

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2013  
4/1/13 – 6/30/13

### **Our Mission**

To end homelessness, CSB innovates solutions, creates collaborations, and invests in quality programs.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.

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## **Overview**

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

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

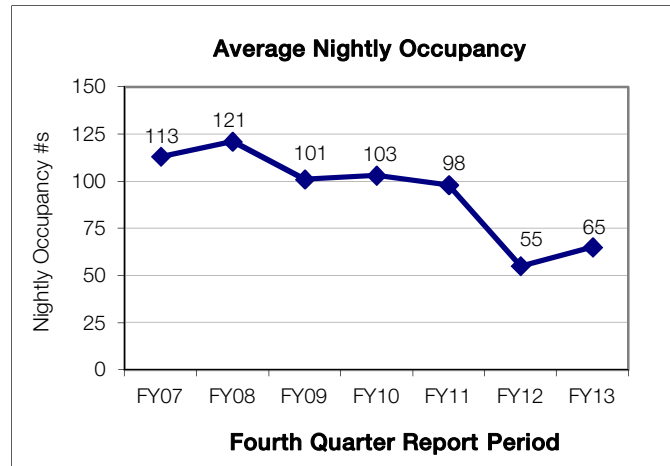
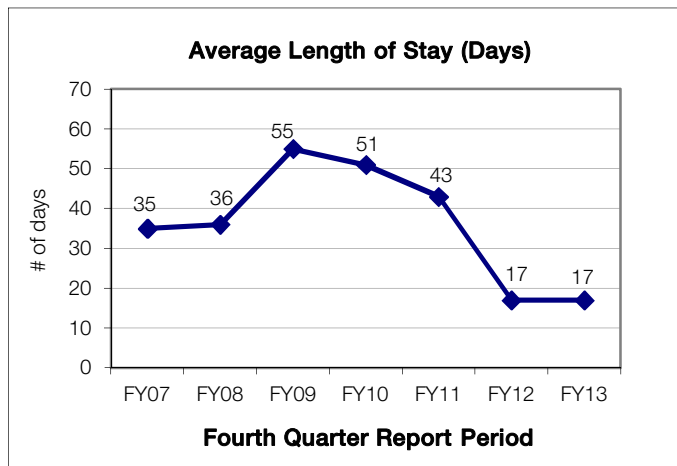
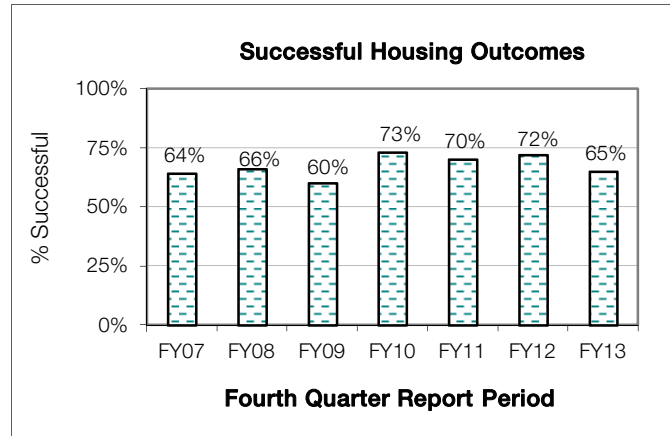
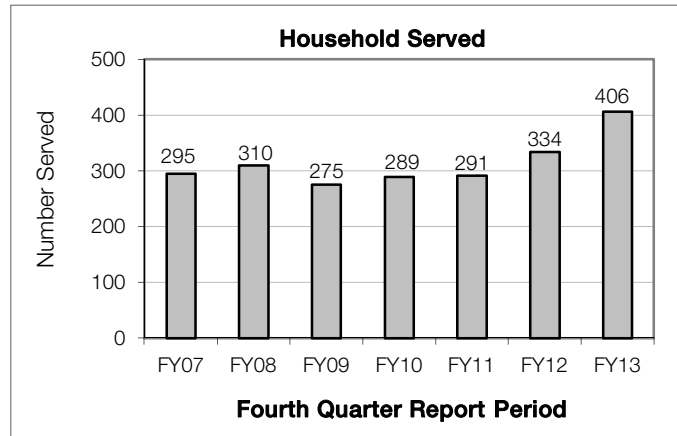
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	4/1/2013-6/30/2013	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
FAMILY SYSTEM	232	406	√	50	65	20	17	√	127	216	√	70%	65%	√	No

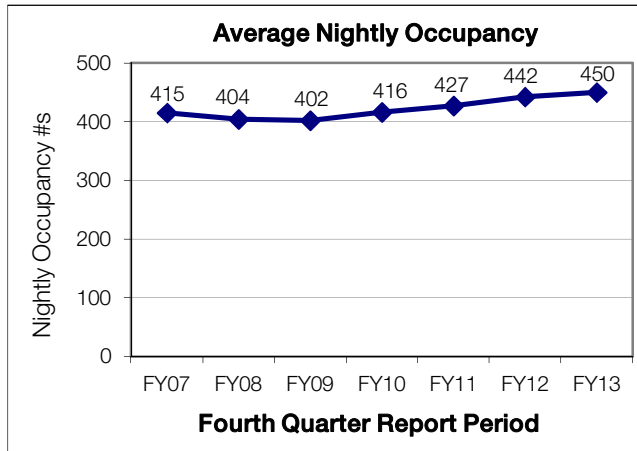
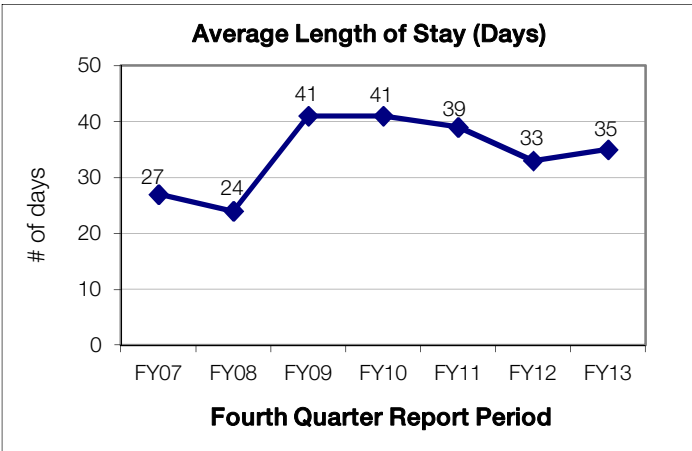
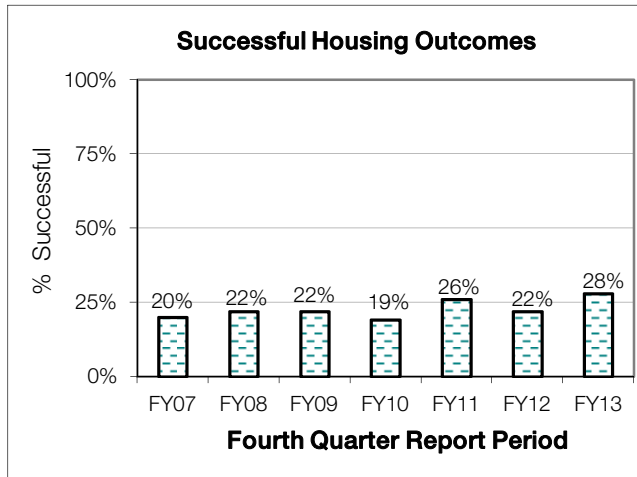
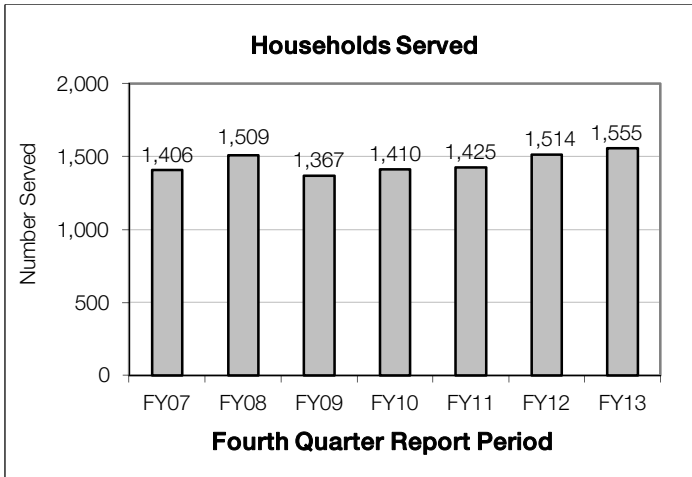


