

# **SYSTEM & PROGRAM LEVEL INDICATOR REPORT**

FY2010  
07/01/09 – 09/30/09

### **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:

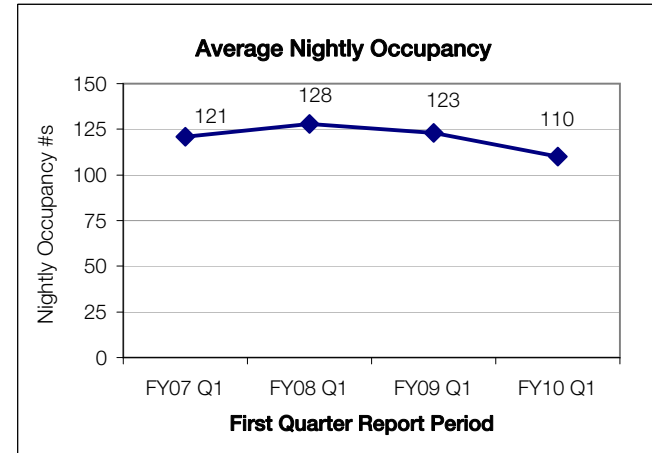
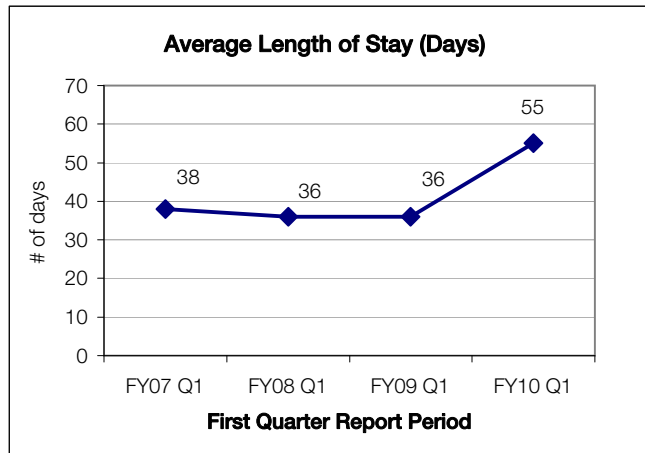
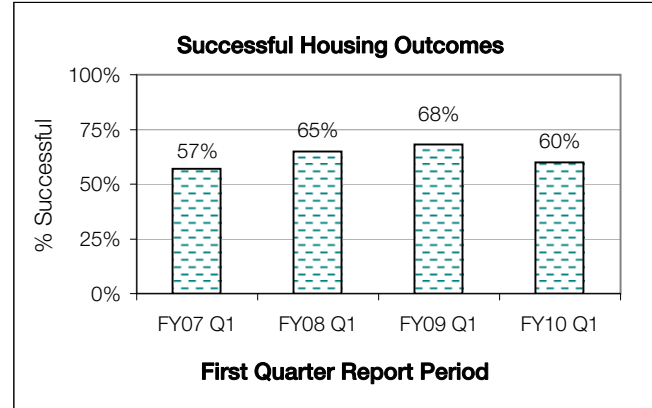
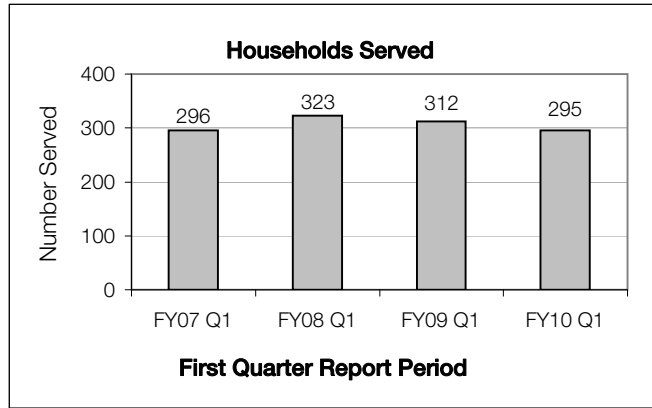
<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

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

# System and Program Indicator Report

FY10 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
7/01/2009 - 9/30/2009															
FAMILY SYSTEM	294	295	√	120	110	45	55	≠	122	114	√	70%	60%	≠	No

