
Community Shelter Board

CSB System and Program Indicators Report Evaluation Definitions and Methodology – FY07

The Evaluation Definitions and Methodology document incorporates methodologies that are applicable to all variables contained within the Continuum of Care System and Program Indicators Report.

The FY2007 System and Program Indicators Reports monitors the current CSB shelter, services and permanent supportive housing programs using CSB's established performance standards. The report evaluates each program based on a program goal, actual performance data, variances, and outcome achievements. Quarterly reports on partner agency outcome achievement are compared to the multi-year and annual plan. 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.

Agency performance outcome goals were compared with actual performance to determine consistency with CSB standards. All data generated from the Homeless Management Information System and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables. The CSB Homeless Census Report, a standard CSB report that is produced using Crystal Reports, constitutes the data source for the CSB-funded emergency and inebriate shelters. The following information provides an explanation of specific definitions and methodologies used in our evaluations.

Program Indicators

1. Access to CSB Direct Client Assistance (DCA):

a. Direct Housing (Family Housing Collaborative)

Source: CSB Direct Client Assistance Report
Defined: The percent of distinct households receiving FHC DCA for up to 90 days prior to and during the evaluation period, as a percentage of distinct household exits during the period.
Calculated: $\frac{\text{The total number of distinct households that received FHC DCA for up to 90 days prior to and during the evaluation period}}{\text{The total number of distinct households served that exited the program during the period}}$

b. CSB Transition Program, Outreach and Resource Specialist programs

Source: CSB Direct Client Assistance Report
Defined: The percent of distinct households receiving Transition Program DCA during the period, as a percentage of distinct household exits.
Calculated: $\frac{\text{The total number of distinct households that received CSB Transition program DCA}}{\text{The total number of distinct households served that exited the program during the period}}$

2. Average CSB Direct Client Assistance (DCA) Amount per Household (Direct Housing and Transition Program)

Source: CSB Direct Client Assistance Report

Defined: The average amount of total CSB direct client assistance received per household during the period. *Note: cumulative total for households with multiple instances of service during the period.*

Calculated: $\sum(\text{Total monetary assistance awarded to all households}) / \text{total number of distinct households that received assistance.}$

3. Average Length of Stay

a. Family Housing Collaborative (FHC)

Source: HMIS Custom Report

Defined: The average number of days that total distinct households were served from the point of FHC entry date to YWCA Family Center exit date. Note: Families who had an FHC entry date after their YWCA Family Center exit date are excluded from this calculation.

Calculated: $\sum(\text{YWCA Family Center exit date} - \text{Direct Housing entry date}) / \text{the number of total distinct households served and exited from program during the report period}$

b. Tier I and Tier II Emergency Shelters

Sources: Daily Bedlist Report for Emergency & Inebriate Shelters

Defined: The average number of shelter units received per distinct household served by the program during the period.

Calculated: The total number of bedlist units for the report period / the number of total distinct households served

4. Households / Clients Served

Sources: Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for Resource Specialists, PSH, Outreach, Prevention, Direct Housing and Transitional Housing;
CSB Direct Client Assistance Report for CSB Transition

Defined: The number of distinct households served by the program² during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of the last day of the report period. Note that clients served equals households served for Permanent Supportive Housing. For resource specialists, data is rendered distinct **after** the records of clients who did not use the resource specialist services during the report period have been removed.

Calculated: The number of distinct households served, based on the last service record for the program as of the end of the period.

5. Housing Stability

Source: HMIS Custom Report

Defined: The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing or Transitional Housing unit. Measure is not calculated for those programs undergoing full lease up.

Calculated: Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

² For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

Housing stability is measured using the total average client length of stay (from intake to exit date or report period end date, if still a resident) divided by the total average days per month (30.5 days).

6. Occupancy (number, rate)

a. Emergency Shelters

Note: Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

Source: HMIS ShelterPoint Bedlist Report

Defined: A percentage that reflects the average number of households that stayed in each emergency shelter per night during the period relative to the emergency shelter's program capacity. *Note: cumulative total for households with multiple instances of service during the period.*

Calculated: Number: Total bedlist shelter units for the period / total days during the period
Rate:

Step 1: Divide the total bedlist shelter units for the period by the number of days in the period.

