

SYSTEM & PROGRAM INDICATOR REPORT

FY2017
1/1/17 - 3/31/17

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.

FEATURED PROGRAMS OF EXCELLENCE

FY2017 Quarter 3: 1/1/17 – 3/31/17



Faith Mission opened a new shelter for 178 single men and women, replacing two separate shelters previously located on North 6th Street and Long Street. They are assuring a safe and dignified environment where people can receive the shelter and services they need to resolve their crisis and move to stability. They engaged in a significant fundraising campaign to make this possible, and Community Shelter Board is grateful for their longstanding commitment to deliver critical help to people in need with dignity and compassion.



Through its Stable Families program, Gladden Community House provides programming and services to prevent families from becoming homeless. Families on the brink of homelessness are connected to work and job training, tenant education and relocation services to quickly resolve the housing crisis to keep them stably housed so they don't end up in a homeless shelter. Families can receive temporary utility and rent assistance to help retain their housing.

During the most recent quarterly period, Gladden Community House achieved all their goals in their work to prevent homelessness. 89% of families served were able to remain stably housed and avoid homelessness.

Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the most recent quarterly period. We aim to acknowledge extraordinary leadership, collaborative practices and high quality operations and services among partner agencies in their work to end homelessness. Our network includes partners delivering an array of services including homelessness prevention, shelter, rapid re-housing, street outreach and supportive housing.

Community Shelter Board sets specific outcomes for each partner agency, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with agencies both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these partners delivering critical services to those experiencing homelessness.

TABLE OF CONTENTS

Overview	1
System Level Indicators	
Family Emergency Shelter	2
Men’s Emergency Shelter	3
Women’s Emergency Shelter	4
Emergency Shelter (Family, Men’s & Women’s)	5
Crisis Response (Single Adult Shelters/Navigator).....	6
Total Permanent Supportive Housing (Rebuilding Lives and Non Rebuilding Lives)....	7
Rapid Re-housing/Navigator	8
Prevention.....	9
Program Level Indicators	
Single Adult Emergency Shelters	10
CPOA, Outreach and YWCA (Family Center, Diversion, Benefits Partnership)	11
Permanent Supportive Housing – Rebuilding Lives	12
Permanent Supportive Housing – Non Rebuilding Lives/Transitional Housing ...	13
Rapid Re-housing, Navigator, Prevention and SSVF.....	14

Overview

System and Program Indicator 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. 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:

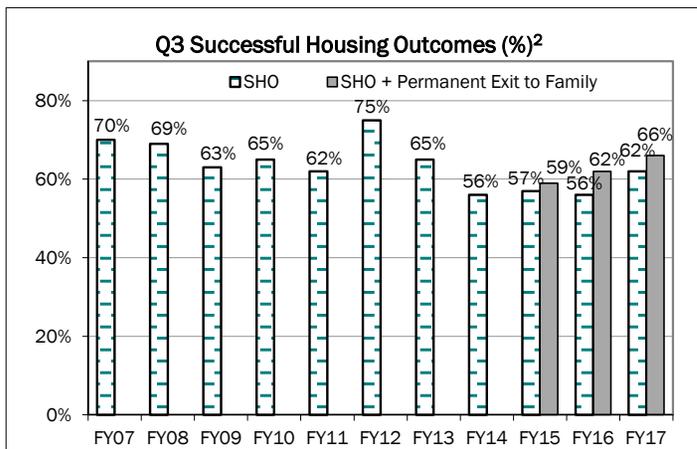
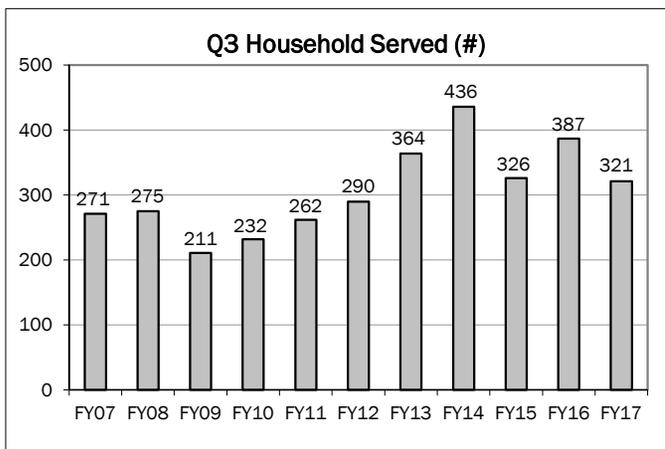
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

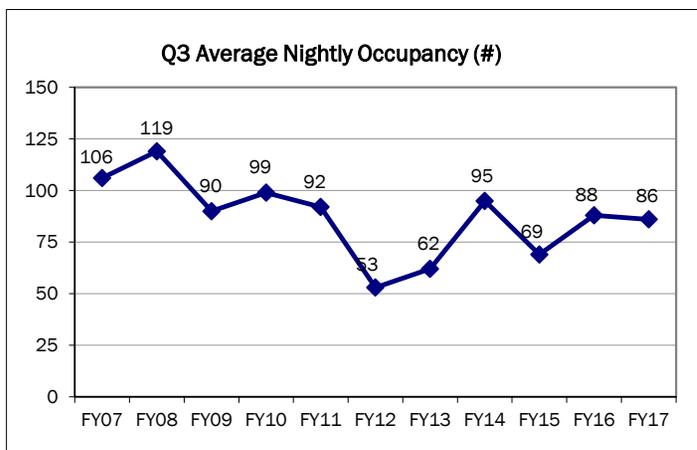
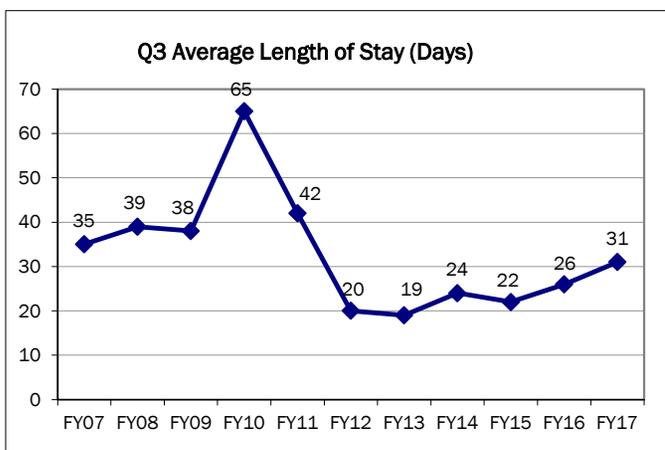
Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at www.csb.org under the Publications section.

System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2017-3/31/2017														
Family System	412	321	√ ⁴	114	86	20	31	≠	209	155	≠	70%	66%	√



DEMOGRAPHICS	
Households Served	321
Percent Newly homeless	48%
Clients Served	1,163
Average Age (HoH)	32
Gender - Male (HoH)	4%
Gender - Female (HoH)	96%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$560
Percent Working at Entry	26%
Race - White (HoH)	26%
Race - Black (HoH)	72%
Race - Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	450
Children Served	713
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	19%
Children 0 - 2 years ³	25%
Children 3 - 7 years ³	33%
Children 8 - 12 years ³	27%
Children 13 - 17 years ³	14%



The Family Emergency Shelter System provided shelter to 17% less households compared to the same reporting period of last fiscal year. The significant decrease in the number needing shelter is very encouraging. The success rate at exit from shelters increased, a positive development, but the length of time homeless increased. The percent of newly homeless is at historic lows. 41 additional families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment with HandsOn.

