

SYSTEM INDICATOR REPORT

FY2024
7/1/23 - 12/31/23

Our Mission

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

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

Way to go!

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



family diversion



transitional to home rapid
rehousing



homeless hotline
for families



shelter overflow for men & women

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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

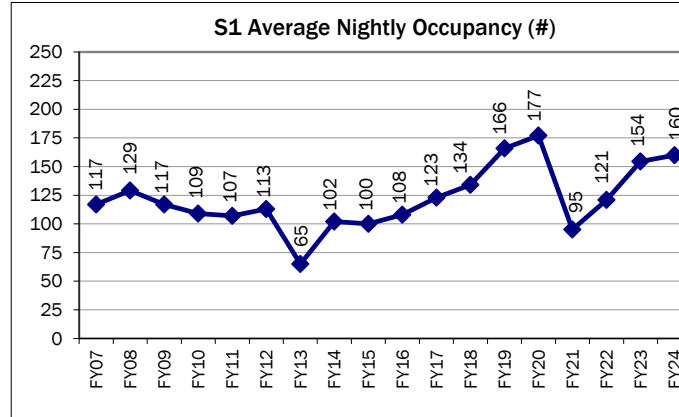
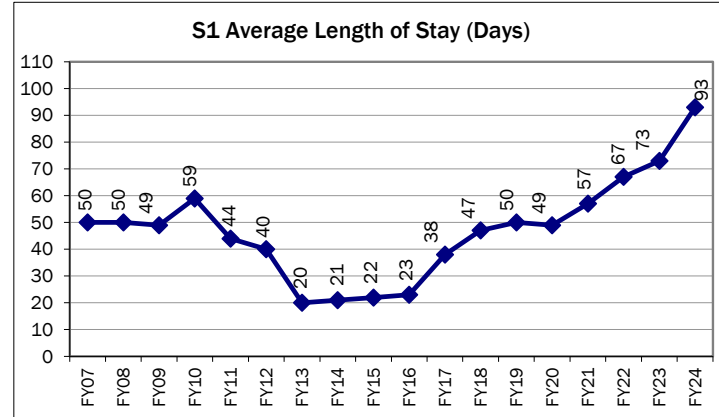
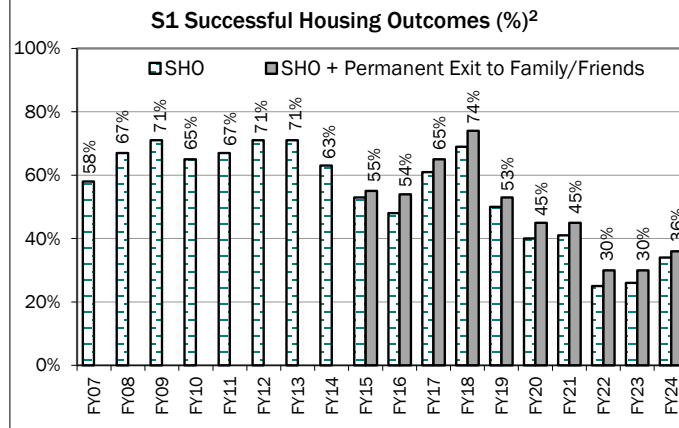
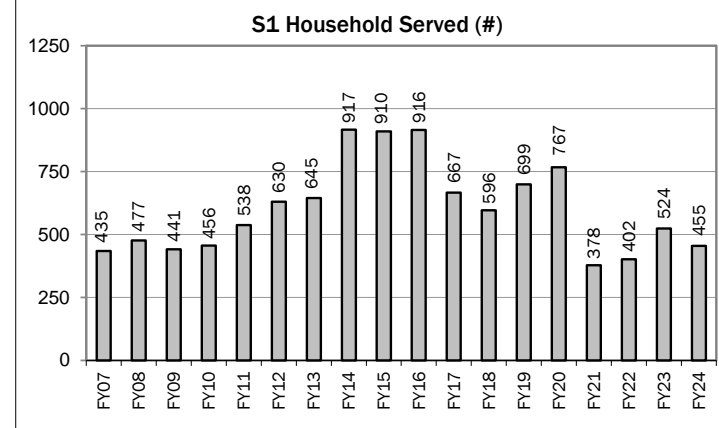
System-level race and gender-based outcome disparities are included in the report. A disparity is defined as a demographic achieving a successful exit that is at least five percentage points less than the respective percentage of the demographic population served in each system.

All data generated from the Homeless Management Information System (HMIS) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS 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

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ²					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Family System	600	455	√ ⁴	114	160	54	93	N/A	243	104	≠	50%	36%	≠



DEMOGRAPHICS	S1 Δ	Family
Households Served	↓	455
Percent Newly homeless	-	73%
Recidivism ⁵	↑	3%
Clients Served	↓	1,589
Adults Served	↓	614
Children Served	↓	975
Children 0 - 5 years	-	390
Mean Family Size	↓	3.5
Average Number of Children	↓	2.1
Average Age (HoH)	-	34
Gender - Female (HoH)	↑	94%
Gender - Male (HoH)	-	6%
Veterans (U.S. Military) served	↓	4
Veterans % of all adults	-	1%
Average Monthly Household Income	↑	\$882
Percent Working at Entry	↑	35%
Percent of Households with No Income	-	50%
Average Monthly Income for Households with Income	-	\$1,768
Race/Ethnicity - Black (HoH) ⁶	↑	70%
Race/Ethnicity - White (HoH) ⁶	-	18%
Race/Ethnicity - Multi-Racial (HoH) ⁶	-	5%
Race/Ethnicity - Hispanic (HoH) ⁶	-	6%
Race/Ethnicity - Other (HoH) ⁶	-	0%
Adults 18 - 24 years (HoH)	↑	13%
Children 0 - 2 years	-	21%
Children 3 - 7 years	-	33%
Children 8 - 12 years	-	28%
Children 13 - 17 years	-	18%
Pregnant Women Served	↓	51
Self-Reported Disability (HoH)	↓	36%
Franklin County Residents	↓	84%

When compared to the same period of the prior fiscal year 13% less households needed shelter. The success rate at exit from shelters increased 6 percentage points to 36%. The average length of shelter stay increased by 20 days to 93 days, the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move families out of shelter quickly. The employment rate at entry increased from the FY23 annual rate of 27% to 35% currently and the average income increased to \$882 (FY23 \$652). 10% of families (47) had more than one shelter stay during the timeframe. An additional 189 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either helped to find an alternative to shelter or self-resolved.

¹ Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families.

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 The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

⁴ The family emergency shelter system served all the families that needed shelter.

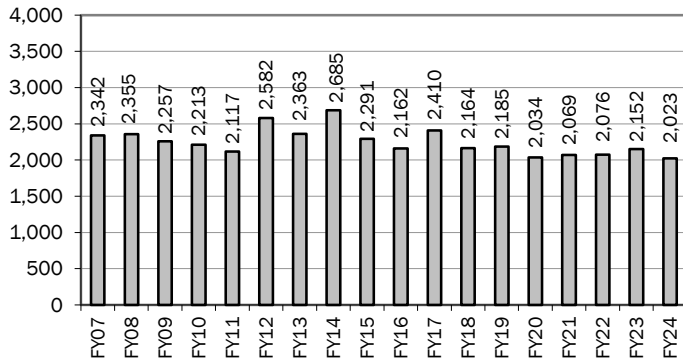
⁵ Recidivism calculated for successful housing exits between reporting period of 1/1/2023 - 06/30/2023.

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

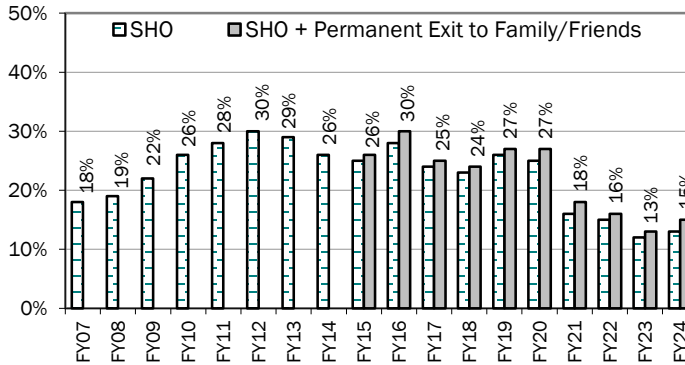
System and Program Indicator Report

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ⁴			Successful Housing Outcomes ¹					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Men's System	2,100	2,023	√	427	468	45	55	N/A	418	211	≠	25%	15%	≠

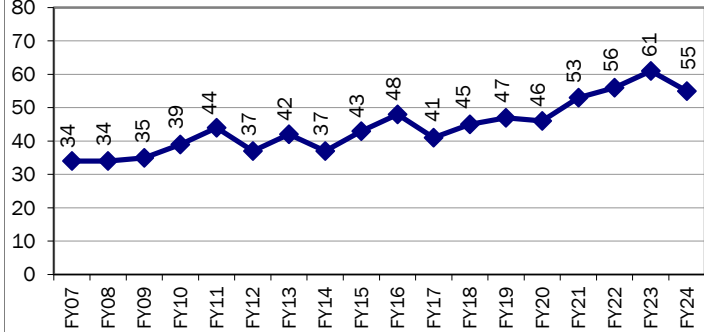
S1 Households Served (#)



