

SYSTEM & PROGRAM INDICATOR REPORT

FY2019
4/1/19 - 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 Quarter 4: 4/1/19 – 6/30/19

 <p>FAMILY DIVERSION</p> <p>Met every goal for numbers served, shelter linkage, and successful diversion outcomes.</p>	 <p>PERMANENT SUPPORTIVE HOUSING</p> <p>Achieved compliance with CSB's rigorous program certification standards on the first try.</p>	 <p>HOMELESS HOTLINE FOR FAMILIES</p> <p>Met every goal for shelter linkage and successful diversion outcomes.</p>
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And a SHOUT OUT to these partners that are serving record-breaking numbers of families in shelter:



eliminating racism
empowering women **ywca**

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 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.

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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. 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:

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

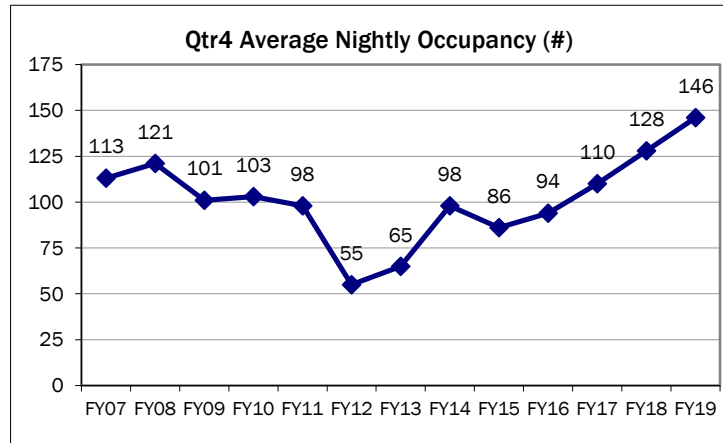
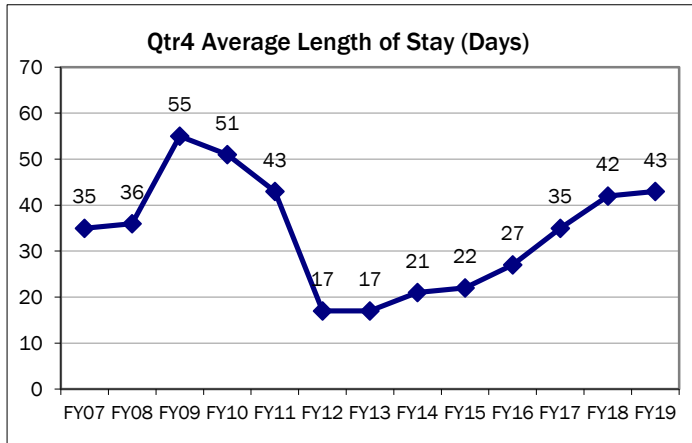
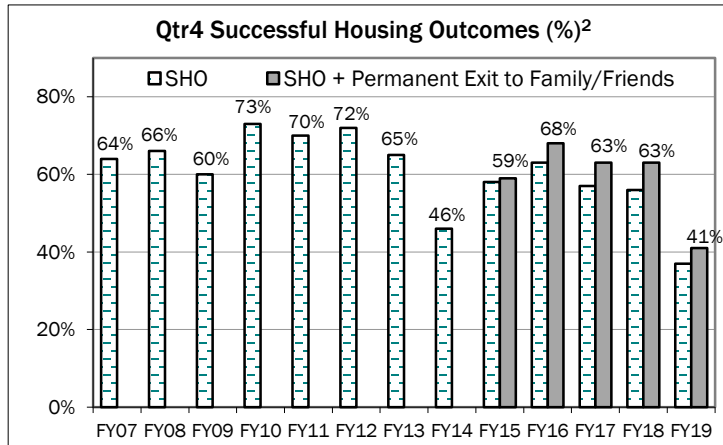
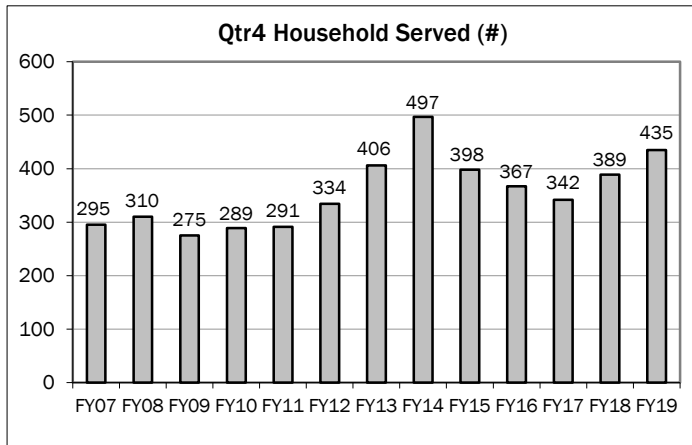
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	4/1/2019 - 6/30/2019	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	360	435	√ ⁴	114	146	25	43	≠	172	118	≠	70%	41%	≠



DEMOGRAPHICS	Family
Households Served	435
Percent Newly homeless	64%
Clients Served	1,540
Average Age (HoH)	31
Gender - Female (HoH)	95%
Gender - Male (HoH)	5%
Veterans (U.S. Military) served	6
Veterans % of all adults	1%
Average Monthly Household Income	\$721
Percent Working at Entry	38%
Race - Black (HoH) ³	74%
Race - White (HoH) ³	24%
Race - Other (HoH) ³	1%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults Served	595
Children Served	945
Mean Family Size	3.5
Average Number of Children	2.2
Adults 18-24 years (HoH)	21%
Children 0 - 2 years ³	28%
Children 3 - 7 years ³	36%
Children 8 - 12 years ³	27%
Children 13 - 17 years ³	10%
Pregnant Women Served	48
Long Term Disability (HoH)	16%
Franklin County Residents	89%

12 percent more households needed shelter compared to the same period of last fiscal year. The success rate at exit from shelters decreased 22 percentage points to the lowest measured rate historically. The length of time homeless increased, causing the nightly occupancy reach a record high. The employment rate at entry increased from the FY18 rate of 36% to 38% currently, coupled with an increase in average income (FY18 \$712). An additional 74 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.

