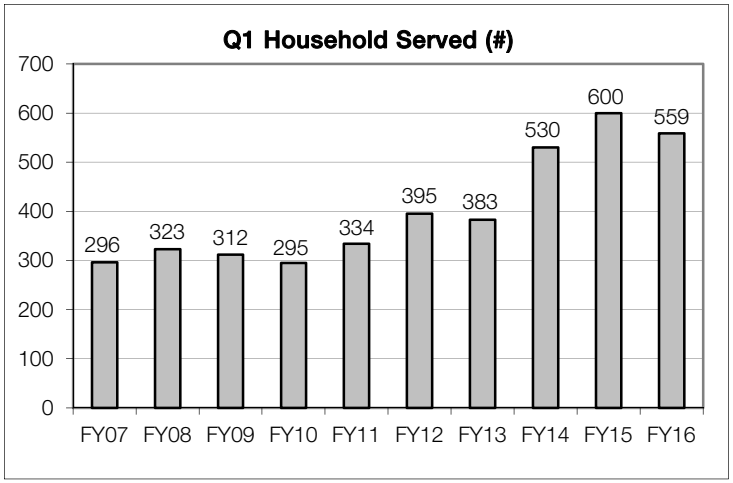
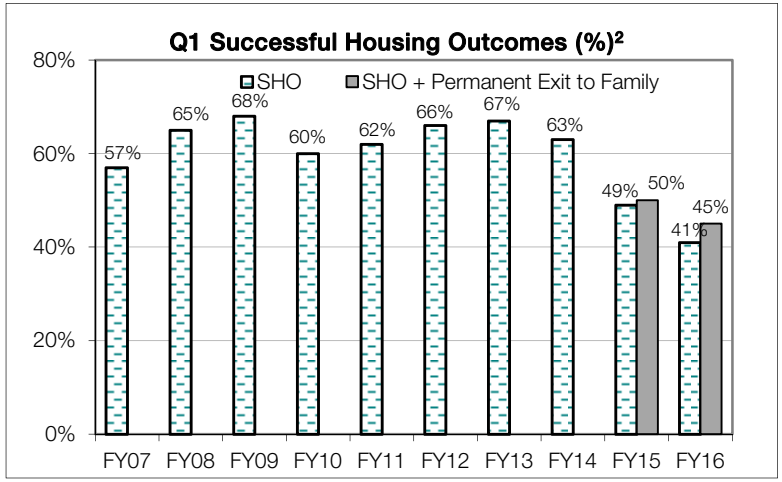
System and Program Indicator Report

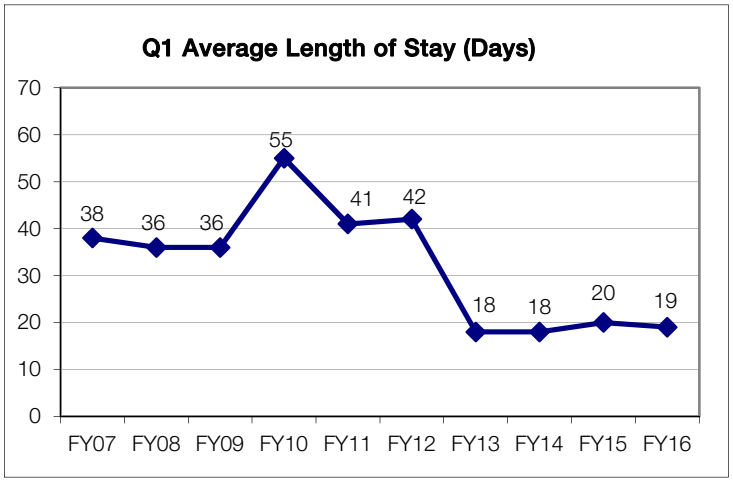
communityshelterboard

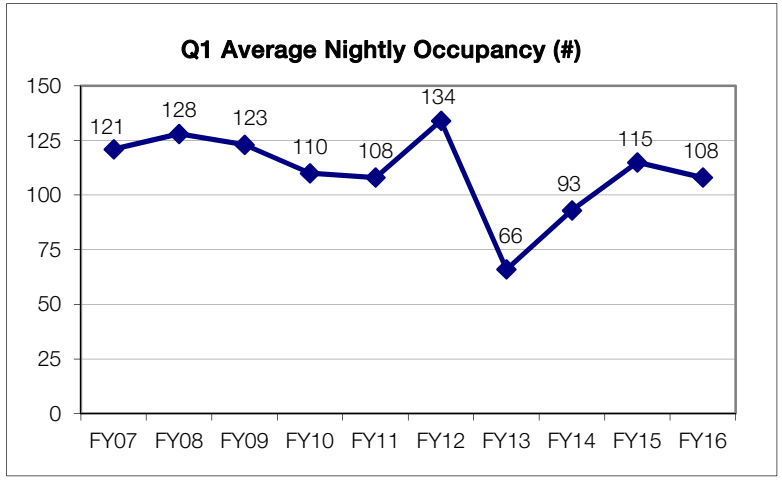
FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[2]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Capacity[1]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Family System	345	559	√	114	108	20	19	√	162	203	√	70%	45%	≠





DEMOGRAPHICS	Family
Households Served	559
Percent Newly homeless	65%
Clients Served	1,946
Average Age (HoH)	30
Gender - Male (HoH)	6%
Gender - Female (HoH)	94%
Veterans (U.S. Military) all adults	1%
Average Monthly Household Income	$613
Percent Working at Entry	32%
Race - White (HoH)	27%
Race - Black (HoH)	72%
Race- Other (HoH)	1%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Adults Served	759
Children Served	1,187
Mean Family Size	3.5
Average Number of Children	2.1
Adults 18-24 years (HoH)	26%
Children 0 - 2 years	29%
Children 3 - 7 years	38%
Children 8 - 12 years	23%
Children 13 - 17 years	10%





The Family Emergency Shelter System provided shelter to 7% less households compared to the same reporting period of last fiscal year. The decrease in the number needing shelter, compared to the last fiscal year, is encouraging. On average, 108 families were sheltered by the system every night. The low successful housing outcomes for the system is very concerning.

