

EMERGENCY SHELTER ¹	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
MEN	1,544	1,399	√	417	402	30	26	√	213	190	≠	15%	20%	√	No
WOMEN	477	383	≠	97	96	28	23	√	91	71	≠	24%	25%	√	No
FAMILIES ²	294	323	√	120	128	45	36	√	122	126	√	70%	65%	√	No

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 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.

³ Capacity does not include overflow.

DEMOGRAPHICS OF EMERGENCY SHELTER CLIENTS ¹	Men	Women	Family
Households Served	1,399	383	323
Clients Served	1,399	383	1,122
Average Age (HOH)	42	39	30
Gender - Male ²	79%	N/A	15%
Gender - Female ²	N/A	21%	85%
Veterans (U.S. Military) all adults	18%	2%	3%
Avg. Monthly Household Income	\$309	\$292	\$520
Percent Working at Entry	18%	11%	13%
Race - White	37%	38%	27%
Race - Black	61%	60%	72%
Race- Other	3%	2%	1%
Hispanic (HOH)	4%	2%	2%
Non-Hispanic (HOH)	97%	98%	98%
Adults Served	1,399	383	415
Children Served	N/A	N/A	707
Mean Family Size	N/A	N/A	3.5
Average Number of Children	N/A	N/A	2.2
Children 0 - 2 years	N/A	N/A	30%
Children 3 - 7 years	N/A	N/A	31%
Children 8 - 12 years	N/A	N/A	24%
Children 13 - 17 years	N/A	N/A	15%

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 %	Attainment of Goal (95%)	Actual #	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement	
HOUSING													
Supportive Housing	757	793	787	√	737	97%	√	22	√	714	755	√	No

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

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 ³	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
MEN																	
Faith Mission on 6th ²	482	445	N/A	N/A	110	108	N/A	30	22	N/A	56	72	N/A	15%	21%	N/A	N/A
Faith Mission on 8th ²	411	351	N/A	N/A	95	93	N/A	30	24	N/A	47	57	N/A	15%	22%	N/A	N/A
Friends of the Homeless-Men's Shelter	434	292	(142)	≠	130	129	N/A	30	41	≠	61	27	≠	20%	17%	√	Yes
VOA Men's Shelter	213	141	(72)	≠	40	35	N/A	25	23	√	26	28	√	15%	27%	√	No
WOMEN																	
Faith Mission-Nancy's Place ²	244	187	(57)	N/A	42	40	N/A	21	20	N/A	49	42	N/A	24%	29%	N/A	N/A
Friends of the Homeless-Rebecca's Place	173	170	(3)	√	47	47	N/A	28	26	√	38	24	≠	30%	20%	≠	No
FAMILIES																	
Homeless Families Foundation	88	109	21	√	46	58	√	80	49	√	31	32	√	70%	67%	√	No
VOA Family Shelter	46	38	(8)	≠	24	23	√	80	57	√	16	9	≠	70%	64%	≠	Yes
YWCA Family Center	245	258	13	√	50	46	N/A	20	16	√	137	160	√	70%	75%	√	No
INEBRIATE																	
Maryhaven Engagement Center	632	515	(117)	≠	50	46	N/A	12	8	√	95	58	≠	15%	13%	√	No
Agency																	
Lutheran Social Services - Faith Mission ²	1,092	946	(146)	≠	247	241	N/A	30	23	√	152	169	√	17%	24%	√	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 Lutheran Social Services will be evaluated at the agency level rather than at the individual program level during FY08. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

³ Capacity does not include overflow.

