

SYSTEM & PROGRAM INDICATOR REPORT

FY2014
4/1/14 – 6/30/14

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 Indicator 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. 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:

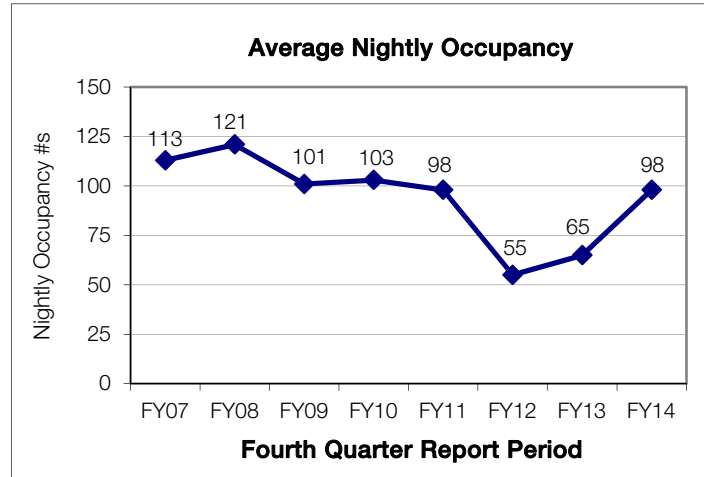
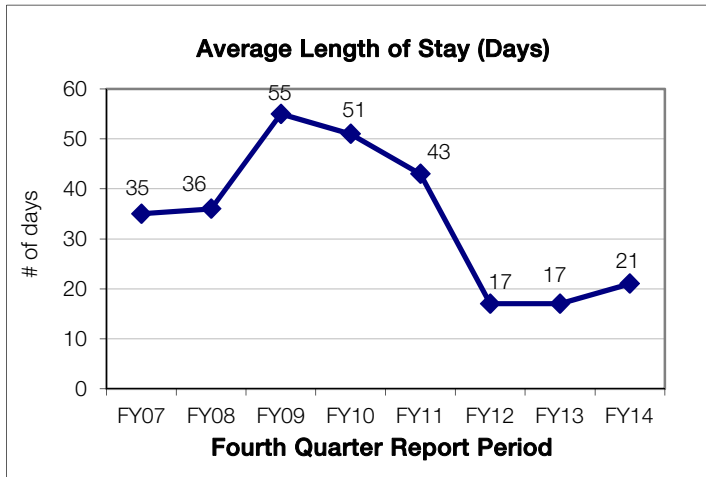
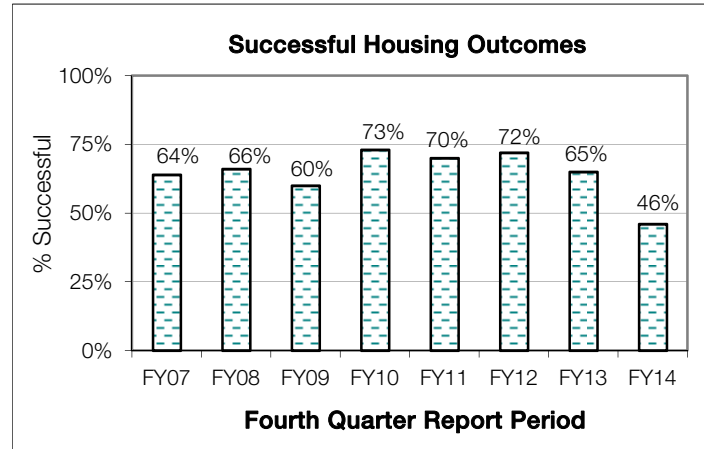
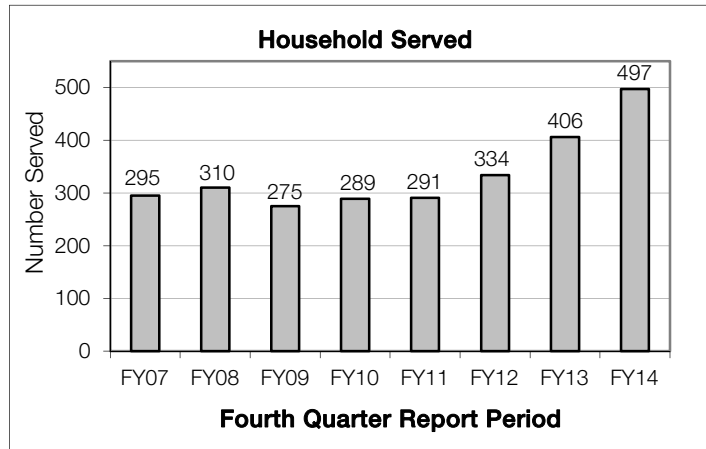
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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 under the Publications section.

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	4/1/2014-6/30/2014	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
FAMILY SYSTEM	232	497	√	50	98	20	21	√	127	174	√	70%	46%	≠	Yes



DEMOGRAPHICS	Family
Households Served	497
Percent Newly homeless	64%
Recidivism ¹	2%
Clients Served	1,657
Average Age (HoH)	29
Gender - Male (HoH)	9%
Gender - Female (HoH)	91%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$704
Percent Working at Entry	38%
Race - White (HoH) ²	25%
Race - Black (HoH) ²	73%
Race - Other (HoH) ²	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	671
Children Served	986
Mean Family Size	3.3
Average Number of Children	2.0
Adults 18-24 years (HoH)	34%
Children 0 - 2 years	29%
Children 3 - 7 years	40%
Children 8 - 12 years	22%
Children 13 - 17 years	9%

