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 Quarter 1: 7/1/18 – 9/30/18

And a SHOUT OUT to these partners that stepped up to take on new programs and services:

FAMILY DIVERSION
Met every goal for numbers served, shelter linkage, and successful diversion outcomes.

WOMEN’S TRANSITIONAL HOUSING
Met every goal for numbers served, occupancy, housing stability, and successful housing outcomes.

PREVENTION FOR VETERANS
Met every goal for numbers served, length of participation, and successful housing outcomes.

HOMELESSNESS PREVENTION FOR EXPECTANT MOTHERS

HOMELESS HOTLINE

ISAIAH PROJECT

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past year. 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 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 facing 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 for Single Adults .............................................................................. 6
- Permanent Supportive Housing .................................................................................. 7
- Rapid Re-housing ....................................................................................................... 8
- Prevention .................................................................................................................... 9
- Special Populations ................................................................................................... 10

## Program Level Indicators

- Single Adult Emergency Shelters .............................................................................. 11
- CPOA, Outreach, and Family Shelters ..................................................................... 12
- Permanent Supportive Housing ................................................................................. 13
- Permanent Supportive Housing/Transitional Housing ........................................... 14
- Rapid Re-housing, Prevention, and SSVF ................................................................. 15
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. 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:

<table>
<thead>
<tr>
<th>Outcome Achievement:</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome achieved</td>
<td>√</td>
</tr>
<tr>
<td>Outcome not achieved</td>
<td>≠</td>
</tr>
<tr>
<td>Outcome goal not applicable</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>FY19 EMERGENCY SHELTER</th>
<th>Households Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes²</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
<td>Outcome</td>
<td>Occupancy</td>
</tr>
<tr>
<td>Family System</td>
<td>450</td>
<td>479</td>
<td>√</td>
<td>114</td>
</tr>
</tbody>
</table>

### Qtr1 Household Served (#)

![Graph showing Qtr1 Household Served (#) from FY07 to FY19]

### Qtr1 Average Length of Stay (Days)

![Graph showing Qtr1 Average Length of Stay (Days) from FY07 to FY19]

### Qtr1 Average Nightly Occupancy (#)

![Graph showing Qtr1 Average Nightly Occupancy (#) from FY07 to FY19]

### Qtr1 Successful Housing Outcomes (%)²

- [SHO](#) 65%
- [SHO + Permanent Exit to Family/Friends](#) 68%
- [Permanent Exit to Family/Friends](#) 60%
- [Permanent Exit to Friends](#) 62%
- [Permanent Exit to Permanent Supportive Housing](#) 66%
- [Permanent Exit to Permanent Supportive Housing + Friends](#) 67%
- [Permanent Exit to Permanent Supportive Housing + Family](#) 63%
- [Permanent Exit to Permanent Supportive Housing + Friends + Family](#) 50%
- [Permanent Exit to Permanent Supportive Housing + Friends + Family + Supportive Housing](#) 45%
- [Permanent Exit to Permanent Supportive Housing + Friends + Family + Supportive Housing + Friends](#) 48%
- [Permanent Exit to Permanent Supportive Housing + Friends + Family + Supportive Housing + Friends + Supportive Housing](#) 55%

### DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Served</td>
</tr>
<tr>
<td>Percent Newly homeless</td>
</tr>
<tr>
<td>Clients Served</td>
</tr>
<tr>
<td>Average Age (HoH)</td>
</tr>
<tr>
<td>Gender - Male (HoH)</td>
</tr>
<tr>
<td>Gender - Female (HoH)</td>
</tr>
<tr>
<td>Veterans (U.S. Military) served</td>
</tr>
<tr>
<td>Veterans % of all adults</td>
</tr>
<tr>
<td>Average Monthly Household Income</td>
</tr>
<tr>
<td>Percent Working at Entry</td>
</tr>
<tr>
<td>Race - White (HoH)</td>
</tr>
<tr>
<td>Race - Black (HoH)</td>
</tr>
<tr>
<td>Race - Other (HoH)</td>
</tr>
<tr>
<td>Hispanic (HoH)</td>
</tr>
<tr>
<td>Non-Hispanic (HoH)</td>
</tr>
<tr>
<td>Adults Served</td>
</tr>
<tr>
<td>Children Served</td>
</tr>
<tr>
<td>Mean Family Size</td>
</tr>
<tr>
<td>Average Number of Children</td>
</tr>
<tr>
<td>Adults 18-24 years (HoH)</td>
</tr>
<tr>
<td>Children 0-2 years</td>
</tr>
<tr>
<td>Children 3-7 years</td>
</tr>
<tr>
<td>Children 8-12 years</td>
</tr>
<tr>
<td>Children 13-17 years</td>
</tr>
<tr>
<td>Pregnant Women Served</td>
</tr>
<tr>
<td>Long Term Disability (HoH)</td>
</tr>
<tr>
<td>Franklin County Residents</td>
</tr>
</tbody>
</table>

26 percent more households needed shelter compared to the same period of last fiscal year, and the success rate at exit from shelters decreased 15 percentage points. The length of time homeless increased, causing the nightly occupancy to exceed planned capacity. The employment rate at entry increased from the FY18 rate of 36% to 40% 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 144 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.