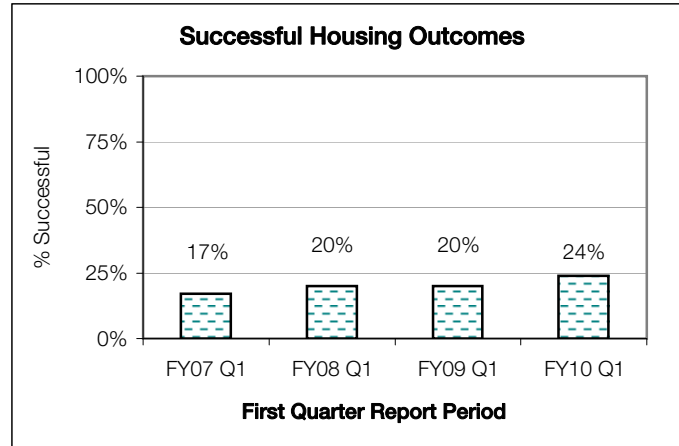
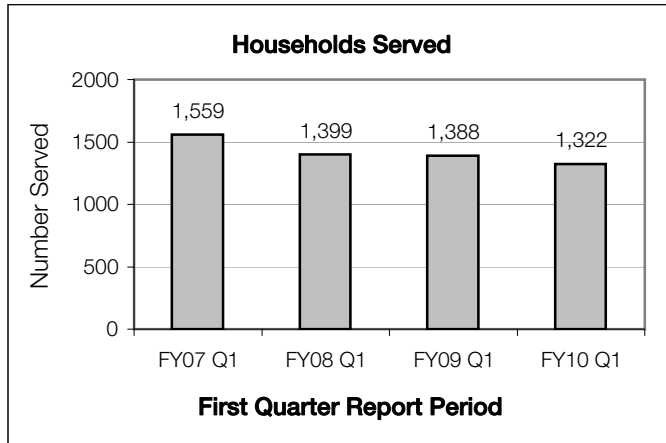


DEMOGRAPHICS	Family
Households Served	295
Clients Served	956
Average Age (HOH)	30
Gender - Male (HoH)	11%
Gender - Female (HoH)	89%
Veterans (U.S. Military) all adults	2%
Avg. Monthly Household Income	\$377
Percent Working at Entry	12%
Race - White	23%
Race - Black	71%
Race - Other	6%
Hispanic (HOH)	3%
Non-Hispanic (HOH)	97%
Adults Served	369
Children Served	587
Mean Family Size	3.2
Average Number of Children	2.0
Children 0 - 2 years	29%
Children 3 - 7 years	33%
Children 8 - 12 years	25%
Children 13 - 17 years	13%

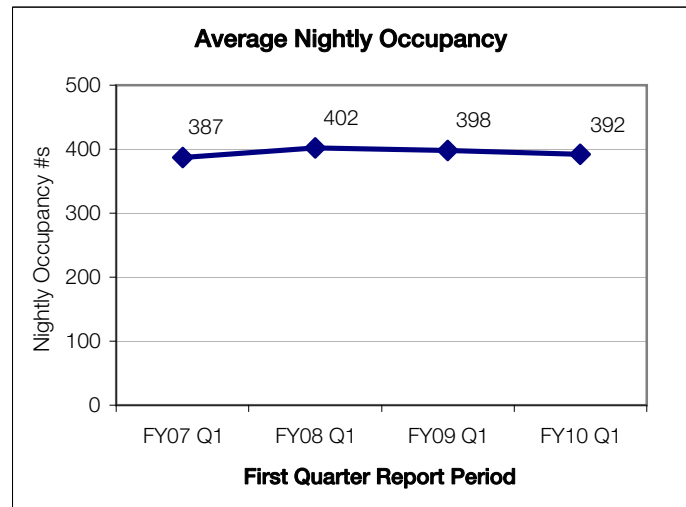
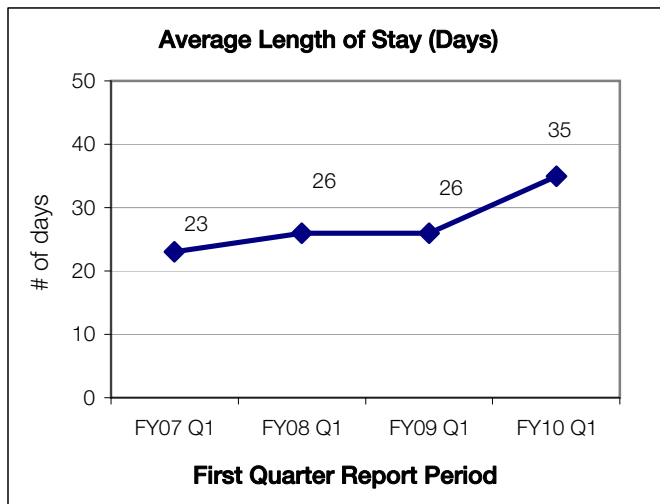
The Family System served 5% less households than during the same period of time last year. The spike in average length of stay from FY09 Q1 to FY10 Q1 is attributable to a change in methodology. Applying the new methodology to FY09 Q1 data yields an Average Length of Stay of 57 days. The decrease in Nightly Occupancy reflects a real decrease in the Average Length of Stay. The percent of households working at entry continues to decrease.

