

# DATA HIGHLIGHTS ABOUT HOMELESSNESS IN COLUMBUS + FRANKLIN COUNTY

FY2024 Quarter 3:  
1/1/2023 - 3/31/2024

  
communityshelterboard  
Until everyone has a place to call home

## Most noteworthy:

- The average length of shelter stay for families increased to 96 days, but the number families needing shelter decreased by 9%.
- The number of veterans and pregnant women served in shelters increased by 25% and 4% respectively, compared to FY2023. Veterans served in prevention increased compared to FY2023.
- The Rate of successful housing outcomes for families exiting shelters are improving.
- The large disproportionality of Black and multi-racial female head of households in shelter continues to be a community crisis (75%).



## RAPID RESOLUTION

**437** families on the brink of homelessness who called the homeless hotline were helped to rapidly resolve their crisis and did not become homeless.



## PREVENTION

**168** expectant mothers, youth, veterans, and families received prevention services. They remained stably housed and did not become homeless.



## STREET OUTREACH

**336** people living outside were engaged by street outreach teams to work toward safe shelter and housing.



[READ THE FULL REPORT](#)

## SHELTER

**3,617**

people were served in shelter. The total number of people served increased 4% when compared to the same time period last year. Successful housing outcomes improved 1 percentage point to 12%. Lack of safe, decent, affordable housing is making it very difficult to move people out of shelter quickly.

169 veterans	74 pregnant women	645 children	309 youth age 18-24	758 single women	1,800 single men	59% african american 6% multi-racial 6% hispanic
--------------	-------------------	--------------	---------------------	------------------	------------------	--



## RAPID RE-HOUSING

**1,048**

households in shelter received help to find stable housing. The success rate at exit from the program increased 2 percentage points to 62%.

228 veterans	55 pregnant women	699 children
--------------	-------------------	--------------



## PERMANENT SUPPORTIVE HOUSING

**2,294**

households were kept safely housed and healthy in permanent supportive housing.



# Way to go!

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



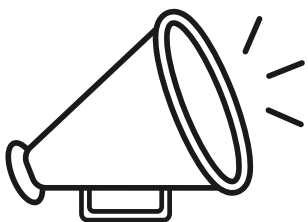
rapid rehousing for single adults



homeless hotline  
for families



shelter overflow for men & women



**Winter  
Warming  
Centers**

Shout out to the Winter Warming Centers for keeping 541 households - more than 600 people - safe with alternative shelter options.

# SYSTEM INDICATOR REPORT

FY2024  
1/1/24 - 3/31/24

**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.

## TABLE OF CONTENTS

Overview .....	1
System Level Indicators	
Family Emergency Shelter .....	2
Men’s Emergency Shelter.....	3
Women’s Emergency Shelter.....	4
Emergency Shelter (Family, Men’s, & Women’s) .....	5
Prevention .....	6
Rapid Re-housing.....	7
Permanent Supportive Housing.....	8
Special Populations – Families.....	9
Special Populations – Single Adults .....	10
Special Populations – Pregnant Women .....	11
Special Populations – Veterans.....	12
Special Populations – TAY .....	13
Trends Appendix.....	14

## Overview

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

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

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

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.

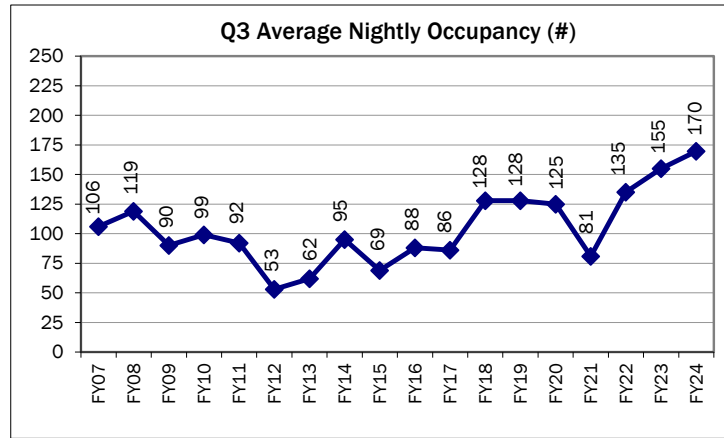
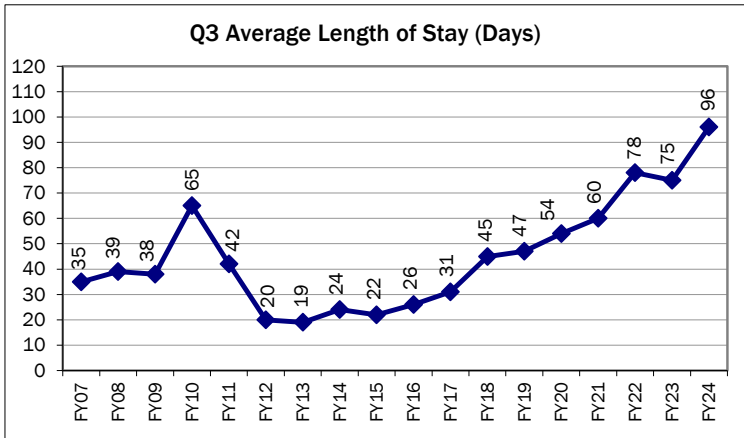
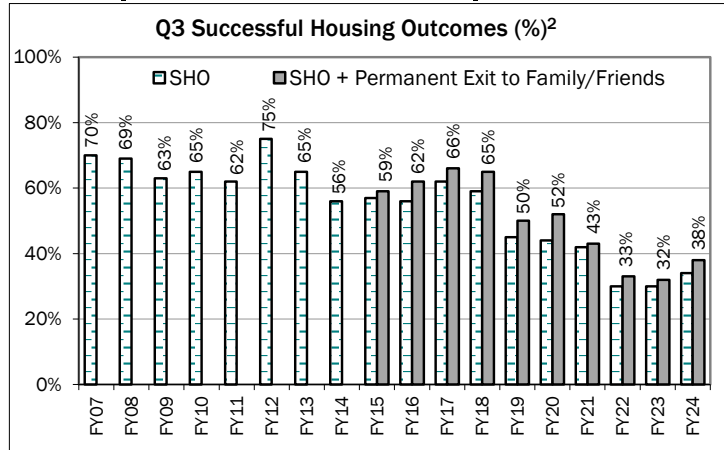
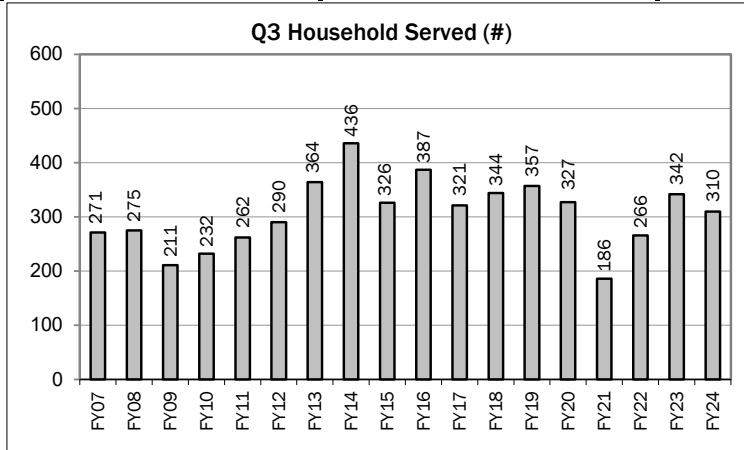
All data generated from the Homeless Management Information System (HMIS) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables.

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
1/1/2024 - 3/31/2024														
Family System	325	310	√	114	170	54	96	N/A	106	57	≠	50%	38%	≠



DEMOGRAPHICS	Q3 Δ	Family
Households Served	↓	310
Percent Newly homeless	↑	70%
Clients Served	↓	1,056
Adults Served	↓	411
Children Served	↓	645
Children 0 - 5 years	-	283
Mean Family Size	↓	3.4
Average Number of Children	↓	2.1
Average Age (HoH)	-	34
Gender - Female (HoH)	↑	94%
Gender - Male (HoH)	-	6%
Veterans (U.S. Military) served	↓	1
Veterans % of all adults	↓	0%
Average Monthly Household Income	↑	\$777
Percent Working at Entry	↑	33%
Percent of Households with No Income	-	51%
Average Monthly Income for Households with Income	-	\$1,575
Race/Ethnicity - Black (HoH)	↓	67%
Race/Ethnicity - White (HoH)	-	16%
Race/Ethnicity - Multi-Racial (HoH)	-	8%
Race/Ethnicity - Hispanic (HoH)	↑	9%
Adults 18-24 years (HoH)	↑	17%
Children 0 - 2 years	-	24%
Children 3 - 7 years	-	32%
Children 8 - 12 years	-	26%
Children 13 - 17 years	-	18%
Pregnant Women Served	↑	30
Self-Reported Disability (HoH)	↓	42%
Franklin County Residents	↓	83%

When compared to the same period of the prior fiscal year 9% less households needed shelter. The success rate at exit from shelters increased 6 percentage points to 38%. The average length of shelter stay increased by 21 days to 96 days, the highest level recorded historically. While the number of families served decreased, the family system is reporting the highest average nightly occupancy at 170 families. Lack of available safe, decent, affordable housing is making it difficult to successfully move families out of shelter quickly. The employment rate at entry increased from the FY23 annual rate of 27% to 33% currently and the average income increased to \$777 (FY23 \$652). 7% of families (23) had more than one shelter stay during the timeframe. The number of pregnant women served increased by 50% (10) compared to the same reporting period in FY23 (20). An additional 35 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either helped to find an alternative to shelter or self-resolved.

