

SYSTEM & PROGRAM INDICATOR REPORT

FY2018
4/1/18 - 6/30/18

Our Mission

To lead a coordinated, community effort to make sure everyone has a place to call home.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.

FEATURED PROGRAMS OF EXCELLENCE

FY2018 Quarter 4: 4/1/18 – 6/30/18



EMERGENCY HOUSING FOR VETERANS

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



ISIAH PROJECT

Committed to lead a supportive housing leasing project that houses more than 200 people who have disabilities and histories of long-term homelessness

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarter. We aim to acknowledge extraordinary leadership, collaborative practices, and high quality operations and services among partner agencies in their work to serve people facing homelessness every day. 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 facing homelessness.

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Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. 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 programs and some non-CSB funded programs that participate in our data system. 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 |

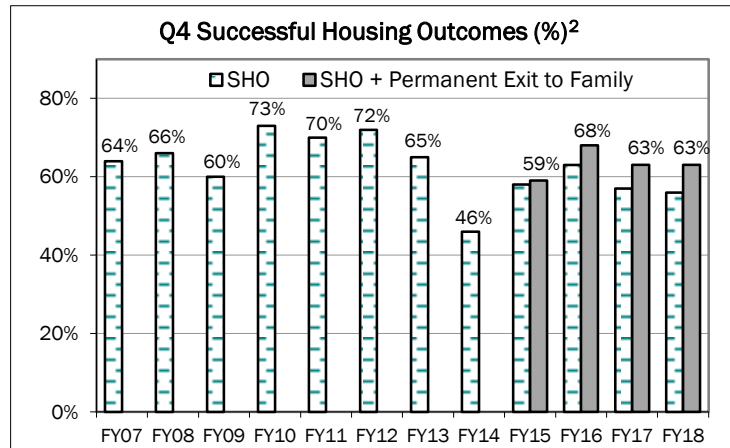
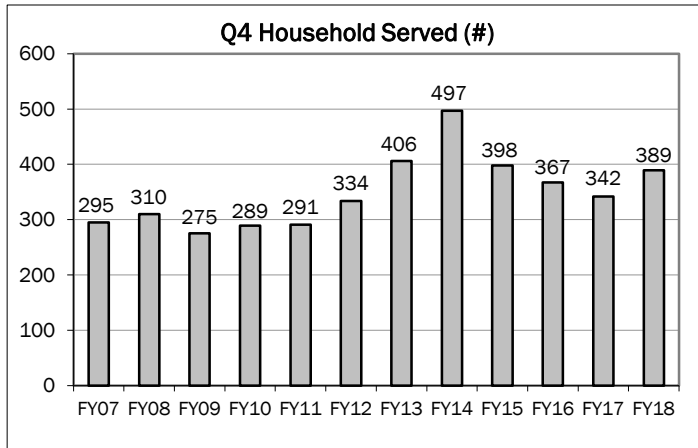
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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.

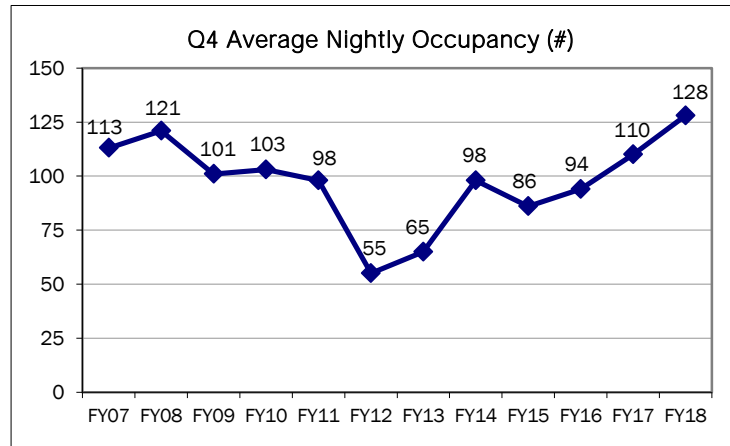
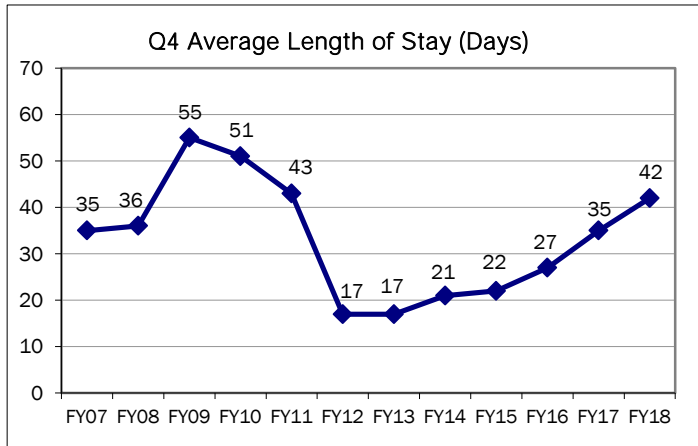
System and Program Indicator Report



| FY18 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ² | | | | | |
|------------------------|--------------------|------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|--------|---------------------|----------|------------|
| | 4/1/2018-6/30/2018 | Goal | Actual | Outcome Achievement | Capacity ¹ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual | Outcome Achievement | Goal (%) | Actual (%) |
| Family System | 350 | 389 | √ | 114 | 128 | 20 | 42 | ≠ | 165 | 151 | √ | 70% | 63% | ≠ |



| DEMOGRAPHICS | Family |
|----------------------------------|--------|
| Households Served | 389 |
| Percent Newly homeless | 66% |
| Clients Served | 1,418 |
| Average Age (HoH) | 33 |
| Gender - Male (HoH) | 7% |
| Gender - Female (HoH) | 93% |
| Veterans (U.S. Military) served | 5 |
| Veterans % of all adults | 1% |
| Average Monthly Household Income | \$642 |
| Percent Working at Entry | 31% |
| Race - White (HoH) ³ | 28% |
| Race - Black (HoH) ³ | 69% |
| Race - Other (HoH) ³ | 2% |
| Hispanic (HoH) | 4% |
| Non-Hispanic (HoH) | 96% |
| Adults Served | 558 |
| Children Served | 860 |
| Mean Family Size | 3.6 |
| Average Number of Children | 2.2 |
| Adults 18-24 years (HoH) | 15% |
| Children 0 - 2 years | 23% |
| Children 3 - 7 years | 35% |
| Children 8 - 12 years | 30% |
| Children 13 - 17 years | 12% |
| Pregnant Women Served | 53 |
| Franklin County Residents | 89% |



14 percent more households needed shelter compared to the same reporting period of last fiscal year. The success rate at exit from shelters remained the same. However, the length of time homeless significantly increased, causing the nightly occupancy to exceed planned capacity. The employment rate at entry increased from 27% in FY17 to 31% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years. An additional 126 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with Gladden Community House. These families were subsequently either diverted from shelter by Gladden or self-exited.

¹ Overflow capacity is not included.

