

System Indicator Report

FY2026 7/1/25 - 12/31/25

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.

“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.”

TABLE OF CONTENTS

Overview.....	1
5 Minute Summary.....	2
System Level Indicators	
Family Emergency Shelter.....	3
Men’s Emergency Shelter.....	4
Women’s Emergency Shelter.....	5
Emergency Shelter (Family, Men’s, & Women’s).....	6
Prevention.....	7
Rapid Re-housing.....	8
Permanent Supportive Housing.....	9
Special Populations – Families.....	10
Special Populations – Single Adults.....	11
Special Populations – Pregnant.....	12
Special Populations – Veterans.....	13
Special Populations – TAY.....	14
Trends Appendix.....	15
HUD System Performance Measures.....	16

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.

FY26 SA System and Program Indicator Report

5-Minute Summary



Families Emergency Shelter

The number of households served declined by 5% (19 households) from FY25 SA to FY26 SA, with average nightly occupancy dropping by 10 households and the average length of stay decreasing by seven days — the first decline since FY2020.

Men’s Emergency Shelter

The average length of stay increased by seven days to 77 days — the highest average recorded and the second-largest increase since SPIR tracking began in 2007. Successful housing outcomes improved from 16% to 20%, the highest rate since COVID, though still eight percentage points below the 28% system goal.

Women’s Emergency Shelter

While the average length of stay increased by a day from FY25, it remains below the 70-day target. The number of households served declined from 916 to 853, and the successful housing outcome rate held steady at 23%, with average nightly occupancy decreasing by one household. Demographic shifts included a 6-percentage-point increase in women identifying as Black/African American and a corresponding 6-percentage-point decrease in those identifying as White.

Emergency Shelter System

The average length of stay dropped by eight days, from a record high of 87 days to 79 days. The successful housing outcome rate improved modestly, increasing from 23% in FY25 to 26% in FY26. Income trends remained relatively stable, with 49% of clients entering without income and employment at entry rising slightly from 21% to 22%.

Prevention System

The Prevention System met four of its five system goals, with new households served falling short at 327 compared to the goal of 443 — a target that has not been achieved since FY2022. Total households served met the overall goal and have steadily trended toward the high 600s from FY24 through FY26, while the average length of participation has decreased each year since FY24.

Rapid Re-housing System

The number of households served increased by 3% compared to the same reporting period last year, as providers continue to face challenges securing affordable housing for low-income clients. Despite these barriers, the successful housing outcome rate at exit increased by 7 percentage points to 68%, and the average length of participation rose by 48 days to 232.

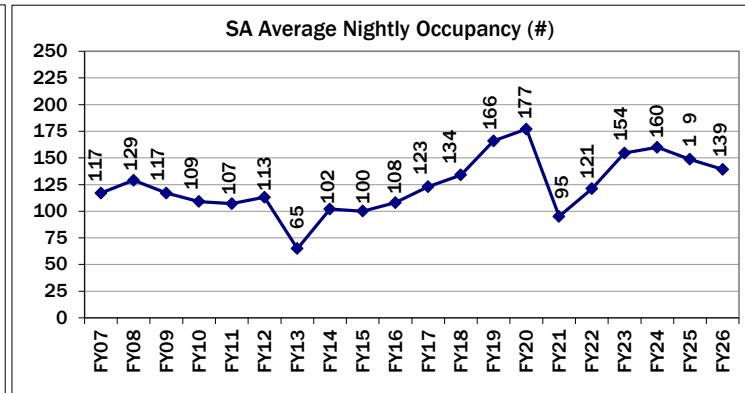
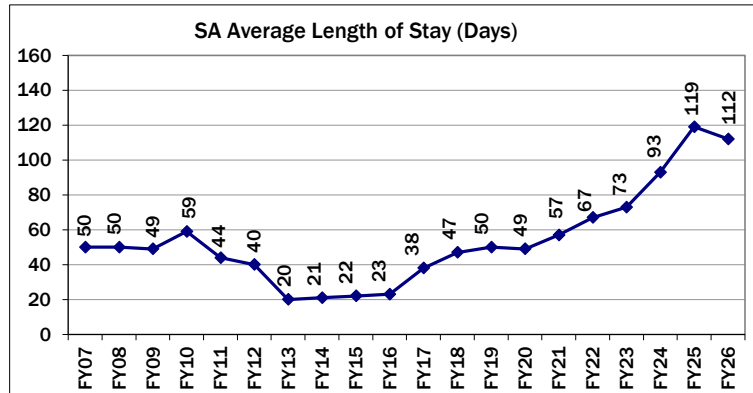
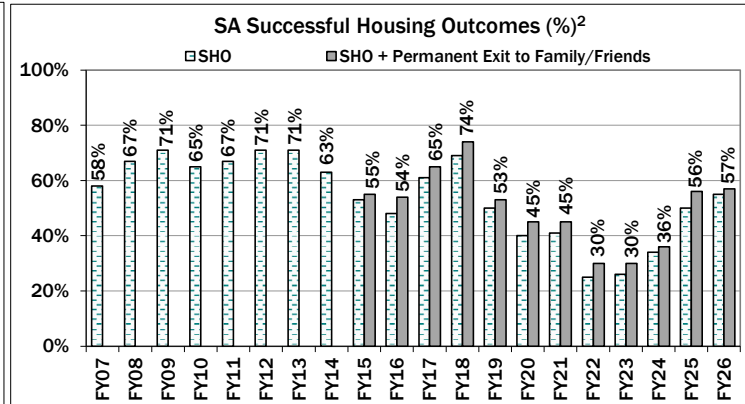
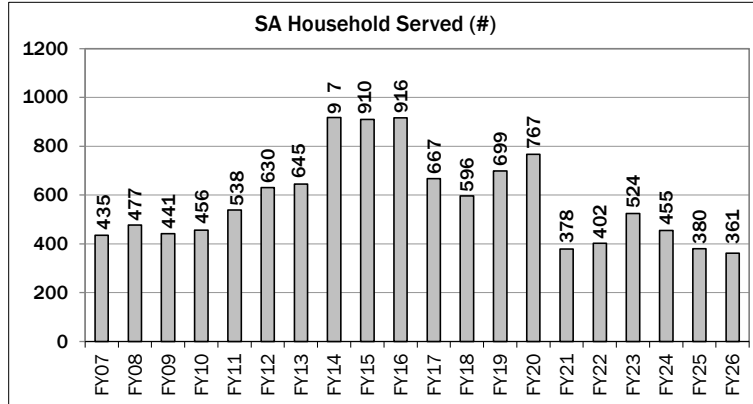
Permanent Supportive Housing System

Occupancy rates have consistently remained in the high 80% to low 90% range over the past five fiscal years, reflecting steady demand. Housing stability has reached a record high of 54 months, highlighting long-term success once individuals are placed in PSH. Successful housing outcomes have remained in the high 90% range since FY2016, and the continued growth in households served reflects expanded capacity to address chronic homelessness.

FY26 SA System and Program Indicator Report



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
7/1/2025 - 12/31/2025	425	361	√ ⁶	114	139	75	112	≠	124	125	√	50%	57%	√	10%	4%	√



Outcomes Metrics	FY25 SA	SA Δ	FY26 SA
	Households Served	380	↓
Mean Family Size	3.5		3.4
Percent Newly Homeless	82%		82%
Recidivism	2%		2%
Average Number of Children	2.1		2.0
Clients Served	1,312		1,227
Adults Served	522		491
Children Served	791		736
Children 0 - 5 years	328		311
Veterans (U.S. Military)	2		3
Veterans % of all adults	1%		1%
Average Monthly Household Income	\$912		\$1,019
Percent Working at Entry	35%		37%
Percent of Households with No Income	44%		48%
Average Monthly Income for Households with Income	\$1,635		\$1,946
Pregnant Served	27		23
DEMOGRAPHICS (HOH)			
Average Age	35		35
Female Led Households	60%	↑	63%
Male Led Households	5%		4%
Multi Adult Households	35%		33%
Race/Ethnicity - Black ⁵	64%	↑	68%
Race/Ethnicity - White ⁵	20%		17%
Race/Ethnicity - Multi-Racial ⁵	7%		7%
Race/Ethnicity - Hispanic ⁵	8%		6%
Race/Ethnicity - Other	1%		1%
Adults 18 - 24 years (T.A.Y)	11%		10%
Children 0 - 2 years ⁵	20%		24%
Children 3 - 7 years ⁵	35%		29%
Children 8 - 12 years ⁵	27%		28%
Children 13 - 17 years ⁵	19%		19%
Self-reported Disability	36%	↑	40%
Franklin County Residents	85%		84%

The number of families decreased by 5% compared to the same period in the prior fiscal year. The success rate at exit from shelters increased by 1 percentage point to 57%. The average length of stay in shelter decreased by 7 days to 112 days, the first decrease since FY19. A lack of safe, decent, and affordable housing continues to make it difficult to move families out of shelter quickly. The employment rate at entry increased from the FY25 annual rate of 35% to 37%, and the average income rose to \$1,019 (up from \$912 in FY24). During the reporting period, 10% of families (36) experienced more than one shelter stay. An additional 148 families stayed only in the Overnight Shelter program while waiting for a face-to-face shelter eligibility assessment; these families were subsequently assisted in finding alternatives 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

³ System served all families in need of shelter. Successful Housing Outcomes goal recalculated based on number served.

