

SYSTEM & PROGRAM INDICATOR REPORT

FY2021
1/1/21 - 3/31/21

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!

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



street outreach



family diversion

franklin county children services prevention

expansion prevention



homeless hotline for families



shelter

The PREVENTION system met all outcomes for numbers served and successful housing outcomes. These partners target the neediest families in our community to prevent 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 |

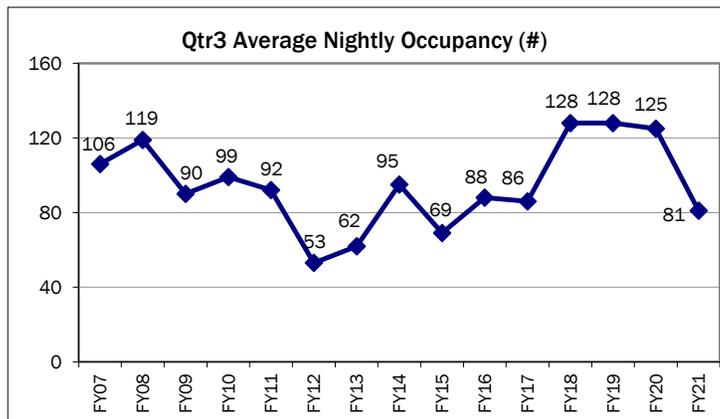
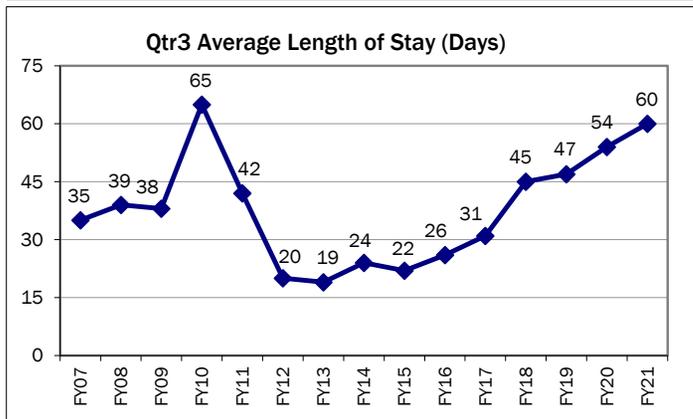
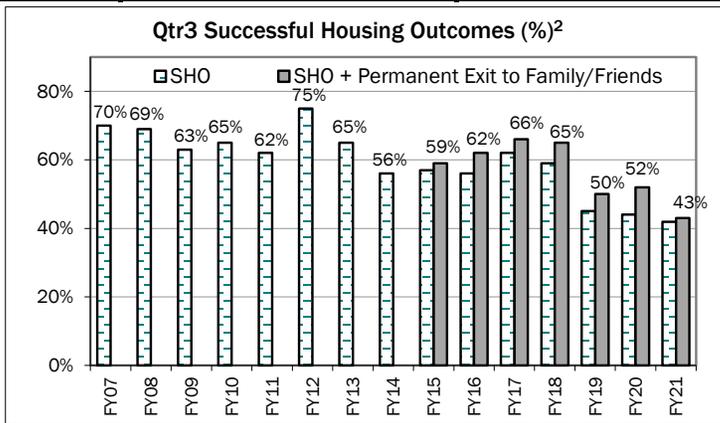
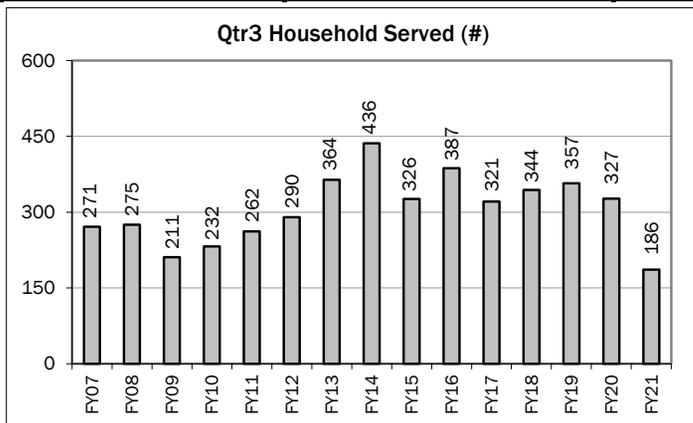
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

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



| FY21 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ² | | | | | |
|------------------------|----------------------|------|----------------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|--------|---------------------|----------|------------|
| | 1/1/2021 - 3/31/2021 | Goal | Actual | Outcome Achievement | Capacity ¹ | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual | Outcome Achievement | Goal (%) | Actual (%) |
| Family System | 350 | 186 | √ ³ | 114 | 81 | 42 | 60 | ≠ | 63 | 45 | ≠ | 60% | 43% | ≠ |



| DEMOGRAPHICS | Family |
|-------------------------------------|--------|
| Households Served | 186 |
| Percent Newly homeless | 63% |
| Clients Served | 612 |
| Average Age (HoH) | 32 |
| Gender - Female (HoH) | 92% |
| Gender - Male (HoH) | 8% |
| Veterans (U.S. Military) served | 1 |
| Veterans % of all adults | 0% |
| Average Monthly Household Income | \$719 |
| Percent Working at Entry | 32% |
| Race - Black (HoH) | 73% |
| Race - White (HoH) | 25% |
| Race - Other (HoH) | 2% |
| Non-Hispanic (HoH) | 96% |
| Hispanic (HoH) | 4% |
| Adults Served | 241 |
| Children Served | 371 |
| Mean Family Size | 3.3 |
| Average Number of Children | 2.0 |
| Adults 18-24 years (HoH) | 16% |
| Children 0 - 2 years ⁴ | 27% |
| Children 3 - 7 years ⁴ | 37% |
| Children 8 - 12 years ⁴ | 26% |
| Children 13 - 17 years ⁴ | 11% |
| Pregnant Women Served | 19 |
| Long Term Disability (HoH) | 11% |
| Franklin County Residents | 85% |

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. 43% less households needed shelter when compared to the same period of FY20, likely impacted by the eviction moratorium, stimulus funds and unemployment benefits. This is the lowest number of families needing shelter in the past 15 years. The success rate at exit from shelters decreased 9 percentage points to 43%. The average length of shelter stay increased 6 days to 60 days. The employment rate at entry decreased from the FY20 annual rate of 41% to 32% currently, while the average income decreased to \$719 (FY20 \$847), impacted by the pandemic and affecting our housing abilities. An additional 8 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.

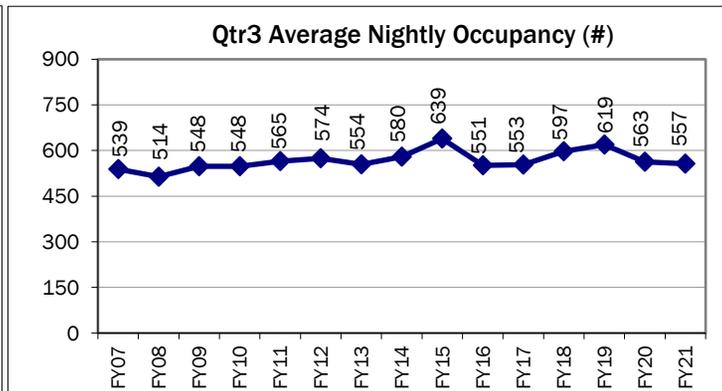
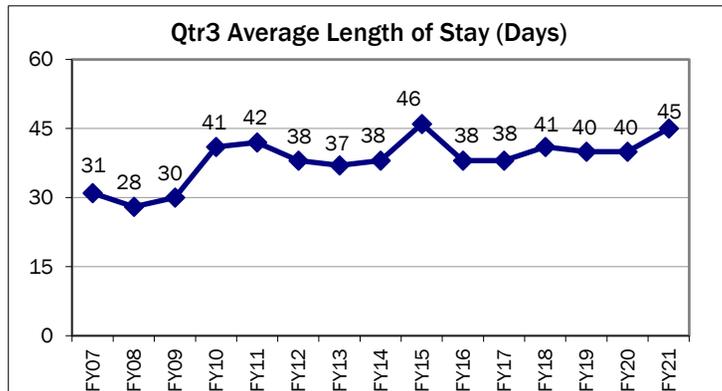
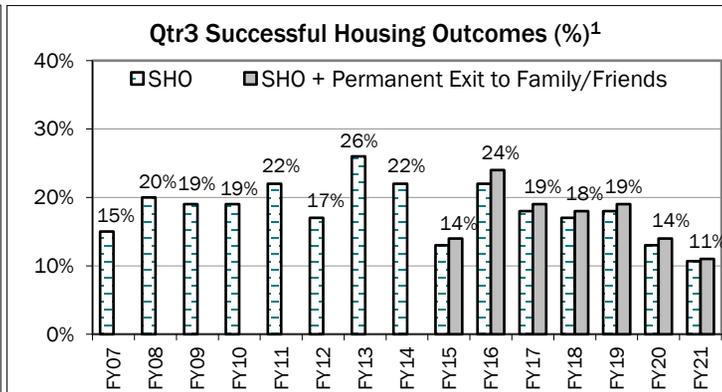
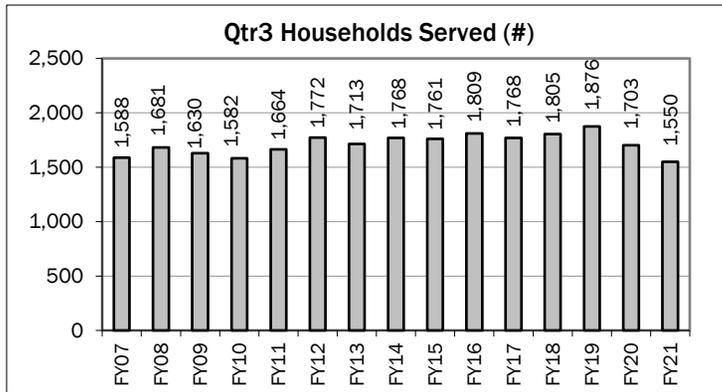
³ System served all families in need of shelter. Successful Housing Outcomes goal (#) has been recalculated based on the number served.

