

System Indicator Report

FY2026 Q3

1/1/26 –3/31/26

“Advocacy opened doors when others slammed them.”

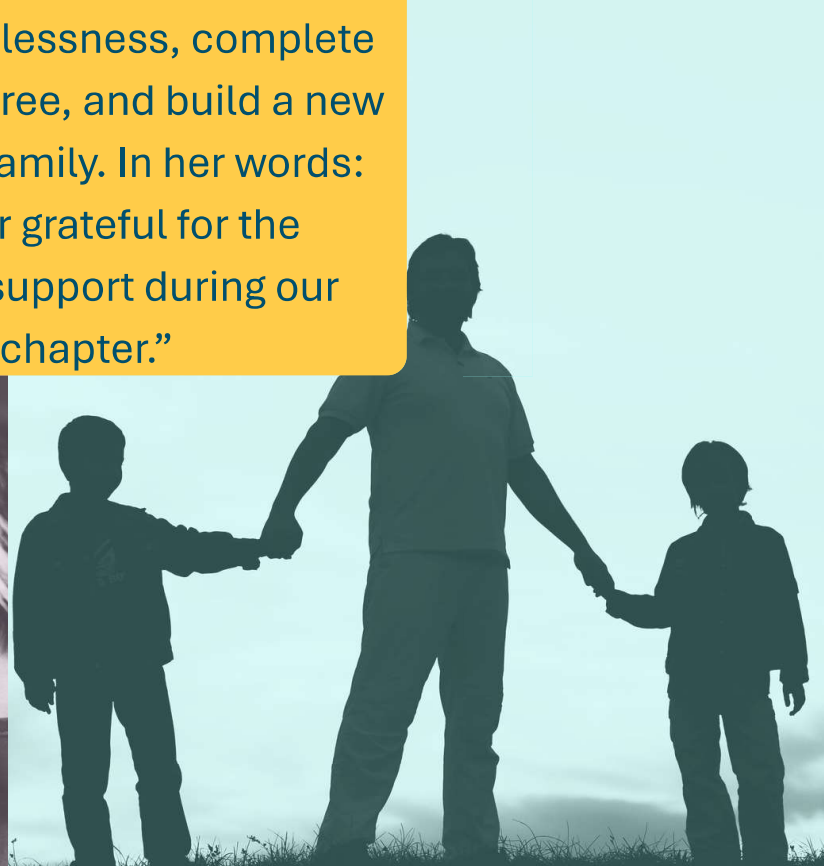
“Deeply appreciative of the help that rebuilt our lives.”



Stories of Impact

In partnership with Home for Families, our holistic housing and support services empowered a resilient mother to overcome homelessness, complete her Psychology degree, and build a new beginning for her family. In her words:

“We are forever grateful for the comprehensive support during our hardest chapter.”



“Grateful for the life-changing support.”

“My children finally have security — and so do I.”

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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.

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5-Minute Summary



Families Emergency Shelter

Family shelter demand decreased by 8% compared to the same period in FY25, while successful housing exits improved significantly, increasing 22 percentage points to 63%. Despite serving fewer households, the system maintained an average nightly occupancy of 144 families, and the average length of stay increased to a historic high of 104 days.

Men's Emergency Shelter

The number of single men sheltered remained consistent with the same period in FY25, while successful housing exits increased by 6 percentage points to 16%. Average nightly occupancy rose to 716 with the opening of winter warming centers, and the average length of stay decreased slightly to 62 days.

Women's Emergency Shelter

The number of single women sheltered decreased by 10% compared to the same period in FY25, while the success rate at exit declined slightly to 21%. The average length of time homeless decreased by 6 days to 61 days from 67 days.

Emergency Shelter System

The number of households served by the shelter system remained consistent with the same period in FY25, while the successful housing outcome rate increased by 7 percentage points to 21%. Average nightly occupancy rose to 1,176 due to the opening of winter warming centers and continued high family shelter demand, while the average length of stay decreased by 1 day, from 75 to 74 days.

Prevention System

The number of households served decreased by 9% compared to the same period in FY25, declining from 496 to 453 households. The successful housing outcome rate increased 3% to 85%, while the average length of participation increased significantly by 27 days to 154 days. Employment at entry improved compared to the FY25 annual rate, most households exited to stable housing or permanent arrangements with family or friends, and the number of veterans served increased while the number of pregnant women served declined compared to the prior year.

Rapid Re-housing System

The number of households served decreased by 10% compared to the same period in the previous fiscal year, as Rapid Re-Housing providers continued to face challenges securing affordable housing for low-income households. Despite these barriers, the successful housing outcome rate increased by 8 percentage points to 69%, while the average length of participation increased by 24 days to 208 days.

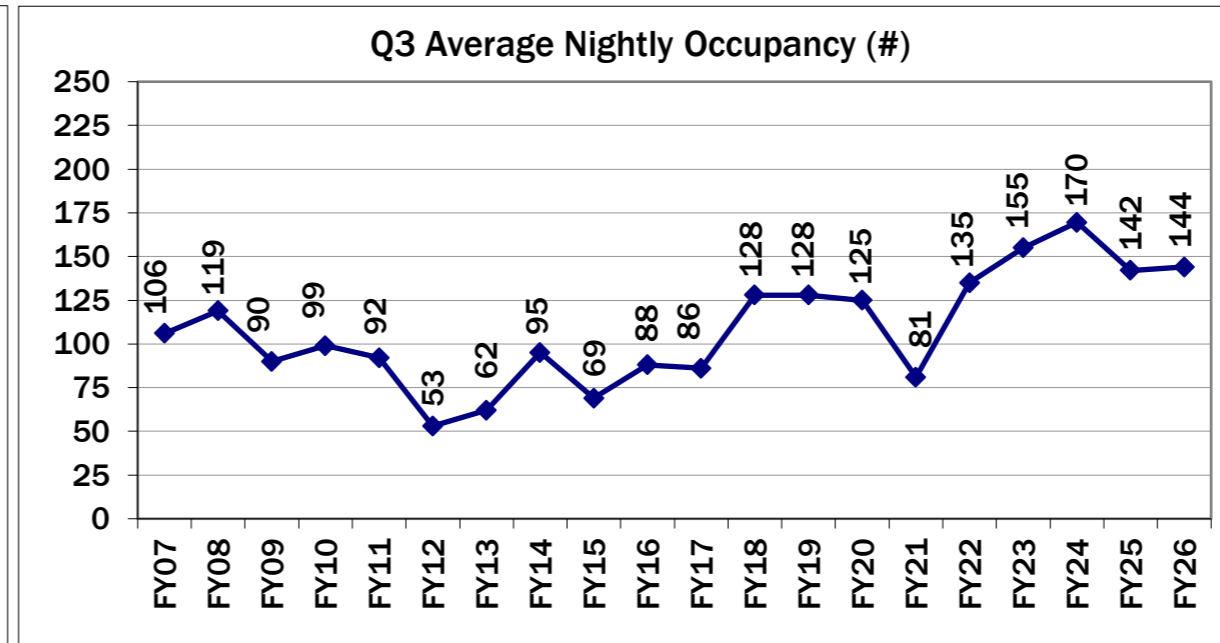
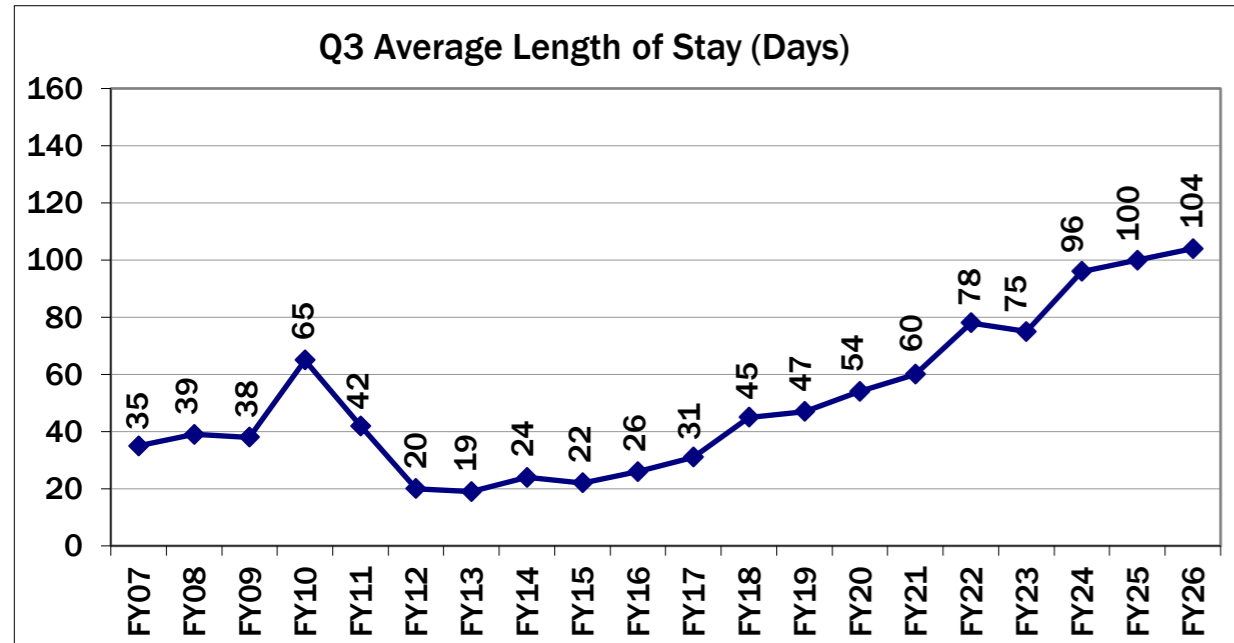
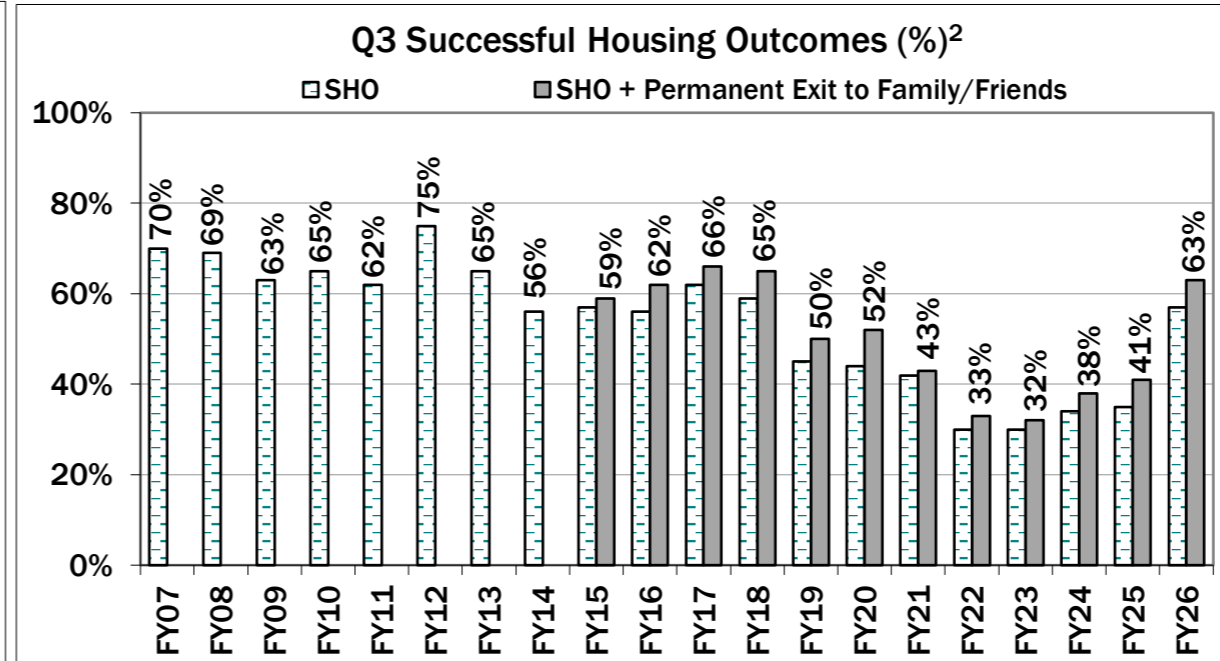
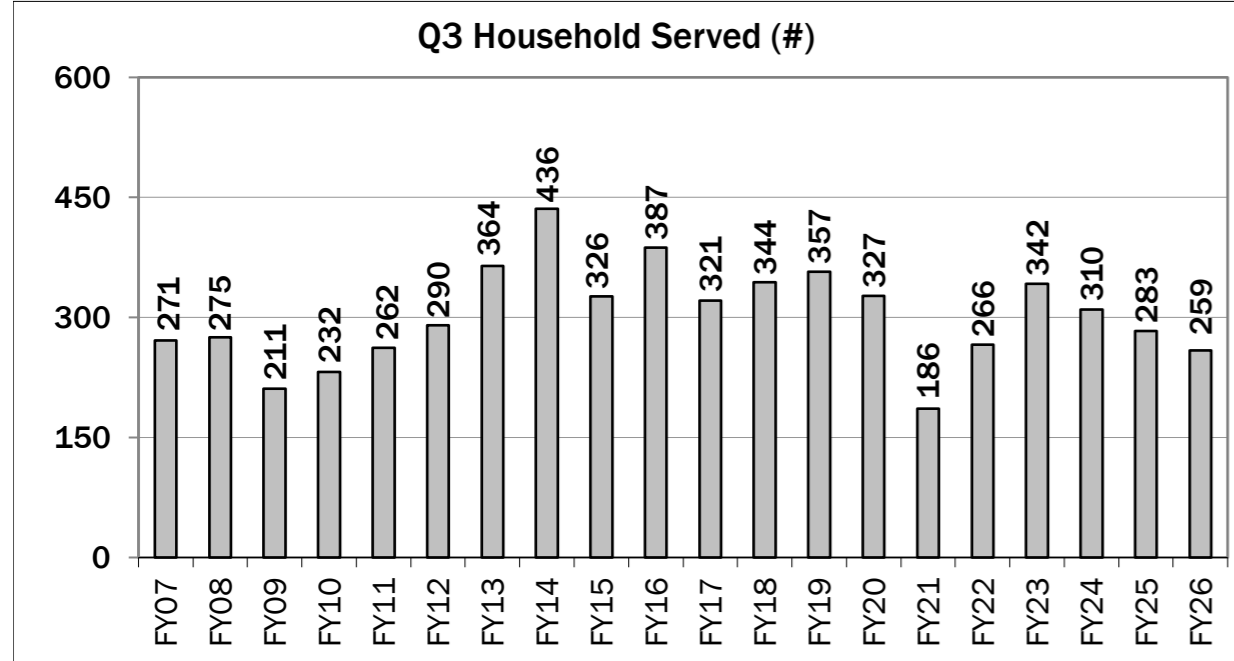
Permanent Supportive Housing System

