

SYSTEM & PROGRAM INDICATOR REPORT

FY2016
1/1/16 - 3/31/16

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

FY2016 Quarter 3: 1/1/16 – 3/31/16



Through its Stable Families program, Gladden Community House helps families on the brink of homelessness receive temporary utility and rent assistance to retain their housing. They provide families with work and job training referrals, tenant education, and relocation services to quickly resolve the housing crisis.

Gladden Community House uses a strengths-based approach with families – and it works. 97% of families served are able to remain stably housed and avoid homelessness. A key part of Gladden’s success is their strong commitment to forming partnerships to bring critical resources for families, including the Central Ohio Breathing Association, One Stop Shop, Neighbor-to-Neighbor, JOIN, COMPASS and the Mid-Ohio Foodbank.



Southeast’s Friend of the Homeless men’s shelter, Volunteers of America of Greater Ohio’s men’s shelter and YMCA of Central Ohio’s women’s shelter at Van Buren Center collaborated effectively with the navigator program, demonstrated by achievement of two specific outcomes of utmost importance. Working together, they achieved short lengths of stay in shelter and high rates of movement to stable housing – truly ending homelessness.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the quarterly period of 1/1/16 – 3/31/16. 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.

TABLE OF CONTENTS

Overview	1
System Level Indicators	
Family Emergency Shelter	2
Men’s Emergency Shelter	3
Women’s Emergency Shelter	4
Emergency Shelter (Family, Men’s & Women’s)	5
Crisis Response (Single Adult Shelters/Navigator).....	6
Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives)....	7
Rapid Re-housing/Navigator	8
Prevention.....	9
Program Level Indicators	
Single Adult Emergency Shelters	10
CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership)	11
Permanent Supportive Housing – Rebuilding Lives	12
Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing ...	13
Rapid Re-housing, Navigator, Prevention and SSVF.....	14

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, 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:

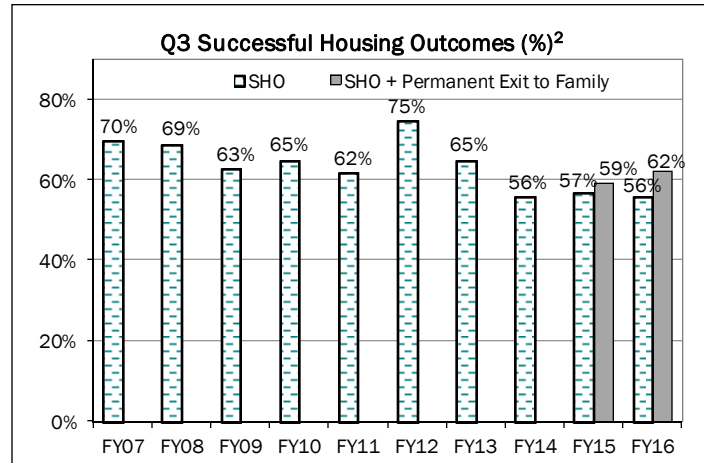
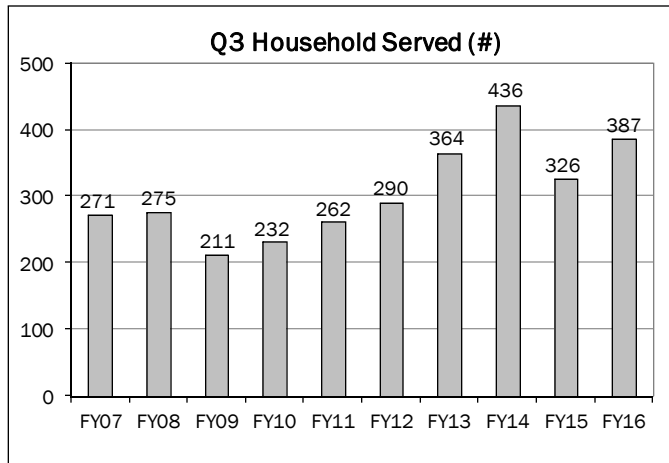
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

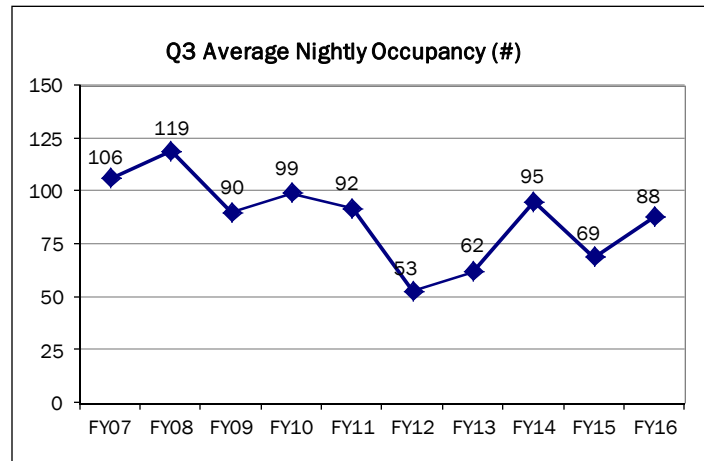
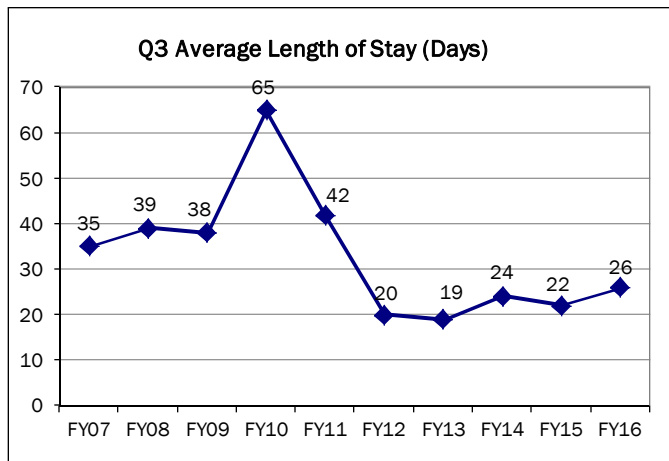
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	1/1/2016-3/31/2016	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	412	387	√	114	88	20	26	≠	209	203	√	70%	62%	≠



DEMOGRAPHICS	
Households Served	387
Percent Newly homeless	66%
Clients Served	1,326
Average Age (HoH)	30
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$617
Percent Working at Entry	34%
Race - White (HoH)	26%
Race - Black (HoH)	73%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	516
Children Served	810
Mean Family Size	3.4
Average Number of Children	2.1
Adults 18-24 years (HoH)	27%
Children 0 - 2 years	30%
Children 3 - 7 years	32%
Children 8 - 12 years	25%
Children 13 - 17 years	13%



