

[RESOURCE DEVELOPMENT]

Office Closing

CSB will be closed for a furlough December 28 through January 1. We will re-open on Monday, January 4.

Update on Key Funding Sources

On December 8, the County Commissioners voted to approve a supplemental appropriation of \$658,930 to counteract the deficit created by the slow collection of the Real Estate Transfer Fee, making CSB whole at the historic \$3.25 million. On December 15 the County Commissioners approved their 2010 budget. The 2010 contract is for \$3 million. CSB's additional request of \$350,000 has been deferred by the County, but they will entertain similar supplemental requests this summer to make up for the anticipated shortfall of Real Estate Transfer Fee collections in 2010.

CSB remains hopeful that the City will approve our 2010 funding request. The Mayor's budget returns CSB to funding levels of two years ago. We have a request pending for an additional \$360,000 for increased costs. For the first time CSB has asked the City to allow some funds to be used for program administration. The request for using the funds for administration was necessitated because of changes in other funder requirements for administrative expenses. The vote for the supplemental request could occur as soon as January 11. We hope to be able to keep partner agencies whole.

HPRP Phase 2 Planning

Two programs are up and running with Homelessness Prevention and Rapid Re-Housing Program (HPRP) funding, as part of Phase 1 implementation. ADAMH Prevention for Mental Health Populations and Communities in Schools Stable Families, began operations with new federal stimulus dollars in November. The ADAMH Prevention program provides a bridge to housing for state hospital patients who do not have housing available upon discharge. The Stable Families program is a continuation of the current program with some changes due to the HPRP funding stream.

Planning for Phase 2 implementation has begun. A Centralized Point of Access for the adult shelter system will be piloted beginning in early 2010. The two year pilot program will establish a common point of contact for homeless single adults experiencing a housing crisis. It is also intended to develop stronger links to community resources to prevent homelessness.

Through a competitive request for proposals process, Lutheran Social Services/Faith Mission (LSS) was funded to pilot the program. The Rebuilding Lives Plan recommends this centralized approach to improve system functionality and client outcomes, and the HPRP Steering Committee reserved funding earlier this year for this purpose. Implementation of a single point of contact system for families in crisis reduced family homelessness by 40%.

Search Committee Update

CSB's Search Committee, led by Mark Russell, is hard at work. The Committee is charged with recommending a new executive director to the board. The Committee members were very active during November and December, gathering input about suggested search criteria from partner agencies, funders, CSB staff and the Citizens Advisory Council. Trustees prioritized the criteria during their December 15 meeting, and the Search Committee gathered later that afternoon to move forward with plans for the interview process, expected to begin in January.

[REBUILDING LIVES]

Rebuilding Lives Funder Collaborative

The Rebuilding Lives Funder Collaborative had a special meeting on December 17 to take the place of its regular November meeting. The group acted on recommendations around the 2009 New Permanent Supportive Housing Selection Process, the 2010 Priority Project for OHFA Tax Credits Selection, the Centralized Point of Access for the Adult Shelter System as well as heard updates on strategies from the Rebuilding Lives Plan.

Unified Supportive Housing System

The second USHS pilot, the *Move-Up Pilot*, will begin implementation as planned, on January 1, 2010. The *Move Up Pilot Program* is designed to help residents who are successful in supportive housing *move up* to more independent living. The program provides support services to help participants live on their own, and can help with initial rent, deposits, and moving costs.

The *Move Up Pilot Program* will work with residents of three supportive housing programs in Columbus (Maryhaven Commons at Chantry, YMCA 40 W Long Street, and YWCA Wings). The pilot has a screening process to find people who make progress in supportive housing, are ready and want to move up to a more independent apartment. The supportive housing staff will work with identified tenants to get them ready and move them to an apartment of their choice. The goal is to serve 40 people in the pilot year.

CMHA informed housing providers that effective December 1, it is not able to provide vouchers for tenants who desire to move from their project-based units with their voucher as they exceeded their budgeted unit amount for the overall Voucher Program. CMHA will continue to provide vouchers for project-based unit tenants who are currently in their initial lease up phase but other projects may be affected by this freeze. This policy will remain in effect until further notice. CMHA told CSB that they did not freeze new admissions to Rebuilding Lives units just yet. However, the move-up pilot for the units that have vouchers and for the clients that were willing to move and take the vouchers with them is now frozen since CMHA does not have the extra vouchers to backfill the unit. This will slow down the implementation of the Move-Up pilot and may affect the number of clients that we will be able to move.

The RL Leasing program, which will provide for 30 units of scattered site supportive housing for HUD Chronically Homeless single adults is expected to be implemented in January 2010. Southeast, Inc. will be the service provider for these units. This project was approved by HUD through the 2008 Continuum of Care process. CSB is waiting to receive its contract from HUD so that the project can start. It is anticipated that the lease up of these 30 units will occur over a six month period.

USHS is also in the process of developing an electronic Client Documentation Toolkit for use by caseworkers in their work with homeless clients in emergency shelters or living on the streets, newly admitted into permanent supportive housing and any other clients that need documentation that will expedite their access to mainstream benefits or housing. In addition, a central repository for the client documentation will be created so that each client will have access to his/her documentation for future use.

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 and Battelle.

Permanent Supportive Housing

Annually, developers of Rebuilding Lives permanent supportive housing projects may apply for Federal tax credits secured through the Ohio Housing Finance Agency (OHFA). The HUD Technical Review Committee reviewed two proposals submitted for Tax Priority consideration on November 18. Those proposals were Community Housing Network's Inglewood Court and National Church Residence's Commons at Third. In its review, the committee also considered the reviews and comments of the Citizens Advisory Council, CoC providers and CSB staff. The committee considered the CHN project to be more complete and fully developed. The group agreed to recommend CHN Inglewood Court as the priority project with the requirement that CHN consider targeting high crisis care utilization (i.e. Netcare), including those with an Alcohol or Other Drug only diagnosis as a priority population for USHS. The group agreed to endorse NCR Commons at Third as a project and will continue to work with NCR to bring the project to fruition. It was further recommended that both projects would create needed capacity for disabled homeless in Columbus.

