

System Level Data

| System | Households Served | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes | | | | | | |
|--------------------------|-------------------|-----------------------|---------------------|-------------------------------|--------|---------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|--|
| | | Capacity ¹ | Actual ² | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement | |
| EMERGENCY SHELTER | | | | | | | | | | | | | |
| Men ³ | 3,676 | 417 | 440 | 30 | 44 | ≠ | 623 | | | 15% | | | |
| Women | 1,250 | 97 | 106 | 28 | 31 | √ | 274 | 272 | √ | 24% | 24% | √ | |
| Family ⁴ | 732 | 120 | 107 | N/A | 53 | N/A | 427 | 391 | √ | 70% | 63% | ≠ | |

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

¹ Capacity is regular capacity only and not inclusive of overflow, which was made available October 2005 through April 15, 2006.

² Actual numbers include both regular and overflow clients.

³ CSB is unable to validate accuracy of FM6 and FM8 HMIS data pertaining to the destinations of exited clients; therefore, successful housing outcome indicators cannot be calculated for the men's system.

⁴ A system LOS goal for the family shelters' system has not been established since family shelters are both Tier I and Tier II programs which have different goals. Also note that at program level YWCA Family Center successful housing outcomes include Tier II shelter destinations; however, at the system level only housing outcomes (transitional or permanent) are reported.

System Level Data

| DEMOGRAPHICS OF EMERGENCY SHELTER CLIENTS ¹ | Men | Women | Family |
|--|-------|-------|--------|
| Households Served | 3,676 | 1,250 | 732 |
| Clients Served | 3,676 | 1,250 | 2,600 |
| Average Age (HOH) | 42 | 39 | 31 |
| Gender - Male ² | 75% | N/A | 15% |
| Gender - Female ² | N/A | 25% | 85% |
| Avg. Monthly Household Income | \$315 | \$279 | \$394 |
| Percent Working at Entry | 15% | 7% | 19% |
| Race - White | 35% | 41% | 28% |
| Race - Black | 61% | 56% | 70% |
| Race- Other | 4% | 3% | 2% |
| Hispanic (HOH) | 4% | 2% | 3% |
| Non-Hispanic (HOH) | 96% | 98% | 97% |
| Adults Served | 3,676 | 1,250 | 963 |
| Children Served | N/A | N/A | 1,637 |
| Mean Family Size | N/A | N/A | 3.6 |
| Average Number of Children | N/A | N/A | 2.2 |
| Children 0 - 2 years | N/A | N/A | 26% |
| Children 3 - 7 years | N/A | N/A | 33% |
| Children 8 - 12 years | N/A | N/A | 24% |
| Children 13 - 17 years | N/A | N/A | 17% |

¹ Due to rounding, percentages may not total 100%.

² Gender Percentages for men and women based on total number of clients served in men's and women's systems combined.

System Level Data: Permanent Supportive Housing

**Continuum of Care
System and Program Indicator Report
FY06: 7/1/05-6/30/06**

| System | Capacity | Households Served | Program Occupancy ¹ | | | Housing Stability (Months) | | Successful Housing Outcomes | | |
|--------------------|----------|-------------------|--------------------------------|----------|--------------------------|----------------------------|--------------------------------|-----------------------------|------------|---------------------|
| | | | Actual # | Actual % | Attainment of Goal (95%) | Actual # | Attainment of Goal (12 months) | Goal (#) | Actual (#) | Outcome Achievement |
| HOUSING | | | | | | | | | | |
| Supportive Housing | 683 | 796 | 568 | 83% | N/A | 21 | √ | 693 | 729 | √ |

| <i>Outcome Achievement Key:</i> | |
|---------------------------------|-----|
| Outcome achieved | √ |
| Outcome not achieved | ≠ |
| Outcome goal not applicable | N/A |

¹ Due to lease-up of multiple programs, occupancy was monitored but not evaluated.