The system experienced a 1% decrease in households served, primarily driven by the Homefull - EHV program, whose design does not allow for new referrals or intakes once capacity is reached and vouchers expire, resulting in a gradual reduction in project capacity from 304 to 177 units through natural attrition. Occupancy increased slightly to 90%, and the opening of National Church Residences - Berwyn East Place added 36 new PSH units.

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Family Emergency Shelter System	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					Recidivism ⁴			
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#) ³	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026	300	259	√ ⁶	114	144	75	104	≠	73	83	√ ⁶	50%	63%	√	10%	3%	√



Outcomes	FY25 Q3	SA Δ	FY26 Q3
Metrics			
Households Served	283	↓	259
Mean Family Size	3.3		3.4
Percent Newly Homeless	76%		77%
Recidivism ⁴	-		3%
Average Number of Children	2		2.1
Clients Served	941		886
Adults Served	381		342
Children Served	559		544
Children 0 - 5 years	242		223
Veterans (U.S. Military)	0		3
Veterans % of all adults	0%		1%
Average Monthly Household Income	\$903	↓	\$881
Percent Working at Entry	34%		32%
Percent of Households with No Income	47%		51%
Average Monthly Income for Households with Income	\$1,715	↑	\$1,804
Pregnant Served	21	↓	16
DEMOGRAPHICS (HOH)			
Average Age	34		34
Single Adult Female Led Households	57%	↑	60%
Single Adult Male Led Households	7%		6%
Multi Adult Households	36%		34%
Race/Ethnicity - Black ⁵	66%	↑	68%
Race/Ethnicity - White ⁵	19%		17%
Race/Ethnicity - Multi-Racial ⁵	6%		8%
Race/Ethnicity - Hispanic ⁵	9%		5%
Race/Ethnicity - Other	1%		2%
Adults 18 - 24 years (T.A.Y)	13%		12%
Children 0 - 2 years	22%		21%
Children 3 - 7 years	34%		33%
Children 8 - 12 years	26%		28%
Children 13 - 17 years	18%		18%
Self-reported Disability	38%	↑	41%
Franklin County Residents	84%		85%

When compared to the same period of the prior fiscal year 8% less households needed shelter. The success rate at exit from shelters increased 22 percentage points to 63%. The average length of shelter stay increased by 4 days to 104 days, the highest level recorded historically. While the number of families served decreased, the family system maintained an average nightly occupancy at 144 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 decreased from the FY25 annual rate of 34% to 32% currently and the average income decreased to \$881 (FY25 \$903). 7% of families (19) had more than one shelter stay during the timeframe. The number of pregnant women served decreased by 24% (5) compared to the same reporting period in FY25 (21). An additional 41 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.

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

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 System served all families in need of shelter. Successful Housing Outcomes goal recalculated based on number served.

⁴ Recidivism was calculated for a 6-month return period for successful housing exits within the reporting period of 4/1/25-6/30/25.

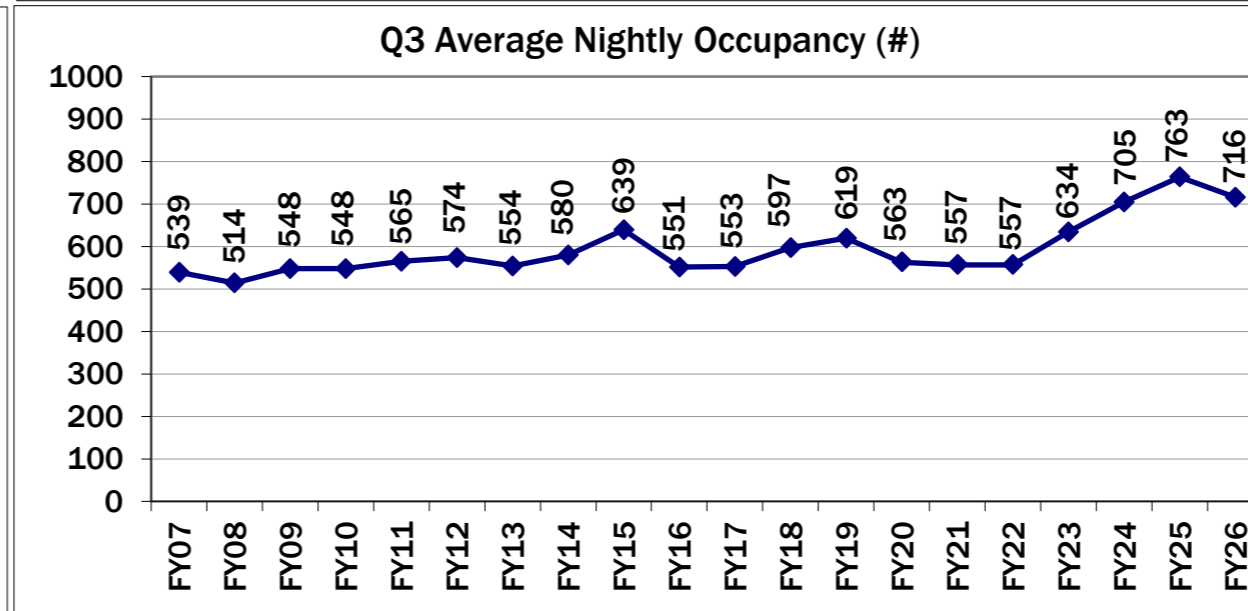
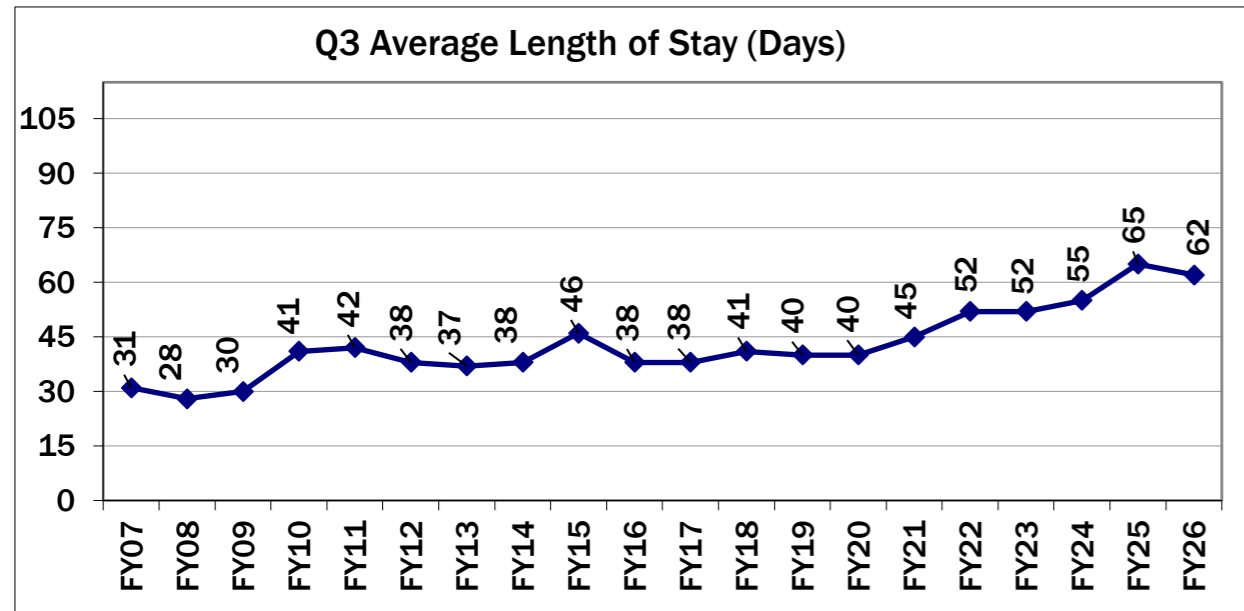
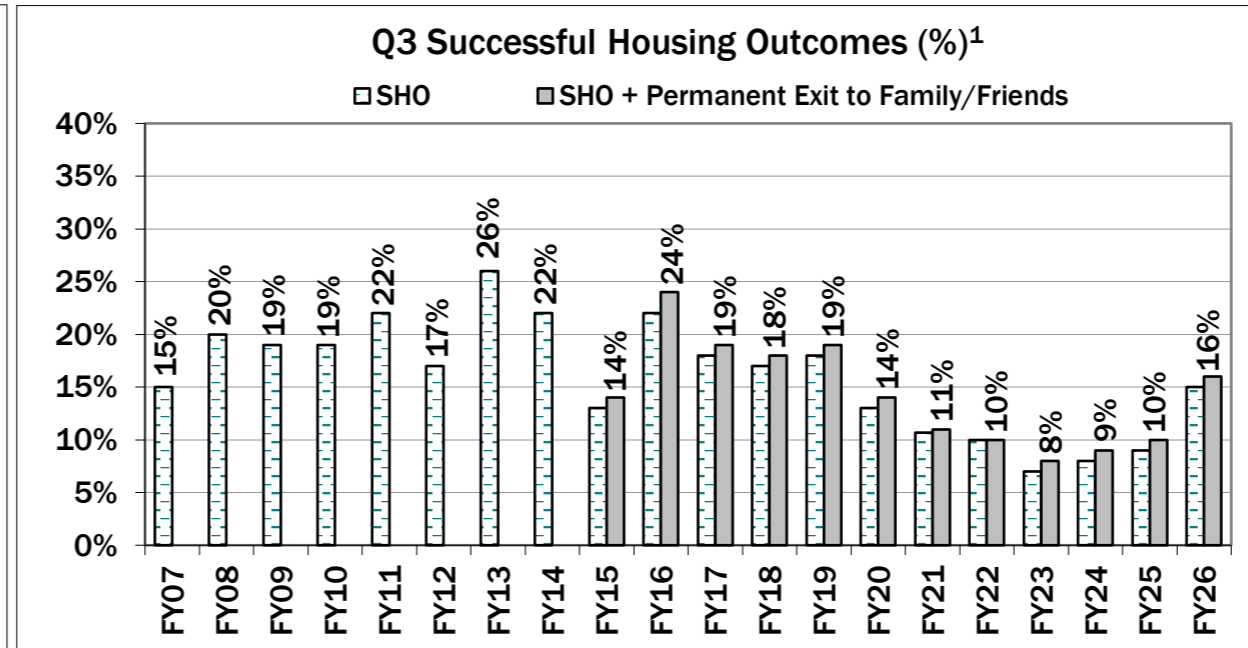
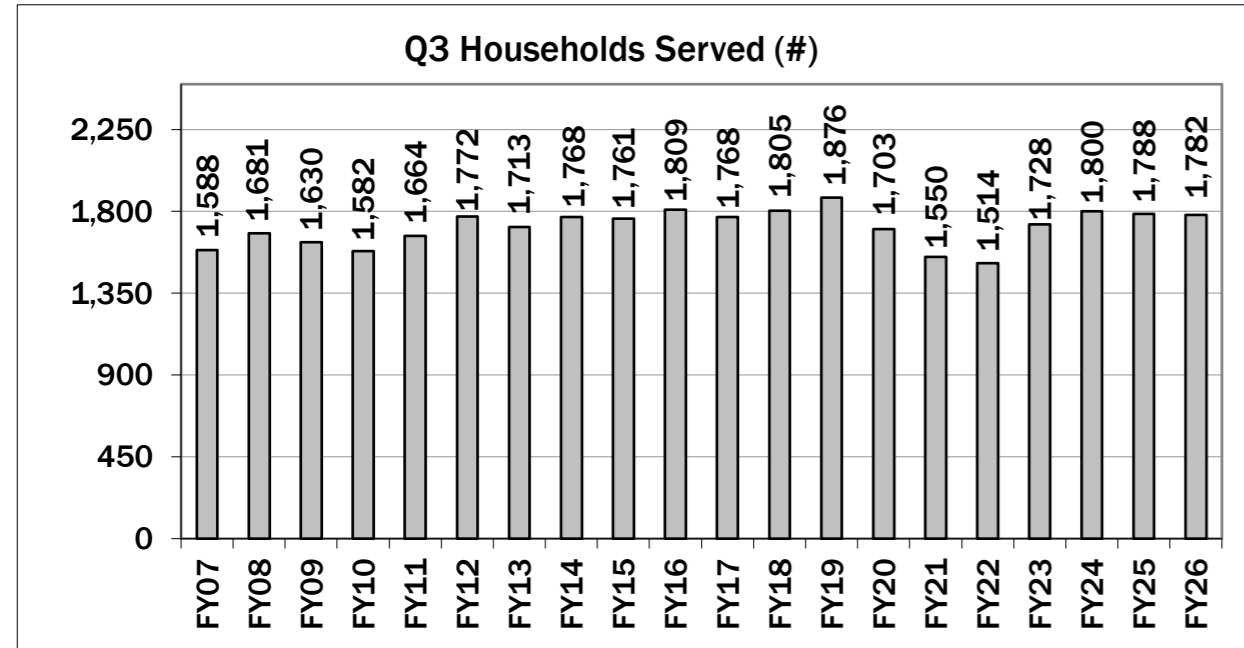
⁵ Due to rounding, percentages may not add up to 100%.

