

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2012
1/1/12 – 3/31/12

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:

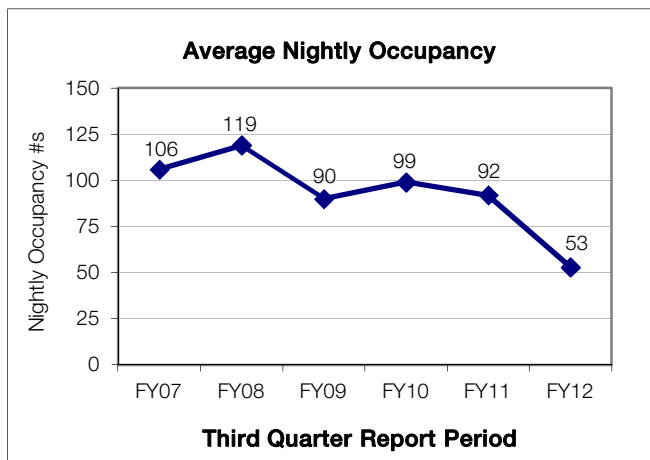
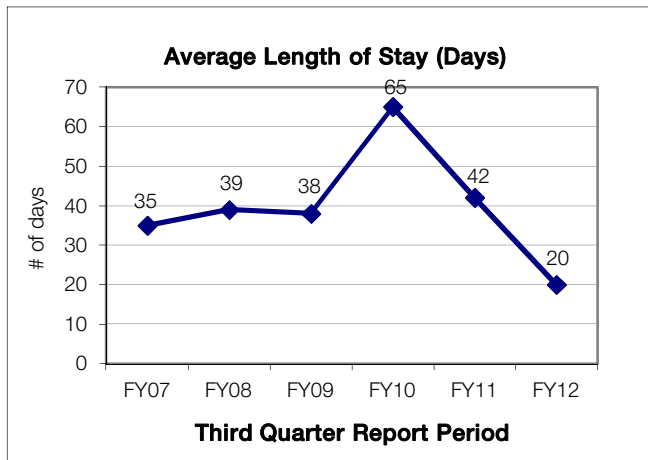
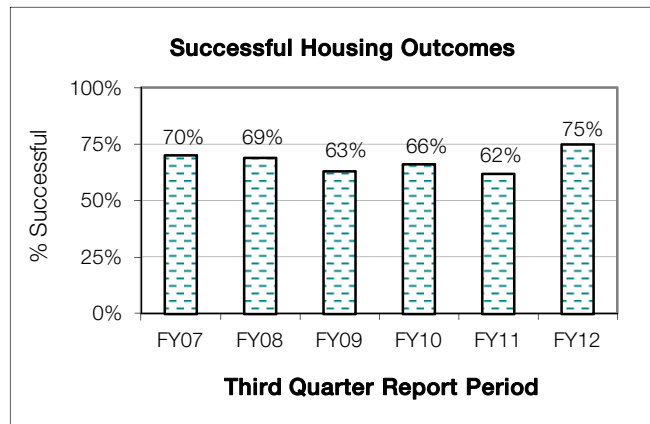
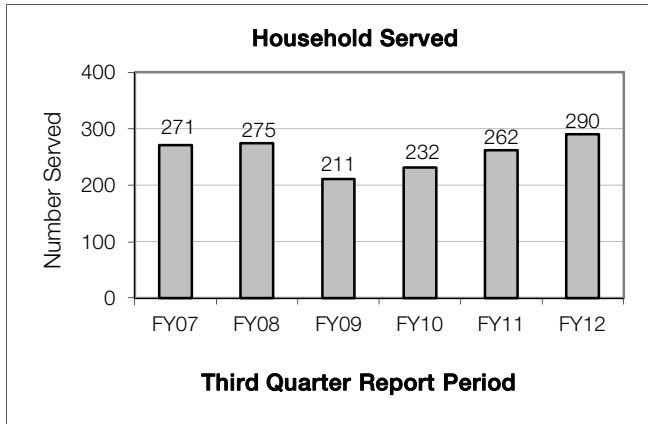
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY12 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	1/1/2012-3/31/2012	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
FAMILY SYSTEM	232	290	√	50	53	20	20	√	127	183	√	70%	75%	√	No

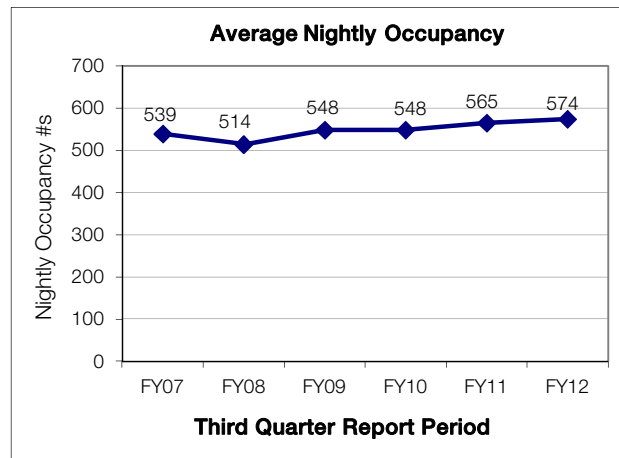
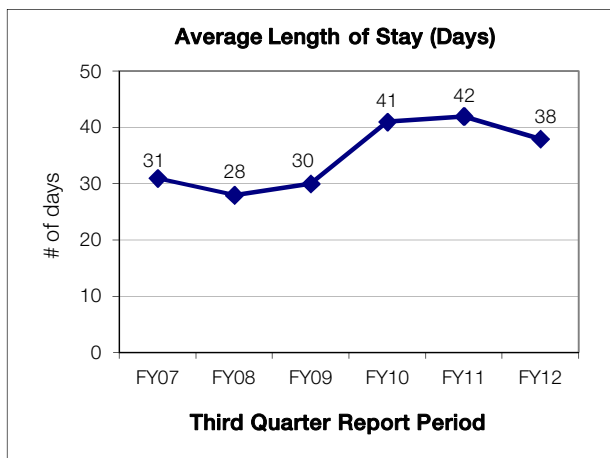
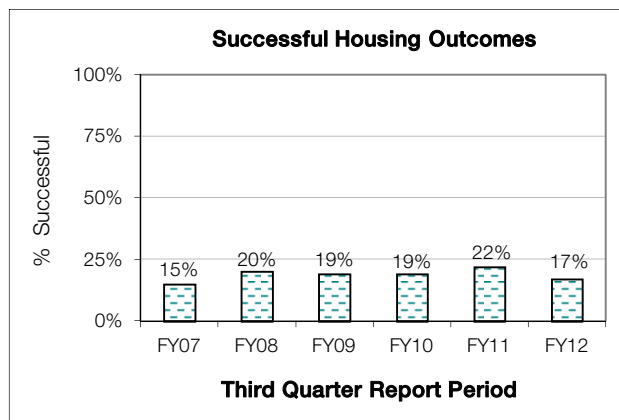
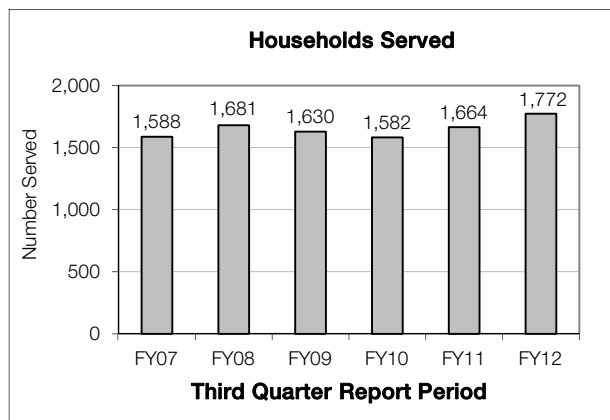


