

SYSTEM & PROGRAM INDICATOR REPORT

FY2020
4/1/20 - 6/30/20

Our Mission

To lead a coordinated, community effort to make sure everyone has a place to call home.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.



To every staff member working in a partner agency in Community Shelter Board's network –

Thank you for all your work to protect those facing homelessness from illness through social distancing, cleaning, and ongoing screening. Thank you for your ongoing vigilance and efforts to protect people who face homelessness, who are disproportionately vulnerable to severe illness from COVID-19.

Your ability to pivot, innovate, problem-solve, and think critically have been nothing short of extraordinary. You have shown amazing courage by putting yourselves on the front lines to serve others.

Our entire community owes you a debt of gratitude for the work you are doing every single day to help keep people safe and healthy.

With gratitude,
Community Shelter Board

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Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. 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 programs and some non-CSB funded programs that participate in our data system. 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:

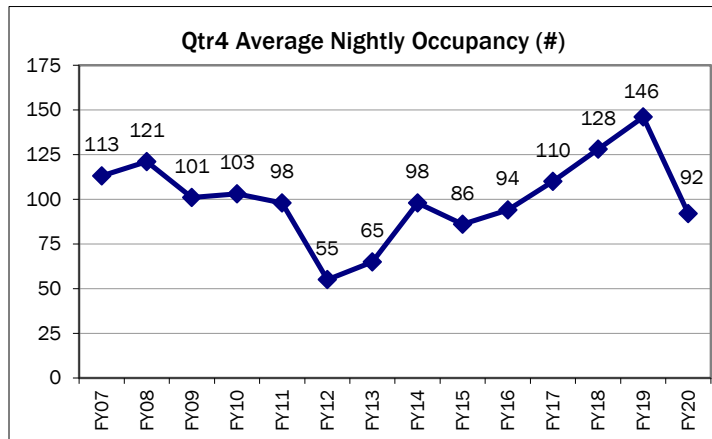
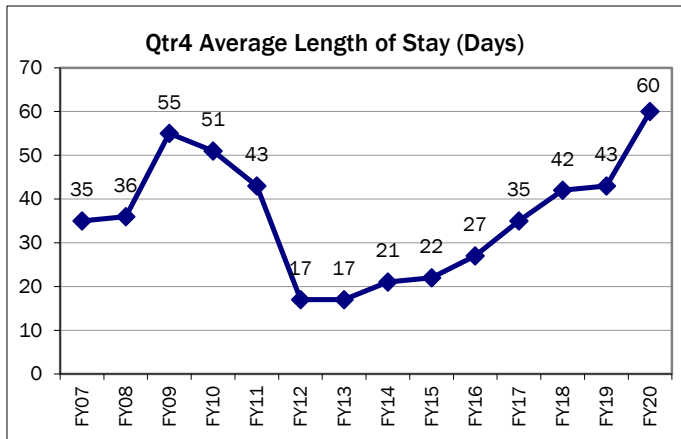
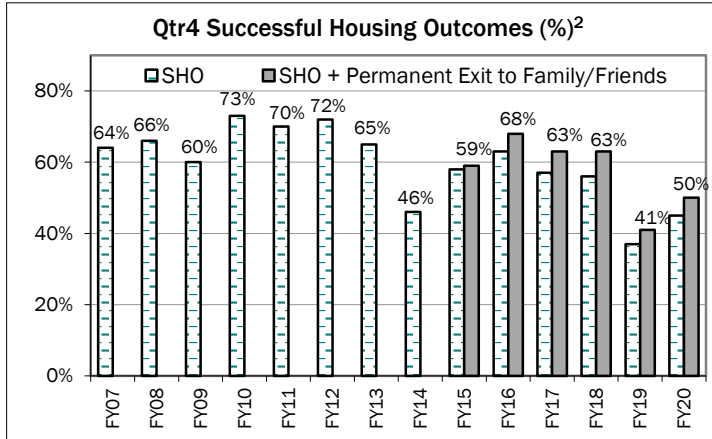
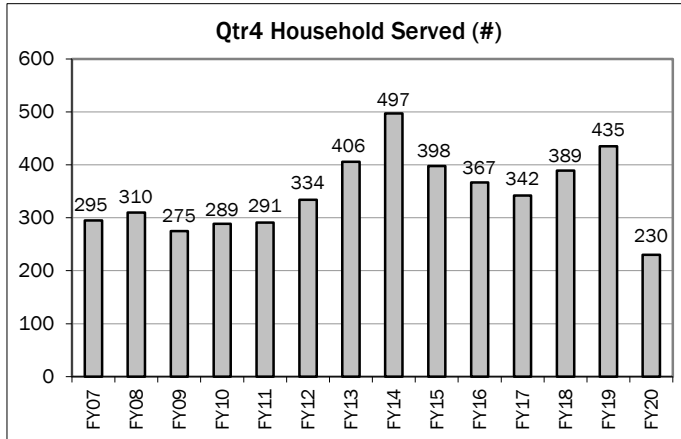
Outcome Achievement:	Key
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

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

FY20 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
4/1/2020 - 6/30/2020														
Family System	370	230	√ ³	114	92	38	60	≠	179	70	≠	70%	50%	≠



DEMOGRAPHICS	Family
Households Served	230
Percent Newly homeless	65%
Clients Served	805
Average Age (HoH)	32
Gender - Female (HoH)	93%
Gender - Male (HoH)	7%
Veterans (U.S. Military) served	3
Veterans % of all adults	1%
Average Monthly Household Income	\$718
Percent Working at Entry	33%
Race - Black (HoH)	75%
Race - White (HoH)	24%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	305
Children Served	500
Mean Family Size	3.5
Average Number of Children	2.2
Adults 18-24 years (HoH)	21%
Children 0 - 2 years	26%
Children 3 - 7 years	37%
Children 8 - 12 years	25%
Children 13 - 17 years	12%
Pregnant Women Served	36
Long Term Disability (HoH)	22%
Franklin County Residents	86%

Covid-19 had a direct impact on all the metrics monitored this evaluation timeframe. Re-housing activities became impossible due to the pandemic and stay home orders. 47% less households needed shelter compared to the same period of last fiscal year, the lowest number historically. The success rate at exit from shelters increased 9 percentage points to 50% from 41%, but remained low, impacted by the difficult housing environment. This also impacted the average length of shelter stay that increased to 60 days, the highest on record. The employment rate at entry decreased from the FY19 rate of 40% to 33% currently, coupled with a slight decrease in average income \$718 (FY19 \$768). An additional 6 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either diverted from shelter or self-exited.

¹ Overflow capacity is not included.

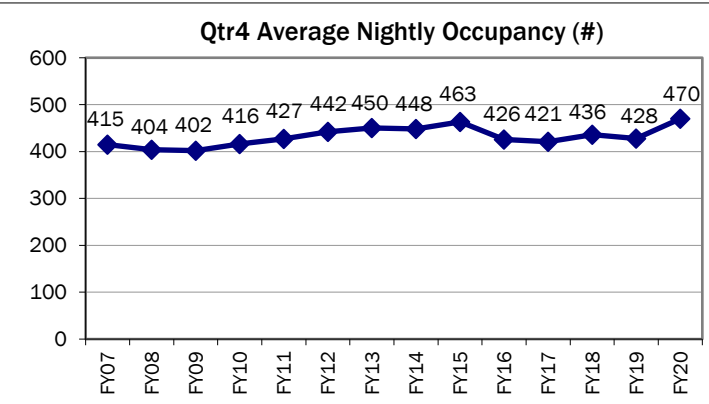
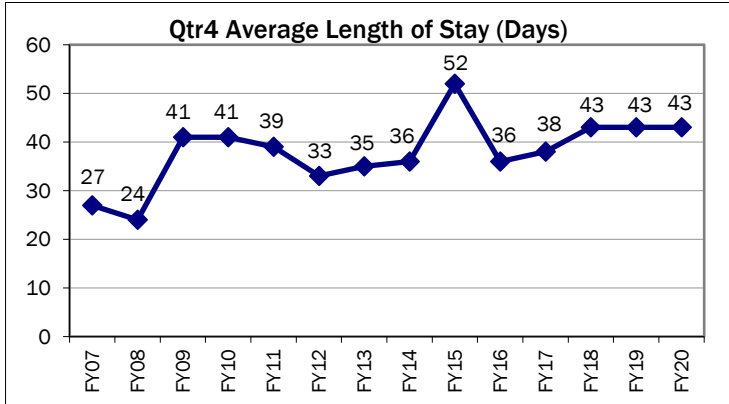
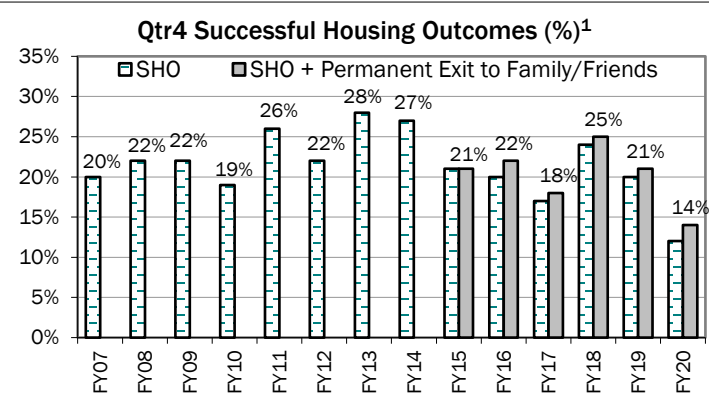
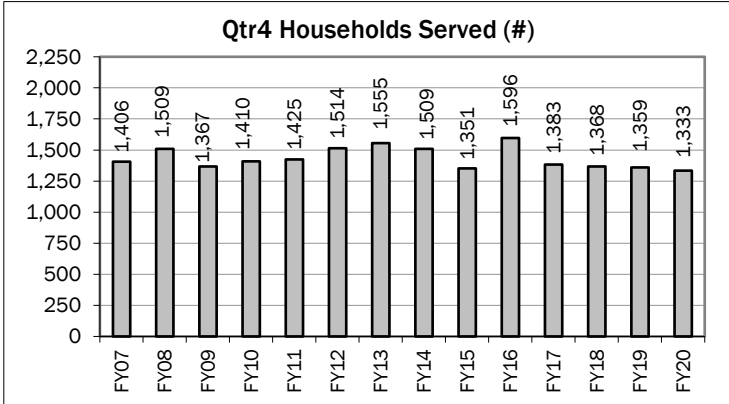
² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ System served all families that needed shelter.

