

# SYSTEM & PROGRAM INDICATOR REPORT

FY2019  
7/1/18 - 6/30/19

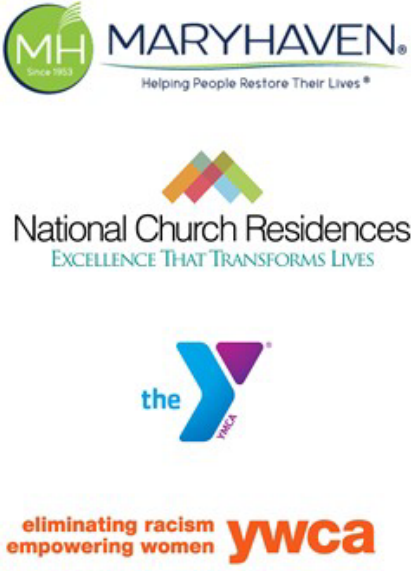
**Our Mission**

To lead a coordinated, community effort to make sure everyone has a place to call home.

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

## FEATURED PROGRAMS OF EXCELLENCE

FY2019: 7/1/18 – 6/30/19




**MARYHAVEN®**  
Helping People Restore Their Lives®

**National Church Residences**  
EXCELLENCE THAT TRANSFORMS LIVES

**the ywca**  
eliminating racism  
empowering women

PERMANENT SUPPORTIVE HOUSING


Met every goal for households served, occupancy, stability, and successful housing outcomes.



**GLADDEN**  
COMMUNITY HOUSE

FAMILY DIVERSION

Met every goal for numbers served, shelter linkage, and successful rapid resolution outcomes.



**Volunteers of America®**  
OHIO & INDIANA

EMERGENCY HOUSING for VETERANS

Exceeded every goal for numbers served, length of stay, and successful housing outcomes.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past quarter. We aim to acknowledge extraordinary leadership, collaborative practices, and high quality operations and services among partner agencies in their work to serve people facing 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 with 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 facing homelessness.

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## Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. 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 programs and some non-CSB funded programs that participate in our data system. 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:

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

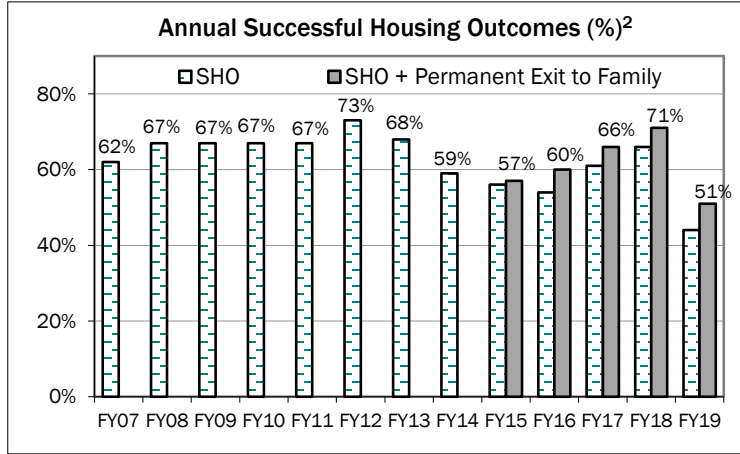
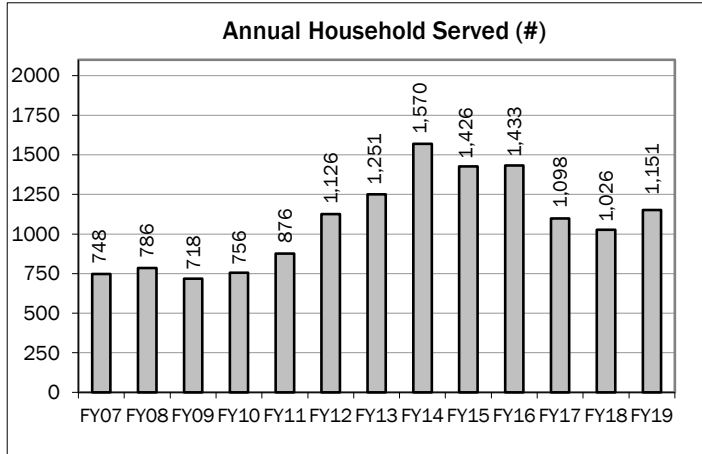
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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.

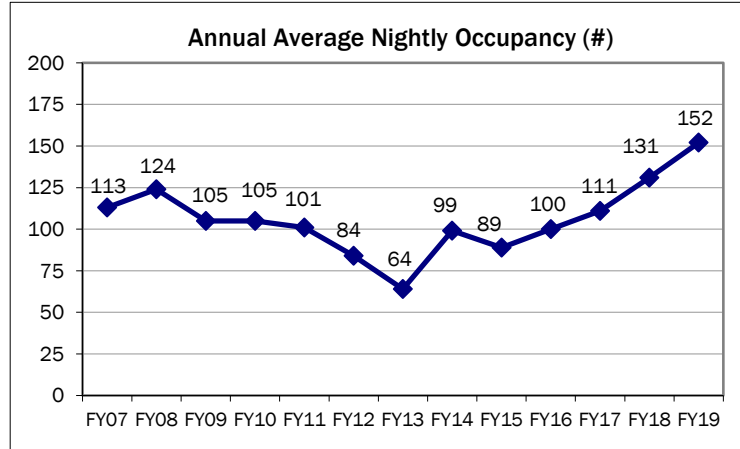
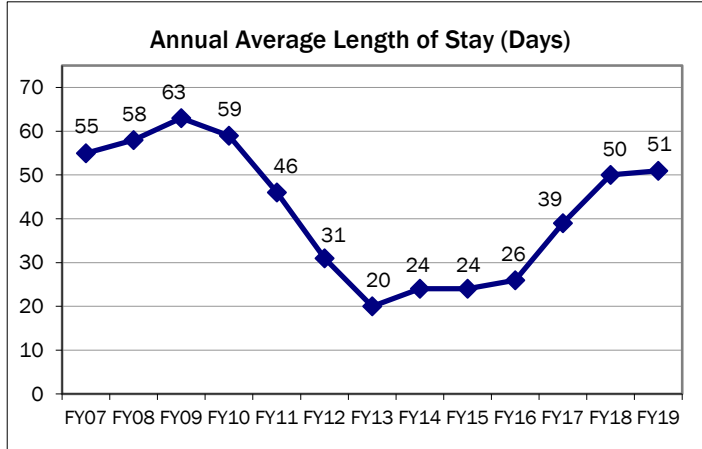
# System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2018 - 6/30/2019	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	1,100	1,151	√	114	152	25	51	≠	690	509	≠	70%	51%	≠



DEMOGRAPHICS	Family
Households Served	1,151
Percent Newly homeless	77%
Recidivism <sup>3</sup>	5%
Clients Served	4,202
Average Age (HoH)	32
Gender - Female (HoH)	94%
Gender - Male (HoH)	6%
Veterans (U.S. Military) served	23
Veterans % of all adults	1%
Average Monthly Household Income	\$768
Percent Working at Entry	40%
Race - Black (HoH)	74%
Race - White (HoH)	25%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	1,622
Children Served	2,580
Mean Family Size	3.7
Average Number of Children	2.2
Adults 18-24 years (HoH)	18%
Children 0 - 2 years	25%
Children 3 - 7 years	36%
Children 8 - 12 years	27%
Children 13 - 17 years	12%
Pregnant Women Served	149
Long Term Disability (HoH)	18%
Franklin County Residents	87%



**12 percent more households needed shelter compared to the last fiscal year. The success rate at exit from shelters decreased 20 percentage points to the lowest measured rate historically. The length of time homeless increased, causing the nightly occupancy to reach a record high. The employment rate at entry increased from the FY18 rate of 36% to 40% currently, coupled with an increase in average income (FY18 \$712). An additional 246 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either diverted from shelter or self-exited.**