Program Level Data: Emergency Shelters

| EMERGENCY SHELTER | Households Served | | | | Nightly Occupancy ¹ | | | Average Length of Stay (Days) | | | Successful Housing Outcomes | | | | | |
|---|-------------------|--------|----------|---------------------|--------------------------------|---------------------|---------------------------|-------------------------------|--------|---------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Variance | Outcome Achievement | Capacity ² | Actual ³ | Outcome Achievement (95%) | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| MEN | | | | | | | | | | | | | | | | |
| Faith Mission on 6th ⁴ | 1,700 | 1,734 | 34 | √ | 110 | 139 | N/A | 30 | 29 | √ | 239 | | | 15% | | |
| Faith Mission on 8th ⁴ | 1,000 | 651 | (349) | ≠ | 95 | 90 | N/A | 30 | 50 | ≠ | 120 | | | 15% | | |
| Friends of the Homeless-Men's Shelter | 1,200 | 905 | (295) | ≠ | 130 | 142 | N/A | 30 | 57 | ≠ | 211 | 144 | ≠ | 20% | 19% | √ |
| VOA Men's Shelter | 394 | 702 | 308 | √ | 40 | 33 | N/A | 30 | 17 | √ | 53 | 129 | √ | 15% | 19% | √ |
| WOMEN | | | | | | | | | | | | | | | | |
| Faith Mission-Nancy's Place | 730 | 683 | (47) | √ | 42 | 45 | N/A | 21 | 24 | ≠ | 165 | 130 | ≠ | 24% | 20% | √ |
| Friends of the Homeless-Rebecca's Place | 410 | 515 | 105 | √ | 47 | 51 | N/A | 28 | 36 | ≠ | 109 | 137 | √ | 30% | 29% | √ |
| FAMILIES | | | | | | | | | | | | | | | | |
| Homeless Families Foundation ⁵ | 156 | 174 | 18 | √ | 38 | 40 | √ | 80 | 84 | √ | 78 | 94 | √ | 70% | 71% | √ |
| VOA Family Shelter | 96 | 91 | (5) | √ | 24 | 23 | √ | 80 | 93 | ≠ | 50 | 71 | √ | 70% | 97% | √ |
| YWCA Family Center | 660 | 696 | 36 | √ | 50 | 44 | N/A | 20 | 23 | ≠ | 427 | 442 | √ | 70% | 68% | √ |
| INEBRIATE | | | | | | | | | | | | | | | | |
| Maryhaven Engagement Center | 1,600 | 1,819 | 219 | √ | 50 | 47 | N/A | 12 | 9 | √ | 78 | 254 | N/A | 5% | 15% | √ |

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

¹ Occupancy goal is applicable only to Tier II Shelters.

² Capacity is regular capacity only and not inclusive of overflow, which was made available through April 15, 2006.

³ Actual numbers include both regular and overflow clients.

⁴ CSB is unable to validate accuracy of FM6 and FM8 HMIS data pertaining to the destinations of exited clients; therefore, successful housing outcome indicators cannot be calculated for either program.

⁵ HFF capacity constitutes an average due to the change in capacity from 36 for the first nine months of the year to 46 by the end of the year.