Step 2: Divide the results obtained in Step 1 by the program capacity.

b. Permanent Supportive Housing and Transitional Housing

Source: HMIS Custom Report

Defined: A percentage that reflects the average number of clients residing in a program per night relative to the program capacity.

Calculated: Number: $\sum((\text{exit date or end of period} - \text{entry date or beginning of period}) + 1) / \text{days in period}$

Rate: **Number divided** by the program capacity

7. Sheltered Households Served % (Resource Specialists)

Source: HMIS Custom Report

Defined: The percent of distinct clients who receive Resource Specialist services; only client's last stay during the report period is included in the measure.

Calculated: The number of distinct clients who used Resource Specialist services / the number of distinct clients who stayed in a shelter associated with the Resource Specialist program during the report period.

8. Successful Housing Outcomes

a. Direct Housing (Family Housing Collaborative or FHC) and CSB Transition Programs)

Source: HMIS Custom Report

Defined: The number of distinct households that exited with a 'Permanent' housing destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households that exited with successful housing outcomes (based on the last exit) / the number of total distinct household exits

b. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: Homeless Census Report ¹

Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the program.

c. Tier I Family Emergency Shelter & Outreach

Source: Homeless Census Report for emergency shelter; HMIS Custom Report for Outreach

Defined: The number of distinct households served that exited with a 'Permanent' or 'Transitional' or 'Emergency Shelter' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the program

d. Permanent Supportive Housing

Source: HMIS Custom Report

Defined: The number of distinct households that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.

Calculated: (The number of households in PSH + the number of successful housing exits (based on the last exit)) / the number of total distinct households served.

e. Transitional Housing

Source: HMIS Custom Report

Defined: The number of distinct households that exit (i.e., latest exit for clients with multiple stays during period) to successful housing as defined in the Housing Outcomes Appendix excluding exits to other transitional housing for homeless or family or friends and the percentage this represents of total distinct households exited. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.

Calculated: The number of successful housing exits (based on the last exit) / the number of total distinct households exited.

f. Resource Specialists

Source: Custom Report

Defined: For Tier 1 Adult Shelter and Tier II Family Shelter programs, the number of distinct households served that exited the program (agency) with a 'Permanent' or 'Transitional' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the agency

¹Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

System Indicators

1. Average Length of Stay

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters;
Defined: The average number of shelter units received per distinct household served by the system during the period.
Calculated: The total number of bedlist units for the period / the number of total distinct households served by the system

2. Households / Clients Served

a. Tier I and Tier II Emergency Shelters; PSH

- Sources:** Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for PSH
Defined: The number of distinct households served by the system² during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of the report period end date. Note that clients served equals households served for Permanent Supportive Housing.
Calculated: The number of distinct households served, based on the last service record for the program as of the end of the period.

b. Resource Specialists

- Sources:** Program Data
Defined: The sum of the clients served by the programs during the evaluation period (non-distinct between programs).
Calculated: Sum of the program data.

3. Housing Stability

- Source:** HMIS Custom Report
Defined: The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
Calculated: Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or report period end date for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.
Housing stability is measured using the total average client length of stay (from intake to exit date or report period end date, if still a resident) divided by the total average days per month (30.5 days).

4. Occupancy (number, rate)

a. Permanent Supportive Housing

- Source:** HMIS Custom Report
Defined: A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.
Calculated: *Number:* $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{days in period}$
Rate: Number/system capacity

b. Emergency Shelters

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

² For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

Note: Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

Source: HMIS ShelterPoint Bedlist Report
Defined: The average number of households that stayed in each emergency shelter system per night during the period. The rate is the number relative to the system capacity and calculated only for Tier II shelter system.
Calculated: Number: Total bedlist shelter units for the period / total days during the period
Rate: Divide the Number by the system capacity.

5. Successful Housing Outcomes

a. Tier I and Tier II Emergency Shelters

Source: HMIS Custom Report
Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.
Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the system.

b. Permanent Supportive Housing

Source: HMIS Custom Report
Defined: The number of distinct households within a program that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.
Calculated: The sum of the program data.

c. Resource Specialists

Sources: Program Data
Defined: The sum of the outcomes for the programs during the evaluation period (non-distinct between programs).
Calculated: Sum of the program data.