DEMOGRAPHICS	Family
Households Served	406
Percent Newly homeless	75%
Recidivism	1%
Clients Served	1,301
Average Age (HoH)	29
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$516
Percent Working at Entry	24%
Race - White (HoH)	29%
Race - Black (HoH)	70%
Race- Other (HoH)	1%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Adults Served	539
Children Served	762
Mean Family Size	3.2
Average Number of Children	1.9
Children 0 - 2 years	33%
Children 3 - 7 years	38%
Children 8 - 12 years	20%
Children 13 - 17 years	9%

The Family Emergency Shelter System served 22% more households than during the same period of time last year. The system maintained a good performance despite operating over capacity for the entire reporting period. Compared to previous reporting periods, more families are working and have higher income at entry into the shelter.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	4/1/2013-6/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
MEN'S SYSTEM	1,500	1,555	√	443	450	30	35	≠	264	310	√	25%	28%	√	No



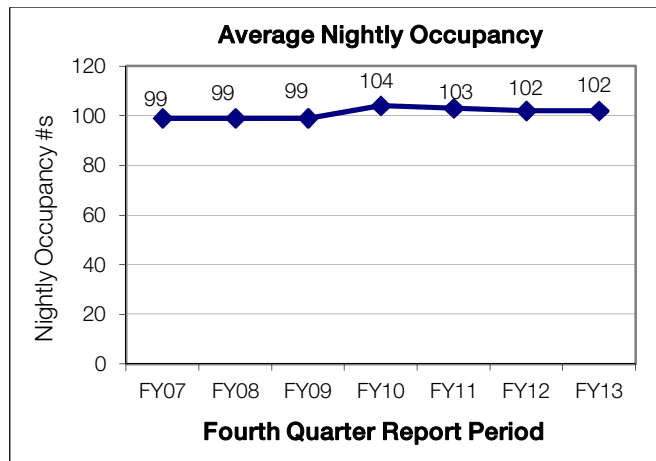
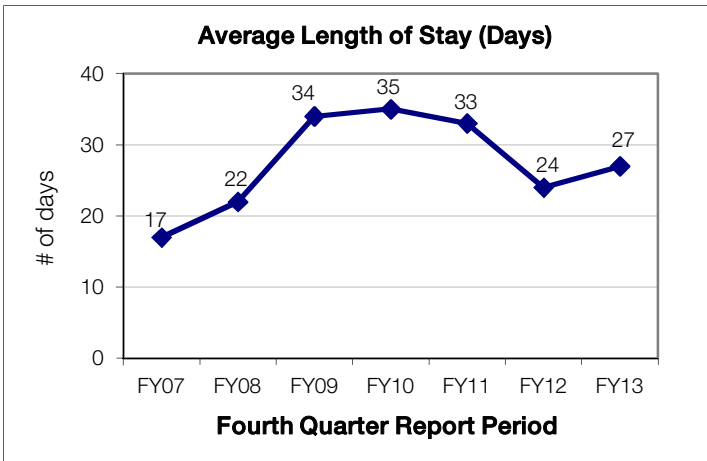
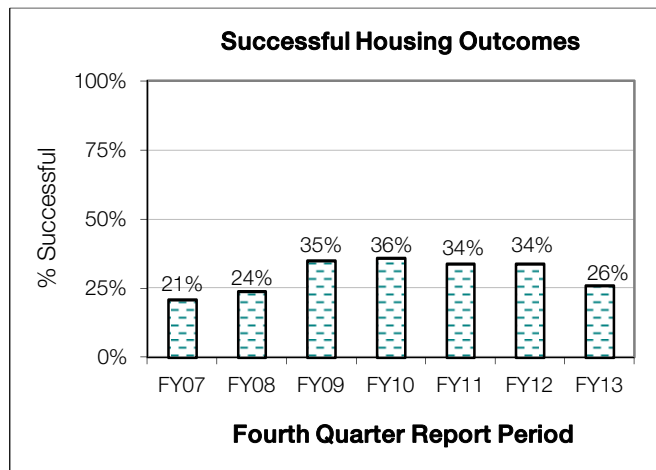
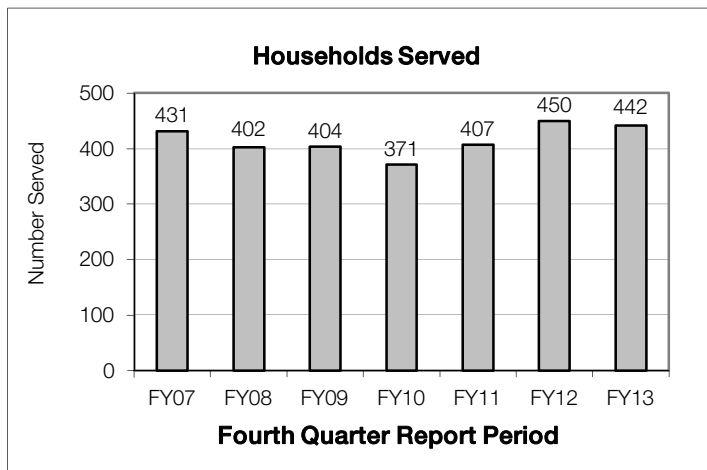
DEMOGRAPHICS	Men
Households Served	1,555
Percent Newly homeless	34%
Recidivism	10%
Average Age	42
Men as a percent of total single adults served	78%
Veterans (U.S. Military) all adults	13%
Avg. Monthly Household Income	\$236
Percent Working at Entry	18%
Average Daily Waitlist Number	18
Race - White	38%
Race - Black	59%
Race- Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	10%
Adults 25 - 34 years	19%
Adults 35 - 44 years	25%
Adults 45 - 55 years	34%
Adults 56 - 61 years	9%
Adults 62+	3%

The system experienced an increase in the number of individuals served by 3% while the average waitlist for emergency shelter services for the reporting period was 18. At 28%, the successful housing outcome rate shows good improvement. The percent of newly homeless is concerning in that it shows that the majority of single adults served received services in previous years.

