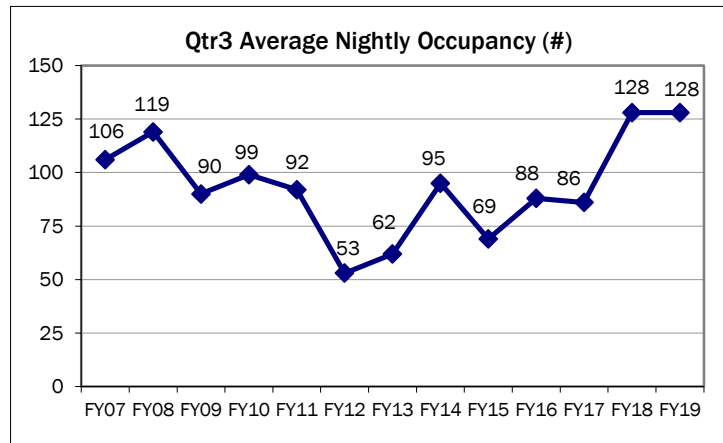
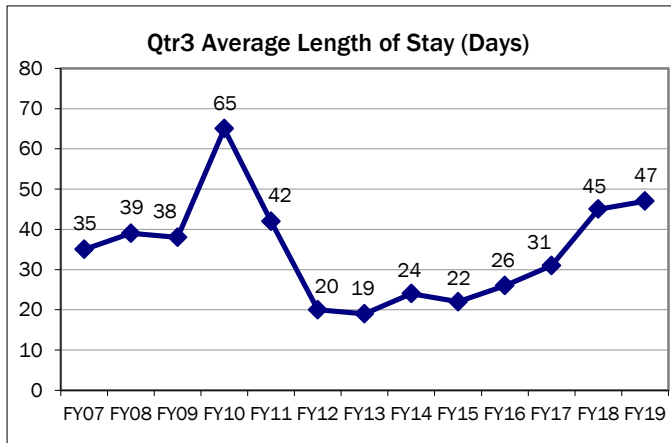
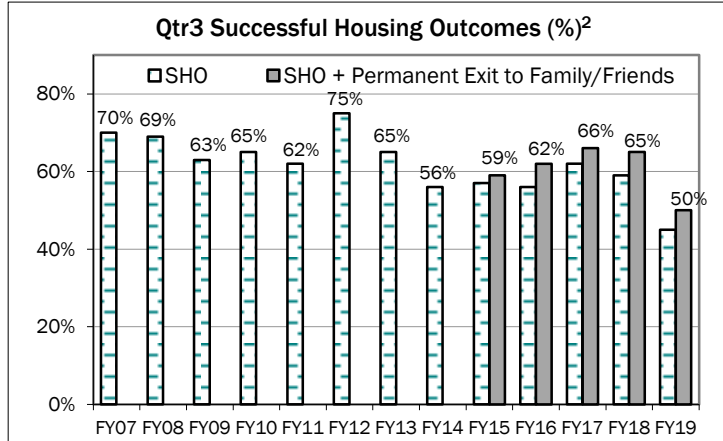
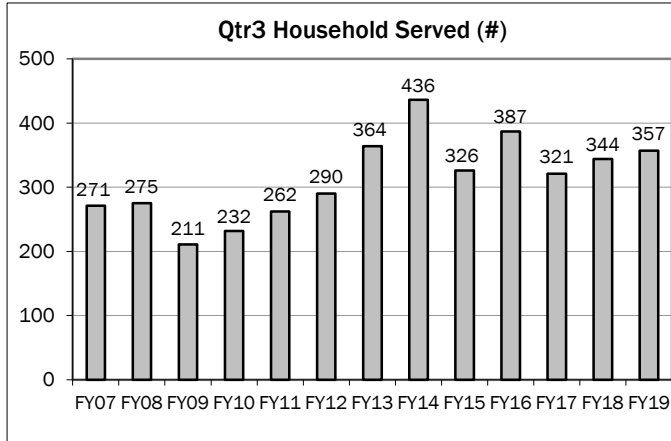


System and Program Indicator Report

| FY19 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 |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | |
| Family System | 340 | 357 | √ | 114 | 128 | 25 | 47 | ≠ | 158 | 115 | ≠ | 70% | 50% | ≠ |



| DEMOGRAPHICS | Family |
|-------------------------------------|--------|
| Households Served | 357 |
| Percent Newly homeless | 62% |
| Clients Served | 1,302 |
| Average Age (HoH) | 32 |
| Gender - Male (HoH) | 8% |
| Gender - Female (HoH) | 92% |
| Veterans (U.S. Military) served | 7 |
| Veterans % of all adults | 1% |
| Average Monthly Household Income | \$655 |
| Percent Working at Entry | 33% |
| Race - White (HoH) ³ | 25% |
| Race - Black (HoH) ³ | 73% |
| Race - Other (HoH) ³ | 3% |
| Hispanic (HoH) | 5% |
| Non-Hispanic (HoH) | 95% |
| Adults Served | 506 |
| Children Served | 796 |
| Mean Family Size | 3.6 |
| Average Number of Children | 2.2 |
| Adults 18-24 years (HoH) | 19% |
| Children 0 - 2 years ³ | 22% |
| Children 3 - 7 years ³ | 38% |
| Children 8 - 12 years ³ | 25% |
| Children 13 - 17 years ³ | 14% |
| Pregnant Women Served | 38 |
| Long Term Disability (HoH) | 16% |
| Franklin County Residents | 87% |

Four percent more households needed shelter compared to the same period of last fiscal year. The success rate at exit from shelters decreased 15 percentage points to the lowest measured rate historically. The length of time homeless increased, causing the nightly occupancy to exceed planned capacity and tied the record high. The employment rate at entry decreased from the FY18 rate of 36% to 33% currently, coupled with a decrease in average income (FY18 \$712). The percent of newly homeless was calculated using homelessness experience from the past two years and is at a record low. An additional 41 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either diverted from shelter or self-exited.

¹ Overflow capacity is not included.

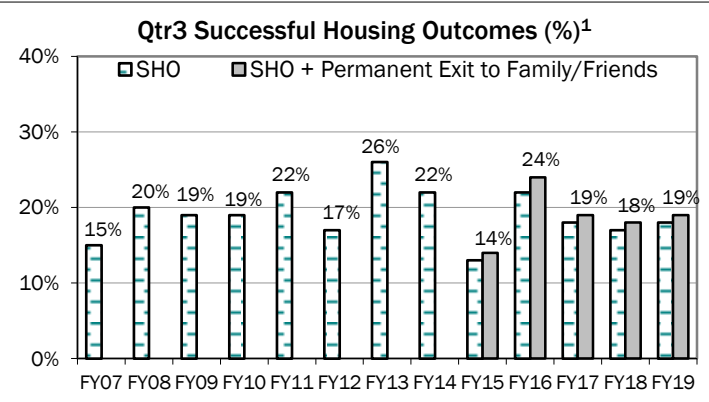
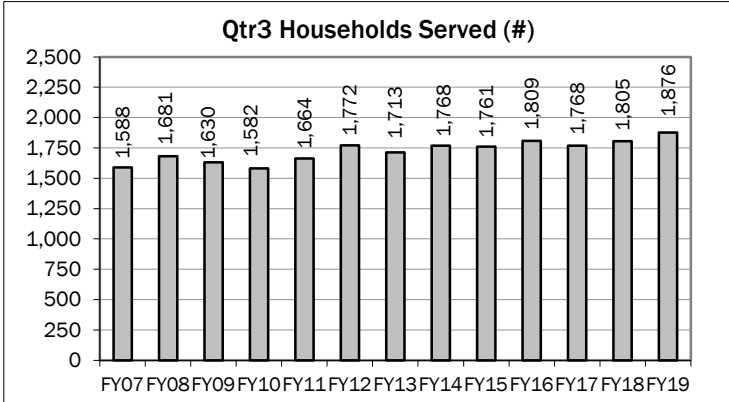
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

