

SYSTEM & PROGRAM INDICATOR REPORT

FY2018
7/1/17 - 9/30/17

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

FY2018 Quarter 1: 7/1/17 – 9/30/17



PERMANENT SUPPORTIVE HOUSING

Achieved compliance with CSB's rigorous program certification standards on the first try



STREET OUTREACH

- **Exceeded goals for numbers served and successful housing outcomes**
- **Conducted in-depth survey and analysis of street homelessness and panhandling to inform solution-focused discussion**

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarterly period. We aim to acknowledge extraordinary leadership, collaborative practices, and high quality operations and services among partner agencies in their work to end homelessness every day. Our network includes partners delivering an array of services including homelessness prevention, shelter, rapid re-housing, street outreach, and supportive housing.

Community Shelter Board sets specific outcomes for each partner agency, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with agencies both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these partners delivering critical services to those experiencing homelessness.

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
Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives)....	6
Rapid Re-housing/Navigator	7
Prevention.....	8
Program Level Indicators	
Single Adult Emergency Shelters	9
CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership)	10
Permanent Supportive Housing – Rebuilding Lives	11
Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing ...	12
Rapid Re-housing, Navigator, Prevention and SSVF	13

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. 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:

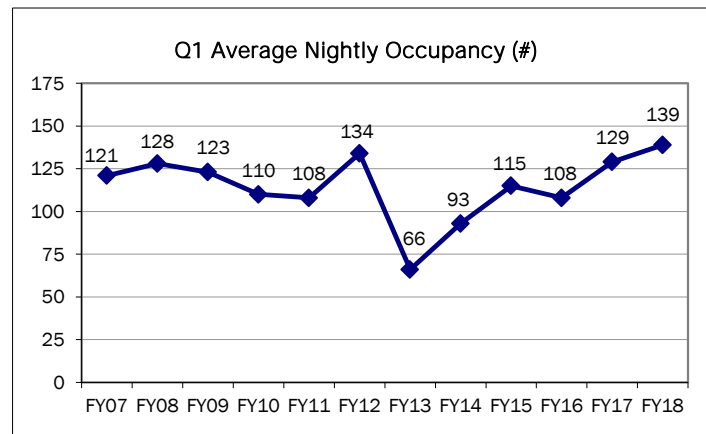
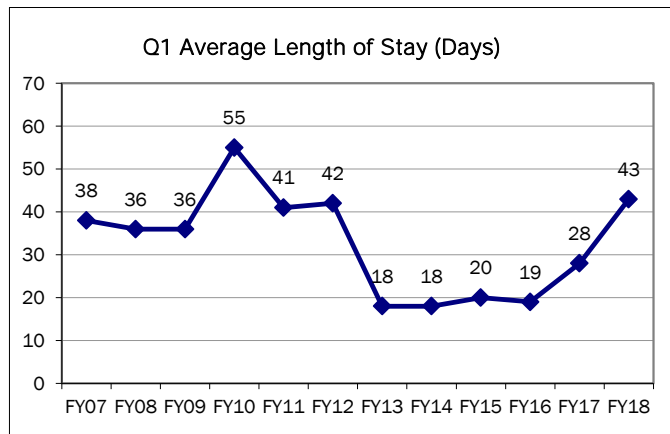
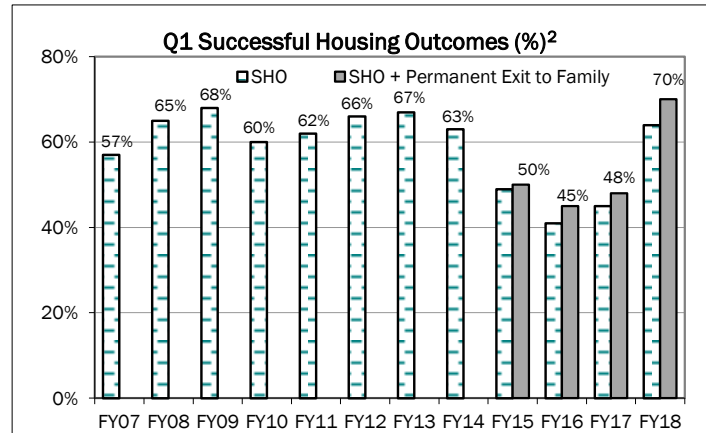
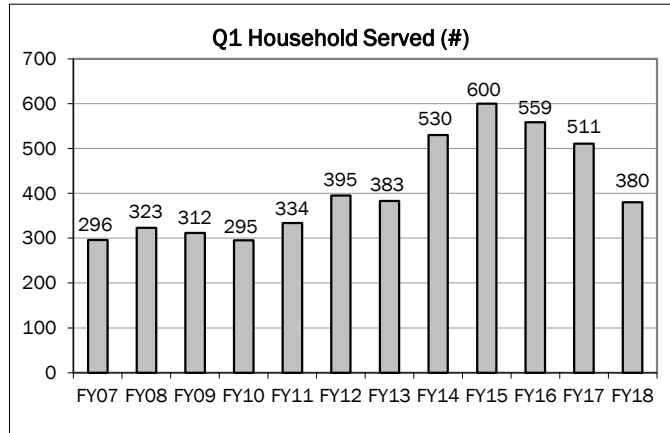
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-9/30/2017	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	500	380	√ ³	114	139	20	43	≠	270	160	≠	70%	70%	√



DEMOGRAPHICS	Family
Households Served	380
Percent Newly homeless	70%
Recidivism ⁴	5%
Clients Served	1,381
Average Age (HoH)	31
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) served	4
Veterans % of all adults	1%
Average Monthly Household Income	\$664
Percent Working at Entry	37%
Race - White (HoH)	22%
Race - Black (HoH)	77%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	529
Children Served	852
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	17%
Children 0 - 2 years	25%
Children 3 - 7 years	37%
Children 8 - 12 years	26%
Children 13 - 17 years	12%
Pregnant Women Served	66
Franklin County Residents	92%

Twenty-six percent less households needed shelter compared to the same reporting period of last fiscal year. The decrease in the number needing shelter is encouraging. The success rate at exit from shelters significantly increased. However, the length of time homeless increased as well, causing the nightly occupancy to exceed planned capacity. The employment rate at entry significantly increased from 29% in FY17 to 37% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years. An additional 126 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with HandsOn. These families were subsequently either diverted from shelter by HandsOn or self-exited.

¹ Overflow capacity is not included.

