

# **SYSTEM & PROGRAM INDICATOR REPORT**

FY2015  
7/1/14 – 9/30/14

### **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 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](http://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:

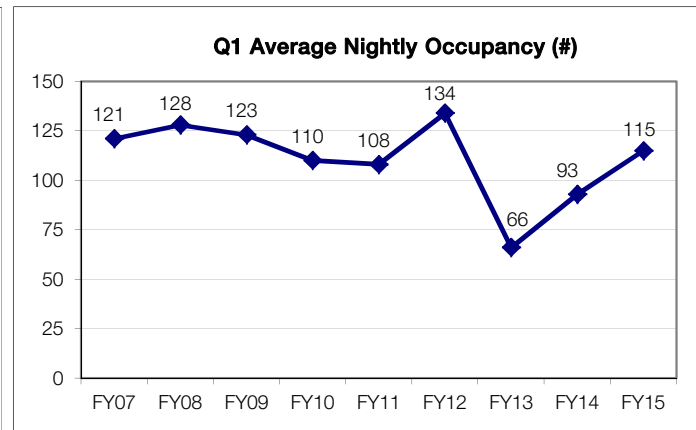
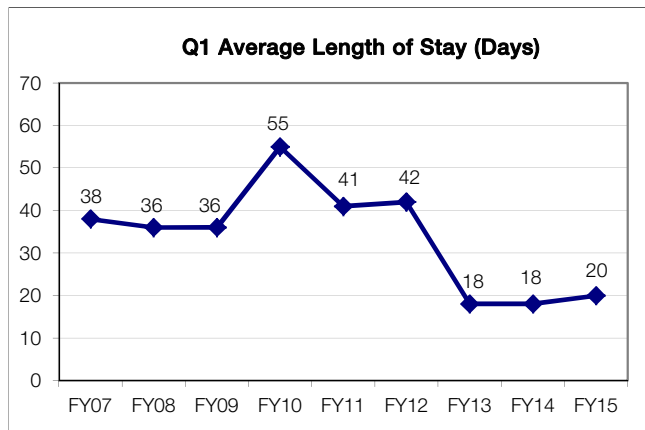
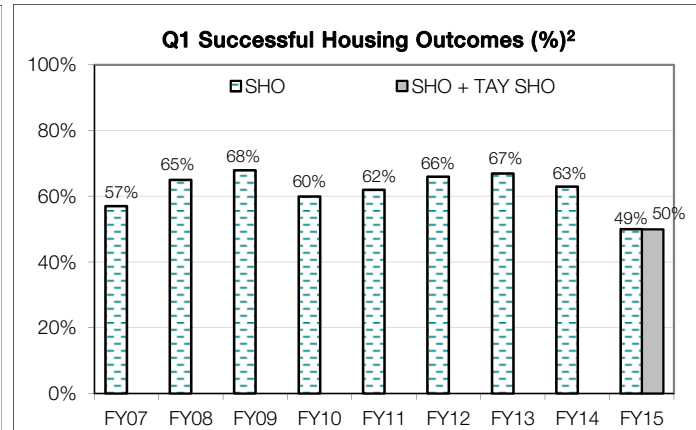
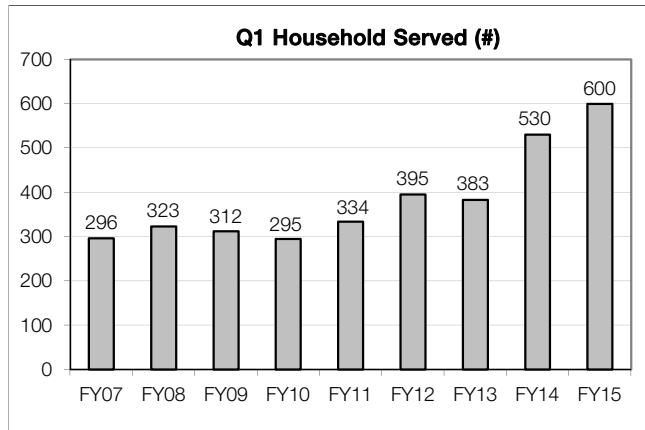
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					System of Concern	
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Family System	245	600	√	50	115	20	20	√	137	233	√	70%	50%	≠	Yes



DEMOGRAPHICS	Family
Households Served	600
Percent Newly homeless	72%
Recidivism <sup>1</sup>	1%
Clients Served	2,041
Average Age (HoH)	30
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$767
Percent Working at Entry	41%
Race - White (HoH) <sup>3</sup>	29%
Race - Black (HoH) <sup>3</sup>	71%
Race - Other (HoH) <sup>3</sup>	1%
Hispanic (HoH) <sup>3</sup>	5%
Non-Hispanic (HoH) <sup>3</sup>	96%
Adults Served	811
Children Served	1,230
Mean Family Size	3.4
Average Number of Children	2.0
Adults 18-24 years (HoH)	28%
Children 0 - 2 years	29%
Children 3 - 7 years	39%
Children 8 - 12 years	22%
Children 13 - 17 years	10%

The Family Emergency Shelter System served 13% more households compared to the same reporting period of last fiscal year, the highest in the past nine reporting periods. The decrease in successful housing outcomes for the system is very concerning, the reported rate is the lowest in nine reporting periods. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (28% employed in the same reporting period of last fiscal year). We are qualifying this system as a "system of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

