

SYSTEM INDICATOR REPORT

FY2024
7/1/23 - 6/30/24

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.

Way to go!

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



Family Diversion, Family Homelessness Prevention and Family FCCS Prevention



PSH EHV, Leasing



Commons at Buckingham, Commons at Grant, Commons at Livingston, Commons at Third, Van Buren Village



Homelessness Prevention and RRH - ODH TAY, Homelessness Prevention for Expectant Mothers



Homeless Hotline for Families



Franklin Station, McKinley Manor, Scattered Sites HOME

Briggsdale, Cassady, Creekside, East 5th Ave, Inglewood Ave, Marsh Brook Pl, North 22nd St, Parsons Pl, Safe Haven, Southpoint Pl, Terrace Pl, Wilson, Family Homes

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Overview

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

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

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

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

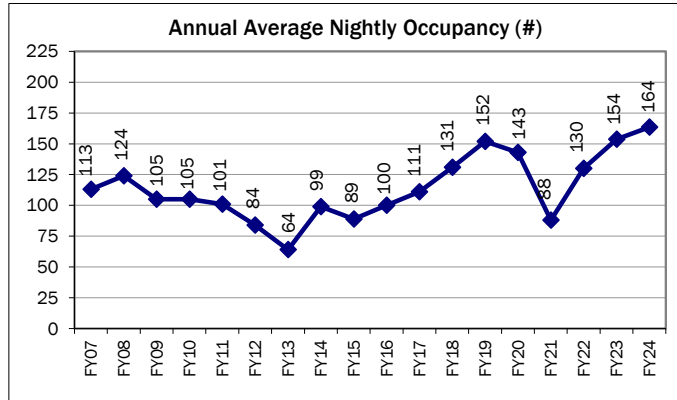
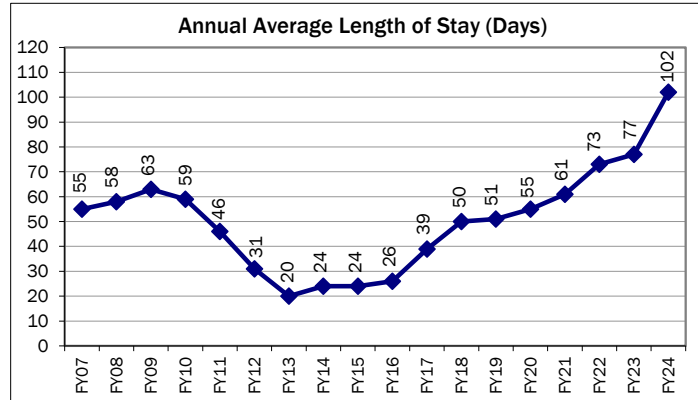
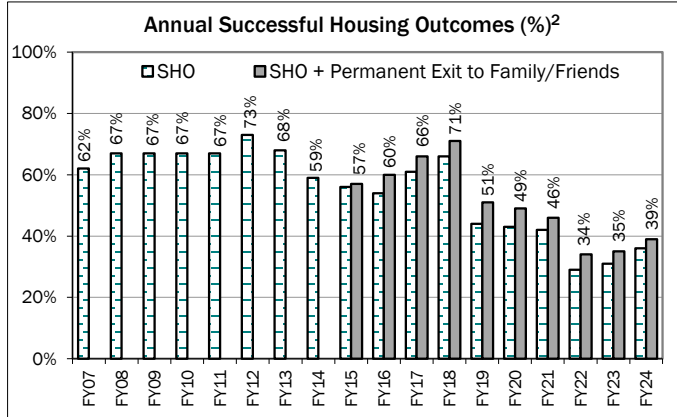
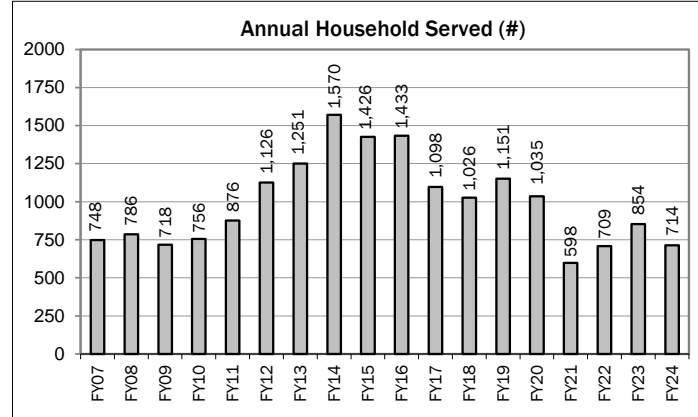
All data generated from the Homeless Management Information System (HMIS) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables.

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

System and Program Indicator Report



FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ²					
	7/1/2023 - 6/30/2024	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System ⁴	1,000	714	√ ¹	114	164	54	102	N/A	275 ¹	214	≠	50%	39%	≠



DEMOGRAPHICS	FY24 Δ	Family
Households Served	↓	714
Recidivism ⁵	↓	1%
Percent Newly Homeless	↓	78%
Clients Served	↓	2,477
Adults Served	↓	971
Children Served	↓	1,506
Children 0 - 5 years	-	42%
Mean Family Size	↓	3.5
Average Number of Children	↓	2.1
Average Age (HoH)	-	34
Gender - Female (HoH)	↑	94%
Gender - Male (HoH)	-	6%
Veterans (U.S. Military) served	↓	5
Veterans % of all adults	-	1%
Percent of Households with No Income	-	49%
Percent Working at Entry	↑	34%
Average Monthly Household Income	↑	\$873
Average Monthly Income for Households with Income	-	\$1,711
Race/Ethnicity - Black (HoH) ⁶	-	68%
Race/Ethnicity - White (HoH) ⁶	-	18%
Race/Ethnicity - Multi-Racial (HoH) ⁶	-	7%
Race/Ethnicity - Hispanic (HoH) ⁶	↑	8%
Race/Ethnicity - Other (HoH) ⁶	-	0%
Adults 18-24 years (HoH)	↑	14%
Children 0 - 2 years ⁶	-	22%
Children 3 - 7 years ⁶	-	34%
Children 8 - 12 years ⁶	-	27%
Children 13 - 17 years ⁶	-	18%
Pregnant Women Served	-	83
Self-reported Disability (HoH)	↓	39%
Franklin County Residents	-	84%

When compared to the prior fiscal year 16% less households needed shelter. The success rate at exit from shelters increased 4 percentage points to 39%. The average length of shelter stay increased by 25 days to 102 days, the highest level recorded historically. While the number of families served decreased, the family system is reporting the highest average nightly occupancy at 164 families. Lack of available safe, decent, affordable housing is making it difficult to successfully exit shelter quickly. The employment rate at entry increased from the FY23 annual rate of 27% to 34% currently and the average income increased to \$873 (FY23 \$652). 13% of families (96) had more than one shelter stay during the timeframe. The number of pregnant women served remained flat when compared to FY23 (84). An additional 274 families (134% increase compared to FY23) 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.

¹ Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families. System served all families that needed shelter. System goals recalculated.

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

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

⁴ 5 households were served in the family system that had adult youth (age 18) with disabilities and no children (age 0-17). These households may be counted as single adults in other areas of this report.

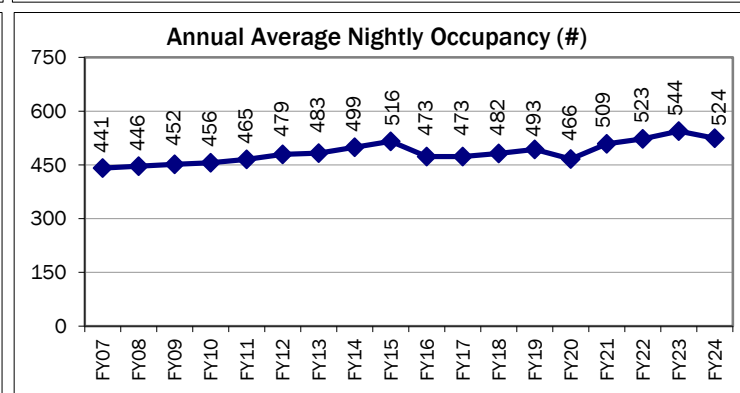
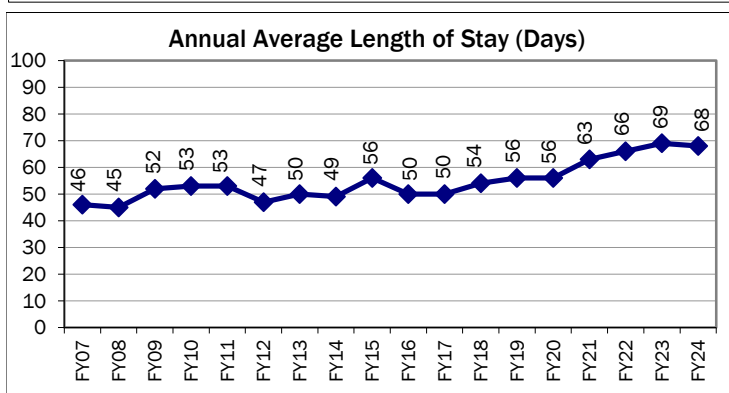
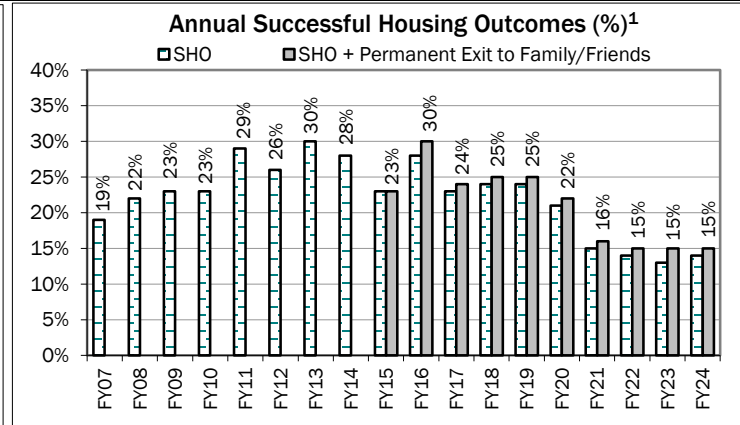
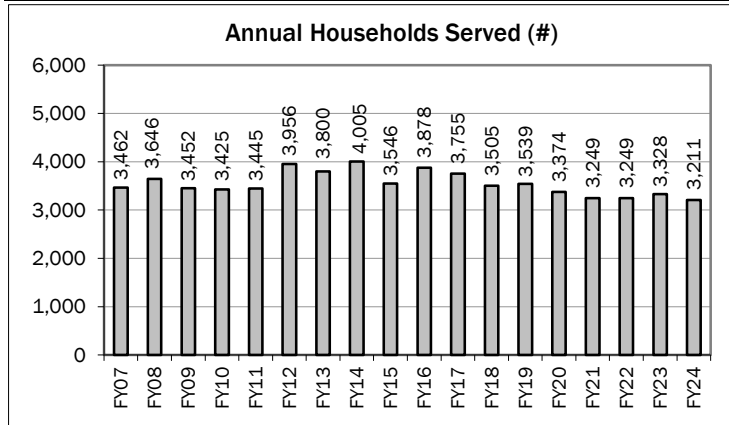
⁵ Recidivism calculated for successful housing exits between reporting period of 7/1/23-12/31/23.

