

SYSTEM & PROGRAM INDICATOR REPORT

FY2014
1/1/14 – 3/31/14

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.

TABLE OF CONTENTS

Overview 1

System Level Indicators

- Family Emergency Shelter 2
- Men’s Emergency Shelter..... 3
- Women’s Emergency Shelter 4
- Emergency Shelter (Family, Men’s & Women’s)..... 5
- Emergency Shelter and Transitional Housing..... 6
- Permanent Supportive Housing 7
- Total Permanent Supportive Housing (CSB & non-CSB funded) 8
- Direct Housing/Rapid Re-housing 9
- Prevention 10

Program Level Indicators

- Single Adult Emergency Shelters..... 11
- CPOA and YWCA (Diversion, Family Center, Benefits Partnership) 12
- Permanent Supportive Housing 13
- Continuum of Care Programs..... 14
- Direct Housing/Rapid Re-housing, Prevention and Outreach Programs 15

Overview

System and Program Indicator 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:

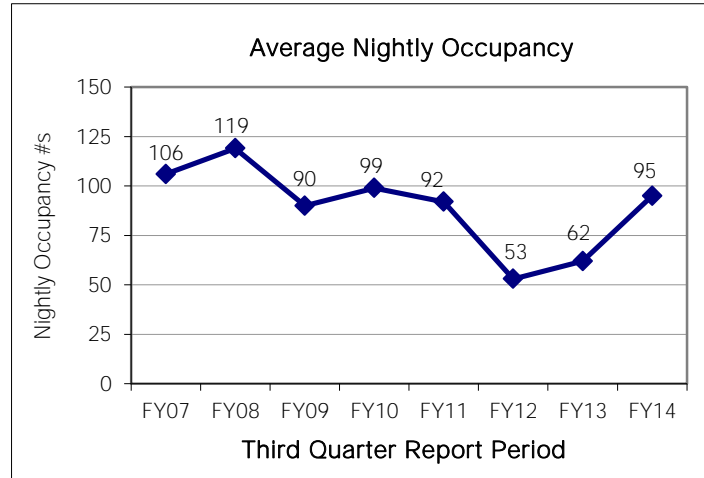
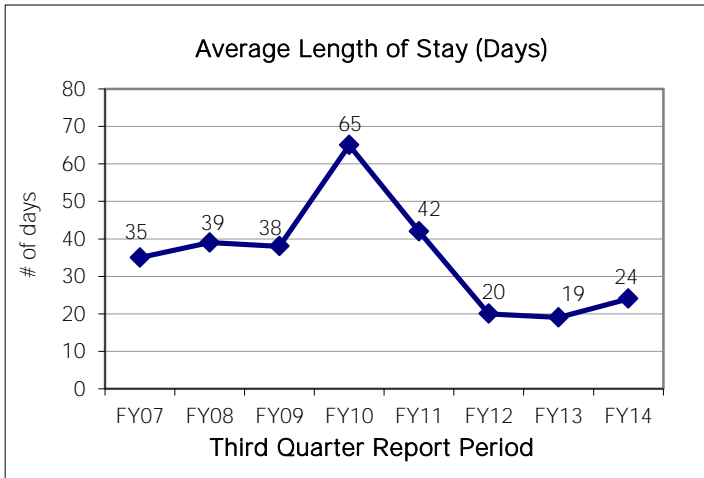
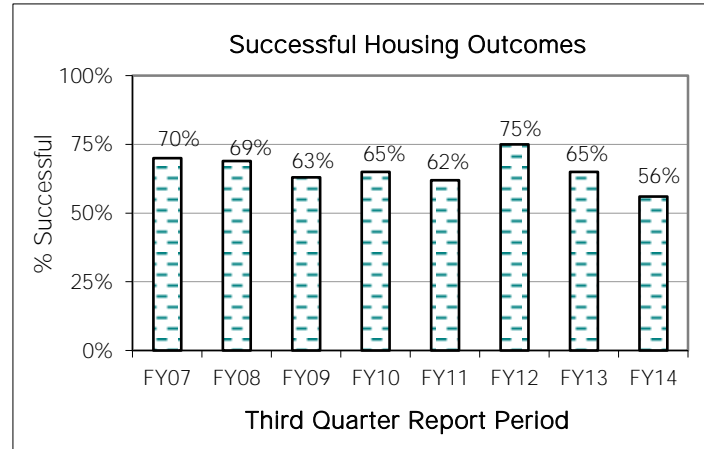
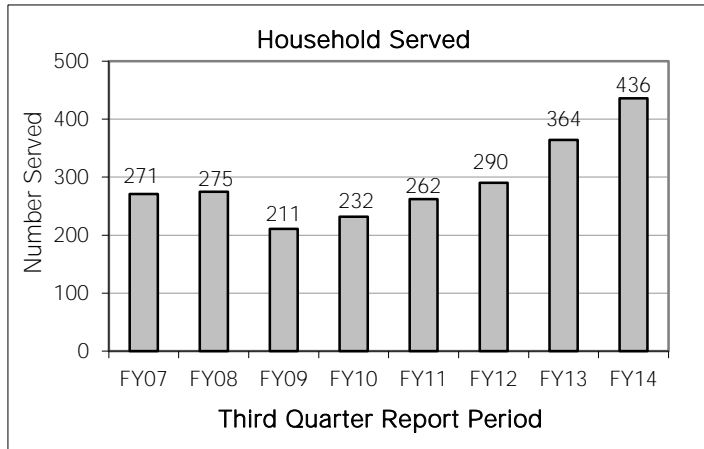
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY14 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	Yes or No
1/1/2014-3/31/2014	232	436	√	50	95	20	24	≠	127	199	√	70%	56%	≠	Yes



DEMOGRAPHICS	Family
Households Served	436
Percent Newly homeless	71%
Recidivism ¹	2%
Clients Served	1,429
Average Age (HoH)	30
Gender - Male (HoH)	8%
Gender - Female (HoH)	92%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$566
Percent Working at Entry	31%
Race - White (HoH) ²	26%
Race - Black (HoH) ²	72%
Race- Other (HoH) ²	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	596
Children Served	833
Mean Family Size	3.3
Average Number of Children	1.9
Adults 18-24 years (HoH)	30%
Children 0 - 2 years	30%
Children 3 - 7 years	36%
Children 8 - 12 years	23%
Children 13 - 17 years	11%