OSHHA at Housing Conference

Tiffany Nobles participated in a group presentation by the Ohio Supportive Housing for the Homeless Alliance (OSHHA), at the 2009 Ohio Housing Conference hosted by the Ohio Housing Finance Agency on November 18. OSHHA members from Cleveland, Columbus and Dayton presented local community plans for supportive housing.

OSHHA was formed to create and implement a public policy advocacy agenda that supports the development of permanent supportive housing units across Ohio as a long-term solution for homelessness. OSHHA's membership consists of supportive housing providers for homeless people; local community leaders responsible for implementation of community plans to end homelessness; and advocates for supportive housing as a long-term solution for homelessness. COHHIO is a member and close partner in developing resources to fund this work.

[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 seven days of January 2010. The date for the unsheltered homeless count is Tuesday, January 26, 2010 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 26 and perhaps January 27 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 as needed to conduct a comprehensive count. Volunteer sign-up forms will be posted to www.csb.org. Questions can be directed to Tiffany at tnobles@csb.org or 221-9195 x117.

[PROGRAM UPDATES]

Winter Beds in Use

Winter Overflow for the adult system commenced October 15 and has shown steady increase in usage since then. During October, an average of 8 women and 17 men were in overflow at the shelters on a nightly basis. In November the alternate site for women became available and those averages increased to 16 women per night. Meanwhile, the average for men increased to 50 in overflow per night. The planned development of an alternate site for men separate from the shelters has met with problems with zoning restrictions and fire code regulations. It is now doubtful whether another site can be found and made ready by January 1, 2010. The lack of this alternate site will place an additional burden on the shelters as they attempt to provide service during the coldest months of the overflow period. The men's shelters are already above the planned overflow capacity level of 95 additional slots. As planned, Faith Mission increased overflow capacity at its shelters by an additional 75 slots beginning December 1. During the first few days of December the average number of men has increased to 96 and the average number of women has increased to 29 in overflow each night.

[GATEWAY NEWS]

Program Review & Certification

CSB is implementing a new procedure for the annual Program Review and Certification (PR&C) of Partner Agencies. Historically CSB has contracted with external consultants to perform the on-site reviews of its partner agencies. CSB will now have internal staff perform the process. Our hope is to not only save resources, but also allow us to work with our partners to streamline the process.

CSB will spend the next six months working with its partners to determine the most useful and effective method for the certification process. The first step in evaluating our process will be to hold qualitative discussions with partners. We will take this opportunity to go through each standard and allow our partners a chance to provide feedback about the applicable monitoring.

Once a proper monitoring tool has been developed, CSB staff will begin performing on-site reviews of all programs. As a result of this change in procedure, all agencies will self-certify their compliance by the end of January. During the 2010 calendar year, all agencies will receive an on-site review. Starting in 2011, the PR&C process will occur on a rolling 12-15 month cycle. Agencies will be evaluated at various times during the year. This will help to lessen the time constraints for PR&C that have historically occurred for both CSB and partner agencies.

[IN THE SPOTLIGHT]

Veterans Served in Shelter

Each year CSB reports on the number of veterans that are served by its partner agencies in emergency shelters, outreach, and permanent supportive housing programs. The content on veterans is presented in two summaries. The first summary compares emergency shelter clients who are veterans to emergency shelter clients as a whole. The second summary provides a three-year comparison on veteran demographics. Highlights of the calendar year 2008 study reveal that 16% of the men served in both the single adult emergency shelter system and outreach during calendar year 2008 were veterans. While the number of veterans presenting in emergency shelters has been decreasing somewhat over the previous years, the number of veterans served by outreach has increased. In addition, it appears that a greater number of veterans have no source of income at entry into the emergency shelter system than in previous years.

Tours

In November, CSB provided a tour for Lou Ruscilli of Ruscilli Construction, of the YWCA Family Center and North High Street Apartments. Also in November, we provided a tour for Caroline Ramsey of Honda, of the Commons at Grant, and Adrienne Selsor and Charles Lucius of Battelle, of the YWCA Family Center.

[CSB NEWS]

Staffing Update

Finance Director – Paul Koehler has been hired as the Finance Director, effective Jan. 4. He brings experience from SWACO, where he has been the CFO since 1990. He also has prior work experience for the City and the State. He has a Master of Public Administration as well as a CPA. Thanks to Tim Miller and Tiffany Crosby for participating in the interview process.

Program Manager – Erin Maus has been hired to serve in this role, effective January 4. Erin has worked at Homeless Families Foundation since 2000, most recently as a program manager. Erin is a Licensed Social Worker and earned her Bachelor of Social Work at Wright State University.

Planning & Analyses Coordinator – Isolde Teba has been hired to serve in this role, effective January 4. Isolde brings experience in research, analysis, project management and communications from previous positions with OSU’s Comprehensive Cancer Clinic, Mount Carmel’s Community Outreach Program, and Nationwide Children’s Hospital Healthy Neighborhoods Healthy Families Project.

Upcoming Meetings

⟨ Check out the interactive calendar at www.csb.org under resources for our partners < meetings.

Attachments

- ⟨ Quarter 1 System & Program Indicator Report
- ⟨ Veterans Report

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2010
07/01/09 – 09/30/09

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:

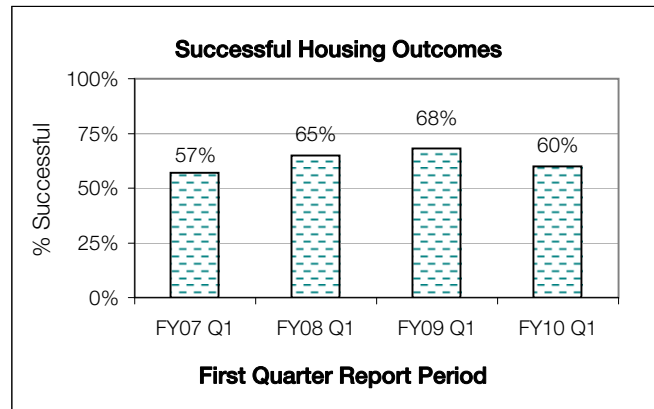
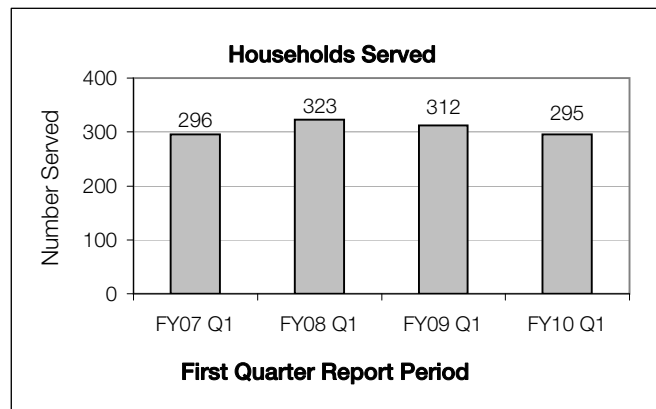
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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.