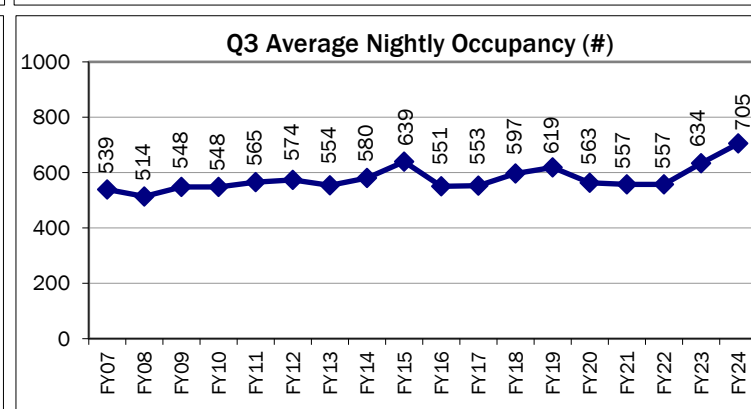
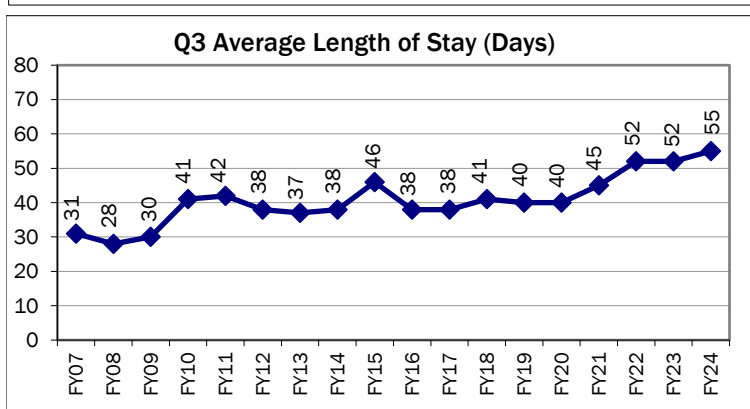
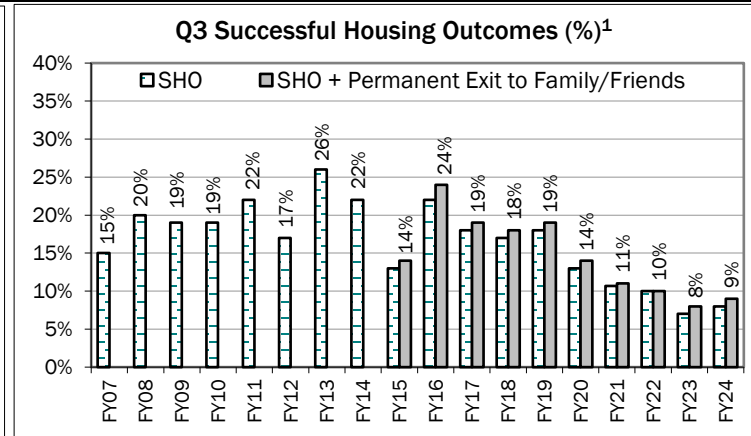
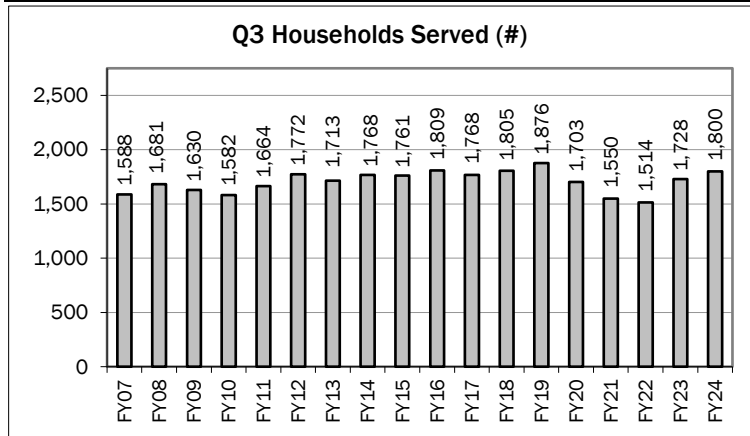
<sup>1</sup> Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families.  
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes 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.



# System and Program Indicator Report



FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) <sup>3</sup>			Successful Housing Outcomes <sup>1</sup>					
	1/1/2024 - 3/31/2024	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,650	1,800	√	427	705	45	55	N/A	306	109	≠	25%	9%	≠



DEMOGRAPHICS	Q3 Δ	Men
Households Served	↑	1,800
Percent Newly Homeless	↑	60%
Average Age	-	45
Men as a percent of total single adults served	↓	70%
Veterans (U.S. Military) served	↑	159
Veterans % of all adults	↑	9%
Percent of Households With No Income	-	52%
Percent Working at Entry	↑	23%
Average Monthly Household Income	↑	\$758
Average Monthly Income for Households with Income	-	\$1,574
Race/Ethnicity - Black (HoH)	↓	59%
Race/Ethnicity - White (HoH)	-	30%
Race/Ethnicity - Multi-racial (HoH)	-	4%
Race/Ethnicity - Hispanic (HoH)	-	5%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years	↓	5%
Adults 25 - 34 years	-	23%
Adults 35 - 44 years	-	22%
Adults 45 - 55 years	-	24%
Adults 56 - 61 years	-	13%
Adults 62+ years	-	13%
Self-Reported Disability (HoH)	↓	61%
Franklin County Residents	↑	88%

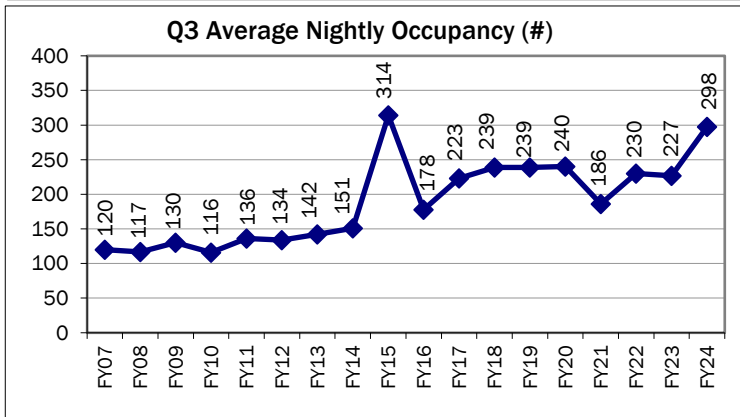
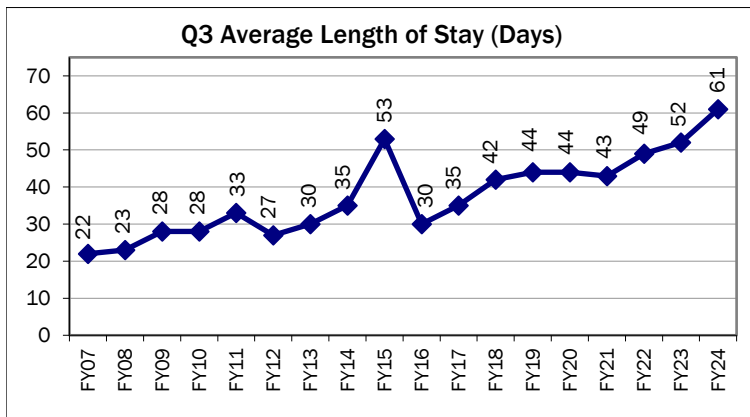
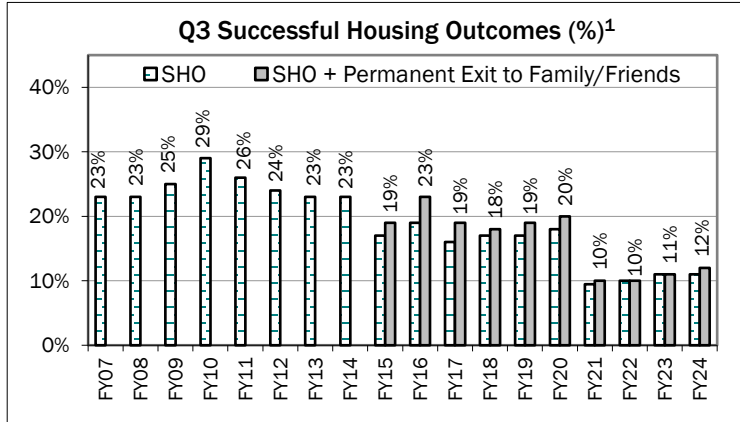
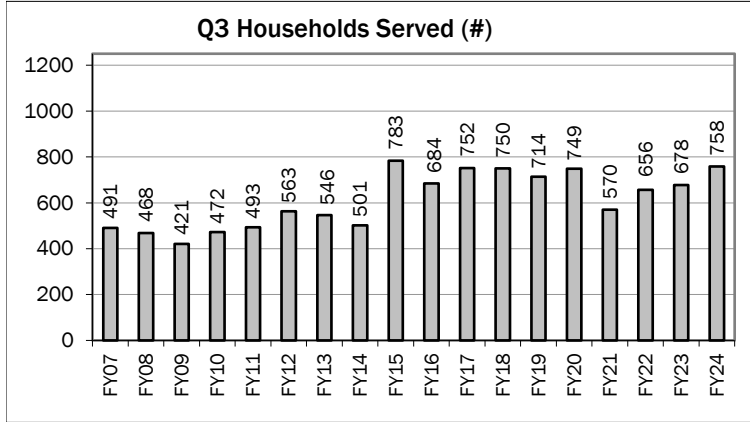
The number of single men sheltered increased 4% when compared to the same reporting period of the prior fiscal year. The success rate at exit from shelters increased 1 percentage point to 9%. With the opening of winter warming centers, the nightly occupancy increased to 705, the highest number reported historically. The average length of time homeless increased by 3 days to 55 days, the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased 3 percentage points to 23% when compared to the FY23 annual rate of 20%, and the average income increased to \$758 (FY23 \$592). 47% of men (850) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 1 percentage point to 13% when compared to the annual FY23 rate (12%). The number of veterans served increased by 62 (64%), compared to the same reporting period of the prior fiscal year (FY23 97).