⁶ System served all families in need of shelter. Successful Housing Outcomes goal recalculated based on number served.

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Men's Emergency Shelter System	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					Recidivism ³			
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026	1,750	1,782	√	427	716	70	62	√	305	201	≠	28%	16%	≠	10%	3%	√



Outcomes	FY25 Q3	SA Δ	FY26 Q3
Metrics			
Households Served	1,788	↓	1,782
Percent Newly Homeless	59%	↑	62%
Recidivism ³	-		3%
Men as a percent of total single adults served	70%		68%
Veterans (U.S. Military)	148		144
Veterans % of all adults	8%		8%
Average Monthly Household Income	\$745		\$739
Percent Working at Entry	23%		23%
Percent of Households With No Income	51%		52%
Average Monthly Income for Households with Income	\$1,524		\$1,540
DEMOGRAPHICS (HOH)			
Average Age	46		45
Race/Ethnicity - Black	59%	↑	61%
Race/Ethnicity - White	30%		28%
Race/Ethnicity - Multi-racial	4%		5%
Race/Ethnicity - Hispanic	5%		4%
Race/Ethnicity - Other ³	2%		2%
Adults 18 - 24 years ⁴	6%		6%
Adults 25 - 34 years ⁴	20%		21%
Adults 35 - 44 years ⁴	22%		24%
Adults 45 - 55 years ⁴	24%		22%
Adults 56 - 61 years ⁴	14%		13%
Adults 62+ years ⁴	14%	↑	15%
Self-Reported Disability	60%		64%
Franklin County Residents	90%		88%

The number of single men sheltered remained flat when compared to the same reporting period of the prior fiscal year. The success rate at exit from shelters increased 6 percentage points to 16%. With the opening of winter warming centers, the average nightly occupancy increased to 716. The average length of time homeless decreased by 3 days to 62 days. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry remained flat at 23% when compared to the FY25 annual rate, and the average income decreased to \$739 (FY25 \$745). 46% of men (814) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 1 percentage point to 15% when compared to the annual FY25 rate (14%). The number of veterans served decreased by 4 (3%), compared to the same reporting period of the prior fiscal year (148).

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 11/08/24. Additional warming center capacity opened as of 12/1/24.

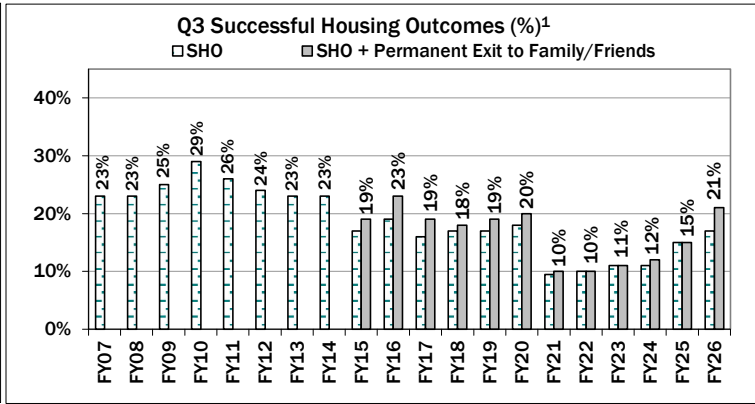
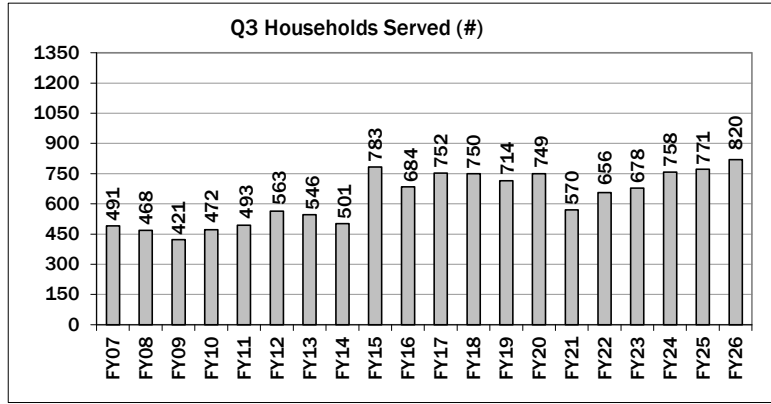
³ Recidivism was calculated for a 6-month return period for successful housing exits within the reporting period of 4/1/25–6/30/25.

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

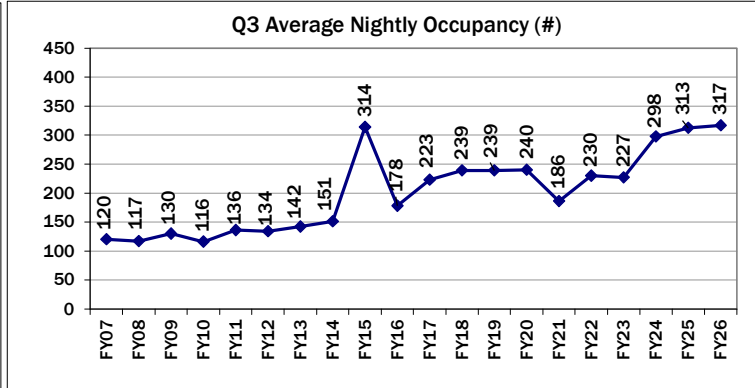
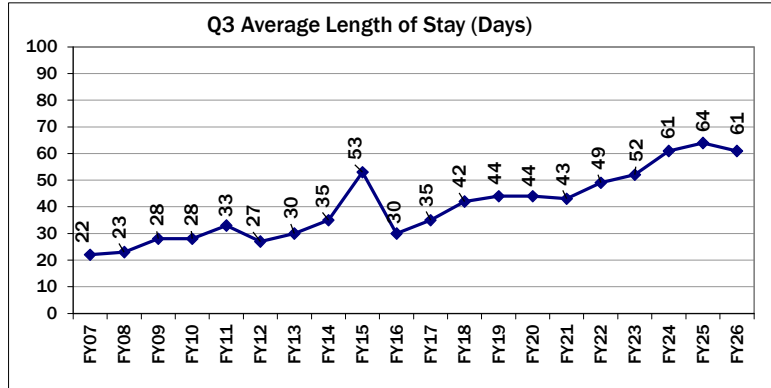
FY26 Q3 System and Program Indicator Report



Women's Emergency Shelter System	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					Recidivism ³			
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026	501	820	√	208	317	70	61	√	195	115	≠	28%	21%	≠	10%	4%	√



Outcomes	FY25 Q3	SA Δ	FY26 Q3
Metrics			
Households Served	771	↑	820
Percent Newly Homeless	71%		66%
Recidivism ³	-		4%
Women as a percent of total single adults served	30%		32%
Veterans (U.S. Military)	5		8
Veterans % of all adults	1%		1%
Average Monthly Household Income	\$658		\$674
Percent Working at Entry	19%		19%
Percent of Households With No Income	52%	↓	51%
Average Monthly Income for Households with Income	\$1,364		\$1,371
DEMOGRAPHICS (HOH)			
Average Age	43		43
Pregnant Served	19	↓	15
Race/Ethnicity - Black	51%		51%
Race/Ethnicity - White	37%		39%
Race/Ethnicity - Multi-racial	6%		5%
Race/Ethnicity - Hispanic	4%		3%
Race/Ethnicity - Other	2%		2%
Adults 18 - 24 years ⁴	10%		9%
Adults 25 - 34 years ⁴	21%		22%
Adults 35 - 44 years ⁴	25%		24%
Adults 45 - 55 years ⁴	26%		24%
Adults 56 - 61 years ⁴	10%		11%
Adults 62+ years ⁴	8%	↑	11%
Self-Reported Disability	66%		67%
Franklin County Residents	86%		85%



The number of single women sheltered increased 6% when compared to the same reporting period of the previous year. The success rate at exit increased 6 percentage points to 21%. The average length of time homeless decreased by 3 days to 61 days. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry remained flat at 19% when compared to the FY25 annual rate of 19%, and the average income increased to \$674 (FY25 \$658). 43% of women (356) had multiple stays in shelter during the timeframe. The number of pregnant women served decreased by 21% (4) compared to the same reporting period in FY25 (19). The rate of adults aged 62+ increased 3 percentage points when compared to the annual FY25 rate (8%).