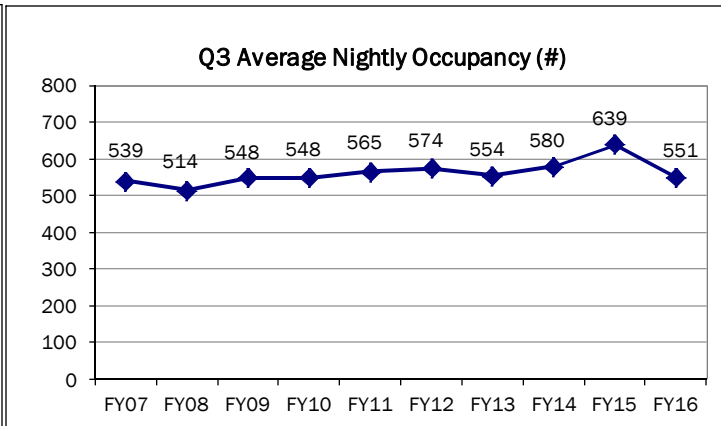
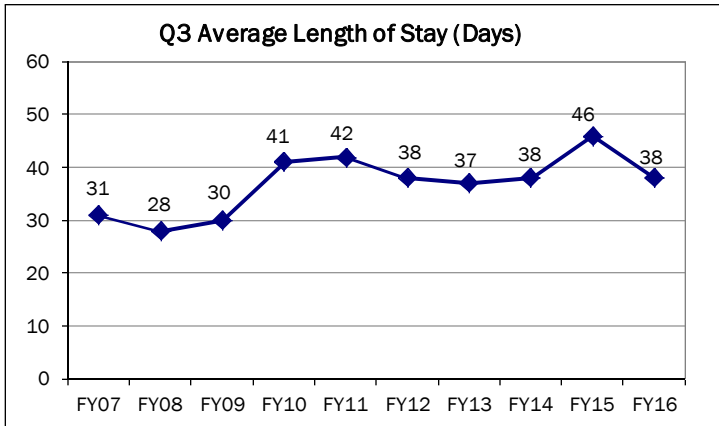
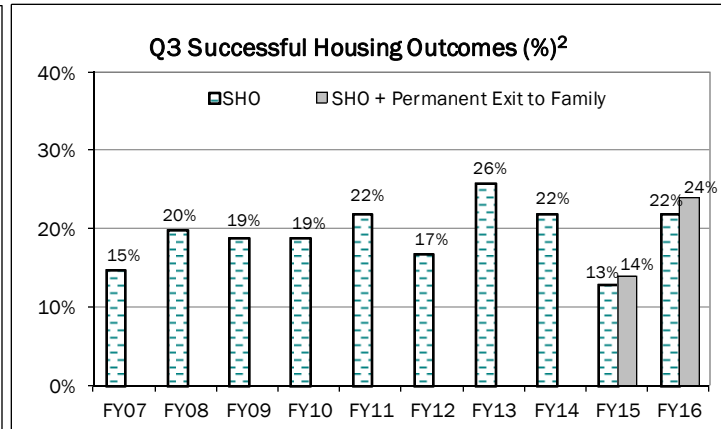
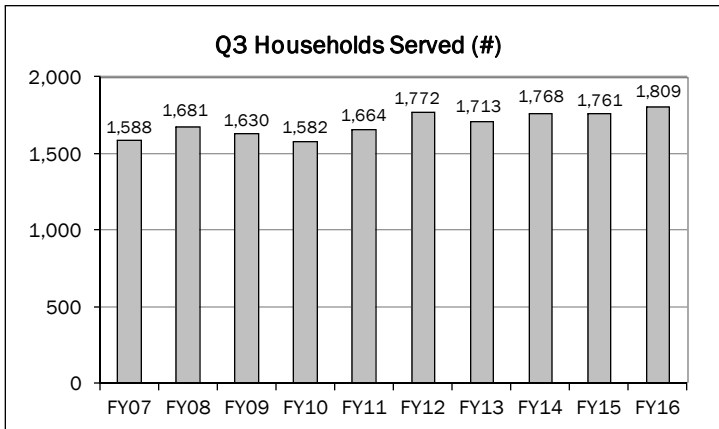
The Family Emergency Shelter System experienced a 19% increase in the number of households served when compared to same reporting period of last fiscal year. On average, 88 families were sheltered by the system every night. The low successful housing outcomes percent for the system continues to be very concerning.

¹ Overflow capacity is not included. VOAGO Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	1/1/2016-3/31/2016	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,000	1,809	√	477	551	34	38	≠	421	327	≠	30%	24%	≠



DEMOGRAPHICS	Men
Households Served	1,809
Percent Newly homeless	47%
Average Age	42
Men as a percent of total single adults served	73%
Veterans (U.S. Military) all adults	11%
Average Monthly Household Income	\$409
Percent Working at Entry	25%
Average Daily Waitlist Number ⁴	N/A
Race - White ³	37%
Race - Black ³	61%
Race - Other ³	1%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	8%
Adults 25 - 34 years	24%
Adults 35 - 44 years	20%
Adults 45 - 55 years	31%
Adults 56 - 61 years	12%
Adults 62+ years	5%

The system experienced a 3% increase in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The average length of shelter stay significantly decreased compared to the last fiscal year. The successful housing outcomes percent shows good improvement. These are positive changes for the system. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

¹ First time homeless and Tier 2 shelters are included. YMCA First Time Homeless Shelter for men opened on 10/15/15. Seasonal Overflow capacity is not included.

