



FY2025 System Performance Measures Review

NY-508



Agenda

Intro to SPM

Overall Numbers

First Time Homeless

Reasons For Homelessness

Length of Time (LoT) in Shelters

Exits to Positive/Permanent Housing

What are SPM's?

System Performance Measures help us understand how well our community is working together to end homelessness. Instead of looking at each program on its own, these measures **look at how all homeless services work together as one system**. To promote this system level approach, HUD asks communities to report on their progress in this way in addition to tracking outcomes by individual projects or project types.

The idea is that **ending homelessness takes teamwork**. Everyone involved—shelters, housing programs, outreach workers, and others—needs to coordinate their efforts. Most **system performance measures rely on HMIS data** that captures the full spectrum of homeless services in a community regardless of funding source or type.

Why Are These Reports Important?

Not only can we use these reports to see barriers or pinpoint issues to target for improvement, but **HUD looks at these reports to see how we are doing** as a system, **and assigns corresponding points during the funding application process**. Some examples are below from the last CoC NOFO application.

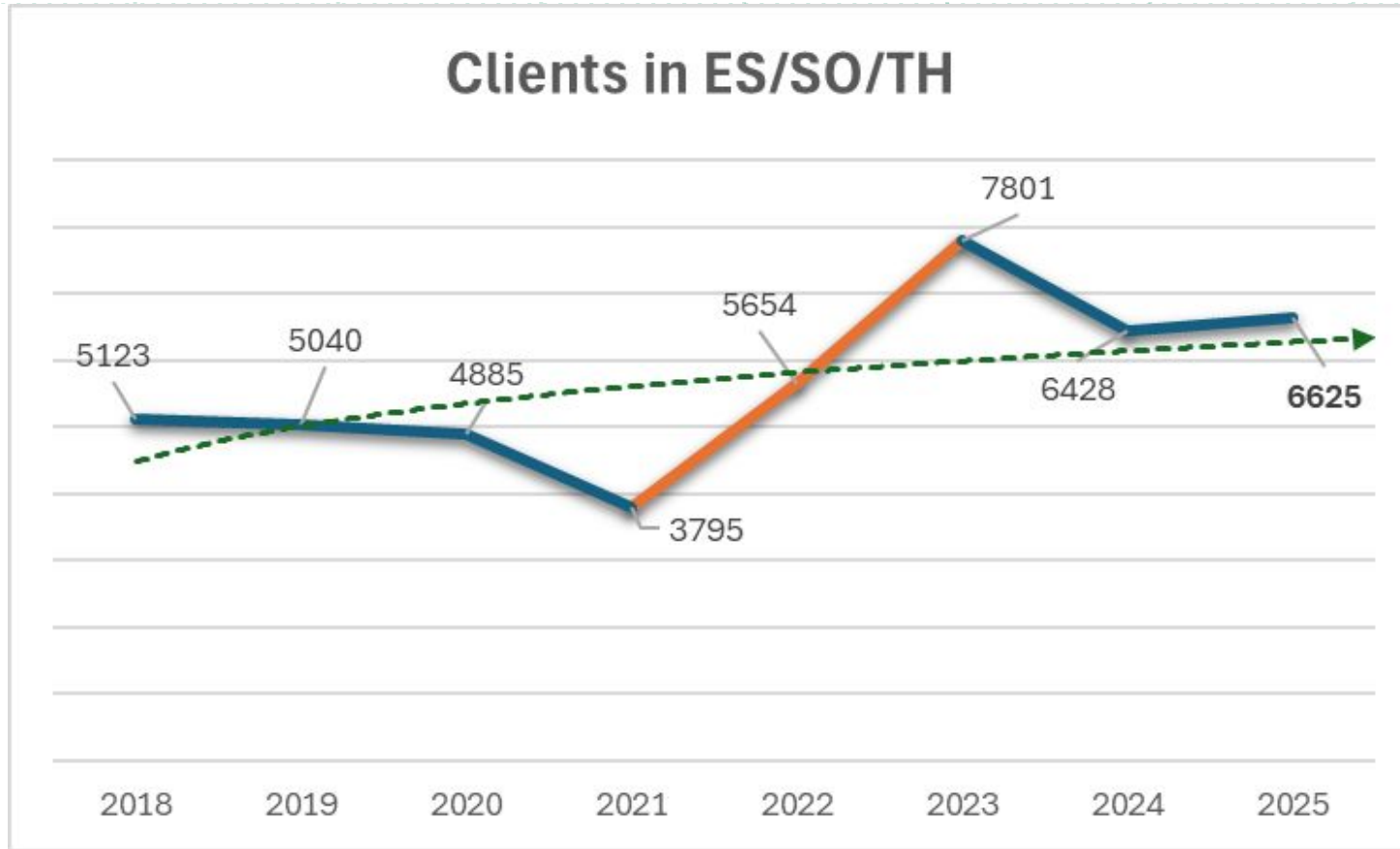
- **Reduce Homelessness:** Up to 17 points on reducing general homelessness each year
- **Reduce First-Time Homelessness:** 1 pt
- **Reduce Length of Homelessness in Shelter:** 1 pt
- **Permanent Housing (PH):**
 - Exits to PH: 2 pts
 - Exits to PH with unsubsidized housing: 2 pts
- **Reduce Returns to Homelessness:** 7 pts
- **Increase Income:**
 - Clients have employment income: 20%+ (3pts)
 - 25% of clients who exit project have employment income (3pts)

