

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2008  
04/01/08 – 06/30/08

### **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

System and Program Indicators Reports are published quarterly and furnished to CSB trustees, the Rebuilding Lives Funder Collaborative, and the Continuum of Care Steering Committee. All reports are posted to [www.csb.org](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded shelter, services and permanent supportive housing programs and other Continuum of Care, non-CSB funded programs. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

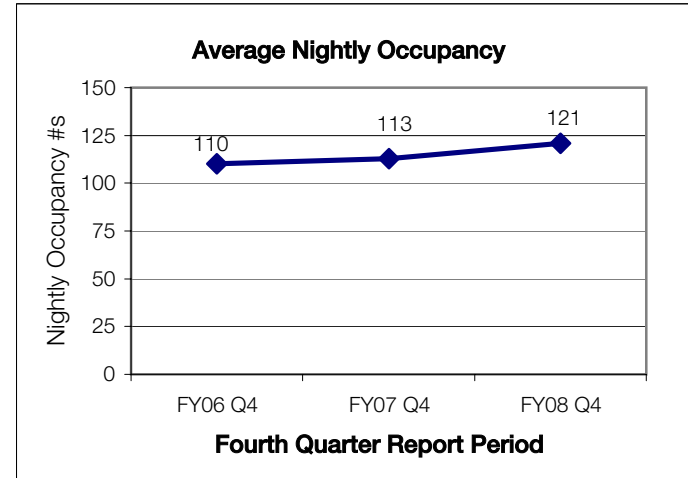
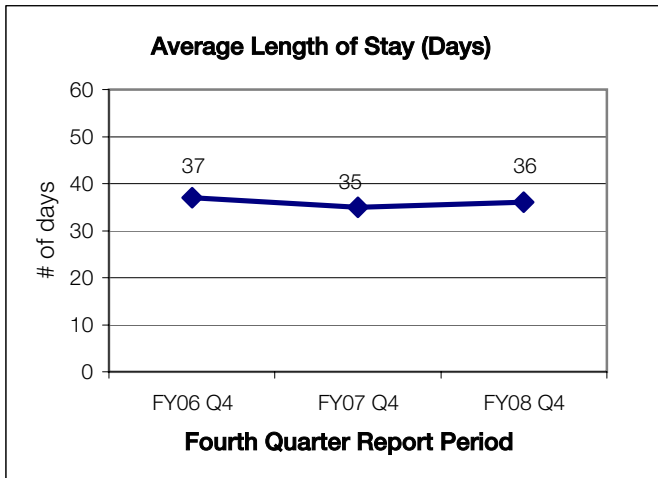
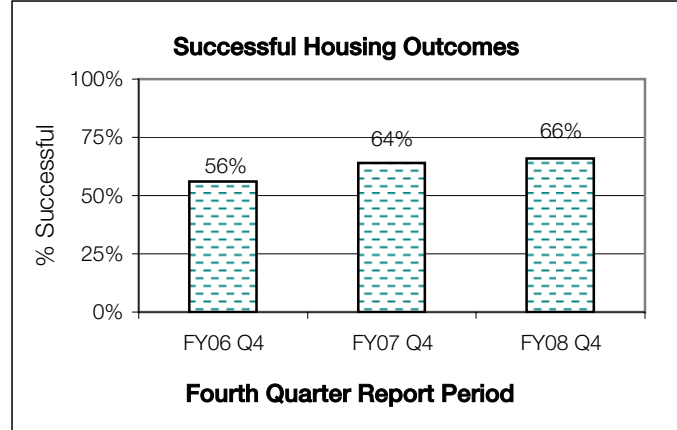
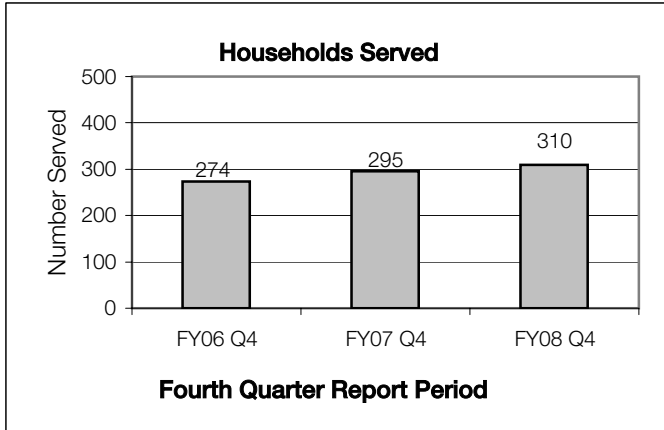
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

All data generated from the Homeless Management Information System (HMIS) 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.