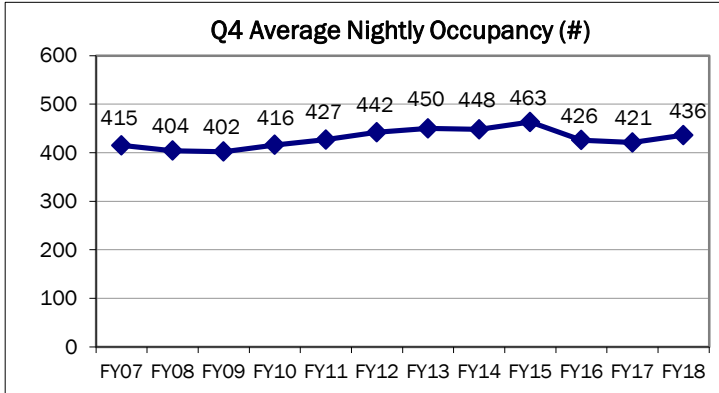
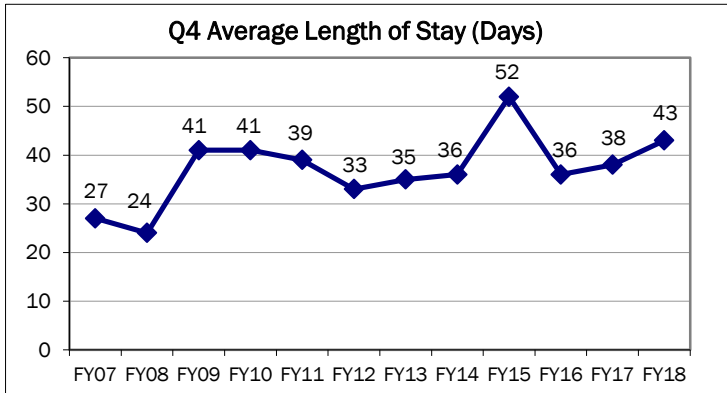
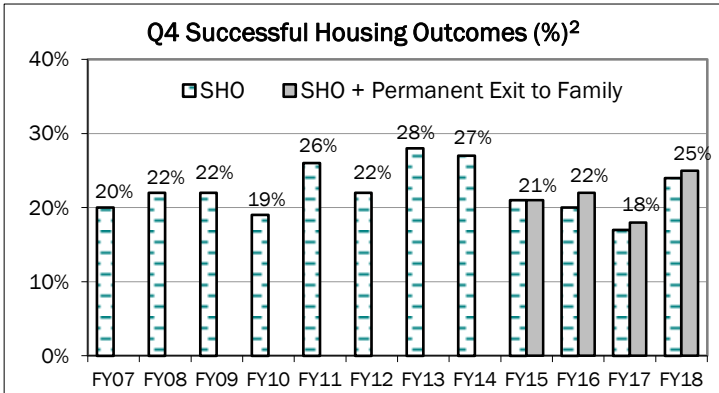
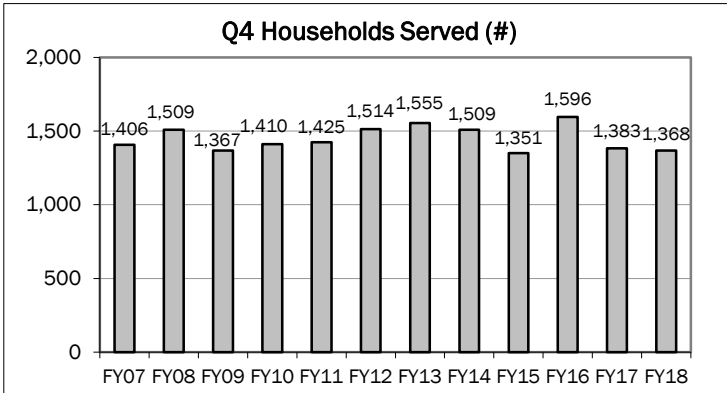
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report



| FY18 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ² | | | | | |
|------------------------|--------------------|-------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 4/1/2018-6/30/2018 | Goal | Actual | Outcome Achievement | Capacity ¹ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Men's System | 1,500 | 1,368 | √ | 431 | 436 | 30 | 43 | ≠ | 353 | 244 | ≠ | 33% | 25% | ≠ |



| DEMOGRAPHICS | Men |
|--|-------|
| Households Served | 1,368 |
| Percent Newly homeless | 46% |
| Average Age | 45 |
| Men as a percent of total single adults served | 69% |
| Veterans (U.S. Military) served | 176 |
| Veterans % of all adults | 13% |
| Average Monthly Household Income | \$584 |
| Percent Working at Entry | 28% |
| Average Daily Waitlist Number | 82 |
| Race - White | 32% |
| Race - Black | 66% |
| Race - Other | 2% |
| Hispanic | 3% |
| Non-Hispanic | 97% |
| Adults 18 - 24 years | 6% |
| Adults 25 - 34 years | 19% |
| Adults 35 - 44 years | 21% |
| Adults 45 - 55 years | 31% |
| Adults 56 - 61 years | 16% |
| Adults 62+ years | 7% |
| Franklin County Residents | 86% |

The system experienced a 1% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year. Both the success rate at exit and the average length of time homeless increased compared to last fiscal year. The rapid re-housing program is only serving individuals with high needs and barriers, which makes outcome achievement challenging. The employment rate at entry increased from 24% in FY17 to 28% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Seasonal Overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

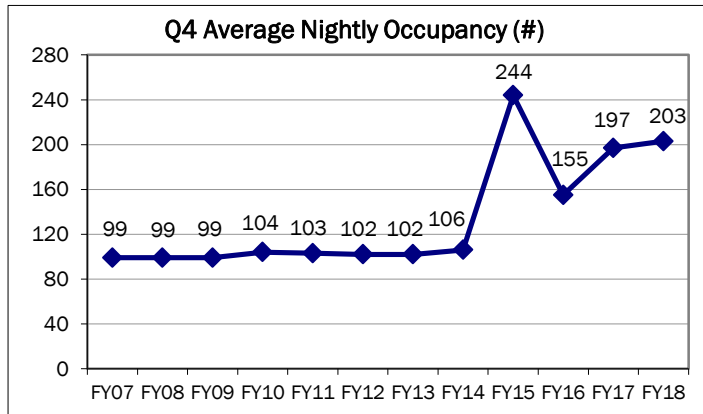
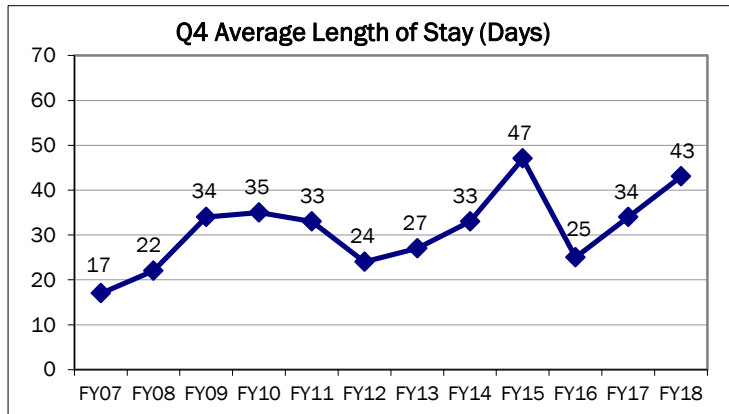
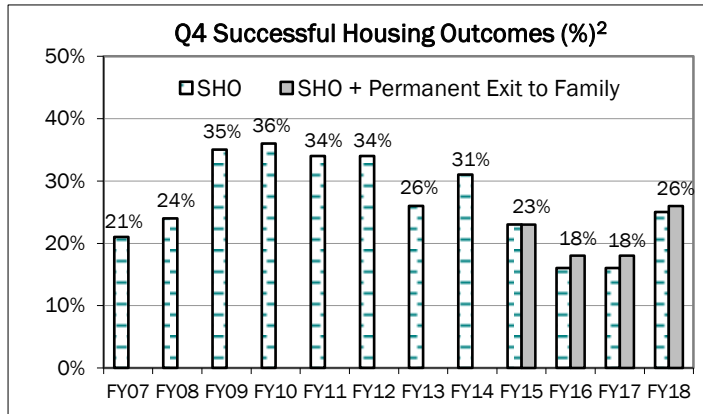
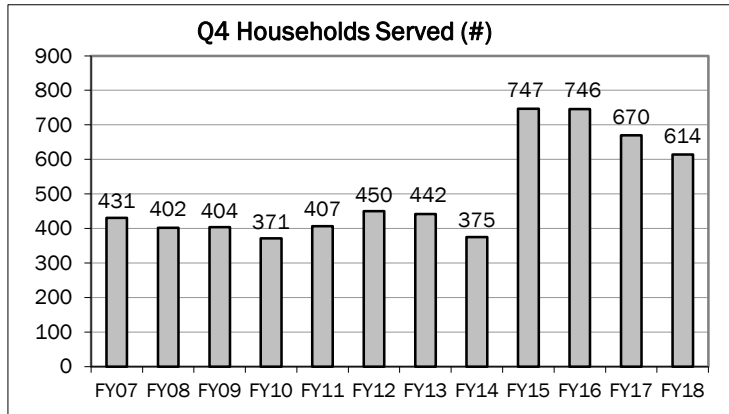
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report



| FY18 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ² | | | | | |
|------------------------|--------------------|------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 4/1/2018-6/30/2018 | Goal | Actual | Outcome Achievement | Capacity ¹ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Women's System | 750 | 614 | ≠ | 201 | 203 | 30 | 43 | ≠ | 181 | 108 | ≠ | 33% | 26% | ≠ |



| DEMOGRAPHICS | Women |
|--|-------|
| Households Served | 614 |
| Percent Newly homeless | 54% |
| Average Age | 41 |
| Women as a percent of total single adults served | 31% |
| Veterans (U.S. Military) served | 8 |
| Veterans % of all adults | 1% |
| Average Monthly Household Income | \$520 |
| Percent Working at Entry | 26% |
| Average Daily Waitlist Number | 44 |
| Race - White | 35% |
| Race - Black | 62% |
| Race - Other | 3% |
| Hispanic | 4% |
| Non-Hispanic | 96% |
| Adults 18 - 24 years ³ | 14% |
| Adults 25 - 34 years ³ | 23% |
| Adults 35 - 44 years ³ | 20% |
| Adults 45 - 55 years ³ | 27% |
| Adults 56 - 61 years ³ | 10% |
| Adults 62+ years ³ | 5% |
| Pregnant Women Served | 67 |
| Franklin County Residents | 86% |