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 11/08/24. Additional warming center capacity opened as of 12/1/24.

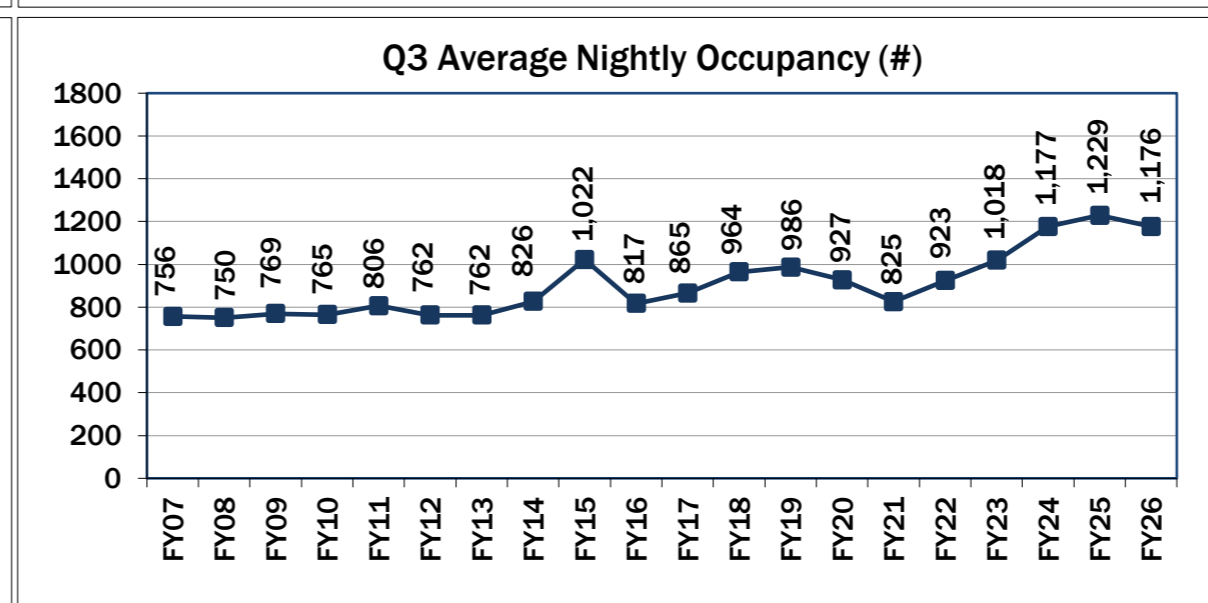
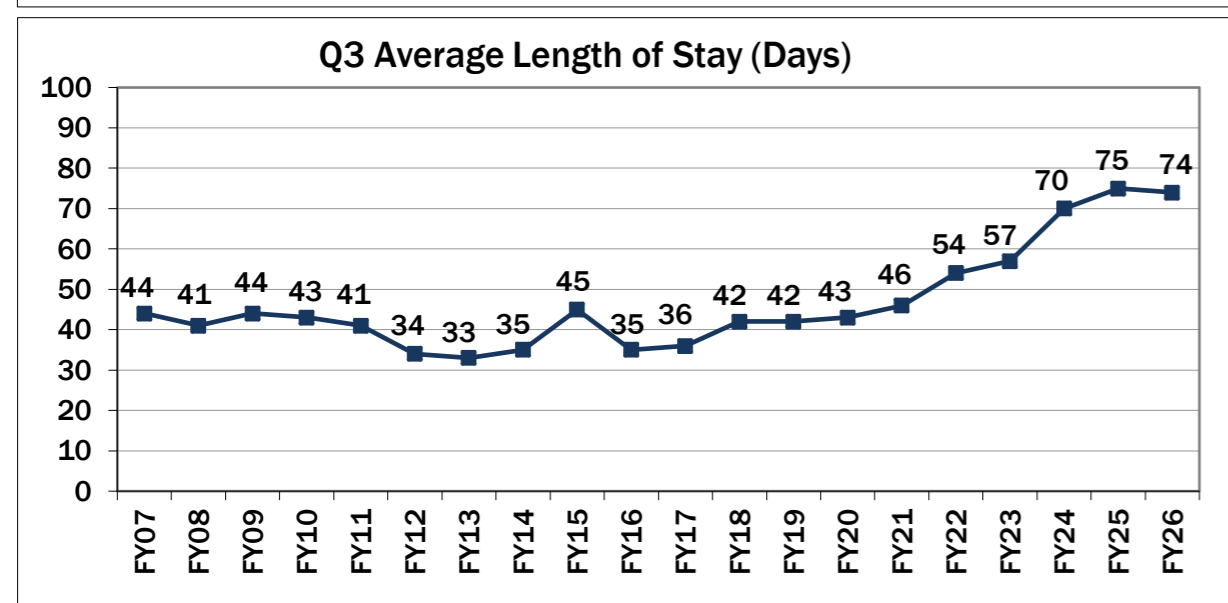
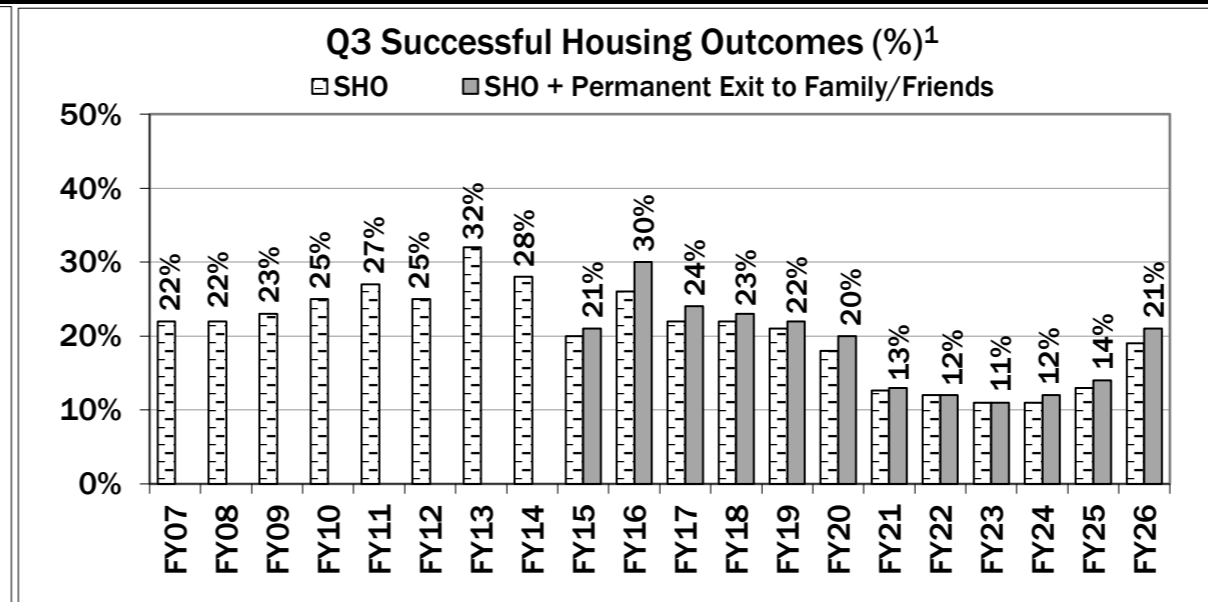
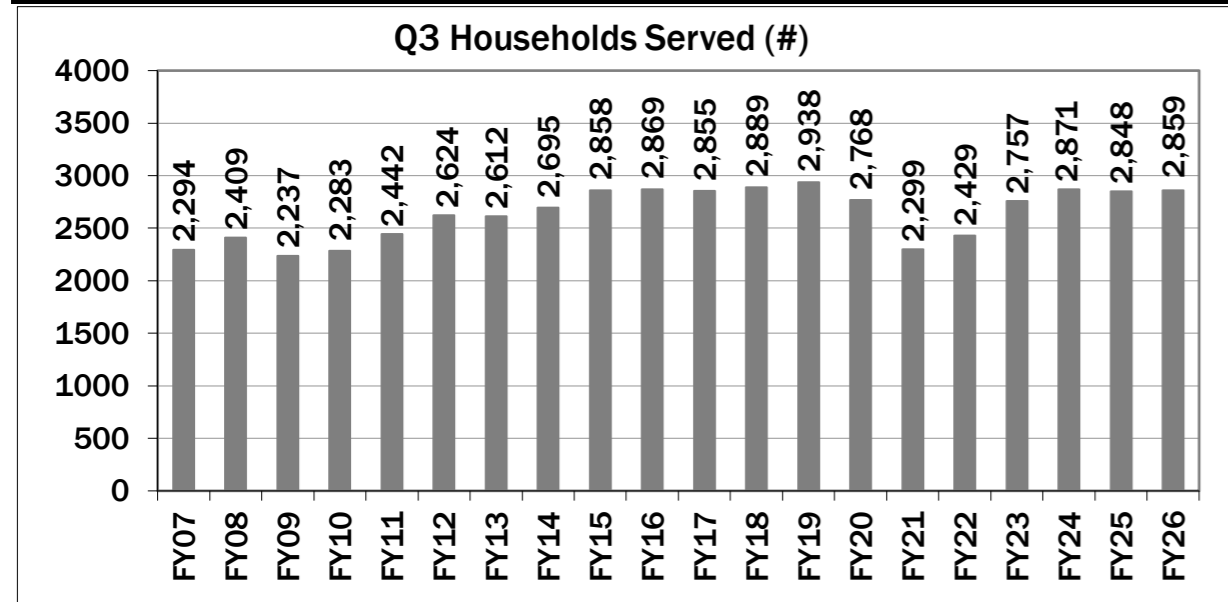
³ Recidivism was calculated for a 6-month return period for successful housing exits within the reporting period of 4/1/25–6/30/25.

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

FY26 Q3 System and Program Indicator Report



Emergency Shelter System	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					Recidivism ³			
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026	2,800	2,859	√	749	1,176	72	74	√	487	342	≠	30%	21%	≠	10%	3%	√



Outcomes	FY25 Q3	SA Δ	FY26 Q3
Metrics			
Households Served	2,848		2,859
Percent Newly Homeless	61%		65%
Recidivism ³	-		3%
Clients Served	3,512	↓	3,485
Adults Served	2,953		2,940
Children Served	559	↓	545
Veterans (U.S. Military)	153		156
Veterans % of all adults	5%		5%
Average Monthly Household Income	\$753		\$746
Percent Working at Entry	22%		22%
Percent of Households with No Income	50%		52%
Average Monthly Income for Households with Income	\$1,529		\$1,539
Pregnant Served	40	↓	31
DEMOGRAPHICS (HOH)			
Average Age	44		43
Female Led Households	32%	↑	34%
Male Led Households	63%		62%
Multi Adult Households	5%		3%
Other Household Composition	0%		1%
Race/Ethnicity - Black ⁴	58%		59%
Race/Ethnicity - White ⁴	31%		30%
Race/Ethnicity - Multi-Racial ⁴	5%		5%
Race/Ethnicity - Hispanic ⁴	5%		4%
Race/Ethnicity - Other ⁴	2%		2%
Adults 18 - 24 years	8%		7%
Self-Reported Disability	58%	↑	62%
Franklin County Residents	87%		85%

The number of households served by the system remained flat when compared to the same reporting period of the prior fiscal year. The successful housing outcome rate increased 7 percentage point to 21%. The average length of time homeless decreased by 1 day to 74 days. With the opening of winter warming centers and high number of families sheltered, the average nightly occupancy increased to 1,176. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals and families out of shelter quickly. The average income decreased to \$746 when compared to the FY25 annual rate of \$753. The system served 3 more (2% increase) veterans and 9 less (23% increase) pregnant women when compared to the same reporting period of the previous year (153, 40).

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 2,995; total pregnant women is 32. Additional overflow capacity opened as of 11/10/25 and Warming Center capacity opened as of 12/1/25.

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.

