SYSTEM & PROGRAM INDICATOR REPORT

FY2017
7/1/16 – 12/31/16
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.
The Maryhaven Collaborative Outreach Team delivers services to people living on the streets, in public parks, under bridges, in vehicles and abandoned buildings. Maryhaven outreach workers use proactive engagement to connect people to the safety of shelters and housing where they can get the services they need.

Capital Crossroads Special Improvement District partners with Maryhaven for dedicated street outreach workers focused in the downtown area. During the most recent semi-annual period, the outreach workers in the Special Improvement District far exceeded their goals, helping 98% of those they served get connected to safe shelter or housing.

Volunteers of America of Greater Ohio operates several programs that serve people experiencing homelessness. During the most recent semi-annual period, they achieved all their goals in their work to provide emergency shelter to men, emergency housing to veterans, and rapid re-housing services to families. People served in Volunteers of America’s programs are experiencing short lengths of homelessness and are moving on to safe and stable housing.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the semi-annual period of 7/1/16 – 12/31/16. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among partner agencies in their work to end homelessness. Our network includes partners delivering an array of services including homelessness prevention programming, shelter, case management, street outreach and housing.

Community Shelter Board sets specific outcomes for each partner agency, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with agencies both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these partners delivering critical services to those experiencing homelessness.
# 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
  Crisis Response (Single Adult Shelters/Navigator) ................................................... 6
  Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives).... 7
  Rapid Re-housing/Navigator ...................................................................................... 8
  Prevention.................................................................................................................... 9

Program Level Indicators
  Single Adult Emergency Shelters ............................................................................. 10
  CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership) ...... 11
  Permanent Supportive Housing – Rebuilding Lives ................................................ 12
  Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing ....... 13
  Rapid Re-housing, Navigator, Prevention and SSVF ............................................... 14
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:

<table>
<thead>
<tr>
<th>Outcome Achievement</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome achieved</td>
<td>✔</td>
</tr>
<tr>
<td>Outcome not achieved</td>
<td>≠</td>
</tr>
<tr>
<td>Outcome goal not applicable</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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.
The Family Emergency Shelter System provided shelter to 27% less households compared to the same reporting period of last fiscal year. The significant decrease in the number needing shelter is very encouraging. The success rate at exit from shelters increased, a positive development. On average, 123 families were sheltered by the system every night, exceeding the fixed system capacity. This was due to the high average length of shelter stay for families in the system, which is very concerning. The percent of newly homeless is at historic lows. 116 additional families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with HandsOn.

1 Overflow capacity is not included.

2 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

3 Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.
The system experienced an 11% increase in the number of individuals sheltered when compared to the same reporting period of last fiscal year. On average 25 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly decreased compared to the same reporting period of the last fiscal year, allowing more single adults to receive shelter services. The successful housing outcomes rate is lower than expected. The percent of newly homeless is at historic lows.

1 Tier 2 shelters included. Seasonal Overflow capacity is not included.
2 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
3 Due to rounding percentage less than 100%.
4 Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.
5 Severe weather beds opened 11/19/2016 for men.
The number of single women sheltered increased by 16% compared to the same reporting period of last fiscal year and is at a record high. The increase was possible due to the addition of 48 shelter beds for women as of 7/1/2016. On average 18 single women were not able to receive shelter daily, due to capacity limitations. The successful housing outcome rate is lower than expected. The average length of stay decreased compared to the same reporting period of the prior fiscal year, contributing to the increase in number served. The percent of newly homeless is at historic lows.

1 Triage and Tier 2 shelters are included. Seasonal overflow capacity is not included.

2 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

3 Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.

4 Severe weather beds opened 11/19/2016 for women.
### FY17 EMERGENCY SHELTER

<table>
<thead>
<tr>
<th></th>
<th>Households Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal Actual</td>
<td>Outcome</td>
<td>Capacity² Actual</td>
<td>Goal (#) Actual (#) Outcome</td>
</tr>
<tr>
<td>7/1/2016-12/31/2016</td>
<td>4,210 4,226</td>
<td>744 795</td>
<td>30 40</td>
<td>1,258 1,097</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>System and Program Indicator Report</th>
<th>Goal (%) Achieve</th>
<th>Actual (%) Achieve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes or No</td>
<td>37%</td>
<td>33%</td>
</tr>
</tbody>
</table>