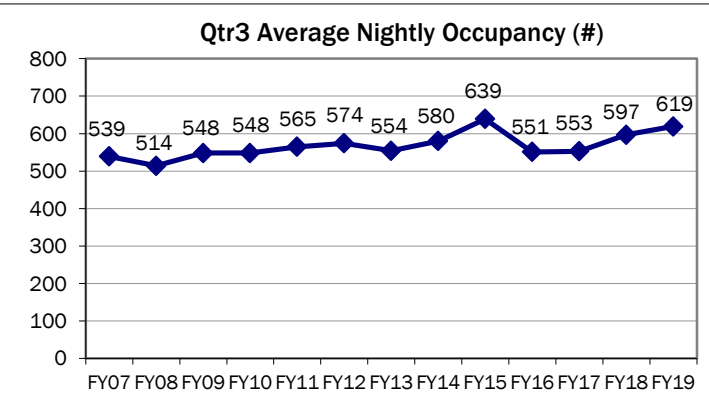
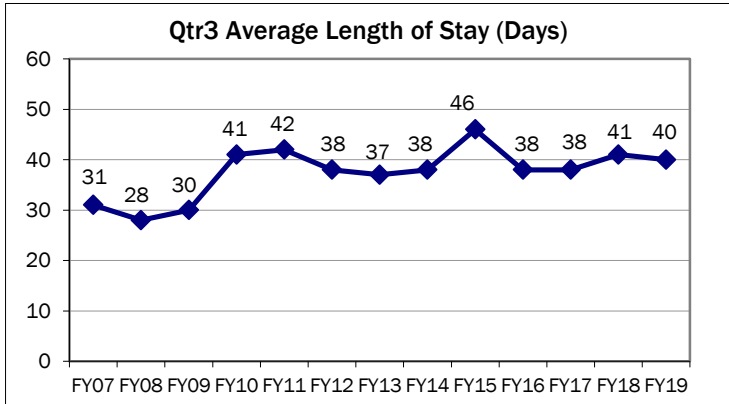
System and Program Indicator Report



| FY19 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ¹ | | | | | |
|------------------------|----------------------|-------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 1/1/2019 - 3/31/2019 | Goal | Actual | Outcome Achievement | Capacity ² | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Men's System | 1,800 | 1,876 | √ | 431 | 619 | 30 | 40 | ≠ | 452 | 242 | ≠ | 33% | 19% | ≠ |



| DEMOGRAPHICS | Men |
|--|-------|
| Households Served | 1,876 |
| Percent Newly homeless | 49% |
| Average Age | 44 |
| Men as a percent of total single adults served | 72% |
| Veterans (U.S. Military) served | 187 |
| Veterans % of all adults | 10% |
| Average Monthly Household Income | \$592 |
| Percent Working at Entry | 28% |
| Average Daily Waitlist Number | 0 |
| Race - White | 35% |
| Race - Black | 64% |
| Race - Other | 1% |
| Hispanic | 2% |
| Non-Hispanic | 98% |
| Adults 18 - 24 years | 7% |
| Adults 25 - 34 years | 22% |
| Adults 35 - 44 years | 22% |
| Adults 45 - 55 years | 27% |
| Adults 56 - 61 years | 14% |
| Adults 62+ years | 8% |
| Long Term Disability (HoH) | 36% |
| Franklin County Residents | 84% |



The number of single men sheltered increased 4% when compared to the same reporting period of last fiscal year. The success rate at exit increased and the average length of time homeless decreased. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The employment rate at entry increased from the FY18 rate of 26% to 28% currently, coupled with an increase in average income (FY18 \$530). The percent of newly homeless was calculated using homelessness experience from the past two years.

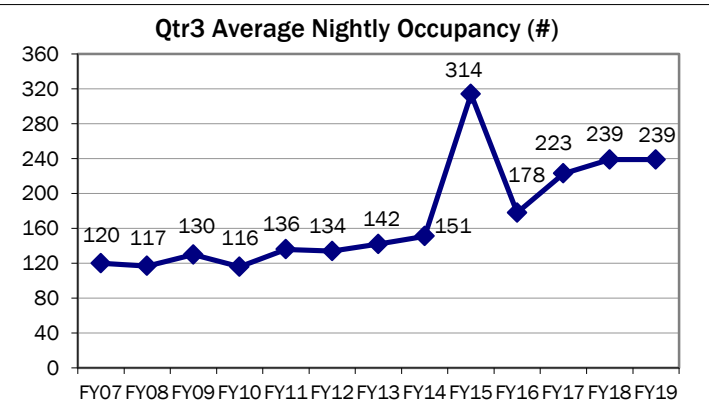
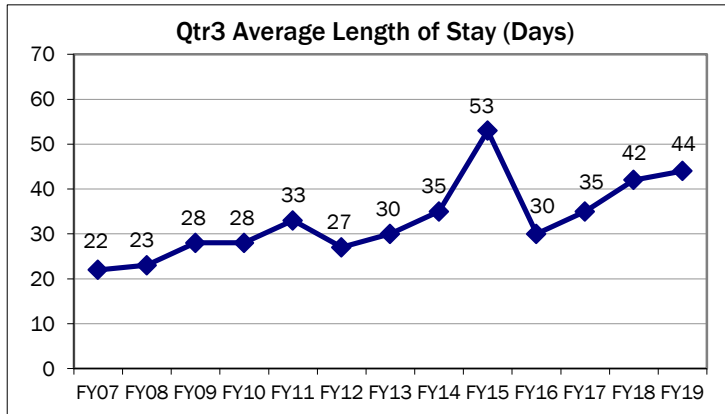
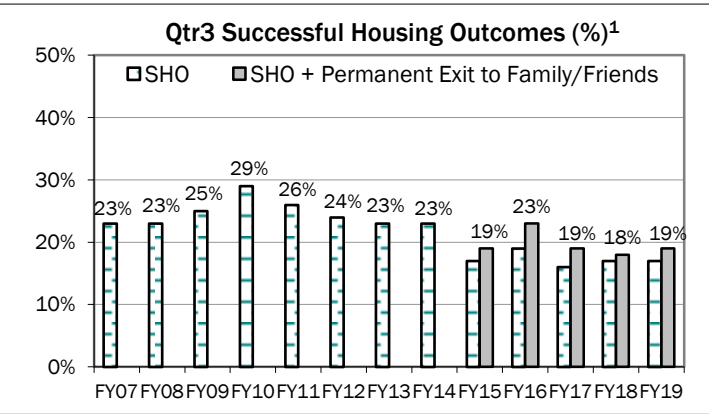
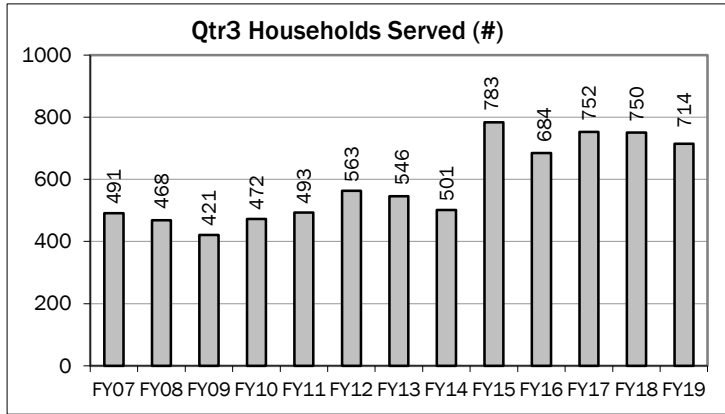
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report



| FY19 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ¹ | | | | | |
|------------------------|----------------------|------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 1/1/2019 - 3/31/2019 | Goal | Actual | Outcome Achievement | Capacity ² | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Women's System | 725 | 714 | √ | 201 | 239 | 30 | 44 | ≠ | 186 | 89 | ≠ | 33% | 19% | ≠ |



| DEMOGRAPHICS | Women |
|--|-------|
| Households Served | 714 |
| Percent Newly homeless | 58% |
| Average Age | 41 |
| Women as a percent of total single adults served | 28% |
| Veterans (U.S. Military) served | 11 |
| Veterans % of all adults | 2% |
| Average Monthly Household Income | \$571 |
| Percent Working at Entry | 26% |
| Average Daily Waitlist Number | 0 |
| Race - White | 40% |
| Race - Black | 58% |
| Race - Other | 2% |
| Hispanic | 3% |
| Non-Hispanic | 97% |
| Adults 18 - 24 years | 13% |
| Adults 25 - 34 years | 26% |
| Adults 35 - 44 years | 23% |
| Adults 45 - 55 years | 22% |
| Adults 56 - 61 years | 9% |
| Adults 62+ years | 7% |
| Pregnant Women Served | 48 |
| Long Term Disability (HoH) | 20% |
| Franklin County Residents | 84% |

The number of single women sheltered is 5% lower when compared to the same reporting period of last fiscal year. The average length of time homeless increased compared to the same reporting period of the last fiscal year, causing the decrease in number served. The employment rate at entry increased from the FY18 annual rate of 25%, while average income increased from \$502 to \$571. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The percent of newly homeless was calculated using homelessness experience from the past two years.

