

# SYSTEM & PROGRAM INDICATOR REPORT

FY2017  
4/1/17 - 6/30/17


### **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

FY2017 Quarter 4: 4/1/17 – 6/30/17

The logo for Huckleberry House depicts a blue house with a yellow sun behind it.

**HUCKLEBERRY HOUSE**

TRANSITIONAL HOUSING  
for YOUTH AGE 17-22

**100% of youth served  
maintained safe and  
stable housing**

The logo for Equitas Health features a stylized cross icon in purple and orange.


**Equitas Health**  
Care for All

The logo for National Church Residences consists of three overlapping triangles in green, blue, and red.

National Church Residences

PERMANENT SUPPORTIVE  
HOUSING

**Achieved compliance  
with rigorous program  
certification standards  
on the first try**

The logo for Volunteers of America features a blue triangle and three red diagonal lines.

**Volunteers  
of America®**  
GREATER OHIO

EMERGENCY HOUSING  
for VETERANS

**Exceeded every goal  
for numbers served,  
length of stay, and  
successful housing  
outcomes**

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the most recent quarterly period. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among partner agencies in their work to end homelessness. Our network includes partners delivering an array of services including homelessness prevention, shelter, rapid re-housing, street outreach and supportive housing.

Community Shelter Board sets specific outcomes for each partner agency, 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 agencies 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 partners delivering critical services to those experiencing homelessness.

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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:

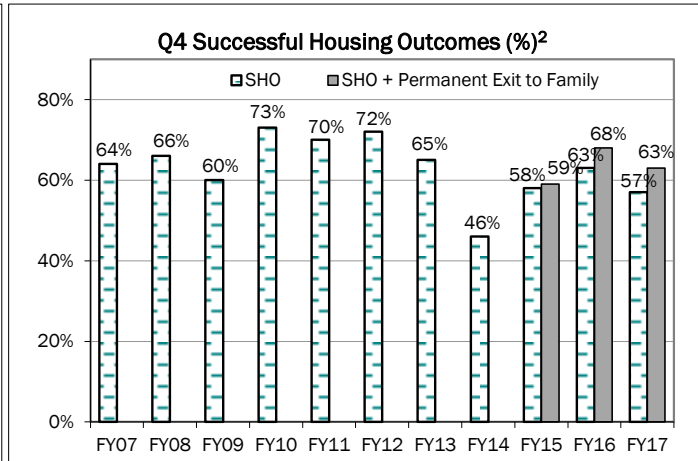
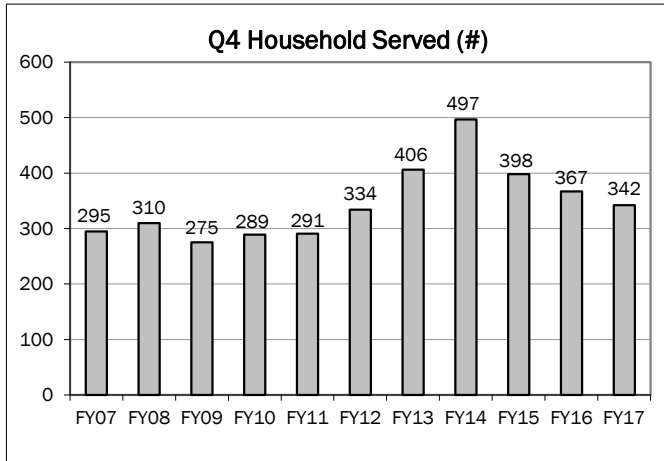
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

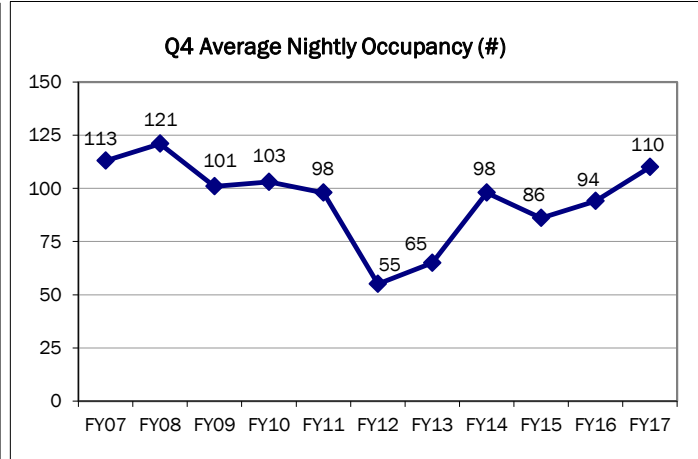
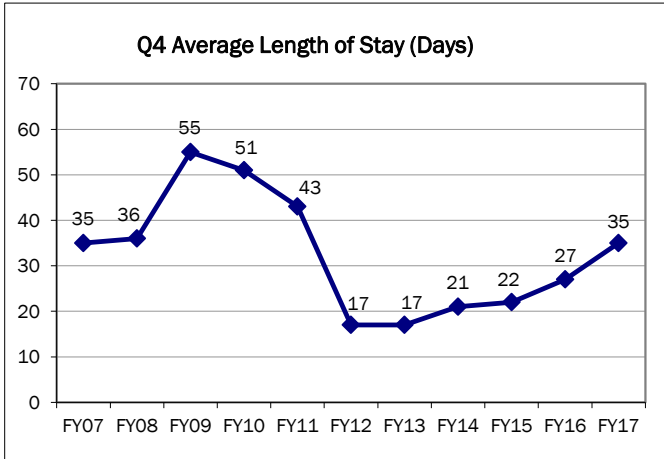
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2017-6/30/2017														
Family System	472	342	√ <sup>4</sup>	114	110	20	35	≠	251	138	≠	70%	63%	≠



DEMOGRAPHICS	Families
Households Served	342
Percent Newly homeless	45%
Clients Served	1,243
Average Age (HoH)	32
Gender - Male (HoH)	5%
Gender - Female (HoH)	95%
Veterans served (U.S. Military)	5
% of all adults	1%
Average Monthly Household Income	\$571
Percent Working at Entry	27%
Race - White (HoH) <sup>3</sup>	27%
Race - Black (HoH) <sup>3</sup>	71%
Race - Other (HoH) <sup>3</sup>	1%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Adults Served	491
Children Served	752
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	19%
Children 0 - 2 years	26%
Children 3 - 7 years	36%
Children 8 - 12 years	25%
Children 13 - 17 years	13%



The Family Emergency Shelter System provided shelter to 7% less households compared to the same reporting period of last fiscal year. The decrease in the number needing shelter is encouraging. The success rate at exit from shelters decreased and the length of time homeless increased, both negative impacts. The percent of newly homeless is at historic lows. An additional 83 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with HandsOn.

