

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2011
4/1/11 – 6/30/11

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. 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:

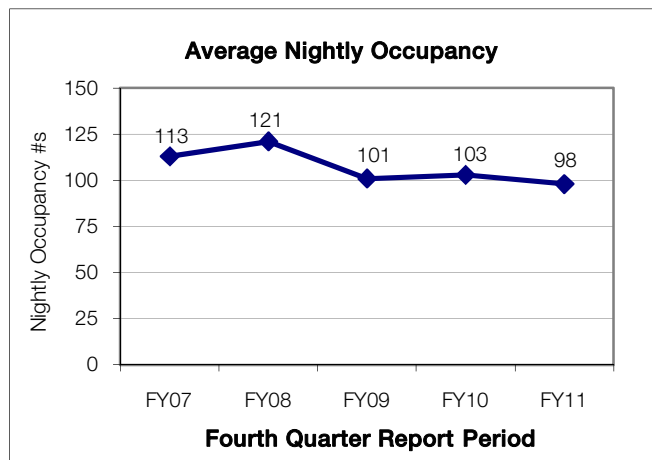
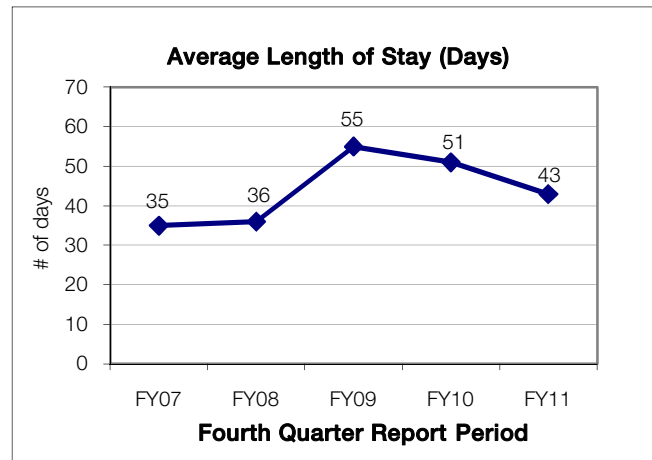
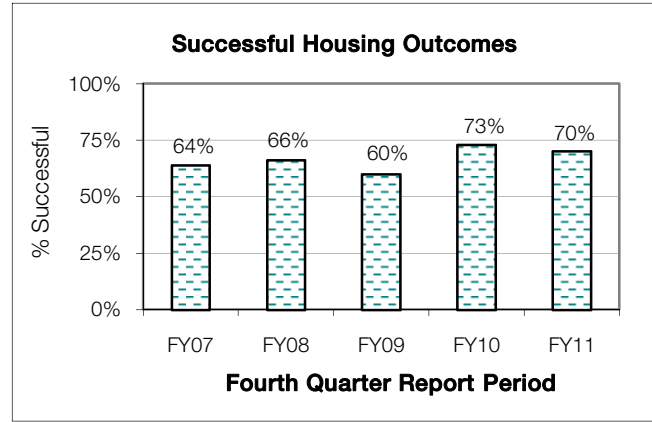
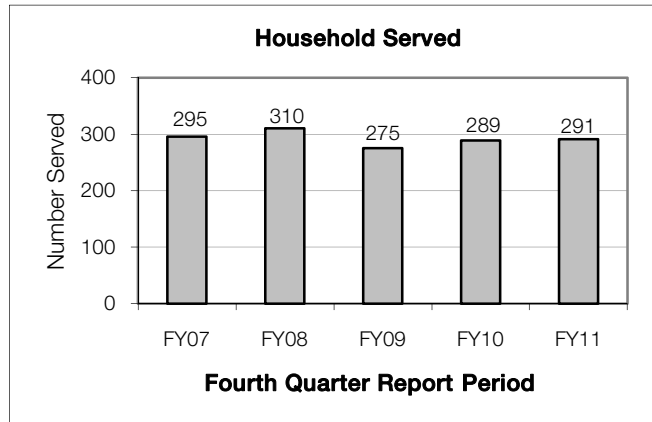
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY11 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
4/1/2011 -6/30/2011															
FAMILY SYSTEM	250	291	√	96	98	45	43	√	108	127	√	70%	70%	√	No

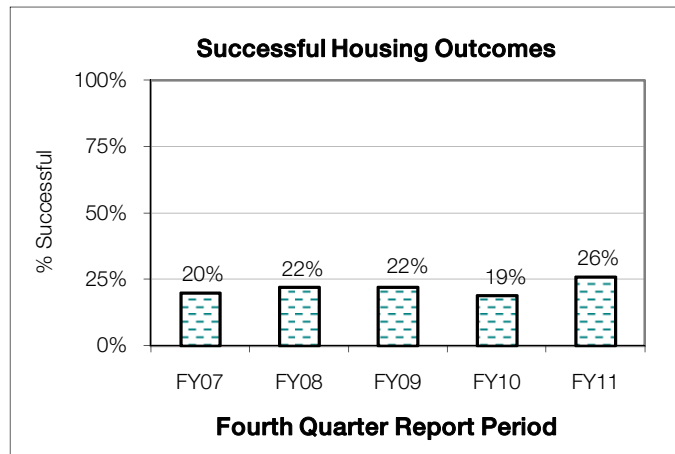
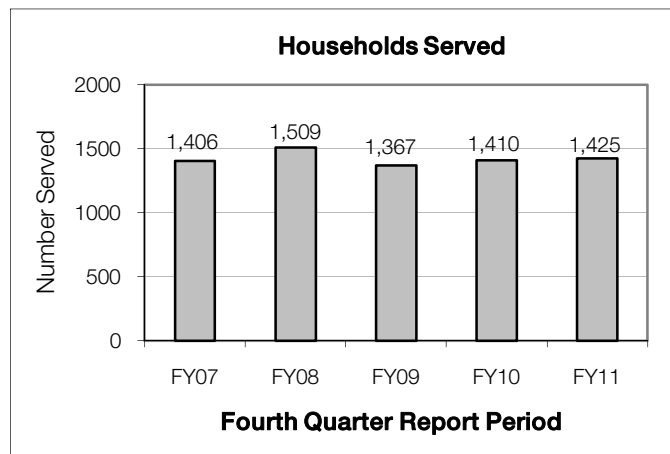


DEMOGRAPHICS	Family
Households Served	291
Percent Newly homeless	51%
Clients Served	959
Average Age (HoH)	29
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	1%
Avg. Monthly Household Income	\$224
Percent Working at Entry (HoH)	18%
Race - White (HoH)	27%
Race - Black (HoH)	65%
Race- Other (HoH)	8%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Adults Served	364
Children Served	595
Mean Family Size	3.3
Average Number of Children	2.1
Children 0 - 2 years	27%
Children 3 - 7 years	37%
Children 8 - 12 years	24%
Children 13 - 17 years	12%