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 9/30/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN'S SYSTEM	1,400	1,322	√	417	392	30	35	≠	246	230	√	25%	24%	√	No



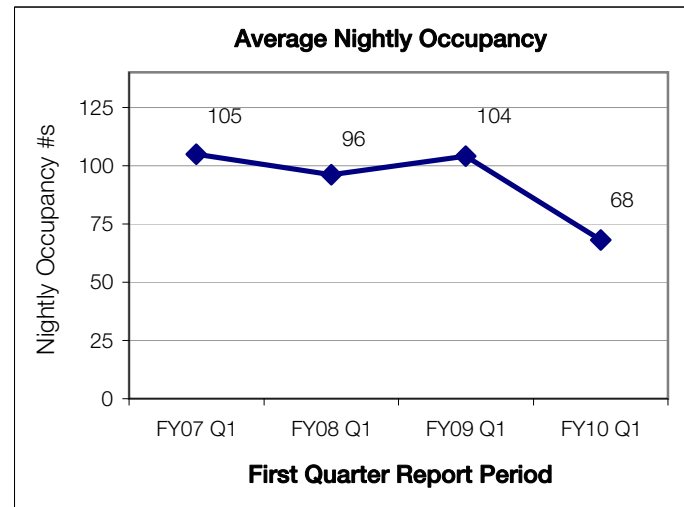
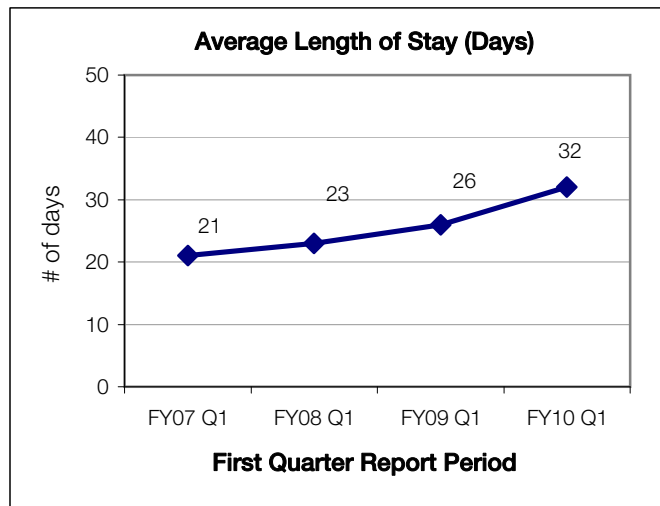
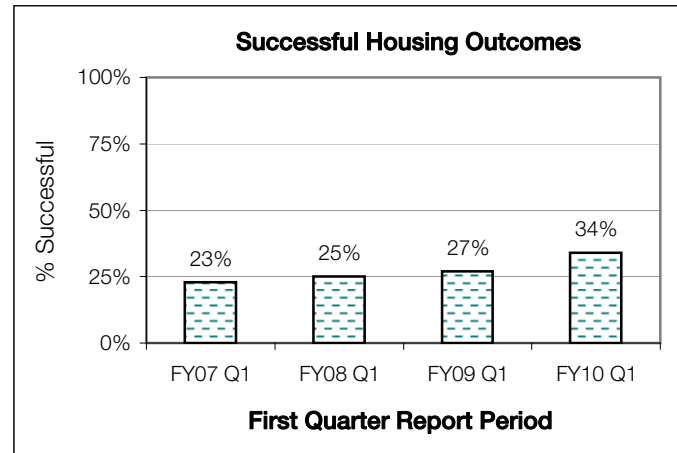
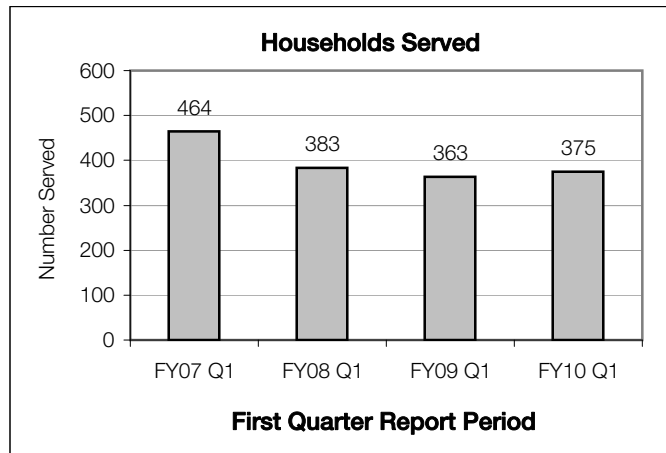
DEMOGRAPHICS	Men
Households Served	1,322
Clients Served	1,322
Average Age (HOH)	43
Men as a percent of total single adults served	78%
Veterans (U.S. Military)	15%
Avg. Monthly Household Income	\$142
Percent Working at Entry	9%
Race - White	38%
Race - Black	58%
Race - Other	4%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%



