

# 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.

## FEATURED PROGRAMS OF EXCELLENCE

FY2017 Semi-Annual 1: 7/1/16 – 12/31/16

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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.

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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.

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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.

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

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

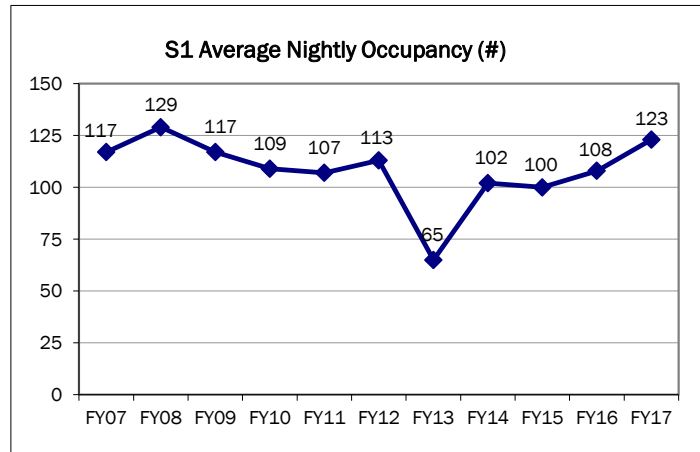
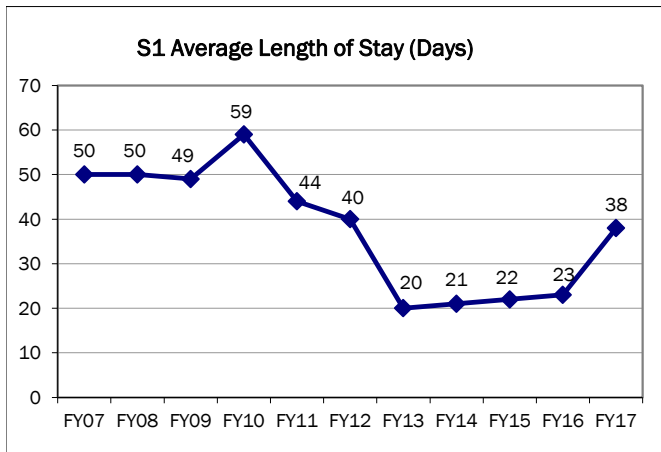
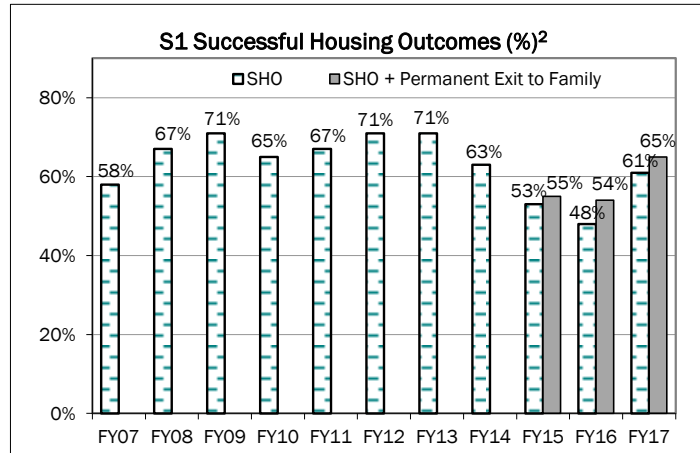
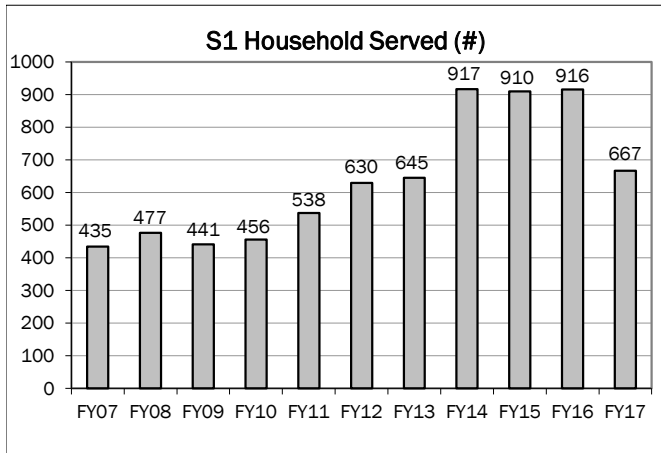
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2016-12/31/2016	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	660	667	√	114	123	20	38	≠	382	386	√	70%	65%	√



DEMOGRAPHICS	Family
Households Served	667
Percent Newly homeless	44%
Recidivism <sup>3</sup>	0%
Clients Served	2,478
Average Age (HoH)	32
Gender - Male (HoH)	5%
Gender - Female (HoH)	95%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$597
Percent Working at Entry	29%
Race - White (HoH)	27%
Race - Black (HoH)	72%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	899
Children Served	1,579
Mean Family Size	3.7
Average Number of Children	2.4
Adults 18-24 years (HoH)	18%
Children 0 - 2 years	24%
Children 3 - 7 years	36%
Children 8 - 12 years	27%
Children 13 - 17 years	13%

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.