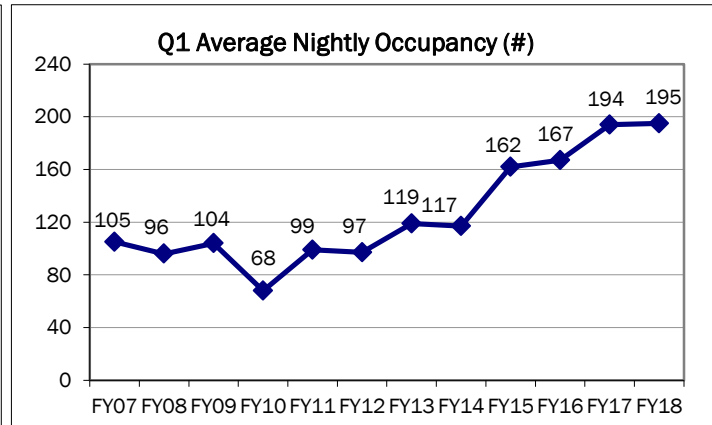
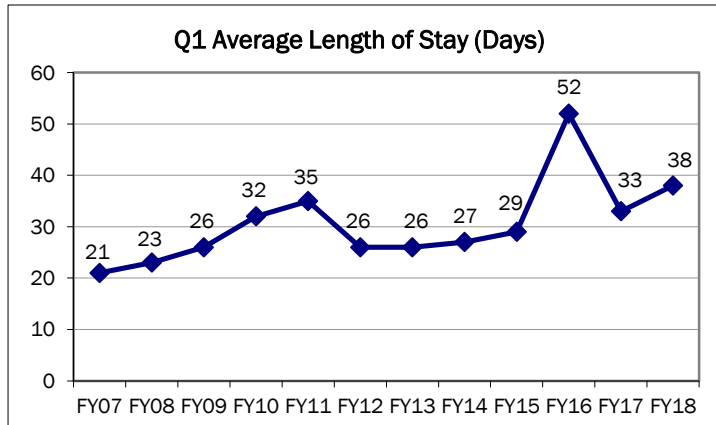
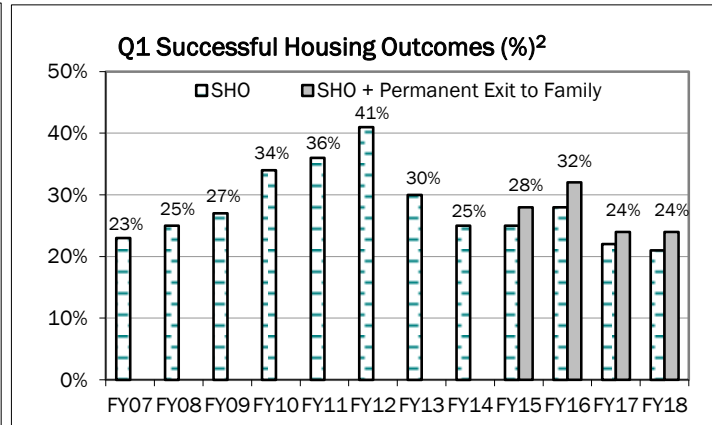
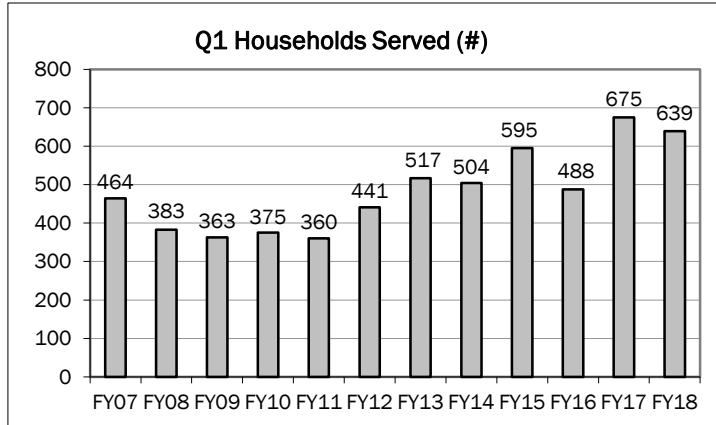
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ System served all families in need of shelter

⁴ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

System and Program Indicator Report

FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-9/30/2017	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	600	639	√	201	195	30	38	≠	132	104	≠	33%	24%	≠



DEMOGRAPHICS	Women
Households Served	639
Percent Newly homeless	54%
Recidivism ⁴	7%
Average Age	39
Women as a percent of total single adults served	35%
Veterans (U.S. Military) served	8
Veterans % of all adults	1%
Average Monthly Household Income	\$537
Percent Working at Entry	27%
Average Daily Waitlist Number	15
Race - White	39%
Race - Black	58%
Race - Other	3%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years ⁵	17%
Adults 25 - 34 years ⁵	24%
Adults 35 - 44 years ⁵	22%
Adults 45 - 55 years ⁵	24%
Adults 56 - 61 years ⁵	10%
Adults 62+ years ⁵	4%
Pregnant Women Served	80
Franklin County Residents	85%

The number of single women sheltered decreased by 5% compared to the same reporting period of last fiscal year. The low successful housing outcomes rate is not unexpected due to the ramp-up time for the new rapid rehousing provider. The average length of time homeless increased compared to the same reporting period of the last fiscal year. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Seasonal Overflow capacity is not included.