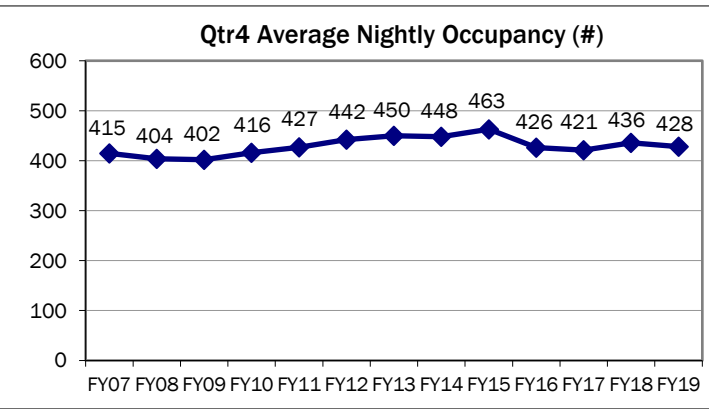
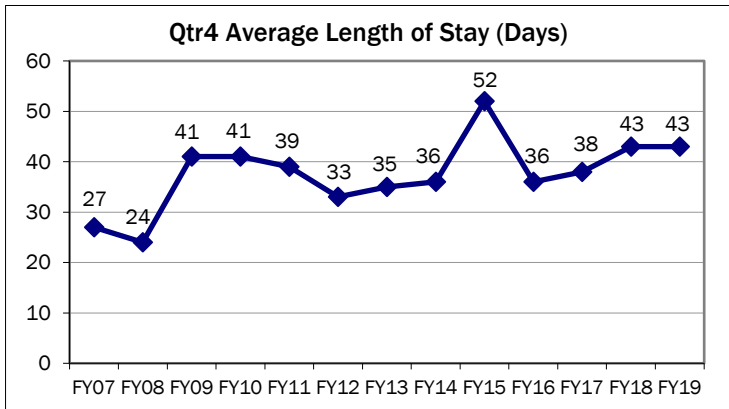
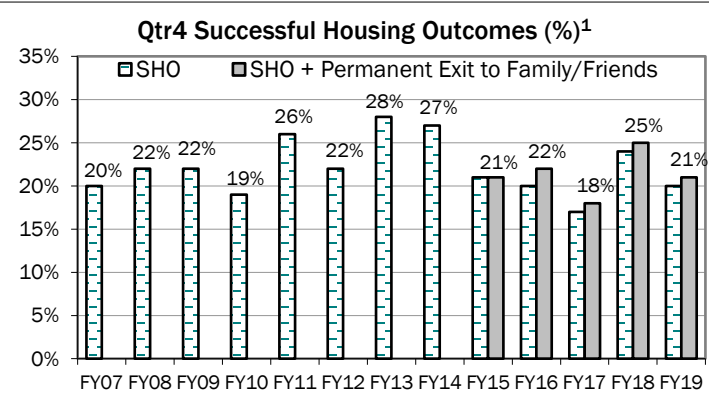
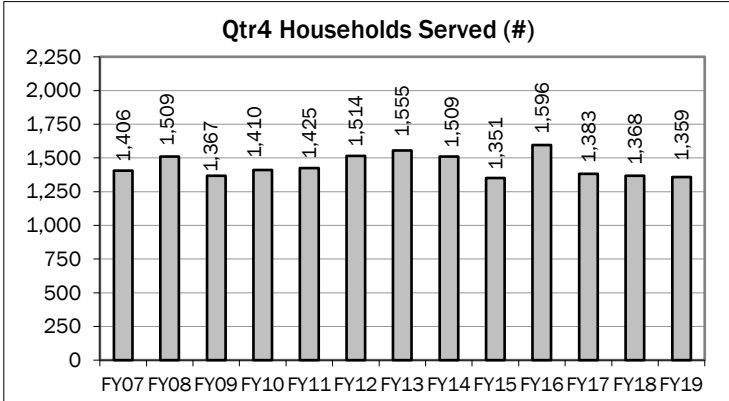
³ Due to rounding percentage does not add up to 100%.

⁴ System served all families that needed shelter.

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2019 - 6/30/2019	1,600	1,359	≠	431	428	30	43	≠	386	212	≠	33%	21%	≠
Men's System	1,600	1,359	≠	431	428	30	43	≠	386	212	≠	33%	21%	≠



DEMOGRAPHICS	Men
Households Served	1,359
Percent Newly homeless	43%
Average Age	45
Men as a percent of total single adults served	68%
Veterans (U.S. Military) served	146
Veterans % of all adults	11%
Average Monthly Household Income	\$541
Percent Working at Entry	28%
Average Daily Waitlist Number	74
Race - Black ³	67%
Race - White ³	31%
Race - Other ³	1%
Non-Hispanic	98%
Hispanic	2%
Adults 18 - 24 years ³	4%
Adults 25 - 34 years ³	20%
Adults 35 - 44 years ³	21%
Adults 45 - 55 years ³	30%
Adults 56 - 61 years ³	15%
Adults 62+ years ³	9%
Long Term Disability (HoH)	53%
Franklin County Residents	82%

The number of single men sheltered remained flat when compared to the same reporting period of last fiscal year. The success rate at exit decreased and the average length of time remained unchanged. 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 28% currently, coupled with an increase in average income (FY18 \$530).

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.

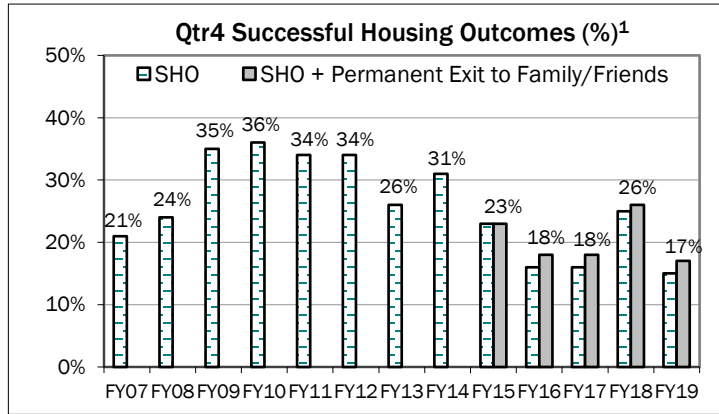
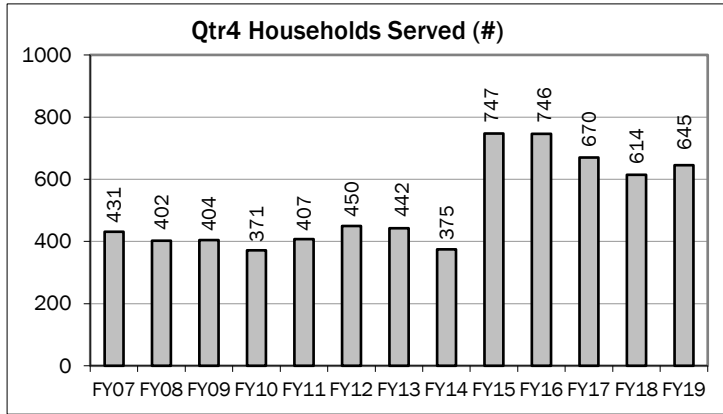
² Overflow capacity is not included. Overflow beds opened 11/9/18 and closed 4/06/19.

³ Due to rounding percentage does not add up to 100%.

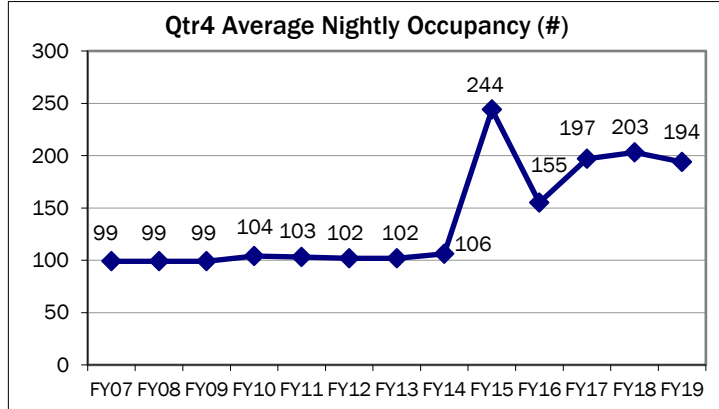
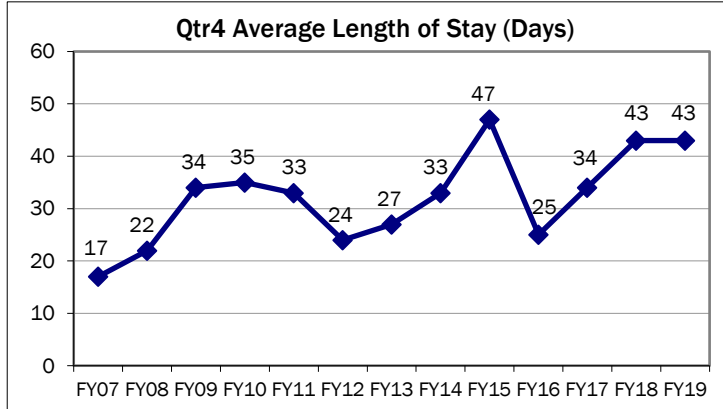
System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	4/1/2019 - 6/30/2019	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	625	645	√	201	194	30	43	≠	153	76	≠	33%	17%	≠



DEMOGRAPHICS	Women
Households Served	645
Percent Newly homeless	57%
Average Age	40
Women as a percent of total single adults served	32%
Veterans (U.S. Military) served	8
Veterans % of all adults	1%
Average Monthly Household Income	\$611
Percent Working at Entry	30%
Average Daily Waitlist Number	35
Race - Black	60%
Race - White	38%
Race - Other	2%
Non-Hispanic	97%
Hispanic	3%
Adults 18 - 24 years	13%
Adults 25 - 34 years	26%
Adults 35 - 44 years	22%
Adults 45 - 55 years	25%
Adults 56 - 61 years	8%
Adults 62+ years	6%
Pregnant Women Served	63
Long Term Disability (HoH)	24%
Franklin County Residents	85%



The number of single women sheltered is 5% higher when compared to the same reporting period of 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 30% currently, while average income increased from \$502 to \$611. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement much more challenging.

