

SYSTEM & PROGRAM INDICATOR REPORT

FY2020
7/1/19 - 12/31/19

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.

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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 |

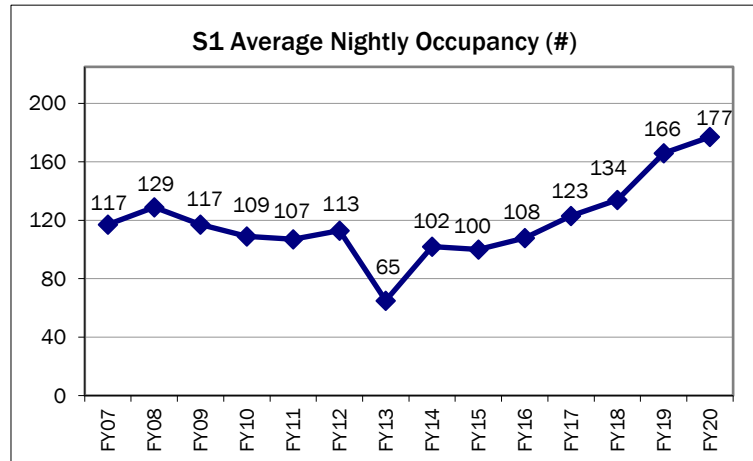
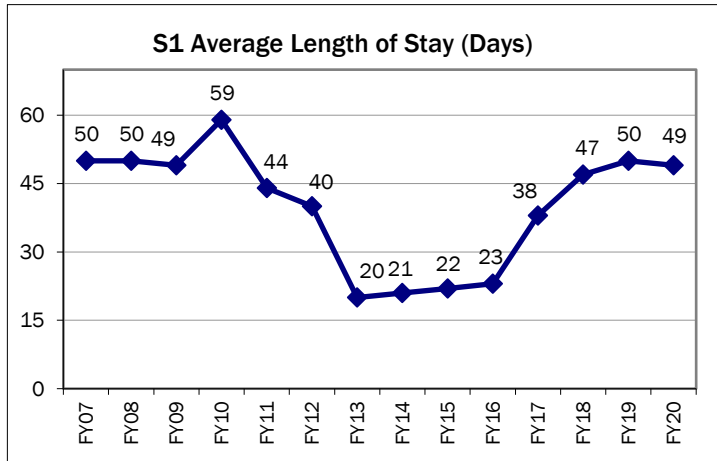
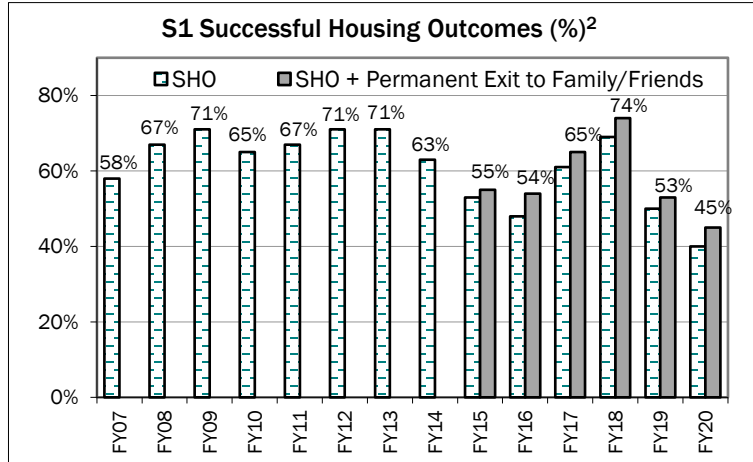
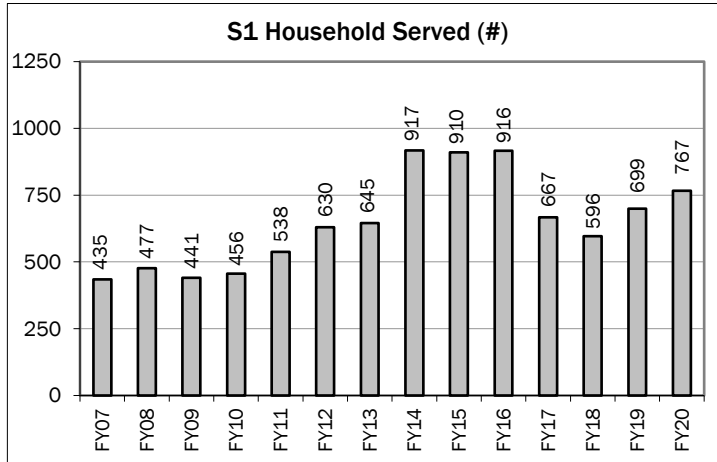
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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 - 12/31/2019 | Goal | Actual | Outcome Achievement | Capacity ¹ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual | Outcome Achievement | Goal (%) | Actual (%) |
| Family System | 650 | 767 | √ | 114 | 177 | 38 | 49 | ≠ | 375 | 288 | ≠ | 70% | 45% | ≠ |



| DEMOGRAPHICS | Family |
|----------------------------------|--------|
| Households Served | 767 |
| Percent Newly homeless | 69% |
| Recidivism | 5% |
| Clients Served | 2,728 |
| Average Age (HoH) | 32 |
| Gender - Female (HoH) | 93% |
| Gender - Male (HoH) | 7% |
| Veterans (U.S. Military) served | 9 |
| Veterans % of all adults | 1% |
| Average Monthly Household Income | \$872 |
| Percent Working at Entry | 44% |
| Race - Black (HoH) | 74% |
| Race - White (HoH) | 25% |
| Race - Other (HoH) | 1% |
| Non-Hispanic (HoH) | 97% |
| Hispanic (HoH) | 3% |
| Adults Served | 1,069 |
| Children Served | 1,659 |
| 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 | 35% |
| Children 8 - 12 years | 27% |
| Children 13 - 17 years | 11% |
| Pregnant Women Served | 75 |
| Long Term Disability (HoH) | 13% |
| Franklin County Residents | 87% |

10 percent more households needed shelter compared to the same period of last fiscal year, reaching the highest occupancy rate historically for the reporting period. The success rate at exit from shelters decreased 8 percentage points, 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 44% currently, coupled with an increase in average income (FY19 \$768). An additional 29 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.

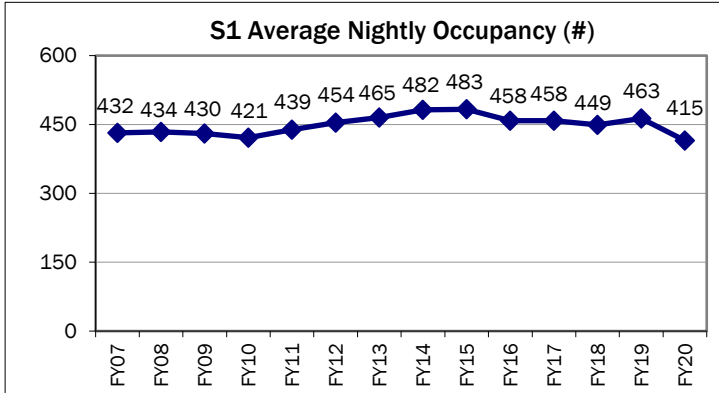
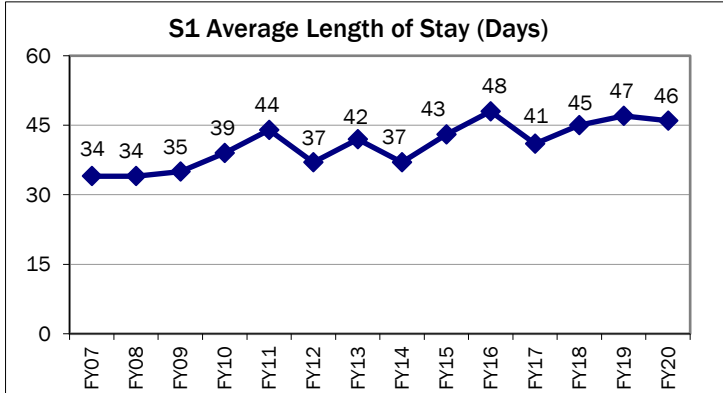
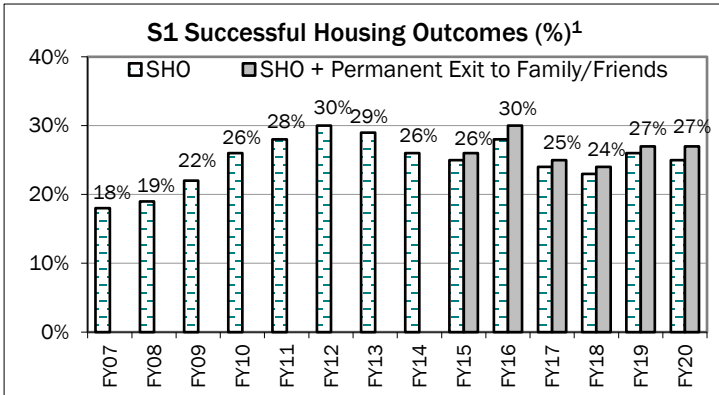
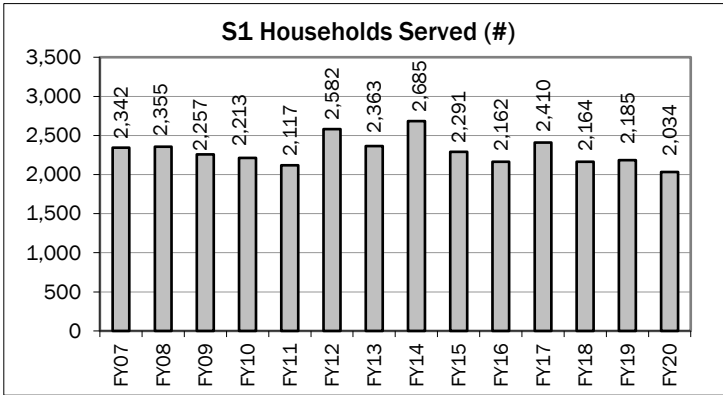
¹ Overflow capacity is not included.

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.

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| FY20 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ¹ | | | | | |
|------------------------|-----------------------|-------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 7/1/2019 - 12/31/2019 | Goal | Actual | Outcome Achievement | Capacity ² | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Men's System | 2,150 | 2,034 | √ | 397 | 415 | 45 | 46 | √ | 568 | 409 | ≠ | 33% | 27% | ≠ |



| DEMOGRAPHICS | Men |
|--|-------|
| Households Served | 2,034 |
| Percent Newly homeless | 53% |
| Recidivism | 9% |
| Average Age | 45 |
| Men as a percent of total single adults served | 67% |
| Veterans (U.S. Military) served | 198 |
| Veterans % of all adults | 10% |
| Average Monthly Household Income | \$538 |
| Percent Working at Entry | 26% |
| Average Daily Waitlist Number | 89 |
| Race - Black ³ | 66% |
| Race - White ³ | 33% |
| Race - Other ³ | 2% |
| Non-Hispanic | 98% |
| Hispanic | 2% |
| Adults 18 - 24 years | 5% |
| Adults 25 - 34 years | 20% |
| Adults 35 - 44 years | 23% |
| Adults 45 - 55 years | 26% |
| Adults 56 - 61 years | 16% |
| Adults 62+ years | 10% |
| Long Term Disability (HoH) | 55% |
| Franklin County Residents | 82% |

The number of single men sheltered decreased 7% when compared to the same reporting period of last fiscal year due to Volunteers of America closing their 40 bed men's shelter and the late opening of winter overflow beds. The success rate at exit remained flat at 27% and the average length of time decreased by 1 day. The long term disability rate jumped by 10 percentage points compared to the same reporting period of last fiscal year. 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 26% 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.

