

# SYSTEM INDICATOR REPORT

FY2025 SA1  
7/1/24 - 12/31/24

**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 their goals for numbers served and successful outcomes



Briggsdale, Cassady, East 5th, Family Homes, Inglewood, Marsh Brook, North 22nd, Parsons, Safe Haven, Southpoint, Terrace, Wilson



TRA



Leasing  
TRA - EHV



Commons at Chantry



Commons at Chantry TAY, Grant, Livingston, and Third  
Van Buren Village



emergency housing  
family RRH  
family supportive housing



family shelter  
women's shelter  
single adult RRH

Franklin Station, McKinley Manor, Touchstone Place, HOME



WINGS

## TABLE OF CONTENTS

Overview .....	1
System Level Indicators	
Family Emergency Shelter .....	2
Men’s Emergency Shelter .....	3
Women’s Emergency Shelter .....	4
Emergency Shelter (Family, Men’s, & Women’s) .....	5
Prevention .....	6
Rapid Re-housing .....	7
Permanent Supportive Housing .....	8
Special Populations – Families .....	9
Special Populations – Single Adults .....	10
Special Populations – Pregnant Persons .....	11
Special Populations – Veterans .....	12
Special Populations – TAY .....	13
Trends Appendix .....	14

## Overview

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

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

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.

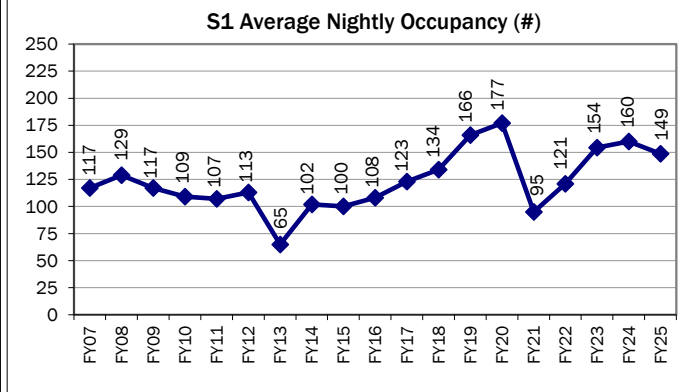
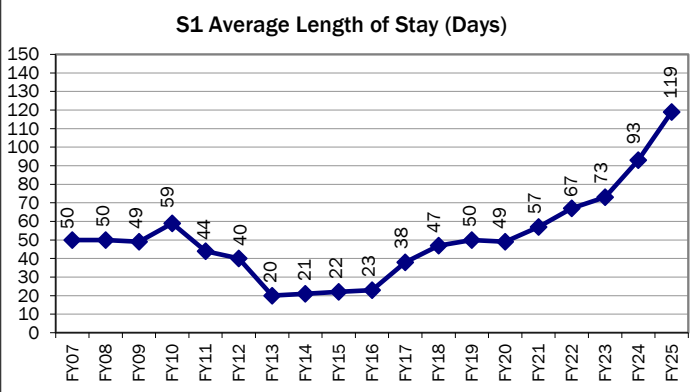
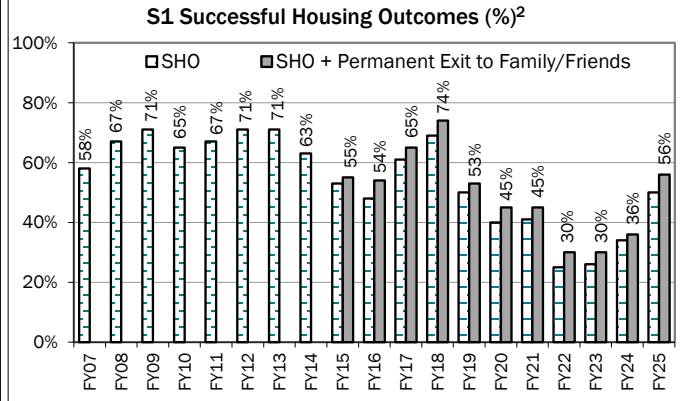
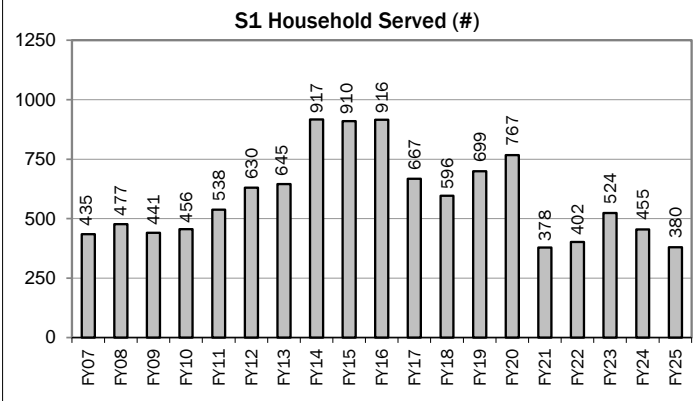
All data generated from the Homeless Management Information System (HMIS) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables.

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

# System and Program Indicator Report



FY25 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2024 - 12/31/2024	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#) <sup>5</sup>	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	475	380	√ <sup>5</sup>	114	149	75	119	≠	133	132	√	50%	56%	√



DEMOGRAPHICS	FY24 SA	S1 Δ	FY25 SA
Clients	1,589	↓	1,312
Adults	614	↓	522
Children	975	↓	791
Children 0 - 5 years	390	↓	328
Mean Family Size	3.5		3.5
Average Number of Children	2.1		2.1
Average Age (HoH)	34		35
Percent Newly Homeless	73%	↑	82%
Recidivism <sup>3</sup>	3%		2%
Single Adult Female Led Households	-		60%
Single Adult Male Led Households	-		5%
Multi Adult Households	-		35%
Average Monthly Household Income	\$882	↑	\$912
Percent Working at Entry	35%		35%
Percent of Households with No Income	50%	↓	44%
Average Monthly Income for Households with Income	\$1,768		\$1,635
Race/Ethnicity - Black (HoH) <sup>4</sup>	70%	↓	64%
Race/Ethnicity - White (HoH) <sup>4</sup>	18%		20%
Race/Ethnicity - Multi-Racial (HoH) <sup>4</sup>	5%		7%
Race/Ethnicity - Hispanic (HoH) <sup>4</sup>	6%		8%
Race/Ethnicity - Other (HoH) <sup>4</sup>	0%		1%
Adults 18 - 24 years (HoH)	13%	↓	11%
Children 0 - 2 years <sup>4</sup>	21%		20%
Children 3 - 7 years <sup>4</sup>	33%		35%
Children 8 - 12 years <sup>4</sup>	28%		27%
Children 13 - 17 years <sup>4</sup>	18%		19%
Pregnant	51	↓	27
Veterans (U.S. Military)	4		2
Self-Reported Disability (HoH)	36%		36%
Franklin County Residents	84%		85%

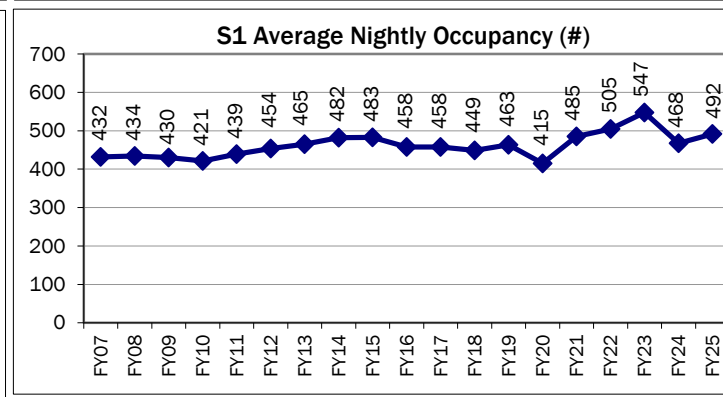
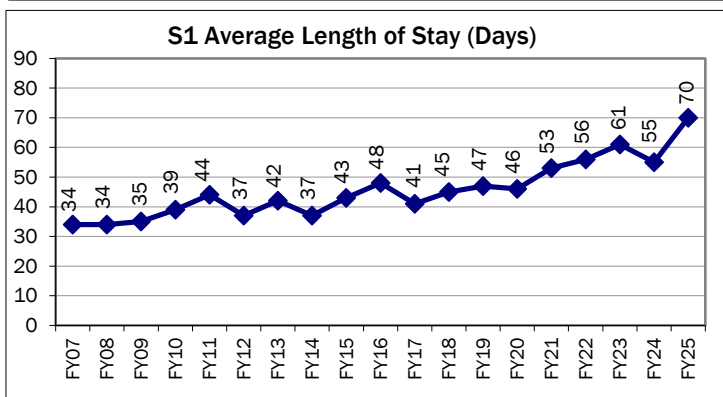
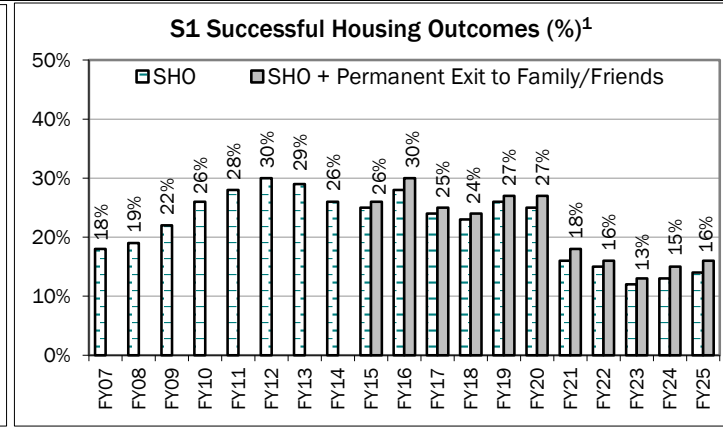
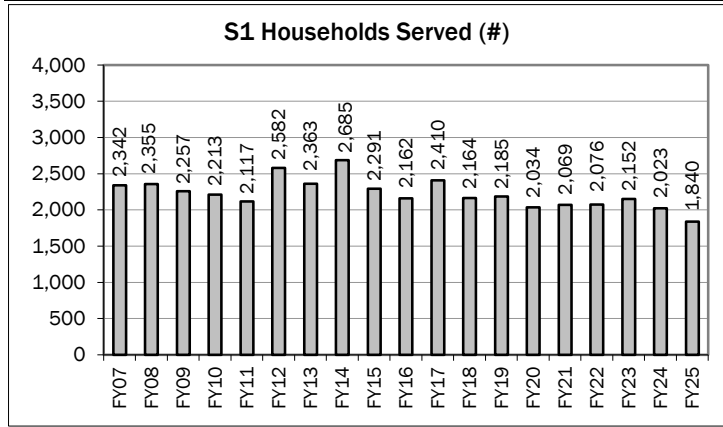
During the first six months of FY25, we saw a large increase in average length of stay when compared to the same period of the prior fiscal year (from 93 to 119 days). This represents an all-time high and continues a trend dating back to FY21. It is driven by a lack of available safe, decent, affordable housing that is making it very difficult to successfully move families out of shelter quickly. However, the success rate at exit increased significantly, from 36% a year ago and 30% two years ago to 56% currently, due to improved use of rapid re-housing resources. When compared to the same period of the prior fiscal year 16% less households needed shelter, a positive development, and the number of pregnant individuals fell from 51 to 27. This shows the success of prevention efforts targeting expectant mothers. 82% of families has no shelter contact in the last 2 years, a significant increase in the newly homeless rate, and 11% of families (42) had more than one shelter stay during the timeframe. For the first time, we have broken down households into single male led households, single female led households, and multiple adult households to better capture the nature of the families served. An additional 202 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.