The Men's System served 5% fewer men during FY10 Q1 than it did same time last year. It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the sharp increase in the Average Length of Stay is largely attributable to a change in methodology. (If the same methodology had been used in FY09 Q1, the result would have been an Average Length of Stay of 34 days.)

# System and Program Indicator Report

FY10 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					System of Concern	
	7/01/2009 - 9/30/2009	Goal	Actual	Outcome Achievement	Capacity	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
WOMEN'S SYSTEM	350	375	√	97	68	30	32	√	63	96	√	25%	34%	√	No

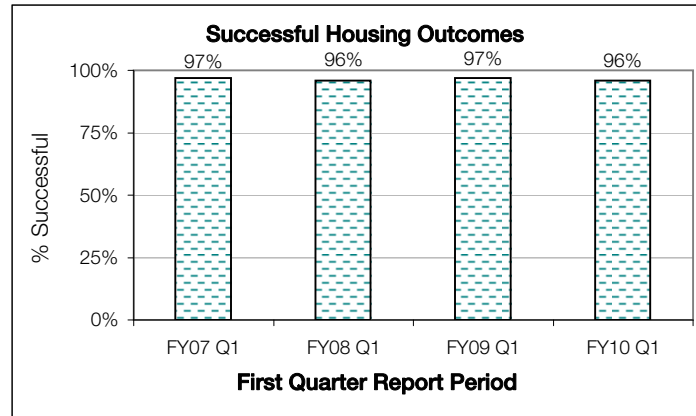
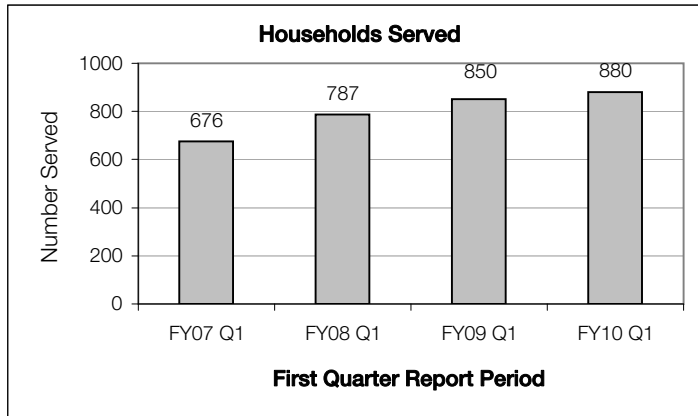


