



Rolling 12-Month Performance Report for the NY-508 CoC

4/1/2024 – 3/31/2025

Data taken from HMIS on 4/23/2025

About This Report3

Glossary of Acronyms and Term Definitions 4

Permanent Supportive Housing (PSH) Projects5

PSH is permanent housing in which housing assistance (e.g. long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.

Rapid Re-housing (RRH) Projects..... 13

RRH is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenet-based rental assistance and supportive services to households experiencing homelessness.

Transitional Housing (TH) Projects20

TH provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing.

Emergency Shelter (ES), Street Outreach (SO) and Supportive Services Only (SSO) Projects 26

Emergency Shelters are any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless.

Street Outreach activities are designed to meet the immediate needs of people experiencing homelessness in unsheltered locations by connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility based care.

Supportive Services Only projects provide supportive services, such as conducting outreach to sheltered and unsheltered homeless persons and families and providing referrals to other housing or other necessary services, to families and individuals experiencing homelessness. These projects do not provide housing or housing assistance.

Projects In This Report..... 33

About This Report

This report is created using Homeless Management Information System (HMIS) data. It covers homeless service projects who use HMIS within the NY-508 CoC – Erie, Niagara, Genesee, Orleans, and Wyoming counties. Most data/measures in this report are obtained from and matched to HUD Annual Performance Report (APR) and System Performance. The intent of this is to:

1. Provide timely feedback to projects to improve their services and to learn from each other,
2. Help funders make funding decisions based upon performance, and
3. To evaluate our CoC's system performance.

Many of the charts in this report have a colored background associated with a tier rank or bonus. These were designed specifically for projects that receive HUD CoC funding and are based on the scoring of the most recent CoC Renewal Application. While the scoring measures for the next CoC Renewal Application are not determined until the Spring, they are typically very similar to the previous year's scoring measures. Agency Administrators are encouraged to monitor their project's performance on these measures and correct HMIS data and/or adapt policies and procedures throughout the year to be in a good position when applying for the next funding cycle.

If you have any questions, please contact the Homeless Alliance of WNY Quality Assurance Coordinator, Katey Soellers, at soellers@wnyhomeless.org.

Glossary of Acronyms and Term Definitions

APR: refers to the Annual Performance Report, an on-demand report of a project's HMIS data

CoC: Continuum of Care

ES: Emergency Shelter

ESG: Emergency Solutions Grant

HMIS: Homeless Management Information System

HUD: United States Department of Housing and Urban Development

Leavers: refers to clients who exited a project during the reporting period.

NAEH: The National Alliance to End Homelessness

NY-508: The HUD designation for the Western New York CoC, the cities of Buffalo and Niagara Falls and Erie, Niagara, Genesee, Orleans, and Wyoming Counties

PH: Permanent Housing

PII: Personally Identifiable Information

PSH: Permanent Supportive Housing for Formerly Homeless Persons

RRH: Rapid Re-housing

SO: Street Outreach

SSDI: Social Security Disability Insurance

SSI: Supplemental Security Income

SSO: Supportive Services Only

TANF: Temporary Assistance for Needy Families

TH: Transitional Housing

UDEs: refers to Universal Data Elements which are elements that all projects using HMIS must collect

Cash benefit in this report refers to income such as: unemployment insurance, SSI, SSDI, veteran's disability, private disability insurance, worker's compensation, TANF, general assistance, retirement, veteran's pension, pension from a job, child support, and alimony (spouse support).

Excluded Leavers in this report refers to clients who have passed away and those who exited to the following destinations: foster care, hospital, and long-term care facility or nursing home.

Permanent Housing Destination in this report refers to destinations such as: housing owned by client (with or without ongoing subsidy), housing rented by client (with or without ongoing subsidy), permanent supportive housing for formerly homeless persons, and living with family or friends with permanent tenure.

Positive Destination in this report refers to destinations such as: all permanent housing destinations listed above, emergency shelter, transitional housing for homeless persons, staying with family or friends with temporary tenure, Safe Haven, hotel or motel paid by client, foster care, psychiatric facility, substance abuse or detox facility, hospital (non-psychiatric).

Permanent Supportive Housing (PSH) Projects

PSH is permanent housing in which housing assistance (e.g. long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.

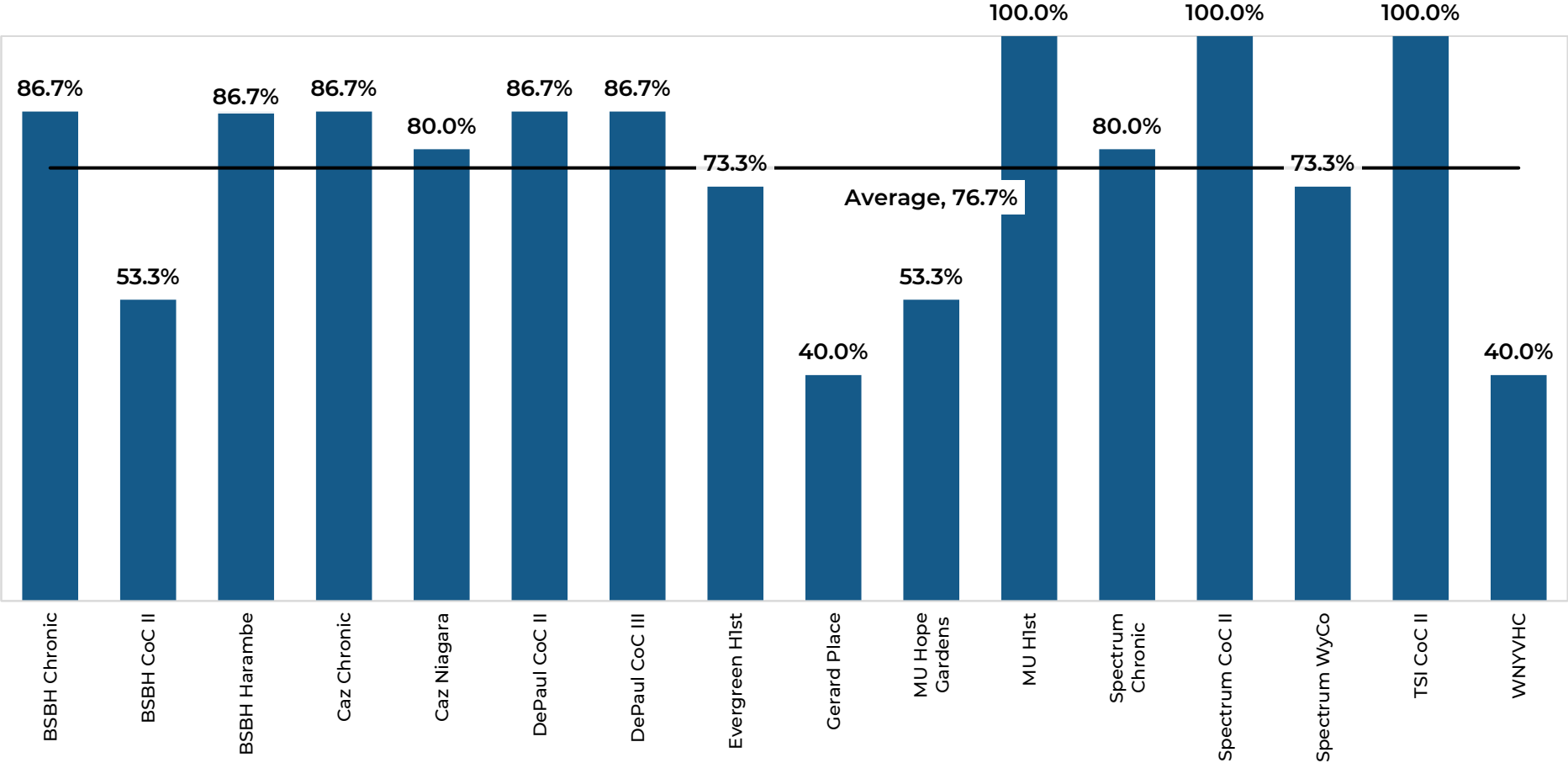
PSH Performance Measures

HMIS Data Quality.....	6
Housing Measures	
Maintained Permanent Housing.....	7
Positive Turnover Rate	8
Time to Permanent Housing	9
Returns to Homelessness.....	10
Income Measures	
Increased Earned Income	11
Increased Other Income	12

HMIS Data Quality

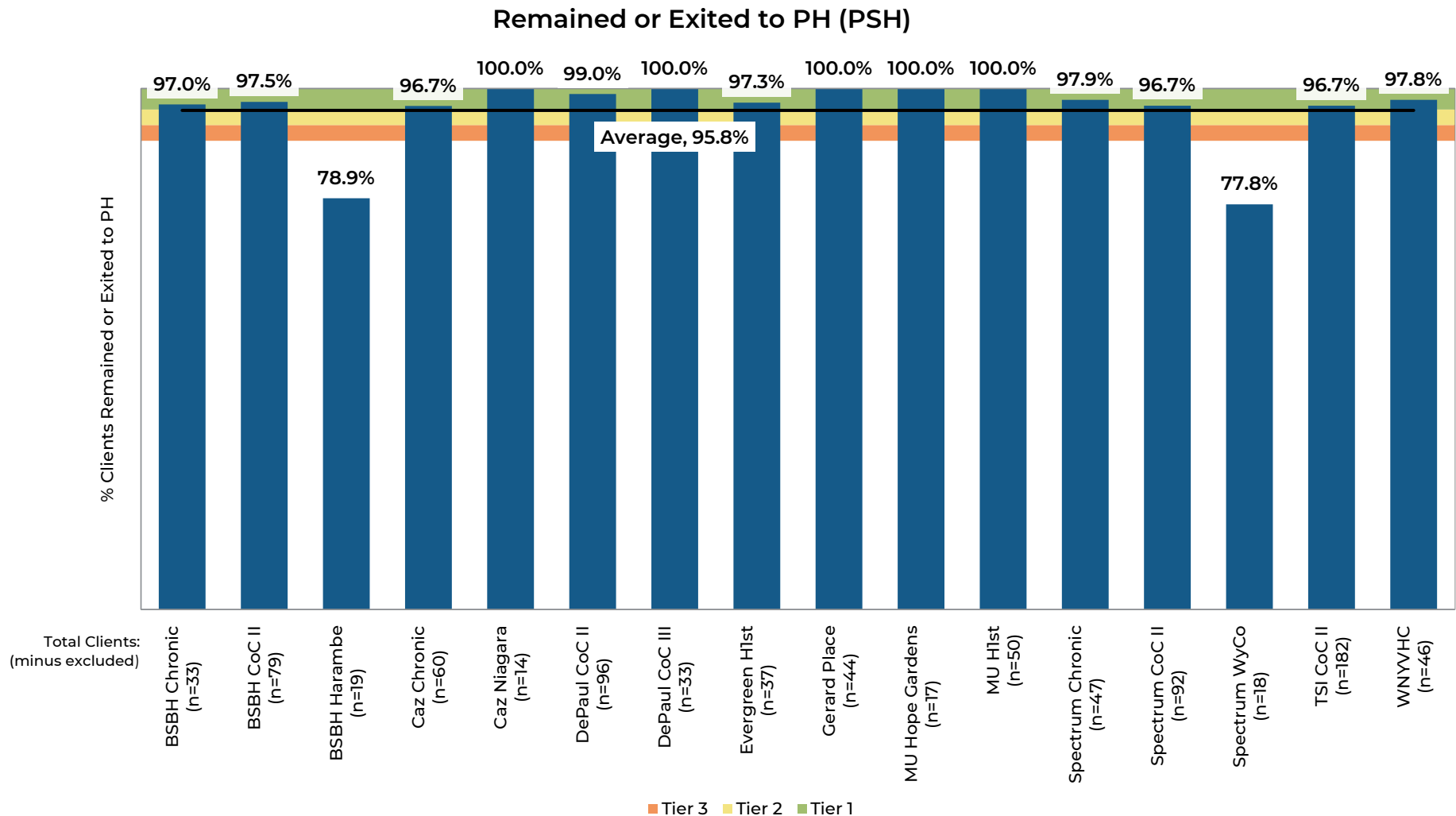
This measure gives a broad overview as to how timely and complete each project's data in HMIS is. The Data Quality sections of the APR for PII, UDEs, Income and Housing, Chronic Homelessness, and Timeliness are considered. 100% Data Quality indicates that the project is meeting the local benchmark of less than 5% issue rate in each Data Quality row and more than 50% of entries and exits entered within 3 days.

