

SYSTEM & PROGRAM INDICATOR REPORT

FY2020
7/1/19 - 9/30/19

Our Mission

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

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

FEATURED PROGRAMS OF EXCELLENCE

FY2020 Quarter 1: 7/1/19 – 9/30/19



HOMELESS HOTLINE

Exceeded every goal for number of families served, average wait time, and successful diversion outcomes.



EMERGENCY SHELTER FOR YOUTH

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



ENGAGEMENT CENTER

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

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

Community Shelter Board sets specific outcomes with each partner agency, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with agencies both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these partners delivering critical services to those facing homelessness.

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Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded programs and some non-CSB funded programs that participate in our data system. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

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

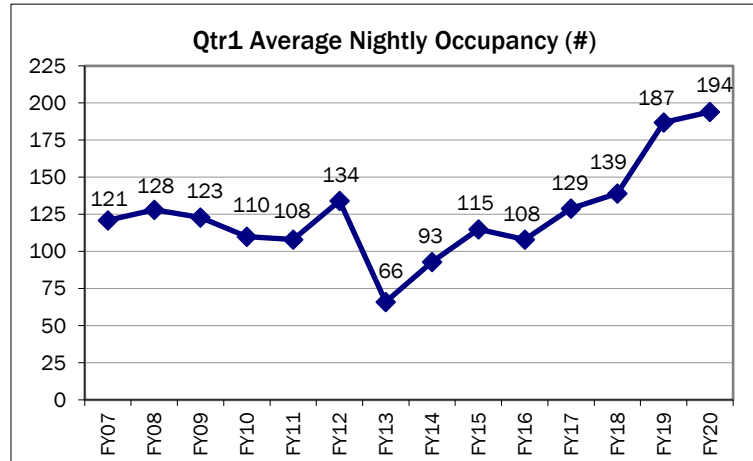
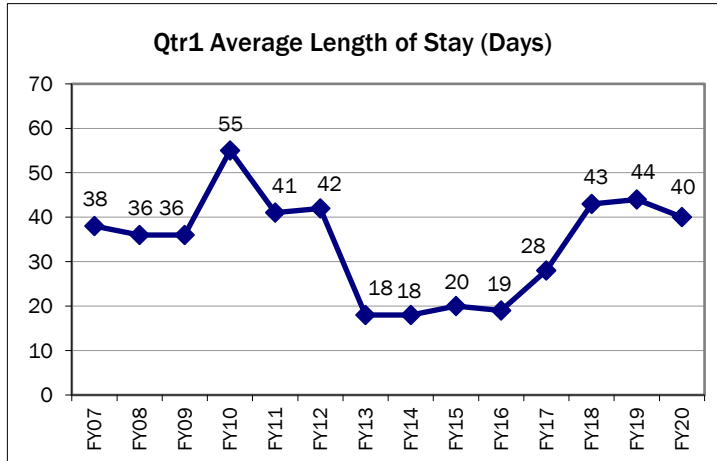
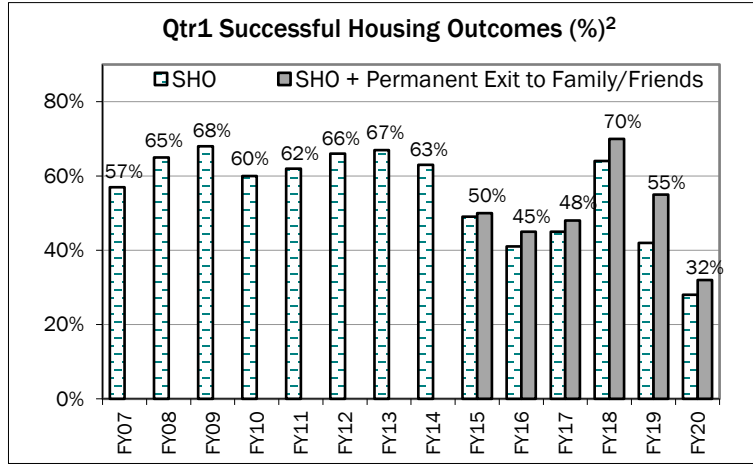
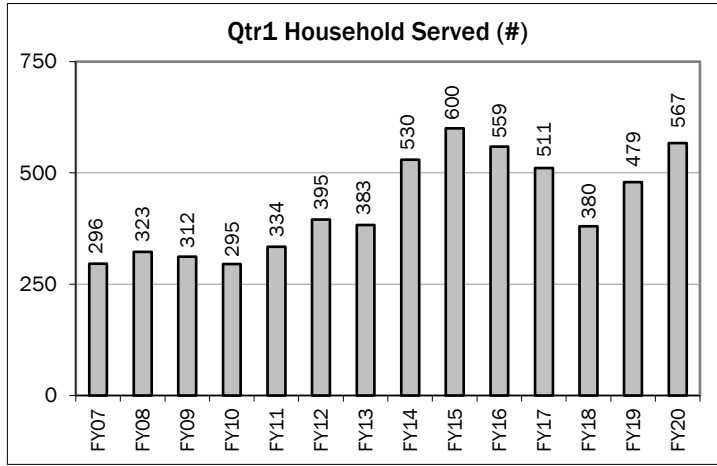
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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

System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2019 - 9/30/2019	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	450	567	√	114	194	38	40	√	235	117	≠	70%	32%	≠



DEMOGRAPHICS	Family
Households Served	567
Percent Newly homeless	64%
Clients Served	2,026
Average Age (HoH)	31
Gender - Female (HoH)	93%
Gender - Male (HoH)	7%
Veterans (U.S. Military) served	6
Veterans % of all adults	1%
Average Monthly Household Income	\$854
Percent Working at Entry	43%
Race - Black (HoH) ³	75%
Race - White (HoH) ³	25%
Race - Other (HoH) ³	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	801
Children Served	1,225
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	18%
Children 0 - 2 years	27%
Children 3 - 7 years	36%
Children 8 - 12 years	27%
Children 13 - 17 years	10%
Pregnant Women Served	57
Long Term Disability (HoH)	13%
Franklin County Residents	89%

18 percent more households needed shelter compared to the same period of last fiscal year, reaching the highest occupancy rate historically. The success rate at exit from shelters decreased 23 percentage points to the lowest measured rate historically, impacted by the high number of families served and the difficult housing environment. The employment rate at entry increased from the FY19 rate of 40% to 43% currently, coupled with an increase in average income (FY19 \$768). An additional 28 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.

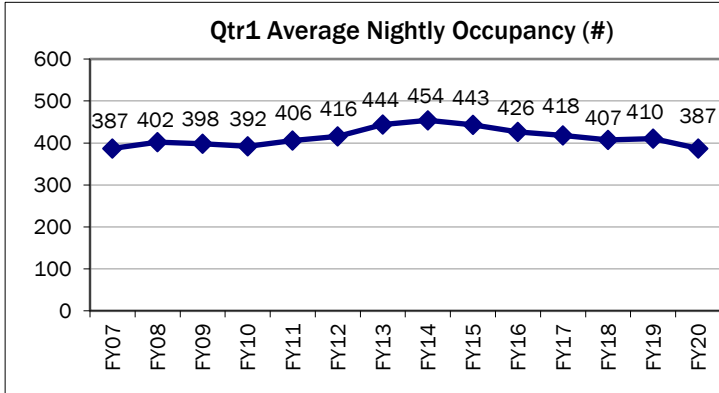
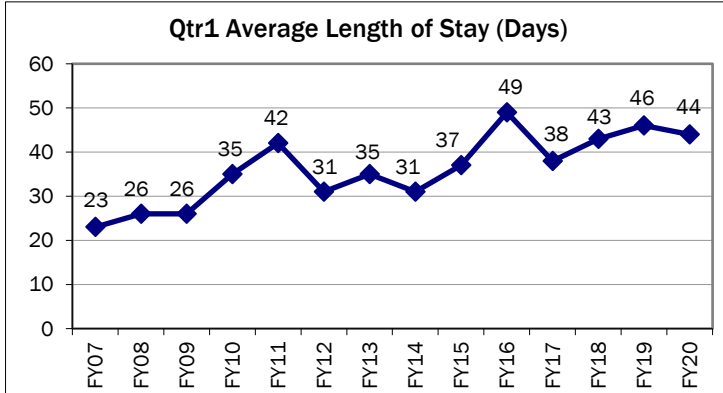
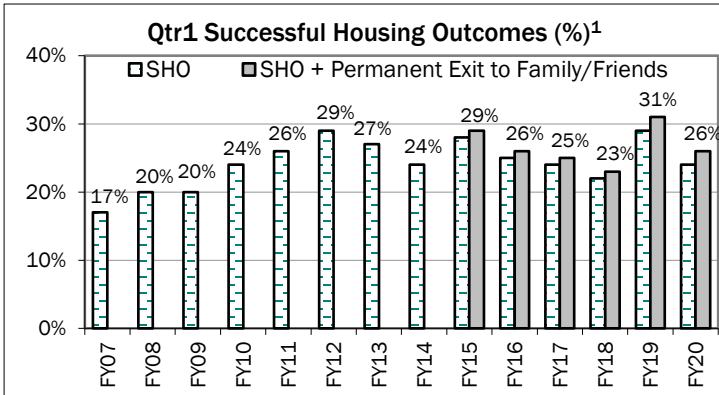
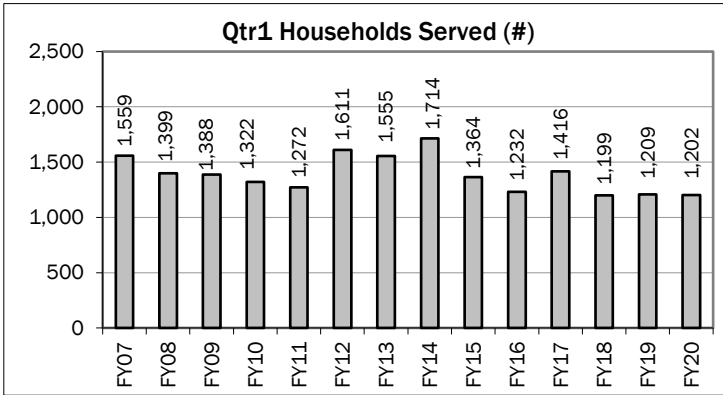
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ Due to rounding 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 ¹					
	7/1/2019 - 9/30/2019	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,200	1,202	√	397	387	45	44	√	265	215	≠	33%	26%	≠



