

PROGRAM EVALUATION

FY2017
7/1/16 - 12/31/16

Our Mission

To end homelessness, CSB innovates solutions, creates collaborations,
and invests in quality programs.

We thank our Partner Agencies for their assistance in collecting data
and ensuring data accuracy for our community reports.

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Overview

The Community Shelter Board, established in 1986, is a public-private partnership organization that creates collaborations, innovates solutions, and invests in quality programs to end homelessness in Columbus and Franklin County. The Community Shelter Board allocates over \$31 million annually to support homeless programs and services. Last year, these programs served 12,000 families and individuals experiencing homelessness. The Community Shelter Board is funded by the City of Columbus, the Franklin County Board of Commissioners, the United Way of Central Ohio, The Columbus Foundation, Nationwide Foundation, American Electric Power Foundation, the U.S. Department of Housing and Urban Development, the State of Ohio, and other public and private donors.

The Community Shelter Board operates an outcomes-based funding model, establishing measurable performance standards to monitor agencies' progress. The CSB Board of Trustees adopts these performance standards as a component of their vision to create an overall strategy for improving the homeless services system, providing an "open door," and working toward the eventual elimination of homelessness.

By setting performance outcome standards that measure length of stay, housing outcomes, shelter/program occupancy, recidivism, and other outcomes, CSB's performance outcomes monitor the success of each provider. CSB also includes in its evaluation compliance with administrative and program standards. The system's effectiveness as a whole is monitored by quarterly and annual reviews of aggregated data from providers.

The FY2017 Program Evaluation report evaluates programs using CSB's established performance standards. The report includes all programs funded by or under contract with CSB in Fiscal Year 2017 (July 2016-June 2017). For each program, the report includes an overall performance rating, summary description, tables showing previous and current performance with respect to established outcome measures, and recommendations, where applicable, for performance outcome measures for the upcoming FY2018 partnership year.

The program evaluation also includes non-CSB funded programs – programs that receive Veterans Affairs or Health and Human Services funding and need to participate in the local Continuum of Care (CoC) and programs that voluntarily participate in Columbus ServicePoint, the local Homeless Management Information System. The evaluation of these programs is based on performance requirements established by the respective funders and the local community. The evaluation of CSB-funded programs is inclusive of the above performance requirements.

Data Sources

Program descriptions were developed from information provided by partner agency staff. Compliance with CSB administrative and program standards was assessed by CSB staff during CY2016 and beginning of CY2017.

Unless otherwise noted, performance data was gathered from the Community Shelter Board's Columbus ServicePoint (CSP) for the 7/1/16 through 12/31/16 reporting period. All data used in the report met CSB quality assurance standards, which require current data and a 95% completion rate for all required CSP data variables.

System Performance

CSB is evaluating the System level (Family Emergency Shelter System, Men’s Emergency Shelter System, Women’s Emergency Shelter System, Emergency Shelter System, Prevention System, Rapid Re-housing System, and Permanent Supportive Housing System) performance outcome goals versus actual performance. The evaluation includes recommendations for each system for FY2018 based on previous performance and CSB performance standards. For outcome definitions and methodologies, please see the evaluation methodologies sections at the end of this publication.

Each performance goal was assessed as achieved (Yes), not achieved (No), or not applicable (N/A). An *Achieved Goal* is defined as 90% or better of a numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicated an achieved goal (e.g., Average Length of Stay goal was met if actual achievement is 105% or less of goal). *Not Applicable* is assigned when a performance goal was not assigned; the reason for this is explained in the footnote for the respective system.

Each system was assigned a performance rating of High, Medium, or Low as determined by overall system achievement of performance outcomes for the evaluation period. Ratings are based on the following:

Rating	Achievement of System Outcome Measure
High	achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
Medium	achieve at least 50% but less than 75% of the measured outcomes
Low	achieve less than 50% of the measured outcomes

Program Performance

Program performance outcome goals were compared with actual performance to determine consistency with CSB, CoC, or HUD standards. For outcome definitions and methodologies, please see the evaluation methodologies sections at the end of this publication.

Each performance goal was assessed as achieved (Yes), not achieved (No), or not applicable (N/A). An *Achieved Goal* is defined as 90% or better of a numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicated an achieved goal (e.g., Average Length of Stay goal was met if actual achievement is 105% or less of goal). *Not Applicable* is assigned when a performance goal was not assigned; the reason for doing so is explained in the footnote for the respective program.

Each program was assigned a performance rating¹ of High, Medium, or Low as determined by overall program achievement of performance outcomes for the evaluation period. Ratings are based on the following:

¹ In some instances, the project was too new to evaluate; therefore, a performance rating was not assigned.

<i>Rating</i>	<i>Achievement of Program Outcome Measure¹</i>
High	achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
Medium	achieve at least 50% but less than 75% of the measured outcomes
Low	achieve less than 50% of the measured outcomes

Programs rated as “Low” or experiencing long-standing and/or serious program issues and/or systemic agency concerns are handled by CSB through a **Quality Improvement Intervention (QII)** process. It is based on quarterly one-on-one dialogues between CSB and the provider agency and considers agency plans and progress on addressing program issues.

The evaluation includes Program Outcomes Plan (POP) measures for each program for FY2018 based on past program performance and CSB and HUD performance standards. Agencies have agreed to these POP measures for inclusion in the FY2018 partnership agreements.

¹ If serious and persistent program non-performance issues existed prior to evaluation, then the program is assigned a lower rating than what its program achievement of performance outcomes would otherwise warrant.

Performance Ratings at a Glance

System/Project Name	Performance Rating
Family Emergency Shelter System	High
Men's Emergency Shelter System	Medium
Women's Emergency Shelter System	High
Emergency Shelter System	Medium
Prevention System	High
Rapid Re-housing System	Low
Permanent Supportive Housing System	High
Homelessness Prevention	
Gladden Community House Stable Families	Medium
LSS Reeb Stable Families	Medium
LSS SSVF Prevention	High
VOAGO SSVF Prevention	High
Coordinated Point of Access	
HandsOn Central Ohio Family CPoA/Homeless Hotline	High
HandsOn Central Ohio Single Adult CPoA/Homeless Hotline	Medium
Emergency Shelters	
YMCA Family Shelter	Low
YWCA Family Center	Medium
Huckleberry House Emergency Shelter	High
LSS Faith Mission Single Adults (6th, 8th and Nancy's Place)	Medium
LSS VA Emergency Housing	Medium
Maryhaven Engagement Center – Safety	Medium
Maryhaven Engagement Center – Shelter2Housing	High
Southeast Friends of the Homeless Men's Shelter	Medium
VOAGO Men's Shelter	High
VOAGO VA Emergency Housing	High
YMCA Triage Shelter	Low
YMCA Men's Overflow ¹	N/A
YMCA Women's Overflow ¹	N/A
YMCA Van Buren Women's Shelter	High
Outreach Programs	
Maryhaven Outreach	Medium
Maryhaven Capital Crossroads Special Improvement District Outreach	High
Southeast PATH	Medium
Rapid Re-housing/Navigator	
Access Ohio Navigator Program	Medium
CSB Transition Program - Single Adult	High
CSB Transition Program - Families	Medium
Homeless Families Foundation Rapid Re-housing	Low
LSS/Faith Mission SSVF Rapid Re-housing	High
The Salvation Army Rapid Re-housing	Medium
The Salvation Army Job2Housing	Low
VOAGO SSVF Rapid Re-housing	Medium

¹ Project not open during the entire reporting period.

VOAGO Rapid Re-housing	High
YMCA Rapid Re-housing Case Manager Program ¹	N/A

Permanent Supportive Housing

Alvis/Amethyst Shelter Plus Care	Medium
Equitas Health	Medium
CHN Briggsdale	Medium
CHN Cassady Avenue Apartments	Medium
CHN Community ACT	Medium
CHN East Fifth Avenue Apartments	High
CHN Family Homes	Medium
CHN Hotel St. Clair	High
CHN Inglewood Court	Medium
CHN Leasing Supportive Housing	Medium
CHN Master Leasing ¹	N/A
CHN North 22nd Street	Medium
CHN North High Street/Terrace Place	High
CHN Parsons Avenue	Medium
CHN Rebuilding Lives PACT Team Initiative	Medium
CHN Safe Haven	Medium
CHN Shelter Plus Care (SRA)	Medium
CHN Shelter Plus Care (SRA2) ¹	N/A
CHN Shelter Plus Care (SRA3) ¹	N/A
CHN Shelter Plus Care (TRA)	Medium
CHN Southpoint Place	Medium
CHN Wilson	High
Columbus Area Leasing 1,2, and Scattered Sites Expansion	Medium
Columbus Area Scattered Sites	Medium
Maryhaven Commons at Chantry	High
NCR Commons at Buckingham	High
NCR Commons at Grant	High
NCR Commons at Livingston 1	High
NCR Commons at Livingston 2	High
NCR Commons at Third	High
VOAGO Family Supportive Housing	High
VOAGO Van Buren Village	Medium
YMCA 40 West Long Street	High
YMCA 40 West Long Street Expansion	Medium
YMCA Franklin Station	Medium
YWCA WINGS	High

Transitional Housing

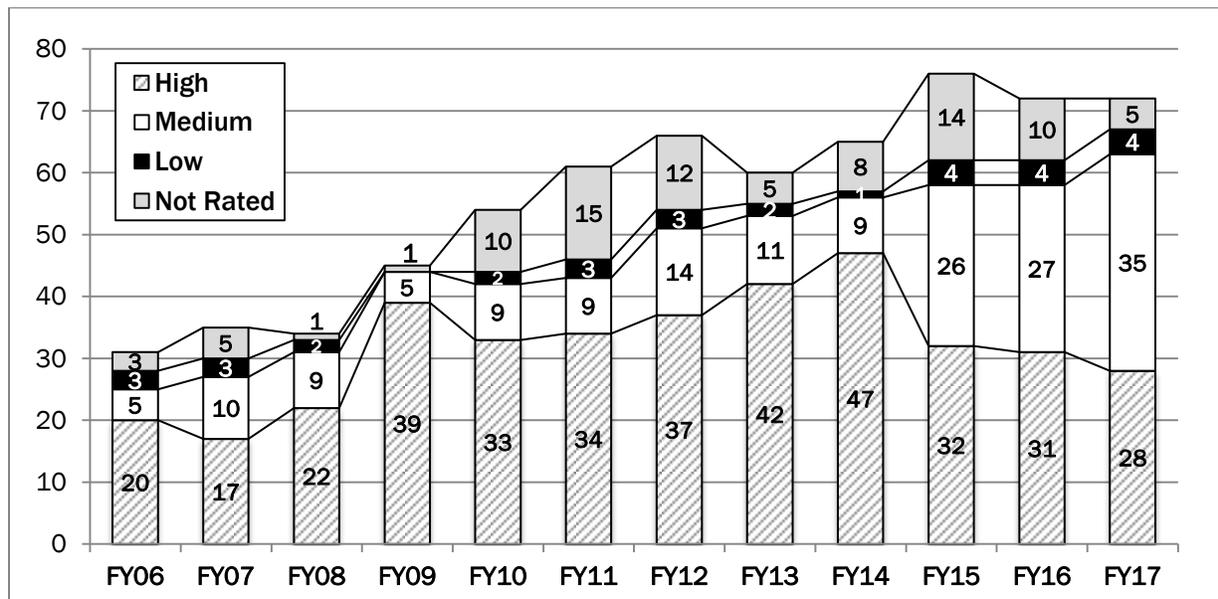
Huckleberry House Transitional Living Project	High
Maryhaven Women’s Transitional Housing	High
VOAGO Veterans Transitional Housing	High
YMCA ADAMH Transitional Housing	Medium

¹ Project too new to evaluate.

Conclusion

The findings outlined in this evaluation indicate a good level of performance and service provision by partner agencies. The graph below illustrates the number of rated programs between fiscal years 2006 and 2017 by rating category. The Community Shelter Board commends partner agencies on their performance and continued commitment to quality, responsive services, and housing for some of the most vulnerable members of our community – adults and children who experience homelessness. CSB looks forward to working with partner agencies in the coming year to accomplish the goals identified in this report and to further improve individual programs and system coordination.

Number of projects by rating category between FY2006 and FY2017



In FY2017, 5 projects out of 72 projects were not rated as being too new to evaluate or for not being open during the entire reporting period.

Acknowledgements

The Community Shelter Board thanks partner agency staff for their assistance in completing this evaluation and their responsiveness to CSB’s requests for information. CSB appreciates the time and effort given by agency staff in order to make programs both successful and meaningful to those they serve and the broader community.

CSB acknowledges the following staff who provided significant contribution to this report:

- Jeremiah Bakerstull, Data & Evaluation Manager
- Lianna Barbu, Operations Director
- Thaddeus Billman, Operations Administrator

Systems

System: Family Emergency Shelter System
Agencies: YWCA, YMCA
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The emergency shelter system for families with children emphasizes efficient use of resources, close collaboration among partner agencies, streamlined admission, and linkage to services and/or housing and quick re-housing of families with appropriate supports. The model centers on a “front-door” approach to shelter admission, with HandsOn Central Ohio Homeless Hotline managing all initial requests for shelter starting July 1, 2015, including provision of immediate emergency shelter when diversion to safe, alternative housing is not available. HandsOn Central Ohio operates as the coordinated point of access for the family emergency shelter system.

The YWCA Family Center opened in October 2005 and replaced the YWCA Interfaith Hospitality Network and Hospitality Center as the front-door, or “Tier I,” shelter program for families. The Family Center is a state-of-the-art facility that accommodates up to 50 families on a daily basis and provides onsite daycare, meal services, and adult and child activities.

In September 2015, to address the exponential growth in family homelessness, a new family shelter with space to serve up to 64 families opened at Van Buren Center. Since 5/1/2016, the new family shelter has been operated by YMCA.

HandsOn Central Ohio, the local homeless hotline, provides Coordinated Point of Access (CPoA) services related to emergency shelter access for families. The goals of the CPoA are to reduce the number of families who are admitted to the family system through diversion to more appropriate community resources and to improve the families’ experience accessing shelter. The model was designed using a call center model with greater emphasis on prevention and diversion efforts. Families seeking emergency shelter initially access the CPoA via the 1-888-4SHELTR phone line which is answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year. After the phone call a face-to-face appointment is provided to each family to further assess their need for shelter. Admission to the shelter system occurs when no other option exists for the family.

A critical component of the family shelter system is a “Housing First” approach to assessment and referral to the next stage of housing, with a focus on quickly moving families to housing and ensuring that appropriate supports are in place to ensure long-term housing stability.

Next-step housing options include Rapid Re-housing/Navigator, Permanent Supportive Housing, and other permanent housing with or without transitional supports. For families exiting to permanent housing, financial assistance for rent, security deposit, and/or utilities is available through the Transition Program administered by CSB.

Once assessed by emergency shelter staff, families who need transitional supports are referred to the Rapid Re-housing/Navigator programs for housing placement assistance,

including financial assistance and short-term, in-home transitional services once housed. The short-term supportive services are intended to assist families in locating permanent, affordable housing within three weeks of referral. To accomplish this, Navigators assist with finding suitable and affordable housing and linking families to CSB administered financial assistance. Program participants typically receive case management for 3 to 6 months and financial assistance, typically consisting of rent and deposit. Once the family is housed, case management services and linkage with supportive services in the community continue until the family has achieved a successful housing outcome – meaning that sufficient household income is available to afford housing – and/or until the family has ended contact with the provider. Three agencies provide Rapid Re-housing/Navigator services: The Salvation Army, Homeless Families Foundation, and Volunteers of America of Greater Ohio.

Job2Housing expanded the placement opportunities for families experiencing homelessness. CSB received a grant from HUD to implement this demonstration program, starting with FY2010. HUD continues funding this program, focusing on family employment and employment skills. The program provides housing assistance up to 6 months and case management services up to one year for each household served. In FY2017, the program further expanded to serve pregnant women in need of housing stabilization services.

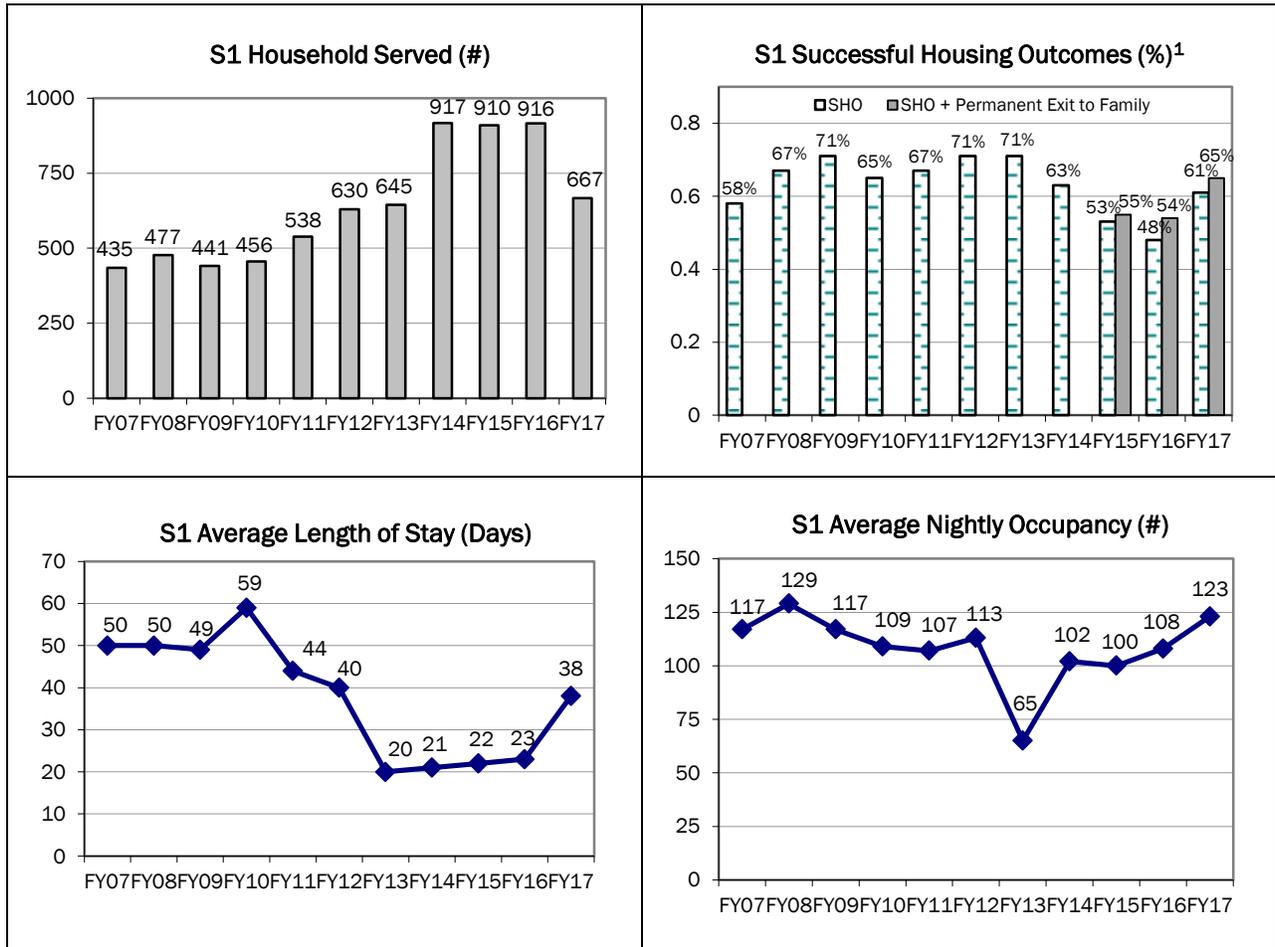
In FY2017, to ensure that adequate emergency shelter capacity is available, CSB contracted with YMCA and YWCA to provide overflow assistance for families in need of emergency shelter beyond their regular capacity.

FY2017 Family Shelter System Provider and Capacity (7/1/16 – 6/30/17)

Shelter Type	Agency	Program	Capacity (Families)
Tier I	YWCA	Family Center	50
Tier I	YMCA	Family Shelter	64
Total Capacity			114

B. Performance Outcomes

Semi-annual Trends



¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/16 to 12/31/16

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	660	667	Yes
Successful Housing Outcomes	#	382	386	Yes
Successful Housing Outcomes	%	70	65	Yes
Average Length of Stay	Days	20	38	No
Recidivism	%	5	0	Yes

The Family Emergency Shelter System provided shelter to 27% less households than the same reporting period of last fiscal year. On average, 123 families were sheltered by the system every night due to the high average length of shelter stay for families in the system, which is concerning. Fifty-six percent of families were previously served in the homeless system; this is a historic high.

C. Recommendations

System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	500	425	700	350	350	650	1400
Successful Housing Outcomes ¹	%	70	70	70	70	70	70	70
Successful Housing Outcomes	#	270	218	410	165	165	375	900
Average Length of Stay	Days	20	20	20	20	20	20	20
Recidivism	%			<10			<10	<10
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2018 number of successful housing outcomes based on calculated number [(households served - 114)* 70%] for each period.

System: Men's Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, Southeast, Inc., Volunteers of America of Greater Ohio and YMCA
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The men's emergency shelter system is comprised of four men's shelter programs, two shelter programs for veterans, and one shelter for inebriated men who are homeless. Together, these programs include a normal (non-overflow) capacity of 431 beds.

HandsOn Central Ohio, the local homeless hotline, has provided Coordinated Point of Access (CPoA) services related to emergency shelter access for single adults since February 29, 2012. The goals of the CPoA are to reduce the number of single adults who are admitted to the adult system through diversion to more appropriate community resources and to improve the single adults' experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the client. The model was designed using a call center model with greater emphasis on prevention and diversion efforts. Individuals seeking emergency shelter initially access the CPoA via the 1-888-4SHELTR phone line which is answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year.

Shelter staff assists individuals with accessing needed case management and housing services, including mental health care and substance abuse treatment, through the Navigator Program. For individuals exiting to permanent housing, financial assistance for rent, security deposit, and/or any utilities is available through the Direct Client Assistance Transition Program, administered by CSB. From 10/1/2014 to 6/30/2017, housing services for all emergency shelters were provided by Access Ohio through the Navigator Program. YMCA will take over this program starting 7/1/2017.

From October to March, the adult shelter system implements an overflow plan to ensure that no individual seeking shelter is turned away during severe weather. As part of the "Winter Overflow" plan, the number of emergency shelter beds for single adults is increased in existing facilities and additional flexible capacity is made available, as needed. During warmer months, the adult shelter system has a fixed capacity. In FY2017, YMCA provided additional overflow capacity for single men at the Van Buren Center when no other shelter beds were available.

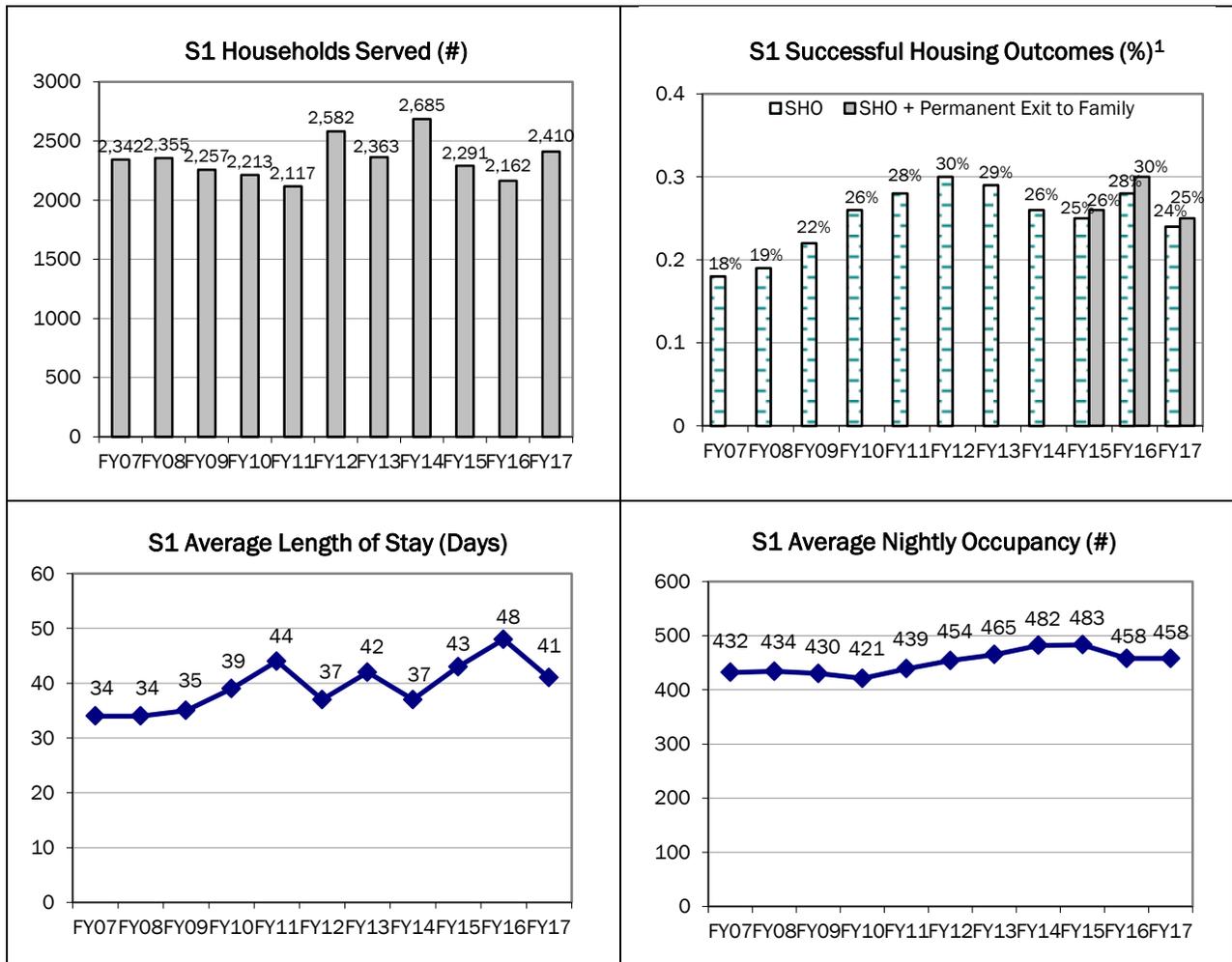
FY2017 Men's Shelter Capacity (7/1/16 – 6/30/17)

Agency	Men's Programs	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Faith Mission on 6 th Street	89	21	0	110
Lutheran Social Services	Faith Mission on 8 th Avenue	95	0	0	95
Lutheran Social Services	VA Emergency Housing	20	0	0	20
Maryhaven	Engagement Center (Inebriate shelter)	42	0	0	42
Southeast, Inc.	Friends of the Homeless	130	15	0	145
Volunteers of America Greater Ohio	Men's Shelter	40	5	0	45
Volunteers of America Greater Ohio	VA Emergency Housing	15	0	0	15
YMCA	Men's Overflow ¹	0	0	130	130
Total Capacity		431	41	130	602

¹ Opened 11/19/16. Capacity is flexible based on need.

B. Performance Outcomes

Semi-annual Trends



System Outcome Achievement 7/1/16 to 12/31/16

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual ² 7/1/16-12/31/16	Achieved
Households Served	#	2550	2410	Yes
Successful Housing Outcomes	#	622	470	No
Successful Housing Outcomes	%	30	25	Yes
Average Length of Stay	Days	32	41	No
Average Engagement Time	Days	7	5	Yes
Recidivism	%	5	4	Yes
Movement ³	%	15	11	N/A

¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

² Actual includes overflow.

³ Applicable to Tier 2 shelters only. Monitored, but not evaluated.

The system experienced an 11% increase in the number of individuals sheltered when compared to the same reporting period of last fiscal year, due to increased turnover of beds. On average, prior to overflow opening 11/19/2016, 25 single men were not able to receive shelter daily due to capacity limitations. The average length of stay decreased compared to the last fiscal year, allowing more single adults to receive shelter services. The successful housing outcomes rate was lower than expected.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served ¹	#	1400	1700	2400	1750	1500	2400	3850
Successful Housing Outcomes ²	#	320	419	650	435	353	650	1128
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			<10			<10	<10
Movement ³	%			15			15	15
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2018 households served based on FY2017 semi-annual period achievement and historical trending information.

² FY2018 number of successful housing outcomes based on calculated number [(households served – 431) * 33%] for each period.

³ Applicable to Tier 2 shelters only

System: Women’s Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, and YMCA
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The women’s emergency shelter system is comprised of two women’s shelter programs, as well as shelter programs for veterans and inebriated women who are homeless. Together, these programs include a normal (non-overflow) capacity of 201 beds.

HandsOn Central Ohio, the local homeless hotline, has provided Coordinated Point of Access (CPoA) services related to emergency shelter access for single adults since February 29, 2012. The goals of CPoA are to reduce the number of single adults who are admitted to the adult system through diversion to more appropriate community resources and to improve the single adults’ experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the client. The model was designed using a call center model with greater emphasis on prevention and diversion efforts. Individuals seeking emergency shelter initially access the CPoA via the 1-888-4SHELTR phone line which is answered by designated CPoA staff. Phone lines are answered 24-hours a day, every day of the year.

Shelter staff assists individuals with accessing needed case management and housing services, including mental health care and substance abuse treatment, through the Navigator Program. For individuals exiting to permanent housing, financial assistance for rent, security deposit, and/or any utilities is available through the direct client assistance Transition Program, administered by CSB. From 10/1/2014 to 6/30/2017, housing services for all emergency shelters were provided by Access Ohio through the Navigator Program. YMCA is taking over this program starting 7/1/2017.

From October to March, the adult shelter system implements an overflow plan to ensure that no individual seeking shelter is turned away during severe weather. As part of the “Winter Overflow” plan, the number of emergency shelter beds for single adults is increased in existing facilities and additional flexible capacity is made available, as needed. During warmer months, the adult shelter system has a fixed capacity. In FY2017, YMCA provided additional overflow capacity for single women at the Van Buren Center when no other shelter beds were available.

FY2017 Women’s Shelter Capacity (7/1/16 – 6/30/17)

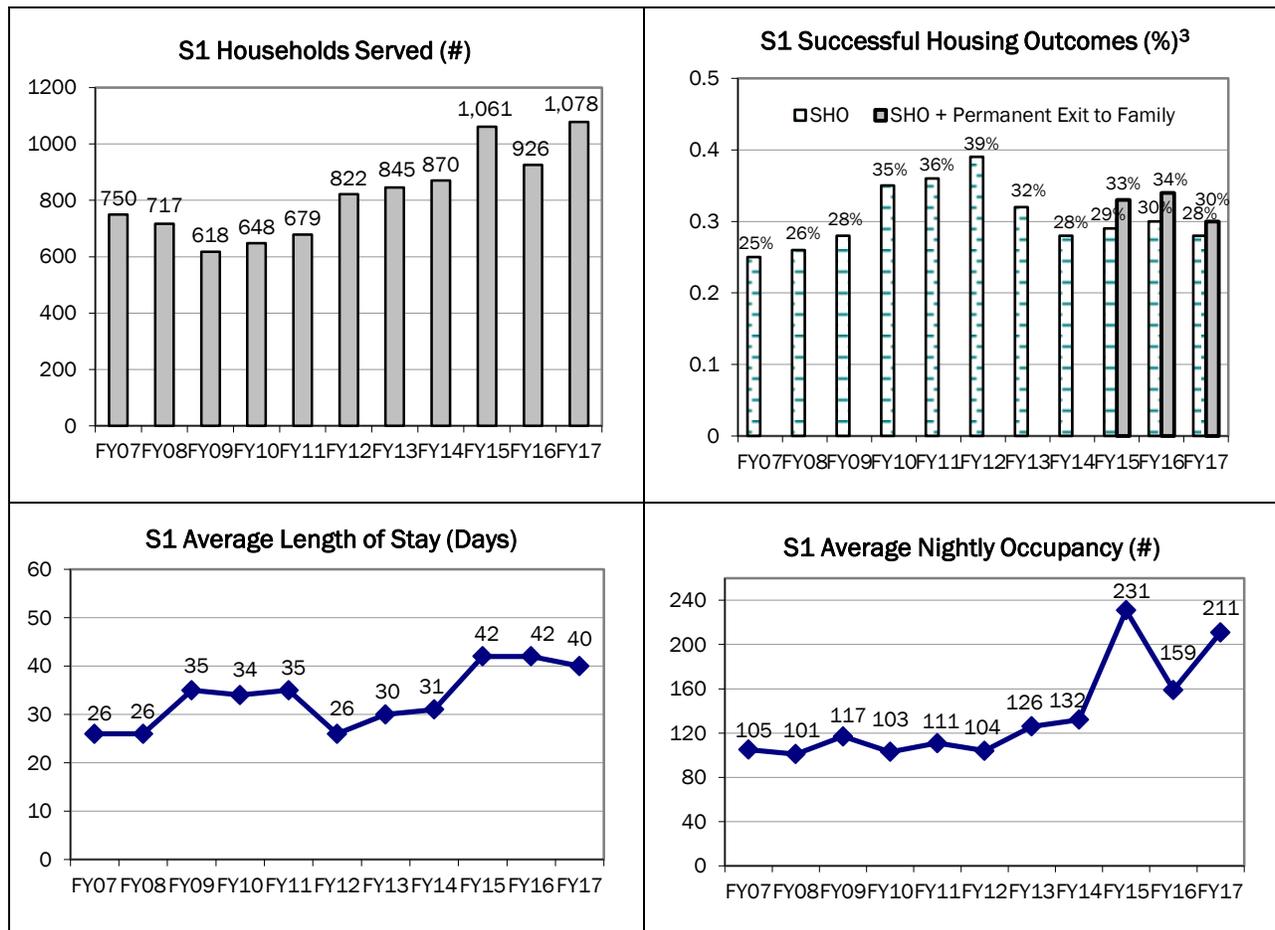
Agency	Women’s Programs	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Faith Mission Nancy’s Place	38	6	0	44
Lutheran Social Services	VA Emergency Housing	4	0	0	4
Maryhaven	Engagement Center (Inebriate Shelter)	8	5	0	13
YMCA	Van Buren Women’s Shelter ¹	83	7	0	90
YMCA	Triage Shelter ¹	68	0	0	68
YMCA	Women’s Overflow ²	0	0	106	106
Total Capacity		201	18	106	325

¹ YMCA Women’s and Triage shelters merged effective 1/25/17. Combined capacity is equal to sum of capacities.

