

SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2011
1/1/11 – 03/31/11

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. Results are also shared with CSB funders consistent with funding contracts and agreements.

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

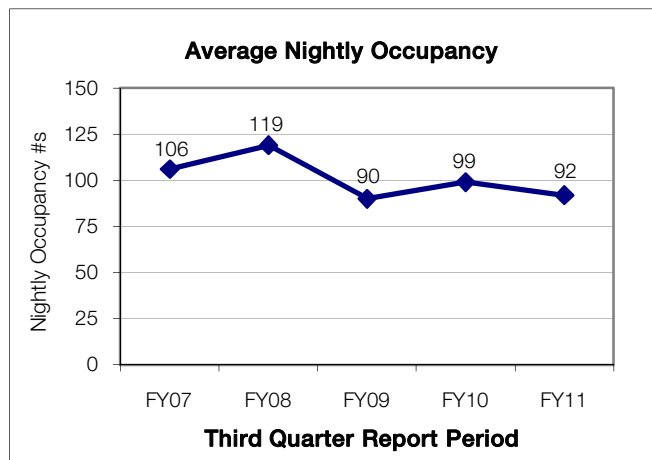
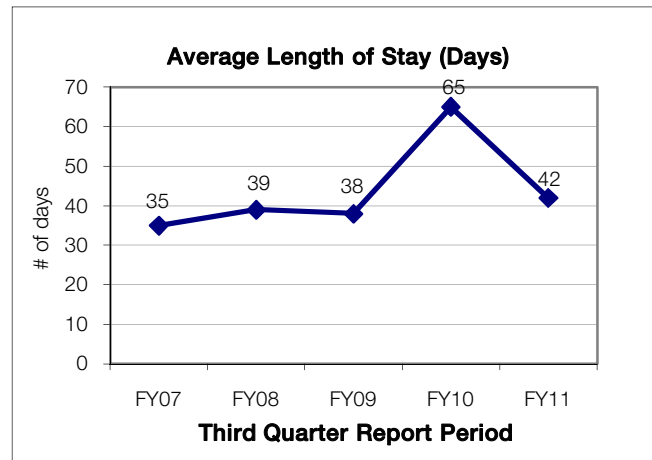
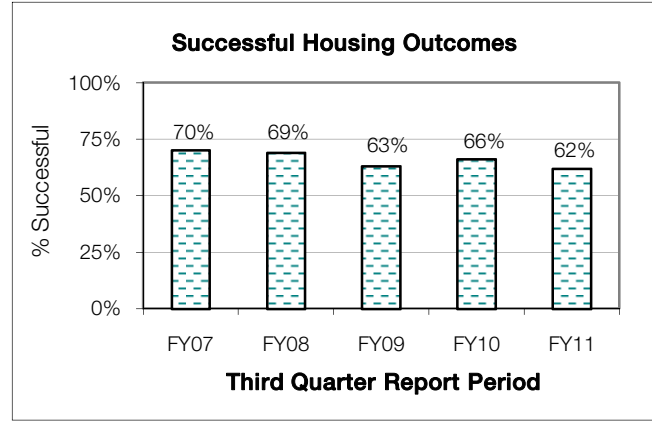
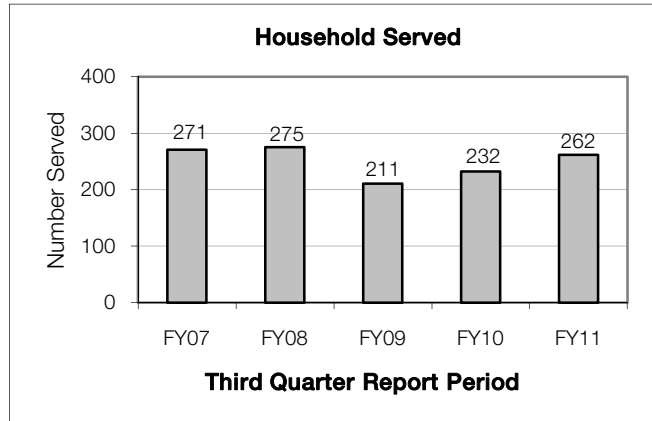
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
1/1/2011 - 3/31/2011															
FAMILY SYSTEM	230	262	√	96	92	45	42	√	94	99	√	70%	62%	≠	No

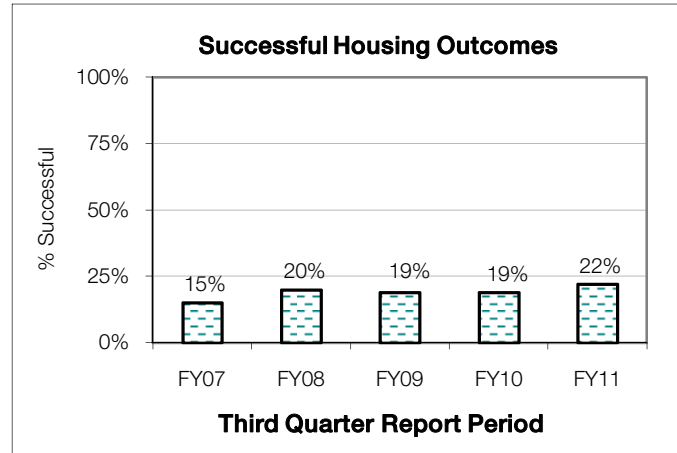
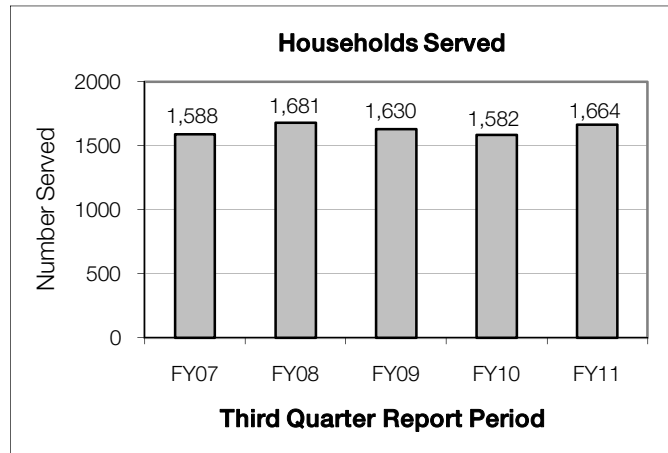


