

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2013  
7/1/12 – 12/31/12

### **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](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

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

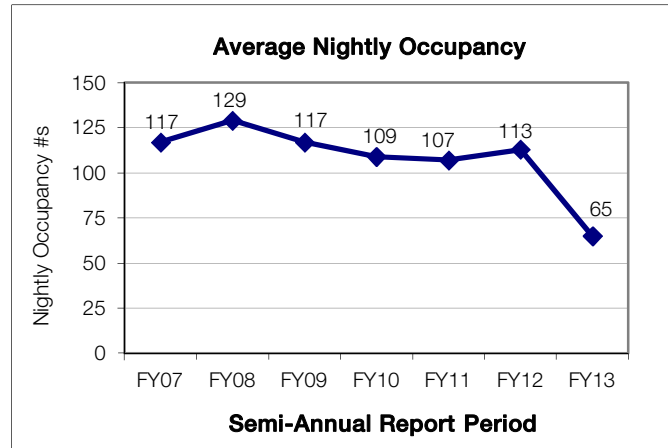
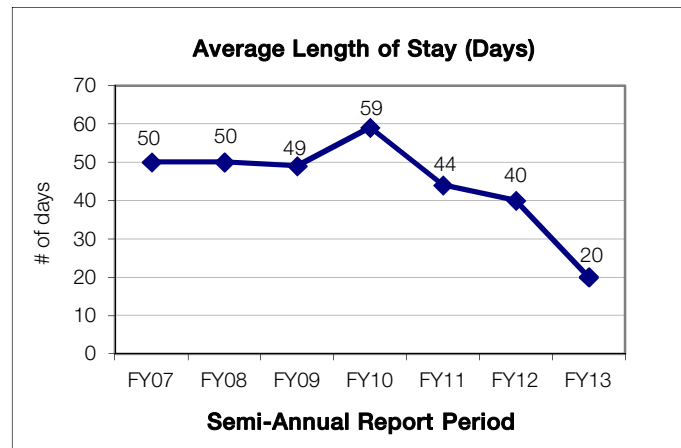
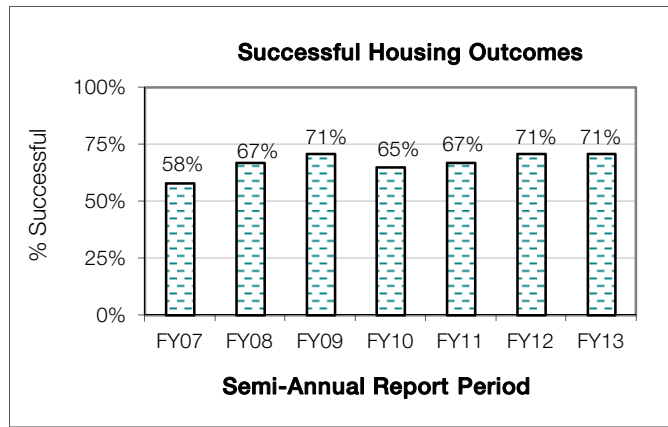
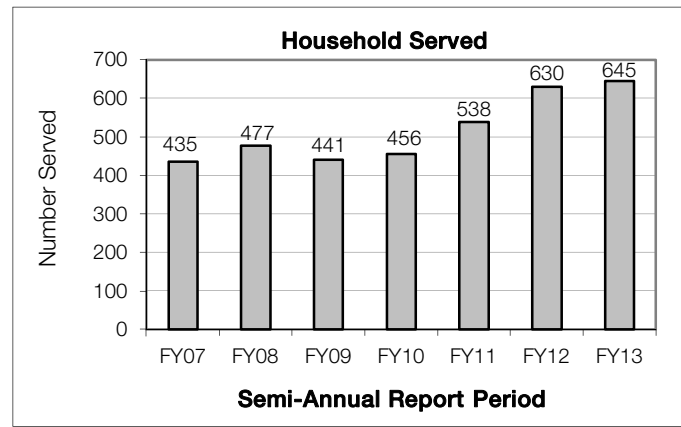
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2012-12/31/2012	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
FAMILY SYSTEM	400	645	√	50	65	20	20	√	245	412	√	70%	71%	√	No

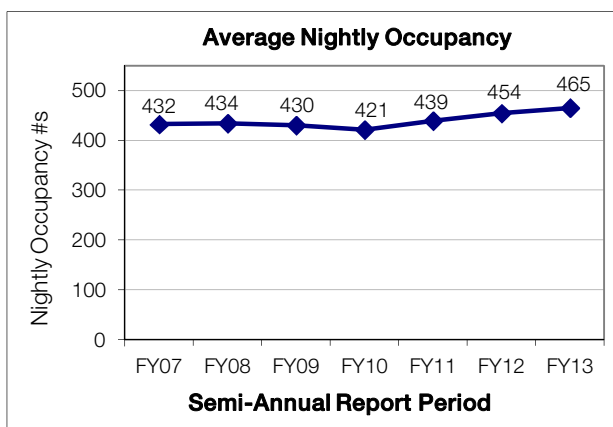
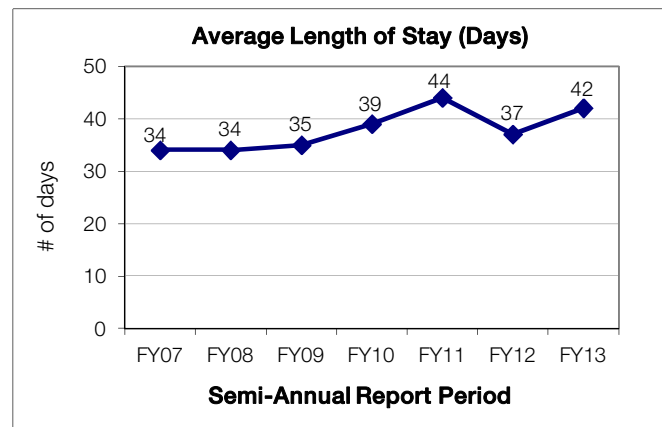
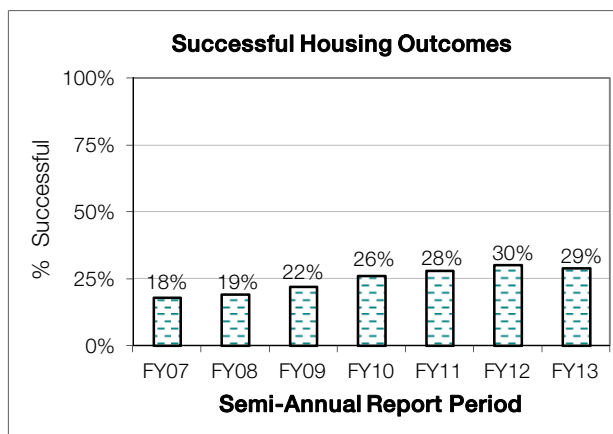
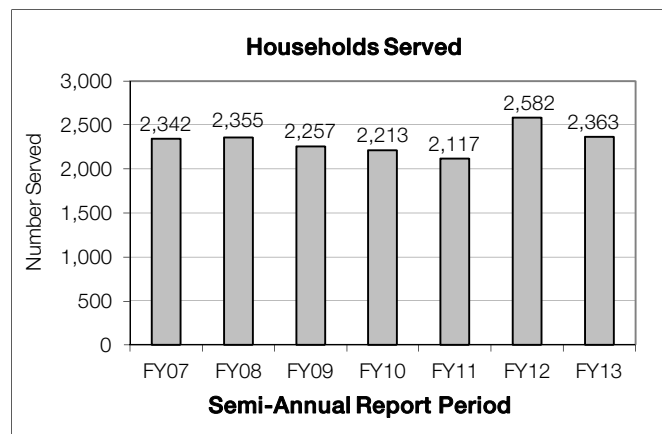