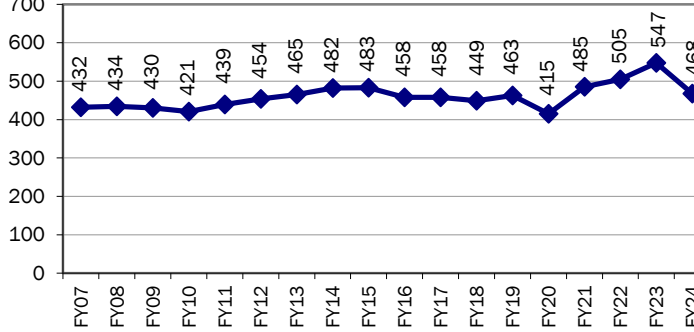
S1 Successful Housing Outcomes (%)¹



S1 Average Length of Stay (Days)



S1 Average Nightly Occupancy (#)



DEMOGRAPHICS	S1 Δ	Men
Households Served	↓	2,023
Percent Newly Homeless	-	61%
Recidivism ⁶	-	8%
Average Age	-	46
Men as a percent of total single adults served	-	70%
Veterans (U.S. Military) served	↑	203
Veterans % of all adults	↑	10%
Percent of Households With No Income	-	46%
Percent Working at Entry	↑	27%
Average Monthly Household Income	↑	\$827
Average Monthly Income for Households with Income	-	\$1,517
Average Daily Waitlist Number ⁵	-	N/A
Race/Ethnicity - Black (HoH)	↓	59%
Race/Ethnicity - White (HoH)	-	29%
Race/Ethnicity - Multi-racial (HoH)	-	4%
Race/Ethnicity - Hispanic (HoH)	-	6%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18 - 24 years ³	↑	5%
Adults 25 - 34 years ³	-	21%
Adults 35 - 44 years ³	-	22%
Adults 45 - 55 years ³	-	24%
Adults 56 - 61 years ³	-	14%
Adults 62+ years ³	↑	15%
Self-Reported Disability (HoH)	↑	67%
Franklin County Residents	↓	83%

The number of single men sheltered decreased 6% when compared to the same reporting period of the prior fiscal year. The success rate at exit from shelters increased 2 percentage points to 15%. The average length of time homeless decreased by 6 days. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased 7 percentage points to 27% when compared to the FY23 annual rate of 20%, and the average income increased to \$827 (FY23 \$592). 45% of men (915) had multiple stays in shelter during the timeframe. The rate of adults aged 62+ increased by 3 percentage points when compared to the annual FY23 rate (12%). The number of veterans served increased by 45 (28%), compared to the same reporting period of the prior fiscal year.

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. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23.

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

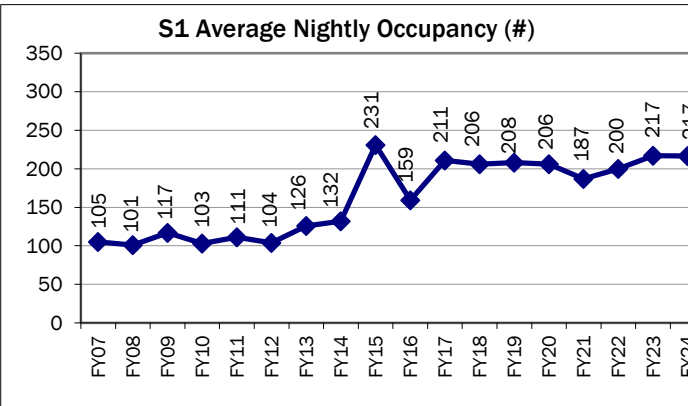
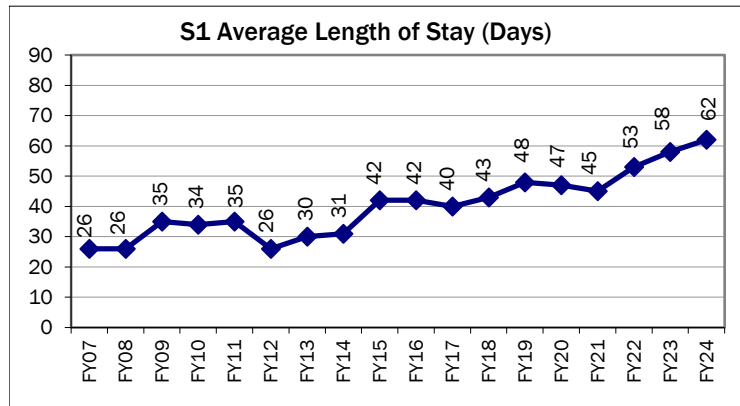
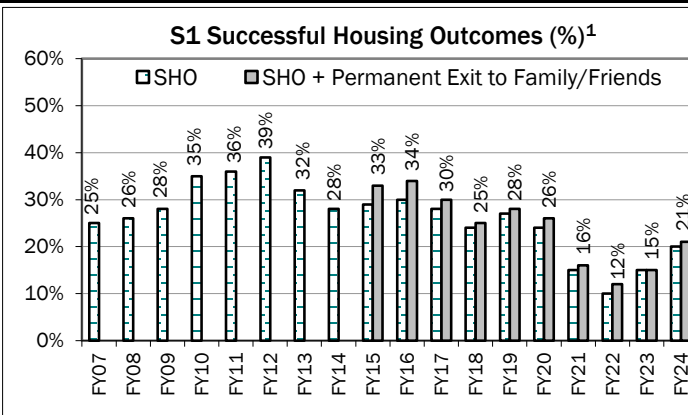
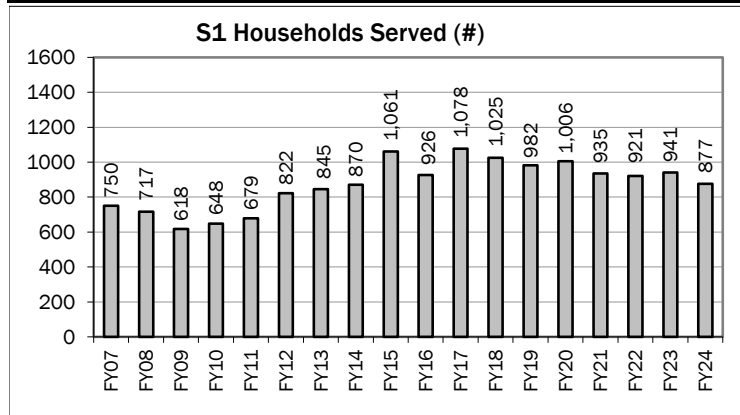
⁴ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

⁵ The average daily waitlist number could not be accurately reported for the evaluation period.

⁶ Recidivism calculated for successful housing exits between reporting period of 1/1/2023 - 06/30/2023

System and Program Indicator Report

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ¹					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Women's System	975	877	√	208	217	45	62	N/A	192	132	≠	25%	21%	√



DEMOGRAPHICS	S1 Δ	Women
Households Served	↓	877
Percent Newly Homeless	-	69%
Recidivism ⁵	↑	3%
Average Age	↑	45
Women as a percent of total single adults served	-	30%
Veterans (U.S. Military) served	↑	16
Veterans % of all adults	↑	2%
Percent of Households With No Income	-	43%
Percent Working at Entry	↑	23%
Average Monthly Household Income	↑	\$730
Average Monthly Income for Households with Income	-	\$1,291
Average Daily Waitlist Number ⁴	-	N/A
Race/Ethnicity - Black (HoH)	↓	54%
Race/Ethnicity - White (HoH)	-	34%
Race/Ethnicity - Multi-racial (HoH)	-	7%
Race/Ethnicity - Hispanic (HoH)	-	4%
Race/Ethnicity - Other (HoH)	-	1%
Adults 18 - 24 years	↑	9%
Adults 25 - 34 years	-	21%
Adults 35 - 44 years	-	22%
Adults 45 - 55 years	-	23%
Adults 56 - 61 years	-	13%
Adults 62+ years	↑	12%
Pregnant Women Served	↑	66
Self-Reported Disability (HoH)	↑	73%
Franklin County Residents	↑	84%

The number of single women sheltered decreased 7% when compared to the same reporting period of the previous year. The success rate at exit increased 6 percentage points. The average length of time homeless increased by 4 days to the highest level recorded historically. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals out of shelter quickly. The employment rate at entry increased by 3 percentage points to 23% when compared to the FY23 annual rate of 20%, and the average income increased to \$730 (FY23 \$618). 40% of women (355) had multiple stays in shelter during the timeframe. The number of pregnant women served increased by 12% compared to the same reporting period in FY23 (59). The rate of adults aged 62+ increased by 2 percentage points when compared to the annual FY23 rate (10%).

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. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23.