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

System and Program Indicator Report



| FY21 EMERGENCY SHELTER | Households Served | | | Nightly Occupancy | | Average Length of Stay (Days) | | | Successful Housing Outcomes ¹ | | | | | |
|------------------------|----------------------|-------|----------------|---------------------|-----------------------|-------------------------------|------|--------|--|----------|------------|---------------------|----------|------------|
| | 1/1/2021 - 3/31/2021 | Goal | Actual | Outcome Achievement | Capacity ² | Actual | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) |
| Men's System | 1,800 | 1,550 | √ ³ | 515 | 557 | 45 | 45 | √ | 328 | 116 | ≠ | 33% | 11% | ≠ |



| DEMOGRAPHICS | Men |
|--|-------|
| Households Served | 1,550 |
| Percent Newly homeless | 51% |
| Average Age | 44 |
| Men as a percent of total single adults served | 73% |
| Veterans (U.S. Military) served | 83 |
| Veterans % of all adults | 5% |
| Average Monthly Household Income | \$381 |
| Percent Working at Entry | 15% |
| Race - Black | 63% |
| Race - White | 34% |
| Race - Other | 3% |
| Non-Hispanic | 95% |
| Hispanic | 5% |
| Adults 18 - 24 years | 7% |
| Adults 25 - 34 years | 23% |
| Adults 35 - 44 years | 23% |
| Adults 45 - 55 years | 24% |
| Adults 56 - 61 years | 14% |
| Adults 62+ years | 9% |
| Long Term Disability (HoH) | 42% |
| Franklin County Residents | 79% |

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. The number of single men served decreased 9% when compared to the same period of the last fiscal year. Additional capacity was open throughout the reporting period. The success rate decreased 3 percentage points to 11%. The average length of time homeless increased 5 days from the prior reporting period, to 45 days. The employment rate at entry decreased to 15% compared to the FY20 annual rate of 19%, coupled with a decrease in average income (FY20 \$414), impacted by the pandemic and affecting our housing abilities. 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.

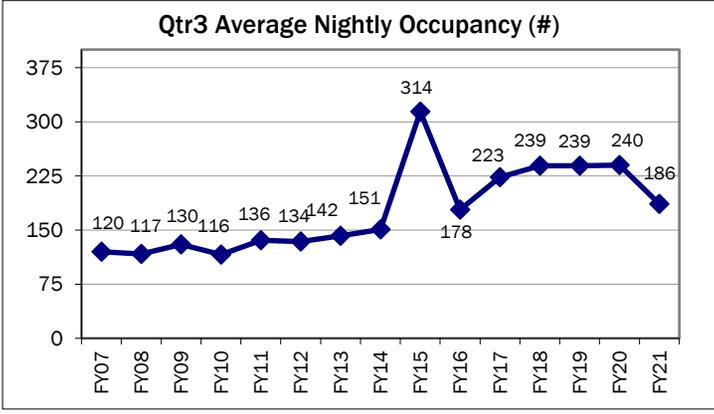
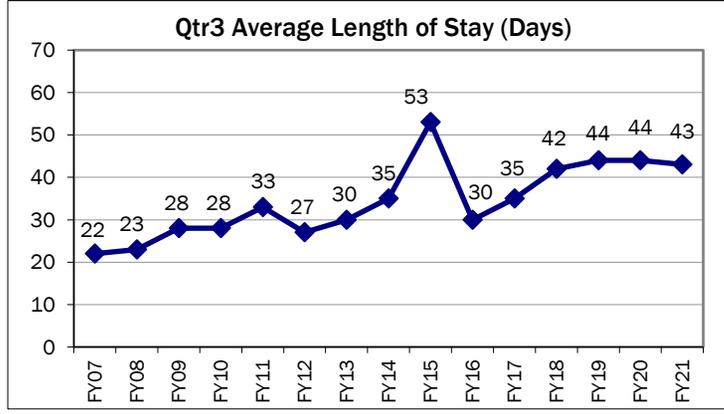
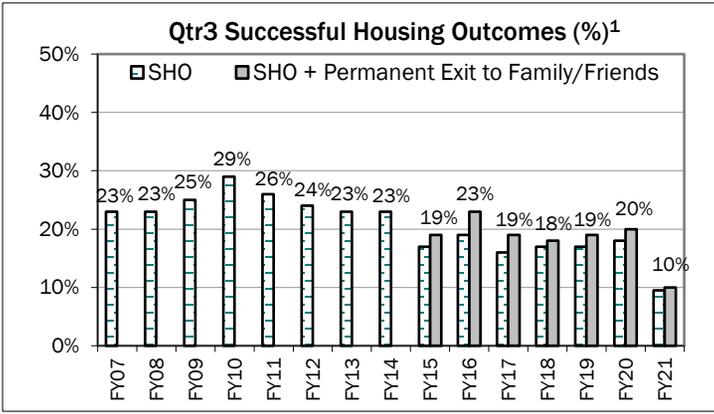
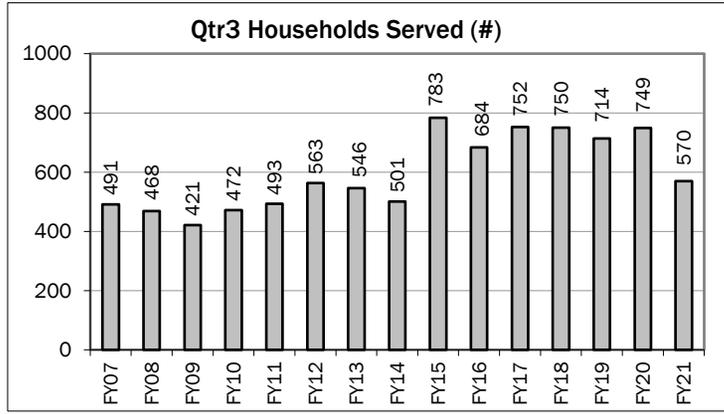
² The system capacity increased from the previous 397 beds in FY2020 to 515 beds currently. Additional overflow beds opened 11/23/2020.

³ System served all men in need of shelter. Successful Housing Outcomes goal (#) was recalculated based on the number served.

System and Program Indicator Report



| FY21 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 |
| 1/1/2021 - 3/31/2021 | | | | | | | | | | | | | | |
| Women's System | 750 | 570 | √ ⁴ | 208 | 186 | 45 | 43 | √ | 127 | 37 | ≠ | 33% | 10% | ≠ |



| DEMOGRAPHICS | Women |
|--|-------|
| Households Served | 570 |
| Percent Newly homeless | 49% |
| Average Age | 41 |
| Women as a percent of total single adults served | 27% |
| Veterans (U.S. Military) served | 2 |
| Veterans % of all adults | 0% |
| Average Monthly Household Income | \$531 |
| Percent Working at Entry | 19% |
| Race - Black ³ | 54% |
| Race - White ³ | 45% |
| Race - Other ³ | 2% |
| Non-Hispanic | 96% |
| Hispanic | 4% |
| Adults 18 - 24 years | 13% |
| Adults 25 - 34 years | 25% |
| Adults 35 - 44 years | 23% |
| Adults 45 - 55 years | 19% |
| Adults 56 - 61 years | 12% |
| Adults 62+ years | 8% |
| Pregnant Women Served | 35 |
| Long Term Disability (HoH) | 20% |
| Franklin County Residents | 80% |

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. The number of single women served decreased 24% when compared to the same period of the last fiscal year. The success rate decreased 10 percentage points to 10%. The average length of time homeless decreased by 1 day. The employment rate at entry decreased 7 percentage points to 19% when compared to the FY20 annual rate of 26%, while average income decreased from \$587 to \$531, impacted by the pandemic and affecting our housing abilities. 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 Additional overflow beds opened 10/16/2020.

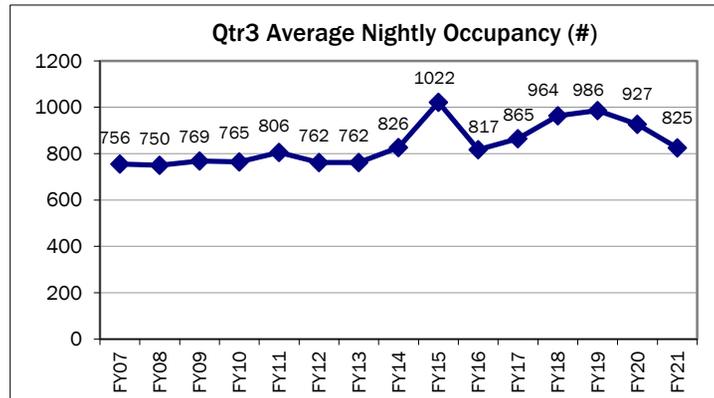
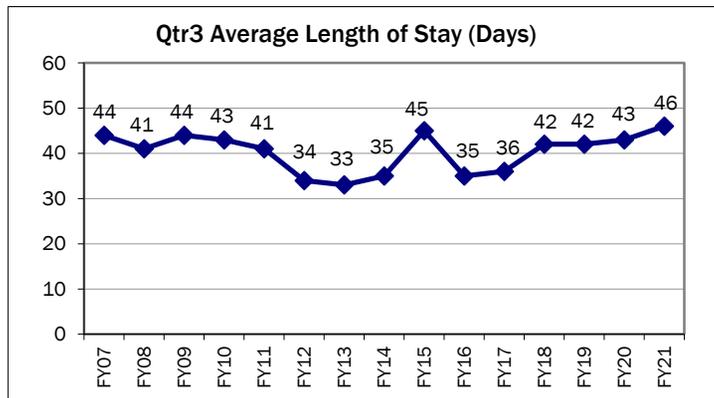
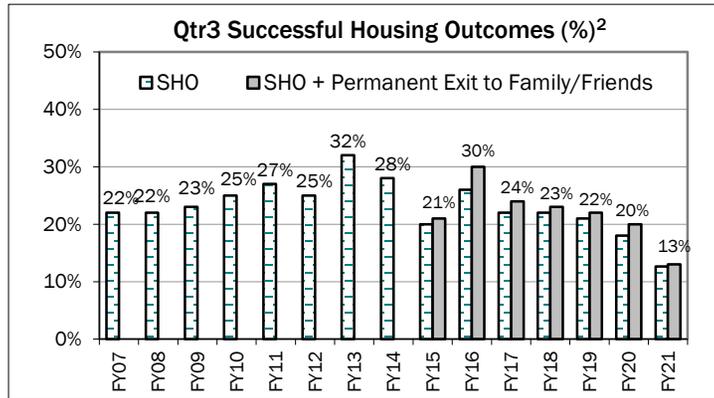
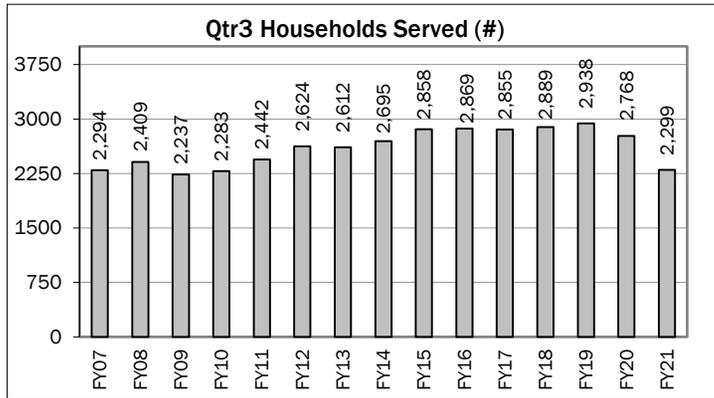
³ Due to rounding percentages do not add up to 100%.

⁴ System served all women in need of shelter. Successful Housing Outcomes goal (#) was recalculated based on the number served.