Latest NOFO emphasis on reducing all homelessness, increasing exits to PH, reducing returns to homelessness, and clients having employment income.

Big Picture

Number of clients in
ES/SO/TH Projects

Clients in ES/SO/TH



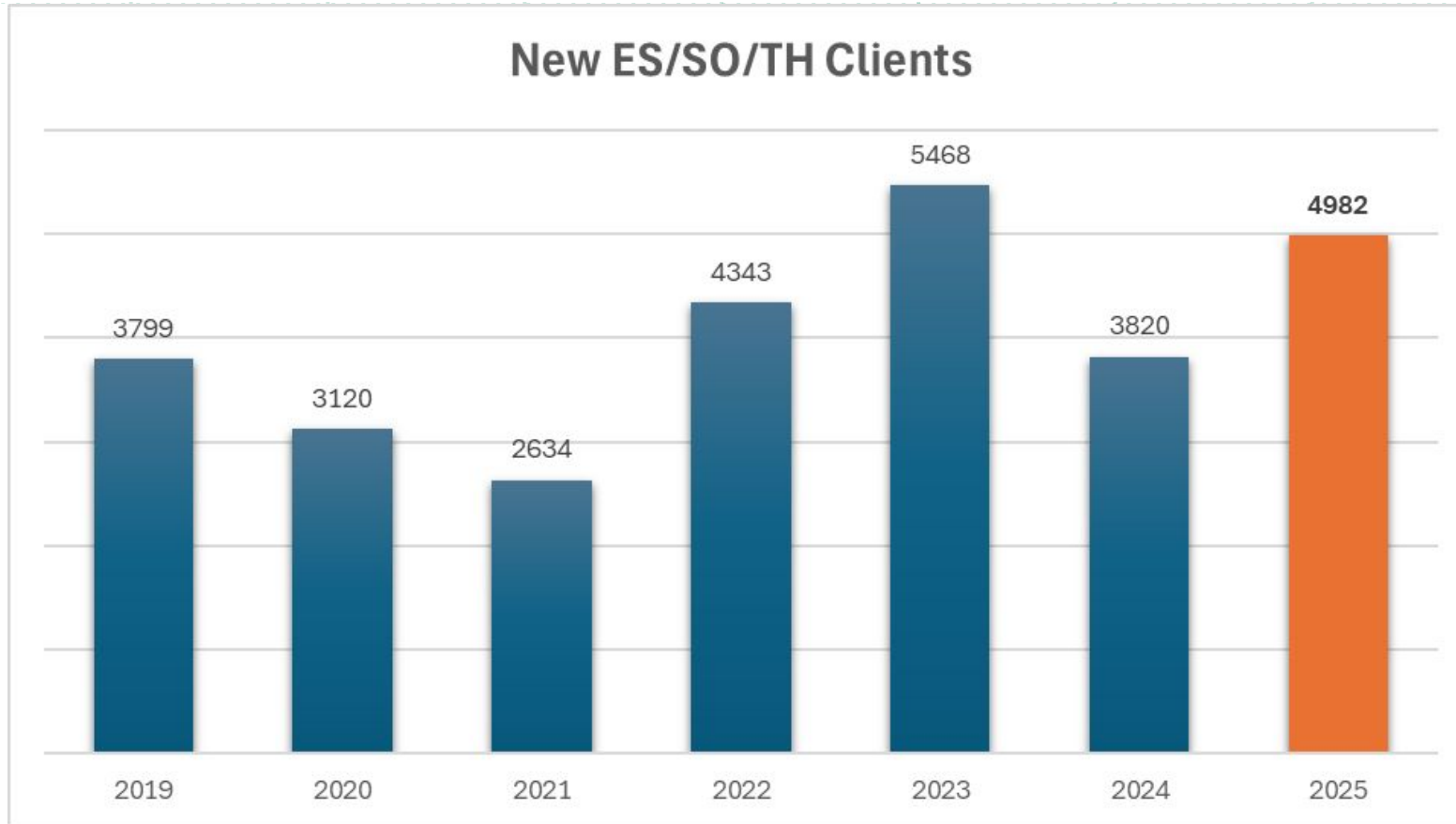
Clients in Emergency Shelter, Street Outreach, or Safe haven projects in HMIS in FY25.

