

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2010
07/01/09 – 12/31/09

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:

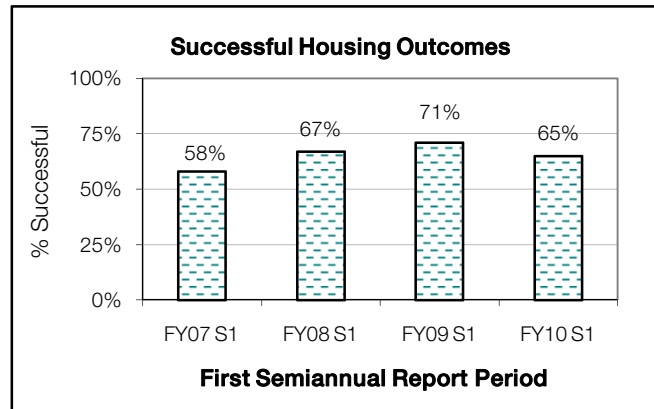
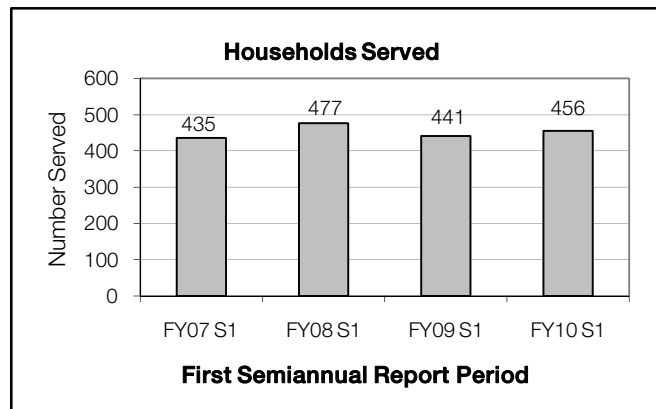
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

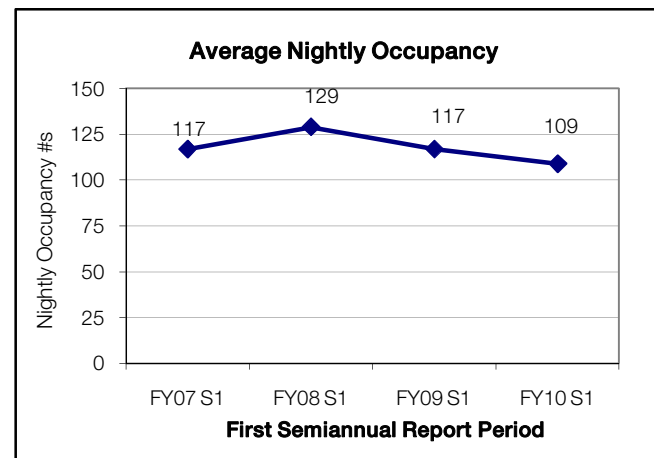
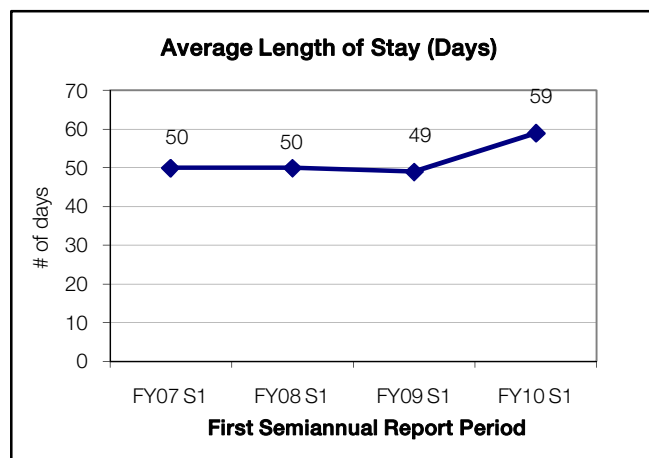
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

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
7/01/2009 - 12/31/2009															
FAMILY SYSTEM	440	456	√	120	109	45	59	≠	224	223	√	70%	65%	√	No