<sup>1</sup> Overflow capacity is not included.

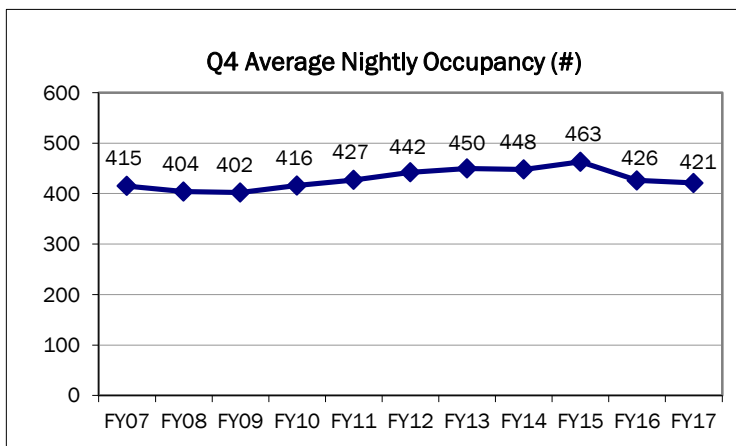
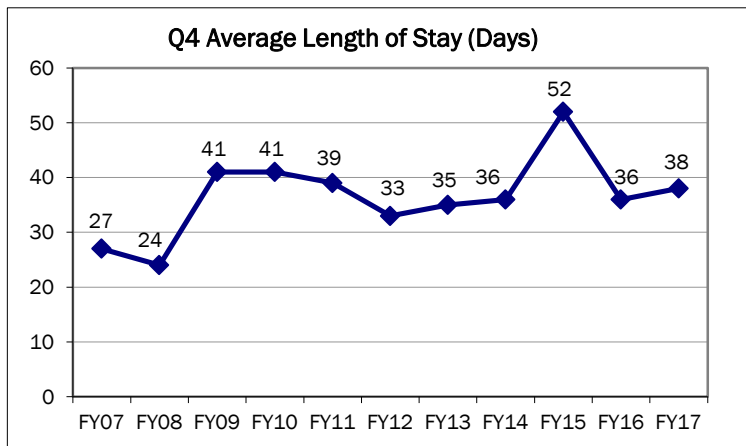
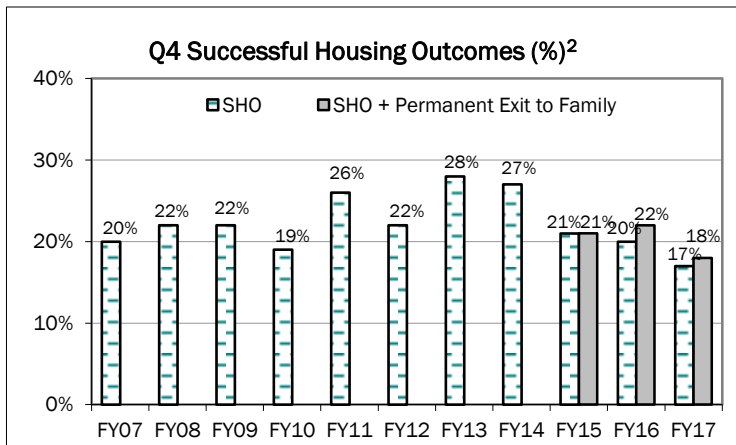
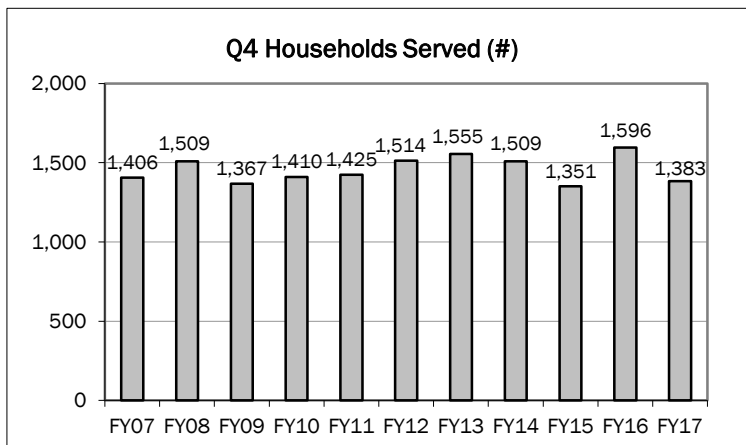
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>3</sup> Due to rounding percentage is less than 100%.

<sup>4</sup> System served all households in need of shelter.

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	4/1/2017-6/30/2017	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,600	1,383	≠	431	421	32	38	≠	337	177	≠	30%	18%	≠



DEMOGRAPHICS	Men
Households Served	1,383
Percent Newly homeless	31%
Average Age	44
Men as a percent of total single adults served	67%
Veterans served (U.S. Military)	152
% of all adults	11%
Average Monthly Household Income	\$459
Percent Working at Entry	24%
Average Daily Waitlist Number <sup>4</sup>	27
Race - White	32%
Race - Black	66%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>3</sup>	8%
Adults 25 - 34 years <sup>3</sup>	21%
Adults 35 - 44 years <sup>3</sup>	22%
Adults 45 - 55 years <sup>3</sup>	29%
Adults 56 - 61 years <sup>3</sup>	15%
Adults 62+ years <sup>3</sup>	6%

The system experienced a 13% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The average length of stay increased slightly compared to last fiscal year. The successful housing outcomes rate is significantly lower than expected and is at a record low, likely attributable to the change in rapid rehousing provider. The percent of newly homeless is at historic lows.

