

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2011  
7/1/10 – 6/30/11

### **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:

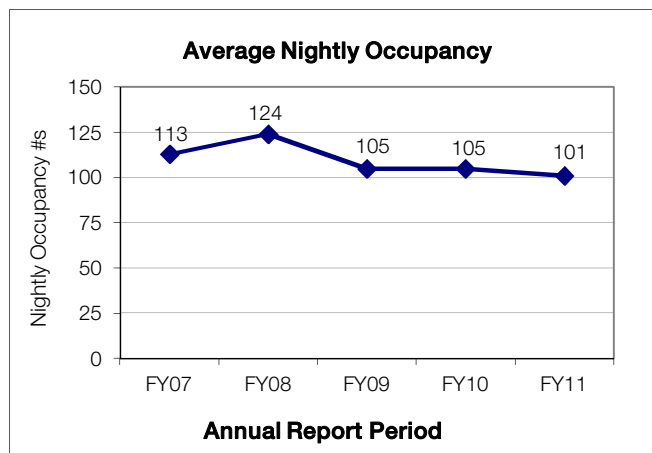
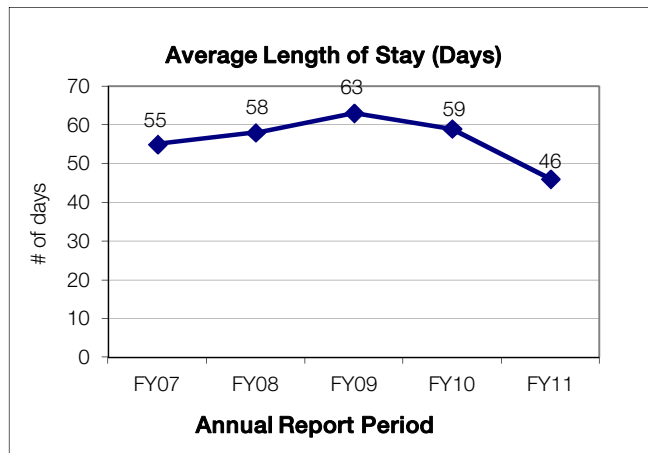
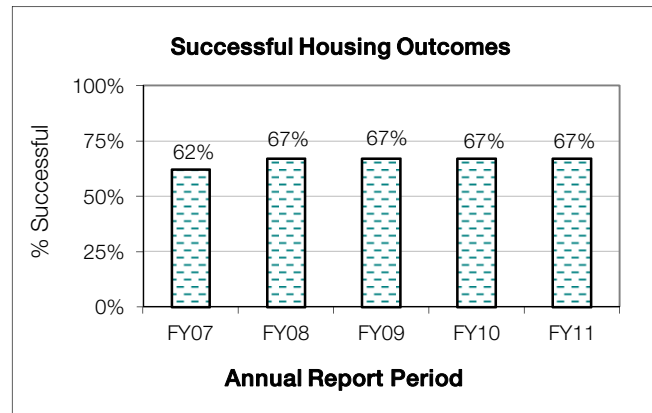
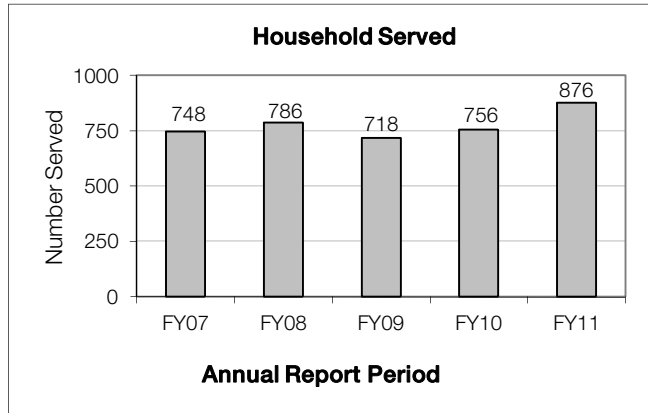
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
7/1/2010 -6/30/2011															
FAMILY SYSTEM	700	876	√	96	101	45	46	√	423	513	√	70%	67%	√	No

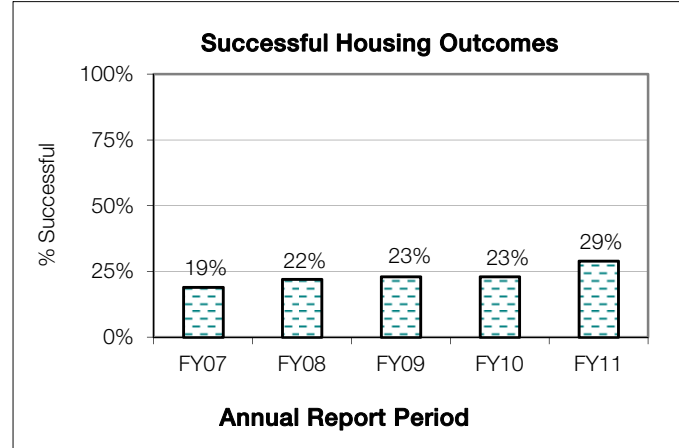
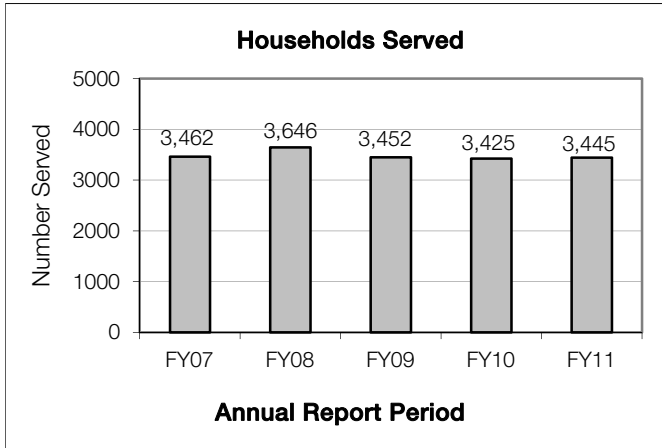


DEMOGRAPHICS	Family
Households Served	876
Percent Newly homeless	62%
Clients Served	2,891
Average Age (HoH)	29
Gender - Male (HoH)	9%
Gender - Female (HoH)	91%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$480
Percent Working at Entry (HoH)	19%
Race - White (HoH)	27%
Race - Black (HoH)	72%
Race- Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	1,130
Children Served	1,761
Mean Family Size	3.3
Average Number of Children	2.0
Children 0 - 2 years	29%
Children 3 - 7 years	36%
Children 8 - 12 years	22%
Children 13 - 17 years	13%

