

# SYSTEM & PROGRAM INDICATOR REPORT

FY2016  
7/1/15 - 12/31/15

**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](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:

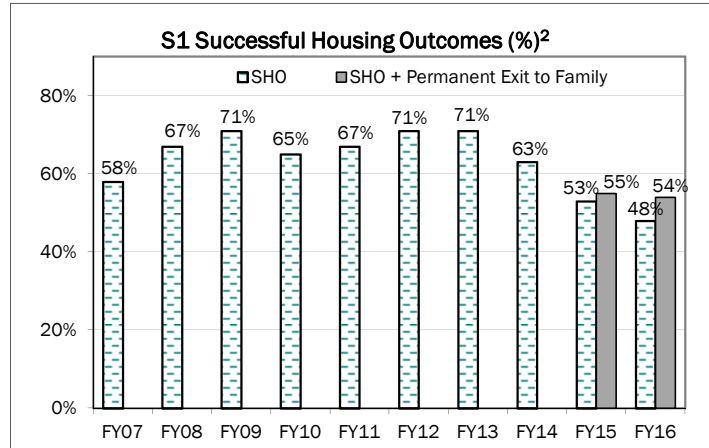
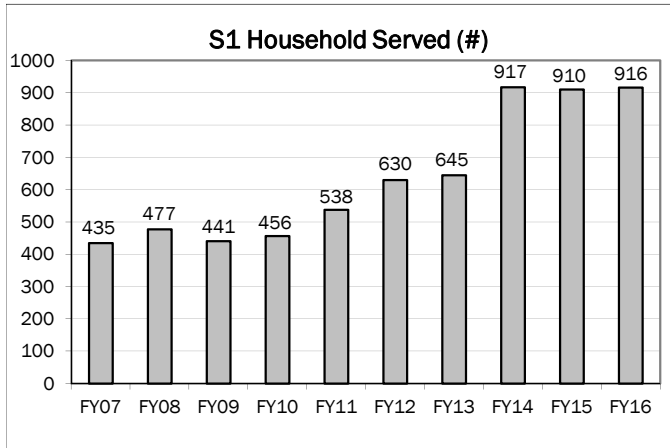
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

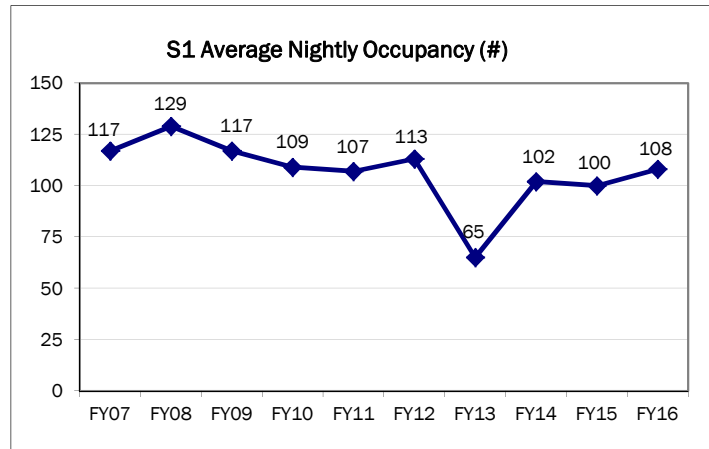
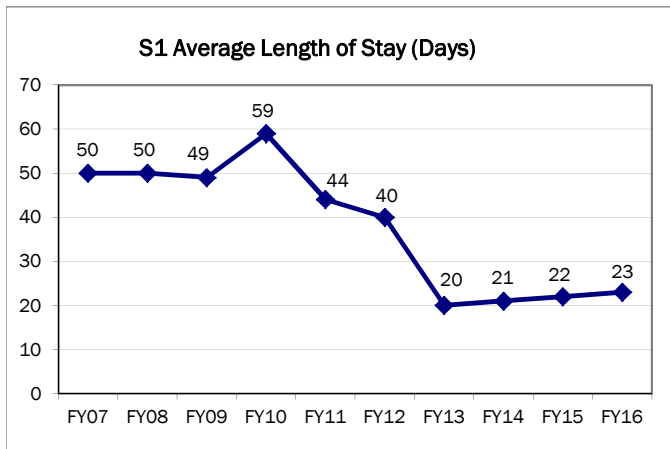
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-12/31/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	660	916	√	114	108	20	23	≠	382	444	√	70%	54%	≠



DEMOGRAPHICS	Family
Households Served	916
Percent Newly homeless	58%
Recidivism <sup>3</sup>	0%
Clients Served	3,167
Average Age (HoH)	30
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) all adults	0%
Average Monthly Household Income	\$718
Percent Working at Entry	37%
Race - White (HoH)	28%
Race - Black (HoH)	71%
Race - Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	1,253
Children Served	1,914
Mean Family Size	3.5
Average Number of Children	2.1
Adults 18-24 years (HoH)	25%
Children 0 - 2 years <sup>4</sup>	29%
Children 3 - 7 years <sup>4</sup>	38%
Children 8 - 12 years <sup>4</sup>	23%
Children 13 - 17 years <sup>4</sup>	11%



The Family Emergency Shelter System provided shelter to similar number of households as the same reporting period of last fiscal year. On average, 108 families were sheltered by the system every night. The low successful housing outcomes percent for the system continues to be very concerning. 42% of families were previously served in the homeless system, this is an unusually high ratio.

<sup>1</sup> Overflow capacity is not included. VOAGO Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity.