⁶ 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) ³			Successful Housing Outcomes ¹					
	7/1/2023 - 6/30/2024	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	3,300	3,211	√	427	524	45	68	N/A	718	414	≠	25%	15%	≠



DEMOGRAPHICS	FY24 Δ	Men
Households Served	↓	3,211
Recidivism ⁴	-	4%
Percent Newly Homeless	-	69%
Average Age	↑	46
Men as a percent of total single adults served	↓	68%
Veterans (U.S. Military) served	↑	342
Veterans % of all adults	↑	11%
Percent of Households With No Income	-	49%
Percent Working at Entry	↑	24%
Average Monthly Household Income	↑	\$768
Average Monthly Income for Households with Income	-	\$1,500
Average Daily Waitlist Number	↑	224
Race/Ethnicity - Black (HoH)	↓	58%
Race/Ethnicity - White (HoH)	-	30%
Race/Ethnicity - Multi-racial (HoH)	↓	4%
Race/Ethnicity - Hispanic (HoH)	↑	6%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years ⁵	↓	5%
Adults 25 - 34 years ⁵	-	22%
Adults 35 - 44 years ⁵	-	22%
Adults 45 - 55 years ⁵	-	23%
Adults 56 - 61 years ⁵	-	13%
Adults 62+ years ⁵	↑	14%
Self-reported Disability (HoH)	↑	64%
Franklin County Residents	↑	85%

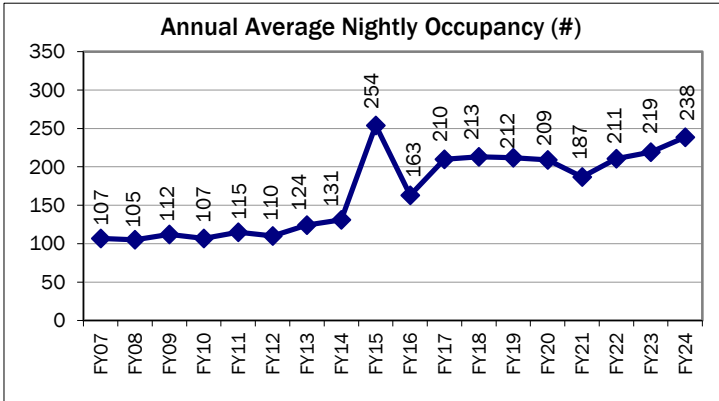
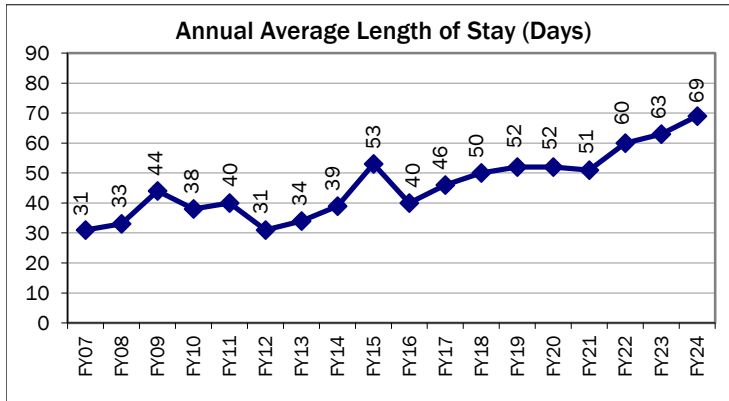
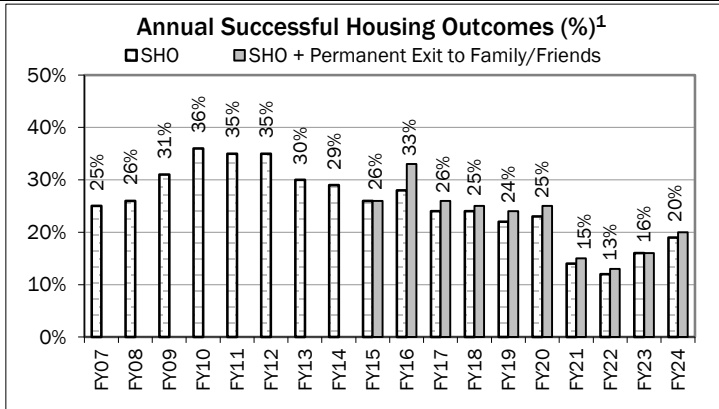
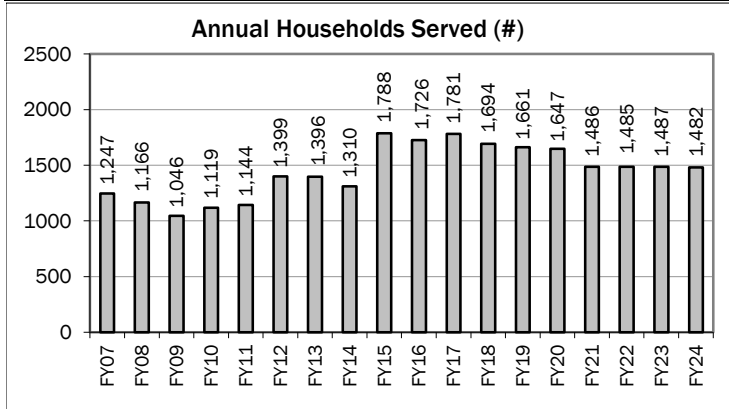
The number of single men sheltered decreased 4% when compared to the prior fiscal year due to slow turnover of beds. The success rate at exit from shelters and average length of time homeless remained flat at 15% and 68 respectively. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased 4 percentage points to 24% when compared to the FY23 annual rate of 20%, and the average income increased to \$768 (FY23 \$592). 51% of men (1,634) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 2 percentage points to 14% when compared to the FY23 annual rate (12%). The number of veterans served increased by 86 (34%), compared to the prior fiscal year (FY23 256).

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
² Overflow capacity is not included. Additional overflow capacity opened as of 11/08/23. Warming center capacity opened as of 12/1/23. Warming centers closed to new clients as of 3/31/24. Overflow capacity closed on 4/14/24.
³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.
⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/23-12/31/23.
⁵ 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) ³			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2023 - 6/30/2024														
Women's System	1,600	1,482	√	208	238	45	69	N/A	348	253	≠	25%	20%	√



DEMOGRAPHICS	FY24 Δ	Women
Households Served	↓	1,482
Recidivism ⁴	↓	1%
Percent Newly Homeless	↑	76%
Average Age	↑	44
Women as a percent of total single adults served	↑	32%
Veterans (U.S. Military) served	-	19
Veterans % of all adults	-	1%
Percent of Households With No Income	-	45%
Percent Working at Entry	↑	22%
Average Monthly Household Income	↑	\$710
Average Monthly Income for Households with Income	-	\$1,294
Average Daily Waitlist Number	↑	107
Race/Ethnicity - Black (HoH)	↓	53%
Race/Ethnicity - White (HoH)	-	36%
Race/Ethnicity - Multi-racial (HoH)	↓	6%
Race/Ethnicity - Hispanic (HoH)	↑	4%
Race/Ethnicity - Other (HoH)	-	1%
Adults 18 - 24 years	↑	10%
Adults 25 - 34 years	-	22%
Adults 35 - 44 years	-	23%
Adults 45 - 55 years	-	22%
Adults 56 - 61 years	-	12%
Adults 62+ years	↑	11%
Pregnant Women Served	↑	117
Self-reported Disability (HoH)	↑	71%
Franklin County Residents	↑	83%