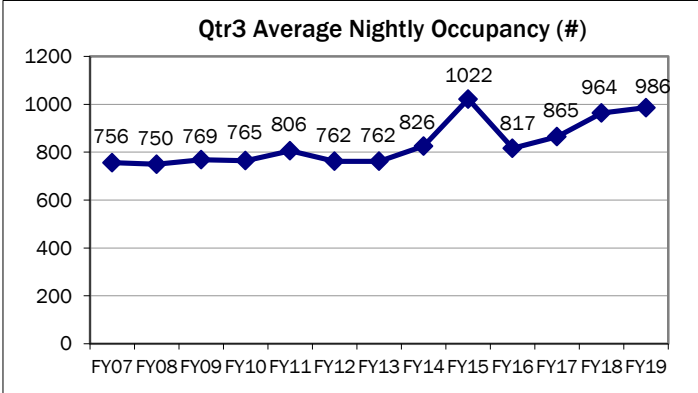
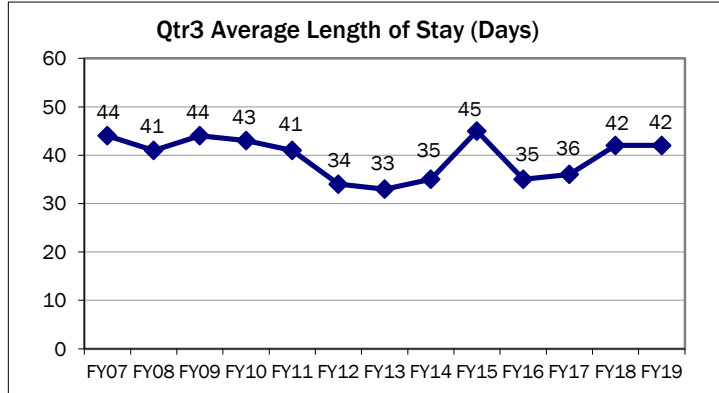
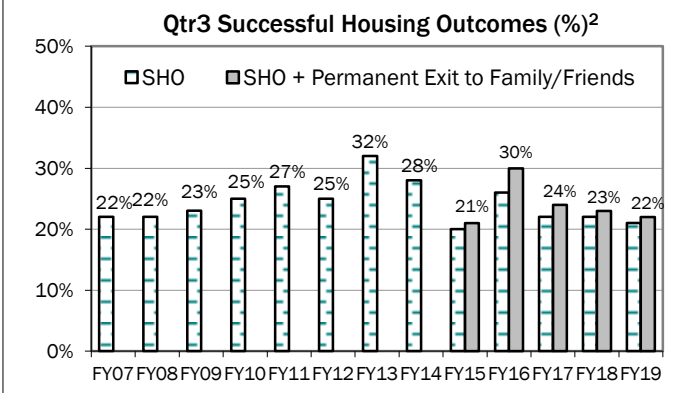
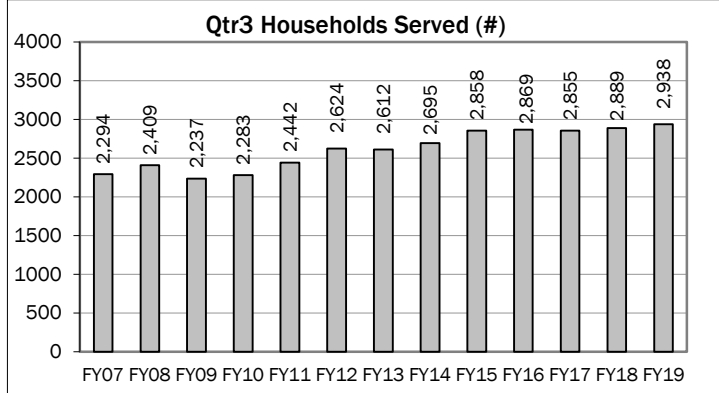
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report



| FY19 EMERGENCY SHELTER 1/1/2019 - 3/31/2019 | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ² | | | | | |
|--|-------------------|--------|---------------------|-----------------------|--------|-------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Outcome Achievement | Capacity ³ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| Emergency Shelter System ¹ | 2,850 | 2,938 | √ | 746 | 986 | 30 | 42 | ≠ | 794 | 444 | ≠ | 37% | 22% | ≠ |



| DEMOGRAPHICS | Family & Adults |
|----------------------------------|-----------------|
| Households Served | 2,938 |
| Percent Newly homeless | 53% |
| Clients Served | 3,873 |
| Adults Served | 3,077 |
| Children Served | 796 |
| Average Age (HoH) | 41 |
| Gender - Male (HoH) | 65% |
| Gender - Female (HoH) | 35% |
| Veterans (U.S. Military) served | 202 |
| Veterans % of all adults | 7% |
| Average Monthly Household Income | \$592 |
| Percent Working at Entry | 28% |
| Average Daily Waitlist Number | 0 |
| Race - White (HoH) | 35% |
| Race - Black (HoH) | 63% |
| Race - Other (HoH) | 2% |
| Hispanic (HoH) | 3% |
| Non-Hispanic (HoH) | 97% |
| Adults 18-24 years (HoH) | 10% |
| Pregnant Women Served | 88 |
| Long Term Disability (HoH) | 29% |
| Franklin County Residents | 84% |

The system experienced a 2% increase in the number of households sheltered when compared to the same period of last fiscal year and reached a record high for this time of the year, due to the increase in the number of families sheltered. The successful housing outcomes percent decreased 1 percentage point compared to the same period of the prior fiscal year. The average length of time homeless stayed the same, and the nightly occupancy increased by 2%. The employment rate and average income increased as well. 53% of sheltered households did not experience homelessness within the prior two years.

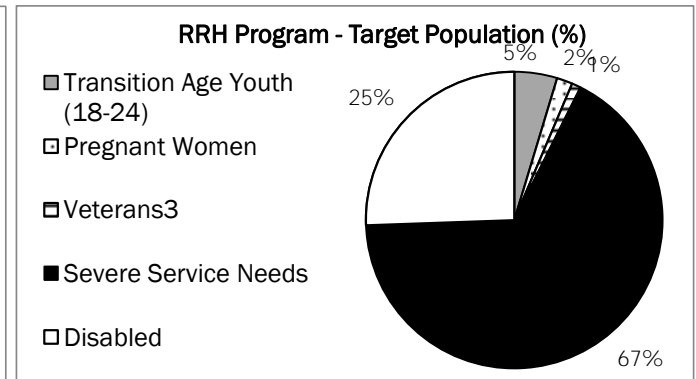
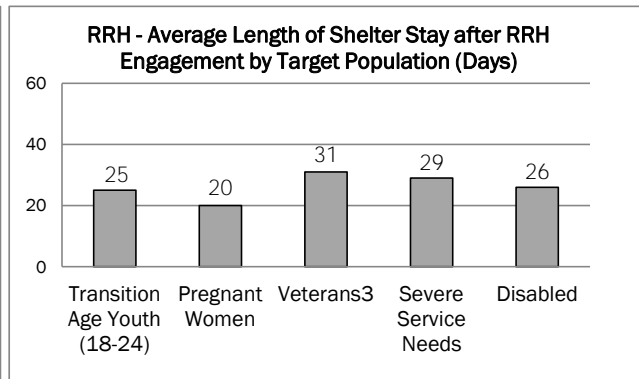
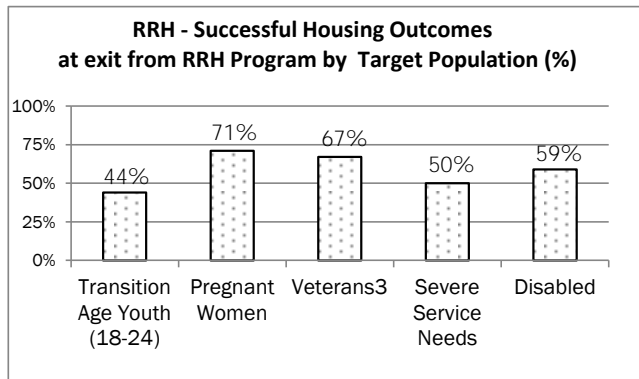
¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 3,122.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ Overflow capacity is not included. Overflow beds opened 11/9/18.

System and Program Indicator Report

| FY19 CRISIS RESPONSE FOR SINGLE ADULTS 1/1/2019 - 3/31/2019 | Single Adult Shelters ¹ | Rapid Re-Housing Program | Rapid Re-housing/RRH Program - Target (Priority) Population | | | | |
|---|------------------------------------|--------------------------|---|----------------|-----------------------|----------------------|--------------|
| | | | Transition Age Youth (18-24) | Pregnant Women | Veterans ³ | Severe Service Needs | Disabled |
| Total Household Served (#) | 1,642 | 812 | 38 | 14 | 8 | 546 | 208 |
| Successful Housing Outcomes (%) ² | 28% | 56% | 44% | 71% | 67% | 50% | 59% |
| Average Length of Shelter Stay (Days) | 49 | 28 | 25 | 20 | 31 | 29 | 26 |
| Median Length of Shelter Stay (Days) | 35 | 22 | 20 | 15 | 31 | 23 | 22 |
| Average Engagement Time (Shelter Entry to RRH Entry) (Days) | N/A | 16 | 15 | 12 | 12 | 17 | 14 |
| Average Length of Participation (RRH Entry to RRH Exit) (Days) | N/A | 91 | 70 | 104 | 87 | 87 | 102 |
| Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days) | 6 | 11 | Crisis Response System | | 2012 Benchmark | FY2019 goal | 10 year goal |
| Average Number of Shelter Visits (#) | 1.24 | N/A | Diversion Rate | | 14% | 25% | 30% |
| Long Term Disability (%) | 39% | 24% | Average Length of Shelter Stay | | 45 days | 30 days | 23 days |
| Recidivism (%) | N/A | N/A | Successful Housing Outcomes | | 28% | 33% | 40% |
| Diversion | | | Number of Returns to Shelter | | 3.4 | 2.3 | 1.5 |
| Diversion Rate at Homeless Hotline (%) | | 12% | | | | | |



The success rate at exit from the Rapid Re-housing program is at 56%. 353 (21%) 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.

¹ System implemented 10/1/2014. Includes shelters where the Rapid Re-housing Program is operating. These shelters 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.