DEMOGRAPHICS		Men
Households Served		1,202
Percent Newly homeless		48%
Average Age		46
Men as a percent of total single adults served		67%
Veterans (U.S. Military) served		140
Veterans % of all adults		12%
Average Monthly Household Income		\$543
Percent Working at Entry		27%
Average Daily Waitlist Number		89
Race - Black ²		67%
Race - White ²		31%
Race - Other ²		1%
Non-Hispanic		98%
Hispanic		2%
Adults 18 - 24 years ²		4%
Adults 25 - 34 years ²		19%
Adults 35 - 44 years ²		23%
Adults 45 - 55 years ²		28%
Adults 56 - 61 years ²		16%
Adults 62+ years ²		11%
Long Term Disability (HoH)		62%
Franklin County Residents		81%

The number of single men sheltered remained flat when compared to the same reporting period of last fiscal year. The success rate at exit decreased 5 percentage points to 26% and the average length of time decreased by 2 days. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult. The employment rate at entry decreased from the FY19 rate of 28% to 27% currently, coupled with a slight decrease in average income (FY19 \$562).

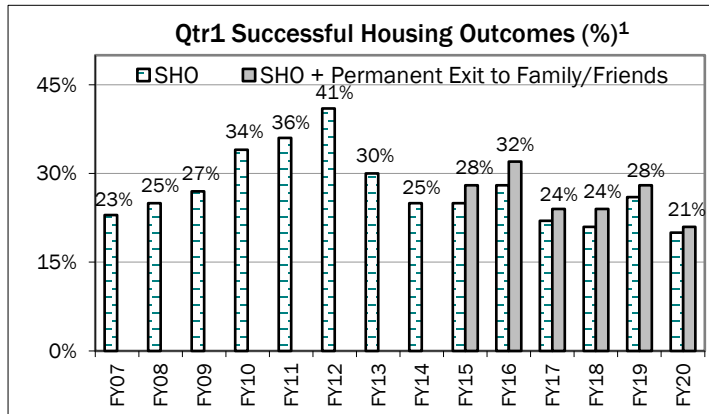
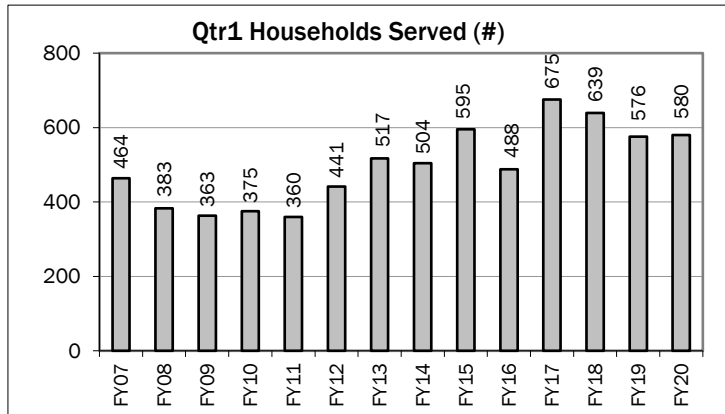
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Due to rounding percentages do not add up to 100%.

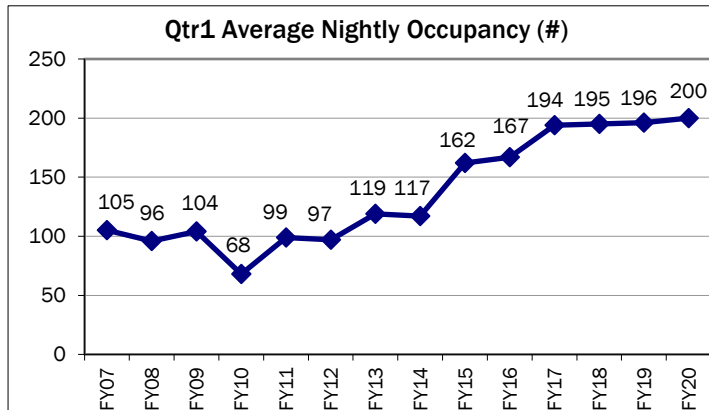
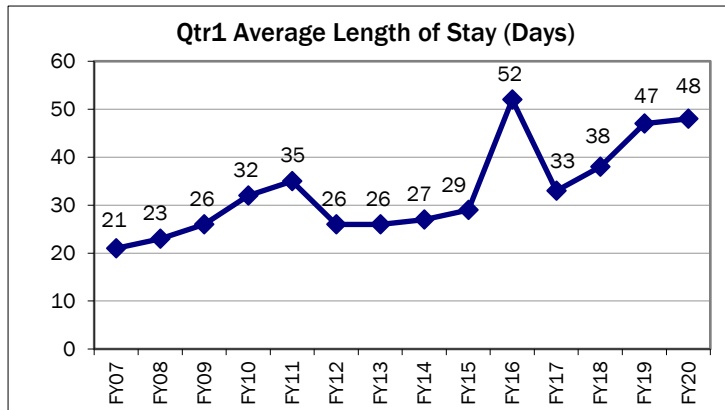
System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2019 - 9/30/2019	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	575	580	√	201	200	45	48	√	123	79	≠	33%	21%	≠



DEMOGRAPHICS	Women
Households Served	580
Percent Newly homeless	59%
Average Age	42
Women as a percent of total single adults served	33%
Veterans (U.S. Military) served	8
Veterans % of all adults	1%
Average Monthly Household Income	\$647
Percent Working at Entry	30%
Average Daily Waitlist Number	67
Race - Black	62%
Race - White	36%
Race - Other	2%
Non-Hispanic	98%
Hispanic	2%
Adults 18 - 24 years	12%
Adults 25 - 34 years	22%
Adults 35 - 44 years	21%
Adults 45 - 55 years	28%
Adults 56 - 61 years	10%
Adults 62+ years	7%
Pregnant Women Served	64
Long Term Disability (HoH)	27%
Franklin County Residents	87%



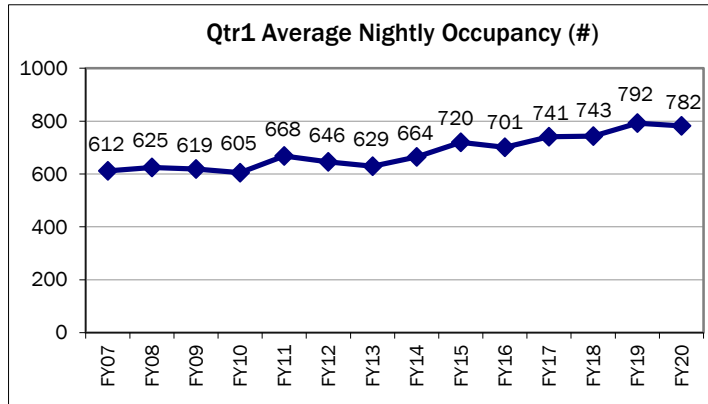
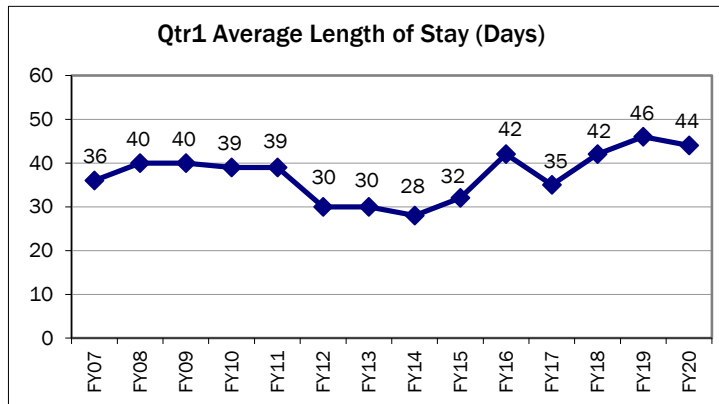
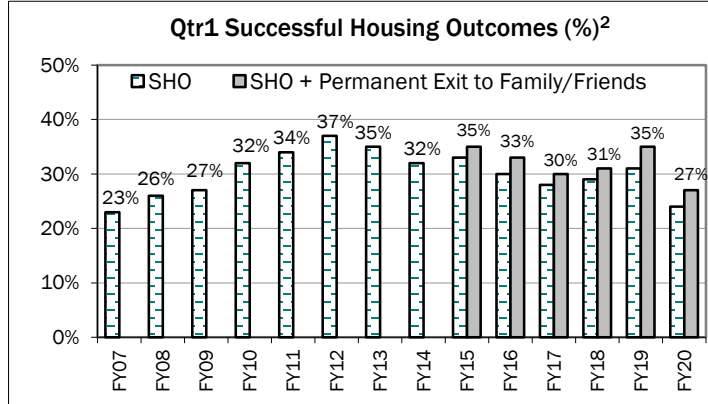
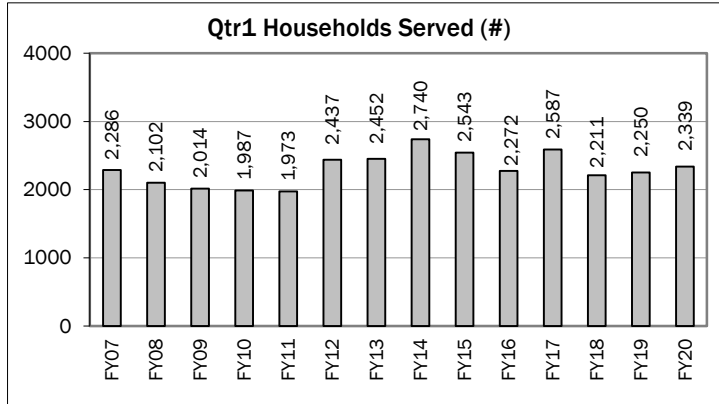
The number of single women sheltered remained flat when compared to the same reporting period of last fiscal year. The success rate at exit is at the lowest rate measured historically. The employment rate at entry increased from the FY19 annual rate of 29% to 30% currently, while average income increased from \$607 to \$647. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