<sup>1</sup> Overflow capacity is not included. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families.  
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.  
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.  
<sup>4</sup> Due to rounding percentages do not add up to 100%.  
<sup>5</sup> System served all families in need of shelter. Successful Housing Outcomes goal recalculated based on number served.

# System and Program Indicator Report



FY25 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2024 - 12/31/2024	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,950	1,840	√	427	492	70	70	√	426	179	≠	28%	16%	≠



DEMOGRAPHICS	FY24 SA	S1 Δ	FY25 SA
Men as a percent of total single adults served	70%		67%
Percent Newly Homeless	61%		61%
Recidivism <sup>4</sup>	8%	↓	3%
Average Age	46		46
Veterans (U.S. Military)	203		205
Veterans % of all adults	10%		11%
Percent of Households With No Income	46%	↑	52%
Percent Working at Entry	27%	↓	23%
Average Monthly Household Income	\$827	↓	\$719
Average Monthly Income for Households with Income	\$1,517		\$1,523
Average Daily Waitlist Number	N/A <sup>5</sup>		264
Race/Ethnicity - Black (HoH)	59%	↑	61%
Race/Ethnicity - White (HoH)	29%		28%
Race/Ethnicity - Multi-racial (HoH)	4%		4%
Race/Ethnicity - Hispanic (HoH)	6%		5%
Race/Ethnicity - Other (HoH)	2%		2%
Adults 18 - 24 years <sup>3</sup>	5%		5%
Adults 25 - 34 years <sup>3</sup>	21%		21%
Adults 35 - 44 years <sup>3</sup>	22%		21%
Adults 45 - 55 years <sup>3</sup>	24%		24%
Adults 56 - 61 years <sup>3</sup>	14%		15%
Adults 62+ years <sup>3</sup>	15%		14%
Self-Reported Disability (HoH)	67%		64%
Franklin County Residents	83%	↑	88%

During the first six months of FY25, the average length of stay increased significantly when compared to the same reporting period of the previous fiscal year (from 55 to 70 days). However, this was down from the 83 day average we saw in quarter one. Because of the increased length of stay coupled with fixed capacity, the number of single men sheltered decreased 9% when compared to the prior fiscal year and an average of 264 men were on the waitlist before the opening of winter overflow. The average length of stay and waitlist numbers are at all-time highs and the number served is at an all-time low. These numbers are driven by a lack of available safe, decent, affordable housing that is making it very difficult to successfully move individuals out of shelter quickly. Compared to a year ago, less men were working and more men had no income. This indicates that prevention services are stopping the less vulnerable population from becoming homeless. 40% of men (728) had multiple stays in shelter during the timeframe.

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

<sup>2</sup> Overflow capacity is not included. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23.

<sup>3</sup> Due to rounding percentages may not add up to 100%.

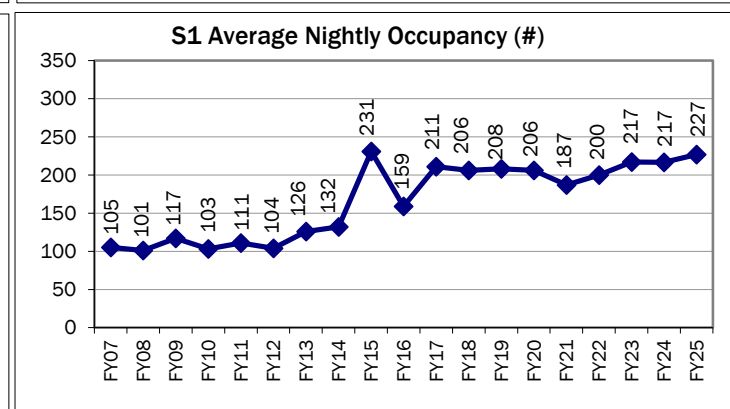
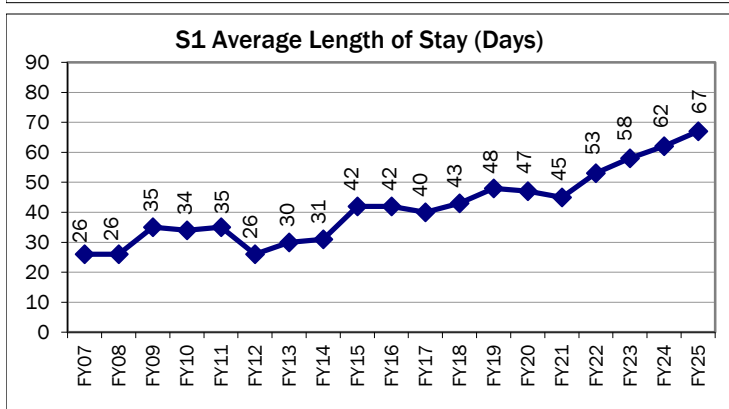
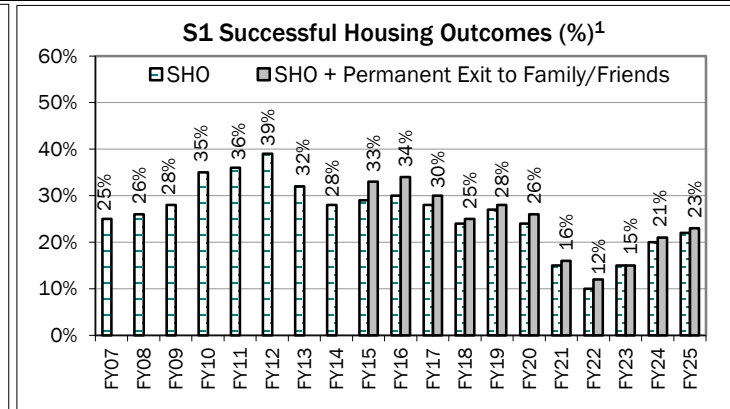
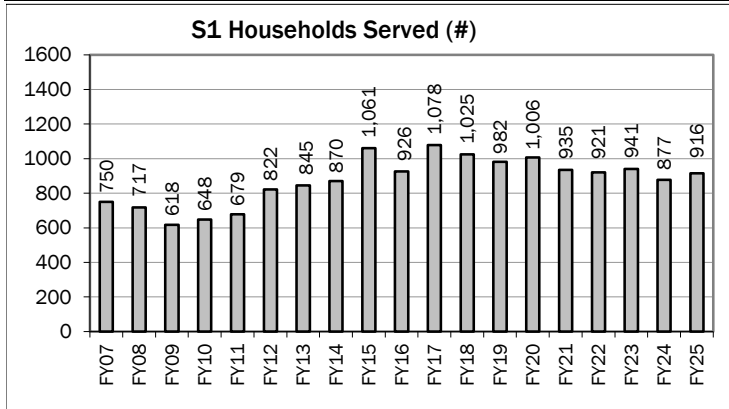
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.

<sup>5</sup> The average daily waitlist number could not be accurately reported for the FY24 S1 evaluation period.

