55	√	90%	96%	√	No
Southeast-Scattered Sites <sup>3, 4</sup>		90	99	115	16	√	102	113%	√	24	27	√	89	106	√	90%	92%	√	No
YMCA-40 West Long Street		105	116	131	15	√	104	99%	√	20	22	√	104	129	√	90%	98%	√	No
YMCA-Sunshine Terrace		75	83	86	3	√	71	95%	√	24	33	√	75	86	√	90%	100%	√	No
YWCA-WINGS		69	76	82	6	√	37	97%	√	21	27	√	68	80	√	90%	98%	√	No
Rebuilding Lives PACT Team Initiative <sup>4</sup>		108	119	121	2	√	107	99%	√	20	26	√	107	110	√	90%	93%	√	No

<sup>1</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>2</sup> Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

<sup>3</sup> Due to additional HOME funds, Southeast is able to expand capacity and serve more households (mostly CAH related), including RL eligible couples.

<sup>4</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Parsons (SRA / 8 households); RLPTI (TRA / 15 households); Southeast Scattered Sites (TRA / 2 households).

<sup>5</sup> Project in lease-up phase during reporting period.

HUD CoC FUNDED PROGRAMS <sup>1</sup>		Households Served				Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						
07/01/2008 - 12/31/2008		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>Transitional Housing</b>																		
Amethyst-RSvP	8	23	27	4	√	85%	88%	√	2.1	2	√	13	14	√	70%	70%	√	
Huckleberry House - Transitional Living Program	30	44	45	1	√	98%	93%	√	10	8	√	10	15	√	71%	79%	√	
Friends of the Homeless-New Horizons	36	69	81	12	√	95%	94%	√	4	4	√	19	27	√	70%	60%	≠	
Pater Noster House	5	10	17	7	√	98%	100%	√	4	2	√	4	12	√	70%	100%	√	
VOAGO - Support, Recovery & Education	40	50	100	50	√	88%	95%	√	4.5	4	√	40	25	≠	85%	39%	≠	
<b>Permanent Supportive Housing</b>																		
Community Housing Network-Family Homes <sup>3</sup>	15	17	15	(2)	≠	95%	100%	√	12	27	√	14	15	√	80%	100%	√	
Community Housing Network-Wilson	8	9	9	0	√	95%	100%	√	12	80	√	7	9	√	80%	100%	√	
VOAGO - Family Supportive Housing	30	33	32	(1)	√	98%	100%	√	12	22	√	31	31	√	94%	97%	√	
<b>Shelter Plus Care</b>																		
Amethyst-SPC	92	110	109	(1)	√	95%	95%	√	12	22	√	88	90	√	80%	83%	√	
Columbus AIDS Task Force - SRA	15	17	16	(1)	√	95%	100%	√	24	63	√	14	15	√	80%	94%	√	
Columbus AIDS Task Force - TRA	74	81	77	(4)	√	95%	99%	√	24	62	√	65	75	√	80%	97%	√	
Community Housing Network-SRA SPC <sup>3, 4</sup>	137	144	194	50	√	95%	128%	√	12	41	√	115	190	√	80%	98%	√	
Community Housing Network-TRA SPC <sup>3</sup>	149	156	193	37	√	95%	117%	√	12	31	√	125	190	√	80%	98%	√	
Faith Mission - Shelter Plus Care	44	48	44	(4)	√	95%	91%	√	24	56	√	46	43	√	95%	98%	√	
Total Shelter Plus Care	511	556	633	77	√	95%	111%	√	N/A	39	N/A	453	603	√	81%	95%	√	

<sup>1</sup> Programs are non-CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

<sup>2</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>3</sup> The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Parsons (SRA / 8 households); CHN-Family Homes (SRA / 3 households);RLPTI (TRA / 15 households); Southeast Scattered Sites (TRA / 2 households).

<sup>4</sup> Occupancy rate exceeds 100% because CMHA has informed Shelter Plus Care providers that they can slightly overlease at this time.

System and Program Indicators Report

FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES	New Households Served			Total Households Served			Average Financial Assistance (\$ per HH) <sup>1</sup>			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes					% Access to Direct Client Assistance			Change in Income from Entry to Exit			Program of Concern				
	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	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
07/01/2008 - 12/31/2008																															
The Salvation Army	116	96	≠	161	143	≠	\$1,000	\$908	√	15	10	√	100	103	√	104	90	≠	90%	93%	√	90%	91%	√	N/A	N/A	N/A	No			
Homeless Families Foundation	16	17	√	40	41	√	\$2,000	\$1,525	√	20	14	√	300	257	√	36	40	√	90%	98%	√	90%	100%	≠	30%	28%	√	No			
Stable Families-Communités In Schools <sup>2,3</sup>	102	78	≠	150	132	≠	\$1,000	\$983	√	N/A	N/A	N/A	120	118	√	92	58	≠	90%	83%	≠	90%	80%	≠	30%	23%	≠	Yes			

OUTREACH	New Households Served			Total Households Served			Successful Outcomes					Successful Housing Outcomes					% Access to Direct Client Assistance			Program of Concern		
	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	Yes or No
07/01/2008 - 12/31/2008																						
Maryhaven Outreach	80	78	√	92	101	√	56	70	√	70%	70%	√	42	31	≠	75%	44%	≠	25%	28%	√	No
Southeast Outreach	80	123	√	92	192	√	56	77	√	70%	84%	√	42	56	√	75%	73%	√	25%	36%	√	No

OTHER	Total Households Served			Average Financial Assistance (\$ per HH) <sup>1</sup>			Successful Housing Outcomes					% Access to Direct Client Assistance			Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
07/01/2008 - 12/31/2008																
Transition - CSB Transition Program	414	442	√	\$635	\$543	√	406	441	√	98%	100%	√	95%	100%	√	No
Prevention - Gladden Community House	160	216	√	N/A	N/A	N/A	155	212	√	97%	99%	√	N/A	N/A	N/A	No

<sup>1</sup> Average Financial Assistance includes CSB funding only.

<sup>2</sup> The Stable Families Pilot is working to identify the appropriate length of participation for the families. The program served a lower number of households for the first quarter as the case managers' caseload was full. This issue is now addressed and exits increased in the later part of the year. The program is also expanding its reach to be able to serve more families in Franklin County. CSB is continuously monitoring the program.

<sup>3</sup> The Stable Families Pilot is experiencing data entry problems in Columbus ServicePoint. The indicators above are a reflection of the data in CSP as of 02/09/2009.



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