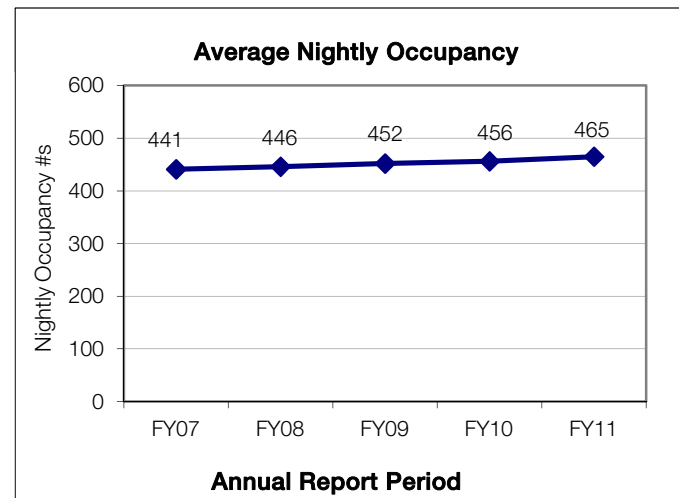
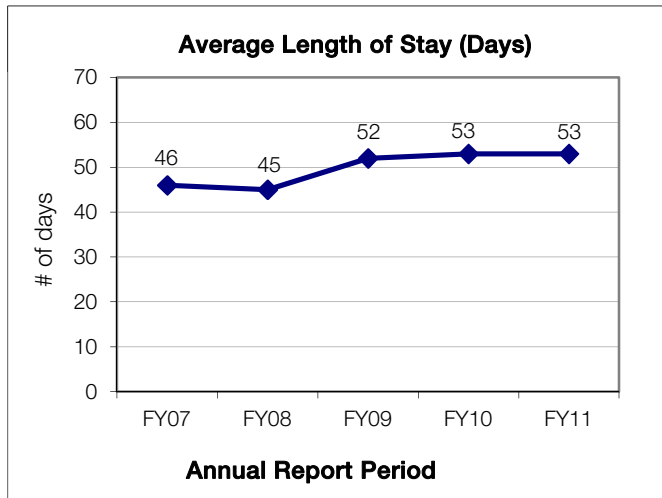
The capacity for the Family Emergency Shelter System was reduced in FY11 from 120 to 96 units due to the transfer of Tier II Shelter units to the direct housing/rapid re-housing model. As a result, the length of stay (Average Length of Stay) of families in the shelter system decreased substantially. While the capacity was reduced, the Family System served 16% more households than during the same period of time last year, had a heavy overflow season and maintained a good performance overall. FY09 to FY11 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 -6/30/2011	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	3,450	3,445	√	417	465	30	53	≠	758	886	√	25%	29%	√	No



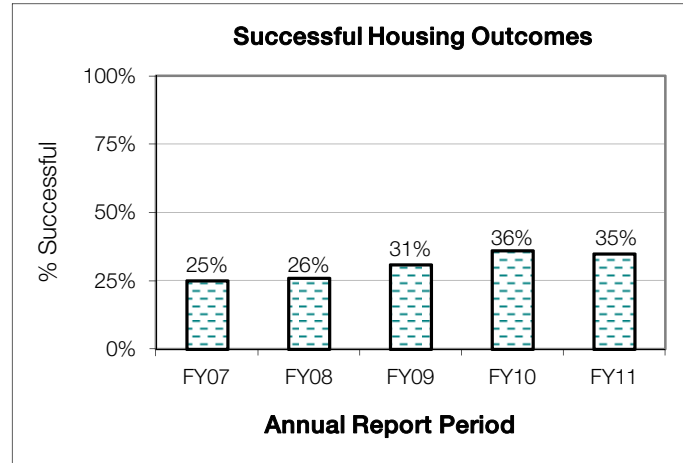
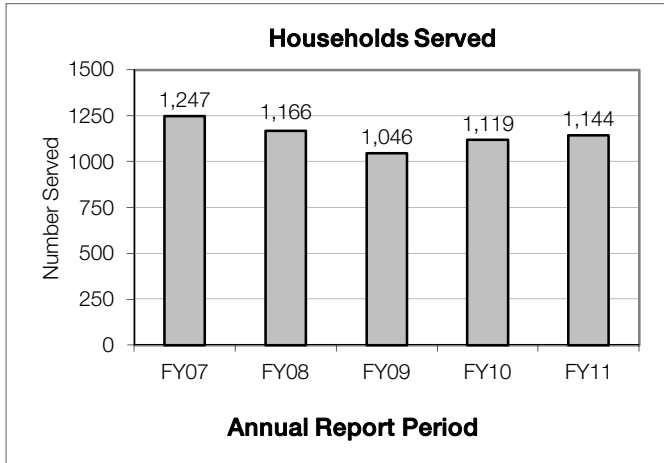
DEMOGRAPHICS	Men
Households Served	3,445
Percent Newly homeless	41%
Clients Served	3,445
Average Age (HCH)	42
Men as a percent of total single adults served	75%
Veterans (U.S. Military)	13%
Avg. Monthly Household Income	\$285
Percent Working at Entry	15%
Race - White	39%
Race - Black	58%
Race- Other	3%
Hispanic (HCH)	3%
Non-Hispanic (HCH)	97%



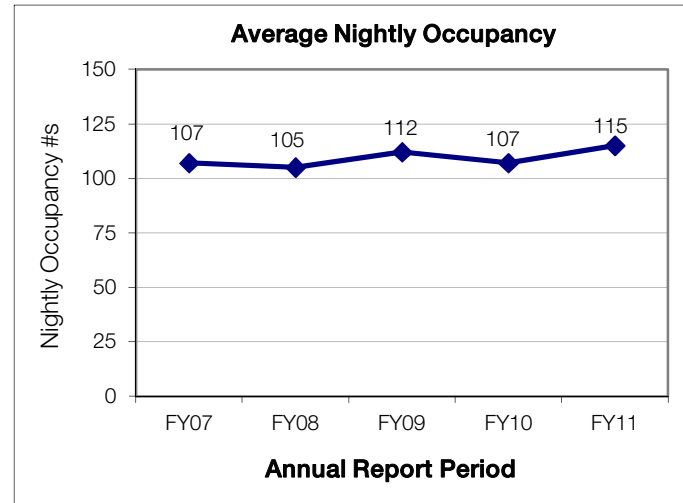
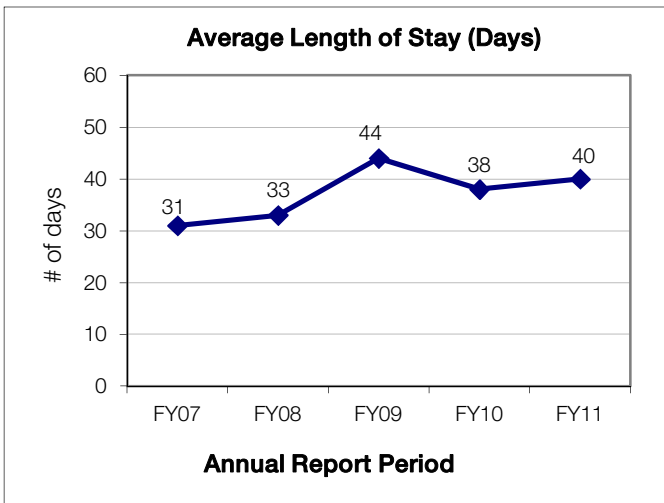
The increase in successful outcomes for the system is very encouraging and we are attributing this increase to the availability of the HPRP funds. The average length of stay is concerning given that the system experienced a waitlist for services during the year and a heavy overflow season. FY09 to FY11 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/1/2010 -6/30/2011	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)		Actual (%)
WOMEN'S SYSTEM	1,100	1,144	√	97	115	30	40	≠	251	372	√	25%	35%	√	No