DEMOGRAPHICS	Women
Households Served	375
Clients Served	375
Average Age (HOH)	40
Woman as a percent of total single adults served	22%
Veterans (U.S. Military)	2%
Avg. Monthly Household Income	\$218
Percent Working at Entry	6%
Race - White	39%
Race - Black	55%
Race- Other	6%
Hispanic (HOH)	2%
Non-Hispanic (HOH)	98%

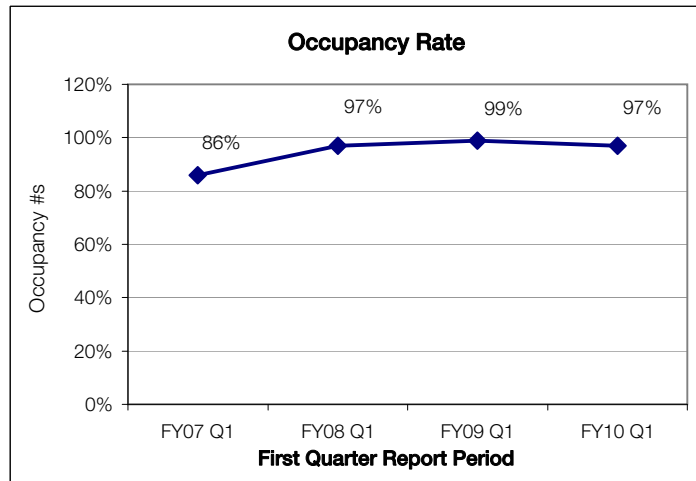
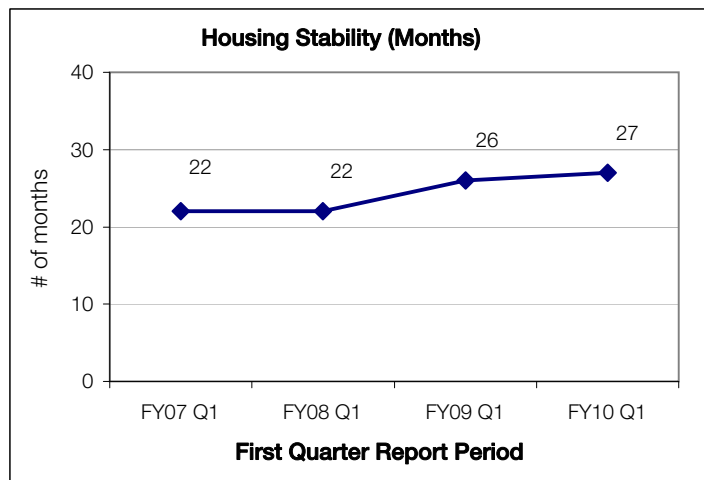
It is worthwhile noting the highest level of successful housing outcomes reported compared to the previous evaluation periods. Note that the spike in Average Length of Stay is attributable to a change in methodology for FY10; applying the new methodology to FY09 Q1 data yields an Average Length of Stay of 37 days. The drop in Average Nightly Occupancy reflects a real decrease in Average Length of Stay.

# System and Program Indicator Report

FY10 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		
7/01/2009 - 9/30/2009																	
PSH SYSTEM	908	880	√	95%	97%	√	24	27	√	817	848	√	90%	96%	√		No



The PSH System consistently exceeds its goals even as it serves increasingly larger numbers of households from one year to the next.