The number of single women sheltered decreased 8% when compared to the same reporting period of last fiscal year. Both the success rate at exit and the average length of time homeless increased compared to the same reporting period of the last fiscal year. The rapid re-housing program is only serving individuals with high needs and barriers, which makes outcome achievement challenging. The employment rate at entry increased from 23% in FY17 to 26% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Seasonal Overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

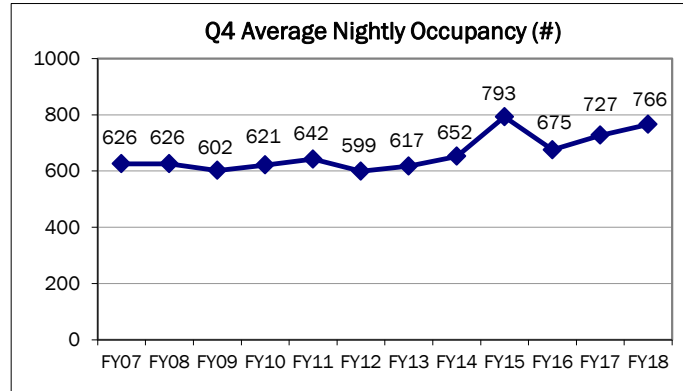
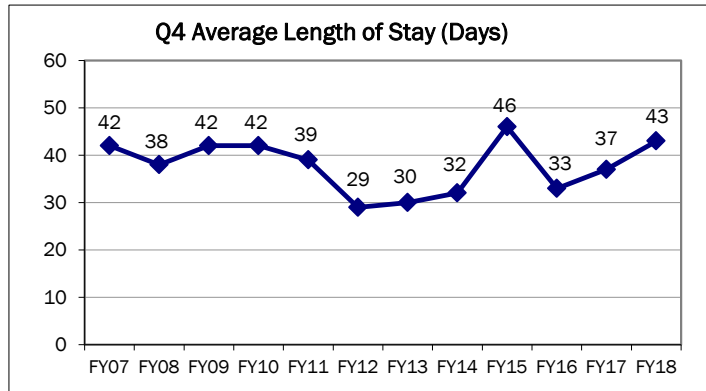
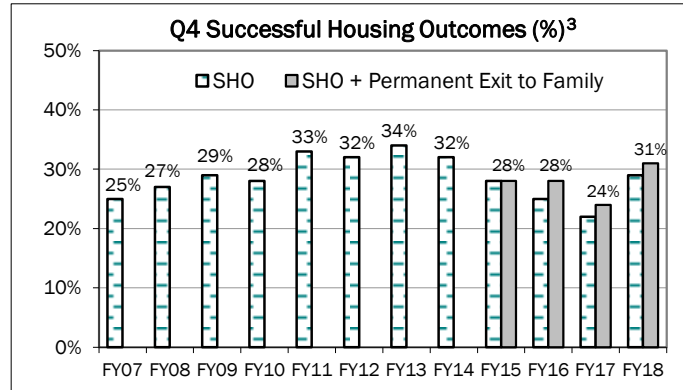
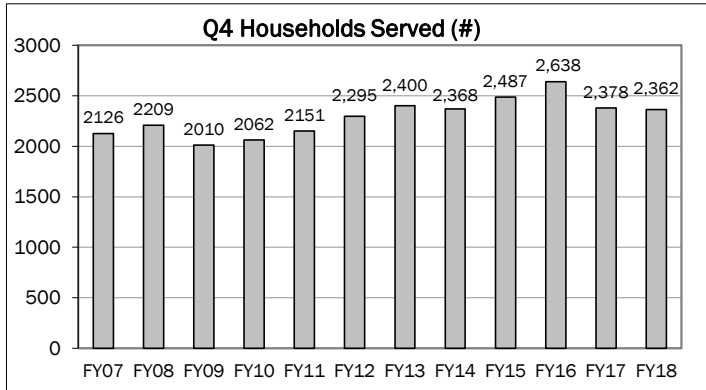
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report



| FY18 EMERGENCY SHELTER 4/1/2018-6/30/2018 | 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 |
| Emergency Shelter System ¹ | 2,600 | 2,362 | √ | 746 | 766 | 30 | 43 | ≠ | 686 | 501 | ≠ | 37% | 31% | ≠ |



| DEMOGRAPHICS | Family & Adults |
|----------------------------------|-----------------|
| Households Served | 2,362 |
| Percent Newly homeless | 52% |
| Clients Served | 3,390 |
| Adults Served | 2,530 |
| Children Served | 860 |
| Average Age (HoH) | 42 |
| Gender - Male (HoH) | 59% |
| Gender - Female (HoH) | 41% |
| Veterans (U.S. Military) served | 188 |
| Veterans % of all adults | 7% |
| Average Monthly Household Income | \$575 |
| Percent Working at Entry | 28% |
| Average Daily Waitlist Number | 126 |
| Race - White (HoH) | 32% |
| Race - Black (HoH) | 66% |
| Race - Other (HoH) | 2% |
| Hispanic (HoH) | 3% |
| Non-Hispanic (HoH) | 97% |
| Adults 18-24 years (HoH) | 10% |
| Pregnant Women Served | 119 |
| Franklin County Residents | 86% |

The system sheltered nearly the same amount of households when compared to the same reporting period of last fiscal year. The successful housing outcomes percent significantly increased compared to the prior reporting period. The average length of time homeless increased across all systems, as well as the system occupancy. The employment rate and income increased across all systems. 52% of sheltered households did not experience homelessness within the past two years.

¹ 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 2,613.

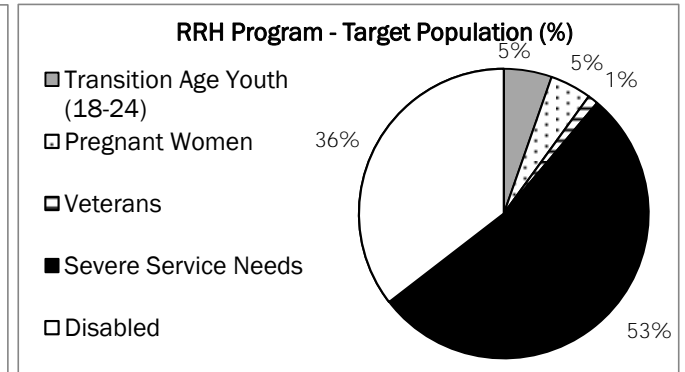
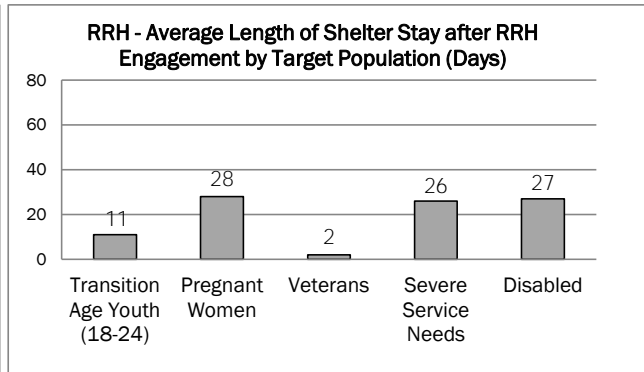
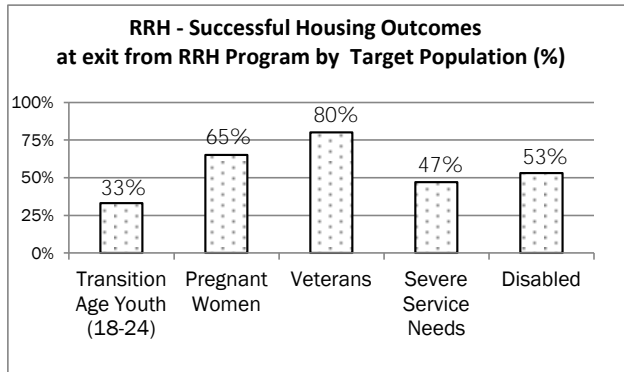
² Seasonal overflow capacity is not included. Overflow opened 10/15/17 and remained open through 4/15/18.

