



FY2024 Homelessness Summary Brief

NY-508

Erie | Niagara | Genesee | Orleans | Wyoming Counties

Prepared by The Homeless Alliance of Western New York

Introduction

This brief provides the total estimate of homelessness for the five counties within the NY-508 Continuum of Care, a breakdown of the number of people experiencing homelessness, detailed information about the people in the region who are/were experiencing homelessness, and reasons these community members lost their housing. Homelessness is one of the most difficult experiences a person can endure. It is our hope that the information in this brief can be used to inform our community about the extent of the homelessness crisis, dispel common misconceptions about people who experience homelessness, and the recommended solutions to make homelessness rare, brief, and non-recurring.

The Homeless Alliance of Western New York (HAWNY) leads efforts to reduce homelessness in Erie, Niagara, Genesee, Orleans, and Wyoming Counties. As the region's designated Continuum of Care (CoC) lead agency, we collect vital data through the Homeless Management Information System (HMIS), which tracks both government-funded and community-based homelessness services such as shelters, outreach programs, and housing initiatives.

In fiscal year 2024, homelessness trends across the CoC region reflected both progress and ongoing challenges. A total of 7,949 people in our community faced the hardship of experiencing homelessness. Homelessness across Erie, Niagara, Genesee, Orleans, and Wyoming Counties decreased by 6.5% compared to last year, a change from the previous two years of increase. However, when looking at individual counties we see that only Erie and Orleans Counties experienced a decrease while the three other counties in our region increased, with Genesee County experiencing a striking 36.6% increase.

The reasons that our community members lose stable housing are varied and complex, but a definite factor is a lack of affordable housing. The unemployment rate in WNY has remained low, but nearly half of renters are paying 30% or more of their income on rent, which is traditionally considered unaffordable. While this benchmark can be flexible depending on many factors the implication here is that rising housing costs are outpacing increases in wages. This is borne out in the reported reasons for homelessness with 39.8% of clients indicating a cause related to not being able to afford housing (court eviction, loss of job, utility shutoff, foreclosure, etc.). As we continue to address homelessness, our commitment to securing affordable and sustainable housing remains unwavering.

While many of the statistics relating to homelessness have remained relatively static, there were some notable changes between fiscal year 2023 and fiscal year 2024. The proportion of NY-508 clients with a disability increased by 8.2% between FY2023 and FY2024. Among clients who experienced homelessness in addition to a disability, the proportion of clients with a physical disability increased by 20.6% in Erie County



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while it decreased by 29.0% in Niagara County. In Genesee, Orleans, and Wyoming counties, the proportion of clients who experienced a mental health disorder increased by 14.0%. Clients who are survivors of Domestic Violence (DV) increased in NY-508 by 15.9%, but this was also inconsistent across the five counties. Erie County saw an increase in DV survivors of 28.0% while Niagara County and Genesee, Orleans, and Wyoming Counties saw a decrease of 14.6% and 13.7% respectively. This emphasizes the need for unique programs and interventions that are tailored for each community.

The data on clients experiencing homelessness in this report was downloaded from HMIS on June 9, 2025, and includes all data from Transitional Housing, Emergency Shelter, Street Outreach, and Supportive Services Only projects that utilize HMIS. FY2024 is October 1, 2023 – September 30, 2024. Data about community demographics and rental costs come from the American Community Survey, 2019-2023 Five Year Estimates.

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Key Findings

Annual Counts of People Experiencing Homelessness

Table 1: Count and Percent Change of People Experiencing Homelessness in NY-508 by County and Year

Region	FY2023 Totals		FY2024 Totals		% Change
	HMIS	Estimated Count	HMIS	Estimated Count	
NY-508	7377	8504	7054	7949	-6.5%
Erie County	5682	6240	4963	5226	-16.3%
Niagara County	1241	1832	1332	1954	6.7%
Genesee County	229	229	285	313	36.6%
Orleans County	409	409	383	383	-6.4%
Wyoming County	80	80	90	90	12.5%

Note: Percent change calculated using the estimated count.

Methods of Tabulation

The adjusted total is determined using repeat rates based on the number of duplicated clients served at HMIS-participating providers to account for clients who could have been counted in both participating and non-participating programs. Only providers who receive city and federal funding are required to use HMIS; other service providers may opt in. Those who do not have an entire year's worth of data in HMIS provide the Homeless Alliance of WNY with annual counts of the number of clients they served. In order to account for clients who may have been served by both participating and non-participating HMIS providers, we adjust their provided total based on the duplication rates for that project type and county of operation in HMIS.

Table 2: Duplication Rate by Project Type and County

FY2024, NY-508

	Duplication Rate
Erie County Emergency Shelters	0.7652
Erie County Transitional Housing	0.9981
Overall Erie County	0.9039
Niagara County Emergency Shelters	0.8681
Niagara County Transitional Housing	1.0000
Overall Niagara County	0.9226
Genesee County Emergency Shelters	0.9965
Overall NY-508	0.9800

Note: Duplication rates are used to determine the likely duplication among non-HMIS participating providers and are based on data from HMIS participation providers.

Demographics

Who experienced homelessness?

- 85.6% of households who experienced homelessness were one-person households.
- 793 families experienced homelessness in FY2024, continuing the upwards trend that began in FY2021. This year, 23.4% of all people who experienced homelessness were children.
- More than half of adults who experienced homelessness were aged 25-44.
- People who experience a disability are overrepresented in the homeless population with 43.5% of people experiencing homelessness experiencing a disability while only 14.0% of NY-508 residents experiencing a disability.

Figure 1: Number of Clients Served by NY-508 Over Time
FY2020-FY2024, NY-508

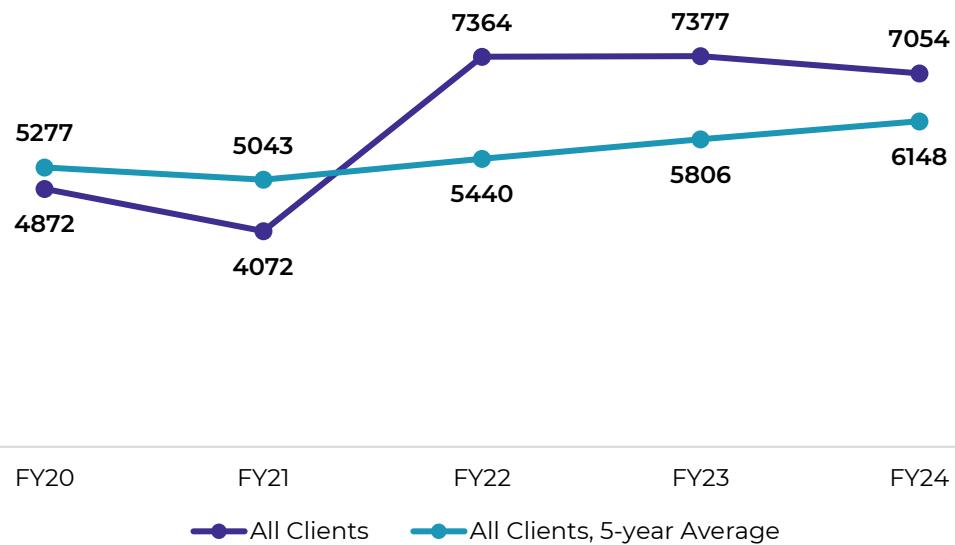
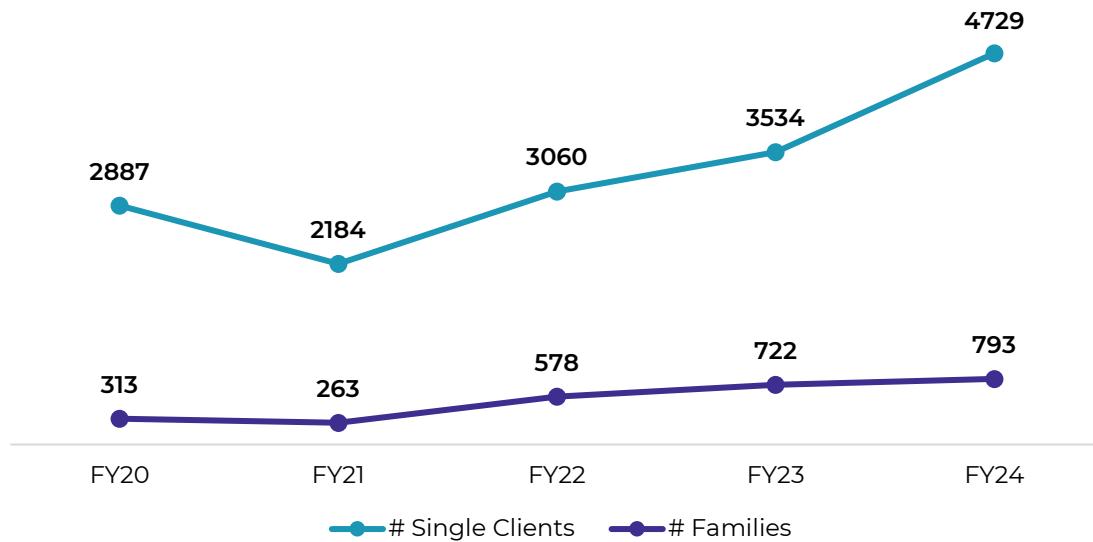