¹ Overflow capacity is not included.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
System and Program Indicator Report

<table>
<thead>
<tr>
<th>FY19 EMERGENCY SHELTER</th>
<th>Households Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2018 - 9/30/2018</td>
<td>Goal</td>
<td>Actual</td>
<td>Outcome</td>
<td>Goal</td>
</tr>
<tr>
<td>Men's System</td>
<td>1,400</td>
<td>1,209</td>
<td>≠</td>
<td>431</td>
</tr>
</tbody>
</table>

### DEMOGRAPHICS

**Men**
- Households Served: 1,209
- Percent Newly homeless: 46%
- Average Age: 46
- Men as a percent of total single adults served: 68%
- Veterans (U.S. Military) served: 182
- Veterans % of all adults: 15%
- Average Monthly Household Income: $623
- Percent Working at Entry: 30%
- Average Daily Waitlist Number: 83
- Race - White: 30%
- Race - Black: 68%
- Race - Other: 2%
- Hispanic: 3%
- Non-Hispanic: 97%
- Adults 18 - 24 years²: 4%
- Adults 25 - 34 years²: 20%
- Adults 35 - 44 years²: 20%
- Adults 45 - 55 years²: 31%
- Adults 56 - 61 years²: 17%
- Adults 62+ years²: 9%
- Long Term Disability (HoH): 55%
- Franklin County Residents: 82%

The number of single men sheltered is near the same when compared to the same reporting period of last fiscal year. Both the success rate at exit and the average length of time homeless increased. The success rate at exit is the highest ever measured. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The employment rate at entry increased from the FY18 rate of 26% to 30% currently, coupled with an increase in average income. The percent of newly homeless was calculated using homelessness experience from the past two years.

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

² Due to rounding percentages do not add up to 100%.

Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
System and Program Indicator Report

<table>
<thead>
<tr>
<th>FY19 EMERGENCY SHELTER</th>
<th>Households Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes¹</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
<td>Outcome</td>
<td>Capacity</td>
</tr>
<tr>
<td>Women's System</td>
<td>575</td>
<td>576</td>
<td>√</td>
<td>160</td>
</tr>
</tbody>
</table>

Qtr1 Households Served (#)

Qtr1 Successful Housing Outcomes (%)¹

Qtr1 Average Length of Stay (Days)

Qtr1 Average Nightly Occupancy (#)

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Served</td>
</tr>
<tr>
<td>Percent Newly homeless</td>
</tr>
<tr>
<td>Average Age</td>
</tr>
<tr>
<td>Women as a percent of total single adults served</td>
</tr>
<tr>
<td>Veterans (U.S. Military) served</td>
</tr>
<tr>
<td>Veterans % of all adults</td>
</tr>
<tr>
<td>Average Monthly Household Income</td>
</tr>
<tr>
<td>Percent Working at Entry</td>
</tr>
<tr>
<td>Average Daily Waitlist Number</td>
</tr>
<tr>
<td>Race - White</td>
</tr>
<tr>
<td>Race - Black</td>
</tr>
<tr>
<td>Race - Other</td>
</tr>
<tr>
<td>Hispanic</td>
</tr>
<tr>
<td>Non-Hispanic</td>
</tr>
<tr>
<td>Adults 18 - 24 years</td>
</tr>
<tr>
<td>Adults 25 - 34 years</td>
</tr>
<tr>
<td>Adults 35 - 44 years</td>
</tr>
<tr>
<td>Adults 45 - 55 years</td>
</tr>
<tr>
<td>Adults 56 - 61 years</td>
</tr>
<tr>
<td>Adults 62+ years</td>
</tr>
<tr>
<td>Pregnant Women Served</td>
</tr>
<tr>
<td>Long Term Disability (HoH)</td>
</tr>
<tr>
<td>Franklin County Residents</td>
</tr>
</tbody>
</table>

The number of single women sheltered is 10% lower when compared to the same reporting period of last fiscal year. The average length of time homeless increased compared to the same reporting period of the last fiscal year. The employment rate at entry increased from the FY18 rate of 25% to 31% currently, coupled with an increase in average income. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging. The percent of newly homeless was calculated using homelessness experience from the past two years.

¹Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
The system experienced a 2% increase in the number of households sheltered when compared to the same period of last fiscal year. The successful housing outcomes percent increased 4 percentage points compared to the same period of the prior fiscal year. The average length of time homeless increased across all systems, as did the nightly occupancy. The employment rate and income increased across all systems as well. 52% of sheltered households did not experience homelessness within the prior 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 2,531.