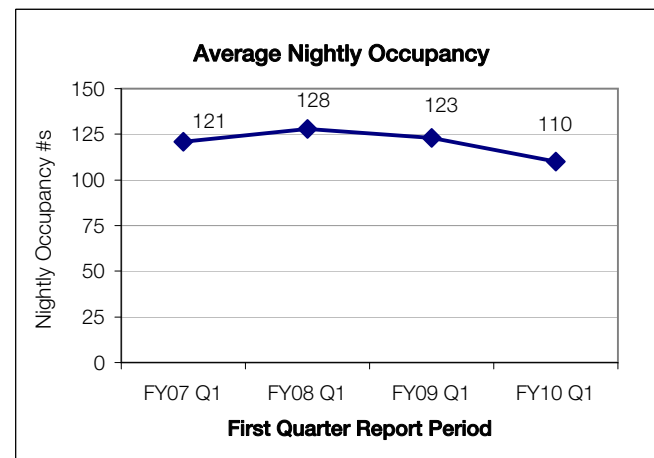
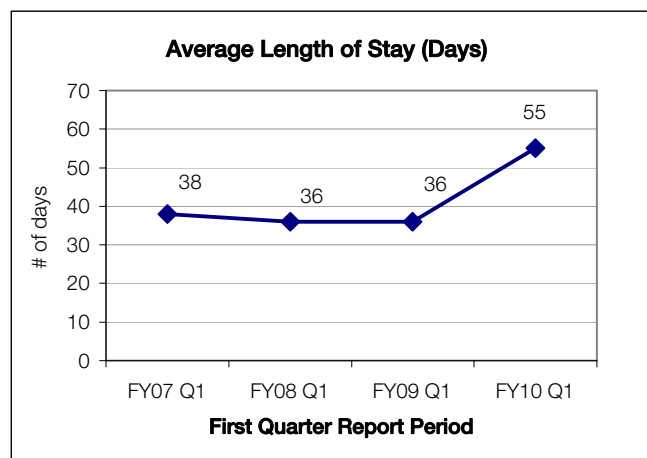
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

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
7/01/2009 - 9/30/2009															
FAMILY SYSTEM	294	295	√	120	110	45	55	≠	122	114	√	70%	60%	≠	No



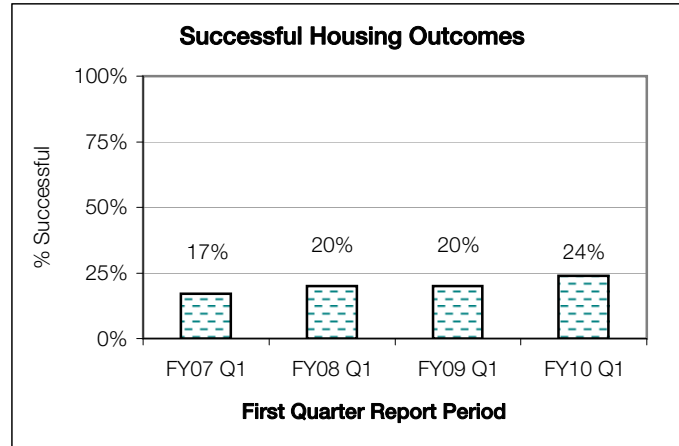
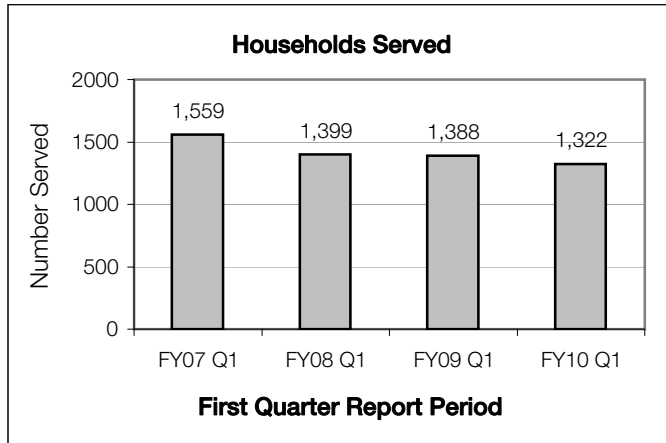
DEMOGRAPHICS	Family
Households Served	295
Clients Served	956
Average Age (HOH)	30
Gender - Male (HoH)	11%
Gender - Female (HoH)	89%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$377
Percent Working at Entry	12%
Race - White	23%
Race - Black	71%
Race - Other	6%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%
Adults Served	369
Children Served	587
Mean Family Size	3.2
Average Number of Children	2.0
Children 0 - 2 years	29%
Children 3 - 7 years	33%
Children 8 - 12 years	25%
Children 13 - 17 years	13%



