

## [CSB PROUDLY HONORS HEROES]

We honored individuals who have made significant contributions through their work toward ending homelessness at CSB's annual awards ceremony held on October 11 at Nationwide's corporate offices.

The Hero Award is presented to those who have made significant contributions in assisting families and individuals in Central Ohio to resolve their housing crises. This year's recipients included: Renna Abdullah of The Salvation Army; Gladden Prevention Team of Gladden Community House; Sheila Prillerman of the CSB Citizens Advisory Council; Erika Clark Jones of the City of Columbus Office of Homeless & Social Services; and Marcus Salter of Lutheran Social Services – Faith Mission.



Left to Right: Ricketa Hurdle, Gladden Prevention Team; Michelle Heritage Ward, CSB; Kevin Ballard, Gladden Prevention Team; Donna Woods, Gladden Prevention Team, Sherry Syx, Gladden Prevention Team; Mardi Ciriaco, Gladden Prevention Team; Erika Clark Jones, City of Columbus Office of Homeless & Social Services; Sheila Prillerman, CSB Citizens Advisory Council; Renna Abdullah, The Salvation Army; Marcus Salter, Lutheran Social Services – Faith Mission.

## [CRISIS RESPONSE]

### Surge in Demand Continues for Emergency Shelters

Increased demand for emergency shelter continues. Our homeless system is feeling the effects of the recession and we are very concerned about these trends:

- < For the first time since 2007, we are seeing an increase in the number of families accessing shelter. We are documenting a 1,784% increase over last year's overflow usage, both in nights of shelter and associated costs. Based on current usage, we are estimating a \$140,000 cost for overflow compared to \$5,000 spent last year.
- < Prevention programs at Gladden Community House and Communities in Schools are overwhelmed with demand and using waiting lists.

We are especially concerned about what the winter overflow season will bring for single adults. Extensive planning is underway – see winter overflow article below.

Michelle Heritage Ward has visited City and County elected officials to sound the alarm about the increased demand we're seeing, and to request additional funding for prevention and rapid re-housing programs to address the increased demand for shelter. Both the City and the County have shown tremendous support and concern for safeguarding basic needs. The County awarded supplemental funding on October 12 and the City will act on our request for increased funding in January. Michelle is also briefing the United Way, the Columbus Foundation, and other private donors to request additional support. CSB's board of trustees will meet on November 9 to make funding awards and adjustments for several programs in response to the current need.

### Winter Overflow Response in Effect

Planning for the Winter Overflow seasonal shelter process is nearly complete. Lutheran Social Services Faith Mission will, once again, manage the overflow process for the men's and women's shelters. For the seasonal overflow period beginning October 15, 2010 and ending March 15, 2011, shelters will increase their normal capacity as they have in the past. An alternative site – separate from the shelters – has been identified and is in the process of development. This site will be accessed only when severe weather occurs. This site will begin operation January 1, 2011 or earlier, depending on the weather, and will provide shelter only. No case management services will be offered. Once again, it is hoped that the YWCA Family Center can be utilized to shelter women overnight when all regular system and overflow beds are full. However, the Family Center is currently experiencing an increase in its own overflow usage and unless the situation lessens, the Family Center may not be able to accommodate women until later in the overflow season. All referrals for the winter overflow will come through the Centralized Point of Access. Currently, the adult emergency shelters continue to operate at capacity.

## [RESOURCE DEVELOPMENT]

### 2010 HUD CoC application

HUD released the 2010 Continuum of Care Notice of Funds Availability (NOFA) and application on September 20. The application is due to HUD on November 18. As in previous years, CSB will lead community-wide coordination efforts for the preparation and submission of the consolidated application.

## [ADVOCACY]

### HEARTH Update

Michelle Heritage Ward and Lianna Barbu both attended a national conference about the HEARTH Act in September. The conference, *Flexible Resources, Data-Driven Solutions: Using HMIS and HEARTH to End Homelessness* was organized by HUD. The conference focused on HMIS implementation and the important changes made to HUD's McKinney-Vento Homeless Assistance Programs by the 2009 HEARTH Act. Michelle brought information back and shared details with partner agencies at the Board2Board Dialogue on October 11. The presentation is available [here](#).

## [INNOVATION]

### Rapid Re-Housing for Single Adults

Volunteers of America of Greater Ohio (VOA) is continuing development and implementation of a new rapid re-housing program. VOA in collaboration with Community Housing Network (CHN) will seek to re-house currently homeless individuals who meet HUD's definition of homeless, under the rapid re-housing section of the Homelessness Prevention and Rapid Re-housing Program (HPRP). The intent of rapid re-housing programs is to provide temporary financial assistance and services to help persons gain housing stability. Re-housing programs work with people who are already homeless to help them quickly move into rental housing.

The contracting process and the hiring of staff will be completed in time to begin implementation by November 1. VOA is in the process of hiring two case managers, while CHN will hire a housing coordinator. Project staff will undergo training in the policies and procedures of HPRP and CSB. Project staff will begin to identify the appropriate individuals that can most benefit from this service as quickly as possible.

## [UNIFIED SUPPORTIVE HOUSING SYSTEM]

### Client Documentation Toolkit Released

The Unified Supportive Housing System created a Client Documentation Toolkit as a resource for case managers to facilitate document gathering used in obtaining permanent supportive housing and public benefits.

The Toolkit provides:

- < contact information for agencies involved in the provision of the services above;
- < submission procedures;
- < hyperlinks to agencies, forms, and applications; and
- < tips and answers to frequently asked questions on how best to secure documentation.