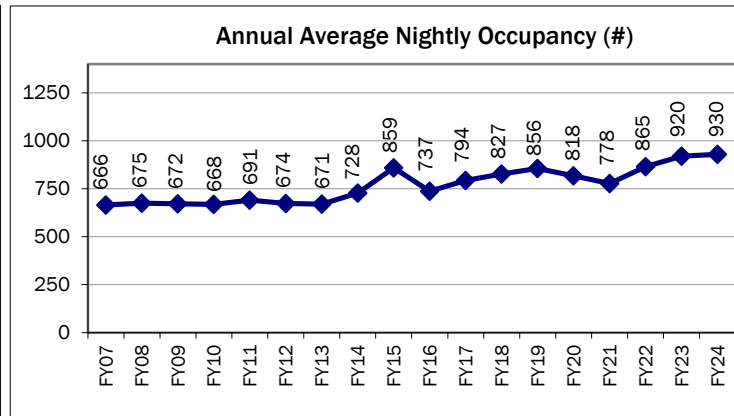
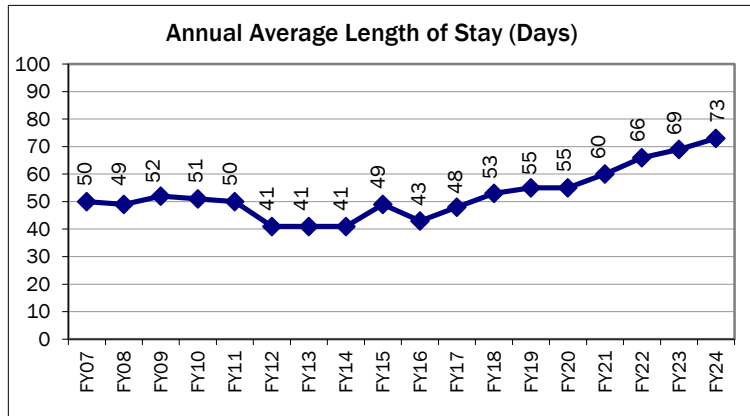
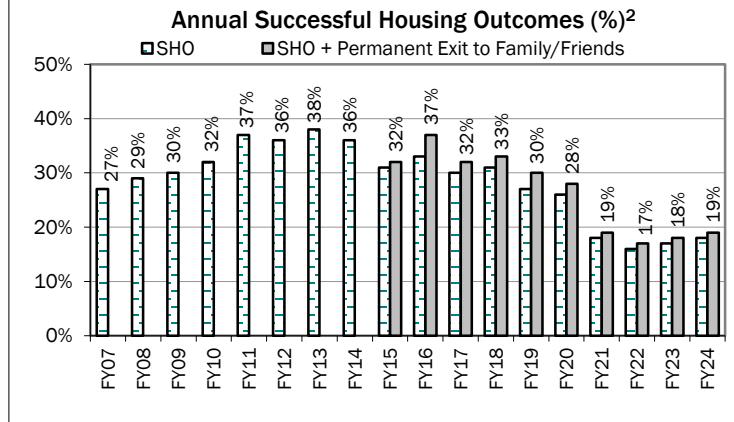
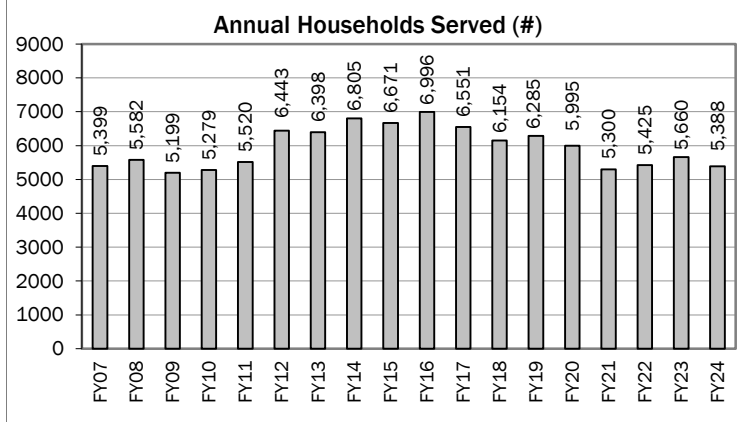
The number of single women sheltered remained flat when compared to the previous fiscal year. The success rate at exit increased 4 percentage points to 20%. The average length of time homeless increased by 6 days to the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased by 2 percentage points to 22% when compared to the FY23 annual rate of 20%, and the average income increased to \$710 (FY23 \$618). 46% of women (1,482) had multiple stays in shelter during the timeframe. The number of pregnant women served increased by 4% (5) compared to FY23 (112). The rate of adults aged 62+ increased by 1 percentage point to 11% when compared to the FY23 annual rate (10%).

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
² Overflow capacity is not included. Additional overflow capacity opened as of 11/08/23. Warming center capacity opened as of 12/1/23. Warming centers closed to new clients as of 3/31/24. Overflow capacity closed on 4/8/24.
³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.
⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/23-12/31/23.

System and Program Indicator Report



FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2023 - 6/30/2024														
Emergency Shelter System ¹	5,600	5,388	√	749	930	54	73	N/A	1,455	885	≠	30%	19%	≠



DEMOGRAPHICS	FY24 Δ	Family & Adults
Households Served	↓	5,388
Recidivism ⁴	↓	2%
Percent Newly Homeless	↑	73%
Clients Served	↓	7,142
Adults Served	↓	5,636
Children Served	↓	1,506
Average Age (HoH)	↑	44
Gender - Male (HoH)	-	60%
Gender - Female (HoH)	-	39%
Gender - Other (HoH)	-	1%
Veterans (U.S. Military) served	↑	366
Veterans % of all adults	↑	6%
Percent of Households With No Income	-	48%
Percent Working at Entry	↑	24%
Average Monthly Household Income	↑	\$751
Average Monthly Income for Households with Income	-	\$1,522
Average Daily Waitlist Number	↑	331
Race/Ethnicity - Black (HoH) ⁵	↓	58%
Race/Ethnicity - White (HoH) ⁵	-	30%
Race/Ethnicity - Multi-racial (HoH) ⁵	↓	5%
Race/Ethnicity - Hispanic (HoH) ⁵	↑	6%
Race/Ethnicity - Other (HoH) ⁵	-	2%
Adults 18-24 years (HoH)	-	8%
Pregnant Women Served ⁴	↑	198
Self-reported Disability (HoH)	↑	63%
Franklin County Residents	↑	84%

The number served by the system decreased 5% when compared to the prior fiscal year due to the low turnover in beds for single adults, impacted by the increase in the length of shelter stay. On average, 331 people were not able to gain access to shelter and were on the waitlist when overflow shelter capacity wasn't open. The successful housing outcome rate increased 1 percentage point to 19%. The average length of time homeless increased by 4 days to 73 days, the highest level recorded historically. The average income increased to \$751 when compared to the FY23 annual rate of \$589. The system served 75 more (26% increase) veterans and 5 more (3% increase) pregnant women when compared to the previous year (291, 196).

¹ 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 6,054; total pregnant women is 201.

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

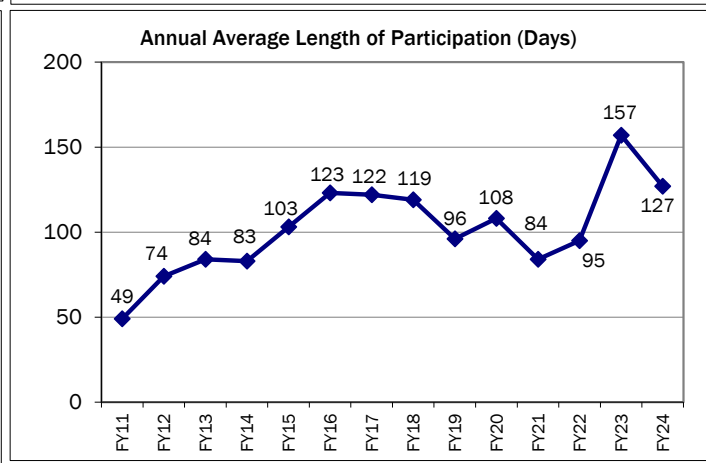
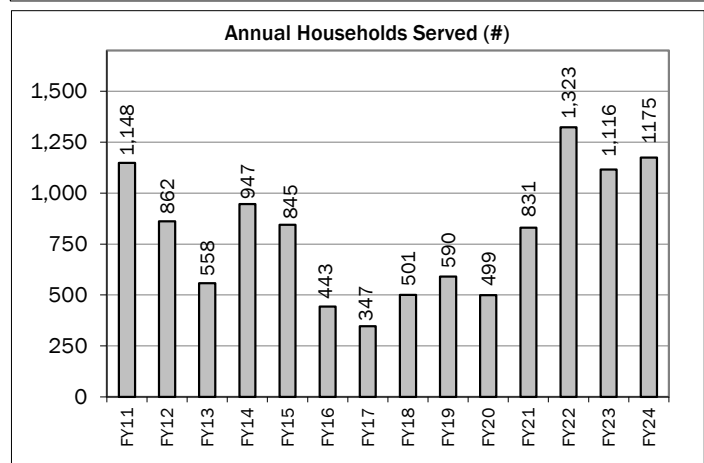
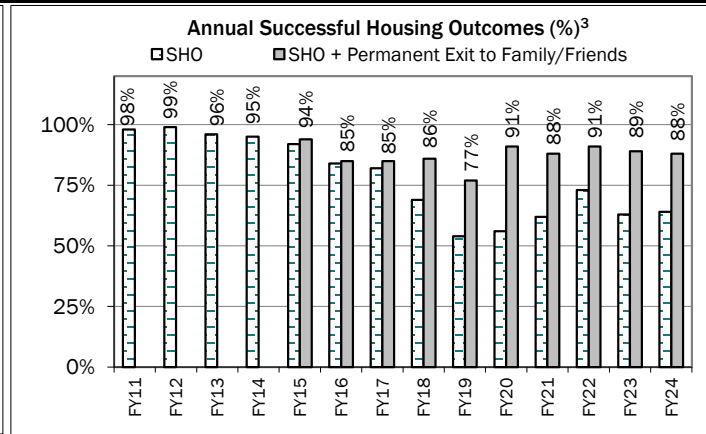
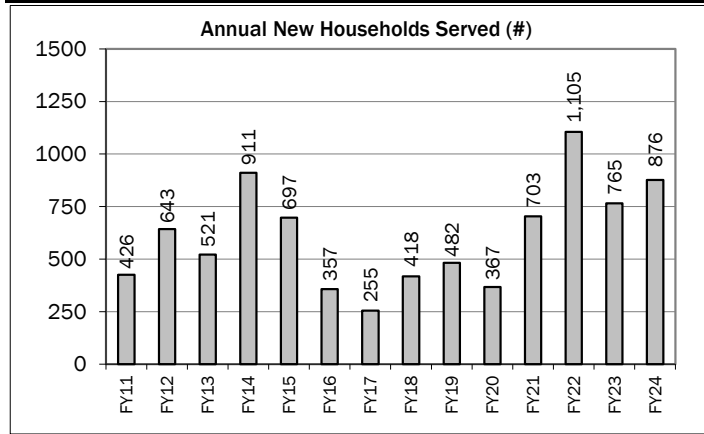
³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/23-12/31/23.