[1]Overflow capacity is not included. Overflow is operated by YWCA and VOAGO at Van Buren. VOAGO Family Shelter opened on 9/1/15, adding 64 units to the family shelter system capacity.

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

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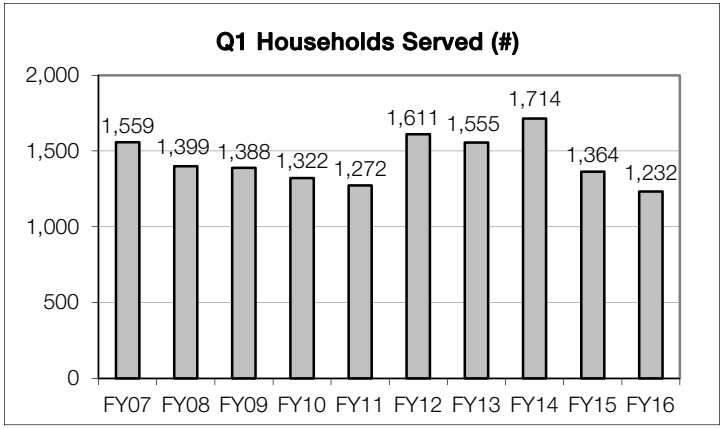
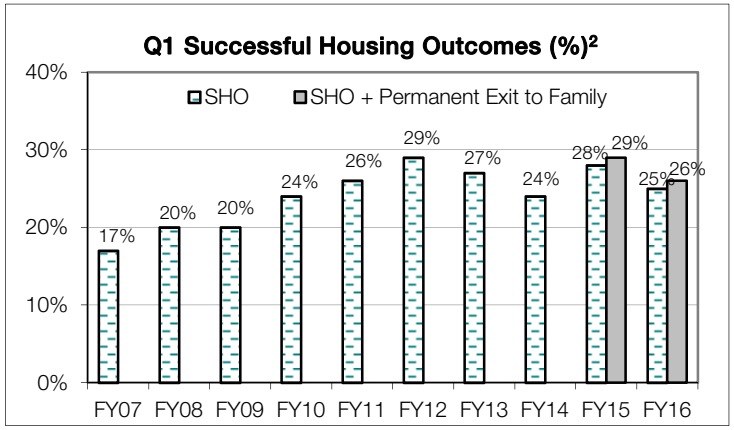
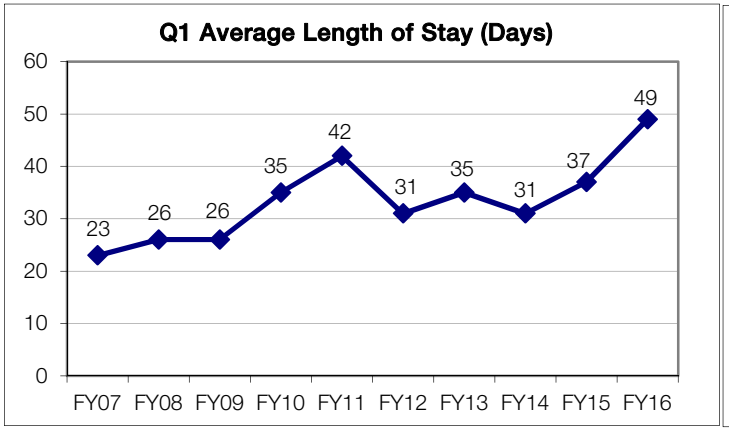
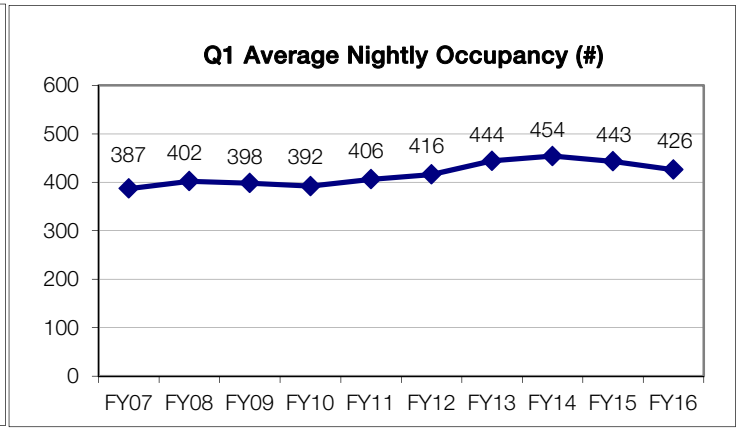
FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[2]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Capacity[1]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Men's System	1,650	1,232	≠	429	426	34	49	≠	316	210	≠	30%	26%	√





DEMOGRAPHICS	Men
Households Served	1,232
Percent Newly homeless	48%
Average Age	44
Men as a percent of total single adults served	72%
Veterans (U.S. Military) all adults	13%
Average Monthly Household Income	$408
Percent Working at Entry	24%
Average Daily Waitlist Number	45
Race - White[3]	35%
Race - Black[3]	64%
Race- Other[3]	2%
Hispanic	4%
Non-Hispanic	96%
Adults 18 - 24 years[3]	6%
Adults 25 - 34 years[3]	21%
Adults 35 - 44 years[3]	22%
Adults 45 - 55 years[3]	34%
Adults 56 - 61 years[3]	13%
Adults 62+ years[3]	5%





The system experienced a 10% decrease in the number of individuals sheltered when compared to the same reporting period of last fiscal year, due to decreased turnover of beds. On average 45 single men were not able to receive shelter daily, due to capacity limitations. The average length of stay significantly increased compared to the last fiscal year, preventing turnover of beds. The successful housing outcomes rate is lower than expected. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

[1]Seasonal Overflow capacity is not included.