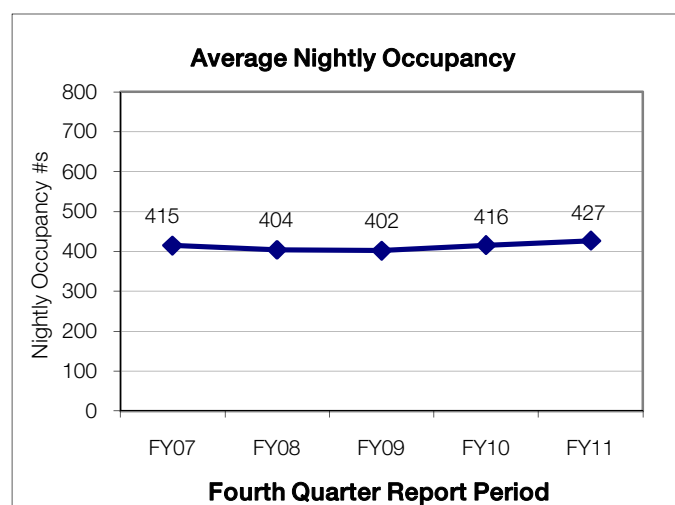
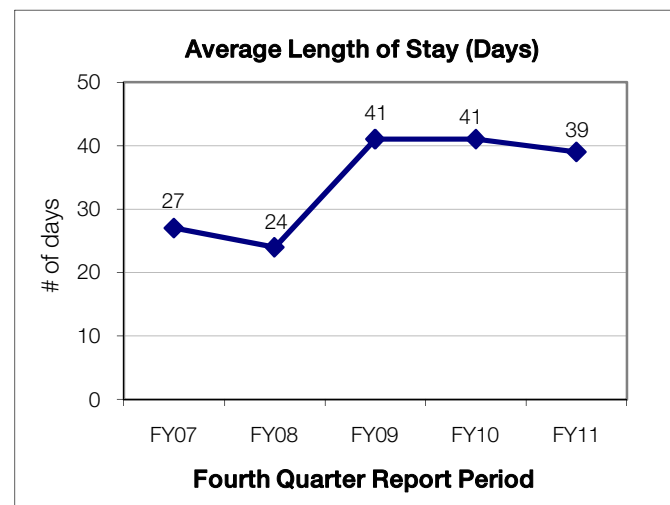
The shelter capacity for the Family System was reduced in FY11 from 120 to 96 units due to the transfer of Tier II Shelter units to the direct housing/rapid re-housing model. As a result, the length of stay (Average Length of Stay) of families in the shelter system decreased substantially. While the shelter capacity was reduced, the Family System served more households than during the same period of time last year and maintained a good performance overall. FY09 to FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2011 -6/30/2011	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,425	√	417	427	30	39	≠	246	271	√	25%	26%	√	No



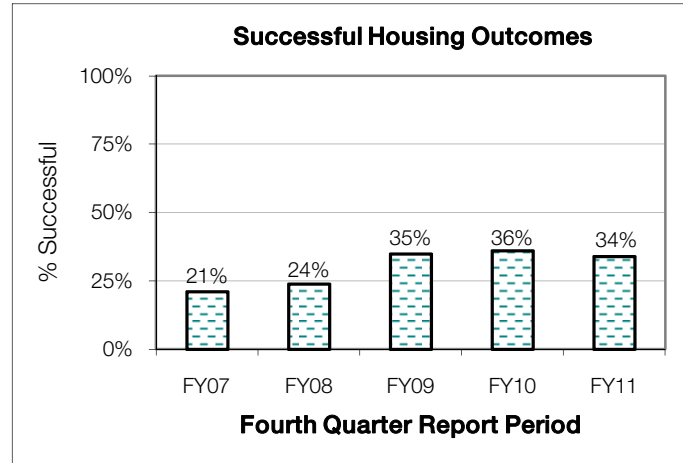
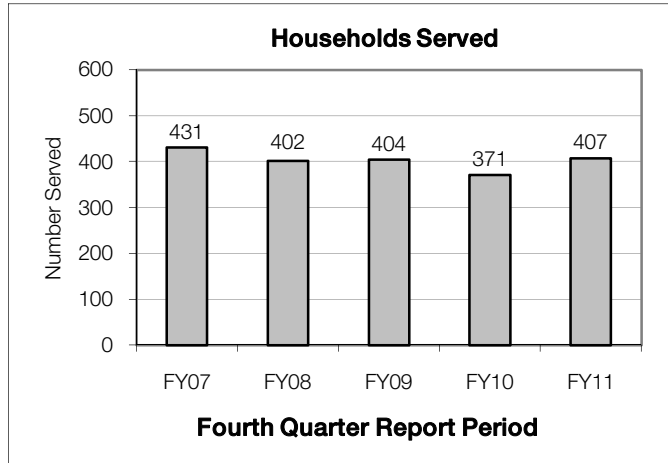
DEMOGRAPHICS	Men
Households Served	1,425
Percent Newly homeless	24%
Clients Served	1,425
Average Age (HOH)	43
Men as a percent of total single adults served	78%
Veterans (U.S. Military)	13%
Avg. Monthly Household Income	\$244
Percent Working at Entry	16%
Race - White	37%
Race - Black	59%
Race- Other	4%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%