DEMOGRAPHICS	Family
Households Served	262
Percent Newly homeless	58%
Clients Served	837
Average Age (HoH)	28
Gender - Male (HoH)	10%
Gender - Female (HoH)	90%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$176
Percent Working at Entry (HoH)	15%
Race - White (HoH)	29%
Race - Black (HoH)	66%
Race- Other (HoH)	5%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	342
Children Served	495
Mean Family Size	3.2
Average Number of Children	1.9
Children 0 - 2 years	33%
Children 3 - 7 years	36%
Children 8 - 12 years	19%
Children 13 - 17 years	12%

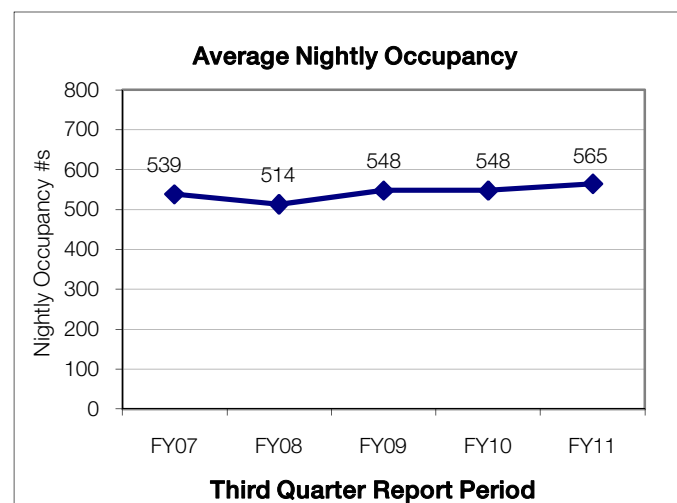
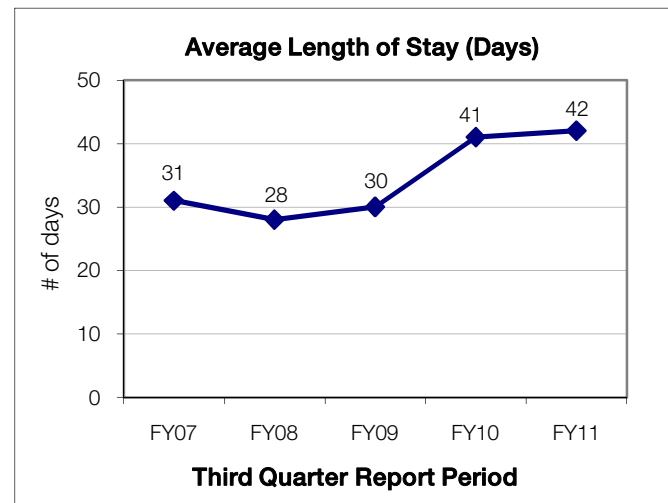
The capacity for the Family System was reduced in FY11 from 120 to 96 units due to the transfer of Tier II Shelter units to the direct housing/rapid re-housing model. As a result, the length of stay (Average Length of Stay) of families in the shelter system decreased substantially. While the capacity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

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	1/1/2011 - 3/31/2011	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,550	1,664	√	417	565	30	42	≠	283	257	√	25%	22%	√	No



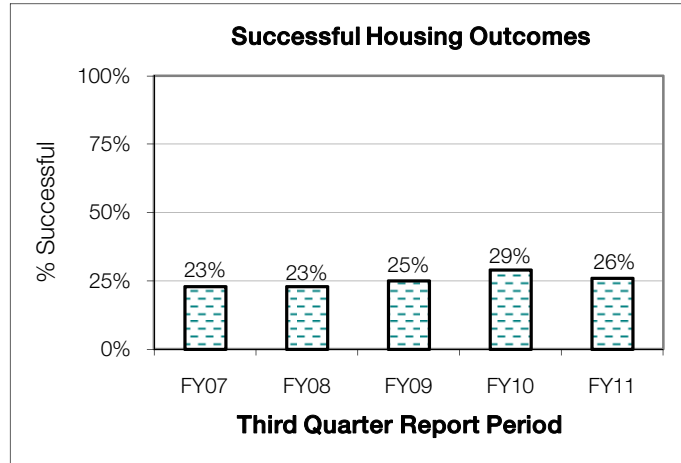
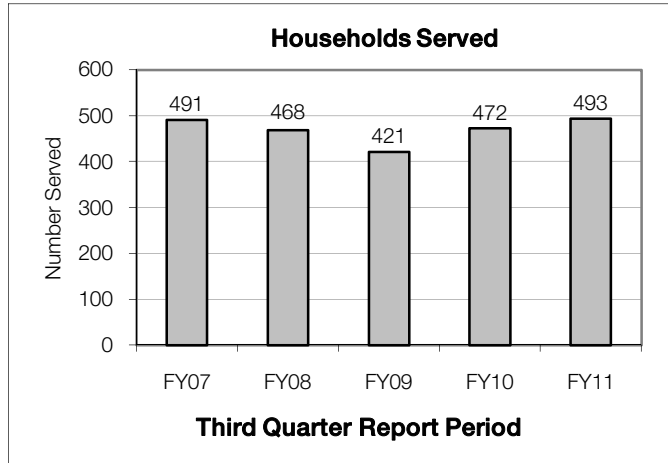
DEMOGRAPHICS	Men
Households Served	1,664
Percent Newly homeless	37%
Clients Served	1,664
Average Age (HOH)	42
Men as a percent of total single adults served	77%
Veterans (U.S. Military)	12%
Avg. Monthly Household Income	\$262
Percent Working at Entry	18%
Race - White	37%
Race - Black	59%
Race- Other	4%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%