<sup>1</sup>Overflow capacity is not included.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	4/1/2013-6/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	390	442	✓	101	102	30	27	✓	72	87	✓	25%	26%	✓	No



DEMOGRAPHICS	Women
Households Served	442
Percent Newly homeless	50%
Recidivism	3%
Average Age	39
Women as a percent of total single adults served	22%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$206
Percent Working at Entry	12%
Average Daily Waitlist Number	30
Race - White	37%
Race - Black	60%
Race- Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>2</sup>	14%
Adults 25 - 34 years <sup>2</sup>	23%
Adults 35 - 44 years <sup>2</sup>	26%
Adults 45 - 55 years <sup>2</sup>	30%
Adults 56 - 61 years <sup>2</sup>	5%
Adults 62+ <sup>2</sup>	1%

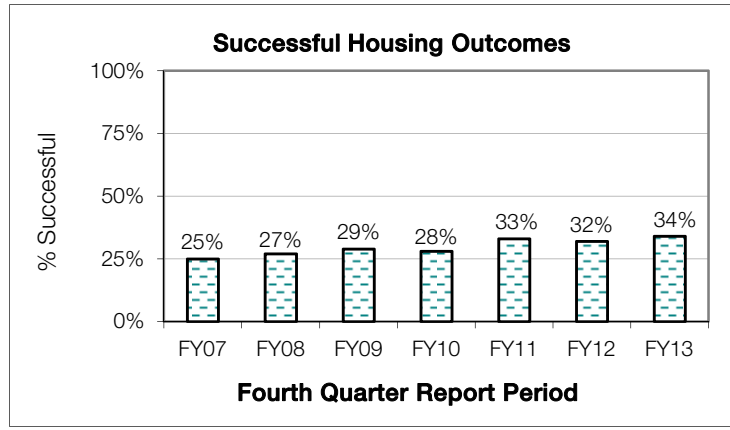
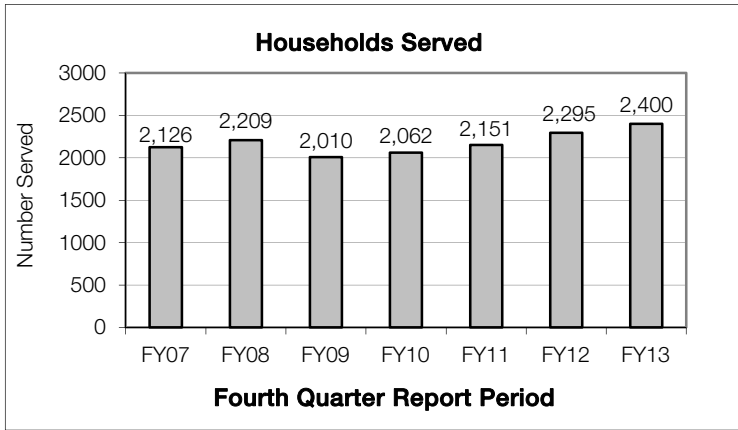
The system experienced a decrease in the number of individuals served by 2% while the average waitlist for emergency shelter services for the reporting period was 30. The percent of newly homeless is concerning in that it shows that the majority of single adults served received services in previous years.

<sup>1</sup>Overflow capacity is not included.

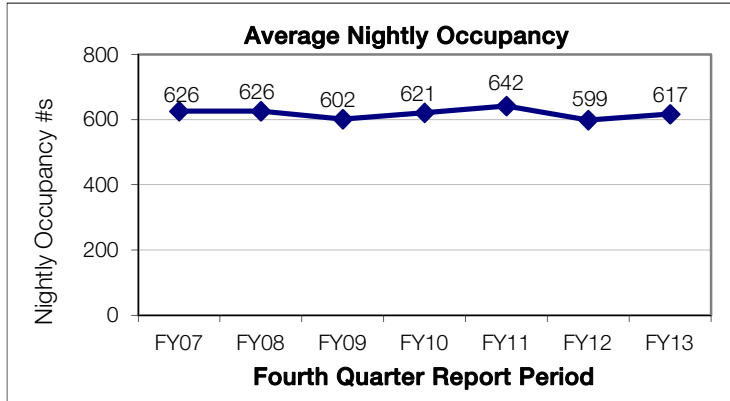
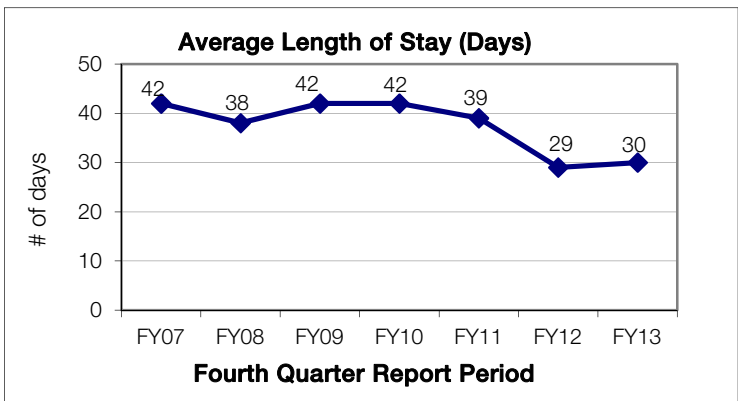
<sup>2</sup>Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2013-6/30/2013	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	2,122	2,400	√	594	617	30	30	√	535	612	√	35%	34%	√	No



DEMOGRAPHICS	Shelter
Households Served	2,400
Percent Newly homeless	44%
Recidivism	6%
Clients Served	3,289
Adults Served	2,527
Children Served	762
Average Age (HoH)	39
Gender - Male (HoH)	66%
Gender - Female (HoH)	34%
Veterans (U.S. Military) (All Adults)	8%
Avg. Monthly Household Income	\$285
Percent Working at Entry	18%
Average Daily Waitlist Number	48
Race - White (HoH)	36%
Race - Black (HoH)	61%
Race - Other (HoH)	3%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%



The system experienced an increase in the number of households served by 5% mainly due to the increase in family homelessness. On average, 48 individuals were not able to receive services in emergency shelter nightly due to capacity limitations in the single adult shelter system. The low average length of stay shows the impact of the family emergency shelter on the entire system. The successful exit rate shows positive improvements due to the better performance of the men's system. The percent of newly homeless is concerning in that it shows that the majority of households served received services in previous years as well.