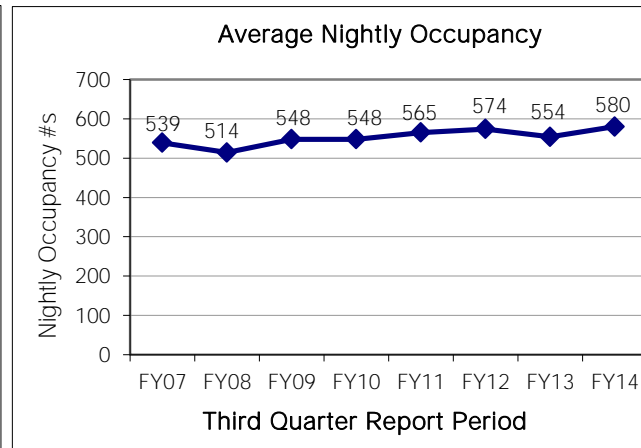
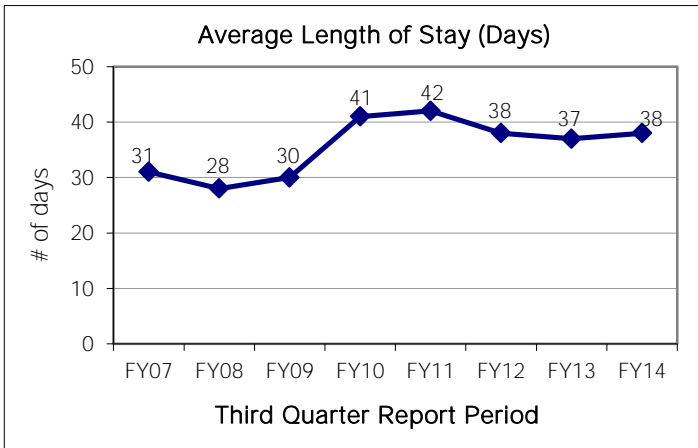
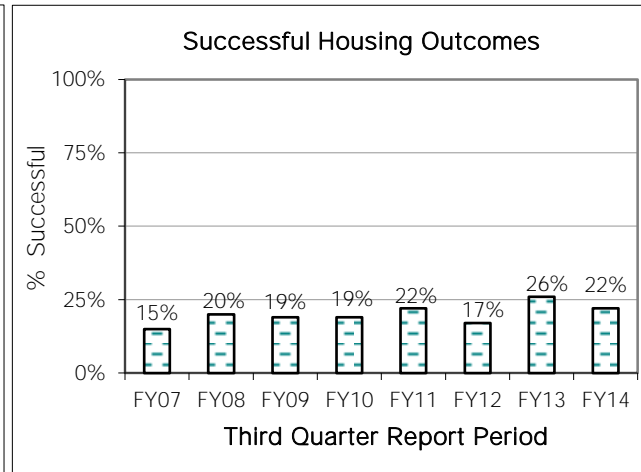
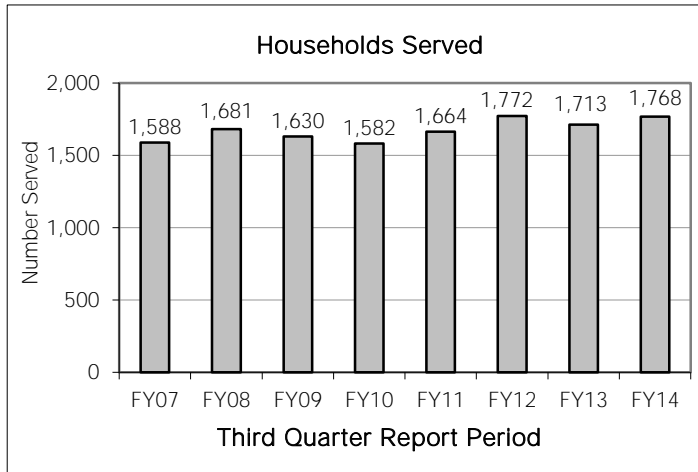
The Family Emergency Shelter System served 20% more households than the previous reporting period, the highest in the past eight reporting periods. The decrease in successful housing outcomes for the system is very concerning, the reported rate is the lowest in eight reporting periods. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (23% employed in Q3 FY2013). We are qualifying this system as a "system of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

¹ Recidivism calculated for successful housing exits between reporting period of 10/1/2013 - 12/31/2013.

² Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
1/1/2014-3/31/2014															
MEN'S SYSTEM	1,650	1,768	√	445	580	30	38	≠	302	279	√	25%	22%	√	No



DEMOGRAPHICS	Men
Households Served	1,768
Percent Newly homeless	37%
Recidivism ²	7%
Average Age	42
Men as a percent of total single adults served	78%
Veterans (U.S. Military) all adults	13%
Avg. Monthly Household Income	\$243
Percent Working at Entry	19%
Average Daily Waitlist Number	1
Race - White	38%
Race - Black	59%
Race - Other	3%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years	9%
Adults 25 - 34 years	22%
Adults 35 - 44 years	23%
Adults 45 - 55 years	32%
Adults 56 - 61 years	10%
Adults 62+ years	4%

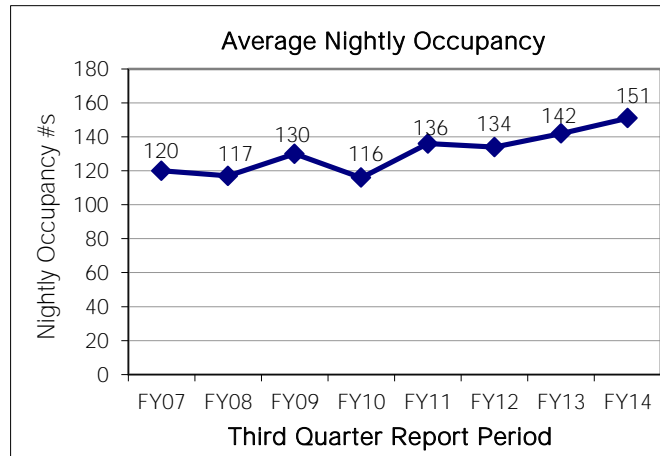
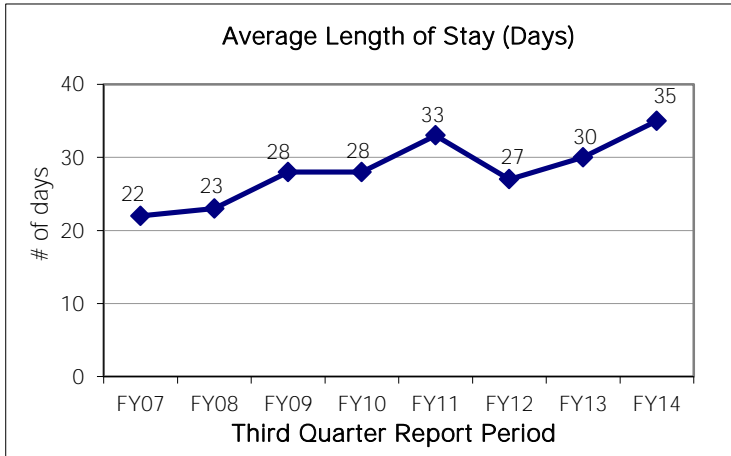
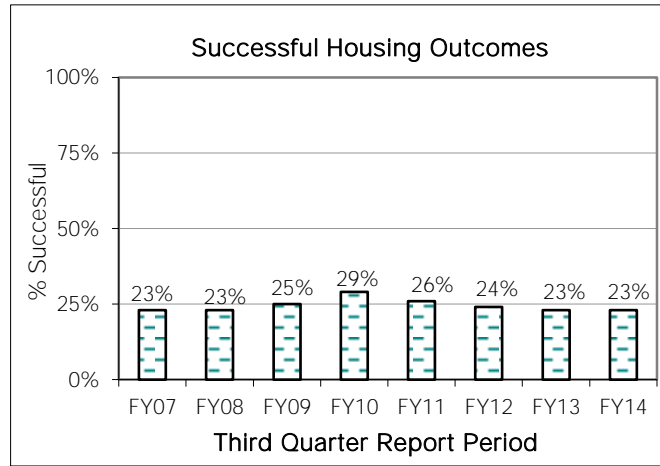
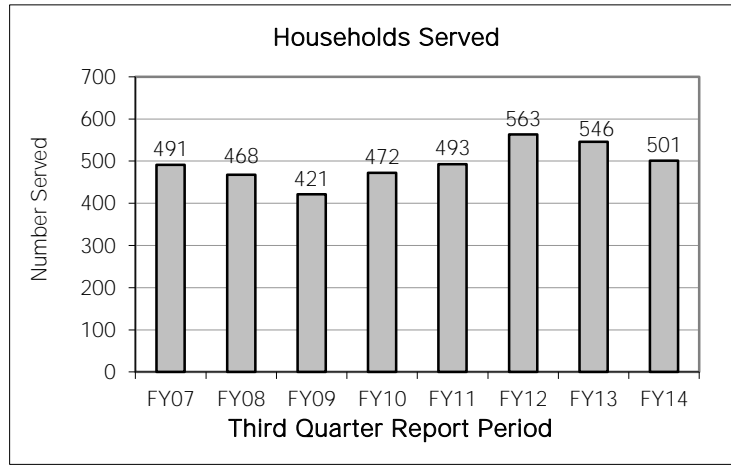
The system experienced an increase in the number of individuals served by 3%, compared to the previous reporting period. The percent of newly homeless is concerning in that it shows that the majority of single adults served received shelter services in previous years. The decrease in successful housing outcomes is concerning.

