

# **SYSTEM & PROGRAM INDICATOR REPORT**

FY2015  
4/1/15 – 6/30/15

### **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 4: 4/1/15 – 6/30/15



In response to significant overcrowding at the YWCA Family Center, Volunteers of America of Greater Ohio took on overflow staffing and services for families experiencing homelessness. They served more than 100 families in a congregate dorm while waiting for construction of a new emergency shelter for families to be completed.



YWCA Columbus undertook a renovation of its building to improve the WINGS supportive housing program for women experiencing long-term homelessness and disabilities. YWCA leadership and women's residency staff implemented a careful and methodical plan to relocate 69 women during renovation. They are continuing to deliver services at a temporary site and have even accepted new women into the program during the transition.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarterly period of 4/1/15 – 6/30/15. 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.

**TABLE OF CONTENTS**

Overview ..... 1

System Level Indicators

- Family Emergency Shelter ..... 2
- Men’s Emergency Shelter..... 3
- Women’s Emergency Shelter ..... 4
- Emergency Shelter (Family, Men’s & Women’s)..... 5
- Crisis Response (Single Adult Shelters/Navigator) ..... 6
- Permanent Supportive Housing ..... 7
- Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives) ..... 8
- Direct Housing/Rapid Re-housing ..... 9
- Prevention ..... 10

Program Level Indicators

- Single Adult Emergency Shelters..... 11
- CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership) ..... 12
- Permanent Supportive Housing – Rebuilding Lives ..... 13
- Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing ..... 14
- Direct Housing/Rapid Re-housing, Prevention and SSVF..... 15

## **Overview**

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

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

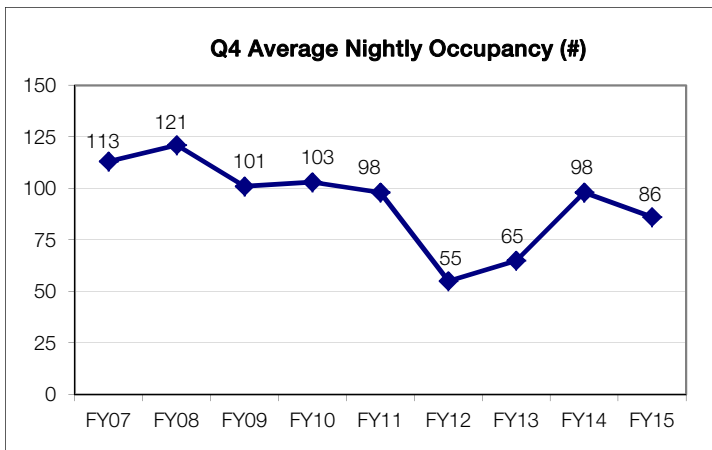
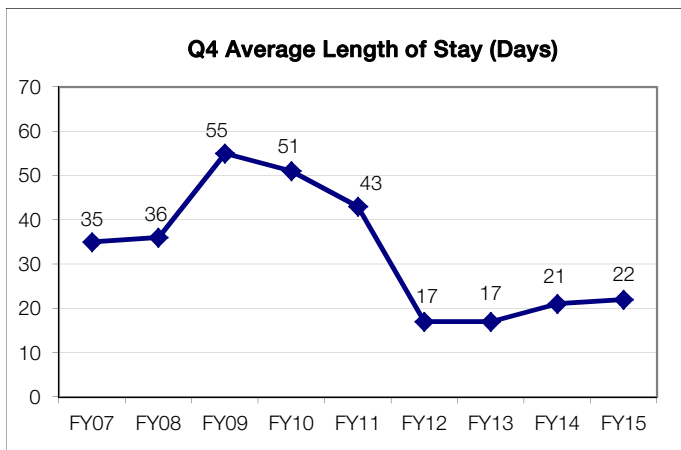
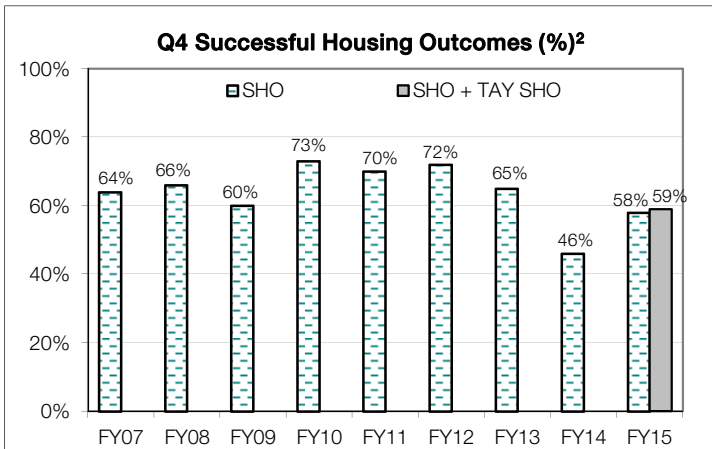
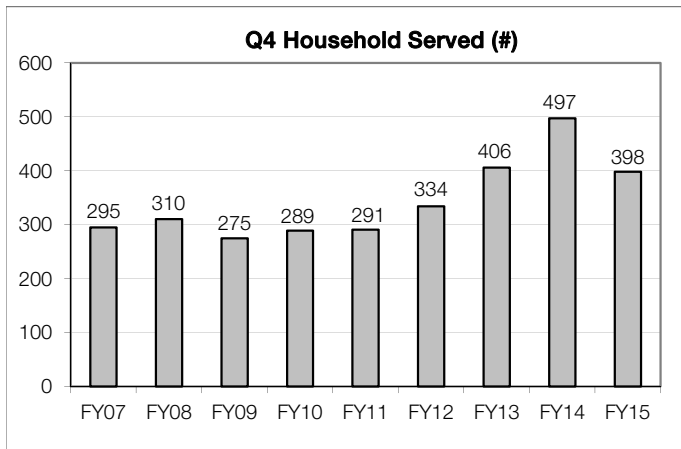
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2015-6/30/2015														
Family System	232	398	√	50	86	20	22	√	127	176	√	70%	59%	≠



DEMOGRAPHICS	Family
Households Served	398
Percent Newly homeless	65%
Clients Served	1,367
Average Age (HoH)	30
Gender - Male (HoH)	4%
Gender - Female (HoH)	96%
Veterans (U.S. Military) all adults	2%
Average Monthly Household Income	\$598
Percent Working at Entry	31%
Race - White (HoH)	26%
Race - Black (HoH)	72%
Race - Other (HoH)	2%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Adults Served	534
Children Served	833
Mean Family Size	3.4
Average Number of Children	2.1
Adults 18-24 years (HoH)	27%
Children 0 - 2 years	30%
Children 3 - 7 years	39%
Children 8 - 12 years	21%
Children 13 - 17 years	10%