Program Level Data: Permanent Supportive Housing

| SUPPORTIVE HOUSING | Capacity | Households Served | | | | Program Occupancy | | | Housing Stability (Months) | | Successful Housing Outcomes | | | | | |
|--|----------|-------------------|--------|----------|---------------------|-------------------|------------|--------------------------|----------------------------|--------------------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|
| | | Goal | Actual | Variance | Outcome Achievement | Actual (#) | Actual (%) | Attainment of Goal (95%) | Actual (#) | Attainment of Goal (12 months) | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| Community Housing Network-Briggsdale ^{1,2,3} | 25 | 30 | 25 | (5) | N/A | 4 | 18% | N/A | 2 | N/A | 26 | 24 | √ | 85% | 96% | √ |
| Community Housing Network-Community ACT ⁴ | 42 | 30 | 5 | (25) | N/A | 0 | 0% | N/A | 0 | N/A | 27 | 5 | N/A | 90% | 100% | N/A |
| Community Housing Network-East 5th Avenue ⁵ | 38 | 46 | 52 | 6 | √ | 36 | 96% | √ | 15 | √ | 41 | 47 | N/A | 90% | 90% | N/A |
| Community Housing Network-North 22nd Street ⁶ | 30 | 36 | 40 | 4 | √ | 28 | 94% | √ | 24 | √ | 32 | 34 | N/A | 90% | 85% | N/A |
| Community Housing Network-North High Street ⁵ | 36 | 43 | 47 | 4 | √ | 34 | 94% | √ | 26 | √ | 39 | 43 | N/A | 90% | 93% | N/A |
| Community Housing Network-Cassady ⁵ | 10 | 12 | 14 | 2 | √ | 8 | 83% | ≠ | 15 | √ | 10 | 10 | N/A | 85% | 71% | N/A |
| Community Housing Network-Parsons ⁵ | 25 | 30 | 30 | 0 | √ | 24 | 96% | √ | 30 | √ | 26 | 29 | N/A | 85% | 97% | N/A |
| Community Housing Network-Safe Havens ⁶ | 14 | 19 | 20 | 1 | √ | 14 | 100% | √ | 33 | √ | 16 | 18 | √ | 85% | 95% | √ |
| Community Housing Network-St. Clair ^{5,7} | 26 | 17 | 22 | 5 | √ | 13 | 50% | N/A | 7 | N/A | 15 | 20 | √ | 90% | 91% | √ |
| National Church Residences-Commons at Grant | 50 | 60 | 64 | 4 | √ | 50 | 99% | √ | 24 | √ | 54 | 62 | √ | 90% | 97% | √ |
| Southeast-Scattered Sites | 75 | 89 | 93 | 4 | √ | 83 | 110% | √ | 31 | √ | 80 | 87 | √ | 90% | 94% | √ |
| YMCA-40 West Long Street ⁸ | 70 | 84 | 114 | 30 | √ | 71 | 102% | √ | 16 | √ | 76 | 102 | √ | 90% | 89% | √ |
| YMCA-Sunshine Terrace ⁸ | 65 | 78 | 81 | 3 | √ | 64 | 98% | √ | 29 | √ | 70 | 77 | √ | 90% | 96% | √ |
| YWCA-WINGS ^{7,9} | 69 | 76 | 82 | 6 | √ | 60 | 86% | N/A | 16 | N/A | 70 | 80 | √ | 90% | 98% | √ |
| Rebuilding Lives PACT Team Initiative ⁹ | 108 | 130 | 112 | (18) | N/A | 79 | 73% | N/A | 15 | N/A | 111 | 91 | N/A | 85% | 82% | N/A |

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

¹ Successful housing outcome percentage negotiated below CSB standard.

² Program occupancy and housing stability will be monitored but not evaluated in FY2006 due to the program having been in lease-up.

³ New program; lease up began in March 2006

⁴ New program; residents did not begin moving in until June 2006 due to lease-up.

⁵ Successful Housing outcomes are monitored, but not evaluated in FY2006 due to negotiations during CSB appeal process.

⁶ Average capacity for CHN Safe Havens during FY06 is 14, as the program was expanding to 16 units from 13 units.

⁷ Program was in lease-up and expansion phase as of second quarter; however, stability measure cannot be evaluated until all units have been occupied for at least a year.

⁸ RL clients admitted exceeded base.

⁹ Program was in expansion phase.

