



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

7/1/2024 – 6/30/2025

Data taken from HMIS on 7/28/2025

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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.

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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.

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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.

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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

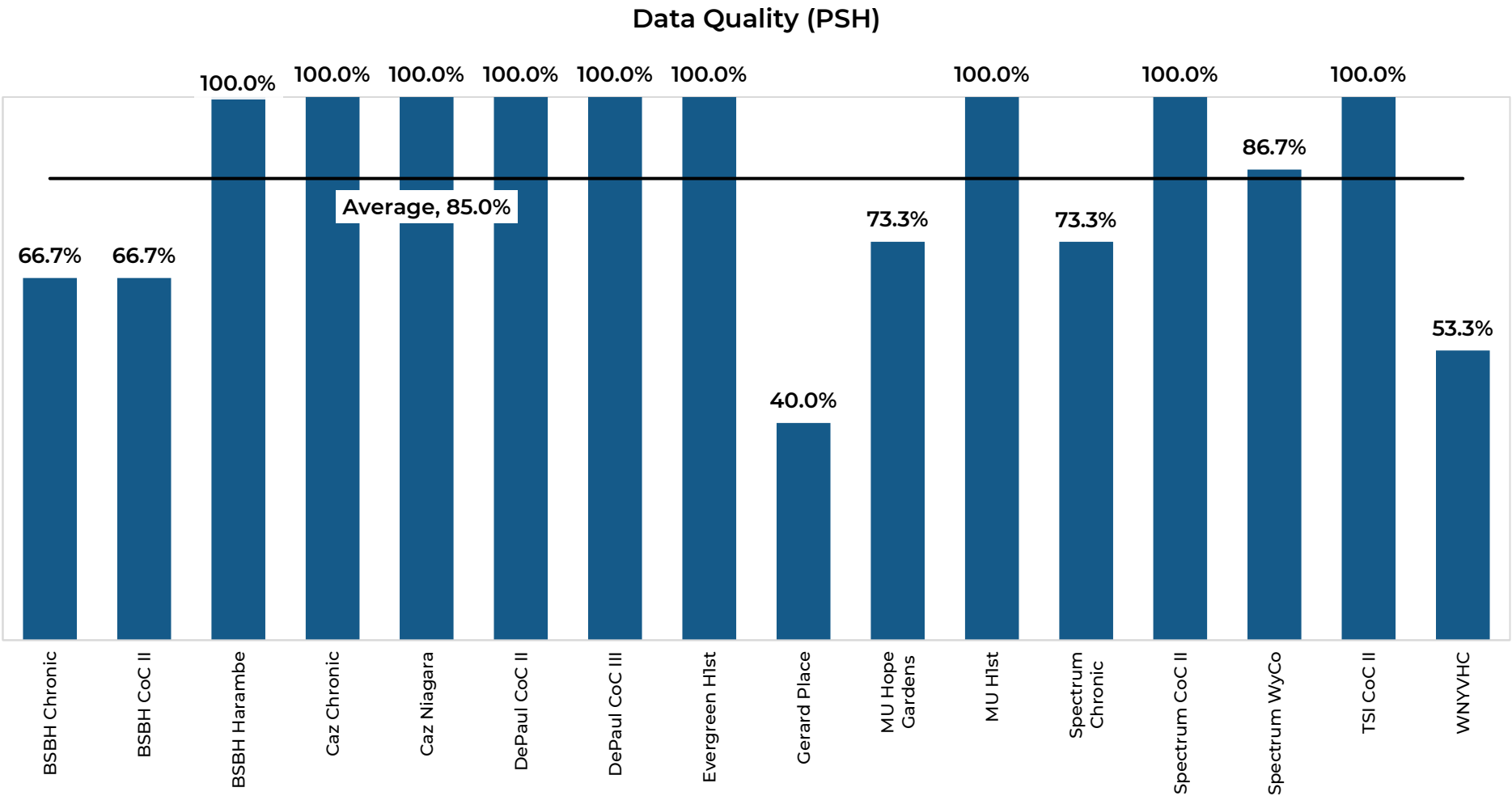
PSH is permanent housing in which housing assistance (e.g. long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.

PSH Performance Measures

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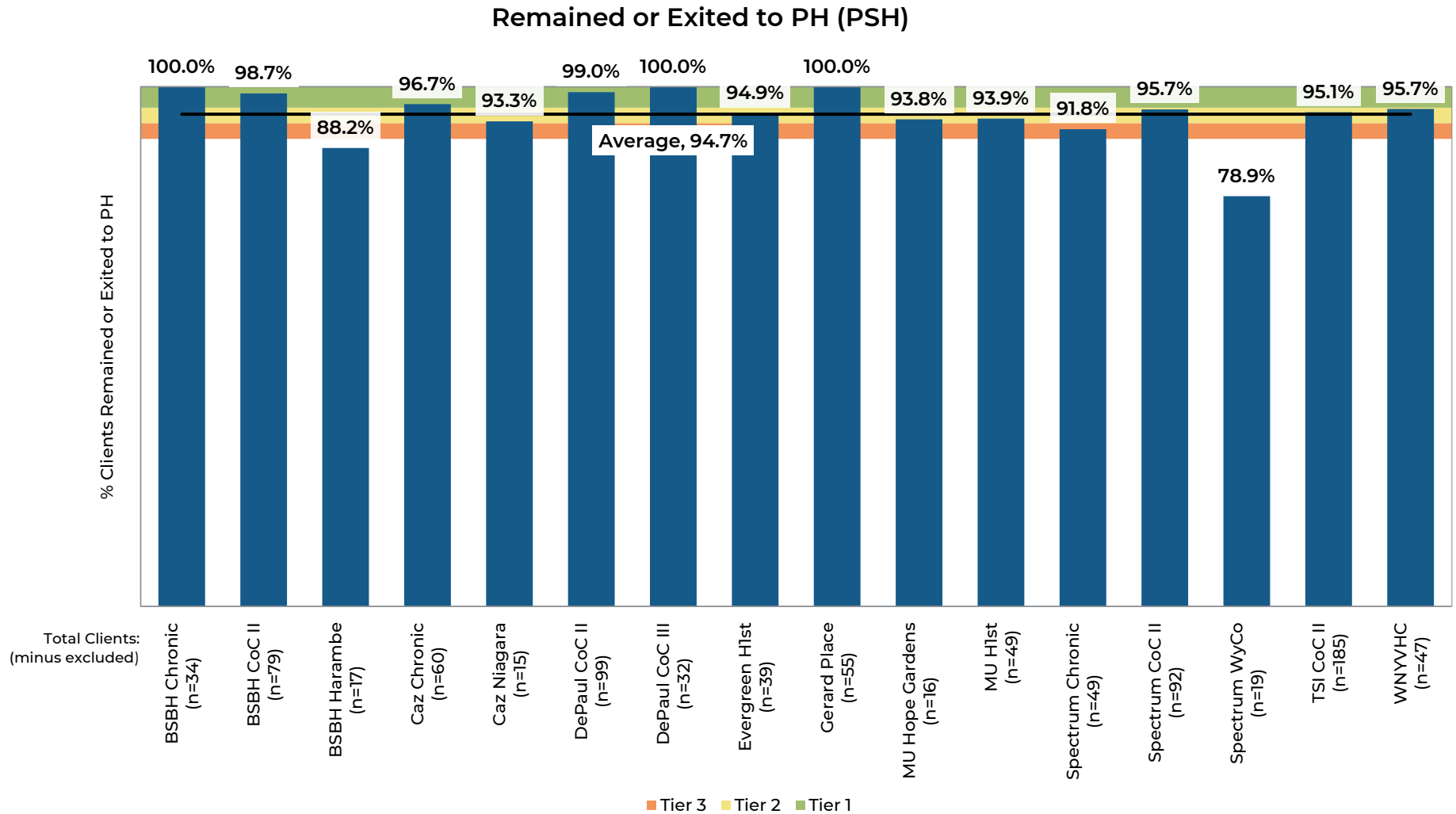
HMIS Data Quality

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.



Maintained Permanent Housing

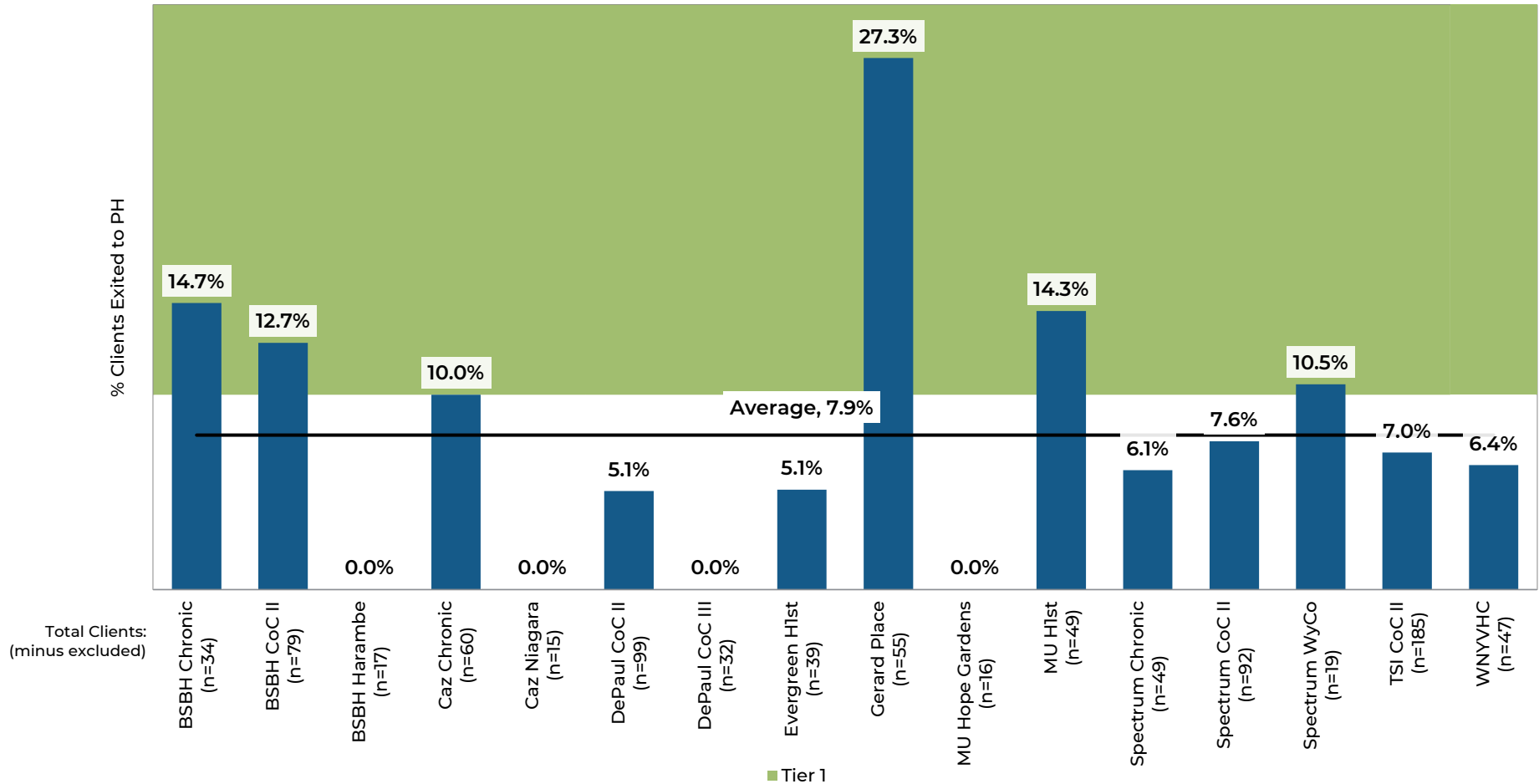
This measure is calculated by adding the number of clients who remained in each PSH project and the number of clients who exited to PH and dividing that by the total number of clients served (minus excluded leavers). The local benchmark for this measure is 96% or greater.