Data Quality (PSH)



Maintained Permanent Housing

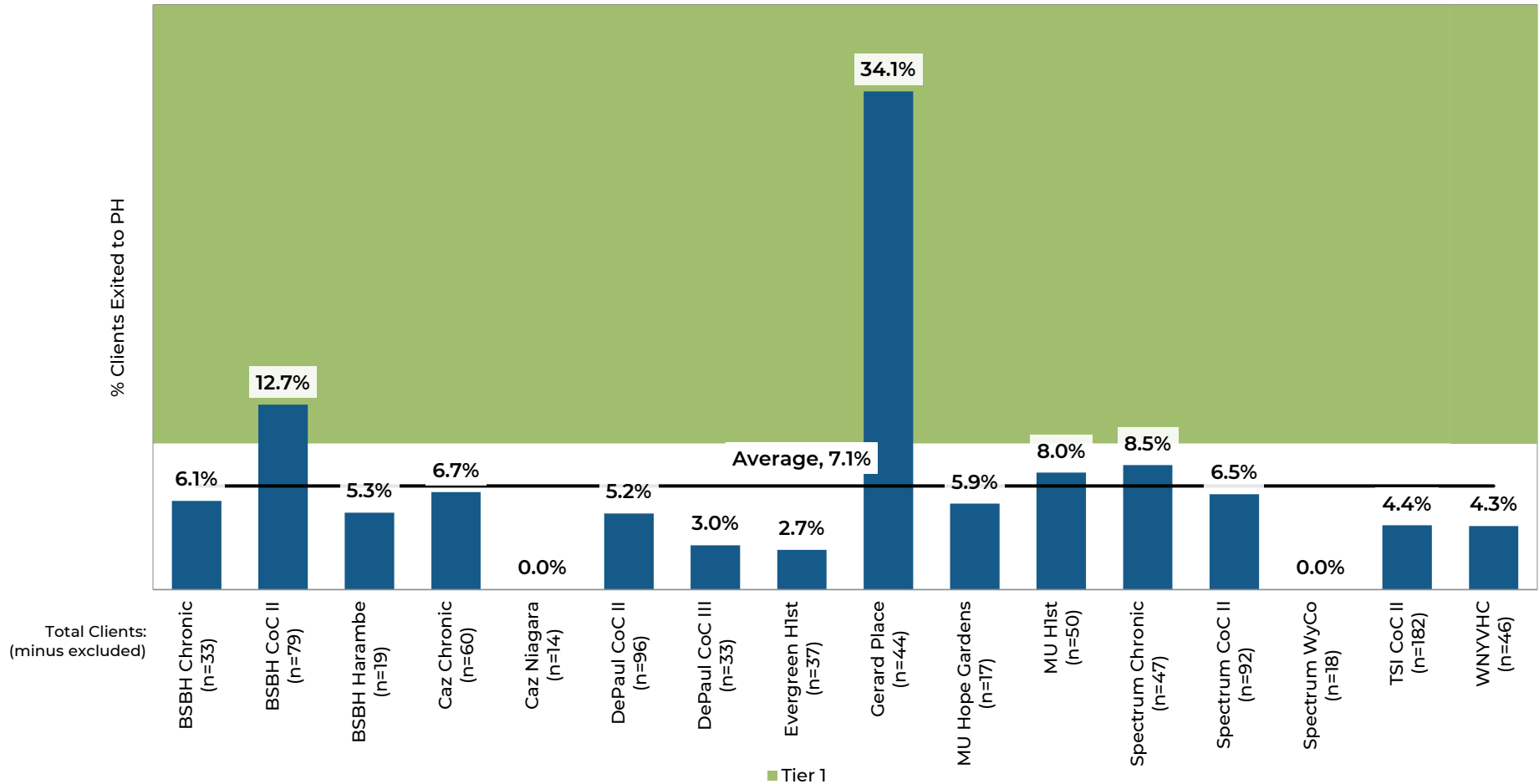
This measure is calculated by adding the number of clients who remained in each PSH project and the number of clients who exited to PH and dividing that by the total number of clients served (minus excluded leavers). The local benchmark for this measure is 96% or greater.



Positive Turnover Rate

This measure is calculated by dividing the number of clients who exited to PH by the total number of clients served (minus excluded leavers). The local benchmark for this measure is 10% or greater.

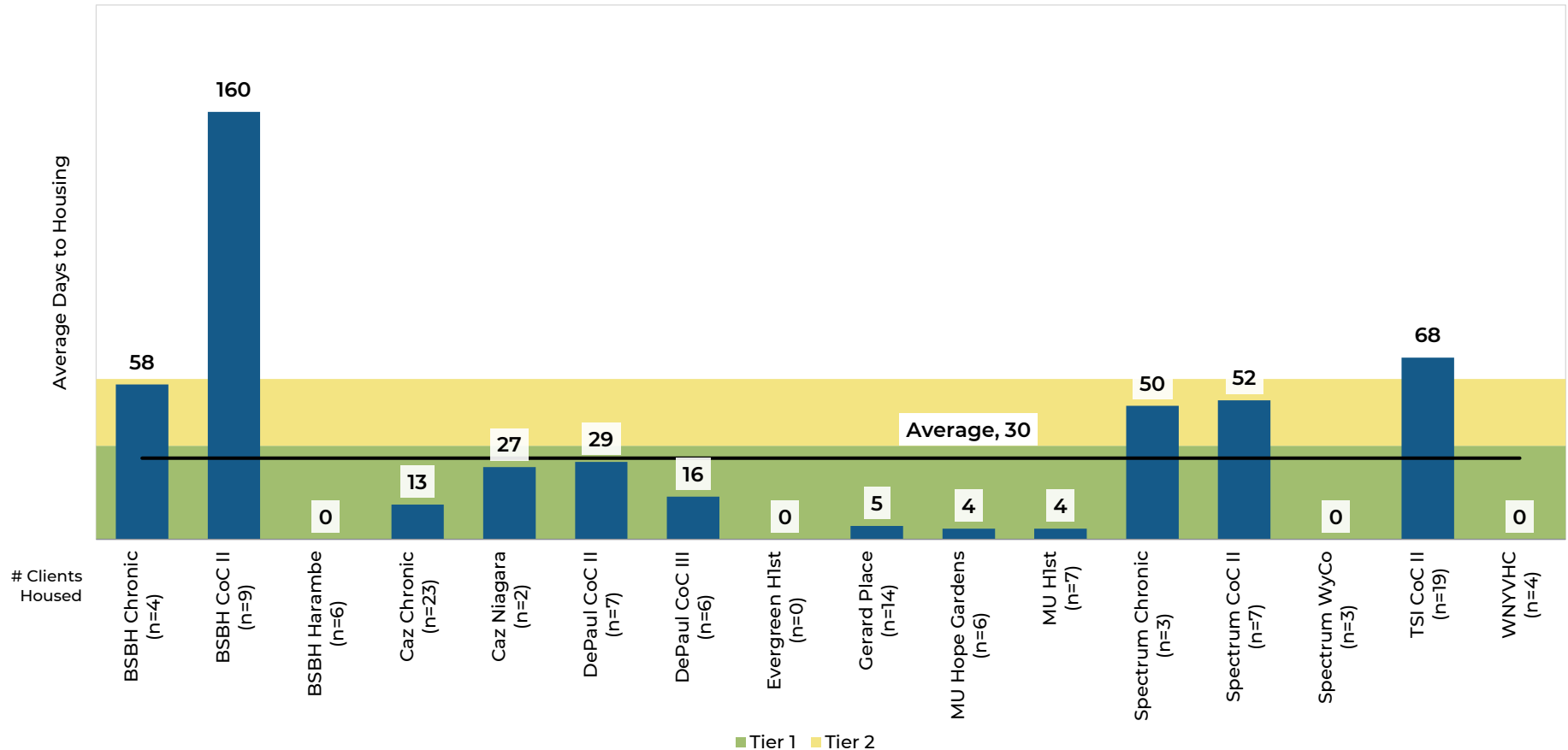
Positive Turnover Rate (PSH)



Time to Permanent Housing

This measure is the average number of days from the project entry date to the permanent housing move-in date for all clients with a move-in date within the reporting period. The local benchmark for this measure is 35 days or less.

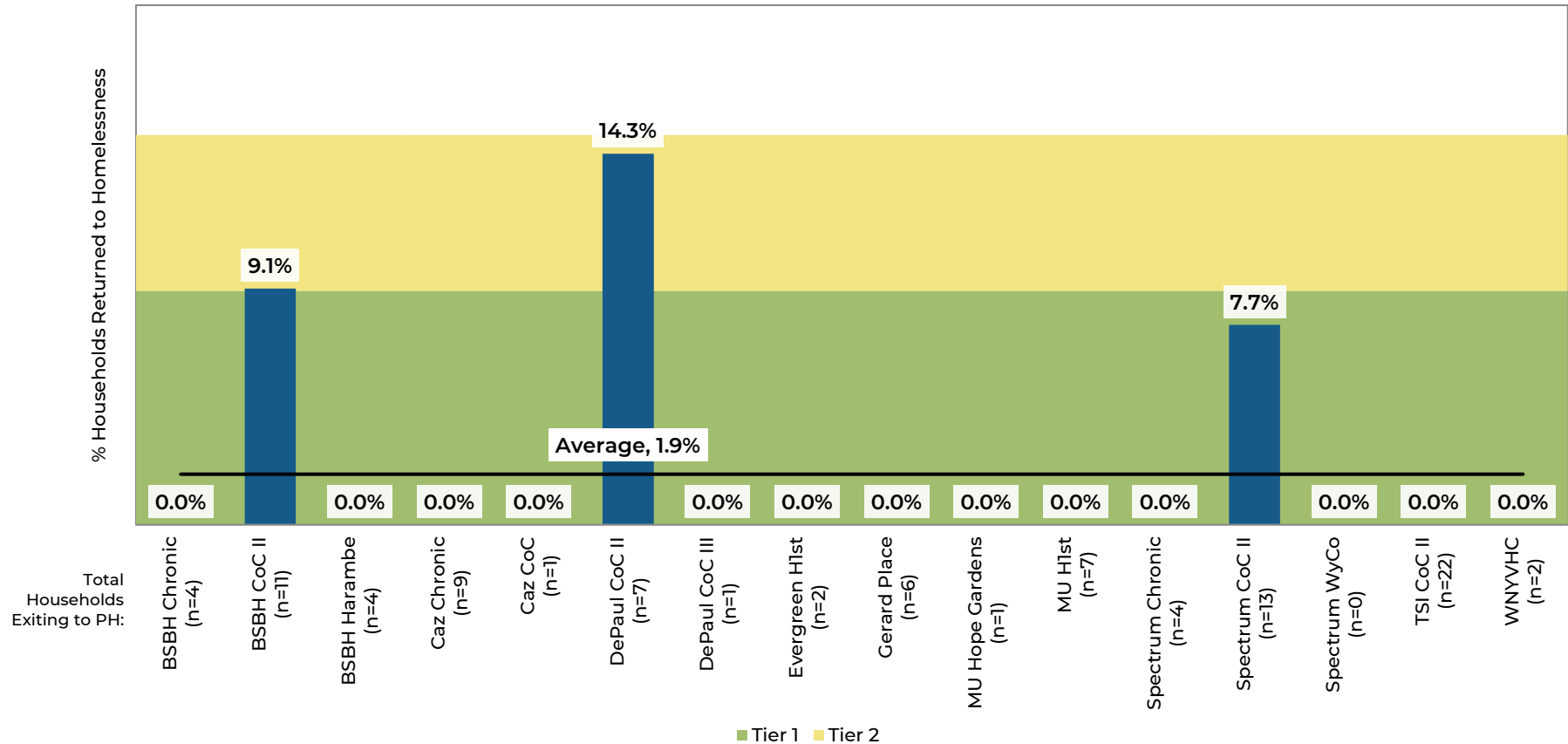
Days from Entry to Move-In (PSH)