⁵ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report

FY24 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
7/1/2023 - 6/30/2024	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	812	876	√	1,082	1,175	√	150	127	√	666	703	√	80%	88%	√



DEMOGRAPHICS	FY24 Δ	Family & Adults
Households Served	↑	1,175
Recidivism ⁴	↑	5%
Clients Served	↑	3,568
Adults Served	↑	1,359
Children Served	↑	2,209
Average Age (HoH)	-	35
Gender - Female (HoH)	↓	86%
Gender - Male (HoH)	-	14%
Veterans (U.S. Military) served	↑	119
Veterans % of all adults	↑	8%
Percent of Households With No Income	-	35%
Percent Working at Entry	↑	47%
Average Monthly Household Income	↑	\$1,036
Average Monthly Income for Households with Income	-	\$1,604
Race/Ethnicity - Black (HoH)	↓	73%
Race/Ethnicity - White (HoH)	-	17%
Race/Ethnicity - Multi-racial (HoH)	↑	6%
Race/Ethnicity - Hispanic (HoH)	↓	3%
Race/Ethnicity - Other (HoH)	-	1%
Mean Family Size ²	-	3.5
Average Number of Children ²	-	2.3
Adults 18 - 24 years (HoH) ⁵	↓	19%
Adults 25 - 34 years (HoH) ⁵	-	42%
Adults 35 - 44 years (HoH) ⁵	-	23%
Adults 45 - 55 years (HoH) ⁵	-	10%
Adults 56 - 61 years (HoH) ⁵	-	2%
Adults 62+ years (HoH) ⁵	-	3%
Self-reported Disability (HoH)	↑	30%
Pregnant Women Served	↓	128

The number of households served increased 5% and the number of new households served increased by 15% when compared to the prior fiscal year. The successful housing outcome rate decreased by 1 percentage point to 88% and the average length of participation in the program significantly decreased to 127 days. At exit, 64% of households are stable in their own housing and 24% decided to permanently move in with family/friends. The percent working at entry increased compared to the FY23 annual rate of 44% to 47% currently. The number of veterans served increased by 43 (57% increase) and the number of pregnant women served decreased by 12 (9%) when compared to FY23 (76, 140). FY23 marked the termination of the Homelessness Prevention for Pregnant Women program, which explains the decrease in pregnant women served and average length of participation.

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

² Data refers to the families served.

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

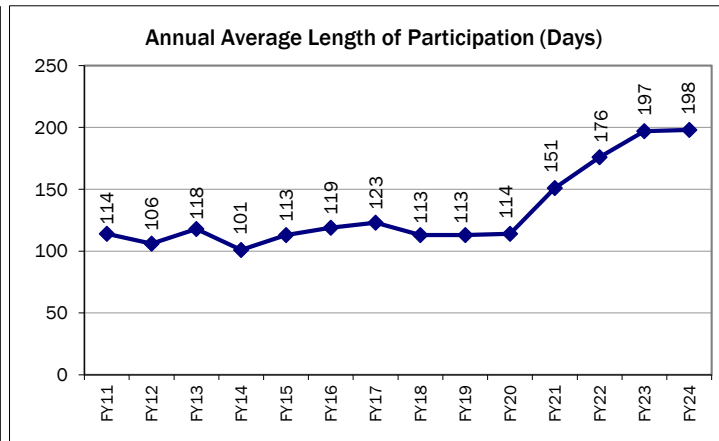
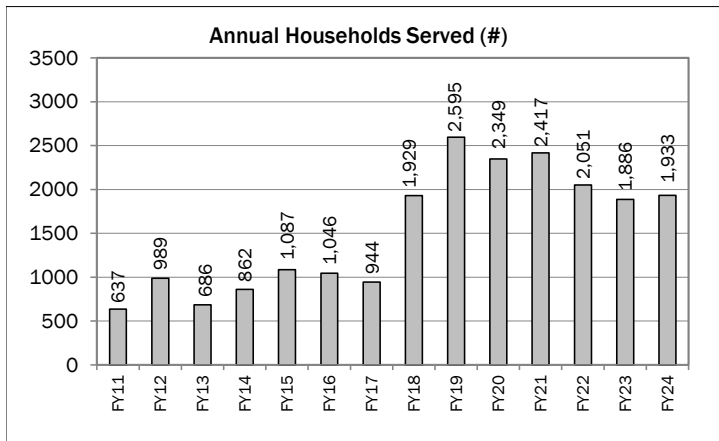
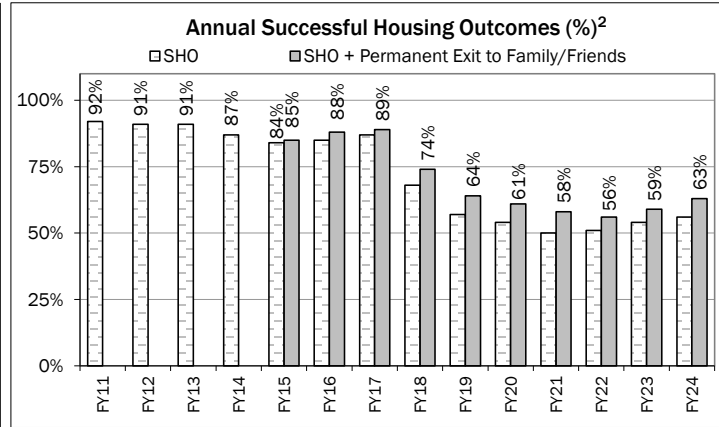
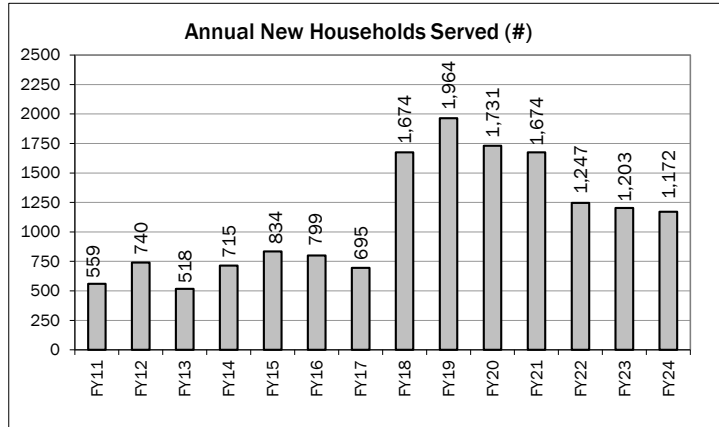
⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/22 - 6/30/23.