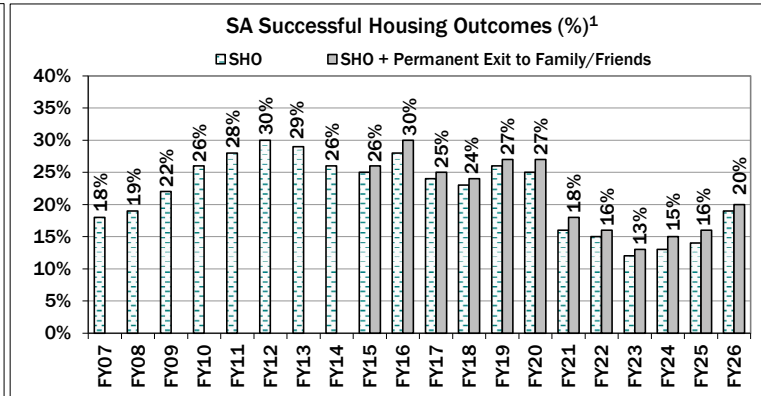
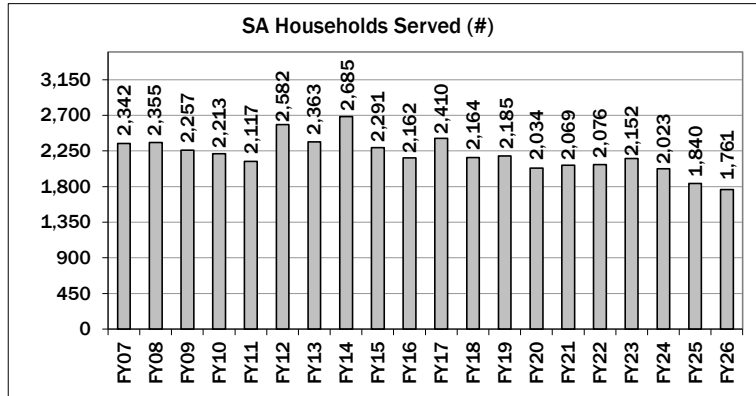
⁴ Recidivism calculated for successful housing exits between the reporting period of 1/1/25-6/30/25.

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

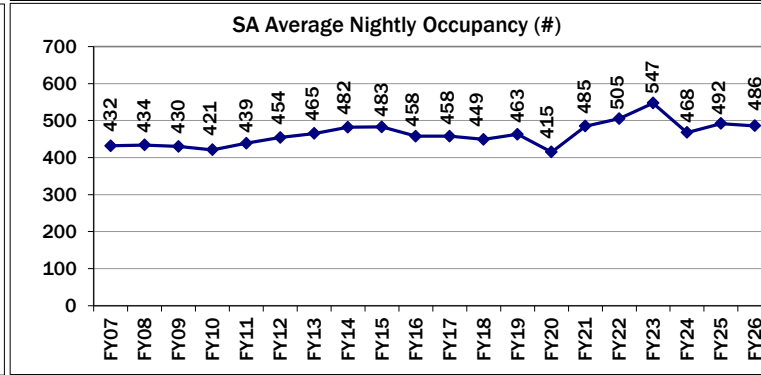
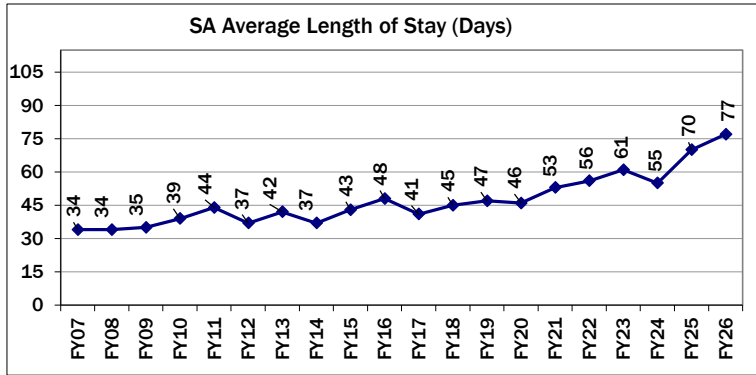
FY26 SA System and Program Indicator Report



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
7/1/2025 - 12/31/2025	1,875	1,761	√	427	486	70	77	√	405	225	≠	28%	20%	≠	10%	4%	√



Outcomes	FY25 SA	SA Δ	FY26 SA
Metrics			
Households Served	1,840	↓	1,761
Percent Newly Homeless	61%		61%
Recidivism	3%		4%
Men as a percent of total single adults served	67%		67%
Veterans (U.S. Military)	205		220
Veterans % of all adults	11%		13%
Average Monthly Household Income	\$719		\$799
Percent Working at Entry	23%		23%
Percent of Households With No Income	52%		49%
Average Monthly Income for Households with Income	\$1,523		\$1,585
DEMOGRAPHICS (HOH)			
Average Age	46		47
Race/Ethnicity - Black ³	61%	↑	64%
Race/Ethnicity - White ³	28%		26%
Race/Ethnicity - Multi-racial ³	4%		4%
Race/Ethnicity - Hispanic ³	5%		4%
Race/Ethnicity - Other ³	2%		1%
Adults 18 - 24 years	5%		5%
Adults 25 - 34 years	21%		19%
Adults 35 - 44 years	21%		22%
Adults 45 - 55 years	24%		23%
Adults 56 - 61 years	15%		14%
Adults 62+ years	14%	↑	17%
Self-Reported Disability	64%		67%
Franklin County Residents	88%		87%



The number of single men sheltered decreased by 4% compared to the same reporting period in the prior fiscal year. The success rate at exit from shelters increased by 4 percentage points to 20%. The average length of time homeless increased by 7 days to 77 days. A lack of safe, decent, and affordable housing continues to make it difficult to move individuals out of shelter quickly. The employment rate at entry remained flat at 23% compared to the FY25 annual rate, while the average income increased to \$799 (up from \$719 in FY25). During the reporting period, 41% of men (719) experienced multiple shelter stays. The rate of adults aged 62 and older increased by 3 percentage points compared to the FY24 annual rate (14%). The number of veterans served increased by 15 (7%) compared to the same reporting period in the prior fiscal year.

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.

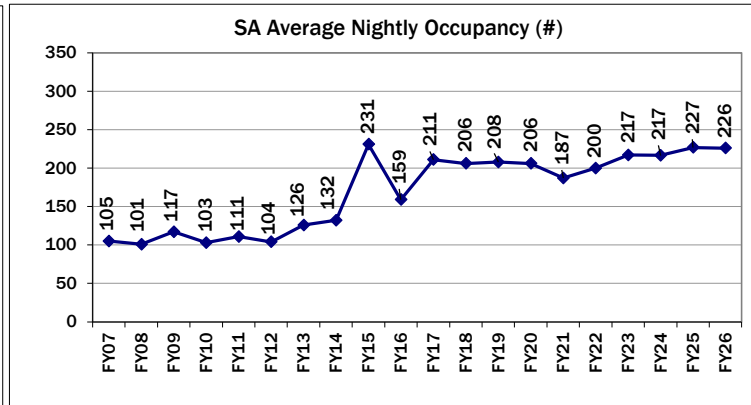
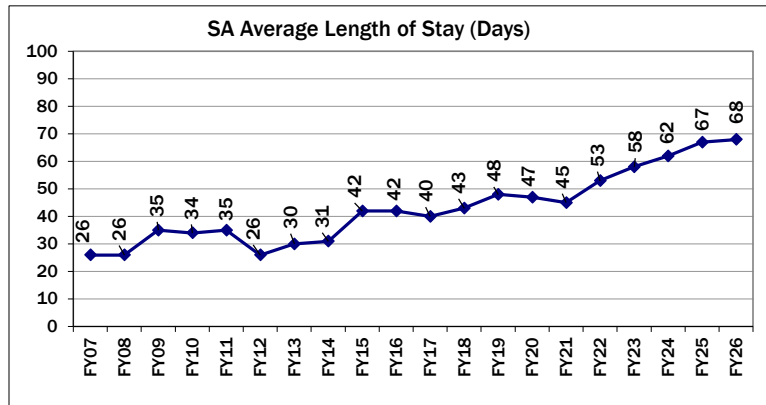
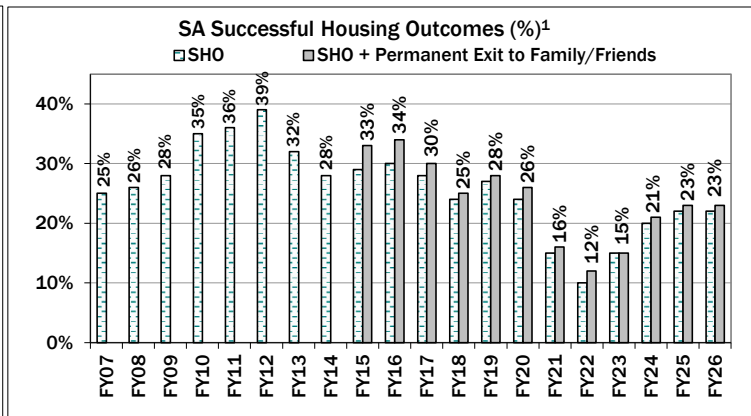
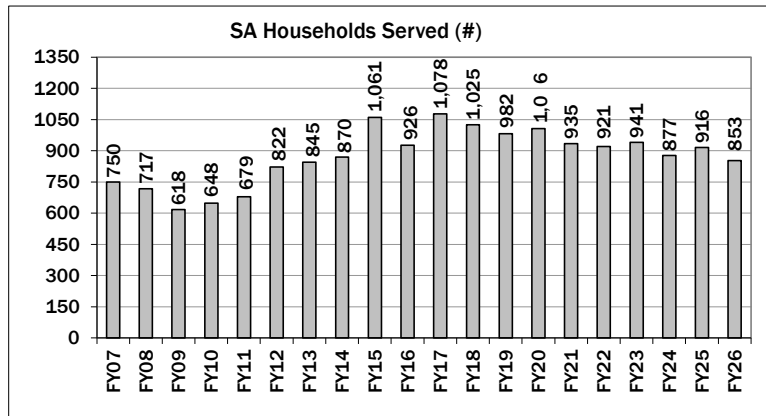
² Overflow capacity is not included. Additional overflow capacity opened as of 11/08/24. Additional warming center capacity opened as of 12/1/24.