¹ Overflow capacity is not included.

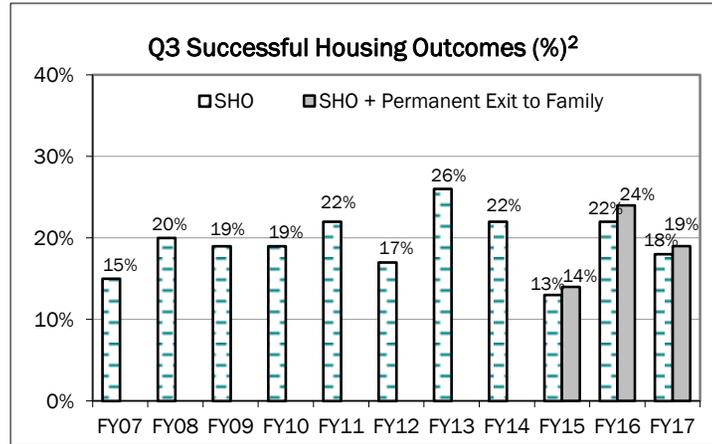
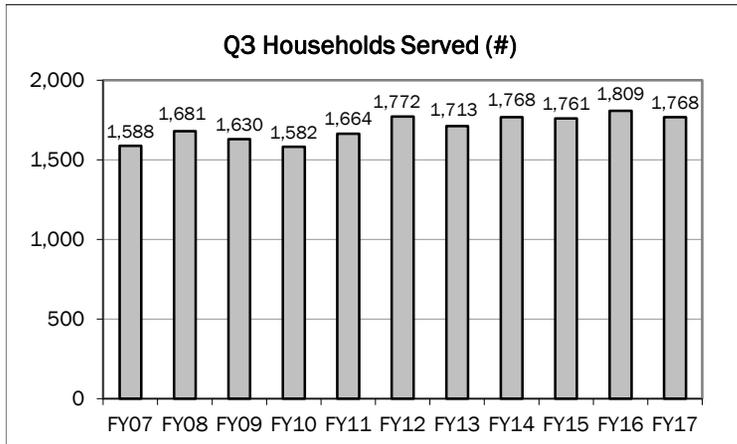
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage is less than 100%.

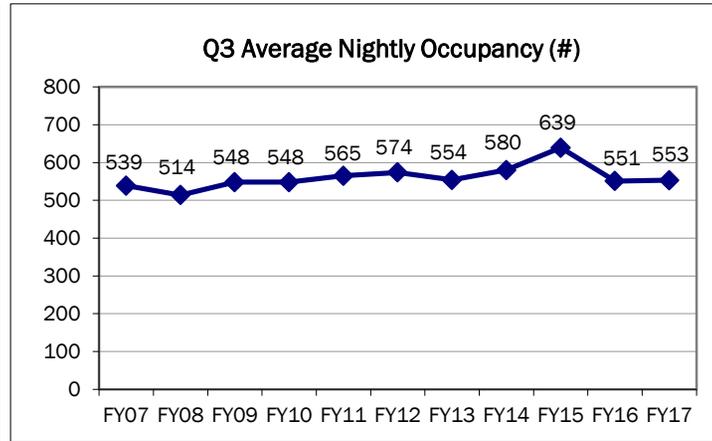
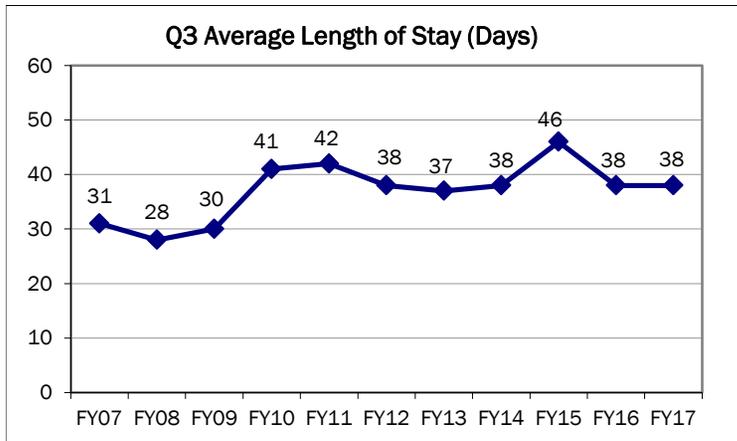
⁴ System served all households in need of shelter.

System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	1/1/2017-3/31/2017	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	1,900	1,768	√	431	553	32	38	≠	427	246	≠	30%	19%	≠



DEMOGRAPHICS	Men
Households Served	1,768
Percent Newly homeless	35%
Average Age	42
Men as a percent of total single adults served	70%
Veterans (U.S. Military) all adults	11%
Average Monthly Household Income	\$416
Percent Working at Entry	23%
Average Daily Waitlist Number ⁴	N/A
Race - White	37%
Race - Black	61%
Race - Other	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years ³	9%
Adults 25 - 34 years ³	23%
Adults 35 - 44 years ³	21%
Adults 45 - 55 years ³	28%
Adults 56 - 61 years ³	13%
Adults 62+ years ³	5%



The system experienced a 2% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year. The average length of stay remained the same as the last fiscal year. The successful housing outcomes rate is lower than expected. The percent of newly homeless is at historic lows.

¹Tier 2 shelters included. Seasonal Overflow capacity is not included.

