

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2010
04/01/10 – 06/30/10

Our Mission

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

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

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Overview

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

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

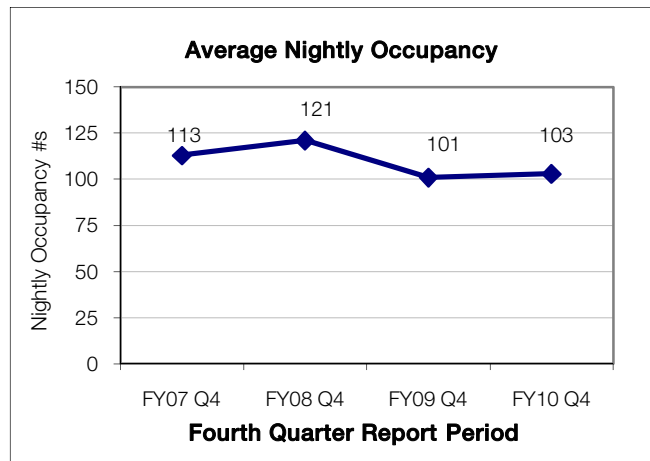
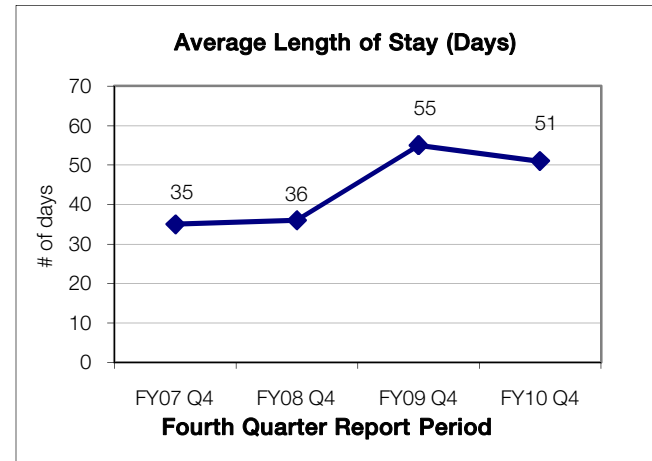
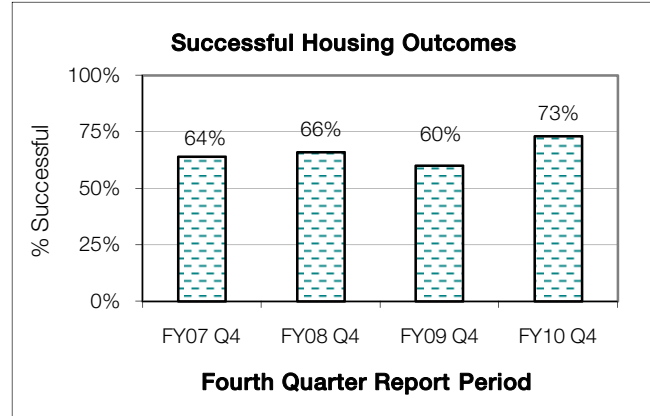
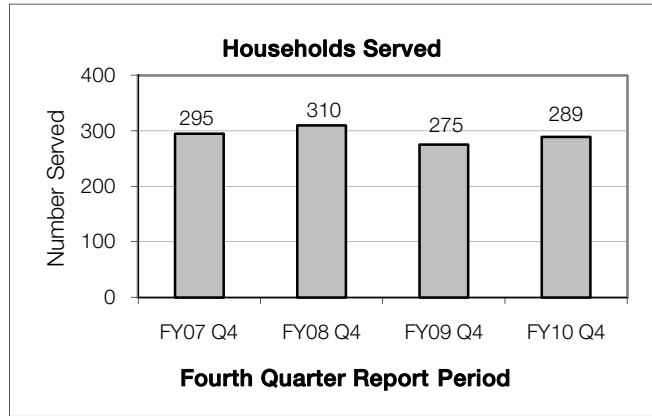
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
4/1/2010 - 6/30/2010															
FAMILY SYSTEM	275	289	√	120	103	45	51	≠	109	128	√	70%	73%	√	No