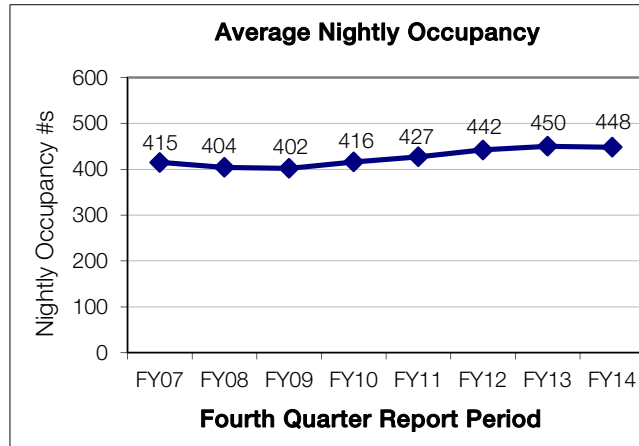
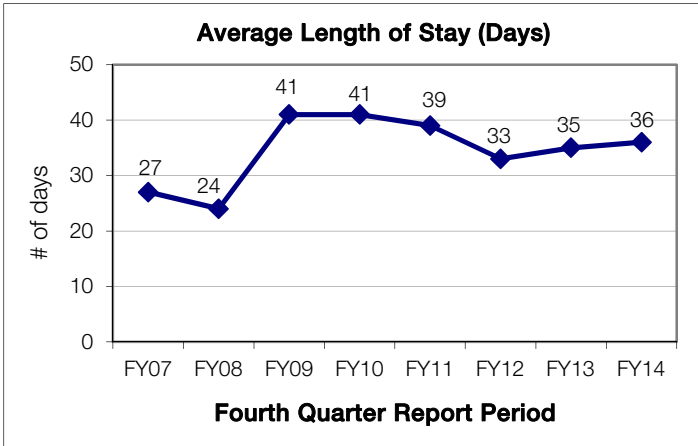
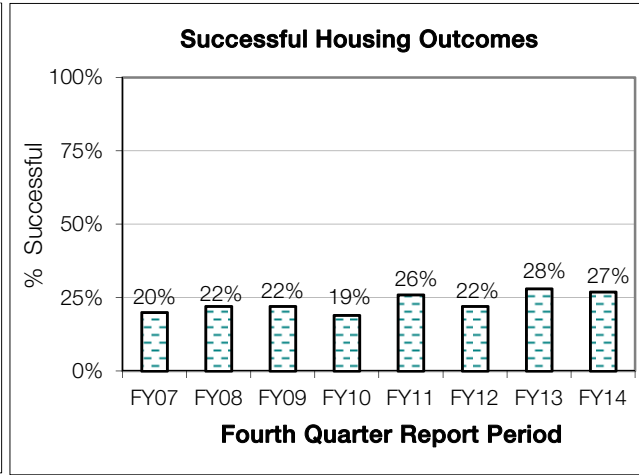
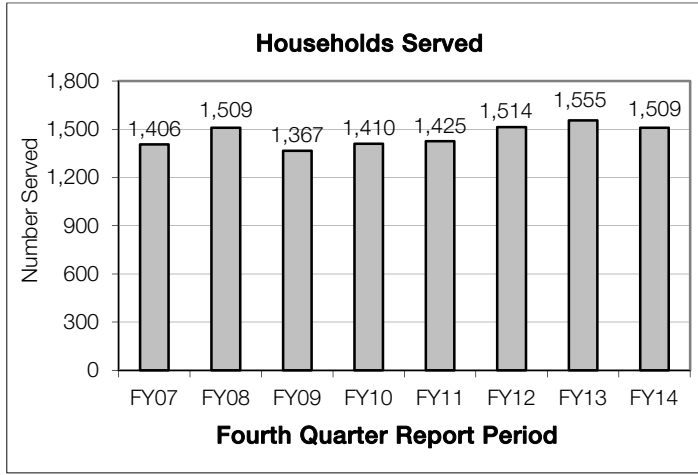
The Family Emergency Shelter System served 22% more households than the previous reporting period, the highest in the past eight reporting periods. On average, 48 families were served daily over the fixed capacity of the system. The decrease in successful housing outcomes for the system is very concerning, the reported rate is the lowest in eight reporting periods. A significant increase in households' income at entry and employment, compared to the same reporting period last year, is noted (24% employed in Q4 FY2013). We are qualifying this system as a "system of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

¹ Recidivism calculated for successful housing exits between reporting period of 1/1/2014 - 3/31/2014.

² Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2014-6/30/2014	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,500	1,509	√	445	448	30	36	≠	264	292	√	25%	27%	√	No



DEMOGRAPHICS	Men
Households Served	1,509
Percent Newly homeless	33%
Recidivism ²	6%
Average Age	43
Men as a percent of total single adults served	80%
Veterans (U.S. Military) all adults	11%
Avg. Monthly Household Income	\$292
Percent Working at Entry	21%
Average Daily Waitlist Number	11
Race - White	36%
Race - Black	62%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ³	8%
Adults 25 - 34 years ³	22%
Adults 35 - 44 years ³	22%
Adults 45 - 55 years ³	32%
Adults 56 - 61 years ³	10%
Adults 62+ years ³	5%

The system experienced a decrease in the number of individuals served by 3%, compared to the previous reporting period. However, on average, 11 single adult men were not able to receive shelter daily due to capacity limitations. The percent of newly homeless is concerning in that it shows that the majority of single adults served received shelter services in previous years.

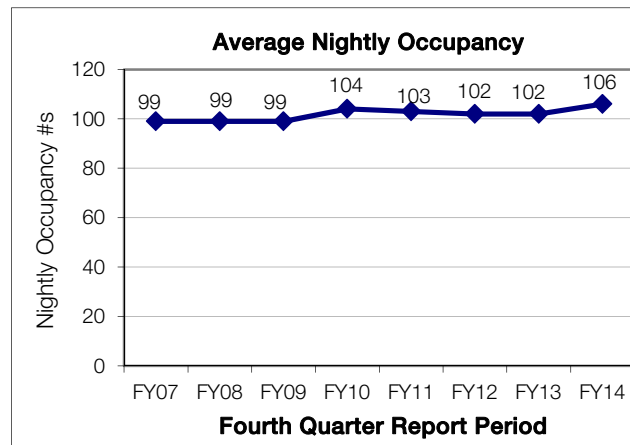
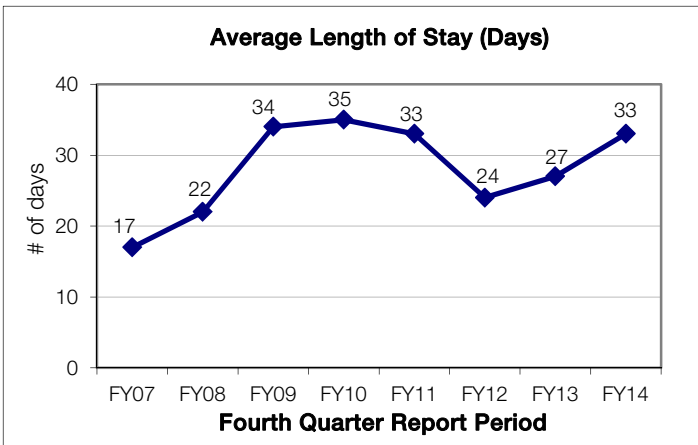
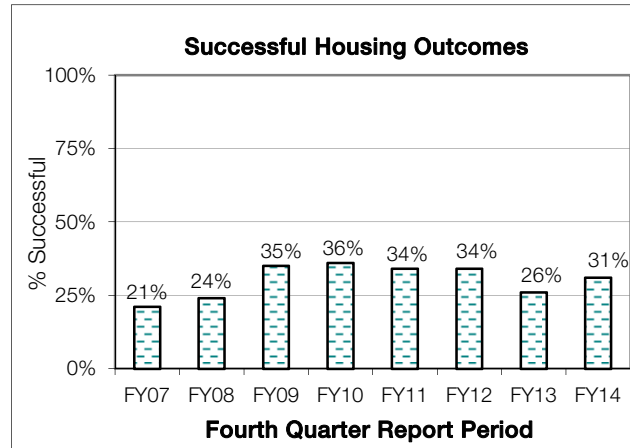
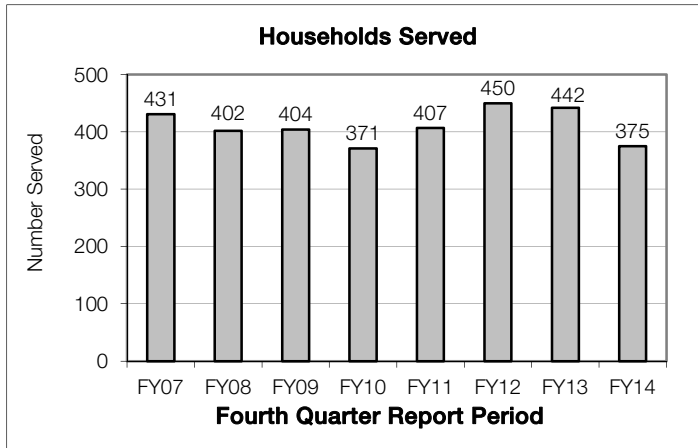
¹Overflow capacity is not included.