⁵ 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) ⁴			Successful Housing Outcomes ²					
7/1/2023 - 6/30/2024	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-Housing System ¹	1,945	1,172	≠	2,727	1,933	≠	240	198	N/A	1,184	768	≠	55%	63%	√
Single Adults ³	-	848	-	-	1,341	-	-	178	-	-	503	-	-	59%	-
Families ³	-	326	-	-	594	-	-	242	-	-	266	-	-	71%	-



DEMOGRAPHICS	FY24 Δ	FY24 Family	FY24 Single Adults
Households Served	Δ	594	1,341
Recidivism ⁵	-	5%	7%
Clients Served	↓	1,995	1,360
Adults Served	↓	717	1,360
Children Served	↓	1,279	-
Average Age (HoH)	↓	31	47
Gender - Male (HoH) ⁶	-	6%	66%
Gender - Female (HoH) ⁶	↑	94%	32%
Gender - Other (HoH) ⁶	-	0%	1%
Veterans (U.S. Military) served	-	9	353
Veterans % of all adults	-	1%	26%
Percent of Households With No Income	-	36%	46%
Percent Working at Entry	↓	31%	23%
Average Monthly Household Income	↓	\$616	\$728
Average Monthly Income for Households with Income	-	\$1,389	\$1,414
Race/Ethnicity - Black (HoH) ⁶	-	73%	60%
Race/Ethnicity - White (HoH) ⁶	-	15%	29%
Race/Ethnicity - Multi-racial (HoH) ⁶	↓	6%	5%
Race/Ethnicity - Hispanic (HoH) ⁶	↑	6%	4%
Race/Ethnicity - Other (HoH) ⁶	-	1%	2%
Mean Family Size	↓	3.4	-
Average Number of Children	↓	2.2	-
Adults 18-24 years (HoH)	↑	33%	15%
Adults 25-34 years (HoH)	-	37%	14%
Adults 35-44 years (HoH)	-	23%	16%
Adults 45-55 years (HoH)	-	6%	23%
Adults 56-61 years (HoH)	-	1%	13%
Adults 62+ years (HoH)	-	0%	19%
Self-reported Disability (HoH)	↑	48%	74%
Pregnant Women Served	↑	79	31

The number served increased 2% when compared to the previous fiscal year. 8% less families and 8% more single adults were served compared to FY23. Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. CSB believes there are multiple factors impacting the system, including the impact of the Colonial Village project. 270 households exited hotels during April - June 2024. Finding appropriately sized housing units to fit the needs of the households served is difficult. The success rate at exit increased 4 percentage points to 63 percent. The self-reported disability rate increased to 48% (FY23 47%) for families and decreased to 74% (FY23 78%) for single adults. The number of veterans served increased by 8% (27) and the number of pregnant women increased by 12% (12) when compared to prior fiscal year (335, 98).

¹ System includes HFF Rapid Re-housing programs, VOAIO Rapid Re-housing, YMCA Rapid Re-housing programs, YWCA Rapid Re-housing program, Homefull Rapid Re-housing program, LSS SSVF program, and VOAIO SSVF program.

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

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

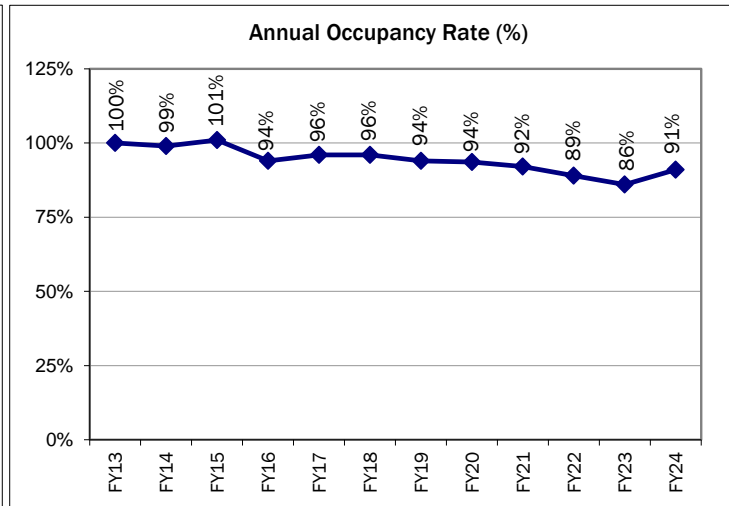
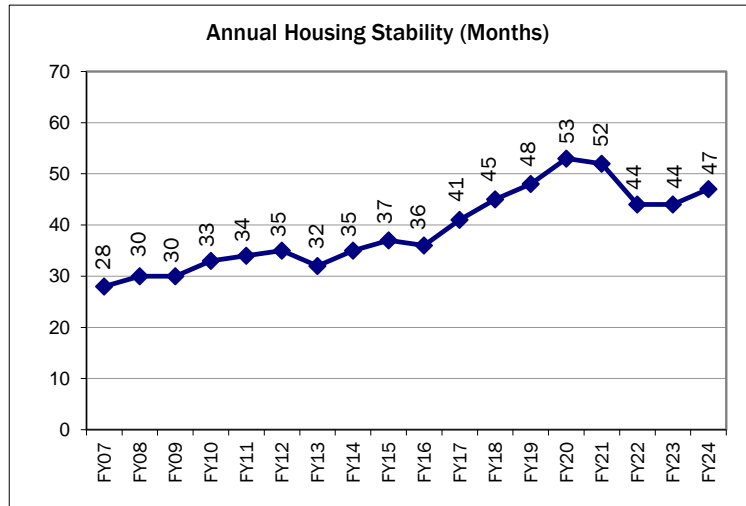
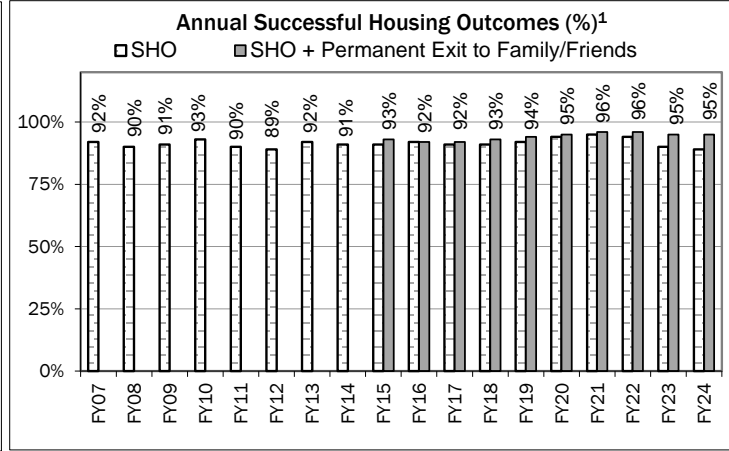
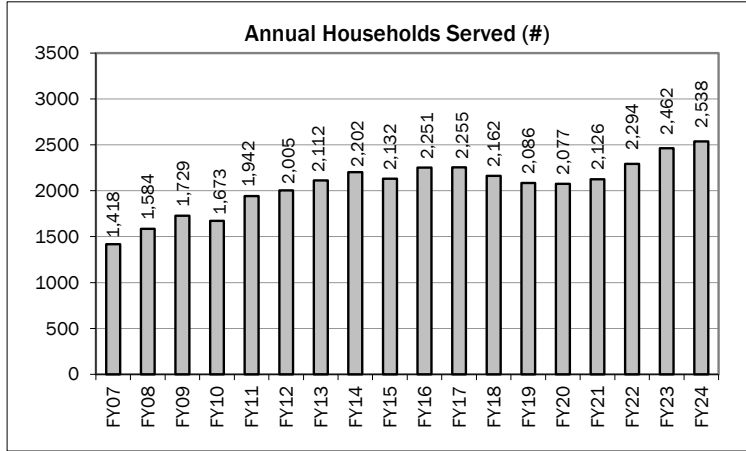
⁴ The rating/achievement of average length of participation has been suspended for rapid-rehousing providers for FY2024.

⁶ 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 ¹					
	7/1/2023 - 6/30/2024	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,820	2,538	√	95%	91%	√	24	47	√	2,538	2,351	√	90%	95%	√



DEMOGRAPHICS	FY24 Δ	Family & Adults
Households Served	↑	2,538
Exit to Homelessness ²	↑	2%
Clients Served	↑	3,465
Adults Served	↑	2,750
Children Served	↑	715
Average Age (HoH)	-	52
Gender - Male (HoH)	-	57%
Gender - Female (HoH)	↑	42%
Gender - Other (HoH)	-	1%
Veterans (U.S. Military) served	↓	213
Veterans % of all adults	↓	8%
Average Monthly Household Income	↑	\$477
Percent Working at Entry	-	8%
Race - Black (HoH) ⁴	↓	61%
Race - White (HoH) ⁴	-	30%
Race - Multi-racial (HoH) ⁴	↓	5%
Race - Hispanic (HoH) ⁴	-	2%
Race - Other (HoH) ⁴	-	1%
Mean Family Size ³	↓	3.2
Average Number of Children ³	-	1.9
Adults 18-24 years (HoH) ⁴	↑	4%
Adults 25 - 34 years (HoH) ⁴	-	10%
Adults 35 - 44 years (HoH) ⁴	-	15%
Adults 45 - 54 years (HoH) ⁴	-	23%
Adults 55 - 61 years (HoH) ⁴	-	19%
Adults 62+ years (HoH) ⁴	↑	28%
Pregnant Women Served	↓	23
Long Term Disability	-	99%

The system had a 3% increase in numbers served. The occupancy rate increased 5 percentage points to 91%. The rate of adults aged 62+ increased by 2 percentage points to 28% when compared to the FY23 annual rate (26%). The capacity of Permanent Supportive Housing units in HMIS and reported on here is 2,383. VA VASH voucher capacity of 377 is not included.

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

² Exit to homelessness is calculated for exits between reporting period of 7/1/23 - 12/31/23.