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

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

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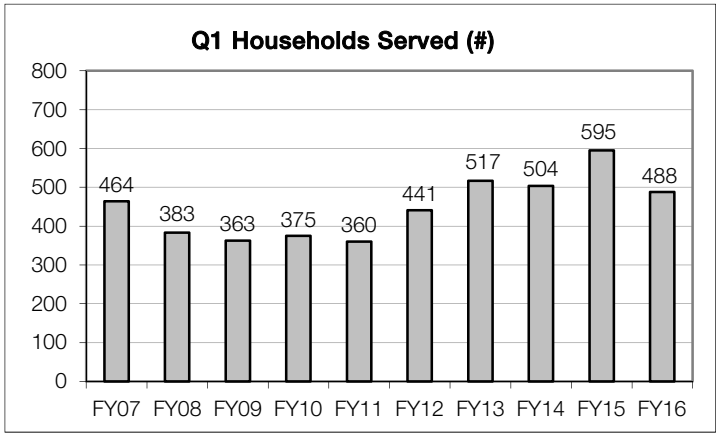
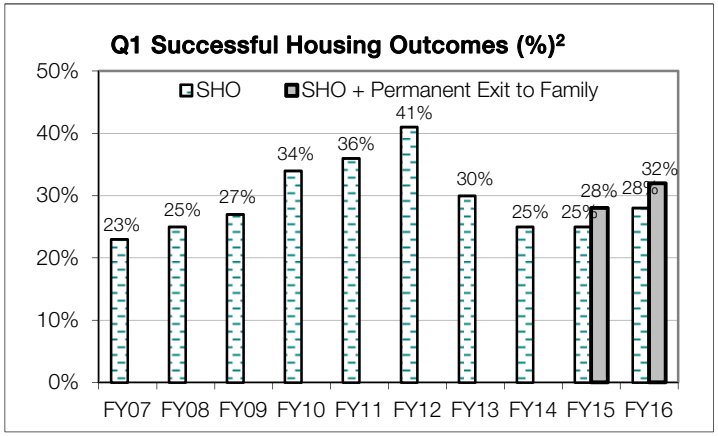
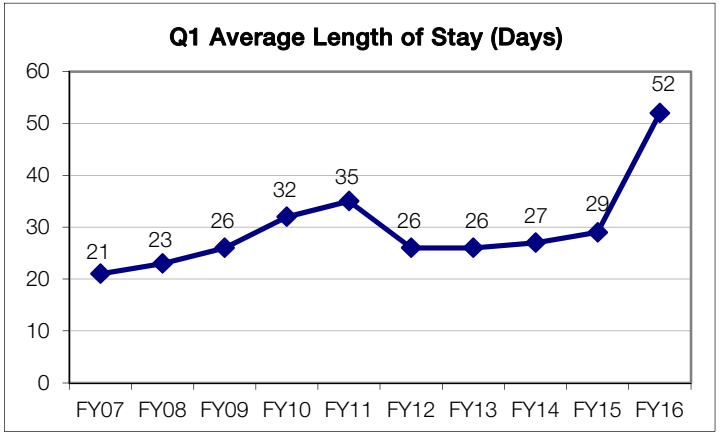
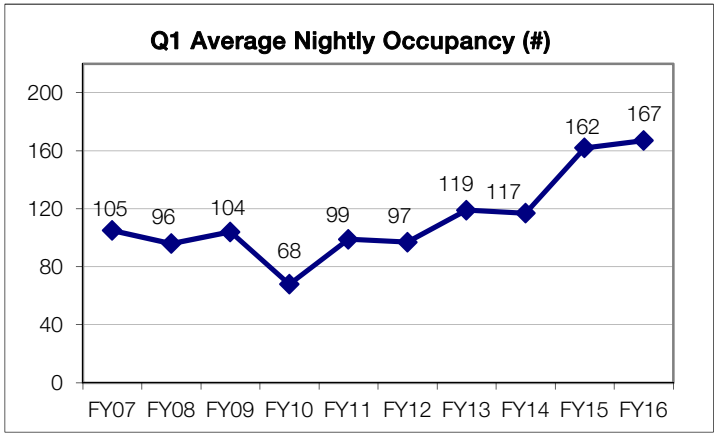
FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[2]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Capacity[1]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Women's System	600	488	≠	153	167	34	52	≠	101	111	√	30%	32%	√





DEMOGRAPHICS	Women
Households Served	488
Percent Newly homeless	70%
Average Age	42
Women as a percent of total single adults served	28%
Veterans (U.S. Military) all adults	3%
Average Monthly Household Income	$421
Percent Working at Entry	21%
Average Daily Waitlist Number	52
Race - White	41%
Race - Black	57%
Race- Other	2%
Hispanic	2%
Non-Hispanic	98%
Adults 18 - 24 years[3]	11%
Adults 25 - 34 years[3]	22%
Adults 35 - 44 years[3]	23%
Adults 45 - 55 years[3]	31%
Adults 56 - 61 years[3]	9%
Adults 62+ years[3]	5%





The system experienced a decrease in the number of women sheltered by 18%, compared to the same reporting period of last fiscal year. The successful housing outcomes is showing signs of improvement. On average 52 women were on waitlist when capacity restrictions were in place, even though 56 additional beds were added to the system. The increase in average length of stay is concerning. The increase in households' income at entry, compared to prior reporting periods, continues ($389 in the same reporting period of last fiscal year). The percent of newly homeless is at its highest historically. As of 10/1/2014 housing services for all "tier 2" emergency shelters are provided by Access Ohio Navigator Program, part of the new crisis response system.