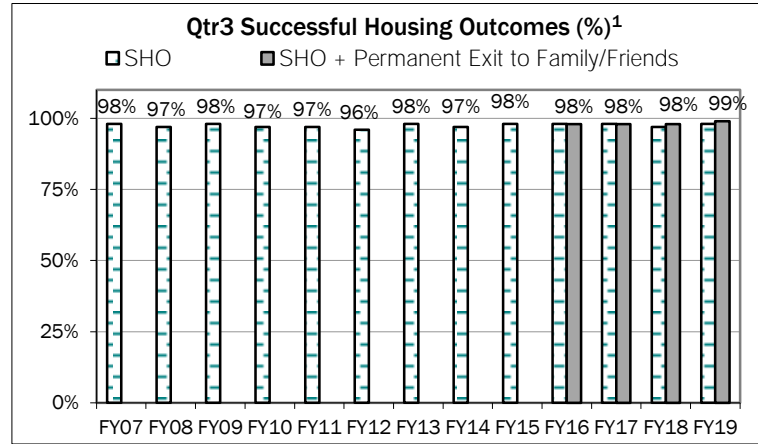
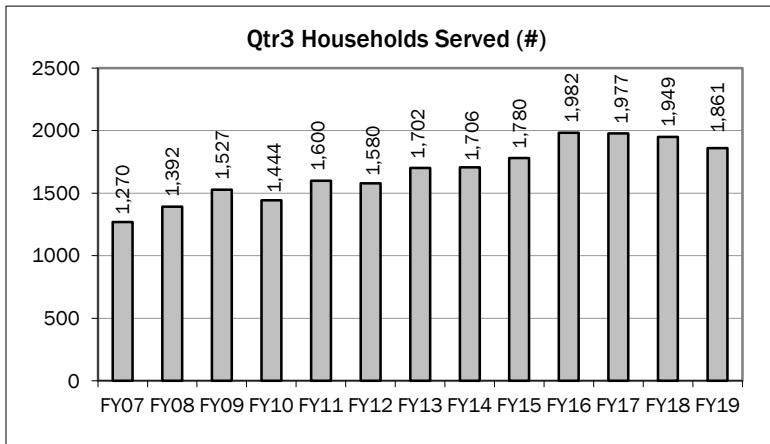
² For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ These veterans are not eligible for VA funded services.

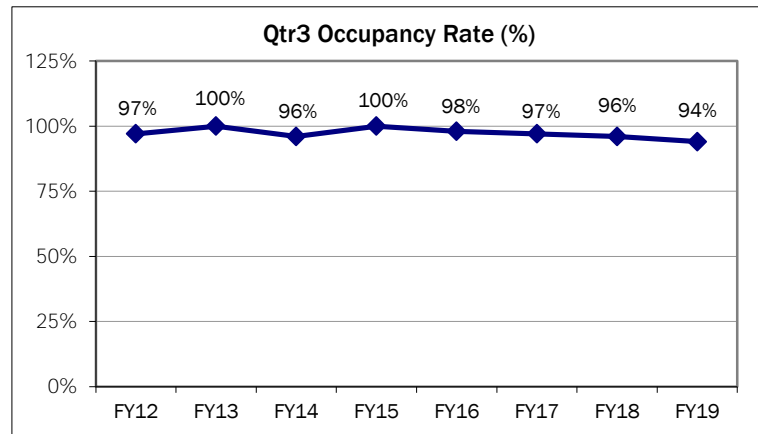
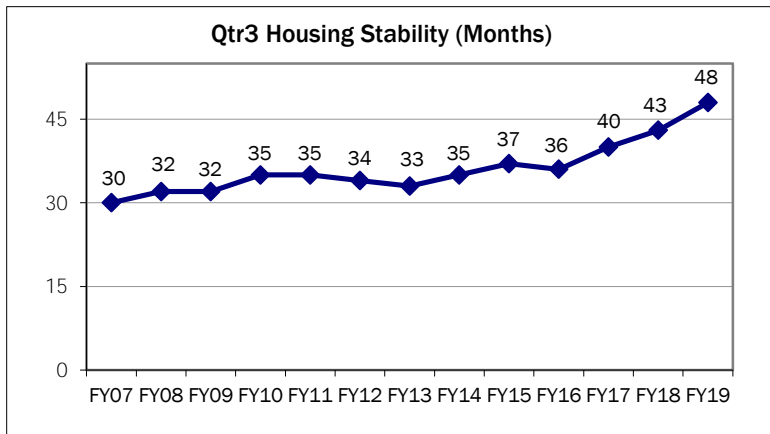
System and Program Indicator Report



| FY19 Permanent Supportive Housing (PSH) | 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 |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | |
| Total PSH System | 2,040 | 1,861 | √ | 95% | 94% | √ | 24 | 48 | √ | 1,836 | 1,828 | √ | 90% | 99% | √ |



The system continues to perform well, with good occupancy and success rates. However, the occupancy rate is the lowest measured rate historically, coupled with a 5% decrease in numbers served. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1926. VA VASH voucher capacity of 364 is not included.

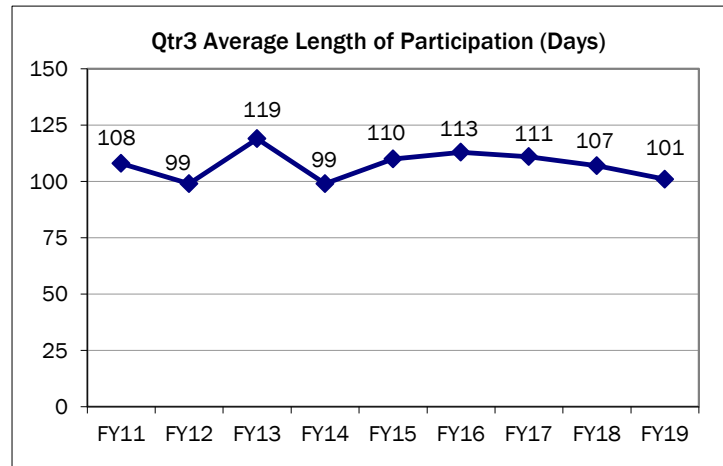
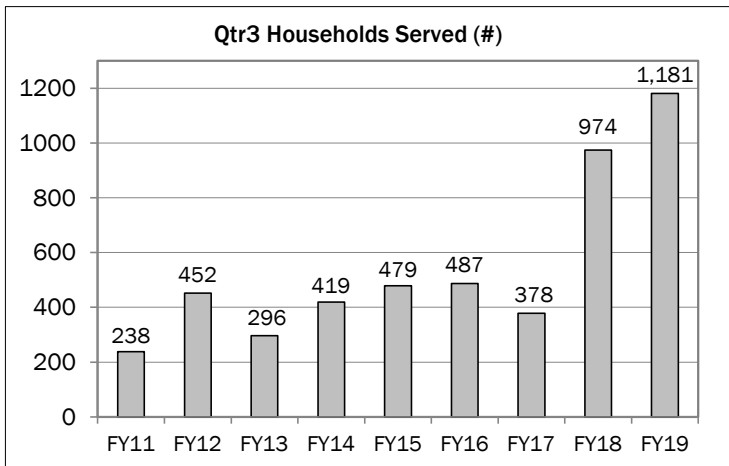
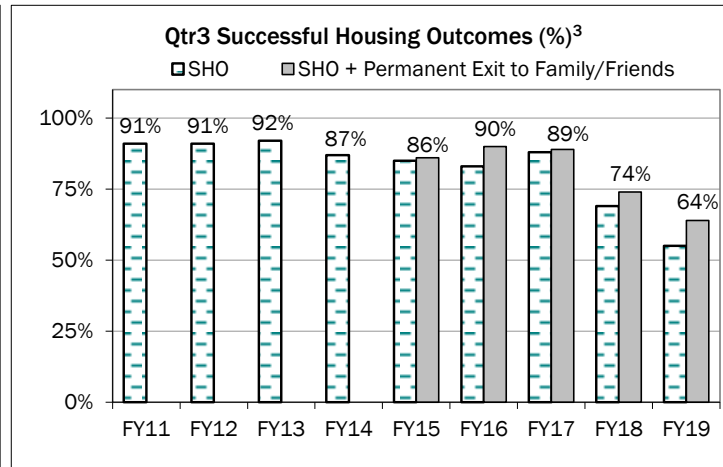
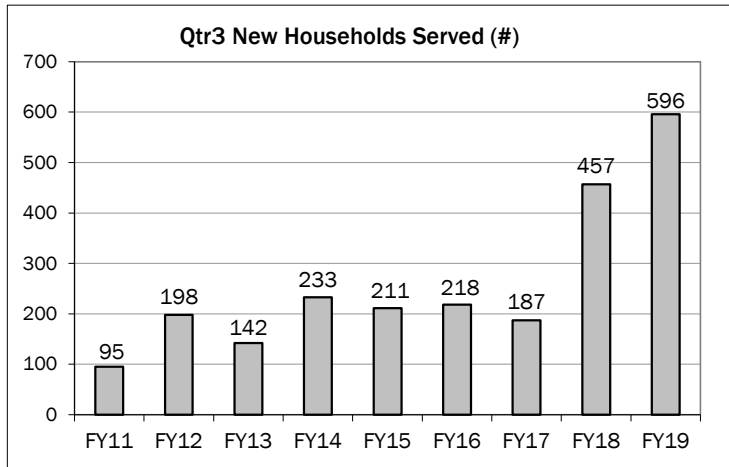


¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



| FY19 Rapid Re-housing 1/1/2019 - 3/31/2019 | 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 | 735 | 596 | ≠ | 1,452 | 1,181 | ≠ | 100 | 101 | √ | 368 | 318 | ≠ | 50% | 64% | √ |



| DEMOGRAPHICS | Family & Adults |
|---|-----------------|
| Households Served | 1,181 |
| Clients Served | 1,842 |
| Average Age (HoH) | 43 |
| Gender - Male (HoH) | 57% |
| Gender - Female (HoH) | 43% |
| Veterans (U.S. Military) served | 146 |
| Veterans % of all adults | 12% |
| Average Monthly Household Income | \$584 |
| Percent Working at Entry | 25% |
| Adults Served | 1,262 |
| Children Served | 580 |
| Race - White (HoH) ⁴ | 32% |
| Race - Black (HoH) ⁴ | 67% |
| Race - Other (HoH) ⁴ | 2% |
| Hispanic (HoH) | 3% |
| Non-Hispanic (HoH) | 97% |
| Mean Family Size ² | 3.7 |
| Average Number of Children ² | 2.4 |
| Adults 18-24 years (HoH) | 8% |
| Children 0 - 2 years ^{2,4} | 26% |
| Children 3 - 7 years ^{2,4} | 38% |
| Children 8 - 12 years ^{2,4} | 24% |
| Children 13 - 17 years ^{2,4} | 13% |
| Long Term Disability (HoH) | 27% |
| Pregnant Women Served | 70 |

The system served 21% more households than the same reporting period of last fiscal year, due to full operations of the rapid re-housing program for single adults, but was still below goal as both the family and single adult rapid rehousing providers served less households than projected. This impacted the performance of the entire system. The rapid rehousing programs now only serve households with high needs and barriers, which makes outcome achievement much more challenging.

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

² Data refers to families served.

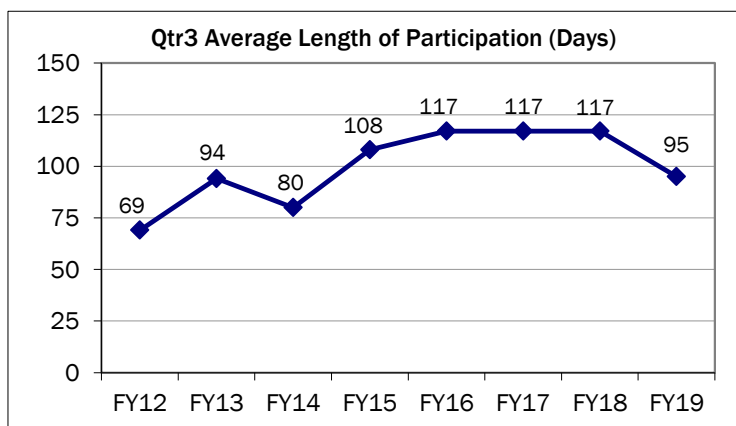
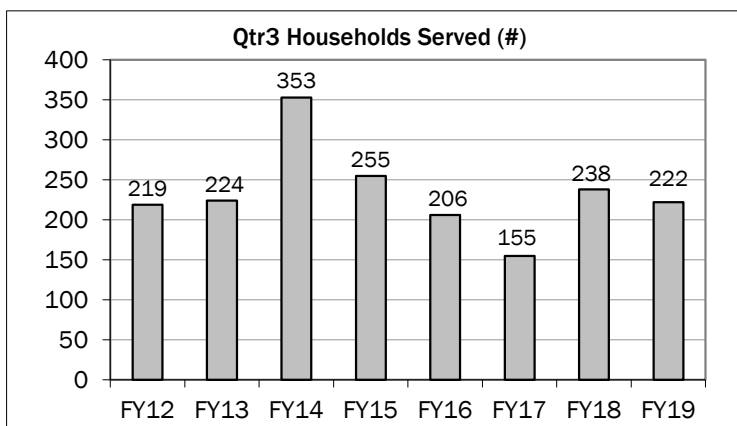
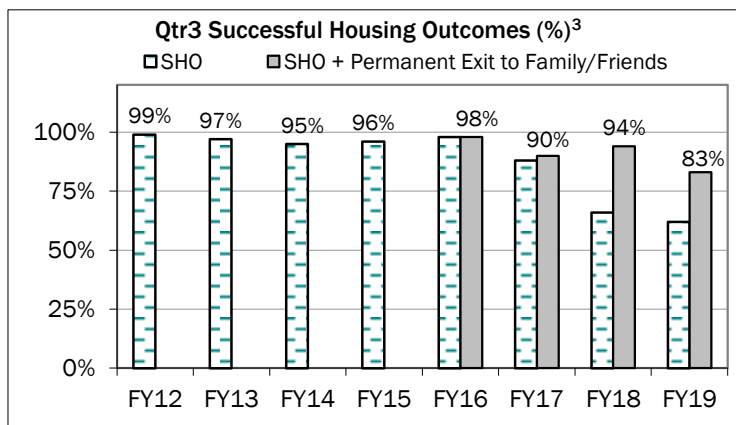
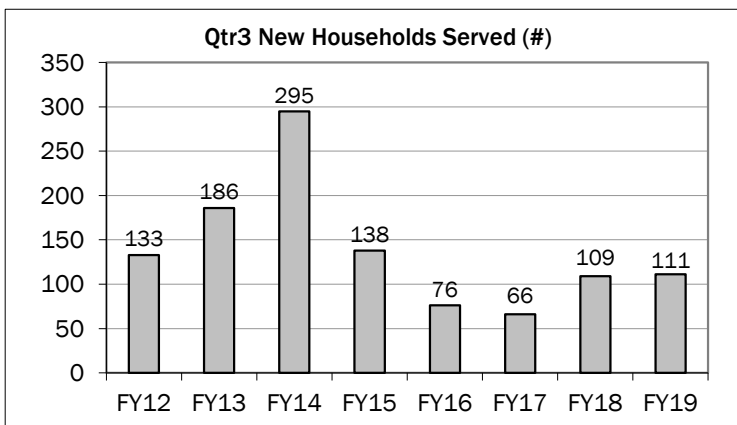
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



| FY19 Prevention | 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 |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | |
| Prevention System ¹ | 82 | 111 | √ | 160 | 222 | √ | 120 | 95 | √ | 74 | 93 | √ | 90% | 83% | ≠ |



| DEMOGRAPHICS | Family & Adults |
|---|-----------------|
| Households Served | 222 |
| Clients Served | 701 |
| Average Age (HoH) | 35 |
| Gender - Male (HoH) | 22% |
| Gender - Female (HoH) | 78% |
| Veterans (U.S. Military) served | 49 |
| Veterans % of all adults | 18% |
| Average Monthly Household Income | \$789 |
| Percent Working at Entry | 49% |
| Race - White (HoH) ⁴ | 25% |
| Race - Black (HoH) ⁴ | 73% |
| Race - Other (HoH) ⁴ | 1% |
| Hispanic (HoH) | 3% |
| Non-Hispanic (HoH) | 97% |
| Adults Served | 276 |
| Children Served | 425 |
| Mean Family Size ² | 3.5 |
| Average Number of Children ² | 2.2 |
| Children 0 - 2 years ² | 25% |
| Children 3 - 7 years ² | 37% |
| Children 8 - 12 years ² | 23% |
| Children 13 - 17 years ² | 15% |
| Long Term Disability (HoH) | 11% |
| Pregnant Women Served | 40 |

Seven percent less households were served than the same reporting period of last fiscal year. The number of veterans and pregnant women served doubled compared to the same reporting period of last fiscal year. The success rate at program exit fell significantly. 62% of households are stable in their own housing and 21% decided to permanently move in with family/friends, a continued high rate for family/friends move-ins. Income and percent working at entry decreased compared to FY18 annual rate (\$833 and 54% respectively) showing better targeting and prioritization of households at greater risk of homelessness.

¹ System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and VOAGO SSVF program for veterans.

² Data refers to the families served.

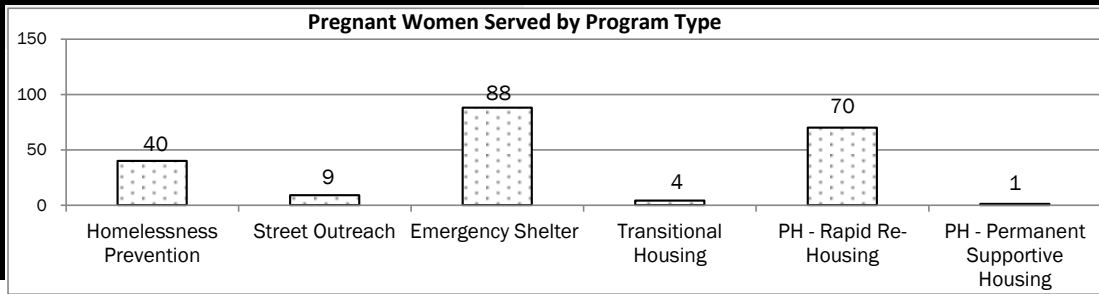
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report

