

SYSTEM & PROGRAM INDICATOR REPORT

FY2021
7/1/20 - 9/30/20

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.

Way to go!



family diversion



engagement center
shelter2housing program

**These programs met all outcomes for numbers served,
length of service, and successful outcomes.**

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
Prevention.....	6
Rapid Re-housing	7
Permanent Supportive Housing	8
Special Populations – Families	9
Special Populations – Pregnant Women	10
Special Populations – Veterans	11
Special Populations – TAY	12
Trends Appendix.....	13
Program Level Indicators	
CPOA, Outreach, and Transition Age Youth	14
Emergency Shelters	15
Permanent Supportive Housing	16
Permanent Supportive Housing/Transitional Housing.....	17
Rapid Re-housing, Prevention, and SSVF	18

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

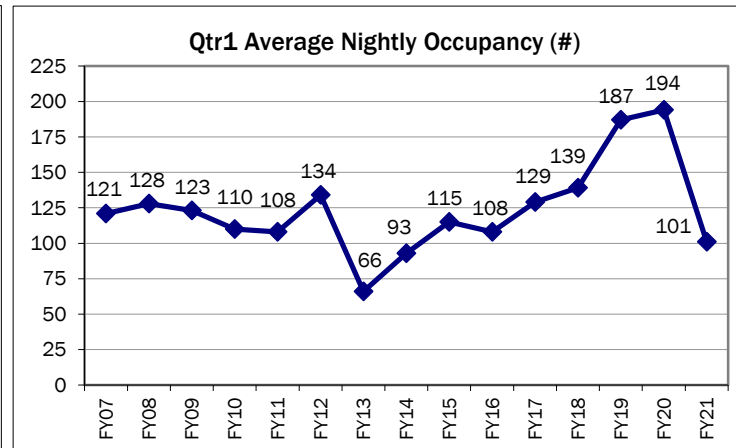
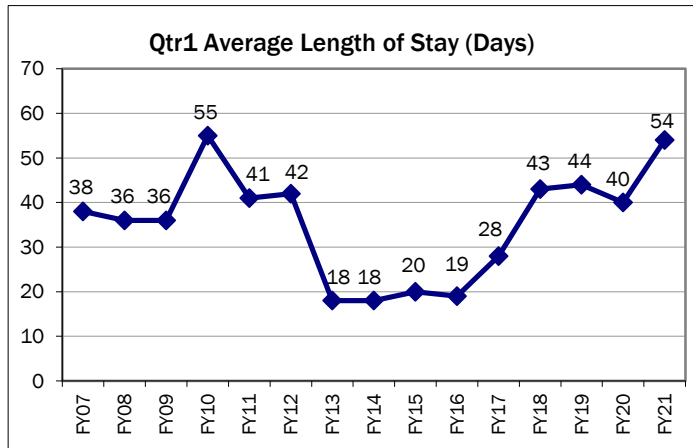
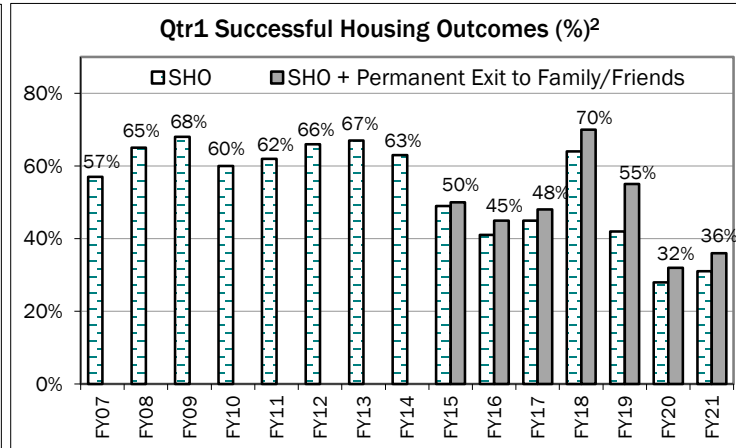
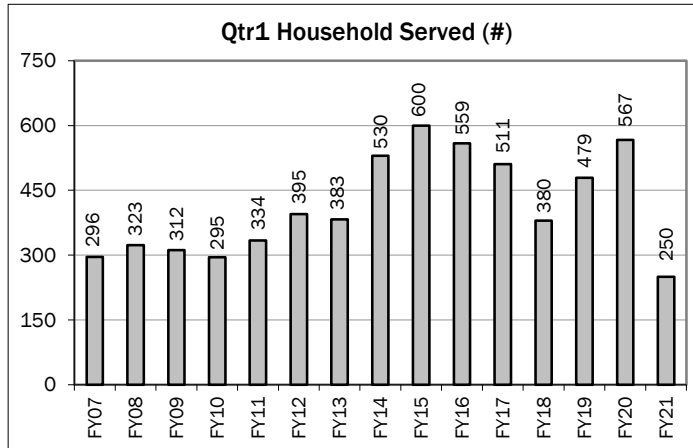
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	7/1/2020 - 9/30/2020	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	475	250	√ ³	114	101	42	54	≠	89	55	≠	60%	36%	≠



DEMOGRAPHICS	Family
Households Served	250
Percent Newly homeless	66%
Clients Served	843
Average Age (HoH)	32
Gender - Female (HoH)	92%
Gender - Male (HoH)	8%
Veterans (U.S. Military) served	2
Veterans % of all adults	1%
Average Monthly Household Income	\$788
Percent Working at Entry	37%
Race - Black (HoH)	67%
Race - White (HoH)	32%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults Served	349
Children Served	494
Mean Family Size	3.4
Average Number of Children	2.0
Adults 18-24 years (HoH)	21%
Children 0 - 2 years	28%
Children 3 - 7 years	34%
Children 8 - 12 years	25%
Children 13 - 17 years	13%
Pregnant Women Served	27
Long Term Disability (HoH)	14%
Franklin County Residents	83%

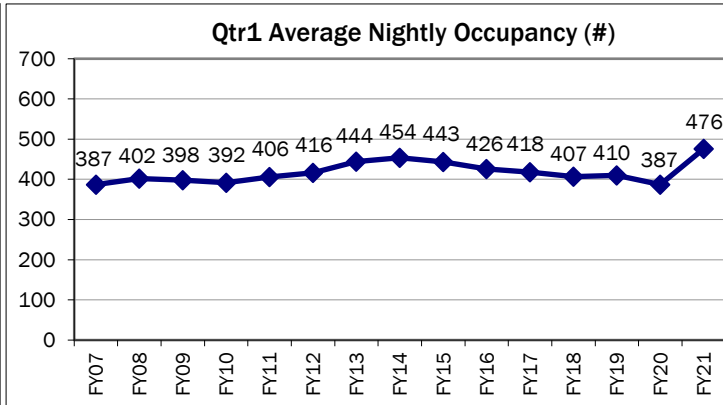
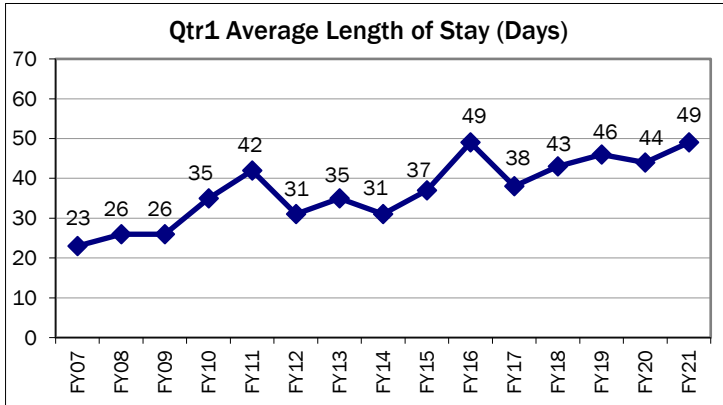
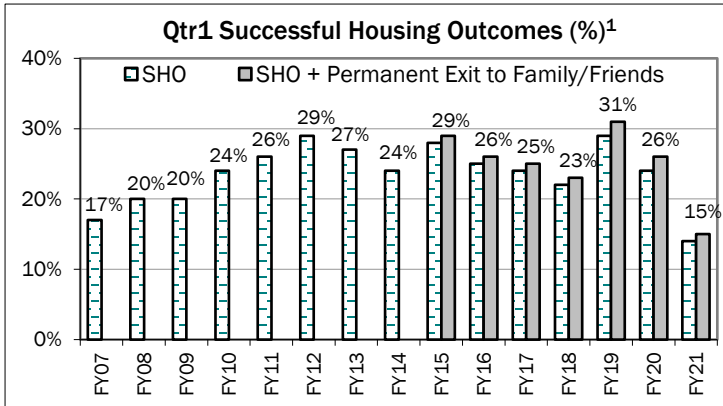
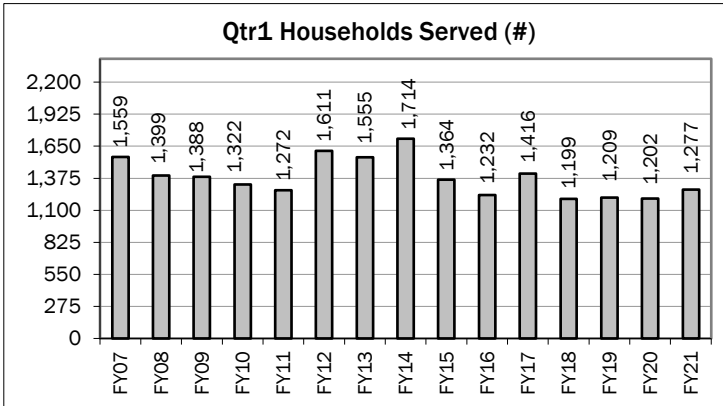
Covid-19 had a direct impact on the metrics monitored this quarter as re-housing activities became extremely difficult. 56% less households needed shelter when compared to the same quarter of FY20, likely impacted by the stimulus funds and unemployment benefits. The success rate at exit from shelters increased 4 percentage points to 36% from 32%, in the same period of FY20. The average length of shelter stay increased to 54 days. The employment rate at entry decreased from the FY20 annual rate of 41% to 37% currently, coupled with a decrease in average income to \$788 (FY20 \$847). An additional 17 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. The family emergency shelter system will expand capacity as necessary to meet the shelter needs of homeless families.
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 Shelters served all families that needed shelter. Successful housing outcome goal recalculated based on number of families served.