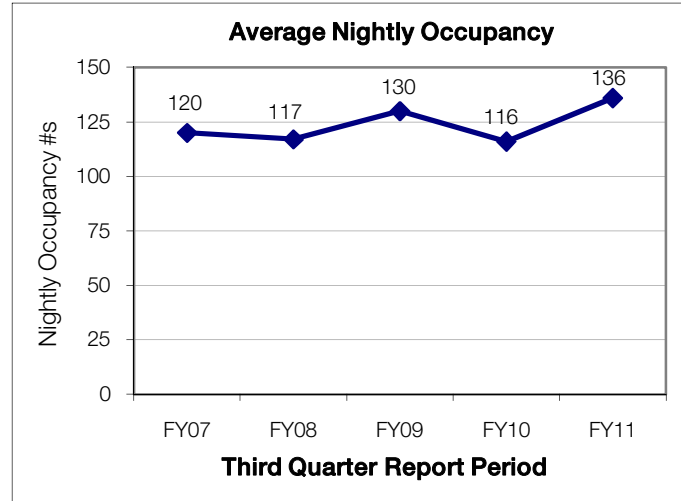
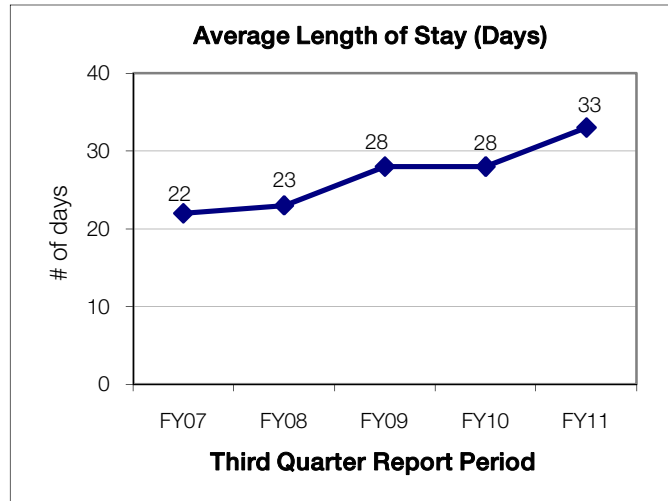
The increase in successful outcomes for the system is encouraging. The increase in the average length of stay is very concerning given that the system experienced a heavy overflow season. The system experienced an increase in the number of individuals served at 5%. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	1/1/2011 - 3/31/2011	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	420	493	√	97	136	30	33	√	81	97	√	25%	26%	√	No



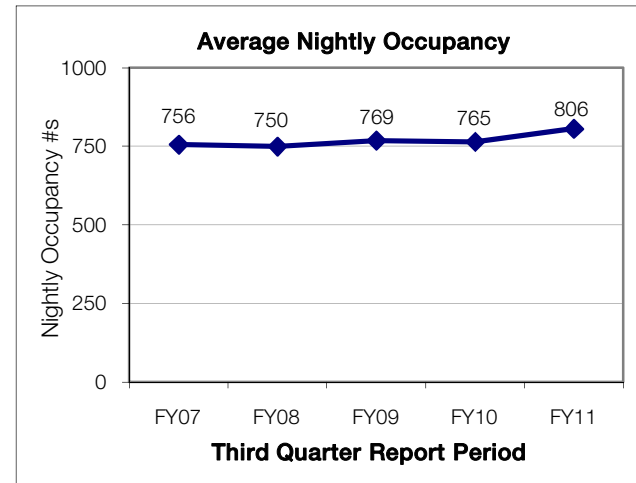
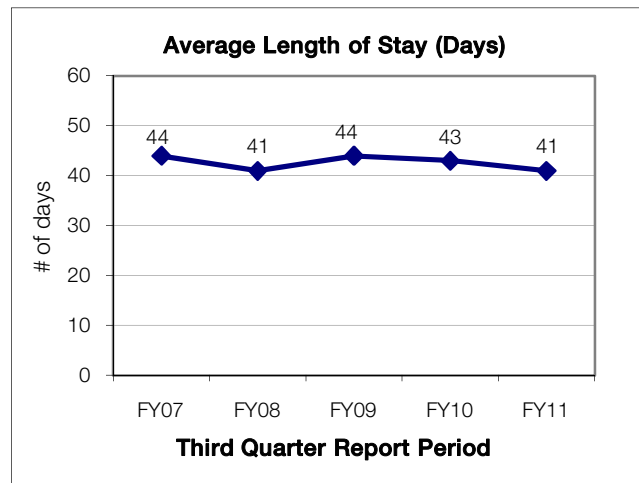
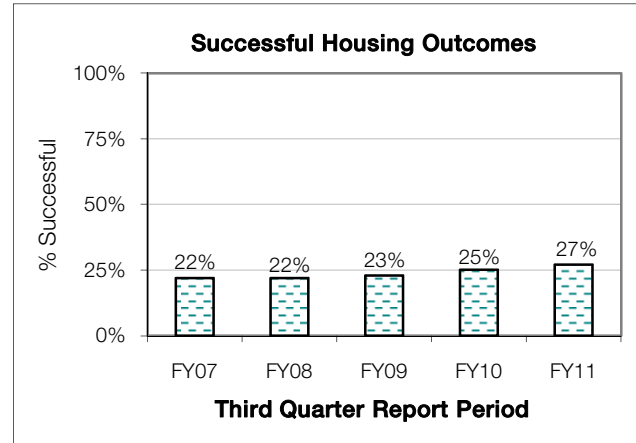
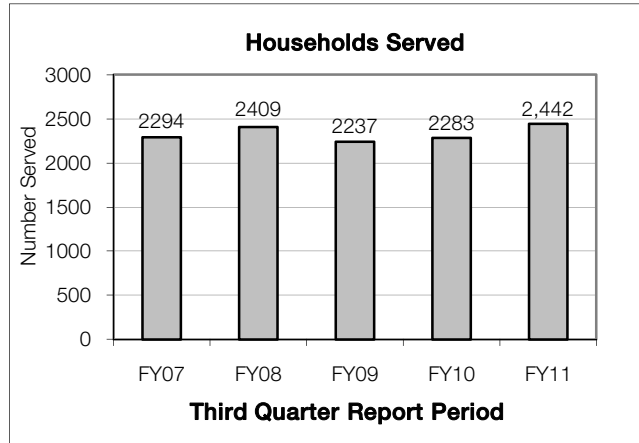
DEMOGRAPHICS	Women
Households Served	493
Percent Newly homeless	50%
Clients Served	493
Average Age (HOH)	39
Woman as a percent of total single adults served	23%
Veterans (U.S. Military)	1%
Avg. Monthly Household Income	\$301
Percent Working at Entry	10%
Race - White	45%
Race - Black	51%
Race - Other	4%
Hispanic (HOH)	1%
Non-Hispanic (HOH)	99%



The system experienced an increase in the number of individuals served at 4%. The increase in the average length of stay is concerning given that the system experienced a heavy overflow season. FY10 and FY11 Average Length of Stay calculations are based on a new, improved methodology.