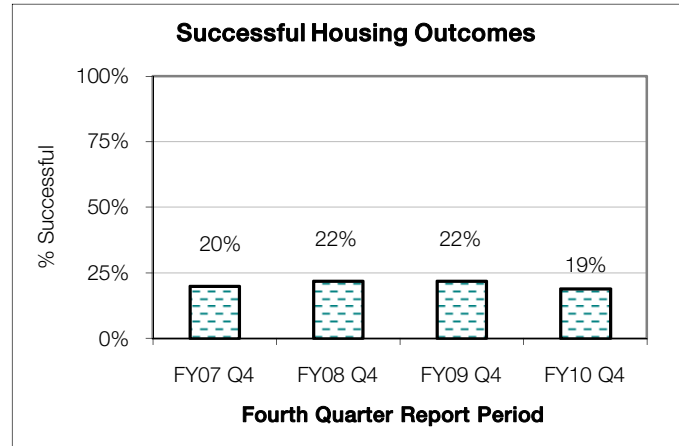
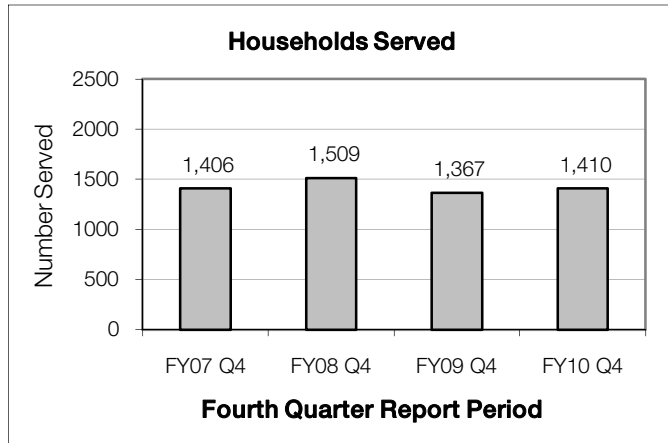


DEMOGRAPHICS	Family
Households Served	289
Clients Served	969
Average Age (HoH)	30
Gender - Male (HoH)	11%
Gender - Female (HoH)	89%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$426
Percent Working at Entry (HoH)	17%
Race - White (HoH)	26%
Race - Black (HoH)	71%
Race - Other (HoH)	3%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	386
Children Served	583
Mean Family Size	3.3
Average Number of Children	2.0
Children 0 - 2 years	33%
Children 3 - 7 years	32%
Children 8 - 12 years	21%
Children 13 - 17 years	14%