DEMOGRAPHICS	Family
Households Served	290
Percent Newly homeless	53%
Clients Served	912
Average Age (HoH)	29
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$384
Percent Working at Entry (HoH)	17%
Race - White (HoH)	29%
Race - Black (HoH)	70%
Race- Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	369
Children Served	543
Mean Family Size	3.1
Average Number of Children	1.9
Children 0 - 2 years	33%
Children 3 - 7 years	40%
Children 8 - 12 years	17%
Children 13 - 17 years	10%

The Family Emergency Shelter System served 11% more households than during the same period of time last year, despite the reduction in capacity due to the Tier II shelters fully transitioning to direct housing. The new capacity of the emergency shelter system for families, as of 1/1/2012, became 50, and is represented by the YWCA Family Center. The YWCA Family Center maintained a good performance with increased successful housing outcomes and decreased average length of stay.

System and Program Indicator Report

FY12 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	
1/1/2012-3/31/2012															
MEN'S SYSTEM	1,550	1,772	√	443	574	30	38	≠	283	222	≠	25%	17%	≠	Yes



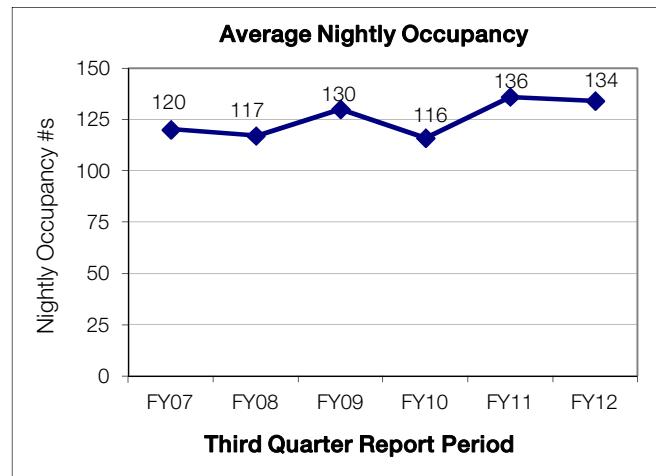
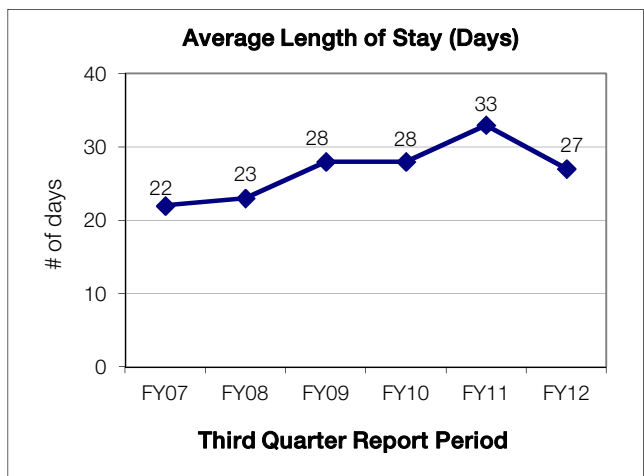
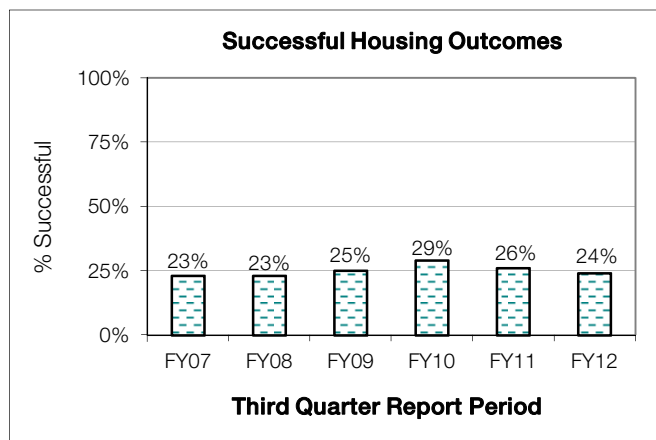
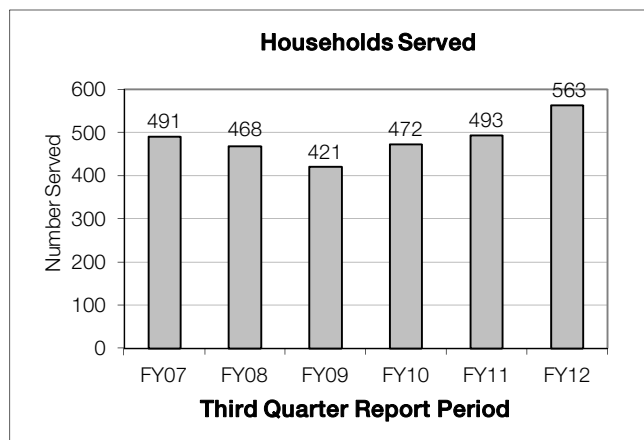
DEMOGRAPHICS	Men
Households Served	1,772
Percent Newly homeless	24%
Average Age (HoH)	43
Men as a percent of total single adults served	76%
Veterans (U.S. Military) all adults	13%
Avg. Monthly Household Income	N/A ¹
Percent Working at Entry (HoH)	N/A ¹
Race - White	38%
Race - Black	60%
Race- Other (HoH)	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	10%
Adults 25 - 34 years	20%
Adults 35 - 44 years	22%
Adults 45 - 55 years	35%
Adults 56 - 61 years	10%
Adults 62+	3%

¹ The measure was not calculated due to data quality concerns and impact of CPOA transfer.