Figure 2: Household Type Served by NY-508 Over Time
FY2020-FY2024, NY-508



Note: In FY2022 only households with at least one adult and one child were considered Families.

Table 3: Household Type Distribution Among Households Served by NY-508 FY2024, NY-508

Household Type	Count of Households	% of Households
Single Clients	4729	85.6%
Families	793	14.4%
Couple with No Children	20	0.4%
Female Single Parent	581	10.5%
Male Single Parent	59	1.1%
Other	11	0.2%
Two Parent Family	122	2.2%
Grand Total	5522	100%

Note: 1 single client = 1 household (HH)

Table 4: Household Type Distribution Among Households Served by NY-508 by County
FY2024, Erie, Niagara, and GOW Counties

Household Type	Erie County		Niagara County		GOW Counties	
	Count of HH's	% of HH's	Count of HH's	% of HH's	Count of HH's	% of HH's
Single Clients	3694	88.1%	705	79.1%	444	79.6%
Families	498	11.9%	186	20.9%	114	20.4%
Female Single Parent	392	9.4%	128	14.4%	65	11.6%
Male Single Parent	-	-	-	-	12	2.2%
Other	-	-	-	-	15	2.7%
Two Parent Family	64	1.5%	37	4.2%	22	3.9%
Grand Total	4192	100%	891	100%	558	100%

Note: 1 single client = 1 household (HH). The data for Male Single Parent and Other for Erie and Niagara County are suppressed due to small counts.

Figure 3: Age Distribution Among Clients Served by NY-508
FY2024, NY-508

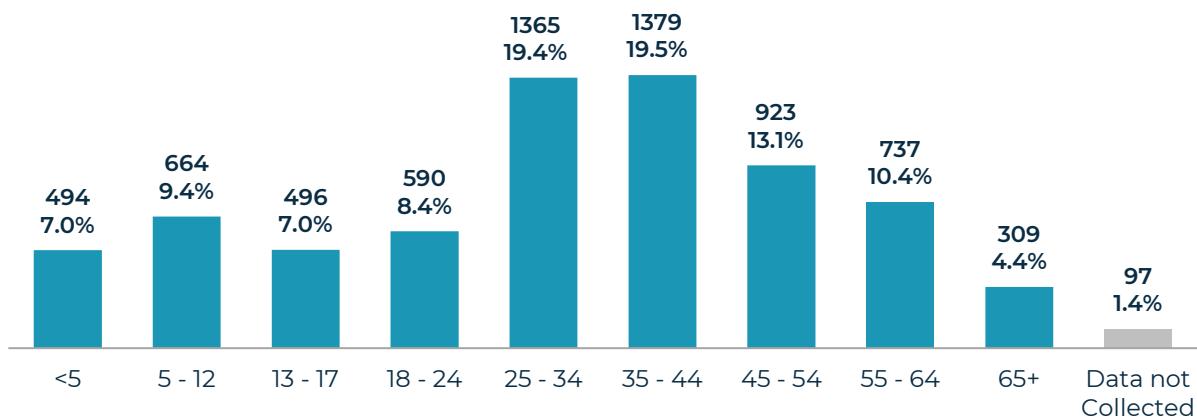
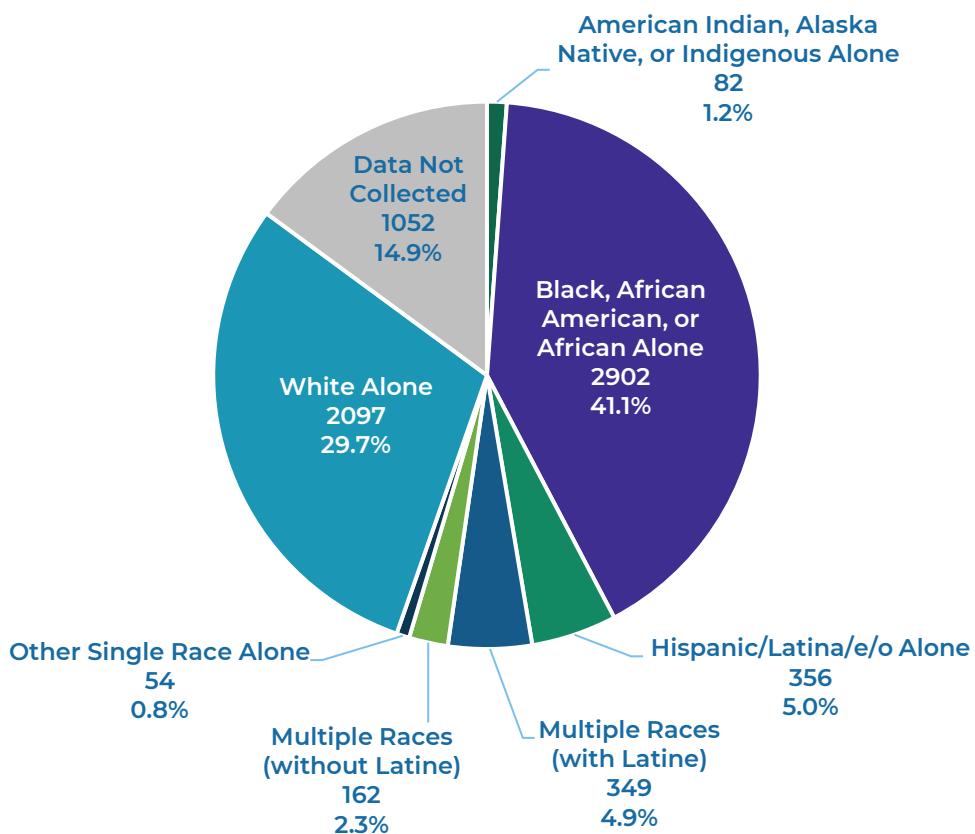


Table 5: Age Distribution Among Clients Served by NY-508 by County
FY2024, Erie, Niagara, and GOW Counties

Age	Erie County		Niagara County		GOW Counties	
	Count of Clients	% of Clients	Count of Clients	% of Clients	Count of Clients	% of Clients
<5	319	6.4%	125	9.4%	53	7.1%
5-12	447	9.0%	178	13.4%	44	5.9%
13-17	363	7.3%	118	8.9%	32	4.3%
All Children (under 18)	1129	22.7%	421	31.6%	129	17.2%
18-24	414	8.3%	112	8.4%	71	9.5%
25-34	986	19.9%	223	16.7%	158	21.1%
35-44	954	19.2%	234	17.6%	172	22.9%
45-54	639	12.9%	160	12.0%	105	14.0%
55-64	573	11.5%	113	8.5%	49	6.5%
65+	230	4.6%	55	4.1%	24	3.2%
All Adults (18 and Older)	3796	76.5%	897	67.3%	579	77.2%
Data Not Collected	38	0.8%	14	1.1%	42	5.6%

Figure 4: Race and Ethnicity Distribution Among Clients Served by NY-508 FY2024, NY-508



Note: Other Single Race Alone includes Asian or Asian American, Middle Eastern or North African, and Native Hawaiian or Pacific Islander.

