

SYSTEM & PROGRAM INDICATOR REPORT

FY2015
1/1/15 – 3/31/15

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

FY2015 Quarter 3: 1/1/15 – 3/31/15

The direct housing providers in Community Shelter Board's nationally recognized emergency shelter system for families are being recognized as featured programs of excellence.

The YWCA Family Center refers families with multiple barriers such as poor work history, credit problems and evictions to Homeless Families Foundation, the Salvation Army and Volunteers of America of Greater Ohio. While families are sheltered at the YWCA Family Center, these three providers work with the families to deliver intensive services focused on ending the homeless crisis quickly and stabilizing families in housing. They link families to services to assure housing stability, like employment and job training, medical care, mental health and housing resources. They continue to work with families after they are housed to provide support to maintain stable housing. Community Shelter Board provides access to short-term financial assistance for first month's rent, security deposit or utility payments.

Homeless Families Foundation, the Salvation Army and Volunteers of America of Greater Ohio have undertaken highly collaborative work to improve the referral process for families, assuring that families receive quick and effective assistance to end their homeless crisis. This level of collaboration results in a more effective and efficient system, which is critically important since the system has served 79% more families since 2011.



Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarterly period of 1/1/15 – 3/31/15. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among providers in their work to end homelessness. Our provider 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 provider, 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 providers 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 providers 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. 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. The following key is used to express outcome achievement status for each indicator:

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

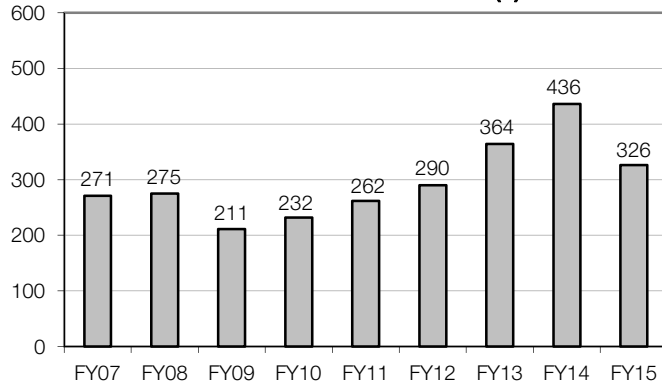
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

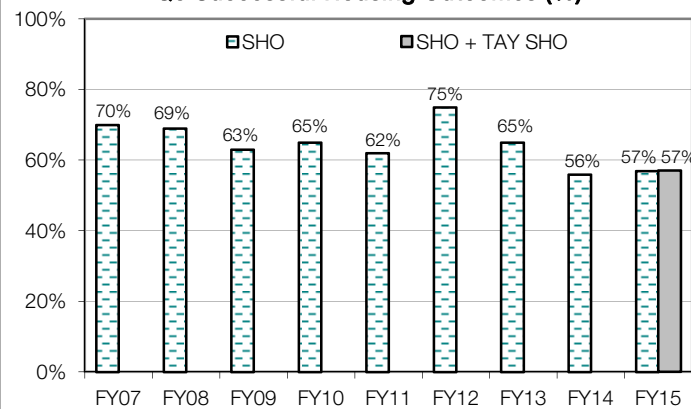
System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	1/1/2015-3/31/2015	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	232	326	√	50	69	20	22	√	127	145	√	70%	57%	≠

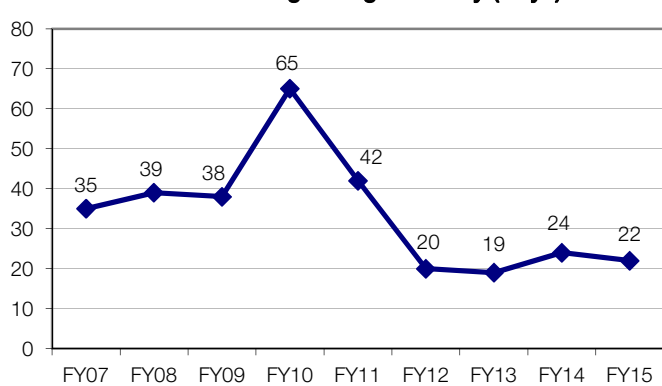
Q3 Household Served (#)



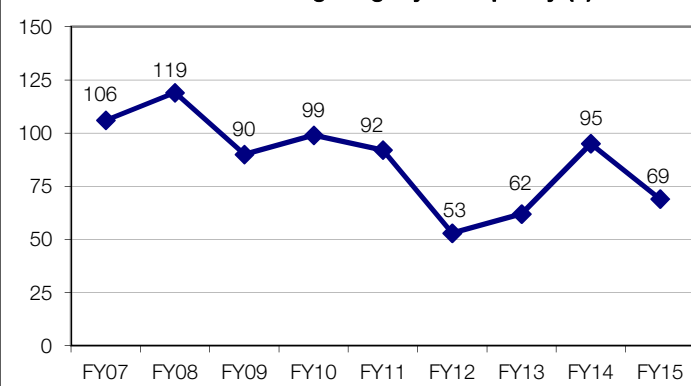
Q3 Successful Housing Outcomes (%)²



Q3 Average Length of Stay (Days)



Q3 Average Nightly Occupancy (#)



DEMOGRAPHICS	Family
Households Served	326
Percent Newly homeless	60%
Clients Served	1,131
Average Age (HoH)	30
Gender - Male (HoH)	7%
Gender - Female (HoH)	93%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$572
Percent Working at Entry	32%
Race - White (HoH)	26%
Race - Black (HoH)	74%
Race- Other (HoH)	0%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	459
Children Served	672
Mean Family Size	3.5
Average Number of Children	2.0
Adults 18-24 years (HoH)	30%
Children 0 - 2 years	27%
Children 3 - 7 years	38%
Children 8 - 12 years	23%
Children 13 - 17 years	12%