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



FY20 EMERGENCY SHELTER 7/1/2019 - 9/30/2019	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	2,200	2,339	√	712	782	42	44	√	551	411	≠	37%	27%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,339
Percent Newly homeless	55%
Clients Served	3,794
Adults Served	2,569
Children Served	1,225
Average Age (HoH)	41
Gender - Male (HoH)	53%
Gender - Female (HoH)	47%
Veterans (U.S. Military) served	154
Veterans % of all adults	6%
Average Monthly Household Income	\$655
Percent Working at Entry	32%
Average Daily Waitlist Number	156
Race - Black (HoH)	68%
Race - White (HoH)	31%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Adults 18-24 years (HoH)	9%
Pregnant Women Served	120
Long Term Disability (HoH)	42%
Franklin County Residents	84%

The system experienced a 4% increase in the number of households sheltered when compared to the same period of last fiscal year due to the increase in the number of families sheltered. The number of veterans who needed shelter decreased by 47 during the same timeframe. The successful housing outcomes percent decreased 8 percentage points compared to the same period of last fiscal year. The average length of time homeless and the nightly occupancy decreased slightly. The employment rate and average income increased compared to the FY19 rate (\$610, 30%). 55% of sheltered households did not experience homelessness within the prior two years. 156 individuals were on the waiting list for shelter each day, on average, during the reporting timeframe.

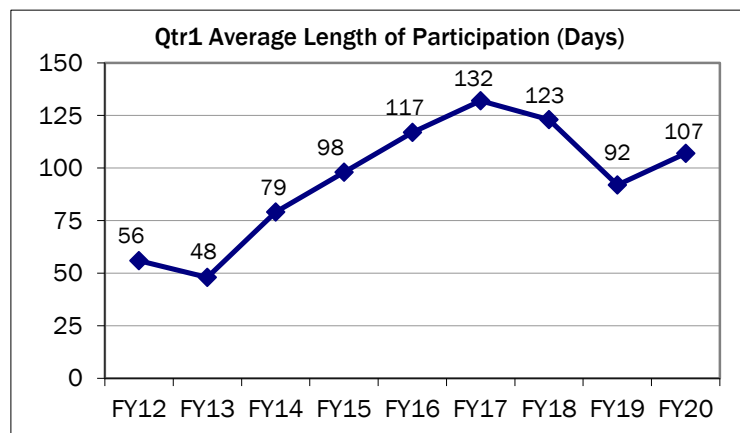
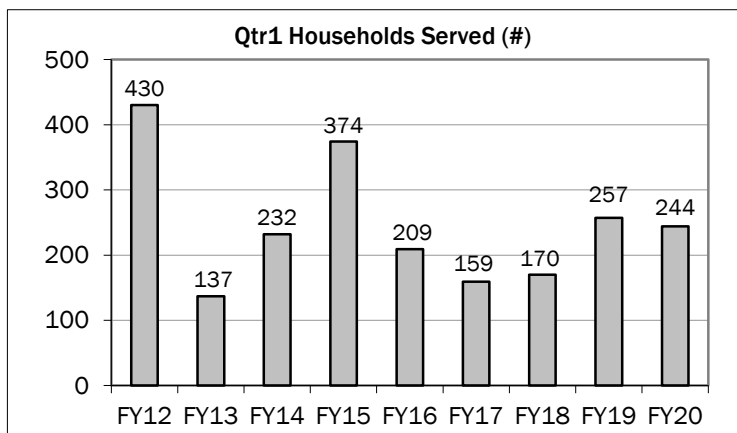
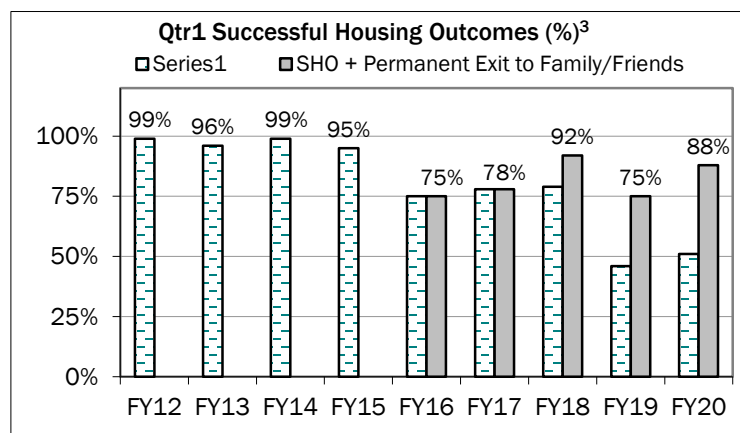
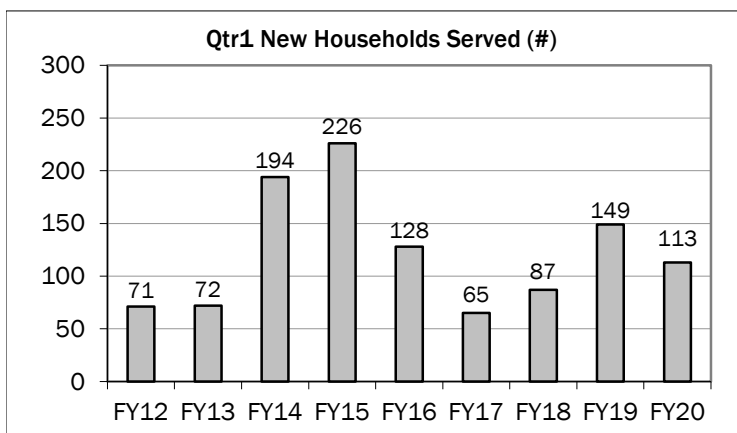
¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 2,470.

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.

System and Program Indicator Report



FY20 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
7/1/2019 - 9/30/2019	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	87	113	√	176	244	√	150	107	√	79	112	√	85%	88%	√



DEMOGRAPHICS	Family & Adults
Households Served	244
Clients Served	766
Average Age (HoH)	35
Gender - Female (HoH)	77%
Gender - Male (HoH)	23%
Veterans (U.S. Military) served	56
Veterans % of all adults	19%
Average Monthly Household Income	\$797
Percent Working at Entry	46%
Race - Black (HoH)	77%
Race - White (HoH)	21%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	298
Children Served	468
Mean Family Size ²	3.5
Average Number of Children ²	2.3
Children 0 - 2 years ^{2,4}	28%
Children 3 - 7 years ^{2,4}	35%
Children 8 - 12 years ^{2,4}	24%
Children 13 - 17 years ^{2,4}	12%
Long Term Disability (HoH)	16%
Pregnant Women Served	34

The number of households served decreased 5% when compared to the same reporting period of last fiscal year. The number of veterans served increased 70% compared to the same reporting period of last fiscal year. The success rate at program exit increased 13 percentage points. 51% of households are stable in their own housing and 37% decided to permanently move in with family/friends. Percent working at entry decreased compared to FY19 annual rate (51%) 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 VOAOL SSVF programs for veterans.

² Data refers to the families served.