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

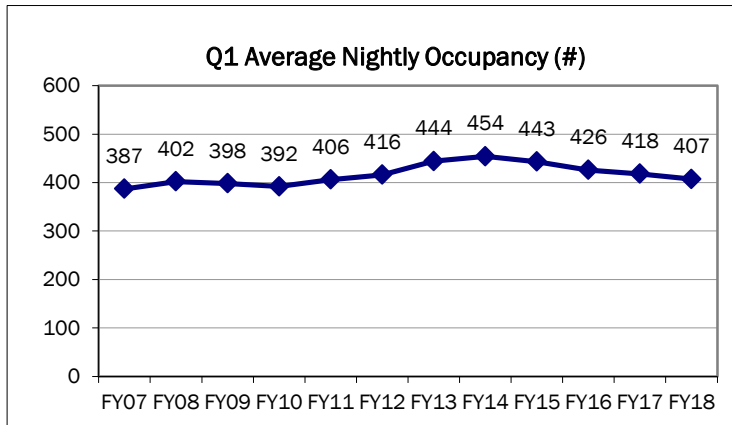
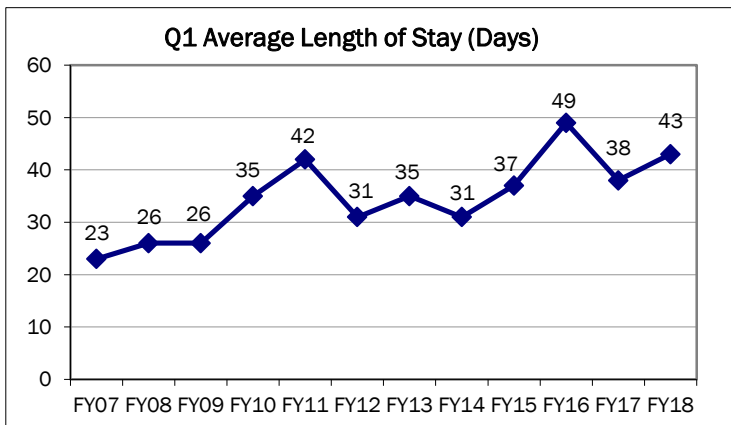
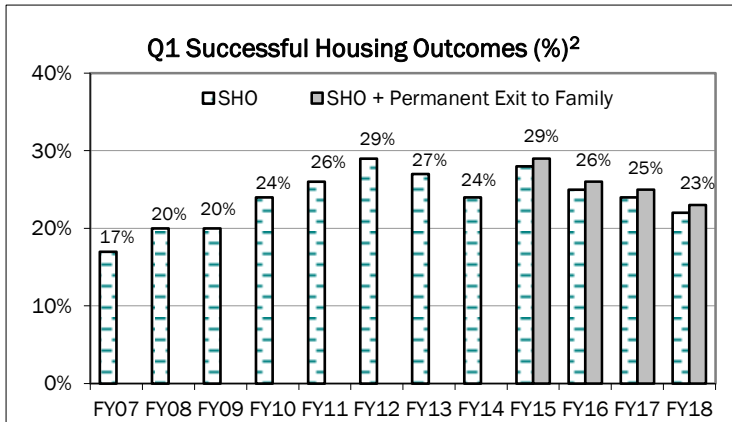
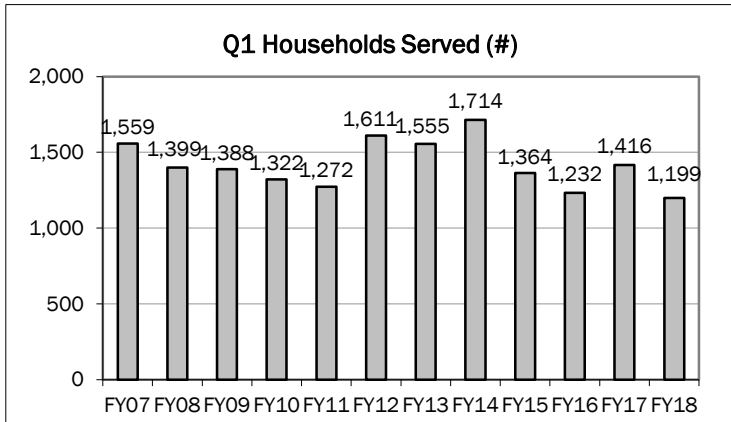
³ Due to rounding percentage is less than 100%.

⁴ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

⁵ Due to rounding percentage exceeds 100%.

System and Program Indicator Report

FY18 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2017-9/30/2017	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,400	1,199	≠	431	407	30	43	≠	320	188	≠	33%	23%	≠



DEMOGRAPHICS	Men
Households Served	1,199
Percent Newly homeless	44%
Recidivism ⁴	9%
Average Age	44
Men as a percent of total single adults served	65%
Veterans (U.S. Military) served	152
Veterans % of all adults	13%
Average Monthly Household Income	\$524
Percent Working at Entry	27%
Average Daily Waitlist Number	50
Race - White ³	33%
Race - Black ³	66%
Race - Other ³	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years ³	5%
Adults 25 - 34 years ³	23%
Adults 35 - 44 years ³	22%
Adults 45 - 55 years ³	31%
Adults 56 - 61 years ³	13%
Adults 62+ years ³	7%
Franklin County Residents	87%

The system experienced a 15% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The average length of time homeless increased compared to last fiscal year. The low successful housing outcomes rate is not unexpected due to the ramp-up time for the new rapid rehousing provider. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹ Seasonal Overflow capacity is not included.

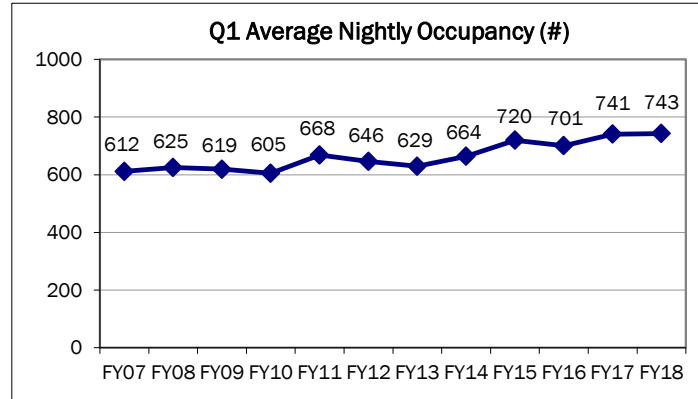
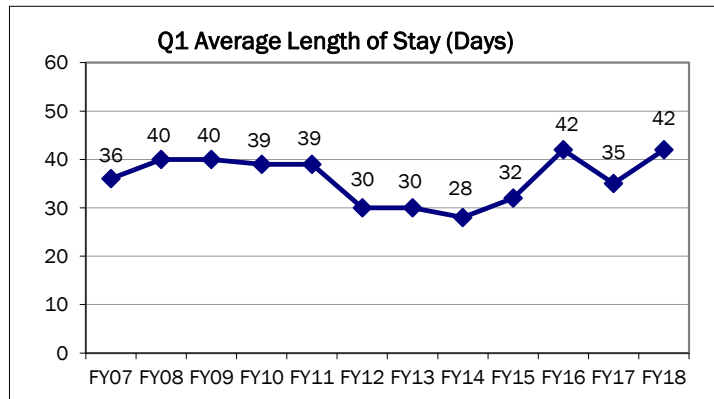
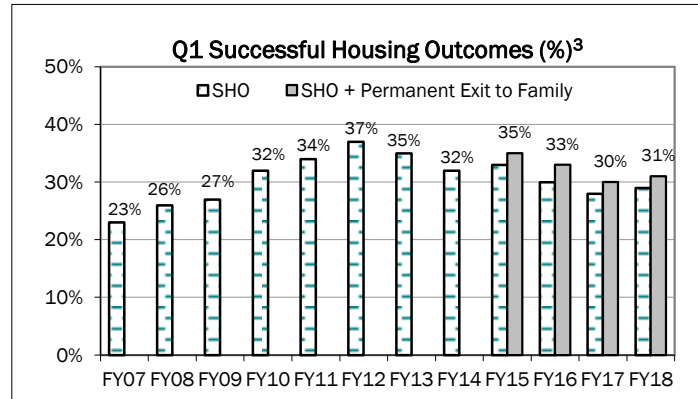
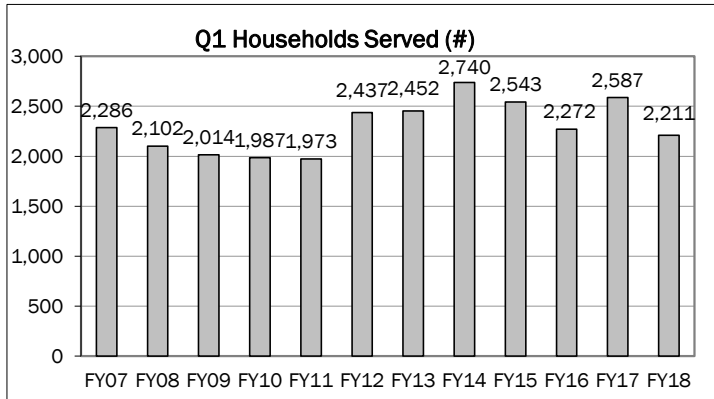
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage exceeds 100%.