[1]First time homeless and Tier 2 shelters 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 does not add up to 100%.

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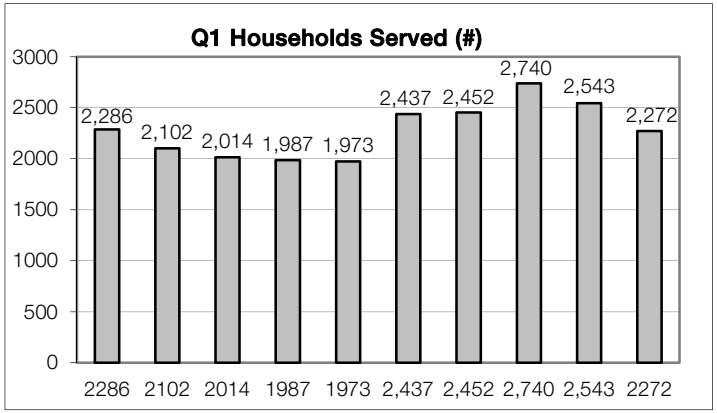
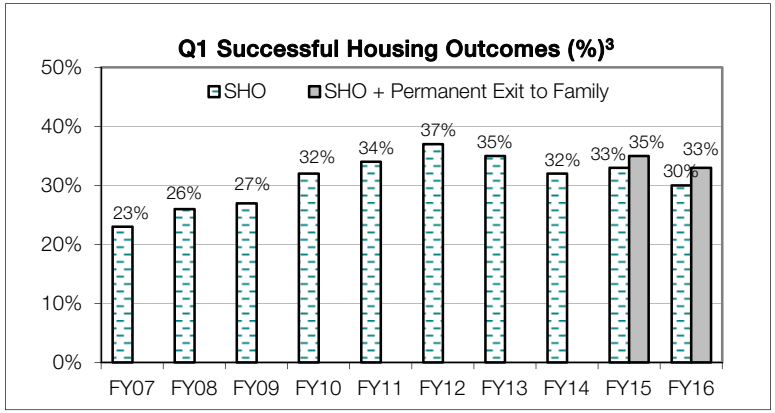
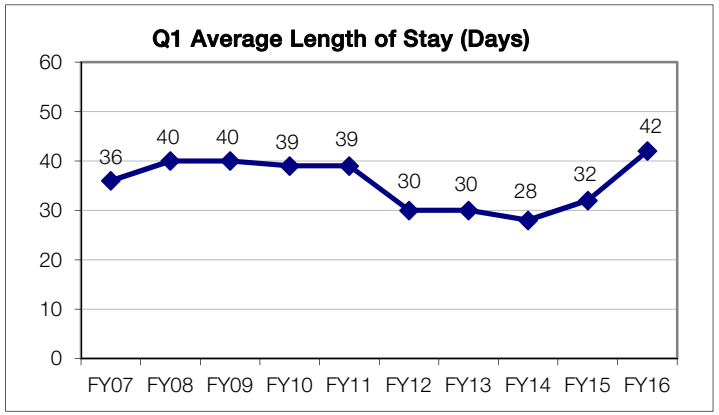
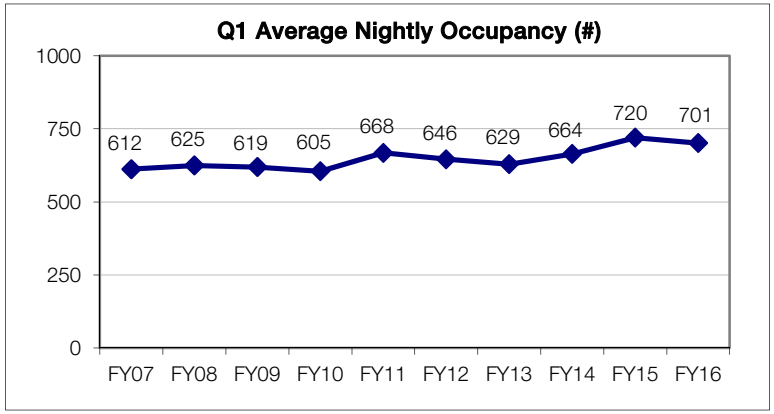
FY16 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes[3]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Capacity[2]	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System[1]	2,595	2,272	≠	696	701	30	42	≠	579	523	√	35%	33%	√





DEMOGRAPHICS	Family & Adults
Households Served	2,272
Percent Newly homeless	57%
Clients Served	3,658
Adults Served	2,471
Children Served	1,187
Average Age (HoH)	40
Gender - Male (HoH)	56%
Gender - Female (HoH)	44%
Veterans (U.S. Military) (All Adults)	8%
Average Monthly Household Income	$470
Percent Working at Entry	26%
Average Daily Waitlist Number	97
Race - White (HoH)	34%
Race - Black (HoH)	64%
Race - Other (HoH)	2%
Hispanic (HoH)	3%
Non-Hispanic (HoH)	97%
Adults 18-24 years (HoH)	12%





The decrease in households sheltered compared to the same reporting period of last fiscal year is 11%, due to the decrease in all system numbers. On average 97 single men and women were not able to receive shelter daily due to low turnover in beds and capacity limitations. The successful housing outcomes rate decreased, due to low success rates for all systems. The average length of stay increased, impacted by the single adult systems' performance.

[1]System includes single adult and family shelters. VOAGO Family Shelter opened on 9/1/2015. Excludes Huckleberry House Emergency Shelter, total distinct households served including the youth shelter is 2,367.

[2]Seasonal overflow capacity is not included.