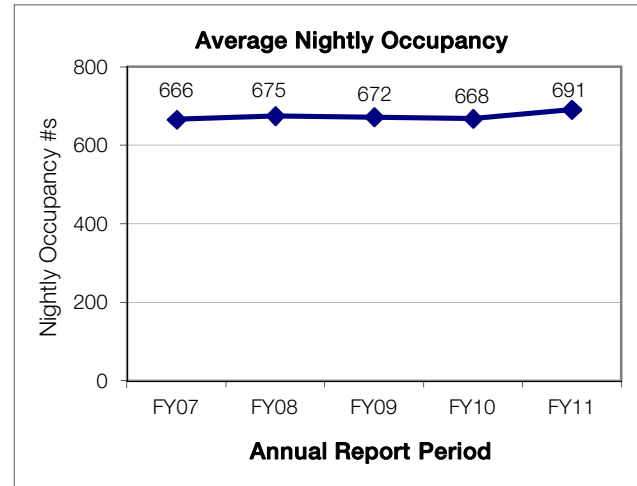
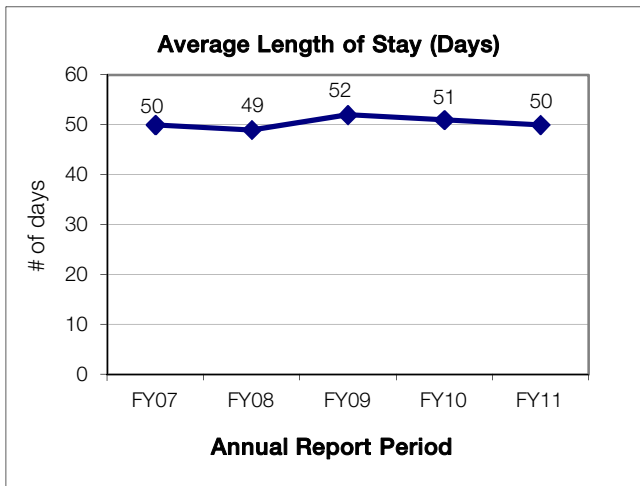
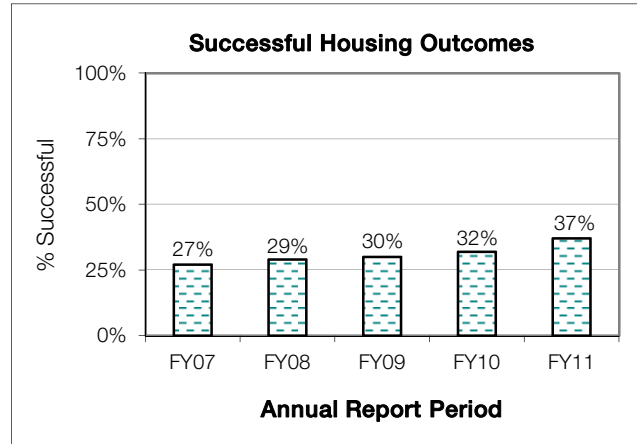
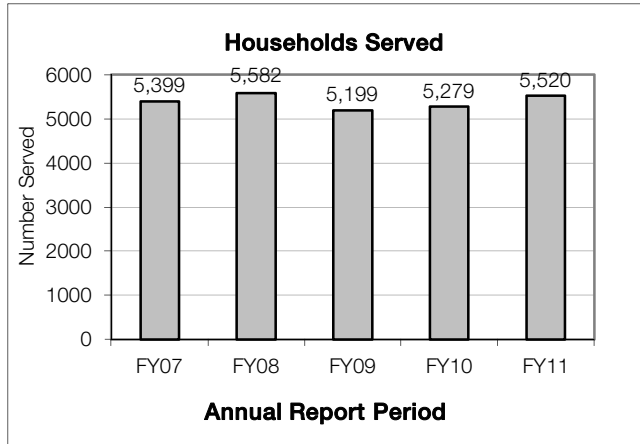
DEMOGRAPHICS	Women
Households Served	1,144
Percent Newly homeless	53%
Clients Served	1,144
Average Age (HOH)	39
Woman as a percent of total single adults served	25%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$284
Percent Working at Entry	9%
Face - White	44%
Face - Black	53%
Face - Other	3%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The system experienced an increase in the number of individuals served at 2%. The increase in the average length of stay is concerning given that the system experienced a waitlist for services during the year and a heavy overflow season. FY09 to FY11 Average Length of Stay calculations are based on a new, improved methodology.

# System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	7/1/2010 -6/30/2011	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
Emergency Shelter System <sup>1</sup>	5,300	5,520	√	620	691	30	50	≠	N/A	1792	N/A	N/A	37%	N/A	No



DEMOGRAPHICS	Shelter
Households Served	5,520
Clients Served	7,532
Adults Served	5,819
Children Served	1,713
Average Age (HoH)	29
Gender - Male (HoH)	65%
Gender - Female (HoH)	35%
Percent Newly homeless	47%
Veterans (U.S. Military)	10%
Avg. Monthly Household Income	\$319
Percent Working at Entry	14%
Race - White (HoH)	38%
Race - Black (HoH)	58%
Race- Other (HoH)	4%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%

CSB is reporting out on all emergency shelters as a whole in preparation of HEARTH implementation. Historical numbers for the entire shelter system were recreated using the same methodology as for FY2011, for all metrics. We are reporting a 5% increase in the number of households served compared to the same period last year.