² Capacity is flexible based on need. Opened 11/19/16.

B. Performance Outcomes

Semi-annual Trends



System Outcome Achievement 7/1/16 to 12/31/16

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual ¹ 7/1/16-12/31/16	Achieved
Households Served	#	1000	1078	Yes
Successful Housing Outcomes	#	254	250	Yes
Successful Housing Outcomes	%	30	30	Yes
Average Length of Stay	Days	32	40	No
Average Engagement Time	Days	7	7	Yes
Recidivism	%	5	7	Yes
Movement ²	%	15	12	N/A

The system experienced an increase in the number of women sheltered by 16% compared to the same reporting period of last fiscal year, and is at a record high. The increase was

¹ Actual includes overflow.

² Applies to Tier 2 shelters only. Monitored, but not evaluated.

³ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

likely due to the addition of 48 shelter beds for women as of 7/1/2016. On average, prior to overflow opening 11/19/2016, 18 women were not able to receive shelter daily, due to capacity limitations. The percent of newly homeless is at a historic low.

C. Recommendations

System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served ¹	#	600	650	1000	700	750	1100	1800
Successful Housing Outcomes ²	#	132	148	264	165	181	297	528
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism	%			<10			<10	<10
Movement ³	%			15			15	15
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2018 households served based on FY2017 semi-annual period achievement and historical trending information.

² FY2018 number of successful housing outcomes based on calculated number [(households served – 201) * 33%] for each period.

³ Applies to Tier 2 shelters only

System: Emergency Shelter System
Agencies: Lutheran Social Services, Maryhaven, Southeast, Inc., Volunteers of America of Greater Ohio, YMCA, and YWCA
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CSB is presenting the emergency shelter system as a combination of all the emergency shelters in Columbus and Franklin County.¹ The aggregation below includes the programs in the Family System, Men’s System, and Women’s System sections of this Program Evaluation Report.

FY2017 Emergency Shelter System Providers and Capacity

Agency	Shelter Type	Regular	Regular Overflow	Seasonal Overflow	Total Capacity
Lutheran Social Services	Single Adult Shelter, VA Emergency Housing,	246	27	-	273
Maryhaven	Inebriate Shelter	50	5	-	55
Southeast, Inc.	Single Adult Shelter	130	15	-	145
Volunteers of America of Greater Ohio	Single Adult Shelter, VA Emergency Housing	55	5	-	60
YMCA ³	Single Adult Shelter, Seasonal Overflow Site, Family Shelter	215	7	236 ²	458
YWCA ³	Family Shelter	50	5	-	55
Total Capacity		746	64	236	1046

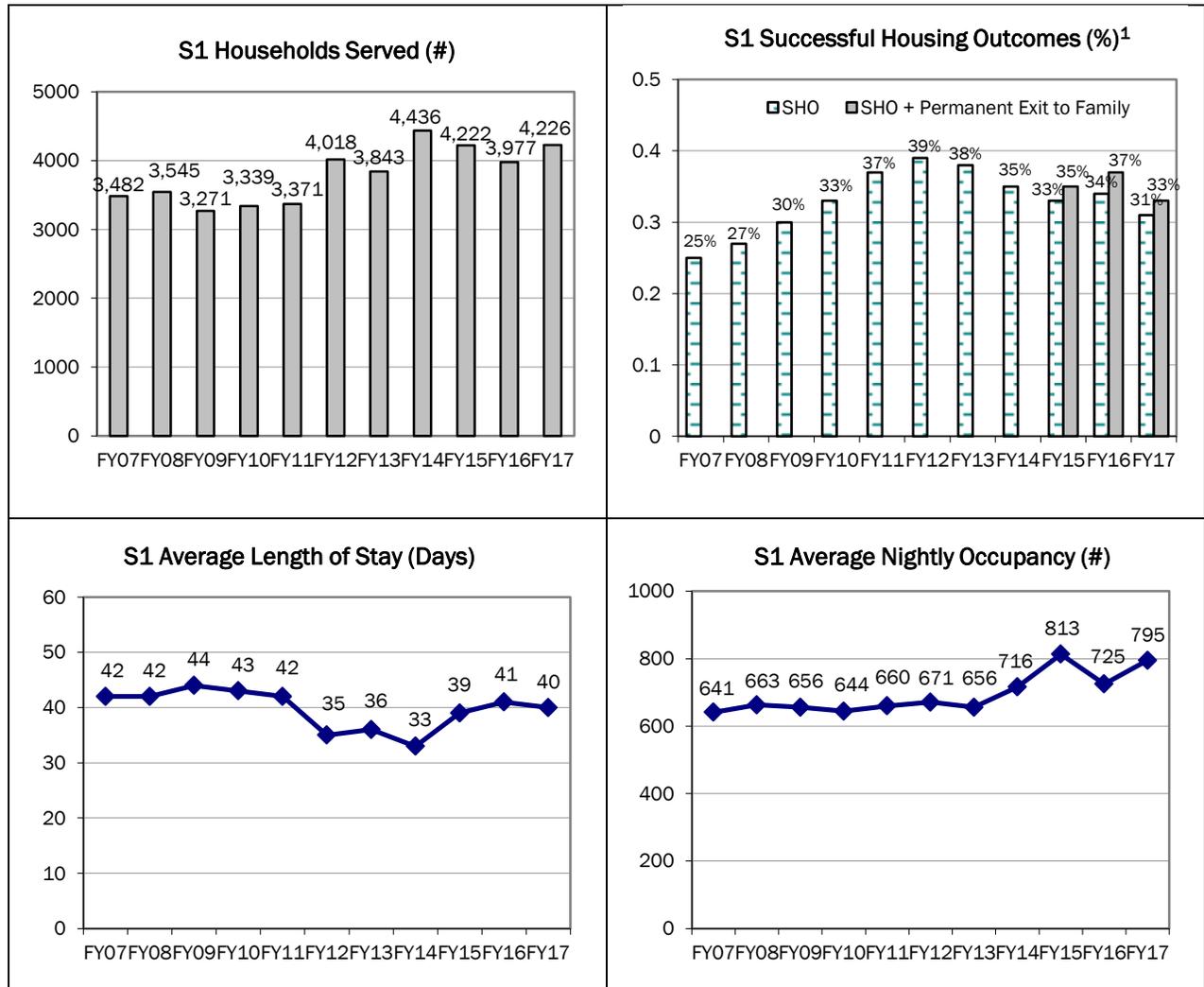
¹ Huckleberry House emergency shelter beds are excluded from this report.

² Capacity is flexible based on need.

³ YMCA and YWCA provided overflow for the family system during FY2017. YMCA provided overflow for the single adult system during FY2017.

B. Performance Outcomes

Semi-annual Trends



¹Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/16 to 12/31/16

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	4210	4226	Yes
Successful Housing Outcomes	#	1258	1097	No
Successful Housing Outcomes	%	37	33	Yes
Average Length of Stay	Days	30	40	No
Recidivism	%	5	3	Yes

Households sheltered increased 6% compared to the same reporting period of last fiscal year, due to an increase in single adult system numbers. On average 43 single men and women were not able to receive shelter daily due to low turnover in beds and capacity limitations. The successful housing outcomes percent decreased due to lower success rates for all systems. More than 50% of sheltered households were previously served in the homeless system.

C. Recommendations

System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	2500	2700	4100	2800	2600	4000	6800
Successful Housing Outcomes ¹	%	37	37	37	37	37	37	37
Successful Housing Outcomes ¹	#	649	723	1241	760	686	1204	2240
Average Length of Stay	Days	30	30	30	30	30	30	30
Recidivism	%			<10			<10	<10
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2018 number of successful housing outcomes based on calculated number, adding all system Program Outcomes Plans successful housing outcomes for each period. The % SHO based on historical trending.

System: Prevention System
Agencies: Lutheran Social Services, Gladden Community House, and Volunteers of America of Greater Ohio
Period: 7/1/16 - 12/31/16
Performance: High

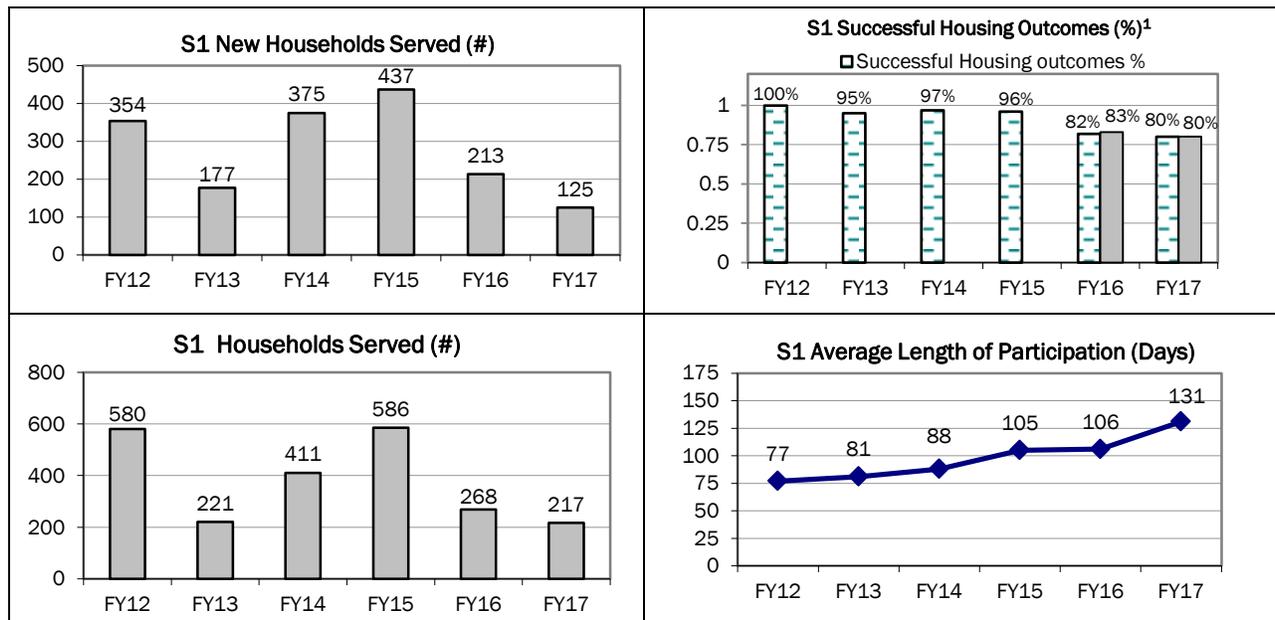
A. Description

The prevention system is comprised of Lutheran Social Services and Gladden Community House Stable Families programs. Starting October 2013, Lutheran Social Services Supportive Services for Veteran Families (SSVF) and VOAGO SSVF prevention programs are included in the system.

The prevention programs assist families and individuals at imminent risk of losing their housing. Once eligibility is determined, individuals and staff develop a short-term action plan to work towards securing or maintaining permanent housing. Individuals receive case management services, mediation services, housing placement assistance, budget counseling, and assistance with applications for Franklin County Department of Job and Family Services. Staff also assists individuals in accessing other possible sources for financial assistance and other community-based services to help maintain their housing. These include Legal Aid, COMPASS, IMPACT, JOIN, and The Salvation Army. To accomplish this, case managers assist individuals and families with finding suitable and affordable housing and linking them to CSB administered Direct Client Assistance (DCA). Case management services continue until the household has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing) and is linked with supportive services in the community.

B. Performance Outcomes

Semi-annual Trends



System Outcome Achievement 7/1/16 to 12/31/16

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
New Households Served	#	110	125	Yes
Households Served	#	168	217	Yes
Exited Households ²	#	105	128	N/A
Successful Housing Outcomes	#	94	103	Yes
Successful Housing Outcomes	%	90	80	No
Average Length of Participation	Days	100	131	No
Housing Affordability at Exit ³	%	50	49	Yes
Recidivism	%	5	5	Yes
Usage of CSB Direct Client Assistance ^{4, 5}	%	90	87	Yes
Usage of CSB Direct Client Assistance ⁵	\$	900	834	Yes

The number served decreased for the reporting period compared to last year's number due to the prioritization of rapid re-housing over prevention in the SSVF programs. The decrease in success rate at program termination despite the increase in average time in the program is concerning. Income and percent working at entry significantly increased compared to last year's numbers (\$923 and 69%, up from \$862 and 47%). The percent of veterans served is high due to the SSVF programs added in October 2013.

¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

² Monitored, but not evaluated.

³ Measured for Stable Families programs only.

⁴ Households who had a successful housing outcome without the assistance of DCA are excluded from the calculation.

⁵ Measure does not apply to SSVF projects.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
New Households Served	#	94	97	191	97	76	173	364
Households Served ¹	#	219	276	316	284	261	360	489
Exited Households ²	#	40	89	129	99	100	199	328
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	36	80	116	89	90	179	295
Average Length of Participation	Days	160	160	160	160	160	160	160
Recidivism	%			5			5	5
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2018 households served based on FY2018 individual Program Outcomes Plan goals.

² Monitored not evaluated.

System: Rapid Re-housing/Navigator System
Agencies: Homeless Families Foundation, Lutheran Social Services, The Salvation Army, and Volunteers of America of Greater Ohio
Period: 7/1/16 - 12/31/16
Performance: Low

A. Description

The Rapid Re-housing/Navigator system is comprised of Homeless Families Foundation Rapid Re-housing, VOAGO Rapid Re-housing, The Salvation Army Rapid Re-housing, and The Salvation Army Job2Housing programs. Starting October 2013, LSS Supportive Services for Veteran Families (SSVF) and VOAGO SSVF rapid-rehousing programs are included in the system. The CSB Transition and Access Ohio Navigator Program are not included in these system numbers.

Rapid Re-housing/Navigator programs assist individuals and families staying in emergency shelters with obtaining and maintaining permanent housing. The emergency shelters assess and refer households who require transitional support to stabilize housing after exiting the shelter. Supportive services are initiated while the household is still in shelter, and are intended to assist households in locating permanent, affordable housing in a very short time of referral from the emergency shelter. To accomplish this, Navigators assist households with finding suitable and affordable housing and linking them to CSB administered direct client assistance (DCA). Case management services continue until the household has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing) and linkage with supportive services in the community occurs. The programs provide short-term services typically for 3 to 6 months after housing placement. A small group of households only receive DCA because they do not need case management after exit from the emergency shelter. The limited intervention is done under the CSB Transition program.

B. Performance Outcomes
Semi-annual Trends



System Outcome Achievement 7/1/16 to 12/31/16²

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
New Households Served	#	439	336	No
Households Served	#	661	584	No
Exited Households ³	#	439	390	N/A
Successful Housing Outcomes	#	373	340	Yes
Successful Housing Outcomes	%	85	87	Yes
Average Length of Shelter Stay ⁴	Days	15	25	No
Average Length of Participation	Days	100	126	No
Housing Affordability at Exit ⁵	%	50	23	No
Recidivism	%	5	2	Yes
Usage of CSB Direct Client Assistance ^{6, 7}	%	90	95	Yes
Usage of CSB Direct Client Assistance ⁷	\$	1000	1150	No

¹ Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

² System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, and VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator.

³ Monitored, but not evaluated.

⁴ Measure does not apply to SSVF projects.

⁵ Measure does not apply to SSVF projects. Households with \$0 income and \$0 rent at exit are excluded from calculation.

⁶ Households who had a successful housing outcome without the assistance of DCA are excluded from the calculation.

⁷ Measure excludes SSVF and TSA J2H.

The percent of veterans served is high due to the SSVF programs added in October 2013. While the system has a high success rate, family rapid rehousing providers failed to serve the projected number of families for the reporting period.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
New Households Served	#	724	722	1446	722	723	1445	2891
Households Served ¹	#	956	1454	1678	1454	1455	2177	3123
Exited Households ²	#	224	722	946	722	723	1445	2391
Successful Housing Outcomes ³	%	50	50	50	50	50	50	50
Successful Housing Outcomes ³	#	112	361	473	361	362	723	1196
Average Length of Shelter Stay	Days	20	20	20	20	20	20	20
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism	%			<10			<10	<10
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ FY2018 households served based FY2018 individual Program Outcomes Plan goals. YMCA Rapid Re-housing Case Manager Program numbers are included.

² Monitored but not evaluated

³ FY2018 successful housing outcomes rate based on a combination of the rate for families and single adults.

System: Permanent Supportive Housing System
Agencies: Alvis/Amethyst, Inc., Equitas Health, Columbus Area Integrated Health Services, Inc., Community Housing Network, Maryhaven, National Church Residences, Volunteers of America of Greater Ohio, YMCA and YWCA
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Permanent Supportive Housing (PSH) links residents to a range of support services designed to maintain stable housing and improve the quality of their lives. In Columbus and Franklin County, PSH for persons who have experienced chronic or long-term homelessness and are disabled consists of 1964 units of housing operating within 33 different supportive housing programs. These programs represent a diverse mixture of housing and supportive service models designed to best meet the needs of individuals and families and to promote long-term housing stability.

Supportive housing programs typically use a “blended management” model of housing operations and supportive service management. In this model, property management and service staff coordinate efforts beginning with initial unit leasing. This allows for a more comprehensive view of residents and their needs and coordination in response to lease compliance issues.

The services offered by supportive housing providers may be on- or off-site and vary depending on the needs of the residents. Services may include any combination of the following:

- < Case management
- < Health care
- < Employment services, training, and job placement
- < Recovery services and support groups
- < Independent living skills training, such as money management and housekeeping

All supportive housing programs adhere to the “Housing First” services model in that service participation is voluntary and is not a requirement for obtaining or maintaining housing. Voluntary services ensure that individuals and families resistant to service participation, or those who inconsistently participate, can maintain their housing so long as basic lease compliance is achieved. Supportive housing providers typically start engaging residents before move-in as part of the outreach and application process and report that the vast majority of residents choose to participate in services once stably housed.

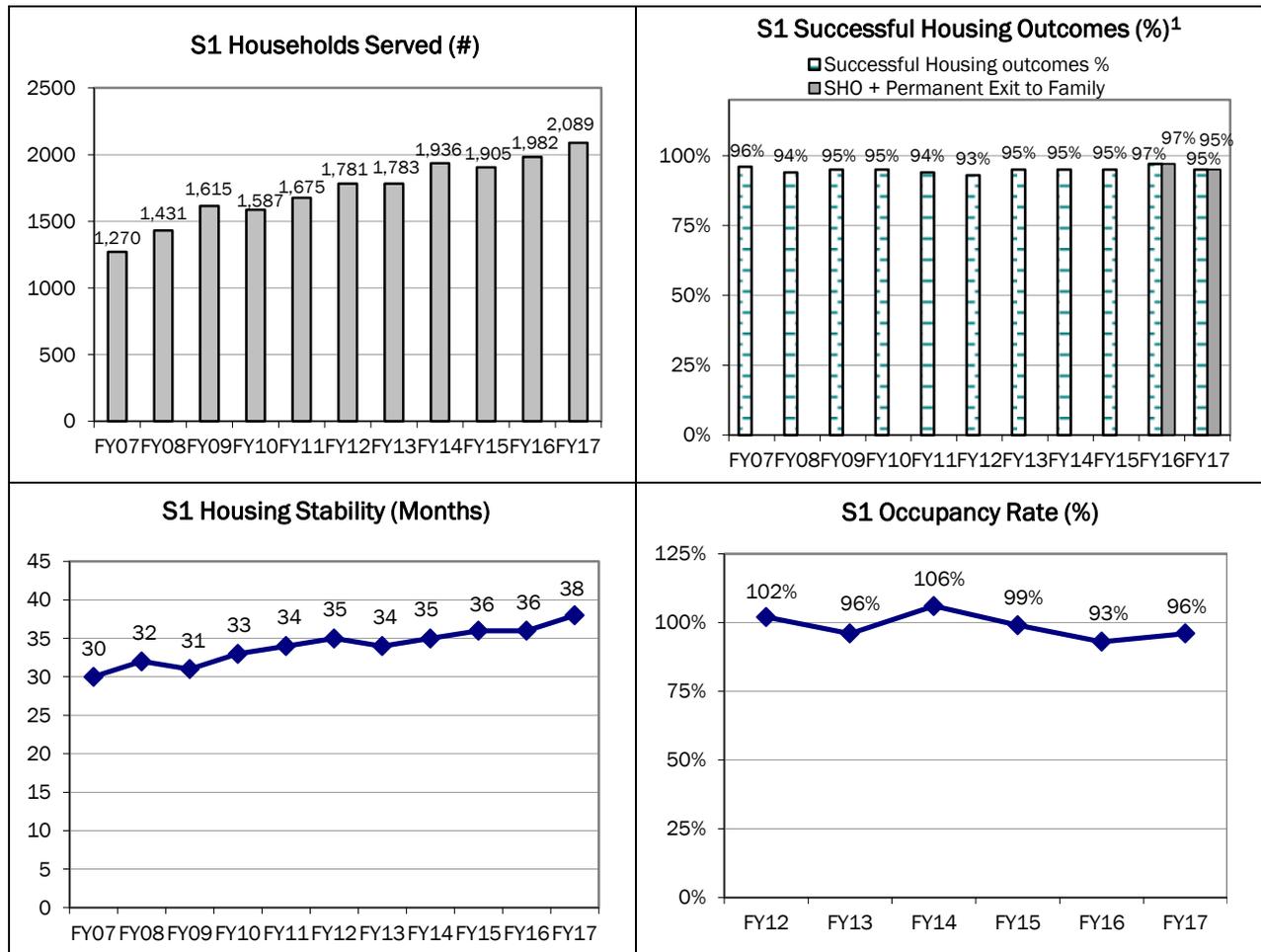
An additional 146 units of permanent supportive housing for men and women are in various stages of development. It is anticipated that these additional units will become operational by 2019.

FY2017 Permanent Supportive Housing Unit Summary

Operational	Rebuilding Lives	Other PSH	Homeless Units	Other Populations	Total Units
Columbus Area Integrated Health Services, Leasing	222		222		222
Columbus Area Integrated Health Services, Scattered Site Apartments	75		75		75
Community Housing Network, Briggsdale Apartments	25		25	10	35
Community Housing Network, Cassady Avenue Apartments	10		10		10
Community Housing Network, Community ACT Housing	42		42	33	75
Community Housing Network, East Fifth Avenue Apartments	38		38		38
Community Housing Network, Inglewood Court	45		45	15	60
Community Housing Network, Leasing Supportive Housing	25		25		25
Community Housing Network, North 22nd Street Apartments	30		30		30
Community Housing Network, North High Street/Terrace Place	47		47	13	60
Community Housing Network, Parsons Avenue Apartments	25		25		25
Community Housing Network, Rebuilding Lives PACT Team Initiative	108		108		108
Community Housing Network, Safe Haven Apartments ¹	13		13		13
Community Housing Network, Southpoint Place	46		46	34	80
Community Housing Network, St. Clair Hotel (closed 12/31/16)					
Maryhaven/National Church Residences, Commons at Chantry	50		50	50	100
National Church Residences, Commons at Buckingham	75		75	25	100
National Church Residences, Commons at Grant	50		50	50	100
National Church Residences, Commons at Livingston	25		25	25	50
National Church Residences, Commons at Livingston II	35		35	15	50
National Church Residences, The Commons at Third	60		60	40	100
Volunteers of America of Greater Ohio, Van Buren Village	60		60	40	100
YMCA, Franklin Station	75		75	25	100
YMCA, 40 W. Long Street Supportive Housing	105		105	298	403
YMCA, Shelter Plus Care (40 W Long Expansion)	38		38		38
YWCA, WINGS	91		91		91
Alvis/Amethyst, Shelter Plus Care		72	72		72
Equitas Health, TRA Shelter Plus Care		89	89		89
Community Housing Network, Family Homes		15	15		15
Community Housing Network, Wilson		8	8		8
Community Housing Network, SRA Shelter Plus Care		172	172		172
Community Housing Network, TRA Shelter Plus Care		149	149		149
VOAGO, Family Supportive Housing		30	30		30
Veterans Affairs Supportive Housing (VASH) Capacity		372	372		372
Community Housing Network, SRA Shelter Plus Care II	14		14		14
Subtotal	1,429	907	2,336	674	3,010
Future Opening Date - 2017 or later	Rebuilding Lives	Other PSH	Homeless Units	Other Populations	Total Units
National Church Residences, Commons at 161	60		60	5	65
Community Housing Network, Briggsdale II	40		40		40
Community Housing Network, SRA Shelter Plus Care III	11		11		11
Community Housing Network, Parsons (expansion to existing project; additional units listed here.)	35		35		35
VOAGO, Family Supportive Housing	8		8		8
Subtotal	154		154	5	159
Total Units	1,583	907	2,490	679	3,169

¹Three units can house couples.

B. Performance Outcomes
Semi-annual Trends



¹Starting 7/1/15, Successful Housing Outcomes (SHO) include permanent exits to family.

System Outcome Achievement 7/1/16 to 12/31/16

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	2138	2089	Yes
Successful Housing Outcomes	#	1924	1972	Yes
Successful Housing Outcomes ²	%	90	95	Yes
Successful Housing Exits ¹	%	50	47	Yes
Housing Affordability at Exit ^{1,2,4}	%	50	64	N/A
Housing Stability	Months	24	38	Yes
Exit to Homelessness ¹	%	5	1	Yes
Turnover Rate ⁴	%	10	10	N/A
System Occupancy Rate	%	95	96	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ¹	%	20	10	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{1,3}	%	30	18	No
Increase in income from employment, from entry to exit or end of reporting period ^{1,3}	%	15	5	No

The system continues to perform well, with good occupancy and success rates. Five percent more households were served this reporting period compared to the same reporting period of last fiscal year. The current capacity of PSH units included in Columbus Service Point (CSP) and reported on here is 1,964 out of which 1,429 units are designated as Rebuilding Lives. Fifty units were added to the system and thirty units were lost during the first six months of FY17. VA VASH voucher capacity of 372 is not included in this report.

¹ Twenty deceased clients were excluded from calculation.

² 7 households with \$0 income and \$0 rent at exit were excluded from calculation.

³ 484 households were excluded from measure due to clients residing in the system less than 365 days.

⁴ Monitored but not evaluated.

C. Recommendations
System Outcome Measures

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served ¹	#	2023	2035	2132	2035	2035	2132	2326
Successful Housing Outcomes	#	1821	1832	1919	1832	1832	1919	2093
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Exit to Homelessness	%			<10			<10	<10
Turnover Rate ²	%	5	5	10	5	5	10	20
System Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15
Housing Affordability at Exit ²	%	50	50	50	50	50	50	50
Pass Program Certification				Pass certification			Pass certification	Pass certification

¹ Projects ending lease-up phase will impact households served. FY2018 households served is based on system capacity of 1,939 units in Qtr1 and full capacity of 1,950 units starting in Qtr2. FY2018 households served based on system capacity and 20% projected annual turnover rate.

² Monitored but not evaluated.

Homelessness Prevention

Category: Homelessness Prevention
Agency: **Gladden Community House**
Program: Stable Families
Period: 7/1/16 - 12/31/16
Performance: **Medium**

A. Description

Gladden Community House Stable Families is a family homelessness prevention program that provides targeted services to prevent homelessness and to reduce school mobility among children at risk of homelessness. The program started July 1, 2012. The program is managed by Gladden Community House and is funded by The Siemer Family Foundation and the United Way of Central Ohio.

The Stable Families program provides short-term, intensive case management and limited financial assistance to families in a collaborative manner to ensure families maintain positive, stable housing; maintain stability of children in school; have access to community-based resources and services as needed to maintain housing; and do not enter the emergency shelter system. Following an average of four months of case management services, families receive six months of follow-up support.

During FY2014 the prioritization criteria was tightened by giving priority to doubled-up families and increasing the number of housing barriers. Eligible families have to have income below 30% Area Median Income (AMI), but above zero.

Gladden Community House took over the Communities In Schools’ Stable Families project as of 7/1/2015 and the referral source transitioned to HandsOn Central Ohio as the Coordinated Point of Access/Homeless Hotline for families in need of emergency shelter.

During FY2017, the average length of participation in the program for families was increased to 6 months, allowing families to receive services for a longer time.

Starting in FY2018, Gladden Community House will operate a new, pilot family homelessness prevention program using families referred to them by Franklin County Children Services and the Stable Families program will slightly expand using limited-time private funding.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/12	7/1/13	7/1/14	7/1/15
		12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	36	31	68	145
Successful Housing Outcomes	#	28	15	44	66
Successful Housing Outcomes	%	93	88	92	79
Average Length of Participation	Days	57	162	103	93
Recidivism	%	N/A	7	0	11

Program Outcome Achievement 7/1/16 to 12/31/16: Homelessness Prevention

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	54	54	N/A
New Households Served	#	108	109	Yes
Households Served	#	162	163	Yes
Exited Households ¹	#	108	89	N/A
Successful Housing Outcomes	#	97	69	No
Successful Housing Outcomes	%	90	78	No
Average Length of Participation	Days	120	121	Yes
Recidivism	%	5	5	Yes
Usage of CSB Direct Client Assistance ²	%	90	88	Yes
Usage of CSB Direct Client Assistance	\$	800	819	Yes
Housing Affordability at Exit	%	50	48	Yes
Financial Stability at Exit ³	%	40	56	Yes
Pass Program Certification		Pass certification	Compliant	Yes

¹ Measure is monitored, but not evaluated; however, this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ New performance measure in accordance with UWCO requirements.

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi-annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	72	108	72	108	108	108	72
New Households Served	#	54	54	108	54	54	108	216
Households Served	#	126	162	180	162	162	216	288
Exited Households ¹	#	18	54	72	54	54	108	180
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	16	49	65	48	49	97	162
Average Length of Participation	Days	180	180	180	180	180	180	180
Recidivism	%			<5			<5	<5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	1000	1000	1000	1000	1000	1000	1000
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Financial Stability at Exit	%	40	40	40	40	40	40	40

¹ Measure is monitored, but not evaluated; however, this can impact other success measures.

Program Outcome Measures: Homelessness Prevention Expansion

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	0	6	0	7	7	7	0
New Households Served	#	6	7	13	7	7	14	27
Households Served	#	6	13	13	14	14	21	27
Exited Households ¹	#	0	6	6	7	7	14	20
Successful Housing Outcomes	%	N/A	90	90	90	90	90	90
Successful Housing Outcomes	#	N/A	5	5	6	7	13	18
Avg. Length of Participation	Days	N/A	120	120	120	120	120	120
Recidivism	%			<5			<5	<5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	1458	1458	1458	1458	1458	1458	1458
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Financial Stability at Exit ²	%	40	40	40	40	40	40	40

¹ Monitored but not evaluated; however, this can impact other success measures.

² Monitored but not evaluated

Program Outcome Measures: FCCS Homelessness Prevention

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	0	18	0	26	24	26	0
New Households Served	#	18	21	39	21	0	21	60
Households Served	#	18	39	39	47	24	47	60
Exited Households ¹	#	0	13	13	23	24	47	60
Successful Housing Outcomes	%	N/A	90	90	90	90	90	90
Successful Housing Outcomes	#	N/A	12	12	21	21	42	54
Avg. Length of Participation	Days	N/A	120	120	120	120	120	120
Recidivism	%			<5			<5	<5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	900	900	900	900	900	900	900
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Financial Stability at Exit	%	40	40	40	40	40	40	40

¹ Monitored but not evaluated; however, this can impact other success measures.

Category: Homelessness Prevention
Agency: Lutheran Social Services
Program: Reeb Stable Families
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Lutheran Social Services’ Stable Families is a family homelessness prevention program that provides targeted services to prevent homelessness and to reduce school mobility among children at risk of homelessness. This program is an expansion of the existing Stable Families Program with a special focus on Columbus’ Southside. The expansion program was implemented on July 1, 2015. The program is managed by Lutheran Social Services and is funded by the United Way of Central Ohio.

Families in this program are primarily identified through self-referral at the Reeb Center. If there are not enough referrals the Central Point of Access/Homeless Hotline program administered by HandsOn Central Ohio will assist by targeting eligible families with zip codes on the south side of Columbus. Once potential families are identified, the case manager at LSS establishes a relationship with families, determines their level of need, and works with them to create a treatment plan for stability.

In addition to Direct Client Assistance funds for rent, security deposits or utilities, the case manager works with the families to schedule appointments with other social service agencies and programs as appropriate to help the family reach and maintain stability. All families are encouraged to utilize the LSS Food Pantries to help achieve financial stability. A family that maximizes their ability to use the LSS Food Pantries will receive approximately \$155 in food each month, which can then be applied towards housing, transportation, childcare, and other necessary expenses.

During FY2017, the average length of participation in the program for families was increased to 12 months, allowing families to receive services for a longer time and increase their housing stability.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/15
		12/31/15
Households Served	#	16
Successful Housing Outcomes	#	0
Successful Housing Outcomes	%	0
Average Length of Participation	Days	49
Recidivism	%	N/A

Performance Outcomes

Program Outcome Achievement 7/1/16 to 12/31/16: Homelessness Prevention

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	7	11	N/A
New Households Served	#	18	14	No
Households Served	#	25	25	Yes
Exited Households ¹	#	13	11	N/A
Successful Housing Outcomes	#	11	9	No
Successful Housing Outcomes	%	90	82	No
Average Length of Participation	Days	120	97	Yes
Recidivism	%	5	0	Yes
Usage of Direct Client Assistance ²	%	90	78	No
Usage of Direct Client Assistance	\$	1083	949	Yes
Housing Affordability at Exit	%	50	56	Yes
Financial Stability at Exit ³	%	40	0	No
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi-annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi-annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	36	36	36	36	36	36	36
New Households Served	#	9	9	18	9	9	18	36
Households Served	#	45	45	54	45	45	54	72
Exited Households ¹	#	9	9	18	9	9	18	36
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	8	8	16	8	8	16	32
Average Length of Participation ⁴	Days	365	365	365	365	365	365	365
Recidivism	%			<5			<5	<5
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	1083	1083	1083	1083	1083	1083	1083
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Financial Stability at Exit	%	40	40	40	40	40	40	40

¹ Measure is monitored, but not evaluated; however, this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ New performance measure in accordance with UWCO requirements. No assessments were completed by agency during the reporting period.

⁴ Increased to 365 days per UWCO request.