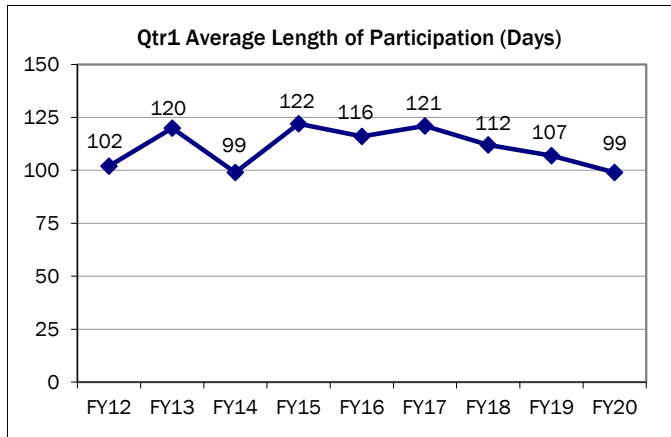
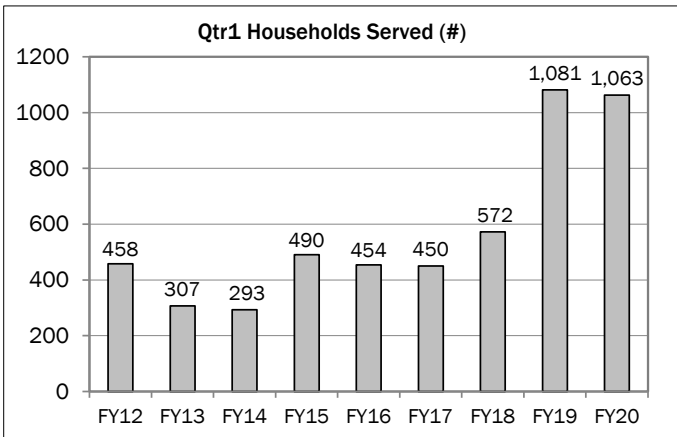
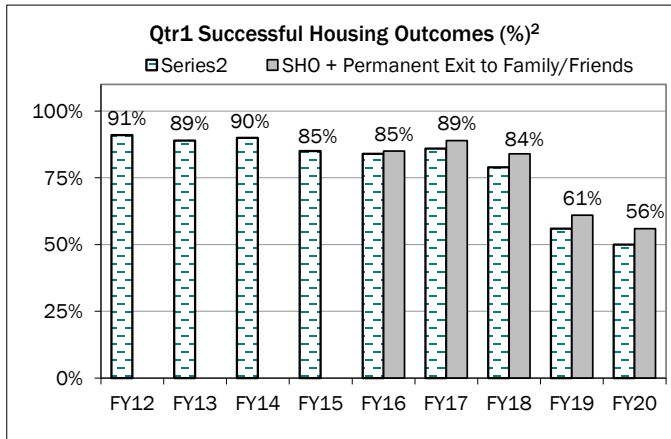
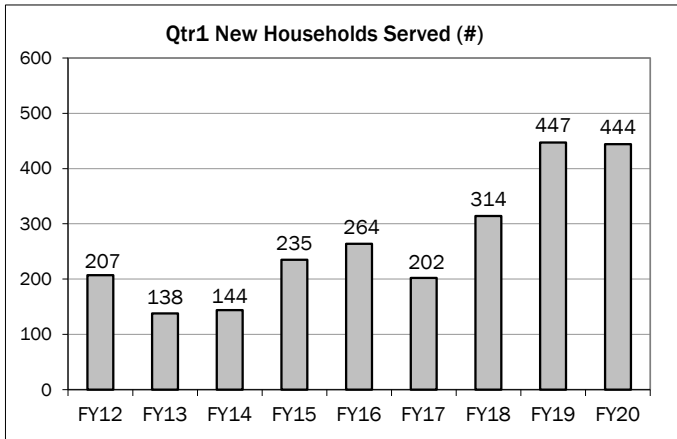
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

System and Program Indicator Report



FY20 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ²					
	7/1/2019 - 9/30/2019	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Rapid Re-housing System	450	444	√	995	1,063	√	100	99	√	270	308	√	60%	56%	√
Single Adults ³	-	322	-	-	801	-	-	99	-	-	225	-	-	51%	-
Families ³	-	122	-	-	262	-	-	97	-	-	83	-	-	75%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	262	801
Clients Served	977	801
Average Age (HoH)	32	46
Gender - Male (HoH)	10%	73%
Gender - Female (HoH)	90%	27%
Veterans (U.S. Military) served	14	166
Veterans % of all adults	4%	21%
Average Monthly Household Income	\$723	\$632
Percent Working at Entry	38%	25%
Adults Served	346	801
Children Served	631	-
Race - Black (HoH)	77%	66%
Race - White (HoH)	21%	32%
Race - Other (HoH)	2%	2%
Non-Hispanic (HoH)	98%	98%
Hispanic (HoH)	2%	2%
Mean Family Size	3.7	-
Average Number of Children	2.4	-
Adults 18-24 years (HoH)	21%	8%
Children 0 - 2 years ⁴	29%	-
Children 3 - 7 years ⁴	37%	-
Children 8 - 12 years ⁴	27%	-
Children 13 - 17 years ⁴	8%	-
Long Term Disability (HoH)	31%	26%
Pregnant Women Served	43	23

The system served 2% less households than the same reporting period of last fiscal year. The system employment rate of 29% remained flat and the average income of \$656 increased compared to FY19 (\$627). The rapid rehousing programs now only serve households with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

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

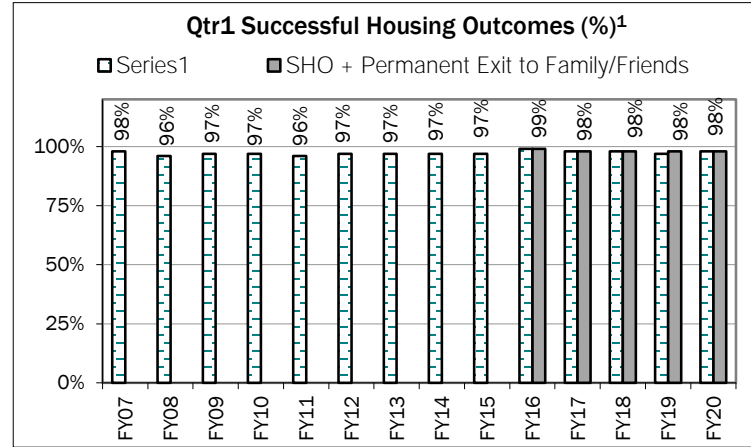
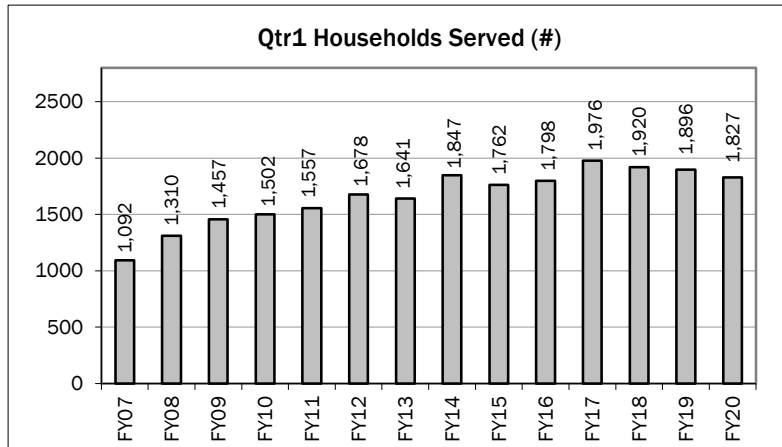
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ No outcome goals were set by subpopulation.

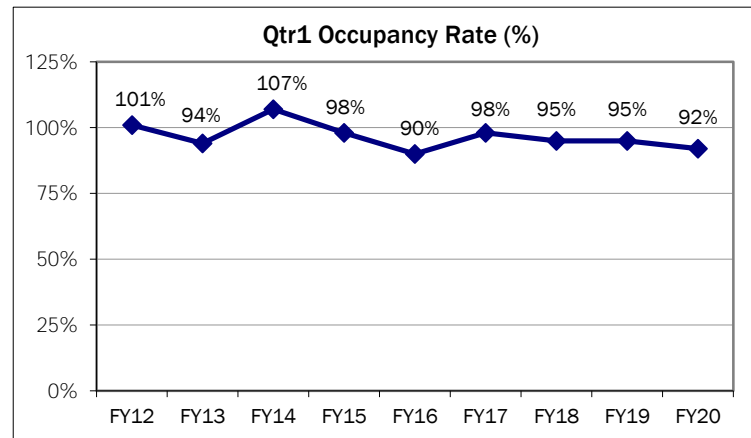
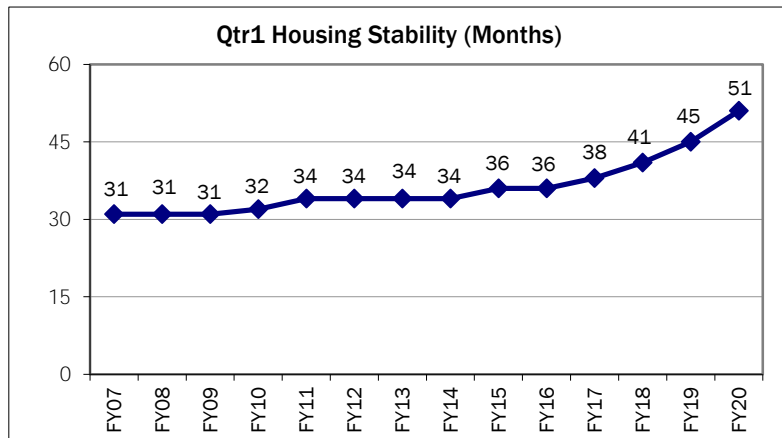
⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report

FY20 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	7/1/2019 - 9/30/2019	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,033	1,827	≠	95%	92%	√	24	51	√	1,830	1,778	√	90%	98%	√