FY2007 Program Evaluation & Monitoring

Appendix: Housing Outcomes

The following chart identifies various destinations, including successful housing and shelter outcomes, as identified in the CSB HMIS Data Definitions for 2006-07. Housing/shelter outcomes correspond to ServicePoint pick list choices for 'destination' and are used to determine shelter and/or housing outcomes.

| ServicePoint Destination (pick list) | CSB Definition | Client Control of Housing ¹ | Successful Housing Outcome |
|--|---|--|---|
| Permanent Housing: Rental house/apartment (no subsidy) | Privately owned, market rent housing (not subsidized) | Yes | Yes |
| Permanent Housing: Public Housing | Housing owned and subsidized by CMHA | Yes | Yes |
| Permanent: Section 8 | Housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher or through Section 8 project-based subsidy | Yes | Yes |
| Permanent: Shelter Plus Care | Housing owned by a private landlord or partner agency and subsidized through the Shelter Plus Care program administered by CMHA | Yes | Yes |
| Permanent: HOME subsidized house/apartment | The YMCA Permanent Supportive Housing (PSH) program at 40 West Long Street or SE Scattered Site Permanent Supportive Housing | Yes | Yes |
| Permanent: Other subsidized house/apartment | Housing owned by a private landlord or partner agency that has an on-going subsidy through HUD 202 or 811 program, tax credits, or other sources, including HUD and CSB | Yes | Yes |
| Permanent: Home ownership | Housing that is owned by the client | Yes | Yes |
| Permanent: Moved in with Family/Friends | DO NOT USE | NO | NO |
| Transitional: Transitional housing for homeless | Transitional (i.e. New Horizons, Amethyst RSVP) | Varies | NO (except for Shelter, Resource Specialists, and Outreach) |
| Transitional: Moved in with Family/Friends | Temporary housing with family or friends | No | NO |
| Institution: Psychiatric hospital | Temporary/indefinite residence in a psychiatric hospital for the treatment of severe mental illness | No | NO |
| Institution: Inpatient alcohol/drug facility | Temporary/indefinite residence in an inpatient facility for treatment of alcohol and/or drug addiction | No | NO |
| Institution: Jail/prison | Incarceration in local, state or federal prison | No | NO |
| Emergency Shelter | Emergency Shelter (all including Tier II shelters) | No | NO (except: Tier 1 Family Shelter & Outreach) |
| Other: Other Supportive Housing | DO NOT USE | NO | NO |
| Other: Places not meant for | Street, condemned buildings, etc. | No | NO |

¹ Client's are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.

| ServicePoint Destination (pick list) | CSB Definition | Client Control of Housing¹ | Successful Housing Outcome |
|---|-----------------------|--|---------------------------------------|
| habitation (street) | | | |
| Other ¹ | Hotel, other | No | NO |
| Unknown | | N/A | NO |

¹ For PSH, use this destination for deaths and notify CSB HMIS Administrator in order for this client to be excluded from calculations of housing outcomes.

| EMERGENCY SHELTER ¹ | Households Served ² | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ³ | | | | | System of Concern |
|--------------------------------|--------------------------------|--------|----------|-----------------------|--------|-------------------------------|--------|---------------------|--|------------|----------|------------|---------------------|-------------------|
| | Goal | Actual | Variance | Capacity ⁴ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Goal (%) | Actual (%) | Outcome Achievement | Yes or No |
| MEN | 1,564 | 1,558 | -6 | 417 | 539 | 30 | 31 | √ | 194 | 159 | 15% | 15% | √ | No |
| WOMEN | 470 | 491 | 21 | 97 | 120 | 28 | 22 | √ | 90 | 88 | 24% | 23% | √ | No |
| FAMILIES⁵ | 261 | 271 | 10 | 120 | 106 | N/A | 35 | N/A | 103 | 98 | 70% | 60% | ≠ | Yes |

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

¹ Maryhaven Engagement Center clients are included in the breakdowns for Men's and Women's Systems.

² Households served goals are monitored but not evaluated during FY07.

³ Numeric goals for successful housing outcomes are monitored but not evaluated during FY07.