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report

FY08 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	04/01/2008 - 6/30/2008	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
FAMILY SYSTEM	275	310	√	120	121	45	36	√	109	128	√	70%	66%	√	No

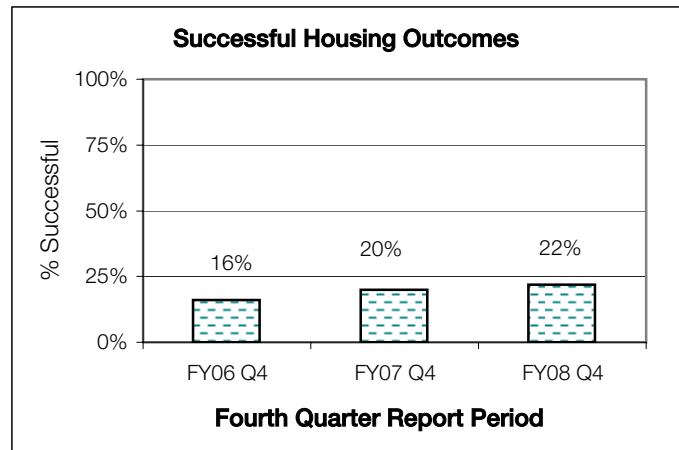
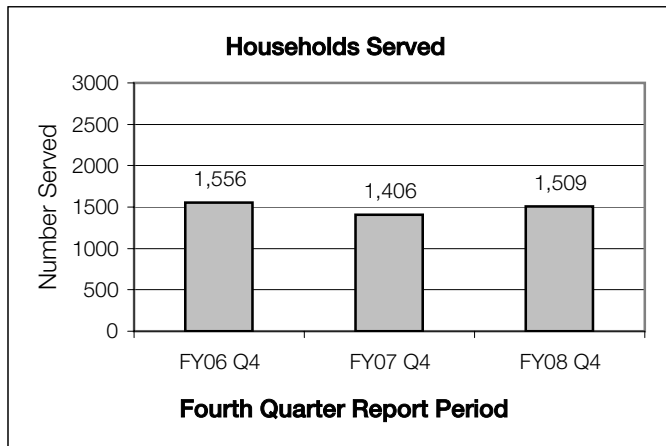


DEMOGRAPHICS	Family
Households Served	310
Clients Served	1,013
Average Age (HOH)	30
Gender - Male (HoH)	12%
Gender - Female (HoH)	88%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$488
Percent Working at Entry	20%
Race - White	25%
Race - Black	74%
Race - Other	1%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%
Adults Served	398
Children Served	615
Mean Family Size	3.3
Average Number of Children	2.0
Children 0 - 2 years	32%
Children 3 - 7 years	38%
Children 8 - 12 years	19%
Children 13 - 17 years	12%