System and Program Indicator Report

FY11 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern	
	1/1/2011 - 3/31/2011	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
Emergency Shelter System ¹	2,220	2,442	√	630	806	30	41	≠	N/A	465	N/A	N/A	27%	N/A	N/A	No



DEMOGRAPHICS	Shelter
Households Served	2,442
Clients Served	3,017
Adults Served	2,522
Children Served	495
Average Age (HoH)	42
Gender - Male (HoH)	70%
Gender - Female (HoH)	30%
Percent Newly homeless	42%
Veterans (U.S. Military)	10%
Avg. Monthly Household Income	\$262
Percent Working at Entry	16%
Race - White (HoH)	39%
Race - Black (HoH)	59%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%

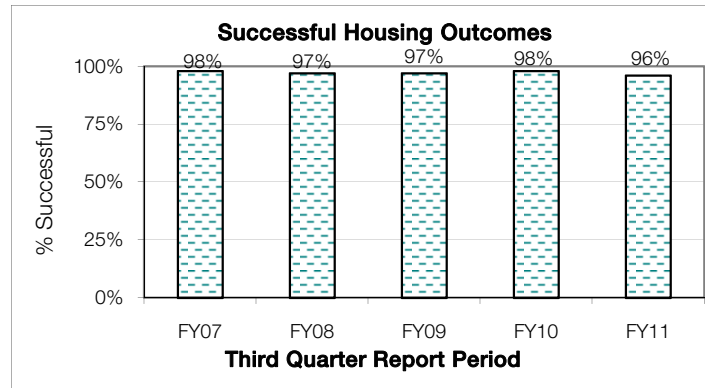
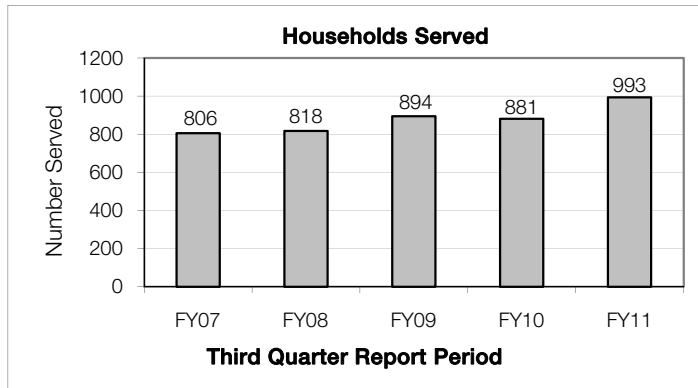
CSB is reporting out for the first time on all emergency shelters as a whole in preparation of HEARTH implementation. All historical numbers were recreated using the same methodology as for FY2011, for all metrics. We are reporting a 7% increase in the number of households served compared to the same period last year.

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

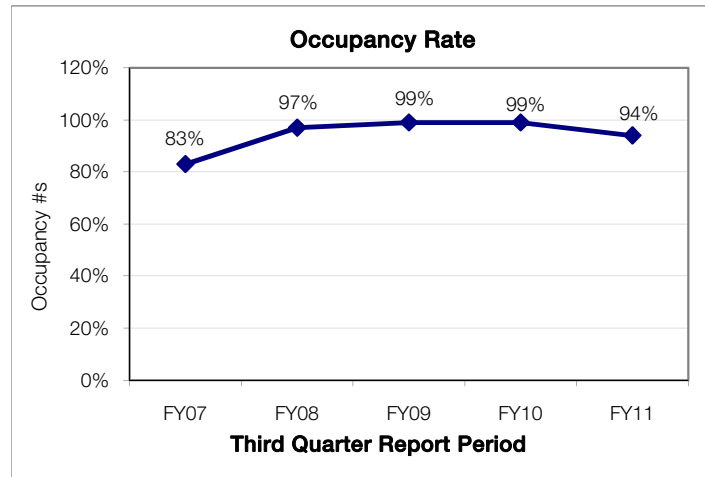
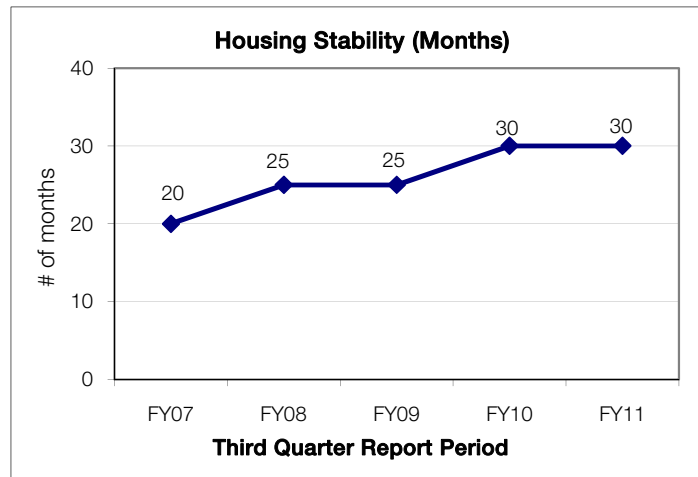
² Overflow capacity is not included.

System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH) 1/1/2011 - 3/31/2011	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	987	993	√	95%	94%	√	24	30	√	888	959	√	90%	96%	√	No

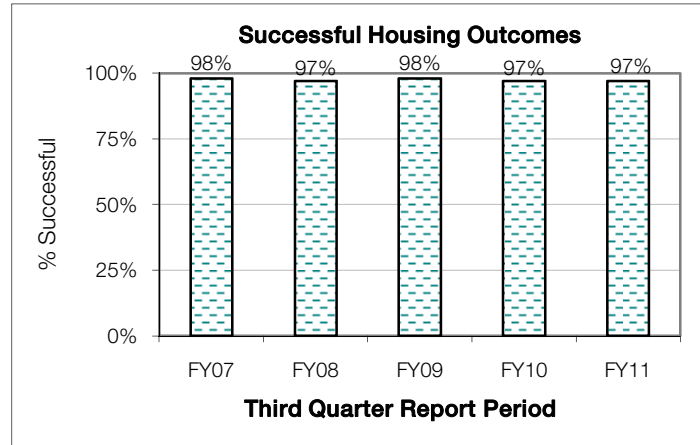
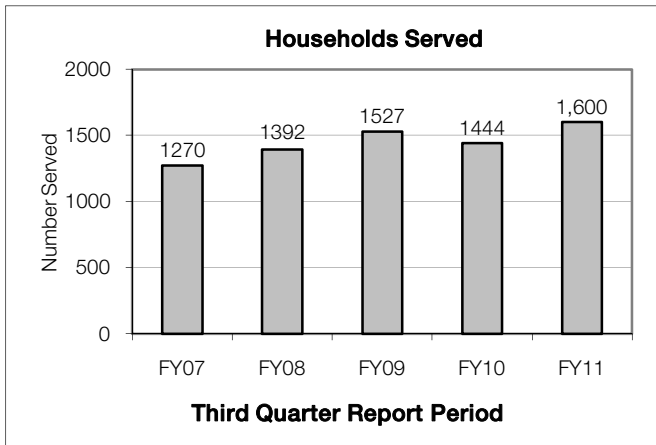


The PSH System continues to perform well.