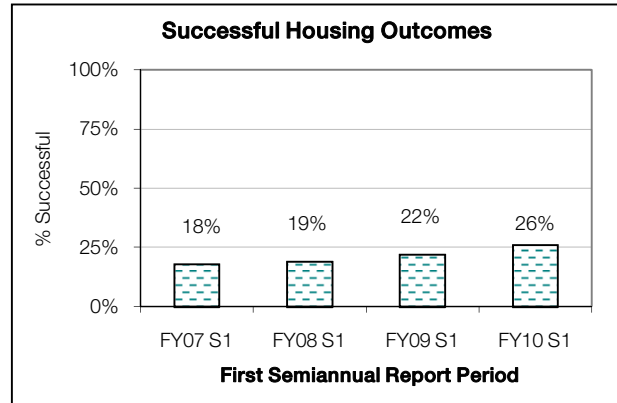
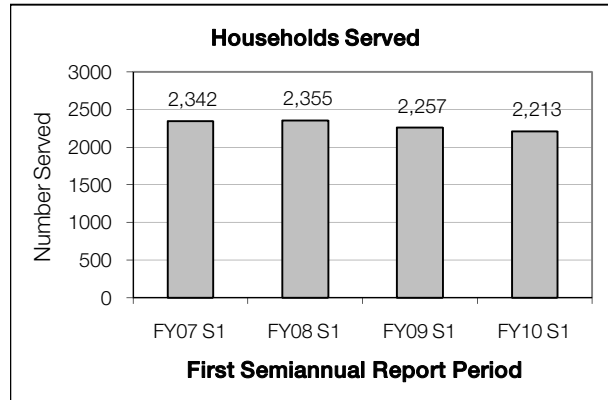
DEMOGRAPHICS	Family
Households Served	456
Clients Served	1,438
Average Age (HOH)	30
Gender - Male (HoH)	12%
Gender - Female (HoH)	88%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$328
Percent Working at Entry	15%
Race - White	26%
Race - Black	69%
Race - Other	5%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%
Adults Served	553
Children Served	885
Mean Family Size	3.2
Average Number of Children	2.0
Children 0 - 2 years	29%
Children 3 - 7 years	32%
Children 8 - 12 years	25%
Children 13 - 17 years	14%



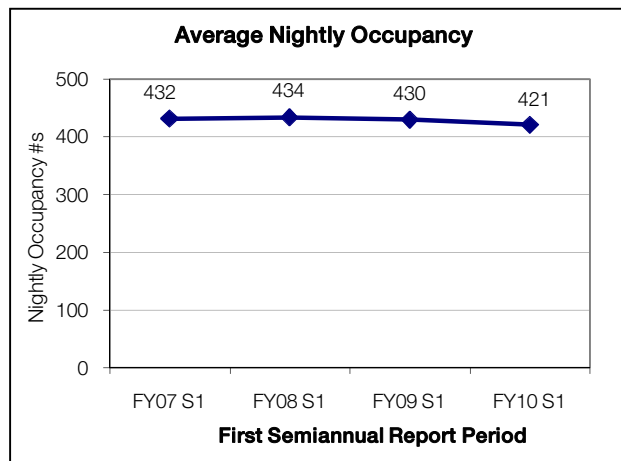
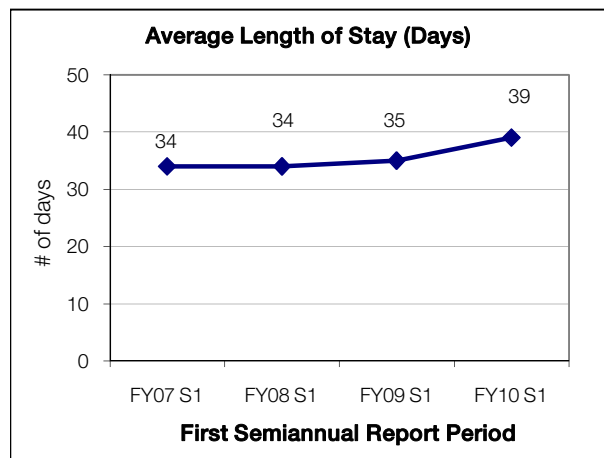
The Family System served 3% more households than during the same period of time last year. The spike in average length of stay from FY09 S1 to FY10 S1 is attributable to a change in methodology. Applying the new methodology to FY09 S1 data yields an Average Length of Stay of 62 days. The decrease in Nightly Occupancy reflects a real decrease in the Average Length of Stay. The percent of households working at entry continues to decrease.

