

Homeless Alliance™
of Western New York

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

10/1/2025 – 9/30/2026

Data taken from HMIS on 10/22/2026

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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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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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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 the Annual Performance Report (APR) and matched to HUD Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM). 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 local benchmark. These were designed specifically for projects that receive HUD CoC funding and indicate the current performance goal for that measure. Agency Administrators are encouraged to monitor their project's performance on these measures throughout the year and address low data quality and/or low performance immediately.

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
CE: Coordinated Entry, a local system that utilizes a standardized assessment to assess client vulnerability and prioritize services for clients with the highest needs.
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
Inactive Records: refers to clients whose Current Living Situation was last updated over 90 days before the client's exit date or the last day in the reporting period.
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
PATH: Projects for Assistance in Transition from Homelessness
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.

Unsubsidized Permanent Housing Destination in this report refers to a sub-set of the Permanent Housing Destination, those where the client is no longer receiving a housing subsidy, such as: housing owned by client (without ongoing subsidy), housing rented by client (without ongoing subsidy), 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, and 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.

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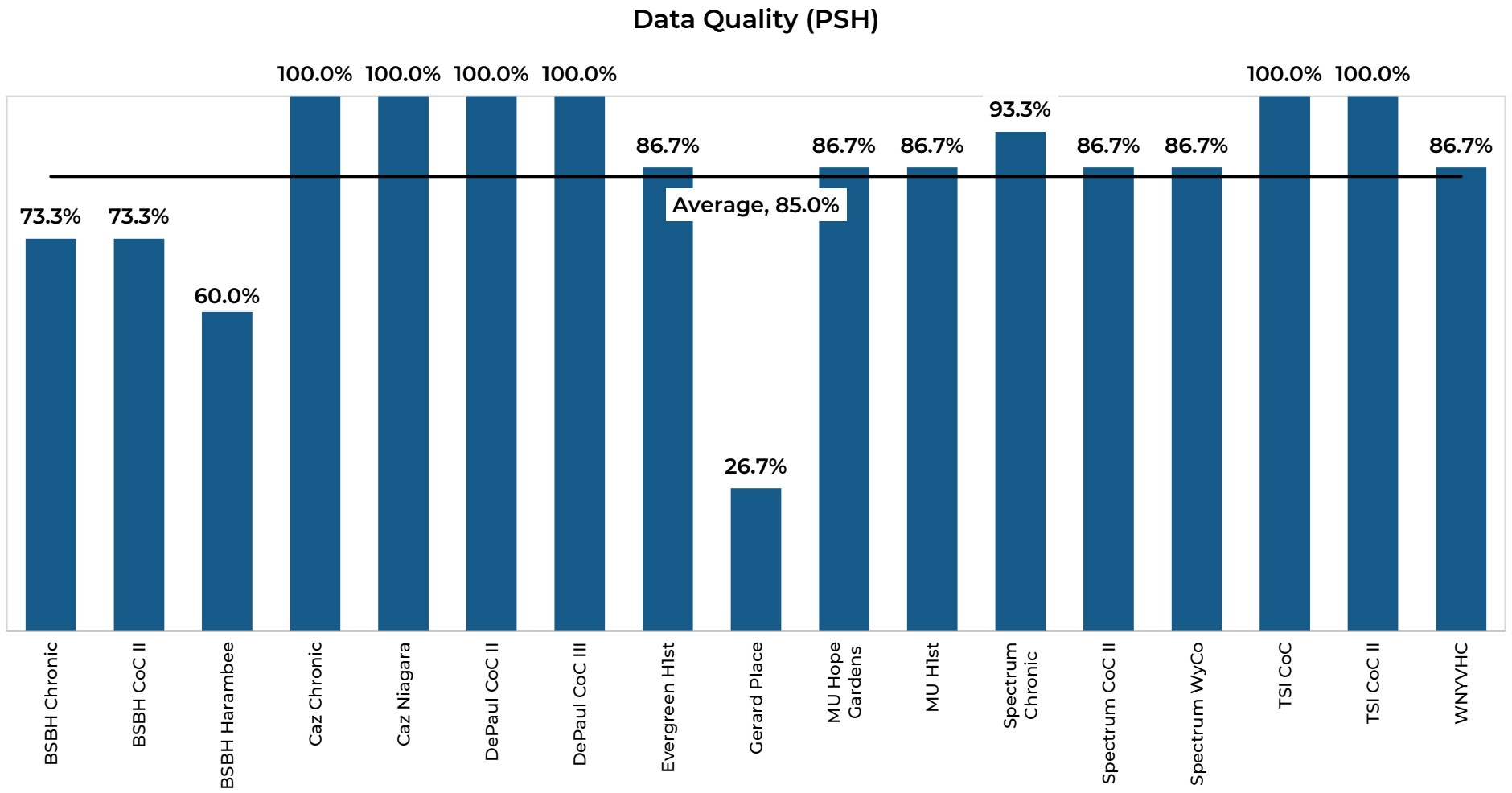
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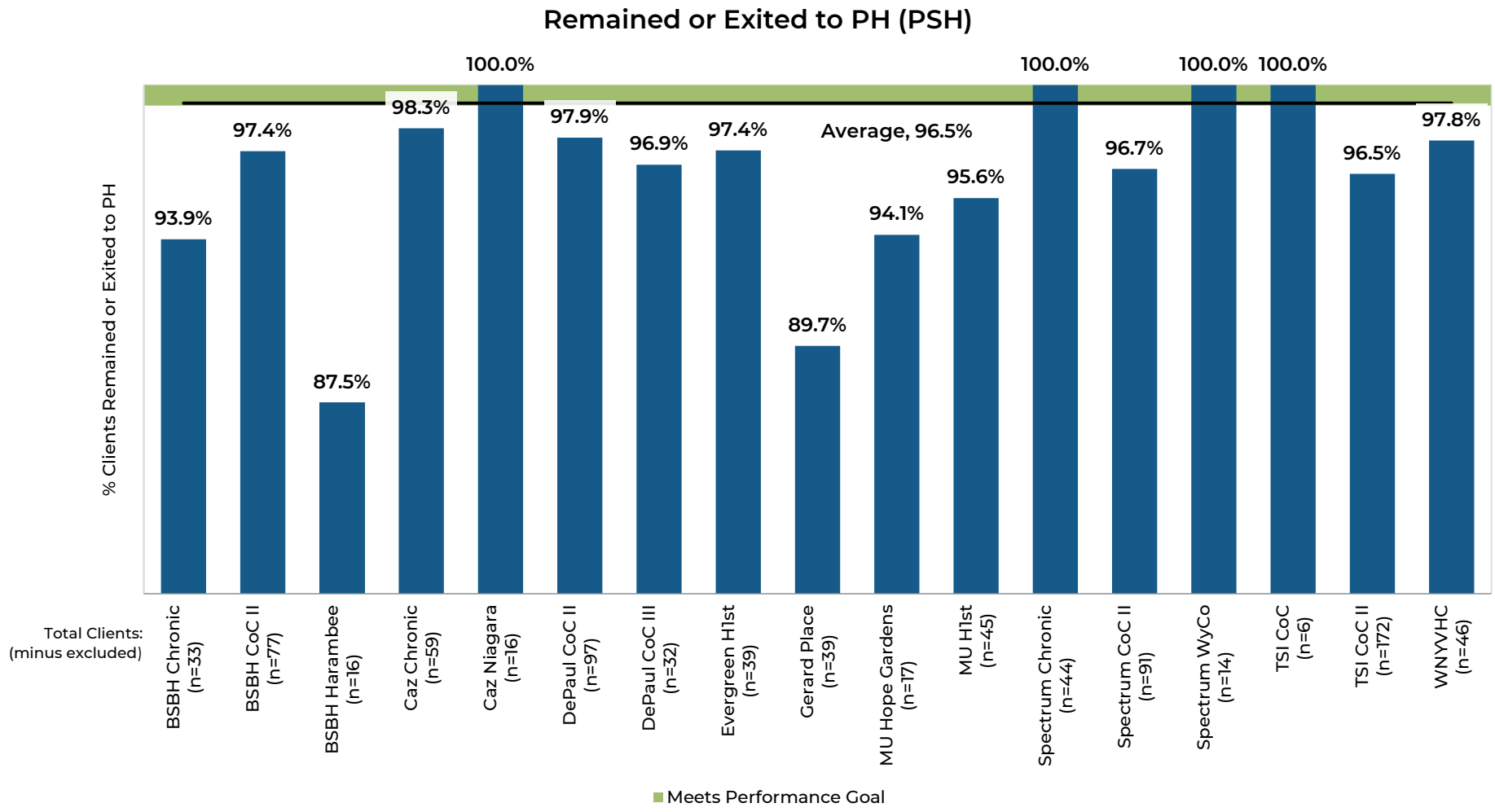
HMIS Data Quality

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.