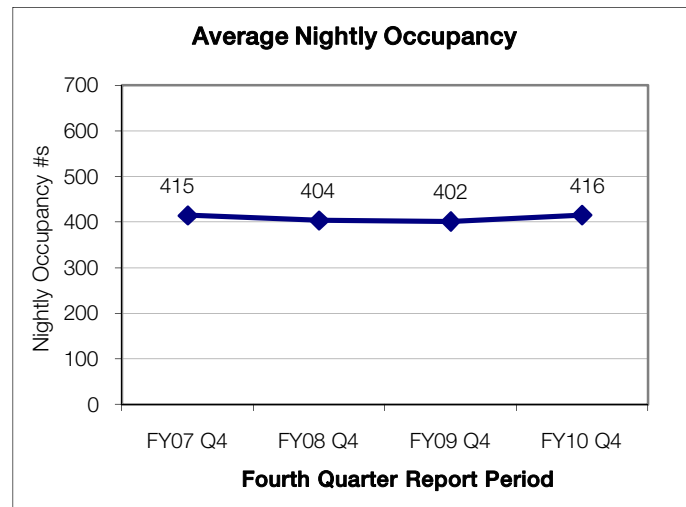
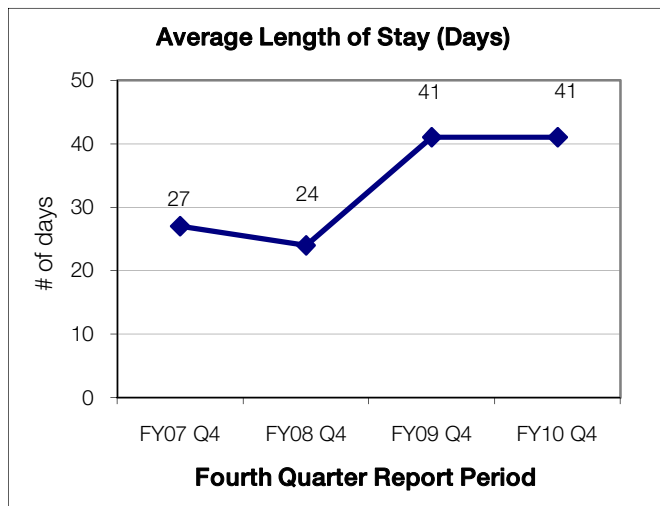
The Family System served 5% more households than during the same period of time last year. It is worthwhile noting the higher percentage of successful housing outcomes for this period. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2010 - 6/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,410	√	417	416	30	41	≠	246	186	≠	25%	19%	≠	Yes