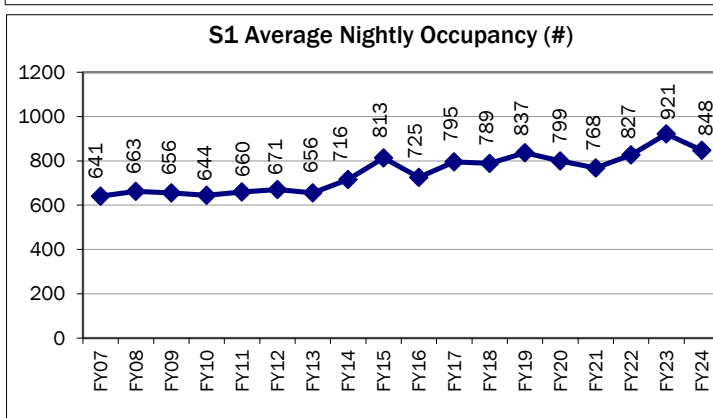
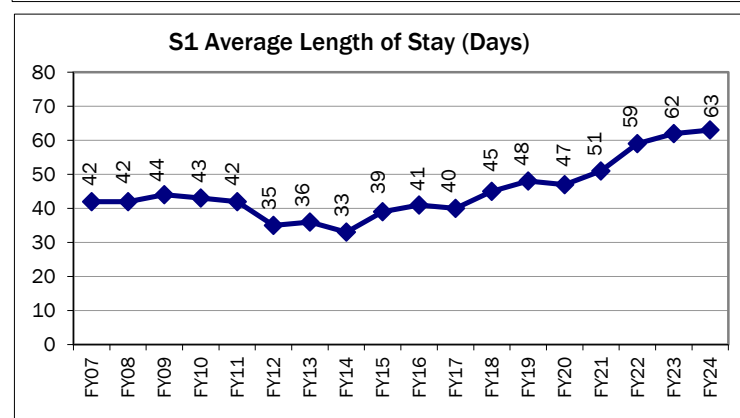
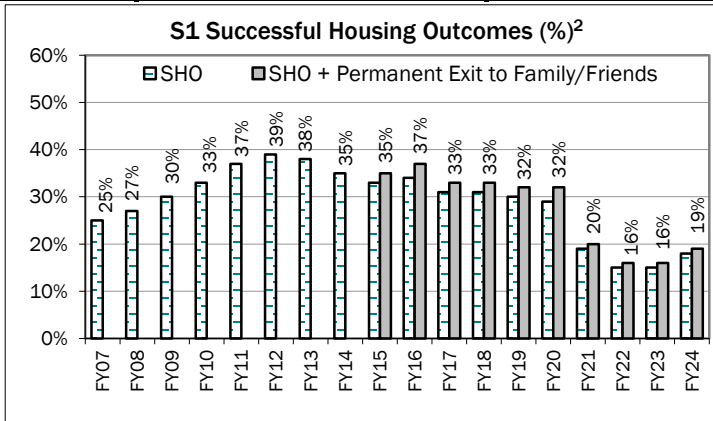
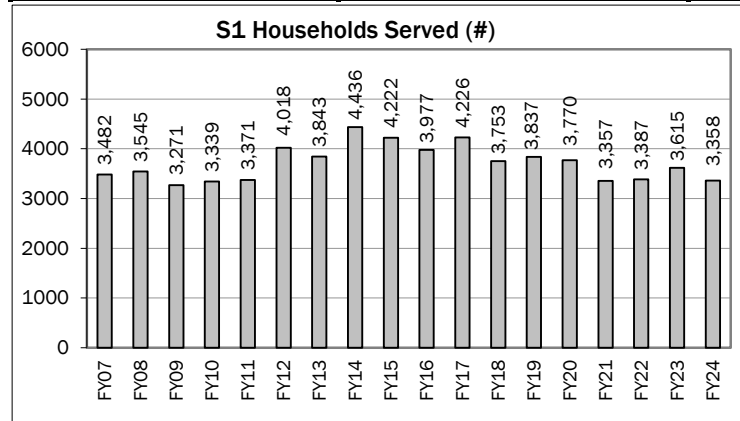
³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

⁴ The average daily waitlist number could not be accurately reported for the evaluation period.

⁵ Recidivism calculated for successful housing exits between reporting period of 1/1/2023 - 06/30/2023.

System and Program Indicator Report

FY24 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days) ³			Successful Housing Outcomes ²					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	3,500	3,358	√	749	848	54	63	N/A	825	452	≠	30%	19%	≠



DEMOGRAPHICS	S1 Δ	Family & Adults
Households Served	↓	3,358
Percent Newly homeless	-	65%
Recidivism ⁵	↑	6%
Clients Served	↓	4,498
Adults Served	↓	3,523
Children Served	↓	975
Average Age (HoH)	↑	44
Gender - Male (HoH)	-	61%
Gender - Female (HoH)	-	38%
Gender - Other (HoH)	-	1%
Veterans (U.S. Military) served	↑	224
Veterans % of all adults	↑	6%
Percent of Households With No Income	-	46%
Percent Working at Entry	↑	25%
Average Monthly Household Income	↑	\$809
Average Monthly Income for Households with Income	-	\$1,497
Average Daily Waitlist Number ⁴	-	N/A
Race/Ethnicity - Black (HoH)	↓	59%
Race/Ethnicity - White (HoH)	-	29%
Race/Ethnicity - Multi-racial (HoH)	-	5%
Race/Ethnicity - Hispanic (HoH)	-	5%
Race/Ethnicity - Other (HoH)	-	2%
Adults 18-24 years (HoH)	-	7%
Pregnant Women Served	↑	116
Self-Reported Long Term Disability (HoH)	↑	64%
Franklin County Residents	-	83%

The number served by the system decreased 7% when compared to the same reporting period of the prior fiscal year. The successful housing outcome rate increased 3 percentage points to 19%. The average length of time homeless remained flat. Lack of available safe, decent, affordable housing is making it difficult to successfully move individuals and families out of shelter quickly. The average income increased to \$809 when compared to the FY23 annual rate of \$589. The system served 45 more (25% increase) veterans and 4 more (4% increase) pregnant women when compared to the same reporting period of the previous year (179, 112). With the opening of warming centers, 21 couples are included in the total number served.

¹ Includes single adult shelters, family shelters, and couples in warming center shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 3,759.

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.

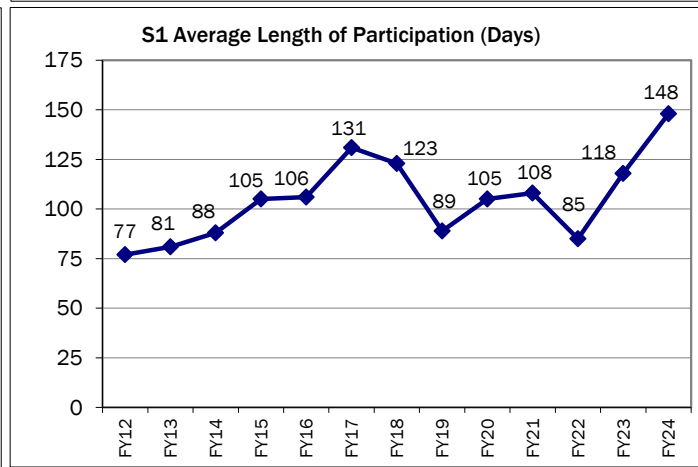
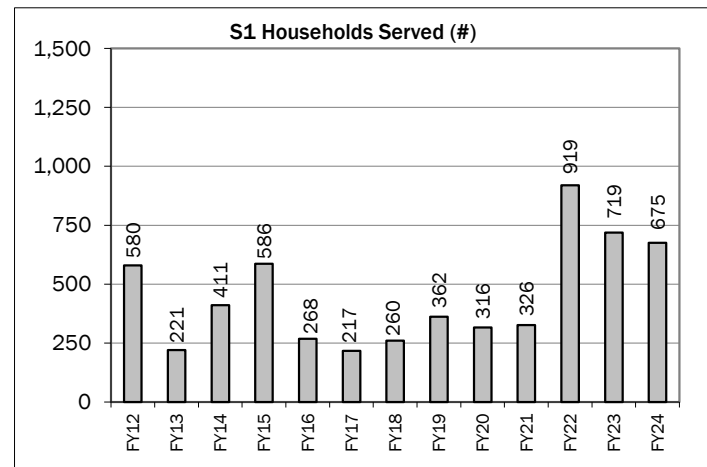
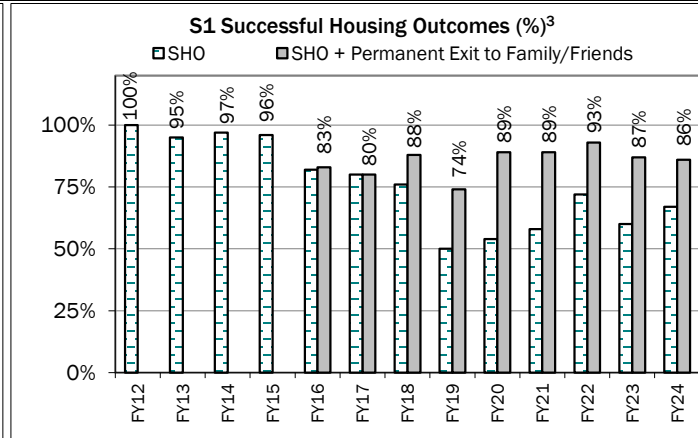
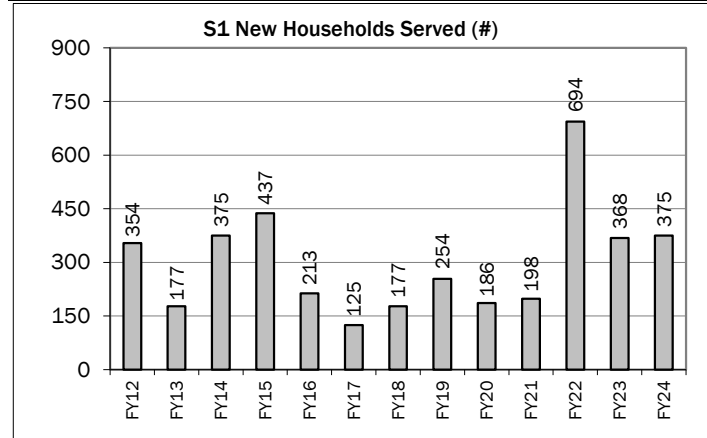
³ The rating/achievement of average length of shelter stay has been suspended for shelter providers for FY2024.