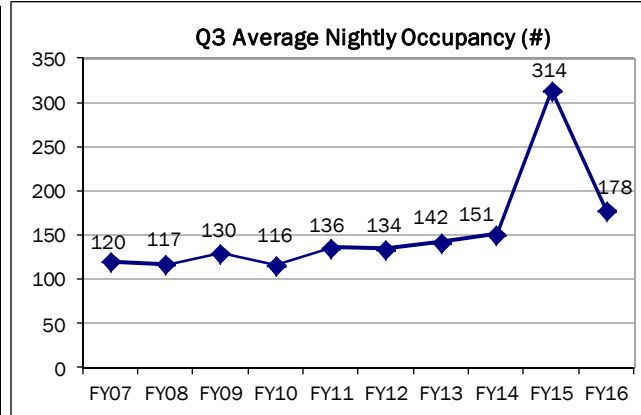
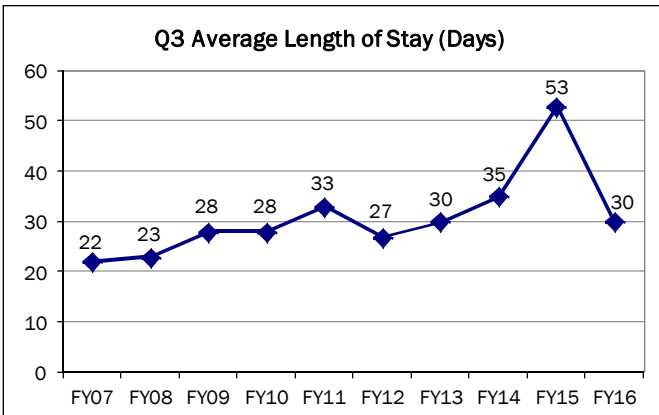
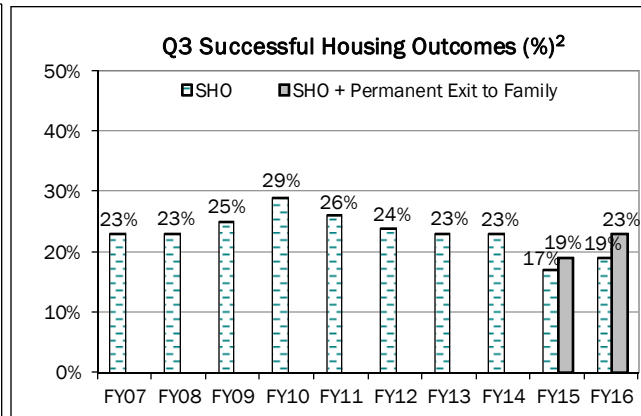
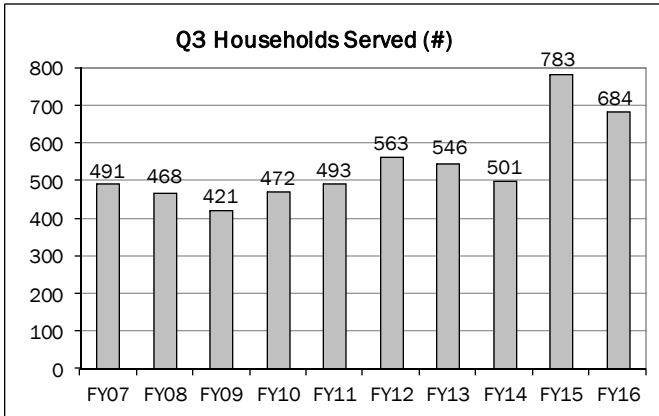
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage is less than 100%.

⁴ Severe weather beds opened and closed intermittently between 10/19/2015 and 3/31/2016.

System and Program Indicator Report

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2016-3/31/2016														
Women's System	690	684	√	153	178	34	30	√	128	125	√	30%	23%	≠



DEMOGRAPHICS	Women
Households Served	684
Percent Newly homeless	59%
Average Age	39
Women as a percent of total single adults served	27%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$416
Percent Working at Entry	23%
Average Daily Waitlist Number ⁴	N/A
Race - White	39%
Race - Black	58%
Race - Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ³	19%
Adults 25 - 34 years ³	23%
Adults 35 - 44 years ³	21%
Adults 45 - 55 years ³	27%
Adults 56 - 61 years ³	8%
Adults 62+ years ³	3%

The decrease in households sheltered is 13% compared to the same reporting period of last fiscal year, as we no longer have flexible capacity available in the women's system. The average length of shelter stay significantly decreased compared to the last fiscal year. The successful housing outcomes percent is showing signs of improvement. 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 the new crisis response system.

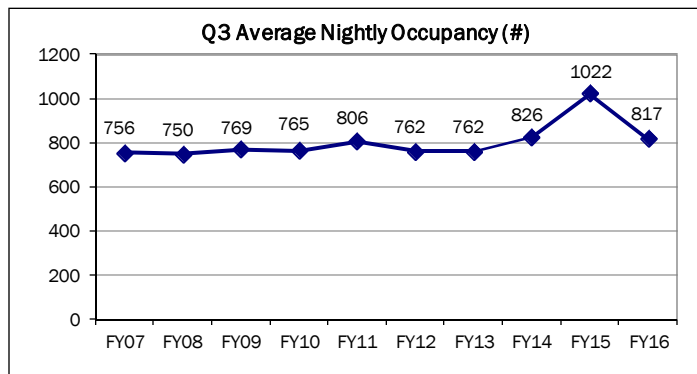
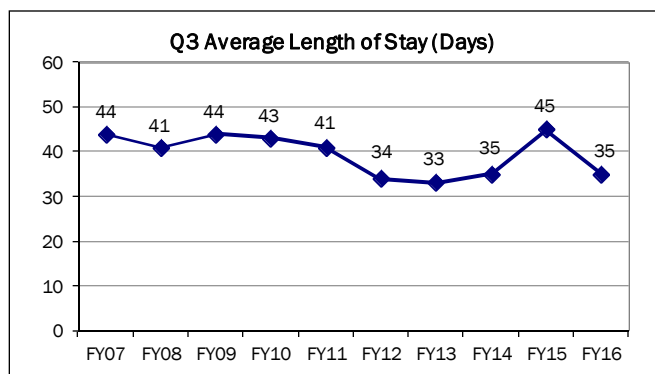
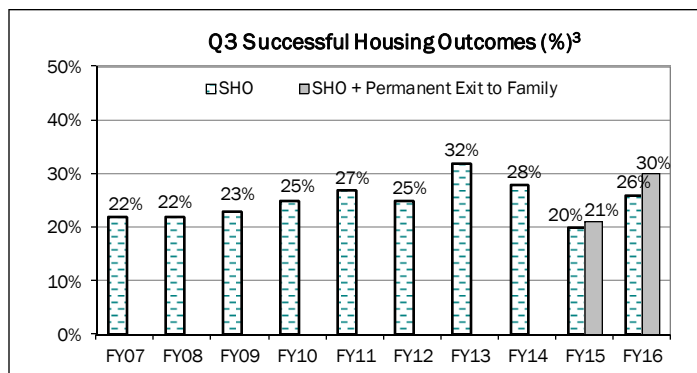
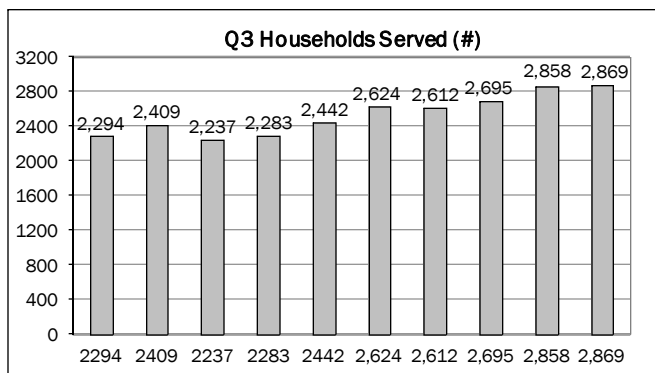
¹ First time homeless and Tier 2 shelters are included. Seasonal overflow capacity is not included.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage exceeds 100%.

⁴ Severe weather beds opened and closed intermittently between 11/21/2015 and 3/31/2016.

FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2016-3/31/2016														
Emergency Shelter System ¹	3,102	2,869	√	744	817	30	35	≠	758	655	≠	35%	30%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,869
Percent Newly homeless	53%
Clients Served	3,803
Adults Served	2,992
Children Served	811
Average Age (HoH)	40
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$442
Percent Working at Entry	26%
Average Daily Waitlist Number ⁴	N/A
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	13%

The system provided shelter to a similar number of households compared to the same reporting period of last fiscal year. The successful housing outcomes percent increased as a result of higher success rates for all systems. The average length of shelter stay decreased significantly, positively impacted by the single adult system performance. Forty-seven percent of sheltered households were previously served in the homeless system, a decrease compared to prior reporting periods, a positive development.