Category: Homelessness Prevention
Agency: Lutheran Social Services
Program: SSVF (Supportive Services for Veteran Families) Prevention¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

On October 1, 2013, Lutheran Social Services/Faith Mission (LSS/FM) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans at risk of losing their existing housing. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone that has served actively in the military, naval, air service, Merchant Marines or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the area median income for household size 2) permanently housed but imminently at-risk of literal homelessness 3) no other resources or social supports are currently in place. LSS/FM is primarily serving single adults.

B. Performance Outcomes

Semi-annual Trends

Measure		10/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Households Served	#	3	25	5
Successful Housing Outcomes	#	2	24	4
Successful Housing Outcomes	%	100	100	100
Average Length of Participation	Days	22	80	38
Recidivism	%	N/A	0	4

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Homelessness Prevention

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	2	6	N/A
New Households Served	#	12	2	Yes ²
Households Served	#	14	8	Yes ²
Exited Households ¹	#	12	7	N/A
Successful Housing Outcomes	#	11	7	Yes ²
Successful Housing Outcomes	%	90	100	Yes
Average Length of Participation	Days	90	57	Yes
Recidivism	%	<5	0	Yes
Usage of SSVF Direct Client Assistance	%	75	100	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	2	2	2	2	2	2	2
New Households Served	#	3	3	6	3	3	6	12
Households Served	#	5	5	8	5	5	8	14
Exited Households ¹	#	3	3	6	3	3	6	12
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	3	2	5	3	2	5	10
Average Length of Participation	Days	90	90	90	90	90	90	90
Recidivism	%			<5			<5	<5
Usage of SSVF Direct Client Assistance	%	75	75	75	75	75	75	75

¹ Measure is monitored, but not evaluated; however, this can impact other success measures.

² Due to rapid re-housing prioritization, program served fewer clients than projected.

Category: Homelessness Prevention
Agency: Volunteers of America of Greater Ohio
Program: SSVF (Supportive Services for Veteran Families) Prevention¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

On October 1, 2013, Volunteers of America of Greater Ohio (VOAGO) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans at risk of losing their existing housing. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone that has served actively in the military, naval, air service, Merchant Marines or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the area median income for household size 2) permanently housed but imminently at-risk of literal homelessness 3) no other resources or social supports are currently in place. VOAGO is primarily serving single adults, but also serves families.

B. Performance Outcomes

Semi-annual Trends

Measure		10/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Households Served	#	19	102	103
Successful Housing Outcomes	#	3	53	43
Successful Housing Outcomes	%	100	87	90
Average Length of Participation	Days	40	130	133
Recidivism	%	N/A	0	6

¹ Program is not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Homelessness Prevention

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	15	21	N/A
New Households Served	#	20	0	Yes ²
Households Served	#	35	21	Yes ²
Exited Households ¹	#	20	21	N/A
Successful Housing Outcomes	#	18	18	Yes
Successful Housing Outcomes	%	90	86	Yes
Average Length of Participation	Days	100	214	No
Recidivism	%	<5	7	Yes
Usage of SSVF Direct Client Assistance	%	75	94	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Homelessness Prevention

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	15	15	15	15	15	15	15
New Households Served	#	10	10	20	10	10	20	40
Households Served	#	25	25	35	25	25	35	55
Exited Households ¹	#	10	10	20	10	10	20	40
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	9	9	18	9	9	18	36
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism	%			<5			<5	<5
Usage of SSVF Direct Client Assistance	%	75	75	75	75	75	75	75

¹ Measure is monitored, but not evaluated; however, this can impact other success measures.

² Due to rapid re-housing prioritization, program served fewer clients than projected.

Coordinated Point of Access

Category: Emergency Shelter - Coordinated Point of Access
Agency: HandsOn Central Ohio
Program: Coordinated Point of Access: Family CPoA/Homeless Hotline
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The Community Shelter Board contracted in 2015 with HandsOn Central Ohio to deliver a Coordinated Point of Access/Homeless Hotline for families seeking emergency shelter. The goals of the Homeless Hotline are to reduce the number of families that are admitted to the family system through diversion to more appropriate community resources and improve the families' experience accessing shelter. Admission to the family shelter system occurs when no other option exists for the family. The Homeless Hotline has been designed as a call center with greater emphasis on prevention and diversion efforts. Families seeking emergency shelter initially access the Homeless Hotline via the toll free 1-888-4SHELTR phone number being answered by designated Homeless Hotline staff. Phone lines are answered by HandsOn from 7 am to 11 pm and by YMCA at Van Buren from 11 pm to 7 am, every day of the year.

Effective February 18, 2016, the Family Homeless Hotline added an Enhanced Family Diversion (EFD) Team. The Team consists of 2 Family Diversion Specialists. The target population is family households who are homeless and/or at-risk of imminent homelessness that were unable to find some place other than shelter after speaking with the Homeless Hotline on the phone. The primary functions of the EFD Staff are to conduct in-person interviews that are designed to allow the family to sit down with staff to further explore what brought them to homelessness, identify any personal resources available, and empower families in a final attempt to find an alternative to shelter.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/15
		12/31/15
Households Served	#	2081
Successful Diversion Outcome	#	1037
Successful Diversion Outcome	%	40
Shelter Linkage	%	99
Diversion Recidivism	%	8

Performance Outcomes

Program Outcome Achievement 7/1/16 to 12/31/16: CPoA

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	1800	1645	Yes
Successful Diversion Outcome	%	40	45	Yes
Successful Diversion Outcome	#	720	1119	Yes
Shelter Linkage	%	95	98	Yes
Diversion Recidivism	%	10	19	No
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter - Coordinated Point of Access

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	1100	950	1800	950	1100	1800	3200
Successful Diversion Outcome	%	40	40	40	40	40	40	40
Successful Diversion Outcome	#	440	380	720	380	440	720	1280
Shelter Linkage	%	95	95	95	95	95	95	95
Diversion Recidivism	%			<10			<10	<10

Category: Emergency Shelter - Coordinated Point of Access
Agency: HandsOn Central Ohio
Program: Coordinated Point of Access Single Adult CPoA/Homeless Hotline
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The Community Shelter Board contracted in 2012 with HandsOn Central Ohio to deliver a Coordinated Point of Access/Homeless Hotline for single adults seeking emergency shelter. The goals of the Homeless Hotline are to reduce the number of single adults that are admitted to the adult system through diversion to more appropriate community resources and improve the single adults' experience accessing shelter. Admission to the adult shelter system occurs when no other option exists for the individual. The Homeless Hotline has been designed as a call center with greater emphasis on prevention and diversion efforts. Individuals seeking emergency shelter initially access the Homeless Hotline via the toll free 1-888-4SHELTR phone number being answered by designated Homeless Hotline staff. Phone lines are answered by HandsOn from 7 am to 11 pm and by YMCA at Van Buren from 11 pm to 7 am, every day of the year.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/12	7/1/13	7/1/14	7/1/15
		12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	4488	4409	4674	4856
Successful Diversion Outcomes	#	799	1118	1921	1602
Successful Diversion Outcomes	%	15	18	28	24
Shelter Linkage	%	98	97	98	98
Diversion Recidivism	%	37	48	47	19

Program Outcome Achievement 7/1/16 to 12/31/16: CPoA

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	4400	4526	Yes
Successful Diversion Outcome	%	25	18	No
Successful Diversion Outcome	#	1100	1177	Yes
Shelter Linkage	%	95	98	Yes
Diversion Recidivism	%	10	30	No
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter - Coordinated Point of Access

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	2600	2600	4400	2700	2600	4600	7800
Successful Diversion Outcome	%	25	25	25	25	25	25	25
Successful Diversion Outcome	#	650	650	1100	675	650	1150	1950
Shelter Linkage	%	95	95	95	95	95	95	95
Diversion Recidivism	%			<10			<10	<10

Emergency Shelters

Family Shelters

Category: Emergency Shelter (Families)
Agency: YMCA of Central Ohio
Program: Van Buren Family Shelter
Period: 7/1/16 - 12/31/16
Performance: Low

A. Description

The Family Emergency Shelter at Van Buren is operated by the YMCA of Central Ohio. The building has capacity to shelter a minimum of 64 families in private rooms and began operating in September 2015. Additional space is available for overflow provision when the fixed capacity is fully utilized. YMCA of Central Ohio assists homeless families with basic shelter services and in meeting their housing needs, as the second family emergency shelter in Columbus and Franklin County. The services include safe and decent shelter, housing placement, housing advocacy, transportation services, and linkages to other community services, as needed, such as employment and benefits, and physical and behavioral healthcare. Some of the other functions of the shelter are to conduct intake and assessment, enter timely and accurate data into Columbus ServicePoint, and make referrals to rapid re-housing programs. Through a partnership with Columbus City Schools, children receive assistance with ensuring uninterrupted education during the school year and accessing appropriate developmental and educational supports. After a short stay, families at the Van Buren Family Shelter move into permanent housing or permanent supportive housing.

B. Performance Outcomes

Semi-annual Trends: Emergency Shelter

Measure		7/1/15
		12/31/15
Households Served	#	445
Successful Housing Outcomes	#	228
Successful Housing Outcomes	%	58
Average Length of Stay	Days	22
Recidivism	%	0

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	410	352	Yes ¹
Average Length of Stay	Days	20	44	No
Average Engagement Time	Days	7	13	No
Successful Housing Outcomes	#	242	194	No
Successful Housing Outcomes	%	70	62	No
Usage of CSB Direct Client Assistance	#	69	43	No
Usage of CSB Direct Client Assistance ²	%	20	36	Yes
Movement ³	%	15	3	N/A
Recidivism	%	<5	0	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	240	200	350	200	220	350	630
Successful Housing Outcomes	%	70	70	70	70	70	70	70
Successful Housing Outcomes	#	123	95	200	95	109	200	396
Average Length of Stay	Days	20	20	20	20	20	20	20
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ⁴	%			<10			<10	<10
Movement ³	%			15			15	15
Usage of CSB Direct Client Assistance	%	20	20	20	20	20	20	20
Usage of CSB Direct Client Assistance	#	35	27	57	27	31	57	113

¹ The program served all households in need of shelter.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Monitored, but not evaluated.

⁴ Changed methodology to reflect returns within 180 days.

Category: Emergency Shelter (Families)
Agency: YWCA
Program: Family Center
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

In October 2005 the YWCA opened the newly constructed Family Center to replace the former Hospitality Center and network of overnight shelter accommodations provided for families through the Interfaith Hospitality Network. The Family Center seeks to ensure families not in need of immediate emergency shelter assistance are diverted to other homelessness prevention and supportive services in the community. For families needing immediate emergency shelter, the Family Center provides temporary accommodations. In FY2017 the YWCA Family Center provided overflow services for families, expanding capacity by up to 5 units beyond the fixed capacity of 50 units.

A variety of onsite supportive services are provided, including childcare, case management, housing and employment resources, and child advocacy. Through a partnership with Columbus City Schools, children receive assistance with ensuring uninterrupted education during the school year and accessing appropriate developmental and educational supports. Families staying at the Family Center move into permanent housing or permanent supportive housing.

B. Performance Outcomes

Semi-annual Trends: Emergency Shelter

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01
		3/31/99	09/30/99	3/31/00	9/30/00	3/31/01	9/30/01
Households Served	#	173	258	274	317	279	315
Successful Housing Outcomes	#	104	164	186	190	169	183
Successful Housing Outcomes	%	70	71	71	67	65	64
Average Length of Stay	Days	25	18	18	16	19	19
Recidivism	%	2	10	0	8	7	1

Measure		7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Households Served	#	332	460	383	395	371	407
Successful Housing Outcomes	#	256	263	234	241	214	266
Successful Housing Outcomes	%	72	62	65	68	64	73
Average Length of Stay	Days	24	22	20	22	24	21
Recidivism	%	1	13	0	3	5	7

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	378	379	488	589	645	917
Successful Housing Outcomes	#	267	175	231	343	412	510
Successful Housing Outcomes	%	77	70	74	91	71	63
Average Length of Stay	Days	24	22	25	29	20	21
Recidivism	%	1	0	0	0	0	1

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	910	482
Successful Housing Outcomes	#	456	221
Successful Housing Outcomes	%	54	51
Average Length of Stay	Days	22	22
Recidivism	%	0	0

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	400	326	Yes ¹
Average Length of Stay	Days	20	30	No
Average Engagement Time	Days	7	11	No
Successful Housing Outcomes	#	245	193	No
Successful Housing Outcomes	%	70	67	Yes
Usage of CSB Direct Client Assistance	#	70	54	No
Usage of CSB Direct Client Assistance ²	%	20	37	Yes
Movement ³	%	15	2	N/A
Recidivism	%	<5	0	Yes
Pass Program Certification		Pass certification	Compliant	Yes

¹ The Program served all households in need of shelter.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Monitored, but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	225	225	400	225	225	400	660
Successful Housing Outcomes	%	70	70	70	70	70	70	70
Successful Housing Outcomes	#	123	123	245	123	123	245	427
Average Length of Stay	Days	20	20	20	20	20	20	20
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ¹	%			<10			<10	<10
Movement ²	%			15			15	15
Usage of CSB Direct Client Assistance	%	20	20	20	20	20	20	20
Usage of CSB Direct Client Assistance	#	35	35	70	35	35	70	122

¹ Changed methodology to reflect returns within 180 days.

² Monitored, but not evaluated.

Single Adult/Youth Shelters

Category: Emergency Shelter (Youth)
Agency: Huckleberry House
Program: Emergency Shelter¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Huckleberry House is a 24/7 Emergency Shelter for runaway youth, ages 12 to 17, who have run away from home or are experiencing a crisis. Huckleberry House provides a safe place to stay and 3 meals per day as well as group activities and individual counseling. Huckleberry House Emergency Shelter offers a safe alternative to the streets, along with the support teens and families need to address their problems and put their families back together. The ultimate goal of the shelter is family reunification. The average length of stay in the shelter is 10 days and teens must contact their parents/guardian within 24 hours of coming to the shelter. Huckleberry House started to enter their youth shelter data into Columbus ServicePoint in 2015.

B. Performance Outcomes

Semi-annual Trends: Emergency Shelter

Measure		7/1/15 12/31/15
Households Served	#	195
Successful Housing Outcomes	#	140
Successful Housing Outcomes	%	72
Average Length of Stay	Days	7
Recidivism	%	6

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	125	216	Yes
Average Length of Stay	Days	10	9	Yes
Successful Housing Outcomes	#	95	163	Yes
Successful Housing Outcomes	%	80	77	Yes
Occupancy Rate	%	95	63	No ²
Movement ³	%	15	1	N/A
Recidivism	%	<5	1	Yes
Pass Program Certification		Passed certification	Compliant	Yes

¹ Program is not funded by CSB.

² Program is serving all youth that need shelter services; capacity of the program should be adjusted to meet demand.

³ Monitored, but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter – Youth Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	80	80	140	80	80	140	280
Successful Housing Outcomes ¹	%	80	80	80	80	80	80	80
Successful Housing Outcomes	#	59	59	107	59	59	107	219
Occupancy Rate	%	95	95	95	95	95	95	95
Average Length of Stay	Days	10	10	10	10	10	10	10
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

¹ Success for this program consists of family reunification, treatment, or foster care.

² Changed methodology to reflect returns within 180 days.

³ Monitored, but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Lutheran Social Services
Program: Faith Mission on 6th Street, 8th Avenue, Nancy's Place
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Faith Mission Nancy's Place is a 24-hour facility that serves single homeless women in shared rooms. Faith Mission on 6th Street and Faith Mission on 8th Avenue are 24-hour facilities that serve single homeless men in dormitory style environments. Staff assists clients with accessing needed case management services, including mental health care and substance abuse treatment, through the Navigator Program. Breakfast, lunch, and dinner are provided for residents, as well as other low-income individuals, in the Community Kitchen, located at North Grant Avenue across from HandsOn Central Ohio. Vision, medical and dental care is provided at the same location.

Nancy's Place can shelter up to 38 women, a decrease of 4 beds starting in FY2016. The shelter expands capacity between mid-October and mid-April by 6 beds to assist with Winter Overflow. Faith Mission on 8th Avenue has a nightly maximum capacity of 95 beds. Faith Mission on 6th Street has capacity for 89 men. The men's shelter capacity was decreased by 21 beds starting in FY2016. The shelters expand capacity from mid-October to mid-April to serve an additional 21 men per night in peak overflow time.

Starting with FY2008, the above shelters were evaluated as a whole and goals established for all three shelters combined.

In FY2017, Nancy's Place and Faith Mission on 6th Street moved to a new shelter facility on Grant Street. The capacity for the two shelters remains the same.

B. Performance Outcomes

Semi-annual Trends: Emergency Shelter (Faith on 6th)

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02	7/1/03	7/1/04
		3/31/99	9/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02	12/31/03	12/31/04
Households Served	#	963	951	1161	1074	1162	945	525	1057	1062
Successful Housing Outcomes	#	51	59	86	85	75	79	35	56	84
Successful Housing Outcomes	%	6	6	8	8	7	10	7	6	9
Average Length of Stay	Days	24	19	17	18	20	25	55	23	19
Recidivism	%	26	22	28	24	28	16	14	14	13
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A	6	11	31

Measure		7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	1000	1011	1100	836	820	641	1055	889	932
Successful Housing Outcomes	#	117	92	123	128	152	109	173	151	172
Successful Housing Outcomes	%	14	12	14	19	23	20	19	21	21
Average Length of Stay	Days	22	23	22	28	32	37	24	31	26
Recidivism	%	9	4	12	4	7	8	7	5	6
Movement	%	N/A	N/A	N/A	N/A	17	35	30	25	24

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	882	513
Successful Housing Outcomes	#	101	103
Successful Housing Outcomes	%	13	25
Average Length of Stay	Days	27	50
Recidivism	%	7	5
Movement	%	27	13

Semi-annual Trends: Emergency Shelter (Faith on 8th)

Measure		4/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		9/30/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Households Served	#	765	559	431	473	500	617	614	553	421
Successful Housing Outcomes	#	34	66	70	54	56	98	82	96	92
Successful Housing Outcomes	%	6	13	20	14	14	20	17	24	28
Average Length of Stay	Days	33	28	40	36	32	28	30	40	49
Recidivism	%	6	10	21	13	13	11	14	7	8
Movement	%	5	11	27	N/A	N/A	N/A	N/A	20	36

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	679	603	672	514	437
Successful Housing Outcomes	#	122	132	115	92	96
Successful Housing Outcomes	%	21	26	20	22	28
Average Length of Stay	Days	29	34	29	39	55
Recidivism	%	8	10	14	8	2
Movement	%	31	21	25	24	9

Semi-annual Trends: Emergency Shelter (Nancy's Place)

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02	7/1/03	7/1/04
		3/31/99	09/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02	12/31/03	12/31/04
Households Served	#	393	348	401	394	304	304	390	447	441
Successful Housing Outcomes	#	44	53	79	89	68	57	53	63	80
Successful Housing Outcomes	%	12	16	21	24	19	26	13	16	20
Average Length of Stay	Days	21	19	17	17	20	24	27	21	18
Recidivism	%	13	4	8	12	16	6	6	20	20
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A	4	11	19

Measure		7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	394	384	419	321	315	256	417	413	306
Successful Housing Outcomes	#	66	78	92	71	105	104	151	113	108
Successful Housing Outcomes	%	19	23	25	23	39	48	41	31	42
Average Length of Stay	Days	20	21	19	29	31	36	22	31	32
Recidivism	%	6	4	7	3	4	3	5	8	4
Movement	N/A	N/A	N/A	N/A	N/A	12	16	17	8	19

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	296	175
Successful Housing Outcomes	#	54	40
Successful Housing Outcomes	%	22	31
Average Length of Stay	Days	31	60
Recidivism	%	3	0
Movement	%	20	3

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter (Individual)

Measure		Semi-annual Actual		
		Faith Mission on 6th	Faith Mission on 8th	Faith Mission Nancy's Place
Households Served	#	633	541	221
Average Engagement Time	Days	4	7	4
Average Length of Stay	Days	32	39	41
Successful Housing Outcomes	#	77	80	66
Successful Housing Outcomes	%	14	18	37
Occupancy Rate ¹	%	106	97	103
Recidivism	%	0	5	4
Movement	%	6	5	2

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16 - 12/31/16	Semi-annual Actual 7/1/16 - 12/31/16	Achieved
Households Served	#	1382	1320	Yes
Average Engagement Time	Days	7	5	Yes
Average Length of Stay	Days	32	38	No
Successful Housing Outcomes	#	348	219	No
Successful Housing Outcomes	%	30	20	No
Occupancy Rate ¹	%	100	101	Yes
Recidivism	%	<5	3	Yes
Movement ²	%	15	5	N/A
Pass Program Certification		Pass certification	Compliant	Yes

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored, but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter (Combined)

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	837	837	1382	837	837	1382	2421
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Successful Housing Outcomes	#	203	203	383	203	203	383	726
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Changed methodology to reflect returns within 180 days.

³ Monitored, but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Lutheran Social Services
Program: VA Emergency Housing¹
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The program provides emergency housing to veterans along with services consistent with the Health Care for Homeless Veterans (HCHV) Program objectives. The goal of the program is to remove homeless veterans from the street or habitation unfit for veterans and place them in community-based, residential environments. The program is focused on addressing the needs of the most vulnerable and at risk homeless veterans.

The program is responsible for identifying sufficient residential capacity to place up to 24 veterans (20 men and 4 women) at one time on any given day in safe, community-based residences. Identification of suitable residential placement generally requires: a) sufficient personnel to assure safety; b) staffing available on-site 24-hours per day, 7 days per week; c) up to 3 healthy meals per day; d) available laundry facilities; e) the ability to place a veteran on the same day of a referral from HCHV staff.

The program was implemented on 9/1/2011.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	49	65	63	60	83
Successful Housing Outcomes	#	11	27	28	21	39
Successful Housing Outcomes	%	33	53	60	49	61
Average Length of Stay	Days	34	60	67	50	60
Recidivism	%	N/A	0	0	0	0
Movement	%	21	14	9	16	3

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	55	98	Yes
Successful Housing Outcome	#	16	33	Yes
Successful Housing Outcome	%	50	41	No
Average Length of Stay	Days	90	46	Yes
Occupancy Rate	%	100	79	No
Recidivism	%	<5	5	Yes
Movement ²	%	15	5	N/A
Pass Program Certification		Pass certification	Compliant	Yes

¹ Program not funded by CSB.

² Monitored, but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	50	50	75	50	50	75	120
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	13	13	26	13	13	26	48
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	70	70	70	70	70	70	70
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Changed methodology to reflect returns within 180 days.

³ Monitored, but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Maryhaven
Program: Engagement Center - Safety
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The Engagement Center (EC) at Maryhaven provides services to meet the basic needs of homeless men and women who are inebriated and unable to self-care or otherwise are in need of more intensive service supports. The EC seeks to motivate clients to take the essential steps to a better life, including stable housing. Services offered at the EC Safety program include safe and secure emergency shelter. Inebriated individuals are brought to the EC by Netcare Reach Out Workers and public safety officers. Starting July 1, 2014, Maryhaven Engagement Center split into two programs based on clients' commitment to seek housing. Clients in the Safety program are not interested in obtaining housing and are looking only for safety services. Maryhaven has the capacity for 42 men and 8 women, out of which 27 beds for men and 5 beds for women are dedicated to the Safety program. Maryhaven expands capacity in the overflow season, from October 15 to April 15, by 5 beds for women to be used if needed.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	499	472
Successful Outcomes	#	106	102
Successful Outcomes	%	23	22
Average Length of Stay	Days	15	15
Recidivism	%	0	17
Detox Exits	%	2	4
Movement	%	17	N/A

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter/Safety

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	500	417	No
Average Length of Stay	Days	12	15	No
Successful Outcomes	#	140	100	No
Successful Outcomes	%	30	26	Yes
Recidivism	%	<5	0	Yes
Detox Exits	%	10	9	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter/ Safety

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	275	275	450	275	275	450	740
Successful Outcomes ¹	%	30	30	30	30	30	30	30
Successful Outcomes ¹	#	73	73	125	73	73	125	212
Average Length of Stay	Days	12	12	12	12	12	12	12
Recidivism ²	%			<10			<10	<10
Detox Exits	%	10	10	10	10	10	10	10

¹ Exits to the Engagement Center – Shelter2Housing program and any other emergency shelter are considered Successful Outcomes.

² Changed methodology to reflect returns within 180 days.

Category: Emergency Shelter (Single Adults)
Agency: Maryhaven
Program: Engagement Center – Shelter2Housing
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The Engagement Center (EC) at Maryhaven provides services to meet the basic needs of homeless men and women who are inebriated and unable to self-care or otherwise are in need of more intensive service supports. The EC seeks to motivate clients to take the essential steps to a better life, including stable housing. Services offered at the EC Shelter2Housing program include safe, secure emergency shelter along with screening and referral for housing, medical, behavioral healthcare, and other social services through the Navigator Program. Inebriated individuals are brought to the EC by Netcare Reach Out Workers and public safety officers. Starting July 1, 2014, Maryhaven Engagement Center split into two programs based on clients’ commitment to seek housing. Clients in Shelter2Housing program are interested in obtaining housing and all linked with Navigators for provision of services. Maryhaven has the capacity for 42 men and 8 women, out of which 15 beds for men and 3 beds for women are dedicated to the Shelter2Housing program.

As of 10/1/2014, housing services for all Tier 2 emergency shelters are provided by Access Ohio.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	97	88
Successful Housing Outcomes	#	58	53
Successful Housing Outcomes	%	72	78
Average Length of Stay	Days	37	41
Recidivism	%	16	4
Movement	%	12	3

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter/Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	80	88	Yes
Average Engagement Time	Days	7	7	Yes
Average Length of Stay	Days	32	54	No
Successful Housing Outcomes	#	19	45	Yes
Successful Housing Outcomes	%	30	69	Yes
Program Occupancy Rate ¹	%	100	106	Yes
Recidivism	%	<5	13	No
Movement ³	%	15	5	N/A
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter/ Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	45	45	80	45	45	80	150
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Successful Housing Outcomes	#	9	9	20	9	9	20	44
Program Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Changed methodology to reflect returns within 180 days.

³ Monitored, but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Southeast, Inc.
Program: Friends of the Homeless/Men’s Shelter
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The Friends of the Homeless (FOH) Men’s Shelter is a 24-hour facility that serves single, homeless men in a dormitory style environment. Services include meeting basic needs such as daily meals, showers, bed linens, towels and personal hygiene items, laundry facilities, and telephone use, as well as providing linkage to case management services through the Navigator Program. The shelter’s resource center is available for the employment and housing needs of clients. Although FOH has capacity for 130 men, from mid-October to mid-April, it shelters up to 15 additional men per night on cots or overflow mats, part of the seasonal overflow plan.

B. Performance Outcomes

Semi-annual Trends: Emergency Shelter

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02
		3/31/99	9/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02
Households Served	#	628	551	578	514	581	645	699
Successful Housing Outcomes	#	95	72	74	64	98	99	97
Successful Housing Outcomes	%	16	14	13	15	18	17	16
Average Length of Stay	Days	36	36	40	46	41	41	33
Recidivism	%	18	12	16	13	17	8	5
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A	6

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Households Served	#	650	803	631	472	512	654	673
Successful Housing Outcomes	#	101	101	102	97	64	117	126
Successful Housing Outcomes	%	20	15	21	30	18	23	24
Average Length of Stay	Days	53	30	41	54	49	37	44
Recidivism	%	7	9	14	8	16	11	10
Movement	%	14	22	N/A	N/A	N/A	N/A	15

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	671	911	824	793	630	754
Successful Housing Outcomes	#	139	169	141	175	107	164
Successful Housing Outcomes	%	26	22	21	27	22	27
Average Length of Stay	Days	45	30	33	34	41	35
Recidivism	%	6	9	9	18	6	11
Movement	%	36	37	26	28	23	15

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	808	705	No
Average Engagement Time	Days	7	6	Yes
Average Length of Stay	Days	32	40	No
Successful Housing Outcomes	#	203	164	No
Successful Housing Outcomes	%	30	29	Yes
Occupancy Rate ¹	%	100	102	Yes
Recidivism	%	<5	10	Yes
Movement ³	%	15	7	N/A
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi-annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi-annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	489	489	808	489	489	808	1416
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Successful Housing Outcomes	#	118	118	224	118	118	224	424
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Changed methodology to reflect returns within 180 days.

³ Monitored, but not evaluated.

Category: Emergency Shelter (Single Adults)
Agency: Volunteers of America of Greater Ohio
Program: Men's Shelter
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Volunteer of America of Greater Ohio (VOAGO) Men's Shelter is an emergency shelter facility that each night serves up to 40 single homeless men in a dormitory style environment. Shelter staff works with the Navigator Program to assist clients with housing plans and placement, accessing employment, community services and other resources and services. Men staying at the facility receive assistance with basic needs, such as daily meals, showers, and personal hygiene items. VOAGO expands capacity in the overflow season by 5 beds, from October 15 to April 15.

B. Performance Outcomes
Semi-annual Trends

Measure		10/1/97	4/1/98	10/1/98	4/1/99	10/1/99	4/1/00
		3/31/98	9/30/98	3/31/99	9/30/99	3/31/00	9/30/00
Households Served	#	739	666	723	745	711	741
Successful Housing Outcomes	#	15	15	20	26	23	0
Successful Housing Outcomes	%	2	2	3	4	3	0
Average Length of Stay	Days	14	14	14	12	13	13
Recidivism	%	53	40	53	40	52	46
Movement	%	N/A	N/A	N/A	N/A	N/A	N/A

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Households Served	#	220	256	333	467	274	282	277	414
Successful Housing Outcomes	#	5	26	66	43	59	54	66	63
Successful Housing Outcomes	%	3	12	22	10	25	22	28	17
Average Length of Stay	Days	45	20	17	14	24	24	27	19
Recidivism	%	0	24	12	16	19	19	10	30
Movement	%	25	19	N/A	N/A	N/A	N/A	22	67

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	385	267	305	253	241
Successful Housing Outcomes	#	62	76	89	59	66
Successful Housing Outcomes	%	18	34	34	28	34
Average Length of Stay	Days	22	33	31	37	40
Recidivism	%	13	8	22	10	11
Movement	%	43	24	32	27	17

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	306	332	Yes
Average Engagement Time	Days	7	6	Yes
Average Length of Stay	Days	32	28	Yes
Successful Housing Outcomes	#	80	106	Yes
Successful Housing Outcomes	%	30	36	Yes
Occupancy Rate ¹	%	100	105	Yes
Recidivism	%	<5	3	Yes
Movement ²	%	15	2	N/A
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	188	188	306	188	188	306	520
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Successful Housing Outcomes	#	49	49	88	49	49	88	158
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ³	%			<10			<10	<10
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored, but not evaluated.

³ Changed methodology to reflect returns within 180 days.

Category: Emergency Shelter (Single Adults)
Agency: Volunteers of America of Greater Ohio
Program: VA Emergency Housing¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The program provides emergency housing to veterans along with services consistent with the Health Care for Homeless Veterans (HCHV) Program objectives. The goal of the program is to remove homeless veterans from the street or habitation unfit for veterans and place them in community-based, residential environments. The program is focused on addressing the needs of the most vulnerable and at risk homeless veterans.

The program is responsible for identifying sufficient residential capacity to place up to 13 veterans at one time on any given day in safe, community-based residences. Identification of suitable residential placement generally requires: a) sufficient personnel to assure safety; b) staffing available on-site 24-hours per day, 7 days per week; c) up to 3 healthy meals per day; d) available laundry facilities; e) the ability to place a veteran on the same day of a referral from HCHV staff. The program was implemented on 9/1/2010.

As of 10/1/2016, the program increased capacity to 15 veterans.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	48	61	52	46	62	61
Successful Housing Outcomes	#	22	39	18	16	26	17
Successful Housing Outcomes	%	67	81	46	48	54	36
Average Length of Stay	Days	23	55	56	70	52	53
Recidivism	%	N/A	7	0	0	0	0
Movement	%	N/A	21	14	9	8	2

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	45	44	Yes
Successful Housing Outcomes	#	16	16	Yes
Successful Housing Outcomes	%	50	52	Yes
Average Length of Stay	Days	90	68	Yes
Occupancy Rate ¹	%	100	108	Yes
Recidivism	%	<5	0	Yes
Movement ²	%	15	0	N/A
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	35	35	55	35	35	55	95
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	11	11	21	11	11	21	41
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	70	70	70	70	70	70	70
Recidivism ³	%			<10			<10	<10
Movement ²	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored, but not evaluated.

³ Changed methodology to reflect returns within 180 days.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Triage Shelter
Period: 7/1/16 - 12/31/16
Performance: Low

A. Description

The Van Buren Emergency Shelter serves as the “front door” shelter for single adult women experiencing homelessness in Columbus and Franklin County with the targeted average length of stay being 7 days in duration. This shelter has a 68 bed capacity. Intakes and referrals are coordinated by the Homeless Hotline.

The shelter contains sleeping quarters, showers, restrooms, and dining facilities. The facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for Navigators (case managers) to meet with residents and work on housing goals, resident resource and computer rooms, staff administrative space, secured intake area with a waiting room and lobby, office for records storage, public restrooms, and an outdoor patio.

The shelter opened as the First Time Homeless Shelter for single women in August 2014. From October 2015 until June 2016, the shelter also served first time homeless men. The First Time Homeless Shelter closed and was converted into the Triage Shelter for single women on June 16, 2016. The shelter closed January 24, 2017 and its capacity was added to the regular shelter for single women operating at Van Buren.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	206	590
Successful Housing Outcomes	#	107	258
Successful Housing Outcomes	%	56	46
Average Length of Stay	Days	12	5
Recidivism	%	N/A	0

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	860	700	No
Successful Outcomes	#	487	359	No
Successful Outcomes	%	60	57	Yes
Average Length of Stay	Days	7	17	No
Recidivism	%	<5	22	No
Pass Program Certification		Pass certification	Compliant	Yes

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Men's Overflow
Period: 7/1/16 - 12/31/16
Performance: N/A¹

A. Description

In FY2017, the YMCA of Central Ohio worked with CSB partner agencies to coordinate and provide overflow for single adult men. During the winter overflow season, the YMCA's first priority is to provide overflow shelter to homeless individuals seeking refuge from extreme weather conditions when the shelters are at capacity. The shelter provided a safe space overnight when the temperature was below freezing.

Starting in fall 2015, single men in overflow were sheltered at the new Van Buren Center. The Van Buren Center is designed with a flexible capacity to meet sheltering demand for single men, women and families when regular, fixed capacity shelters are full. The flexible capacity includes a minimum of 100 beds for single men and 106 beds for single women.