DEMOGRAPHICS	Family
Households Served	645
Percent Newly homeless	67%
Clients Served	2,125
Average Age (HoH)	29
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$491
Percent Working at Entry	25%
Race - White (HoH)	28%
Race - Black (HoH)	72%
Race- Other (HoH)	0%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	842
Children Served	1,283
Mean Family Size	3.3
Average Number of Children	2.0
Children 0 - 2 years	32%
Children 3 - 7 years	38%
Children 8 - 12 years	20%
Children 13 - 17 years	10%

The Family Emergency Shelter System served 2% 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, is 50, and is represented by the YWCA Family Center. The system maintained a good performance despite operating over capacity for the entire reporting period. The decrease in the average length of stay and nightly occupancy is somewhat due to the reduction in sheltering capacity.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2012-12/31/2012	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
MEN'S SYSTEM	2,450	2,363	√	443	465	30	42	≠	502	548	√	25%	29%	√	No



DEMOGRAPHICS	Men
Households Served	2,363
Percent Newly homeless	40%
Average Age	42
Men as a percent of total single adults served	74%
Veterans (U.S. Military) all adults	14%
Avg. Monthly Household Income	\$256
Percent Working at Entry	18%
Race - White <sup>2</sup>	37%
Race - Black <sup>2</sup>	59%
Race- Other <sup>2</sup>	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	10%
Adults 25 - 34 years	20%
Adults 35 - 44 years	23%
Adults 45 - 55 years	34%
Adults 56 - 61 years	10%
Adults 62+	3%

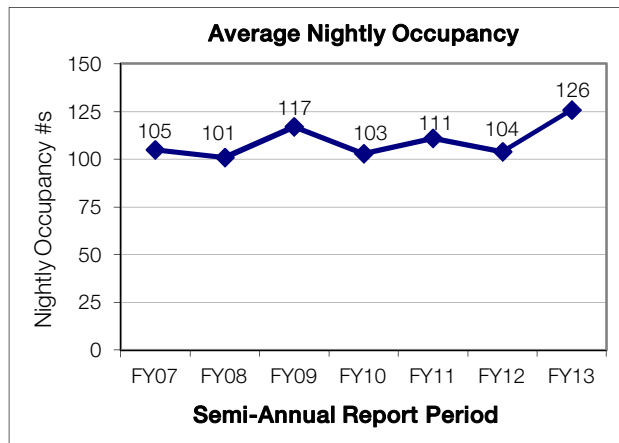
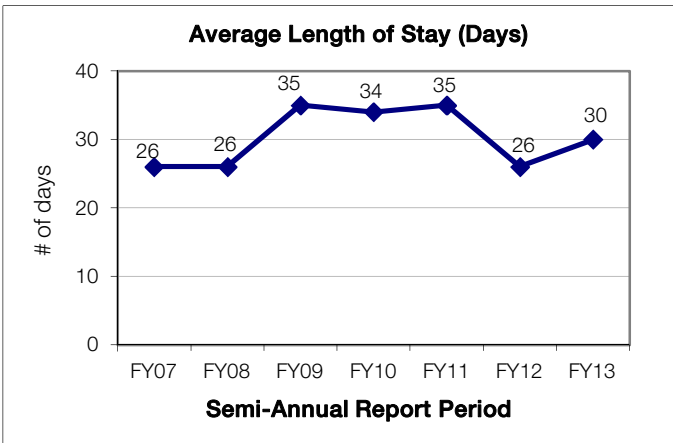
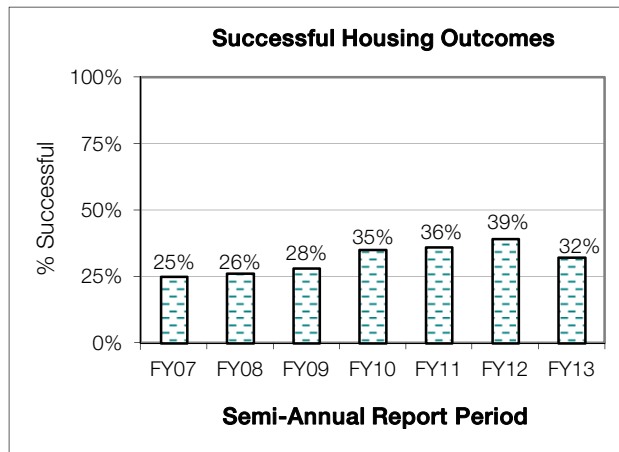
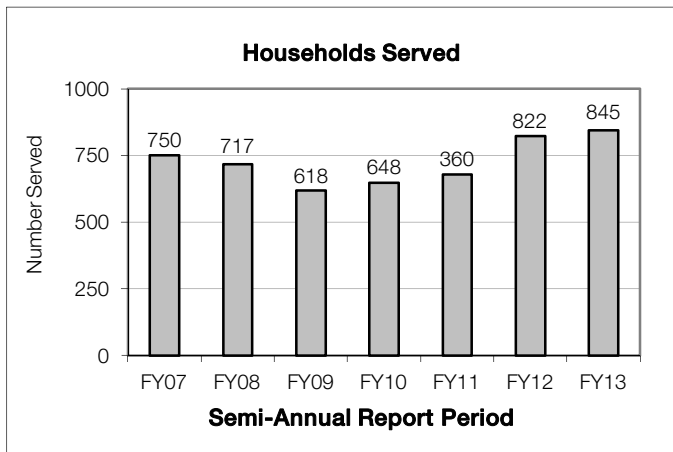
The system experienced a decrease in the number of individuals served by 8%. The decrease does not mean a reduction in need, as the system experienced a waitlist for services throughout the reporting period, until additional shelter capacity was opened. The percent of newly homeless is concerning in that it shows that the majority of single adults served received services in previous years. Coupled with the increase in the length of stay, all these metrics show that homeless individuals are staying longer without a successful exit from the system.

<sup>1</sup> Overflow capacity is not included.