<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. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23 and was open throughout the reporting period.  
<sup>3</sup> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

# System and Program Indicator Report



FY24 EMERGENCY SHELTER	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
1/1/2024 - 3/31/2024														
Women's System	675	758	√	208	298	45	61	N/A	117	60	≠	25%	12%	≠



DEMOGRAPHICS	Q3 Δ	Women
Households Served	↑	758
Percent Newly Homeless	↑	68%
Average Age	↑	44
Women as a percent of total single adults served	↑	30%
Veterans (U.S. Military) served	↑	9
Veterans % of all adults	-	1%
Percent of Households With No Income	-	45%
Percent Working at Entry	↑	21%
Average Monthly Household Income	↑	\$707
Average Monthly Income for Households with Income	-	\$1,284
Race/Ethnicity - Black (HoH)	↓	49%
Race/Ethnicity - White (HoH)	-	39%
Race/Ethnicity - Multi-racial (HoH)	-	6%
Race/Ethnicity - Hispanic (HoH)	↑	4%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years <sup>4</sup>	↑	9%
Adults 25 - 34 years <sup>4</sup>	-	21%
Adults 35 - 44 years <sup>4</sup>	-	25%
Adults 45 - 55 years <sup>4</sup>	-	23%
Adults 56 - 61 years <sup>4</sup>	-	11%
Adults 62+ years <sup>4</sup>	-	10%
Pregnant Women Served	↑	44
Self-Reported Disability (HoH)	↓	69%
Franklin County Residents	↑	86%

The number of single women sheltered increased 12% when compared to the same reporting period of the previous year. The success rate at exit increased 1 percentage point to 12%. The average length of time homeless increased by 9 days to the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased by 1 percentage point to 21% when compared to the FY23 annual rate of 20%, and the average income increased to \$707 (FY23 \$618). 46% of women (352) had multiple stays in shelter during the timeframe. The number of pregnant women served increased by 10% (4) compared to the same reporting period in FY23 (40). The rate of adults aged 62+ remained flat when compared to the annual 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. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23 and was open throughout the reporting period.

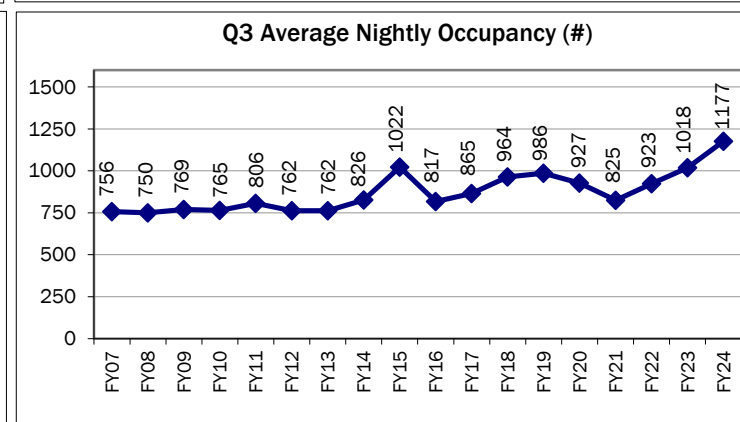
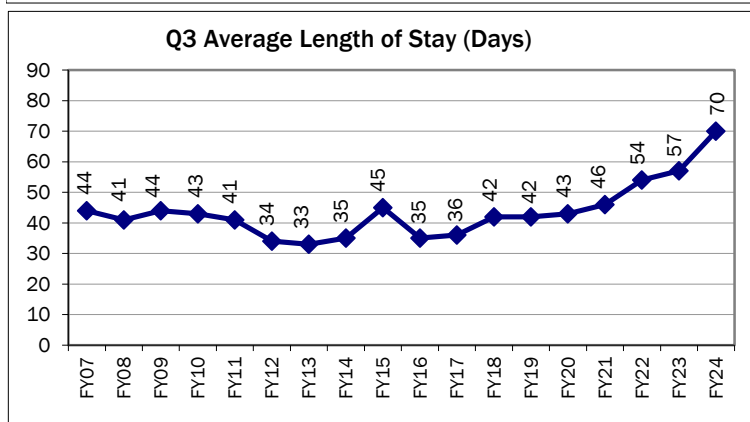
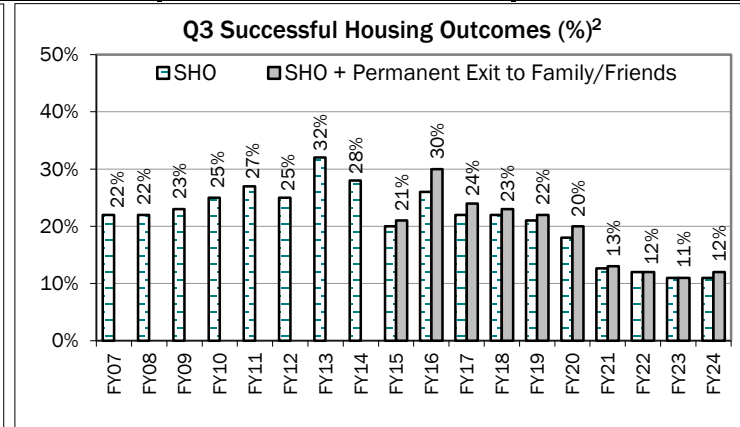
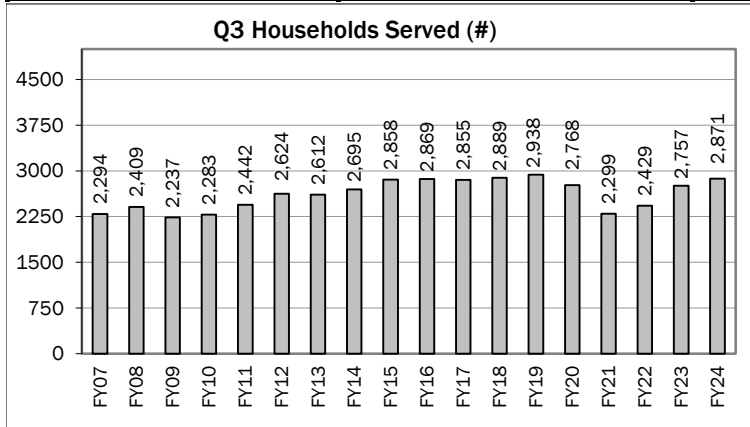
<sup>3</sup> The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

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

# 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	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2024 - 3/31/2024														
Emergency Shelter System <sup>1</sup>	2,700	2,871	√	749	1177	54	70	N/A	585	192	≠	30%	12%	≠



DEMOGRAPHICS	Q3 Δ	Family & Adults
Households Served	↑	2,871
Percent Newly Homeless	↑	70%
Clients Served	↑	3,617
Adults Served	↑	2,972
Children Served	↓	645
Average Age (HoH)	-	43
Gender - Male (HoH)	-	63%
Gender - Female (HoH)	-	36%
Gender - Other (HoH)	-	1%
Veterans (U.S. Military) served	↑	169
Veterans % of all adults	↑	6%
Percent of Households With No Income	-	50%
Percent Working at Entry	↑	22%
Average Monthly Household Income	↑	\$747
Average Monthly Income for Households with Income	-	\$1,486
Race/Ethnicity - Black (HoH)	↓	57%
Race/Ethnicity - White (HoH)	-	31%
Race/Ethnicity - Multi-racial (HoH)	-	5%
Race/Ethnicity - Hispanic (HoH)	-	5%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18-24 years (HoH)	↓	7%
Pregnant Women Served	↑	74
Self-Reported Long Term Disability (HoH)	↓	61%
Franklin County Residents	↑	86%

The number served by the system increased 4% when compared to the same reporting period of the prior fiscal year. The successful housing outcome rate increased 1 percentage point to 12%. The average length of time homeless increased by 13 days to 70 days, the highest level recorded historically. With the opening of winter warming centers and high number of families sheltered, the average nightly occupancy increased to 1,177, the highest number reported historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals and families out of shelter quickly. The average income increased to \$747 when compared to the FY23 annual rate of \$589. The system served 57 more (51% increase) veterans and 12 more (19% increase) pregnant women when compared to the same reporting period of the previous year (112, 62).

<sup>1</sup> Includes single adult shelters, family shelters, and couples in warming center shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 3,014.