System and Program Indicator Report



| FY21 EMERGENCY SHELTER 1/1/2021 - 3/31/2021 | 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 | 2,299 | √ ⁴ | 837 | 825 | 45 | 46 | √ | 516 | 198 | ≠ | 35% | 13% | ≠ |



| DEMOGRAPHICS | Family & Adults |
|----------------------------------|-----------------|
| Households Served | 2,299 |
| Percent Newly homeless | 49% |
| Clients Served | 2,724 |
| Adults Served | 2,353 |
| Children Served | 371 |
| Average Age (HoH) | 42 |
| Gender - Male (HoH) | 68% |
| Gender - Female (HoH) | 32% |
| Veterans (U.S. Military) served | 86 |
| Veterans % of all adults | 4% |
| Average Monthly Household Income | \$451 |
| Percent Working at Entry | 18% |
| Race - Black (HoH) | 62% |
| Race - White (HoH) | 36% |
| Race - Other (HoH) | 2% |
| Non-Hispanic (HoH) | 96% |
| Hispanic (HoH) | 4% |
| Adults 18-24 years (HoH) | 9% |
| Pregnant Women Served | 56 |
| Long Term Disability (HoH) | 34% |
| Franklin County Residents | 80% |

Covid-19 had a direct impact on the metrics monitored this period as re-housing activities were extremely difficult. The system experienced a 17% decrease in the number of households sheltered, driven by the decrease in family homelessness. The number of veterans and pregnant women who needed shelter decreased by 62 (42%) and 44 (44%) respectively, during the same timeframe. The successful housing outcome rate decreased 7 percentage points compared to the same period of last fiscal year, to its lowest level measured historically. The average length of time homeless increased by 3 days to 46 days. The average income decreased when compared to the FY20 annual rate (\$554), impacted by the pandemic and affecting our housing abilities. 49% of sheltered households did not experience homelessness within the prior two years.

¹ 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 2,340. The number of clients served at SIQ shelters is 124 clients in 111 households, and this cohort is excluded from all calculations.

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.

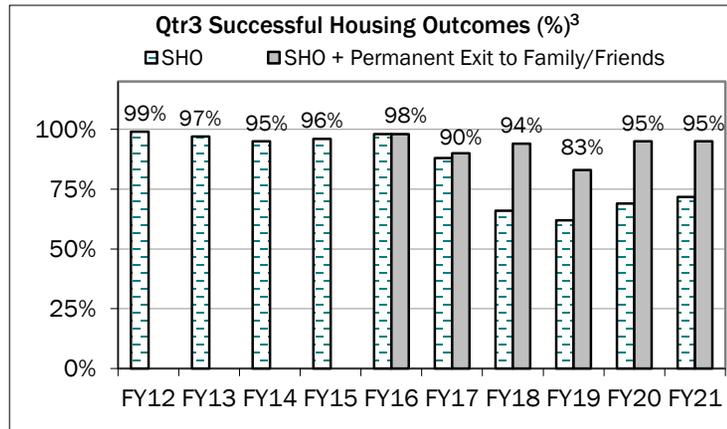
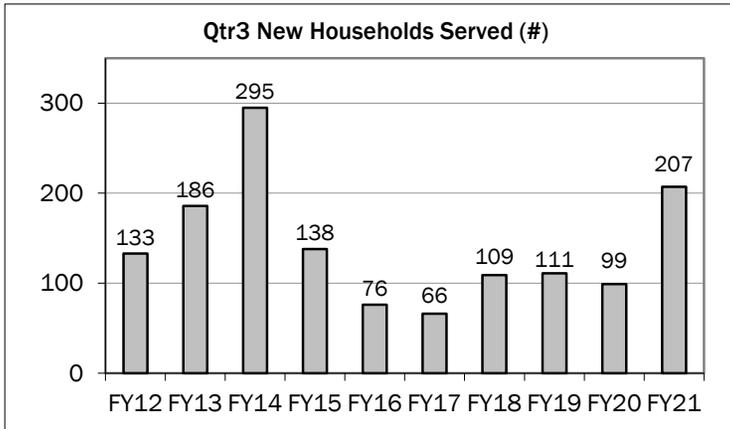
³ Additional overflow beds opened 10/16/2020 for women and 11/23/2020 for men.

⁴ System served all family households and single adults in need of shelter. Successful Housing Outcomes goal (#) was recalculated based on the number served.

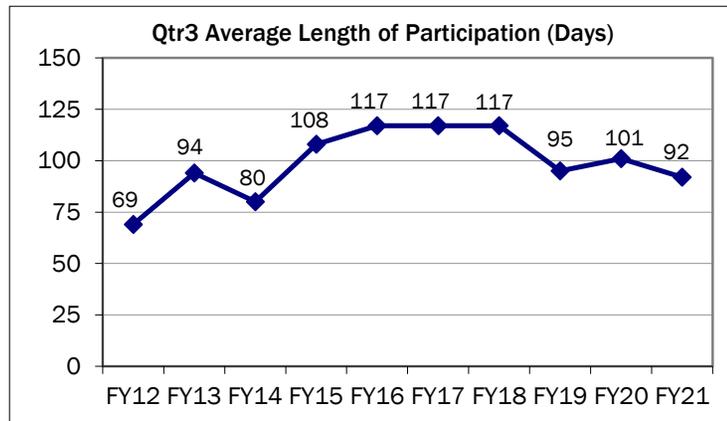
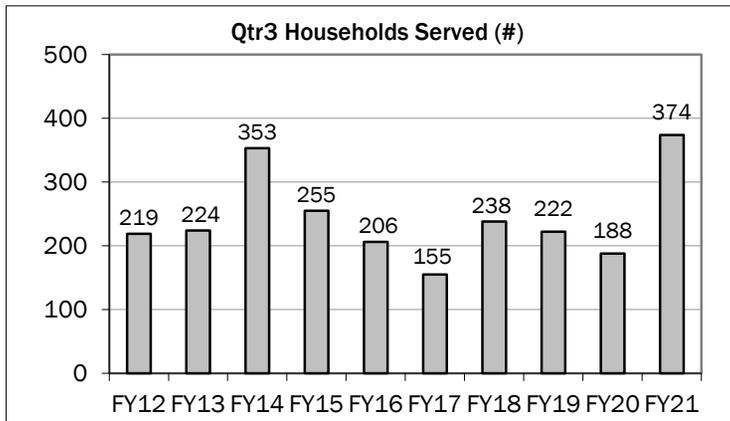
System and Program Indicator Report



| FY21 Prevention | New Households Served | | | Households Served | | | Average Length of Participation (Days) | | | Successful Housing Outcomes ³ | | | | | |
|--------------------------------|-----------------------|--------|---------------------|-------------------|--------|---------------------|--|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| 1/1/2021 - 3/31/2021 | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| Prevention System ¹ | 160 | 207 | √ | 319 | 374 | √ | 150 | 92 | √ | 129 | 144 | √ | 80% | 95% | √ |



| DEMOGRAPHICS | Family & Adults |
|---|-----------------|
| Households Served | 374 |
| Clients Served | 1,157 |
| Average Age (HoH) | 35 |
| Gender - Female (HoH) | 79% |
| Gender - Male (HoH) | 21% |
| Veterans (U.S. Military) served | 80 |
| Veterans % of all adults | 18% |
| Average Monthly Household Income | \$674 |
| Percent Working at Entry | 26% |
| Race - Black (HoH) ⁴ | 76% |
| Race - White (HoH) ⁴ | 21% |
| Race - Other (HoH) ⁴ | 2% |
| Non-Hispanic (HoH) | 96% |
| Hispanic (HoH) | 4% |
| Adults Served | 452 |
| Children Served | 705 |
| Mean Family Size ² | 3.5 |
| Average Number of Children ² | 2.2 |
| Children 0 - 2 years ² | 26% |
| Children 3 - 7 years ² | 33% |
| Children 8 - 12 years ² | 25% |
| Children 13 - 17 years ² | 16% |
| Long Term Disability (HoH) | 24% |
| Pregnant Women Served | 72 |



The number of households served increased 99% when compared to the same reporting period of the last fiscal year. At exit, 66% of households are stable in their own housing and 29% decided to permanently move in with family/friends. The percent working at entry decreased compared to the FY20 annual rate (38%) to 26% currently, coupled with a decrease in income from \$840 to \$674, showing improved targeting, serving the most needy households. The number of veterans and pregnant women served increased compared to the same reporting period of last fiscal year by 43 (116%) and 24 (50%) respectively. The increases in these numbers correlate with the decrease in number served for the same populations in emergency shelter.

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

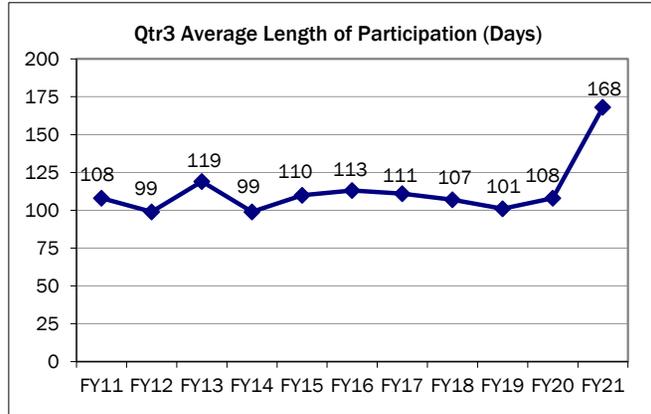
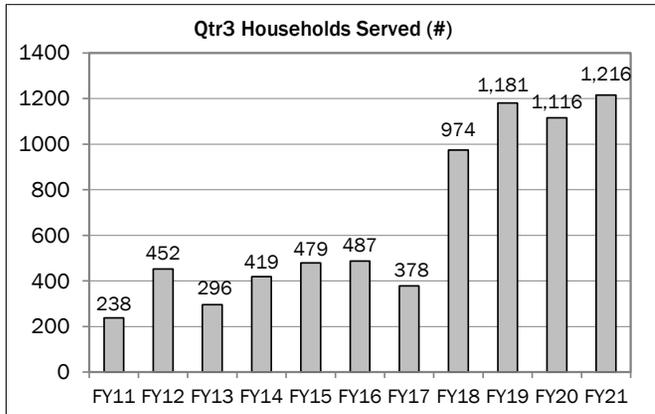
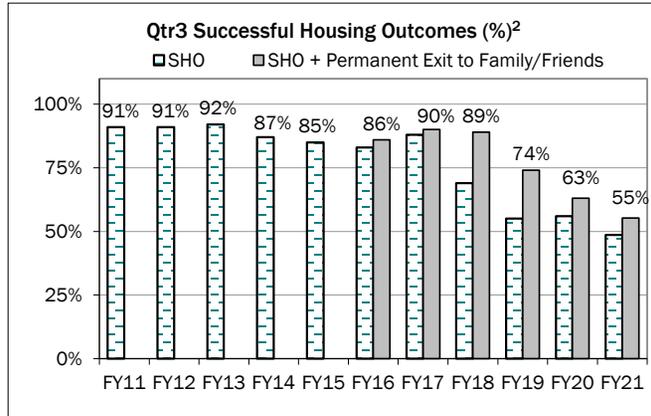
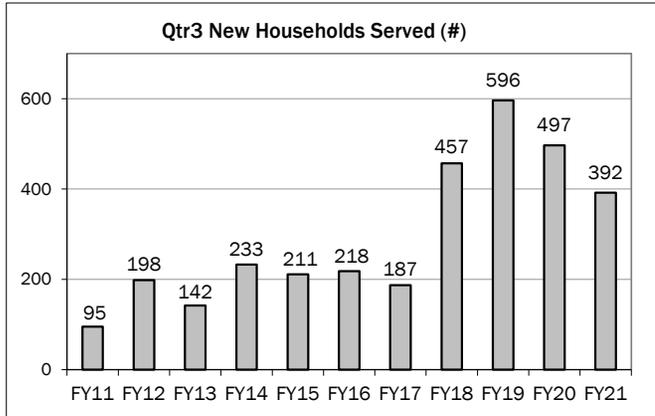
² Data refers to the families served.