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

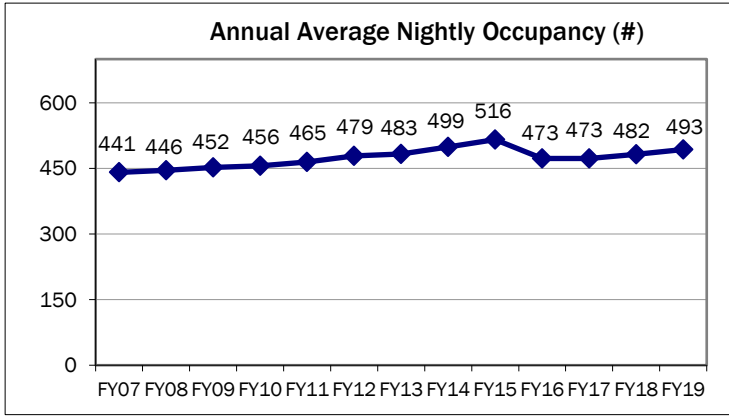
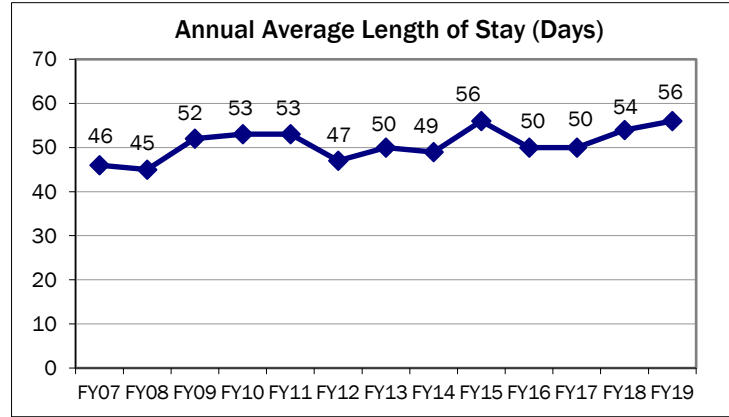
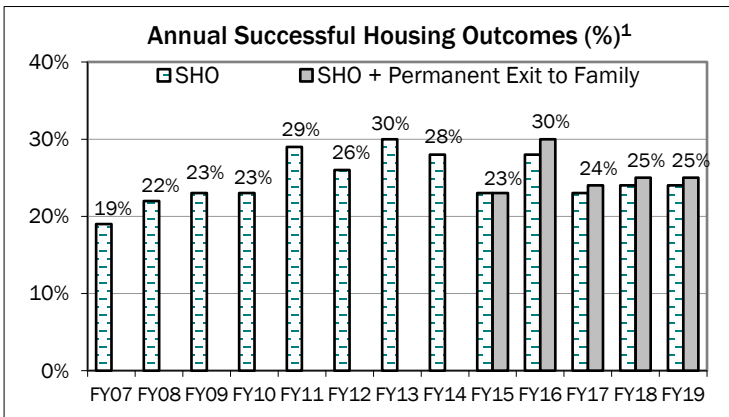
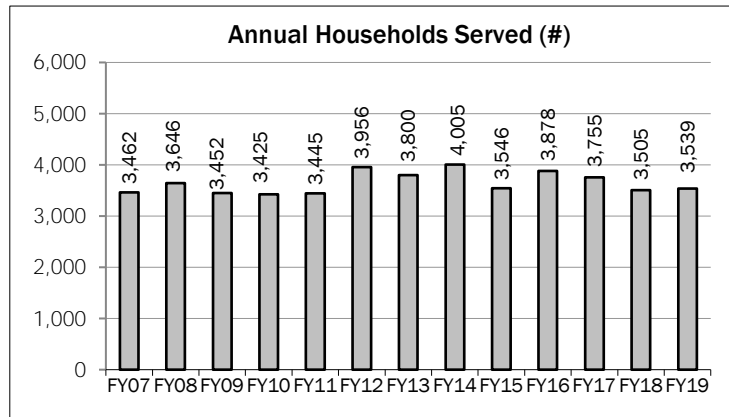
<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/18-12/31/18.

# System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2018 - 6/30/2019	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	3,800	3,539	√	431	493	30	56	≠	1,112	803	≠	33%	25%	≠



DEMOGRAPHICS	Men
Households Served	3,539
Percent Newly homeless	63%
Recidivism <sup>3</sup>	12%
Average Age	44
Men as a percent of total single adults served	68%
Veterans (U.S. Military) served	437
Veterans % of all adults	12%
Average Monthly Household Income	\$562
Percent Working at Entry	28%
Average Daily Waitlist Number	78
Race - Black	64%
Race - White	34%
Race - Other	2%
Non-Hispanic	98%
Hispanic	2%
Adults 18 - 24 years	6%
Adults 25 - 34 years	23%
Adults 35 - 44 years	21%
Adults 45 - 55 years	28%
Adults 56 - 61 years	14%
Adults 62+ years	8%
Long Term Disability (HoH)	44%
Franklin County Residents	82%

The number of single men sheltered remained flat when compared to the last fiscal year. The success rate at exit remained at 25% and the average length of time increased by 2 days. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which negatively impacts outcome achievement. The employment rate at entry increased from the FY18 rate of 26% to 28% currently, coupled with an increase in average income (FY18 \$530).

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

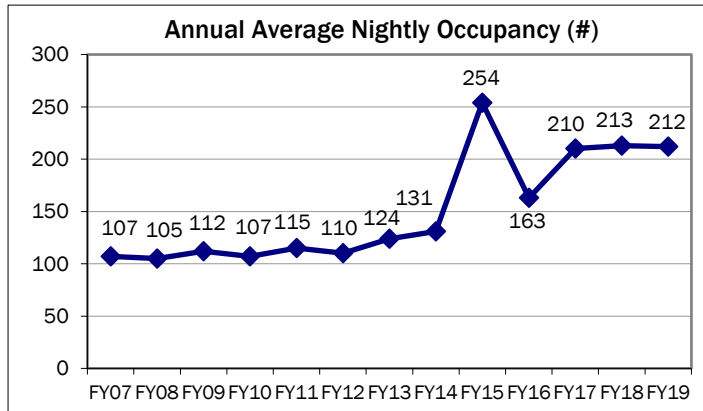
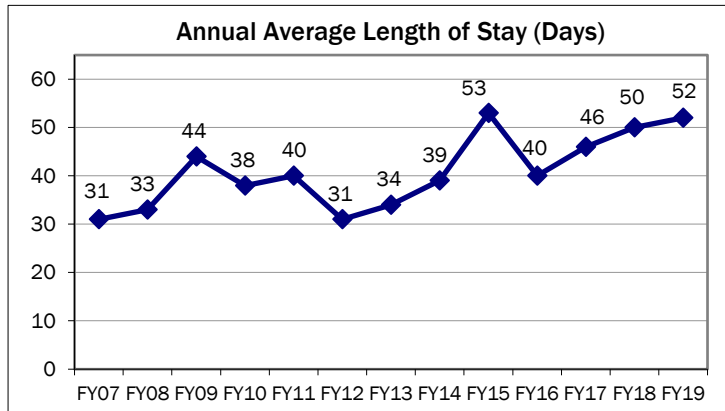
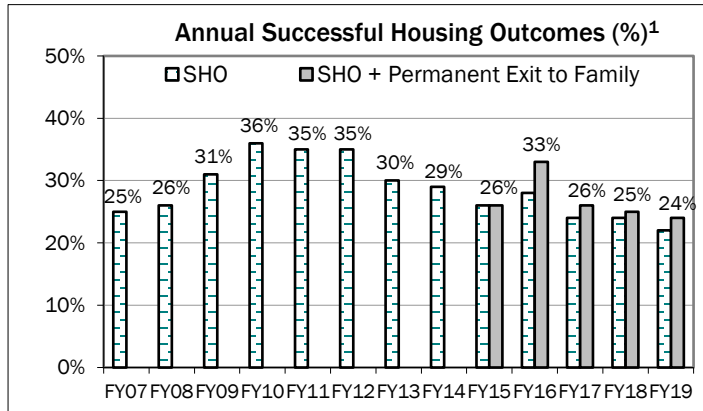
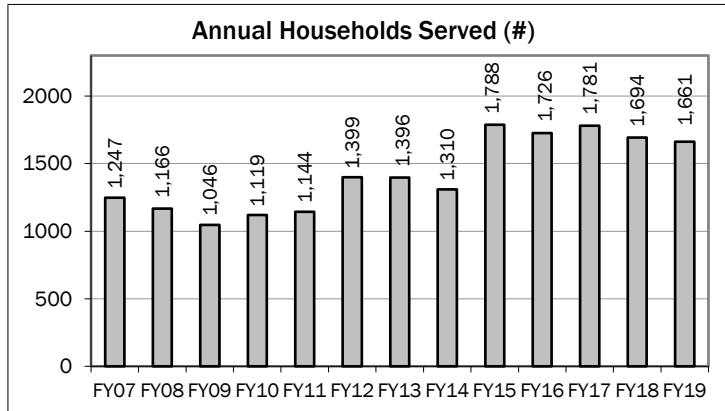
<sup>2</sup> Overflow capacity is not included. Overflow beds opened 11/9/18 and closed 4/06/19.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/18-12/31/18.