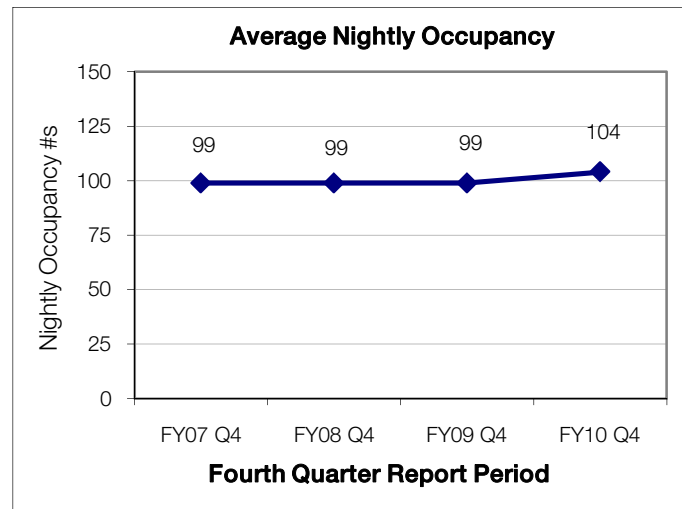
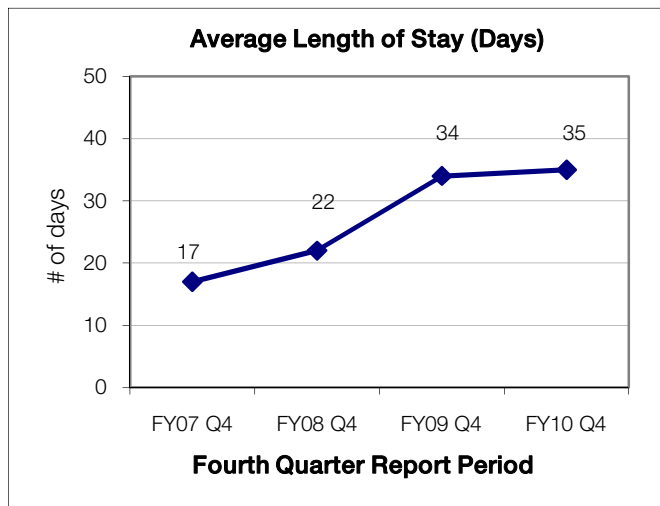
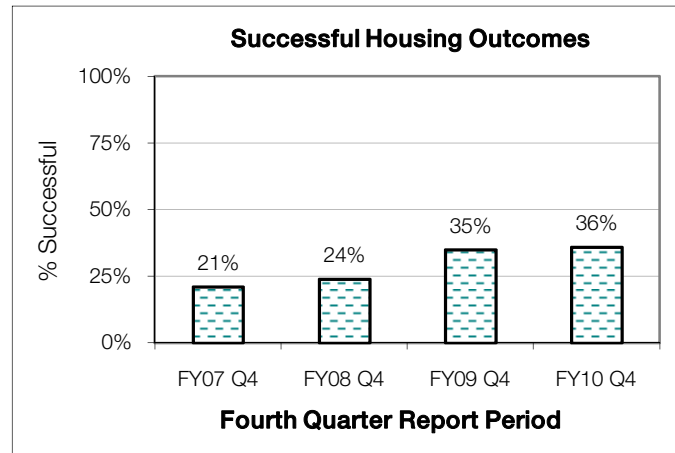
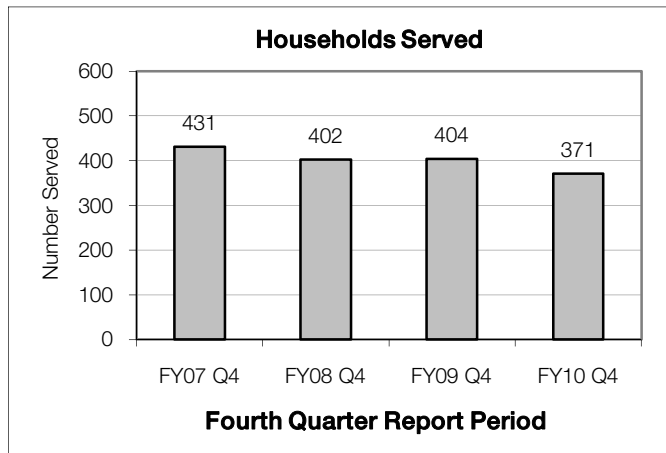
DEMOGRAPHICS	Men
Households Served	1,410
Clients Served	1,410
Average Age (HOH)	43
Men as a percent of total single adults served	79%
Veterans (U.S. Military)	16%
Avg. Monthly Household Income	\$364
Percent Working at Entry	14%
Race - White	37%
Race - Black	60%
Race - Other	3%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The Men's System served 3% more men during FY10 Q4 than it did same time last year. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology. Successful Housing Outcomes are lower than projected and negatively impact the performance of the system.

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	4/1/2010 - 6/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	400	371	√	97	104	30	35	≠	76	98	√	25%	36%	√	No

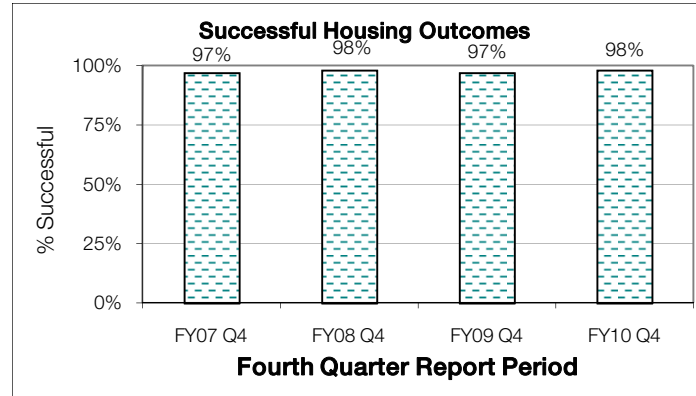
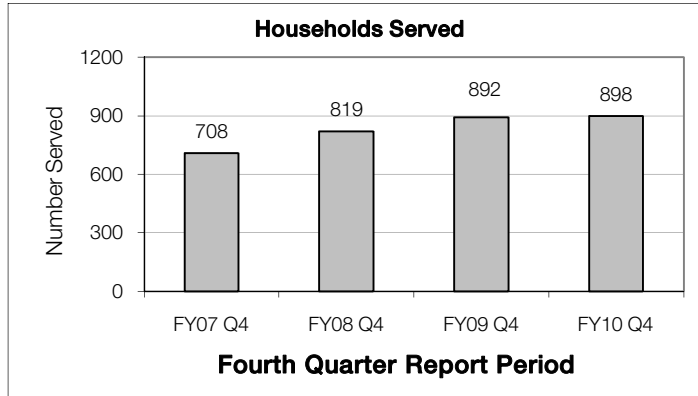