EMERGENCY SHELTER --Single Adult Programs	Households Served				Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 9/30/2009																
<b>MEN</b>																
Faith Mission on 6th <sup>2,3</sup>	N/A	396	N/A	N/A	110	109	N/A	34	N/A	N/A	71	N/A	N/A	25%	N/A	N/A
Faith Mission on 8th <sup>2,3</sup>	N/A	284	N/A	N/A	95	94	N/A	42	N/A	N/A	43	N/A	N/A	23%	N/A	N/A
Friends of the Homeless - Men's Shelter	434	398	(36)	√	130	126	30	43	≠	72	71	√	25%	26%	√	No
VOAGO Men's Shelter	197	122	(75)	√ <sup>4</sup>	40	32	30	33	√	39	36	√	25%	40%	√	No
<b>WOMEN</b>																
Faith Mission-Nancy's Place <sup>2,3</sup>	N/A	142	N/A	N/A	42	43	N/A	38	N/A	N/A	41	N/A	N/A	44%	N/A	N/A
Friends of the Homeless - Rebecca's Place	188	154	(34)	√ <sup>4</sup>	47	47	30	38	≠	42	45	√	30%	42%	√	No
<b>INEBRIATE</b>																
Maryhaven Engagement Center	527	483	(44)	√	50	44	10	9	√	91	52	≠	19%	11%	≠	No
<b>AGENCY</b>																
Lutheran Social Services - Faith Mission <sup>2,3</sup>	1,020	799	(221)	√ <sup>4</sup>	247	245	30	39	≠	192	154	√ <sup>5</sup>	25%	28%	√	No

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission on 6th, Faith Mission on 8th and Nancy's Place.

<sup>3</sup> Faith Mission provides overflow services for FY10.

<sup>4</sup> Programs served fair share of households based on capacity and demand.

<sup>5</sup> Outcome recalculated based on actual number of households served and marked as "achieved".

EMERGENCY SHELTER--Tier I Family Program	Households Served				Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Outcomes						Successful Housing Outcomes						Average FHC Transition Time (Days)			Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	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
7/01/2009- 9/30/2009																										
YWCA Family Center	245	227	(18)	√	50	43	N/A	20	20	√	137	128	√	70%	68%	√	84	89	√	61%	70%	√	7	16	≠	No
YWCA Diversion <sup>3</sup>	N/A	524	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	219	N/A	N/A	39%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> Capacity does not include overflow.

<sup>3</sup> Successful outcomes represent successfully diverted households that did not enter the YWCA Emergency Shelter.

EMERGENCY SHELTER--Tier II Family Programs	Households Served					Nightly Occupancy <sup>2</sup>			Average Length of Stay (Days)			Successful Housing Outcomes						Program of Concern
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Rolling Stock Clients (#) <sup>4</sup>	Capacity	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual	Outcome Achievement	Yes or No
7/01/2009- 9/30/2009																		
Homeless Families Foundation	88	78	(10)	√ <sup>5</sup>	1	46	46	√	80	96	≠	31	26	≠	70%	81%	√	No
VOAGO Family Shelter <sup>6</sup>	46	31	(15)	≠	4	24	23	√	80	135	≠	16	4	≠	70%	50%	≠	Yes

<sup>2</sup> Occupancy goal is applicable only to Tier II Shelters.

<sup>4</sup> Out of the number of households served, these number of households participate in the Rolling Stock Pilot.

<sup>5</sup> Program served fair share of households based on capacity and demand.

<sup>6</sup> Program was unable to meet four out of five goals for the evaluation period. CSB is monitoring the program and the impact of the Rolling Stock Pilot.