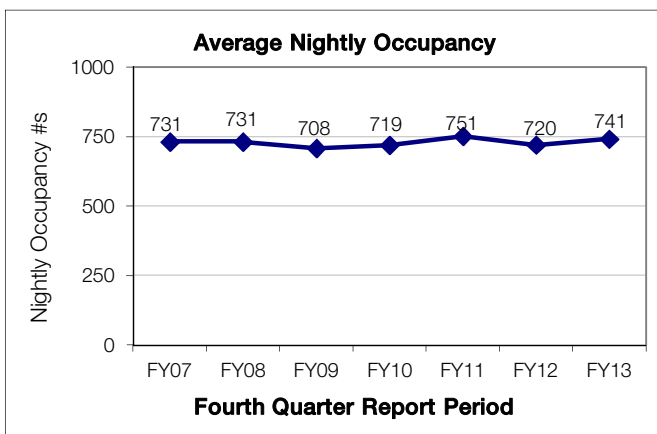
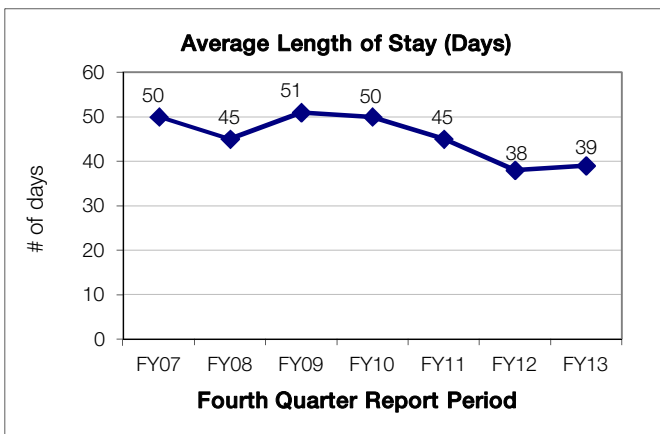
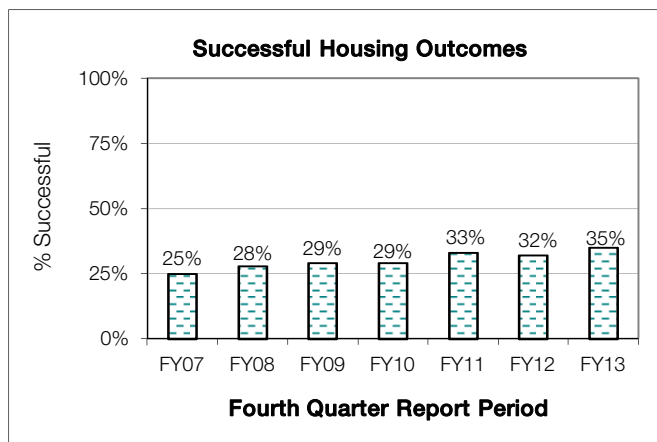
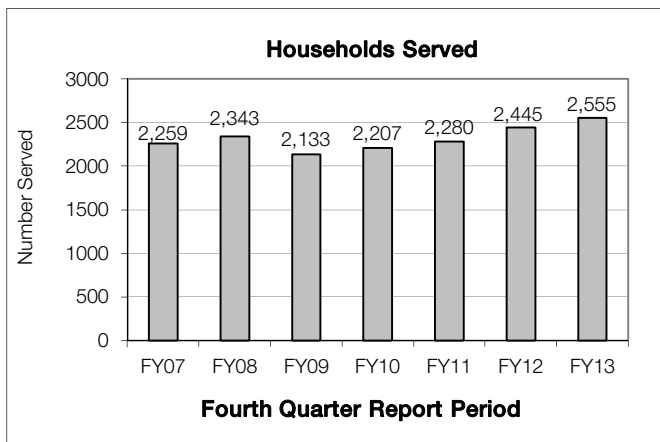
<sup>1</sup>System includes single adult and family shelters.

<sup>2</sup>Overflow capacity is not included.



# System and Program Indicator Report

FY13 Emergency Shelter & Transitional Housing	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
4/1/2013-6/30/2013															
ES & TH System <sup>1</sup>	2,272	2,555	√	712	741	30	39	≠	580	630	√	35%	35%	√	No



DEMOGRAPHICS	Shelter
Households Served	2,555
Percent Newly homeless	43%
Recidivism	6%
Clients Served	3,456
Average Age (HoH)	39
Gender - Male (HoH)	66%
Gender - Female (HoH)	34%
Veterans (U.S. Military) all adults	10%
Avg. Monthly Household Income	\$288
Percent Working at Entry	18%
Race - White (HoH) <sup>3</sup>	36%
Race - Black (HoH) <sup>3</sup>	61%
Race- Other (HoH) <sup>3</sup>	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	2,667
Children Served	789
Adults 18 - 24 years <sup>3</sup>	15%
Adults 25 - 34 years <sup>3</sup>	24%
Adults 35 - 44 years <sup>3</sup>	23%
Adults 45 - 55 years <sup>3</sup>	28%
Adults 56 - 61 years <sup>3</sup>	7%
Adults 62 + <sup>3</sup>	2%

We are reporting 4% more households served compared to the same period last year. We are watching the average length of stay metric with the intent of reducing it to 30 days. The percent of newly homeless is concerning in that it shows that the majority of households served received services in previous years as well.

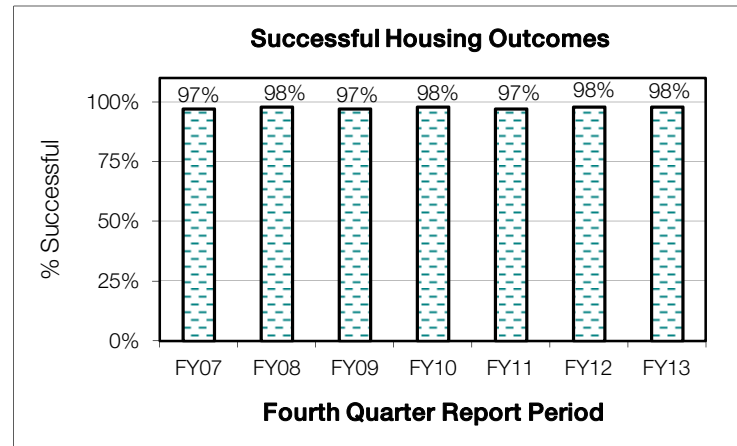
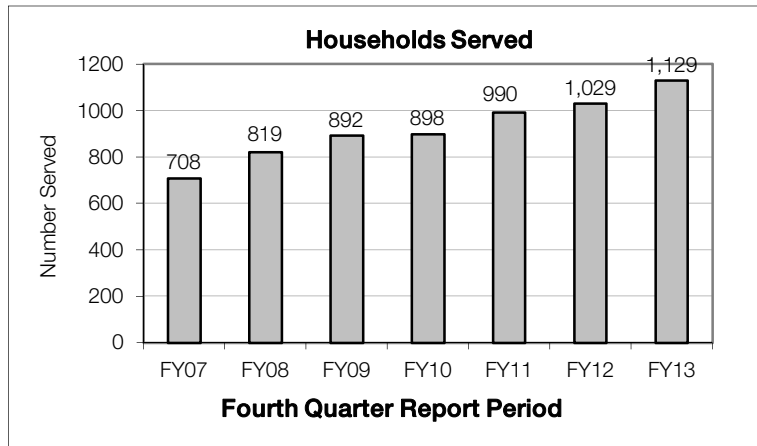
<sup>1</sup> System includes single adult and family shelters and transitional housing programs.

<sup>2</sup> Overflow capacity is not included.