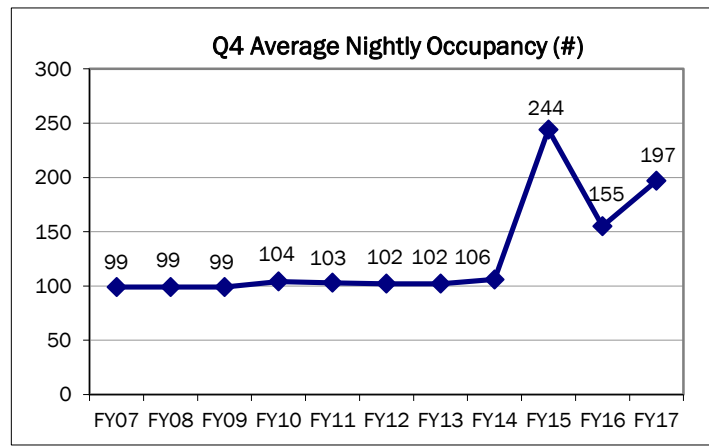
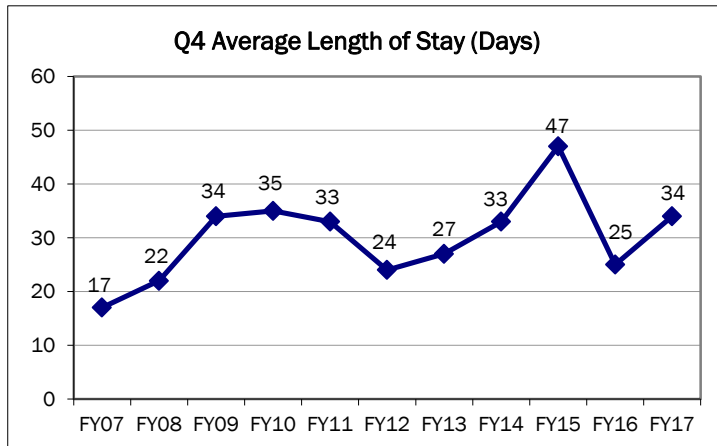
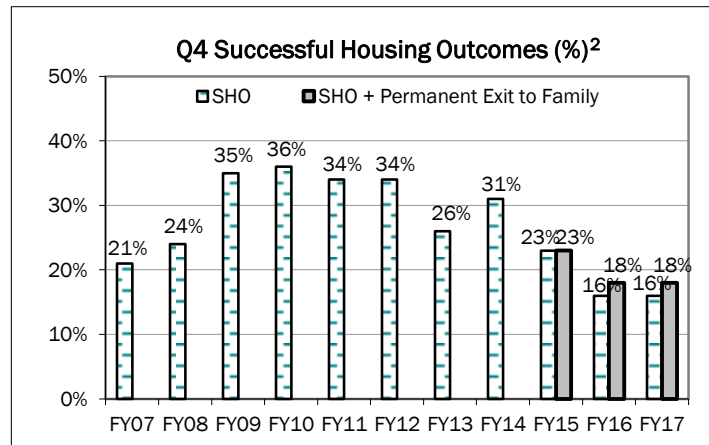
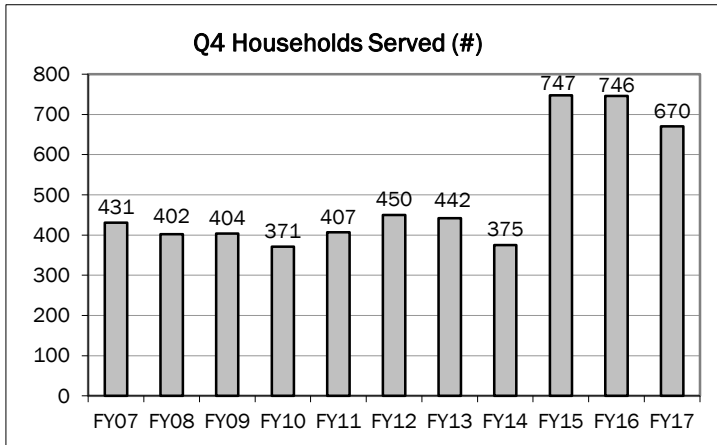
<sup>1</sup> Seasonal Overflow capacity is not included.

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

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

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	4/1/2017-6/30/2017	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	600	670	√	201	197	32	34	√	134	86	≠	30%	18%	≠



DEMOGRAPHICS	Women
Households Served	670
Percent Newly homeless	40%
Average Age	39
Women as a percent of total single adults served	33%
Veterans served (U.S. Military)	10
% of all adults	1%
Average Monthly Household Income	\$463
Percent Working at Entry	23%
Average Daily Waitlist Number	8
Race - White <sup>4</sup>	40%
Race - Black <sup>4</sup>	59%
Race - Other <sup>4</sup>	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years <sup>3</sup>	16%
Adults 25 - 34 years <sup>3</sup>	23%
Adults 35 - 44 years <sup>3</sup>	23%
Adults 45 - 55 years <sup>3</sup>	24%
Adults 56 - 61 years <sup>3</sup>	10%
Adults 62+ years <sup>3</sup>	3%

The number of single women sheltered decreased by 10% compared to the same reporting period of last fiscal year. The successful housing outcome rate is lower than expected and at a record low, likely attributable to the change in rapid rehousing provider. The average length of stay increased compared to the same reporting period of the prior fiscal year. The percent of newly homeless is at historic lows.

<sup>1</sup> Seasonal Overflow capacity is not included.