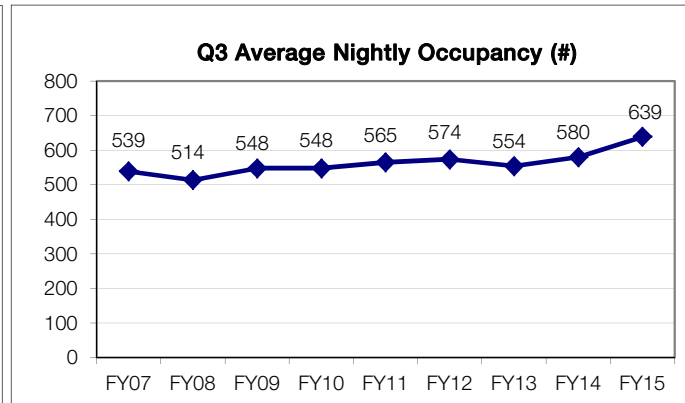
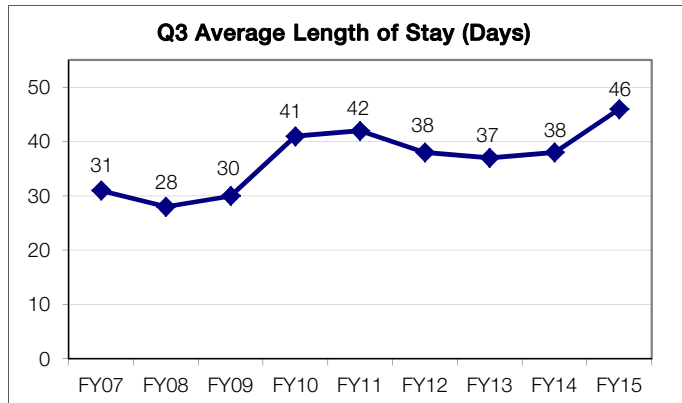
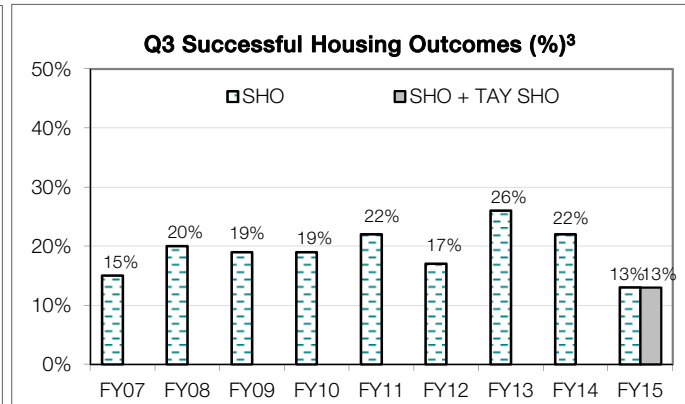
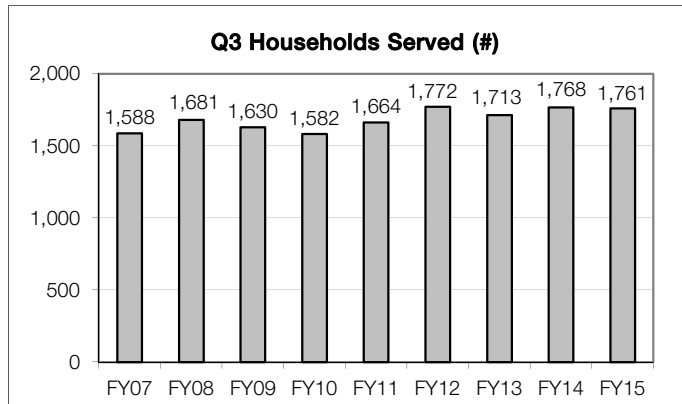
The Family Emergency Shelter System served 25% less households compared to the same reporting period of last fiscal year. The low percentage of successful housing outcomes for the system is concerning. The percent of newly homeless families is lower than the previous reporting periods, indicative of the fact that more families that have experienced homelessness in the past are returning to the emergency shelter.

¹ Overflow capacity is not included.

² A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of households aged 18-24. When considering permanent exits to family for all age groups, a rate of 59% was measured.

System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	1/1/2015-3/31/2015	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,700	1,761	√	450	639	35	46	≠	336	164	≠	28%	13%	≠



DEMOGRAPHICS	Men
Households Served	1,761
Percent Newly homeless	48%
Average Age	43
Men as a percent of total single adults served	69%
Veterans (U.S. Military) all adults	11%
Average Monthly Household Income	\$319
Percent Working at Entry	18%
Average Daily Waitlist Number	9
Race - White	35%
Race - Black	62%
Race - Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years ²	9%
Adults 25 - 34 years ²	21%
Adults 35 - 44 years ²	22%
Adults 45 - 55 years ²	32%
Adults 56 - 61 years ²	11%
Adults 62+ years ²	4%

The system experienced a slight decrease in the number of individuals served when compared to the same reporting period of last fiscal year. The percent of newly homeless is concerning in that it shows that the majority of single adults served received shelter services in previous years, however, the percent of newly homeless single adult men significantly increased since last year. On average 9 single adult men were not able to receive shelter daily, due to capacity limitations after overflow capacity closed. The average length of stay significantly increased compared to the same reporting period of last fiscal year. The successful housing outcomes rate significantly decreased and is at its lowest rate since monitored. As of 10/1/2014 housing services for all emergency shelters are provided by Access Ohio Navigator Program.

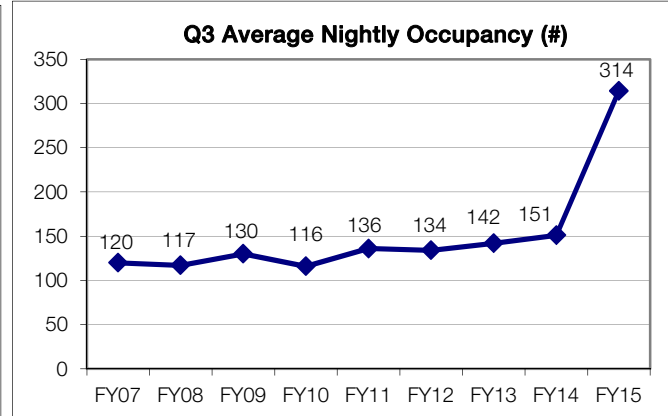
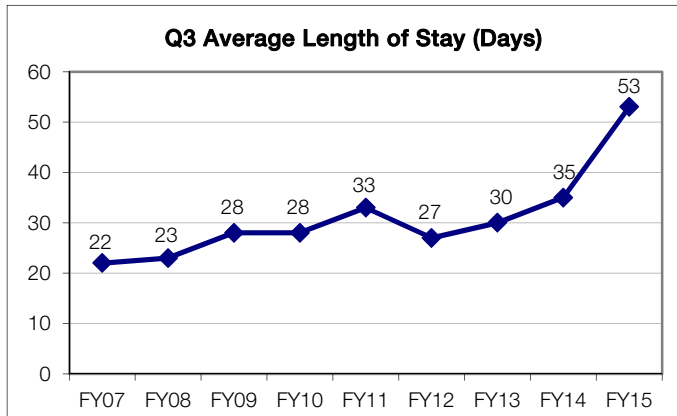
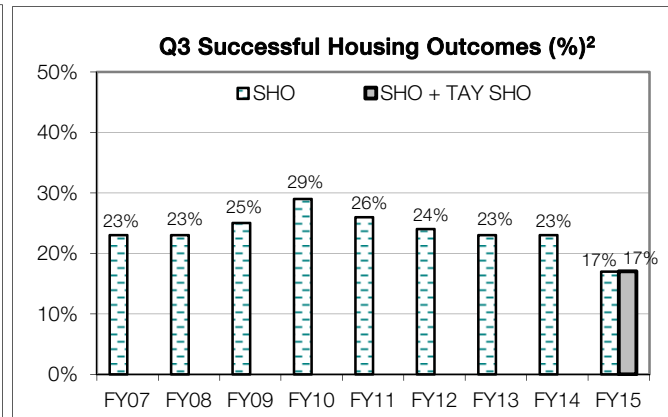
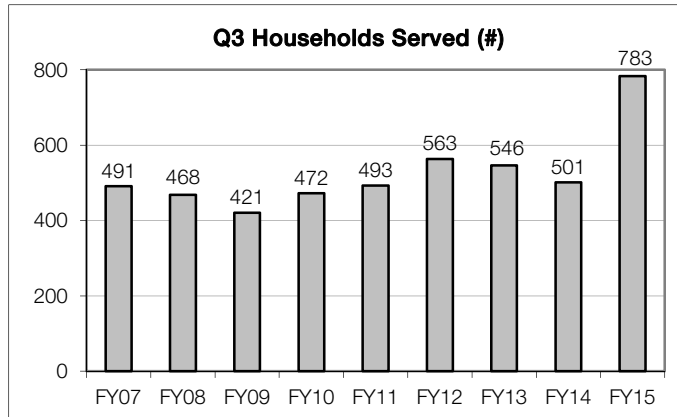
¹ Seasonal Overflow capacity is not included. LSS VA Men's emergency housing capacity increased by 5 beds in January 2015.