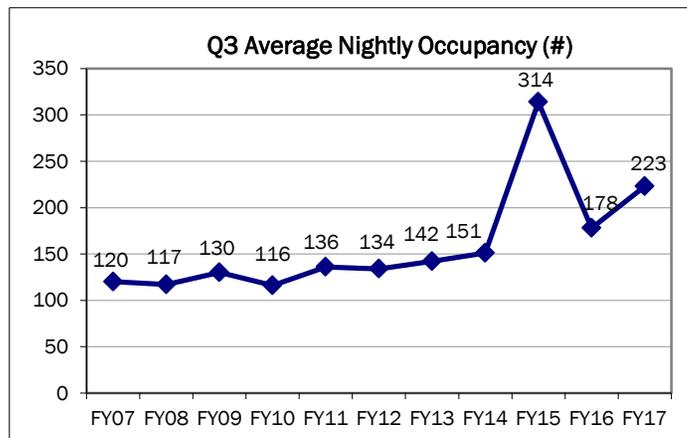
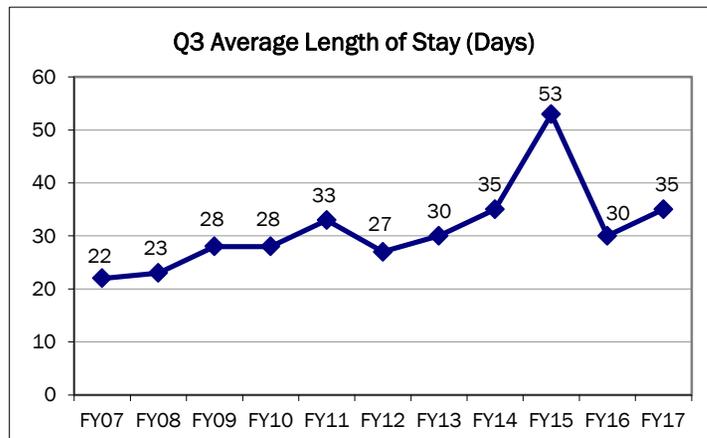
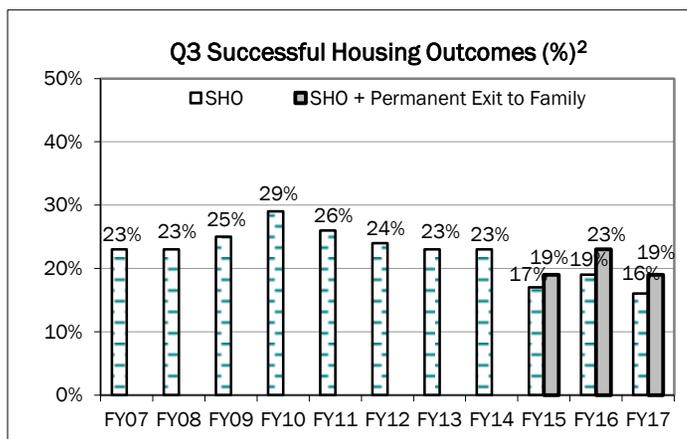
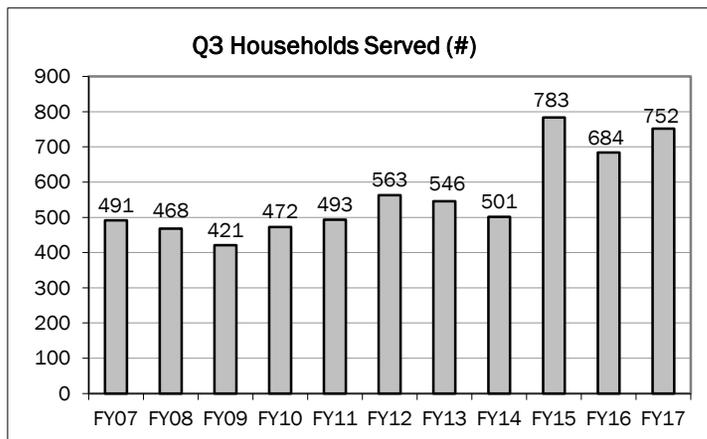
²Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³Due to rounding percentage is less than 100%.

⁴Severe weather beds were open from 11/11-11/13/16 and from 11/19/16-3/22/17.

System and Program Indicator Report

FY17 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ¹	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2017-3/31/2017														
Women's System	690	752	√	201	223	32	35	√	161	103	≠	30%	19%	≠



DEMOGRAPHICS	Women
Households Served	752
Percent Newly homeless	40%
Average Age	39
Women as a percent of total single adults served	30%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$434
Percent Working at Entry	20%
Average Daily Waitlist Number ⁴	N/A
Race - White ³	43%
Race - Black ³	55%
Race - Other ³	1%
Hispanic	3%
Non-Hispanic	97%
Pregnant Women	8%
Adults 18 - 24 years ³	15%
Adults 25 - 34 years ³	26%
Adults 35 - 44 years ³	23%
Adults 45 - 55 years ³	22%
Adults 56 - 61 years ³	9%
Adults 62+ years ³	4%

The number of single women sheltered increased by 10% compared to the same reporting period of last fiscal year. The increase was possible due to the addition of 48 shelter beds for women as of 7/1/2016. The successful housing outcome rate is lower than expected and at a record low. The average length of stay increased compared to the same reporting period of the prior fiscal year. The percent of newly homeless is at historic lows.

¹ First time homeless and Tier 2 shelters are included. Seasonal overflow capacity is not included.

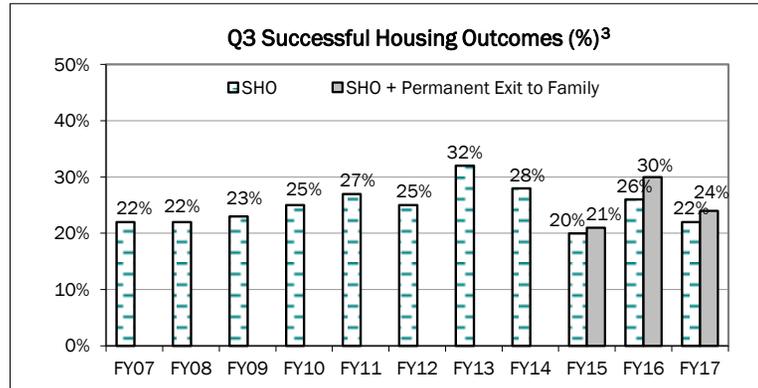
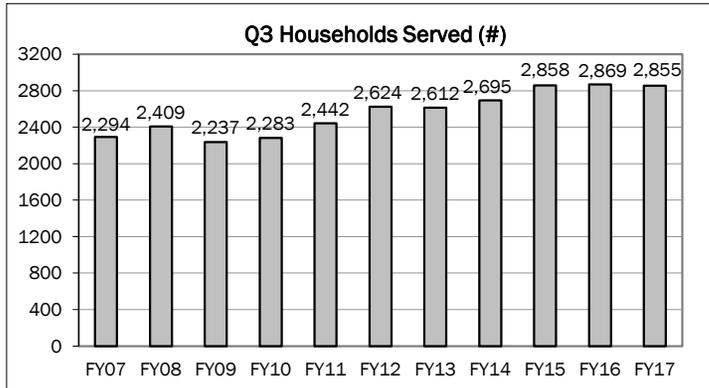
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

³ Due to rounding percentage is less than 100%.

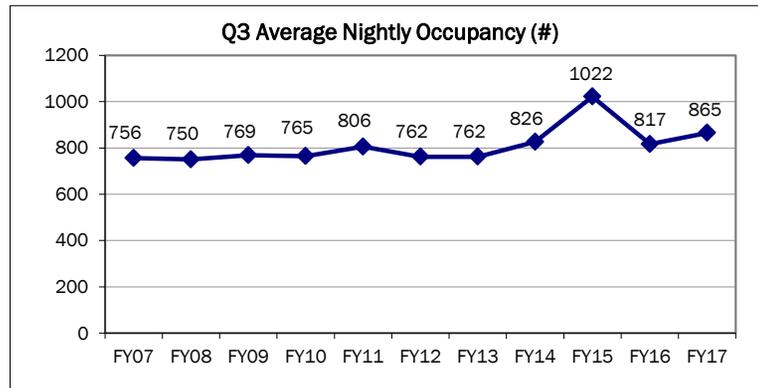
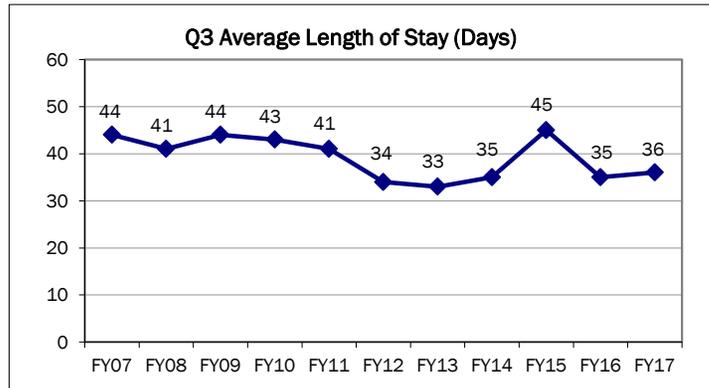
⁴ Severe weather beds were open from 11/11-11/13/16 and from 11/19/16-3/22/17.