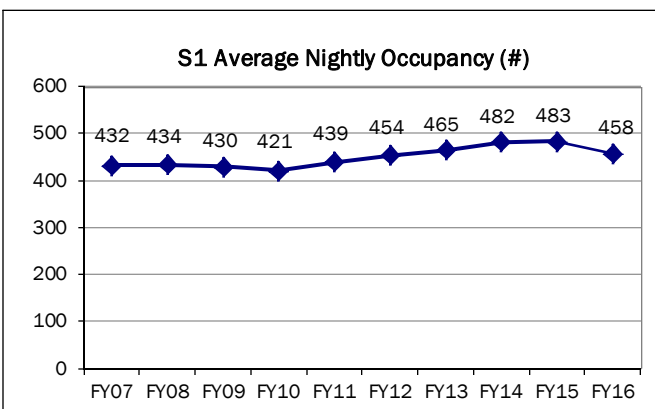
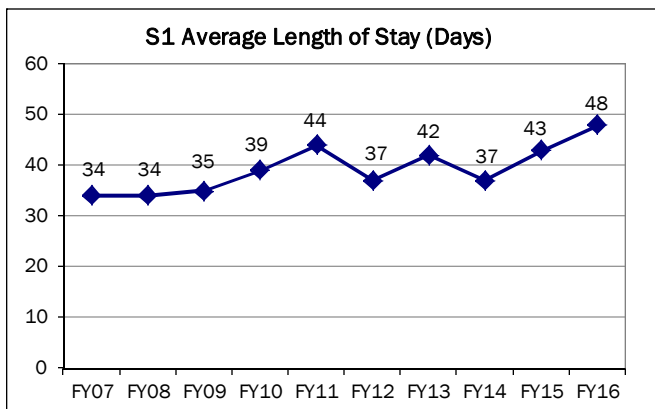
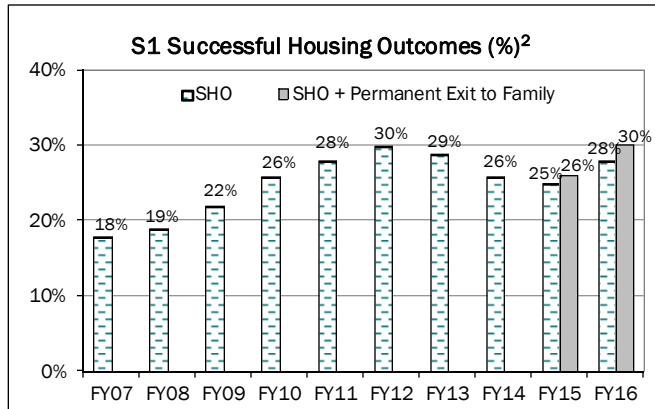
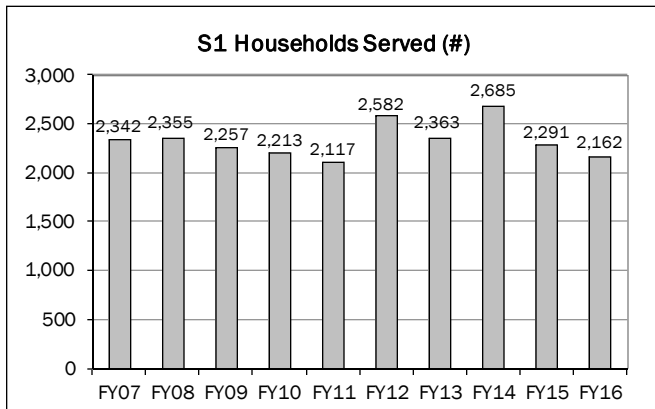
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2015 - 9/30/2015.

<sup>4</sup> Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-12/31/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,700	2,162	≠	477	458	34	48	≠	631	507	≠	30%	30%	√



DEMOGRAPHICS	Men
Households Served	2,162
Percent Newly homeless	41%
Recidivism <sup>4</sup>	4%
Average Age	43
Men as a percent of total single adults served	70%
Veterans (U.S. Military) all adults	13%
Average Monthly Household Income	\$432
Percent Working at Entry	26%
Average Daily Waitlist Number <sup>5</sup>	28
Race - White <sup>3</sup>	36%
Race - Black <sup>3</sup>	62%
Race - Other <sup>3</sup>	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years <sup>3</sup>	7%
Adults 25 - 34 years <sup>3</sup>	23%
Adults 35 - 44 years <sup>3</sup>	22%
Adults 45 - 55 years <sup>3</sup>	32%
Adults 56 - 61 years <sup>3</sup>	12%
Adults 62+ years <sup>3</sup>	5%

The system experienced a 6% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year, due to decreased turnover of beds. On average, through 10/19/2015, 28 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly increased compared to the last fiscal year, preventing turnover of beds. The successful housing outcomes percent shows a significant improvement. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

<sup>1</sup> First time homeless and Tier 2 shelters are included. YMCA First Time Homeless Shelter for men opened on 10/15/15. Seasonal Overflow capacity is not included.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

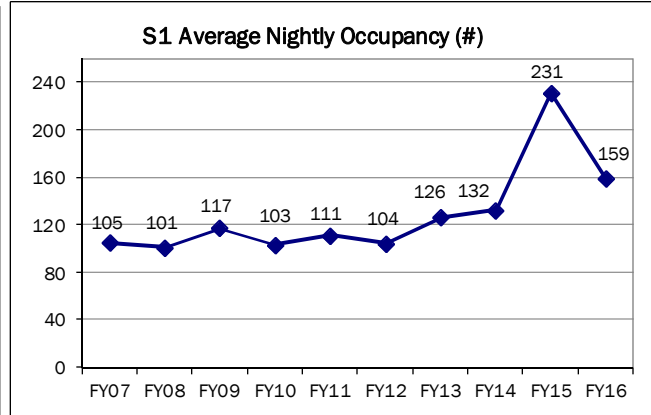
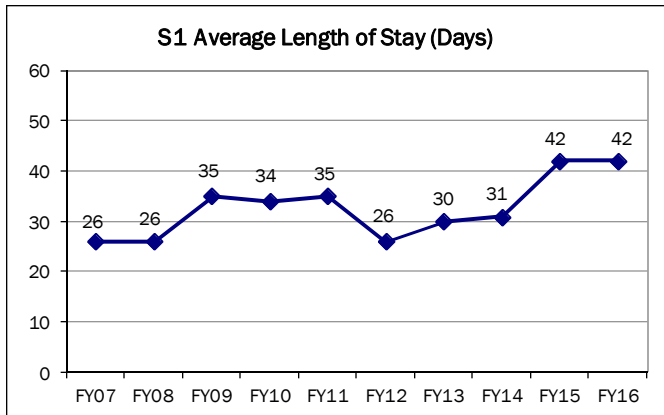
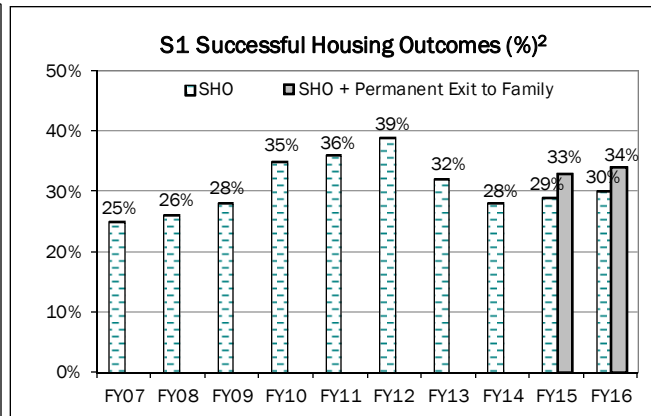
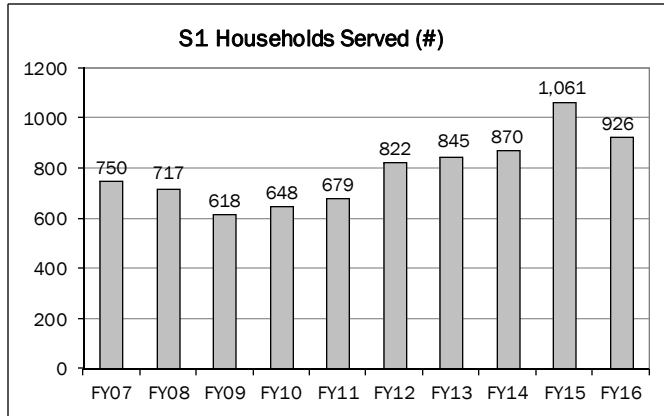
<sup>3</sup> Due to rounding percentage exceeds 100%.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2015 - 9/30/2015.