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

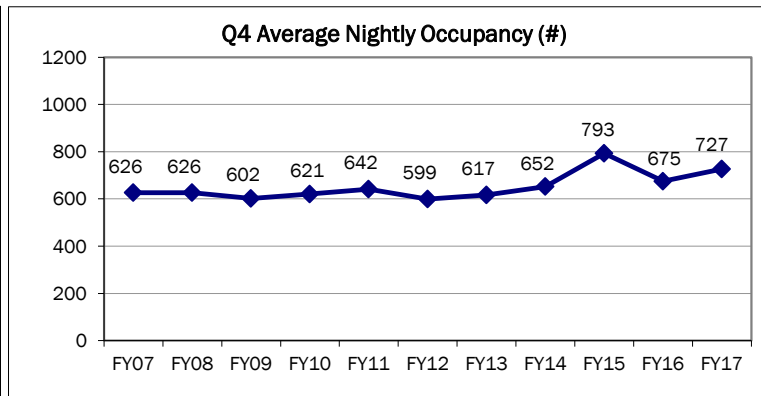
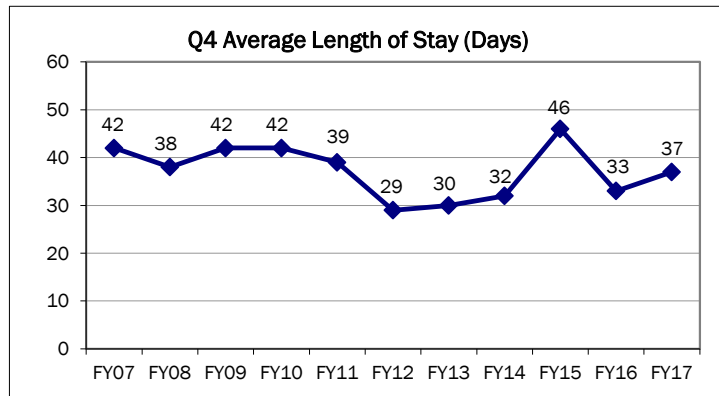
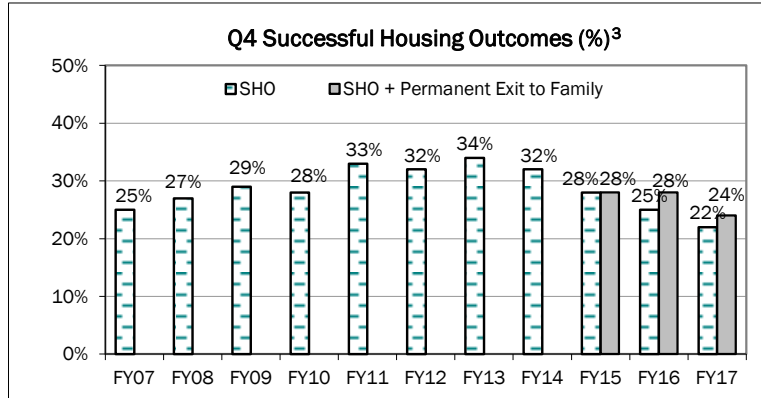
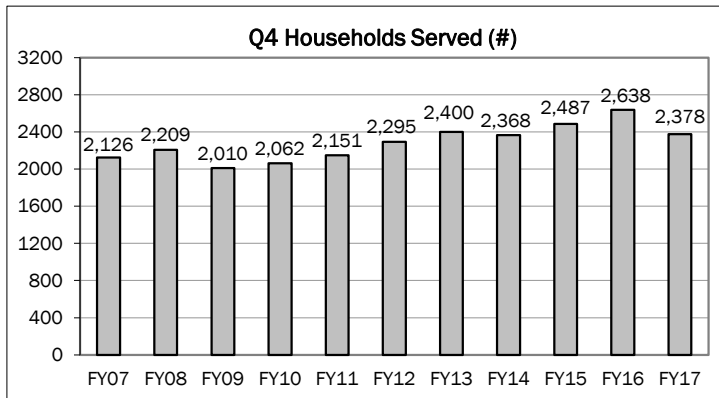
<sup>3</sup> Due to rounding percentage is less than 100%.

<sup>4</sup> Due to rounding percentage exceeds 100%.



# System and Program Indicator Report

FY17 EMERGENCY SHELTER 4/1/2017-6/30/2017	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	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>	2,672	2,378	≠	746	727	30	37	≠	722	400	≠	37%	24%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,378
Percent Newly homeless	36%
Clients Served	3,275
Adults Served	2,523
Children Served	752
Average Age (HoH)	40
Gender - Male (HoH)	59%
Gender - Female (HoH)	41%
Veterans served (U.S. Military)	167
% of all adults	7%
Average Monthly Household Income	\$471
Percent Working at Entry	24%
Average Daily Waitlist Number	35
Race - White (HoH) <sup>4</sup>	34%
Race - Black (HoH) <sup>4</sup>	65%
Race - Other (HoH) <sup>4</sup>	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	12%

The system experienced a 10% decrease in the number of households sheltered when compared to the same reporting period of last fiscal year. The successful housing outcomes percent decreased 4 percentage points compared to the prior reporting period and is at a record low. The average length of shelter stay increased. On average 35 single men and women were not able to receive shelter daily, after significant overflow capacity closed in late March. 64% of sheltered households were previously served in the homeless system.

<sup>1</sup> System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 2,601.

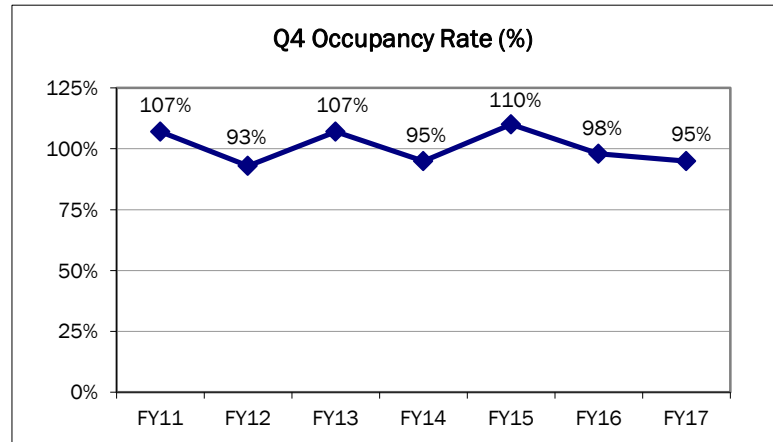
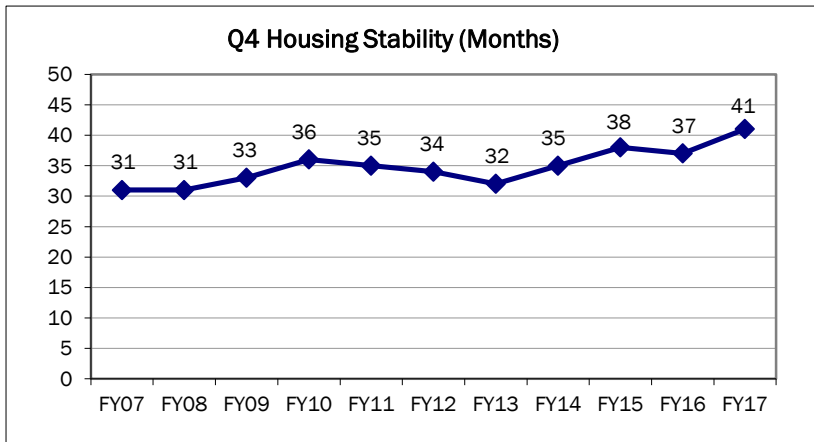
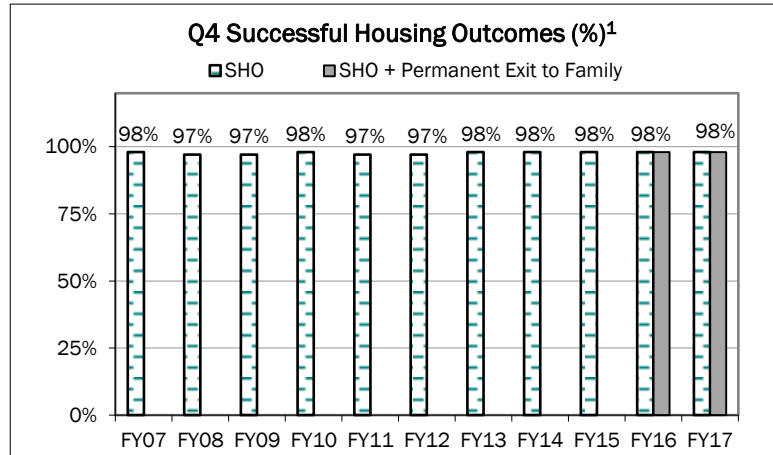
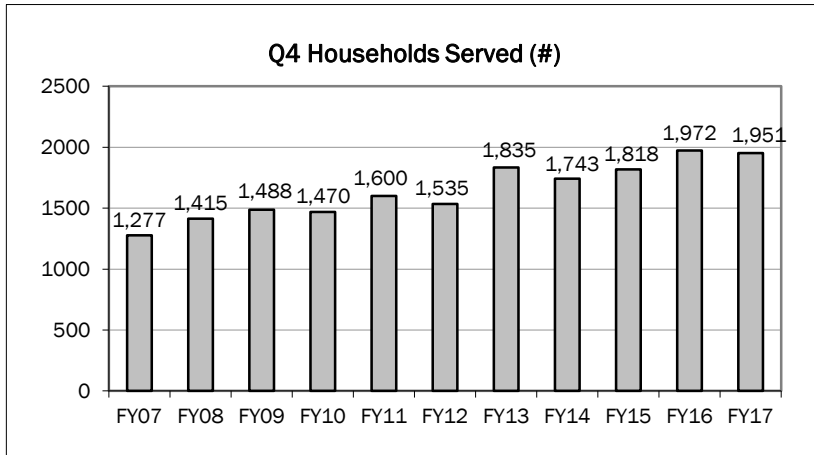
<sup>2</sup> Seasonal overflow capacity is not included.