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

System and Program Indicator Report



| FY18 CRISIS RESPONSE FOR SINGLE ADULTS 4/1/2018-6/30/2018 | Single Adult Tier 2 Shelters ¹ | Rapid Re-Housing Program | Rapid Re-housing/RRH Program - Target (Priority) Population | | | | |
|--|---|--------------------------|---|----------------|----------------|----------------------|--------------|
| | | | Transition Age Youth (18-24) | Pregnant Women | Veterans | Severe Service Needs | Disabled |
| Total Household Served (#) | 1,592 | 688 | 37 | 32 | 8 | 369 | 245 |
| Successful Housing Outcomes (%) ² | 29% | 52% | 33% | 65% | 80% | 47% | 53% |
| Average Length of Shelter Stay (Days) | 48 | 26 | 11 | 28 | 2 | 26 | 27 |
| Median Length of Shelter Stay (Days) | 32 | 20 | 8 | 24 | 2 | 21 | 20 |
| Average Engagement Time (Shelter Entry to RRH Entry) (Days) | N/A | 24 | 28 | 21 | 27 | 23 | 25 |
| Average Length of Participation (RRH Entry to RRH Exit) (Days) | N/A | 103 | 116 | 112 | 84 | 98 | 103 |
| Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days) ³ | 8 | 19 | Crisis Response System | | 2012 Benchmark | FY2018 goal | 10 year goal |
| Average Number of Shelter Visits (#) | 1.3 | N/A | Diversion Rate | | 14% | 20% | 30% |
| Recidivism (%) | N/A | N/A | Average Length of Shelter Stay | | 45 days | 30 days | 23 days |
| Diversion | | | Successful Housing Outcomes | | 28% | 33% | 40% |
| Diversion Rate at Homeless Hotline (%) | | | Number of Returns to Shelter | | 3.4 | 2.3 | 1.5 |
| | | | | | | | |



The success rate at exit from the Rapid Re-housing program shows improving results at 52%. 514 (32%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The Rapid Re-housing program was retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers, which makes outcome achievement challenging.

¹ System implemented 10/1/2014. Includes shelters where the Rapid Re-housing 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. Program is not contracted to provide services for the overflow or VA programs.

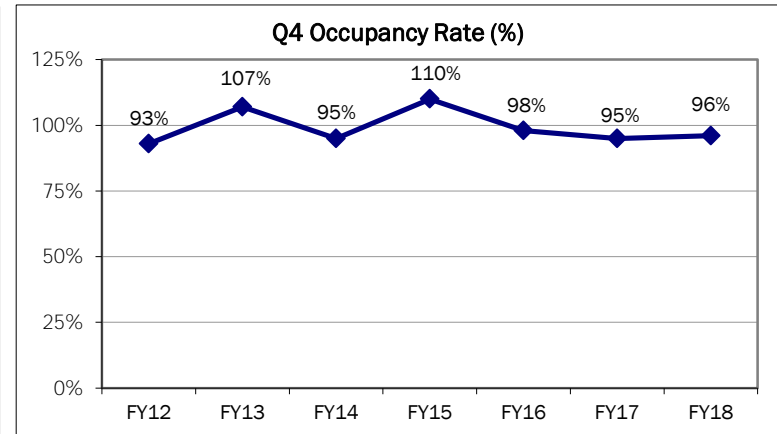
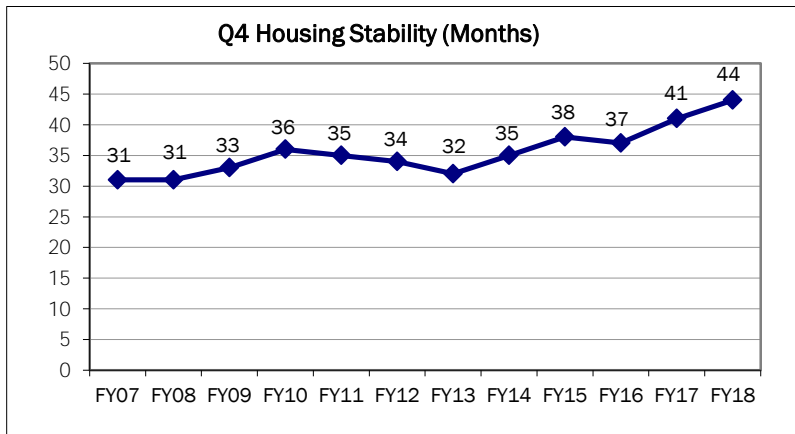
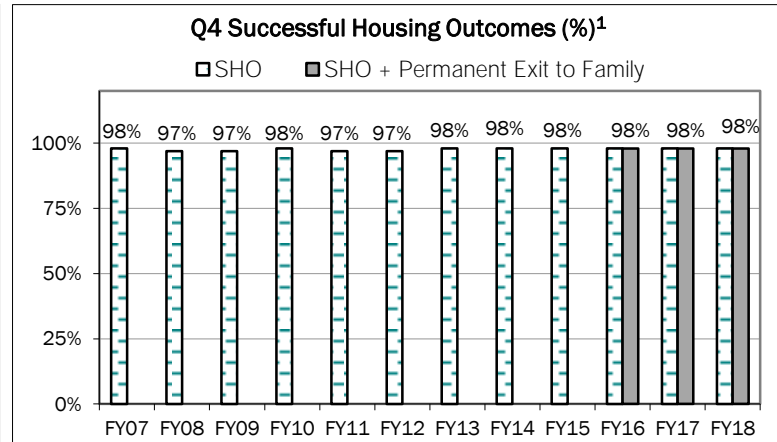
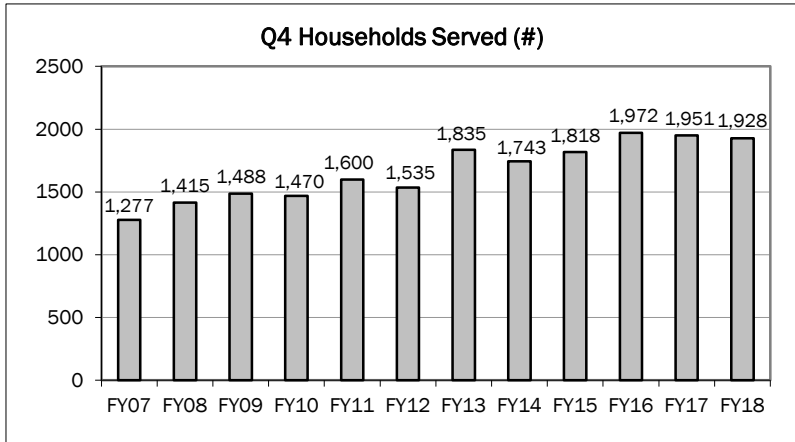
² For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ 1 individual entered in the YMCA RRH program during the evaluation period that didn't have a rapid re-housing pool record.

