

# SYSTEM & PROGRAM INDICATOR REPORT

FY2020  
7/1/19 - 6/30/20

### **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.

# Way to go!



homeless hotline



family diversion



rapid re-housing for survivors of domestic violence



engagement center safety program

**These programs met all outcomes for numbers served, length of service, and successful outcomes.**



briggsdale  
cassady avenue  
east 5th avenue  
north 22nd street  
parsons  
southpoint place



commons at buckingham  
commons at grant  
commons at livingston  
commons at third



van buren village  
family supportive housing



40 west long street  
scattered sites



commons at chantry

**These supportive housing programs met all outcomes for numbers served, occupancy, stability, and successful outcomes.**



**Congratulations to Southeast men's shelter for achieving compliance with CSB's rigorous program certification standards this year on the first try.**

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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](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded 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:

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

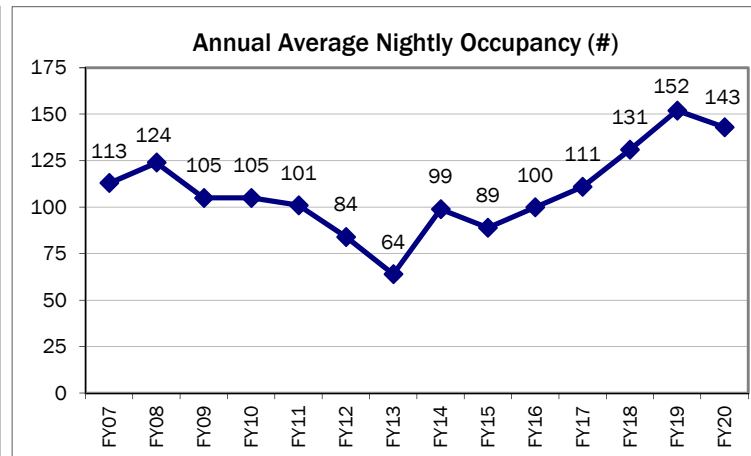
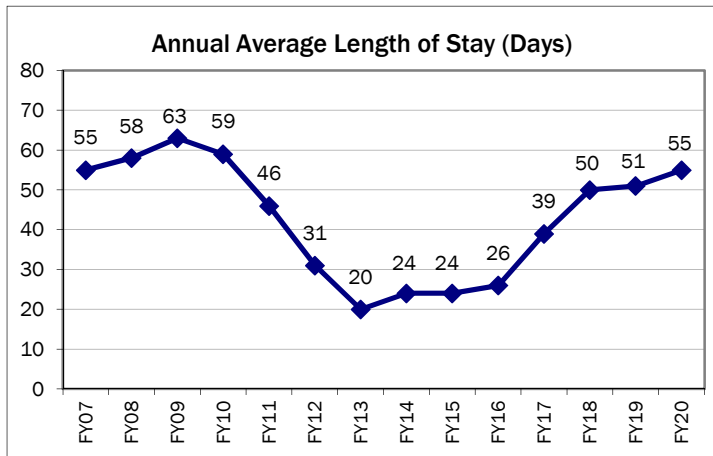
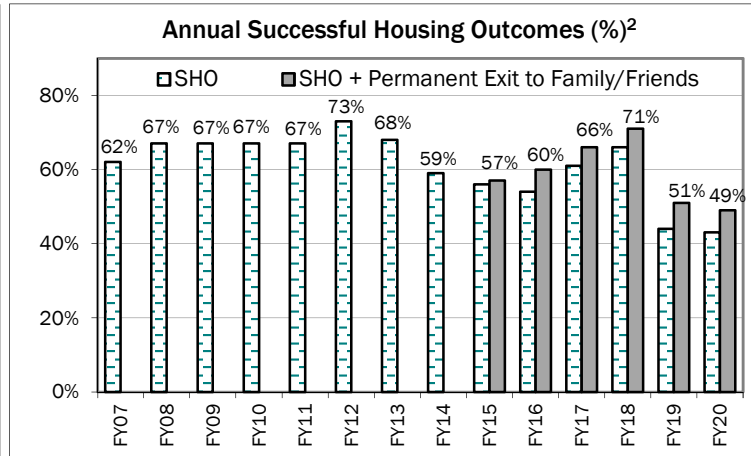
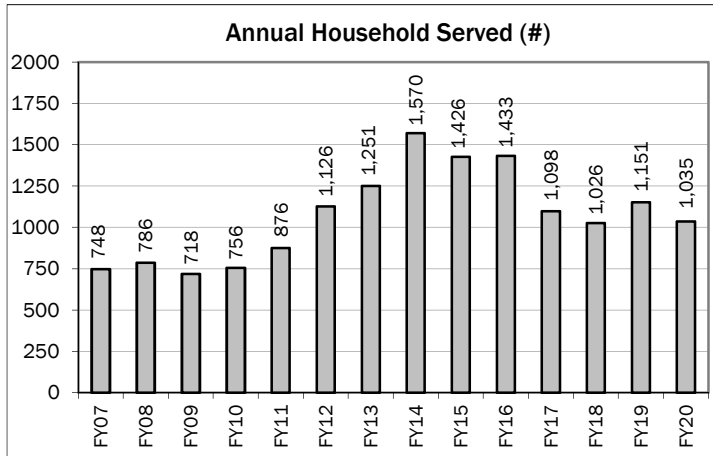
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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

# System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2019 - 6/30/2020	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	1,100	1,035	√	114	143	38	55	≠	690	460	≠	70%	49%	≠



DEMOGRAPHICS	Family
Households Served	1,035
Percent Newly homeless	77%
Recidivism <sup>3</sup>	2%
Clients Served	3,673
Average Age (HoH)	31
Gender - Female (HoH)	93%
Gender - Male (HoH)	7%
Veterans (U.S. Military) served	14
Veterans % of all adults	1%
Average Monthly Household Income	\$847
Percent Working at Entry	41%
Race - Black (HoH)	75%
Race - White (HoH)	24%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	1,438
Children Served	2,235
Mean Family Size	3.5
Average Number of Children	2.2
Adults 18-24 years (HoH)	19%
Children 0 - 2 years	27%
Children 3 - 7 years	35%
Children 8 - 12 years	27%
Children 13 - 17 years	11%
Pregnant Women Served	125
Long Term Disability (HoH)	16%
Franklin County Residents	86%

Covid-19 had a direct impact on the metrics monitored this fiscal year. Re-housing activities became extremely difficult, especially during the stay home orders. 10% less households needed shelter compared to the last fiscal year, likely impacted by the stimulus funds and unemployment benefits. The success rate at exit from shelters decreased 2 percentage points to 49% from 51%, impacted by the difficult housing environment. This also impacted the average length of shelter stay that increased to 55 days. The employment rate at entry increased from the FY19 rate of 40% to 41% currently, coupled with an increase in average income to \$847 (FY19 \$768). An additional 38 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.

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

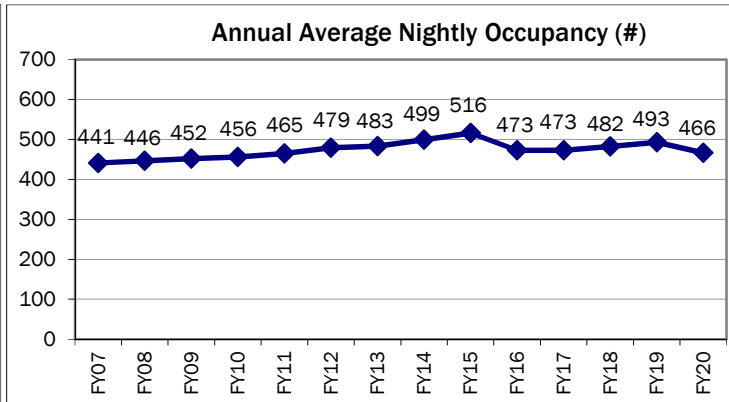
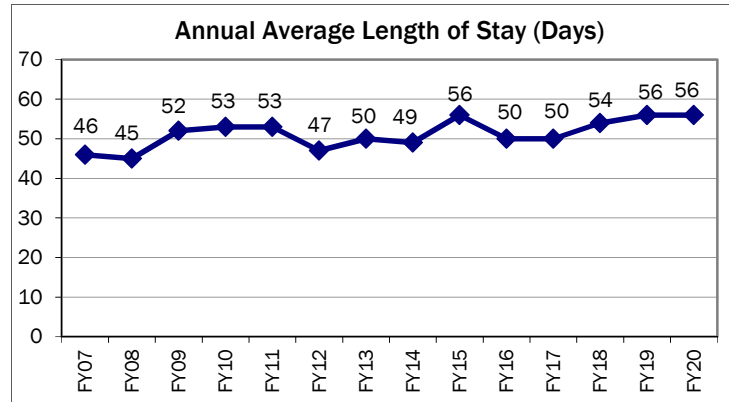
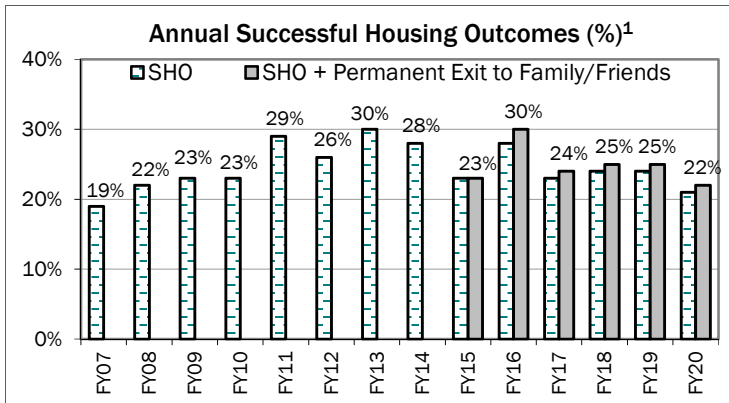
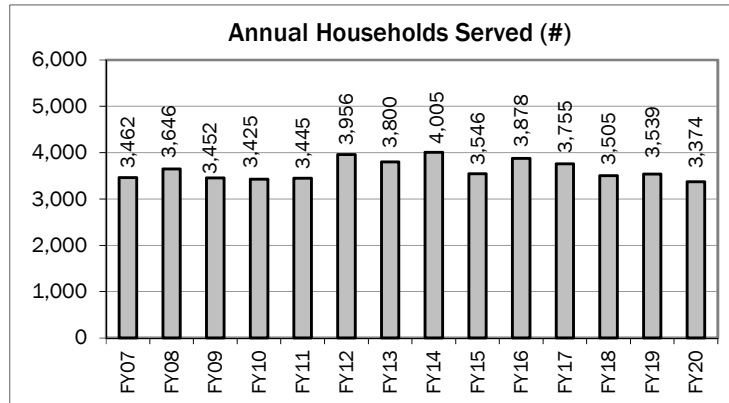
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/19-12/31/19.