¹Overflow capacity is not included.

²Recidivism calculated for successful housing exits between reporting period of 10/1/2013 - 12/31/2013.

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
1/1/2014-3/31/2014															
WOMEN'S SYSTEM	470	501	√	101	151	30	35	≠	92	86	√	25%	23%	√	No



DEMOGRAPHICS	Women
Households Served	501
Percent Newly homeless	47%
Recidivism ²	3%
Average Age	39
Women as a percent of total single adults served	22%
Veterans (U.S. Military) all adults	3%
Avg. Monthly Household Income	\$227
Percent Working at Entry	11%
Average Daily Waitlist Number	0
Race - White	38%
Race - Black	59%
Race- Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ³	16%
Adults 25 - 34 years ³	26%
Adults 35 - 44 years ³	23%
Adults 45 - 55 years ³	26%
Adults 56 - 61 years ³	8%
Adults 62+ years ³	2%

The system experienced a decrease in the number of individuals served by 8%, compared to the previous reporting period. The average length of stay significantly increased compared to prior reporting periods and is at its highest for the past eight reporting periods.

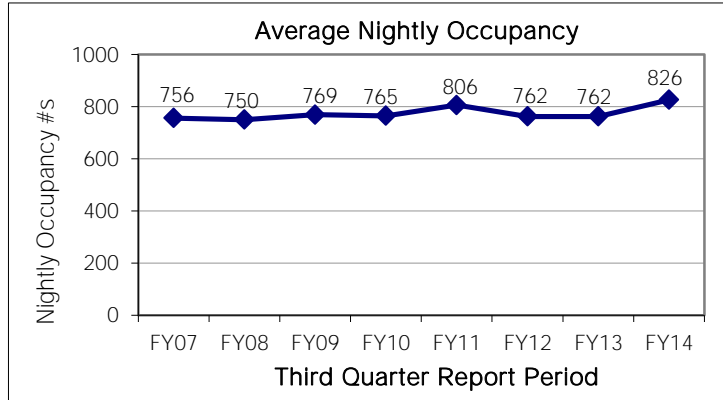
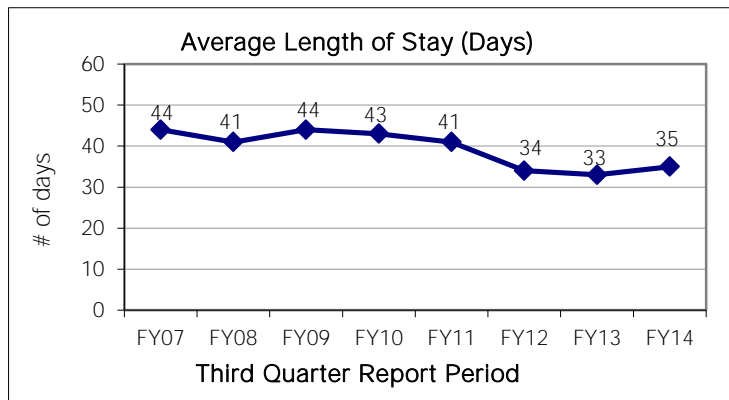
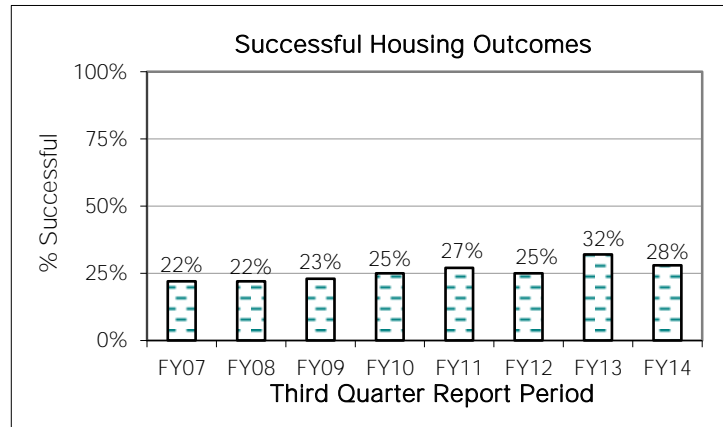
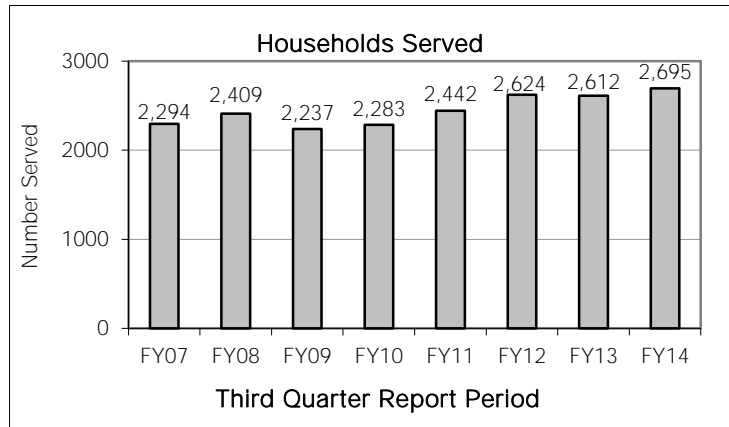
¹Overflow capacity is not included.

²Recidivism calculated for successful housing exits between reporting period of 10/1/2013 - 12/31/2013.

³Due to rounding percentage exceeds 100%.

System and Program Indicator Report

FY14 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
1/1/2014-3/31/2014															
Emergency Shelter System ¹	2,352	2,695	√	596	826	30	35	≠	615	561	√	35%	28%	≠	No



DEMOGRAPHICS	Shelter
Households Served	2,695
Percent Newly homeless	45%
Recidivism ³	4%
Clients Served	3,679
Adults Served	2,846
Children Served	833
Average Age (HoH)	40
Gender - Male (HoH)	67%
Gender - Female (HoH)	33%
Veterans (U.S. Military) (All Adults)	9%
Avg. Monthly Household Income	\$322
Percent Working at Entry	22%
Average Daily Waitlist Number	1
Race - White (HoH) ⁴	36%
Race - Black (HoH) ⁴	61%
Race - Other (HoH) ⁴	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	14%

We are reporting a 3% increase in households served compared to the previous reporting period mainly due to the increase in the family system numbers. Performance lagged compared to previous reporting periods, with lower successful housing outcomes and higher average length of stay. On average, 230 households were served each night, over the regular shelter capacities.

¹System includes single adult and family shelters.