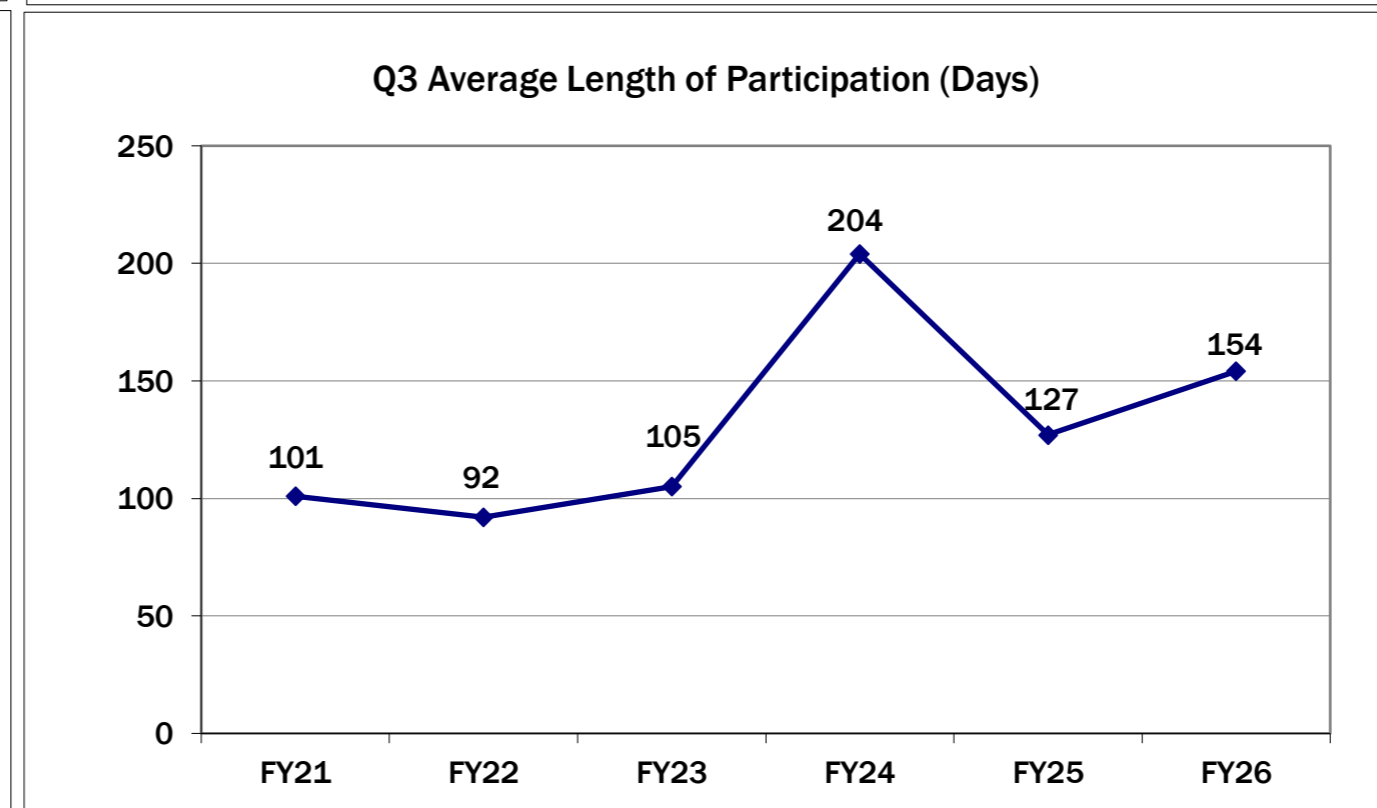
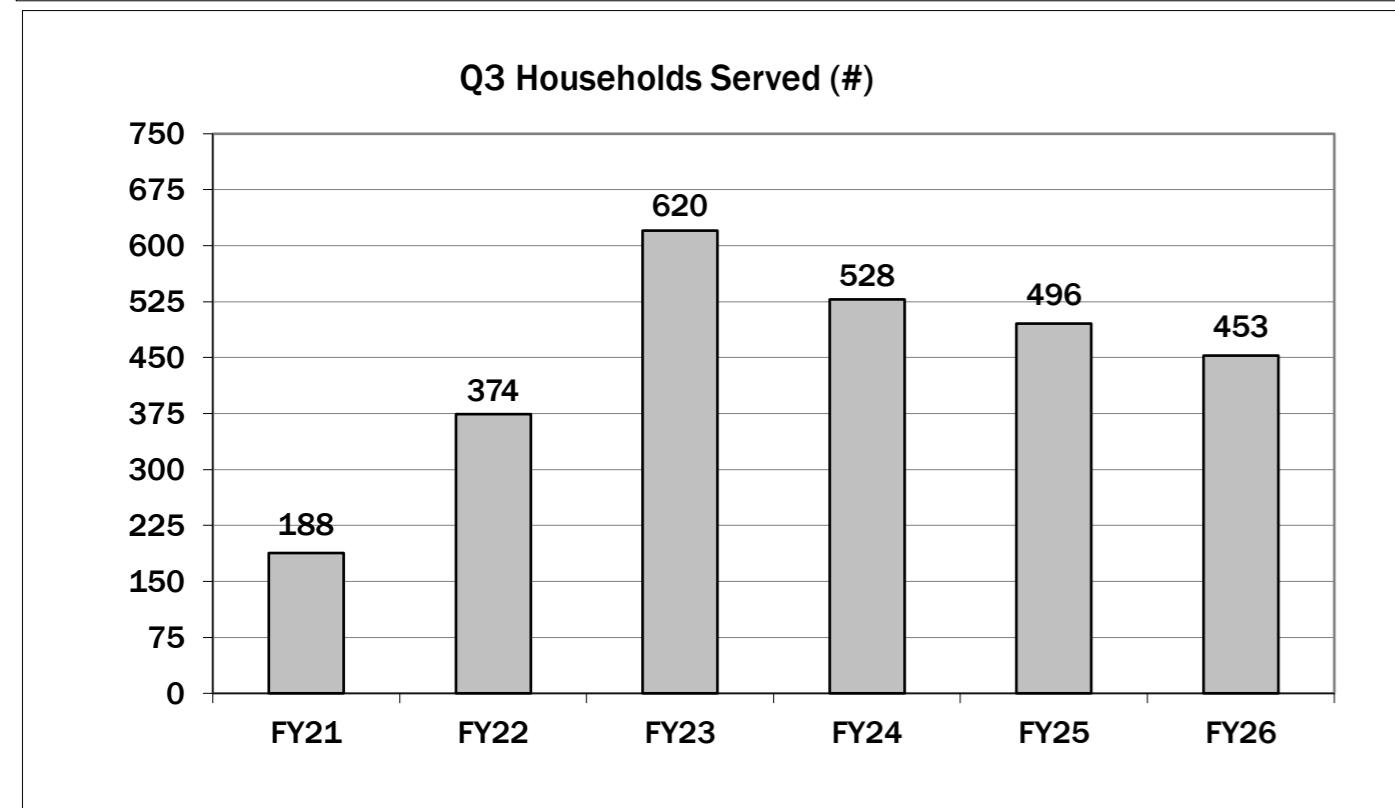
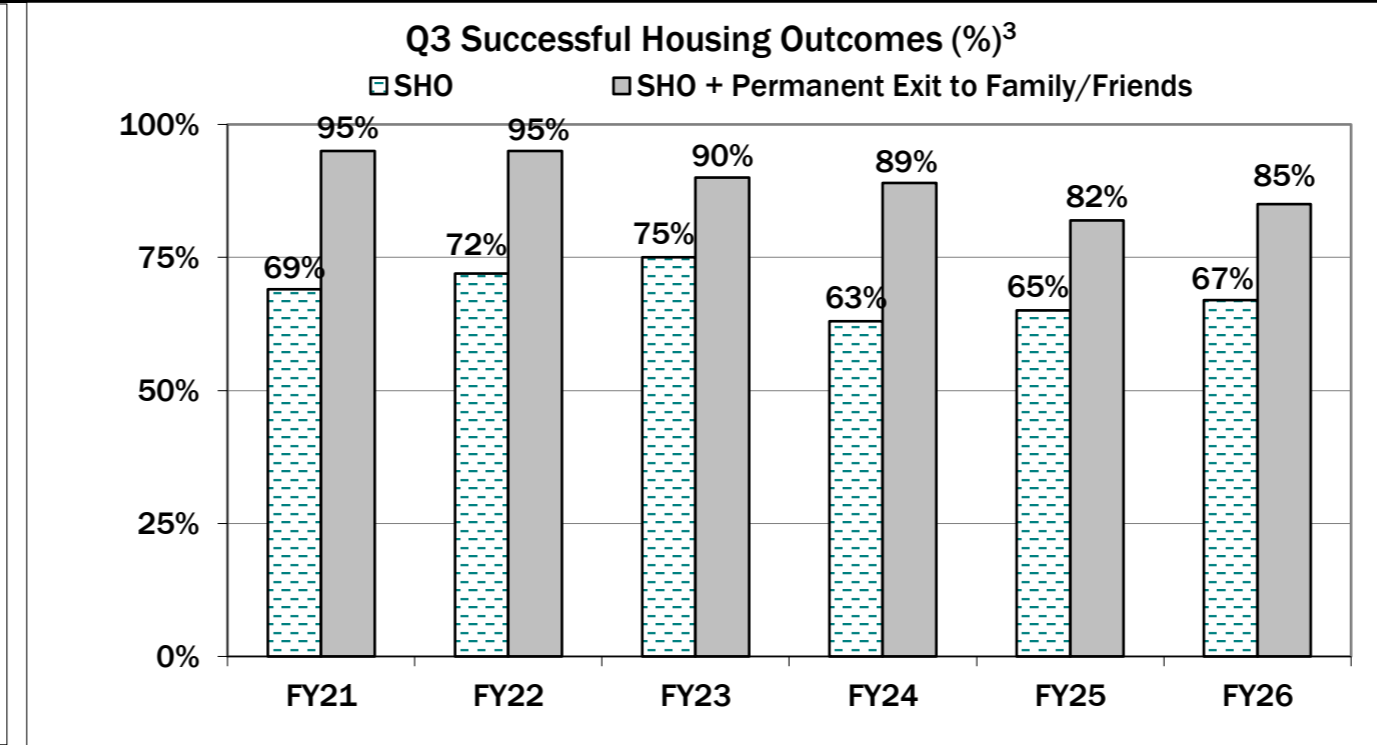
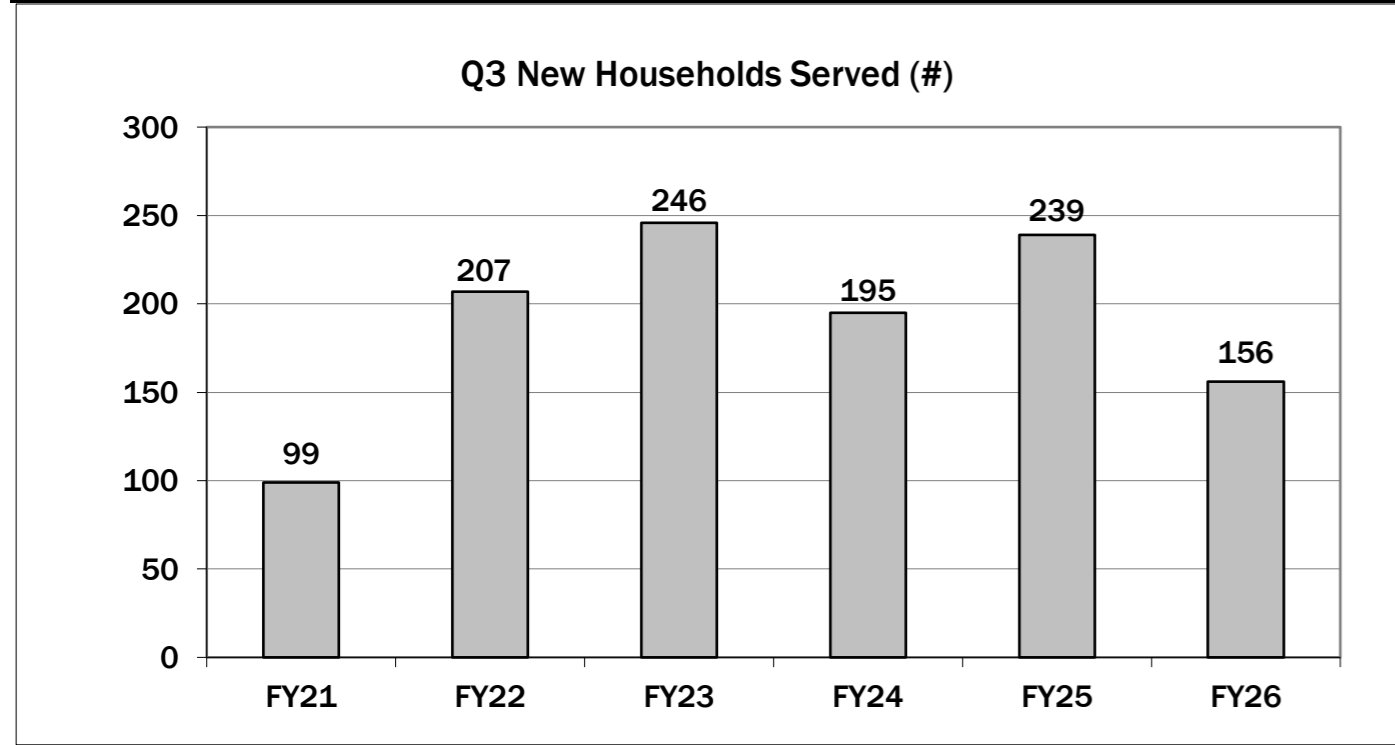
³ Recidivism was calculated for a 6-month return period for successful housing exits within the reporting period of 4/1/25-6/30/25.

