SYSTEM & PROGRAM INDICATOR REPORT

FY2015
7/1/14 – 6/30/15

communityshelterboard

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.

FEATURED PROGRAMS OF EXCELLENCE

FY2015: 7/1/14 – 6/30/15

CSB is pleased to recognize these providers of permanent supportive housing as part of the Rebuilding Lives program.

In permanent supportive housing, people experiencing long-term or repeated homelessness and disabilities are helped into an apartment with health care, employment and other supports. By developing permanent supportive housing, our community has made a major impact in addressing long-term homelessness, saving money for jails, hospitals and other systems, and ending the cycle of homelessness.

An impressive 92% of people served in supportive housing experience success and remain stable in housing. The occupancy rate for this network of supportive housing is excellent at 97%, demonstrating good utilization of resources for some of the most vulnerable members of our community.

Thanks to these providers for delivering high quality, effective housing and services that truly rebuild lives.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past annual period of 7/1/14 – 6/30/15. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among providers in their work to end homelessness. Our provider network includes partners delivering an array of services including homelessness prevention, programming, shelter, case management, street outreach and housing.

Community Shelter Board sets specific outcomes for each provider, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with providers both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these providers delivering critical services to those experiencing homelessness.

System and Program Indicator Report

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Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to www.csb.org. 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. 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.

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[2]					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Capacity[1]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Family System	660	1,426	√	50	89	20	24	≠	427	757	√	70%	57%	≠

Annual Household Served (#)

FY07: 748, FY08: 786, FY09: 718, FY10: 756, FY11: 876, FY12: 1,126, FY13: 1,251, FY14: 1,570, FY15: 1,426

Annual Successful Housing Outcomes (%)[2]

Legend: SHO, SHO + TAY SHO

FY07: 62%, FY08: 67%, FY09: 67%, FY10: 67%, FY11: 67%, FY12: 73%, FY13: 68%, FY14: 59%, FY15: 56% / 57%

Annual Average Length of Stay (Days)

FY07: 55, FY08: 58, FY09: 63, FY10: 59, FY11: 46, FY12: 31, FY13: 20, FY14: 24, FY15: 24

Annual Average Nightly Occupancy (#)

FY07: 113, FY08: 124, FY09: 105, FY10: 105, FY11: 101, FY12: 84, FY13: 64, FY14: 99, FY15: 89

DEMOGRAPHICS	Family
Households Served	1,426
Percent Newly homeless	64%
Recidivism[3]	0%
Clients Served	4,897
Average Age (HoH)	30
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	$716
Percent Working at Entry	38%
Race - White (HoH)	26%
Race - Black (HoH)	73%
Race- Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	1,980
Children Served	2,917
Mean Family Size	3.4
Average Number of Children	2.0
Adults 18-24 years (HoH)	26%
Children 0 - 2 years	25%
Children 3 - 7 years	40%
Children 8 - 12 years	23%
Children 13 - 17 years	12%

The Family Emergency Shelter System provided shelter to 9% less households compared to the last fiscal year. The decrease in the number needing shelter, compared to the last fiscal year, is encouraging. On average, 39 families were sheltered by the system, every night of the year, above the fixed capacity. The successful housing outcomes for the system is concerning.

[1] Overflow capacity is not included. Overflow is operated by YWCA and VOAGO at Van Buren (5/4/2015 start date).

[2] A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of households aged 18-24. When considering permanent exits to family for all age groups, a rate of 58% was measured.

[3] Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.

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FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[2]					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Capacity[1]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Men's System	3,800	3,546	√	450	516	35	56	≠	924	718	≠	28%	23%	√

Annual Households Served (#)

FY07: 3,462; FY08: 3,646; FY09: 3,452; FY10: 3,425; FY11: 3,445; FY12: 3,956; FY13: 3,800; FY14: 4,005; FY15: 3,546

Annual Successful Housing Outcomes (%)[2]

Legend: ☐ SHO ☐ SHO + TAY SHO

FY07: 19%; FY08: 22%; FY09: 23%; FY10: 23%; FY11: 29%; FY12: 26%; FY13: 30%; FY14: 28%; FY15: 23% 23%

Annual Average Length of Stay (Days)

FY07: 46; FY08: 45; FY09: 52; FY10: 53; FY11: 53; FY12: 47; FY13: 50; FY14: 49; FY15: 56

Annual Average Nightly Occupancy (#)

FY07: 441; FY08: 446; FY09: 452; FY10: 456; FY11: 465; FY12: 479; FY13: 483; FY14: 499; FY15: 516

DEMOGRAPHICS	Men
Households Served	3,546
Percent Newly homeless	47%
Recidivism[3]	1%
Average Age	43
Men as a percent of total single adults served	66%
Veterans (U.S. Military) all adults	13%
Average Monthly Household Income	$337
Percent Working at Entry	20%
Average Daily Waitlist Number	15
Race - White	37%
Race - Black	60%
Race- Other	3%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years[4]	8%
Adults 25 - 34 years[4]	22%
Adults 35 - 44 years[4]	22%
Adults 45 - 55 years[4]	31%
Adults 56 - 61 years[4]	11%
Adults 62+ years[4]	5%

The system experienced a 11% decrease in the number of individuals sheltered when compared to the last fiscal year, due to decreased turnover of beds. On average 15 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly increased compared to the last fiscal year preventing turnover of beds. The successful housing outcomes rate decreased. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of a new system implementation. Performance was expected to lag with the system change, consistent with major change processes.

[1]Seasonal Overflow capacity is not included.

[2]A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the single adults aged 18-24. When considering permanent exits to family for all age groups, a rate of 24% was measured.

[3]Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.

[4]Due to rounding percentage does not add up to 100%.

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[2]					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Capacity[1]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Women's System	1,400	1,788	√	254	254	35	53	≠	356	410	√	28%	26%	√

Annual Households Served (#)

FY07 1,247; FY08 1,166; FY09 1,046; FY10 1,119; FY11 1,144; FY12 1,399; FY13 1,396; FY14 1,310; FY15 1,788

Annual Successful Housing Outcomes (%)[2]

Legend: SHO, SHO + TAY SHO

FY07 25%; FY08 26%; FY09 31%; FY10 36%; FY11 35%; FY12 35%; FY13 30%; FY14 29%; FY15 26% 26%

Annual Average Length of Stay (Days)

FY07 31; FY08 33; FY09 44; FY10 38; FY11 40; FY12 31; FY13 34; FY14 39; FY15 53

Annual Average Nightly Occupancy (#)

FY07 107; FY08 105; FY09 112; FY10 107; FY11 115; FY12 110; FY13 124; FY14 131; FY15 254

DEMOGRAPHICS	Women
Households Served	1,788
Percent Newly homeless	62%
Recidivism[3]	1%
Average Age	39
Women as a percent of total single adults served	34%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	$410
Percent Working at Entry	22%
Average Daily Waitlist Number	7
Race - White	40%
Race - Black	58%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years[4]	17%
Adults 25 - 34 years[4]	24%
Adults 35 - 44 years[4]	21%
Adults 45 - 55 years[4]	27%
Adults 56 - 61 years[4]	7%
Adults 62+ years[4]	3%

The system experienced an increase in the number of women sheltered by 36%, compared to the last fiscal year. New shelter capacity for women opened August 18, 2014, adding 20 beds for the new "First time homeless" shelter and a minimum of 142 flexible capacity beds. Some of the beds dedicated to single women were allocated to families due to high need for family shelter. On average 7 women were on waitlist when capacity restrictions were in place. The increase in average length of stay is concerning. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (13% employed in the same reporting period of last fiscal year). The percent of newly homeless is at its highest historically. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of a new system implementation. Performance was expected to lag with the system change, consistent with major change processes.

