

**Community Shelter Board  
System and Program Indicator Report  
FY06 Quarter 2: 10/1/05-12/31/05  
Updated 3/15/06**

**Summary**

**Continually Achieving Programs & Systems:**

- ✓ All Permanent Supportive Housing programs
- ✓ Tier 1 & Tier 2 Family Shelters
- ✓ YWCA Resource Specialist
- ✓ Gladden Community House Prevention
- ✓ CSB Transition
- ✓ Maryhaven Outreach

**Improved Programs**

- ✓ Maryhaven Engagement Center
- ✓ VOA Men's Shelter
- ✓ Salvation Army Family Housing Collaborative

**Programs & Systems of Concern**

- ✓ Faith Mission Resource Specialists
- ✓ Friends of the Homeless programs
- ✓ The women's system

CSB staff has provided extensive technical assistance to staff at both Faith Mission and Friends of the Homeless to improve their programs. This assistance has been provided at senior program level as well as supervisory and direct care levels.



System Level Data

HOUSING	Capacity	Households Served	Program Occupancy			Housing Stability (Months)		Successful Housing Outcomes		
		Actual	Actual #	Actual %	Attainment of Goal (95%)	Actual #	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement
Supportive Housing <sup>1</sup>	605	634	562	95%	✓	20	✓	547	607	✓

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

<sup>1</sup> Safie Havens included in capacity, but excluded from other variables.

Program Level Data

EMERGENCY SHELTER	Households Served			Nightly Occupancy <sup>1</sup>		Average Length of Stay (Days)			Successful Housing Outcomes							
	Goal	Actual	Variance	Outcome Achievement	Capacity <sup>2</sup>	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>MEN</b>																
Faith Mission on 6th	600	681	81	✓	110	132	N/A	30	18	✓	74	65	≠	15%	13%	✓
Faith Mission on 8th	350	300	(50)	≠	95	94	N/A	30	29	✓	38	25	≠	15%	12%	✓
Friends of the Homeless-Men's Shelter	450	316	(134)	≠	130	143	N/A	30	42	≠	61	27	≠	20%	14%	≠
VOA Men's Shelter	123	197	74	✓	40	34	N/A	30	16	✓	12	42	✓	15%	26%	✓
<b>WOMEN</b>																
Faith Mission-Nancy's Place	260	231	(29)	≠	42	46	N/A	21	18	✓	52	40	≠	24%	18%	≠
Friends of the Homeless-Rebecca's Place	145	141	(4)	✓	47	52	N/A	28	34	≠	29	17	≠	30%	19%	≠
<b>FAMILIES</b>																
Homeless Families Foundation	61	58	(3)	✓	36	40	✓	80	64	✓	19	12	≠	70%	57%	≠
VOA Family Shelter	42	41	(1)	✓	24	23	✓	80	52	✓	13	16	✓	70%	100%	✓
YWCA Family Center	200	221	21	✓	50	49	N/A	20	21	✓	105	123	✓	70%	71%	✓
<b>INEBRIATE</b>																
Maryhaven Engagement Center	588	620	32	✓	50	47	N/A	12	7	✓	27	73	✓	5%	12%	✓

Outcome Achievement Key:
Outcome achieved
Outcome not achieved
Outcome goal not applicable

<sup>1</sup> Occupancy goal is only applicable to Tier II Shelters.

<sup>2</sup> Capacity reflects regular, not overflow capacity.

Program Level Data

RESOURCE SPECIALIST	Households Served				Successful Housing Outcomes					
	Goal	Actual	Variance	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PROGRAM</b>										
Friends of the Homeless <sup>1</sup>	201	185	(16)	N/A	90	34	≠	45%	29%	≠
Homeless Families Foundation	61	57	(4)	√	19	12	≠	70%	57%	≠
Lutheran Social Services <sup>1</sup>	364	620	256	N/A	164	125	≠	45%	22%	≠
YWCA Family Center <sup>1,2</sup>	72	132	60	N/A	50	92	N/A	70%	91%	N/A

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

<sup>1</sup>Households served is being monitored, but not evaluated until baseline outcomes are established.