A training was held for case managers on September 22. This Client Documentation Toolkit was made possible through the guidance and support of CSB and funded by the Osteopathic Heritage Foundation and Fannie Mae. The toolkit is attached. It can also be found at [www.csb.org](http://www.csb.org) and will be available at the Ohio Benefit Bank site, [www.thebenefitbank.com/TBBOH](http://www.thebenefitbank.com/TBBOH).

### Osteopathic Heritage Foundations publish Homelessness Impact Report

In 2005, the Osteopathic Heritage Foundations established the Homelessness Funding Priority as a means to improve the capacity, coordination and services in central and southeastern Ohio to prevent and reduce homelessness. Through a strategic partnership with the Foundation, the Community Shelter Board and implementing partners have been able to foster systemic changes and leverage public and private resources toward more efficient and effective responses to homelessness.

Click [here](#) to read the Osteopathic Heritage Foundations' Homelessness Impact Report, including investments, activities and key results to date.

### Vacancy Management and Lease-up

The Unified Supportive Housing System (USHS) has concluded the lease-up phase for the Southeast Rebuilding Lives Leasing Project. The HUD funded, 30-unit supportive housing project transitioned into the vacancy management phase in August 2010.

Commons at Buckingham (CAB) has also concluded its lease-up phase. USHS referred the final applicants at the end of August for the 75 Rebuilding Lives units at CAB, and the remaining 25 units were filled by September 30. CAB is currently at 100% occupancy.

The USHS opened the supportive housing pools to other housing providers in September. This will provide eligible applicants a broader scope of supportive housing options.

USHS will continue to accept and process Indication of Interest (IOI) forms for all current and future projects. Clients interested in obtaining housing must be referred either by a shelter or one of the outreach providers (Maryhaven Outreach, Veterans Administration, Open Shelter, Southeast Outreach or Capital Crossroads).

The Unified Supportive Housing System is a collaborative effort managed by ADAMH, the Columbus Metropolitan Housing Authority and CSB. These partners are working together with other agencies in the community including health, housing, shelter, and outreach providers. This work is sponsored by the Osteopathic Heritage Foundations, Fannie Mae and Battelle.

For more information please contact Isolde Teba at 614-221-9195.

## **[IN THE SPOTLIGHT]**

### **CSB Honored with HMIS Achievement Award**

CSB was honored with a 2010 Outstanding HMIS Achievement Award by the U.S. Department of Housing and Development. HUD acknowledged that successful Homeless Management Information System (HMIS) implementations rely on broad-based community collaboration. They recognized CSB for outstanding achievement in HMIS innovations, particularly for development and implementation of the Unified Supportive Housing System. Lianna Barbu accepted the award at a HUD conference in Atlanta on September 29.

### **Health, Housing & Human Services Briefing on the State of Homelessness**

CSB will lead a briefing for the City Council's Health, Housing & Human Services Committee on October 20 to demonstrate the value of the City's investment in our community's work to end homelessness. The content of the briefing is 2011 budget needs, the current state of homelessness, and several innovation efforts. Several partner agency representatives and program participants will testify alongside Michelle Heritage Ward at City Hall.

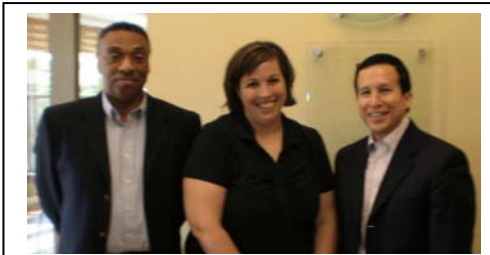
### **NAEH Leadership Council**

Michelle Heritage Ward attended a meeting of the Leadership Council of the National Alliance to End Homelessness held in Miami October 5-7. The group worked on topics such as homeless youth, veterans, prevention, move-up from supportive housing, progress with stimulus funding and the HEARTH Act. Michelle had the opportunity to visit and tour a cutting edge homeless assistance center in Miami-Dade County.

## Tours

In September, CSB provided a tour for IGS Energy colleagues – Cathy Conner, Laurie Kruppa and Mark McHale – of the YWCA Family Center and Commons at Grant. We also provided a tour for Jeff Edwards and Kimberly Ulle from Eclipse of the YWCA Family Center. Scott Boles, Sequent, also joined us for a tour of the YWCA Family Center and East Fifth Ave. supportive housing.

We hosted Daryl Hernandez, Regional Director for the U.S. Interagency Council on Homelessness based in Chicago, for a visit to Columbus on October 7. He wanted to study the Columbus Continuum of Care and understand CSB's role in the homeless system. He also toured the YWCA Family Center and the Commons at Buckingham.



Dave Davis, CSB; Robyn Haycook, National Church Residences; Daryl Hernandez, U.S. Interagency Council on Homelessness.

### Upcoming Meetings

- ⟨ Check out the interactive calendar at [www.csb.org](http://www.csb.org) under Resources for our Partners < Meetings.

### Enclosures

- ⟨ Link to presentation, [\*Implications of the HEARTH Act\*](#)
- ⟨ Link to Osteopathic Heritage Foundations' [\*Homelessness Impact Report\*](#)
- ⟨ Client Documentation Toolkit
- ⟨ FY10 Annual System & Program Indicator Report

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2010  
07/01/09 – 06/30/10

### **Our Mission**

To end homelessness, CSB innovates solutions, creates collaborations, and invests in quality programs.