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 | | | | | |
|--------------------------------------|-----------------------|--------|---------------------|-------------------|--------|---------------------|--|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal | Actual | Outcome Achievement | Goal (#) | Actual (#) | Outcome Achievement | Goal (%) | Actual (%) | Outcome Achievement |
| 1/1/2021 - 3/31/2021 | | | | | | | | | | | | | | | |
| Rapid Re-housing System ¹ | 577 | 392 | ≠ | 1,402 | 1,216 | ≠ | 100 | 168 | ≠ | 395 | 226 | ≠ | 60% | 55% | √ |
| Single Adults ³ | - | 294 | - | - | 848 | - | - | 141 | - | - | 136 | - | - | 46% | - |
| Families ³ | - | 98 | - | - | 368 | - | - | 223 | - | - | 90 | - | - | 80% | - |



| DEMOGRAPHICS | Family | Single Adults |
|-------------------------------------|--------|---------------|
| Households Served | 368 | 848 |
| Clients Served | 1,218 | 848 |
| Average Age (HoH) | 30 | 45 |
| Gender - Male (HoH) | 8% | 71% |
| Gender - Female (HoH) | 92% | 29% |
| Veterans (U.S. Military) served | 8 | 173 |
| Veterans % of all adults | 2% | 20% |
| Average Monthly Household Income | \$678 | \$697 |
| Percent Working at Entry | 29% | 25% |
| Adults Served | 467 | 848 |
| Children Served | 751 | - |
| Race - Black (HoH) ⁴ | 77% | 62% |
| Race - White (HoH) ⁴ | 23% | 36% |
| Race - Other (HoH) ⁴ | 1% | 2% |
| Non-Hispanic (HoH) | 97% | 96% |
| Hispanic (HoH) | 3% | 4% |
| Mean Family Size | 3.3 | - |
| Average Number of Children | 2.0 | - |
| Adults 18-24 years (HoH) | 30% | 10% |
| Children 0 - 2 years ⁴ | 32% | - |
| Children 3 - 7 years ⁴ | 36% | - |
| Children 8 - 12 years ⁴ | 23% | - |
| Children 13 - 17 years ⁴ | 10% | - |
| Long Term Disability (HoH) | 26% | 42% |
| Pregnant Women Served | 55 | 10 |

The number served increased 9% when compared to the same reporting period of last fiscal year. Re-housing activities were extremely difficult in the COVID-19 environment. The success rate at exit decreased by 8 percentage points, to 55% currently and the length of participation significantly increased to 168 days. The rate of transition age youth (18-24) in families increased by 10 percentage points to 30%, compared to the same reporting period of last fiscal year. 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 programs, 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.

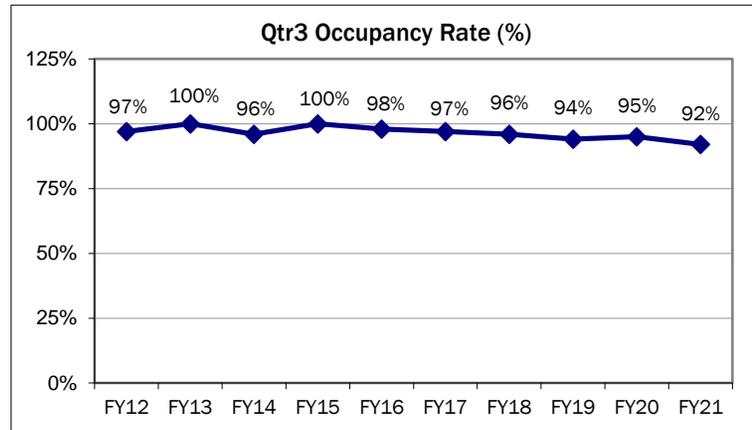
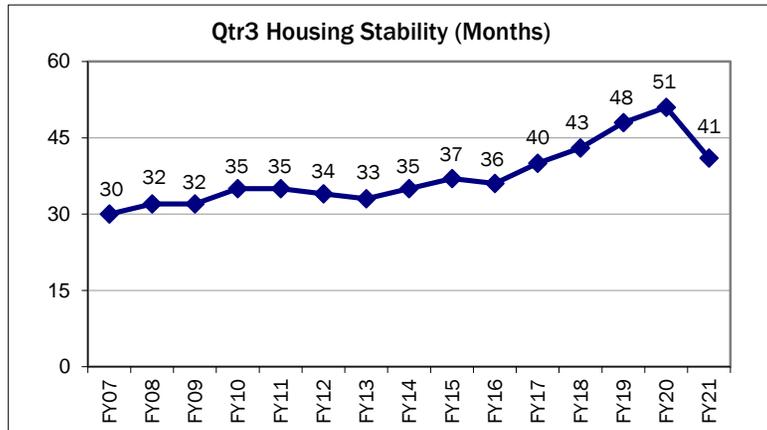
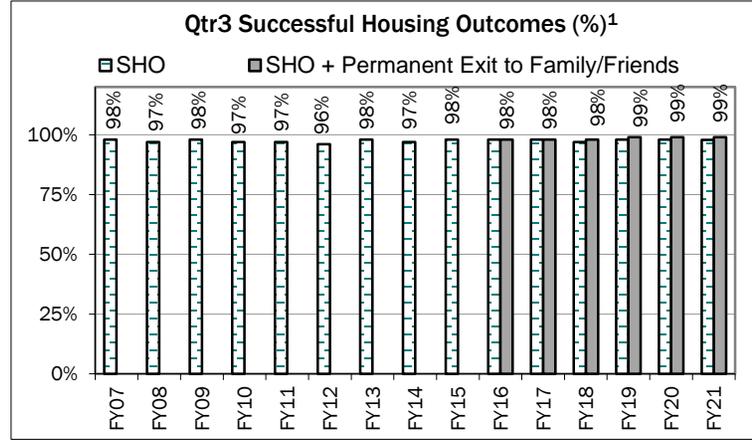
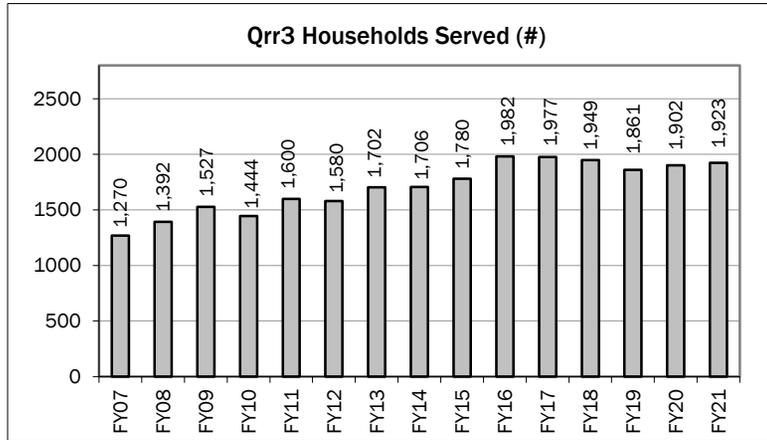
³ No outcome goals were set by subpopulation.

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

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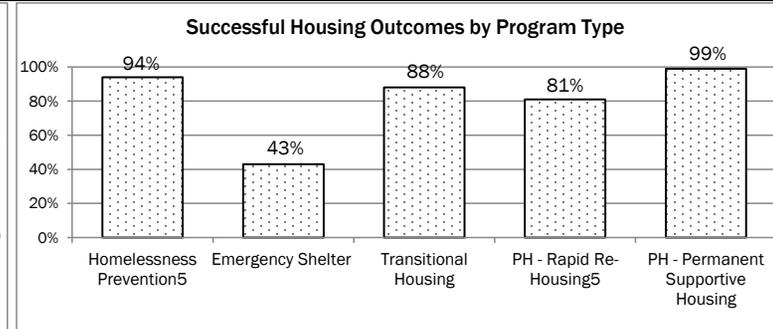
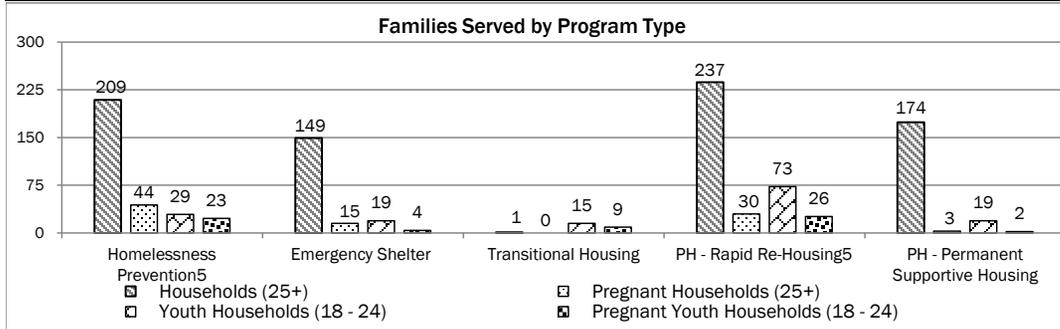
| FY21 Permanent Supportive Housing (PSH) 1/1/2021 - 3/31/2021 | Households Served | | | Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | |
|---|-------------------|--------|---------------------|----------------|--------|---------------------|----------------------------|--------|---------------------|--|------------|---------------------|----------|------------|---------------------|
| | 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 | 1,923 | √ | 95% | 92% | √ | 24 | 41 | √ | 1,830 | 1,881 | √ | 90% | 99% | √ |