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.

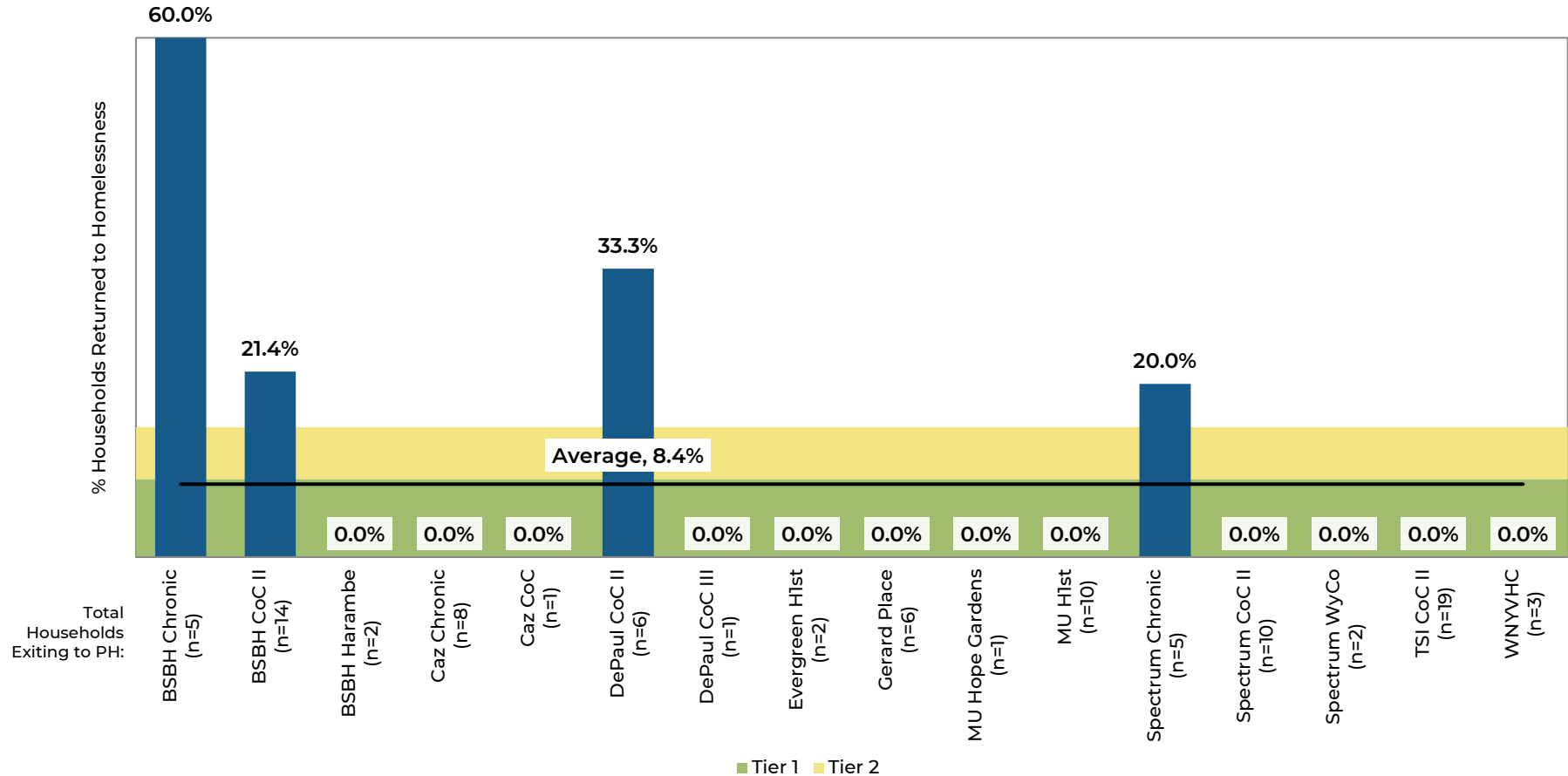
Positive Turnover Rate (PSH)



Returns to Homelessness

This measure looks at those clients who exited to PH between 1/1/2024-6/30/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2024. The local benchmark for this measure is 9% or less.

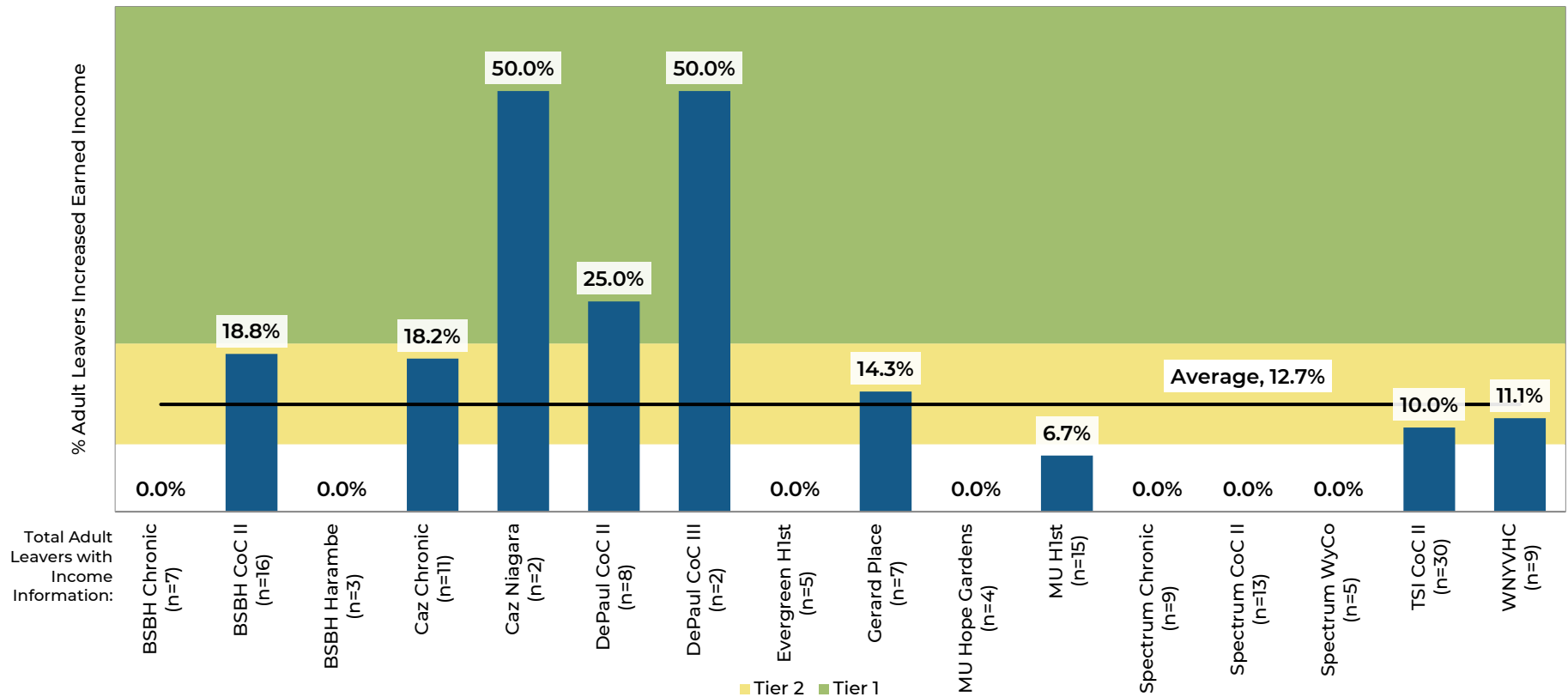
Returns to Homelessness After Exiting to PH (PSH)



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 with income information. The local benchmark for this measure is the HUD benchmark of 20% or greater.