<sup>5</sup> Severe weather beds opened 10/19/2015 for men.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2015-12/31/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,000	926	√	153	159	34	42	≠	221	260	√	30%	34%	√



DEMOGRAPHICS	Women
Households Served	926
Percent Newly homeless	56%
Recidivism <sup>4</sup>	1%
Average Age	40
Women as a percent of total single adults served	30%
Veterans (U.S. Military) all adults	3%
Average Monthly Household Income	\$471
Percent Working at Entry	25%
Average Daily Waitlist Number <sup>5</sup>	32
Race - White	42%
Race - Black	56%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>3</sup>	13%
Adults 25 - 34 years <sup>3</sup>	25%
Adults 35 - 44 years <sup>3</sup>	23%
Adults 45 - 55 years <sup>3</sup>	28%
Adults 56 - 61 years <sup>3</sup>	8%
Adults 62+ years <sup>3</sup>	4%

The system experienced a decrease in the number of women sheltered by 13%, compared to the same reporting period of last fiscal year, due to high lengths of shelter stay that prevented bed turnover and return to fixed capacity. The successful housing outcomes percent is showing signs of improvement. On average, through 11/21/2015, 32 women were not able to receive shelter daily, due to capacity limitations. The increase in households' income at entry and employment rate, compared to prior reporting periods, continues (\$367/21% in the same reporting period of last fiscal year). The percent of newly homeless is at its highest historically. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

<sup>1</sup>First time homeless and Tier 2 shelters are included. Seasonal overflow capacity is not included.

<sup>2</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

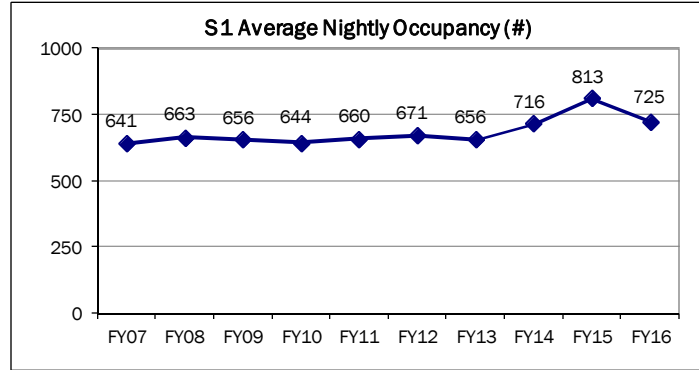
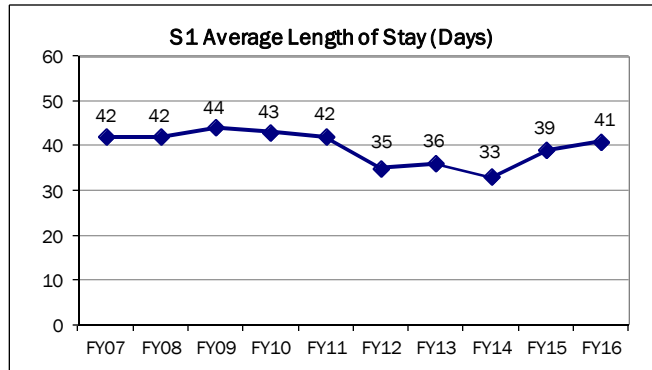
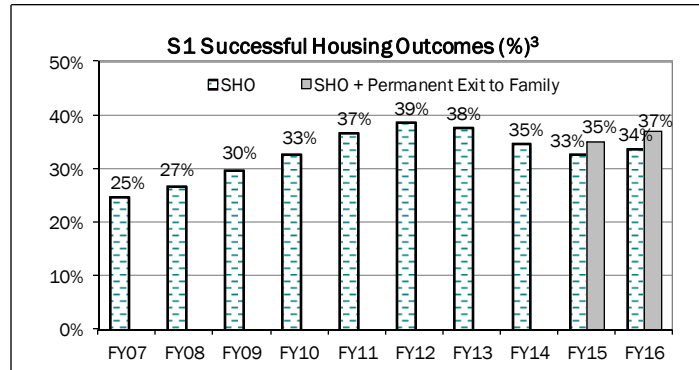
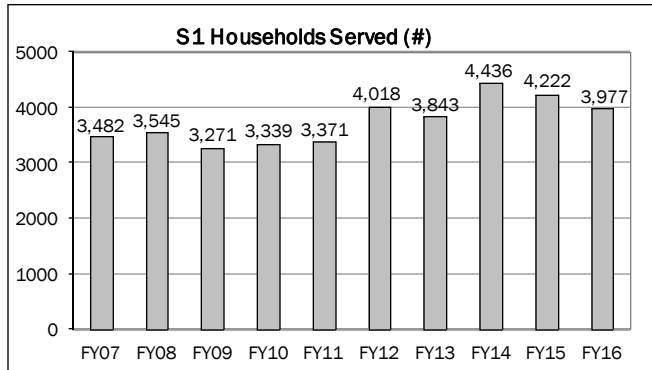
<sup>3</sup>Due to rounding percentage exceeds 100%.

<sup>4</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2015 - 9/30/2015.

<sup>5</sup>Severe weather beds opened 11/21/2015 for women.

# System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	7/1/2015-12/31/2015	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System <sup>1</sup>	4,360	3,977	√	744	725	30	41	≠	1,234	1,208	√	35%	37%	√



DEMOGRAPHICS	Family & Adults
Households Served	3,977
Percent Newly homeless	48%
Recidivism <sup>4</sup>	1%
Clients Served	6,219
Adults Served	4,305
Children Served	1,914
Average Age (HoH)	39
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$508
Percent Working at Entry	28%
Average Daily Waitlist Number <sup>5</sup>	60
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%

The decrease in households sheltered compared to the same reporting period of last fiscal year is 6%, due to the decrease in all system numbers. On average 60 single men and women were not able to receive shelter daily due to low turnover in beds and capacity limitations. The successful housing outcomes percent increased as a result of higher success rates for single adults. The average length of stay increased, impacted by the men's system performance. More than 50% of sheltered households were previously served in the homeless system.

<sup>1</sup>System includes single adult and family shelters. VOAGO Family Shelter opened on 9/1/2015. YMCA First Time Homeless Shelter for men opened on 10/15/15. Excludes Huckleberry House Emergency Shelter, total distinct households served including the youth shelter is 4,170.

<sup>2</sup>Seasonal overflow capacity is not included.