Returns to Homelessness

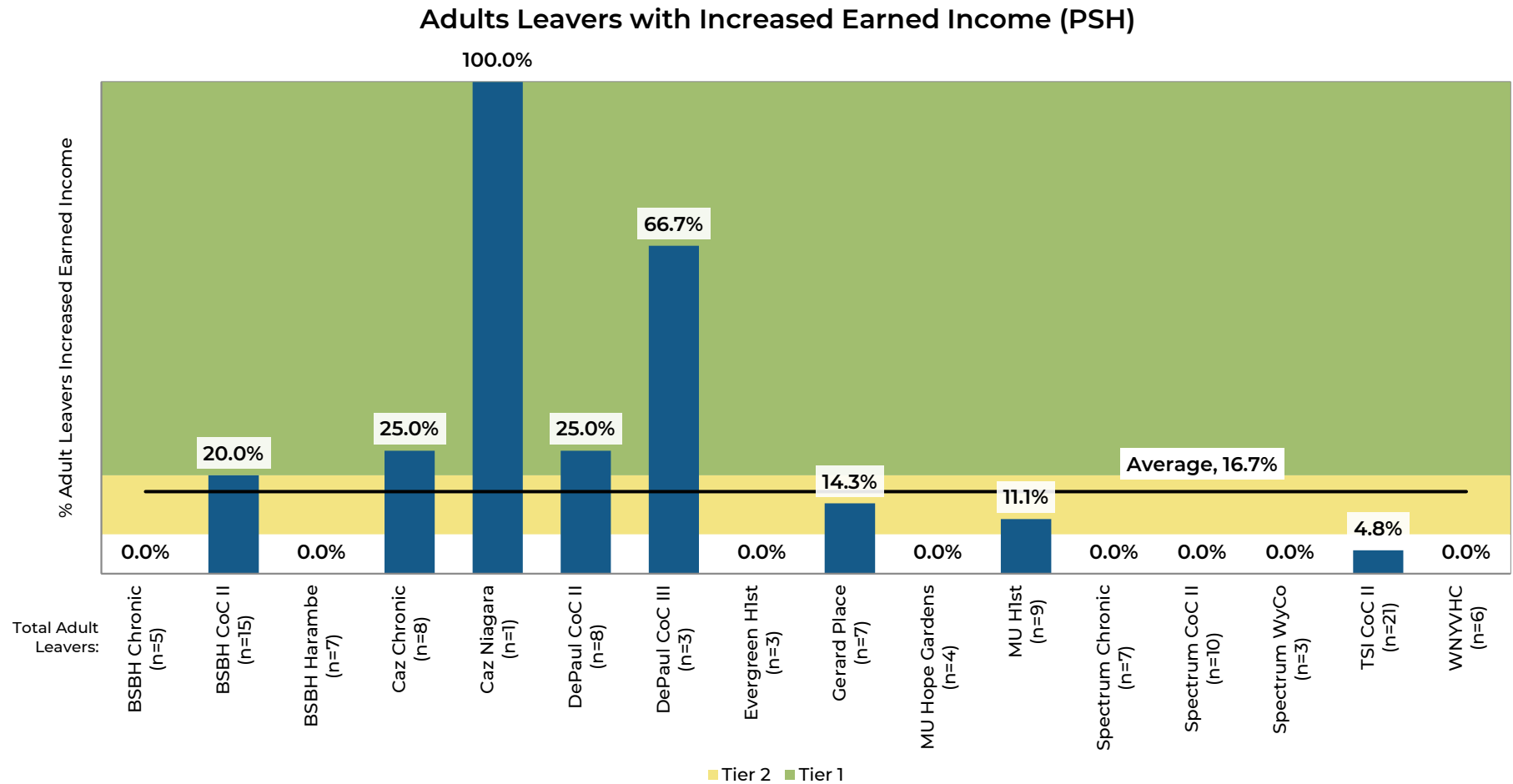
This measure looks at those clients who exited to PH between 10/1/2023-3/31/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2024. The local benchmark for this measure is 9% or less.

Returns to Homelessness After Exiting to PH (PSH)



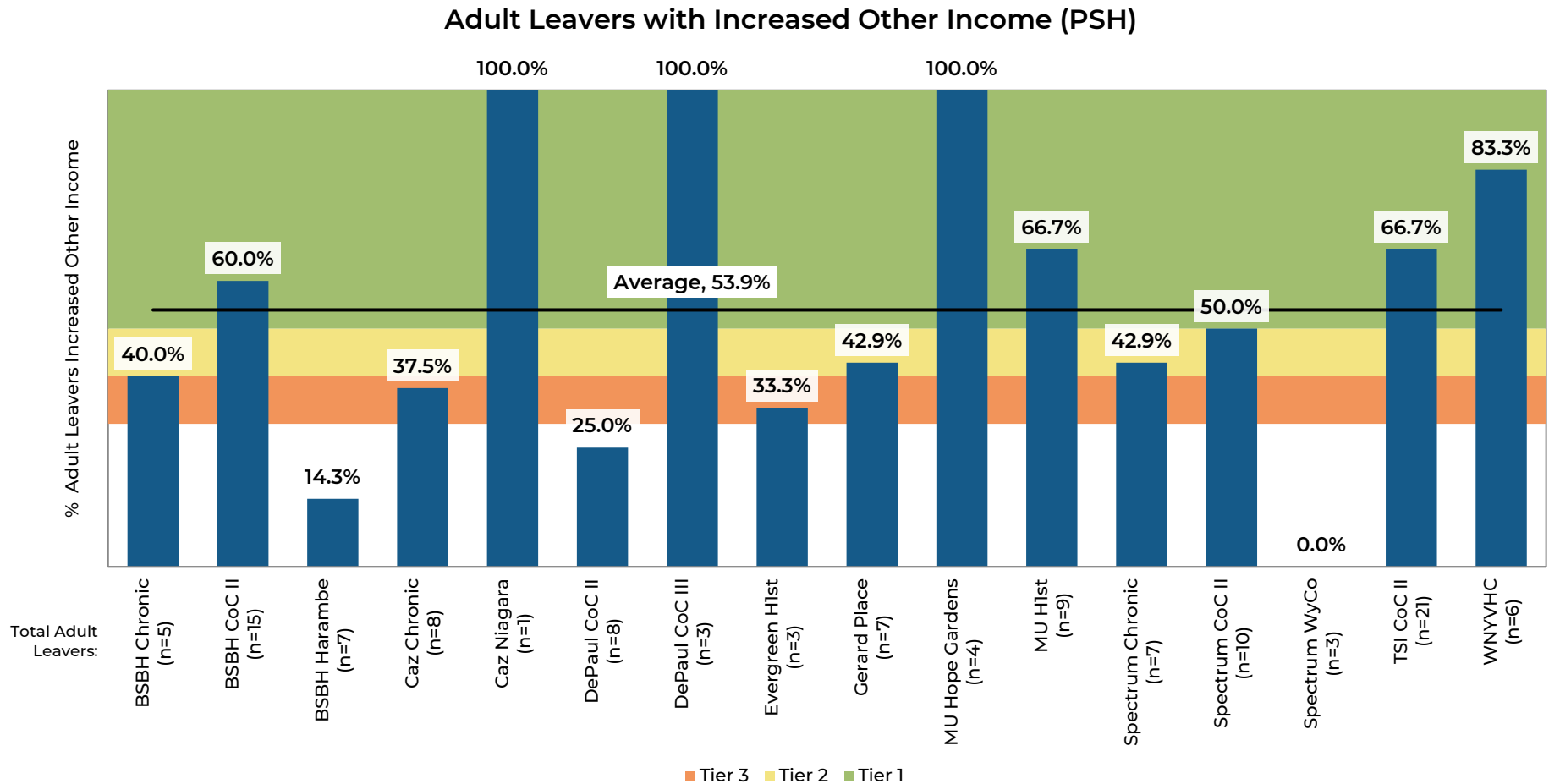
Increased Earned Income (Leavers)

This measure is calculated by dividing the number of adult leavers who increased or gained employment income from their project entry date to their project exit by the number of adult leavers. The local benchmark for this measure is 20% or greater.



Increased Other Income (Leavers)

This measure is calculated by dividing the number of adult leavers who increased or gained non-employment income from their project entry date to their project exit by the number of adult leavers. The local benchmark for this measure is 50% or greater.



Rapid Re-housing (RRH) Projects

RRH is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenet-based rental assistance and supportive services to households experiencing homelessness.

RRH Performance Measures

HMIS Data Quality.....	14
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Housing Measures

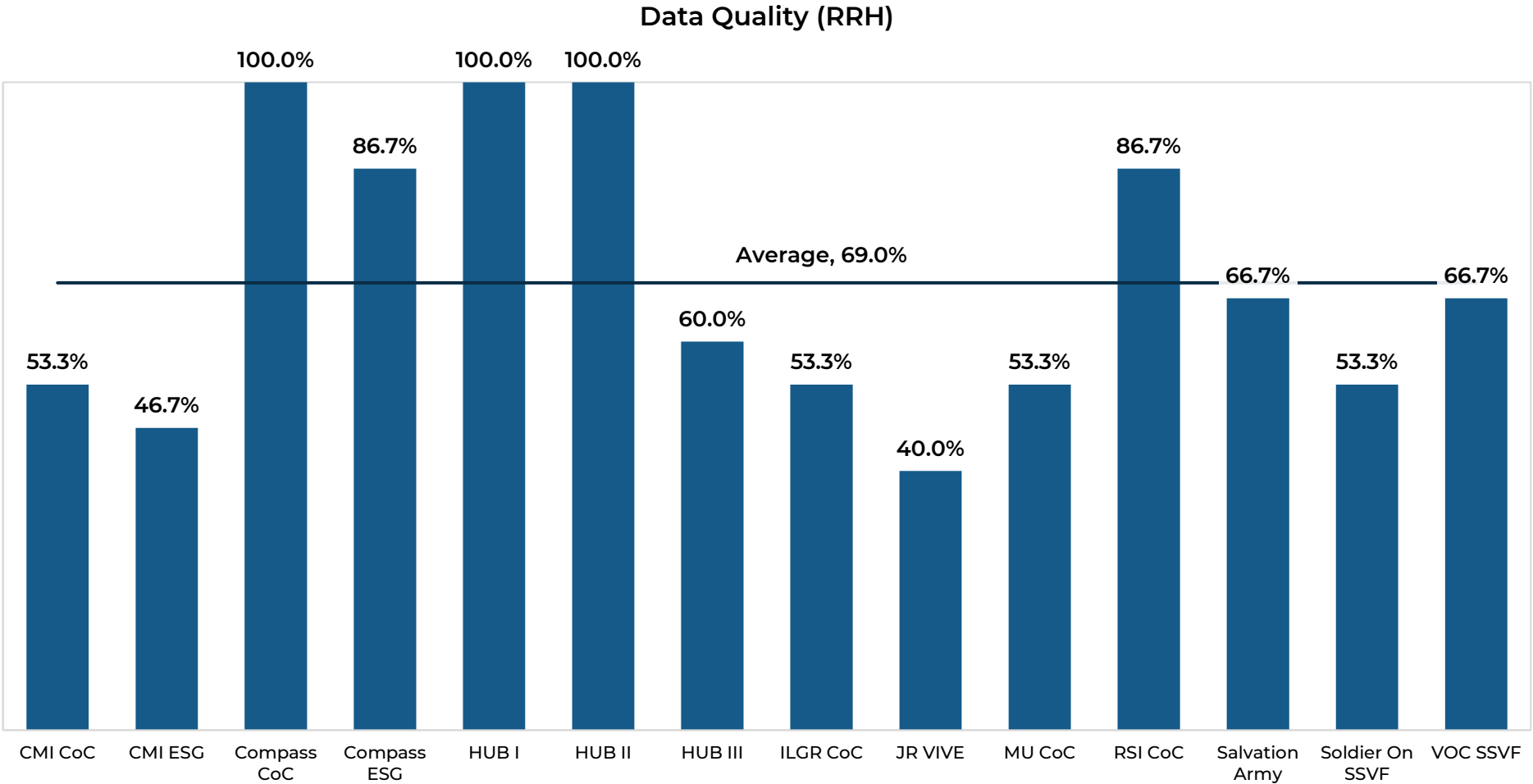
Exits to Permanent Housing.....	15
Time to Permanent Housing	16
Returns to Homelessness.....	17