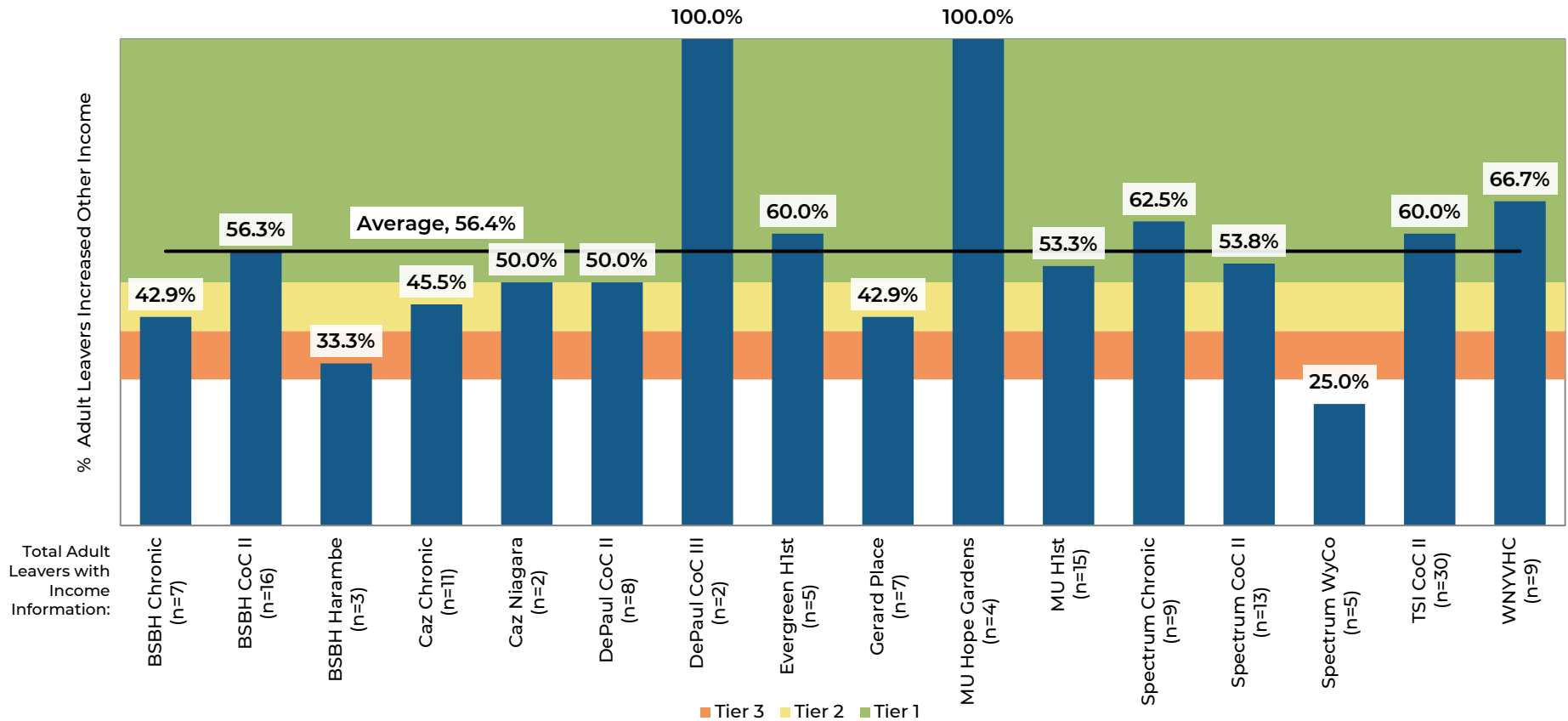
Adults Leavers with Increased Earned Income (PSH)



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 with income information. The local benchmark for this measure is the HUD benchmark of 50% or greater.

Adult Leavers with Increased Other Income (PSH)



Rapid Re-housing (RRH) Projects

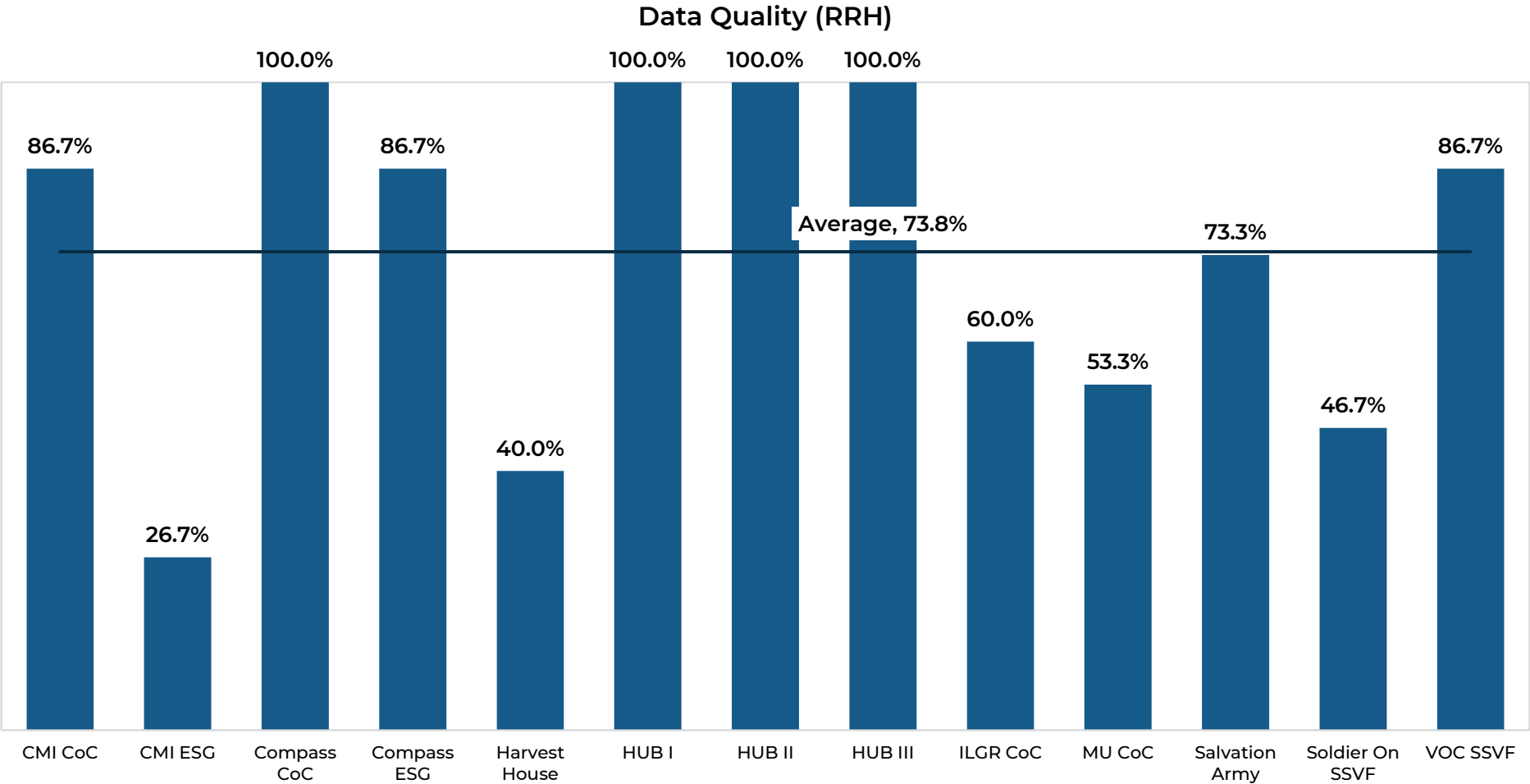
RRH is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenet-based rental assistance and supportive services to households experiencing homelessness.

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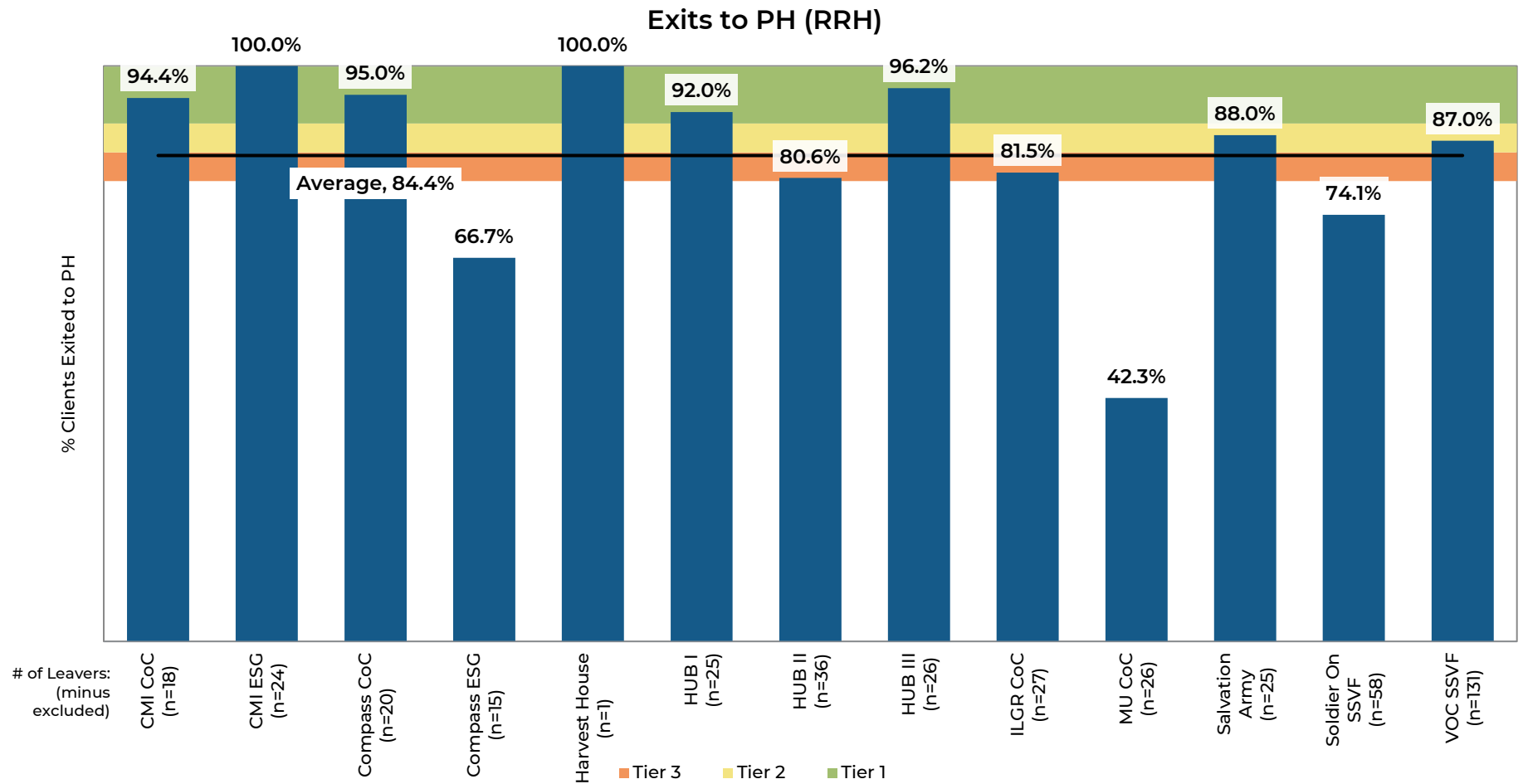
HMIS Data Quality