# System and Program Indicator Report



FY25 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2024 - 12/31/2024	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	850	916	√	208	227	70	67	√	180	134	≠	28%	23%	√



DEMOGRAPHICS	FY24 SA	S1 Δ	FY25 SA
Women as a percent of total single adults served	30%	↑	33%
Percent Newly Homeless	69%	↓	66%
Recidivism <sup>5</sup>	3%	↑	11%
Average Age	45		44
Percent of Households With No Income	43%	↑	46%
Percent Working at Entry	23%	↓	20%
Average Monthly Household Income	\$730		\$734
Average Monthly Income for Households with Income	\$1,291		\$1,359
Average Daily Waitlist Number	N/A <sup>4</sup>		132
Race/Ethnicity - Black (HoH) <sup>5</sup>	54%	↓	51%
Race/Ethnicity - White (HoH) <sup>5</sup>	34%		39%
Race/Ethnicity - Multi-racial (HoH) <sup>5</sup>	7%		5%
Race/Ethnicity - Hispanic (HoH) <sup>5</sup>	4%		3%
Race/Ethnicity - Other (HoH) <sup>5</sup>	1%		1%
Adults 18 - 24 years	9%		8%
Adults 25 - 34 years	21%		20%
Adults 35 - 44 years	22%		24%
Adults 45 - 55 years	23%		26%
Adults 56 - 61 years	13%		11%
Adults 62+ years	12%		11%
Pregnant	66	↓	48
Veterans (U.S. Military)	16	↓	8
Self-Reported Disability (HoH)	73%		73%
Franklin County Residents	84%		85%

During the first six months of FY25, the average length of stay increased when compared to the same reporting period of the previous fiscal year (from 62 to 67 days). This represents an all-time high and continues a trend dating back to FY22. However, this was down from the 82 day average we saw in quarter one. As a result, the waitlist had an average of 132 women on it, the highest level recorded historically, before the opening of winter overflow. The number of single women sheltered increased 4% when compared to the same reporting period of the previous year. The success rate at exit increased 2 percentage points, continuing to improve since bottoming out in FY22, but remaining below long-term norms. The number of pregnant women served decreased by 27% compared to the same reporting period in FY24 (66) and the rate of women working at entry fell from 23% to 20%. Both of these numbers reflect improved prevention efforts. 36% of women (327) had multiple stays in shelter during the timeframe.

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

<sup>2</sup> Overflow capacity is not included. Additional overflow capacity opened as of 11/08/23. Additional warming center capacity opened as of 12/1/23.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.

<sup>4</sup> The average daily waitlist number could not be accurately reported for the FY24 S1 evaluation period.

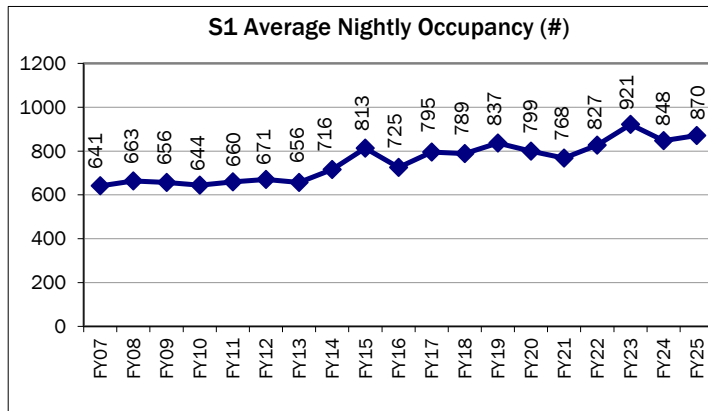
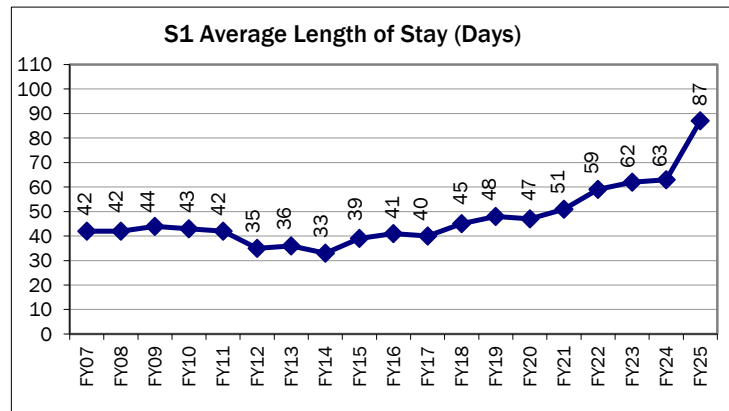
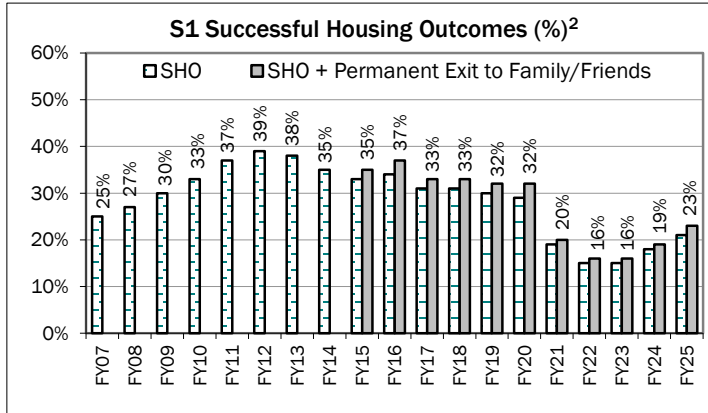
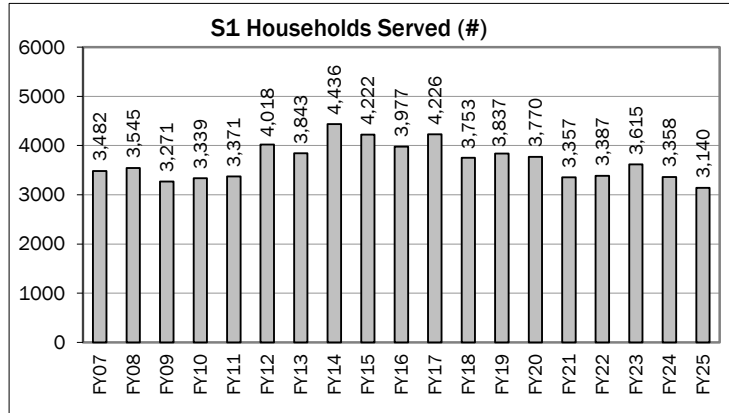
<sup>5</sup> Due to rounding percentages may not add up to 100%.



# System and Program Indicator Report



FY25 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2024 - 12/31/2024	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System <sup>1</sup>	3,400	3,140	√	749	870	72	87	≠	795	372	≠	30%	23%	≠



DEMOGRAPHICS	FY24 SA	S1 Δ	FY25 SA
Clients Served	4,498	↓	4,076
Adults Served	3,523		3,286
Children Served	975		791
Average Age (HoH)	44		44
Percent Newly homeless	65%		65%
Recidivism <sup>5</sup>	6%		5%
Single Adult Males/Male Led Households	-		59%
Single Adult Females/Female Led Households	-		36%
Other Gender Led Households	-		<1%
Multi Adult Households	-		5%
Percent of Households With No Income	46%	↑	49%
Percent Working at Entry	25%	↓	21%
Average Monthly Household Income	\$809	↓	\$758
Average Monthly Income for Households with Income	\$1,497		\$1,496
Average Daily Waitlist Number	N/A <sup>4</sup>		396
Race/Ethnicity - Black (HoH)	59%		58%
Race/Ethnicity - White (HoH)	29%		30%
Race/Ethnicity - Multi-racial (HoH)	5%		5%
Race/Ethnicity - Hispanic (HoH)	5%		5%
Race/Ethnicity - Other (HoH)	2%		2%
Adults 18-24 years (HoH)	7%		7%
Veterans (U.S. Military) served	224	↓	215
Veterans % of all adults	6%		7%
Pregnant Women Served	115	↓	75
Self-Reported Long Term Disability (HoH)	64%	↓	61%
Franklin County Residents	83%	↑	86%

During the first six months of FY25, we saw a 24-day increase in average length of stay when compared to the same period of the prior fiscal year (from 63 to 87 days). This represents an all-time high and continues a trend dating back to FY21. A lack of available safe, decent, affordable housing is driving a similar trend across all system components. The number served by the system decreased 6% when compared to the same reporting period of the prior fiscal year due to the long lengths of stays combined with fixed capacity. The successful housing outcome rate increased 4 percentage points to 23% as all system components showed improvement. The system served 9 less (4% decrease) veterans and 40 less (35% decrease) pregnant women when compared to the same reporting period of the previous year (224, 116), reflecting improved prevention efforts. With the opening of warming centers, eight couple households are included in the total number served.

<sup>1</sup> 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 3,537; total pregnant women is 81. Additional overflow capacity opened as of 11/18/24 and Warming Center capacity opened as of 12/1/24.