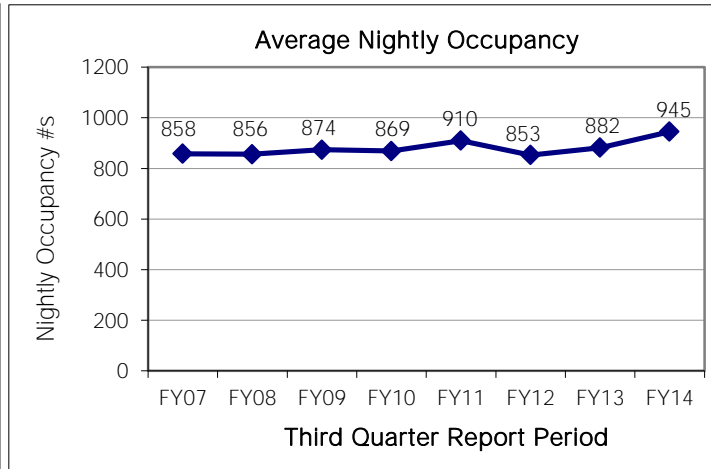
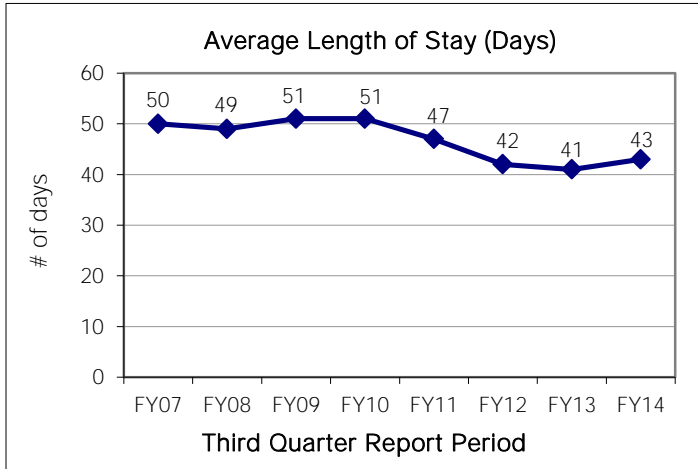
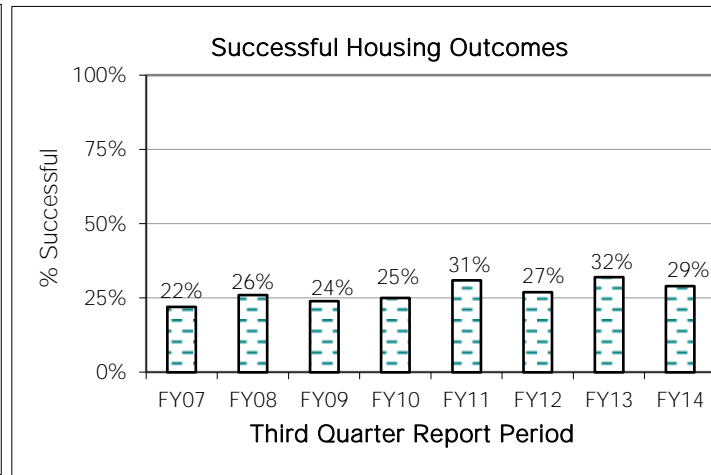
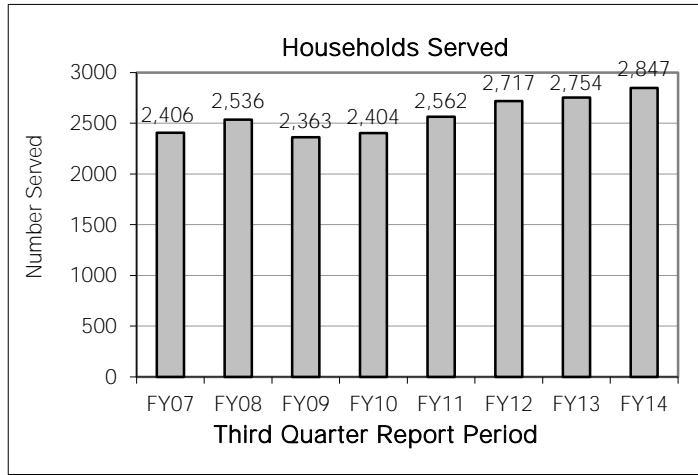
²Overflow capacity is not included.

³Recidivism calculated for successful housing exits between reporting period of 10/1/2013 - 12/31/2013.

⁴Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY14 Emergency Shelter & Transitional Housing	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						System of Concern
	1/1/2014-3/31/2014	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
ES & TH System ¹	2,502	2,847	√	714	945	30	43	≠	627	587	√	35%	29%	≠	No



DEMOGRAPHICS	Shelter
Households Served	2,847
Percent Newly homeless	49%
Recidivism ³	4%
Clients Served	3,841
Average Age (HoH)	40
Gender - Male (HoH)	67%
Gender - Female (HoH)	33%
Veterans (U.S. Military) all adults	10%
Avg. Monthly Household Income	\$325
Percent Working at Entry	22%
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race- Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	2,995
Children Served	846
Adults 18 - 24 years	15%
Adults 25 - 34 years	26%
Adults 35 - 44 years	22%
Adults 45 - 55 years	26%
Adults 56 - 61 years	8%
Adults 62 +	3%

We are reporting a 3% increase in households served compared to the previous reporting period. We are watching the average length of stay metric with the intent of reducing it to 30 days.

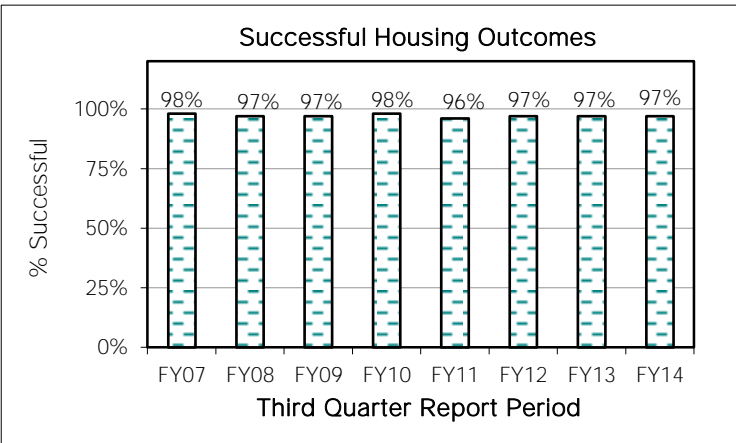
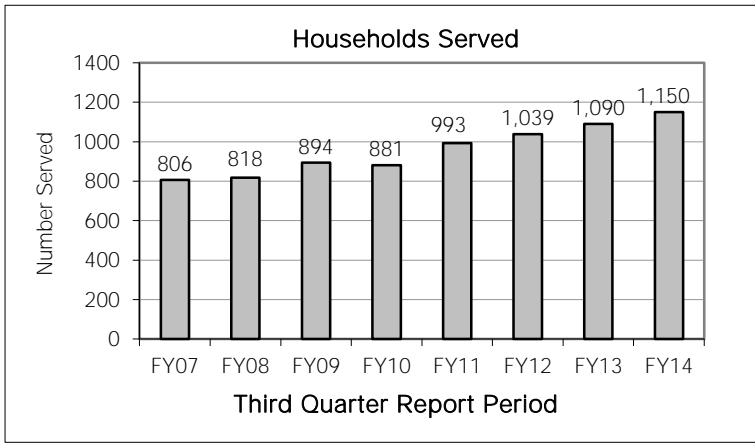
¹ System includes single adult and family shelters and transitional housing programs.

² Overflow capacity is not included.