The system experienced an increase in the number of individuals served at 6%. The significant decrease in the average length of stay is a reflection of the new policies implemented throughout the system as of 7/1/2011. The system failed to meet the successful housing outcome measures and is deemed a system of "concern" for the reporting period. The decrease in percent of newly homeless is concerning in that it shows that the system served mostly the same population as in the prior reporting period(s). The capacity for the system increased by 26 units with the addition of the VOAGO & LSS VA Emergency Housing beds. FY10 to FY12 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY12 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	1/1/2012-3/31/2012	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
WOMEN'S SYSTEM	450	563	√	101	134	30	27	√	88	108	√	25%	24%	√	No



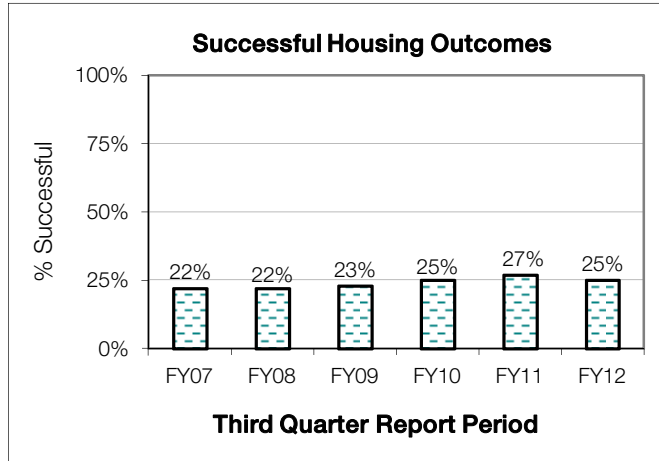
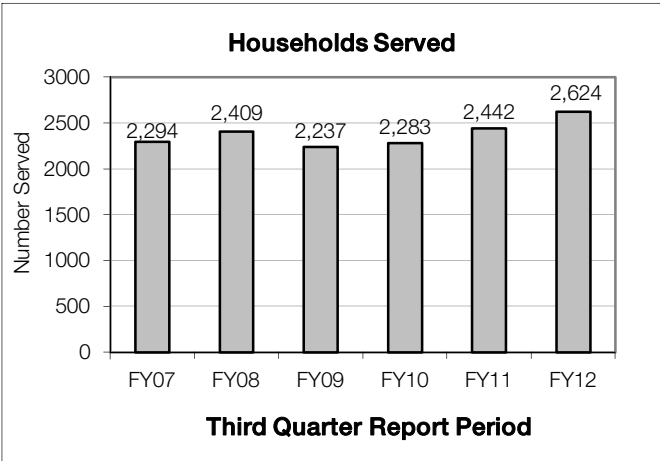
DEMOGRAPHICS	Women
Households Served	563
Percent Newly homeless	33%
Average Age (HoH)	39
Women as a percent of total single adults served	24%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	N/A ¹
Percent Working at Entry (HoH)	N/A ¹
Race - White	41%
Race - Black	58%
Race- Other (HoH)	1%
Hispanic	2%
Non-Hispanic	98%
Adults 18 - 24 years	18%
Adults 25 - 34 years	23%
Adults 35 - 44 years	23%
Adults 45 - 55 years	30%
Adults 56 - 61 years	4%
Adults 62+	2%

¹The measure was not calculated due to data quality concerns and impact of CPOA transfer.

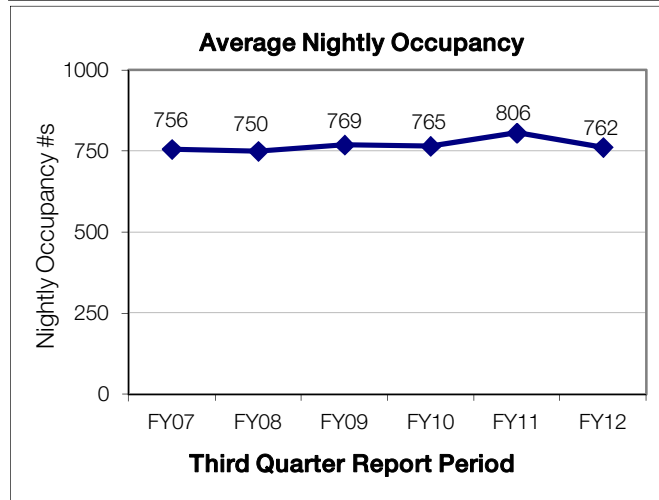
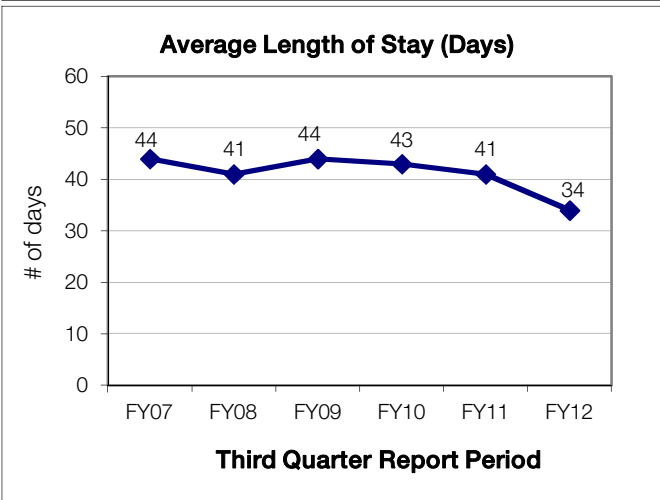
The system experienced an increase in the number of individuals served at 14%. The significant decrease in the average length of stay is a reflection of the new policies implemented throughout the system as of 7/1/2011. The decrease in percent of newly homeless is concerning in that it shows that the system served mostly the same population as in the prior reporting period(s). The capacity of the system increased by 4 units with the addition of the LSS VA Emergency Housing beds. FY10 to FY12 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY12 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	1/1/2012-3/31/2012	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ²	2,232	2,624	√	594	762	30	34	≠	584	513	≠	35%	25%	≠	Yes