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

³ A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the single adults aged 18-24. When considering permanent exits to family for all age groups, a rate of 14% was measured.

System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	1/1/2015-3/31/2015	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	550	783	√	263	314	35	53	≠	118	89	≠	28%	17%	≠



DEMOGRAPHICS	Women
Households Served	783
Percent Newly homeless	69%
Average Age	39
Women as a percent of total single adults served	31%
Veterans (U.S. Military) all adults	3%
Average Monthly Household Income	\$399
Percent Working at Entry	20%
Race - White	41%
Race - Black	56%
Race- Other	3%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	18%
Adults 25 - 34 years	23%
Adults 35 - 44 years	21%
Adults 45 - 55 years	28%
Adults 56 - 61 years	7%
Adults 62+ years	3%

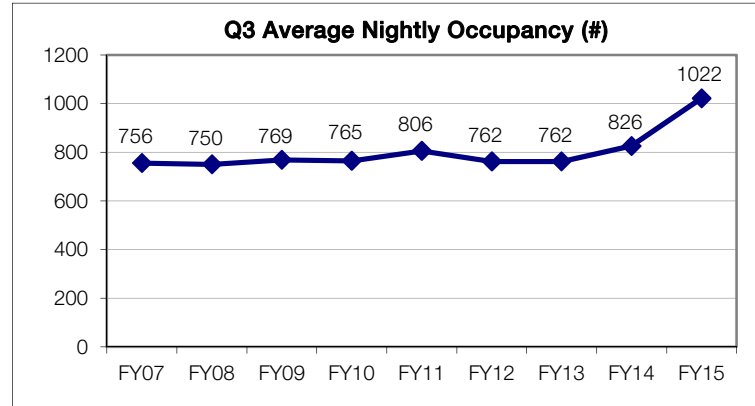
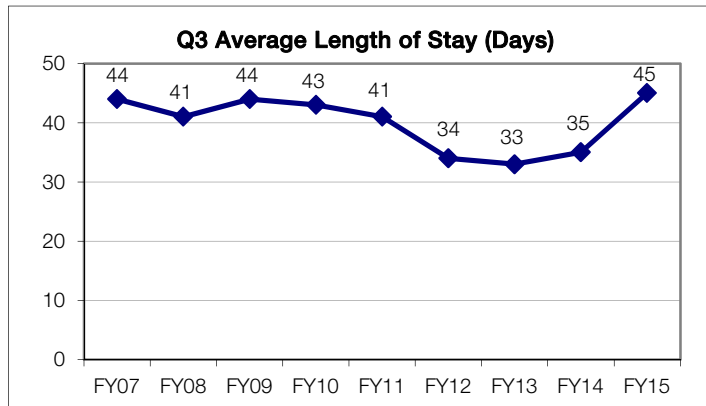
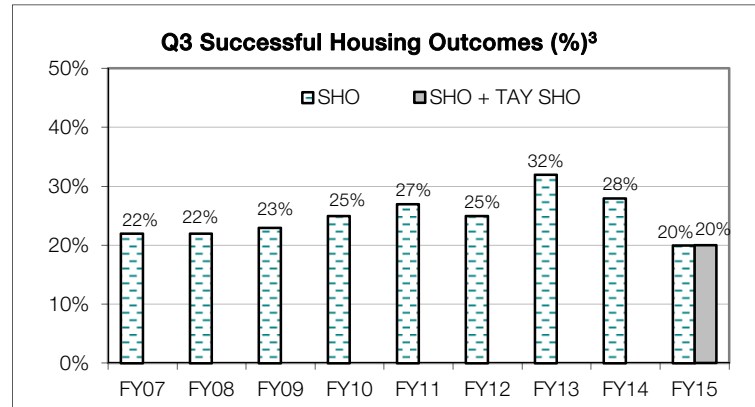
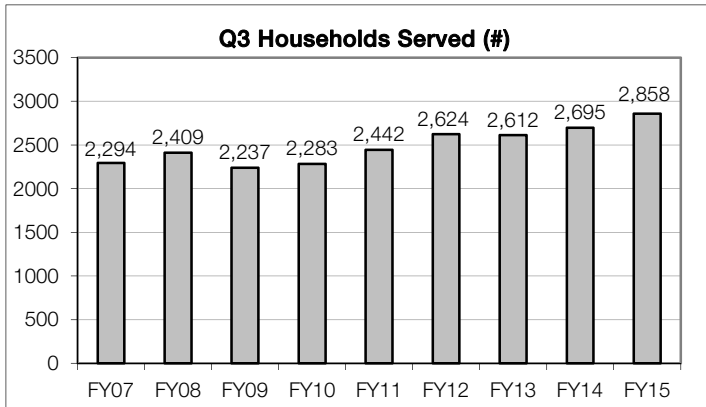
The system experienced an increase in the number of women served by 56%, compared to the same reporting period of last fiscal year. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "First time homeless" shelter and a minimum of 142 flexible capacity beds. Additional beds are made available so that all women that need shelter are now able to receive it. The increase in average length of stay is very concerning. A significant increase in households' income at entry and employment, compared to prior reporting periods, is noted (11% employed in the same reporting period of last fiscal year). The percent of newly homeless is at its highest historically and among all emergency shelter systems. The majority of women served are new to homelessness. The successful housing outcomes rate significantly decreased and is at its lowest rate since monitored. As of 10/1/2014 housing services for all emergency shelters are provided by Access Ohio Navigator Program.

¹ Seasonal overflow capacity is not included. Flexible capacity is included.

² A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the single adults aged 18-24. When considering permanent exits to family for all age groups, a rate of 19% was measured.

System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	1/1/2015-3/31/2015	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System ¹	2,482	2,858	√	763	1022	30	45	≠	581	398	≠	35%	20%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,858
Percent Newly homeless	56%
Clients Served	3,662
Adults Served	2,989
Children Served	673
Average Age (HoH)	40
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) (All Adults)	8%
Average Monthly Household Income	\$374
Percent Working at Entry	20%
Average Daily Waitlist Number	9
Race - White (HoH)	36%
Race - Black (HoH)	62%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	14%

We are reporting an increase in households served by 6% compared to the same reporting period of last fiscal year due to the increase in the women's system numbers. New shelter capacity for women opened August 18, 2014, adding 20 new beds for the new "First time homeless" shelter and a minimum of 142 flexible capacity beds. All women that currently need shelter are sheltered. On average 9 single men were not able to receive shelter daily, after significant overflow capacity closed on March 15. The successful housing outcomes rate is at its lowest rate since monitored, due to all individual systems' performance being extremely low. The average length of stay significantly increased, due to the single adult systems' performance.

¹ System includes single adult and family shelters.

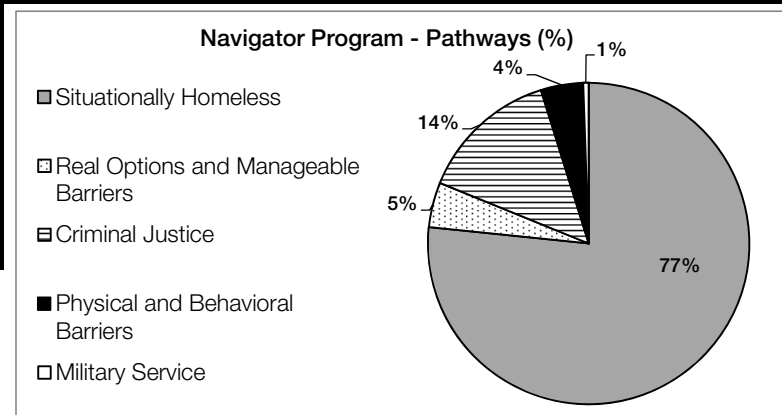
² Seasonal overflow capacity is not included. Flexible capacity for single women is included. LSS VA Men's emergency housing capacity increased by 5 beds in January 2015.

