

[CRISIS RESPONSE]

Surge in demand continues, community responds in kind

Our community continues to experience a dramatic surge in demand for emergency shelter, as a result of the recession. As reported in the recent media coverage, the situation continues to worsen.

We normally have dozens of empty rooms at the YWCA Family Center during the winter holidays. The Family Center is full and we are averaging 11 more families in overflow right now. The family system has been in overflow since July and we do not see an end in the immediate future. Based on current usage, we will spend at least \$230,000 for overflow this year compared to \$5,000 spent last year.

An early cold snap has caused adult shelters to utilize overflow capacity at an increasing rate. Normal shelter capacity for the women's shelters is 97 beds. That capacity has been increased by 20 beds to 117 for winter overflow. However, during the month of November, an average of 22 women have been sheltered in overflow each night. This number has nearly doubled to 41 during the first part of December. Faith Mission has been utilizing space in their administrative offices to handle the increased demand for women.

Men's shelters have shown similar increases in usage. The normal men's capacity of 417 beds has been increased by 95 beds to 512. For November, an average of 52 men were in overflow each night. During December that number has increased to approximately 94 men each night. Beginning January 1, 2011 more overflow capacity will become available – an additional 20 beds for women and 50 beds for men will be opened at an alternate location operated by Lutheran Social Services.

Our focus continues to be on prevention and rapid re-housing as a humane and effective response to this surge in homelessness. We are allocating the necessary dollars to deal with nightly overflow but we are making a more meaningful investment in housing-focused programs, to move people out of shelter. The community response to this human crisis has been overwhelming.

Office Closing

CSB will be closed between December 24 and December 31. We will re-open on Monday, January 3.

< **Mentel sponsoring \$300,000 to address crisis**

Council President Michael Mentel introduced emergency legislation to allocate an additional \$300,000 in City funding in response to shelter demand. Council approved the legislation on December 13. Amazingly, an anonymous donor through The Columbus Foundation is providing another \$300,000 to match what was allocated by City Council.

We requested additional City funding in 2011 to increase the number of outreach workers and direct housing options to prevent an increase in street homelessness. Michelle Heritage Ward testified before Council's Housing, Health and Human Development Committee about the need for 2011 funding on December 14 and will speak at the Council budget hearing on December 20.

< **The Columbus Foundation conducts Great Needs Challenge**

The Columbus Foundation's Great Needs Challenge raised over \$1.8 million for seven basic needs organizations, and CSB secured our target goal of \$339,600. Once we receive the donation reports from The Columbus Foundation, we will share what is additional, new revenue within this amount. We thank The Columbus Foundation and its governing committee for their amazing efforts to make our community a better place.

< **One Day to End Homelessness Campaign**

We are grateful to **Colleen Buzza** and **Rita Wolfe** for their leadership on the One Day to End Homelessness Campaign. They have committed the resources of the Dispatch Media Group to promote the campaign and will host a 10TV phone bank on January 31.

We are very excited about this opportunity to 1) raise additional funds for the increased demand in shelter, 2) increase awareness about CSB and homelessness in our community, and 3) unite the faith community in the mission to end homelessness. The campaign calls on residents to respond to the housing crisis by contributing the equivalent of one day's rent or mortgage payment to CSB for its programs to end homelessness. Many faith leaders from diverse faiths have already committed to hold the campaign within their congregations. A Faith Leadership Council, representative of diverse religious faiths, has been appointed. This group will develop ideas around recruiting additional congregations to participate in the campaign, engage and communicate with participating congregations, and give input about materials, communication pathways and messaging for the campaign.

[INNOVATION]

"In-reach" approach piloted in shelters

A new pilot project will target individuals who have recently become homeless. Community Housing Network will seek to rapidly re-house people within 30 days of entering the single shelter system. CHN will bring significant housing expertise and landlord relationships to the emergency shelters and will serve the single adult shelter clients system-wide. The program will identify appropriate housing and help those in shelter apply for financial assistance through CSB, as necessary. This program will start in January 2011.

CHN Prevention/Placement

Community Housing Network will receive Homelessness Prevention and Rapid Re-housing stimulus funds to continue their prevention and placement program previously funded by the Ohio Department of Development.

The CHN prevention services target individuals and families that are housed in CHN housing and in jeopardy of losing their housing because of financial hardships. Eligible households are primarily at risk of eviction for nonpayment of rent or utilities and on the verge of becoming homeless. CHN provides prevention and financial assistance in the form of rent or utilities to help these individuals remain stably housed. The placement component identifies individuals or families that are disabled and homeless according to HUD's definition. CHN seeks to place these individuals into appropriate CHN housing and provide financial assistance and services to stabilize their situation.

The program has been allocated HPRP stimulus funds for the period January 2011 through September 2012.

[REBUILDING LIVES]

USHS vacancy management and lease up

The Unified Supportive Housing System (USHS) is currently in the vacancy management phase and is accepting prospective applicant files for permanent supportive housing (PSH). USHS is expanding its reach to work together with the YMCA and the YWCA, to implement the vacancy management of their Rebuilding Lives supportive housing programs.