Table 6: Comparison of Race Distribution Between People Who Experienced Homelessness and All Residents
FY2024, NY-508

Race	% of People Experiencing Homelessness	% of All NY-508 Residents
Asian or Asian American alone	-	3.6%
Black, African American, or African alone	41.1%	10.7%
American Indian, Alaska Native, or Indigenous alone	1.2%	0.4%
Native Hawaiian or Pacific Islander alone	-	0.0%
Middle Eastern or North African alone	-	N/A
Hispanic/Latina/e/o alone	5.9%	N/A
White alone	29.7%	77.6%
Other Race alone	N/A	2.3%
Multiple Races	7.2%	5.4%

Note: Due to small counts and a difference of collection method, comparisons cannot be made for Hispanic/Latina/e/o, Asian or Asian American, Middle Eastern or North African, Native Hawaiian or Pacific Islander, or Other Race and comparisons for all other races are not exact. Clients whose Race and Ethnicity was not known are excluded from the People Who Experienced Homelessness calculation (n=6002).

Table 7: Comparison of Ethnicity Distribution Between People Who Experienced Homelessness and All Residents
FY2024, NY-508

Ethnicity	% of People Experiencing Homelessness	% of All NY-508 Residents
Hispanic/Latina/e/o	11.7%	5.7%
Non-Hispanic/Non-Latina/e/o	88.3%	94.3%

Note: Clients whose Race and Ethnicity was not known are excluded from the People Who Experienced Homelessness calculation (n=6002).

Table 8: Race and Ethnicity Distribution Among Clients Served by NY-508 by County
FY2024, Erie, Niagara, and GOW Counties

Race and Ethnicity	Erie County		Niagara County		GOW Counties	
	Count of Clients	% of Clients	Count of Clients	% of Clients	Count of Clients	% of Clients
American Indian, Alaska Native, or Indigenous Alone	43	0.9%	37	2.8%	-	-
Black, African American, or African Alone	2291	46.2%	487	36.6%	106	14.1%
Hispanic/Latina/e/o Alone	249	5.0%	82	6.1%	19	2.5%
White Alone	1028	20.7%	568	42.6%	530	70.7%
Other Single Race Alone*	44	0.9%	-	-	-	-
Multiple Races (with Latine)	284	5.7%	40	3.1%	20	2.7%
Multiple Races (without Latine)	95	1.9%	61	4.5%	12	1.6%
Data Not Collected	929	18.7%	-	-	53	7.1%

*Other Single Race Alone includes Asian or Asian American, Middle Eastern or North African, and Native Hawaiian or Pacific Islander.

Note: The data for Other Single Race Alone for Niagara County and American Indian, Alaska Native, or Indigenous and Other Single Race Alone for GOW Counties are suppressed due to small counts.

Figure 5: Gender Identity Distribution Among Clients Served by NY-508
FY2024, NY-508

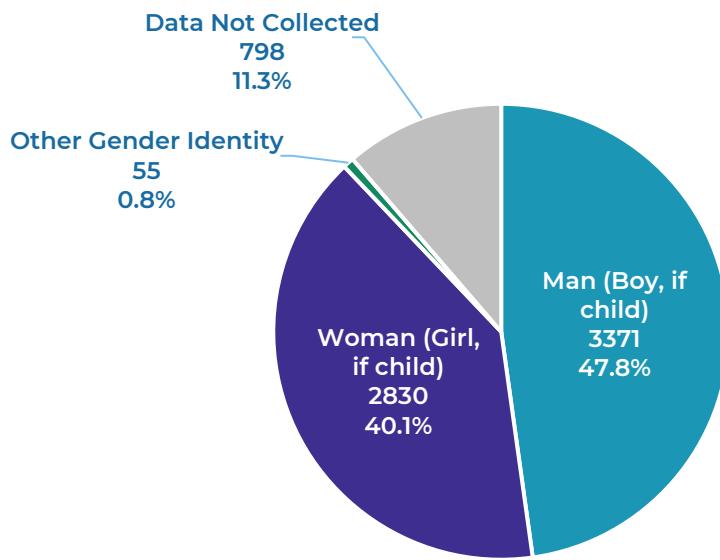


Table 9: Comparison of Gender Identity Distribution Between People Who Experienced Homelessness and All Residents
FY2024, NY-508

Gender Identity	% of People Experiencing Homelessness	% of All NY-508 Residents
Man (Boy, if child)	53.9%	49.0%
Woman (Girl, if child)	45.2%	51.0%
Other Gender Identity	0.9%	N/A

Note: Clients whose Gender Identity was not known are excluded from the People Who Experienced Homelessness calculation (n=6256).

Table 10: Gender Identity Distribution Among Clients Served by NY-508 by County

FY2024, Erie, Niagara, and GOW Counties

Gender Identity	Erie County		Niagara County		GOW Counties	
	Count of Clients	% of Clients	Count of Clients	% of Clients	Count of Clients	% of Clients
Man (Boy, if child)	2242	45.2%	673	50.5%	398	53.1%
Woman (Girl, if child)	1970	39.7%	619	46.5%	306	40.8%
Other Gender Identity	41	0.8%	14	1.1%	-	-
Data Not Collected	710	14.3%	26	2.0%	-	-

Note: The data for Other Gender Identity and Data Not Collected for GOW are suppressed due to small counts.

Figure 6: Disability Status Distribution Among Clients Served by NY-508 FY2024, NY-508

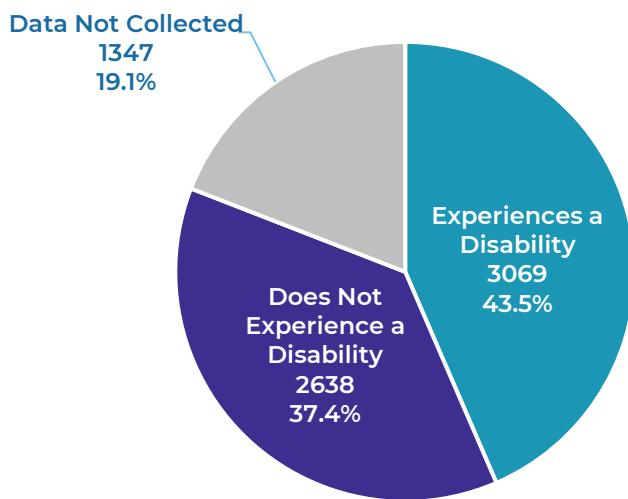


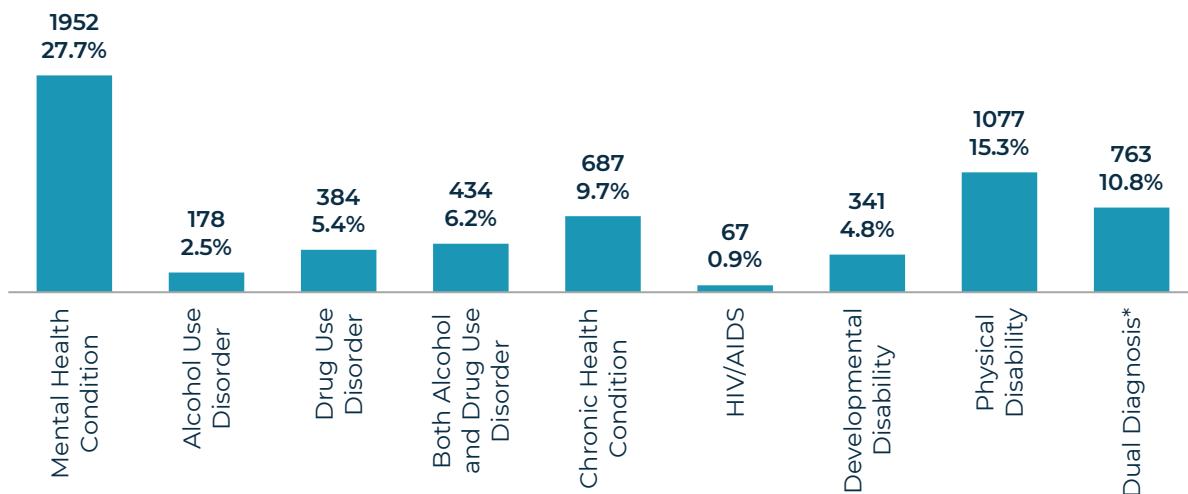
Table 11: Comparison of Disability Status Distribution between People Who Experienced Homelessness and All Residents FY2024, NY-508