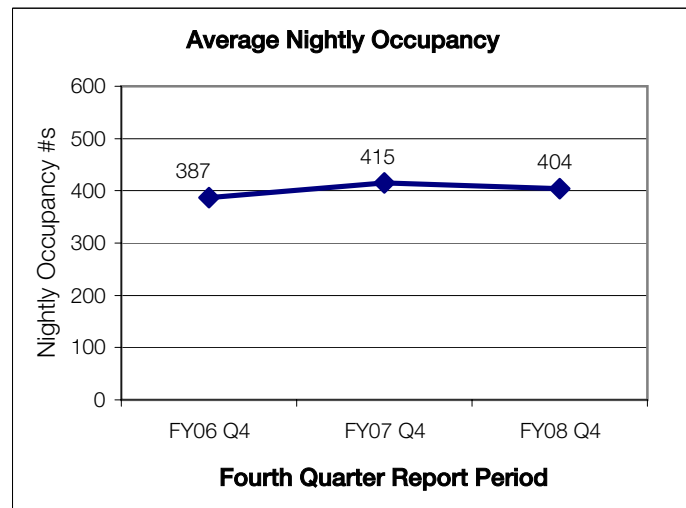
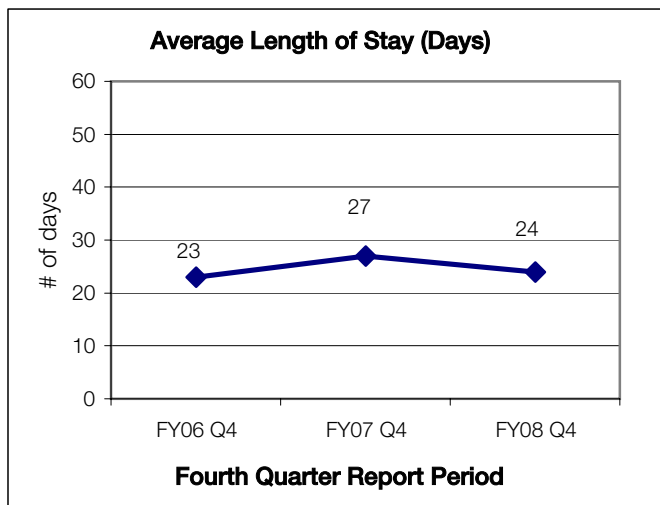
The number of households served by the Family System and the average nightly occupancy continued their slight increasing trend compared to prior comparable reporting periods, consistent with findings in the S1 and Q3 FY2008 report period.

# System and Program Indicator Report

FY08 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)		Outcome Achievement
04/01/2008 - 6/30/2008															
MEN'S SYSTEM	1,544	1,509	√	417	404	30	24	√	180	240	√	15%	22%	√	No



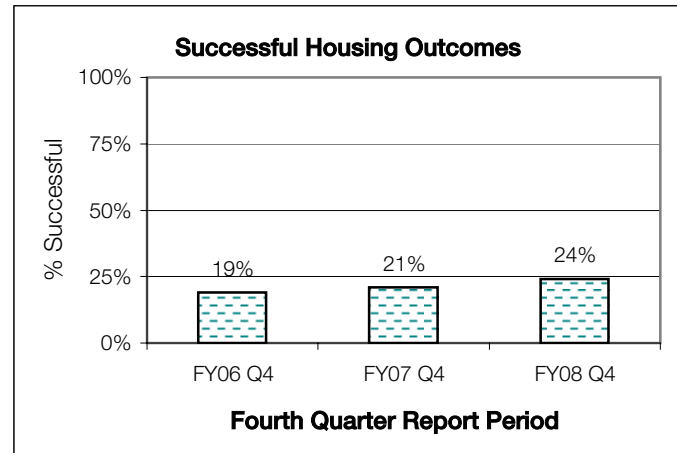
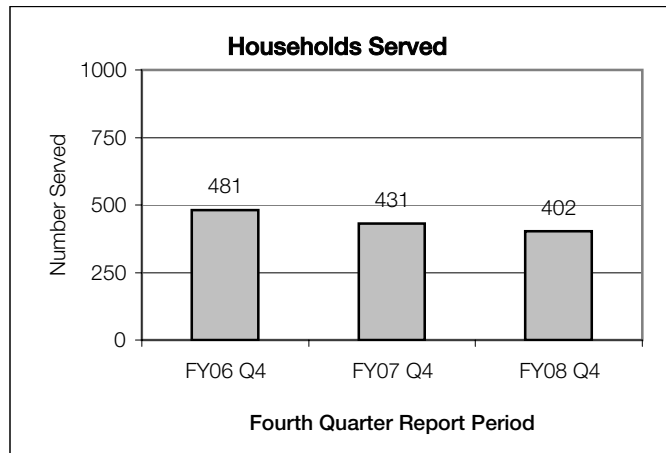
DEMOGRAPHICS	Men
Households Served	1,509
Clients Served	1,509
Average Age (HOH)	44
Men as a percent of total single adults served	79%
Veterans (U.S. Military)	16%
Avg. Monthly Household Income	\$286
Percent Working at Entry	14%
Race - White	34%
Race - Black	64%
Race - Other	3%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%