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

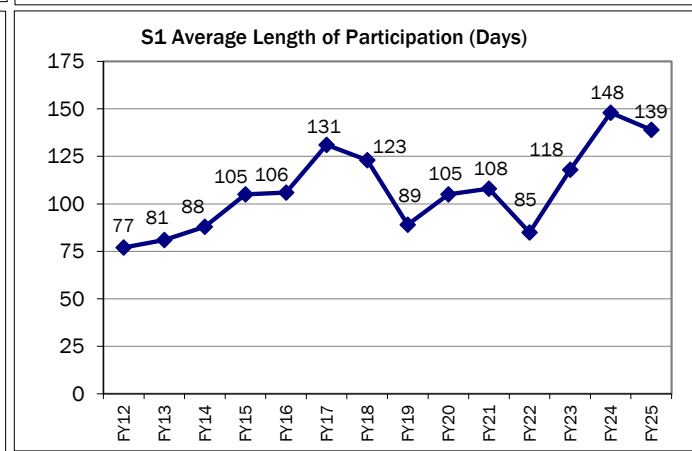
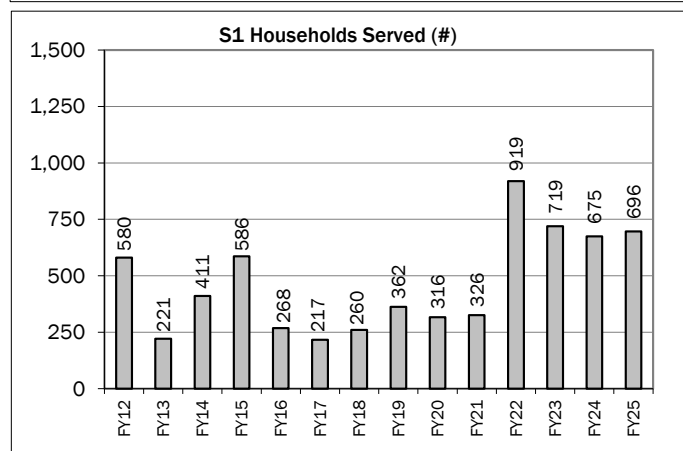
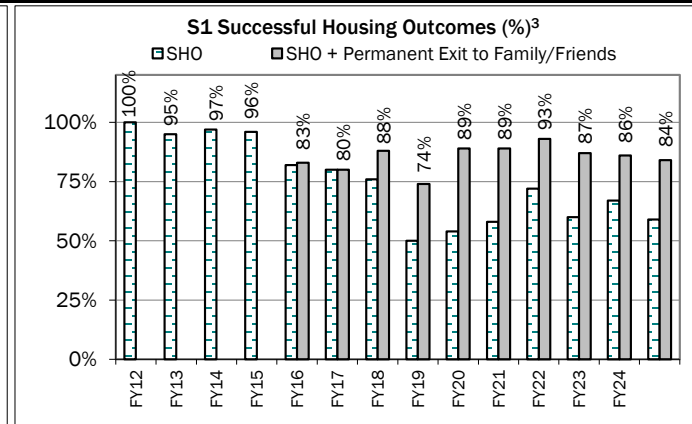
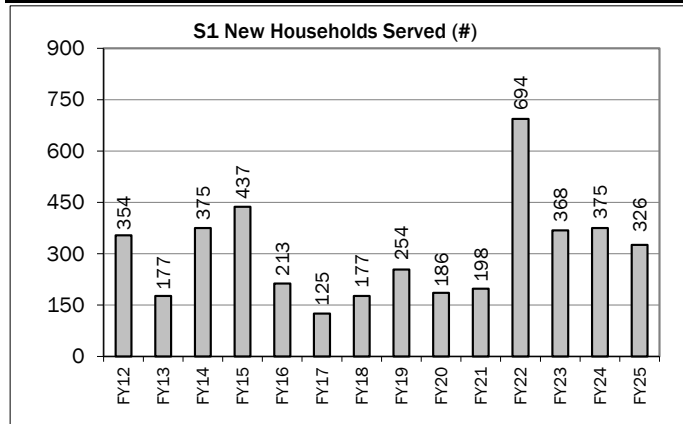
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.

<sup>4</sup> The average daily waitlist number could not be accurately reported for the FY24 S1 evaluation period.

# System and Program Indicator Report



FY25 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
7/1/2024 - 12/31/2024	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	443	326	≠	723	696	√	150	139	√	388	340	≠	85%	84%	√



DEMOGRAPHICS	FY24 SA	S1 Δ	FY25 SA
Clients	2,090		2,010
Adults	788		800
Children	1,302		1,210
Recidivism <sup>4</sup>	6%	↓	4%
Average Age (HoH)	35		36
Single Adult Females/Female Led Households	-		67%
Single Adult Males/Male Led Households	-		17%
Other Gender Led Households	-		1%
Multi Adult Households	-		15%
Veterans (U.S. Military)	78	↑	124
Veterans % of all adults	10%	↑	15%
Percent of Households With No Income	37%	↓	34%
Percent Working at Entry	45%		46%
Average Monthly Household Income	\$1,003	↑	\$1,098
Average Monthly Income for Households with Income	\$1,600		\$1,666
Race/Ethnicity - Black (HoH) <sup>5</sup>	75%	↓	73%
Race/Ethnicity - White (HoH) <sup>5</sup>	16%		17%
Race/Ethnicity - Multi-racial (HoH) <sup>5</sup>	5%		5%
Race/Ethnicity - Hispanic (HoH) <sup>5</sup>	3%		3%
Race/Ethnicity - Other (HoH)	-		1%
Mean Family Size <sup>2</sup>	3.5		3.5
Average Number of Children <sup>2</sup>	2.3		2.4
Adults 18 - 24 years (HoH) <sup>5</sup>	19%	↓	16%
Adults 25 - 34 years (HoH) <sup>5</sup>	43%		42%
Adults 35 - 44 years (HoH) <sup>5</sup>	22%		22%
Adults 45 - 55 years (HoH) <sup>5</sup>	10%		11%
Adults 56 - 61 years (HoH) <sup>5</sup>	2%		3%
Adults 62+ years (HoH) <sup>5</sup>	4%		5%
Self-reported Disability (HoH)	28%		27%
Pregnant	66	↓	52

When compared to the same reporting period of the prior fiscal year, the prevention system operated similarly during the first six months of FY25. The number of households served increased slightly and the average length of participation in the program decreased 9 days to 139. However, significantly less new households than projected were served. At exit, 59% of households are stable in their own housing and 25% decided to permanently move in with family/friends. The number of veterans served increased by 45 (58%), reflecting better use of veteran resources when compared to same reporting period of FY24 (64). The number of pregnant persons served decreased by 14 (21%) due in part to the closing of a prevention program dedicated to pregnant women. However, the number of pregnant individuals entering shelter decreased, so the prevention efforts were successful. Less households entered prevention with no income, reflecting better targeting of resources. For the first time, we have broken down households into single male led households, single female led households, other gender led households, and multiple adult households to better capture the nature of the clients served.

<sup>1</sup> System includes Gladden Community House prevention programs, Home for Families prevention programs, and VOAIO SSVF program for veterans.

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

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

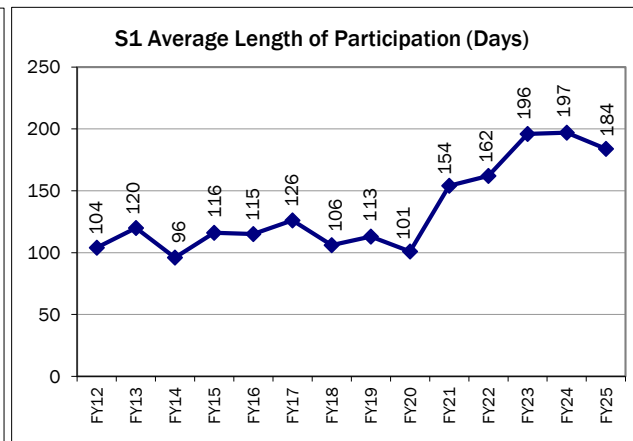
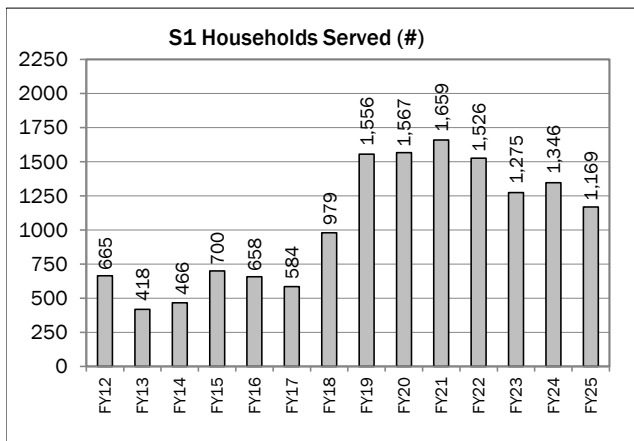
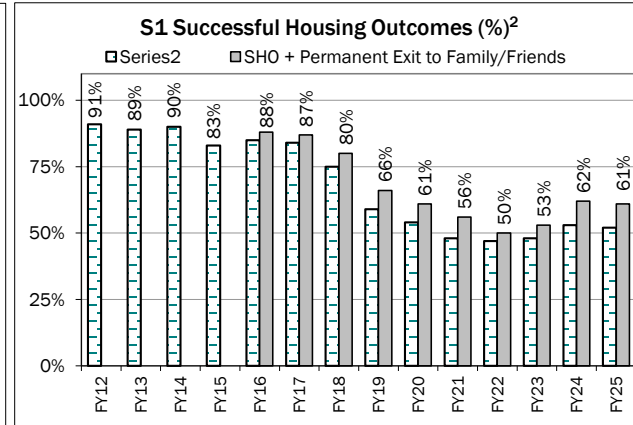
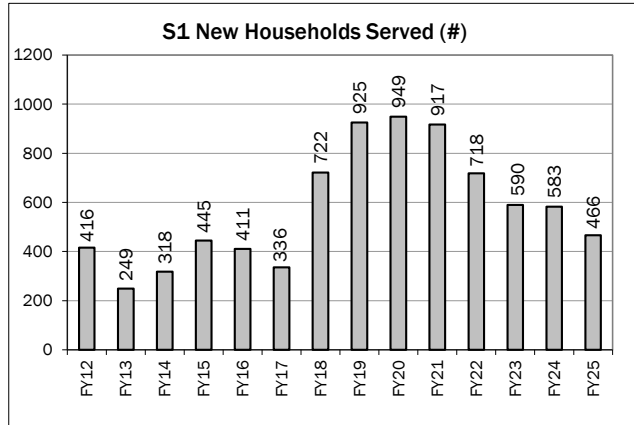
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/23 - 12/31/23.