System and Program Indicator Report



| FY18 Permanent Supportive Housing (PSH) 4/1/2018-6/30/2018 | 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 |
| Total PSH System | 2,035 | 1,928 | √ | 95% | 96% | √ | 24 | 44 | √ | 1,832 | 1,891 | √ | 90% | 98% | √ |



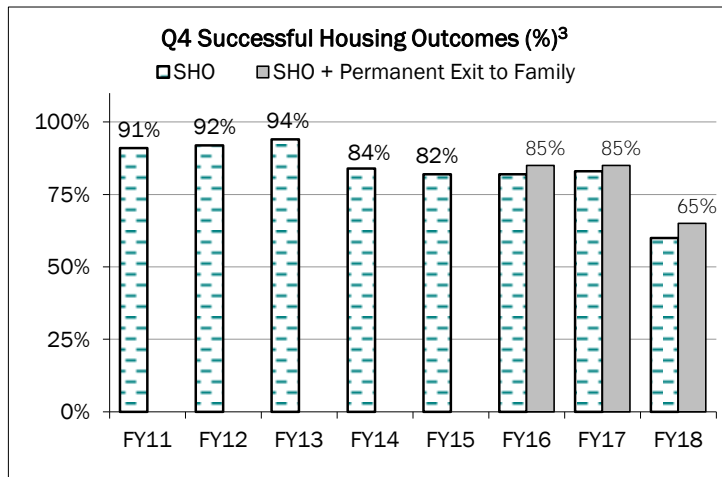
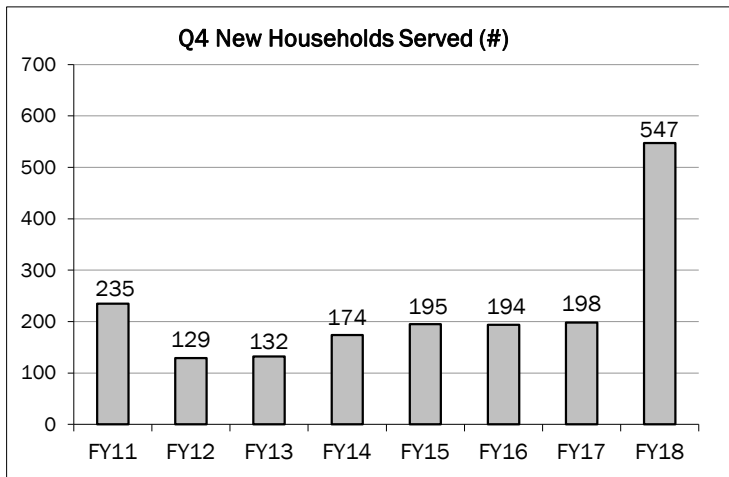
The system continues to perform well, with good occupancy and success rates. A comparable number of households were served this reporting period and the same reporting period of last fiscal year. The current capacity of the permanent supportive housing system included in Columbus Service Point (CSP) and reported on here is 1938. VA VASH voucher capacity of 349 is not included.

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

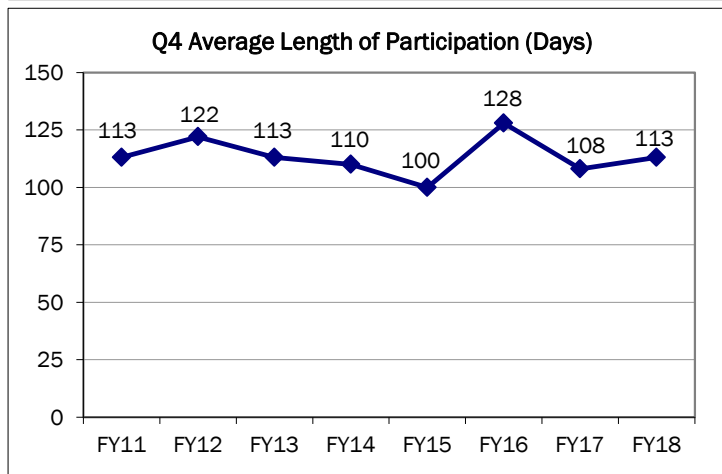
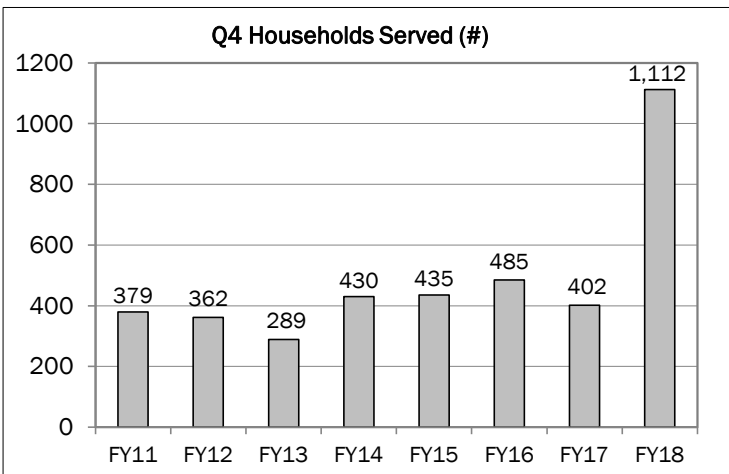
System and Program Indicator Report



| FY18 Rapid Re-housing 4/1/2018-6/30/2018 | 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 |
| Rapid Re-housing System ¹ | 723 | 547 | ≠ | 1,455 | 1,112 | ≠ | 100 | 113 | ≠ | 362 | 303 | ≠ | 50% | 65% | √ |



| DEMOGRAPHICS | Family & Adults |
|---|-----------------|
| Households Served | 1,112 |
| Clients Served | 1,803 |
| Average Age (HoH) | 42 |
| Gender - Male (HoH) | 57% |
| Gender - Female (HoH) | 43% |
| Veterans (U.S. Military) served | 176 |
| Veterans % of all adults | 14% |
| Average Monthly Household Income | \$534 |
| Percent Working at Entry | 27% |
| Adults Served | 1,216 |
| Children Served | 587 |
| Race - White (HoH) | 34% |
| Race - Black (HoH) | 64% |
| Race - Other (HoH) | 2% |
| Hispanic (HoH) | 3% |
| Non-Hispanic (HoH) | 97% |
| Mean Family Size ² | 3.6 |
| Average Number of Children ² | 2.2 |
| Children 0 - 2 years ² | 26% |
| Children 3 - 7 years ² | 36% |
| Children 8 - 12 years ² | 26% |
| Children 13 - 17 years ² | 12% |
| Pregnant Women Served | 91 |



The system served 177% more households than the same reporting period of last fiscal year, as the YMCA Rapid Re-housing project was added to the system. The number of households served by the YMCA Rapid Re-housing project is below the projected goal, which impacts the performance of the entire system.

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, YMCA Rapid Re-housing, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition.

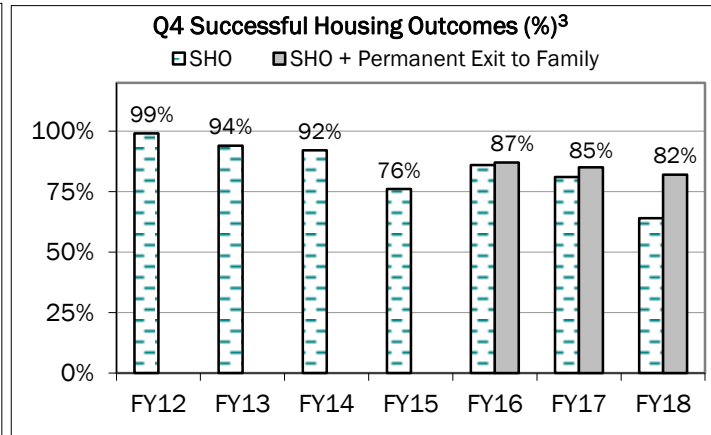
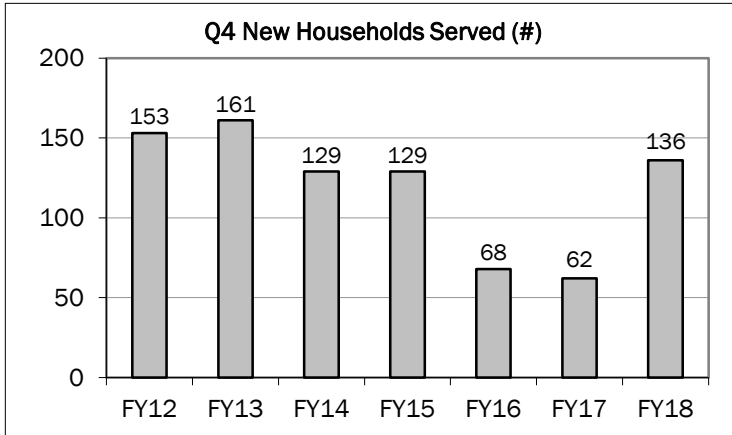
² Data refers to families served.