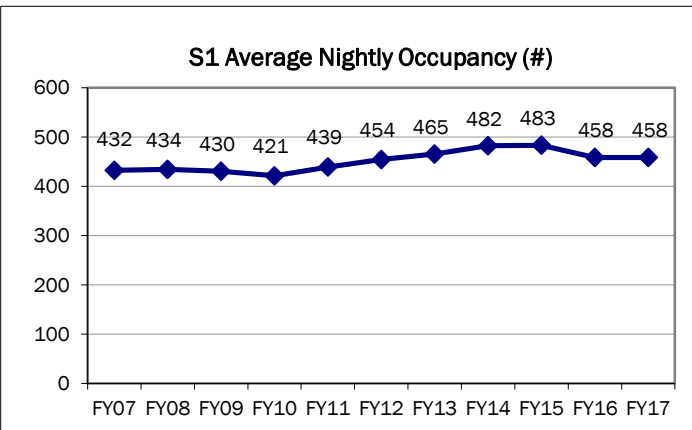
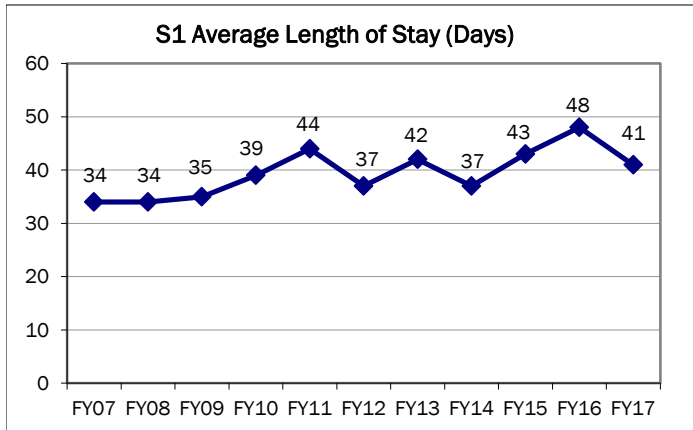
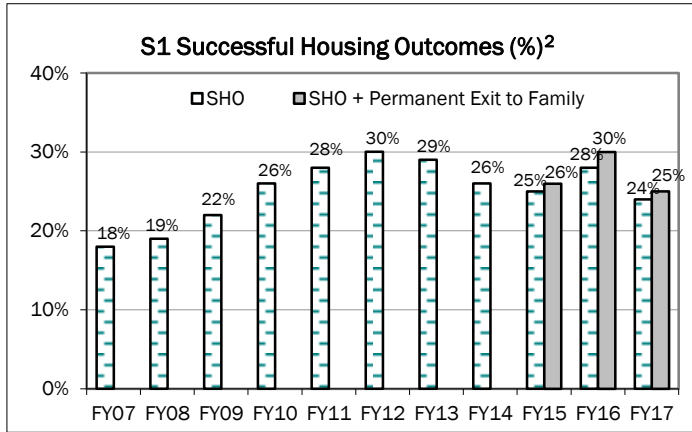
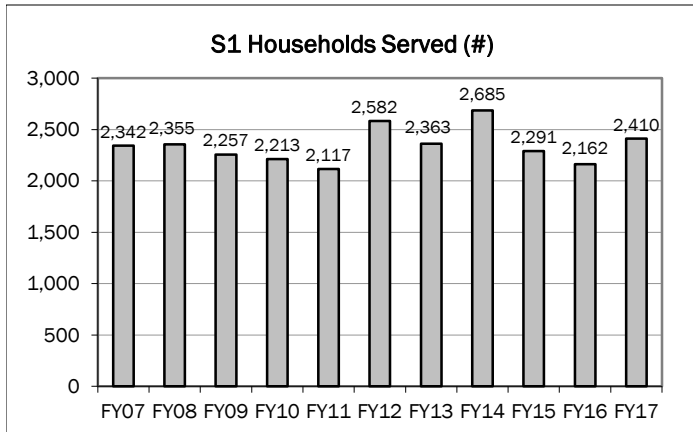
<sup>1</sup> Overflow capacity is not included.

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

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

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2016-12/31/2016	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,550	2,410	√	429	458	32	41	≠	622	470	≠	30%	25%	√



DEMOGRAPHICS	Men
Households Served	2,410
Percent Newly homeless	39%
Recidivism <sup>4</sup>	4%
Average Age	43
Men as a percent of total single adults served	69%
Veterans (U.S. Military) all adults	12%
Average Monthly Household Income	\$444
Percent Working at Entry	24%
Average Daily Waitlist Number <sup>5</sup>	25
Race - White	36%
Race - Black	62%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years <sup>3</sup>	8%
Adults 25 - 34 years <sup>3</sup>	22%
Adults 35 - 44 years <sup>3</sup>	20%
Adults 45 - 55 years <sup>3</sup>	31%
Adults 56 - 61 years <sup>3</sup>	12%
Adults 62+ years <sup>3</sup>	6%

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.

<sup>1</sup>Tier 2 shelters included. Seasonal Overflow capacity is not included.

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

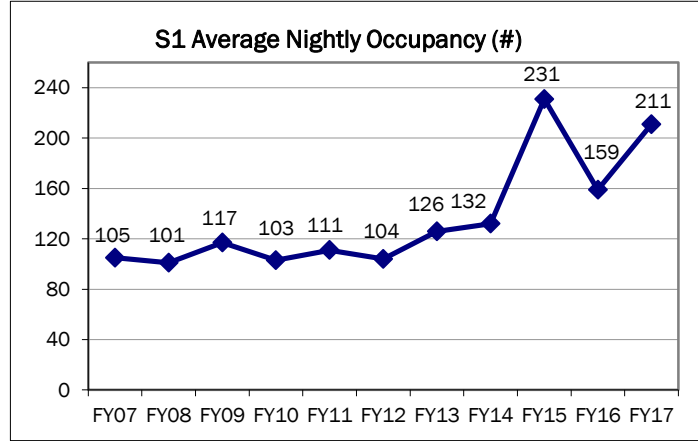
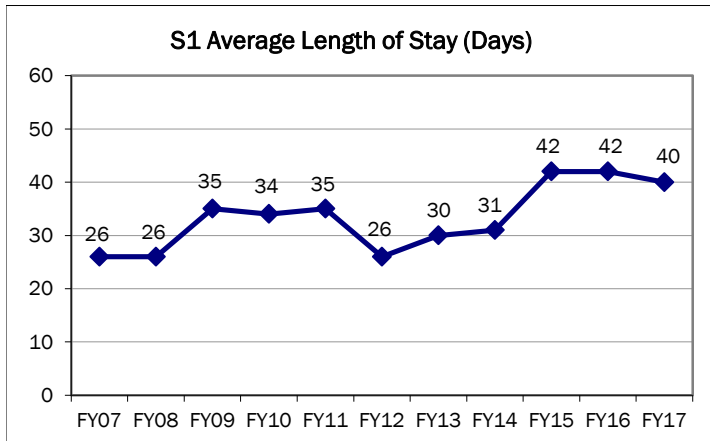
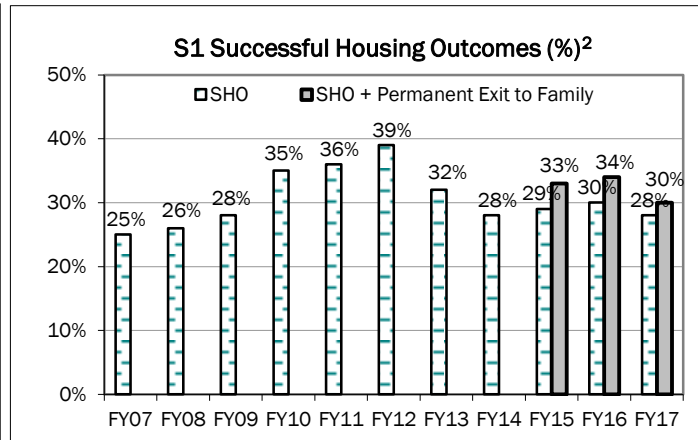
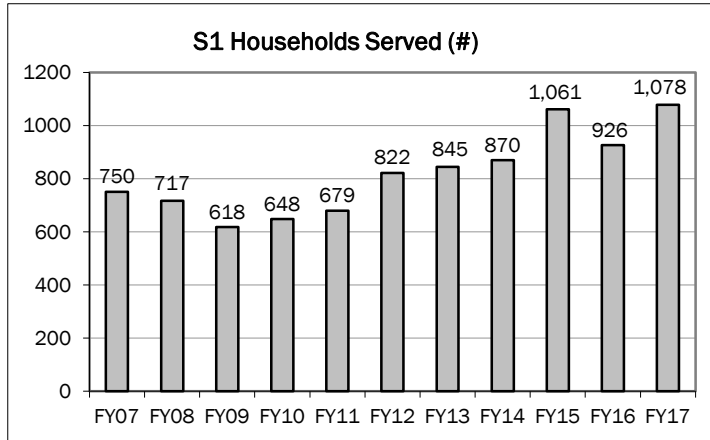
<sup>3</sup>Due to rounding percentage less than 100%.