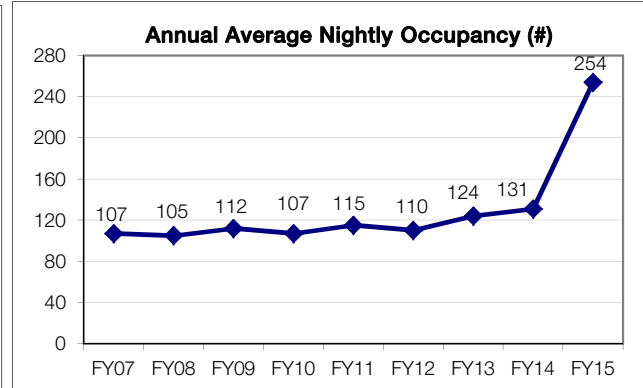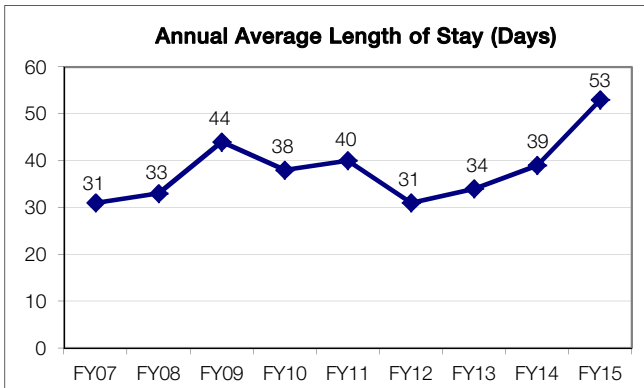[1]First time homeless and Tier 2 shelters included. Seasonal overflow capacity is not included. Flexible capacity is included.
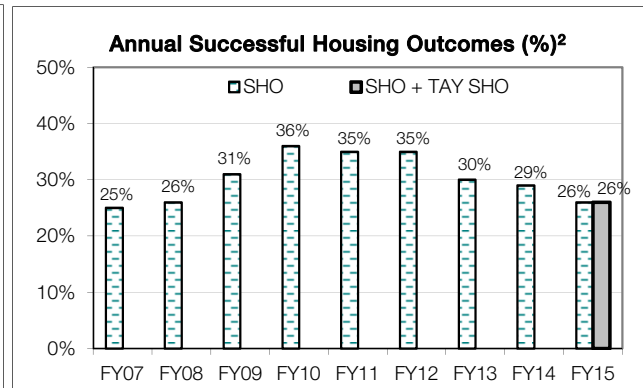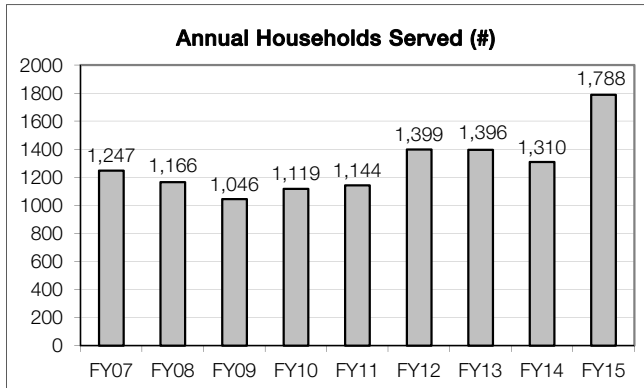
[2]A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the single adults aged 18-24. When considering permanent exits to family for all age groups, a rate of 29% was measured.

[3]Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.

[4]Due to rounding percentage does not add up to 100%.

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FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[3]					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Capacity[2]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System[1]	5,860	6,671	√	754	859	30	49	≠	1,707	1,869	√	35%	32%	√

Annual Households Served (#)

| FY07 | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 |
| 5,399 | 5,582 | 5,199 | 5,279 | 5,520 | 6,443 | 6,398 | 6,805 | 6,671 |

Annual Successful Housing Outcomes (%)[3]

SHO: FY07 27%, FY08 29%, FY09 30%, FY10 32%, FY11 37%, FY12 36%, FY13 38%, FY14 36%, FY15 31%, SHO + TAY SHO FY15 32%

Annual Average Length of Stay (Days)

| FY07 | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 |
| 50 | 49 | 52 | 51 | 50 | 41 | 41 | 41 | 49 |

Annual Average Nightly Occupancy (#)

| FY07 | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 |
| 666 | 675 | 672 | 668 | 691 | 674 | 671 | 728 | 859 |

DEMOGRAPHICS	Family & Adults
Households Served	6,671
Percent Newly homeless	55%
Recidivism[4]	1%
Clients Served	10,116
Adults Served	7,198
Children Served	2,918
Average Age (HoH)	39
Gender - Male (HoH)	54%
Gender - Female (HoH)	46%
Veterans (U.S. Military) (All Adults)	8%
Average Monthly Household Income	$441
Percent Working at Entry	24%
Average Daily Waitlist Number	22
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	14%

The decrease in households sheltered compared to the last fiscal year is 2%, due to the decrease in the men's system numbers. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "First time homeless" shelter and a minimum of 142 flexible capacity beds. On average 22 single men and women were not able to receive shelter daily when capacity restrictions were in place. The successful housing outcomes rate decreased, due to lower success rates for all systems. The average length of stay increased, impacted by the single adult systems' performance. Single adult shelters experienced a major system change. Performance was expected to lag with this change, consistent with major change processes.

[1]System includes single adult and family shelters.
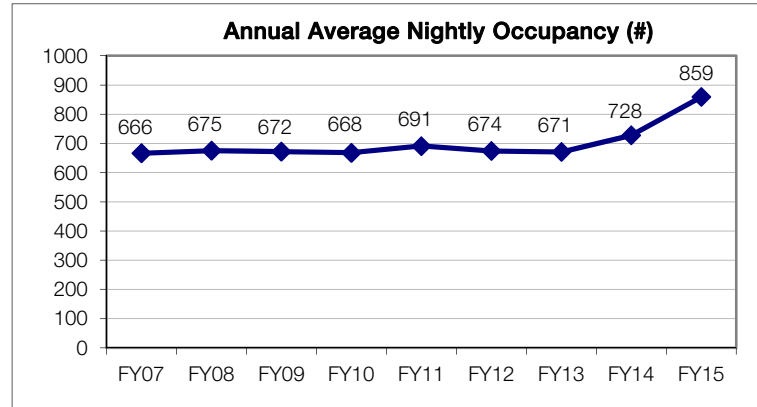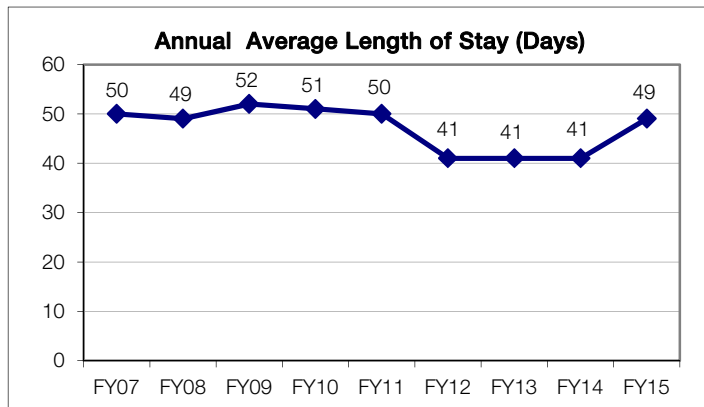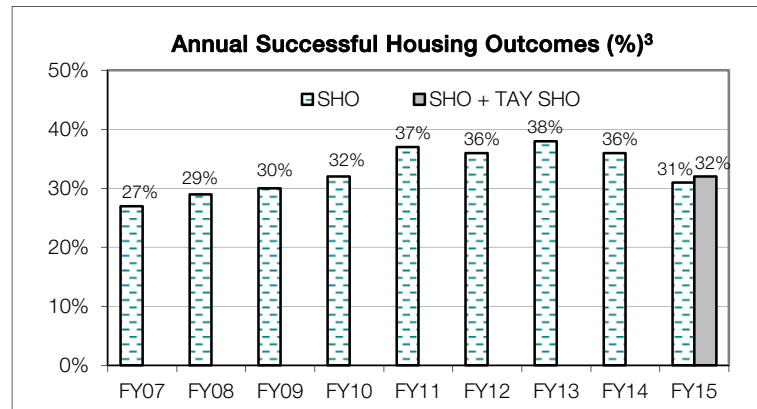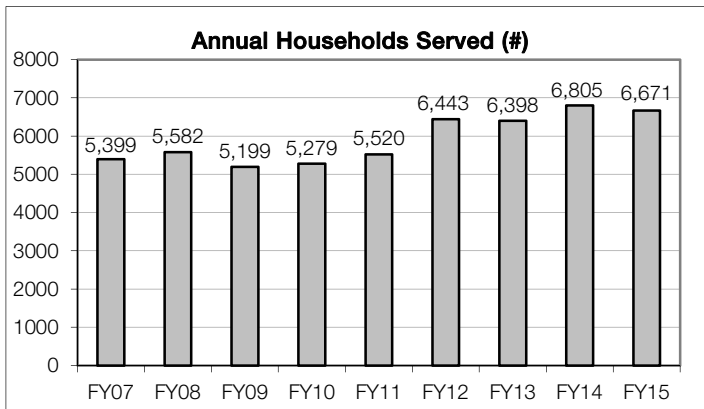
[2]Seasonal overflow capacity is not included.