# System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2019 - 6/30/2020	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	3,500	3,374	√	427	466	45	56	≠	1,013	643	≠	33%	22%	≠



DEMOGRAPHICS	Men
Households Served	3,374
Percent Newly homeless	66%
Recidivism <sup>3</sup>	8%
Average Age	44
Men as a percent of total single adults served	67%
Veterans (U.S. Military) served	309
Veterans % of all adults	9%
Average Monthly Household Income	\$414
Percent Working at Entry	19%
Average Daily Waitlist Number	89
Race - Black	63%
Race - White	35%
Race - Other	2%
Non-Hispanic	96%
Hispanic	4%
Adults 18 - 24 years <sup>4</sup>	6%
Adults 25 - 34 years <sup>4</sup>	22%
Adults 35 - 44 years <sup>4</sup>	23%
Adults 45 - 55 years <sup>4</sup>	26%
Adults 56 - 61 years <sup>4</sup>	14%
Adults 62+ years <sup>4</sup>	10%
Long Term Disability (HoH)	51%
Franklin County Residents	78%

Covid-19 had a direct impact on the metrics monitored this fiscal year. Re-housing activities became extremely difficult, especially during the stay home orders. The number of single men sheltered decreased 5% when compared to the last fiscal year, impacted by the decrease in veterans served. The success rate decreased to 22%. The average length of time homeless remained constant at 56 days. The long term disability rate increased 7 percentage points when compared to the last fiscal year (44%). The employment rate at entry decreased from the FY19 rate of 28% to 19%, coupled with a decrease in average income (FY19 \$562). The number of veterans served decreased by 29% compared to FY19, more veterans receive prevention services and are prioritized for housing. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more difficult.

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

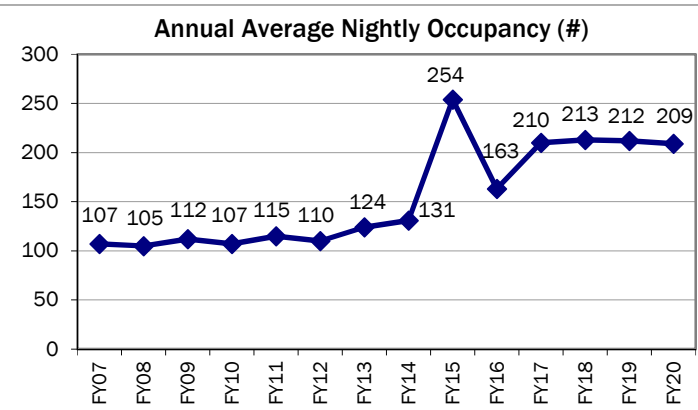
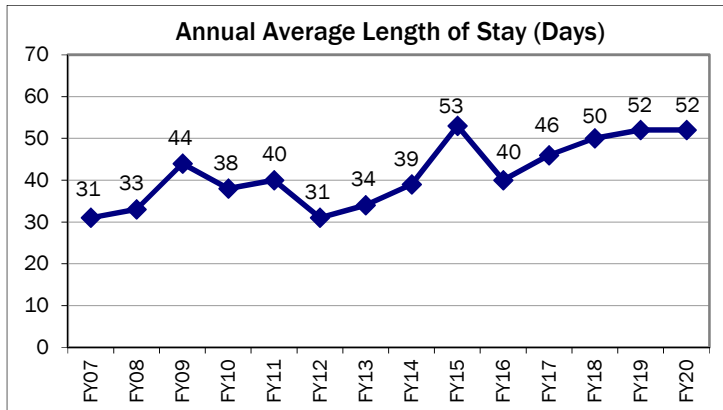
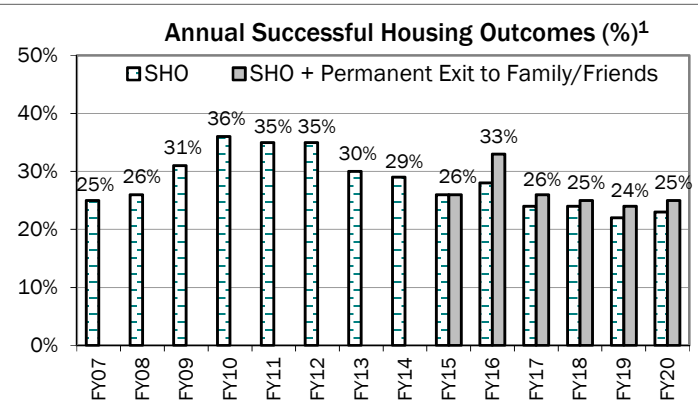
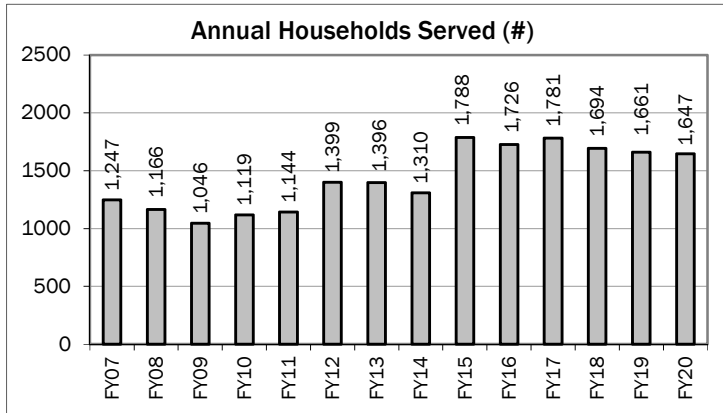
<sup>2</sup> Overflow capacity is not included. Capacity is the average number of beds between FY20 regular capacity of 397 (274 days) and 515 COVID-19 pandemic capacity (91 days).

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/19-12/31/19.

<sup>4</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report

FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2019 - 6/30/2020	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,700	1,647	√	207	209	45	52	≠	495	375	≠	33%	25%	≠



DEMOGRAPHICS	Women
Households Served	1,647
Percent Newly homeless	72%
Recidivism <sup>3</sup>	7%
Average Age	40
Women as a percent of total single adults served	33%
Veterans (U.S. Military) served	25
Veterans % of all adults	2%
Average Monthly Household Income	\$587
Percent Working at Entry	26%
Average Daily Waitlist Number	66
Race - Black <sup>4</sup>	58%
Race - White <sup>4</sup>	39%
Race - Other <sup>4</sup>	2%
Non-Hispanic	97%
Hispanic	3%
Adults 18 - 24 years	13%
Adults 25 - 34 years	24%
Adults 35 - 44 years	24%
Adults 45 - 55 years	25%
Adults 56 - 61 years	9%
Adults 62+ years	5%
Pregnant Women Served	148
Long Term Disability (HoH)	22%
Franklin County Residents	81%

Covid-19 had a direct impact on the metrics monitored this fiscal year. Re-housing activities became extremely difficult, especially during the stay home orders. The number of single women sheltered decreased 1% when compared to the last fiscal year. The success rate at exit is at 25%, a slight increase from the FY19 rate. The employment rate at entry decreased compared to the FY19 annual rate of 29% to 26%, while average income decreased from \$607 to \$587. The number of pregnant women entering shelter decreased by 24% compared to FY19. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more difficult.

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

<sup>2</sup> Overflow capacity is not included. Capacity is the average number of beds between FY20 regular capacity of 201 (274 days) and 223 COVID-19 pandemic capacity (91 days).

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/19-12/31/19.

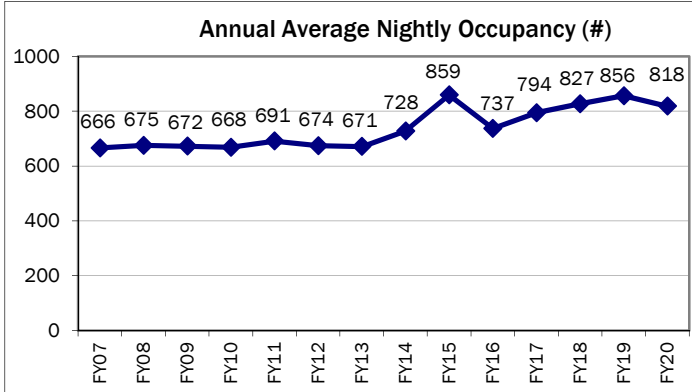
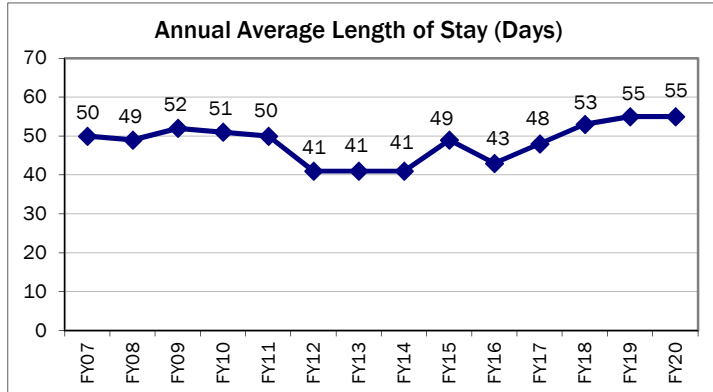
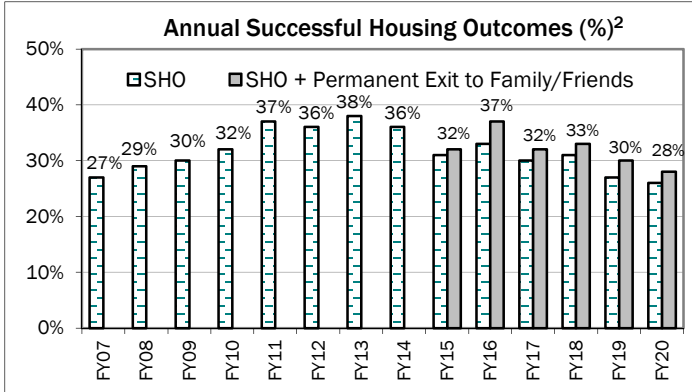
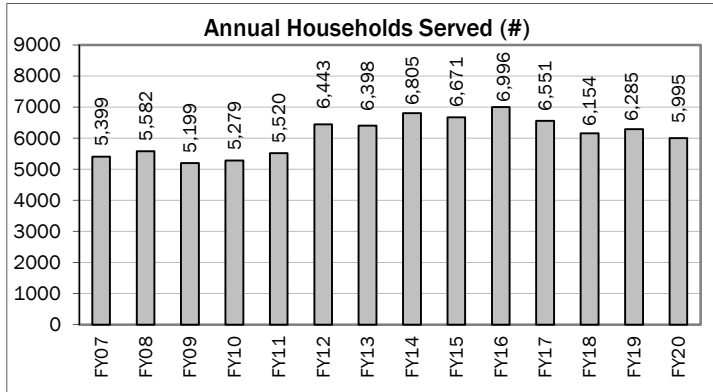
<sup>4</sup> Due to rounding percentages do not add up to 100%.