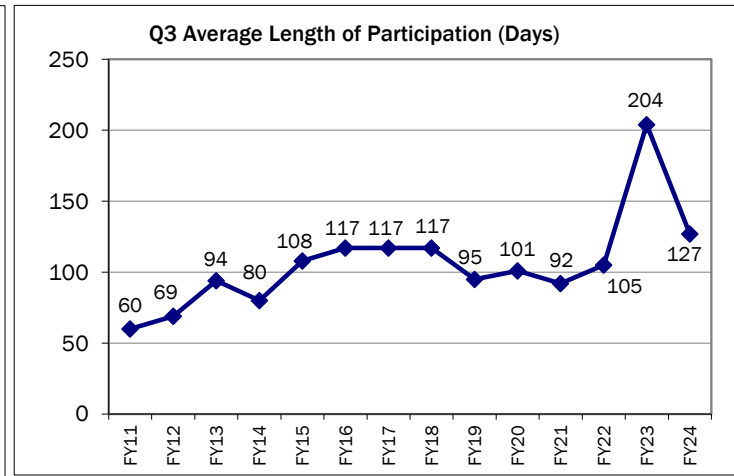
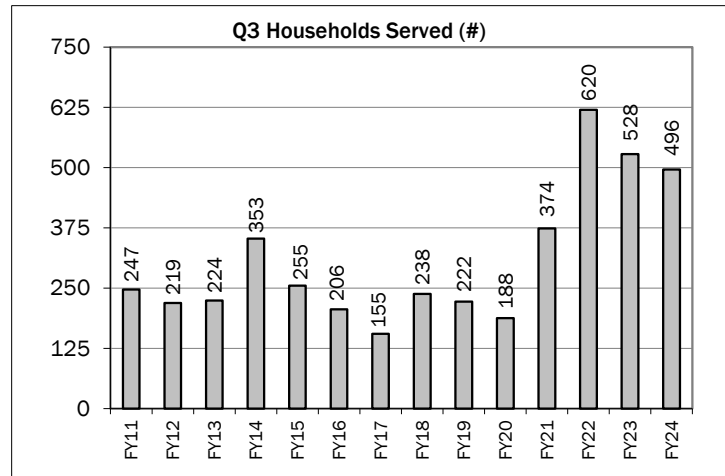
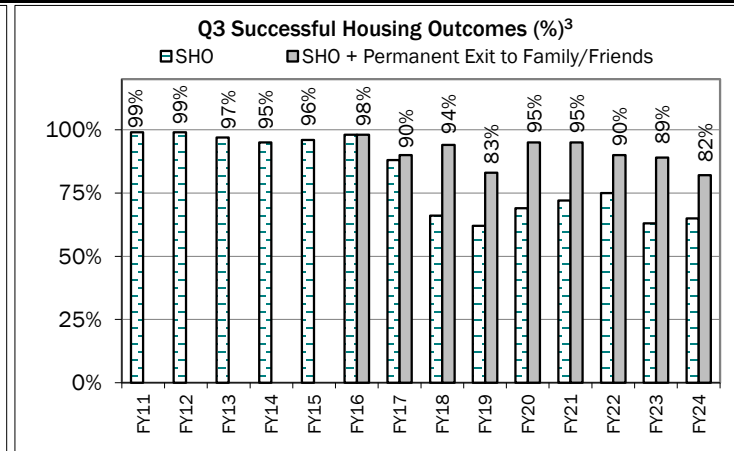
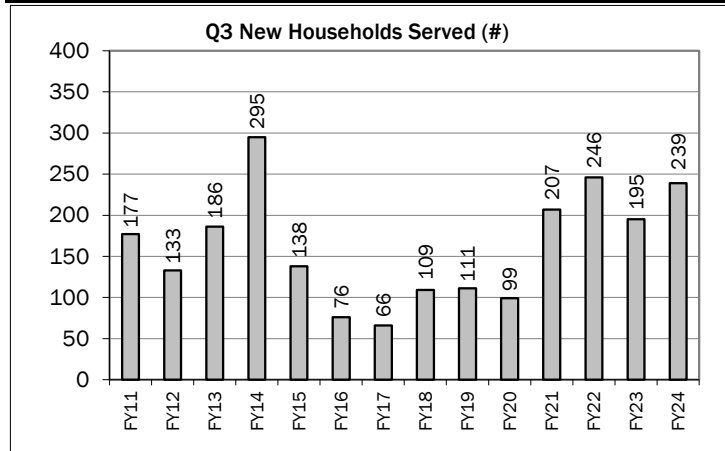
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

# System and Program Indicator Report



FY24 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
1/1/2024 - 3/31/2024	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>	203	239	√	473	496	√	150	127	√	165	168	√	80%	82%	√



DEMOGRAPHICS	Q3 Δ	Family & Adults
Households Served	↓	496
Clients Served	↓	1,418
Adults Served	↓	572
Children Served	↓	846
Average Age (HoH)	-	36
Gender - Female (HoH)	↓	82%
Gender - Male (HoH)	-	18%
Veterans (U.S. Military) served	↑	69
Veterans % of all adults	↑	12%
Percent of Households With No Income	-	36%
Percent Working at Entry	↑	45%
Average Monthly Household Income	↑	\$1,034
Average Monthly Income for Households with Income	-	\$1,623
Race/Ethnicity - Black (HoH)	↑	77%
Race/Ethnicity - White (HoH)	-	13%
Race/Ethnicity - Multi-racial (HoH)	-	6%
Race/Ethnicity - Hispanic (HoH)	↓	2%
Race/Ethnicity - Other (HoH)	-	2%
Mean Family Size <sup>2</sup>	↓	3.4
Average Number of Children <sup>2</sup>	↓	2.2
Adults 18 - 24 years (HoH) <sup>4</sup>	↓	18%
Adults 25 - 34 years (HoH) <sup>4</sup>	-	39%
Adults 35 - 44 years (HoH) <sup>4</sup>	-	23%
Adults 45 - 55 years (HoH) <sup>4</sup>	-	14%
Adults 56 - 61 years (HoH) <sup>4</sup>	-	3%
Adults 62+ years (HoH) <sup>4</sup>	↑	4%
Self-reported Disability (HoH)	↑	25%
Pregnant Women Served	↓	46

The number of households served decreased 6% when compared to the same reporting period of the prior fiscal year but the system met its projected goal. The successful housing outcome rate decreased by 7 percentage points to 82% and the average length of participation in the program significantly decreased to 127 days. At exit, 65% of households are stable in their own housing and 17% decided to permanently move in with family/friends. The percent working at entry increased compared to the FY23 annual rate of 44% to 45% currently. The number of veterans served increased by 20 (41% increase) and the number of pregnant women served decreased by 13 (22%) when compared to same reporting period of FY23 (49, 59).

<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.

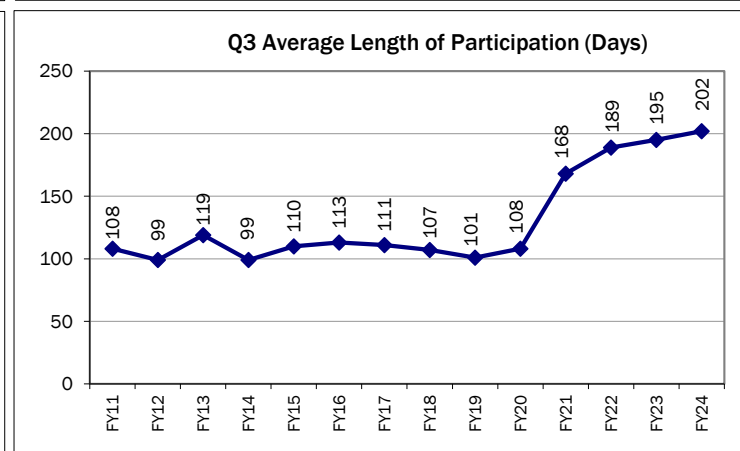
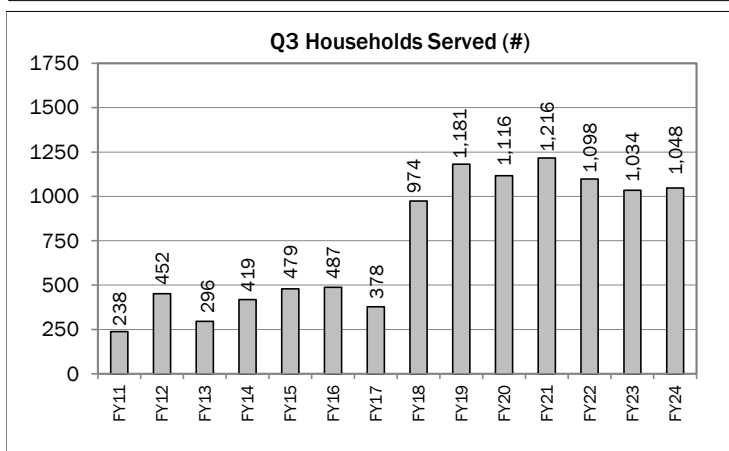
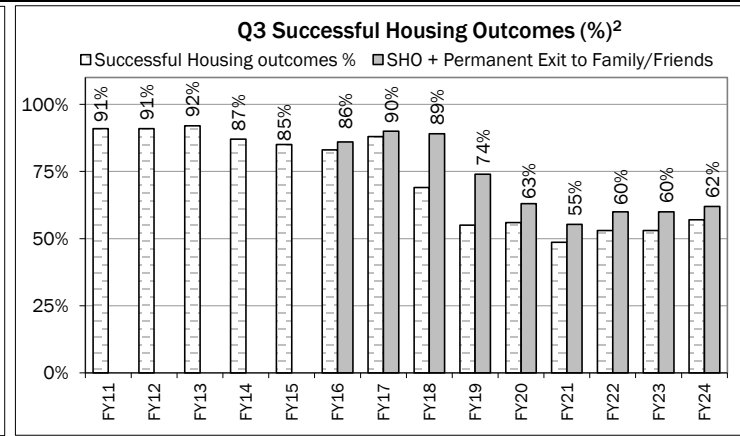
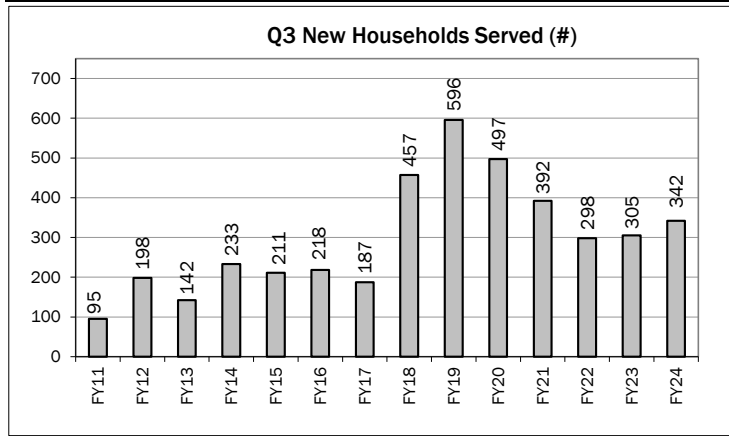
<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