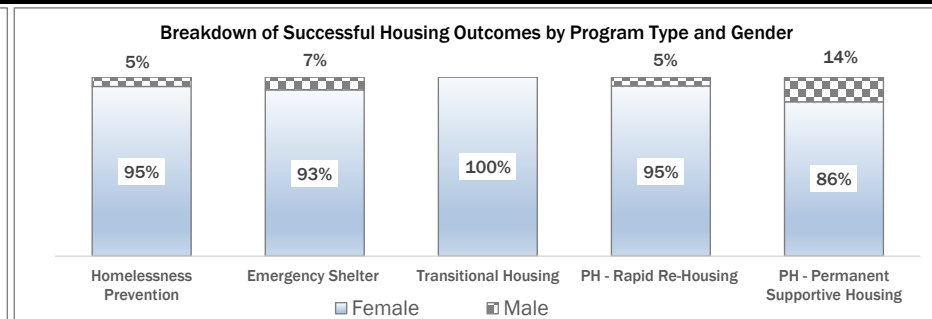
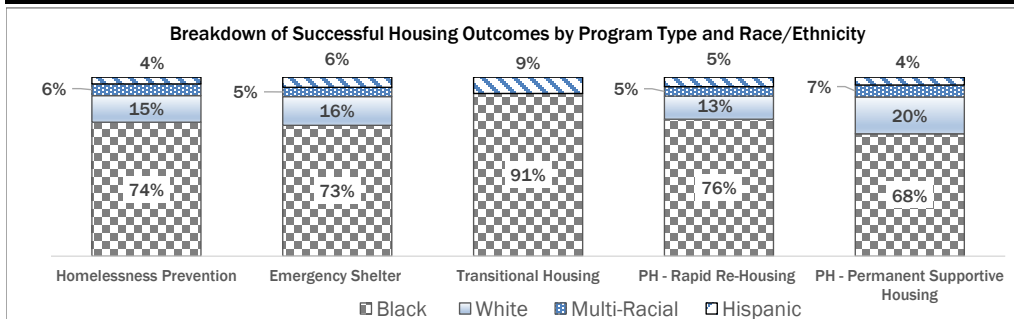
³ Data refers to families served.

⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



Special Populations Served: 7/1/2023 - 6/30/2024		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ³	PH - Permanent Supportive Housing
Youth Households (18 - 24)	362	127	2	67	32	157	62
Pregnant Youth Households (18 - 24)	81	35	0	13	4	34	8
Households (25+)	1,674	717	4	573	1	364	327
Pregnant Households (25+)	175	78	0	70	0	45	12
Total Households Served (#)	2,226	950	6	709	37	594	407
Total Households Entered	1,321	713	5	543	17	326	67
Total Households Exited	1,315	697	5	553	25	376	39
Successful Housing Outcomes (#) ¹	N/A	616	4	212	11	266	393
Successful Housing Outcomes (%) ¹	N/A	88%	80%	38%	44%	71%	97%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ²	N/A	121	60	102	10	242	42
Housing Stability (Months) ²							
DEMOGRAPHICS							
	Race/Ethnicity - Black (HoH) ⁴	74%	50%	68%	84%	73%	67%
	Race/Ethnicity - White (HoH) ⁴	15%	50%	18%	8%	15%	21%
	Race/Ethnicity - Multi-racial (HoH) ⁴	6%	0%	7%	3%	6%	7%
	Race/Ethnicity - Hispanic (HoH) ⁴	4%	0%	8%	5%	6%	4%
	Race/Ethnicity - Other (HoH) ⁴	1%	0%	0%	0%	1%	1%
	Gender - Female (HoH)	94%	83%	94%	95%	94%	86%
	Gender - Male (HoH)	6%	17%	6%	5%	6%	14%
	Gender - Other (HoH)	0%	0%	0%	0%	0%	0%
	Self Reported Disability	26%	67%	39%	68%	48%	95%
	Franklin County Residents	90%	83%	85%	86%	85%	94%



The system-wide number of families served remained flat (FY23 2,230) when compared to the prior fiscal year. The number of families receiving **homelessness prevention services remained flat** (FY23 959). The rate of families served in **emergency shelter decreased by 17%** (FY23 854) and in **rapid re-housing decreased by 8%** (FY23 647) during the same timeframe. The number of families in **permanent supportive housing increased by 20%** (FY23 338) and transition age youth families in permanent supportive housing increased by 59% (FY23 44). The length of time families spent in emergency shelter increased significantly, when compared to FY23 (77). 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.

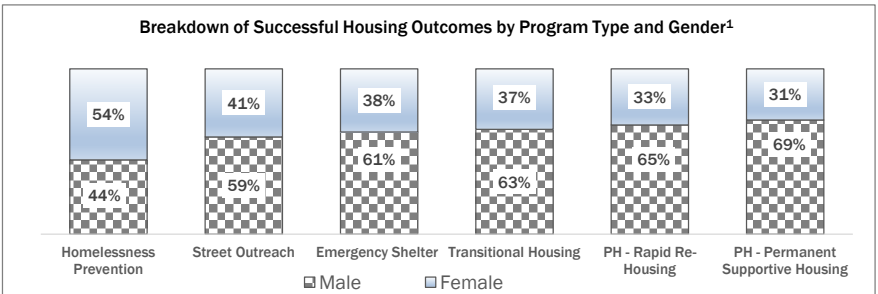
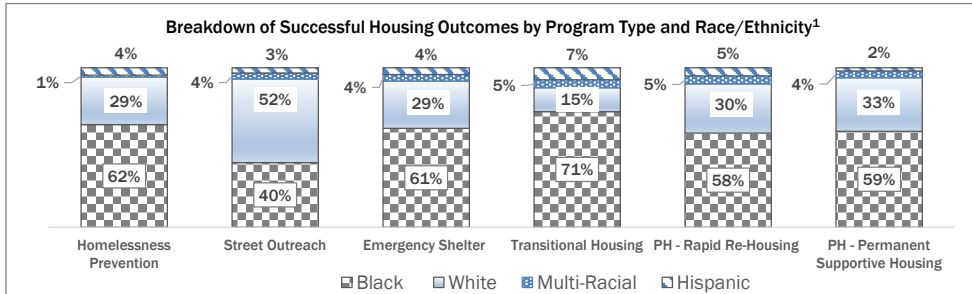
¹ Successful outcomes measure for Street Outreach.

² 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.

³ PH - Rapid Re-Housing households without children were excluded from totals.

⁴ Due to rounding, percentages do not add up to 100%.

Special Populations Served: 7/1/2023 - 6/30/2024		Single Adults Served by Program Type					
Single Adults	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ³	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	10	0	5	0	5	0	0
Household with children only under 18	2	0	0	0	2	0	0
Unaccompanied Youth (18 - 24)	583	52	30	281	63	184	96
Pregnant Unaccompanied Youth (18 - 24)	69	8	9	44	3	13	4
Households without Children (18 - 24)	8	1	0	0	0	3	4
Pregnant Households without Children (18 - 24)	2	0	0	0	0	2	0
Single Adult (25+)	7,075	147	676	4,328	25	1,113	2,327
Pregnant Single Adult (25+)	90	4	7	74	0	17	0
Households without Children (25+)	160	13	5	37	0	11	100
Pregnant Households without Children (25+)	6	3	2	0	0	0	1
Total Households Served (#)	7,916	228	730	4,722	98	1,341	2,530
Total Households Entered	4,573	166	563	4,159	34	848	344
Total Households Exited	4,617	109	512	4,054	56	854	394
Successful Housing Outcomes (#) ¹	N/A	90	187	674	41	503	2,332
Successful Housing Outcomes (%) ¹	N/A	83%	37%	17%	73%	59%	95%
Average Length of Shelter Stay (Days) ²	N/A	166	107	68	9	178	51
Average Length of Participation (Days) ²	N/A						
Housing Stability (Months) ²	N/A						
DEMOGRAPHICS							
Race/Ethnicity - Black (HoH) ⁴		68%	32%	56%	76%	60%	59%
Race/Ethnicity - White (HoH) ⁴		22%	59%	32%	14%	29%	33%
Race/Ethnicity - Multi-racial (HoH) ⁴		5%	4%	5%	4%	5%	4%
Race/Ethnicity - Hispanic (HoH) ⁴		3%	3%	5%	5%	4%	2%
Race/Ethnicity - Other (HoH) ⁴		3%	2%	2%	1%	2%	1%
Gender - Male (HoH) ⁴		48%	57%	68%	54%	66%	69%
Gender - Female (HoH) ⁴		50%	43%	31%	44%	32%	30%
Gender - Other (HoH) ⁴		2%	1%	1%	2%	1%	1%
Self Reported Disability		50%	99%	81%	84%	74%	98%
Franklin County Residents		89%	85%	86%	88%	84%	94%



The system-wide number of single adults served increased 1% (FY23 7,839) when compared to the prior fiscal year. The number of single adults in emergency shelter decreased by 2% (FY23 4,842) during the same timeframe. The number of single adults in the following types of programs increased: street outreach by 28% (FY23 570), homelessness prevention by 46% (FY23 156), and in rapid re-housing by 8% (FY23 1,241). The number of single adults in permanent supportive housing remained flat (FY23 2,541) when compared to the prior fiscal year. 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.