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



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## Overview

System and Program Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. 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 shelter, services and permanent supportive housing programs and other Continuum of Care, non-CSB funded programs. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

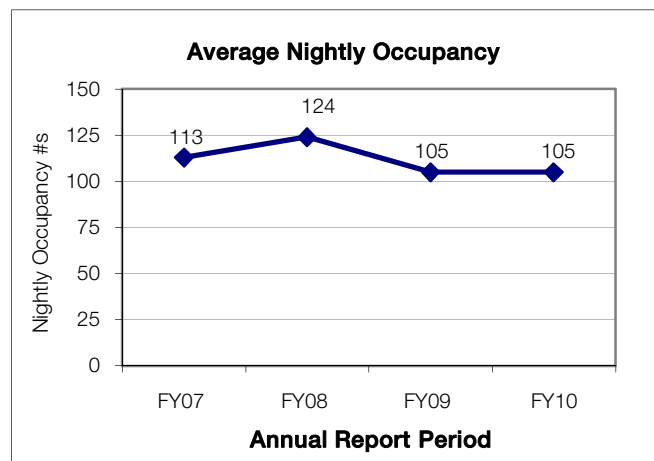
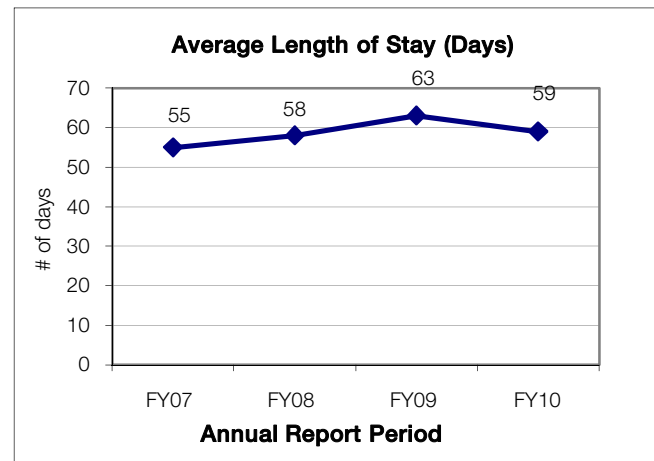
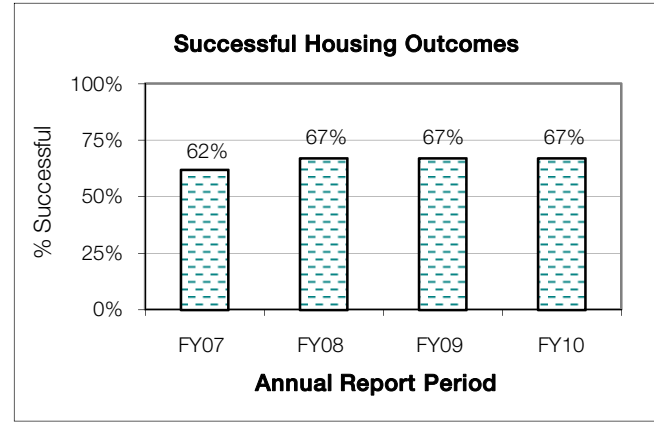
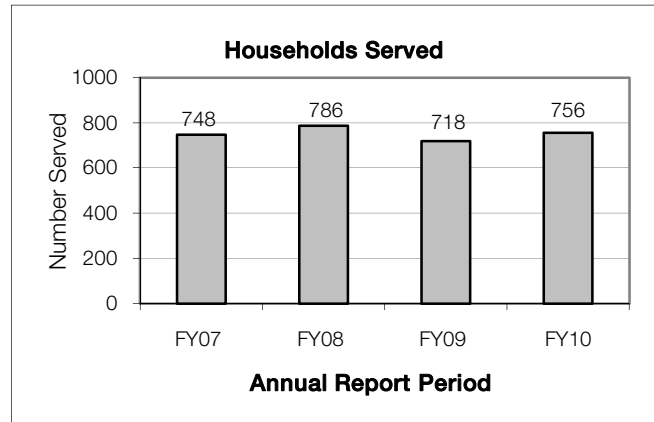
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2009 - 6/30/2010															
FAMILY SYSTEM	732	756	√	120	105	45	59	≠	428	438	√	70%	67%	√	No