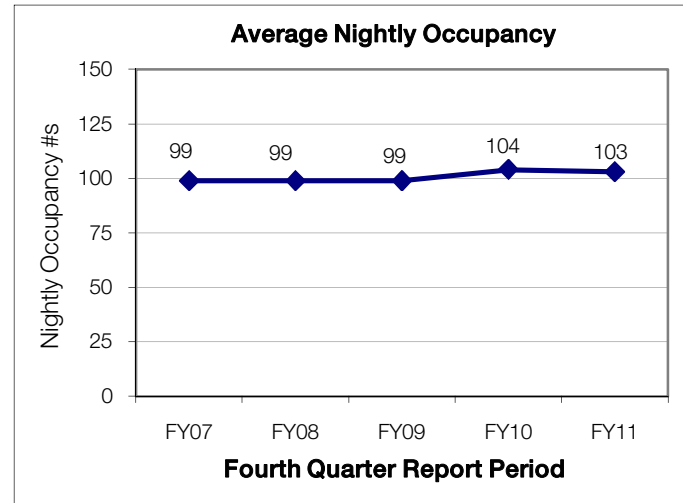
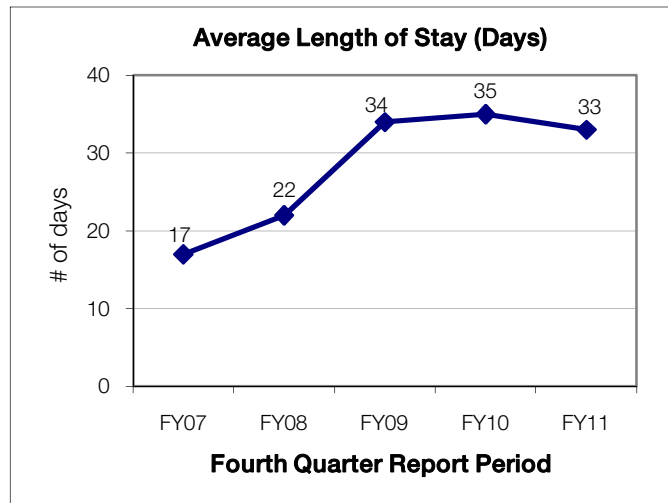
The increase in successful outcomes for the system is encouraging as it is the highest compared to previous reporting period. This increase is attributable to the availability of HPRP funds. The decrease in the average length of stay is promising. FY09 to FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2011 -6/30/2011	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
WOMEN'S SYSTEM	400	407	√	97	103	30	33	√	76	106	√	25%	34%	√	No



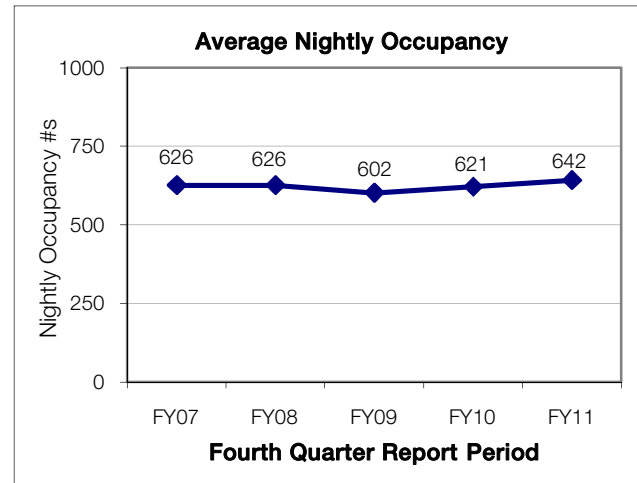
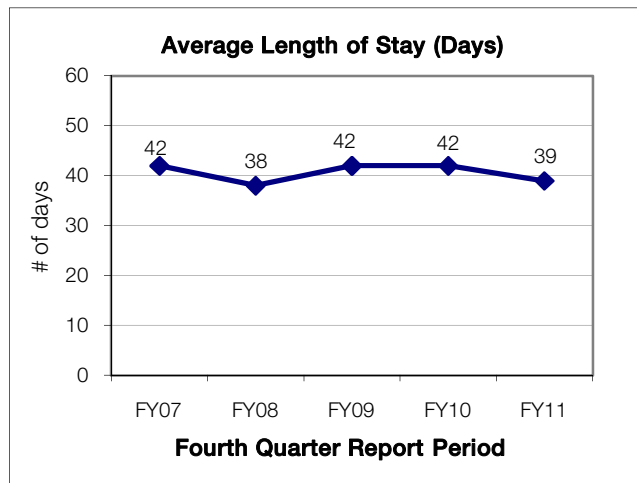
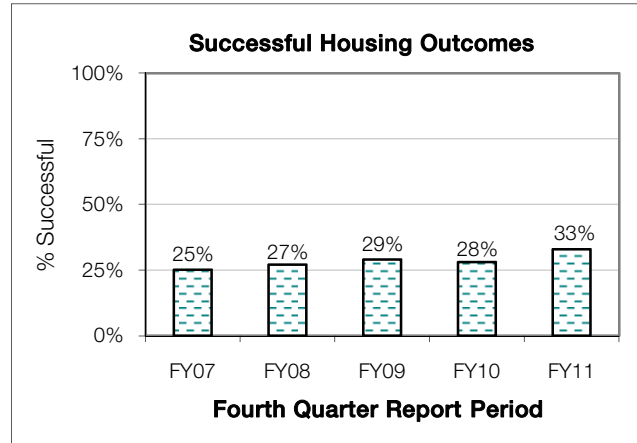
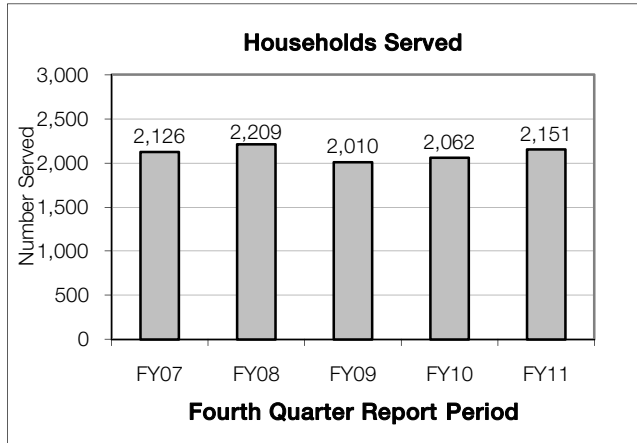
DEMOGRAPHICS	Women
Households Served	407
Percent Newly homeless	33%
Clients Served	407
Average Age (HOH)	40
Woman as a percent of total single adults served	22%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$275
Percent Working at Entry	10%
Race - White	42%
Race - Black	55%
Race- Other	3%
Hispanic (HOH)	1%
Non-Hispanic (HOH)	99%



The system experienced an increase in the number of individuals served at 10% while maintaining a good rate for successful exits. The decrease in the average length of stay is encouraging. FY09 to FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern	
	4/1/2011 -6/30/2011	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
Emergency Shelter System ¹	2,070	2,151	√	620	642	30	39	≠	N/A	511	N/A	N/A	33%	N/A	N/A	No



DEMOGRAPHICS	Shelter
Households Served	2,151
Clients Served	2,813
Adults Served	2,218
Children Served	595
Average Age (HoH)	29
Gender - Male (HoH)	69%
Gender - Female (HoH)	31%
Percent Newly homeless	33%
Veterans (U.S. Military)	10%
Avg. Monthly Household Income	\$249
Percent Working at Entry	15%
Race - White (HoH)	37%
Race - Black (HoH)	59%
Race- Other (HoH)	4%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%