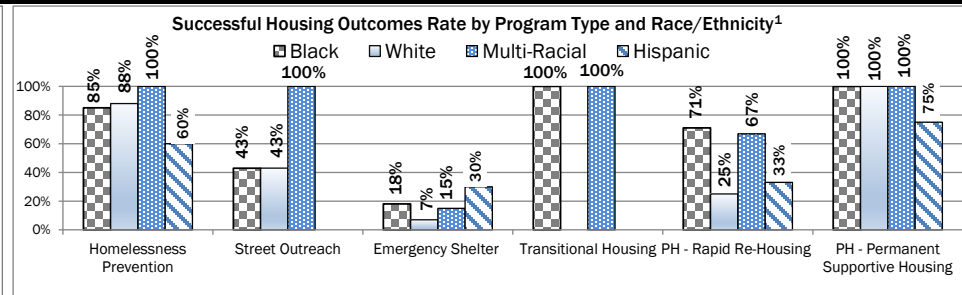
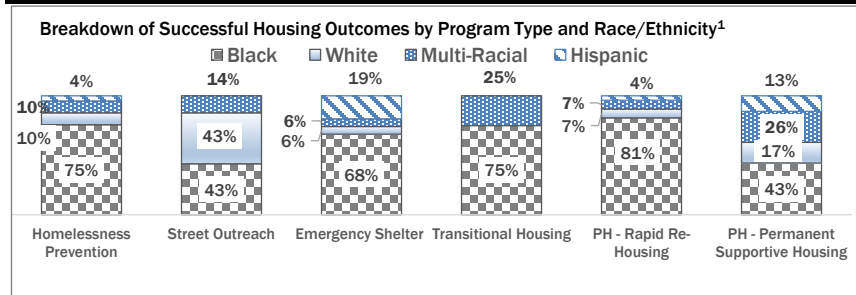
¹ Successful outcomes measure for Street Outreach.

² 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.

³ PH - Rapid Re-Housing households without children were included in the totals.

⁴ Due to rounding, percentages do not add up to 100%.

Special Populations Served: 7/1/2023 - 6/30/2024		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)	3	0	0	3	0	0	0
Unaccompanied Youth (18 - 24)	69	8	9	44	3	13	4
Parenting Youth Households (18 - 24)	81	35	0	13	4	34	8
Households without Children (18 - 24)	2	0	0	0	0	2	0
Parenting Households (25+)	176	78	0	70	0	45	12
Single Adults (25+)	90	4	7	74	0	17	0
Households without Children (25+)	6	3	2	0	0	0	1
Total Households Served (#)	402	128	18	201	7	110	24
Total Households Entered	315	98	16	181	2	85	8
Total Households Exited	257	83	15	177	5	45	2
Successful Housing Outcomes (#) ¹	N/A	71	7	31	4	27	23
Successful Housing Outcomes (%) ¹	N/A	86%	47%	18%	80%	60%	96%
Average Length of Shelter Stay (Days) ²	N/A	122	76	52	8	160	25
Average Length of Participation (Days) ²	N/A						
Housing Stability (Months) ²	N/A						
DEMOGRAPHICS							
Race/Ethnicity - Black (HoH) ⁴		73%	44%	64%	71%	75%	42%
Race/Ethnicity - White (HoH) ⁴		12%	50%	18%	14%	13%	17%
Race/Ethnicity - Multi-racial (HoH) ⁴		6%	6%	7%	14%	8%	25%
Race/Ethnicity - Hispanic (HoH) ⁴		8%	0%	10%	0%	4%	17%
Race/Ethnicity - Other (HoH) ⁴		1%	0%	0%	0%	0%	0%
Self Reported Disability		80%	78%	34%	86%	44%	96%
Franklin County Residents		92%	94%	87%	86%	87%	96%



The system-wide number of pregnant women served decreased 2% (FY23 410) when compared to the prior fiscal year. The number of pregnant women served by **homelessness prevention decreased by 9%** due to the closing of a program dedicated to pregnant women (FY23 140), **transitional housing decreased by 53%** (FY23 15), and **permanent supportive housing decreased by 14%** (FY23 28). The number served by **emergency shelters increased by 3%** (FY23 196), **rapid re-housing increased by 12%** (FY23 98) and **street outreach increased by 125%** (FY23 8) when compared to the same reporting period of the prior fiscal year. The rate of Black/African American women served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. Also, the rate of BIPOC pregnant women in all program types except street outreach exceeds 80% of the population served in the respective program types. From an outcomes perspective, the homelessness system has no substantial impact on these pregnant women.

¹ Successful outcomes measure for Street Outreach.

² 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.

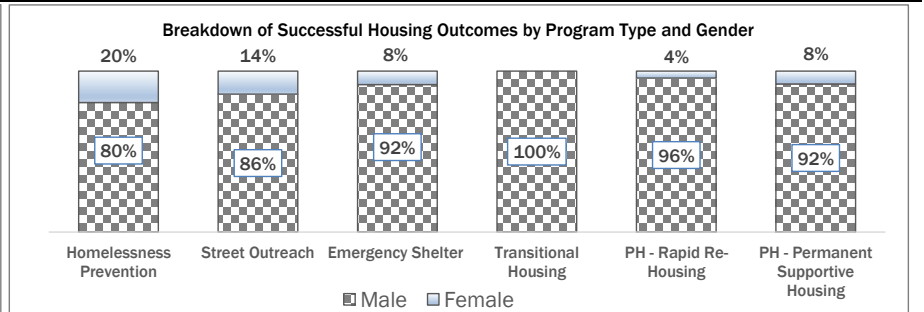
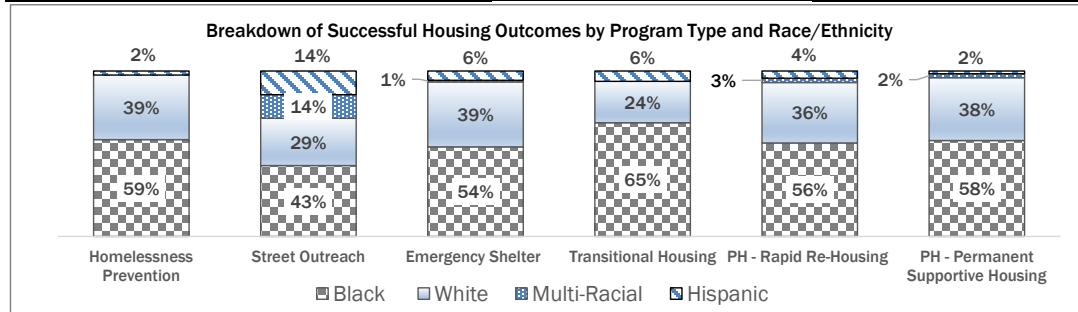
³ Program didn't have any household exits; unable to calculate measure.

⁴ Due to rounding, percentages do not add up to 100%.

System and Program Indicator Report



Special Populations Served: 7/1/2023 - 6/30/2024		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing ⁵	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ³
Unaccompanied Youth (18 - 24)	10	3	0	1	0	5	2
Parenting Youth Households (18 - 24)	3	2	0	0	0	0	1
Single Adults (25+)	1073	100	17	362	25	348	568
Parenting Households (25+)	58	15	0	5	0	9	31
Total Households Served (#)	1137	119	17	366	25	362	602
Total Households Entered	368	80	12	321	2	188	54
Total Households Exited	403	47	15	304	25	170	72
Successful Housing Outcomes (#) ¹	N/A	41	7	108	17	116	545
Successful Housing Outcomes (%) ¹	N/A	87%	47%	36%	68%	68%	97%
Average Length of Shelter Stay (Days) ²	N/A	8	116	72	5	282	65
Average Length of Participation (Days) ²	N/A						
Housing Stability (Months) ²	N/A						
DEMOGRAPHICS							
Race/Ethnicity - Black (HoH) ⁴		64%	47%	51%	52%	54%	57%
Race/Ethnicity - White (HoH) ⁴		29%	41%	40%	40%	40%	38%
Race/Ethnicity - Multi-racial (HoH) ⁴		4%	6%	4%	4%	2%	2%
Race/Ethnicity - Hispanic (HoH) ⁴		2%	6%	4%	4%	3%	1%
Race/Ethnicity - Other (HoH) ⁴		2%	0%	2%	0%	1%	1%
Gender - Male (HoH) ⁴		79%	94%	94%	100%	95%	90%
Gender - Female (HoH) ⁴		21%	6%	5%	0%	5%	9%
Gender - Other (HoH) ⁴		0%	0%	0%	0%	0%	1%
Self Reported Disability		62%	94%	72%	56%	56%	87%
Franklin County Residents		93%	88%	80%	84%	78%	93%



The system-wide number of veterans served increased by 5% when compared to the prior fiscal year (FY23 1078). The number of veterans increased for these program types when compared to the prior fiscal year: **prevention services by 57%** (FY23 76), **rapid re-housing by 8%** (FY23 335), and **emergency shelter by 26%** (FY23 291). The number of veterans served in **permanent supportive housing decreased by 6%** (FY23 643) when compared to the prior fiscal year. ⁵The VOA GPD Transitional Housing program closed as of 9/30/23, decreasing the capacity of veterans programming by 40 beds. 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.