Agency Level Data: Resource Specialists

RESOURCE SPECIALIST	Households Served					New 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	Goal (#)	Actual (#)	Outcome Achievement	Yes or No
PROGRAM																		
Friends of the Homeless	46%	221	211	(10)	√	158	123	≠	71	40	≠	45%	32%	≠	22%	18%	√	Yes
Homeless Families Foundation	100%	46	109	63	√	35	63	√	25	32	√	70%	67%	√	40%	44%	√	No
Lutheran Social Services - Faith Mission	42%	338	399	61	√	239	278	√	108	159	√	45%	50%	√	15%	11%	√	No
YWCA Family Center	43%	123	112	(11)	√	70	90	√	49	85	√	70%	90%	√	15%	7%	≠	No

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		Households Served				Program Occupancy ¹			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal	Actual	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Community Housing Network-Briggsdale	25	26	25	(1)	√	25	100%	√	12	13	√	23	25	√	90%	100%	√	No
Community Housing Network-Community ACT	42	44	45	1	√	40	95%	√	9	8	≠	40	38	√	90%	84%	≠	No
Community Housing Network-East 5th Avenue	38	40	37	(3)	√	35	92%	√	20	21	√	36	37	√	90%	100%	√	No
Community Housing Network-North 22nd Street	30	31	34	3	√	27	90%	√	24	24	√	28	33	√	90%	97%	√	No
Community Housing Network-North High Street	33	34	35	1	√	32	97%	√	24	25	√	31	34	√	90%	97%	√	No
Community Housing Network-Cassady	10	10	11	1	√	9	90%	√	18	24	√	9	10	√	90%	91%	√	No
Community Housing Network-Parsons	25	26	26	0	√	24	96%	√	24	36	√	23	25	√	90%	100%	√	No
Community Housing Network-Safe Havens ²	13	16	15	(1)	√	14	108%	√	24	46	√	14	14	√	90%	93%	√	No
Community Housing Network-St. Clair	26	27	26	(1)	√	25	96%	√	12	11	√	24	25	√	90%	96%	√	No
Maryhaven Commons at Chantry	50	52	49	(3)	√	49	98%	√	6	10	√	47	48	√	90%	98%	√	No
National Church Residences-Commons at Grant	50	52	51	(1)	√	50	100%	√	24	30	√	47	51	√	90%	100%	√	No
Southeast-Scattered Sites	78	82	80	(2)	√	78	100%	√	24	28	√	74	80	√	90%	100%	√	No
YMCA-40 West Long Street ³	95	100	112	12	√	108	114%	√	15	18	√	90	105	√	90%	94%	√	No
YMCA-Sunshine Terrace	65	68	64	(4)	√	61	94%	√	24	36	√	61	62	√	90%	97%	√	No
YWCA-WINGS	69	72	75	3	√	68	99%	√	18	22	√	65	73	√	90%	97%	√	No
Rebuilding Lives PACT Team Initiative	108	113	102	(11)	√	92	85%	≠	15	20	√	102	95	√	90%	94%	√	No

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

¹ Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

² CHN Safe Havens capacity was reduced from 16 in FY07 to 13 in FY08. Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

³ YMCA 40 West Long Street's occupancy rate exceeded 100% due to flexible spending for additional units.

Program Level Data: Non-CSB-Funded Programs

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes					
		Goal (#)	Actual	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Transitional Housing																	
Amethyst-RSvP	8	18	17	(1)	√	95%	75%	≠	2	1	≠	8	6	≠	70%	67%	√
Huckleberry House - Transitional Living Program ³	30	37	42	5	√	98%	113%	√	12	9	≠	5	7	√	71%	70%	√
Friends of the Homeless-New Horizons ⁴	36	48	56	8	√	95%	100%	√	4	4	√	10	8	≠	70%	38%	≠
Pater Noster House ⁵	5	5	6	1	√	100%	100%	√	4	4	√	5	0	≠	100%	0%	≠
VOA - Support, Recovery & Education ⁵	40	45	91	46	√	88%	90%	√	4.5	2	≠	20	10	≠	85%	16%	≠
Permanent Supportive Housing																	
Community Housing Network-Family Homes	15	16	14	(2)	≠	95%	93%	√	12	21	√	13	14	√	80%	100%	√
Community Housing Network-Wicklow	6	6	6	0	√	90%	100%	√	12	13	√	5	6	√	80%	100%	√
Community Housing Network-Wilson	8	8	8	0	√	90%	100%	√	12	75	√	6	7	√	80%	88%	√
VOA - Family Supportive Housing	30	31	31	0	√	99%	97%	√	7	14	√	29	30	√	94%	97%	√
Shelter Plus Care																	
Amethyst-SPC	92	98	87	(11)	≠	95%	77%	≠	7	18	√	70	72	√	71%	83%	√
Columbus AIDS Task Force - SRA	15	16	14	(2)	≠	90%	87%	√	24	64	√	13	14	√	80%	100%	√
Columbus AIDS Task Force - TRA	74	76	68	(8)	≠	85%	86%	√	24	66	√	61	68	√	80%	100%	√
Community Housing Network-SRA SPC	137	140	115	(25)	≠	95%	82%	≠	12	68	√	112	115	√	80%	100%	√
Community Housing Network-TRA SPC	149	153	145	(8)	√	95%	95%	√	12	47	√	122	145	√	80%	100%	√
Faith Mission - Shelter Plus Care	44	46	43	(3)	√	95%	93%	√	54	58	√	44	43	√	95%	100%	√
Total Shelter Plus Care	511	529	472	(57)	≠	93%	86%	≠	N/A	51	N/A	422	457	√	80%	97%	√