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

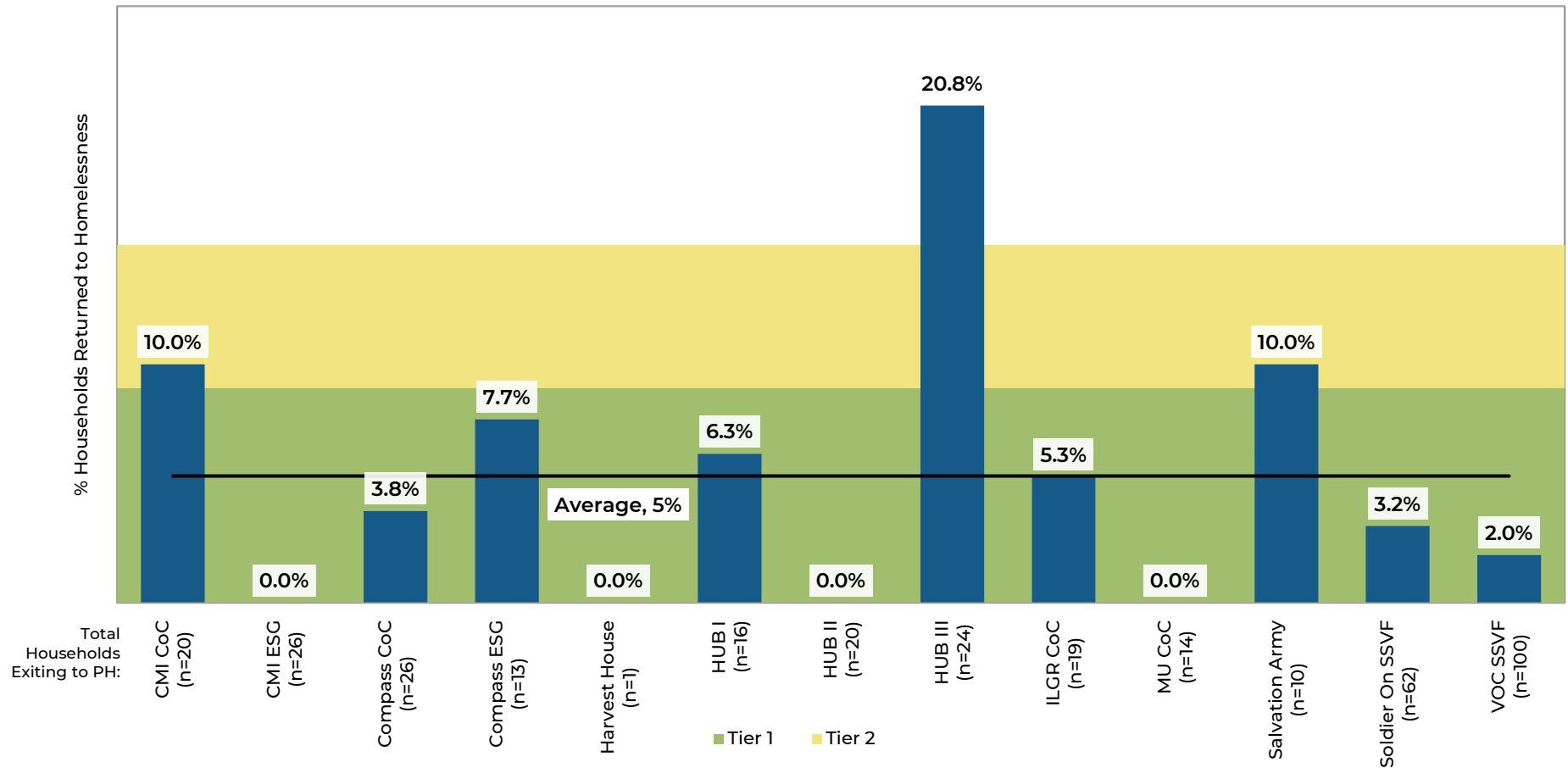
This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers). The benchmark for RRH projects is the national benchmark of 90% or greater.



Returns to Homelessness

This measure looks at those clients who exited to PH from a service project between 1/1/2024-6/30/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2024. The local benchmark for this measure is 9% or less.

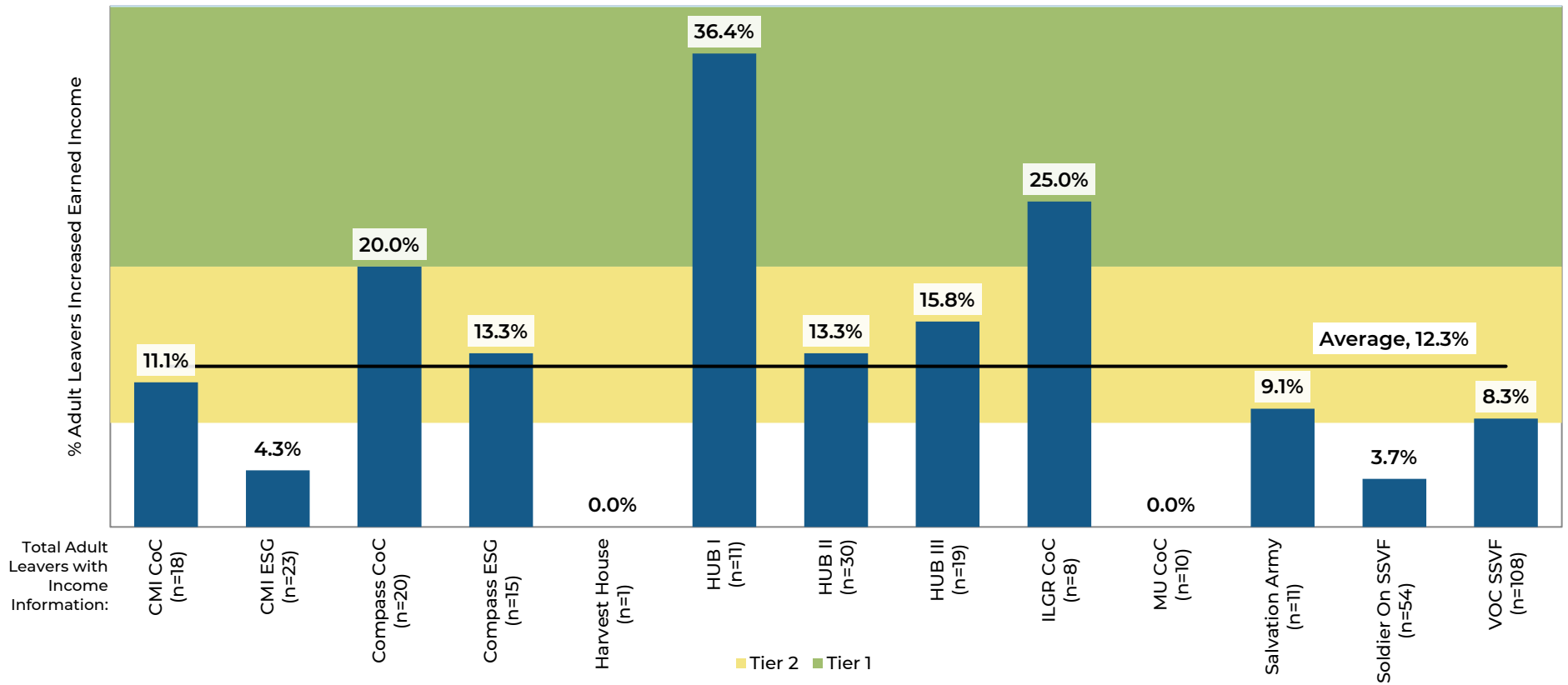
Returns to Homelessness After Exiting to PH (RRH)



Increased Earned Income (Leavers)

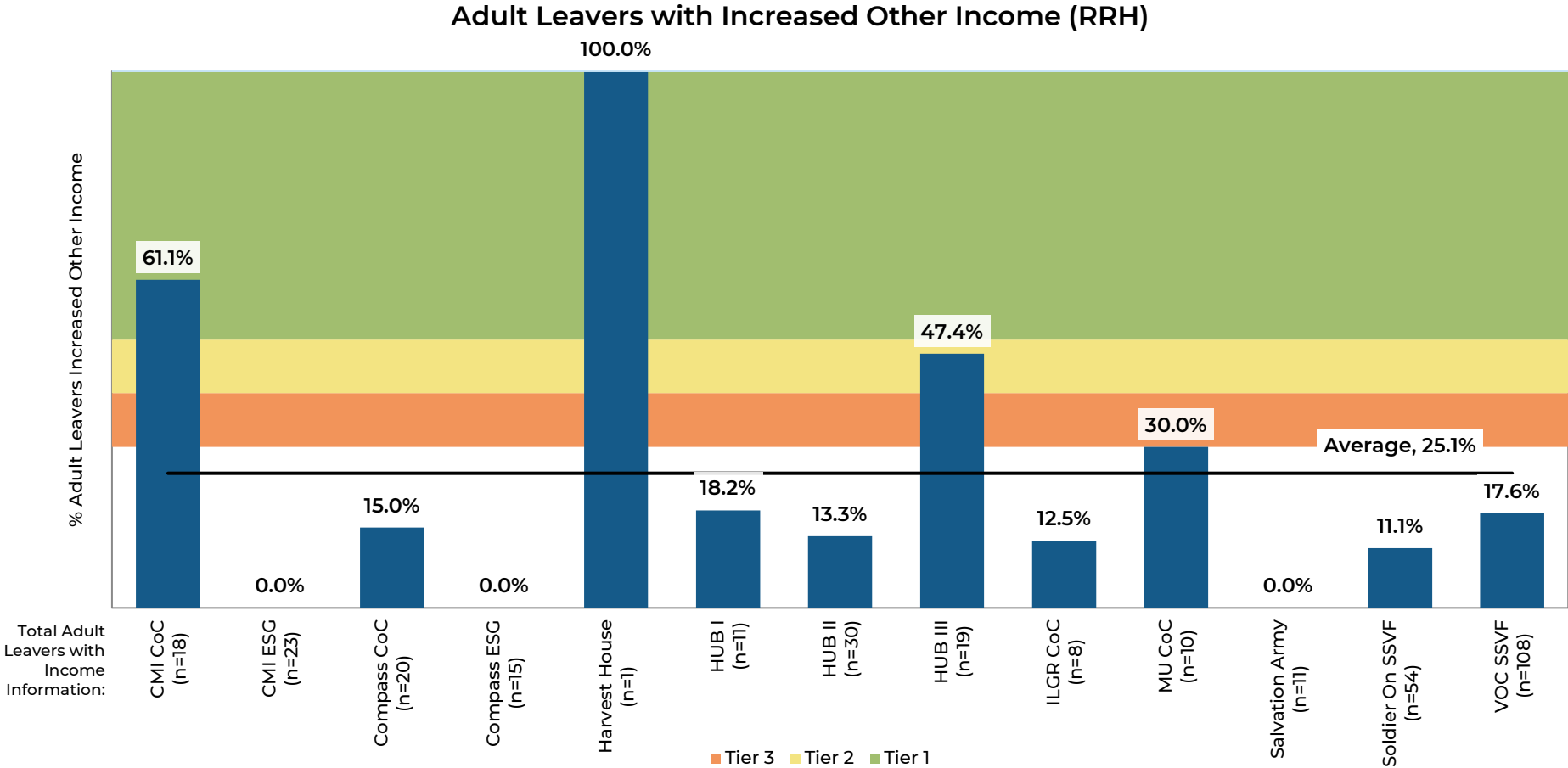
This measure is calculated by dividing the number of adult leavers who increased or gained employment income from their project entry date to their project exit by the number of adult leavers with income information. The local benchmark for this measure is the HUD measure of 20% or greater.