# System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>3</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2019 - 6/30/2020			√					≠			≠			≠
Emergency Shelter System <sup>1</sup>	6,200	5,995	√	747	818	42	55	≠	2,018	1,477	≠	37%	28%	≠



DEMOGRAPHICS	Family & Adults
Households Served	5,995
Percent Newly homeless	70%
Recidivism <sup>4</sup>	6%
Clients Served	8,599
Adults Served	6,364
Children Served	2,235
Average Age (HoH)	41
Gender - Male (HoH)	57%
Gender - Female (HoH)	43%
Veterans (U.S. Military) served	346
Veterans % of all adults	5%
Average Monthly Household Income	\$554
Percent Working at Entry	26%
Average Daily Waitlist Number	155
Race - Black (HoH) <sup>5</sup>	64%
Race - White (HoH) <sup>5</sup>	35%
Race - Other (HoH) <sup>5</sup>	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	266
Long Term Disability (HoH)	37%
Franklin County Residents	80%

Covid-19 had a direct impact on the metrics monitored this fiscal year. Re-housing activities became extremely difficult, especially during the stay home orders. The system experienced a 5% decrease in the number of households sheltered when compared to the last fiscal year, mostly due to the decrease in number of families presenting for shelter. The number of veterans who needed shelter decreased by 138 (29%) and the number of pregnant women decreased by 82 (24%) during the same timeframe. The successful housing outcomes percent decreased compared to the same period of last fiscal year. The average length of time homeless remained constant at 55 days. The employment rate and average income decreased compared to the FY19 rate (\$610, 30%). 70% of sheltered households did not experience homelessness within the prior two years.

<sup>1</sup> System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 6,383. Total clients served at SIQ shelters is 82 clients in 74 households, and this cohort is excluded from all calculations.

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

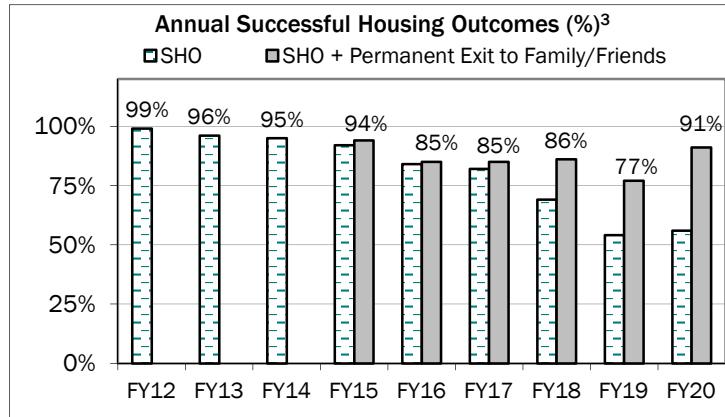
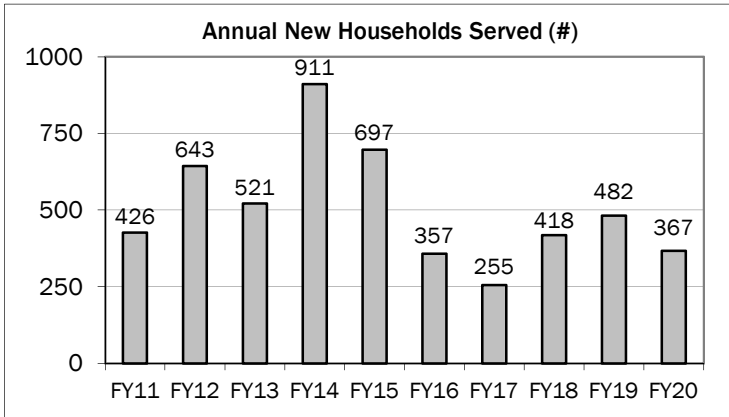
<sup>3</sup> Overflow capacity is not included. Capacity is the average number of beds between FY20 regular capacity of 712 (274 days) and 852 COVID-19 pandemic capacity (91 days).

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/19-12/31/19.

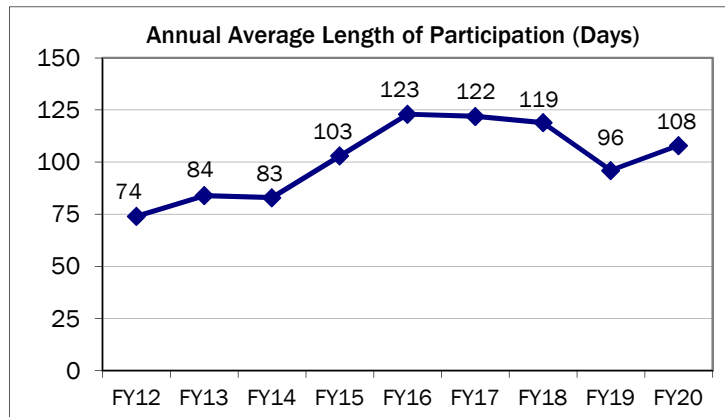
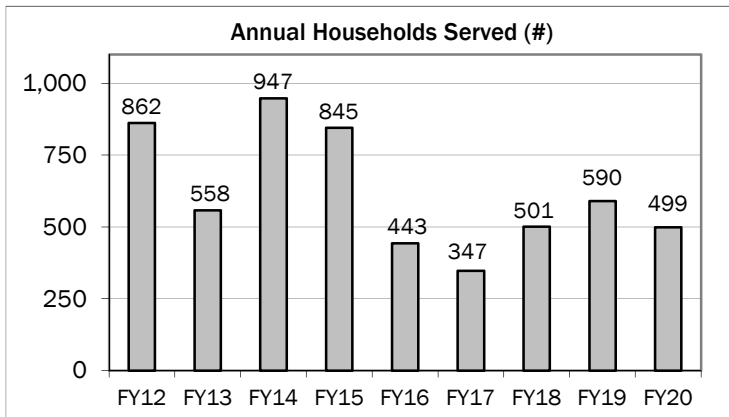
<sup>5</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report

FY20 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
7/1/2019 - 6/30/2020	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	265	367	√	354	499	√	150	108	√	268	335	√	85%	91%	√



DEMOGRAPHICS	Family & Adults
Households Served	499
Clients Served	1,575
Recidivism <sup>4</sup>	5%
Average Age (HoH)	35
Gender - Female (HoH)	78%
Gender - Male (HoH)	22%
Veterans (U.S. Military) served	117
Veterans % of all adults	19%
Average Monthly Household Income	\$729
Percent Working at Entry	38%
Race - Black (HoH)	79%
Race - White (HoH)	20%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	610
Children Served	965
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.3
Children 0 - 2 years <sup>2,5</sup>	31%
Children 3 - 7 years <sup>2,5</sup>	36%
Children 8 - 12 years <sup>2,5</sup>	22%
Children 13 - 17 years <sup>2,5</sup>	12%
Long Term Disability (HoH)	18%
Pregnant Women Served	84



The number of households served decreased 15% when compared to the last fiscal year. The number of veterans served increased 21% (FY19: 97) when compared to the last fiscal year. The success rate at program exit increased 14 percentage points. 56% of households are stable in their own housing and 35% decided to permanently move in with family/friends. Percent working at entry decreased compared to FY19 annual rate (51%). The number of pregnant women served increased by 2% compared to FY19 (82).

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

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

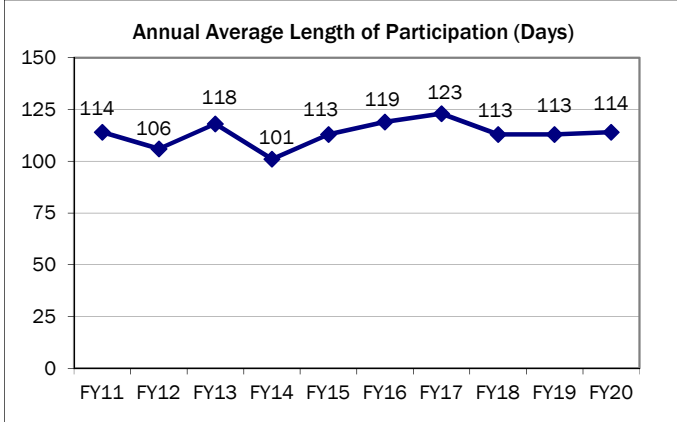
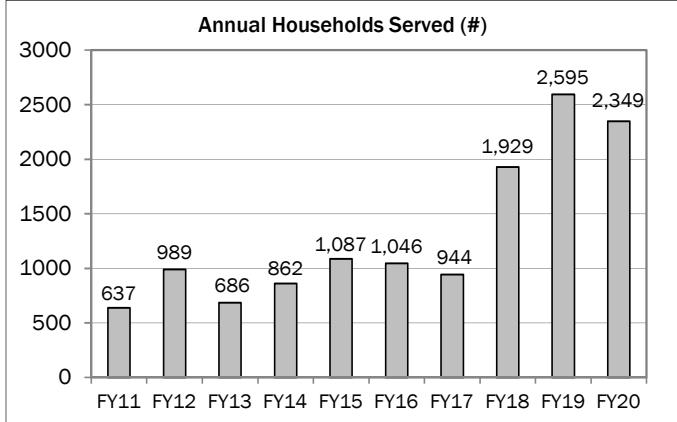
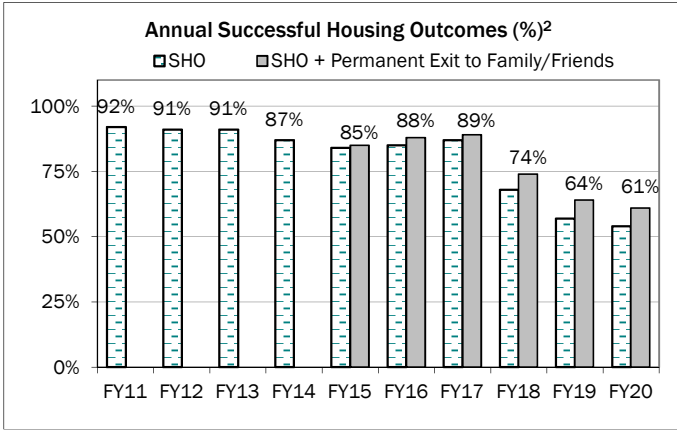
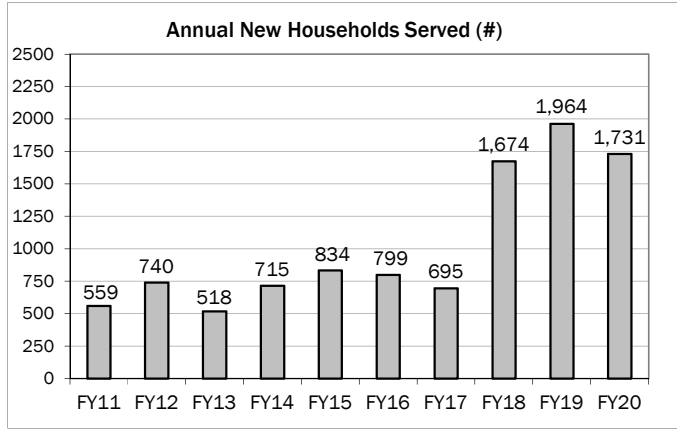
<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/18-6/31/19.