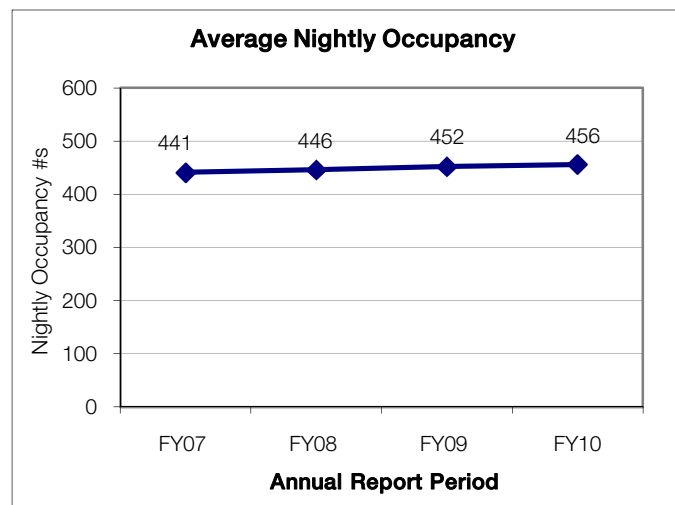
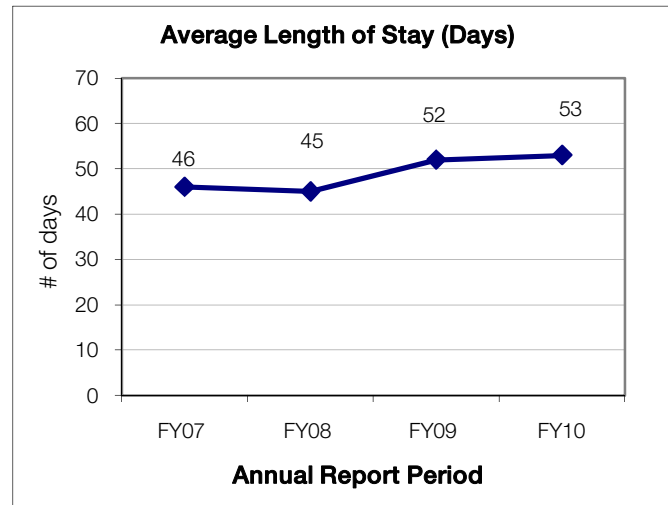
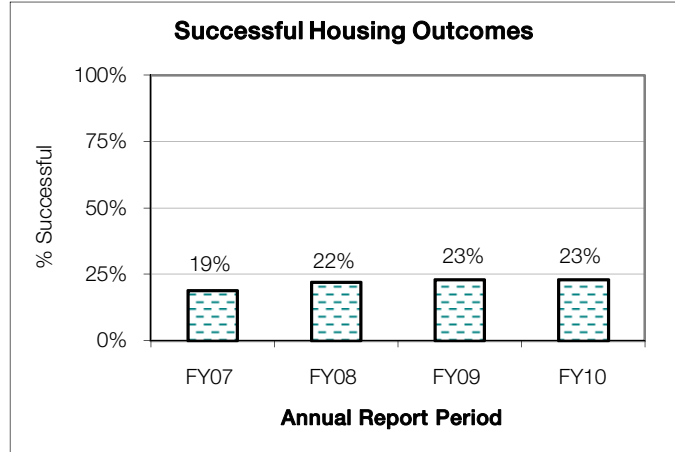
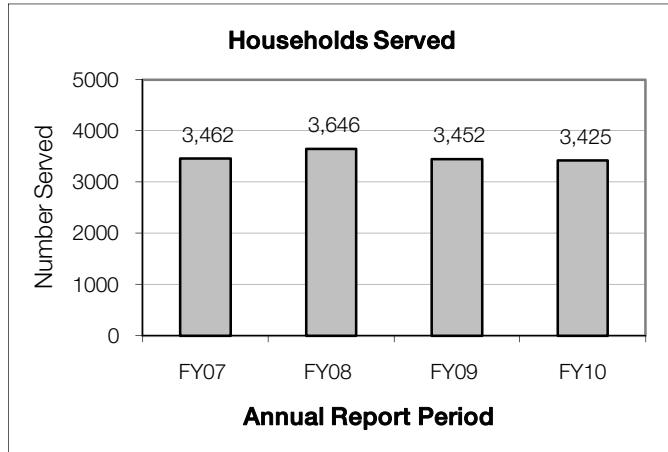


DEMOGRAPHICS	Family
Households Served	756
Clients Served	2,550
Average Age (HoH)	30
Gender - Male (HoH)	12%
Gender - Female (HoH)	88%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$449
Percent Working at Entry (HoH)	18%
Race - White (HoH)	26%
Race - Black (HoH)	70%
Race- Other (HoH)	4%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	1,028
Children Served	1,522
Mean Family Size	3.3
Average Number of Children	2.0
Children 0 - 2 years	31%
Children 3 - 7 years	32%
Children 8 - 12 years	23%
Children 13 - 17 years	14%

Solid performance of the family system is noted. While the system maintained the successful housing outcome %, the average length of stay slightly decreased. The Family System served 5% more households than during the same period of time last year. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2009 - 6/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	3,450	3,425	√	417	456	30	53	≠	758	707	√	25%	23%	√	No

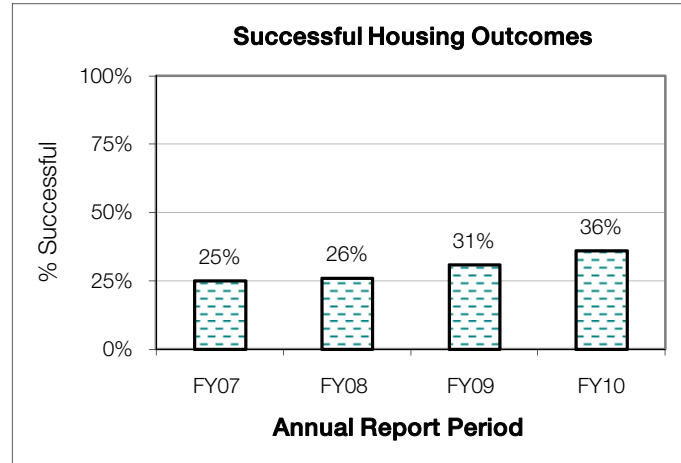
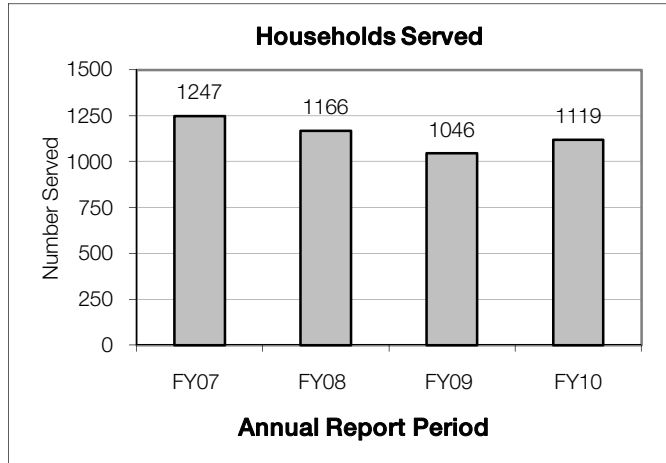