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

# System and Program Indicator Report



FY25 Rapid Re-Housing	New Households Served		Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>2</sup>						
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2024 - 12/31/2024															
Rapid Re-Housing System <sup>1</sup>	385	466	√	962	1,169	√	240	184	√	215	291	√	60%	61%	√
Single Adults <sup>3</sup>	-	346	-	-	823	-	-	172	-	-	187	-	-	55%	-
Families <sup>3</sup>	-	120	-	-	346	-	-	210	-	-	104	-	-	72%	-



DEMOGRAPHICS	FY24 SA Family	S1 Δ	FY25 SA Family	FY24 SA Single Adults	S1 Δ	FY25 SA Single Adults <sup>3</sup>
Clients	1,462	↓	1,171	924	↓	832
Adults	528		417	924		832
Children	935		754	-		-
Recidivism <sup>4</sup>	3%	↓	1%	8%	↓	6%
Average Age (HoH)	31		32	47		46
Single Adult Males/Male Led Households <sup>5</sup>	-		4%	70%		60%
Single Adult Females/Female Led Households <sup>5</sup>	-		76%	29%	↑	39%
Other Gender Led Households <sup>5</sup>	-		0%	1%		1%
Multi Adult Households <sup>5</sup>	-		20%	-		1%
Veterans (U.S. Military)	7		9	273	↓	263
Veterans % of all adults	1%		2%	30%		32%
Percent of Households With No Income	55%	↓	33%	47%		46%
Percent Working at Entry	31%	↑	35%	22%		22%
Average Monthly Household Income	\$685		\$666	\$729		\$723
Average Monthly Income for Households with Income	\$1,504		\$1,382	\$1,378		\$1,369
Race/Ethnicity - Black (HoH) <sup>5</sup>	74%		73%	60%		60%
Race/Ethnicity - White (HoH) <sup>5</sup>	14%		14%	30%		29%
Race/Ethnicity - Multi-racial (HoH) <sup>5</sup>	6%		6%	5%		4%
Race/Ethnicity - Hispanic (HoH) <sup>5</sup>	5%		5%	4%		4%
Race/Ethnicity - Other (HoH) <sup>5</sup>	1%		1%	1%		2%
Mean Family Size	3.3		3.4	-		-
Average Number of Children	2.1		2.2	-		-
Adults 18 - 24 years (HoH)	35%	↓	32%	13%	↑	17%
Adults 25 - 34 years (HoH)	36%		37%	13%		12%
Adults 35 - 44 years (HoH)	24%		23%	16%		17%
Adults 45 - 55 years (HoH)	4%		7%	23%		22%
Adults 56 - 61 years (HoH)	1%		1%	15%		13%
Adults 62+ years (HoH)	0%		0%	20%		19%
Self-reported Disability (HoH)	45%		47%	76%	↓	67%
Pregnant	40	↓	36	24	↓	13

During the first six months of FY25, the number served decreased 13% when compared to the same reporting period of the previous year. At 1169 households served, this was the lowest figure since FY18. The goal was met however, as it was set to reflect the difficult housing environment and increased target length of participation. Substantially more family households (71%) had income than during the same reporting period of the previous year (46%), reflecting a change in targeting and contributing to a high 72% success rate (FY24 68%). In contrast, single adults saw little change in income/targeting and a decreased success rate (down from 59% in FY24 to 55% currently). The self-reported disability rate decreased to 67% for single adults (FY24 76%) reflecting better targeting. The number of veterans served (272) decreased 3% and the number of pregnant women served (49) decreased when compared to the same reporting period of the prior fiscal year (280, 64). This is a positive develop as homelessness prevention is the goal for both populations.

<sup>1</sup> System includes HFF Rapid Re-housing programs, VOAOL Rapid Re-housing, YMCA Rapid Re-housing programs, YWCA Rapid Re-housing program, Homefull Rapid Re-housing program, LSS SSVF program, and VOAOL SSVF program.

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

<sup>3</sup> No outcome goals are set by subpopulation. Households with only adults are included in the single adult population.

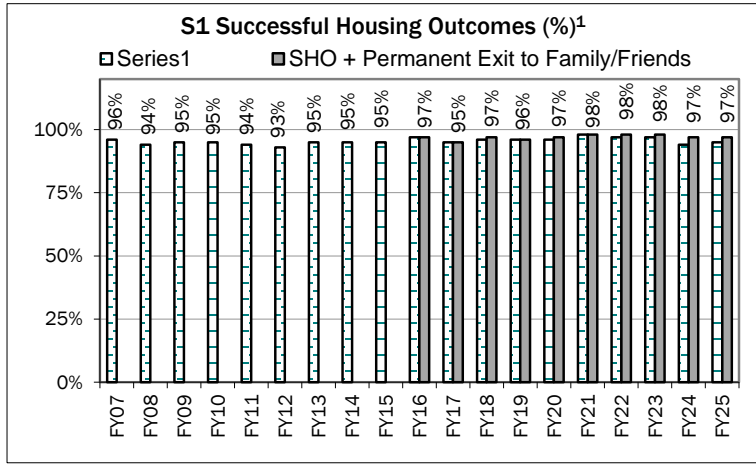
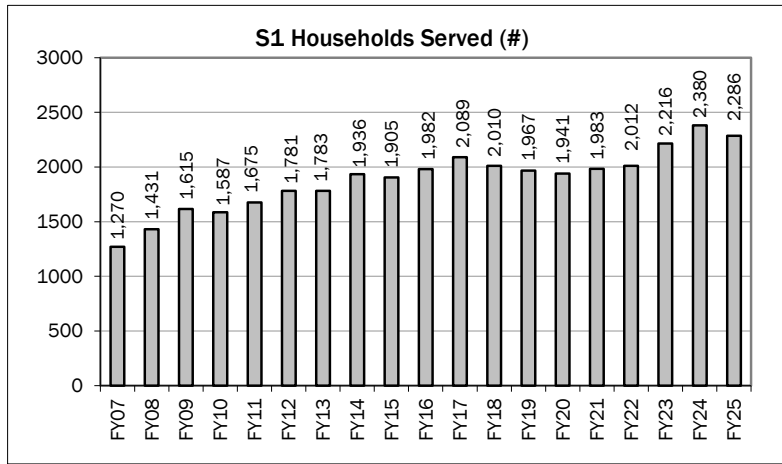
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 1/1/2024 - 06/30/2024.

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

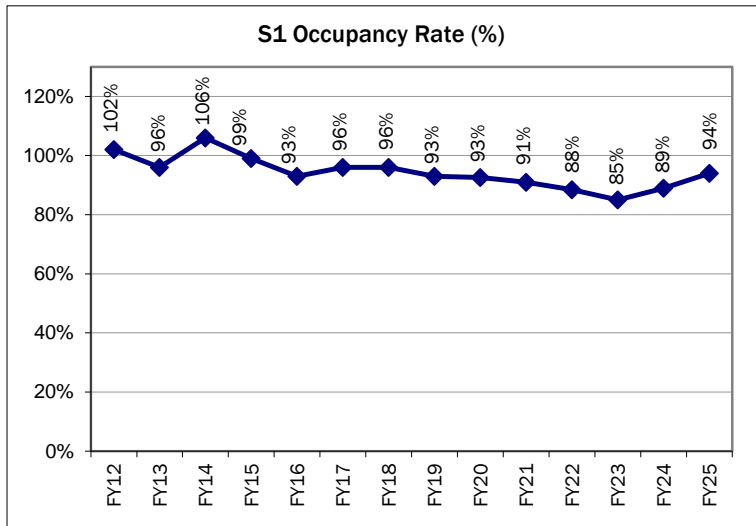
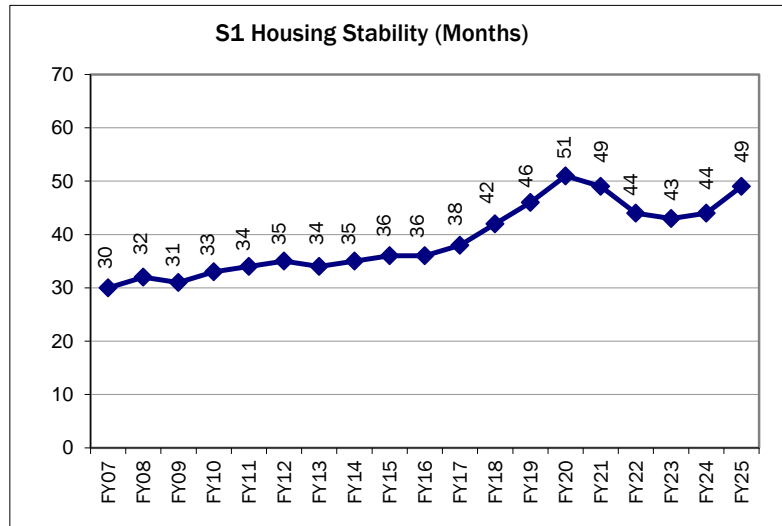
# System and Program Indicator Report



FY25 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2024 - 12/31/2024															
Total PSH System	2,600	2,286	≠	95%	94%	√	24	49	√	2,470	2,195	≠	95%	97%	√

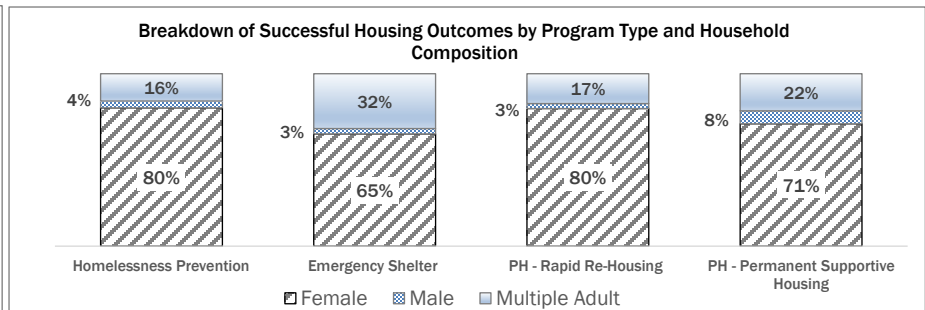
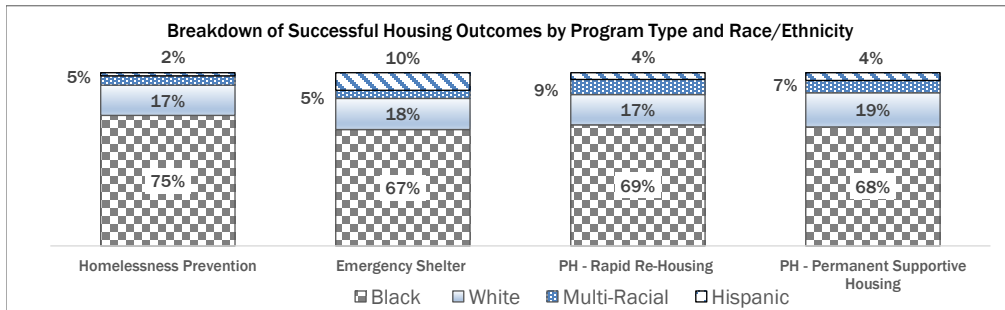


The system had a 4% decrease in numbers served due to decreased capacity from lost EHV vouchers combined with new capacity not becoming available as quickly as planned. The occupancy rate increased by 5 percentage points to 94%. The system remains slightly below capacity due to difficulty filling scattered sites vouchers, but is improving and is now inline with expectations. The current capacity of Permanent Supportive Housing units in HMIS and reported on here is 2,299. VA VASH voucher capacity of 377 is not included.