System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2020 - 6/30/2020	1,350	1,333	√	515	470	45	43	√	303	117	≠	33%	14%	≠
Men's System	1,350	1,333	√	515	470	45	43	√	303	117	≠	33%	14%	≠



DEMOGRAPHICS	Men
Households Served	1,333
Percent Newly homeless	48%
Average Age	45
Men as a percent of total single adults served	70%
Veterans (U.S. Military) served	105
Veterans % of all adults	8%
Average Monthly Household Income	\$393
Percent Working at Entry	16%
Average Daily Waitlist Number	0
Race - Black	65%
Race - White	32%
Race - Other	3%
Non-Hispanic	96%
Hispanic	4%
Adults 18 - 24 years ³	5%
Adults 25 - 34 years ³	22%
Adults 35 - 44 years ³	22%
Adults 45 - 55 years ³	26%
Adults 56 - 61 years ³	15%
Adults 62+ years ³	11%
Long Term Disability (HoH)	53%
Franklin County Residents	78%

Covid-19 had a direct impact on all the metrics monitored this evaluation timeframe. Re-housing activities became impossible due to the pandemic and stay home orders. The number of single men sheltered decreased 2% when compared to the same reporting period of last fiscal year. The success rate decreased to 14%, reaching the lowest level on record. The average length of time homeless remained constant at 43 days. The long term disability rate remained the same when compared to the same reporting period of last fiscal year. The employment rate at entry decreased from the FY19 rate of 28% to 16% currently, coupled with a decrease in average income (FY19 \$562). The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

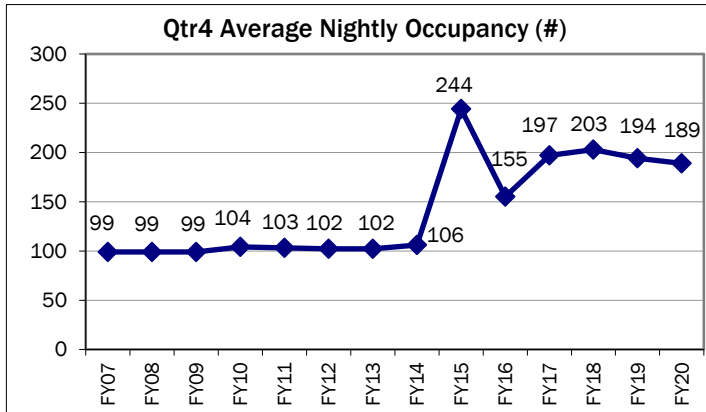
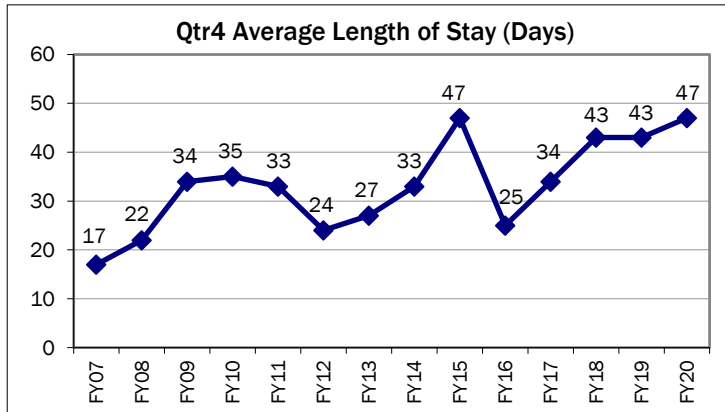
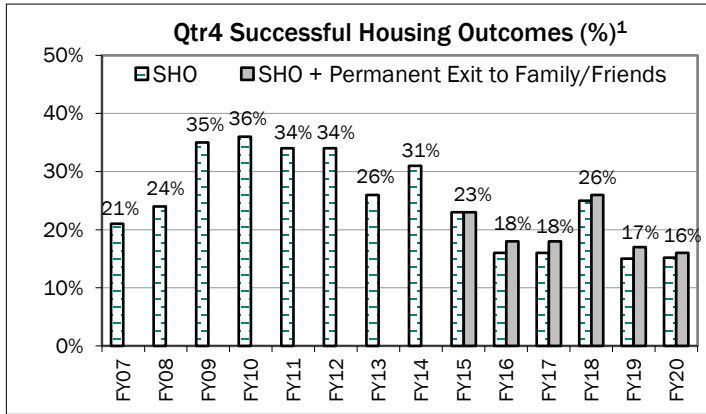
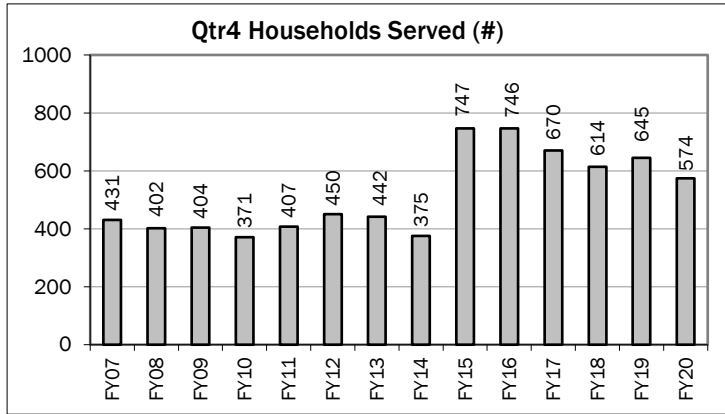
² Overflow capacity is not included. Capacity increased due to COVID-19 pandemic; 427 beds regular capacity.

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ¹					
	4/1/2020 - 6/30/2020	Goal	Actual	Outcome Achievement	Capacity ²	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	625	574	√	223	189	45	47	√	140	67	≠	33%	16%	≠



DEMOGRAPHICS		Women
Households Served		574
Percent Newly homeless		60%
Average Age		42
Women as a percent of total single adults served		30%
Veterans (U.S. Military) served		6
Veterans % of all adults		1%
Average Monthly Household Income		\$578
Percent Working at Entry		21%
Average Daily Waitlist Number		0
Race - Black		57%
Race - White		40%
Race - Other		3%
Non-Hispanic		97%
Hispanic		3%
Adults 18 - 24 years ³		10%
Adults 25 - 34 years ³		21%
Adults 35 - 44 years ³		27%
Adults 45 - 55 years ³		25%
Adults 56 - 61 years ³		10%
Adults 62+ years ³		6%
Pregnant Women Served		32
Long Term Disability (HoH)		22%
Franklin County Residents		79%

Covid-19 had a direct impact on all the metrics monitored this evaluation timeframe. Re-housing activities became impossible due to the pandemic and stay home orders. The number of single women sheltered decreased 11% when compared to the same reporting period of last fiscal year. The success rate at exit is at 16%, a slight decrease from the FY19 rate and the lowest rate on record. The employment rate at entry decreased compared to the FY19 annual rate of 29% to 21% currently, while average income decreased from \$607 to \$578. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

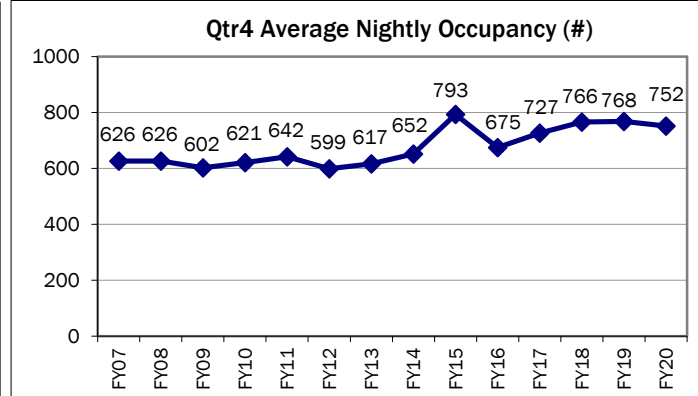
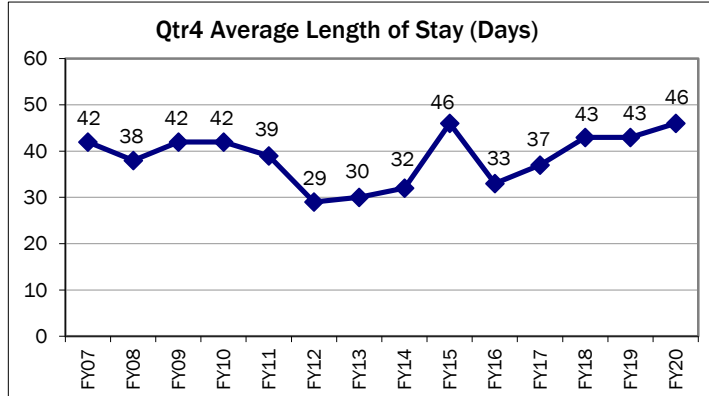
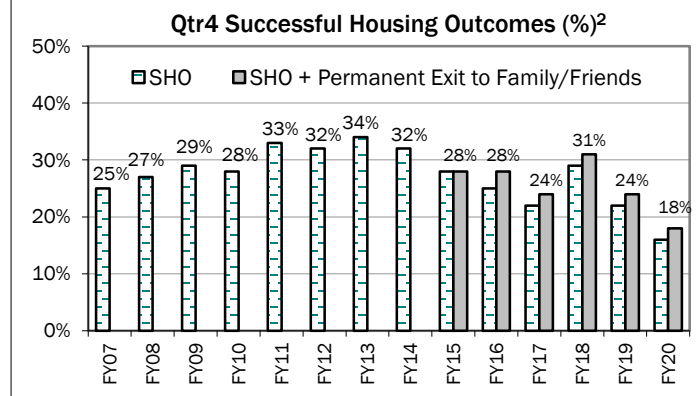
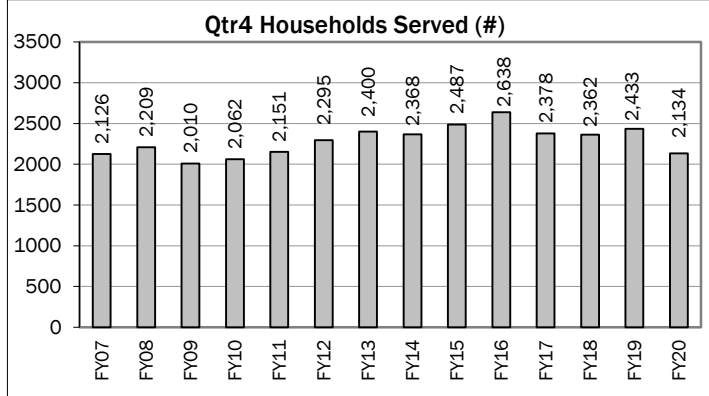
² Overflow capacity is not included. Capacity increased due to COVID-19 pandemic; 201 beds regular capacity.