² Recidivism calculated for successful housing exits between reporting period of 1/1/2014 - 3/31/2014.

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

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	4/1/2014-6/30/2014	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	390	375	√	101	106	30	33	√	72	86	√	25%	31%	√	No



DEMOGRAPHICS	Women
Households Served	375
Percent Newly homeless	48%
Recidivism ²	2%
Average Age	41
Women as a percent of total single adults served	20%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$244
Percent Working at Entry	16%
Average Daily Waitlist Number	23
Race - White ³	39%
Race - Black ³	60%
Race- Other ³	2%
Hispanic	2%
Non-Hispanic	98%
Adults 18 - 24 years	9%
Adults 25 - 34 years	24%
Adults 35 - 44 years	24%
Adults 45 - 55 years	34%
Adults 56 - 61 years	7%
Adults 62+ years	2%

The system experienced a decrease in the number of individuals served by 15%, compared to the previous reporting period. However, on average 23 single adult women were not able to receive shelter daily due to capacity limitations. The average length of stay significantly increased compared to prior reporting periods. This increase prevented turnover in beds and the opportunity for the single women on the waitlist to receive a shelter bed.

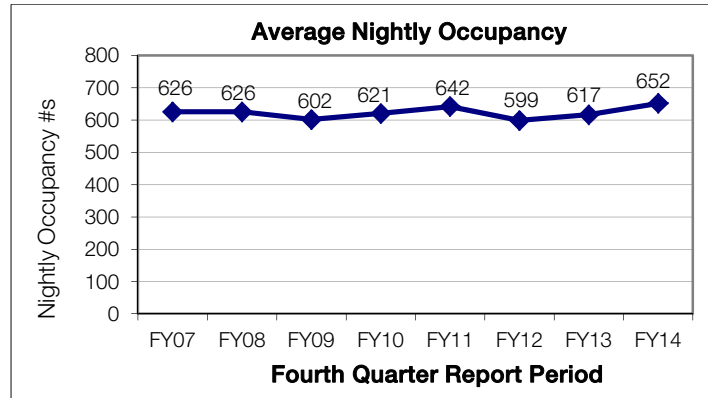
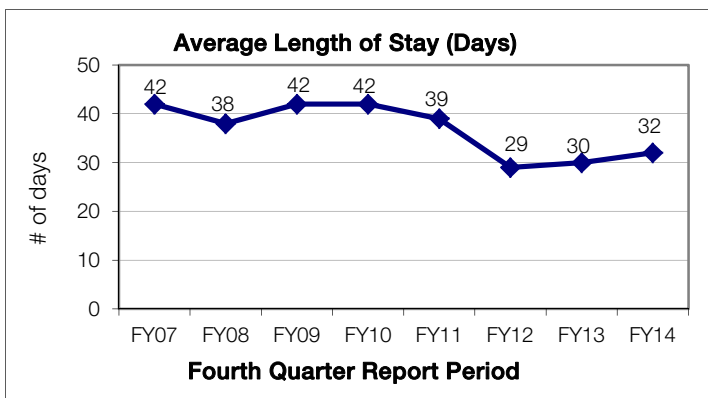
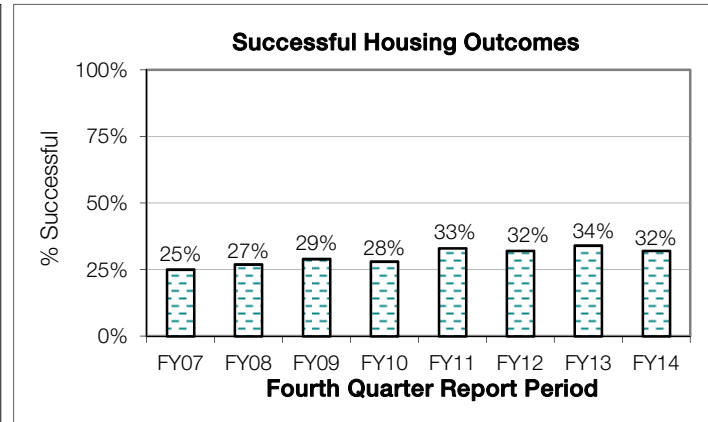
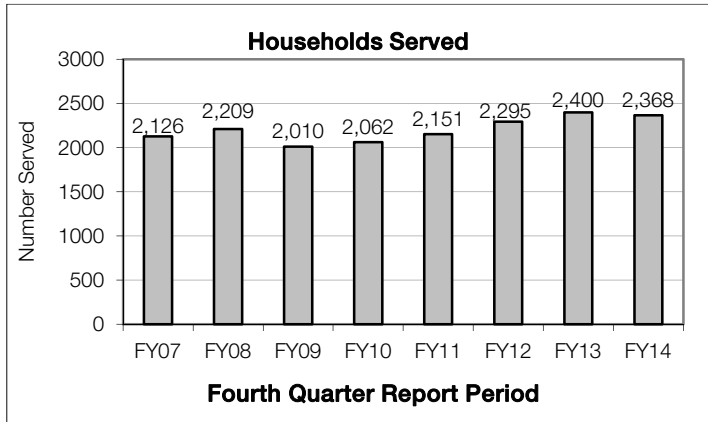
¹Overflow capacity is not included.

² Recidivism calculated for successful housing exits between reporting period of 1/1/2014 - 3/31/2014.

³ Due to rounding percentage exceeds 100%.