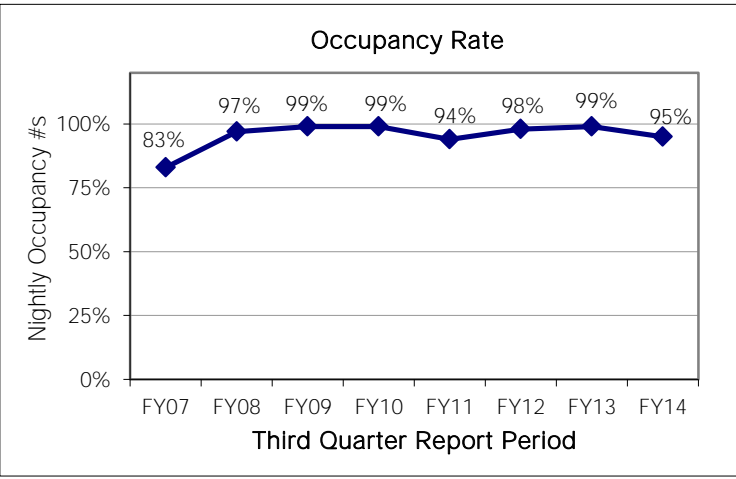
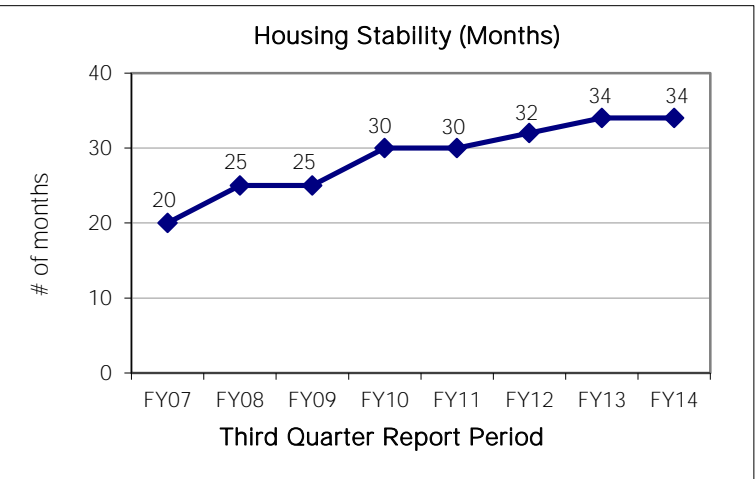
³ Recidivism calculated for successful housing exits between reporting period of 10/1/2013 - 12/31/2013.

System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) - Rebuilding Lives 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	
1/1/2014-3/31/2014																
PSH SYSTEM	1,190	1,150	√	95%	95%	√	24	34	√	1,071	1,108	√	90%	97%	√	No

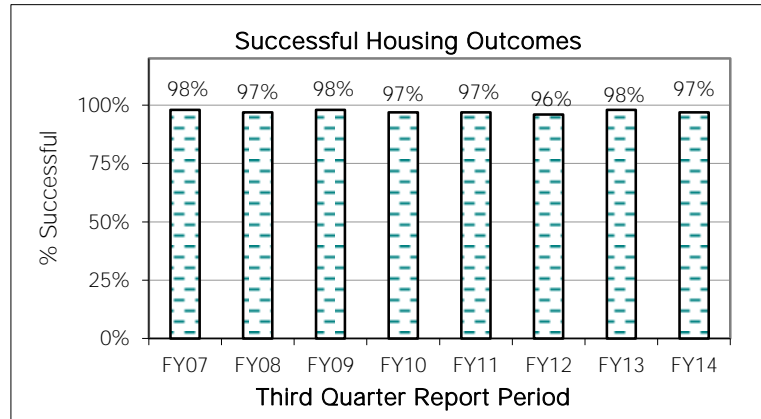
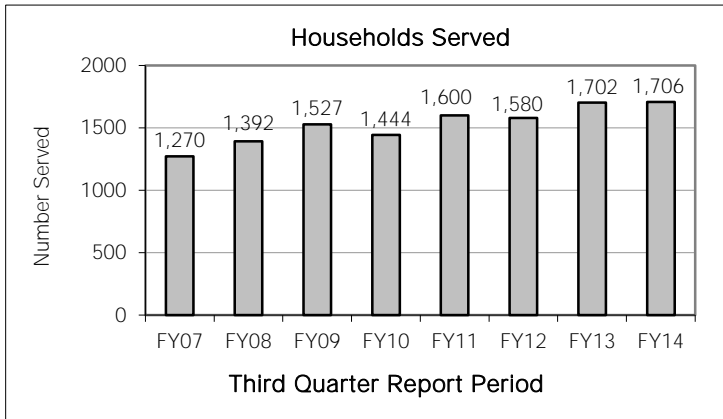


The PSH System continues to perform well. The inventory as of 3/31/14 is 1,134 units of Rebuilding Lives Permanent Supportive Housing. 6% more households were served this reporting period compared to the previous reporting timeframe. At 95%, the occupancy rate is showing good utilization of resources.

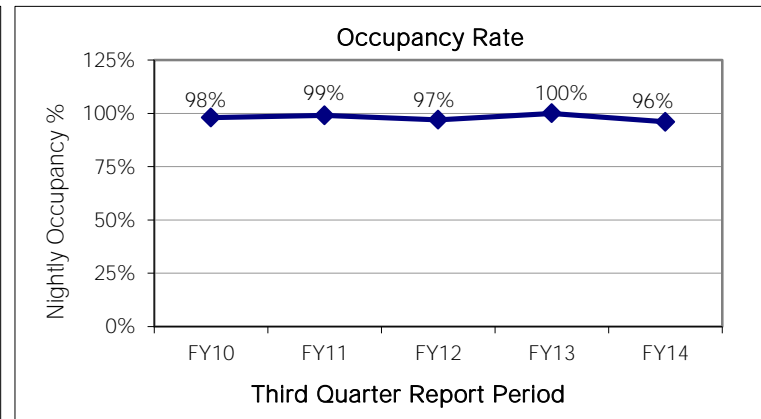
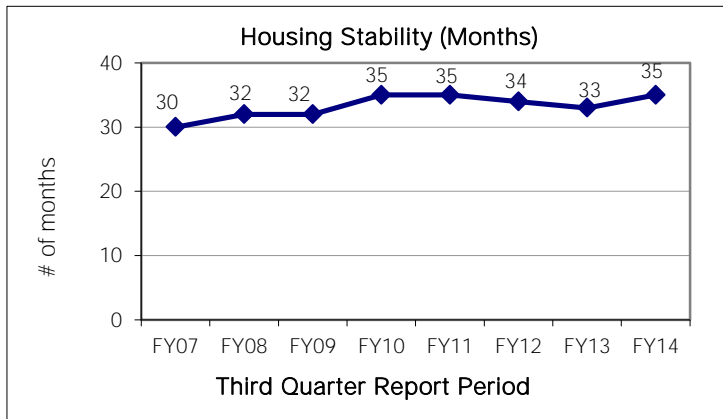


System and Program Indicator Report

FY14 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served		Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern	
	1/1/2014-3/31/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System ¹	1,761	1,706	√	95%	96%	√	24	35	√	1,409	1,645	√	80%	97%	√	No