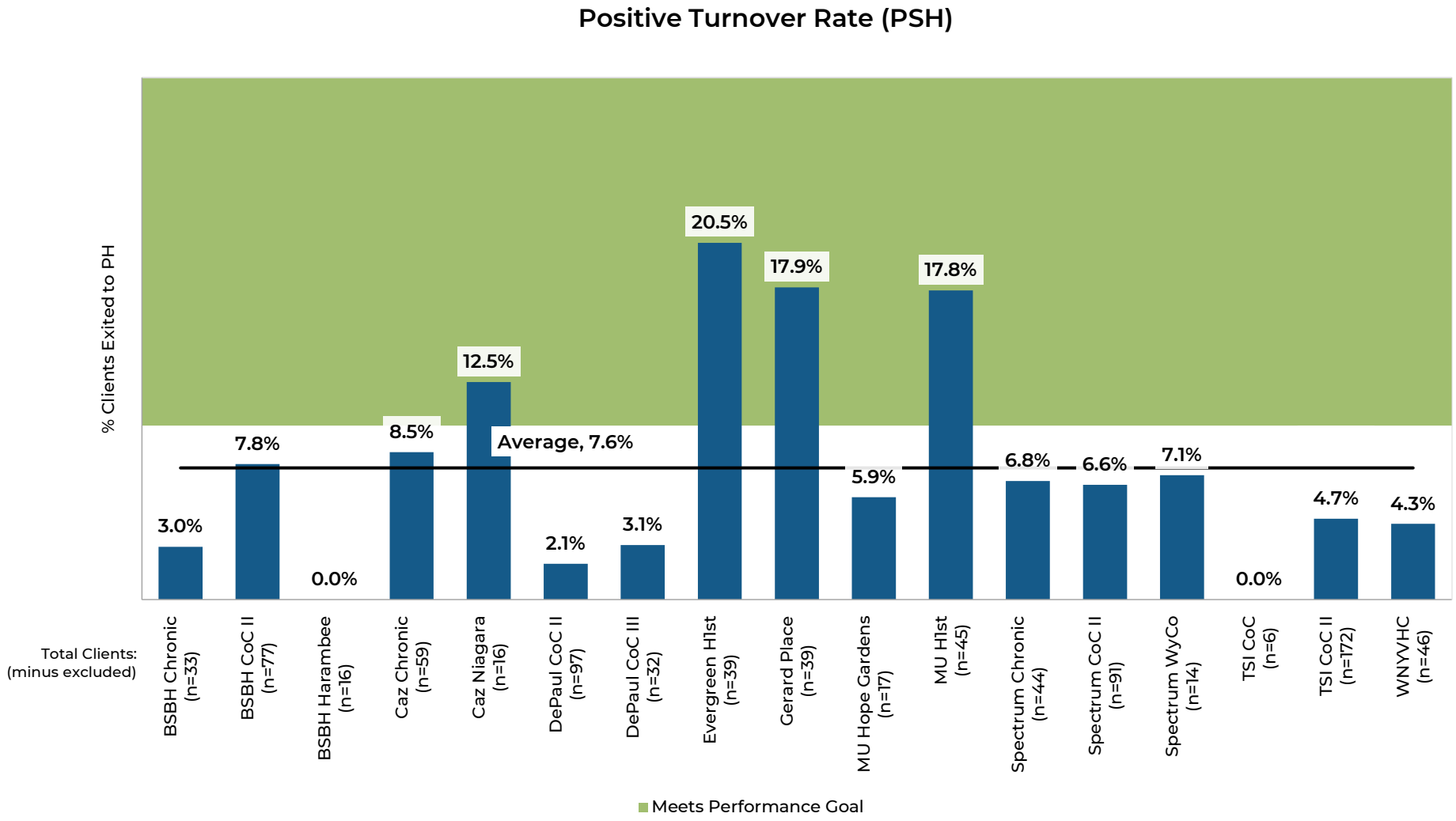
Maintained Permanent Housing

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 the HUD benchmark of 96% or greater.



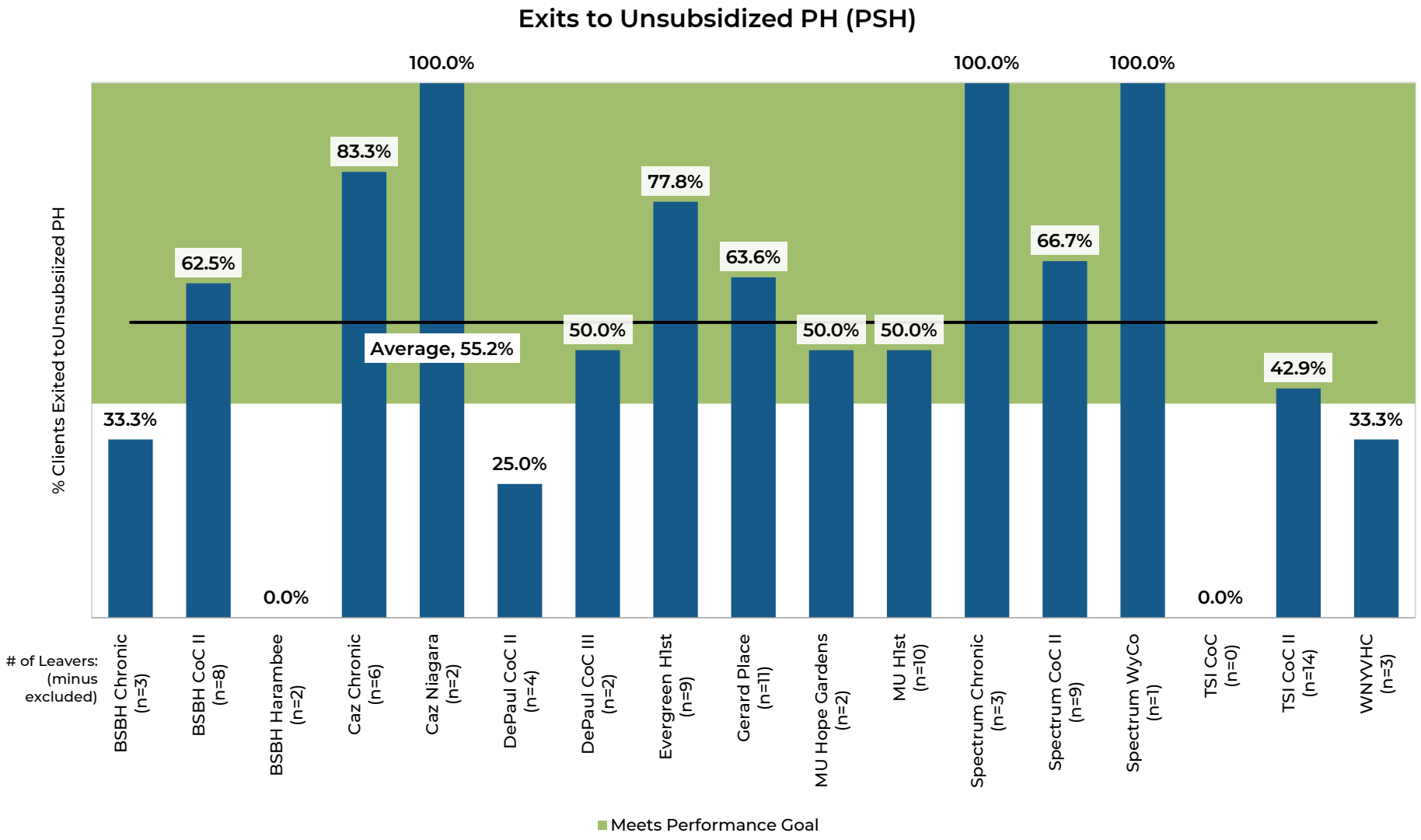
Positive Turnover Rate

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.



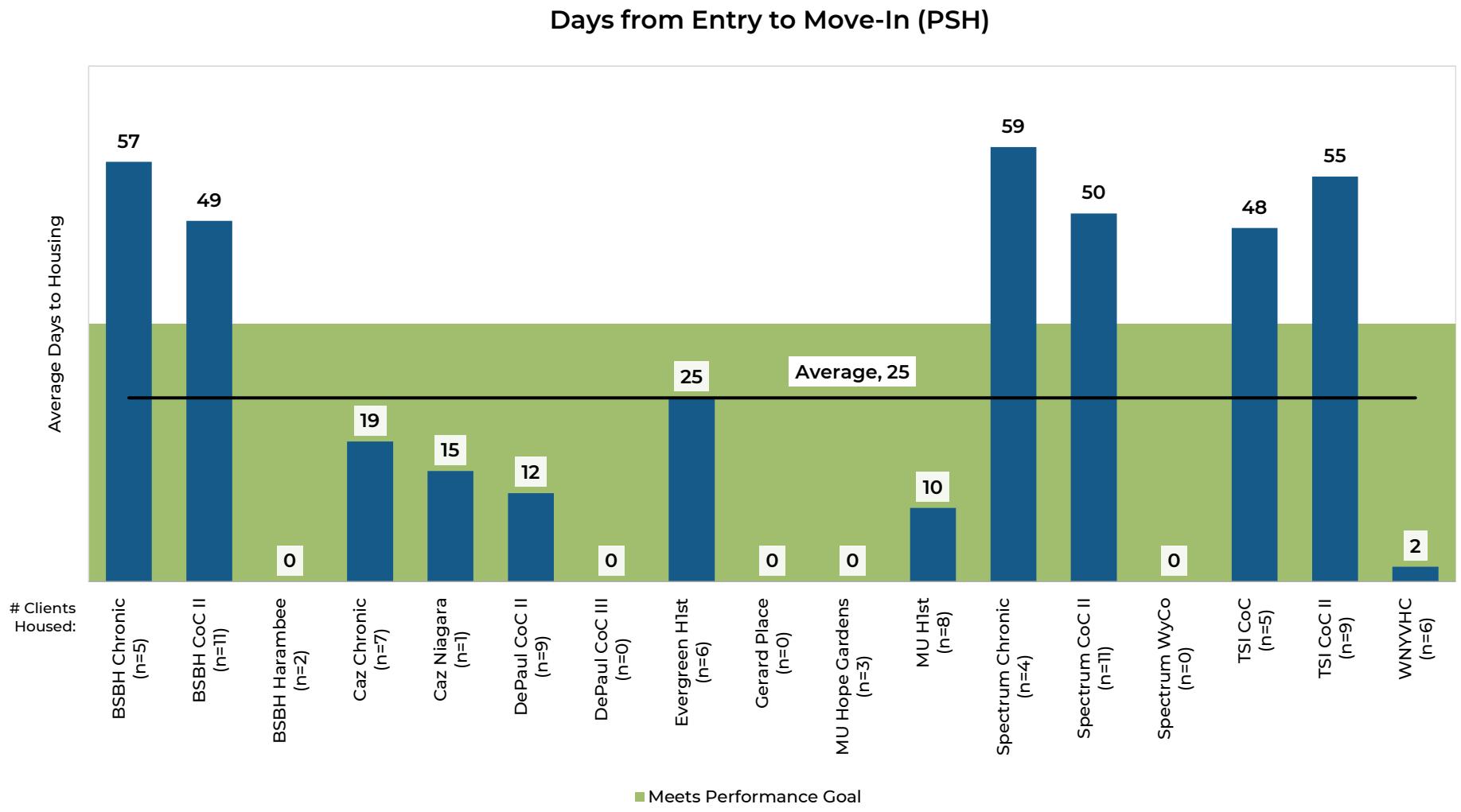
Exits to Unsubsidized Permanent Housing

This measure is calculated by dividing the number of clients who exited to Unsubsidized PH by the total number of leavers (minus excluded leavers). The local benchmark for this measure is 40% or greater.