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

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Prevention System	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³						Recidivism ⁴		
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026	222	156	≠	501	453	√	150	154	√	195	166	≠	85%	85%	√	5%	4%	√



Outcomes	FY25 Q3	SA Δ	FY26 Q3
Metrics			
Households Served	498	↓	453
Recidivism	-		4%
Mean Family Size ²	3.4		3.4
Average Number of Children ²	2.2		2.2
Clients	1,330	↓	1,208
Adults	582		528
Children	748		680
Veterans (U.S. Military)	123		167
Veterans % of all adults	21%		31%
Percent of Households With No Income	35%		26%
Percent Working at Entry	40%	↑	47%
Average Monthly Household Income	\$1,027		\$1,374
Average Monthly Income for Households with Income	\$1,579		\$1,953
Pregnant	33		24
DEMOGRAPHICS (HOH)			
Average Age	36		39
Female Led Households	62%	↓	56%
Male Led Households	22%		28%
Multi Adult Households	16%		15%
Other Gender Led Households	0%		0%
Race/Ethnicity - Black	73%	↑	76%
Race/Ethnicity - White	16%		16%
Race/Ethnicity - Multi-racial	5%		3%
Race/Ethnicity - Hispanic	4%		3%
Race/Ethnicity - Other	2%		1%
Adults 18 - 24 years ⁵	21%	↓	15%
Adults 25 - 34 years ⁵	38%		34%
Adults 35 - 44 years ⁵	20%		23%
Adults 45 - 55 years ⁵	10%		11%
Adults 56 - 61 years ⁵	3%		5%
Adults 62+ years ⁵	8%		13%
Self-reported Disability	27%		27%

The number of households served decreased 9% when compared to the same reporting period of the prior fiscal year from 496 to 453. The successful housing outcome rate remained flat as well at 82% and the average length of participation in the program significantly increased by 27 days to 154 days on average. At exit, 67% of households are stable in their own housing and 18% decided to permanently move in with family/friends. The percent working at entry increased compared to the FY25 annual rate of 40% to 47% currently. The number of veterans served increased by 44 (36% increase) and the number of pregnant women served decreased by 9 (27%) when compared to same reporting period of FY25 (123, 33).

¹ System includes Gladden Community House and Home for Families prevention programs. VOOAI SSVF is excluded from performance standards starting in FY26 due to extended service lengths from shallow subsidies that is impacting outcomes. Prior quarter results were recalculated. Outcome and demographics includes VOOAI SSVF project.

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.

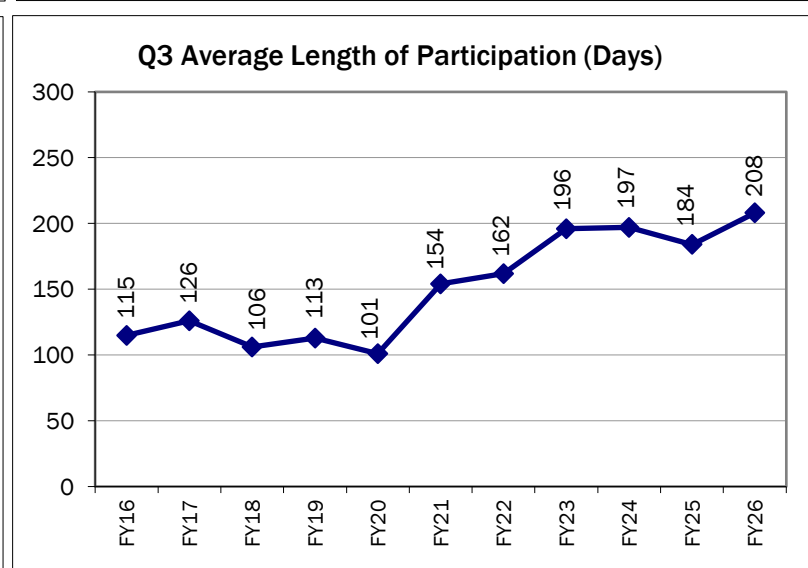
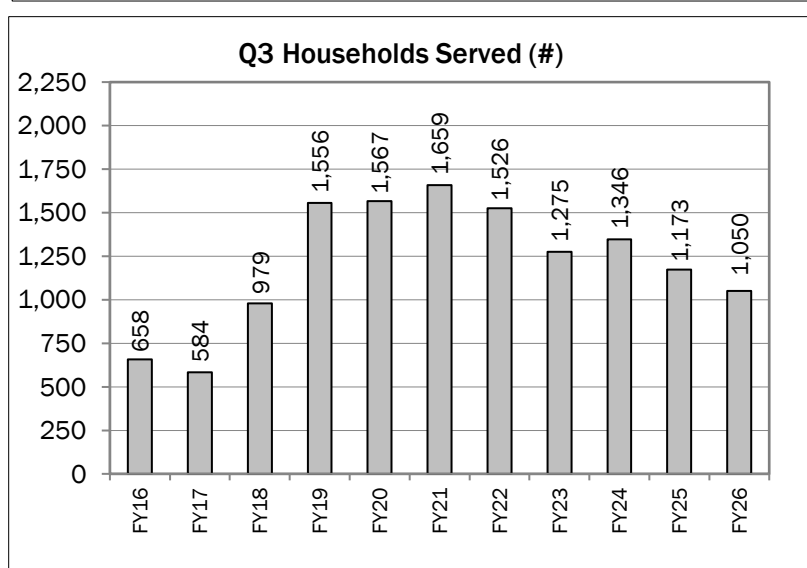
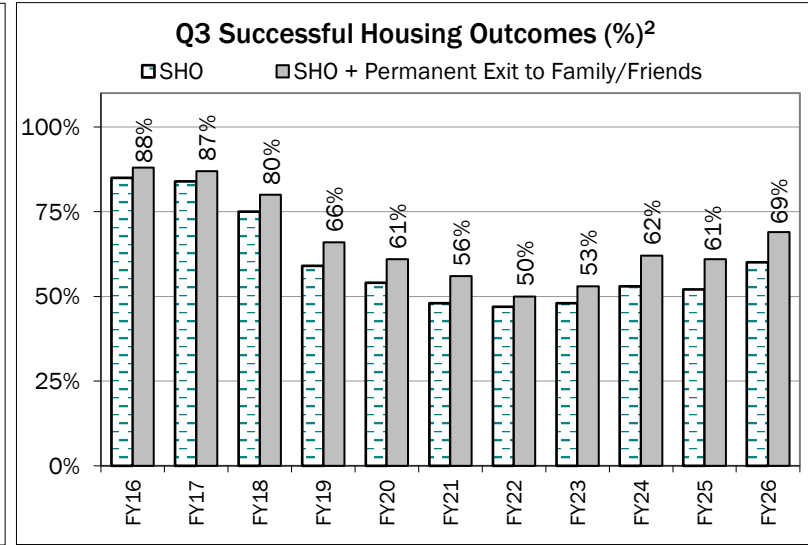
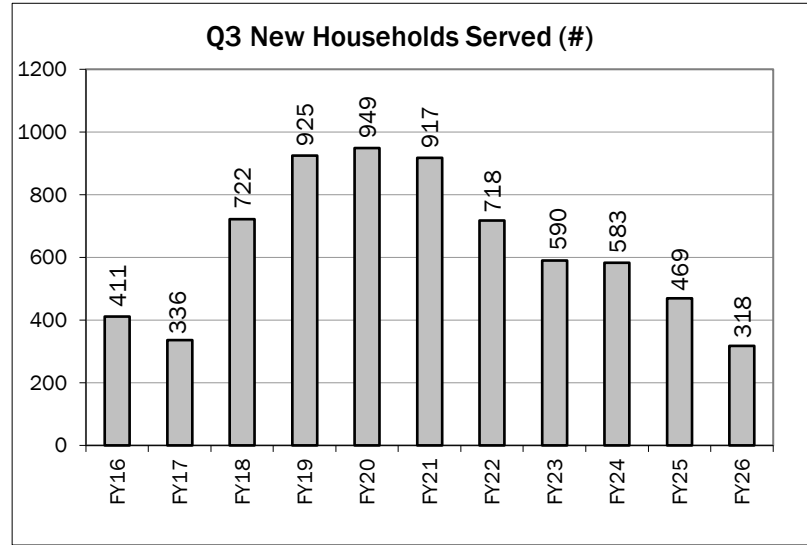
⁴ Recidivism was calculated for a 12-month return period for successful housing exits within the reporting period of 1/1/25-3/31/25.

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

FY26 Q3 System and Program Indicator Report



Rapid Re-Housing System ¹	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026															
Rapid Re-Housing System ¹	189	318	√	789	1,050	√	240	208	√	107	217	√	60%	69%	√
Single Adults ³	-	237	-	-	739	-	-	194	-	-	147	-	-	64%	-
Families ³	-	81	-	-	311	-	-	249	-	-	70	-	-	84%	-



Outcomes	FY25 Family	Q3 Δ	FY26 Family	FY25 Single Adults	Q3 Δ	FY26 Single Adults ³
Metrics						
Households Served	253	↑	311	665	↑	739
Recidivism ⁴	-		0%	-		1%
Mean Family Size	3.4		3.3	-		-
Average Number of Children	2.2		2.1	-		-
Clients	854		1,036	675		749
Adults	302		379	675		749
Children	552		657	-		-
Percent Working at Entry	31%		40%	23%		20%
Percent of Households With No Income	33%		43%	43%		42%
Average Monthly Household Income	\$644	↑	\$859	\$706	↑	\$817
Average Monthly Income for Households with Income	\$1,334		\$1,589	\$1,374		\$1,539
Veterans (U.S. Military)	9		6	243	↑	247
Veterans % of all adults	3%		2%	36%		33%
Pregnant	21		28	16		10
DEMOGRAPHICS (HOH)						
Average Age (HoH)	31		32	46		47
Male Led Households ⁵	5%		3%	41%	↑	60%
Female Led Households ⁵	74%		76%	56%		37%
Other Gender Led Households ⁵	0%		0%	1%		1%
Multi Adult Households ⁵	21%		22%	2%		1%
Race/Ethnicity - Black	75%	↓	67%	61%		61%
Race/Ethnicity - White	13%	↑	20%	28%		29%
Race/Ethnicity - Multi-racial	6%		6%	5%		6%
Race/Ethnicity - Hispanic	6%		5%	4%		3%
Race/Ethnicity - Other	1%		2%	2%		1%
Adults 18 - 24 years ⁵	36%		29%	17%	↓	12%
Adults 25 - 34 years ⁵	34%		35%	13%		12%
Adults 35 - 44 years ⁵	24%		30%	18%		18%
Adults 45 - 55 years ⁵	5%		5%	19%		21%
Adults 56 - 61 years ⁵	0%		1%	14%		14%
Adults 62+ years ⁵	0%		1%	19%		22%
Self-reported Disability	46%		45%	64%	↑	73%