⁴ Capacity for single adult shelters does not include clients from overflow. The overflow time period is from 10/15/06 to 4/15/07 .

⁵ A system LOS goal for the family shelters' system has not been established since family shelters are both Tier I and Tier II programs which have different goals. Also note that at program level YWCA Family Center successful housing outcomes include Tier II shelter destinations; however, at the system level only housing outcomes (transitional or permanent) are reported.

System Level Data

| DEMOGRAPHICS OF EMERGENCY SHELTER CLIENTS ¹ | Men | Women | Family |
|---|------------|--------------|---------------|
| Households Served | 1,558 | 491 | 271 |
| Clients Served | 1,558 | 491 | 915 |
| Average Age (HOH) | 43 | 39 | 31 |
| Gender - Male ² | 76% | N/A | 13% |
| Gender - Female ² | N/A | 24% | 87% |
| Veterans (U.S. Military) all adults | 18% | 2% | 5% |
| Avg. Monthly Household Income | \$353 | \$292 | \$365 |
| Percent Working at Entry | 18% | 11% | 14% |
| Race - White | 33% | 37% | 26% |
| Race - Black | 64% | 60% | 71% |
| Race- Other | 3% | 3% | 3% |
| Hispanic (HOH) | 3% | 2% | 2% |
| Non-Hispanic (HOH) | 97% | 98% | 98% |
| Adults Served | 1,558 | 491 | 342 |
| Children Served | N/A | N/A | 573 |
| Mean Family Size | N/A | N/A | 3.4 |
| Average Number of Children | N/A | N/A | 2.1 |
| Children 0 - 2 years | N/A | N/A | 31% |
| Children 3 - 7 years | N/A | N/A | 29% |
| Children 8 - 12 years | N/A | N/A | 23% |
| Children 13 - 17 years | N/A | N/A | 17% |

¹ Due to rounding, percentages may not total 100%.

² Gender Percentages for men and women based on total number of clients served in men's and women's systems combined.

System Level Data: Permanent Supportive Housing

| System | Capacity | Households Served | | | Program Occupancy | | | Housing Stability (Months) | | Successful Housing Outcomes | | | System of Concern Yes or No |
|---------------------------------|----------|-------------------|--------|---------------------|-------------------|-----------------------|--------------------------|----------------------------|--------------------------------|-----------------------------|------------|---------------------|--------------------------------|
| | | Goal (#) | Actual | Outcome Achievement | Actual # | Actual % ¹ | Attainment of Goal (95%) | Actual # | Attainment of Goal (12 months) | Goal (#) | Actual (#) | Outcome Achievement | |
| HOUSING | | | | | | | | | | | | | |
| Supportive Housing ² | 760 | 806 | 704 | ≠ | 631 | 83% | ≠ | 20 | √ | 723 | 687 | √ | No |

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

¹ Low occupancy rate due to four CHN permanent supporting housing programs experiencing low occupancy, despite high system demand.

² System-level results are adversely impacted by the removal of Southeast's data. CSB removed their indicators from this report as it does not have confidence in the reliability of Southeast's data.

