The Problem Unsheltered System Mapping Was Designed to Address

Over thepastninemonths,theHomelessAllianceofWNYhas partnered withtheBuffaloPolice Departmenttosystem-map encampmentsandfrequentlyidentifiedoutdoor/places notmeant forhumanhabitation, sleepinglocations.

WHAT WE WERE SEEING

- More people sleeping outside. Increased Code Blue utilization
- Recurring locations identified through 311 and police observations
- Repeated encounters across outreach, healthcare, and public systems
- Increasingly complex health, behavioral health and housing needs
-

THE SYSTEM CHALLENGE

We had significant information across the community—but it existed in different systems, for different purposes, and at different points in a person's experience.

SYSTEM MAPPING

THE SHIFT

- **Identify:** where individuals are currently sleeping outdoors and create **shared awareness**
- **Ensure:** outreach teams can follow up intentionally and consistently- **assign and align**
- **Strengthen:** connections to Coordinated Entry and housing pathways**- link individuals to HMIS, CE, healthcare and services**
- **Reduce:** repeated contacts without clear next steps
- **Improve:** communication across systems, reduce silos, increase exits

The objective was not to create a shared client database, it was to create a shared operational picture that leads to coordinated action.

What the Data Is Showing Us

Annual Homelessness in Erie County

- **5,579** individuals experience homelessness each year
- **4,520** report coming from within the **City** of Buffalo

Trends We're Observing

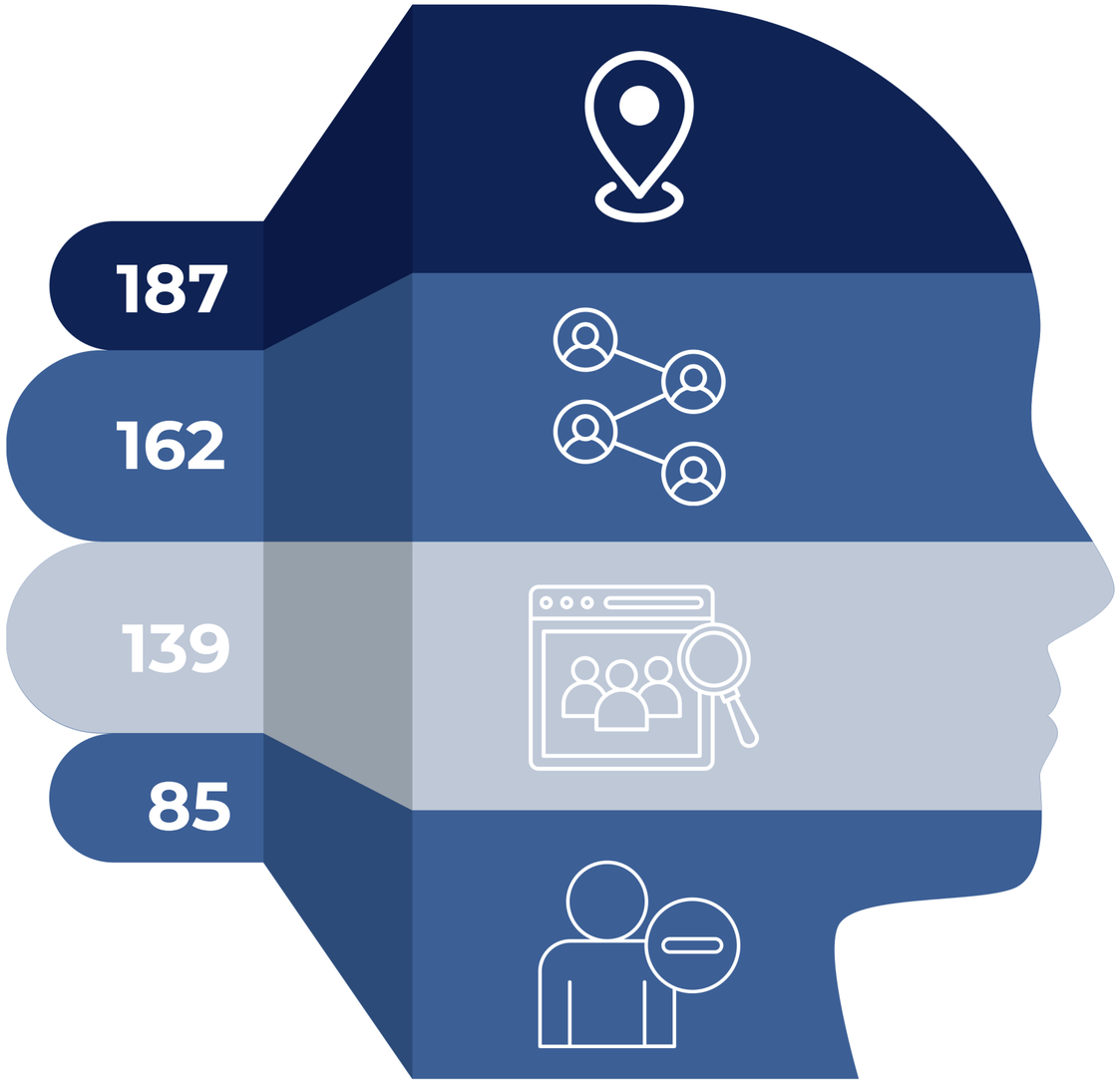
- Over **2,188** individuals were counted on the night of the **PIT.**
- **1,064** individuals age **55+** experiencing homelessness **22%** increase in unsheltered older adults engaged by outreach- **216 in 2025 to 264 in 2026**
- Outreach teams are on track to complete **3,300+ VI assessments** this year compared to a **2,100 in 2025.**

What This Tells Us

- Strong outreach and engagement is happening across systems
- More individuals are being identified and connected to services
- Continued coordination between outreach, shelters, and systems partners is essential



Impact Snapshot:



Mapped Locations

Engaged Individuals

VIs Completed

Sites Resolved or Marked Inactive

13% Reduction in 311 calls