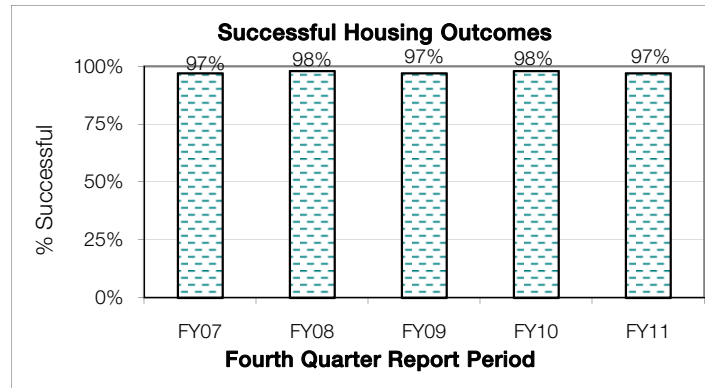
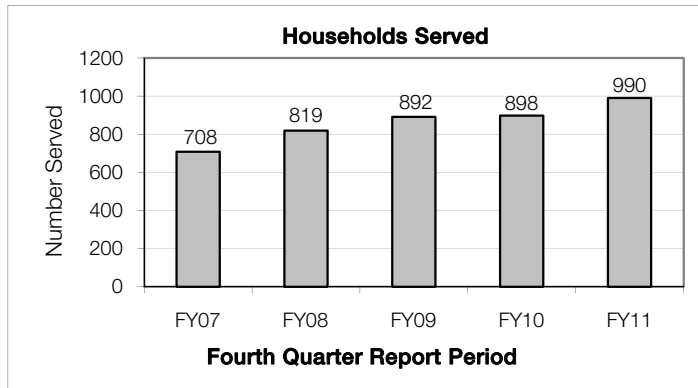
Historical numbers for the entire shelter system were recreated using the same methodology as for FY2011, for all metrics. We are reporting a 4% increase in the number of households served compared to the same period last year, attributable to the increase in the number of families and single women served. It is worthwhile mentioning the highest rate of successful housing outcomes, from a historical perspective.

¹ System includes single adult and family shelters. Also includes VOAGO VA Emergency Housing Program starting FY11.

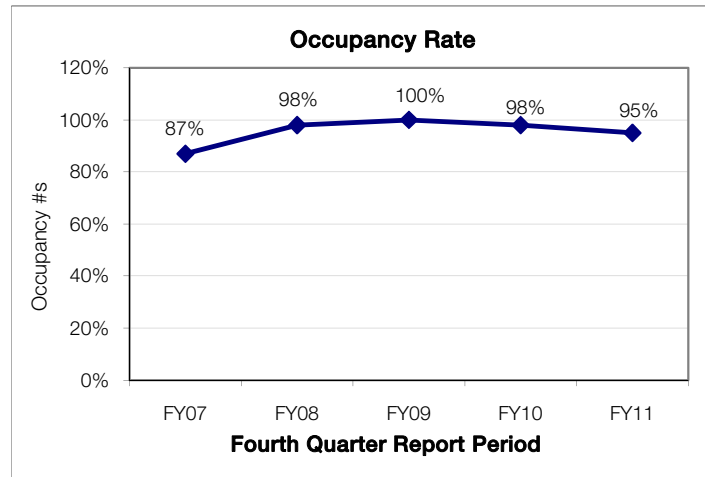
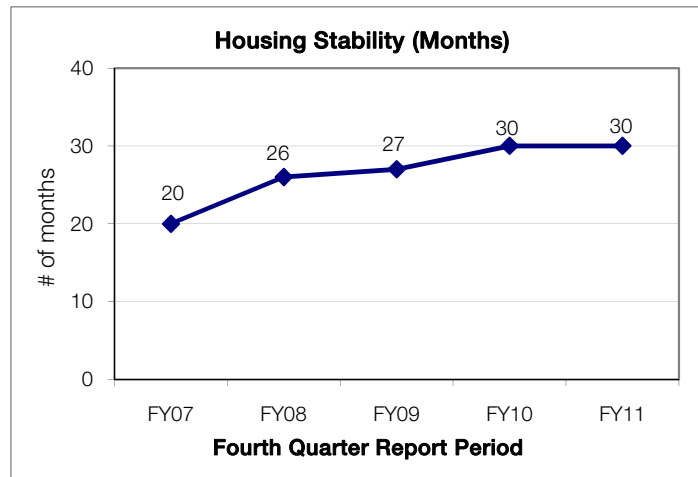
² Overflow capacity is not included.

System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2011 -6/30/2011																
PSH SYSTEM	987	990	√	95%	95%	√	24	30	√	888	965	√	90%	97%	√	No

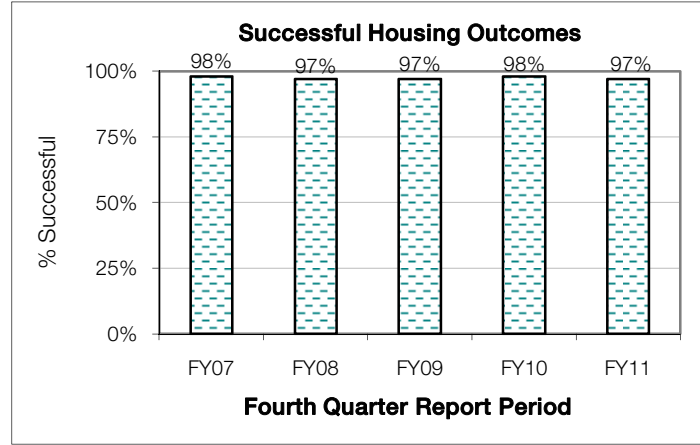
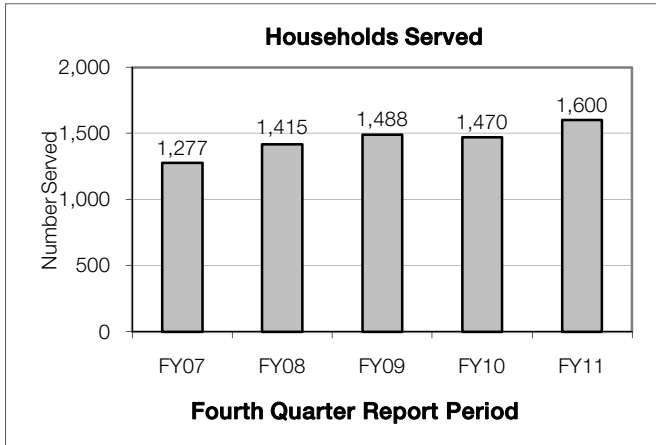


The PSH System continues to perform well. CHN Leased Supportive Housing was added to the inventory during this reporting period.