2 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
## FY19 CRISIS RESPONSE FOR SINGLE ADULTS

### Total Household Served (#)

- **Single Adult Shelters**: 1,521
- **Rapid Re-Housing Program**: 690

### Successful Housing Outcomes (%)

- **Transition Age Youth (18-24)**: 31%
- **Pregnant Women**: 53%
- **Veterans**: 56%
- **Severe Service Needs**: 67%
- **Disabled**: 75%

### Average Length of Shelter Stay (Days)

- **Transition Age Youth (18-24)**: 49
- **Pregnant Women**: 30
- **Veterans**: 23
- **Severe Service Needs**: 26
- **Disabled**: 25

### Median Length of Shelter Stay (Days)

- **Transition Age Youth (18-24)**: 32
- **Pregnant Women**: 23
- **Veterans**: 19
- **Severe Service Needs**: 15
- **Disabled**: 14

### Average Engagement Time (Shelter Entry to RRH Entry) (Days)

- **Transition Age Youth (18-24)**: N/A
- **Pregnant Women**: 13
- **Veterans**: 19
- **Severe Service Needs**: 15
- **Disabled**: 14

### Average Length of Participation (RRH Entry to RRH Exit) (Days)

- **Transition Age Youth (18-24)**: N/A
- **Pregnant Women**: 98
- **Veterans**: 98
- **Severe Service Needs**: 98
- **Disabled**: 102

### Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)

- **Transition Age Youth (18-24)**: 7
- **Pregnant Women**: 14

### Average Number of Shelter Visits (#)

- **Single Adult Shelters**: 1.2
- **Rapid Re-Housing Program**: N/A

### Long Term Disability (%)

- **Transition Age Youth (18-24)**: 45%
- **Pregnant Women**: 60%

### Recidivism (%)

- **Single Adult Shelters**: N/A
- **Rapid Re-Housing Program**: N/A

### Crisis Response System

<table>
<thead>
<tr>
<th>Diversion Rate</th>
<th>2012 Benchmark</th>
<th>FY2019 goal</th>
<th>10 year goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversion Rate at Homeless Hotline (%)</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### RRH - Successful Housing Outcomes at exit from RRH Program by Target Population (%)

- **Transition Age Youth (18-24)**: 56%
- **Pregnant Women**: 67%
- **Veterans**: 75%
- **Severe Service Needs**: 45%
- **Disabled**: 49%

### RRH - Average Length of Shelter Stay after RRH Engagement by Target Population (Days)

- **Transition Age Youth (18-24)**: 23
- **Pregnant Women**: 26
- **Veterans**: 25
- **Severe Service Needs**: 29
- **Disabled**: 34

### RRH Program - Target Population (%)

- **Transition Age Youth (18-24)**: 5%
- **Pregnant Women**: 4%
- **Veterans**: 1%
- **Severe Service Needs**: 55%

---

1 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.

2 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.

The success rate at exit from the Rapid Re-housing program is at 53%. 514 (34%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The Rapid Re-housing program was retooled effective 7/1/17 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.
## System and Program Indicator Report

### FY19 Permanent Supportive Housing (PSH)

<table>
<thead>
<tr>
<th></th>
<th>Goal</th>
<th>Actual</th>
<th>Outcome Achievement</th>
<th>Goal</th>
<th>Actual</th>
<th>Outcome Achievement</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2018 - 9/30/2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total PSH System</strong></td>
<td>1,980</td>
<td>1,896</td>
<td>√</td>
<td>95%</td>
<td>95%</td>
<td>√</td>
<td>24</td>
<td>45</td>
<td>√</td>
<td>90%</td>
<td>98%</td>
<td>√</td>
</tr>
</tbody>
</table>

### Qtr1 Households Served (#)

- FY07: 1,082
- FY08: 1,106
- FY09: 1,457
- FY10: 1,502
- FY11: 1,678
- FY12: 1,691
- FY13: 1,847
- FY14: 1,762
- FY15: 1,798
- FY16: 1,576
- FY17: 1,812
- FY18: 1,896
- FY19: 1,976

### Qtr1 Successful Housing Outcomes (%)

- SHO: 98%
- SHO + Permanent Exit to Family/Friends: 98%

### Qtr1 Housing Stability (Months)

- FY07: 31
- FY08: 31
- FY09: 31
- FY10: 32
- FY11: 34
- FY12: 34
- FY13: 36
- FY14: 36
- FY15: 38
- FY16: 41
- FY17: 45
- FY18: 45
- FY19: 45

### Qtr1 Occupancy Rate (%)

- FY12: 101%
- FY13: 94%
- FY14: 107%
- FY15: 98%
- FY16: 90%
- FY17: 98%
- FY18: 95%
- FY19: 95%

### Notes

- Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
- 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 1910. VA VASH voucher capacity of 372 is not included.
The system served 89% more households than the same reporting period of last fiscal year, due to full operations of the rapid re-housing program for single adults. The number of households served by the single adult Rapid Re-housing project 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, and VOAGO SSVF programs.

2 Data refers to families served.

3 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
## System and Program Indicator Report

<table>
<thead>
<tr>
<th>FY19 Prevention</th>
<th>New Households Served</th>
<th>Households Served</th>
<th>Average Length of Participation (Days)</th>
<th>Successful Housing Outcomes³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
<td>Outcome</td>
<td>Goal</td>
</tr>
<tr>
<td>7/1/2018 - 9/30/2018</td>
<td>87</td>
<td>149</td>
<td>✓</td>
<td>152</td>
</tr>
</tbody>
</table>

### Qtr1 New Households Served (#)

<table>
<thead>
<tr>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>72</td>
<td>194</td>
<td>226</td>
<td>128</td>
<td>65</td>
<td>87</td>
<td>149</td>
</tr>
</tbody>
</table>

### Qtr1 Successful Housing Outcomes (%)³

- SHO
- SHO + Permanent Exit to Family/Friends

<table>
<thead>
<tr>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>99%</td>
<td>96%</td>
<td>99%</td>
<td>95%</td>
<td>75%</td>
<td>78%</td>
<td>92%</td>
<td>75%</td>
</tr>
</tbody>
</table>

### Qtr1 Average Length of Participation (Days)

<table>
<thead>
<tr>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>56</td>
<td>48</td>
<td>79</td>
<td>98</td>
<td>117</td>
<td>132</td>
<td>123</td>
<td>92</td>
</tr>
</tbody>
</table>

51% more households were served than the same reporting period of last fiscal year. The success rate at program exit fell significantly. 46% of households are stable in their own housing and 29% decided to permanently move in with family/friends, an unusually high rate for family/friends move-ins. Income and percent working at entry decreased compared to FY18 annual rate ($833 and 54% respectively) showing better targeting and prioritization of households at greater risk of homelessness.