System and Program Indicator Report



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2020 - 9/30/2020	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,200	1,277	√	515	476	45	49	√	265	121	≠	33%	15%	≠



DEMOGRAPHICS		Men
Households Served		1,277
Percent Newly homeless		47%
Average Age		45
Men as a percent of total single adults served		68%
Veterans (U.S. Military) served		80
Veterans % of all adults		6%
Average Monthly Household Income		\$461
Percent Working at Entry		19%
Average Daily Waitlist Number		0
Race - Black		67%
Race - White		31%
Race - Other		2%
Non-Hispanic		97%
Hispanic		3%
Adults 18 - 24 years		6%
Adults 25 - 34 years		20%
Adults 35 - 44 years		21%
Adults 45 - 55 years		27%
Adults 56 - 61 years		16%
Adults 62+ years		10%
Long Term Disability (HoH)		55%
Franklin County Residents		78%

Covid-19 had a direct impact on the metrics monitored this quarter as re-housing activities became extremely difficult. The number of single men sheltered increased 6% when compared to the same period of the last fiscal year. The success rate decreased 11 percentage points to 15%. The average length of time homeless increased 5 days from the prior reporting period to 49 days. The long term disability rate increased 4 percentage points when compared to the FY20 annual rate (51%). The employment rate at entry remained constant compared to the FY20 annual rate of 19%, while the average income increased (FY20 \$414). The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more difficult.

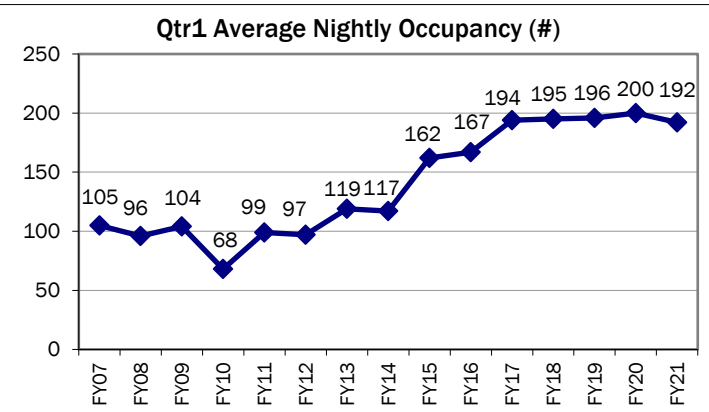
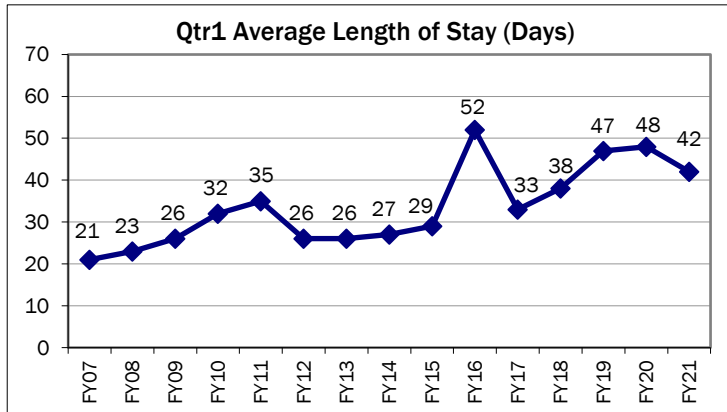
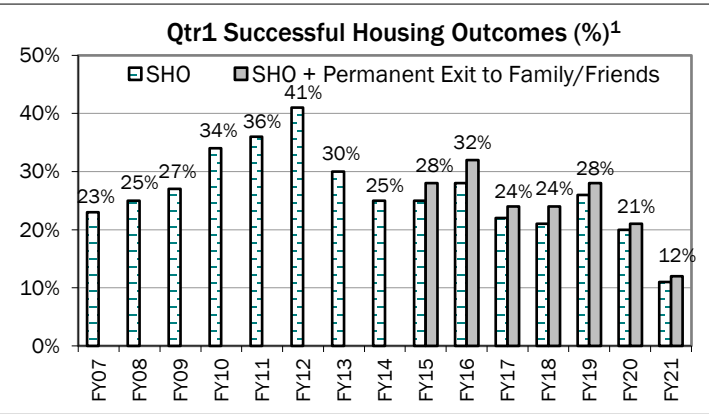
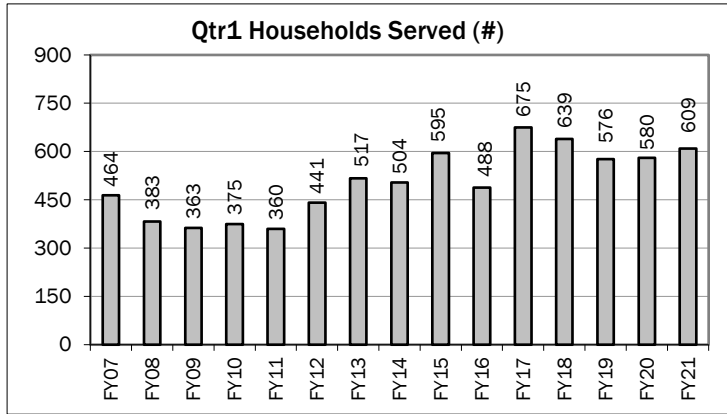
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Available capacity is based on COVID impacted, modified capacity.

System and Program Indicator Report



FY21 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	7/1/2020 - 9/30/2020	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	575	609	√	208	192	45	42	√	123	50	≠	33%	12%	≠



DEMOGRAPHICS		Women
Households Served		609
Percent Newly homeless		57%
Average Age		41
Women as a percent of total single adults served		32%
Veterans (U.S. Military) served		7
Veterans % of all adults		1%
Average Monthly Household Income		\$594
Percent Working at Entry		24%
Average Daily Waitlist Number		0
Race - Black		58%
Race - White		40%
Race - Other		2%
Non-Hispanic		95%
Hispanic		5%
Adults 18 - 24 years		10%
Adults 25 - 34 years		26%
Adults 35 - 44 years		23%
Adults 45 - 55 years		25%
Adults 56 - 61 years		10%
Adults 62+ years		6%
Pregnant Women Served		28
Long Term Disability (HoH)		21%
Franklin County Residents		80%

Covid-19 had a direct impact on the metrics monitored this quarter as re-housing activities became extremely difficult. The number of single women sheltered increased 5% when compared to the same period of the last fiscal year. The success rate at exit is at 12%, a 9 percentage point decrease from the FY20 rate. The average length of time homeless decreased 6 days from the prior reporting period of 48 days. The employment rate at entry decreased compared to the FY20 annual rate of 26% to 24%, while average income increased from \$587 to \$594. The rapid re-housing program now only serves individuals with high needs and barriers, which makes outcome achievement more difficult.