Program Level Data: Emergency Shelters

| EMERGENCY SHELTER | Households Served | | | | Nightly Occupancy ¹ | | | Average Length of Stay (Days) | | | Successful Housing Outcomes | | | | | | Program of Concern |
|--|-------------------|--------|----------|---------------------|--------------------------------|--------|---------------------------|-------------------------------|--------|---------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|--------------------|
| | Goal | Actual | Variance | Outcome Achievement | Capacity ² | Actual | Outcome Achievement (95%) | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | |
| MEN | | | | | | | | | | | | | | | | | |
| Faith Mission on 6th | 630 | 673 | 43 | √ | 110 | 220 | N/A | 30 | 29 | √ | 78 | 56 | ≠ | 15% | 11% | √ | No |
| Faith Mission on 8th ³ | 378 | 299 | (79) | ≠ | 95 | 94 | N/A | 30 | 28 | √ | 42 | 20 | ≠ | 15% | 10% | √ | Yes |
| Friends of the Homeless-Men's Shelter | 425 | 344 | (81) | ≠ | 130 | 148 | N/A | 30 | 39 | ≠ | 56 | 41 | ≠ | 20% | 20% | √ | Yes |
| VOA Men's Shelter | 200 | 295 | 95 | √ | 40 | 38 | N/A | 30 | 12 | √ | 32 | 25 | ≠ | 20% | 10% | ≠ | No |
| WOMEN | | | | | | | | | | | | | | | | | |
| Faith Mission-Nancy's Place | 230 | 269 | 39 | √ | 42 | 61 | N/A | 21 | 20 | √ | 45 | 43 | √ | 24% | 20% | √ | No |
| Friends of the Homeless-Rebecca's Place | 156 | 225 | 69 | √ | 47 | 51 | N/A | 28 | 20 | √ | 33 | 41 | √ | 30% | 23% | ≠ | No |
| FAMILIES | | | | | | | | | | | | | | | | | |
| Homeless Families Foundation | 78 | 79 | 1 | √ | 46 | 46 | √ | 80 | 52 | √ | 23 | 21 | √ | 70% | 75% | √ | No |
| VOA Family Shelter | 44 | 43 | (1) | √ | 24 | 24 | √ | 80 | 50 | √ | 15 | 19 | √ | 70% | 100% | √ | No |
| YWCA Family Center | 190 | 206 | 16 | √ | 50 | 37 | N/A | 20 | 16 | √ | 98 | 109 | √ | 70% | 63% | ≠ | No |
| INEBRIATE | | | | | | | | | | | | | | | | | |
| Maryhaven Engagement Center ⁴ | 625 | 536 | (89) | ≠ | 50 | 46 | N/A | 12 | 8 | √ | 58 | 88 | N/A | 10% | 19% | √ | No |

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

¹ Occupancy goal is applicable only to Tier II Shelters.

² Capacity for single adult shelters does not include clients from overflow. The overflow time period is from 10/15/06 to 4/15/07.

³ Low occupancy, significantly low share of shelter demand, and low number of housing outcomes indicate overall performance concerns as FM8 program was a low performer in FY06 and is under a conditional contract in FY07.

⁴ Households served number might be overstated as Maryhaven entered into HMIS at least 12 non-homeless clients served (based on Maryhaven self-reported clients monthly income and HMIS data on prior shelter stays).

Agency Level Data: Resource Specialists

| RESOURCE SPECIALIST | Households Served | | | | Successful Housing Outcomes | | | | | | % Access to Direct Client Assistance | | | Program of Concern | |
|------------------------------|--|------|--------|----------|-----------------------------|----------|------------|---------------------|----------|------------|--------------------------------------|----------|------------|----------------------------------|-----------|
| | % Sheltered Households Served ¹ | Goal | Actual | Variance | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement ¹ | Yes or No |
| PROGRAM | | | | | | | | | | | | | | | |
| Friends of the Homeless | 45% | 174 | 256 | 82 | √ | 78 | 49 | ≠ | 45% | 28% | ≠ | 30% | 22% | N/A | Yes |
| Homeless Families Foundation | 100% | 78 | 79 | 1 | √ | 23 | 21 | √ | 70% | 75% | √ | 65% | 75% | N/A | No |
| Lutheran Social Services | 42% | 371 | 482 | 111 | √ | 167 | 65 | ≠ | 45% | 20% | ≠ | 30% | 19% | N/A | Yes |
| YWCA Family Center | 39% | 95 | 81 | (14) | ≠ | 67 | 58 | ≠ | 70% | 85% | √ | 10% | 3% | N/A | Yes |

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

¹ Measure is monitored but not evaluated this report period.