<sup>4</sup>Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.

<sup>5</sup>Severe weather beds opened 11/19/2016 for men.

# System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2016-12/31/2016	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,000	1,078	√	201	211	32	40	≠	254	250	√	30%	30%	√



DEMOGRAPHICS	Women
Households Served	1,078
Percent Newly homeless	47%
Recidivism <sup>3</sup>	7%
Average Age	40
Women as a percent of total single adults served	31%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$481
Percent Working at Entry	24%
Average Daily Waitlist Number <sup>4</sup>	18
Race - White	40%
Race - Black	58%
Race- Other	2%
Hispanic	3%
Non-Hispanic	97%
Pregnant Women	107
Adults 18 - 24 years	17%
Adults 25 - 34 years	23%
Adults 35 - 44 years	23%
Adults 45 - 55 years	25%
Adults 56 - 61 years	8%
Adults 62+ years	4%

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.

<sup>1</sup> Triage and Tier 2 shelters are included. Seasonal overflow capacity is not included.

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

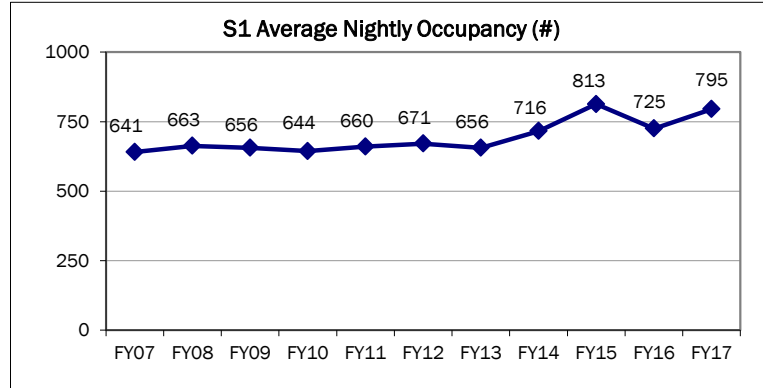
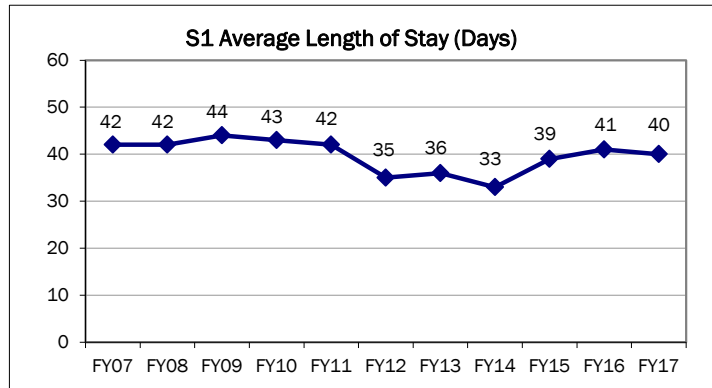
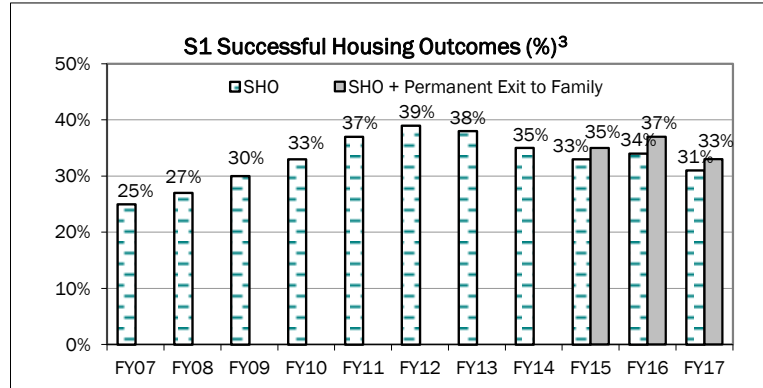
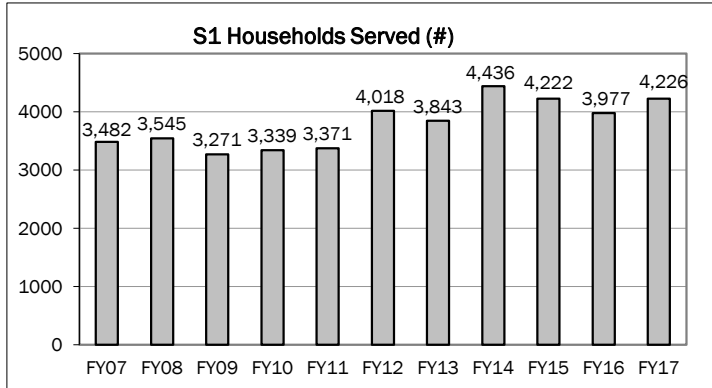
<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.

<sup>4</sup> Severe weather beds opened 11/19/2016 for women.



# System and Program Indicator Report

FY17 EMERGENCY SHELTER 7/1/2016-12/31/2016	Households Served		Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>						
	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	4,210	4,226	√	744	795	30	40	≠	1,258	1,097	≠	37%	33%	√



DEMOGRAPHICS	Family & Adults
Households Served	4,226
Percent Newly homeless	43%
Recidivism <sup>4</sup>	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 Number <sup>5</sup>	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.

<sup>1</sup> System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter; total distinct households served including the youth shelter is 4,440.