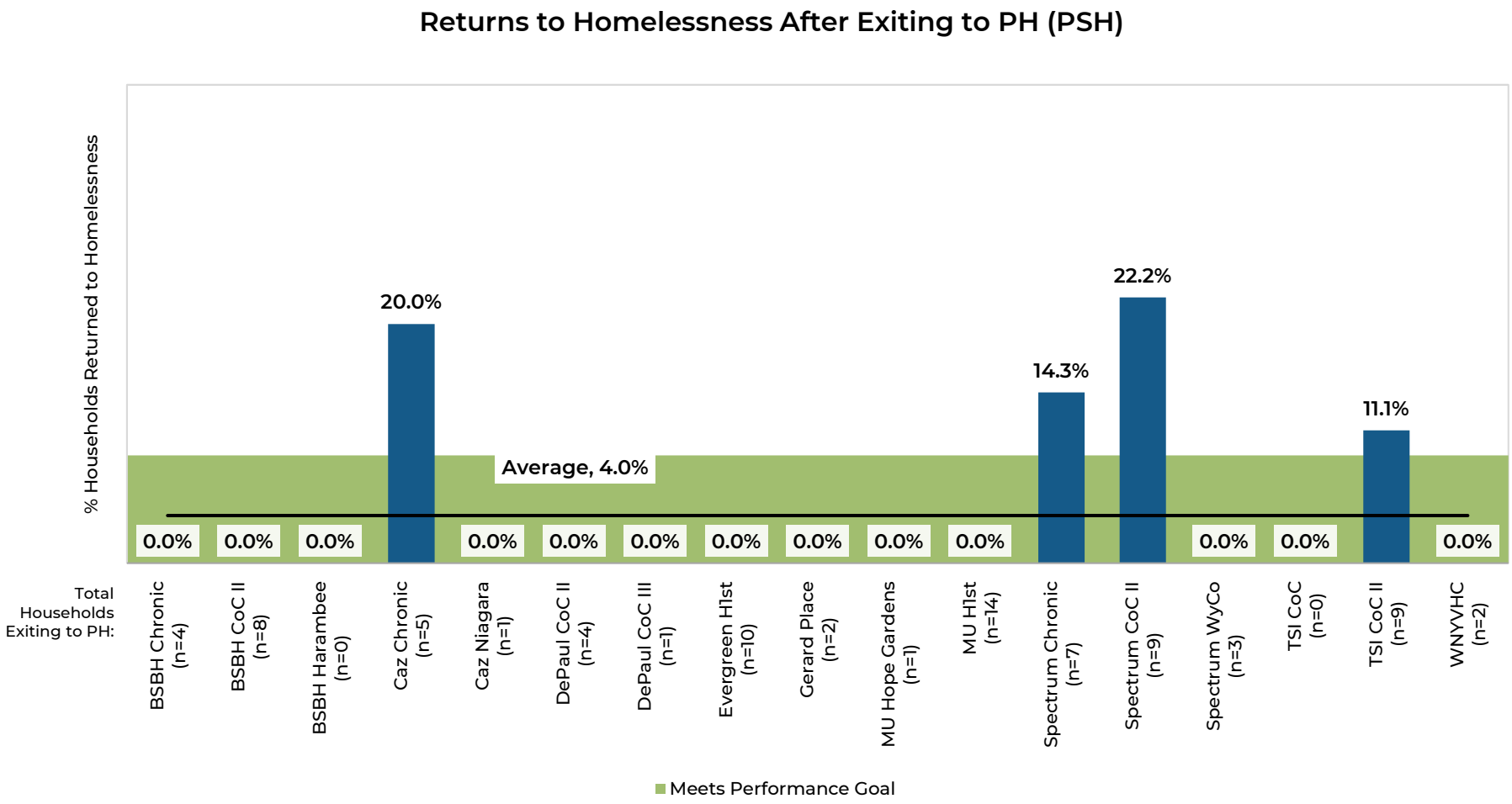
Time to Permanent Housing

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.



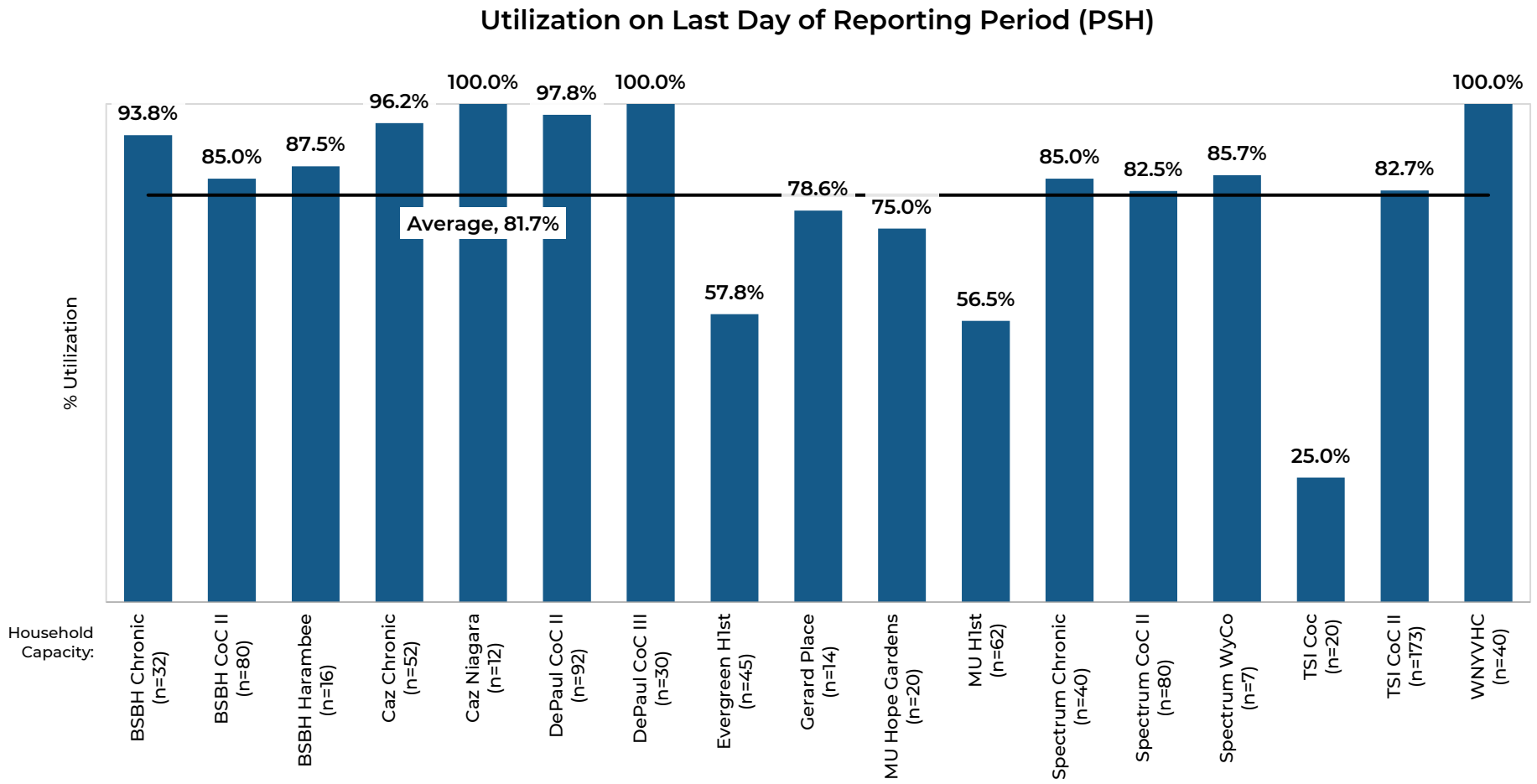
Returns to Homelessness

This measure looks at those clients who exited to PH between 4/1/2025-9/30/2026 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 10/1/2025. The local benchmark for this measure is 9% or less.



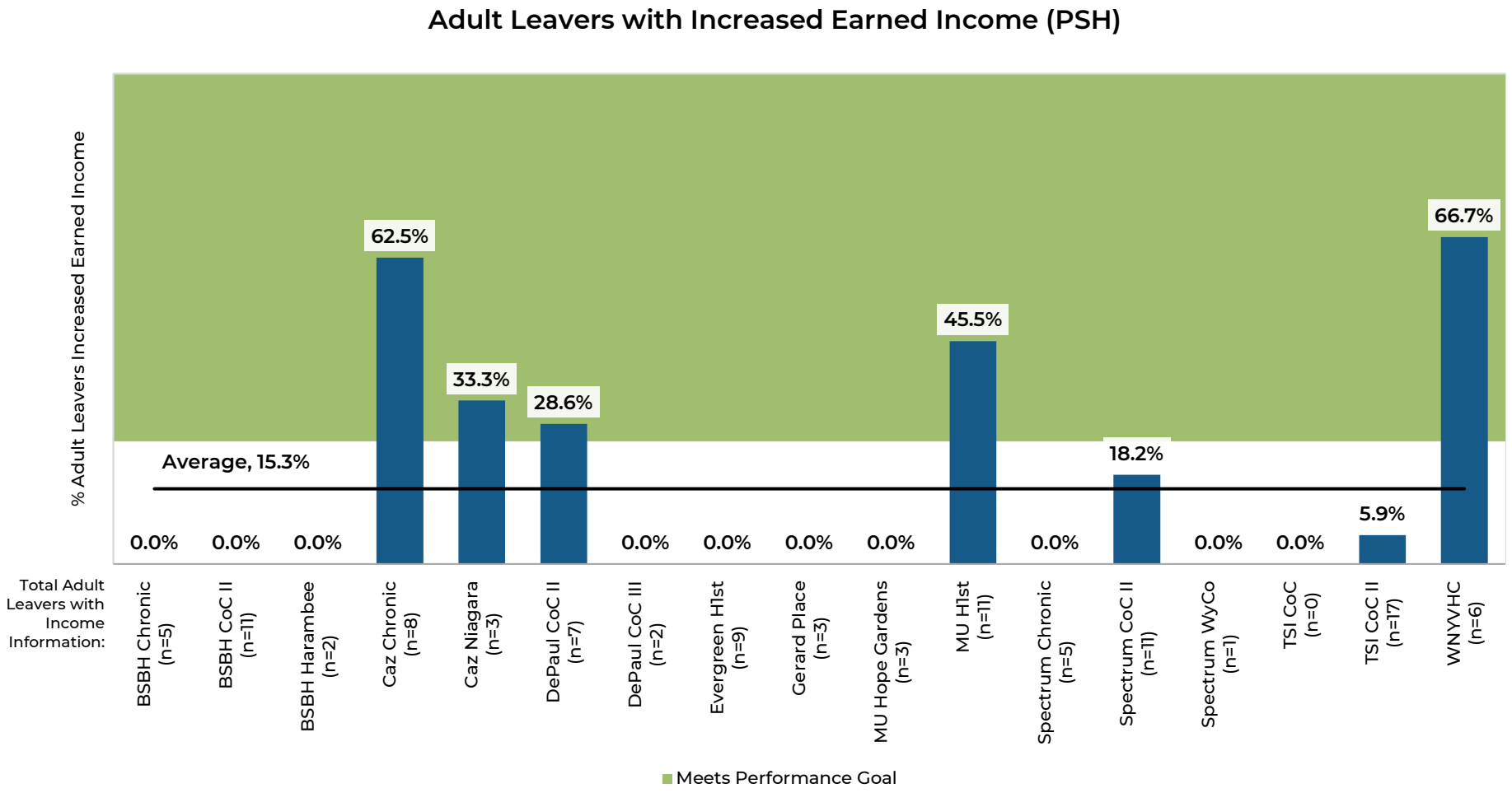
Utilization Rate

This measure is calculated by dividing the number of households receiving services on the last day of the reporting period by the number of households that the project can serve at any one time.