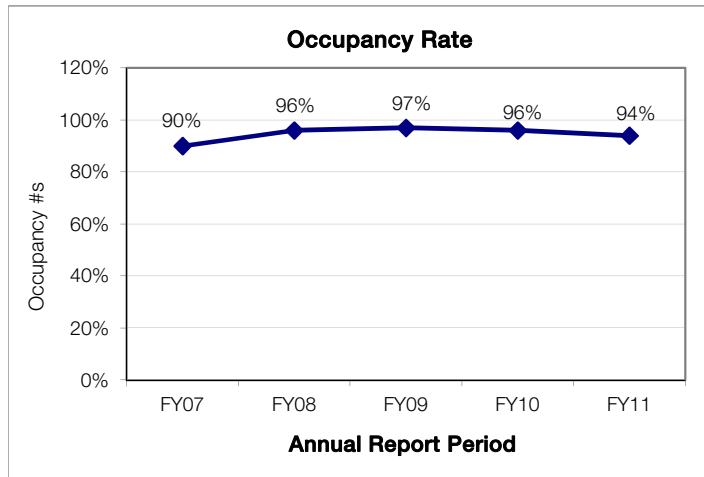
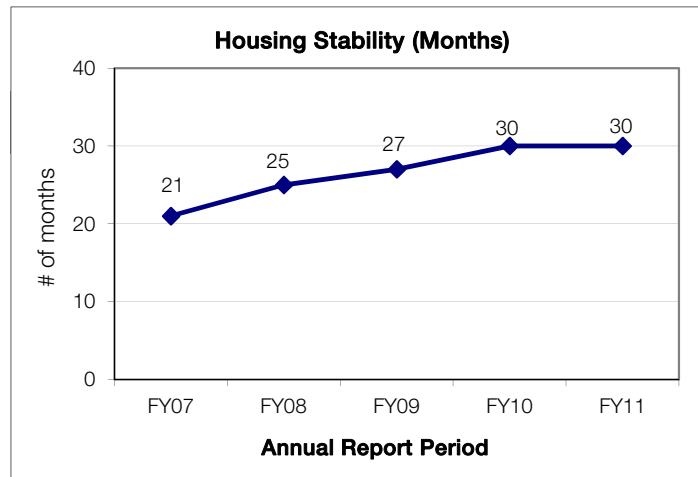
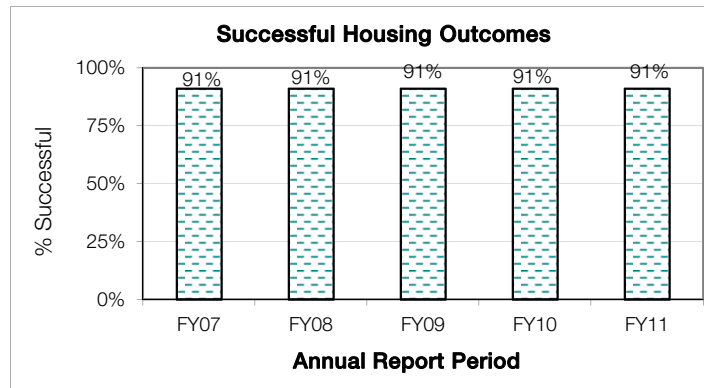
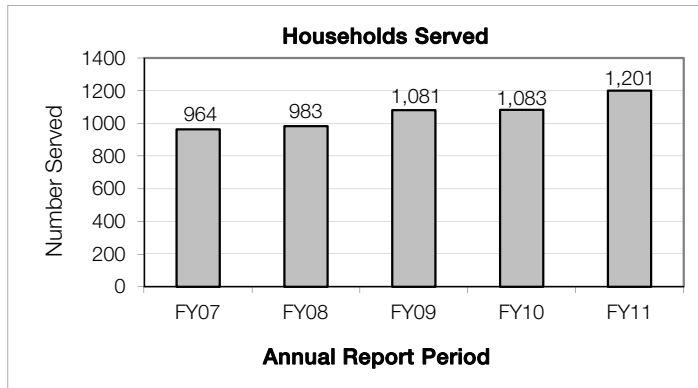
<sup>1</sup> System includes single adult and family shelters. Also includes VOAGO VA Emergency Housing Program starting FY11.

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



# System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH) 7/1/2010 - 6/30/2011	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	Yes or No
PSH SYSTEM	1,128	1,201	✓	95%	94%	✓	24	30	✓	1015	1092	✓	90%	91%	✓	No



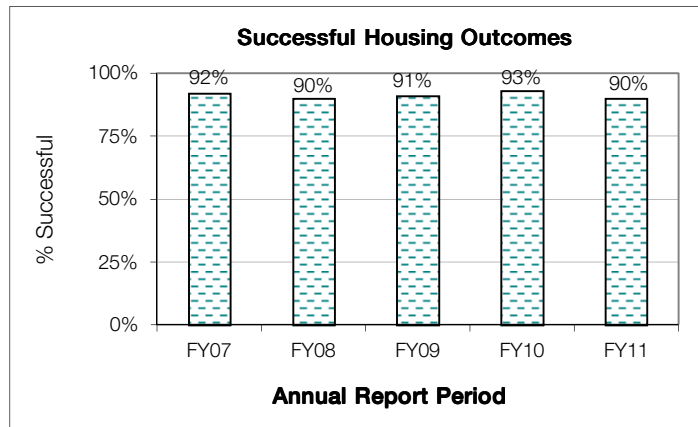
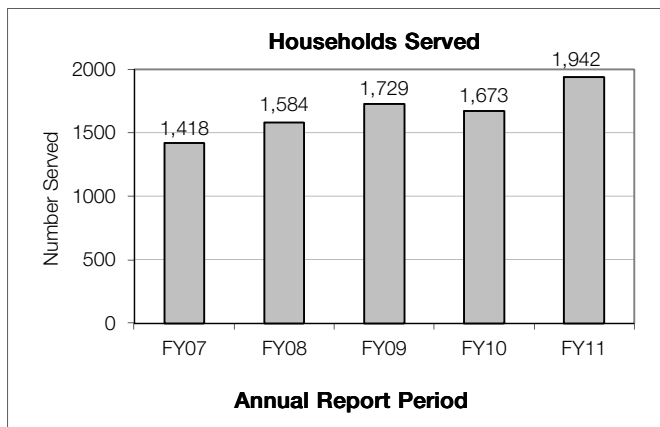
DEMOGRAPHICS	Family & Adults
Households Served	1,201
Clients Served	1,314
Average Age for Families (HoH)	36
Average Age for Single Adults	46
Gender - Male (HoH)	70%
Gender - Female (HoH)	30%
Veterans (U.S. Military) all adults	12%
Avg. Monthly Household Income	\$149
Percent Working at Entry (HoH)	7%
Face - White (HoH)	35%
Face - Black (HoH)	64%
Face - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	1,223
Children Served	91
Mean Family Size <sup>1</sup>	%
Average Number of Children <sup>1</sup>	1.8
Children 0 - 2 years <sup>1</sup>	12%
Children 3 - 7 years <sup>1</sup>	36%
Children 8 - 12 years <sup>1</sup>	31%
Children 13 - 17 years <sup>1</sup>	21%

The PSH System continues to perform well. During the year, 25 units of supportive housing were added at the CHN/Leased Supportive Housing development and the lease-up of Commons at Buckingham was completed. The inventory as of 6/30/2011 is 965 units of Rebuilding Lives Permanent Supportive Housing.