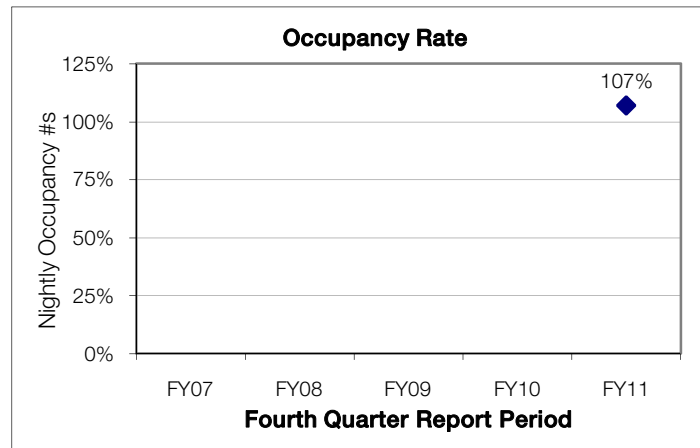
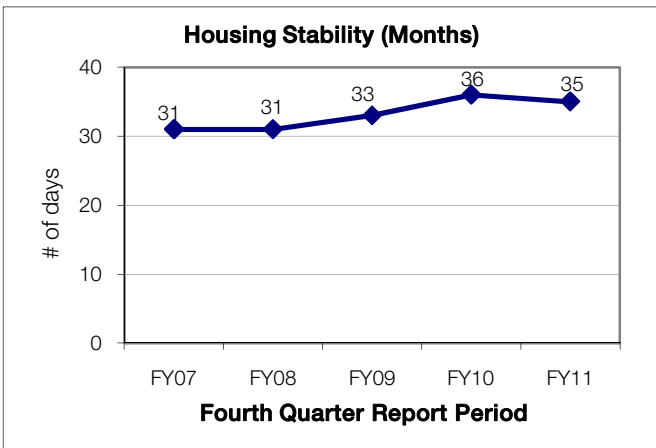


System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH) 4/1/2011 -6/30/2011	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System 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
Total PSH System ¹	1,577	1,600	√	95%	107%	√	24	35	√	1360	1559	√	90%	97%	√	No



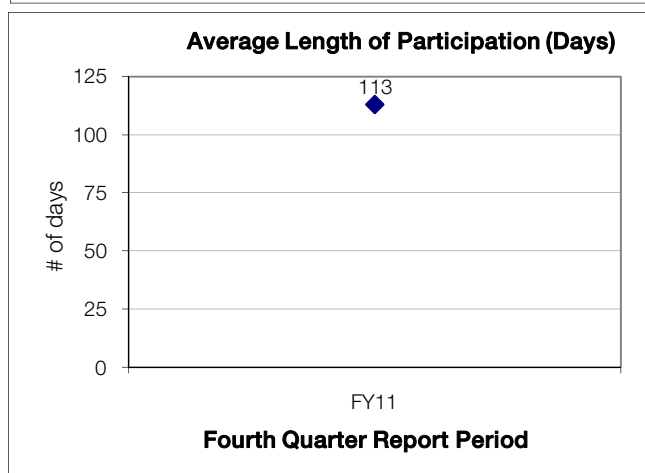
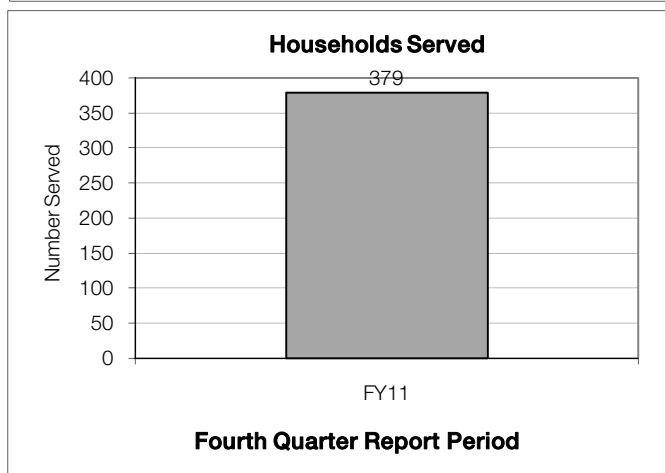
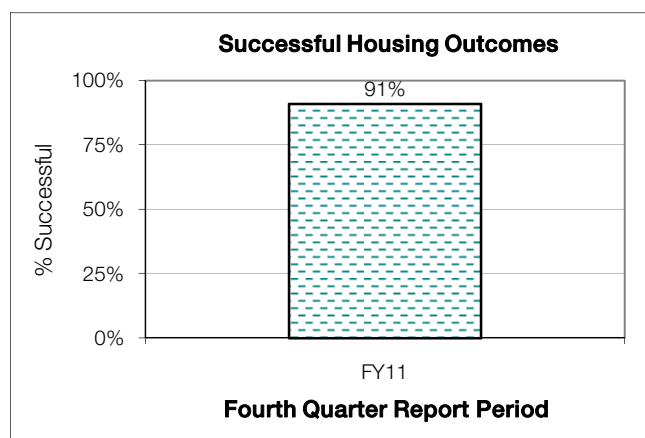
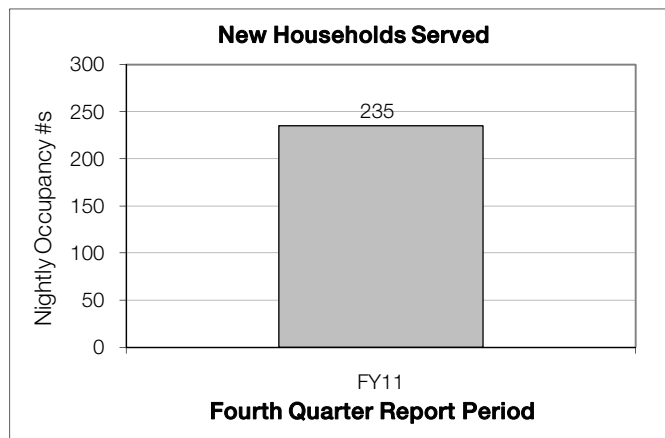
Historical numbers for the entire system were recreated using the same methodology as for FY2011 for all applicable metrics. The occupancy rate was not calculated because of significant changes in the system capacities from year to year.



¹ System includes CSB and non-CSB funded PSH & SPC programs.