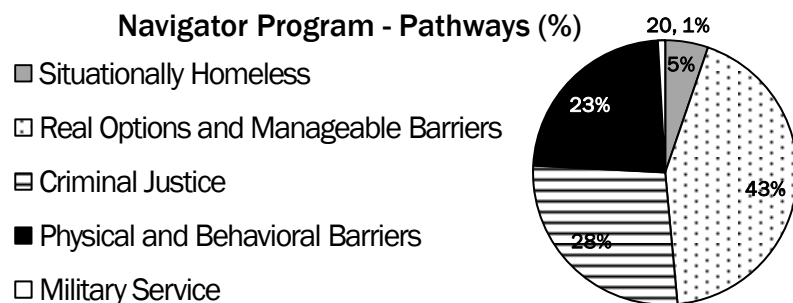
<sup>2</sup> Seasonal overflow capacity is not included.

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

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.

<sup>5</sup> Severe weather beds opened 11/19/2016 for single men and women.

FY17 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS <sup>1</sup> 7/1/2016-12/31/2016	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
			Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Households Served (#)	2,624	2,247	118	972	614	523	20
Successful Housing Outcomes (%) <sup>2</sup>	30%	39%	48%	38%	32%	44%	30%
Average Number of Shelter Visits (#) <sup>4</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) <sup>3</sup>	N/A	6	8	6	6	7	8
Average Length of Shelter Stay (Days)	42	30	30	32	27	29	36
Average Length of Participation (Days)	N/A	92	103	89	80	104	102
Newly Homeless (%)	40%	39%					
Recidivism (%) <sup>5</sup>	5%	4%					
Sheltered Single Adult Population Served (60% Goal)	N/A	70%					

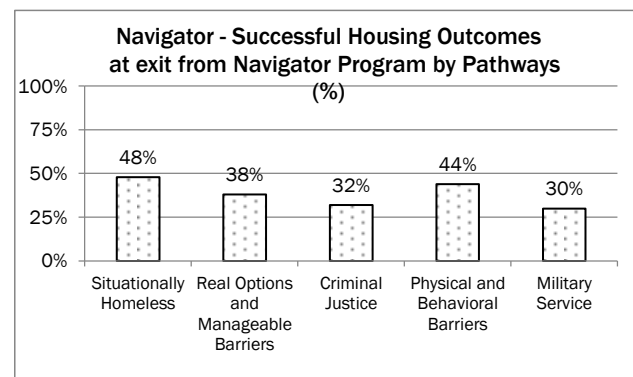
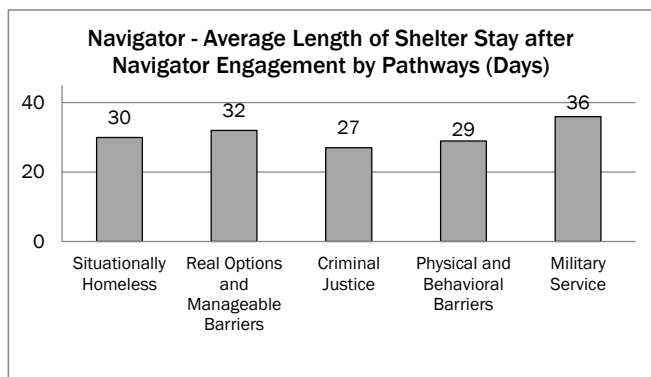


Diversion

Single Adult Diversion Rate at Homeless Hotline (%)	18%
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Linkage

Same Day Access to Shelter from Homeless Hotline (%)	98%
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<sup>1</sup>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.

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.

Crisis Response System	Benchmark 2012	10 year goal
Diversion Rate	14%	30%
Average Length of Shelter Stay	45 days	30 days
Successful Housing Outcomes	28%	40%
Number of Returns to Shelter	3.4	1.5

<sup>2</sup> 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.

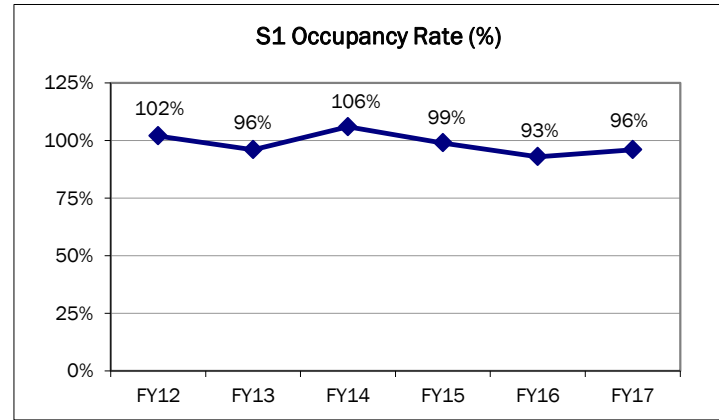
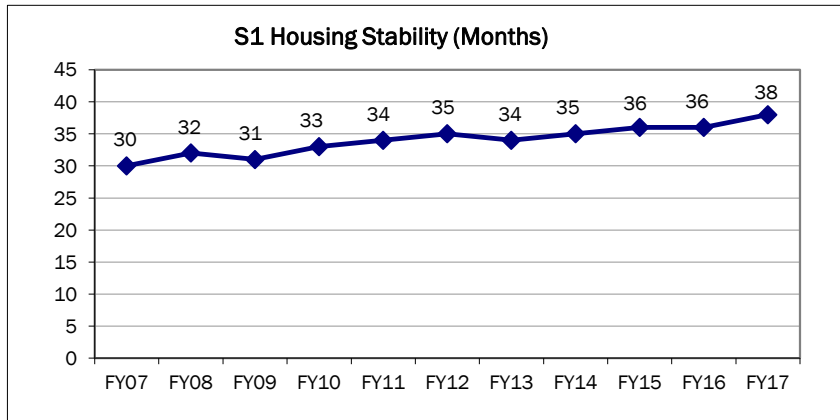
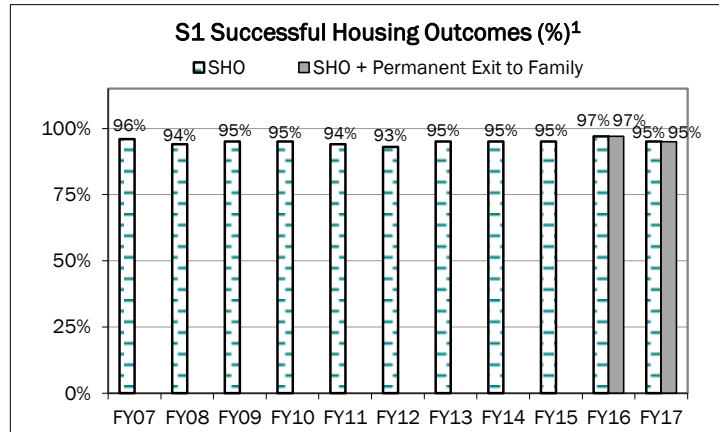
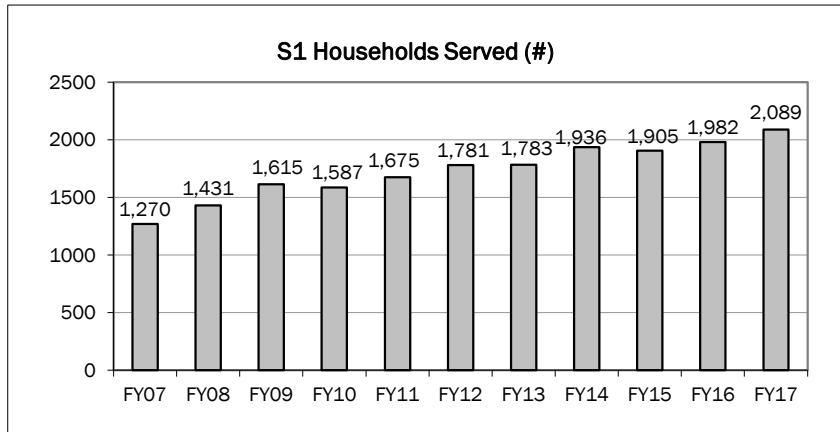
<sup>3</sup> Two clients were excluded due to not having emergency shelter service overlap.