<sup>2</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2012-12/31/2012	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	700	845	√	101	126	30	30	√	150	232	√	25%	32%	√	No



DEMOGRAPHICS	Women
Households Served	845
Percent Newly homeless	57%
Average Age	38
Women as a percent of total single adults served	26%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$231
Percent Working at Entry	13%
Race - White	40%
Race - Black	58%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>2</sup>	20%
Adults 25 - 34 years <sup>2</sup>	24%
Adults 35 - 44 years <sup>2</sup>	20%
Adults 45 - 55 years <sup>2</sup>	30%
Adults 56 - 61 years <sup>2</sup>	5%
Adults 62+ <sup>2</sup>	2%

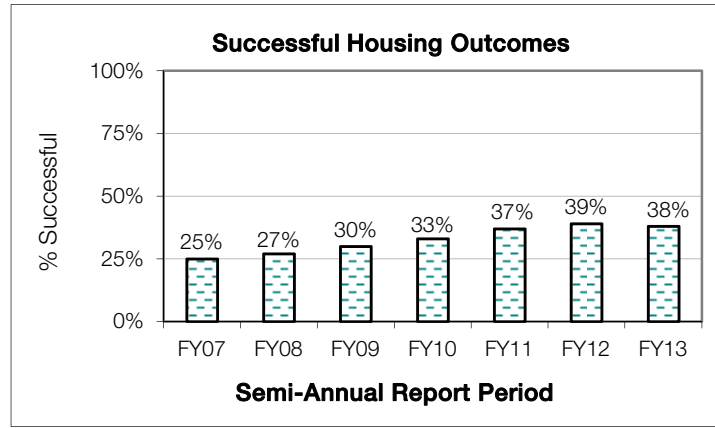
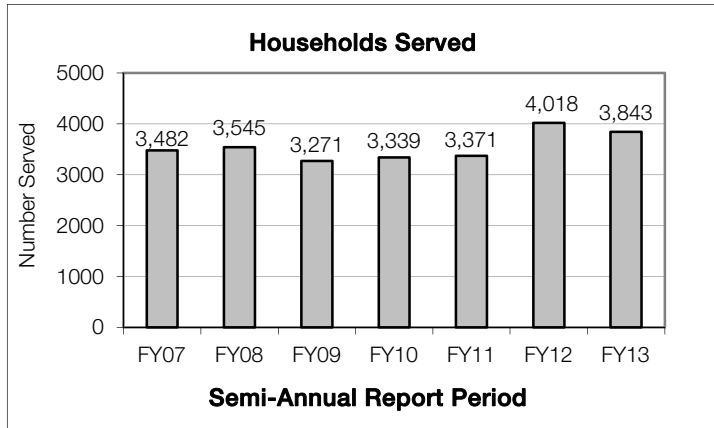
The system experienced an increase in the number of individuals served by 3%, associated with a significant waitlist for services until additional shelter capacity was made available. We are reporting the highest number of households served for the past seven reporting periods. The successful exits from shelter dipped by 7 percentage points, decrease may be attributed to the expiration of the HPRP funds.

<sup>1</sup>Overflow capacity is not included.

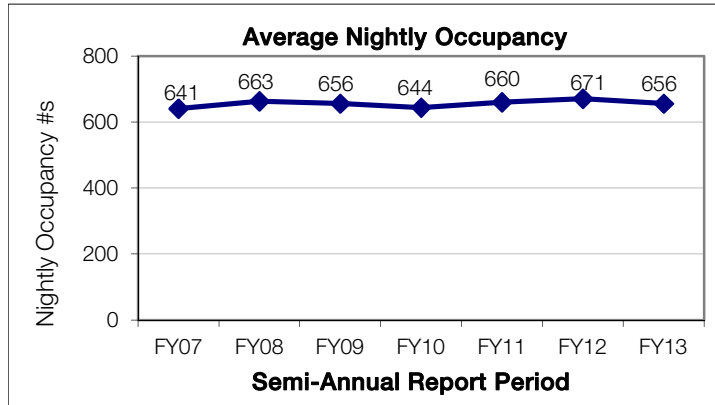
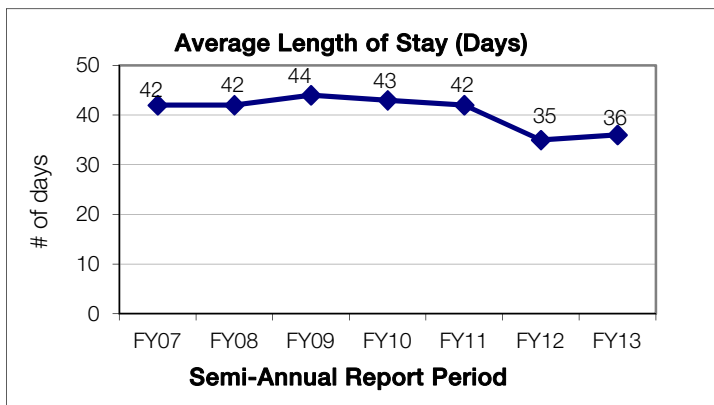
<sup>2</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY13 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2012-12/31/2012															
Emergency Shelter System <sup>1</sup>	3,550	3,843	√	594	656	30	36	≠	1035	1,190	√	35%	38%	√	No



DEMOGRAPHICS	Shelter
Households Served	3,843
Clients Served	5,319
Adults Served	4,036
Children Served	1,283
Average Age (HoH)	39
Gender - Male (HoH)	63%
Gender - Female (HoH)	37%
Percent Newly homeless	49%
Veterans (U.S. Military) (All Adults)	9%
Avg. Monthly Household Income	\$297
Percent Working at Entry	18%
Race - White (HoH) <sup>3</sup>	36%
Race - Black (HoH) <sup>3</sup>	61%
Race - Other (HoH) <sup>3</sup>	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%