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

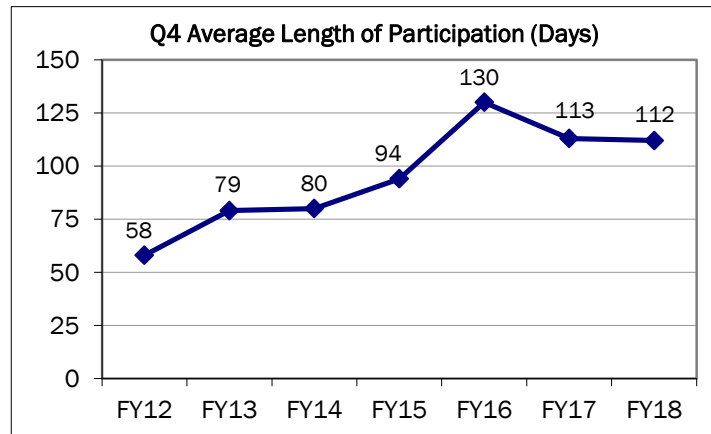
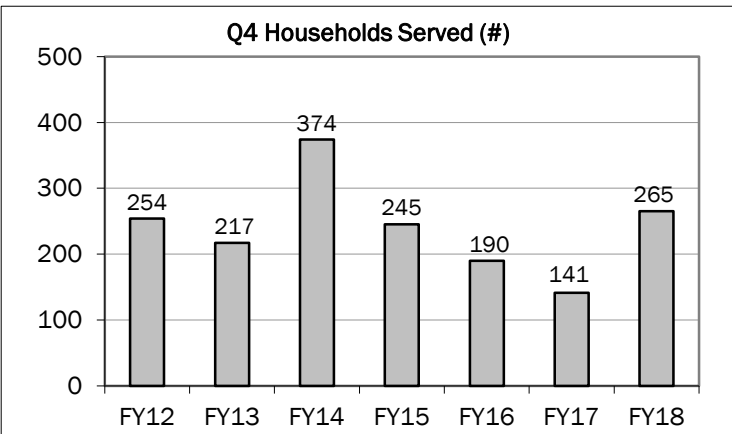
System and Program Indicator Report



| FY18 Prevention 4/1/2018-6/30/2018 | 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 |
| Prevention System ¹ | 76 | 136 | √ | 261 | 265 | √ | 160 | 112 | √ | 90 | 133 | √ | 90% | 82% | ≠ |



| DEMOGRAPHICS | Family & Adults |
|---|-----------------|
| Households Served | 265 |
| Clients Served | 941 |
| Average Age (HoH) | 33 |
| Gender - Male (HoH) | 11% |
| Gender - Female (HoH) | 89% |
| Veterans (U.S. Military) served | 20 |
| Veterans % of all adults | 6% |
| Average Monthly Household Income | \$817 |
| Percent Working at Entry | 50% |
| Race - White (HoH) | 20% |
| Race - Black (HoH) | 78% |
| Race - Other (HoH) | 2% |
| Hispanic (HoH) | 4% |
| Non-Hispanic (HoH) | 96% |
| Adults Served | 339 |
| Children Served | 602 |
| Mean Family Size ² | 3.6 |
| Average Number of Children ² | 2.4 |
| Children 0 - 2 years ² | 25% |
| Children 3 - 7 years ² | 33% |
| Children 8 - 12 years ² | 25% |
| Children 13 - 17 years ² | 17% |
| Pregnant Women Served | 24 |



88% more households were served than the same reporting period of last fiscal year. The success rate at program exit is slightly below expectations. 64% of households remained stable in their own housing at program exit and 18% decided to permanently move in with family, an unusually high rate for family move-ins. Income and percent working at entry decreased compared to FY17 numbers (\$1,078 and 81% respectively) showing better targeting and prioritization of households at greater risk of homelessness.

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

² Data refers to the families served.

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

| EMERGENCY SHELTER - Single Adult Programs ⁵ | Households Served | | | | Nightly Occupancy | | | Average Length of Stay (Days) | | | Successful Housing Outcomes ^{3,4} | | | | | Movement | |
|--|-------------------|------------|----------|---------------------|-----------------------|--------|---------------------------|-------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|---------------------|
| | Goal (#) | Actual (#) | Variance | Outcome Achievement | Capacity ¹ | Actual | Outcome Achievement (95%) | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Actual (%) Goal 15% |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | | | | | |
| MEN | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Men's on Grant ² | N/A | 273 | N/A | N/A | 89 | 92 | N/A | 30 | 48 | N/A | N/A | 55 | N/A | 33% | 29% | N/A | 13% |
| LSS - Faith Mission on 8th ² | N/A | 280 | N/A | N/A | 95 | 93 | N/A | 30 | 46 | N/A | N/A | 54 | N/A | 33% | 29% | N/A | 9% |
| Friends of the Homeless - Men's Shelter ⁵ | 489 | 415 | (74) | ≠ | 130 | 128 | √ | 30 | 43 | ≠ | 118 | 64 | ≠ | 33% | 22% | ≠ | 10% |
| VOAGO - Men's Shelter ⁵ | 188 | 157 | (31) | ≠ | 40 | 39 | √ | 30 | 32 | √ | 49 | 34 | ≠ | 33% | 29% | √ | 6% |
| YMCA - Men's Overflow ⁶ | 100 | 238 | 138 | √ | 40 | 40 | √ | 30 | 3 | √ | N/A | 0 | N/A | N/A | 0% | N/A | N/A |
| WOMEN | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Nancy's Place ² | N/A | 117 | N/A | N/A | 38 | 39 | N/A | 30 | 44 | N/A | N/A | 21 | N/A | 33% | 26% | N/A | 5% |
| YMCA - Van Buren Women's Shelter ⁵ | 350 | 398 | 48 | √ | 139 | 137 | √ | 30 | 46 | ≠ | 70 | 71 | √ | 33% | 27% | ≠ | 9% |
| YMCA - Van Buren Pregnant Women's Shelter ⁵ | 52 | 57 | 5 | √ | 12 | 12 | √ | 37 | 23 | √ | 13 | 7 | ≠ | 33% | 17% | ≠ | 10% |
| YMCA - Women's Overflow ⁶ | 50 | 77 | 27 | √ | 7 | 7 | √ | 30 | 2 | √ | N/A | 0 | N/A | N/A | 0% | N/A | N/A |
| INEBRIATE | | | | | | | | | | | | | | | | | |
| Maryhaven - Engagement Center Safety | 275 | 257 | (18) | √ | 32 | 34 | √ | 12 | 13 | √ | 73 | 51 | ≠ | 30% | 23% | ≠ | N/A |
| Maryhaven - Engagement Center Shelter2Housing ⁵ | 45 | 48 | 3 | √ | 18 | 17 | √ | 30 | 45 | ≠ | 9 | 11 | √ | 33% | 32% | √ | 3% |
| YOUTH | | | | | | | | | | | | | | | | | |
| Huckleberry House - Emergency Shelter | 80 | 130 | 50 | √ | 16 | 9 | ≠ | 10 | 8 | √ | 59 | 86 | √ | 80% | 73% | ≠ | 1% |
| VA EMERGENCY HOUSING | | | | | | | | | | | | | | | | | |
| VOAGO - VA Emergency Housing | 35 | 38 | 3 | √ | 15 | 14 | √ | 70 | 49 | √ | 11 | 14 | √ | 50% | 56% | √ | 12% |
| LSS - VA Men & Women | 50 | 65 | 15 | √ | 24 | 21 | ≠ | 70 | 41 | √ | 13 | 21 | √ | 50% | 47% | √ | 13% |
| AGENCY | | | | | | | | | | | | | | | | | |
| Lutheran Social Services - Faith Mission ^{2,5} | 837 | 646 | (191) | ≠ | 222 | 224 | √ | 30 | 48 | ≠ | 203 | 128 | ≠ | 33% | 30% | √ | 10% |

¹ Capacity does not include overflow, with the exception of dedicated overflow programs. Overflow opened 10/15/17 and remained open through 4/15/18.

² Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission Men's on Grant, Faith Mission on 8th, and Nancy's Place.

³ Successful outcomes measure for Maryhaven Engagement Center Safety.