Increased Earned Income (Leavers)

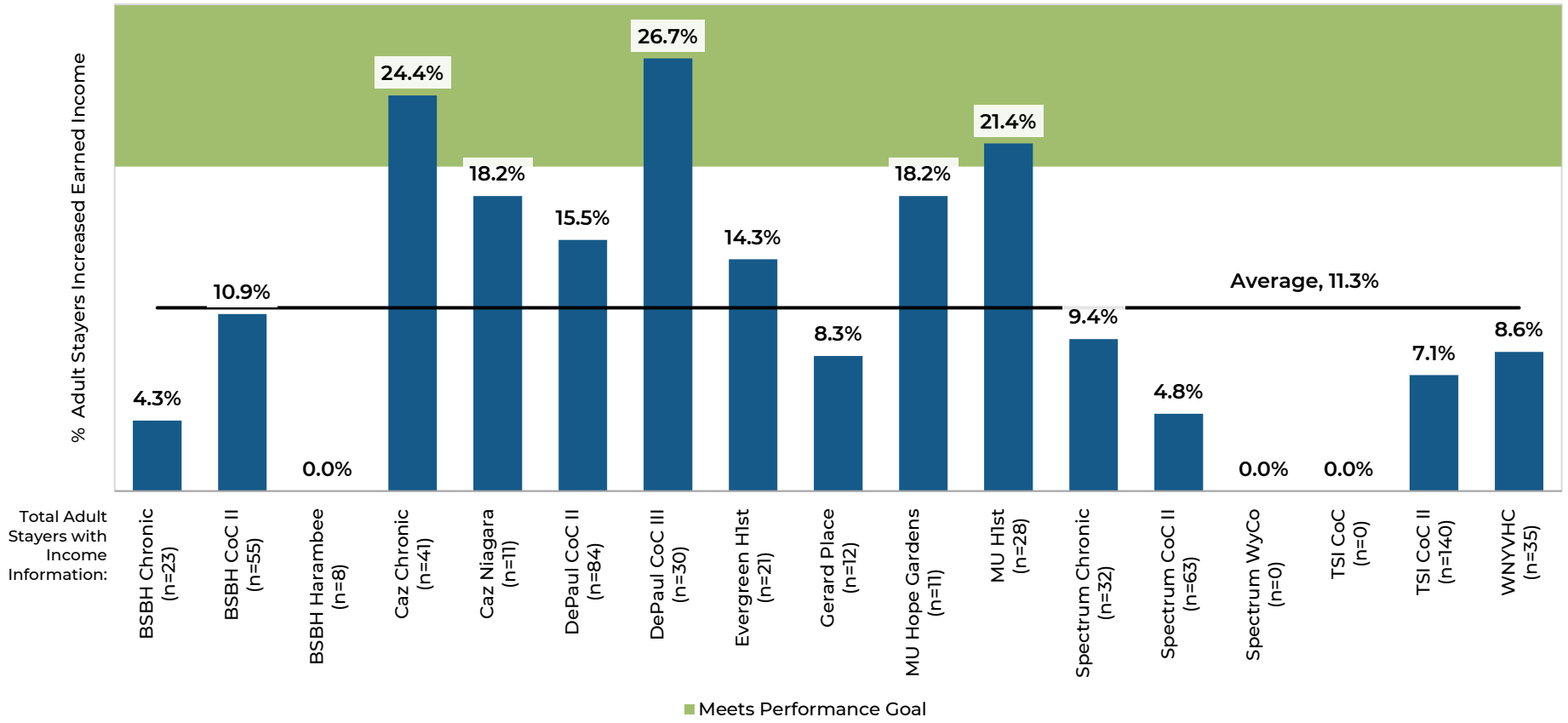
This measure is calculated by dividing the number of adult leavers who increased or gained employment income from their project entry date to their project exit by the number of adult leavers with income information. The local benchmark for this measure is 25% or greater.



Increased Earned Income (Stayers)

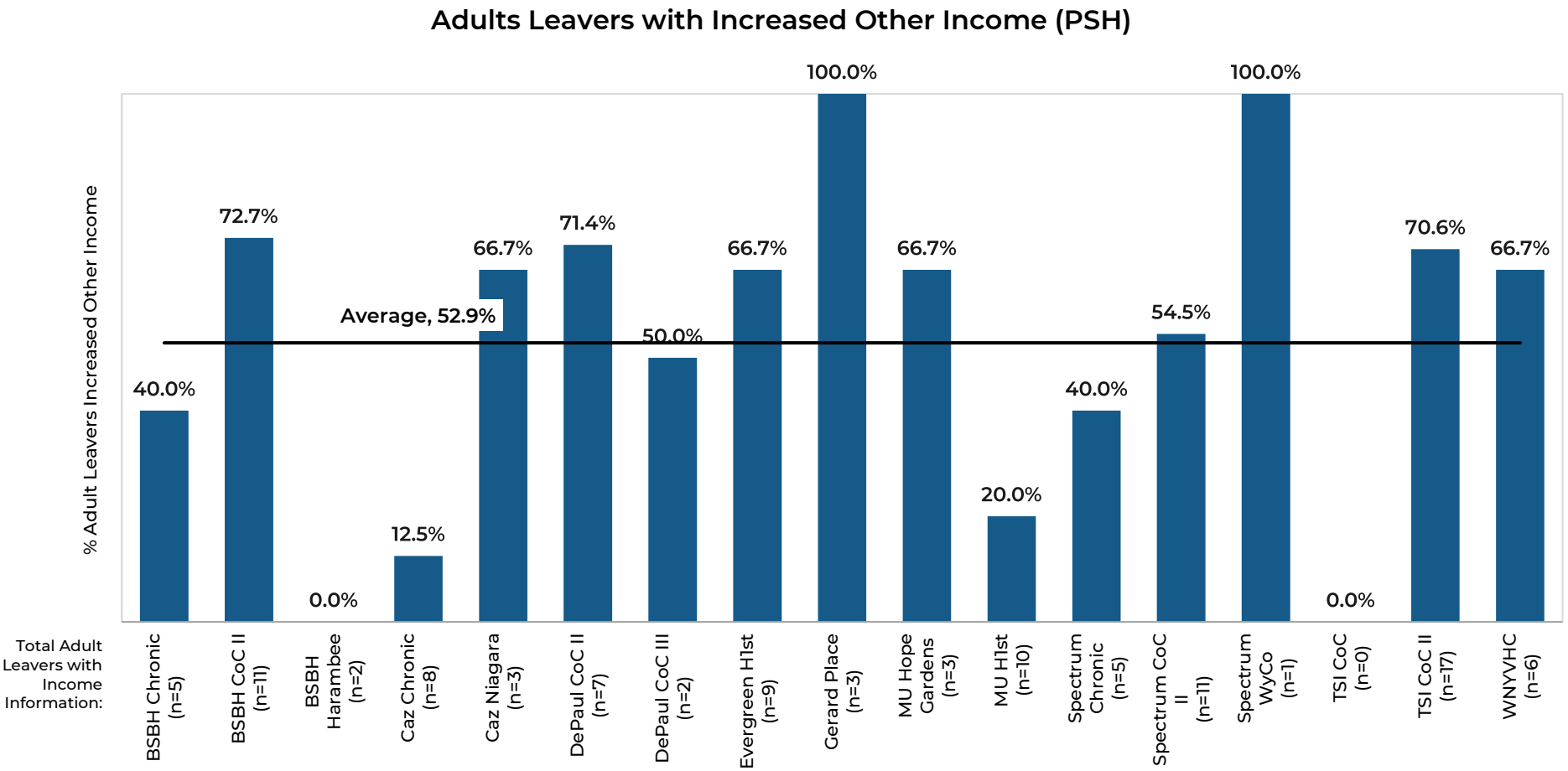
This measure is calculated by dividing the number of adult stayers who increased or gained employment income from their project entry date to their most recent Annual Assessment by the number of adult stayers with income information. The local benchmark for this measure is the HUD benchmark of 20% or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

Adult Stayers 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.