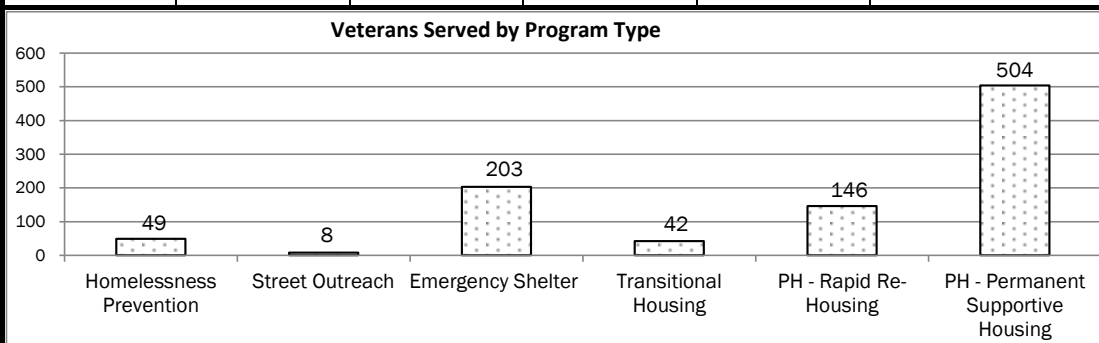
| Special Populations Served : 1/1/2019 - 3/31/2019 | | Pregnant Women Served by Program Type | | | | | |
|---|--------|---------------------------------------|-----------------|-------------------|----------------------|-----------------------|-----------------------------------|
| Pregnant Women | Totals | Homelessness Prevention | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing | PH - Permanent Supportive Housing |
| Total Households Served (#) | 173 | 40 | 9 | 88 | 4 | 70 | 1 |
| Successful Housing Outcomes (#) ¹ | N/A | 20 | 1 | 23 | 1 | 19 | 1 |
| Successful Housing Outcomes (%) ¹ | N/A | 83% | 25% | 35% | 50% | 76% | 100% |
| Average Length of Shelter Stay (Days) ² | | | | | | | |
| Average Length of Participation (Days) ³ | N/A | 125 | 302 | 32 | 4 | 113 | 2 |
| Housing Stability (Months) ⁴ | | | | | | | |

| DEMOGRAPHICS | Percentage |
|---------------------------|------------|
| Race - White (HoH) | 23% |
| Race - Black (HoH) | 75% |
| Race - Other (HoH) | 2% |
| Hispanic (HoH) | 2% |
| Non-Hispanic (HoH) | 98% |
| Long Term Disability | 19% |
| Franklin County Residents | 90% |



| Veterans Served by Program Type | | Veterans Served by Program Type | | | | | |
|---|--------|---------------------------------|-----------------|-------------------|----------------------|-----------------------|-----------------------------------|
| Veterans (All Adults) | Totals | Homelessness Prevention | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing | PH - Permanent Supportive Housing |
| Total Households Served (#) | 783 | 49 | 8 | 203 | 42 | 146 | 504 |
| Successful Housing Outcomes (#) ¹ | N/A | 16 | 5 | 61 | 19 | 41 | 497 |
| Successful Housing Outcomes (%) ¹ | N/A | 100% | 100% | 39% | 70% | 82% | 99% |
| Average Length of Shelter Stay (Days) ² | | | | | | | |
| Average Length of Participation (Days) ³ | N/A | 89 | 67 | 30 | 2 | 117 | 47 |
| Housing Stability (Months) ⁴ | | | | | | | |

| DEMOGRAPHICS | Percentage |
|---------------------------------|------------|
| Gender - Male (HoH) | 92% |
| Gender - Female (HoH) | 8% |
| Race - White (HoH) ⁵ | 41% |
| Race - Black (HoH) ⁵ | 58% |
| Race - Other (HoH) ⁵ | 2% |
| Hispanic (HoH) | 2% |
| Non-Hispanic (HoH) | 98% |
| Long Term Disability | 65% |
| Franklin County Residents | 86% |



¹ Successful outcomes measure for Street Outreach.

² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

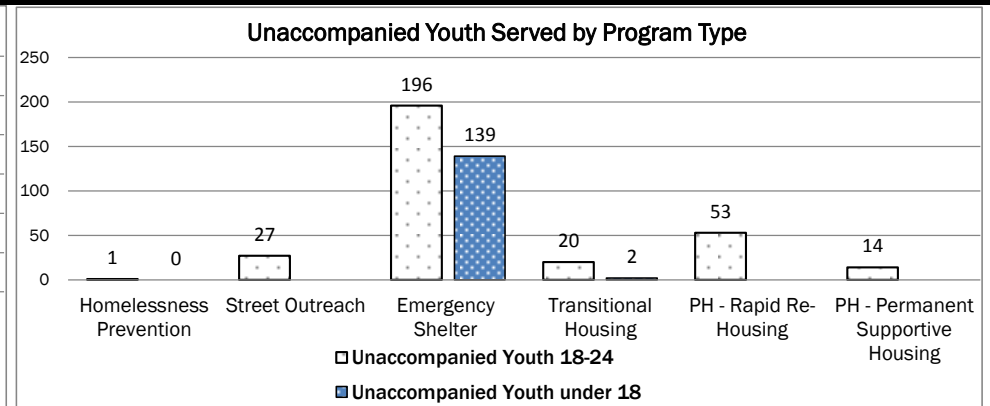
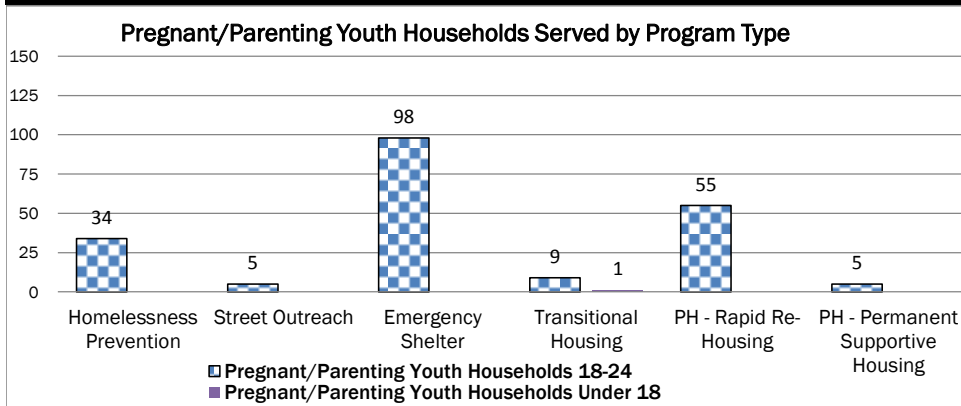
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



| TAY Population Served: 1/1/2019 -3/31/2019 | | Transition Age Youth Served by Program Type | | | | | |
|---|---------------------------------|---|-----------------|-------------------|----------------------|-----------------------|-----------------------------------|
| Transition Age Youth Population ¹ | Totals | Homelessness Prevention | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing | PH - Permanent Supportive Housing |
| Unaccompanied Youth 18-24 | 245 | 1 | 27 | 196 | 20 | 53 | 14 |
| Pregnant/Parenting Youth Households 18-24 | 170 | 34 | 5 | 98 | 9 | 55 | 5 |
| Unaccompanied Youth under 18 | 139 | 0 | 0 | 139 | 2 | 0 | 0 |
| Pregnant/Parenting Youth Households Under 18 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Total Households Served | 555 | 35 | 32 | 433 | 32 | 108 | 19 |
| Total Households Entered | 416 | 12 | 13 | 384 | 8 | 60 | 3 |
| Total Households Exited | 363 | 16 | 12 | 350 | 9 | 41 | 1 |
| Total Pregnant Women Served | 71 | 13 | 4 | 38 | 3 | 22 | 0 |
| Successful Housing Outcomes (%) ² | N/A | 88% | 50% | 39% | 78% | 59% | 95% |
| Successful Housing Outcomes (#) ² | N/A | 14 | 6 | 137 | 7 | 24 | 18 |
| Average Length of Shelter Stay (Days) ³ | N/A | 123 | 231 | 23 | 7 | 94 | 22 |
| Average Length of Participation (Days) ⁴ | N/A | | | | | | |
| Housing Stability (Months) ⁵ | N/A | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| | Race - White (HoH) ⁶ | 11% | 34% | 30% | 13% | 27% | 21% |
| | Race - Black (HoH) ⁶ | 89% | 59% | 66% | 88% | 72% | 79% |
| | Race - Other (HoH) ⁶ | 0% | 6% | 3% | 0% | 1% | 0% |
| | Hispanic (HoH) | 3% | 3% | 7% | 0% | 7% | 0% |
| | Non-Hispanic (HoH) | 97% | 97% | 93% | 100% | 93% | 100% |
| | Long Term Disability | 0% | 91% | 33% | 97% | 19% | 95% |
| | Franklin County Residents | 97% | 87% | 84% | 97% | 89% | 100% |



¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.

² Successful outcomes measure for Street Outreach

³ Average Length of Shelter Stay (Days) measured for Emergency Shelter.