Income Measures

Increased Earned Income	18
Increased Other Income	19

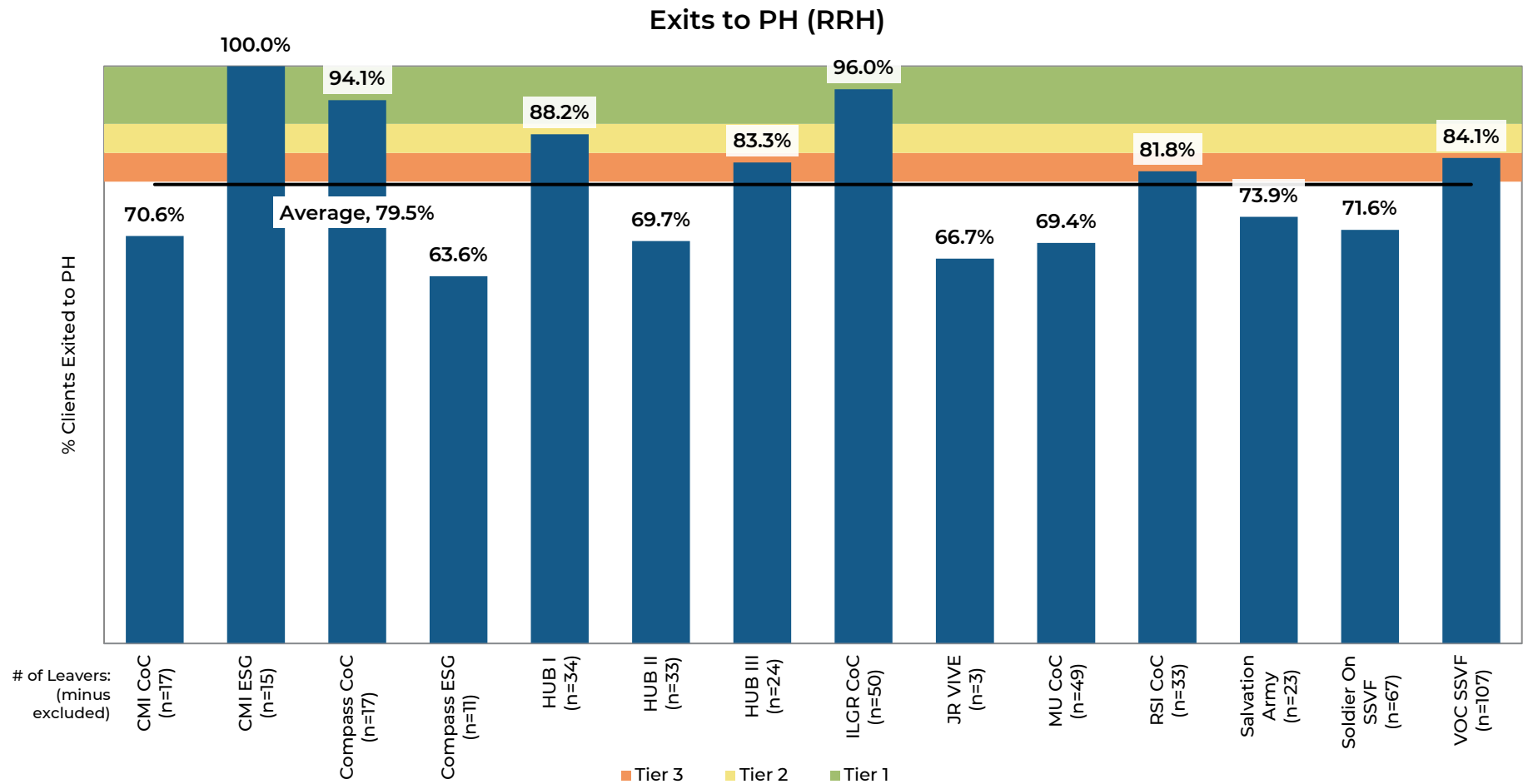
HMIS Data Quality

This measure gives a broad overview as to how timely and complete each project's data in HMIS is. The Data Quality sections of the APR for PII, UDEs, Income and Housing, Chronic Homelessness and Timeliness are considered. 100% Data Quality indicates that the project is meeting the local benchmark of less than 5% issue rate in each Data Quality row and more than 50% of entries and exits are entered within 3 days.



Exits to Permanent Housing

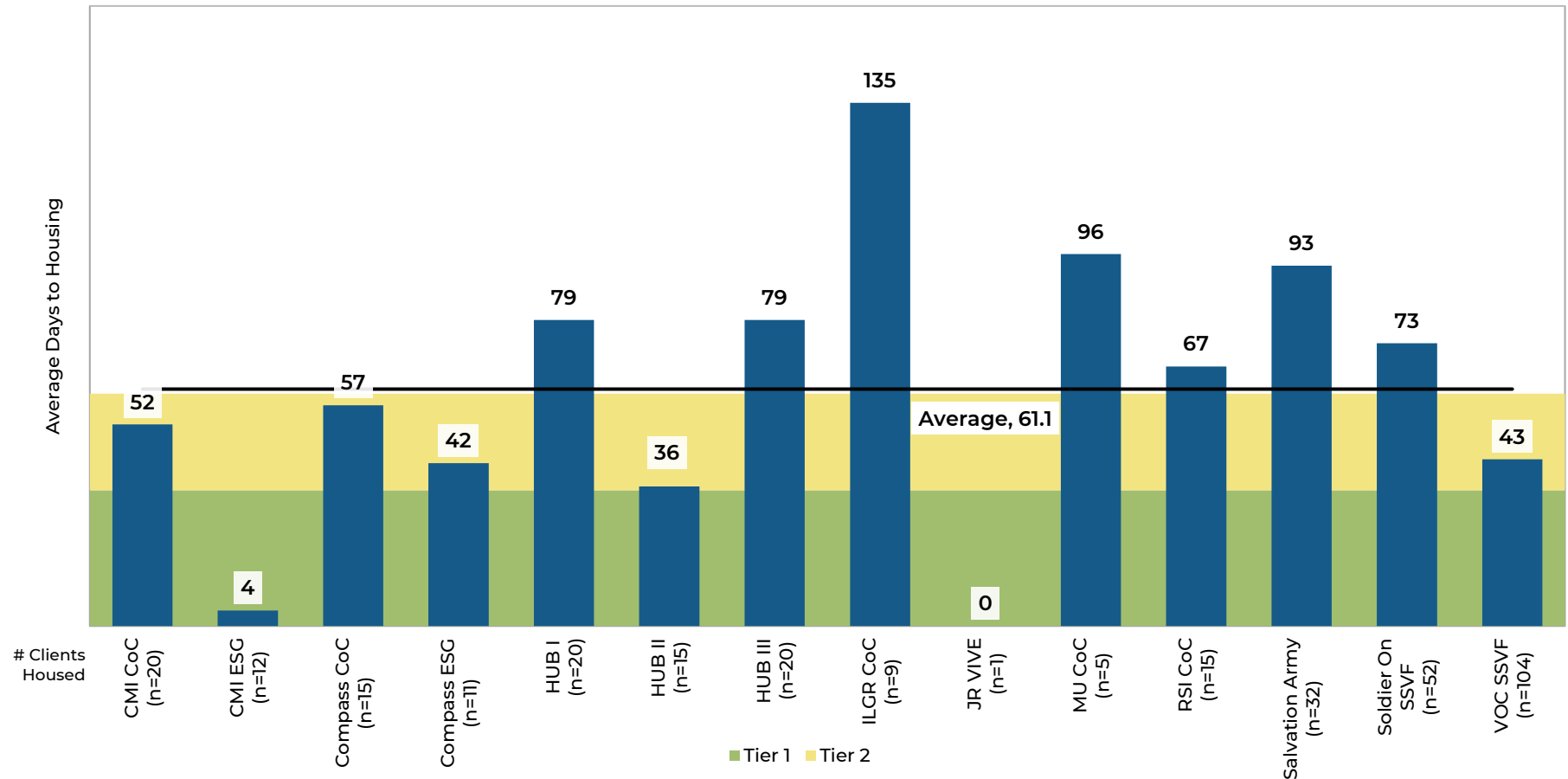
This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers). The benchmark for RRH projects is the national benchmark of 90%.



Time to Permanent Housing

This measure is the average number of days from the project entry date to the permanent housing move-in date for all clients with a move-in date within the reporting period. The NAEH benchmark for this measure is 30 days or less. The local benchmark for this measure is 35 days or less.

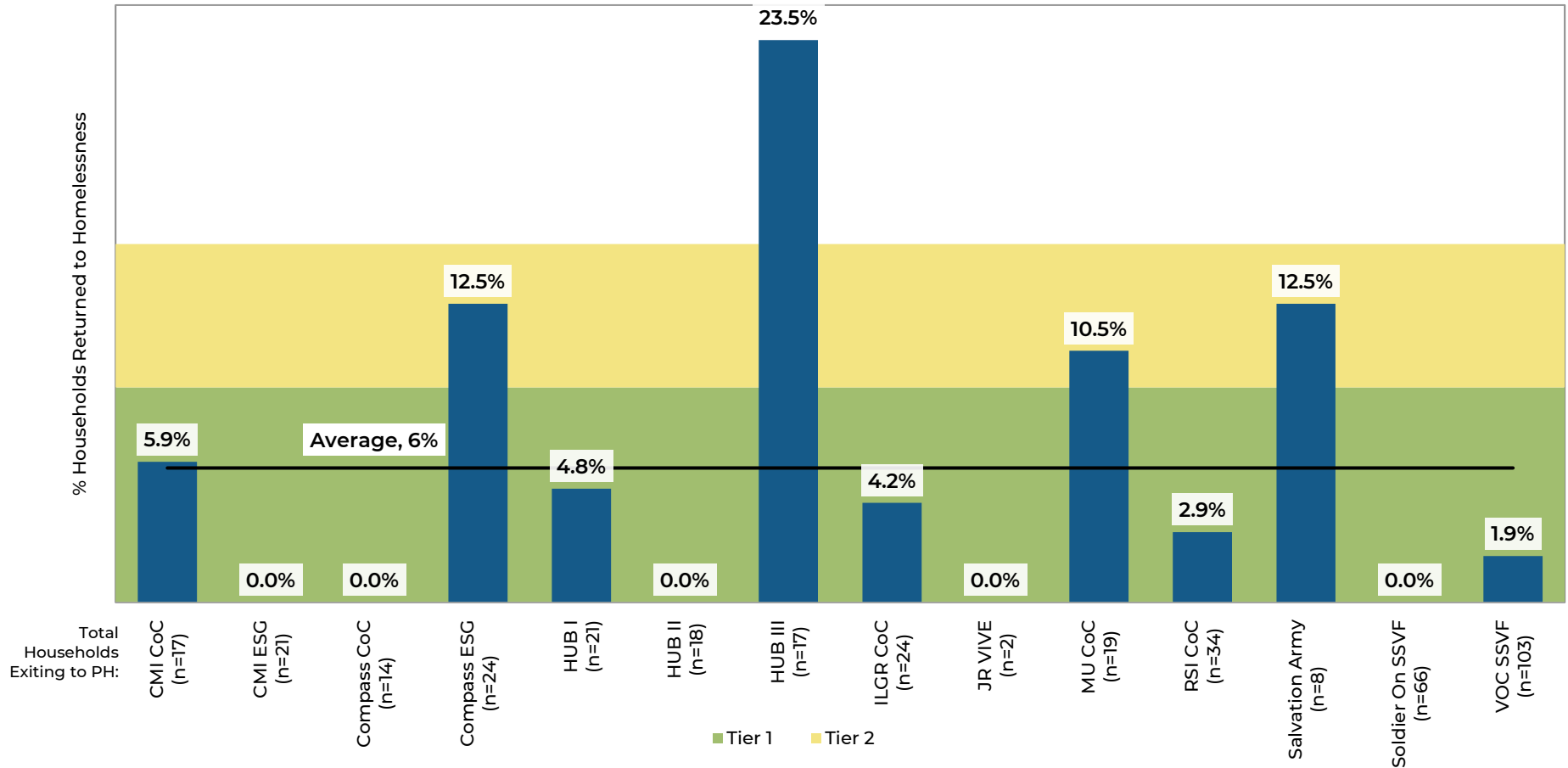
Days from Project Entry to Move-In (RRH)



Returns to Homelessness

This measure looks at those clients who exited to PH from a service project between 10/1/2023-3/31/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2024. The local benchmark for this measure is 9% or less.

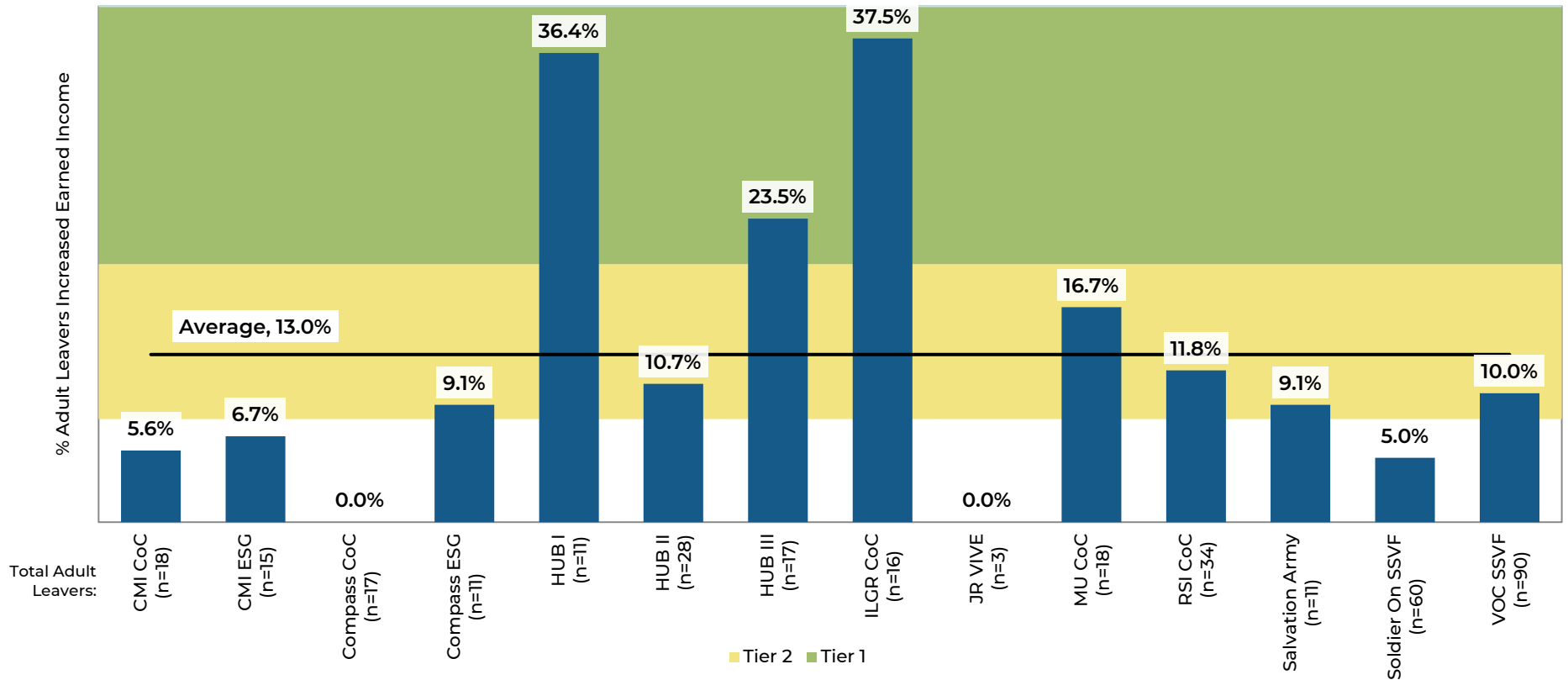
Returns to Homelessness After Exiting to PH (RRH)



Increased Earned Income (Leavers)

This measure is calculated by dividing the number of adult leavers who increased or gained employment income from their project entry date to their project exit by the number of adult leavers. The local benchmark for this measure is 20% or greater.