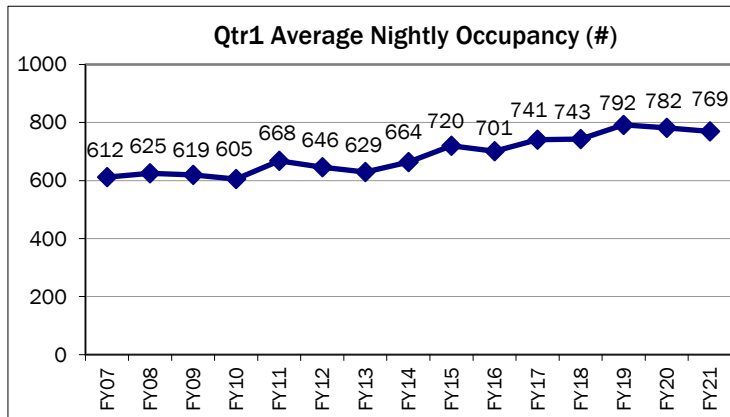
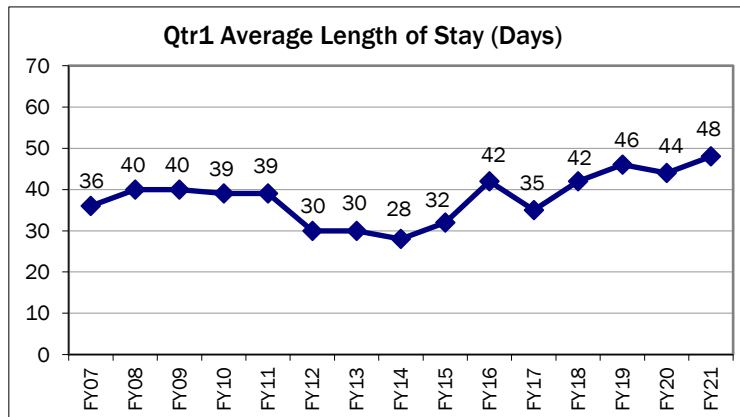
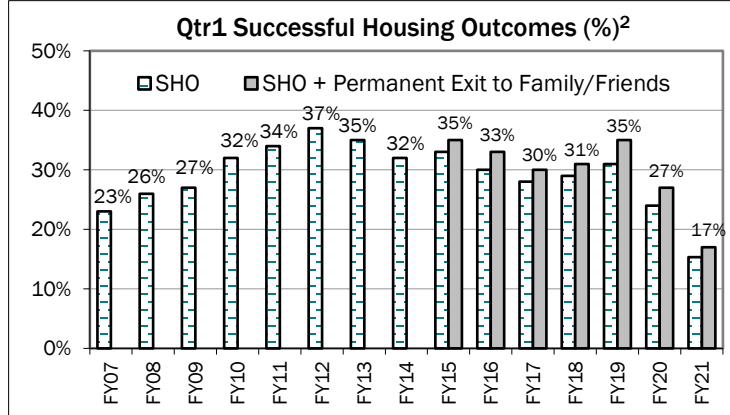
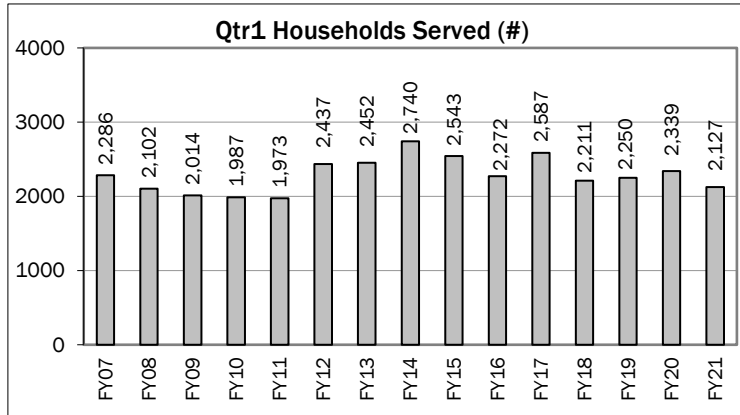
¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Overflow capacity is not included. Available capacity is based on COVID impacted, modified capacity.

System and Program Indicator Report



FY21 EMERGENCY SHELTER 7/1/2020 - 9/30/2020	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	2,250	2,127	√	837	769	45	48	√	538	226	≠	35%	17%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,127
Percent Newly homeless	52%
Clients Served	2,718
Adults Served	2,224
Children Served	494
Average Age (HoH)	42
Gender - Male (HoH)	61%
Gender - Female (HoH)	39%
Veterans (U.S. Military) served	89
Veterans % of all adults	4%
Average Monthly Household Income	\$569
Percent Working at Entry	24%
Average Daily Waitlist Number	0
Race - Black (HoH) ⁴	64%
Race - White (HoH) ⁴	33%
Race - Other (HoH) ⁴	2%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults 18-24 years (HoH)	9%
Pregnant Women Served	55
Long Term Disability (HoH)	40%
Franklin County Residents	79%

Covid-19 had a direct impact on the metrics monitored this quarter as re-housing activities became extremely difficult. The system experienced a 9% decrease in the number of households sheltered when compared to the same quarter FY20, mostly due to the decrease in number of families presenting for shelter. The successful housing outcomes percent decreased 10 percentage points compared to the same period of last fiscal year. The average length of time homeless increased to 48 days. The employment rate at entry decreased compared to the FY20 annual rate of 26% to 24%, while average income increased from \$554 to \$569. 52% of sheltered households did not experience homelessness within the prior two years.

¹System 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 2,234. The number of clients served at SIQ shelters is 60 clients in 50 households, and this cohort is excluded from all calculations.

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

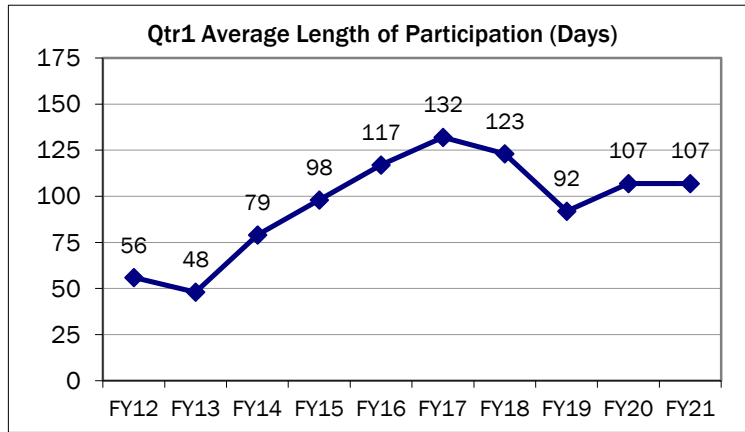
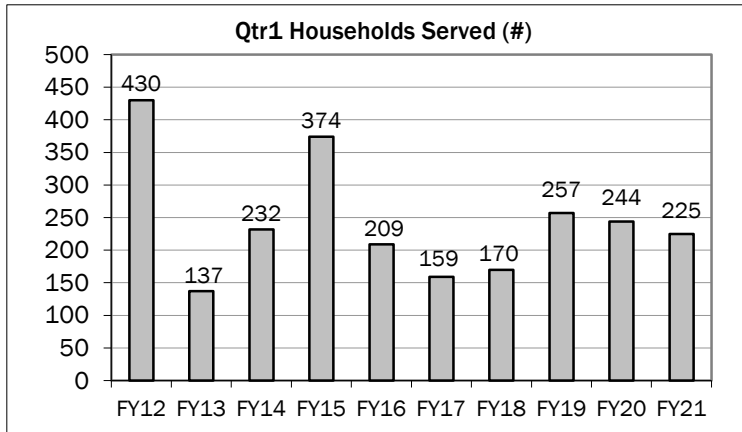
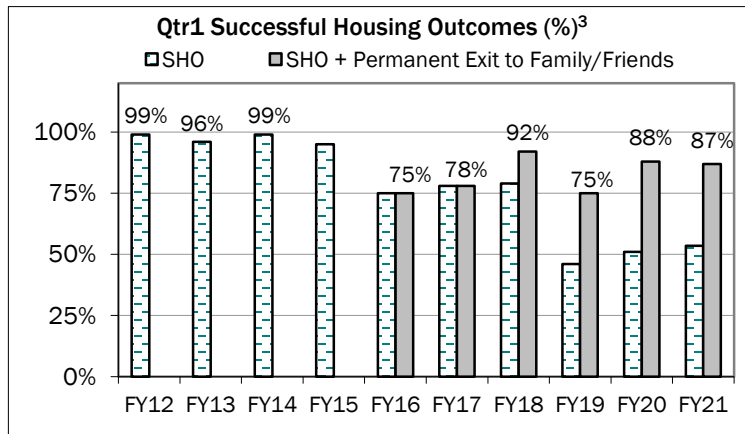
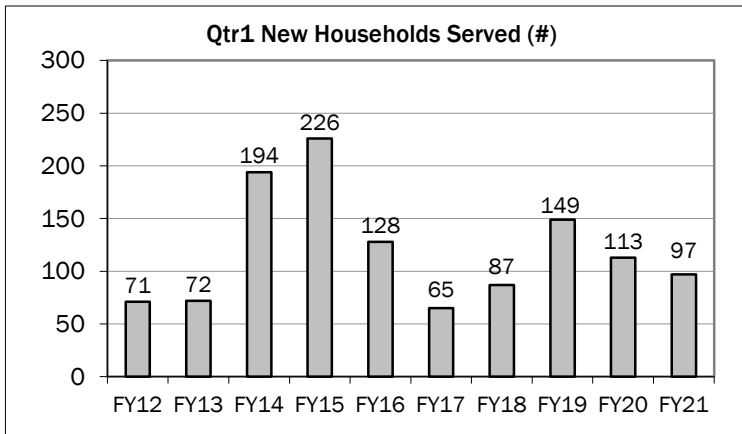
³Overflow capacity is not included. Available capacity is based on COVID impacted, modified capacity.