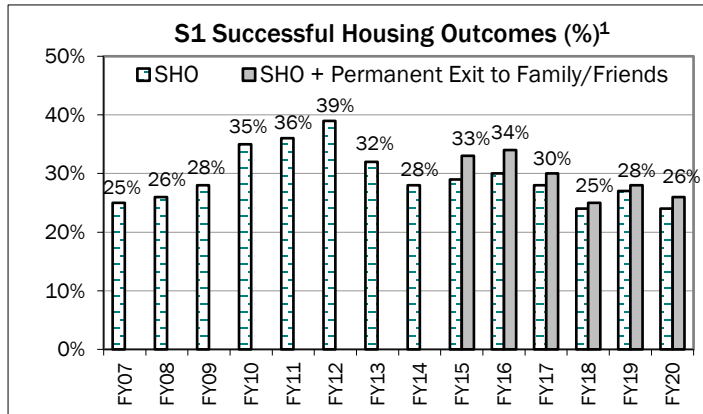
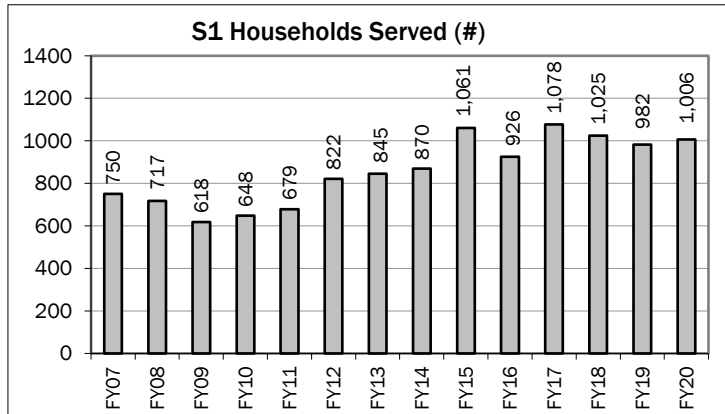
² Overflow capacity is not included. Overflow beds opened 12/2/19.

³ Due to rounding percentages do not add up to 100%.

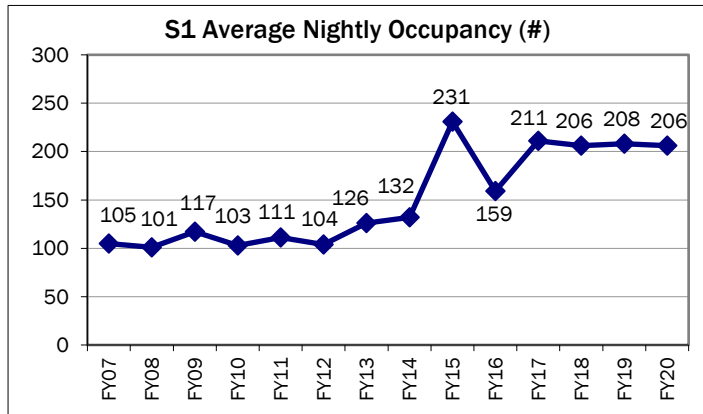
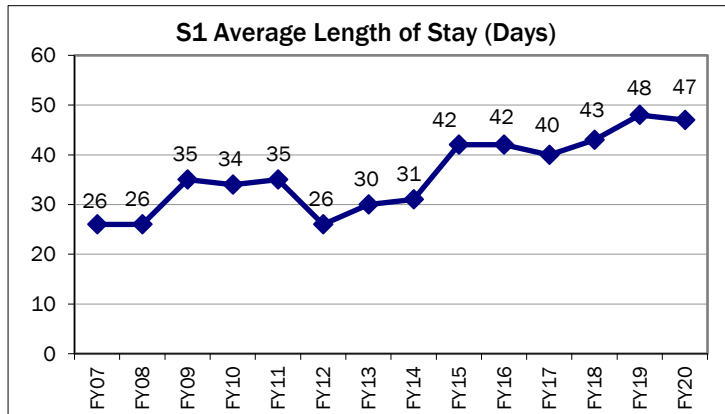
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| FY20 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ¹ | | | | | |
|------------------------|-----------------------|-------|--------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 7/1/2019 - 12/31/2019 | Goal | Actual | Outcome Achievement | Capacity ² | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Women's System | 975 | 1,006 | √ | 201 | 206 | 45 | 47 | √ | 255 | 209 | ≠ | 33% | 26% | ≠ |



| DEMOGRAPHICS | Women |
|--|-------|
| Households Served | 1,006 |
| Percent Newly homeless | 61% |
| Recidivism | 9% |
| Average Age | 41 |
| Women as a percent of total single adults served | 33% |
| Veterans (U.S. Military) served | 17 |
| Veterans % of all adults | 2% |
| Average Monthly Household Income | \$639 |
| Percent Working at Entry | 29% |
| Average Daily Waitlist Number | 66 |
| Race - Black ³ | 59% |
| Race - White ³ | 38% |
| Race - Other ³ | 2% |
| Non-Hispanic | 98% |
| Hispanic | 2% |
| Adults 18 - 24 years | 12% |
| Adults 25 - 34 years | 25% |
| Adults 35 - 44 years | 22% |
| Adults 45 - 55 years | 26% |
| Adults 56 - 61 years | 9% |
| Adults 62+ years | 6% |
| Pregnant Women Served | 97 |
| Long Term Disability (HoH) | 24% |
| Franklin County Residents | 84% |



The number of single women sheltered increased 2% when compared to the same reporting period of last fiscal year. The success rate at exit is at 26%. The employment rate at entry remained flat at the FY19 annual rate of 29%, while average income increased from \$607 to \$639. 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.

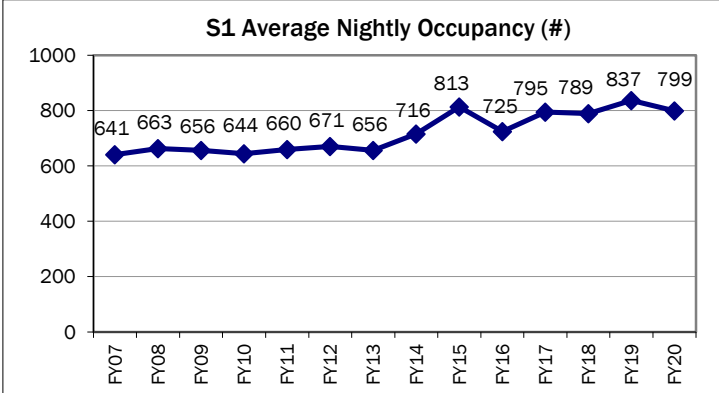
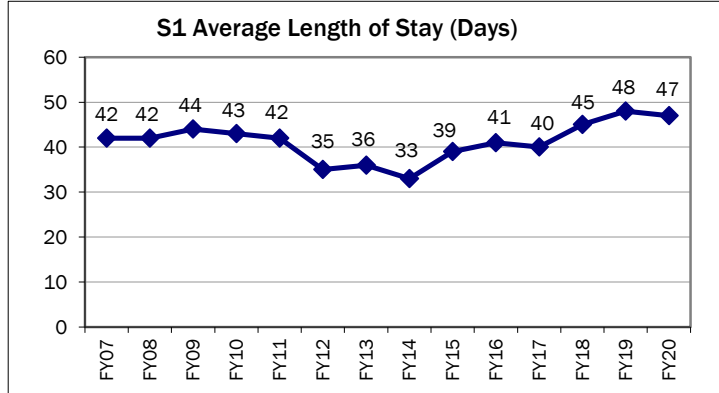
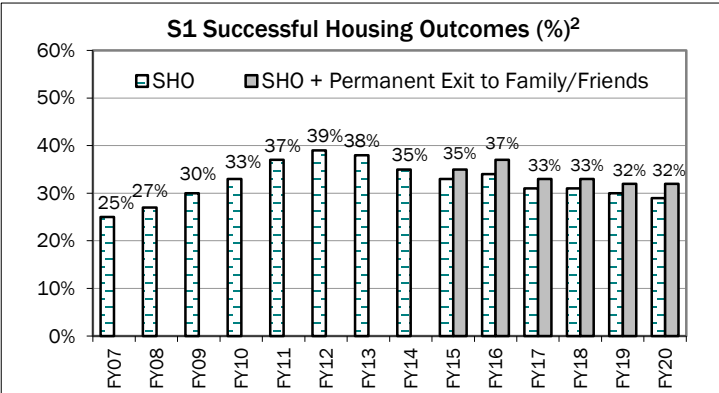
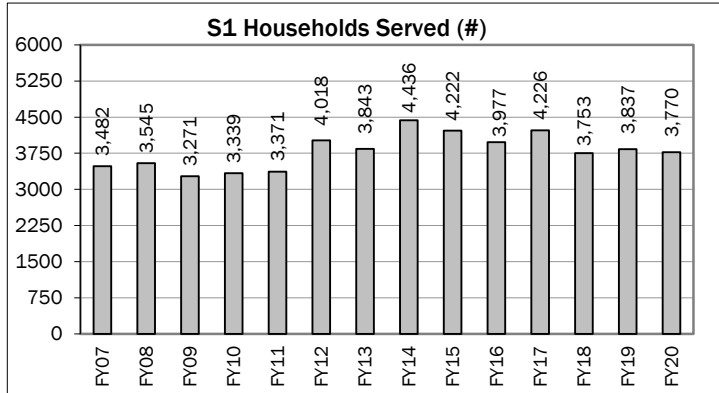
² Overflow capacity is not included. Overflow beds opened 10/31/19.

³ Due to rounding percentages do not add up to 100%.

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| FY20 EMERGENCY SHELTER 7/1/2019 - 12/31/2019 | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ² | | | | | |
|---|-------------------|--------|---------------------|-----------------------|--------|-------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Outcome Achievement | Capacity ³ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| Emergency Shelter System ¹ | 3,750 | 3,770 | √ | 712 | 799 | 42 | 47 | ≠ | 1,111 | 929 | ≠ | 37% | 32% | √ |



| DEMOGRAPHICS | Family & Adults |
|----------------------------------|-----------------|
| Households Served | 3,770 |
| Percent Newly homeless | 59% |
| Recidivism | 8% |
| Clients Served | 5,716 |
| Adults Served | 4,057 |
| Children Served | 1,659 |
| Average Age (HoH) | 41 |
| Gender - Male (HoH) | 55% |
| Gender - Female (HoH) | 45% |
| Veterans (U.S. Military) served | 224 |
| Veterans % of all adults | 6% |
| Average Monthly Household Income | \$639 |
| Percent Working at Entry | 31% |
| Average Daily Waitlist Number | 155 |
| Race - Black (HoH) ⁴ | 66% |
| Race - White (HoH) ⁴ | 33% |
| Race - Other (HoH) ⁴ | 2% |
| Non-Hispanic (HoH) | 97% |
| Hispanic (HoH) | 3% |
| Adults 18-24 years (HoH) | 9% |
| Pregnant Women Served | 168 |
| Long Term Disability (HoH) | 39% |
| Franklin County Residents | 83% |

The system experienced a 2% decrease in the number of households sheltered when compared to the same period of last fiscal year due to the decrease in the number of single adults sheltered. The number of veterans and pregnant women who needed shelter decreased by 84 (27%) and 39 (19%) respectively, during the same timeframe. The successful housing outcomes percent remained flat compared to the same period of last fiscal year. The average length of time homeless decreased slightly. The nightly occupancy decreased accounting for Volunteers of America closing their 40 bed men's shelter. The employment rate and average income increased compared to the FY19 rate (\$610, 30%). 59% of sheltered households did not experience homelessness within the prior two years. 155 individuals were on the waiting list for shelter each day, on average, prior to the start of winter overflow.