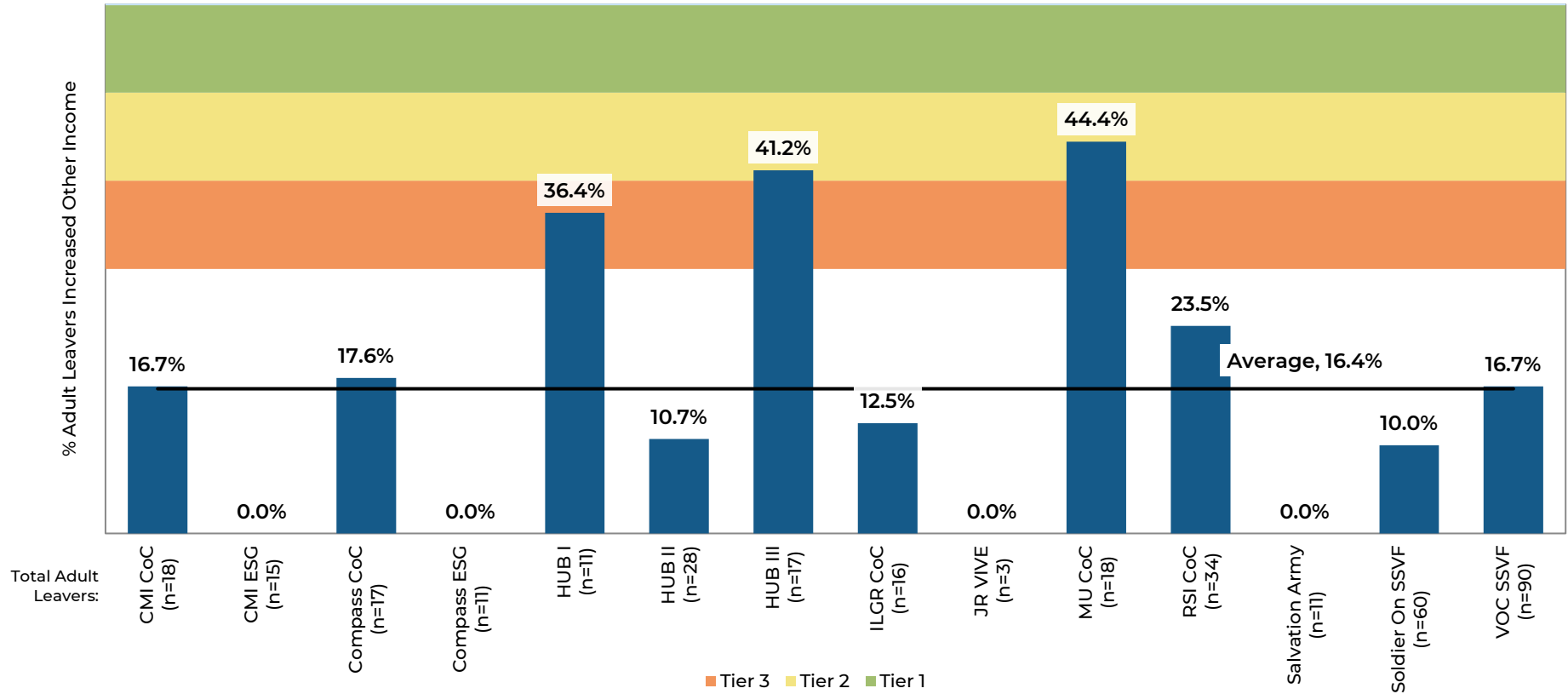
Adult Leavers with Increased Earned Income (RRH)



Increased Other Income (Leavers)

This measure is calculated by dividing the number of adult leavers who increased or gained non-employment income from their project entry date to their project exit by the number of adult leavers. The local benchmark for this measure is 50% or greater.

Adult Leavers with Increased Other Income (RRH)



Transitional Housing (TH) Projects

TH provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing.

TH Performance Measures

HMIS Data Quality.....	21
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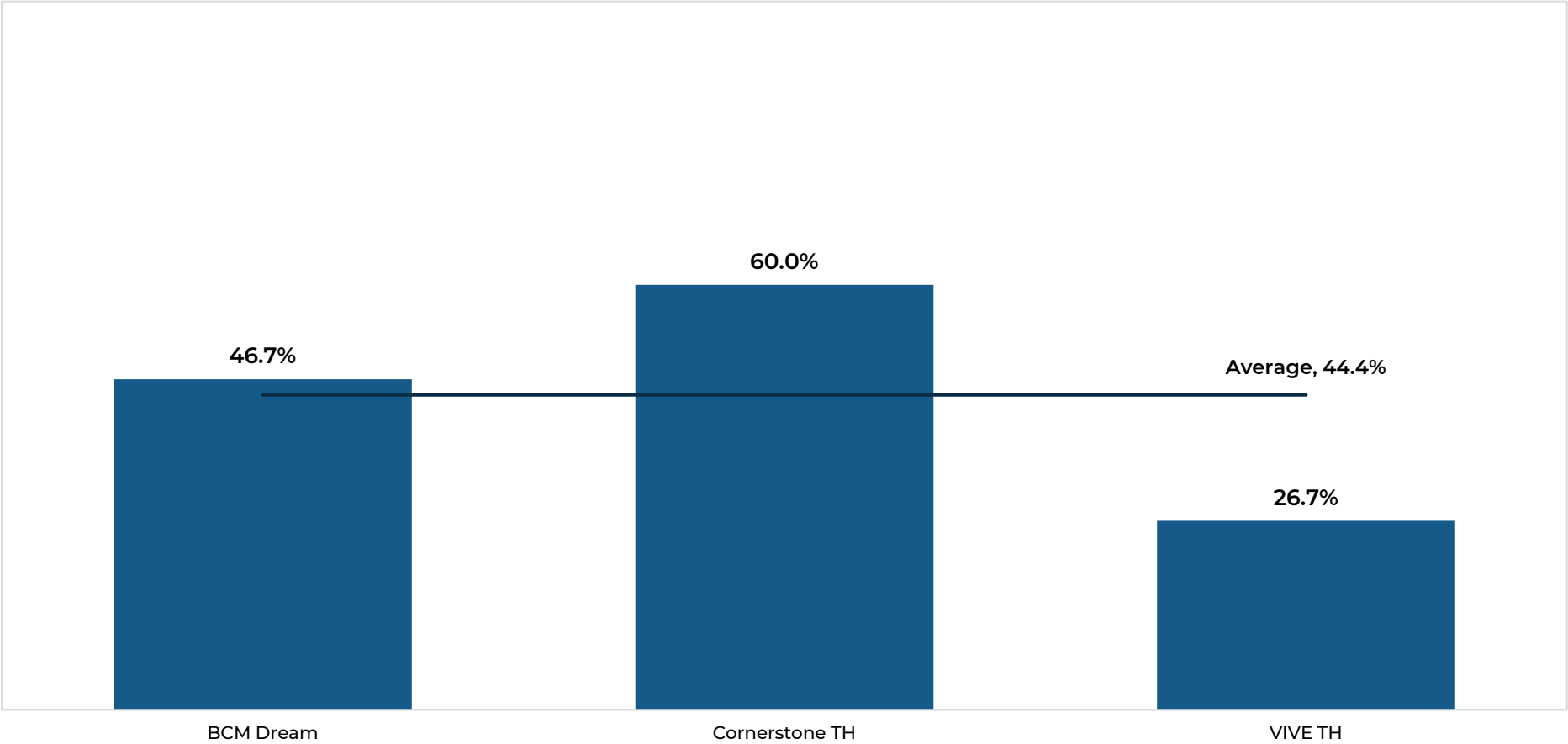
Housing Measures

Exits to Permanent Housing.....	22
Returns to Homelessness.....	23
Length of Stay (Leavers).....	24
Length of Stay (Stayers).....	25

HMIS Data Quality

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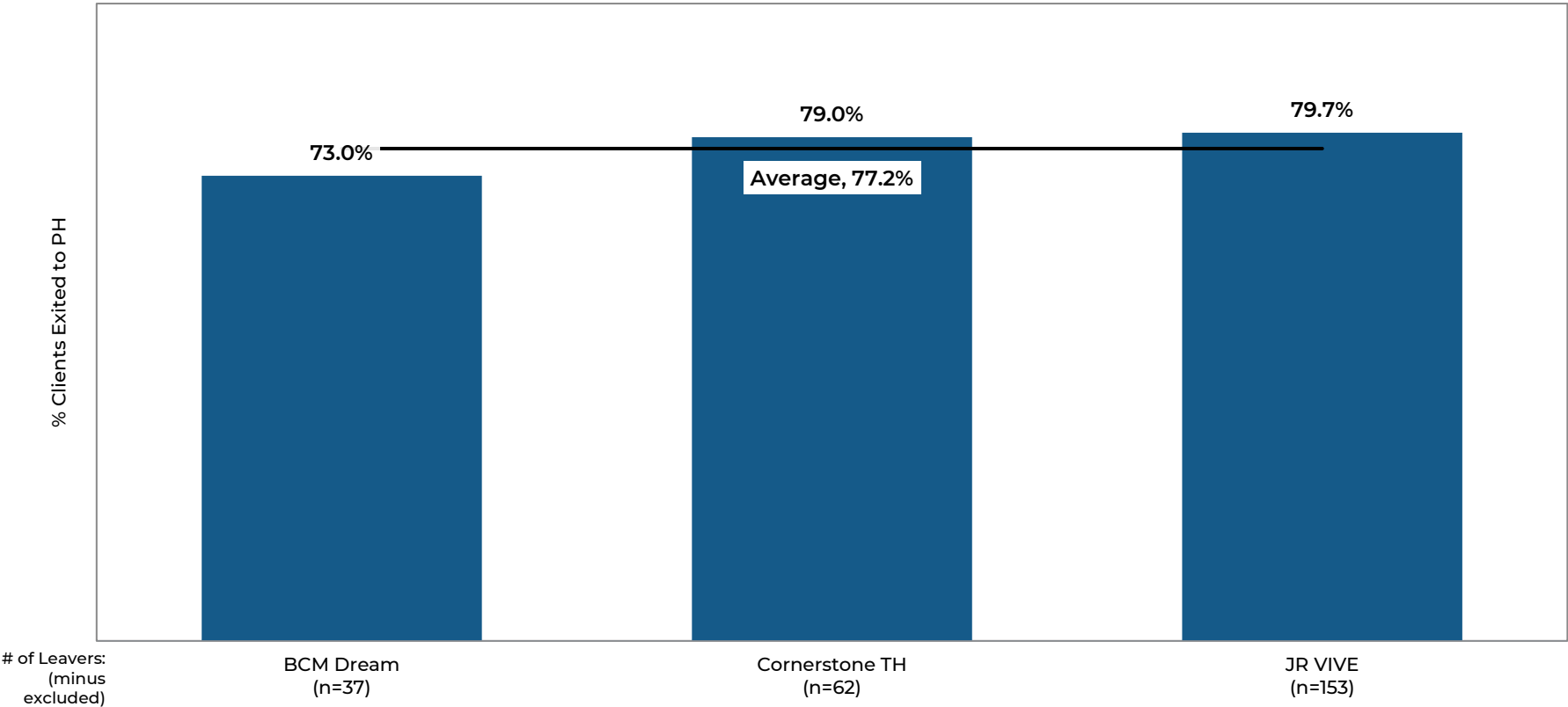
Data Quality (TH)



Exits to Permanent Housing

This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers).