[3]A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of the household aged 18-24. When considering permanent exits to family for all age groups, a rate of 33% was measured.

[4]Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.

System Level: Emergency Shelter

System and Program Indicator Report

FY15 EMERGENCY SHELTER/TRANSITIONAL HOUSING	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[3]					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Capacity[2]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter and Transitional Housing System[1]	6,146	6,950	√	874	989	30	56	≠	1,881	1,998	√	35%	33%	√

Annual Households Served (#)

Bar chart values: FY07 5,617; FY08 5,808; FY09 5,416; FY10 5,533; FY11 5,751; FY12 6,722; FY13 6,626; FY14 7,096; FY15 6,950

Annual Successful Housing Outcomes (%)[3]

Legend: SHO; SHO + TAY SHO
Values: FY07 27%; FY08 30%; FY09 31%; FY10 32%; FY11 40%; FY12 37%; FY13 39%; FY14 37%; FY15 32% / 33%

Annual Average Length of Stay (Days)

Line chart values: FY07 57; FY08 57; FY09 60; FY10 59; FY11 57; FY12 48; FY13 49; FY14 48; FY15 56

Annual Average Nightly Occupancy (#)

Line chart values: FY07 764; FY08 783; FY09 777; FY10 776; FY11 801; FY12 794; FY13 791; FY14 852; FY15 989

DEMOGRAPHICS	Family & Adults
Households Served	6,950
Percent Newly homeless	56%
Recidivism[4]	1%
Clients Served	10,404
Average Age (HoH)	39
Gender - Male (HoH)	55%
Gender - Female (HoH)	45%
Veterans (U.S. Military) all adults	9%
Average Monthly Household Income	$437
Percent Working at Entry	24%
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race- Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	7,472
Children Served	2,932
Adults 18 - 24 years	16%
Adults 25 - 34 years	28%
Adults 35 - 44 years	21%
Adults 45 - 55 years	24%
Adults 56 - 61 years	8%
Adults 62 + years	3%

The decrease in households served compared to the same reporting period of last fiscal year is 2%, due to the decrease in the men's system numbers. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "First time homeless" shelter and a minimum of 142 flexible capacity beds. The successful housing outcomes rate decreased, due to lower success rates for all systems. The average length of stay significantly increased, impacted by the single adult systems' performance. Single adult shelters experienced a major system change. Performance was expected to lag with this change, consistent with major change processes.

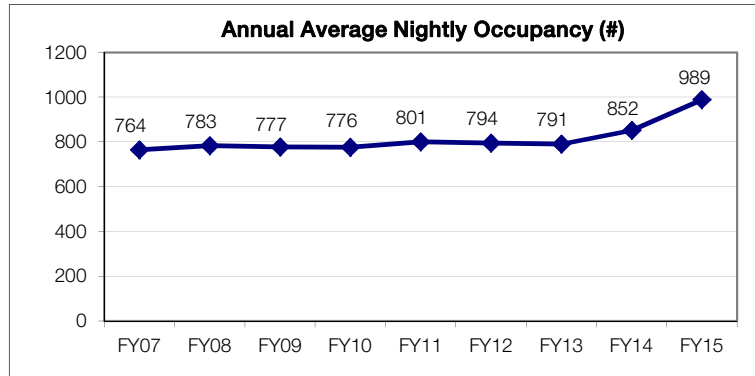[1] System includes single adult and family shelters and transitional housing programs.
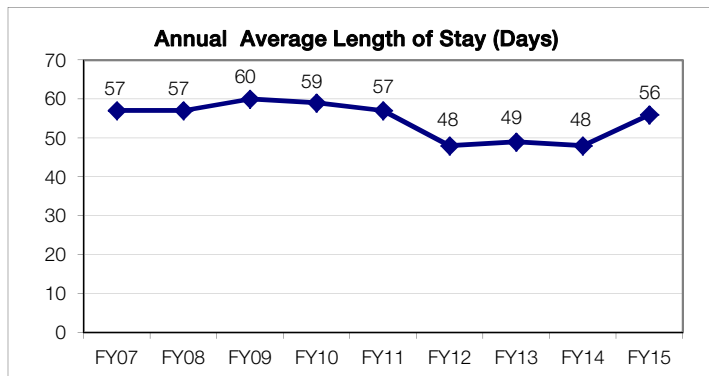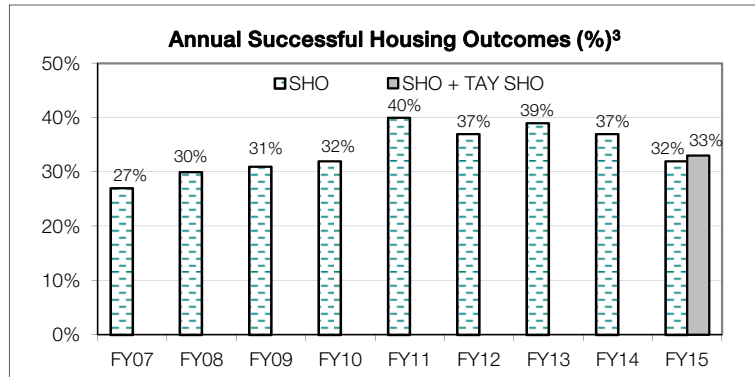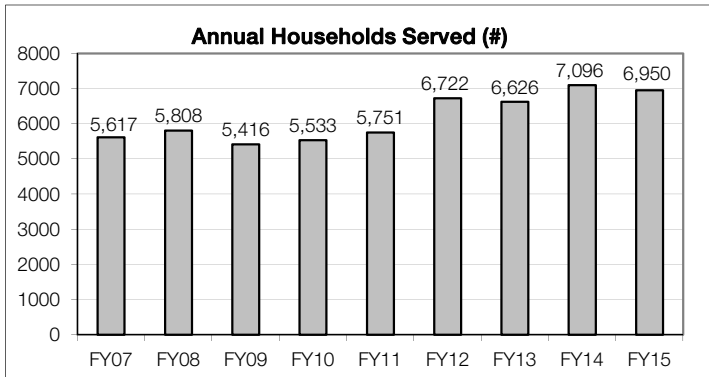
[2] Seasonal overflow capacity is not included.

[3] A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of the household aged 18-24. When considering permanent exits to family for all age groups, a rate of 34% was measured.

[4] Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.
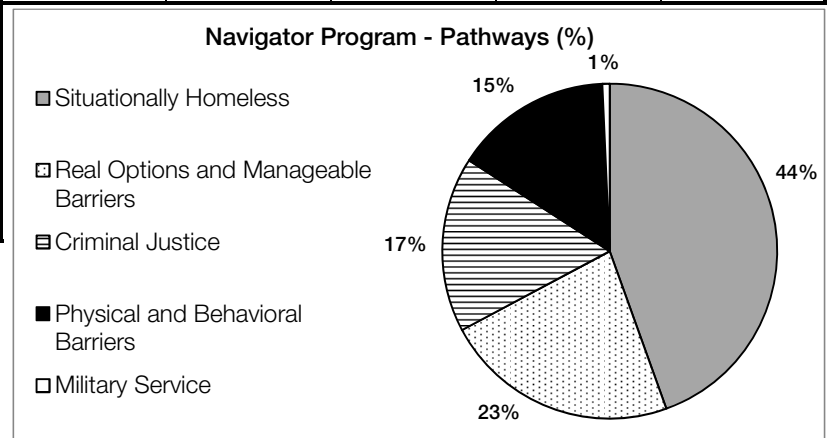
FY15 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS[1] 10/1/2014-6/30/2015 (year 1)	First Time Homeless Shelter	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Household Served (#)	411	3,109	1,820	810	413	308	276	13
Successful Housing Outcomes (%)[2]	N/A	25%	40%	46%	29%	24%	39%	78%
Average Number of Shelter Visits (#)	1.1	1.5	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days)[3]	N/A	N/A	13	13	11	12	15	13
Average Length of Shelter Stay (Days)	12	53	46	43	43	41	63	57
Average Length of Participation (Days)	N/A	N/A	85	83	82	78	102	116
Newly Homeless (%)	89%	54%	45%					
Recidivism (%)	0%	6%	3%					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	59%					
Employment Rate Change/Increase (%)	N/A	6%	N/A					
Income Change/Increase (%)	N/A	8%	N/A					
Street Homelessness Decrease (%)	N/A	N/A	13%					

Diversion

Diversion Rate at Homeless Hotline (%)	29%

Linkage

Same Day Access to Shelter from Homeless Hotline (%)	98%

Navigator Program - Pathways (%)