	% of People Experiencing Homelessness	% of All NY-508 Residents
Experience a Disability	43.5%	14.0%

Table 12: Disability Status Distribution Among Clients Served by NY-508 by County FY2024, Erie, Niagara, and GOW Counties

Disability Status	Erie County		Niagara County		GOW Counties	
	Count of Clients	% of Clients	Count of Clients	% of Clients	Count of Clients	% of Clients
Experiences a Disability	2305	46.4%	530	39.8%	269	35.9%
Does Not Experience a Disability	1536	30.9%	750	56.3%	314	41.9%
Data Not Collected	1122	22.6%	52	3.9%	167	22.3%

Figure 7: Disability Type Distribution Among Clients Served by NY-508 FY2024, NY-508



*Dual Diagnosis refers to clients who experience both a mental health condition and a substance use disorder.

Table 13: Disability Type Distribution Among Clients Served by NY-508 FY2024, Erie, Niagara, and GOW Counties

Disability Type	Erie County		Niagara County		GOW Counties	
	Count of Clients	% of Clients	Count of Clients	% of Clients	Count of Clients	% of Clients
Mental Health Disorder	1593	32.1%	267	20.0%	118	15.7%
Alcohol Use Disorder	156	3.1%	20	1.5%	-	-
Drug Use Disorder	286	5.8%	87	6.5%	18	2.4%
Both Alcohol and Drug Use Disorder	380	7.7%	46	3.5%	14	1.9%
Chronic Health Condition	529	10.7%	158	11.9%	20	2.7%
HIV/AIDS	58	1.2%	-	-	-	-
Developmental Disability	282	5.7%	61	4.6%	13	1.7%
Physical Disability	916	18.5%	104	7.8%	66	8.8%
Dual Diagnosis*	649	13.1%	100	7.5%	26	3.5%

*Dual Diagnosis refers to clients who experience both a mental health condition and a substance use disorder.

Note: Columns will not sum to 100% as clients may experience multiple disability types or not experience any disability. The data for Alcohol Use Disorder for GOW and HIV/AIDS for Niagara and GOW are suppressed due to small counts.

Special Populations

What groups of people have unique needs? Some individuals experiencing homelessness are more likely to have more severe service needs and are referred to as “Special Populations.” In NY-508 there are four main Special Populations: Chronically Homeless, Survivors of Domestic Violence, Veterans, and Youth*. Clients who meet the criteria for one or more of these special populations have access to resources designed specifically for their needs. Due to the extremely sensitive nature of information on clients who are youths or survivors of domestic violence, limited data is available for these special populations.

**See Table 31 in the Appendix for definitions*

Table 14: Special Populations Distribution Among Clients Served by NY-508 FY2024, NY-508

Special Population	Count of Clients	% of Clients
Chronically Homeless	520	7.4%
Survivor of Domestic Violence	883	12.5%
Veteran	288	4.1%
Youth	747	10.6%

Note: Columns may not sum to 100% as clients may meet criteria for multiple Special Populations or not meet criteria for any Special Population.

Figure 8: Gender Distribution Among Special Population Clients Served by NY-508

FY2024, NY-508

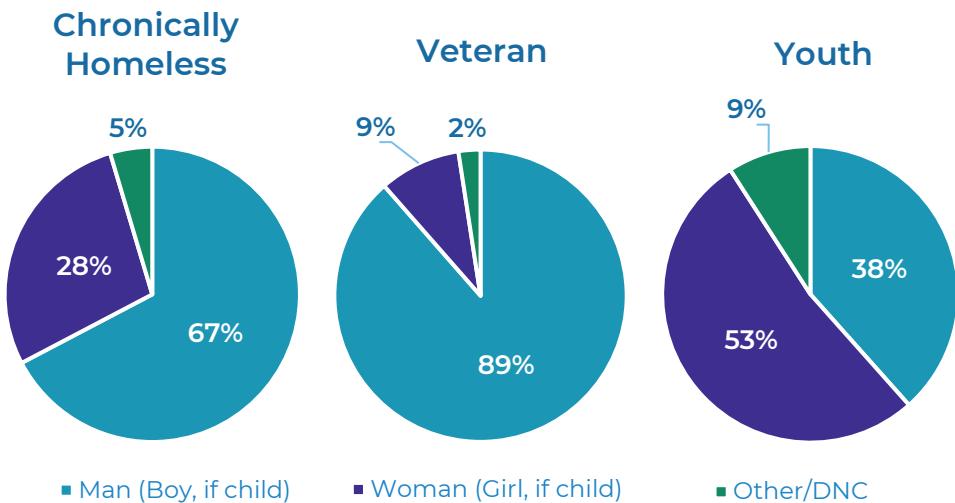
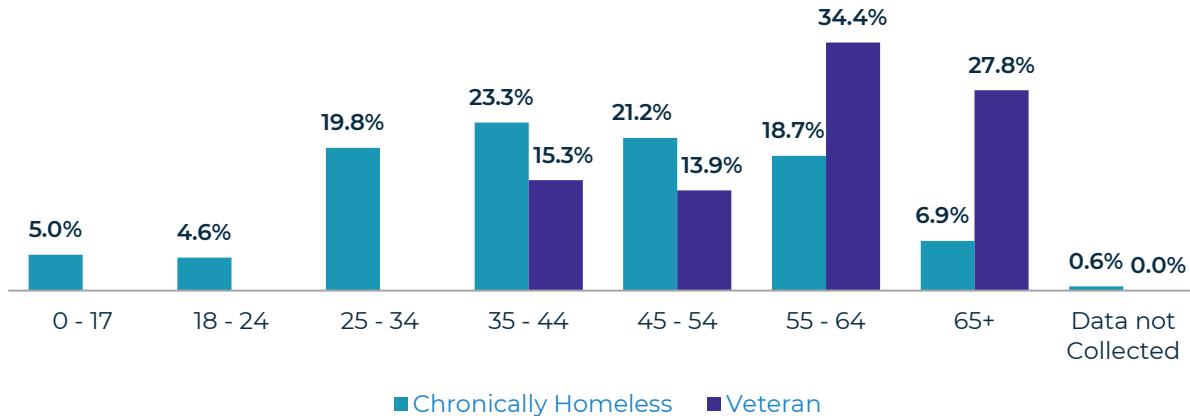


Figure 9: Age Distribution Among Special Population Clients Served by NY-508
FY2024, NY-508



Note: The denominators for the percentage calculations are the number of Chronically Homeless (n=520) and the number of Veterans (n=288). The data for Veterans 18-24 and 25-34 are suppressed due to small counts.

Prior Residence

Where were people living before losing their housing?

- 20.8% of clients reported that their last permanent address was in the East Side, Kensington, and Schiller Park area.
- The proportion of clients who had been living in a place not meant for habitation increased from 15.9% to 18.0% between FY2023 and FY2024, an increase of 13.2%.
- The proportion of clients who had been living in a rental house or apartment (with or without a housing subsidy) decreased from 9.7% to 8.0% between FY2023 and FY2024, a decrease of 17.5%.