System and Program Indicator Report

FY17 EMERGENCY SHELTER 1/1/2017-3/31/2017	Households Served		Outcome Achievement	Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ³					
	Goal	Actual		Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System ¹	3,002	2,855	√	746	865	30	36	≠	797	500	≠	37%	24%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,855
Percent Newly homeless	38%
Clients Served	3,687
Adults Served	2,974
Children Served	713
Average Age (HoH)	39
Gender - Male (HoH)	62%
Gender - Female (HoH)	38%
Veterans (U.S. Military) (All Adults)	7%
Average Monthly Household Income	\$432
Percent Working at Entry	22%
Average Daily Waitlist Number ⁴	N/A
Race - White (HoH)	37%
Race - Black (HoH)	61%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%



The system served a comparable number of households when compared to last fiscal year. The successful housing outcomes rate decreased, due to lower success rates for single adults. The percent of newly homeless is at historic lows.

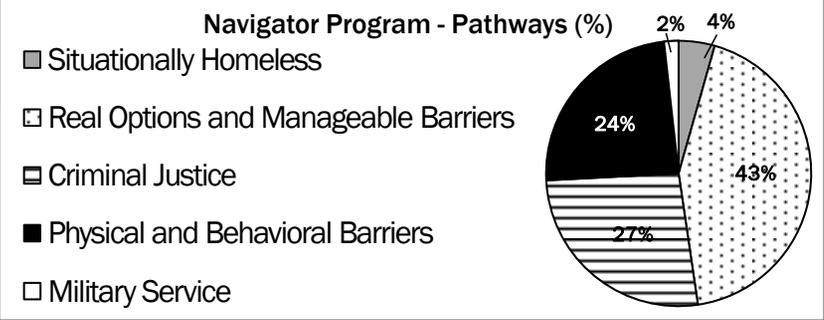
¹ System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter; total distinct households served including the youth shelter is 2,991.

² Seasonal overflow capacity is not included.

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

⁴ Severe weather beds were open from 11/11-11/13/16 and from 11/19/16-3/22/17 for men and women.

FY17 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS ¹ 1/1/2017-3/31/2017	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways				
			Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Households Served (#)	1,935	1,525	67	660	404	367	27
Successful Housing Outcomes (%) ²	24%	37%	39%	38%	29%	45%	24%
Average Number of Shelter Visits (#) ³	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days)	N/A	7	7	7	6	7	6
Average Length of Shelter Stay (Days)	37	25	22	26	25	23	18
Average Length of Participation (Days)	N/A	78	82	75	67	91	56
Newly Homeless (%)	35%	34%					
Recidivism (%) ³	N/A	N/A					
Sheltered Single Adult Population Served (60% Goal)	N/A	70%					



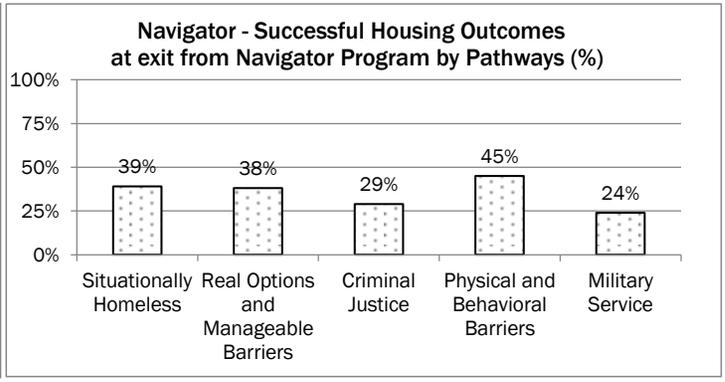
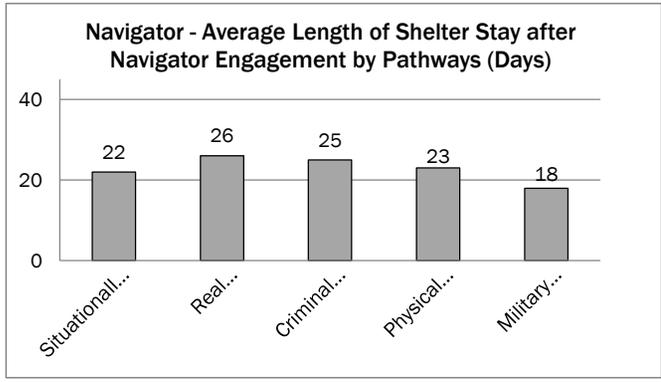
Diversion

Single Adult Diversion Rate at Homeless Hotline (%)	5%
---	----

Linkage

Same Day Access to Shelter from Homeless Hotline (%)	98%
--	-----

¹System implemented 10/1/2014. Includes shelters where the Navigator Program is operating. These shelters are called "Tier 2" shelters and include LSS Faith Mission, Southeast Friends of the Homeless, VOAGO Men's, YMCA Women's and Maryhaven Shelter2Housing. Navigators are not contracted to provide services for the overflow or VA programs.



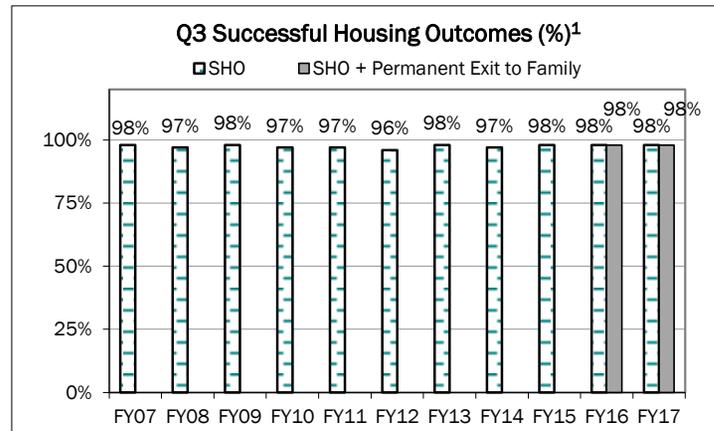
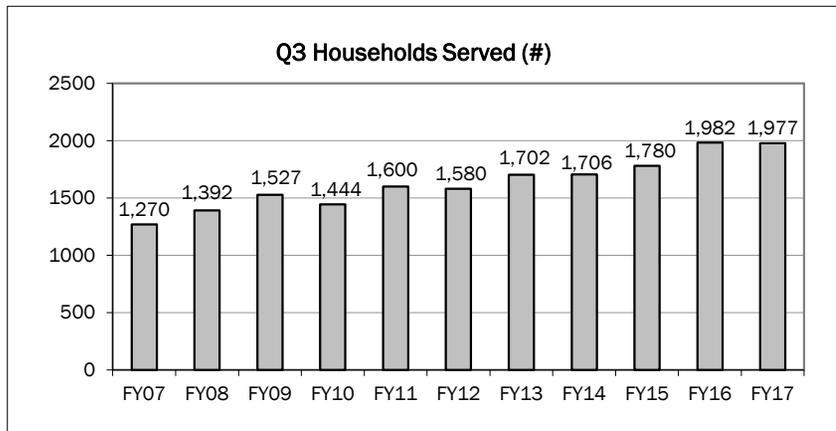
The system's successful housing outcome percent at exit from "Tier 2" shelters decreased from 32% in the same period of last fiscal year to 24%. The success rate at exit from the Navigator program also decreased from 50% to 37%. The average length of shelter stay decreased compared to prior reporting period from 41 days to 37 days, a positive development.