Program Level Data

**Continuum of Care
System and Program Indicator Report
FY06 Annual: 7/1/05-6/30/06**

| HUD CoC FUNDED PROGRAMS ¹ | Households Served | Program Occupancy Rate | Housing Stability (Months) | Successful Housing Outcomes # & % | |
|--|-------------------|------------------------|----------------------------|-----------------------------------|-----|
| Community Housing Network-Family Homes | 10 | 91% | 22 | 9 | 90% |
| Friends of the Homeless-Safe Haven | 73 | 98% | 5 | 44 | 60% |
| VOA- Family Supportive Housing | 40 | 98% | 23 | 39 | 98% |

¹ Programs are non-CSB and/or non-RLFC funded.

| OTHER | Households Served | | | | Average Financial Assistance (\$ per HH) ¹ | | | Average Length of Stay (Days) | | | Successful Housing Outcomes | | | | | |
|-------------------------------------|-------------------|--------|----------|---------------------|---|---------|---------------------|-------------------------------|--------|---------------------|-----------------------------|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Variance | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| FAMILY HOUSING COLLABORATIVE | | | | | | | | | | | | | | | | |
| Salvation Army ² | 240 | 220 | (20) | √ | \$900 | \$1,020 | ≠ | 20 | 17 | √ | 176 | 157 | ≠ | 90% | 96% | √ |
| OUTREACH | | | | | | | | | | | | | | | | |
| Maryhaven Outreach ³ | 151 | 150 | (1) | √ | N/A | N/A | N/A | N/A | N/A | N/A | 82 | 148 | √ | 60% | 99% | √ |
| TRANSITION | | | | | | | | | | | | | | | | |
| CSB Transition Program | 639 | 707 | 68 | √ | \$519 | \$490 | √ | N/A | N/A | N/A | 626 | 707 | √ | 98% | 100% | √ |
| PREVENTION | | | | | | | | | | | | | | | | |
| Gladden Community House | 300 | 291 | (9) | √ | N/A | N/A | N/A | N/A | N/A | N/A | 285 | 277 | √ | 95% | 99% | √ |

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

¹ Average Financial Assistance includes CSB funding only.

² Thirty-nine clients were excluded from the average length of stay calculation due to YWCA Family Center exit dates that preceded or coincided with FHC entry dates.

³ Successful Housing Outcomes includes successful shelter outcomes.

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Continuum of Care System and Program Indicators Report Evaluation Definitions and Methodology – FY06

The Evaluation Definitions and Methodology document incorporates methodologies that are applicable to all variables contained within the Continuum of Care System and Program Indicators Report.

The FY2006 Continuum of Care System and Program Indicators Reports monitors the current shelter, services and permanent supportive housing programs in Columbus and Franklin County using CSB's established performance standards. The report evaluates each program based on a program goal, actual performance data, variances, and outcome achievements.

Agency performance outcome goals were compared with actual performance to determine consistency with CSB standards. All data generated from the Homeless Management Information System and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables. The CSB Homeless Census Report, a standard CSB report that is produced using Crystal Reports, constitutes the data source for emergency shelter. The following information provides an explanation of specific definitions and methodologies used in our evaluations.

Program Indicators

1. **Average CSB Direct Client Assistance (DCA) Amount per Household (Direct Housing and Transition Program)**

- Source:** CSB Direct Client Assistance Report
- Defined:** The average amount of total CSB direct client assistance received per household during the period. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** $\sum(\text{Total monetary assistance awarded to all households}) / \text{total number of distinct households that received assistance.}$

2. **Average Length of Stay**

a. **Family Housing Collaborative (FHC)**

- Source:** HMIS Custom Report
- Defined:** The average number of days that total distinct households were served from the point of FHC entry date to YWCA Family Center exit date. Note: Families who had an FHC entry date after their YWCA Family Center exit date are excluded from this calculation.
- Calculated:** $\sum(\text{YWCA Family Center exit date} - \text{Direct Housing entry date}) / \text{the number of total distinct households served and exited from program during the period}$

b. **Tier I and Tier II Shelters**

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters
- Defined:** The average number of shelter units received per distinct household served by the program during the period.
- Calculated:** $\text{The total number of bedlist units for the period} / \text{the number of total distinct households served}$

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3. Households / Clients Served

- Sources:** Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for Resource Specialists, PSH, Outreach, Prevention,
Direct Housing;
CSB Direct Client Assistance Report for CSB Transition
- Defined:** The number of distinct households served by the program² during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of June 30, 2006. Note that clients served equals households served for Permanent Supportive Housing. For resource specialists, data is rendered distinct **after** the records of clients who did not use the resource specialist services during the report period have been removed.
- Calculated:** The number of distinct households served, based on the last service record for the program as of the end of the period.