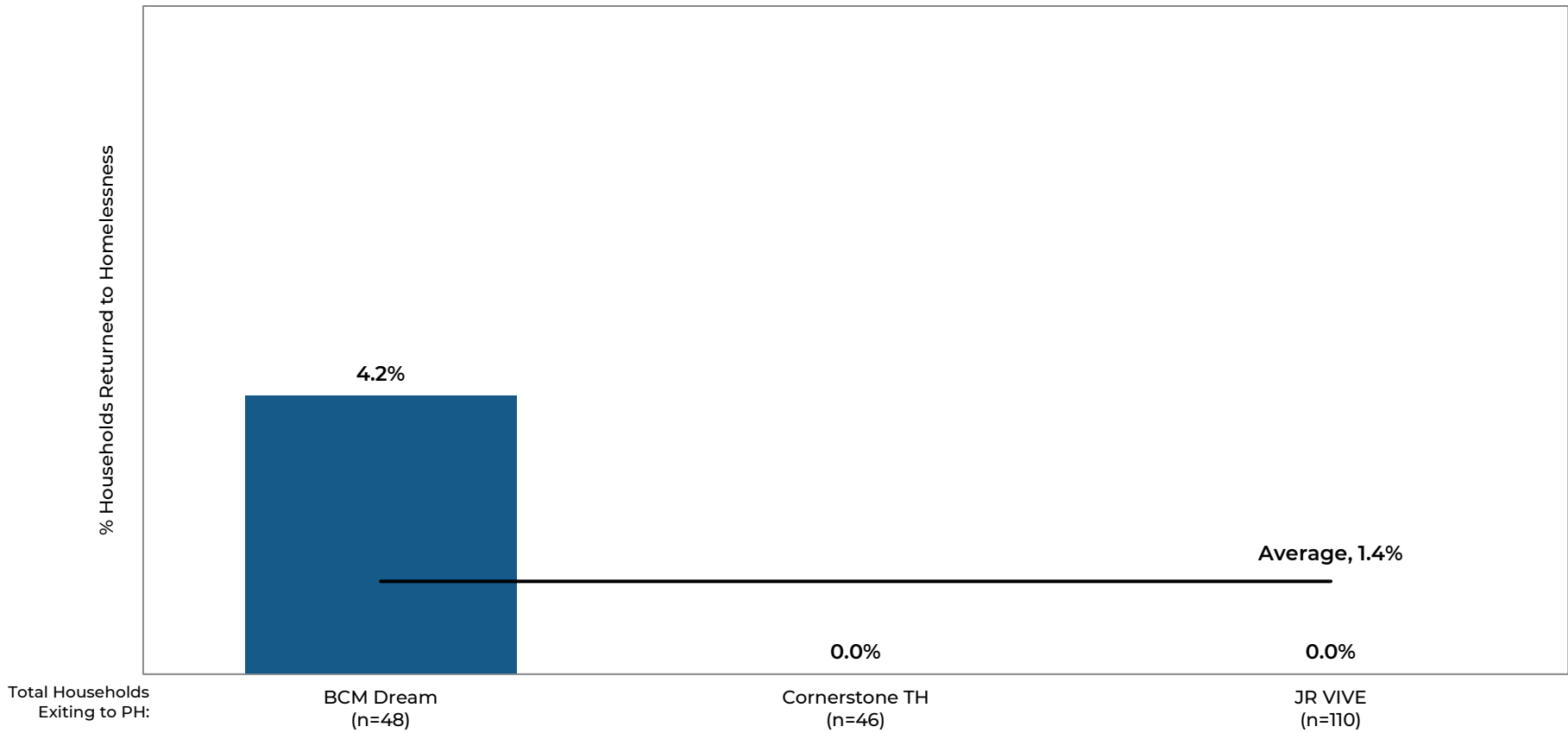
TH Clients Exited to PH



Returns to Homelessness

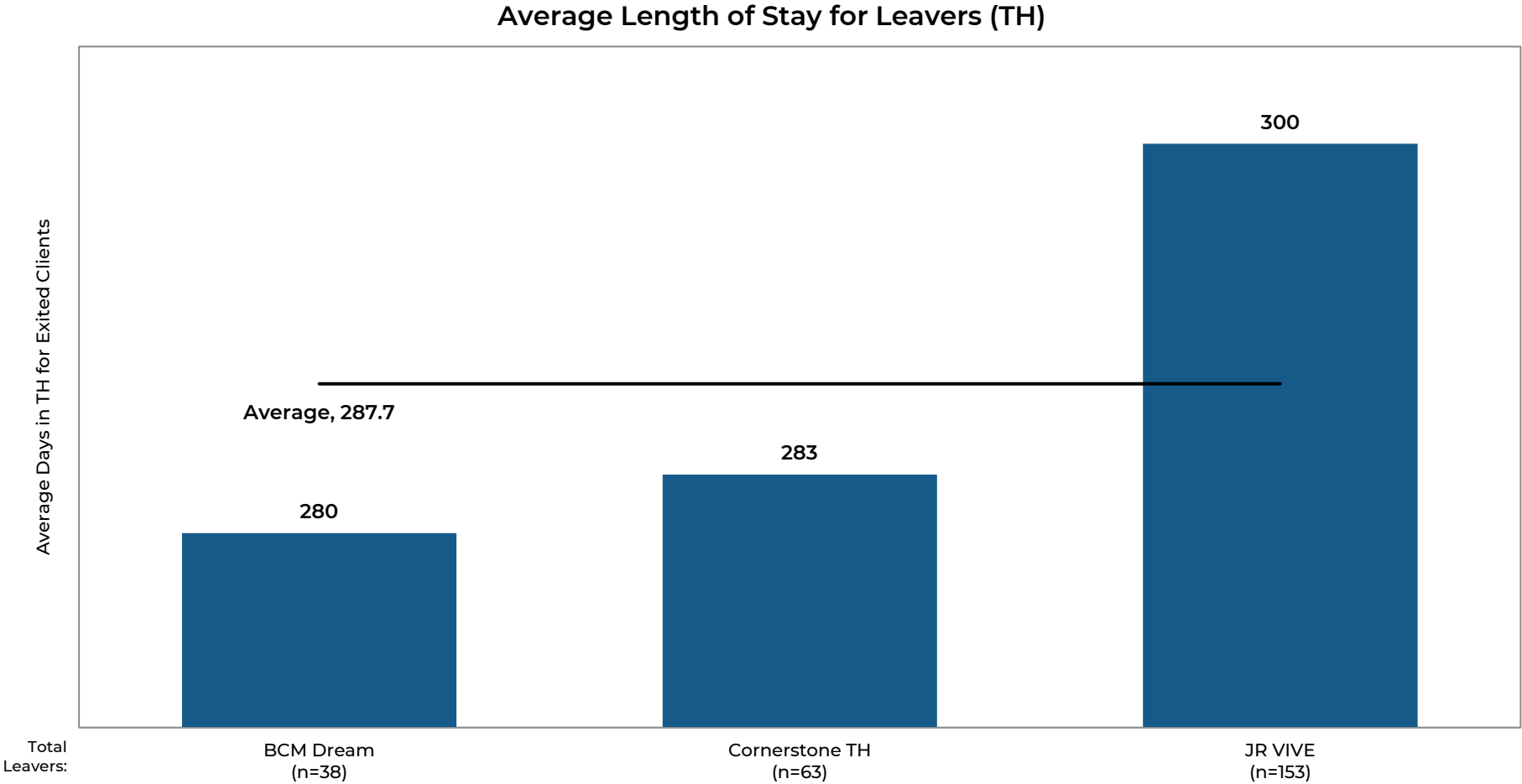
This measure looks at those clients who exited to PH between 10/1/2023-3/31/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2024.

Clients Returning to Homelessness After Exiting to PH (TH)



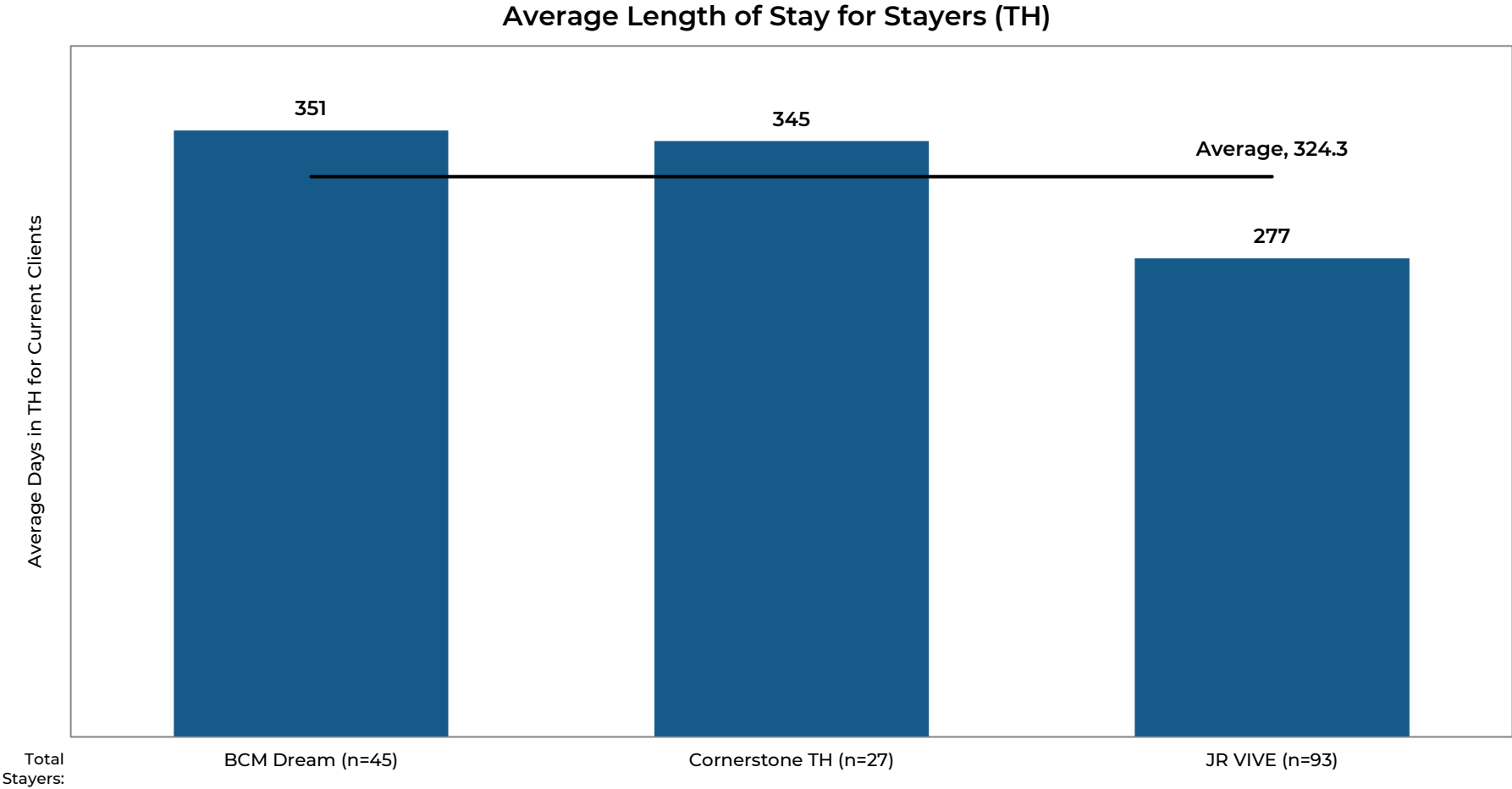
Length of Stay - Leavers

This measure is the average length of stay in TH projects among clients who exited the project within the reporting period.



Length of Stay - Stayers

This measure is the average length of stay in TH projects among clients who did not exit the project within the reporting period.



Emergency Shelter (ES), Street Outreach (SO) and Supportive Services Only (SSO) Projects

Emergency Shelters are any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless.

Street Outreach activities are designed to meet the immediate needs of people experiencing homelessness in unsheltered locations by connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility based care.