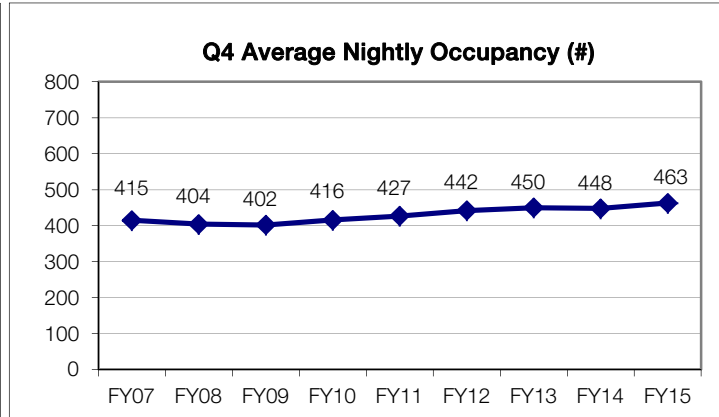
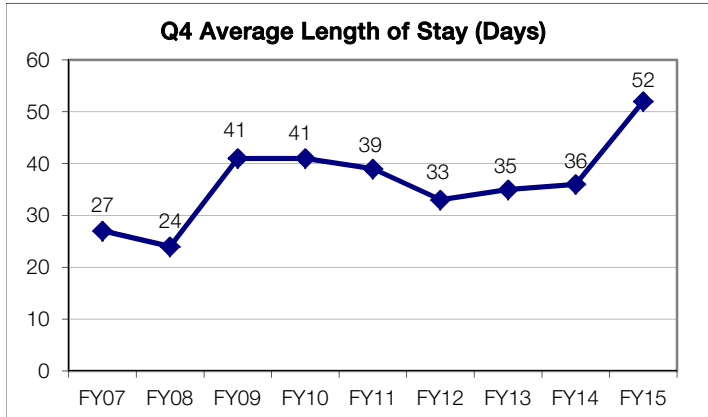
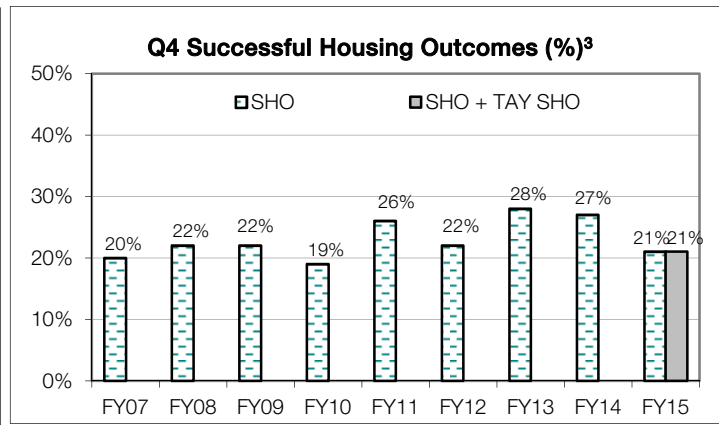
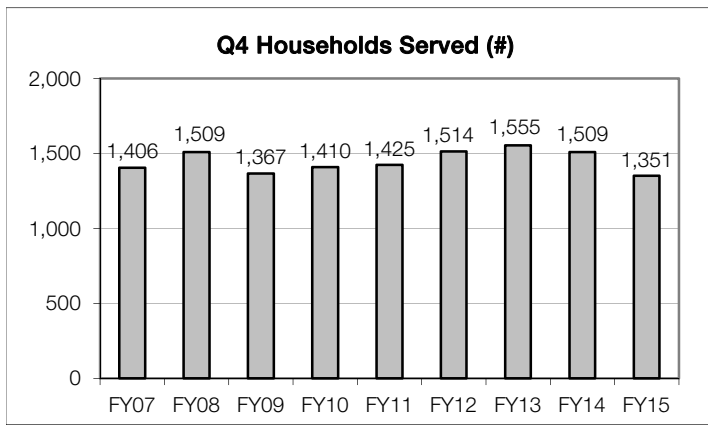
The Family Emergency Shelter System served 20% less households compared to the same reporting period of last fiscal year. The decrease in the number served and increase in successful housing outcomes, compared to the same reporting period of last fiscal year, is encouraging.

<sup>1</sup> Overflow capacity is not included. Overflow is operated by YWCA and VOAGO at Van Buren (5/4/2015 start date).

<sup>2</sup> 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 <sup>2</sup>					
	4/1/2015-6/30/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,550	1,351	≠	450	463	35	52	≠	294	189	≠	28%	21%	≠



DEMOGRAPHICS	Men
Households Served	1,351
Percent Newly homeless	45%
Average Age	44
Men as a percent of total single adults served	64%
Veterans (U.S. Military) all adults	14%
Average Monthly Household Income	\$380
Percent Working at Entry	24%
Average Daily Waitlist Number	29
Race - White	34%
Race - Black	64%
Race - Other	2%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	6%
Adults 25 - 34 years	20%
Adults 35 - 44 years	22%
Adults 45 - 55 years	34%
Adults 56 - 61 years	13%
Adults 62+ years	5%

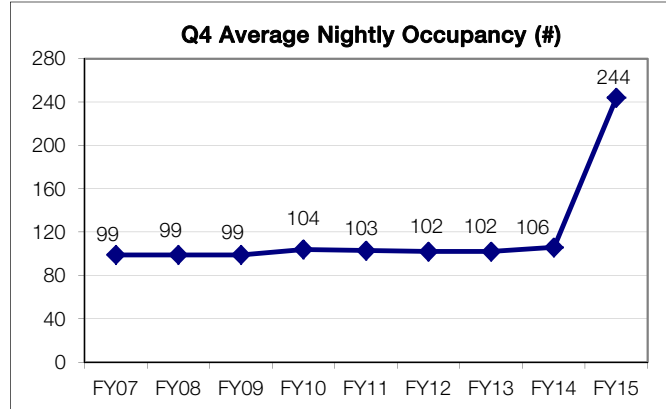
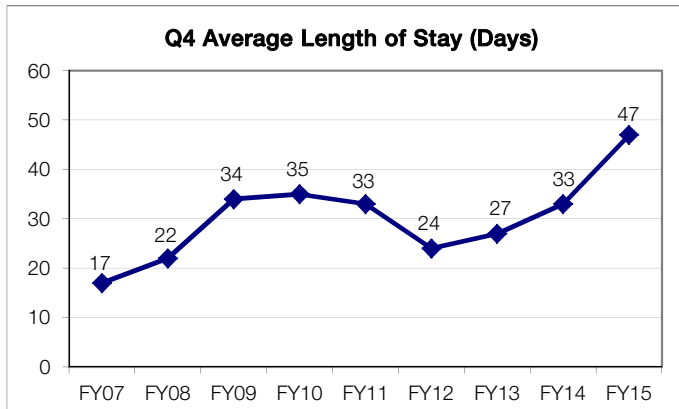
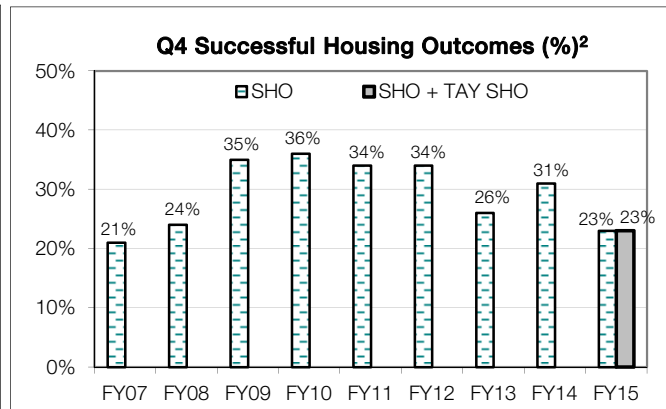
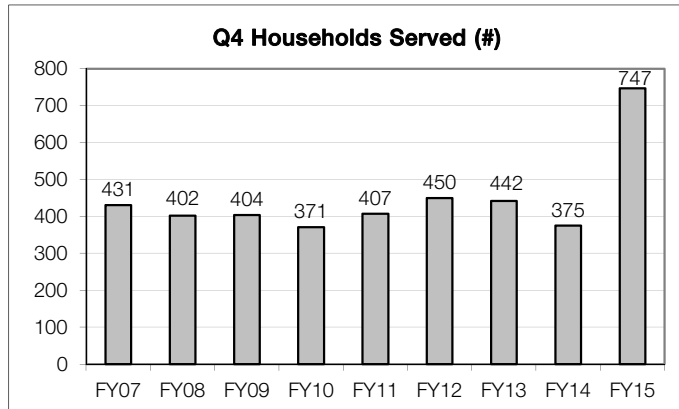
The system experienced a 10% decrease in the number of individuals served when compared to the same reporting period of last fiscal year, due to decreased turnover of beds. The percent of newly homeless is concerning in that it shows that the majority of single men served received shelter services in previous years. On average 29 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly increased compared to the same reporting period of last fiscal year preventing turnover of beds. The successful housing outcomes rate significantly decreased. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program.