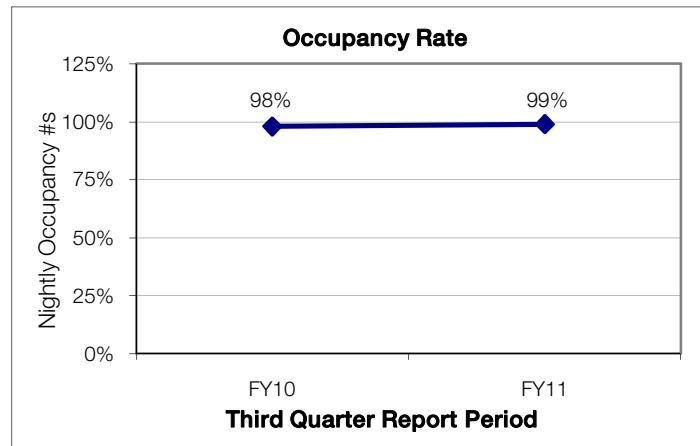
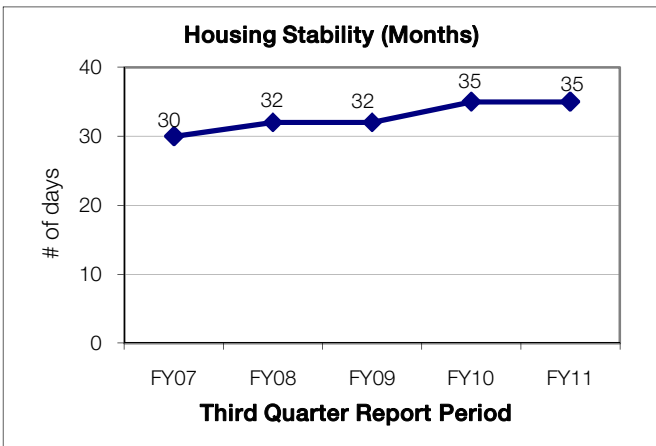


System and Program Indicator Report

FY11 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2011 - 3/31/2011																
Total PSH System ¹	1,579	1,600	√	95%	99%	√	24	35	√	1361	1549	√	90%	97%	√	No



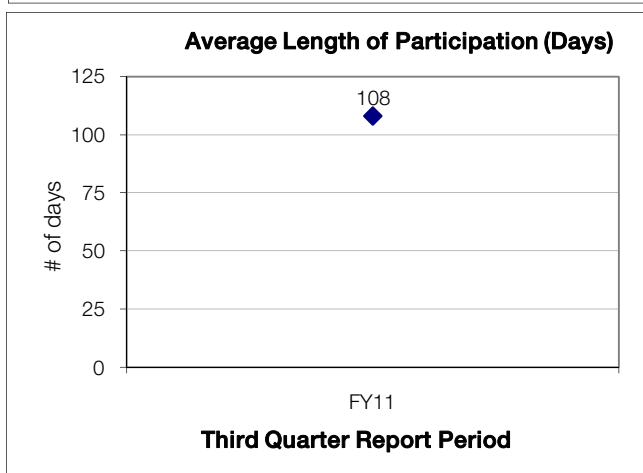
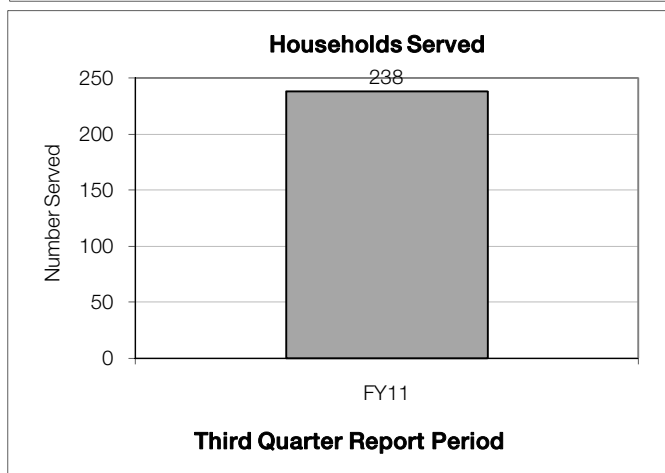
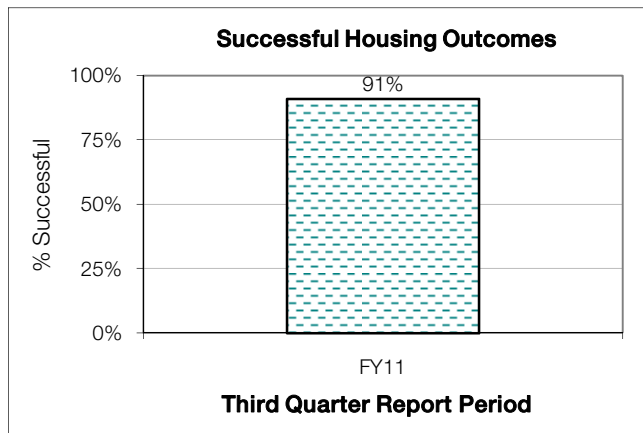
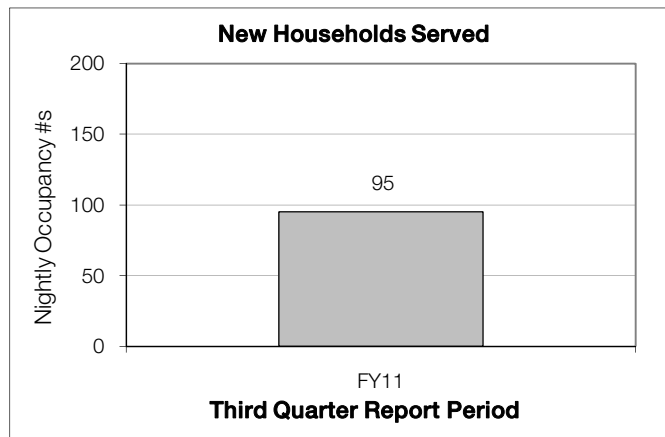
CSB is reporting out for the first time on all supporting housing projects as a whole, in preparation of HEARTH implementation. All historical numbers were recreated using the same methodology as for FY2011 for all applicable metrics. The occupancy rate was not calculated because of significant changes in the system capacities from year to year.