<sup>4</sup> Measured Annually.

<sup>5</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-9/30/16.

# System and Program Indicator Report

FY17 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2016-12/31/2016	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	2,138	2,089	√	95%	96%	√	24	38	√	1,924	1,972	√	90%	95%	√

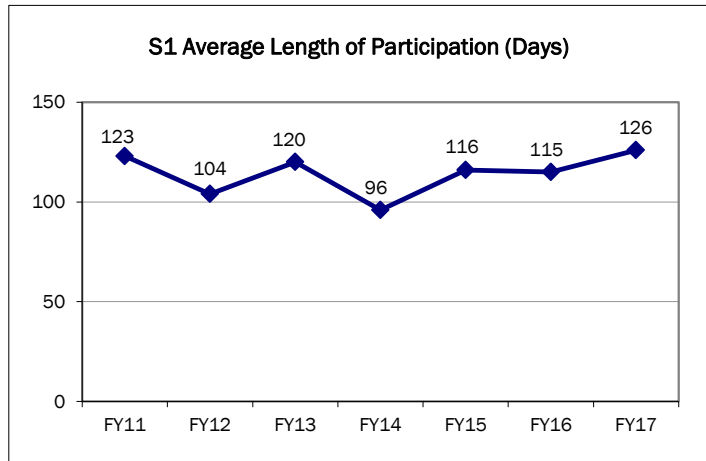
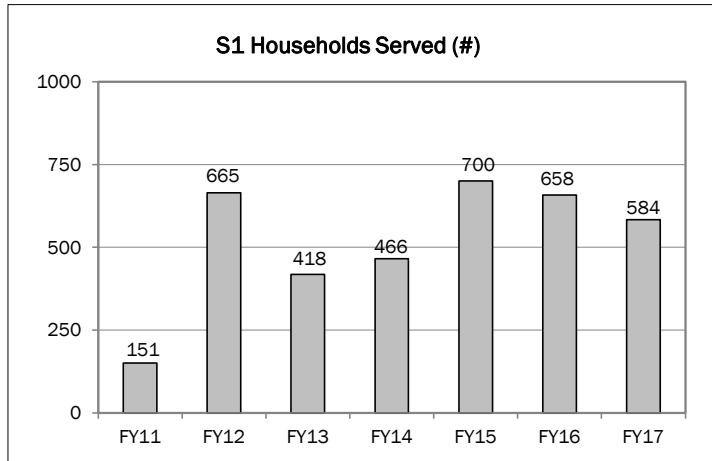
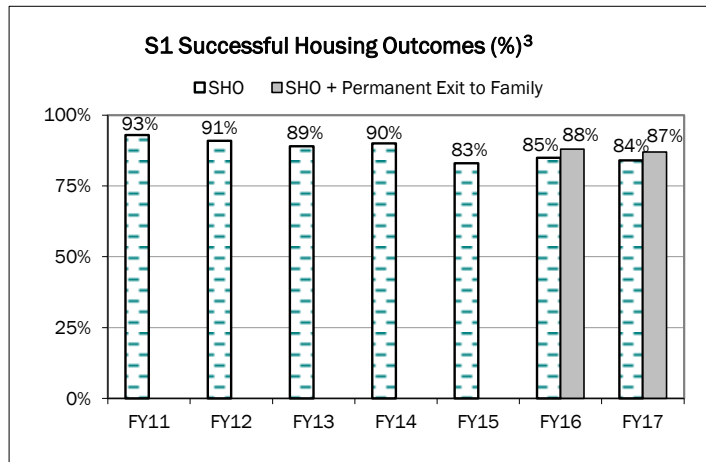
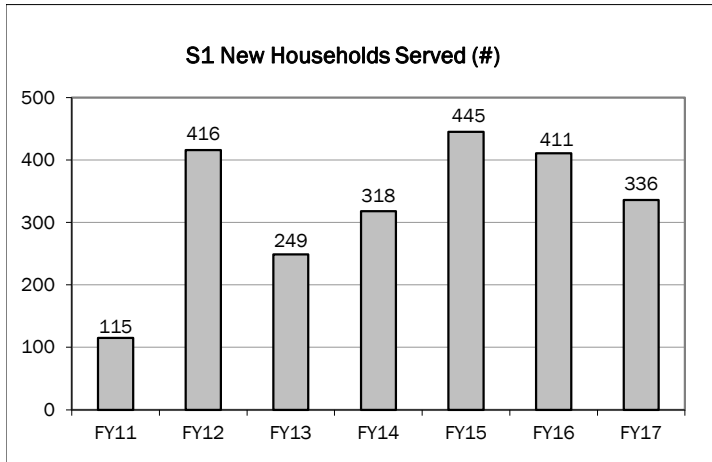


The system continues to perform well, with good occupancy and success rates. Five percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and 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.