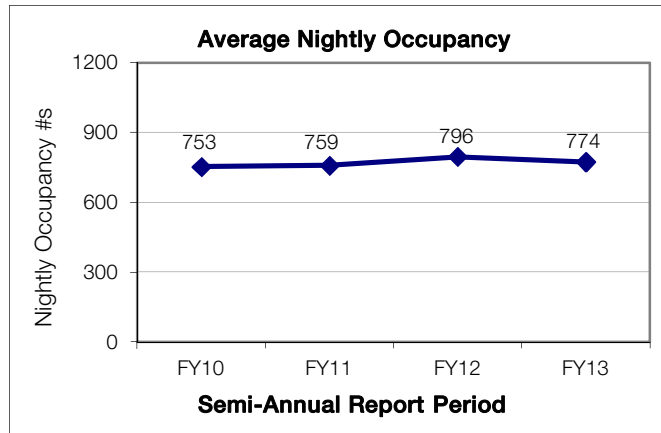
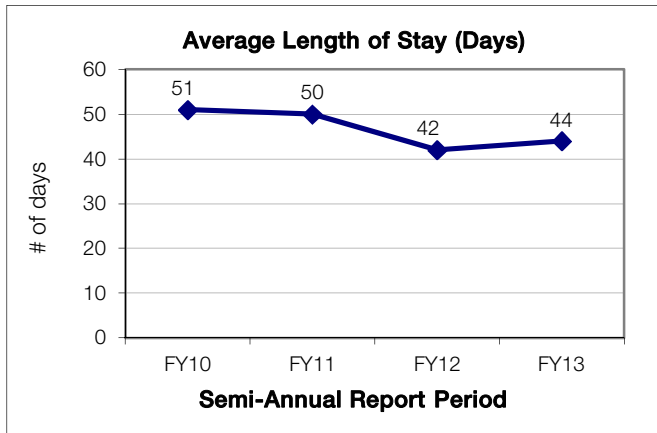
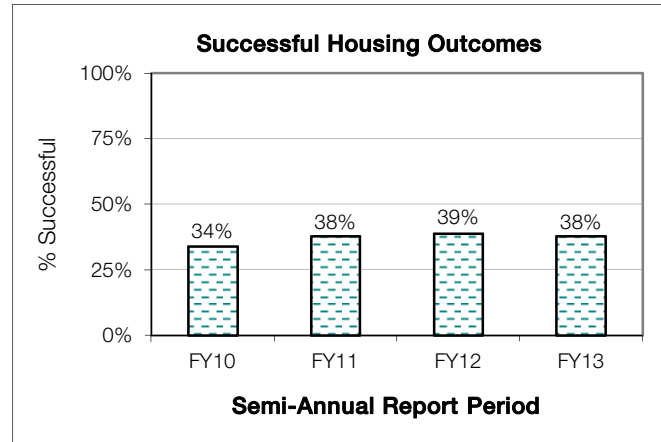
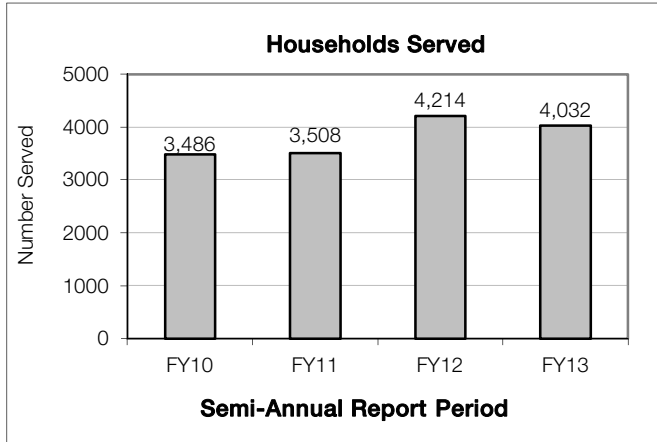
We are reporting a 4% decrease in the number of households served compared to the same period last year. The low average length of stay is due to the impact of the family emergency shelter on the entire system. The successful exit rate decreased slightly, attributable to the termination of the HPRP funds. The percent of newly homeless is concerning in that it shows that the majority of households served received services in previous years as well.

<sup>1</sup>System includes single adult and family shelters.  
<sup>2</sup>Overflow capacity is not included.  
<sup>3</sup>Due to rounding percentage does not add up to 100%.



# System and Program Indicator Report

FY13 Emergency Shelter & Transitional Housing	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2012-12/31/2012	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
ES & TH System <sup>1</sup>	3,751	4,032	√	712	774	30	44	≠	1120	1,230	√	35%	38%	√	No



DEMOGRAPHICS	Shelter
Households Served	4,032
Percent Newly homeless	48%
Clients Served	5,523
Average Age (HoH)	39
Gender - Male (HoH)	63%
Gender - Female (HoH)	37%
Veterans (U.S. Military) all adults	11%
Avg. Monthly Household Income	\$298
Percent Working at Entry	18%
Race - White (HoH) <sup>3</sup>	36%
Race - Black (HoH) <sup>3</sup>	61%
Race- Other (HoH) <sup>3</sup>	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	4,208
Children Served	1,315
Adults 18 - 24 years	17%
Adults 25 - 34 years	25%
Adults 35 - 44 years	21%
Adults 45 - 55 years	28%
Adults 56 - 61 years	7%
Adults 62 +	2%

CSB is reporting on all emergency shelters and transitional housing programs as a whole, part of HEARTH implementation. Historical numbers for the entire system were recreated using the same methodology as for FY2013, for all metrics. We are reporting 4% less households served compared to the same period last year. We are watching the average length of stay metric with the intent of reducing it to 30 days. The percent of newly homeless is concerning in that it shows that the majority of households served received services in previous years as well.

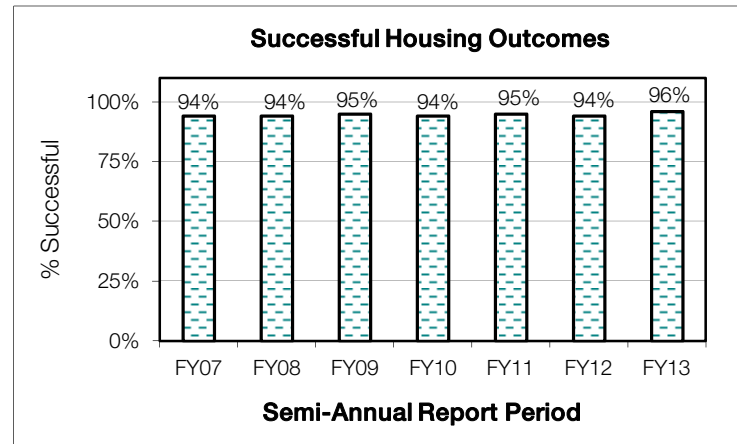
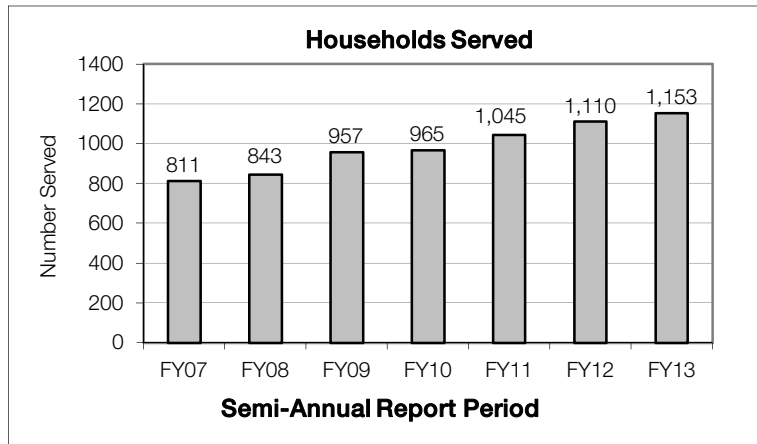
<sup>1</sup> System includes single adult and family shelters and transitional housing programs.

<sup>2</sup> Overflow capacity is not included.