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2014-6/30/2014	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
Emergency Shelter System ¹	2,122	2,368	√	596	652	30	32	√	535	552	√	35%	32%	√	No



DEMOGRAPHICS	Shelter
Households Served	2,368
Percent Newly homeless	43%
Recidivism ³	4%
Clients Served	3,525
Adults Served	2,539
Children Served	986
Average Age (HoH)	39
Gender - Male (HoH)	65%
Gender - Female (HoH)	35%
Veterans (U.S. Military) (All Adults)	8%
Avg. Monthly Household Income	\$384
Percent Working at Entry	24%
Average Daily Waitlist Number	34
Race - White (HoH)	34%
Race - Black (HoH)	64%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	14%

We are reporting a consistent number of households served when compared to the previous reporting period. Performance lagged compared to previous reporting periods, with lower successful housing outcome and higher average length of stay. On average, 56 households were served each night, over the regular shelter capacities, mainly due to the family system demand for shelter. On average, 34 single adults were not able to receive shelter daily, due to capacity limitations. We are noting an increase in the percent of those employed at entry and the average income system-wide.

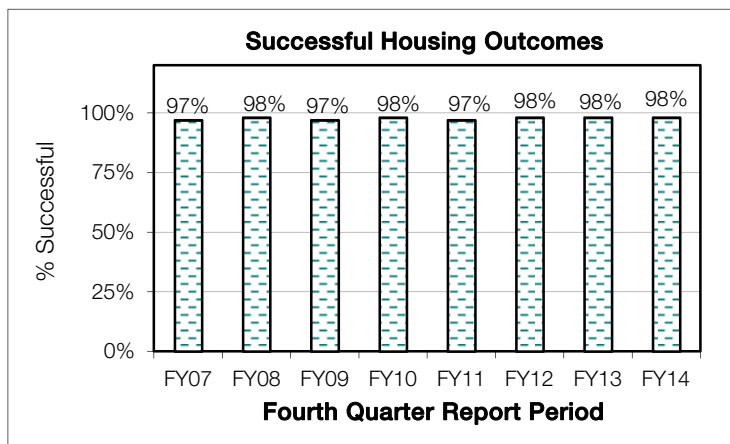
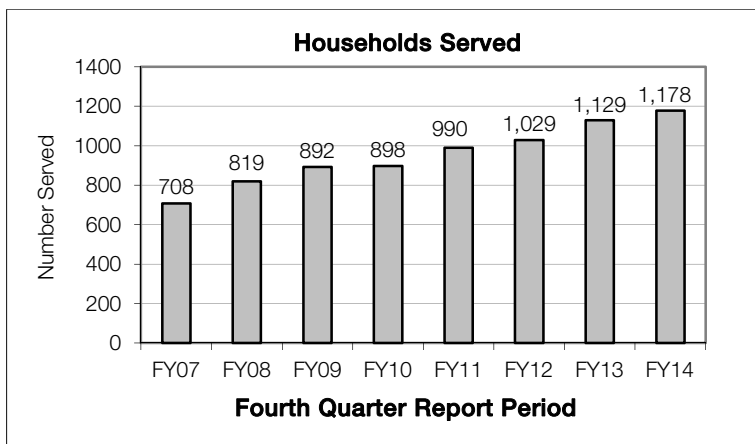
¹System includes single adult and family shelters.

²Overflow capacity is not included.

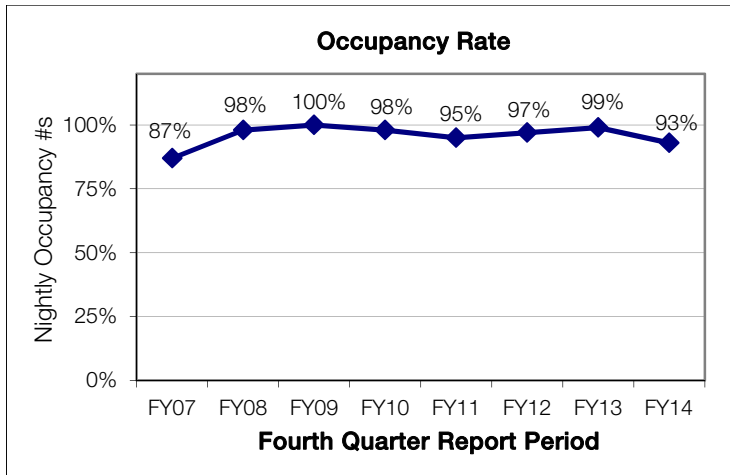
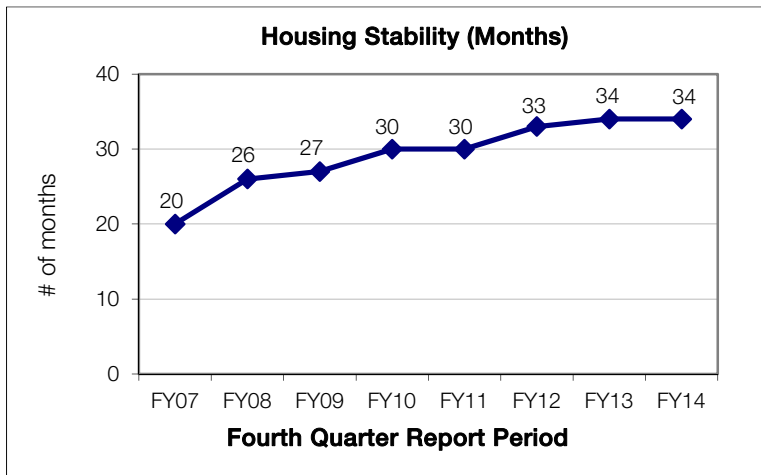
³ Recidivism calculated for successful housing exits between reporting period of 1/1/2014 - 3/31/2014.

System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			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	
4/1/2014-6/30/2014																
PSH SYSTEM	1,190	1,178	√	95%	93%	√	24	34	√	1,071	1,147	√	90%	98%	√	No