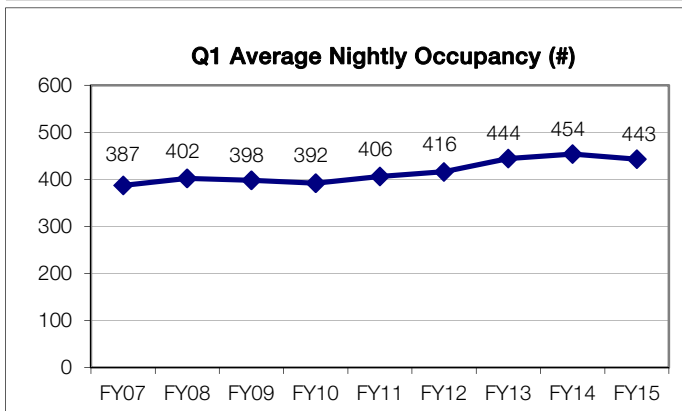
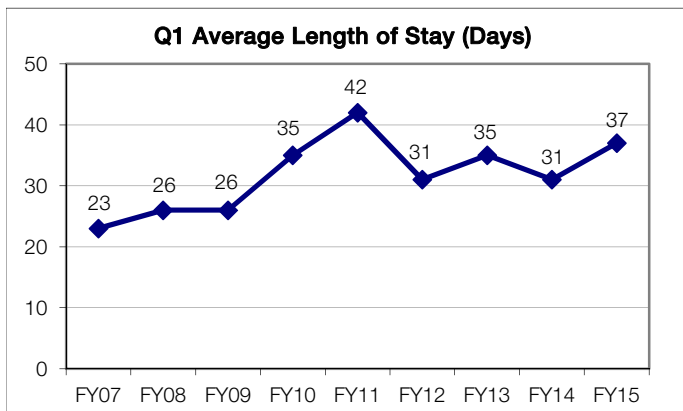
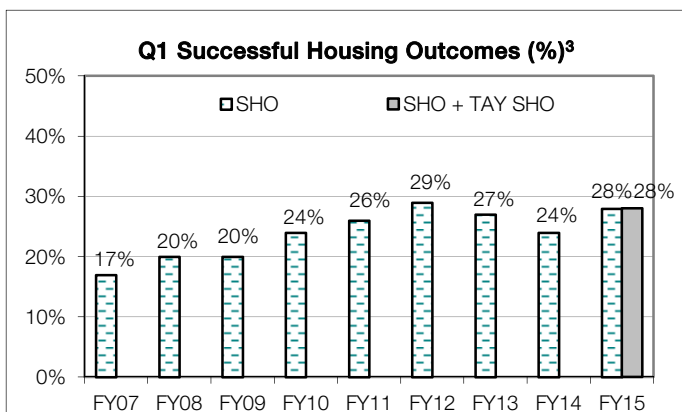
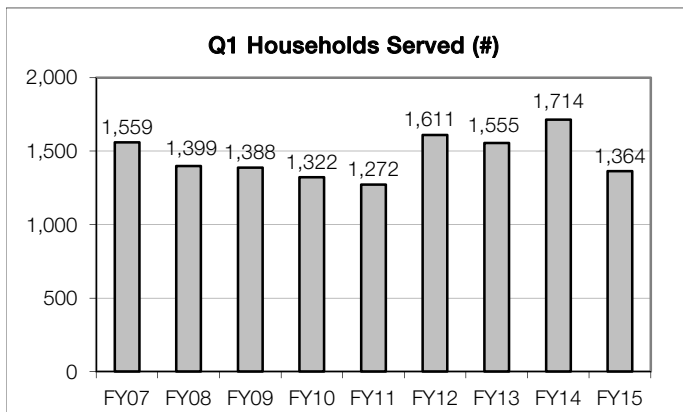
<sup>1</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2014 - 6/30/2014.

<sup>2</sup>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 same rate of 50% was measured.

<sup>3</sup>Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					System of Concern	
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Men's System	1,650	1,364	≠	445	443	35	37	√	322	258	≠	28%	28%	√	No



DEMOGRAPHICS	Men
Households Served	1,364
Percent Newly homeless	40%
Recidivism <sup>1</sup>	7%
Average Age	43
Men as a percent of total single adults served	70%
Veterans (U.S. Military) all adults	12%
Average Monthly Household Income	\$380
Percent Working at Entry	24%
Average Daily Waitlist Number	19
Race - White <sup>2</sup>	33%
Race - Black <sup>2</sup>	64%
Race - Other <sup>2</sup>	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years	8%
Adults 25 - 34 years	20%
Adults 35 - 44 years	23%
Adults 45 - 55 years	34%
Adults 56 - 61 years	11%
Adults 62+ years	4%

The system experienced a decrease in the number of individuals served by 20%, compared to the same reporting period of last fiscal year. The percent of newly homeless is concerning in that it shows that the majority of single adults served received shelter services in previous years. The increase in successful housing outcomes is encouraging. On average 19 single adult men were not able to receive shelter daily due to capacity limitations. The average length of stay significantly increased compared to the same reporting period of last fiscal year. This increase prevented turnover in beds and the opportunity for the single men on the waitlist to receive a shelter bed, accounting for the significant decrease in number served.

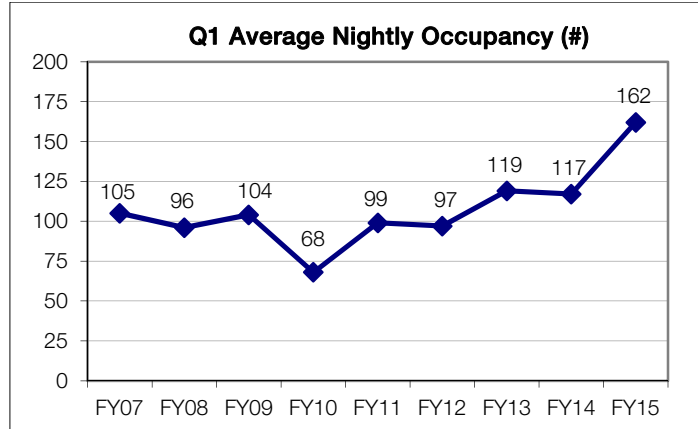
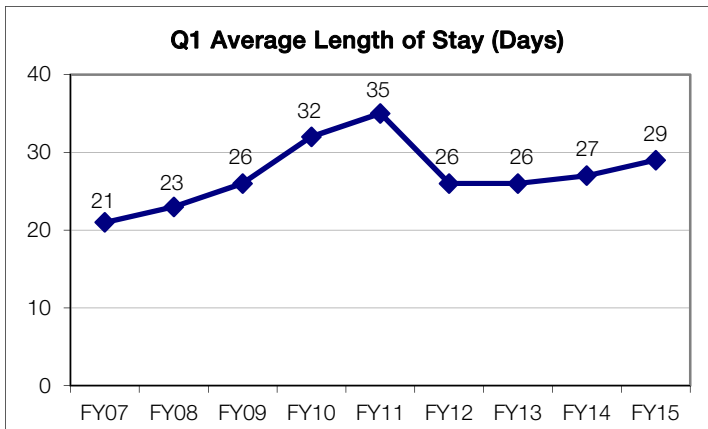
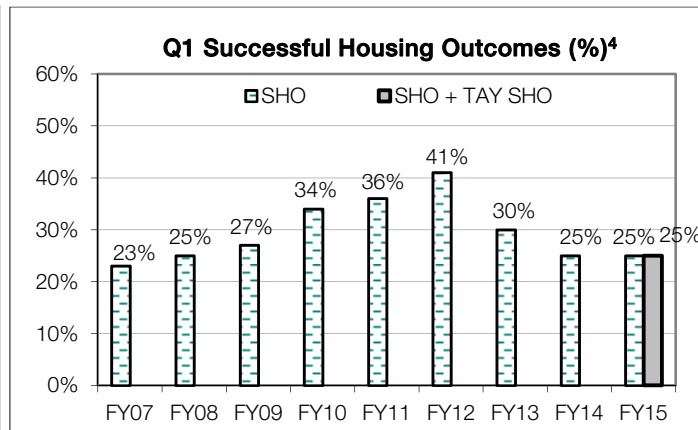
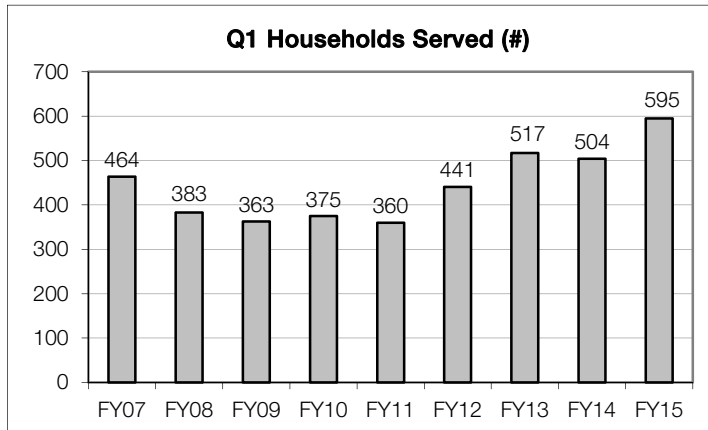
<sup>1</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2014 - 6/30/2014.