³ A Successful Housing Outcome (SHO) + Transitional Age Youth SHO (TAY SHO) was measured when including permanent exits to family for the heads of the household aged 18-24. When considering permanent exits to family for all age groups, a rate of 21% was measured.

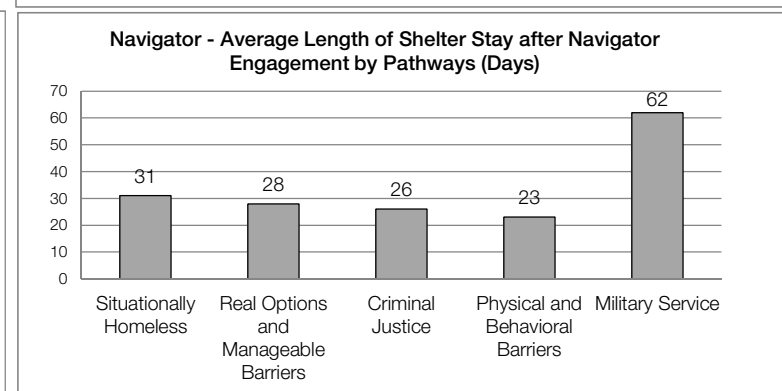
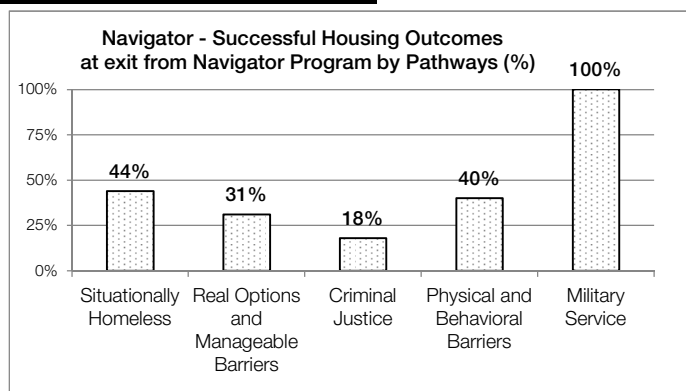
FY15 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS ¹	First Time Homeless Shelter	Single Adult Tier 2 Shelter System	Navigator Program	Navigator Program - Pathways ⁵				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
1/1/2015-3/31/2015								
Total Household Served (#)	128	1,408	1,087	829	49	152	46	6
Successful Housing Outcomes (%) ⁴	41%	19%	41%	44%	31%	18%	40%	100%
Average Number of Shelter Visits (#) ²	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days)	N/A	N/A	14	16	13	11	17	17
Average Length of Shelter Stay (Days)	14	53	29	31	28	26	23	62
Average Length of Participation (Days)	N/A	N/A	75	78	45	57	112	170
Newly Homeless (%)	94%	52%	71%					
Recidivism (%) ³	N/A	N/A	N/A					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	43%					
Employment Rate Change/Increase (%)	N/A	N/A	0%					
Income Change/Increase (%)	N/A	N/A	0%					
Cost per Individual Served (\$) ²	N/A	N/A	N/A					
Street Homelessness Decrease (%) ²	N/A	N/A	N/A					

Diversion	
Diversion Rate at CPOA (%)	29%

Linkage	
Same Day Access to Shelter from CPOA (%)	99%



The new dashboard reflects outcomes for the new crisis response system. These measures will be further refined as more data becomes available.



¹New system implemented 10/1/2014. Includes shelters where the Navigator Program is operating, exclusive of front door shelter, overflow and VA programs. These shelters are called "Tier 2" shelters and include LSS Faith Mission shelters, Southeast Friends of the Homeless and VOAGO Men's shelters, YMCA Women's shelter and Maryhaven Shelter2Housing shelter.

²Measured annually.

³Too early to measure.

⁴Successful outcome measure for the Front Door Shelter. For the Navigator Program measures success after exit from shelter and termination of follow up services.

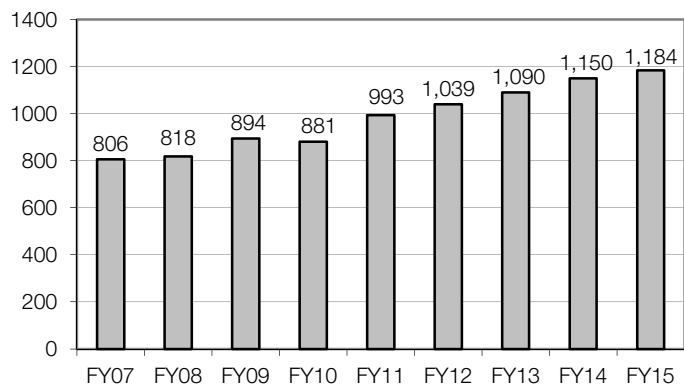
⁵Five clients were excluded due to missing data.

Crisis Response System	Benchmark	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

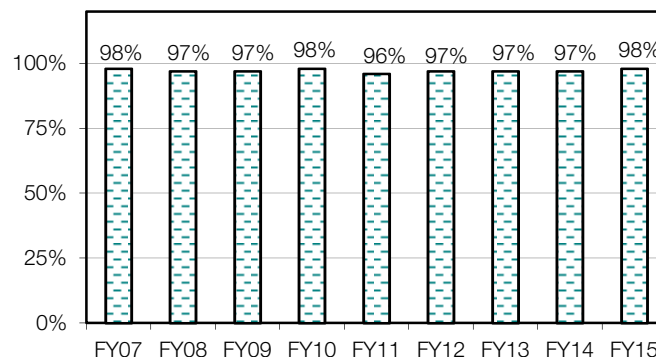
System and Program Indicator Report

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives Units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2015-3/31/2015															
PSH System	1,231	1,184	√	95%	97%	√	24	37	√	1,108	1,162	√	90%	98%	√

Q3 Households Served (#)

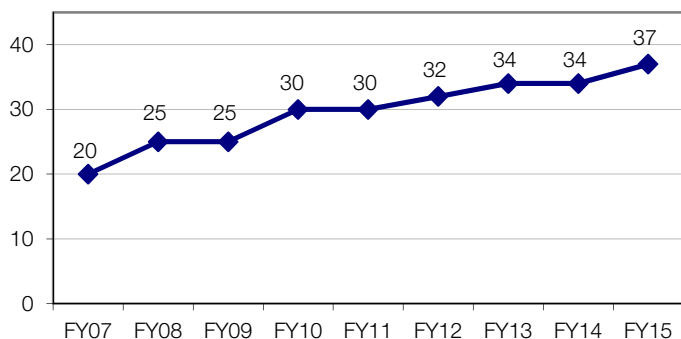


Q3 Successful Housing Outcomes (#)

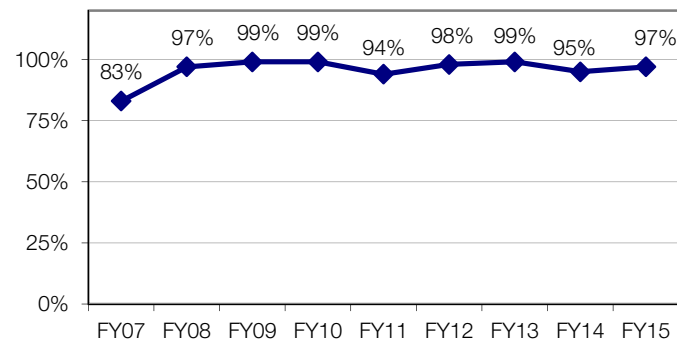


The PSH System continues to perform well. The inventory as of 3/31/15 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. 3 percent more households were served this reporting period compared to the same reporting period of last fiscal year. At 97%, the occupancy rate is showing good utilization of resources.

