

SYSTEM & PROGRAM INDICATOR REPORT

FY2020
1/1/20 - 3/31/20

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.

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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

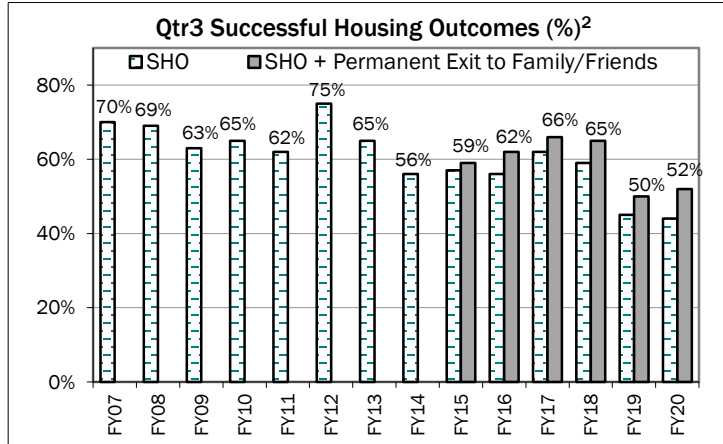
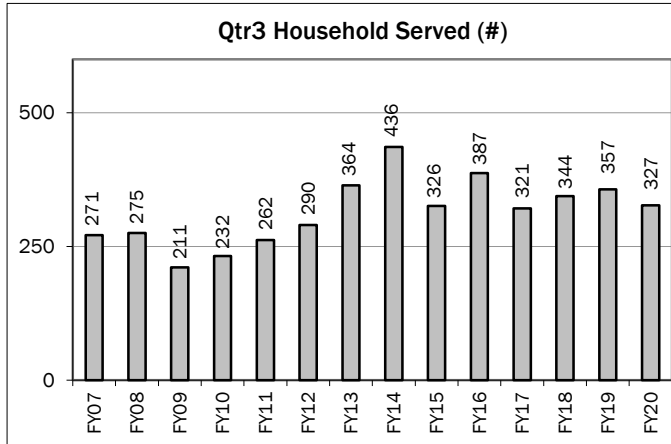
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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.

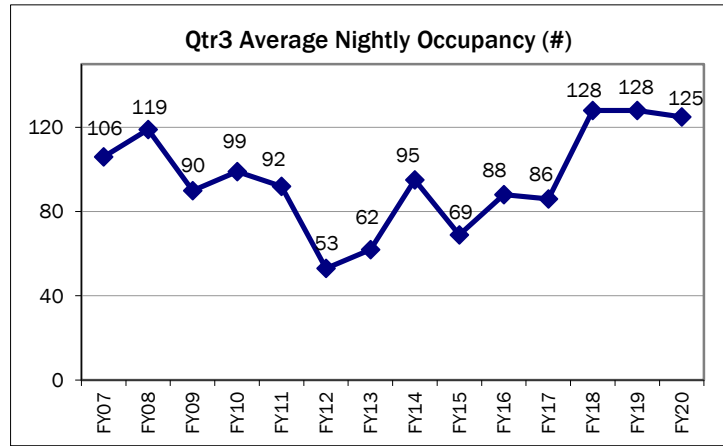
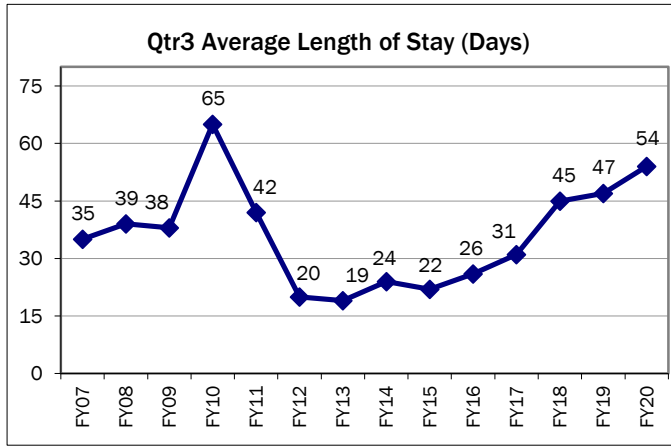
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FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2020 - 3/31/2020	350	327	√	114	125	38	54	≠	165	111	≠	70%	52%	≠
Family System														



DEMOGRAPHICS	Family
Households Served	327
Percent Newly homeless	68%
Clients Served	1,163
Average Age (HoH)	31
Gender - Female (HoH)	94%
Gender - Male (HoH)	6%
Veterans (U.S. Military) served	5
Veterans % of all adults	1%
Average Monthly Household Income	\$764
Percent Working at Entry	36%
Race - Black (HoH) ³	76%
Race - White (HoH) ³	24%
Race - Other (HoH) ³	1%
Non-Hispanic (HoH)	95%
Hispanic (HoH)	5%
Adults Served	445
Children Served	718
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	20%
Children 0 - 2 years	26%
Children 3 - 7 years	33%
Children 8 - 12 years	29%
Children 13 - 17 years	12%
Pregnant Women Served	46
Long Term Disability (HoH)	18%
Franklin County Residents	87%



Eight percent less households needed shelter compared to the same period of last fiscal year. The success rate at exit from shelters increased 2 percentage points, but remained low, impacted by the high number of families served and the difficult housing environment, which also impacted the average length of shelter stay that increased to 54 days. The employment rate at entry decreased from the FY19 rate of 40% to 36% currently, coupled with a slight decrease in average income (FY19 \$768). An additional 9 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.

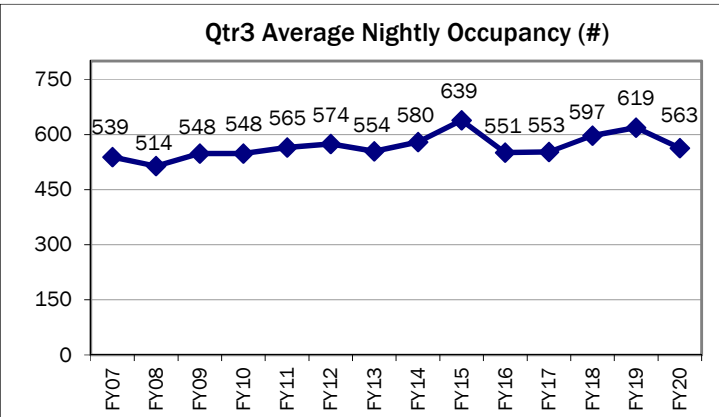
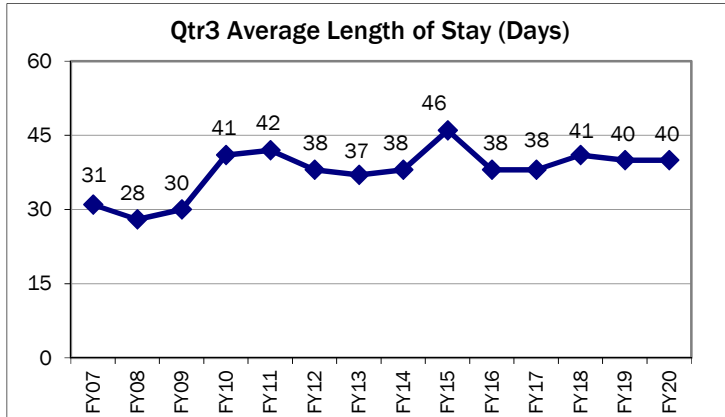
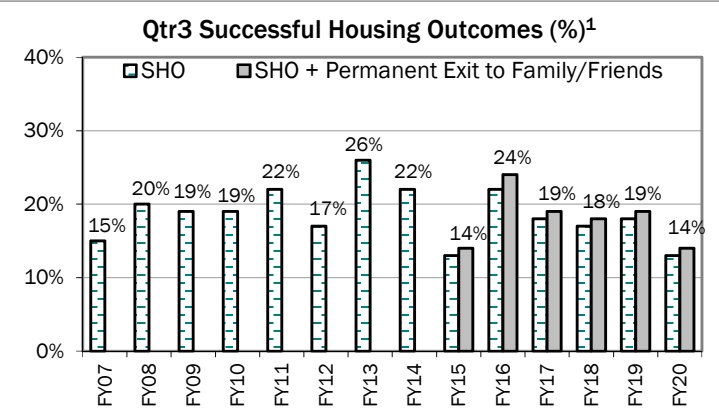
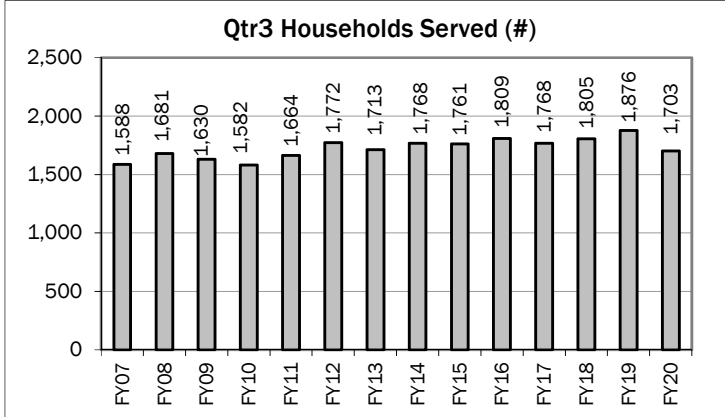
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ Due to rounding percentages do not add up to 100%.