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

Special Populations Served: 7/1/2024 - 12/31/2024		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing <sup>3</sup>	PH - Permanent Supportive Housing
Youth Households (18 - 24)	223	67	0	24	15	89	65
Pregnant Youth Households (18 - 24)	39	11	0	6	2	19	5
Households (25+)	1,122	400	5	328	1	221	315
Pregnant Households (25+)	75	37	0	21	0	18	8
Total Households Served (#)	1,437	514	5	375	18	346	391
Total Households Entered	498	257	3	219	5	119	17
Total Households Exited	599	329	1	233	4	144	14
Successful Housing Outcomes (#) <sup>1</sup>	N/A	278	1	129	3	104	386
Successful Housing Outcomes (%) <sup>1</sup>	N/A	84%	100%	55%	75%	72%	99%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A						
Average Length of Participation (Days) <sup>2</sup>	N/A	115	176	119	8	210	45
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
	Race/Ethnicity - Black (HoH) <sup>4</sup>	75%	80%	64%	89%	73%	68%
	Race/Ethnicity - White (HoH) <sup>4</sup>	16%	20%	19%	6%	14%	19%
	Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>	4%	0%	7%	6%	6%	7%
	Race/Ethnicity - Hispanic (HoH) <sup>4</sup>	4%	0%	8%	0%	5%	4%
	Race/Ethnicity - Other (HoH) <sup>4</sup>	1%	0%	1%	0%	1%	2%
	Single Adult Female Led Households	79%	60%	60%	83%	76%	76%
	Single Adult Male Led Households	4%	20%	5%	6%	4%	4%
	Multi Adult Households	17%	20%	35%	11%	20%	20%
	Self Reported Disability	25%	100%	37%	61%	46%	95%
	Franklin County Residents	90%	100%	85%	94%	88%	94%



The system-wide number of families served decreased by 7% (FY24 1,544) when compared to the same reporting period of the prior fiscal year. The number of families receiving homelessness prevention services decreased by 9% (FY24 564) and the rate of families in emergency shelter decreased by 17% (FY24 454) during the same timeframe. The number of families in permanent supportive housing increased by 13% (FY24 347). The length of time families spent in emergency shelter increased significantly by 26 days to an average of 119 days, when compared to FY24 (93). 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 did not substantially address these disparities.

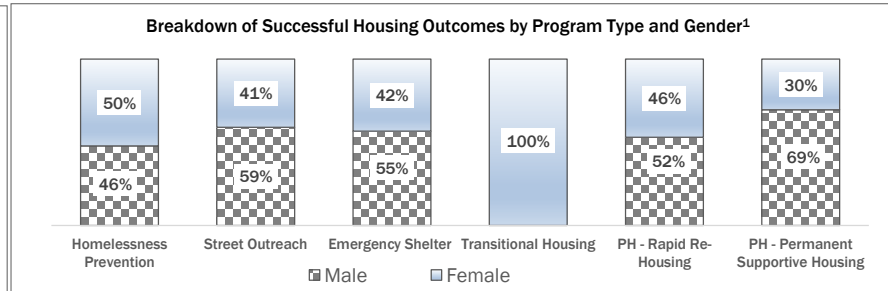
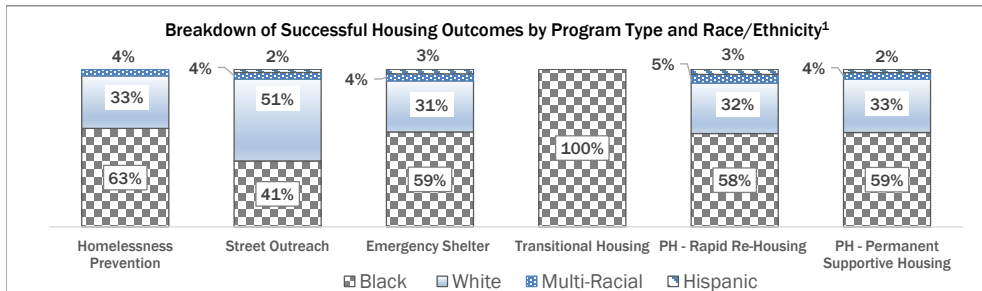
<sup>1</sup> Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.

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

<sup>3</sup> PH - Rapid Re-Housing households without children were excluded from totals.

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

Special Populations Served: 7/1/2024 - 12/31/2024		Single Adults Served by Program Type					
Single Adults	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing <sup>3</sup>	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	17	0	10	0	8	0	0
Pregnant Unaccompanied Youth under 18	6	0	2	6	0	0	0
Household with Children only under 18	2	0	0	0	2	0	0
Unaccompanied Youth (18 -24)	414	25	28	152	52	132	85
Pregnant Unaccompanied Youth (18 -24)	24	2	0	16	2	4	3
Households without Children (18 - 24)	1	1	0	0	0	0	0
Pregnant Households without Children (25+)	2	1	0	0	0	0	1
Single Adult (25+)	5,129	138	426	2,562	0	673	2,036
Pregnant Single Adult (25+)	42	1	6	32	0	8	2
Households without Children (25+)	136	14	2	22	0	6	96
Total Households Served (#)	5,732	182	473	2,770	64	823	2,219
Total Households Entered	2,311	69	260	2,100	24	345	81
Total Households Exited	2,094	62	240	1,752	17	337	137
Successful Housing Outcomes (#) <sup>1</sup>	N/A	48	100	321	7	187	2,125
Successful Housing Outcomes (%) <sup>1</sup>	N/A	77%	42%	18%	41%	55%	97%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A						
Average Length of Participation (Days) <sup>2</sup>	N/A	241	128	70	9	171	54
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
Race/Ethnicity - Black (HoH) <sup>2</sup>		70%	33%	57%	84%	60%	59%
Race/Ethnicity - White (HoH) <sup>2</sup>		20%	54%	31%	6%	29%	34%
Race/Ethnicity - Multi-racial (HoH) <sup>2</sup>		7%	6%	5%	5%	5%	4%
Race/Ethnicity - Hispanic (HoH) <sup>2</sup>		1%	4%	5%	5%	4%	2%
Race/Ethnicity - Other (HoH) <sup>2</sup>		2%	2%	2%	0%	2%	1%
Gender - Male (HoH) <sup>2</sup>		59%	55%	66%	31%	60%	69%
Gender - Female (HoH) <sup>2</sup>		39%	44%	33%	67%	38%	30%
Gender - Other (HoH) <sup>2</sup>		2%	1%	1%	2%	1%	1%
Self Reported Disability		38%	99%	67%	97%	67%	97%
Franklin County Residents		89%	87%	87%	94%	84%	95%



The system-wide number of single adults served **decreased by 3%** (FY24 5,894) when compared to the same reporting period of the prior fiscal year. The number of single adults in **homelessness prevention increased by 64%** while the number of single adults in decreased for the following program types: **emergency shelter by 4%** (FY24 2,889), **street outreach by 6%** (FY24 501), **rapid re-housing by 10%** (FY24 910), and the number in **permanent supportive housing decreased by 8%** (FY24 2,404). 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 did not substantially address these disparities.

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

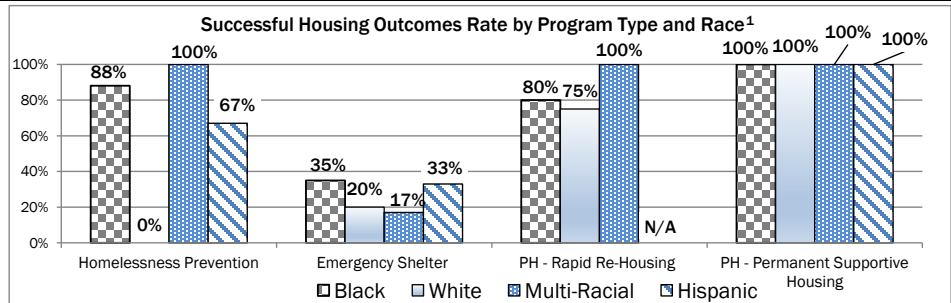
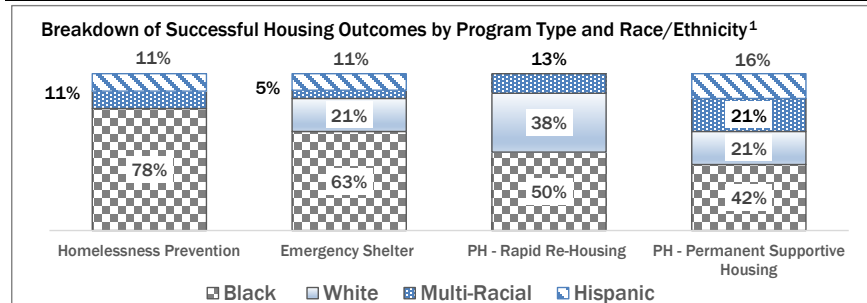
<sup>2</sup> Due to rounding, percentages may not add up to 100%.