Crisis Response System	Benchmark 2012	10 year goal
Diversion Rate	14%	30%
Average Length of Shelter Stay	45 days	30 days
Successful Housing Outcomes	28%	40%
Number of Returns to Shelter	3.4	1.5

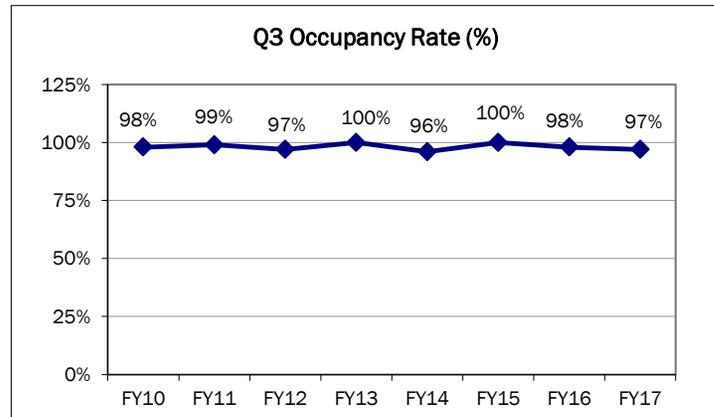
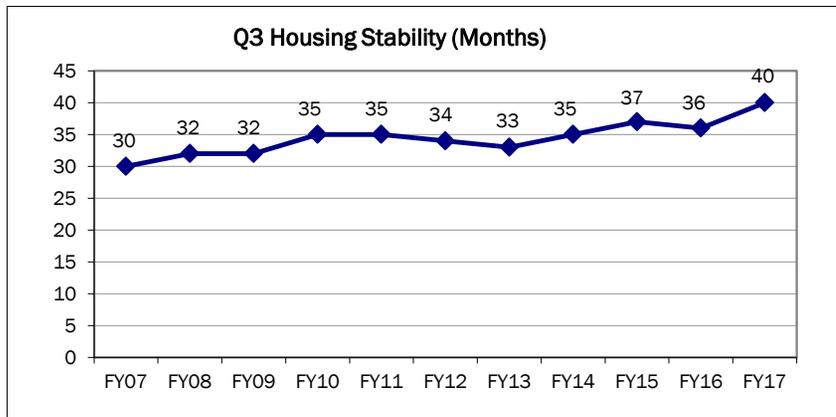
² For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.
³ Measured Annually or Semi-Annually.

System and Program Indicator Report

FY17 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units 1/1/2017-3/31/2017	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	2,078	1,977	√	95%	97%	√	24	40	√	1,870	1,924	√	90%	98%	√



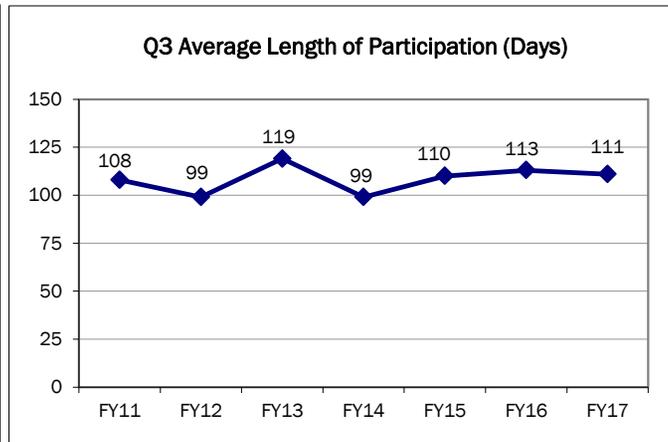
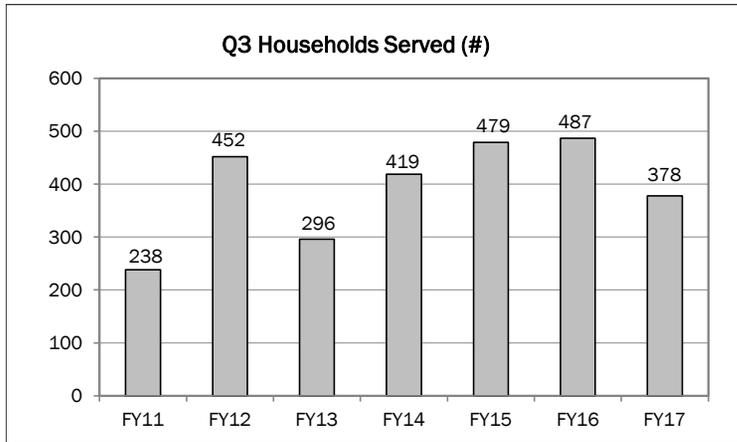
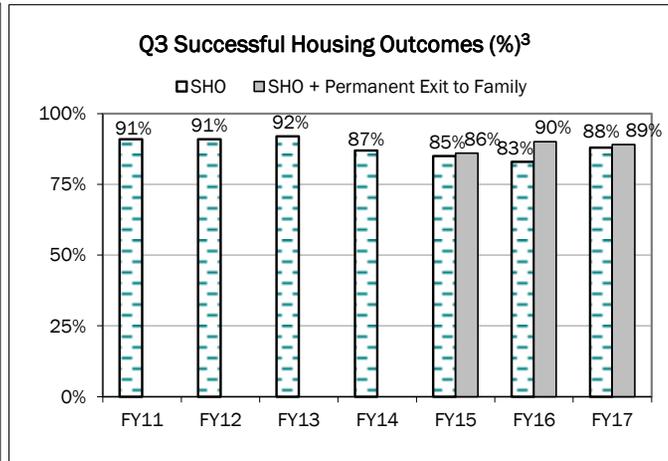
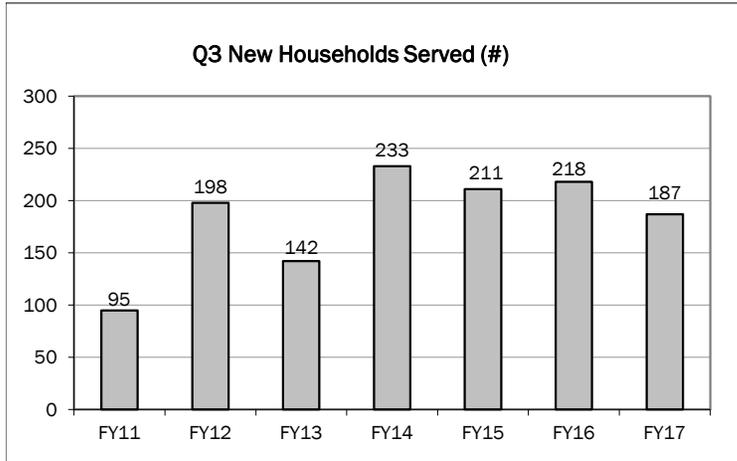
The system continues to perform well, with good occupancy and success rates. Comparable number of households were served this reporting period as to the same reporting period of last fiscal year. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1,964 out of which 1,429 units are designated as Rebuilding Lives. VA VASH voucher capacity of 372 is not included in CSP.