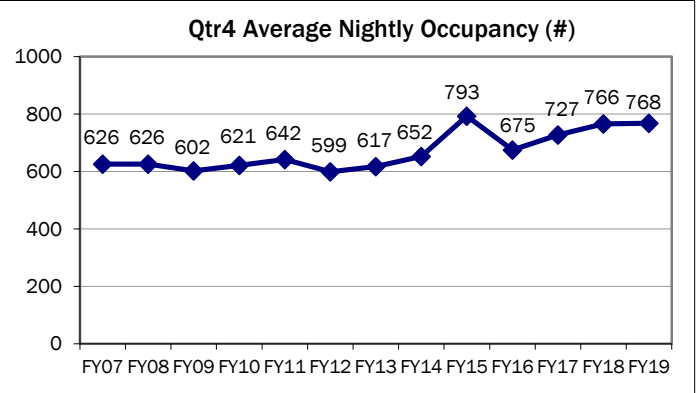
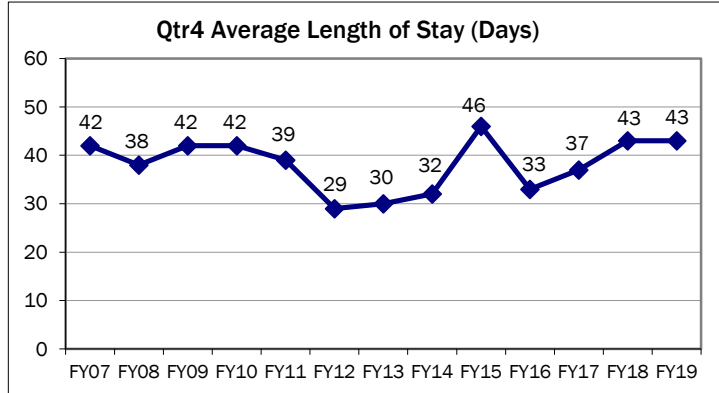
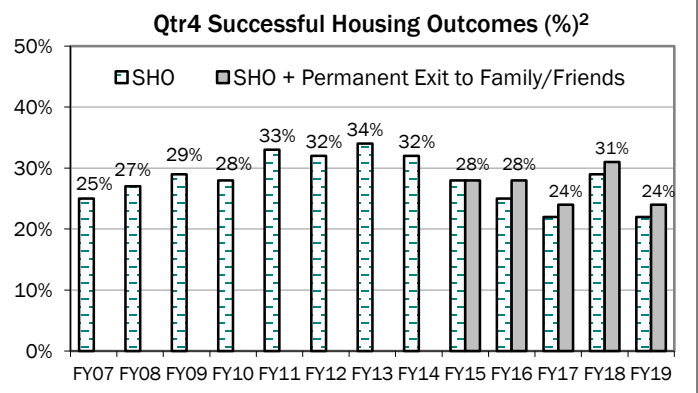
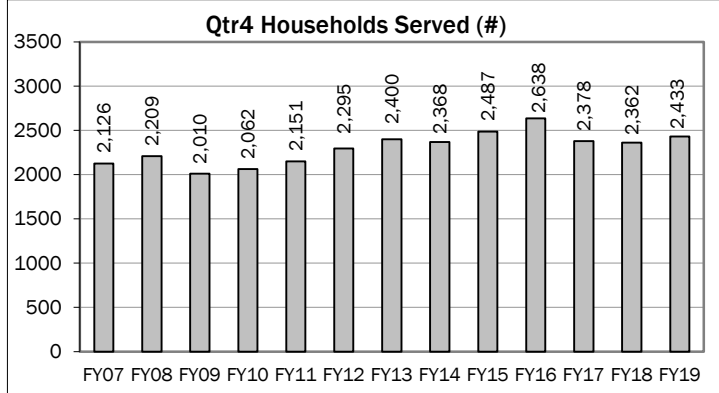
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

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

System and Program Indicator Report



FY19 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2019 - 6/30/2019														
Emergency Shelter System ¹	2,350	2,433	√	746	768	30	43	≠	609	406	≠	37%	24%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,433
Percent Newly homeless	52%
Clients Served	3,532
Adults Served	2,587
Children Served	945
Average Age (HoH)	41
Gender - Male (HoH)	57%
Gender - Female (HoH)	43%
Veterans (U.S. Military) served	160
Veterans % of all adults	6%
Average Monthly Household Income	\$596
Percent Working at Entry	31%
Average Daily Waitlist Number	109
Race - Black (HoH) ⁴	66%
Race - White (HoH) ⁴	32%
Race - Other (HoH) ⁴	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults 18-24 years (HoH)	10%
Pregnant Women Served	112
Long Term Disability (HoH)	39%
Franklin County Residents	84%

The system experienced a 3% increase in the number of households sheltered when compared to the same period of last fiscal year. The successful housing outcomes percent decreased 7 percentage points compared to the same period of the prior fiscal year. The average length of time homeless stayed the same, and the nightly occupancy stayed consistent. The employment rate and average income increased compared to the FY18 rate. 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 2,669.

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.

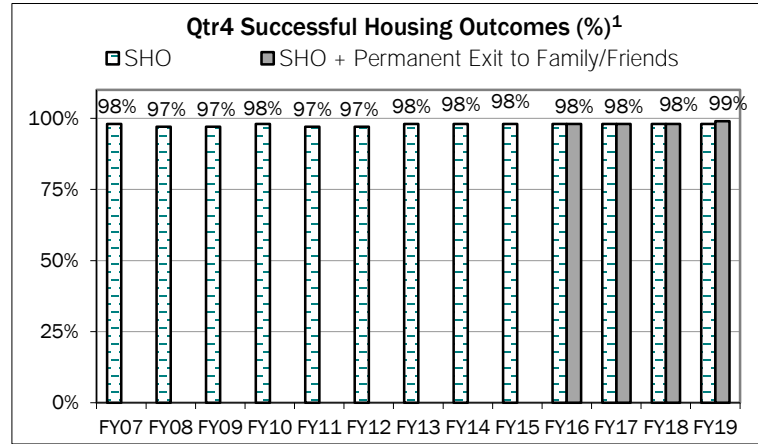
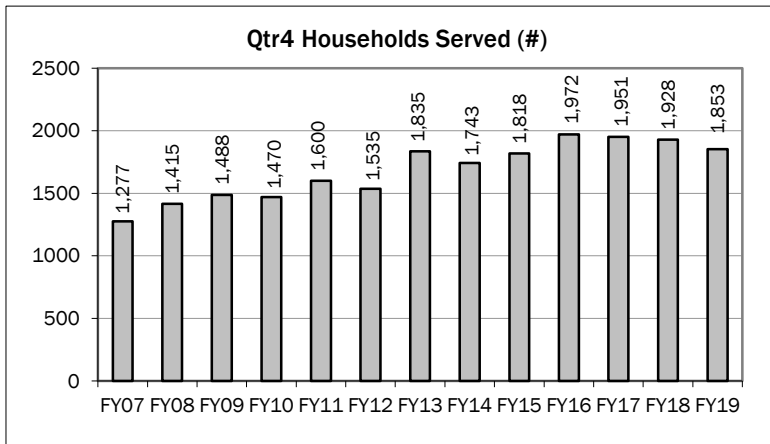
³ Overflow capacity is not included. Overflow beds opened 11/9/18 and closed 4/06/19.