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

System and Program Indicator Report



FY21 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	7/1/2020 - 9/30/2020	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Prevention System ¹	158	97	≠	307	225	≠	150	107	√	127	62	≠	80%	87%	√



DEMOGRAPHICS	Family & Adults
Households Served	225
Clients Served	606
Average Age (HoH)	36
Gender - Female (HoH)	72%
Gender - Male (HoH)	28%
Veterans (U.S. Military) served	73
Veterans % of all adults	28%
Average Monthly Household Income	\$659
Percent Working at Entry	27%
Race - Black (HoH)	80%
Race - White (HoH)	20%
Race - Other (HoH)	0%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Adults Served	265
Children Served	341
Mean Family Size ²	3.3
Average Number of Children ²	2.0
Children 0 - 2 years ^{2,4}	38%
Children 3 - 7 years ^{2,4}	35%
Children 8 - 12 years ^{2,4}	15%
Children 13 - 17 years ^{2,4}	11%
Long Term Disability (HoH)	28%
Pregnant Women Served	46

The number of households served decreased 8% when compared to the same reporting period of the last fiscal year. At exit, 54% of households are stable in their own housing and 33% decided to permanently move in with family/friends. The percent working at entry decreased compared to FY20 annual rate (38%) to 27% currently.

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

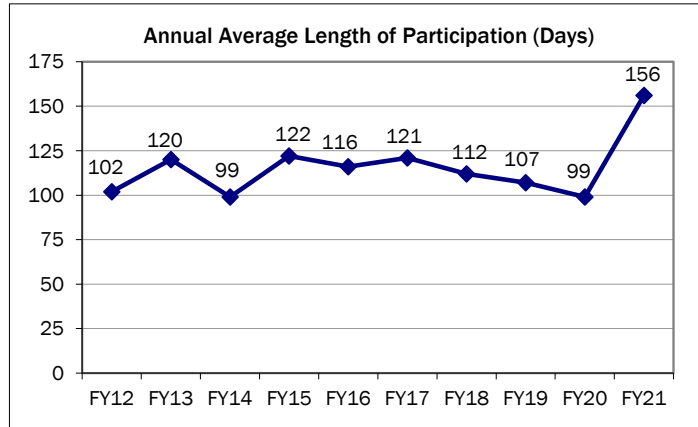
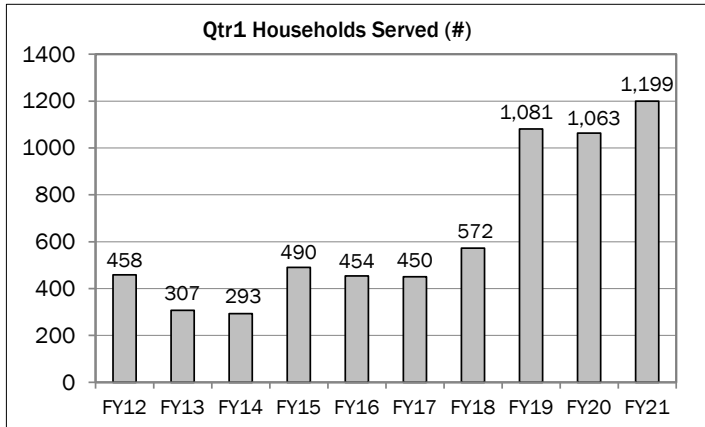
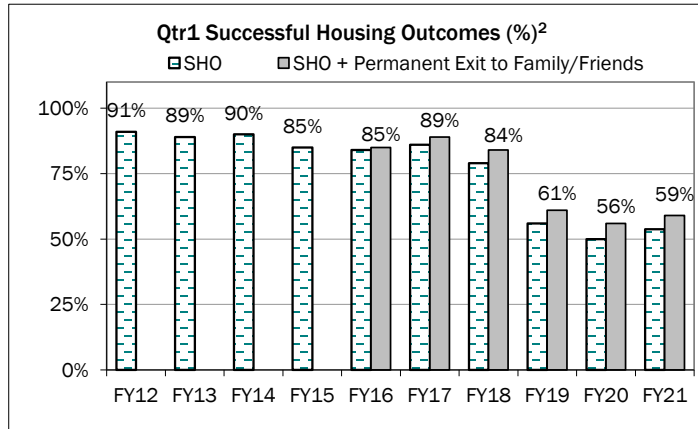
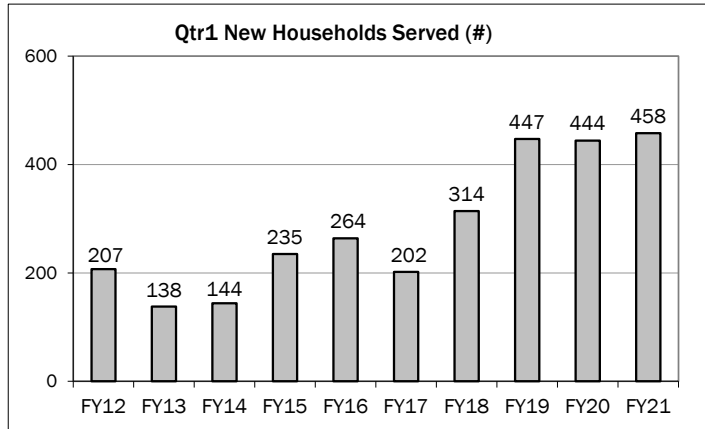
² Data refers to the families served.

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%.

System and Program Indicator Report

FY21 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ²					
7/1/2020 - 9/30/2020	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	576	458	≠	1,346	1,199	≠	100	156	≠	377	229	≠	60%	59%	√
Single Adults ³	-	329	-	-	822	-	-	140	-	-	155	-	-	58%	-
Families ³	-	131	-	-	379	-	-	175	-	-	76	-	-	66%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	379	822
Clients Served	1,286	822
Average Age (HoH)	31	45
Gender - Male (HoH)	9%	68%
Gender - Female (HoH)	91%	32%
Veterans (U.S. Military) served	10	164
Veterans % of all adults	2%	20%
Average Monthly Household Income	\$486	\$583
Percent Working at Entry	26%	23%
Adults Served	496	822
Children Served	790	N/A
Race - Black (HoH)	76%	65%
Race - White (HoH)	23%	33%
Race - Other (HoH)	1%	2%
Non-Hispanic (HoH)	97%	96%
Hispanic (HoH)	3%	4%
Mean Family Size	3.4	N/A
Average Number of Children	2.1	N/A
Adults 18-24 years (HoH)	28%	11%
Children 0 - 2 years ⁴	31%	N/A
Children 3 - 7 years ⁴	33%	N/A
Children 8 - 12 years ⁴	24%	N/A
Children 13 - 17 years ⁴	13%	N/A
Long Term Disability (HoH)	26%	46%
Pregnant Women Served	61	25

The number served increased 13% when compared to the same reporting period of last fiscal year. Re-housing activities became extremely difficult in this environment but the success rate at exit increased by 3 percentage points, to 59% currently. The system employment rate of 24% decreased from the FY20 annual rate of 26%. The rapid rehousing programs now only serve households with high needs and barriers, 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, YWCA Rapid Re-housing, Homefull RRH, LSS SSVF, and VOAIO SSVF programs.