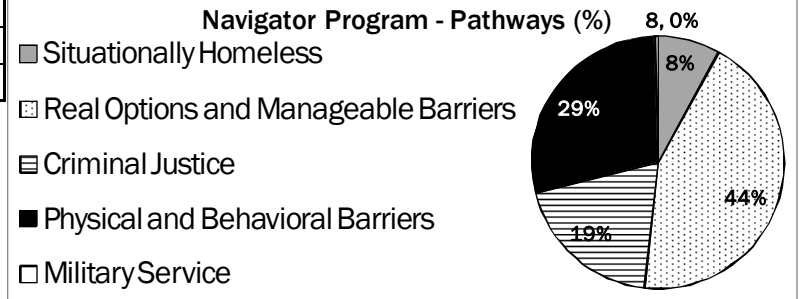
<sup>3</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2015 - 9/30/2015.

<sup>5</sup>Severe weather beds opened 10/19/2015 for men and 11/21/2015 for women.



FY16 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS <sup>1</sup> 7/1/2015-12/31/2015	First Time Homeless Shelter	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Households Served (#)	590	2,347	1,866	149	816	362	531	8
Successful Housing Outcomes (%) <sup>2</sup>	46%	37%	51%	60%	48%	47%	57%	57%
Average Number of Shelter Visits (#) <sup>4</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) <sup>3</sup>	N/A	N/A	9	8	9	8	8	11
Average Length of Shelter Stay (Days)	5	53	32	27	29	32	40	19
Average Length of Participation (Days)	N/A	N/A	112	130	98	101	127	100
Newly Homeless (%)	97%	40%	49%					
Recidivism (%) <sup>5</sup>	0%	3%	2%					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	55%					



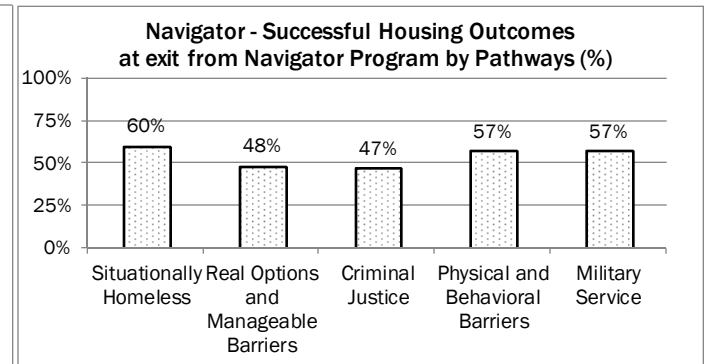
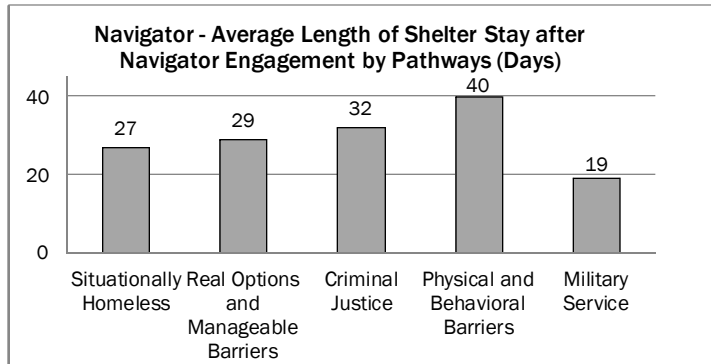
Diversion

Single Adult Diversion Rate at Homeless Hotline (%)	24%
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Linkage

Same Day Access to Shelter from Homeless Hotline (%)	98%
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<sup>1</sup>New system implemented 10/1/2014. Includes shelters where the Navigator Program is operating. These shelters are called "Tier 2" shelters and include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Navigators are not contracted to provide services for the first time homeless shelter, overflow and VA programs. Good improvement in the successful housing outcomes percent at exit from "Tier 2" shelters, an increase by 14 percentage points compared to FY15 results (23%). Average length of stay needs to significantly decrease.



<sup>2</sup> For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Successful Outcomes measure for YMCA First Time Homeless Shelter.

<sup>3</sup> One client was excluded due to not having emergency shelter service overlap.

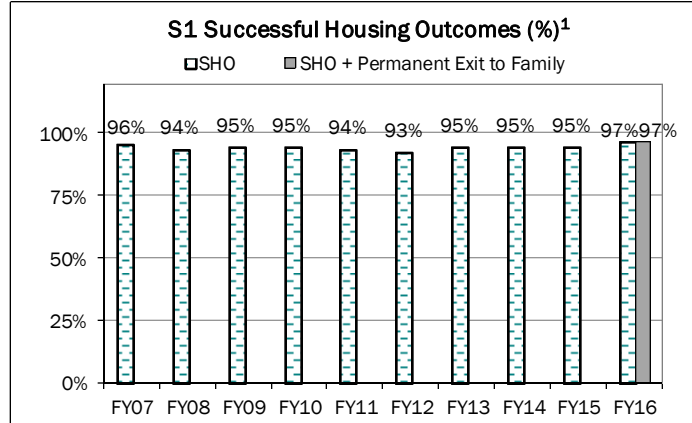
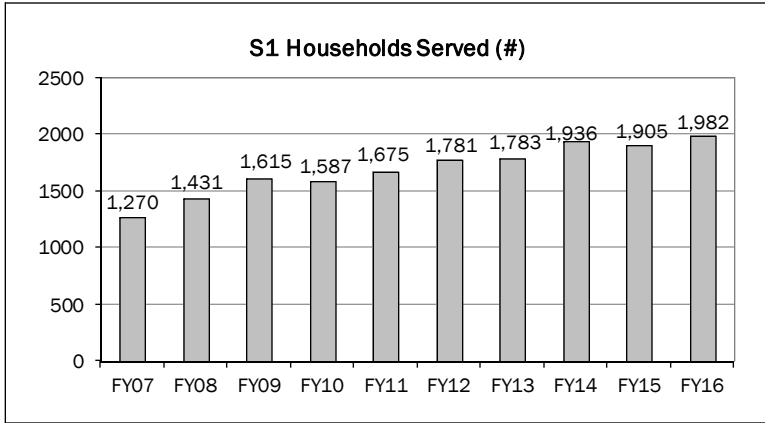
<sup>4</sup> Measured Annually.

<sup>5</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-9/30/15.