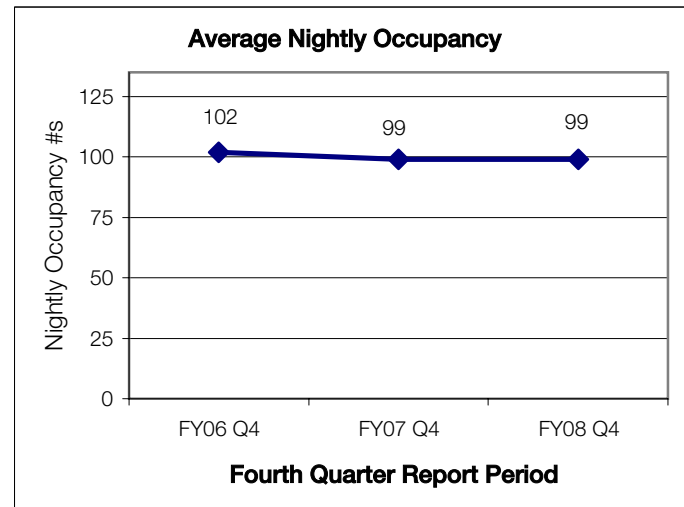
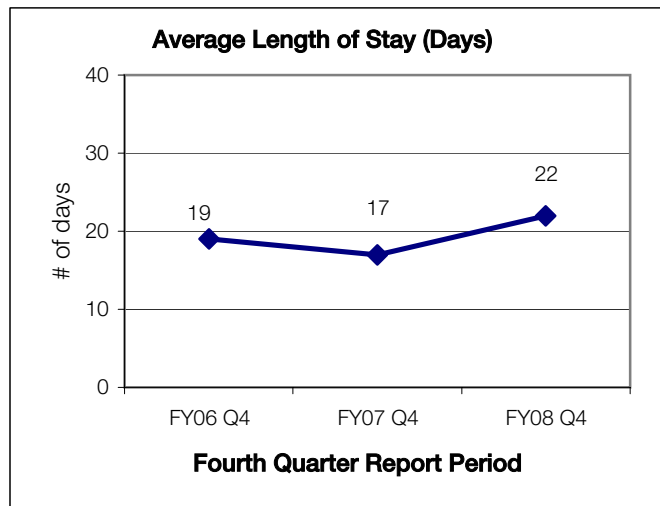
Better utilization of the single adult men's emergency shelter capacity is noted by the decrease in average length of stay and nightly occupancy, consistent with Q3 FY2008 findings. Demand for shelter slightly increased compared to previous comparable reporting periods.

# System and Program Indicator Report

FY08 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	04/01/2008 - 6/30/2008	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	480	402	N/A	97	99	28	22	√	92	72	≠	24%	24%	√	No