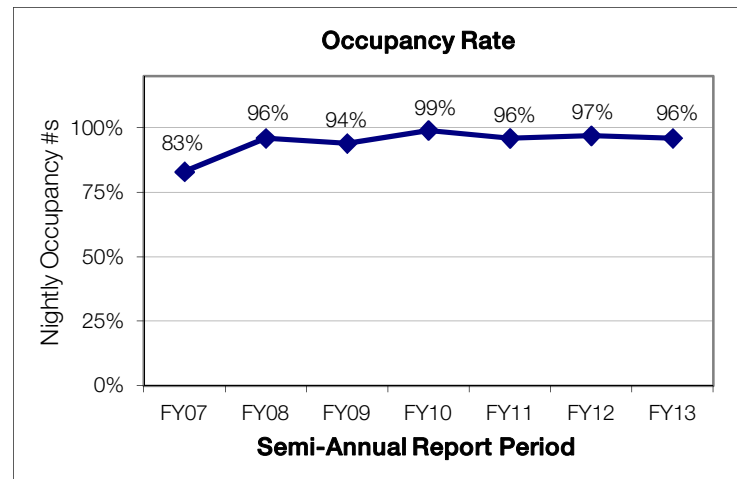
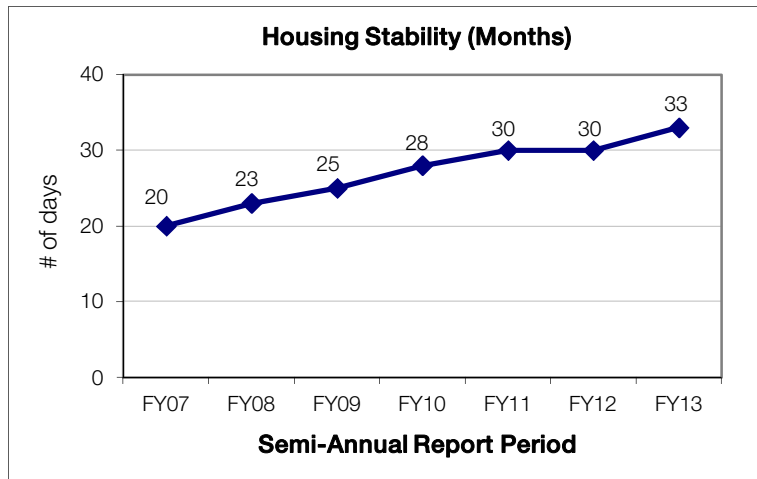
<sup>3</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

FY13 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	7/1/2012-12/31/2012	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
PSH SYSTEM	1,155	1,153	√	95%	96%	√	24	33	√	1,039	1,096	√	90%	96%	√	No

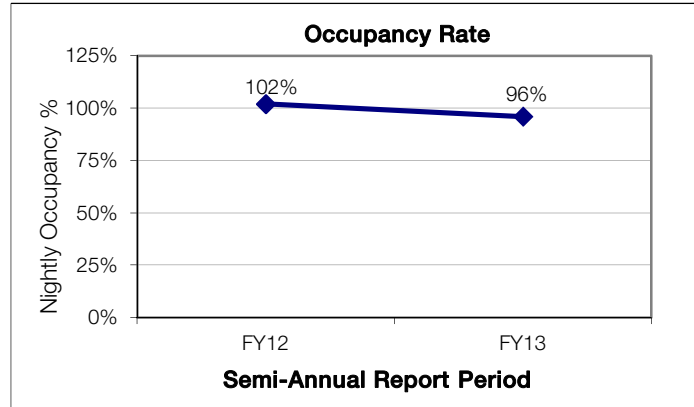
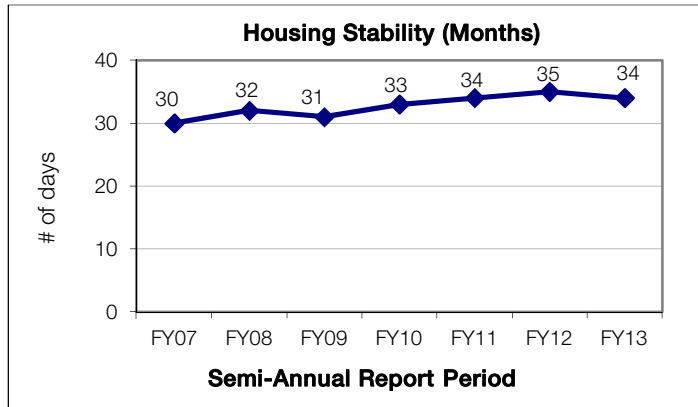
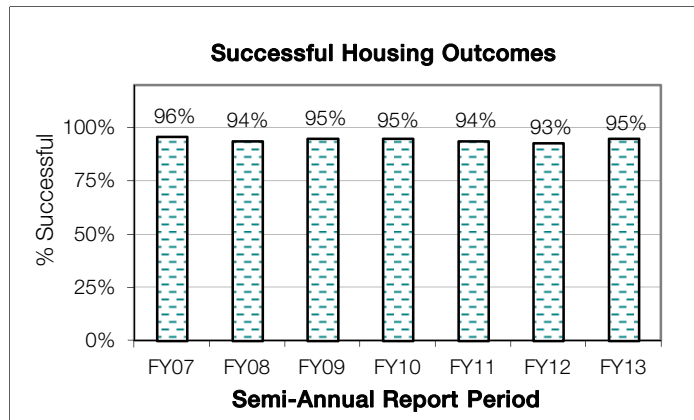
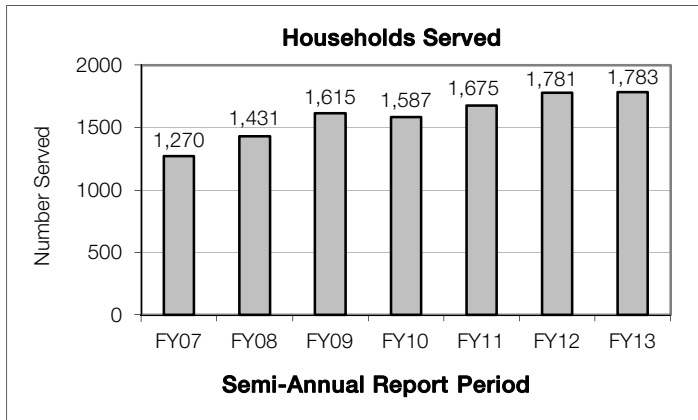


The PSH System continues to perform well. The inventory as of 12/31/2012 is 1,054 units of Rebuilding Lives Permanent Supportive Housing with the addition of the new National Church Residences Commons at Third development that ended lease-up in August 2012. 4% more households were served this reporting period compared to the similar reporting period of last year.