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FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	1/1/2020 - 3/31/2020	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,800	1,703	√	397	563	45	40	√	452	166	≠	33%	14%	≠



DEMOGRAPHICS	Men
Households Served	1,703
Percent Newly homeless	52%
Average Age	44
Men as a percent of total single adults served	69%
Veterans (U.S. Military) served	133
Veterans % of all adults	8%
Average Monthly Household Income	\$417
Percent Working at Entry	18%
Race - Black	64%
Race - White	34%
Race - Other	2%
Non-Hispanic	96%
Hispanic	4%
Adults 18 - 24 years	6%
Adults 25 - 34 years	21%
Adults 35 - 44 years	24%
Adults 45 - 55 years	26%
Adults 56 - 61 years	13%
Adults 62+ years	10%
Long Term Disability (HoH)	47%
Franklin County Residents	80%

The number of single men sheltered decreased 9% when compared to the same reporting period of last fiscal year, on account of Volunteers of America closing their 40 bed men's shelter. The success rate decreased to 14%, reaching the lowest level on record. The average length of time homeless remained constant at 40 days. The long term disability rate jumped by 11 percentage points compared to the same reporting period of last fiscal year. The employment rate at entry decreased from the FY19 rate of 28% to 18% currently, coupled with a decrease in average income (FY19 \$562). The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

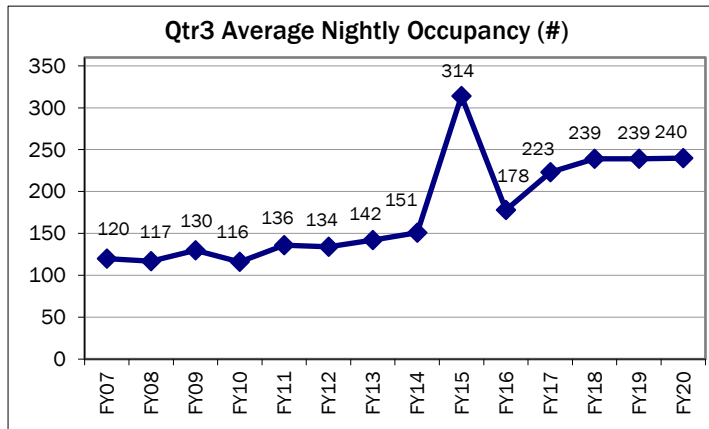
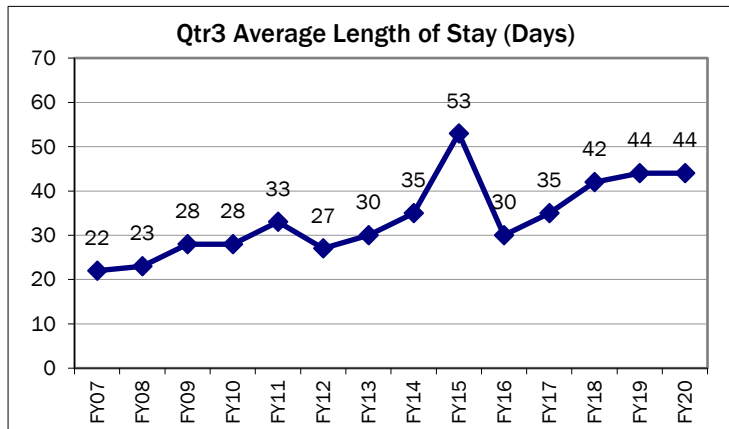
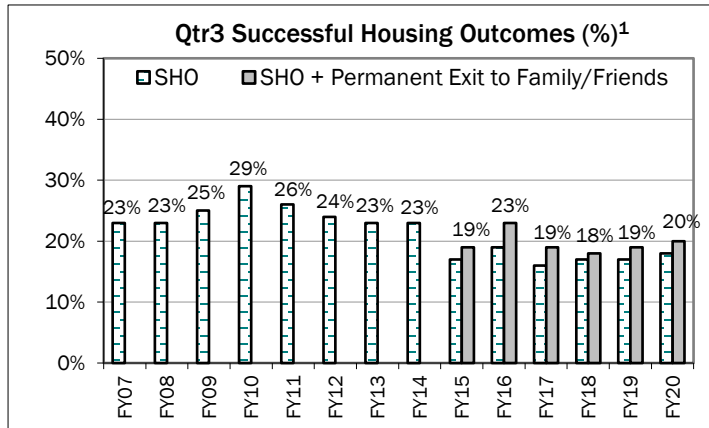
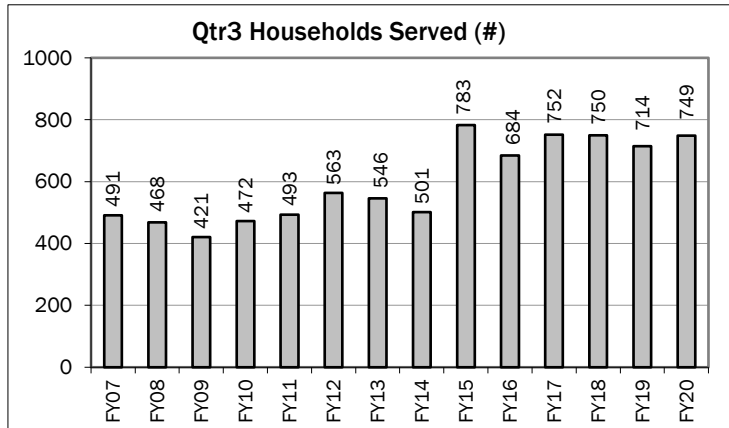
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Overflow beds opened 12/2/19 and remained open throughout the reporting period.

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FY20 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	
1/1/2020 - 3/31/2020															
Women's System	725	749	√	201	240	45	44	√	173	105	≠	33%	20%	≠	



DEMOGRAPHICS	Women
Households Served	749
Percent Newly homeless	57%
Average Age	40
Women as a percent of total single adults served	31%
Veterans (U.S. Military) served	12
Veterans % of all adults	2%
Average Monthly Household Income	\$541
Percent Working at Entry	23%
Race - Black ³	56%
Race - White ³	43%
Race - Other ³	2%
Non-Hispanic	98%
Hispanic	2%
Adults 18 - 24 years ³	12%
Adults 25 - 34 years ³	27%
Adults 35 - 44 years ³	22%
Adults 45 - 55 years ³	25%
Adults 56 - 61 years ³	10%
Adults 62+ years ³	5%
Pregnant Women Served	57
Long Term Disability (HoH)	20%
Franklin County Residents	82%

The number of single women sheltered increased 5% when compared to the same reporting period of last fiscal year. The success rate at exit is at 20%, a slight increase from the FY19 rate. The employment rate at entry decreased compared to the FY19 annual rate of 29% to 23% currently, while average income decreased from \$607 to \$541. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

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.

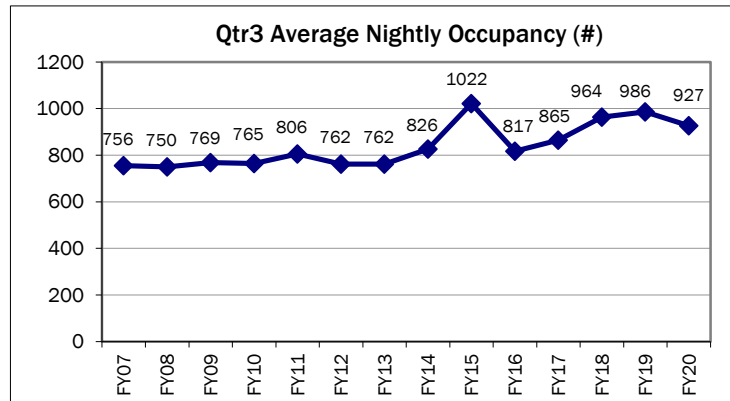
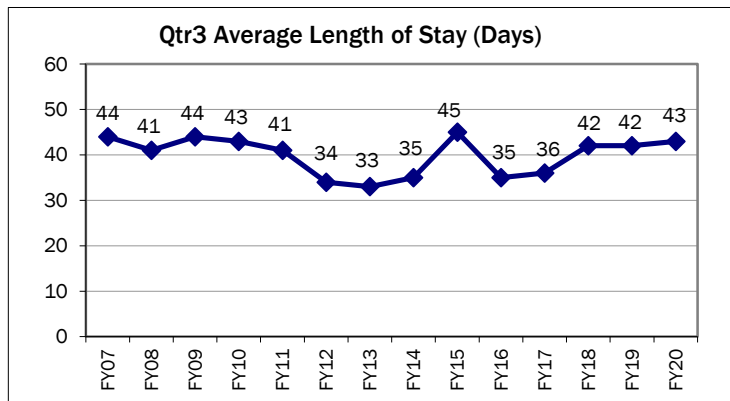
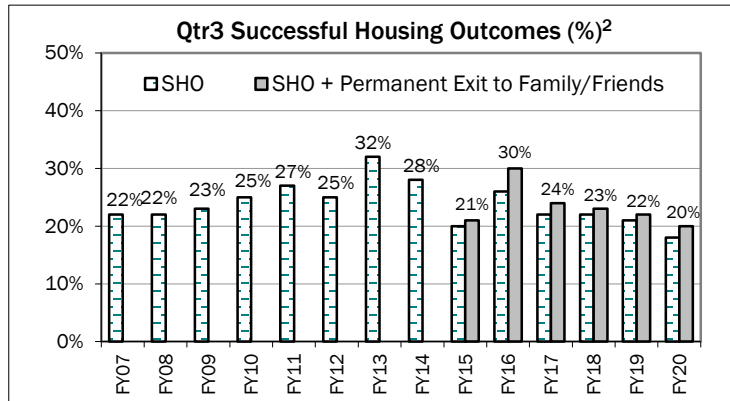
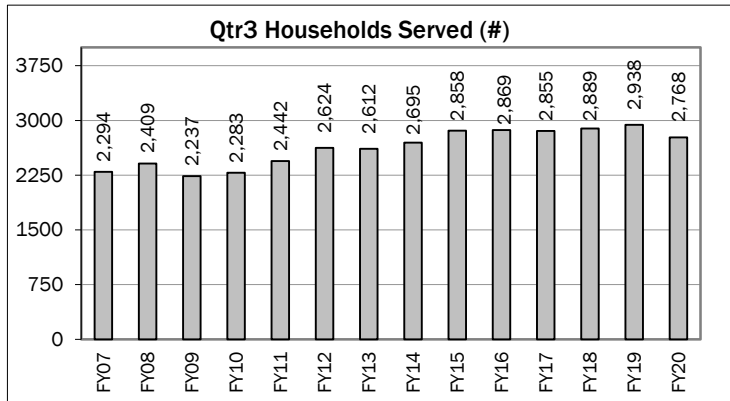
² Overflow capacity is not included. Overflow beds opened 10/31/19 and remained open throughout the reporting period.

³ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



FY20 EMERGENCY SHELTER 1/1/2020 - 3/31/2020	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
Emergency Shelter System ¹	2,850	2,768	√	712	927	42	43	√	778	381	≠	37%	20%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,768
Percent Newly homeless	55%
Clients Served	3,598
Adults Served	2,880
Children Served	718
Average Age (HoH)	42
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) served	148
Veterans % of all adults	5%
Average Monthly Household Income	\$503
Percent Working at Entry	22%
Race - Black (HoH)	63%
Race - White (HoH)	35%
Race - Other (HoH)	2%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults 18-24 years (HoH)	9%
Pregnant Women Served	100
Long Term Disability (HoH)	36%
Franklin County Residents	82%

The system experienced a 6% decrease in the number of households sheltered when compared to the same period of last fiscal year. The nightly occupancy decreased as well, on account of Volunteers of America closing their 40 bed men's shelter. The number of veterans who needed shelter decreased by 54 (27%) and the number of pregnant women increased by 7 (8%) during the same timeframe. The successful housing outcomes percent slightly decreased compared to the same period of last fiscal year. The average length of time homeless increased slightly. The employment rate and average income decreased compared to the FY19 rate (\$610, 30%). 55% 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 2829.

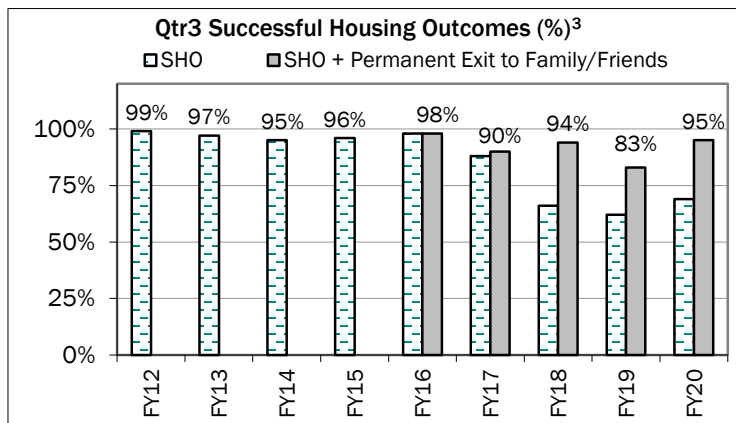
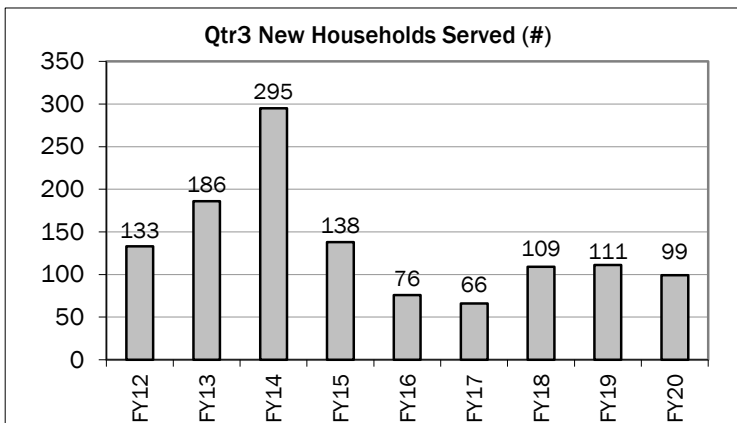
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ Overflow capacity is not included. Overflow beds opened 10/31/19 for women and 12/2/19 for men and remained open throughout the reporting period.

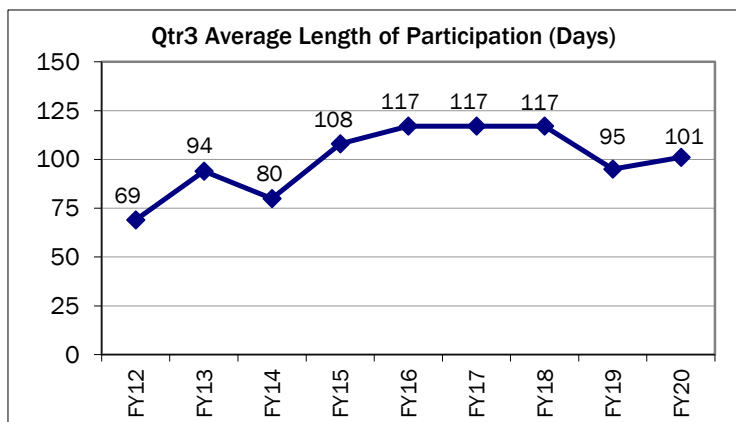
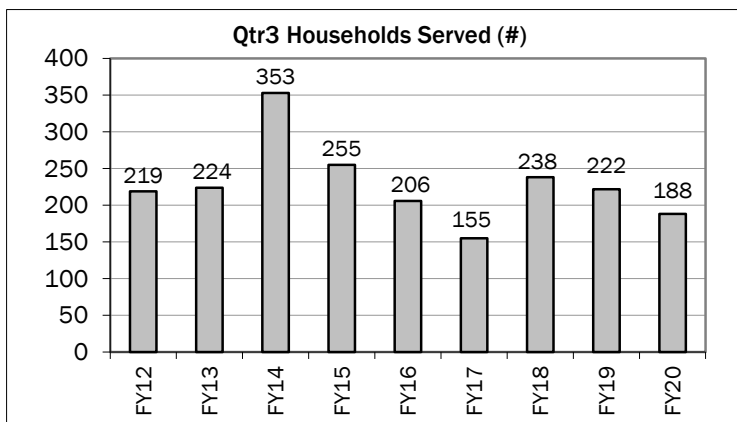
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FY20 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
1/1/2020 - 3/31/2020	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	56	99	√	130	188	√	150	101	√	77	89	√	85%	95%	√



DEMOGRAPHICS	Family & Adults
Households Served	188
Clients Served	631
Average Age (HoH)	33
Gender - Female (HoH)	82%
Gender - Male (HoH)	18%
Veterans (U.S. Military) served	37
Veterans % of all adults	16%
Average Monthly Household Income	\$730
Percent Working at Entry	38%
Race - Black (HoH) ⁴	82%
Race - White (HoH) ⁴	16%
Race - Other (HoH) ⁴	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	232
Children Served	399
Mean Family Size ²	3.7
Average Number of Children ²	2.5
Children 0 - 2 years ^{2,4}	29%
Children 3 - 7 years ^{2,4}	37%
Children 8 - 12 years ^{2,4}	24%
Children 13 - 17 years ^{2,4}	11%
Long Term Disability (HoH)	16%
Pregnant Women Served	48



The number of households served decreased 15% when compared to the same reporting period of last fiscal year. The number of veterans served decreased 24% (12) compared to the same reporting period of last fiscal year. The success rate at program exit increased 12 percentage points. 69% of households are stable in their own housing and 26% decided to permanently move in with family/friends. Percent working at entry decreased compared to FY19 annual rate (51%) 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 VOA01 SSVF program for veterans.