DEMOGRAPHICS	Men
Households Served	3,425
Clients Served	3,425
Average Age (HOH)	43
Men as a percent of total single adults served	75%
Veterans (U.S. Military)	16%
Avg. Monthly Household Income	\$257
Percent Working at Entry	16%
Race - White	38.6%
Race - Black	58.2%
Race- Other	3.2%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

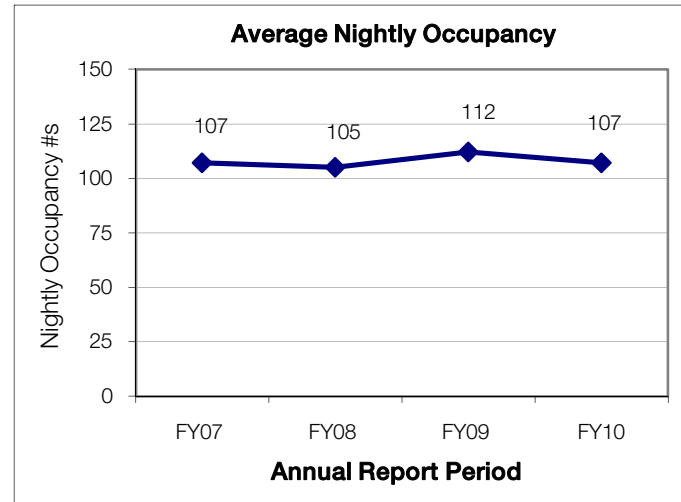
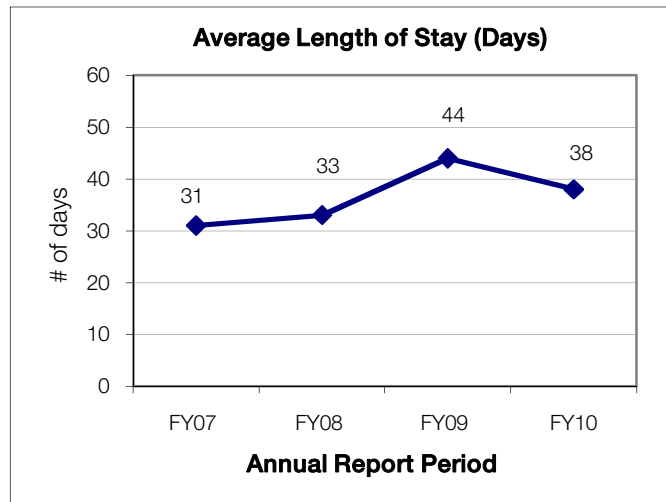
The Men's system accomplished most of its projected outcomes. The increase in the average length of stay and nightly occupancy is concerning given that the system is currently experiencing a waitlist for services. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2009 - 6/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
WOMEN'S SYSTEM	1,100	1,119	√	97	107	30	38	≠	251	367	√	25%	36%	√	No