<sup>5</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report

FY20 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2019 - 6/30/2020															
Rapid Re-housing System <sup>1</sup>	1,750	1,731	√	2,300	2,349	√	100	114	≠	1,050	989	√	60%	61%	√
Single Adults <sup>3</sup>	-	1,256	-	-	1,735	-	-	102	-	-	700	-	-	57%	-
Families <sup>3</sup>	-	479	-	-	623	-	-	117	-	-	295	-	-	78%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	623	1,735
Clients Served	2,264	1,735
Recidivism <sup>4</sup>	4%	11%
Average Age (HoH)	32	46
Gender - Male (HoH)	9%	69%
Gender - Female (HoH)	91%	31%
Veterans (U.S. Military) served	29	352
Veterans % of all adults	4%	20%
Average Monthly Household Income	\$663	\$612
Percent Working at Entry	33%	24%
Adults Served	825	1,735
Children Served	1,439	N/A
Race - Black (HoH) <sup>5</sup>	78%	65%
Race - White (HoH) <sup>5</sup>	21%	34%
Race - Other (HoH) <sup>5</sup>	1%	2%
Non-Hispanic (HoH)	96%	97%
Hispanic (HoH)	4%	3%
Mean Family Size	3.6	N/A
Average Number of Children	2.3	N/A
Adults 18-24 years (HoH)	22%	10%
Children 0 - 2 years	28%	N/A
Children 3 - 7 years	35%	N/A
Children 8 - 12 years	27%	N/A
Children 13 - 17 years	10%	N/A
Long Term Disability (HoH)	28%	38%
Pregnant Women Served	102	58

The number served decreased 9% when compared to the same reporting period of last fiscal year, impacted by Covid-19 restrictions. Re-housing activities became extremely difficult, especially during the stay home orders. The system employment rate of 26% decreased from the FY19 rate of 29%. The rapid rehousing programs now only serve households with high needs and barriers, which makes outcome achievement more difficult.

<sup>1</sup> System includes HFF Rapid Re-housing and YHDP Rapid Re-housing, VOA01 Rapid Re-housing, TSA Rapid Re-housing and J2H, YMCA Rapid Re-housing, Family Rapid Re-housing and DV Rapid Rehousing, Homefull RRR, LSS SSVF, and VOA01 SSVF programs.

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

<sup>3</sup> No outcome goals were set by subpopulation. 9 clients were served in both single and family programs.

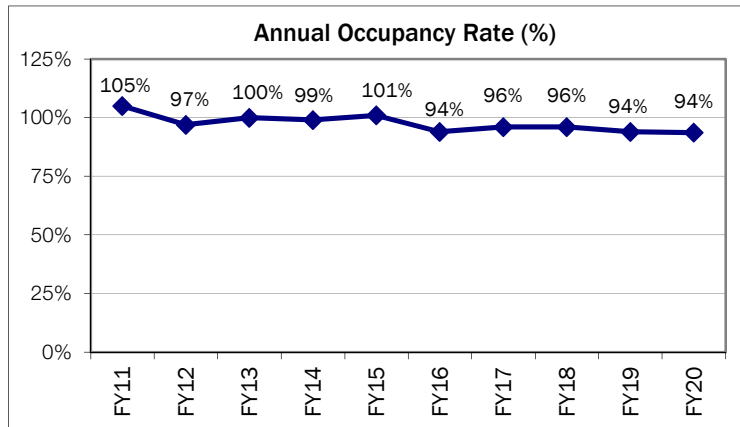
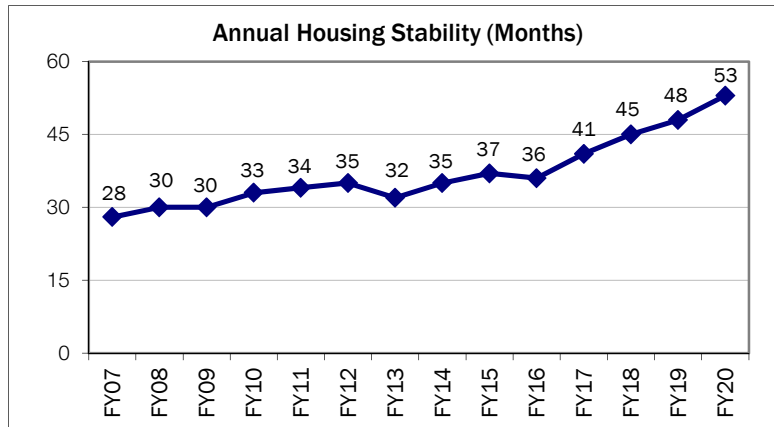
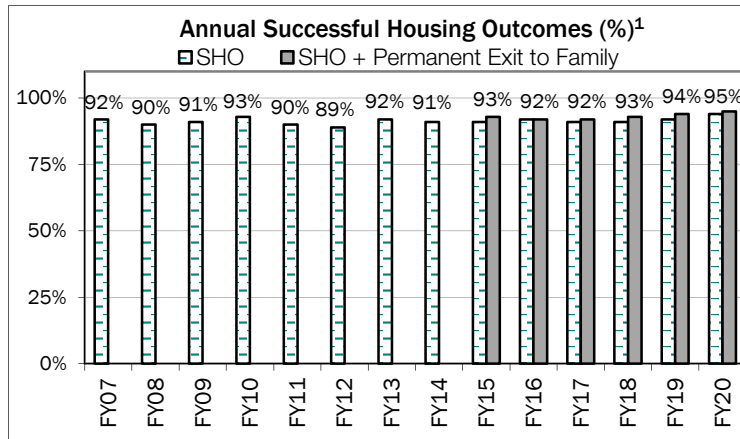
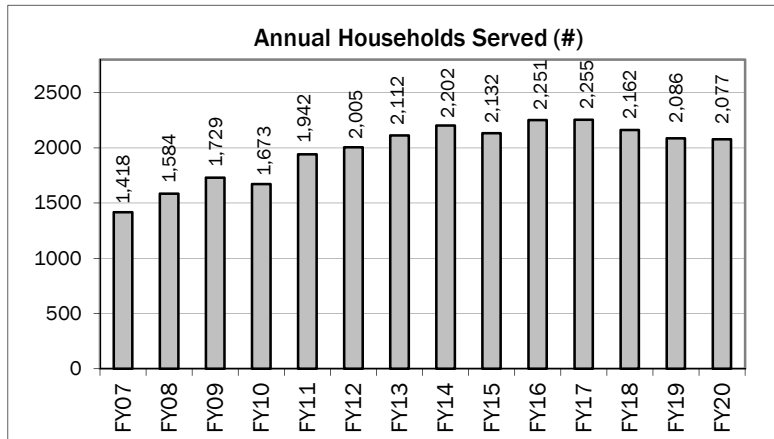
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/19-12/31/19.

<sup>5</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report



FY20 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2019 - 6/30/2020	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,323	2,077	≠	95%	94%	√	24	53	√	2,091	1,930	√	90%	95%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,077
Exit to Homelessness <sup>2</sup>	2%
Clients Served	2,527
Average Age (HoH)	47
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) all adults	11%
Veterans Served	239
Average Monthly Household Income	\$338
Percent Working at Entry	8%
Race - Black (HoH)	65%
Race - White (HoH)	33%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Adults Served	2,151
Children Served	376
Mean Family Size <sup>3</sup>	2.8
Average Number of Children <sup>3</sup>	1.5
Adults 18-24 years (HoH) <sup>4</sup>	2%
Adults 25 - 34 years (HoH) <sup>4</sup>	10%
Adults 35 - 44 years (HoH) <sup>4</sup>	15%
Adults 45 - 55 years (HoH) <sup>4</sup>	32%
Adults 56 - 61 years (HoH) <sup>4</sup>	26%
Adults 62+ years (HoH) <sup>4</sup>	14%

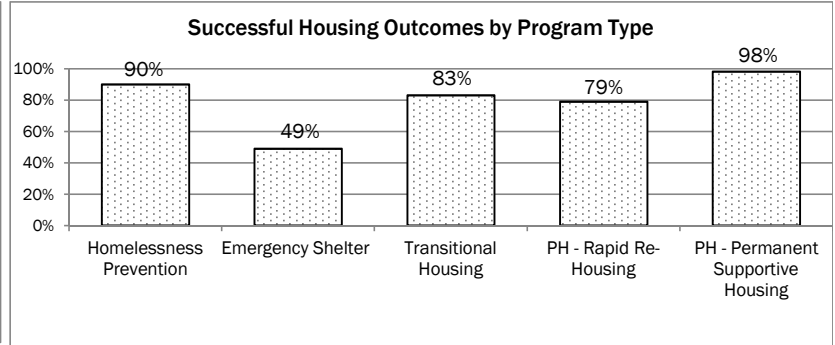
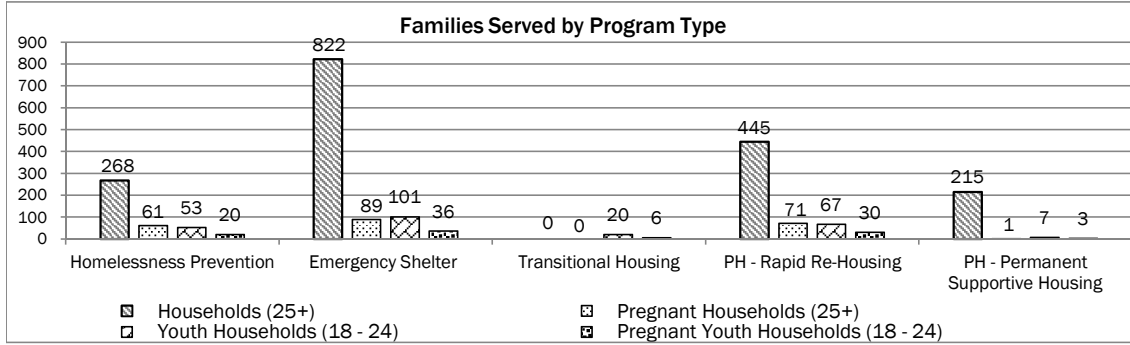
The system continues to perform well, with good occupancy, success rates and a stable numbers served. The increase in the housing stability is reflective of tenants not being able to move out of PSH to independent housing without a housing subsidy that makes a unit affordable. In turn, this negatively affects the turnover in units and housing of homeless individuals. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1936. VA VASH voucher capacity of 364 is not included.