4. Housing Stability

- Source:** HMIS Custom Report
- Defined:** The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
- Calculated:** Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.
- Housing stability is measured using the total average client length of stay (from intake to exit date or 6/30/06, if still a resident) divided by the total average days per month (30.5 days).

5. Occupancy (number, rate)

a. Permanent Supportive Housing

- Source:** HMIS Custom Report
- Defined:** A percentage that reflects the average number of clients residing in a program per night relative to the program capacity.
- Calculated:** *Number:* $\sum((\text{exit date or end of period} - \text{entry date or beginning of period} + 1) / \text{days in period})$
Rate: **Number divided** by the program capacity

b. Emergency Shelters

- Note:** Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters
- Source:** HMIS ShelterPoint Bedlist Report
- Defined:** A percentage that reflects the average number of households that stayed in each emergency shelter per night during the period relative to the emergency shelter's program capacity. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** *Number:* Total bedlist shelter units for the period / total days during the period

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

² For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

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Evaluation Definitions and Methodology – FY06

Rate:

Step 1: Divide the total bedlist shelter units for the period by the number of days in the period.

Step 2: Divide the results obtained in Step 1 by the program capacity.

6. Successful Housing Outcomes

a. Family Housing Collaborative

Source: HMIS Custom Report

Defined: The number of distinct households that exited with a 'Permanent' housing destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households that exited with successful housing outcomes (based on the last exit) / the number of total distinct household exits

b. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: Homeless Census Report ¹

Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the program.

c. Tier I Family Emergency Shelter & Outreach

Source: Homeless Census Report for emergency shelter; HMIS Custom Report for Outreach

Defined: The number of distinct households served that exited with a 'Permanent' or 'Transitional' or 'Emergency Shelter' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the program

d. Permanent Supportive Housing

Source: HMIS Custom Report

Defined: The number of distinct households that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.

Calculated: (The number of households in PSH + the number of successful housing exits (based on the last exit)) / the number of total distinct households served

e. Resource Specialists

Source: Custom Report

Defined: For Tier 1 Adult Shelter and Tier II Family Shelter programs, the number of distinct households served that exited the program (agency) with a 'Permanent' or 'Transitional' destination, excluding exits to family or friends. For Tier I Family Shelter, the number of distinct households served that

¹Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

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Continuum of Care System and Program Indicators Report Evaluation Definitions and Methodology – FY06

exited with a 'Permanent' or 'Transitional' or 'Emergency Shelter' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the agency

System Indicators

1. Average Length of Stay

Sources: Daily Bedlist Report for Emergency & Inebriate Shelters;
Defined: The average number of shelter units received per distinct household served by the system during the period.
Calculated: The total number of bedlist units for the period / the number of total distinct households served by the system

2. Households / Clients Served

a. Tier I and Tier II Shelters; PSH

Sources: Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for PSH
Defined: The number of distinct households served by the system² during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of June 30, 2006. Note that clients served equals households served for Permanent Supportive Housing.
Calculated: The number of distinct households served, based on the last service record for the program as of the end of the period.

b. Resource Specialists

Sources: Program Data
Defined: The sum of the clients served by the programs during the evaluation period (non-distinct between programs).
Calculated: Sum of the program data.

3. Housing Stability

Source: HMIS Custom Report
Defined: The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
Calculated: Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

² For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

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Housing stability is measured using the total average client length of stay (from intake to exit date or 6/30/06, if still a resident) divided by the total average days per month (30.5 days).

4. Occupancy (number, rate)

c. Permanent Supportive Housing

Source: HMIS Custom Report

Defined: A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.