■ Situationally Homeless

⊞ Real Options and Manageable Barriers

▤ Criminal Justice

■ Physical and Behavioral Barriers

□ Military Service

Pie chart values: 44%, 23%, 17%, 15%, 1%

[1]New system implemented 10/1/2014. Includes shelters where the Navigator Program is operating . These shelters are called "Tier 2" shelters and include LSS Faith Mission shelters, Southeast Friends of the Homeless and VOAGO Men's shelter, YMCA Women's shelter and Maryhaven Shelter2Housing shelter. Navigators are not contracted to provide services for the first time homeless shelter, overflow and VA programs.
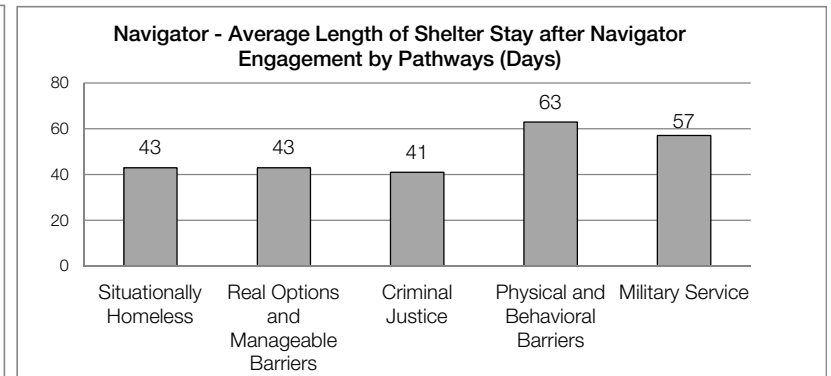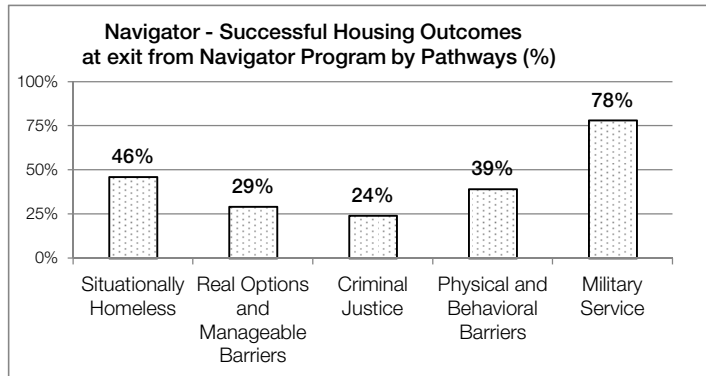
[2] For the Navigator Program measures success after exit from shelter and termination of follow up services.

[3] 27 clients were excluded due to not having emergency shelter service overlap.

Navigator - Successful Housing Outcomes at exit from Navigator Program by Pathways (%)

Situationally Homeless 46%, Real Options and Manageable Barriers 29%, Criminal Justice 24%, Physical and Behavioral Barriers 39%, Military Service 78%

Navigator - Average Length of Shelter Stay after Navigator Engagement by Pathways (Days)

Situationally Homeless 43, Real Options and Manageable Barriers 43, Criminal Justice 41, Physical and Behavioral Barriers 63, Military Service 57

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

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PSH System	1,406	1,387	√	95%	97%	√	24	37	√	1,265	1,257	√	90%	92%	√

Annual Households Served (#)

Annual Successful Housing Outcomes (#)

Annual Housing Stability (Months)

Annual Occupancy Rate (%)
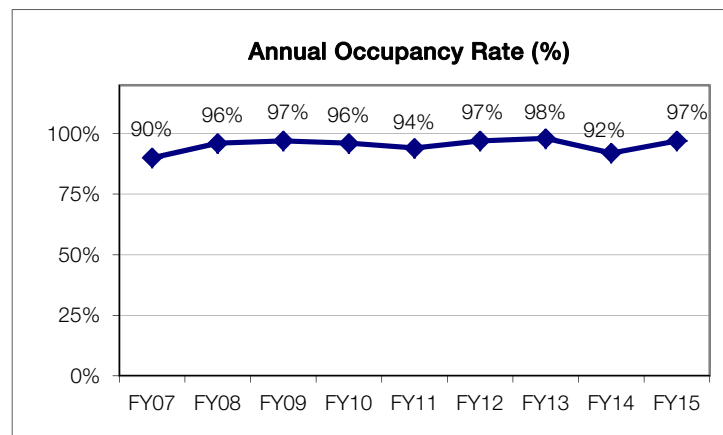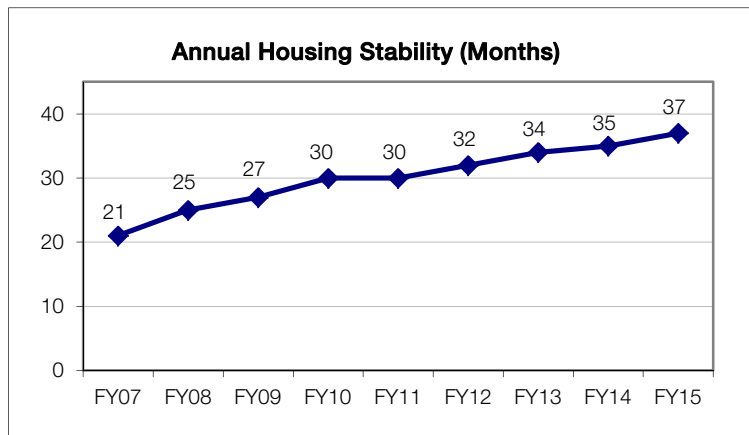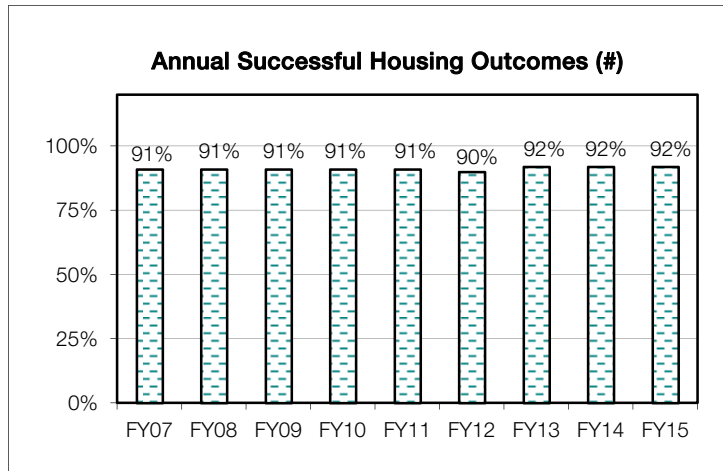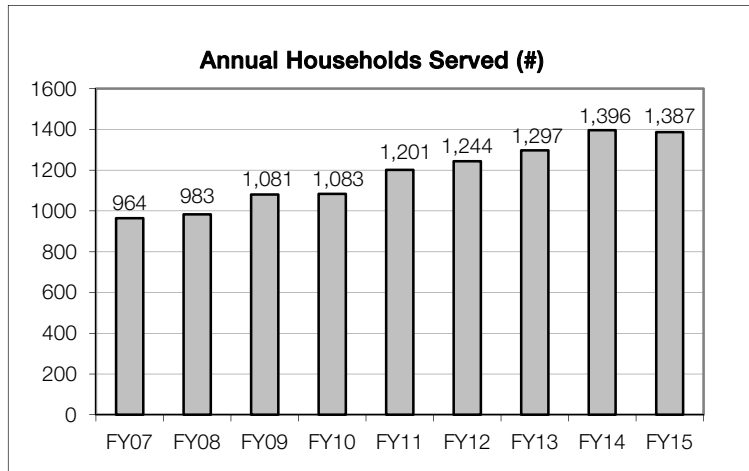
DEMOGRAPHICS	Family & Adults
Households Served	1,387
Exit to Homelessness[1]	3%
Clients Served	1,486
Average Age (HoH)	50
Gender - Male (HoH)	73%
Gender - Female (HoH)	27%
Veterans (U.S. Military) all adults	15%
Average Monthly Household Income	$193
Percent Working at Entry	6%
Race - White (HoH)	37%
Race - Black (HoH)	61%
Race- Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	1,408
Children Served	78
Mean Family Size[2]	3.3
Average Number of Children[2]	1.8
Adults 18-24 years (HoH)	2%
Adults 18 - 24 years	3%
Adults 25 - 34 years	8%
Adults 35 - 44 years	14%
Adults 45 - 55 years	43%
Adults 56 - 61 years	24%
Adults 62+ years	8%

The PSH System continues to perform well. The inventory as of 6/30/15 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. At 97%, the occupancy rate is showing good utilization of resources. Households exited to homelessness at a much lower rate than the previous fiscal year (19%).