⁴ The average daily waitlist number could not be accurately reported for the evaluation period.

⁵ Recidivism calculated for successful housing exits between reporting period of 1/1/2023 - 06/30/2023.

System and Program Indicator Report

FY24 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	405	375	✓	675	675	✓	150	148	✓	333	352	✓	80%	86%	✓



DEMOGRAPHICS	S1 Δ	Family & Adults
Households Served	↓	675
Clients Served	-	2,090
Recidivism ⁴	↑	6%
Average Age (HoH)	-	35
Gender - Female (HoH)	↓	85%
Gender - Male (HoH)	-	15%
Veterans (U.S. Military) served	↑	78
Veterans % of all adults	↑	10%
Percent of Households With No Income	-	37%
Percent Working at Entry	-	45%
Average Monthly Household Income	↑	\$1,003
Average Monthly Income for Households with Income	-	\$1,600
Race/Ethnicity - Black (HoH) ⁵	-	75%
Race/Ethnicity - White (HoH) ⁵	-	16%
Race/Ethnicity - Multi-racial (HoH) ⁵	-	5%
Race/Ethnicity - Hispanic (HoH) ⁵	-	3%
Adults Served	-	788
Children Served	-	1,302
Mean Family Size ²	-	3.5
Average Number of Children ²	-	2.3
Adults 18 - 24 years (HoH)	↓	19%
Adults 25 - 34 years (HoH)	-	43%
Adults 35 - 44 years (HoH)	-	22%
Adults 45 - 55 years (HoH)	-	10%
Adults 56 - 61 years (HoH)	-	2%
Adults 62+ years (HoH)	↑	4%
Self-reported Disability (HoH)	↑	28%
Pregnant Women Served	-	66

The number of households served decreased 6% when compared to the same reporting period of the prior fiscal year but the system met its projected goal. The successful housing outcome rate decreased by 1 percentage point to 86% and the average length of participation in the program significantly increased to 148 days. At exit, 67% of households are stable in their own housing and 19% decided to permanently move in with family/friends. The percent working at entry increased compared to the FY23 annual rate of 44% to 45% currently. The number of veterans served increased by 24 (44% increase) and the number of pregnant women served remained flat at 66 when compared to same reporting period of FY23 (54, 66).

¹ System includes Gladden Community House prevention programs, Home for Families prevention programs, and VOAOL SSVF program for veterans.

² Data refers to the families served.

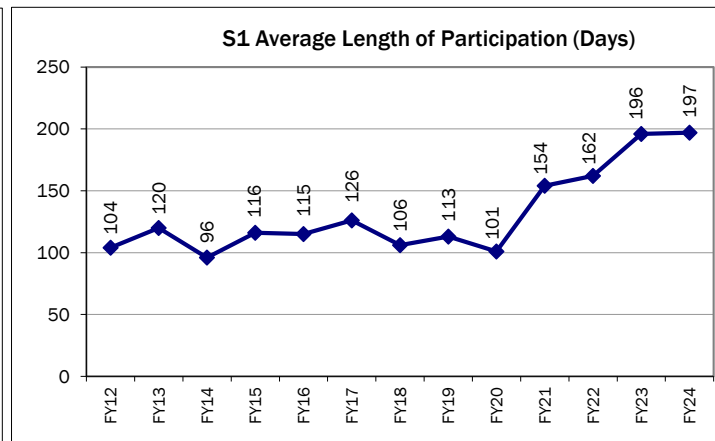
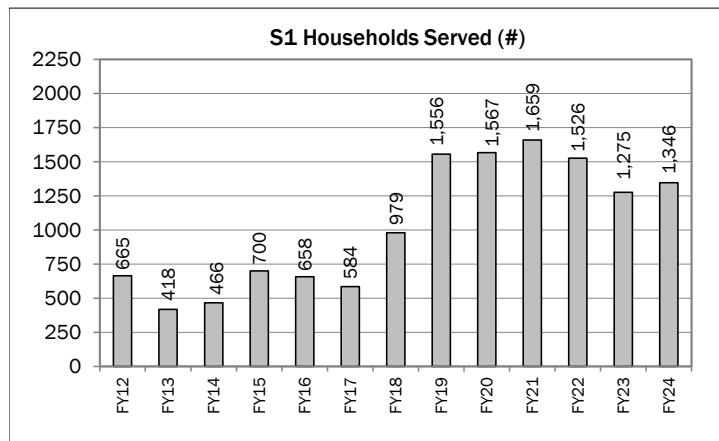
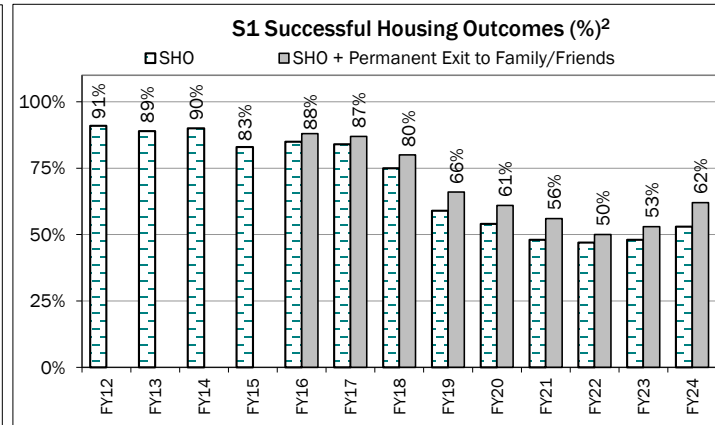
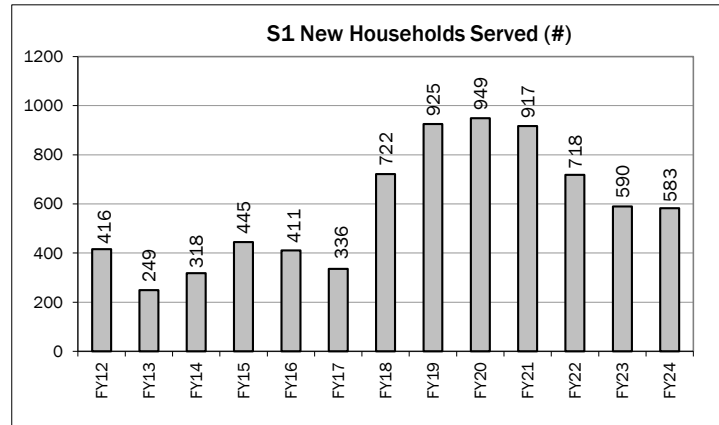
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/22 - 12/31/22.

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

System and Program Indicator Report

FY24 Rapid Re-Housing	New Households Served			Households Served			Average Length of Participation (Days) ⁴			Successful Housing Outcomes ²					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-Housing System ¹	972	583	≠	1,760	1,346	≠	240	197	N/A	591	393	≠	55%	62%	√
Single Adults ³	-	414	-	-	910	-	-	183	-	-	268	-	-	59%	-
Families ³	-	171	-	-	438	-	-	230	-	-	125	-	-	68%	-