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

System and Program Indicator Report

FY17 Rapid Re-housing/ Navigator	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2017-3/31/2017															
Rapid Re-housing/Navigator System ¹	218	187	≠	440	378	≠	100	111	≠	185	153	≠	85%	89%	√



DEMOGRAPHICS	Family & Adults
Households Served	378
Clients Served	1,065
Average Age (HoH)	39
Gender - Male (HoH)	39%
Gender - Female (HoH)	61%
Veterans (U.S. Military) all adults	30%
Average Monthly Household Income	\$411
Percent Working at Entry	18%
Adults Served	477
Children Served	588
Race - White (HoH) ⁴	34%
Race - Black (HoH) ⁴	65%
Race - Other (HoH) ⁴	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Mean Family Size ²	3.7
Average Number of Children ²	2.3
Children 0 - 2 years ²	28%
Children 3 - 7 years ²	32%
Children 8 - 12 years ²	26%
Children 13 - 17 years ²	14%

The percent of veterans served is high due to the VA funded SSVF programs added in October 2013. The system served 22% less households than the same reporting period of last fiscal year. The number of households served, specifically for the SSVF projects, are below the projected goals, which impacts the performance of the entire system.

¹ System includes HFF Rapid Re-housing, VOAGO Rapid Re-housing, TSA Rapid Re-housing, TSA J2H, LSS SSVF, VOAGO SSVF programs. Excludes CSB Transition and Access Ohio Navigator Program.

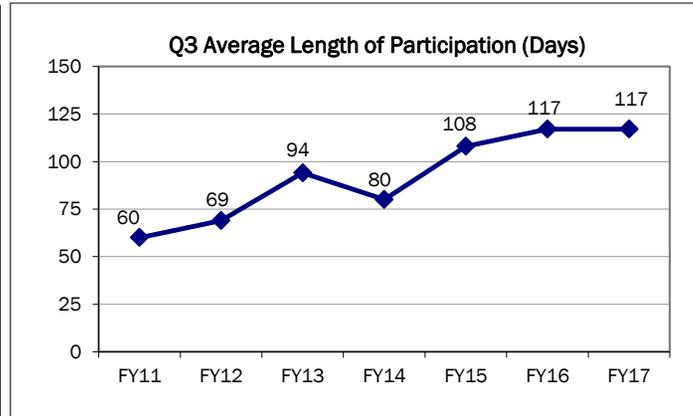
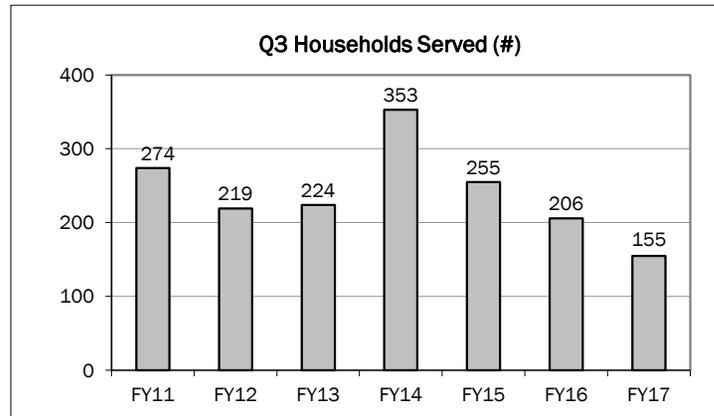
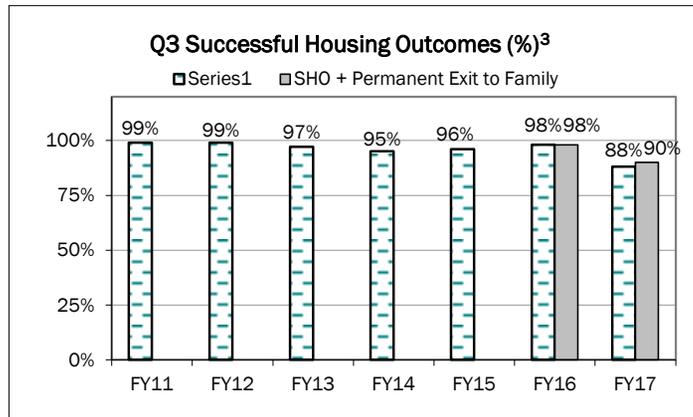
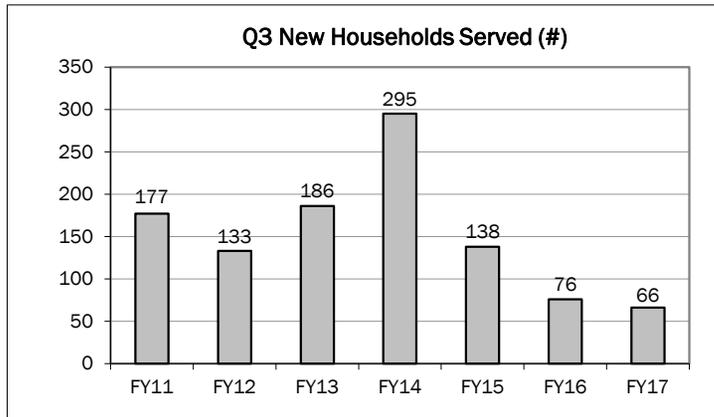
² Data refers to families served.

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

⁴ Due to rounding percentage exceeds 100%.

System and Program Indicator Report

FY16 Prevention 1/1/2017-3/31/2017	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	55	66	√	118	155	√	100	117	≠	45	61	√	90%	90%	√



DEMOGRAPHICS	Family & Adults
Households Served	155
Clients Served	562
Average Age (HoH)	33
Gender - Male (HoH)	5%
Gender - Female (HoH)	95%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	\$1,012
Percent Working at Entry	78%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race - Other (HoH)	1%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults Served	206
Children Served	356
Mean Family Size ²	3.6
Average Number of Children ²	2.3
Children 0 - 2 years ^{2,4}	18%
Children 3 - 7 years ^{2,4}	37%
Children 8 - 12 years ^{2,4}	29%
Children 13 - 17 years ^{2,4}	17%

The number served decreased for the reporting period compared to last year's number due to the prioritization of rapid re-housing interventions over prevention in the SSVF programs. The decrease in success rate at program termination despite the continued high average time in the program is concerning. Income and percent working at entry significantly increased compared to last year's numbers (\$847 and 51% respectively).

¹ System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, and VOAGO SSVF programs.

² Data refers to the families served.

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

⁴ Due to rounding percentage exceeds 100%.