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 12/31/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	2,300	2,213	√	417	421	30	39	≠	471	444	√	25%	26%	√	No



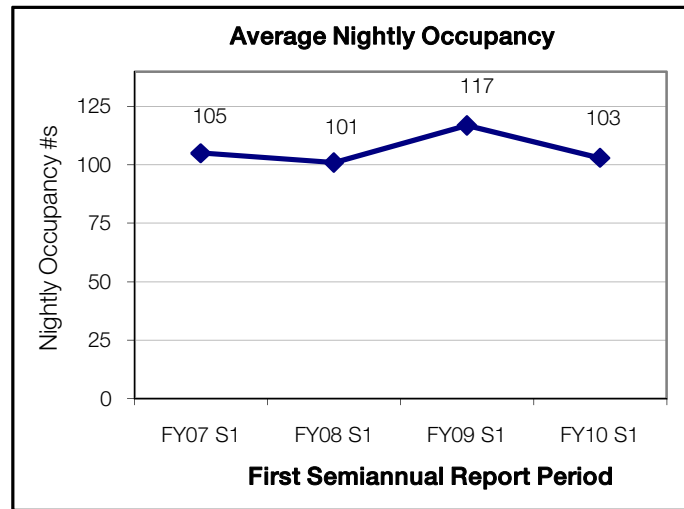
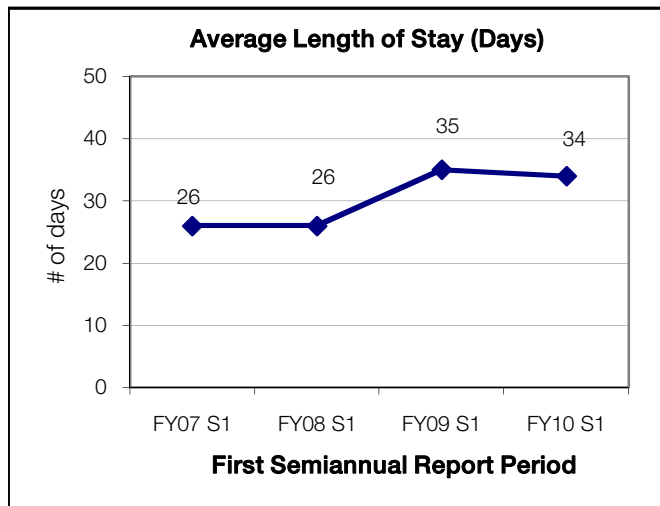
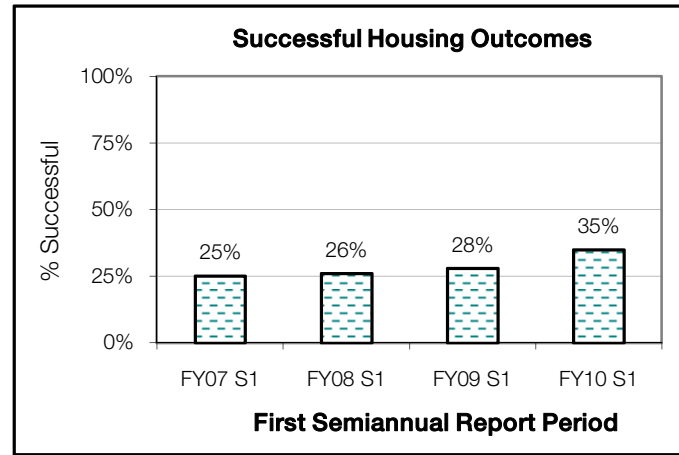
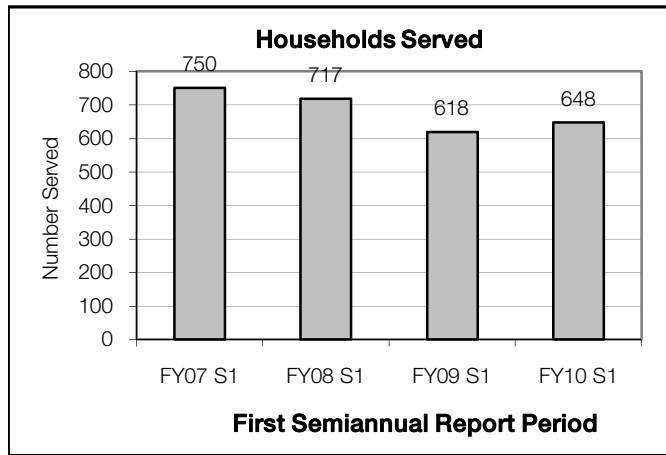
DEMOGRAPHICS	Men
Households Served	2,213
Clients Served	2,213
Average Age (HOH)	43
Men as a percent of total single adults served	77%
Veterans (U.S. Military)	16%
Avg. Monthly Household Income	\$137
Percent Working at Entry	11%
Race - White	38%
Race - Black	59%
Race - Other	3%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The Men's System served 2% fewer men during FY10 S1 than it did same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the increase in the Average Length of Stay is largely attributable to a change in methodology. (If the same methodology had been used in FY09 S1, the result would have been an Average Length of Stay of 39 days).