³ System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and LSS SSVF and VOAGO SSVF programs for veterans.

Data refers to the families served.

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

⁴ Due to rounding percentages do not add up to 100%.
System and Program Indicator Report

Special Populations Served: 7/1/2018 - 9/30/2018

### Pregnant Women Served by Program Type

<table>
<thead>
<tr>
<th>Pregnant Women</th>
<th>Totals</th>
<th>Homelessness Prevention</th>
<th>Street Outreach</th>
<th>Emergency Shelter</th>
<th>Transitional Housing</th>
<th>PH - Rapid Re-Housing</th>
<th>PH - Permanent Supportive Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Households Served (#)</td>
<td>213</td>
<td>38</td>
<td>15</td>
<td>138</td>
<td>2</td>
<td>73</td>
<td>N/A</td>
</tr>
<tr>
<td>Successful Housing Outcomes (%)&lt;sup&gt;1&lt;/sup&gt;</td>
<td>N/A</td>
<td>78%</td>
<td>100%</td>
<td>35%</td>
<td>N/A</td>
<td>70%</td>
<td>N/A</td>
</tr>
<tr>
<td>Average Length of Shelter Stay (Days)&lt;sup&gt;2&lt;/sup&gt;</td>
<td>N/A</td>
<td>108</td>
<td>134</td>
<td>37</td>
<td>9</td>
<td>97</td>
<td>N/A</td>
</tr>
<tr>
<td>Average Length of Participation (Days)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>N/A</td>
<td>108</td>
<td>134</td>
<td>37</td>
<td>9</td>
<td>97</td>
<td>N/A</td>
</tr>
<tr>
<td>Housing Stability (Months)&lt;sup&gt;4&lt;/sup&gt;</td>
<td>N/A</td>
<td>108</td>
<td>134</td>
<td>37</td>
<td>9</td>
<td>97</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race - White (HoH)</td>
</tr>
<tr>
<td>Race - Black (HoH)</td>
</tr>
<tr>
<td>Race - Other (HoH)</td>
</tr>
<tr>
<td>Hispanic (HoH)</td>
</tr>
<tr>
<td>Non-Hispanic (HoH)</td>
</tr>
<tr>
<td>Long Term Disability</td>
</tr>
<tr>
<td>Franklin County Residents</td>
</tr>
</tbody>
</table>

### Veterans Served by Program Type

<table>
<thead>
<tr>
<th>Veterans (All Adults)</th>
<th>Totals</th>
<th>Homelessness Prevention</th>
<th>Street Outreach</th>
<th>Emergency Shelter</th>
<th>Transitional Housing</th>
<th>PH - Rapid Re-Housing</th>
<th>PH - Permanent Supportive Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Households Served (#)</td>
<td>773</td>
<td>33</td>
<td>9</td>
<td>201</td>
<td>58</td>
<td>190</td>
<td>493</td>
</tr>
<tr>
<td>Successful Housing Outcomes (%)&lt;sup&gt;1&lt;/sup&gt;</td>
<td>N/A</td>
<td>92%</td>
<td>100%</td>
<td>53%</td>
<td>66%</td>
<td>79%</td>
<td>99%</td>
</tr>
<tr>
<td>Average Length of Shelter Stay (Days)&lt;sup&gt;2&lt;/sup&gt;</td>
<td>N/A</td>
<td>93</td>
<td>110</td>
<td>35</td>
<td>2</td>
<td>113</td>
<td>45</td>
</tr>
<tr>
<td>Average Length of Participation (Days)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>N/A</td>
<td>93</td>
<td>110</td>
<td>35</td>
<td>2</td>
<td>113</td>
<td>45</td>
</tr>
<tr>
<td>Housing Stability (Months)&lt;sup&gt;4&lt;/sup&gt;</td>
<td>N/A</td>
<td>93</td>
<td>110</td>
<td>35</td>
<td>2</td>
<td>113</td>
<td>45</td>
</tr>
</tbody>
</table>

### DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender - Male (HoH)</td>
</tr>
<tr>
<td>Gender - Female (HoH)</td>
</tr>
<tr>
<td>Race - White (HoH)</td>
</tr>
<tr>
<td>Race - Black (HoH)</td>
</tr>
<tr>
<td>Race - Other (HoH)</td>
</tr>
<tr>
<td>Hispanic (HoH)</td>
</tr>
<tr>
<td>Non-Hispanic (HoH)</td>
</tr>
<tr>
<td>Long Term Disability</td>
</tr>
<tr>
<td>Franklin County Residents</td>
</tr>
</tbody>
</table>

---

<sup>1</sup> Successful outcomes measure for Street Outreach, Transitional Housing didn’t have any pregnant household exits during report period.