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

# System and Program Indicator Report

FY17 Rapid Re-housing/ Navigator	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2016-12/31/2016															
Rapid Re-housing/Navigator System <sup>1</sup>	439	336	≠	661	584	≠	100	126	≠	373	340	√	85%	87%	√



DEMOGRAPHICS	Family & Adults
Households Served	584
Clients Served	1,519
Recidivism <sup>4</sup>	2%
Average Age (HoH)	40
Gender - Male (HoH)	48%
Gender - Female (HoH)	52%
Veterans (U.S. Military) all adults	38%
Average Monthly Household Income	\$436
Percent Working at Entry	19%
Adults Served	697
Children Served	822
Race - White (HoH) <sup>5</sup>	35%
Race - Black (HoH) <sup>5</sup>	64%
Race - Other (HoH) <sup>5</sup>	2%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Mean Family Size <sup>2</sup>	3.7
Average Number of Children <sup>2</sup>	2.4
Children 0 - 2 years <sup>2,5</sup>	26%
Children 3 - 7 years <sup>2,5</sup>	35%
Children 8 - 12 years <sup>2,5</sup>	28%
Children 13 - 17 years <sup>2,5</sup>	12%

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.

<sup>1</sup> 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.

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

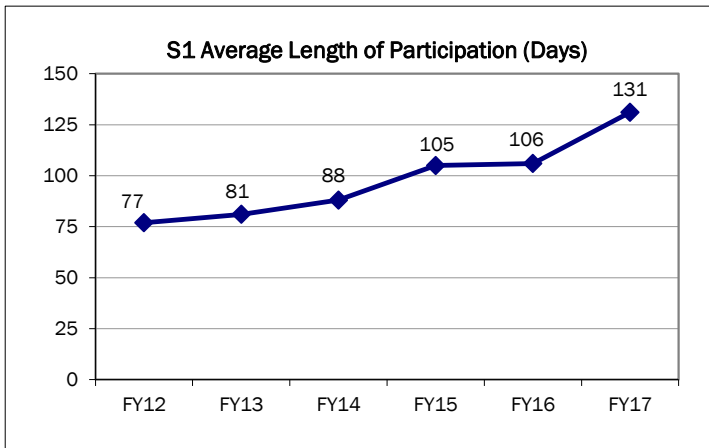
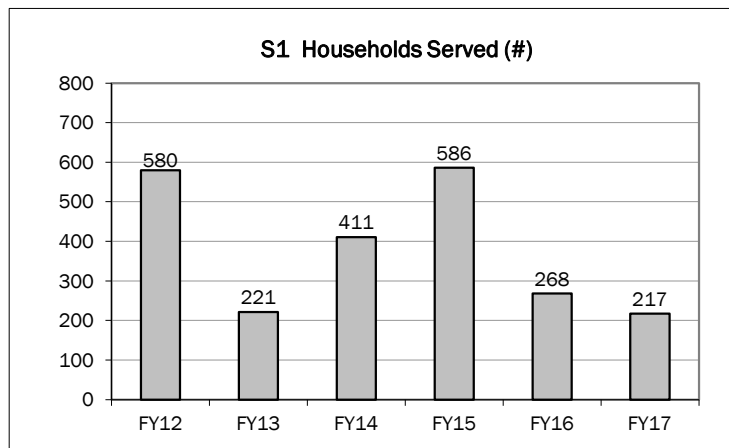
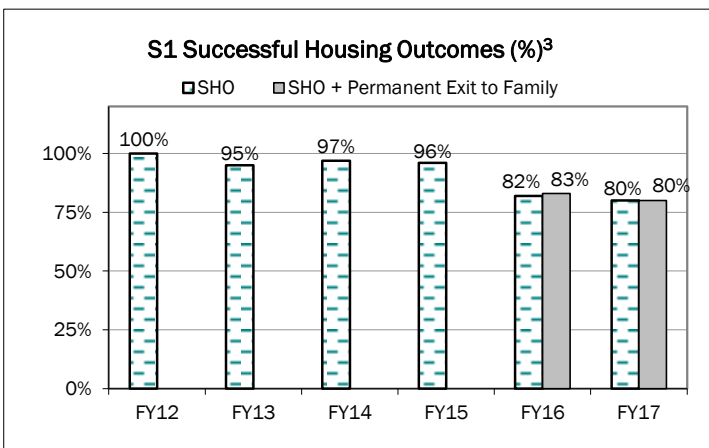
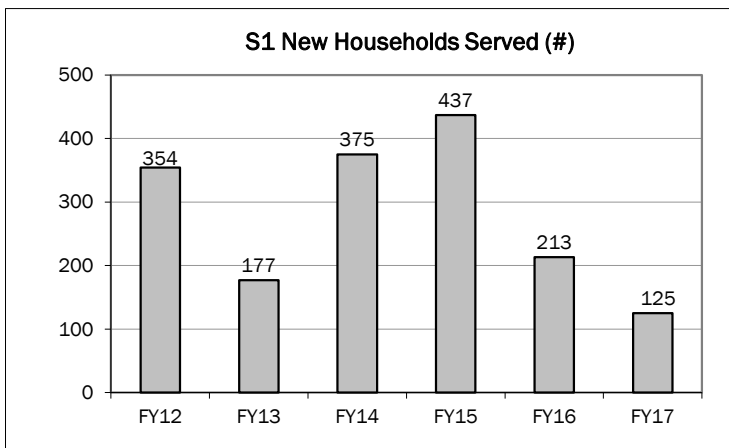
<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016.

<sup>5</sup> Due to rounding percentage exceeds 100%.

# System and Program Indicator Report

FY17 Prevention 7/1/2016-12/31/2016	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	110	125	√	168	217	√	100	131	≠	94	103	√	90%	80%	≠



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

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%.