# System and Program Indicator Report

FY13 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	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
7/1/2012-12/31/2012																
Total PSH System <sup>1</sup>	1,775	1,783	√	95%	96%	√	24	34	√	1420	1,688	√	80%	95%	√	No

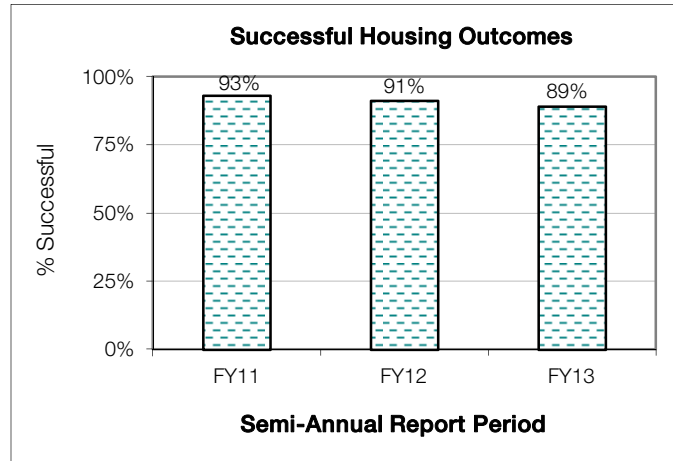
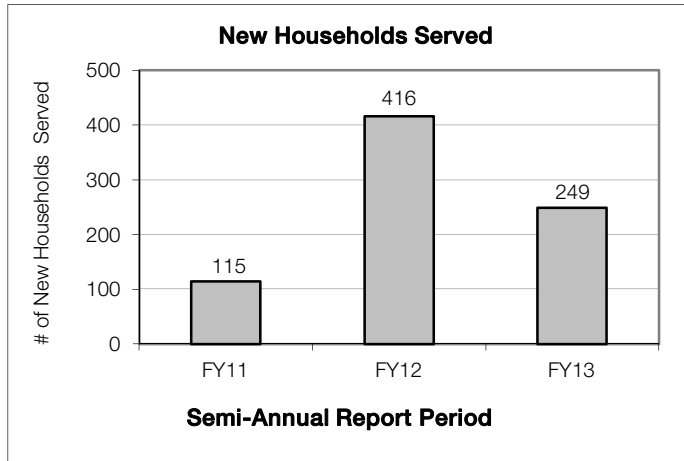


CSB is reporting out on all supporting housing projects as a whole. Performance of this system is showing signs of concerns as exemplified by the decrease in occupancy rate by 6 percentage points and virtually the same number of households served with increased capacity. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,614. VA VASH voucher capacity of 170 is not included in CSP as well as 3 units at CHN N. High St.

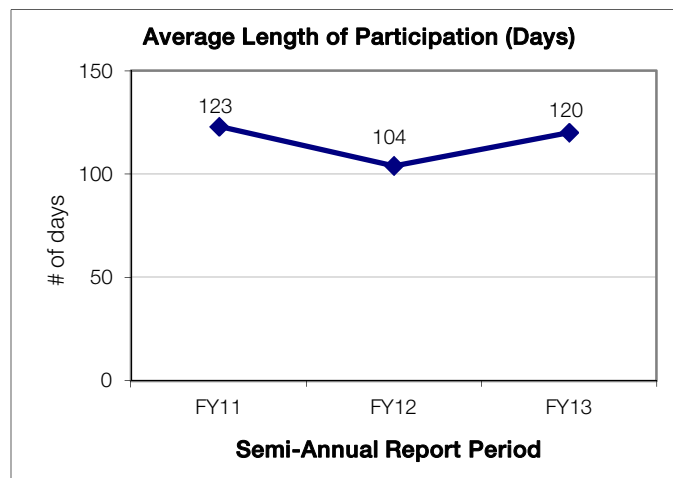
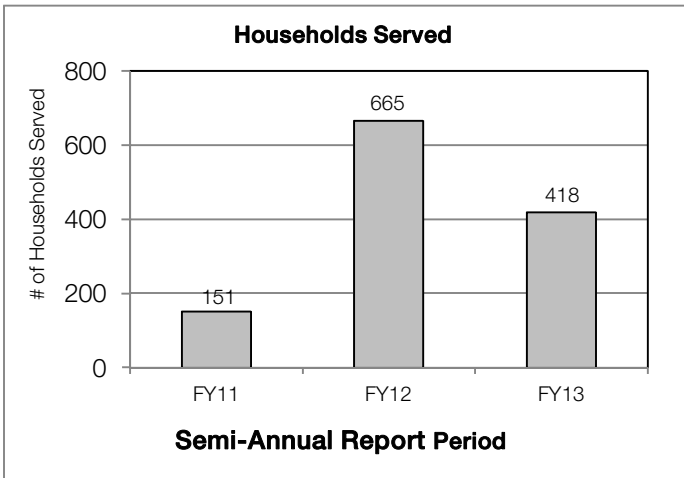
<sup>1</sup> System includes CSB and non-CSB funded PSH & SPC programs.

# System and Program Indicator Report

FY13 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			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	
7/1/2012-12/31/2012																
Direct Housing Rapid Re-housing System <sup>1</sup>	280	249	≠	412	418	√	110	120	√	231	234	√	90%	89%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	418
Clients Served	1,463
Average Age (HoH)	29
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$414
Percent Working at Entry	24%
Adults Served	556
Children Served	907
Race - White (HoH)	28%
Race - Black (HoH)	71%
Race- Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Mean Family Size	3.5
Average Number of Children	2.2
Children 0 - 2 years	34%
Children 3 - 7 years	40%
Children 8 - 12 years	17%
Children 13 - 17 years	9%

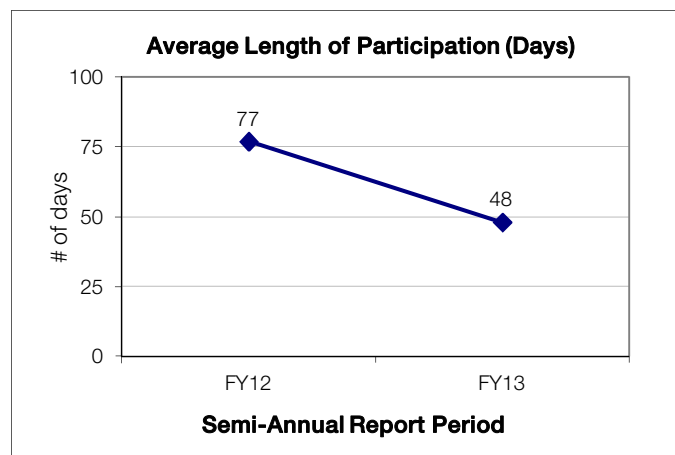
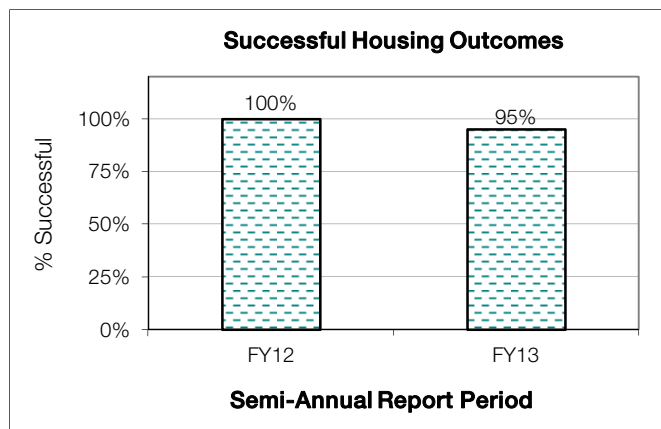
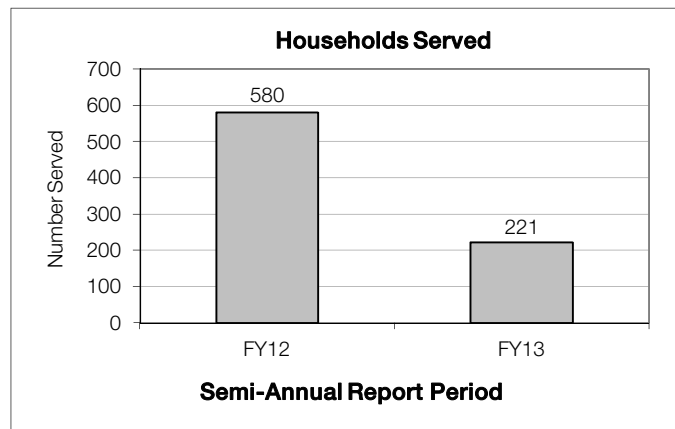


The performance of the system, reflected by the successful housing outcomes is very good. The reduction in the new households and households served is due to the termination of federal stimulus funds. Several direct housing programs were closed as of 6/30/12.