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

⁵ Starting 7/1/2017 housing services are provided by the YMCA Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

⁶ Men's and women's seasonal overflow was opened 11/08-11/11/17 and remained open from 11/13/17-4/17/18. 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 | |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | |
| HandsOn Central Ohio - Homeless Hotline (Single Adults) | 2,600 | 3,073 | √ | 95% | 98% | √ | 650 | 367 | ≠ | 25% | 9% | ≠ | |
| HandsOn Central Ohio - Homeless Hotline (Families) | 1,100 | 775 | ≠ | 95% | 100% | √ | 330 | 132 | ≠ | 30% | 15% | ≠ | |
| Gladden Community House - Family Diversion ⁵ | 425 | 320 | √ | 95% | 99% | √ | 128 | 73 | ≠ | 30% | 29% | √ | |

| OUTREACH | New Households Served | | | Total Households Served | | | Successful Outcomes | | | | | | Successful Housing Outcomes ⁴ | | | 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 | Goal (%) | Actual (%) | Outcome Achievement |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | | | | | | | | | |
| Maryhaven - Capital Crossroad SID Outreach | 25 | 28 | √ | 45 | 33 | ≠ | 19 | 23 | √ | 75% | 100% | √ | 10 | 18 | √ | 55% | 78% | √ | N/A | 29% | N/A |
| Maryhaven - Outreach | 70 | 72 | √ | 130 | 159 | √ | 53 | 35 | ≠ | 75% | 76% | √ | 29 | 21 | ≠ | 55% | 60% | √ | 25% | 31% | √ |
| Southeast - PATH Outreach ³ | 70 | 33 | ≠ | 140 | 51 | ≠ | 35 | 0 | ≠ | 50% | 0% | ≠ | N/A | 0 | N/A | N/A | 0% | N/A | N/A | N/A | N/A |

| EMERGENCY SHELTER - Families | Households Served | | | Nightly Occupancy | | | Average Length of Stay (Days) | | | Successful Housing Outcomes ⁴ | | | | | | Average Engagement Time (Days) | | | Movement |
|---------------------------------|-------------------|------------|---------------------|-----------------------|--------|---------------------|-------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|--------------------------------|--------|---------------------|---------------------|
| | Goal (#) | Actual (#) | Outcome Achievement | Capacity ¹ | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Goal | Actual | Outcome Achievement | Actual (%) Goal 15% |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | | | | | | | |
| YWCA - Family Center | 225 | 155 | √ ⁵ | 50 | 51 | √ | 20 | 41 | ≠ | 123 | 64 | ≠ | 70% | 62% | ≠ | 7 | 11 | ≠ | 4% |
| YMCA - Van Buren Family Shelter | 240 | 247 | √ | 64 | 76 | √ | 20 | 41 | ≠ | 123 | 89 | ≠ | 70% | 59% | ≠ | 7 | 16 | ≠ | 12% |

¹ Capacity does not include overflow.

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

³ The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

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

⁵ Program served all households in need of shelter. Outcomes re-calculated based on actual households served.

| PERMANENT SUPPORTIVE HOUSING | | Households Served | | | | Project Occupancy | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | | |
|--|--|-------------------|----------|------------|----------|---------------------|------------|------------|----------------------------|--------------------|----------------------|--|----------|------------|---------------------|----------|------------|---------------------|
| 4/1/2018-6/30/2018 | | 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 |
| Community Housing Network - Briggsdale | | 25 | 26 | 25 | (1) | √ | 25 | 100% | √ | 24 | 53 | √ | 23 | 25 | √ | 90% | 100% | √ |
| Community Housing Network - Cassady ² | | 10 | 11 | 11 | 0 | √ | 11 | 110% | √ | 24 | 42 | √ | 10 | 11 | √ | 90% | 100% | √ |
| Community Housing Network - Community ACT | | 42 | 44 | 42 | (2) | √ | 42 | 100% | √ | 24 | 62 | √ | 40 | 42 | √ | 90% | 100% | √ |
| Community Housing Network - East 5th Avenue | | 38 | 40 | 41 | 1 | √ | 35 | 92% | √ | 24 | 34 | √ | 36 | 41 | √ | 90% | 100% | √ |
| Community Housing Network - Inglewood Court | | 45 | 47 | 46 | (1) | √ | 44 | 98% | √ | 24 | 39 | √ | 42 | 46 | √ | 90% | 100% | √ |
| Community Housing Network - Leasing Supportive Housing | | 25 | 26 | 26 | 0 | √ | 23 | 92% | √ | 24 | 53 | √ | 23 | 24 | √ | 90% | 96% | √ |
| Community Housing Network - Leasing Supportive Housing II ³ | | 222 | | | | | | | | | | | | | | | | |
| Community Housing Network - North 22nd Street | | 30 | 32 | 31 | (1) | √ | 30 | 100% | √ | 24 | 37 | √ | 29 | 30 | √ | 90% | 97% | √ |
| Community Housing Network - Parsons | | 25 | 26 | 26 | 0 | √ | 25 | 100% | √ | 24 | 22 | √ | 23 | 26 | √ | 90% | 100% | √ |
| Community Housing Network - RLPTI ⁶ | | 80 | 84 | 73 | (11) | ≠ | 69 | 86% | ≠ | 24 | 67 | √ | 76 | 73 | √ | 90% | 100% | √ |
| Community Housing Network - Safe Haven | | 13 | 16 | 13 | (3) | ≠ | 13 | 100% | √ | 24 | 79 | √ | 14 | 13 | √ | 90% | 100% | √ |
| Community Housing Network - Southpoint Place ² | | 46 | 48 | 49 | 1 | √ | 49 | 107% | √ | 24 | 45 | √ | 43 | 47 | √ | 90% | 96% | √ |
| Community Housing Network - Terrace Place | | 47 | 49 | 46 | (3) | √ | 46 | 98% | √ | 24 | 51 | √ | 44 | 46 | √ | 90% | 100% | √ |
| Maryhaven - Commons at Chantry | | 50 | 53 | 49 | (4) | √ | 49 | 98% | √ | 24 | 60 | √ | 48 | 49 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Buckingham | | 75 | 79 | 75 | (4) | √ | 74 | 99% | √ | 24 | 57 | √ | 71 | 75 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Grant | | 50 | 53 | 51 | (2) | √ | 50 | 100% | √ | 24 | 79 | √ | 48 | 51 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Livingston | | 60 | 63 | 60 | (3) | √ | 57 | 95% | √ | 24 | 42 | √ | 57 | 60 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Third ⁵ | | 60 | 63 | 61 | (2) | √ | 61 | 102% | √ | 24 | 38 | √ | 57 | 60 | √ | 90% | 98% | √ |
| National Church Residences - VOAGO Van Buren Village | | 60 | 63 | 63 | 0 | √ | 59 | 98% | √ | 23 | 20 | ≠ | 57 | 61 | √ | 90% | 97% | √ |
| YMCA - 40 West Long Street | | 105 | 110 | 108 | (2) | √ | 103 | 98% | √ | 24 | 43 | √ | 99 | 105 | √ | 90% | 98% | √ |
| YMCA - Franklin Station ² | | 75 | 79 | 78 | (1) | √ | 76 | 101% | √ | 24 | 61 | √ | 71 | 78 | √ | 90% | 100% | √ |
| YMCA - Scattered Sites HOME ^{2,4} | | 50 | 50 | 58 | 8 | √ | 54 | 108% | √ | 3 | 5 | √ | 45 | 55 | √ | 90% | 95% | √ |
| YWCA - WINGS | | 91 | 96 | 93 | (3) | √ | 87 | 96% | √ | 24 | 30 | √ | 86 | 91 | √ | 90% | 98% | √ |

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

² Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units or eligible roommates/couples or project is able to increase census due to funding availability.

³ CHN took over the project from CAIHS as of 7/1/2017. CSB does not have confidence in the accuracy of the data for the reporting period.

⁴ Capacity was reduced from 75 units to 50 units starting 7/1/17. YMCA took over project from CAIHS starting 1/1/18.

⁵ Project adding units, up to 25 units across all N^^ properties.