SUPPORTIVE HOUSING	Households Served					Program Occupancy <sup>1</sup>			Housing Stability (Months)			Successful Housing Outcomes					Program of Concern	
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 9/30/2009																		
Community Housing Network-Briggsdale	25	26	28	2	√	23	92%	√	20	21	√	23	27	√	90%	96%	√	No
Community Housing Network-Community ACT	42	44	47	3	√	42	100%	√	12	16	√	37	44	√	85%	94%	√	No
Community Housing Network-East 5th Avenue	38	40	38	(2)	√	34	89%	≠	24	31	√	36	37	√	90%	97%	√	No
Community Housing Network-North 22nd Street	30	31	34	3	√	29	97%	√	24	26	√	28	34	√	90%	100%	√	No
Community Housing Network-North High Street	33	34	35	1	√	33	97%	√	24	28	√	31	35	√	90%	100%	√	No
Community Housing Network-Cassady <sup>2</sup>	10	10	10	0	√	10	100%	√	20	27	√	9	10	√	90%	100%	√	No
Community Housing Network-Parsons <sup>2</sup>	25	26	25	(1)	√	24	96%	√	24	34	√	23	23	√	90%	92%	√	No
Community Housing Network-Safe Havens <sup>3</sup>	13	16	15	(1)	√	15	115%	√	24	47	√	14	15	√	90%	100%	√	No
Community Housing Network-St. Clair <sup>4</sup>	26	27	28	1	√	27	104%	√	16	20	√	24	28	√	90%	100%	√	No
Community Housing Network-Southpoint Place	46	48	50	2	√	45	98%	√	6	8	√	43	47	√	90%	94%	√	No
Maryhaven Commons at Chantry	50	52	51	(1)	√	49	98%	√	18	19	√	47	49	√	90%	96%	√	No
National Church Residences-Commons at Grant	50	52	54	2	√	50	100%	√	24	38	√	47	54	√	90%	100%	√	No
Southeast-Scattered Sites <sup>2,5</sup>	90	110	97	(13)	N/A	104	114%	√	12	35	√	99	97	√	90%	100%	√	No
YMCA-40 West Long Street	105	110	116	6	√	104	99%	√	20	26	√	99	111	√	90%	96%	√	No
YMCA-Sunshine Terrace	75	79	82	3	√	75	100%	√	24	36	√	71	79	√	90%	99%	√	No
YWCA-WINGS	69	72	76	4	√	67	97%	√	24	27	√	65	73	√	90%	96%	√	No
Rebuilding Lives PACT Team Initiative <sup>2</sup>	108	113	114	1	√	101	94%	√	21	27	√	102	108	√	90%	95%	√	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. The goal is 95% for the occupancy rate.

<sup>2</sup> The following PSH programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Cassady (SRA/ 1 household); CHN-Parsons (SRA / 11 households); RLPTI (TRA / 18 households); Southeast Scattered Sites (TRA / 2 households).

<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> Occupancy rate exceeds 100% because a non-RL unit at St. Clair was vacated and CHN placed an RL eligible client into this unit.

<sup>5</sup> Implementation of the RL Leasing expansion delayed due to HUD contracting. Capacity will increase to 120 as of 1/1/2010. Program was not able to meet goals due to the delay in expansion.

HUD CoC FUNDED PROGRAMS <sup>1</sup>	Capacity	Households Served				Program Occupancy Rate <sup>2</sup>			Housing Stability (Months)			Successful Housing Outcomes						Program of Concern
		Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Yes or No
7/01/2009- 9/30/2009																		
<b>Transitional Housing</b>																		
Amethyst-RSvP	8	12	18	6	√	85%	88%	√	2	2	√	7	13	√	77%	100%	√	No
Huckleberry House - Transitional Living Program <sup>3</sup>	30	37	41	4	√	98%	107%	√	10	8	√	5	12	√	77%	100%	√	No
Friends of the Homeless-New Horizons	36	48	50	2	√	95%	81%	≠	4	4	√	11	9	≠	77%	47%	≠	Yes
Pater Noster House <sup>4</sup>	5	7	5	(2)	≠	95%	100%	√	4	8	≠	2	0	≠	77%	N/A	N/A <sup>5</sup>	Yes
VOAGO - Veterans <sup>4,6</sup>	40	45	82	37	√	95%	105%	√	4	3	√	18	7	≠	77%	18%	≠	No
<b>Permanent Supportive Housing</b>																		
Community Housing Network-Family Homes <sup>7</sup>	15	16	17	1	√	95%	100%	√	12	26	√	13	17	√	80%	100%	√	No
Community Housing Network-Wilson	8	8	9	1	√	95%	100%	√	12	71	√	6	9	√	80%	100%	√	No
VOAGO - Family Supportive Housing	30	31	33	2	√	95%	97%	√	15	23	√	25	31	√	80%	94%	√	No
<b>Shelter Plus Care</b>																		
Amethyst-SPC	92	98	101	3	√	95%	90%	√	12	25	√	78	100	√	80%	99%	√	No
Columbus AIDS Task Force - TRA <sup>8</sup>	89	93	91	(2)	√	95%	119%	√	24	54	√	74	91	√	80%	100%	√	No
Community Housing Network-SRA SPC <sup>7,8</sup>	137	144	195	51	√	95%	131%	√	12	37	√	115	186	√	80%	95%	√	No
Community Housing Network-TRA SPC <sup>7,9</sup>	149	156	136	(20)	≠	95%	90%	√	12	37	√	125	136	√	80%	100%	√	No
Faith Mission - Shelter Plus Care <sup>8</sup>	44	46	52	6	√	95%	114%	√	24	49	√	37	51	√	80%	98%	√	No
Total Shelter Plus Care	511	537	535	(2)	√	95%	105%	√	N/A	39	N/A	429	564	√	80%	105%	√	No

<sup>1</sup> Programs are non-CSB funded. Goals for these programs were set by each agency/program in accordance to the CoC set standards, if applicable.