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

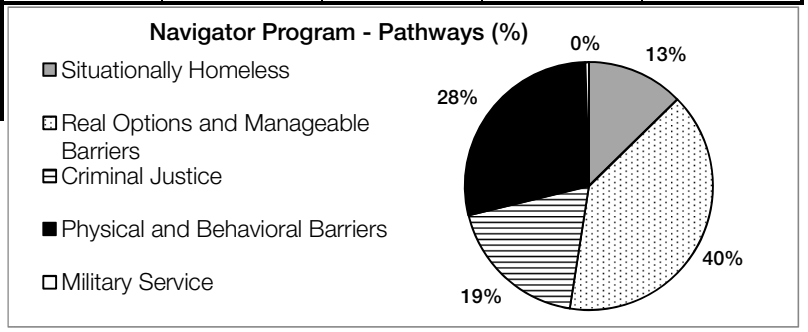
FY16 CRISIS RESPONSE SYSTEM FOR SINGLE ADULTS[1] 7/1/2015-9/30/2015	First Time Homeless Shelter	Single Adult Tier 2 Shelters	Navigator Program	Navigator Program - Pathways: Situationally Homeless	Real Options and Manageable Barriers	Criminal Justice	Physical and Behavioral Barriers	Military Service
Total Households Served (#)	120	1,341	1,246	158	496	233	353	6
Successful Housing Outcomes (%)[2]	N/A	**32%**	50%	53%	47%	44%	62%	50%
Average Number of Shelter Visits (#)[4]	N/A	**N/A**	N/A	N/A	N/A	N/A	N/A	N/A
Average Engagement Time (Days)[3]	N/A	N/A	10	9	12	9	8	10
Average Length of Shelter Stay (Days)	6	**57**	22	17	24	22	19	13
Average Length of Participation (Days)	N/A	N/A	112	128	104	91	135	133
Newly Homeless (%)	92%	53%	57%					
Recidivism (%)[5]	0%	3%	4%					
Sheltered Single Adult Population Served (60% Goal)	N/A	N/A	61%					

Diversion

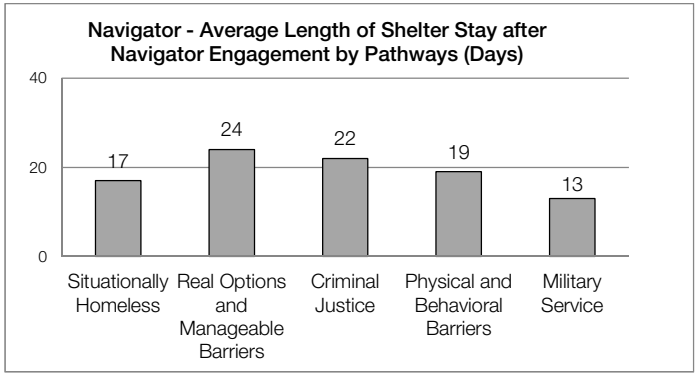
Diversion Rate at Homeless Hotline (%)	**27%**

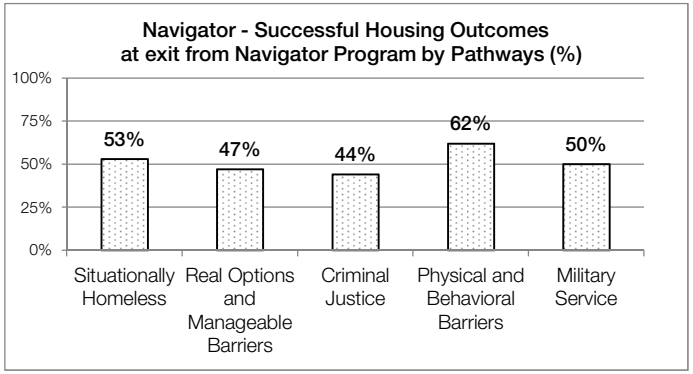
Linkage

Same Day Access to Shelter from Homeless Hotline (%)	97%



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





Good improvement in the successful housing outcomes rate at exit from "tier 2" shelters, an increase by 7 percentage points compared to FY15 results (25%). Average length of stay needs to significantly decrease.

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

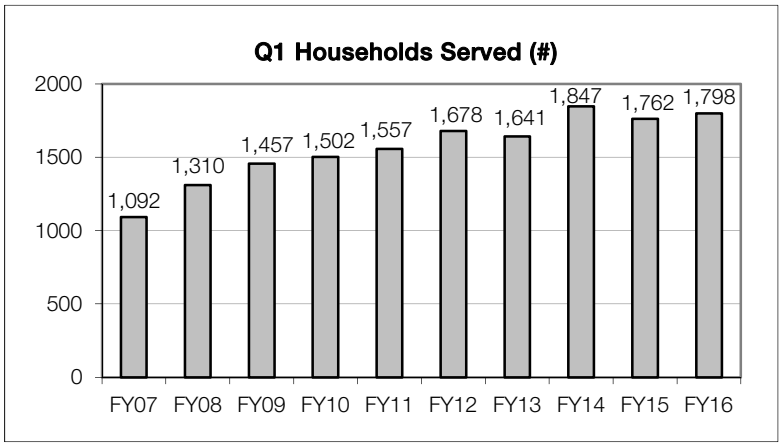
[2] For the Navigator Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family.

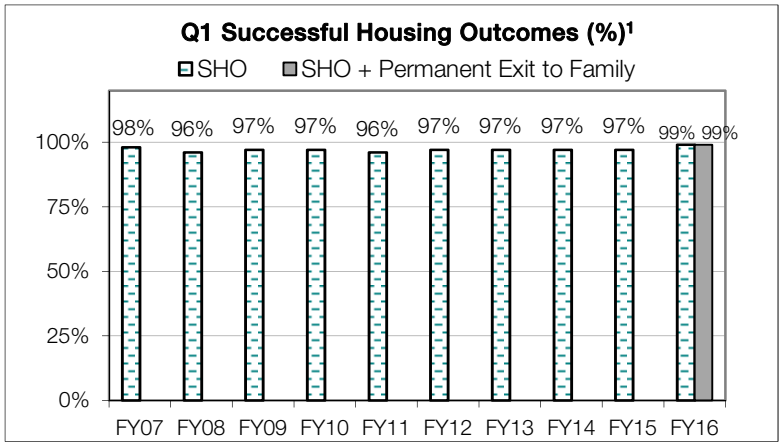
[3] 3 clients were excluded due to not having emergency shelter service overlap.