Calculated: *Number:* $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{days in period}$
Rate: Number/system capacity

d. Emergency Shelters

Note: Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

Source: HMIS ShelterPoint Bedlist Report

Defined: The average number of households that stayed in each emergency shelter system per night during the period. The rate is the number relative to the system capacity and calculated only for Tier II shelter system.

Calculated: *Number:* Total bedlist shelter units for the period / total days during the period
Rate: Divide the Number by the system capacity.

5. Successful Housing Outcomes

a. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: HMIS Custom Report

Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the system.

f. Tier I Family Emergency Shelter & inebriate program

Source: Program data

g. Permanent Supportive Housing

Source: HMIS Custom Report

Defined: The number of distinct households within a program that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.

Calculated: The sum of the program data.

h. Resource Specialists

Sources: Program Data

Defined: The sum of the outcomes for the programs during the evaluation period (non-distinct between programs).

Calculated: Sum of the program data.

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Program Goal Achievement and Performance Rating

Performance outcome goal ‘achievement’ definition:

Achieved Goal is defined as 90% or better of a numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicated an achieved goal (e.g. Average Length of Stay goal was met if actual achievement is 110% or less of goal).

FY2006 Program Evaluation & Monitoring

Appendix I: Housing Outcomes

The following chart identifies various destinations, including successful housing and shelter outcomes, as identified in the CSB HMIS Data Definitions for 2005-06. Housing/shelter outcomes correspond to ServicePoint pick list choices for 'destination' and are used to determine shelter and/or housing outcomes.

| ServicePoint Destination | CSB Definition | Client Control of Housing? (1) | CSB Evaluation Element |
|--|---|--------------------------------|---|
| Permanent Housing: Rental house/apartment (no subsidy) | Privately owned, market rent housing (not subsidized) | Yes | Successful Housing Outcome |
| Permanent Housing: Public Housing | Housing owned and subsidized by CMHA | Yes | Successful Housing Outcome |
| Permanent: Section 8 | Housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher or through Section 8 project-based subsidy | Yes | Successful Housing Outcome |
| Permanent: Shelter Plus Care | Housing owned by a private landlord or partner agency and subsidized through the Shelter Plus Care program administered by CMHA | Yes | Successful Housing Outcome |
| Permanent: HOME subsidized house/apartment | The YMCA Permanent Supportive Housing (PSH) program at 40 West Long Street or SE Scattered Site Permanent Supportive Housing | Yes | Successful Housing Outcome |
| Permanent: Other subsidized house/apartment | Housing owned by a private landlord or partner agency that has an on-going subsidy through HUD 202 or 811 program, tax credits, or other sources, including HUD and CSB | Yes | Successful Housing Outcome |
| Permanent: Home ownership | Housing that is owned by the client | Yes | Successful Housing Outcome |
| Permanent: Moved in with Family/Friends | DO NOT USE | N/A | Unsuccessful Housing Outcome |
| Transitional: Transitional housing for homeless | Transitional (i.e. New Horizons) | Varies | Successful Housing Outcome (except for Family Housing Collaborative and Permanent Supportive Housing) |
| Transitional: Moved in with Family/Friends | Temporary housing with family or friends | No | Unsuccessful Housing Outcome |
| Institution: Psychiatric hospital | Temporary/indefinite residence in a psychiatric hospital for the treatment of severe mental illness | No | Unsuccessful Housing Outcome |
| Institution: Inpatient alcohol/drug facility | Temporary/indefinite residence in an inpatient facility for treatment of alcohol and/or drug addiction | No | Unsuccessful Housing Outcome |
| Institution: Jail/prison | Incarceration in local, state or federal prison | No | Unsuccessful Housing Outcome |
| Emergency Shelter | Emergency Shelter (all including Tier II shelters) | No | Unsuccessful Housing Outcome (except for Outreach and YWCA-IHN) |
| Other: Other Supportive Housing | DO NOT USE | N/A | Unsuccessful Housing Outcome |
| Other: Places not meant for habitation (street) | Street, condemned buildings, etc. | No | Unsuccessful Housing Outcome |
| Other | Hotel, other | No | Unsuccessful Housing Outcome |
| Unknown | | N/A | Unsuccessful Housing Outcome |

(1) Client is determined to be in control of his/her housing if the lease/mortgage is in his/her name or if he/she otherwise has a written agreement that gives him/her a right to reside in his/her housing, such as a roommate agreement.