DEMOGRAPHICS	Shelter
Households Served	2,624
Clients Served	3,246
Adults Served	2,703
Children Served	543
Average Age (HoH)	40
Gender - Male (HoH)	68%
Gender - Female (HoH)	32%
Percent Newly homeless	29%
Veterans (U.S. Military) (All Adults)	9%
Avg. Monthly Household Income	N/A ¹
Percent Working at Entry	N/A ¹
Race - White (HoH)	38%
Race - Black (HoH)	61%
Race- Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%

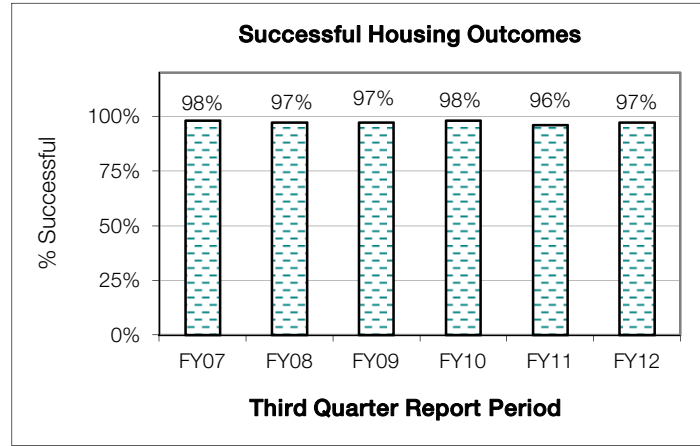
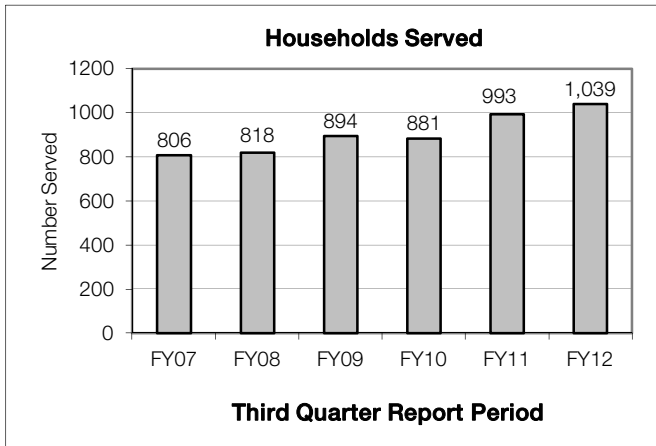


¹The measure was not calculated due to data quality concerns and impact of CPOA transfer.
² System includes single adult and family shelters.
³ Overflow capacity is not included.
 Historical numbers for the entire shelter system were recreated using the same methodology as for FY2012, for all metrics.

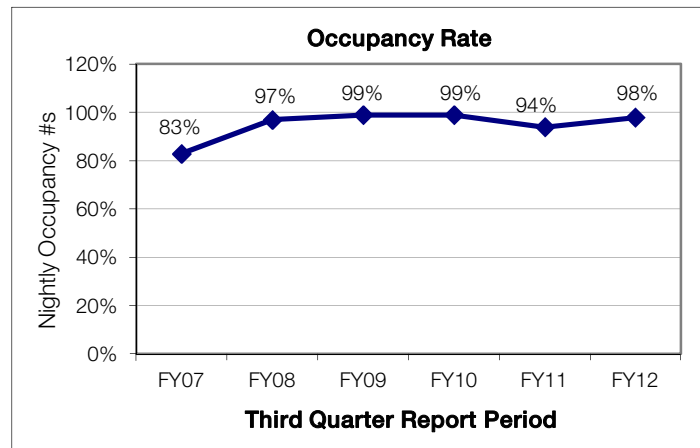
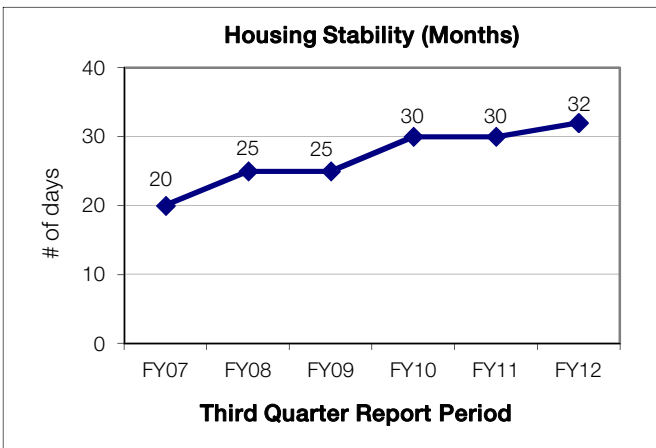
We are reporting a 7% increase in the number of households served compared to the same period last year. The significant decrease in the average length of stay is a reflection of the new policies implemented throughout the single adult system as of 7/1/2011. The performance of the Men's System negatively impacted the performance of the entire system related to the successful housing outcomes. The system is deemed of "concern" for the reporting period. The decrease in percent of newly homeless is concerning in that it shows that the system served mostly the same population as in the prior reporting period(s).

System and Program Indicator Report

FY12 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	1/1/2012-3/31/2012	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PSH SYSTEM	1,013	1,039	√	95%	98%	√	24	32	√	912	1,006	√	90%	97%	√	No

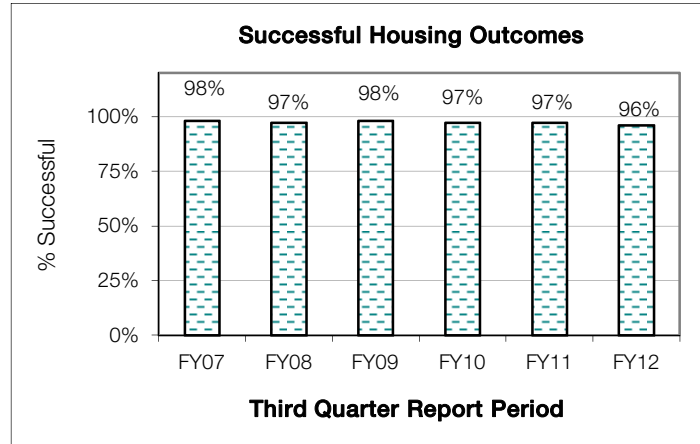
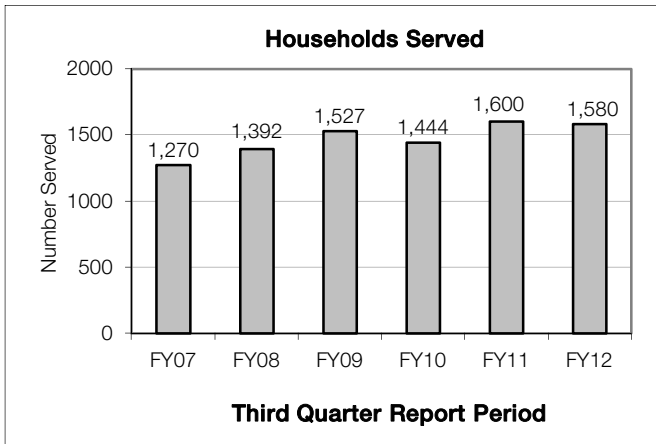