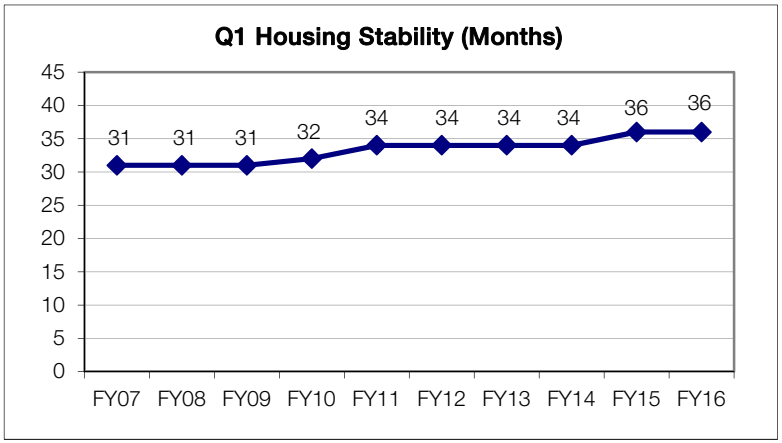
[4] Measured Annually.

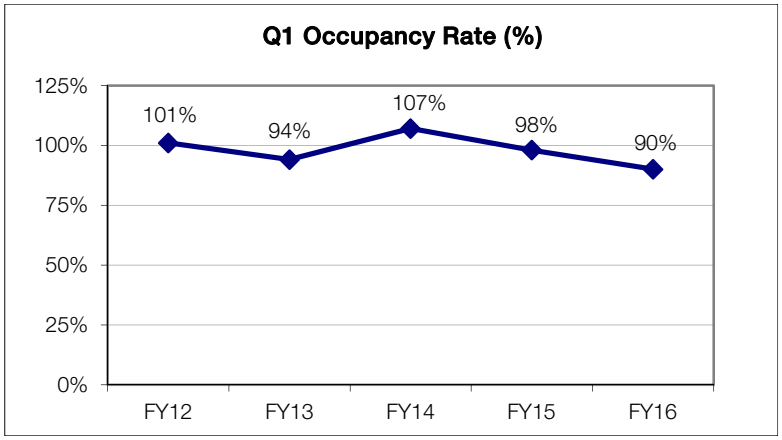
[5] Recidivism calculated for successful housing exits between reporting period of 4/1/15-6/30/15.

FY16 Permanent Supportive Housing (PSH) - Rebuilding Lives (RL) and Non RL units	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes[1]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Total PSH System	1,940	1,798	√	95%	90%	√	24	36	√	1,746	1,767	√	90%	99%	√









The system continues to perform well, with good occupancy and success rates. Two percent more households were served this reporting period compared 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 1,891 out of which 1,356 units are designated as Rebuilding Lives. 184 units were added to the system as of 7/1/2015. VA VASH voucher capacity of 289 is not included in CSP.

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

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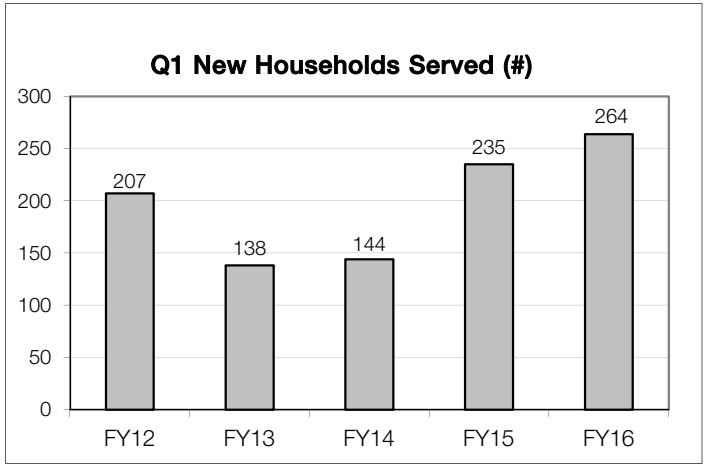
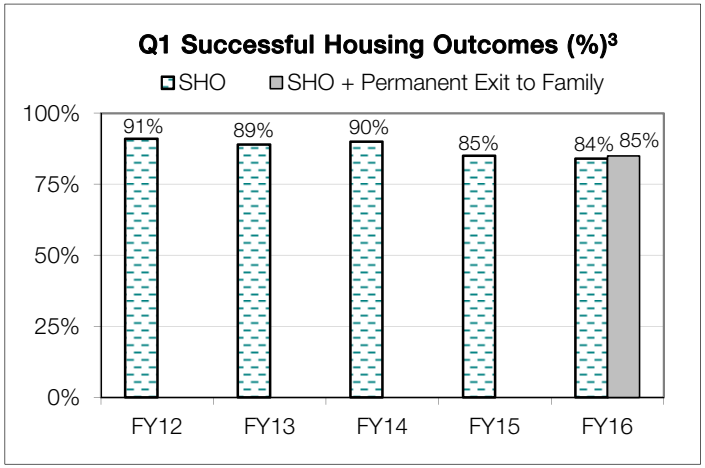
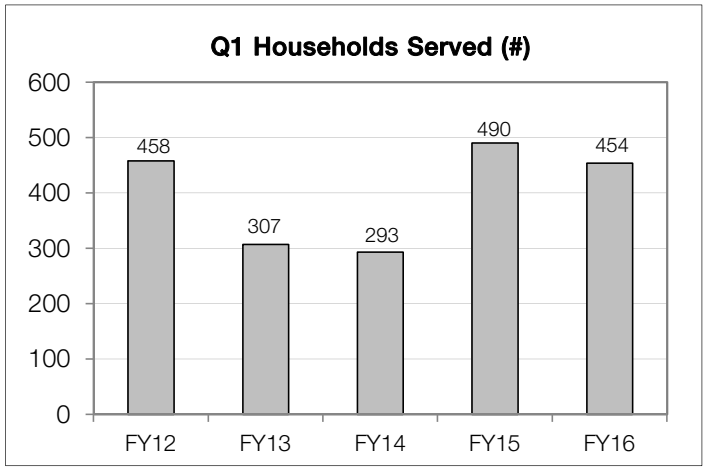
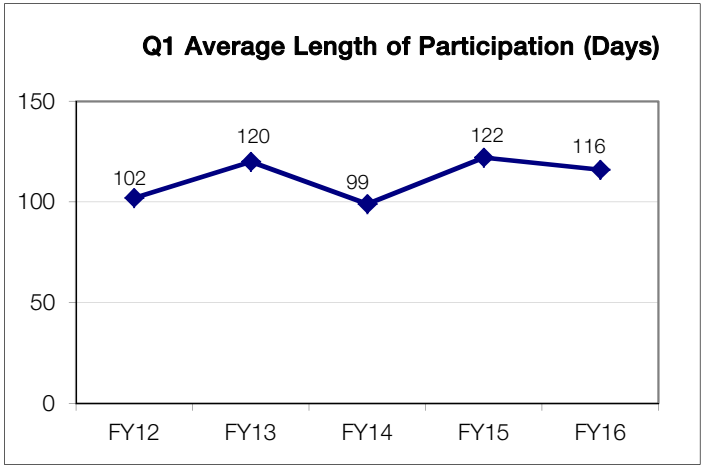
FY16 Direct Housing/Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes[3]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Direct Housing Rapid Re-housing System[1]	181	264	√	333	454	√	100	116	≠	161	166	√	90%	85%	√