⁴ Due to rounding percentage does not add up to 100%.

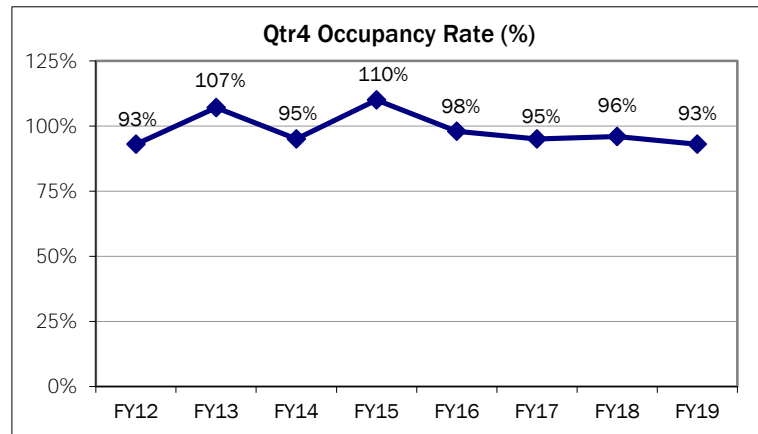
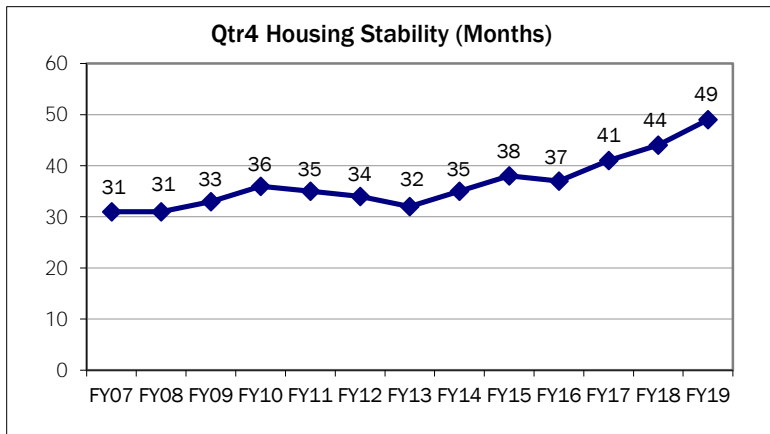
System and Program Indicator Report



FY19 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2019 - 6/30/2019															
Total PSH System	2,040	1,853	√	95%	93%	√	24	49	√	1,836	1,821	√	90%	99%	√



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.

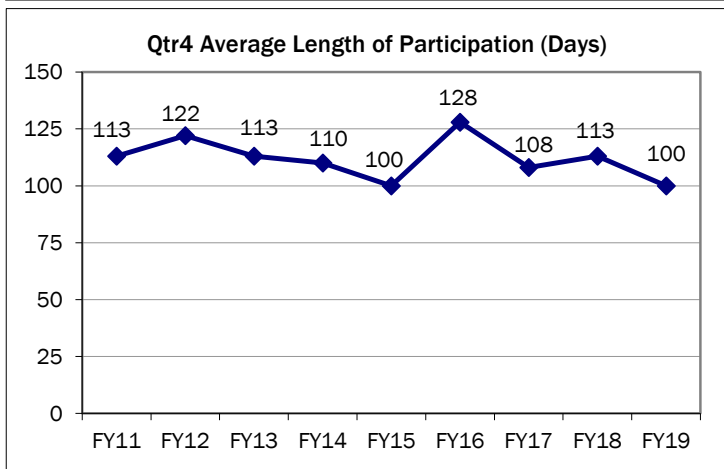
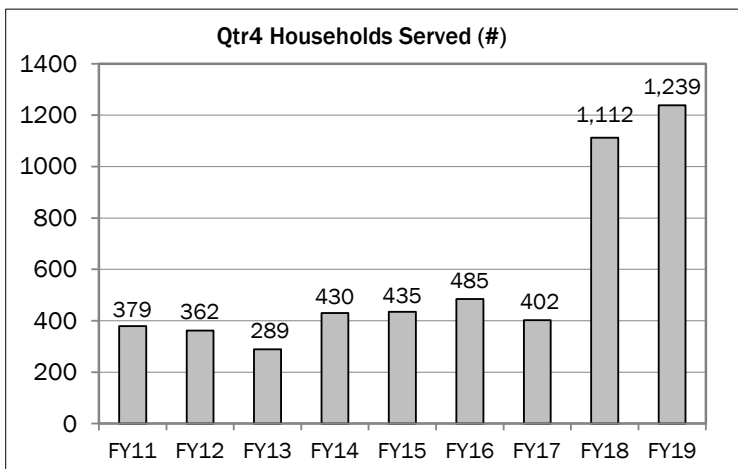
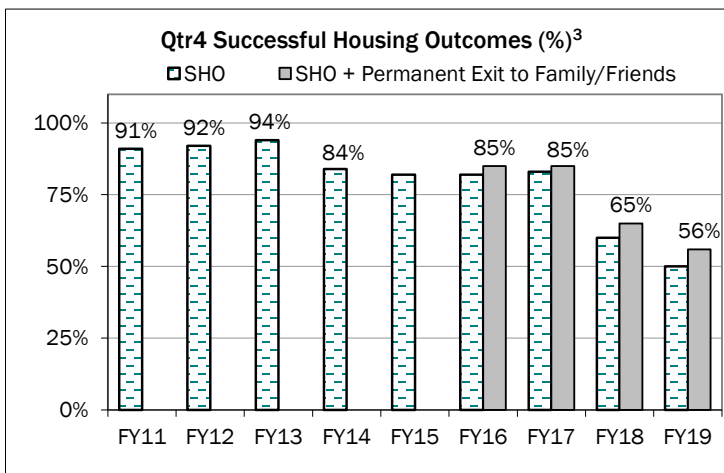
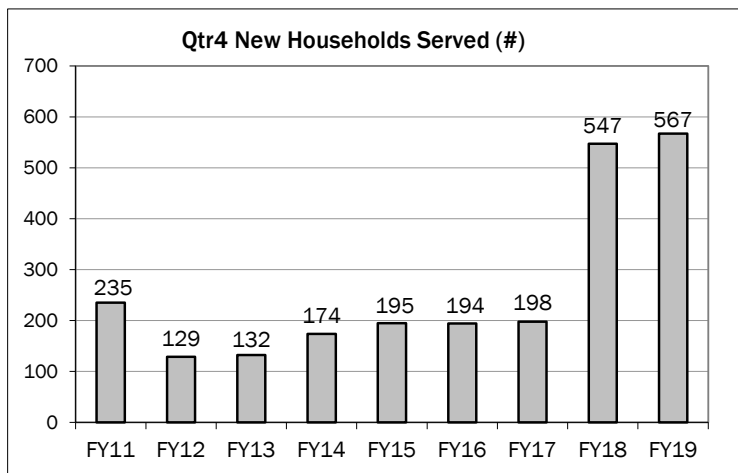


¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



FY19 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2019 - 6/30/2019															
Rapid Re-housing System ¹	737	567	≠	1,454	1,239	≠	100	100	√	368	349	√	50%	56%	√



DEMOGRAPHICS	Family & Adults
Households Served	1,239
Clients Served	1,985
Average Age (HoH)	42
Gender - Male (HoH)	58%
Gender - Female (HoH)	42%
Veterans (U.S. Military) served	157
Veterans % of all adults	12%
Average Monthly Household Income	\$623
Percent Working at Entry	30%
Adults Served	1,326
Children Served	659
Race - Black (HoH)	68%
Race - White (HoH)	30%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Mean Family Size ²	3.7
Average Number of Children ²	2.4
Adults 18-24 years (HoH)	10%
Children 0 - 2 years ²	30%
Children 3 - 7 years ²	36%
Children 8 - 12 years ²	25%
Children 13 - 17 years ²	9%
Long Term Disability (HoH)	22%
Pregnant Women Served	74

The system served 11% more households than the same reporting period of last fiscal year, due to full operations 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 rapid rehousing programs now only serves households with high needs and barriers, which makes outcome achievement much more challenging.

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.

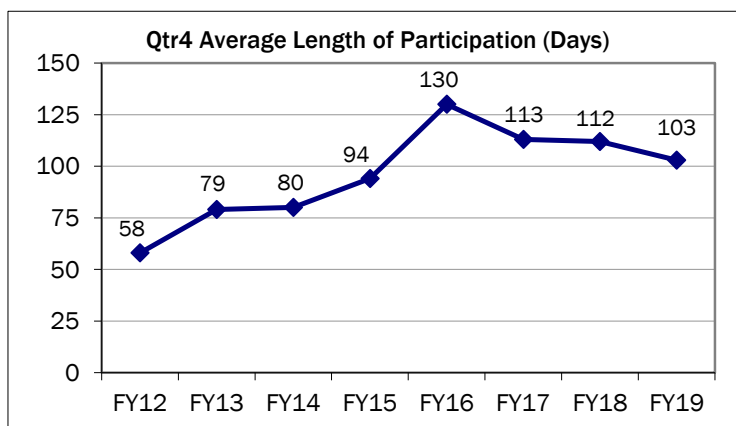
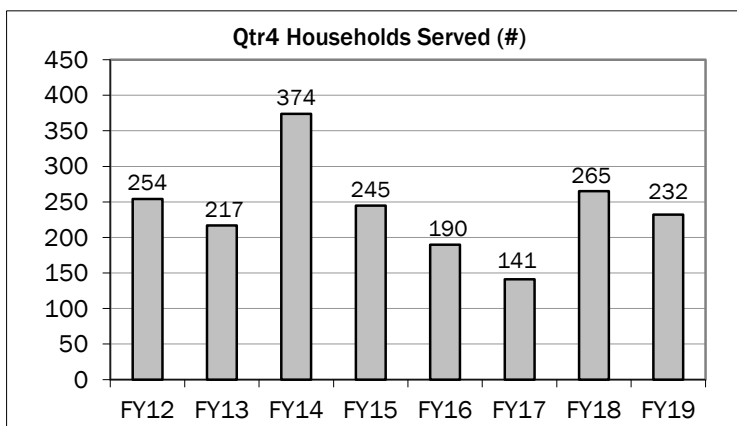
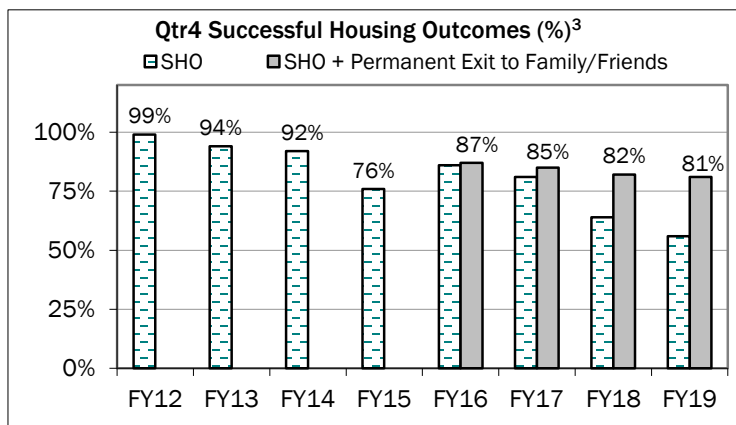
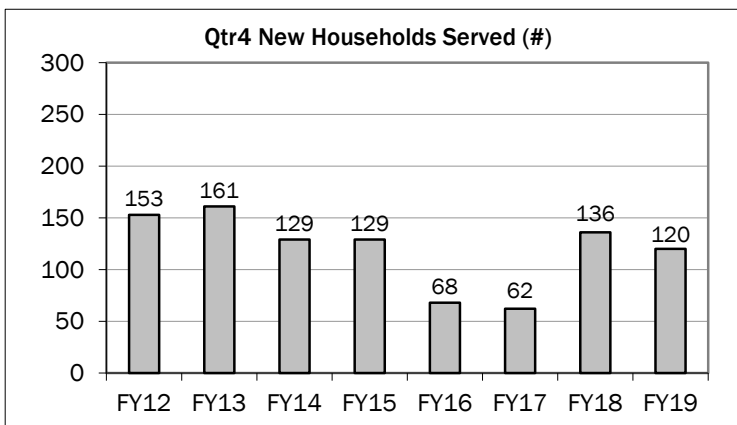
² Data refers to families served.

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



FY19 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	4/1/2019 - 6/30/2019	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Prevention System ¹	88	120	√	166	232	√	120	103	√	79	87	√	90%	81%	≠



DEMOGRAPHICS	Family & Adults
Households Served	232
Clients Served	708
Average Age (HoH)	35
Gender - Female (HoH)	76%
Gender - Male (HoH)	24%
Veterans (U.S. Military) served	55
Veterans % of all adults	20%
Average Monthly Household Income	\$839
Percent Working at Entry	49%
Race - Black (HoH)	72%
Race - White (HoH)	27%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	281
Children Served	427
Mean Family Size ²	3.5
Average Number of Children ²	2.2
Children 0 - 2 years ²	29%
Children 3 - 7 years ²	38%
Children 8 - 12 years ²	22%
Children 13 - 17 years ²	11%
Long Term Disability (HoH)	12%
Pregnant Women Served	30

Twelve percent less households were served than the same reporting period of last fiscal year. The number of veterans served more than doubled compared to the same reporting period of last fiscal year. The success rate at program exit decreased 1 percentage point. 56% of households are stable in their own housing and 25% 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.

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

² Data refers to the families served.