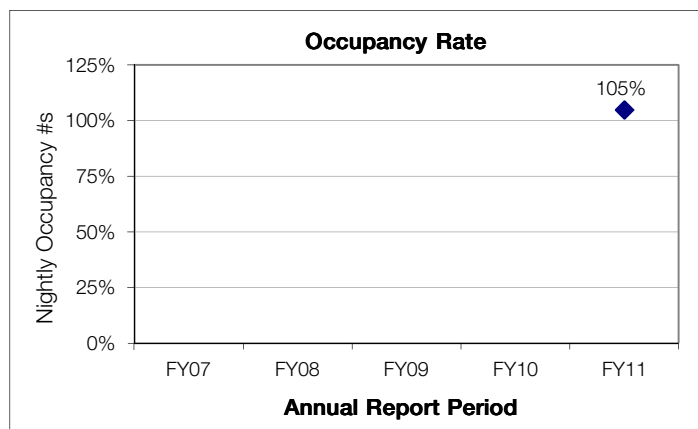
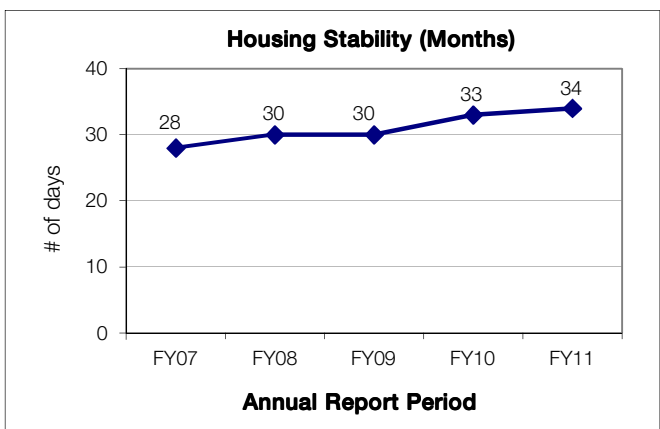
<sup>1</sup> Metric applies to family households only

# System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	7/1/2010 - 6/30/2011	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System <sup>1</sup>	1,821	1,942	✓	95%	105%	✓	24	34	✓	1569	1759	✓	90%	90%	✓	No



DEMOGRAPHICS	Family & Adults
Households Served	1,942
Clients Served	2,376
Average Age for Families (HoH)	35
Average Age for Single Adults	45
Gender - Male (HoH)	59%
Gender - Female (HoH)	41%
Veterans (U.S. Military) all adults	9%
Avg. Monthly Household Income	\$103
Percent Working at Entry (HoH)	6%
Race - White (HoH)	37%
Race - Black (HoH)	62%
Race - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	2,032
Children Served	344
Mean Family Size <sup>2</sup>	2.9
Average Number of Children <sup>2</sup>	1.7
Children 0 - 2 years <sup>2</sup>	10%
Children 3 - 7 years <sup>2</sup>	25%
Children 8 - 12 years <sup>2</sup>	31%
Children 13 - 17 years <sup>2</sup>	34%



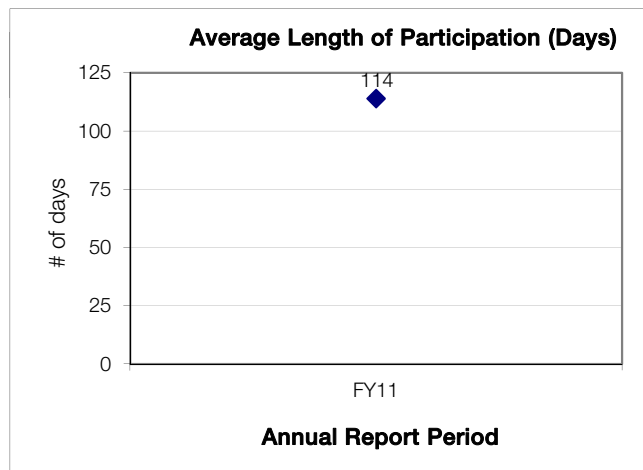
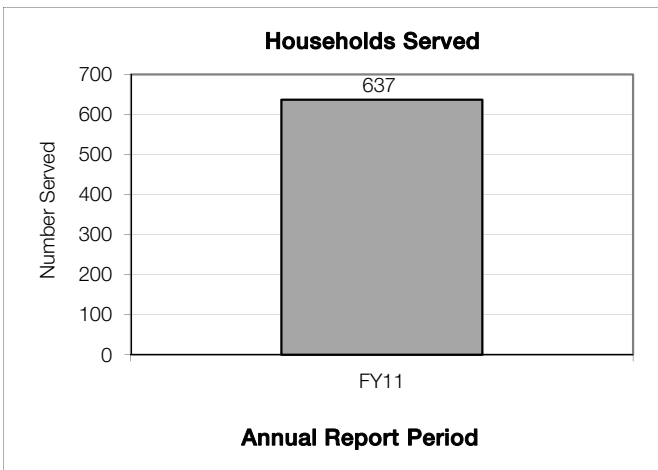
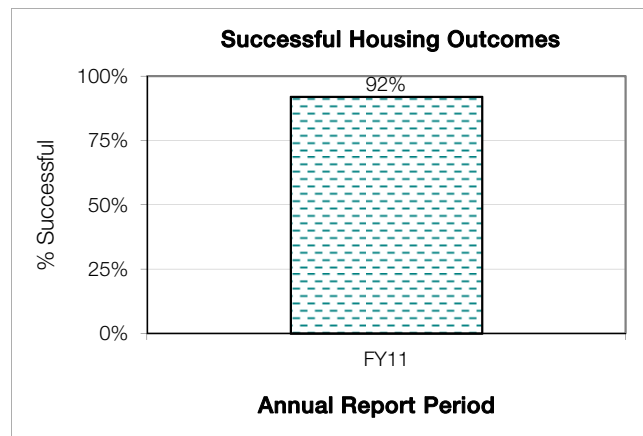
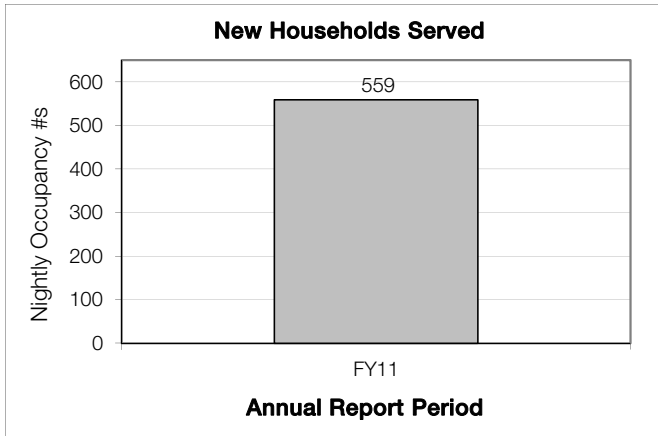
CSB is reporting out on all supporting housing projects as a whole. All historical numbers for the entire system were recreated using the same methodology as for FY2011 for all applicable metrics. The occupancy rate was not calculated because of significant changes in the system capacities from year to year. The current capacity of Permanent Supportive Housing units is 1529.

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

<sup>2</sup> Metric applies to family households only.