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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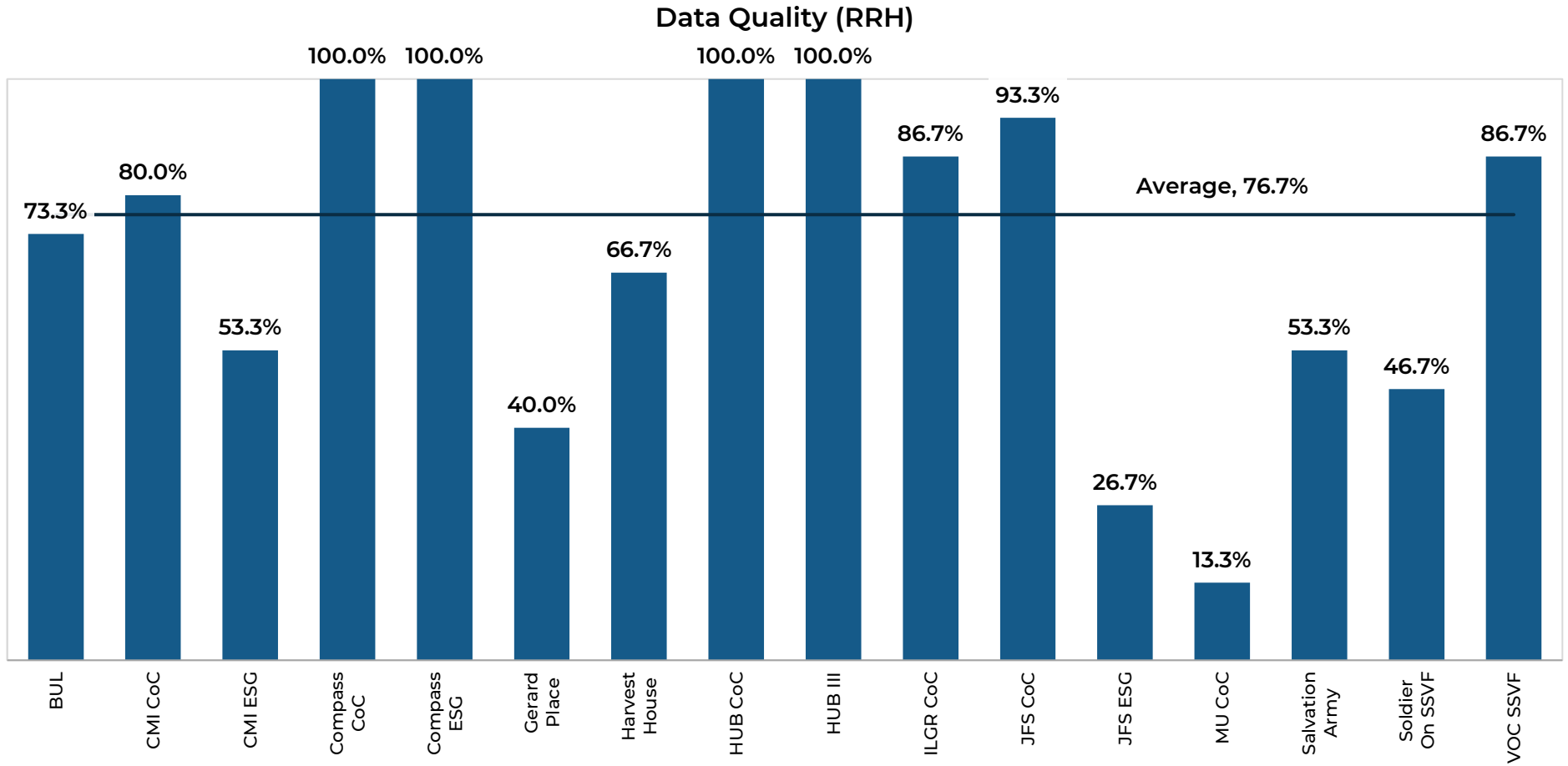
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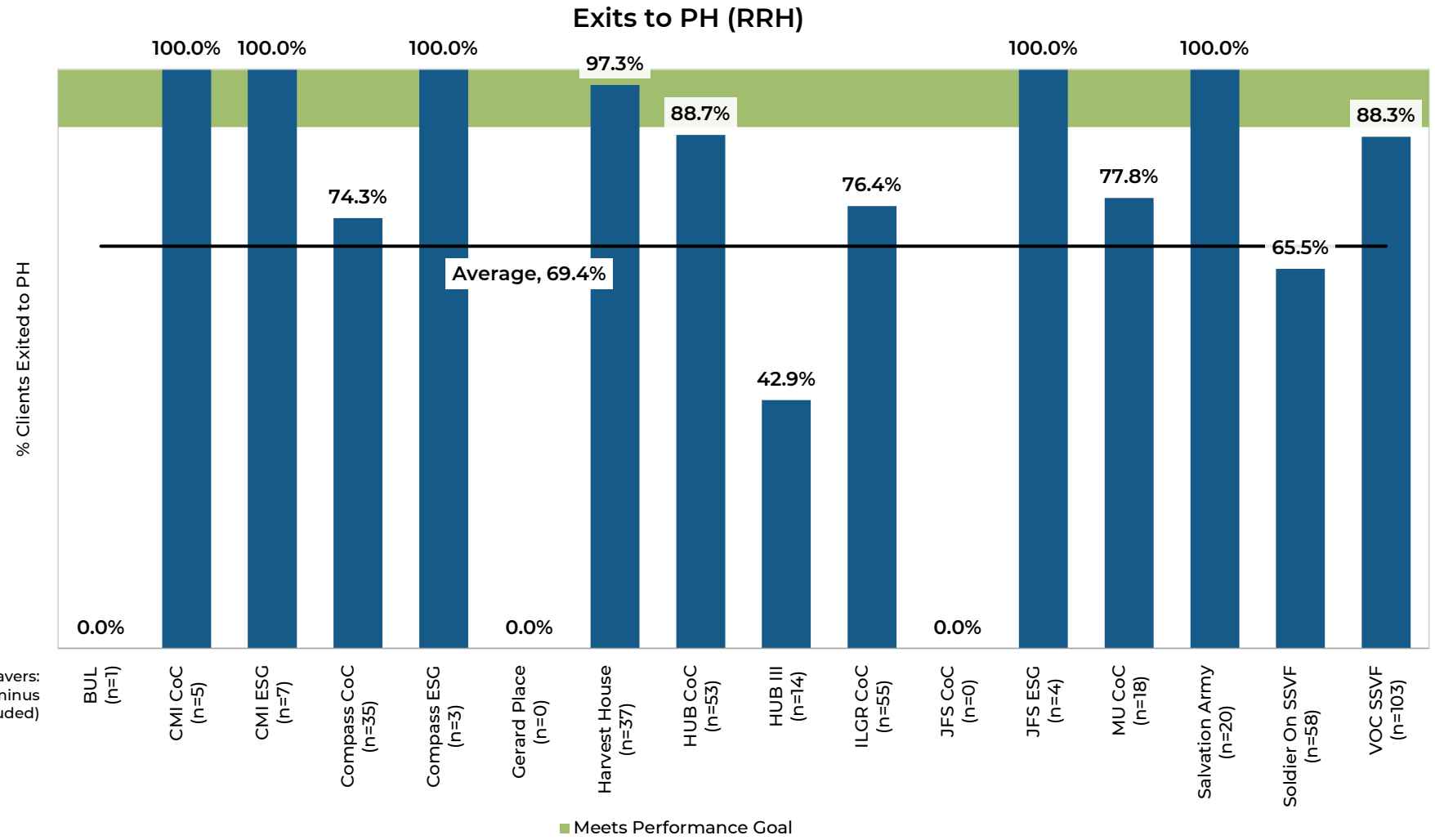
HMIS Data Quality

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.