DEMOGRAPHICS	Women
Households Served	371
Clients Served	371
Average Age (HOH)	39
Woman as a percent of total single adults served	21%
Veterans (U.S. Military)	3%
Avg. Monthly Household Income	\$265
Percent Working at Entry	11%
Race - White	40%
Race - Black	54%
Race- Other	6%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

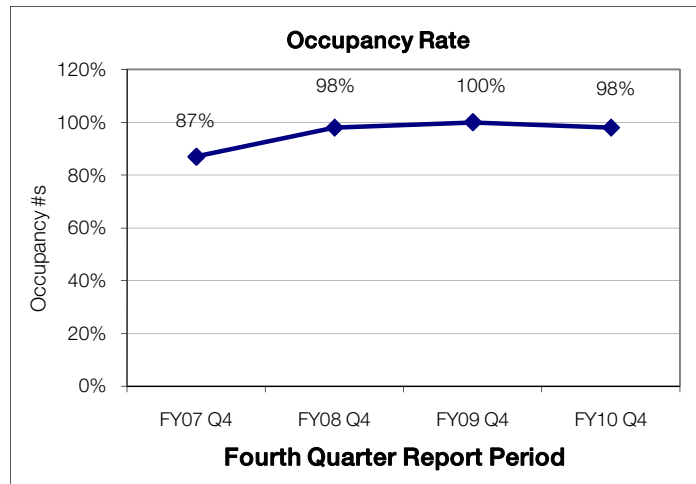
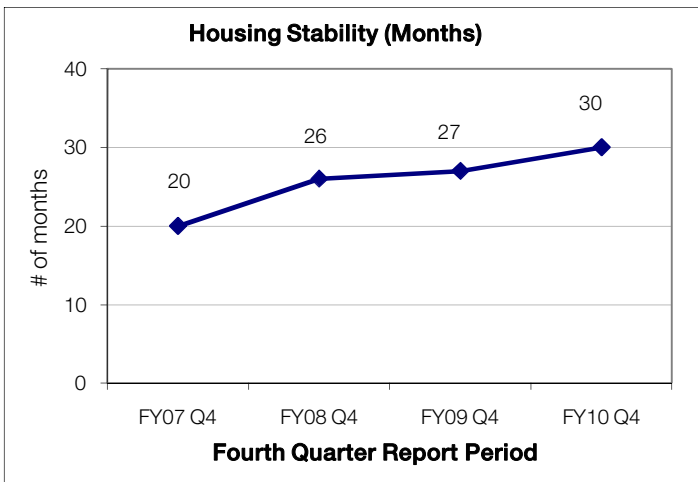
The system served 8% less women than it did the same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY10 Permanent Supportive Housing (PSH) 4/1/2010 - 6/30/2010	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
PSH SYSTEM	908	898	√	95%	98%	√	24	30	√	817	878	√	90%	98%	√	No



The PSH System continues to perform well. The Southeast Scattered Sites project was 97% leased-up by the end of the reporting period. A CMHA freeze on Section 8 vouchers continues to affect the number of households served by the system.



EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement ⁴	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%)	Yes or No
4/1/2010- 6/30/2010																	
MEN																	
Faith Mission on 6th ^{2,3}	N/A	470	N/A	N/A	110	113	N/A	35	N/A	N/A	63	N/A	N/A	18%	N/A	12%	N/A
Faith Mission on 8th ^{2,3}	N/A	345	N/A	N/A	95	94	N/A	39	N/A	N/A	34	N/A	N/A	14%	N/A	16%	N/A
Friends of the Homeless - Men's Shelter	434	346	(88)	≠	130	134	30	58	≠	72	51	≠	25%	25%	√	20%	Yes
VOAGO Men's Shelter	197	244	47	√	40	37	30	17	√	39	27	≠	25%	13%	≠	24%	No
WOMEN																	
Faith Mission-Nancy's Place ^{2,3}	N/A	186	N/A	N/A	42	46	N/A	30	N/A	N/A	62	N/A	N/A	43%	N/A	8%	N/A
Friends of the Homeless - Rebecca's Place	188	118	(70)	≠	47	49	30	55	≠	42	29	≠	30%	41%	√	7%	Yes
INEBRIATE																	
Maryhaven Engagement Center	527	469	(58)	√	50	47	10	9	√	91	39	≠	19%	9%	≠	7%	No
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,3}	1,020	969	(51)	√	247	253	30	37	≠	192	159	≠	25%	22%	√	12%	No

¹ Capacity does not include overflow.

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

³ Faith Mission provided overflow services for FY10.

⁴ Monitored but not evaluated.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes ³						Average FHC Transition Time (Days) ⁴			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Yes or No
4/1/2010- 6/30/2010																										
YWCA Family Center	232	220	(12)	√	50	37	N/A	20	17	√	127	142	√	70%	84%	√	77	98	√	61%	69%	√	7	10	≠	No
YWCA Diversion ⁵	N/A	297	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	66	N/A	N/A	22%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Capacity does not include overflow.

² Occupancy goal is applicable only to Tier II Shelters.

³ Successful housing outcome calculates as x% of the YWCA's successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.

⁴ The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the FHC program.

⁵ Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

EMERGENCY SHELTER--Tier II Family Programs	Households Served					Nightly Occupancy ²			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Rolling Stock Clients (#) ⁶	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual	Outcome Achievement	Yes or No
4/1/2010- 6/30/2010																		
Homeless Families Foundation	88	93	5	√	16	46	44	√	80	85	√	31	41	√	70%	72%	√	No
VOAGO Family Shelter	46	47	1	√	26	24	22	√	80	69	√	16	17	√	70%	81%	√	No

⁶ Out of the number of households served, these number of households participate in the Rolling Stock Pilot.

System and Program Indicators Report

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	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
4/1/2010- 6/30/2010																		
Community Housing Network-Briggsdale	25	26	25	(1)	√	24	96%	√	20	23	√	23	23	√	90%	92%	√	No
Community Housing Network-Community ACT	42	44	45	1	√	42	100%	√	12	20	√	37	44	√	85%	98%	√	No
Community Housing Network-East 5th Avenue	38	40	39	(1)	√	37	97%	√	24	30	√	36	37	√	90%	95%	√	No
Community Housing Network-North 22nd Street	30	32	30	(2)	√	29	97%	√	24	34	√	29	30	√	90%	100%	√	No
Community Housing Network-North High Street	33	35	34	(1)	√	33	100%	√	24	33	√	32	33	√	90%	97%	√	No
Community Housing Network-Cassady ^{2,5}	10	11	11	0	√	11	110%	√	20	30	√	10	11	√	90%	100%	√	No
Community Housing Network-Parsons ²	25	26	26	0	√	24	96%	√	24	34	√	23	23	√	90%	88%	√	No
Community Housing Network-Safe Havens ³	13	16	15	(1)	√	14	108%	√	24	53	√	14	14	√	90%	93%	√	No
Community Housing Network-St. Clair	26	27	28	1	√	26	100%	√	16	23	√	24	27	√	90%	96%	√	No
Community Housing Network-Southpoint Place	46	48	47	(1)	√	45	98%	√	12	14	√	43	45	√	90%	96%	√	No
Maryhaven Commons at Chantry	50	53	51	(2)	√	48	96%	√	18	23	√	48	48	√	90%	94%	√	No
National Church Residences-Commons at Grant	50	53	54	1	√	49	98%	√	24	37	√	48	51	√	90%	94%	√	No
Southeast-Scattered Sites ^{2,4}	120	125	117	(8)	√	109	91%	N/A	12	34	√	113	116	√	90%	99%	√	No
YMCA-40 West Long Street	105	110	111	1	√	105	100%	√	20	31	√	99	110	√	90%	99%	√	No
YMCA-Sunshine Terrace	75	79	78	(1)	√	75	100%	√	24	41	√	71	78	√	90%	100%	√	No
YWCA-WINGS	69	73	75	2	√	67	97%	√	24	30	√	66	74	√	90%	99%	√	No
Rebuilding Lives PACT Team Initiative ²	108	113	111	(2)	√	108	100%	√	21	28	√	102	110	√	90%	98%	√	No