The PSH System continues to perform well. The inventory as of 3/31/2011 is 990 units of Rebuilding Lives Permanent Supportive Housing. 5% more households were served this reporting period compared to the similar reporting period of last year.

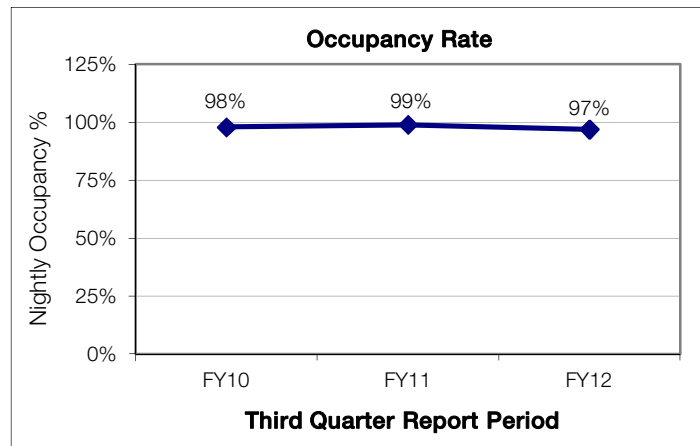
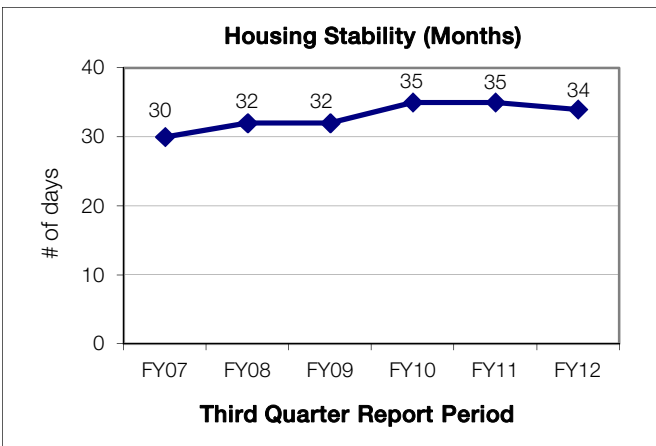


System and Program Indicator Report

FY12 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units combined	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	1/1/2012-3/31/2012	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Total PSH System ¹	1,605	1,580	✓	95%	97%	✓	24	34	✓	1284	1,525	✓	80%	96%	✓	No



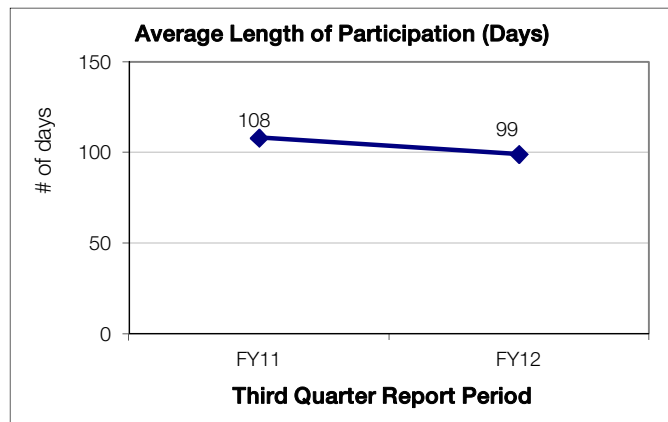
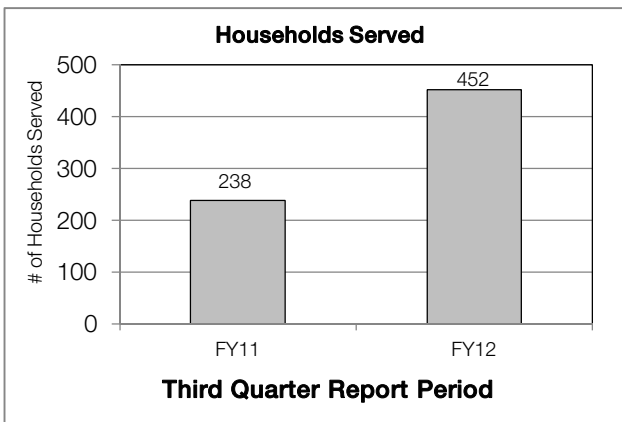
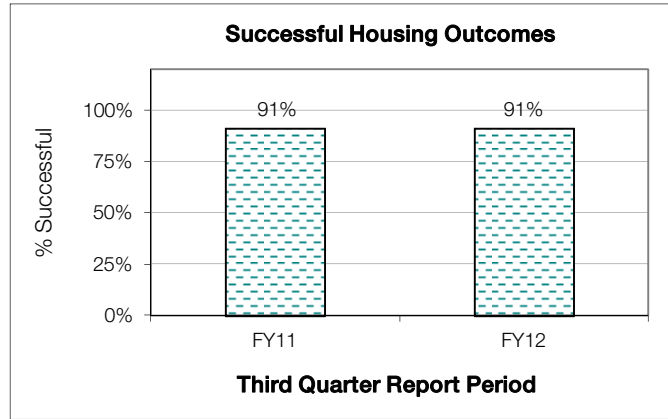
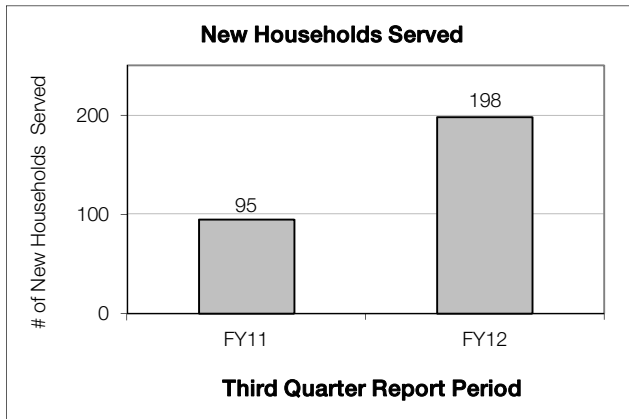
CSB is reporting out on all supporting housing projects as a whole. All historical numbers for the entire system were recreated using the same methodology as for FY2012 for all applicable metrics. The current capacity of Permanent Supportive Housing units included in Columbus ServicePoint (CSP) and reported on here is 1554. VA VASH voucher capacity of 120 is not included in CSP as well as 3 units at CHN N. High St.