<sup>2</sup>Due to rounding percentage does not add up to 100%.

<sup>3</sup>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.

# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>4</sup>					System of Concern	
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
Women's System	500	595	√	263	162	35	29	√	104	85	≠	28%	25%	√	No



DEMOGRAPHICS	Women
Households Served	595
Percent Newly homeless	56%
Recidivism <sup>2</sup>	4%
Average Age	40
Women as a percent of total single adults served	30%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$389
Percent Working at Entry	24%
Race - White	35%
Race - Black	63%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>3</sup>	16%
Adults 25 - 34 years <sup>3</sup>	22%
Adults 35 - 44 years <sup>3</sup>	21%
Adults 45 - 55 years <sup>3</sup>	32%
Adults 56 - 61 years <sup>3</sup>	6%
Adults 62+ years <sup>3</sup>	3%

The system experienced an increase in the number of individuals served by 18%, compared to the same reporting period of last fiscal year. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "Front Door" shelter and 142 flexible capacity beds. All women that need shelter are now able to receive it.

<sup>1</sup> Seasonal overflow capacity is not included. Flexible capacity is included.

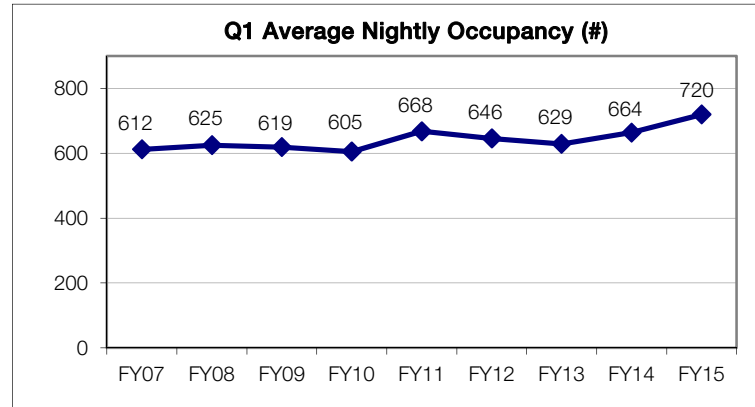
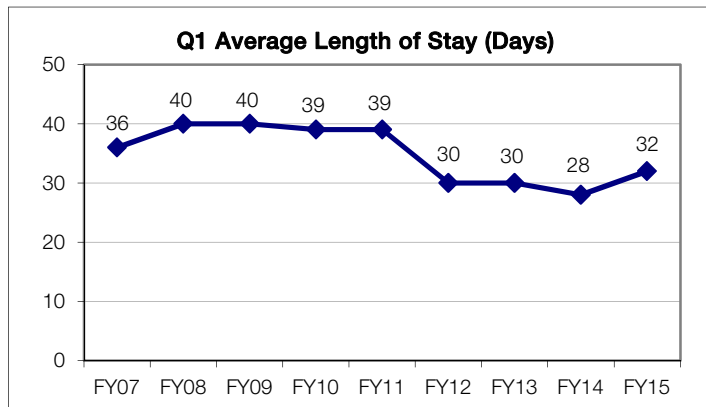
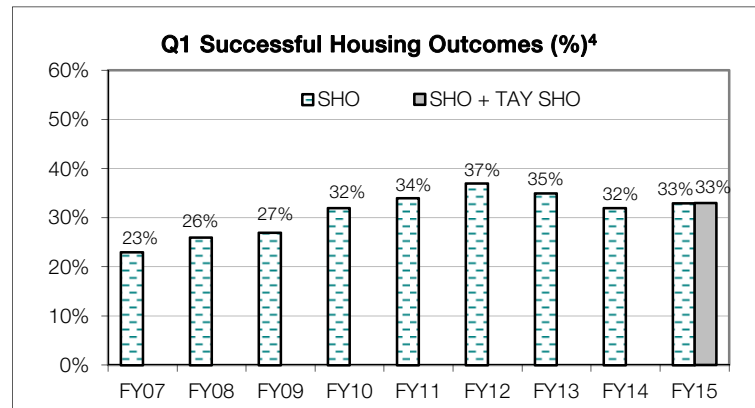
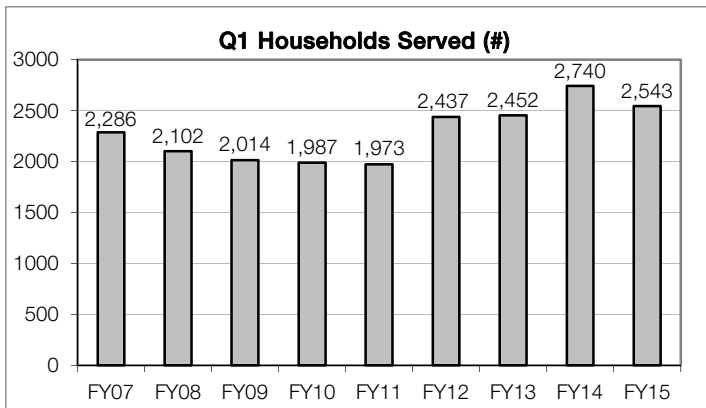
<sup>2</sup> Recidivism calculated for successful housing exits between reporting period of 4/1/2014 - 6/30/2014.

<sup>3</sup> Due to rounding percentage exceeds 100%.

<sup>4</sup> 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 28% was measured.

# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>4</sup>						System of Concern
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	2,395	2,543	✓	758	720	30	32	✓	563	576	✓	35%	33%	✓	No



DEMOGRAPHICS	Family & Adults
Households Served	2,543
Percent Newly homeless	52%
Recidivism <sup>3</sup>	4%
Clients Served	3,979
Adults Served	2,749
Children Served	1,230
Average Age (HoH)	39
Gender - Male (HoH)	55%
Gender - Female (HoH)	45%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$485
Percent Working at Entry	28%
Average Daily Waitlist Number	19
Race - White (HoH)	33%
Race - Black (HoH)	65%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	15%

We are reporting a decrease in households served by 7% compared to the same reporting period of last fiscal year 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 "Front Door" shelter and 142 flexible capacity beds. On average 19 single men were not able to receive shelter daily, due to capacity limitations while all women that needed shelter were sheltered, starting August 19.

<sup>1</sup>System includes single adult and family shelters.

<sup>2</sup>Seasonal overflow capacity is not included. Flexible capacity for single women is included.

<sup>3</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2014 - 6/30/2014.