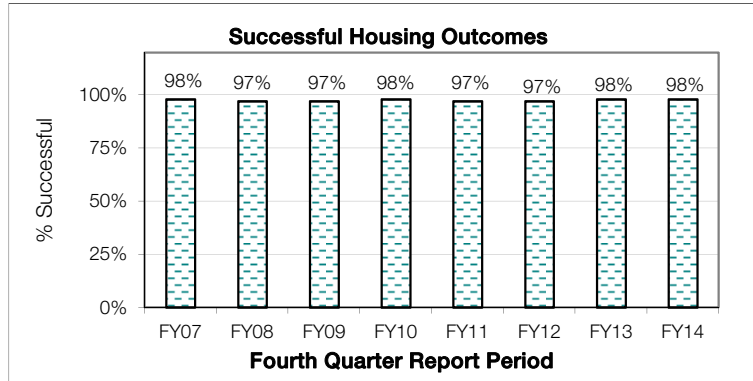
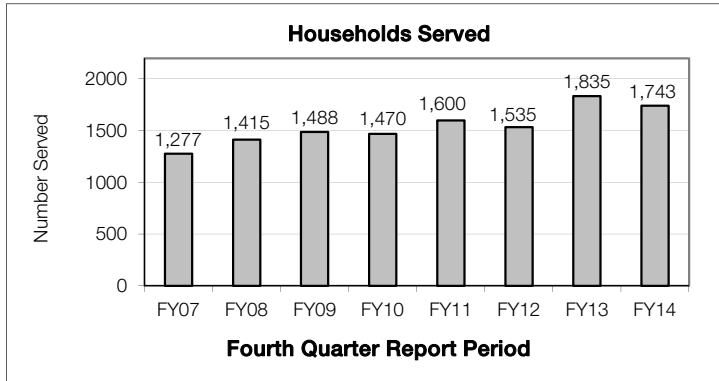


The PSH System continues to perform well. The inventory as of 6/30/14 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. 4% more households were served this reporting period compared to the previous reporting timeframe.

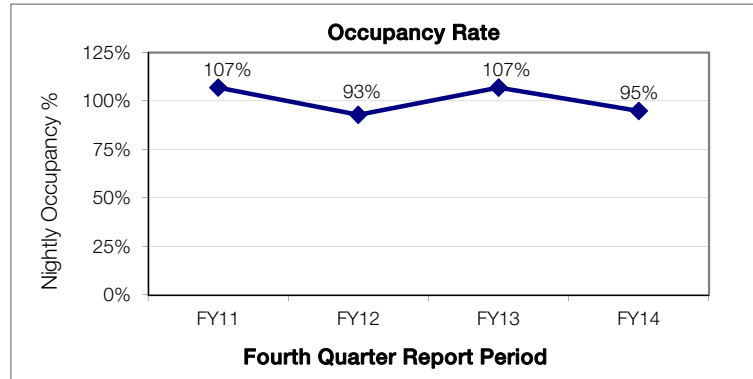
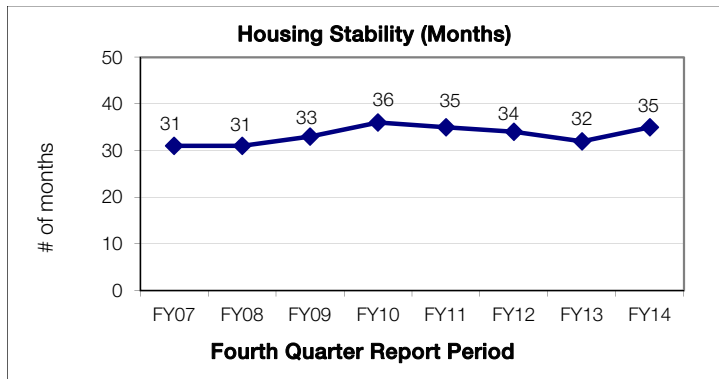


System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			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	
4/1/2014-6/30/2014																
Total PSH System ¹	1,761	1,743	√	95%	95%	√	24	35	√	1,409	1,696	√	80%	98%	√	No



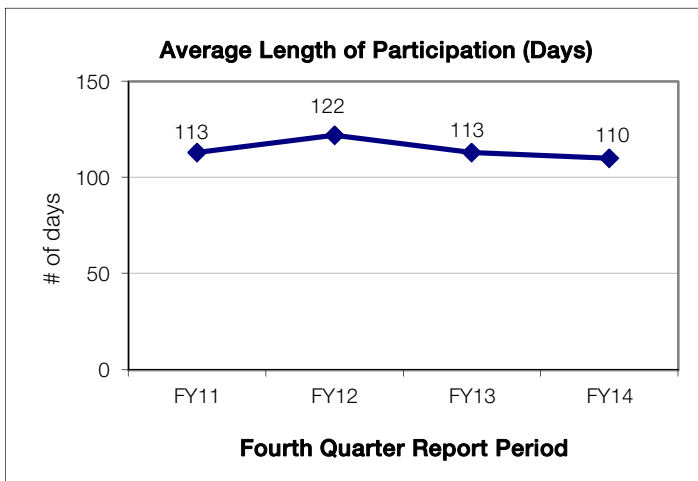
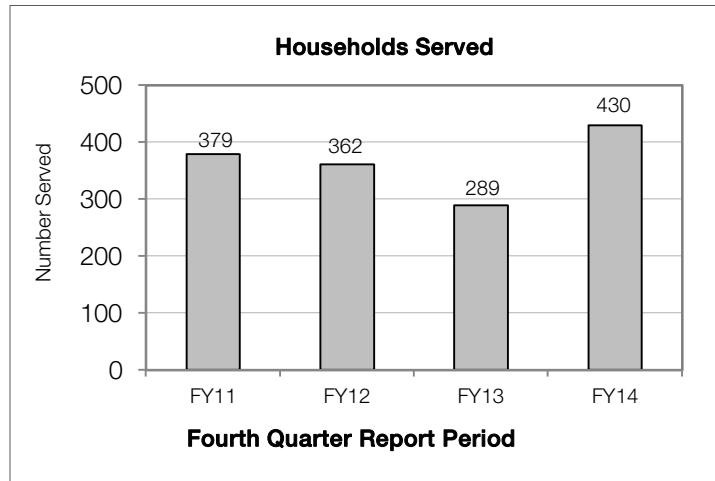
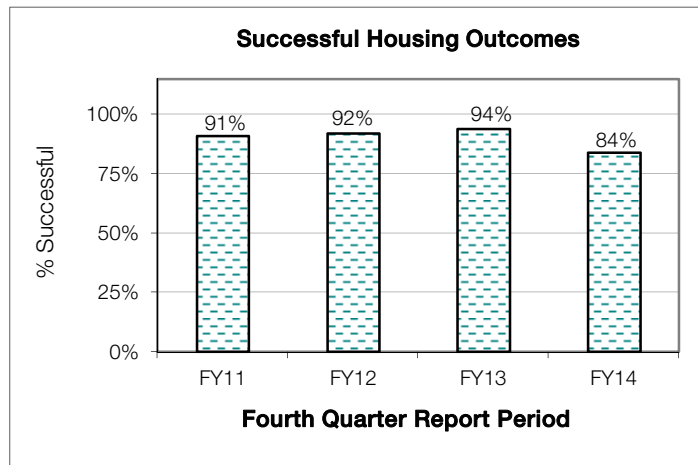
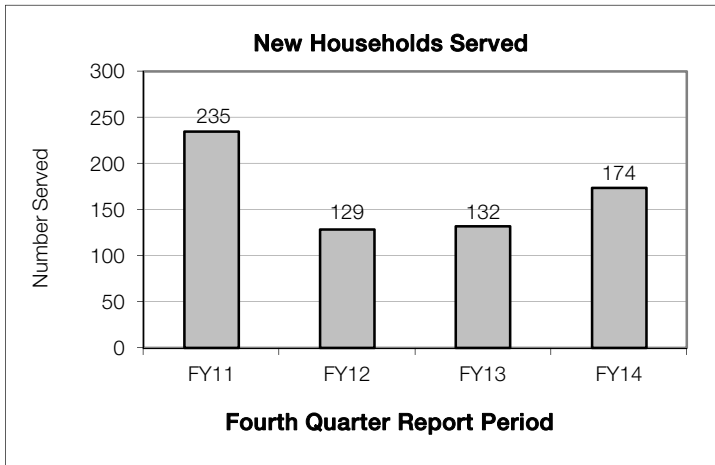
The system continues to perform well, with good occupancy and success rates. Five percent less households were served during this reporting period compared to the previous year's reporting period, due to lower occupancy in the Rental Assistance projects. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,716. VA VASH voucher capacity of 230 is not included in CSP.