DEMOGRAPHICS	S1 Δ	Family	S1 Δ	Single Adults ³
Households Served	↓	438	↑	910
Clients Served	↓	1,462	↑	924
Recidivism ⁵	↓	3%	↑	8%
Average Age (HoH)	-	31	-	47
Gender - Male (HoH)	-	6%	-	70%
Gender - Female (HoH)	-	94%	-	29%
Gender - Other (HoH)	-	0%	-	1%
Veterans (U.S. Military) served ⁶	-	7	↑	273
Veterans % of all adults	-	1%	↑	30%
Percent of Households With No Income	-	55%	-	47%
Percent Working at Entry	-	31%	↓	22%
Average Monthly Household Income	↓	\$685	↓	\$729
Average Monthly Income for Households with Income	-	\$1,504	-	\$1,378
Adults Served	-	528	-	924
Children Served	-	935	-	-
Race/Ethnicity - Black (HoH)	-	74%	-	60%
Race/Ethnicity - White (HoH)	-	14%	-	30%
Race/Ethnicity - Multi-racial (HoH)	-	6%	-	5%
Race/Ethnicity - Hispanic (HoH)	-	5%	-	4%
Race/Ethnicity - Other (HoH)	-	1%	-	1%
Mean Family Size	↓	3.3	-	-
Average Number of Children	↓	2.1	-	-
Adults 18-24 years (HoH)	↑	35%	↑	13%
Adults 25 - 34 years (HoH)	-	36%	-	13%
Adults 35 - 44 years (HoH)	-	24%	-	16%
Adults 45 - 55 years (HoH)	-	4%	-	23%
Adults 56 - 61 years (HoH)	-	1%	-	15%
Adults 62+ years (HoH)	-	0%	-	20%
Self-reported Disability (HoH)	↓	45%	↓	76%
Pregnant Women Served ⁶	↓	40	↑	24

The number served increased 6% when compared to the same reporting period of the previous year but is still lower than the projected goal. Rapid Re-housing providers are reporting continued difficulty securing low-income, affordable housing. The success rate at exit increased 9 percentage points to 62 percent and the length of participation increased by 1 day. The self-reported disability rate decreased to 45% (FY23 48%) for families and to 76% (FY23 79%) for single adults. The number of veterans served increased by 34 (14% increase) and the number of pregnant women increased by 5 (9% increase) when compared to the same reporting period of the prior fiscal year (246, 58).

¹ System includes HFF Rapid Re-housing programs, VOAIO Rapid Re-housing, YMCA Rapid Re-housing programs, Homefull Rapid Re-housing program, LSS SSVF program, and VOAIO SSVF program.

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 are set by subpopulation. Households with only adults are included in the single adult population.

⁴ The rating/achievement of average length of participation has been suspended for rapid-rehousing providers for FY2024.

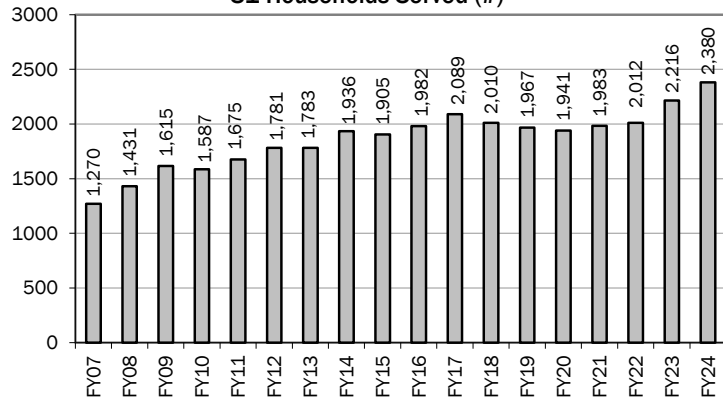
⁵ Recidivism calculated for successful housing exits between reporting period of 1/1/2023 - 06/30/2023.

⁶ For veterans and pregnant women the goal is to prevent their homelessness. As such, an increase in the number served in rapid rehousing programs is considered a negative outcome.

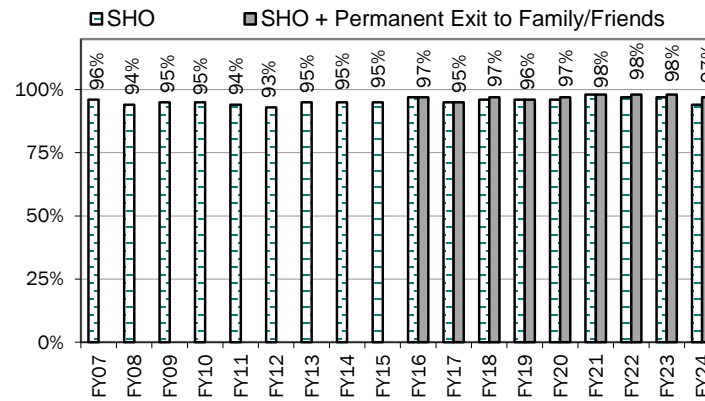
System and Program Indicator Report

FY24 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
7/1/2023 - 12/31/2023	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,585	2,380	√	95%	89%	≠	24	44	√	2,327	2,263	√	90%	97%	√

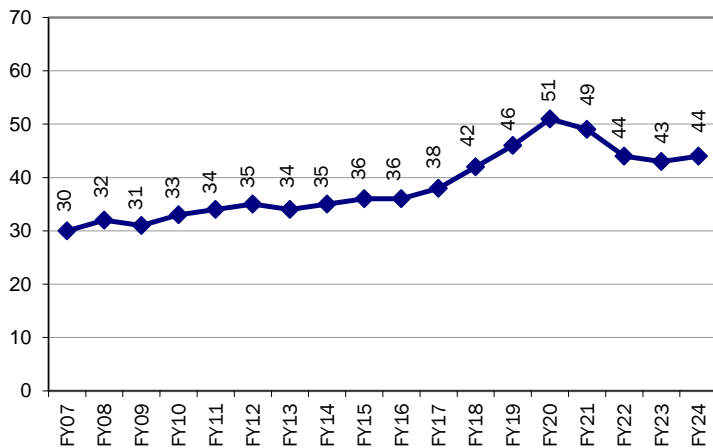
S1 Households Served (#)



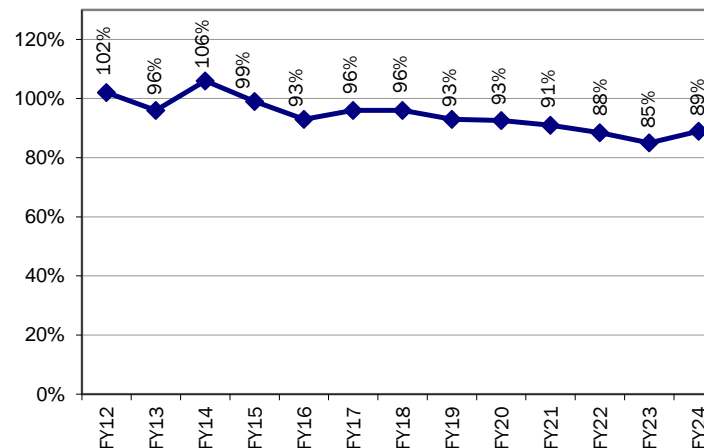
S1 Successful Housing Outcomes (%)¹



S1 Housing Stability (Months)



S1 Occupancy Rate (%)

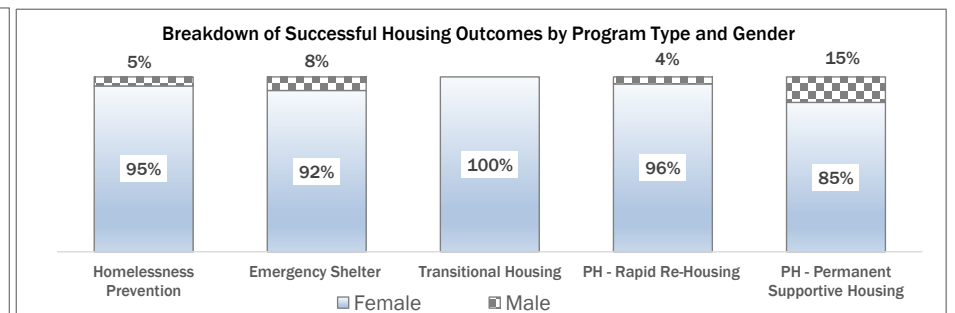
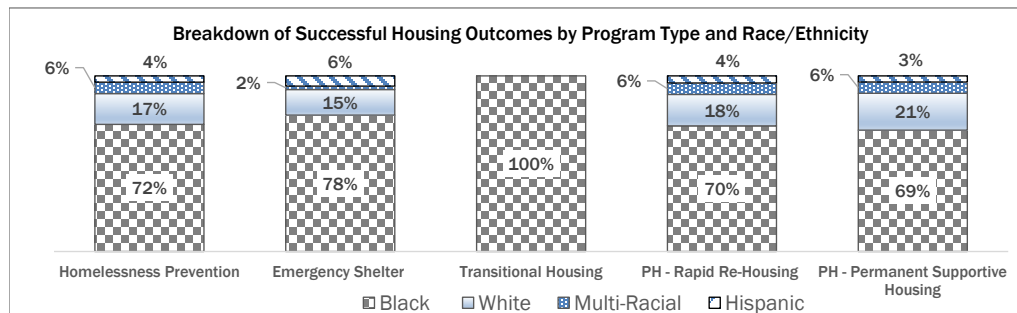


The system had a 7% increase in numbers served. The occupancy rate increased by 4 percentage points to 89%, but remains lower than historical norms due to 1. difficulty in finding scattered sites affordable housing to rent in the community; and 2. low occupancy in a couple of site based facilities due to property management issues and issues related to slow unit turnover and mismatch of unit availability and demand of units by youth households. The current capacity of Permanent Supportive Housing units in HMIS and reported on here is 2,443. VA VASH voucher capacity of 377 is not included.