³ Recidivism calculated for successful housing exits between the reporting period of 1/1/25-6/30/25.

FY26 SA 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
7/1/2025 - 12/31/2025	900	853	√	208	226	70	68	√	193	129	≠	28%	23%	√	10%	2%	√



Outcomes	FY25 SA	SA Δ	FY26 SA
Metrics			
Households Served	916	↓	853
Percent Newly Homeless	66%		68%
Recidivism	11%		2%
Women as a percent of total single adults served	33%		33%
Veterans (U.S. Military)	8		8
Veterans % of all adults	1%		1%
Average Monthly Household Income	\$734	↓	\$688
Percent Working at Entry	20%		19%
Percent of Households With No Income	46%	↑	50%
Average Monthly Income for Households with Income	\$1,359		\$1,374
DEMOGRAPHICS (HOH)			
Average Age	44		44
Pregnant Served	48		51
Race/Ethnicity - Black ³	51%	↑	57%
Race/Ethnicity - White ³	39%		33%
Race/Ethnicity - Multi-racial ³	5%		5%
Race/Ethnicity - Hispanic ³	3%		3%
Race/Ethnicity - Other ³	1%		1%
Adults 18 - 24 years	8%		8%
Adults 25 - 34 years	20%		21%
Adults 35 - 44 years	24%		22%
Adults 45 - 55 years	26%		24%
Adults 56 - 61 years	11%		13%
Adults 62+ years	11%		12%
Self-Reported Disability	73%		72%
Franklin County Residents	85%		84%

The number of single women sheltered decreased by 7% compared to the same reporting period in the prior fiscal year. The success rate at exit from shelters remained flat at 23%. The average length of time homeless increased by 1 day to 68 days. A lack of safe, decent, and affordable housing continues to make it difficult to move individuals out of shelter quickly. The employment rate at entry decreased by 2 percentage points to 19% compared to the FY25 annual rate of 22%, while the average income increased to \$799 (up from \$680 in FY25). During the reporting period, 38% of women (325) experienced multiple shelter stays. The rate of adults aged 62 and older increased by 3 percentage points compared to the FY25 annual rate (9%). The number of pregnant individuals served increased by 3 (6%) compared to the same reporting period in the prior fiscal year.

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.

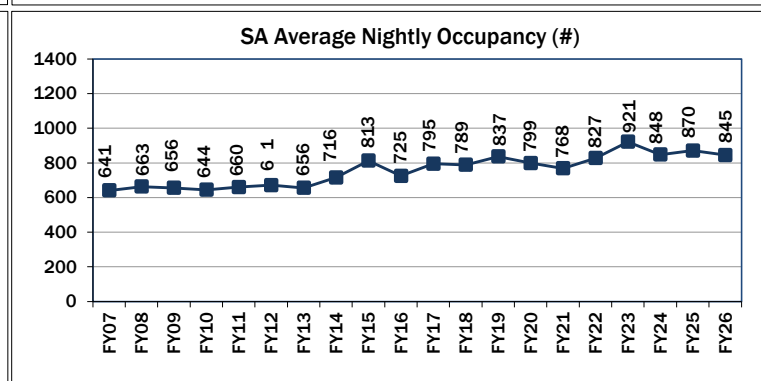
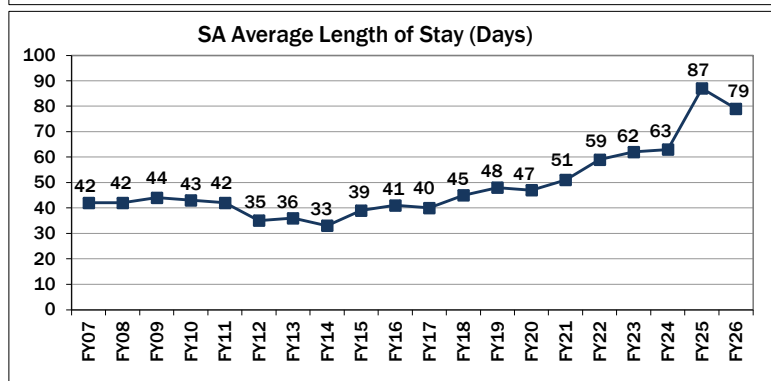
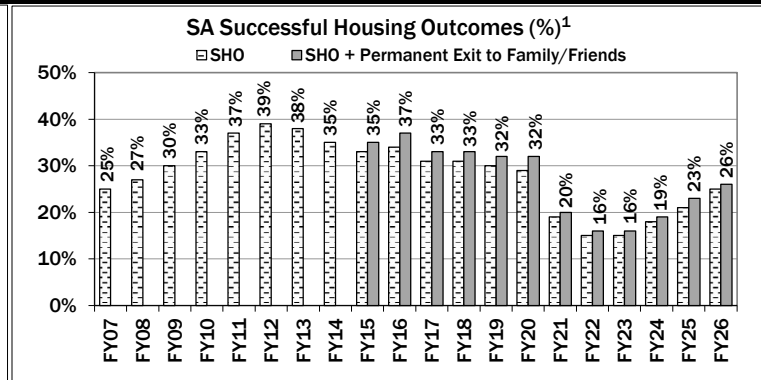
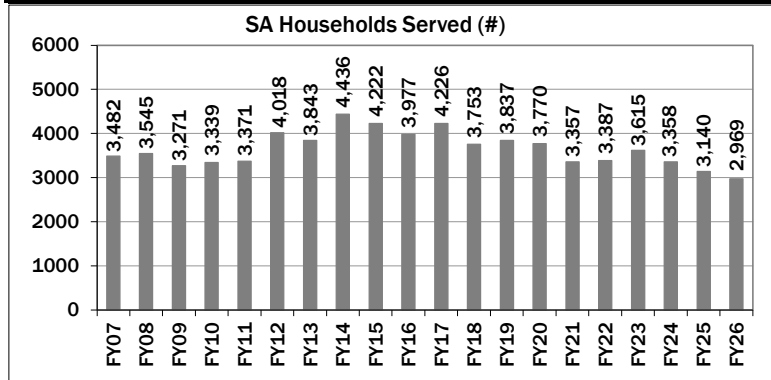
² Overflow capacity is not included. Additional overflow capacity opened as of 11/08/24. Additional warming center capacity opened as of 12/1/24.

³ Recidivism calculated for successful housing exits between the reporting period of 1/1/25-6/30/25.

FY26 SA 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
7/1/2025 - 12/31/2025	3,200	2,969	✓	749	845	72	79	✓	308	383	✓	30%	26%	✓	10%	3%	✓



Outcomes	FY25 SA	SA Δ	FY26 SA
Metrics			
Households Served	3,140		2,969
Percent Newly Homeless	65%	↑	68%
Recidivism	5%		3%
Clients Served	4,076	↓	3,824
Adults Served	3,286		3,088
Children Served	791		736
Veterans (U.S. Military)	215		231
Veterans % of all adults	7%		7%
Average Monthly Household Income	\$758		\$799
Percent Working at Entry	21%		22%
Percent of Households with No Income	49%		49%
Average Monthly Income for Households with Income	\$1,496		\$1,581
Pregnant Served	75		74
DEMOGRAPHICS (HOH)			
Average Age	44		45
Female Led Households ⁴	36%		36%
Male Led Households ⁴	59%		59%
Multi Adult Households ⁴	5%		4%
Other Household Composition	1%		0%
Race/Ethnicity - Black ⁴	58%	↑	62%
Race/Ethnicity - White ⁴	30%		27%
Race/Ethnicity - Multi-Racial ⁴	5%		5%
Race/Ethnicity - Hispanic ⁴	5%		4%
Race/Ethnicity - Other ⁴	2%		1%
Adults 18 - 24 years	7%		6%
Self-Reported Disability	61%	↑	64%
Franklin County Residents	86%		85%

The number served by the system decreased by 5% compared to the same reporting period in the prior fiscal year. The successful housing outcome rate increased by 3 percentage points to 26%. The average length of time homeless decreased by 8 days to 79 days. A lack of safe, decent, and affordable housing continues to make it difficult to move individuals and families out of shelter quickly. The average income increased to \$799 compared to the FY25 annual rate of \$757. The system served 16 more veterans (a 7% increase) and 1 fewer pregnant individual (a 1% decrease) compared to the same reporting period in the prior fiscal year (215 and 75, respectively).