- “Covid” years highlighted in Orange
- Spike in 2023 corresponds with eviction moratorium ending and ending of ESG CV projects.
- 2025 saw a small increase of overall number of clients seeking shelter but relatively stable compared to recent years.
- *NOFO Note-Reducing this number*

How Did We Get Here?

New Clients and
Reasons for
Homelessness

“New” Clients



“New Clients” are those clients that do not have any prior enrollments in HMIS over the past two years.

- The “Covid years” saw a drop in both “New Clients” and overall number of clients
- Sharp Increase post-covid
- “New Clients” made up **77%** of all clients served in FY2025
- *NOFO Note- Reducing this number by any amount*

Reported Primary Reasons For Homelessness (New Clients)

2024

1. Eviction variant
2. Relocation from out of the NY-508 CoC Area
3. Release From Institution
4. Domestic Violence (DV)
5. Household Disputes (not DV)
6. Mental Health
7. Loss of Job/Income (includes public benefits)
8. Substance Use
9. Problems with building
10. Health/Safety Violation

2025

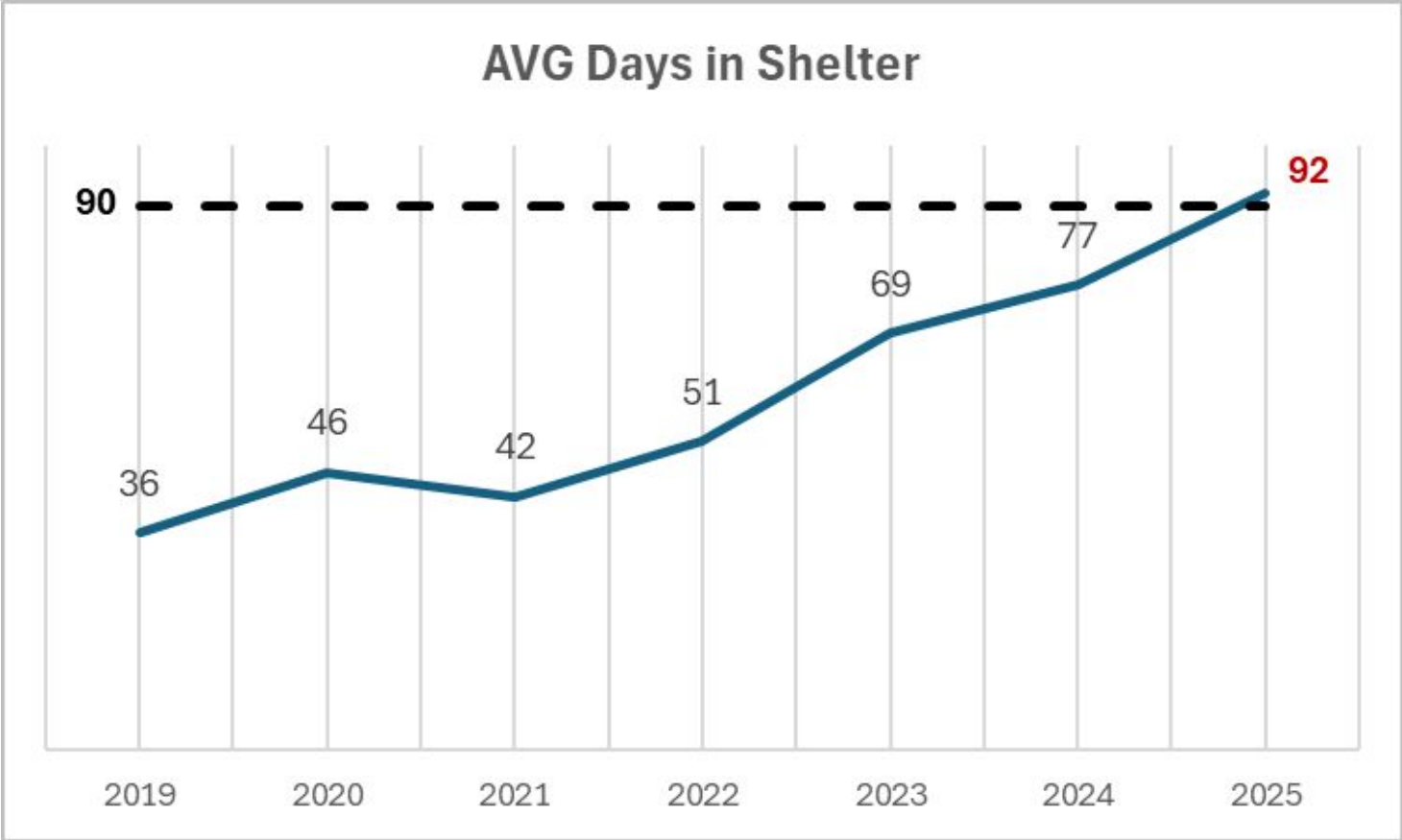
1. Eviction variant
2. **Loss of Job/Income (includes public benefits) (2024-7)**
3. Relocation from out of the NY-508 CoC Area
4. Household Disputes (not DV)
5. Domestic Violence (DV)
6. Release From Institution
7. **Substance Use (2024-8)**
8. Mental Health
9. **Medical Condition (New)**
10. Health/Safety Violation

