SYSTEM & PROGRAM LEVEL INDICATOR REPORT

FY2010
04/01/10 – 06/30/10
Our Mission
To end homelessness, CSB innovates solutions, creates collaborations, and invests in quality programs.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.
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Overview

System and Program Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

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

<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 System served 5% more households than during the same period of time last year. It is worthwhile noting the higher percentage of successful housing outcomes for this period. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology.
### System and Program Indicator Report

**FY10 EMERGENCY SHELTER**

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actual</th>
<th>Outcome Achievement</th>
<th>Capacity</th>
<th>Actual</th>
<th>Goal</th>
<th>Actual</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
<th>Yes or No</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEN’S SYSTEM</td>
<td>1,400</td>
<td>1,410</td>
<td>√</td>
<td>417</td>
<td>416</td>
<td>30</td>
<td>41</td>
<td>≠</td>
<td>246</td>
<td>186</td>
<td>≠</td>
</tr>
</tbody>
</table>

#### DEMOGRAPHICS

- **Men**
  - Households Served: 1,410
  - Clients Served: 1,410
  - Average Age (HOH): 43
  - Men as a percent of total single adults served: 79%
  - Veterans (U.S. Military): 16%
  - Avg. Monthly Household Income: $364
  - Percent Working at Entry: 14%
  - Race - White: 37%
  - Race - Black: 60%
  - Race - Other: 3%
  - Hispanic (HOH): 2%
  - Non-Hispanic (HOH): 98%

The Men’s System served 3% more men during FY10 Q4 than it did same time last year. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology. Successful Housing Outcomes are lower than projected and negatively impact the performance of the system.
The system served 8% less women than it did the same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. FY09 and FY10 Average Length of Stay calculations are based on a new, improved methodology.
The PSH System continues to perform well. The Southeast Scattered Sites project was 97% leased-up by the end of the reporting period. A CMHA freeze on Section 8 vouchers continues to affect the number of households served by the system.
## EMERGENCY SHELTER -- Single Adult Programs

<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>Movement</th>
<th>Program of Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Variance</td>
<td>Capacity¹</td>
<td>Goal</td>
<td>Actual</td>
</tr>
<tr>
<td>4/1/2010- 6/30/2010</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEN</td>
<td>Faith Mission on 6th²,³</td>
<td>N/A</td>
<td>470</td>
<td>N/A</td>
<td>110</td>
<td>113</td>
</tr>
<tr>
<td></td>
<td>Faith Mission on 8th²,³</td>
<td>N/A</td>
<td>345</td>
<td>N/A</td>
<td>95</td>
<td>94</td>
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<tr>
<td></td>
<td>Friends of the Homeless - Men’s Shelter</td>
<td>434</td>
<td>346 (88)</td>
<td>≠</td>
<td>130</td>
<td>134</td>
</tr>
<tr>
<td></td>
<td>VOAGO Men’s Shelter</td>
<td>197</td>
<td>244</td>
<td>47</td>
<td>√</td>
<td>40</td>
</tr>
<tr>
<td>WOMEN</td>
<td>Faith Mission-Nancy’s Place²,³</td>
<td>N/A</td>
<td>186</td>
<td>N/A</td>
<td>42</td>
<td>46</td>
</tr>
<tr>
<td></td>
<td>Friends of the Homeless - Rebecca’s Place</td>
<td>188</td>
<td>118 (70)</td>
<td>≠</td>
<td>47</td>
<td>49</td>
</tr>
<tr>
<td>INEBRIATE</td>
<td>Maryhaven Engagement Center</td>
<td>527</td>
<td>469 (58)</td>
<td>√</td>
<td>50</td>
<td>47</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Lutheran Social Services - Faith Mission²,³</td>
<td>1,020</td>
<td>969 (51)</td>
<td>√</td>
<td>247</td>
<td>253</td>
</tr>
</tbody>
</table>

¹ Capacity does not include overflow.
² Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy’s Place.
³ Faith Mission provided overflow services for FY10.
⁴ Monitored but not evaluated.
### EMERGENCY SHELTER--Tier I Family Program

<table>
<thead>
<tr>
<th>Program of Concern</th>
<th>Household Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Outcomes</th>
<th>Successful Housing Outcomes</th>
<th>Outcome Achievement</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Variance</th>
<th>Capacity</th>
<th>Actual</th>
<th>Outcome Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>YWCA Family Center</td>
<td>232</td>
<td>220</td>
<td>(12)</td>
<td>50</td>
<td>37</td>
<td>N/A</td>
<td>20</td>
<td>17</td>
<td>√</td>
<td>127</td>
<td>142</td>
<td>70%</td>
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</tbody>
</table>

1. Capacity does not include overflow.
2. Occupancy goal is applicable only to Tier II Shelters.
3. Successful housing outcome calculates as x% of the YWCA’s successful outcome measurement, which includes exits to both Tier II shelters and permanent housing.
4. The Average Transition Time measures the average number of days households receive shelter services from shelter entry to entry/enrollment into the FHC program.
5. Successful outcomes represent successfully diverted households that did not enter the YWCA Family Center.