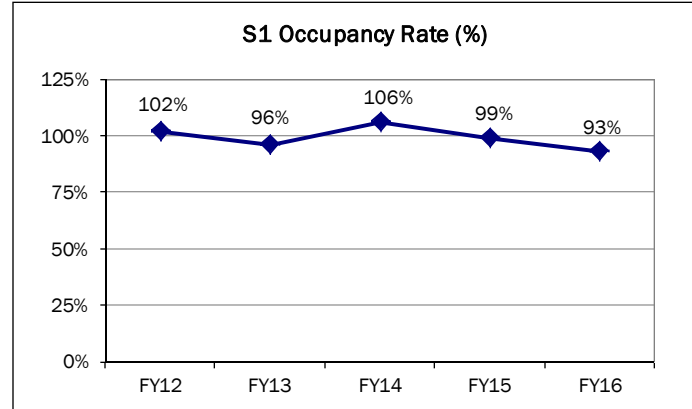
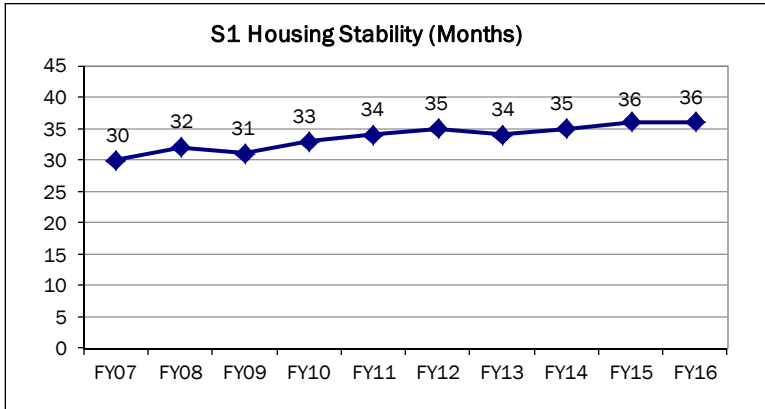
Crisis Response System	Benchmark 2012	10 year goal
Diversion Rate	14%	30%
Average Length of Shelter Stay	45 days	30 days
Successful Housing Outcomes	28%	40%
Number of Returns to Shelter	3.4	1.5

# System and Program Indicator Report

FY16 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2015-12/31/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,132	1,982	√	95%	93%	√	24	36	√	1,919	1,901	√	90%	97%	√



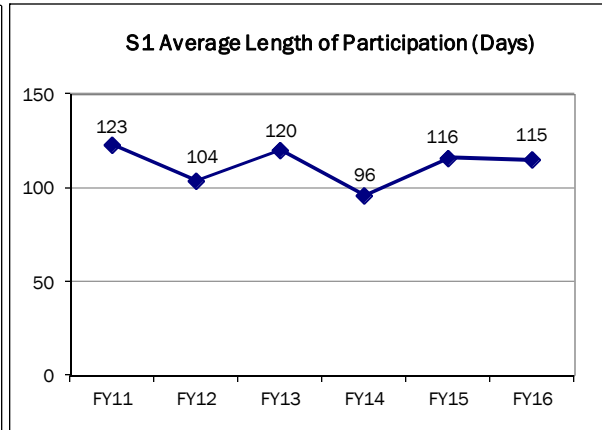
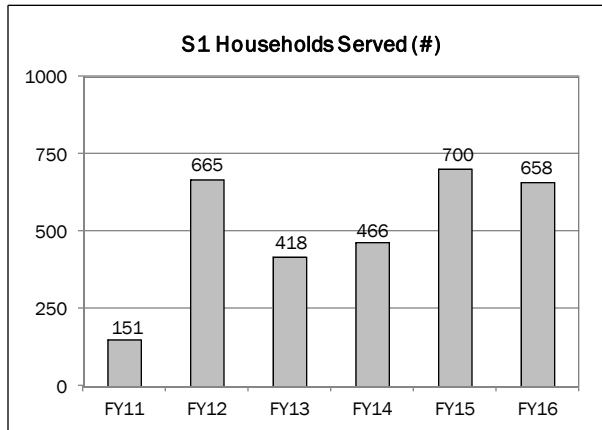
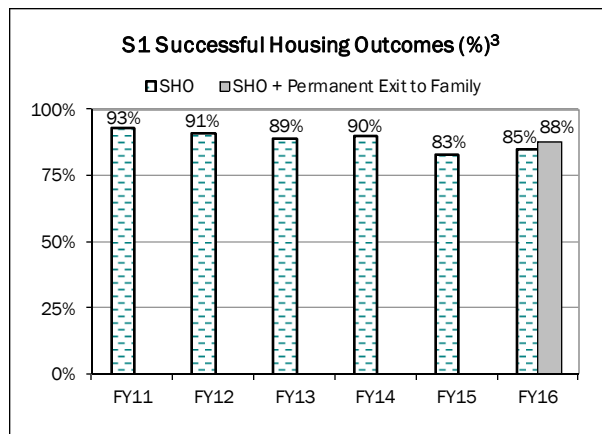
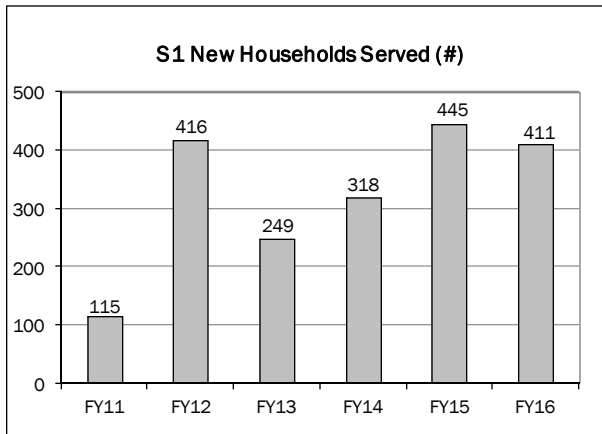
The system continues to perform well, with good occupancy and success rates. 4 percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,891 out of which 1,356 units are designated as Rebuilding Lives. 184 units were added to the system as of 7/1/2015. VA VASH voucher capacity of 344 is not included in CSP.



<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

# System and Program Indicator Report

FY16 Rapid Re-housing/Navigator	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						
	7/1/2015-12/31/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing/Navigator System <sup>1</sup>		365	411	√	517	658	√	100	115	≠	319	339	√	90%	88%	√



DEMOGRAPHICS	Family & Adults
Households Served	658
Clients Served	1,684
Recidivism <sup>4</sup>	1%
Average Age (HoH)	39
Gender - Male (HoH)	42%
Gender - Female (HoH)	58%
Veterans (U.S. Military) all adults	34%
Average Monthly Household Income	\$506
Percent Working at Entry	23%
Adults Served	807
Children Served	877
Race - White (HoH)	34%
Race - Black (HoH)	64%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.1
Children 0 - 2 years <sup>2</sup>	30%
Children 3 - 7 years <sup>2</sup>	38%
Children 8 - 12 years <sup>2</sup>	24%
Children 13 - 17 years <sup>2</sup>	8%

The percent of veterans served is high due to the SSVF programs added in October 2013.