Q3 Housing Stability (Months)

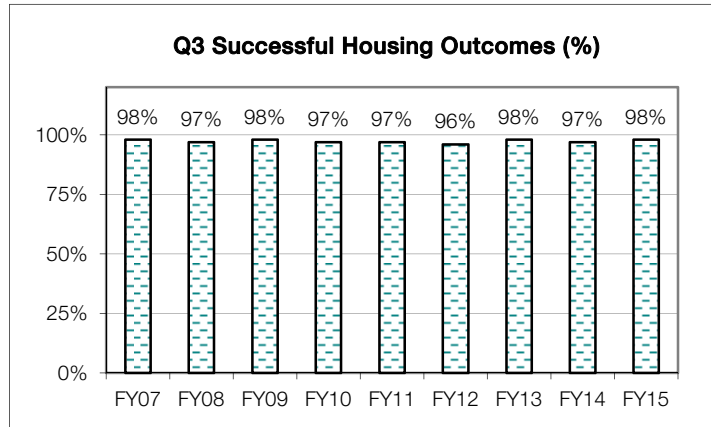
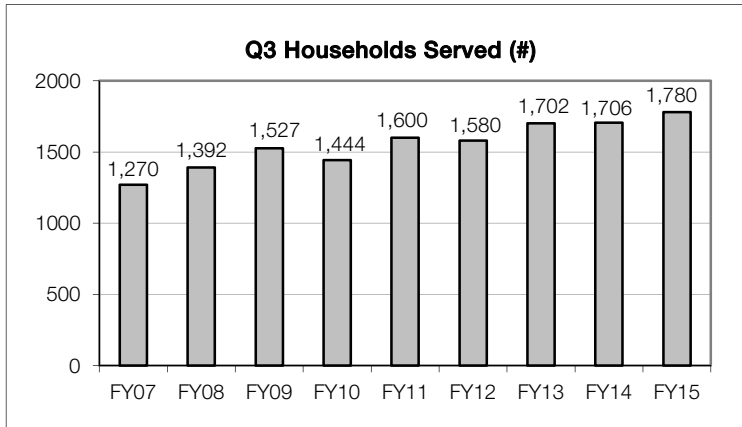


Q3 Occupancy Rate (%)

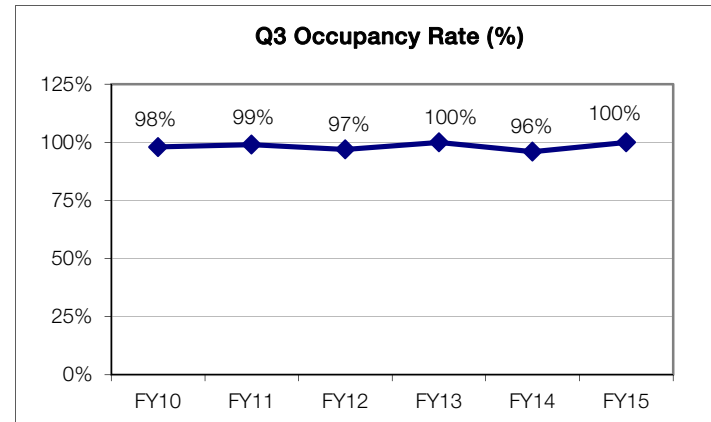
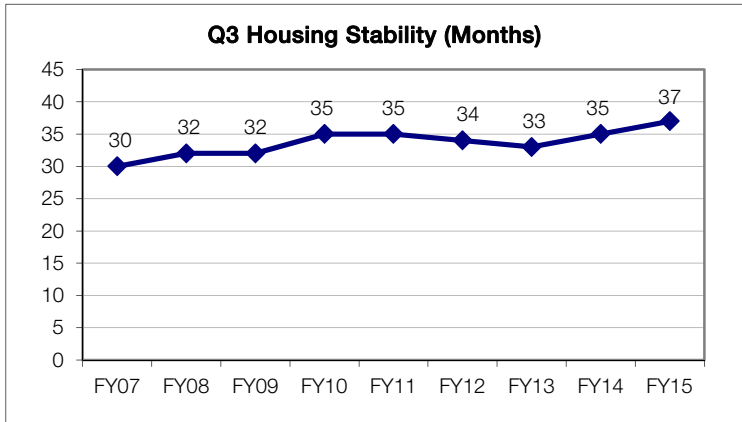


System and Program Indicator Report

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	1/1/2015-3/31/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Total PSH System	1,802	1,780	√	95%	100%	√	24	37	√	1,532	1,738	√	85%	98%	√

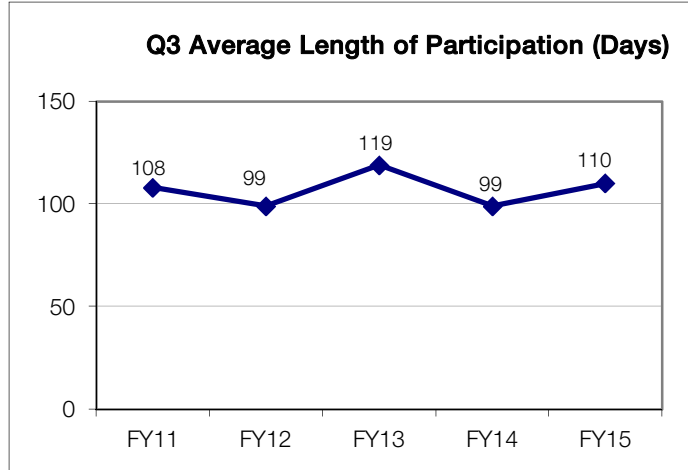
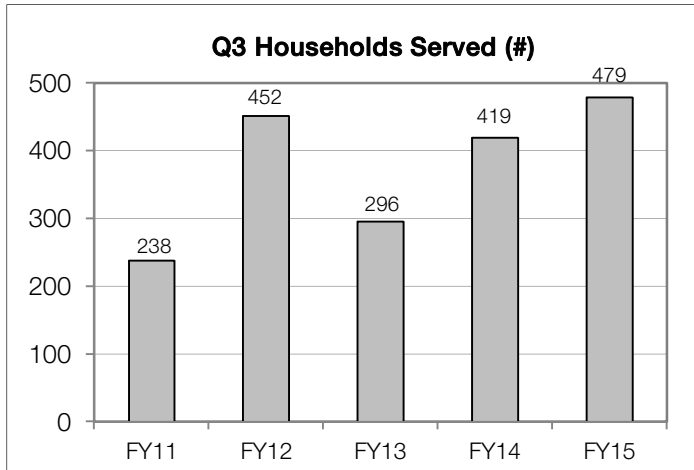
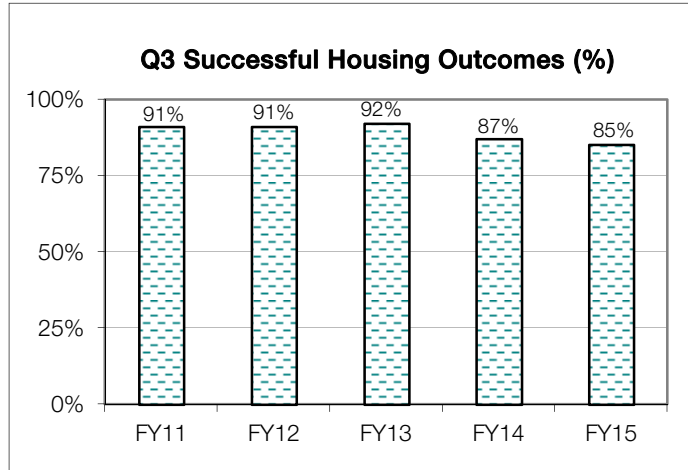
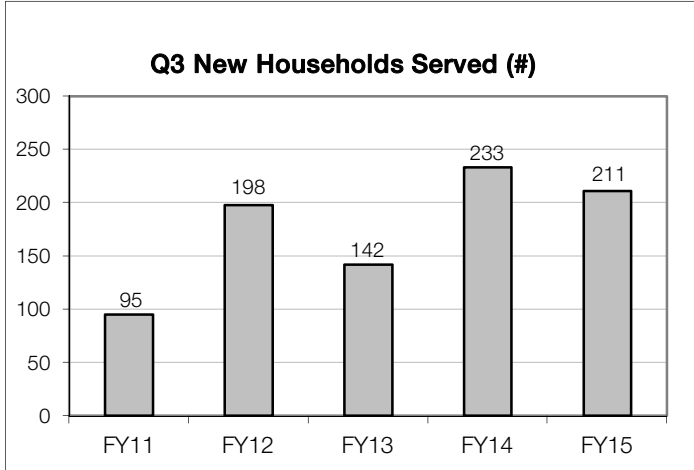