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

<sup>2</sup> 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 22% was measured.

# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	4/1/2015-6/30/2015	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	450	747	√	238	244	35	47	≠	90	122	√	28%	23%	√



DEMOGRAPHICS	Women
Households Served	747
Percent Newly homeless	70%
Average Age	40
Women as a percent of total single adults served	36%
Veterans (U.S. Military) all adults	3%
Average Monthly Household Income	\$422
Percent Working at Entry	23%
Average Daily Waitlist Number	7
Race - White	42%
Race - Black	57%
Race- Other	1%
Hispanic	3%
Non-Hispanic	97%
Adults 18 - 24 years	16%
Adults 25 - 34 years	23%
Adults 35 - 44 years	23%
Adults 45 - 55 years	27%
Adults 56 - 61 years	8%
Adults 62+ years	3%

The system experienced an increase in the number of women served by 99%, compared to the same reporting period of last fiscal year. New shelter capacity for women opened August 18, 2014, adding 20 beds for the new "First time homeless" shelter and a minimum of 142 flexible capacity beds. Some of the beds dedicated to single women were allocated to families due to high need for family shelter. On average 7 women were on waitlist after this change was made. 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 (16% 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. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program.

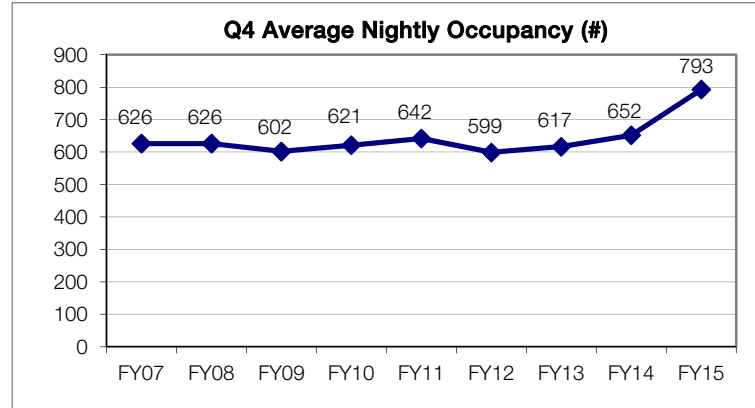
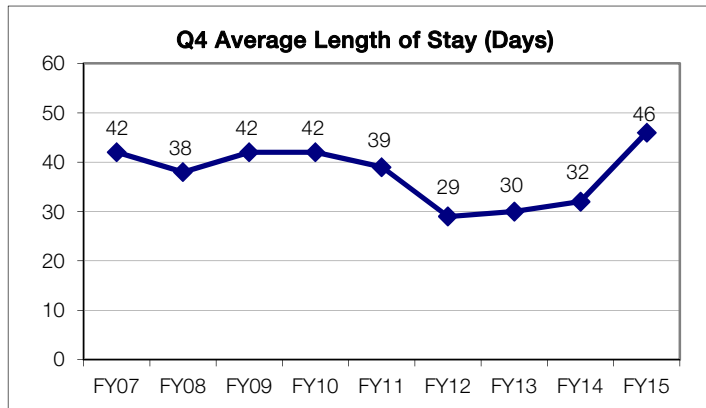
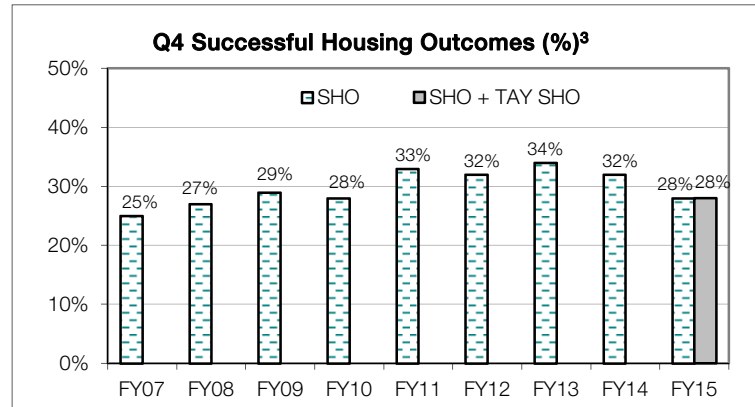
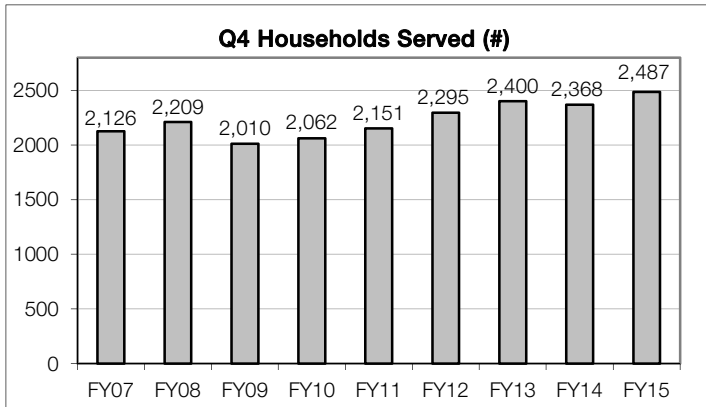
<sup>1</sup> First time homeless and Tier 2 shelters included. Seasonal overflow capacity is not included. Flexible capacity is included.

<sup>2</sup> 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 25% was measured.



# System and Program Indicator Report

FY15 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>3</sup>					
	4/1/2015-6/30/2015	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Emergency Shelter System <sup>1</sup>	2,232	2,487	√	738	793	30	46	≠	511	485	√	35%	28%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,487
Percent Newly homeless	57%
Clients Served	3,454
Adults Served	2,621
Children Served	833
Average Age (HoH)	40
Gender - Male (HoH)	55%
Gender - Female (HoH)	45%
Veterans (U.S. Military) (All Adults)	8%
Average Monthly Household Income	\$434
Percent Working at Entry	25%
Average Daily Waitlist Number	36
Race - White (HoH)	35%
Race - Black (HoH)	63%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%

The increase in households served compared to the same reporting period of last fiscal year is 5%, 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. On average 36 single men and women were not able to receive shelter daily, after significant overflow capacity closed on March 15 and demand for family shelter decreased shelter availability for single women. The successful housing outcomes rate decreased, due to lower success rates for all systems. The average length of stay significantly increased, impacted by the single adult systems' performance.