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

<sup>4</sup> Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY17 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	4/1/2017-6/30/2017	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,078	1,951	√	95%	95%	√	24	41	√	1,870	1,904	√	90%	98%	√

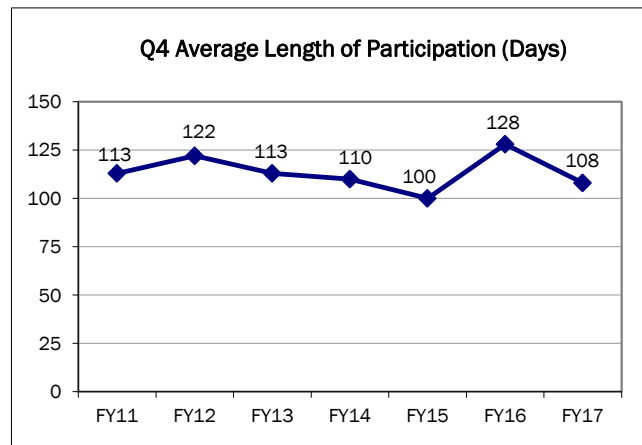
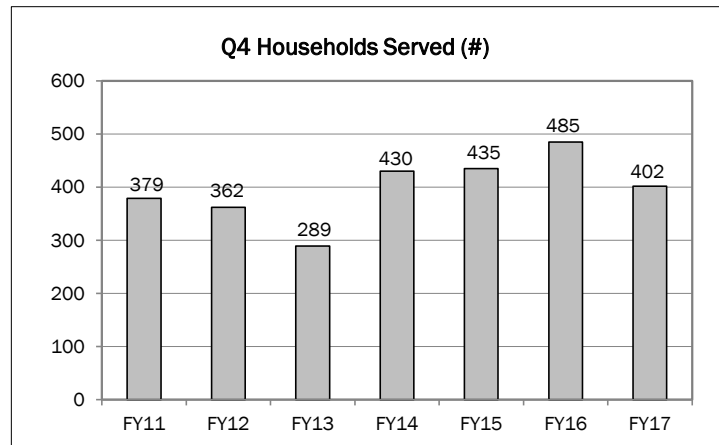
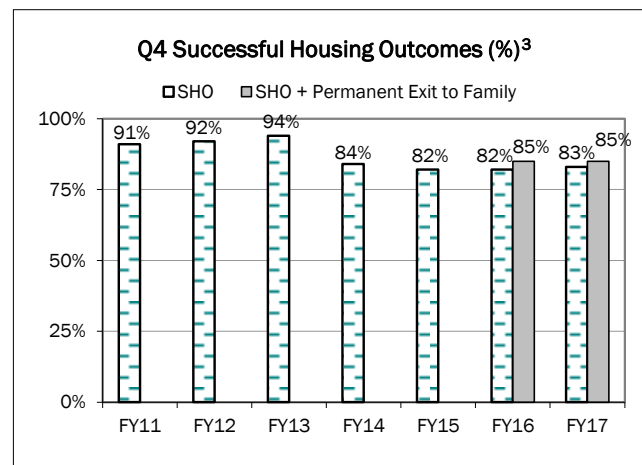
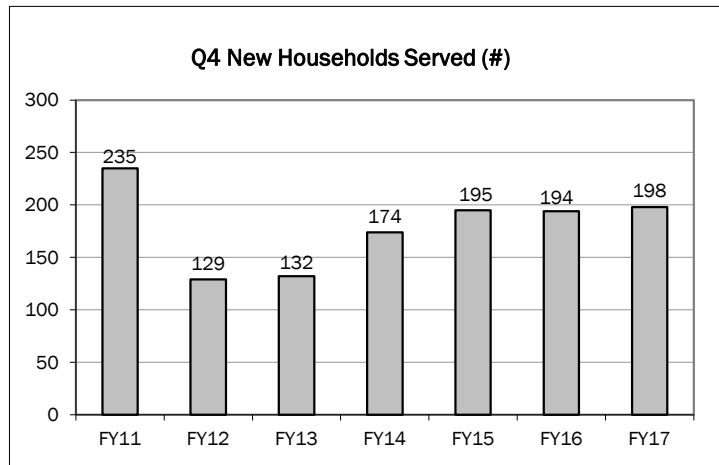


The system continues to perform well, with good occupancy and success rates. Comparable number of households were served this reporting period as to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,964 out of which 1,429 units are designated as Rebuilding Lives. VA VASH voucher capacity of 372 is not included in CSP.