**Emergency Shelter System¹**

- **S1 Households Served (#)**

- **S1 Average Length of Stay (Days)**

- **S1 Average Nightly Occupancy (#)**

**DEMOGRAPHICS Family & Adults**

- Households Served: 4,226
- Percent Newly homeless: 43%
- Recidivism⁴: 3%
- Clients Served: 6,022
- Adults Served: 4,443
- Children Served: 1,579
- Average Age (HoH): 40
- Gender - Male (HoH): 58%
- Gender - Female (HoH): 42%
- Veterans (U.S. Military) (All Adults): 7%
- Average Monthly Household Income: $482
- Percent Working at Entry: 25%
- Average Daily Waitlist Number⁵: 43
- Race - White (HoH): 35%
- Race - Black (HoH): 63%
- Race - Other (HoH): 2%
- Hispanic (HoH): 3%
- Non-Hispanic (HoH): 97%
- Adults 18-24 years (HoH): 12%

The increase in households sheltered compared to the same reporting period of last fiscal year is 6%, due to an increase in single adult system numbers. On average 43 single men and women were not able to receive shelter daily due to capacity limitations. The successful housing outcomes rate decreased, due to lower success rates for all systems.

¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter; total distinct households served including the youth shelter is 4,440.
² Seasonal overflow capacity is not included.
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
⁴ Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.
⁵ Severe weather beds opened 11/19/2016 for single men and women.
### FY17 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS

**7/1/2016-12/31/2016**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Single Adult Tier 2 Shelters</th>
<th>Navigator Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Households Served (#)</td>
<td>2,624</td>
<td>2,247</td>
</tr>
<tr>
<td>Successful Housing Outcomes (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30%</td>
<td>39%</td>
</tr>
<tr>
<td>Average Number of Shelter Visits (#)</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Average Engagement Time (Days)</td>
<td>N/A</td>
<td>6</td>
</tr>
<tr>
<td>Average Length of Shelter Stay (Days)</td>
<td>42</td>
<td>30</td>
</tr>
<tr>
<td>Average Length of Participation (Days)</td>
<td>N/A</td>
<td>92</td>
</tr>
<tr>
<td>Newly Homeless (%)</td>
<td>40%</td>
<td>39%</td>
</tr>
<tr>
<td>Recidivism (%)</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>Sheltered Single Adult Population Served (60% Goal)</td>
<td>N/A</td>
<td>70%</td>
</tr>
</tbody>
</table>

**Diversion**

- Single Adult Diversion Rate at Homeless Hotline (%): 18%

**Linkage**

- Same Day Access to Shelter from Homeless Hotline (%): 98%

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1. System implemented 10/1/2014. Includes shelters where the Navigator Program is operating. These shelters are called "Tier 2" shelters and include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men’s, YMCA Women’s and Maryhaven Shelter2Housing. Navigators are not contracted to provide services for the overflow or VA programs.

2. For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

The system’s successful housing outcome percent at exit from "Tier 2" shelters decreased from 37% in the same period of last fiscal year to 30%. The success rate at exit from the Navigator program also decreased from 51% to 39%. The average length of shelter stay decreased compared to prior reporting period from 53 days to 42 days, a positive development. The average engagement time decreased as well, due to the system-wide six-sigma improvement efforts.

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### Navigator Program - Pathways (%)

- Situationally Homeless
- Real Options and Manageable Barriers
- Criminal Justice
- Physical and Behavioral Barriers
- Military Service

---

### Navigator Program - Average Length of Shelter Stay after Navigator Engagement by Pathways (Days)

- Situationally Homeless: 30
- Real Options and Manageable Barriers: 32
- Criminal Justice: 27
- Physical and Behavioral Barriers: 29
- Military Service: 36

### Navigator - Successful Housing Outcomes at exit from Navigator Program by Pathways (%)

- Situationally Homeless: 48%
- Real Options and Manageable Barriers: 30%
- Criminal Justice: 32%
- Physical and Behavioral Barriers: 44%
- Military Service: 30%

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### Crisis Response System

<table>
<thead>
<tr>
<th>Measure</th>
<th>Benchmark 2012</th>
<th>10 year goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversion Rate</td>
<td>14%</td>
<td>30%</td>
</tr>
<tr>
<td>Average Length of Shelter Stay</td>
<td>45 days</td>
<td>30 days</td>
</tr>
<tr>
<td>Successful Housing Outcomes</td>
<td>28%</td>
<td>40%</td>
</tr>
<tr>
<td>Number of Returns to Shelter</td>
<td>3.4</td>
<td>1.5</td>
</tr>
</tbody>
</table>
The system continues to perform well, with good occupancy and success rates. Five percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,964 out of which 1,429 units are designated as Rebuilding Lives. 50 units were added to the system during the reporting period (22 at YWCA Wings; 14 at CHN Terrace Place; and 14 at CHN SRA2) and 30 units were lost due to the closure of CHN St. Clair. VA VASH voucher capacity of 372 is not included in CSP.

Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. While system is performing well with a high success rate, family rapid rehousing providers failed to serve the projected number of families for the reporting period.

1 System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.
2 Data refers to families served.
3 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
4 Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.
5 Due to rounding percentage exceeds 100%.
## System and Program Indicator Report

### FY17 Prevention

<table>
<thead>
<tr>
<th>Goal Actual</th>
<th>Outcome</th>
<th>Goal Actual</th>
<th>Outcome</th>
<th>Goal (#) Actual (#)</th>
<th>Outcome</th>
<th>Goal (%) Actual (%)</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention System&lt;sup&gt;1&lt;/sup&gt;</td>
<td>110</td>
<td>125</td>
<td>√</td>
<td>168</td>
<td>217</td>
<td>√</td>
<td>100</td>
</tr>
</tbody>
</table>

### DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Family &amp; Adults</th>
<th>Households Served</th>
<th>Clients Served</th>
<th>Recidivism&lt;sup&gt;4&lt;/sup&gt;</th>
<th>Average Age (HoH)</th>
<th>Gender - Male (HoH)</th>
<th>Gender - Female (HoH)</th>
<th>Veterans (U.S. Military) all adults</th>
<th>Average Monthly Household Income</th>
<th>Percent Working at Entry</th>
<th>Race - White (HoH)&lt;sup&gt;5&lt;/sup&gt;</th>
<th>Race - Black (HoH)&lt;sup&gt;5&lt;/sup&gt;</th>
<th>Race - Other (HoH)&lt;sup&gt;5&lt;/sup&gt;</th>
<th>Hispanic (HoH)</th>
<th>Non-Hispanic (HoH)</th>
<th>Adults Served</th>
<th>Children Served</th>
<th>Mean Family Size&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Average Number of Children&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Children 0 - 2 years&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Children 3 - 7 years&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Children 8 - 12 years&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Children 13 - 17 years&lt;sup&gt;2&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>217</td>
<td>727</td>
<td>5%</td>
<td>36</td>
<td>16%</td>
<td>84%</td>
<td>11%</td>
<td>$923</td>
<td>69%</td>
<td>24%</td>
<td>76%</td>
<td>1%</td>
<td>3%</td>
<td>97%</td>
<td>272</td>
<td>455</td>
<td>3.5</td>
<td>2.2</td>
<td>18%</td>
<td>36%</td>
<td>27%</td>
<td>19%</td>
</tr>
</tbody>
</table>

### Other

- The number served decreased for the reporting period compared to last year’s number due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs.
- The decrease in success rate at program termination despite the increase in the average time in the program is concerning. The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. Income and percent working at entry significantly increased compared to last year’s numbers ($862 and 47% respectively).

<sup>1</sup>System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF programs.

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

<sup>3</sup>Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup>Calculated for successful housing exits between reporting period of 7/1/2015 - 12/31/2015; recidivists entered the homeless system within 365 days after exit.