Supportive Services Only projects provide supportive services, such as conducting outreach to sheltered and unsheltered homeless persons and families and providing referrals to other housing or other necessary services, to

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ES, SO, and SSO Performance Measures

HMIS Data Quality..... 27

Housing Measures

Exits to Permanent Housing..... 28

Returns to Homelessness..... 29

Length of Stay (Leavers).....30

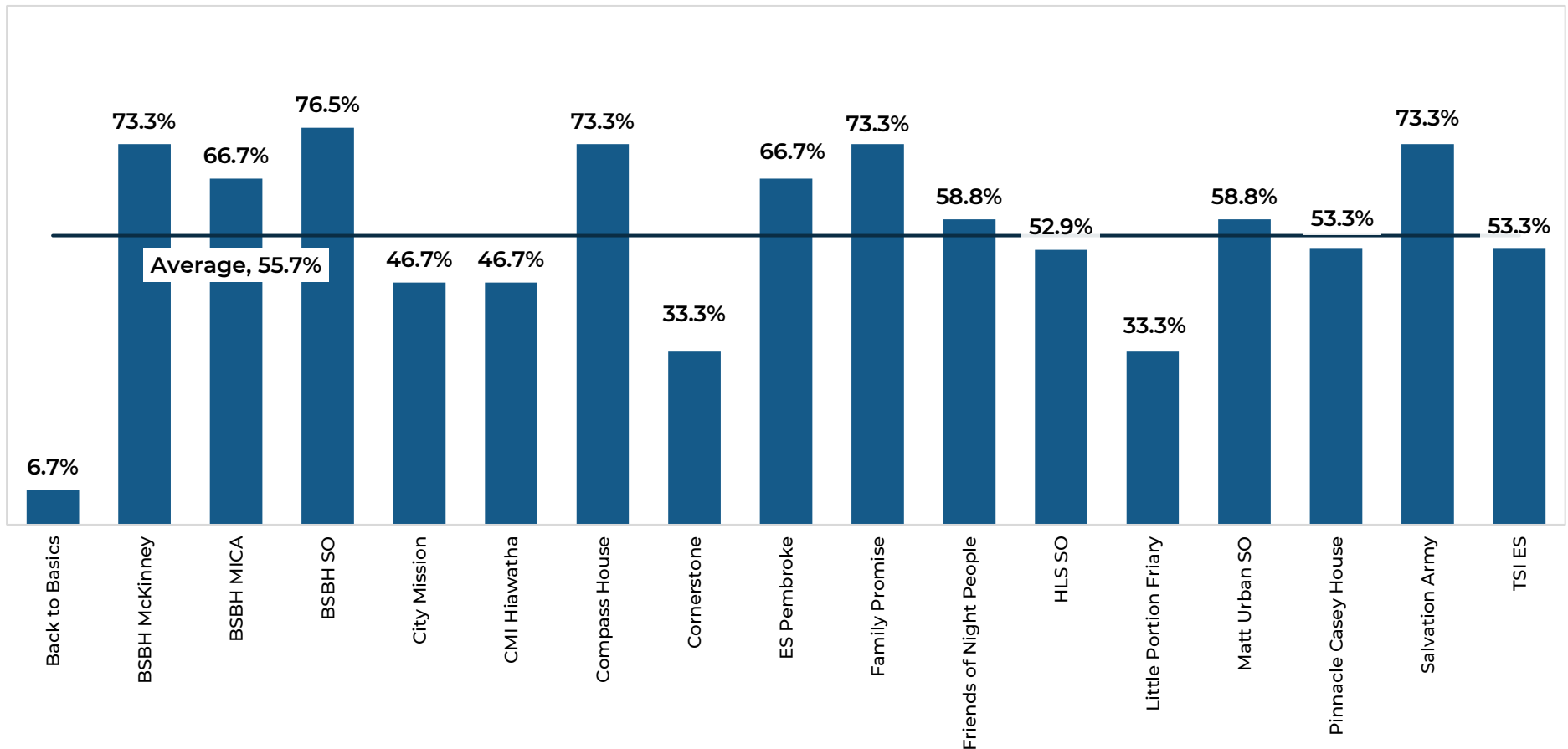
Length of Stay (Stayers)..... 31

Exits to Positive Destinations.....32

HMIS Data Quality

This measure gives a broad overview as to how timely and complete each project's data in HMIS is. The Data Quality sections of the APR for PII, UDEs, Income and Housing, Chronic Homelessness, and Timeliness are considered. For SO projects, Inactive Records is also included. 100% Data Quality indicates that the project is meeting the local benchmark of less than 5% issue rate in each PII and UDE row (excluding Disabling Condition) and Inactive Records, less than 10% issue rate in the Disabling Condition, each Income and Sources, and the Chronic Homelessness row, less than 25% issue rate in the Destination row, and more than 50% of entries and exits entered within 3 days.

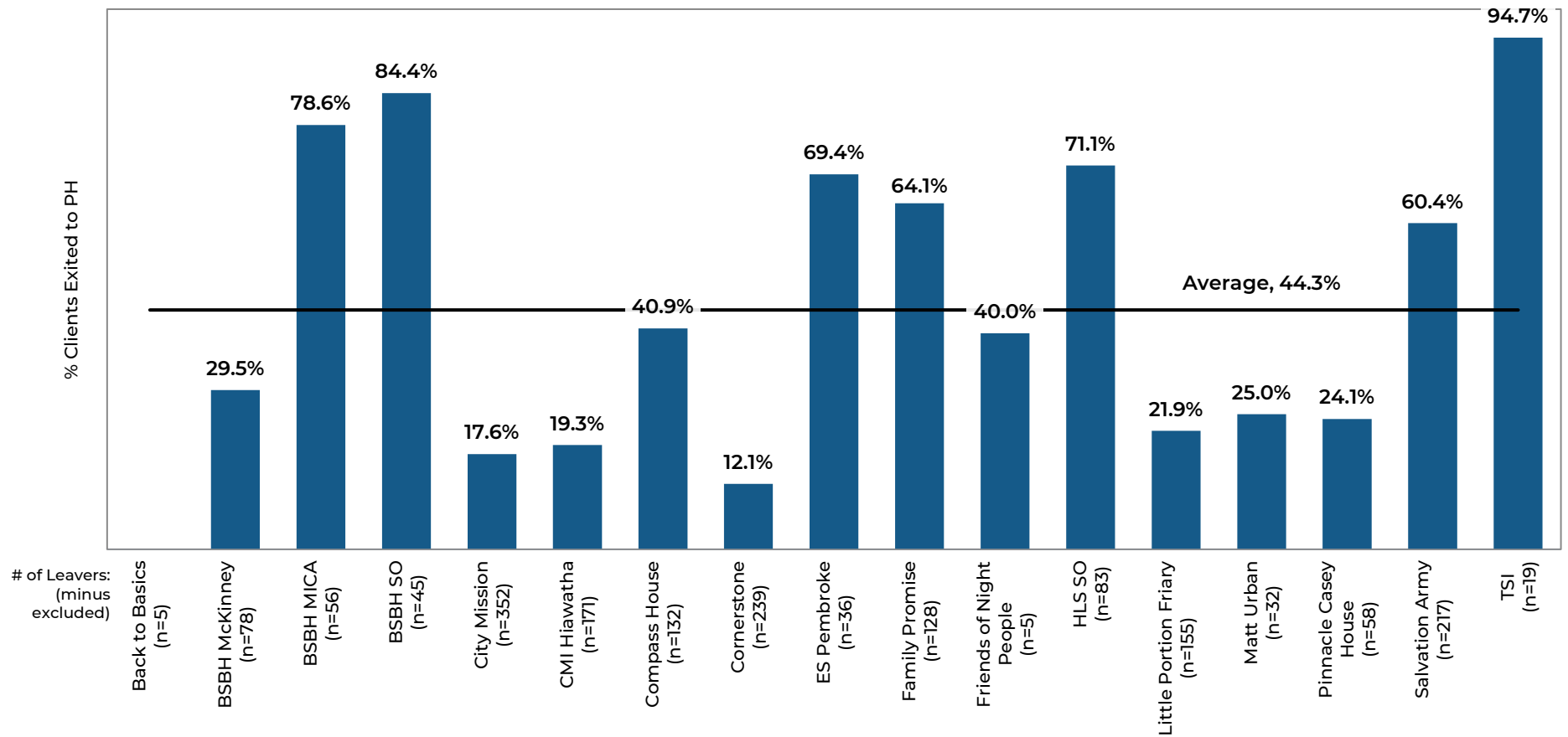
Data Quality (ES, SO, and SSO)



Exits to Permanent Housing

This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers).

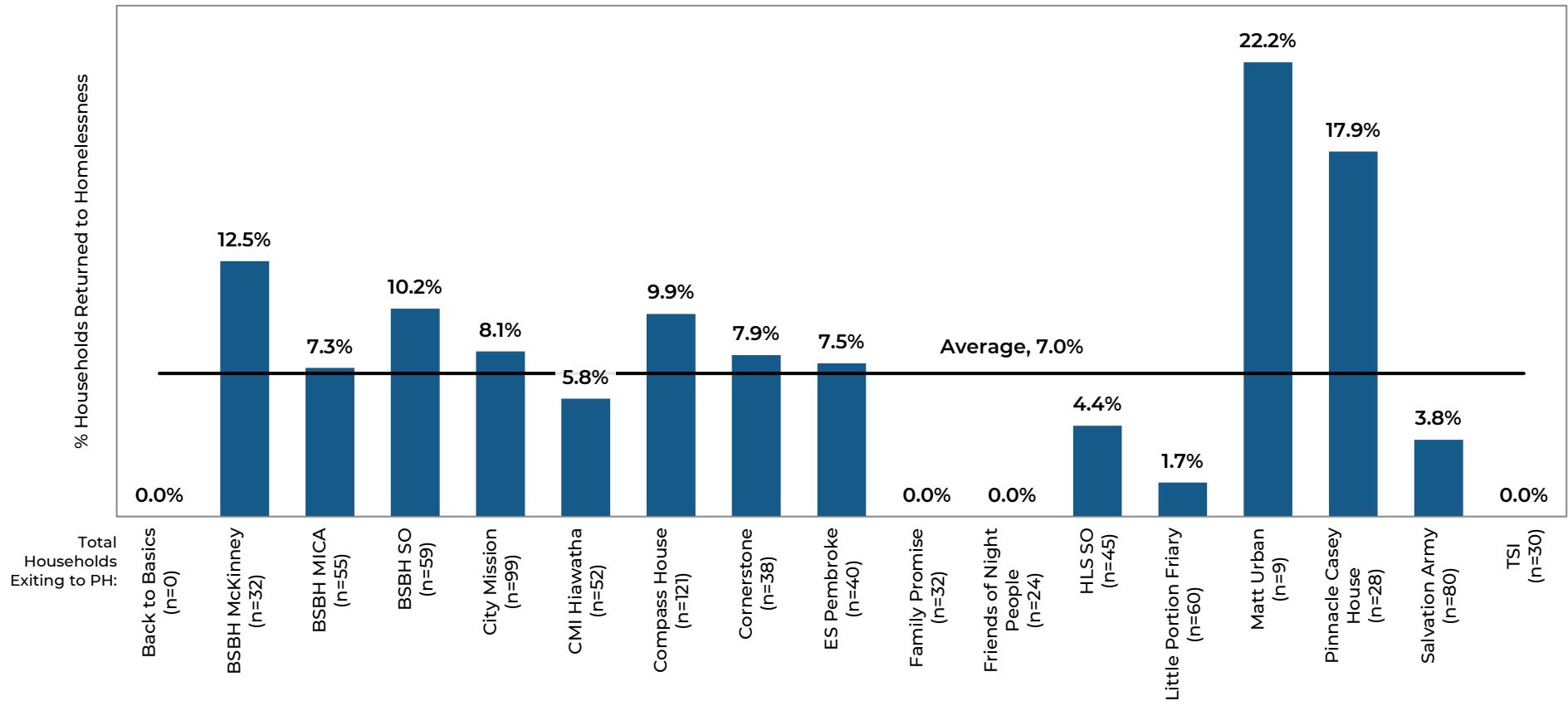
Exits to PH (ES, SO, SSO)



Returns to Homelessness

This measure looks at those clients who exited to PH between 10/1/2023-3/31/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2024.