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

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	
1/1/2011 - 3/31/2011																
Direct Housing Rapid Re-housing System ¹	125	95	≠	217	238	√	90	108	≠	69	93	√	90%	91%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	238
Clients Served	657
Average Age for Families (HoH)	31
Average Age for Single Adults	40
Gender - Male (HoH)	21%
Gender - Female (HoH)	79%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$363
Percent Working at Entry (HoH)	41%
Adults Served	300
Children Served	357
Race - White (HoH)	23%
Race - Black (HoH)	70%
Race- Other (HoH)	7%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	2.8
Average Number of Children ²	1.9
Children 0 - 2 years ²	26%
Children 3 - 7 years ²	32%
Children 8 - 12 years ²	27%
Children 13 - 17 years ²	15%

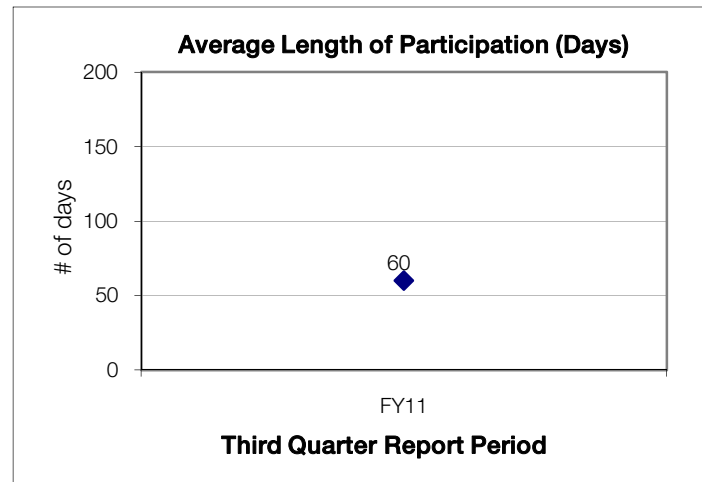
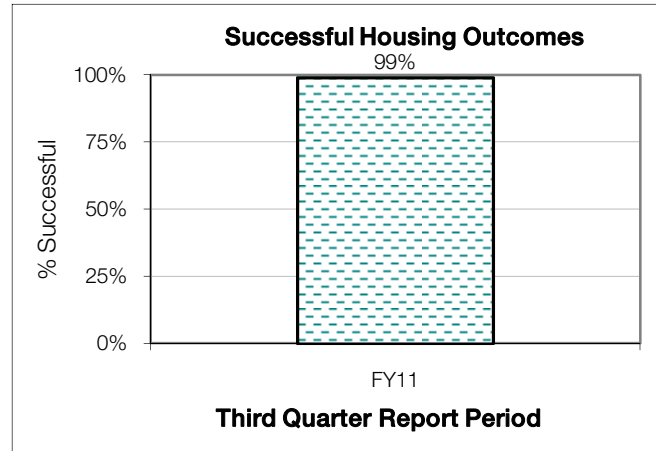
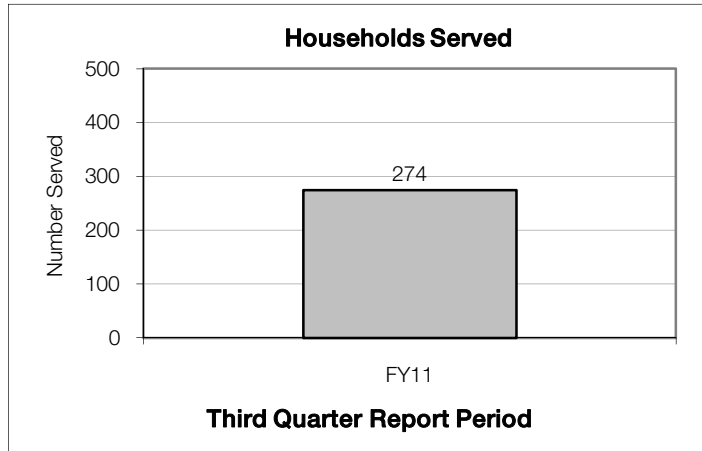
CSB is reporting out for the first time on all direct housing/rapid re-housing programs as a whole to established a baseline for performance.

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

FY11 Prevention	Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						System of Concern
	1/1/2011 - 3/31/2011	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	266	274	√	70	60	√	170	178	√	90%	99%	√	No



CSB is reporting out for the first time on all prevention programs as a whole.

DEMOGRAPHICS	Family & Adults
Households Served	274
Clients Served	526
Average Age (HoH)	42
Gender - Male (HoH)	41%
Gender - Female (HoH)	59%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$459
Percent Working at Entry (HoH)	27%
Race - White (HoH)	38%
Race - Black (HoH)	60%
Race- Other (HoH)	2%
Hispanic (HoH)	0%
Non-Hispanic (HoH)	100%
Adults Served	333
Children Served	193
Mean Family Size ²	1.9
Average Number of Children ²	1.9
Children 0 - 2 years ²	16%
Children 3 - 7 years ²	31%
Children 8 - 12 years ²	28%
Children 13 - 17 years ²	25%