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 4,016.

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

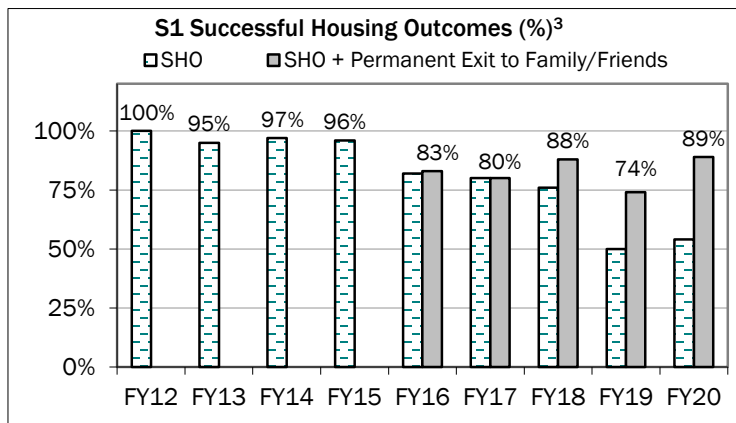
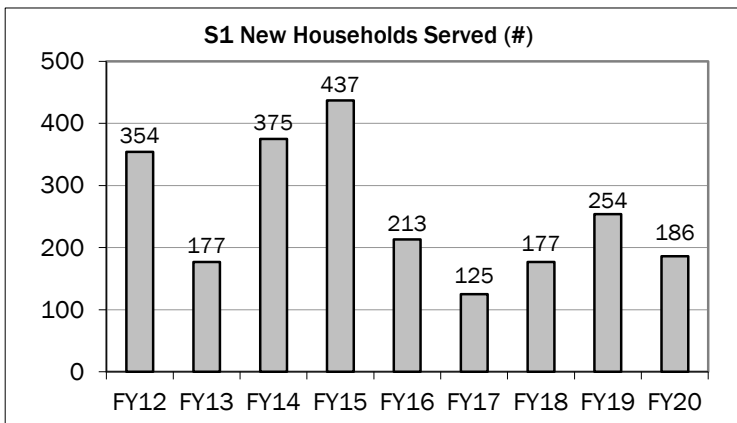
³ Overflow capacity is not included. Overflow beds opened 10/31/19 for women and 12/2/19 for men.

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

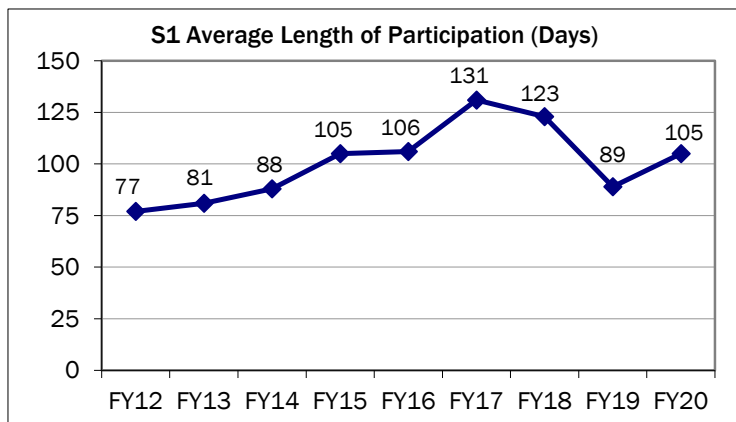
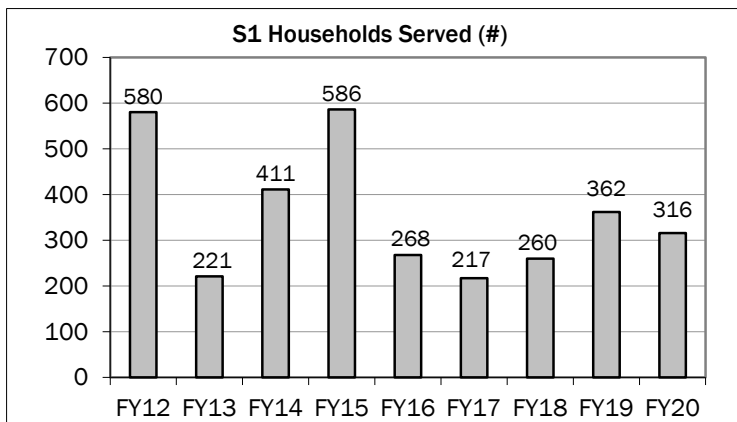
System and Program Indicator Report



| FY20 Prevention | New Households Served | | | Households Served | | | Average Length of Participation (Days) | | | Successful Housing Outcomes ³ | | | | | |
|--------------------------------|-----------------------|------|--------|---------------------|------|--------|--|------|--------|--|----------|------------|---------------------|----------|------------|
| | 7/1/2019 - 12/31/2019 | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Prevention System ¹ | 174 | 186 | √ | 263 | 316 | √ | 150 | 105 | √ | 160 | 204 | √ | 85% | 89% | √ |



| DEMOGRAPHICS | Family & Adults |
|---|-----------------|
| Households Served | 316 |
| Recidivism (12 Months) | 15% |
| Clients Served | 1,024 |
| Average Age (HoH) | 35 |
| Gender - Female (HoH) | 80% |
| Gender - Male (HoH) | 20% |
| Veterans (U.S. Military) served | 68 |
| Veterans % of all adults | 17% |
| Average Monthly Household Income | \$840 |
| Percent Working at Entry | 46% |
| Race - Black (HoH) ⁴ | 79% |
| Race - White (HoH) ⁴ | 20% |
| Race - Other (HoH) ⁴ | 2% |
| Non-Hispanic (HoH) | 97% |
| Hispanic (HoH) | 3% |
| Adults Served | 389 |
| Children Served | 635 |
| Mean Family Size ² | 3.6 |
| Average Number of Children ² | 2.3 |
| Children 0 - 2 years ² | 27% |
| Children 3 - 7 years ² | 36% |
| Children 8 - 12 years ² | 24% |
| Children 13 - 17 years ² | 13% |
| Long Term Disability (HoH) | 14% |
| Pregnant Women Served | 50 |



The number of households served decreased 13% when compared to the same reporting period of last fiscal year, due to the funding instability for the reporting period. The number of veterans served increased 28% (15) compared to the same reporting period of last fiscal year. The success rate at program exit increased 15 percentage points. 54% 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%) showing better targeting and prioritization of households at greater risk of homelessness. The annual recidivism rate increased by 6 percentage points compared to last fiscal year.

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

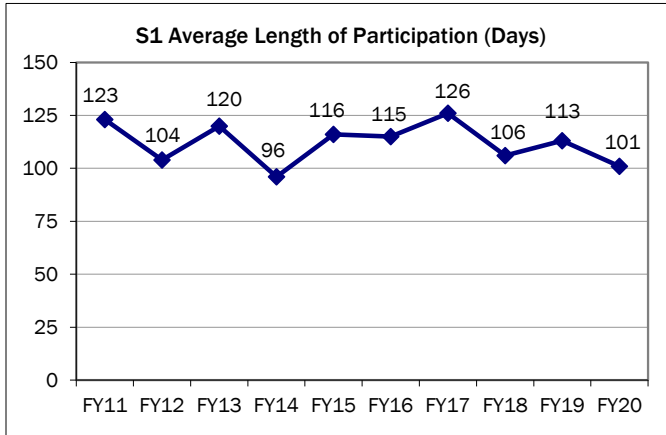
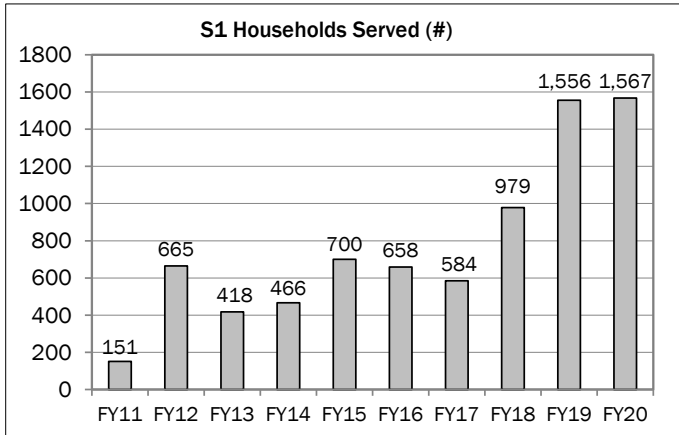
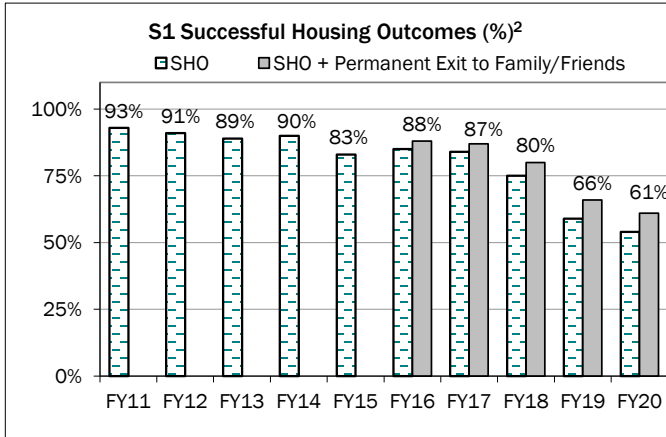
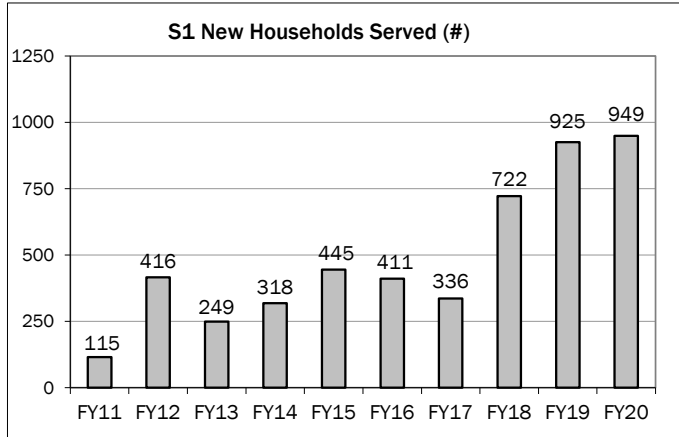
² Data refers to the families served.