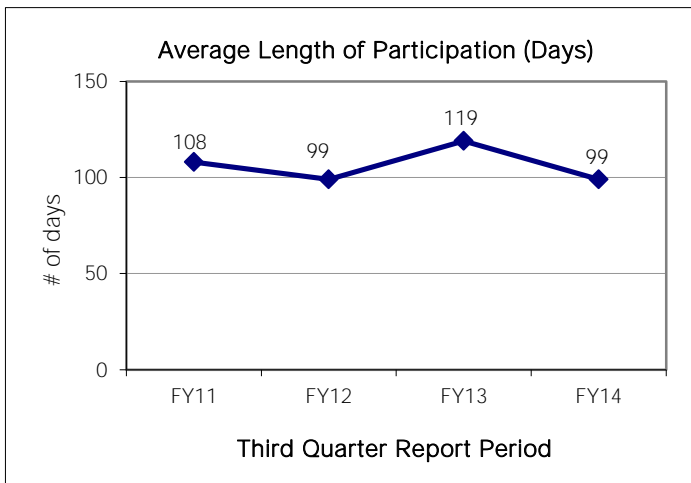
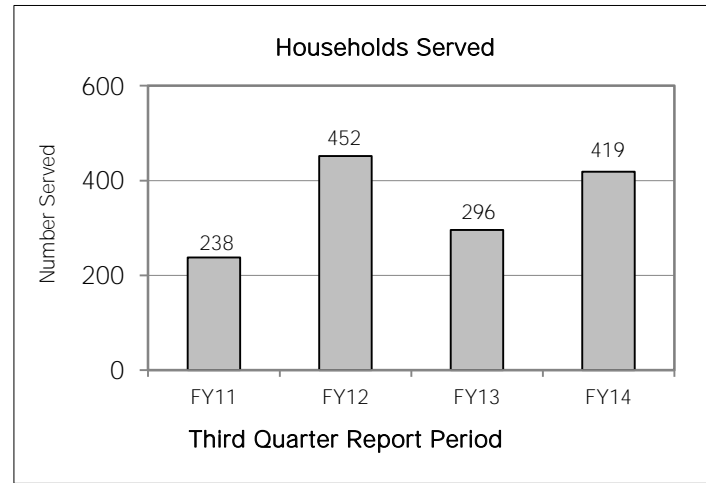
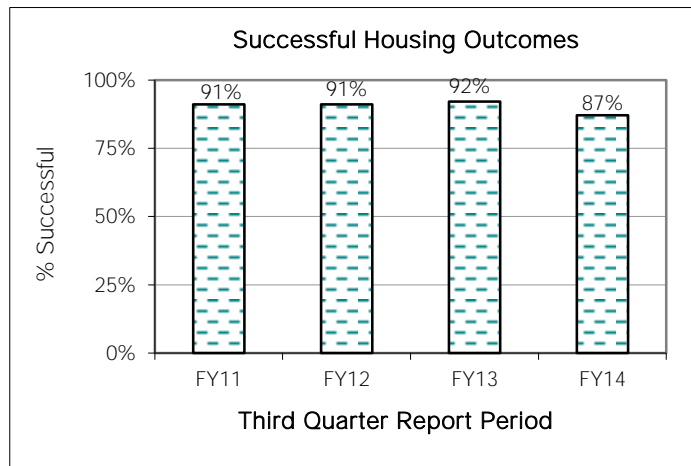
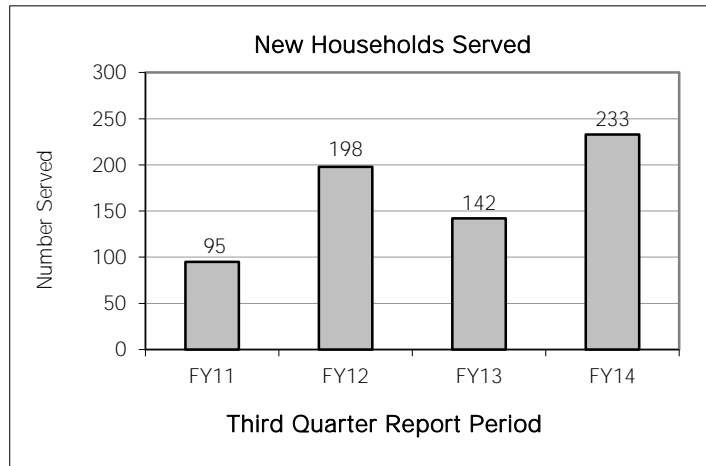
The system continues to perform well, with good occupancy and success rates. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,681. VA VASH voucher capacity of 230 is not included in CSP.



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

System and Program Indicator Report

FY14 Direct Housing/Rapid Re-housing 1/1/2014-3/31/2014	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	Yes or No
Direct Housing Rapid Re-housing System ¹	219	233	√	381	419	√	100	99	√	180	139	≠	85%	87%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	419
Recidivism ²	1%
Clients Served	1,084
Average Age (HoH)	37
Gender - Male (HoH)	33%
Gender - Female (HoH)	67%
Veterans (U.S. Military) all adults	27%
Avg. Monthly Household Income	\$451
Percent Working at Entry	23%
Adults Served	513
Children Served	571
Race - White (HoH) ³	27%
Race - Black (HoH) ³	70%
Race - Other (HoH) ³	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ³	3.2
Average Number of Children ³	1.9
Children 0 - 2 years ³	27%
Children 3 - 7 years ³	37%
Children 8 - 12 years ³	22%
Children 13 - 17 years ³	13%

The performance of the system, reflected by the successful housing outcomes is good. The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

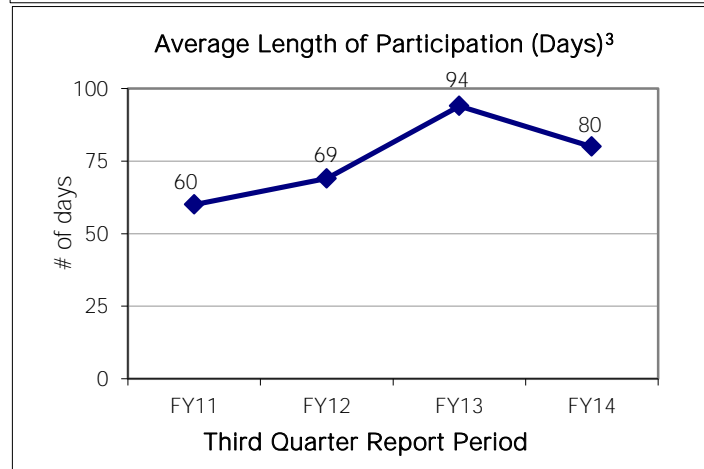
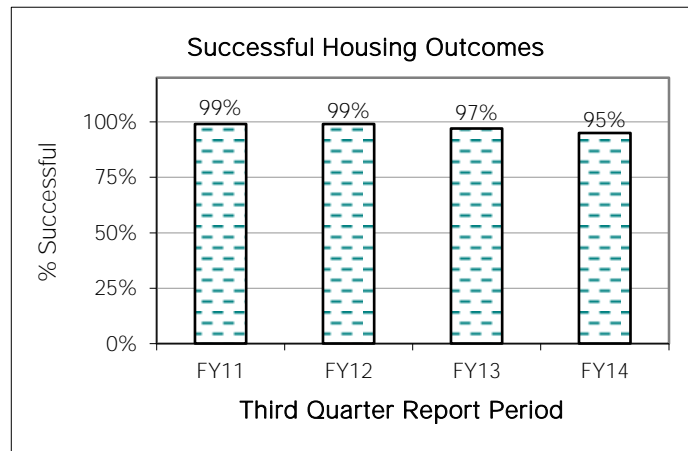
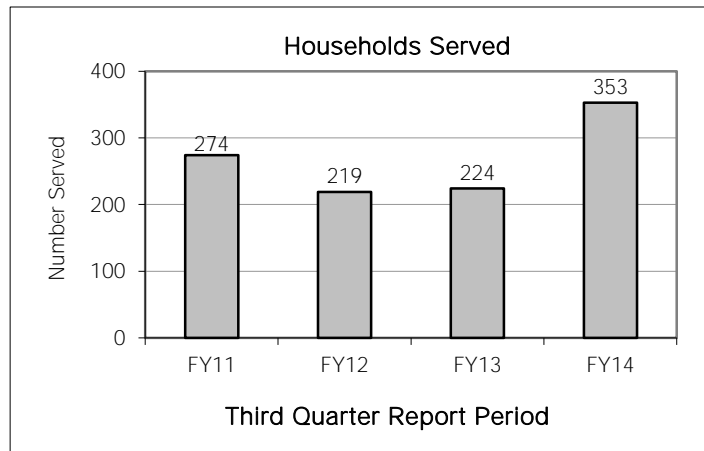
¹System includes HFF Rolling Stock, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. CSB Transition is excluded.

²Recidivism calculated for successful housing exits between reporting period of 10/1/2013 - 12/31/2013.

³Due to rounding percentage does not add up to 100%.