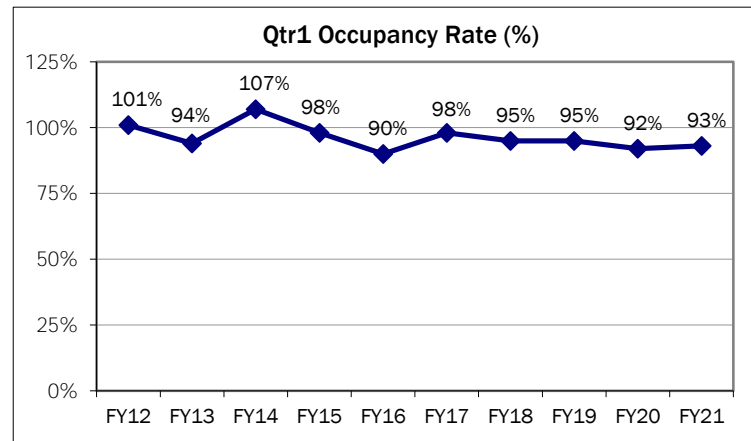
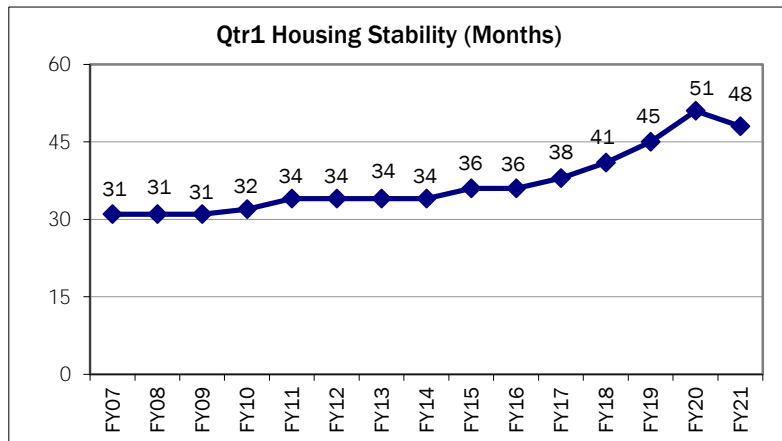
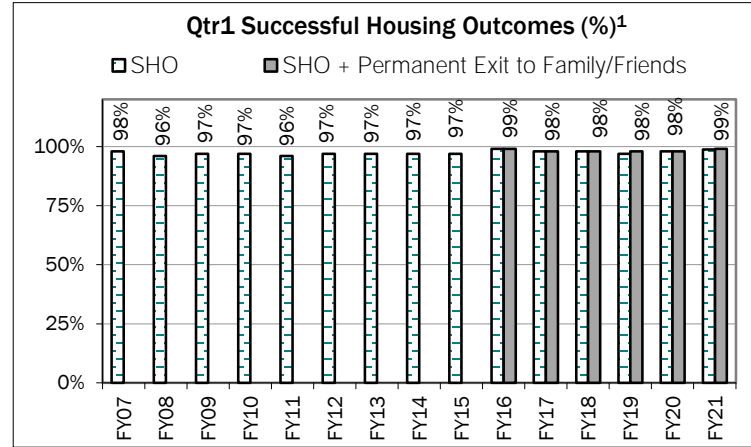
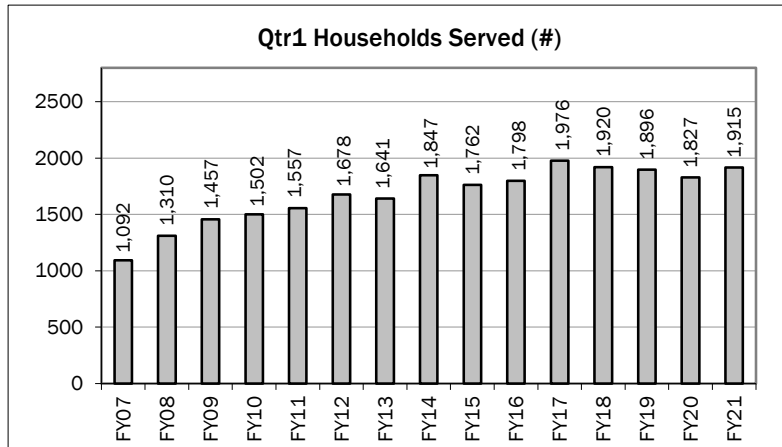
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ No outcome goals were set by subpopulation. 2 clients were served in both single and family programs.

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

System and Program Indicator Report

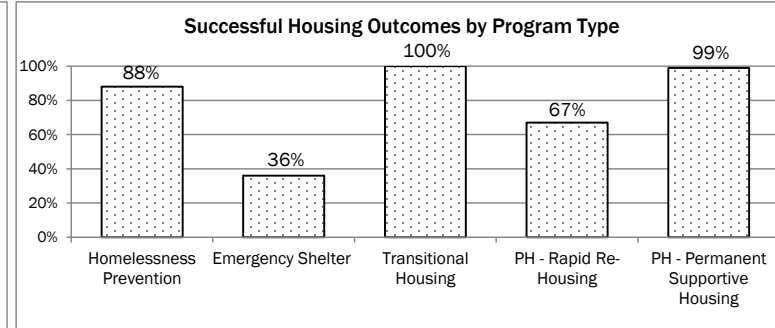
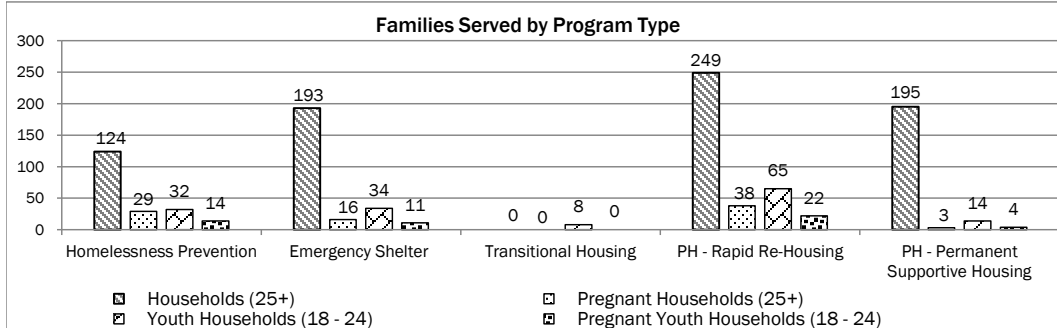
FY21 Permanent Supportive Housing (PSH) 7/1/2020 - 9/30/2020	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,033	1,915	√	95%	93%	√	24	48	√	1,830	1,872	√	90%	99%	√



The system continues to perform well with a 5% increase in numbers served. A number of projects are transitioning to a new provider, which caused the occupancy rate to be below goal. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1988. VA VASH voucher capacity of 377 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: 7/1/2020 - 9/30/2020		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ⁵	PH - Permanent Supportive Housing
Youth Households (18 - 24)	123	32	0	34	8	65	14
Pregnant Youth Households (18 - 24)	41	14	0	11	0	22	4
Households (25+)	609	124	0	193	0	249	195
Pregnant Households (25+)	81	29	0	16	0	38	3
Total Households Served (#)	852	199	0	250	8	374	214
Total Households Entered	261	74	0	158	1	129	11
Total Households Exited	241	64	0	150	2	113	8
Successful Housing Outcomes (#) ¹	N/A	56	0	55	2	76	210
Successful Housing Outcomes (%) ¹	N/A	88%	N/A	36%	100%	67%	99%
Average Length of Shelter Stay (Days) ²	N/A	111	N/A	54	8	176	41
Average Length of Participation (Days) ³	N/A						
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
Race - Black (HoH)		87%	N/A	67%	100%	76%	74%
Race - White (HoH)		13%	N/A	32%	0%	24%	24%
Race - Other (HoH)		0%	N/A	1%	0%	0%	1%
Gender - Female		94%	N/A	92%	100%	92%	83%
Gender - Male		6%	N/A	8%	0%	8%	17%
Gender - Other		0%	N/A	0%	0%	0%	0%
Non-Hispanic (HoH)		97%	N/A	96%	100%	97%	97%
Hispanic (HoH)		3%	N/A	4%	0%	3%	3%
Long Term Disability		15%	N/A	14%	100%	26%	92%
Franklin County Residents		88%	N/A	83%	100%	83%	96%



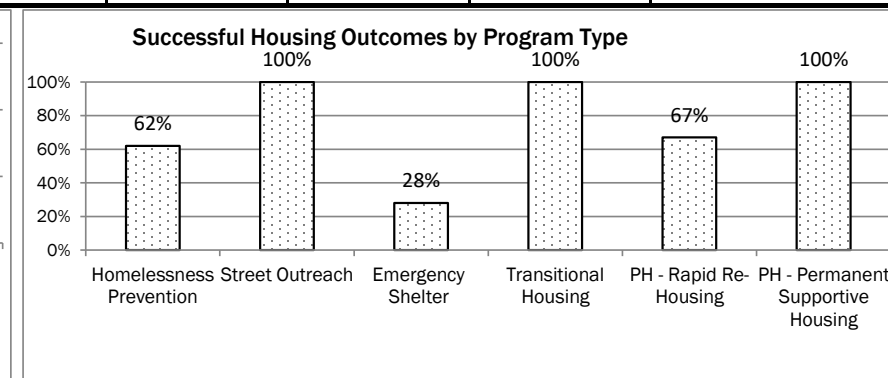
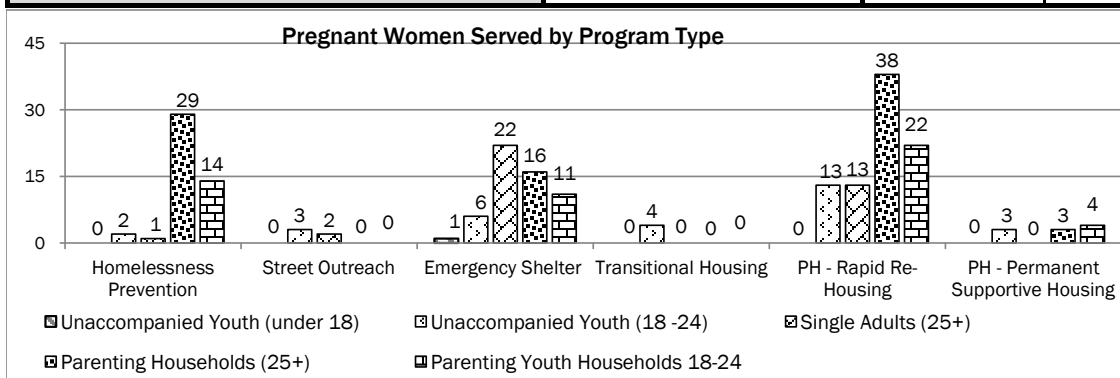
¹ Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.
⁵ Five PH - Rapid Re-Housing households with adults only were excluded from totals.