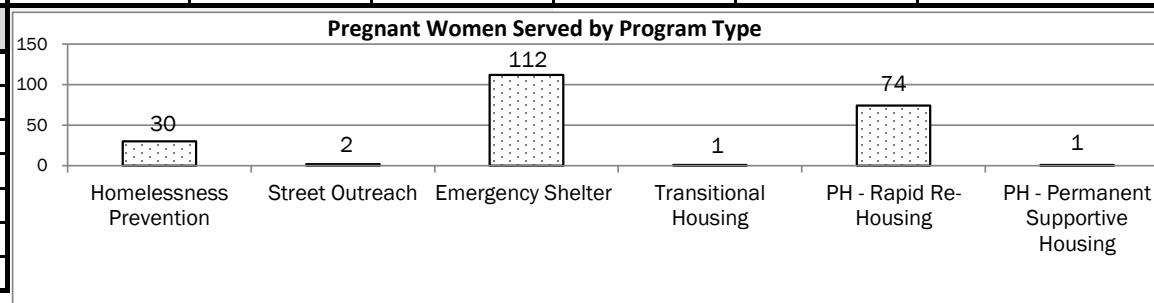
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

System and Program Indicator Report



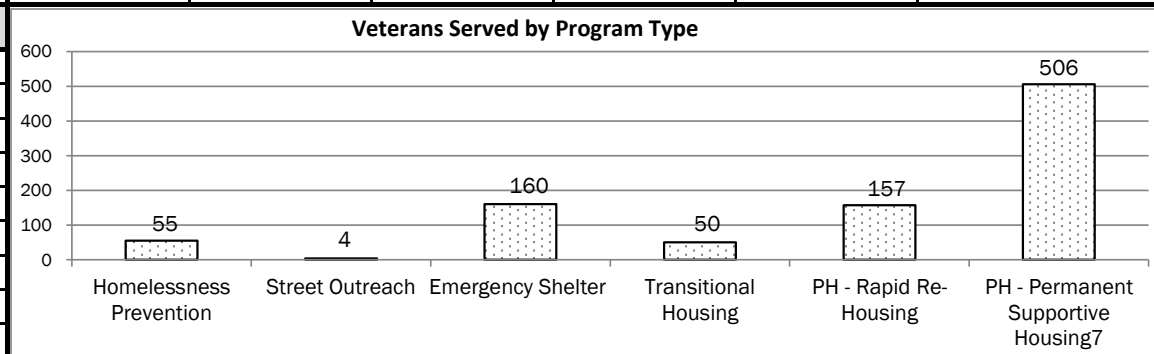
Special Populations Served : 4/1/2019 - 6/30/2019		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Total Households Served (#)	177	30	2	112	1	74	1
Successful Housing Outcomes (#) ¹	N/A	10	2	15	N/A ⁶	22	1
Successful Housing Outcomes (%) ¹	N/A	83%	100%	19%	N/A ⁶	61%	100%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	169	19	30	6	187	12
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Race - Black (HoH) ⁵	73%
Race - White (HoH) ⁵	24%
Race - Other (HoH) ⁵	2%
Non-Hispanic (HoH)	95%
Hispanic (HoH)	5%
Long Term Disability	12%
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 ⁷
Total Households Served (#)	767	55	4	160	50	157	506
Successful Housing Outcomes (#) ¹	N/A	18	1	48	18	46	500
Successful Housing Outcomes (%) ¹	N/A	100%	33%	43%	58%	81%	100%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	110	87	39	1	120	49
Housing Stability (Months) ⁴							

DEMOGRAPHICS	Percentage
Gender - Male (HoH)	92%
Gender - Female (HoH)	8%
Race - Black (HoH)	59%
Race - White (HoH)	39%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Long Term Disability	67%
Franklin County Residents	85%



¹ Successful outcomes measure for Street Outreach.

² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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

⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

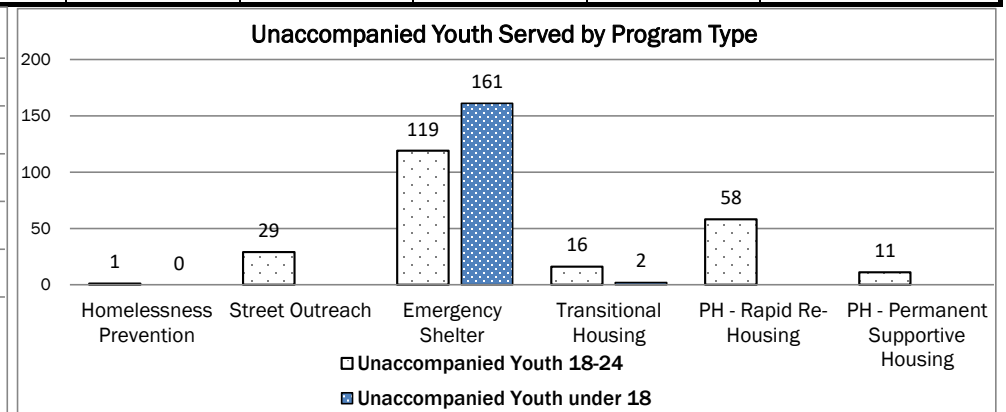
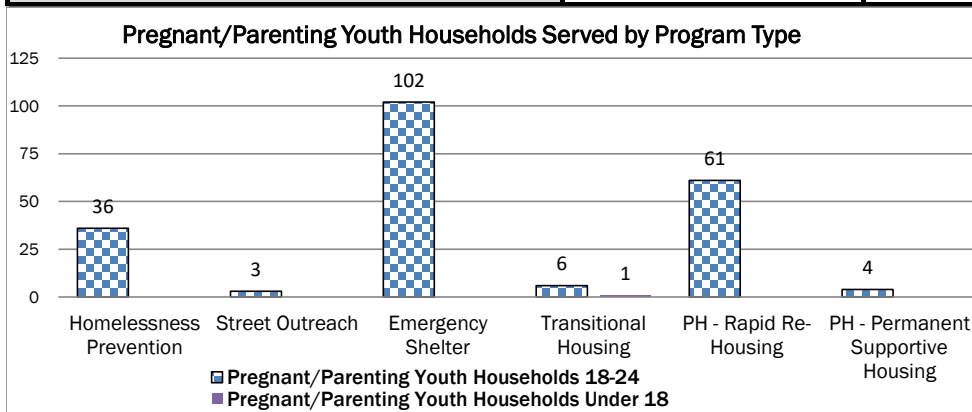
⁵ Due to rounding percentages do not add up to 100%.

⁶ Program didn't have any household exits during reporting period.

⁷ Four deceased households were excluded from successful housing outcome measure.

System and Program Indicator Report

TAY Population Served: 4/1/2019 -6/30/2019		Transition Age Youth Served by Program Type					
Transition Age Youth Population ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth 18-24	179	1	29	119	16	58	11
Pregnant/Parenting Youth Households 18-24	165	36	3	102	6	61	4
Unaccompanied Youth under 18	162	0	0	161	2	0	0
Pregnant/Parenting Youth Households Under 18	1	0	0	0	1	0	0
Total Households Served	507	37	32	382	25	119	15
Total Households Entered	N/A	20	17	317	2	59	1
Total Households Exited	N/A	16	14	309	3	63	2
Total Pregnant Women Served	67	11	1	44	1	26	1
Successful Housing Outcomes (%) ²	N/A	63%	64%	48%	100%	62%	100%
Successful Housing Outcomes (#) ²	N/A	10	9	149	3	39	15
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ⁴	N/A	126	114	23	8	96	22
Housing Stability (Months) ⁵							
DEMOGRAPHICS							
	Race - Black (HoH)	86%	72%	71%	80%	77%	80%
	Race - White (HoH)	11%	25%	25%	20%	21%	20%
	Race - Other (HoH)	3%	3%	4%	0%	2%	0%
	Non-Hispanic (HoH)	97%	94%	93%	96%	95%	100%
	Hispanic (HoH)	3%	6%	7%	4%	5%	0%
	Long Term Disability	3%	78%	41%	100%	18%	93%
	Franklin County Residents	92%	93%	87%	100%	91%	100%



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

² Successful outcomes measure for Street Outreach

³ Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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