<sup>2</sup>Successful housing outcomes are being monitored, but not evaluated.

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SUPPORTIVE HOUSING	Households Served			Program Occupancy		Housing Stability (Months)		Successful Housing Outcomes					
	Goal	Actual	Variance	Actual (#)	Actual (%)	Attainment of Goal (12 months)	Actual (#)	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
	Capacity												
Community Housing Network-East 5th Avenue <sup>1</sup>	40	38	(2)	35	92%	✓	14	36	36	N/A	90%	95%	N/A
Community Housing Network-North 22nd Street <sup>1</sup>	31	31	0	27	90%	✓	22	28	29	N/A	90%	94%	N/A
Community Housing Network-North High Street <sup>1</sup>	38	37	(1)	35	98%	✓	25	34	37	N/A	90%	100%	N/A
Community Housing Network-Cassady <sup>1</sup>	11	12	1	11	108%	✓	21	9	10	N/A	85%	83%	N/A
Community Housing Network-Parsons <sup>1</sup>	26	28	2	25	99%	✓	28	22	28	N/A	85%	100%	N/A
Community Housing Network-Safe Havens <sup>2,3</sup>	N/A	16	N/A	14	108%	N/A	32	N/A	16	N/A	N/A	100%	N/A
Community Housing Network-St. Clair <sup>4</sup>	17	18	1	14	86%	N/A	2	15	18	N/A	90%	100%	N/A
National Church Residences-Commons at Grant	53	54	1	49	98%	✓	22	48	52	✓	90%	96%	✓
Southeast-Scattered Sites	75	89	14	84	112%	✓	26	68	88	✓	90%	99%	✓
YMCA-40 West Long Street	74	90	16	72	103%	✓	14	67	84	✓	90%	93%	✓
YMCA-Sunshine Terrace	68	68	0	61	93%	✓	27	61	63	✓	90%	95%	✓
YWCA-WINGS <sup>5</sup>	69	66	(3)	57	83%	N/A	14	62	39	N/A	90%	93%	N/A
Rebuilding Lives PACT Team Initiative <sup>6</sup>	114	87	(27)	79	73%	N/A	13	97	85	N/A	85%	99%	N/A

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

<sup>1</sup> Successful Housing outcomes are monitored, but not evaluated in FY2006 due to negotiations during CSB appeal process.

<sup>2</sup> Safe Havens is a non-CSB funded program; Program Outcome Plan will be developed by 3/31/06.

<sup>3</sup> The capacity reported for supportive housing is program capacity; this distinction warrants mentioning because Safe Havens accommodates both singles and couples.

<sup>4</sup> Program was in lease-up.

<sup>5</sup> Program was in lease-up and expansion phase.

<sup>6</sup> Program was in expansion phase.

Program Level Data

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OTHER	Households Served			Average Financial Assistance (\$ per HH) <sup>1</sup>		Average Length of Stay (Days)		Successful Housing Outcomes					
	Goal	Actual	Variance	Goal	Actual	Goal	Actual	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>FAMILY HOUSING COLLABORATIVE</b>													
Salvation Army <sup>2</sup>	94	135	41	\$900	\$673	20	13	44	62	✓	90%	95%	✓
<b>OUTREACH</b>													
Maryhaven Outreach <sup>3</sup>	42	58	16	N/A	N/A	N/A	N/A	23	57	✓	60%	98%	✓
<b>TRANSITION</b>													
CSB Transition Program	160	188	28	\$519	\$467	N/A	N/A	157	188	✓	98%	100%	✓
<b>PREVENTION</b>													
Gladden Community House <sup>4</sup>	150	198	48	N/A	N/A	N/A	N/A	142	176	✓	95%	98%	✓

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

<sup>1</sup> Average Financial Assistance includes CSB funding only.

<sup>2</sup> Twenty-five clients excluded from average length of stay calculation due to YHIN Exit Date preceding FHC Entry Date.