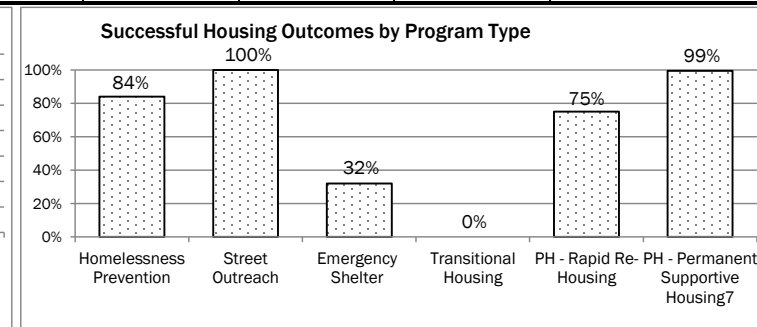
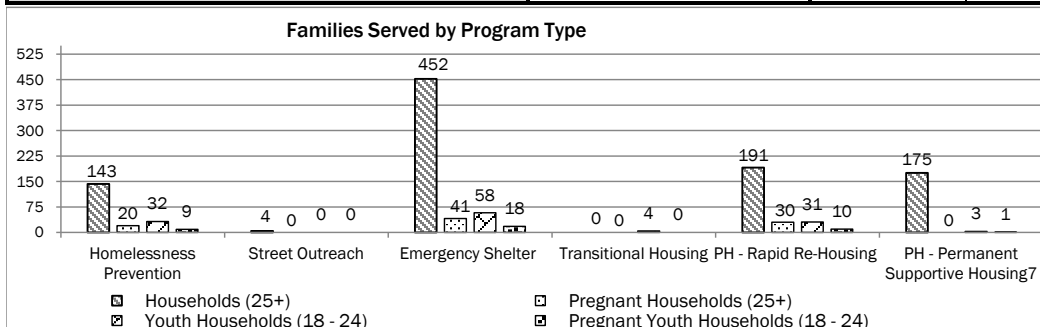


The system continues to perform well. However, the occupancy rate is lower than expected, coupled with a 4% decrease in numbers served. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1926. VA VASH voucher capacity of 364 is 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.

Special Populations Served: 7/1/2019 - 9/30/2019		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ⁷
Youth Households (18 - 24)	105	32	0	58	4	31	3
Pregnant Youth Households (18 - 24)	31	9	0	18	0	10	1
Households (25+)	831	143	4	452	0	191	175
Pregnant Households (25+)	76	20	0	41	0	30	0
Total Households Served (#)	1020	204	4	567	4	262	179
Total Households Entered	570	100	2	421	0	122	8
Total Households Exited	454	100	1	364	0	111	5
Successful Housing Outcomes (#) ¹	N/A	84	1	117	N/A ⁵	83	177
Successful Housing Outcomes (%) ¹	N/A	84%	100%	32%	N/A ⁵	75%	99%
Average Length of Shelter Stay (Days) ²	N/A	95	92	40	13	97	52
Average Length of Participation (Days) ³	N/A						
Housing Stability (Months) ⁴	N/A						
DEMOGRAPHICS							
Race - Black (HoH) ⁶		79%	25%	75%	100%	77%	75%
Race - White (HoH) ⁶		19%	75%	25%	0%	21%	25%
Race - Other (HoH) ⁶		2%	0%	1%	0%	2%	1%
Gender - Female ⁶		88%	50%	93%	100%	89%	83%
Gender - Male ⁶		12%	50%	7%	0%	10%	17%
Gender - Other ⁶		0%	0%	0%	0%	0%	0%
Non-Hispanic (HoH)		96%	100%	98%	100%	98%	98%
Hispanic (HoH)		4%	0%	2%	0%	2%	2%
Long Term Disability		8%	100%	13%	100%	31%	98%
Franklin County Residents		93%	75%	89%	100%	85%	97%

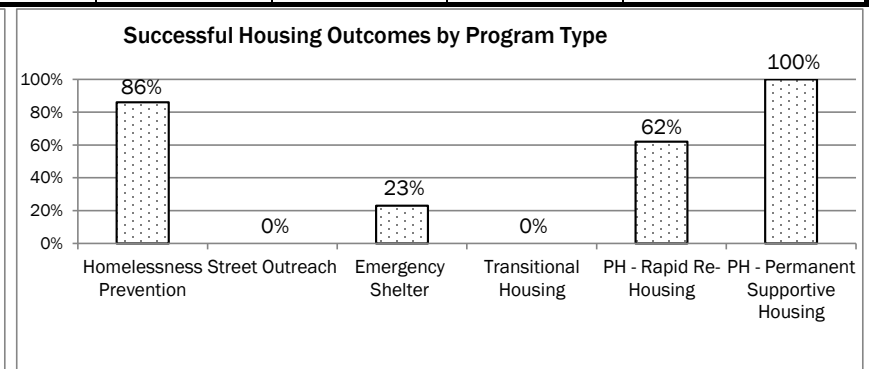
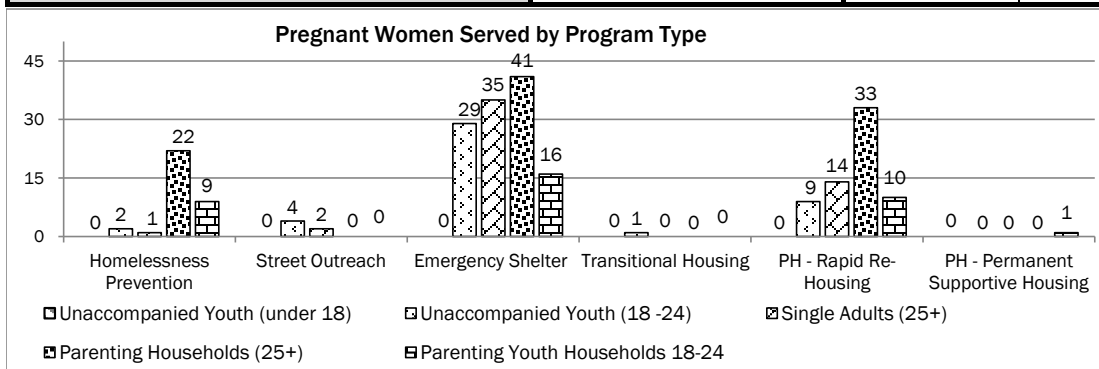


¹ Successful outcomes measure for Street Outreach.
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.
⁵ Transitional Housing program didn't have any family exits. Unable to calculate measures.
⁶ Due to rounding percentage does not add up to 100%.
⁷ VASH voucher holders not included in these numbers.

System and Program Indicator Report



Special Populations Served: 7/1/2019 - 9/30/2019		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
Unaccompanied Youth (under 18)	0	0	0	0	0	0	0
Unaccompanied Youth (18 -24)	45	2	4	29	1	9	0
Single Adults (25+)	52	1	2	35	0	14	0
Parenting Youth Households 18-24	35	9	0	16	0	10	1
Parenting Households (25+)	96	22	0	41	0	33	0
Total Households Served (#)	186	34	6	120	1	66	1
Total Households Exited	62	7	1	47	0	21	0
Successful Housing Outcomes (%) ¹	N/A	86%	0%	23%	N/A ¹	62%	100%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	158	45	41	N/A ¹	147	5
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH) ⁵	74%	83%	74%	100%	83%	100%
	Race - White (HoH) ⁵	24%	17%	26%	0%	15%	0%
	Race - Other (HoH) ⁵	3%	0%	0%	0%	2%	0%
	Non-Hispanic (HoH)	91%	100%	98%	100%	94%	100%
	Hispanic (HoH)	9%	0%	2%	0%	6%	0%
	Long Term Disability	0%	50%	8%	100%	23%	100%
	Franklin County Residents	97%	100%	92%	100%	88%	100%



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

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

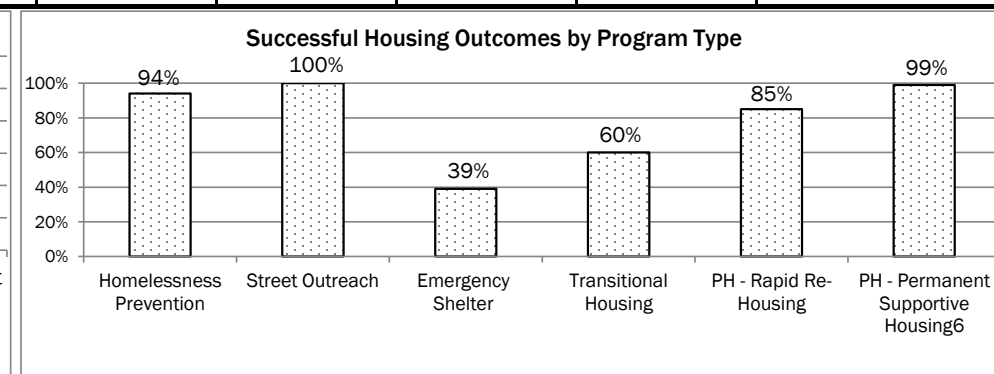
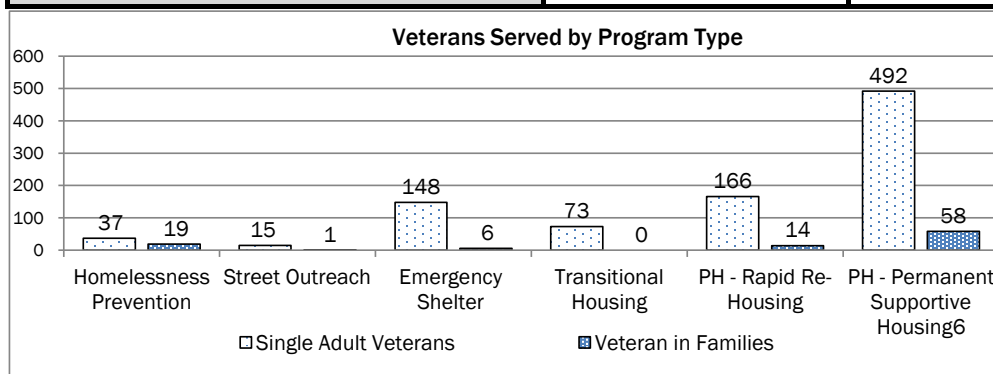
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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