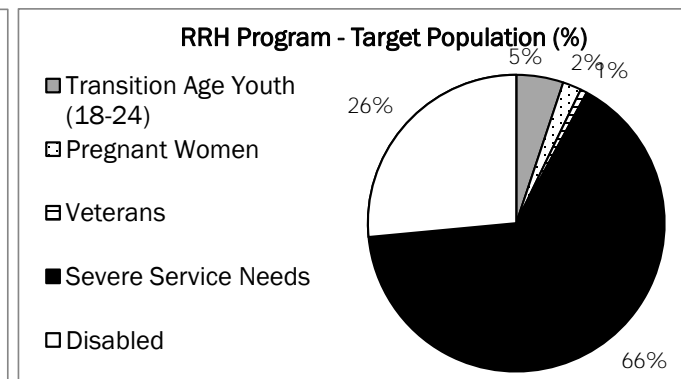
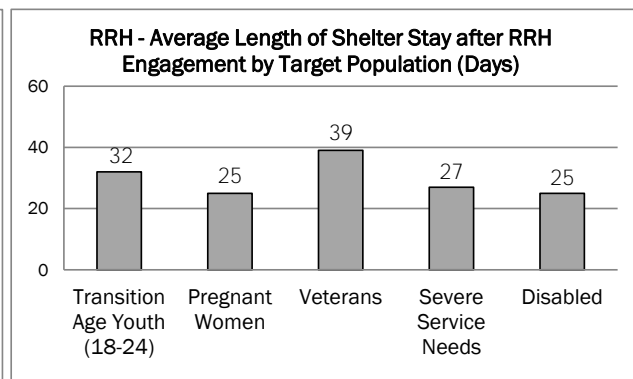
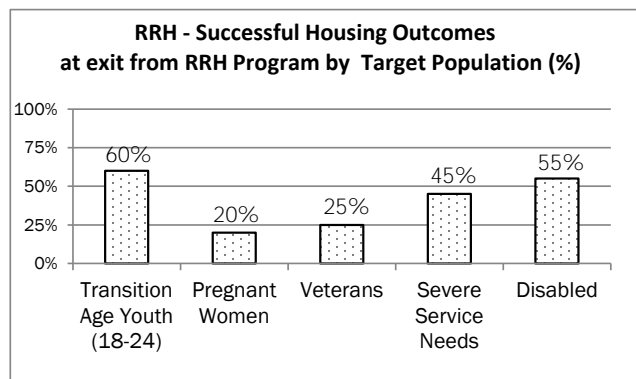
⁵ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

System and Program Indicator Report

FY19 CRISIS RESPONSE FOR SINGLE ADULTS	Single Adult Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population					
			Transition Age Youth (18-24)	Pregnant Women	Veterans ³	Severe Service Needs	Disabled	
4/1/2019 - 6/30/2019								
Total Household Served (#)	1,579	828	43	17	6	550	222	
Successful Housing Outcomes (%) ²	24%	48%	60%	20%	25%	45%	55%	
Average Length of Shelter Stay (Days)	48	27	32	25	39	27	25	
Median Length of Shelter Stay (Days)	35	21	21	21	41	21	21	
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	16	16	16	20	16	15	
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	89	75	43	87	86	94	
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	5	11						
Average Number of Shelter Visits (#)	1.2	N/A						
Long Term Disability (%)	38%	18%						
Recidivism (%)	N/A	N/A						

Diversions

Diversions Rate at Homeless Hotline (%)	17%
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The success rate at exit from the Rapid Re-housing program is at 48%. 675 (43%) 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 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.

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.

³ 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	
4/1/2019 -6/30/2019													
Netcare - Homeless Hotline (Single Adults)	2,500	2,941	√	95%	98%	√	625	594	√	25%	17%	≠	
Netcare - Homeless Hotline (Families)	950	878	√	95%	99%	√	285	293	√	30%	29%	√	
Gladden Community House - Family Diversion	380	745	√	95%	100%	√	133	195	√	35%	30%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ⁴			Usage of CSB DCA (%) ²						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2019 -6/30/2019																						
Maryhaven - Capital Crossroad SID Outreach	25	21	≠	45	27	≠	19	16	≠	75%	100%	√	10	11	√	55%	69%	√	N/A	29%	N/A	
Maryhaven - Outreach	70	60	≠	130	139	√	53	30	≠	75%	64%	≠	29	14	≠	55%	47%	≠	25%	20%	√	
Southeast - PATH Outreach ³	70	59	≠	140	83	≠	35	1	≠	50%	50%	√	N/A	1	N/A	N/A	100%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes ⁴					Movement	
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal 15%
4/1/2019 -6/30/2019																	
YWCA - Family Center	225	164	≠	50	59	118%	√	25	46	≠	123	57	≠	70%	54%	≠	1%
YMCA - Van Buren Family Shelter	220	289	√	64	86	134%	√	25	39	≠	109	61	≠	70%	30%	≠	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.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes ^{3,4}					Movement	
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <15%
4/1/2019 - 6/30/2019																		
MEN																		
LSS - Faith Mission - Men's on Grant ²	N/A	264	N/A	N/A	89	97	109%	N/A	30	51	N/A	N/A	43	N/A	33%	25%	N/A	7%
LSS - Faith Mission on 8th ²	N/A	289	N/A	N/A	95	92	97%	N/A	30	45	N/A	N/A	39	N/A	33%	20%	N/A	5%
Friends of the Homeless - Men's Shelter ⁵	489	377	(112)	≠	130	128	98%	√	30	45	≠	118	57	≠	33%	23%	≠	6%
VOAGO - Men's Shelter ⁵	188	161	(27)	≠	40	35	88%	≠	30	25	√	49	36	≠	33%	23%	≠	9%
YMCA - Men's Overflow ⁶	30	191	161	√	120	120	100%	√	30	13	√	N/A	0	N/A	N/A	0%	N/A	N/A
WOMEN																		
LSS - Faith Mission - Women's on Grant ²	N/A	114	N/A	N/A	38	38	100%	N/A	30	43	N/A	N/A	23	N/A	33%	29%	N/A	4%
YMCA - Van Buren Women's Shelter ⁵	250	418	168	√	139	134	96%	√	30	48	≠	50	49	√	33%	17%	≠	2%
YMCA - Van Buren Pregnant Women's Shelter ⁵	52	57	5	√	12	11	92%	√	37	21	√	13	3	≠	33%	7%	≠	7%
YMCA - Women's Overflow ⁶	15	59	44	√	28	28	100%	√	30	6	√	N/A	0	N/A	N/A	0%	N/A	N/A
INEBRIATE																		
Maryhaven - Engagement Center Safety	275	329	54	√	32	35	109%	√	12	11	√	73	72	√	30%	23%	≠	N/A
Maryhaven - Engagement Center Shelter2Housing ⁵	45	42	(3)	√	18	15	83%	≠	30	44	≠	9	14	√	33%	47%	√	7%
YOUTH																		
Huckleberry House - Emergency Shelter	100	165	65	√	16	13	81%	≠	10	9	√	72	141	√	80%	90%	√	1%
VA EMERGENCY HOUSING																		
VOAGO - VA Emergency Housing	35	45	10	√	15	11	73%	≠	60	28	√	11	24	√	50%	73%	√	3%
LSS - VA Men & Women	50	66	16	√	24	19	79%	≠	60	42	√	13	14	√	50%	32%	≠	18%
AGENCY																		
Lutheran Social Services - Faith Mission ^{2,5}	837	645	(192)	≠	222	227	102%	√	30	49	≠	203	104	≠	33%	24%	≠	6%

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.

³ Successful outcomes measure for Maryhaven Engagement Center Safety.