These are self reported categories from clients at intake from the past year. Those highlighted in red are categories that increased from 2024 to 2025.

Longview

Length of Time (LoT)
spent in shelter

Length of Time (LoT) in ES



This is the AVG length of time a client spends in an emergency shelter.

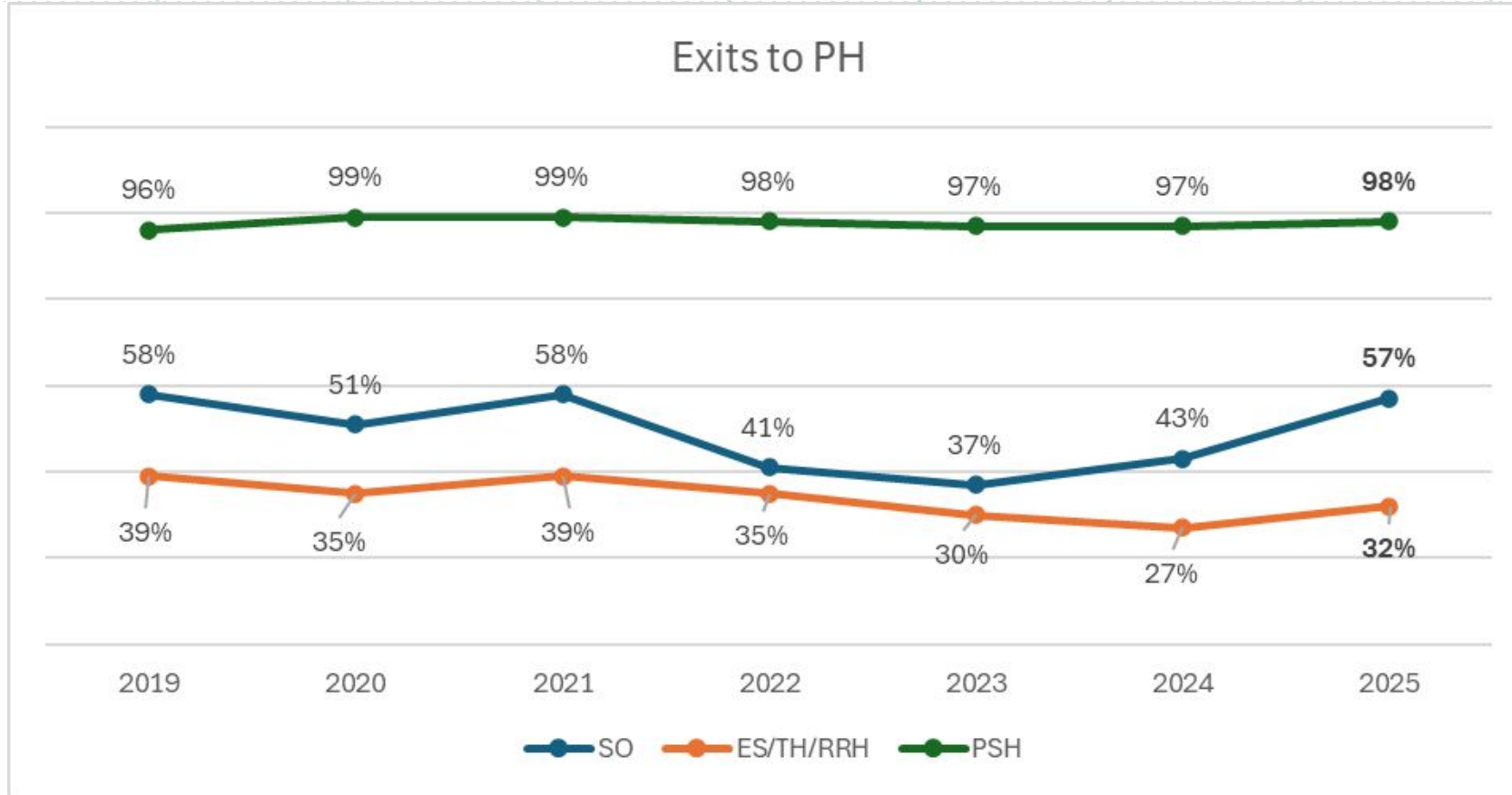
- Time in shelter has been steadily increasing post Covid.
- The increasing time could show a lack of affordable housing available for clients post-shelter
- *NOFO Note-Less than 90 days or show a reduction in LoT*