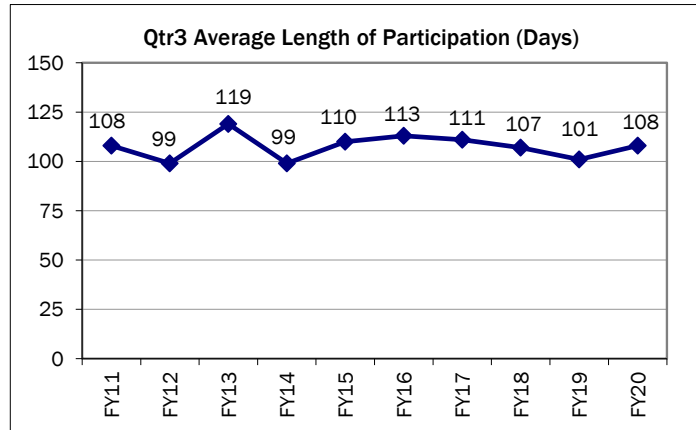
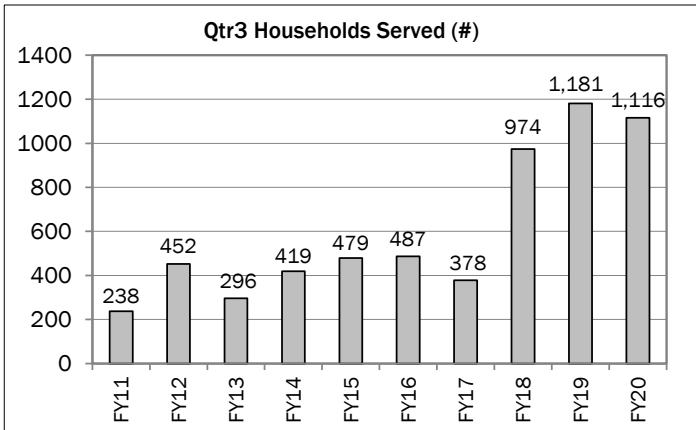
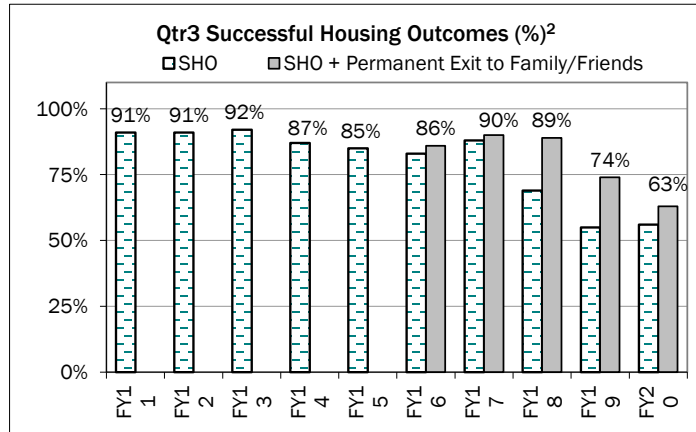
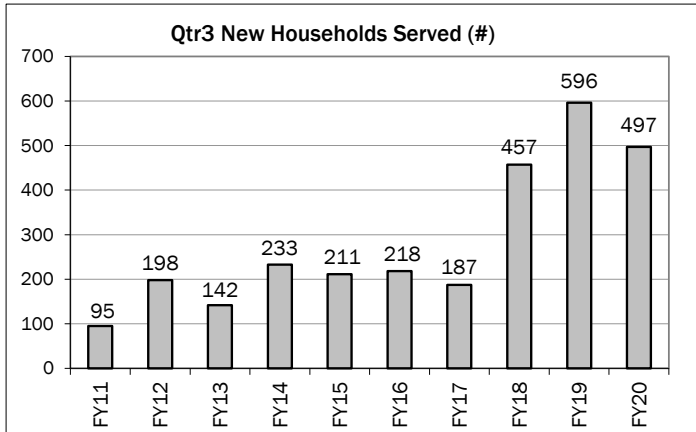
² Data refers to the families served.

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.

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

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FY20 Rapid Re-housing 1/1/2020 - 3/31/2020	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Rapid Re-housing System ¹	425	497	√	940	1,116	√	100	108	√	255	271	√	60%	63%	√
Single Adults ³	-	373	-	-	783	-	-	101	-	-	171	-	-	56%	-
Families ³	-	124	-	-	333	-	-	128	-	-	100	-	-	82%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	333	783
Clients Served	1,196	783
Average Age (HoH)	32	46
Gender - Male (HoH)	9%	67%
Gender - Female (HoH)	91%	33%
Veterans (U.S. Military) served	13	173
Veterans % of all adults	3%	22%
Average Monthly Household Income	\$598	\$627
Percent Working at Entry	27%	25%
Adults Served	430	783
Children Served	766	N/A
Race - Black (HoH)	79%	64%
Race - White (HoH)	20%	34%
Race - Other (HoH)	1%	2%
Non-Hispanic (HoH)	96%	97%
Hispanic (HoH)	4%	3%
Mean Family Size	3.6	N/A
Average Number of Children	2.3	N/A
Adults 18-24 years (HoH)	20%	10%
Children 0 - 2 years	26%	N/A
Children 3 - 7 years	35%	N/A
Children 8 - 12 years	28%	N/A
Children 13 - 17 years	11%	N/A
Long Term Disability (HoH)	29%	46%
Pregnant Women Served	54	28

The number served decreased 6% when compared to the same reporting period of last fiscal year. The system employment rate of 25% and system average income of \$619 decreased from the FY19 rates of 29% and \$627, respectively. The rapid rehousing programs now only serve households with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

¹ System includes HFF Rapid Re-housing and YHDP Rapid Re-housing, VOAIO Rapid Re-housing, TSA Rapid Re-housing and J2H, YMCA Rapid Re-housing, Family Rapid Re-housing and DV Rapid Rehousing, LSS SSVF, and VOAIO SSVF

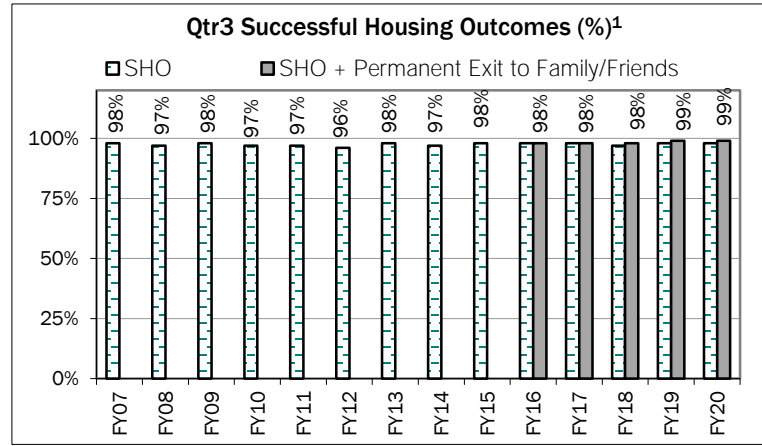
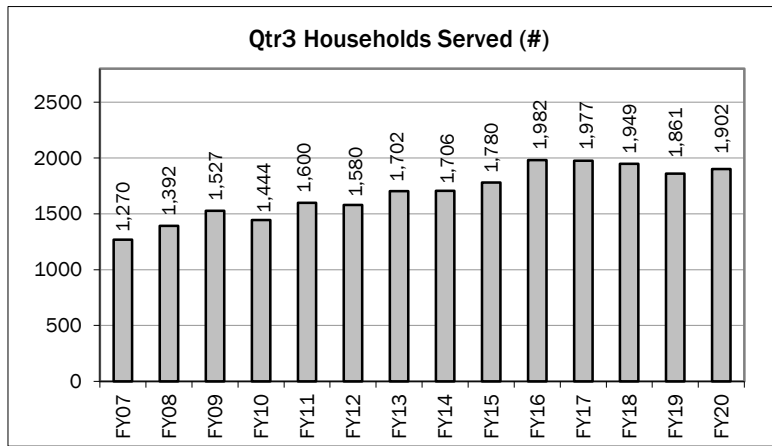
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ No outcome goals were set by subpopulation.

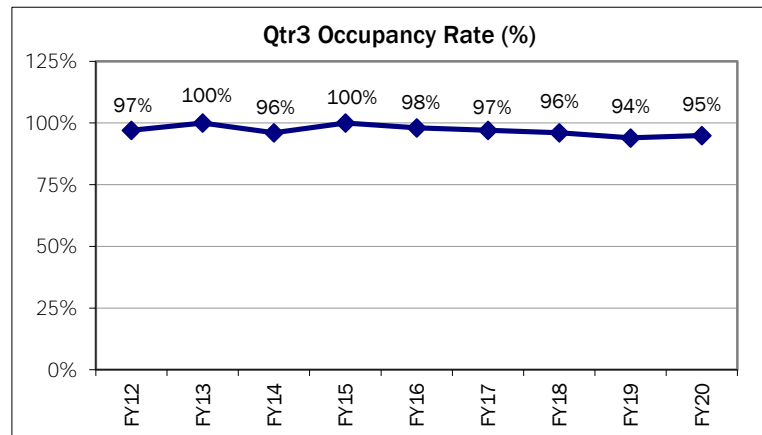
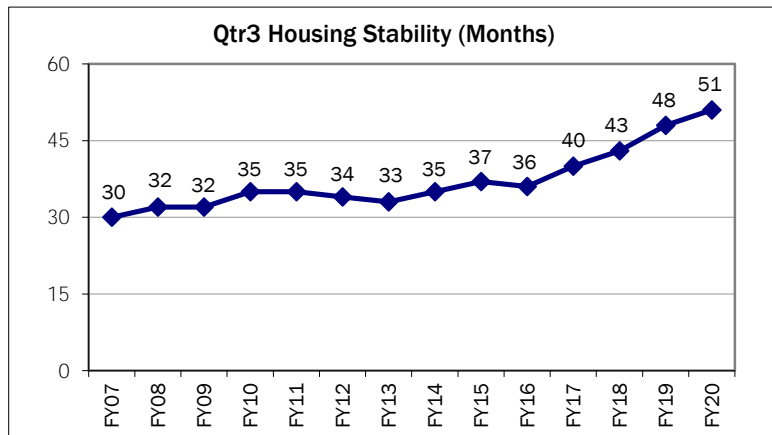
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FY20 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2020 - 3/31/2020															
Total PSH System	2,033	1,902	√	95%	95%	√	24	51	√	1,830	1,864	√	90%	99%	√