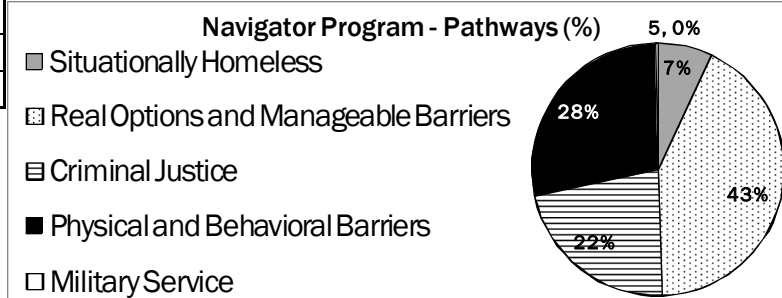
¹ System includes single adult and family shelters. VOAGO Family Shelter opened on 9/1/2015. YMCA First Time Homeless Shelter for men opened on 10/15/15. Excludes Huckleberry House Emergency Shelter, total distinct households served including the youth shelter is 2,964.

² Seasonal overflow capacity is not included.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁴ Severe weather beds opened and closed intermittently between 10/19/2015 for men and 11/21/2015 for women and 3/31/2016.

FY16 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS 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
1/1/2016-3/31/2016								
Total Households Served (#)	701	1,683	1,489	104	632	331	417	5
Successful Housing Outcomes (%) ²	51%	32%	50%	67%	48%	41%	56%	0%
Average Number of Shelter Visits (#) ⁴	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) ³	N/A	N/A	9	8	8	10	9	13
Average Length of Shelter Stay (Days)	5	41	20	16	19	21	23	4
Average Length of Participation (Days)	N/A	N/A	93	99	87	90	101	10
Newly Homeless (%)	98%	46%	59%					
Recidivism (%) ⁵	N/A	N/A	N/A					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	60%					



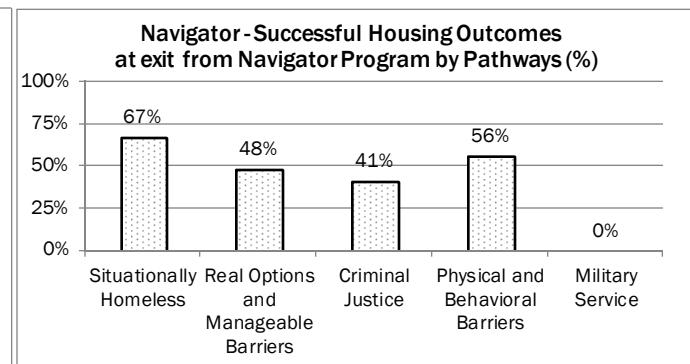
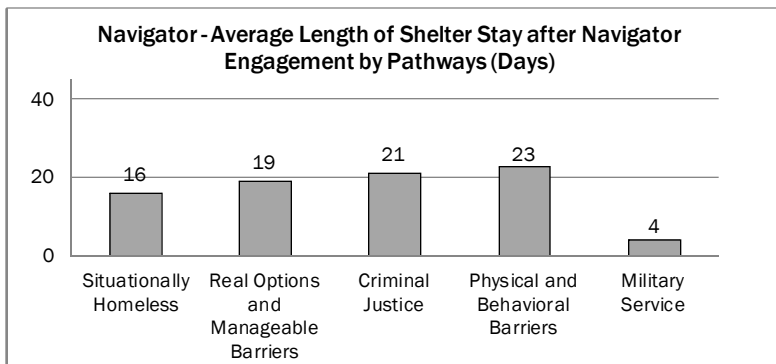
Diversion

Single Adult Diversion Rate at Homeless Hotline (%) ⁶	
--	--

Linkage

Same Day Access to Shelter from Homeless Hotline (%) ⁶	
---	--

¹New 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, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Navigators are not contracted to provide services for the first time homeless shelter, overflow and VA programs. Good improvement in the successful housing outcomes percent at exit from "Tier 2" shelters, an increase by 13 percentage points compared to FY15 results (19%). Average length of stay decreased compared to prior reporting periods, a positive development.



² For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Successful Outcomes measure for YMCA First Time Homeless Shelter.

³ 1 client was excluded due to not having emergency shelter service overlap.

⁴ Measured Annually.

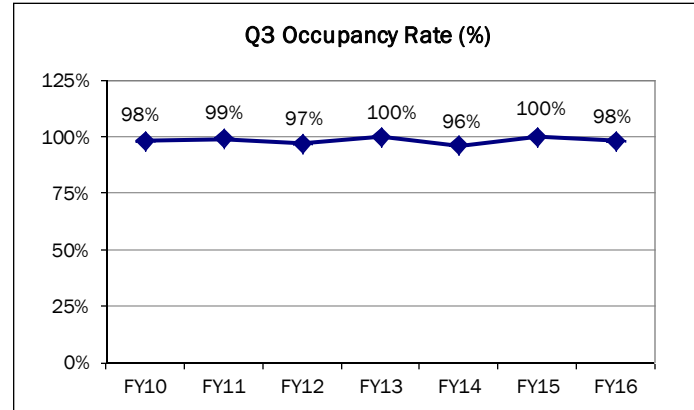
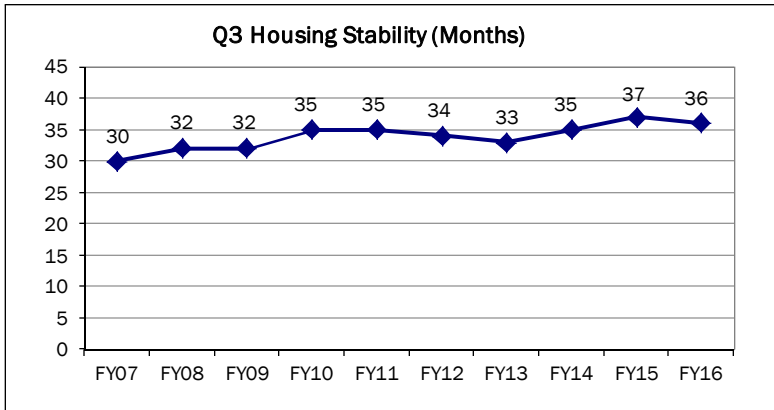
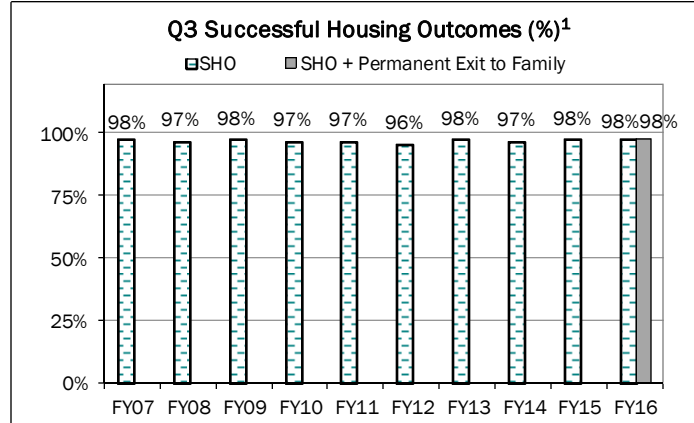
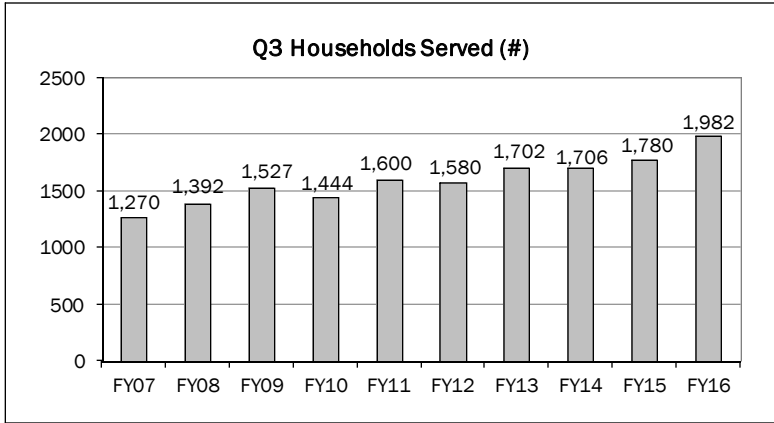
⁵ Measured Semi-Annually