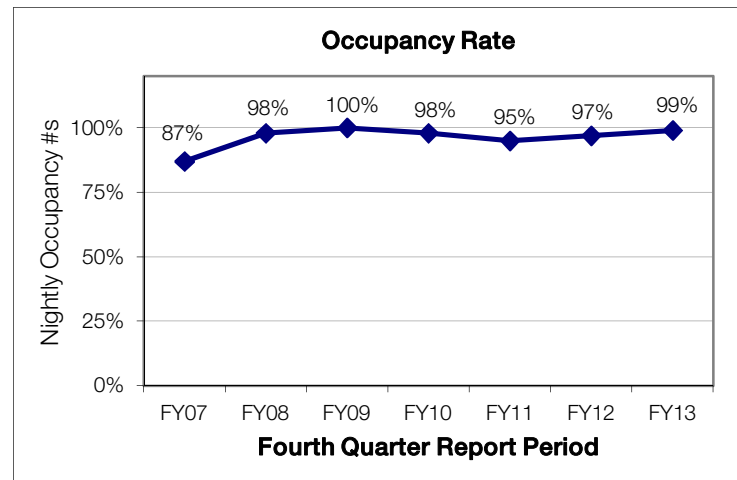
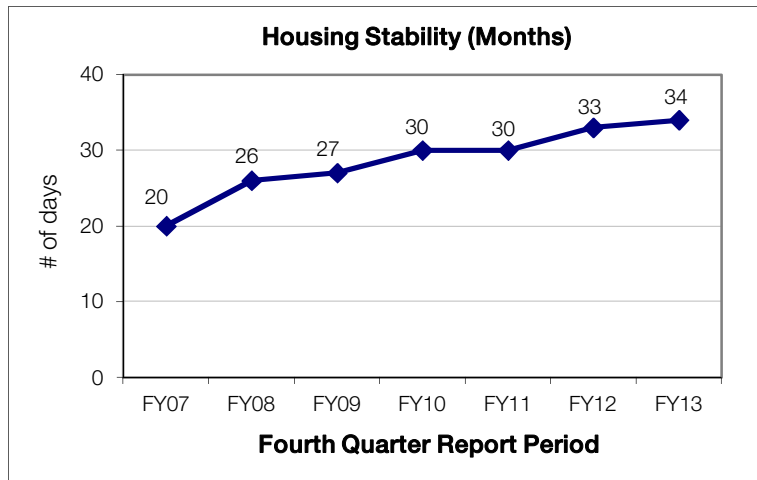
<sup>3</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY13 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	4/1/2013-6/30/2013	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PSH SYSTEM	1,102	1,129	√	95%	99%	√	24	34	√	992	1,099	√	90%	98%	√	No

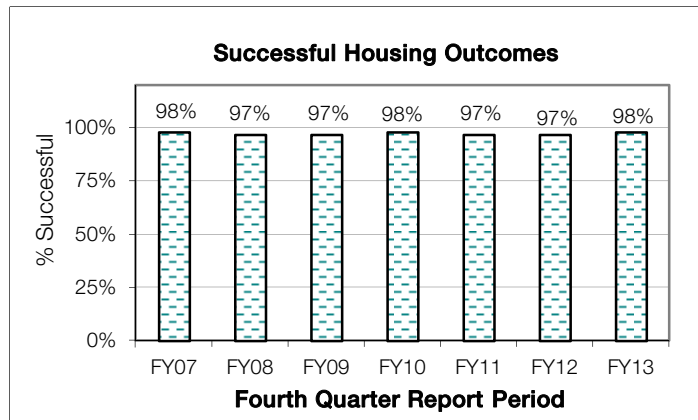
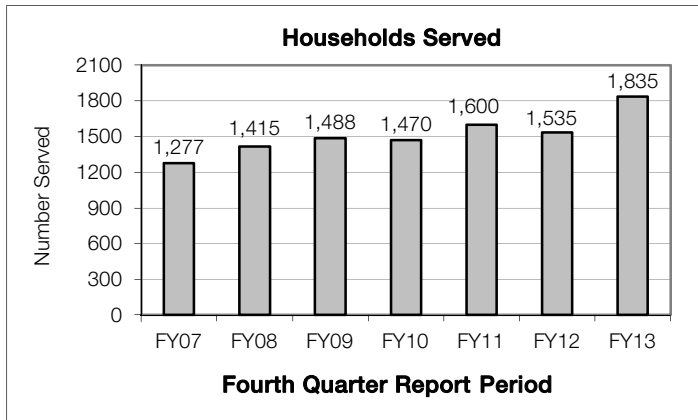


The PSH System continues to perform well. The inventory as of 6/30/13 is 1,099 units of Rebuilding Lives Permanent Supportive Housing with the addition of the new Community Housing Network - Inglewood Court development that started lease-up in May 2013. 10% more households were served this reporting period compared to the similar reporting period of last year. At 99%, the occupancy rate is showing an efficient utilization of resources.

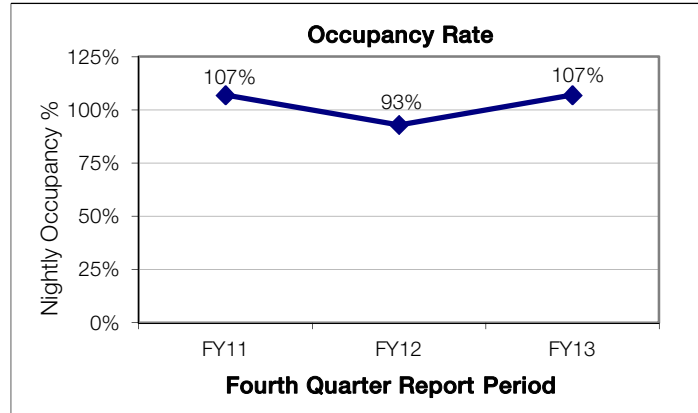
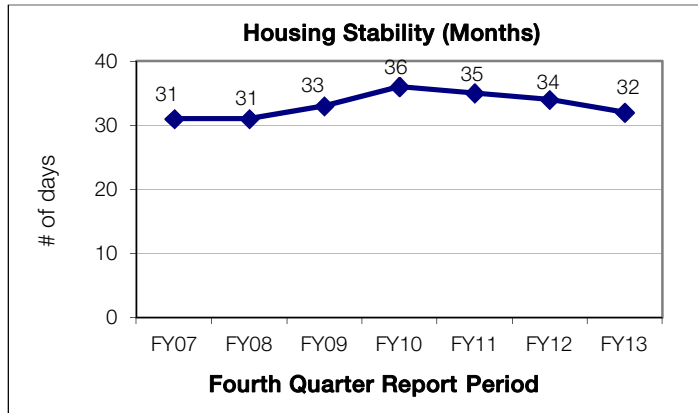


# System and Program Indicator Report

FY13 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served		Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						System of Concern	
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
4/1/2013-6/30/2013																
Total PSH System <sup>1</sup>	1,695	1,835	√	95%	107%	√	24	32	√	1356	1,777	√	80%	98%	√	No



CSB is reporting out on all supporting housing projects as a whole. The system is showing significant improvement by the increased number of households served (20% increase) and an occupancy rate of 107%. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,659. VA VASH voucher capacity of 170 is not included in CSP as well as 3 units at CHN N. High St.