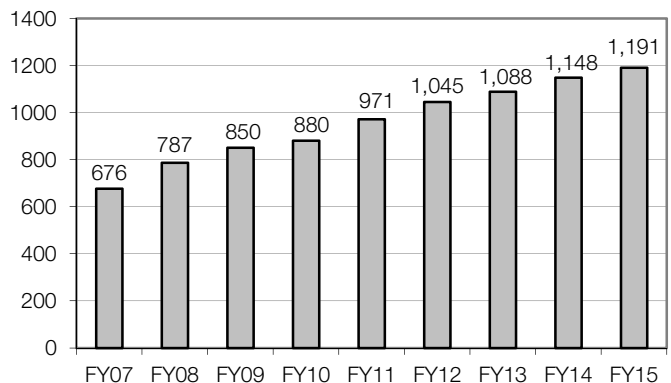
<sup>4</sup>A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of the household aged 18-24. When considering permanent exits to family for all age groups, a rate of 35% was measured.



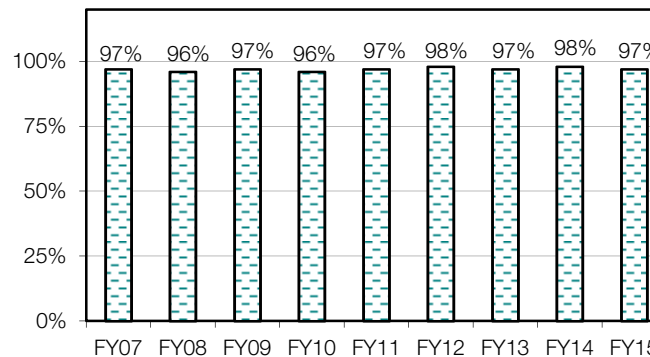
# System and Program Indicator Report

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
PSH System	1,231	1,191	√	95%	97%	√	24	34	√	1,108	1,153	√	90%	97%	√	No

**Q1 Households Served (#)**

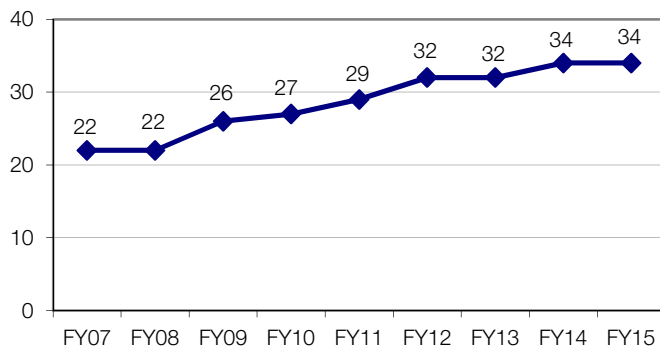


**Q1 Successful Housing Outcomes (#)**

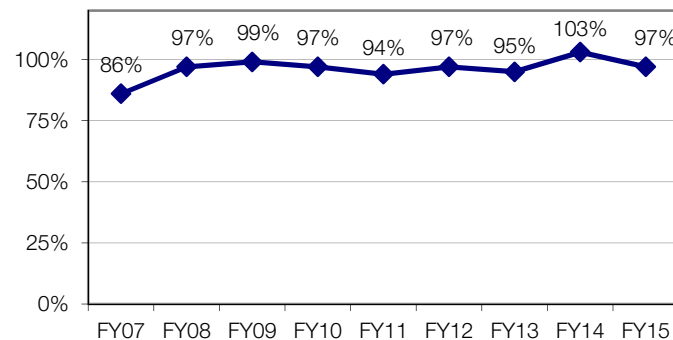


The PSH System continues to perform well. The inventory as of 9/30/14 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. Four percent more households were served this reporting period compared to the same reporting period of last fiscal year. At 97%, the occupancy rate is showing good utilization of resources.

**Q1 Housing Stability (Months)**

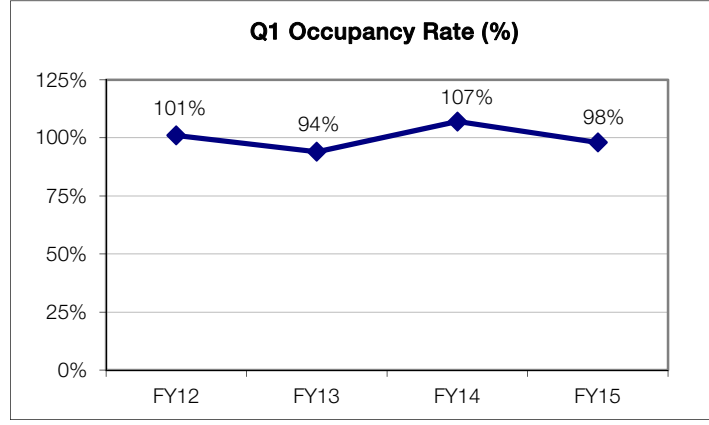
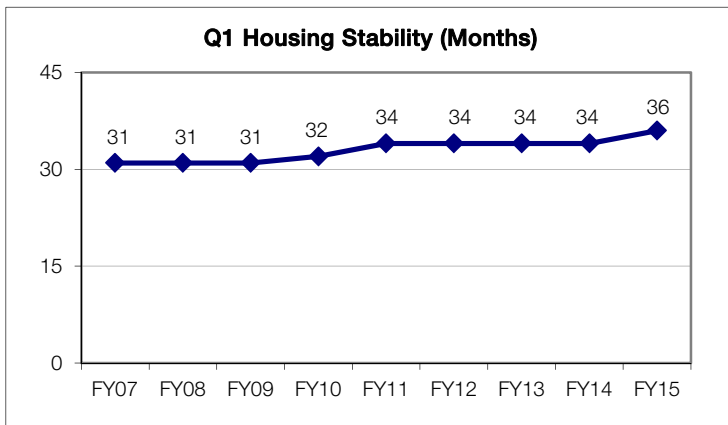
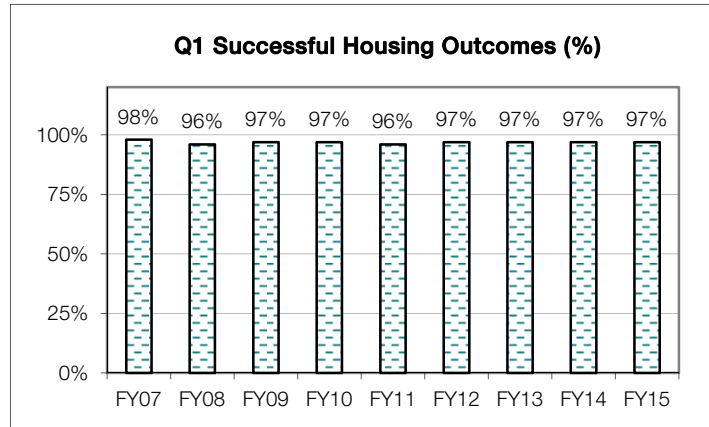
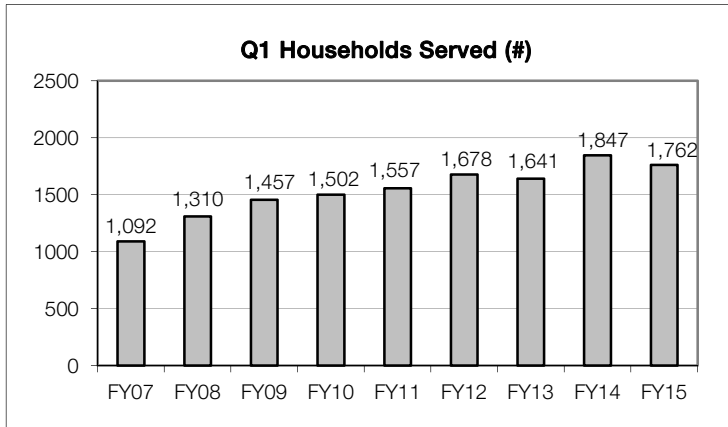