# System and Program Indicator Report



FY24 Rapid Re-Housing	New Households Served			Households Served			Average Length of Participation (Days) <sup>4</sup>			Successful Housing Outcomes <sup>2</sup>					
1/1/2024 - 3/31/2024	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-Housing System <sup>1</sup>	485	342	≠	1,276	1,048	≠	240	202	N/A	295	213	≠	55%	62%	√
Single Adults <sup>3</sup>	-	270	-	-	721	-	-	168	-	-	130	-	-	59%	-
Families <sup>3</sup>	-	72	-	-	327	-	-	266	-	-	83	-	-	69%	-



DEMOGRAPHICS	Q3 Δ	Family	Q3 Δ	Single Adults <sup>3</sup>
Households Served	↓	327	↑	721
Clients Served	↓	1,082	↑	736
Adults Served	↓	383	-	-
Children Served	↓	699	-	-
Average Age (HoH)	-	30	-	47
Gender - Male (HoH)	-	6%	-	66%
Gender - Female (HoH)	↑	94%	↑	33%
Gender - Other (HoH)	-	0%	-	1%
Veterans (U.S. Military) served	↓	5	↑	223
Veterans % of all adults	↓	1%	↓	30%
Percent of Households With No Income	-	39%	-	47%
Percent Working at Entry	↓	31%	↓	23%
Average Monthly Household Income	↓	\$626	↓	\$754
Average Monthly Income for Households with Income	-	\$1,499	-	\$1,397
Race/Ethnicity - Black (HoH)	↓	74%	↑	61%
Race/Ethnicity - White (HoH)	-	14%	-	29%
Race/Ethnicity - Multi-racial (HoH)	-	6%	-	5%
Race/Ethnicity - Hispanic (HoH)	-	6%	-	4%
Race/Ethnicity - Other (HoH)	-	0%	-	1%
Mean Family Size	↓	3.3	-	-
Average Number of Children	↓	2.1	-	-
Adults 18-24 years (HoH) <sup>5</sup>	↑	39%	↑	15%
Adults 25 - 34 years (HoH) <sup>5</sup>	-	36%	-	12%
Adults 35 - 44 years (HoH) <sup>5</sup>	-	20%	-	16%
Adults 45 - 55 years (HoH) <sup>5</sup>	-	4%	-	25%
Adults 56 - 61 years (HoH) <sup>5</sup>	-	1%	-	14%
Adults 62+ years (HoH) <sup>5</sup>	↓	0%	-	20%
Self-reported Disability (HoH)	↑	46%	↓	72%
Pregnant Women Served <sup>5</sup>	↑	33	↑	22

The number served increased 1% when compared to the same reporting period of the previous year, significantly impacted by a 54 day average increase in length of participation by families. Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. The success rate at exit increased 2 percentage points to 62 percent and the length of participation increased by 7 days. The self-reported disability rate decreased to 46% (FY23 annual rate 47%) for families and to 72% (FY23 78%) for single adults. The number of veterans served remained flat and the number of pregnant women increased by 18 (49% increase) when compared to the same reporting period of the prior fiscal year (226, 37).

<sup>1</sup> System includes HFF Rapid Re-housing programs, VOA01 Rapid Re-housing, YMCA Rapid Re-housing programs, YWCA Rapid Re-housing program, Homefull Rapid Re-housing program, LSS SSVF program, and VOA01 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.

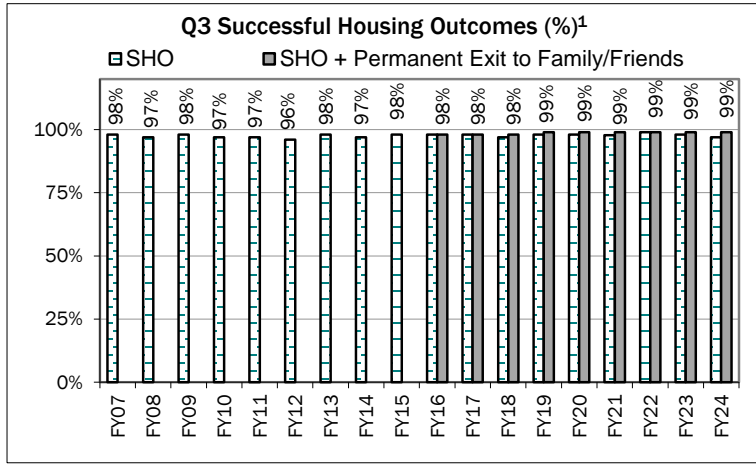
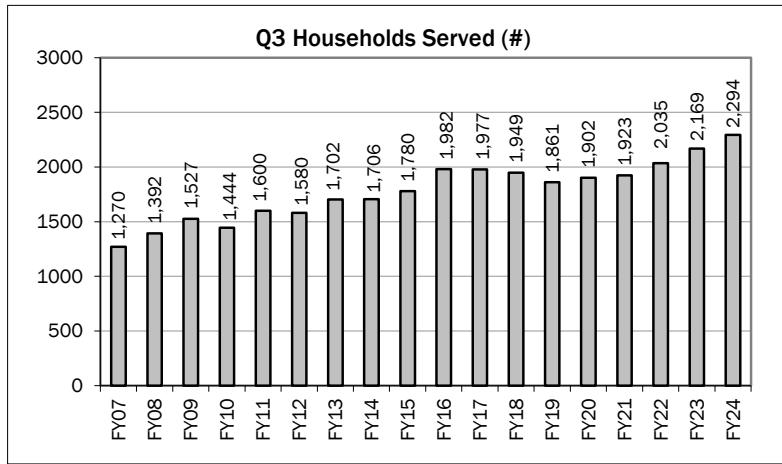
<sup>3</sup> No outcome goals are set by subpopulation. Households with only adults are included in the single adult population.

<sup>4</sup> The rating/achievement of average length of participation has been suspended for rapid-rehousing providers for FY2024.

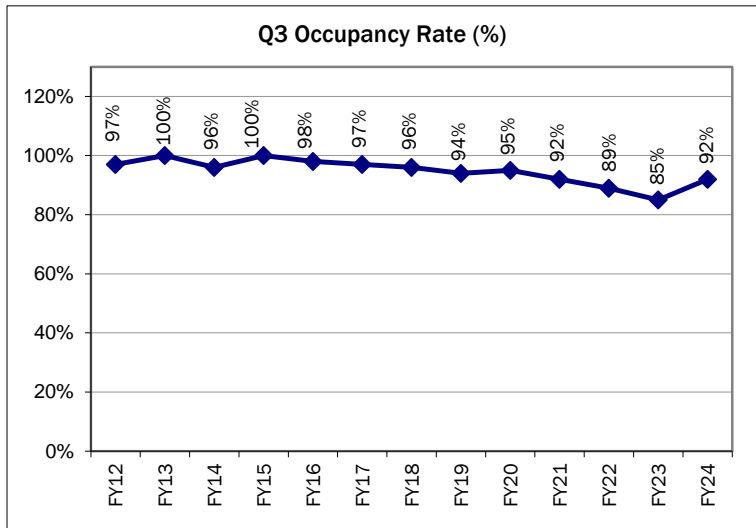
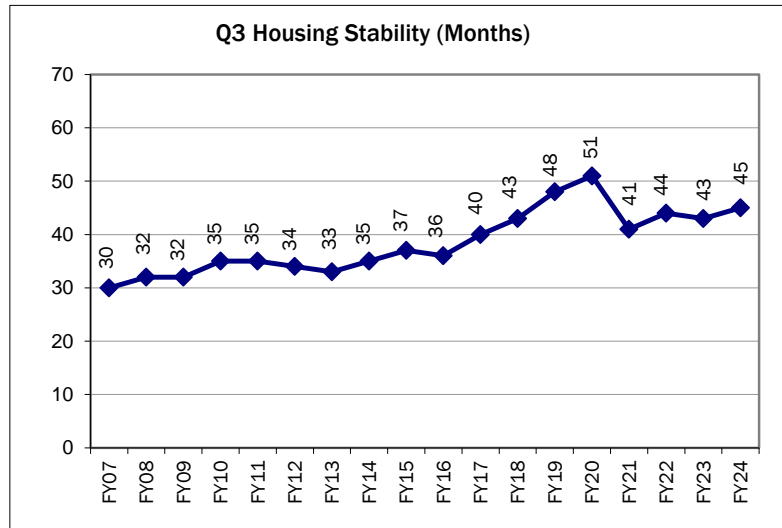
<sup>5</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report

FY24 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2024 - 3/31/2024															
Total PSH System	2,468	2,294	√	95%	92%	√	24	45	√	2,221	2,255	√	90%	99%	√



The system had a 6% increase in numbers served. The occupancy rate increased by 7 percentage points to 92%, but remains lower than historical norms due to difficulty in finding scattered sites affordable housing to rent in the community; and low occupancy in a site based facility due to 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 2,371. VA VASH voucher capacity of 377 is not included.