Special Populations Served: 7/1/2019 - 9/30/2019		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 ⁶
Total Households Served (#)	839	56	16	154	73	180	550
Single Adult Veterans	747	37	15	148	73	166	492
Veterans in Families	92	19	1	6	0	14	58
Total Households Exited	156	36	7	96	40	67	15
Successful Housing Outcomes (%) ¹	N/A	94%	100%	39%	60%	85%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	132	100	47	2	136	50
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH) ⁵	66%	50%	58%	52%	66%	59%
	Race - White (HoH) ⁵	32%	50%	38%	47%	31%	39%
	Race - Other (HoH) ⁵	2%	0%	3%	1%	3%	2%
	Gender - Male ⁵	88%	88%	95%	100%	94%	91%
	Gender - Female ⁵	13%	13%	5%	0%	6%	9%
	Gender - Other ⁵	0%	0%	0%	0%	0%	1%
	Non-Hispanic (HoH)	100%	94%	99%	100%	100%	98%
	Hispanic (HoH)	0%	6%	1%	0%	0%	2%
	Long Term Disability	59%	88%	62%	47%	51%	80%
	Franklin County Residents	83%	69%	71%	81%	72%	91%



¹ Successful outcomes measure for Street Outreach.

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

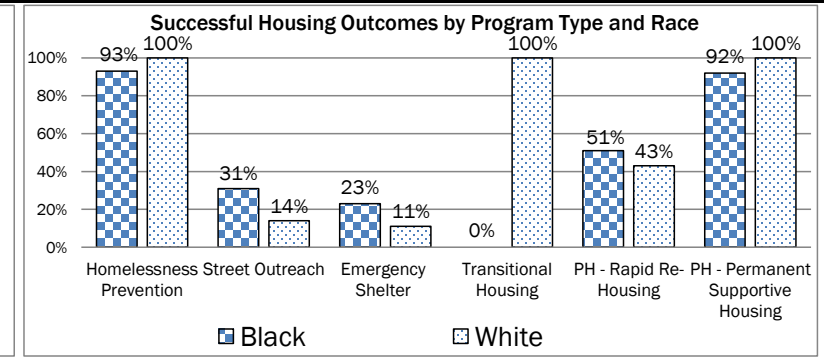
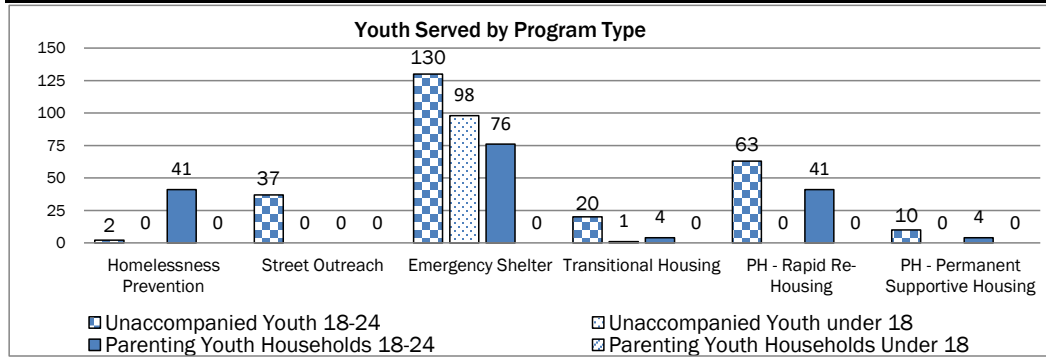
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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

⁵ Due to rounding percentage does not add up to 100%.

⁶ VASH vouchers are included under the PH - Permanent Supportive Housing category.

Special Populations Served: 7/1/2019 - 9/30/2019		Transition Age Youth Served by Program Type					
Transition Age Youth ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	98	0	0	98	1	0	0
Unaccompanied Youth 18-24	203	2	37	130	20	63	10
Parenting Youth Households Under 18	0	0	0	0	0	0	0
Parenting Youth Households 18-24	135	41	0	76	4	41	4
Total Pregnant Women Served	62	11	4	45	1	19	1
Total Households Served	433	43	37	300	25	104	14
Total Households Entered	268	21	20	209	3	53	1
Total Households Exited	175	19	21	139	3	49	1
Successful Housing Outcomes (%) ²	N/A	95%	24%	20%	33%	49%	93%
Successful Housing Outcomes (#) ²	N/A	18	5	28	1	24	13
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ⁴	N/A	88	63	41	9	73	18
Housing Stability (Months) ⁵							
DEMOGRAPHICS							
Race - Black (HoH) ⁶		79%	51%	76%	88%	84%	86%
Race - White (HoH) ⁶		19%	43%	23%	12%	14%	14%
Race - Other (HoH) ⁶		2%	5%	2%	0%	2%	0%
Gender - Male ⁶		0%	43%	30%	24%	32%	21%
Gender - Female ⁶		100%	51%	69%	72%	67%	79%
Gender - Other ⁶		0%	5%	2%	4%	1%	0%
Non-Hispanic (HoH)		95%	92%	95%	96%	96%	93%
Hispanic (HoH)		5%	8%	5%	4%	4%	7%
Long Term Disability		2%	65%	39%	100%	22%	86%
Franklin County Residents		95%	84%	91%	100%	87%	100%

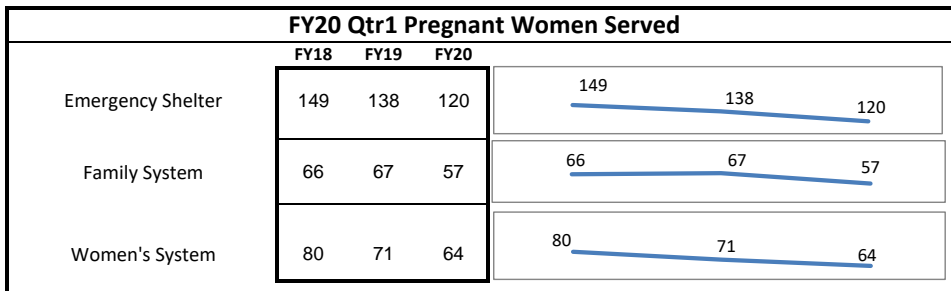
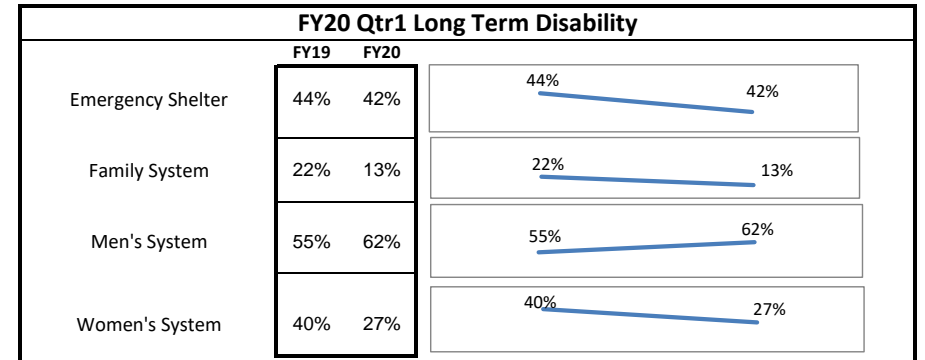
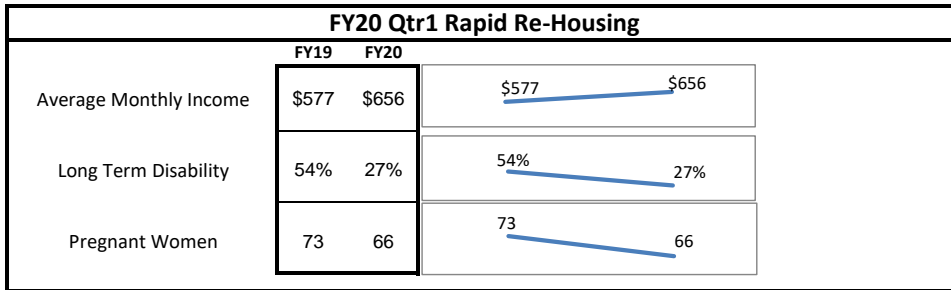
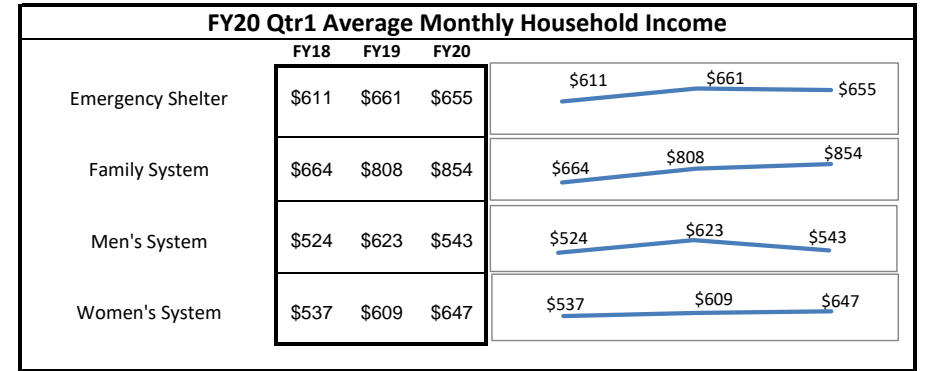
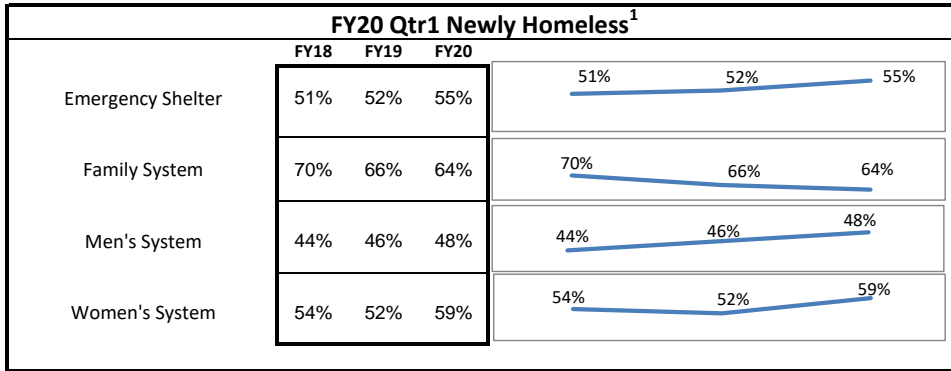


¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.
² Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.
³ Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.
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%.

System and Program Indicator Report



Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2019 - 9/30/2019

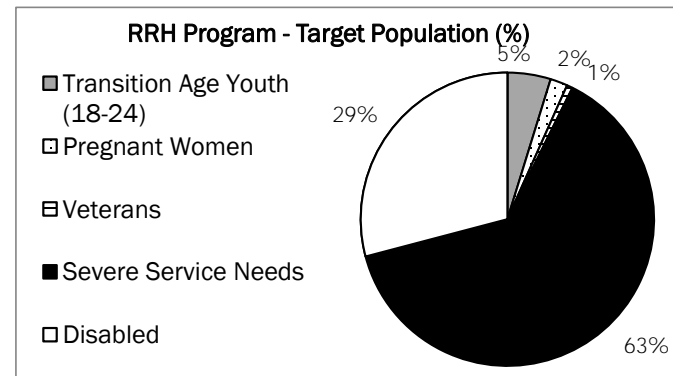
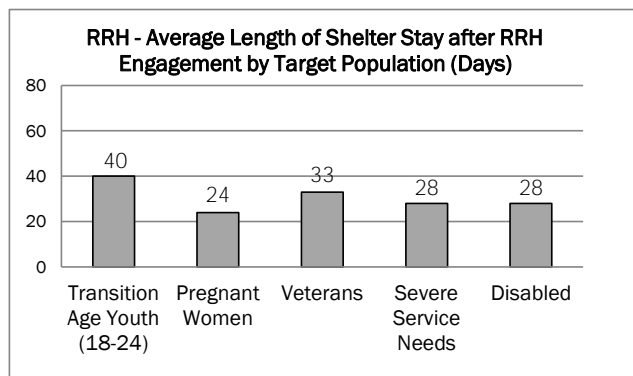
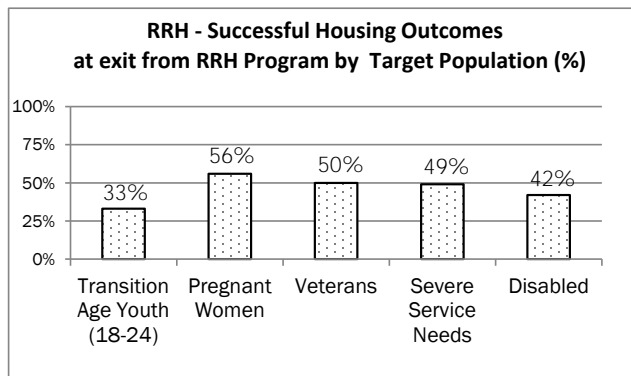
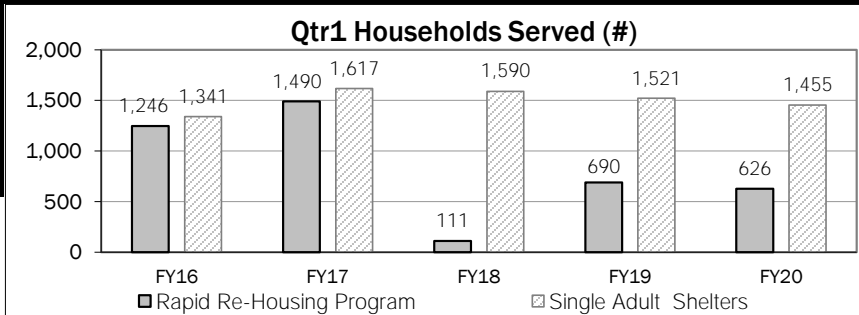


¹ Did not access a homeless program in the past two years.

² Exited successfully but returned to shelter within 180 days of successful exit.

FY20 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2019 - 9/30/2019	Single Adult Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans	Severe Service Needs	Disabled
Total Household Served (#)	1,455	626	30	12	4	400	183
Successful Housing Outcomes (%) ²	28%	46%	33%	56%	50%	49%	42%
Average Length of Shelter Stay (Days)	50	28	40	24	33	28	28
Median Length of Shelter Stay (Days)	35	21	35	18	33	21	16
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	18	16	26	22	20	12
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	91	69	115	26	96	83
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	7	13					
Average Number of Shelter Visits (#)	1.2	N/A					
Long Term Disability (%)	42%	20%					
Recidivism (%)	N/A	N/A					

Diversion	
Diversion Rate at Homeless Hotline (%)	16%



The success rate at exit from the Rapid Re-housing program is at 46%, decreased from the FY19 annual rate of 55%. 491 (34%) 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, 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.

RAPID RESOLUTION	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 - 9/30/2019													
Netcare - Homeless Hotline (Single Adults)	2,500	3,213	√	5	3:42	√	625	581	√	25%	16%	≠	
Netcare - Homeless Hotline (Families)	950	1,108	√	5	3:42	√	285	332	√	30%	27%	√	
Gladden Community House - Family Diversion	800	1,084	√	N/A	N/A	N/A	280	248	≠	35%	26%	≠	
Huckleberry House - TAY CARR Team ⁵	N/A	17	N/A	N/A	N/A	N/A	N/A	0	N/A	N/A	0%	N/A	

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
7/1/2019 - 9/30/2019																					
Maryhaven - Capital Crossroad SID Outreach	25	25	√	40	34	≠	19	16	≠	75%	94%	√	10	9	√	55%	56%	√	N/A	11%	N/A
Maryhaven - Outreach	60	48	≠	160	110	≠	45	23	≠	75%	70%	√	25	17	≠	55%	74%	√	25%	33%	√
Southeast - PATH Outreach ³	35	76	√	65	105	√	17	1	≠	50%	25%	≠	N/A	1	N/A	N/A	100%	N/A	N/A	N/A	N/A
Huckleberry House - Youth Outreach	N/A	11	N/A	N/A	22	N/A	N/A	3	N/A	N/A	16%	N/A	N/A	2	N/A	N/A	67%	N/A	N/A	N/A	N/A
Veterans Affairs - Outreach	N/A	8	N/A	N/A	11	N/A	N/A	5	N/A	N/A	100%	N/A	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	Occupancy Percentage	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%
7/1/2019 - 9/30/2019																	
YWCA - Family Center	200	168	≠	50	60	120%	√	38	47	≠	105	60	≠	70%	55%	≠	2%
YMCA - Van Buren Family Shelter	240	420	√	64	135	211%	√	38	35	√	123	56	≠	70%	20%	≠	8%

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 YHDP project started operations this quarter.