⁴ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

System and Program Indicator Report

FY18 EMERGENCY SHELTER 7/1/2017-9/30/2017	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	2,500	2,211	≠	746	743	30	42	≠	649	453	≠	37%	31%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,211
Percent Newly homeless	51%
Recidivism ⁴	11%
Clients Served	3,211
Adults Served	2,359
Children Served	852
Average Age (HoH)	40
Gender - Male (HoH)	55%
Gender - Female (HoH)	45%
Veterans (U.S. Military) served	164
Veterans % of all adults	7%
Average Monthly Household Income	\$611
Percent Working at Entry	32%
Average Daily Waitlist Number	65
Race - White (HoH)	33%
Race - Black (HoH)	65%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	149
Franklin County Residents	88%

The system experienced a 15% decrease in the number of households sheltered when compared to the same reporting period of last fiscal year, mainly due to the significant decrease in the number of families needing shelter. The successful housing outcomes percent is similar to the prior reporting period. The average length of time homeless, as well as the employment rate and income at shelter entry, increased across all systems. Daily, an average of 65 single men and women were not able to receive shelter. 51% of sheltered households did not experience homelessness within the past two years.

¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 2422.

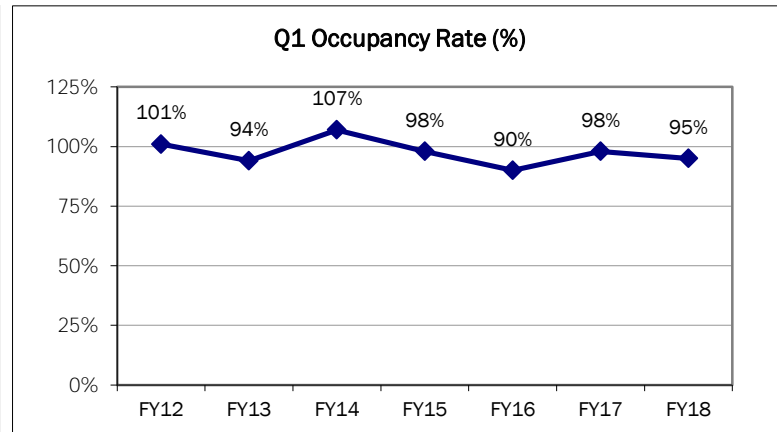
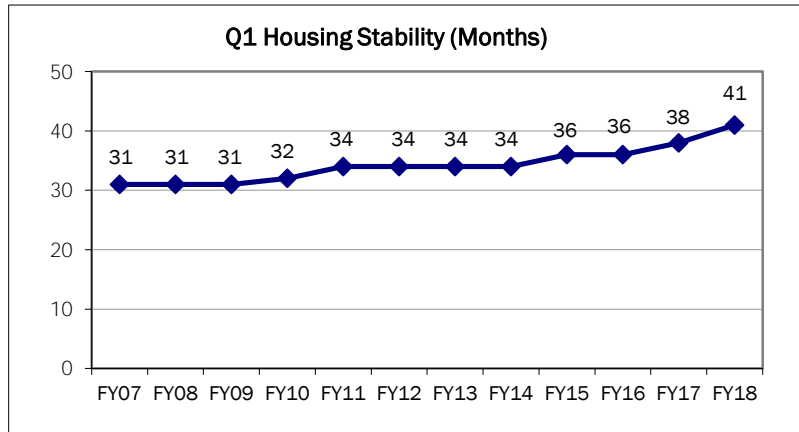
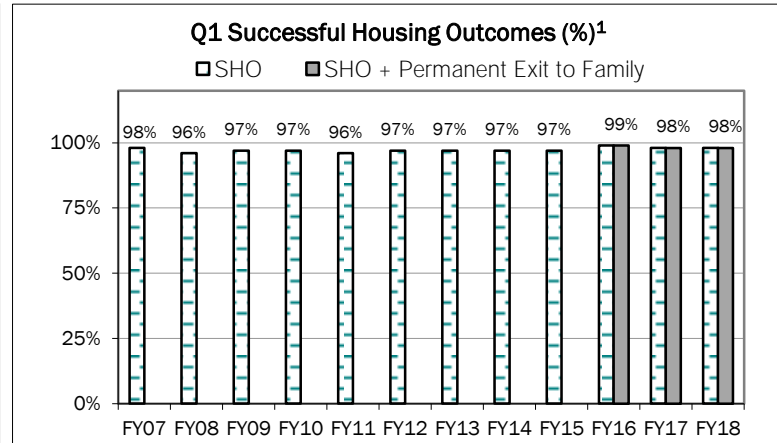
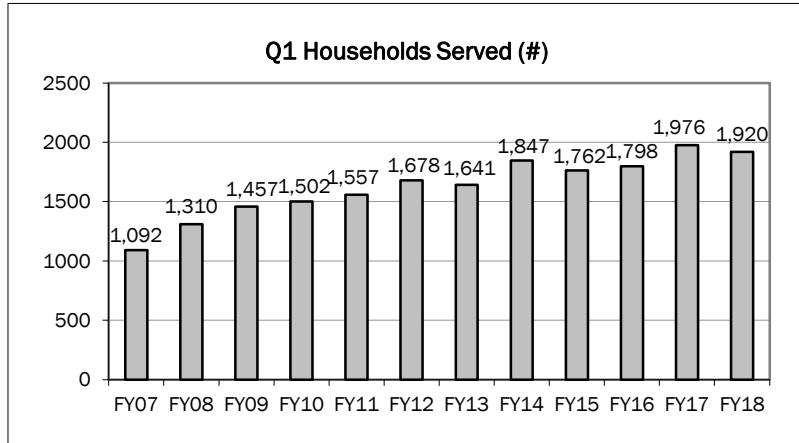
² Seasonal overflow capacity is not included.