DEMOGRAPHICS	Family & Adults
Households Served	454
Clients Served	1,195
Average Age (HoH)	38
Gender - Male (HoH)	41%
Gender - Female (HoH)	59%
Veterans (U.S. Military) all adults	33%
Average Monthly Household Income	$525
Percent Working at Entry	24%
Adults Served	561
Children Served	634
Race - White (HoH)	33%
Race - Black (HoH)	65%
Race- Other (HoH)	2%
Hispanic (HoH)	4%
Non-Hispanic (HoH)	96%
Mean Family Size[2]	3.6
Average Number of Children[2]	2.2
Children 0 - 2 years[2]	30%
Children 3 - 7 years[2]	40%
Children 8 - 12 years[2]	24%
Children 13 - 17 years[2]	6%





The percent of veterans served is high due to the SSVF programs added in October 2013.

[1]System includes HFF Direct Housing, VOAGO TIP, TSA Direct 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.

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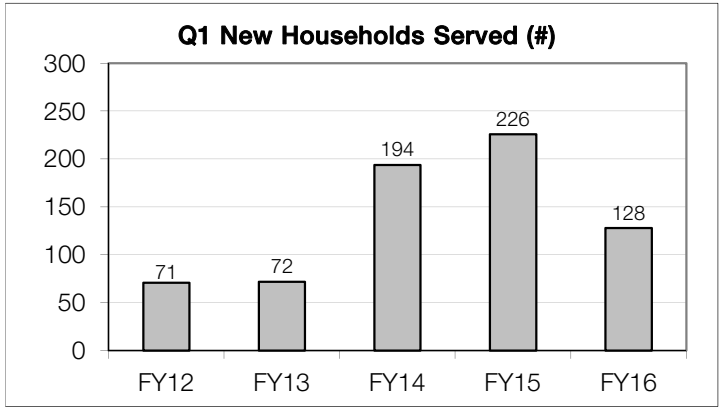
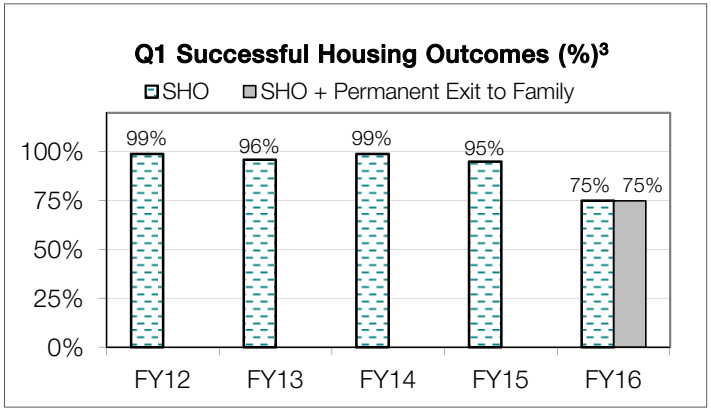
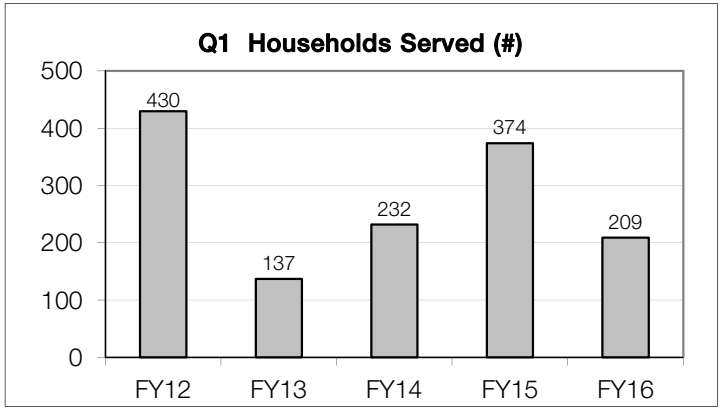
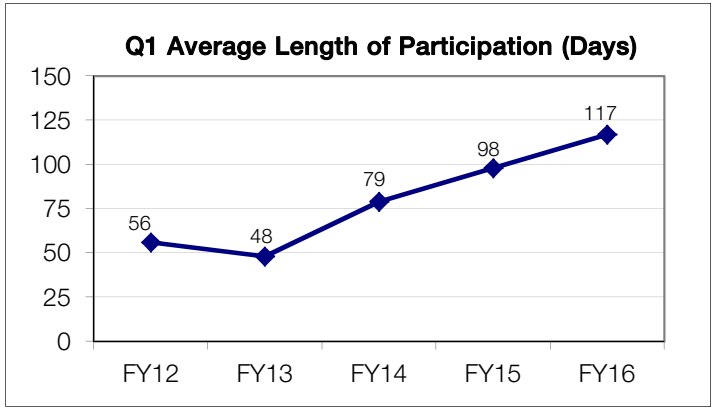
FY16 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes[3]					
7/1/2015-9/30/2015	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System[1]	94	128	√	158	209	√	120	117	√	86	71	≠	90%	75%	≠