The YMCA programs include the 40 W Long Street and Sunshine Terrace locations. USHS will provide vacancy management for these 105 and 75 units, respectively, which serve single adults who meet the Rebuilding Lives eligibility criteria. Vacancy management for YWCA will include the 69 units in the Wings program, which house single adult women who meet HUD Chronic Homeless eligibility criteria.

In addition to these newly added programs, USHS currently provides vacancy management to the following supportive housing projects: Commons at Buckingham (CAB), Southeast Scattered Sites, and Southpoint Place (SPP).

Currently, there are several openings available in the YWCA Wings program for women who qualify as HUD Chronic Homeless. Please forward prospective applicant files to USHS for women who meet the HUD CH eligibility criteria and are interested in housing through this program. 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.

[CONTINUUM OF CARE]

Count plans underway

Planning is underway for the annual Point in Time Count of Unsheltered Persons. The U. S. Department of Housing & Urban Development (HUD) requires all communities to conduct their count during the last ten days of January 2011. The date for the unsheltered homeless count is Tuesday, January 25th, 2011 to coincide with the Ohio statewide count coordinated by COHHIO. The unsheltered street count will occur during the 4:00 am - 7:00 am period. The meal site count will occur throughout the day of January 25th and perhaps January 26th if needed.

Tiffany Nobles, CSB's Program Administrator and CoC Coordinator, will work with volunteers and CSB staff to coordinate the count and evaluation process. The Homeless Count Workgroup will estimate the number of volunteers needed for the count and duties involved. Volunteers will be recruited, trained, and assigned to conduct a comprehensive count. Volunteer sign-up forms will be posted to www.csb.org within the coming weeks.

[IN THE SPOTLIGHT]

Recognition for Mary Lou Langenhop

Mary Lou Langenhop is featured as one of the "12 Women You Should Know" in the 2011 calendar published by Women for Economic and Leadership Development. We're sure proud to know her and are grateful for her service on our Board of Trustees.

Columbus showcased as the model for HEARTH implementation

Columbus is being showcased as the model for HEARTH implementation. The National Alliance to End Homelessness released the [Columbus Model](#), a toolkit that highlights how CSB measures performance and uses data to improve system efficiency and quality.

"Columbus, OH has consistently performed well on outcomes in the HEARTH Act, including reducing length of homelessness, new, repeat, and overall homelessness." Other communities across the country are being encouraged to use CSB's materials to implement the HEARTH Act – to realign and strengthen their systems.

The [HEARTH Act](#) requires communities to implement strategies to prevent loss of housing, move people out of homelessness and quickly into housing, and ensure housing stability; communities must also track and report their progress toward these outcomes. Performing well on these outcomes requires communities to realign their systems to focus on housing-based solutions and strengthen their capacity to collect data and information across programs to improve overall system performance.

Tours

In November, CSB provided a tour for Andy Rose of the YWCA Family Center and Commons at Buckingham. We also provided a December tour for Brett Kaufman from Schottenstein Real Estate Group of the YWCA Family Center and CHN's North High Street Apartments.

Thanks to the **Columbus Apartment Association** for supporting homeless programs to help families and individuals in a housing crisis. Michelle Heritage Ward accepted a gift for CSB and Sue Villilo accepted a gift for Lutheran Social Services. The gifts were presented on December 6.



Alan Litzelfelner, Columbus Apartment Association and Michelle Heritage Ward, Community Shelter Board.



Alan Litzelfelner, Columbus Apartment Association; Sue Villilo, Lutheran Social Services; and Laura Swanson, Columbus Apartment Association.

Upcoming Meetings

- Check out the interactive calendar at www.csb.org under Resources for our Partners < Meetings.

Enclosures

- System and program indicator report, FY11 Quarter 1

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2011
07/01/10 – 09/30/10

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. 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:

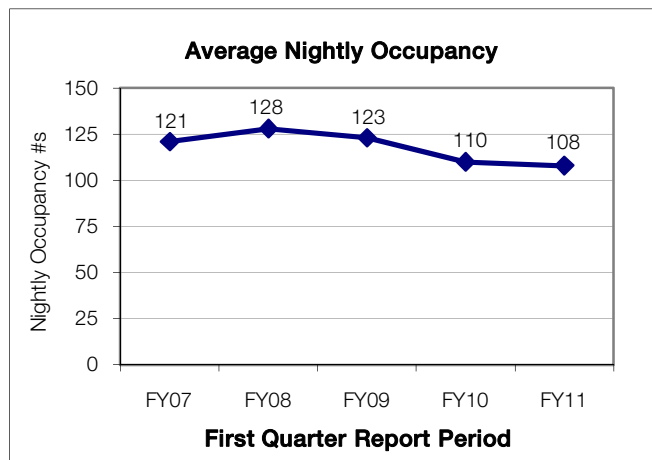
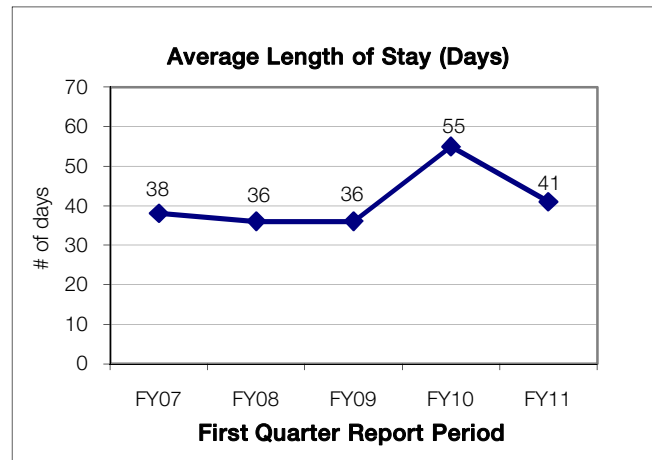
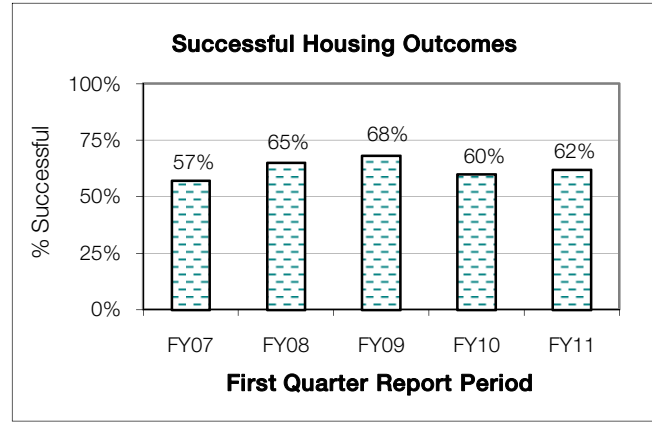
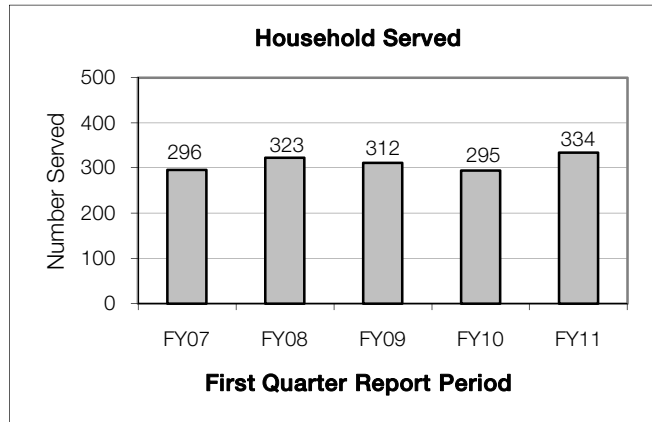
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 9/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
FAMILY SYSTEM	257	334	√	96	108	45	41	√	113	131	√	70%	62%	≠	No

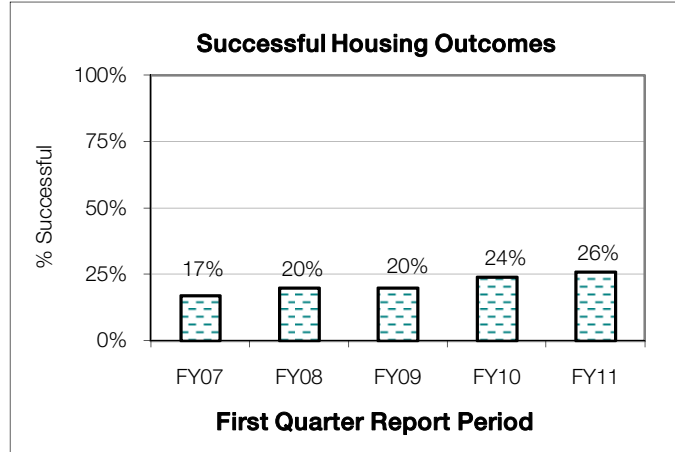
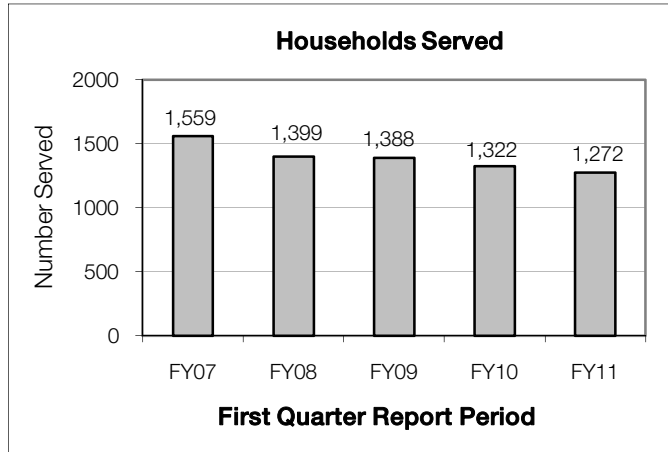