# System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2018 - 6/30/2019	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	1,700	1,661	√	201	212	30	52	≠	508	354	≠	33%	24%	≠



DEMOGRAPHICS	Women
Households Served	1,661
Percent Newly homeless	67%
Recidivism <sup>3</sup>	6%
Average Age	40
Women as a percent of total single adults served	32%
Veterans (U.S. Military) served	28
Veterans % of all adults	2%
Average Monthly Household Income	\$607
Percent Working at Entry	29%
Average Daily Waitlist Number	52
Race - Black	59%
Race - White	39%
Race - Other	2%
Non-Hispanic	97%
Hispanic	3%
Adults 18 - 24 years <sup>4</sup>	15%
Adults 25 - 34 years <sup>4</sup>	27%
Adults 35 - 44 years <sup>4</sup>	22%
Adults 45 - 55 years <sup>4</sup>	23%
Adults 56 - 61 years <sup>4</sup>	9%
Adults 62+ years <sup>4</sup>	5%
Pregnant Women Served	195
Long Term Disability (HoH)	25%
Franklin County Residents	85%

The number of single women sheltered decreased 2% when compared to the last fiscal year. The success rate at exit is at the lowest rate measured historically. The employment rate at entry increased from the FY18 annual rate of 25% to 29% currently, while average income increased from \$502 to \$607. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which negatively impacts outcome achievement.

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>2</sup> Overflow capacity is not included. Overflow beds opened 11/9/18 and closed 4/06/19.

<sup>3</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/18-12/31/18.

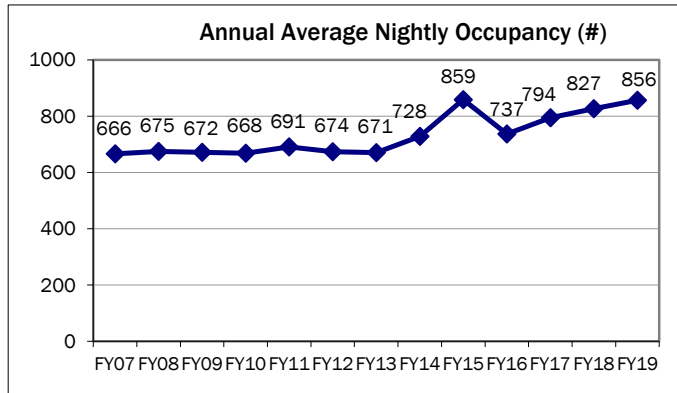
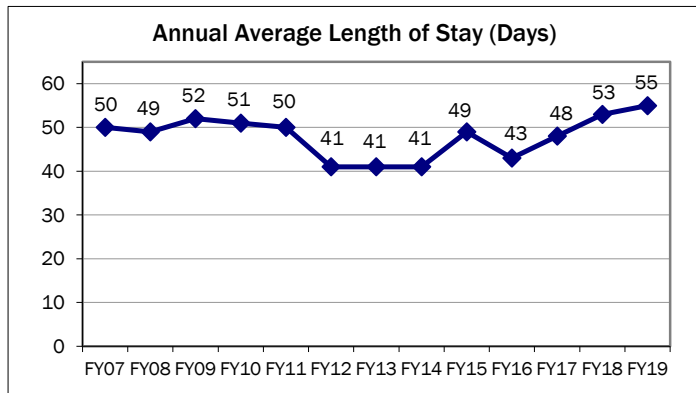
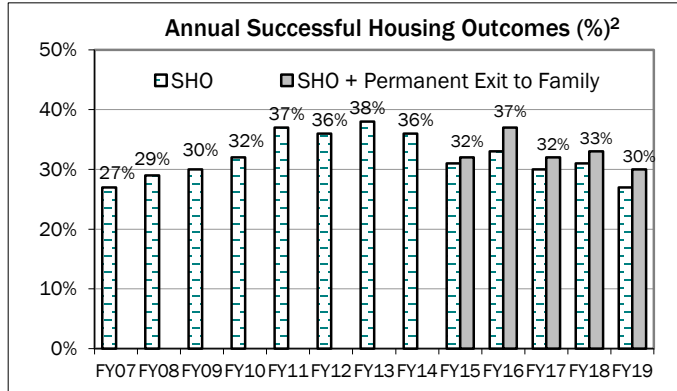
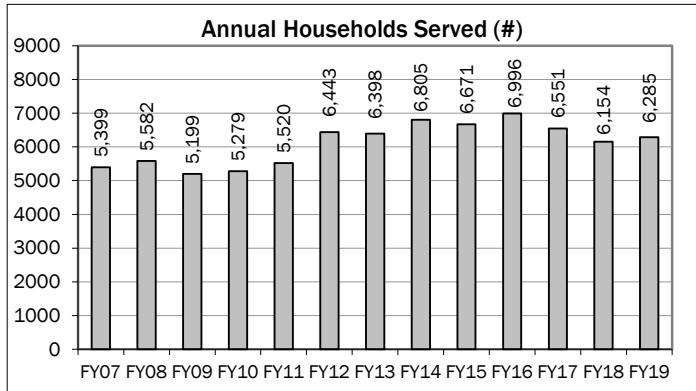
<sup>4</sup> Due to rounding percentage does not add up to 100%.



# System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
7/1/2018 - 6/30/2019	Goal	Actual	Outcome Achievement	Capacity <sup>3</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	6,500	6,285	√	746	856	30	55	≠	2,144	1,657	≠	37%	30%	≠



DEMOGRAPHICS	Family & Adults
Households Served	6,285
Percent Newly homeless	67%
Recidivism <sup>4</sup>	8%
Clients Served	9,300
Adults Served	6,720
Children Served	2,580
Average Age (HoH)	40
Gender - Male (HoH)	57%
Gender - Female (HoH)	43%
Veterans (U.S. Military) served	484
Veterans % of all adults	7%
Average Monthly Household Income	\$610
Percent Working at Entry	30%
Average Daily Waitlist Number	130
Race - Black (HoH)	64%
Race - White (HoH)	34%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	348
Long Term Disability (HoH)	35%
Franklin County Residents	83%

The system experienced a 2% increase in the number of households sheltered when compared to the last fiscal year. The successful housing outcomes percent decreased 3 percentage points compared to the prior fiscal year. The average length of time homeless and the nightly occupancy increased slightly. The employment rate and average income increased compared to the FY18 rate (\$550, 27%). 67% of sheltered households did not experience homelessness within the prior two years. 130 individuals were on the waiting list for shelter each day, on average, when overflow beds were not open.

<sup>1</sup> 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 7,000.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