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

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

PERMANENT SUPPORTIVE HOUSING	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹					
	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
4/1/2019 - 6/30/2019																	
Community Housing Network - Briggsdale	25	26	24	(2)	√	24	96%	√	24	53	√	23	24	√	90%	100%	√
Community Housing Network - Briggsdale 2 ⁴	40	40	40	0	√	40	100%	√	3	8	√	36	40	√	90%	100%	√
Community Housing Network - Cassady ²	10	11	11	0	√	11	110%	√	24	41	√	10	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	41	(3)	√	36	86%	≠	24	66	√	40	38	√	90%	95%	√
Community Housing Network - East 5th Avenue	38	40	40	0	√	36	95%	√	24	37	√	36	39	√	90%	98%	√
Community Housing Network - Inglewood Court	45	47	45	(2)	√	44	98%	√	24	45	√	42	44	√	90%	98%	√
Community Housing Network - Leasing Supportive Housing	25	26	24	(2)	√	22	88%	≠	24	49	√	23	23	√	90%	96%	√
Community Housing Network - North 22nd Street	30	32	31	(1)	√	30	100%	√	24	43	√	29	30	√	90%	97%	√
Community Housing Network - Parsons	25	26	25	(1)	√	24	96%	√	24	33	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI	80	84	77	(7)	√	74	93%	√	24	63	√	76	75	√	90%	97%	√
Community Housing Network - Safe Haven	13	16	13	(3)	≠	13	100%	√	24	67	√	14	13	√	90%	100%	√
Community Housing Network - Southpoint Place ²	46	48	48	0	√	47	102%	√	24	48	√	43	48	√	90%	100%	√
Community Housing Network - Terrace Place	47	49	46	(3)	√	45	96%	√	24	60	√	44	45	√	90%	100%	√
Maryhaven - Commons at Chantry	50	53	51	(2)	√	48	96%	√	24	56	√	48	49	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	72	96%	√	24	58	√	71	75	√	90%	100%	√
National Church Residences - Commons at Grant	50	53	51	(2)	√	50	100%	√	24	86	√	48	50	√	90%	100%	√
National Church Residences - Commons at Livingston	60	63	61	(2)	√	59	98%	√	24	46	√	57	59	√	90%	98%	√
National Church Residences - Commons at Third	60	63	64	1	√	60	100%	√	24	45	√	57	62	√	90%	98%	√
National Church Residences - VOAGO Van Buren Village	60	63	61	(2)	√	59	98%	√	24	30	√	57	60	√	90%	98%	√
YMCA - 40 West Long Street	105	110	108	(2)	√	102	97%	√	24	47	√	99	106	√	90%	98%	√
YMCA - Franklin Station ²	75	79	79	0	√	76	101%	√	24	68	√	71	76	√	90%	99%	√
YMCA - Isaiah Project ³	150	158	155	(3)	√	139	93%	√	9	11	√	142	149	√	90%	96%	√
YMCA - Scattered Sites HOME ²	50	53	66	13	√	63	126%	√	12	15	√	47	66	√	90%	100%	√
YWCA - WINGS	91	96	90	(6)	√	90	99%	√	24	28	√	86	90	√	90%	100%	√

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 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.

³ YMCA took over CHN Leasing 2 project effective 7/1/2018 and had a planned census decrease. Current capacity is 150 units; outcomes recalculated using this capacity.

⁴ Project started 7/1/2018.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
4/1/2019 - 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
PERMANENT SUPPORTIVE HOUSING																		
Community Housing Network - Family Homes		10	10	10	0	√	95%	100%	√	24	26	√	9	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	89	√	7	8	√	90%	100%	√
VOAGO - Family Supportive Housing		38	40	39	(1)	√	95%	92%	√	24	48	√	36	39	√	90%	100%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA		52	55	39	(16)	≠	100%	73%	≠	24	68	√	50	39	≠	90%	100%	√
Equitas Health - TRA		89	93	87	(6)	√	100%	97%	√	24	119	√	84	86	√	90%	100%	√
Community Housing Network - SRA ²		197	207	161	(46)	≠	100%	77%	≠	24	48	√	186	161	≠	90%	100%	√
Community Housing Network - SRA 3		11	12	7	(5)	≠	100%	64%	≠	12	16	√	11	7	≠	90%	100%	√
Community Housing Network - TRA		171	180	144	(36)	≠	100%	84%	≠	24	61	√	162	143	≠	90%	100%	√
Community Housing Network - TRA 2 ³		20	20	14	(6)	≠	100%	65%	≠	5	7	√	14	14	√	90%	100%	√
YMCA - 40 West Long Expansion SRA		38	40	37	(3)	√	100%	92%	≠	24	37	√	36	37	√	90%	100%	√
Total Rental Assistance		578	607	489	(118)	≠	100%	82%	≠	24	64	√	543	487	≠	90%	100%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP ⁴		24	35	25	(10)	≠	98%	92%	≠	10	8	√	4	3	√	77%	100%	√
VOAGO - Veterans		40	70	61	(9)	≠	95%	48%	≠	4	1	√	23	24	√	77%	62%	≠

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

³ Project started 7/1/2018.

⁴ 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) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2019 - 6/30/2019																									
Homeless Families Foundation - Rapid Re-housing ²	46	57	√	92	103	√	15	27	≠	100	89	√	41	36	≠	90%	65%	≠	\$800	\$785	√ ⁷	90%	57%	≠	
The Salvation Army - Rapid Re-housing ²	41	22	≠	78	51	≠	15	44	≠	100	94	√	37	15	≠	90%	50%	≠	\$1,800	\$1,568	√	90%	40%	≠	
The Salvation Army - Job2Housing ²	17	22	√	47	68	√	15	27	≠	180	136	√	15	25	√	90%	100%	√	N/A	\$6,368	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing ²	19	26	√	43	43	√	15	25	≠	100	93	√	17	16	√	90%	84%	≠	\$800	\$1,679	≠	90%	80%	≠	
YMCA - Rapid Rehousing ²	500	383	≠	1,000	828	≠	23	27	≠	90	89	√	350	212	≠	70%	48%	≠	\$1,200	\$1,360	≠	50%	38%	≠	
CSB - Transition Program - Family	N/A	N/A	N/A	69	27	≠	N/A	N/A	N/A	N/A	N/A	N/A	68	27	≠	98%	100%	√	\$1,300	\$1,727	√ ⁵	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	275	226	≠	N/A	N/A	N/A	N/A	N/A	N/A	270	220	≠	98%	97%	√	\$1,000	\$1,038	√	98%	97%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
4/1/2019 - 6/30/2019																								
Gladden Community House - Family Homelessness Prevention	65	77	√	115	129	√	120	90	√	59	50	≠	90%	76%	≠	\$1,100	\$1,581	√ ⁵	90%	64%	√ ⁶			
Gladden Community House - FCCS Prevention	20	11	≠	25	26	√	120	92	√	18	14	≠	90%	78%	≠	\$900	\$1,421	√ ⁵	80%	64%	√ ⁶			
HFF Pregnant Women Homelessness Prevention	9	9	√	30	20	≠	330	253	√	8	5	≠	90%	83%	≠	\$2,200	\$4,345	√ ⁵	100%	80%	√ ⁶			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						Usage of SSVF DCA (%) ¹				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
4/1/2019 - 6/30/2019																							
LSS - SSVF Rapid Re-housing ²	35	16	≠	60	34	≠	30	21	√	100	115	≠	28	12	≠	80%	92%	√	80%	89%	√		
VOAGO - SSVF Prevention ⁴	9	21	√	11	55	√	N/A	N/A	N/A	90	110	≠	8	18	√	90%	100%	√	75%	100%	√		
VOAGO - SSVF Rapid Re-housing ^{2,4}	79	44	≠	134	115	√ ⁴	30	23	√	100	131	≠	63	32	≠	80%	84%	√	80%	82%	√		

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

²Households 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 271.

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

⁴Program may not have had enough veterans to serve to meet the RRH goal, instead the prevention goal was exceeded.

⁵Funding availability allows for the average DCA amount to exceed the goal.

⁶Program participants did not need to use DCA at the projected rate.

⁷Two households that received higher DCA dedicated to transition age youth were removed from the calculation.



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



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