

System Level Data: Emergency Shelters

Continuum of Care
System and Program Indicator Report
FY06 Quarter 2: 10/1/05-12/31/05

EMERGENCY SHELTER ¹	Households Served	Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes						
		Capacity ²	Actual ³	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	
MEN	1,598	417	438	N/A	30	25	√	185	227	√	15%	15%	√
WOMEN	457	97	110	N/A	28	22	√	81	80	√	24%	18%	≠
FAMILIES ⁴	273	110	113	N/A	N/A	38	N/A	137	152	√	70%	71%	√

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

¹ Maryhaven Engagement Center clients are included in the breakdowns for Men's and Women's Systems.

² Capacity is regular capacity only and not inclusive of overflow.

³ Actual numbers include both regular and overflow clients.

⁴ A system LOS goal for the family shelters' system has not been established since family shelters are both Tier I and Tier II programs which have different goals.

System Level Data

DEMOGRAPHICS OF EMERGENCY SHELTER CLIENTS ¹	Men	Women	Family
Households Served	1,598	457	273
Clients Served	1,598	457	969
Average Age (HOH)	42	39	31
Gender - Male ²	78%	N/A	15%
Gender - Female ²	N/A	22%	85%
Avg. Monthly Household Income	\$266	\$268	\$415
Percent Working at Entry	15%	5%	20%
Race - White	34%	40%	26%
Race - Black	63%	58%	71%
Race- Other	3%	2%	3%
Hispanic (HOH)	3%	2%	2%
Non-Hispanic (HOH)	97%	98%	98%
Adults Served	1,598	457	361
Children Served	N/A	N/A	608
Mean Family Size	N/A	N/A	3.5
Average Number of Children	N/A	N/A	2.2
Children 0 - 2 years	N/A	N/A	23%
Children 3 - 7 years	N/A	N/A	35%
Children 8 - 12 years	N/A	N/A	22%
Children 13 - 17 years	N/A	N/A	20%

¹ Due to rounding, percentages may not total 100%.

² Gender Percentages for men and women based on total number of clients served in men's and women's systems combined.

System Level Data: Permanent Supportive Housing

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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 ¹	605	634	562	95%	✓	20	✓	547	607	✓

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

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

¹ Safe Havens included in capacity, but excluded from other variables.

Program Level Data

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

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

¹ Occupancy goal is only applicable to Tier II Shelters.

² Capacity reflects regular, not overflow capacity.

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SUPPORTIVE HOUSING	Capacity	Households Served			Program Occupancy		Housing Stability (Months)		Successful Housing Outcomes								
		Goal	Actual	Variance	Outcome Achievement	Actual (#)	Attainment of Goal (95%)	Actual (#)	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
Community Housing Network-East 5th Avenue ¹	38	40	38	(2)	✓	35	92%	✓	14	✓	36	36	N/A	95%	90%	N/A	N/A
Community Housing Network-North 22nd Street ¹	30	31	31	0	✓	27	90%	✓	22	✓	28	29	N/A	94%	90%	N/A	N/A
Community Housing Network-North High Street ¹	36	38	37	(1)	✓	35	98%	✓	25	✓	34	37	N/A	100%	90%	N/A	N/A
Community Housing Network-Cassady ¹	10	11	12	1	✓	11	108%	✓	21	✓	9	10	N/A	83%	85%	N/A	N/A
Community Housing Network-Parsons ¹	25	26	28	2	✓	25	99%	✓	28	✓	22	28	N/A	100%	85%	N/A	N/A
Community Housing Network-Safe Haven ²	13	N/A	16	N/A	N/A	14	108%	N/A	32	N/A	N/A	16	N/A	100%	N/A	N/A	N/A
Community Housing Network-St. Clair ³	16	17	18	1	N/A	14	86%	N/A	2	N/A	15	18	N/A	100%	90%	N/A	N/A
National Church Residences-Commons at Grant	50	53	54	1	✓	49	98%	✓	22	✓	48	52	✓	96%	90%	✓	✓
Southeast-Scattered Sites	75	75	89	14	✓	84	112%	✓	26	✓	68	88	✓	99%	90%	✓	✓
YMCA-40 West Long Street	70	74	90	16	✓	72	103%	✓	14	✓	67	84	✓	93%	90%	✓	✓
YMCA-Sunshine Terrace	65	68	68	0	✓	61	93%	✓	27	✓	61	63	✓	95%	90%	✓	✓
YWCA-WINGS ⁴	69	69	66	(3)	N/A	57	83%	N/A	14	N/A	62	39	N/A	93%	90%	N/A	N/A
Rebuilding Lives PACT Team Initiative ⁵	108	114	87	(27)	N/A	79	73%	N/A	13	N/A	97	85	N/A	99%	85%	N/A	N/A