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 with income information. The local benchmark for this measure is the HUD measure of 50% or greater.



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.

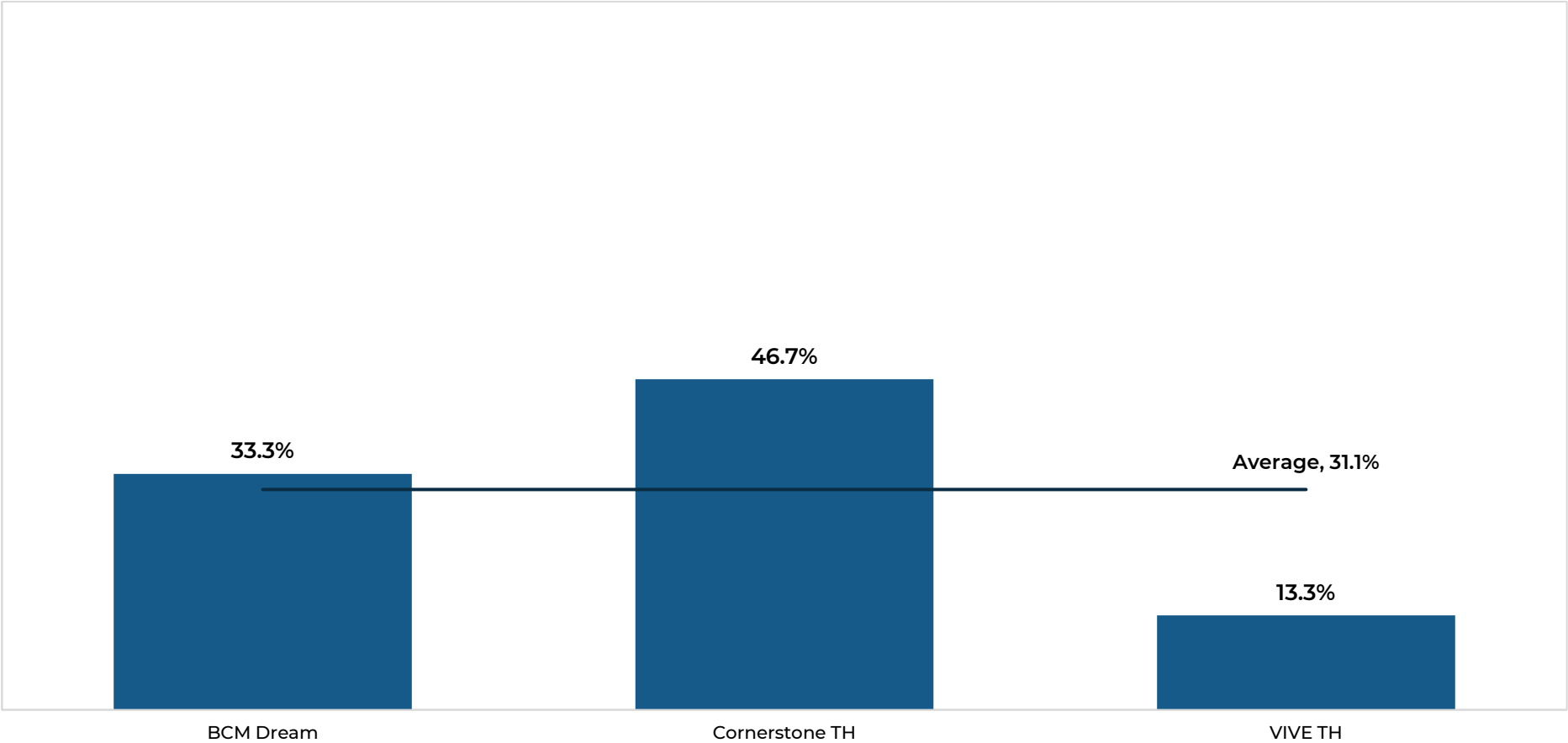
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HMIS Data Quality

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.

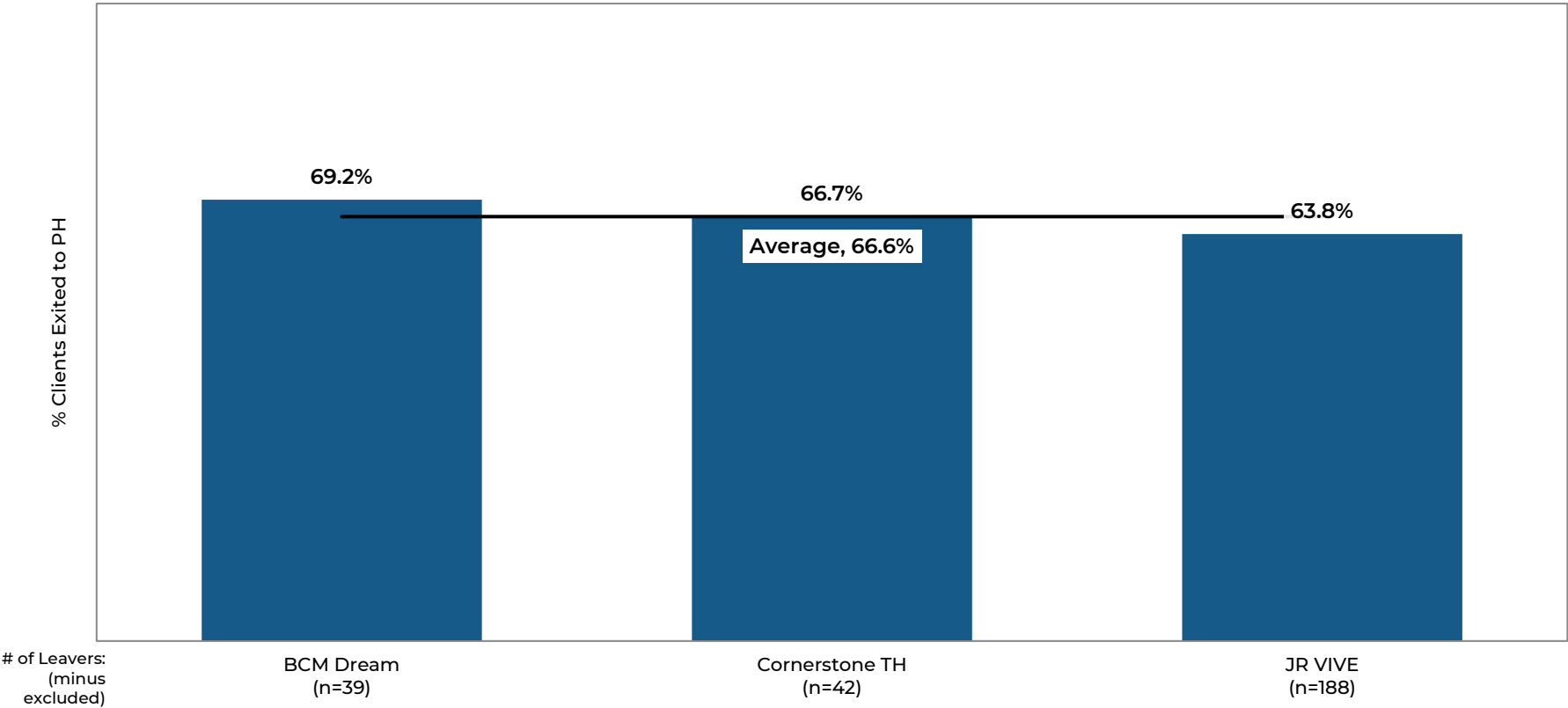
Data Quality (TH)



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).