³ Due to rounding percentage does not add up to 100%.

System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Capacity ³	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2020 - 6/30/2020														
Emergency Shelter System ¹	2,350	2,134	√	852	752	42	46	√	593	254	≠	37%	18%	≠



DEMOGRAPHICS	Family & Adults
Households Served	2,134
Percent Newly homeless	53%
Clients Served	2,708
Adults Served	2,208
Children Served	500
Average Age (HoH)	43
Gender - Male (HoH)	63%
Gender - Female (HoH)	37%
Veterans (U.S. Military) served	114
Veterans % of all adults	5%
Average Monthly Household Income	\$499
Percent Working at Entry	20%
Average Daily Waitlist Number	0
Race - Black (HoH)	64%
Race - White (HoH)	33%
Race - Other (HoH)	3%
Non-Hispanic (HoH)	96%
Hispanic (HoH)	4%
Adults 18-24 years (HoH)	8%
Pregnant Women Served	68
Long Term Disability (HoH)	40%
Franklin County Residents	79%

Covid-19 had a direct impact on all the metrics monitored this evaluation timeframe. Re-housing activities became impossible due to the pandemic and stay home orders. The system experienced a 12% decrease in the number of households sheltered when compared to the same period of last fiscal year, impacted by the decrease in single women and families served. The number of veterans who needed shelter decreased by 47 (29%) and the number of pregnant women decreased by 43 (38%) during the same timeframe. The successful housing outcomes percent decreased compared to the same period of last fiscal year and is at the lowest level on record. The average length of time homeless increased by 3 days to 46 days. The employment rate and average income decreased compared to the FY19 rate (\$610, 30%). 53% of sheltered households did not experience homelessness within the prior two years.

¹System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 2,198. Total clients served at SIQ shelters is 82 clients in 74 households, and this cohort is excluded from all calculations.

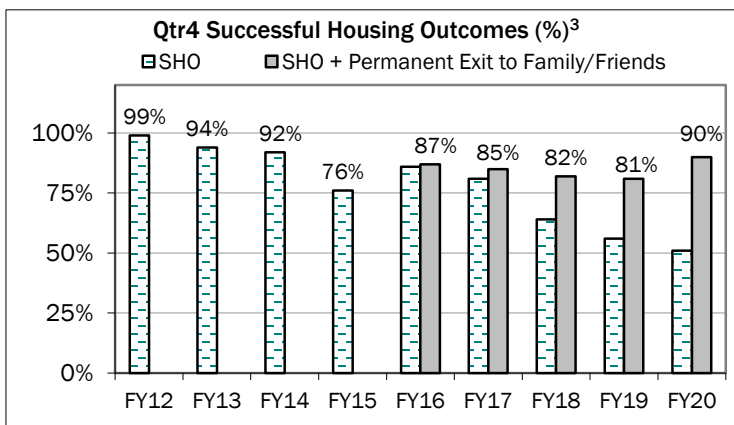
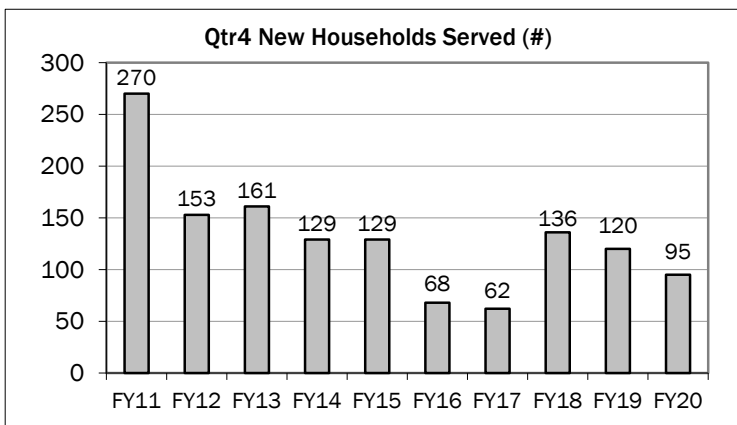
²Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³Overflow capacity is not included. Overflow did not close and capacity increased due to COVID-19 pandemic; 742 beds regular capacity.

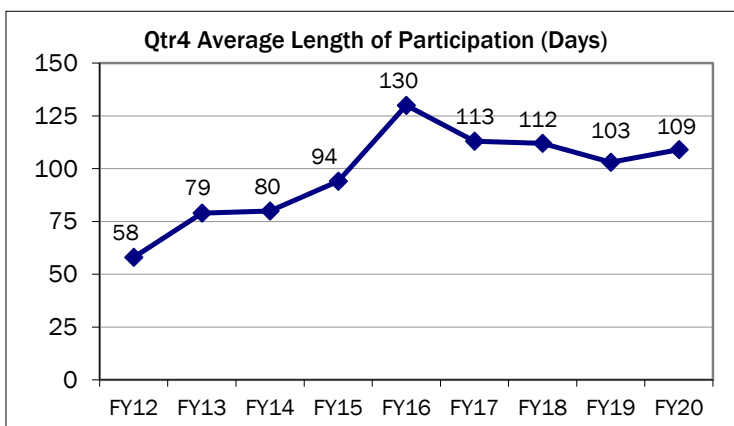
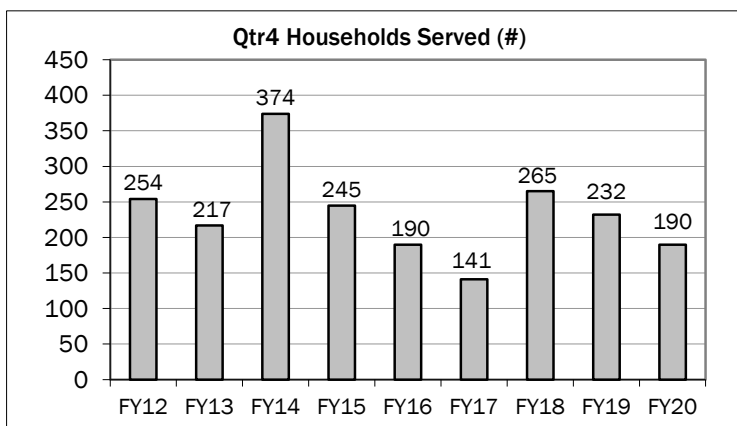
System and Program Indicator Report



FY20 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³					
4/1/2020 - 6/30/2020	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System ¹	35	95	√	74	190	√	150	109	√	30	56	√	85%	90%	√



DEMOGRAPHICS	Family & Adults
Households Served	190
Clients Served	546
Average Age (HoH)	34
Gender - Female (HoH)	75%
Gender - Male (HoH)	25%
Veterans (U.S. Military) served	54
Veterans % of all adults	24%
Average Monthly Household Income	\$560
Percent Working at Entry	28%
Race - Black (HoH) ⁴	79%
Race - White (HoH) ⁴	19%
Race - Other (HoH) ⁴	1%
Non-Hispanic (HoH)	98%
Hispanic (HoH)	2%
Adults Served	225
Children Served	321
Mean Family Size ²	3.4
Average Number of Children ²	2.2
Children 0 - 2 years ²	39%
Children 3 - 7 years ²	37%
Children 8 - 12 years ²	16%
Children 13 - 17 years ²	8%
Long Term Disability (HoH)	25%
Pregnant Women Served	44



The number of households served decreased 18% when compared to the same reporting period of last fiscal year. The number of veterans served remained flat (FY19: 55) when compared to the same reporting period of last fiscal year. The success rate at program exit increased 9 percentage points. 51% of households are stable in their own housing and 39% decided to permanently move in with family/friends. Percent working at entry decreased compared to FY19 annual rate (51%). The number of pregnant women served increased by 47% compared to FY19 (30).

¹ System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and VOAGO SSVF program for veterans.

² Data refers to the families served.