<sup>3</sup> PH - Rapid Re-Housing households without children are included in the totals.



# System and Program Indicator Report

Special Populations Served: 7/1/2024 - 12/31/2024		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)	6	0	2	6	0	0	0
Unaccompanied Youth (18 -24)	24	2	0	16	2	4	3
Single Adults (25+)	42	1	6	32	0	8	2
Parenting Youth Households (18-24)	39	11	0	6	2	19	5
Parenting Households (25+)	75	37	0	21	0	18	8
Households without Children (25+)	2	1	0	0	0	0	1
<b>Total Households Served (#)</b>	<b>181</b>	<b>52</b>	<b>8</b>	<b>81</b>	<b>4</b>	<b>49</b>	<b>19</b>
Total Households Entered	100	20	6	65	2	27	8
Total Households Exited	88	22	6	66	0	10	1
Successful Housing Outcomes (#) <sup>1</sup>	N/A	18	2	19	N/A <sup>4</sup>	8	19
Successful Housing Outcomes (%) <sup>1</sup>	N/A	82%	33%	29%	N/A <sup>4</sup>	80%	100%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	122	98	42	N/A <sup>4</sup>	177	15
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
Race/Ethnicity - Black (HoH) <sup>3</sup>		77%	38%	54%	75%	65%	42%
Race/Ethnicity - White (HoH) <sup>3</sup>		10%	50%	26%	25%	20%	21%
Race/Ethnicity - Multi-racial (HoH) <sup>3</sup>		4%	13%	10%	0%	8%	21%
Race/Ethnicity - Hispanic (HoH) <sup>3</sup>		10%	0%	10%	0%	6%	16%
Race/Ethnicity - Other (HoH) <sup>3</sup>		0%	0%	0%	0%	0%	0%
Self Reported Disability		15%	88%	45%	75%	39%	89%
Franklin County Residents		96%	75%	90%	100%	86%	95%



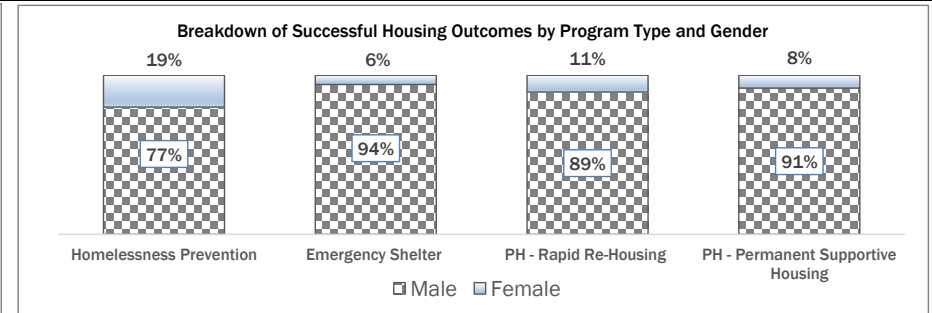
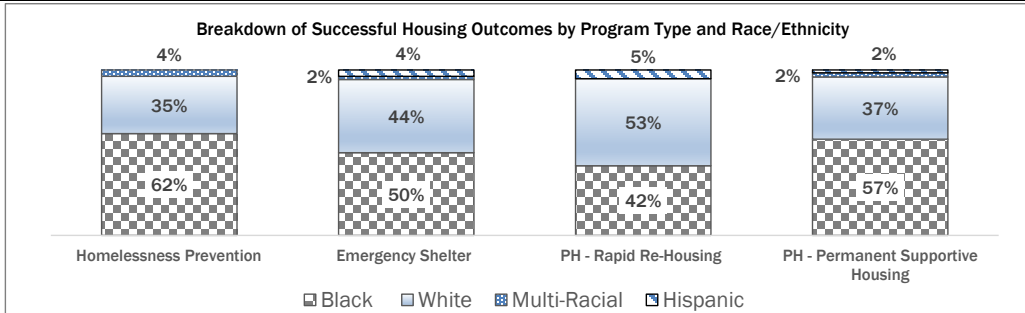
The system-wide number of pregnant women served decreased 22% (FY24 232) when compared to the same reporting period of the prior fiscal year. The number of pregnant women served decreased for the following program types: homeless prevention projects by 21% (FY24 66), emergency shelters by 30% (FY24 116), rapid re-housing by 22% (FY24 63), and street outreach by 47% (FY24 15), when compared to the same reporting period of the prior fiscal year. The number of pregnant women served increased for permanent supportive housing by 58% (FY24 12). 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 70%. From an outcomes perspective, the homelessness system did not substantially address these disparities.

<sup>1</sup> Successful outcomes measure for Street Outreach.  
<sup>2</sup> 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.  
<sup>3</sup> Due to rounding, percentages do not add up to 100%.  
<sup>4</sup> Program didn't have any household exits; unable to calculate measure.

# System and Program Indicator Report



Special Populations Served: 7/1/2024 - 12/31/2024		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing <sup>4</sup>	PH - Rapid Re-Housing	PH - Permanent Supportive Housing <sup>3</sup>
Unaccompanied Youth (18 -24)	4	2	0	3	0	0	0
Single Adults (25+)	909	103	3	210	0	263	515
Parenting Youth Households 18-24	2	1	0	0	0	9	1
Parenting Households (25+)	58	18	0	2	0	0	29
Total Households Served (#)	970	124	3	215	0	272	545
Total Households Entered	178	53	1	151	0	79	13
Total Households Exited	160	36	1	143	0	67	25
Successful Housing Outcomes (#) <sup>1</sup>	N/A	26	1	52	N/A <sup>4</sup>	38	528
Successful Housing Outcomes (%) <sup>1</sup>	N/A	72%	100%	37%	N/A <sup>4</sup>	57%	98%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>2</sup>	N/A	305	496	79	N/A <sup>4</sup>	260	70
Housing Stability (Months) <sup>2</sup>							
<b>DEMOGRAPHICS</b>							
	Race/Ethnicity - Black (HoH)	69%	100%	54%	N/A	54%	57%
	Race/Ethnicity - White (HoH)	20%	0%	37%	N/A	40%	37%
	Race/Ethnicity - Multi-racial (HoH)	7%	0%	4%	N/A	1%	3%
	Race/Ethnicity - Hispanic (HoH)	2%	0%	3%	N/A	3%	2%
	Race/Ethnicity - Other (HoH)	2%	0%	1%	N/A	1%	1%
	Gender - Male (HoH)	81%	100%	96%	N/A	94%	91%
	Gender - Female (HoH)	18%	0%	4%	N/A	6%	8%
	Gender - Other (HoH)	1%	0%	0%	N/A	0%	1%
	Self Reported Disability	63%	67%	70%	N/A	56%	86%
	Franklin County Residents	87%	67%	81%	N/A	75%	92%



The system-wide number of veterans served **decreased 2%** when compared to the same reporting period of the prior fiscal year (FY24 985). The number of veterans receiving **homelessness prevention services increased by 59%** (FY24 78), while the number of veterans serviced in the following program types decreased: **emergency shelter by 4%** (FY24 224), **rapid re-housing by 3%** (FY24 280), and the number of veterans in **permanent supportive housing decreased by 4%** (FY24 568), 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 did not substantially address these disparities.

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

<sup>2</sup> 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.

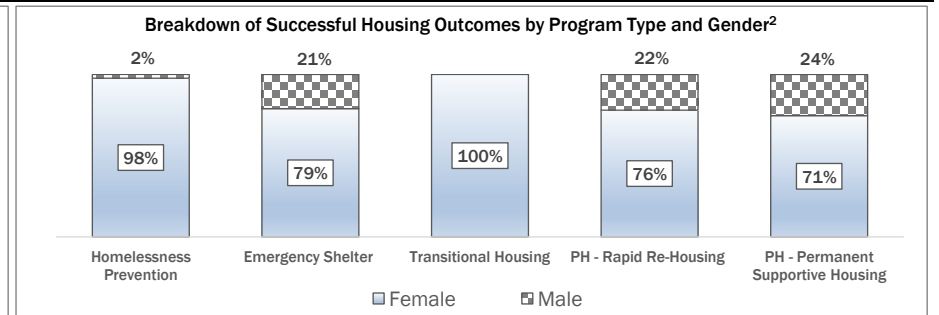
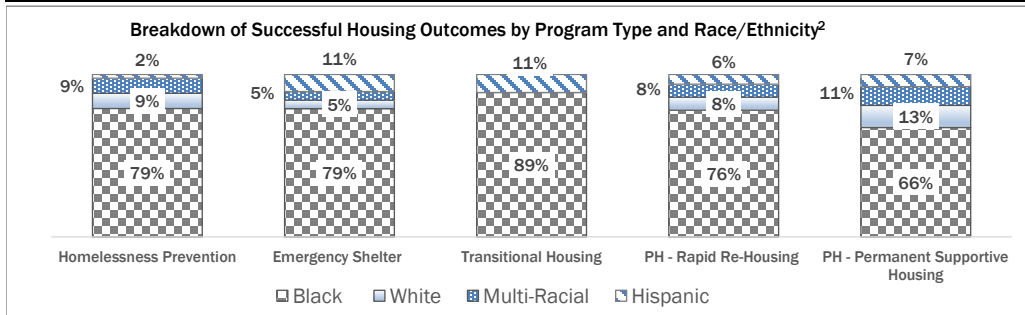
<sup>3</sup> VASH vouchers are included under the PH - Permanent Supportive Housing category.