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.  
<sup>2</sup> Exit to homelessness is calculated for exits between reporting period of 7/1/19 - 12/31/19.  
<sup>3</sup> Data refers to families served.  
<sup>4</sup> Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



Special Populations Served: 7/1/2019 - 6/30/2020		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Youth Households (18 - 24)	183	53	0	101	20	67	7
Pregnant Youth Households (18 - 24)	64	20	0	36	6	30	3
Households (25+)	1308	268	0	822	0	445	215
Pregnant Households (25+)	171	61	0	89	0	71	1
Total Households Served (#)	1670	398	0	1,035	26	610	226
Total Households Entered	1093	297	0	884	21	472	49
Total Households Exited	1133	313	0	945	6	366	33
Successful Housing Outcomes (#) <sup>1</sup>	N/A	282	N/A	460	5	288	219
Successful Housing Outcomes (%) <sup>1</sup>	N/A	90%	N/A	49%	83%	79%	98%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	102	N/A	55	5	117	47
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
	Race - Black (HoH)	82%	N/A	75%	100%	78%	73%
	Race - White (HoH)	17%	N/A	24%	0%	21%	26%
	Race - Other (HoH)	1%	N/A	1%	0%	1%	1%
	Gender - Female	93%	N/A	93%	100%	92%	80%
	Gender - Male	7%	N/A	7%	0%	8%	20%
	Gender - Other	0%	N/A	0%	0%	0%	0%
	Non-Hispanic (HoH)	96%	N/A	97%	100%	97%	97%
	Hispanic (HoH)	4%	N/A	3%	0%	3%	3%
	Long Term Disability	7%	N/A	16%	60%	27%	92%
	Franklin County Residents	93%	N/A	86%	96%	83%	96%



<sup>1</sup> Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

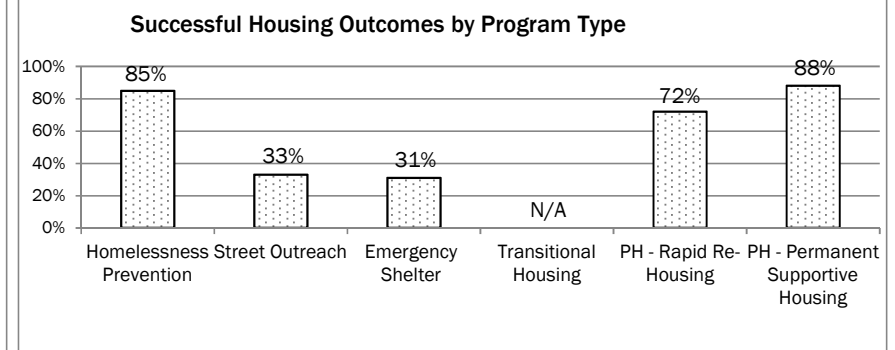
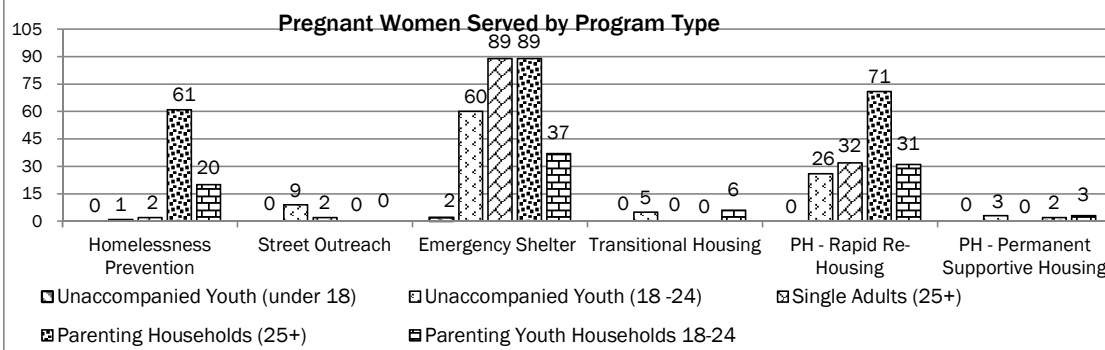
<sup>3</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

# System and Program Indicator Report



Special Populations Served: 7/1/2019 - 6/30/2020		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
Unaccompanied Youth (under 18)	2	0	0	2	0	0	0
Unaccompanied Youth (18 -24)	78	1	9	60	5	26	3
Single Adults (25+)	99	2	2	89	0	32	0
Parenting Youth Households 18-24	64	20	0	37	6	31	3
Parenting Households (25+)	171	61	0	89	0	71	2
Total Households Served (#)	402	84	11	268	11	159	8
Total Households Exited	292	52	9	252	0	89	2
Successful Housing Outcomes (%) <sup>1</sup>	N/A	85%	33%	31%	N/A <sup>5</sup>	72%	88%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	141	78	42	9	149	6
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
	Race - Black (HoH) <sup>6</sup>	83%	55%	75%	82%	82%	88%
	Race - White (HoH) <sup>6</sup>	17%	45%	25%	18%	17%	13%
	Race - Other (HoH) <sup>6</sup>	0%	0%	0%	0%	1%	0%
	Non-Hispanic (HoH)	96%	100%	99%	100%	97%	100%
	Hispanic (HoH)	4%	0%	1%	0%	3%	0%
	Long Term Disability	7%	73%	15%	50%	25%	88%
	Franklin County Residents	95%	82%	87%	100%	88%	88%



<sup>1</sup> Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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

<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

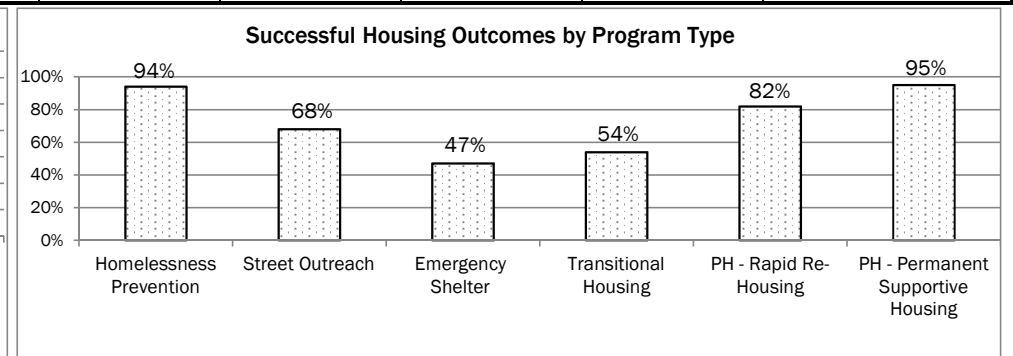
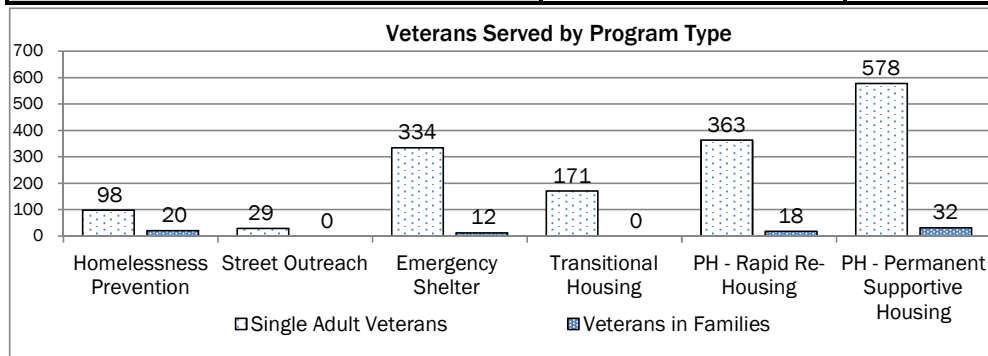
<sup>5</sup> Program didn't have any household exits; unable to calculate measure.

<sup>6</sup> Due to rounding, percentages do not add up to 100%.

System and Program Indicator Report



Special Populations Served: 7/1/2019 - 6/30/2020		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 <sup>5</sup>
Unaccompanied Youth (18 -24)	3	0	0	0	1	3	0
Single Adults (25+)	1013	98	29	334	170	360	578
Parenting Youth Households 18-24	2	1	0	0	0	1	0
Parenting Households (25+)	74	19	0	12	0	17	32
Total Households Served (#)	1089	117	29	346	171	381	610
Total Households Exited	447	68	28	305	155	258	97
Successful Housing Outcomes (%) <sup>1</sup>	N/A	94%	68%	47%	54%	82%	95%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A						
Average Length of Participation (Days) <sup>3</sup>	N/A	108	71	57	2	125	48
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
	Race - Black (HoH) <sup>6</sup>	68%	52%	58%	53%	60%	57%
	Race - White (HoH) <sup>6</sup>	31%	45%	39%	44%	37%	40%
	Race - Other (HoH) <sup>6</sup>	2%	3%	3%	3%	3%	3%
	Gender - Male <sup>6</sup>	81%	93%	91%	100%	93%	91%
	Gender - Female <sup>6</sup>	19%	7%	9%	0%	6%	9%
	Gender - Other <sup>6</sup>	0%	0%	0%	0%	0%	1%
	Non-Hispanic (HoH)	99%	97%	98%	98%	98%	99%
	Hispanic (HoH)	1%	3%	2%	2%	2%	1%
	Long Term Disability	56%	97%	61%	63%	63%	83%
	Franklin County Residents	86%	79%	72%	75%	71%	89%



<sup>1</sup> Successful outcomes measure for Street Outreach.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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

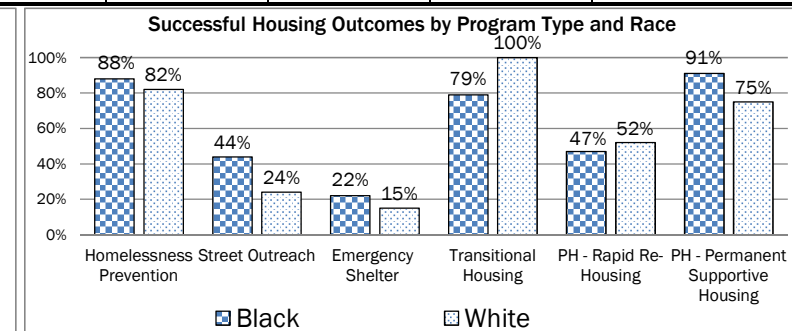
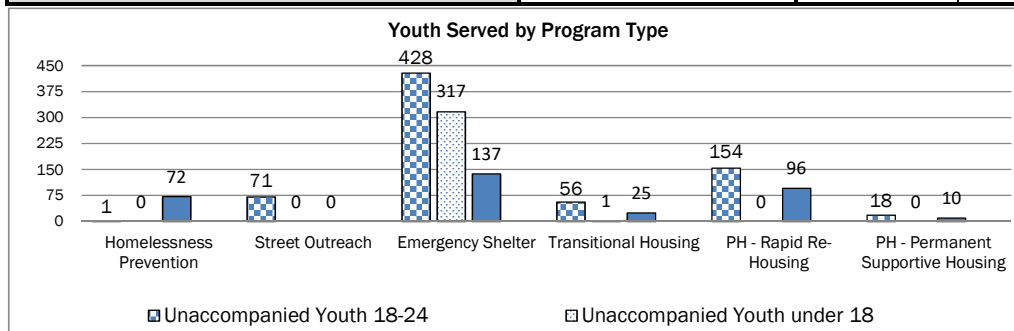
<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>5</sup> VASH vouchers are included under the PH - Permanent Supportive Housing category.