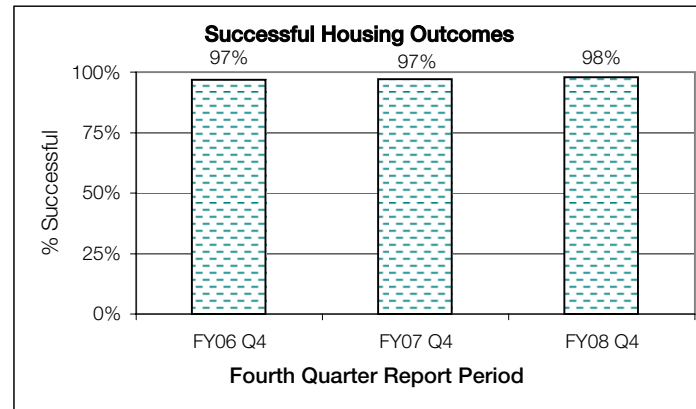
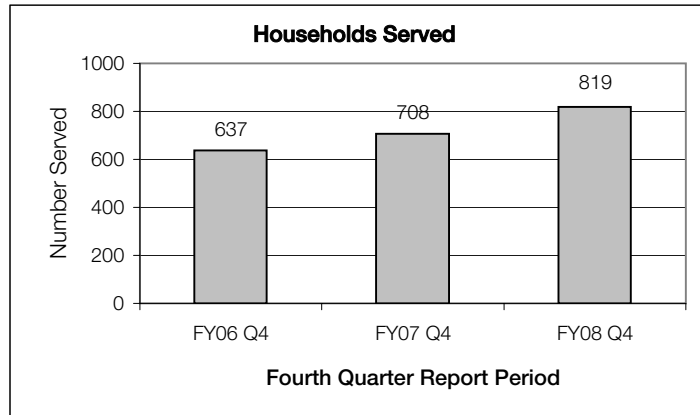
DEMOGRAPHICS	Women
Households Served	402
Clients Served	402
Average Age (HOH)	40
Woman as a percent of total single adults served	21%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$269
Percent Working at Entry	10%
Race - White	40%
Race - Black	60%
Race - Other	1%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



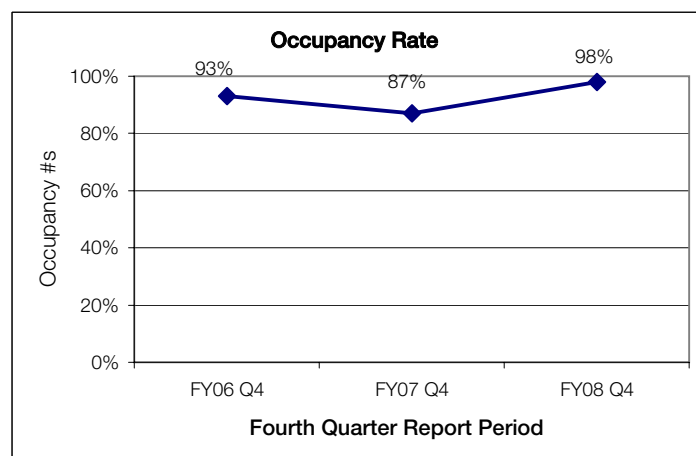
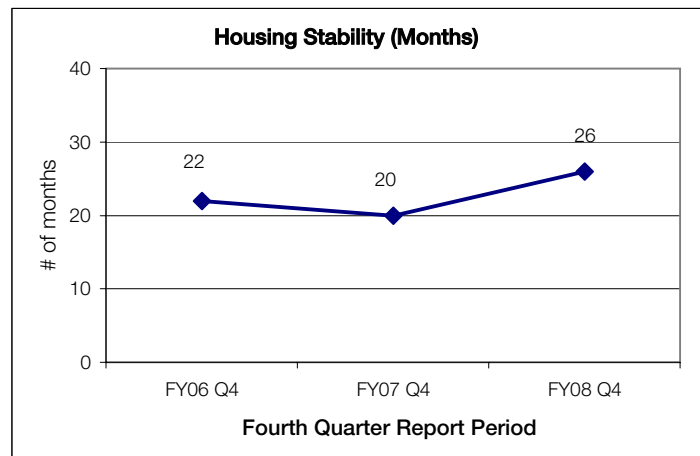
Number of households served by the Women's System slightly decreased during this report period compared to previous comparable reporting periods. This is consistent with the S1 and Q3 FY2008 report findings.

# System and Program Indicator Report

FY08 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes						System of Concern
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
04/01/2008 - 6/30/2008																
PSH SYSTEM <sup>1</sup>	798	819	√	95%	98%	√	21	26	√	718	801	√	90%	98%	√	No



Good performance of the PSH System continues as evidenced by the increase in housing stability and occupancy rates. <sup>1</sup>The system occupancy rate is somewhat higher than usual, partly due to Southeast Scattered Sites using additional HOME funds to expand capacity and households served.