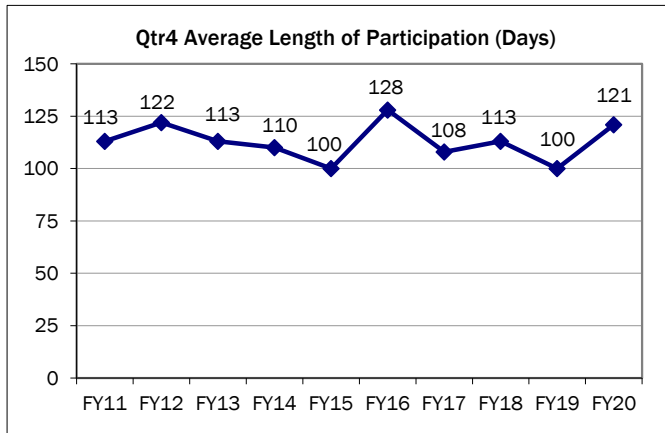
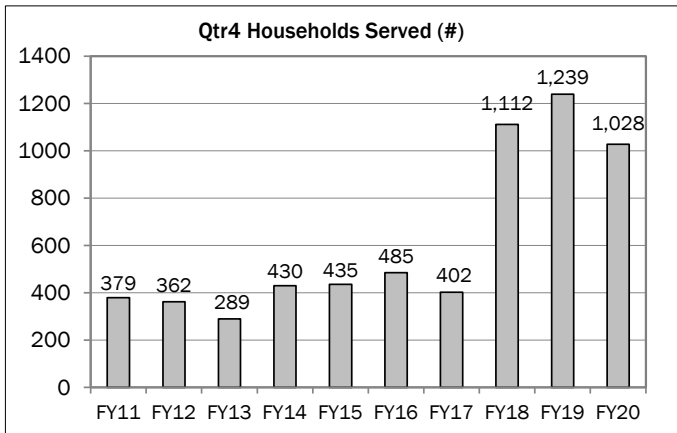
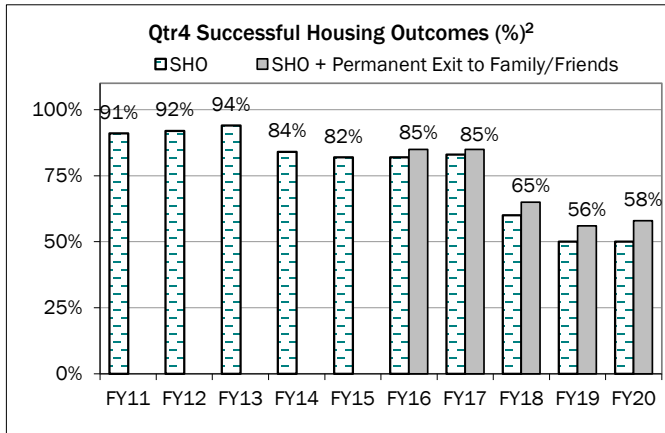
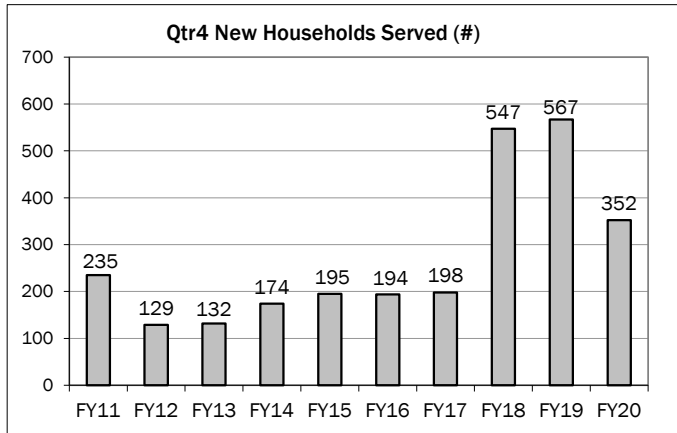
³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Due to rounding percentages do not add up to 100%.

System and Program Indicator Report



FY20 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ²					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2020 - 6/30/2020															
Rapid Re-housing System ¹	425	352	≠	920	1,028	√	100	121	≠	255	166	≠	60%	58%	√
Single Adults ³	-	263	-	-	730	-	-	115	-	-	127	-	-	54%	-
Families ³	-	91	-	-	300	-	-	152	-	-	39	-	-	76%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	300	730
Clients Served	1,044	730
Average Age (HoH)	31	45
Gender - Male (HoH)	7%	69%
Gender - Female (HoH)	93%	31%
Veterans (U.S. Military) served	9	161
Veterans % of all adults	2%	22%
Average Monthly Household Income	\$535	\$533
Percent Working at Entry	23%	20%
Adults Served	391	730
Children Served	653	N/A
Race - Black (HoH) ⁴	81%	65%
Race - White (HoH) ⁴	19%	34%
Race - Other (HoH) ⁴	0%	2%
Non-Hispanic (HoH)	97%	97%
Hispanic (HoH)	3%	3%
Mean Family Size	3.5	N/A
Average Number of Children	2.2	N/A
Adults 18-24 years (HoH)	25%	13%
Children 0 - 2 years	28%	N/A
Children 3 - 7 years	33%	N/A
Children 8 - 12 years	27%	N/A
Children 13 - 17 years	12%	N/A
Long Term Disability (HoH)	28%	47%
Pregnant Women Served	58	29

The number served decreased 17% when compared to the same reporting period of last fiscal year impacted by Covid-19 restrictions. Re-housing activities became impossible due to the pandemic and stay home orders. The system employment rate of 21% and system average income of \$534 decreased from the FY19 rates of 29% and \$627, respectively. The rapid rehousing programs now only serve households with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

¹ System includes HFF Rapid Re-housing and YHDP Rapid Re-housing, VOAOL Rapid Re-housing, TSA Rapid Re-housing and J2H, YMCA Rapid Re-housing, Family Rapid Re-housing and DV Rapid Rehousing, Homefull RRH, LSS SSVF, and VOAOL SSVF programs.

² Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

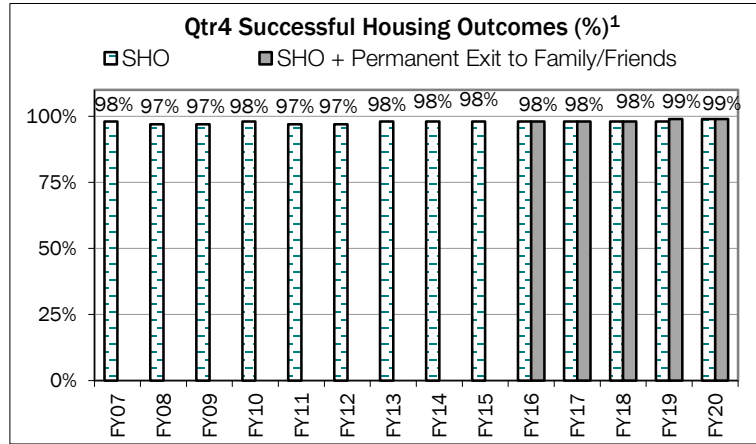
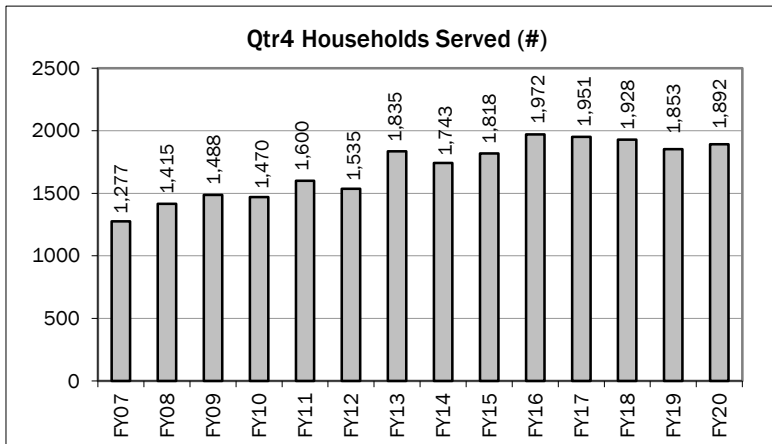
³ No outcome goals were set by subpopulation. Two clients were served in both single and family programs.

⁴ Due to rounding percentages do not add up to 100%.

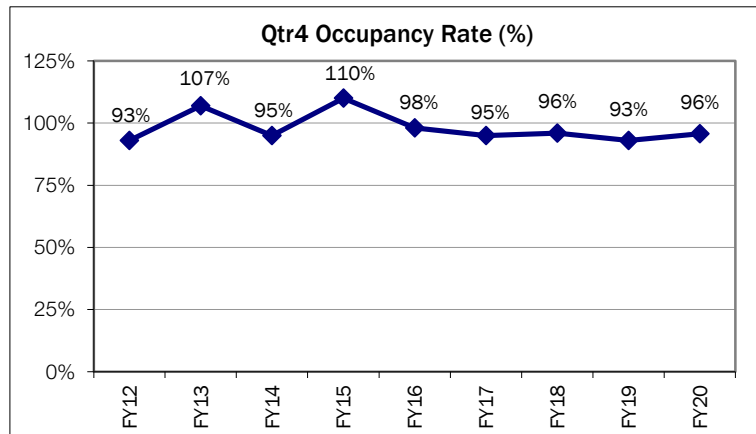
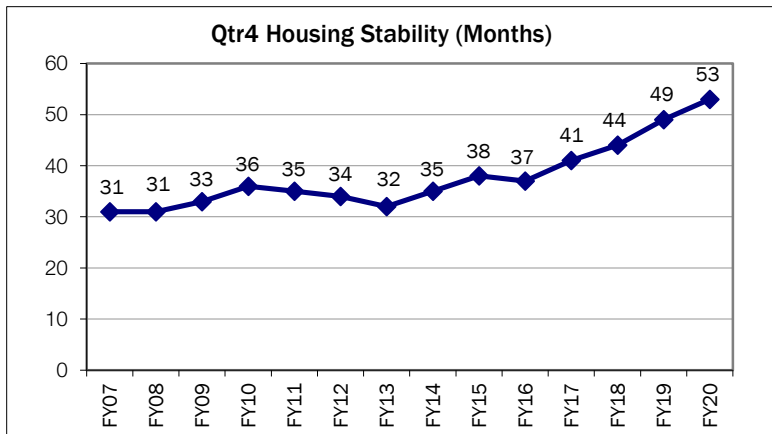
System and Program Indicator Report



FY20 Permanent Supportive Housing (PSH)	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
4/1/2020 - 6/30/2020															
Total PSH System	2,033	1,892	√	95%	96%	√	24	53	√	1,830	1,870	√	90%	99%	√

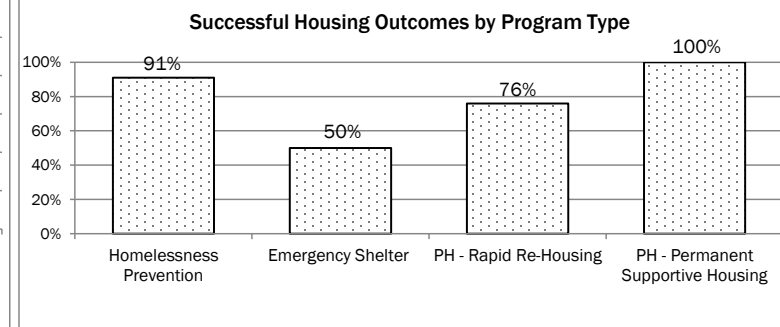
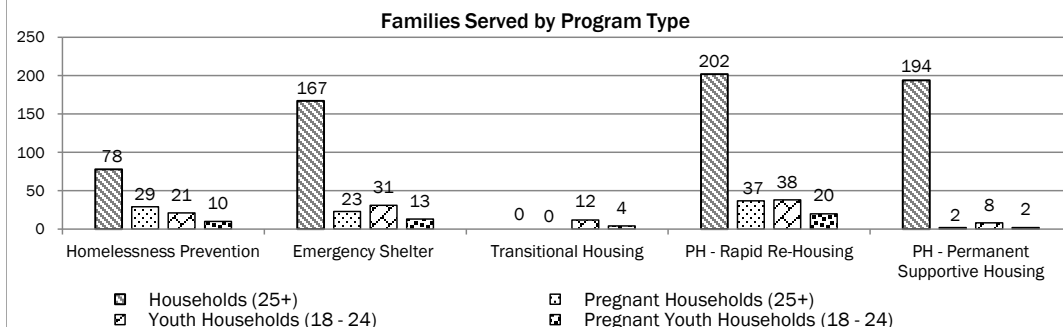


The system continues to perform well, with good occupancy, success rates and a 2% increase in numbers served. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1936. VA VASH voucher capacity of 364 is not included.



¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

Special Populations Served: 4/1/2020 - 06/30/2020		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing ⁶	PH - Permanent Supportive Housing
Youth Households (18 - 24)	85	21	0	31	12	38	8
Pregnant Youth Households (18 - 24)	34	10	0	13	4	20	2
Households (25+)	529	78	0	167	0	202	194
Pregnant Households (25+)	75	29	0	23	0	37	2
Total Households Served (#)	709	138	0	230	16	297	206
Total Households Entered	189	63	0	118	11	91	3
Total Households Exited	220	55	0	140	0	50	18
Successful Housing Outcomes (#) ¹	N/A	50	N/A	70	N/A	38	204
Successful Housing Outcomes (%) ¹	N/A	91%	N/A	50%	N/A	76%	100%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	113	N/A	60	4	154	46
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
Race - Black (HoH) ⁵		83%	N/A	75%	100%	81%	72%
Race - White (HoH) ⁵		17%	N/A	24%	0%	19%	27%
Race - Other (HoH) ⁵		1%	N/A	1%	0%	0%	0%
Gender - Female		94%	N/A	93%	100%	94%	80%
Gender - Male		6%	N/A	7%	0%	6%	20%
Gender - Other		0%	N/A	0%	0%	0%	0%
Non-Hispanic (HoH)		98%	N/A	97%	100%	97%	96%
Hispanic (HoH)		2%	N/A	3%	0%	3%	4%
Long Term Disability		12%	N/A	22%	44%	27%	91%
Franklin County Residents		93%	N/A	86%	94%	83%	96%

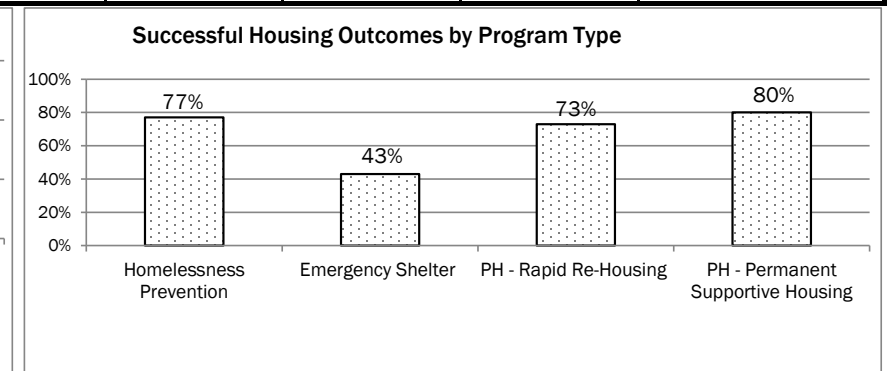
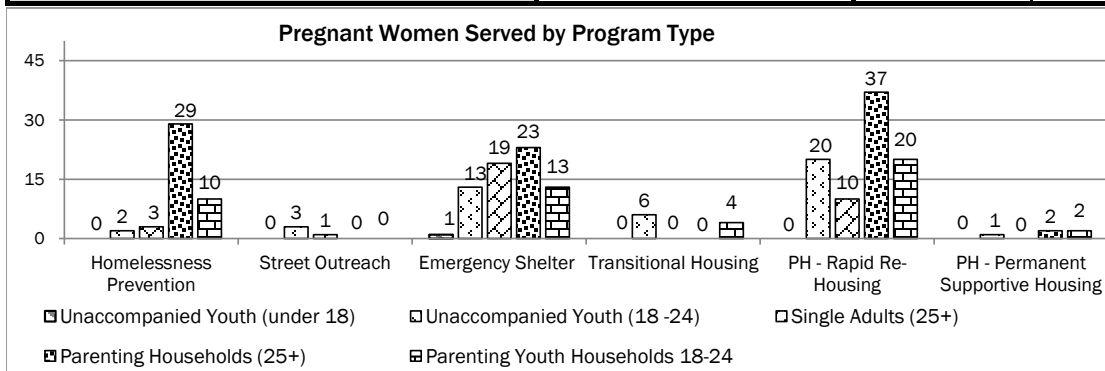


¹ Successful outcomes measure for Street Outreach. No families were served by Street Outreach for the reporting period.
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.
³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.
⁵ Due to rounding, percentages may not add up to 100%
⁶ Two PH - Rapid Re-Housing households with adults only were excluded from totals.

System and Program Indicator Report



Special Populations Served: 4/1/2020 - 06/30/2020		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth (under 18)	1	0	0	1	0	0	0
Unaccompanied Youth (18 -24)	38	2	3	13	6	20	1
Single Adults (25+)	27	3	1	19	0	10	0
Parenting Youth Households 18-24	34	10	0	13	4	20	2
Parenting Households (25+)	75	29	0	23	0	37	2
Total Households Served (#)	172	44	4	69	10	86	5
Total Households Exited	61	13	N/A ⁵	54	N/A ⁵	15	1
Successful Housing Outcomes (%) ¹	N/A	77%	N/A ⁵	43%	N/A ⁵	73%	80%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	153	N/A ⁵	50	5	143	5
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH)	84%	75%	81%	80%	85%	80%
	Race - White (HoH)	16%	25%	19%	20%	15%	20%
	Race - Other (HoH)	0%	0%	0%	0%	0%	0%
	Non-Hispanic (HoH)	100%	100%	100%	100%	99%	100%
	Hispanic (HoH)	0%	0%	0%	0%	1%	0%
	Long Term Disability	9%	100%	16%	50%	26%	80%
	Franklin County Residents	93%	75%	89%	100%	87%	80%



¹ Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.

² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

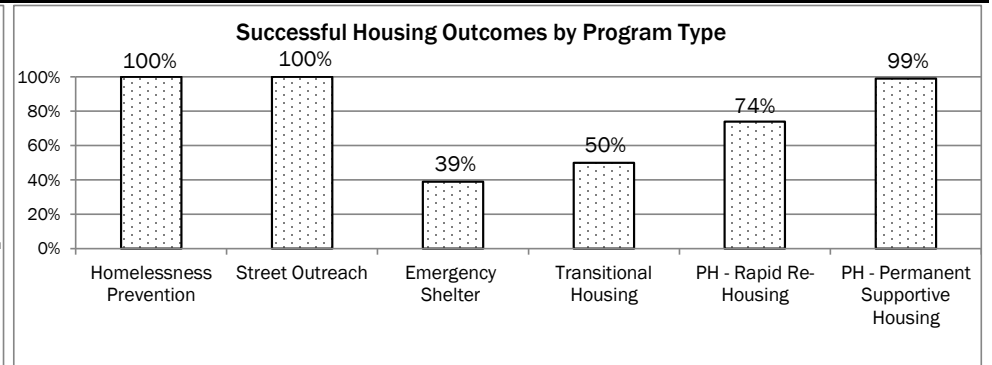
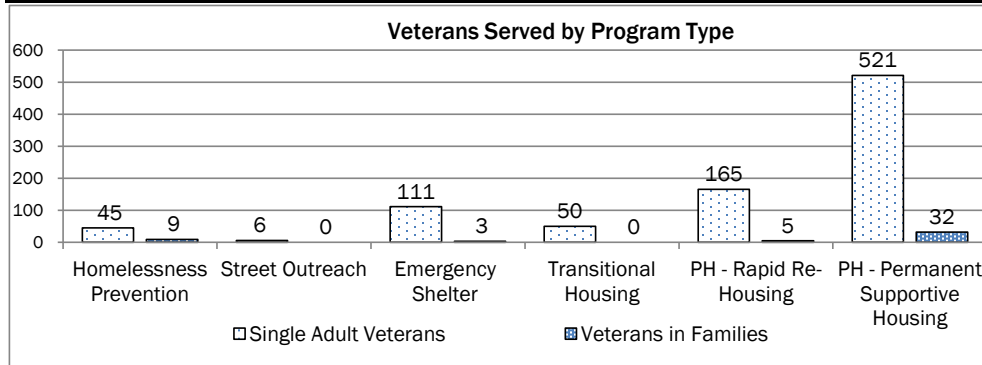
⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

⁵ Program didn't have any household exits; unable to calculate measure.

System and Program Indicator Report



Special Populations Served: 4/1/2020 - 06/30/2020		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing ⁵
Unaccompanied Youth (18 -24)	2	1	0	0	1	1	0
Single Adults (25+)	756	44	6	111	49	164	521
Parenting Youth Households 18-24	1	1	0	0	0	0	0
Parenting Households (25+)	47	8	0	3	0	5	32
Total Households Served (#)	806	54	6	114	50	170	553
Total Households Exited	110	7	4	75	34	48	23
Successful Housing Outcomes (%) ¹	N/A	100%	100%	39%	50%	74%	99%
Average Length of Shelter Stay (Days) ²							
Average Length of Participation (Days) ³	N/A	72	134	55	2	122	63
Housing Stability (Months) ⁴							
DEMOGRAPHICS							
	Race - Black (HoH)	70%	33%	55%	58%	55%	57%
	Race - White (HoH)	28%	67%	41%	38%	41%	41%
	Race - Other (HoH)	2%	0%	4%	4%	4%	2%
	Gender - Male	72%	100%	95%	100%	93%	91%
	Gender - Female	28%	0%	5%	0%	6%	8%
	Gender - Other	0%	0%	0%	0%	1%	1%
	Non-Hispanic (HoH)	98%	100%	97%	94%	98%	98%
	Hispanic (HoH)	2%	0%	3%	6%	2%	2%
	Long Term Disability	56%	83%	65%	74%	72%	82%
	Franklin County Residents	87%	83%	72%	66%	74%	89%



¹ Successful outcomes measure for Street Outreach.