<sup>1</sup> System includes single adult and family shelters.

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

<sup>3</sup> 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 29% was measured.

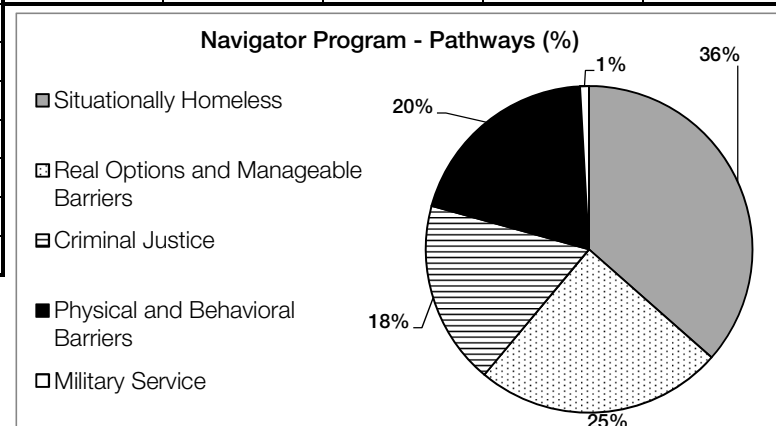
FY15 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS <sup>1</sup>	First Time Homeless Shelter	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
				Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
4/1/2015-6/30/2015								
Total Household Served (#)	185	1,662	1,241	453	305	226	246	11
Successful Housing Outcomes (%) <sup>3</sup>	52%	25%	43%	47%	35%	31%	45%	83%
Average Number of Shelter Visits (#) <sup>2</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days) <sup>4</sup>	N/A	N/A	13	12	10	14	16	14
Average Length of Shelter Stay (Days)	10	53	19	19	19	20	21	9
Average Length of Participation (Days)	N/A	N/A	105	111	96	95	106	95
Newly Homeless (%)	98%	47%	52%					
Recidivism (%)	0%	9%	4%					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	75%					
Employment Rate Change/Increase (%) <sup>2</sup>	N/A	N/A	N/A					
Income Change/Increase (%) <sup>2</sup>	N/A	N/A	N/A					
Cost per Individual Served (\$) <sup>2</sup>	N/A	N/A	N/A					
Street Homelessness Decrease (%) <sup>2</sup>	N/A	N/A	N/A					

**Diversion**

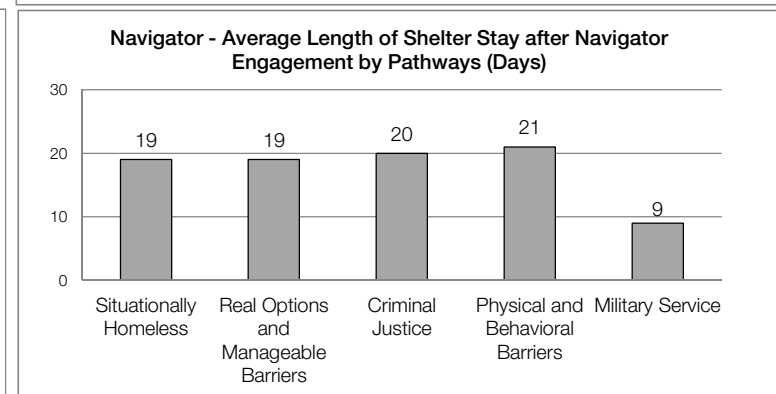
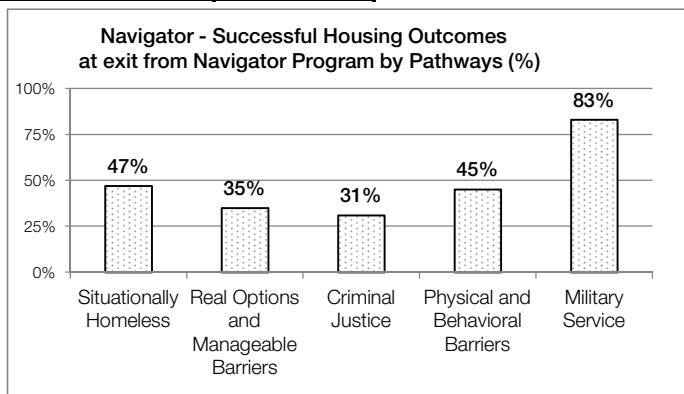
Diversion Rate at the Homeless Hotline(%)	27%
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**Linkage**

Same Day Access to Shelter from the Homeless Hotline(%)	98%
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<sup>1</sup>New system implemented 10/1/2014. Includes shelters where the Navigator Program is operating, exclusive of first time homeless 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 shelter, YMCA Women's shelter and Maryhaven Shelter2Housing shelter.



<sup>2</sup> Measured annually.

<sup>3</sup> Successful outcome measure for the first time homeless shelter. For the Navigator Program measures success after exit from shelter and termination of follow up services.

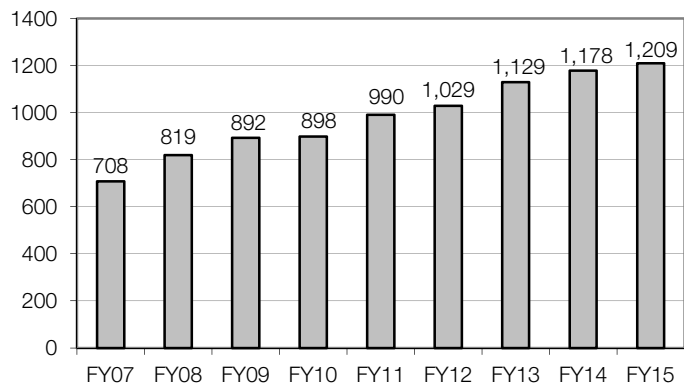
<sup>4</sup> 4 clients were excluded due to not having emergency shelter service overlap.

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

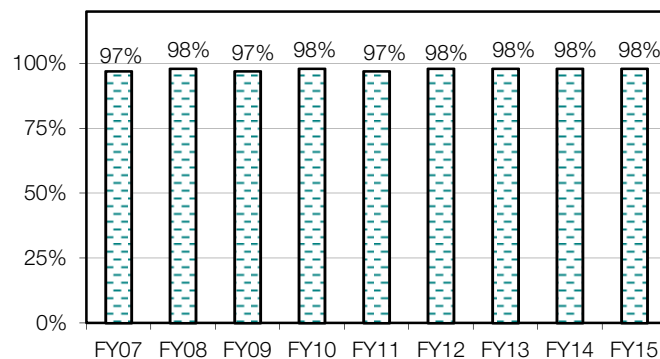
# System and Program Indicator Report

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
4/1/2015-6/30/2015															
PSH System	1,231	1,209	√	95%	97%	√	24	38	√	1,108	1,179	√	90%	98%	√