**Q1 Occupancy Rate (%)**



# System and Program Indicator Report

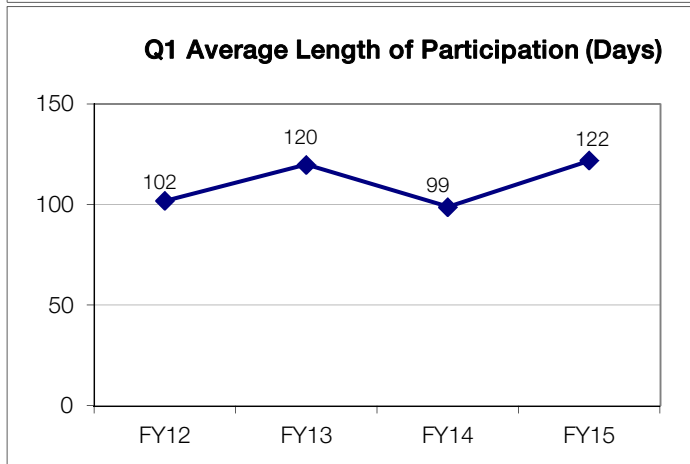
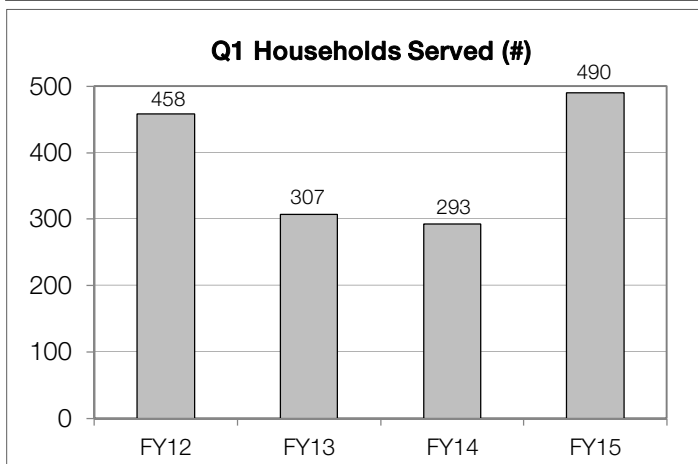
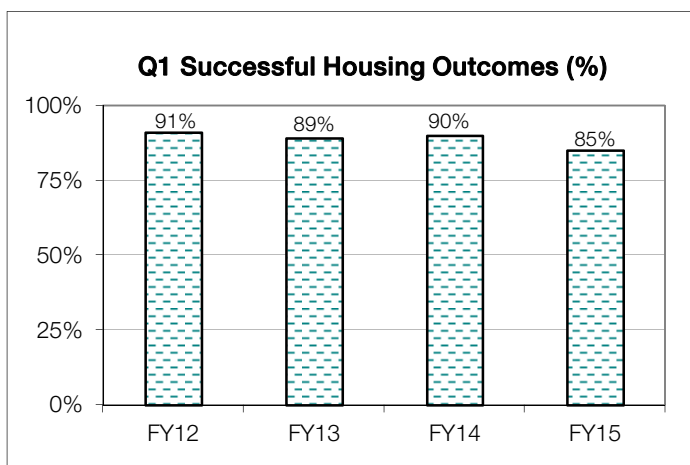
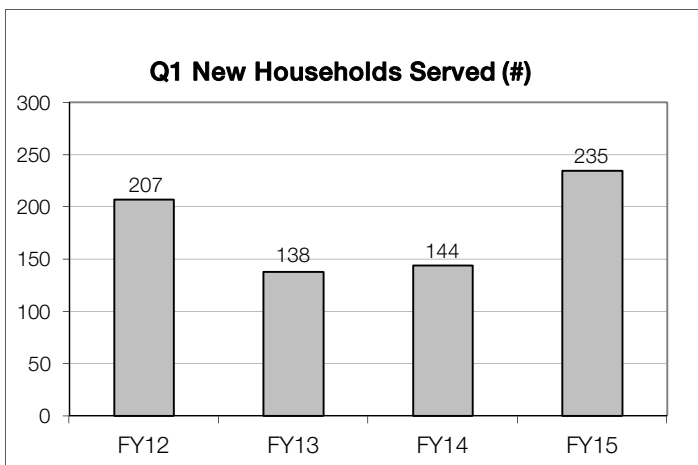
FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Total PSH System	1,802	1,762	√	95%	98%	√	24	36	√	1,532	1,701	√	85%	97%	√	No



The system continues to perform well, with good occupancy and success rates. Five 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 271 is not included in CSP.

# System and Program Indicator Report

FY15 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Direct Housing Rapid Re-housing System <sup>1</sup>	193	235	✓	345	490	✓	110	122	✓	169	167	✓	90%	85%	✓	No



DEMOGRAPHICS	Family & Adults
Households Served	490
Recidivism <sup>2</sup>	4%
Clients Served	1,182
Average Age (HoH)	39
Gender - Male (HoH)	45%
Gender - Female (HoH)	55%
Veterans (U.S. Military) all adults	35%
Average Monthly Household Income	\$493
Percent Working at Entry	24%
Adults Served	601
Children Served	581
Race - White (HoH)	29%
Race - Black (HoH)	69%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size <sup>3</sup>	3.3
Average Number of Children <sup>3</sup>	1.9
Children 0 - 2 years <sup>3</sup>	28%
Children 3 - 7 years <sup>3</sup>	37%
Children 8 - 12 years <sup>3</sup>	25%
Children 13 - 17 years <sup>3</sup>	10%

The performance of the system, reflected by the successful housing outcomes is good. The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