The system continues to perform well with a 1% increase in numbers served. A number of projects transitioned to a new provider, which caused an anticipated decrease in the occupancy rate and housing stability measures. The current capacity of Permanent Supportive Housing units included in Community Services Portal (CSP) and reported on here is 2027. 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: 1/1/2021 - 3/31/2021 | | Families Served by Program Type | | | | | |
|---|---------------------------|--------------------------------------|------------------|-------------------|----------------------|------------------------------------|-----------------------------------|
| Families | Totals | Homelessness Prevention ⁵ | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing ⁵ | PH - Permanent Supportive Housing |
| Youth Households (18 - 24) | 130 | 29 | 0 | 19 | 15 | 73 | 19 |
| Pregnant Youth Households (18 - 24) | 52 | 23 | 0 | 4 | 9 | 26 | 2 |
| Households (25+) | 650 | 209 | 1 | 149 | 1 | 237 | 174 |
| Pregnant Households (25+) | 73 | 44 | 0 | 15 | 0 | 30 | 3 |
| Total Households Served (#) | 898 | 305 | 1 | 186 | 25 | 364 | 198 |
| Total Households Entered | 311 | 188 | 1 | 113 | 4 | 97 | 8 |
| Total Households Exited | 287 | 140 | 0 | 104 | 8 | 111 | 9 |
| Successful Housing Outcomes (#) ¹ | N/A | 132 | 0 | 45 | 8 | 89 | 196 |
| Successful Housing Outcomes (%) ¹ | N/A | 94% | N/A ⁶ | 43% | 88% | 81% | 99% |
| Average Length of Shelter Stay (Days) ² | | | | | | | |
| Average Length of Participation (Days) ³ | N/A | 82 | N/A ⁶ | 60 | 9 | 224 | 34 |
| Housing Stability (Months) ⁴ | | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| | Race - Black (HoH) | 79% | 100% | 73% | 96% | 77% | 70% |
| | Race - White (HoH) | 19% | 0% | 25% | 4% | 22% | 28% |
| | Race - Other (HoH) | 2% | 0% | 2% | 0% | 1% | 2% |
| | Gender - Female | 93% | 100% | 92% | 100% | 93% | 82% |
| | Gender - Male | 7% | 0% | 8% | 0% | 7% | 18% |
| | Gender - Other | 0% | 0% | 0% | 0% | 0% | 0% |
| | Non-Hispanic (HoH) | 96% | 100% | 96% | 100% | 97% | 95% |
| | Hispanic (HoH) | 4% | 0% | 4% | 0% | 3% | 5% |
| | Long Term Disability | 17% | 100% | 11% | 52% | 25% | 91% |
| | Franklin County Residents | 92% | 100% | 85% | 96% | 82% | 96% |



The system-wide number of families served increased by 13% compared to the last fiscal year. While the rate of families receiving homelessness prevention services increased by 97%, the rate of families in emergency shelter decreased by 43% during the same timeframe.

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.

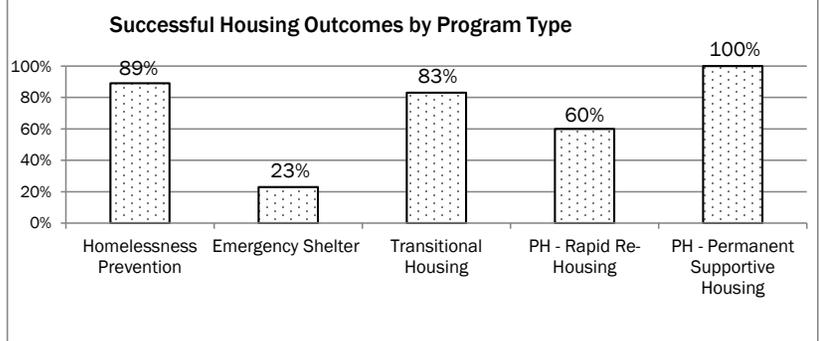
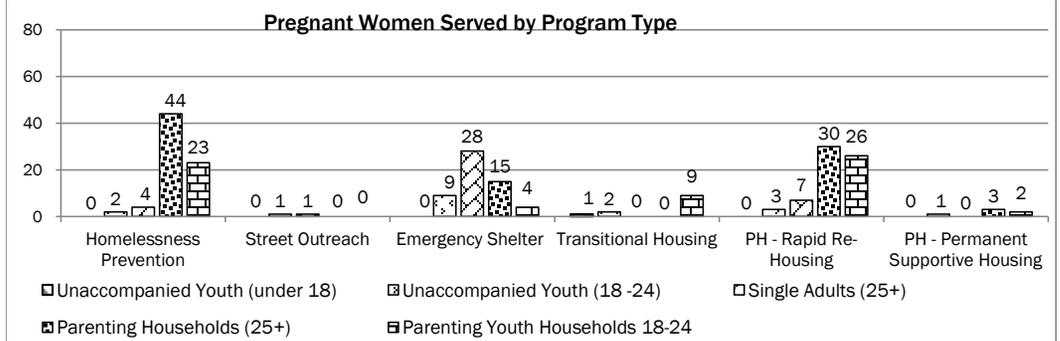
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ 4 PH - Rapid Re-Housing households with adults only were excluded from totals. 9 Homelessness Prevention households with adults only were excluded from totals.

⁶ Project didn't have any household exits Unable to calculate measure.

System and Program Indicator Report

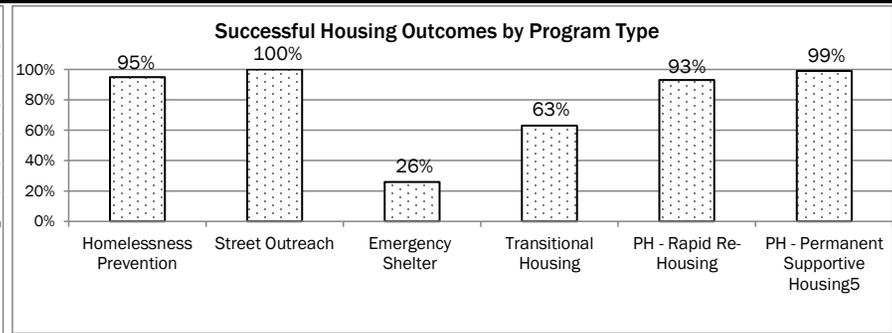
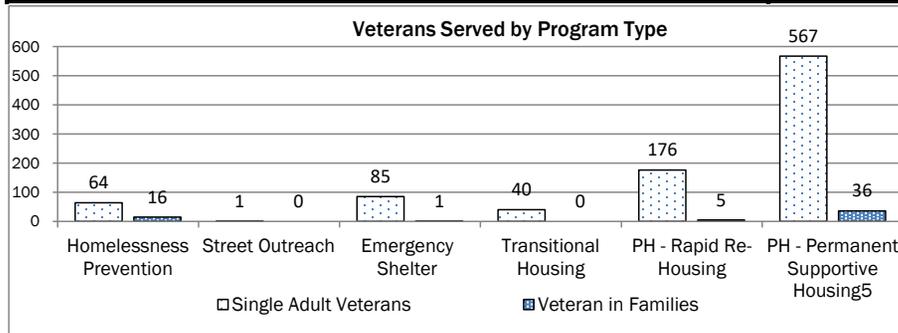
| Special Populations Served: 1/1/2021 - 3/31/2021 | | Pregnant Women Served by Program Type | | | | | |
|---|--------|---------------------------------------|------------------|-------------------|----------------------|-----------------------|-----------------------------------|
| Pregnant Women | Totals | Homelessness Prevention | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing | PH - Permanent Supportive Housing |
| Unaccompanied Youth (under 18) | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Unaccompanied Youth (18 -24) | 16 | 2 | 1 | 9 | 2 | 3 | 1 |
| Single Adults (25+) | 31 | 4 | 1 | 28 | 0 | 7 | 0 |
| Parenting Youth Households 18-24 | 54 | 23 | 0 | 4 | 9 | 26 | 2 |
| Parenting Households (25+) | 79 | 44 | 0 | 15 | 0 | 30 | 3 |
| Total Households Served (#) | 178 | 72 | 2 | 56 | 12 | 65 | 6 |
| Total Households Exited | 63 | 19 | 0 | 43 | 6 | 15 | 0 |
| Successful Housing Outcomes (%) ¹ | N/A | 89% | N/A ⁶ | 23% | 83% | 60% | 100% |
| Average Length of Shelter Stay (Days) ² | N/A | 95 | N/A ⁶ | 33 | 8 | 250 | 7 |
| Average Length of Participation (Days) ³ | N/A | 95 | N/A ⁶ | 33 | 8 | 250 | 7 |
| Housing Stability (Months) ⁴ | N/A | 95 | N/A ⁶ | 33 | 8 | 250 | 7 |
| DEMOGRAPHICS | | | | | | | |
| Race - Black (HoH) ⁵ | | 78% | 50% | 57% | 83% | 80% | 67% |
| Race - White (HoH) ⁵ | | 19% | 50% | 39% | 17% | 20% | 17% |
| Race - Other (HoH) ⁵ | | 3% | 0% | 4% | 0% | 0% | 17% |
| Non-Hispanic (HoH) | | 96% | 100% | 93% | 92% | 98% | 83% |
| Hispanic (HoH) | | 4% | 0% | 7% | 8% | 2% | 17% |
| Long Term Disability | | 8% | 100% | 14% | 50% | 28% | 100% |
| Franklin County Residents | | 88% | 50% | 85% | 100% | 89% | 100% |



The system-wide number of pregnant women served decreased by 7% compared to the last fiscal year. 50% more pregnant women were served by homelessness prevention projects and 44% less pregnant women were served in emergency shelter.

¹ Successful outcomes measure for Street Outreach. Street Outreach 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.
⁵ Due to rounding percentages do not add up to 100%.
⁶ Project didn't have any household exits Unable to calculate measure.

| Special Populations Served: 1/1/2021 - 3/31/2021 | | 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) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Single Adults (25+) | 774 | 64 | 1 | 85 | 40 | 176 | 567 |
| Parenting Youth Households 18-24 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Parenting Households (25+) | 53 | 15 | 0 | 1 | 0 | 5 | 36 |
| Total Households Served (#) | 828 | 80 | 1 | 86 | 40 | 181 | 603 |
| Total Households Exited | 98 | 19 | 1 | 47 | 27 | 57 | 18 |
| Successful Housing Outcomes (%) ¹ | N/A | 95% | 100% | 26% | 63% | 93% | 99% |
| Average Length of Shelter Stay (Days) ² | | | | | | | |
| Average Length of Participation (Days) ³ | N/A | 200 | 516 | 52 | 2 | 251 | 50 |
| Housing Stability (Months) ⁴ | | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| | Race - Black (HoH) ⁶ | 68% | 100% | 49% | 53% | 47% | 58% |
| | Race - White (HoH) ⁶ | 29% | 0% | 50% | 45% | 50% | 39% |
| | Race - Other (HoH) ⁶ | 4% | 0% | 1% | 3% | 3% | 3% |
| | Gender - Male ⁶ | 79% | 100% | 98% | 100% | 96% | 91% |
| | Gender - Female ⁶ | 21% | 0% | 2% | 0% | 4% | 8% |
| | Gender - Other ⁶ | 0% | 0% | 0% | 0% | 0% | 0% |
| | Non-Hispanic (HoH) ⁶ | 98% | 100% | 99% | 98% | 98% | 98% |
| | Hispanic (HoH) ⁶ | 3% | 0% | 1% | 3% | 2% | 2% |
| | Long Term Disability | 51% | 100% | 65% | 90% | 79% | 79% |
| | Franklin County Residents | 80% | 100% | 87% | 85% | 81% | 91% |



The system-wide number of veterans served decreased by 1% compared to the last fiscal year. The number of veterans provided homelessness prevention services increased by 116% while the number of homeless veterans decreased by 42%. 6% more veterans are in permanent supportive housing than last year. Across the system, homeless veterans self-reported disabilities at increased rates compared to the last fiscal year.