<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> There were no pregnant women residing in PSH during the reporting period.

System Level: Special Populations
## EMERGENCY SHELTER - Single Adult Programs

### 7/1/2018 - 9/30/2018

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Goal (##)</th>
<th>Actual (##)</th>
<th>Variance</th>
<th>Goal</th>
<th>Actual</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
<th>Movement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEN</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSS - Faith Mission - Men's on Grant</td>
<td>286</td>
<td>N/A</td>
<td>N/A</td>
<td>89</td>
<td>87</td>
<td>N/A</td>
<td>30</td>
<td>43</td>
<td>N/A</td>
<td>49</td>
<td>N/A</td>
<td>33%</td>
<td>25%</td>
</tr>
<tr>
<td>LSS - Faith Mission on 8th</td>
<td>265</td>
<td>N/A</td>
<td>N/A</td>
<td>95</td>
<td>92</td>
<td>N/A</td>
<td>30</td>
<td>49</td>
<td>N/A</td>
<td>48</td>
<td>N/A</td>
<td>33%</td>
<td>28%</td>
</tr>
<tr>
<td>Friends of the Homeless - Men's Shelter</td>
<td>489</td>
<td>374 (115)</td>
<td>≠</td>
<td>130</td>
<td>122</td>
<td>≠</td>
<td>30</td>
<td>46</td>
<td>118</td>
<td>71</td>
<td>≠</td>
<td>33%</td>
<td>28%</td>
</tr>
<tr>
<td>VOAGO - Men's Shelter</td>
<td>188</td>
<td>167 (21)</td>
<td>≠</td>
<td>40</td>
<td>37</td>
<td>≠</td>
<td>30</td>
<td>29</td>
<td>49</td>
<td>33</td>
<td>≠</td>
<td>33%</td>
<td>25%</td>
</tr>
<tr>
<td><strong>WOMEN</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSS - Faith Mission - Women's on Grant</td>
<td>104</td>
<td>N/A</td>
<td>N/A</td>
<td>38</td>
<td>37</td>
<td>N/A</td>
<td>30</td>
<td>52</td>
<td>N/A</td>
<td>18</td>
<td>N/A</td>
<td>33%</td>
<td>27%</td>
</tr>
<tr>
<td>YMCA - Van Buren Women's Shelter</td>
<td>354</td>
<td>104</td>
<td>√</td>
<td>98</td>
<td>129</td>
<td>√</td>
<td>30</td>
<td>51</td>
<td>50</td>
<td>71</td>
<td>√</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>YMCA - Van Buren Pregnant Women's Shelter</td>
<td>69</td>
<td>17</td>
<td>√</td>
<td>12</td>
<td>16</td>
<td>√</td>
<td>37</td>
<td>25</td>
<td>13</td>
<td>11</td>
<td>≠</td>
<td>33%</td>
<td>20%</td>
</tr>
<tr>
<td><strong>INEBRIATE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maryhaven - Engagement Center Safety</td>
<td>275</td>
<td>245 (30)</td>
<td>≠</td>
<td>32</td>
<td>38</td>
<td>√</td>
<td>12</td>
<td>16</td>
<td>73</td>
<td>46</td>
<td>≠</td>
<td>30%</td>
<td>22%</td>
</tr>
<tr>
<td>Maryhaven - Engagement Center Shelter2Housing</td>
<td>45</td>
<td>35 (10)</td>
<td>≠</td>
<td>18</td>
<td>16</td>
<td>≠</td>
<td>30</td>
<td>56</td>
<td>9</td>
<td>5</td>
<td>≠</td>
<td>33%</td>
<td>31%</td>
</tr>
<tr>
<td><strong>YOUTH</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Huckleberry House - Emergency Shelter</td>
<td>100</td>
<td>142</td>
<td>42</td>
<td>16</td>
<td>13</td>
<td>≠</td>
<td>10</td>
<td>10</td>
<td>72</td>
<td>104</td>
<td>√</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td><strong>VA EMERGENCY HOUSING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VOAGO - VA Emergency Housing</td>
<td>50</td>
<td>35</td>
<td>15</td>
<td>15</td>
<td>12</td>
<td>≠</td>
<td>60</td>
<td>35</td>
<td>11</td>
<td>28</td>
<td>√</td>
<td>50%</td>
<td>67%</td>
</tr>
<tr>
<td>LSS - VA Men &amp; Women</td>
<td>82</td>
<td>32</td>
<td>√</td>
<td>24</td>
<td>21</td>
<td>≠</td>
<td>60</td>
<td>30</td>
<td>13</td>
<td>18</td>
<td>√</td>
<td>50%</td>
<td>31%</td>
</tr>
<tr>
<td><strong>AGENCY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lutheran Social Services - Faith Mission</td>
<td>837</td>
<td>632 (205)</td>
<td>≠</td>
<td>222</td>
<td>216</td>
<td>√</td>
<td>30</td>
<td>48</td>
<td>203</td>
<td>115</td>
<td>≠</td>
<td>33%</td>
<td>28%</td>
</tr>
</tbody>
</table>