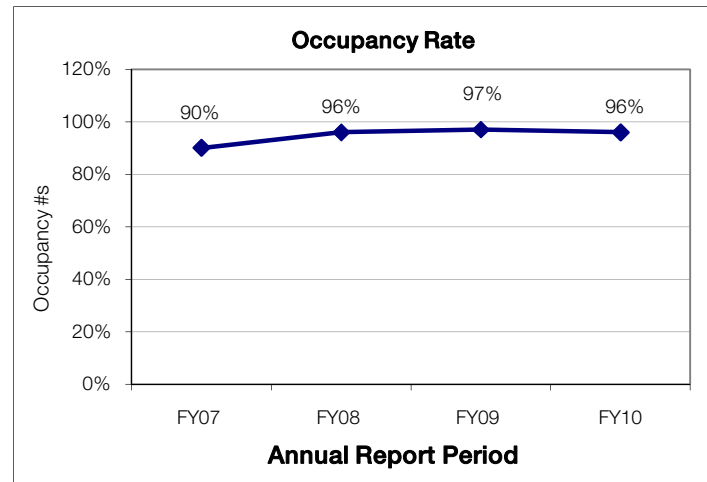
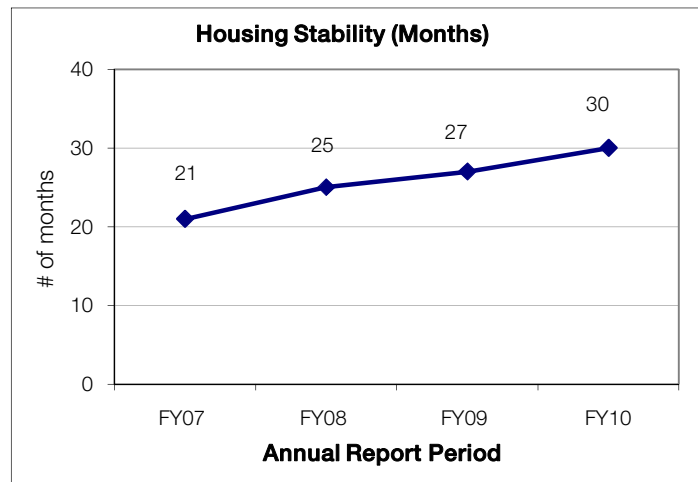
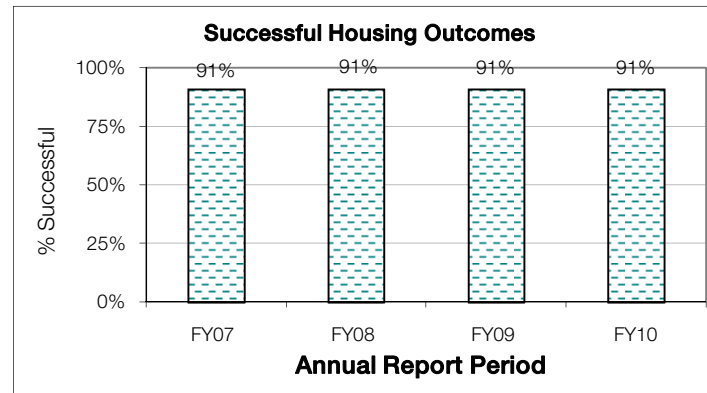
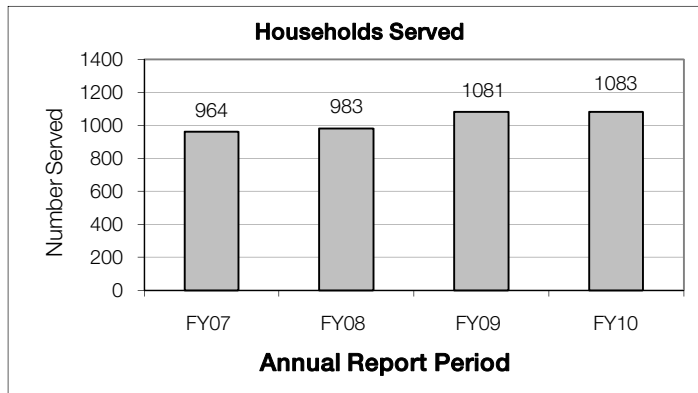
DEMOGRAPHICS	Women
Households Served	1,119
Clients Served	1,119
Average Age (HOH)	39
Woman as a percent of total single adults served	25%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$233
Percent Working at Entry	10%
Race - White	40%
Race - Black	53%
Race- Other	7%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The system served 7% more women than it did the same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology. The drop in Average Nightly Occupancy reflects a real decrease in Average Length of Stay.

# System and Program Indicator Report

FY10 Permanent Supportive Housing (PSH) 7/1/2009 - 6/30/2010	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern Yes or No
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
PSH SYSTEM	1,038	1,083	✓	95%	96%	✓	24	30	✓	934	990	✓	90%	91%	✓	No



DEMOGRAPHICS	Family & Adults
Households Served	1,083
Clients Served	1,189
Average Age for Families (HoH)	34
Average Age for Single Adults	46
Gender - Male (HoH)	68%
Gender - Female (HoH)	32%
Veterans (U.S. Military) all adults	12%
Avg. Monthly Household Income	\$119
Percent Working at Entry (HoH)	6%
Race - White (HoH)	35%
Race - Black (HoH)	62%
Race- Other (HoH)	3%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	1,103
Children Served	86
Mean Family Size <sup>1</sup>	3.0
Average Number of Children <sup>1</sup>	1.6
Children 0 - 2 years <sup>1</sup>	32%
Children 3 - 7 years <sup>1</sup>	34%
Children 8 - 12 years <sup>1</sup>	21%
Children 13 - 17 years <sup>1</sup>	13%

<sup>1</sup>Data only refers to the families served.

The PSH System continues to perform well. The new Southeast Scattered Sites RL Leasing project was 97% leased-up by the end of the reporting period. A CMHA freeze on Section 8 vouchers continues to affect the number of households served by the system.

EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement <sup>4</sup>	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%)	Yes or No
7/1/2009- 6/30/2010																	
<b>MEN</b>																	
Faith Mission on 6th <sup>2,3</sup>	N/A	1,413	N/A	N/A	110	136	N/A	38	N/A	N/A	249	N/A	N/A	19%	N/A	18%	N/A
Faith Mission on 8th <sup>2,3</sup>	N/A	1,010	N/A	N/A	95	111	N/A	43	N/A	N/A	166	N/A	N/A	18%	N/A	21%	N/A
Friends of the Homeless - Men's Shelter	1,100	1,075	(25)	√	130	137	30	51	≠	230	218	√	25%	23%	√	18%	No
VOAGO Men's Shelter	550	612	62	√	40	36	30	23	√	128	125	√	25%	22%	√	28%	No
<b>WOMEN</b>																	
Faith Mission-Nancy's Place <sup>2,3</sup>	N/A	636	N/A	N/A	42	49	N/A	31	N/A	N/A	212	N/A	N/A	36%	N/A	26%	N/A
Friends of the Homeless - Rebecca's Place	500	443	(57)	≠	47	50	30	44	≠	136	147	√	30%	37%	√	11%	No
<b>INEBRIATE</b>																	
Maryhaven Engagement Center	1,400	1,252	(148)	N/A	50	46	10	13	≠	257	153	≠	19%	12%	≠	18%	Yes
<b>AGENCY</b>																	
Lutheran Social Services - Faith Mission <sup>2,3</sup>	3,005	2,762	(243)	√	247	296	30	42	≠	690	609	≠	25%	24%	√	21%	No

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

<sup>3</sup> Faith Mission provided overflow services for FY10.