<sup>1</sup>System includes HFF Direct Housing, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

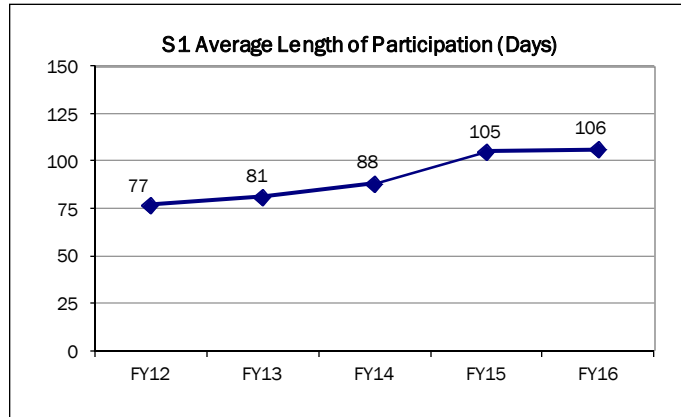
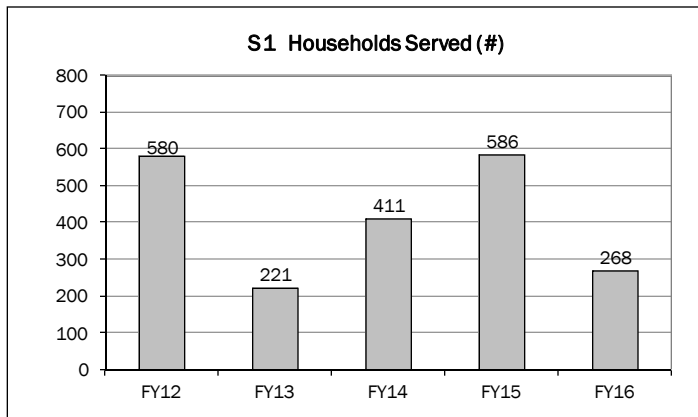
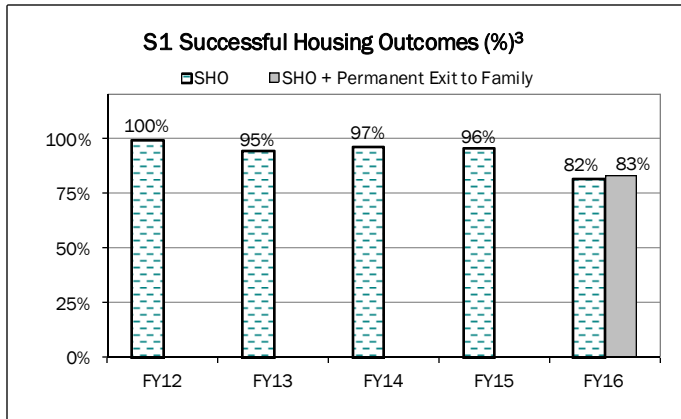
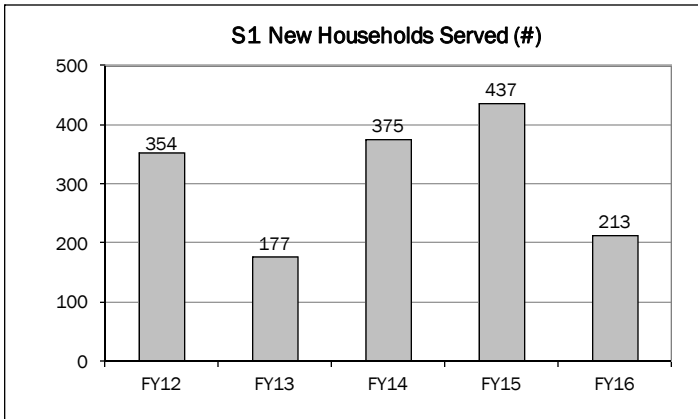
<sup>2</sup>Data refers to families served.

<sup>3</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2015 - 9/30/2015.

# System and Program Indicator Report

FY16 Prevention 7/1/2015-12/31/2015	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	188	213	√	252	268	√	120	106	√	169	113	≠	90%	83%	≠



DEMOGRAPHICS	Family & Adults
Households Served	268
Clients Served	789
Recidivism <sup>4</sup>	2%
Average Age (HoH)	39
Gender - Male (HoH)	38%
Gender - Female (HoH)	62%
Veterans (U.S. Military) all adults	32%
Average Monthly Household Income	\$862
Percent Working at Entry	47%
Race - White (HoH)	26%
Race - Black (HoH)	74%
Race - Other (HoH)	0%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	337
Children Served	452
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2</sup>	21%
Children 3 - 7 years <sup>2</sup>	30%
Children 8 - 12 years <sup>2</sup>	29%
Children 13 - 17 years <sup>2</sup>	20%

The number served decreased for the reporting period compared to last year's number due to the closing of Gladden Prevention program as of 1/31/2015. The other outcomes were also affected by the removal of this project. The percent of veterans served is high due to the SSVF programs added in October 2013.

<sup>1</sup>System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF.

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

<sup>3</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup>Calculated for successful housing exits between reporting period of 7/1/2014 - 12/31/2014 entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs <sup>7</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>5,6</sup>						Average Engagement Time			Movement	Recidivism <sup>10</sup>
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5% (10% for MHEC Safety)
7/1/2015-12/31/2015																					
<b>MEN</b>																					
LSS - Faith Mission on 6th <sup>2</sup>	N/A	513	N/A	N/A	89	97	N/A	34	50	N/A	N/A	103	N/A	30%	25%	N/A	7	14	N/A	13%	5%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	437	N/A	N/A	95	93	N/A	34	55	N/A	N/A	96	N/A	30%	28%	N/A	7	9	N/A	9%	2%
Friends of the Homeless - Men's Shelter	808	754	(54)	√	130	131	√	34	35	√	203	164	≠	30%	27%	√	7	9	≠	15%	11%
VOAGO - Men's Shelter	306	241	(65)	≠	40	44	√	34	40	≠	80	66	≠	30%	34%	√	7	5	√	17%	11%
YMCA - Men's Overflow <sup>9</sup>	130	190	60	N/A	13	13	N/A	34	5	N/A	N/A	5	N/A	N/A	3%	N/A	N/A	N/A	N/A	N/A	N/A
YMCA - First Time Homeless Shelter <sup>4</sup>	N/A	263	N/A	N/A	48	15	N/A	7	5	N/A	N/A	117	N/A	60%	48%	N/A	N/A	N/A	N/A	N/A	N/A
<b>WOMEN</b>																					
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	175	N/A	N/A	38	40	N/A	34	60	N/A	N/A	40	N/A	30%	31%	N/A	7	13	N/A	3%	0%
YMCA - Van Buren Women's Shelter <sup>3</sup>	400	545	145	√	83	97	√	34	45	≠	95	166	√	30%	36%	√	7	6	√	9%	1%
YMCA - First Time Homeless Shelter <sup>4</sup>	N/A	327	N/A	N/A	20	10	N/A	7	6	N/A	N/A	141	N/A	60%	45%	N/A	N/A	N/A	N/A	N/A	0%
YMCA - Women's Overflow <sup>9</sup>	106	75	(31)	N/A	3	3	N/A	34	2	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A	N/A
<b>INEBRIATE</b>																					
Maryhaven - Engagement Center Safety	668	472	(196)	≠	29	38	√	12	15	≠	192	102	≠	30%	22%	≠	N/A	3	N/A	N/A	17%
Maryhaven - Engagement Center Shelter2Housing	192	88	(104)	≠	21	17	≠	34	41	≠	85	53	≠	50%	78%	√	7	9	≠	3%	4%
<b>YOUTH</b>																					
Huckleberry House - Emergency Shelter <sup>8</sup>	125	195	70	√	16	7	N/A	10	7	√	95	140	√	80%	72%	≠	N/A	N/A	N/A	0%	6%
<b>VA EMERGENCY HOUSING</b>																					
VOAGO - VA Emergency Housing	30	61	31	√	13	15	√	90	53	√	15	17	√	50%	36%	≠	N/A	N/A	N/A	2%	0%
LSS - VA Men & Women	44	83	39	√	24	22	≠	90	60	√	22	39	√	50%	61%	√	N/A	N/A	N/A	3%	0%
<b>AGENCY</b>																					
Lutheran Social Services - Faith Mission <sup>2</sup>	1,382	1,083	(299)	≠	222	230	√	34	56	≠	348	237	≠	30%	28%	√	7	11	≠	10%	3%
YMCA - First Time Homeless Shelter <sup>4</sup>	860	590	(270)	≠	68	25	√	7	5	√	487	258	≠	60%	46%	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> Capacity does not include overflow, with the exception of dedicated overflow programs.