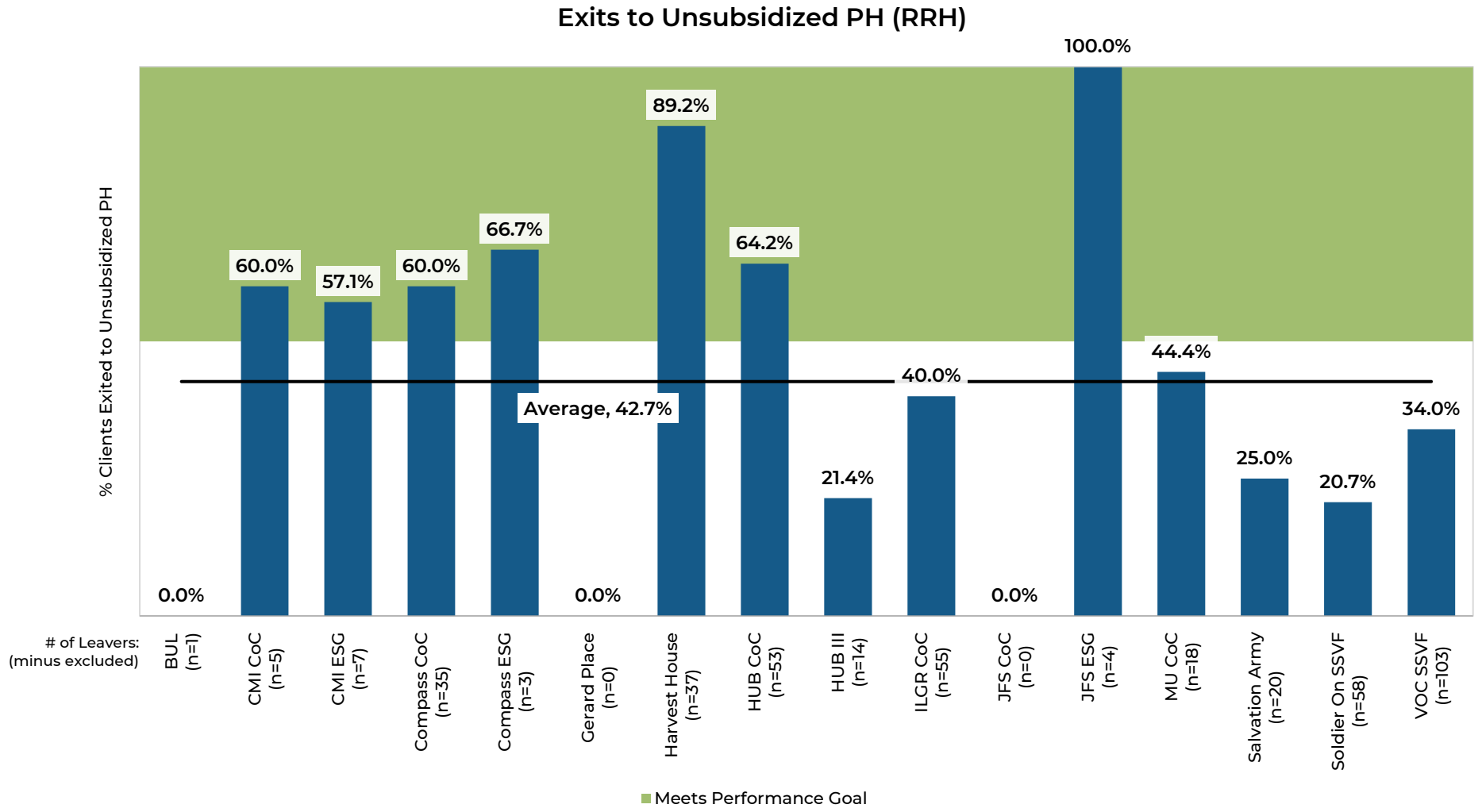
Exits to Permanent Housing

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



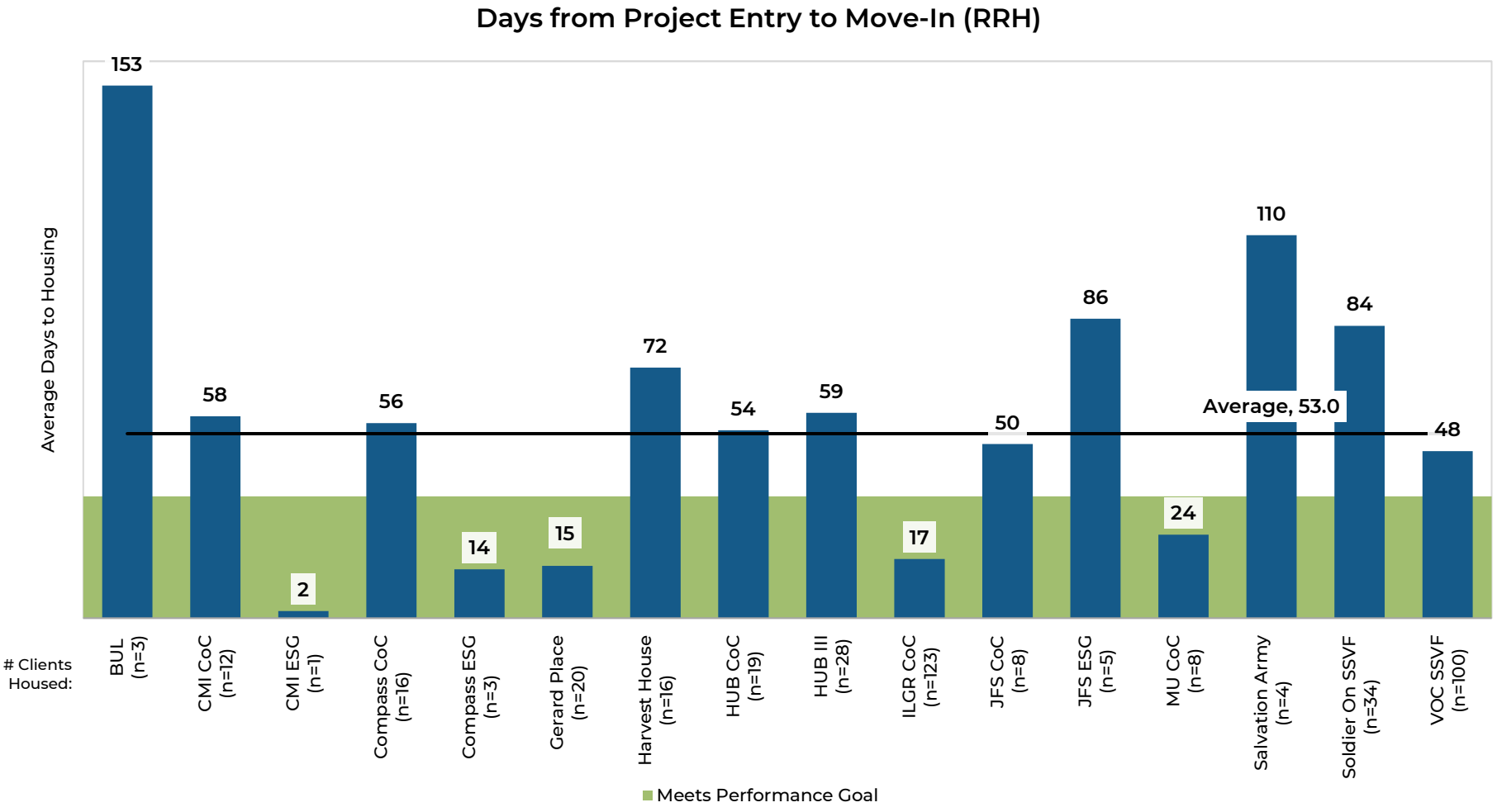
Exits to Unsubsidized Permanent Housing

This measure is calculated by dividing the number of clients who exited to Unsubsidized PH by the total number of leavers (minus excluded leavers). The local benchmark for this measure is 50% or greater.



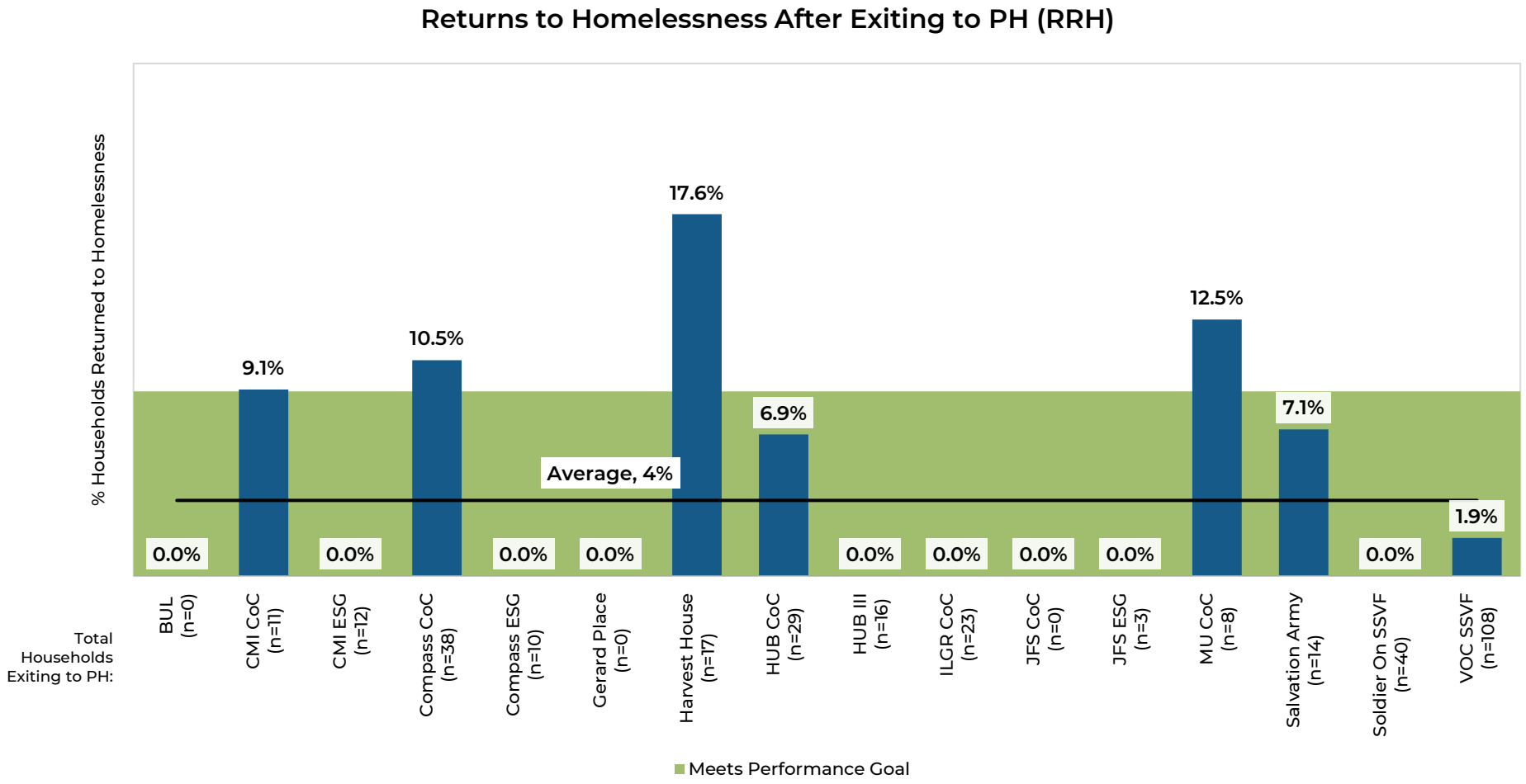
Time to Permanent Housing

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.



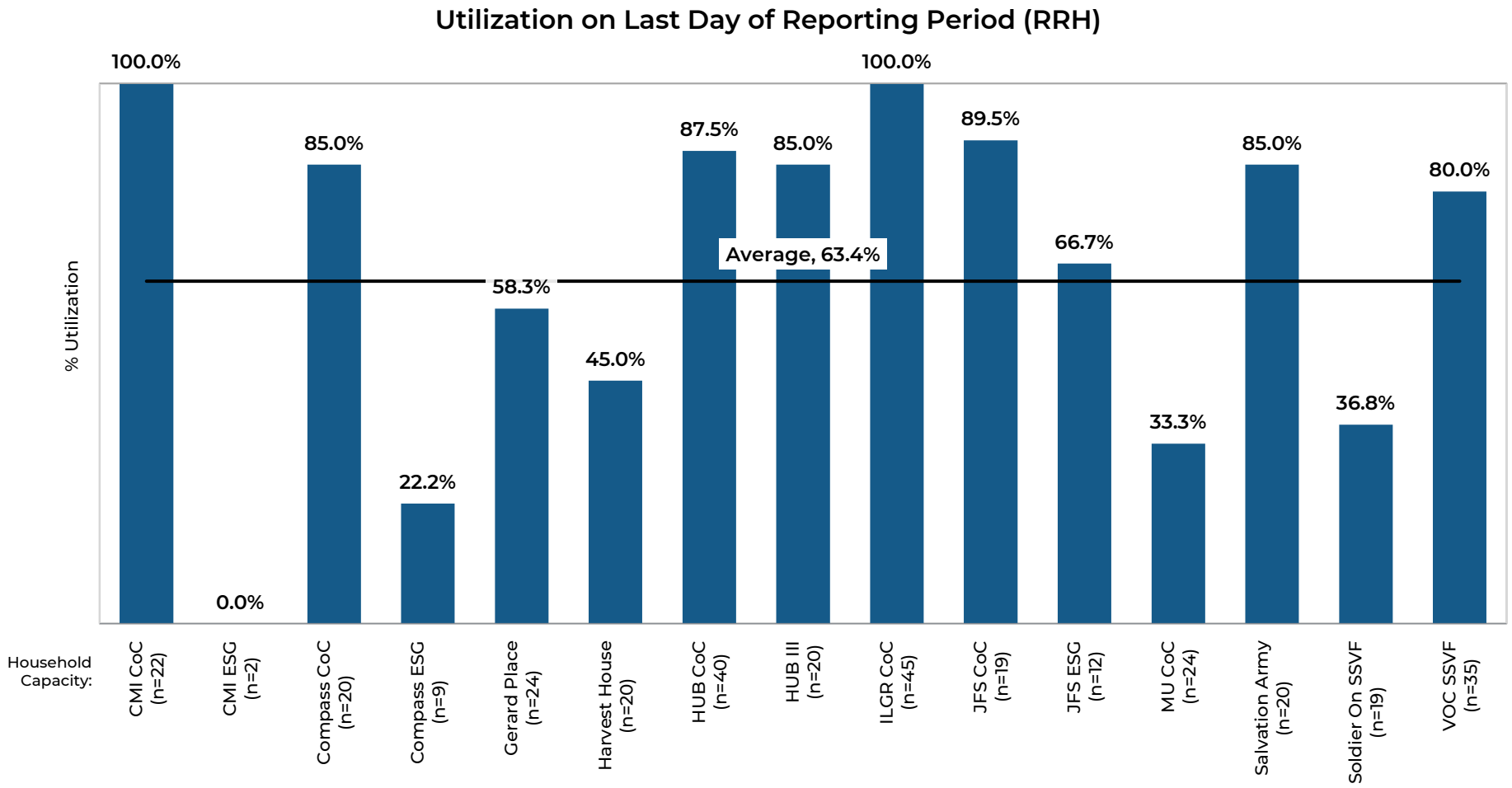
Returns to Homelessness

This measure looks at those clients who exited to PH from a service project between 4/1/2025-9/30/2026 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 10/1/2025. The local benchmark for this measure is 9% or less.