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 | | | | | |
|--------------------------------------|-----------------------|--------|---------------------|-------------------|--------|---------------------|--|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| 7/1/2019 - 12/31/2019 | | | | | | | | | | | | | | | |
| Rapid Re-housing System ¹ | 900 | 949 | √ | 1,450 | 1,567 | √ | 100 | 101 | √ | 540 | 575 | √ | 60% | 61% | √ |
| Single Adults ³ | - | 688 | - | - | 1,167 | - | - | 101 | - | - | 421 | - | - | 57% | - |
| Families ³ | - | 261 | - | - | 400 | - | - | 100 | - | - | 154 | - | - | 76% | - |



| DEMOGRAPHICS | Family | Single Adults |
|-------------------------------------|--------|---------------|
| Households Served | 400 | 1,167 |
| Clients Served | 1,487 | 1,167 |
| Average Age (HoH) | 32 | 46 |
| Gender - Male (HoH) | 10% | 68% |
| Gender - Female (HoH) | 90% | 32% |
| Veterans (U.S. Military) served | 21 | 229 |
| Veterans % of all adults | 4% | 20% |
| Average Monthly Household Income | \$747 | \$615 |
| Percent Working at Entry | 38% | 25% |
| Adults Served | 533 | 1,167 |
| Children Served | 954 | - |
| Race - Black (HoH) ⁴ | 76% | 65% |
| Race - White (HoH) ⁴ | 23% | 33% |
| Race - Other (HoH) ⁴ | 2% | 2% |
| Non-Hispanic (HoH) | 97% | 98% |
| Hispanic (HoH) | 3% | 2% |
| Mean Family Size | 3.7 | - |
| Average Number of Children | 2.4 | - |
| Adults 18-24 years (HoH) | 20% | 8% |
| Children 0 - 2 years ⁴ | 28% | - |
| Children 3 - 7 years ⁴ | 36% | - |
| Children 8 - 12 years ⁴ | 27% | - |
| Children 13 - 17 years ⁴ | 10% | - |
| Long Term Disability (HoH) | 30% | 32% |
| Pregnant Women Served | 65 | 38 |

The number served remained flat when compared to the same reporting period of last fiscal year. The system employment rate of 28% remains about the same as the FY19 rate of 29% and the average income of \$649 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 and J2H, YMCA Rapid Re-housing and DV Rapid Rehousing, 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.

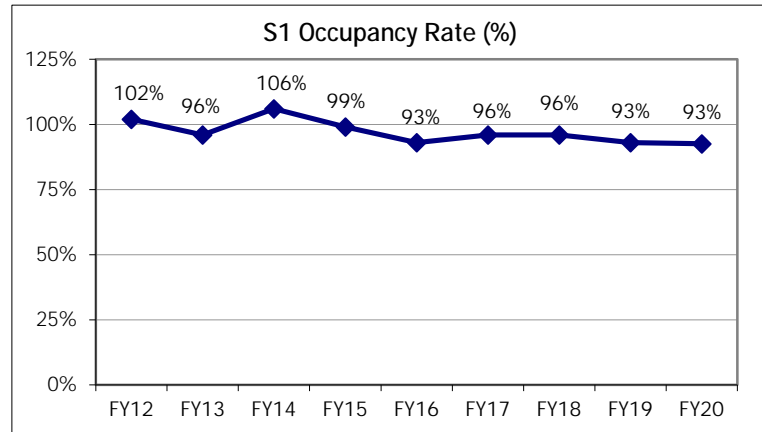
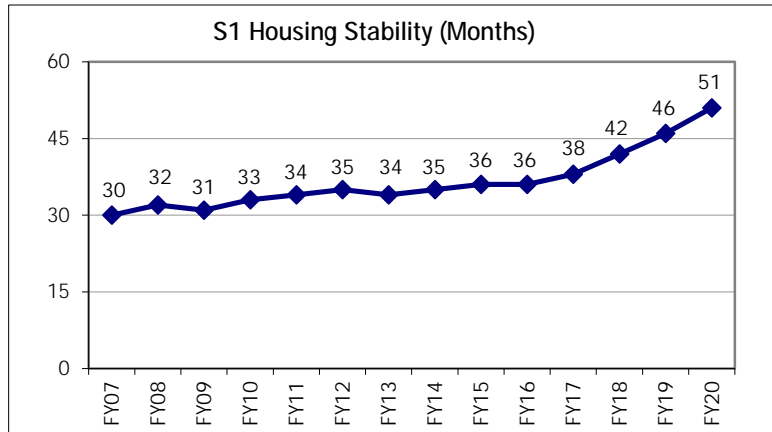
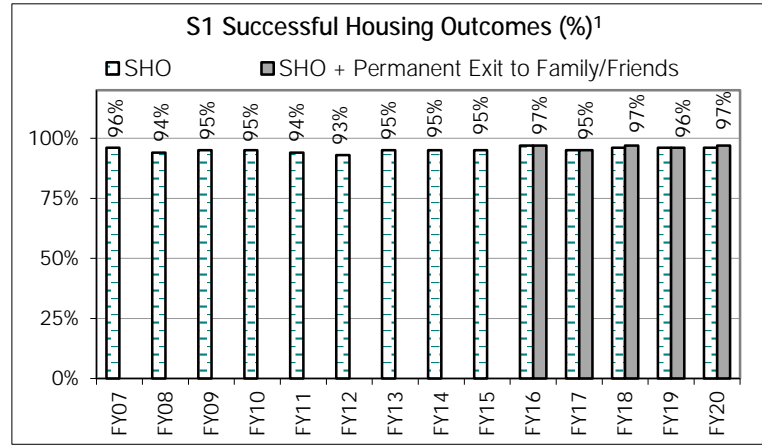
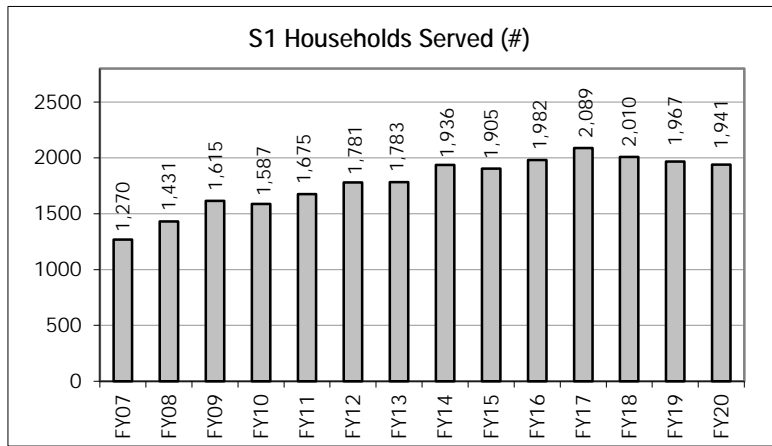
³ No outcome goals were set by subpopulation.

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

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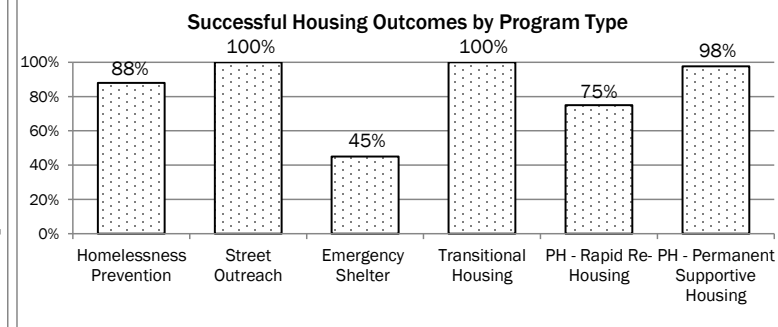
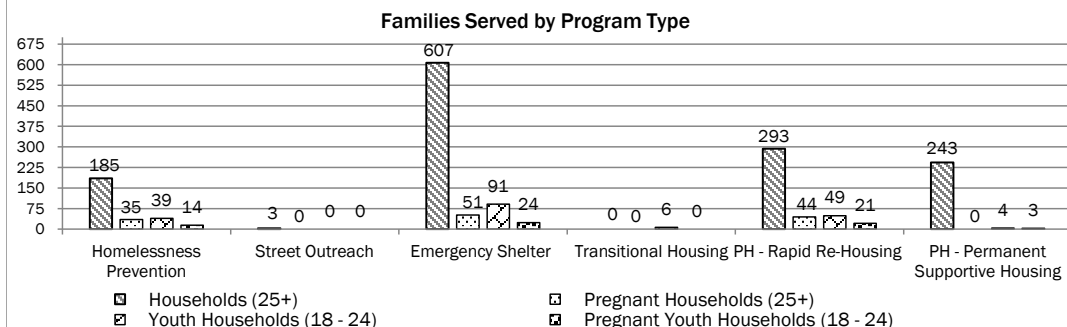
| FY20 Permanent Supportive Housing (PSH) 7/1/2019 - 12/31/2019 | Households Served | | | Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | |
|--|-------------------|--------|---------------------|----------------|--------|---------------------|----------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| Total PSH System | 2,130 | 1,941 | √ | 95% | 93% | √ | 24 | 51 | √ | 1,917 | 1,859 | √ | 90% | 97% | √ |



The system continues to perform well. However, the occupancy rate is lower than expected, coupled with a 1% decrease in numbers served, due to lower occupancy in the rental assistance projects. 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.

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 - 12/31/2019 | | 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) | 142 | 39 | 0 | 91 | 6 | 49 | 4 |
| Pregnant Youth Households (18 - 24) | 47 | 14 | 0 | 24 | 0 | 21 | 3 |
| Households (25+) | 1057 | 185 | 3 | 607 | 0 | 293 | 243 |
| Pregnant Households (25+) | 96 | 35 | 0 | 51 | 0 | 44 | 0 |
| Total Households Served (#) | 1338 | 271 | 3 | 767 | 6 | 404 | 250 |
| Total Households Entered | 765 | 166 | 1 | 618 | 2 | 265 | 24 |
| Total Households Exited | 780 | 191 | 2 | 646 | 2 | 204 | 15 |
| Successful Housing Outcomes (#) ¹ | N/A | 169 | 2 | 288 | 2 | 154 | 244 |
| Successful Housing Outcomes (%) ¹ | N/A | 88% | 100% | 45% | 100% | 75% | 98% |
| Average Length of Shelter Stay (Days) ² | | | | | | | |
| Average Length of Participation (Days) ³ | N/A | 99 | 92 | 49 | 11 | 101 | 49 |
| Housing Stability (Months) ⁴ | | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| Race - Black (HoH) ⁵ | | 81% | 33% | 74% | 100% | 76% | 70% |
| Race - White (HoH) ⁵ | | 17% | 67% | 25% | 0% | 23% | 29% |
| Race - Other (HoH) ⁵ | | 2% | 0% | 1% | 0% | 2% | 0% |
| Gender - Female ⁵ | | 90% | 33% | 93% | 100% | 90% | 72% |
| Gender - Male ⁵ | | 10% | 67% | 7% | 0% | 10% | 28% |
| Gender - Other ⁵ | | 0% | 0% | 0% | 0% | 0% | 0% |
| Non-Hispanic (HoH) | | 96% | 100% | 97% | 100% | 97% | 98% |
| Hispanic (HoH) | | 4% | 0% | 3% | 0% | 3% | 2% |
| Long Term Disability | | 7% | 100% | 13% | 100% | 30% | 91% |
| Franklin County Residents | | 92% | 67% | 87% | 100% | 84% | 95% |



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.