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

⁴ Recidivism is calculated based on returns to homelessness within 180 days from a successful exit.

System and Program Indicator Report

FY18 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units 7/1/2017-9/30/2017	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,023	1,920	√	95%	95%	√	24	41	√	1,821	1,876	√	90%	98%	√

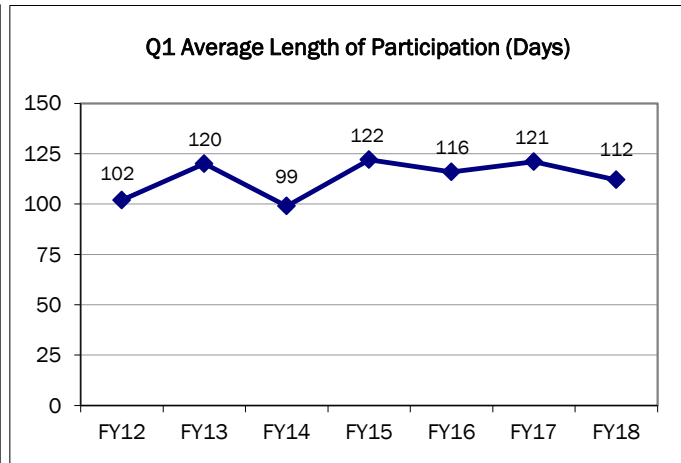
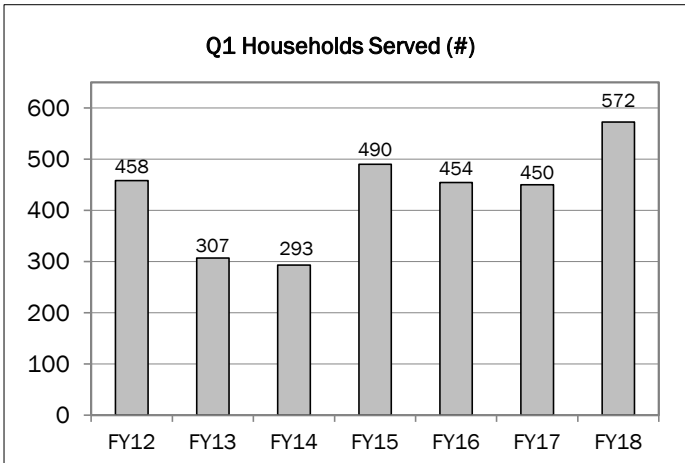
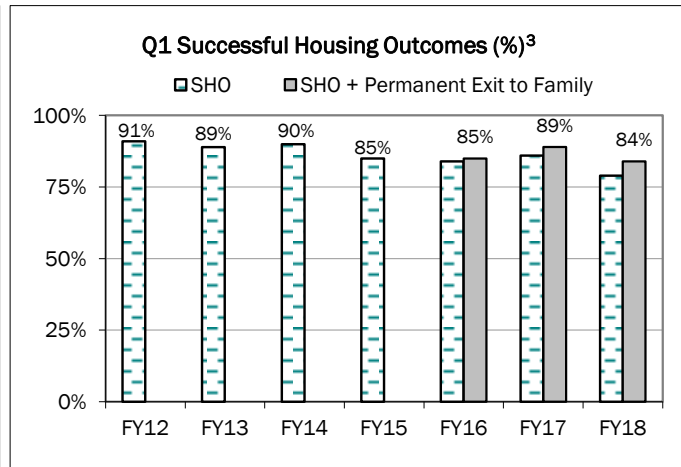
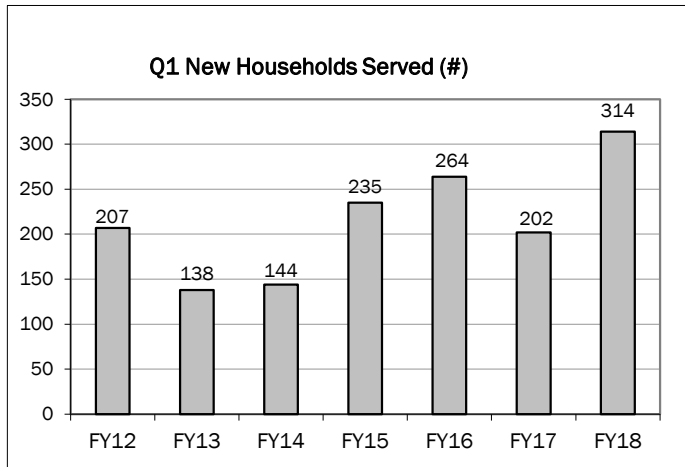


The system continues to perform well, with good occupancy and success rates. A comparable number of households were served this reporting period and the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1938 out of which 1395 units are designated as Rebuilding Lives. VA VASH voucher capacity of 372 is not included.

¹Starting 7/1/15. Successful Housing Outcomes include permanent exits to family.

System and Program Indicator Report

FY18 Rapid Re-housing 7/1/2017-9/30/2017	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing System ¹	724	314	≠	956	572	≠	100	112	≠	112	168	√	50%	84%	√



DEMOGRAPHICS	Family & Adults
Households Served	572
Clients Served	1,352
Average Age (HoH)	39
Gender - Male (HoH)	41%
Gender - Female (HoH)	59%
Veterans (U.S. Military) served	162
Veterans % of all adults	24%
Average Monthly Household Income	\$507
Percent Working at Entry	23%
Adults Served	685
Children Served	667
Race - White (HoH) ⁴	28%
Race - Black (HoH) ⁴	70%
Race - Other (HoH) ⁴	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.5
Average Number of Children ²	2.1
Children 0 - 2 years ^{2,4}	27%
Children 3 - 7 years ^{2,4}	38%
Children 8 - 12 years ^{2,4}	25%
Children 13 - 17 years ^{2,4}	11%
Pregnant Women Served	80

The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. The system served 28% more households than the same reporting period of last fiscal year, as the YMCA Rapid Re-housing project was added to the system. The number of households served by the VA funded SSVF projects and the new YMCA Rapid Re-housing project (specifically due to ramp-up activities), is below the projected goal, which impacts the performance of the entire system.