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

System and Program Indicator Report

Special Populations Served: 7/1/2023 - 12/31/2023		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ³	PH - Permanent Supportive Housing
Youth Households (18 - 24)	268	77	1	40	23	133	47
Pregnant Youth Households (18 - 24)	41	22	0	9	2	13	1
Households (25+)	1,144	425	1	366	0	194	291
Pregnant Households (25+)	100	41	0	42	0	27	8
Total Households Served (#)	1,544	564	2	454	25	438	347
Total Households Entered	659	327	1	288	6	171	26
Total Households Exited	659	361	1	289	8	183	9
Successful Housing Outcomes (#) ¹	N/A	309	1	103	6	125	343
Successful Housing Outcomes (%) ¹	N/A	86%	100%	36%	75%	68%	99%
Average Length of Shelter Stay (Days) ²	N/A	138	254	93	10	230	42
Average Length of Participation (Days) ²							
Housing Stability (Months) ²							
	DEMOGRAPHICS						
	Race/Ethnicity - Black (HoH) ⁴	76%	50%	70%	76%	74%	68%
	Race/Ethnicity - White (HoH) ⁴	14%	50%	18%	12%	14%	21%
	Race/Ethnicity - Multi-racial (HoH) ⁴	6%	0%	6%	4%	6%	7%
	Race/Ethnicity - Hispanic (HoH) ⁴	3%	0%	6%	8%	5%	3%
	Race/Ethnicity - Other (HoH) ⁴	0%	0%	0%	0%	1%	1%
	Gender - Female (HoH)	95%	100%	94%	92%	94%	85%
	Gender - Male (HoH)	5%	0%	6%	8%	6%	15%
	Gender - Other (HoH)	0%	0%	0%	0%	0%	0%
	Self Reported Disability	25%	50%	36%	64%	45%	93%
	Franklin County Residents	90%	100%	84%	80%	84%	93%



The system-wide number of families served remained flat (FY23 1,558) when compared to the same reporting period of the prior fiscal year. The number of families receiving homelessness prevention services decreased by 8% (FY23 616) and the rate of families in emergency shelter decreased by 13% (FY23 520) during the same timeframe. The number of families in permanent supportive housing increased by 18% (FY23 295). The length of time families spent in homelessness prevention and emergency shelter increased significantly, when compared to FY23 (113, 73). The rate of Black/African American families and women-headed families served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these families.

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

² Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

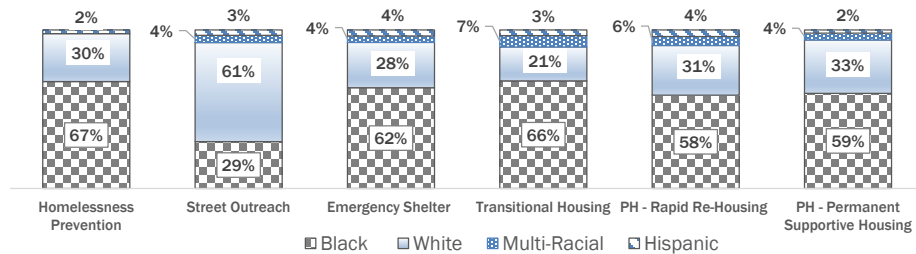
³ PH - Rapid Re-Housing households without children were excluded from totals.

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

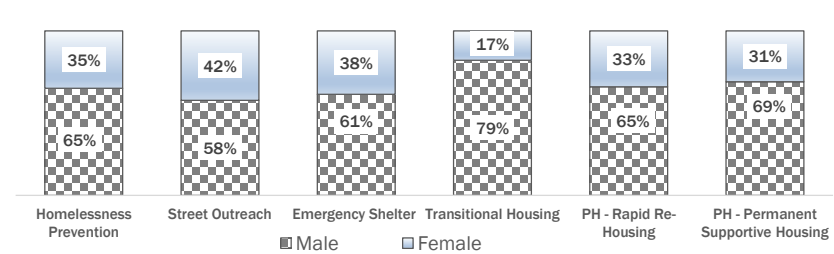
System and Program Indicator Report

Special Populations Served: 7/1/2023 - 12/31/2023		Single Adults Served by Program Type					
Single Adults	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ⁴	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	5	0	1	0	4	0	0
Unaccompanied Youth (18 -24)	358	19	8	149	46	107	94
Pregnant Unaccompanied Youth (18 -24)	43	2	7	23	1	10	3
Households without Children (18 - 24)	8	1	0	0	0	3	4
Pregnant Households without Children (18 - 24)	2	0	0	0	0	2	0
Single Adult (25+)	5,340	80	476	2,675	25	769	2,210
Pregnant Single Adult (25+)	54	1	6	43	0	12	0
Pregnant Households without Children (25+)	2	0	2	0	0	0	0
Households without Children (25+)	122	8	3	13	0	9	93
Total Households Served (#)	5,894	111	501	2,889	76	910	2,404
Total Households Entered	3,052	48	333	2,268	11	414	197
Total Households Exited	3,121	50	245	2,051	40	455	177
Successful Housing Outcomes (#) ¹	N/A	43	90	349	29	268	2,275
Successful Housing Outcomes (%) ¹	N/A	86%	37%	17%	73%	59%	96%
Average Length of Shelter Stay (Days) ²	N/A	226	106	58	9	183	48
Average Length of Participation (Days) ²							
Housing Stability (Months) ²							
	DEMOGRAPHICS						
	Race/Ethnicity - Black (HoH) ³	70%	32%	58%	72%	60%	59%
	Race/Ethnicity - White (HoH) ³	23%	60%	30%	16%	30%	33%
	Race/Ethnicity - Multi-racial (HoH) ³	4%	4%	5%	5%	5%	4%
	Race/Ethnicity - Hispanic (HoH) ³	3%	3%	5%	5%	4%	2%
	Race/Ethnicity - Other (HoH) ³	0%	1%	2%	1%	1%	1%
	Gender - Male (HoH)	60%	56%	69%	59%	70%	68%
	Gender - Female (HoH)	40%	43%	30%	38%	29%	31%
	Gender - Other (HoH)	0%	1%	1%	3%	1%	1%
	Self Reported Disability	45%	99%	69%	79%	76%	96%
Franklin County Residents	90%	85%	86%	88%	83%	94%	

Breakdown of Successful Housing Outcomes by Program Type and Race/Ethnicity¹



Breakdown of Successful Housing Outcomes by Program Type and Gender¹



The system-wide number of single adults served remained flat (FY23 5,848) when compared to the same reporting period of the prior fiscal year. The number of single adults in emergency shelter decreased by 8% (FY23 3,110) during the same timeframe and the number of single adults unsheltered increased by 76% (FY23 284). The number of single adults in rapid re-housing increased by 9% (FY23 834) and the number in permanent supportive housing increased by 4% (FY23 2,322). The rate of Black/African American single adults served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these single adults.

¹ Successful outcomes measure for Street Outreach.

² Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

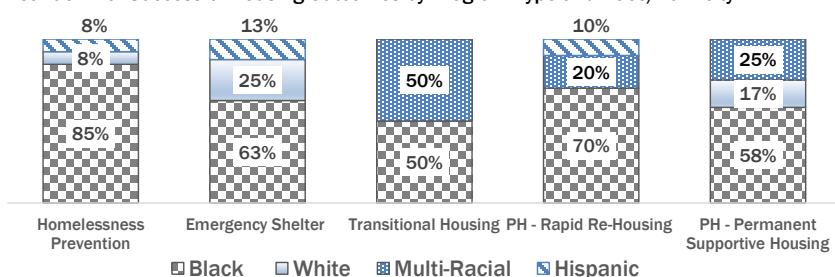
³ Due to rounding, percentages do not add up to 100%.

⁴ PH - Rapid Re-Housing households without children were included in the totals.

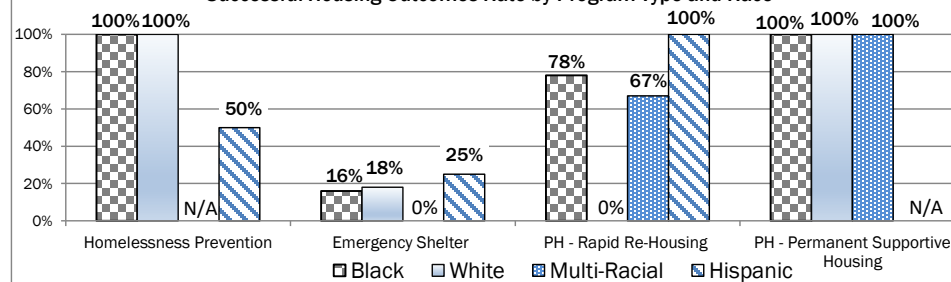
System and Program Indicator Report

Special Populations Served: 7/1/2023 - 12/31/2023		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)	1	0	0	1	0	0	0
Unaccompanied Youth (18 -24)	45	2	7	23	1	12	3
Single Adults (25+)	56	1	8	43	0	12	0
Parenting Youth Households (18-24)	41	22	0	9	2	13	1
Parenting Households (25+)	100	41	0	42	0	27	8
Total Households Served (#)	232	66	15	116	3	63	12
Total Households Entered	158	36	13	97	0	43	2
Total Households Exited	124	34	7	92	2	23	0
Successful Housing Outcomes (#) ¹	N/A	13	0	8	2	10	12
Successful Housing Outcomes (%) ¹	N/A	93%	0%	16%	100%	59%	100%
Average Length of Shelter Stay (Days) ²	N/A	104	20	44	6	131	29
Average Length of Participation (Days) ²							
Housing Stability (Months) ²							
	DEMOGRAPHICS						
	Race/Ethnicity - Black (HoH) ³	71%	33%	66%	67%	71%	58%
	Race/Ethnicity - White (HoH) ³	14%	53%	14%	0%	14%	17%
	Race/Ethnicity - Multi-racial (HoH) ³	8%	7%	10%	33%	10%	25%
	Race/Ethnicity - Hispanic (HoH) ³	8%	7%	9%	0%	5%	0%
	Race/Ethnicity - Other (HoH) ³	0%	0%	0%	0%	0%	0%
	Self Reported Disability	26%	80%	33%	67%	43%	92%
	Franklin County Residents	91%	93%	86%	100%	84%	100%