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

¹ Programs are non-CSB funded. Goals for these programs were set by each agency/program and CSB accepted them as proposed.

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

³ Plans had to be deferred for three youths who had been scheduled to transition into permanent housing; consequently, Huckleberry House's occupancy rate exceeds 100% for the report period.

⁴ New Horizons indicators consist of aggregate totals for male and female occupants.

⁵ VOA - Support, Recovery & Education and Pater Noster House are not HUD CoC funded programs but participate in HMIS on a voluntary basis.

OTHER	Households Served			New Households Served			Average Financial Assistance (\$ per HH) ¹			Average Length of Stay (Days)			Average Length of Participation			Successful Outcomes						Successful Housing Outcomes						% Access to Direct Client Assistance			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	Goal (%)	Actual (%)	Outcome Achievement	Yes or No	
FAMILY HOUSING COLLABORATIVE																																
Salvation Army ²	94	124	√	49	68	√	\$900	\$1,016	≠	20	12	√	110	90	√	N/A	N/A	N/A	N/A	N/A	N/A	44	53	√	90%	98%	√	90%	98%	√	No	
Homeless Families Foundation ^{3,4,5}	12	11	√	12	11	√	N/A	N/A	N/A	15	N/A	N/A	60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12	11	√	100%	100%	√	90%	N/A	N/A	No	
OUTREACH																																
Maryhaven Outreach	57	72	√	45	53	√	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	27	39	√	60%	59%	√	20	11	≠	75%	28%	≠	25%	12%	≠	No	
Southeast Outreach ⁶	49	37	≠	37	28	≠	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	22	0	≠	60%	N/A	≠	17	0	≠	75%	N/A	≠	25%	N/A	≠	Yes	
TRANSITION																																
CSB Transition Program	215	160	≠	N/A	N/A	N/A	\$500	\$468	√	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	210	160	≠	98%	100%	√	95%	100%	√	No	
PREVENTION																																
Gladden Community House ⁷	75	94	√	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	73	93	√	97%	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 One household had to be excluded from the average length of stay calculation due to a YWCA Family Center exit date that occurred prior to the corresponding FHC entry date.

³ Only exited households are considered in several of the indicator calculations. Because no households were exited from the HFF long-term FHC program, average length of stay, average length of participation and access rate to DCA cannot be calculated.

⁴ Due to the long-term nature of the HFF FHC program, an average financial assistance will be furnished only for report periods consisting of at least 180 days.

⁵ Beginning with the FY08 first semi-annual reporting period, HFF FHC will be evaluated on a new measure: Change in Income from Entry to Exit. See Definitions and Methodology for details.

⁶ Only exited households are considered in the successful outcomes, successful housing outcomes and the access rate to DCA measures. Since Southeast Outreach did not exit any clients during the report period, these measures cannot be calculated.

⁷ Evaluative time frame is year to date.