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 12/31/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	600	648	✓	97	103	30	34	≠	126	198	✓	25%	35%	✓	No

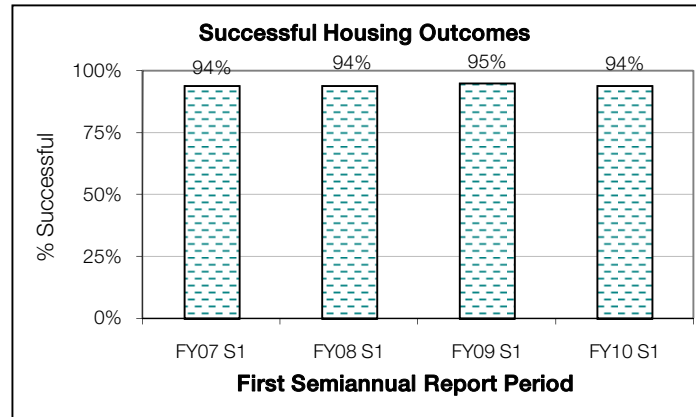
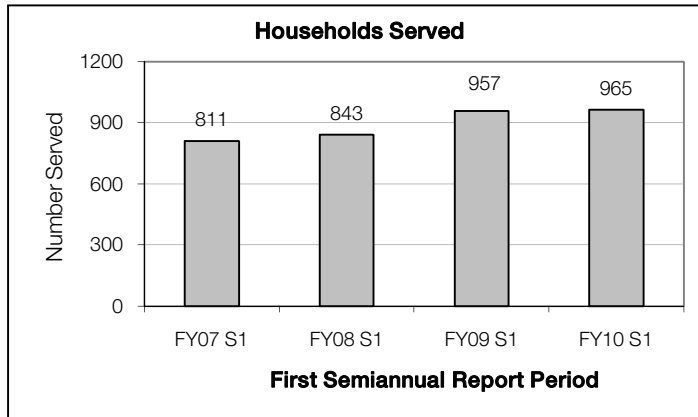


DEMOGRAPHICS	Women
Households Served	648
Clients Served	648
Average Age (HOH)	39
Woman as a percent of total single adults served	23%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$226
Percent Working at Entry	8%
Race - White	38%
Race - Black	56%
Race - Other	6%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