Breakdown of Successful Housing Outcomes by Program Type and Race/Ethnicity¹



Successful Housing Outcomes Rate by Program Type and Race¹



The system-wide number of pregnant women served remained flat (FY23 234) when compared to the same reporting period of the prior fiscal year. The number of pregnant women served by homelessness prevention projects remained flat (FY23 66). The number served by emergency shelters increased by 4% (FY23 112) and rapid re-housing increased by 9% (FY23 58) when compared to the same reporting period of the prior fiscal year. Most concerning is the increase of 200% in the number of pregnant women served as unsheltered (FY23 5). The successful exit rate of pregnant women served in rapid re-housing significantly increased from 42% in FY23 to 59% currently. The rate of Black/African American women served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. Also, the rate of BIPOC pregnant women in homelessness prevention, emergency shelters and rapid re-housing programs exceeds 85%. From an outcomes perspective, the homelessness system has no substantial impact on these pregnant women.

¹ Successful outcomes measure for Street Outreach.

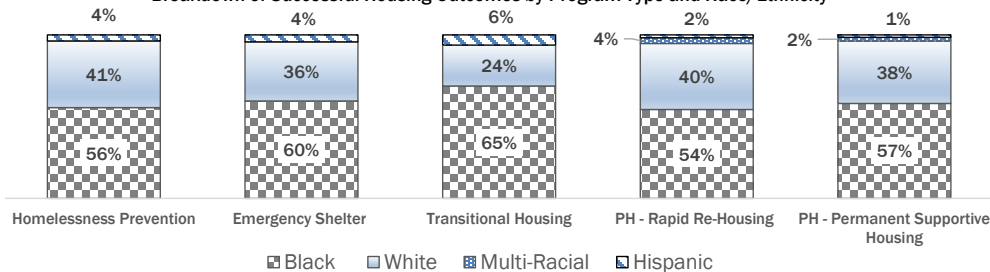
² Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

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

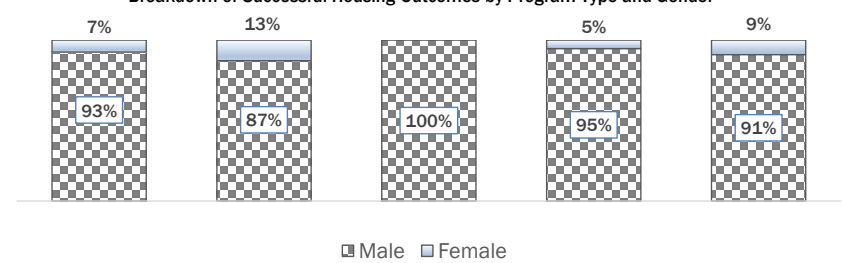
System and Program Indicator Report

Special Populations Served: 7/1/2023 - 12/31/2023		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 ³
Unaccompanied Youth (18 -24)	9	2	0	1	0	5	2
Single Adults (25+)	929	66	16	219	25	268	533
Parenting Youth Households 18-24	1	0	0	0	0	0	1
Parenting Households (25+)	52	10	0	4	0	7	32
Total Households Served (#)	985	78	16	224	25	280	568
Total Households Entered	213	38	12	178	2	106	19
Total Households Exited	205	31	6	150	25	96	38
Successful Housing Outcomes (#) ¹	N/A	27	3	47	17	57	538
Successful Housing Outcomes (%) ¹	N/A	87%	50%	32%	68%	59%	98%
Average Length of Shelter Stay (Days) ²	N/A	187	92	65	5	291	64
Average Length of Participation (Days) ²							
Housing Stability (Months) ²							
	DEMOGRAPHICS						
	Race/Ethnicity - Black (HoH) ⁴	71%	50%	53%	52%	57%	57%
	Race/Ethnicity - White (HoH) ⁴	24%	38%	38%	40%	38%	38%
	Race/Ethnicity - Multi-racial (HoH) ⁴	3%	6%	4%	0%	3%	2%
	Race/Ethnicity - Hispanic (HoH) ⁴	3%	6%	4%	4%	2%	1%
	Race/Ethnicity - Other (HoH) ⁴	0%	0%	3%	4%	1%	1%
	Gender - Male (HoH) ⁴	79%	94%	92%	100%	94%	91%
	Gender - Female (HoH) ⁴	21%	6%	8%	0%	6%	9%
	Gender - Other (HoH) ⁴	0%	0%	0%	0%	0%	1%
	Self Reported Disability	54%	94%	71%	56%	54%	86%
Franklin County Residents	96%	88%	79%	84%	79%	93%	

Breakdown of Successful Housing Outcomes by Program Type and Race/Ethnicity



Breakdown of Successful Housing Outcomes by Program Type and Gender



The system-wide number of veterans served increased 7% when compared to the same reporting period of the prior fiscal year (FY23 923). The number of veterans receiving homelessness prevention services increased by 44% (FY23 54), the number of veterans in emergency shelter increased by 25% (FY23 179) and the number in transitional housing decreased by 64% (FY23 69). The VOA GPD Transitional Housing program closed as of 9/30/23, decreasing the capacity of veterans programming by 40. The number of veterans served in rapid re-housing increased by 14% (FY23 246) and the number in permanent supportive housing decreased by 6% (FY23 603) when compared to prior fiscal year. The rate of Black/African American veterans served system-wide is substantially disproportionate compared to the Franklin County veteran population. From an outcomes perspective, the homelessness system has no substantial impact on these veterans.

¹ Successful outcomes measure for Street Outreach.

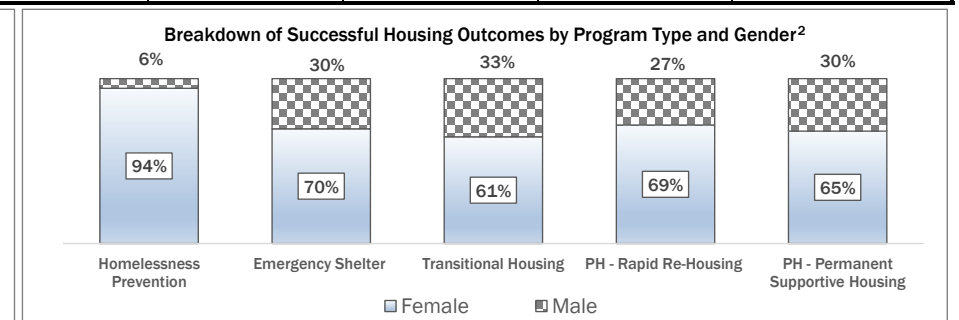
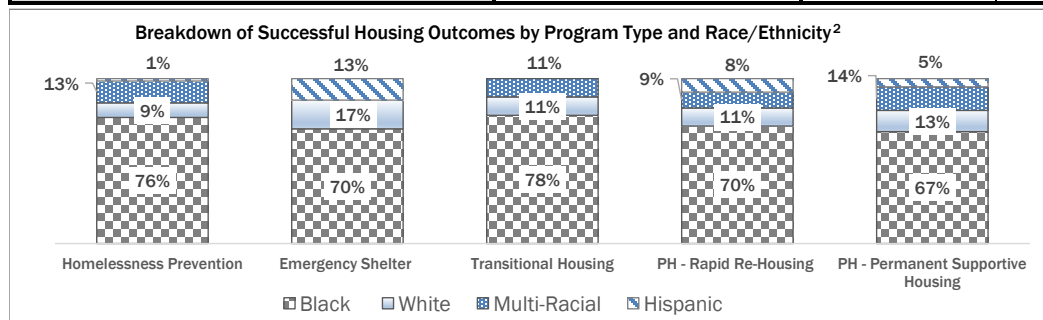
² Average Length of Shelter Stay (Days) is measured for Emergency Shelter. Average Length of Participation (Days) is measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) is measured for PH - Permanent Supportive Housing and Transitional Housing.

³ VASH vouchers are included under the PH - Permanent Supportive Housing category.