⁶ CSB does not have confidence in the reliability of HandsOn Homeless Hotline data for this reporting period.

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

System and Program Indicator Report

FY16 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2016-3/31/2016															
Total PSH System	2,098	1,982	√	95%	98%	√	24	36	√	1,888	1,941	√	90%	98%	√

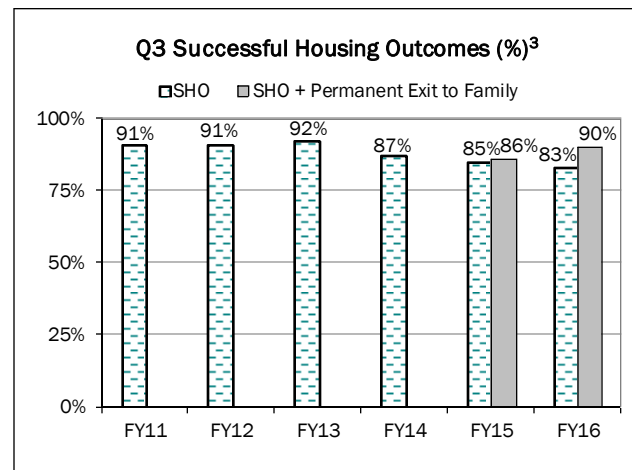
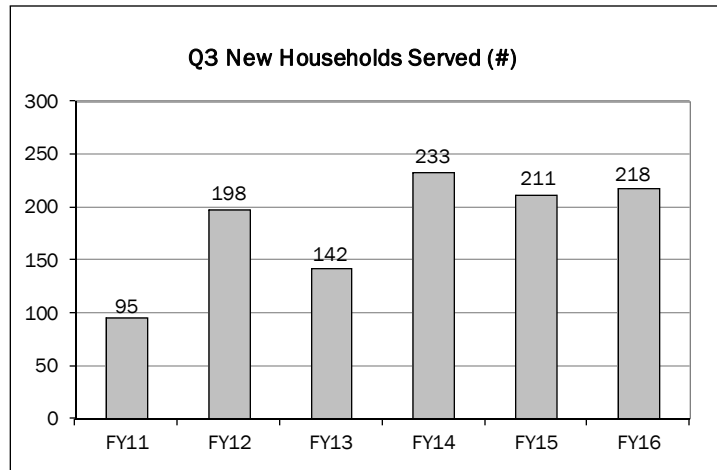


The system continues to perform well, with good occupancy and success rates. **11 percent more households were served this reporting period compared to the same reporting period of last fiscal year, mainly due to the 184 units added to the system between 7/1/2015 and 12/31/2015.** The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,951 out of which 1,416 units are designated as Rebuilding Lives. Sixty new units were added to the system in January 2016, at VOAGO Van Buren Village. VA VASH voucher capacity of 344 is not included.

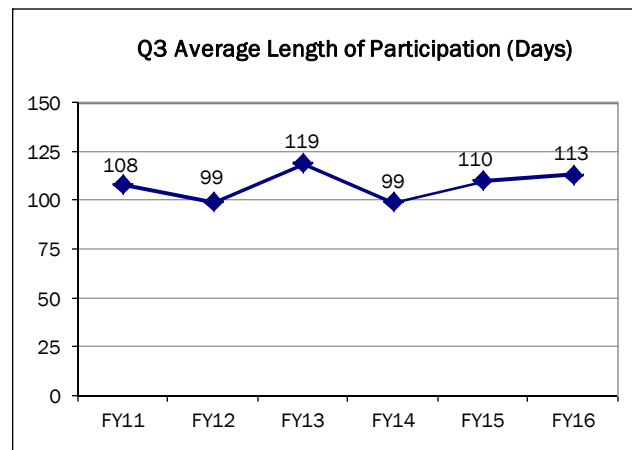
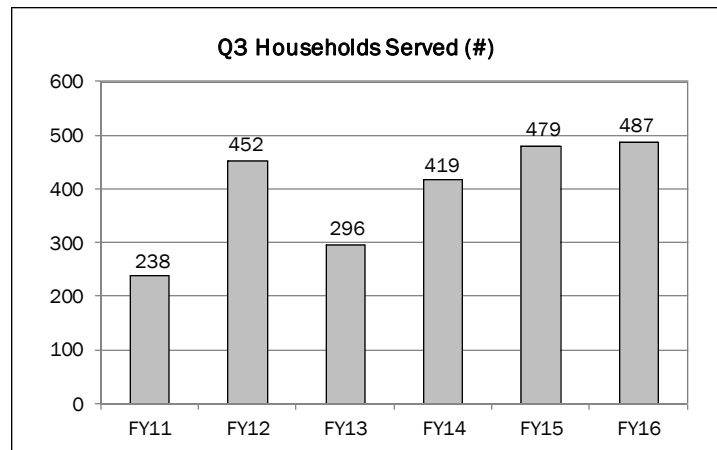
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

System and Program Indicator Report

FY16 Rapid Re-housing/Navigator	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2016-3/31/2016															
Rapid Re-housing/Navigator System ¹	181	218	√	330	487	√	100	113	≠	157	162	√	90%	90%	√