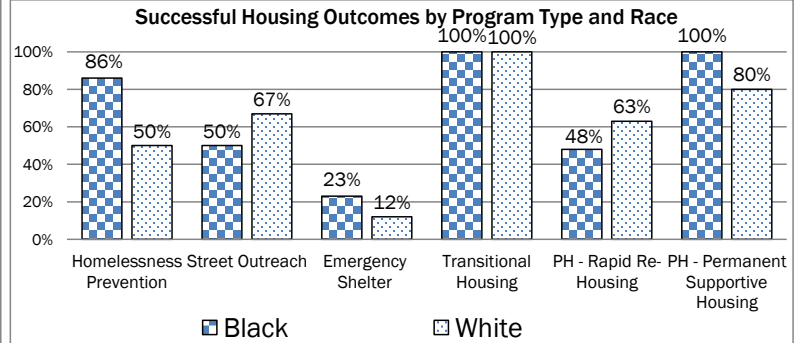
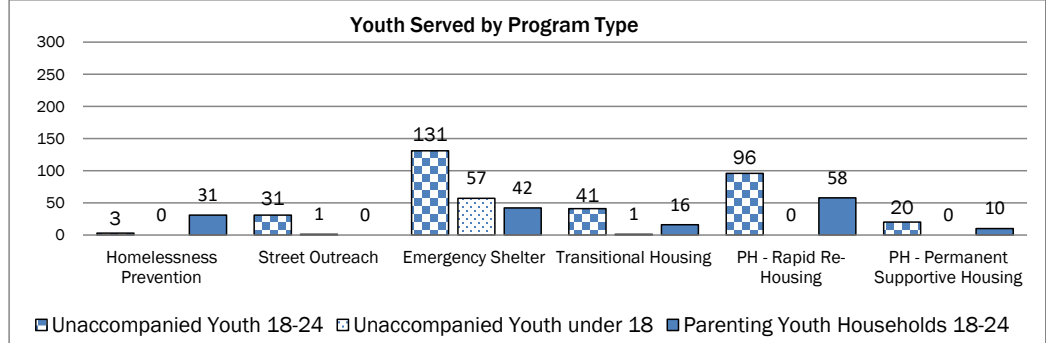
² Average Length of Shelter Stay (Days) measured for Emergency Shelter.

³ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

⁴ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

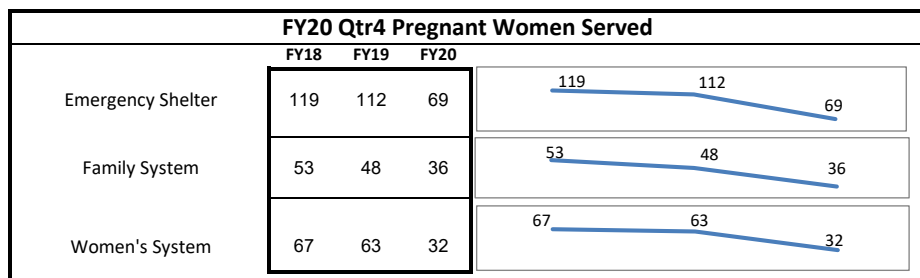
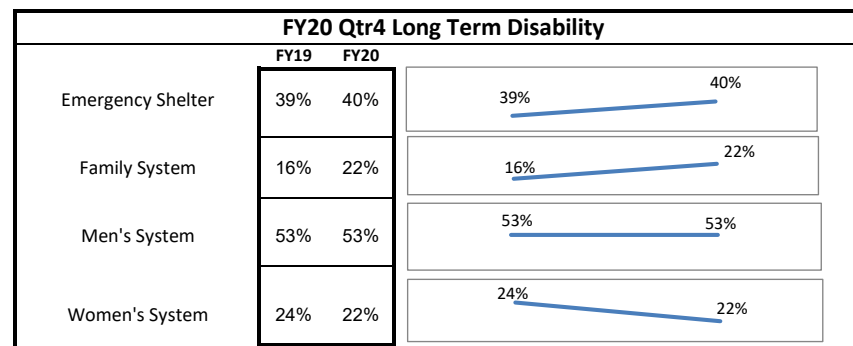
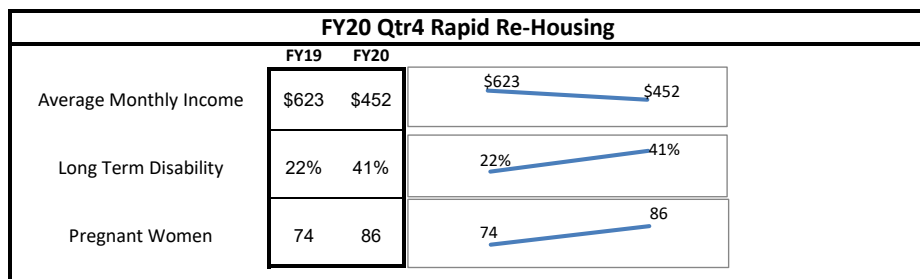
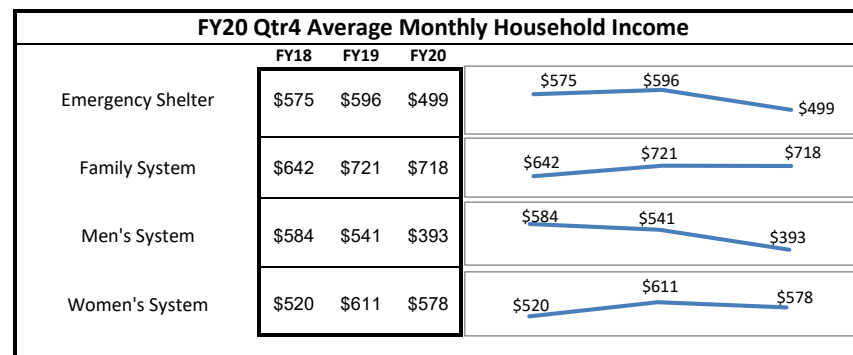
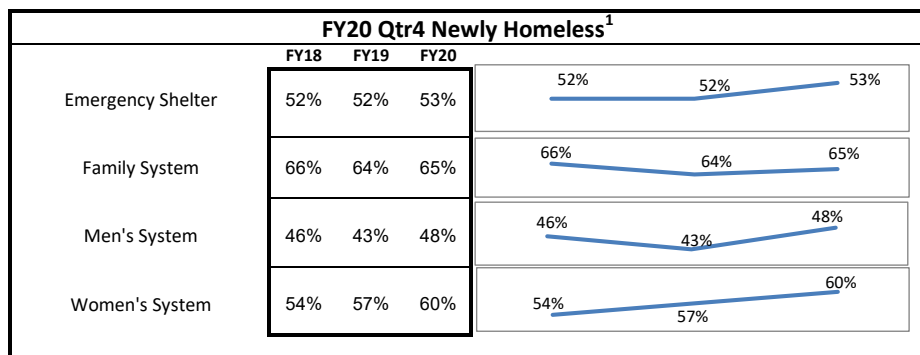
⁵ VASH vouchers are included under the PH - Permanent Supportive Housing category.

Special Populations Served: 4/1/2020 - 06/30/2020		Transition Age Youth Served by Program Type					
Transition Age Youth ¹	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	58	0	1	57	1	0	0
Unaccompanied Youth 18-24	258	3	31	131	41	96	20
Parenting Youth Households Under 18	0	0	0	0	0	0	0
Parenting Youth Households 18-24	114	31	0	42	16	58	10
Total Pregnant Women Served	71	12	3	27	10	39	3
Total Households Served	424	34	32	228	58	152	30
Total Households Entered	230	16	21	178	30	61	2
Total Households Exited	180	11	5	175	5	36	3
Successful Housing Outcomes (%) ²	N/A	73%	60%	20%	100%	53%	97%
Successful Housing Outcomes (#) ²	N/A	8	3	25	5	19	29
Average Length of Shelter Stay (Days) ³	N/A						
Average Length of Participation (Days) ⁴	N/A	92	71	26	6	118	11
Housing Stability (Months) ⁵							
DEMOGRAPHICS							
Race - Black (HoH) ⁶		76%	56%	71%	86%	82%	77%
Race - White (HoH) ⁶		24%	44%	26%	14%	18%	17%
Race - Other (HoH) ⁶		0%	0%	3%	0%	1%	7%
Gender - Female		94%	41%	58%	72%	70%	73%
Gender - Male		6%	56%	41%	28%	30%	27%
Gender - Other		0%	3%	1%	0%	0%	0%
Non-Hispanic (HoH)		100%	97%	92%	98%	97%	93%
Hispanic (HoH)		0%	3%	8%	2%	3%	7%
Long Term Disability		12%	100%	38%	72%	36%	97%
Franklin County Residents		94%	63%	84%	95%	87%	90%



¹ Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.
² Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.
³ Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.
⁴ Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.
⁵ Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.
⁶ Due to rounding, percentages may not add up to 100%