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

# System and Program Indicator Report

FY17 Rapid Re-housing/Navigator 4/1/2017-6/30/2017	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing/Navigator System <sup>1</sup>	219	198	√	441	402	√	100	108	√	186	120	≠	85%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	402
Clients Served	1,116
Average Age (HoH)	39
Gender - Male (HoH)	35%
Gender - Female (HoH)	65%
Veterans (U.S. Military) all adults	27%
Average Monthly Household Income	\$438
Percent Working at Entry	17%
Adults Served	515
Children Served	601
Race - White (HoH)	31%
Race - Black (HoH)	68%
Race - Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2</sup>	26%
Children 3 - 7 years <sup>2</sup>	34%
Children 8 - 12 years <sup>2</sup>	26%
Children 13 - 17 years <sup>2</sup>	14%

The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. The system served 17% less households than the same reporting period of last fiscal year. The number of households served, specifically for the VA funded SSVF projects, is below the projected goal, which impacts the performance of the entire system.

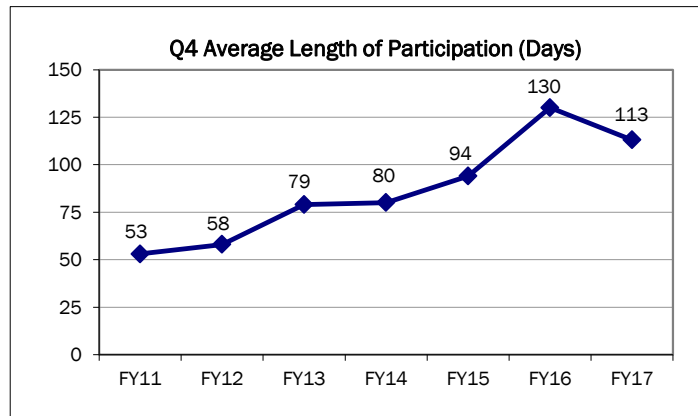
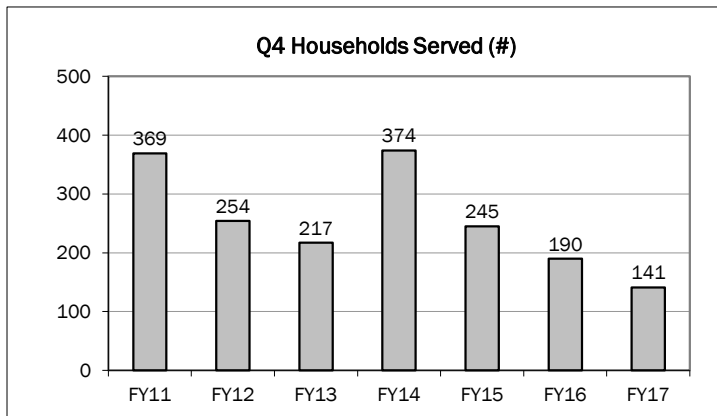
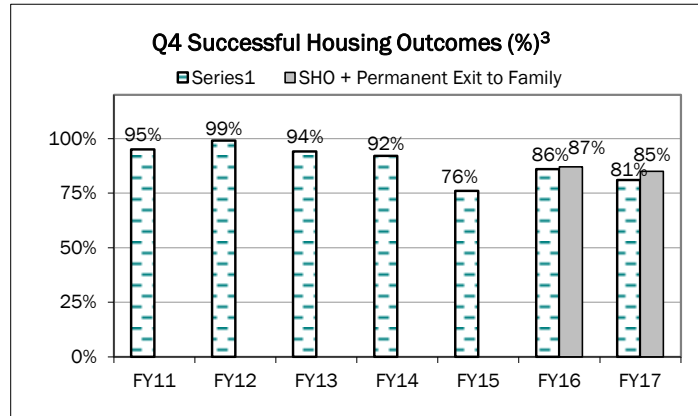
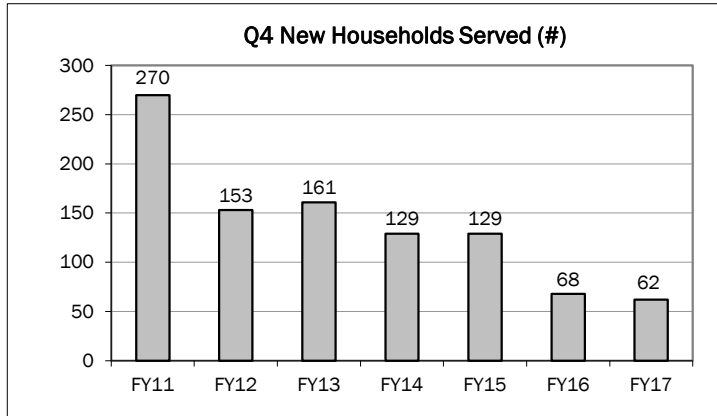
<sup>1</sup> System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

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

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

# System and Program Indicator Report

FY17 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
4/1/2017-6/30/2017	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	55	62	√	123	141	√	100	113	≠	45	53	√	90%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	141
Clients Served	521
Average Age (HoH)	31
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$1,078
Percent Working at Entry	81%
Race - White (HoH)	18%
Race - Black (HoH)	79%
Race - Other (HoH)	4%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	198
Children Served	323
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2,4</sup>	26%
Children 3 - 7 years <sup>2,4</sup>	32%
Children 8 - 12 years <sup>2,4</sup>	25%
Children 13 - 17 years <sup>2,4</sup>	16%

The number served decreased for the reporting period compared to last year's number due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs. The success rate at program termination is good. Income and percent working at entry significantly increased compared to last year's numbers (\$855 and 52% respectively).

<sup>1</sup> System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF programs.

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

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

<sup>4</sup> Due to rounding percentage is less than 100%.