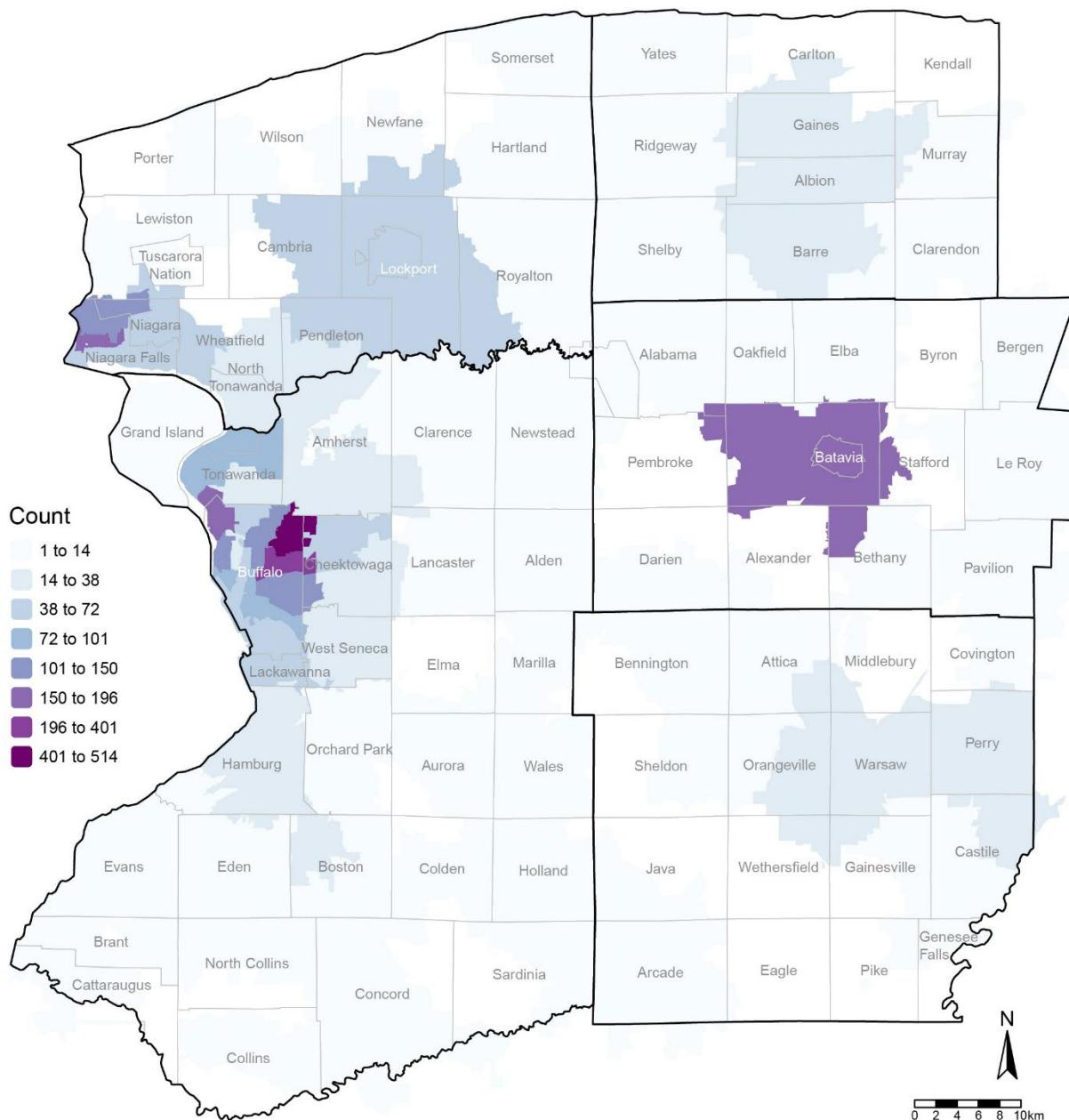
Table 15: Top Ten Zip Codes for the Last Permanent Residence Among Clients Served by NY-508

FY2024, NY-508

Zip Code of Last Permanent Address	% of Clients	Zip Code of Last Permanent Address	% of Clients
14215	11.7%	14212	3.4%
14211	9.1%	14213	3.4%
14207	4.5%	14206	3.1%
14301	4.2%	14305	3.0%
14020	4.1%	14214	3.0%

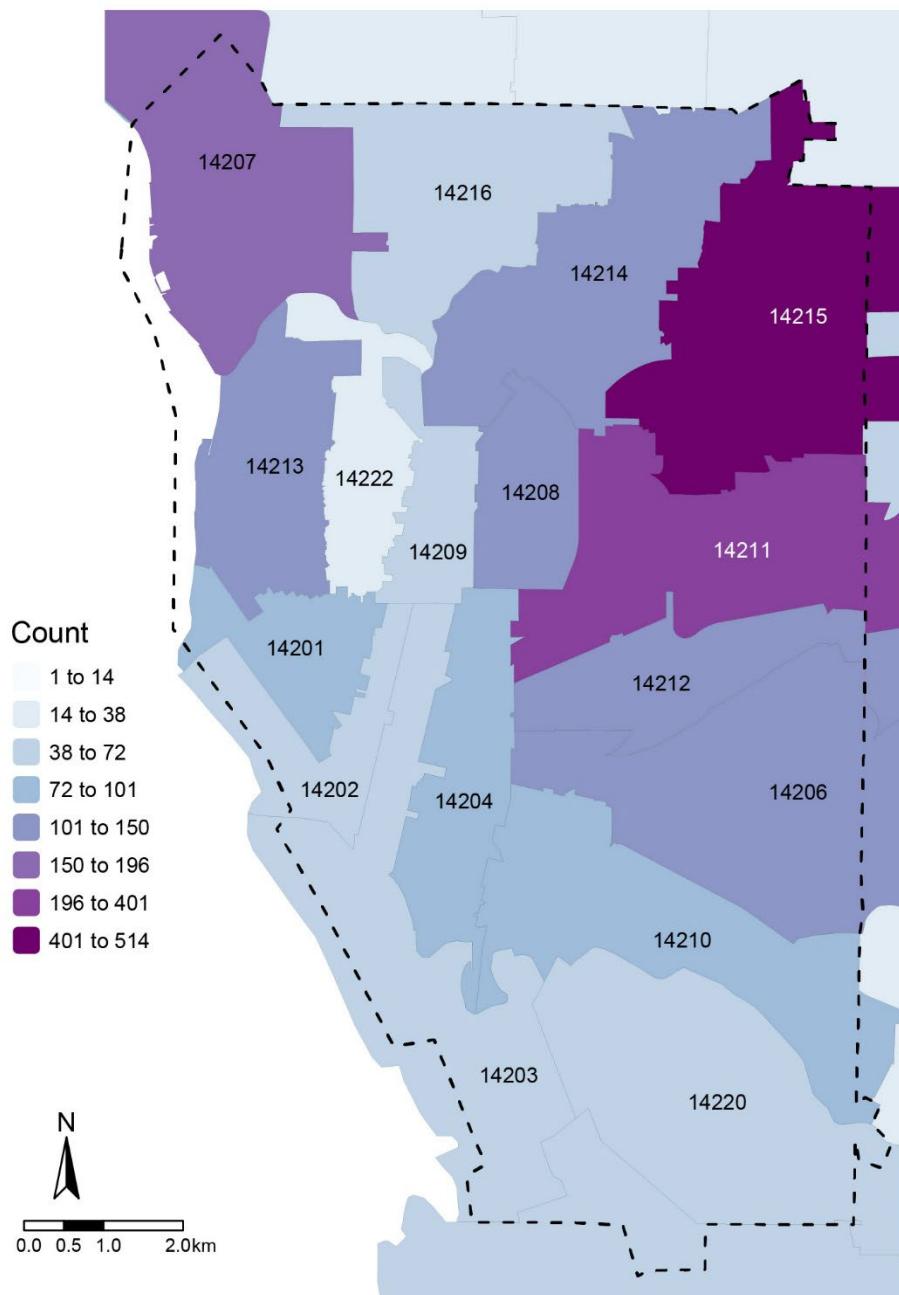
Note: Clients whose Zip Code of Last Permanent Address was not known are excluded from the calculation (n=4395). The Zip Code of Last Permanent Address is provided by the Head of Household upon their first entry into a NY-508 Service Provider during FY2024.