<sup>4</sup> Monitored but not evaluated.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>						Average FHC Transition Time (Days) <sup>4</sup>			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Yes or No
7/1/2009- 6/30/2010																										
YWCA Family Center	660	688	28	√	50	38	N/A	20	21	√	427	487	√	70%	76%	√	260	333	√	61%	68%	√	7	14	≠	No
YWCA Diversion <sup>5</sup>	N/A	1,305	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	451	N/A	N/A	32%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> Occupancy goal is applicable only to Tier II Shelters.

<sup>3</sup> Successful housing outcome calculates as x% of the YWCA's successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.

<sup>4</sup> The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the FHC program.

<sup>5</sup> Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

EMERGENCY SHELTER--Tier II Family Programs	Households Served					Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Rolling Stock Clients (#) <sup>6</sup>	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual	Outcome Achievement	Yes or No
7/1/2009- 6/30/2010																		
Homeless Families Foundation	184	186	2	√	20	46	45	√	80	106	≠	98	113	√	70%	75%	√	No
VOAGO Family Shelter	96	96	0	√	42	24	23	√	80	108	≠	51	60	√	70%	73%	√	No

<sup>6</sup> Out of the number of households served, these number of households participate in the Rolling Stock Pilot.



SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2009- 6/30/2010																		
Community Housing Network-Briggsdale	25	30	32	2	√	24	96%	√	20	25	√	27	27	√	90%	84%	≠	No
Community Housing Network-Community ACT	42	50	54	4	√	42	100%	√	12	21	√	43	49	√	85%	91%	√	No
Community Housing Network-East 5th Avenue	38	46	50	4	√	35	92%	√	24	30	√	41	43	√	90%	86%	√	No
Community Housing Network-North 22nd Street	30	36	37	1	√	29	97%	√	24	31	√	32	37	√	90%	100%	√	No
Community Housing Network-North High Street	33	40	39	(1)	√	33	100%	√	24	32	√	36	39	√	90%	100%	√	No
Community Housing Network-Cassady <sup>2</sup>	10	12	13	1	√	10	100%	√	20	28	√	11	12	√	90%	92%	√	No
Community Housing Network-Parsons <sup>2</sup>	25	30	30	0	√	24	96%	√	24	36	√	27	24	√	90%	80%	≠	No
Community Housing Network-Safe Havens <sup>3</sup>	13	18	17	(1)	√	15	115%	√	24	49	√	16	17	√	90%	100%	√	No
Community Housing Network-St. Clair	26	31	33	2	√	26	100%	√	16	23	√	28	31	√	90%	94%	√	No
Community Housing Network-Southpoint Place	46	55	60	5	√	44	96%	√	12	14	√	50	52	√	90%	87%	√	No
Maryhaven Commons at Chantry	50	60	63	3	√	49	98%	√	18	23	√	54	54	√	90%	84%	≠	No
National Church Residences-Commons at Grant	50	60	64	4	√	50	100%	√	24	39	√	54	59	√	90%	92%	√	No
Southeast-Scattered Sites <sup>2, 4</sup>	120	133	126	(7)	√	98	82%	N/A	18	34	√	120	116	√	90%	92%	√	No
YMCA-40 West Long Street	105	126	134	8	√	105	100%	√	20	30	√	113	122	√	90%	91%	√	No
YMCA-Sunshine Terrace	75	90	93	3	√	74	99%	√	24	39	√	86	87	√	90%	94%	√	No
YWCA-WINGS	69	83	91	8	√	67	97%	√	24	29	√	75	87	√	90%	96%	√	No
Rebuilding Lives PACT Team Initiative <sup>2</sup>	108	130	148	18	√	105	97%	√	21	27	√	117	134	√	90%	91%	√	No

<sup>1</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

<sup>2</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA / 2 households).

<sup>3</sup> Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

<sup>4</sup> Capacity increased to 120 in Q3 FY10 and program was 97% leased up by the end of the reporting period.

HUD CoC FUNDED PROGRAMS <sup>1</sup>	Capacity	Households Served				Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern Yes or No
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2009- 6/30/2010																		
<b>Transitional Housing</b>																		
Amethyst-RSvP	8	46	60	14	√	85%	88%	√	2	2	√	29	47	√	77%	87%	√	No
Huckleberry House - Transitional Living Program <sup>3</sup>	24	51	53	2	√	98%	104%	√	10	10	√	19	34	√	77%	97%	√	No
Friends of the Homeless-New Horizons	36	90	98	8	√	95%	92%	√	4	5	√	43	39	√	77%	61%	≠	No
VOAGO - Veterans <sup>4</sup>	40	100	180	80	√	95%	105%	√	4	4	√	74	42	≠	77%	30%	≠	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network-Family Homes <sup>6</sup>	15	18	19	1	√	95%	93%	√	12	30	√	14	19	√	80%	100%	√	No
Community Housing Network-Wilson	8	10	9	(1)	√	95%	100%	√	12	79	√	8	8	√	80%	89%	√	No
VOAGO - Family Supportive Housing	30	36	36	0	√	95%	97%	√	15	29	√	29	31	√	80%	86%	√	No
<b>Shelter Plus Care</b>																		
Amethyst-SPC <sup>5</sup>	92	128	147	19	√	95%	89%	≠	12	22	√	102	136	√	80%	93%	√	No
Columbus AIDS Task Force - TRA <sup>7</sup>	89	105	100	(5)	√	95%	119%	√	24	57	√	84	96	√	80%	96%	√	No
Community Housing Network-SRA SPC <sup>6, 7, 8</sup>	137	164	245	81	√	95%	132%	√	12	36	√	131	223	√	80%	91%	√	No
Community Housing Network-TRA SPC <sup>6</sup>	149	179	158	(21)	≠	95%	91%	√	12	38	√	143	147	√	80%	93%	√	No
Faith Mission - Shelter Plus Care <sup>7,8</sup>	44	53	56	3	√	95%	102%	√	24	53	√	42	47	√	80%	84%	√	No
Total Shelter Plus Care	511	629	673	77	√	95%	107%	√	N/A	N/A	N/A	502	616	√	80%	92%	√	No