<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> Huckleberry House has the ability to expand capacity temporarily when necessary. Program capacity will decrease to 24 as of 11/10/2009.

<sup>4</sup> Program voluntarily participates in CSP.

<sup>5</sup> Not evaluated as there were no exits during the reporting period.

<sup>6</sup> VOAGO Veterans is able to exceed capacity at times because it has three overflow units.

<sup>7</sup> The following programs house clients that are receiving CHN Shelter Plus Care subsidies: CHN-Family Homes (SRA / 6 households); CHN-Cassady (SRA / 1 household); CHN-Parsons (SRA / 11 households); RLPTI (TRA / 18 households); Southeast Scattered Sites (TRA / 2 households).

<sup>8</sup> Occupancy rate exceeds 100% because CMHA has informed Shelter Plus Care providers that they can overlease throughout the year.

<sup>9</sup> Due to CMHA's mass unit transfer from TRA to Section 8, CHN TRA is experiencing a reduced volume of clients.

FAMILY HOUSING COLLABORATIVE / STABLE FAMILIES	New Households Served			Total Households Served			Usage of CSB DCA (Average \$) <sup>1</sup>			Average Length of Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes						Usage of CSB DCA (%)			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	Yes or No
7/01/2009- 9/30/2009																												
The Salvation Army	48	59	√	85	121	√	\$1,000	\$910	√	15	9	√	100	98	√	43	32	≠	90%	89%	√	90%	100%	√				No
Stable Families-Communitis In Schools	63	68	√	111	144	√	\$1,000	\$842	√	N/A	N/A	N/A	100	92	√	41	70	√	90%	83%	≠	90%	75%	√				No

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes						Usage of CSB DCA (%)			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	
7/01/2009- 9/30/2009																										
Maryhaven Outreach	81	61	≠	105	71	≠	57	44	≠	70%	70%	√	28	44	√	50%	100%	√	25%	71%	√				No	

OTHER	Total Households Served			Usage of CSB DCA (Average \$) <sup>1</sup>			Successful Housing Outcomes						Usage of CSB DCA (%)			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
7/01/2009- 9/30/2009																
Transition - CSB Transition Program	225	275	√	\$550	\$550	√	220	272	√	98%	99%	√	98%	99%	√	No
Prevention - Gladden Community House <sup>2</sup>	80	260	√	N/A	N/A	N/A	78	220	√	97%	100%	√	N/A	N/A	N/A	No

<sup>1</sup> Use of CSB DCA includes CSB funding only.

<sup>2</sup> Evaluation time frame is year to date.

System and Program Indicators Report

Other	New Households Served			Total Households Served			Submitted SSI/SSDI Applications						Successful SSI/SSDI Applications						Submitted Other Applications						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	
7/01/2009- 9/30/2009																									
SSI/SSDI Benefits Partnership <sup>1</sup>	33	17	*	33	17	*	18	16	√	N/A	94%	N/A	N/A	4	N/A	70%	50%	N/A	N/A	16	N/A	N/A	94%	N/A	No

<sup>1</sup> New program implemented 7/1/2009 and in ramp-up.

<sup>2</sup> Submitted Applications % represents the number of distinct households for whom applications (two categories including SSI/SSDI or all other) were submitted by the program during the report period divided by the number of households served.

<sup>3</sup> Successful SSI/SSDI Applications # represents the number of distinct households for whom an application was submitted and a resolution (i.e., "approved", "partially approved", or "disapproved") was obtained.

<sup>4</sup> Successful SSI/SSDI Applications % represents the number of distinct households for whom an application was submitted and a resolution of "approved" or "partially approved" was obtained.



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