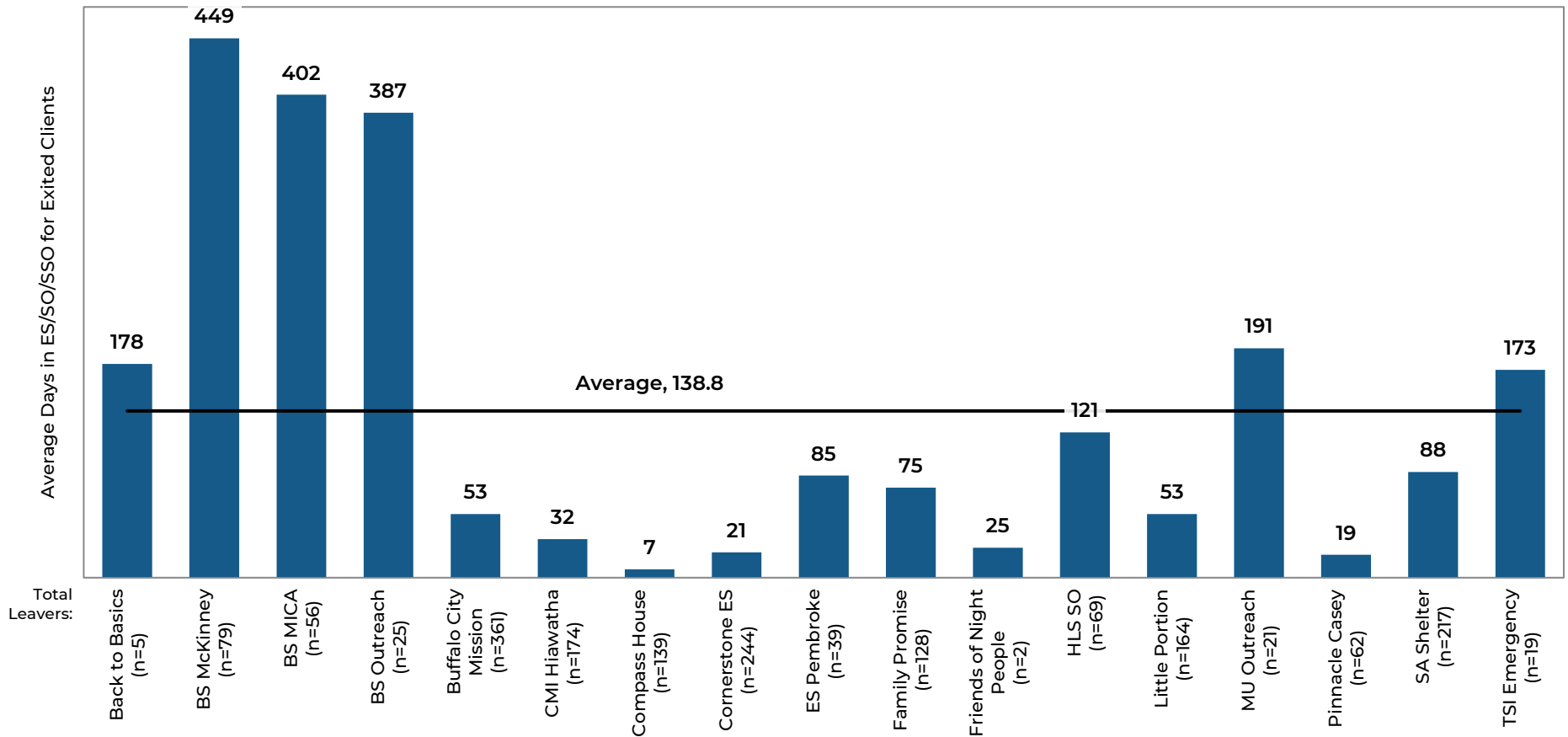
Returns to Homelessness after Exiting to PH (ES, SO, & SSO)



Length of Stay - Leavers

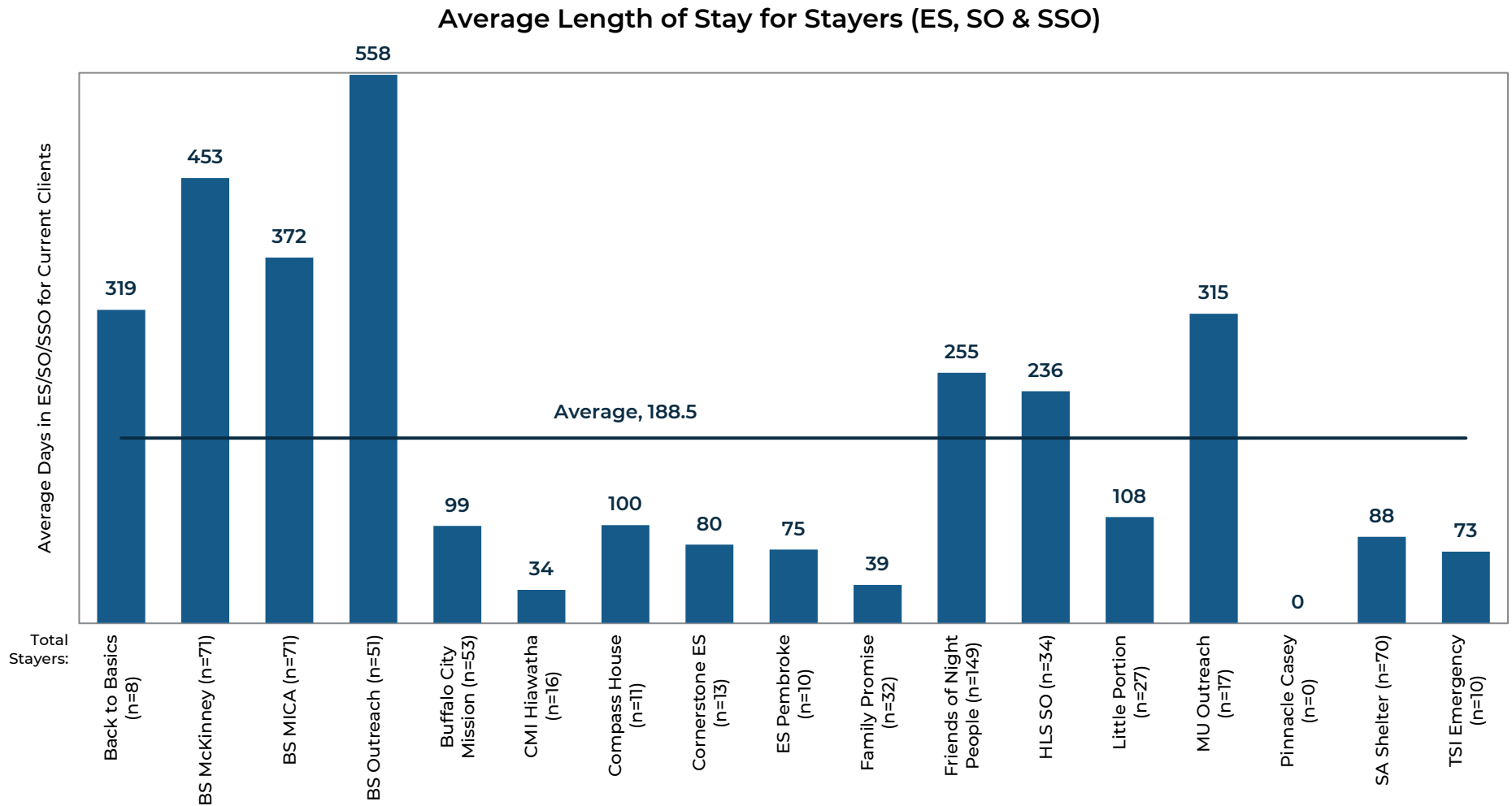
This measure is the average length of stay in ES, SO and SSO projects among clients who exited the project within the reporting period.

Average Length of Stay for Leavers (ES, SO & SSO)



Length of Stay - Stayers

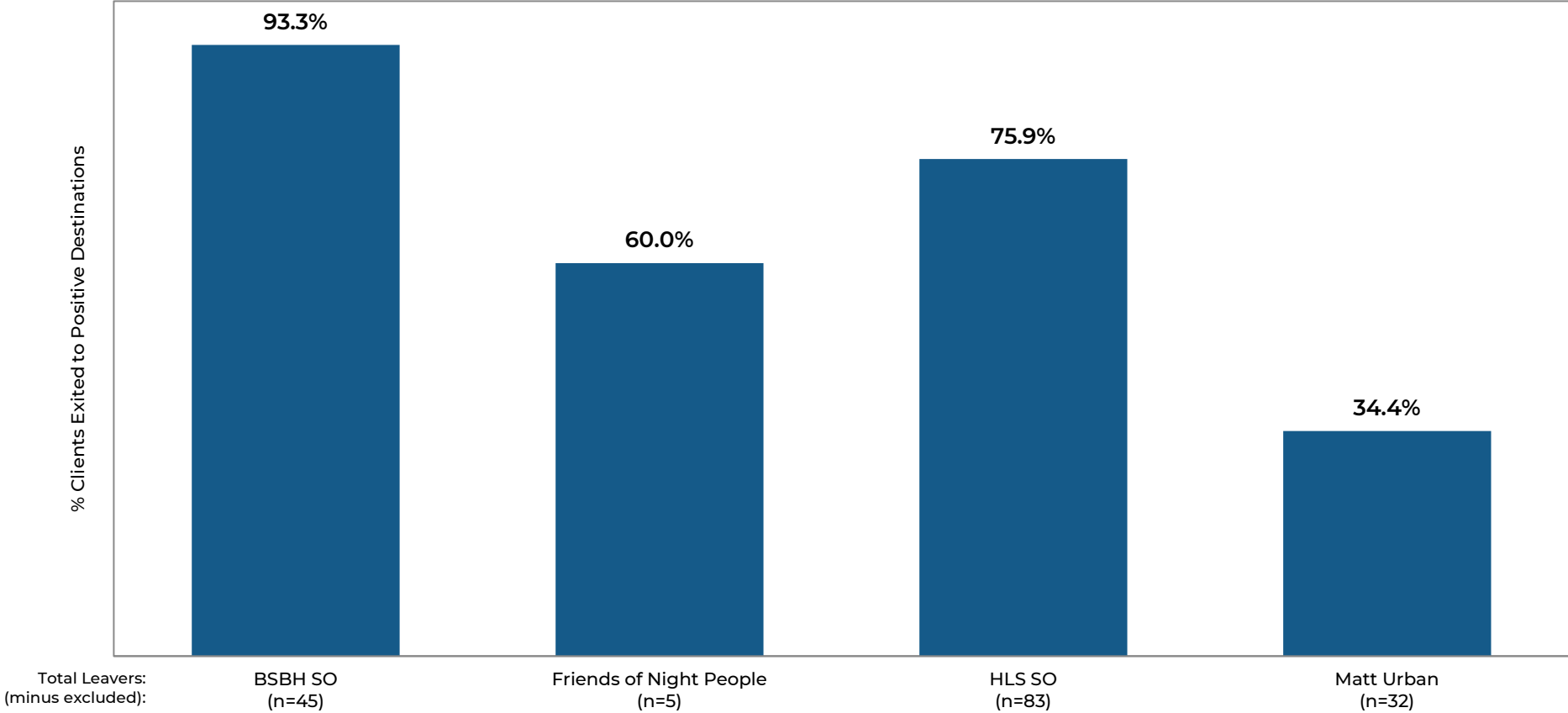
This measure is the average length of stay in ES, SO, and SSO projects among clients who did not exit the project within the reporting period.



Exits to Positive Destinations

This measure is calculated by dividing the number of SO clients who exited to a positive destination by the total number of leavers (minus excluded leavers).

Outreach Clients Exits to Positive Destinations



Projects In This Report

PSH	RRH
BestSelf Chronically Homeless CoC PSH (BSBH Chronic)	CMI CoC RRH (CMI CoC)
BestSelf CoC II PSH (BSBH CoC II)	CMI Niagara Falls ESG RRH (CMI ESG)
BestSelf Harambe House CoC PSH (BSBH Harambe)	Compass House CoC RRH (Compass CoC)
Cazenovia Chronically Homeless CoC PSH (Caz Chronic)	Compass House CoC & Buffalo ESG RRH (Compass ESG)
Cazenovia Niagara CoC PSH (Caz Niagara)	Hispanos Unidos RRH I (HUB I)
DePaul CoC II PSH (DePaul CoC II)	Hispanos Unidos RRH II (HUB II)
DePaul CoC III PSH (DePaul CoC III)	Hispanos Unidos RRH III (HUB III)
Evergreen Housing First CoC PSH (Evergreen H1st)	ILGR CoC RRH (ILGR CoC)
Gerard Place CoC PSH (Gerard Place)	Jericho Road Community Health Center VIVE CoC RRH (JR VIVE)
Matt Urban Hope Gardens CoC PSH (MU Hope Gardens)	Matt Urban CoC RRH (MU CoC)
Matt Urban Housing First CoC PSH (MU H1st)	Restoration Society CoC RRH (RSI CoC)
Spectrum Chronically Homeless CoC PSH (Spectrum Chronic)	Salvation Army Buffalo CoC RRH (Salvation Army)
Spectrum CoC II (Spectrum CoC II)	Soldier On SSVF RRH (Soldier On SSVF)
Spectrum Wyoming County Dedicated First CoC PSH (Spectrum WyCo)	Veterans One Stop Center SSVF RRH (VOC SSVF)
TSI CoC II PSH (TSI CoC II)	
WNY Veterans Housing Coalition CoC PSH (WNYVHC)	

TH	ES, SO, and SSO
Buffalo City Mission Dream TH (BCM Dream)	Back to Basics Buffalo ESG ES (Back to Basics)
Cornerstone TH (Cornerstone TH)	BestSelf McKinney PATH SSO (BSBH McKinney)
Jericho Road VIVE Buffalo ESG TH (JR VIVE)	BestSelf MICA PATH SSO (BSBH MICA)
	BestSelf PATH SO (BSBH SO)
	Buffalo City Mission ES (City Mission)
	CMI Hiawatha Niagara Falls ESG ES (CMI Hiawatha)
	Compass House RHY & ESG ES (Compass House)
	Cornerstone ES (Cornerstone)
	Eagle Star Pembroke VA ES (ES Pembroke)
	Family Promise Buffalo ESG ES (Family Promise)
	Friends of Night People Buffalo ESG SO (Friends of Night People)
	Heart, Love, & Soul Daybreak Niagara Falls ESG SO (HLS SO)
	Little Portion Friary ESG ES (Little Portion Friary)
	Matt Urban Buffalo ESG SO (Matt Urban)
	Pinnacle Casey House RHY ES (Pinnacle Casey House)
	Salvation Army of Buffalo ESG ES (Salvation Army)
	TSI ES (TSI)