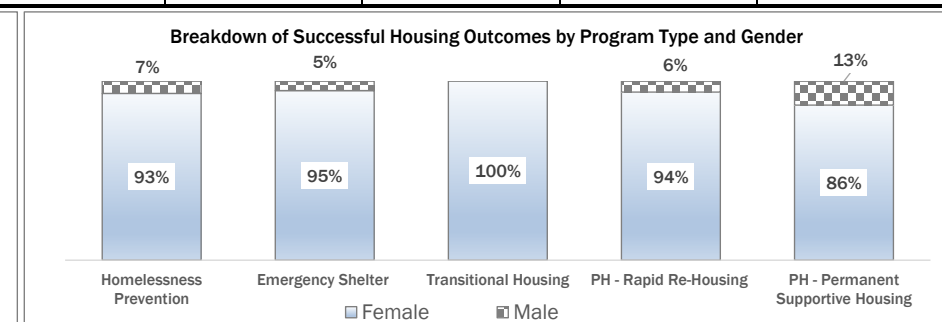
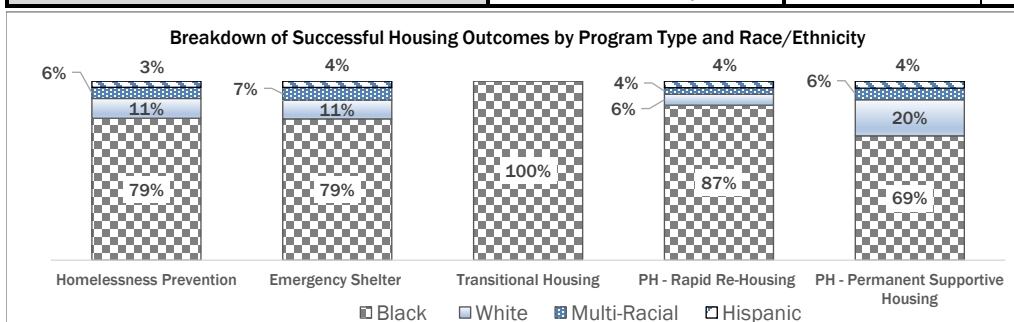
<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

# System and Program Indicator Report



Special Populations Served: 1/1/2024 - 3/31/2024		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)	235	55	1	33	20	108	58
Pregnant Youth Households (18 - 24)	30	12	0	6	0	13	3
Households (25+)	929	293	1	248	1	186	297
Pregnant Households (25+)	69	27	0	24	0	20	7
Total Households Served (#)	1,246	385	2	310	21	327	364
Total Households Entered	344	185	2	144	2	72	11
Total Households Exited	387	178	2	149	11	119	13
Successful Housing Outcomes (#) <sup>1</sup>	N/A	146	1	57	4	82	360
Successful Housing Outcomes (%) <sup>1</sup>	N/A	82%	50%	38%	36%	69%	99%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	108	11	96	10	267	42
Housing Stability (Months) <sup>2</sup>							

DEMOGRAPHICS							
Race/Ethnicity - Black (HoH)	78%	100%	67%	76%	74%	68%	
Race/Ethnicity - White (HoH)	12%	0%	16%	14%	14%	20%	
Race/Ethnicity - Multi-racial (HoH)	6%	0%	8%	0%	6%	7%	
Race/Ethnicity - Hispanic (HoH)	3%	0%	9%	10%	6%	4%	
Race/Ethnicity - Other (HoH)	1%	0%	0%	0%	0%	1%	
Gender - Female (HoH) <sup>4</sup>	92%	50%	94%	95%	94%	86%	
Gender - Male (HoH) <sup>4</sup>	7%	50%	6%	5%	6%	13%	
Gender - Other (HoH) <sup>4</sup>	0%	0%	0%	0%	0%	0%	
Self Reported Disability	24%	50%	42%	76%	46%	93%	
Franklin County Residents	89%	100%	83%	86%	86%	94%	



The system-wide number of families served remained flat (FY23 1,231) when compared to the same reporting period of the prior fiscal year. The number of families receiving homelessness prevention services decreased by 8% (FY23 420) and the rate of families in emergency shelter decreased by 9% (FY23 340) during the same timeframe. The number of families in permanent supportive housing increased by 22% (FY23 298). The length of time families spent in rapid re-housing and emergency shelter increased significantly, when compared to FY23 (212,75), but the success rate at exit from the same program types improved (67%, 32%). 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.

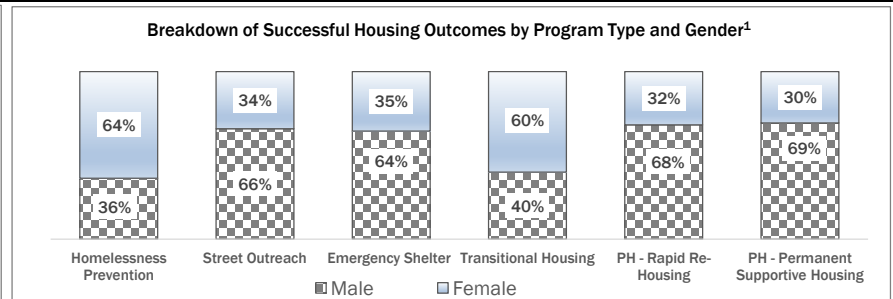
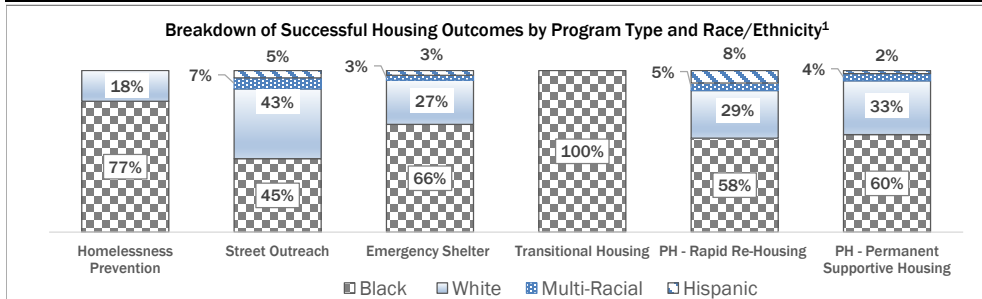
<sup>1</sup> Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.

<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 without children were excluded from totals.

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

Special Populations Served: 1/1/2024 - 3/31/2024		Single Adults Served by Program Type					
Single Adults	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing <sup>3</sup>	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	5	0	1	0	3	1	0
Unaccompanied Youth (18 -24)	350	14	15	149	40	91	88
Pregnant Unaccompanied Youth (18 -24)	29	4	4	16	2	12	2
Households without Children (18 - 24)	4	0	0	0	0	2	2
Pregnant Households without Children (18 - 24)	1	0	0	0	0	1	0
Single Adult (25+)	4,873	83	299	2,375	0	598	2,107
Pregnant Single Adult (25+)	38	2	2	29	0	8	0
Households without Children (25+)	131	8	3	21	0	8	92
Pregnant Households without Children (25+)	2	1	0	0	0	1	0
Total Households Served (#)	5,401	111	324	2,571	45	722	2,291
Total Households Entered	2,100	54	122	1,714	10	270	45
Total Households Exited	1,892	26	101	1,699	7	221	125
Successful Housing Outcomes (#) <sup>1</sup>	N/A	22	44	170	5	130	2,252
Successful Housing Outcomes (%) <sup>1</sup>	N/A	85%	44%	10%	71%	59%	99%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A						
Average Length of Participation (Days) <sup>2</sup>	N/A	253	132	57	9	168	49
Housing Stability (Months) <sup>2</sup>							
		DEMOGRAPHICS					
	Race/Ethnicity - Black (HoH) <sup>4</sup>	73%	34%	55%	84%	61%	60%
	Race/Ethnicity - White (HoH) <sup>4</sup>	17%	58%	33%	2%	29%	33%
	Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>	5%	4%	5%	4%	5%	4%
	Race/Ethnicity - Hispanic (HoH) <sup>4</sup>	1%	2%	5%	9%	4%	2%
	Race/Ethnicity - Other (HoH) <sup>4</sup>	4%	2%	2%	0%	1%	1%
	Gender - Male (HoH) <sup>4</sup>	53%	56%	70%	33%	66%	69%
	Gender - Female (HoH) <sup>4</sup>	47%	43%	29%	64%	33%	30%
	Gender - Other (HoH) <sup>4</sup>	0%	2%	1%	2%	1%	1%
	Self Reported Disability	49%	99%	64%	93%	72%	97%
	Franklin County Residents	92%	86%	87%	93%	83%	95%



The system-wide number of single adults served increased 4% (FY23 5,202) when compared to the same reporting period of the prior fiscal year. The number of single adults in emergency shelter increased by 6% (FY23 2,422) during the same timeframe and the number of single adults unsheltered increased by 34% (FY23 242). The number of single adults in rapid re-housing increased by 8% (FY23 665) and the number in permanent supportive housing increased by 2% (FY23 2,241). 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.