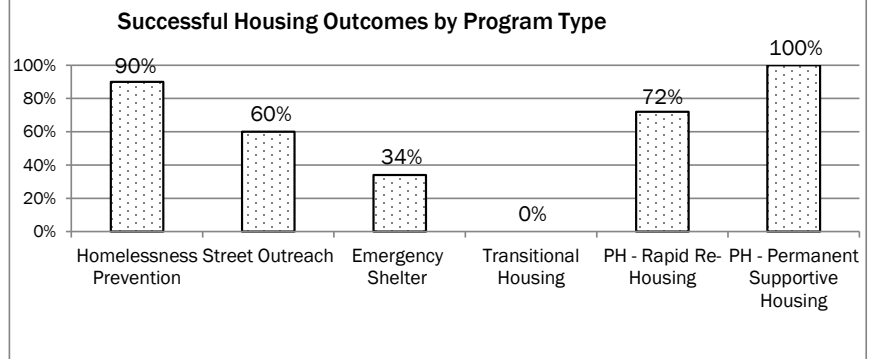
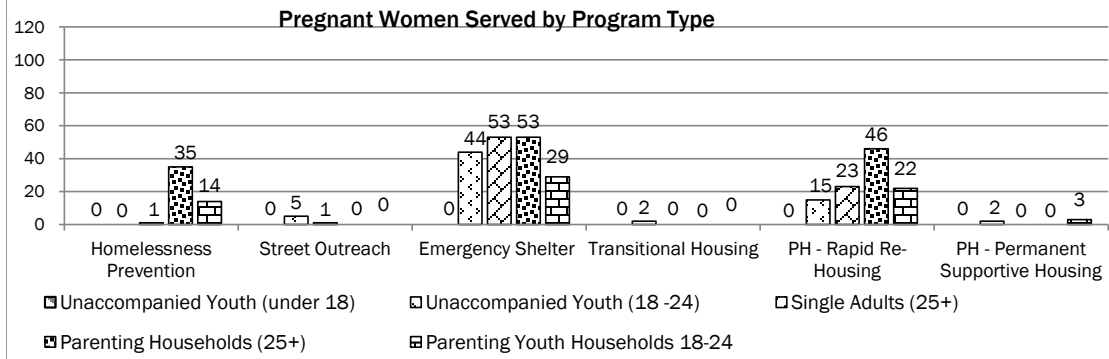
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

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

System and Program Indicator Report



| Special Populations Served: 7/1/2019 - 12/31/2019 | | Pregnant Women Served by Program Type | | | | | |
|---|--------|---------------------------------------|-----------------|-------------------|----------------------|-----------------------|-----------------------------------|
| Pregnant Women | Totals | Homelessness Prevention | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing | PH - Permanent Supportive Housing |
| Unaccompanied Youth (under 18) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unaccompanied Youth (18 -24) | 51 | 0 | 5 | 44 | 2 | 15 | 2 |
| Single Adults (25+) | 63 | 1 | 1 | 53 | 0 | 23 | 0 |
| Parenting Youth Households 18-24 | 51 | 14 | 0 | 29 | 0 | 22 | 3 |
| Parenting Households (25+) | 104 | 35 | 0 | 53 | 0 | 46 | 0 |
| Total Households Served (#) | 249 | 50 | 6 | 168 | 2 | 103 | 5 |
| Total Households Exited | 146 | 21 | 5 | 142 | 0 | 46 | 0 |
| Successful Housing Outcomes (%) ¹ | N/A | 90% | 60% | 34% | N/A ¹ | 72% | 100% |
| Average Length of Shelter Stay (Days) ² | N/A | 150 | 104 | 43 | 7 | 138 | 2 |
| Average Length of Participation (Days) ³ | N/A | 150 | 104 | 43 | 7 | 138 | 2 |
| Housing Stability (Months) ⁴ | N/A | 150 | 104 | 43 | 7 | 138 | 2 |
| DEMOGRAPHICS | | | | | | | |
| Race - Black (HoH) ⁵ | | 78% | 67% | 74% | 100% | 82% | 100% |
| Race - White (HoH) ⁵ | | 20% | 33% | 26% | 0% | 17% | 0% |
| Race - Other (HoH) ⁵ | | 2% | 0% | 0% | 0% | 2% | 0% |
| Non-Hispanic (HoH) | | 94% | 100% | 98% | 100% | 96% | 100% |
| Hispanic (HoH) | | 6% | 0% | 2% | 0% | 4% | 0% |
| Long Term Disability | | 4% | 50% | 13% | 100% | 23% | 100% |
| Franklin County Residents | | 96% | 100% | 87% | 100% | 85% | 100% |

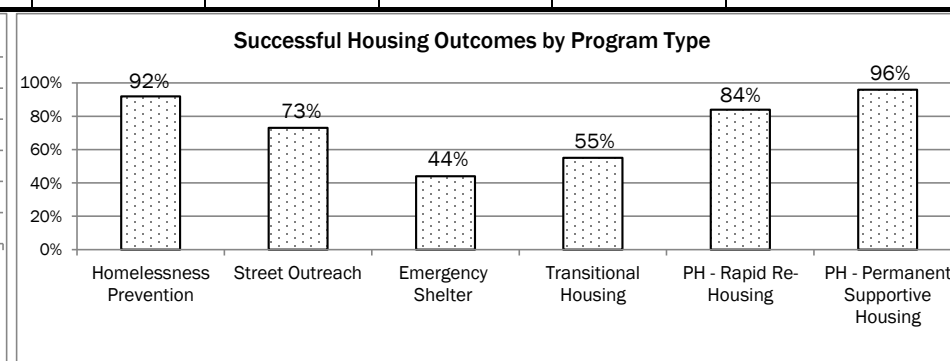
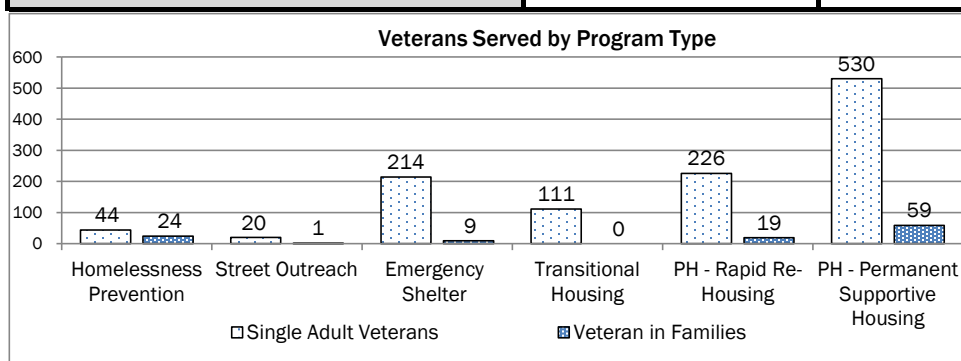


¹ Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and 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 - 12/31/2019 | | 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 |
| Unaccompanied Youth (18 -24) | 3 | 0 | 0 | 1 | 0 | 3 | 0 |
| Single Adults (25+) | 835 | 44 | 20 | 214 | 111 | 226 | 530 |
| Parenting Youth Households 18-24 | 2 | 0 | 0 | 0 | 0 | 2 | 0 |
| Parenting Households (25+) | 103 | 24 | 1 | 9 | 0 | 19 | 59 |
| Total Households Served (#) | 934 | 68 | 21 | 224 | 111 | 250 | 589 |
| Total Households Exited | 274 | 53 | 15 | 179 | 80 | 145 | 40 |
| Successful Housing Outcomes (%) ¹ | N/A | 92% | 73% | 44% | 55% | 84% | 96% |
| Average Length of Shelter Stay (Days) ² | | | | | | | |
| Average Length of Participation (Days) ³ | N/A | 122 | 79 | 47 | 2 | 131 | 49 |
| Housing Stability (Months) ⁴ | | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| | Race - Black (HoH) ⁵ | 68% | 52% | 60% | 51% | 63% | 58% |
| | Race - White (HoH) ⁵ | 31% | 48% | 36% | 46% | 34% | 40% |
| | Race - Other (HoH) ⁵ | 1% | 0% | 4% | 3% | 3% | 3% |
| | Gender - Male | 81% | 86% | 92% | 100% | 92% | 91% |
| | Gender - Female | 19% | 14% | 8% | 0% | 8% | 8% |
| | Gender - Other | 0% | 0% | 0% | 0% | 0% | 1% |
| | Non-Hispanic (HoH) | 100% | 95% | 99% | 99% | 98% | 98% |
| | Hispanic (HoH) | 0% | 5% | 1% | 1% | 2% | 2% |
| | Long Term Disability | 56% | 90% | 59% | 56% | 57% | 78% |
| | Franklin County Residents | 82% | 76% | 75% | 79% | 70% | 88% |



¹ Successful outcomes measure for Street Outreach.

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

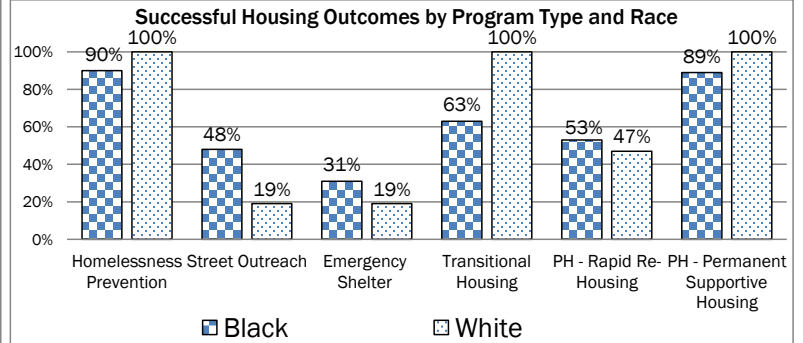
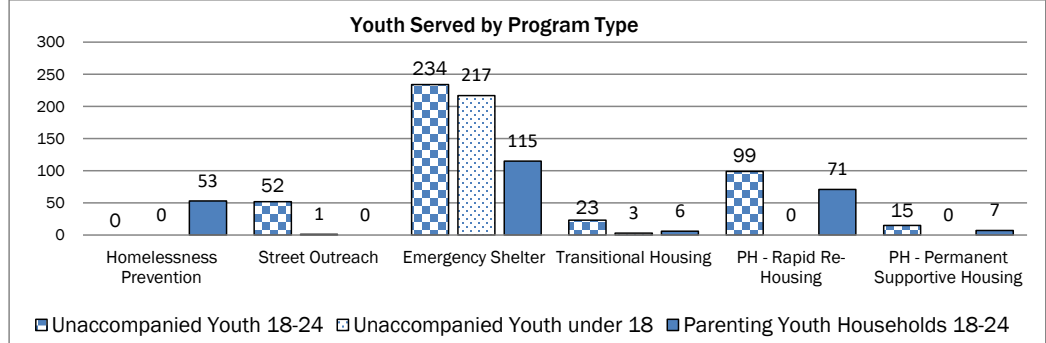
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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