DEMOGRAPHICS	Family
Households Served	334
Clients Served	1,137
Average Age (HoH)	30
Gender - Male (HoH)	9%
Gender - Female (HoH)	91%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$457
Percent Working at Entry (HoH)	18%
Race - White (HoH)	23%
Race - Black (HoH)	72%
Race - Other (HoH)	5%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	427
Children Served	710
Mean Family Size	3.4
Average Number of Children	2.1
Children 0 - 2 years	29%
Children 3 - 7 years	36%
Children 8 - 12 years	23%
Children 13 - 17 years	13%

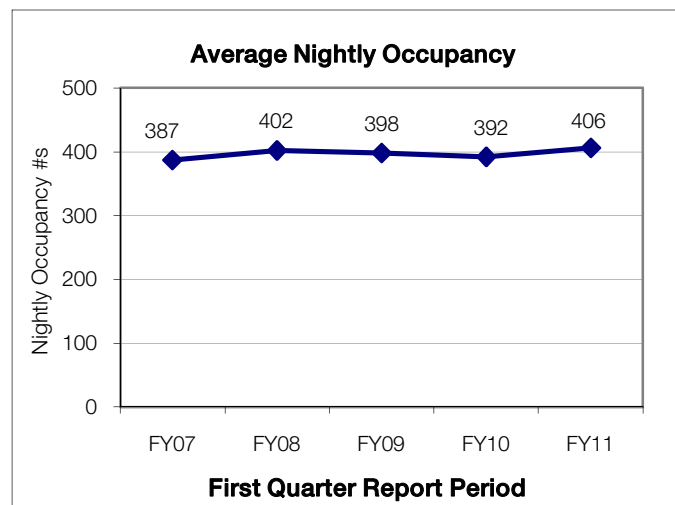
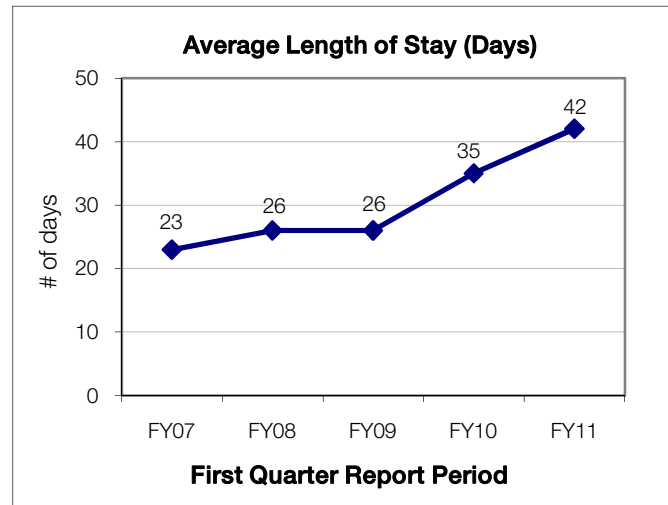
Capacity for the Family System was reduced in FY11 from 120 to 96 units due to the transfer of Tier II Shelter units to the direct housing/rapid re-housing model. As a result, the length of stay (Average Length of Stay) of families in the shelter system decreased substantially. The Family System served 13% more households than during the same period of time last year while maintaining a good performance overall. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 9/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,272	√	417	406	30	42	≠	246	230	√	25%	26%	√	No