The shelter contains gender specific sleeping quarters, showers, restrooms, and dining facilities. The facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for Navigators (case managers) to meet with residents and work on housing goals, resident resource and computer rooms, staff administrative space, secured intake area with a waiting room and lobby, office for records storage, public restrooms, and an outdoor patio.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	241	N/A	120	406	190
Successful Housing Outcomes	#	0	N/A	0	0	5
Successful Housing Outcomes	%	0	N/A	0	0	3
Average Length of Stay	Days	13	N/A	3	6	5
Recidivism	%	N/A	N/A	N/A	N/A	N/A
Movement	%	53	N/A	72	55	N/A

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	130	484	Yes
Average Length of Stay	Days	32	8	Yes
Pass Program Certification		Pass certification	Compliant	Yes

¹ Men's Overflow opened 11/19/16. Timeframe too short to evaluate.

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served ¹	#	0	190	190	400	100	450	540
Average Length of Stay	Days	30	30	30	30	30	30	30

¹ Household served projection includes overflow only.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Women's Overflow
Period: 7/1/16 - 12/31/16
Performance: N/A¹

A. Description

In FY2017, the YMCA of Central Ohio worked with CSB partner agencies to coordinate and provide flexible capacity shelter for single adult women at the new Van Buren emergency shelter.

The Van Buren Center is designed with a flexible capacity to meet sheltering demand for single men, women and families when regular, fixed capacity shelters are full. The flexible capacity includes a minimum of 100 beds for single men and 106 beds for single women.

The shelter contains gender specific sleeping quarters, showers, restrooms, and dining facilities. The facility also contains a commercial kitchen that allows preparation of hot meals for all residents, storage and laundry facilities, offices for Navigators (case managers) to meet with residents and work on housing goals, resident resource and computer rooms, staff administrative space, secured intake area with a waiting room and lobby, office for records storage, public restrooms, and an outdoor patio.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Households Served	#	77	631	75
Successful Housing Outcomes	#	1	88	0
Successful Housing Outcomes	%	2	20	0
Average Length of Stay	Days	8	32	2
Recidivism	%	N/A	0	N/A
Movement	%	38	30	N/A

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	106	296	Yes
Average Length of Stay	Days	32	6	Yes
Pass Program Certification		Pass certification	Compliant	Yes

¹ Women's Overflow opened on 11/19/16. Timeframe too short to evaluate.

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served ¹	#	0	106	106	212	50	250	325
Average Length of Stay	Days	30	30	30	30	30	30	30

¹ Household served projection includes overflow only.

Category: Emergency Shelter (Single Adults)
Agency: YMCA
Program: Van Buren Women's Shelter
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The Van Buren Women's Shelter accepts intakes 24 hours a day through the Homeless Hotline. Supportive services include meeting basic needs such as daily meals, showers, bed linens, towels and personal hygiene items, laundry facilities, and telephone use, as well as providing case management and linkage to services through the Navigator Program. The shelter resource rooms are available for the employment and housing needs of clients. The resource rooms provide computer access, housing and employment lists, bus passes, and help in applying for public assistance. The Van Buren Women's Shelter has capacity for 83 women and from mid-October to mid-April it shelters up to 7 additional women per night, part of the seasonal overflow plan. Effective January 24, 2017, the shelter capacity increased to 151 plus 7 seasonal overflow beds.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	164	545
Successful Housing Outcomes	#	42	166
Successful Housing Outcomes	%	38	36
Average Length of Stay	Days	47	45
Recidivism	%	0	1
Movement	%	27	9

Program Outcome Achievement 7/1/16 to 12/31/16: Emergency Shelter

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	400	437	Yes
Average Engagement Time	Days	7	11	No
Average Length of Stay	Days	32	39	No
Successful Housing Outcomes	#	95	117	Yes
Successful Housing Outcomes	%	30	34	Yes
Occupancy Rate ¹	%	100	100	Yes
Recidivism	%	5	5	Yes
Movement ²	%	15	16	N/A
Pass Program Certification		Pass certification	Compliant	Yes

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Monitored, but not evaluated.

C. Recommendations

Program Outcome Measures: Emergency Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	350	400	717	400	350	717	1300
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Successful Housing Outcomes	#	70	86	191	86	70	191	383
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	30	30	30	30	30	30	30
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

Program Outcome Measures: Pregnant Women’s Shelter

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	52	52	83	52	52	83	140
Successful Housing Outcomes	%	33	33	33	33	33	33	33
Successful Housing Outcomes	#	13	13	23	13	13	23	42
Occupancy Rate ¹	%	100	100	100	100	100	100	100
Average Length of Stay	Days	37	37	37	37	37	37	37
Average Engagement Time	Days	7	7	7	7	7	7	7
Recidivism ²	%			<10			<10	<10
Movement ³	%			15			15	15

¹ 5% allowable variance. If system demand is below capacity such that there is no waitlist or alternate overflow need then the occupancy rate may fall below 95%.

² Changed methodology to reflect returns within 180 days.

³ Monitored, but not evaluated.

Outreach Programs

Category: Outreach Programs
Agency: Maryhaven
Program: Outreach
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Maryhaven’s Outreach Program, initiated in 2003, is designed to engage homeless persons living outdoors and assist them in moving into appropriate housing as quickly as possible. A collaborative outreach strategy was implemented by Maryhaven starting in 7/1/2011. Services include assertive outreach at sites where homeless persons congregate, pro-active engagement, referral to needed community services, linkage to shelter and housing, obtaining birth certificates and other personal identification, access to benefits, coordination of services with shelters and housing providers, and participation in community planning for shelter and housing access. Once housing is identified, the Outreach Programs link clients with CSB Direct Client Assistance funds and other financial and material assistance options. The Maryhaven Outreach program became the sole provider of Outreach services for homeless persons starting with FY2010, with the intent of developing a coordinated approach for all outreach services being delivered in Franklin County.

B. Performance Outcomes
Semi-annual Trends

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Households Served	#	50	63	100	126	104	101	164	184
Successful Outcomes	#	12	N/A	N/A	N/A ¹	68	70	96	85
Successful Outcomes	%	27	N/A	N/A	N/A ¹	67	70	78	57
Successful Housing Outcomes	#	23	54	99	N/A ¹	19	31	62	22
Successful Housing Outcomes	%	51	89	99	N/A ¹	28	44	65	26
Recidivism	%	11	26	16	N/A ¹	14	7	2	0
Usage of CSB Direct Client Assistance	%	N/A	N/A	54	16	10	28	43	10

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	209	255	268	190	181
Successful Outcomes	#	83	103	136	90	69
Successful Outcomes	%	72	71	99	90	87
Successful Housing Outcomes	#	54	75	57	58	47
Successful Housing Outcomes	%	65	73	42	64	68
Recidivism	%	2	3	7	0	0
Usage of CSB Direct Client Assistance	%	28	29	38	47	33

¹ CSB was unable to evaluate the program during FY2007 due to agency disclosure of substantial exit data entry errors.

Program Outcome Achievement 7/1/16 to 12/31/16: Outreach Programs

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	60	115	N/A
New Households Served	#	149	118	No
Households Served	#	209	233	Yes
Exited Households ¹	#	149	127	N/A
Exited Households to PSH	#	16	15	Yes
Successful Outcomes (Shelter and Housing)	#	111	94	No
Successful Outcomes (Shelter and Housing)	%	75	74	Yes
Successful Housing Outcomes	#	61	51	No
Successful Housing Outcomes ²	%	55	54	Yes
Usage of CSB Direct Client Assistance ³	%	25	25	Yes
Recidivism	%	<5	0	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Outreach Programs

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	60	60	60	60	60	60	60
New Households Served	#	70	79	149	79	70	149	298
Households Served	#	130	139	209	139	130	209	358
Exited Households ¹	#	70	79	149	79	70	149	298
Exited Households to PSH	#	8	8	16	8	8	16	32
Successful Outcomes (shelter and housing)	%	75	75	75	75	75	75	75
Successful Outcomes (shelter and housing)	#	52	59	111	59	53	112	223
Successful Housing Outcomes ²	%	55	55	55	55	55	55	55
Successful Housing Outcomes	#	29	32	61	32	29	62	123
Recidivism ⁴	%			<10			<10	<10
Usage of CSB Direct Client Assistance	%	25	25	25	25	25	25	25

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Housing outcomes (permanent and transitional) expressed as % of all successful outcomes.

³ Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

⁴ Changed methodology to reflect returns within 180 days.

Category: Outreach Programs
Agency: Maryhaven
Program: Capital Crossroads Special Improvement District - Outreach¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

In April 2014, Maryhaven received an outreach contract from the Special Improvement Discovery District (SIDD) to expand services in downtown Columbus.

Services include assertive outreach at sites where homeless persons congregate, pro-active engagement, referral to needed community services, linkage to shelter and housing, obtaining birth certificates and other personal identification, access to benefits, coordination of services with shelters and housing providers, and participation in community planning for shelter and housing access. Once housing is identified, the Outreach Programs link clients with CSB Direct Client Assistance funds and other financial and material assistance options.

The program expanded its services in FY2017.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	68	47
Successful Outcomes	#	54	35
Successful Outcomes	%	96	97
Successful Housing Outcomes	#	13	26
Successful Housing Outcomes	%	24	74
Recidivism	%	0	11
Usage of CSB Direct Client Assistance	%	28	47

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Outreach Programs

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	20	21	N/A
New Households Served	#	50	46	Yes
Households Served	#	70	67	Yes
Exited Households ¹	#	50	49	N/A
Exited Households to PSH	#	5	13	Yes
Successful Outcomes (Shelter and Housing)	#	38	48	Yes
Successful Outcomes (Shelter and Housing)	%	75	98	Yes
Successful Housing Outcomes	#	21	30	Yes
Successful Housing Outcomes ²	%	55	63	Yes
Usage of CSB Direct Client Assistance ³	%	N/A	45	N/A
Recidivism	%	5	0	Yes
Pass Program Certification		Pass Certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Outreach Programs

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	20	20	20	20	20	20	20
New Households Served	#	25	25	50	25	25	50	100
Households Served	#	45	45	70	45	45	70	120
Exited Households ¹	#	25	25	50	25	25	50	100
Exited Households to PSH	#	2	3	5	2	3	5	10
Successful Outcomes (shelter and housing)	%	75	75	75	75	75	75	75
Successful Outcomes (shelter and housing)	#	19	19	38	19	19	38	75
Successful Housing Outcomes ²	%	55	55	55	55	55	55	55
Successful Housing Outcomes	#	10	10	21	10	10	21	41
Recidivism ⁴	%			<10			<10	<10

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Housing outcomes (permanent and transitional) expressed as % of all successful outcomes.

³ Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

⁴ Changed methodology to reflect returns within 180 days.

Category: Outreach Programs
Agency: Southeast, Inc.
Program: PATH¹
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The Projects for Assistance in Transition from Homelessness (PATH) program has been part of Southeast, Inc.’s services to persons experiencing homelessness since 1986. The target population is individuals with severe mental illnesses, as well as individuals with co-occurring substance use disorders, who are homeless or at risk of becoming homeless. PATH is a community-based outreach program that provides mental health services and follow-up case management on the streets, land, and in homeless shelters with the ultimate goal of connecting individuals to mainstream mental health services and housing. The PATH Program delivers its services in the community from a modified RV. The team visits shelters, soup kitchens, and other places where homeless persons congregate and sleep. In addition to visiting identified sites, PATH also responds to urgent requests from shelters, law enforcement, business, clergy, and medical entities. The program started participation in Columbus ServicePoint in June 2014.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/15
		12/31/15
Households Served	#	185
Successful Outcomes	#	60
Successful Outcomes	%	57

Program Outcome Achievement 7/1/16 to 12/31/16: Outreach Programs

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ²	#	70	126	N/A
New Households Served	#	125	146	Yes
Households Served	#	195	272	Yes
Exited Households ²	#	125	101	N/A
Successful Outcomes (Shelter and Housing) ³	#	62	28	No
Successful Outcomes (Shelter and Housing)	%	50	28	No
Pass Program Certification		Pass certification	Compliant with conditions	Yes

¹ Program not funded by CSB.

² Monitored, but not evaluated; however, this can impact other success measures.

³ The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

C. Recommendations

Program Outcome Measures: Outreach Programs

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	70	70	70	70	70	70	70
New Households Served	#	70	70	125	70	70	125	220
Households Served	#	140	140	195	140	140	195	290
Exited Households ¹	#	70	70	125	70	70	125	220
Successful Outcomes (shelter and housing) ²	%	50	50	50	50	50	50	50
Successful Outcomes (shelter and housing)	#	35	35	62	35	35	63	110

¹ Monitored, but not evaluated; however, this can impact other success measures.

² The goal of PATH is to outreach to homeless (or at risk of becoming homeless) individuals for the purpose of linking them to ongoing mental health and other treatment.

Rapid Re-housing/Navigator

Category: Rapid Re-housing/Navigator
Agency: Access Ohio
Program: Navigator Program
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

On 9/15/14, Access Ohio started providing Navigator services for all Tier 2 emergency shelters for single adults, including LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men’s, YMCA Women’s, and Maryhaven Shelter2Housing emergency shelters.

The Navigator Program is a new service model for our system that is designed to move people more quickly from shelter into stable housing. The Navigator Program is a centralized intensive case management program consisting of Navigator teams that work with individuals throughout their stay in the shelter system, providing individualized housing stabilization plans and post-shelter services in housing. Navigators link people to community supports and services to ensure housing stability, like mental health, substance abuse, physical healthcare, employment and job training, and housing resources. Navigators continue to work with people after they are housed in order to provide the supports needed to maintain stable housing.

Access Ohio partnered with Columbus Area Integrated Health Services and Goodwill Industries of Columbus to provide Navigator services. Program services ended as of 6/30/17.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	722	1866
Average Engagement Time	Days	12	9
Average Length of Shelter Stay	Days	20	32
Average Length of Participation	Days	30	112
Successful Housing Outcomes	#	5	595
Successful Housing Outcomes	%	36	51
Usage of CSB Direct Client Assistance	%	10	35

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	450	661	N/A
New Households Served	#	1775	1586	No
Households Served	#	2225	2247	Yes
Sheltered Single Adult Population Served	%	60	70	Yes
Exited Households ¹	#	1775	1542	N/A
Movement ²	%	15	6	N/A
Successful Housing Outcomes	#	887	594	No
Successful Housing Outcomes	%	50	39	No
Successful Housing Outcomes (Tier 2 Shelters)	%	30	30	Yes
Average Engagement Time ³	Days	7	6	Yes
Average Length of Shelter Stay ⁴	Days	25	30	No
Average Length of Participation	Days	90	92	Yes
Usage of CSB Direct Client Assistance ⁵	%	30	30	Yes
Usage of CSB Direct Client Assistance	\$	600	552	Yes
Recidivism	%	<5	4	Yes
Pass Program Certification		Pass certification	Compliant	Yes

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Monitored, but not evaluated.

³ Days between shelter entry date and Navigator engagement date.

⁴ Calculated from the date of Navigator entry date to shelter exit date.

⁵ 306 households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

Category: Rapid Re-housing/Navigator
Agency: Community Shelter Board
Program: Transition Program (Single Adults and Families)
Period: 7/1/16 - 12/31/16
Performance: High (Single Adults)/Medium (Families)

A. Description

The Community Shelter Board administers Direct Client Assistance funds through the Transition Program for homeless individuals and families moving into permanent housing. Clients working with shelter and outreach agencies in Franklin County are able to apply for short-term rental assistance, utility deposits, and other eligible expenses related to securing and stabilizing housing. The Transition Program also provides assistance to individuals and families moving to subsidized housing, including Rebuilding Lives units. In FY2017, agencies utilizing the Transition Program included Access Ohio, Columbus Area Integrated Health Services, CHOICES, Community Housing Network, Friends of the Homeless, Homeless Families Foundation, LSS-Faith Mission/Faith Housing, Maryhaven, Southeast, Inc., Volunteers of America of Greater Ohio, the YMCA, and the YWCA.

B. Performance Outcomes

Semi-annual Trends

Combined (Single Adults & Families)

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Households Served	#	215	318	361	438	312	441	545
Successful Housing Outcomes	#	210	318	361	438	312	431	539
Successful Housing Outcomes	%	98	100	100	100	100	98	99
Recidivism	%	2	8	6	2	6	3	0
Usage of CSB Direct Client Assistance	\$	451	461	518	439	630	541	501

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	582	773	661	687	599	561
Successful Housing Outcomes	#	575	767	654	668	583	544
Successful Housing Outcomes	%	99	99	99	97	97	97
Recidivism	%	2	4	6	4	N/A	N/A
Usage of CSB Direct Client Assistance	\$	807	997	682	696	1430	1400

Single Adults

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	415	431
Successful Housing Outcomes	#	405	420
Successful Housing Outcomes	%	98	97
Recidivism	%	0	3
Usage of CSB Direct Client Assistance	\$	510	516

Families

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	184	130
Successful Housing Outcomes	#	178	124
Successful Housing Outcomes	%	97	95
Recidivism	%	5	0
Usage of CSB Direct Client Assistance	\$	920	884

Program Outcome Achievement 7/1/16 to 12/31/16: Transition (Single Adults)

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	450	496	Yes
Successful Housing Outcomes	#	441	476	Yes
Successful Housing Outcomes	%	98	96	Yes
Usage of CSB Direct Client Assistance	\$	600	533	Yes
Usage of CSB Direct Client Assistance	%	98	96	Yes
Recidivism	%	<5	4	Yes
Pass Program Certification		Pass certification	Compliant	Yes

Program Outcome Achievement 7/1/16 to 12/31/16: Transition (Families)

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	190	110	No
Successful Housing Outcomes	#	186	109	No
Successful Housing Outcomes	%	98	99	Yes
Usage of CSB Direct Client Assistance	\$	1000	948	Yes
Usage of CSB Direct Client Assistance	%	98	99	Yes
Recidivism	%	<5	0	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Transition (Single Adults)

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	200	350	500	550	550	1000	1500
Successful Housing Outcomes	%	98	98	98	98	98	98	98
Successful Housing Outcomes	#	196	343	490	539	539	980	1470
Recidivism ¹	%			<10			<10	<10
Usage of CSB Direct Client Assistance	%	98	98	98	98	98	98	98
Usage of CSB Direct Client Assistance	\$	740	740	740	740	740	740	740

Program Outcome Measures: Transition (Families)

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	90	100	190	80	90	170	360
Successful Housing Outcomes	%	98	98	98	98	98	98	98
Successful Housing Outcomes	#	88	98	186	78	88	167	353
Recidivism ¹	%			<10			<10	<10
Usage of CSB Direct Client Assistance	%	98	98	98	98	98	98	98
Usage of CSB Direct Client Assistance	\$	950	950	950	950	950	950	950

¹ Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: Homeless Families Foundation
Program: Rapid Re-housing
Period: 7/1/16 - 12/31/16
Performance: Low

A. Description

The Homeless Families Foundation (HFF) completed its transition from a shelter model to a scattered site, rapid re-housing model for the families exiting the family shelters by 12/31/2011. All 46 units of HFF’s capacity are scattered site. This model is a better approach for families to gain self-sufficiency and housing stability.

The family shelters assess and refer families who require transitional support to stabilize housing after exiting the shelter. HFF supportive services are initiated while families are at the family shelter and are intended to assist families in locating permanent, affordable housing and accessing CSB administered Direct Client Assistance (DCA). Case management services continue until the family has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), the family achieved their goals, and linkage with supportive services in the community occurs. HFF services are short-term, typically for up to 100 days. HFF also offers educational and recreational activities for children at the Dowd Education Center.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	31	83	156	162	156	137
Successful Housing Outcomes	#	16	22	91	94	88	80
Successful Housing Outcomes	%	100	88	88	88	88	91
Average Length of Shelter Stay	Days	26	19	17	19	22	24
Average Length of Participation	Days	89	90	106	91	100	100
Recidivism	%	14	0	0	4	3	0

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	46	56	N/A
New Households Served	#	93	63	No
Households Served	#	139	119	No
Exited Households ¹	#	93	77	N/A
Average Length of Shelter Stay	Days	15	32	No
Average Length of Participation	Days	100	120	No
Successful Housing Outcomes	#	84	68	No
Successful Housing Outcomes	%	90	88	Yes
Recidivism	%	<5	3	Yes
Usage of CSB Direct Client Assistance ²	%	90	90	Yes
Usage of CSB Direct Client Assistance	\$	800	794	Yes
Housing Affordability at Exit ³	%	50	18	No
Pass Program Certification		Pass certification	Compliant	Yes

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Households with \$0 income and \$0 rent at exit are excluded from calculation.

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	46	46	46	46	46	46	46
New Households Served	#	47	46	93	46	46	92	185
Households Served	#	93	92	139	92	92	138	231
Exited Households ¹	#	47	46	93	46	46	92	185
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	42	42	84	42	41	83	167
Avg. Length of Shelter Stay	Days	15	15	15	15	15	15	15
Avg. Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism ²	%			<10			<10	<10
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	800	800	800	800	800	800	800

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: Lutheran Social Services
Program: SSVF (Supportive Services for Veteran Families) Rapid Re-housing¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

On October 1, 2013, Lutheran Social Services/Faith Mission (LSS/FM) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans experiencing homelessness. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to, outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone who has served actively in the military, naval, air service, Merchant Marines, or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the area median income for household size 2) literally homeless 3) no other resources or social supports are currently in place. LSS/FM is primarily serving single adults.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Households Served	#	18	94	63
Successful Housing Outcomes	#	3	61	39
Successful Housing Outcomes	%	75	84	85
Average Length of Shelter Stay	Days	8	29	23
Average Length of Participation	Days	38	114	66
Recidivism	%	N/A	3	4

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	25	21	N/A
New Households Served	#	60	46	No
Households Served	#	85	67	No
Exited Households ¹	#	60	56	N/A
Average Length of Shelter Stay ²	Days	30	15	Yes
Average Length of Participation	Days	100	76	Yes
Successful Housing Outcomes	#	48	50	Yes
Successful Housing Outcomes	%	80	89	Yes
Recidivism	%	<5	0	Yes
Usage of SSVF Direct Client Assistance	%	80	94	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	25	25	25	25	25	25	25
New Households Served	#	30	30	60	30	30	60	120
Households Served	#	55	55	85	55	55	85	145
Exited Households ¹	#	30	30	60	30	30	60	120
Successful Housing Outcomes	%	80	80	80	80	80	80	80
Successful Housing Outcomes	#	24	24	48	24	24	48	96
Average Length of Shelter Stay	Days	30	30	30	30	30	30	30
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism ³	%			<10			<10	<10
Usage of SSVF Direct Client Assistance	%	80	80	80	80	80	80	80

¹ Monitored, but not evaluated; however, this can impact other success measures.

² 11 households were excluded because household did not have a homeless program overlap at program entry. 6 households were excluded due to still residing in emergency shelter or the VOAGO Veterans Program at the end of the reporting period.

³ Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: The Salvation Army
Program: Rapid Re-housing
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The Salvation Army Rapid Re-housing program assists families staying at a family shelter with obtaining and maintaining permanent housing. The family shelter assesses and refers families who require transitional support to stabilize housing after exiting the shelter. Rapid re-housing program supportive services are initiated while families are at the family shelter and are intended to assist families in locating permanent, affordable housing within three weeks of referral. To accomplish this, Rapid Re-housing program case managers assist families with finding suitable and affordable housing and linking families to CSB administered Direct Client Assistance (DCA). Case management services continue until the family has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), linkage with supportive services in the community occurs, and/or the family has ended contact. The Salvation Army's program provides short-term services typically for up to 100 days.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/99	1/1/00	7/1/00	1/01/01	7/1/01	7/1/02	7/1/03
		12/31/99	6/30/00	12/31/00	6/30/01	12/31/01	12/31/02	12/31/03
Households Served	#	20	35	22	28	23	38	43
Successful Housing Outcomes	%	100	100	100	90	100	94	88
Average Length of Shelter Stay	Days	N/A	N/A	N/A	N/A	N/A	N/A	18
Usage of CSB Direct Client Assistance	\$	N/A	N/A	1560	N/A	N/A	N/A	923
Recidivism	%	N/A	N/A	0	0	N/A	0	0

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Households Served	#	135	162	125	172	143	166	151
Successful Housing Outcomes	%	77	96	97	99	93	98	90
Average Length of Shelter Stay	Days	20	13	15	12	10	10	13
Average Length of Participation	Days	N/A	N/A	N/A	101	103	109	114
Usage of CSB Direct Client Assistance	\$	676	819	674	1063	908	954	1225
Recidivism	%	11	4	11	0	3	3	0

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	148	113	138	147	119
Successful Housing Outcomes	%	94	88	88	85	89
Average Length of Shelter Stay	Days	16	16	20	22	27
Average Length of Participation	Days	88	88	89	91	102
Usage of CSB Direct Client Assistance	\$	1105	1179	1396	1782	1850
Recidivism	%	0	0	0	7	0

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	37	39	N/A
New Households Served	#	83	66	No
Households Served	#	120	105	No
Exited Households ¹	#	83	70	N/A
Average Length of Shelter Stay	Days	15	28	No
Average Length of Participation	Days	100	99	Yes
Successful Housing Outcomes	#	75	69	Yes
Successful Housing Outcomes	%	90	99	Yes
Recidivism	%	<5	3	Yes
Usage of CSB Direct Client Assistance ²	%	90	99	Yes
Usage of CSB Direct Client Assistance	\$	1800	1582	Yes
Housing Affordability at Exit ³	%	50	23	No
Pass Program Certification		Pass certification	Compliant	Yes

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Households with \$0 income and \$0 rent at exit were excluded from calculation.

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	37	37	37	37	37	37	37
New Households Served	#	42	41	83	41	41	82	165
Households Served	#	79	78	120	78	78	119	202
Exited Households ¹	#	42	41	83	41	41	82	165
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	38	37	75	37	37	74	149
Average Length of Shelter Stay	Days	15	15	15	15	15	15	15
Average Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism ²	%			<10			<10	<10
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	1800	1800	1800	1800	1800	1800	1800

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: The Salvation Army
Program: Job2Housing
Period: 7/1/16 - 12/31/16
Performance: Low

A. Description

The Job2Housing program ended its three-year pilot phase on 2/28/13 and continues to operate as a rapid re-housing program for families. The program serves families, who have insufficient income to afford an apartment, and are committed to pursuing employment to achieve family self-sufficiency. The program provides housing placement, leasing assistance for up to 6 months, and employment focused case management. Participants complete community-based job placement programs that result in employment income sufficient to maintain independent housing at the conclusion of the leasing assistance period. CSB received a grant from HUD to implement this demonstration program, starting in FY2010.

Starting February 15, 2017, Job2Housing expanded services offered to pregnant women. The program will serve 15 pregnant women each year, following the woman through her pregnancy and up to one year after the child is born. This strategy intends to address the City of Columbus Celebrate One initiative to reduce child infant mortality in our city.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	39	68	77	44	46	62
Successful Housing Outcomes	#	18	29	35	19	17	41
Successful Housing Outcomes	%	90	97	83	95	81	93
Average Length of Shelter Stay	#	13	14	9	18	15	20
Average Length of Participation	Days	180	201	225	171	165	187
Recidivism	%	0	7	0	0	0	0

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	20	23	N/A
New Households Served	#	25	14	No
Households Served	#	45	37	No
Exited Households ¹	#	25	16	N/A
Average Length of Shelter Stay	Days	15	25	No
Average Length of Participation	Days	180	163	Yes
Successful Housing Outcomes	#	23	16	No
Successful Housing Outcomes	%	90	100	Yes
Housing Affordability at Exit ²	%	50	6	No
Recidivism	%	<5	0	Yes
Completed Vocational/Other Training	%	70	100	Yes
Employment Status at Exit	#	16	6	No
Employment Status at Exit	%	65	38	No
Pass Program Certification		Pass certification	Compliant	Yes

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Households with \$0 income and \$0 rent at exit were excluded from calculation.

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	30	30	30	30	30	30	30
New Households Served	#	16	16	32	16	17	33	65
Households Served	#	46	46	62	46	47	63	95
Exited Households ¹	#	16	16	32	16	17	33	65
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	14	14	29	14	15	30	59
Average Length of Shelter Stay	Days	15	15	15	15	15	15	15
Average Length of Participation ²	Days	180	180	180	180	180	180	180
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism ³	%			<10			<10	<10
Pregnant Women Served	#	3	4	7	4	4	8	15
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Applicable to families in the program. 365 days average length of participation for pregnant women.

³ Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: Volunteers of America of Greater Ohio
Program: SSVF (Supportive Services for Veteran Families) Rapid Re-housing¹
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

On October 1, 2013, Volunteers of America of Greater Ohio (VOAGO) began implementing the SSVF Program. The intent of this federally funded project is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing. This program targets Veterans experiencing homelessness. Veteran families are defined as both a single veteran and the veteran and his/her family members with whom s/he resides. Each Veteran receives services including, but not limited to outreach, case management, assistance in obtaining VA benefits, and temporary financial assistance. The definition of the Veteran is broad for these programs. A veteran is anyone who has served actively in the military, naval, air service, Merchant Marines, or was activated by Presidential order and served in another state or country while in the National Guard or Reserves. Three basic eligibility criteria for the program are 1) gross annual household income less than 50% of the Area Median Income for household size 2) literally homeless 3) no other resources or social supports are currently in place. VOAGO is primarily serving families.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Households Served	#	38	194	217
Successful Housing Outcomes	#	4	70	71
Successful Housing Outcomes	%	80	73	84
Average Length of Shelter Stay	#	38	38	37
Average Length of Participation	Days	62	149	144
Recidivism	%	N/A	11	0

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	70	113	N/A
New Households Served	#	140	90	No
Households Served	#	210	203	Yes
Exited Households ¹	#	140	136	N/A
Average Length of Shelter Stay ²	Days	30	35	No
Average Length of Participation	Days	100	178	No
Successful Housing Outcomes	#	112	104	Yes
Successful Housing Outcomes	%	80	76	Yes
Recidivism	%	<5	2	Yes
Usage of SSVF Direct Client Assistance	%	75	75	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	70	70	70	70	70	70	70
New Households Served	#	70	70	140	70	70	140	280
Households Served	#	140	140	210	140	140	210	350
Exited Households ¹	#	70	70	140	70	70	140	280
Successful Housing Outcomes	%	80	80	80	80	80	80	80
Successful Housing Outcomes	#	56	56	112	56	56	112	224
Average Length of Shelter Stay	Days	30	30	30	30	30	30	30
Average Length of Participation	Days	100	100	100	100	100	100	100
Recidivism ³	%			<10			<10	<10
Usage of SSVF Direct Client Assistance	%	80	80	80	80	80	80	80

¹ Monitored, but not evaluated; however, this can impact other success measures.

² 20 households were excluded because household did not have a homeless program overlap at program entry. 25 households were excluded due to still residing in emergency shelter or the VOAGO Veterans Program at the end of the reporting period.

³ Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: Volunteers of America of Greater Ohio
Program: Rapid Re-housing
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Volunteers of America of Greater Ohio (VOAGO) completed its transition from a shelter model to a scattered site, rapid re-housing model for the families exiting the family shelter by 12/31/2011. All 24 units of VOAGO’s capacity are now scattered site. This model is a better approach for families to gain self-sufficiency and housing stability.

The family shelter assesses and refers families who require transitional support in order to stabilize housing after exiting the shelter. VOAGO supportive services are initiated while families are at the family shelter and are intended to assist families in locating permanent, affordable housing and accessing CSB administered Direct Client Assistance (DCA). VOAGO provides families with case management, an initial supply of food at intake, clothing and school supplies, life skills classes for adults, after-school tutoring for all school-aged kids, transportation, assistance with accessing Head Start or child care, housing placement assistance, employment and material assistance, and access to other community services. Case management services continue until the family has achieved a successful housing outcome (i.e., sufficient household income is available to afford housing), the family achieved their goals and linkage with supportive services in the community occurs. VOAGO services are short-term, typically for up to 100 days after housing placement.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	51	67	72	65	64	61
Successful Housing Outcomes	#	22	34	44	42	37	36
Successful Housing Outcomes	%	92	87	96	100	90	90
Average Length of Shelter Stay	Days	13	14	16	17	16	15
Average Length of Participation	Days	99	114	106	102	113	87
Recidivism	%	0	0	0	17	11	6

Program Outcome Achievement 7/1/16 to 12/31/16: Rapid Re-housing/Navigator

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Carryover Households Served ¹	#	24	18	N/A
New Households Served	#	38	38	Yes
Households Served	#	62	56	Yes
Exited Households ¹	#	38	38	N/A
Average Length of Shelter Stay	Days	15	12	Yes
Average Length of Participation	Days	100	101	Yes
Successful Housing Outcomes	#	34	34	Yes
Successful Housing Outcomes	%	90	89	Yes
Recidivism	%	<5	7	Yes
Housing Affordability at Exit	%	50	38	No
Usage of CSB Direct Client Assistance ²	%	90	97	Yes
Usage of CSB Direct Client Assistance	\$	800	795	Yes
Pass Program Certification		Pass certification	Compliant	Yes

C. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	24	24	24	24	24	24	24
New Households Served	#	19	19	38	19	19	38	76
Households Served	#	43	43	62	43	43	62	100
Exited Households ¹	#	19	19	38	19	19	38	76
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	17	17	34	17	17	34	68
Average Length of Shelter Stay	Days	15	15	15	15	15	15	15
Average Length of Participation	Days	100	100	100	100	100	100	100
Housing Affordability at Exit	%	50	50	50	50	50	50	50
Recidivism ³	%			<10			<10	<10
Usage of CSB Direct Client Assistance	%	90	90	90	90	90	90	90
Usage of CSB Direct Client Assistance	\$	800	800	800	800	800	800	800

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Households that had a successful housing outcome without the assistance of DCA are excluded from the calculation.

³ Changed methodology to reflect returns within 180 days.

Category: Rapid Re-housing/Navigator
Agency: YMCA
Program: Rapid Re-housing Case Manager Program
Period: N/A
Performance: N/A

A. Description

Starting 7/1/17, YMCA is taking over the rapid re-housing program for homeless single adults. The revamped program will be focusing on the following 4 target groups:

- Long term homeless with severe service needs and/or disabilities
- Transition Age Youth (18-24 year olds)
- Pregnant women not already connected to another re-housing program
- Veterans who do not qualify for VA-funded re-housing assistance (e.g., SSVF) and are not connected to another VA-funded program

The Rapid Re-housing Case Manager Program is a centralized intensive case management program consisting of teams that work with individuals throughout their stay in the shelter system, providing individualized housing stabilization plans and post-shelter services in housing. Case Managers link people to community supports and services to ensure housing stability, like mental health, substance abuse, physical healthcare, employment and job training, and housing resources. Case Managers continue to work with people after they are housed in order to provide the supports needed to maintain stable housing.