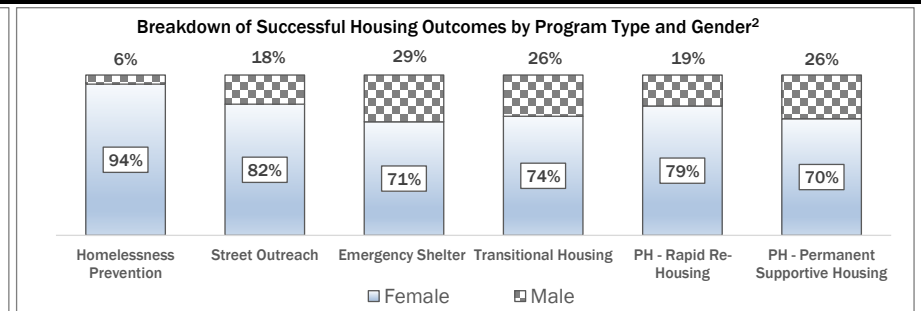
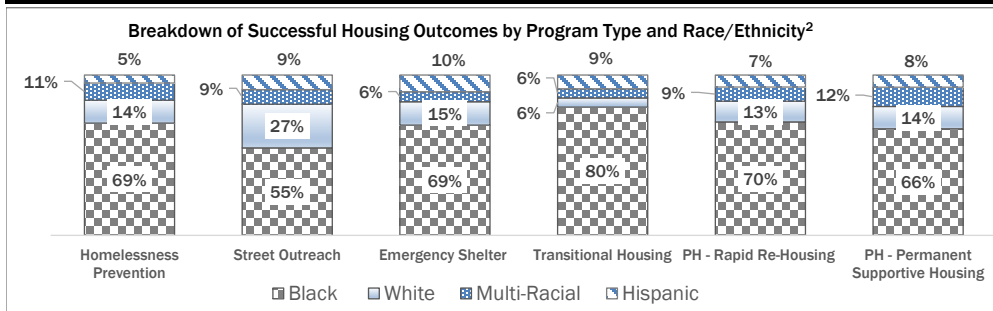
¹ Successful outcomes measure for Street Outreach.

² 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.

³ VASH vouchers are included under the PH - Permanent Supportive Housing category.

⁴ Due to rounding, percentages do not add up to 100%.

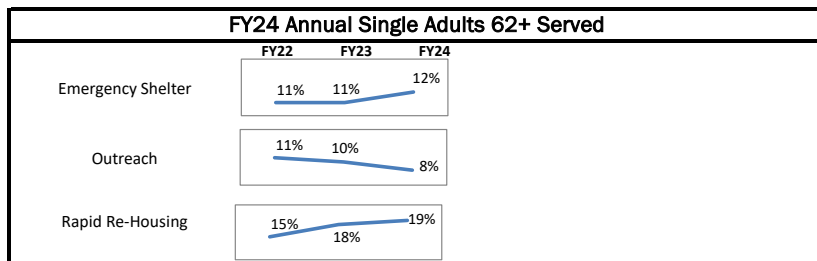
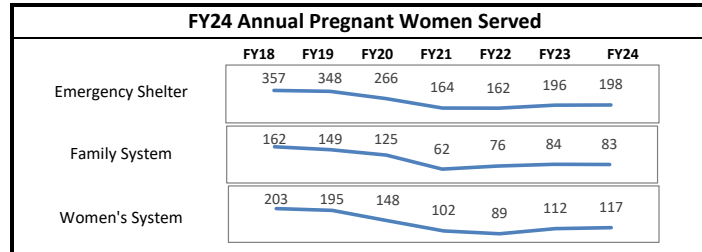
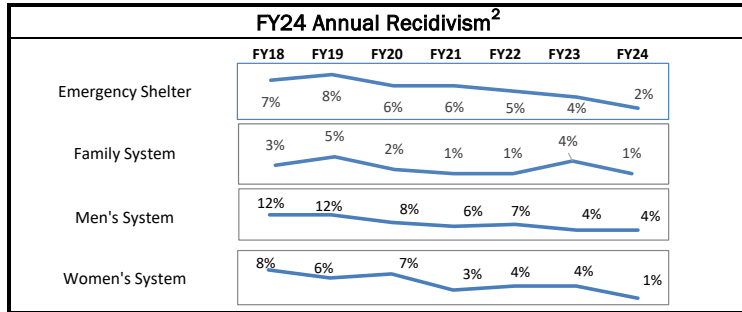
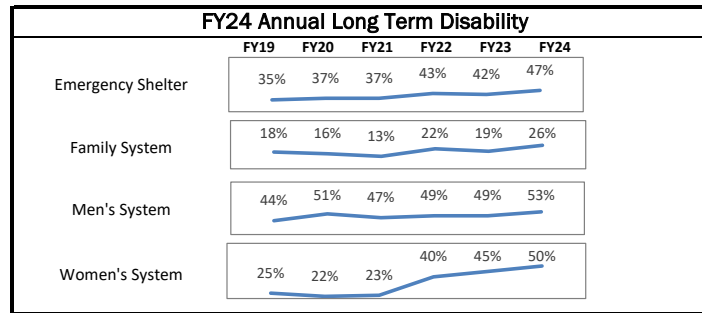
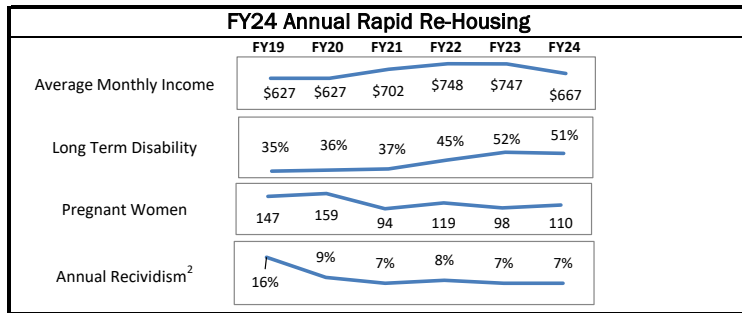
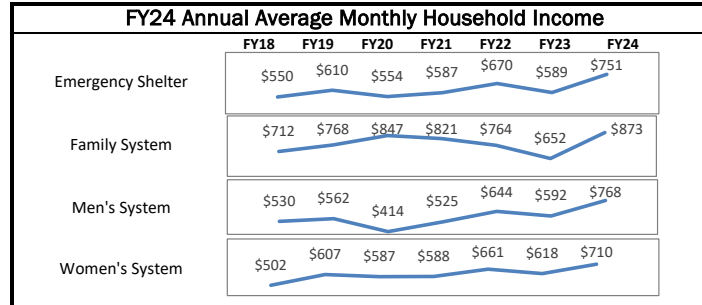
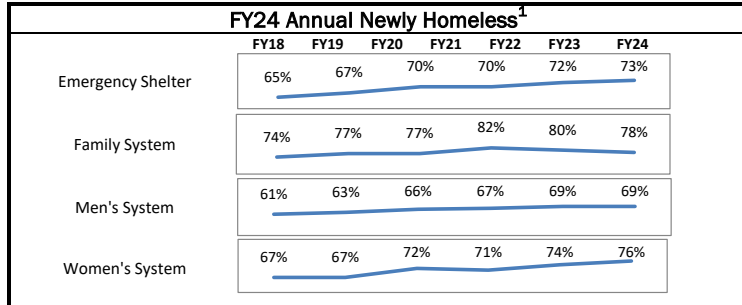
Special Populations Served: 7/1/2023 - 6/30/2024		Transition Age Youth Served by Program Type					
Transition Age Youth ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ²
Unaccompanied Youth under 18	406	0	5	401	5	0	0
Unaccompanied Youth 18 - 24	654	61	38	325	66	200	103
Parenting Youth Households Under 18	2	0	0	0	2	0	0
Parenting Youth Households 18 - 24	427	159	2	79	36	189	70
Total Pregnant Women Served	144	43	9	60	7	48	12
Total Households Served	1448	218	45	795	109	389	172
Total Households Entered	1046	147	42	762	48	230	47
Total Households Exited	1038	163	33	752	56	227	31
Successful Housing Outcomes (#) ²	N/A	142	11	48	35	148	160
Successful Housing Outcomes (%) ²	N/A	87%	33%	14%	63%	65%	94%
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ³	N/A	133	54	44	11	287	28
Housing Stability (Months) ³							
DEMOGRAPHICS							
Race/Ethnicity - Black (HoH) ⁴		71%	56%	62%	83%	74%	66%
Race/Ethnicity - White (HoH) ⁴		13%	29%	20%	6%	13%	13%
Race/Ethnicity - Multi-racial (HoH) ⁴		10%	9%	6%	5%	6%	12%
Race/Ethnicity - Hispanic (HoH) ⁴		5%	7%	11%	6%	6%	7%
Race/Ethnicity - Other (HoH) ⁴		1%	0%	1%	0%	1%	1%
Gender - Female (HoH) ⁴		93%	60%	56%	71%	73%	68%
Gender - Male (HoH) ⁴		7%	38%	42%	28%	25%	28%
Gender - Other (HoH) ⁴		0%	2%	2%	2%	2%	4%
Self Reported Disability		27%	78%	32%	83%	55%	98%
Franklin County Residents		93%	88%	87%	88%	90%	96%



The number of transition age youth served system-wide increased by 9% (FY23 1,331) when compared to the prior fiscal year. The number of youth served by **homelessness prevention decreased by 15%** (FY23 255), and youth in all other types of **programs increased** as follows: **PSH by 24%** (FY23 139), **rapid re-housing by 25%** (FY23 312), **street outreach by 18%** (FY23 38), **emergency shelters by 10%** (FY23 721), and **transitional housing by 7%** (FY23 102). The number of pregnant youth served systemwide decreased by 8% (FY23 157). 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.

¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied/parenting youth under 18.
² Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were excluded from Emergency Shelter successful housing outcomes.
³ 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.
⁴ Due to rounding, percentages do not add up to 100%

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2023 - 6/30/2024



¹ Did not access a homeless program in the past two years.

² Exited successfully but returned to shelter within 180 days of successful exit.



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

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

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