# System and Program Indicator Report

FY11 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	
7/1/2010 -6/30/2011																
Direct Housing Rapid Re-housing System <sup>1</sup>	426	559	√	519	637	√	100	114	≠	325	348	√	90%	92%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	637
Percent New Households Served	88%
Clients Served	1,617
Average Age for Families (HoH)	31
Average Age for Single Adults	44
Gender - Male (HoH)	28%
Gender - Female (HoH)	72%
Veterans (U.S. Military) all adults	8%
Avg. Monthly Household Income	\$665
Percent Working at Entry (HoH)	43%
Adults Served	787
Children Served	830
Race - White (HoH)	24%
Race - Black (HoH)	74%
Race- Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size <sup>2</sup>	2.5
Average Number of Children <sup>2</sup>	1.9
Children 0 - 2 years <sup>2</sup>	20%
Children 3 - 7 years <sup>2</sup>	37%
Children 8 - 12 years <sup>2</sup>	25%
Children 13 - 17 years <sup>2</sup>	18%

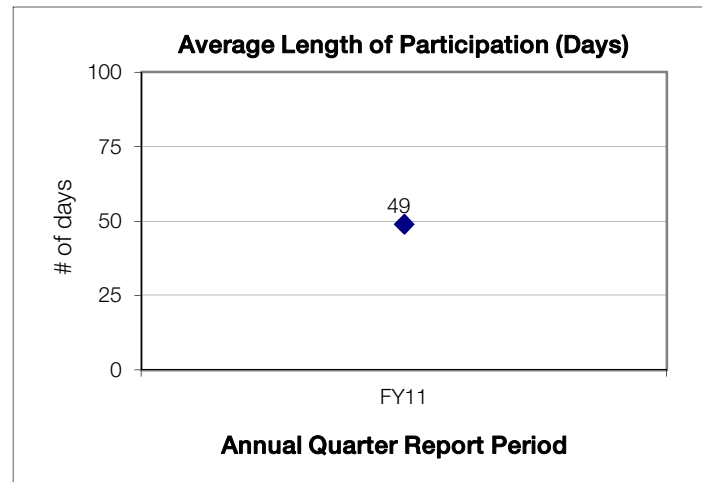
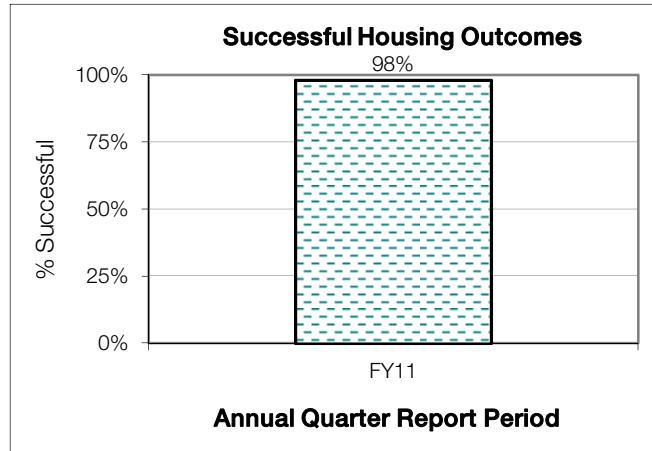
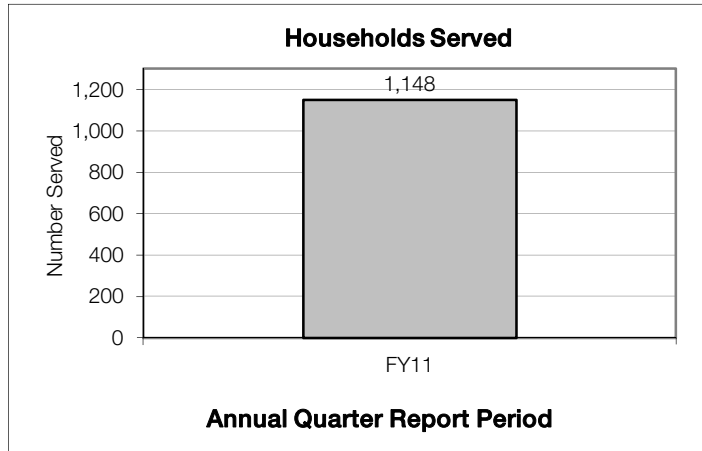
CSB is reporting out on all direct housing/rapid re-housing programs as a whole to establish a baseline for performance.

<sup>1</sup>System 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.

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

# System and Program Indicator Report

FY11 Prevention	Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	7/1/2010 -6/30/2011	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	827	1,148	√	82	49	√	691	1017	√	90%	98%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	1,148
Clients Served	2,351
Average Age (HoH)	36
Gender - Male (HoH)	36%
Gender - Female (HoH)	64%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$790
Percent Working at Entry (HoH)	37%
Race - White (HoH)	45%
Race - Black (HoH)	54%
Race - Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	1,428
Children Served	923
Mean Family Size <sup>2</sup>	2.1
Average Number of Children <sup>2</sup>	1.7
Children 0 - 2 years <sup>2</sup>	17%
Children 3 - 7 years <sup>2</sup>	31%
Children 8 - 12 years <sup>2</sup>	29%
Children 13 - 17 years <sup>2</sup>	23%

<sup>1</sup>System includes CIS Stable Families, Gladden Community House Prevention, GCH Single Adult Prevention, CHN ADAMH Prevention and CHN Prevention.

<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	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 20%	Yes or No
7/1/2010 -6/30/2011																	
<b>MEN</b>																	
Faith Mission on 6th <sup>2</sup>	N/A	1,122	N/A	N/A	110	110	N/A	39	N/A	N/A	193	N/A	N/A	19%	N/A	32%	N/A
Faith Mission on 8th <sup>2</sup>	N/A	784	N/A	N/A	95	95	N/A	49	N/A	N/A	174	N/A	N/A	25%	N/A	38%	N/A
Faith Mission - Men's Overflow <sup>3</sup>	267	815	548	√	varies	47	30	21	√	N/A	45	N/A	N/A	6%	N/A	43%	No
Friends of the Homeless - Men's Shelter	1,000	1,283	283	√	130	135	30	43	≠	218	313	√	25%	27%	√	31%	No
VOAGO Men's Shelter	520	739	219	√	40	38	30	20	√	120	126	√	25%	18%	≠	34%	No
VOAGO VA Emergency Housing <sup>4</sup>	50	108	58	√	10	10	90	33	√	9	55	√	25%	59%	√	24%	No
<b>WOMEN</b>																	
Faith Mission - Nancy's Place <sup>2</sup>	N/A	463	N/A	N/A	42	42	N/A	36	N/A	N/A	187	N/A	N/A	44%	N/A	46%	N/A
Faith Mission - Women's Overflow <sup>3</sup>	137	395	258	√	varies	12	30	11	√	N/A	20	N/A	N/A	5%	N/A	26%	No
Friends of the Homeless - Rebecca's Place	480	513	33	√	47	50	30	40	≠	130	135	√	30%	29%	√	28%	No
<b>INEBRIATE</b>																	
Maryhaven Engagement Center	1,400	1,199	(201)	≠	50	49	11	15	≠	243	212	√ <sup>6</sup>	18%	18%	√	17%	No
<b>AGENCY</b>																	
Lutheran Social Services - Faith Mission <sup>2,3</sup>	2,700	2,209	(491)	≠	247	248	30	45	≠	613	545	√ <sup>6</sup>	25%	28%	√	40%	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> LSS - Faith Mission Overflow services for Men and Women are evaluated at the individual program level. LSS-Faith Mission provided overflow services in FY11.