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 3,135; total pregnant women is 76. Additional overflow capacity opened as of 11/18/24 and Warming Center capacity opened as of 12/1/24.

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.

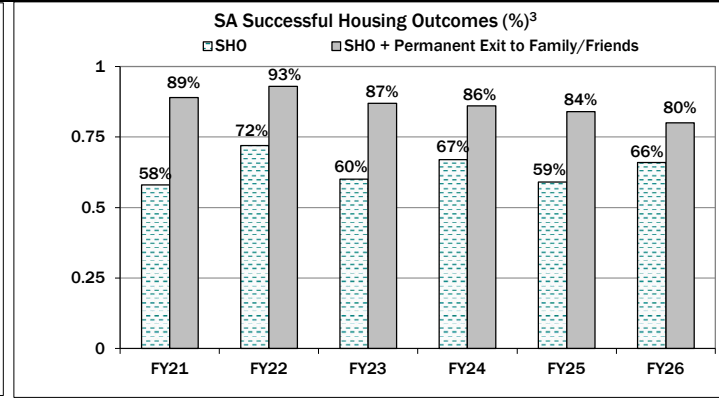
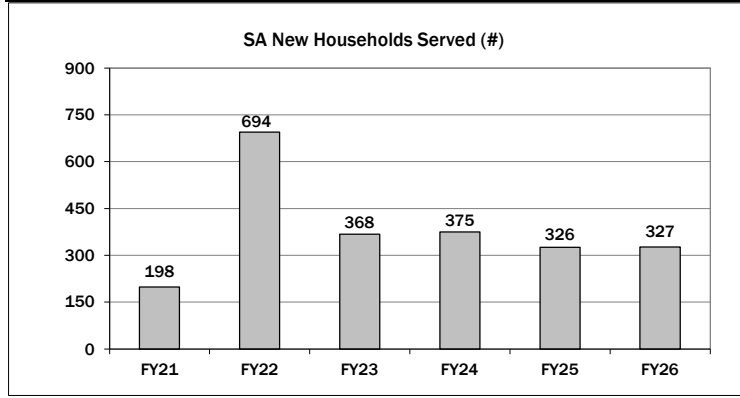
³ Recidivism calculated for successful housing exits between the reporting period of 1/1/25-6/30/25.

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

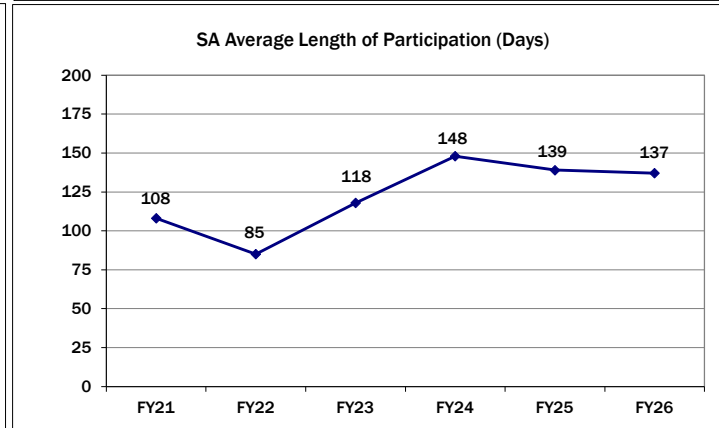
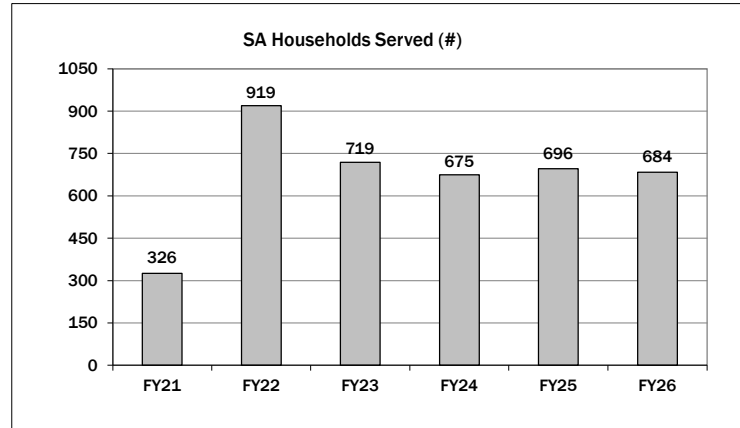
FY26 SA System and Program Indicator Report



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
7/1/2025 - 12/31/2025	443	327	≠	723	684	√	150	137	√	388	313	≠	85%	80%	√	5%	2%	√



Outcomes	FY25 SA	SA Δ	FY26 SA
Metrics			
Households Served	696		684
Recidivism	4%		2%
Mean Family Size ²	3.5		3.5
Average Number of Children ²	2.4		1.4
Clients	2,010	↓	1,949
Adults	800		822
Children	1,210		1,127
Veterans (U.S. Military)	124		182
Veterans % of all adults	15%		22%
Percent of Households With No Income	34%	↓	27%
Percent Working at Entry	46%		48%
Average Monthly Household Income	\$1,098	↑	\$1,331
Average Monthly Income for Households with Income	\$1,666	↑	\$1,842
Pregnant	52	↓	44
DEMOGRAPHICS (HOH)			
Average Age	36		37
Female Led Households	67%		60%
Male Led Households	17%		22%
Multi Adult Households	15%		18%
Other Gender Led Households	1%		0%
Race/Ethnicity - Black	73%		73%
Race/Ethnicity - White	17%		19%
Race/Ethnicity - Multi-racial	5%		5%
Race/Ethnicity - Hispanic	3%		2%
Race/Ethnicity - Other	1%		1%
Adults 18 - 24 years ⁵	16%		16%
Adults 25 - 34 years ⁵	42%		37%
Adults 35 - 44 years ⁵	22%		23%
Adults 45 - 55 years ⁵	11%		10%
Adults 56 - 61 years ⁵	3%		3%
Adults 62+ years ⁵	5%	↑	10%
Self-reported Disability	27%		26%



The number of households served decreased by 2% compared to the same reporting period in the prior fiscal year; however, the system met its projected goal. The successful housing outcome rate decreased by 4 percentage points to 80%, and the average length of participation decreased by 2 days to 137 days. At exit, 66% of households were stably housed in their own housing, and 14% moved in permanently with family or friends. The percentage of households working at entry increased from the FY25 annual rate of 45% to 48%. The number of veterans served increased by 58 (a 46% increase), while the number of pregnant women served decreased by 8 (a 15% decrease) compared to the same reporting period in FY25 (124 and 52, respectively).

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.

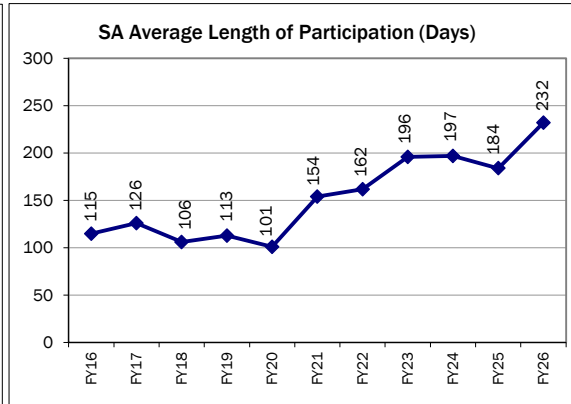
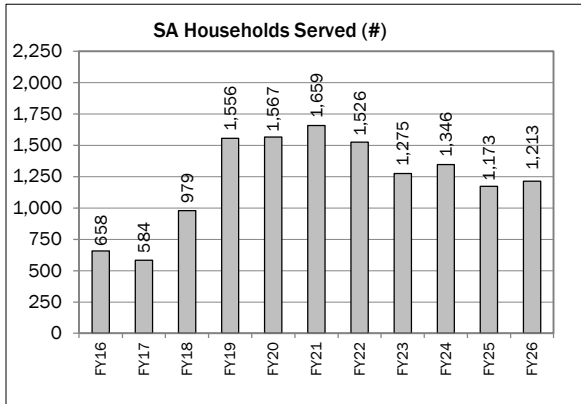
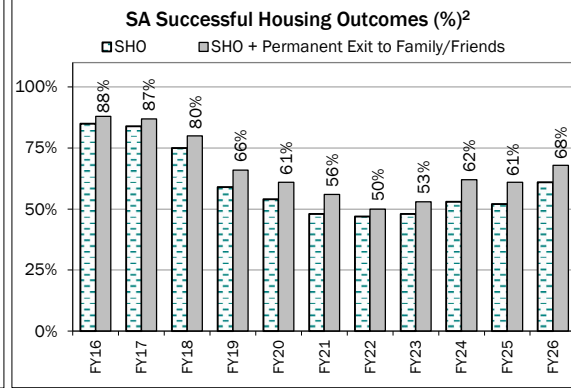
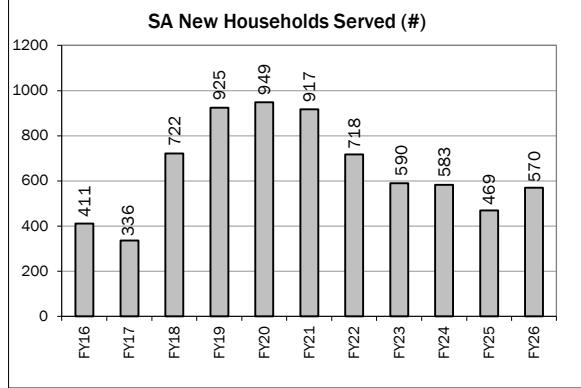
⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/23 - 6/30/24.