B. Recommendations

Program Outcome Measures: Rapid Re-housing/Navigator

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Carryover Households Served ¹	#	0	500	0	500	500	500	0
New Households Served	#	500	500	1000	500	500	1000	2000
Households Served	#	500	1000	1000	1000	1000	1500	2000
Exited Households ¹	#	0	500	500	500	500	1000	1500
Successful Housing Outcomes	%	50	50	50	70	70	70	60
Successful Housing Outcomes	#	0	250	250	350	350	700	900
Successful Housing Outcomes (Tier 2 Shelters)	%	33	33	33	33	33	33	33
Average Engagement Time ²	Days	7	7	7	7	7	7	7
Average Length of Shelter Stay ³	Days	23	23	23	23	23	23	23
Average Length of Participation	Days	100	100	100	100	100	100	100
Usage of CSB Direct Client Assistance	%	80	80	80	80	80	80	80
Usage of CSB Direct Client Assistance	\$	740	740	740	740	740	740	740
Recidivism ⁴	%			<10			<10	<10
Movement ⁵	%			15			15	15
Average Number of Service Instances ⁶	#							2.3

¹ Monitored, but not evaluated; however this can impact other success measures.

² Days between shelter entry and rapid re-housing engagement date.

³ Calculated from the date of Rapid Re-housing Case Managers entry to shelter exit date.

⁴ Changed methodology to reflect returns within 180 days.

⁵ Monitored but not evaluated.

⁶ Average number of shelter stays per distinct clients served within 12 months.

Permanent Supportive Housing

Category: Permanent Supportive Housing
Agency: Alvis/Amethyst, Inc.
Program: Shelter Plus Care
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Alvis operates 72 units of federally-funded permanent supportive housing integrated with alcohol, drug, trauma, and mental health treatment for women. Participants are eligible for permanent supportive housing participation because of their homelessness and their disability of chronic substance abuse. The average age of participants is typically 40 years old, and most women experience addiction, violence, poverty, and unstable housing for up to 20 years prior to entering the program. Their children are vulnerable to these same traumatic experiences.

While participants live in a safe housing in a community of recovery, they participate in addiction treatment and other supportive services. Services are intensive and long-term and include individual and group counseling, case management, mental health services, and education and employment preparedness. Other issues addressed include: parenting; healthy relationships; physical health; anger management; HIV/AIDS/STD prevention, detection and treatment; spirituality; and cultural exploration. Children also receive a range of services, including emergency babysitting, after school programming, therapeutic summer camp, and family counseling. Work with the children promotes improved family relationships and increases the likelihood of parental success with their housing, recovery, and income goals.

Starting FY2014, the capacity of this program was reduced to 72 units from the previous 92 units. Starting FY2018, the capacity of the program will be further reduced to 52 units.

As of 3/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	100	109	112	120	121	127	128
Successful Housing Outcomes	#	79	90	108	97	90	108	94
Successful Housing Outcomes	%	79	83	96	81	74	85	74
Housing Stability	Months	18	22	24	23	20	23	27
Program Occupancy	%	78	95	92	89	84	92	101

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	136	99
Successful Housing Outcomes	#	117	95
Successful Housing Outcomes	%	86	96
Housing Stability	Months	24	35
Program Occupancy	%	139	115

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	79	70	No
Exited Households ¹	#	N/A	17	N/A
Housing Stability	Months	24	45	Yes
Turnover Rate ¹	%	10	24	N/A
Successful Housing Outcomes	#	71	62	No
Successful Housing Outcomes ²	%	90	90	Yes
Successful Housing Exits ²	%	50	56	Yes
Housing Affordability at Exit ^{1,2}	%	50	11	N/A
Exit to Homelessness ²	%	5	0	Yes
Program Occupancy Rate	%	100	74	No
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ²	%	20	31	No
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	30	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	18	Yes

¹ Monitored, but not evaluated.

² One deceased client was excluded from measure.

³ 13 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	55	55	57	55	55	57	62
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	50	50	51	50	50	51	56
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Equitas Health
Program: Shelter Plus Care
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Equitas Health Shelter Plus Care program serves homeless individuals who are living with HIV/AIDS. Participants receive supportive services, such as case management and mental health therapy. The program provides tenant-based permanent supportive housing for 89 units. Columbus AIDS Task Force Sponsor-based Rental Assistance (SRA) converted into Tenant-based Rental Assistance (TRA) units in FY2010.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan. As of 4/11/2016, the agency expanded its mission and changed its name from AIDS Resource Center Ohio (ARCO) to Equitas Health.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	77	77	92	96	97	100	116
Successful Housing Outcomes	#	74	75	89	94	94	99	111
Successful Housing Outcomes	%	96	97	97	98	97	99	96
Housing Stability	Months	61	62	57	60	67	84	64
Program Occupancy	%	91	99	119	103	102	110	117

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	112	103
Successful Housing Outcomes	#	110	95
Successful Housing Outcomes	%	98	95
Housing Stability	Months	70	80
Program Occupancy	%	122	107

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	97	100	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	85	Yes
Turnover Rate ¹	%	10	7	N/A
Successful Housing Outcomes	#	87	94	Yes
Successful Housing Outcomes	%	90	94	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1,2}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate ⁴	%	100	106	Yes
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes
Negative Reason for Leaving	%	20	83	No
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	27	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any successfully housing exits; unable to calculate measure.

³ 11 households were excluded from measure due to clients residing in project less than 365 days.

⁴ Project able to serve more households than projected due to available funding.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	93	93	97	93	93	97	105
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	84	84	87	84	84	87	95
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase cash in income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Briggsdale
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN’s Briggsdale Apartments, a 35-unit facility, opened in March 2006 and provides 25 units of Rebuilding Lives housing and 10 units of supportive housing for other individuals with mental illness. The project serves long-term and chronically homeless individuals disabled by mental illness, substance addiction, or both, who are often survivors of physical, emotional, and sexual abuse and have personal and generational histories that include poverty, drugs, abuse, homelessness, incarceration, institutionalization, and long-term unemployment. Many of these individuals also have significant physical health problems. The program, built on the Stages of Change model, has 24-hour staffing and onsite supportive services provided by Concord Counseling Services. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Onsite staff orients tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance. Residents are also referred to other agencies for medical and dental health needs, material needs, legal assistance, and other needs.

As of 6/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12
		12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12
Program Capacity	#	25	25	25	25	25	25	25
Unit Capacity	#	35	35	35	35	35	35	35
Households Served	#	28	25	29	30	30	27	26
Housing Stability	Months	7	16	20	22	23	31	34
Exit to Homelessness	%	0	0	4	0	0	0	N/A
Program Occupancy	%	95	100	92	96	92	100	96
Successful Housing Outcomes	#	25	25	27	26	28	26	25
Successful Housing Outcomes	%	89	100	93	87	98	96	100

Measure		7/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Program Capacity	#	25	25	25
Unit Capacity	#	35	35	35
Households Served	#	26	25	27
Housing Stability	Months	45	48	55
Exit to Homelessness	%	N/A	N/A	0
Program Occupancy	%	100	100	96
Successful Housing Outcomes	#	25	25	27
Successful Housing Outcomes	%	100	100	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	27	27	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	58	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	24	24	Yes
Successful Housing Outcomes ³	%	90	92	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1,2}	%	50	N/A	N/A
Exit to Homelessness ³	%	5	0	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ³	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{3,4}	%	30	10	No
Increase in income from employment, from entry to exit or end of reporting period ^{3,4}	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any successfully housing exits; unable to calculate measure.

³ One deceased client was excluded from measure.

⁴ Five households were excluded due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	26	26	27	26	26	27	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	24	23	23	24	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Cassady Avenue Apartments
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Community Housing Network (CHN) provides 10 apartments on Cassady Avenue for men who meet the Rebuilding Lives criteria for homelessness. Rebuilding Lives residents include those disabled by mental illness, substance abuse, or dual diagnosis. The primary service provider is PrimaryOne. Services include access to health care, alcohol and drug treatment; and linkage to community services provided by PrimaryOne, Concord Counseling Services, Center of Vocational Services (COVA), and other service providers. CHN serves as the building developer and manager. A Resident Manager lives onsite and assures security and access to staff for all residents. PrimaryOne staff provides referral to healthcare providers, substance abuse, and mental health treatment services and assistance accessing benefits.

As of 7/1/2012, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Program Capacity	#	10	10	10	10	10	10	10
Unit Capacity	#	10	10	10	10	10	10	10
Households Served	#	12	11	9	12	13	12	13
Housing Stability	Months	14	15	22	22	24	25	30
Housing Retention	%	0	N/A	0	0	0	0	0
Program Occupancy	%	100	85	86	90	90	90	100
Successful Housing Outcomes	#	N/A	8	9	11	13	11	12
Successful Housing Outcomes	%	N/A	73	100	92	100	92	92

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	10	10	10	10	10
Unit Capacity	#	10	10	10	10	10
Households Served	#	12	14	11	13	12
Housing Stability	Months	33	21	22	26	29
Exit to Homelessness	%	0	33	N/A	0	N/A
Program Occupancy	%	100	100	110	110	100
Successful Housing Outcomes	#	12	12	11	13	12
Successful Housing Outcomes	%	100	86	100	100	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	11	11	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	35	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	10	11	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1,2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate ⁴	%	95	110	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in Income (other than employment) from Entry to Exit ³	%	30	0	No
Increase in Income from Employment, from Entry to Exit ³	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any household exits; unable to calculate measure.

³ Two households were excluded from measure due to clients residing in project less than 365 days.

⁴ Project able to expand capacity using non-homeless units.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	10	11	11	10	11	11	12
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	9	10	10	9	10	10	11
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Community ACT
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

This CHN project opened in 2006 and provides 42 Rebuilding Lives units in studio and one bedroom apartments in three clustered apartment settings that also provide communal living and service space. The project serves long-term and chronically homeless individuals who have severe mental illness and may have involvement in the criminal justice system, including persons who have committed misdemeanors and had several arrests and jail time. CHN’s resident management coverage and Southeast ACT team (Assertive Community Treatment, an evidence-based practice) have, as their primary goals, to increase the quality of life by meeting basic needs and improving housing stability and to decrease psychiatric hospitalizations and incarceration of tenants.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12
		12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12
Program Capacity	#	42	42	42	42	42	42	42
Unit Capacity	#	42	42	42	42	42	42	42
Households Served	#	29	54	56	50	52	48	46
Housing Stability	Months	3	8	12	17	21	25	30
Exit to Homelessness	%	0	4	2	2	9	2	17
Program Occupancy	%	36	93	98	100	98	98	98
Successful Housing Outcomes	#	26	41	46	46	48	46	43
Successful Housing Outcomes	%	90	76	82	92	92	96	93

Measure		7/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Program Capacity	#	42	42	42
Unit Capacity	#	42	42	42
Households Served	#	45	44	43
Housing Stability	Months	33	41	48
Exit to Homelessness	%	0	2	0
Program Occupancy	%	98	98	98
Successful Housing Outcomes	#	44	43	43
Successful Housing Outcomes	%	98	98	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	46	42	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	58	Yes
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	41	41	Yes
Successful Housing Outcomes	%	90	98	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ^{1,2}	%	50	N/A	N/A
Exit to Homelessness ³	%	5	N/A	N/A
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ⁴	%	30	0	No
Increase in income from employment, from entry to exit or end of reporting period ⁴	%	15	3	No

¹ Monitored, but not evaluated.

² Unable to calculate measure, the one successful exit has \$0 income and \$0 rent.

³ Project did not have any household exits in FY17 Qtr1 reporting period; unable to calculate measure.

⁴ Two households were excluded from measure due to clients residing in project less than 365 days

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	44	44	46	44	44	46	50
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	40	40	41	40	40	41	45
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: East Fifth Avenue Apartments
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Community Housing Network (CHN) provides 38 apartments on East Fifth Avenue to women who meet the Rebuilding Lives criteria for homelessness. Twenty-seven units are dedicated to the chronically homeless population. Rebuilding Lives residents include those disabled by mental illness, substance abuse, or dual diagnosis. The program is designed to provide a safe, secure environment to allow residents to address issues that led to their homelessness. The environment offers low demand programming that allows residents to participate in Alcoholics Anonymous, vocational counseling, money management and life skills classes, relationship building, and social and leisure activities. Residents are also encouraged to actively participate in building management through building meetings and a resident advisory council. Concord Counseling provides the primary source of mental health support for residents through onsite service provision. CHN serves as the building developer and manager. CHN also oversees the onsite manager, front desk staff, and mobile support workers, who provide 24-hour front desk supervision and monitoring of residents.

As of 1/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes
Semi-annual Trends

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Program Capacity	#	38	38	38	38	38	38	38
Unit Capacity	#	38	38	38	38	38	38	38
Households Served	#	42	42	42	39	39	42	39
Housing Stability	Months	9	14	20	23	30	30	34
Housing Retention	%	3	N/A	0	0	0	0	0
Program Occupancy	%	100	95	99	92	95	92	95
Successful Housing Outcomes	#	N/A	38	41	39	38	40	35
Successful Housing Outcomes	%	N/A	90	98	100	97	95	90

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	38	38	38	38	38
Unit Capacity	#	38	38	38	38	38
Households Served	#	46	37	42	40	43
Housing Stability	Months	29	34	34	38	35
Exit to Homelessness	%	0	33	0	0	0
Program Occupancy	%	95	95	95	97	89
Successful Housing Outcomes	#	43	35	39	39	40
Successful Housing Outcomes	%	93	95	93	98	95

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	42	48	Yes
Exited Households ¹	#	N/A	11	N/A
Housing Stability	Months	24	34	Yes
Turnover Rate ¹	%	10	29	N/A
Successful Housing Outcomes	#	38	46	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	82	Yes
Housing Affordability at Exit ¹	%	50	78	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	95	92	Yes
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	9	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	19	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	9	No

¹ Monitored, but not evaluated.

² 16 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	40	40	42	40	40	42	46
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	36	36	38	36	36	38	41
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Family Homes
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN Family Homes tenants receive a full range of supportive services through linkages with community-based services facilitated by CHN’s Housing Retention Specialist. The program serves 15 homeless families in which at least one adult is disabled by mental illness, substance abuse, or both. Families served have lived in emergency shelters or in a place not meant for human habitation and may have experienced multiple episodes of homelessness.

As of 3/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

The program capacity is being reduced to 10 units starting March 1, 2017.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	17	15	17	17	18	15	15
Successful Housing Outcomes	#	16	15	17	15	17	15	15
Successful Housing Outcomes	%	94	100	100	88	94	100	100
Housing Stability	Months	20	27	28	30	29	38	45
Program Occupancy	%	93	100	93	100	100	100	100

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	18	16
Successful Housing Outcomes	#	17	15
Successful Housing Outcomes	%	94	94
Housing Stability	Months	43	34
Program Occupancy	%	93	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	17	15	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	45	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	15	15	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1,2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	0	No
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any household exits; unable to calculate measure.

³ One household was excluded from measure due to residing in the project for less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	10	11	11	11	10	11	12
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	9	10	10	10	9	10	11
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Months	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Hotel St. Clair
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

CHN provides 30 units of permanent supportive housing for men and women 55 or older who meet Rebuilding Lives criteria for homelessness. Priority is given to those disabled by substance addiction and in early recovery, but tenants may also be disabled by mental illness, HIV/AIDS, or physical disabilities, or some combination of these disabilities. CHN serves as the building developer and manager and provides a Housing Service Coordinator and Resident Assistant staff to work with tenants and community agencies. CHN also oversees the onsite manager, front desk staff, and mobile support workers, who provide 24-hour front desk supervision and monitoring of residents. The program capacity increased to 30 Rebuilding Lives units in FY2013, from the previous 27.

As of 7/1/2012, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

Hotel St. Clair closed its operations as of December 31, 2016 and tenants were moved to the new CHN Terrace Place project and other permanent supportive housing projects.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11
		12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11
Program Capacity	#	16	26	26	26	26	26	26
Unit Capacity	#	31	31	31	31	31	31	31
Households Served	#	18	26	27	28	27	30	37
Housing Stability	Months	2	11	13	21	23	26	17
Exit to Homelessness	%	N/A	0	4	0	0	0	0
Program Occupancy	%	46	89	92	92	100	104	119
Successful Housing Outcomes	#	18	23	23	27	27	29	37
Successful Housing Outcomes	%	100	88	88	96	100	97	100

Measure		7/1/12	7/1/13	7/1/14	7/1/15
		12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	26	26	26	30
Unit Capacity	#	31	31	31	31
Households Served	#	34	32	34	35
Housing Stability	Months	24	31	38	42
Exit to Homelessness	%	0	N/A	0	0
Program Occupancy	%	107	103	103	107
Successful Housing Outcomes	#	34	32	33	35
Successful Housing Outcomes	%	100	100	100	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	33	31	Yes
Exited Households ^{1,2}	#	N/A	31	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ^{1,2}	%	10	103	N/A
Successful Housing Outcomes	#	30	31	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ^{1,3}	%	50	81	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate ²	%	95	67	N/A
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	58	Yes
Increase in income from employment, from entry to exit or end of reporting period	%	15	6	No

¹ Monitored, but not evaluated.

² Program closed as of 12/31/16. Performance was affected by decreased activity level prior to closing.

³ Four Households with \$0 income and \$0 rent at exit were excluded from calculation.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Inglewood Court
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN’s Inglewood Court, a 60-unit one-bedroom facility, opened in May 2013 and provides 45 units of Rebuilding Lives housing, out of which 9 meet the HUD chronic homeless eligibility criteria and 15 units of supportive housing for other individuals with mental illness. The project serves homeless individuals disabled by mental illness or both mental illness and substance abuse. Many of these individuals also have significant physical health problems. The program, built on the Stages of Change model, has 24-hour staffing and onsite supportive services provided by Columbus Area Integrated Health Services. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Onsite staff orients tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance. Residents are also referred to other agencies for medical and dental health needs, material needs, legal assistance, and other needs.

As of 8/1/2013, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/13	7/1/14	7/1/15
		12/31/13	12/31/14	12/31/15
Program Capacity	#	45	45	45
Unit Capacity	#	45	45	45
Households Served	#	47	50	54
Housing Stability	Months	6	16	22
Exit to Homelessness	%	N/A	2	2
Program Occupancy	%	96	98	93
Successful Housing Outcomes	#	44	47	47
Successful Housing Outcomes	%	96	94	89

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	50	50	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	27	Yes
Turnover Rate ¹	%	10	13	N/A
Successful Housing Outcomes	#	45	48	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	67	Yes
Housing Affordability at Exit ¹	%	50	75	N/A
Exit to Homelessness	%	5	4	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	5	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	0	No

¹ Monitored, but not evaluated.

² 10 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	47	47	50	47	47	50	54
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	42	42	45	42	42	45	49
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: CHN Leasing Supportive Housing
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

This CHN project opened during FY2011 as a scattered site project with capacity to serve 25 homeless, disabled individuals. Eighteen units are dedicated to the HUD chronically homeless population. The project was approved by HUD as the 2009 Samaritan Bonus project for the Columbus and Franklin County Continuum of Care.

As of 3/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	25	25	25	25	25
Unit Capacity	#	25	25	25	25	25
Households Served	#	28	30	30	25	26
Housing Stability	Months	7	14	23	32	37
Exit to Homelessness	%	4	20	20	N/A	0
Program Occupancy	%	96	96	96	100	100
Successful Housing Outcomes	#	25	26	27	25	26
Successful Housing Outcomes	%	89	87	90	100	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	27	27	Yes
Exited Households ¹	#	N/A	1	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	4	N/A
Successful Housing Outcomes	#	24	26	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ³	%	5	N/A	N/A
Program Occupancy Rate ⁵	%	95	104	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ⁴	%	30	0	No
Increase in income from employment, from entry to exit or end of reporting period ⁴	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any successful housing exits; unable to calculate measure.

³ Project did not have any household exits in FY17 Qtr1 reporting period; unable to calculate measure.

⁴ Two households were excluded from measure due to clients residing in project less than 365 days.

⁵ Project can exceed capacity based on available funding.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	26	26	27	26	26	27	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	24	23	23	24	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Master Leasing
Period: 7/1/16 - 12/31/16
Performance: N/A¹

A. Description

On 7/1/2017, CHN will take over 222 housing units previously managed by Columbus Area since 7/1/2015. These units are dedicated to chronically homeless single adults, disabled by mental illness, substance abuse, or dual diagnosis. Clients are housed in privately-owned single bedroom or efficiency apartments located throughout Franklin County. Participants are assisted to obtain and remain in permanent housing by direct access and/or linkage, by client choice, to flexible, multi-disciplinary, and individualized supportive services delivered in a range of settings.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	233	233	244	233	233	244	266
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	210	210	220	210	210	220	239
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	18	18	18	21	21	21	21
Housing Affordability at Exit ³	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ³	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Program is being transferred from CAHS as of 7/1/17.

² Changed methodology to reflect returns within 180 days.

³ Monitored but not evaluated.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: North 22nd Street
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN’s North 22nd Street Apartments provides 30 units of permanent housing linked to social, health, and employment services for men and women who meet the Rebuilding Lives criteria for homelessness. Supportive services enable residents to find work, maintain their treatment and recovery and eventually give back to the community. The range of services available through resident manager and community-based case managers include health care referrals, case management, life skills, money management, mental health assessment, substance abuse assessment, employment referrals, medication monitoring, and individual counseling. Onsite resident managers assure security and access to staff for all residents. The project consists of two 16-unit buildings facing each other with a parking lot between them.

As of 6/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		1/1/02	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		6/30/02	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Program Capacity	#	15	15	15	30	30	30	30
Unit Capacity	#	15	15	15	30	30	30	30
Households Served	#	18	20	17	35	35	32	34
Housing Stability	Months	6	11	13	20	23	27	27
Housing Retention	%	6	0	12	6	N/A	0	0
Program Occupancy	%	90	120	106	200	89	91	93
Successful Housing Outcomes	#	N/A	N/A	N/A	N/A	32	30	33
Successful Housing Outcomes	%	N/A	N/A	N/A	N/A	91	94	97

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	30	30	30	30	30	30	30
Unit Capacity	#	30	30	30	30	30	30	30
Households Served	#	34	34	37	33	33	30	36
Housing Stability	Months	29	29	32	34	37	45	48
Exit to Homelessness	%	0	0	0	0	0	N/A	0
Program Occupancy	%	93	97	93	97	97	100	103
Successful Housing Outcomes	#	30	34	35	33	32	30	34
Successful Housing Outcomes	%	97	100	95	100	97	100	94

Measure		7/1/15
		12/31/15
Program Capacity	#	30
Unit Capacity	#	30
Households Served	#	33
Housing Stability	Months	47
Exit to Homelessness	%	0
Program Occupancy	%	97
Successful Housing Outcomes	#	31
Successful Housing Outcomes	%	97

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	33	32	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	46	Yes
Turnover Rate ¹	%	10	17	N/A
Successful Housing Outcomes	#	30	30	Yes
Successful Housing Outcomes	%	90	94	Yes
Successful Housing Exits	%	50	60	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	12	No
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	8	No

¹ Monitored, but not evaluated.

² Project did not have any household exits in FY17 Qtr1 reporting period; unable to calculate measure.

³ Seven households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	31	32	33	31	32	33	36
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	28	29	30	28	29	30	32
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: North High Street/Terrace Place
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

CHN provided 33 studio apartments at its North High Street project for men and women who met the Rebuilding Lives criteria for homelessness, including those disabled by mental illness, substance abuse, or dual diagnosis. In 2017, CHN Terrace Place replaced CHN North High Street and added 14 Rebuilding Lives units to the existing homeless unit capacity and 10 new non-Rebuilding Lives, disabled units, for a total of 60 units.

Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Based on the Stages of Change model, the environment offers low demand programming that allows residents to participate in Alcoholics Anonymous, vocational counseling, money management and life skills classes, relationship building, and social and leisure activities. Residents are also encouraged to actively participate in building management through building meetings and a resident advisory council. Concord Counseling provides the primary source of support for residents through the Service Engagement Specialist. The Service Engagement Specialist assists tenants with linkages to benefits, crisis management, socialization, and recreation activities and referrals to treatment organizations and vocational programs. CHN serves as the building developer and manager. CHN also oversees the onsite manager, front desk staff, and mobile support workers, who provide 24-hour front desk supervision and monitoring of residents.

As of 8/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08
		12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08
Program Capacity	#	36	36	36	36	36	33	33
Unit Capacity	#	36	36	36	36	36	36	36
Households Served	#	37	35	39	43	35	37	37
Housing Stability	Months	8	15	23	24	32	26	32
Exit to Homelessness	%	0	9	0	N/A	0	0	0
Program Occupancy	%	100	97	97	91	88	97	94
Successful Housing Outcomes	#	N/A	N/A	N/A	40	33	36	36
Successful Housing Outcomes	%	N/A	N/A	N/A	93	94	97	97

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	33	33	33	33	33	33	33
Unit Capacity	#	36	36	36	36	36	36	36
Households Served	#	36	35	36	36	36	35	34
Housing Stability	Months	30	37	37	43	47	54	52
Exit to Homelessness	%	0	0	0	0	0	0	0
Program Occupancy	%	100	100	97	97	97	97	97
Successful Housing Outcomes	#	35	34	36	34	35	32	34
Successful Housing Outcomes	%	97	97	100	97	97	97	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	36	52	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	38	Yes
Turnover Rate ¹	%	10	11	N/A
Successful Housing Outcomes	#	32	51	Yes
Successful Housing Outcomes	%	90	98	Yes
Successful Housing Exits	%	50	80	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	77	N/A
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	7	No
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	0	No

¹ Monitored, but not evaluated.

² One Household with \$0 income and \$0 rent at exit was excluded from calculation.

³ 22 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	49	49	52	49	49	52	56
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	44	44	47	44	44	47	50
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Parsons Avenue
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Community Housing Network’s Parsons Avenue apartments offer permanent supportive housing for men who meet the Rebuilding Lives criteria for homelessness. Twenty-five apartments are provided in a building that also includes communal living and supportive services space. Eighteen of the units serve individuals who meet the federal chronic homeless criteria. Services include outreach, service engagement, assistance with goal planning, case management, treatment and mental health services, individual and group programming, and employment services. Based on the Stages of Change model, the environment offers low demand programming that allows residents to participate in Alcoholics Anonymous, vocational counseling, money management and life skills classes, relationship building, and social and leisure activities. Services are provided through a partnership with Concord Counseling Services, while CHN provides housing and employment related services. Concord Counseling Services provides primary case management and mental health and chemical dependency counseling for residents not receiving these services from another agency. The Concord staff person also coordinates individual and group programming. CHN staff is available 24 hours a day to assist tenants as needed.

As of 9/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes
Semi-annual Trends

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	25	25	25	25	25	25	25
Unit Capacity	#	25	25	25	25	25	25	25
Households Served	#	26	26	29	28	27	27	29
Housing Stability	Months	14	26	27	32	37	37	32
Exit to Homelessness	%	4	4	N/A	4	0	0	0
Program Occupancy	%	96	100	97	95	96	96	92
Successful Housing Outcomes	#	N/A	N/A	28	27	26	26	26
Successful Housing Outcomes	%	N/A	N/A	97	96	100	96	93

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	25	25	25	25	25	25
Unit Capacity	#	25	25	25	25	25	25
Households Served	#	27	27	26	27	29	25
Housing Stability	Months	35	34	29	29	33	38
Exit to Homelessness	%	0	0	50	0	4	N/A
Program Occupancy	%	96	96	96	92	96	96
Successful Housing Outcomes	#	26	26	25	25	27	25
Successful Housing Outcomes	%	96	96	96	93	93	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	27	27	Yes
Exited Household ¹	#	N/A	3	N/A
Housing Stability	Months	24	45	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	24	25	Yes
Successful Housing Outcomes ³	%	90	100	Yes
Successful Housing Exits ³	%	50	100	Yes
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ⁴	%	5	N/A	N/A
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving ³	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{3,5}	%	30	0	No
Increase in income from employment, from entry to exit or end of reporting period ^{3,5}	%	15	0	No

¹ Monitored, but not evaluated.

² Unable to calculate measure, the one successful exit has \$0 income and \$0 rent.

³ Two deceased clients were excluded from measure.

⁴ Project had only one household exit in FY17 Qtr1, which was deceased; unable to calculate measure.

⁵ Three households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	26	26	27	26	26	28	30
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	23	23	24	23	23	25	27
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Rebuilding Lives PACT Team Initiative
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The Rebuilding Lives Pact Team Initiative (RLPTI) was one of eleven projects funded as part of the federal Collaborative Initiative to End Homelessness. RLPTI targets long-term homeless men and women with serious mental illness who may also have co-occurring substance abuse problems and/or physical illnesses or disabilities. The project includes 108 units of supportive housing, with 80 units serving individuals who meet the HUD chronic homeless criteria, master leased at five sites by the Community Housing Network and 28 units provided at public housing sites operated by the Columbus Metropolitan Housing Authority (CMHA) and other locations. The program has a resident manager and Southeast, Inc. provides a multi-disciplinary team of primary health care, mental health and substance abuse, benefits linkage, and housing professionals that utilize evidenced-based practices to deliver services to clients in their homes and the community. Housing provided by the Community Housing Network opened in March 2004, while the units provided by CMHA and other housing providers became available beginning in March 2005.

As of 4/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

The capacity of the project will be reduced to the 80 HUD chronic homeless units effective March 1, 2017.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Program Capacity	#	80	108	108	108	108	108	108
Unit Capacity	#	80	108	108	108	108	108	108
Households Served	#	82	90	108	113	121	129	120
Housing Stability	Months	5	14	15	21	26	26	30
Exit to Homelessness	%	2	N/A	N/A	5	1	0	14
Program Occupancy	%	76	72	84	87	99	97	98
Successful Housing Outcomes	#	N/A	85	102	97	110	118	115
Successful Housing Outcomes	%	N/A	108	94	87	93	92	96

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	108	108	108	108	108
Unit Capacity	#	108	108	108	108	108
Households Served	#	123	112	117	115	106
Housing Stability	Months	32	36	40	42	50
Exit to Homelessness	%	1	0	0	3	0
Program Occupancy	%	99	94	95	93	95
Successful Housing Outcomes	#	111	109	111	105	102
Successful Housing Outcomes	%	90	97	95	94	96

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	119	113	Yes
Exited Households ¹	#	N/A	6	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	6	N/A
Successful Housing Outcomes	#	107	107	Yes
Successful Housing Outcomes ²	%	90	96	Yes
Successful Housing Exits ²	%	50	0	No
Housing Affordability at Exit ^{1, 3}	%	50	N/A	N/A
Exit to Homelessness ⁴	%	5	1	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	50	No
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,5}	%	30	2	No
Increase in income from employment, from entry to exit or end of reporting period ^{2,5}	%	15	1	No

¹ Monitored, but not evaluated.

² Two deceased clients were excluded from measure.

³ Project did not have any successful housing exits; unable to calculate measure.

⁴ One deceased client was excluded from measure.

⁵ 24 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	84	84	88	84	84	88	96
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	76	76	79	76	76	79	86
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Safe Haven
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN’s Safe Haven program is designed to serve dual diagnosed men and women with active addictions as well as a mental health disability and who meet Rebuilding Lives criteria for homelessness. Based on the Stages of Change model, the project provides 13 apartments that can house up to 16 eligible tenants. Twelve units serve individuals who also meet the chronic homeless eligibility criteria. In partnership with Concord Counseling Services, the program offers a full range of supportive services and referrals, including counseling, case management, drug and alcohol treatment, vocational and employment services, referrals for medical and dental care, life skills training, budgeting assistance, material and emergency food assistance, assistance in accessing benefits, and transportation assistance. Onsite staff orients tenants to living in a supportive housing program; assist them with housing-related issues; and provide crisis intervention, conflict resolution, and daily living assistance. CHN serves as the building developer and manager.

As of 7/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10	7/1/11
		12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10	12/31/11
Program Capacity	#	16	16	16	16	16	16	16
Unit Capacity	#	13	13	13	13	13	13	13
Households Served	#	17	17	17	16	17	16	18
Housing Stability	Months	33	34	43	49	44	51	50
Exit to Homelessness	%	N/A	0	6	0	0	0	0
Program Occupancy ¹	%	83	98	115	115	115	108	108
Successful Housing Outcomes	#	17	17	15	15	17	15	16
Successful Housing Outcomes	%	100	100	94	94	100	94	94

Measure		7/1/12	7/1/13	7/1/14	7/1/15
		12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	16	16	16	16
Unit Capacity	#	13	13	13	13
Households Served	#	14	16	15	14
Housing Stability	Months	53	57	62	74
Exit to Homelessness	%	N/A	100	N/A	N/A
Program Occupancy ¹	%	100	108	93	93
Successful Housing Outcomes	#	14	16	14	14
Successful Housing Outcomes	%	100	100	93	100

¹Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	17	15	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	83	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	15	15	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate ³	%	95	115	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in Income (other than employment) from Entry to Exit	%	30	20	No
Increase in Income from Employment, from Entry to Exit	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any household exits; unable to calculate measure.

³ Three of the 13 units can house up to two individuals and these units are frequently but not always assigned to couples in which both partners are Rebuilding Lives eligible.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	16	16	17	16	16	17	18
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	14	14	15	14	14	15	16
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Shelter Plus Care (SRA)
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN Shelter Plus Care Sponsor-based Rental Assistance (SRA) provides 172 units via a HUD permanent supportive housing grant. The target population includes very low income persons who are homeless and disabled by severe mental illness and/or chemical dependency, and their family members. CHN offers rent subsidies to homeless persons referred by outreach teams, shelters, and their partnering service providers. Supportive services are available in the community, through the provider that the client is linked with at entry into the program.