EMERGENCY SHELTER	Households Served				Nightly Occupancy <sup>1</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	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	Yes or No
04/01/2008 - 6/30/2008																	
<b>MEN</b>																	
Faith Mission on 6th <sup>3,4</sup>	482	527	45	N/A	110	112	N/A	23	19	N/A	56	85	N/A	15%	20%	N/A	N/A
Faith Mission on 8th <sup>3,4</sup>	411	349	(62)	N/A	95	94	N/A	30	24	N/A	47	41	N/A	15%	16%	N/A	N/A
Friends of the Homeless-Men's Shelter	434	430	(4)	√	130	129	N/A	30	27	√	61	62	√	20%	21%	√	No
VOA Men's Shelter	213	140	(73)	≠	40	31	N/A	25	27	√	26	22	≠	15%	19%	√	No
<b>WOMEN</b>																	
Faith Mission-Nancy's Place <sup>3,4</sup>	244	181	(63)	N/A	42	43	N/A	21	22	N/A	49	45	N/A	24%	33%	N/A	N/A
Friends of the Homeless-Rebecca's Place	173	164	(9)	√	47	48	N/A	28	27	√	38	28	≠	30%	24%	≠	No
<b>FAMILIES</b>																	
Homeless Families Foundation <sup>4</sup>	88	81	(7)	√	46	51	√	80	58	√	31	30	√	70%	91%	√	No
VOA Family Shelter	46	36	(10)	≠	24	23	√	80	57	√	16	11	≠	70%	69%	√	No
YWCA Family Center	232	238	6	√	50	48	√	20	18	√	127	131	√	70%	69%	√	No
<b>INEBRIATE</b>																	
Maryhaven Engagement Center	632	541	(91)	≠	50	46	N/A	12	8	√	95	32	≠	15%	15%	√	No
<b>AGENCY</b>																	
Lutheran Social Services - Faith Mission <sup>3,4</sup>	1,092	1,026	(66)	√	247	249	N/A	30	22	√	152	170	√	17%	22%	√	No

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

<sup>2</sup> Capacity does not include overflow.

<sup>3</sup> Lutheran Social Services is evaluated at the agency level rather than at the individual program level during FY08. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

<sup>4</sup> Homeless Families Foundation and Faith Mission provide overflow services for FY08.

RESOURCE SPECIALISTS	Households Served					New Households Served			Successful Housing Outcomes						% Access to Direct Client Assistance			Program of Concern
	<i>% Sheltered Households Served<sup>1</sup></i>	<i>Goal (#)</i>	<i>Actual (#)</i>	<i>Variance</i>	<i>Outcome Achievement</i>	<i>Goal</i>	<i>Actual</i>	<i>Outcome Achievement</i>	<i>Goal (#)</i>	<i>Actual (#)</i>	<i>Outcome Achievement</i>	<i>Goal (%)</i>	<i>Actual (%)</i>	<i>Outcome Achievement</i>	<i>Goal (#)</i>	<i>Actual (#)</i>	<i>Outcome Achievement</i>	<i>Yes or No</i>
04/01/2008 - 6/30/2008																		
<b>PROGRAM</b>																		
Friends of the Homeless	37%	221	220	(1)	√	158	125	≠	71	69	√	45%	41%	√	22%	14%	≠	No
Homeless Families Foundation	100%	46	81	35	√	35	33	√	25	30	√	70%	91%	√	40%	30%	≠	No
Lutheran Social Services - Faith Mission	40%	338	418	80	√	239	230	√	108	171	√	45%	43%	√	15%	12%	√	No
YWCA Family Center	44%	116	105	(11)	√	70	81	√	49	83	√	70%	88%	√	15%	14%	√	No

<sup>1</sup> Measure is monitored but not evaluated this report period.