⁴ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

⁵ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁶ Due to rounding percentages do not add up to 100%.

| 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 | |
| 1/1/2019 -3/31/2019 | | | | | | | | | | | | | |
| Netcare - Homeless Hotline (Single Adults) | 2,500 | 2,699 | √ | 95% | 99% | √ | 625 | 335 | ≠ | 25% | 12% | ≠ | |
| Netcare - Homeless Hotline (Families) | 800 | 636 | √ ⁵ | 95% | 99% | √ | 240 | 126 | ≠ | 30% | 19% | ≠ | |
| Gladden Community House - Family Diversion | 290 | 548 | √ | 95% | 99% | √ | 102 | 150 | √ | 35% | 35% | √ | |

| 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 | |
| 1/1/2019 -3/31/2019 | | | | | | | | | | | | | | | | | | | | | | |
| Maryhaven - Capital Crossroad SID Outreach | 25 | 15 | ≠ | 45 | 28 | ≠ | 19 | 22 | √ | 75% | 100% | √ | 10 | 15 | √ | 55% | 68% | √ | N/A | 22% | N/A | |
| Maryhaven - Outreach | 79 | 30 | ≠ | 139 | 142 | √ | 59 | 19 | ≠ | 75% | 45% | ≠ | 32 | 11 | ≠ | 55% | 58% | √ | 25% | 18% | ≠ | |
| Southeast - PATH Outreach ³ | 70 | 35 | ≠ | 140 | 56 | ≠ | 35 | 5 | ≠ | 50% | 63% | √ | N/A | 5 | 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 ⁴ | | | | | | Movement |
|---------------------------------|-------------------|------------|---------------------|-----------------------|--------|------------|---------------------|-------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|-----------------------|
| | Goal (#) | Actual (#) | Outcome Achievement | Capacity ¹ | Actual | Actual (%) | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Actual (%) / Goal 15% |
| 1/1/2019 -3/31/2019 | | | | | | | | | | | | | | | | | |
| YWCA - Family Center | 225 | 136 | ≠ | 50 | 52 | 104% | √ | 25 | 48 | ≠ | 123 | 51 | ≠ | 70% | 59% | ≠ | 5% |
| YMCA - Van Buren Family Shelter | 200 | 232 | √ | 64 | 76 | 119% | √ | 25 | 44 | ≠ | 95 | 65 | ≠ | 70% | 42% | ≠ | 6% |

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. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁵ Hotline provided services to all families that called in.

| 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 | Actual (%) | Outcome Achievement (95%) | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Actual (%) Goal <15% |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | | | | |
| MEN | | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Men's on Grant ² | N/A | 307 | N/A | N/A | 89 | 109 | 122% | N/A | 30 | 46 | N/A | N/A | 56 | N/A | 33% | 29% | N/A | 23% |
| LSS - Faith Mission on 8th ² | N/A | 262 | N/A | N/A | 95 | 93 | 98% | N/A | 30 | 49 | N/A | N/A | 49 | N/A | 33% | 29% | N/A | 28% |
| Friends of the Homeless - Men's Shelter ⁵ | 489 | 459 | (30) | √ | 130 | 139 | 107% | √ | 30 | 40 | ≠ | 118 | 61 | ≠ | 33% | 19% | ≠ | 30% |
| VOAGO - Men's Shelter ⁵ | 188 | 186 | (2) | √ | 40 | 44 | 110% | √ | 30 | 31 | √ | 49 | 32 | ≠ | 33% | 22% | ≠ | 38% |
| YMCA - Men's Overflow ⁶ | 900 | 1069 | 169 | √ | 162 | 162 | 100% | √ | 30 | 15 | √ | N/A | 3 | N/A | N/A | 0% | N/A | N/A |
| WOMEN | | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Women's on Grant ² | N/A | 130 | N/A | N/A | 38 | 43 | 113% | N/A | 30 | 41 | N/A | N/A | 26 | N/A | 33% | 30% | N/A | 21% |
| YMCA - Van Buren Women's Shelter ⁵ | 275 | 377 | 102 | √ | 139 | 145 | 104% | √ | 30 | 54 | ≠ | 58 | 46 | ≠ | 33% | 20% | ≠ | 34% |
| YMCA - Van Buren Pregnant Women's Shelter ⁵ | 52 | 31 | (21) | ≠ | 12 | 7 | 58% | ≠ | 37 | 28 | √ | 13 | 6 | ≠ | 33% | 26% | ≠ | 26% |
| YMCA - Women's Overflow ⁶ | 300 | 473 | 173 | √ | 32 | 32 | 100% | √ | 30 | 6 | √ | N/A | 4 | N/A | N/A | 1% | N/A | N/A |
| INEBRIATE | | | | | | | | | | | | | | | | | | |
| Maryhaven - Engagement Center Safety | 275 | 262 | (13) | √ | 32 | 36 | 113% | √ | 12 | 14 | ≠ | 73 | 59 | ≠ | 30% | 26% | √ | N/A |
| Maryhaven - Engagement Center Shelter2Housing ⁵ | 45 | 34 | (11) | ≠ | 18 | 15 | 83% | ≠ | 30 | 78 | ≠ | 9 | 15 | √ | 33% | 60% | √ | 12% |
| YOUTH | | | | | | | | | | | | | | | | | | |
| Huckleberry House - Emergency Shelter | 100 | 147 | 47 | √ | 16 | 13 | 81% | ≠ | 10 | 9 | √ | 72 | 119 | √ | 80% | 92% | √ | 0% |
| VA EMERGENCY HOUSING | | | | | | | | | | | | | | | | | | |
| VOAGO - VA Emergency Housing | 35 | 41 | 6 | √ | 15 | 13 | 87% | ≠ | 60 | 38 | √ | 11 | 23 | √ | 50% | 70% | √ | 0% |
| LSS - VA Men & Women | 50 | 74 | 24 | √ | 24 | 20 | 83% | ≠ | 60 | 34 | √ | 13 | 16 | √ | 50% | 30% | ≠ | 21% |
| AGENCY | | | | | | | | | | | | | | | | | | |
| Lutheran Social Services - Faith Mission ^{2,5} | 837 | 680 | (157) | ≠ | 222 | 245 | 110% | √ | 30 | 47 | ≠ | 203 | 130 | ≠ | 33% | 30% | √ | 24% |

¹ Capacity does not include overflow.

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. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

⁵ Starting 7/1/2017 housing services are provided by the single adult 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 11/09/18. Capacity is actual average nightly number served.

| PERMANENT SUPPORTIVE HOUSING | Households Served | | | | | Project Occupancy | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | |
|--|-------------------|----------|------------|----------|---------------------|-------------------|------------|--------------------------|----------------------------|----------------------|--------------------|--|------------|---------------------|----------|------------|---------------------|
| | 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 |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | | | |
| Community Housing Network - Briggsdale | 25 | 26 | 24 | (2) | √ | 24 | 96% | √ | 24 | 50 | √ | 23 | 24 | √ | 90% | 100% | √ |
| Community Housing Network - Briggsdale 2 ⁴ | 40 | 40 | 40 | 0 | √ | 40 | 100% | √ | N/A | 5 | N/A | 36 | 40 | √ | 90% | 100% | √ |
| Community Housing Network - Cassady | 10 | 10 | 12 | 2 | √ | 10 | 100% | √ | 24 | 37 | √ | 9 | 12 | √ | 90% | 100% | √ |
| Community Housing Network - Community ACT | 42 | 44 | 40 | (4) | √ | 38 | 90% | √ | 24 | 70 | √ | 40 | 38 | √ | 90% | 97% | √ |
| Community Housing Network - East 5th Avenue | 38 | 40 | 37 | (3) | √ | 36 | 95% | √ | 24 | 39 | √ | 36 | 35 | √ | 90% | 97% | √ |
| Community Housing Network - Inglewood Court | 45 | 47 | 44 | (3) | √ | 43 | 96% | √ | 24 | 45 | √ | 42 | 44 | √ | 90% | 100% | √ |
| Community Housing Network - Leasing Supportive Housing | 25 | 26 | 24 | (2) | √ | 24 | 96% | √ | 24 | 49 | √ | 23 | 24 | √ | 90% | 100% | √ |
| Community Housing Network - North 22nd Street | 30 | 31 | 31 | 0 | √ | 30 | 100% | √ | 24 | 44 | √ | 28 | 30 | √ | 90% | 100% | √ |
| Community Housing Network - Parsons | 25 | 26 | 26 | 0 | √ | 24 | 96% | √ | 24 | 29 | √ | 23 | 25 | √ | 90% | 96% | √ |
| Community Housing Network - RLPTI | 80 | 84 | 76 | (8) | √ | 76 | 95% | √ | 24 | 61 | √ | 76 | 76 | √ | 90% | 100% | √ |
| Community Housing Network - Safe Haven | 13 | 16 | 13 | (3) | ≠ | 12 | 92% | √ | 24 | 64 | √ | 14 | 13 | √ | 90% | 100% | √ |
| Community Housing Network - Southpoint Place ² | 46 | 48 | 48 | 0 | √ | 47 | 102% | √ | 24 | 48 | √ | 43 | 47 | √ | 90% | 100% | √ |
| Community Housing Network - Terrace Place | 47 | 49 | 46 | (3) | √ | 46 | 98% | √ | 24 | 57 | √ | 44 | 46 | √ | 90% | 100% | √ |
| Maryhaven - Commons at Chantry | 50 | 52 | 49 | (3) | √ | 48 | 96% | √ | 24 | 57 | √ | 47 | 49 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Buckingham | 75 | 79 | 74 | (5) | √ | 72 | 96% | √ | 24 | 58 | √ | 71 | 73 | √ | 90% | 99% | √ |
| National Church Residences - Commons at Grant | 50 | 52 | 52 | 0 | √ | 49 | 98% | √ | 24 | 82 | √ | 47 | 51 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Livingston | 60 | 63 | 61 | (2) | √ | 59 | 98% | √ | 24 | 43 | √ | 57 | 60 | √ | 90% | 98% | √ |
| National Church Residences - Commons at Third ² | 60 | 63 | 63 | 0 | √ | 61 | 102% | √ | 24 | 43 | √ | 57 | 62 | √ | 90% | 98% | √ |
| National Church Residences - VOAGO Van Buren Village | 60 | 63 | 60 | (3) | √ | 59 | 98% | √ | 24 | 28 | √ | 57 | 58 | √ | 90% | 97% | √ |
| YMCA - 40 West Long Street | 105 | 110 | 104 | (6) | √ | 99 | 94% | √ | 24 | 47 | √ | 99 | 102 | √ | 90% | 98% | √ |
| YMCA - Franklin Station | 75 | 79 | 79 | 0 | √ | 74 | 99% | √ | 24 | 67 | √ | 71 | 76 | √ | 90% | 96% | √ |
| YMCA - Isaiah Project ³ | 150 | 157 | 154 | (3) | √ | 145 | 97% | √ | 6 | 9 | √ | 141 | 150 | √ | 90% | 97% | √ |
| YMCA - Scattered Sites HOME ² | 50 | 52 | 65 | 13 | √ | 64 | 128% | √ | 9 | 12 | √ | 47 | 64 | √ | 90% | 98% | √ |
| YWCA - WINGS | 91 | 96 | 91 | (5) | √ | 86 | 95% | √ | 24 | 25 | √ | 86 | 90 | √ | 90% | 100% | √ |