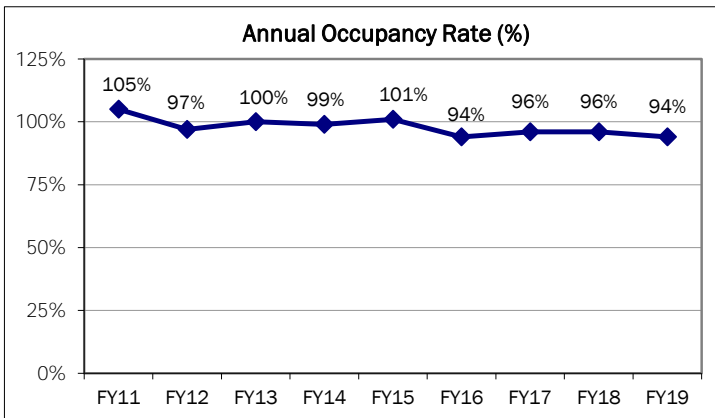
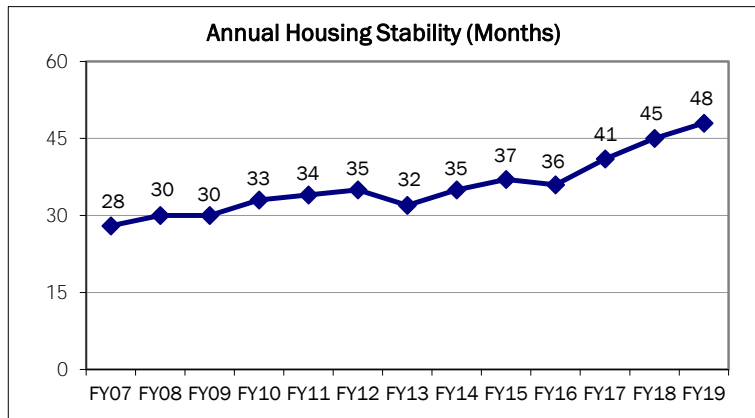
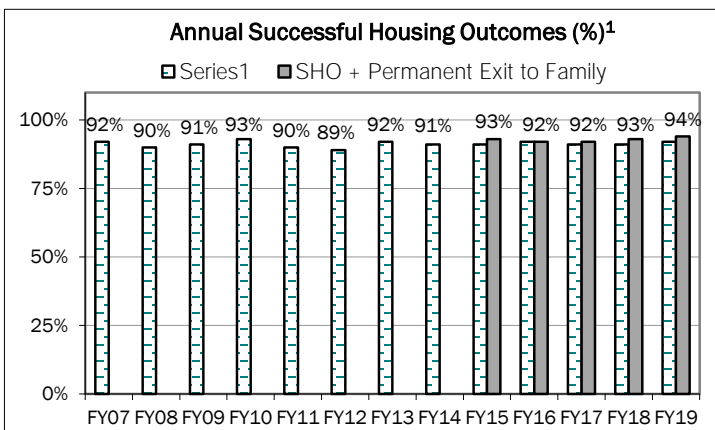
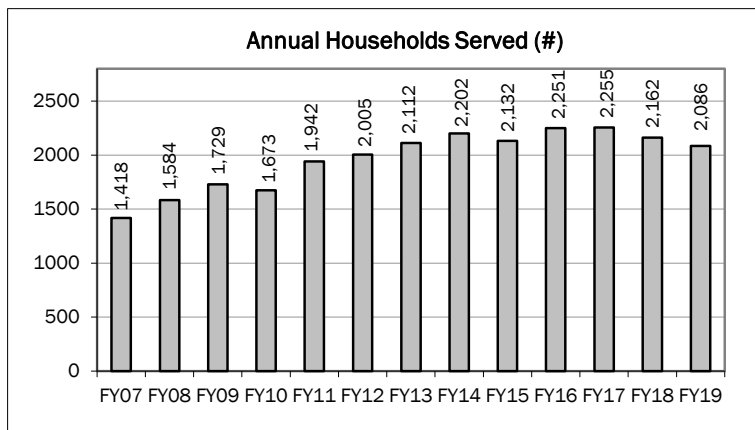
<sup>3</sup> Overflow capacity is not included. Overflow beds opened 11/9/18 and closed 4/06/19.

<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/18-12/31/18.

# System and Program Indicator Report



FY19 Permanent Supportive Housing (PSH) 7/1/2018 - 6/30/2019	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,290	2,086	√	95%	94%	√	24	48	√	2,061	1,909	√	90%	94%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,086
Exit to Homelessness <sup>2</sup>	2%
Clients Served	2,477
Average Age (HoH)	50
Gender - Male (HoH)	64%
Gender - Female (HoH)	36%
Veterans (U.S. Military) all adults	10%
Veterans Served	209
Average Monthly Household Income	\$235
Percent Working at Entry	6%
Race - Black (HoH) <sup>3</sup>	65%
Race - White (HoH) <sup>3</sup>	33%
Race - Other (HoH) <sup>3</sup>	2%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Adults Served	2,145
Children Served	332
Mean Family Size <sup>3</sup>	2.9
Average Number of Children <sup>3</sup>	1.6
Adults 18-24 years (HoH) <sup>4</sup>	1%
Adults 25 - 34 years (HoH) <sup>4</sup>	10%
Adults 35 - 44 years (HoH) <sup>4</sup>	15%
Adults 45 - 55 years (HoH) <sup>4</sup>	35%
Adults 56 - 61 years (HoH) <sup>4</sup>	26%
Adults 62+ years (HoH) <sup>4</sup>	12%

The system continues to perform well, with good occupancy and success rates. However, the occupancy rate is the lowest measured rate historically, coupled with a 4% decrease in numbers served. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1926. VA VASH voucher capacity of 364 is not included.

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

<sup>2</sup> Exit to homelessness is calculated for exits between reporting period of 7/1/18 - 12/31/18.

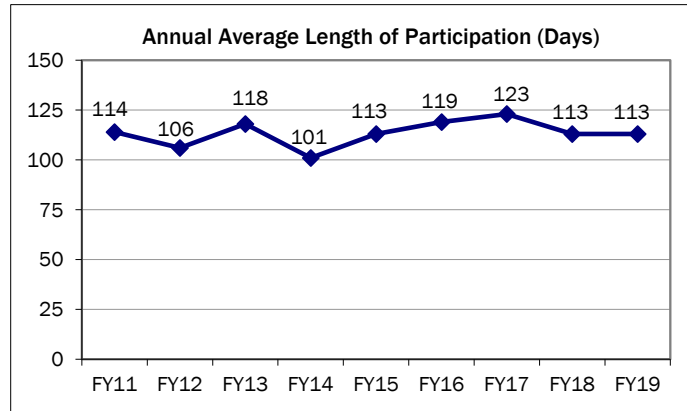
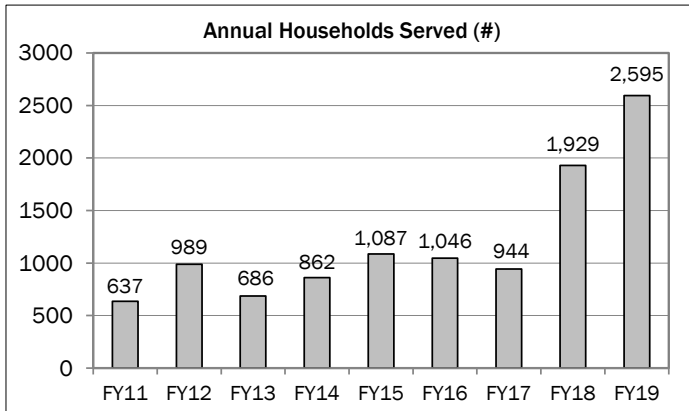
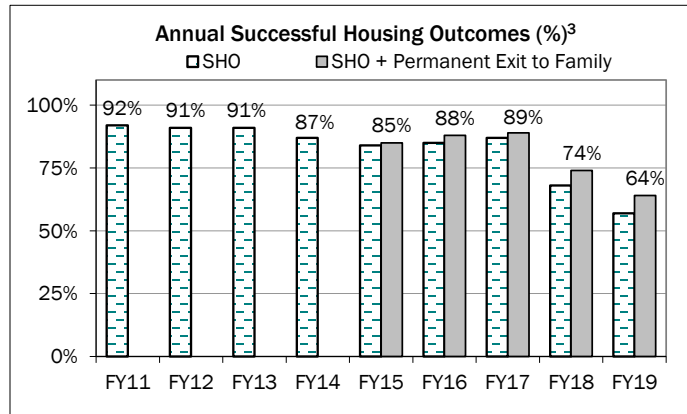
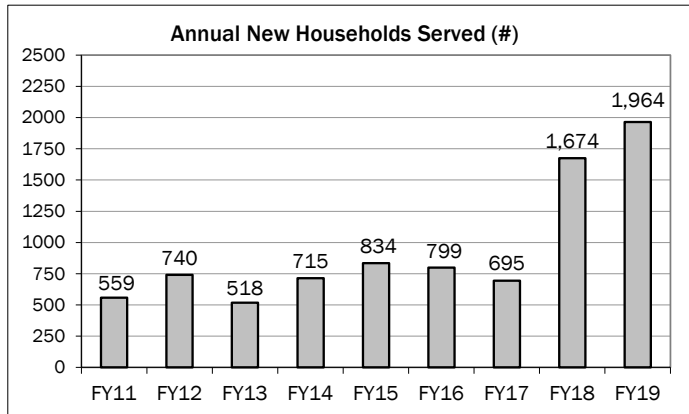
<sup>3</sup> Data refers to families served.