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

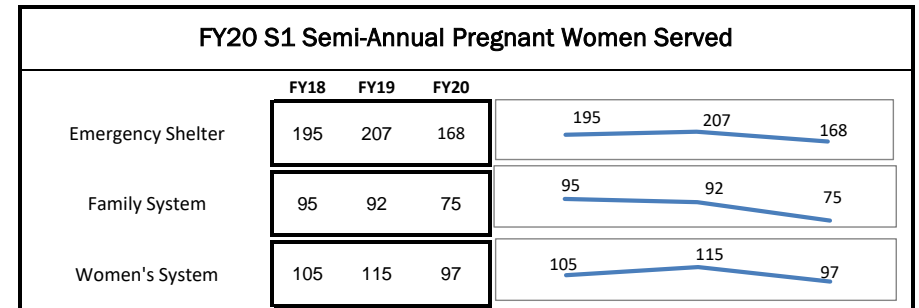
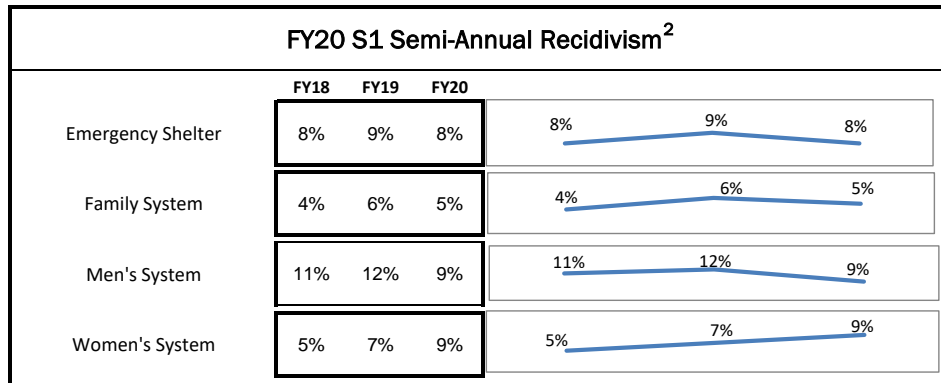
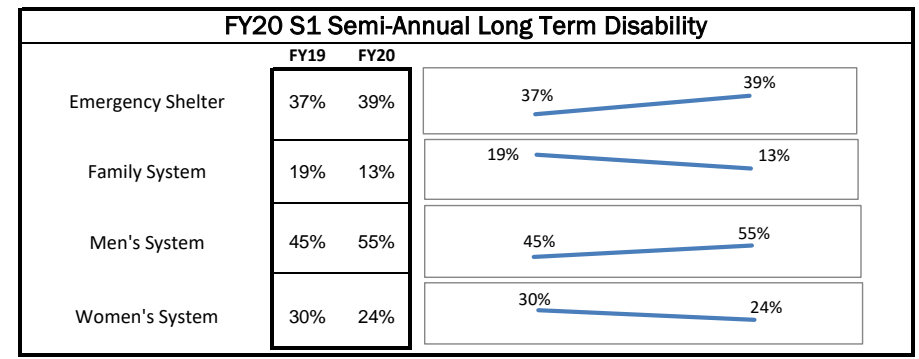
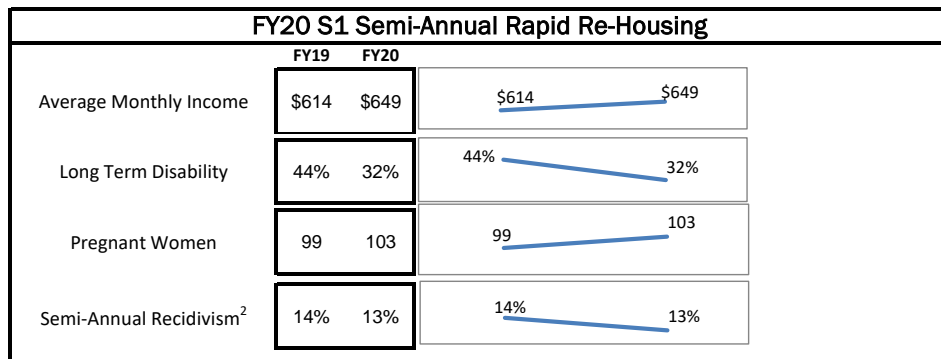
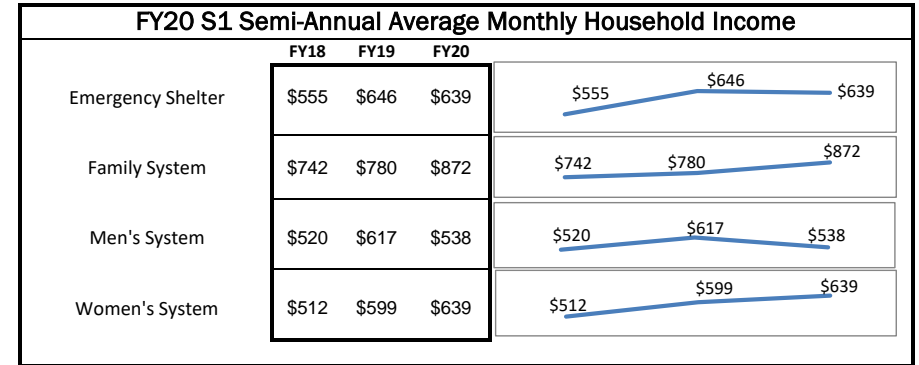
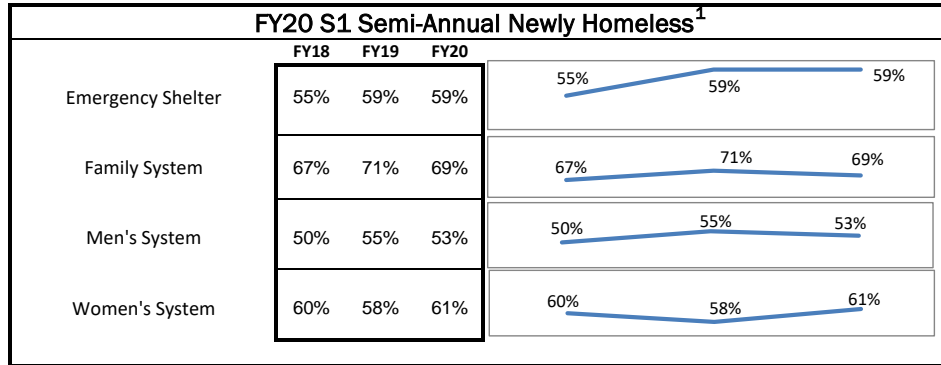
⁶ VASH vouchers are included under the PH - Permanent Supportive Housing category.

| Special Populations Served: 7/1/2019 - 12/31/2019 | | 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 | 218 | 0 | 1 | 217 | 3 | 0 | 0 |
| Unaccompanied Youth 18-24 | 323 | 0 | 52 | 234 | 23 | 99 | 15 |
| Parenting Youth Households Under 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Parenting Youth Households 18-24 | 189 | 53 | 0 | 115 | 6 | 71 | 7 |
| Total Pregnant Women Served | 94 | 14 | 5 | 66 | 2 | 36 | 5 |
| Total Households Served | 713 | 53 | 53 | 554 | 32 | 169 | 22 |
| Total Households Entered | 479 | 30 | 35 | 478 | 10 | 114 | 9 |
| Total Households Exited | 528 | 38 | 39 | 484 | 10 | 92 | 2 |
| Successful Housing Outcomes (%) ² | N/A | 92% | 33% | 28% | 70% | 51% | 91% |
| Successful Housing Outcomes (#) ² | N/A | 35 | 13 | 79 | 7 | 47 | 20 |
| Average Length of Shelter Stay (Days) ³ | N/A | | | | | | |
| Average Length of Participation (Days) ⁴ | N/A | 99 | 59 | 42 | 9 | 88 | 14 |
| Housing Stability (Months) ⁵ | | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| Race - Black (HoH) ⁶ | | 81% | 51% | 75% | 88% | 83% | 86% |
| Race - White (HoH) ⁶ | | 17% | 43% | 24% | 13% | 16% | 9% |
| Race - Other (HoH) ⁶ | | 2% | 6% | 2% | 0% | 1% | 5% |
| Gender - Female ⁶ | | 100% | 55% | 63% | 72% | 70% | 77% |
| Gender - Male ⁶ | | 0% | 43% | 35% | 25% | 29% | 23% |
| Gender - Other ⁶ | | 0% | 2% | 1% | 3% | 1% | 0% |
| Non-Hispanic (HoH) | | 96% | 94% | 93% | 97% | 96% | 91% |
| Hispanic (HoH) | | 4% | 6% | 7% | 3% | 4% | 9% |
| Long Term Disability | | 2% | 75% | 39% | 100% | 25% | 91% |
| Franklin County Residents | | 96% | 85% | 90% | 100% | 88% | 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%.

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2019 - 12/31/2019



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.

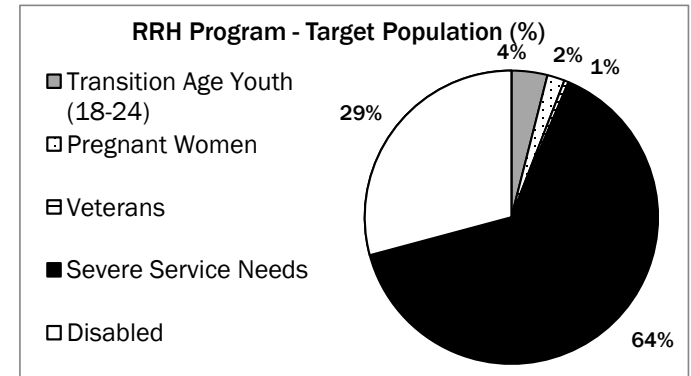
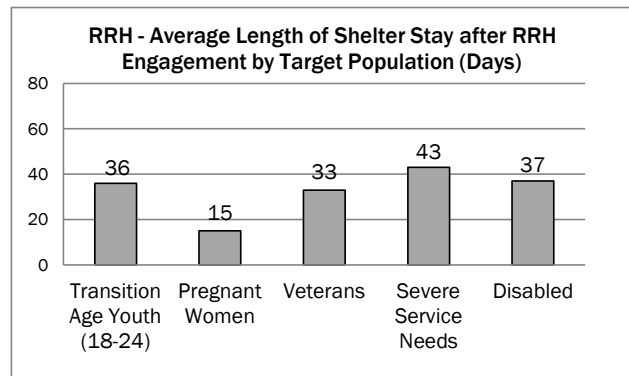
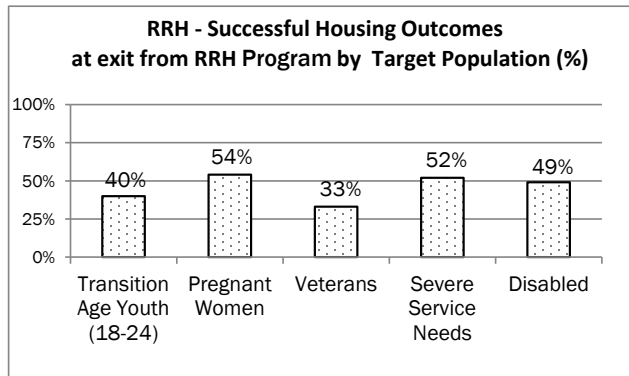
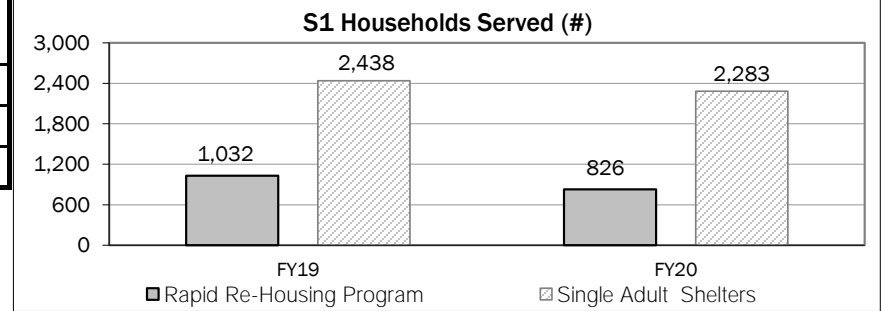
System and Program Indicator Report