---

1. Capacity does not include overflow.
2. Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission Men's on Grant, Faith Mission on 8th, and Nancy's Place.
4. 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.
5. 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.
## System and Program Indicator Report

### HOMELESS HOTLINE

<table>
<thead>
<tr>
<th></th>
<th>Total Households Served</th>
<th>Shelter Linkage</th>
<th>Successful Diversion Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
</tr>
<tr>
<td><strong>7/1/2018 - 9/30/2018</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Netcare - Homeless Hotline (Single Adults)
|                      | 2,500  | 2,610  | N/A | 625  | 161 | N/A | 25% | 5% | N/A |
| Netcare - Homeless Hotline (Families)
|                      | 950    | 936    | N/A | 285  | 123 | N/A | 30% | 12% | N/A |
| Gladden Community House - Family Diversion
|                      | 425    | 830    | √ | 149  | 203 | √ | 35% | 33% | √ |

### OUTREACH

<table>
<thead>
<tr>
<th></th>
<th>New Households Served</th>
<th>Total Households Served</th>
<th>Successful Outcomes</th>
<th>Successful Housing Outcomes</th>
<th>Usage of CSB DCA (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
</tr>
<tr>
<td><strong>7/1/2018 - 9/30/2018</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Maryhaven - Capital Crossroad SID Outreach
|                      | 25      | 28      | √ | 45  | 37 | ≠ | 19  | 20 | √ | 75% | 100% | √ | 10  | 18 | √ | 55% | 90% | √ | N/A | 0% | N/A |
| Maryhaven - Outreach
|                      | 70      | 40      | ≠ | 130 | 151 | √ | 52  | 21 | ≠ | 75% | 70% | √ | 29  | 13 | ≠ | 55% | 62% | √ | 25% | 29% | √ |
| Southeast - PATH Outreach
|                      | 70      | 23      | ≠ | 140 | 54 | ≠ | 35  | 4  | ≠ | 50% | 100% | √ | N/A | 4  | N/A | N/A | 100% | N/A | N/A | N/A | N/A | N/A | N/A |

### EMERGENCY SHELTER - Families

<table>
<thead>
<tr>
<th></th>
<th>Households Served</th>
<th>Nightly Occupancy</th>
<th>Average Length of Stay (Days)</th>
<th>Successful Housing Outcomes</th>
<th>Movement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal (#)</td>
<td>Actual (#)</td>
<td>Outcome Achievement</td>
<td>Goal (#)</td>
<td>Actual (#)</td>
</tr>
<tr>
<td><strong>7/1/2018 - 9/30/2018</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| YWCA - Family Center
|                      | 225     | 122   | √ | 50  | 53 | √ | 25  | 53 | √ | 70% | 51% | √ | 0% |
| YMCA - Van Buren Family Shelter
|                      | 240     | 365   | √ | 64  | 134 | √ | 25  | 41 | ≠ | 123 | 120 | √ | 70% | 55% | ≠ | 5% |

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. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
5. First quarter for Netcare operating the homeless hotline.
## Permanent Supportive Housing