EMERGENCY SHELTER - Single Adult Programs <sup>5</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>3,4</sup>						Average Engagement Time			Movement	Recidivism <sup>7</sup>
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%	Actual (%) Goal 5%
7/1/2016-12/31/2016																					
<b>MEN</b>																					
LSS - Faith Mission on 6th <sup>2</sup>	N/A	633	N/A	N/A	89	94	N/A	32	32	N/A	N/A	77	N/A	30%	14%	N/A	7	4	N/A	6%	0%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	541	N/A	N/A	95	92	N/A	32	39	N/A	N/A	80	N/A	30%	18%	N/A	7	7	N/A	5%	5%
Friends of the Homeless - Men's Shelter	808	705	(103)	≠	130	132	√	32	40	≠	203	164	≠	30%	29%	√	7	6	√	7%	10%
VOAGO - Men's Shelter	306	332	26	√	40	42	√	32	28	√	80	106	√	30%	36%	√	7	6	√	2%	3%
YMCA - Men's Overflow <sup>6</sup>	130	484	354	√	87	87	N/A	32	8	√	N/A	1	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A	N/A
<b>WOMEN</b>																					
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	221	N/A	N/A	38	39	N/A	32	41	N/A	N/A	66	N/A	30%	37%	N/A	7	4	N/A	2%	4%
YMCA - Van Buren Women's Shelter	400	437	37	√	83	83	√	32	39	≠	95	117	√	30%	34%	√	7	11	≠	16%	5%
YMCA - Triage Shelter for Women	860	700	(160)	≠	68	63	≠	7	17	≠	487	359	≠	60%	57%	√	N/A	7	N/A	N/A	N/A
YMCA - Women's Overflow <sup>6</sup>	106	296	190	√	42	42	N/A	32	6	√	N/A	7	N/A	N/A	3%	N/A	N/A	3	N/A	N/A	N/A
<b>INEBRIATE</b>																					
Maryhaven - Engagement Center Safety	500	417	(83)	≠	32	34	√	12	15	≠	140	100	≠	30%	26%	√	N/A	7	N/A	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	80	88	8	√	18	19	√	32	54	≠	19	45	√	30%	69%	√	7	7	√	5%	13%
<b>YOUTH</b>																					
Huckleberry House - Emergency Shelter	125	216	91	√	16	10	≠	10	9	√	95	163	√	80%	77%	√	N/A	N/A	N/A	1%	1%
<b>VA EMERGENCY HOUSING</b>																					
VOAGO - VA Emergency Housing	45	44	(1)	√	13	14	√	90	68	√	16	16	√	50%	52%	√	N/A	N/A	N/A	0%	0%
LSS - VA Men & Women	55	98	43	√	24	19	≠	90	46	√	16	33	√	50%	41%	≠	N/A	N/A	N/A	5%	5%
<b>AGENCY</b>																					
Lutheran Social Services - Faith Mission <sup>2</sup>	1,382	1,320	(62)	√	222	225	√	32	38	≠	348	219	≠	30%	20%	≠	7	5	√	5%	3%

<sup>1</sup> Capacity does not include overflow, with the exception of dedicated overflow programs.

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

<sup>3</sup> Successful outcomes measure for YMCA Triage Shelter and Maryhaven Engagement Center Safety.

<sup>4</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-9/30/16.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2016-12/31/2016													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	4,400	4,526	√	95%	98%	√	1,100	1,177	√	25%	18%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	1,800	1,645	√	95%	98%	√	720	1,119	√	40%	45%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (%) <sup>2</sup>				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2016-12/31/2016																							
Maryhaven - Capital Crossroad SID Outreach	50	46	√	70	67	√	38	48	√	75%	98%	√	21	30	√	55%	63%	√	N/A	45%	N/A		
Maryhaven - Outreach	149	118	≠	209	233	√	111	94	≠	75%	74%	√	61	51	≠	55%	54%	√	25%	25%	√		
Southeast - PATH <sup>5</sup>	125	146	√	195	272	√	62	28	≠	50%	28%	≠	N/A	20	N/A	N/A	71%	N/A	N/A	N/A	N/A		

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>						Average Engagement Time (Days)			Recidivism <sup>4</sup>
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual + TAY SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 5%
7/1/2016-12/31/2016																			
YWCA - Family Center	400	326	√ <sup>6</sup>	50	48	√	20	30	≠	245	193	≠	70%	67%	√	7	11	≠	0%
YMCA - Van Buren Family Shelter	410	352	√ <sup>6</sup>	64	75	√	20	44	≠	242	194	≠	70%	62%	≠	7	13	≠	0%

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

<sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation.

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

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/16-9/30/16.

<sup>5</sup> 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.

<sup>6</sup> Program served all households in need of shelter.

SUPPORTIVE HOUSING - Rebuilding Lives	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>6</sup>					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2016-12/31/2016																	
Columbus Area Integrated Health Services - Leasing 1&2, Scattered Site Expansion <sup>4</sup>	222	244	227	(17)	√	212	95%	√	6	13	√	220	205	√	90%	90%	√
Columbus Area Integrated Health Services - Scattered Sites <sup>4</sup>	75	83	70	(13)	≠	65	87%	≠	12	17	√	75	69	√	90%	100%	√
Community Housing Network - Briggsdale	25	27	27	0	√	24	96%	√	24	58	√	24	24	√	90%	92%	√
Community Housing Network - Cassidy <sup>2</sup>	10	11	11	0	√	11	110%	√	24	35	√	10	11	√	90%	100%	√
Community Housing Network - Community ACT	42	46	42	(4)	√	41	98%	√	24	58	√	41	41	√	90%	98%	√
Community Housing Network - East 5th Avenue	38	42	48	6	√	35	92%	√	24	34	√	38	46	√	90%	96%	√
Community Housing Network - Hotel St. Clair <sup>5</sup>	30	33	31	(2)	√	20	67%	N/A	24	47	√	30	31	√	90%	100%	√
Community Housing Network - Inglewood Court	45	50	50	0	√	43	96%	√	24	27	√	45	48	√	90%	96%	√
Community Housing Network - Leasing Supportive Housing <sup>2</sup>	25	27	27	0	√	26	104%	√	24	47	√	24	26	√	90%	96%	√
Community Housing Network - North 22nd Street	30	33	32	(1)	√	30	100%	√	24	46	√	30	30	√	90%	94%	√
Community Housing Network - North High Street/Terrace Place <sup>7</sup>	47	36	52	16	√	36	77%	N/A	24	38	√	32	51	√	90%	98%	√
Community Housing Network - Parsons	25	27	27	0	√	24	96%	√	24	45	√	24	25	√	90%	100%	√
Community Housing Network - RLPTI <sup>1</sup>	108	119	113	(6)	√	105	97%	√	24	47	√	107	107	√	90%	96%	√
Community Housing Network - Safe Haven <sup>2</sup>	13	17	15	(2)	√	15	115%	√	24	83	√	15	15	√	90%	100%	√
Community Housing Network - Southpoint Place	46	51	49	(2)	√	44	96%	√	24	38	√	46	45	√	90%	92%	√
Maryhaven - Commons at Chantry	50	55	52	(3)	√	47	94%	√	24	51	√	50	51	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	82	76	(6)	√	73	97%	√	24	47	√	74	76	√	90%	100%	√
National Church Residences - Commons at Grant	50	55	52	(3)	√	49	98%	√	24	71	√	50	50	√	90%	96%	√
National Church Residences - Commons at Livingston	25	28	28	0	√	23	92%	√	24	42	√	25	26	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	39	37	(2)	√	33	94%	√	24	26	√	35	34	√	90%	92%	√
National Church Residences - Commons at Third	60	66	66	0	√	58	97%	√	24	31	√	59	60	√	90%	91%	√
National Church Residences - VOAGO Van Buren Village	60	66	65	(1)	√	59	98%	√	9	10	√	59	60	√	90%	94%	√
YMCA - 40 West Long Street	105	116	119	3	√	100	95%	√	24	36	√	104	110	√	90%	96%	√
YMCA - Franklin Station <sup>2</sup>	75	83	79	(4)	√	76	101%	√	24	52	√	75	77	√	90%	97%	√
YWCA - WINGS <sup>3</sup>	91	95	113	18	√	62	68%	N/A	18	17	√	86	108	√	90%	97%	√

<sup>1</sup> 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).