| FY20 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2019 - 12/31/2019 | Single Adult Shelters ¹ | Rapid Re-Housing Program | Rapid Re-housing/RRH Program - Target (Priority) Population | | | | |
|---|------------------------------------|--------------------------|---|----------------|----------|----------------------|----------|
| | | | Transition Age Youth (18-24) | Pregnant Women | Veterans | Severe Service Needs | Disabled |
| Total Household Served (#) | 2,283 | 826 | 33 | 16 | 4 | 537 | 243 |
| Successful Housing Outcomes (%) ² | 34% | 50% | 40% | 54% | 33% | 52% | 49% |
| Average Length of Shelter Stay (Days) | 54 | 38 | 36 | 15 | 33 | 43 | 37 |
| Median Length of Shelter Stay (Days) | 39 | 32 | 29 | 10 | 33 | 33 | 28 |
| Average Engagement Time (Shelter Entry to RRH Entry) (Days) | N/A | 18 | 13 | 19 | 22 | 20 | 15 |
| Average Length of Participation (RRH Entry to RRH Exit) (Days) | N/A | 98 | 80 | 104 | 44 | 100 | 93 |
| Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days) | 6 | 13 | | | | | |
| Average Number of Shelter Visits (#) | 1.3 | N/A | | | | | |
| Long Term Disability (%) | 42% | 25% | | | | | |
| Recidivism (%) | 13% | 17% | | | | | |

Diversions

| | |
|---|-----|
| Diversions Rate at Homeless Hotline (%) | 19% |
|---|-----|



The success rate at exit from the Rapid Re-housing program is at 50%, decreased from the FY19 annual rate of 55%. 700 (31%) 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.

| 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 - 12/31/2019 | | | | | | | | | | | | | |
| Netcare - Homeless Hotline (Single Adults) | 4,500 | 4,986 | √ | 5 | 3:48 | √ | 1,125 | 1,233 | √ | 25% | 19% | ≠ | |
| Netcare - Homeless Hotline (Families) | 1,500 | 1,899 | √ | 5 | 3:48 | √ | 450 | 636 | √ | 30% | 29% | √ | |
| Gladden Community House - Family Diversion | 1,300 | 1,600 | √ | N/A | N/A | N/A | 455 | 462 | √ | 35% | 38% | √ | |
| Huckleberry House - TAY CARR Team ⁵ | N/A | 39 | N/A | N/A | N/A | N/A | N/A | 4 | N/A | 25% | 11% | ≠ | |

| 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 - 12/31/2019 | | | | | | | | | | | | | | | | | | | | | | |
| Maryhaven - Capital Crossroad SID Outreach | 50 | 37 | ≠ | 65 | 45 | ≠ | 38 | 32 | ≠ | 75% | 86% | √ | 21 | 23 | √ | 55% | 72% | √ | N/A | 26% | N/A | |
| Maryhaven - Outreach | 120 | 71 | ≠ | 220 | 139 | ≠ | 90 | 54 | ≠ | 75% | 62% | ≠ | 50 | 42 | ≠ | 55% | 78% | √ | 25% | 23% | √ | |
| Southeast - PATH Outreach ³ | 70 | 142 | √ | 100 | 171 | √ | 35 | 14 | ≠ | 50% | 12% | ≠ | N/A | 12 | N/A | N/A | 86% | N/A | N/A | N/A | N/A | |
| Huckleberry House - Youth Outreach | N/A | 11 | N/A | N/A | 22 | N/A | N/A | 6 | N/A | N/A | 27% | N/A | N/A | 5 | N/A | N/A | 83% | N/A | N/A | N/A | N/A | |
| Veterans Affairs - Outreach | N/A | 11 | N/A | N/A | 14 | N/A | N/A | 9 | N/A | N/A | 100% | N/A | N/A | 9 | 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 | | | | | | Recidivism | 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 <10% | Actual (%) Goal 15% |
| 7/1/2019 - 12/31/2019 | | | | | | | | | | | | | | | | | | |
| YWCA - Family Center | 350 | 263 | ≠ | 50 | 60 | 120% | √ | 38 | 51 | ≠ | 210 | 108 | ≠ | 70% | 53% | ≠ | 6% | 2% |
| YMCA - Van Buren Family Shelter | 350 | 548 | √ | 64 | 117 | 183% | √ | 38 | 44 | ≠ | 200 | 185 | √ | 70% | 38% | ≠ | 6% | 4% |

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 semi-annual period.

| EMERGENCY SHELTER - Single Adult Programs ⁵ | Households Served | | | | Nightly Occupancy | | | | Average Length of Stay (Days) | | | Successful Housing Outcomes ^{3,4} | | | | | | Recidivism | Movement |
|--|-------------------|------------|----------|---------------------|-----------------------|--------|----------------------|---------------------------|-------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|----------------------|----------------------|
| | Goal (#) | Actual (#) | Variance | Outcome Achievement | Capacity ¹ | Actual | Occupancy Percentage | Outcome Achievement (95%) | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Actual (%) Goal <10% | Actual (%) Goal <15% |
| 7/1/2019 - 12/31/2019 | | | | | | | | | | | | | | | | | | | |
| MEN | | | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Men's on Grant ² | N/A | 494 | N/A | N/A | 95 | 99 | 104% | N/A | 45 | 47 | N/A | N/A | 115 | N/A | 33% | 29% | N/A | 16% | 9% |
| LSS - Faith Mission on 8th ² | N/A | 482 | N/A | N/A | 95 | 91 | 96% | N/A | 45 | 45 | N/A | N/A | 94 | N/A | 33% | 24% | N/A | 17% | 13% |
| Friends of the Homeless - Men's Shelter ⁵ | 750 | 615 | (135) | ≠ | 130 | 134 | 103% | √ | 45 | 49 | √ | 205 | 129 | ≠ | 33% | 27% | ≠ | 24% | 13% |
| YMCA - Men's Overflow ⁶ | 550 | 492 | (58) | ≠ | 95 | 95 | 100% | √ | 45 | 6 | √ | N/A | 0 | N/A | N/A | 0% | N/A | N/A | N/A |
| WOMEN | | | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Women's on Grant ² | N/A | 198 | N/A | N/A | 38 | 39 | 103% | N/A | 45 | 44 | N/A | N/A | 50 | N/A | 33% | 32% | N/A | 18% | 10% |
| YMCA - Van Buren Women's Shelter ⁵ | 690 | 692 | 2 | √ | 151 | 148 | 98% | √ | 45 | 50 | √ | 178 | 142 | ≠ | 33% | 26% | ≠ | 9% | 11% |
| YMCA - Women's Overflow ⁶ | 270 | 369 | 99 | √ | 16 | 16 | 100% | √ | 45 | 3 | √ | N/A | 1 | N/A | N/A | 0% | N/A | N/A | N/A |
| INEBRIATE | | | | | | | | | | | | | | | | | | | |
| Maryhaven - Engagement Center Safety | 375 | 508 | 133 | √ | 34 | 36 | 106% | √ | 20 | 14 | √ | 102 | 149 | √ | 30% | 31% | √ | 8% | N/A |
| Maryhaven - Engagement Center Shelter2Housing ⁵ | 65 | 78 | 13 | √ | 16 | 17 | 106% | √ | 45 | 49 | √ | 16 | 33 | √ | 33% | 58% | √ | 14% | 4% |
| YOUTH | | | | | | | | | | | | | | | | | | | |
| Huckleberry House - Emergency Shelter | 200 | 220 | 20 | √ | 16 | 10 | 63% | √ ⁷ | 10 | 8 | √ | 152 | 185 | √ | 80% | 90% | √ | 7% | 0% |
| VA EMERGENCY HOUSING | | | | | | | | | | | | | | | | | | | |
| VOAOI - VA Emergency Housing | 60 | 68 | 8 | √ | 15 | 14 | 93% | ≠ | 45 | 42 | √ | 23 | 31 | √ | 50% | 57% | √ | 22% | 11% |
| LSS - VA Men & Women | 75 | 97 | 22 | √ | 24 | 22 | 92% | ≠ | 45 | 48 | √ | 26 | 25 | √ | 50% | 32% | ≠ | 13% | 14% |
| AGENCY | | | | | | | | | | | | | | | | | | | |
| Lutheran Social Services - Faith Mission ^{2,5} | 1,200 | 1,102 | (98) | √ | 228 | 229 | 100% | √ | 45 | 48 | √ | 321 | 255 | ≠ | 33% | 30% | √ | 15% | 11% |

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 Women's seasonal overflow opened 10/31/19. Men's seasonal overflow opened 12/2/19. Capacity is actual nightly number served.