### EMERGENCY SHELTER--Tier II Family Programs

<table>
<thead>
<tr>
<th>Program of Concern</th>
<th>Household Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes</th>
<th>Outcome Achievement</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Variance</th>
<th>Capacity</th>
<th>Actual</th>
<th>Outcome Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless Families Foundation</td>
<td>88</td>
<td>93</td>
<td>5</td>
<td>16</td>
<td>46</td>
<td>44</td>
<td>√</td>
<td>80</td>
<td>85</td>
<td>31</td>
<td>41</td>
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</tbody>
</table>

6. Out of the number of households served, these number of households participate in the Rolling Stock Pilot.
### SUPPORTIVE HOUSING

<table>
<thead>
<tr>
<th>Program</th>
<th>Occupancy Goal (#)</th>
<th>Occupancy Actual (#)</th>
<th>Variance</th>
<th>Outcome Achievement</th>
<th>Housing Stability Goal (# of months)</th>
<th>Housing Stability Actual (# of months)</th>
<th>Housing Stability Attainment of Goal %</th>
<th>Housing Stability Outcome Achievement</th>
<th>Successful Housing Outcomes</th>
<th>Program of Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Housing Network-Briggsdale</td>
<td>25</td>
<td>26</td>
<td>25</td>
<td>(1)</td>
<td>24</td>
<td>20</td>
<td>23</td>
<td>90%</td>
<td>92%</td>
<td>Yes or No: No</td>
</tr>
<tr>
<td>Community Housing Network-Community ACT</td>
<td>42</td>
<td>44</td>
<td>45</td>
<td>1</td>
<td>42</td>
<td>12</td>
<td>20</td>
<td>85%</td>
<td>98%</td>
<td>Yes or No: No</td>
</tr>
<tr>
<td>Community Housing Network-East 5th Avenue</td>
<td>38</td>
<td>40</td>
<td>39</td>
<td>(1)</td>
<td>37</td>
<td>24</td>
<td>30</td>
<td>90%</td>
<td>95%</td>
<td>Yes or No: No</td>
</tr>
<tr>
<td>Community Housing Network-North 22nd Street</td>
<td>30</td>
<td>32</td>
<td>30</td>
<td>(2)</td>
<td>29</td>
<td>24</td>
<td>34</td>
<td>90%</td>
<td>100%</td>
<td>No</td>
</tr>
<tr>
<td>Community Housing Network-North High Street</td>
<td>33</td>
<td>35</td>
<td>34</td>
<td>(1)</td>
<td>33</td>
<td>24</td>
<td>33</td>
<td>90%</td>
<td>97%</td>
<td>Yes or No: No</td>
</tr>
<tr>
<td>Community Housing Network-Cassady</td>
<td>10</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>11</td>
<td>20</td>
<td>30</td>
<td>90%</td>
<td>100%</td>
<td>No</td>
</tr>
<tr>
<td>Community Housing Network-Parsons</td>
<td>25</td>
<td>26</td>
<td>26</td>
<td>0</td>
<td>24</td>
<td>24</td>
<td>34</td>
<td>90%</td>
<td>90%</td>
<td>Yes or No: No</td>
</tr>
<tr>
<td>Community Housing Network-Safe Havens</td>
<td>13</td>
<td>16</td>
<td>15</td>
<td>(1)</td>
<td>14</td>
<td>24</td>
<td>53</td>
<td>90%</td>
<td>93%</td>
<td>No</td>
</tr>
<tr>
<td>Community Housing Network-St. Clair</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>1</td>
<td>26</td>
<td>16</td>
<td>23</td>
<td>90%</td>
<td>96%</td>
<td>No</td>
</tr>
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<td>Community Housing Network-Southpoint Place</td>
<td>46</td>
<td>48</td>
<td>47</td>
<td>(1)</td>
<td>45</td>
<td>12</td>
<td>14</td>
<td>90%</td>
<td>96%</td>
<td>No</td>
</tr>
<tr>
<td>Maryhaven Commons at Chantry</td>
<td>50</td>
<td>53</td>
<td>51</td>
<td>(2)</td>
<td>48</td>
<td>18</td>
<td>23</td>
<td>90%</td>
<td>94%</td>
<td>No</td>
</tr>
<tr>
<td>National Church Residences-Commons at Grant</td>
<td>50</td>
<td>53</td>
<td>54</td>
<td>1</td>
<td>49</td>
<td>24</td>
<td>37</td>
<td>90%</td>
<td>94%</td>
<td>No</td>
</tr>
<tr>
<td>Southeast-Scattered Sites 2,4</td>
<td>120</td>
<td>125</td>
<td>117</td>
<td>(8)</td>
<td>109</td>
<td>12</td>
<td>34</td>
<td>90%</td>
<td>99%</td>
<td>No</td>
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<tr>
<td>YMCA-40 West Long Street</td>
<td>105</td>
<td>110</td>
<td>111</td>
<td>1</td>
<td>105</td>
<td>20</td>
<td>31</td>
<td>90%</td>
<td>99%</td>
<td>No</td>
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<td>YMCA-Sunshine Terrace</td>
<td>75</td>
<td>79</td>
<td>78</td>
<td>(1)</td>
<td>75</td>
<td>24</td>
<td>41</td>
<td>90%</td>
<td>100%</td>
<td>No</td>
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<tr>
<td>YWCA-WINGS</td>
<td>69</td>
<td>73</td>
<td>75</td>
<td>2</td>
<td>67</td>
<td>24</td>
<td>30</td>
<td>90%</td>
<td>99%</td>
<td>No</td>
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<tr>
<td>Rebuilding Lives PACT Team Initiative</td>
<td>108</td>
<td>113</td>
<td>111</td>
<td>(2)</td>
<td>108</td>
<td>21</td>
<td>28</td>
<td>90%</td>
<td>98%</td>
<td>No</td>
</tr>
</tbody>
</table>

1. Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity. The goal is 95% for the occupancy rate.

2. The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA / 2 households).

3. Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

4. Capacity increased to 120 in Q3 FY10 and program is currently 97% leased up.

5. CHN’s commitment for Cassady is 10 units; there are currently 11 Rebuilding Lives eligible tenants residing in this program.
## System and Program Indicators Report

### HUD CoC FUNDED PROGRAMS

<table>
<thead>
<tr>
<th>Program of Concern</th>
<th>4/1/2010 - 6/30/2010</th>
<th>Households Served</th>
<th>Program Occupancy Rate</th>
<th>Housing Stability (Months)</th>
<th>Successful Housing Outcomes</th>
<th>Program of Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Capacity</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Variance</td>
<td>Outcome Achievement</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amethyst-RSvP</td>
<td></td>
<td>8</td>
<td>12</td>
<td>21</td>
<td>9</td>
<td>√</td>
</tr>
<tr>
<td>Huckleberry House - Transitional Living Program</td>
<td>24</td>
<td>30</td>
<td>30</td>
<td>0</td>
<td>√</td>
<td>98%</td>
</tr>
<tr>
<td>Friends of the Homeless-New Horizons</td>
<td>36</td>
<td>48</td>
<td>48</td>
<td>0</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>VOAGO - Veterans</td>
<td>40</td>
<td>45</td>
<td>83</td>
<td>38</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Community Housing Network-Family Homes</td>
<td>15</td>
<td>16</td>
<td>15</td>
<td>(1)</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Community Housing Network-Wilson</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>0</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>VOAGO - Family Supportive Housing</td>
<td>30</td>
<td>32</td>
<td>30</td>
<td>(2)</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Shelter Plus Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amethyst-SPC</td>
<td>92</td>
<td>95</td>
<td>106</td>
<td>11</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Columbus AIDS Task Force - TRA</td>
<td>89</td>
<td>93</td>
<td>92</td>
<td>(1)</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Community Housing Network-SRA SPC</td>
<td>137</td>
<td>144</td>
<td>215</td>
<td>71</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Community Housing Network-TARA SPC</td>
<td>149</td>
<td>156</td>
<td>138</td>
<td>(18)</td>
<td>#</td>
<td>95%</td>
</tr>
<tr>
<td>Faith Mission - Shelter Plus Care</td>
<td>44</td>
<td>46</td>
<td>45</td>
<td>(1)</td>
<td>√</td>
<td>95%</td>
</tr>
<tr>
<td>Total Shelter Plus Care</td>
<td>511</td>
<td>534</td>
<td>563</td>
<td>62</td>
<td>√</td>
<td>95%</td>
</tr>
</tbody>
</table>