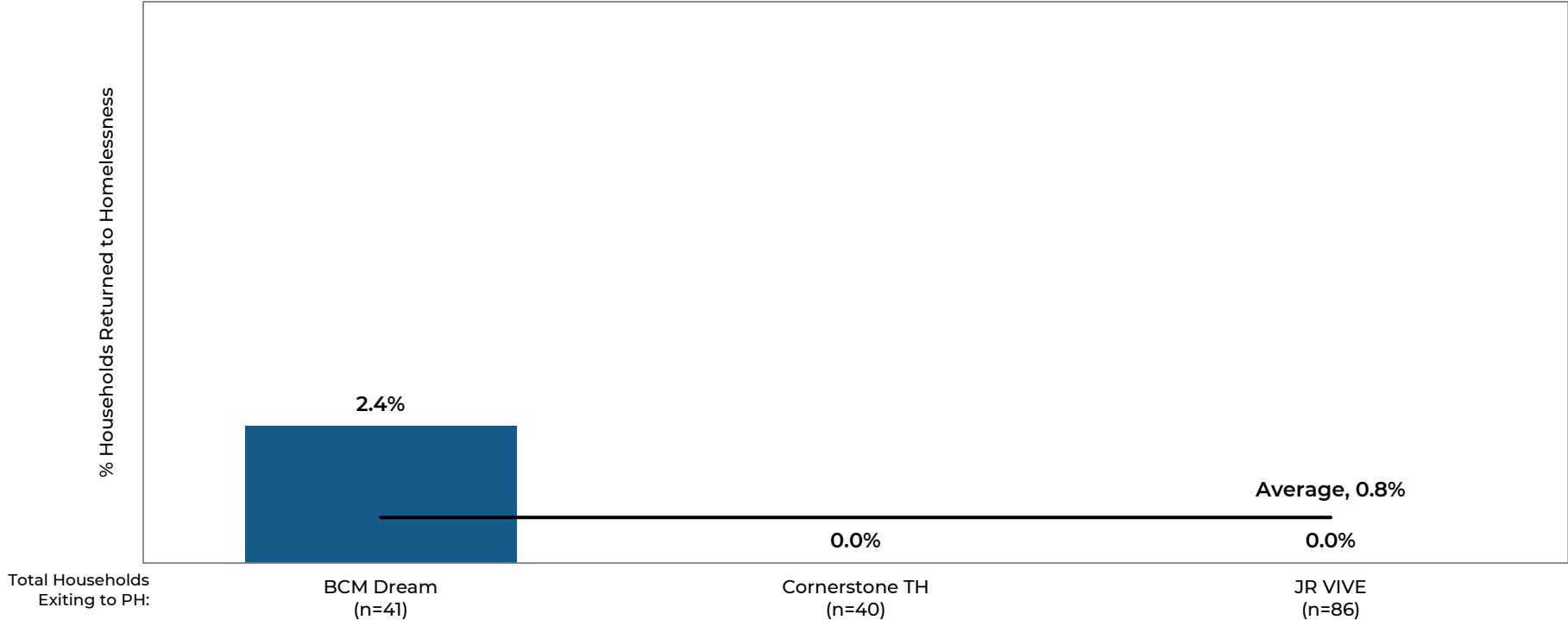
TH Clients Exited to PH



Returns to Homelessness

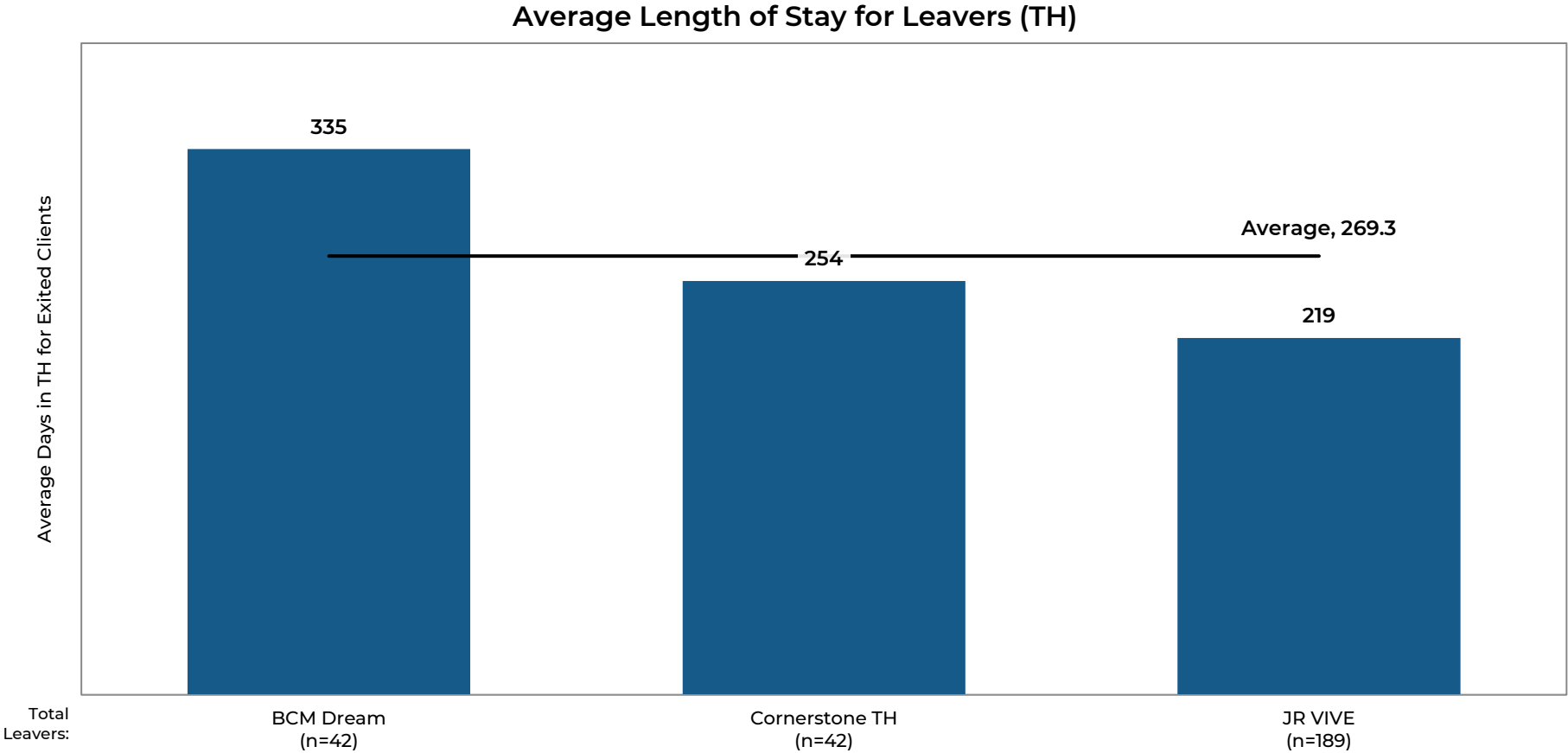
This measure looks at those clients who exited to PH between 1/1/2024-6/30/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2024.

Clients Returning to Homelessness After Exiting to PH (TH)



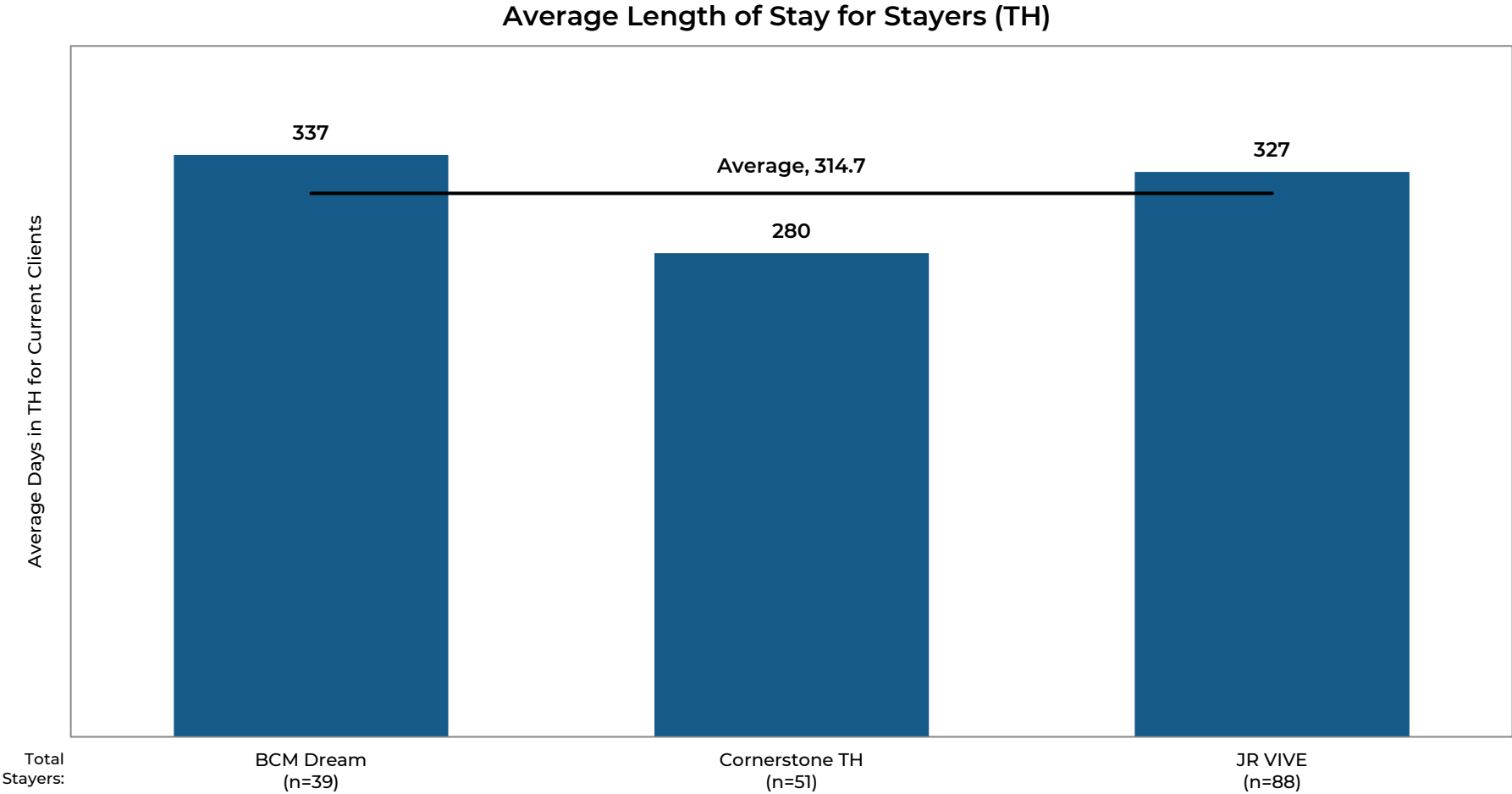
Length of Stay - Leavers

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

families and individuals experiencing homelessness. These projects do not provide housing or housing assistance.

ES, SO, and SSO Performance Measures

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Last Day of Quarter Occupancy Error! Bookmark not defined.

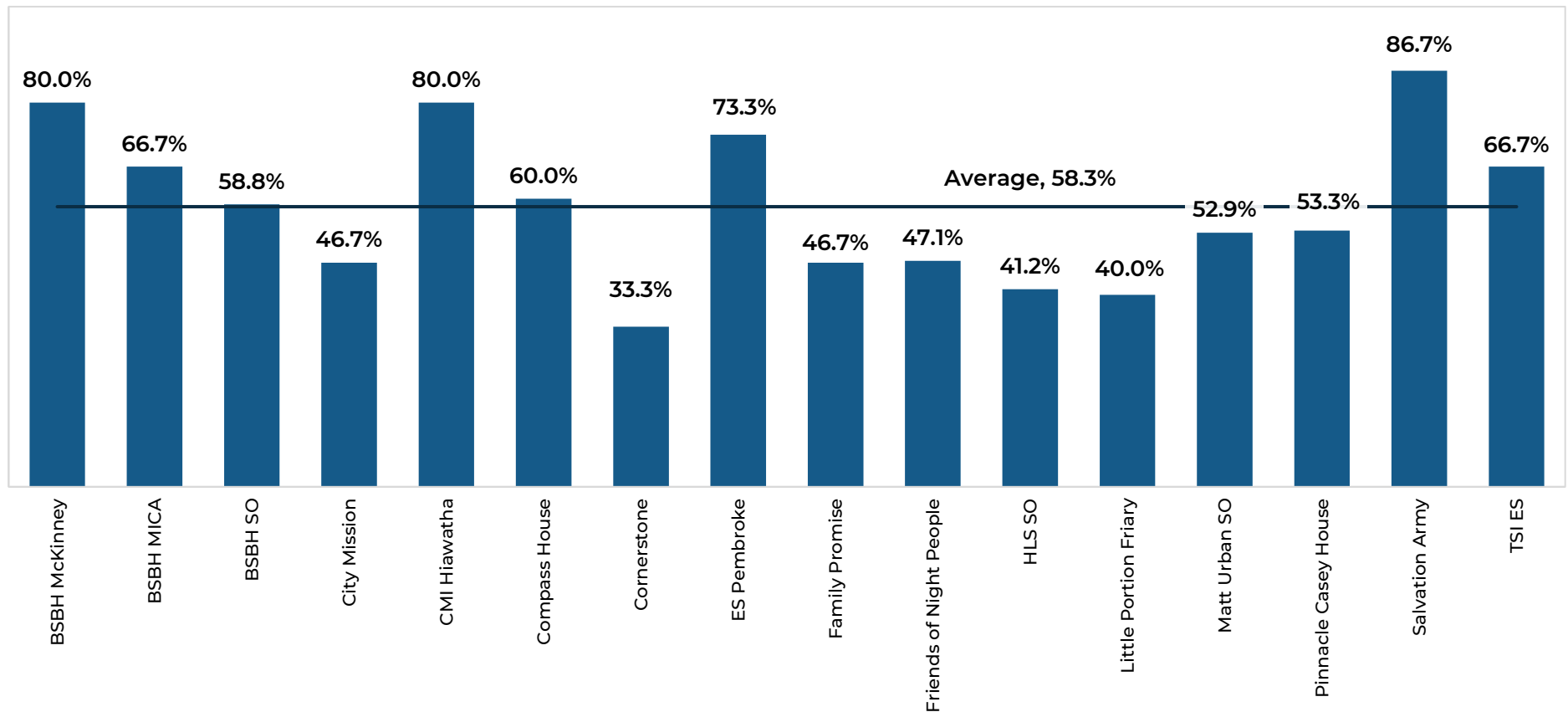
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HMIS Data Quality

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), 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.