EMERGENCY SHELTER - Single Adult Programs <sup>5</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>3, 4</sup>					Average Engagement Time			Move-ment	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	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%
4/1/2017-6/30/2017																				
<b>MEN</b>																				
LSS - Faith Mission on 6th <sup>2</sup>	N/A	311	N/A	N/A	89	91	N/A	32	37	N/A	N/A	23	N/A	30%	10%	N/A	7	6	N/A	9%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	319	N/A	N/A	95	93	N/A	32	40	N/A	N/A	32	N/A	30%	14%	N/A	7	6	N/A	5%
Friends of the Homeless - Men's Shelter	489	419	(70)	N/A	130	129	N/A	32	37	N/A	108	52	N/A	30%	18%	N/A	7	5	N/A	4%
VOAGO - Men's Shelter	188	164	(24)	N/A	40	40	N/A	32	34	N/A	44	29	N/A	30%	23%	N/A	7	5	N/A	4%
YMCA - Men's Overflow	130	30	(100)	N/A	19	19	N/A	32	1	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A
<b>WOMEN</b>																				
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	108	N/A	N/A	38	39	N/A	32	44	N/A	N/A	18	N/A	30%	25%	N/A	7	6	N/A	4%
YMCA - Van Buren Women's Shelter	400	531	131	N/A	151	144	N/A	32	31	N/A	75	63	N/A	30%	16%	N/A	7	8	N/A	5%
YMCA - Women's Overflow	106	15	(91)	N/A	11	11	N/A	32	1	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A
<b>INEBRIATE</b>																				
Maryhaven - Engagement Center Safety	375	273	(102)	≠	32	31	√	12	11	√	103	28	≠	30%	11%	≠	N/A	N/A	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	45	43	(2)	N/A	18	16	N/A	32	44	N/A	8	15	N/A	30%	54%	N/A	7	9	N/A	4%
<b>YOUTH</b>																				
Huckleberry House - Emergency Shelter	75	142	67	√	16	10	≠	10	7	√	55	111	√	80%	79%	√	N/A	N/A	N/A	0%
<b>VA EMERGENCY HOUSING</b>																				
VOAGO - VA Emergency Housing	30	40	10	√	15	14	√	90	47	√	9	14	√	50%	56%	√	N/A	N/A	N/A	4%
LSS - VA Men & Women	35	70	35	√	24	21	≠	90	35	√	6	14	√	50%	29%	≠	N/A	N/A	N/A	10%
<b>AGENCY</b>																				
Lutheran Social Services - Faith Mission <sup>2</sup>	837	710	(127)	N/A	222	222	N/A	32	41	N/A	185	73	N/A	30%	15%	N/A	7	6	N/A	7%

<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> Successful outcomes measure for Maryhaven Engagement Center Safety.

<sup>4</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

<sup>5</sup> 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. Outcomes not measured for the evaluation period due to the rapid re-housing provider transition.

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	
4/1/2017-6/30/2017													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	2,600	2,448	√	95%	98%	√	650	243	≠	25%	8%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	1,100	872	≠	95%	99%	√	440	465	√	40%	42%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>			Usage of CSB DCA (%) <sup>2</sup>						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2017-6/30/2017																						
Maryhaven - Capital Crossroad SID Outreach	25	24	√	45	35	≠	19	19	√	75%	90%	√	10	12	√	55%	63%	√	N/A	43%	N/A	
Maryhaven - Outreach	70	62	≠	130	155	√	53	33	≠	75%	80%	√	29	19	≠	55%	58%	√	25%	30%	√	
Southeast - PATH <sup>4</sup>	70	103	√	140	288	√	35	20	≠	50%	32%	≠	N/A	20	N/A	N/A	100%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>						Average Engagement Time (Days)			Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	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%
4/1/2017-6/30/2017																			
YWCA - Family Center	232	168	√ <sup>5</sup>	50	48	√	20	32	≠	127	78	√ <sup>6</sup>	70%	66%	√	7	11	≠	1%
YMCA - Van Buren Family Shelter	240	177	√ <sup>5</sup>	64	62	√	20	36	≠	123	60	≠	70%	58%	≠	7	16	≠	0%

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

<sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation.

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

<sup>4</sup> 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.

<sup>5</sup> Program served all households in need of shelter.

<sup>6</sup> Outcome met based on the number of families served.

PERMANENT SUPPORTIVE HOUSING	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>4</sup>					
	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
4/1/2017-6/30/2017																	
Columbus Area Integrated Health Services - Leasing 1&2, Scattered Site Expansion <sup>3</sup>	222	233	209	(24)	≠	202	91%	√	9	18	√	210	204	√	90%	99%	√
Columbus Area Integrated Health Services - Scattered Sites <sup>3</sup>	75	79	63	(16)	≠	61	81%	≠	15	22	√	71	63	≠	90%	100%	√
Community Housing Network - Briggsdale	25	26	28	2	√	23	92%	√	24	48	√	23	26	√	90%	93%	√
Community Housing Network - Cassidy	10	11	10	(1)	√	9	90%	√	24	39	√	10	10	√	90%	100%	√
Community Housing Network - Community ACT	42	44	42	(2)	√	41	98%	√	24	62	√	40	41	√	90%	98%	√
Community Housing Network - East 5th Avenue	38	40	40	0	√	36	95%	√	24	33	√	36	39	√	90%	98%	√
Community Housing Network - Inglewood Court	45	47	46	(1)	√	44	98%	√	24	30	√	42	45	√	90%	98%	√
Community Housing Network - Leasing Supportive Housing	25	26	25	(1)	√	23	92%	√	24	51	√	23	23	√	90%	92%	√
Community Housing Network - North 22nd Street	30	32	33	1	√	26	87%	≠	24	41	√	29	30	√	90%	91%	√
Community Housing Network - Terrace Place	47	49	46	(3)	√	46	98%	√	21	41	√	44	46	√	90%	100%	√
Community Housing Network - Parsons	25	26	26	0	√	24	96%	√	24	49	√	23	26	√	90%	100%	√
Community Housing Network - RLPTI <sup>1</sup>	80	113	82	(31)	√ <sup>1</sup>	78	98%	√	24	60	√	84	79	√	90%	98%	√
Community Housing Network - Safe Haven <sup>2</sup>	13	16	15	(1)	√	15	115%	√	24	89	√	14	15	√	90%	100%	√
Community Housing Network - Southpoint Place <sup>2</sup>	46	48	51	3	√	48	104%	√	24	37	√	43	49	√	90%	96%	√
Maryhaven - Commons at Chantry	50	53	49	(4)	√	47	94%	√	24	53	√	48	47	√	90%	96%	√
National Church Residences - Commons at Buckingham	75	79	75	(4)	√	73	97%	√	24	52	√	71	74	√	90%	100%	√
National Church Residences - Commons at Grant	50	53	50	(3)	√	49	98%	√	24	72	√	48	50	√	90%	100%	√
National Church Residences - Commons at Livingston	25	26	26	0	√	25	100%	√	24	44	√	23	26	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	37	35	(2)	√	34	97%	√	24	32	√	33	35	√	90%	100%	√
National Church Residences - Commons at Third	60	63	63	0	√	58	97%	√	24	34	√	57	59	√	90%	95%	√
National Church Residences - VOAGO Van Buren Village	60	63	63	0	√	58	97%	√	15	13	≠	57	60	√	90%	95%	√
YMCA - 40 West Long Street	105	110	111	1	√	103	98%	√	24	35	√	99	105	√	90%	95%	√
YMCA - Franklin Station	75	79	78	(1)	√	75	100%	√	24	55	√	71	78	√	90%	100%	√
YWCA - WINGS	91	95	89	(6)	√	87	96%	√	21	23	√	86	86	√	90%	97%	√

<sup>1</sup> CHN -RLPTI program capacity was decreased from 108 to 80 units starting 3/1/2017.