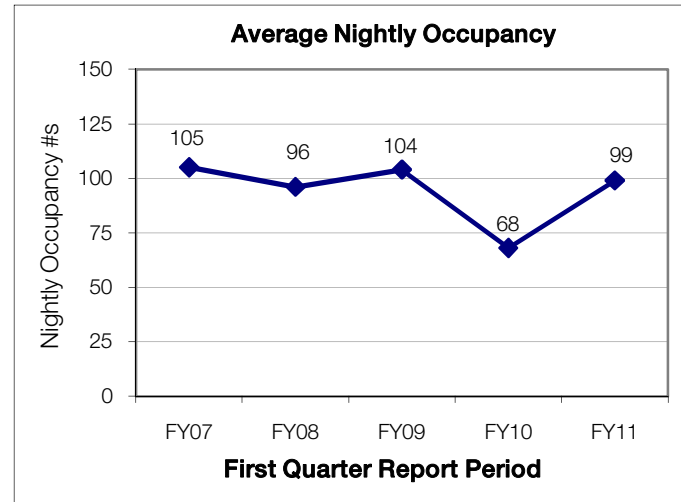
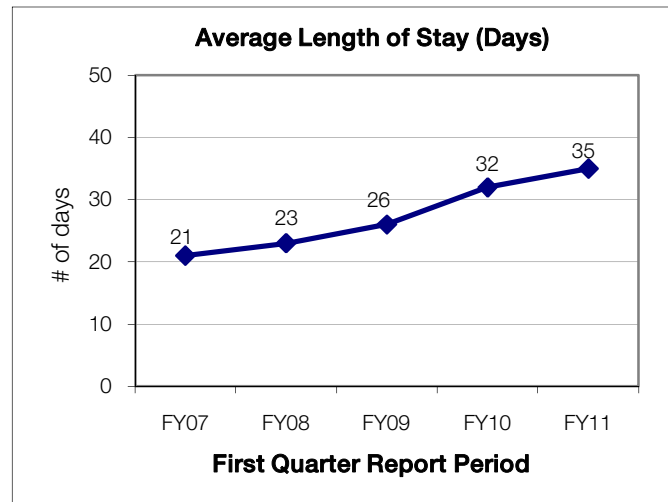
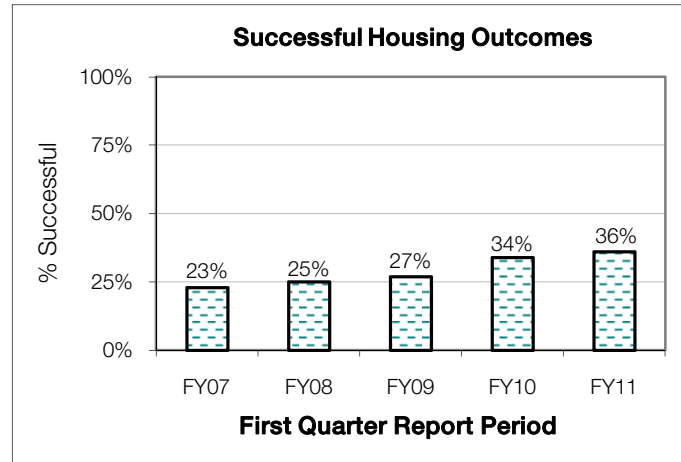
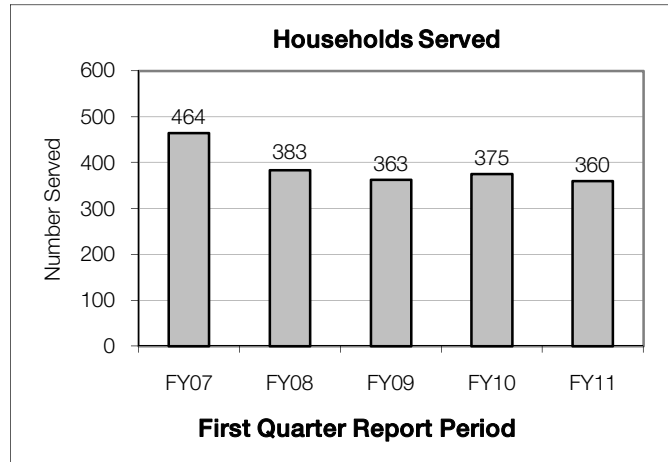
DEMOGRAPHICS	Men
Households Served	1,272
Clients Served	1,272
Average Age (HOH)	43
Men as a percent of total single adults served	78%
Veterans (U.S. Military)	12%
Avg. Monthly Household Income	\$238
Percent Working at Entry	14%
Race - White	36%
Race - Black	61%
Race- Other	3%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%



The Men's system accomplished most of its projected outcomes. The increase in the average length of stay is concerning given that the system experienced a waitlist for services during the same time period. The decrease in the number of individuals served at 4%, is directly attributable to the high length of stay and the system not being able to meet demand. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 - 9/30/2010	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	350	360	√	97	99	30	35	≠	63	97	√	25%	36%	√	No

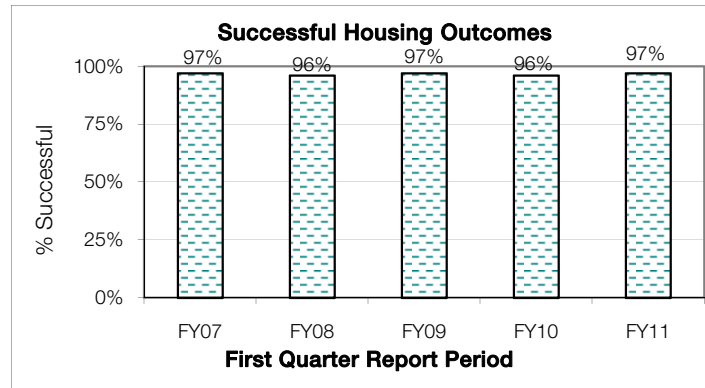
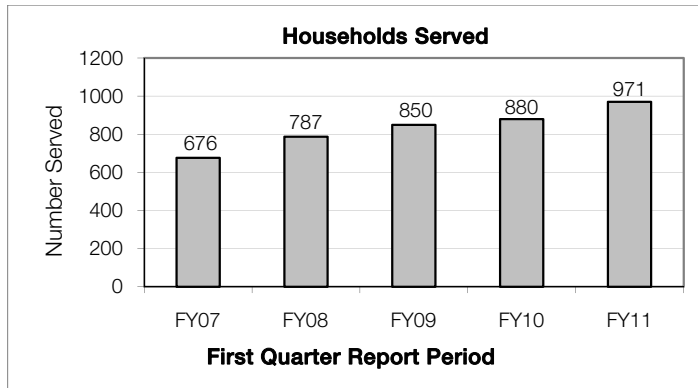