EMERGENCY SHELTER - Single Adult Programs ⁵	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ^{3,4}						Average Engagement Time			Movement
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (Days)	Actual (Days)	Outcome Achievement	Actual (%) Goal 15%
1/1/2017-3/31/2017																				
MEN																				
LSS - Faith Mission on 6th ²	N/A	438	N/A	N/A	89	105	N/A	32	28	N/A	N/A	45	N/A	30%	13%	N/A	7	6	N/A	10%
LSS - Faith Mission on 8th ²	N/A	307	N/A	N/A	95	93	N/A	32	40	N/A	N/A	44	N/A	30%	21%	N/A	7	7	N/A	8%
Friends of the Homeless - Men's Shelter	489	453	(36)	√	130	139	√	32	39	≠	108	86	≠	30%	27%	√	7	5	√	7%
VOAGO - Men's Shelter	188	157	(31)	≠	40	44	√	32	35	√	44	26	≠	30%	23%	≠	7	5	√	10%
YMCA - Men's Overflow ⁶	260	881	621	√	106	106	N/A	32	11	√	N/A	0	N/A	N/A	0%	N/A	N/A	4	N/A	N/A
WOMEN																				
LSS - Faith Mission - Nancy's Place ²	N/A	147	N/A	N/A	38	38	N/A	32	34	N/A	N/A	29	N/A	30%	27%	N/A	7	4	N/A	3%
YMCA - Van Buren Women's Shelter	450	553	103	√	151	144	√	32	30	√	90	67	≠	30%	17%	≠	7	10	≠	9%
YMCA - Women's Overflow ⁶	212	342	130	√	33	33	N/A	32	9	√	N/A	3	N/A	N/A	1%	N/A	N/A	5	N/A	N/A
INEBRIATE																				
Maryhaven - Engagement Center Safety	375	293	(82)	≠	32	32	√	12	11	√	103	63	≠	30%	24%	≠	N/A	20	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	45	55	10	√	18	16	≠	32	44	≠	8	28	√	30%	68%	√	7	8	√	2%
YOUTH																				
Huckleberry House - Emergency Shelter	75	138	63	√	16	12	≠	10	9	√	55	107	√	80%	84%	√	N/A	N/A	N/A	0%
VA EMERGENCY HOUSING																				
VOAGO - VA Emergency Housing	30	36	6	√	15	14	√	90	44	√	9	13	√	50%	62%	√	N/A	N/A	N/A	0%
LSS - VA Men & Women	35	65	30	√	24	21	≠	90	40	√	6	21	√	50%	48%	√	N/A	N/A	N/A	18%
AGENCY																				
Lutheran Social Services - Faith Mission ²	837	854	17	√	222	237	√	32	34	√	185	118	≠	30%	19%	≠	7	6	√	8%

¹ Capacity does not include overflow, with the exception of dedicated overflow programs.

² 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.

³ Successful outcomes measure for Maryhaven Engagement Center Safety.

⁴ Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015.

⁵ As of 10/1/2014 housing services for all tier 2 emergency shelters are provided by Access Ohio. Some of the measures for emergency shelters are shared with the Navigator Program.

⁶ Men's and women's overflow was opened 11/11-11/13/16 and remained open from 11/19/16-3/22/17. Capacity is actual average nightly number served.

HOMELESS HOTLINE	Total Households Served			Shelter Linkage			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2017-3/31/2017													
HandsOn Central Ohio - Homeless Hotline (Single Adults)	2,700	2,494	√	95%	98%	√	675	144	≠	25%	5%	≠	
HandsOn Central Ohio - Homeless Hotline (Families)	950	732	≠	95%	99%	√	380	404	√	40%	43%	√	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes ³			Usage of CSB DCA (%) ²						
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2017-3/31/2017																						
Maryhaven - Capital Crossroad SID Outreach	25	19	≠	45	37	≠	19	24	√	75%	96%	√	10	19	√	55%	79%	√	N/A	40%	N/A	
Maryhaven - Outreach	79	64	≠	139	167	√	59	49	≠	75%	69%	≠	32	29	√	55%	59%	√	25%	30%	√	
Southeast - PATH ⁴	70	126	√	140	266	√	35	22	≠	50%	35%	≠	N/A	18	N/A	N/A	82%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes ³						Average Engagement Time (Days)			Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity ¹	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual + TAY SHO (#)	Outcome Achievement	Goal (%)	Actual + TAY SHO (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Actual (%) Goal 15%
1/1/2017-3/31/2017																			
YWCA - Family Center	232	168	√ ⁵	50	46	√	20	29	≠	127	86	≠	70%	70%	√	7	10	≠	2%
YMCA - Van Buren Family Shelter	240	159	√ ⁵	64	40	√ ⁵	20	32	≠	123	69	≠	70%	59%	≠	7	12	≠	5%

¹ Capacity does not include overflow.

² Households that exited successfully without accessing DCA are excluded from calculation.

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

⁴ 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.

⁵ Program served all households in need of shelter.

PERMANENT SUPPORTIVE HOUSING	Households Served					Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes ⁵					
	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
1/1/2017-3/31/2017																	
Columbus Area Integrated Health Services - Leasing 1&2, Scattered Site Expansion ⁴	222	233	213	(20)	√	206	93%	√	9	15	√	210	210	√	90%	99%	√
Columbus Area Integrated Health Services - Scattered Sites ⁴	75	79	67	(12)	≠	66	88%	≠	15	19	√	71	65	√	90%	97%	√
Community Housing Network - Briggsdale	25	26	24	(2)	√	24	96%	√	24	57	√	23	23	√	90%	100%	√
Community Housing Network - Cassidy	10	10	11	1	√	10	100%	√	24	38	√	9	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	41	(3)	√	40	95%	√	24	60	√	40	41	√	90%	100%	√
Community Housing Network - East 5th Avenue	38	40	39	(1)	√	36	95%	√	24	34	√	36	39	√	90%	100%	√
Community Housing Network - Inglewood Court	45	47	46	(1)	√	43	96%	√	24	28	√	42	44	√	90%	96%	√
Community Housing Network - Leasing Supportive Housing	25	26	26	0	√	25	100%	√	24	50	√	23	24	√	90%	100%	√
Community Housing Network - North 22nd Street	30	31	30	(1)	√	27	90%	√	24	45	√	28	28	√	90%	93%	√
Community Housing Network - Terrace Place ⁶	47	49	47	(2)	√	47	100%	√	18	37	√	44	47	√	90%	100%	√
Community Housing Network - Parsons	25	26	25	(1)	√	24	96%	√	24	50	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI ¹	108	113	109	(4)	√	98	91%	√	24	50	√	102	106	√	90%	97%	√
Community Housing Network - Safe Haven ²	13	16	15	(1)	√	15	115%	√	24	86	√	14	15	√	90%	100%	√
Community Housing Network - Southpoint Place ²	46	48	51	3	√	48	104%	√	24	35	√	43	49	√	90%	96%	√
Maryhaven - Commons at Chantry	50	52	49	(3)	√	48	96%	√	24	52	√	47	47	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	79	76	(3)	√	73	97%	√	24	49	√	71	76	√	90%	100%	√
National Church Residences - Commons at Grant	50	52	50	(2)	√	48	96%	√	24	72	√	47	48	√	90%	100%	√
National Church Residences - Commons at Livingston	25	26	25	(1)	√	24	96%	√	24	43	√	23	25	√	90%	100%	√
National Church Residences - Commons at Livingston II	35	37	34	(3)	√	34	97%	√	24	30	√	33	34	√	90%	100%	√
National Church Residences - Commons at Third	60	63	63	0	√	58	97%	√	24	32	√	57	60	√	90%	97%	√
National Church Residences - VOAGO Van Buren Village	60	63	69	6	√	57	95%	√	12	11	√	57	64	√	90%	93%	√
YMCA - 40 West Long Street	105	110	114	4	√	103	98%	√	24	35	√	99	109	√	90%	96%	√
YMCA - Franklin Station	75	79	78	(1)	√	75	100%	√	24	55	√	71	75	√	90%	96%	√
YWCA - WINGS ³	91	94	91	(3)	√	91	100%	√	20	20	√	85	91	√	90%	100%	√

¹ The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN-RLPTI (TRA/18 households) and CHN-RLPTI (SRA/3 households).