¹ System includes CSB and non-CSB funded PSH & SPC programs.

System and Program Indicator Report

FY12 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	1/1/2012-3/31/2012	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Direct Housing Rapid Re-housing System ¹	193	198	✓	402	452	✓	100	99	✓	174	181	✓	90%	91%	✓	No



DEMOGRAPHICS	Family & Adults
Households Served	452
Percent New Households Served	43%
Clients Served	1,221
Average Age for Families (HoH)	29
Average Age for Single Adults	43
Gender - Male (HoH)	21%
Gender - Female (HoH)	79%
Veterans (U.S. Military) all adults	4%
Avg. Monthly Household Income	\$562
Percent Working at Entry (HoH)	35%
Adults Served	545
Children Served	676
Race - White (HoH)	29%
Race - Black (HoH)	69%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.3
Average Number of Children ²	2.0
Children 0 - 2 years ²	31%
Children 3 - 7 years ²	40%
Children 8 - 12 years ²	18%
Children 13 - 17 years ²	11%

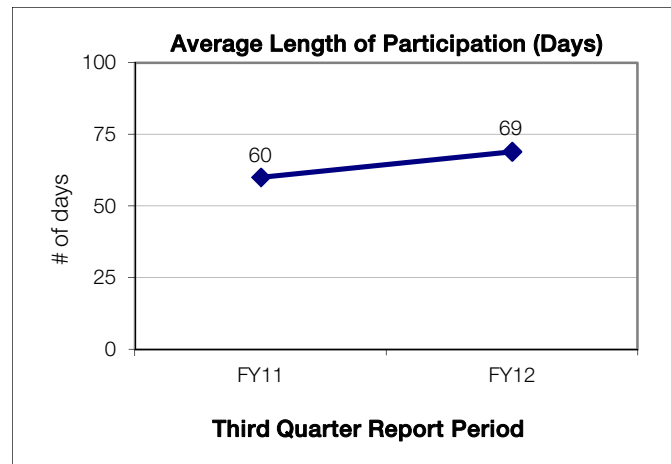
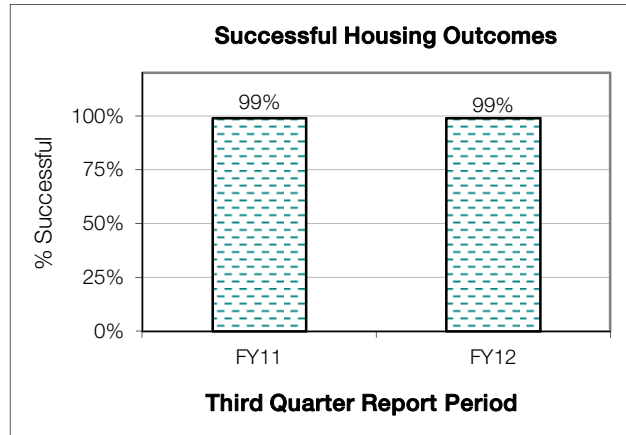
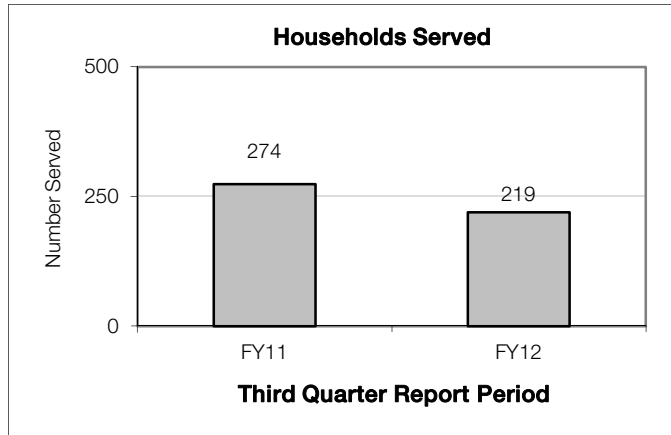
CSB is reporting out on all direct housing/rapid re-housing programs as a whole to establish a baseline for performance.

¹System includes HFF Rolling Stock, VOAGO TIP, VOAGO Rapid-Re-housing Single Adults, TSA Direct Housing, TSA J2H, CSS Rapid Re-housing, CHN Placement, CHN In-Reach Single Adults. CSB Transition and HPRP Transition are excluded.

²Data only refers to the families served.

System and Program Indicator Report

FY12 Prevention 1/1/2012-3/31/2012	Households Served			Average Length of Participation (Days)			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	
Prevention System ¹	200	219	√	90	69	√	133	94	≠	90%	99%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	219
Clients Served	561
Average Age (HoH)	33
Gender - Male (HoH)	28%
Gender - Female (HoH)	72%
Veterans (U.S. Military) all adults	4%
Avg. Monthly Household Income	\$839
Percent Working at Entry (HoH)	34%
Race - White (HoH)	39%
Race - Black (HoH)	58%
Race - Other (HoH)	3%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	270
Children Served	291
Mean Family Size ²	3.4
Average Number of Children ²	2.0
Children 0 - 2 years ^{2,3}	22%
Children 3 - 7 years ^{2,3}	35%
Children 8 - 12 years ^{2,3}	27%
Children 13 - 17 years ^{2,3}	15%

¹ Starting FY12 Q3, system includes CIS Stable Families, Gladden Community House Prevention and CHN Prevention. GCH Single Adult Prevention and CHN ADAMH Prevention programs are no longer included in the system as the programs ended before the reporting period.

² Data only refers to the families served.

³ Percentage may not add up to 100% due to rounding.