<sup>5</sup>Due to rounding percentage exceeds 100%.
<table>
<thead>
<tr>
<th>Program Type</th>
<th>Program Name</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Variance</th>
<th>Outcome Achievement</th>
<th>Capacity</th>
<th>Actual</th>
<th>Outcome Achievement</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
<th>Goal (Days)</th>
<th>Actual (Days)</th>
<th>Outcome Achievement</th>
<th>Actual (%) Goal 15%</th>
<th>Actual (%) Goal 5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEN</td>
<td>LSS - Faith Mission on 6th</td>
<td>N/A</td>
<td>633</td>
<td>N/A</td>
<td>N/A</td>
<td>89</td>
<td>94</td>
<td>N/A</td>
<td>32</td>
<td>32</td>
<td>N/A</td>
<td>N/A</td>
<td>77</td>
<td>N/A</td>
<td>30%</td>
<td>14%</td>
<td>N/A</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>LSS - Faith Mission on 8th</td>
<td>N/A</td>
<td>541</td>
<td>N/A</td>
<td>N/A</td>
<td>95</td>
<td>92</td>
<td>N/A</td>
<td>32</td>
<td>39</td>
<td>N/A</td>
<td>N/A</td>
<td>80</td>
<td>N/A</td>
<td>30%</td>
<td>18%</td>
<td>N/A</td>
<td>7</td>
<td>7</td>
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<tr>
<td></td>
<td>Friends of the Homeless - Men's Shelter</td>
<td>808</td>
<td>705 (103)</td>
<td>≠</td>
<td>130</td>
<td>32</td>
<td>40</td>
<td>≠</td>
<td>203</td>
<td>164</td>
<td>≠</td>
<td>30%</td>
<td>29%</td>
<td>√</td>
<td>7</td>
<td>6</td>
<td>√</td>
<td>7%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>VOAGO - Men's Shelter</td>
<td>306</td>
<td>332</td>
<td>26</td>
<td>√</td>
<td>40</td>
<td>42</td>
<td>√</td>
<td>32</td>
<td>28</td>
<td>√</td>
<td>80</td>
<td>106</td>
<td>√</td>
<td>30%</td>
<td>36%</td>
<td>√</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>YMCA - Men's Overflow</td>
<td>130</td>
<td>484</td>
<td>354</td>
<td>√</td>
<td>87</td>
<td>87</td>
<td>N/A</td>
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<td>8</td>
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<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>7</td>
<td>4</td>
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<tr>
<td>WOMEN</td>
<td>LSS - Faith Mission - Nancy's Place</td>
<td>N/A</td>
<td>221</td>
<td>N/A</td>
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<td>38</td>
<td>39</td>
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<td>32</td>
<td>41</td>
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<td>N/A</td>
<td>66</td>
<td>N/A</td>
<td>30%</td>
<td>37%</td>
<td>N/A</td>
<td>7</td>
<td>4</td>
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<tr>
<td></td>
<td>YMCA - Van Buren Women's Shelter</td>
<td>400</td>
<td>437</td>
<td>37</td>
<td>√</td>
<td>83</td>
<td>83</td>
<td>√</td>
<td>32</td>
<td>39</td>
<td>≠</td>
<td>95</td>
<td>117</td>
<td>√</td>
<td>30%</td>
<td>34%</td>
<td>√</td>
<td>7</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>YMCA - Triage Shelter for Women</td>
<td>860</td>
<td>700 (160)</td>
<td>≠</td>
<td>68</td>
<td>63</td>
<td>7</td>
<td>17</td>
<td>≠</td>
<td>487</td>
<td>359</td>
<td>≠</td>
<td>60%</td>
<td>√</td>
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<td>√</td>
<td>N/A</td>
<td>7</td>
<td>N/A</td>
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<tr>
<td></td>
<td>YMCA - Women's Overflow</td>
<td>106</td>
<td>296</td>
<td>190</td>
<td>√</td>
<td>42</td>
<td>42</td>
<td>N/A</td>
<td>32</td>
<td>6</td>
<td>√</td>
<td>N/A</td>
<td>7</td>
<td>N/A</td>
<td>3%</td>
<td>N/A</td>
<td>N/A</td>
<td>3</td>
<td>N/A</td>
</tr>
<tr>
<td>INEBRIATE</td>
<td>Maryhaven - Engagement Center Safety</td>
<td>500</td>
<td>417 (83)</td>
<td>≠</td>
<td>32</td>
<td>34</td>
<td>√</td>
<td>12</td>
<td>15</td>
<td>140</td>
<td>100</td>
<td>≠</td>
<td>30%</td>
<td>26%</td>
<td>√</td>
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<td>7</td>
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<td></td>
<td>Maryhaven - Engagement Center Shelter2Housing</td>
<td>80</td>
<td>88</td>
<td>8</td>
<td>√</td>
<td>18</td>
<td>19</td>
<td>√</td>
<td>32</td>
<td>54</td>
<td>≠</td>
<td>19</td>
<td>45</td>
<td>√</td>
<td>30%</td>
<td>69%</td>
<td>√</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>YOUTH</td>
<td>Huckleberry House - Emergency Shelter</td>
<td>125</td>
<td>216</td>
<td>91</td>
<td>√</td>
<td>16</td>
<td>10</td>
<td>≠</td>
<td>10</td>
<td>9</td>
<td>√</td>
<td>95</td>
<td>163</td>
<td>√</td>
<td>80%</td>
<td>77%</td>
<td>√</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>VA EMERGENCY HOUSING</td>
<td>VOAGO - VA Emergency Housing</td>
<td>45</td>
<td>44 (1)</td>
<td>√</td>
<td>13</td>
<td>14</td>
<td>√</td>
<td>90</td>
<td>68</td>
<td>16</td>
<td>√</td>
<td>16</td>
<td>16</td>
<td>√</td>
<td>50%</td>
<td>52%</td>
<td>√</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>LSS - VA Men &amp; Women</td>
<td>55</td>
<td>98</td>
<td>43</td>
<td>√</td>
<td>24</td>
<td>19</td>
<td>≠</td>
<td>90</td>
<td>46</td>
<td>√</td>
<td>16</td>
<td>33</td>
<td>√</td>
<td>50%</td>
<td>41%</td>
<td>≠</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Lutheran Social Services - Faith Mission</td>
<td>1,382</td>
<td>1,320 (62)</td>
<td>√</td>
<td>222</td>
<td>225</td>
<td>√</td>
<td>32</td>
<td>38</td>
<td>348</td>
<td>219</td>
<td>≠</td>
<td>30%</td>
<td>20%</td>
<td>√</td>
<td>7</td>
<td>5</td>
<td>5%</td>
<td>3%</td>
</tr>
</tbody>
</table>