<sup>4</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report



FY19 Rapid Re-housing 7/1/2018 - 6/30/2019	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing System <sup>1</sup>	2,945	1,964	≠	3,662	2,595	≠	100	113	≠	1,473	1256	≠	50%	64%	√



DEMOGRAPHICS	Family & Adults
Households Served	2,595
Clients Served	4,057
Recidivism <sup>4</sup>	16%
Average Age (HoH)	43
Gender - Male (HoH)	59%
Gender - Female (HoH)	41%
Veterans (U.S. Military) served	368
Veterans % of all adults	13%
Average Monthly Household Income	\$627
Percent Working at Entry	29%
Adults Served	2,773
Children Served	1,284
Race - Black (HoH) <sup>5</sup>	67%
Race - White (HoH) <sup>5</sup>	31%
Race - Other (HoH) <sup>5</sup>	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Mean Family Size <sup>2</sup>	3.8
Average Number of Children <sup>2</sup>	2.4
Adults 18-24 years (HoH)	10%
Children 0 - 2 years <sup>2</sup>	29%
Children 3 - 7 years <sup>2</sup>	34%
Children 8 - 12 years <sup>2</sup>	26%
Children 13 - 17 years <sup>2</sup>	11%
Long Term Disability (HoH)	35%
Pregnant Women Served	147

The system served 35% more households than the last fiscal year, due to full operation of the rapid re-housing program for single adults, but was still below goal as both the family and single adult rapid rehousing providers served less households than projected. The employment rate and average income increased compared to FY18 (26%, \$555). The 6 month recidivism rate increased from 9% in FY18 to 16% in FY19. The rapid rehousing programs now only serve households with high needs and barriers, per HUD guidelines, which negatively impacts outcome achievement.

<sup>1</sup> System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, YMCA Rapid Re-housing, LSS SSVF, and VOAGO SSVF programs.

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

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

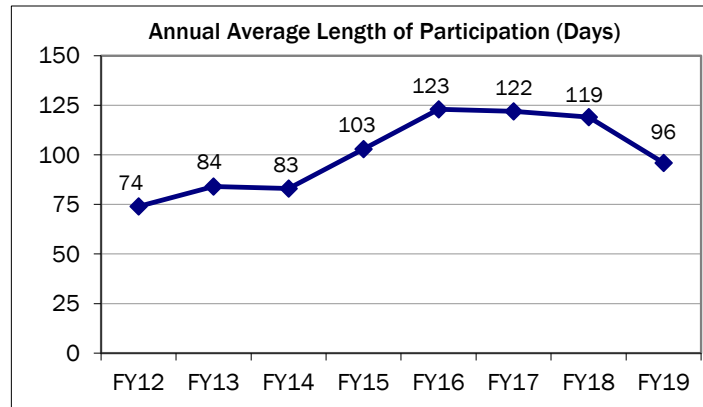
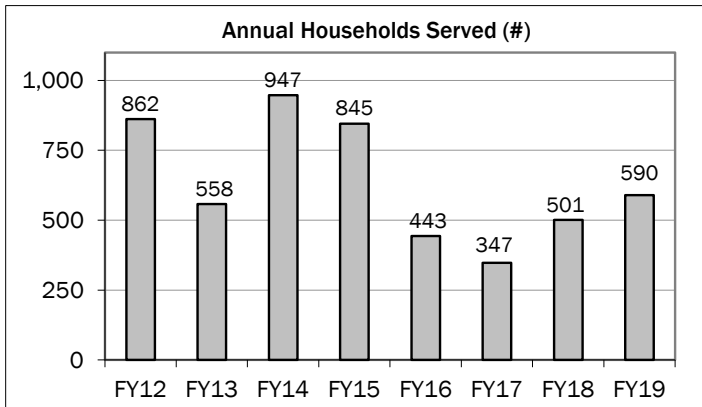
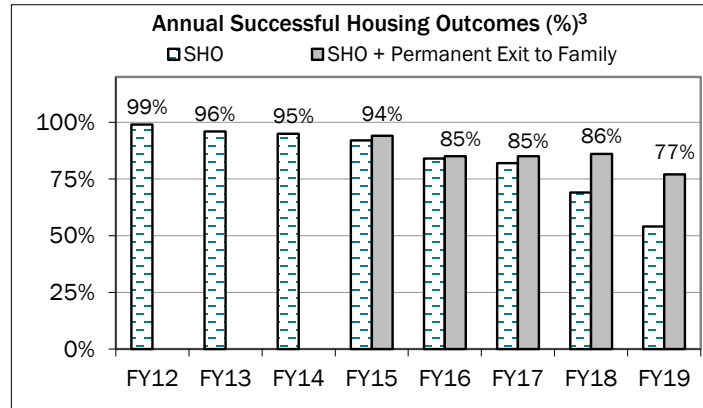
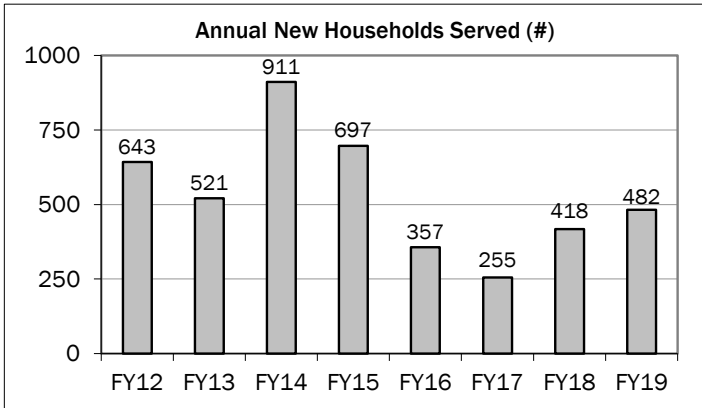
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/18-12/31/18.

<sup>5</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report



FY19 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
	7/1/2018 - 6/30/2019	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Prevention System <sup>1</sup>	341	482	√	406	590	√	120	96	≠	295	355	√	90%	77%	≠



DEMOGRAPHICS	Family & Adults
Households Served	590
Clients Served	1,940
Recidivism <sup>4</sup>	12%
Average Age (HoH)	33
Gender - Female (HoH)	82%
Gender - Male (HoH)	18%
Veterans (U.S. Military) served	97
Veterans % of all adults	14%
Average Monthly Household Income	\$857
Percent Working at Entry	51%
Race - Black (HoH)	78%
Race - White (HoH)	21%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	712
Children Served	1,228
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.3
Children 0 - 2 years <sup>2, 5</sup>	27%
Children 3 - 7 years <sup>2, 5</sup>	37%
Children 8 - 12 years <sup>2, 5</sup>	22%
Children 13 - 17 years <sup>2, 5</sup>	13%
Long Term Disability (HoH)	14%
Pregnant Women Served	82

The number of households served increased 18% when compared to the last fiscal year. The number of veterans served more than doubled compared to the last fiscal year. The success rate at program exit decreased 9 percentage points. 54% of households are stable in their own housing and 23% decided to permanently move in with family/friends, a continued high rate for family/friends move-ins. Percent working at entry decreased compared to FY18 annual rate (54%) showing better targeting and prioritization of households at greater risk of homelessness. The annual recidivism rate increased from 7% in FY18 to 12% in FY19.

<sup>1</sup> System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and VOAGO SSVF program for veterans.

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

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

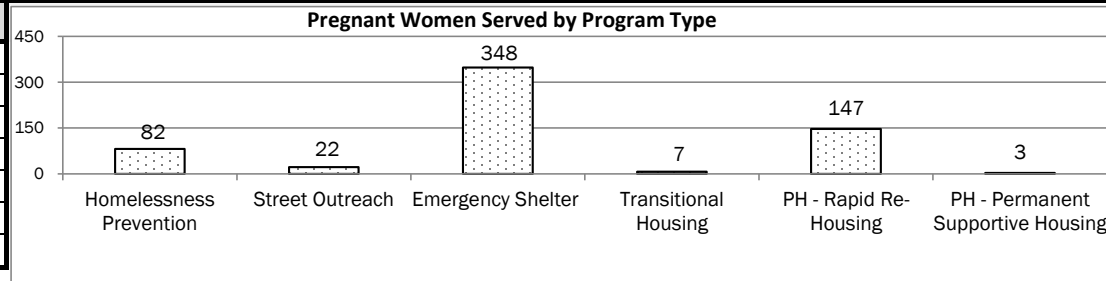
<sup>4</sup> Recidivism calculated for successful housing exits between reporting period of 7/1/17-6/31/18.