1. Programs are non-CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.
2. Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.
3. Huckleberry House program capacity decreased to 24 as of 1/10/2009.
4. Program voluntarily participates in CSP. Program is able to exceed capacity at times because it has three overflow units.
5. Due to households transfer from S+C to Section 8, Amethyst SPC is experiencing a lower occupancy.
6. The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 8 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 14 households); RLPTI (TRA / 20 households); Southeast Scattered Sites (TRA/2 households).
7. Occupancy rate exceeds 100% because CMHA allowed providers to overlease throughout the year. CHN SPC SPA is expanding capacity during this period.
8. 35 Units were transferred from LSS FM SPC to CHN SPC SRA as of 06/01/2010, affecting the capacity of both programs. New capacity will be reflected in FY11.
<table>
<thead>
<tr>
<th>FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES</th>
<th>4/1/2010- 6/30/2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program of Concern</strong></td>
<td><strong>Goal (#)</strong></td>
</tr>
<tr>
<td>Direct Housing - The Salvation Army</td>
<td>48</td>
</tr>
<tr>
<td>Job2Housing - The Salvation Army2</td>
<td>10</td>
</tr>
<tr>
<td>Stable Families - Communities In Schools3,4</td>
<td>47</td>
</tr>
<tr>
<td>Stable Families - CIS Weinland Park Expansion</td>
<td>12</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OUTREACH</th>
<th>4/1/2010- 6/30/2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program of Concern</strong></td>
<td><strong>Goal (#)</strong></td>
</tr>
<tr>
<td>Maryhaven Outreach</td>
<td>82</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER</th>
<th>4/1/2010- 6/30/2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program of Concern</strong></td>
<td><strong>Goal (#)</strong></td>
</tr>
<tr>
<td>Transition - CSB Transition Program7,8</td>
<td>215</td>
</tr>
<tr>
<td>Prevention - Gladden Community House3</td>
<td>320</td>
</tr>
</tbody>
</table>

---

1. Use of CSB DCA includes CSB funding only.
2. Program implemented as of March 2010.
3. Includes households served with HPRP and non-HPRP funding for this fiscal year.
4. Exclusive of Weinland Park activity.
5. Evaluation time frame is year to date.
6. Average $ in DCA is higher due to implementation of the multi-month assistance using HPRP funds.
7. Program Level Reporting: Other Programs
## System and Program Indicators Report

<table>
<thead>
<tr>
<th>Other</th>
<th>New Households Served</th>
<th>Total Households Served</th>
<th>Submitted SS/SSDI Applications</th>
<th>Successful SS/SSDI Applications</th>
<th>Submitted Other Applications</th>
<th>Program of Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
</tr>
<tr>
<td>Benefits Partnership - YWCA(^1)</td>
<td>88</td>
<td>116</td>
<td>✔</td>
<td>141</td>
<td>148</td>
<td>✔</td>
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</tbody>
</table>

\(^1\) New program implemented 7/1/2009.

<table>
<thead>
<tr>
<th>HPRP Programs</th>
<th>HPRP Programs</th>
<th>Total Households Served</th>
<th>Average Length of Participation (Days/Months)</th>
<th>Successful Housing Outcomes</th>
<th>Usage of CSB DCA (Average $)</th>
<th>Usage of CSB DCA (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
</tr>
<tr>
<td>Stable Families - Communities in Schools HPRP</td>
<td>N/A</td>
<td>215</td>
<td>N/A</td>
<td>N/A</td>
<td>79</td>
<td>N/A</td>
</tr>
<tr>
<td>CHN - ADAMH Prevention</td>
<td>30</td>
<td>29</td>
<td>N/A</td>
<td>3</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Gladden Community House - Single Adult Prevention</td>
<td>N/A</td>
<td>63</td>
<td>N/A</td>
<td>N/A</td>
<td>17</td>
<td>N/A</td>
</tr>
<tr>
<td>CSB Transition - HPRP DCA</td>
<td>N/A</td>
<td>186</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Households Served</th>
<th>Shelter Linkage (^2)</th>
<th>Successful Diversion Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
</tr>
<tr>
<td>LSS - Centralized Point of Access</td>
<td>1,700</td>
<td>1,426</td>
</tr>
</tbody>
</table>

\(^2\) Contract to date reporting.

\(^3\) New measure. To be benchmarked in FY2010.