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.
3. Successful outcomes measure for YMCA Triage Shelter and Maryhaven Engagement Center Safety.
4. Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.
5. As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program.
6. Men's and women's overflow was opened 11/11-11/13 and remained open starting on 11/19/16. Capacity is actual average nightly number served.
7. Recidivism calculated for successful housing exits between reporting period of 7/1/16-9/30/16.
## System and Program Indicator Report

### HandsOn Central Ohio - Homeless Hotline (Single Adults)

<table>
<thead>
<tr>
<th>7/1/2016-12/31/2016</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>HandsOn Central Ohio - Homeless Hotline (Single Adults)</td>
<td>4,400</td>
<td>4,526</td>
<td>✓</td>
<td>95%</td>
<td>98%</td>
<td>✓</td>
</tr>
</tbody>
</table>

### HandsOn Central Ohio - Homeless Hotline (Families)

<table>
<thead>
<tr>
<th>7/1/2016-12/31/2016</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>HandsOn Central Ohio - Homeless Hotline (Families)</td>
<td>1,800</td>
<td>1,645</td>
<td>✓</td>
<td>95%</td>
<td>98%</td>
<td>✓</td>
</tr>
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### OUTREACH

#### 7/1/2016-12/31/2016

<table>
<thead>
<tr>
<th>Program</th>
<th>New Households Served</th>
<th>Total Households Served</th>
<th>Successful Outcomes</th>
<th>Successful Housing Outcomes</th>
<th>Usage of CSB DCA (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maryhaven - Capital Crossroad SID Outreach</td>
<td>50</td>
<td>70</td>
<td>✓</td>
<td>75%</td>
<td>98%</td>
</tr>
<tr>
<td>Maryhaven - Outreach</td>
<td>149</td>
<td>209</td>
<td>✓</td>
<td>75%</td>
<td>74%</td>
</tr>
<tr>
<td>Southeast - PATH</td>
<td>125</td>
<td>195</td>
<td>✓</td>
<td>50%</td>
<td>28%</td>
</tr>
</tbody>
</table>

### EMERGENCY SHELTER - Families

#### 7/1/2016-12/31/2016

<table>
<thead>
<tr>
<th>Program</th>
<th>Households Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes</th>
<th>Average Engagement Time (Days)</th>
<th>Recidivism</th>
</tr>
</thead>
<tbody>
<tr>
<td>YWCA - Family Center</td>
<td>400</td>
<td>50</td>
<td>✓</td>
<td>20</td>
<td>245</td>
<td>193</td>
</tr>
<tr>
<td>YMCA - Van Buren Family Shelter</td>
<td>410</td>
<td>64</td>
<td>✓</td>
<td>20</td>
<td>242</td>
<td>194</td>
</tr>
</tbody>
</table>

---

1. Capacity does not include overflow.
2. Households that exited successfully without accessing DCA are excluded from calculation.
3. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
4. Recidivism calculated for successful housing exits between reporting period of 7/1/16-9/30/16.
5. The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.
6. Program served all households in need of shelter.
**System and Program Indicator Report**