¹ Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

² The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Cassady (SRA/ 1 household); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA / 2 households).

³ 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.

⁴ Capacity increased to 120 in Q3 FY10 and program is currently 97% leased up.

⁵ CHN's commitment for Cassady is 10 units; there are currently 11 Rebuilding Lives eligible tenants residing in this program.

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern Yes or No
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2010- 6/30/2010																		
Transitional Housing																		
Amethyst-RSvP	8	12	21	9	√	85%	75%	≠	2	1	√	8	13	√	77%	87%	√	No
Huckleberry House - Transitional Living Program ³	24	30	30	0	√	98%	92%	≠	10	10	√	4	9	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	48	48	0	√	95%	92%	√	4	5	√	11	10	√	77%	71%	≠	No
VOAGO - Veterans ⁴	40	45	83	38	√	95%	103%	√	4	3	√	19	10	≠	77%	24%	≠	No
Permanent Supportive Housing																		
Community Housing Network-Family Homes ⁵	15	16	15	(1)	√	95%	100%	√	12	29	√	13	15	√	80%	100%	√	No
Community Housing Network-Wilson	8	8	8	0	√	95%	100%	√	12	86	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	32	30	(2)	√	95%	100%	√	15	30	√	26	30	√	80%	100%	√	No
Shelter Plus Care																		
Amethyst-SPC ⁵	92	95	106	11	√	95%	87%	≠	12	26	√	76	103	√	80%	97%	√	No
Columbus AIDS Task Force - TRA ⁷	89	93	92	(1)	√	95%	122%	√	24	59	√	74	90	√	80%	98%	√	No
Community Housing Network-SRA SPC ^{6, 7, 8}	137	144	215	71	√	95%	134%	√	12	37	√	115	207	√	80%	96%	√	No
Community Housing Network-TRA SPC ⁶	149	156	138	(18)	≠	95%	91%	√	12	38	√	125	135	√	80%	98%	√	No
Faith Mission - Shelter Plus Care ⁸	44	46	45	(1)	√	95%	73%	N/A	24	57	√	37	42	√	80%	93%	√	No
Total Shelter Plus Care	511	534	563	62	√	95%	105%	√	N/A	N/A	N/A	427	514	√	80%	91%	√	No

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

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

³ Huckleberry House program capacity decreased to 24 as of 11/10/2009.

⁴ Program voluntarily participates in CSP. Program is able to exceed capacity at times because it has three overflow units.

⁵ Due to households transfer from S+C to Section 8, Amethyst SPC is experiencing a lower occupancy.

⁶ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 8 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA/2 households).

⁷ Occupancy rate exceeds 100% because CMHA allowed providers to overlease throughout the year. CHN SPC SPA is expanding capacity during this period.

⁸ 35 Units were transferred from LSS FM SPC to CHN SPC SRA as of 06/01/2010, affecting the capacity of both programs. New capacity will be reflected in FY11.

FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES	New Households Served			Total Households Served			Usage of CSB DCA (Average \$) ¹			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (%) ¹			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	Yes or No
4/1/2010- 6/30/2010																												
Direct Housing - The Salvation Army	48	51	✓	85	90	✓	\$1,000	\$1,065	✓	15	11	✓	100	97	✓	43	25	≠	90%	81%	≠	90%	100%	✓	No			
Job2Housing - The Salvation Army ²	10	19	✓	15	24	✓	\$2,402	\$1,980	✓	15	13	✓	90	42	✓	N/A	1	N/A	90%	50%	≠	100%	100%	✓	No			
Stable Families - Communités In Schools ^{3,4}	47	63	✓	95	116	✓	\$1,000	\$1,047	✓	N/A	N/A	N/A	100	90	✓	42	52	✓	90%	91%	✓	90%	100%	✓	No			
Stable Families - CIS Weinland Park Expansion	12	15	✓	22	35	✓	\$1,000	\$812	✓	N/A	N/A	N/A	100	86	✓	11	22	✓	90%	100%	✓	90%	100%	✓	No			

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) ¹			Program of Concern			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
4/1/2010- 6/30/2010																									
Maryhaven Outreach	82	102	✓	105	135	✓	57	37	≠	70%	42%	≠	29	3	≠	50%	8%	≠	25%	24%	✓	Yes			

OTHER	Total Households Served			Usage of CSB DCA (Average \$) ¹			Successful Housing Outcomes						Usage of CSB DCA (%) ¹			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
4/1/2010- 6/30/2010																
Transition - CSB Transition Program ^{5,6}	215	293	✓	\$550	\$778	≠	211	292	✓	98%	100%	✓	98%	100%	✓	No
Prevention - Gladden Community House ⁵	320	524	✓	N/A	N/A	N/A	312	519	✓	97%	100%	✓	N/A	N/A	N/A	No

¹ Use of CSB DCA includes CSB funding only.

² Program implemented as of March 2010.

³ Includes households served with HPRP and non-HPRP funding for this fiscal year.

⁴ Exclusive of Weinland Park activity.

⁵ Evaluation time frame is year to date.

⁶ Average \$ in DCA is higher due to implementation of the multi-month assistance using HPRP funds.

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications						Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
4/1/2010- 6/30/2010																								
Benefits Partnership - YWCA ¹	88	116	✓	141	148	✓	66	55	≠	N/A	37%	N/A	70%	43%	N/A	66	50	≠	N/A	34%	N/A		No	

¹ New program implemented 7/1/2009.

HPRP Programs ⁴	Total Households Served			Average Length of Participation (Days/Months)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)								
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement						
4/1/2010- 6/30/2010																								
Stable Families - Communities in Schools HPRP	N/A	215	N/A	N/A	79	N/A	N/A	150	N/A	N/A	96%	N/A	N/A	\$934	N/A	N/A	100%	N/A						
CHN - ADAMH Prevention	30	29	N/A	3	N/A	N/A	13	0	N/A	83%	0%	N/A	N/A	\$1,220	N/A	N/A	N/A	N/A						
Gladden Community House - Single Adult Prevention	N/A	63	N/A	N/A	17	N/A	N/A	36	N/A	N/A	100%	N/A	N/A	\$910	N/A	N/A	100%	N/A						
CSB Transition -HPRP DCA	N/A	186	N/A	N/A	N/A	N/A	N/A	186	N/A	N/A	100%	N/A	N/A	\$865	N/A	N/A	100%	N/A						

	Total Households Served			Shelter Linkage ⁵			Successful Diversion Outcomes																
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%) ^f	Actual (%)	Outcome Achievement											
4/1/2010- 6/30/2010																							
LSS - Centralized Point of Access	1,700	1,426	N/A	70%	74%	N/A	N/A	220	N/A	N/A	13%	N/A											

⁴Contract to date reporting.

⁵New measure. To be benchmarked in FY2010.



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