<sup>1</sup> Programs are non-CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

<sup>2</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>3</sup> Huckleberry House program capacity decreased to 24 as of 11/10/2009.

<sup>4</sup> Program voluntarily participates in CSP. Program is able to exceed capacity at times because it has three overflow units.

<sup>5</sup> Due to households transfer from S+C to Section 8, Amethyst SPC experienced a lower occupancy.

<sup>6</sup> The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 8 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA/2 households).

<sup>7</sup> Occupancy rate exceeds 100% because CMHA allowed providers to overlease throughout the year.

<sup>8</sup> 35 Units were transferred from LSS FM SPC to CHN SPC SRA as of 06/01/2010. New capacity will be reflected in FY11 reports.

FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES	New Households Served			Total Households Served			Usage of CSB DCA (Average \$) <sup>1</sup>			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2009- 6/30/2010																												
Direct Housing-The Salvation Army	175	188	√	212	250	√	\$1,000	\$1,008	√	15	11	√	100	106	√	157	178	√	90%	93%	√	90%	98%	√				No
Job2Housing -The Salvation Army <sup>2</sup>	15	24	√	15	24	√	\$2,923	\$1,980	√	15	12	√	90	42	√	N/A	0	N/A	90%	0%	≠	100%	100%	√				No
Stable Families - Communities In Schools <sup>3,4</sup>	186	249	√	234	321	√	\$1,000	\$918	√	N/A	N/A	N/A	100	92	√	167	240	√	90%	92%	√	90%	100%	√				No
Stable Families - CIS Weinland Park Expansion	33	47	√	33	47	√	\$1,000	\$922	√	N/A	N/A	N/A	100	93	√	21	34	√	90%	100%	√	90%	100%	√				No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No	
7/1/2009- 6/30/2010																										
Maryhaven Outreach	326	302	√	350	312	≠	228	154	≠	70%	57%	≠	114	72	≠	50%	47%	√	25%	33%	√				Yes	

OTHER	Total Households Served			Usage of CSB DCA (Average \$) <sup>1</sup>			Successful Housing Outcomes						Usage of CSB DCA (%) <sup>1</sup>			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2009- 6/30/2010																
Transition - CSB Transition Program <sup>3,5</sup>	880	1,017	√	\$550	\$609	≠	862	1,009	√	98%	99%	√	98%	99%	√	No
Prevention - Gladden Community House	320	524	√	N/A	N/A	N/A	310	520	√	97%	100%	√	N/A	N/A	N/A	No

<sup>1</sup> Use of CSB DCA includes CSB funding only.

<sup>2</sup> Program implemented as of March 2010.

<sup>3</sup> Includes households served with HPRP and non-HPRP funding for this fiscal year.

<sup>4</sup> Exclusive of Weinland Park activity.

<sup>5</sup> Average \$ in DCA is higher due to implementation of the multi-month assistance using HPRP funds.

System and Program Indicators Report

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications						Program of Concern				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement					
7/1/2009- 6/30/2010																										
Benefits Partnership-YWCA <sup>1</sup>	241	163	≠	241	163	≠	164	75	≠	N/A	46%	N/A	70%	37%	N/A	164	65	≠	N/A	40%	N/A				Yes	

<sup>1</sup> New program implemented 7/1/2009.

HPRP Programs <sup>2</sup>	Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)										
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement								
7/1/2009- 6/30/2010																										
Stable Families - Communities in Schools HPRP	N/A	159	N/A	N/A	79	N/A	N/A	94	N/A	N/A	94%	N/A	N/A	\$931	N/A	N/A	100%	N/A								
Community Housing Network - ADAMH Prevention	45	29	≠	3	N/A <sup>4</sup>	N/A	25	0	N/A <sup>4</sup>	83%	0%	N/A <sup>4</sup>	N/A	\$1,220	N/A	N/A	N/A <sup>4</sup>	N/A								
Gladden Community House - Single Adult Prevention	N/A	53	N/A	N/A	17	N/A	N/A	35	N/A	N/A	100%	N/A	N/A	\$910	N/A	N/A	100%	N/A								
CSB Transition - HPRP DCA	N/A	187	N/A	N/A	N/A	N/A	N/A	187	N/A	N/A	100%	N/A	N/A	\$867	N/A	N/A	100%	N/A								
	Total Households Served			Shelter Linkage <sup>3</sup>			Successful Diversion Outcomes <sup>3</sup>																			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement														
7/1/2009- 6/30/2010																										
Lutheran Social Services - Centralized Point of Access (CPOA)	1,700	1,426	N/A	70%	74%	N/A	N/A	221	N/A	N/A	13%	N/A														

<sup>2</sup>Contract to date reporting.

<sup>3</sup>New measure. To be benchmarked in FY2010.

<sup>4</sup>There were no exits during this report period.



communityshelterboard

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