<sup>2</sup> Occupancy exceeds 100% due to project serving RL individuals in Non-RL units or eligible roommates/couples or project is able to increase census due to funding availability.

<sup>3</sup> As of July 2016, CAIHS Scattered Sites Expansion was separated from Scattered Sites and combined with Leasing I and II.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>4</sup>						
4/1/2017-6/30/2017		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes <sup>1</sup>		10	16	10	(6)	√ <sup>1</sup>	95%	100%	√	24	51	√	11	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	89	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing		30	32	31	(1)	√	95%	100%	√	24	48	√	29	31	√	90%	100%	√
<b>RENTAL ASSISTANCE</b>																		
Amethyst - Shelter Plus Care		72	76	58	(18)	≠	100%	74%	≠	24	48	√	68	56	≠	90%	97%	√
ARCO - Shelter Plus Care (TRA) <sup>3</sup>		89	93	95	2	√	100%	106%	√	24	93	√	84	94	√	90%	99%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>1</sup>		183	181	178	(3)	√	100%	95%	√	24	36	√	163	176	√	90%	99%	√
Community Housing Network - Shelter Plus Care (SRA 2) <sup>5</sup>		14	14	13	(1)	√	100%	93%	≠	5	5	√	13	12	√	90%	100%	√
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>		171	156	176	20	√	100%	101%	√	24	43	√	140	175	√	90%	99%	√
YMCA - 40 West Long Expansion		38	40	37	(3)	√	100%	95%	√	24	29	√	36	36	√	90%	97%	√
Total Rental Assistance		567	560	557	(3)	√	100%	98%	√	24	48	√	504	549	√	90%	99%	√
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP <sup>7</sup>		28	35	37	2	√	98%	104%	√	10	8	√	4	7	√	77%	100%	√
Maryhaven - Women's <sup>2</sup>		5	5	4	(1)	√	90%	60%	≠	4	7	≠	2	1	√	50%	100%	√
VOAGO - Veterans		40	70	80	10	√	95%	78%	≠	4	2	√	23	24	√	77%	55%	≠
YMCA - ADAMH <sup>2,6</sup>		15	15	9	(6)	N/A	95%	40%	N/A	4	6	N/A	6	7	N/A	77%	78%	N/A

<sup>1</sup> Program capacity adjustments were made on 3/1/2017: CHN Family Homes from 15 to 10 units, CHN - SPC SRA from 172 to 183 units, and CHN - SPC TRA from 149 to 171 units.

<sup>2</sup> Project capacity fluctuates based on need and available capacity.

<sup>3</sup> CMHA allows over-leasing for this project.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>5</sup> New project started leasing in December 2016.

<sup>6</sup> Program closed as of 6/30/2017. Decreased activity prior to close affected performance.

<sup>7</sup> The program acquired temporary funding for an extra unit starting in January 2017.



RAPID RE-HOUSING/NAVIGATOR	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>4</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	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	
<b>4/1/2017-6/30/2017</b>																									
Homeless Families Foundation - Rapid Re-housing <sup>3</sup>	46	38	≠	92	94	√	15	30	≠	100	120	≠	41	35	≠	90%	88%	√	\$800	\$795	√	90%	89%	√	
The Salvation Army - Rapid Re-housing <sup>3</sup>	41	49	√	78	85	√	15	33	≠	100	90	√	37	29	≠	90%	100%	√	\$1,800	\$1,312	√	90%	100%	√	
The Salvation Army - Job2Housing <sup>3</sup>	13	22	√	33	45	√	15	36	≠	180	49	√	12	1	≠	90%	100%	√	N/A	\$1,754	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing <sup>3</sup>	19	19	√	43	39	√	15	23	≠	100	110	√	17	16	√	90%	100%	√	\$800	\$795	√	90%	100%	√	
Access Ohio - Navigator Program <sup>3,6</sup>	900	509	N/A	1,350	1,197	N/A	25	31	N/A	90	71	N/A	450	300	N/A	50%	25%	N/A	\$600	\$535	N/A	30%	18%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	90	9	≠	N/A	N/A	N/A	N/A	N/A	N/A	88	9	≠	98%	100%	√	\$1,000	\$1,000	√	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	215	157	≠	N/A	N/A	N/A	N/A	N/A	N/A	211	156	≠	98%	99%	√	\$600	\$537	√	98%	99%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>4</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	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			
<b>4/1/2017-6/30/2017</b>																								
Gladden Community House - Stable Families	54	54	√	126	118	√	120	114	√	48	48	√	90%	86%	√	\$800	\$995	√ <sup>8</sup>	90%	85%	√			
Lutheran Social Services - REEB Stable Families	9	7	≠	39	21	≠	330	125	≠	2	4	√	90%	80%	≠	\$1,083	\$1,013	√	90%	80%	≠			

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 <sup>4</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	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		
<b>4/1/2017-6/30/2017</b>																							
LSS - SSVF Prevention <sup>5</sup>	6	N/A	N/A	8	N/A	N/A	N/A	N/A	N/A	90	N/A	N/A	5	N/A	N/A	90%	N/A	N/A	75%	N/A	N/A		
LSS - SSVF Rapid Re-housing <sup>3</sup>	30	26	≠	55	37	≠	30	21	√	100	73	√	24	9	≠	80%	82%	√	80%	82%	√		
VOAGO - SSVF Prevention	10	1	√ <sup>7</sup>	25	2	√ <sup>7</sup>	N/A	N/A	N/A	100	14	√	9	1	√ <sup>7</sup>	90%	100%	√	75%	100%	√		
VOAGO - SSVF Rapid Re-housing <sup>2,3</sup>	70	42	≠	140	100	≠	30	23	√	100	120	≠	56	30	≠	80%	68%	≠	75%	74%	√		

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>2</sup> 6 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry.

<sup>3</sup> Households were excluded from ALOS measure if they still reside in emergency shelter at the time of the report.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>5</sup> Due to prioritizing clients into the Rapid-Rehousing program, program did not serve any clients in Qtr4.

<sup>6</sup> Program closed as of 6/30/2017. Decreased activity prior to close affected performance.

<sup>7</sup> Project prioritized clients into the Rapid-Rehousing program.

<sup>8</sup> DCA average exceeded with CSB's approval.

# communityshelterboard

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