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

FY26 SA 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
7/1/2025 - 12/31/2025															
Rapid Re-Housing System ¹	385	570	√	962	1,213	√	240	232	√	215	324	√	60%	68%	√
Single Adults ³	-	410	-	-	855	-	-	178	-	-	148	-	-	59%	-
Families ³	-	160	-	-	358	-	-	232	-	-	104	-	-	80%	-



Outcomes	FY25 Family	FY Δ	FY26 Family	FY25 Single Adults	FY Δ	FY26 Single Adults ³
Metrics						
Households Served	346	↑	358	823	↑	855
Recidivism ⁴	1%	↑	6%	6%	↑	10%
Mean Family Size	3.4		3.3	-		-
Average Number of Children	2.2		1.8	-		-
Clients	1,171		1,194	832		867
Adults	417		431	832		867
Children	754		763	-		-
Percent Working at Entry	35%	↑	37%	22%		21%
Percent of Households With No Income	33%	↑	43%	43%	↓	40%
Average Monthly Household Income	\$666		\$799	\$723		\$792
Average Monthly Income for Households with Income	\$1,382		\$1,539	\$1,369	↓	\$1,444
Veterans (U.S. Military)	9		10	263	↑	306
Veterans % of all adults	2%		2%	32%		35%
Pregnant	36		37	13		13
DEMOGRAPHICS (HOH)						
Average Age (HoH)	32		32	47		47
Male Led Households ⁵	4%		3%	70%		58%
Female Led Households ⁵	76%		78%	29%		40%
Other Gender Led Households ⁵	0%		0%	1%		1%
Multi Adult Households ⁵	20%		19%	0%		1%
Race/Ethnicity - Black	73%	↓	70%	70%		62%
Race/Ethnicity - White	14%		17%	17%		28%
Race/Ethnicity - Multi-racial	6%		6%	6%		6%
Race/Ethnicity - Hispanic	5%		6%	6%		3%
Race/Ethnicity - Other	1%		1%	1%		1%
Adults 18 - 24 years ⁵	32%	↓	28%	28%		14%
Adults 25 - 34 years ⁵	37%		37%	37%		12%
Adults 35 - 44 years ⁵	23%		29%	29%		18%
Adults 45 - 55 years ⁵	7%		5%	5%		20%
Adults 56 - 61 years ⁵	1%		1%	1%		15%
Adults 62+ years ⁵	0%		1%	1%		22%
Self-reported Disability	47%		46%	67%	↑	71%

The number served increased 3% when compared to the same reporting period in the prior fiscal year. Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. The success rate at exit increased 7 percentage points to 68 percent and the length of participation increased by 48 days. The self-reported disability rate decreased to 46% (FY25 47%) for families and to 71% (FY25 68%) for single adults. The number of veterans served increased by 44 (16% increase) and the number of pregnant women increased by 1 (2% increase) when compared to the same reporting period of the prior fiscal year (272, 49).

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.

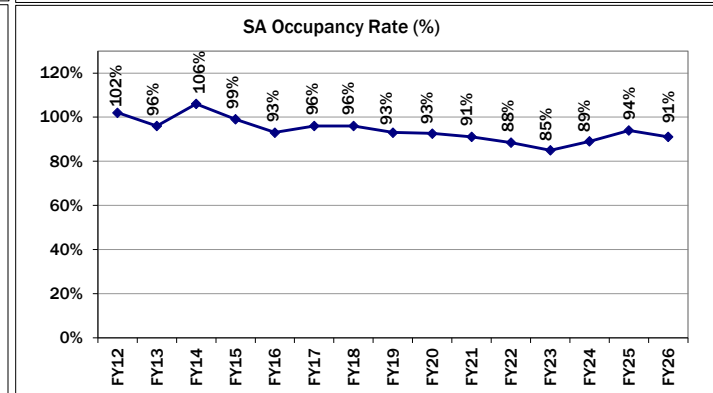
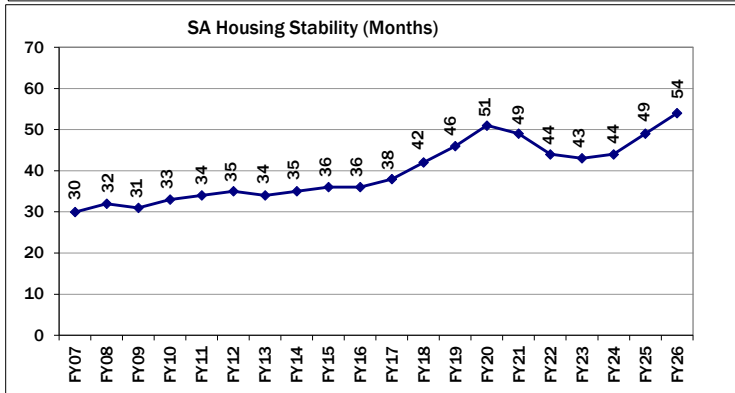
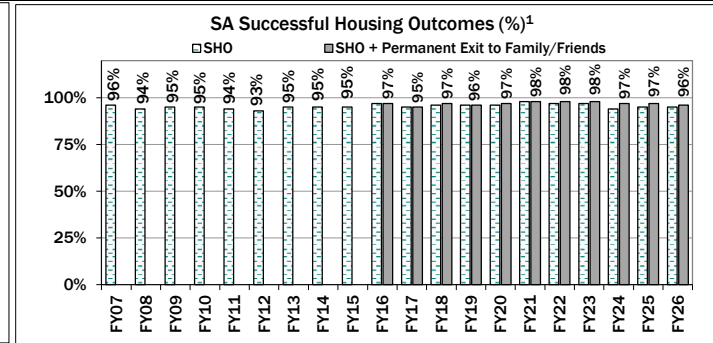
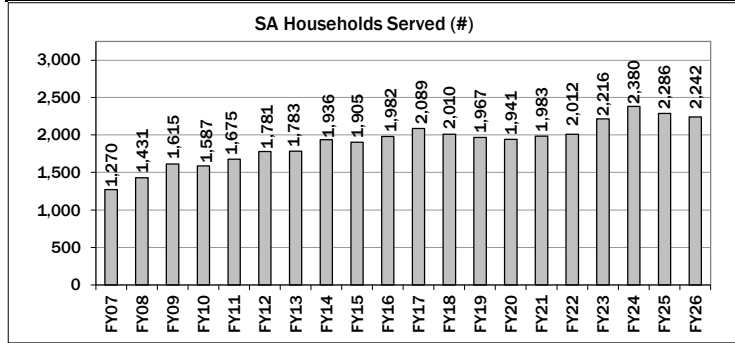
⁴ Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.

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

FY26 SA 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
7/1/2025 - 12/31/2025	2,644	2,242	≠	95%	91%	√	24	54	√	2,512	2,136	√	95%	96%	√	10%	1%	√



Outcomes Metrics	FY26 SA
Households Served	2242
Clients	3,194
Adults	2,475
Children	719
New Enrollments	105
Exits	161
Successful Housing Exits #	55
Successful Housing Exits %	41%
Veterans (U.S. Military)	165
Veterans % of all adults	7%
Pregnant	15
DEMOGRAPHICS (HOH)	
Average Age	52
Female	43%
Male	56%
Other	1%
Race/Ethnicity - Black ³	60%
Race/Ethnicity - White ³	31%
Race/Ethnicity - Multi-racial ³	5%
Race/Ethnicity - Hispanic ³	2%
Race/Ethnicity - Other ³	1%
Adults 18 - 24 years ³	3%
Adults 25 - 34 years ³	10%
Adults 35 - 44 years ³	16%
Adults 45 - 55 years ³	22%
Adults 56 - 61 years ³	18%
Adults 62+ years ³	30%

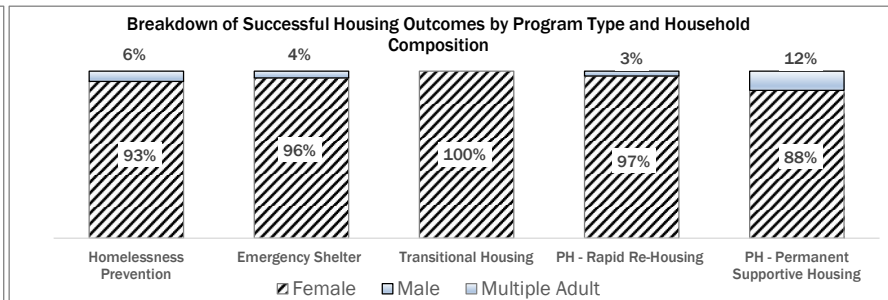
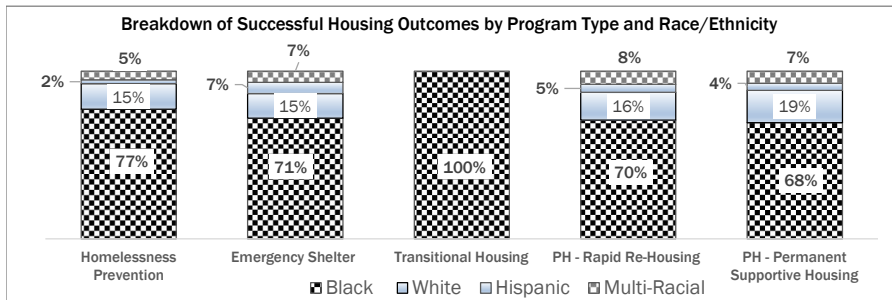
The system had a 2% decrease in numbers served due to decreased capacity from lost EHV vouchers combined with new capacity not becoming available as quickly as planned. The occupancy rate decreased by 3 percentage points to 91%. The system remains slightly below capacity due to difficulty filling scattered sites vouchers, but is improving and is now inline with expectations. The current capacity of Permanent Supportive Housing units in HMIS and reported on here is 2,293. VA VASH voucher capacity of 437 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 calculated for successful housing exits between reporting period of 7/1/24-12/31/24.