¹System includes CSB and non-CSB funded PSH & SPC programs.

System and Program Indicator Report

FY14 Direct Housing/Rapid Re-housing 4/1/2014-6/30/2014	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
Direct Housing Rapid Re-housing System ¹	228	174	≠	400	430	√	100	110	√	196	145	≠	86%	84%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	430
Recidivism ²	1%
Clients Served	1,057
Average Age (HoH)	37
Gender - Male (HoH)	41%
Gender - Female (HoH)	59%
Veterans (U.S. Military) all adults	31%
Avg. Monthly Household Income	\$450
Percent Working at Entry	20%
Adults Served	530
Children Served	527
Race - White (HoH)	25%
Race - Black (HoH)	73%
Race- Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Mean Family Size ³	3.2
Average Number of Children ³	1.9
Children 0 - 2 years ³	30%
Children 3 - 7 years ³	38%
Children 8 - 12 years ³	20%
Children 13 - 17 years ³	12%

The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

Successful housing outcomes is significantly lower than the last period due to addition of the new SSVF programs.

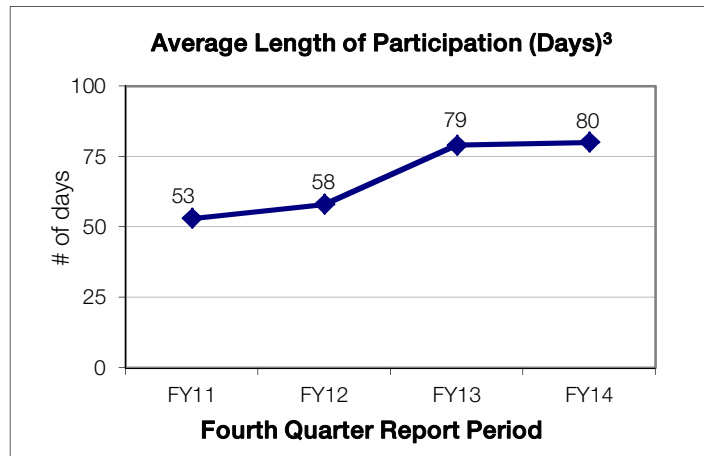
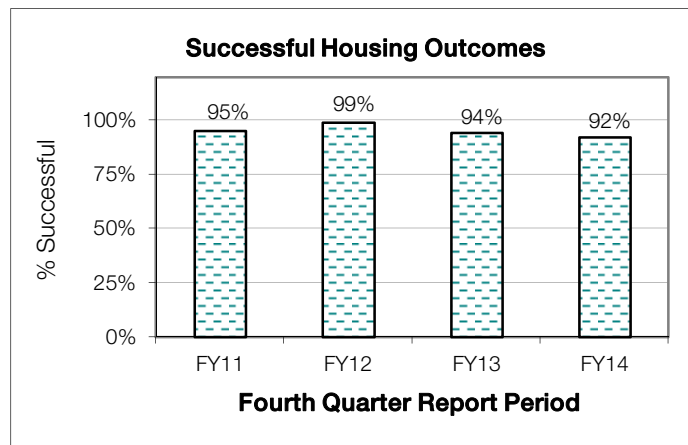
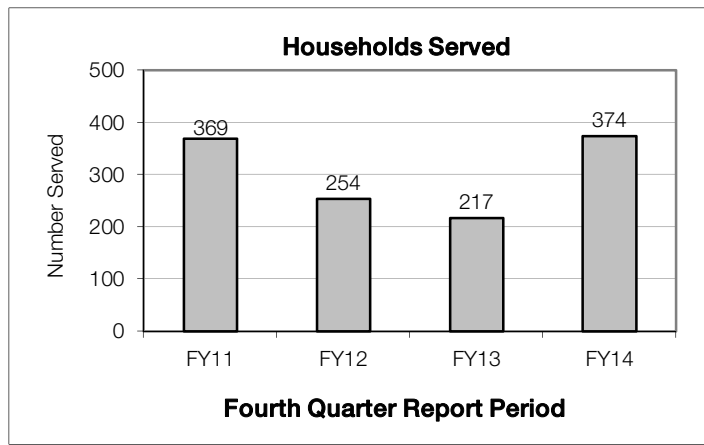
¹System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. CSB Transition is excluded.

²Recidivism calculated for successful housing exits between reporting period of 1/1/2014 - 3/31/2014.

³Data only refers to families served.

System and Program Indicator Report

FY14 Prevention	Households Served			Average Length of Participation (Days) ³			Successful Housing Outcomes						System of Concern
4/1/2014-6/30/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Prevention System ¹	239	374	√	90	80	√	165	208	√	92%	92%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	374
Recidivism ⁴	1%
Clients Served	1,040
Average Age (HoH)	41
Gender - Male (HoH)	35%
Gender - Female (HoH)	65%
Veterans (U.S. Military) all adults	21%
Avg. Monthly Household Income	\$940
Percent Working at Entry	46%
Race - White (HoH)	47%
Race - Black (HoH)	52%
Race - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	538
Children Served	502
Mean Family Size ²	3.6
Average Number of Children ²	2.0
Children 0 - 2 years ²	20%
Children 3 - 7 years ²	35%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	18%

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, indicates a need for more effective targeting of households that without this prevention assistance would become homeless. Stable Families program targeting was changed in January to focus on doubled up families. The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

¹ System includes CIS Stable Families, Gladden Community House Prevention and Stable Families, LSS SSVF and VOAGO SSVF.

² Data only refers to the families served.

³ Excludes GCH Prevention. Average length of participation including GCH Prevention is 39 days.