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, YMCA Rapid Re-housing, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition.

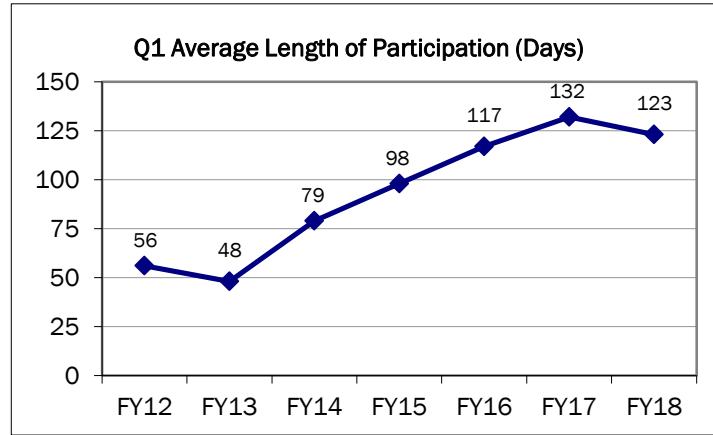
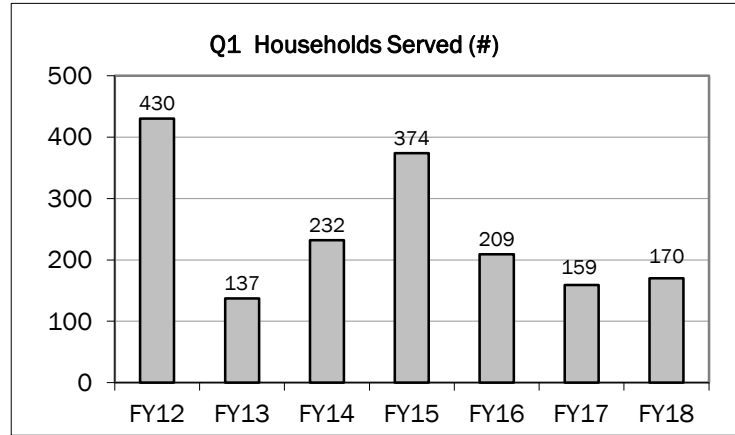
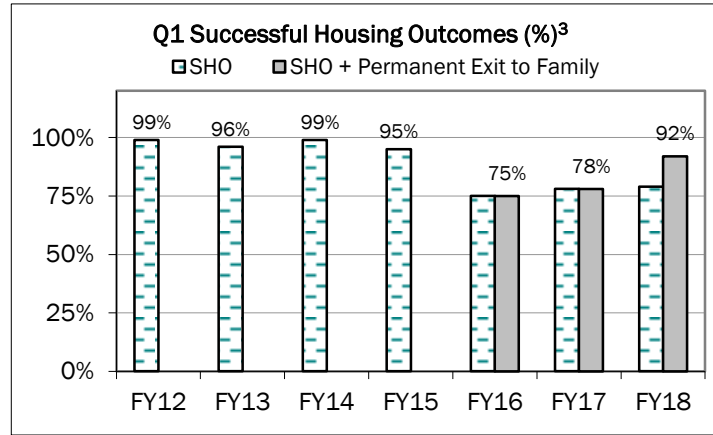
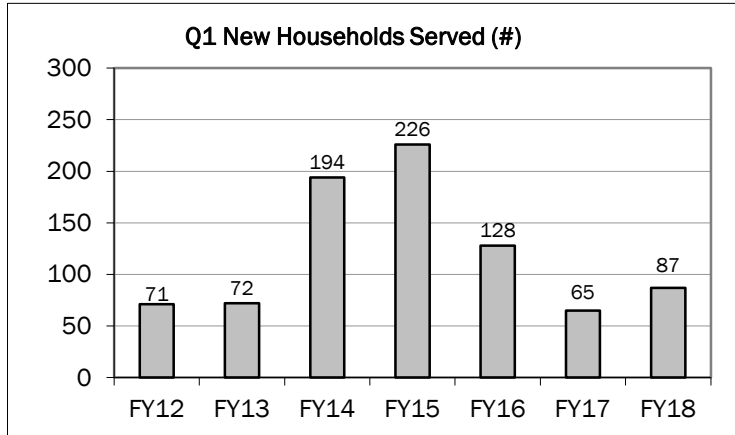
² Data refers to families served.

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

⁴ Due to rounding, percentages do not add up to 100%.

System and Program Indicator Report

FY18 Prevention 7/1/2017-9/30/2017	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	94	87	√	219	170	≠	160	123	√	36	36	√	90%	92%	√



DEMOGRAPHICS	Family & Adults
Households Served	170
Clients Served	622
Recidivism ⁴	13%
Average Age (HoH)	31
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) served	5
Veterans % of all adults	2%
Average Monthly Household Income	\$949
Percent Working at Entry	68%
Race - White (HoH)	15%
Race - Black (HoH)	81%
Race - Other (HoH)	4%
Hispanic (HoH)	5%
Non-Hispanic (HoH)	95%
Adults Served	214
Children Served	408
Mean Family Size ²	3.7
Average Number of Children ²	2.4
Children 0 - 2 years ²	27%
Children 3 - 7 years ²	37%
Children 8 - 12 years ²	23%
Children 13 - 17 years ²	13%
Pregnant Women Served	14

The number served was lower than expected due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs. The success rate at program exit is good. Income and percent working at entry increased compared to last year's numbers (\$894 and 62% respectively).

¹ System includes Gladden Community House Stable Families and additional prevention programs, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF programs.

² Data refers to the families served.