<sup>3</sup> Successful Housing Outcomes includes successful shelter outcomes.

<sup>4</sup> Evaluative time frame is year to date.

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# Community Shelter Board

## System and Program Indicators Report Evaluation Definitions and Methodology – FY06

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The Evaluation Definitions and Methodology document incorporates methodologies that are applicable to all variables contained within the System and Program Indicators Report.

The FY2006 System and Program Indicators Reports monitors the current shelter, services and permanent supportive housing programs in Columbus and Franklin County using CSB's established performance standards. The report evaluates each program based on a program goal, actual performance data, variances, and outcome achievements.

Agency performance outcome goals were compared with actual performance to determine consistency with CSB standards. All data generated from the Homeless Management Information System and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables. The following information provides an explanation of specific definitions and methodologies used in our evaluations.

### 1. Average CSB Direct Client Assistance (DCA) Amount per Household (Direct Housing and Transition Program)

- Source:** CSB Direct Client Assistance Report
- Defined:** The average amount of total CSB direct client assistance received per household during the period. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:**  $\sum(\text{Total monetary assistance awarded to all households}) / \text{total number of distinct households that received assistance.}$

### 2. Average Length of Stay

#### Family Housing Collaborative

- Source:** HMIS Custom Report
- Defined:** The average number of days that total distinct households were served from the point of FHC entry to YWCA Family Center exit or end of period; *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:**  $\sum(\text{YWCA Family Center exit date or end of period} - \text{Direct Housing entry date}) / \text{the number of total distinct households served}$

#### Tier I and Tier II Shelter

- Source:** HMIS Custom Report
- Defined:** The average number of days that total distinct households were enrolled in or received services through the program from entry or beginning of period to exit or end of period; *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:**  $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{the number of total distinct households served}$

### 3. Households Served

**Source:** HMIS Custom Report  
**Defined:** The number of distinct households served by the program during the period.  
**Calculated:** The number of distinct households served, based on the last service record for the program as of the end of the period.

### 4. Housing Stability

**Source:** HMIS Custom Report  
**Defined:** The average length of time measured in months that distinct households reside in the Permanent Supportive Housing unit. Housing stability is measured using the total average household length of stay from entry to exit or entry to the end of period divided by the total average days per month (30.5 days).  
**Calculated:**  $\sum(\text{Exit date or end of period} - \text{entry date}) / 30.5 \text{ days}$

### 5. Occupancy Rate

#### Permanent Supportive Housing

**Source:** HMIS Custom Report  
**Defined:** A percentage that reflects the average number of clients residing in a program per night relative to the program capacity.  
**Calculated:** *Number:*  $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{days in period}$   
*Rate:*  
Step 1:  $\sum(\text{Exit date or end of period} - \text{entry date or beginning of period}) / (\text{total units} \times \text{days in period})$   
Step 2: Divide the results calculated in Step 1 by the program capacity

#### Emergency Shelters

**Note:** Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

**Source:** HMIS ShelterPoint Bedlist Report  
**Defined:** A percentage that reflects the average number of households that stayed in each emergency shelter per night during the period relative to the emergency shelter's program capacity. *Note: cumulative total for households with multiple instances of service during the period.*  
**Calculated:** *Number:* Total bedlist shelter units for the period / total days during the period  
*Rate:*  
Step 1: Divide the total bedlist shelter units for the period by the number of days in the period.  
Step 2: Divide the results obtained in Step 1 by the program capacity.