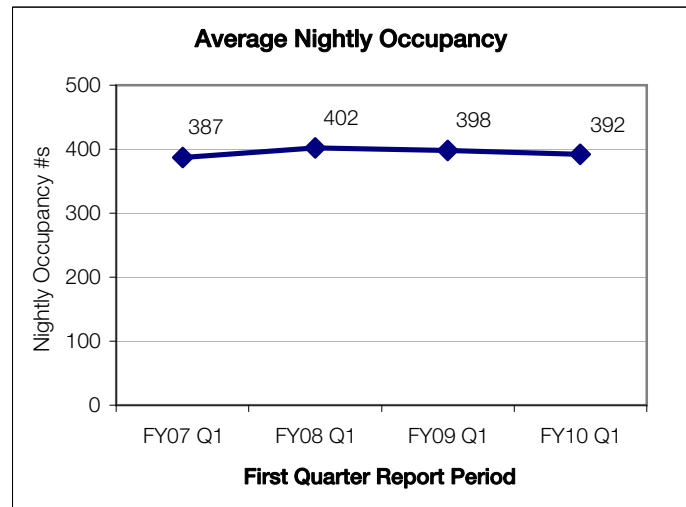
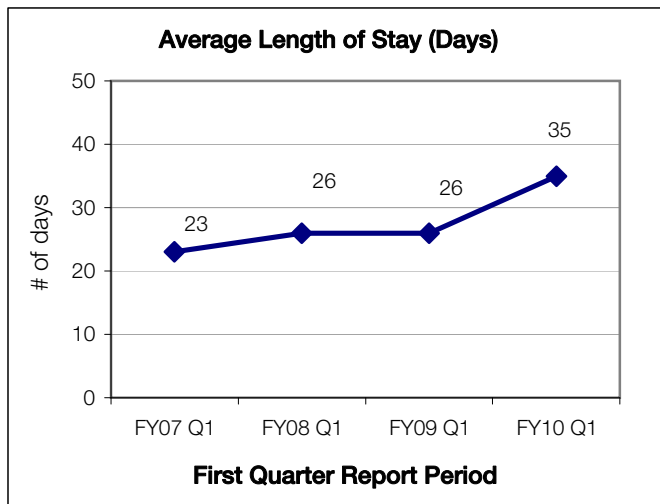
The Family System served 5% less households than during the same period of time last year. The spike in average length of stay from FY09 Q1 to FY10 Q1 is attributable to a change in methodology. Applying the new methodology to FY09 Q1 data yields an Average Length of Stay of 57 days. The decrease in Nightly Occupancy reflects a real decrease in the Average Length of Stay. The percent of households working at entry continues to decrease.

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 9/30/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,322	√	417	392	30	35	≠	246	230	√	25%	24%	√	No



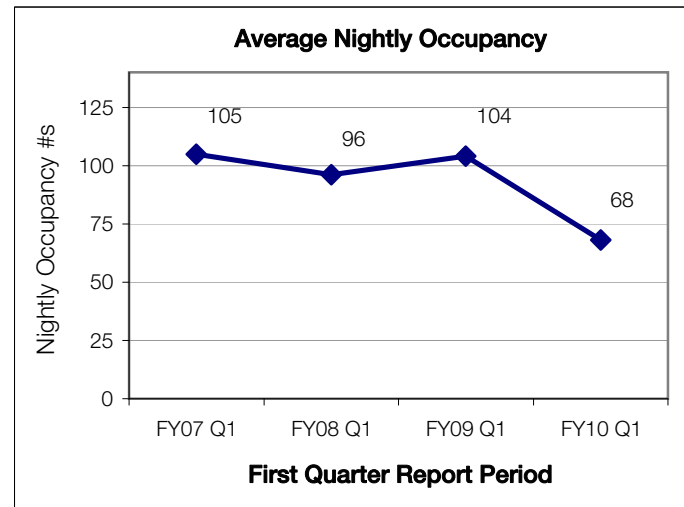
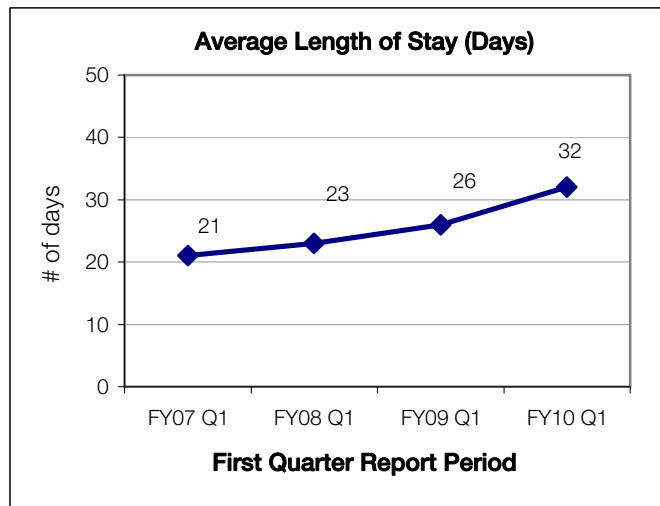
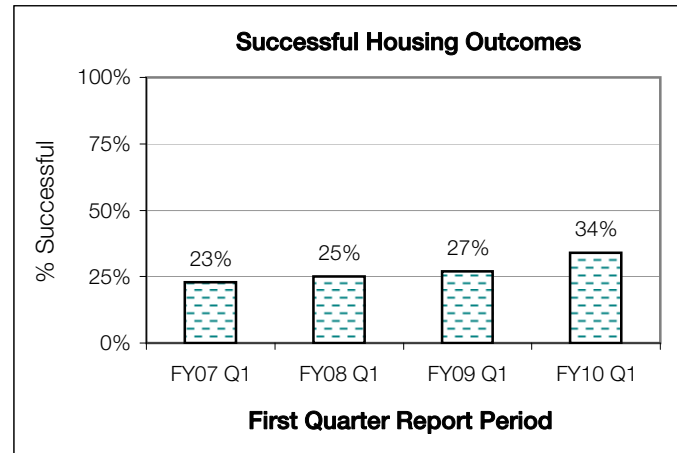
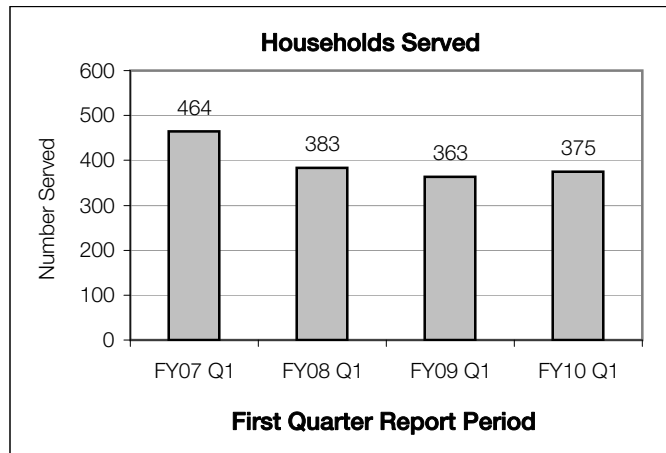
DEMOGRAPHICS	Men
Households Served	1,322
Clients Served	1,322
Average Age (HOH)	43
Men as a percent of total single adults served	78%
Veterans (U.S. Military)	15%
Avg. Monthly Household Income	\$142
Percent Working at Entry	9%
Race - White	38%
Race - Black	58%
Race - Other	4%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The Men's System served 5% fewer men during FY10 Q1 than it did same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the sharp increase in the Average Length of Stay is largely attributable to a change in methodology. (If the same methodology had been used in FY09 Q1, the result would have been an Average Length of Stay of 34 days.)