### 7/1/2018 - 9/30/2018

<table>
<thead>
<tr>
<th>Community Housing Network - Briggsdale</th>
<th>Capacity</th>
<th>Goal (#)</th>
<th>Actual (#)</th>
<th>Variance</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
<th>Goal (# of months)</th>
<th>Actual (# of months)</th>
<th>Outcome Achievement</th>
<th>Goal (%)</th>
<th>Actual (%)</th>
<th>Outcome Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Housing Network - Cassady²</td>
<td>10</td>
<td>10</td>
<td>11</td>
<td>1</td>
<td>✓</td>
<td>11 110%</td>
<td>✓</td>
<td>24 45</td>
<td>9</td>
<td>11</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Community ACT</td>
<td>42</td>
<td>44</td>
<td>42</td>
<td>(2)</td>
<td>✓</td>
<td>42 100%</td>
<td>✓</td>
<td>24 65</td>
<td>40</td>
<td>41</td>
<td>✓</td>
<td>90%</td>
<td>98%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - East 5th Avenue</td>
<td>38</td>
<td>40</td>
<td>36</td>
<td>0</td>
<td>✓</td>
<td>36 95%</td>
<td>✓</td>
<td>24 35</td>
<td>36</td>
<td>✓</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Inglewood Court</td>
<td>45</td>
<td>47</td>
<td>44</td>
<td>(3)</td>
<td>✓</td>
<td>44 98%</td>
<td>✓</td>
<td>24 43</td>
<td>42</td>
<td>44</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Leasing Supportive Housing</td>
<td>25</td>
<td>26</td>
<td>26</td>
<td>0</td>
<td>✓</td>
<td>26 100%</td>
<td>✓</td>
<td>24 48</td>
<td>23</td>
<td>26</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - North 22nd Street</td>
<td>30</td>
<td>31</td>
<td>32</td>
<td>1</td>
<td>✓</td>
<td>29 97%</td>
<td>✓</td>
<td>24 38</td>
<td>28</td>
<td>30</td>
<td>✓</td>
<td>90%</td>
<td>97%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Parsons</td>
<td>25</td>
<td>26</td>
<td>26</td>
<td>0</td>
<td>✓</td>
<td>25 100%</td>
<td>✓</td>
<td>24 24</td>
<td>23</td>
<td>25</td>
<td>✓</td>
<td>90%</td>
<td>96%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - RLPTI</td>
<td>80</td>
<td>84</td>
<td>68</td>
<td>(16)</td>
<td>≠</td>
<td>65 81%</td>
<td>≠</td>
<td>24 71</td>
<td>76</td>
<td>66</td>
<td>≠</td>
<td>99%</td>
<td>99%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Safe Haven</td>
<td>13</td>
<td>16</td>
<td>14</td>
<td>(2)</td>
<td>✓</td>
<td>12 92%</td>
<td>✓</td>
<td>24 45</td>
<td>43</td>
<td>47</td>
<td>✓</td>
<td>90%</td>
<td>93%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Southpoint Place</td>
<td>46</td>
<td>48</td>
<td>48</td>
<td>0</td>
<td>✓</td>
<td>46 100%</td>
<td>✓</td>
<td>24 45</td>
<td>43</td>
<td>47</td>
<td>✓</td>
<td>90%</td>
<td>98%</td>
<td>✓</td>
</tr>
<tr>
<td>Community Housing Network - Terrace Place</td>
<td>47</td>
<td>49</td>
<td>47</td>
<td>(2)</td>
<td>✓</td>
<td>45 96%</td>
<td>✓</td>
<td>24 53</td>
<td>44</td>
<td>46</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>Maryhaven - Commons at Chantry</td>
<td>50</td>
<td>52</td>
<td>50</td>
<td>(2)</td>
<td>✓</td>
<td>48 96%</td>
<td>✓</td>
<td>24 62</td>
<td>47</td>
<td>49</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>National Church Residences - Commons at Buckingham</td>
<td>75</td>
<td>79</td>
<td>76</td>
<td>(3)</td>
<td>✓</td>
<td>73 97%</td>
<td>✓</td>
<td>24 58</td>
<td>71</td>
<td>74</td>
<td>✓</td>
<td>90%</td>
<td>99%</td>
<td>✓</td>
</tr>
<tr>
<td>National Church Residences - Commons at Grant</td>
<td>50</td>
<td>52</td>
<td>50</td>
<td>(2)</td>
<td>✓</td>
<td>50 100%</td>
<td>✓</td>
<td>24 80</td>
<td>47</td>
<td>50</td>
<td>✓</td>
<td>90%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>National Church Residences - Commons at Livingston</td>
<td>60</td>
<td>63</td>
<td>62</td>
<td>(1)</td>
<td>✓</td>
<td>59 98%</td>
<td>✓</td>
<td>24 43</td>
<td>57</td>
<td>60</td>
<td>✓</td>
<td>90%</td>
<td>97%</td>
<td>✓</td>
</tr>
<tr>
<td>National Church Residences - Commons at Third</td>
<td>60</td>
<td>63</td>
<td>62</td>
<td>(1)</td>
<td>✓</td>
<td>59 98%</td>
<td>✓</td>
<td>24 39</td>
<td>57</td>
<td>60</td>
<td>✓</td>
<td>90%</td>
<td>97%</td>
<td>✓</td>
</tr>
<tr>
<td>National Church Residences - VOAGO Van Buren Village</td>
<td>60</td>
<td>63</td>
<td>61</td>
<td>(2)</td>
<td>✓</td>
<td>60 100%</td>
<td>✓</td>
<td>24 23</td>
<td>57</td>
<td>60</td>
<td>✓</td>
<td>90%</td>
<td>98%</td>
<td>✓</td>
</tr>
<tr>
<td>YMCA - 40 West Long Street</td>
<td>105</td>
<td>110</td>
<td>109</td>
<td>(1)</td>
<td>✓</td>
<td>104 99%</td>
<td>✓</td>
<td>24 45</td>
<td>99</td>
<td>106</td>
<td>✓</td>
<td>90%</td>
<td>97%</td>
<td>✓</td>
</tr>
<tr>
<td>YMCA - Franklin Station²</td>
<td>75</td>
<td>79</td>
<td>78</td>
<td>(1)</td>
<td>✓</td>
<td>77 103%</td>
<td>✓</td>
<td>24 64</td>
<td>71</td>
<td>77</td>
<td>✓</td>
<td>90%</td>
<td>99%</td>
<td>✓</td>
</tr>
<tr>
<td>YMCA - Isaiah Project³</td>
<td>174</td>
<td>174</td>
<td>190</td>
<td>16</td>
<td>✓</td>
<td>182 105%</td>
<td>✓</td>
<td>N/A 3</td>
<td>N/A</td>
<td>N/A</td>
<td>✓</td>
<td>94%</td>
<td>N/A</td>
<td>✓</td>
</tr>
<tr>
<td>YMCA - Scattered Sites HOME²</td>
<td>50</td>
<td>52</td>
<td>71</td>
<td>19</td>
<td>✓</td>
<td>67 134%</td>
<td>✓</td>
<td>6 7</td>
<td>47</td>
<td>69</td>
<td>✓</td>
<td>90%</td>
<td>97%</td>
<td>✓</td>
</tr>
<tr>
<td>YWCA - WINGS³</td>
<td>91</td>
<td>96</td>
<td>92</td>
<td>(4)</td>
<td>✓</td>
<td>84 92%</td>
<td>✓</td>
<td>24 23</td>
<td>86</td>
<td>88</td>
<td>✓</td>
<td>90%</td>
<td>96%</td>
<td>✓</td>
</tr>
</tbody>
</table>

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

²Occupancy 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.