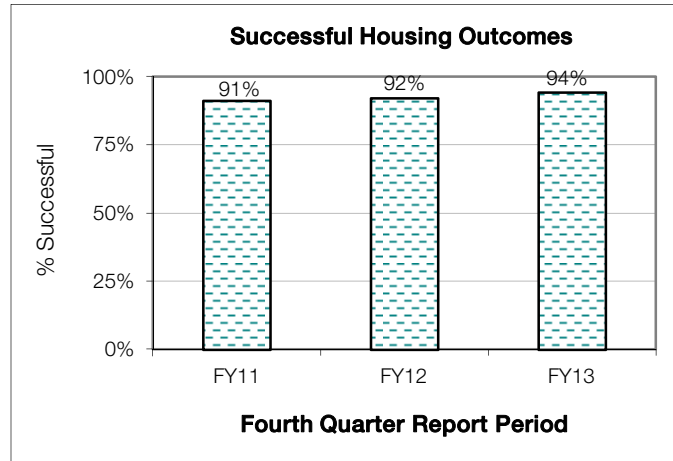
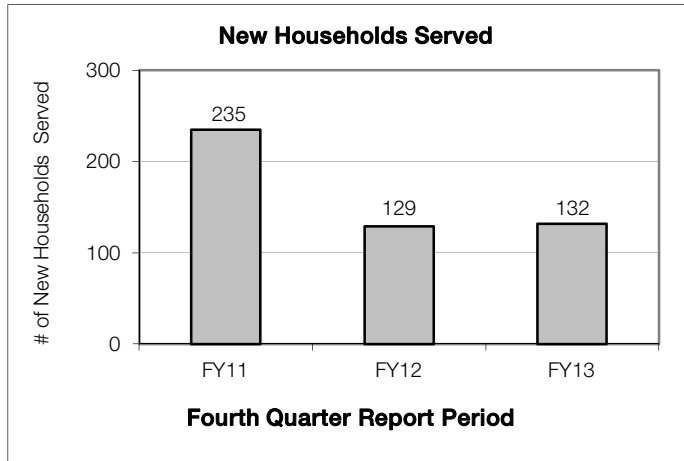


<sup>1</sup> System includes CSB and non-CSB funded PSH & SPC programs.

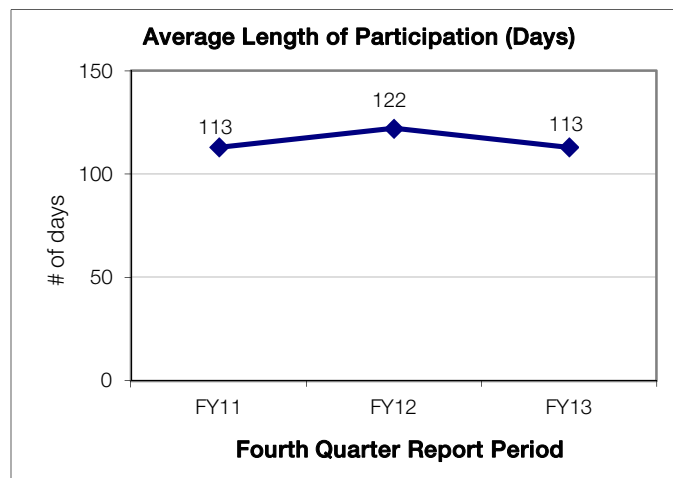
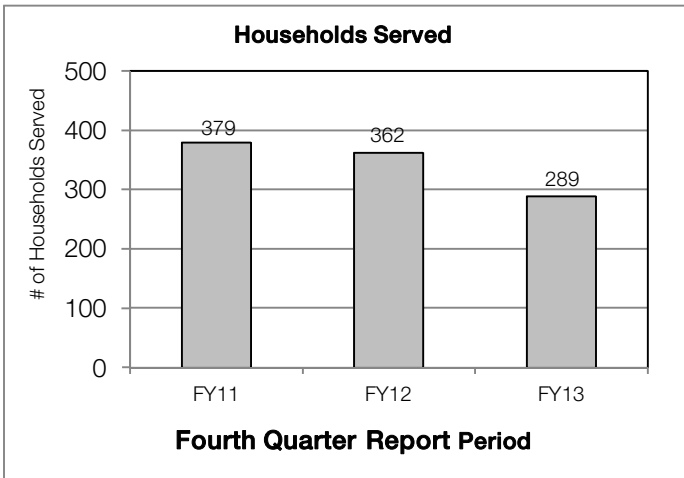
<sup>2</sup> SPC programs significantly improved occupancy during this quarter.

# System and Program Indicator Report

FY13 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2013-6/30/2013																
Direct Housing Rapid Re-housing System <sup>1</sup>	144	132	√	299	289	√	110	113	√	130	131	√	90%	94%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	289
Clients Served	936
Average Age (HoH)	28
Gender - Male (HoH)	4%
Gender - Female (HoH)	96%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$379
Percent Working at Entry	21%
Adults Served	378
Children Served	558
Race - White (HoH)	30%
Race - Black (HoH)	69%
Race- Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size	3.2
Average Number of Children	1.9
Children 0 - 2 years	35%
Children 3 - 7 years	38%
Children 8 - 12 years	19%
Children 13 - 17 years	8%

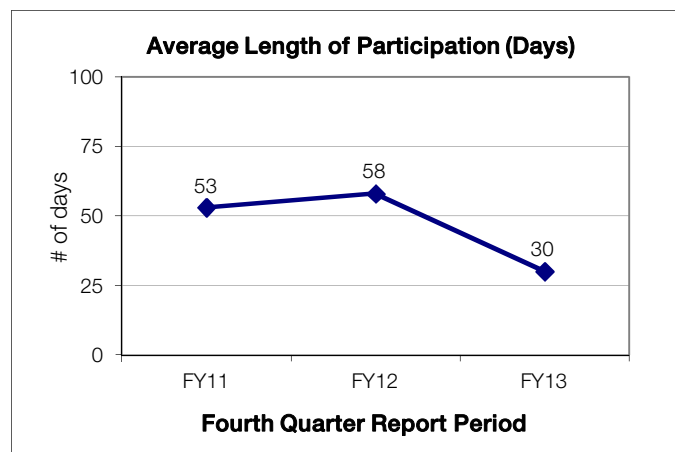
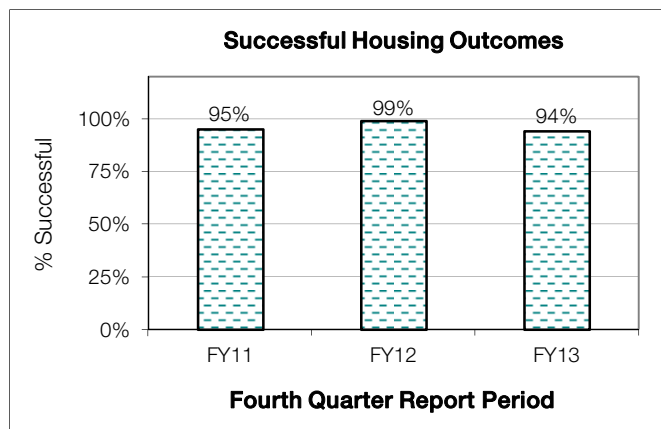
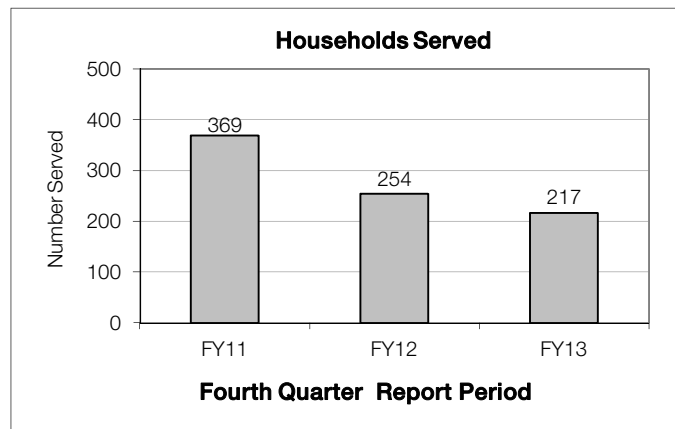


The performance of the system, reflected by the successful housing outcomes is very good. The reduction in the new households and households served is due to the termination of federal stimulus funds. Several direct housing programs were closed as of 6/30/12.