<table>
<thead>
<tr>
<th><strong>SUPPORTIVE HOUSING - Rebuilding Lives</strong></th>
<th><strong>Households Served</strong></th>
<th><strong>Project Occupancy</strong></th>
<th><strong>Housing Stability</strong></th>
<th><strong>Successful Housing Outcomes</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Capacity</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Variance</td>
</tr>
<tr>
<td>Columbus Area Integrated Health Services - Leasing 1&amp;2, Scattered Site Expansion &amp; 4</td>
<td>222</td>
<td>244</td>
<td>227</td>
<td>(17)</td>
</tr>
<tr>
<td>Columbus Area Integrated Health Services - Scattered Sites &amp; 4</td>
<td>75</td>
<td>83</td>
<td>70</td>
<td>(13)</td>
</tr>
<tr>
<td>Community Housing Network - Briggsdale</td>
<td>25</td>
<td>27</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>Community Housing Network - Cassady &amp; 2</td>
<td>10</td>
<td>11</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Community Housing Network - Community ACT</td>
<td>42</td>
<td>46</td>
<td>42</td>
<td>(4)</td>
</tr>
<tr>
<td>Community Housing Network - East 5th Avenue</td>
<td>38</td>
<td>42</td>
<td>48</td>
<td>6</td>
</tr>
<tr>
<td>Community Housing Network - Hotel St. Clair &amp; 2</td>
<td>30</td>
<td>33</td>
<td>31</td>
<td>(2)</td>
</tr>
<tr>
<td>Community Housing Network - Inglewood Court</td>
<td>45</td>
<td>50</td>
<td>50</td>
<td>0</td>
</tr>
<tr>
<td>Community Housing Network - Leasing Supportive Housing &amp; 2</td>
<td>25</td>
<td>27</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>Community Housing Network - North 22nd Street</td>
<td>30</td>
<td>33</td>
<td>32</td>
<td>(1)</td>
</tr>
<tr>
<td>Community Housing Network - North High Street/Terrace Place &amp; 7</td>
<td>47</td>
<td>36</td>
<td>52</td>
<td>16</td>
</tr>
<tr>
<td>Community Housing Network - Parsons</td>
<td>25</td>
<td>27</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>Community Housing Network - RLPTI &amp; 1</td>
<td>108</td>
<td>119</td>
<td>113</td>
<td>(6)</td>
</tr>
<tr>
<td>Community Housing Network - Safe Haven &amp; 2</td>
<td>13</td>
<td>17</td>
<td>15</td>
<td>(2)</td>
</tr>
<tr>
<td>Community Housing Network - Southpoint Place</td>
<td>46</td>
<td>51</td>
<td>49</td>
<td>(2)</td>
</tr>
<tr>
<td>Maryhaven - Commons at Chantry</td>
<td>50</td>
<td>55</td>
<td>52</td>
<td>(3)</td>
</tr>
<tr>
<td>National Church Residences - Commons at Buckingham</td>
<td>75</td>
<td>82</td>
<td>76</td>
<td>(6)</td>
</tr>
<tr>
<td>National Church Residences - Commons at Grant</td>
<td>50</td>
<td>55</td>
<td>52</td>
<td>(3)</td>
</tr>
<tr>
<td>National Church Residences - Commons at Livingston</td>
<td>25</td>
<td>28</td>
<td>28</td>
<td>0</td>
</tr>
<tr>
<td>National Church Residences - Commons at Livingston II</td>
<td>35</td>
<td>39</td>
<td>37</td>
<td>(2)</td>
</tr>
<tr>
<td>National Church Residences - Commons at Third</td>
<td>60</td>
<td>66</td>
<td>66</td>
<td>0</td>
</tr>
<tr>
<td>National Church Residences - VOAGO Van Buren Village</td>
<td>60</td>
<td>66</td>
<td>65</td>
<td>(1)</td>
</tr>
<tr>
<td>YMCA - 40 West Long Street</td>
<td>105</td>
<td>116</td>
<td>119</td>
<td>3</td>
</tr>
<tr>
<td>YMCA - Franklin Station &amp; 2</td>
<td>75</td>
<td>83</td>
<td>79</td>
<td>(4)</td>
</tr>
<tr>
<td>YWCA - WINGS &amp; 5</td>
<td>91</td>
<td>95</td>
<td>113</td>
<td>18</td>
</tr>
</tbody>
</table>

1. The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN-RLPTI (TRA/19 households) and CHN-RLPTI (SRA/4 households).
2. Where exceeding 100%, project served RL individuals in Non-RL units or eligible roommates/couples or is able to increase census due to funding availability.
3. Project relocated residents to a temporary location in June 2015 while rehabilitation work occurs in the building. Building rehabilitation completed in Q2 FY17. Capacity increased from 69 to 91 units during Q2 FY17.
4. As of July 2016, CAIHS Scattered Sites Expansion was separated from Scattered Sites and combined with Leasing I and II.
5. Project closed as of 12/31/16. Performance may be affected by decreased activity level prior to closing.
6. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
7. New Terrace Place project opened in Q2 FY17, increasing capacity from 33 to 47 units.
## System and Program Indicator Report

### SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING

<table>
<thead>
<tr>
<th></th>
<th>Households Served</th>
<th>Project Occupancy Rate</th>
<th>Housing Stability (Months)</th>
<th>Successful Housing Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Capacity</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Variance</td>
</tr>
<tr>
<td>7/1/2016-12/31/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### PERMANENT SUPPORTIVE HOUSING

1. Community Housing Network - Family Homes
   - Capacity: 15
   - Goal (#): 17
   - Actual (#): 15 (2)
   - Variance: 2
   - Outcome Achievement: √
   - Goal (%): 95%
   - Actual (%): 100%
   - Outcome Achievement: √

2. Community Housing Network - Wilson
   - Capacity: 8
   - Goal (#): 9
   - Actual (#): 8 (1)
   - Variance: 1
   - Outcome Achievement: √
   - Goal (%): 95%
   - Actual (%): 100%
   - Outcome Achievement: √