[1]Exit to homelessness is calculated for exits between reporting period of 7/1/14 - 3/31/15.

[2]Data refers to families served.

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,059	2,132	√	95%	101%	√	24	37	√	1,750	1,918	√	85%	91%	√

Annual Households Served (#)

FY07: 1,418; FY08: 1,584; FY09: 1,729; FY10: 1,673; FY11: 1,942; FY12: 2,005; FY13: 2,112; FY14: 2,202; FY15: 2,132

Annual Successful Housing Outcomes (%)

FY07: 92%; FY08: 90%; FY09: 91%; FY10: 93%; FY11: 90%; FY12: 89%; FY13: 92%; FY14: 91%; FY15: 91%

Annual Housing Stability (Months)

FY07: 28; FY08: 30; FY09: 30; FY10: 33; FY11: 34; FY12: 35; FY13: 32; FY14: 35; FY15: 37

Annual Occupancy Rate (%)

FY11: 105%; FY12: 97%; FY13: 100%; FY14: 99%; FY15: 101%
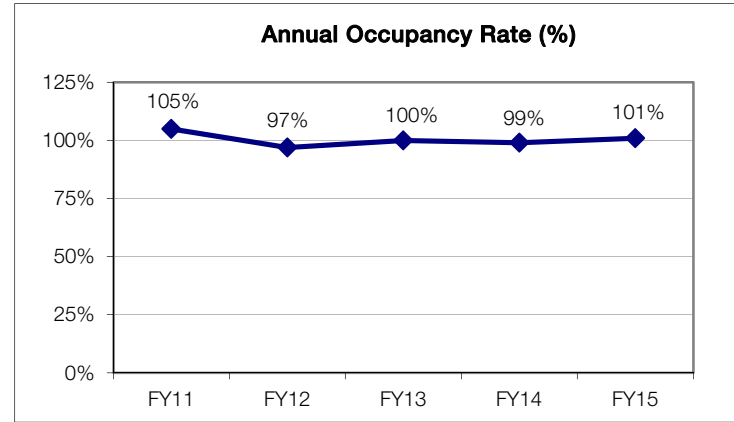
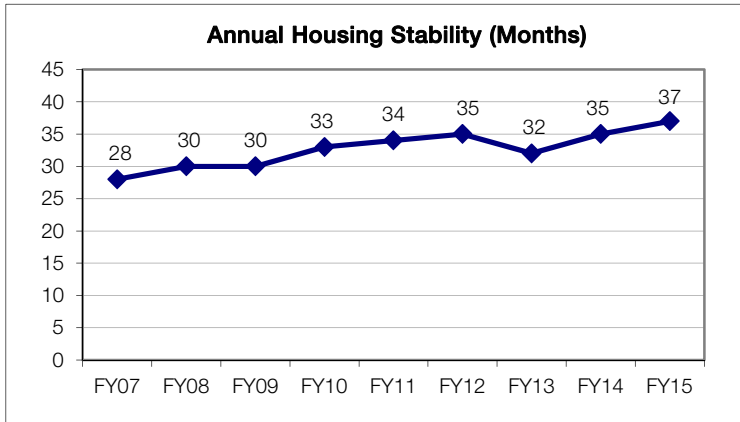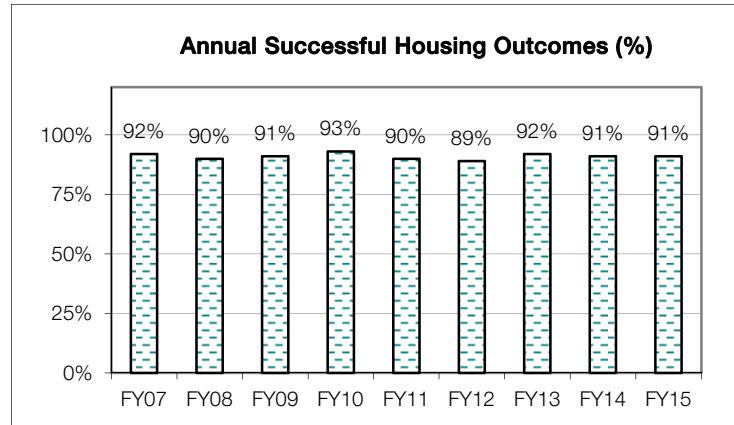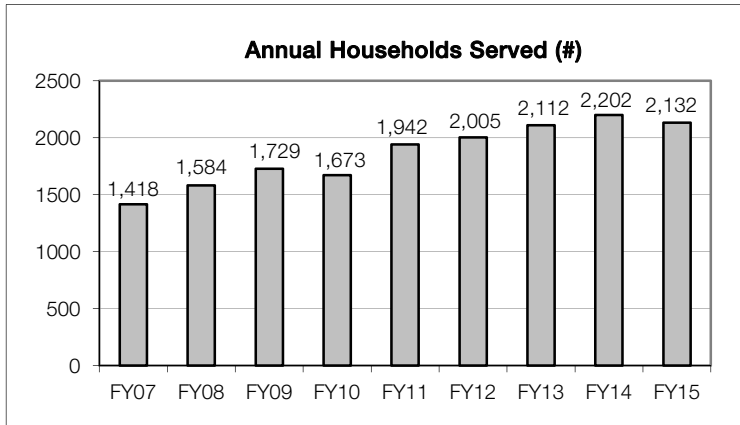| DEMOGRAPHICS	Family & Adults
Households Served	2,132
Exit to Homelessness[1]	3%
Clients Served	2,527
Average Age (HoH)	48
Gender - Male (HoH)	63%
Gender - Female (HoH)	37%
Veterans (U.S. Military) all adults	11%
Average Monthly Household Income	$218
Percent Working at Entry	6%
Race - White (HoH)	38%
Race - Black (HoH)	61%
Race- Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	2,165
Children Served	362
Mean Family Size[2]	3.0
Average Number of Children[2]	1.6
Adults 18-24 years (HoH)	5%
Adults 18 - 24 years	6%
Adults 25 - 34 years	14%
Adults 35 - 44 years	23%
Adults 45 - 55 years	45%
Adults 56 - 61 years	11%
Adults 62+ years	1%

The system continues to perform well, with good occupancy and success rates. Three percent less households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,716. VA VASH voucher capacity of 289 is not included in CSP.

[1]Exit to homelessness is calculated for exits between reporting period of 7/1/14 - 3/31/15.

[2]Data refers to families served.

FY15 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Direct Housing Rapid Rehousing System[1]	764	834	√	916	1,087	√	110	113	√	653	705	√	90%	84%	≠

Annual New Households Served (#)

FY11: 559, FY12: 740, FY13: 518, FY14: 715, FY15: 834

Annual Successful Housing Outcomes (%)

FY11: 92%, FY12: 91%, FY13: 91%, FY14: 87%, FY15: 84%

Annual Households Served (#)

FY11: 637, FY12: 989, FY13: 686, FY14: 862, FY15: 1,087

Annual Average Length of Participation (Days)