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Appendix 2: Data Element Definitions

| Data Element | Definition | NULL ¹ handling |
|---|--|---|
| Adults Served | A count of those clients aged 18 years and older. Includes only unique clients. (For those clients with multiple visits, only last visit is considered.) | Null values in the clients' birth date field will prohibit age calculation, excluding those records from this metric. |
| Ages of children | Percentages (based on total children) of children within 0-2, 3-7, 8-12, 13-17 age. <i>No calculations are made for the Maryhaven program based on the assumption that no children will enter that program.</i> | Null values in the clients.date_birth field will prohibit age calculation, excluding those records from this metric. |
| Average Age of Head of Household | For Family Shelters, the average age is calculated for only those clients who are the head of household. For Adult Shelters, this is the average age for all clients. Includes only unique clients. (For those clients with multiple visits, only last visit is considered.) | Null values in the clients' birth date field will prohibit age calculation, excluding those records from this metric. |
| Average monthly household income at entry | Calculated by adding the entry income fields together for each client and then dividing that sum by the number of clients. | Entry income fields which are NULL are converted to 0 (zero), in order to be included in the average calculation. |
| Average Number of Children | Calculated by summing the total number of children and dividing the sum by the number of unique households. <i>No calculations are made for the Maryhaven program based on the assumption that no children will enter that program.</i> | Null values in the clients.date_birth field will prohibit age calculation, excluding those records from this metric. |
| Children Served | A count of those clients aged 17 years and younger. Includes only unique clients. (For those clients with multiple visits, only last visit is considered.) | Null values in the clients' birth date field will prohibit age calculation, excluding those records from this metric. |
| Clients Served | A count of clients who were served within the specified period. Includes only unique clients. (For those clients with multiple visits, only the client's last visit is considered.) | N/A |
| Ethnicity | Hispanics and Non-Hispanics as a percentage of total clients. For Family Shelters, only head of household is considered. For Adult Shelters, all clients are considered. | Null entries are considered 'Non – Hispanic' |

¹ Null is defined in the context of this report as any blank or unusable data.

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Appendix 2: Data Element Definitions

| Data Element | Definition | NULL ¹ handling |
|----------------------------|---|--|
| Gender Percentage | The number of men and women as percentages of the total for the men's and women's shelters combined. Transgender, Unknown and NULL gender types are ignored. For Family Shelters, this is calculated only for head of household. For Adult Shelters, all clients are considered. | Null gender types are ignored. |
| Households Served | For Adult Shelters, a count of unique clients who were served during the reporting period. For Family Shelters, a count of unique families that were served during the reporting period. Includes only unique clients. (For those families with multiple visits, only the family's last visit is considered.) | N/A |
| Mean Family Size | Calculated for Family Shelters only. Formula divides the Total Individuals in Family by the number of households. | N/A |
| Percent Working at Entry | For Adult Shelters, clients flagged as working at entry as a percentage of the total number of clients. For Family Shelters, this percentage is calculated only on those clients marked head of household. | Null values are considered 'Non Working'. |
| Race of head of household | Black, White, and Other clients as a percentage of total clients. For Family Shelters, only head of household is considered. For Adult Shelters, all clients are considered. The Other group includes all clients that are neither Black nor White. | Null entries are included in the 'Other' category. |
| Successful Housing Outcome | Percentages of successful/unsuccessful outcomes (see definitions under 'Housing Outcomes'), as compared the combination of successful and unsuccessful outcomes. | N/A |