**Q4 Households Served (#)**

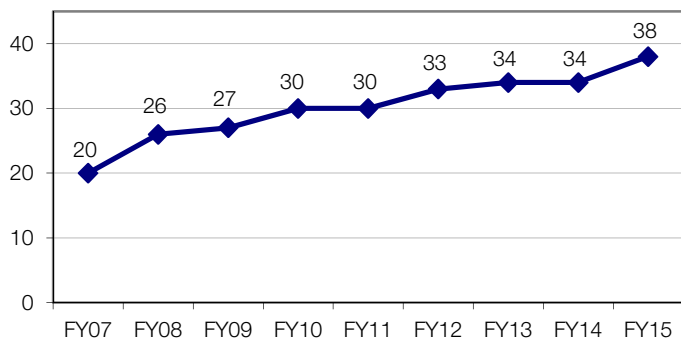


**Q4 Successful Housing Outcomes (#)**

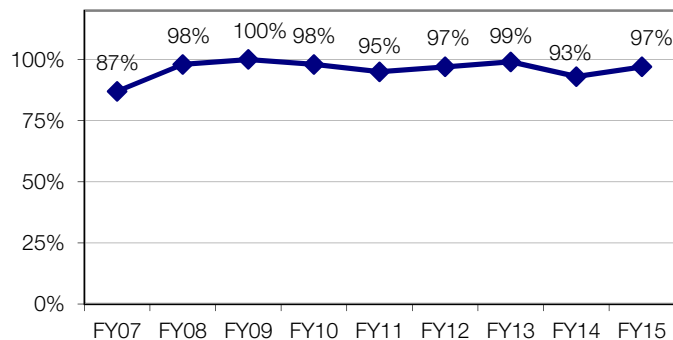


The PSH System continues to perform well. The inventory as of 6/30/15 is 1,172 units of Rebuilding Lives Permanent Supportive Housing. 3 percent more households were served this reporting period compared to the same reporting period of last fiscal year. At 97%, the occupancy rate is showing good utilization of resources.

**Q4 Housing Stability (Months)**

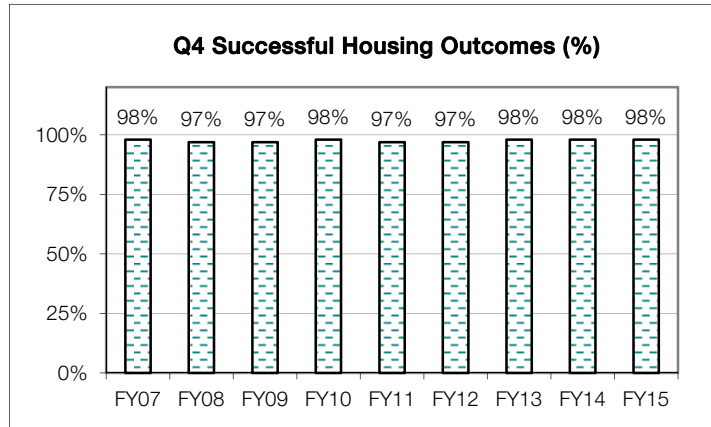
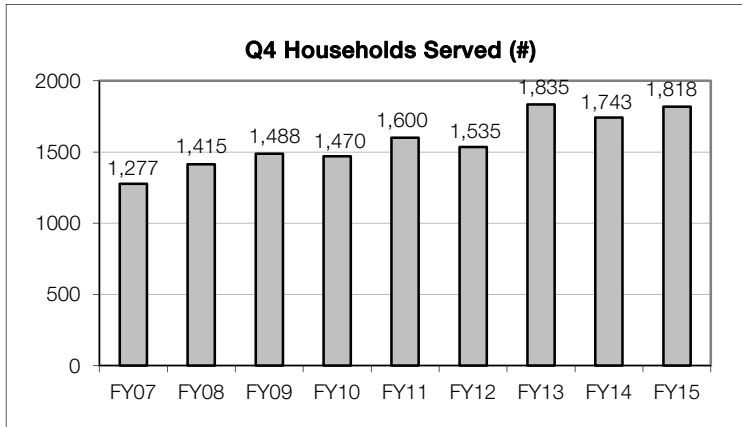


**Q4 Occupancy Rate (%)**

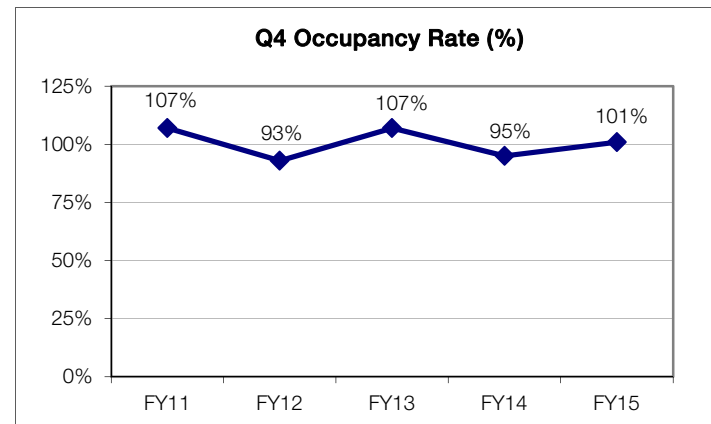
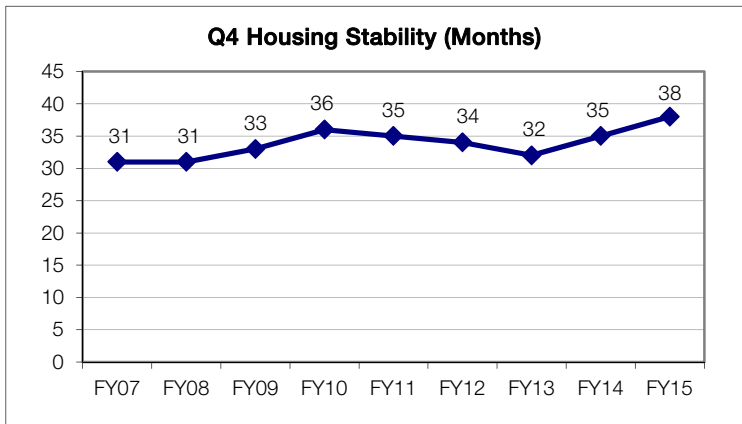


# System and Program Indicator Report

FY15 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2015-6/30/2015															
Total PSH System	1,802	1,818	√	95%	101%	√	24	38	√	1,532	1,774	√	85%	98%	√