DEMOGRAPHICS	Family & Adults
Households Served	209
Clients Served	647
Average Age (HoH)	37
Gender - Male (HoH)	33%
Gender - Female (HoH)	67%
Veterans (U.S. Military) all adults	29%
Average Monthly Household Income	$835
Percent Working at Entry	47%
Race - White (HoH)	25%
Race - Black (HoH)	74%
Race - Other (HoH)	1%
Hispanic (HoH)	2%
Non-Hispanic (HoH)	98%
Adults Served	256
Children Served	391
Mean Family Size[2]	3.6
Average Number of Children[2]	2.3
Children 0 - 2 years[2]	24%
Children 3 - 7 years[2]	29%
Children 8 - 12 years[2]	30%
Children 13 - 17 years[2]	17%





The number served decreased for the reporting period compared to last year's numbers due to the closing of Gladden Prevention program as of 1/31/2015. The other outcomes were also affected by the removal of this project. The percent of veterans served is high due to the SSVF programs added in October 2013.

[1]System includes Gladden Community House Stable Families, LSS REEB Stable Families, LSS SSVF, VOAGO SSVF, and YWCA Bridge to Affordable Housing.

[2]Data refers to the families served.

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

communityshelterboard

EMERGENCY SHELTER - Single Adult Programs[7]	Households Served				Nightly Occupancy			Average Length of Stay (Days)			Successful Housing Outcomes[5, 6]						Average Engagement Time			Movement
7/1/2015-9/30/2015	*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%*
MEN																				
LSS - Faith Mission on 6th [2]	N/A	237	N/A	N/A	89	89	N/A	34	68	N/A	N/A	40	N/A	30%	26%	N/A	7	16	N/A	1%
LSS - Faith Mission on 8th [2]	N/A	268	N/A	N/A	95	93	N/A	34	58	N/A	N/A	42	N/A	30%	24%	N/A	7	7	N/A	7%
Friends of the Homeless - Men's Shelter	489	433	(56)	≠	130	126	√	34	33	√	108	65	≠	30%	21%	≠	7	11	≠	12%
VOAGO - Men's Shelter	188	130	(58)	≠	40	44	√	34	43	≠	44	27	≠	30%	31%	√	7	6	√	11%
WOMEN																				
LSS - Faith Mission - Nancy's Place[2]	N/A	88	N/A	N/A	38	38	N/A	34	75	N/A	N/A	13	N/A	30%	26%	N/A	7	14	N/A	0%
YMCA - Van Buren Women's Shelter[3]	380	270	(110)	≠	83	111	√	34	63	≠	74	78	√	30%	41%	√	7	7	√	1%
YMCA - First Time Homeless Shelter[4]	N/A	120	N/A	N/A	20	7	N/A	7	6	√	N/A	49	N/A	60%	47%	N/A	N/A	N/A	N/A	N/A
INEBRIATE																				
Maryhaven - Engagement Center Safety	411	306	(105)	≠	29	33	√	12	10	√	115	38	≠	30%	14%	≠	N/A	1	N/A	N/A
Maryhaven - Engagement Center Shelter2Housing	115	45	(70)	≠	21	14	≠	34	38	≠	47	23	≠	50%	74%	√	7	8	√	3%
YOUTH																				
Huckleberry House - Emergency Shelter[8]	150	93	(57)	≠	16	6	≠	3	8	≠	135	53	≠	90%	60%	≠	N/A	N/A	N/A	2%
VA EMERGENCY HOUSING																				
VOAGO - VA Emergency Housing	15	44	29	√	13	14	√	90	44	√	7	8	√	50%	28%	≠	N/A	N/A	N/A	3%
LSS - VA Men & Women	22	52	30	√	24	23	√	90	59	√	11	20	√	50%	69%	√	N/A	N/A	N/A	7%
AGENCY																				
Lutheran Social Services - Faith Mission[2]	837	586	(251)	≠	222	220	√	34	65	≠	185	95	≠	30%	26%	√	7	12	≠	6%

[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. As of 7/1/15, Nancy's Place and Faith on 6th reduced capacity.

[3] Fixed capacity of 83 starting 8/31/15.

[4] YMCA First Time Homeless Shelter is evaluated as Men's and Women's shelters combined. Only Women's shelter was open during the reporting period.

[5] Successful outcomes measure for YMCA First Time Homeless Shelter and Maryhaven Engagement Center Safety.

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

[7] 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.

[8] Project started participation in CSP as of 4/1/2015.