System and Program Indicator Report

FY11 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	4/1/2011 -6/30/2011	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Direct Housing Rapid Re-housing System ¹	146	235	√	294	379	√	100	113	≠	131	111	≠	90%	91%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	379
Percent New Households Served	62%
Clients Served	807
Average Age for Families (HoH)	30
Average Age for Single Adults	44
Gender - Male (HoH)	38%
Gender - Female (HoH)	62%
Veterans (U.S. Military) all adults	11%
Avg. Monthly Household Income	\$254
Percent Working at Entry (HoH)	39%
Adults Served	436
Children Served	371
Race - White (HoH)	24%
Race - Black (HoH)	68%
Race- Other (HoH)	8%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	2.1
Average Number of Children ²	1.9
Children 0 - 2 years ²	25%
Children 3 - 7 years ²	34%
Children 8 - 12 years ²	26%
Children 13 - 17 years ²	15%

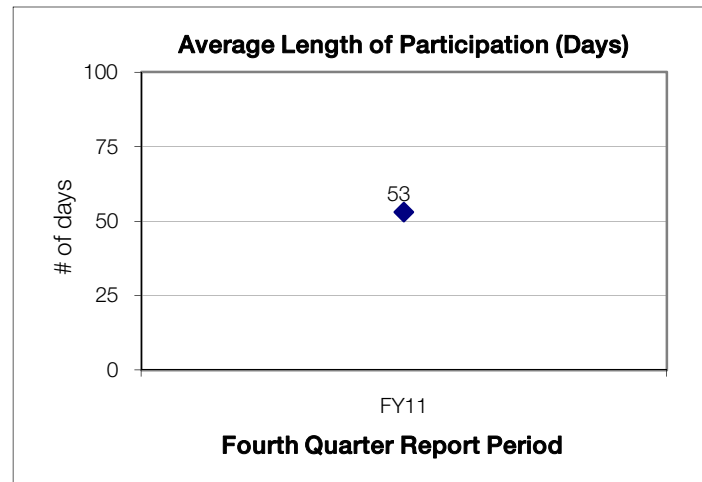
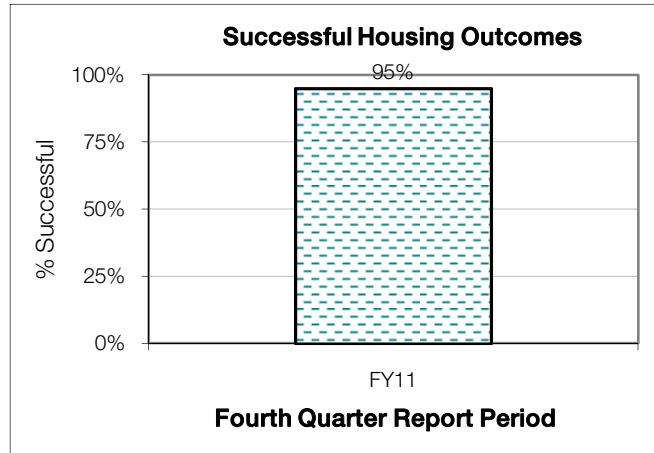
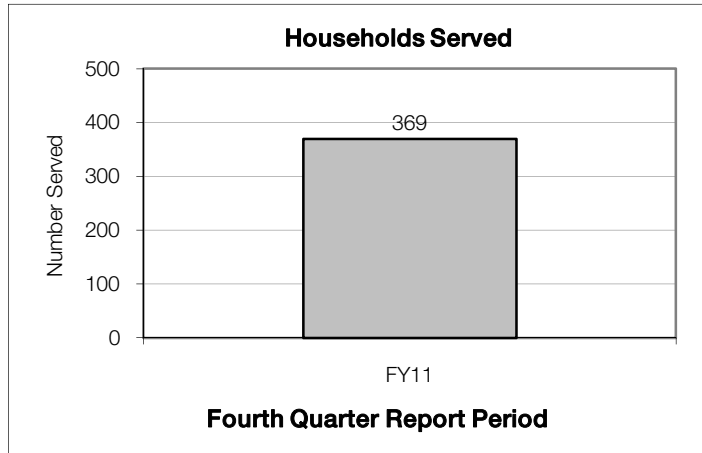
CSB is reporting out on all direct housing/rapid re-housing programs as a whole to establish a baseline for performance.

¹System includes HFF Rolling Stock, VOAGO TIP, VOAGO Rapid-Re-housing Single Adults, TSA Direct Housing, TSA J2H,CSS Rapid Re-housing, CHN Placement, CHN In-Reach Single Adults. CSB Transition and HPRP Transition are excluded.

²Data only refers to the families served.

System and Program Indicator Report

FY11 Prevention	Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	4/1/2011 -6/30/2011	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Prevention System ¹	277	369	√	82	53	√	181	124	≠	90%	95%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	369
Clients Served	783
Average Age (HoH)	35
Gender - Male (HoH)	38%
Gender - Female (HoH)	62%
Veterans (U.S. Military) all adults	4%
Avg. Monthly Household Income	\$479
Percent Working at Entry (HoH)	38%
Race - White (HoH)	46%
Race - Black (HoH)	51%
Race- Other (HoH)	3%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	452
Children Served	331
Mean Family Size ²	2.1
Average Number of Children ²	1.8
Children 0 - 2 years ²	18%
Children 3 - 7 years ²	33%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	22%

¹System includes CIS Stable Families, Gladden Community House Prevention, GCH Single Adult Prevention, CHN ADAMH Prevention and CHN Prevention.

²Data only refers to the families served.

EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 20%	Yes or No
4/1/2011 -6/30/2011																	
MEN																	
Faith Mission on 6th ²	N/A	412	N/A	N/A	110	110	N/A	32	N/A	N/A	54	N/A	N/A	18%	N/A	21%	N/A
Faith Mission on 8th ²	N/A	317	N/A	N/A	95	98	N/A	37	N/A	N/A	55	N/A	N/A	25%	N/A	17%	N/A
Faith Mission - Men's Overflow ³	25	85	60	√	varies	3	30	29	√	N/A	2	N/A	N/A	2%	N/A	9%	No
Friends of the Homeless - Men's Shelter	403	495	92	√	130	130	30	32	√	68	97	√	25%	26%	√	16%	No
VOAGO Men's Shelter	188	196	8	√	40	38	30	23	√	37	31	≠	25%	19%	≠	19%	No
VOAGO VA Emergency Housing ⁴	20	43	23	√	10	14	90	42	√	3	15	√	25%	54%	√	14%	No
WOMEN																	
Faith Mission - Nancy's Place ²	N/A	186	N/A	N/A	42	43	N/A	29	N/A	N/A	51	N/A	N/A	35%	N/A	17%	N/A
Faith Mission - Women's Overflow ³	8	27	19	√	varies	1	30	30	√	N/A	1	N/A	N/A	4%	N/A	7%	No
Friends of the Homeless - Rebecca's Place	182	182	0	√	47	48	30	34	≠	41	41	√	30%	30%	√	8%	No
INEBRIATE																	
Maryhaven Engagement Center	527	479	(48)	√	50	58	11	11	√	86	57	≠	18%	13%	√	6%	No
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,3}	987	894	(93)	√	247	250	30	34	≠	190	160	≠	25%	25%	√	19%	No

¹ Capacity does not include overflow.

² Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

³ LSS - Faith Mission Overflow services for Men and Women are evaluated at the individual program level. LSS-Faith Mission provides overflow services in FY11.

⁴ Program implemented 11/1/2010. Non-CSB funded program. The Men's system does not include this program.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes ³						Average Transition Time (Days) ⁴			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	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
4/1/2011 -6/30/2011																										
YWCA Family Center	232	246	14	√	50	56	√	20	24	≠	127	131	√	70%	74%	√	83	97	√	65%	74%	√	7	14	≠	No
YWCA Diversion ⁵	N/A	374	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	105	N/A	39%	27%	≠	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Capacity does not include overflow.

² Occupancy goal is applicable only to Tier II Shelters.

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

⁴ The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the Direct housing/Rapid Re-housing program.

⁵ Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

EMERGENCY SHELTER--Tier II Family Programs	Households Served				Nightly Occupancy ²			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
4/1/2011 -6/30/2011																	
Homeless Families Foundation ⁶	70	67	(3)	√	38	36	√	80	83	√	24	25	√	70%	83%	√	No
VOAGO Family Shelter ⁶	16	11	(5)	√ ⁷	8	5	N/A	80	101	≠	5	6	√	70%	86%	√	No

⁶ A portion of Tier II capacity transitioned to direct housing/rapid re-housing.

⁷ Program is transitioning faster than projected to the Rapid Re-Housing/Direct Housing model.

SUPPORTIVE HOUSING	Households Served					Program Occupancy ¹			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	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
4/1/2011 -6/30/2011																		
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	21	28	√	23	25	√	90%	100%	√	No
Community Housing Network - Cassidy	10	11	10	(1)	√	10	100%	√	22	35	√	10	10	√	90%	100%	√	No
Community Housing Network - Community ACT	42	44	45	1	√	42	100%	√	12	22	√	37	45	√	85%	100%	√	No
Community Housing Network - East 5th Avenue	38	40	36	(4)	√	35	92%	√	24	31	√	36	36	√	90%	100%	√	No
Community Housing Network - North 22nd Street	30	32	31	(1)	√	27	90%	√	24	32	√	29	30	√	90%	97%	√	No
Community Housing Network - North High Street	33	35	32	(3)	√	30	91%	√	24	41	√	32	32	√	90%	100%	√	No
Community Housing Network - Parsons ²	25	26	24	(2)	√	21	84%	≠	24	33	√	23	24	√	90%	100%	√	No
Community Housing Network - RLPTI ²	108	113	115	2	√	107	99%	√	23	31	√	102	111	√	90%	97%	√	No
Community Housing Network - Safe Havens ³	13	16	17	1	√	14	108%	√	24	55	√	14	15	√	90%	94%	√	No
Community Housing Network - Southpoint Place	46	48	50	2	√	46	100%	√	12	22	√	43	48	√	90%	96%	√	No
Community Housing Network - St. Clair	26	27	28	1	√	26	100%	√	18	18	√	24	26	√	90%	93%	√	No
Community Housing Network - Leased Supportive Housing ⁴	25	26	23	(3)	≠	16	64%	N/A	N/A	2	N/A	23	23	√	85%	100%	√	No
Maryhaven Commons at Chantry	50	53	53	0	√	48	96%	√	19	25	√	48	49	√	90%	92%	√	No
National Church Residences - Commons at Grant	50	53	52	(1)	√	50	100%	√	24	44	√	48	52	√	90%	100%	√	No
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	75	100%	√	9	10	√	71	75	√	90%	99%	√	No
Southeast - Scattered Sites ²	120	125	121	(4)	√	115	96%	√	13	39	√	113	117	√	90%	97%	√	No
YMCA - 40 West Long Street	105	110	115	5	√	105	100%	√	22	29	√	99	111	√	90%	97%	√	No
YMCA - Sunshine Terrace	75	79	75	(4)	√	73	97%	√	24	42	√	71	75	√	90%	100%	√	No
YWCA - WINGS ⁵	69	73	64	(9)	≠	54	78%	≠	24	30	√	66	62	√	90%	97%	√	No

¹ Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

² The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Parsons (SRA/15 households); RLPTI (TRA/23 households); Southeast Scattered Sites (TRA/2 households).

³ 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.

⁴ Program lease-up started in March 2011.

⁵ Eligibility for the program was 100% Chronic Homeless women. HUD approved in April a change in the program's eligibility criteria, with 80% of the units meeting Rebuilding Lives eligibility criteria.

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern Yes or No
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2011 -6/30/2011																		
Transitional Housing																		
Amethyst - RSvP	8	12	24	12	√	85%	88%	√	2	2	√	8	12	√	77%	75%	√	No
Huckleberry House - Transitional Living Program	24	30	28	(2)	√	98%	100%	√	10	7	√	4	3	≠	77%	75%	√	No
Friends of the Homeless - New Horizons	36	48	65	17	√	95%	92%	√	4	4	√	11	23	√	77%	74%	√	No
VOAGO - Veterans ³	40	45	79	34	√	95%	100%	√	4	3	√	19	15	≠	77%	38%	≠	No
YMCA - ADAMH Pilot ⁶	10	10	10	0	√	80%	60%	≠	4	3	√	1	1	√	50%	100%	√	No
Permanent Supportive Housing																		
Community Housing Network - Family Homes ⁴	15	16	15	(1)	√	95%	100%	√	12	29	√	13	15	√	80%	100%	√	No
Community Housing Network - Wilson	8	8	9	1	√	95%	100%	√	12	98	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	32	31	(1)	√	95%	97%	√	15	34	√	26	29	√	80%	94%	√	No
Shelter Plus Care																		
Amethyst - SPC	92	95	91	(4)	√	95%	82%	≠	12	24	√	76	81	√	80%	88%	√	No
Columbus AIDS Task Force - TRA ⁵	89	93	95	2	√	95%	106%	√	24	64	√	74	94	√	80%	99%	√	No
Community Housing Network - SRA SPC ^{4, 5}	172	181	212	31	√	95%	116%	√	12	40	√	145	210	√	80%	99%	√	No
Community Housing Network - TRA SPC ^{4, 5}	149	156	202	46	√	95%	129%	√	12	32	√	125	200	√	80%	99%	√	No
Faith Mission - Shelter Plus Care	9	9	8	(1)	≠	95%	89%	≠	24	47	√	7	8	√	80%	100%	√	No
Total Shelter Plus Care	511	534	544	74	√	95%	118%	√	N/A	N/A	N/A	427	535	√	80%	98%	√	No

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

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

³ VOAGO- Veterans is not a HUD COC funded program but receives VA funding. As of 01/01/2011 it is mandatory for this program to participate in CSP.