This data could also be inflated by clients that are not being closed out in a timely fashion. (DQ)

Destination Unknown

Where are clients going?

Exits to Positive or Permanent Housing



Exit destinations have different metrics per project type

- **SO**=Positive
- **ES/TH/RRH**=PH
- **PSH**=PH or Retain PH

FY2025 saw an **increase** in exits to PH across all project types as a system!

NOFO Note-Exits to PH and specifically unsubsidized

What else is HUD Measuring?

- **Length of Time**-How long clients spend in projects & how long it takes to get housed.
- **Recidivism**-If clients return to homelessness after exiting to permanent housing.
- **Client Counts**-The number of clients served by different project types and when.
- **Income**-How many clients gain or lose income and which type.
- **First Time Homeless**-How many clients are “new” to the system.
- **Destinations**-How many clients are discharged to positive or permanent housing destinations.
- **Data Quality**-What data is missing and from where.

Income Case Study

- Below are some responses in response to how a high performing agency meets income metrics:
 - Linkage with benefits ASAP. Taking clients to DSS in person or becoming authorized representatives to certify on their behalf.
 - Starting the SSI/SSDI process early and setting reminders to gather documentation months before Jan 1st.
 - Count sidework! As long as its “consistent” HUD accepts this as a form of earned income.
 - Having a team within an agency** to help with vocational training. But also general help with resumes, job searches, etc...

**Agency specific

SPM Summary

- So what do the SPM's do?
 - It allows HAWNY to look at trends, gaps, or areas of improvement. But importantly these metrics are used by HUD to see where we stand in comparison with other CoC's.
 - It also allows HAWNY to pinpoint data quality issues such as missing exit data.
- What do the SPM's show?
 - Overall the number of clients and new clients in our CoC has generally been increasing since COVID, with reasons for homelessness focusing on evictions and loss of jobs/benefits.
 - Measures like LoT in Shelter/Hotels directly impacted the need to have a more shelters that can provide case management and more affordable housing post shelter.
 - Destination outcomes are improving!
 - Performance is an open book test. Look at the QPR's and see who is doing well. Seek help or ask questions from your fellow providers.
 - Finally SPM's show how our community is working together to end homelessness and how each piece of data is used and viewed as a **system wide team effort.**



Homeless Alliance™
of Western New York

Thank you!