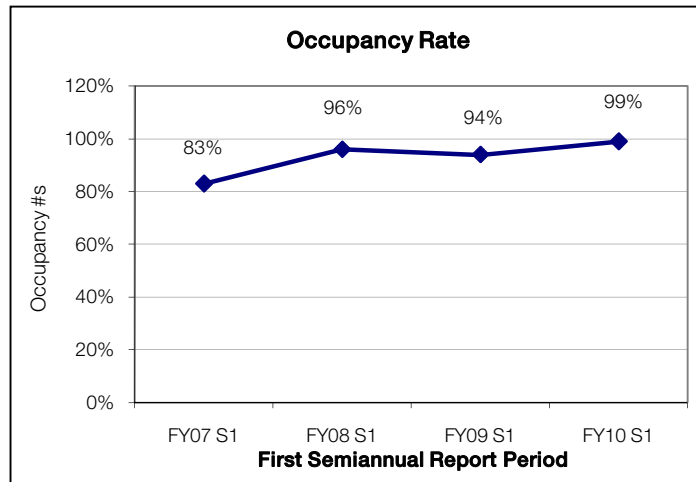
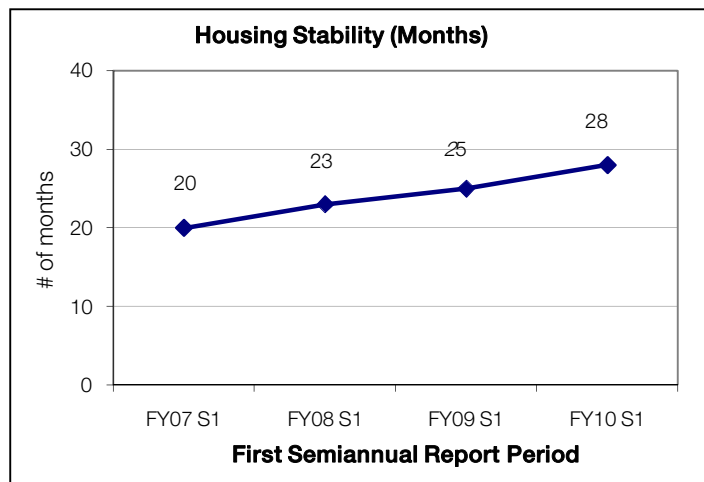
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the change in methodology for Average Length of Stay during FY10 masks the reality that the change from last year is striking; applying the new methodology to FY09 S1 data yields an Average Length of Stay of 39 days. The drop in Average Nightly Occupancy reflects a real decrease in Average Length of Stay.

System and Program Indicator Report

FY10 Permanent Supportive Housing (PSH) 7/01/2009 - 12/31/2009	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
PSH SYSTEM	952	965	√	95%	99%	√	24	28	√	857	904	√	90%	94%	√	No



The PSH System continues to perform well. An increased occupancy rate is noted.



EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement ⁵	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
7/01/2009- 12/31/2009																	
MEN																	
Faith Mission on 6th ^{2,3}	N/A	820	N/A	N/A	110	125	N/A	32	N/A	N/A	152	N/A	N/A	23%	N/A	18%	No
Faith Mission on 8th ^{2,3}	N/A	553	N/A	N/A	95	103	N/A	40	N/A	N/A	96	N/A	N/A	24%	N/A	21%	No
Friends of the Homeless - Men's Shelter	670	673	3	√	130	131	30	44	≠	128	126	√	25%	24%	√	17%	No
VOAGO Men's Shelter	323	277	(46)	√ ⁴	40	35	30	27	√	71	66	√	25%	28%	√	26%	No
WOMEN																	
Faith Mission-Nancy's Place ^{2,3}	N/A	315	N/A	N/A	42	45	N/A	31	N/A	N/A	105	N/A	N/A	39%	N/A	13%	N/A
Friends of the Homeless - Rebecca's Place	299	268	(31)	≠	47	49	30	39	≠	75	80	√	30%	35%	√	10%	No
INEBRIATE																	
Maryhaven Engagement Center	851	782	(69)	√	50	45	10	11	√	152	95	≠	19%	12%	≠	40%	No
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,3}	1,700	1,578	(122)	√	247	274	30	37	≠	364	348	√	25%	29%	√	19%	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 provides overflow services for FY10.

⁴ Program served fair share of households based on capacity and demand.

⁵ 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
7/01/2009- 12/31/2009																										
YWCA Family Center	400	379	(21)	√	50	41	N/A	20	22	√	245	249	√	70%	72%	√	149	175	√	61%	70%	√	7	15	≠	No
YWCA Diversion ⁵	N/A	802	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	315	N/A	N/A	39%	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
7/01/2009- 12/31/2009																		
Homeless Families Foundation ⁷	121	107	(14)	≠	4	46	45	√	80	108	≠	54	48	≠	70%	80%	√	Yes
VOAGO Family Shelter ⁷	63	50	(13)	≠	14	24	23	√	80	127	≠	28	20	≠	70%	77%	√	Yes

⁶ Out of the number of households served, these number of households participate in the Rolling Stock Pilot.
⁷ Program was unable to meet three out of five goals for the evaluation period. Due to the economy, Tier II shelters are serving households that take longer to stabilize. Because of the increased average length of stay, program did not serve the projected number of households and the lower number affected the successful housing outcome measure as well.