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

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

³ Program was in lease-up.

⁴ Program was in lease-up and expansion phase.

⁵ Program was in expansion phase.

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

Program Level Data

**Continuum of Care
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HUD CoC FUNDED PROGRAMS ¹	Households Served	Program Occupancy Rate	Housing Stability (Months)	Successful Housing Outcomes # & %
Community Housing Network-Family Homes	10	100%	17	10 100%
Friends of the Homeless-Safe Haven	34	100%	6	8 42%
VOA- Family Supportive Housing	32	97%	23	31 97%

¹ Programs are non-CSB and/or non-RLFC funded.

OTHER	Households Served			Average Financial Assistance (\$ per HH) ¹			Average Length of Stay (Days)			Successful Housing Outcomes					
	Goal	Actual	Variance	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
FAMILY HOUSING COLLABORATIVE															
Salvation Army ²	94	135	41	\$900	\$673	✓	20	13	✓	44	62	✓	90%	95%	✓
OUTREACH															
Maryhaven Outreach ³	42	58	16	N/A	N/A	N/A	N/A	N/A	N/A	23	57	✓	60%	98%	✓
TRANSITION															
CSB Transition Program	160	188	28	\$519	\$467	✓	N/A	N/A	N/A	157	188	✓	98%	100%	✓
PREVENTION															
Gladden Community House ⁴	75	198	123	N/A	N/A	N/A	N/A	N/A	N/A	71	176	✓	95%	98%	✓

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

¹ Average Financial Assistance includes CSB funding only.

² Eleven clients excluded from average length of stay calculation due to YIHN Exit Date preceding FHC Entry Date.

³ Successful Housing Outcomes includes successful shelter outcomes.

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Continuum of Care System and Program Indicators Report Evaluation Definitions and Methodology – FY06

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

The FY2006 Continuum of Care 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 CSB Homeless Census Report, a standard CSB report that is produced using Crystal Reports, constitutes the data source for emergency shelter. 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**

a. **Family Housing Collaborative (FHC)**

- Source:** HMIS Custom Report
- Defined:** The average number of days that total distinct households were served from the point of FHC entry date to YWCA Family Center exit date. *Note: Families who had an FHC entry date after their YWCA Family Center exit date are excluded from this calculation.*
- Calculated:** $\sum(\text{YWCA Family Center exit date} - \text{Direct Housing entry date}) / \text{the number of total distinct households served and exited from program during the period}$

b. **Tier I and Tier II Shelters**

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters
- 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:** $\text{The total number of bedlist units for the period} / \text{the number of total distinct households served}$

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Evaluation Definitions and Methodology – FY06

3. Households / Clients Served

- Sources:** Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for Resource Specialists, PSH, Outreach, Prevention,
Direct Housing;
CSB Direct Client Assistance Report for CSB Transition
- Defined:** The number of distinct households served by the program during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of December 31, 2005. Note that clients served equals households served for Permanent Supportive Housing.
- 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 clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
- Calculated:** Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.
- Housing stability is measured using the total average client length of stay (from intake to exit date or 12/31/05, if still a resident) divided by the total average days per month (30.5 days).