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> As of July 2016, CAIHS Scattered Sites Expansion was separated from Scattered Sites and combined with Leasing I and II.

<sup>5</sup> Project closed as of 12/31/16. Performance may be affected by decreased activity level prior to closing.

<sup>6</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>7</sup> New Terrace Place project opened in Q2 FY17, increasing capacity from 33 to 47 units.



SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING		Households Served				Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>4</sup>						
7/1/2016-12/31/2016		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes <sup>1</sup>		15	17	15	(2)	√	95%	100%	√	24	45	√	15	15	√	90%	100%	√
Community Housing Network - Wilson		8	9	8	(1)	√	95%	100%	√	24	89	√	8	8	√	90%	100%	√
VOAGO - Family Supportive Housing		30	33	35	2	√	95%	100%	√	24	46	√	30	32	√	90%	91%	√
<b>RENTAL ASSISTANCE</b>																		
Amethyst - Shelter Plus Care		72	79	70	(9)	≠	100%	74%	≠	24	45	√	71	62	≠	90%	90%	√
ARCO - Shelter Plus Care (TRA) <sup>3</sup>		89	97	100	3	√	100%	106%	√	24	85	√	87	94	√	90%	94%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>1</sup>		172	189	180	(9)	√	100%	98%	√	24	33	√	170	172	√	90%	98%	√
Community Housing Network - Shelter Plus Care (SRA 2) <sup>6</sup>		14	N/A	2	N/A	N/A	N/A	14%	N/A	N/A	N/A	N/A	N/A	2	N/A	N/A	N/A	N/A
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>		149	164	183	19	√	100%	119%	√	24	38	√	148	177	√	90%	97%	√
YMCA - 40 West Long Expansion		38	42	41	(1)	√	100%	97%	√	23	23	√	38	39	√	90%	95%	√
Total Rental Assistance <sup>3</sup>		534	571	576	5	√	100%	102%	√	24	44	√	514	546	√	90%	96%	√
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP		28	40	38	(2)	√	98%	96%	√	10	10	√	9	8	√	77%	89%	√
Maryhaven - Women's <sup>2</sup>		5	10	7	(3)	≠	90%	100%	√	4	5	√	3	3	√	50%	60%	√
Southeast - New Horizons <sup>5</sup>		36	10	14	4	√	N/A	17%	N/A	4	8	≠	7	10	√	77%	71%	≠
VOAGO - Veterans		40	100	123	23	√	95%	95%	√	4	2	√	39	44	√	77%	53%	≠
YMCA - ADAMH <sup>2</sup>		15	30	25	(5)	≠	95%	60%	≠	4	3	√	12	8	≠	77%	62%	≠

<sup>1</sup> 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).

<sup>2</sup> Project capacity fluctuates based on need and available capacity.

<sup>3</sup> CMHA allows over-leasing for this project.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>5</sup> 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.

<sup>6</sup> New project started leasing in December 2016.

RAPID RE-HOUSING/NAVIGATOR	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2016-12/31/2016																									
Homeless Families Foundation - Direct Housing	93	63	☒	139	119	☒	15	32	☒	100	120	☒	84	68	☒	90%	88%	√	\$800	\$794	√	90%	90%	√	
The Salvation Army - Direct Housing	83	66	☒	120	105	☒	15	28	☒	100	99	√	75	69	√	90%	99%	√	\$1,800	\$1,582	√	90%	99%	√	
The Salvation Army - Job2Housing	25	14	☒	45	37	☒	15	25	☒	180	163	√	23	16	☒	90%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Transition In Place	38	38	√	62	56	√	15	12	√	100	101	√	34	34	√	90%	89%	√	\$800	\$795	√	90%	97%	√	
Access Ohio - Navigator Program <sup>4</sup>	1,775	1,586	☒	2,225	2,247	√	25	30	☒	90	92	√	887	594	☒	50%	39%	☒	\$600	\$552	√	30%	30%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	190	110	☒	N/A	N/A	N/A	N/A	N/A	N/A	186	109	☒	98%	99%	√	\$1,000	\$948	√	98%	99%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	450	496	√	N/A	N/A	N/A	N/A	N/A	N/A	441	476	√	98%	96%	√	\$600	\$533	√	98%	96%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2016-12/31/2016																								
Gladden Community House - Stable Families	108	109	√	162	163	√	120	121	√	97	69	☒	90%	78%	☒	\$800	\$819	√	90%	88%	√			
Lutheran Social Services - REEB Stable Families	18	14	☒	25	25	√	120	97	√	11	9	☒	90%	82%	☒	\$1,083	\$949	√	90%	78%	☒			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes <sup>5</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2016-12/31/2016																							
LSS - SSVF Prevention	12	2	√ <sup>6</sup>	14	8	√ <sup>6</sup>	N/A	N/A	N/A	90	57	√	11	7	√ <sup>6</sup>	90%	100%	√	75%	100%	√		
LSS - SSVF Rapid Re-housing <sup>2</sup>	60	46	☒	85	67	☒	30	15	√	100	76	√	48	50	√	80%	89%	√	80%	94%	√		
VOAGO - SSVF Prevention	20	0	√ <sup>6</sup>	35	21	√ <sup>6</sup>	N/A	N/A	N/A	100	214	☒	18	18	√	90%	86%	√	75%	94%	√		
VOAGO - SSVF Rapid Re-housing <sup>3</sup>	140	90	☒	210	203	√	30	35	☒	100	178	☒	112	104	√	80%	76%	√	75%	75%	√		

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 90 households were excluded from measure due to still residing in emergency shelter at the time of the report.

<sup>5</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

<sup>6</sup> Due to housing prioritizations program served less clients than projected.

# communityshelterboard

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