DEMOGRAPHICS	Women
Households Served	360
Clients Served	360
Average Age (HOH)	40
Woman as a percent of total single adults served	22%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$220
Percent Working at Entry	10%
Race - White	44%
Race - Black	52%
Race- Other	4%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

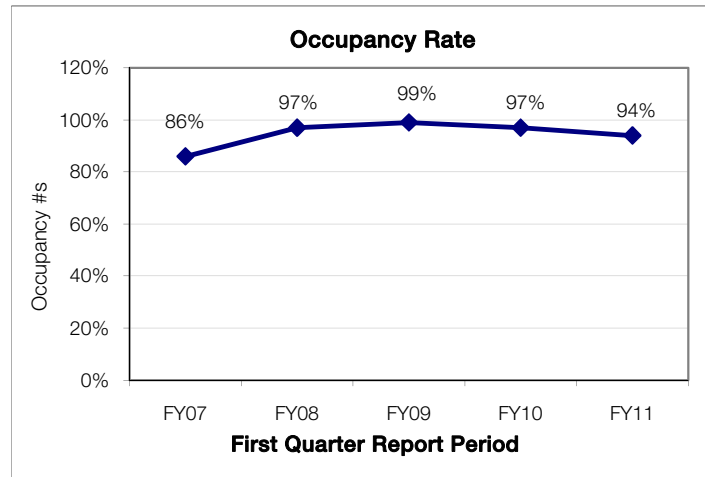
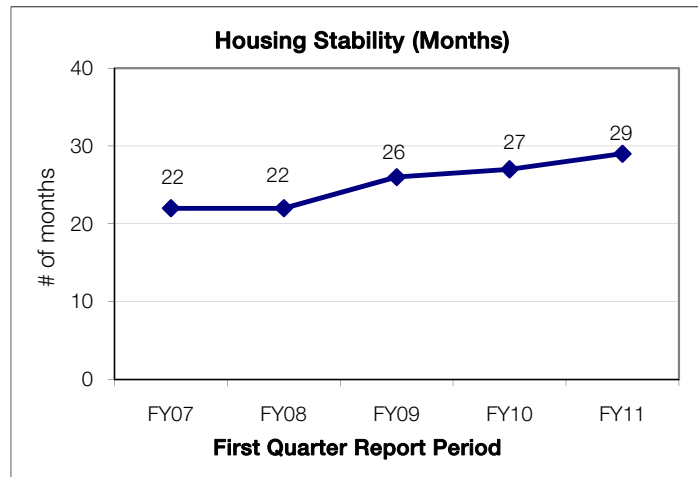
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. The decrease in the number of individuals served at 4%, is directly attributable to the increase in length of stay and the system not being able to meet demand. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH) 7/1/2010 - 9/30/2010	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	987	971	√	95%	94%	√	24	29	√	888	940	√	90%	97%	√	No



The PSH System continues to perform well. Commons at Buckingham, the new NCR supportive housing project was fully leased by the end of September 2010. A CMHA freeze on Section 8 vouchers continues to affect the number of households served by the system and the occupancy rate.



EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 20%	Yes or No
7/1/2010- 9/30/2010																	
MEN																	
Faith Mission on 6th ²	N/A	382	N/A	N/A	110	112	N/A	36	N/A	N/A	61	N/A	N/A	23%	N/A	12%	N/A
Faith Mission on 8th ²	N/A	279	N/A	N/A	95	95	N/A	43	N/A	N/A	53	N/A	N/A	29%	N/A	16%	N/A
Faith Mission - Men's Overflow ³	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	403	350	(53)	≠	130	130	30	56	≠	68	71	√	25%	32%	√	12%	Yes
VOAGO Men's Shelter	188	188	0	√	40	39	30	24	√	37	30	≠	25%	19%	≠	23%	No
WOMEN																	
Faith Mission-Nancy's Place ²	N/A	180	N/A	N/A	42	44	N/A	29	N/A	N/A	61	N/A	N/A	44%	N/A	9%	N/A
Faith Mission - Women's Overflow ³	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Friends of the Homeless - Rebecca's Place	182	133	(49)	≠	47	46	30	48	≠	41	29	≠	30%	33%	√	8%	Yes
INEBRIATE																	
Maryhaven Engagement Center	527	404	(123)	≠	50	39	11	9	√	86	43	≠	18%	12%	≠	4%	Yes
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,3}	987	816	(171)	≠	247	251	30	38	≠	190	174	√	25%	31%	√	12%	No

¹ Capacity does not include overflow.