The system continues to perform well, with good occupancy and success rates. 4 percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,716. VA VASH voucher capacity of 289 is not included in CSP.



System and Program Indicator Report

FY15 Direct Housing/Rapid Re-housing 1/1/2015-3/31/2015	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Direct Housing Rapid Re-housing System ¹	181	211	√	330	479	√	110	110	√	181	199	√	90%	85%	√



DEMOGRAPHICS	Family & Adults
Households Served	479
Clients Served	1,240
Average Age (HoH)	39
Gender - Male (HoH)	42%
Gender - Female (HoH)	58%
Veterans (U.S. Military) all adults	33%
Average Monthly Household Income	\$553
Percent Working at Entry	24%
Adults Served	603
Children Served	637
Race - White (HoH)	32%
Race - Black (HoH)	67%
Race- Other (HoH)	1%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Mean Family Size ²	3.5
Average Number of Children ²	2.1
Children 0 - 2 years ²	28%
Children 3 - 7 years ²	38%
Children 8 - 12 years ²	22%
Children 13 - 17 years ²	12%

The performance of the system, reflected by the successful housing outcomes is good. The percent of veterans served is high due to the SSVF programs added in October 2013.

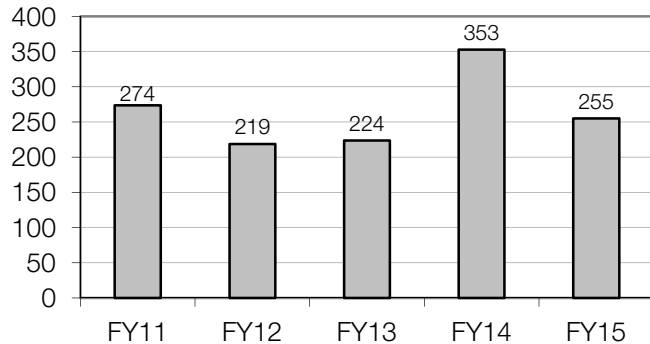
¹System includes HFF Direct Housing, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. Excludes CSB Transition, Access Ohio Navigator and YWCA Kinship.

²Data only refers to families served.

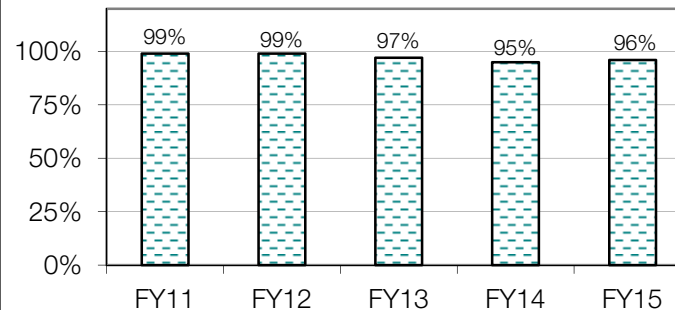
System and Program Indicator Report

FY15 Prevention	Households Served			Average Length of Participation (Days) ³			Successful Housing Outcomes					
	1/1/2015-3/31/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Prevention System ¹	237	255	√	90	108	≠	164	135	≠	93%	96%	√

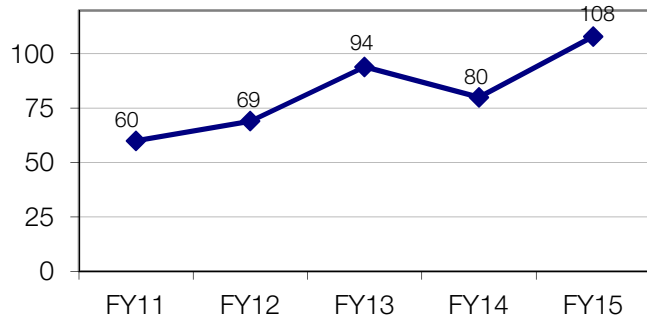
Q3 Households Served (#)



Q3 Successful Housing Outcomes (%)



Q3 Average Length of Participation (Days)³



DEMOGRAPHICS	Family & Adults
Households Served	255
Clients Served	705
Average Age (HoH)	39
Gender - Male (HoH)	28%
Gender - Female (HoH)	72%
Veterans (U.S. Military) all adults	21%
Average Monthly Household Income ⁴	\$844
Percent Working at Entry ⁴	49%
Race - White (HoH)	38%
Race - Black (HoH)	62%
Race - Other (HoH)	0%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	330
Children Served	375
Mean Family Size ²	3.5
Average Number of Children ²	2.1
Children 0 - 2 years ²	18%
Children 3 - 7 years ²	35%
Children 8 - 12 years ²	24%
Children 13 - 17 years ²	23%

The performance of the system, reflected by the successful housing outcomes is very good. The number served decreased for the reporting period compared to last year's numbers due to the closing of Gladden Community House's Prevention project as of 1/31/2015. This in turn affected the number of successful housing outcomes for the system. The percent of veterans served is high due to the SSVF programs added in October 2013.

¹ System includes CIS Stable Families, Gladden Community House Prevention and Stable Families, LSS SSVF and VOAGO SSVF, and YWCA Bridge to Affordable Housing.

² Data only refers to the families served.

³ Excludes Gladden Community House Prevention. Average length of participation including GCH Prevention is 62 days.

⁴ Excludes Gladden Community House Prevention. Program closed as of 1/31/2015.