5. Occupancy Rate

a. 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:* $\frac{\sum(\text{exit date or end of period} - \text{entry date or beginning of period})}{\text{days in period}}$
Rate:
Step 1: $\frac{\sum(\text{Exit date or end of period} - \text{entry date or beginning of period})}{(\text{total units} \times \text{days in period})}$
Step 2: Divide the results calculated in Step 1 by the program capacity

b. 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

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

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Continuum of Care System and Program Indicators Report Evaluation Definitions and Methodology – FY06

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

a. 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

b. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: Homeless Census Report¹

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.

c. Tier I Family Emergency Shelter & Outreach

Source: Homeless Census Report for emergency shelter; HMIS Custom Report for Outreach

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

d. 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. Deceased clients are excluded from the calculation.

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

¹Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

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Evaluation Definitions and Methodology – FY06

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).

FY2006 Program Evaluation & Monitoring

Appendix I: 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	DO NOT USE	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	DO NOT USE	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.

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Appendix 2: Data Element Definitions

Data Element	Definition	NULL ¹ handling
Adults Served	A count of those clients aged 18 years and older. Includes only unique clients. (For those clients with multiple visits, only last visit is considered.)	Null values in the clients' birth date field will prohibit age calculation, excluding those records from this metric.
Ages of children	Percentages (based on total children) of children within 0-2, 3-7, 8-12, 13-17 age. <i>No calculations are made for the Maryhaven program based on the assumption that no children will enter that program.</i>	Null values in the clients.date_birth field will prohibit age calculation, excluding those records from this metric.
Average Age of Head of Household	For Family Shelters, the average age is calculated for only those clients who are the head of household. For Adult Shelters, this is the average age for all clients. Includes only unique clients. (For those clients with multiple visits, only last visit is considered.)	Null values in the clients' birth date field will prohibit age calculation, excluding those records from this metric.
Average monthly household income at entry	Calculated by adding the entry income fields together for each client and then dividing that sum by the number of clients.	Entry income fields which are NULL are converted to 0 (zero), in order to be included in the average calculation.
Average Number of Children	Calculated by summing the total number of children and dividing the sum by the number of unique households. <i>No calculations are made for the Maryhaven program based on the assumption that no children will enter that program.</i>	Null values in the clients.date_birth field will prohibit age calculation, excluding those records from this metric.
Children Served	A count of those clients aged 17 years and younger. Includes only unique clients. (For those clients with multiple visits, only last visit is considered.)	Null values in the clients' birth date field will prohibit age calculation, excluding those records from this metric.
Clients Served	A count of clients who were served within the specified period. Includes only unique clients. (For those clients with multiple visits, only the client's last visit is considered.)	N/A
Ethnicity	Hispanics and Non-Hispanics as a percentage of total clients. For Family Shelters, only head of household is considered. For Adult Shelters, all clients are considered.	Null entries are considered 'Non - Hispanic'

¹ Null is defined in the context of this report as any blank or unusable data.

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Appendix 2: Data Element Definitions

Data Element	Definition	NULL ¹ handling
Gender Percentage	The number of men and women as percentages of the total for the men's and women's shelters combined. Transgender, Unknown and NULL gender types are ignored. For Family Shelters, this is calculated only for head of household. For Adult Shelters, all clients are considered.	Null gender types are ignored.
Households Served	For Adult Shelters, a count of unique clients who were served during the reporting period. For Family Shelters, a count of unique families that were served during the reporting period. Includes only unique clients. (For those families with multiple visits, only the family's last visit is considered.)	N/A
Mean Family Size	Calculated for Family Shelters only. Formula divides the Total Individuals in Family by the number of households.	N/A
Percent Working at Entry	For Adult Shelters, clients flagged as working at entry as a percentage of the total number of clients. For Family Shelters, this percentage is calculated only on those clients marked head of household.	Null values are considered 'Non Working'.
Race of head of household	Black, White, and Other clients as a percentage of total clients. For Family Shelters, only head of household is considered. For Adult Shelters, all clients are considered. The Other group includes all clients that are neither Black nor White.	Null entries are included in the 'Other' category.
Successful Housing Outcome	Percentages of successful/unsuccessful outcomes (see definitions under 'Housing Outcomes'), as compared the combination of successful and unsuccessful outcomes.	N/A