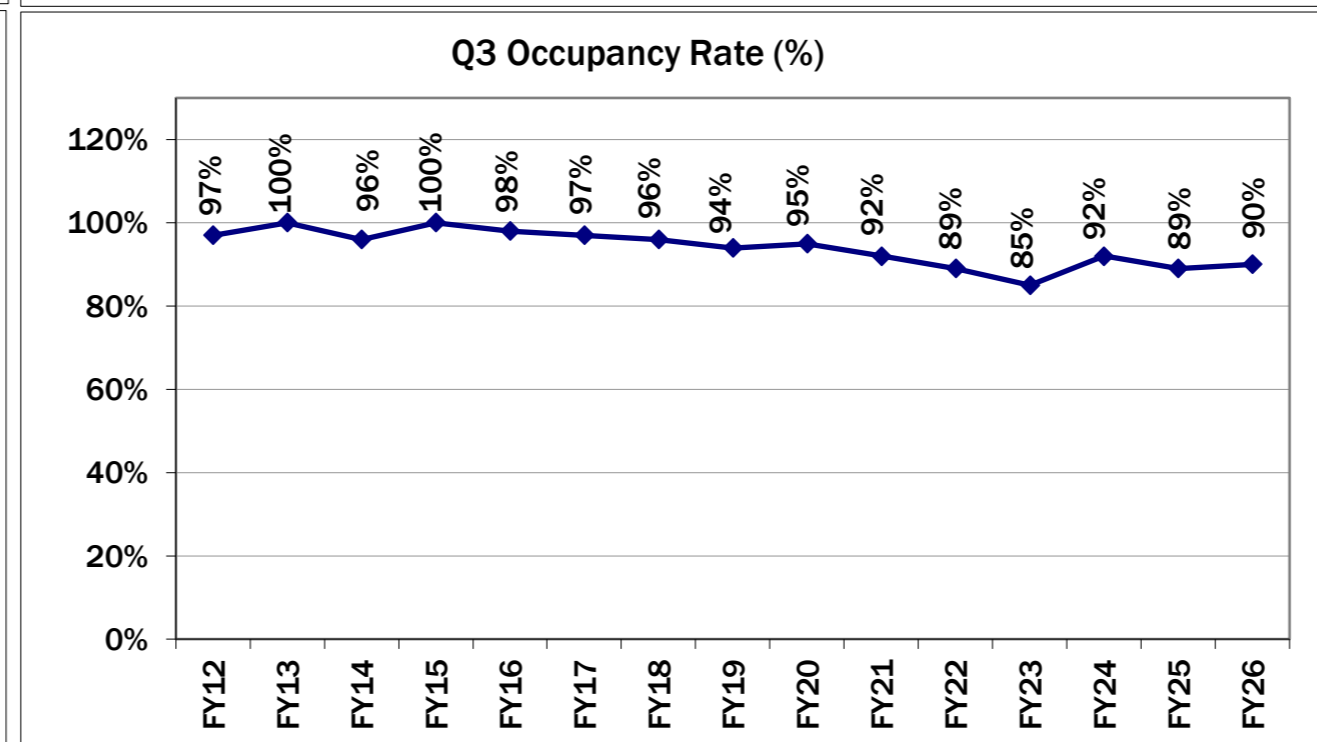
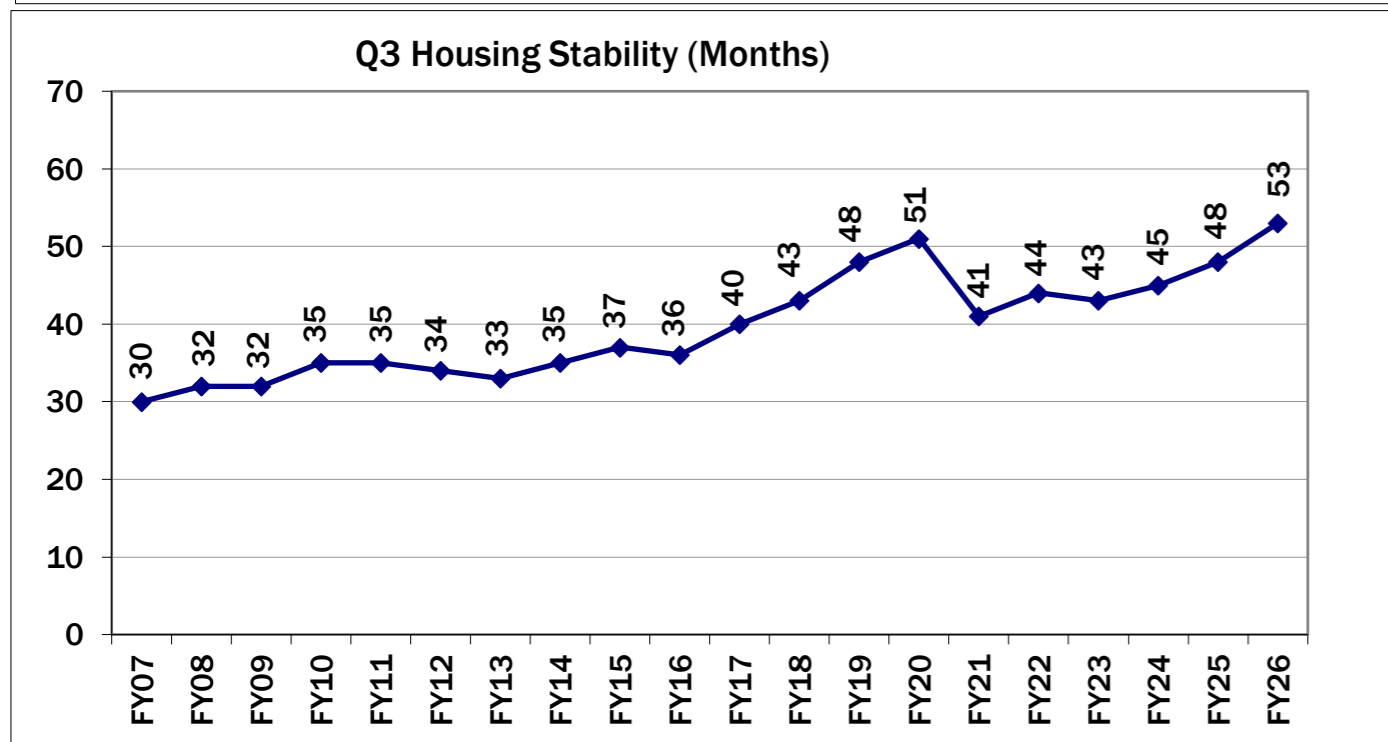
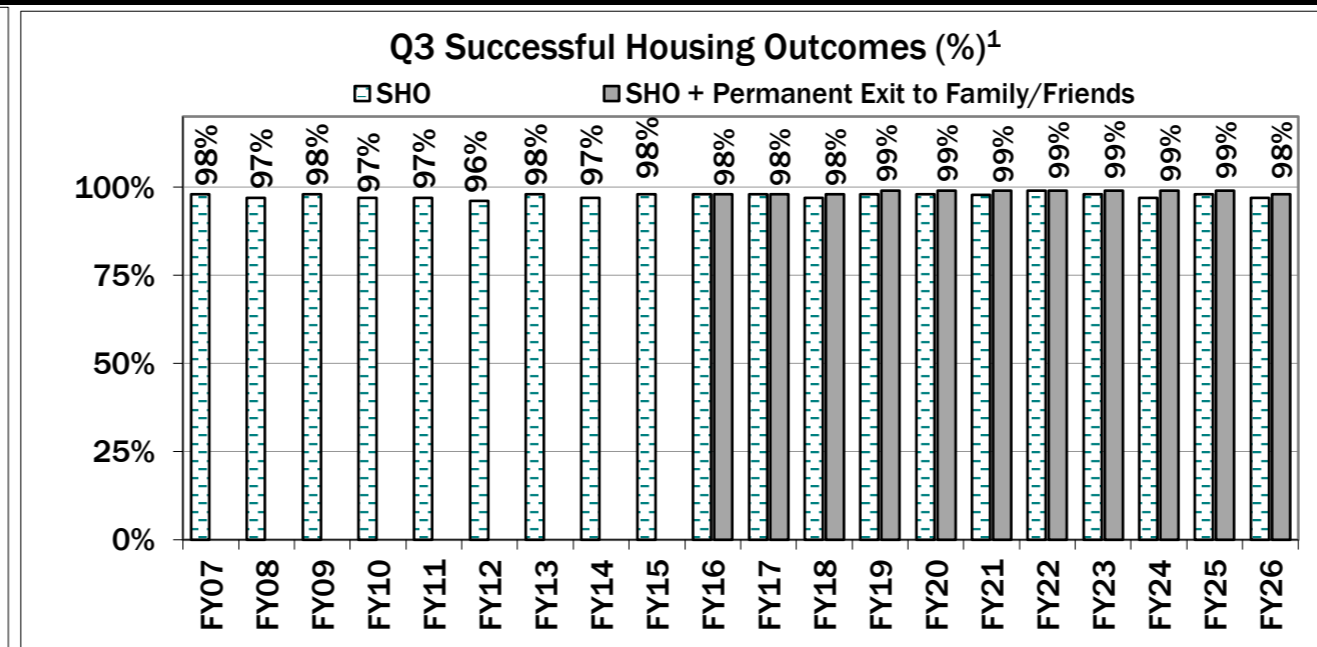
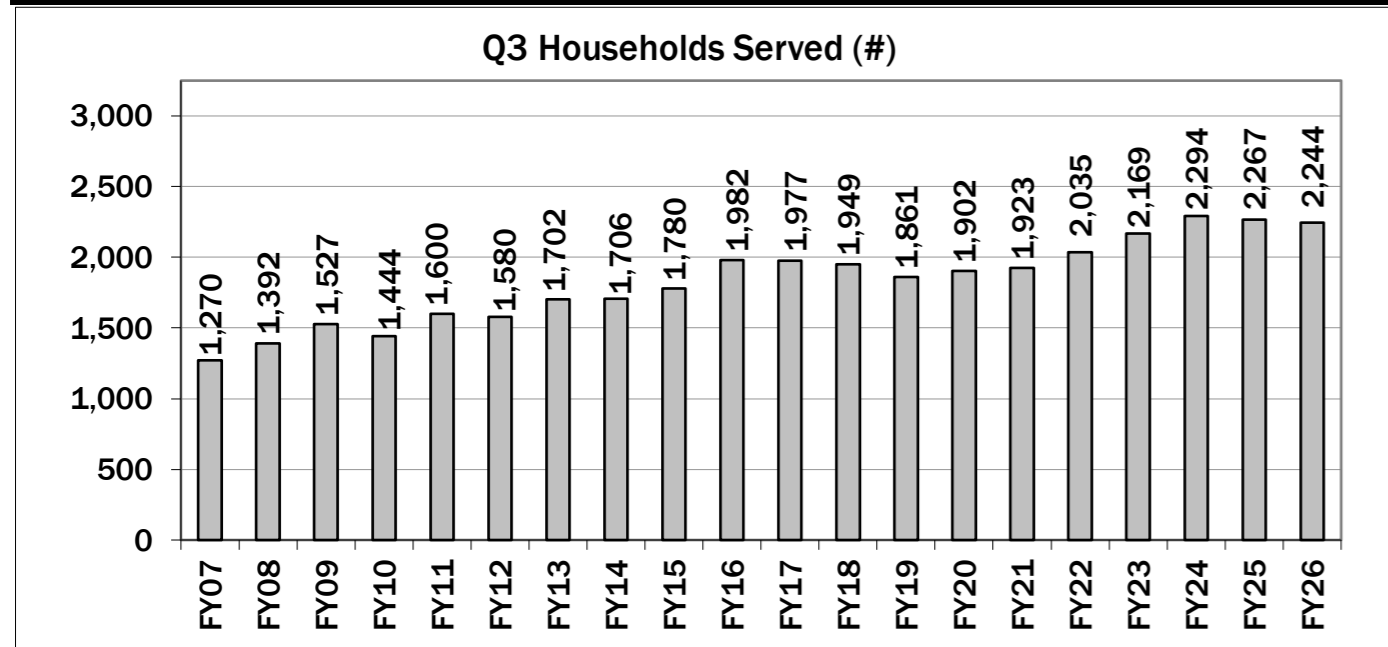
The number of households served decreased by 10% compared to the same reporting period in the previous year. Rapid Re-Housing providers continue to report difficulty securing low-income, affordable housing. Despite these challenges, the successful housing outcome rate at exit increased by 8 percentage points to 69%, and the average length of participation increased by 24 days to 208 days on average. The self-reported disability rate among single adults increased by 9 percentage points, rising from 64% to 73%. The number of veterans and pregnant served increased by 1 household in each category. Both populations served remained flat compared to the same reporting period in the prior fiscal year (252, 37).