As of 7/1/2016, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

Program capacity will increase to 183 units effective March 1, 2017, to compensate for the capacity lost at CHN Family Homes and CHN Rebuilding Lives Pact Team Initiative.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	110	194	200	229	222	209	257
Successful Housing Outcomes	#	105	190	191	219	206	198	251
Successful Housing Outcomes	%	95	98	96	96	93	95	98
Housing Stability	Months	72	41	39	38	41	19	20
Program Occupancy	%	74	128	131	113	107	90	144

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	192	200
Successful Housing Outcomes	#	180	197
Successful Housing Outcomes	%	95	99
Housing Stability	Months	25	31
Program Occupancy	%	95	113

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	189	180	Yes
Exited Households ¹	#	N/A	9	N/A
Housing Stability	Months	24	33	Yes
Turnover Rate ¹	%	10	5	N/A
Successful Housing Outcomes	#	170	172	Yes
Successful Housing Outcomes ³	%	90	98	Yes
Successful Housing Exits ³	%	50	20	No
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	100	98	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving ³	%	20	40	No
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{3,4}	%	30	5	No
Increase in income from employment, from entry to exit or end of reporting period ^{3,4}	%	15	0	No

¹ Monitored, but not evaluated.

² Unable to calculate measure, the one successful exit has \$0 income and \$0 rent.

³ Four deceased clients were excluded from measure.

⁴ 35 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	192	192	201	192	192	201	220
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	173	173	181	173	173	181	198
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Shelter Plus Care (SRA2)
Period: 7/1/16 - 12/31/16
Performance: N/A

A. Description

CHN Shelter Plus Care Sponsor-based Rental Assistance 2 (SRA2) provides 14 units via a new HUD permanent supportive housing grant. The target population includes chronic homeless, very low income persons who are disabled by severe mental illness and/or chemical dependency, and their family members. CHN offers rent subsidies to homeless persons referred by outreach teams, shelters, and their partnering service providers. Supportive services are available in the community, through the provider that the client is linked with at entry into the program.

The project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

The program began its lease up in December 2016 and thus is too new to evaluate.

B. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	15	15	15	15	15	15	17
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	14	14	14	14	14	14	15
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	7	10	10	13	16	16	16
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	10
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Shelter Plus Care (SRA3)
Period: 7/1/16 - 12/31/16
Performance: N/A

A. Description

CHN Shelter Plus Care Sponsor-based Rental Assistance 3 (SRA3) will provide 11 units via a HUD permanent supportive housing grant. The target population includes chronic homeless, very low income persons who are disabled by severe mental illness and/or chemical dependency, and their family members. CHN offers rent subsidies to homeless persons referred by outreach teams, shelters, and their partnering service providers. Supportive services are available in the community, through the provider that the client is linked with at entry into the program.

The project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

The program is new and will begin its lease up in the 2nd part of CY2017.

B. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	N/A	11	11	12	12	12	13
Successful Housing Outcomes	%	N/A	90	90	90	90	90	90
Successful Housing Outcomes	#	N/A	10	10	11	11	11	12
Successful Housing Exits	%	N/A	50	50	50	50	50	50
Housing Stability	Mos.	N/A	3	3	6	9	8	8
Housing Affordability at Exit ¹	%	N/A	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	N/A	5	10	5	5	10	20
Program Occupancy Rate	%	N/A	N/A	N/A	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	N/A	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	N/A	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Shelter Plus Care (TRA)
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

CHN Shelter Plus Care Tenant-based Rental Assistance (TRA) provides 149 units via a HUD permanent supportive housing grant. Tenants may choose to live in CHN-owned apartments or in apartments owned by other landlords. The target population includes very low income persons who are homeless and disabled by severe mental illness and/or chemical dependency, and their family members. CHN offers rent subsidies to homeless persons referred by outreach teams, shelters, and their partnering service providers. Supportive services are available in the community, through the provider that the client is linked with at entry into the program.

As of 7/1/2016, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

Program capacity will increase to 171 units effective March 1, 2017, to compensate for the capacity lost at CHN Family Homes and CHN Rebuilding Lives Pact Team Initiative.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	145	193	147	168	222	149	190
Successful Housing Outcomes	#	144	190	146	167	220	146	186
Successful Housing Outcomes	%	99	98	99	99	99	99	98
Housing Stability	Months	49	31	36	36	33	30	31
Program Occupancy	%	93	117	92	103	135	95	121

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	148	172
Successful Housing Outcomes	#	143	167
Successful Housing Outcomes	%	97	98
Housing Stability	Months	32	31
Program Occupancy	%	84	110

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	164	183	Yes
Exited Households ¹	#	N/A	9	N/A
Housing Stability	Months	24	38	Yes
Turnover Rate ¹	%	10	6	N/A
Successful Housing Outcomes	#	148	177	Yes
Successful Housing Outcomes	%	90	97	Yes
Successful Housing Exits	%	50	33	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	1	Yes
Program Occupancy Rate ³	%	100	119	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	11	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	5	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	1	No

¹ Monitored, but not evaluated.

² 22 households were excluded from measure due to clients residing in project less than 365 days.

³ Project able to exceed capacity based on funding availability.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	180	180	188	180	180	188	205
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	162	162	169	162	162	169	185
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Southpoint Place
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Descriptions

In partnership with Concord Counseling Services, CHN offers safe, permanent supportive housing to 80 households, including 46 Rebuilding Lives households (housed in 25 of 40 studio apartments and 21 of 40 family townhouses) at 4079 Southpoint Boulevard in the Southside neighborhood of Columbus. Twenty-five units serve individuals who meet the federal chronic homeless eligibility criteria. The complex also offers community living and service space. Individual apartments provide tenants with independence. 24-hour staffing and onsite supportive services (including linkages to case management and counseling) as well as individual and group activities are all designed to address individual needs and strengthen the tenant community. The goal is to offer households the opportunity to develop and maintain stability within the framework of a supportive community.

As of 9/1/2008, the project is using the centralized client referral, assessment, and eligibility and unified services payment aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	46	46	46	46	46	46	46
Unit Capacity	#	80	80	80	80	80	80	80
Households Served	#	29	54	50	55	56	53	51
Housing Stability	Months	1	10	18	24	26	28	31
Exit to Homelessness	%	0	0	0	0	8	0	2
Program Occupancy	%	13	96	98	102	96	102	100
Successful Housing Outcomes	#	29	47	47	52	55	49	48
Successful Housing Outcomes	%	100	87	94	95	98	96	94

Measure		7/1/15
		12/31/15
Program Capacity	#	46
Unit Capacity	#	80
Households Served	#	51
Housing Stability	Months	32
Exit to Homelessness	%	2
Program Occupancy	%	93
Successful Housing Outcomes	#	46
Successful Housing Outcomes	%	90

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	51	49	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	38	Yes
Turnover Rate ¹	%	10	11	N/A
Successful Housing Outcomes	#	46	45	Yes
Successful Housing Outcomes	%	90	92	Yes
Successful Housing Exits	%	50	20	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	96	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	20	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	18	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	3	No

¹ Monitored, but not evaluated.

² Nine households were excluded from measure due to clients residing in project less than 365 days

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	48	48	51	48	48	51	55
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	43	43	46	43	43	46	50
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Community Housing Network
Program: Wilson
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Community Housing Network’s Wilson program serves eight formerly homeless individuals disabled by serious mental illness that may also be chronically homeless and may have dual diagnosis of mental illness and chemical dependency. CHN’s partner, Columbus Area Integrated Health Services provides a comprehensive range of supportive services, including eight hours of onsite supervision daily, seven days per week. Services are provided by mobile case managers, peer supporters from the Pathway Clubhouse, and a full-time Program Manager.

As of 3/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	9	9	9	8	8	8	9
Successful Housing Outcomes	#	8	9	9	8	8	8	9
Successful Housing Outcomes	%	89	100	100	100	100	100	100
Housing Stability	Months	69	80	74	92	104	116	85
Program Occupancy	%	100	100	100	100	100	100	100

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	9	8
Successful Housing Outcomes	#	9	7
Successful Housing Outcomes	%	100	88
Housing Stability	Months	95	78
Program Occupancy	%	100	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	9	8	Yes
Exited Households ¹	#	N/A	0	N/A
Housing Stability	Months	24	89	Yes
Turnover Rate ¹	%	10	0	N/A
Successful Housing Outcomes	#	8	8	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits ²	%	50	N/A	N/A
Housing Affordability at Exit ^{1, 2}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Compliant w/Conditions	Yes
Negative Reason for Leaving ²	%	20	N/A	N/A
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	29	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	0	No

¹ Monitored, but not evaluated.

² Project did not have any household exits; unable to calculate measure.

³ One household was excluded from measure due to client residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	8	8	9	8	8	9	10
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	7	7	8	7	7	8	9
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Columbus Area Integrated Health Services, Inc.
Program: Leasing 1, 2, and Scattered Sites Expansion
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

As of 7/1/2015, Columbus Area Integrated Health Services (CAIHS) manages 222 units of permanent supportive housing dedicated to chronically homeless single adults, disabled by mental illness, substance abuse, or dual diagnosis. Clients are housed in privately-owned single bedroom or efficiency apartments located throughout Franklin County. Participants are assisted to obtain and remain in permanent housing by direct access and/or linkage, by client choice, to flexible, multi-disciplinary, and individualized supportive services delivered in a range of settings.

CAIHS assists project participants to increase their employment options by means of an existing partnership with Goodwill’s full-time employment specialists. CAIHS assists project participants to increase their income by utilizing the Ohio Benefits Bank. As a result, most project participants enter permanent supportive housing with either in-progress or assigned financial benefits. CAIHS also conducts annual reviews of participant eligibility for, enrollment in, and utilization of all mainstream resources and supportive services. Services are adjusted based on the participant need and acceptance of services offered.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

As of 7/1/2016, Leasing 1, 2, and Scattered Sites RL Leasing projects are evaluated as one program with a capacity of 222 units.

As of 7/1/2017 the project will transition to Community Housing Network.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/15
		12/31/15
Households Served	#	129
Successful Housing Outcomes	#	128
Successful Housing Outcomes	%	99
Housing Stability	Months	4
Program Occupancy	%	25

B. Performance Outcomes

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	244	227	Yes
Exited Households ¹	#	N/A	26	N/A
Housing Stability	Months	6	13	Yes
Turnover Rate ¹	%	10	12	N/A
Successful Housing Outcomes	#	220	205	Yes
Successful Housing Outcomes	%	90	90	Yes
Successful Housing Exits	%	50	15	No
Housing Affordability at Exit ^{1, 2}	%	50	100	N/A
Exit to Homelessness	%	5	3	Yes
Program Occupancy Rate	%	95	95	Yes
Pass Program Certification		Pass certification	Non-Compliant	No
Negative Reason for Leaving	%	20	4	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	13	No
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	2	No

¹ Monitored, but not evaluated.

² One household with \$0 income and \$0 rent at exit was excluded from calculation.

³ 57 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: Columbus Area Integrated Health Services, Inc.
Program: Scattered Sites
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Columbus Area Integrated Health Services' (CAIHS) Scattered Sites project provides permanent supportive housing for 75 men, women, and couples who meet Rebuilding Lives criteria for homelessness. Clients served include those with mental illness and chemical dependency issues. Clients are housed in privately-owned single bedroom or efficiency apartments located throughout Franklin County. Staff provides supportive services to help clients sustain housing through case management, crisis intervention, linkage with community services, assisting clients with learning daily living skills, assisting with benefit enrollment, transporting clients to essential activities (e.g., doctor's appointments), monitoring clients' apartments, and other services.

As of 7/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

CAIHS took over administration for this project from Southeast, Inc. as of 7/1/2015, as a 120 unit project. A part of this project, the RL Leasing expansion was removed and is being evaluated combined with the Leasing 1 and 2 projects. The remainder of 84 units was not sustainable with the available funding and thus the capacity was decreased to 75 units. As of 7/1/2017 the capacity will be further decreased to 50 units.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/15
		12/31/15
Households Served	#	122
Successful Housing Outcomes	#	117
Successful Housing Outcomes	%	97
Housing Stability	Months	24
Program Occupancy	%	97

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	83	70	No
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	12	17	Yes
Turnover Rate ¹	%	10	3	N/A
Successful Housing Outcomes	#	75	69	Yes
Successful Housing Outcomes ²	%	90	100	Yes
Successful Housing Exits ²	%	50	100	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness ²	%	5	0	Yes
Program Occupancy Rate	%	95	87	No
Pass Program Certification		Pass certification	Non-Complaint	No
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,3}	%	30	25	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,3}	%	15	5	No

¹ Monitored, but not evaluated.

² One deceased household was removed from measure.

³ 5 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	53	53	55	53	53	55	60
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	48	48	50	48	48	50	54
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Maryhaven
Program: Commons at Chantry
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The Commons at Chantry opened in August 2006 and is operated through a partnership between Maryhaven (supportive services) and National Church Residences (developer and property manager). The project has a total of 100 apartment units, with 60 units in multiple buildings for low-income families and 40 units in a single building for chronically homeless men and women. Fifty (50) units are for individuals and families who meet Rebuilding Lives eligibility criteria (40 single adults, 10 families). Family units include a mix of 2- and 3-bedroom townhouses. The building for single men and women is a four-story, 40-unit structure with small efficiency-style apartments, common space, office space, and storage. Front desk reception services are available around the clock to help meet resident needs and monitor the facilities and grounds for safety. Reception staff is located in the single adult apartment building and available to all residents. Onsite staff members provide case management, recovery support, and linkage to community services and resources. Other services include independent living and training and education, employment support, resident community development, and recreational activities.

This project implemented the Move-up Pilot as part of the Unified Supportive Housing System (USHS) development. USHS is a strategy under the Rebuilding Lives Plan. This project is also using the centralized client referral, assessment, and eligibility aspects of the USHS, as of 7/1/2011.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Program Capacity	#	50	50	50	50	50	50	50
Unit Capacity	#	50	50	50	50	50	50	50
Households Served	#	51	57	57	54	58	50	52
Housing Stability	Months	12	15	20	26	23	26	33
Exit to Homelessness	%	0	0	0	0	0	0	0
Program Occupancy	%	96	96	98	98	94	98	96
Successful Housing Outcomes	#	50	54	53	50	52	48	51
Successful Housing Outcomes	%	98	95	93	93	90	96	98

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Program Capacity	#	50	50
Unit Capacity	#	50	50
Households Served	#	54	53
Housing Stability	Months	40	46
Exit to Homelessness	%	0	0
Program Occupancy	%	96	94
Successful Housing Outcomes	#	48	53
Successful Housing Outcomes	%	91	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	55	52	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	51	Yes
Turnover Rate ¹	%	10	10	N/A
Successful Housing Outcomes	#	50	51	Yes
Successful Housing Outcomes	%	90	98	Yes
Successful Housing Exits	%	50	80	Yes
Housing Affordability at Exit ¹	%	50	75	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	95	94	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	30	18	No
Increase in Income from Employment, from Entry to Exit ²	%	15	5	No

¹ Monitored, but not evaluated.

² 8 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	52	53	55	52	53	55	60
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	47	48	50	47	48	50	54
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Buckingham
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 75 permanent supportive housing units for Rebuilding Lives eligible men and women and 25 units of supportive housing for other individuals at the Commons at Buckingham, a 100 unit apartment building that opened in July 2010. Sixteen units are dedicated to individuals who meet the federal chronic homeless eligibility criteria. Clients at the Commons at Buckingham are provided supportive services by N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 7/1/2010, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	75	75	75	75	75	75
Unit Capacity	#	100	100	100	100	100	100
Households Served	#	77	93	82	85	80	83
Housing Stability	Months	5	13	21	28	34	37
Exit to Homelessness	%	0	0	0	0	3	3
Program Occupancy	%	80	97	99	97	97	97
Successful Housing Outcomes	#	75	87	78	77	78	76
Successful Housing Outcomes	%	97	94	95	93	98	93

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	82	76	Yes
Exited Households ¹	#	N/A	2	N/A
Housing Stability	Months	24	47	Yes
Turnover Rate ¹	%	10	3	N/A
Successful Housing Outcomes	#	74	76	Yes
Successful Housing Outcomes	%	90	100	Yes
Successful Housing Exits	%	50	100	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	30	54	Yes
Increase in Income from Employment, from Entry to Exit ²	%	15	8	No

¹ Monitored, but not evaluated.

² 4 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	79	79	82	79	79	83	90
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	71	71	74	71	71	75	81
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Grant
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 50 permanent supportive housing units for Rebuilding Lives and chronically homeless eligible men and women and 50 units of supportive housing for other individuals at the Commons at Grant, a 100 unit apartment building that opened in 2003. Clients at the Commons at Grant are provided supportive services by N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Onsite facilities include a resource center with computers and materials for residents, a classroom, and multiple meeting rooms for both residents and staff. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 5/1/2015, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09
		12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09
Program Capacity	#	50	50	50	50	50	50	50
Unit Capacity	#	100	100	100	100	100	100	100
Households Served	#	51	55	57	58	52	58	57
Housing Stability	Months	4	14	22	26	32	38	33
Exit to Homelessness	%	2	6	N/A	2	0	0	0
Program Occupancy	%	60	100	97	100	100	100	100
Successful Housing Outcomes	#	N/A	N/A	54	57	51	56	55
Successful Housing Outcomes	%	N/A	N/A	95	98	98	97	96

Measure		7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	50	50	50	50	50	50
Unit Capacity	#	100	100	100	100	100	100
Households Served	#	52	55	52	53	50	55
Housing Stability	Months	42	46	52	55	68	69
Exit to Homelessness	%	0	0	50	33	N/A	0
Program Occupancy	%	100	100	100	100	100	96
Successful Housing Outcomes	#	51	52	50	50	50	52
Successful Housing Outcomes	%	98	95	96	94	100	98

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	55	52	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	71	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	50	50	Yes
Successful Housing Outcomes	%	90	96	Yes
Successful Housing Exits	%	50	50	Yes
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness ²	%	5	N/A	N/A
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	59	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	18	Yes

¹ Monitored, but not evaluated.

² Project did not have any household exits in FY17 Qtr1 reporting period; unable to calculate measure.

³ 8 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	52	53	55	52	53	55	60
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	47	48	50	47	48	50	54
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: National Church Residences Supportive Housing
Program: Commons at Livingston 1
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 25 permanent supportive housing units for Rebuilding Lives eligible men and women who are also veterans and 25 units of supportive housing for other veterans at the Commons at Livingston 1, a 50-unit apartment building that opened in July 2011. Clients at the Commons at Livingston are provided supportive services by the Veterans Affairs and N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 7/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

Starting in FY2018, Commons at Livingston 1 and 2 will be evaluated as a single project with a total capacity of 60 Rebuilding Lives units.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	25	25	25	25	25
Unit Capacity	#	50	50	50	50	50
Households Served	#	25	26	27	26	26
Housing Stability	Months	6	16	24	33	37
Exit to Homelessness	%	N/A	0	0	0	0
Program Occupancy	%	92	96	96	96	96
Successful Housing Outcomes	#	25	26	24	25	25
Successful Housing Outcomes	%	100	100	89	96	96

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	28	28	Yes
Exited Households ¹	#	N/A	4	N/A
Housing Stability	Months	24	42	Yes
Turnover Rate ¹	%	10	16	N/A
Successful Housing Outcomes	#	25	26	Yes
Successful Housing Outcomes ²	%	90	100	Yes
Successful Housing Exits ²	%	50	100	Yes
Housing Affordability at Exit ^{1,2}	%	50	100	N/A
Exit to Homelessness ³	%	5	0	Yes
Program Occupancy Rate	%	95	92	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,4}	%	30	43	Yes
Increase in income from employment, from entry to exit or end of reporting period ^{2,4}	%	15	14	Yes

¹ Monitored, but not evaluated.

² Two deceased clients were excluded from measure.

³ One deceased client was excluded from measure.

⁴ 5 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	63	63	66	63	63	66	72
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	57	57	59	57	57	59	65
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Livingston 2
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 35 permanent supportive housing units for Rebuilding Lives eligible men and women who are also veterans and 15 units of supportive housing for other veterans, including 2 individuals from the mental health system at the Commons at Livingston 2. The 50 unit apartment building opened in January 2014. When eligible veterans cannot be located for the units, N^^ uses the units to house non-veterans. Clients at the Commons at Livingston are provided supportive services by the Veterans Affairs and N^^ staff as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 7/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

Starting in FY2018, Commons at Livingston 1 and 2 will be evaluated as a single project with a total capacity of 60 Rebuilding Lives units.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Program Capacity	#	35	35
Unit Capacity	#	50	50
Households Served	#	37	38
Housing Stability	Months	10	19
Exit to Homelessness	%	0	3
Program Occupancy	%	97	94
Successful Housing Outcomes	#	34	37
Successful Housing Outcomes	%	94	97

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	39	37	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	26	Yes
Turnover Rate ¹	%	10	9	N/A
Successful Housing Outcomes	#	35	34	Yes
Successful Housing Outcomes	%	90	92	Yes
Successful Housing Exits	%	50	0	No
Housing Affordability at Exit ^{1,2}	%	50	N/A	N/A
Exit to Homelessness	%	5	6	Yes
Program Occupancy Rate	%	95	94	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ³	%	30	52	Yes
Increase in income from employment, from entry to exit or end of reporting period ³	%	15	24	Yes

¹ Monitored, but not evaluated.

² Project did not have any successful housing exits; unable to calculate measure.

³ 8 households were excluded from measure due to clients residing in project less than 365 days.

Category: Permanent Supportive Housing
Agency: National Church Residences Permanent Supportive Housing
Program: Commons at Third
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

National Church Residences Permanent Supportive Housing (N^^) provides 60 permanent supportive housing units for Rebuilding Lives eligible men and women and 40 units of supportive housing for other individuals at the Commons at Third, a 100-unit apartment building that opened in June 2012. Twelve units serve individuals who meet the federal chronic homeless eligibility criteria. Clients at the Commons at Third are provided supportive services by N^^ staff and Goodwill Columbus, as well as various other partner agencies. Services include case management, job readiness and placement, benefits linkage, and linkage to substance abuse and mental health treatment. Clients served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 6/29/2012, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/12	7/1/13	7/1/14	7/1/15
		12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	60	60	60	60
Unit Capacity	#	100	100	100	100
Households Served	#	71	68	64	68
Housing Stability	Months	5	15	22	26
Exit to Homelessness	%	50	0	0	2
Program Occupancy	%	93	100	97	95
Successful Housing Outcomes	#	68	60	61	65
Successful Housing Outcomes	%	96	94	97	97

B. Performance Outcomes

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	66	66	Yes
Exited Households ¹	#	N/A	8	N/A
Housing Stability	Months	24	31	Yes
Turnover Rate ¹	%	10	13	N/A
Successful Housing Outcomes	#	59	60	Yes
Successful Housing Outcomes	%	90	91	Yes
Successful Housing Exits	%	50	25	No
Housing Affordability at Exit ¹	%	50	0	N/A
Exit to Homelessness	%	5	2	Yes
Program Occupancy Rate	%	95	97	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	32	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	19	Yes

¹ Monitored, but not evaluated.

² 13 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	63	63	66	63	63	66	72
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	57	57	59	57	57	59	64
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Volunteers of America of Greater Ohio
Program: Family Supportive Housing
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Volunteers of America of Greater Ohio's permanent supportive housing program serves homeless and disabled families with children by providing thirty scattered-site apartments and goal-oriented case management services.

As of 7/1/2016, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

As of 7/1/2017, the project will increase capacity by 8 units, prioritized for families that include women and transitional age youth adults.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	32	32	34	34	34	40	30
Successful Housing Outcomes	#	30	31	30	31	31	35	30
Successful Housing Outcomes	%	94	97	88	91	91	88	100
Housing Stability	Months	16	22	25	31	35	30	37
Program Occupancy	%	97	100	97	100	97	97	100

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	33	33
Successful Housing Outcomes	#	30	32
Successful Housing Outcomes	%	100	97
Housing Stability	Months	35	40
Program Occupancy	%	100	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	33	35	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	24	46	Yes
Turnover Rate ¹	%	10	17	N/A
Successful Housing Outcomes	#	30	32	Yes
Successful Housing Outcomes	%	90	91	Yes
Successful Housing Exits	%	50	40	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	95	100	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	46	Yes
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	29	Yes

¹ Monitored, but not evaluated.

² Seven households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	40	40	42	40	40	42	46
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	36	36	38	36	36	38	41
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: Volunteers of America of Greater Ohio
Program: Van Buren Village
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

Van Buren Village is a 100 unit permanent supportive housing apartment building that opened in January 2016. Volunteers of America of Greater Ohio provides 60 permanent supportive housing units for Rebuilding Lives eligible men and women and 40 units of supportive housing for ADAMH clients. The homeless units are also designated for the chronically homeless population.

Residents at Van Buren Village are provided with supportive services including case management, job readiness and placement, and linkage with benefits and substance abuse/mental health treatment. The service provider for this project is National Church Residences and the property is managed by Community Properties of Ohio. Individuals served include those with mental health, substance abuse, and/or physical disabilities. Housing subsidies are provided through a partnership with the Columbus Metropolitan Housing Authority.

As of 1/11/2016, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes**Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing**

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	66	65	Yes
Exited Households ¹	#	N/A	5	N/A
Housing Stability	Months	9	10	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	59	60	Yes
Successful Housing Outcomes ²	%	90	94	Yes
Successful Housing Exits ²	%	50	0	No
Housing Affordability at Exit ^{1,3}	%	50	N/A	N/A
Exit to Homelessness ²	%	5	3	Yes
Program Occupancy Rate	%	95	98	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving ²	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ^{2,4}	%	30	0	No
Increase in Income from Employment, from Entry to Exit ^{2,4}	%	15	0	No

¹ Monitored, but not evaluated.

² One deceased client was removed from measure.

³ Program did not have any successful housing exits. Measure could not be calculated.

⁴ 60 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	63	63	66	63	63	66	72
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	57	57	59	57	57	59	65
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	20	20	20	23	23	23	23
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: YMCA
Program: 40 West Long Street
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The YMCA provides 105 units of permanent supportive housing to men who meet Rebuilding Lives criteria for homelessness and who have one or more disabilities, including mental health, substance abuse, and developmental delays. YMCA staff provides basic skill building and self-care programming, such as hygiene and housekeeping. Case managers assess the needs of each client and make appropriate referrals to mental health, substance abuse treatment, and other needed community services. The YMCA partners with a variety of other agencies to provide food service, medical care, and other services to residents. The YMCA building contains 403 single room occupancy (SRO) apartments for male residents, as well as staff offices, a front desk, and a lounge area for residents. The program expanded by 25 units (from 70 to 95) in fall 2006 as part of the Critical Access to Housing (CAH) initiative to engage and rapidly house persons experiencing street homelessness. An additional 10 units for CAH were added in January 2008.

This project implemented the Move-up Pilot as part of the USHS development. USHS is a strategy under the Rebuilding Lives Plan.

As of 1/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS).

B. Performance Outcomes

Semi-annual Trends

Measure		1/1/02	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07	7/1/08
		6/30/02	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07	12/31/08
Program Capacity	#	25	25	65	70	70	70	95	105
Unit Capacity	#	403	403	403	403	403	403	403	403
Households Served	#	26	40	91	109	105	104	111	131
Housing Stability	Months	3	5	9	10	14	15	21	22
Exit to Homelessness	%	8	8	16	5	N/A	1	2	3
Program Occupancy	%	99	116	108	113	101	78	111	99
Successful Housing Outcomes	#	N/A	N/A	N/A	N/A	89	94	104	129
Successful Housing Outcomes	%	N/A	N/A	N/A	N/A	85	90	94	98

Measure		7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	105	105	105	105	105	105	105
Unit Capacity	#	403	403	403	403	403	403	403
Households Served	#	123	125	115	113	116	128	105
Housing Stability	Months	27	31	31	36	40	31	38
Exit to Homelessness	%	0	0	0	8	43	1	0
Program Occupancy	%	99	99	99	97	98	89	93
Successful Housing Outcomes	#	115	117	111	108	109	122	94
Successful Housing Outcomes	%	94	94	97	96	95	97	91

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	116	119	Yes
Exited Households ¹	#	N/A	17	N/A
Housing Stability	Months	24	36	Yes
Turnover Rate ¹	%	10	16	N/A
Successful Housing Outcomes	#	104	110	Yes
Successful Housing Outcomes ²	%	90	96	Yes
Successful Housing Exits ²	%	50	62	Yes
Housing Affordability at Exit ^{1, 3}	%	50	83	N/A
Exit to Homelessness ²	%	5	1	Yes
Program Occupancy Rate	%	95	95	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ^{2,4}	%	30	18	No
Increase in income from employment, from entry to exit or end of reporting period ^{2,4}	%	15	7	No

¹ Monitored, but not evaluated.

² Four deceased households were excluded from measure.

³ Two households were excluded from measure due to zero income and monthly rent & utilities values.

⁴ 43 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	110	110	116	110	110	116	126
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	99	99	104	99	99	104	113
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of the reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: YMCA
Program: 40 West Long Street Expansion
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The YMCA provides 38 units of permanent supportive housing to men who meet Rebuilding Lives criteria for homelessness and who have one or more disabilities, including mental health, substance abuse, and developmental delays. The expansion project opened in April 2014. YMCA staff provides basic skill building and self-care programming, such as hygiene and housekeeping. Case managers assess the needs of each client and make appropriate referrals to mental health, substance abuse treatment, and other needed community services. The YMCA partners with a variety of other agencies to provide food service, medical care, and other services to residents. The YMCA building contains 403 single room occupancy (SRO) apartments for male residents, as well as staff offices, a front desk, and a lounge area for residents.

As of 7/1/2014, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Program Capacity	#	38	38
Unit Capacity	#	403	403
Households Served	#	39	45
Housing Stability	Months	6	16
Exit to Homelessness	%	3	0
Program Occupancy	%	89	111
Successful Housing Outcomes	#	38	43
Successful Housing Outcomes	%	97	96

B. Performance Outcomes

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	42	41	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	23	23	Yes
Turnover Rate ¹	%	10	8	N/A
Successful Housing Outcomes	#	38	39	Yes
Successful Housing Outcomes	%	90	95	Yes
Successful Housing Exits	%	50	33	No
Housing Affordability at Exit ¹	%	50	0	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	100	97	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in cash income (other than employment) from entry to exit or end of reporting period ²	%	30	6	No
Increase in income from employment, from entry to exit or end of reporting period ²	%	15	9	No

¹ Monitored, but not evaluated.

² Seven households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	40	40	42	40	40	42	46
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	36	36	38	36	36	38	41
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	100	100	100	100	100	100	100
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of the reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: YMCA
Program: Franklin Station
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The YMCA, in partnership with the Columbus Metropolitan Housing Authority (CMHA) and the Southeast’s Healthcare for the Homeless FQHC, provides 75 units of permanent supportive housing at CMHA’s Franklin Station apartments for men and women who meet Rebuilding Lives criteria for homelessness. The YMCA provides tenants with access to various supportive services, including case management, crisis intervention, support groups, conflict resolution and mediation, psychiatric services, recovery readiness services, daily living skills assistance, physical/occupational/medical services, recreational/socialization opportunities, personal money management, legal assistance/tenant rights education, transportation, and food/nutritional services. Southeast provides onsite preventive health and nursing services. Community Properties of Ohio provides property management services. An onsite Employment Resource Center provides access to self-help supports to enable residents to quickly access housing, employment, and community services. In FY2009, the program expanded by 10 units as part of the Critical Access to Housing (CAH) initiative.

Franklin Station replaced the former Sunshine Terrace building in May 2014. The project has an additional 25 units of low income housing for individuals exiting the ADAMH system. Franklin Station also includes on-site integrated physical healthcare services.

As of 12/31/2013, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS). USHS is a strategy under the Rebuilding Lives Plan.

B. Performance Outcomes

Semi-annual Trends

Measure		1/1/02	7/1/02	7/1/03	7/1/04	7/1/05	7/1/06	7/1/07
		6/30/02	12/31/02	12/31/03	12/31/04	12/31/05	12/31/06	12/31/07
Program Capacity	#	50	65	65	65	65	65	65
Unit Capacity	#	195	195	195	195	195	195	195
Households Served	#	50	69	67	71	73	75	69
Housing Stability	Months	8	10	19	24	27	30	36
Exit to Homelessness	%	2	0	9	2	N/A	1	3
Program Occupancy	%	97	N/A	101	100	96	97	94
Successful Housing Outcomes	#	N/A	N/A	N/A	N/A	66	73	65
Successful Housing Outcomes	%	N/A	N/A	N/A	N/A	90	97	94

Measure		7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13	7/1/14
		12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13	12/31/14
Program Capacity	#	75	75	75	75	75	75	75
Unit Capacity	#	195	195	195	195	195	195	195
Households Served	#	86	85	87	78	79	75	80
Housing Stability	Months	33	38	40	46	51	58	38
Exit to Homelessness	%	1	8	0	0	0	0	0
Program Occupancy	%	95	99	99	96	99	92	96
Successful Housing Outcomes	#	86	80	84	75	77	74	79
Successful Housing Outcomes	%	100	98	97	96	99	100	100

Measure		7/1/15
		12/31/15
Program Capacity	#	75
Unit Capacity	#	120
Households Served	#	80
Housing Stability	Months	48
Exit to Homelessness	%	0
Program Occupancy	%	100
Successful Housing Outcomes	#	78
Successful Housing Outcomes	%	100

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	83	79	Yes
Exited Households ¹	#	N/A	3	N/A
Housing Stability	Months	24	52	Yes
Turnover Rate ¹	%	10	4	N/A
Successful Housing Outcomes	#	75	77	Yes
Successful Housing Outcomes	%	90	97	Yes
Successful Housing Exits	%	50	33	No
Housing Affordability at Exit ¹	%	50	100	N/A
Exit to Homelessness	%	5	1	Yes
Program Occupancy Rate	%	95	101	Yes
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ²	%	30	23	No
Increase in Income from Employment, from Entry to Exit ²	%	15	2	No

¹ Monitored, but not evaluated.

² 13 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	79	79	83	79	79	83	90
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	71	71	75	71	71	75	81
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	24	24	24	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Category: Permanent Supportive Housing
Agency: YWCA
Program: WINGS
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The YWCA WINGS program provides permanent supportive housing for 91 homeless women who have a serious mental illness. Fourteen of these units serve individuals who meet federal chronic homeless criteria. The project was entirely renovated and all the units rehabilitated, providing efficiency units to all single women served. Through the rehabilitation work the project’s capacity increased from 69 units to 91 units. All residents were relocated during FY2016 to an offsite location while the construction work was ongoing and moved back in the updated facility by December 2016. WINGS offers case management, housing and employment assistance, referrals to medical, mental health, and substance abuse treatment programs, as well as linkages to other community resources. Onsite substance abuse services are provided through a partnership with Alvis/Amethyst. The YWCA was awarded additional funding from HUD in 2005 in order to expand WINGS by 16 units in FY2006. Also in FY2006, the YWCA merged their 25 permanent supportive housing units with the WINGS units for a total permanent supportive housing capacity of 69 units.