FY11: 114, FY12: 106, FY13: 118, FY14: 101, FY15: 113
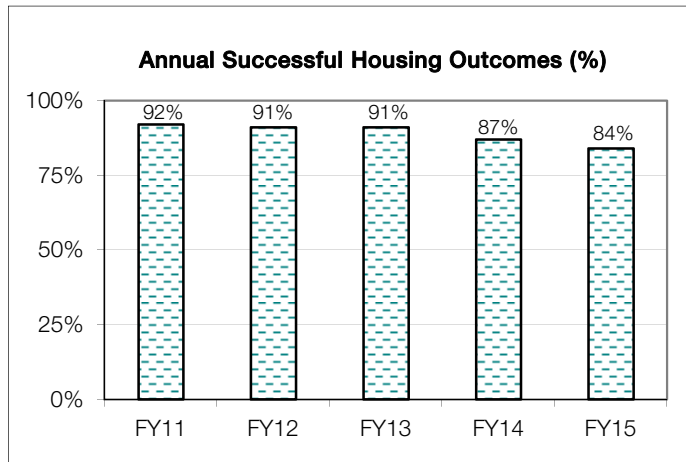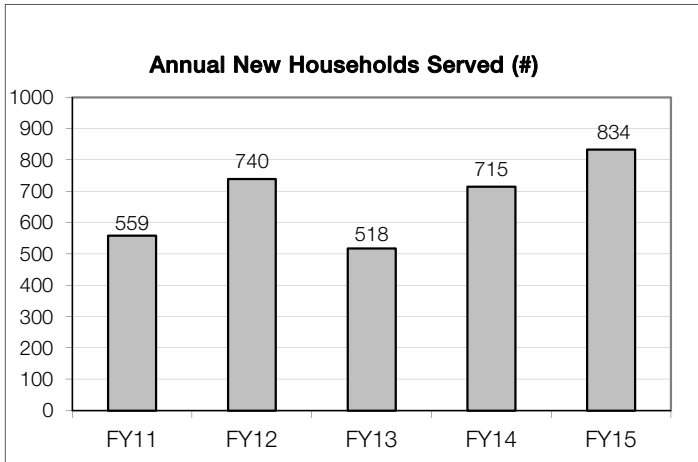
DEMOGRAPHICS	Family & Adults
Households Served	1,087
Clients Served	2,768
Recidivism[3]	3%
Average Age (HoH)	39
Gender - Male (HoH)	42%
Gender - Female (HoH)	58%
Veterans (U.S. Military) all adults	32%
Average Monthly Household Income	$548
Percent Working at Entry	25%
Adults Served	1,368
Children Served	1,400
Race - White (HoH)	30%
Race - Black (HoH)	68%
Race- Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size[2]	3.4
Average Number of Children[2]	2.0
Children 0 - 2 years[2]	26%
Children 3 - 7 years[2]	39%
Children 8 - 12 years[2]	24%
Children 13 - 17 years[2]	11%
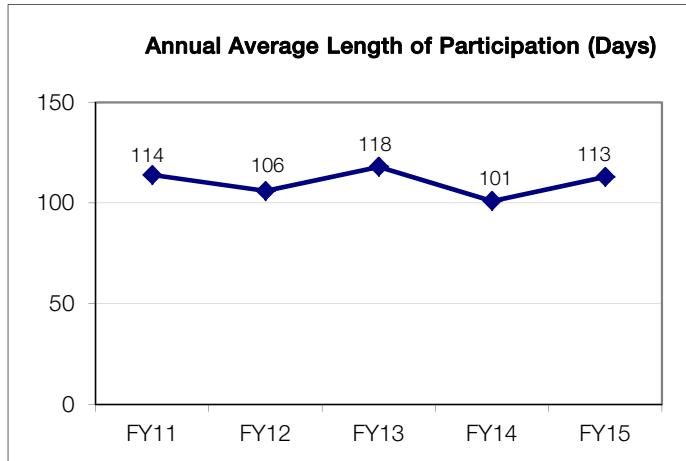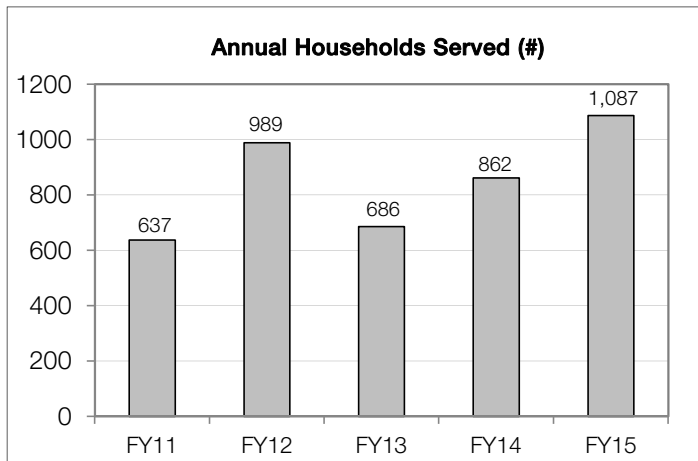
The performance of the system can be improved by increasing the success rate at exit. Several programs had lower success rates than the targeted goal.
The percent of veterans served is high due to the SSVF programs added in October 2013.

[1]System includes HFF Direct Housing, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.
[2]Data refers to families served.
[3]Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.

| FY15 Prevention	New Households Served			Households Served			Average Length of Participation (Days)[4]			Successful Housing Outcomes					
7/1/2014-6/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System[1]	708	697	√	765	845	√	90	103	≠	655	696	√	93%	92%	√

Annual New Households Served (#)
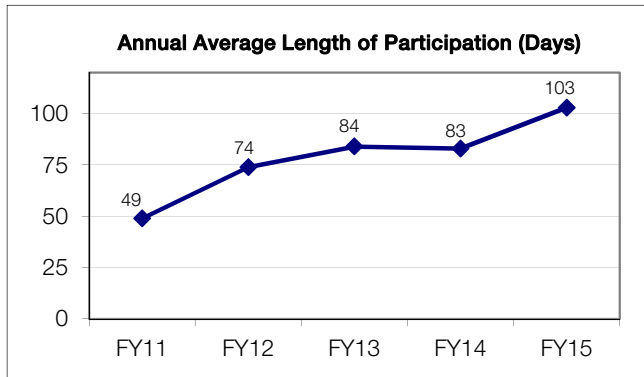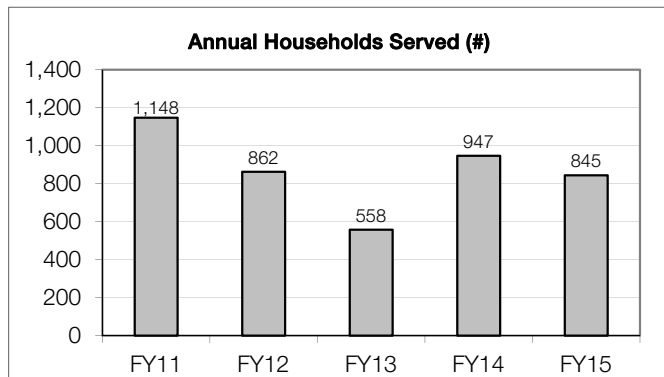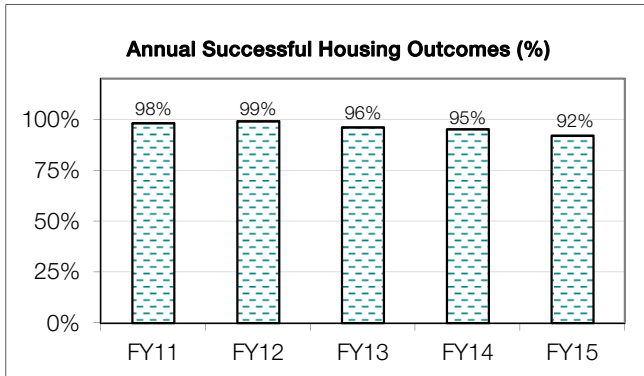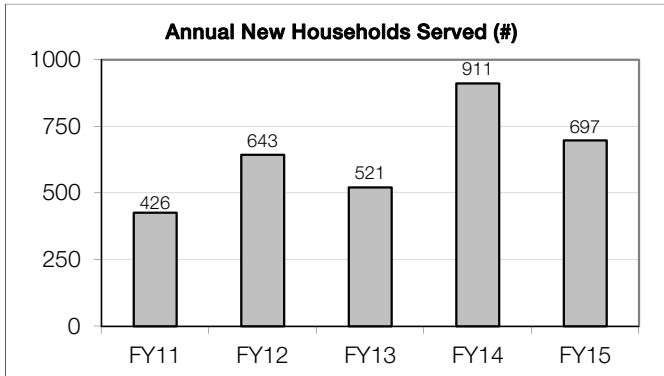
DEMOGRAPHICS	Family & Adults
Households Served	845
Clients Served	2,310
Recidivism[3]	3%
Average Age (HoH)	41
Gender - Male (HoH)	30%
Gender - Female (HoH)	70%
Veterans (U.S. Military) all adults	18%
Average Monthly Household Income	$892
Percent Working at Entry	42%
Race - White (HoH)	42%
Race - Black (HoH)	57%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	1,136
Children Served	1,174
Mean Family Size[2]	3.6
Average Number of Children[2]	2.1
Children 0 - 2 years[2]	17%
Children 3 - 7 years[2]	33%
Children 8 - 12 years[2]	29%
Children 13 - 17 years[2]	21%

Annual Successful Housing Outcomes (%)

Annual Households Served (#)

Annual Average Length of Participation (Days)

The number served decreased for the reporting period compared to last year's numbers due to the closing of Gladden Community House's Prevention project as of 1/31/2015. The system is performing well. The percent of veterans served is high due to the SSVF programs added in October 2013.

[1]System includes CIS Stable Families, Gladden Community House Stable Families, LSS SSVF, VOAGO SSVF, and YWCA Bridge to Affordable Housing.

[2]Data refers to the families served.

[3]Calculated for successful housing exits between reporting period of 7/1/2013 - 6/30/2014 entering the homeless system within 365 days after exit.