<sup>4</sup> Program implemented 11/1/2010. Non-CSB funded program. The Men's system does not include this program.

<sup>5</sup> The program failed to serve the number of individuals set as a goal. However, the Successful Housing Outcomes % was met. The goal for the Successful Housing Outcome #, re-calculated using the actual number served is 207, while the achieved number for the period is 212. CSB is considering this outcome met.

<sup>6</sup> The program failed to serve the number of individuals set as a goal. However, the Successful Housing Outcomes % was met. The goal for the Successful Housing Outcome #, re-calculated using the actual number served is 491, while the achieved number for the period is 545. CSB is considering this outcome met.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>						Average Transition Time (Days) <sup>4</sup>			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Yes or No
7/1/2010 -6/30/2011																										
YWCA Family Center	660	833	173	√	50	58	√	20	26	≠	427	548	√	70%	72%	√	278	403	√	65%	74%	√	7	16	≠	No
YWCA Diversion <sup>5</sup>	N/A	1,300	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	447	N/A	39%	33%	≠	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

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

<sup>3</sup> Successful housing outcome calculates as 70% of the YWCA's successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.

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

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

EMERGENCY SHELTER--Tier II Family Programs	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010 -6/30/2011																	
Homeless Families Foundation <sup>6</sup>	166	166	0	√	38	36	√	80	94	≠	93	104	√	70%	81%	√	No
VOAGO Family Shelter <sup>6</sup>	32	32	0	√	8	7	N/A	80	114	≠	17	20	√	70%	71%	√	No

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

SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010 -6/30/2011																		
Community Housing Network - Briggsdale	25	30	31	1	√	24	96%	√	21	27	√	27	29	√	90%	94%	√	No
Community Housing Network - Cassidy	10	12	13	1	√	10	100%	√	22	35	√	11	12	√	90%	92%	√	No
Community Housing Network - Community ACT	42	50	59	9	√	42	100%	√	12	22	√	43	51	√	85%	86%	√	No
Community Housing Network - East 5th Avenue	38	46	49	3	√	35	92%	√	24	32	√	41	42	√	90%	86%	√	No
Community Housing Network - North 22nd Street	30	36	41	5	√	28	93%	√	24	33	√	32	38	√	90%	93%	√	No
Community Housing Network - North High Street	33	40	40	0	√	32	97%	√	24	37	√	36	38	√	90%	95%	√	No
Community Housing Network - Parsons <sup>2</sup>	25	30	32	2	√	23	92%	√	24	34	√	27	29	√	90%	91%	√	No
Community Housing Network - RLPTI <sup>2</sup>	108	130	138	8	√	106	98%	√	23	30	√	117	126	√	90%	91%	√	No
Community Housing Network - Safe Havens <sup>3</sup>	13	18	18	0	√	15	115%	√	24	53	√	16	15	√	90%	88%	√	No
Community Housing Network - Southpoint Place	46	55	56	1	√	45	98%	√	12	21	√	50	50	√	90%	89%	√	No
Community Housing Network - St. Clair	26	31	39	8	√	26	100%	√	18	24	√	28	34	√	90%	87%	√	No
Community Housing Network - Leased Supportive Housing <sup>4</sup>	25	26	23	(3)	≠	4	52%	N/A	N/A	2	N/A	23	23	√	85%	100%	√	No
Maryhaven Commons at Chantry	50	60	67	7	√	48	96%	√	19	25	√	54	59	√	90%	88%	√	No
National Church Residences - Commons at Grant	50	60	59	(1)	√	50	100%	√	24	42	√	54	58	√	90%	98%	√	No
National Church Residences - Commons at Buckingham <sup>6</sup>	75	85	81	(4)	√	67	89%	≠	9	10	√	77	75	√	90%	93%	√	No
Southeast - Scattered Sites <sup>2</sup>	120	144	136	(8)	√	113	94%	√	13	38	√	130	119	√	90%	88%	√	No
YMCA - 40 West Long Street	105	126	146	20	√	105	100%	√	22	31	√	113	128	√	90%	88%	√	No
YMCA - Sunshine Terrace	75	90	93	3	√	73	97%	√	24	42	√	86	88	√	90%	95%	√	No
YWCA - WINGS <sup>5</sup>	69	83	85	2	√	62	90%	√	24	31	√	75	78	√	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-Parsons (SRA); RLPTI (TRA); Southeast Scattered Sites (TRA).

<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 lease-up started in March 2011.

<sup>5</sup> Eligibility for the program was 100% Chronic Homeless women. HUD approved in April a change in the program's eligibility criteria, with 80% of the units meeting Rebuilding Lives eligibility criteria.

<sup>6</sup> Program lease-up was finalized during FY11.

HUD CoC FUNDED PROGRAMS <sup>1</sup>	Capacity	Households Served				Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/1/2010 -6/30/2011																		
<b>Transitional Housing</b>																		
Amethyst - RSvP	8	46	60	14	√	85%	100%	√	2	2	√	29	41	√	77%	79%	√	No
Huckleberry House - Transitional Living Program	24	51	49	(2)	√	98%	96%	√	10	8	√	18	19	√	77%	76%	√	No
Friends of the Homeless - New Horizons	36	90	119	29	√	95%	89%	≠	4	5	√	43	60	√	77%	71%	≠	No
VOAGO - Veterans <sup>3</sup>	40	100	203	103	√	95%	100%	√	4	3	√	74	58	≠	77%	36%	≠	No
YMCA - ADAMH Pilot <sup>6</sup>	10	18	11	(7)	≠	80%	50%	≠	4	3	√	2	1	√	50%	50%	√	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network - Family Homes <sup>4</sup>	15	18	19	1	√	95%	100%	√	12	32	√	14	17	√	80%	89%	√	No
Community Housing Network - Wilson	8	10	8	(2)	≠	95%	100%	√	12	98	√	8	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	36	38	2	√	95%	97%	√	15	33	√	29	30	√	80%	79%	√	No
<b>Shelter Plus Care</b>																		
Amethyst - SPC	92	128	151	23	√	95%	87%	≠	12	22	√	102	112	√	80%	74%	≠	No
Columbus AIDS Task Force - TRA <sup>5</sup>	89	105	103	(2)	√	95%	103%	√	24	62	√	84	97	√	80%	94%	√	No
Community Housing Network - SRA SPC <sup>4, 5</sup>	172	206	256	50	√	95%	116%	√	12	39	√	165	237	√	80%	93%	√	No
Community Housing Network - TRA SPC <sup>4, 5</sup>	149	179	224	45	√	95%	113%	√	12	32	√	143	218	√	80%	97%	√	No
Faith Mission - Shelter Plus Care	9	11	10	(1)	√	95%	89%	≠	24	46	√	9	10	√	80%	100%	√	No
Total Shelter Plus Care	511	629	748	115	√	95%	107%	√	N/A	N/A	N/A	503	678	√	80%	91%	√	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 programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes; CHN-Parsons (SRA); RLPTI (TRA); Southeast Scattered Sites (TRA).