<sup>5</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report

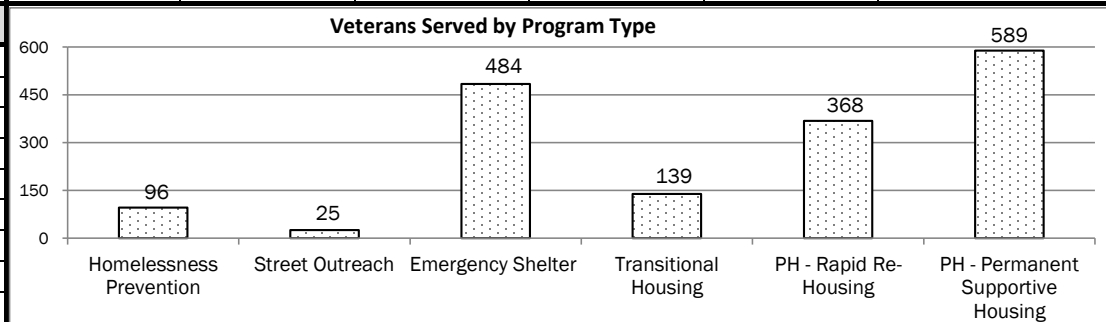
Special Populations Served : 7/1/2018 - 6/30/2019		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Total Households Served (#)	480	82	22	348	7	147	3
Successful Housing Outcomes (#) <sup>1</sup>	N/A	47	9	99	4	78	2
Successful Housing Outcomes (%) <sup>1</sup>	N/A	75%	47%	32%	80%	72%	66%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	103	148	46	8	144	7
Housing Stability (Months) <sup>4</sup>							

DEMOGRAPHICS	Percentage
Race - Black (HoH)	74%
Race - White (HoH)	25%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	95%
Hispanic (HoH)	5%
Long Term Disability	18%
Franklin County Residents	89%



Veterans (All Adults)		Veterans Served by Program Type					
Totals		Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing <sup>5</sup>
Total Households Served (#)	1145	96	25	484	139	368	589
Successful Housing Outcomes (#) <sup>1</sup>	N/A	58	16	217	79	228	555
Successful Housing Outcomes (%) <sup>1</sup>	N/A	98%	80%	50%	68%	85%	96%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	89	84	48	2	109	47
Housing Stability (Months) <sup>4</sup>							

DEMOGRAPHICS	Percentage
Gender - Male (HoH)	92%
Gender - Female (HoH)	8%
Race - Black (HoH)	58%
Race - White (HoH)	40%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	99%
Hispanic (HoH)	1%
Long Term Disability	61%
Franklin County Residents	83%



<sup>1</sup> Successful outcomes measure for Street Outreach.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

<sup>3</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

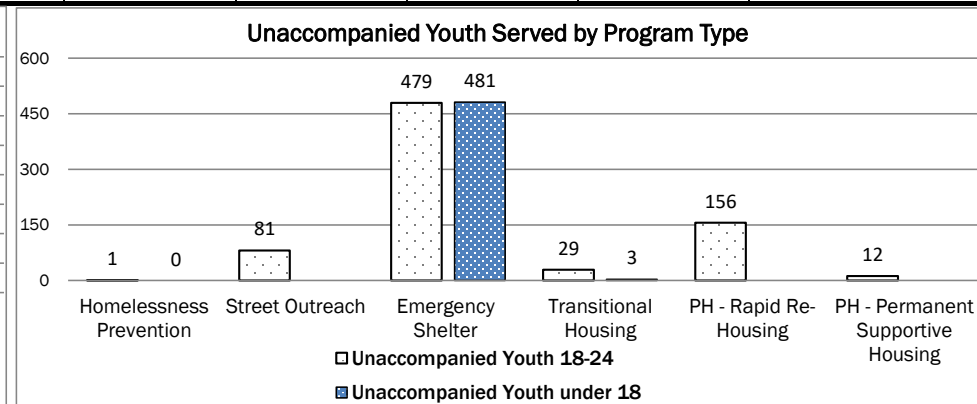
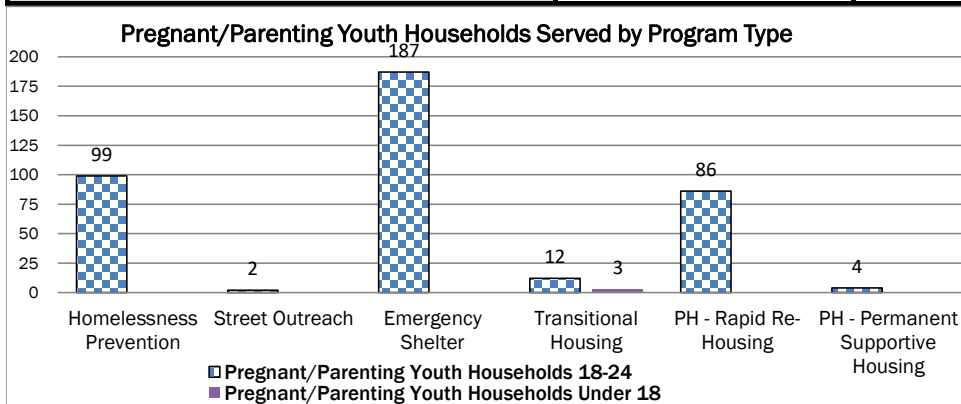
<sup>5</sup> Count includes the VA VASH voucher holders that are included in HMIS.

# System and Program Indicator Report



TAY Population Served: 7/1/2018 - 6/30/2019		Transition Age Youth Served by Program Type					
Transition Age Youth Population <sup>1</sup>	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth 18-24	578	1	81	479	29	156	12
Pregnant/Parenting Youth Households 18-24	303	99	2	187	12	86	4
Unaccompanied Youth under 18	483	0	0	481	3	0	0
Pregnant/Parenting Youth Households Under 18	3	0	0	0	3	0	0
Total Households Served	1340	100	83	1130	47	242	16
Total Households Entered	N/A	78	58	1074	25	192	7
Total Households Exited	N/A	74	67	1037	25	184	4
Total Pregnant Women Served	164	23	9	125	5	56	2
Successful Housing Outcomes (%) <sup>2</sup>	N/A	73%	49%	23%	83%	68%	94%
Successful Housing Outcomes (#) <sup>2</sup>	N/A	54	33	130	20	126	15
Average Length of Shelter Stay (Days) <sup>3</sup>	N/A	102	147	40	11	104	24
Average Length of Participation (Days) <sup>4</sup>	N/A						
Housing Stability (Months) <sup>5</sup>	N/A						

DEMOGRAPHICS							
Race - Black (HoH) <sup>6</sup>	86%	67%	69%	85%	76%	88%	
Race - White (HoH) <sup>6</sup>	13%	31%	27%	13%	22%	13%	
Race - Other (HoH) <sup>6</sup>	1%	1%	4%	2%	1%	0%	
Non-Hispanic (HoH)	99%	96%	92%	96%	95%	94%	
Hispanic (HoH)	1%	4%	8%	4%	5%	6%	
Long Term Disability	3%	87%	42%	94%	22%	94%	
Franklin County Residents	98%	90%	86%	98%	88%	100%	



<sup>1</sup> Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.

<sup>2</sup> Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes calculation.

<sup>3</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

<sup>4</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

<sup>5</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

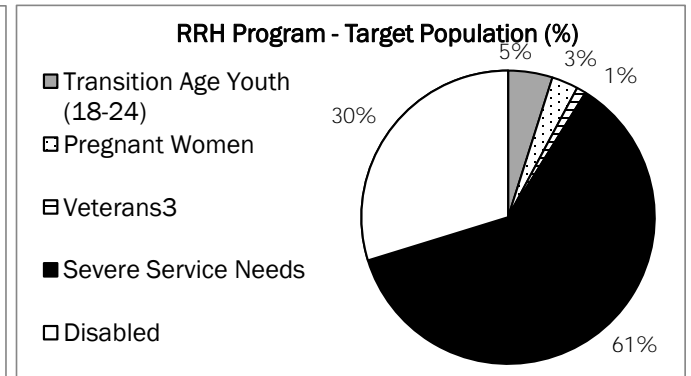
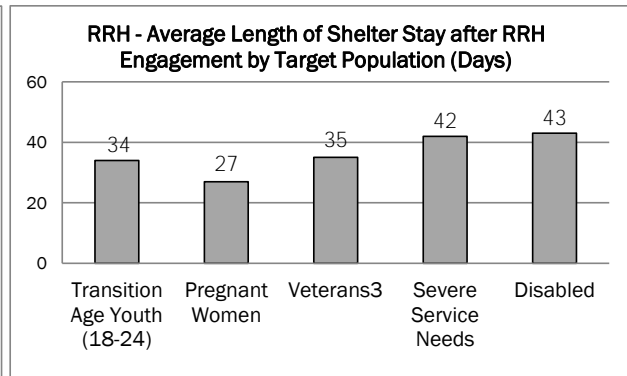
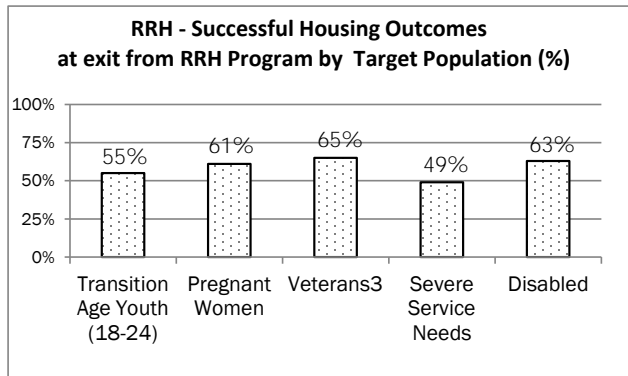
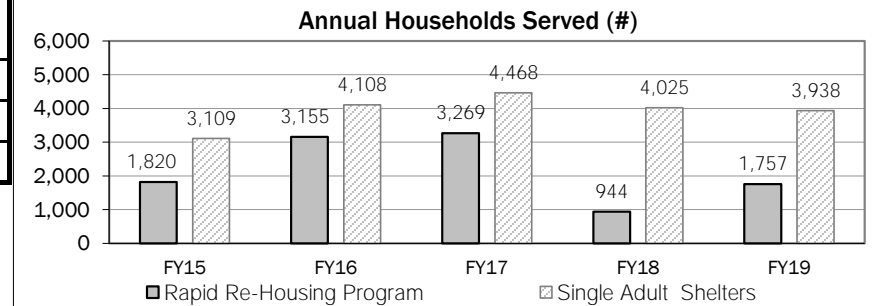
<sup>6</sup> Due to rounding percentages do not add up to 100%.