¹ Successful outcomes measure for Street Outreach.

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

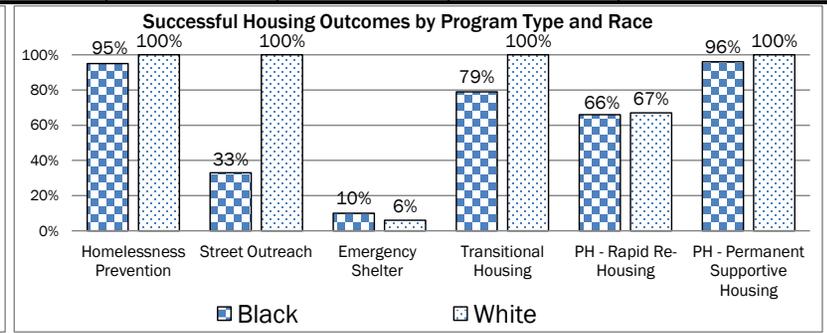
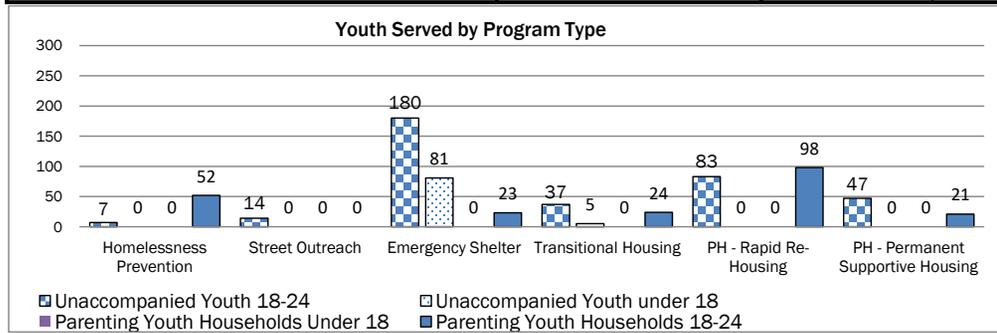
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

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 percentage does not add up to 100%.

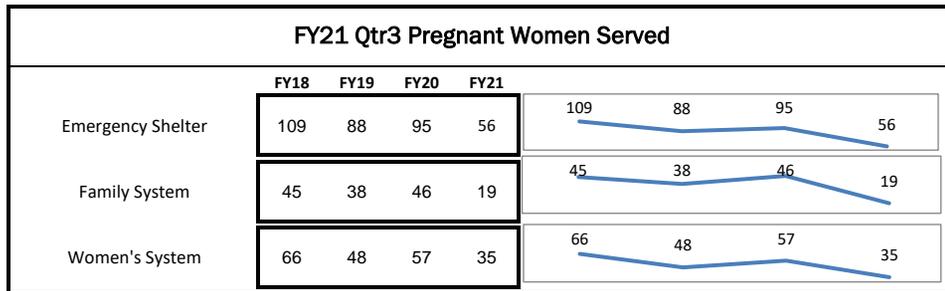
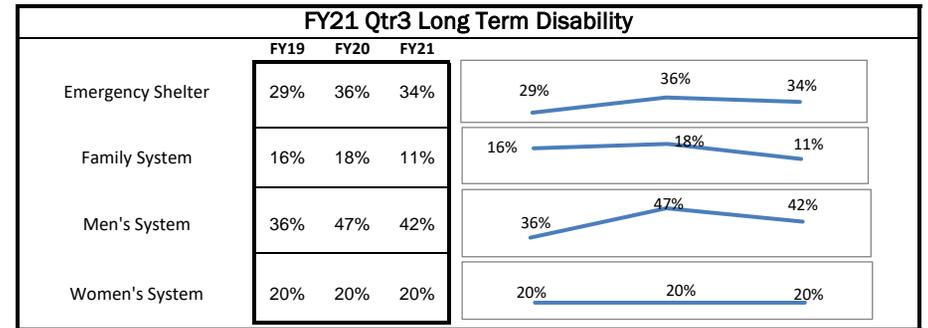
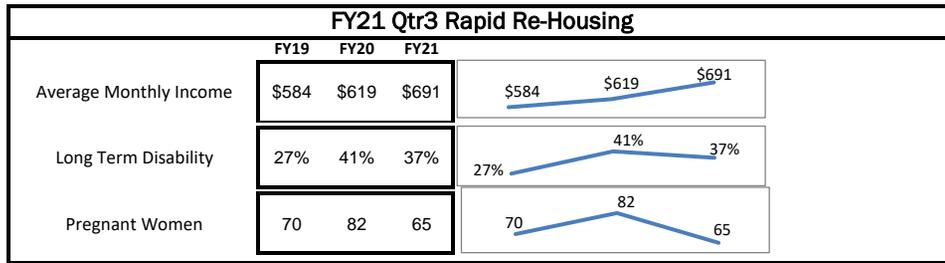
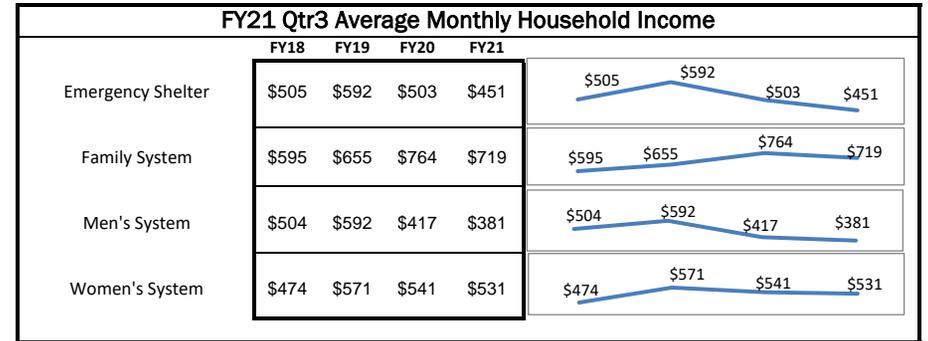
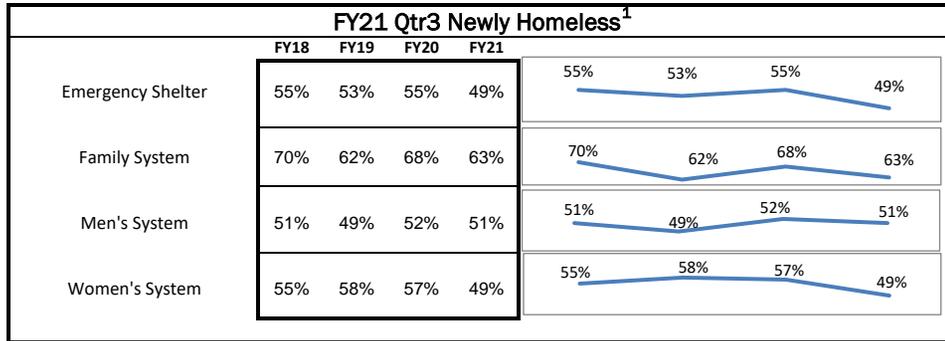
| Special Populations Served: 1/1/2021 -3/31/2021 | | Transition Age Youth Served by Program Type | | | | | |
|---|--------|---|-----------------|-------------------|----------------------|-----------------------|-----------------------------------|
| Transition Age Youth ¹ | Totals | Homelessness Prevention | Street Outreach | Emergency Shelter | Transitional Housing | PH - Rapid Re-Housing | PH - Permanent Supportive Housing |
| Unaccompanied Youth under 18 | 83 | 0 | 0 | 81 | 5 | 0 | 0 |
| Unaccompanied Youth 18-24 | 303 | 7 | 14 | 180 | 37 | 83 | 47 |
| Parenting Youth Households Under 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Parenting Youth Households 18-24 | 178 | 52 | 0 | 23 | 24 | 98 | 21 |
| Total Pregnant Women Served | 71 | 25 | 1 | 13 | 12 | 29 | 3 |
| Total Households Served | 564 | 59 | 14 | 284 | 66 | 181 | 68 |
| Total Households Entered | 315 | 28 | 5 | 252 | 15 | 55 | 9 |
| Total Households Exited | 283 | 24 | 6 | 230 | 16 | 54 | 3 |
| Successful Housing Outcomes (%) ² | N/A | 96% | 67% | 9% | 81% | 65% | 97% |
| Successful Housing Outcomes (#) ² | N/A | 23 | 4 | 13 | 13 | 35 | 66 |
| Average Length of Shelter Stay (Days) ³ | | | | | | | |
| Average Length of Participation (Days) ⁴ | N/A | 102 | 87 | 27 | 7 | 152 | 8 |
| Housing Stability (Months) ⁵ | | | | | | | |
| DEMOGRAPHICS | | | | | | | |
| Race - Black (HoH) ⁶ | | 85% | 57% | 67% | 88% | 80% | 75% |
| Race - White (HoH) ⁶ | | 12% | 29% | 30% | 12% | 19% | 21% |
| Race - Other (HoH) ⁶ | | 3% | 14% | 3% | 0% | 2% | 4% |
| Gender - Female ⁶ | | 97% | 29% | 49% | 71% | 70% | 66% |
| Gender - Male ⁶ | | 3% | 71% | 48% | 26% | 30% | 32% |
| Gender - Other ⁶ | | 0% | 0% | 4% | 3% | 1% | 1% |
| Non-Hispanic (HoH) | | 95% | 100% | 90% | 95% | 94% | 91% |
| Hispanic (HoH) | | 5% | 0% | 10% | 5% | 6% | 9% |
| Long Term Disability | | 12% | 100% | 33% | 70% | 36% | 97% |
| Franklin County Residents | | 84% | 93% | 84% | 92% | 86% | 94% |



9% more transition age youth were served this reporting period compared to last fiscal year. The number of youth served in transitional housing and rapid rehousing increased 113% and 30% respectively. The number of youth served in PSH increased 143% due to the opening of Marsh Brook Place. The number of youth served by homelessness prevention projects increased 64% during the same timeframe. The success rate at exit from homelessness prevention and rapid rehousing projects show a significant increase compared to the prior year.