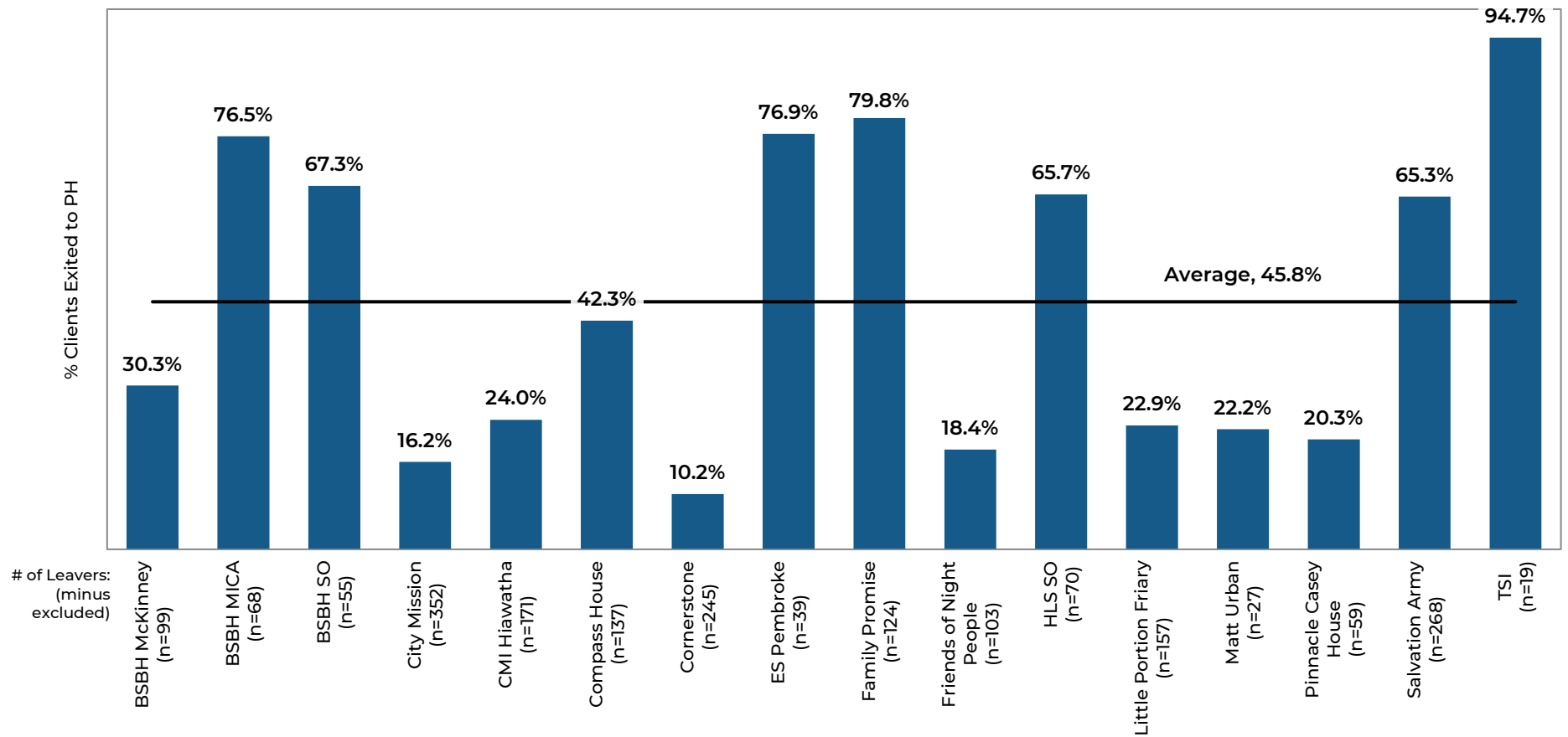
Data Quality (ES, SO, and SSO)



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).

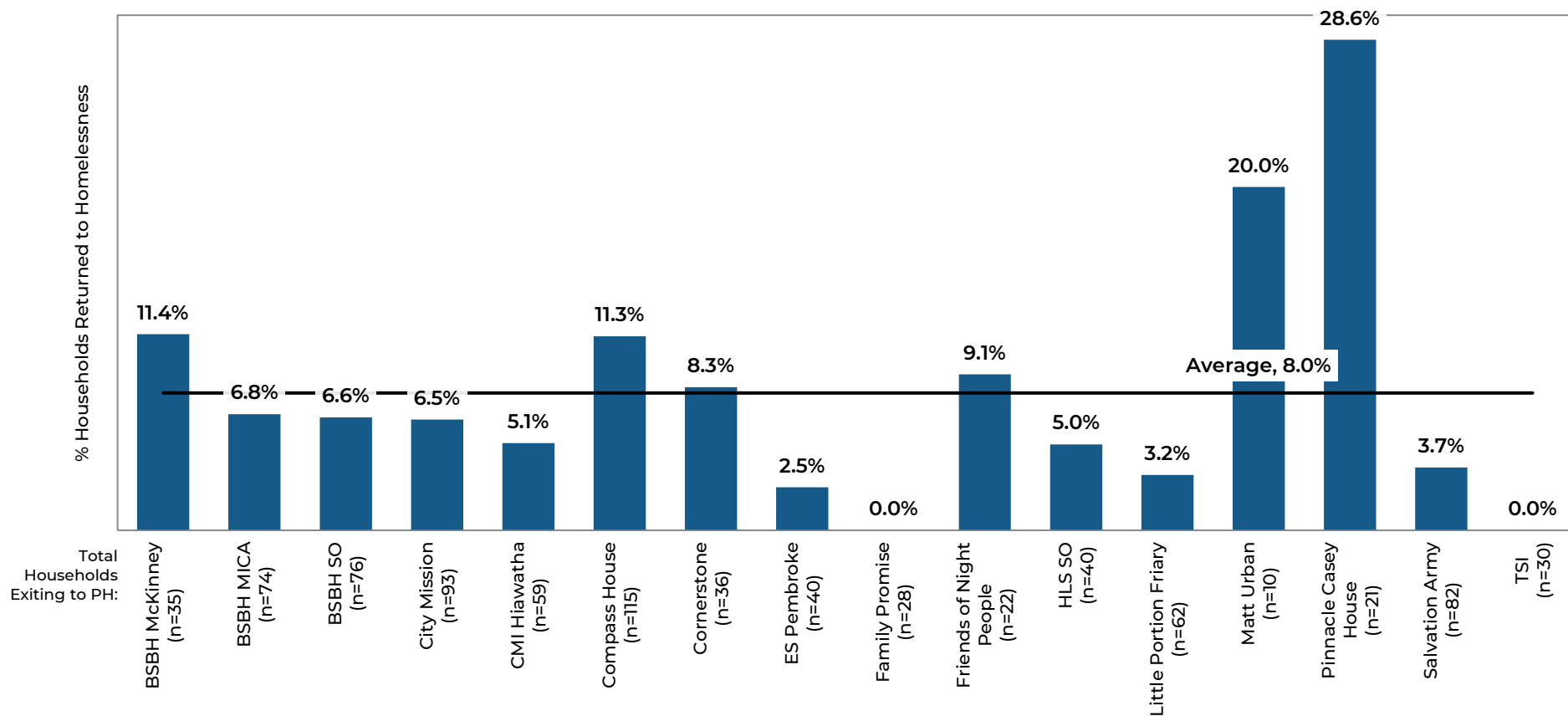
Exits to PH (ES, SO, SSO)



Returns to Homelessness

This measure looks at those clients who exited to PH between 1/1/2024-6/30/2025 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2024.

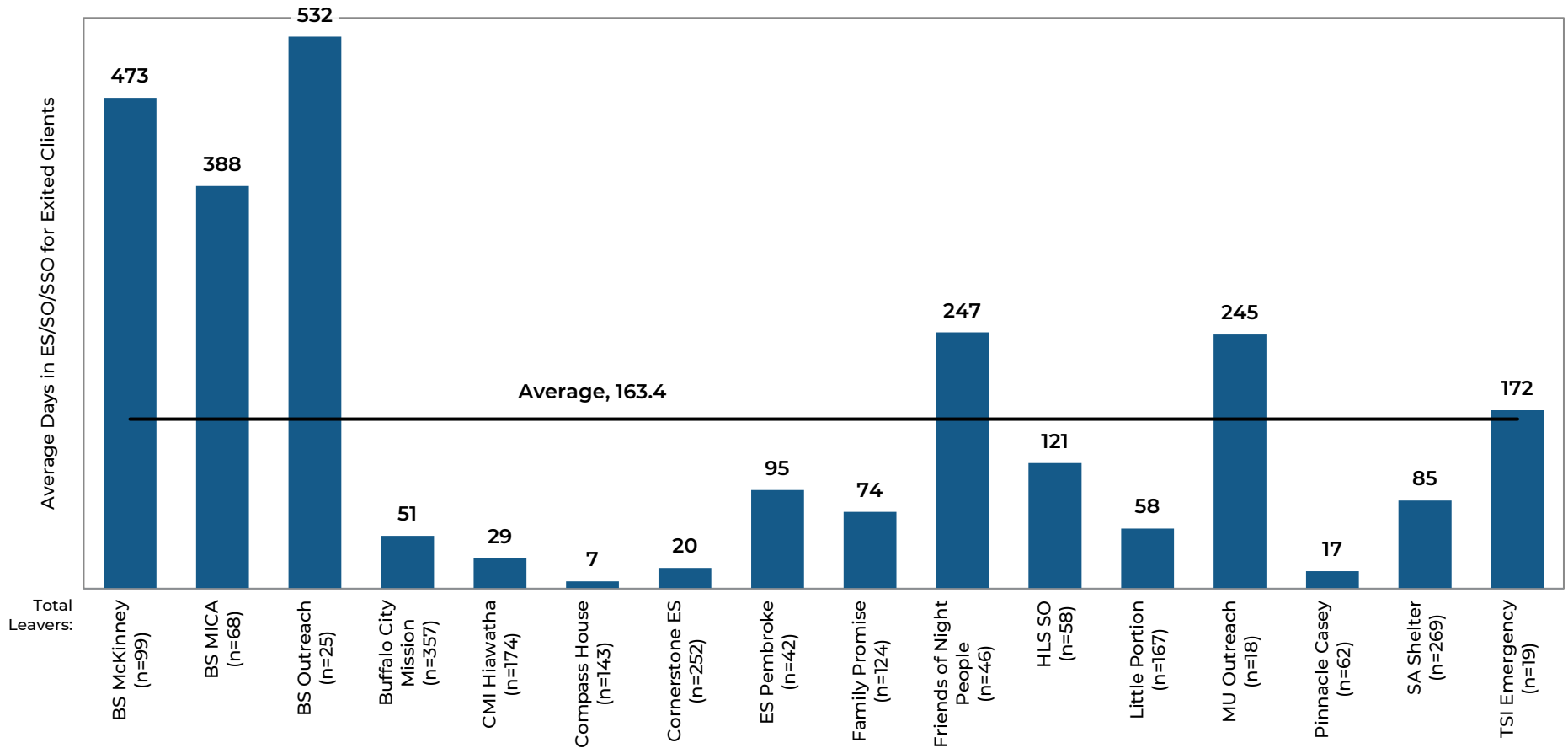
Returns to Homelessness after Exiting to PH (ES, SO, & SSO)