⁴ Calculated for successful housing exits between reporting period of 4/1/2013 - 6/30/2013 entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Recidivism	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5%	Yes or No
4/1/2014-6/30/2014																		
MEN																		
LSS - Faith Mission on 6th ²	N/A	541	N/A	N/A	110	112	N/A	26	N/A	N/A	90	N/A	N/A	21%	N/A	16%	11%	N/A
LSS - Faith Mission on 8th ²	N/A	347	N/A	N/A	95	93	N/A	32	N/A	N/A	44	N/A	N/A	17%	N/A	22%	11%	N/A
Friends of the Homeless - Men's Shelter	489	470	(19)	√	130	128	30	34	≠	90	92	√	25%	26%	√	24%	11%	No
VOAGO - Men's Shelter ⁴																		Yes
WOMEN																		
LSS - Faith Mission - Nancy's Place ²	N/A	166	N/A	N/A	42	44	N/A	34	N/A	N/A	44	N/A	N/A	35%	N/A	12%	3%	N/A
Friends of the Homeless - Rebecca's Place	177	181	4	√	47	48	30	31	√	33	34	√	25%	25%	√	7%	3%	No
INEBRIATE																		
Maryhaven - Engagement Center	460	369	(91)	≠	50	56	11	14	≠	74	25	≠	18%	8%	≠	8%	0%	Yes
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing ³	13	34	21	√	13	14	90	53	√	4	13	√	25%	68%	√	0%	0%	No
LSS - VA Men & Women ³	17	38	21	√	19	15	90	56	√	9	13	√	50%	50%	√	8%	0%	No
AGENCY																		
Lutheran Social Services - Faith Mission ²	930	1,035	105	√	247	250	30	30	√	171	177	√	25%	22%	√	18%	9%	No

¹ Capacity does not include overflow.

² 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.

³ Non-CSB funded program.

⁴ CSB does not have confidence in the data reliability of this program.

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
4/1/2014-6/30/2014													
HandsOn Central Ohio - CPOA ⁴	2,700	2,737	✓	90%	97%	✓	540	947	✓	20%	25%	✓	No

NAVIGATOR - Single Adult ²	New Households Served			Households Served						Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ²					Average Transition Time (Days)			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	Goal	Actual	Outcome Achievement
4/1/2014-6/30/2014																												
LSS - Navigator Pilot ²	105	62	✖	175	128	✖	60%	35%	✖	30	35	✖	90	75	↓	26	28	✓	25%	33%	✓	7	6	↓				No

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes					Average Transition Time (Days)			Recidivism	Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual			Outcome Achievement	Actual (%)
4/1/2014-6/30/2014																					
YWCA - Family Center ³	232	497	✓	50	98	✓	20	21	✓	127	174	✓	70%	46%	✖	7	8	✓	2%	Yes	
YWCA - Diversion	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	311	N/A	39%	41%	✓	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
4/1/2014-6/30/2014																						
YWCA - Benefits Partnership	45	77	✓	63	220	✓	26	25	✓	42%	11%	✖	40%	58%	✓	12	36	✓	20%	16%	✓	No

¹Capacity does not include overflow.

²Program started 10/1/13. 9 transitional age youth client exited to family, permanent tenure (11%), not included above.

³We are qualifying the program as a "program of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

⁴10 clients were served by the Mediator Pilot program. The diversion rate of clients served by the pilot was 20%.

System and Program Indicator Report

SUPPORTIVE HOUSING		Households Served				Program Occupancy ¹			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern		
4/1/2014-6/30/2014		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	Yes or No
Community Housing Network - Briggsdale	25	26	27	1	√	23	92%	√	24	46	√	23	26	√	90%	96%	√	No	
Community Housing Network - Cassady	10	11	11	0	√	10	100%	√	24	25	√	10	11	√	90%	100%	√	No	
Community Housing Network - Community ACT	42	44	42	(2)	√	42	100%	√	24	37	√	40	42	√	90%	100%	√	No	
Community Housing Network - East 5th Avenue	38	40	38	(2)	√	38	100%	√	24	38	√	36	38	√	90%	100%	√	No	
Community Housing Network - Hotel St. Clair ⁴	30	32	33	1	√	33	110%	√	24	36	√	29	33	√	90%	100%	√	No	
Community Housing Network - Inglewood Court	45	47	46	(1)	√	45	100%	√	6	12	√	42	45	√	90%	98%	√	No	
Community Housing Network - Leased Supportive Housing	25	26	26	0	√	24	96%	√	16	27	√	23	26	√	90%	100%	√	No	
Community Housing Network - North 22nd Street ⁴	30	32	31	(1)	√	31	103%	√	24	50	√	29	31	√	90%	100%	√	No	
Community Housing Network - North High Street	33	35	33	(2)	√	33	100%	√	24	51	√	32	33	√	90%	100%	√	No	
Community Housing Network - Parsons	25	26	26	0	√	24	96%	√	24	33	√	23	26	√	90%	100%	√	No	
Community Housing Network - RLPTI ²	108	113	105	(8)	√	101	94%	√	24	42	√	102	101	√	90%	97%	√	No	
Community Housing Network - Safe Havens ³	13	16	14	(2)	≠	14	108%	√	24	60	√	14	14	√	90%	100%	√	No	
Community Housing Network - Southpoint Place	46	48	50	2	√	46	100%	√	24	28	√	43	48	√	90%	96%	√	No	
Maryhaven - Commons at Chantry	50	53	50	(3)	√	50	100%	√	24	37	√	48	50	√	90%	100%	√	No	
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	73	97%	√	19	31	√	71	73	√	90%	97%	√	No	
National Church Residences - Commons at Grant	50	53	49	(4)	√	48	96%	√	24	64	√	48	48	√	90%	100%	√	No	
National Church Residences - Commons at Livingston	25	26	25	(1)	√	25	100%	√	14	29	√	23	25	√	90%	100%	√	No	
National Church Residences - Commons at Livingston II	35	35	35	0	√	35	100%	√	2	5	√	32	35	√	90%	100%	√	No	
National Church Residences - Commons at Third	60	63	62	(1)	√	58	97%	√	9	19	√	57	59	√	90%	95%	√	No	
Southeast - Scattered Sites ²	120	126	128	2	√	118	98%	√	24	31	√	113	119	√	90%	95%	√	No	
YMCA - 40 West Long Street	105	110	111	1	√	93	89%	≠	24	40	√	99	105	√	90%	95%	√	No	
YMCA - 40 West Long Street Expansion ⁵	38	40	30	(10)	≠	14	37%	≠	6	1	≠	36	30	≠	90%	100%	√	N/A	
YMCA - Franklin Station	75	79	79	0	√	50	67%	≠	24	32	√	71	79	√	90%	100%	√	No	
YWCA - WINGS	69	73	72	(1)	√	67	97%	√	24	25	√	66	70	√	90%	97%	√	No	

¹Occupancy 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.