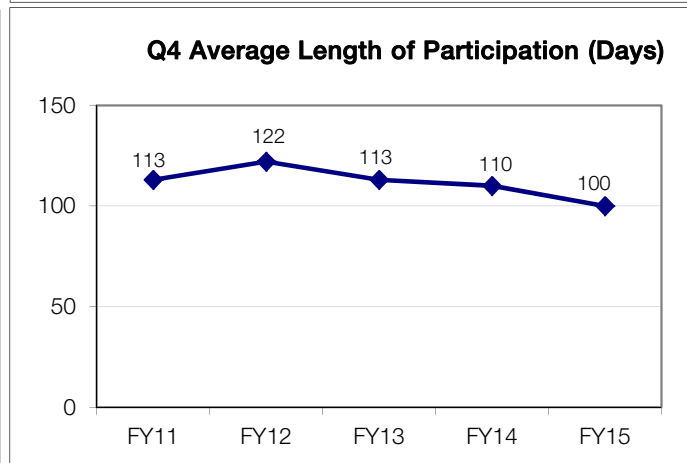
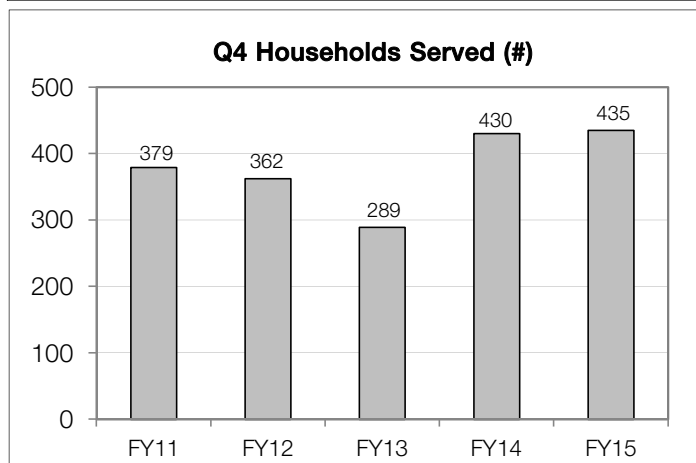
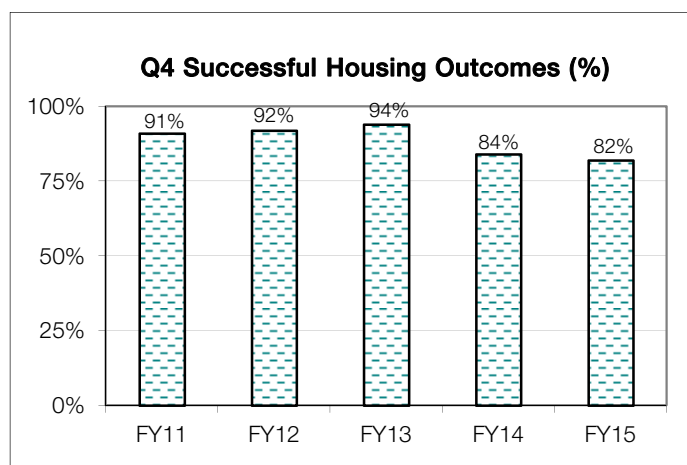
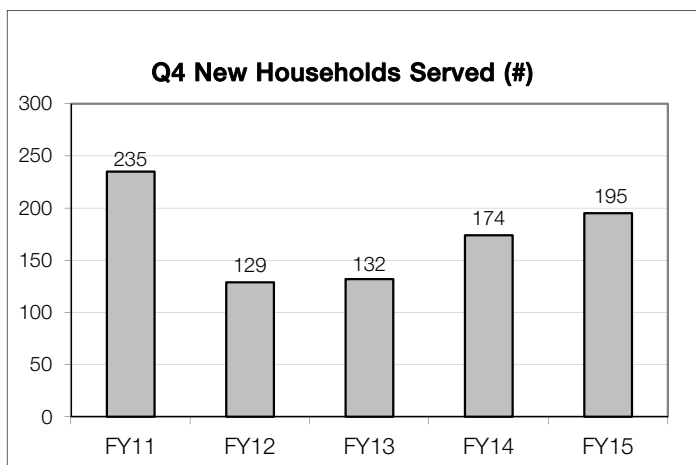


The system continues to perform well, with good occupancy and success rates. 4 percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported 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 4/1/2015-6/30/2015	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 <sup>1</sup>	194	195	√	343	435	√	110	100	√	166	153	√	90%	82%	≠



DEMOGRAPHICS	Family & Adults
Households Served	435
Clients Served	1,103
Average Age (HoH)	39
Gender - Male (HoH)	42%
Gender - Female (HoH)	58%
Veterans (U.S. Military) all adults	33%
Average Monthly Household Income	\$454
Percent Working at Entry	18%
Adults Served	545
Children Served	558
Race - White (HoH) <sup>3</sup>	31%
Race - Black (HoH) <sup>3</sup>	67%
Race- Other (HoH) <sup>3</sup>	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size <sup>2</sup>	3.4
Average Number of Children <sup>2</sup>	2.0
Children 0 - 2 years <sup>2,3</sup>	28%
Children 3 - 7 years <sup>2,3</sup>	38%
Children 8 - 12 years <sup>2,3</sup>	23%
Children 13 - 17 years <sup>2,3</sup>	10%

The performance of the system can be improved by increasing the success rate at exit. Several programs had lower success rates than the targeted goal. The percent of veterans served is high due to the SSVF programs added in October 2013.

<sup>1</sup>System includes HFF Direct Housing, VOAGO TIP, TSA Direct Housing, TSA J2H, LSS SSVF and VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

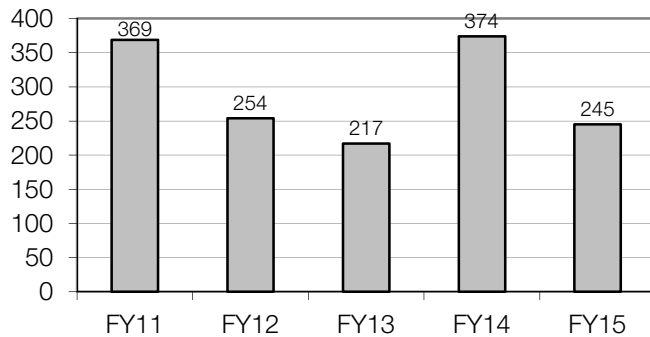
<sup>2</sup>Data refers to families served.

<sup>3</sup>Due to rounding percentage does not add up to 100%.

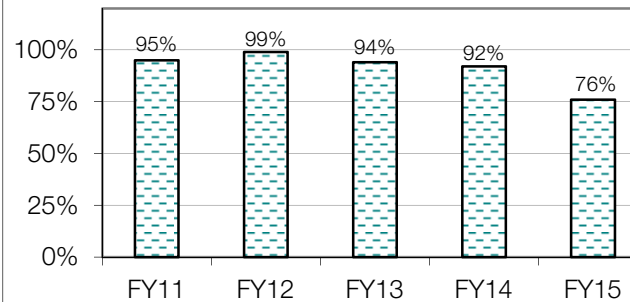
# System and Program Indicator Report

FY15 Prevention 4/1/2015-6/30/2015	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
Prevention System <sup>1</sup>	125	129	√	237	245	√	90	94	√	164	121	≠	93%	76%	≠

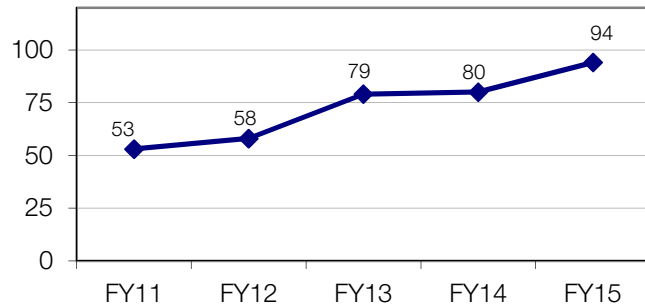
**Q4 Households Served (#)**



**Q4 Successful Housing Outcomes (%)**



**Q4 Average Length of Participation (Days)**



DEMOGRAPHICS	Family & Adults
Households Served	245
Clients Served	755
Average Age (HoH)	36
Gender - Male (HoH)	31%
Gender - Female (HoH)	69%
Veterans (U.S. Military) all adults	24%
Average Monthly Household Income	\$802
Percent Working at Entry	47%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race - Other (HoH)	1%
Hispanic (HoH)	1%
Non-Hispanic (HoH)	99%
Adults Served	311
Children Served	444
Mean Family Size <sup>2</sup>	3.5
Average Number of Children <sup>2</sup>	2.2
Children 0 - 2 years <sup>2,3</sup>	22%
Children 3 - 7 years <sup>2,3</sup>	32%
Children 8 - 12 years <sup>2,3</sup>	27%
Children 13 - 17 years <sup>2,3</sup>	20%

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.