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
7/01/2009- 12/31/2009																		
Community Housing Network-Briggsdale	25	27	30	3	√	24	96%	√	20	22	√	24	26	√	90%	87%	√	No
Community Housing Network-Community ACT	42	46	50	4	√	42	100%	√	12	17	√	39	46	√	85%	92%	√	No
Community Housing Network-East 5th Avenue	38	42	42	0	√	35	92%	√	24	30	√	38	40	√	90%	95%	√	No
Community Housing Network-North 22nd Street	30	33	34	1	√	29	97%	√	24	29	√	30	34	√	90%	100%	√	No
Community Housing Network-North High Street	33	36	36	0	√	33	100%	√	24	30	√	32	35	√	90%	97%	√	No
Community Housing Network-Cassady ²	10	11	12	1	√	9	90%	√	20	25	√	10	11	√	90%	92%	√	No
Community Housing Network-Parsons ²	25	27	29	2	√	23	92%	√	24	32	√	24	26	√	90%	93%	√	No
Community Housing Network-Safe Havens ³	13	17	17	0	√	15	115%	√	24	44	√	15	17	√	90%	100%	√	No
Community Housing Network-St. Clair	26	29	27	(2)	√	26	100%	√	16	23	√	26	27	√	90%	100%	√	No
Community Housing Network-Southpoint Place	46	51	54	3	√	44	96%	√	9	10	√	46	47	√	90%	87%	√	No
Maryhaven Commons at Chantry	50	55	57	2	√	49	98%	√	18	20	√	50	53	√	90%	93%	√	No
National Church Residences-Commons at Grant	50	55	58	3	√	50	100%	√	24	38	√	50	56	√	90%	97%	√	No
Southeast-Scattered Sites ^{2, 4}	90	99	98	(1)	√	103	114%	√	24	37	√	89	92	√	90%	94%	√	No
YMCA-40 West Long Street	105	116	123	7	√	104	99%	√	20	27	√	104	115	√	90%	94%	√	No
YMCA-Sunshine Terrace	75	83	85	2	√	74	99%	√	24	38	√	75	80	√	90%	98%	√	No
YWCA-WINGS	69	76	83	7	√	67	97%	√	24	27	√	68	80	√	90%	96%	√	No
Rebuilding Lives PACT Team Initiative ²	108	119	129	10	√	105	97%	√	21	26	√	107	118	√	90%	92%	√	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 / 13 households); RLPTI (TRA / 22 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 Implementation of the RL Leasing expansion delayed due to HUD contracting. Capacity will increase to 120 as of 1/1/2010.

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 12/31/2009																		
Transitional Housing																		
Amethyst-RSvP	8	23	32	9	√	85%	88%	√	2	2	√	14	24	√	77%	100%	√	No
Huckleberry House - Transitional Living Program ³	24	41	43	2	√	98%	100%	√	10	10	√	10	17	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	69	73	4	√	95%	89%	≠	4	4	√	21	22	√	77%	58%	≠	No
Pater Noster House ⁴	5	10	5	(5)	≠	95%	100%	√	4	11	≠	4	0	≠	77%	N/A	N/A ⁵	Yes
VOAGO - Veterans ^{4,6}	40	50	111	61	√	95%	105%	√	4	4	√	37	14	≠	77%	20%	≠	No
Permanent Supportive Housing																		
Community Housing Network-Family Homes ⁷	15	17	17	0	√	95%	93%	√	12	28	√	14	17	√	80%	100%	√	No
Community Housing Network-Wilson	8	9	9	0	√	95%	100%	√	12	74	√	7	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	33	34	1	√	95%	97%	√	15	25	√	26	30	√	80%	88%	√	No
Shelter Plus Care																		
Amethyst-SPC	92	110	112	2	√	95%	92%	√	12	24	√	88	108	√	80%	96%	√	No
Columbus AIDS Task Force - TRA ⁸	89	97	92	(5)	√	95%	119%	√	24	57	√	78	89	√	80%	97%	√	No
Community Housing Network-SRA SPC ^{7,8}	137	151	200	49	√	95%	131%	√	12	39	√	121	191	√	80%	96%	√	No
Community Housing Network-TRA SPC ^{7,9}	149	164	147	(17)	≠	95%	92%	√	12	36	√	131	146	√	80%	99%	√	No
Faith Mission - Shelter Plus Care ⁸	44	48	53	5	√	95%	114%	√	24	51	√	38	52	√	80%	98%	√	No
Total Shelter Plus Care	511	570	604	34	√	95%	109%	√	N/A	N/A	N/A	456	586	√	80%	97%	√	No