<sup>6</sup> Due to rounding, percentages do not add up to 100%



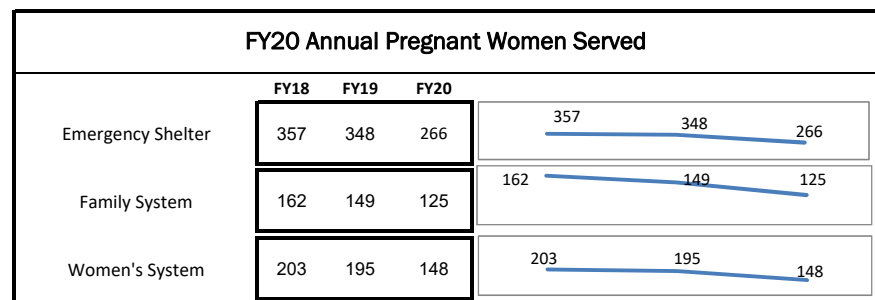
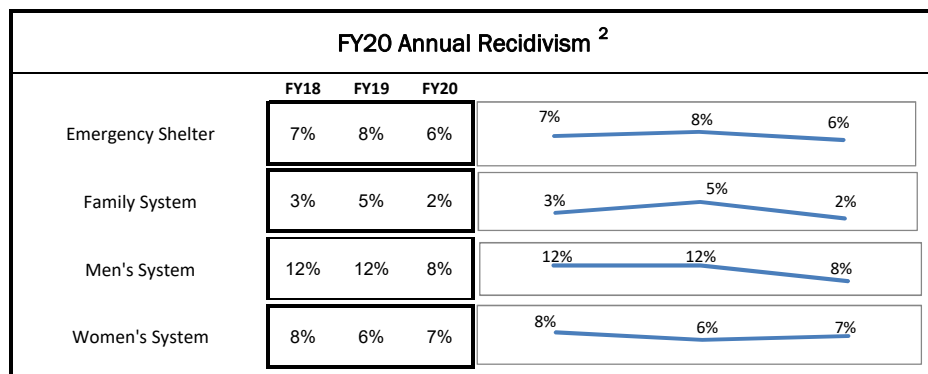
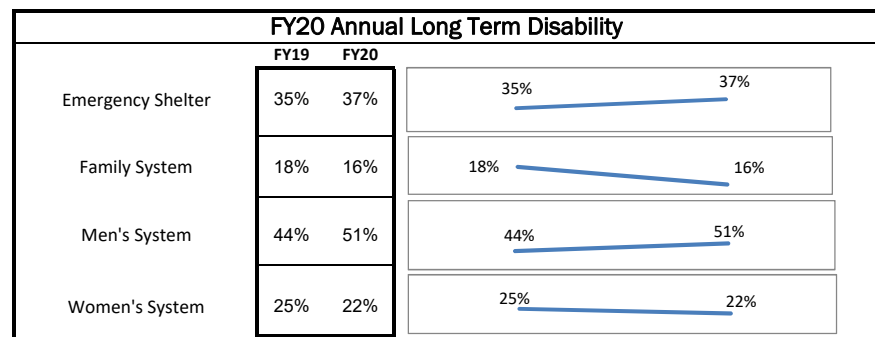
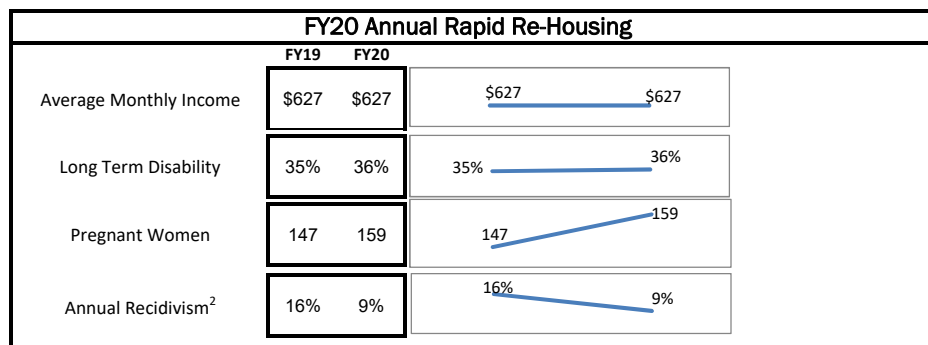
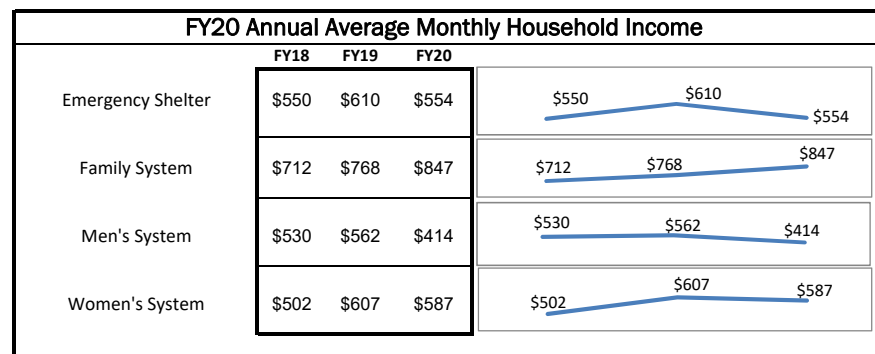
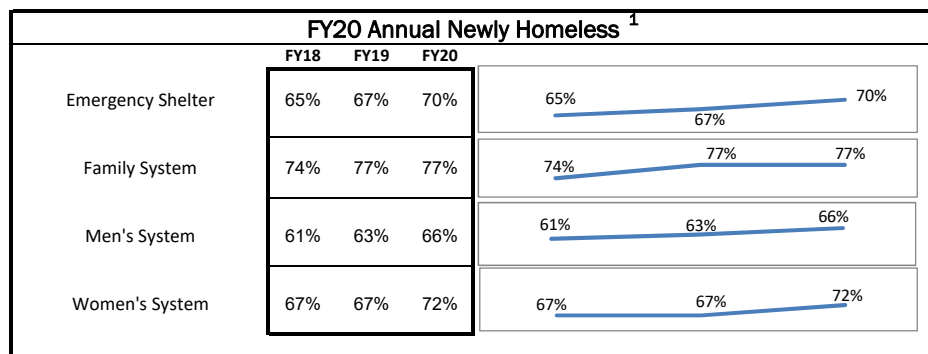
Special Populations Served: 7/1/2019 - 6/30/2020		Transition Age Youth Served by Program Type					
Transition Age Youth <sup>1</sup>	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	317	0	0	317	1	0	0
Unaccompanied Youth 18-24	545	1	71	428	56	154	18
Parenting Youth Households Under 18	1	0	0	0	1	0	0
Parenting Youth Households 18-24	235	72	0	137	25	96	10
Total Pregnant Women Served	142	21	9	104	11	57	6
Total Households Served	1081	73	71	874	83	244	28
Total Households Entered	757	56	60	813	56	206	19
Total Households Exited	857	53	53	826	23	133	7
Successful Housing Outcomes (%) <sup>2</sup>	N/A	87%	34%	20%	83%	48%	89%
Successful Housing Outcomes (#) <sup>2</sup>	N/A	46	18	95	19	64	25
Average Length of Shelter Stay (Days) <sup>3</sup>	N/A						
Average Length of Participation (Days) <sup>4</sup>	N/A	98	51	35	7	97	11
Housing Stability (Months) <sup>5</sup>	N/A						
Recidivism <sup>6</sup>	N/A	11%	0%	4%	0%	4%	4%
<b>DEMOGRAPHICS</b>							
Race - Black (HoH)		78%	52%	72%	87%	81%	79%
Race - White (HoH)		21%	44%	25%	13%	18%	14%
Race - Other (HoH)		1%	4%	3%	0%	1%	7%
Gender - Female <sup>7</sup>		99%	45%	60%	73%	68%	71%
Gender - Male <sup>7</sup>		1%	51%	39%	25%	32%	29%
Gender - Other <sup>7</sup>		0%	4%	1%	1%	1%	0%
Non-Hispanic (HoH)		97%	96%	92%	98%	95%	89%
Hispanic (HoH)		3%	4%	8%	2%	5%	11%
Long Term Disability		4%	83%	39%	80%	31%	96%
Franklin County Residents		93%	76%	86%	96%	88%	89%



<sup>1</sup> Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.  
<sup>2</sup> Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.  
<sup>3</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.  
<sup>4</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.  
<sup>5</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.  
<sup>6</sup> Recidivism for Street Outreach, Emergency Shelter, and Transitional Housing calculated for successful housing exits between reporting period of 7/1/19-12/31/19. Homelessness Prevention recidivism calculated for successful housing exits between reporting period of 7/1/18 - 6/30/19. For PH - Permanent Supportive Housing, exit to homelessness is calculated for exits between reporting period of 7/1/19 - 12/31/19.  
<sup>7</sup> Due to rounding, percentages do not add up to 100%



Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2019 - 6/30/2020



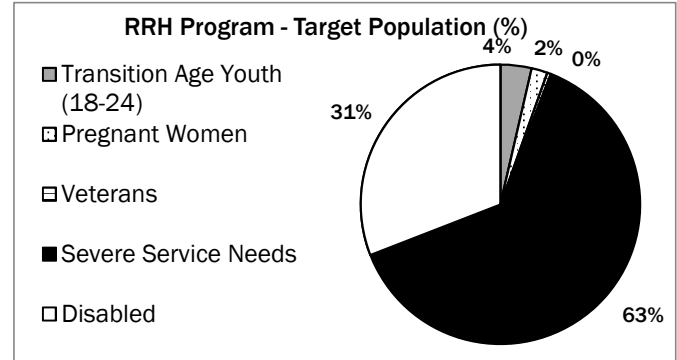
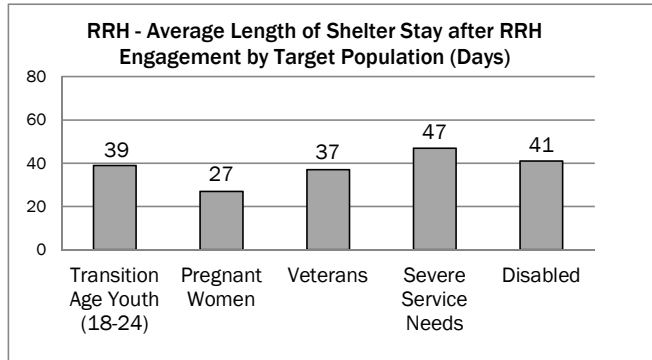
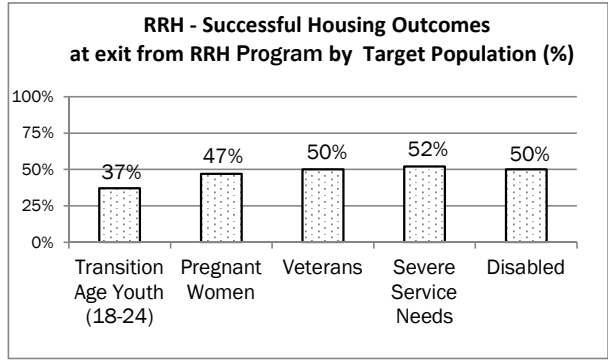
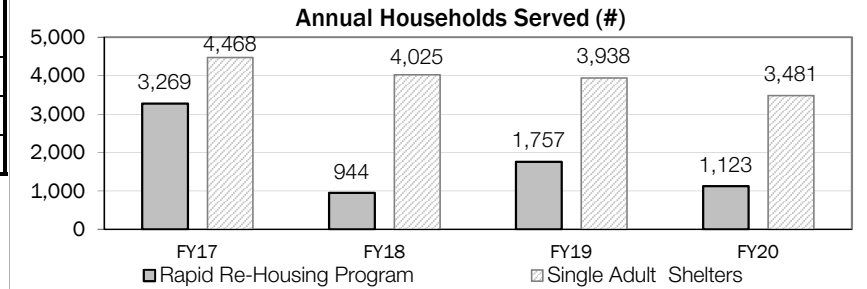
<sup>1</sup> Did not access a homeless program in the past two years.

<sup>2</sup> Exited successfully but returned to shelter within 180 days of successful exit.

System and Program Indicator Report

FY20 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2019 - 6/30/2020	Single Adult Shelters <sup>1</sup>	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 (#)	3,481	1,123	41	21	5	720	352
Successful Housing Outcomes (%) <sup>2</sup>	29%	51%	37%	47%	50%	52%	50%
Average Length of Shelter Stay (Days)	60	44	39	27	37	47	41
Median Length of Shelter Stay (Days)	41	32	27	14	46	34	30
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	18	14	18	25	19	15
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	104	80	97	131	106	97
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	5	13					
Average Number of Shelter Visits (#)	1.5	N/A					
Long Term Disability (%)	43%	29%					
Recidivism (%)	10%	13%					

<b>Diversion</b>	
Diversion Rate at Homeless Hotline (%)	20%



The success rate at exit from the Rapid Re-housing program is at 51%, decreased from the FY19 annual rate of 55%. 996 (29%) 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.

<sup>1</sup> 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, YMCA Women's and Maryhaven Shelter2Housing. Program is not contracted to provide services for the overflow or VA programs.

<sup>2</sup> 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.

HOMELESS HOTLINE	Total Households Served			Average Wait Time (minutes)			Successful Diversion/Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 -6/30/2020													
Netcare - Homeless Hotline (Single Adults)	7,800	7,898	√	5	2:53	√	1,950	2,089	√	25%	20%	√	
Netcare - Homeless Hotline (Families)	2,700	2,680	√	5	2:53	√	810	934	√	30%	29%	√	
Gladden Community House - Family Diversion	2,000	2,227	√	N/A	N/A	N/A	700	790	√	35%	43%	√	

OUTREACH	New Households Served			Total Households Served			Average Length of Participation			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>			Usage of CSB DCA (%) <sup>1</sup>						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 -6/30/2020																									
Maryhaven - Capital Crossroad SID Outreach	100	65	≠	115	73	≠	N/A	51	N/A	75	50	≠	75%	82%	√	41	34	≠	55%	68%	√	N/A	16%	N/A	
Maryhaven - Outreach	240	160	≠	340	228	≠	N/A	126	N/A	180	83	≠	75%	58%	≠	99	65	≠	55%	78%	√	25%	23%	√	
Southeast - PATH Outreach <sup>2</sup>	140	233	√	170	261	≠	N/A	22	N/A	70	24	≠	50%	10%	≠	N/A	22	N/A	N/A	92%	N/A	N/A	N/A	N/A	
Veterans Affairs - Outreach	N/A	14	N/A	N/A	17	N/A	N/A	75	N/A	N/A	16	N/A	N/A	94%	N/A	N/A	15	N/A	N/A	94%	N/A	N/A	N/A	N/A	

TRANSITION AGE YOUTH	New Households Served			Households Served			Program Occupancy Rate				Average Length of Shelter Stay (days)			Average Length of Participation / Housing Stability <sup>4</sup>			Successful Outcomes / Housing Outcomes <sup>3</sup>							
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Capacity	Actual	Actual (%)	Outcome Achievement (98% Goal for TH)	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2019 -6/30/2020																								
Huckleberry House - TAY CARR Team <sup>5</sup>	N/A	126	N/A	N/A	126	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	87	N/A	N/A	50	N/A	N/A	56%	N/A		
Huckleberry House - Emergency Shelter	N/A	353	N/A	380	361	√	16	10	63%	≠	10	10	√	N/A	N/A	N/A	296	314	√	80%	89%	√		
Huckleberry House - TLP TH	N/A	19	N/A	49	41	≠	24	22	92%	≠	N/A	N/A	N/A	10	10	√	17	15	≠	77%	83%	√		
Huckleberry House - TLP RHY TH	N/A	7	N/A	11	12	√	7	7	100%	√	N/A	N/A	N/A	12	9	√	3	4	√	77%	80	≠		
Homeless Families Foundation - TAY Transition to Home TH <sup>5</sup>	N/A	28	N/A	N/A	28	N/A	28	5	18%	N/A	N/A	N/A	N/A	10	2	N/A	N/A	N/A <sup>6</sup>	N/A	77%	N/A <sup>6</sup>	N/A		
Homeless Families Foundation - TAY Transition to Home RRH <sup>5</sup>	N/A	28	N/A	N/A	28	N/A	N/A	N/A	N/A	N/A	N/A	22	N/A	N/A	49	N/A	N/A	0	N/A	90%	0%	N/A		
Homeless Families Foundation - TAY RRH <sup>5</sup>	N/A	147	N/A	N/A	147	N/A	N/A	N/A	N/A	N/A	N/A	43	N/A	N/A	93	N/A	N/A	30	N/A	90%	42%	N/A		

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

<sup>2</sup>The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

<sup>3</sup>Successful Outcomes for CARR and Emergency Shelter; Successful Housing Outcomes for transitional housing (TH) and rapid re-housing (RRH); Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup>Average Length of Participation (days) for CARR and RRH; Housing Stability (months) for TH.

<sup>5</sup>Project too new to evaluate.

<sup>6</sup>Program didn't report any household exits; unable to calculate measure.

EMERGENCY SHELTER <sup>5</sup>	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes <sup>3,4</sup>					Movement	Recidivism	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <15%	Actual (%) Goal 10%
7/1/2019 - 6/30/2020																			
<b>FAMILY</b>																			
YWCA - Family Center	600	404	(196)	≠	50	55	110%	√	38	56	≠	385	210	≠	70%	59%	≠	3%	6%
YMCA - Van Buren Family Shelter	640	721	81	√	64	88	138%	√	38	48	≠	403	264	≠	70%	39%	≠	5%	2%
<b>MEN</b>																			
LSS - Faith Mission - Men's on Grant <sup>2</sup>	N/A	784	N/A	N/A	95	99	104%	N/A	45	53	N/A	N/A	186	N/A	33%	27%	N/A	20%	14%
LSS - Faith Mission on 8th <sup>2,6</sup>	N/A	799	N/A	N/A	92	88	96%	N/A	45	46	N/A	N/A	149	N/A	33%	21%	N/A	27%	16%
Southeast - Friends of the Homeless - Men's Shelter <sup>5,6</sup>	1,400	952	(448)	≠	115	117	102%	√	45	51	≠	409	200	≠	33%	23%	≠	30%	13%
YMCA - Men's Overflow	1,300	1371	71	√	40	40	100%	N/A	45	11	√	N/A	1	N/A	N/A	0%	N/A	N/A	N/A
YMCA - Men's Social Distancing (40W Long, Sullivant) <sup>6</sup>	N/A	725	N/A	N/A	47	47	100%	N/A	N/A	23	N/A	N/A	25	N/A	N/A	5%	N/A	N/A	N/A
YMCA - SIQ Shelter <sup>6</sup>	N/A	74	N/A	N/A	N/A	2	N/A	N/A	N/A	12	N/A	N/A	3	N/A	N/A	4%	N/A	N/A	N/A
<b>WOMEN</b>																			
LSS - Faith Mission - Women's on Grant <sup>2</sup>	N/A	325	N/A	N/A	38	39	103%	N/A	45	49	N/A	N/A	82	N/A	33%	28%	N/A	24%	8%
YMCA - Van Buren Women's Shelter <sup>5,6</sup>	1,150	1073	(77)	√	142	133	94%	≠	45	53	≠	330	275	≠	33%	28%	√	32%	11%
YMCA - Women's Overflow	600	999	399	√	13	13	100%	N/A	45	5	√	45	4	≠	N/A	0%	N/A	N/A	N/A
YMCA - Social Distancing (Hilltop) <sup>6</sup>	N/A	105	N/A	N/A	1	1	100%	N/A	N/A	5	N/A	N/A	0	N/A	N/A	0%	N/A	N/A	N/A
<b>INEBRIATE</b>																			
Maryhaven - Engagement Center Safety	600	674	74	√	34	36	106%	√	20	20	√	170	208	√	30%	32%	√	N/A	7%
Maryhaven - Engagement Center Shelter2Housing <sup>5</sup>	120	108	(12)	√	16	15	94%	≠	45	56	≠	34	52	√	33%	54%	√	7%	16%
<b>VA EMERGENCY HOUSING</b>																			
LSS - VA Men & Women	120	156	36	√	24	21	88%	≠	45	53	≠	48	55	√	50%	40%	≠	16%	0%
VOAOI - VA Emergency Housing	100	106	6	√	15	14	93%	≠	45	51	≠	42	54	√	50%	57%	√	10%	3%
<b>AGENCY</b>																			
Lutheran Social Services - Faith Mission <sup>2,5</sup>	2,100	1,744	(356)	≠	225	226	100%	√	45	54	≠	618	412	≠	33%	27%	≠	22%	12%

<sup>1</sup> Shelter capacities do not include overflow. Women's seasonal overflow opened 10/31/2019. Men's seasonal overflow opened 12/2/2019. Overflow capacity is actual nightly number served. Overflow did not close due to the COVID pandemic.