3. VOAGO - Family Supportive Housing
   - Capacity: 30
   - Goal (#): 33
   - Actual (#): 35
   - Variance: 2
   - Outcome Achievement: √
   - Goal (%): 95%
   - Actual (%): 100%
   - Outcome Achievement: √

### RENTAL ASSISTANCE

1. Amethyst - Shelter Plus Care
   - Capacity: 72
   - Goal (#): 79
   - Actual (#): 70 (9)
   - Variance: 9
   - Outcome Achievement: ≠
   - Goal (%): 100%
   - Actual (%): 74%
   - Outcome Achievement: ≠

2. ARCO - Shelter Plus Care (TRA)
   - Capacity: 89
   - Goal (#): 97
   - Actual (#): 100
   - Variance: 3
   - Outcome Achievement: √
   - Goal (%): 100%
   - Actual (%): 106%
   - Outcome Achievement: √

3. Community Housing Network - Shelter Plus Care (SRA)
   - Capacity: 172
   - Goal (#): 189
   - Actual (#): 180 (9)
   - Variance: 9
   - Outcome Achievement: √
   - Goal (%): 100%
   - Actual (%): 98%
   - Outcome Achievement: √

4. Community Housing Network - Shelter Plus Care (SRA 2)
   - Capacity: 14
   - Goal (#): N/A
   - Actual (#): 2 N/A
   - Variance: 2
   - Outcome Achievement: √
   - Goal (%): 14%
   - Actual (%): N/A
   - Outcome Achievement: √

5. Community Housing Network - Shelter Plus Care (TRA)
   - Capacity: 149
   - Goal (#): 164
   - Actual (#): 183
   - Variance: 19
   - Outcome Achievement: √
   - Goal (%): 100%
   - Actual (%): 119%
   - Outcome Achievement: √

6. YMCA - 40 West Long Expansion
   - Capacity: 38
   - Goal (#): 42
   - Actual (#): 41
   - Variance: 1
   - Outcome Achievement: √
   - Goal (%): 100%
   - Actual (%): 97%
   - Outcome Achievement: √

Total Rental Assistance
- Capacity: 534
- Goal (#): 571
- Actual (#): 576
- Variance: 5
- Outcome Achievement: √
- Goal (%): 100%
- Actual (%): 102%
- Outcome Achievement: √

### TRANSITIONAL HOUSING

1. Huckleberry House - TLP
   - Capacity: 28
   - Goal (#): 40
   - Actual (#): 38
   - Variance: 2
   - Outcome Achievement: √
   - Goal (%): 98%
   - Actual (%): 96%
   - Outcome Achievement: √

2. Maryhaven - Women’s
   - Capacity: 5
   - Goal (#): 10
   - Actual (#): 7 (3)
   - Variance: 3
   - Outcome Achievement: ≠
   - Goal (%): 90%
   - Actual (%): 100%
   - Outcome Achievement: ≠

3. Southeast - New Horizons
   - Capacity: 36
   - Goal (#): 10
   - Actual (#): 14
   - Variance: 4
   - Outcome Achievement: √
   - Goal (%): N/A
   - Actual (%): 17%
   - Outcome Achievement: ≠

4. VOAGO - Veterans
   - Capacity: 40
   - Goal (#): 100
   - Actual (#): 123
   - Variance: 23
   - Outcome Achievement: √
   - Goal (%): 95%
   - Actual (%): 95%
   - Outcome Achievement: √

5. YMCA - ADAMH
   - Capacity: 15
   - Goal (#): 30
   - Actual (#): 25
   - Variance: 5
   - Outcome Achievement: ≠
   - Goal (%): 95%
   - Actual (%): 60%
   - Outcome Achievement: ≠

### Notes

1. The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN-RLPTI (TRA/19 households) and CHN-RLPTI (SRA/4 households).
2. Project capacity fluctuates based on need and available capacity.
3. CMHA allows over-leasing for this project.
4. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
5. Project lost its federal funding starting 7/1/16 and will no longer be serving homeless individuals as of 12/31/16. Performance is affected by decreased activity level.
### System and Program Indicator Report