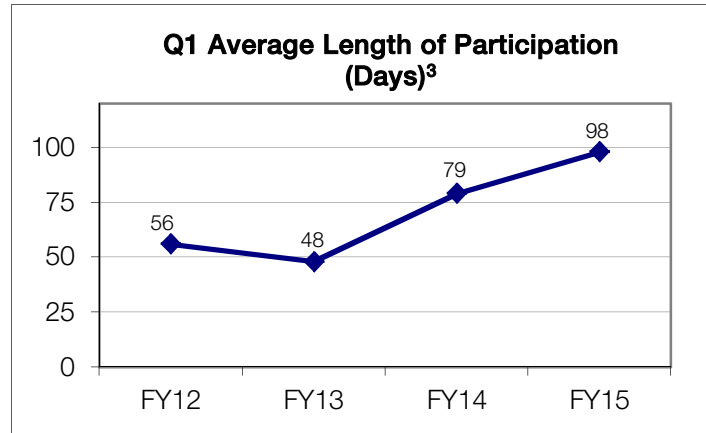
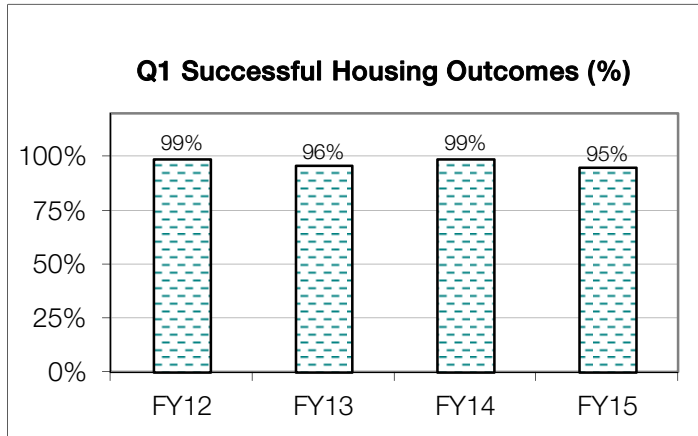
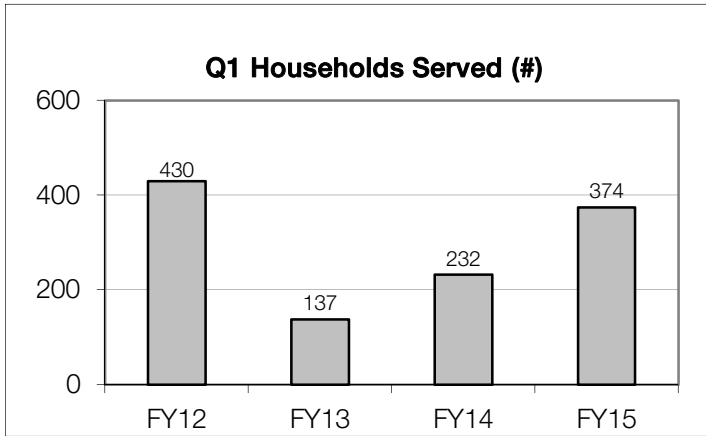
<sup>1</sup>System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. CSB Transition is excluded.

<sup>2</sup>Recidivism calculated for successful housing exits between reporting period of 4/1/2014 - 6/30/2014.

<sup>3</sup>Data only refers to families served.

# System and Program Indicator Report

FY15 Prevention	Households Served			Average Length of Participation (Days) <sup>3</sup>			Successful Housing Outcomes						System of Concern
	7/1/2014-9/30/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	235	374	√	90	98	√	163	282	√	93%	95%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	374
Recidivism <sup>4</sup>	4%
Clients Served	1,071
Average Age (HoH)	41
Gender - Male (HoH)	30%
Gender - Female (HoH)	70%
Veterans (U.S. Military) all adults	18%
Average Monthly Household Income	\$947
Percent Working at Entry	45%
Race - White (HoH)	45%
Race - Black (HoH)	54%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	525
Children Served	546
Mean Family Size <sup>2</sup>	3.7
Average Number of Children <sup>2</sup>	2.1
Children 0 - 2 years <sup>2</sup>	21%
Children 3 - 7 years <sup>2</sup>	34%
Children 8 - 12 years <sup>2</sup>	25%
Children 13 - 17 years <sup>2</sup>	20%

The performance of the system, reflected by the successful housing outcomes is very good. The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

<sup>1</sup> System includes CIS Stable Families, Gladden Community House Prevention and Stable Families, LSS SSVF and VOAGO SSVF, and YWCA Bridge to Affordable Housing.

<sup>2</sup> Data only refers to the families served.

<sup>3</sup> Excludes GCH Prevention. Average length of participation including GCH Prevention is 49 days.

<sup>4</sup> Calculated for successful housing exits between reporting period of 7/1/2013 - 9/30/2013 entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>8</sup>							Movement	Recidivism	Program of Concern		
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Actual + TAY SHO (%) <sup>9</sup>	Outcome Achievement				Actual + All Exits to Family Permanent (%) <sup>10</sup>	
7/1/2014-9/30/2014																						
<b>MEN</b>																						
LSS - Faith Mission on 6th <sup>2</sup>	N/A	464	N/A	N/A	110	109	√	35	27	N/A	N/A	73	N/A	28%	21%	21%	N/A	21%	21%	8%	N/A	
LSS - Faith Mission on 8th <sup>2</sup>	N/A	330	N/A	N/A	95	94	√	35	34	N/A	N/A	59	N/A	28%	25%	25%	N/A	25%	19%	11%	N/A	
Friends of the Homeless - Men's Shelter	489	396	(93)	≠	130	122	≠	35	35	√	101	63	≠	28%	23%	23%	√	25%	16%	12%	Yes	
VOAGO - Men's Shelter	188	162	(26)	≠	40	44	√	35	31	√	41	30	≠	28%	25%	25%	√	28%	23%	14%	No	
<b>WOMEN</b>																						
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	162	N/A	N/A	42	42	√	35	31	N/A	N/A	36	N/A	28%	30%	30%	N/A	30%	13%	7%	N/A	
YMCA - Van Buren Women's Shelter <sup>4</sup>	177	125	(52)	≠	47	47	√	35	45	≠	36	24	≠	28%	31%	31%	√	33%	23%	N/A <sup>12</sup>	N/A	
YMCA - Front Door Shelter <sup>5</sup>	N/A	93	N/A	N/A	20	11	N/A	7	10	N/A	N/A	3	N/A	60%	4%	5%	N/A	9%	N/A	N/A <sup>12</sup>	N/A	
YMCA - Women's Flexible Capacity <sup>7</sup>	N/A	290	N/A	N/A	142	50	N/A	N/A	15	N/A	N/A	12	N/A	N/A	8%	9%	N/A	11%	29%	N/A <sup>12</sup>	N/A	
<b>INEBRIATE</b>																						
Maryhaven - Engagement Center Safety <sup>5</sup>	438	335	(103)	≠	25	42	√	12	13	√	207	72	≠	50%	24%	24%	≠	24%	N/A	12%	N/A	
Maryhaven - Engagement Center Shelter2Housing <sup>5</sup>	207	65	(142)	≠	25	20	≠	35	28	√	51	31	≠	28%	79%	79%	√	85%	10%	N/A <sup>12</sup>	N/A	
<b>DROP IN CENTER</b>																						
OSU Star House <sup>11</sup>	N/A	266	N/A	N/A	N/A	100	N/A	N/A	44	N/A	N/A	0	N/A	N/A	0%	0%	N/A	0%	N/A	N/A	N/A	
<b>VA EMERGENCY HOUSING</b>																						
VOAGO - VA Emergency Housing <sup>3</sup>	13	37	24	√	13	13	√	90	56	√	4	16	√	28%	62%	62%	√	62%	8%	0%	No	
LSS - VA Men & Women <sup>3</sup>	17	33	16	√	19	14	≠	90	53	√	8	10	√	50%	53%	53%	√	58%	21%	0%	No	
<b>AGENCY</b>																						
Lutheran Social Services - Faith Mission <sup>2</sup>	930	924	(6)	√	247	244	√	35	31	√	191	168	≠	28%	25%	25%	√	25%	20%	8%	No	

<sup>1</sup> Capacity does not include overflow, with the exception of dedicated overflow programs.