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 : 1/1/2021 - 3/31/2021



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 | |
| 1/1/2021 -3/31/2021 | | | | | | | | | | | | | |
| Netcare - Homeless Hotline (Single Adults) | 2,700 | 2,422 | √ ⁵ | 5 | 3:22 | √ | 606 | 331 | ≠ | 25% | 12% | ≠ | |
| Netcare - Homeless Hotline (Families) | 650 | 493 | √ ⁵ | 5 | 3:22 | √ | 148 | 163 | √ ⁵ | 30% | 31% | √ | |
| Gladden Community House - Family Diversion | 550 | 324 | √ ⁵ | N/A | N/A | N/A | 113 | 133 | √ ⁵ | 35% | 52% | √ | |

| 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 | |
| 1/1/2021 -3/31/2021 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maryhaven - Capital Crossroad SID Outreach | 25 | 27 | √ | 40 | 36 | √ | N/A | 51 | N/A | 19 | 17 | √ | 75% | 77% | √ | 10 | 12 | √ | 55% | 71% | √ | N/A | 44% | N/A | |
| Maryhaven - Outreach | 72 | 53 | ≠ | 232 | 117 | ≠ | N/A | 135 | N/A | 54 | 19 | ≠ | 75% | 37% | ≠ | 30 | 16 | ≠ | 55% | 84% | √ | 25% | 14% | ≠ | |
| Southeast - PATH Outreach ² | 35 | 36 | √ | 65 | 45 | ≠ | N/A | 90 | N/A | 17 | 5 | ≠ | 50% | 31% | ≠ | N/A | 4 | N/A | N/A | 80% | 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 | | |
| 1/1/2021 -3/31/2021 | | | | | | | | | | | | | | | | | | | | | | | | |
| Huckleberry House - TAY CARR Team | N/A | 21 | N/A | N/A | 41 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 89 | N/A | N/A | 16 | N/A | 25% | 70% | √ | | |
| Huckleberry House - Emergency Shelter | N/A | 74 | N/A | 130 | 82 | √ ⁵ | 16 | 7 | 44% | √ ⁵ | 10 | 8 | √ | N/A | N/A | N/A | 60 | 62 | √ ⁵ | 80% | 78% | √ | | |
| Huckleberry House - TLP TH | N/A | 4 | N/A | 33 | 27 | ≠ | 24 | 22 | 92% | ≠ | N/A | N/A | N/A | 10 | 8 | √ | 5 | 4 | √ | 77% | 80% | √ | | |
| Huckleberry House - TLP RHY TH | N/A | 2 | N/A | 7 | 9 | √ | 7 | 6 | 86% | ≠ | N/A | N/A | N/A | 12 | 10 | √ | 1 | 2 | √ | 77% | 100% | √ | | |
| Homeless Families Foundation - TAY Transition to Home TH | N/A | 10 | N/A | 28 | 32 | √ | 28 | 23 | 82% | ≠ | N/A | N/A | N/A | 10 | 6 | √ | 3 | 7 | √ | 77% | 78% | √ | | |
| Homeless Families Foundation - TAY Transition to Home RRH | 6 | 11 | √ | 34 | 36 | √ | N/A | N/A | N/A | N/A | 35 | 12 | √ | 365 | 199 | √ | 5 | 4 | ≠ | 80% | 100% | √ | | |
| Homeless Families Foundation - TAY RRH | 21 | 38 | √ | 87 | 135 | √ | N/A | N/A | N/A | N/A | 35 | 34 | √ | 180 | 173 | √ | 17 | 28 | √ | 80% | 60% | ≠ | | |

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 Program served all households that needed services. The 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 |
| 1/1/2021 - 3/31/2021 | | | | | | | | | | | | | | | | | |
| FAMILY | | | | | | | | | | | | | | | | | |
| YWCA - Family Center | 150 | 90 | (60) | √ ⁷ | 50 | 38 | 76% | √ ⁷ | 42 | 56 | ≠ | 31 | 21 | ≠ | 60% | 44% | ≠ |
| YMCA - Van Buren Family Shelter | 200 | 102 | (98) | √ ⁷ | 64 | 43 | 67% | √ ⁷ | 42 | 60 | ≠ | 35 | 25 | ≠ | 60% | 40% | ≠ |
| MEN | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Men's on Grant ² | N/A | 278 | N/A | N/A | 95 | 91 | 96% | N/A | 45 | 43 | N/A | N/A | 34 | N/A | 33% | 18% | N/A |
| LSS - Faith Mission on 8th ^{2,6} | N/A | 272 | N/A | N/A | 83 | 77 | 93% | N/A | 45 | 33 | N/A | N/A | 15 | N/A | 33% | 8% | N/A |
| Southeast - Friends of the Homeless - Men's Shelter ⁶ | 231 | 293 | 62 | √ | 70 | 74 | 106% | √ | 45 | 31 | √ | 53 | 40 | ≠ | 33% | 19% | ≠ |
| YMCA - Men's Social Distancing/Overflow ⁶ | 1,000 | 728 | N/A | N/A | 235 | 235 | 100% | N/A | 45 | 42 | N/A | N/A | 12 | N/A | N/A | 2% | N/A |
| YMCA - SIQ Shelter ⁶ | N/A | 111 | N/A | N/A | N/A | 14 | N/A | N/A | N/A | 13 | N/A | N/A | 2 | N/A | N/A | 2% | N/A |
| WOMEN | | | | | | | | | | | | | | | | | |
| LSS - Faith Mission - Women's on Grant ² | N/A | 120 | N/A | N/A | 38 | 36 | 95% | N/A | 45 | 47 | N/A | N/A | 13 | N/A | 33% | 15% | N/A |
| YMCA - Van Buren Women's Shelter ⁶ | 440 | 388 | (52) | ≠ | 158 | 134 | 85% | ≠ | 45 | 44 | √ | 95 | 23 | ≠ | 33% | 9% | ≠ |
| YMCA - Women's Overflow ⁶ | 450 | 433 | N/A | N/A | 9 | 9 | 100% | N/A | 45 | 2 | N/A | N/A | 0 | N/A | N/A | 0% | N/A |
| INEBRIATE | | | | | | | | | | | | | | | | | |
| Maryhaven - Engagement Center Safety | 250 | 214 | (36) | ≠ | 34 | 36 | 106% | √ | 20 | 17 | √ | 65 | 26 | ≠ | 30% | 14% | ≠ |
| Maryhaven - Engagement Center Shelter2Housing | 45 | 30 | (15) | ≠ | 16 | 10 | 63% | ≠ | 45 | 45 | √ | 10 | 15 | √ | 33% | 60% | √ |
| VA EMERGENCY HOUSING | | | | | | | | | | | | | | | | | |
| LSS - VA Men & Women | 60 | 40 | (20) | ≠ | 24 | 11 | 46% | ≠ | 45 | 37 | √ | 18 | 7 | ≠ | 50% | 28% | ≠ |
| VOAOI - VA Emergency Housing | 40 | 28 | (12) | ≠ | 15 | 14 | 93% | ≠ | 45 | 66 | ≠ | 13 | 5 | ≠ | 50% | 38% | ≠ |
| AGENCY | | | | | | | | | | | | | | | | | |
| Lutheran Social Services - Faith Mission ² | 775 | 631 | (144) | ≠ | 216 | 204 | 94% | ≠ | 45 | 42 | √ | 181 | 61 | ≠ | 33% | 14% | ≠ |

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 Women's seasonal overflow opened 10/16/20. Men's seasonal overflow opened 11/23/20. Social distancing shelter 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 158 from 151.

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

System and Program Indicator Report



| PERMANENT SUPPORTIVE HOUSING | | Households Served | | | | Program Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | | |
|---|--|-------------------|----------|------------|----------|------------------------|------------|------------|---------------------------------|--------------------|----------------------|--|----------|------------|---------------------|----------|------------|---------------------|
| 1/1/2021 - 3/31/2021 | | 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 | 66 | √ | 23 | 25 | √ | 90% | 100% | √ |
| Community Housing Network - Briggsdale 2 | | 40 | 42 | 40 | (2) | √ | 40 | 100% | √ | 24 | 24 | √ | 38 | 40 | √ | 90% | 100% | √ |
| Community Housing Network - Cassidy | | 10 | 10 | 11 | 1 | √ | 10 | 100% | √ | 24 | 44 | √ | 9 | 10 | √ | 90% | 91% | √ |
| Community Housing Network - East 5th Avenue | | 38 | 40 | 37 | (3) | √ | 34 | 89% | ≠ | 24 | 43 | √ | 36 | 37 | √ | 90% | 100% | √ |
| Community Housing Network - Inglewood Court | | 45 | 47 | 43 | (4) | √ | 42 | 93% | √ | 24 | 59 | √ | 42 | 43 | √ | 90% | 100% | √ |
| Community Housing Network - North 22nd Street | | 30 | 31 | 31 | 0 | √ | 30 | 100% | √ | 24 | 57 | √ | 28 | 30 | √ | 90% | 97% | √ |
| Community Housing Network - Parsons Place ⁶ | | 62 | 62 | 62 | 0 | √ | 61 | 98% | √ | 6 | 4 | ≠ | 56 | 61 | √ | 90% | 100% | √ |
| Community Housing Network - Safe Haven | | 13 | 16 | 13 | (3) | ≠ | 13 | 100% | √ | 24 | 76 | √ | 14 | 13 | √ | 90% | 100% | √ |
| Community Housing Network - Southpoint Place | | 46 | 48 | 48 | 0 | √ | 43 | 93% | √ | 24 | 52 | √ | 43 | 45 | √ | 90% | 96% | √ |
| Community Housing Network - Terrace Place | | 47 | 49 | 47 | (2) | √ | 43 | 91% | √ | 24 | 59 | √ | 44 | 46 | √ | 90% | 98% | √ |
| Homefull - Leasing ⁴ | | 147 | 154 | 129 | (25) | ≠ | 123 | 84% | ≠ | 9 | 9 | √ | 139 | 126 | √ | 90% | 98% | √ |
| Homefull/YMCA - Isaiah Project | | 160 | 168 | 161 | (7) | √ | 153 | 96% | √ | 24 | 23 | √ | 151 | 153 | √ | 90% | 97% | √ |
| Maryhaven - Commons at Chantry | | 50 | 52 | 49 | (3) | √ | 47 | 94% | √ | 24 | 63 | √ | 47 | 48 | √ | 90% | 98% | √ |
| National Church Residences - Commons at Buckingham ³ | | 77 | 81 | 77 | (4) | √ | 73 | 95% | √ | 24 | 65 | √ | 73 | 75 | √ | 90% | 99% | √ |
| National Church Residences - Commons at Grant ³ | | 54 | 57 | 51 | (6) | √ | 50 | 93% | √ | 24 | 100 | √ | 51 | 49 | √ | 90% | 96% | √ |
| National Church Residences - Commons at Livingston ³ | | 69 | 72 | 69 | (3) | √ | 65 | 94% | √ | 24 | 51 | √ | 65 | 67 | √ | 90% | 100% | √ |
| National Church Residences - Commons at Third ³ | | 71 | 75 | 70 | (5) | √ | 66 | 93% | √ | 24 | 52 | √ | 68 | 69 | √ | 90% | 100% | √ |
| National Church Residences - VOAOL Van Buren Village | | 60 | 63 | 62 | (1) | √ | 59 | 98% | √ | 24 | 46 | √ | 57 | 62 | √ | 90% | 100% | √ |
| Veterans Affairs - VASH I-XI ⁵ | | 377 | 415 | 382 | (33) | √ | 371 | 98% | √ | 24 | 52 | √ | 374 | 376 | √ | 90% | 99% | √ |
| YMCA - 40 West Long Street ⁷ | | 84 | 87 | 88 | 1 | √ | 77 | 92% | √ | 24 | 53 | √ | 78 | 81 | √ | 90% | 98% | √ |
| YMCA - Franklin Station | | 75 | 79 | 77 | (2) | √ | 74 | 99% | √ | 24 | 76 | √ | 71 | 77 | √ | 90% | 100% | √ |
| YMCA - Scattered Sites HOME ² | | 55 | 58 | 56 | (2) | √ | 56 | 102% | √ | 24 | 35 | √ | 52 | 56 | √ | 90% | 100% | √ |
| YWCA - WINGS | | 91 | 96 | 90 | (6) | √ | 87 | 96% | √ | 24 | 53 | √ | 86 | 86 | √ | 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 Capacity increased as of 7/1/2020. Funding allows overleasing.