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

²Data 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 ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 20%	Yes or No
1/1/2011 - 3/31/2011																	
MEN																	
Faith Mission on 6th ²	N/A	411	N/A	N/A	110	110	N/A	37	N/A	N/A	40	N/A	N/A	13%	N/A	27%	N/A
Faith Mission on 8th ²	N/A	307	N/A	N/A	95	95	N/A	43	N/A	N/A	36	N/A	N/A	17%	N/A	19%	N/A
Faith Mission - Men's Overflow ³	230	676	446	√	varies	138	30	22	√	N/A	32	N/A	N/A	5%	N/A	34%	No
Friends of the Homeless - Men's Shelter	403	561	158	√	130	143	30	34	≠	68	89	√	25%	21%	√	24%	No
VOAGO Men's Shelter	188	274	86	√	40	37	30	16	√	37	33	≠	25%	14%	≠	35%	No
VOAGO VA Emergency Housing ⁴	20	50	30	√	10	13	90	33	√	3	20	√	25%	56%	√	19%	No
WOMEN																	
Faith Mission - Nancy's Place ²	N/A	132	N/A	N/A	42	42	N/A	42	N/A	N/A	43	N/A	N/A	48%	N/A	23%	N/A
Faith Mission - Women's Overflow ³	116	248	132	√	varies	31	30	12	√	N/A	4	N/A	N/A	2%	N/A	36%	No
Friends of the Homeless - Rebecca's Place	182	208	26	√	47	53	30	33	√	41	32	≠	30%	20%	≠	18%	No
INEBRIATE																	
Maryhaven Engagement Center	527	446	(81)	≠	50	53	11	11	√	86	67	≠	18%	17%	√	25%	No
AGENCY																	
Lutheran Social Services - Faith Mission ^{2, 3, 5}	1,008	829	(179)	≠	247	246	30	41	≠	N/A	119	N/A	N/A	20%	N/A	24%	Yes

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 LSS - Faith Mission Overflow services for Men and Women are evaluated at the individual program level. LSS-Faith Mission provides overflow services in FY11.

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

⁵ LSS-Faith Mission requested that successful housing outcomes (# & %) not be measured due to the impact of overflow.

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes ³						Average Transition Time (Days) ⁴			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Yes or No
1/1/2011 - 3/31/2011																										
YWCA Family Center	232	220	(12)	√	50	50	√	20	24	≠	127	118	√	70%	72%	√	83	83	√	65%	70%	√	7	13	≠	No
YWCA Diversion ⁵	N/A	307	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	157	N/A	39%	50%	√	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Capacity does not include overflow.

² Occupancy goal is applicable only to Tier II Shelters.

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

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

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

EMERGENCY SHELTER--Tier II Family Programs	Households Served				Nightly Occupancy ²			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
1/1/2011 - 3/31/2011																	
Homeless Families Foundation ⁶	70	68	(2)	√	38	36	√	80	72	√	24	18	≠	70%	60%	≠	No
VOAGO Family Shelter ⁶	16	11	(5)	√ ⁷	8	6	N/A	80	79	√	6	1	≠	70%	33%	≠	No

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

⁷ Program is transitioning faster than projected to the Rapid Re-Housing/Direct Housing model.

SUPPORTIVE HOUSING	Households Served					Program Occupancy ¹			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
1/1/2011 - 3/31/2011																		
Community Housing Network - Briggsdale	25	26	25	(1)	√	24	96%	√	21	25	√	23	25	√	90%	100%	√	No
Community Housing Network - Cassidy	10	10	11	1	√	10	100%	√	22	34	√	9	11	√	90%	100%	√	No
Community Housing Network - Community ACT	42	44	46	2	√	41	98%	√	12	20	√	37	42	√	85%	91%	√	No
Community Housing Network - East 5th Avenue	38	40	39	(1)	√	33	87%	≠	24	33	√	36	36	√	90%	92%	√	No
Community Housing Network - North 22nd Street	30	31	30	(1)	√	30	100%	√	24	33	√	28	30	√	90%	100%	√	No
Community Housing Network - North High Street	33	34	34	0	√	31	94%	√	24	39	√	31	33	√	90%	97%	√	No
Community Housing Network - Parsons ²	25	26	26	0	√	23	92%	√	24	37	√	23	24	√	90%	92%	√	No
Community Housing Network - RLPTI ²	108	113	117	4	√	104	96%	√	23	30	√	102	113	√	90%	97%	√	No
Community Housing Network - Safe Havens ³	13	16	15	(1)	√	15	115%	√	24	56	√	14	15	√	90%	100%	√	No
Community Housing Network - Southpoint Place	46	48	47	(1)	√	46	100%	√	12	21	√	43	46	√	90%	98%	√	No
Community Housing Network - St. Clair	26	27	28	1	√	25	96%	√	18	27	√	24	26	√	90%	93%	√	No
Community Housing Network - Leased Supportive Housing ⁴	25	13	7	(6)	N/A	1	4%	N/A	N/A	1	N/A	13	7	N/A	85%	100%	√	No
Maryhaven Commons at Chantry	50	52	54	2	√	47	94%	√	19	26	√	47	54	√	90%	100%	√	No
National Church Residences - Commons at Grant	50	52	55	3	√	50	100%	√	24	41	√	47	55	√	90%	100%	√	No
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	75	100%	√	6	8	√	71	73	√	90%	96%	√	No
Southeast - Scattered Sites ²	120	125	122	(3)	√	113	96%	√	13	38	√	113	117	√	90%	95%	√	No
YMCA - 40 West Long Street	105	110	116	6	√	104	99%	√	22	30	√	99	110	√	90%	95%	√	No
YMCA - Sunshine Terrace	75	79	80	1	√	72	96%	√	24	40	√	71	78	√	90%	98%	√	No
YWCA - WINGS ⁵	69	72	68	(4)	√	60	87%	≠	24	31	√	65	67	√	90%	99%	√	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/15 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 Program lease-up started in March 2011.

⁵ Eligibility for the program is 100% Chronic homeless women. There are no eligible individuals to fill the vacancies. HUD approved in April a change in the program's eligibility criteria.