EMERGENCY SHELTER - Single Adult Programs ¹²	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁸							Average Engagement Time			Movement	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#) + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual (%)	Actual + TAY SHO (%) ^f	Outcome Achievement	Actual + All Exits to Family Permanent (%) ¹⁰	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%
1/1/2015-3/31/2015																						
MEN																						
LSS - Faith Mission on 6th ²	N/A	490	N/A	N/A	110	133	√	35	35	N/A	N/A	19	N/A	28%	5%	5%	N/A	5%	7	12	N/A	10%
LSS - Faith Mission on 8th ²	N/A	229	N/A	N/A	95	94	√	35	57	N/A	N/A	17	N/A	28%	13%	13%	N/A	13%	7	6	N/A	10%
LSS - Overflow ¹¹	N/A	190	N/A	N/A	46	42	N/A	N/A	26	N/A	N/A	11	N/A	N/A	7%	7%	N/A	7%	7	11	N/A	N/A
Friends of the Homeless - Men's Shelter	489	384	(105)	≠	130	142	√	35	53	≠	101	41	≠	28%	16%	16%	≠	18%	7	17	≠	14%
VOAGO - Men's Shelter	188	129	(59)	≠	40	44	√	35	49	≠	41	22	≠	28%	25%	25%	√	27%	7	7	√	10%
YMCA - Men's Overflow ³	500	769	269	√	84	101	√	35	12	√	N/A	3	N/A	N/A	0%	0%	N/A	0%	7	8	N/A	N/A
WOMEN																						
LSS - Faith Mission - Nancy's Place ²	N/A	161	N/A	N/A	42	49	√	35	40	N/A	N/A	18	N/A	28%	16%	16%	N/A	16%	7	16	N/A	4%
YMCA - Van Buren Women's Shelter ⁴	177	127	(50)	≠	47	52	√	35	66	≠	36	28	≠	28%	36%	36%	√	37%	7	14	≠	4%
YMCA - Front Door Shelter ⁶	N/A	128	N/A	N/A	20	17	N/A	7	14	≠	N/A	3	N/A	60%	41%	41%	≠	42%	7	16	N/A	N/A
YMCA Van Buren Flex Capacity Women ⁷	170	504	334	√	142	183	√	35	46	≠	N/A	37	N/A	N/A	10%	10%	N/A	12%	7	20	N/A	N/A
INEBRIATE																						
Maryhaven - Engagement Center Safety ⁵	438	295	(143)	≠	25	47	√	12	15	≠	207	55	≠	50%	22%	22%	≠	23%	N/A	N/A	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing ⁵	207	50	(157)	≠	25	19	≠	35	52	≠	51	22	≠	28%	73%	73%	√	73%	7	59	≠	17%
VA EMERGENCY HOUSING																						
VOAGO - VA Emergency Housing	13	37	24	√	13	13	√	90	49	√	4	17	√	28%	74%	74%	√	78%	N/A	N/A	N/A	0%
LSS - VA Men & Women	17	57	40	√	24	19	≠	90	42	√	8	22	√	50%	63%	63%	√	69%	N/A	N/A	N/A	6%
AGENCY																						
Lutheran Social Services - Faith Mission ²	930	863	(67)	√	247	275	√	35	42	≠	191	54	≠	28%	9%	9%	≠	9%	7	15	≠	9%

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

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

³ Program opened 11/17/14.

⁴ Program replaced Friends of the Homeless - Rebecca's Place as of 7/30/14.

⁵ Program split into two programs on 7/1/14. Shelter2Housing shelters clients who have committed to pursuing housing.

⁶ YMCA Front Door Shelter is evaluated as Men's and Women's shelters combined. Only Women's shelter opened on 8/18/14.

⁷ Program opened on 8/18/14.

⁸ Successful outcomes measure for YMCA Front Door Shelter and Maryhaven Engagement Center Safety.

⁹ Exit to family (permanent tenure) is included as successful exit for the TAY population.

¹⁰ Exit to family (permanent tenure) for all age groups is shown and is piloted.

¹¹ The program started with 10 beds on 11/12/14 and ramped up to 46 beds on 11/16/14.

¹² As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. The shelters performance, reflected in the average length of stay and successful housing outcomes measures are mainly due to activities of the Navigator Program operated by Access Ohio.

COORDINATED POINT OF ACCESS - Single Adult	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2015-3/31/2015													
HandsOn Central Ohio - CPOA	2,500	2,829	√	90%	99%	√	500	1,126	√	20%	29%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes			Usage of CSB DCA (%) ²					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
1/1/2015-3/31/2015																					
Maryhaven - Capital Crossroad SID Outreach ³	N/A	9	N/A	N/A	21	N/A	N/A	11	N/A	N/A	100%	N/A	N/A	5	N/A	N/A	45%	N/A	N/A	33%	N/A
Maryhaven - Outreach	77	11	≠	127	86	≠	54	29	≠	70%	73%	√	27	17	≠	50%	59%	√	25%	35%	√

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Engagement Time (Days)		
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual + TAY SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement
1/1/2015-3/31/2015																		
YWCA - Family Center	232	326	√	50	69	√	20	22	√	127	145	√	70%	57%	≠	7	9	≠
YWCA - Diversion	N/A	554	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	332	N/A	39%	53%	√	N/A	N/A	N/A

ACCESS TO BENEFITS	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications			Submitted Other Applications					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement			
1/1/2015-3/31/2015																					
YWCA - Benefits Partnership	46	62	√	64	195	√	27	23	≠	42%	12%	≠	40%	44%	√	13	41	√	42%	21%	≠

¹Capacity does not include overflow.

²Households that exited successfully without accessing DCA are excluded from calculation.

³Program started 1/1/14. Goals are not established for this program.

System and Program Indicator Report

SUPPORTIVE HOUSING - Rebuilding Lives		Households Served				Program Occupancy			Housing Stability (Months)			Successful Housing Outcomes						
1/1/2015-3/31/2015		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
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	24	50	√	23	25	√	90%	100%	√	
Community Housing Network - Cassidy ²	10	10	11	1	√	11	110%	√	24	24	√	9	11	√	90%	100%	√	
Community Housing Network - Community ACT	42	44	43	(1)	√	42	100%	√	24	42	√	40	42	√	90%	98%	√	
Community Housing Network - East 5th Avenue	38	40	41	1	√	36	95%	√	24	39	√	36	40	√	90%	98%	√	
Community Housing Network - Hotel St. Clair ²	30	31	33	2	√	32	107%	√	24	40	√	28	33	√	90%	100%	√	
Community Housing Network - Inglewood Court	45	47	46	(1)	√	44	98%	√	12	18	√	42	46	√	90%	100%	√	
Community Housing Network - Leasing Supportive Housing	25	26	27	1	√	25	100%	√	24	33	√	23	25	√	90%	93%	√	
Community Housing Network - North 22nd Street ²	30	31	33	2	√	32	107%	√	24	51	√	28	33	√	90%	100%	√	
Community Housing Network - North High Street	33	34	33	(1)	√	33	100%	√	24	53	√	31	33	√	90%	100%	√	
Community Housing Network - Parsons	25	26	26	0	√	25	100%	√	24	35	√	23	25	√	90%	96%	√	
Community Housing Network - RLPTI ¹	108	113	108	(5)	√	104	96%	√	24	44	√	102	106	√	90%	98%	√	
Community Housing Network - Safe Havens ³	13	16	14	(2)	≠	13	100%	√	24	65	√	14	14	√	90%	100%	√	
Community Housing Network - Southpoint Place	46	48	48	0	√	46	100%	√	24	31	√	43	48	√	90%	100%	√	
Maryhaven - Commons at Chantry	50	52	50	(2)	√	49	98%	√	24	42	√	47	50	√	90%	100%	√	
National Church Residences - Commons at Buckingham	75	79	79	0	√	73	97%	√	24	35	√	71	75	√	90%	96%	√	
National Church Residences - Commons at Grant	50	52	50	(2)	√	50	100%	√	24	71	√	47	49	√	90%	98%	√	
National Church Residences - Commons at Livingston	25	26	24	(2)	√	23	92%	√	24	35	√	23	23	√	90%	96%	√	
National Church Residences - Commons at Livingston II	35	37	35	(2)	√	34	97%	√	9	13	√	33	34	√	90%	97%	√	
National Church Residences - Commons at Third	60	63	60	(3)	√	58	97%	√	20	24	√	57	60	√	90%	100%	√	
Southeast - Scattered Sites	120	126	121	(5)	√	119	99%	√	24	36	√	113	120	√	90%	99%	√	
YMCA - 40 West Long Street	105	110	113	3	√	103	98%	√	24	32	√	99	105	√	90%	93%	√	
YMCA - 40 West Long Street Expansion	38	40	39	(1)	√	38	100%	√	6	9	√	34	39	√	85%	100%	√	
YMCA - Franklin Station ²	75	79	78	(1)	√	78	104%	√	24	41	√	71	78	√	90%	100%	√	
YWCA - WINGS	69	72	74	2	√	66	96%	√	24	29	√	65	73	√	90%	99%	√	