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

⁴ Calculated for successful housing exits between reporting period of 7/1/2016 - 9/30/2016, entering the homeless system within 365 days after exit.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{3, 4}					Movement	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%
7/1/2017-9/30/2017																	
MEN																	
LSS - Faith Mission on 6th ²	N/A	256	N/A	N/A	89	88	N/A	30	46	N/A	N/A	41	N/A	33%	24%	N/A	6%
LSS - Faith Mission on 8th ²	N/A	281	N/A	N/A	95	93	N/A	30	43	N/A	N/A	20	N/A	33%	11%	N/A	3%
Friends of the Homeless - Men's Shelter	489	359	(130)	N/A ⁵	130	126	N/A ⁵	30	43	N/A ⁵	118	47	N/A ⁵	33%	20%	N/A ⁵	5%
VOAGO - Men's Shelter	188	160	(28)	N/A ⁵	40	38	N/A ⁵	30	30	N/A ⁵	49	51	N/A ⁵	33%	41%	N/A ⁵	2%
WOMEN																	
LSS - Faith Mission - Nancy's Place ²	N/A	118	N/A	N/A	38	37	N/A	30	40	N/A	N/A	19	N/A	33%	23%	N/A	2%
YMCA - Van Buren Women's Shelter	350	429	79	N/A ⁵	139	132	N/A ⁵	30	39	N/A ⁵	70	73	N/A ⁵	33%	24%	N/A ⁵	3%
YMCA - Van Buren Pregnant Women's Shelter	52	61	9	N/A ⁵	12	12	N/A ⁵	37	18	N/A ⁵	13	6	N/A ⁵	33%	13%	N/A ⁵	4%
INEBRIATE																	
Maryhaven - Engagement Center Safety	275	243	(32)	N/A ⁵	32	26	N/A ⁵	12	10	N/A ⁵	73	28	N/A ⁵	30%	13%	N/A ⁵	N/A
Maryhaven - Engagement Center Shelter2Housing	45	34	(11)	N/A ⁵	18	13	N/A ⁵	30	49	N/A ⁵	9	12	N/A ⁵	33%	55%	N/A ⁵	9%
YOUTH																	
Huckleberry House - Emergency Shelter	80	92	12	√	16	9	≠	10	10	√	59	56	√	80%	71%	≠	1%
VA EMERGENCY HOUSING																	
VOAGO - VA Emergency Housing	35	32	(3)	√	15	13	≠	70	54	√	11	11	√	50%	50%	√	0%
LSS - VA Men & Women	50	64	14	√	24	22	≠	70	47	√	13	16	√	50%	37%	≠	14%
AGENCY																	
Lutheran Social Services - Faith Mission ²	837	635	(202)	N/A ⁵	222	218	N/A ⁵	30	45	N/A ⁵	203	80	N/A ⁵	33%	19%	N/A ⁵	4%

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 Successful outcomes measure for Maryhaven Engagement Center Safety.

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

⁵ As of 10/1/2014 housing services for all tier 2 emergency shelters were provided by Access Ohio. Starting 7/1/2017 these services are provided by the YMCA Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program. Outcomes not evaluated for the reporting period due to the rapid re-housing provider transition.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2017-9/30/2017													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	2,600	2,499	√	95%	97%	√	650	256	≠	25%	8%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	1,100	913	≠	95%	100%	√	440	469	√	40%	40%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ⁴			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			
7/1/2017-9/30/2017																					
Maryhaven - Capital Crossroad SID Outreach	25	28	√	45	41	√	19	17	√	75%	100%	√	10	10	√	55%	59%	√	N/A	38%	N/A
Maryhaven - Outreach	70	41	≠	130	150	√	52	36	≠	75%	82%	√	29	28	√	55%	78%	√	25%	43%	√
Southeast - PATH Outreach ³	70	45	≠	140	165	√	35	34	√	50%	45%	√	N/A	20	N/A	N/A	59%	N/A	N/A	N/A	N/A

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ⁴						Average Engagement Time (Days)			Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 15%
7/1/2017-9/30/2017																			
YWCA - Family Center	225	162	√ ⁵	50	51	√	20	37	≠	123	72	√ ⁵	70%	65%	√	7	11	≠	0%
YMCA - Van Buren Family Shelter	250	223	√ ⁵	64	89	√	20	47	≠	130	89	≠	70%	72%	√	7	19	≠	1%

¹ Capacity does not include overflow.

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

³ The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

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

⁵ Program served all households in need of shelter. Outcomes re-calculated based on actual households served.

PERMANENT SUPPORTIVE HOUSING		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2017-9/30/2017		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
Columbus Area Integrated Health Services - Scattered Sites ⁴		50	53	56	3	√	54	108%	√	24	24	√	48	56	√	90%	100%	√
Community Housing Network - Briggsdale		25	26	26	0	√	24	96%	√	24	52	√	23	26	√	90%	100%	√
Community Housing Network - Cassidy ²		10	10	11	1	√	11	110%	√	24	36	√	9	11	√	90%	100%	√
Community Housing Network - Community ACT		42	44	41	(3)	√	39	93%	√	24	66	√	40	38	√	90%	93%	√
Community Housing Network - East 5th Avenue		38	40	39	(1)	√	37	97%	√	24	33	√	36	39	√	90%	100%	√
Community Housing Network - Inglewood Court		45	47	46	(1)	√	44	98%	√	24	33	√	42	45	√	90%	98%	√
Community Housing Network - Leasing Supportive Housing		25	26	23	(3)	≠	23	92%	√	24	56	√	23	23	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing II ³		222	233	184	(49)	N/A	176	79%	N/A	18	20	N/A	210	183	N/A	90%	99%	N/A
Community Housing Network - North 22nd Street ²		30	31	31	0	√	31	103%	√	24	36	√	28	31	√	90%	100%	√
Community Housing Network - Parsons		25	26	25	(1)	√	23	92%	√	24	53	√	23	24	√	90%	96%	√
Community Housing Network - RLPTI		80	84	80	(4)	√	77	96%	√	24	64	√	76	75	√	90%	94%	√
Community Housing Network - Safe Haven ²		13	16	17	1	√	14	108%	√	24	81	√	14	16	√	90%	100%	√
Community Housing Network - Southpoint Place ²		46	48	49	1	√	47	102%	√	24	39	√	43	49	√	90%	100%	√
Community Housing Network - Terrace Place		47	49	46	(3)	√	46	98%	√	24	42	√	44	46	√	90%	100%	√
Maryhaven - Commons at Chantry		50	52	51	(1)	√	48	96%	√	24	53	√	47	50	√	90%	98%	√
National Church Residences - Commons at Buckingham		75	79	77	(2)	√	74	99%	√	24	53	√	71	76	√	90%	100%	√
National Church Residences - Commons at Grant		50	52	52	0	√	49	98%	√	24	72	√	47	52	√	90%	100%	√
National Church Residences - Commons at Livingston		60	63	62	(1)	√	59	98%	√	24	39	√	57	61	√	90%	98%	√
National Church Residences - Commons at Third		60	63	61	(2)	√	60	100%	√	24	36	√	57	60	√	90%	98%	√
National Church Residences - VOAGO Van Buren Village		60	63	61	(2)	√	57	95%	√	20	15	≠	57	58	√	90%	95%	√
YMCA - 40 West Long Street		105	110	108	(2)	√	103	98%	√	24	38	√	99	103	√	90%	95%	√
YMCA - Franklin Station ²		75	79	77	(2)	√	76	101%	√	24	59	√	71	77	√	90%	100%	√
YWCA - WINGS		91	96	90	(6)	√	84	92%	√	22	26	√	86	89	√	90%	99%	√

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

² Occupancy exceeds 100% due to project serving RL individuals in Non-RL units or eligible roommates/couples or project is able to increase census due to funding availability.