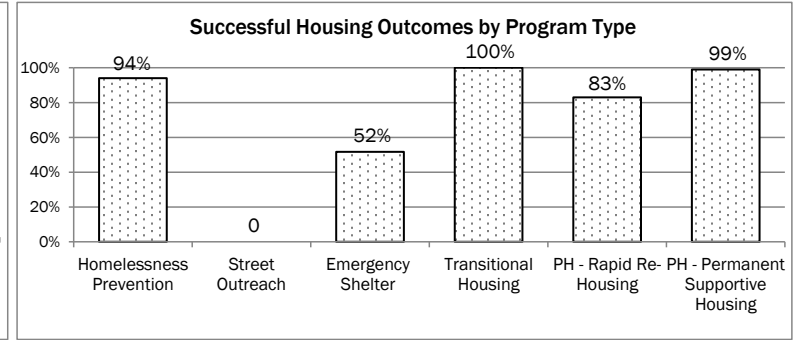
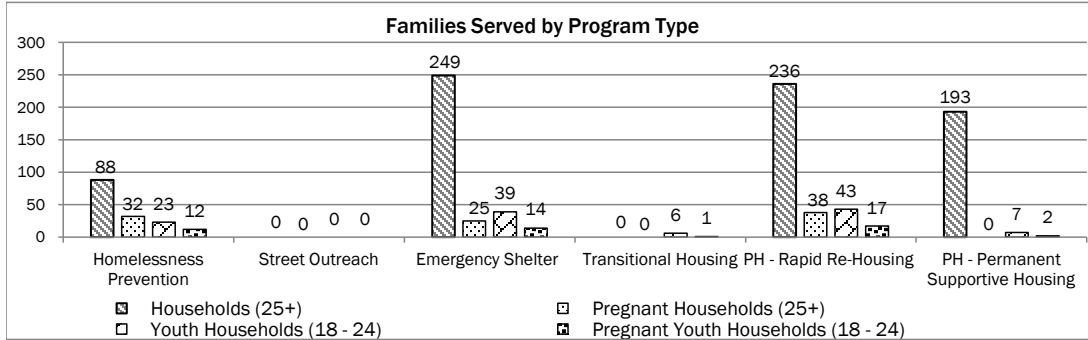


The system continues to perform well. However, the number served was lower than expected due to lower occupancy in the rental assistance projects. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1936. VA VASH voucher capacity 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.

Special Populations Served: 1/1/2020 - 3/31/2020		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Youth Households (18 - 24)	89	23	0	39	6	43	7
Pregnant Youth Households (18 - 24)	34	12	0	14	1	17	2
Households (25+)	604	88	0	249	0	236	193
Pregnant Households (25+)	78	32	0	25	0	38	0
Total Households Served (#)	794	155	0	327	7	333	202
Total Households Entered	304	79	0	205	3	124	19
Total Households Exited	282	78	0	215	2	122	3
Successful Housing Outcomes (#) ¹	N/A	73	N/A	111	2	101	199
Successful Housing Outcomes (%) ¹	N/A	94%	N/A	52%	100%	83%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	100	N/A	54	6	127	42
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH) ⁵	85%	N/A	76%	100%	80%	72%
	Race - White (HoH) ⁵	14%	N/A	23%	0%	19%	27%
	Race - Other (HoH) ⁵	1%	N/A	1%	0%	1%	0%
	Gender - Female	95%	N/A	94%	100%	92%	79%
	Gender - Male	5%	N/A	6%	0%	8%	21%
	Gender - Other	0%	N/A	0%	0%	0%	0%
	Non-Hispanic (HoH)	97%	N/A	95%	100%	96%	96%
	Hispanic (HoH)	3%	N/A	5%	0%	4%	4%
	Long Term Disability	6%	N/A	18%	71%	28%	90%
	Franklin County Residents	93%	N/A	87%	100%	84%	95%



¹ Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.

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

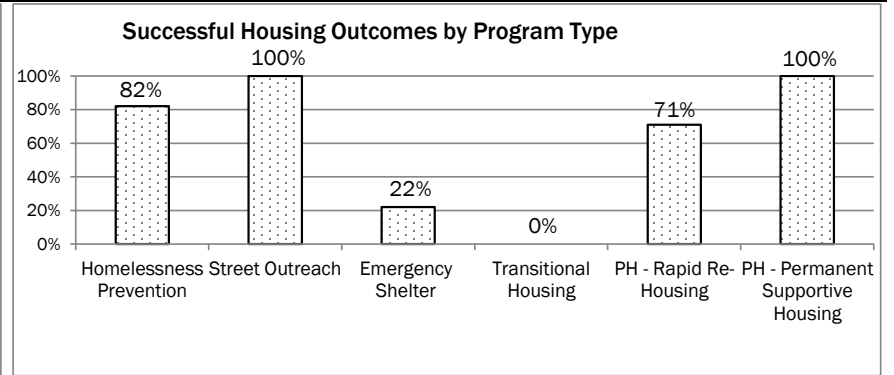
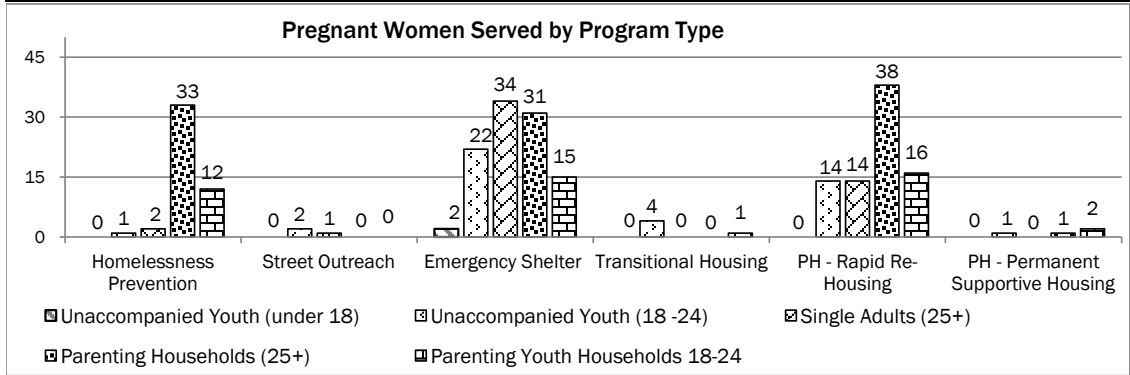
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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

⁵ Due to rounding, percentages may not add up to 100%

System and Program Indicator Report

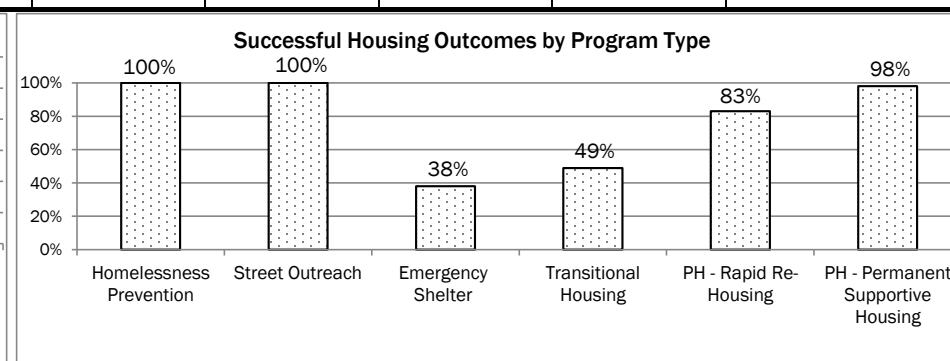
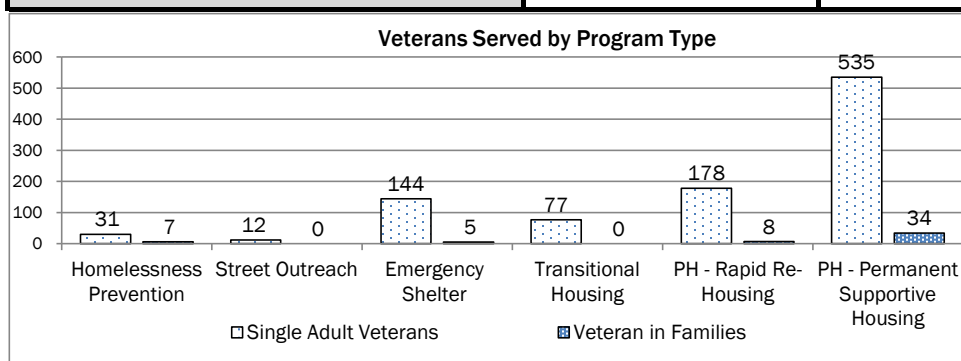
Special Populations Served: 1/1/2020 - 3/31/2020		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth (under 18)	2	0	0	2	0	0	0
Unaccompanied Youth (18 -24)	33	1	2	22	4	14	1
Single Adults (25+)	40	2	1	34	0	14	0
Parenting Youth Households 18-24	35	12	0	15	1	16	2
Parenting Households (25+)	88	33	0	31	0	38	1
Total Households Served (#)	192	48	3	100	5	82	4
Total Households Exited	80	17	1	63	0	21	0
Successful Housing Outcomes (%) ¹	N/A	82%	100%	22%	N/A ¹	71%	100%
Average Length of Shelter Stay (Days) ²	N/A						
Average Length of Participation (Days) ³	N/A	124	38	38	5	193	2
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
Race - Black (HoH)		85%	33%	73%	80%	83%	75%
Race - White (HoH)		15%	67%	27%	20%	17%	25%
Race - Other (HoH)		0%	0%	0%	0%	0%	0%
Non-Hispanic (HoH)		100%	100%	98%	100%	99%	100%
Hispanic (HoH)		0%	0%	2%	0%	1%	0%
Long Term Disability		6%	100%	15%	60%	29%	75%
Franklin County Residents		94%	67%	86%	100%	85%	75%



¹ Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.
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.