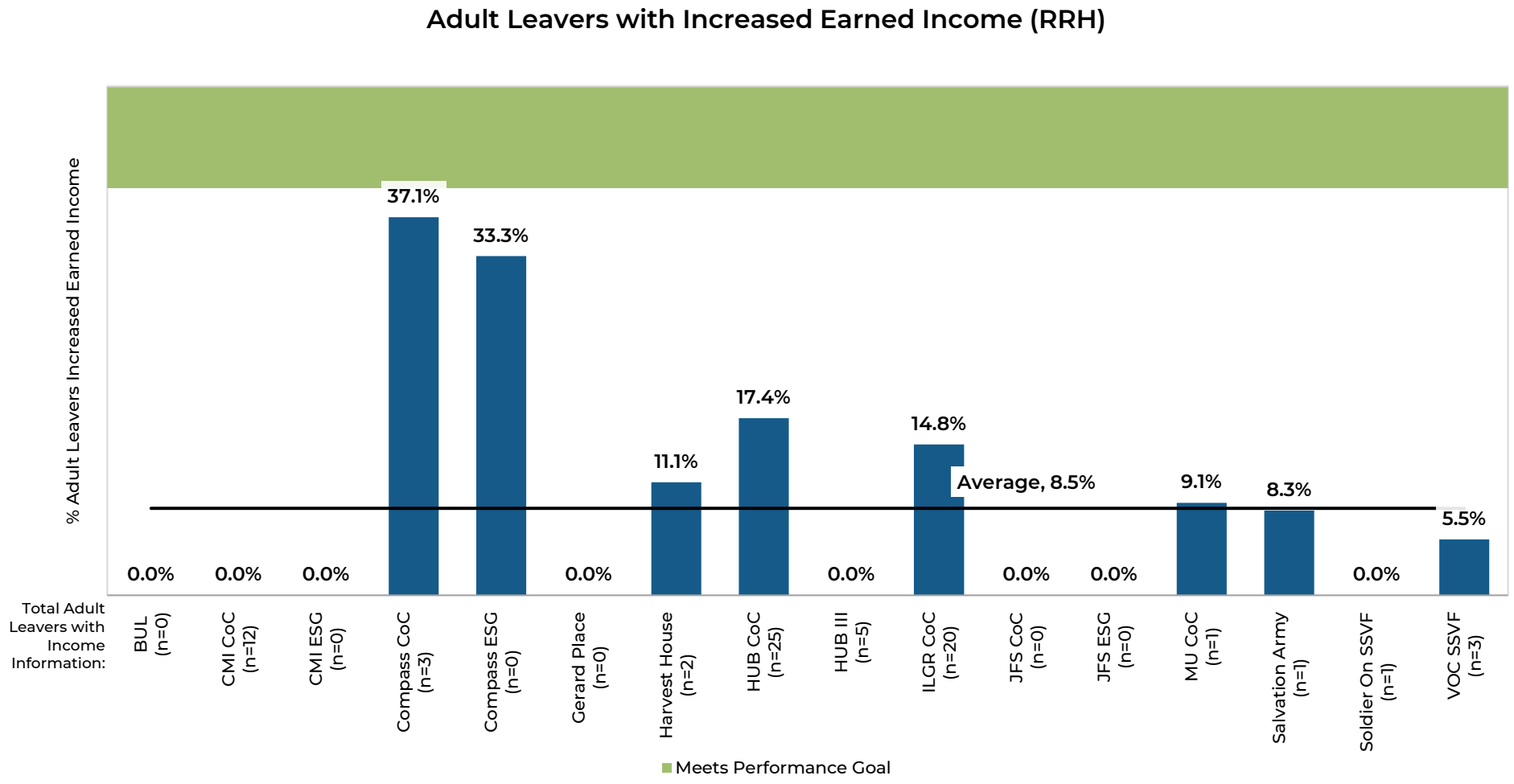
Utilization Rate

This measure is calculated by dividing the number of households receiving services on the last day of the reporting period by the number of households that the project can serve at any one time.



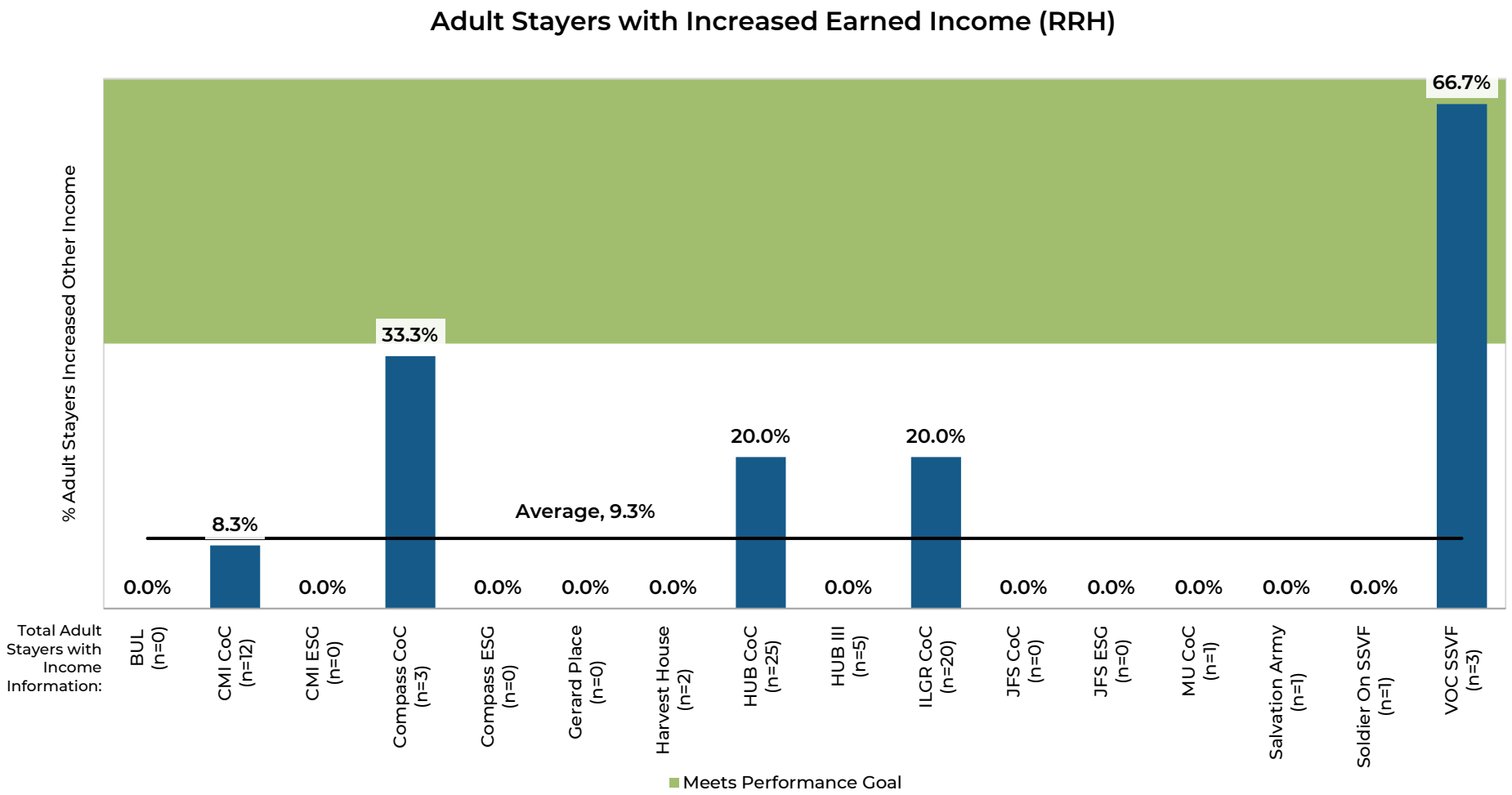
Increased Earned Income (Leavers)

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 40% or greater.