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

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

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

EMERGENCY SHELTER - Single Adult Programs <sup>10</sup>	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes <sup>7</sup>							Average Engagement Time			Movement		
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement (65%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#) + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual (%)	Actual + TAY SHO (%) <sup>f</sup>	Outcome Achievement	Actual + All Exits to Family Permanent (%) <sup>g</sup>	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%	
4/1/2015-6/30/2015																							
<b>MEN</b>																							
LSS - Faith Mission on 6th <sup>2</sup>	N/A	325	N/A	N/A	110	115	√	35	60	N/A	N/A	43	N/A	28%	20%	20%	N/A	20%	7	19	N/A	15%	
LSS - Faith Mission on 8th <sup>2</sup>	N/A	257	N/A	N/A	95	94	√	35	58	N/A	N/A	34	N/A	28%	21%	21%	N/A	22%	7	23	N/A	7%	
Friends of the Homeless - Men's Shelter	489	490	1	√	130	126	√	35	40	≠	101	55	≠	28%	15%	15%	≠	16%	7	12	≠	17%	
VOAGO - Men's Shelter	188	176	(12)	√	40	44	√	35	34	√	41	20	≠	28%	15%	15%	≠	20%	7	5	≠	15%	
<b>WOMEN</b>																							
LSS - Faith Mission - Nancy's Place <sup>2</sup>	N/A	119	N/A	N/A	42	43	√	35	59	N/A	N/A	29	N/A	28%	38%	38%	N/A	39%	7	9	N/A	5%	
YMCA - Van Buren Women's Shelter <sup>3</sup>	177	501	324	√	172	172	√	35	39	√	36	70	√	28%	20%	20%	≠	22%	7	12	≠	6%	
YMCA - First Time Homeless Shelter <sup>5</sup>	N/A	185	N/A	N/A	20	17	N/A	7	10	≠	N/A	84	N/A	60%	52%	52%	≠	53%	7	5	N/A	N/A	
YMCA Van Buren Women's Overnight Shelter <sup>6</sup>	N/A	97	N/A	N/A	4	4	N/A	N/A	18	N/A	N/A	3	N/A	N/A	3%	3%	N/A	3%	N/A	2	N/A	N/A	
<b>INEBRIATE</b>																							
Maryhaven - Engagement Center Safety <sup>4</sup>	438	318	(120)	≠	25	41	√	12	12	√	207	32	≠	50%	11%	11%	≠	11%	N/A	3	N/A	N/A	
Maryhaven - Engagement Center Shelter2Housing <sup>4</sup>	207	46	(161)	≠	25	16	≠	35	53	≠	51	24	≠	28%	71%	71%	√	71%	7	23	≠	0%	
<b>VA EMERGENCY HOUSING</b>																							
VOAGO - VA Emergency Housing	13	36	23	√	13	14	√	90	55	√	4	11	√	28%	50%	50%	√	50%	N/A	N/A	N/A	9%	
LSS - VA Men & Women	17	64	47	√	24	22	≠	90	41	√	9	12	√	50%	30%	30%	≠	30%	N/A	N/A	N/A	5%	
<b>AGENCY</b>																							
Lutheran Social Services - Faith Mission <sup>2</sup>	930	682	(248)	≠	247	252	√	35	61	≠	191	106	≠	28%	24%	24%	√	25%	7	18	≠	11%	

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

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

<sup>3</sup> Program replaced Friends of the Homeless - Rebecca's Place as of 7/30/14. Capacity not fixed.

<sup>4</sup> Program split into two programs on 7/1/14. Shelter2Housing shelters clients who have committed to pursuing housing.

<sup>5</sup> YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Only Women's shelter opened on 8/18/14.

<sup>6</sup> Program opened on 8/18/14 as YMCA Van Buren Women's Flex (Overflow) with flexible capacity. Program name changed to Overnight Shelter in April.

<sup>7</sup> Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety.

<sup>8</sup> Exit to family (permanent tenure) is included as successful exit for the TAY population.

<sup>9</sup> Exit to family (permanent tenure) for all age groups is shown and is piloted.

<sup>10</sup> As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program operated by Access Ohio.

HOMELESS HOTLINE - 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	
4/1/2015-6/30/2015													
HandsOn Central Ohio - Homeless Hotline	2,300	2,834	✓	90%	98%	✓	460	999	✓	20%	27%	✓	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes			Usage of CSB DCA (%) <sup>2</sup>						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2015-6/30/2015																						
Maryhaven - Capital Crossroad SID Outreach <sup>3</sup>	N/A	12	N/A	N/A	22	N/A	N/A	11	N/A	N/A	100%	N/A	N/A	6	N/A	N/A	55%	N/A	N/A	38%	N/A	
Maryhaven - Outreach	77	27	✗	127	79	✗	54	9	✗	70%	45%	✗	27	5	✗	50%	56%	✓	25%	26%	✓	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes						Average Engagement Time (Days)			
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual + TAY SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	
4/1/2015-6/30/2015																			
YWCA - Family Center	232	318	✓	50	69	✓	20	23	✗	127	137	✓	70%	54%	✗	7	10	✗	
YWCA - Diversion	N/A	767	N/A	N/A	N/A	N/A	N/A	N/A	N/A	502	N/A	N/A	39%	57%	✓	N/A	N/A	N/A	
VOAGO - Family Overflow at Van Buren	N/A	103	N/A	N/A	17	N/A	N/A	15	N/A	38	N/A	N/A	N/A	56%	N/A	N/A	9	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	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2015-6/30/2015																						
YWCA - Benefits Partnership	45	39	✗	63	183	✓	26	25	✓	42%	14%	✗	40%	21%	✗	12	14	✓	42%	8%	✗	