<sup>2</sup> 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.

<sup>3</sup> Non-CSB funded program.

<sup>4</sup> Program replaced Friends of the Homeless - Rebecca's Place as of 7/30/14. Program too new to be evaluated.

<sup>5</sup> Program split into two programs on 7/1/14. Shelter2Housing shelters clients who have committed to pursuing housing. Program too new to be evaluated.

shelters combined. Women's shelter opened on 8/18/14.

<sup>7</sup> Program opened on 8/18/14. Program too new to be evaluated.

<sup>8</sup> Successful outcomes measure for YMCA Front Door Shelter and Maryhaven Engagement Center Safety.

<sup>9</sup> Exit to family (permanent tenure) is included as successful exit for the TAY population.

<sup>10</sup> Exit to family (permanent tenure) for all age groups is shown and is piloted.

<sup>11</sup> Program in operation since 2006. Program started participation in CSP on 1/15/14. Goals are not established to evaluate the program.

<sup>12</sup> Programs opened beginning of FY15. Programs are too new to evaluate recidivism rates.

System and Program Indicator Report

COORDINATED POINT OF ACCESS - Single Adult	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2014-9/30/2014													
HandsOn Central Ohio - CPOA <sup>4</sup>	2,400	2,631	✓	90%	97%	✓	480	869	✓	20%	33%	✓	No

NAVIGATOR - Single Adult	New Households Served			Households Served						Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes					Average Engagement Time (Days) <sup>5</sup>			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
7/1/2014-9/30/2014																									
LSS - Navigator Pilot <sup>2</sup>	30	8	✗	100	52	✗	60%	22%	✗	30	20	✓	90	76	✓	25	23	✓	25%	50%	✓	7	10	✗	No

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes					Average Engagement Time (Days) <sup>5</sup>			Recidivism	Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual			Outcome Achievement
7/1/2014-9/30/2014																				
YWCA - Family Center <sup>3</sup>	245	600	✓	50	115	✓	20	20	✓	137	233	✓	70%	50%	✗	7	8	✓	1%	Yes
YWCA - Diversion	N/A	797	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	357	N/A	39%	41%	✓	N/A	N/A	N/A	N/A	N/A

ACCESS TO BENEFITS	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
7/1/2014-9/30/2014																						
YWCA - Benefits Partnership	46	45	✓	64	185	✓	27	28	✓	42%	15%	✗	40%	25%	✗	13	20	✓	42%	11%	✗	No

<sup>1</sup>Capacity does not include overflow.

<sup>2</sup>Program started 10/1/13. There were no transitional age youth clients who exited to family, permanent tenure. This pilot program ended as of 9/30/14.

<sup>3</sup>We are qualifying the program as a "program of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

<sup>4</sup>5 clients were served by the Mediator Pilot program. The diversion rate of clients served by the program was 20%.

<sup>5</sup>Formerly known as Average Transition Time.

System and Program Indicator Report

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2014-9/30/2014																		
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	24	44	√	23	25	√	90%	100%	√	No
Community Housing Network - Cassady <sup>4</sup>	10	10	11	1	√	11	110%	√	24	28	√	9	11	√	90%	100%	√	No
Community Housing Network - Community ACT	42	44	42	(2)	√	42	100%	√	24	40	√	40	41	√	90%	98%	√	No
Community Housing Network - East 5th Avenue	38	40	39	(1)	√	36	95%	√	24	36	√	36	38	√	90%	97%	√	No
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	31	31	0	√	30	100%	√	24	38	√	28	31	√	90%	100%	√	No
Community Housing Network - Inglewood Court	45	47	47	0	√	44	98%	√	12	14	√	42	46	√	90%	98%	√	No
Community Housing Network - Leased Supportive Housing	25	26	25	(1)	√	25	100%	√	24	29	√	23	25	√	90%	100%	√	No
Community Housing Network - North 22nd Street	30	31	35	4	√	30	100%	√	24	46	√	28	33	√	90%	94%	√	No
Community Housing Network - North High Street	33	34	34	0	√	32	97%	√	24	52	√	31	32	√	90%	100%	√	No
Community Housing Network - Parsons	25	26	26	0	√	23	92%	√	24	34	√	23	24	√	90%	92%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	113	101	(12)	≠	98	91%	√	24	45	√	102	95	√	90%	94%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	16	14	(2)	√	14	108%	√	24	63	√	14	14	√	90%	100%	√	No
Community Housing Network - Southpoint Place <sup>4</sup>	46	48	48	0	√	47	102%	√	24	30	√	43	45	√	90%	94%	√	No
Maryhaven - Commons at Chantry	50	52	50	(2)	√	49	98%	√	24	40	√	47	46	√	90%	92%	√	No
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	73	97%	√	24	32	√	71	74	√	90%	97%	√	No
National Church Residences - Commons at Grant	50	52	50	(2)	√	50	100%	√	24	65	√	47	50	√	90%	100%	√	No
National Church Residences - Commons at Livingston	25	26	26	0	√	24	96%	√	24	30	√	23	26	√	90%	100%	√	No
National Church Residences - Commons at Livingston II	35	37	35	(2)	√	34	97%	√	6	8	√	33	34	√	90%	97%	√	No
National Church Residences - Commons at Third	60	63	62	(1)	√	58	97%	√	20	20	√	57	60	√	90%	97%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	126	124	(2)	√	117	98%	√	24	33	√	113	119	√	90%	98%	√	No
YMCA - 40 West Long Street <sup>5</sup>	105	110	111	1	√	87	83%	≠	24	33	√	99	109	√	90%	98%	√	No
YMCA - 40 West Long Street Expansion <sup>5</sup>	38	40	36	(4)	√	32	84%	≠	3	4	√	34	35	√	85%	97%	√	No
YMCA - Franklin Station <sup>4</sup>	75	79	79	0	√	79	105%	√	24	35	√	71	78	√	90%	100%	√	No
YWCA - WINGS	69	72	71	(1)	√	69	100%	√	24	27	√	65	69	√	90%	97%	√	No

<sup>1</sup>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.

<sup>2</sup>The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/1 household), CHN-RLPTI (TRA/9 households); Southeast Scattered Sites (TRA/2 households).

<sup>3</sup>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.

<sup>4</sup>Program served RL individuals in Non-RL units or eligible roommates/couples.

<sup>5</sup>Program started transferring clients from 40 W. Long to Expansion on 5/1/14.