<sup>2</sup> 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.

<sup>3</sup> Successful outcomes measure for Maryhaven Engagement Center Safety.

<sup>4</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

<sup>5</sup> 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.

<sup>6</sup> Social distancing shelters include 40W Long and Sullivant for men, which opened 3/20/2020 and 4/6/2020 respectively, and Hilltop for women, which opened 4/16/2020. Shelter for Isolation and Quarantine opened 4/1/2020. Friends of the Homeless capacity reduced to 70 from 160. Faith Mission on 8th capacity reduced to 83 from 95. Van Buren Women's capacity reduced to 113 from 151. Capacity is the average number of beds between FY20 regular capacity and COVID-19 pandemic capacity.

System and Program Indicator Report



PERMANENT SUPPORTIVE HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
7/1/2019 - 6/30/2020		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Outcome Achievement (Goal: 95%)	Goal (# of months)	Actual (# of months)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network - Briggsdale	25	30	29	(1)	√	24	96%	√	24	54	√	27	27	√	90%	96%	√	
Community Housing Network - Briggsdale 2	40	48	48	0	√	38	95%	√	18	16	√	43	40	√	90%	87%	√	
Community Housing Network - Cassady	10	12	15	3	√	10	100%	√	24	38	√	11	13	√	90%	93%	√	
Community Housing Network - Community ACT	42	50	42	(8)	≠	36	86%	≠	24	67	√	45	39	≠	90%	95%	√	
Community Housing Network - East 5th Avenue	38	46	45	(1)	√	35	92%	√	24	37	√	41	39	√	90%	91%	√	
Community Housing Network - Inglewood Court	45	54	47	(7)	≠	44	98%	√	24	52	√	49	45	√	90%	98%	√	
Community Housing Network - Leasing Supportive Housing	25	30	27	(3)	√	22	88%	≠	24	53	√	27	23	≠	90%	88%	√	
Community Housing Network - North 22nd Street	30	36	33	(3)	√	30	100%	√	24	51	√	32	31	√	90%	94%	√	
Community Housing Network - Parsons	25	30	29	(1)	√	23	92%	√	24	35	√	27	26	√	90%	90%	√	
Community Housing Network - RLPTI	80	96	85	(11)	≠	70	88%	≠	24	59	√	86	80	√	90%	98%	√	
Community Housing Network - Safe Haven	13	18	14	(4)	≠	13	100%	√	24	74	√	16	13	≠	90%	100%	√	
Community Housing Network - Southpoint Place <sup>2</sup>	46	55	53	(2)	√	47	102%	√	24	54	√	50	50	√	90%	96%	√	
Community Housing Network - Terrace Place	47	56	48	(8)	≠	45	96%	√	24	67	√	50	44	≠	90%	94%	√	
Homefull/YMCA - Isaiah Project	160	192	187	(5)	√	143	89%	≠	24	17	≠	173	166	√	90%	92%	√	
Maryhaven - Commons at Chantry	50	60	54	(6)	√	48	96%	√	24	62	√	54	52	√	90%	96%	√	
National Church Residences - Commons at Buckingham	75	90	84	(6)	√	73	97%	√	24	61	√	81	76	√	90%	94%	√	
National Church Residences - Commons at Grant	50	60	55	(5)	√	50	100%	√	24	89	√	54	52	√	90%	98%	√	
National Church Residences - Commons at Livingston <sup>2</sup>	60	72	74	2	√	64	107%	√	24	47	√	65	73	√	90%	100%	√	
National Church Residences - Commons at Third <sup>2</sup>	60	72	73	1	√	64	107%	√	24	47	√	64	68	√	90%	97%	√	
National Church Residences - VOAGO Van Buren Village	60	72	66	(6)	√	59	98%	√	24	38	√	65	61	√	90%	92%	√	
Veterans Affairs - VASH I-XI	364	N/A	374	N/A	N/A	314	86%	≠	N/A	46	N/A	N/A	332	N/A	N/A	91%	N/A	√
YMCA - 40 West Long Street	105	126	129	3	√	100	95%	√	24	48	√	113	116	√	90%	94%	√	
YMCA - Franklin Station	75	90	80	(10)	≠	75	100%	√	24	75	√	81	75	√	90%	95%	√	
YMCA - Scattered Sites HOME <sup>2</sup>	50	60	66	6	√	61	122%	√	24	26	√	54	61	√	90%	94%	√	
YWCA - WINGS	91	109	92	(17)	≠	88	97%	√	24	46	√	98	89	√	90%	98%	√	

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

<sup>2</sup> 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.

System and Program Indicator Report



PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
7/1/2019 - 6/30/2020		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes		10	12	10	(2)	≠	95%	100%	√	24	38	√	11	10	√	90%	100%	√
Community Housing Network - Wilson		8	10	8	(2)	≠	95%	100%	√	24	101	√	9	8	√	90%	100%	√
VOAOI - Family Supportive Housing		38	46	45	(1)	√	95%	92%	√	24	47	√	41	43	√	90%	98%	√
<b>PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE</b>																		
Amethyst/Alvis - SRA/TRA		52	62	44	(18)	≠	100%	75%	≠	24	68	√	56	41	≠	90%	93%	√
Equitas Health - TRA		89	107	93	(14)	≠	100%	97%	√	24	118	√	96	90	√	90%	99%	√
Community Housing Network - SRA <sup>2</sup>		208	250	206	(44)	≠	100%	90%	≠	24	46	√	225	193	≠	90%	95%	√
Community Housing Network - TRA		171	205	179	(26)	≠	100%	90%	≠	24	58	√	185	173	√	90%	99%	√
Community Housing Network - TRA 2		20	24	18	(6)	≠	95%	75%	≠	21	15	≠	22	15	≠	90%	83%	≠
YMCA - 40 West Long Expansion SRA		38	46	40	(6)	≠	100%	97%	√	24	43	√	41	39	√	90%	98%	√
Total Rental Assistance		578	694	577	(114)	≠	100%	86%	≠	24	62	√	625	549	≠	90%	96%	√
<b>TRANSITIONAL HOUSING</b>																		
VOAOI - Veterans <sup>3</sup>		36	160	171	11	√	95%	78%	≠	4	2	√	77	83	√	77%	54%	≠

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

<sup>2</sup> Community Housing Network - SRA and SRA 3 programs were combined starting 7/1/2019.

<sup>3</sup> Project capacity decreased from 40 to 36 effective October 2019.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 - 6/30/2020																									
Homefull - Rapid Re-housing <sup>2,6</sup>	90	45	✖	90	45	✖	35	34	√	90	70	√	21	2	✖	60%	18%	✖	\$1,100	N/A <sup>5</sup>	N/A <sup>5</sup>	55%	0%	✖	
Homeless Families Foundation - Rapid Re-housing <sup>2</sup>	185	133	✖	231	181	✖	28	55	✖	100	100	√	167	85	✖	90%	71%	✖	\$800	\$950	✖	90%	60%	✖	
The Salvation Army - Rapid Re-housing <sup>2</sup>	165	144	✖	202	164	✖	28	53	✖	100	89	√	149	71	✖	90%	66%	✖	\$1,800	\$2,853	✖	90%	51%	✖	
The Salvation Army - Job2Housing <sup>2</sup>	65	53	✖	95	93	√	28	40	✖	180	179	√	59	52	✖	90%	96%	√	N/A	\$4,867	N/A	N/A	96%	N/A	
VOAOI Families - Rapid Re-housing <sup>2</sup>	76	62	✖	100	86	✖	28	39	✖	100	116	✖	68	51	✖	90%	89%	√	\$800	\$1,068	✖	90%	91%	√	
YMCA - Rapid Rehousing <sup>2</sup>	950	730	✖	1,280	1,123	✖	35	44	✖	90	104	✖	603	453	✖	60%	51%	✖	\$1,200	\$1,048	√	50%	38%	✖	
YMCA - Rapid Rehousing for Families <sup>2,6</sup>	60	15	✖	60	15	✖	28	12	√	60	114	✖	36	12	✖	90%	100%	√	\$1,600	\$900	√	90%	100%	√	
YMCA - Rapid Rehousing DV <sup>2,6</sup>	140	142	√	140	142	√	N/A	35	N/A	180	80	√	45	43	√	60%	55%	√	N/A	\$1,422	N/A	N/A	40%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	220	264	√	N/A	N/A	N/A	N/A	N/A	N/A	216	262	√	98%	99%	√	\$1,600	\$1,490	√	98%	99%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	1100	523	✖	N/A	N/A	N/A	N/A	N/A	N/A	1078	505	✖	98%	97%	√	\$1,000	\$948	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2019 - 6/30/2020																								
Gladden Community House - Family Homelessness Prevention	240	191	✖	290	263	√	120	91	√	200	203	√	85%	90%	√	\$1,100	\$1,828	√ <sup>4</sup>	60%	83%	√			
Gladden Community House - FCCS Prevention	80	54	✖	85	62	✖	120	80	√	68	43	✖	85%	96%	√	\$1,000	\$1,619	√ <sup>4</sup>	80%	88%	√			
HFF Pregnant Women Homelessness Prevention	44	50	√	64	65	√	365	192	√	30	29	√	85%	78%	✖	\$3,500	\$3,604	√	60%	77%	√			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2019 - 6/30/2020																							
LSS - SSVF Rapid Re-housing <sup>2</sup>	110	83	✖	140	101	✖	25	48	✖	100	91	√	88	59	✖	80%	81%	√	80%	78%	√		
VOAOI - SSVF Prevention	26	76	√	40	113	√	N/A	N/A	N/A	90	132	✖	23	63	√	90%	94%	√	80%	96%	√		
VOAOI - SSVF Rapid Re-housing <sup>2</sup>	205	211	√	255	287	√	25	52	✖	100	148	✖	164	152	√	80%	80%	√	80%	79%	√		

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

<sup>2</sup> Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOP including pregnant women is 228.

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

<sup>4</sup> Funding availability allows for the average DCA amount to exceed the goal.

<sup>5</sup> Program didn't have any clients access direct client assistance, measure could not be calculated.

<sup>6</sup> New program, started during FY20.

# communityshelterboard

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