System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 9/30/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	350	375	√	97	68	30	32	√	63	96	√	25%	34%	√	No

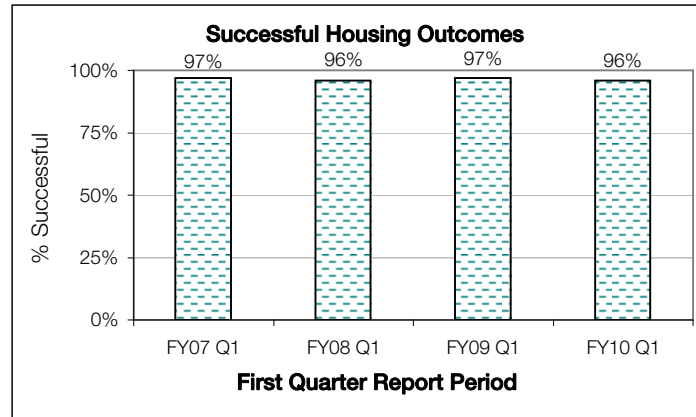
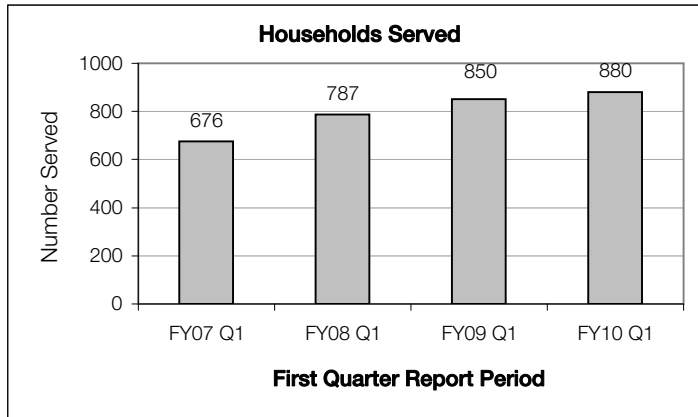


DEMOGRAPHICS	Women
Households Served	375
Clients Served	375
Average Age (HOH)	40
Woman as a percent of total single adults served	22%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$218
Percent Working at Entry	6%
Race - White	39%
Race - Black	55%
Race- Other	6%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

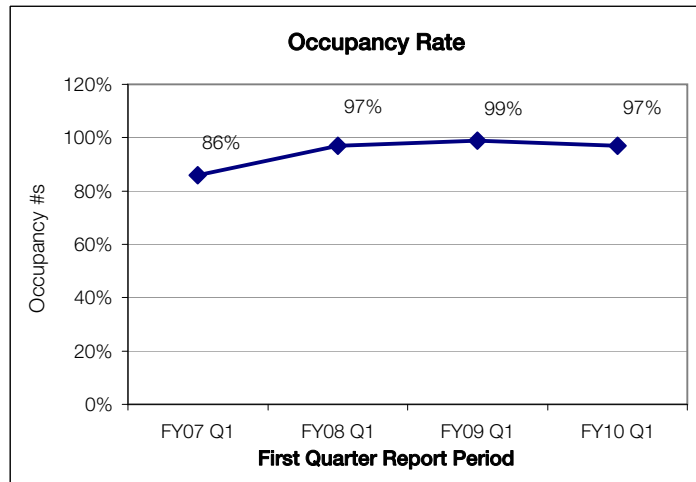
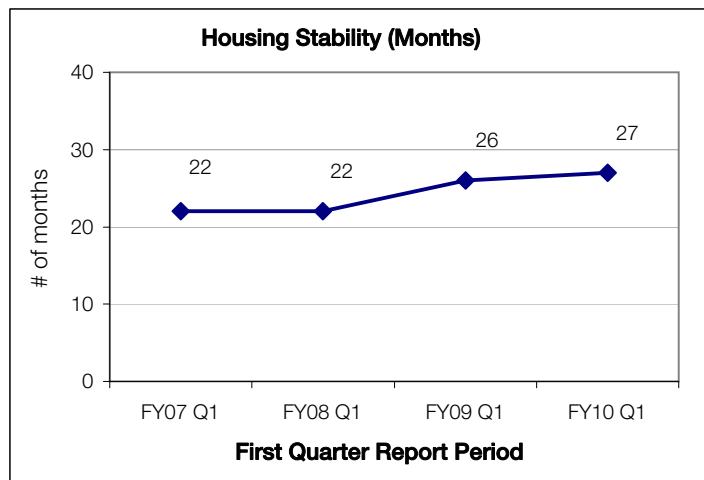
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the spike in Average Length of Stay is attributable to a change in methodology for FY10; applying the new methodology to FY09 Q1 data yields an Average Length of Stay of 37 days. 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)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern	
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/01/2009 - 9/30/2009																	
PSH SYSTEM	908	880	√	95%	97%	√	24	27	√	817	848	√	90%	96%	√		No



The PSH System consistently exceeds its goals even as it serves increasingly larger numbers of households from one year to the next.



EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 9/30/2009																
MEN																
Faith Mission on 6th ^{2,3}	N/A	396	N/A	N/A	110	109	N/A	34	N/A	N/A	71	N/A	N/A	25%	N/A	N/A
Faith Mission on 8th ^{2,3}	N/A	284	N/A	N/A	95	94	N/A	42	N/A	N/A	43	N/A	N/A	23%	N/A	N/A
Friends of the Homeless - Men's Shelter	434	398	(36)	√	130	126	30	43	≠	72	71	√	25%	26%	√	No
VOAGO Men's Shelter	197	122	(75)	√ ⁴	40	32	30	33	√	39	36	√	25%	40%	√	No
WOMEN																
Faith Mission-Nancy's Place ^{2,3}	N/A	142	N/A	N/A	42	43	N/A	38	N/A	N/A	41	N/A	N/A	44%	N/A	N/A
Friends of the Homeless - Rebecca's Place	188	154	(34)	√ ⁴	47	47	30	38	≠	42	45	√	30%	42%	√	No
INEBRIATE																
Maryhaven Engagement Center	527	483	(44)	√	50	44	10	9	√	91	52	≠	19%	11%	≠	No
AGENCY																
Lutheran Social Services - Faith Mission ^{2,3}	1,020	799	(221)	√ ⁴	247	245	30	39	≠	192	154	√ ⁵	25%	28%	√	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 provides overflow services for FY10.

⁴ Programs served fair share of households based on capacity and demand.

⁵ Outcome recalculated based on actual number of households served and marked as "achieved".

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes						Average FHC Transition Time (Days)			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
7/01/2009- 9/30/2009																										
YWCA Family Center	245	227	(18)	√	50	43	N/A	20	20	√	137	128	√	70%	68%	√	84	89	√	61%	70%	√	7	16	≠	No
YWCA Diversion ³	N/A	524	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	219	N/A	N/A	39%	N/A	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.

³ Successful outcomes represent successfully diverted households that did not enter the YWCA Emergency Shelter.

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	Rolling Stock Clients (#) ⁴	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual	Outcome Achievement	Yes or No
7/01/2009- 9/30/2009																		
Homeless Families Foundation	88	78	(10)	√ ⁵	1	46	46	√	80	96	≠	31	26	≠	70%	81%	√	No
VOAGO Family Shelter ⁶	46	31	(15)	≠	4	24	23	√	80	135	≠	16	4	≠	70%	50%	≠	Yes

² Occupancy goal is applicable only to Tier II Shelters.

⁴ Out of the number of households served, these number of households participate in the Rolling Stock Pilot.

⁵ Program served fair share of households based on capacity and demand.

⁶ Program was unable to meet four out of five goals for the evaluation period. CSB is monitoring the program and the impact of the Rolling Stock Pilot.

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
7/01/2009- 9/30/2009																		
Community Housing Network-Briggsdale	25	26	28	2	√	23	92%	√	20	21	√	23	27	√	90%	96%	√	No
Community Housing Network-Community ACT	42	44	47	3	√	42	100%	√	12	16	√	37	44	√	85%	94%	√	No
Community Housing Network-East 5th Avenue	38	40	38	(2)	√	34	89%	≠	24	31	√	36	37	√	90%	97%	√	No
Community Housing Network-North 22nd Street	30	31	34	3	√	29	97%	√	24	26	√	28	34	√	90%	100%	√	No
Community Housing Network-North High Street	33	34	35	1	√	33	97%	√	24	28	√	31	35	√	90%	100%	√	No
Community Housing Network-Cassady ²	10	10	10	0	√	10	100%	√	20	27	√	9	10	√	90%	100%	√	No
Community Housing Network-Parsons ²	25	26	25	(1)	√	24	96%	√	24	34	√	23	23	√	90%	92%	√	No
Community Housing Network-Safe Havens ³	13	16	15	(1)	√	15	115%	√	24	47	√	14	15	√	90%	100%	√	No
Community Housing Network-St. Clair ⁴	26	27	28	1	√	27	104%	√	16	20	√	24	28	√	90%	100%	√	No
Community Housing Network-Southpoint Place	46	48	50	2	√	45	98%	√	6	8	√	43	47	√	90%	94%	√	No
Maryhaven Commons at Chantry	50	52	51	(1)	√	49	98%	√	18	19	√	47	49	√	90%	96%	√	No
National Church Residences-Commons at Grant	50	52	54	2	√	50	100%	√	24	38	√	47	54	√	90%	100%	√	No
Southeast-Scattered Sites ^{2,5}	90	110	97	(13)	N/A	104	114%	√	12	35	√	99	97	√	90%	100%	√	No
YMCA-40 West Long Street	105	110	116	6	√	104	99%	√	20	26	√	99	111	√	90%	96%	√	No
YMCA-Sunshine Terrace	75	79	82	3	√	75	100%	√	24	36	√	71	79	√	90%	99%	√	No
YWCA-WINGS	69	72	76	4	√	67	97%	√	24	27	√	65	73	√	90%	96%	√	No
Rebuilding Lives PACT Team Initiative ²	108	113	114	1	√	101	94%	√	21	27	√	102	108	√	90%	95%	√	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-Cassady (SRA/ 1 household); CHN-Parsons (SRA / 11 households); RLPTI (TRA / 18 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 Occupancy rate exceeds 100% because a non-RL unit at St. Clair was vacated and CHN placed an RL eligible client into this unit.

⁵ Implementation of the RL Leasing expansion delayed due to HUD contracting. Capacity will increase to 120 as of 1/1/2010. Program was not able to meet goals due to the delay in expansion.

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
7/01/2009- 9/30/2009																		
Transitional Housing																		
Amethyst-RSvP	8	12	18	6	√	85%	88%	√	2	2	√	7	13	√	77%	100%	√	No
Huckleberry House - Transitional Living Program ³	30	37	41	4	√	98%	107%	√	10	8	√	5	12	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	48	50	2	√	95%	81%	≠	4	4	√	11	9	≠	77%	47%	≠	Yes
Pater Noster House ⁴	5	7	5	(2)	≠	95%	100%	√	4	8	≠	2	0	≠	77%	N/A	N/A ⁵	Yes
VOAGO - Veterans ^{4,6}	40	45	82	37	√	95%	105%	√	4	3	√	18	7	≠	77%	18%	≠	No
Permanent Supportive Housing																		
Community Housing Network-Family Homes ⁷	15	16	17	1	√	95%	100%	√	12	26	√	13	17	√	80%	100%	√	No
Community Housing Network-Wilson	8	8	9	1	√	95%	100%	√	12	71	√	6	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	31	33	2	√	95%	97%	√	15	23	√	25	31	√	80%	94%	√	No
Shelter Plus Care																		
Amethyst-SPC	92	98	101	3	√	95%	90%	√	12	25	√	78	100	√	80%	99%	√	No
Columbus AIDS Task Force - TRA ⁸	89	93	91	(2)	√	95%	119%	√	24	54	√	74	91	√	80%	100%	√	No
Community Housing Network-SRA SPC ^{7,8}	137	144	195	51	√	95%	131%	√	12	37	√	115	186	√	80%	95%	√	No
Community Housing Network-TRA SPC ^{7,9}	149	156	136	(20)	≠	95%	90%	√	12	37	√	125	136	√	80%	100%	√	No
Faith Mission - Shelter Plus Care ⁸	44	46	52	6	√	95%	114%	√	24	49	√	37	51	√	80%	98%	√	No
Total Shelter Plus Care	511	537	535	(2)	√	95%	105%	√	N/A	39	N/A	429	564	√	80%	105%	√	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 Huckleberry House has the ability to expand capacity temporarily when necessary. Program capacity will decrease to 24 as of 11/10/2009.