[4]Excludes GCH Prevention. Average length of participation including GCH Prevention is 59 days.

EMERGENCY SHELTER - Single Adult Programs[11] 7/1/2014-6/30/2015	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes[8]								Average Engagement Time			Movement	Recidivism[13]
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity[1]	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#) + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual (%)	Actual + TAY SHO (%)[9]	Outcome Achievement	Actual + All Exits to Family Permanent (%)[10]	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5% (10% for MHEC Safety)
MEN																							
LSS - Faith Mission on 6th [2]	N/A	1,296	N/A	N/A	110	119	N/A	35	35	N/A	N/A	156	N/A	28%	13%	13%	N/A	13%	7	11	N/A	27%	7%
LSS - Faith Mission on 8th [2]	N/A	747	N/A	N/A	95	94	N/A	35	49	N/A	N/A	143	N/A	28%	22%	22%	N/A	22%	7	14	N/A	17%	6%
LSS - Overflow [12]	N/A	287	N/A	N/A	46	50	N/A	N/A	22	N/A	N/A	15	N/A	N/A	5%	5%	N/A	5%	N/A	12	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	1,416	1,123	(293)	≠	130	131	√	35	45	≠	360	212	≠	28%	21%	21%	≠	23%	7	12	≠	22%	6%
VOAGO - Men's Shelter	520	436	(84)	≠	40	44	√	35	39	√	134	98	≠	28%	25%	25%	√	28%	7	8	√	22%	9%
YMCA - Men's Overflow [3]	600	985	385	√	84	86	√	35	12	√	N/A	5	N/A	N/A	1%	1%	N/A	1%	7	8	N/A	N/A	N/A
WOMEN																							
LSS - Faith Mission - Nancy's Place [2]	N/A	445	N/A	N/A	42	45	N/A	35	39	N/A	N/A	100	N/A	28%	25%	25%	N/A	25%	7	15	N/A	18%	6%
YMCA - Van Buren Women's Shelter [4]	512	686	174	√	81	81	√	35	45	≠	130	145	√	28%	27%	27%	√	30%	7	12	≠	13%	6%
YMCA - First Time Homeless Shelter [6]	N/A	482	N/A	N/A	20	18	N/A	7	12	≠	N/A	234	N/A	60%	50%	51%	N/A	53%	7	10	N/A	N/A	0%
YMCA - Van Buren Women's Overnight Shelter [7]	180	876	696	√	117	117	√	35	42	N/A	N/A	126	N/A	N/A	14%	14%	N/A	16%	7	5	N/A	N/A	2%
INEBRIATE																							
Maryhaven - Engagement Center Safety [5]	1,200	775	(425)	≠	25	42	√	12	20	≠	588	173	≠	50%	23%	23%	≠	23%	N/A	3	N/A	N/A	0%
Maryhaven - Engagement Center Shelter2Housing [5]	588	149	(439)	≠	25	19	≠	35	45	≠	158	100	≠	28%	73%	73%	√	74%	7	19	≠	7%	10%
VA EMERGENCY HOUSING																							
VOAGO - VA Emergency Housing	52	100	48	√	13	13	√	90	57	√	15	53	√	28%	62%	62%	√	63%	N/A	N/A	N/A	7%	0%
LSS - VA Men & Women	68	134	66	√	24	17	≠	90	50	√	34	52	√	50%	47%	47%	√	50%	N/A	N/A	N/A	9%	0%
AGENCY																							
Lutheran Social Services - Faith Mission [2]	2,691	2,310	(381)	≠	247	257	√	35	43	≠	684	390	≠	28%	19%	19%	≠	19%	7	13	≠	23%	6%

[1] Capacity does not include overflow, with the exception of dedicated overflow programs.

[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] Program opened 11/17/14. Closed 3/31/15.

[4] Program replaced Friends of the Homeless - Rebecca's Place as of 7/30/14. Capacity not fixed.

[5] Program split into two programs on 7/1/14. Shelter2Housing shelters clients who have committed to pursuing housing.

[6] YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Only Women's shelter opened on 8/18/14.

[7] Program opened on 8/18/14 as YMCA Van Buren Women's Flex (Overflow) with flexible capacity. Program name changed to Overnight Shelter in April and closed on 5/20/2015.

[8] Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety.

[9] Exit to family (permanent tenure) is included as successful exit for the TAY population.

[10] Exit to family (permanent tenure) for all age groups is shown and is piloted.

[11] As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program.

[12] The program started with 10 beds on 11/12/14 and ramped up to 46 beds on 11/16/14. Closed 3/29/15.

[13] Recidivism calculated for successful housing exits between reporting period of 7/1/14-3/31/15.

HOMELESS HOTLINE - Single Adult — 7/1/2014-6/30/2015

HOMELESS HOTLINE - Single Adult	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					
7/1/2014-6/30/2015	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
HandsOn Central Ohio - Homeless Hotline	7,000	7,997	√	90%	98%	√	1,400	3,547	√	20%	29%	√

OUTREACH — 7/1/2014-6/30/2015

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%)[2]		
7/1/2014-6/30/2015	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
Maryhaven - Capital Crossroad SID Outreach[3]	N/A	67	N/A	N/A	89	N/A	N/A	76	N/A	N/A	97%	N/A	N/A	24	N/A	N/A	32%	N/A	N/A	33%	N/A
Maryhaven - Outreach	308	130	≠	358	224	≠	216	128	≠	70%	78%	√	108	80	≠	50%	63%	√	25%	42%	√

EMERGENCY SHELTER - Families — 7/1/2014-6/30/2015

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Engagement Time (Days)			Recidivism
7/1/2014-6/30/2015	Goal (#)	Actual (#)	Outcome Achievement	Capacity[1]	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual + TAY SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 5%
YWCA - Family Center	660	1,355	√	50	84	√	20	24	≠	427	723	√	70%	56%	≠	7	9	≠	0%
YWCA - Diversion	N/A	2458	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1454	N/A	39%	50%	√	N/A	N/A	N/A	N/A
VOAGO - Family Overflow at Van Buren	N/A	103	N/A	N/A	26	N/A	N/A	15	N/A	N/A	38	N/A	N/A	56%	N/A	N/A	9	N/A	N/A

ACCESS TO BENEFITS — 7/1/2014-6/30/2015

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications					
7/1/2014-6/30/2015	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
YWCA - Benefits Partnership	182	207	√	200	335	√	106	108	√	42%	32%	≠	40%	28%	≠	50	93	√	42%	28%	≠

[1]Capacity does not include overflow.
[2]Households that exited successfully without accessing DCA are excluded from calculation.
[3]Program started 1/1/14. Goals are not established for this program.

SUPPORTIVE HOUSING - Rebuilding Lives 7/1/2014-6/30/2015	Capacity	Households Served				Program Occupancy			Housing Stability (Months)			Successful Housing Outcomes					
		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	25	30	25	(5)	≠	25	100%	√	24	53	√	27	25	√	90%	100%	√
Community Housing Network - Cassady[2]	10	12	14	2	√	11	110%	√	24	29	√	11	13	√	90%	93%	√
Community Housing Network - Community ACT	42	50	45	(5)	√	42	100%	√	24	45	√	45	42	√	90%	96%	√
Community Housing Network - East 5th Avenue	38	46	48	2	√	37	97%	√	24	36	√	41	45	√	90%	94%	√
Community Housing Network - Hotel St. Clair[2]	30	36	37	1	√	31	103%	√	24	40	√	32	36	√	90%	100%	√
Community Housing Network - Inglewood Court	45	54	52	(2)	√	44	98%	√	12	20	√	49	49	√	90%	94%	√
Community Housing Network - Leasing Supportive Housing	25	30	29	(1)	√	25	100%	√	24	33	√	27	26	√	90%	93%	√
Community Housing Network - North 22nd Street[2]	30	36	40	4	√	31	103%	√	24	48	√	32	38	√	90%	95%	√
Community Housing Network - North High Street	33	40	41	1	√	32	97%	√	24	50	√	36	35	√	90%	90%	√
Community Housing Network - Parsons	25	30	34	4	√	24	96%	√	24	32	√	27	30	√	90%	88%	√
Community Housing Network - RLPTI [1]	108	130	125	(5)	√	102	94%	√	24	43	√	117	110	√	90%	90%	√
Community Housing Network - Safe Havens[3]	13	18	16	(2)	√	14	93%	√	24	63	√	16	15	√	90%	94%	√
Community Housing Network - Southpoint Place	46	55	57	2	√	46	100%	√	24	32	√	50	50	√	90%	91%	√
Maryhaven - Commons at Chantry	50	60	58	(2)	√	48	96%	√	24	42	√	54	51	√	90%	90%	√
National Church Residences - Commons at Buckingham	75	90	88	(2)	√	73	97%	√	24	35	√	81	79	√	90%	91%	√
National Church Residences - Commons at Grant	50	60	53	(7)	≠	50	100%	√	24	70	√	54	51	√	90%	96%	√
National Church Residences - Commons at Livingston	25	30	29	(1)	√	24	96%	√	24	35	√	27	27	√	90%	93%	√
National Church Residences - Commons at Livingston II	35	42	40	(2)	√	34	97%	√	9	15	√	38	35	√	90%	90%	√
National Church Residences - Commons at Third	60	72	68	(4)	√	58	97%	√	20	26	√	64	63	√	90%	94%	√
Southeast - Scattered Sites[4]	120	144	137	(7)	√	116	97%	√	24	37	√	130	114	≠	90%	86%	√
YMCA - 40 West Long Street	105	126	150	24	√	99	94%	√	24	30	√	113	130	√	90%	88%	√
YMCA - 40 West Long Street Expansion	38	46	42	(4)	√	36	95%	√	6	11	√	39	41	√	85%	98%	√
YMCA - Franklin Station[2]	75	90	83	(7)	√	77	103%	√	24	42	√	81	79	√	90%	98%	√
YWCA - WINGS[5]	69	83	91	8	√	64	93%	√	24	27	√	75	84	√	90%	92%	√