System and Program Indicator Report



Special Populations Served: 7/1/2020 - 9/30/2020		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)	1	0	0	1	0	0	0
Unaccompanied Youth (18 -24)	27	2	3	6	4	13	3
Single Adults (25+)	32	1	2	22	0	13	0
Parenting Youth Households 18-24	40	14	0	11	0	22	4
Parenting Households (25+)	74	29	0	16	0	38	3
Total Households Served (#)	172	46	5	56	4	86	10
Total Households Exited	67	13	3	43	1	30	0
Successful Housing Outcomes (%) ¹	N/A	62%	100%	28%	100%	67%	100%
Average Length of Shelter Stay (Days) ²	N/A	139	84	32	10	190	13
Average Length of Participation (Days) ³	N/A						
Housing Stability (Months) ⁴							

DEMOGRAPHICS							
Race - Black (HoH)	87%	60%	77%	75%	84%	90%	
Race - White (HoH)	13%	40%	23%	25%	16%	10%	
Race - Other (HoH)	0%	0%	0%	0%	0%	0%	
Non-Hispanic (HoH)	100%	100%	95%	100%	99%	90%	
Hispanic (HoH)	0%	0%	5%	0%	1%	10%	
Long Term Disability	7%	80%	18%	100%	24%	100%	
Franklin County Residents	87%	20%	83%	100%	85%	100%	



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

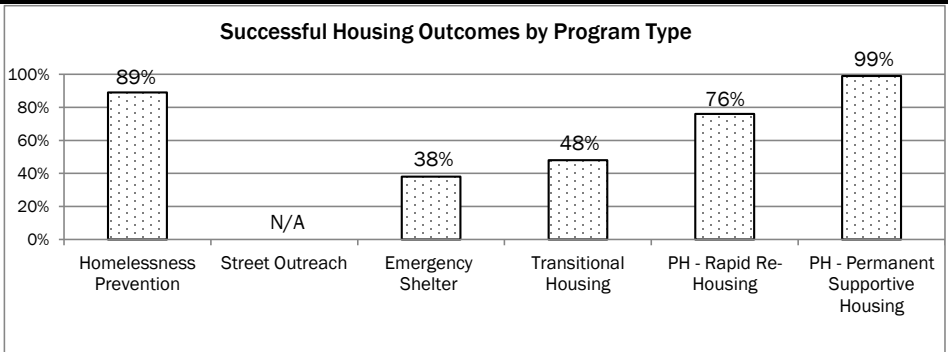
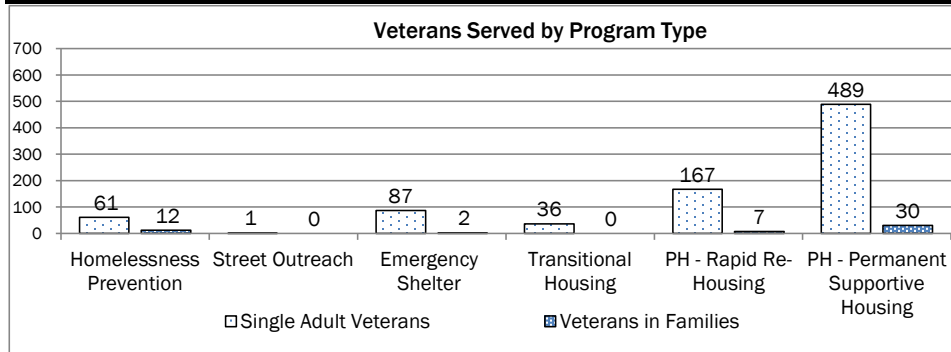
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

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.

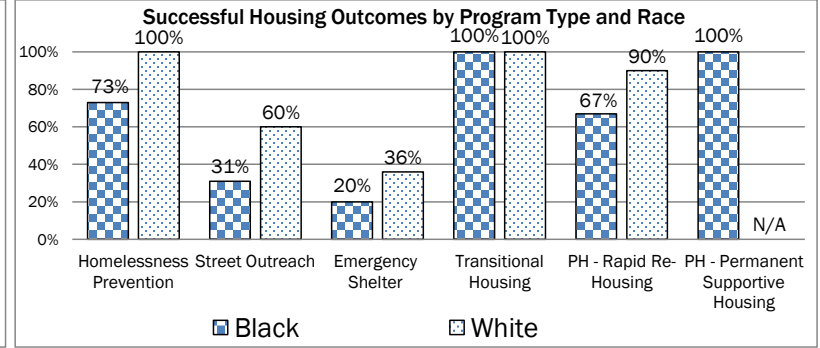
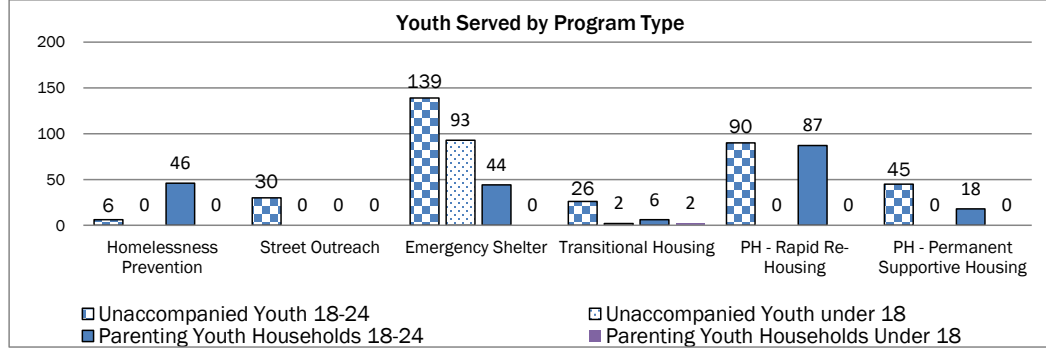
System and Program Indicator Report

Special Populations Served: 7/1/2020 - 9/30/2020		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)	2	0	0	0	1	2	0
Single Adults (25+)	714	61	1	87	35	165	489
Parenting Youth Households 18-24	1	1	0	0	0	0	0
Parenting Households (25+)	47	11	0	2	0	7	30
Total Households Served (#)	764	73	1	89	36	174	517
Total Households Exited	93	9	0	56	23	46	22
Successful Housing Outcomes (%) ¹	N/A	89%	N/A ⁶	38%	48%	76%	99%
Average Length of Shelter Stay (Days) ²	N/A						
Average Length of Participation (Days) ³	N/A	93	N/A ⁶	59	2	162	51
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH) ⁷	67%	100%	51%	56%	55%	58%
	Race - White (HoH) ⁷	32%	0%	46%	39%	41%	39%
	Race - Other (HoH) ⁷	1%	0%	3%	6%	3%	3%
	Gender - Male ⁷	74%	100%	91%	100%	93%	91%
	Gender - Female ⁷	26%	0%	9%	0%	7%	9%
	Gender - Other ⁷	0%	0%	0%	0%	0%	1%
	Non-Hispanic (HoH)	99%	100%	99%	94%	98%	98%
	Hispanic (HoH)	1%	0%	1%	6%	2%	2%
	Long Term Disability	53%	100%	71%	78%	71%	83%
	Franklin County Residents	83%	100%	71%	67%	73%	88%