<sup>1</sup>System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing and TSA J2H. CSB Transition is excluded.

# System and Program Indicator Report

FY13 Prevention	Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	7/1/2012-12/31/2012	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Prevention System <sup>1</sup>	307	221	≠	90	48	√	232	168	≠	90%	95%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	221
Clients Served	704
Average Age (HoH)	36
Gender - Male (HoH)	14%
Gender - Female (HoH)	86%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$1,060
Percent Working at Entry	54%
Race - White (HoH)	33%
Race - Black (HoH)	66%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	299
Children Served	405
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.1
Children 0 - 2 years <sup>2</sup>	22%
Children 3 - 7 years <sup>2</sup>	36%
Children 8 - 12 years <sup>2</sup>	24%
Children 13 - 17 years <sup>2</sup>	18%

The performance of the system, reflected by the successful housing outcomes is very good. The reduction in the households served is due to the termination of the federal HPRP funds. The high average income and employment rate, compared to the other systems serving families, indicates a need for more effective targeting of households that without this prevention assistance would become homeless.

<sup>1</sup> Starting FY13 Q1, system includes CIS Stable Families, Gladden Community House Prevention and Stable Families.

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

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 <sup>1</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%	Yes or No
7/1/2012-12/31/2012																		
<b>MEN</b>																		
LSS - Faith Mission on 6th <sup>2</sup>	N/A	889	N/A	N/A	110	128	√	N/A	31	N/A	N/A	151	N/A	N/A	21%	N/A	26%	N/A
LSS - Faith Mission on 8th <sup>2</sup>	N/A	603	N/A	N/A	95	93	√	N/A	34	N/A	N/A	132	N/A	N/A	26%	N/A	22%	N/A
Friends of the Homeless - Men's Shelter	808	824	16	√	130	132	√	30	33	√	170	141	≠	25%	21%	√	26%	No
VOAGO - Men's Shelter	306	267	(39)	≠	40	43	√	30	33	√	67	76	√	25%	34%	√	26%	No
YMCA Overflow <sup>4</sup>	247	N/A	N/A	N/A	130	N/A	N/A	30	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>WOMEN</b>																		
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	413	N/A	N/A	42	63	√	N/A	31	N/A	N/A	113	N/A	N/A	31%	N/A	8%	N/A
Friends of the Homeless - Rebecca's Place	292	404	112	√	47	50	√	30	26	√	61	91	√	25%	26%	√	11%	No
YMCA Overflow <sup>4</sup>	75	10	(65)	N/A	60	3	N/A	30	5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>INEBRIATE</b>																		
Maryhaven - Engagement Center	851	738	(113)	≠	50	54	√	11	13	≠	144	107	≠	18%	15%	√	15%	Yes
<b>VA EMERGENCY HOUSING</b>																		
VOAGO - VA Emergency Housing <sup>3</sup>	26	52	26	√	13	13	√	90	56	√	7	18	√	25%	46%	√	13%	No
LSS - VA Men & Women <sup>3</sup>	34	65	31	√	17	16	√	90	60	√	17	27	√	50%	53%	√	14%	No
<b>AGENCY</b>																		
Lutheran Social Services - Faith Mission <sup>2</sup>	1,536	1,811	275	√	247	284	√	30	34	≠	322	388	√	25%	26%	√	22%	No

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

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

<sup>3</sup> Non-CSB funded program.

<sup>4</sup> The YMCA Overflow opened 01/07/13. Other shelters expanded capacity to meet demand.

COORDINATED POINT OF ACCESS - Single Adult	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2012-12/31/2012															
HandsOn Central Ohio - CPOA	3,200	4,579	√	80%	98%	√	736	783	√	20%	14%	≠			No

EMERGENCY SHELTER - Families	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Transition Time (Days) <sup>2</sup>		Program of Concern		
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual		Outcome Achievement	
7/1/2012-12/31/2012																					
YWCA - Family Center	400	645	245	√	50	65	√	20	20	√	245	412	√	70%	71%	√	7	8	√		No
YWCA - Diversion <sup>3</sup>	N/A	1,241	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	369	N/A	39%	29%	≠	N/A	N/A	N/A		N/A

ACCESS TO BENEFITS	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	
7/1/2012-12/31/2012																						
YWCA - Benefit Partnership	91	196	√	109	361	√	53	71	√	42%	20%	≠	40%	23%	≠	25	61	√	20%	17%	√	No

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

<sup>2</sup>The 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.

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

SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2012-12/31/2012																		
Community Housing Network - Briggsdale	25	27	26	(1)	√	24	96%	√	24	34	√	24	25	√	90%	100%	√	No
Community Housing Network - Cassidy	10	11	14	3	√	10	100%	√	24	21	≠	10	12	√	90%	86%	√	No
Community Housing Network - Community ACT	42	46	46	0	√	41	98%	√	18	30	√	41	43	√	90%	93%	√	No
Community Housing Network - East 5th Avenue	38	42	37	(5)	≠	36	95%	√	24	34	√	38	35	√	90%	95%	√	No
Community Housing Network - Hotel St. Clair <sup>4</sup>	30	33	34	1	√	32	107%	√	22	24	√	30	34	√	90%	100%	√	No
Community Housing Network - Leased Supportive Housing	25	27	30	3	√	24	96%	√	6	14	√	24	26	√	90%	87%	√	No
Community Housing Network - North 22nd Street	30	33	33	0	√	29	97%	√	24	37	√	30	32	√	90%	97%	√	No
Community Housing Network - North High Street	33	36	36	0	√	32	97%	√	24	43	√	32	34	√	90%	97%	√	No
Community Housing Network - Parsons	25	27	26	(1)	√	24	96%	√	24	29	√	24	25	√	90%	96%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	119	112	(7)	√	102	94%	√	24	36	√	107	109	√	90%	97%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	17	14	(3)	≠	13	100%	√	24	53	√	15	14	√	90%	100%	√	No
Community Housing Network - Southpoint Place	46	51	56	5	√	44	96%	√	20	26	√	46	55	√	90%	98%	√	No
Maryhaven - Commons at Chantry	50	55	50	(5)	√	49	98%	√	22	26	√	50	48	√	90%	96%	√	No
National Church Residences - Commons at Buckingham	75	82	82	0	√	74	99%	√	12	21	√	74	78	√	90%	96%	√	No
National Church Residences - Commons at Grant	50	55	52	(3)	√	50	100%	√	24	52	√	50	50	√	90%	96%	√	No
National Church Residences - Commons at Livingston	25	28	26	(2)	√	24	96%	√	6	16	√	25	26	√	90%	100%	√	No
National Church Residences - Commons at Third <sup>5</sup>	60	60	71	11	√	56	93%	N/A	N/A	5	N/A	54	68	√	90%	96%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	132	131	(1)	√	117	98%	√	24	46	√	119	120	√	90%	94%	√	No
YMCA - 40 West Long Street	105	116	113	(3)	√	102	97%	√	24	36	√	104	108	√	90%	96%	√	No
YMCA - Sunshine Terrace	75	83	79	(4)	√	74	99%	√	24	51	√	75	77	√	90%	99%	√	No
YWCA - WINGS <sup>6</sup>	69	76	85	9	√	61	88%	≠	24	26	√	68	77	√	90%	92%	√	No