²The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/2 households), CHN-RLPTI (TRA/9 households); Southeast Scattered Sites (TRA/2 households).

³Three 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.

⁴Program served RL individuals in Non-RL units or eligible roommates/couples.

⁵Program not evaluated as it was in lease-up starting 5/1/14.

System and Program Indicator Report

HUD CoC FUNDED PROGRAMS ¹	Households Served					Program Occupancy Rate ²			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	Yes or No
4/1/2014-6/30/2014																		
Transitional Housing																		
Huckleberry House - Transitional Living Program ⁷	24	30	34	4	√	98%	104%	√	10	7	√	4	8	√	77%	100%	√	No
Maryhaven - Women's Program ⁵	5	5	9	4	√	90%	60%	≠	4	4	√	2	2	√	50%	50%	√	No
Southeast - New Horizons Transitional Housing	36	48	49	1	√	95%	100%	√	4	6	≠	11	9	≠	77%	69%	≠	Yes
VOAGO - Veterans Program ³	40	45	90	45	√	95%	98%	√	4	3	√	19	27	√	77%	53%	≠	No
YMCA - ADAMH Pilot ⁵	5	10	30	20	√	95%	360%	√	4	3	√	2	6	√	70%	86%	√	No
Permanent Supportive Housing																		
Community Housing Network - Family Homes ⁴	15	16	15	(1)	√	95%	100%	√	24	51	√	13	15	√	80%	100%	√	No
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	24	101	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	32	31	(1)	√	95%	100%	√	24	33	√	26	31	√	80%	100%	√	No
Shelter Plus Care																		
Amethyst - Shelter Plus Care ⁶	72	76	118	42	√	100%	136%	√	20	26	√	61	108	√	80%	92%	√	No
ARCO - Shelter Plus Care (TRA) ⁶	89	93	117	24	√	100%	128%	√	24	64	√	74	115	√	80%	98%	√	No
Community Housing Network - Shelter Plus Care (SRA) ⁴	172	181	168	(13)	√	100%	90%	≠	24	24	√	145	164	√	80%	98%	√	No
Community Housing Network - Shelter Plus Care (TRA) ⁴	149	156	114	(42)	≠	100%	76%	≠	24	33	√	125	112	≠	80%	98%	√	Yes
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)	9	9	8	(1)	≠	100%	89%	≠	24	44	√	7	8	√	80%	100%	√	No
Total Shelter Plus Care	491	515	525	10	√	100%	99%	√	N/A	36	N/A	412	507	√	80%	97%	√	No

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

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

³ 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.

⁴ The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/2 households), CHN-RLPTI (TRA/9 households); Southeast Scattered Sites (TRA/2 households).

⁵ Program capacity fluctuates based on need and available capacity.

⁶ CMHA allows over-leasing for this program.

⁷TLP maintained an extra unit while consolidating from two locations to one location and that extra unit remains occupied

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ³						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			Program of Concern	Notes
	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		
4/1/2014-6/30/2014																										¹ Households that exited successfully without accessing DCA are excluded from calculation. ² TSA J2H no longer participates in CSB DCA program starting July 2013. ³ Successful outcomes measure for YWCA - Kinship Care.
Homeless Families Foundation -Rolling Stock	43	35	≠	89	96	✓	15	20	≠	100	101	✓	39	41	✓	90%	89%	✓	\$800	\$796	✓	90%	91%	✓	No	
The Salvation Army - Direct Housing	48	48	✓	85	99	✓	15	25	≠	100	90	✓	43	44	✓	90%	86%	✓	\$1,800	\$1,350	✓	90%	88%	✓	No	
The Salvation Army - Job2Housing	14	5	≠	34	31	✓	15	17	≠	180	191	✓	13	11	✓	90%	85%	✓	N/A	N/A	N/A ²	N/A	N/A	N/A ²	No	
VOAGO Families -Transition in Place	19	14	≠	43	41	✓	15	22	≠	100	106	✓	17	18	✓	90%	95%	✓	\$800	\$800	✓	90%	100%	✓	No	
YWCA - Kinship Care	10	14	✓	27	27	✓	2	0	✓	90	80	✓	7	3	≠	70%	30%	≠	\$600	\$339	✓	90%	70%	≠	No	
CSB - Transition Program	N/A	N/A	N/A	225	270	✓	N/A	N/A	N/A	N/A	N/A	N/A	220	261	✓	98%	97%	✓	\$700	\$609	✓	98%	97%	✓	No	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			Program of Concern	Notes	
	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
4/1/2014-6/30/2014																								¹ Households that exited successfully without accessing DCA are excluded from calculation. ² Actuals are YTD as the program does not have control over the households served quarterly.
Gladden Community House - Prevention ²	N/A	N/A	N/A	80	561	✓	N/A	N/A	N/A	78	544	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No		
Gladden Community House - Stable Families	17	35	✓	32	59	✓	90	83	✓	15	27	✓	90%	93%	✓	\$750	\$733	✓	90%	96%	✓	No		
Communities In Schools - Stable Families	34	30	≠	68	62	✓	90	82	✓	31	19	≠	90%	73%	≠	\$750	\$752	✓	90%	72%	≠	Yes		

Supportive Services for Veteran Families (SSVF) ⁵	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of DCA (%) ¹			Program of Concern	Notes
	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		
4/1/2014-6/30/2014																							¹ Households that exited successfully without accessing DCA are excluded from calculation. ² Eleven households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs. ³ Twenty-two households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs. ⁴ One household was excluded from measures due to death. ⁵ Programs started 10/1/2013.
LSS - SSVF Prevention ⁴	12	7	≠	15	11	≠	N/A	N/A	N/A	90	68	✓	11	3	≠	90%	75%	≠	50%	100%	✓	Yes	
LSS - SSVF Rapid Re-housing ²	20	20	✓	26	47	✓	30	29	✓	90	185	≠	16	6	≠	80%	67%	≠	80%	57%	≠	Yes	
VOAGO - SSVF Prevention	36	57	✓	44	97	✓	N/A	N/A	N/A	90	78	✓	32	30	✓	90%	79%	≠	40%	84%	✓	No	
VOAGO - SSVF Rapid Re-housing ³	61	52	≠	75	116	✓	30	30	✓	90	99	✓	48	25	≠	80%	69%	≠	60%	68%	✓	No	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) ¹			Program of Concern	Notes
	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		
4/1/2014-6/30/2014																							¹ Households that exited successfully without accessing DCA are excluded from calculation.
Maryhaven - Outreach	77	47	≠	97	150	✓	54	59	✓	70%	95%	✓	27	39	✓	50%	66%	✓	25%	29%	✓	No	



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Development Services Agency



The City of Columbus
Mayor Michael B. Coleman