#### RAPID REHOUSING/NAVIGATOR

<table>
<thead>
<tr>
<th>Program of Concern</th>
<th>New Households Served</th>
<th>Total Households Served</th>
<th>Average Length of Stay (Days)</th>
<th>Average Length of Participation (Days)</th>
<th>Successful Housing Outcomes</th>
<th>Usage of CSB DCA ($)</th>
<th>Usage of CSB DCA (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2016-12/31/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless Families Foundation - Direct Housing</td>
<td>93 63</td>
<td>139 119</td>
<td>15.32</td>
<td>100 120</td>
<td>84 68</td>
<td>90% 88%</td>
<td>$800 $794</td>
</tr>
<tr>
<td>The Salvation Army - Direct Housing</td>
<td>83 66</td>
<td>120 105</td>
<td>15.28</td>
<td>100 99</td>
<td>75 69</td>
<td>90% 99%</td>
<td>$1,800 $1,582</td>
</tr>
<tr>
<td>The Salvation Army - Job2Housing</td>
<td>25 14</td>
<td>45 37</td>
<td>15.25</td>
<td>180 163</td>
<td>23 16</td>
<td>90% 100%</td>
<td>N/A N/A</td>
</tr>
<tr>
<td>VOAGO Families - Transition In Place</td>
<td>38 38</td>
<td>62 56</td>
<td>15.12</td>
<td>100 101</td>
<td>34 34</td>
<td>90% 89%</td>
<td>$800 $795</td>
</tr>
<tr>
<td>The Salvation Army - Job2Housing</td>
<td>25 14</td>
<td>45 37</td>
<td>15.25</td>
<td>180 163</td>
<td>23 16</td>
<td>90% 100%</td>
<td>N/A N/A</td>
</tr>
<tr>
<td>CSB - Transition Program - Family</td>
<td>190 110</td>
<td>N/A</td>
<td>N/A</td>
<td>186 109</td>
<td>98% 99%</td>
<td>$1,000 $948</td>
<td>98% 99%</td>
</tr>
<tr>
<td>CSB - Transition Program - Single</td>
<td>450 496</td>
<td>N/A</td>
<td>N/A</td>
<td>441 476</td>
<td>98% 96%</td>
<td>$600 $533</td>
<td>98% 90%</td>
</tr>
</tbody>
</table>

#### PREVENTION

<table>
<thead>
<tr>
<th>Program of Concern</th>
<th>New Households Served</th>
<th>Total Households Served</th>
<th>Average Length of Participation (Days)</th>
<th>Successful Housing Outcomes</th>
<th>Usage of CSB DCA ($)</th>
<th>Usage of CSB DCA (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2016-12/31/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gladden Community House - Stable Families</td>
<td>108 109</td>
<td>162 163</td>
<td>120 121</td>
<td>97 69</td>
<td>90% 78%</td>
<td>$800 $819</td>
</tr>
<tr>
<td>Lutheran Social Services - REEB Stable Families</td>
<td>18 14</td>
<td>25 25</td>
<td>120 97</td>
<td>11 9</td>
<td>90% 82%</td>
<td>$1,083 $949</td>
</tr>
</tbody>
</table>

#### SSVF - Supportive Services for Veteran Families

<table>
<thead>
<tr>
<th>Program of Concern</th>
<th>New Households Served</th>
<th>Total Households Served</th>
<th>Average Length of Shelter Stay (Days)</th>
<th>Average Length of Participation (Days)</th>
<th>Successful Housing Outcomes</th>
<th>Usage of SSVF DCA ($)</th>
<th>Usage of SSVF DCA (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2016-12/31/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSS - SSVF Prevention</td>
<td>12 2</td>
<td>14 8</td>
<td>N/A N/A N/A</td>
<td>90 57</td>
<td>11 7</td>
<td>90% 100%</td>
<td>$750 $100</td>
</tr>
<tr>
<td>LSS - SSVF Rapid Re-housing</td>
<td>60 46</td>
<td>85 67</td>
<td>30 15</td>
<td>100 76</td>
<td>48 50</td>
<td>80% 89%</td>
<td>$800 $94</td>
</tr>
<tr>
<td>VOAGO - SSVF Prevention</td>
<td>20 0</td>
<td>35 21</td>
<td>N/A N/A N/A</td>
<td>100 214</td>
<td>18 18</td>
<td>90% 86%</td>
<td>$750 $94</td>
</tr>
<tr>
<td>VOAGO - SSVF Rapid Re-housing</td>
<td>140 90</td>
<td>210 203</td>
<td>30 35</td>
<td>100 178</td>
<td>112 104</td>
<td>80% 76%</td>
<td>$750 $75</td>
</tr>
</tbody>
</table>

1. Households that exited successfully without accessing DCA are excluded from calculation.
2. 11 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 6 households were excluded due to still residing in emergency shelter at the time of the report.
3. 20 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry. 25 households were excluded due to still residing in emergency shelter or from VOAGO Veterans Program at the time of the report.
4. 90 households were excluded due to measure due to still residing in emergency shelter at the time of the report.
5. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
6. Due to housing prioritizations program served less clients than projected.