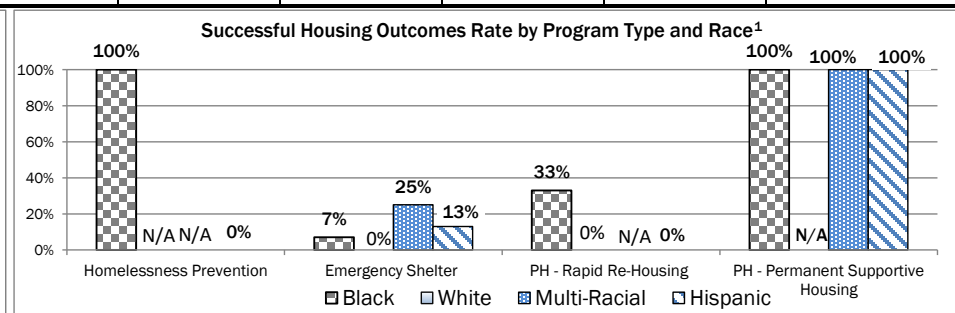
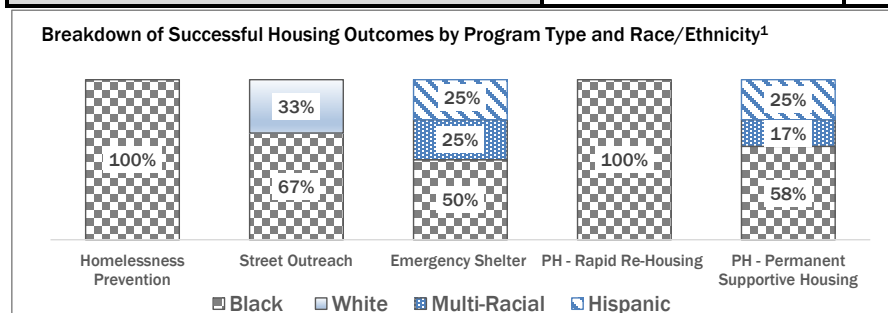
<sup>3</sup> PH - Rapid Re-Housing households without children were included in the totals.

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



# System and Program Indicator Report

Special Populations Served: 1/1/2024 - 3/31/2024		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)	0	0	0	0	0	0	0
Unaccompanied Youth (18 -24)	32	4	4	16	2	13	2
Parenting Youth Households (18-24)	30	12	0	6	0	13	3
Parenting Households (25+)	69	27	0	24	0	20	7
Single Adults (25+)	38	3	2	29	0	9	0
Total Households Served (#)	167	46	6	74	2	55	12
Total Households Entered	95	32	3	44	1	28	2
Total Households Exited	49	12	3	53	0	5	0
Successful Housing Outcomes (#) <sup>1</sup>	N/A	11	3	4	N/A <sup>3</sup>	1	12
Successful Housing Outcomes (%) <sup>1</sup>	N/A	92%	100%	9%	N/A <sup>3</sup>	20%	100%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	64	24	50	N/A <sup>3</sup>	58	18
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
	Race/Ethnicity - Black (HoH) <sup>4</sup>	80%	50%	61%	100%	76%	58%
	Race/Ethnicity - White (HoH) <sup>4</sup>	11%	50%	16%	0%	13%	0%
	Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>	4%	0%	8%	0%	7%	17%
	Race/Ethnicity - Hispanic (HoH) <sup>4</sup>	2%	0%	15%	0%	4%	25%
	Race/Ethnicity - Other (HoH) <sup>4</sup>	2%	0%	0%	0%	0%	0%
	Self Reported Disability	15%	67%	36%	100%	46%	92%
	Franklin County Residents	83%	100%	88%	100%	89%	100%



The system-wide number of pregnant women served increased by 6% (FY23 158) when compared to the same reporting period of the prior fiscal year. The number of pregnant women served by homelessness prevention projects decreased by 22% (FY23 59). The number served by emergency shelters increased by 19% (FY23 62) and rapid re-housing increased by 49% (FY23 37) when compared to the same reporting period of the prior fiscal year. Most concerning a doubling in the number of pregnant women served as unsheltered (FY23 3). The successful housing exit rate of pregnant women served in rapid re-housing significantly decreased from 38% in FY23 to 20% currently. 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. Also, the rate of BIPOC pregnant women in homelessness prevention, emergency shelters and rapid re-housing programs exceeds 100%. 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.

<sup>3</sup> Program didn't have any household exits; unable to calculate measure.

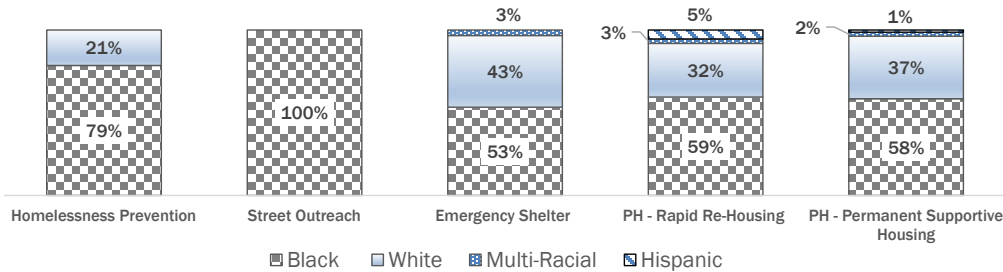
<sup>4</sup> Due to rounding, percentages do not add up to 100%.

# System and Program Indicator Report

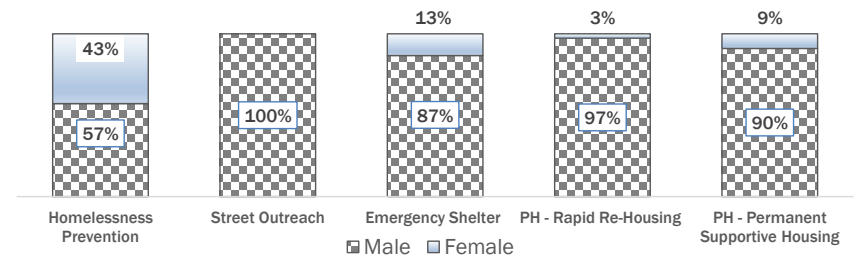


Special Populations Served: 1/1/2024 - 3/31/2024		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing <sup>3</sup>
Unaccompanied Youth (18 -24)	4	2	0	1	0	2	0
Single Adults (25+)	823	60	7	167	0	220	514
Parenting Youth Households 18-24	2	1	0	0	0	0	1
Parenting Households (25+)	41	6	0	1	0	5	30
Total Households Served (#)	870	69	7	169	0	228	546
Total Households Entered	99	23	0	95	0	41	7
Total Households Exited	126	16	4	108	0	52	14
Successful Housing Outcomes (#) <sup>1</sup>	N/A	14	2	30	N/A	37	540
Successful Housing Outcomes (%) <sup>1</sup>	N/A	88%	50%	28%	N/A	71%	99%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A	335	158	65	N/A	267	65
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>4</sup>		74%	57%	51%	N/A	57%	58%
Race/Ethnicity - White (HoH) <sup>4</sup>		17%	43%	39%	N/A	37%	37%
Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>		6%	0%	5%	N/A	1%	3%
Race/Ethnicity - Hispanic (HoH) <sup>4</sup>		1%	0%	3%	N/A	4%	1%
Race/Ethnicity - Other (HoH) <sup>4</sup>		1%	0%	2%	N/A	1%	1%
Gender - Male (HoH) <sup>4</sup>		74%	100%	95%	N/A	94%	91%
Gender - Female (HoH) <sup>4</sup>		26%	0%	5%	N/A	6%	9%
Gender - Other (HoH) <sup>4</sup>		0%	0%	0%	N/A	0%	1%
Self Reported Disability		61%	86%	72%	N/A	54%	86%
Franklin County Residents		90%	67%	85%	N/A	78%	92%

**Breakdown of Successful Housing Outcomes by Program Type and Race/Ethnicity**



**Breakdown of Successful Housing Outcomes by Program Type and Gender**



The system-wide number of veterans served remained flat when compared to the same reporting period of the prior fiscal year (FY23 872). The number of veterans receiving homelessness prevention services increased by 41% (FY23 49), the number of veterans in emergency shelter increased by 51% (FY23 112). The VOA GPD Transitional Housing program closed as of 9/30/23, decreasing the capacity of veterans programming by 40 beds. The number of veterans served in rapid re-housing remained flat (FY23 226) and the number in permanent supportive housing decreased by 4% (FY23 568) 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.