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

Special Populations Served: 7/1/2025 - 12/31/2025		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)	63	63	0	26	15	84	66
Pregnant Youth Households (18 - 24)	14	14	0	3	2	14	0
Households (25+)	405	405	4	322	0	248	321
Pregnant Households (25+)	19	19	0	11	0	14	0
Total Households Served (#)	1,419	501	4	359	17	360	386
Total Households Entered	514	270	1	215	4	159	10
Total Households Exited	567	320	1	217	4	130	16
Successful Housing Outcomes (#) ¹	N/A	256	1	123	4	104	382
Successful Housing Outcomes (%) ¹	N/A	80%	100%	57%	100%	80%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ²	N/A	106	488	111	13	229	51
Housing Stability (Months) ²							
DEMOGRAPHICS (Based on Head of Household)							
	Race/Ethnicity - Black ⁵	76%	50%	68%	76%	70%	68%
	Race/Ethnicity - White ⁵	15%	50%	17%	12%	18%	19%
	Race/Ethnicity - Multi-racial ⁵	6%	0%	8%	0%	6%	7%
	Race/Ethnicity - Hispanic ⁵	3%	0%	6%	6%	6%	4%
	Race/Ethnicity - Other ⁵	1%	0%	1%	6%	1%	1%
	Gender - Male	9%	0%	5%	6%	4%	12%
	Gender - Female	91%	100%	95%	94%	96%	88%
	Gender - Other	0%	0%	0%	0%	0%	0%
	Self Reported Disability	29%	100%	40%	65%	45%	97%
	Franklin County Residents	92%	100%	85%	94%	83%	95%



The system-wide number of families served **decreased by 1%** (FY25 1,437) when compared to the same reporting period of the prior fiscal year. The number of families in the following program types decreased: **homelessness prevention services by 3%** (FY25 514) and **emergency shelter decreased by 4%** (FY25 375), and **permanent supportive housing decreased by 1%** (FY25 391) during the same timeframe. The length of time families spent in emergency shelter decreased by 8 days to an average of 111 days, when compared to FY25 (119). 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 did not substantially address these disparities.

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

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.

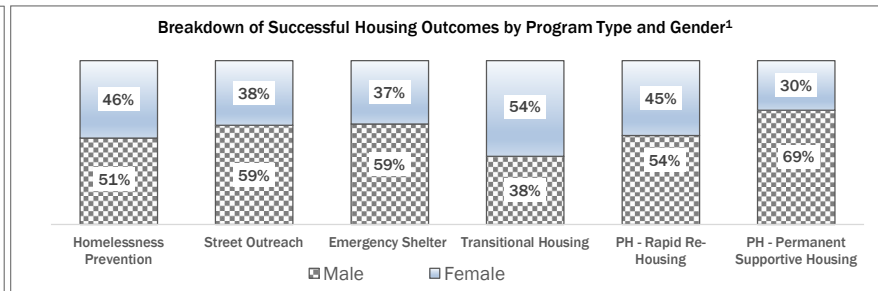
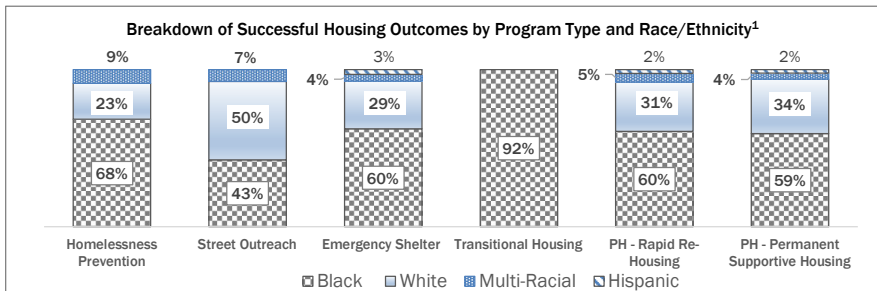
³ PH - Rapid Re-Housing households without children were excluded from totals.

⁴ Program didn't have any household exits; unable to calculate measure.

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

Special Populations Served: 7/1/2025 - 12/31/2025		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	9	0	0	1	8	0	0
Pregnant Unaccompanied Youth under 18	0	1	0	0	0	0	0
Household with Children only under 18	2	0	0	0	2	0	0
Unaccompanied Youth (18 -24)	352	20	17	143	50	110	73
Pregnant Unaccompanied Youth (18 -24)	22	0	2	14	2	5	2
Households without Children (18 - 24)	3	2	0	0	0	1	0
Single Adult (25+)	4,880	146	306	2,416	0	736	1,983
Pregnant Single Adult (25+)	42	0	4	37	0	7	0
Pregnant Households without Children (18 - 24)	1	0	0	0	0	1	0
Pregnant Households without Children (25+)	0	0	0	0	0	0	0
Households without Children (25+)	128	14	3	3	0	10	98
Total Households Served (#)	5,412	182	332	2,601	62	870	2,156
Total Households Entered	2,200	56	211	1,632	19	408	101
Total Households Exited	1,377	73	155	1,667	19	352	150
Successful Housing Outcomes (#) ¹	N/A	57	68	358	13	221	2,052
Successful Housing Outcomes (%) ¹	N/A	78%	44%	21%	68%	63%	96%
Average Length of Shelter Stay (Days) ²	N/A	258	155	74	11	242	57
Average Length of Participation (Days) ²							
Housing Stability (Months) ²							

DEMOGRAPHICS (Based on Head of Household)							
Race/Ethnicity - Black ²	65%	38%	62%	76%	62%	59%	
Race/Ethnicity - White ²	29%	52%	29%	13%	29%	34%	
Race/Ethnicity - Multi-racial ²	4%	6%	5%	6%	6%	4%	
Race/Ethnicity - Hispanic ²	0%	4%	4%	3%	3%	2%	
Race/Ethnicity - Other ²	2%	0%	1%	2%	1%	1%	
Gender - Male ²	76%	59%	67%	35%	60%	69%	
Gender - Female ²	23%	39%	32%	61%	39%	30%	
Gender - Other ²	1%	2%	1%	3%	1%	1%	
Self Reported Disability	34%	99%	68%	98%	71%	97%	
Franklin County Residents	89%	88%	87%	94%	84%	95%	



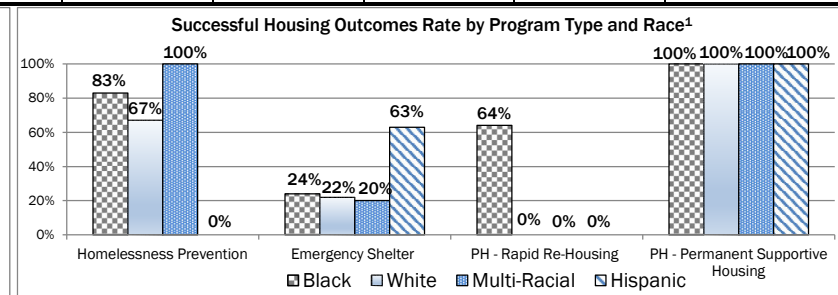
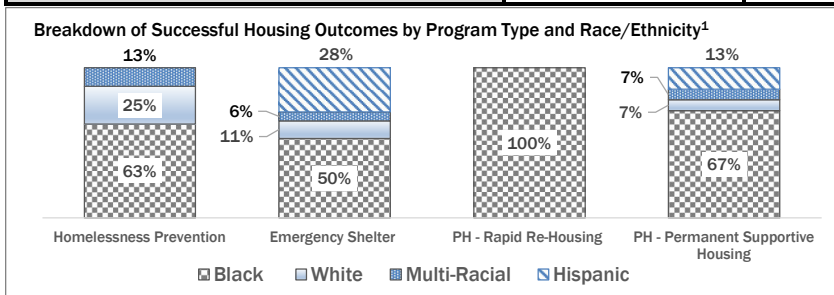
The system-wide number of single adults served **decreased by 5%** (FY25 5,129) when compared to the same reporting period of the prior fiscal year. The number of single adults **increased** for the following program types: **homelessness prevention remained flat** (FY25 182) and **rapid re-housing by 6%** (FY25 823) while the number of single adults in **decreased** for the following program types: **emergency shelter by 6%** (FY25 2,770), **street outreach decreased by 30%** (FY25 473) and **permanent supportive housing by 3%** (FY25 2,219). 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 did not substantially address these disparities.