<sup>4</sup> VOA GPD Transitional Housing program closed as of 9/30/23. Program type didn't serve any households; unable to calculate measures.

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



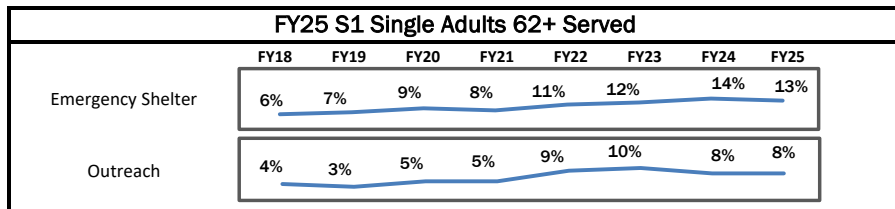
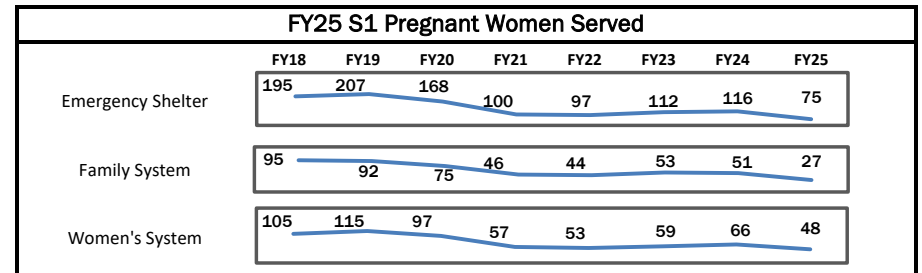
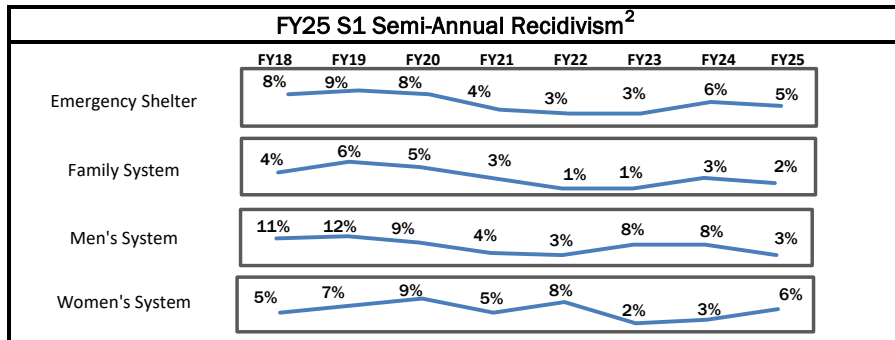
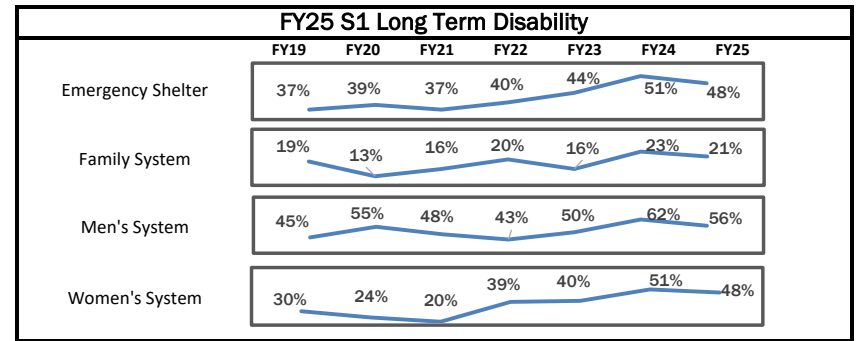
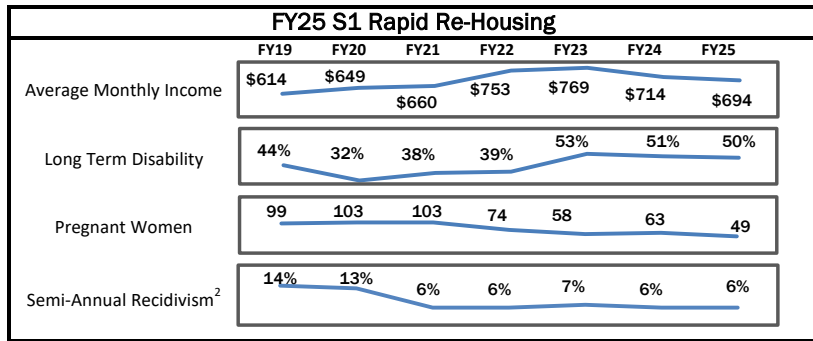
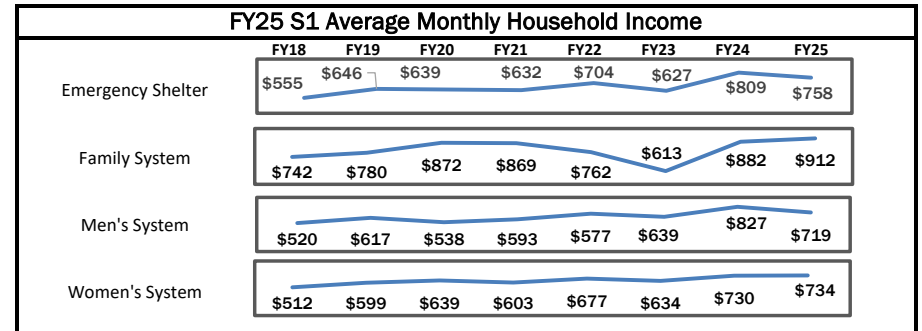
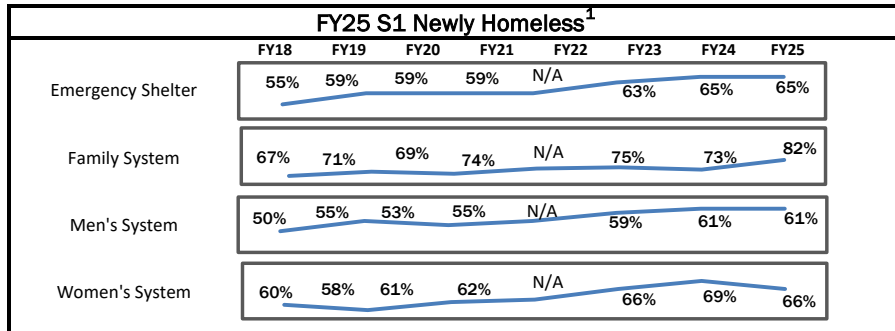
Special Populations Served: 7/1/2024 - 12/31/2024		Transition Age Youth Served by Program Type					
Transition Age Youth <sup>1</sup>	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	211	0	12	203	8	0	0
Unaccompanied Youth 18-24	433	28	28	166	54	136	87
Parenting Youth Households Under 18	2	0	0	0	2	0	0
Parenting Youth Households 18-24	257	77	0	30	17	107	70
Total Pregnant Women Served	66	13	2	28	4	23	8
Total Households Served	894	105	40	398	82	244	155
Total Households Entered	473	49	32	355	29	83	14
Total Households Exited	472	50	23	344	20	92	12
Successful Housing Outcomes (#) <sup>2</sup>	N/A	43	8	19	9	51	150
Successful Housing Outcomes (%) <sup>2</sup>	N/A	86%	35%	13%	45%	55%	97%
Average Length of Shelter Stay (Days) <sup>3</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	126	42	50	9	202	29
Housing Stability (Months) <sup>3</sup>							
<b>DEMOGRAPHICS</b>							
	Race/Ethnicity - Black (HoH) <sup>4</sup>	81%	53%	64%	85%	77%	66%
	Race/Ethnicity - White (HoH) <sup>4</sup>	8%	20%	18%	6%	9%	14%
	Race/Ethnicity - Multi-racial (HoH) <sup>4</sup>	9%	20%	8%	4%	6%	12%
	Race/Ethnicity - Hispanic (HoH) <sup>4</sup>	3%	8%	7%	5%	6%	7%
	Race/Ethnicity - Other (HoH) <sup>4</sup>	0%	0%	3%	0%	1%	2%
	Gender - Female (HoH) <sup>4</sup>	91%	65%	55%	73%	75%	70%
	Gender - Male (HoH) <sup>4</sup>	9%	33%	43%	26%	22%	25%
	Gender - Other (HoH) <sup>4</sup>	0%	3%	2%	1%	2%	6%
	Self Reported Disability	20%	63%	51%	89%	57%	98%
	Franklin County Residents	95%	90%	90%	94%	92%	96%



The number of transition age youth served decreased by 3% (FY24 926) when compared to the same reporting period of the prior fiscal year. The number of youth served decreased for following program types: homelessness prevention by 13% (FY24 120), emergency shelter by 8% (FY24 433) and rapid re-housing by 9% (FY24 268). The number of youth served increased for the following program types: PSH by 3% (FY24 150) and transitional housing by 8% (FY24 76). The number of pregnant youth served systemwide decreased by 20% (FY24 83). 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 did not substantially address these disparities. 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.

<sup>1</sup> Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied/parenting youth under 18.  
<sup>2</sup> Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were excluded from Emergency Shelter successful housing outcomes.  
<sup>3</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were 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.  
<sup>4</sup> Due to rounding, percentages do not add up to 100%

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2024 - 12/31/2024



<sup>1</sup> FY22 data not available due to system migration.

<sup>2</sup> 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.