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 Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.
⁵ Due to rounding percentages do not add up to 100%.

FY26 Q3 System and Program Indicator Report



Permanent Supportive Housing (PSH) ¹	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						Exit to Homelessness ²		
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2026 - 3/31/2026	2,604	2,244	≠	95%	90%	√	24	53	√	2,474	2,197	√	95%	98%	√	10%	0%	√



Outcomes		FY26 Q3
Metrics		
Households Served		2,244
Clients		3,163
Adults		2,459
Children		704
New Enrollments		113
Exits		74
Successful Housing Exits #		27
Successful Housing Exits %		43%
Veterans (U.S. Military)		160
Veterans % of all adults		7%
Pregnant		14
DEMOGRAPHICS (HOH)		
Average Age		52
Female		43%
Male		56%
Other		1%
Race/Ethnicity - Black		60%
Race/Ethnicity - White		32%
Race/Ethnicity - Multi-racial		5%
Race/Ethnicity - Hispanic		2%
Race/Ethnicity - Other		1%
Adults 18 - 24 years ³		3%
Adults 25 - 34 years ³		10%
Adults 35 - 44 years ³		16%
Adults 45 - 55 years ³		23%
Adults 56 - 61 years ³		19%
Adults 62+ years ³		30%

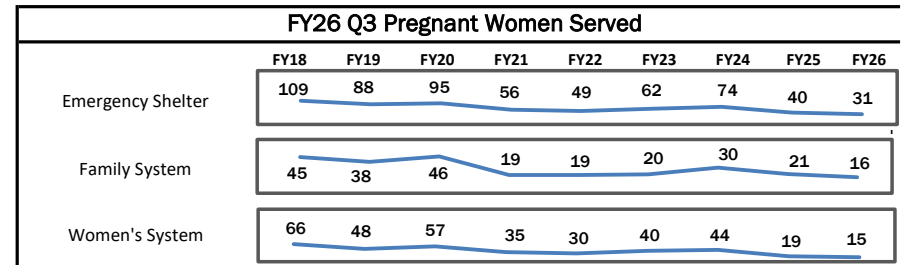
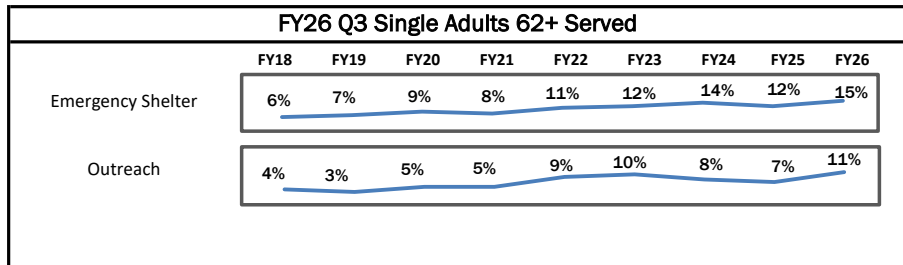
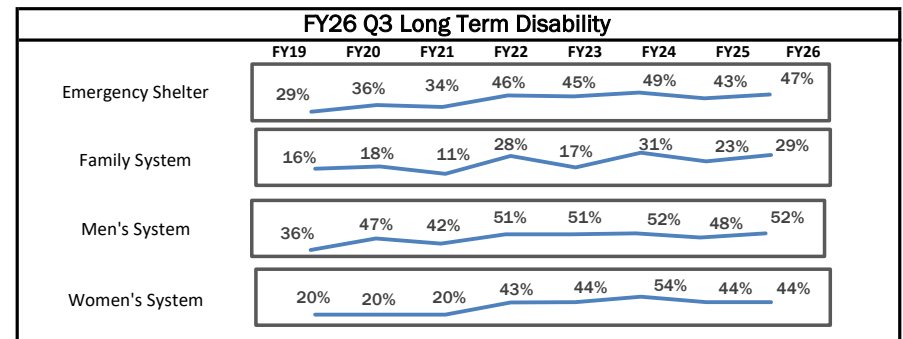
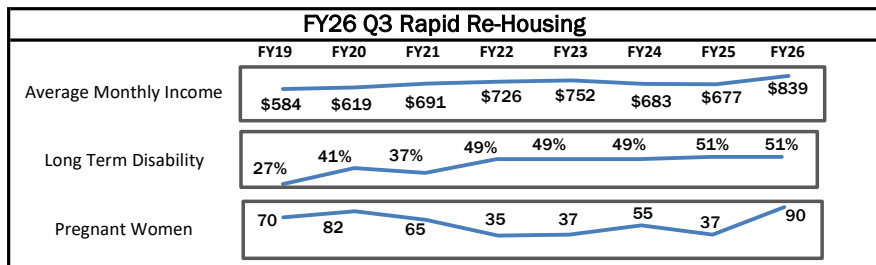
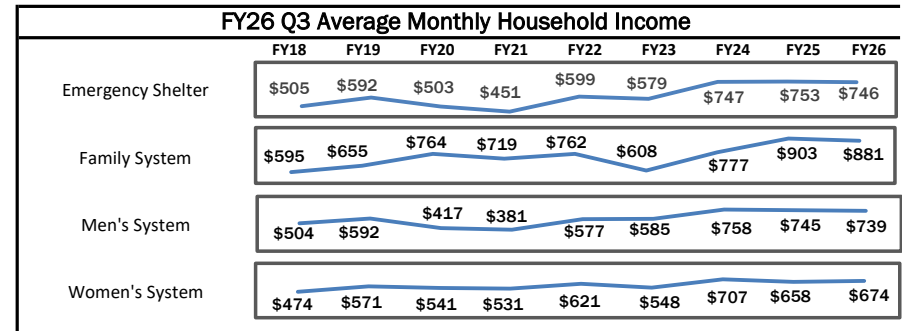
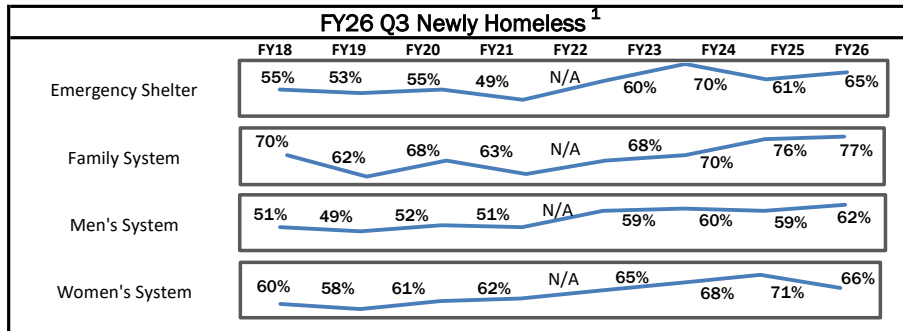
The Permanent Supportive Housing (PSH) system remains a central component of Franklin County's homelessness response system and continues to demonstrate both the need for and effectiveness of these projects in stabilizing the region's most vulnerable residents. Overall, the system experienced a 1% decrease in households served. The decline was primarily driven by the Homefull - EHV program, whose design does not allow for new referrals or intakes once capacity is reached and vouchers expire. Through natural attrition, the project's capacity is expected to gradually decline over time. The program originally operated with 304 units and has since decreased to 177 units. One new program opened this quarter: National Church Residences - Berwyn East Place, which added 36 units to the PSH system. The project's current capacity is based on the total number of households currently residing in the program. The occupancy rate increased by 1 percentage point to 90%; however, it remains below historical norms due to ongoing challenges in locating affordable scattered-site housing within the community, as well as lower occupancy at a site-based facility caused by slow unit turnover and a mismatch between available unit types and the needs of youth households.

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 calculated for housing exits between reporting period of 1/1/25 - 3/31/25.

³ Due to rounding percentage does not add up to 100%.

Emergency Shelter and Rapid Re-housing Trends Appendix : 1/1/2026 - 3/31/2026



¹ FY22 data not available due to system migration.

HUD System Performance Measurements

Length of Time Persons Remain Homeless	Comparison of National and Franklin County CoC Averages (FY2020–FY2025)						
Average length of time persons are homeless in ES and TH projects in Days.	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	149	160	172	166	176	-
OH-503 (Franklin County CoC)	67	71	80	85	94	94.44	63

Percent Returns to Homelessness in 24 months	Comparison of National and Franklin County CoC Percentages (FY2020–FY2025)						
People returning to homelessness in 24 months	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	19.7%	17.8%	16.6%	18.3%	17.4%	-
OH-503 (Franklin County CoC)	31.0%	28.0%	22.0%	30.0%	26.5%	21.3%	20.07%

Percent of Leavers who Increased Earned Income	Comparison of National and Franklin County CoC Percentages (FY2020–FY2025)						
People who increased Earned Income	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	15.5%	14.1%	14.2%	14.0%	14.8%	-
OH-503 (Franklin County CoC)	12.0%	16.0%	10.8%	10.6%	13.3%	14.4%	18.40%

Percent of Stayers who Increased Total Income	Comparison of National and Franklin County CoC Percentages (FY2020–FY2025)						
People who increased Total Income	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	38.4%	37.4%	37.4%	39.5%	38.5%	-
OH-503 (Franklin County CoC)	42.3%	35.0%	47.6%	44.4%	40.7%	43.5%	42.74%

First Time Homeless	Comparison of National and Franklin County CoC Averages (FY2020–FY2025)						
People Experiencing Homelessness for the First Time	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	680,968	703,733	883,718	967,134	912,807	-
OH-503 (Franklin County CoC)	5,139	4,982	5,160	5,432	4,234	4,065	1,983

Successful Street Outreach	Comparison of National and Franklin County CoC Averages (FY2020–FY2025)						
Exits to Temporary or Permanent Housing	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	34.5%	33.4%	31.2%	26.7%	32.3%	-
OH-503 (Franklin County CoC)	31.3%	39.0%	38.5%	31.4%	40.0%	48.0%	61.54%

Successful Exits	Comparison of National and Franklin County CoC Averages (FY2020–FY2025)						
Successful Exits from ES, TH and RRH	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	40.0%	37.7%	33.9%	32.6%	33.8%	-
OH-503 (Franklin County CoC)	35.4%	30.8%	23.8%	26.1%	31.9%	33.80%	35.29%

Successful Exits from PH	Comparison of National and Franklin County CoC Averages (FY2020–FY2025)						
To PH or Retention of PH beyond 6 months	Historical					Current	
	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026 Q2 ¹
	National Benchmark	96.4%	96.4%	96.0%	95.7%	95.5%	-
OH-503 (Franklin County CoC)	96.7%	96.7%	96.3%	95.9%	95.9%	95.66%	99.00%

¹ HUD's FY2026 Q2 reporting period is 1/1/26 though 3/31/26.



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.