¹ Successful outcomes measure for Street Outreach.

² Due to rounding, percentages may not add up to 100%.

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

Special Populations Served: 7/1/2025 - 12/31/2025		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)	2	0	0	2	0	0	0
Unaccompanied Youth (18 - 24)	22	1	2	14	2	5	2
Single Adults (25+)	42	0	4	37	0	7	0
Parenting Youth Households (18 - 24)	39	15	0	4	3	19	5
Parenting Households (25+)	70	28	1	19	0	19	8
Households without Children (18 - 24)	1	0	0	0	0	1	0
Households without Children (25+)	0	0	0	0	0	0	0
Total Households Served (#)	170	44	7	76	5	51	15
Total Households Entered	93	22	7	55	3	25	2
Total Households Exited	77	20	5	60	0	11	0
Successful Housing Outcomes (#) ¹	N/A	16	1	18	N/A ⁴	7	15
Successful Housing Outcomes (%) ¹	N/A	80%	20%	30%	N/A ⁴	64%	100%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ²	N/A	91	13	49	N/A ⁴	143	25
Housing Stability (Months) ²							
DEMOGRAPHICS (Based on Head of Household)							
	Race/Ethnicity - Black ⁴	68%	71%	64%	60%	67%	67%
	Race/Ethnicity - White ⁴	18%	29%	16%	20%	20%	7%
	Race/Ethnicity - Multi-racial ⁴	9%	0%	8%	0%	6%	7%
	Race/Ethnicity - Hispanic ⁴	2%	0%	11%	20%	6%	13%
	Race/Ethnicity - Other ⁴	2%	0%	1%	0%	2%	7%
	Self Reported Disability	25%	86%	41%	60%	29%	93%
	Franklin County Residents	98%	86%	90%	100%	86%	93%



The system-wide number of pregnant women served decreased 6% (FY25 181) when compared to the same reporting period of the prior fiscal year. The number of pregnant women served decreased for the following program types: homeless prevention projects by 15% (FY25 52), emergency shelters by 6% (FY25 81), permanent supportive housing by 21% (FY25 19) and street outreach by 13% (FY25 8) when compared to the same reporting period of the prior fiscal year. The number of pregnant women served increased for rapid re-housing by 4% (FY25 49). 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 70%. From an outcomes perspective, the homelessness system did not substantially address these disparities.

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.

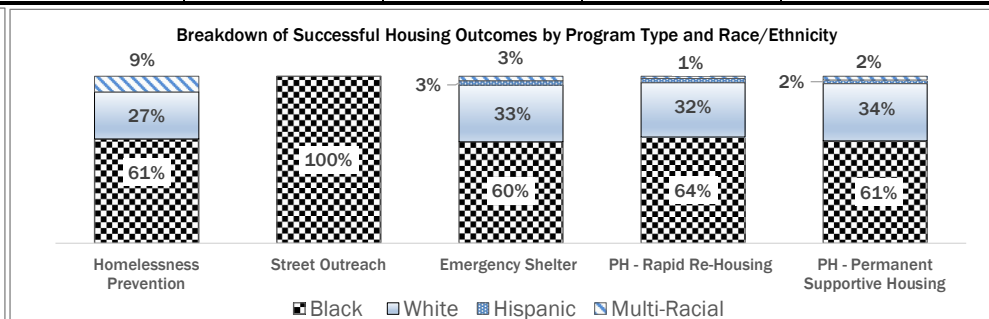
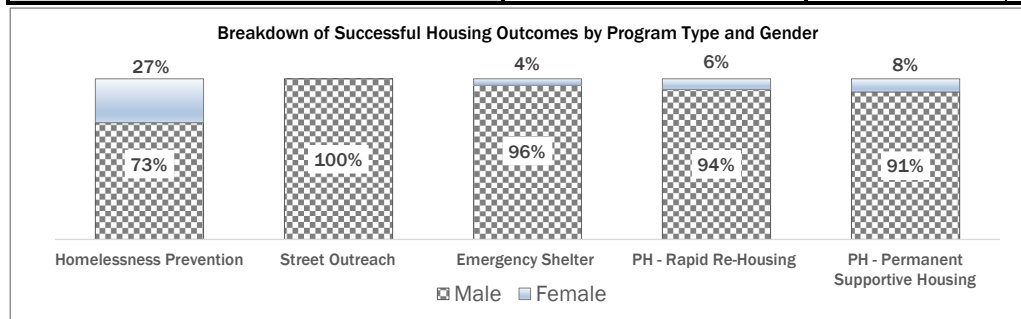
³ Due to rounding, percentages do not add up to 100%.

⁴ Program didn't have any household exits; unable to calculate measure.

FY26 SA System and Program Indicator Report



Special Populations Served: 7/1/2025 - 12/31/2025		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing ⁴	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ³
Unaccompanied Youth (18 -24)	6	1	0	3	0	3	0
Single Adults (25+)	913	141	4	222	0	319	432
Parenting Youth Households 18-24	4	3	0	0	0	0	1
Parenting Households (25+)	71	37	0	3	0	13	22
Total Households Served (#)	991	182	4	228	0	334	455
Total Households Entered	227	67	2	146	0	120	8
Total Households Exited	188	47	2	152	0	104	16
Successful Housing Outcomes (#) ¹	N/A	33	1	75	N/A ⁴	77	444
Successful Housing Outcomes (%) ¹	N/A	70%	50%	50%	N/A ⁴	74%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ²	N/A	314	136	96	N/A ⁴	392	74
Housing Stability (Months) ²							
DEMOGRAPHICS (Based on Head of Household)							
	Race/Ethnicity - Black ⁵	63%	50%	60%	N/A	57%	60%
	Race/Ethnicity - White ⁵	30%	25%	33%	N/A	37%	34%
	Race/Ethnicity - Multi-racial ⁵	3%	0%	4%	N/A	2%	2%
	Race/Ethnicity - Hispanic ⁵	2%	25%	3%	N/A	3%	2%
	Race/Ethnicity - Other ⁵	3%	0%	0%	N/A	1%	1%
	Gender - Male	82%	100%	96%	N/A	92%	92%
	Gender - Female	18%	0%	4%	N/A	7%	8%
	Gender - Other	0%	0%	0%	N/A	1%	0%
	Self Reported Disability	99%	100%	71%	N/A	59%	87%
	Franklin County Residents	88%	100%	83%	N/A	77%	94%



The system-wide number of veterans served increased 2% when compared to the same reporting period of the prior fiscal year (FY25 970). The number of veterans receiving **homelessness prevention services increased by 46% (FY25 124), emergency shelter by 6% (FY25 215), street outreach by 33% (FY25 3), and rapid re-housing by 19% (FY25 272)**, while the number of veterans serviced in **permanent supportive housing decreased by 17% (FY25 545)** when compared to prior fiscal year. The decrease in veterans is related to VASH not participating in HMIS since March 2025. 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 did not substantially address these disparities.

¹ Successful outcomes measure for Street Outreach.

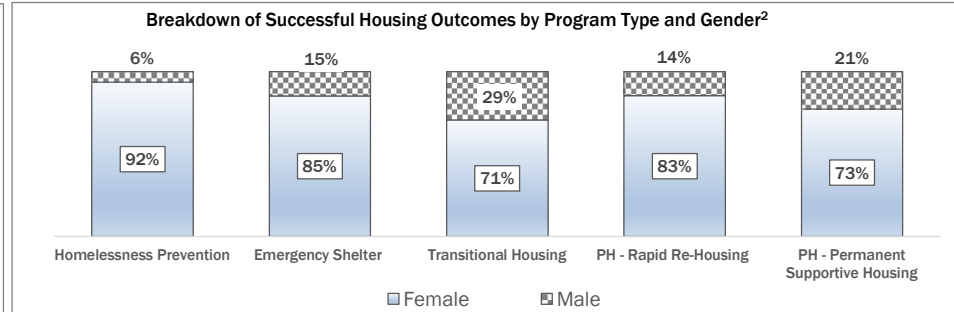
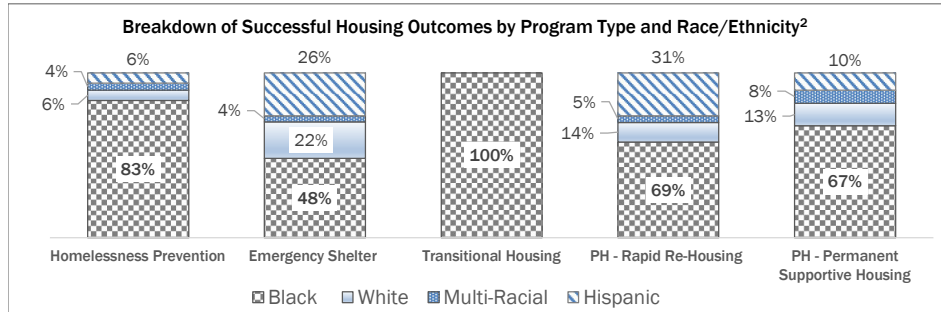
² Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

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

⁴ VOA GPD Transitional Housing program closed as of 9/30/23. Program type didn't serve any households; unable to calculate measures.