³ Capacity increased as of 7/1/2020 by 25 units across all projects.

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 moved to Parsons Place in late 2020.

⁷ Project capacity decreasing from 105 to 84 by moving 21 tenants to scattered sites.

System and Program Indicator Report



| PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING | | Households Served | | | | Program Occupancy Rate | | | Housing Stability (Months) | | | Successful Housing Outcomes ¹ | | | | | | |
|--|--|-------------------|----------|------------|----------|------------------------|----------|------------|----------------------------|----------|------------|--|----------|------------|---------------------|----------|------------|---------------------|
| 1/1/2021 - 3/31/2021 | | 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 | 13 | 2 | √ | 95% | 90% | √ | 24 | 29 | √ | 10 | 13 | √ | 90% | 100% | √ |
| Community Housing Network - Wilson | | 8 | 8 | 8 | 0 | √ | 95% | 88% | ≠ | 24 | 92 | √ | 7 | 8 | √ | 90% | 100% | √ |
| VOAOI - Family Supportive Housing | | 38 | 40 | 38 | (2) | √ | 95% | 97% | √ | 24 | 50 | √ | 36 | 38 | √ | 90% | 100% | √ |
| PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE | | | | | | | | | | | | | | | | | | |
| Equitas Health - TRA | | 89 | 93 | 86 | (7) | √ | 95% | 96% | √ | 24 | 119 | √ | 84 | 86 | √ | 90% | 100% | √ |
| Community Housing Network - Marsh Brook Place ² | | 40 | 42 | 41 | (1) | N/A | 95% | 98% | N/A | 6 | 7 | N/A | 38 | 39 | N/A | 90% | 95% | N/A |
| Homefull - TRA ³ | | 270 | 284 | 261 | (23) | N/A | 95% | 95% | N/A | 6 | 7 | N/A | 256 | 260 | N/A | 90% | 100% | N/A |
| Homefull - SRA ³ | | 185 | 194 | 136 | (58) | N/A | 95% | 71% | N/A | 3 | 6 | N/A | 175 | 133 | N/A | 90% | 99% | N/A |
| YMCA - 40 West Long Expansion SRA | | 38 | 40 | 37 | (3) | √ | 95% | 97% | √ | 24 | 47 | √ | 36 | 37 | √ | 90% | 100% | √ |
| Total Rental Assistance | | 622 | 653 | 558 | (95) | ≠ | 95% | 88% | ≠ | 24 | 26 | √ | 589 | 552 | √ | 90% | 99% | √ |
| TRANSITIONAL HOUSING | | | | | | | | | | | | | | | | | | |
| VOAOI - Veterans | | 40 | 70 | 40 | (30) | ≠ | 95% | 48% | ≠ | 4 | 2 | √ | 23 | 17 | ≠ | 77% | 63% | ≠ |

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.

³ Homefull took over units from Amethyst as of 7/1/2020, CHN TRA as of 9/1/2020, and CHN SRA as of 10/1/2020, with no change in the overall capacity. TRA capacity increased by 24 units using CMHA mainstream vouchers.

| 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 | |
| 1/1/2020 - 3/31/2021 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Homefull - Rapid Re-housing Single Adults | 45 | 5 | ≠ | 105 | 51 | ≠ | 35 | 18 | √ | 90 | 183 | ≠ | 27 | 5 | ≠ | 60% | 31% | ≠ | \$1,100 | \$929 | √ | 60% | 43% | ≠ | |
| Homeless Families Foundation - Rapid Re-housing | 44 | 13 | ≠ | 109 | 74 | ≠ | 32 | 24 | √ | 100 | 301 | ≠ | 35 | 26 | ≠ | 80% | 93% | √ | \$1,000 | \$1,280 | √ ⁴ | 80% | 90% | √ | |
| Homeless Families Foundation - Rapid Re-housing Intensive | 15 | 6 | ≠ | 35 | 23 | ≠ | 45 | 42 | √ | 150 | N/A ⁵ | N/A | 12 | N/A ⁵ | N/A | 80% | N/A ⁵ | NA | \$1,000 | N/A ⁵ | N/A | 80% | N/A ⁵ | N/A | |
| The Salvation Army - Rapid Re-housing | 37 | 17 | ≠ | 91 | 48 | ≠ | 32 | 26 | √ | 100 | 172 | ≠ | 30 | 22 | ≠ | 80% | 85% | √ | \$1,800 | \$3,849 | √ ⁴ | 80% | 81% | √ | |
| The Salvation Army - Job2Housing | 15 | 12 | ≠ | 50 | 44 | ≠ | 32 | 22 | √ | 180 | 265 | ≠ | 12 | 11 | √ | 80% | 69% | ≠ | N/A | \$9,686 | N/A | N/A | 79% | N/A | |
| VOAOI Families - Rapid Re-housing | 18 | 10 | ≠ | 46 | 31 | ≠ | 32 | 29 | √ | 100 | 174 | ≠ | 14 | 8 | ≠ | 80% | 89% | √ | \$1,000 | \$2,761 | √ ⁴ | 80% | 86% | √ | |
| YMCA - Rapid Rehousing Single Adults | 225 | 208 | √ | 495 | 504 | √ | 35 | 30 | √ | 90 | 106 | ≠ | 135 | 60 | ≠ | 60% | 32% | ≠ | \$1,300 | \$1,126 | √ | 50% | 23% | ≠ | |
| YMCA - Rapid Rehousing for Families | 40 | 9 | ≠ | 70 | 32 | ≠ | 32 | 42 | ≠ | 60 | 169 | ≠ | 32 | 0 | ≠ | 80% | 0% | ≠ | \$1,600 | \$0 | √ | 80% | 0% | ≠ | |
| YMCA - Rapid Rehousing DV | 36 | 14 | ≠ | 141 | 52 | ≠ | 35 | 19 | √ | 180 | 101 | √ | 16 | 9 | ≠ | 60% | 43% | ≠ | N/A | \$1,957 | N/A | N/A | 29% | N/A | |
| YWCA - Rapid Rehousing for Families | 15 | 11 | N/A | 35 | 14 | N/A | 32 | 34 | N/A | 120 | 83 | N/A | 12 | 2 | N/A | 80% | 50% | N/A | N/A | \$0 | N/A | 80% | 0% | N/A | |
| CSB - Transition Program - Family | N/A | N/A | N/A | 40 | 151 | √ | N/A | N/A | N/A | N/A | N/A | N/A | 39 | 150 | √ | 98% | 99% | √ | \$1,600 | \$2,348 | √ ⁴ | 98% | 99% | √ | |
| CSB - Transition Program - Single | N/A | N/A | N/A | 200 | 161 | ≠ | N/A | N/A | N/A | N/A | N/A | N/A | 196 | 160 | ≠ | 98% | 99% | √ | \$1,000 | \$1,192 | √ ⁴ | 98% | 99% | √ | |

| 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 | | | |
| 1/1/2021 - 3/31/2021 | | | | | | | | | | | | | | | | | | | | | | | | |
| Gladden Community House - Family Homelessness Prevention | 125 | 33 | ≠ | 225 | 95 | ≠ | 120 | 101 | √ | 100 | 60 | ≠ | 80% | 94% | √ | \$3,000 | \$3,175 | √ ⁴ | 60% | 87% | √ | | | |
| Gladden Community House - Family Prevention Expansion | 55 | 119 | √ | 110 | 124 | √ | 150 | 32 | √ | 28 | 47 | √ | 80% | 96% | √ | \$3,000 | \$2,911 | √ | 60% | 95% | √ | | | |
| Gladden Community House - FCCS Prevention | 15 | 18 | √ | 20 | 37 | √ | 120 | 73 | √ | 12 | 20 | √ | 80% | 95% | √ | \$1,200 | \$1,939 | √ ⁴ | 80% | 90% | √ | | | |
| Homeless Families Foundation-Housing for Pregnant Women (Celebrate One) | N/A | 9 | N/A | N/A | 9 | N/A | N/A | N/A ⁵ | N/A | N/A | N/A ⁵ | N/A | N/A | N/A ⁵ | N/A | N/A | N/A ⁵ | N/A | N/A | N/A ⁵ | N/A | | | |
| HFF Pregnant Women Homelessness Prevention | 10 | 18 | √ | 50 | 40 | ≠ | 365 | 198 | √ | 8 | 5 | ≠ | 80% | 100% | √ | \$3,500 | \$3,105 | √ | 80% | 100% | √ | | | |

| 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 | | |
| 1/1/2021 - 3/31/2021 | | | | | | | | | | | | | | | | | | | | | | | |
| LSS - SSVF Rapid Re-housing | 27 | 19 | ≠ | 57 | 48 | ≠ | 25 | 31 | ≠ | 100 | 175 | ≠ | 22 | 11 | ≠ | 80% | 79% | √ | 80% | 92% | √ | | |
| VOAOI - SSVF Prevention | 10 | 16 | √ | 24 | 75 | √ | N/A | N/A | N/A | 100 | 205 | ≠ | 9 | 16 | √ | 90% | 94% | √ | 90% | 93% | √ | | |
| VOAOI - SSVF Rapid Re-housing | 51 | 27 | ≠ | 111 | 132 | √ | 25 | 34 | ≠ | 100 | 289 | ≠ | 41 | 40 | √ | 80% | 91% | √ | 80% | 94% | √ | | |

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 309.

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 didn't have any household exits, measure could not be calculated.

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