³YMCA took over CHN Leasing 2 project effective 7/1/2018 and will decrease project census throughout the year.
<table>
<thead>
<tr>
<th>PROGRAM INDICATOR REPORT</th>
<th>7/1/2018 - 9/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING</td>
<td></td>
</tr>
<tr>
<td><strong>Households Served</strong></td>
<td><strong>Program Occupancy Rate</strong></td>
</tr>
<tr>
<td></td>
<td>Capacity</td>
</tr>
<tr>
<td>PERMANENT SUPPORTIVE HOUSING</td>
<td></td>
</tr>
<tr>
<td>Community Housing Network - Family Homes</td>
<td>10</td>
</tr>
<tr>
<td>Community Housing Network - Wilson</td>
<td>8</td>
</tr>
<tr>
<td>VOAGO - Family Supportive Housing</td>
<td>38</td>
</tr>
<tr>
<td>TRANSITIONAL HOUSING</td>
<td></td>
</tr>
<tr>
<td>Huckleberry House - TLP</td>
<td>24</td>
</tr>
<tr>
<td>Maryhaven - Women's</td>
<td>5</td>
</tr>
<tr>
<td>VOAGO - Veterans</td>
<td>40</td>
</tr>
</tbody>
</table>

1 Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
2 Project capacity fluctuates based on need and available capacity.
3 Funding allows over-leasing for this project.
4 Community Housing Network - SRA and SRA 2 programs were combined starting 7/1/2018.
5 Project started 7/1/2018 and is in lease-up phase.
6 Project capacity of 24 units as of 7/1/2018.
7 Project didn't have any household exits during report period. Measure could not be calculated.
### RAPID RE-HOUSING

#### New Households Served
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Total Households Served
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Average Length of Shelter Stay (Days)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Average Length of Participation (Days)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Successful Housing Outcomes
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Usage of CSB DCA (Average $)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Usage of CSB DCA (%)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

---

#### 7/1/2018 - 9/30/2018

- **Homeless Families Foundation - Rapid Re-housing**
  - Goal (#): 47
  - Actual (#): 44
  - Outcome Achievement: 93%

- **The Salvation Army - Rapid Re-housing**
  - Goal (#): 42
  - Actual (#): 15
  - Outcome Achievement: 79%

- **The Salvation Army - Job2Housing**
  - Goal (#): 16
  - Actual (#): 9
  - Outcome Achievement: 46%

- **VOAGO Families - Rapid Re-housing**
  - Goal (#): 19
  - Actual (#): 18
  - Outcome Achievement: 94%

- **YMCA - Rapid Rehousing**
  - Goal (#): 500
  - Actual (#): 287
  - Outcome Achievement: 100%

- **CSB - Transition Program - Family**
  - Goal (#): N/A
  - Actual (#): N/A
  - Outcome Achievement: N/A

- **CSB - Transition Program - Single**
  - Goal (#): N/A
  - Actual (#): 275
  - Outcome Achievement: 97%

---

#### PREVENTION

#### New Households Served
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Total Households Served
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Average Length of Participation (Days)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Successful Housing Outcomes
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Usage of CSB DCA (Average $)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Usage of CSB DCA (%)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

---

#### 7/1/2018 - 9/30/2019

- **Gladden Community House - Family Homelessness Prevention**
  - Goal (#): 64
  - Actual (#): 97
  - Outcome Achievement: 114%

- **Gladden Community House - FCCS Prevention**
  - Goal (#): 20
  - Actual (#): 18
  - Outcome Achievement: 25%

- **HFF Pregnant Women Homelessness Prevention**
  - Goal (#): 9
  - Actual (#): 12
  - Outcome Achievement: 17%

---

#### SSVF - Supportive Services for Veteran Families

#### New Households Served
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Total Households Served
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Average Length of Shelter Stay (Days)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Average Length of Participation (Days)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

#### Successful Housing Outcomes
- **Goal (#)**: Varies by program
- **Actual (#)**: Varies by program
- **Outcome Achievement**: Varies by program

#### Usage of SSVF DCA (%)
- **Goal**: Varies by program
- **Actual**: Varies by program
- **Outcome Achievement**: Varies by program

---

#### 7/1/2018 - 9/30/2018

- **LSS - SSVF Rapid Re-housing**
  - Goal (#): 35
  - Actual (#): 24
  - Outcome Achievement: 60%

- **VOAGO - SSVF Prevention**
  - Goal (#): 8
  - Actual (#): 21
  - Outcome Achievement: 10%

- **VOAGO - SSVF Rapid Rehousing**
  - Goal (#): 78
  - Actual (#): 53
  - Outcome Achievement: 133%

---

1. Households that exited successfully without accessing DCA are excluded from calculation.
2. Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report.
3. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.
4. Program may not have had enough veterans to serve to meet the RRH goal, instead the Prevention goal was exceeded but not sufficiently to compensate.
5. Higher length of participation with CSB’s approval. The single successful exit did not receive DCA.
6. Program participants did not need to use DCA at the projected rate.