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Special Populations Served: 1/1/2020 - 3/31/2020		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ⁵
Unaccompanied Youth (18 -24)	1	1	0	0	0	0	0
Single Adults (25+)	791	30	12	144	77	178	535
Parenting Youth Households 18-24	2	1	0	0	0	1	0
Parenting Households (25+)	47	6	0	5	0	7	34
Total Households Served (#)	836	37	12	148	77	186	569
Total Households Exited	156	18	3	101	51	76	27
Successful Housing Outcomes (%) ¹	N/A	100%	100%	38%	49%	83%	98%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	101	102	45	2	124	51
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH) ⁶	66%	58%	60%	49%	60%	57%
	Race - White (HoH) ⁶	32%	33%	38%	47%	38%	40%
	Race - Other (HoH) ⁶	3%	8%	3%	4%	2%	3%
	Gender - Male ⁶	76%	100%	91%	100%	94%	91%
	Gender - Female ⁶	24%	0%	9%	0%	5%	8%
	Gender - Other ⁶	0%	0%	1%	0%	1%	1%
	Non-Hispanic (HoH)	97%	100%	97%	99%	97%	98%
	Hispanic (HoH)	3%	0%	3%	1%	3%	2%
	Long Term Disability	58%	100%	59%	61%	70%	79%
	Franklin County Residents	91%	92%	79%	74%	74%	88%



¹ Successful outcomes measure for Street Outreach.

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

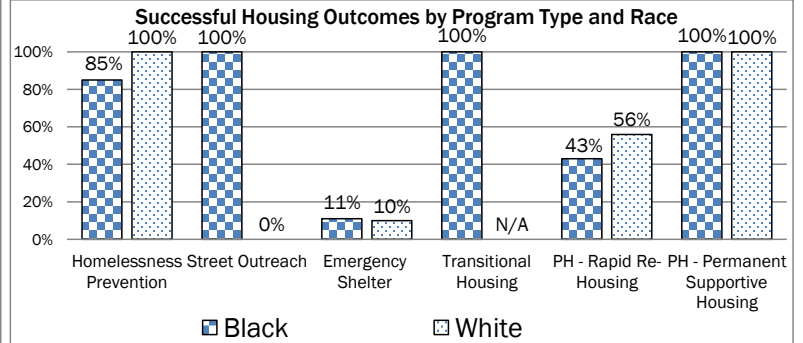
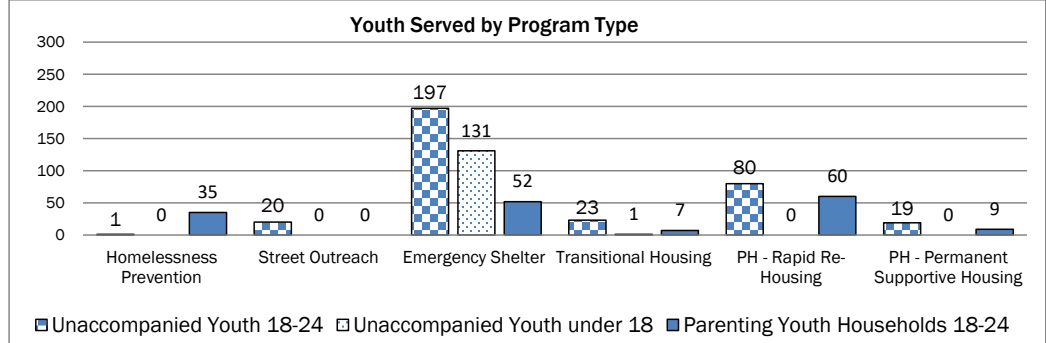
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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

⁵ VASH vouchers are included under the PH - Permanent Supportive Housing category.

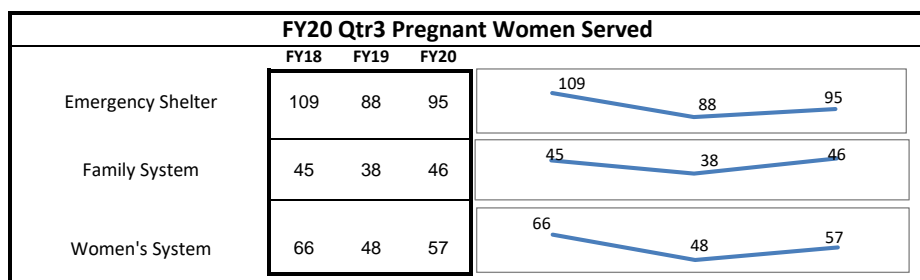
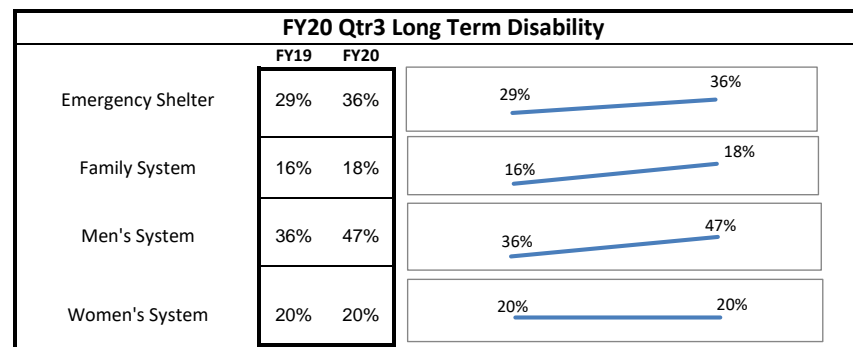
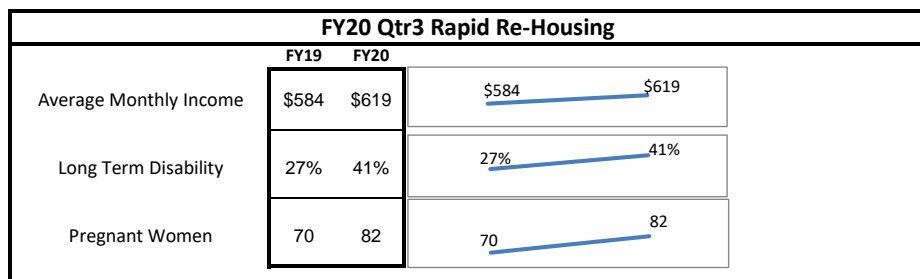
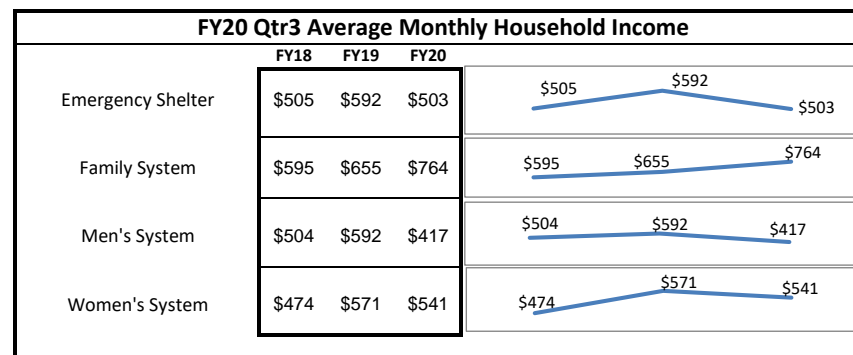
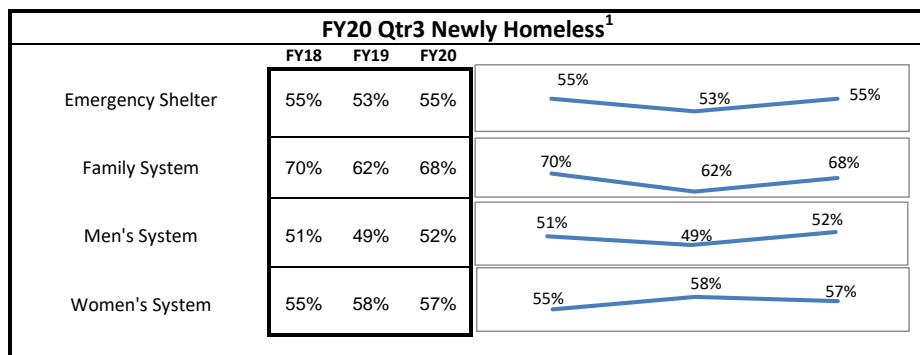
⁶ Due to rounding, percentages may not add up to 100%

Special Populations Served: 1/1/2020 - 3/31/2020		Transition Age Youth Served by Program Type					
Transition Age Youth ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	132	0	0	131	1	0	0
Unaccompanied Youth 18-24	276	1	20	197	23	80	19
Parenting Youth Households Under 18	0	0	0	0	0	0	0
Parenting Youth Households 18-24	122	35	0	52	7	60	9
Total Pregnant Women Served	70	13	2	39	5	30	3
Total Households Served	519	36	20	378	31	139	28
Total Households Entered	283	22	7	219	9	67	11
Total Households Exited	326	16	3	328	3	39	0
Successful Housing Outcomes (%) ²	N/A	88%	67%	11%	100%	46%	100%
Successful Housing Outcomes (#) ²	N/A	14	2	21	3	18	28
Average Length of Shelter Stay (Days) ³	N/A	94	120	22	8	97	11
Average Length of Participation (Days) ⁴	N/A						
Housing Stability (Months) ⁵	N/A						
DEMOGRAPHICS							
Race - Black (HoH)		78%	45%	75%	90%	83%	79%
Race - White (HoH)		19%	50%	23%	10%	16%	14%
Race - Other (HoH)		3%	5%	2%	0%	1%	7%
Gender - Female ⁶		100%	50%	55%	84%	71%	75%
Gender - Male ⁶		0%	50%	44%	16%	29%	25%
Gender - Other ⁶		0%	0%	0%	0%	0%	0%
Non-Hispanic (HoH)		97%	95%	92%	100%	94%	93%
Hispanic (HoH)		3%	5%	8%	0%	6%	7%
Long Term Disability		0%	100%	41%	90%	29%	96%
Franklin County Residents		92%	75%	82%	100%	86%	89%