| SUPPORTIVE HOUSING | Capacity | Households Served | | | | Program Occupancy | | | Housing Stability (Months) | | | Successful Housing Outcomes | | | | | | Program of Concern |
|--|----------|-------------------|--------|----------|---------------------|-------------------|------------|--------------------------|----------------------------|----------------------|--------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|--------------------|
| | | 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 | |
| Community Housing Network-Briggsdale ^{1,2} | 25 | 25 | 29 | 4 | √ | 23 | 92% | √ | N/A | 8 | N/A | 21 | 28 | √ | 85% | 97% | √ | No |
| Community Housing Network-Community ACT ² | 42 | 44 | 41 | (3) | √ | 33 | 78% | ≠ | N/A | 4 | N/A | 40 | 39 | √ | 90% | 98% | √ | No |
| Community Housing Network-East 5th Avenue | 38 | 40 | 39 | (1) | √ | 37 | 96% | √ | 14 | 22 | √ | 36 | 39 | √ | 90% | 100% | √ | No |
| Community Housing Network-North 22nd Street | 30 | 32 | 29 | (3) | √ | 26 | 87% | ≠ | 23 | 28 | √ | 29 | 28 | √ | 90% | 97% | √ | No |
| Community Housing Network-North High Street | 36 | 38 | 35 | (3) | √ | 31 | 86% | ≠ | 24 | 25 | √ | 34 | 34 | √ | 90% | 97% | √ | No |
| Community Housing Network-Cassady ¹ | 10 | 10 | 9 | (1) | √ | 9 | 90% | √ | 15 | 25 | √ | 9 | 9 | √ | 85% | 100% | √ | No |
| Community Housing Network-Parsons | 25 | 26 | 25 | (1) | √ | 25 | 100% | √ | 27 | 36 | √ | 23 | 25 | √ | 90% | 100% | √ | No |
| Community Housing Network-Safe Havens | 16 | 16 | 15 | (1) | √ | 15 | 94% | √ | 33 | 40 | √ | 13 | 15 | √ | 90% | 100% | √ | No |
| Community Housing Network-St. Clair | 26 | 30 | 27 | (3) | √ | 21 | 79% | ≠ | 12 | 10 | ≠ | 27 | 26 | √ | 90% | 96% | √ | No |
| Maryhaven Commons at Chantry | 50 | 53 | 50 | (3) | √ | 49 | 97% | √ | N/A | 4 | N/A | 48 | 49 | √ | 90% | 98% | √ | No |
| National Church Residences-Commons at Grant | 50 | 52 | 53 | 1 | √ | 49 | 99% | √ | 22 | 26 | √ | 47 | 50 | √ | 90% | 94% | √ | No |
| Southeast-Scattered Sites ³ | 75 | 81 | | (81) | ≠ | | | ≠ | 26 | | ≠ | 73 | | ≠ | 90% | | ≠ | Yes |
| YMCA-40 West Long Street | 95 | 100 | 115 | 15 | √ | 92 | 97% | √ | 12 | 14 | √ | 90 | 110 | √ | 90% | 96% | √ | No |
| YMCA-Sunshine Terrace | 65 | 68 | 62 | (6) | √ | 61 | 94% | √ | 27 | 32 | √ | 61 | 62 | √ | 90% | 100% | √ | No |
| YWCA-WINGS | 69 | 74 | 73 | (1) | √ | 67 | 97% | √ | 14 | 19 | √ | 67 | 73 | √ | 90% | 100% | √ | No |
| Rebuilding Lives PACT Team Initiative | 108 | 117 | 102 | (15) | ≠ | 93 | 86% | ≠ | 14 | 16 | √ | 105 | 100 | √ | 90% | 98% | √ | No |

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

¹ Successful housing outcome percentage negotiated below CSB standard.

² Housing stability will be monitored but not evaluated due to program being new and in existence for less than 12 months at the time of this report.

³ Southeast file audit regarding the prior living situation and eligibility of their clients is not conclusive. CSB does not have confidence that the Southeast HMIS data is reliable, consequently we are not reporting on their data for this period.