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

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

³ Huckleberry House has the ability to expand capacity temporarily when necessary. Program capacity decreased to 24 as of 11/10/2009.

⁴ Program voluntarily participates in CSP.

⁵ Not evaluated as there were no exits during the reporting period.

⁶ VOAGO Veterans is able to exceed capacity at times because it has three overflow units.

⁷ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 7 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 13 households); RLPTI (TRA / 22 households); Southeast Scattered Sites (TRA / 2 households).

⁸ Occupancy rate exceeds 100% because CMHA allowed providers to overlease throughout the year.

⁹ Due to CMHA's mass unit transfer from TRA to Section 8, CHN TRA is experiencing a reduced volume of clients.

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
7/01/2009- 12/31/2009																												
The Salvation Army	95	104	✓	132	166	✓	\$1,000	\$954	✓	15	10	✓	100	109	✓	85	103	✓	90%	98%	✓	90%	100%	✓				No
Stable Families - Communitis In Schools ^{2,3}	93	128	✓	141	200	✓	\$1,000	\$902	✓	N/A	N/A	N/A	100	97	✓	83	124	✓	90%	88%	✓	90%	85%	✓				No
Stable Families - CIS Weinland Park Expansion	9	13	✓	9	13	✓	\$1,000	\$908	✓	N/A	N/A	N/A	N/A	N/A	N/A	0	0	✓	90%	N/A	✓	90%	N/A	✓				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	
7/01/2009- 12/31/2009																										
Maryhaven Outreach	163	154	✓	187	164	✖	114	96	✖	70%	78%	✓	57	62	✓	50%	65%	✓	25%	43%	✓				No	

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
7/01/2009- 12/31/2009																
Transition - CSB Transition Program	450	545	✓	\$550	\$501	✓	441	539	✓	98%	99%	✓	98%	99%	✓	No
Prevention - Gladden Community House ⁴	160	405	✓	N/A	N/A	N/A	155	392	✓	97%	100%	✓	N/A	N/A	N/A	No

¹ Use of CSB DCA includes CSB funding only.

² Includes households served with HPRP and non-HPRP funding for this fiscal year.

³ Exclusive of Weinland Park activity.

⁴ Evaluation time frame is year to date.

System and Program Indicators Report

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 (%) ²	Actual (%)	Outcome Achievement	Goal (%) ⁴	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/01/2009- 12/31/2009																						
Benefits Partnership ¹	82	28	≠	82	28	≠	45	18	≠	N/A	64%	N/A	70%	43%	N/A	N/A	15	N/A	N/A	54%	N/A	Yes

¹ New program implemented 7/1/2009. The program did not achieve any of the measures for which it was being evaluated due to a significant number of clients in the reconsideration process that require additional information before a determination for benefits can be made. By resolving reconsideration cases, the project will have a significantly higher outcome trend over time.

² Submitted Applications % represents the number of distinct households that have SSI/SSDI applications submitted within the start and end dates of the report period divided by the number of distinct households that were served during the reporting period.

³ Successful SSI/SSDI Applications % represents the number of distinct households for which an application was submitted and a resolution of "approved" or "partially approved" was obtained.

HPRP Programs ⁵	New Households Served			Total Households Served			Usage of CSB DCA (Average \$)			Average Length of Participation (Days)			Successful Housing Outcomes						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	Goal (%)	Actual (%)	Outcome Achievement	
7/01/2009- 12/31/2009																						
Stable Families - Communities in Schools HPRP	N/A	36	N/A	N/A	36	N/A	N/A	\$933	N/A	N/A	31	N/A	N/A	2	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A

⁵Contract to date reporting.



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