⁴ Program voluntarily participates in CSP.

⁵ Not evaluated as there were no exits during the reporting period.

⁶ VOAGO Veterans is able to exceed capacity at times because it has three overflow units.

⁷ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 6 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 11 households); RLPTI (TRA / 18 households); Southeast Scattered Sites (TRA / 2 households).

⁸ Occupancy rate exceeds 100% because CMHA has informed Shelter Plus Care providers that they can overlease throughout the year.

⁹ Due to CMHA's mass unit transfer from TRA to Section 8, CHN TRA is experiencing a reduced volume of clients.

FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES	New Households Served			Total Households Served			Usage of CSB DCA (Average \$) ¹			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (%)			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
7/01/2009- 9/30/2009																												
The Salvation Army	48	59	√	85	121	√	\$1,000	\$910	√	15	9	√	100	98	√	43	32	≠	90%	89%	√	90%	100%	√				No
Stable Families-Communitis In Schools	63	68	√	111	144	√	\$1,000	\$842	√	N/A	N/A	N/A	100	92	√	41	70	√	90%	83%	≠	90%	75%	√				No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%)			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	
7/01/2009- 9/30/2009																										
Maryhaven Outreach	81	61	≠	105	71	≠	57	44	≠	70%	70%	√	28	44	√	50%	100%	√	25%	71%	√				No	

OTHER	Total Households Served			Usage of CSB DCA (Average \$) ¹			Successful Housing Outcomes						Usage of CSB DCA (%)			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
7/01/2009- 9/30/2009																
Transition - CSB Transition Program	225	275	√	\$550	\$550	√	220	272	√	98%	99%	√	98%	99%	√	No
Prevention - Gladden Community House ²	80	260	√	N/A	N/A	N/A	78	220	√	97%	100%	√	N/A	N/A	N/A	No

¹ Use of CSB DCA includes CSB funding only.

² Evaluation time frame is year to date.

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	Goal (%)	Actual (%)	Outcome Achievement	
7/01/2009- 9/30/2009																									
SSI/SSDI Benefits Partnership ¹	33	17	*	33	17	*	18	16	√	N/A	94%	N/A	N/A	4	N/A	70%	50%	N/A	N/A	16	N/A	N/A	94%	N/A	No

¹ New program implemented 7/1/2009 and in ramp-up.

² Submitted Applications % represents the number of distinct households for whom applications (two categories including SSI/SSDI or all other) were submitted by the program during the report period divided by the number of households served.

³ Successful SSI/SSDI Applications # represents the number of distinct households for whom an application was submitted and a resolution (i.e., "approved", "partially approved", or "disapproved") was obtained.

⁴ Successful SSI/SSDI Applications % represents the number of distinct households for whom an application was submitted and a resolution of "approved" or "partially approved" was obtained.



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**Summary Analysis of Veterans Served by Outreach, Emergency Shelter
and Permanent Supportive Housing
Calendar Year 2008**

The greatest number of homeless Veterans are single adult men. The percentage of veterans served by the Emergency Shelters and Outreach is at 11%.

Veterans served by Outreach and Emergency Shelters	# Adults	# Adult Veterans	% Adult Veterans
Served by Street Outreach	431	67	16%
Families with Children	1,028	25	2%
Single Adult Women	1,084	16	1%
Single Adult Men	3,639	589	16%
Total Veterans Served	6,182	697	11%

Racial and Ethnic backgrounds of Veterans are consistent with the overall population.

Single Adult Shelter Clients	All HH		Veterans	
Race				
Black	2,848	60%	374	62%
White	1,765	37%	221	37%
Other	110	2%	10	2%
Ethnicity				
Hispanic/Latino	127	3%	14	2%
Non Hispanic/Latino	4,596	97%	591	98%

Note: sum of percentages may not equal 100% due to rounding.

Veterans' income sources at intake into adult emergency shelters are consistent with the overall population. Veterans are more likely to be working than receiving VA benefits (adults served in shelter).

Income Source	All HH		Veterans	
No Income	3,359	64%	461	70%
Employment Income	691	13%	57	9%
SSI	367	7%	30	5%
Food Stamps	419	8%	36	6%
SSDI	190	4%	20	3%
Social Security	60	1%	5	1%
VA Benefits	46	1%	34	5%
Public Assistance	70	1%	2	0%
Other	27	1%	3	0%
Unemployment	15	0%	5	1%
Child Support	11	0%	0	0%
Retirement	13	0%	1	0%
TANF	11	0%	0	0%
Alimony	2	0%	0	0%
# Income Sources	5,281	100%	654	100%

Note: # exceeds total served since some have more than one income source.

Veterans (adults served in shelter) have an average length of stay in shelter that is shorter than the average for all clients (46 days for Veterans versus 52 days for all clients).

**Summary Analysis of Veterans Served by Outreach, Emergency Shelter
and Permanent Supportive Housing
Calendar Year 2008**

Veterans exit programs to housing at rates comparable to the overall emergency shelter and outreach population.