Community Shelter Board

CSB System and Program Indicators Report Evaluation Definitions and Methodology – FY08

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 FY2008 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. Short-term Direct Housing (Family Housing Collaborative)

Source: HMIS Custom 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: The total number of distinct households that received short-term FHC DCA for up to 90 days prior to and during the evaluation period/ The total number of distinct households served that exited the program during the period.

b. Long-term Direct Housing (Family Housing Collaborative)

Source: HMIS Custom Report
Defined: The percent of distinct households receiving FHC DCA for up to 90days prior to and during the evaluation period, as a percentage of distinct household exits during the period.
Calculated: The total number of distinct households that received long-term FHC DCA for up to 90 days prior to and during the evaluation period/ The total number of distinct households served that exited the program during the period.

c. CSB Transition Program, Outreach and Resource Specialist programs

Source: HMIS Custom 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: $\frac{\text{Total monetary assistance awarded to all households}}{\text{total number of distinct households that received assistance.}}$

3. Average Length of Participation (Direct Housing)

Source: HMIS Custom Report

Defined: The average number of days client receives services as measured from the point of enrollment to the exit date from direct housing.

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

4. Average Length of Stay

a. Family Housing Collaborative (FHC)—Short-term

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

b. Family Housing Collaborative (FHC)—Long-term

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 or Tier 2 Shelter exit date. Note: Families who had an FHC entry date after their YWCA Family Center or Tier 2 Shelter exit date are excluded from this calculation.

Calculated: $\frac{\sum(\text{YWCA Family Center or Tier 2 Shelter exit date} - \text{Direct Housing entry date})}{\text{the number of total distinct households served and exited from program during the report period}}$

c. 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: $\frac{\text{The total number of bedlist units for the report period}}{\text{the number of total distinct households served}}$

5. Change in Income from Entry to Exit

Source: HMIS Custom Report

Defined: The average percentage increase in total household income amount from entry to exit. For the SPIR, measure pertains to Long-term FHC only.

Calculated: $\frac{(\text{Total exit income per exited client} - \text{Total entry income per exited client})}{\text{Total entry income per exited client}}$

6. 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 (with the exception of programs that serve families). 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.

7. 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.
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).

8. New Households Served:

- Source:** HMIS Custom Report
- Defined:** Number of distinct households that entered the program during the period and were not receiving services on the last day of the prior evaluation period. For the SPIR, measure applies to Resource Specialist, Outreach, and Long- and Short-term FHC programs.
- Calculated:** The number of distinct households with entry dates that occur within the start and end dates of the report period.

9. 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:

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 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: **Rounded program occupancy number divided** by the program capacity

10. 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 associated with the Resource Specialist program 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.

11. Successful Housing Outcomes / Successful Outcomes

a. Short-term 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. Long-term Direct Housing (Family Housing Collaborative or FHC)

Source: HMIS Custom Report

Defined: The number of distinct households that remain in a Direct Housing supported apartment or that exit the program for other permanent housing. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

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

c. Outreach

i. Successful Housing Outcomes

Source: HMIS Custom Report

Defined: The number of distinct households that exited (i.e., most recent exit for households with multiple stays during period) successfully to housing as defined in the Housing Outcomes Appendix

Calculated: The total number of distinct households that exit the program to a destination that meets the criteria for a successful housing outcome / the total number of households that exited during the report period with a successful outcome.

ii. Successful Outcomes

Source: HMIS Custom Report

Defined: The number of distinct households that exited (i.e., most recent exit for households with multiple stays during period) successfully to either shelter or housing as defined in the Housing Outcomes Appendix.

Calculated: The total number of distinct households that exited the program with a destination that is considered a successful shelter or housing outcome / the total number of exited clients for the report period

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

Source: Homeless Census Report¹

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.

e. Tier I Family Emergency Shelter

Source: Homeless Census Report for emergency shelter

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

f. 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.

g. 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.

h. 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 total number of distinct households served by the system

2. Households / Clients Served

a. Tier I and Tier II Emergency Shelters; PSH

Sources: Homeless Census Report¹ 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 with the exception of families residing at Maryhaven Commons at Chantry, 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.

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: Rounded program occupancy number / system capacity

b. Emergency Shelters

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

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.

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.