⁷ 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 - 12/31/2019 | | 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 | 27 | 26 | (1) | √ | 24 | 96% | √ | 24 | 55 | √ | 24 | 25 | √ | 90% | 96% | √ | |
| Community Housing Network - Briggsdale 2 | 40 | 44 | 44 | 0 | √ | 37 | 93% | √ | 12 | 12 | √ | 40 | 40 | √ | 90% | 91% | √ | |
| Community Housing Network - Cassady | 10 | 11 | 13 | 2 | √ | 10 | 100% | √ | 24 | 39 | √ | 10 | 11 | √ | 90% | 92% | √ | |
| Community Housing Network - Community ACT | 42 | 46 | 41 | (5) | √ | 36 | 86% | ≠ | 24 | 64 | √ | 41 | 39 | √ | 90% | 98% | √ | |
| Community Housing Network - East 5th Avenue | 38 | 42 | 40 | (2) | √ | 35 | 92% | √ | 24 | 36 | √ | 38 | 36 | √ | 90% | 90% | √ | |
| Community Housing Network - Inglewood Court | 45 | 50 | 45 | (5) | √ | 45 | 100% | √ | 24 | 49 | √ | 45 | 45 | √ | 90% | 100% | √ | |
| Community Housing Network - Leasing Supportive Housing | 25 | 27 | 26 | (1) | √ | 22 | 88% | ≠ | 24 | 50 | √ | 24 | 25 | √ | 90% | 96% | √ | |
| Community Housing Network - North 22nd Street | 30 | 33 | 32 | (1) | √ | 30 | 100% | √ | 24 | 47 | √ | 30 | 31 | √ | 90% | 97% | √ | |
| Community Housing Network - Parsons | 25 | 27 | 26 | (1) | √ | 22 | 88% | ≠ | 24 | 34 | √ | 24 | 23 | √ | 90% | 88% | √ | |
| Community Housing Network - RLPTI | 80 | 88 | 77 | (11) | ≠ | 68 | 85% | ≠ | 24 | 60 | √ | 79 | 75 | √ | 90% | 99% | √ | |
| Community Housing Network - Safe Haven | 13 | 17 | 14 | (3) | ≠ | 13 | 100% | √ | 24 | 68 | √ | 15 | 13 | √ | 90% | 100% | √ | |
| Community Housing Network - Southpoint Place | 46 | 51 | 50 | (1) | √ | 46 | 100% | √ | 24 | 51 | √ | 46 | 48 | √ | 90% | 96% | √ | |
| Community Housing Network - Terrace Place | 47 | 52 | 47 | (5) | √ | 45 | 96% | √ | 24 | 62 | √ | 47 | 46 | √ | 90% | 100% | √ | |
| Maryhaven - Commons at Chantry | 50 | 55 | 51 | (4) | √ | 47 | 94% | √ | 24 | 60 | √ | 50 | 50 | √ | 90% | 98% | √ | |
| National Church Residences - Commons at Buckingham | 75 | 82 | 80 | (2) | √ | 74 | 99% | √ | 24 | 58 | √ | 74 | 77 | √ | 90% | 97% | √ | |
| National Church Residences - Commons at Grant | 50 | 55 | 51 | (4) | √ | 50 | 100% | √ | 24 | 90 | √ | 50 | 50 | √ | 90% | 100% | √ | |
| National Church Residences - Commons at Livingston ³ | 60 | 66 | 69 | 3 | √ | 63 | 105% | √ | 24 | 45 | √ | 59 | 68 | √ | 90% | 100% | √ | |
| National Church Residences - Commons at Third ³ | 60 | 66 | 67 | 1 | √ | 63 | 105% | √ | 24 | 46 | √ | 59 | 65 | √ | 90% | 100% | √ | |
| National Church Residences - VOAOL Van Buren Village | 60 | 66 | 64 | (2) | √ | 59 | 98% | √ | 24 | 34 | √ | 59 | 61 | √ | 90% | 95% | √ | |
| Veterans Affairs - VASH I-X | 364 | N/A | 381 | N/A | N/A | 355 | 98% | √ | N/A | 48 | N/A | N/A | 365 | N/A | N/A | 96% | N/A | |
| YMCA - 40 West Long Street | 105 | 116 | 120 | 4 | √ | 100 | 95% | √ | 24 | 47 | √ | 104 | 112 | √ | 90% | 93% | √ | |
| YMCA - Franklin Station ² | 75 | 83 | 80 | (3) | √ | 77 | 103% | √ | 24 | 70 | √ | 75 | 78 | √ | 90% | 98% | √ | |
| YMCA - Isaiah Project | 160 | 176 | 160 | (16) | √ | 136 | 85% | ≠ | 18 | 14 | ≠ | 158 | 144 | √ | 90% | 93% | √ | |
| YMCA - Scattered Sites HOME ³ | 50 | 55 | 66 | 11 | √ | 62 | 124% | √ | 21 | 20 | √ | 50 | 62 | √ | 90% | 94% | √ | |
| YWCA - WINGS | 91 | 100 | 91 | (9) | √ | 89 | 98% | √ | 24 | 41 | √ | 90 | 90 | √ | 90% | 100% | √ | |

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

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

³ Funding allows over leasing.

| PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING | | Households Served | | | | Program Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | | |
|--|--|-------------------|----------|------------|----------|------------------------|----------|------------|----------------------------|----------|------------|--|----------|------------|---------------------|----------|------------|---------------------|
| 7/1/2019 - 12/31/2019 | | Capacity | Goal (#) | Actual (#) | Variance | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| PERMANENT SUPPORTIVE HOUSING | | | | | | | | | | | | | | | | | | |
| Community Housing Network - Family Homes | | 10 | 11 | 10 | (1) | √ | 95% | 100% | √ | 24 | 32 | √ | 10 | 10 | √ | 90% | 100% | √ |
| Community Housing Network - Wilson | | 8 | 9 | 8 | (1) | √ | 95% | 100% | √ | 24 | 95 | √ | 8 | 8 | √ | 90% | 100% | √ |
| VOAOI - Family Supportive Housing | | 38 | 42 | 41 | (1) | √ | 95% | 89% | ≠ | 24 | 46 | √ | 38 | 40 | √ | 90% | 100% | √ |
| PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE | | | | | | | | | | | | | | | | | | |
| Amethyst/Alvis - SRA/TRA | | 52 | 57 | 43 | (14) | ≠ | 100% | 75% | ≠ | 24 | 64 | √ | 51 | 41 | ≠ | 90% | 95% | √ |
| Equitas Health - TRA | | 89 | 98 | 92 | (6) | √ | 100% | 98% | √ | 24 | 112 | √ | 88 | 90 | √ | 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 | 229 | 180 | (49) | ≠ | 100% | 77% | ≠ | 24 | 47 | √ | 206 | 174 | ≠ | 90% | 97% | √ |
| Community Housing Network - TRA | | 171 | 188 | 150 | (38) | ≠ | 100% | 83% | ≠ | 24 | 62 | √ | 169 | 149 | ≠ | 90% | 100% | √ |
| Community Housing Network - TRA 2 | | 20 | 22 | 18 | (4) | ≠ | 95% | 75% | ≠ | 15 | 10 | ≠ | 20 | 17 | ≠ | 90% | 94% | √ |
| YMCA - 40 West Long Expansion SRA | | 38 | 42 | 36 | (6) | ≠ | 100% | 95% | √ | 24 | 42 | √ | 38 | 36 | √ | 90% | 100% | √ |
| Total Rental Assistance | | 578 | 636 | 518 | (117) | ≠ | 100% | 83% | ≠ | 24 | 63 | √ | 572 | 506 | ≠ | 90% | 98% | √ |
| TRANSITIONAL HOUSING | | | | | | | | | | | | | | | | | | |
| Huckleberry House - TLP | | 24 | 39 | 32 | (7) | ≠ | 98% | 92% | ≠ | 10 | 9 | √ | 8 | 7 | √ | 77% | 70% | ≠ |
| Huckleberry House - TLP RHY | | 7 | 9 | 11 | 2 | √ | 98% | 100% | √ | 12 | 6 | √ | 1 | 3 | √ | 77% | 75% | √ |
| 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 ⁴ | | 36 | 100 | 111 | 11 | √ | 95% | 89% | ≠ | 4 | 2 | √ | 39 | 44 | √ | 77% | 55% | ≠ |

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 second half of FY2020.

⁴ Project capacity decreased from 40 to 36 effective October 2019.

| RAPID RE-HOUSING | New Households Served | | | Total Households Served | | | Average Length of Shelter Stay | | | Average Length of Participation | | | Successful Housing Outcomes ³ | | | | | | Usage of CSB DCA (Average \$) | | | Usage of CSB DCA (%) ¹ | | | |
|--|-----------------------|------------|---------------------|-------------------------|------------|---------------------|--------------------------------|--------|---------------------|---------------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|-------------------------------|---------|---------------------|-----------------------------------|------------|---------------------|--|
| | Goal (#) | Actual (#) | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | |
| 7/1/2019 - 12/31/2019 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Homeless Families Foundation - Rapid Re-housing ² | 93 | 85 | ✓ | 139 | 133 | ✓ | 28 | 42 | ≠ | 100 | 89 | ✓ | 84 | 46 | ≠ | 90% | 70% | ≠ | \$800 | \$710 | ✓ | 90% | 59% | ≠ | |
| Homeless Families Foundation - TAY Transition to Home ⁵ | 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 ^{2,6} | N/A | 62 | N/A | N/A | 62 | N/A | N/A | 37 | N/A | N/A | 51 | N/A | N/A | 2 | N/A | 90% | 17% | N/A | N/A | 0 | N/A | N/A | 0% | N/A | |
| The Salvation Army - Rapid Re-housing ² | 83 | 80 | ✓ | 120 | 100 | ≠ | 28 | 41 | ≠ | 100 | 70 | ✓ | 75 | 35 | ≠ | 90% | 63% | ≠ | \$1,800 | \$1,909 | ✓ | 90% | 48% | ≠ | |
| The Salvation Army - Job2Housing ² | 32 | 37 | ✓ | 62 | 78 | ✓ | 28 | 37 | ≠ | 180 | 129 | ✓ | 29 | 29 | ✓ | 90% | 94% | ✓ | N/A | \$4,408 | N/A | N/A | 92% | N/A | |
| VOAOI Families - Rapid Re-housing ² | 38 | 34 | ✓ | 62 | 58 | ✓ | 28 | 34 | ≠ | 100 | 94 | ✓ | 34 | 31 | ✓ | 90% | 86% | ✓ | \$800 | \$974 | ≠ | 90% | 89% | ✓ | |
| YMCA - Rapid Rehousing ² | 500 | 433 | ≠ | 830 | 826 | ✓ | 35 | 38 | ✓ | 90 | 98 | ✓ | 318 | 295 | ✓ | 60% | 50% | ≠ | \$1,200 | \$1,132 | ✓ | 50% | 40% | ≠ | |
| YMCA - Rapid Rehousing DV ^{2,6} | 55 | 71 | ✓ | 55 | 71 | ✓ | N/A | 25 | N/A | N/A | 46 | N/A | 0 | 12 | N/A | 60% | 48% | N/A | N/A | \$1,226 | N/A | N/A | 19% | N/A | |
| CSB - Transition Program - Family | N/A | N/A | N/A | 120 | 58 | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 118 | 57 | ≠ | 98% | 98% | ✓ | \$1,600 | \$1,579 | ✓ | 98% | 98% | ✓ | |
| CSB - Transition Program - Single | N/A | N/A | N/A | 550 | 309 | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 539 | 292 | ≠ | 98% | 94% | ✓ | \$1,000 | \$939 | ✓ | 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 - 12/31/2019 | | | | | | | | | | | | | | | | | | | | | | | | |
| Gladden Community House - Family Homelessness Prevention | 112 | 107 | ✓ | 162 | 178 | ✓ | 120 | 91 | ✓ | 91 | 123 | ✓ | 85% | 87% | ✓ | \$1,100 | \$1,640 | ✓ ⁴ | 60% | 76% | ✓ | | | |
| Gladden Community House - FCCS Prevention | 40 | 25 | ≠ | 45 | 33 | ≠ | 120 | 81 | ✓ | 34 | 19 | ≠ | 85% | 100% | ✓ | \$1,000 | \$1,262 | ✓ ⁴ | 80% | 100% | ✓ | | | |
| HFF Pregnant Women Homelessness Prevention | 18 | 23 | ✓ | 38 | 38 | ✓ | 365 | 190 | ✓ | 13 | 12 | ✓ | 85% | 86% | ✓ | \$3,500 | \$3,738 | ✓ | 60% | 89% | ✓ | | | |

| 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 - 12/31/2019 | | | | | | | | | | | | | | | | | | | | | | | |
| LSS - SSVF Rapid Re-housing ² | 55 | 41 | ≠ | 85 | 59 | ≠ | 25 | 37 | ≠ | 100 | 85 | ✓ | 44 | 30 | ≠ | 80% | 79% | ✓ | 80% | 76% | ✓ | | |
| VOAOI - SSVF Prevention | 13 | 31 | ✓ | 27 | 68 | ✓ | N/A | N/A | N/A | 90 | 124 | ≠ | 11 | 50 | ✓ | 90% | 93% | ✓ | 80% | 96% | ✓ | | |
| VOAOI - SSVF Rapid Re-housing ² | 102 | 115 | ✓ | 152 | 190 | ✓ | 25 | 40 | ≠ | 100 | 150 | ≠ | 82 | 90 | ✓ | 80% | 84% | ✓ | 80% | 85% | ✓ | | |

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

² Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOP including pregnant women is 178.

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

⁵ YHDP project to start operating during second half of FY2020.

⁶ Project started operating during this period.



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