<sup>1</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.  
<sup>2</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/4 households), CHN-RLPTI (TRA/20 households); Southeast Scattered Sites (TRA/2 households).  
<sup>3</sup> Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.  
<sup>4</sup> Program served RL individuals in Non-RL units or eligible roommates/couples. Capacity increased to 30 as of 7/1/12.  
<sup>5</sup> NCR Commons at Third opened 6/29/12 and was in lease-up phase through August.  
<sup>6</sup> Program unable to fill vacancies due to lack of single women meeting the chronic homeless or rebuilding lives criteria. In addition, single women refuse to accept housing at this SRO program.



HUD CoC FUNDED PROGRAMS <sup>1</sup>	Households Served					Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2012-12/31/2012																		
<b>Transitional Housing</b>																		
Amethyst - RSvP <sup>7</sup>	8	23	38	15	√	95%	88%	≠	2	1	√	14	25	√	77%	71%	≠	No
Huckleberry House - Transitional Living Program	24	36	35	(1)	√	98%	92%	≠	10	8	√	9	10	√	77%	83%	√	No
Maryhaven - Women's Program	5	5	6	1	√	80%	60%	≠	4	6	√	2	3	√	50%	75%	√	No
Southeast - New Horizons Transitional Housing	36	69	85	16	√	95%	100%	√	4	5	√	21	42	√	77%	86%	√	No
VOAGO - Veterans Program <sup>3</sup>	40	50	105	55	√	95%	100%	√	4	4	√	37	26	≠	77%	40%	≠	No
YMCA - ADAMH Pilot <sup>5</sup>	5	18	22	4	√	80%	180%	√	4	3	√	2	10	√	50%	77%	√	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network - Family Homes <sup>4</sup>	15	17	15	(2)	≠	95%	100%	√	24	38	√	14	15	√	80%	100%	√	No
Community Housing Network - Wilson	8	9	8	(1)	≠	95%	100%	√	24	116	√	7	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	33	40	7	√	95%	97%	√	24	30	√	26	35	√	80%	88%	√	No
<b>Shelter Plus Care</b>																		
Amethyst - Shelter Plus Care	92	110	127	17	√	95%	92%	√	20	23	√	88	108	√	80%	85%	√	No
ARCO - Shelter Plus Care (TRA) <sup>6</sup>	89	97	100	3	√	95%	110%	√	24	84	√	78	101	√	80%	99%	√	No
Community Housing Network - Shelter Plus Care (SRA) <sup>4</sup>	172	189	209	20	√	95%	90%	√	24	19	≠	151	198	√	80%	95%	√	No
Community Housing Network - Shelter Plus Care (TRA) <sup>4</sup>	149	164	149	(15)	√	95%	95%	√	24	30	√	131	146	√	80%	99%	√	No
LSS - Faith Mission/FaithHousing Shelter Plus Care (SRA)	9	10	9	(1)	√	95%	100%	√	24	35	√	8	9	√	80%	100%	√	No
Total Shelter Plus Care	511	570	594	24	√	95%	95%	√	N/A	N/A	N/A	456	562	√	80%	95%	√	No

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

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

<sup>3</sup> 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.

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

<sup>5</sup> Program capacity fluctuates based on need and available capacity, up to 15 units.

<sup>6</sup> CMHA allows over-leasing for this program.

<sup>7</sup> In times of extreme demand, Amethyst is able to increase capacity temporarily by doubling up single women in two-bedroom apartments.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			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	
7/1/2012-12/31/2012																									
Homeless Families Foundation -Rolling Stock	86	100	↓	132	156	↓	15	17	≠	100	106	↓	77	91	↓	90%	88%	↓	\$1,000	\$1,055	↓	90%	86%	↓	No
The Salvation Army - Direct Housing	95	74	≠	132	113	≠	13	16	≠	100	88	↓	85	64	≠	90%	88%	↓	\$1,200	\$1,179	↓	90%	93%	↓	No
The Salvation Army - Job2Housing	40	26	≠	65	77	↓	15	9	↓	180	225	≠	23	35	↓	90%	83%	≠	\$4,000	\$2,441	↓	100%	100%	↓	No
VOAGO Families -Transition in Place	38	49	↓	62	72	↓	15	16	↓	100	106	↓	34	44	↓	90%	96%	↓	\$1,000	\$1,126	≠	90%	80%	↓ <sup>2</sup>	No
YWCA - Kinship Care <sup>1</sup>	37	16	≠	37	16	≠	2	0	↓	90	77	↓	7	11	↓	70%	69%	↓	\$600	\$400	↓	90%	100%	↓	No
CSB - Transition Program <sup>4</sup>	N/A	N/A	N/A	400	661	↓	N/A	N/A	N/A	N/A	N/A	N/A	392	654	↓	98%	99%	↓	\$700	\$682	↓	98%	99%	↓	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 (%)			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	
7/1/2012-12/31/2012																									
Gladden Community House - Prevention	N/A	N/A	N/A	160	79	≠	N/A	N/A	N/A	N/A	N/A	N/A	155	79	≠	97%	100%	↓	N/A	N/A	N/A	N/A	N/A	N/A	Yes
Gladden Community House <sup>1</sup> - Stable Families	34	36	↓	34	36	↓	N/A	N/A	N/A	90	57	↓	17	28	↓	90%	93%	↓	\$880	\$826	↓	90%	97%	↓	No
Communities In Schools - Stable Families	68	67	↓	98	111	↓	N/A	N/A	N/A	90	93	↓	58	65	↓	90%	92%	↓	\$880	\$945	↓	90%	86%	↓	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		Yes or No
7/1/2012-12/31/2012																							
Maryhaven - Outreach	150	119	≠	170	255	↓	105	103	↓	70%	71%	↓	53	75	↓	50%	73%	↓	25%	29%	↓	No	

<sup>1</sup> New program started 7/1/2012.

<sup>2</sup> Some clients did not need DCA at their exit from program.

<sup>3</sup> Successful outcomes measure for YWCA - Kinship Care.

<sup>4</sup> Includes HPRP funding used in July 2012.



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