⁴ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA/12 households); CHN-Parsons (SRA/15 households); RLPTI (TRA /23 households); Southeast Scattered Sites (TRA/2 households).

⁵ Occupancy rate exceeds 100% because CMHA allowed providers to over lease.

⁶ Program implemented in CSP as of 12/1/2010.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			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	
4/1/2011 -6/30/2011																									
Direct Housing - The Salvation Army	48	45	✓	85	79	✓	13	22	≠	100	88	✓	43	34	≠	90%	92%	✓	\$1,000	\$1,127	✓ ⁹	90%	92%	✓	No
Job2Housing - The Salvation Army	10	9	✓	30	35	✓	15	11	✓	180	201	≠	9	7	≠	90%	100%	✓	\$5,484	\$1,489	✓	100%	100%	✓	No
Direct Housing - Homeless Families Foundation ⁴	3	13	✓	9	27	✓	15	22	≠	100	87	✓	2	12	✓	90%	92%	✓	\$1,000	\$927	✓	90%	77%	≠	No
Direct Housing - VOAGO Families ⁴	12	30	✓	26	50	✓	15	16	✓	100	128	≠	11	15	✓	90%	88%	✓	\$1,000	\$851	✓	90%	76%	✓ ¹⁰	No
Direct Housing - VOAGO Rapid Re-housing Single Adults ⁵	36	56	✓	72	92	✓	25	29	≠	100	135	≠	27	30	✓	75%	83%	✓	\$1,300	\$909	✓	90%	86%	✓	N/A
Direct Housing - CHN In-Reach Single Adults ⁶	30	49	✓	40	63	✓	19	18	✓	60	78	≠	19	12	≠	75%	100%	✓	\$1,613	\$1,111	✓	90%	92%	✓	No
Direct Housing - Catholic Social Services Rapid Re-housing ¹²	7	4	≠	12	4	≠	15	N/A ¹¹	≠	100	28	✓	11	1	≠	90%	100%	✓	\$1,200	\$0	≠	90%	0%	≠	N/A
Transition - CSB Transition Program ⁷	N/A	N/A	N/A	250	338	✓	N/A	N/A	N/A	N/A	N/A	N/A	245	338	✓	98%	100%	✓	\$550	\$774	✓ ⁹	98%	100%	✓	No

PREVENTION	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			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	
4/1/2011 -6/30/2011																									
Prevention - Gladden Community House ⁸	N/A	N/A	N/A	80	245	✓	N/A	N/A	N/A	N/A	N/A	N/A	78	240	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools ³	47	50	✓	95	59	≠	N/A	N/A	N/A	100	62	✓	42	33	≠	90%	89%	✓	\$1,000	\$882	✓	90%	89%	✓	No
Stable Families - CIS Weinland Park Expansion ⁷	12	12	N/A	22	21	N/A	N/A	N/A	N/A	100	100	N/A	11	7	N/A	90%	78%	N/A	\$1,000	\$0	N/A	90%	44%	N/A	N/A

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) ¹			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	Yes or No			
4/1/2011 -6/30/2011																						
Maryhaven Outreach	77	114	✓	95	157	✓	54	79	✓	70%	59%	≠	27	40	✓	50%	51%	✓	25%	14%	≠	No

¹ Use of CSB DCA includes CSB funding only.
² Includes households served with HPRP and non-HPRP funding.
³ Exclusive of Weinland Park activity.
⁴ A portion of Tier II capacity transitioned to direct housing/rapid re-housing. Transfer clients are excluded from the average length of stay (ALOS) calculation. ALOS is a new measure for these programs.
⁵ Program implemented as of November 2010, using HPRP funds. HPRP Programs are not rated. Twelve clients were excluded from the ALOS calculation due to data inconsistencies.
⁶ New program implemented January 2011. Sixteen clients were excluded from the ALOS due to data inconsistencies.
⁷ Program not evaluated as not funded through CSB in FY2011.
⁸ Evaluation time frame is year to date.
⁹ CSB asked programs to use DCA funds as needed, due to the availability of HPRP funds.
¹⁰ Some clients did not need DCA at their exit from program.
¹¹ Unable to calculate measure due to data unavailability.
¹² New program implemented January 2011.

System and Program Indicators Report

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications					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			
4/1/2011 -6/30/2011																									
Benefits Partnership-YWCA	89	53	≠	117	267	√	50	46	√	42%	17%	≠	40%	30%	≠	50	15	≠	42%	6%	≠				Yes

HPRP Programs	Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)									
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement							
4/1/2011 -6/30/2011																									
Stable Families - Communities in Schools HPRP ¹	N/A	372	N/A	N/A	88	N/A	N/A	334	N/A	N/A	95%	N/A	N/A	\$947	N/A	N/A	93%	N/A							
Community Housing Network - ADAMH Prevention	30	75	√	90	171	≠	13	11	≠	83%	100%	√	N/A	\$1,170	N/A	N/A	100%	N/A							
Community Housing Network - Placement ^{2,5}	20	30	√	N/A	N/A	N/A	9	N/A	N/A	85%	N/A	N/A	\$1,250	\$332	√	100%	N/A	N/A							
Community Housing Network - Prevention ^{2,5}	20	66	√	90	N/A	N/A	9	N/A	N/A	85%	N/A	N/A	\$1,167	\$555	√	100%	N/A	N/A							
Gladden Community House - Single Adult Prevention	30	131	√	30	29	√	28	60	√	93%	100%	√	\$657	\$858	√ ⁴	100%	90%	√							
VOAGO Rapid Re-housing Single Adults ³	72	92	√	100	135	≠	27	30	√	75%	83%	√	\$1,300	\$909	√ ⁴	90%	86%	N/A							
4/1/2011 -6/30/2011																									
Lutheran Social Services - Centralized Point of Access (CPOA)	1,700	1,679	√	80%	96%	√	391	103	≠	20%	6%	≠													

¹Contract to date reporting.

²New program implemented January 2011.

³Program implemented November 2010.

⁴CSB asked programs to use DCA funds as needed, due to the availability of HPRP funds.

⁵SHO, Average Length of Participation, and Usage of CSB DCA measures could not be calculated due to no client exits from program.



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