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	Occupancy Percentage	Outcome Achievement (100%, 95% for HH)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%
7/1/2019 - 9/30/2019																		
MEN																		
LSS - Faith Mission - Men's on Grant ²	N/A	292	N/A	N/A	95	93	98%	N/A	45	46	N/A	N/A	48	N/A	33%	24%	N/A	9%
LSS - Faith Mission on 8th ²	N/A	302	N/A	N/A	95	91	96%	N/A	45	43	N/A	N/A	49	N/A	33%	23%	N/A	6%
Friends of the Homeless - Men's Shelter ⁵	425	379	(46)	≠	130	134	103%	√	45	47	√	97	81	≠	33%	33%	√	6%
WOMEN																		
LSS - Faith Mission - Women's on Grant ²	N/A	104	N/A	N/A	38	37	97%	N/A	45	48	N/A	N/A	22	N/A	33%	33%	N/A	3%
YMCA - Van Buren Women's Shelter ⁵	410	426	16	√	151	147	97%	√	45	49	√	85	55	≠	33%	19%	≠	4%
INEBRIATE																		
Maryhaven - Engagement Center Safety	250	337	87	√	34	34	100%	√	20	10	√	65	79	√	30%	26%	√	N/A
Maryhaven - Engagement Center Shelter2Housing ⁵	35	48	13	√	16	16	100%	√	45	44	√	6	11	√	33%	38%	√	3%
YOUTH																		
Huckleberry House - Emergency Shelter	120	106	(14)	√ ⁶	16	8	50%	√ ⁶	10	8	√	88	93	√	80%	96%	√	0%
VA EMERGENCY HOUSING																		
VOAOI - VA Emergency Housing	40	49	9	√	15	14	93%	≠	45	31	√	13	19	√	50%	56%	√	15%
LSS - VA Men & Women	50	62	12	√	24	23	96%	√	45	45	√	13	10	≠	50%	26%	≠	13%
AGENCY																		
Lutheran Social Services - Faith Mission ^{2,5}	725	666	(59)	√	228	221	97%	√	45	47	√	164	118	≠	33%	26%	≠	7%

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 Program served all youth in need of shelter

PERMANENT SUPPORTIVE HOUSING		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2019 - 9/30/2019		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network - Briggsdale		25	26	25	(1)	√	24	96%	√	24	54	√	23	24	√	90%	96%	√
Community Housing Network - Briggsdale 2		40	42	40	(2)	√	38	95%	√	9	11	√	38	36	√	90%	90%	√
Community Housing Network - Cassidy		10	10	12	2	√	10	100%	√	24	40	√	9	10	√	90%	91%	√
Community Housing Network - Community ACT		42	44	38	(6)	≠	37	88%	≠	24	66	√	40	38	√	90%	100%	√
Community Housing Network - East 5th Avenue		38	40	37	(3)	√	35	92%	√	24	37	√	36	34	√	90%	92%	√
Community Housing Network - Inglewood Court		45	47	45	(2)	√	44	98%	√	24	46	√	42	45	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing		25	26	23	(3)	√	22	88%	≠	24	53	√	23	22	√	90%	96%	√
Community Housing Network - North 22nd Street		30	31	31	0	√	30	100%	√	24	46	√	28	30	√	90%	97%	√
Community Housing Network - Parsons		25	26	24	(2)	√	22	88%	≠	24	34	√	23	21	√	90%	88%	√
Community Housing Network - RLPTI		80	84	69	(15)	≠	67	84%	≠	24	63	√	76	68	≠	90%	99%	√
Community Housing Network - Safe Haven		13	16	13	(3)	≠	13	100%	√	24	70	√	14	12	≠	90%	100%	√
Community Housing Network - Southpoint Place ²		46	48	49	1	√	47	102%	√	24	50	√	43	48	√	90%	98%	√
Community Housing Network - Terrace Place		47	49	45	(4)	√	45	96%	√	24	62	√	44	44	√	90%	100%	√
Maryhaven - Commons at Chantry		50	52	50	(2)	√	47	94%	√	24	58	√	47	50	√	90%	100%	√
National Church Residences - Commons at Buckingham		75	79	77	(2)	√	73	97%	√	24	58	√	71	75	√	90%	97%	√
National Church Residences - Commons at Grant		50	52	50	(2)	√	50	100%	√	24	89	√	47	50	√	90%	100%	√
National Church Residences - Commons at Livingston ³		60	63	66	3	√	61	102%	√	24	44	√	57	65	√	90%	100%	√
National Church Residences - Commons at Third ³		60	63	65	2	√	63	105%	√	24	44	√	57	65	√	90%	100%	√
National Church Residences - VOAGO Van Buren Village		60	63	63	0	√	60	100%	√	24	31	√	57	60	√	90%	95%	√
Veterans Affairs - VASH I-X		364	N/A	362	N/A	N/A	355	98%	√	N/A	48	N/A	N/A	356	N/A	N/A	99%	N/A
YMCA - 40 West Long Street		105	110	107	(3)	√	98	93%	√	24	50	√	99	101	√	90%	94%	√
YMCA - Franklin Station		75	79	78	(1)	√	75	100%	√	24	69	√	71	76	√	90%	97%	√
YMCA - Isaiah Project		160	168	140	(28)	≠	135	84%	≠	15	14	√	151	134	≠	90%	97%	√
YMCA - Scattered Sites HOME ³		50	52	66	14	√	65	130%	√	18	17	√	47	65	√	90%	98%	√
YWCA - WINGS		91	96	90	(6)	√	89	98%	√	24	38	√	86	89	√	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 Funding allows over leasing.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2019 - 9/30/2019		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	10	10	0	√	95%	100%	√	24	29	√	9	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	92	√	7	8	√	90%	100%	√
VOAOI - Family Supportive Housing		38	40	37	(3)	√	95%	92%	√	24	48	√	36	36	√	90%	100%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA		52	55	39	(16)	≠	100%	73%	≠	24	67	√	50	38	≠	90%	97%	√
Equitas Health - TRA		89	93	87	(6)	√	100%	96%	√	24	115	√	84	86	√	90%	100%	√
Community Housing Network - TAY Marsh Brook Place ³		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Community Housing Network - SRA ²		208	218	167	(51)	≠	100%	77%	≠	24	48	√	196	164	≠	90%	99%	√
Community Housing Network - TRA		171	180	141	(39)	≠	100%	81%	≠	24	63	√	162	140	≠	90%	100%	√
Community Housing Network - TRA 2		20	21	16	(5)	≠	95%	70%	≠	12	9	≠	19	15	≠	90%	94%	√
YMCA - 40 West Long Expansion SRA		38	40	36	(4)	√	100%	92%	≠	24	39	√	36	36	√	90%	100%	√
Total Rental Assistance		578	607	485	(121)	≠	100%	82%	≠	24	64	√	529	478	√	90%	99%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP		24	33	25	(8)	≠	98%	92%	≠	10	9	√	5	1	≠	77%	33%	≠
Huckleberry House - TLP RHY		7	7	8	1	√	98%	100%	√	12	6	≠	1	1	√	77%	100%	√
Homeless Families Foundation - TAY Transition to Home ³		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VOAOI - Veterans		40	70	73	3	√	95%	83%	≠	4	2	√	23	24	√	77%	60%	≠

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

³ YHDP project to start operating during FY2020.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 - 9/30/2019																									
Homeless Families Foundation - Rapid Re-housing ²	47	31	≠	93	79	≠	28	36	≠	100	88	√	42	26	≠	90%	68%	≠	\$800	\$760	√	90%	61%	≠	
Homeless Families Foundation - TAY Transition to Home ⁶	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Homeless Families Foundation - TAY RRH ⁷	N/A	18	N/A	N/A	18	N/A	N/A	14	N/A	N/A	N/A ⁸	N/A	N/A	N/A ⁸	N/A	N/A	N/A ⁸	N/A	N/A	N/A ⁸	N/A	N/A	N/A ⁸	N/A	
The Salvation Army - Rapid Re-housing ²	42	47	√	79	67	≠	28	31	≠	100	71	√	38	22	≠	90%	67%	≠	\$1,800	\$1,911	√	90%	58%	≠	
The Salvation Army - Job2Housing ²	16	20	√	46	61	√	28	34	≠	180	169	√	14	15	√	90%	94%	√	N/A	\$3,954	N/A	N/A	92%	N/A	
VOAOI Families - Rapid Re-housing ²	19	16	≠	43	40	√	28	32	≠	100	86	√	17	13	≠	90%	81%	≠	\$800	\$1,049	≠	90%	75%	≠	
YMCA - Rapid Rehousing ²	250	233	√	580	626	√	35	28	√	90	91	√	150	177	√	60%	46%	≠	\$1,200	\$1,339	≠	50%	45%	√	
YMCA - Rapid Rehousing DV ⁷	20	21	N/A	20	21	N/A	N/A	N/A	N/A	N/A	6	N/A	0	1	N/A	60%	100%	N/A	N/A	\$0	N/A	N/A	0%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	60	32	≠	N/A	N/A	N/A	N/A	N/A	N/A	59	32	≠	98%	100%	√	\$1,600	\$1,711	√	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	300	198	≠	N/A	N/A	N/A	N/A	N/A	N/A	294	187	≠	98%	94%	√	\$1,000	\$924	√	98%	94%	√	

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			
7/1/2019 - 9/30/2019																								
Gladden Community House - Family Homelessness Prevention	53	71	√	103	142	√	120	91	√	51	64	√	85%	83%	√	\$1,100	\$1,579	≠	60%	63%	√			
Gladden Community House - FCCS Prevention	20	10	≠	25	18	≠	120	75	√	17	8	≠	85%	100%	√	\$1,000	\$1,259	√ ⁴	80%	100%	√			
HFF Pregnant Women Homelessness Prevention	8	11	√	28	26	√	365	196	√	6	4	≠	85%	80%	√	\$2,400	\$3,707	≠	80%	100%	√			

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		
7/1/2019 - 9/30/2019																							
LSS - SSVF Rapid Re-housing ²	27	21	≠	57	39	≠	25	18	√	100	80	√	22	14	≠	80%	93%	√	80%	86%	√		
VOAOI - SSVF Prevention	6	19	√	20	56	√	N/A	N/A	N/A	90	135	≠	5	35	√	90%	95%	√	80%	97%	√		
VOAOI - SSVF Rapid Re-housing ²	51	63	√	101	138	√	25	29	≠	100	168	≠	41	41	√	80%	82%	√	80%	87%	√		

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

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

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

⁴Funding availability allows for the average DCA amount to exceed the goal.

⁵Program participants did not need to use DCA at the projected rate.

⁶YHDP project to start operating during FY2020.

⁷Project started operating during this quarter.

⁸Program didn't have any household exits. Measure could not be calculated.



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