² Where exceeding 100%, project served RL individuals in Non-RL units or eligible roommates/couples or is able to increase census due to funding availability.

³ Building rehabilitation completed in Q2 FY17. Capacity increased from 69 to 91 units during Q2 FY17.

⁴ As of July 2016, CAIHS Scattered Sites Expansion was separated from Scattered Sites and combined with Leasing I and II.

⁵ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁶ New Terrace Place project opened in Q2 FY17, increasing capacity of old North High Street project from 33 to 47 units.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING	Households Served					Project Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ⁴					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
1/1/2017-3/31/2017																	
PERMANENT SUPPORTIVE HOUSING																	
Community Housing Network - Family Homes ^{1,6}	15	16	15	(1)	√	95%	87%	√ ⁶	24	48	√	14	15	√	90%	100%	√
Community Housing Network - Wilson	8	8	8	0	√	95%	88%	≠	24	91	√	7	7	√	90%	88%	√
VOAGO - Family Supportive Housing	30	31	30	(1)	√	95%	100%	√	24	46	√	28	30	√	90%	100%	√
RENTAL ASSISTANCE																	
Amethyst - Shelter Plus Care	72	76	56	(20)	≠	100%	71%	≠	24	53	√	68	55	≠	90%	98%	√
ARCO - Shelter Plus Care (TRA) ³	89	93	95	2	√	100%	106%	√	24	90	√	84	94	√	90%	100%	√
Community Housing Network - Shelter Plus Care (SRA) ^{1,6}	172	181	179	(2)	√	100%	97%	√	24	34	√	163	171	√	90%	96%	√
Community Housing Network - Shelter Plus Care (SRA 2) ⁵	14	14	13	(1)	√	100%	64%	≠	3	2	√	13	13	√	90%	100%	√
Community Housing Network - Shelter Plus Care (TRA) ^{1,3,6}	149	156	178	22	√	100%	117%	√	24	40	√	140	173	√	90%	97%	√
YMCA - 40 West Long Expansion	38	40	38	(2)	√	100%	97%	√	24	26	√	36	36	√	90%	95%	√
Total Rental Assistance ³	534	560	559	(1)	√	100%	100%	√	24	46	√	504	542	√	90%	97%	√
TRANSITIONAL HOUSING																	
Huckleberry House - TLP	28	35	37	2	√	98%	100%	√	10	9	√	5	8	√	77%	80%	√
Maryhaven - Women's ²	5	5	8	3	√	90%	140%	√	4	5	√	1	1	√	50%	25%	≠
VOAGO - Veterans	40	70	74	4	√	95%	95%	√	4	3	√	23	17	≠	77%	40%	≠
YMCA - ADAMH ²	15	15	16	1	√	95%	73%	≠	4	4	√	5	1	≠	77%	14%	≠

¹ The following PSH projects house clients that are receiving CHN Shelter Plus Care subsidies: CHN Family Homes (TRA/4 households), CHN-RLPTI (TRA/18 households) and CHN-RLPTI (SRA/3 households).

² Project capacity fluctuates based on need and available capacity.

³ CMHA allows over-leasing for this project.

⁴ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁵ New project started leasing in December 2016.

⁶ Program capacity adjustments were made on 3/1/2017: CHN Family Homes from 15 to 10 units, CHN - SPC SRA from 172 to 183 units, and CHN - SPC TRA from 149 to 171 units.

RAPID RE-HOUSING/NAVIGATOR	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
1/1/2017-3/31/2017																									
Homeless Families Foundation - Rapid Re-housing ⁴	46	48	√	92	90	√	15	30	≠	100	118	≠	42	28	≠	90%	90%	√	\$800	\$790	√	90%	89%	√	
The Salvation Army - Rapid Re-housing ⁴	41	37	√	78	71	√	15	26	≠	100	90	√	37	32	≠	90%	100%	√	\$1,800	\$1,446	√	90%	100%	√	
The Salvation Army - Job2Housing ⁴	12	19	√	32	40	√	15	21	≠	180	185	√	11	17	√	90%	94%	√	N/A	\$1,685	N/A	N/A	100%	N/A	
VOAGO Families - Rapid Re-housing ⁴	19	19	√	43	37	≠	15	22	≠	100	85	√	17	15	≠	90%	88%	√	\$800	\$800	√	90%	94%	√	
Access Ohio - Navigator Program ⁴	900	819	√	1,350	1,525	√	25	25	√	90	78	√	450	309	≠	50%	37%	≠	\$600	\$519	√	30%	28%	√	
CSB - Transition Program - Family	N/A	N/A	N/A	80	27	≠	N/A	N/A	N/A	N/A	N/A	N/A	78	25	≠	98%	93%	√	\$1,000	\$949	√	98%	93%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	250	219	≠	N/A	N/A	N/A	N/A	N/A	N/A	245	210	≠	98%	96%	√	\$600	\$509	√	98%	96%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) ¹					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
1/1/2017-3/31/2017																								
Gladden Community House - Stable Families	54	56	√	126	130	√	120	119	√	49	59	√	90%	89%	√	\$800	\$811	√	90%	88%	√			
Lutheran Social Services - REEB Stable Families	9	9	√	31	23	≠	240	84	≠	0	1	√	90%	100%	√	\$1,083	\$906	√	90%	100%	√			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days)			Average Length of Participation (Days)			Successful Housing Outcomes ⁵						Usage of SSVF DCA (%) ¹				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
1/1/2017-3/31/2017																							
LSS - SSVF Prevention	6	0	√ ⁶	8	1	√ ⁶	N/A	N/A	N/A	90	73	√	5	1	√ ⁶	90%	100%	√	75%	100%	√		
LSS - SSVF Rapid Re-housing ^{2,4}	30	20	≠	55	30	≠	30	16	√	100	84	√	24	19	≠	80%	95%	√	80%	94%	√		
VOAGO - SSVF Prevention	10	1	√ ⁶	25	1	√ ⁶	N/A	N/A ⁷	N/A ⁷	100	N/A ⁷	N/A ⁷	9	N/A ⁷	N/A ⁷	90%	N/A ⁷	N/A ⁷	75%	N/A ⁷	N/A ⁷		
VOAGO - SSVF Rapid Re-housing ^{3,4}	70	46	≠	140	112	≠	30	29	√	100	113	≠	56	42	≠	80%	78%	√	75%	71%	√		

¹Households that exited successfully without accessing DCA are excluded from calculation.

² 7 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry.

³ 8 households are excluded from ALOS measure for not accessing homeless programs or the homeless program service ended prior to SSVF project entry.

⁴ Households were excluded from ALOS measure if they still reside in emergency shelter at the time of the report.

⁵ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

⁶ Due to housing prioritizations program served less clients than projected.

⁷ Measure could not be calculated because project didn't have any household exits.

communityshelterboard

111 liberty street, suite 150 | columbus, ohio 43215
614 221 9195/ main | 614 221 9199/ fax | www.csb.org



Development
Services Agency

THE CITY OF
COLUMBUS

 **Franklin County**
Where Government Works


**THE COLUMBUS
FOUNDATION**

United Way 
United Way
of Central Ohio
Member Agency



Nationwide
Foundation

AEP **AMERICAN
ELECTRIC
POWER
FOUNDATION**

 **Huntington**
A bank invested in people.