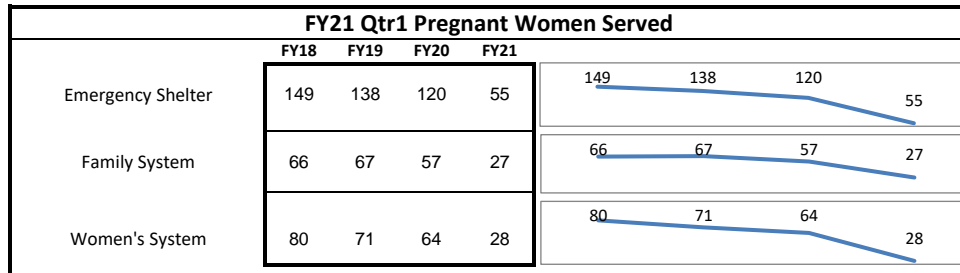
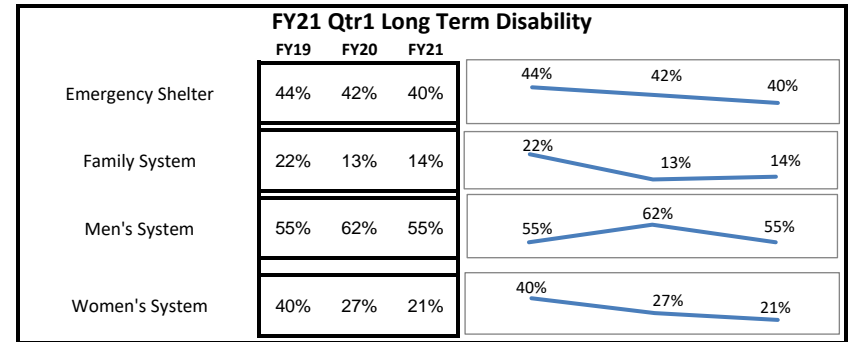
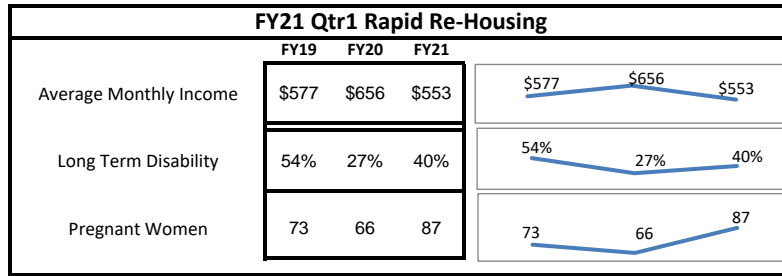
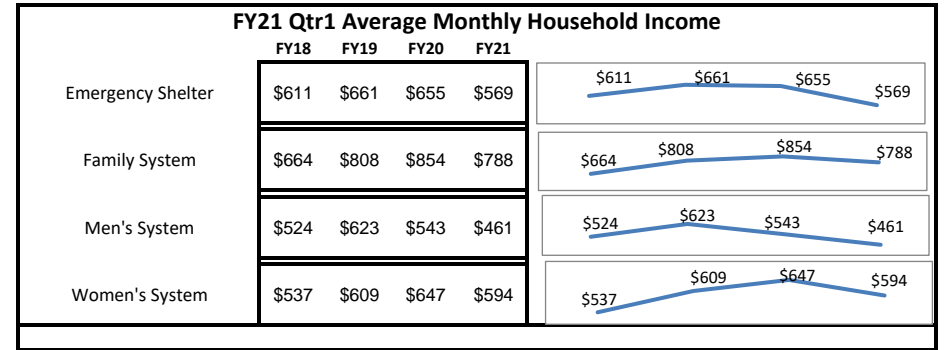
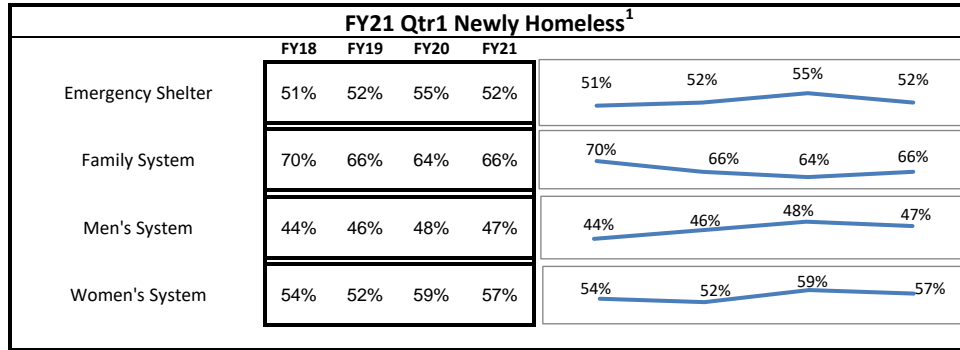
¹ Successful outcomes measure for Street Outreach.
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.
⁵ VASH vouchers are included under the PH - Permanent Supportive Housing category.
⁶ Program didn't have any household exits; unable to calculate measure.
⁷ Due to rounding, percentages do not add up to 100%

Special Populations Served: 7/1/2020 - 9/30/2020		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	94	0	0	93	2	0	0
Unaccompanied Youth 18-24	274	6	30	139	26	90	45
Parenting Youth Households Under 18	2	0	0	0	2	0	0
Parenting Youth Households 18-24	160	46	0	44	6	87	18
Total Pregnant Women Served	65	16	3	17	3	32	7
Total Households Served	521	52	30	276	36	175	61
Total Households Entered	251	17	9	156	4	61	39
Total Households Exited	190	13	18	159	8	53	1
Successful Housing Outcomes (%) ²	N/A	77%	39%	22%	100%	72%	100%
Successful Housing Outcomes (#) ²	N/A	10	7	17	8	38	61
Average Length of Shelter Stay (Days) ³							
Average Length of Participation (Days) ⁴	N/A	110	88	29	10	149	7
Housing Stability (Months) ⁵							
DEMOGRAPHICS							
Race - Black (HoH) ⁶		92%	60%	73%	86%	85%	77%
Race - White (HoH) ⁶		8%	40%	25%	14%	15%	18%
Race - Other (HoH) ⁶		0%	0%	2%	0%	1%	5%
Gender - Female		96%	37%	54%	78%	73%	70%
Gender - Male		4%	60%	45%	19%	26%	30%
Gender - Other		0%	3%	1%	3%	1%	0%
Non-Hispanic (HoH)		98%	93%	93%	94%	95%	95%
Hispanic (HoH)		2%	7%	7%	6%	5%	5%
Long Term Disability		13%	97%	39%	100%	40%	97%
Franklin County Residents		91%	67%	85%	97%	86%	95%



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 do not add up to 100%

Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2020 - 9/30/2020



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

² Exited successfully but returned to shelter within 180 days of successful exit.

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	
7/1/2020 -9/30/2020													
Netcare - Homeless Hotline (Single Adults)	2,800	2,116	√ ⁶	5	1:57	√	529	290	≠	25%	12%	≠	
Netcare - Homeless Hotline (Families)	1,000	512	√ ⁶	5	1:57	√	154	101	≠	30%	18%	≠	
Gladden Community House - Family Diversion	800	436	√ ⁶	N/A	N/A	N/A	153	151	√ ⁶	35%	45%	√	

OUTREACH	New Households Served			Total Households Served			Average Length of Participation			Successful Outcomes						Successful Housing Outcomes ³						Usage of CSB DCA (%) ¹			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2020 -9/30/2020																									
Maryhaven - Capital Crossroad SID Outreach	25	8	≠	40	20	≠	N/A	75	N/A	19	6	≠	75%	75%	√	10	5	≠	55%	83%	√	N/A	0%	N/A	
Maryhaven - Outreach	72	68	√	232	146	≠	N/A	95	N/A	54	11	≠	75%	29%	≠	30	9	≠	55%	82%	√	25%	6%	≠	
Southeast - PATH Outreach ²	35	51	√	65	65	√	N/A	117	N/A	17	0	≠	50%	0%	≠	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	

TRANSITION AGE YOUTH	New Households Served			Households Served			Program Occupancy Rate				Average Length of Shelter Stay (days)			Average Length of Participation / Housing Stability ⁴			Successful Outcomes / Housing Outcomes ³							
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Capacity	Actual	Actual (%)	Outcome Achievement (98% Goal for TH)	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2020 -9/30/2020																								
Huckleberry House - TAY CARR Team	N/A	25	N/A	N/A	84	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	78	N/A	N/A	28	N/A	25%	82%	√		
Huckleberry House - Emergency Shelter	N/A	85	N/A	120	94	√ ⁶	16	8	50%	≠	10	9	√	N/A	N/A	N/A	68	76	√	80%	89%	√		
Huckleberry House - TLP TH	N/A	4	N/A	33	28	≠	24	22	92%	≠	N/A	N/A	N/A	10	9	√	5	7	√	77%	100%	√		
Huckleberry House - TLP RHY TH	N/A	1	N/A	7	8	√	7	7	100%	√	N/A	N/A	N/A	12	11	√	1	1	√	77%	100%	√		
Homeless Families Foundation - TAY Transition to Home TH	N/A	4	N/A	28	33	√	28	26	93%	≠	N/A	N/A	N/A	10	4	√	3	10	√	77%	100%	√		
Homeless Families Foundation - TAY Transition to Home RRH	6	4	≠	34	33	√	N/A	N/A	N/A	N/A	35	N/A ⁵	N/A ⁵	365	126	√	5	10	√	80%	100%	√		
Homeless Families Foundation - TAY RRH	21	51	√	87	126	√	N/A	N/A	N/A	N/A	35	22	√	180	129	√	17	19	√	80%	53%	≠		

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

² The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

³ Successful Outcomes for CARR and Emergency Shelter; Successful Housing Outcomes for transitional housing (TH) and rapid re-housing (RRH); 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 Average Length of Participation (days) for CARR and RRH; Housing Stability (months) for TH.

⁵ None of the new entrants entered the program from either shelter or outreach programs. Unable to calculate measure.

⁶ Program served all households that needed services. Successful housing/diversion outcome goals were recalculated based on the number served.