<sup>5</sup> Occupancy rate exceeds 100% because CMHA allowed providers to over lease.

<sup>6</sup> Program implemented in CSP as of 12/1/2010.



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 (%) <sup>1</sup>			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2010 -6/30/2011																									
Direct Housing - The Salvation Army	175	174	√	212	225	√	13	16	≠	100	107	√	157	169	√	90%	92%	√	\$1,000	\$1,165	√ <sup>6</sup>	90%	93%	√	No
Job2Housing - The Salvation Army	40	40	√	60	63	√	15	13	√	180	183	√	36	32	≠	90%	91%	√	\$5,484	\$2,402	√	100%	97%	√	No
Direct Housing - Homeless Families Foundation <sup>4</sup>	12	48	√	18	57	√	15	23	≠	100	88	√	11	42	√	90%	98%	√	\$1,000	\$1,084	√	90%	86%	√	No
Direct Housing - VOAGO Families <sup>4</sup>	54	81	√	64	92	√	15	14	√	100	115	≠	43	52	√	90%	88%	√	\$1,000	\$1,243	√ <sup>5</sup>	90%	75%	√ <sup>9</sup>	No
Direct Housing - VOAGO Rapid Re-housing Single Adults <sup>5</sup>	88	98	√	88	98	√	25	36	≠	100	121	≠	39	34	≠	75%	81%	√	\$1,200	\$1,380	√ <sup>6</sup>	90%	79%	≠	N/A
Direct Housing - CHN In-Reach Single Adults <sup>6</sup>	45	62	√	45	62	√	19	17	√	60	81	≠	19	14	≠	75%	100%	√	\$1,400	\$1,098	√	90%	93%	√	No
Direct Housing - Catholic Social Services Rapid Re-housing <sup>10</sup>	12	2	≠	12	2	≠	15	17	≠	100	28	√	11	N/A	N/A	90%	N/A	N/A	\$1,200	\$0	≠	90%	0%	≠	N/A
Transition - CSB Transition Program <sup>2</sup>	N/A	N/A	N/A	1000	1084	√	N/A	N/A	N/A	N/A	N/A	N/A	980	1076	√	98%	99%	√	\$725	\$863	√ <sup>8</sup>	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 (%) <sup>1</sup>			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2010 -6/30/2011																									
Prevention - Gladden Community House <sup>11</sup>	N/A	N/A	N/A	320	258	≠	N/A	N/A	N/A	N/A	N/A	N/A	310	244	≠	97%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools <sup>3</sup>	186	210	√	234	218	√	N/A	N/A	N/A	100	86	√	167	184	√	90%	100%	√	\$1,000	\$948	√	90%	92%	√	No
Stable Families - CIS Weinland Park Expansion <sup>7</sup>	48	38	N/A	58	51	N/A	N/A	N/A	N/A	100	104	N/A	43	37	N/A	90%	95%	N/A	\$1,000	\$787	N/A	90%	82%	N/A	N/A

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		
7/1/2010 -6/30/2011																									
Manyhaven Outreach	300	377	√	320	404	√	210	234	√	70%	61%	≠	105	109	√	50%	47%	√	25%	22%	√				No

<sup>2</sup> Includes households served with HPRP and non-HPRP funding.

<sup>3</sup> Exclusive of Weinland Park activity.

<sup>4</sup> A portion of Tier II capacity transitioned to direct housing/rapid re-housing. Transfer clients are excluded from the Average Length of Stay (ALOS) calculation. ALOS is a new measure for these programs.

<sup>5</sup> Program implemented as of November 2010, using HPRP funds. HPRP Programs are not rated. Fourteen clients were excluded from ALOS.

<sup>6</sup> New program implemented 1/1/2011. Eighteen clients were excluded from ALOS calculation.

<sup>7</sup> Program not evaluated as not funded through CSB or HUD in FY2011.

<sup>8</sup> CSB asked programs to use DCA funds as needed, due the availability of HPRP funds.

<sup>9</sup> Some clients did not need DCA at their exit from program.

<sup>10</sup> New program implemented January 2011. Two clients were excluded from the calculations.

<sup>11</sup> Lack of available community funds prevented the program from serving the set number of households.

System and Program Indicators Report

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications						Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2010 -6/30/2011																								
Benefits Partnership-YWCA	356	306	≠	383	388	√	198	203	√	42%	52%	√	40%	29%	≠	268	205	≠	58%	53%	√	No		

HPRP Programs	Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%)			
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2010 -6/30/2011																			
Stable Families - Communities in Schools HPRP <sup>1</sup>	N/A	307	N/A	N/A	84	N/A	N/A	273	N/A	N/A	94%	N/A	N/A	\$947	N/A	N/A	93%	N/A	
Community Housing Network - ADAMH Prevention	75	132	√	90	174	≠	50	67	√	83%	99%	√	N/A	\$2,314	N/A	N/A	96%	N/A	
Community Housing Network - Placement <sup>2</sup>	20	32	√	N/A	97	N/A	9	1	≠	85%	100%	√	\$1,250	\$320	√	100%	100%	√	
Community Housing Network - Prevention <sup>2</sup>	20	67	√	90	15	√	9	2	≠	85%	100%	√	\$1,167	\$444	√	100%	100%	√	
Gladden Community House - Single Adult Prevention	120	456	√	30	28	√	112	386	√	93%	100%	√	\$657	\$1,063	√ <sup>4</sup>	100%	93%	√	
VOAGO Rapid Re-housing Single Adults <sup>3</sup>	88	98	√	100	98	√	39	34	≠	75%	81%	√	\$1,200	\$1,380	√ <sup>4</sup>	90%	79%	N/A	

7/1/2010 -6/30/2011	Total Households Served			Shelter Linkage			Successful Diversion Outcomes					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Lutheran Social Services - Centralized Point of Access (CPOA)	5,400	5,485	√	78%	93%	√	1180	943	≠	19%	14%	√

<sup>1</sup>Contract to date reporting.

<sup>2</sup>New program implemented January 2011.

<sup>3</sup>Program implemented November 2010.

<sup>4</sup>CSB asked programs to use DCA funds as needed, due the availability of HPRP funds.



communityshelterboard

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