Emergency Shelter and Rapid Re-housing Trends Appendix : 4/1/2020 - 06/30/2020



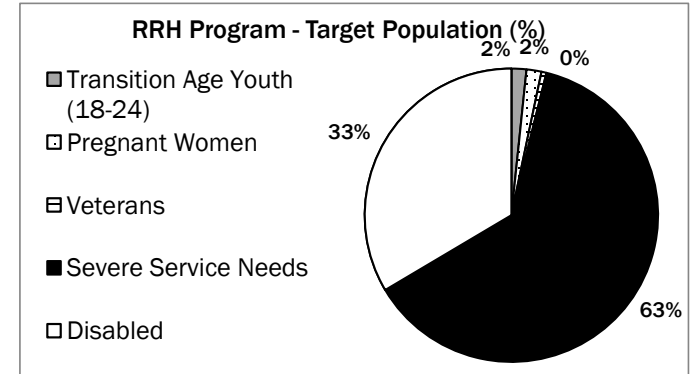
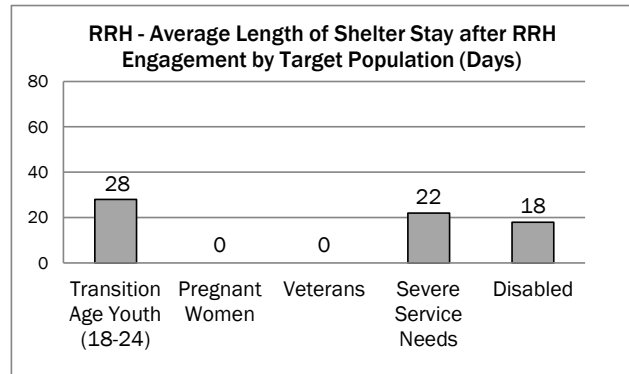
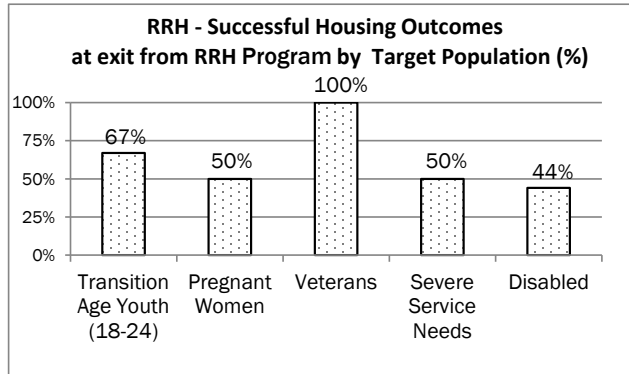
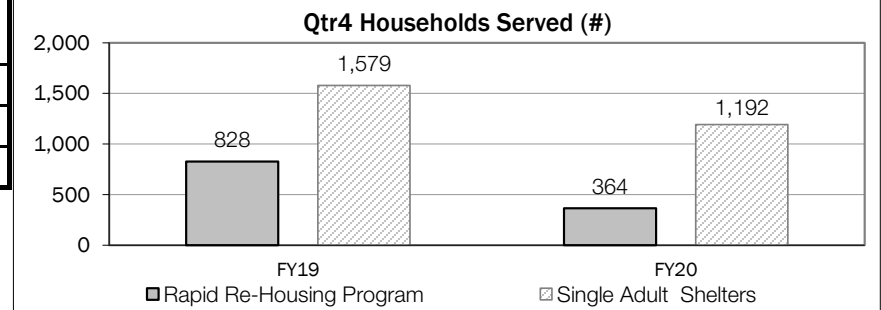
¹Did not access a homeless program in the past two years.

System and Program Indicator Report

FY20 CRISIS RESPONSE FOR SINGLE ADULTS 4/1/2020 - 6/30/2020	Single Adult Shelters ¹	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans	Severe Service Needs	Disabled
Total Household Served (#)	1,192	364	6	6	2	228	122
Successful Housing Outcomes (%) ²	17%	49%	67%	50%	100%	50%	44%
Average Length of Shelter Stay (Days)	50	20	28	N/A ³	N/A ³	22	18
Median Length of Shelter Stay (Days)	24	15	28	N/A ³	N/A ³	19	13
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	19	11	N/A ³	N/A ³	19	18
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	115	130	49	394	120	103
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	5	16					
Average Number of Shelter Visits (#)	N/A	N/A					
Long Term Disability (%)	41%	38%					
Recidivism (%)	N/A	N/A					

Diversions

Diversions Rate at Homeless Hotline (%)	17%
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The success rate at exit from the Rapid Re-housing program is at 49%, decreased from the FY19 annual rate of 55%. 238 (20%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The Rapid Re-housing program was retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.

¹ System implemented 10/1/2014. Includes shelters where the Rapid Re-housing Program is operating. These shelters include LSS Faith Mission, Southeast Friends of the Homeless, YMCA Women's and Maryhaven Shelter2Housing. Program is not contracted to provide services for the overflow or VA programs.

² For the Rapid Re-housing 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. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

³ No new entries for this pathway; unable to calculate measure.

HOMELESS HOTLINE	Total Households Served			Average Wait Time (minutes)			Successful Diversion/Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2020 -6/30/2020													
Netcare - Homeless Hotline (Single Adults)	2,700	2,171	≠	5	1:27	√	625	413	≠	25%	17%	≠	
Netcare - Homeless Hotline (Families)	800	439	≠	5	1:27	√	240	92	≠	30%	19%	≠	
Gladden Community House - Family Diversion	750	349	≠	N/A	N/A	N/A	263	121	≠	35%	48%	√	

OUTREACH	New Households Served			Total Households Served			Average Length of Participation			Successful Outcomes						Successful Housing Outcomes ³			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	
4/1/2020 -6/30/2020																									
Maryhaven - Capital Crossroad SID Outreach	25	18	≠	40	23	≠	N/A	55	N/A	19	8	≠	75%	89%	√	10	4	≠	55%	50%	√	N/A	0%	N/A	
Maryhaven - Outreach	60	70	√	160	115	≠	N/A	116	N/A	45	11	≠	75%	48%	≠	25	8	≠	55%	73%	√	25%	12%	≠	
Southeast - PATH Outreach ²	35	43	√	65	54	≠	N/A	1	N/A	18	0	≠	50%	0%	≠	N/A	0	N/A	N/A	0%	N/A	N/A	N/A	N/A	
Veterans Affairs - Outreach	N/A	0	N/A	N/A	3	N/A	N/A	68	N/A	N/A	3	N/A	N/A	100%	N/A	N/A	3	N/A	N/A	100%	N/A	N/A	N/A	N/A	

TRANSITION AGE YOUTH	New Households Served			Households Served			Program Occupancy Rate				Average Length of Shelter Stay (days)			Average Length of Participation / Housing Stability ⁴			Successful Outcomes / Housing Outcomes ³						Usage of CSB DCA (%) ¹		
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Capacity	Actual	Actual (%)	Outcome Achievement (98% Goal for TH)	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2020 -6/30/2020																									
Huckleberry House - TAY CARR Team ⁵	N/A	36	N/A	N/A	75	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98	N/A	N/A	29	N/A	N/A	76%	N/A	N/A	N/A	N/A
Huckleberry House - Emergency Shelter	N/A	52	N/A	120	59	≠	16	6	38%	≠	10	14	≠	N/A	N/A	N/A	88	40	≠	80%	80%	√	N/A	N/A	
Huckleberry House - TLP TH	N/A	4	N/A	33	28	≠	24	23	96%	√	N/A	N/A	N/A	10	10	√	4	5	√	77%	100%	√	N/A	N/A	
Huckleberry House - TLP RHY TH	N/A	1	N/A	7	7	√	7	7	100%	√	N/A	N/A	N/A	12	9	√	0	N/A ⁶	N/A ⁶	77%	N/A ⁶	N/A ⁶	N/A	N/A	
Homeless Families Foundation - TAY Transition to Home TH ⁵	N/A	24	N/A	N/A	28	N/A	28	20	71%	N/A	N/A	N/A	N/A	10	2	N/A	N/A	N/A ⁶	N/A ⁶	77%	N/A ⁶	N/A ⁶	N/A	N/A	
Homeless Families Foundation - TAY Transition to Home RRH ⁵	N/A	18	N/A	N/A	28	N/A	N/A	N/A	N/A	N/A	N/A	25	N/A	N/A	49	N/A	N/A	0	N/A	90%	0%	N/A	N/A	0%	
Homeless Families Foundation - TAY RRH ⁵	N/A	46	N/A	N/A	111	N/A	N/A	N/A	N/A	N/A	N/A	22	N/A	N/A	105	N/A	N/A	20	N/A	90%	51%	N/A	N/A	21%	

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

² The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

³ Successful Outcomes for CARR and Emergency Shelter; Successful Housing Outcomes for transitional housing (TH) and rapid re-housing (RRH); Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18,

Successful Housing Outcomes include permanent exits to friends.

⁴ Average Length of Participation (days) for CARR and RRH; Housing Stability (months) for TH.

⁵ Project too new to evaluate.

⁶ Program didn't report any household exits; unable to calculate measure.

EMERGENCY SHELTER ⁵	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes ^{3,4}					
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity ¹	Actual	Actual (%)	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2020 - 6/30/2020																	
FAMILY																	
YWCA - Family Center	200	116	(84)	≠	50	45	90%	≠	38	59	≠	105	39	≠	70%	58%	≠
YMCA - Van Buren Family Shelter	240	126	(114)	≠	64	47	73%	≠	38	55	≠	123	32	≠	70%	38%	≠
MEN																	
LSS - Faith Mission - Men's on Grant ²	N/A	260	N/A	N/A	95	92	97%	N/A	45	49	N/A	N/A	24	N/A	33%	14%	N/A
LSS - Faith Mission on 8th ^{2,6}	N/A	251	N/A	N/A	83	79	95%	N/A	45	44	N/A	N/A	28	N/A	33%	16%	N/A
Friends of the Homeless - Men's Shelter ^{5,6}	510	217	(293)	≠	70	68	97%	√	45	40	√	116	16	≠	33%	11%	≠
YMCA - Men's Social Distancing (40W Long, Sullivant) ⁶	N/A	725	N/A	N/A	166	166	100%	√	N/A	23	N/A	N/A	23	N/A	N/A	4%	N/A
YMCA - SIQ Shelter ⁶	N/A	74	N/A	N/A	N/A	10	N/A	N/A	N/A	12	N/A	N/A	3	N/A	N/A	4%	N/A
WOMEN																	
LSS - Faith Mission - Women's on Grant ²	N/A	99	N/A	N/A	38	36	95%	N/A	45	54	N/A	N/A	12	N/A	33%	19%	N/A
YMCA - Van Buren Women's Shelter ^{5,6}	435	348	(87)	≠	113	104	92%	≠	45	47	√	94	46	≠	33%	18%	≠
YMCA - Women's Overflow/Social Distancing (Hilltop) ⁶	50	151	101	√	33	33	100%	√	N/A	31	N/A	N/A	8	N/A	N/A	6%	N/A
INEBRIATE																	
Maryhaven - Engagement Center Safety	250	188	(62)	≠	34	32	94%	≠	20	18	√	65	44	≠	30%	26%	√
Maryhaven - Engagement Center Shelter2Housing ⁵	45	30	(15)	≠	16	9	56%	≠	45	52	≠	9	7	≠	33%	39%	√
VA EMERGENCY HOUSING																	
VOAGO - VA Emergency Housing	40	32	(8)	≠	15	13	87%	≠	45	58	≠	12	8	≠	50%	40%	≠
LSS - VA Men & Women	50	58	8	√	24	18	75%	≠	45	53	≠	13	12	√	50%	30%	≠
AGENCY																	
Lutheran Social Services - Faith Mission ^{2,5}	725	587	(138)	≠	216	208	96%	√	45	50	≠	164	64	≠	33%	17%	≠

¹ Shelter capacities do not include overflow. Women's seasonal overflow opened 10/31/2019. Men's seasonal overflow opened 12/2/2019. Overflow capacity is actual nightly number served. Overflow did not close due to the COVID pandemic.

² Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission Men's on Grant, 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. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

⁵ Starting 7/1/2017 housing services are provided by the single adult Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

⁶ Social distancing shelters include 40W Long and Sullivant for men, which opened 3/20/2020 and 4/6/2020 respectively, and Hilltop for women, which opened 4/16/20. Shelter for Isolation and Quarantine opened 4/1/2020. Friends of the Homeless capacity reduced to 70 from 160. Faith Mission on 8th capacity reduced to 83 from 95. Van Buren Women's capacity reduced to 113 from 151.

PERMANENT SUPPORTIVE HOUSING	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹					
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Outcome Achievement (Goal: 95%)	Goal (# of months)	Actual (# of months)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
4/1/2020 - 6/30/2020																	
Community Housing Network - Briggsdale	25	26	25	(1)	√	25	100%	√	24	57	√	23	25	√	90%	100%	√
Community Housing Network - Briggsdale 2	40	42	40	(2)	√	38	95%	√	18	17	√	38	38	√	90%	97%	√
Community Housing Network - Cassidy ²	10	11	11	0	√	11	110%	√	24	36	√	10	11	√	90%	100%	√
Community Housing Network - Community ACT	42	44	36	(8)	≠	35	83%	≠	24	62	√	40	35	≠	90%	97%	√
Community Housing Network - East 5th Avenue	38	40	36	(4)	√	36	95%	√	24	39	√	36	36	√	90%	100%	√
Community Housing Network - Inglewood Court	45	47	45	(2)	√	44	98%	√	24	52	√	42	45	√	90%	100%	√
Community Housing Network - Leasing Supportive Housing	25	26	22	(4)	≠	22	88%	≠	24	57	√	23	22	√	90%	100%	√
Community Housing Network - North 22nd Street	30	32	30	(2)	√	30	100%	√	24	51	√	29	30	√	90%	100%	√
Community Housing Network - Parsons	25	26	25	(1)	√	25	100%	√	24	37	√	23	25	√	90%	100%	√
Community Housing Network - RLPTI	80	84	75	(9)	≠	73	91%	√	24	60	√	76	74	√	90%	100%	√
Community Housing Network - Safe Haven	13	16	13	(3)	≠	13	100%	√	24	78	√	14	13	√	90%	100%	√
Community Housing Network - Southpoint Place ²	46	48	48	0	√	47	102%	√	24	55	√	43	47	√	90%	100%	√
Community Housing Network - Terrace Place	47	49	46	(3)	√	45	96%	√	24	68	√	44	44	√	90%	96%	√
Maryhaven - Commons at Chantry	50	53	50	(3)	√	49	98%	√	24	61	√	48	49	√	90%	98%	√
National Church Residences - Commons at Buckingham	75	79	74	(5)	√	72	96%	√	24	63	√	71	73	√	90%	100%	√
National Church Residences - Commons at Grant	50	53	51	(2)	√	50	100%	√	24	92	√	48	51	√	90%	100%	√
National Church Residences - Commons at Livingston ²	60	63	68	5	√	66	110%	√	24	49	√	57	68	√	90%	100%	√
National Church Residences - Commons at Third ²	60	63	66	3	√	65	108%	√	24	50	√	57	65	√	90%	100%	√
National Church Residences - VOAGO Van Buren Village	60	63	60	(3)	√	58	97%	√	24	39	√	57	60	√	90%	100%	√
Veterans Affairs - VASH I-X	364	N/A	363	N/A	N/A	350	96%	√	N/A	50	N/A	N/A	358	N/A	N/A	99%	N/A
YMCA - 40 West Long Street	105	110	107	(3)	√	102	97%	√	24	53	√	99	105	√	90%	100%	√
YMCA - Franklin Station	75	79	75	(4)	√	74	99%	√	24	77	√	71	75	√	90%	100%	√
YMCA - Isaiah Project	160	168	160	(8)	√	153	96%	√	24	17	≠	151	155	√	90%	97%	√
YMCA - Scattered Sites HOME ²	50	53	59	6	√	59	118%	√	24	26	√	47	59	√	90%	100%	√
YWCA - WINGS	91	96	87	(9)	√	86	95%	√	24	47	√	86	87	√	90%	100%	√

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units or eligible roommates/couples or project is able to increase census due to funding availability.



PERMANENT SUPPORTIVE HOUSING/ TRANSITIONAL HOUSING	Households Served					Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes ¹						
	Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
4/1/2020 - 6/30/2020																		
PERMANENT SUPPORTIVE HOUSING																		
Community Housing Network - Family Homes	10	10	10	0	√	95%	90%	√	24	38	√	9	10	√	90%	100%	√	
Community Housing Network - Wilson	8	8	8	0	√	95%	100%	√	24	101	√	7	8	√	90%	100%	√	
VOAGO - Family Supportive Housing	38	40	37	(3)	√	95%	97%	√	24	44	√	36	36	√	90%	97%	√	
PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE																		
Amethyst/Alvis - SRA/TRA	52	55	38	(17)	≠	100%	73%	≠	24	71	√	50	38	≠	90%	100%	√	
Equitas Health - TRA	89	93	87	(6)	√	100%	98%	√	24	117	√	84	87	√	90%	100%	√	
Community Housing Network - SRA ²	208	218	178	(40)	≠	100%	84%	≠	24	47	√	196	176	√	90%	99%	√	
Community Housing Network - TRA	171	180	170	(10)	√	100%	99%	√	24	59	√	162	169	√	90%	100%	√	
Community Housing Network - TRA 2	20	21	16	(5)	≠	95%	75%	≠	21	15	≠	19	15	≠	90%	94%	√	
YMCA - 40 West Long Expansion SRA	38	40	39	(1)	√	100%	97%	√	24	44	√	36	39	√	90%	100%	√	
Total Rental Assistance	578	607	528	(79)	≠	100%	90%	≠	24	63	√	547	524	√	90%	99%	√	
TRANSITIONAL HOUSING																		
VOAGO - Veterans ³	36	70	50	(20)	≠	95%	47%	≠	4	2	√	23	17	≠	77%	50%	≠	

¹ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

² Community Housing Network - SRA and SRA 3 programs were combined starting 7/1/2019.

³ Project capacity decreased from 40 to 36 effective October 2019.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						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	
4/1/2020 - 6/30/2020																									
Homefull - Rapid Re-housing ^{2,6}	60	29	N/A	85	45	N/A	35	32	N/A	90	70	N/A	18	2	N/A	60%	18%	N/A	\$1,100	N/A ⁵	N/A ⁵	55%	0%	N/A	
Homeless Families Foundation - Rapid Re-housing ²	46	16	≠	92	78	≠	28	21	√	100	132	≠	41	9	≠	90%	69%	≠	\$800	\$689	√	90%	50%	≠	
The Salvation Army - Rapid Re-housing ²	41	23	≠	78	74	√	28	34	≠	100	125	≠	37	11	≠	90%	65%	≠	\$1,800	\$2,553	≠	90%	40%	≠	
The Salvation Army - Job2Housing ²	17	9	≠	47	43	√	28	37	≠	180	325	≠	15	3	≠	90%	75%	≠	N/A	\$5,575	N/A	N/A	100%	N/A	
VOAOI Families - Rapid Re-housing ²	19	16	≠	43	37	≠	28	42	≠	100	162	≠	17	8	≠	90%	100%	√	\$800	\$1,080	≠	90%	100%	√	
YMCA - Rapid Rehousing ²	225	123	≠	500	364	≠	35	20	√	90	115	≠	135	67	≠	60%	49%	≠	\$1,200	\$895	√	50%	33%	≠	
YMCA - Rapid Rehousing for Families ²	30	3	≠	50	7	≠	28	61	N/A	60	185	≠	27	4	≠	90%	100%	√	\$1,600	\$900	N/A	90%	100%	N/A	
YMCA - Rapid Rehousing DV ²	45	25	≠	120	87	≠	N/A	18	N/A	180	114	√	33	13	≠	60%	57%	√	N/A	\$1,775	N/A	N/A	58%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	60	46	≠	N/A	N/A	N/A	N/A	N/A	N/A	59	46	≠	98%	100%	√	\$1,600	\$1,402	√	98%	100%	√	
CSB - Transition Program - Single	N/A	N/A	N/A	300	96	≠	N/A	N/A	N/A	N/A	N/A	N/A	294	96	≠	98%	100%	√	\$1,000	\$931	√	98%	100%	√	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes ³						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			
4/1/2020 - 6/30/2020																								
Gladden Community House - Family Homelessness Prevention	64	37	≠	119	73	≠	120	97	√	54	33	≠	85%	94%	√	\$1,100	\$1,602	√ ⁴	60%	88%	√			
Gladden Community House - FCCS Prevention	20	13	≠	25	25	√	120	88	√	17	8	≠	85%	100%	√	\$1,000	\$1,600	√ ⁴	80%	100%	√			
HFF Pregnant Women Homelessness Prevention	13	12	√	38	41	√	365	174	√	9	9	√	85%	69%	≠	\$3,500	\$3,815	√	60%	64%	√			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) ²			Average Length of Participation (Days)			Successful Housing Outcomes ³						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		
4/1/2020 - 6/30/2020																							
LSS - SSVF Rapid Re-housing ²	28	19	≠	58	46	≠	25	14	√	100	86	√	22	15	≠	80%	79%	√	80%	81%	√		
VOAGO - SSVF Prevention	7	33	√	21	51	√	N/A	N/A	N/A	90	69	√	6	6	√	90%	100%	√	80%	100%	√		
VOAGO - SSVF Rapid Re-housing ²	52	41	≠	102	124	√	25	26	√	100	157	≠	41	19	≠	80%	68%	≠	80%	58%	≠		

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

² Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOS including pregnant women is 356.

³ Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

⁴ Funding availability allows for the average DCA amount to exceed the goal.

⁵ Program didn't have any clients access direct client assistance, measure could not be calculated.

⁶ Program too new to evaluate.

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