This project implemented the Move-up Pilot as part of the USHS development. USHS is a strategy under the Rebuilding Lives Plan. As of 1/1/2011, the project is using the centralized client referral, assessment, and eligibility aspects of the Unified Supportive Housing System (USHS).

B. Performance Outcomes

Semi-annual Trends (as Transitional Housing program)

Measure		10/1/98	4/1/99	10/1/99	4/1/00	10/1/00	4/1/01	4/1/02	7/1/03
		3/31/99	09/30/99	3/31/00	9/30/00	3/31/01	9/30/01	9/30/02	12/31/03
Households Served	#	36	32	30	37	35	40	33	47
Successful Housing Outcomes	#	8	5	4	7	4	9	4	14
Successful Housing Outcomes	%	62	71	44	54	57	69	57	73
Average Length of Stay	Days	119	144	141	105	139	120	236	199
Recidivism	%	3	0	7	0	0	0	0	0

Semi-annual Trends (as Permanent Supportive Housing program)

Measure		7/1/04	7/1/05	7/1/06	7/1/07	7/1/08	7/1/09	7/1/10
		12/31/04	12/31/05	12/31/06	12/31/07	12/31/08	12/31/09	12/31/10
Program Capacity	#	28	69	69	69	69	69	69
Unit Capacity	#	102	102	102	102	102	102	102
Households Served	#	34	69	78	81	82	83	78
Housing Stability	Months	8	14	18	23	27	27	30
Exit to Homelessness	%	0	N/A	0	1	0	0	0
Program Occupancy	%	100	80	94	97	97	97	96
Successful Housing Outcomes	#	N/A	64	75	79	80	80	74
Successful Housing Outcomes	%	N/A	93	96	98	98	96	95

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Program Capacity	#	69	69	69	69	91
Unit Capacity	#	102	102	102	102	103
Households Served	#	71	85	79	76	71
Housing Stability	Months	27	26	26	28	25
Exit to Homelessness	%	0	0	0	1	0
Program Occupancy	%	88	88	97	97	88
Successful Housing Outcomes	#	68	77	74	70	70
Successful Housing Outcomes	%	96	92	94	92	99

Program Outcome Achievement 7/1/16 to 12/31/16: Permanent Supportive Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	95	113	Yes
Exited Households ¹	#	N/A	22	N/A
Housing Stability	Months	18	17	Yes
Turnover Rate ¹	%	10	32	N/A
Successful Housing Outcomes	#	86	108	Yes
Successful Housing Outcomes ²	%	90	97	Yes
Successful Housing Exits ²	%	50	85	Yes
Housing Affordability at Exit ¹	%	50	47	N/A
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate ³	%	95	68	N/A
Pass Program Certification		Pass certification	Compliant	Yes
HUD or CoC Local Goals				
Negative Reason for Leaving ²	%	20	0	Yes
Increase in Income (other than employment) from Entry to Exit ^{2,4}	%	30	26	Yes
Increase in Income from Employment, from Entry to Exit ^{2,4}	%	15	12	Yes

¹ Monitored, but not evaluated.

² Two deceased clients were removed from measure.

³ Capacity increased from 69 to 91 units towards end of Q2 FY17.

⁴ 54 households were excluded from measure due to clients residing in project less than 365 days.

C. Recommendations

Program Outcome Measures: Permanent Supportive Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	96	96	100	96	96	100	109
Successful Housing Outcomes	%	90	90	90	90	90	90	90
Successful Housing Outcomes	#	86	86	90	86	86	90	98
Successful Housing Exits	%	50	50	50	50	50	50	50
Housing Stability	Mos.	22	23	23	24	24	24	24
Housing Affordability at Exit ¹	%	50	50	50	50	50	50	50
Exit to Homelessness ²	%			<10			<10	<10
Turnover Rate ¹	%	5	5	10	5	5	10	20
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated.

² Changed methodology to reflect returns within 180 days.

Transitional Housing

Category: Transitional Housing
Agency: Huckleberry House, Inc.
Program: Transitional Living Project
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The Transitional Living Project provides 28 apartments to multi-problem, older adolescent, homeless youth. The program is an 18-month program that serves youth 17 to 22 years of age. It also provides transitional housing for teen parents who have their own children. The Transitional Living Project provides independent living skill instruction, mental health intervention, crisis support, assistance with access and linkage to community resources, educational and vocational support, education on human sexuality including parenting support and linkage to additional parenting/birthing classes, counseling services, and transitional services to obtain permanent housing.

The program capacity was reduced to 24 units in FY2010, from a previous 30 unit capacity. As of April 2016, the project increased its capacity to 28 units.

In FY2016, the Transitional Living Project added an additional 10 units designed to serve older adolescent, homeless youth who are victims of domestic violence. These units are not included in this report.

B. Performance Outcomes
Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	47	45	43	35	36	35	39
Successful Housing Outcomes	#	14	15	17	13	8	10	13
Successful Housing Outcomes	%	93	79	100	100	57	83	93
Housing Stability	Months	10	8	10	8	9	8	8
Program Occupancy ¹	%	113	93	100	92	100	92	100

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	46	47
Successful Housing Outcomes	#	15	16
Successful Housing Outcomes	%	88	100
Housing Stability	Months	8	9
Program Occupancy ¹	%	113	125

¹ Huckleberry House occupancy rate can exceed 100% due to flexible capacity.

Program Outcome Achievement 7/1/16 to 12/31/16: Transitional Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	40	38	Yes
Exited Households ¹	#	12	9	N/A
Housing Stability	Months	10	10	Yes
Successful Housing Outcomes	#	9	8	Yes
Successful Housing Outcomes	%	77	89	Yes
Exit to Homelessness	%	5	3	Yes
Program Occupancy Rate	%	98	96	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving	%	20	22	Yes
Increase in Income (other than employment) from Entry to Exit	%	30	11	No
Increase in Income from Employment, from Entry to Exit	%	15	44	Yes

C. Recommendations

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	35	35	40	35	35	40	51
Exited Households ¹	#	6	6	12	6	6	12	24
Successful Housing Outcomes ²	%	77	77	77	77	77	77	77
Successful Housing Outcomes	#	5	4	9	5	4	9	18
Housing Stability ³	Mos.	10	10	10	10	10	10	10
Exit to Homelessness ⁴	%			<10			<10	<10
Program Occupancy Rate	%	98	98	98	98	98	98	98
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated; however, this can impact other success measures.

² HUD goals do not allow for variance.

³ Exception for TAY transitional housing.

⁴ Changed methodology to reflect returns within 180 days.

Category: Transitional Housing
Agency: Maryhaven
Program: Women's Transitional Housing¹
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

The Women's Center is a long-term, 6-month residential treatment program, which is staffed 24 hours per day, seven days per week. Therapeutic and education groups, individual sessions, and other activities are scheduled throughout each day; study groups, 12-step, and support groups are held in the evening. The goals of the program are to 1) assist residents in obtaining control of their substance abuse through abstinence; 2) manage mental health symptoms through talk therapy and psychopharmacology; and to 3) promote a healthy lifestyle by emphasizing skill-building as it relates to anger, emotions, parenting, self-esteem, honesty, codependence, assertive communication, etc.

The Women's Center is committed to the sobriety and success of all its residents, and understands that addiction is a family disease. Emphasis is placed on linking children and other affected family members or partners with community resources.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	10	6	12	7	6
Successful Housing Outcomes	#	4	3	5	1	3
Successful Housing Outcomes	%	57	75	71	33	100
Housing Stability	Months	7	6	6	5	7
Program Occupancy	%	100	60	120	90	80

¹ Women's Transitional Housing is not funded by CSB. Maryhaven voluntarily participates in CSP.

Program Outcome Achievement 7/1/16 to 12/31/16: Transitional Housing

Measure		Semi-annual Goal ¹ 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	10	7	No
Exited Households ²	#	6	5	N/A
Housing Stability	Months	4	5	Yes
Successful Housing Outcomes	#	3	3	Yes
Successful Housing Outcomes	%	50	60	Yes
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate	%	90	100	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving	%	20	20	Yes

C. Recommendations¹

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	5	5	10	5	5	10	20
Exited Households ²	#	3	3	6	3	3	6	12
Successful Housing Outcomes	%	50	50	50	50	50	50	50
Successful Housing Outcomes	#	1	2	3	1	2	3	6
Housing Stability	Mos.	4	4	4	4	4	4	4
Exit to Homelessness ³	%			<10			<10	<10
Program Occupancy Rate	%	90	90	90	90	90	90	90
Negative Reason for Leaving	%			20			20	20

¹ Non-HUD funded program; provider established goals.

² Monitored, but not evaluated; however, this can impact other success measures.

³ Changed methodology to reflect returns within 180 days.

Category: Transitional Housing
Agency: Volunteers of America of Greater Ohio¹
Program: Veterans Transitional Housing
Period: 7/1/16 - 12/31/16
Performance: High

A. Description

Volunteers of America of Greater Ohio operates a 40-bed transitional housing program for Veterans. Twenty beds are designated for drug and alcohol treatment and twenty beds are designated for pre-alcohol and drug treatment or transitional housing. The primary goals of the program are to assist homeless veterans to achieve residential stability, to increase income and/or skill level, and to develop greater self-determination.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/07	7/1/08	7/1/09	7/1/10	7/1/11	7/1/12	7/1/13
		12/31/07	12/31/08	12/31/09	12/31/10	12/31/11	12/31/12	12/31/13
Households Served	#	133	100	111	119	144	105	129
Successful Housing Outcomes	#	21	25	14	27	39	26	41
Successful Housing Outcomes	%	25	39	20	33	38	40	46
Housing Stability	Months	2	4	4	3	3	4	3
Program Occupancy	%	93	95	105	100	100	100	98

Measure		7/1/14	7/1/15
		12/31/14	12/31/15
Households Served	#	126	139
Successful Housing Outcomes	#	48	47
Successful Housing Outcomes	%	55	47
Housing Stability	Months	3	3
Program Occupancy	%	95	98

¹ Program not funded by CSB.

Program Outcome Achievement 7/1/16 to 12/31/16: Transitional Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	100	123	Yes
Exited Households ¹	#	50	83	N/A
Housing Stability	Months	4	2	Yes
Successful Housing Outcomes	#	39	44	Yes
Successful Housing Outcomes	%	77	53	No
Exit to Homelessness	%	5	9	Yes
Program Occupancy Rate	%	95	95	Yes
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving	%	20	5	Yes
Increase in Income (other than employment) from Entry to Exit	%	30	4	No
Increase in Income from Employment, from Entry to Exit	%	15	14	Yes

¹ Monitored, but not evaluated; however, this can impact other success measures.

C. Recommendations

Program Outcome Measures: Transitional Housing

Measure		Quarter 1 7/1/17- 9/30/17	Quarter 2 10/1/17- 12/31/17	Semi- annual 7/1/17- 12/31/17	Quarter 3 1/1/18- 3/31/18	Quarter 4 4/1/18- 6/30/18	Semi- annual 1/1/18- 6/30/18	Annual 7/1/17- 6/30/18
Households Served	#	70	70	100	70	70	100	160
Exited Households ¹	#	30	30	50	30	30	50	100
Successful Housing Outcomes	%	77	77	77	77	77	77	77
Successful Housing Outcomes	#	23	23	39	23	23	35	77
Housing Stability	Mos.	4	4	4	4	4	4	4
Exit to Homelessness ²	%			<10			<10	<10
Program Occupancy Rate	%	95	95	95	95	95	95	95
Negative Reason for Leaving	%			20			20	20
Increase in cash income (other than employment) from entry to exit or end of reporting period	%	30	30	30	30	30	30	30
Increase in income from employment, from entry to exit or end of reporting period	%	15	15	15	15	15	15	15

¹ Monitored, but not evaluated; however, this can impact other success measures.

² Changed methodology to reflect returns within 180 days.

Category: Transitional Housing
Agency: YMCA
Program: ADAMH Transitional Housing¹
Period: 7/1/16 - 12/31/16
Performance: Medium

A. Description

The ADAMH Board of Franklin County funds a program to provide temporary housing stabilization subsidies at the YMCA of Central Ohio to assist consumers who are clinically ready for discharge from any Ohio Behavioral Health Organization, but whose psychiatric hospitalizations are being extended due to homeless status or risk of homelessness. The program provides subsidy for a maximum of 120 days. The intended results of the project is to reduce the number of medically unnecessary hospital bed days (also known as Continued Stay Denial days) and, as applicable, to maintain consumers’ eligibility for permanent, federally funded permanent supportive housing subsidies. The program will close on 6/30/17.

B. Performance Outcomes

Semi-annual Trends

Measure		7/1/11	7/1/12	7/1/13	7/1/14	7/1/15
		12/31/11	12/31/12	12/31/13	12/31/14	12/31/15
Households Served	#	18	22	23	42	44
Successful Housing Outcomes	#	7	10	10	14	18
Successful Housing Outcomes	%	88	77	77	78	51
Housing Stability	Months	4	3	3	4	5
Program Occupancy	%	180	180	200	133	127

Program Outcome Achievement 7/1/16 to 12/31/16: Transitional Housing

Measure		Semi-annual Goal 7/1/16-12/31/16	Semi-annual Actual 7/1/16-12/31/16	Achieved
Households Served	#	30	25	No
Exited Households ²	#	15	13	N/A
Housing Stability	Months	4	3	Yes
Successful Housing Outcomes	#	12	8	No
Successful Housing Outcomes	%	77	62	No
Exit to Homelessness	%	5	0	Yes
Program Occupancy Rate ³	%	95	60	No
Pass Program Certification		Pass certification	Compliant	Yes
Negative Reason for Leaving	%	20	0	Yes

¹ Program not funded by CSB. YMCA ADAMH voluntarily participates in CSP.

² Measure is monitored, but not evaluated; however, this can impact other success measures.

³ Program capacity fluctuates based on need and available capacity, up to 15 units.

Methodology

FY2018 System Evaluation Methodology

Overview

A. Purpose

Each year CSB establishes a performance plan for the men's emergency shelter system, women's emergency shelter system, family emergency shelter system, permanent supportive housing system, the entire emergency shelter system, emergency shelter/transitional housing system, prevention system, and for the direct housing system for the purpose of program planning and monitoring system performance measured against CSB Ends Policies and anticipated performance.

B. Monitoring

System performance measures are monitored on a quarterly, Semi-annual, and annual basis. System Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative Board, and the Rebuilding Lives Funder Collaborative. Annual program evaluations are published based on the first Semi-annual partnership period performance and shared with the aforementioned entities. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

Purpose, Definition, Goal-setting & Reporting Methodologies (*in alphabetical order*)

1) *Average Daily Waitlist Number (#):*

- a) **Purpose:** A reasonably low waitlist number indicates the system is meeting the demand for emergency shelter.
- b) **Systems:** Single Adult Emergency Shelter
- c) **Definition:** The average number of waitlisted clients reported on the Daily Bedlist Report.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Total number of waitlisted clients reported on the Daily Bedlist Report / total number of days in the report period.

2) *Average Length of Participation (Days):*

- a) **Purpose:** A reasonably short length of participation indicates that the system is assisting households to achieve independence without long-term reliance on the system.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** The average number of days that exited distinct households received services, as measured from the point of entry to the exit date from the system.
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:** $\Sigma(\text{Exit date} - \text{Entry/Enrollment date}) / \text{the number of total distinct households served and exited from the system during the report period.}$

3) **Average Monthly Household Income (\$):**

- a) **Purpose:** Indicates the economic status of households served by the system and shows whether the system is targeting an appropriate population.
- b) **Systems:** Emergency Shelter, Emergency Shelter and Transitional Housing, Rapid Re-housing, Homeless Prevention, and Permanent Supportive Housing
- c) **Definition:** The average income from all income sources for the household at system entry.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Total amount of all income sources at system entry (latest entry for households with multiple stays during report period) / the number of total distinct households served within the report period. *Note: Income entered by and clients served by Maryhaven-Safety are excluded from calculation.*

4) **Average Length of (shelter) Stay (LOS) (Days):**

- a) **Purpose:** A reasonably short LOS indicates the system's success in rapid re-housing. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelter.
- b) **Systems:** Emergency Shelter, Rapid Re-housing, and Emergency Shelter and Transitional Housing
- c) **Definition:**
 - i) Emergency Shelter and Transitional Housing: The average cumulative number of days households receive shelter as measured from shelter entry to exit or last day of report period.
 - ii) Rapid Re-housing: The average number of days households receive services as measured from the point of entry in the rapid re-housing system to the exit date from the emergency shelter. Measure applies only to households that had an entry date in the rapid re-housing system within the report period. *Note: households who had a rapid re-housing entry date after their emergency shelter exit date are excluded from this calculation.*
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy. An average LOS less than Ends goal is considered to be the desired direction.
- e) **Reporting methodology:**
 - i) Emergency Shelter: $\Sigma(\text{Exit date or report end date} - \text{Entry date}) / \text{the number of total distinct households served within the report period.}$
 - ii) Rapid Re-housing: $\Sigma(\text{shelter exit date} - \text{rapid re-housing entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing system within the report period.}$

5) **Carryover Households (#):**

- a) **Purpose:** Indicates the volume of households served by the system which do not exit prior to the first day of the report period. This measure is monitored, but not evaluated.
- b) **Systems:** Rapid Re-housing, Homelessness Prevention

- c) **Definition:** Distinct households that entered the system prior to the first day of the report period. Monitored, but not evaluated.
 - d) **Goal-setting methodology:** Based on prior performance.
 - e) **Reporting methodology:** The number of distinct households with an entry date before 7/1/XX for annual number; before 7/1/XX and 1/1/XX for Semi-annual; before 7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly; and no corresponding exit date before the start of the reporting period.
- 6) **Employment Status at Entry (%)**
- a) **Purpose:** Indicates the percent of households employed at the time of system entry.
 - b) **Programs:** Emergency Shelter, Permanent Supportive Housing, Prevention, Rapid Rehousing, and Transitional Housing
 - c) **Definition:** The percent of households that have employment at entry as indicated by their reported earned income at entry into the system.
 - d) **Goal-setting methodology:** N/A
 - e) **Reporting methodology:** Calculated by determining the number of unique households that have “earned income” from employment as a source of income at system entry (any member of the household), and dividing this number by the total number of unique households that were served during the report period. *Note: Earned income entered by and clients served by Maryhaven-Safety are excluded from this calculation.*
- 7) **Exit to Homelessness (%):**
- a) **Purpose:** Indicates the system’s success in ending homelessness as measured by those who return to emergency shelter or the streets. A lower rate is considered positive.
 - b) **Systems:** Permanent Supportive Housing
 - c) **Definition:** The percent of households who do not maintain their housing and return to emergency shelter or the streets within 180 days of exit from the system.
 - d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
 - e) **Reporting methodology:** The number of households who exit the system and enter shelter or street outreach within 180 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period:

$$\frac{\Sigma(\text{Households that exited system and entered shelter or street outreach within 180 days})}{\text{total distinct households served}}$$
 - i) Numerator
 - 1) Quarterly cohort: Calculate the number of distinct households that exited within the quarterly report period two quarters prior and entered shelter or street outreach within 180 days after exit or as of date of report.
 - 2) Semi-annual cohort: Calculate the number of distinct households that exited within the prior Semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.

- 3) Annual cohort: Calculate the number of distinct households that exited within the first 180 days of the annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
- ii) Denominator
- 1) Quarterly cohort: Calculate the number of distinct households served within the quarterly report period two quarters prior.
 - 2) Semi-annual cohort: Calculate the number of distinct households served within the prior Semi-annual report period.
 - 3) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.
- 8) **Exited Households (#):**
- a) **Purpose:** Indicates the volume of households served by the system which exit during the report period. This measure is monitored, but not evaluated.
 - b) **Systems:** Emergency Shelter, Rapid Re-housing, Homelessness Prevention, and Transitional Housing
 - c) **Definition:** The number of distinct households that exited the system during the report period. Monitored, but not evaluated.
 - d) **Goal-setting methodology:** Meet or exceed prior performance.
 - e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the system at the end of the report period.
- 9) **Households Served (#):**
- a) **Purpose:** Indicates the volume of households served by the system.
 - b) **Systems:** All
 - c) **Definition:** The number of distinct households served by the system (including new and carryover) during the report period.
 - d) **Goal-setting methodology:** Meet or exceed prior performance.
 - i) Rapid Re-housing and Homelessness Prevention:
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Carryover households are those enrolled prior to 7/1/XX and anticipated to be active in the system as of 7/1/XX.
 - (b) New system entrants are those households enrolled on or after 7/1/XX.
 - (c) Total households are the sum of carryover plus new system entrants.
 - (2) Semi-annual and quarterly projections.
 - (a) Carryover households are those anticipated to be active in the system as of end of report period. For rapid re-housing, this should be seasonally adjusted.
 - (b) New system entrants are those households enrolled after start of report period. For rapid re-housing, this should be seasonally adjusted.

- (c) Total households are the sum of carryover plus new system entrants.
- ii) Emergency Shelter and Transitional Housing
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Use prior year trend data to determine average annual demand.
 - (b) If demand is relatively stable, predict the same annual demand number for the current fiscal year.
 - (c) If demand trend shows a steady increase or a steady decrease, predict the current fiscal year demand based on average annual rate of change.
 - (2) Semi-annual and quarterly projections: based on annual projections and adjusted for duplication (carryovers and recidivists). Carryover is based on capacity. Recidivism is based on historical system trends. Adjust for seasonality if appropriate.
- iii) Permanent Supportive Housing:
 - (1) Annual projection: Multiply the system capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if system capacity is 20, then annual projected households served would be 24 ($20 \times 1.2 = 24$).
 - (2) Semi-annual projection: Multiply the system capacity by the projected Semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if system capacity is 20, then Semi-annual projected households served would be 22 ($20 \times 1.1 = 22$).
 - (3) Quarterly projection: Multiply the system capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if system capacity is 20, then quarterly projected households served would be 21 ($20 \times 1.05 = 21$).
- e) **Reporting methodology:** The number of distinct households served by the system during the report period. Distinct households served are identified by their last service record for the system entered into CSP as of the end of the report period.

10) **Housing Affordability at Exit (%):**

- a) **Purpose:** Indicates that the system is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
- b) **Systems:** Rapid Re-housing, Permanent Supportive Housing, and Prevention.
- c) **Definition:** The percentage of distinct households that exited the system successfully during the report period with a housing cost that doesn't exceed 50% of the income.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy. Monitored, but not evaluated for Permanent Supportive Housing.
- e) **Reporting methodology:**
 - Step 1: Determine the number of households that exited the system with a successful housing outcome during the reporting period.

Step 2: For each household, calculate the percent of household income spent on housing (and utilities, if relevant) by dividing the household's cost of rent (and utilities for Rapid Re-housing and Prevention) at exit with the household's income at exit.

Step 3: Count the number of households that spend 50% or less of their income on housing and utilities.

Step 4: Divide the number in Step 3 by the number of successful housing exits in Step 1. *Note: Households with successful housing outcome that are missing the income and cost of rent are excluded from calculation.*

11) **Housing Stability (Months):**

- a) **Purpose:** Indicates the system's success in ending homelessness as measured by length of time that system participants retain permanent supportive housing or transitional housing. A longer rate is generally considered positive for permanent supportive housing.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The average length of time, measured in months, that distinct households reside in the Permanent Supportive Housing unit from entry to exit or end of report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Measured using the average household length of stay in days (from entry to exit date or end of report period, if still a resident) divided by the average days per month (30.5 days).

Step 1: Calculate the total days that each household was housed by subtracting the Entry Date from the Exit Date or end of report period for all records.

Step 2: Determine the average length of stay for all the households by dividing the sum of total days housed by the number of distinct households served.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

12) **Increase in income from employment, from entry to exit or end of reporting period (%):**

- a) **Purpose:** Indicates that the system is assisting households to obtain employment income. A higher rate is considered positive.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percentage of adults that increase income from employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:** The number of adults served during the report period who had an increase in their employment income amount from entry to exit (or at the end of reporting period, if not exited from the system), divided by the total number of adults served during the report period. Income sources include only employment income. *Note: Deceased households are not included in the count of households served.*

13) **Increase in cash income, other than employment, from entry to exit or end of reporting period (%):**

- a) **Purpose:** Indicates that the system is assisting households to obtain non-employment income. A higher rate is considered positive.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percentage of adults that increase income from sources other than employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed CoC local standards.
- e) **Reporting methodology:** The number of adults served during the report period who had an increase in their total income amount from entry to exit (or at the end of reporting period, if not exited from the system), excluding employment income, divided by the total number of adults served during the report period. Income sources exclude employment, but may include cash benefits and/or other sources. *Note: Deceased households are not included in the count of households served.*

14) **Long-Term (Two-Year) Recidivism (%):**

- a) **Purpose:** Indicates the system's success in ending homelessness as measured by the number of households who attain housing and do not return to homelessness subsequent to a successful housing outcome. A lower rate is considered positive.
- b) **Programs:** All except Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The total number of distinct households that were exited two years prior to the reporting period with a successful housing outcome (as defined for that system) and return to shelter or street outreach within two years after exiting the system. This measure is expressed as a percentage of total distinct households with an exit to permanent housing (as defined for that system) two years prior to the reporting period.
- d) **Goal-setting methodology:** Meet or below prior performance. Monitored, but not evaluated.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome (specific to that system). Calculated only for annual reporting periods.
 - i) $\text{Rate} = (\text{numerator}/\text{denominator}) \times 100$
 - ii) **Denominator:** Cohort of households which attained a successful housing outcome.
 - (1) Calculate the number of distinct households with a successful housing outcome 730 to 1095 (731 to 1096 for a leap year) days prior to the end of the current report period.
 - iii) **Numerator:** Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household that exits a system with a successful outcome (specific to that system) and enters the emergency

shelter or street outreach systems within 730 (731 for a leap year) days after exit from the system.

15) **Movement (%):**

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter to another.
- b) **Systems:** Family and Single Adult Emergency Shelter Systems
- c) **Definition:** All distinct households that exit a Tier 2 or family emergency shelter during the report period and then have contact with another shelter within seven days of exit. The movement rate is measured by dividing the total distinct households that experience movement by the total distinct household exits during the evaluation period (relative to the system that served them). Monitored, but not evaluated.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
- e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits during the report period. *Note: Measure excludes exits from Maryhaven-Safety, YMCA First Time Homeless Shelter, Overflow, and Overnight shelters and exits to Maryhaven-Safety from Tier 2 shelters).*

16) **Negative Reason for Leaving (%):**

- a) **Purpose:** A low rate of negative reasons indicates the system's success in stabilizing a household in housing.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The percentage of households that leave housing due to non-compliance or disagreement with the housing rules.
- d) **Goal-setting methodology:** Meet or below local CoC standards.
- e) **Reporting methodology:** The number of exited households during the report period who have "non-compliance with project" or "disagreement with rules/person" as their Reason for Leaving the system divided by the total number of households that exited during the report period. *Note: Deceased households are not included in the count of households exited.*

17) **New Households Served (#):**

- a) **Purpose:** Indicates the volume of new households served by the system, which is considered to measure system efficiency.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** Number of distinct households that entered the system during the report period that were not receiving services on the last day of the prior report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of distinct households with an entry date that occurs between the start and end dates of the report period and that were not also in the project as of the start date of the reporting period.

18) Newly Homeless (# and %):

- a) **Purpose:** Indicates the volume of newly homeless households served by emergency shelters.
- b) **Systems:** Emergency Shelter
- c) **Definition:** The number of distinct households that entered emergency shelter during the report period and were not previously served in emergency shelters or the outreach program during the previous two years, and the percentage of total distinct households that entered a shelter this number represents.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:**
 - i) *Number:* The number of distinct households that entered the emergency shelters during the report period that did not access emergency shelters or the outreach program during the previous 730 days. For this calculation, the first Columbus ServicePoint entry record entered during the report period by an emergency shelter is used.
 - ii) *Rate:* The number of newly homeless households from (i) divided by the number of distinct households that entered a shelter during the reporting period.

19) Recidivism (%):

- a) **Purpose:** Indicates the system's success in ending homelessness as measured by number of households who attain housing and do not return to homelessness subsequent to successful housing outcome. A lower rate is considered positive.
- b) **Systems:** All except Permanent Supportive Housing
- c) **Definition:**
 - i) For all systems except Homelessness Prevention, the total number of distinct households that were exited during the relevant report period with a successful housing outcome (as defined for that system) and had any shelter or street outreach contact within 180 days of the successful housing outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that system).
 - ii) For the Homelessness Prevention system, the number of exited households with a successful housing outcome (as defined for that system) that have any shelter or street outreach contact within 365 days of the successful housing outcome, expressed as a percentage of total distinct households with an exit to housing (as defined for that system).
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy or prior performance.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome (specific to that system).
 - i) Rate = (numerator/denominator) x 100

- ii) Denominator: Cohort of households which attained a successful housing outcome prior to the end of the report period.
 - (1) Quarterly cohort: Calculate the number of distinct households with a successful housing outcome within the quarterly report period two quarters prior. *Note: for Prevention system, the cohort is the number of distinct households with a successful housing outcome within the same reporting period of the previous year.*
 - (2) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome within the previous Semi-annual report period. *Note: for Prevention system, the cohort is the number of distinct households with a successful housing outcome within the same Semi-annual reporting period of the previous year.*
 - (3) Annual cohort: Calculate the number of distinct households with a successful housing outcome within the first 180 days of the annual report period. *Note: for Prevention system, the cohort is the number of distinct households with successful a housing outcome within the previous year's annual reporting period.*
- iii) Numerator: Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household from the cohort defined in (ii) that enters the emergency shelter or street outreach systems within 180 days after a successful housing exit.
 - (2) For the Homelessness Prevention systems the time-range above is replaced by 365 days.

20) **Successful Housing Exit (%)**: Refer to Table 1 for a complete list of housing outcomes.

- a) **Purpose**: Indicates the system's success in ending homelessness as measured by those who attain permanent, independent housing. A higher number and rate are considered positive.
- b) **Systems**: Permanent Supportive Housing
- c) **Definition**: Among distinct household exits, the percentage that exit the system during the report period for other permanent housing (as defined in Table 1).
- d) **Goal-setting methodology**: Meet or exceed prior performance.
- e) **Reporting methodology**: The total number of distinct household exits during the report period with destinations that are considered successful housing outcomes divided by the total number of distinct households exited during the report period. *Note: Deceased households are not included in the count of households exited.*

21) **Successful Housing Outcome (# and %)**: Refer to Table 1 for a complete list of housing outcomes.

- a) **Purpose**: Indicates the system's success in ending homelessness. A higher number and rate are considered positive.

- i) Permanent Supportive Housing: Indicates the system's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
- ii) All other: Indicates the system's success in ending homelessness as measured by those who attain other transitional or permanent housing.
- b) **Systems:** All
- c) **Definition:**
 - i) For all systems except Permanent Supportive Housing and Homelessness Prevention: the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing, as defined in Table 1, and the percentage of total distinct households exited this number represents.
 - ii) For Permanent Supportive Housing: the number of distinct households that remain in the Permanent Supportive Housing system or that exit the system for other permanent housing (as defined in Table 1) and the percentage of total distinct households served this number represents.
 - iii) For Homelessness Prevention: the number of distinct households that attain stable housing at exit from the system and the percentage of total distinct households exited this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
 - i) For all systems except Permanent Supportive Housing: Multiply the percentage goal (set by Ends Policy) by the projected number of exited households.
 - ii) Permanent Supportive Housing: Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
 - i) For all systems except Permanent Supportive Housing: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful housing outcomes for that system. For the rate, divide this number of Successful Housing Outcomes by the number of total exits during the report period.
 - ii) For Permanent Supportive Housing: Sum the total number of distinct household exits during the report period with destinations that are considered successful housing outcomes and the number residing in Permanent Supportive Housing at the end of the report period. For the rate, divide this number of Successful Housing Outcomes by the total number of distinct households served during the report period. *Note: Deceased households are not included in the count of households served.*

22) **System Occupancy Rate (%):**

- a) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates system efficiency at turning over units and providing a system that is in demand.
- b) **Systems:** Permanent Supportive Housing

- c) **Definition:** A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy
- e) **Reporting methodology:** Total household units of service provided during the report period divided by the total days within the report period divided by the total system capacity. *Note: the cumulative total is used for households with multiple instances of service during the period.*
 - (1) *Number:* $\sum((\text{exit date or end of report period} - \text{entry date or beginning of report period}) + 1) / \text{days in report period}$.
 - (2) *Rate:* System occupancy number (rounded to nearest whole number) divided by the system capacity.

23) **Turnover Rate (%):**

- a) **Purpose:** Indicates the system's effectiveness in providing stable housing. Rate is monitored, but not evaluated.
- b) **Systems:** Permanent Supportive Housing
- c) **Definition:** The rate at which units become vacant relative to the system capacity.
- d) **Goal-setting methodology:** Set based on prior performance. Monitored, but not evaluated.
- e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the system capacity during the same report period.

24) **Usage of CSB Direct Client Assistance (DCA) (# and %):**

- a) **Purpose:** Indicates that the system is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** The number of exited distinct households receiving either Transition DCA during the report period or rapid re-housing/Prevention DCA during and/or for up to 90 days prior to or after the report period, and the percentage of total distinct household exits this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:**
 - i) The total number of exited distinct households that received CSB DCA during the report period. For rapid re-housing/prevention, DCA received up to 90 days prior to or after the report period is also included.
 - ii) To obtain usage rate, divide the number obtained in (i) by the total number of distinct households that exited the system during the report period. Households that exited successfully without accessing CSB DCA are excluded from the denominator.

25) *Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):*

- a) **Purpose:** Indicates that the system is cost-efficient in accessing DCA. A lower average amount per household indicates that the system has leveraged other community resources.
- b) **Systems:** Rapid Re-housing and Homelessness Prevention
- c) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household during the report period.
- d) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources, and system design.
- e) **Reporting methodology:** Total monetary assistance awarded to all households during report period / total number of distinct households served that received assistance.