System and Program Indicator Report

FY19 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2018 - 6/30/2019	Single Adult Shelters <sup>1</sup>	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans <sup>3</sup>	Severe Service Needs	Disabled
Total Household Served (#)	3,938	1,757	89	53	19	1,116	541
Successful Housing Outcomes (%) <sup>2</sup>	30%	55%	55%	61%	65%	49%	63%
Average Length of Shelter Stay (Days)	59	41	34	27	35	42	43
Median Length of Shelter Stay (Days)	41	31	24	19	32	32	35
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	17	15	15	19	18	16
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	107	85	91	92	102	107
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	9	14					
Average Number of Shelter Visits (#)	1.6	N/A					
Long Term Disability (%)	40%	36%					
Recidivism (%)	13%	21%					

**Diversions**

Diversions Rate at Homeless Hotline (%)	16%
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The success rate at exit from the Rapid Re-housing program is at 55%, increased from the FY18 rate of 53%. 1,612 (41%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The six-month recidivism rate increased to 21% from the previous fiscal year's rate of 16%. The Rapid Re-housing program was retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.

<sup>1</sup> System implemented 10/1/2014. Includes shelters where the Rapid Re-housing Program is operating. These shelters include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Program is not contracted to provide services for the overflow or VA programs.

<sup>2</sup> For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>3</sup> These veterans are not eligible for VA funded services.

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	
7/1/2018 - 6/30/2019													
Netcare - Homeless Hotline (Single Adults)	7,400	7,938	✓	95%	98%	✓	1,850	1,655	≠	25%	16%	≠	
Netcare - Homeless Hotline (Families)	2,900	2,735	✓	95%	99%	✓	870	711	≠	30%	22%	≠	
Gladden Community House - Family Diversion	1,300	2,295	✓	95%	99%	✓	455	680	✓	35%	35%	✓	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>4</sup>			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	
7/1/2018 - 6/30/2019																						
Maryhaven - Capital Crossroad SID Outreach	100	82	≠	120	91	≠	75	79	✓	75%	99%	✓	41	61	✓	55%	77%	✓	N/A	45%	N/A	
Maryhaven - Outreach	298	165	≠	358	272	≠	223	101	≠	75%	55%	≠	123	57	≠	55%	56%	✓	25%	22%	✓	
Southeast - PATH Outreach <sup>3</sup>	220	144	≠	290	165	≠	110	32	≠	50%	38%	≠	N/A	30	N/A	N/A	94%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes <sup>4</sup>						Recidivism	Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Percentage	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <10%	Actual (%) Goal 1.5%
7/1/2018 - 6/30/2019																		
YWCA - Family Center	660	407	≠	50	54	108%	✓	25	52	≠	427	188	≠	70%	54%	≠	5%	3%
YMCA - Van Buren Family Shelter	630	834	✓	64	97	152%	✓	25	46	≠	396	342	≠	70%	46%	≠	8%	6%

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

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.



EMERGENCY SHELTER - Single Adult Programs <sup>5</sup>	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes <sup>3, 4</sup>						Recidivism	Movement
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Occupancy Percentage	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <10%	Actual (%) Goal <15%
<b>7/1/2018 - 6/30/2019</b>																			
<b>MEN</b>																			
LSS - Faith Mission - Men's on Grant <sup>2</sup>	N/A	771	N/A	N/A	89	100	112%	N/A	30	53	≠	N/A	206	N/A	33%	30%	√	25%	18%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	733	N/A	N/A	95	92	97%	N/A	30	52	≠	N/A	179	N/A	33%	28%	√	19%	17%
Friends of the Homeless - Men's Shelter <sup>5</sup>	1,416	1,093	(323)	≠	130	132	102%	√	30	49	≠	424	226	≠	33%	23%	≠	16%	19%
VOAGO - Men's Shelter <sup>5</sup>	520	508	(12)	√	40	39	98%	√	30	31	√	158	111	≠	33%	22%	≠	32%	21%
YMCA - Men's Overflow <sup>6</sup>	1100	1491	391	√	142	142	100%	√	30	14	√	N/A	5	N/A	N/A	0%	N/A	N/A	N/A
<b>WOMEN</b>																			
LSS - Faith Mission - Women's on Grant <sup>2</sup>	N/A	330	N/A	N/A	38	40	105%	√	30	50	≠	N/A	99	N/A	33%	34%	√	8%	13%
YMCA - Van Buren Women's Shelter <sup>5</sup>	950	1007	57	√	139	137	99%	√	30	56	≠	281	216	≠	33%	25%	≠	7%	15%
YMCA - Van Buren Pregnant Women's Shelter <sup>5</sup>	140	172	32	√	12	12	100%	√	37	26	√	42	25	≠	33%	16%	≠	0%	12%
YMCA - Women's Overflow <sup>6</sup>	500	669	169	√	29	29	100%	√	30	6	√	N/A	5	N/A	N/A	1%	N/A	N/A	N/A
<b>INEBRIATE</b>																			
Maryhaven - Engagement Center Safety	740	688	(52)	√	32	37	116%	√	12	20	≠	212	135	≠	30%	20%	≠	18%	N/A
Maryhaven - Engagement Center Shelter2Housing <sup>5</sup>	150	108	(42)	≠	18	16	89%	√ <sup>7</sup>	30	58	≠	44	54	√	33%	56%	√	15%	6%
<b>YOUTH</b>																			
Huckleberry House - Emergency Shelter <sup>8</sup>	380	491	111	√	16	12	75%	≠	10	9	√	296	432	√	80%	90%	√	9%	0%
<b>VA EMERGENCY HOUSING</b>																			
VOAGO - VA Emergency Housing	95	140	45	√	15	12	80%	≠	60	36	√	41	88	√	50%	69%	√	7%	5%
LSS - VA Men & Women	120	207	87	√	24	20	83%	≠	60	38	√	48	69	√	50%	37%	≠	5%	23%
<b>AGENCY</b>																			
Lutheran Social Services - Faith Mission <sup>2,5</sup>	2,421	1,712	(709)	≠	222	232	105%	√	30	56	≠	726	467	≠	33%	31%	√	19%	17%

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

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

<sup>3</sup> Successful outcomes measure for Maryhaven Engagement Center Safety.

<sup>4</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

<sup>5</sup> Starting 7/1/2017 housing services are provided by the single adult Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

<sup>6</sup> Men's and women's seasonal overflow was opened 11/09/18 and closed 4/06/19. Capacity is actual average nightly number served.

<sup>7</sup> The Safety shelter exceeded capacity, the two shelters combined exceeded 100% nightly occupancy.

<sup>8</sup> Program did not enter all youth served for the entire evaluation period.