¹The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/1 household, TRA/ 3 households) and CHN-RLPTI (TRA/16 households).

²Program served RL individuals in Non-RL units or eligible roommates/couples.

³3 of 13 units can house couples for a total of 16 clients.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						
1/1/2015-3/31/2015		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PERMANENT SUPPORTIVE HOUSING																		
Community Housing Network - Family Homes ¹		15	16	16	0	√	95%	93%	√	24	39	√	14	16	√	85%	100%	√
Community Housing Network - Wilson		8	8	9	1	√	95%	100%	√	24	85	√	7	8	√	85%	100%	√
VOAGO - Family Supportive Housing		30	31	32	1	√	95%	100%	√	24	35	√	26	31	√	85%	97%	√
RENTAL ASSISTANCE																		
Amethyst - Shelter Plus Care ³		72	76	109	33	√	100%	135%	√	20	29	√	65	96	√	85%	88%	√
ARCO - Shelter Plus Care (TRA) ³		89	93	105	12	√	100%	117%	√	24	74	√	79	103	√	85%	98%	√
Community Housing Network - Shelter Plus Care (SRA) ^{1,3}		172	181	186	5	√	100%	104%	√	24	26	√	154	185	√	85%	99%	√
Community Housing Network - Shelter Plus Care (TRA) ¹		149	156	150	(6)	√	100%	95%	√	24	31	√	133	148	√	85%	99%	√
LSS - Faith Mission/Faith Housing Shelter Plus Care (SRA) ⁵		9	9	3	(6)	N/A	100%	22%	N/A	24	56	N/A	8	3	N/A	85%	100%	N/A
Total Rental Assistance³		491	515	551	38	√	100%	107%	√	N/A	37	N/A	439	533	√	85%	97%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP ⁴		24	30	33	3	√	98%	125%	√	10	8	√	5	3	≠	77%	100%	√
Maryhaven - Women's ²		5	5	5	0	√	90%	100%	√	4	5	√	1	2	√	50%	100%	√
Southeast - New Horizons		36	48	50	2	√	95%	100%	√	4	5	√	11	14	√	77%	100%	√
VOAGO - Veterans		40	45	71	26	√	95%	93%	√	4	3	√	18	17	√	77%	53%	≠
YMCA - ADAMH ²		15	10	39	29	√	95%	167%	√	4	4	√	2	8	√	77%	73%	√

¹ The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (SRA/1 household, TRA/3 households) and CHN-RLPTI (TRA/16 households).

² Program capacity fluctuates based on need and available capacity.

³ CMHA allows over-leasing for this program. Additional Rental Assistance capacity is embedded under the YMCA 40 W Long St Expansion program (38) and YWCA Wings program (25).

⁴ TLP finalized phase one of a three phase expansion.

⁵ Program closed at the end of March 2015.

System and Program Indicator Report

DIRECT HOUSING/RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2015-3/31/2015																									
Homeless Families Foundation - Direct Housing	50	53	√	96	108	√	15	20	≠	100	92	√	45	44	√	90%	81%	≠	\$800	\$769	√	90%	82%	≠	
The Salvation Army - Direct Housing	32	44	√	69	91	√	15	20	≠	100	89	√	29	38	√	90%	88%	√	\$1,800	\$1,534	√	90%	88%	√	
The Salvation Army - Job2Housing	14	16	√	34	41	√	15	19	≠	180	192	√	12	7	≠	90%	78%	≠	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Transition In Place	19	20	√	43	43	√	15	16	√	100	106	√	17	23	√	90%	92%	√	\$800	\$772	√	90%	100%	√	
YWCA - Kinship Care ⁷	10	0	≠	27	18	≠	2	N/A	N/A	90	95	√	7	7	√	70%	39%	≠	\$600	\$254	√	90%	100%	√	
Access Ohio - Navigator Program ³	1,300	441	≠	1,985	1,087	≠	28	29	√	90	75	√	278	177	≠	28%	41%	√	\$700	\$529	√	28%	25%	√	
CSB - Transition Program - Family ²	N/A	N/A	N/A	70	20	≠	N/A	N/A	N/A	N/A	N/A	N/A	68	19	≠	98%	95%	√	\$1,000	\$857	√	98%	95%	√	
CSB - Transition Program - Single ²	N/A	N/A	N/A	278	138	≠	N/A	N/A	N/A	N/A	N/A	N/A	272	134	≠	98%	97%	√	\$700	\$509	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
1/1/2015-3/31/2015																								
Gladden Community House - Stable Families	18	18	√	33	38	√	120	119	√	16	14	≠	90%	100%	√	\$1,000	\$1,016	√	90%	100%	√			
Communities In Schools - Stable Families	36	30	≠	72	67	√	120	114	√	32	27	≠	90%	96%	√	\$1,000	\$1,236	≠	90%	96%	√			
YWCA - Bridge to Affordable Housing ⁴	10	10	√	40	25	≠	225	N/A	N/A	14	N/A	N/A	75%	N/A	N/A	\$1,200	\$0	≠	100%	N/A	N/A			

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						Usage of SSVF DCA (%) ¹				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
1/1/2015-3/31/2015																							
LSS - SSVF Prevention	6	5	√	8	6	≠	N/A	N/A	N/A	90	16	√	5	4	√	90%	100%	√	50%	100%	√		
LSS - SSVF Rapid Re-housing ⁵	15	35	√	22	56	√	30	24	√	90	50	√	12	19	√	80%	76%	√	80%	71%	≠		
VOAGO - SSVF Prevention	32	17	≠	40	58	√	N/A	N/A	N/A	90	105	≠	29	26	√	90%	87%	√	40%	89%	√		
VOAGO - SSVF Rapid Re-housing ⁶	48	43	≠	63	140	√	30	22	√	90	144	≠	38	69	√	80%	87%	√	60%	91%	√		

¹Households that exited successfully without accessing DCA are excluded from calculation.

²As of 7/1/14, goals were split into Singles and Families.

³Program started 9/15/14.

⁴Program started 7/1/2014. ALOP, SHO, and Usage of DCA (Average) measures could not be calculated due to no household exits.

⁵12 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs or the homeless program service ended prior to SSVF program entry.

⁶22 households without prior emergency shelter or veteran's program stay are excluded from ALOS measure. Households did not access homeless programs or the homeless program service ended prior to SSVF program entry.

⁷Program closed at the end of March 2015. ALOS could not be calculated due to no new households served in the reporting period.


communityshelterboard

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