Figure 10: A map of Erie, Niagara Genesee, Orleans, and Wyoming counties with zip code area showing the count of clients who resided in that zip code before entering the homelessness system. Map of NY-508 Showing the Last Permanent Residence Among Clients Served by NY-508 FY2024, NY-508



This map shows the frequency in which zip codes in NY-508 were reported as a client's last permanent residence. Areas in dark purple indicate that more people who experienced homelessness were residents of that zip code when they lost their housing. The Zip Code of Last Permanent Address is provided by the Head of Household upon their first entry into a NY-508 Service Provider during FY2024 (n=4395).

Figure 11: A map of the City of Buffalo with zip code area color showing the count of clients who resided in that zip code before entering the homelessness system. Map of the City of Buffalo Showing the Last Permanent Residence Among Clients Served by NY-508 FY2024, NY-508



This map shows the frequency in which zip codes in the City of Buffalo were reported as a client's last permanent residence. Areas in dark purple indicate that more people who experienced homelessness were residents of that zip code when they lost their housing. The Zip Code of Last Permanent Address is provided by the Head of Household upon their first entry into a NY-508 Service Provider during FY2024 (n=4395).

Table 16: Top Ten Zip Codes for the Last Permanent Residence Among Clients Served by NY-508
FY2024, Erie County

Zip Code of Last Permanent Address	% of Clients	Zip Code of Last Permanent Address	% of Clients
14215	11.7%	14212	3.4%
14211	9.1%	14213	3.4%
14207	4.5%	14206	3.1%
14301	4.2%	14305	3.0%
14020	4.1%	14214	3.0%

Note: Clients whose Zip Code of Last Permanent Address was not known are excluded from the calculation (n=4395). The Zip Code of Last Permanent Address is provided by the Head of Household upon their first entry into an Erie County Service Provider during FY2024.

Table 17: Top Eight Zip Codes for the Last Permanent Residence Among Clients Served by NY-508
FY2024, Niagara County

Zip Code of Last Permanent Address	% of Clients	Zip Code of Last Permanent Address	% of Clients
14301	23.7%	14098	6.7%
14305	16.1%	14120	2.8%
14304	8.2%	14213	2.3%
14303	7.1%	14211	1.9%

Note: Clients whose Zip Code of Last Permanent Address was not known are excluded from the calculation (n=647). The Zip Code of Last Permanent Address is provided by the Head of Household upon their first entry into a Niagara County Service Provider during FY2024.

Table 18: Top Six Zip Codes for the Last Permanent Residence Among Clients Served by NY-508
FY2024, Genesee, Orleans, and Wyoming Counties

Zip Code of Last Permanent Address	% of Clients	Zip Code of Last Permanent Address	% of Clients
14020	45.3%	14530	4.9%
14569	8.8%	14103	3.6%
14411	8.3%	14482	3.4%

Note: Clients whose Zip Code of Last Permanent Address was not known are excluded from the calculation (n=386). The Zip Code of Last Permanent Address is provided by the Head of Household upon their first entry into a GOW Service Provider during FY2024.

Table 19: Top Ten Previous Residence Types Among Clients Served by NY-508
FY2024, NY-508

Residence Prior to Project Entry	Count of Clients	% of Clients
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	1304	30.4%
Place not meant for habitation	772	18.0%
Staying or living in a family member's room, apartment or house	610	14.2%
Staying or living in a friend's room, apartment or house	508	11.9%
Rental by client, no ongoing housing subsidy	291	6.8%
Jail, prison, or juvenile detention facility	225	5.3%
Hospital or other residential non-psychiatric medical facility	153	3.6%
Hotel or motel paid for without emergency shelter voucher	129	3.0%
Substance use treatment facility or detox center	97	2.3%
Rental by client, with ongoing housing subsidy	50	1.2%

Note: Clients whose Prior Residence Type was not known are excluded from the calculation. (n=4284). The Prior Residence Type is provided by the Head of Household upon their first entry into a NY-508 Service Provider during FY2024.

Table 20: Top Ten Previous Residence Types Among Clients Served by NY-508
FY2024, Erie County

Residence Prior to Project Entry	Count of Clients	% of Clients
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	1046	38.1%
Place not meant for habitation	518	18.9%
Staying or living in a family member's room, apartment or house	361	13.1%
Staying or living in a friend's room, apartment or house	238	8.7%
Rental by client, no ongoing housing subsidy	144	5.2%
Hospital or other residential non-psychiatric medical facility	128	4.7%
Jail, prison, or juvenile detention facility	67	2.4%
Hotel or motel paid for without emergency shelter voucher	61	2.2%
Substance use treatment facility or detox center	60	2.2%
Rental by client, with ongoing housing subsidy	33	1.2%

Note: Clients whose Prior Residence Type was not known are excluded from the calculation (n=2747). The Prior Residence Type is provided by the Head of Household upon their first entry into an Erie County Service Provider during FY2024.

Table 21: Top Ten Previous Residence Types Among Clients Served by NY-508
FY2024, Niagara County

Residence Prior to Project Entry	Count of Clients	% of Clients
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	179	18.8%
Place not meant for habitation	178	18.7%
Staying or living in a friend's room, apartment or house	150	15.8%
Staying or living in a family member's room, apartment or house	136	14.3%
Rental by client, no ongoing housing subsidy	98	10.3%
Jail, prison, or juvenile detention facility	67	7.1%
Hotel or motel paid for without emergency shelter voucher	46	4.8%
Hospital or other residential non-psychiatric medical facility	24	2.5%
Substance use treatment facility or detox center	21	2.2%
Safe Haven	19	2.0%

Note: Clients whose Prior Residence Type was not known are excluded from the calculation (n=950). The Prior Residence Type is provided by the Head of Household upon their first entry into a Niagara County Service Provider during FY2024.

Table 22: Top Ten Previous Residence Types Among Clients Served by NY-508
FY2024, Genesee, Orleans, and Wyoming Counties

Residence Prior to Project Entry	Count of Clients	% of Clients
Staying or living in a family member's room, apartment or house	117	20.5%
Staying or living in a friend's room, apartment or house	98	17.2%
Place not meant for habitation	86	15.1%
Jail, prison, or juvenile detention facility	74	13.0%
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	72	12.6%
Rental by client, no ongoing housing subsidy	50	8.8%
Hotel or motel paid for without emergency shelter voucher	25	4.4%
Substance use treatment facility or detox center	17	3.0%
Rental by client, with ongoing housing subsidy	9	1.6%
Hospital or other residential non-psychiatric medical facility	7	1.2%

Note: Clients whose Prior Residence Type was not known are excluded from the calculation (n=570). The Prior Residence Type is provided by the Head of Household upon their first entry into a GOW Counties Service Provider during FY2024.

Causes

Why did people experience homelessness?

- The proportion of clients who reported that Domestic Violence (DV) is the primary reason they lost their housing increased from 6.8% to 10.5% in Erie County between FY2023 and FY2024, an increase of 54.4%.
- The proportion of clients who reported that eviction by their primary tenant is the primary reason they lost their housing increased from 9.4% to 10.9% in Niagara County between FY2023 and FY2024, an increase of 16.0%.
- The proportion of clients who reported that release from an institution is the primary reason for losing their housing decreased from 20.1% to 15.8% in Genesee, Orleans, and Wyoming Counties between FY2023 and FY2024, a decrease of 21.4%.

Table 23: Top Ten Primary Reason for Homelessness Clients Served by NY-508

FY2024, NY-508

Primary Reason for Homelessness	Count of Clients	% of Clients
Court eviction by landlord	514	12.0%
Eviction by primary tenant	467	10.9%
Household Disputes (not DV)	443	10.4%
Relocation from out of the NY-508 CoC Area	427	10.0%
Domestic Violence (DV)	406	9.5%
Loss of Job/Income (includes public benefits)	370	8.6%
Release from Institution	359	8.4%
Asked to leave by landlord	329	7.7%
Mental Health	190	4.4%
Substance Use	141	3.3%

Note: Clients whose Primary Reason for Homelessness was not known are excluded from the calculation (n=4282). The Primary Reason for Homelessness is provided by the Head of Household upon their first entry into a NY-508 Service Provider during FY2024.