PERMANENT SUPPORTIVE HOUSING	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	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
7/1/2018 - 6/30/2019																	
Community Housing Network - Briggsdale	25	30	28	(2)	√	24	96%	√	24	58	√	27	27	√	90%	96%	√
Community Housing Network - Briggsdale 2 <sup>4</sup>	40	40	40	0	√	37	92%	√	3	8	√	36	40	√	90%	100%	√
Community Housing Network - Cassady <sup>2</sup>	10	12	13	1	√	11	110%	√	24	45	√	11	13	√	90%	100%	√
Community Housing Network - Community ACT	42	50	49	(1)	√	39	93%	√	24	63	√	45	42	√	90%	89%	√
Community Housing Network - East 5th Avenue	38	46	47	1	√	36	95%	√	24	36	√	41	44	√	90%	96%	√
Community Housing Network - Inglewood Court	45	54	51	(3)	√	44	98%	√	24	45	√	49	47	√	90%	92%	√
Community Housing Network - Leasing Supportive Housing	25	30	26	(4)	≠	22	88%	≠	24	51	√	27	24	≠	90%	96%	√
Community Housing Network - North 22nd Street	30	36	34	(2)	√	30	100%	√	24	44	√	32	30	√	90%	94%	√
Community Housing Network - Parsons	25	30	27	(3)	√	25	100%	√	24	31	√	27	25	√	90%	93%	√
Community Housing Network - RLPTI	80	96	83	(13)	≠	70	88%	≠	24	66	√	86	77	≠	90%	95%	√
Community Housing Network - Safe Haven	13	18	15	(3)	≠	13	100%	√	24	74	√	16	13	≠	90%	93%	√
Community Housing Network - Southpoint Place	46	55	54	(1)	√	46	100%	√	24	48	√	50	50	√	90%	96%	√
Community Housing Network - Terrace Place	47	56	49	(7)	≠	45	96%	√	24	59	√	50	47	√	90%	100%	√
Maryhaven - Commons at Chantry	50	60	59	(1)	√	47	94%	√	24	59	√	54	56	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	90	86	(4)	√	72	96%	√	24	59	√	81	78	√	90%	96%	√
National Church Residences - Commons at Grant	50	60	54	(6)	√	50	100%	√	24	82	√	54	51	√	90%	98%	√
National Church Residences - Commons at Livingston	60	72	70	(2)	√	58	97%	√	24	45	√	65	64	√	90%	93%	√
National Church Residences - Commons at Third	60	72	70	(2)	√	60	100%	√	24	42	√	64	64	√	90%	93%	√
National Church Residences - VOAGO Van Buren Village	60	72	66	(6)	√	59	98%	√	24	29	√	65	61	√	90%	94%	√
YMCA - 40 West Long Street	105	126	133	7	√	100	95%	√	24	44	√	113	122	√	90%	92%	√
YMCA - Franklin Station <sup>2</sup>	75	90	87	(3)	√	76	101%	√	24	65	√	81	79	√	90%	94%	√
YMCA - Isaiah Project <sup>3</sup>	150	174	206	32	√	156	104%	√	9	9	√	157	183	√	90%	89%	√
YMCA - Scattered Sites HOME <sup>2</sup>	50	60	76	16	√	64	128%	√	10	14	√	54	66	√	90%	87%	√
YWCA - WINGS	91	109	107	(2)	√	86	95%	√	24	27	√	98	99	√	90%	93%	√

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>2</sup> Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units or eligible roommates/couples or project is able to increase census due to funding availability.

<sup>3</sup> YMCA took over CHN Leasing 2 project effective 7/1/2018 and had a planned census decrease. Current capacity is 150 units.

<sup>4</sup> Project started 7/1/2018. Occupancy was calculated using opening date of 10/01/2018.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
7/1/2018 - 6/30/2019		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	10	12	10	(2)	≠	95%	100%	√	24	26	√	11	10	√	90%	100%	√	
Community Housing Network - Wilson	8	10	9	(1)	√	95%	100%	√	24	104	√	9	9	√	90%	100%	√	
VOAGO - Family Supportive Housing	38	46	44	(2)	√	95%	95%	√	24	45	√	41	42	√	90%	95%	√	
<b>PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE</b>																		
Amethyst/Alvis - SRA/TRA	52	62	48	(14)	≠	100%	77%	≠	24	66	√	56	45	≠	90%	92%	√	
Equitas Health - TRA	89	107	91	(16)	≠	100%	97%	√	24	116	√	96	88	√	90%	99%	√	
Community Housing Network - SRA <sup>2</sup>	197	236	189	(47)	≠	100%	80%	≠	24	46	√	212	172	≠	90%	93%	√	
Community Housing Network - SRA 3	11	13	10	(3)	≠	100%	82%	≠	10	15	√	12	6	≠	90%	67%	≠	
Community Housing Network - TRA	171	205	169	(36)	≠	100%	88%	≠	24	61	√	185	146	≠	90%	91%	√	
Community Housing Network - TRA 2 <sup>3</sup>	20	20	14	(6)	≠	95%	40%	≠	5	7	√	15	14	√	90%	100%	√	
YMCA - 40 West Long Expansion SRA	38	46	43	(3)	√	100%	97%	√	24	35	√	41	40	√	90%	100%	√	
Total Rental Assistance	578	689	563	(125)	≠	100%	84%	≠	24	61	√	617	510	≠	90%	94%	√	
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP <sup>4</sup>	24	51	46	(5)	√	98%	92%	≠	10	11	√	18	19	√	77%	79%	√	
VOAGO - Veterans	40	160	139	(21)	≠	95%	45%	≠	4	2	√	77	79	√	77%	68%	≠	

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>2</sup> Community Housing Network - SRA and SRA 2 programs were combined starting 7/1/2018.

<sup>3</sup> Project started 7/1/2018.

<sup>4</sup> Project capacity of 24 units as of 7/1/2018. Project in process of moving tenants to different locations.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						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	
7/1/2018 - 6/30/2019																									
Homeless Families Foundation - Rapid Re-housing <sup>2</sup>	185	176	√	231	224	√	15	51	≠	100	106	√	167	128	≠	90%	73%	≠	\$800	\$810	√	90%	68%	≠	
The Salvation Army - Rapid Re-housing <sup>2</sup>	165	71	≠	202	92	≠	15	62	≠	100	104	√	149	51	≠	90%	71%	≠	\$1,800	\$1,759	√	90%	66%	≠	
The Salvation Army - Job2Housing <sup>2</sup>	65	63	√	95	96	√	15	46	≠	180	166	√	59	55	√	90%	100%	√	N/A	\$5,067	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing <sup>2</sup>	76	73	√	100	95	√	15	33	≠	100	103	√	68	65	√	90%	92%	√	\$800	\$1,068	≠	90%	91%	√	
YMCA - Rapid Rehousing <sup>2</sup>	2,000	1,356	≠	2,500	1,757	≠	23	41	≠	90	107	≠	1400	749	≠	70%	55%	≠	\$1,200	\$1,369	≠	50%	49%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	274	126	≠	N/A	N/A	N/A	N/A	N/A	N/A	268	121	≠	98%	96%	√	\$1,300	\$1,832	√ <sup>4</sup>	98%	96%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	1100	919	≠	N/A	N/A	N/A	N/A	N/A	N/A	1078	889	≠	98%	97%	√	\$1,000	\$1,148	≠	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						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			
7/1/2018 - 6/30/2019																								
Gladden Community House - Family Homelessness Prevention	258	302	√	308	364	√	120	88	√	232	214	√	90%	72%	≠	\$1,100	\$1,430	√ <sup>4</sup>	90%	60%	√ <sup>5</sup>			
Gladden Community House - FCCS Prevention	80	63	≠	85	86	√	120	96	√	72	68	√	90%	87%	√	\$900	\$1,297	√ <sup>4</sup>	80%	75%	√			
HFF Pregnant Women Homelessness Prevention	27	29	√	35	41	√	300	165	√	12	16	√	90%	59%	≠	\$6,000	\$3,556	√	100%	55%	√ <sup>5</sup>			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						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		
7/1/2018 - 6/30/2019																							
LSS - SSVF Rapid Re-housing <sup>2</sup>	140	84	≠	165	117	≠	30	36	≠	100	84	√	112	82	≠	80%	85%	√	80%	66%	≠		
VOAGO - SSVF Prevention	34	85	√	36	96	√	N/A	N/A	N/A	90	104	≠	30	58	√	90%	98%	√	75%	97%	√		
VOAGO - SSVF Rapid Re-housing <sup>2</sup>	314	167	≠	369	238	≠	30	26	√	100	140	≠	251	139	≠	80%	85%	√	80%	83%	√		

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

<sup>2</sup> Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOP including pregnant women is 235.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup> Funding availability allows for the average DCA amount to exceed the goal.

<sup>5</sup> Program participants did not need to use DCA at the projected rate.

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