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	
1/1/2011 - 3/31/2011																		
Transitional Housing																		
Amethyst - RSvP ⁷	8	12	22	10	√	85%	125%	√	2	2	√	7	9	√	77%	82%	√	No
Huckleberry House - Transitional Living Program	24	30	31	1	√	98%	96%	√	10	6	√	5	8	√	77%	100%	√	No
Friends of the Homeless - New Horizons	36	48	46	(2)	√	95%	89%	≠	4	5	√	11	11	√	77%	79%	√	No
VOAGO - Veterans ³	40	45	88	43	√	95%	100%	√	4	3	√	18	16	√	77%	33%	≠	No
YMCA - ADAMH Pilot ⁶	10	10	4	(6)	N/A	80%	40%	N/A	4	4	√	1	N/A	N/A	50%	N/A	N/A	No
Permanent Supportive Housing																		
Community Housing Network - Family Homes ⁴	15	16	16	0	√	95%	100%	√	12	32	√	13	16	√	80%	100%	√	No
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	12	95	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	31	32	1	√	95%	93%	√	15	33	√	25	29	√	80%	91%	√	No
Shelter Plus Care																		
Amethyst - SPC	92	98	95	(3)	√	95%	88%	≠	12	26	√	78	91	√	80%	96%	√	No
Columbus AIDS Task Force - TRA ⁵	89	93	93	0	√	95%	104%	√	24	65	√	74	92	√	80%	99%	√	No
Community Housing Network - SRA SPC ^{4, 5}	172	181	212	31	√	95%	117%	√	12	40	√	145	205	√	80%	97%	√	No
Community Housing Network - TRA SPC ^{4, 5}	149	156	194	38	√	95%	116%	√	12	34	√	125	191	√	80%	98%	√	No
Faith Mission - Shelter Plus Care	9	9	9	0	√	95%	100%	√	24	44	√	7	9	√	80%	100%	√	No
Total Shelter Plus Care	511	537	598	66	√	95%	108%	√	N/A	N/A	N/A	429	583	√	80%	97%	√	No

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

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

³ 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/15 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 implemented in CSP as of 12/1/2010.

⁷ 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						Usage of CSB DCA (Average \$) ¹			Usage of CSB DCA (%) ¹			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2011 - 3/31/2011																									
Direct Housing - The Salvation Army	32	34	✓	69	92	✓	13	14	✓	100	106	✓	29	55	✓	90%	95%	✓	\$1,000	\$859	✓	90%	93%	✓	No
Job2Housing - The Salvation Army	10	15	✓	30	34	✓	15	15	✓	180	176	✓	9	7	≠	90%	88%	✓	\$5,484	\$937	✓	100%	88%	≠	No
Direct Housing - Homeless Families Foundation ⁴	3	13	✓	9	28	✓	15	25	≠	100	87	✓	3	14	✓	90%	100%	✓	\$1,000	\$930	✓	90%	86%	✓	No
Direct Housing - VOAGO Families ⁴	14	9	≠	27	36	✓	15	16	✓	100	120	≠	11	15	✓	90%	83%	≠	\$1,000	\$1,156	✓ ⁹	90%	61%	✓ ¹⁰	No
Direct Housing - VOAGO Rapid Re-housing Single Adults ⁵	36	17	≠	52	41	≠	25	37	≠	45	25	✓	12	2	≠	75%	50%	≠	\$1,000	\$1,174	✓ ⁹	90%	0	≠	N/A
Direct Housing - CHN In-Reach Single Adults ⁶	15	7	≠	15	7	≠	19	7	✓	45	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$1,200	\$831	✓	N/A	N/A	N/A	No
Transition - CSB Transition Program ²	N/A	N/A	N/A	250	311	✓	N/A	N/A	N/A	N/A	N/A	N/A	245	310	✓	98%	99%	✓	\$550	\$678	✓ ⁹	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 \$) ¹			Usage of CSB DCA (%) ¹			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2011 - 3/31/2011																									
Prevention - Gladden Community House ⁵	N/A	N/A	N/A	80	225	✓	N/A	N/A	N/A	N/A	N/A	N/A	78	225	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No
Stable Families - Communities In Schools ³	46	55	✓	94	62	≠	N/A	N/A	N/A	100	87	✓	41	29	≠	90%	94%	✓	\$1,000	\$952	✓	90%	94%	✓	No
Stable Families - CIS Weinland Park Expansion ⁷	12	9	N/A	22	19	N/A	N/A	N/A	N/A	100	105	N/A	11	10	N/A	90%	100%	N/A	\$1,000	\$808	N/A	90%	80%	N/A	N/A

OUTREACH	New Households Served			Total Households Served			Successful Outcomes			Successful Housing Outcomes						Usage of CSB DCA (%) ¹			Program of Concern			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		Yes or No		
1/1/2011 - 3/31/2011																						
Maryhaven Outreach	75	130	✓	95	142	✓	54	88	✓	70%	82%	✓	27	46	✓	50%	52%	✓	25%	10%	≠	No

¹ Use of CSB DCA includes CSB funding only.

² Includes households served with HPRP and non-HPRP funding.

³ Exclusive of Weinland Park activity.

⁴ A portion of Tier II capacity transitioned to direct housing/rapid re-housing. Transfer clients are excluded from the ALOS calculation. ALOS is a new measure for these programs.

⁵ Program implemented as of November 2010, using HPRP funds. HPRP Programs are not rated.

⁶ New program implemented 1/1/2011.

⁷ Program not evaluated as not funded through CSB in FY2011.

⁸ Evaluation time frame is year to date.

⁹ CSB asked programs to use DCA funds as needed, due to the availability of HPRP funds.

¹⁰ Some clients did not need DCA at their exit from program.

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
1/1/2011 - 3/31/2011																						
Benefits Partnership-YWCA	89	74	≠	117	259	√	49	53	√	42%	20%	≠	40%	40%	√	67	62	√	58%	24%	≠	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
1/1/2011 - 3/31/2011																		
Stable Families - Communities in Schools HPRP ¹	N/A	310	N/A	N/A	86	N/A	N/A	271	N/A	N/A	96%	N/A	N/A	\$948	N/A	N/A	93%	N/A
Community Housing Network - ADAMH Prevention	30	66	√	90	199	≠	12	19	√	83%	100%	√	N/A	\$1,096	N/A	N/A	89%	N/A
Community Housing Network - Prevention ²	10	1	≠	45	15	√	0	N/A	N/A	85%	N/A	N/A	\$1,167	N/A	N/A	100%	N/A	N/A
Gladden Community House - Single Adult Prevention	30	112	√	30	28	√	28	105	√	93%	100%	√	\$657	\$913	√ ⁴	100%	90%	√
VOAGO Rapid Re-housing Single Adults ³	52	41	≠	45	25	√	12	2	≠	75%	50%	≠	\$1,000	\$1,174	√ ⁴	90%	0%	N/A
1/1/2011 - 3/31/2011	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)	2,200	1,825	≠	80%	96%	√	455	245	≠	18%	11%	≠						

¹Contract to date reporting.

²New program implemented 1/1/2011.

³Program implemented November 2010.

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



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