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

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

<sup>3</sup>Program 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				
4/1/2015-6/30/2015	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	53	√	23	25	√	90%	100%	√
Community Housing Network - Cassady <sup>2</sup>	10	11	11	0	√	11	110%	√	24	26	√	10	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	42	(2)	√	42	100%	√	24	46	√	40	41	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	40	40	0	√	36	95%	√	24	37	√	36	40	√	90%	100%	√
Community Housing Network - Hotel St. Clair <sup>2</sup>	30	32	33	1	√	32	107%	√	24	41	√	29	33	√	90%	100%	√
Community Housing Network - Inglewood Court	45	47	45	(2)	√	45	100%	√	12	21	√	42	45	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing <sup>2</sup>	25	26	27	1	√	26	104%	√	24	33	√	23	27	√	90%	100%	√
Community Housing Network - North 22nd Street <sup>2</sup>	30	32	33	1	√	31	103%	√	24	50	√	29	33	√	90%	100%	√
Community Housing Network - North High Street	33	35	37	2	√	30	91%	√	24	49	√	32	34	√	90%	92%	√
Community Housing Network - Parsons	25	26	28	2	√	23	92%	√	24	35	√	23	27	√	90%	96%	√
Community Housing Network - RLPTI <sup>1</sup>	108	113	107	(6)	√	102	94%	√	24	45	√	102	104	√	90%	97%	√
Community Housing Network - Safe Havens <sup>3</sup>	13	16	14	(2)	√	14	93%	√	24	68	√	14	14	√	90%	100%	√
Community Housing Network - Southpoint Place	46	48	48	0	√	45	98%	√	24	32	√	43	46	√	90%	100%	√
Maryhaven - Commons at Chantry	50	53	49	(4)	√	49	98%	√	24	45	√	48	48	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	79	77	(2)	√	73	97%	√	24	36	√	71	74	√	90%	96%	√
National Church Residences - Commons at Grant	50	53	51	(2)	√	50	100%	√	24	71	√	48	50	√	90%	98%	√
National Church Residences - Commons at Livingston	25	26	25	(1)	√	25	100%	√	24	35	√	23	25	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	37	36	(1)	√	34	97%	√	9	15	√	33	35	√	90%	97%	√
National Church Residences - Commons at Third	60	63	61	(2)	√	59	98%	√	20	26	√	57	58	√	90%	95%	√
Southeast - Scattered Sites <sup>4</sup>	120	126	116	(10)	√	111	93%	√	24	40	√	113	113	√	90%	98%	√
YMCA - 40 West Long Street	105	110	114	4	√	105	100%	√	24	32	√	99	108	√	90%	95%	√
YMCA - 40 West Long Street Expansion	38	40	38	(2)	√	37	97%	√	6	12	√	34	38	√	85%	100%	√
YMCA - Franklin Station	75	79	79	0	√	75	100%	√	24	44	√	71	77	√	90%	99%	√
YWCA - WINGS <sup>5</sup>	69	73	74	1	√	56	81%	≠	24	29	√	66	73	√	90%	99%	√

<sup>1</sup>The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 5 households) ,CHN Family Homes (SRA/ 1 household), and CHN-RLPTI (TRA/16 households).

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

<sup>3</sup>3 of 13 units can house couples for a total of 16 clients.

<sup>4</sup>Program transferred to Columbus Area Integrated Health Services as of 6/30/15.

<sup>5</sup> Program relocated residents to a temporary location while rehabilitation work occurs in the building.

SUPPORTIVE HOUSING - Non Rebuilding Lives/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						
4/1/2015-6/30/2015		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes <sup>1</sup>		15	16	17	1	√	95%	100%	√	24	30	√	14	17	√	85%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	72	√	7	8	√	85%	100%	√
VOAGO - Family Supportive Housing		30	32	30	(2)	√	95%	100%	√	24	30	√	27	30	√	85%	100%	√
<b>RENTAL ASSISTANCE</b>																		
Amethyst - Shelter Plus Care <sup>3</sup>		72	76	105	29	√	100%	124%	√	20	31	√	65	92	√	85%	88%	√
ARCO - Shelter Plus Care (TRA) <sup>3</sup>		89	93	103	10	√	100%	115%	√	24	78	√	79	103	√	85%	100%	√
Community Housing Network - Shelter Plus Care (SRA) <sup>1,3</sup>		172	181	204	23	√	100%	117%	√	24	28	√	154	204	√	85%	100%	√
Community Housing Network - Shelter Plus Care (TRA) <sup>1,3</sup>		149	156	163	7	√	100%	105%	√	24	28	√	133	161	√	85%	99%	√
<b>Total Rental Assistance<sup>3</sup></b>		482	506	575	69	√	100%	114%	√	N/A	38	N/A	431	560	√	85%	97%	√
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP <sup>4</sup>		24	30	39	9	√	98%	138%	√	10	8	√	4	4	√	77%	100%	√
Maryhaven - Women's <sup>2</sup>		5	5	7	2	√	90%	100%	√	4	6	≠	2	5	√	50%	83%	√
Southeast - New Horizons		36	48	47	(1)	√	95%	100%	√	4	5	√	11	10	√	77%	91%	√
VOAGO - Veterans		40	45	81	36	√	95%	98%	√	4	3	√	19	20	√	77%	47%	≠
YMCA - ADAMH <sup>2</sup>		15	10	30	20	√	95%	160%	√	4	6	≠	2	5	√	77%	45%	≠

<sup>1</sup>The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/ 5 households) ,CHN Family Homes (SRA/ 1 household), and CHN-RLPTI (TRA/16 households).

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

<sup>3</sup> 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).

<sup>4</sup> TLP finalized phase one of a three phase expansion.

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 (%) <sup>1</sup>			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2015-6/30/2015																									
Homeless Families Foundation - Direct Housing	50	40	≠	96	94	√	15	17	√	100	92	√	45	43	√	90%	93%	√	\$800	\$799	√	90%	93%	√	
The Salvation Army - Direct Housing	48	34	≠	85	78	√	15	20	≠	100	102	√	43	31	≠	90%	84%	≠	\$1,800	\$1,541	√	90%	84%	≠	
The Salvation Army - Job2Housing	14	16	√	34	48	√	15	23	≠	180	177	√	13	10	≠	90%	100%	√	N/A	N/A	N/A	N/A	N/A	N/A	
VOAGO Families - Transition In Place	19	20	√	43	38	≠	15	10	√	100	90	√	17	20	√	90%	95%	√	\$800	\$778	√	90%	95%	√	
Access Ohio - Navigator Program <sup>3</sup>	1,300	657	≠	2,293	1,241	≠	28	19	√	90	105	≠	322	207	≠	28%	43%	√	\$700	\$498	√	28%	26%	√	
CSB - Transition Program - Family <sup>2</sup>	N/A	N/A	N/A	100	31	≠	N/A	N/A	N/A	N/A	N/A	N/A	98	30	≠	98%	97%	√	\$1,000	\$912	√	98%	97%	√	
CSB - Transition Program - Single <sup>2</sup>	N/A	N/A	N/A	322	184	≠	N/A	N/A	N/A	N/A	N/A	N/A	315	176	≠	98%	96%	√	\$700	\$484	√	98%	96%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
4/1/2015-6/30/2015																								
Gladden Community House - Stable Families	18	16	√	33	40	√	120	118	√	16	15	√	90%	68%	≠	\$1,000	\$746	√	90%	81%	≠			
Communities In Schools - Stable Families <sup>7</sup>	36	56	√	72	95	√	120	80	√	32	68	√	90%	73%	≠	\$1,000	\$1,197	≠	90%	69%	≠			
YWCA - Bridge to Affordable Housing <sup>4</sup>	0	15	√	22	40	√	315	200	√	17	7	≠	75%	78%	√	\$1,200	N/A	N/A	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 (%) <sup>1</sup>				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
4/1/2015-6/30/2015																							
LSS - SSVF Prevention	6	14	√	8	16	√	N/A	N/A	N/A	90	41	√	6	12	√	90%	100%	√	50%	100%	√		
LSS - SSVF Rapid Re-housing <sup>5</sup>	15	30	√	22	61	√	30	25	√	90	67	√	12	30	√	80%	71%	≠	80%	76%	√		
VOAGO - SSVF Prevention	32	28	≠	40	54	√	N/A	N/A	N/A	90	109	≠	29	18	≠	90%	86%	√	40%	85%	√		
VOAGO - SSVF Rapid Re-housing <sup>6</sup>	48	58	√	63	119	√	30	39	≠	90	126	≠	38	20	≠	80%	61%	≠	60%	65%	√		

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

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

<sup>3</sup>Program started 9/15/14.

<sup>4</sup>Program started 7/1/2014.

<sup>5</sup>15 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.

<sup>6</sup>35 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.

<sup>7</sup>Program closed as of 6/30/15.

  
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