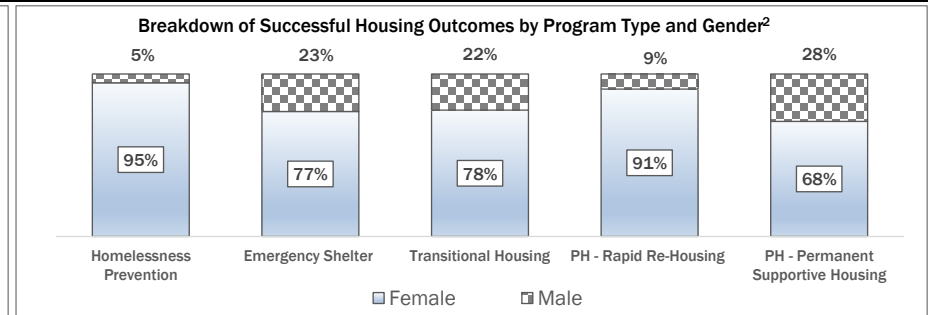
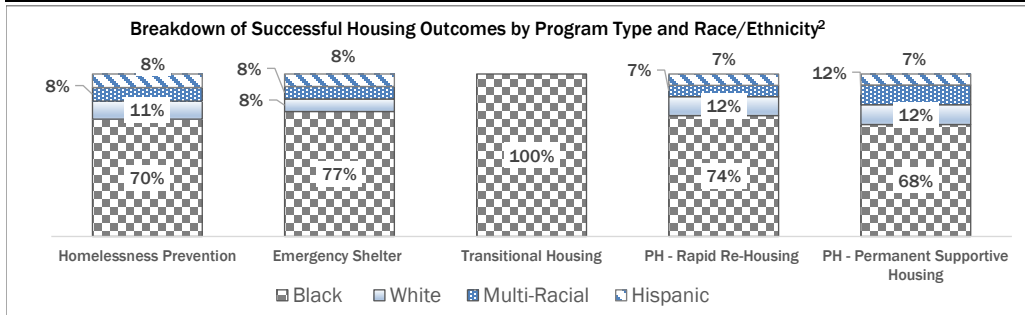
<sup>1</sup> Successful outcomes measure for Street Outreach.

<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%.

Special Populations Served: 1/1/2024 - 3/31/2024		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	1	111	2	1	0
Unaccompanied Youth 18-24	379	16	19	163	42	106	92
Parenting Youth Households Under 18	1	0	0	0	1	0	0
Parenting Youth Households 18-24	259	67	1	39	20	121	61
Total Pregnant Women Served	60	16	4	22	2	26	5
Total Households Served	747	82	21	309	65	228	153
Total Households Entered	336	40	15	249	11	66	13
Total Households Exited	343	40	9	250	18	67	11
Successful Housing Outcomes (#) <sup>2</sup>	N/A	37	2	13	9	43	150
Successful Housing Outcomes (%) <sup>2</sup>	N/A	93%	22%	9%	50%	64%	99%
Average Length of Shelter Stay (Days) <sup>3</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	138	26	40	10	314	26
Housing Stability (Months) <sup>3</sup>							
<b>DEMOGRAPHICS</b>							
Race/Ethnicity - Black (HoH)		71%	57%	63%	82%	76%	67%
Race/Ethnicity - White (HoH)		11%	33%	20%	6%	12%	12%
Race/Ethnicity - Multi-racial (HoH)		12%	0%	6%	3%	6%	13%
Race/Ethnicity - Hispanic (HoH)		5%	10%	8%	9%	5%	7%
Race/Ethnicity - Other (HoH)		1%	0%	3%	0%	1%	1%
Gender - Female (HoH) <sup>4</sup>		93%	62%	55%	74%	77%	67%
Gender - Male (HoH) <sup>4</sup>		6%	33%	42%	25%	22%	28%
Gender - Other (HoH) <sup>4</sup>		1%	5%	2%	2%	1%	5%
Self Reported Disability		21%	71%	52%	88%	54%	98%
Franklin County Residents		93%	90%	90%	91%	90%	96%



The number of transition age youth served remained flat (FY23 746) when compared to the same reporting period of the prior fiscal year. The number of youth served by homelessness prevention decreased by 39% (FY23 135), the number of youth served in PSH increased by 24% (FY23 123), and youth in rapid re-housing increased by 16% (FY23 197). The number of youth served in emergency shelters increased by 2% (FY23 302) and transitional housing remained flat (FY23 64). The number of pregnant youth served systemwide increased by 7% (FY23 56). 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.

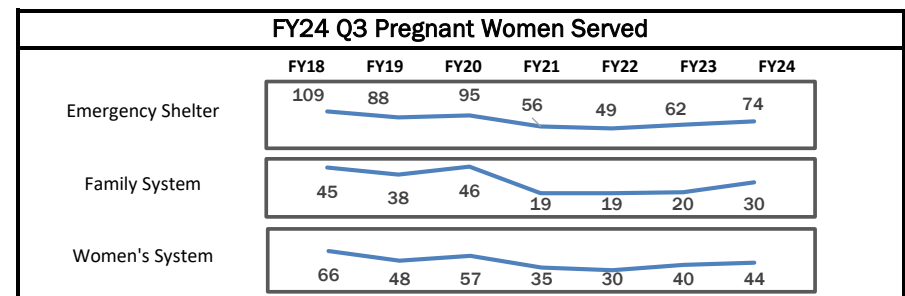
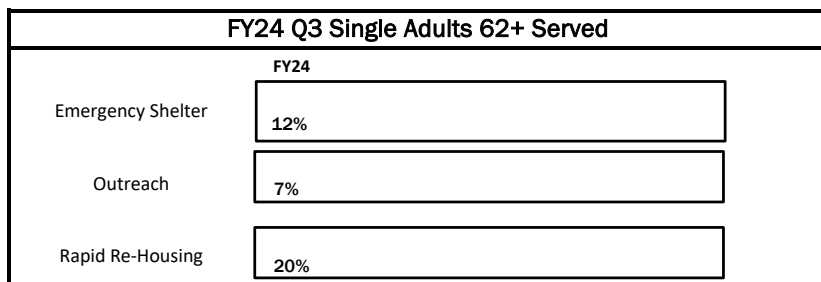
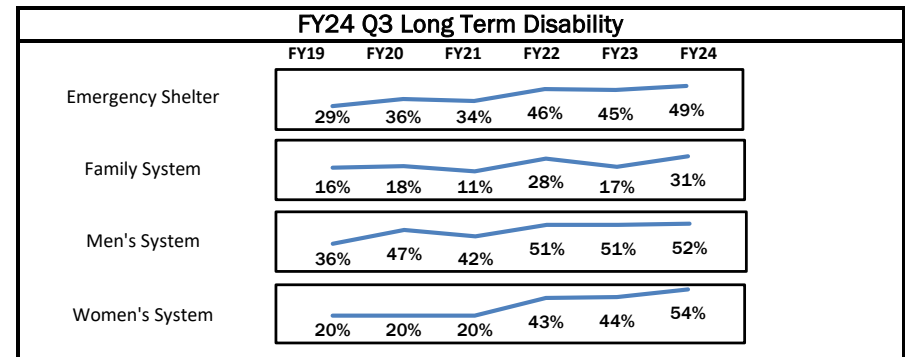
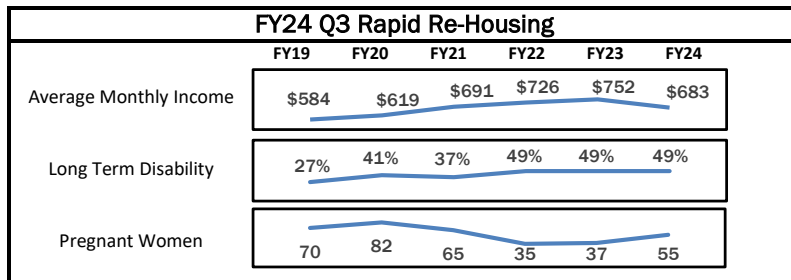
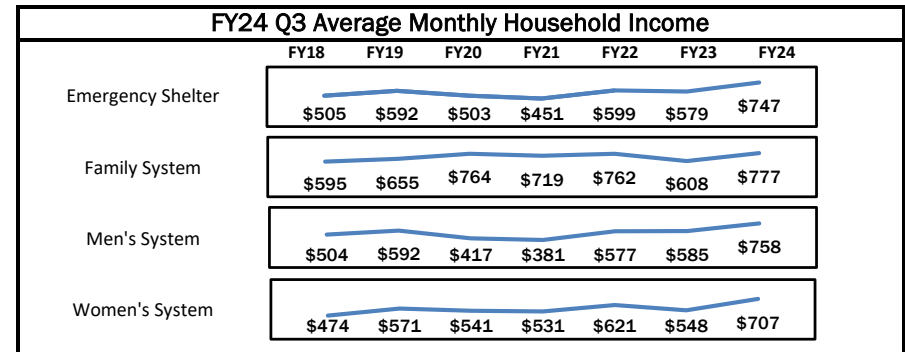
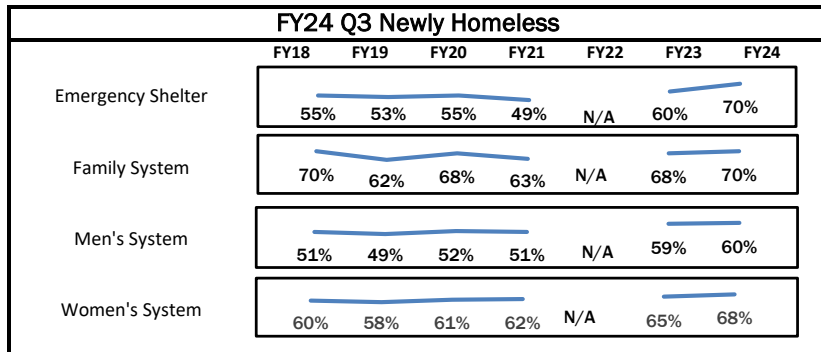
<sup>1</sup> Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied/parenting youth under 18.

<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 : 1/1/2024 - 3/31/2024





**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.