SUPPORTIVE HOUSING		Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
04/01/2008 - 6/30/2008		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
Community Housing Network-Briggsdale		25	26	25	(1)	√	25	100%	√	12	19	√	23	25	√	90%	100%	√	No
Community Housing Network-Community ACT		42	44	46	2	√	40	95%	√	12	10	≠	40	44	√	90%	96%	√	No
Community Housing Network-East 5th Avenue		38	40	37	(3)	√	37	97%	√	20	26	√	36	36	√	90%	97%	√	No
Community Housing Network-North 22nd Street		30	32	29	(3)	√	28	93%	√	24	31	√	29	29	√	90%	100%	√	No
Community Housing Network-North High Street <sup>2</sup>		33	35	34	(1)	√	34	103%	√	24	31	√	32	34	√	90%	100%	√	No
Community Housing Network-Cassady		10	11	10	(1)	√	10	100%	√	18	25	√	10	10	√	90%	100%	√	No
Community Housing Network-Parsons		25	26	25	(1)	√	25	100%	√	24	35	√	23	24	√	90%	96%	√	No
Community Housing Network-Safe Havens <sup>3</sup>		13	16	16	0	√	15	115%	√	24	45	√	14	16	√	90%	100%	√	No
Community Housing Network-St. Clair		26	27	26	(1)	√	26	100%	√	12	18	√	24	26	√	90%	100%	√	No
Maryhaven Commons at Chantry		50	53	47	(6)	≠	44	88%	≠	12	17	√	48	43	≠	90%	91%	√	Yes
National Church Residences-Commons at Grant		50	53	52	(1)	√	50	100%	√	24	32	√	48	52	√	90%	100%	√	No
Southeast-Scattered Sites <sup>4</sup>		90	97	109	12	√	103	114%	√	24	25	√	87	104	√	90%	95%	√	No
YMCA-40 West Long Street <sup>5</sup>		105	108	114	6	√	104	99%	√	15	21	√	97	113	√	90%	99%	√	No
YMCA-Sunshine Terrace		65	78	72	(6)	√	63	97%	√	24	36	√	70	71	√	90%	99%	√	No
YWCA-WINGS		69	73	73	0	√	67	97%	√	18	27	√	66	73	√	90%	100%	√	No
Rebuilding Lives PACT Team Initiative <sup>5,6</sup>		108	113	104	(9)	√	97	90%	√	15	25	√	102	101	√	90%	97%	√	No

<sup>1</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>2</sup> CHN North High Street occupancy rate exceeds 100% due to a Rebuilding Lives eligible client being admitted into a non-Rebuilding Lives unit. This is expected to be a long-term placement.

<sup>3</sup> 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.

<sup>4</sup> Due to additional HOME funds, Southeast was able to expand capacity and serve more households (mostly CAH related), including RL eligible couples, this report period.

<sup>5</sup> One client who resides at YMCA-40 West Long Street receives services from RLPTI; consequently, for reporting purposes this client is being regarded as a resident of RLPTI. YMCA is not receiving credit for serving this person.

<sup>6</sup> Three households that have a Shelter Plus Care subsidy reside in the RLPTI program; consequently, these three households are included in the occupancy rates for both RLPTI and Shelter Plus Care TRA program.

System and Program Indicators Report

HUD CoC FUNDED PROGRAMS <sup>1</sup>	Households Served					Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
04/01/2008 - 6/30/2008																	
<b>Transitional Housing</b>																	
Amethyst-RSvP <sup>3</sup>	8	18	15	(3)	≠	85%	75%	≠	2	2	√	7	6	≠	70%	75%	√
Huckleberry House - Transitional Living Program	30	37	34	(3)	√	98%	87%	≠	12	9	≠	5	5	√	71%	71%	√
Friends of the Homeless-New Horizons	36	48	62	14	√	95%	92%	√	4	3	≠	10	23	√	70%	74%	√
Pater Noster House	5	5	9	4	√	100%	100%	√	4	2	≠	5	3	≠	100%	75%	≠
VOA - Support, Recovery & Education	45	45	76	31	√	88%	89%	√	4.5	3	≠	20	16	≠	85%	44%	≠
<b>Permanent Supportive Housing</b>																	
Community Housing Network-Family Homes <sup>4</sup>	15	16	15	(1)	√	95%	100%	√	12	21	√	13	15	√	80%	100%	√
Community Housing Network-Wicklow	6	6	7	1	√	90%	83%	≠	12	18	√	5	7	√	80%	100%	√
Community Housing Network-Wilson	8	8	8	0	√	90%	100%	√	12	84	√	6	8	√	80%	100%	√
VOA - Family Supportive Housing	30	32	31	(1)	√	95%	97%	√	7	18	√	30	31	√	94%	100%	√
<b>Shelter Plus Care</b>																	
Amethyst-SPC	92	95	96	1	√	95%	91%	√	7	22	√	67	90	√	71%	94%	√
Columbus AIDS Task Force - SRA	15	16	15	(1)	√	95%	100%	√	24	61	√	13	15	√	80%	100%	√
Columbus AIDS Task Force - TRA	74	76	73	(3)	√	95%	99%	√	24	61	√	61	71	√	80%	97%	√
Community Housing Network-SRA SPC <sup>4,5</sup>	137	140	161	21	√	95%	115%	√	12	42	√	112	159	√	80%	99%	√
Community Housing Network-TRA SPC	149	153	161	8	√	95%	98%	√	12	33	√	122	160	√	80%	99%	√
Faith Mission - Shelter Plus Care	44	46	42	(4)	√	95%	91%	√	54	59	√	44	39	≠	95%	93%	√
Total Shelter Plus Care	511	526	548	22	√	95%	101%	√	N/A	40	N/A	419	534	√	80%	97%	√