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. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.
³ Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.
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.
⁶ Due to rounding, percentages may not add up to 100%

Emergency Shelter and Rapid Re-housing Trends Appendix : 1/1/2020 - 3/31/2020



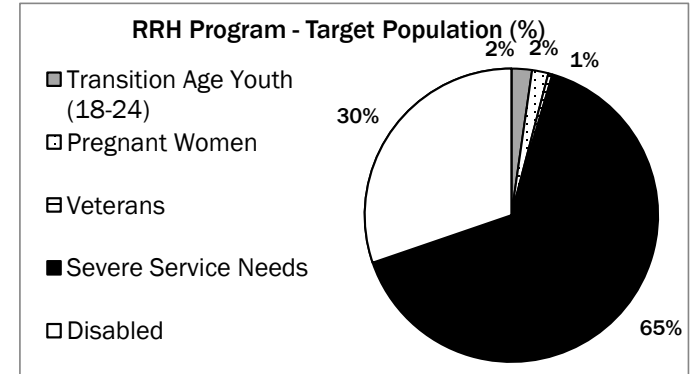
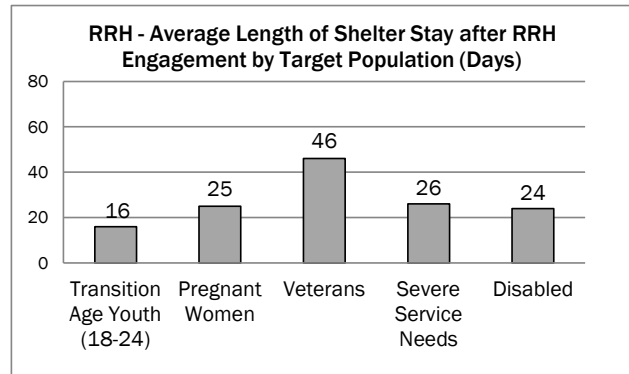
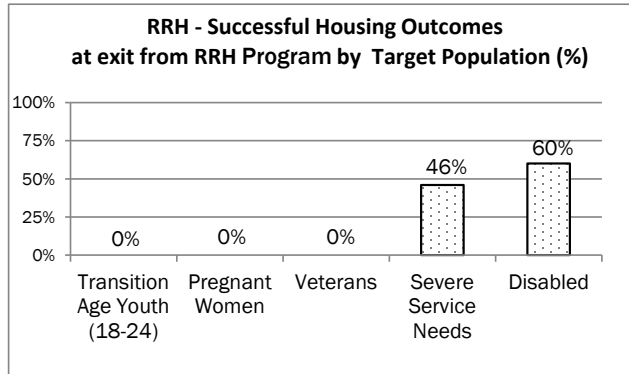
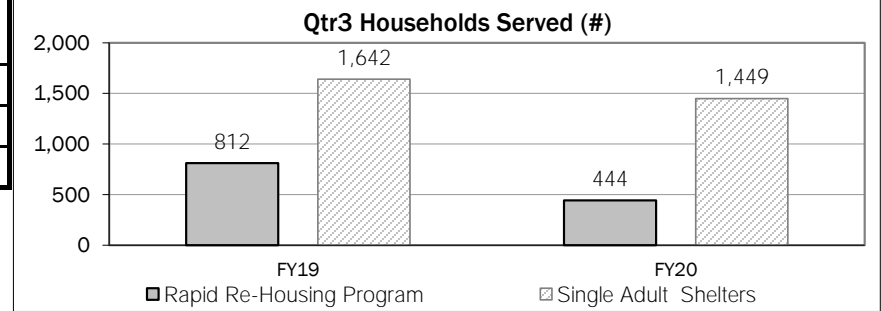
¹Did not access a homeless program in the past two years.

System and Program Indicator Report

FY20 CRISIS RESPONSE FOR SINGLE ADULTS 1/1/2020 - 3/31/2020	Single Adult Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans	Severe Service Needs	Disabled
Total Household Served (#)	1,449	444	10	8	2	289	134
Successful Housing Outcomes (%) ²	24%	47%	0%	0%	N/A ³	46%	60%
Average Length of Shelter Stay (Days)	51	25	16	25	46	26	24
Median Length of Shelter Stay (Days)	35	21	12	21	46	22	22
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	16	15	17	30	17	14
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	97	41	103	N/A ³	97	97
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	5	13					
Average Number of Shelter Visits (#)	1.2	N/A					
Long Term Disability (%)	45%	40%					
Recidivism (%)	N/A	N/A					

Diversions

Diversions Rate at Homeless Hotline (%)	18%
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The success rate at exit from the Rapid Re-housing program is at 47%, decreased from the FY19 annual rate of 55%. 346 (24%) 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, 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 No Veterans exited during the reporting period; measure could not be calculated.

HOMELESS HOTLINE	Total Households Served			Average Wait Time (minutes)			Successful Diversion/Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2020 - 3/31/2020													
Netcare - Homeless Hotline (Single Adults)	2,700	2,798	√	5	1:48	√	675	573	≠	25%	18%	≠	
Netcare - Homeless Hotline (Families)	700	705	√	5	1:48	√	210	242	√	30%	31%	√	
Gladden Community House - Family Diversion	600	576	√	N/A	N/A	N/A	210	240	√	35%	51%	√	
Huckleberry House - TAY CARR Team ⁵	N/A	68	N/A	N/A	N/A	N/A	N/A	13	N/A	N/A	43%	N/A	

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	
1/1/2020 - 3/31/2020																						
Maryhaven - Capital Crossroad SID Outreach	25	11	≠	40	17	≠	19	11	≠	75%	85%	√	10	7	≠	55%	64%	√	N/A	0%	N/A	
Maryhaven - Outreach	60	21	≠	160	67	≠	45	16	≠	75%	70%	√	25	12	≠	55%	75%	√	25%	27%	√	
Southeast - PATH Outreach ³	35	52	√	65	99	√	17	5	≠	50%	100%	√	N/A	5	N/A	N/A	100%	N/A	N/A	N/A	N/A	
Huckleberry House - Youth Outreach	N/A	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Veterans Affairs - Outreach	N/A	3	N/A	N/A	7	N/A	N/A	3	N/A	N/A	100%	N/A	N/A	3	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					
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Occupancy Percentage	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2020 - 3/31/2020																
YWCA - Family Center	190	145	≠	50	53	106%	√	38	54	≠	98	65	≠	70%	68%	√
YMCA - Van Buren Family Shelter	200	194	√	64	71	111%	√	38	50	≠	95	48	≠	70%	37%	≠

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 Successful Outcome measure for this project.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes ^{3, 4}					
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Occupancy Percentage	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2020 - 3/31/2020																	
MEN																	
LSS - Faith Mission - Men's on Grant ²	N/A	288	N/A	N/A	95	107	113%	N/A	45	51	N/A	N/A	45	N/A	33%	24%	N/A
LSS - Faith Mission on 8th ²	N/A	290	N/A	N/A	95	90	95%	N/A	45	42	N/A	N/A	30	N/A	33%	14%	N/A
Friends of the Homeless - Men's Shelter ⁵	535	400	(135)	≠	130	130	100%	√	45	41	√	124	58	≠	33%	18%	≠
YMCA - Men's Overflow ¹	950	1164	214	√	131	131	100%	√	45	11	√	N/A	1	N/A	N/A	0%	N/A
YMCA - 40 W Temporary Shelter ⁶	N/A	287	N/A	N/A	156	156	100%	√	N/A	6	N/A	N/A	0	N/A	N/A	0%	N/A
WOMEN																	
LSS - Faith Mission - Women's on Grant ²	N/A	125	N/A	N/A	38	42	111%	N/A	45	48	N/A	N/A	18	N/A	33%	20%	N/A
YMCA - Van Buren Women's Shelter ⁵	450	430	(20)	√	151	152	101%	√	45	52	≠	99	80	≠	33%	29%	√
YMCA - Women's Overflow ¹	400	535	135	√	36	36	100%	√	45	6	√	N/A	3	N/A	N/A	1%	N/A
INEBRIATE																	
Maryhaven - Engagement Center Safety	250	265	15	√	34	38	112%	√	20	14	√	65	55	≠	30%	24%	≠
Maryhaven - Engagement Center Shelter2Housing ⁵	45	36	(9)	≠	16	15	94%	≠	45	66	≠	10	14	√	33%	56%	√
YOUTH																	
Huckleberry House - Emergency Shelter	110	136	26	√	16	13	81%	√ ⁷	10	10	√	80	118	√	80%	92%	√
VA EMERGENCY HOUSING																	
VOAOI - VA Emergency Housing	40	40	0	√	15	14	93%	≠	45	48	√	13	14	√	50%	56%	√
LSS - VA Men & Women	50	53	3	√	24	22	92%	≠	45	53	≠	13	14	√	50%	44%	≠
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,5}	800	672	(128)	≠	228	238	104%	√	45	49	√	189	93	≠	33%	20%	≠

¹ Shelter capacities do not include overflow. Women's seasonal overflow opened 10/31/2019. Men's seasonal overflow opened 12/2/2019. Overflow capacity is actual nightly number served.

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 Social distancing shelter, opened 3/20/2020.

⁷ Program served all youth in need of shelter.