Table 24: Top Ten Primary Reason for Homelessness Clients Served by NY-508
FY2024, Erie County

Primary Reason for Homelessness	Count of Clients	% of Clients
Court eviction by landlord	397	12.4%
Household Disputes (not DV)	361	11.2%
Relocation from out of the NY-508 CoC Area	352	11.0%
Domestic Violence (DV)	338	10.5%
Eviction by primary tenant	309	9.6%
Loss of Job/Income (includes public benefits)	295	9.2%
Asked to leave by landlord	228	7.1%
Release from Institution	167	5.2%
Mental Health	159	5.0%
Substance Use	101	3.1%

Note: Clients whose Primary Reason for Homelessness was not known are excluded from the calculation (n=3213). The Primary Reason for Homelessness is provided by the Head of Household upon their first entry into an Erie County Service Provider during FY2024.

Table 25: Top Ten Primary Reason for Homelessness Clients Served by NY-508
FY2024, Niagara County

Primary Reason for Homelessness	Count of Clients	% of Clients
Release from Institution	133	18.1%
Eviction by primary tenant	80	10.9%
Household Disputes (not DV)	78	10.6%
Relocation from out of the NY-508 CoC Area	75	10.2%
Loss of Job/Income (includes public benefits)	69	9.4%
Court eviction by landlord	67	9.1%
Domestic Violence (DV)	46	6.3%
Asked to leave by landlord	43	5.9%
Mental Health	31	4.2%
Problems with building	27	3.7%

Note: Clients whose Primary Reason for Homelessness was not known are excluded from the calculation (n=733). The Primary Reason for Homelessness is provided by the Head of Household upon their first entry into a Niagara County Service Provider during FY2024.

Table 26: Top Ten Primary Reason for Homelessness Clients Served by NY-508

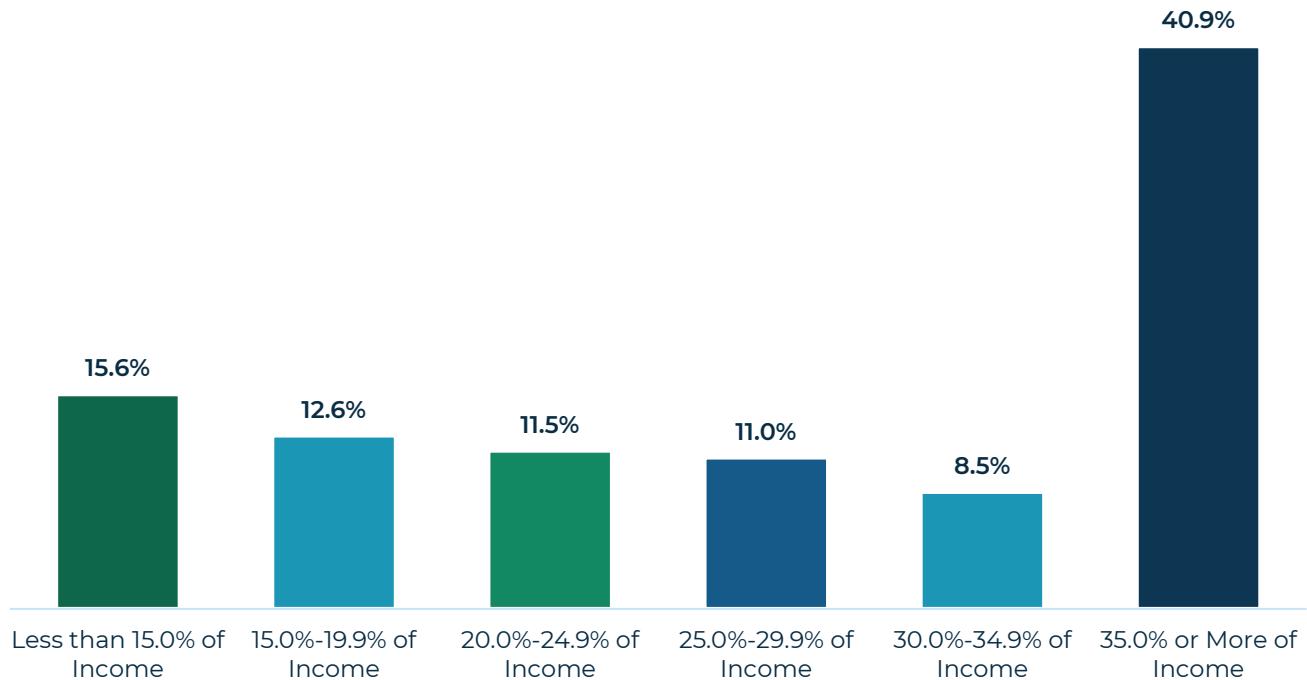
FY2024, Genesee, Orleans, and Wyoming Counties

Primary Reason for Homelessness	Count of Clients	% of Clients
Eviction by primary tenant	92	19.9%
Release from Institution	73	15.8%
Asked to leave by landlord	65	14.0%
Court eviction by landlord	55	11.9%
Domestic Violence (DV)	31	6.7%
Substance Use	30	6.5%
Household Disputes (not DV)	19	4.1%
Loss of job/income (including public benefits)	17	3.7%
Doubled-up/Overcrowded	13	2.8%
Problem with landlord	11	2.4%

Note: Clients whose Primary Reason for Homelessness was not known are excluded from the calculation (n=463). The Primary Reason for Homelessness is provided by the Head of Household upon their first entry into a GOW Counties Service Provider during FY2024.

The figure and table below reflect data from the American Community Survey, 2019-2023 Five Year Estimates.

Figure 12: Percent of Income Towards Rent Distribution Among Residents 2019-2023 Average, NY-508



Note: Residents that the American Community Survey reported were unable to have their Percent of Income Towards Rent computed are excluded from the calculation.

Table 27: Percent of Income Towards Rent Distribution Among Residents 2019-2023 Average, Erie, Niagara, and GOW Counties

Percent of Income Towards Rent	Erie County	Niagara County	GOW Counties
Less than 15.0 percent	15.3%	15.9%	17.8%
15.0 to 19.9 percent	12.1%	13.5%	15.7%
20.0 to 24.9 percent	11.5%	10.3%	13.4%
25.0 to 29.9 percent	10.9%	11.8%	10.8%
30.0 to 34.9 percent	8.4%	9.1%	8.5%
35.0 percent or more	41.8%	39.4%	33.8%

Note: Residents that the American Community Survey reported were unable to have their Percent of Income Towards Rent computed are excluded from the calculation.

Exit Destination

When people exit the system, where do they go?

The average length of time people experiencing homelessness spend in shelters continues to increase while exits to permanent housing decreased between FY2023 and FY2024. This reflects a lack of permanent housing resources for clients to move into. CoC funding provides permanent housing for close to 2,000 people per year, but client turnover is relatively low. If funding to CoC projects is reduced or cut, we will likely see the average length of time in shelter increase even further and exits to permanent housing drop even lower.

Table 28: Residence Type Upon Exit Distribution Among Clients Served by NY-508 FY2024, NY-508

Exit Destination Type*	Count of Leavers	% of Leavers
Permanent	1390	24.6%
Temporary	470	8.3%
Institution	145	2.6%
Homeless	839	14.9%
Other/Unknown	2800	49.6%

Note: The denominator for the percent calculation is the number of clients who exited a NY-508 Service Provider during FY2024 (n=5644).