³ CHN took over the project from CAIHS as of 7/1/2017. Outcomes not evaluated for the reporting period.

⁴ Program capacity was reduced from 75 units to 50 units starting 7/1/17.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2017-9/30/2017		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		10	10	10	0	√	95%	100%	√	24	54	√	9	9	√	90%	90%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	100	√	7	7	√	90%	88%	√
VOAGO - Family Supportive Housing ⁴		38	40	38	(2)	√	95%	84%	N/A	24	40	√	36	37	√	90%	97%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst - Shelter Plus Care ⁵		52	55	58	3	√	100%	96%	√	24	48	√	50	56	√	90%	97%	√
Equitas Health - Shelter Plus Care (TRA) ³		89	93	94	1	√	100%	104%	√	24	97	√	84	92	√	90%	99%	√
Community Housing Network - Shelter Plus Care (SRA)		183	192	183	(9)	√	100%	95%	√	24	37	√	173	174	√	90%	95%	√
Community Housing Network - Shelter Plus Care (SRA) 2		14	15	12	(3)	≠	100%	86%	≠	7	8	√	14	12	≠	90%	100%	√
Community Housing Network - Shelter Plus Care (SRA) 3 ⁶		11	N/A	0	N/A	N/A	N/A	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Community Housing Network - Shelter Plus Care (TRA)		171	180	172	(8)	√	100%	99%	√	24	45	√	162	168	√	90%	98%	√
YMCA - 40 West Long Expansion		38	40	38	(2)	√	100%	95%	√	24	30	√	36	37	√	90%	97%	√
Total Rental Assistance ³		558	575	557	(18)	√	100%	96%	√	24	49	√	519	539	√	90%	97%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP		28	35	33	(2)	√	98%	96%	√	10	8	√	5	7	√	77%	100%	√
Maryhaven - Women's ²		5	5	3	(2)	≠	90%	40%	≠	4	7	≠	1	0	N/A ⁷	50%	N/A ⁷	N/A ⁷
VOAGO - Veterans		40	70	76	6	√	95%	73%	≠	4	2	√	23	25	√	77%	52%	≠

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

² Project capacity fluctuates based on need and available capacity. No clients exited during the report period.

³ CMHA allows over-leasing for this project.

⁴ Project capacity increased by 8 as of 7/1/17.

⁵ Project capacity decreased by 20 as of 7/1/17.

⁶ New project, did not start lease-up during reporting period.

⁷ Project did exit any households during the reporting period.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ³						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	
7/1/2017-9/30/2017																									
Homeless Families Foundation - Rapid Re-housing ²	47	48	√	93	102	√	15	41	≠	100	124	≠	42	37	≠	90%	88%	√	\$800	\$805	√	90%	87%	√	
The Salvation Army - Rapid Re-housing ²	42	37	≠	79	90	√	15	41	≠	100	102	√	38	47	√	90%	98%	√	\$1,800	\$1,530	√	90%	100%	√	
The Salvation Army - Job2Housing ²	16	19	√	46	63	√	15	35	≠	180	196	√	14	18	√	90%	100%	√	N/A	\$1,779	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing ²	19	20	√	43	43	√	15	32	≠	100	96	√	17	23	√	90%	96%	√	\$800	\$800	√	90%	95%	√	
YMCA - Rapid Rehousing ^{2,5}	500	111	N/A	500	111	N/A	23	24	N/A	100	30	N/A	0	1	N/A	50%	20%	N/A	\$740	\$964	N/A	80%	0%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	90	23	≠	N/A	N/A	N/A	N/A	N/A	N/A	88	23	≠	98%	100%	√	\$950	\$1,117	≠	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	200	113	≠	N/A	N/A	N/A	N/A	N/A	N/A	196	111	≠	98%	98%	√	\$740	\$678	√	98%	98%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³						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			
7/1/2017-9/30/2017																								
Gladden Community House - Stable Families	54	55	√	126	117	√	180	124	≠	16	33	√	90%	92%	√	\$1,000	\$1,104	√	90%	96%	√			
Gladden Community House - Stable Families Expansion ⁶	6	8	√	6	8	√	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$1,458	N/A	N/A	90%	N/A	N/A			
Gladden Community House - Stable Families FCCS	18	18	√	18	18	√	N/A	33	N/A	N/A	1	N/A	N/A	100%	N/A	\$900	N/A ⁶	N/A	90%	N/A ⁶	N/A			
Lutheran Social Services - REEB Stable Families	9	2	≠	45	22	≠	365	203	≠	8	1	≠	90%	100%	√	\$1,800	\$1,410	√	90%	N/A ⁶	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 ³						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		
7/1/2017-9/30/2017																							
LSS - SSVF Prevention ⁴	3	0	N/A	5	0	N/A	N/A	N/A	N/A	90	N/A	N/A	3	N/A	N/A	90%	N/A	N/A	75%	N/A	N/A		
LSS - SSVF Rapid Re-housing ^{2,7}	30	35	√	55	63	√	30	26	√	100	78	√	24	15	≠	80%	75%	√	80%	67%	≠		
VOAGO - SSVF Prevention ⁴	10	4	N/A	25	5	N/A	N/A	N/A	N/A	100	62	√	9	1	N/A	90%	100%	√	75%	N/A ⁶	N/A		
VOAGO - SSVF Rapid Re-housing ^{2,8}	70	47	≠	140	103	≠	30	26	√	100	109	√	56	26	≠	80%	60%	≠	80%	51%	≠		

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

² Households were excluded from ALOS measure if they still reside in emergency shelter at the time of the report.

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

⁴ Due to prioritizing clients into the Rapid-Rehousing program fewer clients than expected were served.

⁵ Program in ramp-up, outcomes not evaluated for the reporting period.

⁶ Only client that exited did so successfully without accessing DCA.

⁷ Two households were excluded from ALOS measure for not accessing homeless programs.

⁸ Ten households were excluded from ALOS measure for not accessing homeless programs.

communityshelterboard

111 liberty street, suite 150 | columbus, ohio 43215
614 221 9195/ main | 614 221 9199/ fax | www.csb.org



Development
Services Agency

THE CITY OF
COLUMBUS

 **Franklin County**
Where Government Works


**THE COLUMBUS
FOUNDATION**

United Way 
United Way
of Central Ohio
Member Agency



Nationwide
Foundation

AEP **AMERICAN
ELECTRIC
POWER
FOUNDATION**

 **Huntington**
A bank invested in people.