System and Program Indicator Report

FY14 Prevention	Households Served			Average Length of Participation (Days) ³			Successful Housing Outcomes						System of Concern
1/1/2014-3/31/2014	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Prevention System ¹	228	353	√	90	80	√	163	230	√	92%	95%	√	No



DEMOGRAPHICS	Family & Adults
Households Served	353
Recidivism ⁴	4%
Clients Served	960
Average Age (HoH)	42
Gender - Male (HoH)	34%
Gender - Female (HoH)	66%
Veterans (U.S. Military) all adults	16%
Avg. Monthly Household Income	\$834
Percent Working at Entry	38%
Race - White (HoH)	50%
Race - Black (HoH)	49%
Race - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	488
Children Served	472
Mean Family Size ²	3.5
Average Number of Children ²	2.0
Children 0 - 2 years ²	17%
Children 3 - 7 years ²	39%
Children 8 - 12 years ²	24%
Children 13 - 17 years ²	20%

The performance of the system, reflected by the successful housing outcomes is very good. The high average income and employment rate, compared to the other systems, indicates a need for more effective targeting of households that without this prevention assistance would become homeless. Stable Families program targeting was changed in January to focus on doubled up families. The number of households served and the percent of veterans served significantly increased due to the new SSVF programs added in October 2013.

¹ System includes CIS Stable Families, Gladden Community House Prevention and Stable Families, LSS SSVF and VOAGO SSVF.

² Data only refers to the families served.

³ Excludes GCH Prevention. Average length of participation including GCH Prevention is 23 days.

⁴ Calculated for successful housing exits between reporting period of 1/1/2013 - 3/31/2013 entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Movement	Recidivism	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	Actual (%) Goal	Yes or No
1/1/2014-3/31/2014																		
MEN																		
LSS - Faith Mission on 6th ²	N/A	441	N/A	N/A	110	118	N/A	32	N/A	N/A	73	N/A	N/A	23%	N/A	34%	9%	N/A
LSS - Faith Mission on 8th ²	N/A	390	N/A	N/A	95	93	N/A	28	N/A	N/A	62	N/A	N/A	21%	N/A	29%	11%	N/A
LSS - Overflow ⁶	N/A	730	N/A	N/A	70	79	N/A	10	N/A	N/A	6	N/A	N/A	1%	N/A	N/A	N/A	N/A
Friends of the Homeless - Men's Shelter	489	524	35	√	130	141	30	34	≠	90	95	√	25%	25%	√	37%	11%	No
VOAGO - Men's Shelter	188	191	3	√	40	44	30	27	√	37	32	≠	25%	21%	√	44%	23%	No
YMCA Overflow ⁴	500	317	(183)	≠	60	36	30	11	√	N/A	2	N/A	N/A	1%	N/A	N/A	N/A	No
WOMEN																		
LSS - Faith Mission - Nancy's Place ²	N/A	169	N/A	N/A	42	48	N/A	35	N/A	N/A	38	N/A	N/A	31%	N/A	31%	0%	N/A
LSS - Overflow ⁷	N/A	236	N/A	N/A	30	27	N/A	11	N/A	N/A	4	N/A	N/A	2%	N/A	N/A	N/A	N/A
Friends of the Homeless - Rebecca's Place	177	205	28	√	47	53	30	32	√	33	40	√	25%	26%	√	22%	7%	No
YMCA Overflow ⁵	170	153	(17)	≠	15	13	30	8	√	N/A	2	N/A	N/A	1%	N/A	N/A	N/A	No
INEBRIATE																		
Maryhaven - Engagement Center	460	394	(66)	≠	50	52	11	12	√	74	12	≠	18%	3%	≠	24%	5%	Yes
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing ³	13	33	20	√	13	13	90	62	√	3	11	√	25%	55%	√	0%	0%	No
LSS - VA Men & Women ³	17	40	23	√	19	16	90	54	√	8	11	√	50%	46%	√	21%	0%	No
AGENCY																		
Lutheran Social Services - Faith Mission ²	930	979	49	√	247	259	30	32	√	171	172	√	25%	24%	√	32%	7%	No

¹ Capacity does not include overflow, with the exception of dedicated overflow programs.

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. Dedicated overflow programs are excluded.

³ Non-CSB funded program.

⁴ The program was open from 12/17/13 through 3/15/14.

⁵ The program was open from 11/12/13 through 3/31/14.

⁶ The program started on 8/19/13 with 40 beds, ramping up to 70 on 11/15/13. The program was open through 3/31/14.

⁷ The program started on 8/21/13 with 30 beds. The program was open through 3/31/14.

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
1/1/2014-3/31/2014													Yes or No
HandsOn Central Ohio - CPOA ⁴	2,200	2,784	✓	90%	97%	✓	440	909	✓	20%	23%	✓	No

NAVIGATOR - Single Adult	New Households Served		Households Served					Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes			Average Transition Time (Days)		Program of Concern					
	Goal (#)	Actual (#)	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
1/1/2014-3/31/2014																								Yes or No
LSS - Navigator Pilot ²	105	83	175	137	✗	60%	35%	✗	30	31	✓	90	66	✓	26	20	✗	25%	28%	✓	7	7	✓	No

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes					Average Transition Time (Days)		Recidivism	Program of Concern					
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal			Actual	Outcome Achievement	Actual (%)		
1/1/2014-3/31/2014																							Yes or No
YWCA - Family Center ³	232	436	✓	50	95	✓	20	24	✗	127	199	✓	70%	56%	✗	7	11	✗	2%	Yes			
YWCA - Diversion	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	261	N/A	39%	43%	✓	N/A	N/A	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	
1/1/2014-3/31/2014																							Yes or No
YWCA - Benefits Partnership	46	118	✓	64	246	✓	27	37	✓	42%	15%	✗	40%	26%	✗	13	50	✓	20%	20%	✓	No	

¹Capacity does not include overflow.

²Program started 10/1/13. 8 transitional age youth client exited to family, permanent tenure (13%), not included above.

³We are qualifying the program as a "program of concern" due to its unsustainability related to funding and operations at this increased level of demand and service and significant decrease in performance.

⁴43 clients were served by the Mediator Pilot program. The diversion rate of clients served by the pilot was 37%.

System and Program Indicator Report

SUPPORTIVE HOUSING		Households Served				Program Occupancy ¹			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern		
1/1/2014-3/31/2014		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Community Housing Network - Briggsdale		25	26	25	(1)	√	24	96%	√	24	49	√	23	24	√	90%	96%	√	No
Community Housing Network - Cassady		10	10	11	1	√	10	100%	√	24	25	√	9	11	√	90%	100%	√	No
Community Housing Network - Community ACT		42	44	44	0	√	41	98%	√	24	34	√	40	43	√	90%	100%	√	No
Community Housing Network - East 5th Avenue		38	40	38	(2)	√	37	97%	√	24	35	√	36	38	√	90%	100%	√	No
Community Housing Network - Hotel St. Clair ⁴		30	31	33	2	√	32	107%	√	24	33	√	28	33	√	90%	100%	√	No
Community Housing Network - Inglewood Court		45	47	45	(2)	√	45	100%	√	6	9	√	42	45	√	90%	100%	√	No
Community Housing Network - Leased Supportive Housing		25	26	26	0	√	24	96%	√	16	25	√	23	24	√	90%	96%	√	No
Community Housing Network - North 22nd Street		30	31	31	0	√	30	100%	√	24	47	√	28	31	√	90%	100%	√	No
Community Housing Network - North High Street		33	34	35	1	√	32	97%	√	24	48	√	31	33	√	90%	97%	√	No
Community Housing Network - Parsons		25	26	26	0	√	23	92%	√	24	32	√	23	23	√	90%	92%	√	No
Community Housing Network - RLPTI ²		108	113	108	(5)	√	103	95%	√	24	41	√	102	107	√	90%	99%	√	No
Community Housing Network - Safe Havens ³		13	16	14	(2)	≠	14	93%	√	24	57	√	14	14	√	90%	100%	√	No
Community Housing Network - Southpoint Place ⁴		46	48	48	0	√	47	102%	√	24	27	√	43	47	√	90%	98%	√	No
Maryhaven - Commons at Chantry		50	52	50	(2)	√	49	98%	√	24	36	√	47	48	√	90%	96%	√	No
National Church Residences - Commons at Buckingham		75	79	79	0	√	73	97%	√	19	29	√	71	75	√	90%	95%	√	No
National Church Residences - Commons at Grant		50	52	50	(2)	√	50	100%	√	24	61	√	47	48	√	90%	100%	√	No
National Church Residences - Commons at Livingston		25	26	25	(1)	√	24	96%	√	14	26	√	23	25	√	90%	100%	√	No
National Church Residences - Commons at Livingston II ⁵		35	35	35	0	√	25	71%	≠	N/A	2	N/A	32	35	√	90%	100%	√	No
National Church Residences - Commons at Third		60	63	63	0	√	59	98%	√	9	17	√	57	59	√	90%	95%	√	No
Southeast - Scattered Sites ²		120	126	130	4	√	120	100%	√	24	30	√	113	122	√	90%	94%	√	No
YMCA - 40 West Long Street		105	110	110	0	√	103	98%	√	24	41	√	99	108	√	90%	100%	√	No
YMCA - Sunshine Terrace/Franklin Station ⁶		75	79	46	(33)	≠	43	57%	≠	24	56	√	71	45	≠	90%	98%	√	N/A
YWCA - WINGS		69	72	78	6	√	64	93%	√	24	25	√	65	70	√	90%	90%	√	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 Family Homes (SRA/2 households), CHN-RLPTI (TRA/10 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 served RL individuals in Non-RL units or eligible roommates/couples.