[1]The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households) ,CHN Family Homes (SRA/ 2 household), and CHN-RLPTI (TRA/20 households).

[2]Program served RL individuals in Non-RL units or eligible roommates/couples.

[3]3 of 13 units can house couples for a total of 16 clients.

[4]Program transferred to Columbus Area Integrated Health Services as of 6/30/15.

[5]Program relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building.

Program Level: Permanent Supportive Housing - RL

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING 7/1/2014-6/30/2015	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	Capacity	*Goal (#)*	*Actual (#)*	*Variance*	*Outcome Achievement*	*Goal (%)*	*Actual (%)*	*Outcome Achievement*	*Goal (#)*	*Actual (#)*	*Outcome Achievement*	*Goal (#)*	*Actual (#)*	*Outcome Achievement*	*Goal (%)*	*Actual (%)*	*Outcome Achievement*
PERMANENT SUPPORTIVE HOUSING																	
Community Housing Network - Family Homes[1]	15	18	23	5	√	95%	100%	√	24	37	√	15	22	√	85%	96%	√
Community Housing Network - Wilson	8	10	10	0	√	95%	100%	√	24	90	√	9	9	√	85%	100%	√
VOAGO - Family Supportive Housing	30	36	35	(1)	√	95%	100%	√	24	38	√	31	32	√	85%	91%	√
RENTAL ASSISTANCE																	
Amethyst - Shelter Plus Care[3]	72	86	159	73	√	100%	135%	√	20	24	√	73	113	√	85%	71%	≠
ARCO - Shelter Plus Care (TRA)[3]	89	105	113	8	√	100%	119%	√	24	75	√	89	106	√	85%	95%	√
Community Housing Network - Shelter Plus Care (SRA)[1,3]	172	206	234	28	√	100%	107%	√	24	27	√	175	219	√	85%	94%	√
Community Housing Network - Shelter Plus Care (TRA)[1,3]	149	179	189	10	√	100%	95%	√	24	30	√	152	180	√	85%	95%	√
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)[5]	9	11	7	(4)	N/A	100%	56%	N/A	24	55	N/A	9	7	N/A	85%	100%	N/A
Total Rental Assistance[3]	491	576	696	119	√	100%	111%	√	N/A	36	N/A	489	619	√	85%	89%	√
TRANSITIONAL HOUSING																	
Huckleberry House - TLP[4]	24	51	56	5	√	98%	117%	√	10	9	√	18	22	√	77%	92%	√
Maryhaven - Women's[2]	5	10	14	4	√	90%	120%	√	4	5	√	5	8	√	50%	62%	√
Southeast - New Horizons	36	90	104	14	√	95%	100%	√	4	6	≠	43	62	√	77%	91%	√
VOAGO - Veterans	40	100	197	97	√	95%	95%	√	4	3	√	74	84	√	77%	53%	≠
YMCA - ADAMH[2]	15	35	62	27	√	95%	147%	√	4	5	√	8	29	√	77%	67%	≠

[1] The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households) ,CHN Family Homes (SRA/ 2 household), and CHN-RLPTI (TRA/20 households).

[2] Program capacity fluctuates based on need and available capacity.

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

[4] TLP finalized phase one of a three phase expansion.

[5] Program closed as of 3/31/15.

DIRECT HOUSING/RAPID RE-HOUSING — 7/1/2014-6/30/2015

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average $)			Usage of CSB DCA (%)[1]		
	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
Homeless Families Foundation - Direct Housing	200	198	√	246	247	√	15	20	≠	100	96	√	180	175	√	90%	88%	√	$800	$789	√	90%	88%	√
The Salvation Army - Direct Housing	175	175	√	212	222	√	15	21	≠	100	93	√	157	155	√	90%	86%	√	$1,800	$2,011	≠	90%	85%	√
The Salvation Army - Job2Housing	55	60	√	75	78	√	15	20	≠	180	174	√	49	34	≠	90%	85%	√	N/A	N/A	N/A	N/A	N/A	N/A
VOAGO Families - Transition In Place	76	83	√	100	104	√	15	14	√	100	105	√	68	80	√	90%	92%	√	$800	$786	√	90%	93%	√
YWCA - Kinship Care[8]	40	22	N/A	57	39	N/A	2	1	N/A	90	110	N/A	28	29	N/A	70%	74%	N/A	$600	$392	N/A	90%	95%	N/A
Access Ohio - Navigator Program[3]	3,900	1,820	≠	3,970	1,820	≠	28	46	≠	90	85	√	792	440	≠	28%	40%	√	$700	$515	√	28%	23%	√
CSB - Transition Program - Family[2]	N/A	N/A	N/A	420	235	≠	N/A	N/A	N/A	N/A	N/A	N/A	410	226	≠	98%	96%	√	$1,000	$919	√	98%	96%	√
CSB - Transition Program - Single[2]	N/A	N/A	N/A	1065	733	≠	N/A	N/A	N/A	N/A	N/A	N/A	1042	710	≠	98%	97%	√	$700	$508	√	98%	97%	√

PREVENTION — 7/1/2014-6/30/2015

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average $)			Usage of CSB DCA (%)[1]		
	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
Gladden Community House - Stable Families	72	72	√	87	101	√	120	109	√	65	72	√	90%	87%	√	$1,000	$992	√	90%	90%	√
Gladden Community House - Prevention[9]	N/A	329	N/A	320	346	N/A	N/A	5	N/A	310	342	N/A	97%	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Communities In Schools - Stable Families[7]	144	143	√	176	179	√	120	89	√	126	148	√	90%	83%	≠	$1,000	$1,130	≠	90%	80%	≠
YWCA - Bridge to Affordable Housing[4]	50	42	≠	50	42	≠	315	175	√	38	7	≠	75%	64%	≠	$1,200	N/A	N/A	100%	N/A	N/A

SSVF - Supportive Services for Veteran Families — 7/1/2014-6/30/2015

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of SSVF DCA (%)[1]		
	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
LSS - SSVF Prevention	28	35	√	30	42	√	N/A	N/A	N/A	90	65	√	25	38	√	90%	100%	√	50%	100%	√
LSS - SSVF Rapid Re-housing[5]	60	122	√	70	160	√	30	31	√	90	88	√	50	110	√	80%	78%	√	80%	77%	√
VOAGO - SSVF Prevention	128	83	≠	136	142	√	N/A	N/A	N/A	90	124	≠	109	95	≠	90%	87%	√	40%	91%	√
VOAGO - SSVF Rapid Re-housing[6]	192	206	√	207	286	√	30	39	≠	90	151	≠	146	155	√	80%	78%	√	60%	80%	√

[1] Households that exited successfully without accessing DCA are excluded from calculation.

[2] As of 7/1/14, goals were split into Singles and Families.

[3] Program started 9/15/14.

[4] Program started 7/1/2014. DCA outcomes could not be reported due to unavailable data in CSP.

[5] 47 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs or the homeless program service ended prior to SSVF program entry

[6] 73 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs or the homeless program service ended prior to SSVF program entry

[7] Program closed as of 6/30/15.

[8] Program closed as of 3/31/15.

[9] Program closed as of 1/31/15.

Program Level: Direct Housing/Rapid Re-housing, Prevention, SSVF

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