



# Toledo/Lucas County CoC Performance 12 Months Ending 30 September 2013

## Scope of Report

This report covers performance of homeless service programs participating in a shared database for homeless services providers in Lucas County, Ohio. As a whole, participating programs are meeting a majority of the performance targets adopted for 2013. Although targets were not set for 2012, this report focuses on the time period of 1 October 2012 through 30 September 2013. Emergency Shelter and Rapid Re-Housing met all but one target for the 12 months ending 30 September 2013. During this same time period, transitional housing and permanent supporting housing met all but two targets.

This report is intended to illustrate trends and provide a snapshot of the CoC's most recent outcomes for several of its adopted indicators.

A snapshot of the most recent 12 months is given for both primary indicators and a set of supporting indicators, which include improvements in income by program participants, client employment rates at program exit, and the percent of households receiving non-cash benefits.

## Total Households Exiting by Program Type

Indicators are generally either percentages or averages based on exits during the reporting period. To provide context, the total household exits from 1 October 2012 through 30 September 2013 are listed below.

Total Households Exiting	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
12 Months Ending 9/30/2013	686	76	157	226

## Data Sources

This report contains data only from providers and programs participating in Toledo HMIS who have met certain standards for data quality. In particular, this edition includes data from the Contributing HMIS Organizations (CHOs) listed below.

Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
Beach House Family Shelter Family House La Posada Family Shelter St. Paul's Community Shelter (excluding Winter Crisis)	Aurora Project Harbor House St Paul's Community Center Dwelling Place	Catholic Charities Permanent Supportive Housing FOCUS Steps to Home PSH Neighborhood Properties Inc. Families with Mental Illness, Families with Mental Illness Expansion, First Avenue, Fresh Start, Housing First, MHR SB HUD PACT, ODMH Homeless Prevention, Shelter Plus Care, Shelter Plus Care Site, Shelter Plus Care 3, SHP Affordable Housing, and Veterans-Griffin St Paul's Community Center Home Base TASC Walls for All and Women of Tomorrow VOA Family Steps and Chestnut Hill	FOCUS Steps to Home, Steps to Home TH-C, and Steps to Home I&II Lutheran Social Services Project Home and Stable Families Collaborative TASC Project Home



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## Discussion of Outcomes

<p><b>Emergency Shelter</b></p> <p>During the 12 months ending 30 September, emergency shelters met five of the six outcome targets. The only unmet outcome was average length of stay.</p> <p>The average length of stay for 12 months ending 30 September was 40 days, which is slightly above the target of 35 days. Average length of stay increased significantly over the past seven quarters. Average length of stay was 49 days in the most recent quarter, compared to 32 days in the same quarter last year.</p> <p>Emergency shelter has shown improvements in positive or neutral reason for leaving programs and improvement in income. Positive or neutral reasons for leaving programs were 62 percent in the most recent quarter, an increase of 23 points from the same quarter last year and well above the target of 53 percent. During the 12 months ending 30 September, positive or neutral reasons for leaving programs were 53 percent, meeting the target. Improvement in income was 18 percent in the most recent quarter, an increase of 11 points from the same quarter last year and well above the target of five percent. During the 12 months ending 30 September, improvement in income was 16 percent, well above the target.</p>	<p><b>Rapid Re-Housing</b></p> <p>During the 12 months ending 30 September, rapid re-housing met five of the six outcome targets for calendar year 2013. The only unmet outcome was households exiting with non-cash benefits.</p> <p>The percentage of households exiting with non-cash benefits for 12 months ending 30 September was 88 percent, which is slightly below the target of 90 percent. Households exiting with non-cash benefits did meet the target in the third quarter of 2013 at 92 percent; however this outcome has been below 90 percent over the prior three quarters.</p> <p>All other outcome targets were met, though improvement in income has continually dropped since the second quarter of 2012. Improvement in income was 37 percent in the third quarter of 2013, a decrease from 57 percent during the second quarter of 2012. During the 12 months ending 30 September, improvement in income was 43 percent.</p> <p>On a quarterly basis, short-term recidivism has met its target all but one time since first quarter of 2012. For exits during the 12 months ending 31 March 2013, short-term recidivism was four percent.</p>
<p><b>Transitional Housing</b></p> <p>During the 12 months ending 30 September, transitional housing met five of the seven outcome targets. The unmet outcomes were exits to permanent housing and adults employed at exit.</p> <p>On a quarterly basis, exits to permanent housing have only met the target once in the past 4 quarters. From 1 October 2012 through 30 September 2013, exits to permanent housing were 71 percent, well below the target of 80 percent.</p> <p>Another unmet outcome was adults employed at exit. Over the past seven quarters, this target was never met. The outcome increased slightly from zero percent in the second quarter to five percent in third quarter 2013. From 1 October 2012 through 30 September 2013, adults employed at exit were seven percent, well below the target of 25 percent.</p>	<p><b>Permanent Supportive Housing</b></p> <p>During the 12 months ending 30 September, permanent supportive housing met four of the six outcome targets. The unmet outcomes were positive or neutral reasons for leaving programs and adults employed at exit.</p> <p>That said, all other outcome targets were met, with most showing steady improvement during the past six quarters. Exits to permanent housing were 84 percent in the most recent quarter, an increase of 12 points from the same quarter last year and well above the target of 60 percent. During the 12 months ending 30 September, exits to permanent housing were 88 percent.</p> <p>Of note is the extremely high six-month retention rate for clients in permanent supportive housing. Retention has consistently been at or above 99 percent.</p>



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## Indicator Snapshot

### 12 Months Ending September 30, 2013

Targets for a given indicator are listed in parentheses, where applicable.

Indicator	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
Exits to Permanent Housing	29% (25%)	71% (80%)	80% (60%)	88% (84%)
Positive or Neutral Reasons for Leaving Programs	53% (53%)	72% (72%)	62% (64%)	76%
Short-term Recidivism for exits during 12 months ending 3/31/2013	9% (15%)	8% (10%)	1%	4% (5%)
Average Length of Stay, in days	40 (35)	172 (180)	n/a	133 (360)
PSH Retention	n/a	n/a	100% (90%)	n/a
Improvement in Income	16% (5%)	22% (21%)	47% (15%)	43% (20%)
Adults Employed at Exit	17% (10%)	7% (25%)	12% (22%)	47% (35%)
Households Exiting with Non-Cash Benefits	77%	96% (90%)	96% (90%)	88% (90%)