⁵ Program was in lease-up 1/9/14-2/1/14.

⁶ Program not evaluated as it was in the process of transferring clients to YMCA Franklin Station which replaces Sunshine Terrace.

System and Program Indicator Report

HUD CoC FUNDED PROGRAMS ¹		Households Served				Program Occupancy Rate ²			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern	
1/1/2014-3/31/2014		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Transitional Housing																			
Huckleberry House - Transitional Living Program ⁷		24	30	32	2	√	98%	104%	√	10	8	√	5	8	√	77%	100%	√	No
Maryhaven - Women's Program ⁵		5	5	8	3	√	90%	140%	√	4	7	≠	1	2	√	50%	67%	√	No
Southeast - New Horizons Transitional Housing		36	48	51	3	√	95%	100%	√	4	5	√	11	12	√	77%	80%	√	No
VOAGO - Veterans Program ³		40	45	72	27	√	95%	100%	√	4	3	√	18	24	√	77%	75%	√	No
YMCA - ADAMH Pilot ⁵		5	10	22	12	√	95%	240%	√	4	3	√	2	7	√	70%	78%	√	No
Permanent Supportive Housing																			
Community Housing Network - Family Homes ⁴		15	16	15	(1)	√	95%	100%	√	24	48	√	13	15	√	80%	100%	√	No
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	98	√	6	8	√	80%	100%	√	No
VOAGO - Family Supportive Housing		30	31	35	4	√	95%	97%	√	24	34	√	25	34	√	80%	97%	√	No
Shelter Plus Care																			
Amethyst - Shelter Plus Care ⁶		72	76	109	33	√	100%	128%	√	20	28	√	61	98	√	80%	90%	√	No
ARCO - Shelter Plus Care (TRA) ⁶		89	93	118	25	√	100%	126%	√	24	62	√	74	116	√	80%	99%	√	No
Community Housing Network - Shelter Plus Care (SRA) ⁴		172	181	170	(11)	√	100%	94%	≠	24	23	√	145	165	√	80%	98%	√	No
Community Housing Network - Shelter Plus Care (TRA) ⁴		149	156	102	(54)	≠	100%	68%	≠	24	31	√	125	102	≠	80%	100%	√	Yes
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA)		9	9	8	(1)	≠	100%	89%	≠	24	41	√	7	8	√	80%	100%	√	No
Total Shelter Plus Care		491	515	507	(8)	√	100%	97%	√	N/A	35	N/A	412	489	√	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 PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/2 households), CHN-RLPTI (TRA/10 households); Southeast Scattered Sites (TRA/2 households).

⁵ Program capacity fluctuates based on need and available capacity.

⁶ CMHA allows over-leasing for this program.

⁷ TLP maintained an extra unit while consolidating from two locations to one location and that extra unit remains occupied.

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ¹						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ⁶			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	
1/1/2014-3/31/2014																									
Homeless Families Foundation - Rolling Stock	43	57	✓	89	112	✓	15	21	≠	100	105	✓	38	45	✓	90%	88%	✓	\$800	\$755	✓	90%	88%	✓	No
The Salvation Army - Direct Housing	32	44	✓	69	87	✓	15	26	≠	100	115	≠	29	36	✓	90%	100%	✓	\$1,800	\$1,392	✓	90%	100%	✓	No
The Salvation Army - Job2Housing	14	12	≠	34	36	✓	15	15	✓	180	195	✓	12	8	≠	90%	89%	✓	N/A	\$1,531	N/A	N/A	N/A	N/A	No
VOAGO Families - Transition in Place	19	26	✓	43	49	✓	15	19	≠	100	102	✓	17	19	✓	90%	86%	✓	\$800	\$806	✓	90%	95%	✓	No
YWCA - Kinship Care	10	12	✓	27	26	✓	2	0	✓	90	106	≠	7	10	✓	70%	77%	✓	\$600	\$306	✓	90%	100%	✓	No
CSB - Transition Program	N/A	N/A	N/A	275	286	✓	N/A	N/A	N/A	N/A	N/A	N/A	270	277	✓	98%	97%	✓	\$700	\$596	✓	98%	97%	✓	No

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ⁶			Program of Concern		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		Yes or No	
1/1/2014-3/31/2014																								
Gladden Community House - Prevention ⁵	N/A	N/A	N/A	80	434	✓	N/A	N/A	N/A	78	428	✓	97%	100%	✓	N/A	N/A	N/A	N/A	N/A	N/A	No		
Gladden Community House - Stable Families	17	27	✓	32	40	✓	90	112	≠	15	6	≠	90%	55%	≠	\$750	\$687	✓	90%	80%	≠	Yes		
Communities In Schools - Stable Families	34	41	✓	68	64	✓	90	75	✓	31	27	≠	90%	84%	≠	\$750	\$692	✓	90%	83%	≠	No		

Supportive Services for Veteran Families (SSVF) ²	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of SSVF DCA (%) ⁶			Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		Yes or No
1/1/2014-3/31/2014																							
LSS - SSVF Prevention	12	6	≠	15	7	≠	N/A	N/A	N/A	90	29	✓	11	3	≠	90%	100%	✓	50%	100%	✓	No	
LSS - SSVF Rapid Re-housing ³	20	29	✓	23	42	✓	30	15	✓	90	22	✓	13	10	≠	80%	77%	✓	80%	50%	≠	No	
VOAGO - SSVF Prevention	36	41	✓	42	61	✓	N/A	N/A	N/A	90	79	✓	30	18	≠	90%	86%	✓	40%	84%	✓	No	
VOAGO - SSVF Rapid Re-housing ⁴	61	66	✓	68	94	✓	30	37	≠	90	68	✓	43	21	≠	80%	72%	≠	60%	81%	✓	No	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%) ⁶			Program of Concern	
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		Yes or No
1/1/2014-3/31/2014																							
Maryhaven - Outreach	77	45	≠	97	176	✓	54	62	✓	70%	91%	✓	27	33	✓	50%	53%	✓	25%	38%	✓	No	

¹ Successful outcomes measure for YWCA - Kinship Care.

² Programs started 10/1/2013.

³ Fourteen households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs.

⁴ Sixteen households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs.

⁵ Actuals are YTD as the program does not have control over the households served quarterly.

⁶ Households that exited successfully without accessing DCA are excluded from calculation.



communityshelterboard

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Development Services Agency



The City of Columbus
Mayor Michael B. Coleman