DEMOGRAPHICS	Family & Adults
Households Served	487
Clients Served	1,135
Average Age (HoH)	40
Gender - Male (HoH)	50%
Gender - Female (HoH)	50%
Veterans (U.S. Military) all adults	41%
Average Monthly Household Income	\$477
Percent Working at Entry	20%
Adults Served	592
Children Served	543
Race - White (HoH)	37%
Race - Black (HoH)	61%
Race - Other (HoH)	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Mean Family Size ²	3.4
Average Number of Children ²	2.0
Children 0 - 2 years ²	31%
Children 3 - 7 years ²	32%
Children 8 - 12 years ²	26%
Children 13 - 17 years ²	11%



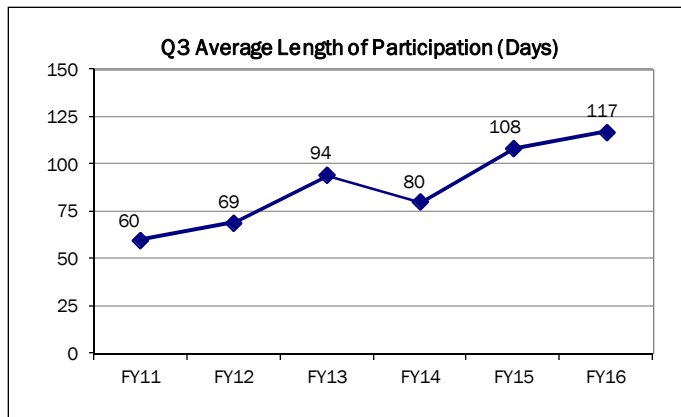
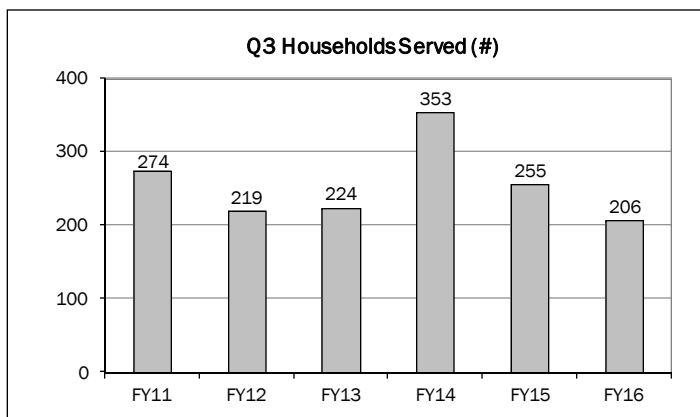
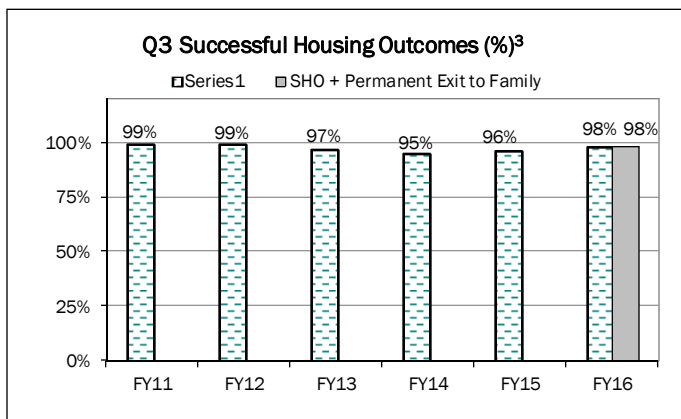
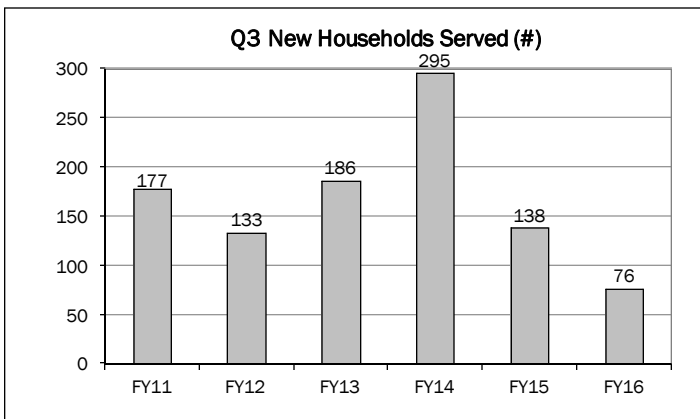
The percent of veterans served is high due to the SSVF programs added in October 2013.

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

² Data refers to families served.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

FY16 Prevention 1/1/2016-3/31/2016	New Households Served		Outcome Achievement	Households Served		Outcome Achievement	Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual		Goal	Actual		Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	92	76	≠	156	206	√	120	117	√	83	78	√	90%	98%	√



DEMOGRAPHICS	Family & Adults
Households Served	206
Clients Served	609
Average Age (HoH)	40
Gender - Male (HoH)	40%
Gender - Female (HoH)	60%
Veterans (U.S. Military) all adults	29%
Average Monthly Household Income	\$847
Percent Working at Entry	51%
Race - White (HoH)	26%
Race - Black (HoH)	73%
Race - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	270
Children Served	339
Mean Family Size ²	3.5
Average Number of Children ²	2.1
Children 0 - 2 years ²	17%
Children 3 - 7 years ²	32%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	24%

The number served decreased for the reporting period compared to last year's number due to the closing of Gladden Prevention program as of 1/31/2015, and the prioritization of rapid re-housing interventions over prevention in the SSVF programs. The percent of veterans served is high due to the SSVF programs added in October 2013.

¹System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF.

²Data refers to the families served.

³Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

System and Program Indicator Report

EMERGENCY SHELTER - Single Adult Programs ⁷	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{5, 6}						Average Engagement Time			Movement
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal / 15%
1/1/2016-3/31/2016																				
MEN																				
LSS - Faith Mission on 6th ²	N/A	339	N/A	N/A	89	107	N/A	34	42	N/A	N/A	58	N/A	30%	25%	N/A	7	12	N/A	14%
LSS - Faith Mission on 8th ²	N/A	237	N/A	N/A	95	94	N/A	34	57	N/A	N/A	46	N/A	30%	32%	N/A	7	9	N/A	13%
Friends of the Homeless - Men's Shelter	489	491	2	√	130	136	√	34	37	√	108	101	√	30%	28%	√	7	9	≠	15%
VOAGO - Men's Shelter	188	165	(23)	≠	40	43	√	34	33	√	44	40	√	30%	33%	√	7	6	√	20%
YMCA - Men's Overflow ⁸	260	538	278	N/A	71	71	N/A	34	12	N/A	N/A	14	N/A	N/A	3%	N/A	N/A	4	N/A	N/A
YMCA - First Time Homeless Shelter ⁴	N/A	447	N/A	N/A	48	25	N/A	7	5	N/A	N/A	188	N/A	60%	44%	N/A	N/A	N/A	N/A	N/A
WOMEN																				
LSS - Faith Mission - Nancy's Place ²	N/A	119	N/A	N/A	38	43	N/A	34	53	N/A	N/A	28	N/A	30%	36%	N/A	7	10	N/A	13%
YMCA - Van Buren Women's Shelter ³	250	377	127	√	83	84	√	34	25	√	50	76	√	30%	26%	√	7	8	√	24%
YMCA - First Time Homeless Shelter ⁴	N/A	254	N/A	N/A	20	13	N/A	7	5	N/A	N/A	156	N/A	60%	64%	N/A	N/A	N/A	N/A	N/A
YMCA - Women's Overflow ⁸	212	239	27	N/A	27	27	N/A	34	10	N/A	N/A	7	N/A	N/A	3%	N/A	N/A	5	N/A	N/A
INEBRIATE																				
Maryhaven - Engagement Center Safety	411	271	(140)	≠	29	30	√	12	10	√	115	65	≠	30%	26%	√	N/A	N/A	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	115	54	(61)	≠	21	20	√	34	51	≠	47	25	≠	50%	61%	√	7	7	√	0%
YOUTH																				
Huckleberry House - Emergency Shelter	75	96	21	√	16	7	≠	10	8	√	55	77	√	80%	81%	√	N/A	N/A	N/A	0%
VA EMERGENCY HOUSING																				
VOAGO - VA Emergency Housing	15	33	18	√	13	14	√	90	68	√	8	11	√	50%	58%	√	N/A	N/A	N/A	5%
LSS - VA Men & Women	22	52	30	√	24	22	≠	90	57	√	11	14	√	50%	42%	≠	N/A	N/A	N/A	0%
AGENCY																				
Lutheran Social Services - Faith Mission ²	837	673	(164)	≠	222	243	√	34	51	≠	185	131	≠	30%	30%	√	7	11	≠	13%
YMCA - First Time Homeless Shelter ⁴	450	701	251	√	68	38	≠	7	5	√	241	344	√	60%	51%	≠	N/A	N/A	N/A	N/A

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. As of 7/1/15, Nancy's Place and Faith on 6th reduced capacity.

³ Fixed capacity of 83 starting 8/31/15.

⁴ YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Men's shelter opened on 10/15/15.

⁵ Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety.

⁶ Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

⁷ 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.

⁸ Men's overflow opened on 10/19/15. Women's overflow opened on 11/21/15. Availability subject to outside temperature. Capacity is actual average nightly number served.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2016-3/31/2016													
HandsOn Central Ohio - Homeless Hotline (Single Adults) ⁷													
HandsOn Central Ohio - Homeless Hotline (Families) ^{3,7}													

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ⁵			Usage of CSB DCA (%) ²					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
1/1/2016-3/31/2016																					
Maryhaven - Capital Crossroad SID Outreach	25	16	⊘	45	27	⊘	19	14	⊘	75%	100%	√	10	6	⊘	55%	43%	⊘	N/A	27%	N/A
Maryhaven - Outreach	79	70	⊘	139	179	√	59	63	√	75%	90%	√	32	44	√	55%	70%	√	25%	49%	√
Southeast - PATH ⁶	70	26	⊘	320	104	⊘	35	14	⊘	50%	78%	√	N/A	11	N/A	N/A	79%	N/A	N/A	N/A	N/A

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁵						Average Engagement Time (Days)		Movement	
	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 15%
1/1/2016-3/31/2016																			
YWCA - Family Center	232	182	√ ¹	50	40	√ ¹	20	25	⊘	127	92	⊘	70%	59%	⊘	7	9	⊘	1%
VOAGO - Family Shelter ⁴	180	205	√	64	48	√ ¹	20	27	⊘	88	111	√	70%	65%	√	7	10	⊘	3%

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications						
	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	
1/1/2016-3/31/2016																						
YWCA - Benefits Partnership	46	43	√	64	171	√	27	29	√	42%	17%	⊘	40%	7%	⊘	13	6	⊘	42%	4%	⊘	

¹ Capacity does not include overflow. Shelters served all families referred to them, households served and nightly occupancy were marked as achieved

² Households that exited successfully without accessing DCA are excluded from calculation.

³ Project started 7/1/2015.

⁴ Project started 9/1/2015 but operated as overflow before opening.

⁵ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁶ The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

⁷ CSB does not have confidence in the reliability of the HandsOn Homeless Hotline data for this reporting period

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ⁶					
	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
1/1/2016-3/31/2016																	
Columbus Area Integrated Health Services - Leasing 1 ⁵	6	6	6	0	√	6	100%	√	4	7	√	5	6	√	90%	100%	√
Columbus Area Integrated Health Services - Leasing 2 ⁵	178	187	178	(9)	√	160	90%	√	4	4	√	168	178	√	90%	100%	√
Columbus Area Integrated Health Services - Scattered Sites ³	120	126	116	(10)	√	106	88%	≠	24	24	√	113	112	√	90%	97%	√
Community Housing Network - Briggsdale	25	26	26	0	√	25	100%	√	24	54	√	23	26	√	90%	100%	√
Community Housing Network - Cassidy ⁹	10	10	11	1	√	11	110%	√	24	27	√	9	10	√	90%	91%	√
Community Housing Network - Community ACT	42	44	43	(1)	√	41	98%	√	24	50	√	40	41	√	90%	95%	√
Community Housing Network - East 5th Avenue	38	40	39	(1)	√	36	95%	√	24	36	√	36	38	√	90%	97%	√
Community Housing Network - Hotel St. Clair ²	30	31	33	2	√	31	103%	√	24	44	√	28	31	√	90%	94%	√
Community Housing Network - Inglewood Court	45	47	46	(1)	√	43	96%	√	20	23	√	42	44	√	90%	96%	√
Community Housing Network - Leasing Supportive Housing ⁹	25	26	26	0	√	26	104%	√	24	39	√	23	26	√	90%	100%	√
Community Housing Network - North 22nd Street	30	31	31	0	√	30	100%	√	24	47	√	28	31	√	90%	100%	√
Community Housing Network - North High Street	33	34	33	(1)	√	33	100%	√	24	55	√	31	33	√	90%	100%	√
Community Housing Network - Parsons	25	26	26	0	√	25	100%	√	24	39	√	23	25	√	90%	96%	√
Community Housing Network - RLPTI ¹	108	113	99	(14)	≠	96	89%	≠	24	53	√	102	99	√	90%	100%	√
Community Housing Network - Safe Haven	13	16	14	(2)	√	14	93%	√	24	77	√	14	14	√	90%	100%	√
Community Housing Network - Southpoint Place	46	48	46	(2)	√	44	96%	√	24	34	√	43	44	√	90%	96%	√
Maryhaven - Commons at Chantry	50	52	50	(2)	√	47	94%	√	24	47	√	47	49	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	79	75	(4)	√	74	99%	√	24	40	√	71	74	√	90%	99%	√
National Church Residences - Commons at Grant	50	52	50	(2)	√	49	98%	√	24	71	√	47	50	√	90%	100%	√
National Church Residences - Commons at Livingston	25	26	26	0	√	24	96%	√	24	40	√	23	25	√	90%	96%	√
National Church Residences - Commons at Livingston II	35	37	35	(2)	√	34	97%	√	14	21	√	33	35	√	90%	100%	√
National Church Residences - Commons at Third	60	63	60	(3)	√	59	98%	√	24	28	√	57	59	√	90%	98%	√
National Church Residences - VOAGO Van Buren Village ⁸	60	63	60	(3)	N/A	46	77%	N/A	2	2	N/A	57	58	N/A	90%	97%	N/A
YMCA - 40 West Long Street	105	110	98	(12)	≠	82	78%	≠	24	39	√	99	94	√	90%	96%	√
YMCA - 40 West Long Street Expansion ⁷	38	40	42	2	√	41	108%	√	12	19	√	36	42	√	90%	100%	√
YMCA - Franklin Station ²	75	79	78	(1)	√	76	101%	√	24	50	√	71	76	√	90%	99%	√
YWCA - WINGS ⁴	69	72	70	(2)	√	66	96%	√	24	27	√	65	67	√	90%	99%	√

¹ The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households), CHN-RLPTI (TRA/17 households) and CHN-RLPTI (SRA/1 household).