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 15%	Yes or No
1/1/2012-3/31/2012																	
MEN																	
Faith Mission on 6th ²	N/A	562	N/A	N/A	110	133	N/A	28	N/A	N/A	75	N/A	N/A	17%	N/A	30%	N/A
Faith Mission on 8th ²	N/A	360	N/A	N/A	95	94	N/A	31	N/A	N/A	50	N/A	N/A	19%	N/A	34%	N/A
Friends of the Homeless - Men's Shelter	489	621	132	√	130	142	30	29	√	90	62	≠	25%	13%	≠	33%	No
VOAGO Men's Shelter	188	214	26	√	40	44	30	23	√	37	24	≠	25%	14%	≠	50%	No
YMCA Men's Overflow ⁵	247	513	266	√	130	94	30	19	√	N/A	1	N/A	N/A	0%	N/A	60%	No
WOMEN																	
Faith Mission - Nancy's Place ²	N/A	200	N/A	N/A	42	48	N/A	29	N/A	N/A	45	N/A	N/A	29%	N/A	25%	N/A
Friends of the Homeless - Rebecca's Place	177	320	143	√	47	52	30	18	√	33	50	√	25%	18%	≠	27%	No
YWCA Women's Overflow ⁵	75	172	97	√	30	22	30	14	√	N/A	4	N/A	N/A	2%	N/A	52%	No
INEBRIATE																	
Maryhaven Engagement Center	527	411	(116)	≠	50	50	11	11	√	86	26	≠	18%	7%	≠	23%	Yes
VA EMERGENCY HOUSING																	
VOAGO VA Emergency Housing ³	13	33	20	√	13	13	90	63	√	3	7	√	25%	35%	√	5%	No
LSS - VA Men & Women ⁴	17	40	23	√	17	17	90	55	√	8	6	≠	50%	26%	≠	22%	No
AGENCY																	
Lutheran Social Services - Faith Mission ²	930	1,096	166	√	247	275	30	30	√	171	169	√	25%	20%	√	31%	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 Program implemented 11/1/2010. Non-CSB funded program.

⁴ Program implemented 9/1/2011. Non-CSB funded program.

⁵ YMCA and YWCA provide overflow services in FY12 for men and women, respectively.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes						Average Transition Time (Days) ²			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
1/1/2012-3/31/2012																										
YWCA Family Center	232	290	58	√	50	53	√	20	20	√	N/A	N/A	N/A	N/A	N/A	N/A	127	183	√	70%	75%	√	7	13	≠	No
YWCA Diversion ³	N/A	372	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	118	N/A	39%	31%	≠	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.

²The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the Direct housing/Rapid Re-housing program.

³Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

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 (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
1/1/2012-3/31/2012																		
Community Housing Network - Briggsdale	25	26	26	0	√	23	92%	√	22	32	√	23	26	√	90%	100%	√	No
Community Housing Network - Cassidy	10	10	13	3	√	10	100%	√	24	32	√	9	13	√	90%	100%	√	No
Community Housing Network - Community ACT	42	44	43	(1)	√	41	98%	√	14	27	√	40	41	√	90%	95%	√	No
Community Housing Network - East 5th Avenue	38	40	38	(2)	√	35	92%	√	24	31	√	36	38	√	90%	100%	√	No
Community Housing Network - North 22nd Street	30	31	32	1	√	30	100%	√	24	34	√	28	32	√	90%	100%	√	No
Community Housing Network - North High Street ⁶	33	34	34	0	√	34	103%	√	24	39	√	31	34	√	90%	100%	√	No
Community Housing Network - Parsons ²	25	26	25	(1)	√	23	92%	√	24	37	√	23	25	√	90%	100%	√	No
Community Housing Network - RLPTI ²	108	113	112	(1)	√	102	94%	√	24	31	√	102	106	√	90%	95%	√	No
Community Housing Network - Safe Havens ³	13	16	15	(1)	√	14	108%	√	24	58	√	14	15	√	90%	100%	√	No
Community Housing Network - Southpoint Place	46	48	48	0	√	45	98%	√	17	26	√	43	46	√	90%	96%	√	No
Community Housing Network - St. Clair ⁶	26	27	34	7	√	33	127%	√	20	20	√	24	33	√	90%	97%	√	No
Community Housing Network - Leased Supportive Housing	25	26	26	0	√	24	96%	√	9	10	√	22	24	√	85%	92%	√	No
Maryhaven Commons at Chantry	50	52	52	0	√	43	86%	≠	22	22	√	47	49	√	90%	94%	√	No
National Church Residences - Commons at Grant	50	52	52	0	√	48	96%	√	24	49	√	47	50	√	90%	96%	√	No
National Church Residences - Commons at Buckingham	75	79	81	2	√	74	99%	√	12	15	√	71	77	√	90%	95%	√	No
National Church Residences - Commons at Livingston ⁵	25	26	26	0	√	24	96%	√	3	8	√	23	26	√	90%	100%	√	No
Southeast - Scattered Sites ²	120	126	127	1	√	120	100%	√	24	42	√	113	120	√	90%	94%	√	No
YMCA - 40 West Long Street ⁷	105	110	112	2	√	110	105%	√	24	33	√	99	110	√	90%	98%	√	No
YMCA - Sunshine Terrace	75	79	75	(4)	√	73	97%	√	24	45	√	71	75	√	90%	100%	√	No
YWCA - WINGS ⁴	69	72	67	(5)	√	60	87%	≠	24	28	√	65	65	√	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/18 households); RLPTI (TRA/21 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 Eligibility for the program was 100% Chronic Homeless women. HUD approved in April and September 2011 a change in the program's eligibility criteria, for 80% of the units to meet Rebuilding Lives eligibility criteria.

⁵ Program lease-up started in July 2011.

⁶ Program served RL individuals in non-RL units or eligible roommates/couples.

⁷ Occupancy exceeds 100% due to pre-leasing in anticipation of exits.