PERMANENT SUPPORTIVE HOUSING		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ¹						
1/1/2020 - 3/31/2020		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network - Briggsdale		25	26	25	(1)	√	23	92%	√	24	56	√	23	24	√	90%	100%	√
Community Housing Network - Briggsdale 2		40	42	40	(2)	√	39	98%	√	15	15	√	38	38	√	90%	97%	√
Community Housing Network - Cassady		10	10	11	1	√	10	100%	√	24	33	√	9	11	√	90%	100%	√
Community Housing Network - Community ACT		42	44	37	(7)	≠	36	86%	≠	24	60	√	40	37	√	90%	100%	√
Community Housing Network - East 5th Avenue		38	40	38	(2)	√	36	95%	√	24	38	√	36	37	√	90%	97%	√
Community Housing Network - Inglewood Court		45	47	45	(2)	√	44	98%	√	24	52	√	42	43	√	90%	98%	√
Community Housing Network - Leasing Supportive Housing		25	26	24	(2)	√	23	92%	√	24	51	√	23	23	√	90%	100%	√
Community Housing Network - North 22nd Street		30	31	31	0	√	30	100%	√	24	47	√	28	30	√	90%	97%	√
Community Housing Network - Parsons		25	26	25	(1)	√	24	96%	√	24	36	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI		80	84	78	(6)	√	74	93%	√	24	58	√	76	76	√	90%	99%	√
Community Housing Network - Safe Haven		13	16	13	(3)	≠	13	100%	√	24	75	√	14	13	√	90%	100%	√
Community Housing Network - Southpoint Place ²		46	48	48	0	√	48	104%	√	24	52	√	43	48	√	90%	100%	√
Community Housing Network - Terrace Place		47	49	45	(4)	√	45	96%	√	24	66	√	44	45	√	90%	100%	√
Maryhaven - Commons at Chantry		50	52	49	(3)	√	47	94%	√	24	60	√	47	49	√	90%	100%	√
National Church Residences - Commons at Buckingham		75	79	78	(1)	√	74	99%	√	24	60	√	71	74	√	90%	96%	√
National Church Residences - Commons at Grant		50	52	53	1	√	50	100%	√	24	90	√	47	51	√	90%	98%	√
National Church Residences - Commons at Livingston ²		60	63	68	5	√	66	110%	√	24	47	√	57	68	√	90%	100%	√
National Church Residences - Commons at Third ²		60	63	66	3	√	63	105%	√	24	48	√	57	64	√	90%	97%	√
National Church Residences - VOA/OI Van Buren Village		60	63	59	(4)	√	58	97%	√	24	37	√	57	57	√	90%	97%	√
Veterans Affairs - VASH I-X		364	N/A	369	N/A	N/A	358	98%	√	N/A	49	N/A	N/A	355	N/A	N/A	97%	N/A
YMCA - 40 West Long Street		105	110	106	(4)	√	102	97%	√	24	52	√	99	104	√	90%	100%	√
YMCA - Franklin Station ²		75	79	78	(1)	√	76	101%	√	24	75	√	71	75	√	90%	97%	√
YMCA - Isaiah Project		160	168	159	(9)	√	145	91%	√	21	15	≠	151	157	√	90%	99%	√
YMCA - Scattered Sites HOME ²		50	52	62	10	√	61	122%	√	24	23	√	47	61	√	90%	100%	√
YWCA - WINGS		91	96	90	(6)	√	88	97%	√	24	43	√	86	88	√	90%	98%	√

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.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
1/1/2020 - 3/31/2020		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	11	10	(1)	√	95%	100%	√	24	35	√	10	10	√	90%	100%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	98	√	7	8	√	90%	100%	√
VOAOI - Family Supportive Housing		38	40	38	(2)	√	95%	92%	√	24	41	√	36	38	√	90%	100%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA		52	55	39	(16)	≠	100%	75%	≠	24	67	√	50	38	≠	90%	97%	√
Equitas Health - TRA		89	93	87	(6)	√	100%	97%	√	24	114	√	84	87	√	90%	100%	√
Community Housing Network - TAY Marsh Brook Place		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Community Housing Network - SRA ²		208	218	177	(41)	≠	100%	80%	≠	24	46	√	196	175	≠	90%	99%	√
Community Housing Network - TRA		171	180	165	(15)	√	100%	92%	≠	24	59	√	162	162	√	90%	99%	√
Community Housing Network - TRA 2		20	21	17	(4)	≠	95%	80%	≠	18	12	≠	19	16	≠	90%	94%	√
YMCA - 40 West Long Expansion SRA		38	40	38	(2)	√	100%	100%	√	24	43	√	36	37	√	90%	97%	√
Total Rental Assistance		578	607	523	(84)	≠	100%	87%	≠	24	61	√	547	515	√	90%	99%	√
TRANSITIONAL HOUSING																		
Huckleberry House - TLP		24	33	27	(6)	≠	98%	92%	≠	10	9	√	5	3	≠	77%	100%	√
Huckleberry House - TLP RHY		7	7	7	0	√	98%	100%	√	12	7	√	1	1	√	77%	100%	√
Homeless Families Foundation - TAY Transition to Home ⁴		28	N/A	4	N/A	N/A	98%	4%	N/A	10	1	N/A	N/A	N/A	N/A	77%	N/A	N/A
VOAOI - Veterans ³		36	70	77	7	√	95%	86%	≠	4	2	√	23	25	√	77%	49%	≠

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 3 programs were combined starting 7/1/2019.

³ Project capacity decreased from 40 to 36 effective October 2019.

⁴ Project started operations during the reporting period. Outcomes not evaluated. No households exited during the reporting period.

System and Program Indicator Report



RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay			Average Length of Participation			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	
1/1/2020 - 3/31/2020																									
Homefull - Rapid Re-housing	30	16	≠	30	16	≠	35	24	√	90	N/A ⁵	N/A	N/A	N/A	N/A	60%	N/A ⁵	N/A	\$1,100	N/A ⁵	N/A	55%	N/A ⁵	N/A	
Homeless Families Foundation - Rapid Re-housing ²	46	38	≠	92	102	√	28	39	≠	100	105	√	42	29	≠	90%	78%	≠	\$800	\$773	√	90%	70%	≠	
Homeless Families Foundation - TAY Transition to Home	N/A	4	N/A	N/A	4	N/A	N/A	1	N/A	N/A	N/A ⁵	N/A	N/A	N/A	N/A	90%	N/A ⁵	N/A	N/A	N/A ⁵	N/A	N/A	N/A ⁵	N/A	
Homeless Families Foundation - TAY RRH ²	N/A	40	N/A	N/A	90	N/A	N/A	25	N/A	N/A	95	N/A	N/A	8	N/A	90%	38%	N/A	N/A	\$300	N/A	N/A	7%	N/A	
The Salvation Army - Rapid Re-housing ²	41	44	√	78	88	√	28	30	√	100	93	√	37	25	≠	90%	71%	≠	\$1,800	\$2,909	≠	90%	57%	≠	
The Salvation Army - Job2Housing ²	16	9	≠	46	51	√	28	24	√	180	248	≠	14	15	√	90%	100%	√	N/A	\$5,323	N/A	N/A	100%	N/A	
VOAOI Families - Rapid Re-housing ²	19	14	≠	43	36	≠	28	28	√	100	129	≠	17	14	≠	90%	93%	√	\$800	\$1,000	≠	90%	91%	√	
YMCA - Rapid Rehousing ²	225	208	√	525	444	≠	35	25	√	90	97	√	150	93	≠	60%	47%	≠	\$1,200	\$914	√	50%	33%	≠	
YMCA - Rapid Rehousing for Families	30	0	≠	30	11	≠	28	N/A ⁶	N/A	60	94	≠	9	7	≠	90%	100%	√	\$1,600	N/A ⁷	N/A	90%	N/A ⁷	N/A	
YMCA - Rapid Rehousing DV ²	40	47	√	95	93	√	N/A	24	N/A	180	80	√	12	18	√	60%	58%	√	N/A	\$1,012	N/A	N/A	40%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	50	9	≠	N/A	N/A	N/A	N/A	N/A	N/A	49	9	≠	98%	100%	√	\$1,600	\$1,921	≠	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	300	117	≠	N/A	N/A	N/A	N/A	N/A	N/A	294	117	≠	98%	100%	√	\$1,000	\$858	√	98%	100%	√	

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			
1/1/2020 - 3/31/2020																								
Gladden Community House - Family Homelessness Prevention	64	50	≠	119	86	≠	120	84	√	54	49	√	85%	98%	√	\$1,100	\$1,544	√ ⁴	60%	97%	√			
Gladden Community House - FCCS Prevention	20	16	≠	25	30	√	120	75	√	17	16	√	85%	89%	√	\$1,000	\$1,979	√ ⁴	80%	78%	√			
HFF Pregnant Women Homelessness Prevention	13	15	√	35	39	√	365	219	√	8	8	√	85%	80%	√	\$3,500	\$2,890	√	60%	80%	√			

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		
1/1/2020 - 3/31/2020																							
LSS - SSVF Rapid Re-housing ²	27	25	√	57	46	≠	25	37	≠	100	92	√	22	16	≠	80%	84%	√	80%	50%	≠		
VOAOI - SSVF Prevention	6	20	√	20	35	√	N/A	N/A	N/A	90	101	≠	5	17	√	90%	100%	√	80%	92%	√		
VOAOI - SSVF Rapid Re-housing ²	51	58	√	101	141	√	25	34	≠	100	131	≠	41	47	√	80%	78%	√	80%	70%	≠		

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. For Job2Housing, ALOS including pregnant women is 292.

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

⁵ Program did not have any household exits. Unable to calculate measure.

⁶ Program did not have any new household entries. Unable to calculate measure.

⁷ Program too new to evaluate DCA usage.



355 e. campus view blvd. | columbus, ohio 43235
614 221 9195/ main | 614 221 9199/ fax | www.csb.org



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