**See Table 32 in the Appendix for definitions*

Table 29: Residence Type Upon Exit Distribution Among Clients Served by NY-508 FY2024, Erie, Niagara, and GOW Counties

Exit Destination Type*	Erie County		Niagara County		GOW Counties	
	Count of Leavers	% of Leavers	Count of Leavers	% of Leavers	Count of Leavers	% of Leavers
Permanent	818	21.0%	326	28.5%	246	39.1%
Temporary	243	6.2%	152	13.3%	61	9.7%
Institution	83	2.1%	41	3.6%	-	-
Homeless	794	20.4%	81	7.1%	-	-
Other/Unknown	1951	50.2%	545	47.6%	294	46.7%

Note: The denominator for the percent calculation for each county is the number of clients who exited a NY-508 Service Provider during FY2024. Erie (n=3889), Niagara (n=1145), and GOW (n=629). The data for Institution and Homeless for GOW are suppressed due to small counts.

**See Table 32 in the Appendix for definitions*

Conclusion: Policy Recommendations

Homelessness isn't just a statistic—it's the harsh reality for thousands of our neighbors, many of whom are facing impossible choices between paying rent, affording medication, or putting food on the table. But the good news is that we have the power to create change. Here are some steps our community can take to make housing more affordable and accessible for everyone:

Build More Affordable Homes and Expand Support for People Who Need It Most

Homelessness is a complex issue, with different populations facing unique challenges that require tailored housing and services. The data shows that **we need 6,432 supportive housing units** in the NY-508 region to adequately serve the most vulnerable groups, including individuals with mental health and substance use disorders, the elderly, unaccompanied youth, domestic violence survivors, chronically homeless individuals, and veterans.

Prioritize Mental Health and Substance Use Services

The largest need is for individuals with mental health disorders (1,952 units) and substance use disorders (996 units). Creating supportive housing units that integrate **on-site mental health care, substance use treatment, and recovery programs** will be essential in helping these individuals achieve stability.

Support Our Aging Population

With over 1,046 units needed for individuals aged 55 and older, expanding affordable **senior housing that includes medical services and accessibility features** is critical. Many elderly individuals have unique health and mobility needs, making supportive housing a vital component of their well-being.

Increase Support for Unaccompanied Youth (18-24)

Young adults aged 18-24 are a particularly vulnerable group, often due to unstable family situations. With a need for 747 units, we recommend expanding joint transitional and rapid rehousing options that offer **job training, educational opportunities, and life skills programs** to help youth move towards independence.

Ensure Safety for Domestic Violence Survivors

Domestic violence remains a significant driver of homelessness, particularly for women and children. We need 883 supportive units that offer **safe, trauma-informed environments with legal advocacy, counseling, and resources** to help survivors rebuild their lives.

Focus on Long-Term Solutions for Chronically Homeless Individuals and Veterans

Chronically homeless individuals and veterans often face complex challenges, including disabilities, trauma, and health issues. With 520 units needed for the chronically homeless and 288 for veterans, expanding permanent supportive housing with **wraparound services** is crucial to ensure they stay housed and receive the help they need.

With over 5,700 people in our community needing supportive housing, we must **prioritize expanding these essential services**. By investing in housing that addresses the unique needs of each group—whether it's mental health support, addiction recovery, or safety from domestic violence—we can break the cycle of homelessness and give everyone a chance at stability and a brighter future.

Work Together for Bigger Impact

Tackling homelessness requires all of us—local governments, nonprofits, and the public—working together. By **coordinating our efforts and sharing resources**, we can ensure that every dollar spent makes a difference. Let's come together as a community to help our most vulnerable neighbors get back on their feet.

Acknowledgements

The Homeless Alliance of WNY facilitates strategic dialog to end homelessness in Erie, Genesee, Niagara, Orleans, and Wyoming Counties. Our community is effective in assisting the members of our community who have lost their housing because there is a strong spirit of collaboration. This report would be impossible without the enthusiastic assistance of so many agencies in the area.

Of course, these agencies could not operate without the dedicated direct-service providers who give their time and labor to our community members when they are actively experiencing the challenges associated with losing their housing. These staff provide critical, immediate support and guidance for clients as they begin to navigate our homeless response system. Thank you for all that you do.

Thank you to all agencies participating in HMIS whose data is included in this report:

- Back to Basics
- BestSelf Behavioral Health
- Buffalo City Mission
- Community Missions of the Niagara Frontier, Inc.
- Compass House
- Cornerstone
- Eagle Star Emergency Housing
- Eastgate Mission
- Erie County Department of Mental Health
- Erie County Department of Social Services
- Family Promise of WNY
- Friends of Night People
- Genesee County Department of Social Services
- Heart, Love & Soul
- Jericho Road Community Health Centers
- Little Portion Friary
- Lt. Col. Matt Urban Human Services Center
- My Place Home (Temple of Christ)
- Niagara County Department of Social Services
- Orleans County Department of Social Services
- Pinnacle Community Services
- United Church Home
- Restoration Society, Inc
- Salvation Army of Buffalo
- Saving Grace Ministries
- Transitional Services, Inc
- Twin Cities Task Force
- Wyoming County Department of Social Services
- YWCA of Niagara Frontier



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Thank you to all agencies who provided aggregate or de-identified client-level data to the Homeless Alliance for the NY-508 estimates:

- Altamont Veterans Program
- Child and Family Services Haven House
- Faith Based Fellowship
- Family & Children's Services
- Genesee County YWCA
- Lockport CARES
- Niagara Gospel Mission
- PathStone Corporation
- Pinnacle Community Services
- United Church Home
- WINGS- God's Woman
- YWCA Niagara

Appendix

American Community Survey (ACS):

Client: An individual who has or is currently experiencing homelessness and was or is receiving services from a NY-508 Service Provider.

Continuum of Care (CoC): A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency.

Disability: A diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness that is expected to be of long-continues and indefinite duration that substantially impairs the person's ability to live independently.

DNC: An abbreviation for Data Not Collected, indicating that a piece of information was not collected from the client.

Emergency Shelter (ES): ES 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.

HOPWA: An abbreviation for Housing Opportunities for Persons with AIDS, a Federal program dedicated to the housing needs of people living with HIV/AIDS.

Household: All the people who occupy, or will occupy, a housing unit. A household includes the related family members and all the unrelated people, if any, who share, or will share, the housing unit. A person living alone in a housing unit is counted as a household.

Leavers: Clients who stopped receiving services from any NY-508 Service Provider during FY2024.

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: An abbreviation for Permanent Housing

Street Outreach (SO): SO 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 (SSO): SSO 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.

Transitional Housing (TH): 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.

Table 30: Special Populations Definitions/Criteria

Population	Definition/Criteria
Chronically Homeless	An individual with a disability who has been homeless for at least 12 consecutive months or has been homeless on at least 4 separate occasions in the last 3 years and the combined time homeless equals at least 12 months.
Survivor of Domestic Violence	An individual who has previously or is currently experiencing domestic violence, sexual assault, dating violence or stalking.
Veteran	An individual who has ever been on active duty in the armed forces of the United States.
Youth	An individual between the ages of 12 and 24 alone or in a household with no members over age 24.

Note: Definitions/Criteria are summarized.

Table 31: Residence Type Upon Exit Definitions

Exit Destination Type Specifics				
Permanent	Temporary	Institution	Homeless	Other/Unknown
Staying or living with family or friends (permanent tenure)	Transitional housing for homeless persons	Foster care home or foster care group home	Place not meant for habitation	No exit interview completed
Moved from one HOPWA funded project to HOPWA PH	Residential project or halfway house with no homeless criteria	Hospital or other residential non-psychiatric medical facility	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	Other
Rental by client (in public housing or with or without subsidy or voucher)	Hotel or motel paid for without emergency shelter voucher	Jail, prison, or juvenile detention facility	Safe Haven	Deceased
Owned by client (with or without subsidy)	Host Home (non-crisis)	Long-term care facility or nursing home		Client Doesn't Know/ Prefers Not to Answer
	Staying or living with family or friends (temporary tenure)	Psychiatric hospital or other psychiatric facility		Data Not Collected
	Moved from one HOPWA funded project to HOPWA TH	Substance use treatment facility or detox center		