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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 YMCA took over CHN Leasing 2 project effective 7/1/2018 and had a planned census decrease.

⁴ Project started 7/1/2018.

| PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING | | Households Served | | | | Program Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | | |
|---|--|-------------------|----------|------------|----------|------------------------|----------|------------|----------------------------|----------|------------|--|----------|------------|---------------------|----------|------------|---------------------|
| 1/1/2019 - 3/31/2019 | | 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 | 11 | 10 | (1) | √ | 95% | 100% | √ | 24 | 23 | √ | 10 | 10 | √ | 90% | 100% | √ |
| Community Housing Network - Wilson | | 8 | 8 | 8 | 0 | √ | 95% | 88% | ≠ | 24 | 86 | √ | 7 | 8 | √ | 90% | 100% | √ |
| VOAGO - Family Supportive Housing | | 38 | 40 | 38 | (2) | √ | 95% | 97% | √ | 24 | 47 | √ | 36 | 37 | √ | 90% | 97% | √ |
| PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE | | | | | | | | | | | | | | | | | | |
| Amethyst/Alvis - SRA/TRA | | 52 | 55 | 41 | (14) | ≠ | 100% | 73% | ≠ | 24 | 67 | √ | 50 | 41 | ≠ | 90% | 100% | √ |
| Equitas Health - TRA | | 89 | 93 | 88 | (5) | √ | 100% | 98% | √ | 24 | 116 | √ | 84 | 88 | √ | 90% | 100% | √ |
| Community Housing Network - SRA ³ | | 197 | 207 | 158 | (49) | ≠ | 100% | 77% | ≠ | 24 | 47 | √ | 186 | 156 | ≠ | 90% | 99% | √ |
| Community Housing Network - SRA 3 | | 11 | 12 | 11 | (1) | √ | 100% | 91% | ≠ | 9 | 13 | √ | 11 | 9 | ≠ | 90% | 90% | √ |
| Community Housing Network - TRA | | 171 | 180 | 152 | (28) | ≠ | 100% | 88% | ≠ | 24 | 60 | √ | 162 | 149 | √ | 90% | 98% | √ |
| Community Housing Network - TRA 2 ⁴ | | 20 | 20 | 12 | (8) | ≠ | 100% | 56% | ≠ | 2 | 5 | √ | 14 | 12 | ≠ | 90% | 100% | √ |
| YMCA - 40 West Long Expansion SRA | | 38 | 40 | 38 | (2) | √ | 100% | 100% | √ | 24 | 35 | √ | 36 | 38 | √ | 90% | 100% | √ |
| Total Rental Assistance | | 578 | 607 | 500 | (107) | ≠ | 100% | 84% | ≠ | 24 | 62 | √ | 543 | 493 | √ | 90% | 99% | √ |
| TRANSITIONAL HOUSING | | | | | | | | | | | | | | | | | | |
| Huckleberry House - TLP ⁵ | | 24 | 35 | 31 | (4) | √ | 98% | 96% | √ | 10 | 7 | √ | 5 | 6 | √ | 77% | 75% | √ |
| Maryhaven - Women's ^{2,6} | | | | | | | | | | | | | | | | | | |
| VOAGO - Veterans | | 40 | 70 | 42 | (28) | ≠ | 95% | 40% | ≠ | 4 | 2 | √ | 23 | 19 | ≠ | 77% | 70% | ≠ |

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Project capacity fluctuates based on need and available capacity.

³ Community Housing Network - SRA and SRA 2 programs were combined starting 7/1/2018.

⁴ Project started 7/1/2018.

⁵ Project capacity of 24 units as of 7/1/2018.

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

| RAPID RE-HOUSING | New Households Served | | | Total Households Served | | | Average Length of Shelter Stay | | | Average Length of Participation | | | 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 | |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Homeless Families Foundation - Rapid Re-housing ² | 46 | 35 | ≠ | 92 | 93 | √ | 15 | 38 | ≠ | 100 | 122 | ≠ | 42 | 35 | ≠ | 90% | 80% | ≠ | \$800 | \$1,116 | ≠ | 90% | 75% | ≠ | |
| The Salvation Army - Rapid Re-housing ² | 41 | 30 | ≠ | 78 | 46 | ≠ | 15 | 43 | ≠ | 100 | 162 | ≠ | 37 | 13 | ≠ | 90% | 87% | √ | \$1,800 | \$1,648 | √ | 90% | 83% | ≠ | |
| The Salvation Army - Job2Housing ² | 16 | 17 | √ | 46 | 60 | √ | 15 | 36 | ≠ | 180 | 164 | √ | 14 | 15 | √ | 90% | 100% | √ | N/A | \$3,579 | N/A | N/A | 100% | N/A | |
| VOAGO Families - Rapid Re-housing ² | 19 | 14 | ≠ | 43 | 34 | ≠ | 15 | 22 | ≠ | 100 | 126 | ≠ | 17 | 14 | ≠ | 90% | 100% | √ | \$800 | \$942 | ≠ | 90% | 100% | √ | |
| YMCA - Rapid Rehousing ² | 500 | 439 | ≠ | 1,000 | 812 | ≠ | 23 | 28 | ≠ | 90 | 91 | √ | 350 | 206 | ≠ | 70% | 56% | ≠ | \$1,200 | \$1,335 | ≠ | 50% | 47% | √ | |
| CSB - Transition Program - Family | N/A | N/A | N/A | 68 | 26 | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 67 | 26 | ≠ | 98% | 100% | √ | \$1,300 | \$2,038 | √ ⁵ | 98% | 100% | √ | |
| CSB - Transition Program - Single | N/A | N/A | N/A | 275 | 264 | √ | N/A | N/A | N/A | N/A | N/A | N/A | 270 | 262 | √ | 98% | 99% | √ | \$1,000 | \$963 | √ | 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 | | | |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | | | | | | | | | | |
| Gladden Community House - Family Homelessness Prevention | 64 | 60 | √ | 114 | 123 | √ | 120 | 85 | √ | 57 | 56 | √ | 90% | 79% | ≠ | \$1,100 | \$1,570 | √ ⁵ | 90% | 70% | √ ⁶ | | | |
| Gladden Community House - FCCS Prevention | 20 | 18 | √ | 25 | 31 | √ | 120 | 87 | √ | 18 | 13 | ≠ | 90% | 81% | ≠ | \$900 | \$1,392 | √ ⁵ | 80% | 75% | √ | | | |
| HFF Pregnant Women Homelessness Prevention | 4 | 4 | √ | 25 | 21 | ≠ | 240 | 197 | √ | 4 | 8 | √ | 90% | 89% | √ | \$2,200 | \$3,369 | √ ⁵ | 100% | 86% | ≠ | | | |

| 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 | | |
| 1/1/2019 - 3/31/2019 | | | | | | | | | | | | | | | | | | | | | | | |
| LSS - SSVF Rapid Re-housing ² | 35 | 21 | ≠ | 60 | 44 | ≠ | 30 | 17 | √ | 100 | 64 | √ | 28 | 21 | ≠ | 80% | 84% | √ | 80% | 33% | ≠ | | |
| VOAGO - SSVF Prevention ⁴ | 8 | 30 | √ | 10 | 49 | √ | N/A | N/A | N/A | 90 | 87 | √ | 7 | 17 | √ | 90% | 100% | √ | 75% | 100% | √ | | |
| VOAGO - SSVF Rapid Re-housing ^{2,4} | 78 | 43 | ≠ | 133 | 95 | √ ⁴ | 30 | 21 | √ | 100 | 161 | ≠ | 62 | 16 | ≠ | 80% | 73% | ≠ | 80% | 38% | ≠ | | |

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

² Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOS including pregnant women is 177.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Program may not have had enough veterans to serve to meet the RRH goal, instead the prevention goal was exceeded.

⁵ Funding availability allows for the average DCA amount to exceed the goal.

⁶ Program participants did not need to use DCA at the projected rate.