System and Program Indicator Report

TRANSITIONAL HOUSING/SUPPORTIVE HOUSING - Non Rebuilding Lives <sup>1</sup>		Households Served					Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
7/1/2014-9/30/2014		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
<b>TRANSITIONAL HOUSING</b>																			
Huckleberry House - Transitional Living Program <sup>7</sup>		24	30	36	6	√	98%	108%	√	10	7	√	5	5	√	77%	71%	≠	No
Maryhaven - Women's Program <sup>5</sup>		5	5	5	0	√	90%	100%	√	4	5	√	1	0	N/A <sup>8</sup>	50%	N/A	N/A <sup>8</sup>	No
Southeast - New Horizons Transitional Housing		36	48	61	13	√	95%	100%	√	4	5	√	11	21	√	77%	84%	√	No
VOAGO - Veterans Program <sup>3</sup>		40	45	92	47	√	95%	95%	√	4	2	√	18	26	√	77%	46%	≠	No
YMCA - ADAMH <sup>5</sup>		5	10	31	21	√	95%	400%	√	4	4	√	2	11	√	77%	79%	√	No
<b>PERMANENT SUPPORTIVE HOUSING</b>																			
Community Housing Network - Family Homes <sup>4</sup>		15	16	15	(1)	√	95%	93%	√	24	54	√	14	14	√	85%	93%	√	No
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	104	√	7	8	√	85%	100%	√	No
VOAGO - Family Supportive Housing		30	31	31	0	√	95%	100%	√	24	35	√	26	30	√	85%	97%	√	No
<b>SHELTER PLUS CARE</b>																			
Amethyst - Shelter Plus Care <sup>6</sup>		72	76	114	38	√	100%	142%	√	20	27	√	65	105	√	85%	92%	√	No
ARCO - Shelter Plus Care (TRA) <sup>6</sup>		89	93	112	19	√	100%	125%	√	24	68	√	79	110	√	85%	98%	√	No
Community Housing Network - Shelter Plus Care (SRA) <sup>4</sup>		172	181	184	3	√	100%	95%	√	24	25	√	154	167	√	85%	97%	√	No
Community Housing Network - Shelter Plus Care (TRA) <sup>4</sup>		149	156	120	(36)	≠	100%	77%	≠	24	35	√	133	117	≠	85%	98%	√	Yes
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA) <sup>9</sup>		9	9	7	(2)	≠	100%	78%	≠	24	52	√	8	7	√	85%	100%	√	N/A
Total Shelter Plus Care		491	515	528	22	√	100%	101%	√	N/A	37	N/A	439	506	√	85%	96%	√	No

<sup>1</sup> As of 7/1/14, these programs are CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

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

<sup>3</sup> VOAGO- Veterans is not a HUD CoC funded program but receives VA funding. As of 01/01/2011 it is mandatory for this program to participate in CSP.

<sup>4</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/1 household), CHN-RLPTI (TRA/9 households); Southeast Scattered Sites (TRA/2 households).

<sup>5</sup> Program capacity fluctuates based on need and available capacity.

<sup>6</sup> CMHA allows over-leasing for this program.

<sup>7</sup> TLP is in the process of phase one of a 3 year expansion.

<sup>8</sup> Program did not have any household exits. Measure could not be calculated.

<sup>9</sup> Not evaluated. Program is scheduled to close at the end of December 2014.



System and Program Indicator Report

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>1</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>2</sup>			Program of Concern	Notes
	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	
7/1/2014-9/30/2014																										
Homeless Families Foundation -Rolling Stock	50	59	√	96	108	√	15	23	≠	100	101	√	45	40	≠	90%	85%	√	\$800	\$798	√	90%	85%	√	No	<sup>1</sup> Successful outcomes measure for YWCA - Kinship Care. <sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation. <sup>3</sup> As of 7/1/14, goals were split into Singles and Families.
The Salvation Army - Direct Housing	48	49	√	85	97	√	15	22	≠	100	104	√	43	43	√	90%	98%	√	\$1,800	\$1,461	√	90%	98%	√	No	
The Salvation Army - Job2Housing	13	12	√	33	30	√	15	15	√	180	203	≠	12	13	√	90%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	No	
VOAGO Families -Transition in Place	19	27	√	43	48	√	15	19	≠	100	119	≠	17	18	√	90%	90%	√	\$800	\$793	√	90%	90%	√	No	
YWCA - Kinship Care	10	6	≠	27	23	≠	2	0	√	90	123	≠	7	12	√	70%	71%	√	\$600	\$283	√	90%	100%	√	No	
CSB - Transition Program - Family <sup>3</sup>	N/A	N/A	N/A	120	92	≠	N/A	N/A	N/A	N/A	N/A	N/A	117	87	≠	98%	95%	√	\$1,000	\$926	√	98%	95%	√	No	
CSB - Transition Program - Single <sup>3</sup>	N/A	N/A	N/A	215	216	√	N/A	N/A	N/A	N/A	N/A	N/A	210	208	√	98%	96%	√	\$700	\$515	√	98%	96%	√	No	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			Program of Concern	Notes			
	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				
7/1/2014-9/30/2014																										
Gladden Community House - Prevention	N/A	N/A	N/A	80	162	√	N/A	N/A	N/A	78	161	√	97%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation. <sup>2</sup> Program started 7/1/2014. No exits occurred in the reporting period. Program too new to evaluate.
Gladden Community House - Stable Families	18	18	√	33	48	√	90	75	√	16	21	√	90%	88%	√	\$1,000	\$945	√	90%	87%	√	No				
Communities In Schools - Stable Families	36	36	√	68	72	√	90	96	√	29	42	√	90%	89%	√	\$1,000	\$845	√	90%	89%	√	No				
YWCA - Bridge to Affordable Housing <sup>2</sup>	15	5	≠	15	5	≠	45	N/A	N/A	2	0	N/A	75%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				

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 (%) <sup>3</sup>			Program of Concern	Notes	
	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		
7/1/2014-9/30/2014																								
LSS - SSVF Prevention	10	15	√	12	22	√	N/A	N/A	N/A	90	86	√	9	12	√	90%	100%	√	50%	100%	√	No	<sup>1</sup> 7 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs. <sup>2</sup> 38 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs. <sup>3</sup> Households that exited successfully without accessing DCA are excluded from calculation.	
LSS - SSVF Rapid Re-housing <sup>1</sup>	15	22	√	22	60	√	30	22	√	90	140	≠	10	35	√	80%	95%	√	80%	97%	√	No		
VOAGO - SSVF Prevention	32	6	≠	40	65	√	N/A	N/A	N/A	90	113	≠	29	46	√	90%	85%	√	40%	91%	√	No		
VOAGO - SSVF Rapid Re-housing <sup>2</sup>	48	66	√	63	146	√	30	30	√	90	122	≠	38	19	≠	80%	53%	≠	60%	58%	√	No		

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern	Notes	
	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		
7/1/2014-9/30/2014																								
Maryhaven - Capital Crossroad SID Outreach <sup>2</sup>	N/A	35	N/A	N/A	57	N/A	N/A	35	N/A	N/A	97%	N/A	N/A	6	N/A	N/A	17%	N/A	N/A	14%	N/A	N/A		
Maryhaven - Outreach	77	58	≠	127	151	√	54	42	≠	70%	89%	√	27	25	√	50%	60%	√	25%	32%	√	No		
Southeast - PATH <sup>3</sup>	N/A	39	N/A	N/A	39	N/A	N/A	1	N/A	N/A	100%	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	0%	N/A	N/A		



communityshelterboard

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Development Services Agency



The City of Columbus  
Mayor Michael B. Coleman