### 6. Successful Housing Outcomes

#### Family Housing Collaborative

**Source:** HMIS Custom Report  
**Defined:** The number of distinct households that exited with a 'Permanent' housing destination, excluding exits to family or friends. Refer to the Housing

Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

**Calculated:** The number of households that exited with successful housing outcomes (based on the last exit) / the number of total distinct household exits

#### **Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters**

**Source:** HMIS Custom Report

**Defined:** The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

**Calculated:** The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the program.

#### **Tier I Family Emergency Shelter & Outreach**

**Source:** HMIS Custom Report

**Defined:** The number of distinct households served that exited with a 'Permanent' or 'Transitional' or 'Emergency Shelter' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

**Calculated:** The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the program

#### **Permanent Supportive Housing**

**Source:** HMIS Custom Report

**Defined:** The number of distinct households that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

**Calculated:** (The number of households in PSH + the number of successful housing exits (based on the last exit)) / the number of total distinct households served

### **Program Goal Achievement and Performance Rating**

#### **Performance outcome goal 'achievement' definition:**

**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 110% or less of goal).

#### **Performance rating definitions:**

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

<b>Rating</b>	<b>Achievement of Program Outcome Measures</b>
High	no less than one not achieved
Medium	half or more achieved
Low	less than half achieved and/or serious and persistent program non-performance issues

# FY2006 Program Evaluation & Monitoring

## Appendix: Housing Outcomes

The following chart identifies various destinations, including successful housing and shelter outcomes, as identified in the CSB HMIS Data Definitions for 2005-06. Housing/shelter outcomes correspond to ServicePoint pick list choices for 'destination' and are used to determine shelter and/or housing outcomes.

ServicePoint Destination	CSB Definition	Client Control of Housing? (1)	CSB Evaluation Element
Permanent Housing: Rental house/apartment (no subsidy)	Privately owned, market rent housing (not subsidized)	Yes	Successful Housing Outcome
Permanent Housing: Public Housing	Housing owned and subsidized by CMHA	Yes	Successful Housing Outcome
Permanent: Section 8	Housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher or through Section 8 project-based subsidy	Yes	Successful Housing Outcome
Permanent: Shelter Plus Care	Housing owned by a private landlord or partner agency and subsidized through the Shelter Plus Care program administered by CMHA	Yes	Successful Housing Outcome
Permanent: HOME subsidized house/apartment	The YMCA Permanent Supportive Housing (PSH) program at 40 West Long Street or SE Scattered Site Permanent Supportive Housing	Yes	Successful Housing Outcome
Permanent: Other subsidized house/apartment	Housing owned by a private landlord or partner agency that has an on-going subsidy through HUD 202 or 811 program, tax credits, or other sources, including HUD and CSB	Yes	Successful Housing Outcome
Permanent: Home ownership	Housing that is owned by the client	Yes	Successful Housing Outcome
Permanent: Moved in with Family/Friends	<b>DO NOT USE</b>	N/A	Unsuccessful Housing Outcome
Transitional: Transitional housing for homeless	Transitional (i.e. New Horizons)	Varies	Successful Housing Outcome (except for Family Housing Collaborative and Permanent Supportive Housing)
Transitional: Moved in with Family/Friends	Temporary housing with family or friends	No	Unsuccessful Housing Outcome
Institution: Psychiatric hospital	Temporary/indefinite residence in a psychiatric hospital for the treatment of severe mental illness	No	Unsuccessful Housing Outcome
Institution: Inpatient alcohol/drug facility	Temporary/indefinite residence in an inpatient facility for treatment of alcohol and/or drug addiction	No	Unsuccessful Housing Outcome
Institution: Jail/prison	Incarceration in local, state or federal prison	No	Unsuccessful Housing Outcome
Emergency Shelter	Emergency Shelter (all including Tier II shelters)	No	Unsuccessful Housing Outcome ( except for Outreach and YWCA-IHN)
Other: Other Supportive Housing	<b>DO NOT USE</b>	N/A	Unsuccessful Housing Outcome
Other: Places not meant for habitation (street)	Street, condemned buildings, etc.	No	Unsuccessful Housing Outcome
Other	Hotel, other	No	Unsuccessful Housing Outcome
Unknown		N/A	Unsuccessful Housing Outcome

(1) Client is determined to be in control of his/her housing if the lease/mortgage is in his/her name or if he/she otherwise has a written agreement that gives him/her a right to reside in his/her housing, such as a roommate agreement.