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

Special Populations Served: 7/1/2025 - 12/31/2025		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
Unaccompanied Youth under 18	213	0	0	205	8	0	0
Unaccompanied Youth 18 - 24	375	23	19	156	52	117	75
Parenting Youth Households Under 18	2	0	0	0	2	0	0
Parenting Youth Households 18 - 24	253	77	0	29	17	98	66
Total Pregnant Women Served	62	16	2	20	5	25	7
Total Households Served	837	100	19	388	79	215	141
Total Households Entered	448	43	15	341	23	78	9
Total Households Exited	476	61	13	338	23	72	21
Successful Housing Outcomes (#) ²	N/A	48	6	27	17	42	126
Successful Housing Outcomes (%) ²	N/A	79%	46%	19%	74%	58%	89%
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ³	N/A	139	60	58	387	265	34
Housing Stability (Months) ³							
DEMOGRAPHICS (Based on Head of Household)							
	Race/Ethnicity - Black ⁴	83%	42%	70%	76%	73%	66%
	Race/Ethnicity - White ⁴	7%	42%	18%	13%	14%	14%
	Race/Ethnicity - Multi-racial ⁴	7%	11%	6%	5%	7%	11%
	Race/Ethnicity - Hispanic ⁴	3%	5%	5%	4%	5%	7%
	Race/Ethnicity - Other ⁴	0%	0%	1%	3%	1%	1%
	Gender - Female ⁴	94%	47%	53%	68%	79%	69%
	Gender - Male ⁴	5%	47%	45%	29%	18%	24%
	Gender - Other ⁴	1%	5%	2%	3%	3%	7%
	Self Reported Disability	26%	100%	22%	91%	60%	98%
	Franklin County Residents	95%	74%	92%	94%	93%	95%



The number of transition-aged youth served decreased by 6% (FY25 894) compared to the same reporting period of the prior fiscal year. The number of youth served decreased for the following program types: permanent supportive housing (PSH) by 9% (FY25 155), **rapid re-housing by 15%** (FY25 244), **homelessness prevention by 3%** (FY25 105), and **street outreach by 64%** (FY25 40) compared to the previous fiscal year. The number of youth served increased for **emergency shelter by 3%** (FY25 398) and **transitional housing by 3%** (FY25 82). **The number of pregnant youth served systemwide increased by 32%** (FY25 66). 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 did not substantially address these disparities. 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.

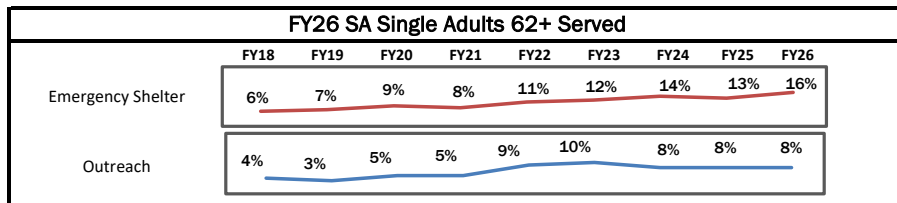
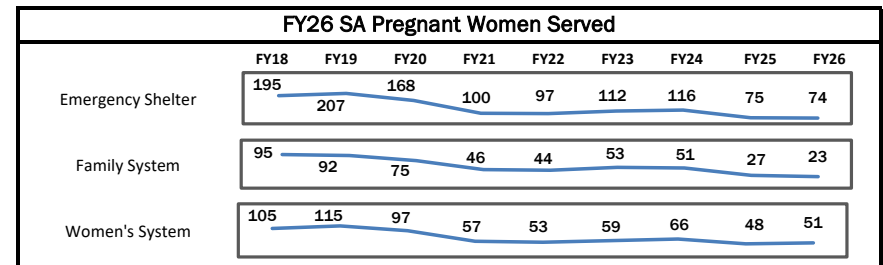
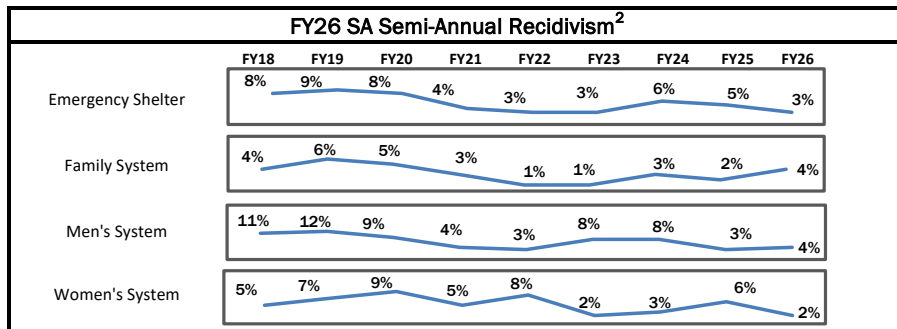
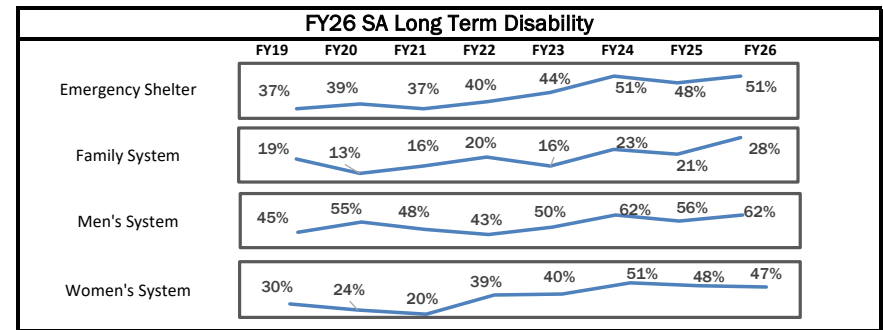
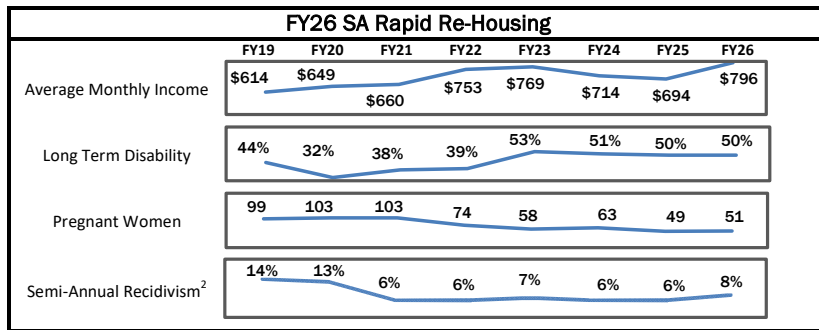
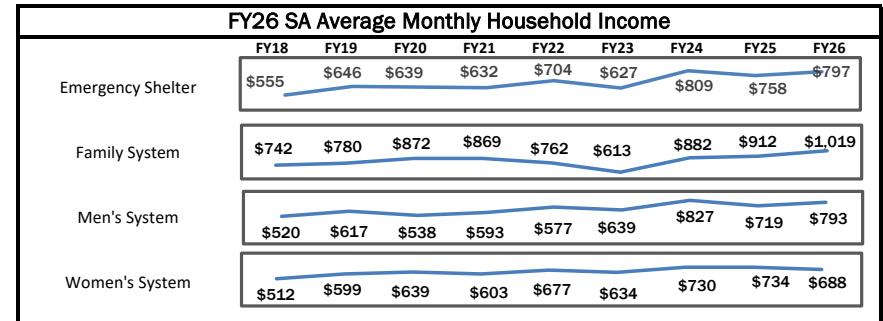
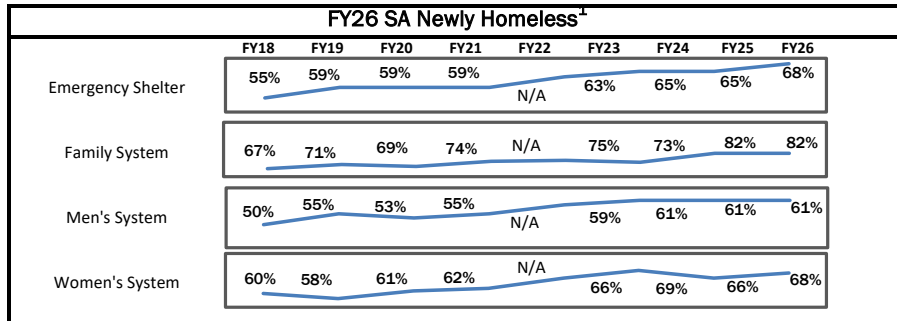
¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied/parenting youth under 18.

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 : 7/1/2025 - 12/31/2025



¹ FY22 data not available due to system migration.

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

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 Q1
National Benchmark	149	160	172	166	176	-	-
OH-503 (Franklin County CoC)	67	71	80	85	94	94.44	104.11

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 Q1
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%	21.54%

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 Q1
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%	13.64%

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 Q1
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%	42.72%

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 Q1
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	1,126

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 Q1
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%	47.83%

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 Q1
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%	33.36%

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 Q1
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%	98.94%



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.