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.

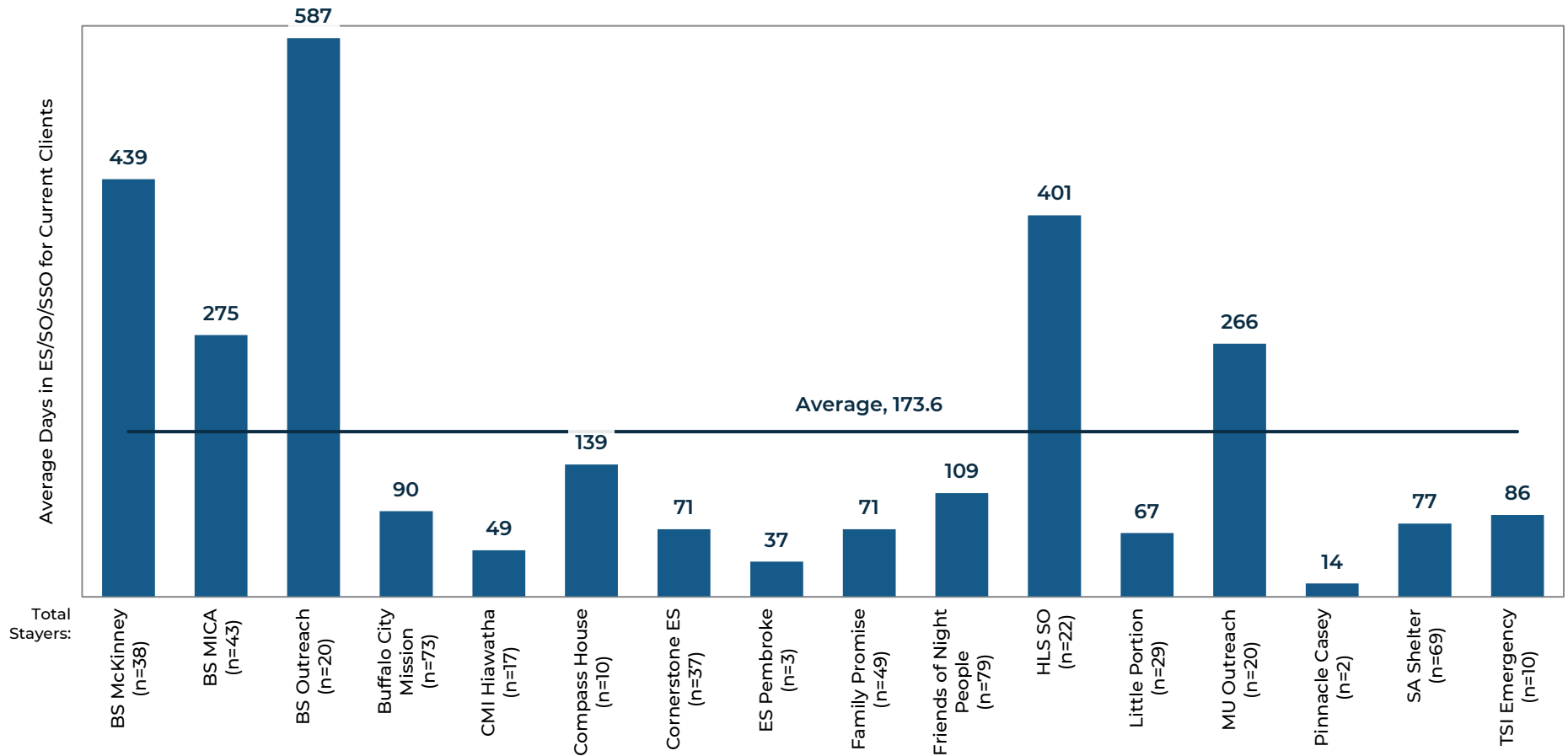
Average Length of Stay for Leavers (ES, SO & SSO)



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.

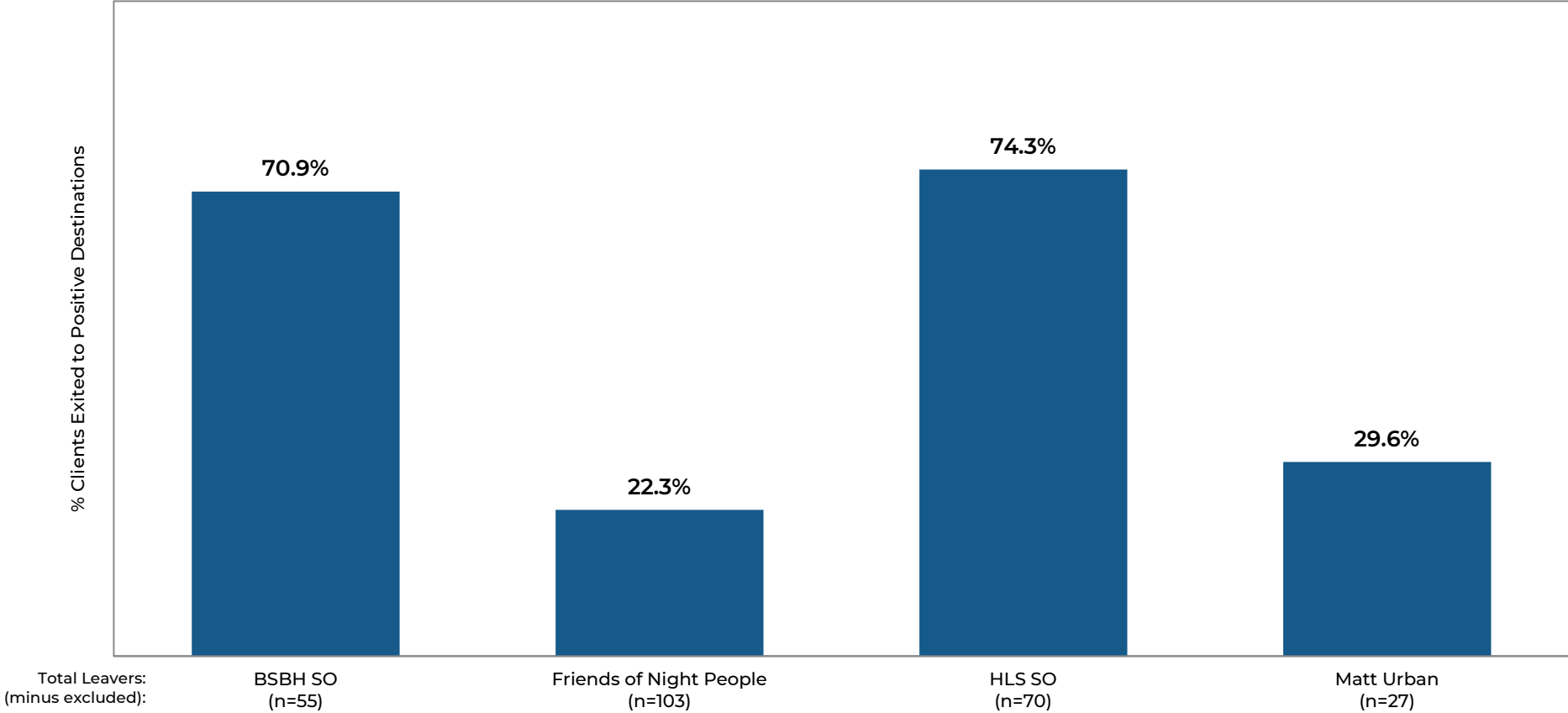
Average Length of Stay for Stayers (ES, SO & SSO)



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)	Harvest House CoC RRH (Harvest House)
DePaul CoC II PSH (DePaul CoC II)	Hispanos Unidos RRH I (HUB I)
DePaul CoC III PSH (DePaul CoC III)	Hispanos Unidos RRH II (HUB II)
Evergreen Housing First CoC PSH (Evergreen H1st)	Hispanos Unidos RRH III (HUB III)
Gerard Place CoC PSH (Gerard Place)	ILGR CoC RRH (ILGR CoC)
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)	Restoration Society County ESG RRH (RSI ESG)
Spectrum CoC II (Spectrum CoC II)	Salvation Army Buffalo CoC RRH (Salvation Army)
Spectrum Wyoming County Dedicated First CoC PSH (Spectrum WyCo)	Soldier On SSVF RRH (Soldier On SSVF)
TSI CoC II PSH (TSI CoC II)	Veterans One Stop Center SSVF RRH (VOC SSVF)
WNY Veterans Housing Coalition CoC PSH (WNYVHC)	

TH	ES, SO, and SSO
Buffalo City Mission Dream TH (BCM Dream)	BestSelf McKinney PATH SSO (BSBH McKinney)
Cornerstone TH (Cornerstone TH)	BestSelf MICA PATH SSO (BSBH MICA)
Jericho Road VIVE Buffalo ESG TH (JR VIVE)	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)