Table 1: Successful Housing Outcomes (see above item 20 and 21)

HUD Destination	Does Head of Household Control Housing? ¹	Successful Housing Outcome?
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher (including a youth shelter, or campground paid for with emergency shelter voucher)	No	No
2 = Transitional housing for homeless persons (including homeless youth) ² : Huckleberry House - Transitional Living Program, Maryhaven - Women's Program, VOAGO Veterans Program	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent supportive housing for formerly homeless persons (such as: CoC project; or HUD legacy programs; or HOPWA PH) all Rebuilding Lives and CoC systems, HOME, HUD, CSB subsidized	Yes	Yes
4 = Psychiatric hospital or other psychiatric facility ²	No	No
5 = Substance abuse treatment facility or detox center ²	No	No
6 = Hospital or other residential non-psychiatric medical facility ²	No	No
7 = Jail, prison or juvenile detention facility	No	No
10 = Rental by client, no ongoing housing subsidy privately owned, market rent housing	Yes	Yes
11 = Owned by client, no ongoing housing subsidy	Yes	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
13 = Staying or living with friends, temporary tenure (e.g., room apartment or house) ²	No	No
14 = Hotel or motel paid for without emergency shelter voucher	No	No
15 = Foster care home or foster care group home ²	No	No
16 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/Airport or anywhere outside)	No	No
17 = Other	No	No
18 = Safe Haven	No	No
19 = Rental by client, with VASH housing subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
20 = Rental by client, other ongoing housing subsidy - public housing owned and subsidized by CMHA, housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher, other than supportive housing	Yes	Yes
21 = Owned by client, with ongoing housing subsidy	Yes	Yes
22 = Staying or living with family, permanent tenure	Yes ¹	Yes
23 = Staying or living with friends, permanent tenure ²	No	No (except for Huckleberry House)
24 = Deceased	No	No
25 = Long-term care facility or nursing home	No	No
26 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	No	No

¹ Heads of household are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.

² A successful housing outcome for Huckleberry House Emergency Shelter.

HUD Destination	Does Head of Household Control Housing? ¹	Successful Housing Outcome?
28 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
29 = Residential project or halfway house with no homeless criteria	No	No
30 = No Exit Interview Completed	No	No
8 = Client Doesn't Know	No	No
9 = Client Refused	No	No
99 = Data Not Collected	No	No

FY2018 Program¹ Evaluation Methodology

The Evaluation Methodology document establishes the purpose, definition, goal-setting, and reporting methodology for each of the indicators that CSB and the CoC currently track for their reporting needs.

Purpose: identifies the reason for the indicator

Projects: identifies the projects for which an indicator applies

Definition: CSB or CoC/HUD definition for the indicator

Goal-setting methodology: used by each agency to set goals around the indicator

Reporting methodology: detailed description on how CSB is calculating the indicator

Reporting Conventions

- 1) Measures apply only to heads of household with the exception of income-related measures.
- 2) A family is defined as a household consisting of at least one adult and at least one minor child.
- 3) The term “head of household” applies both to families and to single adult clients. Each family unit must have a head of household. A household may not have more than one head of household.
- 4) The term “household” describes a unit consisting of either a family or a single adult.
- 5) Emergency shelter reporting methodology includes overflow numbers. Goals do not include overflow.

Purpose, Definition, Goal-setting & Reporting Methodologies (*in alphabetical order*)

1) **Average Engagement Time (AET) (Days):**

- a) **Purpose:** A reasonably short AET indicates the project’s success in rapid re-housing or navigator engagement. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelter.
- b) **Projects:** Family Shelters, Tier 2 Shelters, and Navigator Project
- c) **Definition:**
 - i) Family Shelters: The average number of days households receive shelter services as measured from shelter entry to entry/enrollment into the rapid re-housing project. Measure applies only to households that had an entry date in the rapid re-housing project within the report period.
 - ii) Tier 2 Shelters, Navigator Project: The average number of days households receive shelter services as measured from shelter entry to Navigator engagement date. Measure applies only to households that had an entry date in the Navigator Project within the report period.
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:**

¹As of 10/1/2014, the term, “Program” is replaced by “Project” per HUD’s guidance.

- i) Family Shelters: $\Sigma(\text{rapid re-housing project entry/enrollment date} - \text{Family Shelter entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing project within the report period.}$
- ii) Tier 2 Shelters, Navigator Project: $\Sigma(\text{Navigator engagement date} - \text{Tier 2 Shelter entry date}) / \text{the number of total distinct households served with an entry date in the Navigator Project within the report period.}$

2) **Average Length of Participation (Days):**

- a) **Purpose:** A reasonably short length of participation indicates that the project is assisting households to achieve independence without long term reliance on the project.
- b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF projects, and Navigator Project
- c) **Definition:** The average number of days that exited distinct households received services as measured from the point of entry to the exit date from the project.
- d) **Goal-setting methodology:** Based on project design and anticipated performance. Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:** $\Sigma(\text{exit date} - \text{entry/enrollment/engagement date}) / \text{the number of total distinct households served and exited from project during the report period.}$

3) **Average Length of (shelter) Stay (LOS)(Days):**

- a) **Purpose:** A reasonably short LOS indicates the project's success in rapid re-housing. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelter.
- b) **Projects:** Emergency Shelter, Rapid Re-housing, and Navigator Project
- c) **Definition:**
 - i) Emergency Shelter: The average cumulative number of days households receive shelter as measured from shelter entry to exit or last day of report period.
 - ii) Rapid Re-housing/SSVF Projects: The average number of days households receive services as measured from the point of entry in the rapid re-housing project to the exit date from the emergency shelter (includes prior overlapping veteran/transitional project stay's exit date for SSVF projects). Measure applies only to households that had an entry date in the rapid re-housing project within the report period. *Note: Households who had a rapid re-housing entry date after their emergency shelter exit date are excluded from this calculation.*
 - iii) Navigator Project: The average number of days households receive services as measured from the point of Navigator engagement to the exit date from the emergency shelter. Measure applies only to households that had an engagement date in the Navigator Project within the report period. *Note: households who had a Navigator engagement date after their emergency shelter exit date are excluded from this calculation.*

- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy. An average LOS less than Ends goal is considered to be the desired direction.
 - e) **Reporting methodology:**
 - i) Emergency Shelter: $\Sigma(\text{exit date or report end date} - \text{entry date}) / \text{the number of total distinct households served within the report period.}$
 - ii) Rapid Re-housing/SSVF Projects: $\Sigma(\text{shelter exit date} - \text{rapid re-housing entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing project within the report period that also exited shelter.}$
 - iii) Navigator Project: $\Sigma(\text{shelter exit date} - \text{navigator engagement date}) / \text{the number of total distinct households served with an entry date in the Navigator Project that also exited shelter within the report period.}$
- 4) **Average Number of Service Instances (#)**
- a) **Purpose:** A low number of service instances indicates the project's efficiency in rapid re-housing and long-term stability.
 - b) **Projects:** Navigator Project
 - c) **Definition:** Average number of shelter stays per distinct client served within 12 months.
 - d) **Goal-setting methodology:** Meet or below CSB Boards Ends Policy.
 - e) **Reporting methodology:** Total number of shelter stays provided within the past 12 months / Total number of distinct clients served during the report period.
- 5) **Carryover Households (#):**
- a) **Purpose:** Indicates volume of households served by the project which do not exit prior to the first day of the report period. This measure is monitored, but not evaluated.
 - b) **Projects:** Rapid Re-housing, Navigator Project, Homelessness Prevention, SSVF Projects, Benefits Partnership, and Outreach Programs
 - c) **Definition:** Distinct households that entered the project prior to the first day of the report period.
 - d) **Goal-setting methodology:** Based on prior performance. If new project, the project must provide the rationale for planned goal.
 - e) **Reporting methodology:** The number of distinct households with an entry date before 7/1/XX for annual number; before 7/1/XX and 1/1/XX for Semi-annual; before 7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly; and no corresponding exit date before the start of the reporting period.
- 6) **Detox Exits (#):**
- a) **Purpose:** Indicates that the project is assisting households to enter detox and/or treatment. A higher rate is considered positive.
 - b) **Projects:** Maryhaven Engagement Center - Safety
 - c) **Definition:** The number of households served that exit to an inpatient drug or alcohol treatment facility.

- d) **Goal-setting methodology:** Meet or exceed CSB standards.
 - e) **Reporting methodology:** The number of distinct households that were exited with a detox destination divided by the total number of distinct households that exited the project during the report period. (Measure is based on the latest exit for households with multiple stays during the report period.)
- 7) ***Diversions Recidivism (%)*:**
- a) **Purpose:** Indicates the project's success in ending homelessness as measured by the number of households that are successfully diverted to other community resources instead of entering emergency shelter and do not subsequently return or enter shelter after the successful diversion.
 - b) **Projects:** Coordinated Point of Access
 - c) **Definition:** The total number of households that were successfully diverted during the report period with a successful diversion outcome (as defined for that project) and that subsequently enter shelter within 30 days of the successful diversion outcome. This measure is expressed as a percentage of total households with a successful diversion outcome.
 - d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
 - e) **Reporting methodology:** A percentage rate reflecting the number of diversion recidivist households relative to the number of households that were successfully diverted. Diversion recidivism rate is measured only for Semi-annual and annual report periods.
 - i) Rate = (numerator/denominator) x 100
 - ii) Denominator: Cohort of households which attained a successful diversion outcome during the report period.
 - (1) Semi-annual cohort: Calculate the number of households with successful diversion outcome within the first 90 days of the Semi-annual report period.
 - (2) Annual cohort: Calculate the number of households with successful diversion outcome within the first 270 days of the annual report period.
 - iii) Numerator: Number of diversion recidivists from the above cohort
 - (1) A diversion recidivist household is defined as a household that has a successful diversion outcome and enters the emergency shelter system (excludes Maryhaven-Safety, Maryhaven-Shelter2Housing, and Huck House Emergency Shelter) within 0 to 30 days after that outcome.
 - (2) Using the above definition, calculate the number of households that enter the shelter system within 0 to 30 days after a successful diversion outcome.
- 8) ***Exited Households (#)*:**
- a) **Purpose:** Indicates volume of households served by the project which exit during the report period. This measure is monitored, but not evaluated.
 - b) **Projects:** Rapid Re-housing, Navigator Project, Homelessness Prevention, SSVF Projects, Transitional Housing and Outreach Programs

- c) **Definition:** Number of distinct households that exited the project during the report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal. Monitored, but not evaluated.
- e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the project at the end of the report period.

9) **Exited Households to PSH (#):**

- a) **Purpose:** Indicates volume of households served by the project which exit to Permanent Supportive Housing during the report period. This measure is monitored, but not evaluated.
- b) **Projects:** Outreach Programs
- c) **Definition:** Number of distinct households that exited the project to permanent supportive housing during the report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. Monitored, but not evaluated.
- e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the project at the end of the report period and that have an entry date into a permanent supportive housing project.

10) **Exit to Homelessness (%):**

- a) **Purpose:** Indicates the project's success in ending homelessness as measured by those who return to emergency shelter or the streets. A lower rate is considered positive.
- b) **Projects:** Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The percent of households who do not maintain their housing, whether or not as part of the Permanent Supportive Housing or Transitional Housing project, and return to emergency shelter or the streets within 180 days of exit from the project.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy or local CoC standards. Based on historical trends or anticipated performance.
- e) **Reporting methodology:** The number of households who exit the project and enter shelter or street outreach within 180 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period:

$$\frac{\Sigma(\text{Households that exited project and entered shelter or street outreach within 180 days})}{\text{total distinct households served}}$$

ii) Numerator

- 4) Semi-annual cohort: Calculate the number of distinct households that exited within the previous Semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
- 5) Annual cohort: Calculate the number of distinct households that exited within the first 180 days of the annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.

iii) Denominator

- 4) Semi-annual cohort: Calculate the number of distinct households served within the previous Semi-annual report period.
- 5) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.

11) **Financial Stability at Exit**

- a) **Purpose:** Indicates that the project is assisting households to become financially stable in order to maintain housing. A higher rate is considered positive.
- b) **Projects:** Stable Families Homelessness Prevention
- c) **Definition:** The percent of households that increase their financial stability from entry into the project to exit from the project.
- d) **Goal Setting:** At or above CSB Board Ends Policy or local CoC standards.
- e) **Reporting Methodology:** The number of households that exit the project with increased financial stability, as measured by the self-sufficiency assessment at entry and exit from the project, divided by the number of households that exit the project.

12) **Households Served (#):**

- a) **Purpose:** Indicates volume of households served by the project. For emergency shelters, this number indicates the extent to which the project serves a proportional share of system demand. For supportive housing, the number correlates to capacity and unit turnover rates. For all other projects, the number measures project efficiency.
- b) **Projects:** All
- c) **Definition:** The number of distinct households served by the project (including new and carryover) during the report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal.
 - i) Rapid Re-housing, Navigator Project, Homelessness Prevention, Benefits Partnership and Outreach Programs:
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Carryover households are those enrolled prior to 7/1/XX and anticipated to be active in the project as of 7/1/XX.
 - (b) New project entrants are those households enrolled on or after 7/1/XX.
 - (c) Total households are the sum of carryover plus new project entrants.
 - (2) Semi-annual and quarterly projections.
 - (a) Carryover households are those anticipated to be active in the project as of end of report period. For Rapid Re-housing, this should be seasonally adjusted.
 - (b) New project entrants are those households enrolled after start of report period. For Rapid Re-housing, this should be seasonally adjusted.

- (c) Total households are the sum of carryover plus new project entrants.
- ii) Emergency Shelter and Coordinated Point of Access:
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (2) Semi-annual and quarterly projections: based on annual projections and adjusted for duplication (carryovers and recidivists). Carryover is based on capacity. Recidivism is based on historical system trends. Adjust for seasonality if appropriate.
- iii) Permanent Supportive Housing:
 - (1) Annual projection: Multiply the project capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if project capacity is 20, then annual projected households served would be 24 ($20 \times 1.2 = 24$).
 - (2) Semi-annual projection: Multiply the project capacity by the projected Semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if project capacity is 20, then Semi-annual projected households served would be 22 ($20 \times 1.1 = 22$).
 - (3) Quarterly projection: Multiply the project capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if project capacity is 20, then quarterly projected households served would be 21 ($20 \times 1.05 = 21$).
- iv) Transition Project and Transitional Housing:
 - (1) Annual projections: based on historical trends, anticipated performance, and/or available funds.
 - (2) Semi-annual and quarterly projections: one-half and one-quarter of the annual projection, respectively. Alternatively, the projection may be based on historical trends for the Semi-annual and quarterly report periods.
- e) **Reporting methodology:** The number of distinct households served by the project during the report period. Distinct households served are identified by their last service record for the project entered into CSP as of the end of the report period. *Note that clients served equals households served for Permanent Supportive Housing (with the exception of projects that serve families).*

13) **Housing Affordability at Exit (%):**

- a) **Purpose:** Indicates that the project is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
- b) **Projects:** Rapid Re-housing, SSVF Projects, Permanent Supportive Housing, and Homelessness Prevention (Family projects only.)
- c) **Definition:** The percentage of distinct households that *exited* the project successfully during the report period with a housing cost that doesn't exceed 50% of the household's income.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy. Monitored, but not evaluated for Permanent Supportive Housing.

e) **Reporting methodology:**

Step 1: Determine the number of households that exited the project with a successful housing outcome during the reporting period.

Step 2: For each household, calculate the percent of household income spent on housing (and utilities, if relevant) by dividing the household's cost of rent (and utilities for Prevention and Rapid Re-housing) at exit with the household's income at exit.

Step 3: Count the number of households that spend 50% or less of their income on housing and utilities.

Step 4: Divide the number in Step 3 by the number of successful housing exits in Step 1.

14) **Housing Stability (Months):**

a) **Purpose:** Indicates the project's success in ending homelessness as measured by length of time that project participants retain permanent supportive housing or transitional housing. A longer rate is generally considered positive for permanent supportive housing.

b) **Projects:** Permanent Supportive Housing and Transitional Housing

c) **Definition:** The average length of time, measured in months, that distinct households reside in the Permanent Supportive Housing or the Transitional Housing unit from entry to exit or end of report period.

d) **Goal-setting methodology:**

i) Permanent Supportive Housing: Meet or exceed CSB Board Ends Policy or local CoC standards; based on historical trends or anticipated performance.

ii) Transitional Housing: Meet or exceed local CoC standards; based on historical trends, anticipated performance, and project design.

e) **Reporting methodology:** Measured using the average household length of stay in days (from entry to exit date or end of report period, if still a resident) divided by the average days per month (30.5 days). Measure is not calculated for those projects undergoing initial or expansion lease up.

Step 1: Calculate the total days that each household was housed by subtracting the Entry Date from the Exit Date or end of report period for all records.

Step 2: Determine the average length of stay for all the households by dividing the sum of total days housed by the number of distinct households served.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

15) **Increase in income from employment, from entry to exit or end of reporting period (%):**

a) **Purpose:** Indicates the project's success in assisting households to obtain employment income. A higher rate is considered positive.

b) **Projects:** Permanent Supportive Housing, Transitional Housing, and TSA Job2Housing

c) **Definition:** The percentage of adults who increase income from employment from entry to exit or at the end of reporting period if not exited.

- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:** The number of adults served during the report period who had an increase in their employment income amount from entry to exit (or at the end of reporting period, if not exited from the project) divided by the total number of adults served during the report period. Income sources include only employment income. *Note: Deceased households are not included in the count of households served.*

16) **Increase in cash income, other than employment, from entry to exit or end of reporting period (%):**

- a) **Purpose:** Indicates project's success in assisting households to obtain income. A high rate is considered positive.
- b) **Projects:** Permanent Supportive Housing, Transitional Housing, and TSA Job2Housing
- c) **Definition:** The percentage of adults who increase income from sources other than employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:** The number of adults served during the report period who had an increase in their total income amount from entry to exit (or at the end of reporting period, if not exited from the project), excluding employment income, divided by the total number of adults served during the report period. Income sources exclude employment, but may include cash benefits and/or other sources. *Note: Deceased households are not included in the count of households served.*

17) **Movement (%):**

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter project to another.
- b) **Projects:** Family Shelters and Tier 2 Shelters
- c) **Definition:** Movement measures distinct households that exit a Tier 2 or family shelter during the evaluation period and then have contact with another shelter within seven days of exit. The movement rate is measured by dividing the total distinct households that experience movement by the total distinct household exits during the evaluation period (relative to the project that served them).
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy. Monitored, but not evaluated.
- e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits for the respective project during the report period. *Note: Measure excludes exit from Maryhaven-Safety, YMCA Triage Shelter, and Overflow shelters, and exit to Maryhaven-Safety from Tier 2 shelters.*

18) **Negative Reason for Leaving (%):**

- a) **Purpose:** A low rate of negative reasons indicates the project's success in stabilizing a household in housing.

- b) **Projects:** Permanent Supportive Housing and Transitional Housing.
- c) **Definition:** The percentage of households that leave housing due to non-compliance or disagreement with the housing rules.
- d) **Goal-setting methodology:** Meet or below local CoC standards.
- e) **Reporting methodology:** The number of exited households during the report period who have “non-compliance with project” or “disagreement with rules/person” as their Reason for Leaving the project divided by the total number of households that exited during the report period. *Note: Deceased households are not included in the count of households exited.*

19) **New Households Served (#):**

- a) **Purpose:** Indicates the volume of new households served by the project, which is considered to measure project efficiency.
- b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF Projects, Benefits Partnership, Outreach Programs, and Navigator Project
- c) **Definition:** Number of distinct households that entered the project during the report period that were not receiving services on the last day of the prior report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal.
- e) **Reporting methodology:** The number of distinct households with an entry date that occurs between the start and end dates of the report period and that were not also in the project as of the start day of the reporting period.

20) **Passed Project Certification:**

- a) **Purpose:** Indicates the project’s success in ending homelessness, ability to provide resources and services to homeless persons, and access and coordination to community resources and services, as needed.
- b) **Projects:** All
- c) **Definition:** Project adheres to all applicable standards, as described in the CSB Administrative and Project Standards.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Current Project Review and Certification Report.

21) **Project Occupancy Rate (%):**

- a) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates project efficiency at turning over units and providing a project that is in demand.
- b) **Projects:** Tier 2 Shelters, Permanent Supportive Housing, and Transitional Housing. Not measured for Maryhaven Engagement Center - Safety, Overflow Shelters, Triage Shelter, and Family Shelters.
- c) **Definition:**
 - i) **Emergency Shelter:** A percentage that reflects the average number of households that stayed in each emergency shelter per night during the report period relative

- to the emergency shelter's project capacity. *Note: cumulative total is used for households with multiple instances of service during the report period.*
- ii) Permanent Supportive Housing and Transitional Housing: A percentage that reflects the average number of households residing in a project per night relative to the project capacity.
 - d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, local CoC standards, or prior performance. If new project, the project must provide the rationale for planned goal, including start-up.
 - e) **Reporting methodology:** Total household units of service provided during the report period divided by the total days within the report period divided by the total project capacity. Measure is monitored, but not evaluated, for new projects during start-up.
 - i) Emergency Shelter:
 - (1) *Project Occupancy Number:* Total bedlist shelter units from the Bedlist Report or Outcomes Report for the report period / total days during the report period.
 - (2) *Rate:* Project occupancy number divided by the project capacity.
 - ii) Permanent Supportive Housing and Transitional Housing:
 - (1) *Project Occupancy Number:* $\sum((\text{exit date or end of report period} - \text{entry date or beginning of report period}) + 1) / \text{days in report period}$.
 - (2) *Rate:* Project occupancy number (rounded to nearest whole number) divided by the project capacity.

22) **Recidivism (%):**

- a) **Purpose:** Indicates the project's success in ending homelessness as measured by number of households who attain housing and do not return to homelessness subsequent to the successful housing outcome. A lower rate is considered positive.
- b) **Projects:** All except Overflow Shelters, Permanent Supportive Housing, and Transitional Housing
- c) **Definition:**
 - i) For all projects except Homelessness Prevention, the total number of distinct households that were exited during the relevant report period with a successful housing outcome (as defined for that project) and had any shelter or street outreach contact within 180 days of the successful housing outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that project).
 - ii) For the Homelessness Prevention projects, the number of exited households with a successful housing outcome (as defined for that project) that have any shelter or street outreach contact within 365 days of a successful housing outcome, expressed as a percentage of total distinct households with an exit to housing (as defined for that project).
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy or prior performance.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a project relative to the number of households that exited the project

with a successful housing outcome (specific to that project). For Outreach Programs households with exits to emergency shelter are excluded from the calculation. Recidivism rate is calculated quarterly only for emergency shelters.

- i) Rate = (numerator/denominator) x 100
- ii) Denominator: Cohort of households which attained a successful housing outcome.
 - (1) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome within the previous Semi-annual report period.
 - (2) Annual cohort: Calculate the number of distinct households with a successful housing outcome within the first 180 days of the annual report period.
- iii) Numerator: Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household from the cohort defined in (ii) that enters the emergency shelter or street outreach systems within 180 days after exit from the project.
 - (2) For the Homelessness Prevention projects the time range above is replaced by 365 days.

23) *Shelter Linkage (%)*:

- a) **Purpose:** Indicates the project's success in referring households to appropriate emergency shelters and admitting them into shelter. A higher rate is considered positive.
- b) **Projects:** Coordinated Point of Access
- c) **Definition:** The percentage of households that were referred for intake into emergency shelter that enter the emergency shelter within 24 hours of reservation.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Calculate the total number of households that received a referral for intake into emergency shelter. Calculate the total number of households from the referral pool that entered the respective emergency shelter (excludes Maryhaven-Safety, Maryhaven Safety2Housing, and Huck House Emergency Shelter) within 24 hours of reservation. Divide the number of those that entered by the number of those that were put on the reservation list (i.e. received a referral).

24) *Successful Diversion Outcome (# and %)*:

- a) **Purpose:** Indicates the project's success in ending homelessness by linking households to appropriate community resources and not admitting them into shelter. A higher number and rate are considered positive.
- b) **Projects:** Coordinated Point of Access
- c) **Definition:** The number of distinct household contact resolutions from the Coordinated Point of Access during the report period that are classified as diverted to other community resources, and the percentage of the total distinct household contact resolutions from the Coordinated Point of Access this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.

- e) **Reporting methodology:** Calculate the total number of distinct household contact resolutions that the Coordinated Point of Access recorded during the report period and the total number of these that are considered successful diversions. When a household has multiple contacts, each distinct resolution type will be counted once. Divide the number of distinct successful diversion outcomes by the number of total distinct household contact resolutions recorded by the Coordinated Point of Access during the report period. *Note: Interrupted/incomplete calls are not included in the count of household contact resolutions.*

25) **Successful Housing Exit (%):** Refer to Table 1 and Table 2 for a complete list of housing outcomes.

- a) **Purpose:** Indicates the project's success in ending homelessness as measured by those who attain permanent, independent housing. A higher number and rate are considered positive.
- b) **Projects:** Permanent Supportive Housing
- c) **Definition:** Among distinct household exits, the percentage of that exit the project for other permanent housing (as defined in Table 1).
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The total number of distinct household exits during the report period with destinations that are considered successful housing outcomes divided by the total number of distinct households exited during the report period. *Note: Deceased households are not included in the count of households exited.*

26) **Successful Housing Outcome/Successful Outcome (# and %):** Refer to Table 1 and Table 2 for a complete list of housing outcomes.

- a) **Purpose:** Indicates the project's success in ending homelessness. A higher number and rate are considered positive.
 - i) **Permanent Supportive Housing:** Indicates the project's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
 - ii) **Transitional Housing:** Indicates the project's success in ending homelessness as measured by those who attain permanent housing.
 - iii) **Outreach Programs:** Indicates the project's success in linking households to appropriate next step housing which includes shelter, transitional, and permanent housing for successful outcomes and transitional and permanent housing only for the successful housing outcomes.
 - iv) **Emergency Shelter:** Indicates the project's success in linking households to appropriate next step housing which includes rapid re-housing, transitional, and permanent housing.
 - v) **Triage and Safety Shelters:** Indicates the project's success in linking households to appropriate services as measured by exiting clients to Tier 2 shelters or other permanent destinations for successful outcomes.

- vi) Navigator Project: Indicates the project's success in linking households to appropriate next step housing which includes rapid re-housing, transitional, and permanent housing.
- vii) All other: Indicates the project's success in ending homelessness as measured by households that attain other permanent housing.
- b) **Projects:** All except Overflow Shelters
- c) **Definition:**
 - i) Successful Housing Outcomes for all projects except for Outreach Programs and Permanent Housing projects: The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing as defined in Table 1 and the percentage of total distinct households exited this number represents.
 - ii) Successful Outcomes for Triage Shelter and Maryhaven - Safety: The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to Tier 2 Shelters or permanent housing, as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents. Monitored only for the Triage Shelter.
 - iii) Successful Outcomes/Successful Housing Outcomes for Outreach Programs:
 - (1) Successful Outcomes are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to shelter, transitional, or permanent housing as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents.
 - (2) Successful Housing Outcomes are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing as defined in Table 1 and the percentage of total distinct households with a successful outcome this number represents.
 - iv) Successful Housing Outcomes for Permanent Supportive Housing project: the number of distinct households that remain in the Permanent Supportive Housing project or that exit the project during the report period for other permanent housing (as defined in Table 1) and the percentage of total distinct households served this number represents.
 - v) Successful Housing Outcomes for Navigator Project (evaluated at two levels):
 - (1) Successful Housing Outcomes for Navigator Project are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to permanent housing as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents.
 - (2) Successful Housing Outcomes at shelter exit are the number of distinct households served by the Navigator project that exit from single adult Tier 2 emergency shelters during the report period (i.e., latest exit for households with multiple stays during the report period) to successful housing as defined

in Table 1 and the percentage of total distinct households exited this number represents.

- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, HUD Standards, or prior performance.
 - i) Rapid Re-housing, Navigator Project, Homelessness Prevention, and Transitional Housing: Multiply the percentage goal by the projected number of exited households.
 - ii) Triage Shelter and Maryhaven - Safety: Successful Outcomes: Multiply the percentage goal by the projected number of exited households to each destination defined in Table 1 and 2. Monitored only for the Triage Shelter.
 - iii) Outreach Programs:
 - (1) Successful Outcomes: Multiply the percentage goal by the projected number of exited households with each destination defined in Table 1 and 2.
 - (2) Successful Housing Outcomes: Multiply the percentage goal by the projected number of Successful Outcomes.
 - iv) Emergency Shelter: Multiply the rate by the number of exits to obtain the number of Successful Housing Outcomes.
 - v) Permanent Supportive Housing and Transition Project: Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
 - i) Successful Housing Outcomes for all projects except Permanent Supportive Housing and Outreach Programs: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful housing outcomes for that project. For the rate, divide this number of Successful Housing Outcomes by the number of total exits during the report period.
 - ii) Successful Outcomes for Triage Shelter and Maryhaven - Safety: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful shelter and housing outcomes per Table 1 and Table 2. For the rate, divide this number of Successful Outcomes by the number of total exits during the report period.
 - iii) For Outreach Programs:
 - (1) Successful Outcomes: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful shelter and housing outcomes per Table 1 and Table 2. For the rate, divide this number of Successful Outcomes by the number of total exits during the report period.
 - (2) Successful Housing Outcome (%): Calculate the total number of Successful Outcomes (above) and the total number of destinations that are considered Successful Housing Outcomes (as per Table 1). Divide the number of Successful Housing Outcomes by the number of total Successful Outcomes.
 - iv) For Permanent Supportive Housing: Sum the total number of distinct household exits during the report period with destinations that are considered successful housing outcomes and the number residing in Permanent Supportive Housing at

the end of the report period. For the rate, divide this number of Successful Housing Outcomes by the total number of distinct households served during the report period. *Note: Deceased households are not included in the count of households served.*

27) Turnover Rate (%):

- a) **Purpose:** Turnover rate indicates the project's effectiveness in providing stable housing. Rate is monitored, but not evaluated.
- b) **Projects:** Permanent Supportive Housing
- c) **Definition:** The rate at which units become vacant relative to the project capacity.
- d) **Goal-setting methodology:** Set based on prior performance. For new projects, CSB estimates the following turnover rates: Annual rate: 20%; Semi-annual rate: 10%; Quarterly rate: 5%. Monitored, but not evaluated.
- e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the project capacity during the same report period.

28) Usage of CSB Direct Client Assistance (DCA) (# and %):

- a) **Purpose:** Indicates that the project is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
- b) **Projects:** Outreach Programs, Family Shelters, Rapid Re-housing, Navigator Project, SSVF projects, Homelessness Prevention, and Transition Project.
- c) **Definition:** The number of exited distinct households receiving either Transition DCA during the report period or rapid re-housing/prevention DCA during and/or for up to 90 days prior to or after the report period, and the percentage of total distinct household exits during the report period this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy; based on historical trends, anticipated performance, and/or project design.
- e) **Reporting methodology:**
 - i) The total number of exited distinct households that received CSB DCA during the report period. For rapid re-housing/prevention, the number of households that received DCA up to 90 days prior to or after the report period are also included.
 - ii) To obtain usage rate, the above number is divided by the total number of distinct households served that exited the system during the report period. Households that exited successfully without accessing DCA are excluded from the denominator.

29) Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):

- a) **Purpose:** Indicates that the project is cost-efficient in accessing DCA. A lower average amount per household indicates that the project has leveraged other community resources.
- b) **Projects:** Rapid Re-housing, Homelessness Prevention, and Transition Project.

- c) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household during the report period.
- d) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources, and project design.
- e) **Reporting methodology:** Total monetary assistance awarded to all households during report period / total number of distinct households served that received assistance.

Table 1: Successful Housing Outcomes (see above item 25 and 26)

HUD Destination	Does Head of Household Control Housing? ¹	Successful Housing Outcome?
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher (including a youth shelter, or campground paid for with emergency shelter voucher)	No	No
2 = Transitional housing for homeless persons (including homeless youth) ² : Huckleberry House – Transitional Living Program, Maryhaven - Women's Program, VOAGO Veterans Program	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent supportive housing for formerly homeless persons (such as: CoC Project; or HUD legacy programs; or HOPWA PH) all Rebuilding Lives and CoC projects, HOME, HUD, CSB subsidized	Yes	Yes
4 = Psychiatric hospital or other psychiatric facility ²	No	No
5 = Substance abuse treatment facility or detox center ²	No	No
6 = Hospital or other residential non-psychiatric medical facility ²	No	No
7 = Jail, prison or juvenile detention facility	No	No
10 = Rental by client, no ongoing housing subsidy privately owned, market rent housing	Yes	Yes
11 = Owned by client, no ongoing housing subsidy	Yes	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
13 = Staying or living with friends, temporary tenure (e.g., room, apartment or house) ²	No	No
14 = Hotel or motel paid for without emergency shelter voucher	No	No
15 = Foster care home or foster care group home ²	No	No
16 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
17 = Other	No	No
18 = Safe Haven	No	No
19 = Rental by client, with VASH subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
20 = Rental by client, with other ongoing housing subsidy	Yes	Yes
21 = Owned by client, with ongoing housing subsidy	Yes	Yes
22 = Staying or living with family, permanent tenure	Yes ¹	Yes
23 = Staying or living with friends, permanent tenure ²	No	No (except for Huckleberry House and Diversion while in Shelter program)
24 = Deceased	No	No
25 = Long-term care facility or nursing home	No	No
26 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	No	No
28 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
29 = Residential project or halfway house with no homeless criteria	No	No

¹ Heads of household are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.

² A successful housing outcome for Huckleberry House Emergency Shelter and programs participating in the HandsOn Diversion while in Shelter program.

HUD Destination	Does Head of Household Control Housing? ¹	Successful Housing Outcome?
30 = No Exit Interview Completed	No	No
8 = Client Doesn't Know	No	No
9 = Client Refused	No	No
99 = Data Not Collected	No	No

In addition to the outcomes specified in Table 1 for successful housing outcomes, the outcome listed in Table 2 is considered successful for the Successful Outcome indicator.

Table 2: Successful Outcomes (applies only to Safety Shelter and Outreach Programs)

HUD Destination	Successful Outcome? (Safety Shelter)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher	Yes

HUD Destination	Successful Outcome? (Outreach programs)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher	Yes
2 = Transitional housing for homeless persons (including homeless youth): Huckleberry House - Transitional Living Program, Maryhaven - Women's Program, VOAGO Veterans Program	Yes
15 = Foster care home or foster care group home	Yes
18 = Safe Haven	Yes
22 = Staying or living with family, permanent tenure	Yes
23 = Staying or living with friends, permanent tenure	Yes
25 = Long-term care facility or nursing home	Yes

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