² Project served RL individuals in Non-RL units or eligible roommates/couples.

³ Project transferred to Columbus Area Integrated Health Services as of 6/30/15 from Southeast, Inc. Project decreasing census due to funding constraints.

⁴ Project relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building.

⁵ Project opened in July 2015.

⁶ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁷ YMCA 40 W. Long St. Expansion is a rental assistance project, occupancy goal for this project is 100%. Lease up in anticipation of vacancies.

⁸ Project opened in January 2016. Project in lease-up.

⁹ Where exceeding 100%, project served RL individuals in Non-RL units or eligible roommates/couples.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING	Households Served					Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ⁵					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2016-3/31/2016																	
PERMANENT SUPPORTIVE HOUSING																	
Community Housing Network - Family Homes ¹	15	16	14	(2)	≠	95%	93%	√	24	38	√	14	14	√	90%	100%	√
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	24	80	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing	30	31	31	0	√	95%	100%	√	24	42	√	28	31	√	90%	100%	√
RENTAL ASSISTANCE																	
Amethyst - Shelter Plus Care ³	72	76	92	16	√	100%	125%	√	24	40	√	68	90	√	90%	98%	√
ARCO - Shelter Plus Care (TRA) ³	89	93	94	1	√	100%	104%	√	24	85	√	84	91	√	90%	98%	√
Community Housing Network - Shelter Plus Care (SRA) ¹	172	181	174	(7)	√	100%	97%	√	24	31	√	163	170	√	90%	98%	√
Community Housing Network - Shelter Plus Care (TRA) ^{1,3}	149	156	186	30	√	100%	119%	√	24	31	√	140	183	√	90%	98%	√
Total Rental Assistance ³	482	506	546	40	√	100%	110%	√	24	42	√	455	534	√	90%	98%	√
TRANSITIONAL HOUSING																	
Huckleberry House - TLP ⁴	28	30	40	10	√	98%	114%	√	10	8	√	5	8	√	77%	100%	√
Maryhaven - Women's ^{2,9}																	
Southeast - New Horizons	36	48	55	7	√	95%	94%	√	4	5	√	11	17	√	77%	89%	√
VOAGO - Veterans	40	45	99	54	√	95%	95%	√	4	2	√	18	33	√	77%	54%	≠
YMCA - ADAMH ²	15	10	21	11	√	95%	53%	N/A ²	4	2	√	4	6	√	77%	50%	≠

¹ The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 4 households), CHN-RLPTI (TRA/17 households) and CHN-RLPTI (SRA/1 household).

² Project capacity fluctuates based on need and available capacity.

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

⁴ TLP is operating above the contracted capacity. In April 2016, the capacity increased to 28.

⁵ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁶ Program did not have any household exits during the reporting period. Unable to calculate measure.

⁹ CSB does not have confidence in the reliability of Maryhaven Women's data for this reporting period.

RAPID RE-HOUSING/NAVIGATOR	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						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
1/1/2016-3/31/2016																								
Homeless Families Foundation - Rapid Re-housing	46	41	≠	92	90	√	15	23	≠	100	90	√	42	41	√	90%	89%	√	\$800	\$796	√	90%	90%	√
The Salvation Army - Rapid Re-housing	41	43	√	78	78	√	15	26	≠	100	92	√	37	33	≠	90%	94%	√	\$1,800	\$1,326	√	90%	94%	√
The Salvation Army - Job2Housing	12	15	√	32	33	√	15	18	≠	180	155	√	11	10	√	90%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A
VOAGO Families - Rapid Re-housing	19	21	√	43	42	√	15	14	√	100	97	√	17	22	√	90%	100%	√	\$800	\$767	√	90%	100%	√
Access Ohio - Navigator Program ⁶	875	779	≠	1,175	1,489	√	27	20	√	90	93	√	263	388	√	30%	50%	√	\$700	\$548	√	30%	33%	√
CSB - Transition Program - Family	N/A	N/A	N/A	130	48	≠	N/A	N/A	N/A	N/A	N/A	N/A	127	46	≠	98%	96%	√	\$1,000	\$892	√	98%	96%	√
CSB - Transition Program - Single	N/A	N/A	N/A	278	299	√	N/A	N/A	N/A	N/A	N/A	N/A	272	295	√	98%	99%	√	\$700	\$555	√	98%	99%	√

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						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		
1/1/2016-3/31/2016																							
Gladden Community House - Stable Families	54	55	√	108	116	√	120	122	√	49	38	≠	90%	97%	√	\$1,000	\$954	√	90%	100%	√		
Lutheran Social Services - REEB Stable Families ⁴	9	2	≠	16	15	√	90	145	≠	8	8	√	90%	100%	√	\$1,000	\$783	√	90%	100%	√		

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 ⁵						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	
1/1/2016-3/31/2016																						
LSS - SSVF Prevention	6	3	N/A	8	4	N/A	N/A	N/A	N/A	90	21	√	5	4	√	90%	100%	√	75%	100%	√	
LSS - SSVF Rapid Re-housing ²	15	24	√	22	40	√	30	15	√	120	56	√	12	20	√	80%	87%	√	80%	86%	√	
VOAGO - SSVF Prevention	32	16	N/A	40	71	√	N/A	N/A	N/A	90	117	≠	29	28	√	90%	97%	√	75%	100%	√	
VOAGO - SSVF Rapid Re-housing ³	48	76	√	63	206	√	30	21	√	90	178	≠	38	37	√	80%	79%	√	60%	75%	√	

¹Households that exited successfully without accessing DCA are excluded from calculator

²5 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 3 households were excluded due to still residing in emergency shelter at the time of the report

³17 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 15 households were excluded due to still residing in emergency shelter at the time of the report

⁴Project started as of 7/1/15.

⁵Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁶295 households were excluded from measure due to still residing in emergency shelter at the time of the report.

communityshelterboard

111 liberty street, suite 150 | columbus, ohio 43215
614 221 9195/ main | 614 221 9199/ fax | www.csb.org