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

System and Program Indicator Report

Special Populations Served: 7/1/2023 - 12/31/2023		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 ³
Unaccompanied Youth under 18	219	0	1	214	4	0	0
Unaccompanied Youth 18-24	412	22	15	175	47	122	101
Parenting Youth Households Under 18	0	0	0	0	0	0	0
Parenting Youth Households 18-24	305	98	1	49	25	146	48
Total Pregnant Women Served	83	24	7	33	3	25	4
Total Households Served	926	120	17	433	76	268	150
Total Households Entered	524	49	14	400	15	108	25
Total Households Exited	518	78	8	373	23	104	11
Successful Housing Outcomes (#) ²	N/A	68	2	23	18	74	142
Successful Housing Outcomes (%) ²	N/A	87%	25%	14%	78%	71%	95%
Average Length of Shelter Stay (Days) ³	N/A	178	65	36	11	290	26
Average Length of Participation (Days) ³							
Housing Stability (Months) ³							
	DEMOGRAPHICS						
	Race/Ethnicity - Black (HoH) ⁴	76%	53%	61%	80%	74%	67%
	Race/Ethnicity - White (HoH) ⁴	9%	29%	22%	7%	11%	13%
	Race/Ethnicity - Multi-racial (HoH) ⁴	11%	12%	4%	7%	7%	13%
	Race/Ethnicity - Hispanic (HoH) ⁴	4%	6%	11%	7%	7%	5%
	Race/Ethnicity - Other (HoH) ⁴	0%	0%	1%	0%	1%	1%
	Gender - Female (HoH) ⁴	93%	76%	55%	70%	76%	65%
	Gender - Male (HoH) ⁴	8%	24%	43%	28%	22%	30%
	Gender - Other (HoH) ⁴	0%	0%	2%	2%	1%	5%
	Self Reported Disability	24%	71%	55%	80%	54%	93%
	Franklin County Residents	93%	100%	89%	87%	89%	97%



The number of transition age youth served increased by 10% (FY23 840) when compared to the same reporting period of the prior fiscal year. The number of youth served by homelessness prevention decreased by 20% (FY23 150), the number of youth served in PSH increased by 21% (FY23 123), and youth in rapid re-housing increased by 25% (FY23 215). The number of youth served in emergency shelters increased by 15% (FY23 378) and transitional housing remained flat at 76 youth served (FY23 75). The number of pregnant youth served systemwide decreased by 9% (FY23 91). The rate of Black/African American youth and female youth served system-wide is substantially disproportionate compared to the Franklin County population and to the Franklin County population in poverty. From an outcomes perspective, the homelessness system has no substantial impact on these youth. In addition, the high rate of homeless Black/African American underage and young adult girls shows a system failure that must be addressed with urgency.

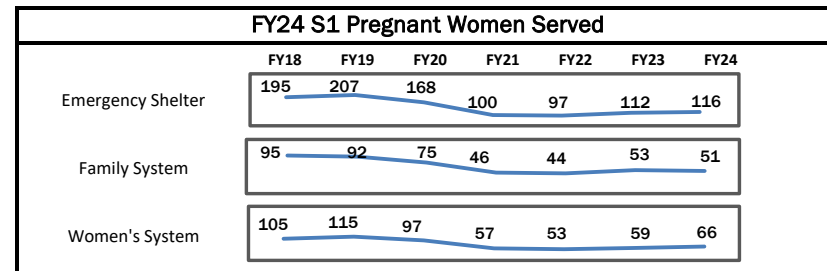
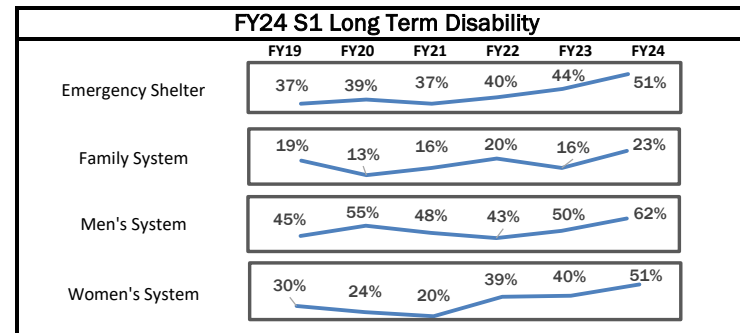
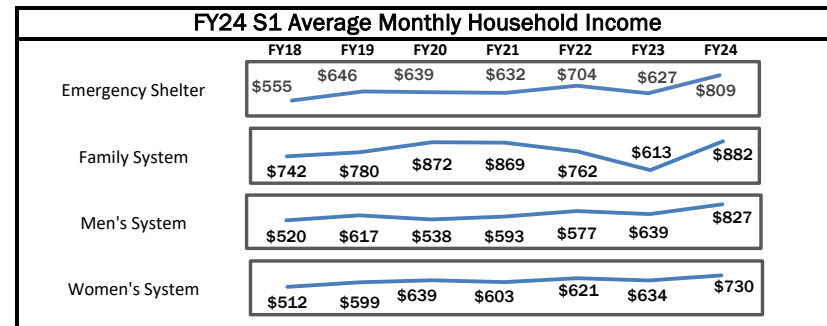
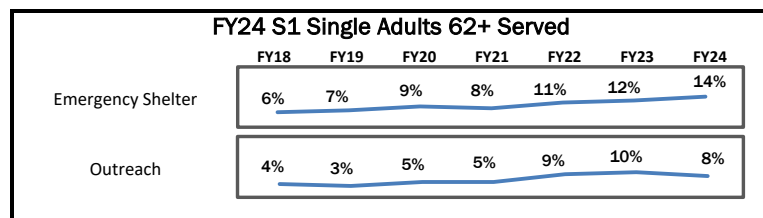
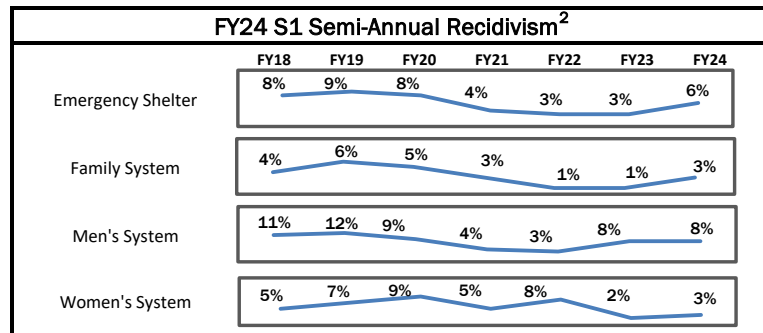
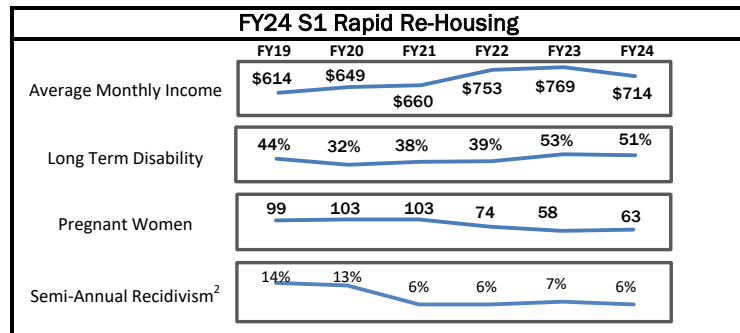
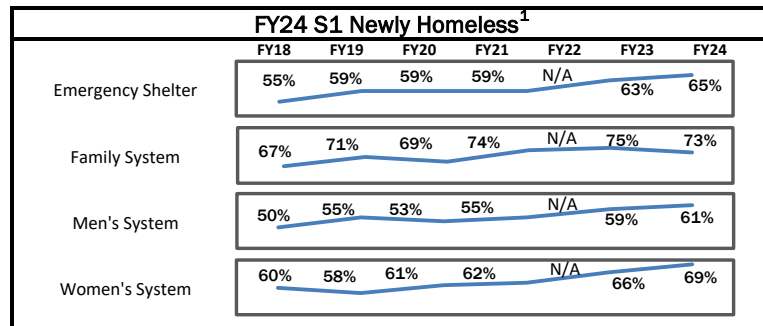
¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied/parenting youth under 18.

² Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were excluded from Emergency Shelter successful housing outcomes.

³ Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were excluded from Emergency Shelter Average Length of Stay calculation. Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention. Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

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

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2023 - 12/31/2023


¹ FY22 data not available due to system migration.

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



Community Shelter Board leads a coordinated, community effort to make sure everyone has a place to call home in Columbus and Franklin County, Ohio.

CSB was founded in 1986 on the vision that no one should be homeless in our community, for even one night. As the system leader for the prevention of and response to homelessness in Central Ohio, CSB funds and coordinates care across 17 partner agencies providing outreach, homelessness prevention, emergency shelter, and housing programs to help low-income families and single adults facing homelessness in Franklin County regain housing stability. Over the past 10 years alone, CSB's system of care has housed more than 35,000 people.

CSB is funded by the City of Columbus, the Franklin County Board of Commissioners, the U.S. Department of Housing and Urban Development, the State of Ohio, United Way of Central Ohio, The Columbus Foundation, Nationwide Foundation, American Electric Power Foundation, and many other public and private investors.