<sup>1</sup> Programs are non-CSB funded. Goals for these programs were set by each agency/program and CSB accepted them as proposed.

<sup>2</sup> Occupancy rates are calculated by dividing the occupancy number, which is rounded off to the nearest whole number, by the program capacity.

<sup>3</sup> Amethyst occupancy rate goal changed from 95% to 85% per revised FY08 POP.

<sup>4</sup> Three households that are in CHN Family Homes have a Shelter Plus Care subsidy; therefore, these households are included in the occupancy rates for both CHN Family Homes and CHN Shelter Plus Care SRA programs. An additional three households that have a Shelter Plus Care subsidy reside in the RLPTI program; consequently, these three households are included in the occupancy rates for both RLPTI and Shelter Plus Care TRA program.

FAMILY HOUSING COLLABORATIVE	New Households Served			Total Households Served			Average Financial Assistance (\$ per HH) <sup>1</sup>			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						% Access to Direct Client Assistance			Change in Income from Entry to Exit			Program of Concern				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No	
04/01/2008 - 6/30/2008																																
Salvation Army	49	44	≠	94	83	≠	\$900	\$782	√	20	11	√	110	113	√	44	37	≠	90%	97%	√	90%	82%	≠	N/A	N/A	N/A	No				
Homeless Families Foundation <sup>2,3</sup>	4	0	≠	27	32	√	N/A	\$980	N/A	15	N/A	≠	300	245	√	24	30	√	90%	94%	√	90%	88%	√	30%	0%	≠	No				
Stable Families-Communitis In Schools	60	57	√	60	57	√	\$1,000	\$942	√	N/A	N/A	N/A	45	48	√	11	0	≠	90%	0%	≠	90%	0%	≠	30%	0%	≠	No				

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						% Access to Direct Client Assistance			Program of Concern				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No	
04/01/2008 - 6/30/2008																										
Maryhaven Outreach	45	63	√	57	67	√	27	33	√	60%	97%	√	20	9	≠	75%	27%	≠	25%	21%	√	No				
Southeast Outreach	38	55	√	50	102	√	23	18	≠	60%	56%	√	17	17	√	75%	94%	√	25%	19%	≠	No				

OTHER	Total Households Served			Average Financial Assistance (\$ per HH) <sup>1</sup>			Successful Housing Outcomes						% Access to Direct Client Assistance			Program of Concern
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
04/01/2008 - 6/30/2008																
Transition - CSB Transition Program	175	212	√	\$500	\$465	√	172	212	√	98%	100%	√	95%	96%	√	No
Prevention - Gladden Community House <sup>4</sup>	300	294	√	N/A	N/A	N/A	292	286	√	97%	99%	√	N/A	N/A	N/A	No

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

<sup>2</sup> Due to the long-term nature of the HFF FHC program, average financial assistance will be furnished only for report periods consisting of at least 180 days.

<sup>3</sup> Because there were no new entrants admitted into the program during the report period, the average length of stay measure could not be calculated.

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



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