⁶ Project served less individuals to help conserve system level funds.

| PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING | | Households Served | | | | Program Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | | |
|---|--|-------------------|----------|------------|----------|------------------------|----------|------------|----------------------------|----------|------------|--|----------|------------|---------------------|----------|------------|---------------------|
| 4/1/2018-6/30/2018 | | Capacity | Goal (#) | Actual (#) | Variance | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| PERMANENT SUPPORTIVE HOUSING | | | | | | | | | | | | | | | | | | |
| Community Housing Network - Family Homes | | 10 | 10 | 10 | 0 | √ | 95% | 90% | √ | 24 | 57 | √ | 9 | 10 | √ | 90% | 100% | √ |
| Community Housing Network - Wilson | | 8 | 8 | 8 | 0 | √ | 95% | 88% | ≠ | 24 | 104 | √ | 7 | 8 | √ | 90% | 100% | √ |
| VOAGO - Family Supportive Housing ³ | | 38 | 40 | 38 | (2) | √ | 95% | 97% | √ | 24 | 46 | √ | 36 | 37 | √ | 90% | 97% | √ |
| PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE | | | | | | | | | | | | | | | | | | |
| Amethyst/Alvis - SRA/TRA ⁴ | | 52 | 55 | 50 | (5) | √ | 100% | 88% | ≠ | 24 | 59 | √ | 50 | 47 | √ | 90% | 94% | √ |
| Equitas Health - TRA | | 89 | 93 | 92 | (1) | √ | 100% | 100% | √ | 24 | 106 | √ | 84 | 87 | √ | 90% | 96% | √ |
| Community Housing Network - SRA ⁵ | | 183 | 192 | 166 | (26) | ≠ | 100% | 88% | ≠ | 24 | 43 | √ | 173 | 161 | √ | 90% | 97% | √ |
| Community Housing Network - SRA 2 | | 14 | 15 | 16 | 1 | √ | 100% | 100% | √ | 16 | 14 | √ | 14 | 15 | √ | 90% | 94% | √ |
| Community Housing Network - SRA 3 | | 11 | 12 | 12 | 0 | √ | 100% | 100% | √ | 9 | 4 | ≠ | 11 | 12 | √ | 90% | 100% | √ |
| Community Housing Network - TRA ⁵ | | 171 | 180 | 166 | (14) | √ | 100% | 97% | √ | 24 | 51 | √ | 162 | 165 | √ | 90% | 100% | √ |
| YMCA - 40 West Long Expansion SRA | | 38 | 40 | 39 | (1) | √ | 100% | 97% | √ | 24 | 31 | √ | 36 | 38 | √ | 90% | 97% | √ |
| Total Rental Assistance | | 558 | 587 | 541 | (46) | √ | 100% | 94% | ≠ | 24 | 55 | √ | 530 | 525 | √ | 90% | 97% | √ |
| TRANSITIONAL HOUSING | | | | | | | | | | | | | | | | | | |
| Huckleberry House - TLP | | 28 | 35 | 31 | (4) | √ | 98% | 89% | ≠ | 10 | 11 | √ | 4 | 8 | √ | 77% | 89% | √ |
| Maryhaven - Women's ² | | 5 | 5 | 6 | 1 | √ | 90% | 80% | ≠ | 4 | 4 | √ | 2 | 1 | √ | 50% | 100% | √ |
| VOAGO - Veterans | | 40 | 70 | 71 | 1 | √ | 95% | 75% | ≠ | 4 | 2 | √ | 23 | 29 | √ | 77% | 60% | ≠ |

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

² Project capacity fluctuates based on need and available capacity.

³ Project capacity increased by 8 as of 7/1/17.

⁴ Project capacity decreased by 20 as of 7/1/17.

⁵ Project served less individuals to help conserve system level funds.

| RAPID RE-HOUSING | New Households Served | | | Total Households Served | | | Average Length of Stay (Days) ² | | | Average Length of Participation (Days) | | | Successful Housing Outcomes ³ | | | | | | 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 | |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Homeless Families Foundation - Rapid Re-housing | 46 | 57 | √ | 92 | 98 | √ | 15 | 36 | ≠ | 100 | 94 | √ | 41 | 32 | ≠ | 90% | 71% | ≠ | \$800 | \$800 | √ | 90% | 67% | ≠ | |
| The Salvation Army - Rapid Re-housing | 41 | 27 | ≠ | 78 | 63 | ≠ | 15 | 41 | ≠ | 100 | 98 | √ | 37 | 30 | ≠ | 90% | 88% | √ | \$1,800 | \$1,548 | √ | 90% | 91% | √ | |
| The Salvation Army - Job2Housing | 17 | 23 | √ | 47 | 51 | √ | 15 | 29 | ≠ | 180 | 295 | ≠ | 15 | 18 | √ | 90% | 100% | √ | N/A | \$1,900 | N/A | N/A | 100% | N/A | |
| VOAGO Families - Rapid Re-housing | 19 | 29 | √ | 43 | 44 | √ | 15 | 34 | ≠ | 100 | 92 | √ | 17 | 19 | √ | 90% | 95% | √ | \$800 | \$800 | √ | 90% | 95% | √ | |
| YMCA - Rapid Rehousing | 500 | 342 | ≠ | 1,000 | 688 | ≠ | 23 | 26 | ≠ | 100 | 103 | √ | 350 | 148 | ≠ | 70% | 52% | ≠ | \$740 | \$964 | ≠ | 80% | 48% | ≠ | |
| CSB - Transition Program - Family | N/A | N/A | N/A | 90 | 30 | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 88 | 30 | ≠ | 98% | 100% | √ | \$950 | \$1,813 | ≠ | 98% | 100% | √ | |
| CSB - Transition Program - Single | N/A | N/A | N/A | 550 | 283 | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 539 | 279 | ≠ | 98% | 99% | √ | \$740 | \$967 | ≠ | 98% | 99% | √ | |

| PREVENTION | New Households Served | | | Total Households Served | | | Average Length of Participation (Days) | | | Successful Housing Outcomes ³ | | | | | | 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 | | | |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | | | | | | | | | | | | |
| Gladden Community House - Stable Families | 54 | 89 | √ | 162 | 152 | √ | 180 | 90 | √ | 49 | 71 | √ | 90% | 79% | ≠ | \$1,000 | \$1,647 | √ ⁵ | 90% | 73% | ≠ | | | |
| Gladden Community House - Stable Families Expansion | 7 | 10 | √ | 14 | 22 | √ | 120 | 81 | √ | 7 | 12 | √ | 90% | 71% | ≠ | \$1,458 | \$1,935 | √ ⁵ | 90% | 64% | ≠ | | | |
| Gladden Community House - Stable Families FCCS | 0 | 20 | N/A | 24 | 45 | √ | 120 | 136 | ≠ | 21 | 16 | ≠ | 90% | 76% | ≠ | \$900 | \$1,673 | √ ⁵ | 90% | 75% | ≠ | | | |
| Lutheran Social Services - REEB Stable Families ⁶ | | | | | | | | | | | | | | | | | | | | | | | | |

| SSVF - Supportive Services for Veteran Families | New Households Served | | | Total Households Served | | | Average Length of Shelter Stay (Days) ² | | | Average Length of Participation (Days) | | | Successful Housing Outcomes ³ | | | | | | 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 | | |
| 4/1/2018-6/30/2018 | | | | | | | | | | | | | | | | | | | | | | | |
| LSS - SSVF Prevention ⁴ | 3 | 0 | N/A | 5 | 0 | N/A | N/A | N/A | N/A | 90 | N/A | N/A | 2 | N/A | N/A | 90% | N/A | N/A | 75% | N/A | N/A | | |
| LSS - SSVF Rapid Re-housing ² | 30 | 27 | √ | 55 | 56 | √ | 30 | 26 | √ | 100 | 126 | ≠ | 24 | 19 | ≠ | 80% | 86% | √ | 80% | 80% | √ | | |
| VOAGO - SSVF Prevention ⁷ | 10 | 10 | √ | 25 | 18 | ≠ | N/A | N/A | N/A | 100 | 73 | √ | 9 | 7 | ≠ | 90% | 100% | √ | 75% | 100% | √ | | |
| VOAGO - SSVF Rapid Re-housing ^{2,7} | 70 | 48 | ≠ | 140 | 119 | ≠ | 30 | 28 | √ | 100 | 131 | ≠ | 56 | 38 | ≠ | 80% | 81% | √ | 80% | 78% | √ | | |

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

²Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report.

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

⁴Due to prioritizing clients into the Rapid-Rehousing program no clients were served in the prevention program.

⁵Higher DCA than projected with CSB's approval.

⁶CSB does not have confidence in the accuracy of the data for the reporting period.

⁷Program may not have had enough veterans to serve to meet goal. However, the SSVF Prevention should have shown an increase in number served to meet overall, combined (SSVF RRH and Prevention) program capacity.



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