<sup>1</sup>System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing and TSA J2H. CSB Transition is excluded.

# System and Program Indicator Report

FY13 Prevention	Households Served			Average Length of Participation (Days) <sup>3</sup>			Successful Housing Outcomes						System of Concern
	4/1/2013-6/30/2013	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Prevention System <sup>1</sup>	180	217	√	90	30	√	118	168	√	90%	94%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	217
Clients Served	673
Average Age (HoH)	38
Gender - Male (HoH)	16%
Gender - Female (HoH)	84%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$928
Percent Working at Entry	50%
Race - White (HoH)	40%
Race - Black (HoH)	60%
Race - Other (HoH)	0%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	289
Children Served	384
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.1
Children 0 - 2 years <sup>2</sup>	21%
Children 3 - 7 years <sup>2</sup>	31%
Children 8 - 12 years <sup>2</sup>	27%
Children 13 - 17 years <sup>2</sup>	21%

The performance of the system, reflected by the successful housing outcomes is very good. The high average income and employment rate, compared to the other systems serving families, indicates a need for more effective targeting of households that without this prevention assistance would become homeless. A change was made in eligibility criteria for households served, we will continue to monitor the effect of these changes.

<sup>1</sup> Starting FY13 Q1, system includes CIS Stable Families, Gladden Community House Prevention and Stable Families.

<sup>2</sup> Data only refers to the families served.

<sup>3</sup> Average length of participation without GCH Prevention is 79 days.

EMERGENCY SHELTER - Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Recidivism <sup>4</sup>	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5%	Yes or No
4/1/2013-6/30/2013																		
<b>MEN</b>																		
LSS - Faith Mission on 6th <sup>2</sup>	N/A	522	N/A	N/A	110	112	N/A	26	N/A	N/A	98	N/A	N/A	24%	N/A	19%	13%	No
LSS - Faith Mission on 8th <sup>2</sup>	N/A	401	N/A	N/A	95	93	N/A	27	N/A	N/A	60	N/A	N/A	19%	N/A	29%	11%	No
Friends of the Homeless - Men's Shelter	489	512	23	√	130	127	30	30	√	90	100	√	25%	26%	√	30%	9%	No
VOAGO - Men's Shelter	188	167	(21)	≠	40	44	30	34	≠	37	40	√	25%	33%	√	30%	24%	No
<b>WOMEN</b>																		
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	172	N/A	N/A	42	43	N/A	29	N/A	N/A	42	N/A	N/A	32%	N/A	5%	5%	No
Friends of the Homeless - Rebecca's Place	177	202	25	√	47	47	30	29	√	33	36	√	25%	23%	√	5%	3%	No
<b>INEBRIATE</b>																		
Maryhaven - Engagement Center	527	453	(74)	≠	50	57	11	11	√	86	46	≠	18%	11%	≠	8%	14%	Yes
<b>VA EMERGENCY HOUSING</b>																		
VOAGO - VA Emergency Housing <sup>3</sup>	13	25	12	√	13	13	90	78	√	4	7	√	25%	58%	√	0%	0%	No
LSS - VA Men & Women <sup>3</sup>	17	35	18	√	17	16	90	60	√	9	6	≠	50%	38%	≠	19%	8%	No
<b>AGENCY</b>																		
Lutheran Social Services - Faith Mission <sup>2</sup>	930	1,074	144	√	247	248	30	27	√	171	200	√	25%	24%	√	21%	10%	No

<sup>1</sup> Capacity does not include overflow.

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

<sup>3</sup> Non-CSB funded program.

<sup>4</sup> The % of individuals that enter the shelter system within 14-90 days subsequent to a successful housing outcome that occurred in Q3 FY13.

COORDINATED POINT OF ACCESS - Single Adult	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
4/1/2013-6/30/2013													Yes or No
HandsOn Central Ohio - CPOA	1,700	2,311	√	80%	98%	√	390	372	√	20%	13%	⊘	No

EMERGENCY SHELTER - Families	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes					Average Transition Time (Days) <sup>2</sup>			Recidivism <sup>4</sup>	Program of Concern		
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual			Outcome Achievement	Actual (%)
4/1/2013-6/30/2013																						Yes or No
YWCA - Family Center	232	406	174	√	50	65	√	20	17	√	127	216	√	70%	65%	√	7	8	√	1%	No	
YWCA - Diversion <sup>3</sup>	N/A	602	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	223	N/A	39%	36%	TRUE	N/A	N/A	N/A	N/A	N/A	N/A

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications					Successful SSI/SSDI Applications			Submitted Other Applications					Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)	Outcome Achievement
4/1/2013-6/30/2013																						Yes or No
YWCA - Benefit Partnership	45	144	√	63	534	√	26	48	√	42%	9%	⊘	40%	29%	⊘	12	83	√	20%	16%	√	No

<sup>1</sup>Capacity does not include overflow.

<sup>2</sup>The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the Direct housing/Rapid Re-housing program.

<sup>3</sup>Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

<sup>4</sup>The % of households that enter the shelter system within 14-90 days subsequent to a successful housing outcome that occurred in Q3 FY13.

SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
4/1/2013-6/30/2013																		
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	24	41	√	23	25	√	90%	100%	√	No
Community Housing Network - Cassidy	10	11	10	(1)	√	9	90%	√	24	19	≠	10	9	√	90%	90%	√	No
Community Housing Network - Community ACT	42	44	44	0	√	41	98%	√	18	30	√	40	44	√	90%	100%	√	No
Community Housing Network - East 5th Avenue	38	40	40	0	√	35	92%	√	24	35	√	36	38	√	90%	95%	√	No
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	32	33	1	√	31	103%	√	22	28	√	28	32	√	90%	97%	√	No
Community Housing Network - Inglewood Court <sup>5</sup>	45	N/A	32	N/A	N/A	12	27%	N/A	N/A	1	N/A	N/A	32	N/A	N/A	100%	N/A	N/A
Community Housing Network - Leased Supportive Housing	25	26	26	0	√	25	100%	√	12	21	√	23	26	√	90%	100%	√	No
Community Housing Network - North 22nd Street	30	32	30	(2)	√	30	100%	√	24	39	√	29	30	√	90%	100%	√	No
Community Housing Network - North High Street	33	35	33	(2)	√	33	100%	√	24	46	√	32	33	√	90%	100%	√	No
Community Housing Network - Parsons	25	26	26	0	√	23	92%	√	24	29	√	23	23	√	90%	96%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	113	111	(2)	√	105	97%	√	24	38	√	102	109	√	90%	98%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	16	14	(2)	≠	14	108%	√	24	59	√	14	14	√	90%	100%	√	No
Community Housing Network - Southpoint Place	46	48	49	1	√	45	98%	√	20	26	√	43	46	√	90%	94%	√	No
Maryhaven - Commons at Chantry	50	53	50	(3)	√	47	94%	√	22	29	√	48	47	√	90%	94%	√	No
National Church Residences - Commons at Buckingham	75	79	77	(2)	√	74	99%	√	15	26	√	71	75	√	90%	97%	√	No
National Church Residences - Commons at Grant	50	53	52	(1)	√	49	98%	√	24	54	√	48	51	√	90%	98%	√	No
National Church Residences - Commons at Livingston	25	26	27	1	√	24	96%	√	9	20	√	23	25	√	90%	93%	√	No
National Church Residences - Commons at Third <sup>4</sup>	60	63	65	2	√	63	105%	√	6	11	√	57	63	√	90%	97%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	126	126	0	√	117	98%	√	24	44	√	113	121	√	90%	95%	√	No
YMCA - 40 West Long Street	105	110	109	(1)	√	102	97%	√	24	38	√	99	107	√	90%	98%	√	No
YMCA - Sunshine Terrace	75	79	78	(1)	√	75	100%	√	24	53	√	71	76	√	90%	97%	√	No
YWCA - WINGS	69	73	72	(1)	√	66	96%	√	24	24	√	66	72	√	90%	100%	√	No

<sup>1</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.  
<sup>2</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/6 households), CHN-RLPTI (TRA/22 households); Southeast Scattered Sites (TRA/2 households).  
<sup>3</sup> Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.  
<sup>4</sup> Program served RL individuals in Non-RL units or eligible roommates/couples.  
<sup>5</sup> Program started lease-up in May 2013.



HUD CoC FUNDED PROGRAMS <sup>1</sup>	Households Served					Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
4/1/2013-6/30/2013																		
<b>Transitional Housing</b>																		
Amethyst - RSVp <sup>8</sup>	8	12	25	13	√	95%	125%	√	2	1	√	8	12	√	77%	100%	√	No
Huckleberry House - Transitional Living Program	24	30	29	(1)	√	98%	96%	√	10	9	√	4	5	√	77%	100%	√	No
Maryhaven - Women's Program	5	5	9	4	√	80%	134%	√	4	5	≠	2	2	√	50%	50%	√	No
Southeast - New Horizons Transitional Housing	36	48	58	10	√	95%	100%	√	4	5	≠	11	19	√	77%	83%	√	No
VOAGO - Veterans Program <sup>3</sup>	40	45	68	23	√	95%	100%	√	4	4	√	19	12	≠	77%	41%	≠	No
YMCA - ADAMH Pilot <sup>5</sup>	5	10	12	2	√	80%	120%	√	4	3	√	1	4	√	50%	80%	√	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network - Family Homes <sup>4</sup>	15	16	16	0	√	95%	100%	√	24	38	√	13	16	√	80%	100%	√	No
Community Housing Network - Wilson	8	8	9	1	√	95%	100%	√	24	85	√	6	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	32	31	(1)	√	95%	100%	√	24	31	√	26	30	√	80%	97%	√	No
<b>Shelter Plus Care</b>																		
Amethyst - Shelter Plus Care <sup>6, 7</sup>	92	95	114	19	√	95%	110%	√	20	26	√	76	103	√	80%	90%	√	No
ARCO - Shelter Plus Care (TRA) <sup>6</sup>	89	93	99	6	√	95%	107%	√	24	68	√	74	99	√	80%	100%	√	No
Community Housing Network - Shelter Plus Care (SRA) <sup>4,6</sup>	172	181	263	82	√	95%	141%	√	24	15	≠	145	259	√	80%	98%	√	No
Community Housing Network - Shelter Plus Care (TRA) <sup>4,6</sup>	149	156	194	38	√	95%	121%	√	24	26	√	125	191	√	80%	98%	√	No
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)	9	9	9	0	√	95%	89%	≠	24	32	√	7	9	√	80%	100%	√	No
Total Shelter Plus Care	511	534	679	145	√	95%	123%	√	N/A	28	N/A	427	661	√	80%	97%	√	No

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

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

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

<sup>4</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/6 households), CHN-RLPTI (TRA/22 households); Southeast Scattered Sites (TRA/2 households).

<sup>5</sup> Program capacity fluctuates based on need and available capacity, up to 15 units.

<sup>6</sup> CMHA allows over-leasing for this program.

<sup>7</sup> Program capacity decreased to 72 in June 2013; showing at 92 since majority of the reporting period was covered at this capacity.

<sup>8</sup> Program occupancy rate goal set at 85% through FY12, as of July 1, 2012 goal increased to 95%. In times of extreme demand, Amethyst is able to increase capacity temporarily by doubling up single women in two-bedroom apartments.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>2</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
4/1/2013-6/30/2013																									
Homeless Families Foundation -Rolling Stock	43	57	√	89	111	√	15	15	√	100	98	√	39	47	√	90%	89%	√	\$1,000	\$921	√	90%	94%	√	No
The Salvation Army - Direct Housing	48	48	√	85	91	√	13	16	≠	100	102	√	43	38	≠	90%	97%	√	\$1,200	\$942	√	90%	97%	√	No
The Salvation Army - Job2Housing	25	2	≠	65	35	≠	15	8	√	180	187	√	23	18	≠	90%	95%	√	\$4,000	\$1,332	√	100%	100%	√	No
VOAGO Families -Transition in Place	19	25	√	43	52	√	15	18	≠	100	107	√	17	28	√	90%	100%	√	\$1,000	\$942	√	90%	100%	√	No
YWCA - Kinship Care <sup>1</sup>	10	11	√	37	25	≠	2	1	√	90	86	√	7	8	√	70%	53%	≠	\$600	\$295	√	90%	100%	√	No
CSB - Transition Program	N/A	N/A	N/A	175	303	√	N/A	N/A	N/A	N/A	N/A	N/A	172	289	√	98%	95%	√	\$700	\$609	√	98%	95%	√	No

PREVENTION	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
4/1/2013-6/30/2013																									
Gladden Community House - Prevention <sup>3</sup>	N/A	314	N/A	80	316	√	N/A	N/A	N/A	N/A	N/A	N/A	78	316	√	97%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	No
Gladden Community House <sup>1</sup> - Stable Families	17	22	√	32	30	√	N/A	N/A	N/A	90	75	√	15	11	≠	90%	100%	√	\$880	\$806	√	90%	100%	√	No
Communities In Schools - Stable Families	34	32	√	68	73	√	N/A	N/A	N/A	90	80	√	31	41	√	90%	80%	≠	\$880	\$593	√	90%	87%	√	No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%)	Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
4/1/2013-6/30/2013																						
Maryhaven - Outreach	77	108	√	95	213	√	54	85	√	70%	84%	√	27	50	√	50%	59%	√	25%	41%	√	No

<sup>1</sup> New program started 7/1/2012.

<sup>2</sup> Successful outcomes measure for YWCA - Kinship Care.

<sup>3</sup> Evaluation time frame is year to date.



communityshelterboard

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Development Services Agency



The City of Columbus  
Mayor Michael B. Coleman