HUD CoC FUNDED PROGRAMS ¹	Capacity	Households Served				Program Occupancy Rate ²			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	
1/1/2012-3/31/2012																		
Transitional Housing																		
Amethyst - RSvP	8	12	21	9	√	85%	100%	√	2	1	√	7	11	√	77%	65%	≠	No
Huckleberry House - Transitional Living Program	24	30	29	(1)	√	98%	92%	≠	10	9	√	5	4	≠	77%	80%	√	No
Friends of the Homeless - New Horizons	36	48	57	9	√	95%	97%	√	4	5	√	11	14	√	77%	67%	≠	No
VOAGO - Veterans ³	40	45	76	31	√	95%	100%	√	4	3	√	18	9	≠	77%	25%	≠	No
Maryhaven Women's Program	5	5	8	3	√	80%	100%	√	4	6	√	1	2	√	50%	67%	√	No
YMCA - ADAMH Pilot ⁶	5	10	20	10	√	80%	180%	√	4	3	√	1	10	√	50%	91%	√	No
Permanent Supportive Housing																		
Community Housing Network - Family Homes ⁴	15	16	15	(1)	√	95%	100%	√	24	34	√	13	15	√	80%	100%	√	No
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	24	107	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	31	34	3	√	95%	100%	√	24	33	√	25	34	√	80%	100%	√	No
Shelter Plus Care																		
Amethyst - SPC	92	98	98	0	√	95%	80%	≠	20	23	√	78	79	√	80%	81%	√	No
ARCO - TRA ^{5,7}	89	93	92	(1)	√	95%	101%	√	24	72	√	74	92	√	80%	100%	√	No
Community Housing Network - SRA SPC ⁴	172	181	176	(5)	√	95%	94%	√	24	34	√	145	173	√	80%	98%	√	No
Community Housing Network - TRA SPC ^{4,5}	149	156	158	2	√	95%	104%	√	24	24	√	125	155	√	80%	98%	√	No
Faith Mission - Shelter Plus Care	9	9	9	0	√	95%	78%	≠	24	34	√	7	9	√	80%	100%	√	No
Total Shelter Plus Care	511	537	533	(4)	√	95%	96%	√	N/A	N/A	N/A	429	508	√	80%	95%	√	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 VOAGO- Veterans is not a HUD COC funded program but receives VA funding. As of 01/01/2011 it is mandatory for this program to participate in CSP.

⁴ The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA/10 households); CHN-Parsons (SRA/18 households); RLPTI (TRA/21 households); Southeast Scattered Sites (TRA/2 households).

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

⁶ Program capacity fluctuates based on need and available capacity, up to 15 units.

⁷ Agency name changed to AIDS Resource Center Ohio as of 7/1/2011.

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 \$)			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	
1/1/2012-3/31/2012																									
Direct Housing - The Salvation Army	49	54	✓	94	100	✓	13	10	✓	100	92	✓	44	47	✓	90%	94%	✓	\$1,200	\$1,145	✓	90%	92%	✓	No
Job2Housing - The Salvation Army	25	24	✓	65	61	✓	15	8	✓	180	179	✓	23	4	✗	90%	67%	✗	\$4,000	\$1,713	✓	100%	83%	✗	No
Direct Housing - Homeless Families Foundation	32	42	✓	78	100	✓	15	14	✓	100	93	✓	29	45	✓	90%	94%	✓	\$1,000	\$1,210	✗	90%	90%	✓	No
Direct Housing - VOAGO Families	15	27	✓	39	55	✓	15	10	✓	100	105	✓	13	27	✓	90%	93%	✓	\$1,000	\$1,047	✓	90%	66%	✓ ²	No
Direct Housing - VOAGO Rapid Re-housing Single Adults ³	33	24	✗	66	62	✓	15	27	✗	100	133	✗	25	18	✗	75%	72%	✓	\$1,300	\$1,007	✓	90%	76%	✗	N/A
Direct Housing - CHN In-Reach Single Adults ⁴	60	20	✗	90	28	✗	19	9	✓	60	24	✓	45	24	✗	75%	96%	✓	\$1,142	\$951	✓	90%	92%	✓	No
Direct Housing - Catholic Social Services Rapid Re-housing ⁵	6	2	✗	25	13	✗	15	N/A ⁶	N/A	270	N/A ⁹	N/A	23	N/A ⁹	N/A	90%	N/A ⁹	N/A	\$1,200	\$1,493	✗	90%	83%	✗	Yes
Transition - CSB Transition Program ¹	N/A	N/A	N/A	225	205	✓	N/A	N/A	N/A	N/A	N/A	N/A	221	201	✓	98%	98%	✓	\$1,000	\$706	✓	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 \$)			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	
1/1/2012-3/31/2012																									
Prevention - Gladden Community House ⁷	N/A	N/A	N/A	80	175	✓	N/A	N/A	N/A	N/A	N/A	N/A	78	170	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools ²	34	67	✓	68	72	✓	N/A	N/A	N/A	90	86	✓	31	25	✗	90%	96%	✓	\$1,000	\$1,093	✓	90%	100%	✓	No
Stable Families - CIS Weinland Park Expansion	17	11	✗	32	19	✗	N/A	N/A	N/A	90	116	✗	15	8	✗	90%	100%	✓	N/A	\$1,200	N/A	N/A	0%	N/A	Yes

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		Yes or No
1/1/2012-3/31/2012																							
Maryhaven Outreach	75	71	✓	95	173	✓	54	24	✗	70%	75%	✓	27	22	✗	50%	92%	✓	25%	41%	✓	No	

¹ Includes households served with HPRP and non-HPRP funding.

² Exclusive of Weinland Park activity.

³ Program implemented as of November 2010, using HPRP funds. HPRP Programs are not rated.

⁴ New program implemented January 2011.

⁵ Some clients did not need DCA at their exit from program.

⁶ New program implemented January 2011.

⁷ Evaluation time frame is year to date.

⁸ Unable to calculate measure due to missing data.

⁹ Program had no exited households during the report period.

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	Yes or No
1/1/2012-3/31/2012																						
Benefits Partnership-YWCA	79	79	√	107	256	√	45	50	√	42%	20%	≠	40%	33%	≠	45	20	≠	42%	8%	≠	Yes

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
1/1/2012-3/31/2012																		
Community Housing Network - Placement	20	34	√	N/A	174	N/A	9	15	√	85%	100%	√	\$1,250	\$296	√	100%	93%	≠
Community Housing Network - Prevention	20	88	√	90	137	≠	9	21	√	85%	100%	√	\$1,167	\$300	√	100%	95%	√
VOAGO Rapid Re-housing Single Adults	66	62	√	100	133	≠	25	18	≠	75%	72%	√	\$1,300	\$1,007	√	90%	76%	≠
	Total Households Served			Shelter Linkage			Successful Diversion Outcomes											
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement						
1/1/2012-3/31/2012 ¹																		
Lutheran Social Services - Centralized Point of Access HandsOn Central Ohio - Coordinated Point of Access	2,200	2,354	N/A	80%	82%	N/A	506	439	N/A	20%	14%	N/A						

¹CPOA provider changed from LSS to HandsOn on 2/28/12.



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