EMERGENCY SHELTER ⁵	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes ^{3, 4}					
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2020 - 9/30/2020																	
FAMILY																	
YWCA - Family Center	160	111	(49)	√ ⁷	50	46	92%	√ ⁷	42	56	≠	39	30	≠	60%	47%	≠
YMCA - Van Buren Family Shelter	240	152	(88)	√ ⁷	64	55	86%	√ ⁷	42	47	≠	58	25	≠	60%	25%	≠
MEN																	
LSS - Faith Mission - Men's on Grant ²	N/A	281	N/A	N/A	95	91	96%	N/A	45	50	N/A	N/A	28	N/A	33%	15%	N/A
LSS - Faith Mission on 8th ^{2,6}	N/A	294	N/A	N/A	83	79	95%	N/A	45	40	N/A	N/A	31	N/A	33%	15%	N/A
Southeast - Friends of the Homeless - Men's Shelter ⁶	202	229	27	√	70	69	99%	√	45	37	√	44	30	≠	33%	19%	≠
YMCA - Men's Social Distancing (40W Long) ⁶	N/A	530	N/A	N/A	190	177	93%	N/A	N/A	39	N/A	N/A	9	N/A	N/A	3%	N/A
YMCA - SIQ Shelter ⁶	N/A	50	N/A	N/A	N/A	6	N/A	N/A	N/A	12	N/A	N/A	1	N/A	N/A	2%	N/A
WOMEN																	
LSS - Faith Mission - Women's on Grant ²	N/A	116	N/A	N/A	38	36	95%	N/A	45	53	N/A	N/A	11	N/A	33%	14%	N/A
YMCA - Van Buren Women's Shelter (including overflow) ⁶	420	548	128	√	158	149	94%	≠	45	33	√	89	36	≠	33%	9%	≠
YMCA - Social Distancing (Hilltop) ⁶	N/A	50	N/A	N/A	11	11	100%	N/A	N/A	2	N/A	N/A	0	N/A	N/A	0%	N/A
INEBRIATE																	
Maryhaven - Engagement Center Safety	275	196	(79)	√ ⁷	34	28	82%	√ ⁷	20	15	√	50	32	≠	30%	20%	≠
Maryhaven - Engagement Center Shelter2Housing	40	30	(10)	√ ⁷	16	13	81%	√ ⁷	45	50	√	6	8	√	33%	47%	√
VA EMERGENCY HOUSING																	
LSS - VA Men & Women	60	42	(18)	√ ⁷	24	14	58%	√ ⁷	45	56	≠	14	5	≠	50%	16%	≠
VOAOI - VA Emergency Housing	40	31	(9)	√ ⁷	15	13	87%	√ ⁷	45	58	≠	9	11	√ ⁷	50%	69%	√
AGENCY																	
Lutheran Social Services - Faith Mission ²	700	652	(48)	√	216	206	95%	√	45	49	√	156	70	≠	33%	16%	≠

¹ Shelter capacities do 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 Housing services are provided by Rapid Re-housing projects. Some of the measures for emergency shelters are shared with the rapid re-housing programs.

⁶ Social distancing shelter at 40W Long for men opened 3/20/2020. Shelter for Isolation and Quarantine opened 4/1/2020. Friends of the Homeless capacity reduced to 70 from 160. Faith Mission on 8th capacity reduced to 83 from 95. Van Buren Women's capacity increased to 151 from 158.

⁷ Shelter served all households that needed shelter. Successful Housing Outcomes goal (#) has been recalculated.

PERMANENT SUPPORTIVE HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2020 - 9/30/2020		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Outcome Achievement (Goal: 95%)	Goal (# of months)	Actual (# of months)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network - Briggsdale		25	26	25	(1)	√	25	100%	√	24	60	√	23	25	√	90%	100%	√
Community Housing Network - Briggsdale 2		40	42	40	(2)	√	39	98%	√	22	19	≠	38	39	√	90%	98%	√
Community Housing Network - Cassady ²		10	10	11	1	√	11	110%	√	24	39	√	9	11	√	90%	100%	√
Community Housing Network - East 5th Avenue		38	40	37	(3)	√	36	95%	√	24	40	√	36	33	√	90%	94%	√
Community Housing Network - Inglewood Court		45	47	45	(2)	√	44	98%	√	24	55	√	42	43	√	90%	100%	√
Community Housing Network - North 22nd Street		30	31	32	1	√	30	100%	√	24	51	√	28	32	√	90%	100%	√
Community Housing Network - Parsons ⁶		25	45	25	(20)	N/A	25	100%	√	N/A	40	N/A	41	25	N/A	90%	100%	N/A
Community Housing Network - Safe Haven		13	16	13	(3)	≠	12	92%	√	24	81	√	14	12	≠	90%	100%	√
Community Housing Network - Southpoint Place		46	48	49	1	√	45	98%	√	24	55	√	43	46	√	90%	98%	√
Community Housing Network - Terrace Place		47	49	45	(4)	√	44	94%	√	24	70	√	44	43	√	90%	98%	√
Homefull - Leasing ⁴		147	154	131	(23)	≠	129	88%	≠	3	3	√	139	131	√	90%	100%	√
Homefull/YMCA - Isaiah Project		160	168	162	(6)	√	151	94%	√	24	20	≠	151	154	√	90%	97%	√
Maryhaven - Commons at Chantry		50	52	49	(3)	√	48	96%	√	24	65	√	47	47	√	90%	100%	√
National Church Residences - Commons at Buckingham ³		75	79	77	(2)	√	75	100%	√	24	62	√	71	74	√	90%	97%	√
National Church Residences - Commons at Grant ³		65	68	51	(17)	≠	51	78%	≠	24	95	√	61	51	≠	90%	100%	√
National Church Residences - Commons at Livingston ^{2,3}		63	66	69	3	√	66	105%	√	24	50	√	59	67	√	90%	99%	√
National Church Residences - Commons at Third ³		67	70	66	(4)	√	65	97%	√	24	52	√	63	65	√	90%	98%	√
National Church Residences - VOAOL Van Buren Village		60	63	60	(3)	√	60	100%	√	24	42	√	57	60	√	90%	100%	√
Veterans Affairs - VASH I-XI ⁵		377	400	335	(65)	≠	321	85%	≠	24	46	√	360	324	√	90%	99%	√
YMCA - 40 West Long Street ⁷		83	87	105	18	√	101	122%	√	24	56	√	78	101	√	90%	99%	√
YMCA - Franklin Station		75	79	74	(5)	√	73	97%	√	24	77	√	71	74	√	90%	100%	√
YMCA - Scattered Sites HOME ²		55	58	59	1	√	58	105%	√	24	29	√	52	57	√	90%	100%	√
YWCA - WINGS		91	96	89	(7)	√	88	97%	√	24	49	√	86	87	√	90%	99%	√

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 Capacity increased as of 7/1/2020 by 25 units across all projects. The allocation of the 25 units across the projects is not yet set.

⁴ Homefull took over 147 units from CHN projects Community ACT, RLPTI, and Leasing Supportive Housing, as of 7/01/2020.

⁵ Franklin County VASH capacity fluctuates based on need.

⁶ Parsons Avenue tenants moving to Parsons Place in late 2020. Current capacity at Parsons Avenue is 25 units.

⁷ Project capacity decreasing from 105 to 83 by moving 22 units to scattered sites.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
7/1/2020 - 9/30/2020		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	10	9	(1)	√	95%	90%	√	24	39	√	9	8	√	90%	89%	√
Community Housing Network - Wilson		8	8	8	0	√	95%	100%	√	24	104	√	7	8	√	90%	100%	√
VOAOI - Family Supportive Housing		38	40	37	(3)	√	95%	95%	√	24	46	√	36	37	√	90%	100%	√
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Equitas Health - TRA		89	93	86	(7)	√	95%	94%	√	24	119	√	84	85	√	90%	100%	√
Community Housing Network - SRA		208	218	173	(45)	≠	95%	82%	≠	24	50	√	196	172	≠	90%	100%	√
Community Housing Network - TRA ³		171	180	171	(9)	N/A	95%	98%	N/A	24	60	N/A	162	169	N/A	90%	99%	N/A
Community Housing Network - TRA 2 ²		N/A	N/A	13	N/A	N/A	N/A	N/A	N/A	N/A	18	N/A	N/A	13	N/A	N/A	100%	N/A
Community Housing Network - Marsh Brook Place ²		40	20	36	16	N/A	N/A	78%	N/A	N/A	1	N/A	18	36	N/A	90%	100%	N/A
Homefull - TRA ³		54	30	209	178	N/A	N/A	79%	N/A	3	1	N/A	27	209	N/A	90%	100%	N/A
Homefull - SRA ³		22	10	8	(2)	N/A	95%	36%	N/A	3	3	N/A	9	8	N/A	90%	100%	N/A
YMCA - 40 West Long Expansion SRA		38	40	40	0	√	95%	95%	√	24	44	√	36	39	√	90%	98%	√
Total Rental Assistance		622	591	558	(33)	√	95%	84%	≠	24	52	√	532	553	√	90%	100%	√
TRANSITIONAL HOUSING																		
VOAOI - Veterans		36	70	37	(33)	≠	95%	39%	≠	4	2	√	23	12	≠	77%	50%	≠

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 CHN TRA 2 units transitioned into CHN Marsh Brook Place as of 9/1/2020. Marsh Brook Place in lease-up.

³ Homefull took over units from Amethyst as of 7/1/2020 and CHN TRA units as of 9/1/2020. TRA capacity increased by 24 units using CMHA mainstream vouchers that are currently in lease up phase. CHN TRA units were transitioned as of 9/1 and will be added to Homefull in the next SPIR reporting period.

communityshelterboard

Until everyone has a place to call home

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