Type of Exit	All HH		Veterans	
Outreach Clients				
Permanent Housing	129	40%	16	32%
Transitional Housing	14	4%	4	8%
Moved in with family/friends	12	4%	5	10%
Emergency Shelter	100	31%	17	34%
Unknown/Street	54	17%	4	8%
Other	15	5%	4	8%
Emergency Shelter Clients				
Permanent Housing	843	21%	104	20%
Transitional Housing	165	4%	46	9%
Moved in with family/friends	223	5%	18	3%
Emergency Shelter	209	5%	24	5%
Unknown/Street	2,388	58%	305	58%
Other	266	6%	33	6%

The greatest proportion of homeless Veterans (single adults) were served at Faith Mission shelters and Maryhaven Engagement Center.

	# of Adults Served	# of Veterans Served	% Veterans Served by Program	% of Distinct Veterans System-wide ¹
Emergency Shelter				
Faith Mission on 6th Street	1,788	266	15%	44%
Maryhaven Engagement Center	1,353	194	14%	32%
Faith Mission on 8th Avenue	1,048	151	14%	25%
Friends of the Homeless Men's Shelter	1,136	165	15%	27%
Volunteers of America Men's Shelter	556	116	21%	19%
Friends of the Homeless Rebecca's Place	490	3	1%	0%
Faith Mission Nancy's Place	653	13	2%	2%

¹ % of Distinct Veterans System-wide represents the distinct number of Veterans served at each shelter relative to the total number of distinct Veterans that accessed the adult shelter system. The sum of these percentages will exceed 100%, because in many cases a Veteran was served by more than one program.

13% of Households served by Permanent Supportive Housing (PSH) were Veterans.

Veterans served by PSH	# Adults	# Adult Veterans	% Adult Veterans
Single Adult Women	304	8	3%
Single Adult Men	754	138	18%
Families with Children	39	0	0%
Total Veterans served by PSH	1,097	146	13%

**Comparative Analyses of Veterans Served by Outreach, Emergency Shelter and
Permanent Supportive Housing
CY 2006, CY 2007, CY 2008**

Emergency Shelter and Outreach

11% of Adults served in CY 2008 by Emergency Shelters and Outreach were Veterans. The number of Veterans served decreased from year to year.

Veterans Served as % of the emergency shelter and outreach population	CY 2006		CY 2007		CY 2008	
	#	% by category	#	% by category	#	% by category
Served by Street Outreach	17	9%	19	12%	67	16%
Families with Children	46	5%	31	4%	25	2%
Single Adult Women	33	3%	27	2%	16	1%
Single Adult Men	646	17%	640	18%	589	16%
Total Veterans Served (un-duplicated)	742	12%	717	13%	697	11%

The Racial and Ethnic backgrounds of Veterans are consistent from year to year.

Single Adult Shelter Clients	CY 2006		CY 2007		CY 2008	
Race						
Black	425	63%	424	64%	374	62%
White	238	35%	231	35%	221	37%
Other	16	2%	12	2%	10	2%
Ethnicity						
Hispanic/Latino	15	2%	21	3%	14	2%
Non Hispanic/Latino	664	98%	646	97%	591	98%

Note: sum of percentages may exceed 100% due to rounding.

A larger number of Veterans had no income source at intake into adult emergency shelters during calendar year 2008 compared to prior years. Furthermore, fewer Veterans were employed during 2008 than in previous years and a larger number were receiving food stamps during the same period.

Income Source	CY 2006		CY 2007		CY 2008	
No Income	401	57%	396	57%	461	70%
Employment Income	110	16%	103	15%	57	9%
SSI	49	7%	47	7%	30	5%
Food Stamps	12	2%	13	2%	36	6%
Social Security	25	4%	18	3%	5	1%
SSDI	23	3%	35	5%	20	3%
VA Benefits	62	9%	67	10%	34	5%
Other	0	0%	4	1%	3	0%
Public Assistance	7	1%	2	0%	2	0%
Unemployment	5	1%	5	1%	5	1%
Child Support	2	0%	0	0%	0	0%
Alimony	2	0%	0	0%	0	0%
Retirement	0	0%	2	0%	1	0%
TANF	0	0%	0	0%	0	0%
# Income Sources	698		692		654	

Note: # exceeds total served since some have more than one income source.

**Comparative Analyses of Veterans Served by Outreach, Emergency Shelter and Permanent Supportive Housing
CY 2006, CY 2007, CY 2008**

A larger proportion of Veterans exited to permanent housing during 2008 than in recent years' past; however, exits to unknown destinations or the street remain high (although they are consistent with the overall population).

Type of Exit	CY 2006		CY 2007		CY 2008	
Outreach Clients - Veterans						
Permanent Housing	3	18%	6	43%	16	32%
Transitional Housing	0	0%	0	0%	4	8%
Moved in with family/friends	0	0%	0	0%	5	10%
Emergency Shelter	1	6%	1	7%	17	34%
Unknown/Street	2	12%	7	50%	4	8%
Other	11	65%	0	0%	4	8%
Emergency Shelter Clients - Veterans						
Permanent Housing	78	13%	89	15%	104	20%
Transitional Housing	78	13%	58	10%	46	9%
Moved in with family/friends	33	6%	28	5%	18	3%
Emergency Shelter	61	10%	47	8%	24	5%
Unknown/Street	300	51%	345	58%	305	58%
Other	36	6%	26	4%	33	6%

The greatest proportion of homeless Veterans (single adults) were served at Faith Mission on 6th, consistent over the three years.

Emergency Shelter*	CY 2006	CY 2007	CY 2008
Faith Mission on 6th Street	251	263	266
Maryhaven Engagement Center	246	193	194
Friends of the Homeless Men's Shelter	129	144	165
Faith Mission on 8th Avenue	111	167	151
Volunteers of America Men's Shelter	229	139	116
Faith Mission Nancy's Place	15	9	13
Friends of the Homeless Rebecca's Place	13	20	3
YMCA Overflow	8	0	0
Total Veterans Served (duplicated)	1002	935	908

* in many cases a Veteran was served by multiple programs

Permanent Supportive Housing

13% of Adults served in CY 2008 by Permanent Supportive Housing (PSH) were Veterans. The number of veterans served is about the same as last year.

Veterans Served as % of the PSH population	CY 2007		CY 2008	
	#	% by category	#	% by category
Single Adult Women	8	3%	8	3%
Single Adult Men	122	19%	138	18%
Families with Children	0	0%		0%
Total Veterans Served by PSH	130	14%	146	13%