Program Level Data: Non-CSB-Funded Programs

| HUD CoC FUNDED PROGRAMS ^{1,2} | Capacity | Households Served | Program Occupancy Rate | Housing Stability (Months) | Successful Housing Outcomes # & % |
|---|----------|-------------------|------------------------|----------------------------|-----------------------------------|
| Transitional Housing³ | | | | | |
| Amethyst-RSvP ^{4,5} | 8 | 11 | 65% | 2 | 8 100% |
| Huckleberry House ^{6,7} | 30 | 28 | 93% | 11 | 0 N/A |
| Friends of the Homeless-New Horizons Men | 24 | 27 | 86% | 5 | 2 33% |
| Friends of the Homeless-New Horizons Women | 12 | 23 | 66% | 2 | 4 36% |
| Pater Noster House ^{4,8} | 5 | 10 | 103% | 3 | 1 25% |
| Permanent Supportive Housing | | | | | |
| Amethyst-SPC ^{4,5} | 92 | 52 | 45% | 16 | 47 90% |
| Columbus AIDS Task Force - SRA ⁴ | 15 | 12 | 80% | 69 | 12 100% |
| Columbus AIDS Task Force - TRA ⁴ | 74 | 59 | 79% | 75 | 57 97% |
| Community Housing Network-Family Homes | 15 | 14 | 86% | 17 | 14 100% |
| Community Housing Network-Wicklow | 6 | 6 | 93% | 14 | 6 100% |
| Community Housing Network-Wilson | 8 | 8 | 92% | 63 | 8 100% |
| Faith Mission - Shelter Plus Care | 44 | 44 | 100% | 56 | 44 100% |
| VOA - Family Supportive Housing | 30 | 30 | 90% | 15 | 30 100% |

¹ Programs are non-CSB and/or non-RLFC funded.

² CHN Shelter Plus Care will not have completed data entry into HMIS until May 2007; consequently, CSB will not be able to report on this program until the next report period.

³ Successful Housing Outcomes methodology for Transitional Housing was changed. The revised measure calculates successful outcomes based only on the exited clients and does not include clients that continue to reside in the program.

⁴ Amethyst, the Columbus AIDS Task Force and Pater Noster House have completed data entry into HMIS and CSB is reporting on their measures for the first time this report period.

⁵ Amethyst's occupancy rate may be low due in part to their inability to secure authorization for the data collection forms for a large number of their clients. Consequently, HMIS data may not be complete. In addition, since the housing outcomes for these clients who have not been entered into HMIS are unknown, the percentage of successful housing outcomes for the Amethyst programs may be overstated.

⁶ Huckleberry House capacity was decreased from 34 to 30 starting this report period.

⁷ Since Huckleberry House had no exits during the report period, they have no housing outcomes to report.

⁸ Pater Noster House's occupancy rate exceeded 100% because at one point in the report period they served more clients than they had units available.

| OTHER | Households Served | | | | Average Financial Assistance (\$ per HH) ¹ | | | Average Length of Stay (Days) | | | Successful Housing Outcomes | | | | | | % Access to Direct Client Assistance | | | Program of Concern |
|--------------------------------------|-------------------|--------|----------|---------------------|---|--------|---------------------|-------------------------------|--------|---------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|--------------------------------------|------------|---------------------|--------------------|
| | Goal | Actual | Variance | 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 |
| FAMILY HOUSING COLLABORATIVE | | | | | | | | | | | | | | | | | | | | |
| Salvation Army ² | 94 | 119 | 25 | √ | \$900 | \$847 | √ | 20 | 9 | √ | 44 | 47 | √ | 90% | 100% | √ | 90% | 74% | ≠ | No |
| OUTREACH | | | | | | | | | | | | | | | | | | | | |
| Maryhaven Outreach | 45 | 69 | 24 | √ | N/A | N/A | N/A | N/A | N/A | N/A | 27 | 18 | ≠ | 60% | 95% | √ | 50% | 26% | ≠ | No |
| Southeast Outreach ³ | 42 | 13 | (29) | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 21 | 9 | ≠ | 60% | 100% | √ | 25% | 0% | ≠ | Yes |
| TRANSITION | | | | | | | | | | | | | | | | | | | | |
| CSB Transition Program | 160 | 211 | 51 | √ | \$519 | \$388 | √ | N/A | N/A | N/A | 157 | 211 | √ | 98% | 100% | √ | 100% | 100% | √ | No |
| PREVENTION | | | | | | | | | | | | | | | | | | | | |
| Gladden Community House ⁴ | 225 | 204 | (21) | √ | N/A | N/A | N/A | N/A | N/A | N/A | 213 | 202 | √ | 95% | 99% | √ | N/A | N/A | N/A | No |

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

¹ Average Financial Assistance includes CSB funding only.

² Three clients had to be excluded from the Average Length of Stay calculation due to YWCA exit dates that occurred prior to Salvation Army entry dates

³ Southeast Outreach is new this report period.

⁴ Evaluative time frame is year to date.