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

³ Faith Mission will provide overflow services for FY11.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes ³						Average FHC Transition Time (Days) ⁴			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	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
7/1/2010- 9/30/2010																										
YWCA Family Center	245	285	40	√	50	61	√	20	22	√	137	133	√	70%	65%	√	89	97	√	65%	73%	√	7	12	≠	No
YWCA Diversion ⁵	N/A	399	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	108	N/A	39%	27%	≠	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Capacity does not include overflow.

² Occupancy goal is applicable only to Tier II Shelters.

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

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

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

EMERGENCY SHELTER--Tier II Family Programs	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 9/30/2010																	
Homeless Families Foundation ⁶	70	67	(3)	√	38	37	√	80	85	√	24	29	√	70%	91%	√	No
VOAGO Family Shelter ⁶	16	18	2	√	8	10	√	80	108	≠	6	6	√	70%	60%	≠	No

⁶ A portion of Tier II capacity transitioned to direct housing/rapid re-housing.

SUPPORTIVE HOUSING	Households Served					Program Occupancy ¹			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
7/1/2010- 9/30/2010																		
Community Housing Network-Briggsdale	25	26	27	1	√	23	92%	√	21	23	√	23	25	√	90%	93%	√	No
Community Housing Network-Community ACT	42	44	47	3	√	41	98%	√	12	21	√	37	45	√	85%	96%	√	No
Community Housing Network-East 5th Avenue	38	40	39	(1)	√	36	95%	√	24	32	√	36	37	√	90%	95%	√	No
Community Housing Network-North 22nd Street	30	31	31	0	√	27	90%	√	24	36	√	28	30	√	90%	97%	√	No
Community Housing Network-North High Street	33	34	33	(1)	√	33	100%	√	24	36	√	31	33	√	90%	100%	√	No
Community Housing Network-Cassady ⁵	10	10	11	1	√	11	110%	√	22	33	√	9	10	√	90%	91%	√	No
Community Housing Network-Parsons ²	25	26	25	(1)	√	24	96%	√	24	35	√	23	24	√	90%	96%	√	No
Community Housing Network-Safe Havens ³	13	16	15	(1)	√	14	108%	√	24	51	√	14	14	√	90%	93%	√	No
Community Housing Network-St. Clair ⁶	26	27	29	2	√	27	104%	√	18	24	√	24	29	√	90%	100%	√	No
Community Housing Network-Southpoint Place	46	48	46	(2)	√	46	100%	√	12	17	√	43	46	√	90%	100%	√	No
Maryhaven Commons at Chantry	50	52	53	1	√	48	96%	√	19	24	√	47	50	√	90%	94%	√	No
National Church Residences-Commons at Grant	50	52	51	(1)	√	50	100%	√	24	39	√	47	50	√	90%	98%	√	No
National Church Residences-Commons at Buckingham ⁴	75	50	76	26	√	44	59%	N/A	N/A	2	N/A	45	75	√	90%	99%	√	No
Southeast-Scattered Sites ²	120	125	116	(9)	√	112	93%	√	12	36	√	113	108	√	90%	93%	√	No
YMCA-40 West Long Street	105	110	110	0	√	105	100%	√	22	32	√	99	107	√	90%	97%	√	No
YMCA-Sunshine Terrace	75	79	84	5	√	74	99%	√	24	39	√	71	81	√	90%	96%	√	No
YWCA-WINGS	69	72	72	0	√	67	97%	√	24	30	√	65	72	√	90%	100%	√	No
Rebuilding Lives PACT Team Initiative ²	108	113	108	(5)	√	103	95%	√	23	30	√	102	105	√	90%	97%	√	No

¹ 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.

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

³ 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.

⁴ Program in lease-up during FY11 Q1.

⁵ CHN's commitment for Cassady is 10 units; there were 11 Rebuilding Lives eligible tenants residing in the program during this period.

⁶ CHN's commitment for St. Clair is 26 units; there were 27 Rebuilding Lives eligible tenants residing in the program during this period.

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010- 9/30/2010																		
Transitional Housing																		
Amethyst-RSvP	8	12	18	6	√	85%	88%	√	2	1	√	7	10	√	77%	91%	√	No
Huckleberry House-Transitional Living Program	24	30	30	0	√	98%	88%	≠	10	7	√	5	7	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	48	51	3	√	95%	86%	≠	4	5	√	11	19	√	77%	83%	√	No
VOAGO - Veterans ^{3,6}	40	45	82	37	√	95%	105%	√	4	4	√	18	10	≠	77%	24%	≠	No
Permanent Supportive Housing																		
Community Housing Network-Family Homes ⁴	15	16	14	(2)	≠	95%	93%	√	12	33	√	13	13	√	80%	93%	√	No
Community Housing Network-Wilson	8	8	8	0	√	95%	100%	√	12	89	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	31	32	1	√	95%	100%	√	15	31	√	25	31	√	80%	97%	√	No
Shelter Plus Care																		
Amethyst-SPC	92	98	103	5	√	95%	92%	√	12	25	√	78	89	√	80%	86%	√	No
Columbus AIDS Task Force-TRA ⁵	89	93	94	1	√	95%	126%	√	24	59	√	74	94	√	80%	100%	√	No
Community Housing Network-SRA SPC ^{4,5}	172	181	213	32	√	95%	113%	√	12	38	√	145	208	√	80%	98%	√	No
Community Housing Network-TRA SPC ⁴	149	156	144	(12)	√	95%	94%	√	12	39	√	125	144	√	80%	100%	√	No
Faith Mission-Shelter Plus Care	9	9	8	(1)	≠	95%	67%	≠	24	48	√	7	8	√	80%	100%	√	No
Total Shelter Plus Care	511	537	562	25	√	95%	104%	√	N/A	N/A	N/A	429	543	√	80%	97%	√	No