<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. As of 7/1/15, Nancy's Place and Faith on 6th reduced capacity.

<sup>3</sup> Fixed capacity of 83 starting 8/31/15.

<sup>4</sup>YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Men's shelter opened on 10/15/15.

<sup>5</sup> Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety.

<sup>6</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

<sup>7</sup> As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program.

<sup>8</sup> Project started participation in CSP as of 4/1/2015.

<sup>9</sup> Men's overflow opened on 11/15/15. Women's overflow opened on 11/21/15. Availability subject to outside temperature. Capacity is actual average nightly number served.

<sup>10</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-9/30/15.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2015-12/31/2015												
HandsOn Central Ohio - Homeless Hotline (Single Adults)	4,300	4,856	✓	90%	98%	✓	1,075	1,602	✓	25%	24%	✓
HandsOn Central Ohio - Homeless Hotline (Families) <sup>3</sup>	1,250	2,081	✓	90%	99%	✓	438	1,037	✓	35%	40%	✓

OUTREACH	New Households Served			Total Households Served			Successful Outcomes					Successful Housing Outcomes <sup>5</sup>			Usage of CSB DCA (%) <sup>2</sup>						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2015-12/31/2015																					
Maryhaven - Capital Crossroad SID Outreach	50	32	⊘	70	47	⊘	38	35	✓	75%	97%	✓	21	26	✓	55%	74%	✓	N/A	47%	N/A
Maryhaven - Outreach	149	117	⊘	209	181	⊘	111	69	⊘	75%	87%	✓	61	47	⊘	55%	68%	✓	25%	33%	✓
Southeast - PATH <sup>7</sup>	125	93	⊘	375	185	⊘	62	60	✓	50%	57%	✓	N/A	52	N/A	N/A	87%	N/A	N/A	N/A	N/A

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>5</sup>					Average Engagement Time (Days)		Recidivism <sup>6</sup>		
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual + TRV SHO (#)	Outcome Achievement	Goal (%)	Actual + TRV SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 5%
7/1/2015-12/31/2015																			
YWCA - Family Center	400	482	✓	50	57	✓	20	22	✓	245	221	✓	70%	51%	⊘	7	10	⊘	0%
VOAGO - Family Shelter <sup>2</sup>	260	445	✓	64	57	✓	20	22	✓	147	228	✓	70%	58%	⊘	7	10	⊘	0%

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications					Successful SSI/SSDI Applications			Submitted Other Applications						
	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
7/1/2015-12/31/2015																					
YWCA - Benefits Partnership	91	72	⊘	109	190	✓	53	42	⊘	42%	22%	⊘	40%	21%	⊘	25	30	✓	42%	16%	⊘

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

<sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>3</sup> Project started 7/1/2015.

<sup>4</sup> Project started 9/1/2015 but operated as overflow before opening.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/15-9/30/15.

<sup>7</sup> The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>6</sup>					
	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
7/1/2015-12/31/2015																	
Columbus Area Integrated Health Services - Leasing 1	6	7	6	(1)	√	4	67%	≠	2	4	√	6	6	√	90%	100%	√
Columbus Area Integrated Health Services - Leasing 2 <sup>5</sup>	178	178	123	(55)	≠	41	23%	N/A	N/A	2	N/A	N/A	122	N/A	N/A	99%	N/A
Columbus Area Integrated Health Services - Scattered Sites <sup>3</sup>	120	132	122	(10)	√	116	97%	√	24	24	N/A <sup>3</sup>	119	117	√	90%	97%	√
Community Housing Network - Briggsdale	25	27	27	0	√	24	96%	√	24	55	√	24	27	√	90%	100%	√
Community Housing Network - Cassady	10	11	12	1	√	10	100%	√	24	29	√	10	12	√	90%	100%	√
Community Housing Network - Community ACT	42	46	43	(3)	√	41	98%	√	24	48	√	41	43	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	42	43	1	√	34	89%	≠	24	35	√	38	40	√	90%	95%	√
Community Housing Network - Hotel St. Clair <sup>2</sup>	30	33	35	2	√	32	107%	√	24	42	√	30	35	√	90%	100%	√
Community Housing Network - Inglewood Court	45	50	54	4	√	42	93%	√	20	22	√	45	47	√	90%	89%	√
Community Housing Network - Leasing Supportive Housing	25	27	26	(1)	√	25	100%	√	24	37	√	24	26	√	90%	100%	√
Community Housing Network - North 22nd Street	30	33	33	0	√	29	97%	√	24	47	√	30	31	√	90%	97%	√
Community Housing Network - North High Street	33	36	34	(2)	√	32	97%	√	24	52	√	32	34	√	90%	100%	√
Community Housing Network - Parsons	25	27	25	(2)	√	24	96%	√	24	38	√	24	25	√	90%	100%	√
Community Housing Network - RLPTI <sup>1</sup>	108	119	106	(13)	≠	103	95%	√	24	50	√	107	102	√	90%	96%	√
Community Housing Network - Safe Haven	13	17	14	(3)	≠	14	93%	√	24	74	√	15	14	√	90%	100%	√
Community Housing Network - Southpoint Place	46	51	51	0	√	43	93%	√	24	32	√	46	46	√	90%	90%	√
Maryhaven - Commons at Chantry	50	55	53	(2)	√	47	94%	√	24	46	√	50	53	√	90%	100%	√
National Church Residences - Commons at Buckingham	75	82	83	1	√	73	97%	√	24	37	√	74	76	√	90%	93%	√
National Church Residences - Commons at Grant	50	55	55	0	√	48	96%	√	24	69	√	50	52	√	90%	98%	√
National Church Residences - Commons at Livingston	25	28	26	(2)	√	24	96%	√	24	37	√	25	25	√	90%	96%	√
National Church Residences - Commons at Livingston II	35	39	38	(1)	√	33	94%	√	14	19	√	35	37	√	90%	97%	√
National Church Residences - Commons at Third	60	66	68	2	√	57	95%	√	24	26	√	59	65	√	90%	97%	√
YMCA - 40 West Long Street	105	116	105	(11)	√	98	93%	√	24	38	√	104	94	√	90%	91%	√
YMCA - 40 West Long Street Expansion <sup>7</sup>	38	42	45	3	√	42	111%	√	12	16	√	38	43	√	90%	96%	√
YMCA - Franklin Station	75	83	80	(3)	√	75	100%	√	24	48	√	75	78	√	90%	100%	√
YWCA - WINGS <sup>4</sup>	69	76	71	(5)	√	61	88%	≠	24	25	√	68	70	√	90%	99%	√

<sup>1</sup> The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households) and CHN-RLPTI (TRA/15 households).