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

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

³ Program voluntarily participates in CSP. Program is able to exceed capacity at times because it has three overflow units.

⁴ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 7 households); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA/2 households).

⁵ Occupancy rate exceeds 100% because CMHA allowed providers to over lease.

⁶ The number may be overstated and include clients served in the new emergency housing program.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			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	
7/1/2010- 9/30/2010																									
Direct Housing-The Salvation Army	48	51	✓	85	107	✓	13	13	✓	100	120	≠	43	25	≠	90%	89%	✓	\$1,000	\$1,267	≠	90%	93%	✓	No
Job2Housing -The Salvation Army ²	10	7	≠	30	30	✓	15	13	✓	180	154	✓	9	9	✓	90%	90%	✓	\$5,484	\$1,457	✓	100%	100%	✓	No
Direct Housing - Homeless Families Foundation ⁵	3	7	✓	9	17	✓	15	25	≠	100	71	✓	3	7	✓	90%	100%	✓	\$1,000	\$900	✓	90%	100%	✓	No
Direct Housing - VOAGO Families ⁵	15	13	✓	25	25	✓	15	9	✓	100	66	✓	11	9	≠	90%	90%	✓	\$1,000	\$938	✓	90%	70%	≠	No
Transition - CSB Transition Program ^{3,5}	N/A	N/A	N/A	250	332	✓	N/A	N/A	N/A	N/A	N/A	N/A	245	327	✓	98%	98%	✓	\$900	\$827	✓	98%	98%	✓	No

PREVENTION	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			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	
7/1/2010- 9/30/2010																									
Prevention - Gladden Community House	N/A	N/A	N/A	80	135	✓	N/A	N/A	N/A	N/A	N/A	N/A	78	127	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools ^{3,4}	46	68	✓	94	127	✓	N/A	N/A	N/A	100	86	✓	41	57	✓	90%	98%	✓	\$1,000	\$948	✓	90%	95%	✓	No
Stable Families - CIS Weinland Park Expansion	12	10	≠	22	23	✓	N/A	N/A	N/A	100	103	✓	11	10	✓	90%	100	✓	\$1,000	\$506	✓	90%	100%	✓	No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) ¹			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	Yes or No			
7/1/2010- 9/30/2010																						
Maryhaven Outreach	75	94	✓	95	131	✓	53	44	≠	70%	47%	≠	34	10	≠	65%	23%	≠	25%	12%	≠	Yes

¹ Use of CSB DCA includes CSB funding only.

² Program implemented as of March 2010.

³ Includes households served with HPRP and non-HPRP funding.

⁴ Exclusive of Weinland Park activity.

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

⁶ A portion of Tier II capacity transitioned to direct housing/rapid re-housing. Transfer clients are excluded from the ALOS calculation. ALOS is a new measure for these programs.

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	
7/1/2010- 9/30/2010																							
Benefits Partnership-YWCA ¹	89	109	√	116	235	√	49	53	√	42%	23%	≠	40%	18%	≠	67	70	√	58%	30%	≠	No	

¹ Program implemented 7/1/2009.

HPRP Programs	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				
7/1/2010- 9/30/2010																						
Stable Families - Communities in Schools HPRP ²	N/A	225	N/A	N/A	82	N/A	N/A	151	N/A	N/A	97%	N/A	N/A	\$951	N/A	N/A	95%	N/A				
Community Housing Network - ADAMH Prevention	30	61	√	90	155	≠	12	9	≠	83%	90%	√	N/A	\$978	N/A	N/A	90%	N/A				
Gladden Community House - Single Adult Prevention	30	143	√	30	26	√	28	104	√	93%	100%	√	\$657	\$1,165	≠	100%	90%	√				
CSB Transition - HPRP DCA ²	N/A	234	N/A	N/A	N/A	N/A	N/A	234	N/A	N/A	100%	N/A	N/A	\$963	N/A	N/A	100%	N/A				
7/1/2010- 9/30/2010	Total Households Served			Shelter Linkage			Successful Diversion Outcomes															
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement										
Lutheran Social Services - Centralized Point of Access (CPOA)	1,700	1,859	√	75%	73%	√	352	341	√	18%	17%	√										

²Contract to date reporting.



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