<sup>2</sup> Project served RL individuals in Non-RL units or eligible roommates/couples.

<sup>3</sup> Project transferred to Columbus Area Integrated Health Services as of 6/30/15 from Southeast, Inc. Housing stability is set at 24 months based on previous "tenure" at Southeast.

<sup>4</sup> Project relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building.

<sup>5</sup> Project in lease-up. Program too new to be evaluated.

<sup>6</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>7</sup> YMCA 40 W. Long St. Expansion is a rental assistance project, occupancy goal for this project is 100%.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING	Households Served					Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>5</sup>					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2015-12/31/2015																	
<b>PERMANENT SUPPORTIVE HOUSING</b>																	
Community Housing Network - Family Homes <sup>1</sup>	15	17	16	(1)	√	95%	100%	√	24	34	√	15	15	√	90%	94%	√
Community Housing Network - Wilson	8	9	8	(1)	≠	95%	100%	√	24	78	√	8	7	≠	90%	88%	√
VOAGO - Family Supportive Housing	30	33	33	0	√	95%	100%	√	24	40	√	30	32	√	90%	97%	√
<b>RENTAL ASSISTANCE</b>																	
Amethyst - Shelter Plus Care <sup>3</sup>	72	79	99	20	√	100%	115%	√	24	35	√	71	95	√	90%	96%	√
ARCO - Shelter Plus Care (TRA) <sup>3</sup>	89	97	103	6	√	100%	107%	√	24	80	√	87	95	√	90%	95%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>3</sup>	172	189	200	11	√	100%	113%	√	24	31	√	170	197	√	90%	99%	√
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>	149	164	172	8	√	100%	110%	√	24	31	√	148	167	√	90%	98%	√
Total Rental Assistance <sup>3</sup>	482	529	574	45	√	100%	111%	√	N/A	41	N/A	476	554	√	90%	97%	√
<b>TRANSITIONAL HOUSING</b>																	
Huckleberry House - TLP <sup>4</sup>	24	36	47	11	√	98%	125%	√	10	9	√	9	16	√	77%	100%	√
Maryhaven - Women's <sup>2</sup>	5	10	6	(4)	≠	90%	80%	≠	4	7	≠	3	3	√	50%	100%	√
Southeast - New Horizons <sup>6</sup>	36	69	62	(7)	√	95%	78%	≠	4	6	≠	22	23	√	77%	79%	√
VOAGO - Veterans	40	50	139	89	√	95%	98%	√	4	3	√	37	47	√	77%	47%	≠
YMCA - ADAMH <sup>2</sup>	15	20	44	24	√	95%	127%	√	4	5	√	8	18	√	77%	51%	≠

<sup>1</sup> The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households) and CHN-RLPTI (TRA/15 households).

<sup>2</sup> Project capacity fluctuates based on need and available capacity.

<sup>3</sup> CMHA allows over-leasing for this project. Additional Rental Assistance capacity is embedded under the YMCA 40 W Long St Expansion program (38) and YWCA Wings program (25).

<sup>4</sup> TLP is operating above the contracted capacity.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> Occupancy below goal due to change in target population.



RAPID RE-HOUSING/NAVIGATOR	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	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	
7/1/2015-12/31/2015																									
Homeless Families Foundation - Direct Housing	93	90	√	139	137	√	15	24	≠	100	100	√	84	80	√	90%	91%	√	\$800	\$804	√	90%	90%	√	
The Salvation Army - Direct Housing	83	78	√	120	119	√	15	27	≠	100	102	√	75	72	√	90%	89%	√	\$1,800	\$1,850	√	90%	88%	√	
The Salvation Army - Job2Housing	25	24	√	45	62	√	15	20	≠	180	187	√	23	41	√	90%	93%	√	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Transition In Place	38	44	√	62	61	√	15	15	√	100	87	√	34	36	√	90%	90%	√	\$800	\$785	√	90%	90%	√	
Access Ohio - Navigator Program	1,750	1,163	≠	2,050	1,866	√	27	32	≠	90	112	≠	525	595	√	30%	51%	√	\$700	\$512	√	30%	35%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	250	130	≠	N/A	N/A	N/A	N/A	N/A	N/A	244	124	≠	98%	95%	√	\$1,000	\$884	√	98%	95%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	465	431	√	N/A	N/A	N/A	N/A	N/A	N/A	455	420	√	98%	97%	√	\$700	\$516	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	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			
7/1/2015-12/31/2015																								
Gladden Community House - Stable Families	108	127	√	162	145	≠	120	93	√	97	66	≠	90%	79%	≠	\$1,000	\$1,067	√	90%	87%	√			
Lutheran Social Services - REEB Stable Families <sup>4</sup>	18	16	√	18	16	√	90	49	√	9	0	≠	90%	0%	≠	\$1,000	\$979	√	90%	0%	≠			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	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		
7/1/2015-12/31/2015																							
LSS - SSVF Prevention	16	1	N/A	18	5	N/A	N/A	N/A	N/A	90	38	√	14	4	≠	90%	100%	√	75%	100%	√		
LSS - SSVF Rapid Re-housing <sup>2</sup>	30	44	√	40	63	√	30	23	√	120	66	√	26	39	√	80%	85%	√	80%	84%	√		
VOAGO - SSVF Prevention	64	70	√	72	103	√	N/A	N/A	N/A	90	133	≠	58	43	≠	90%	90%	√	75%	93%	√		
VOAGO - SSVF Rapid Re-housing <sup>3</sup>	96	132	√	111	217	√	30	37	≠	90	144	≠	77	71	√	80%	84%	√	60%	84%	√		

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>2</sup> 9 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 5 households were excluded due to still residing in emergency shelter at the time of the report.

<sup>3</sup> 38 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 63 households were excluded due to still residing in emergency shelter or from VOAGO Veterans Program at the time of the report.

<sup>4</sup> Project started as of 7/1/15. Project too new to evaluate.

<sup>5</sup> Starting 7/1/15. Successful Housing Outcomes include permanent exits to family.

# communityshelterboard

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