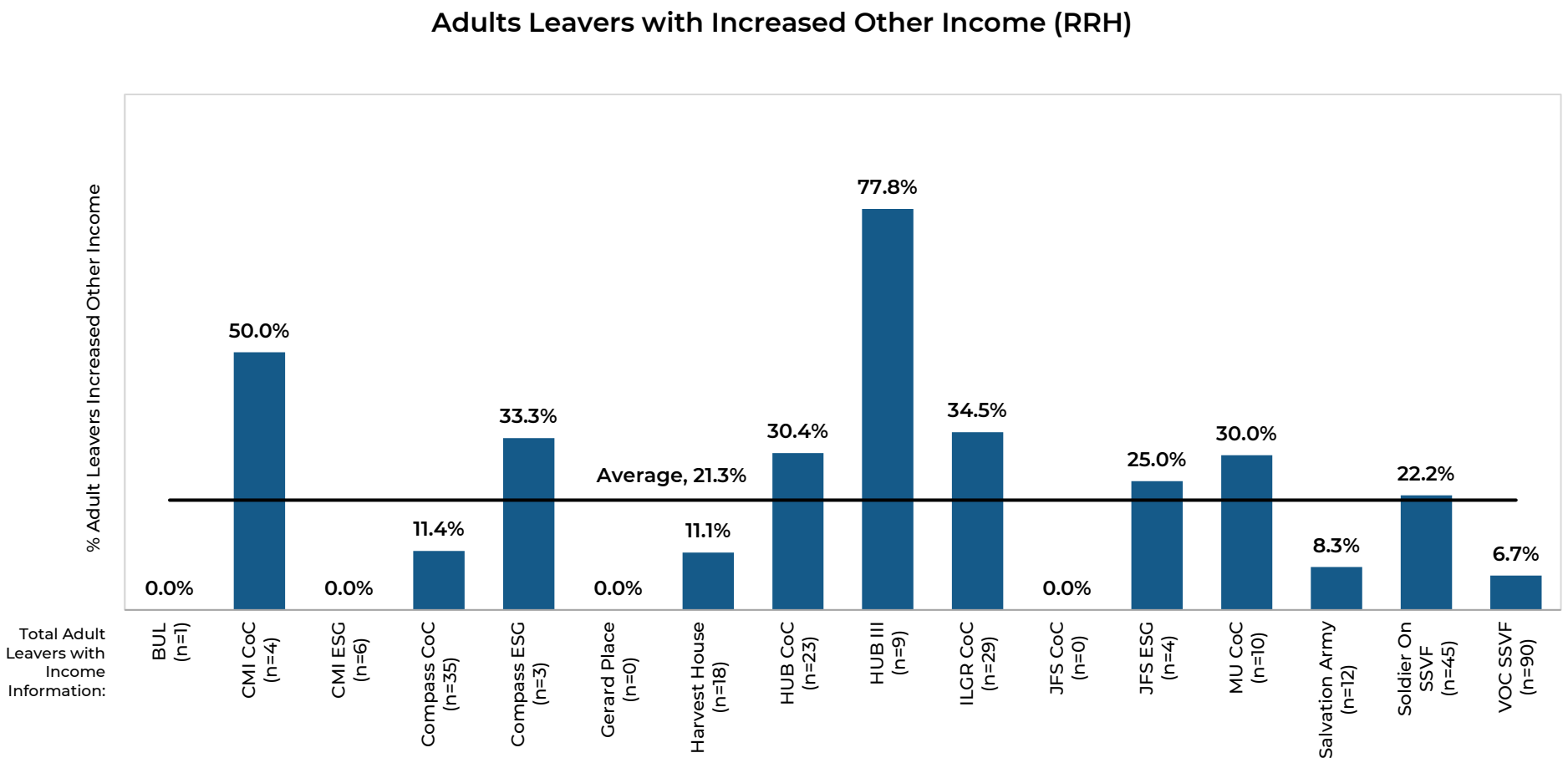
Increased Earned Income (Stayers)

This measure is calculated by dividing the number of adult stayers who increased or gained employment income from their project entry date to their most recent Annual Assessment by the number of adult stayers with income information. The local benchmark for this measure is the HUD benchmark of 35% 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 with income information.



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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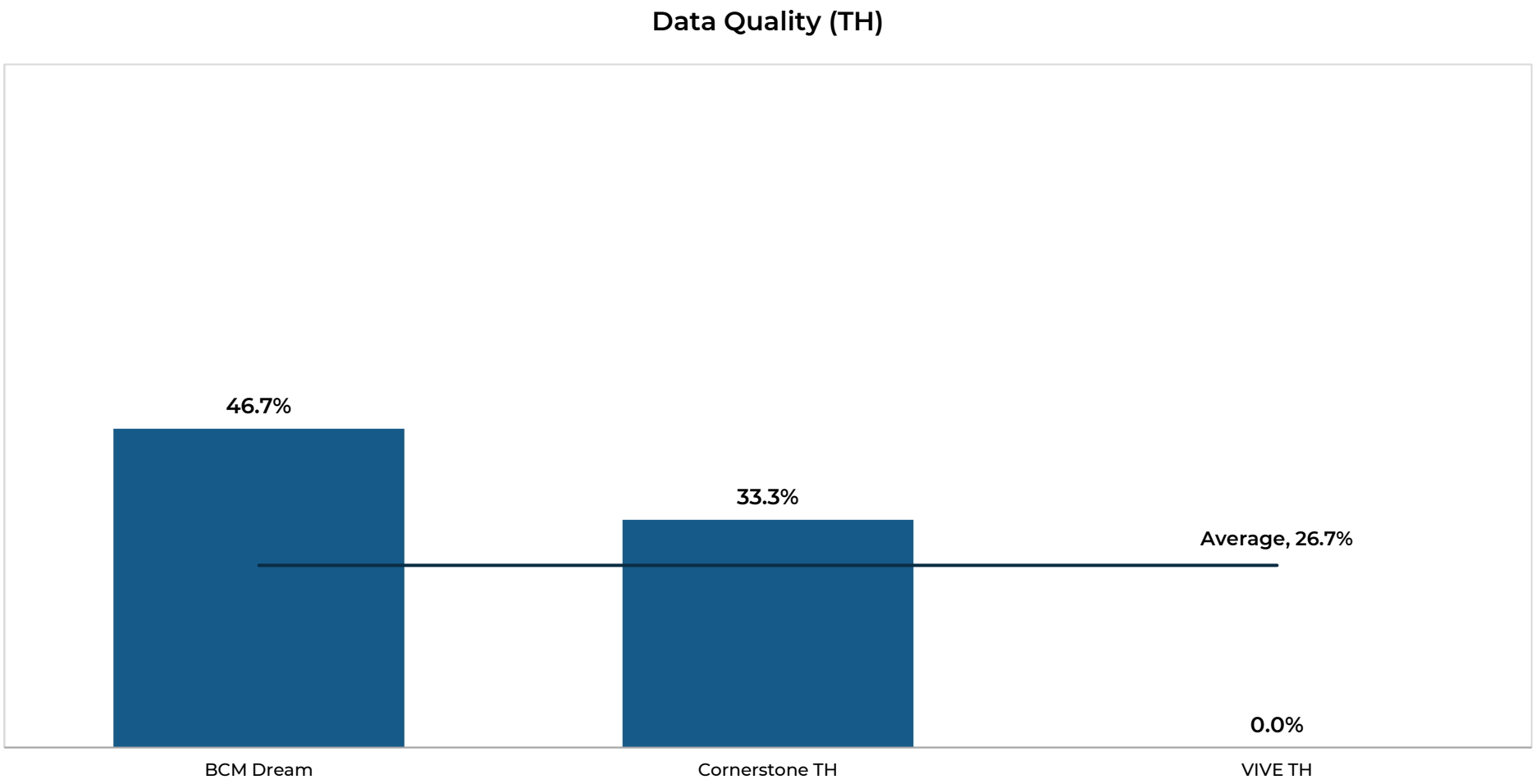
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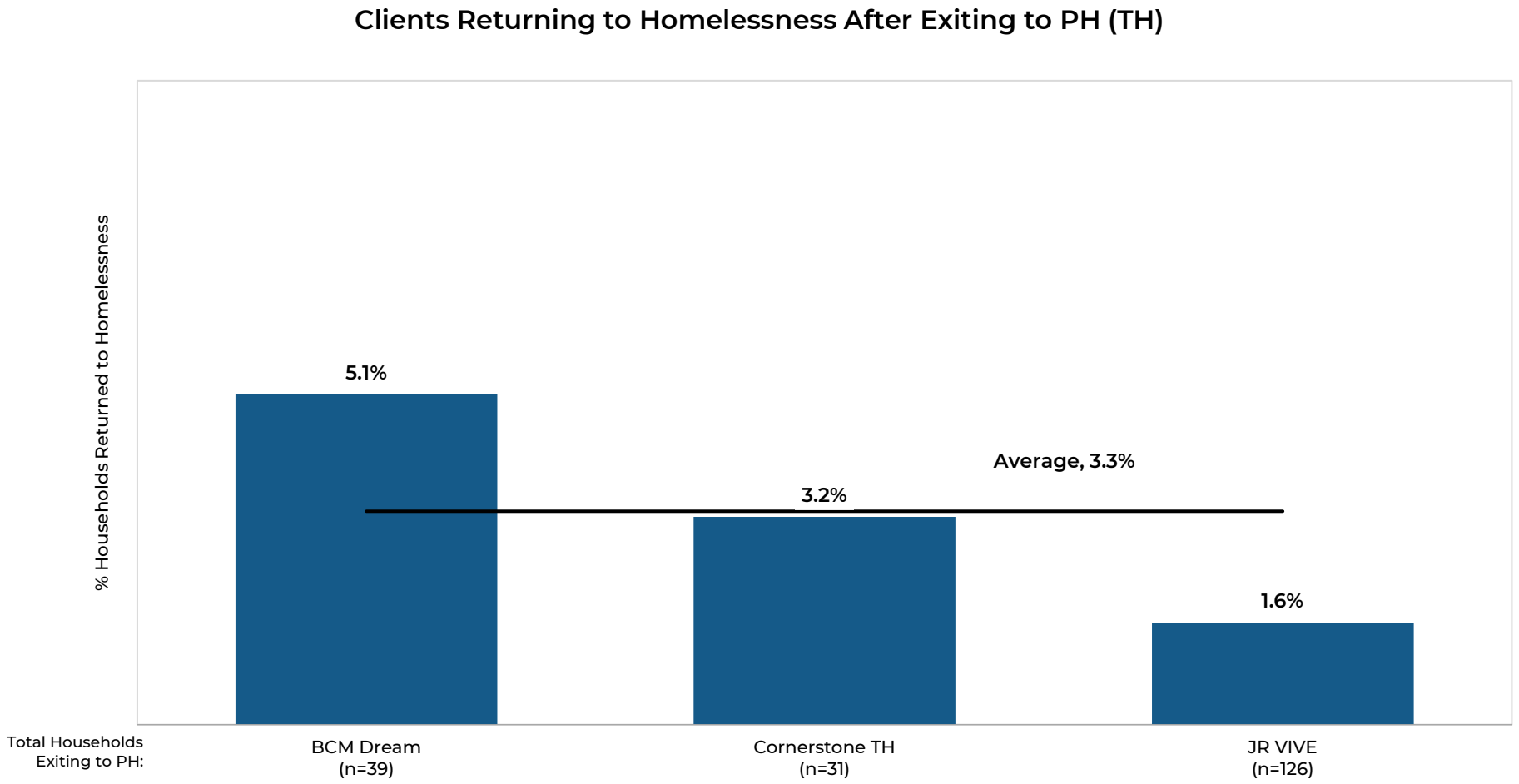
Exits to Permanent Housing

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



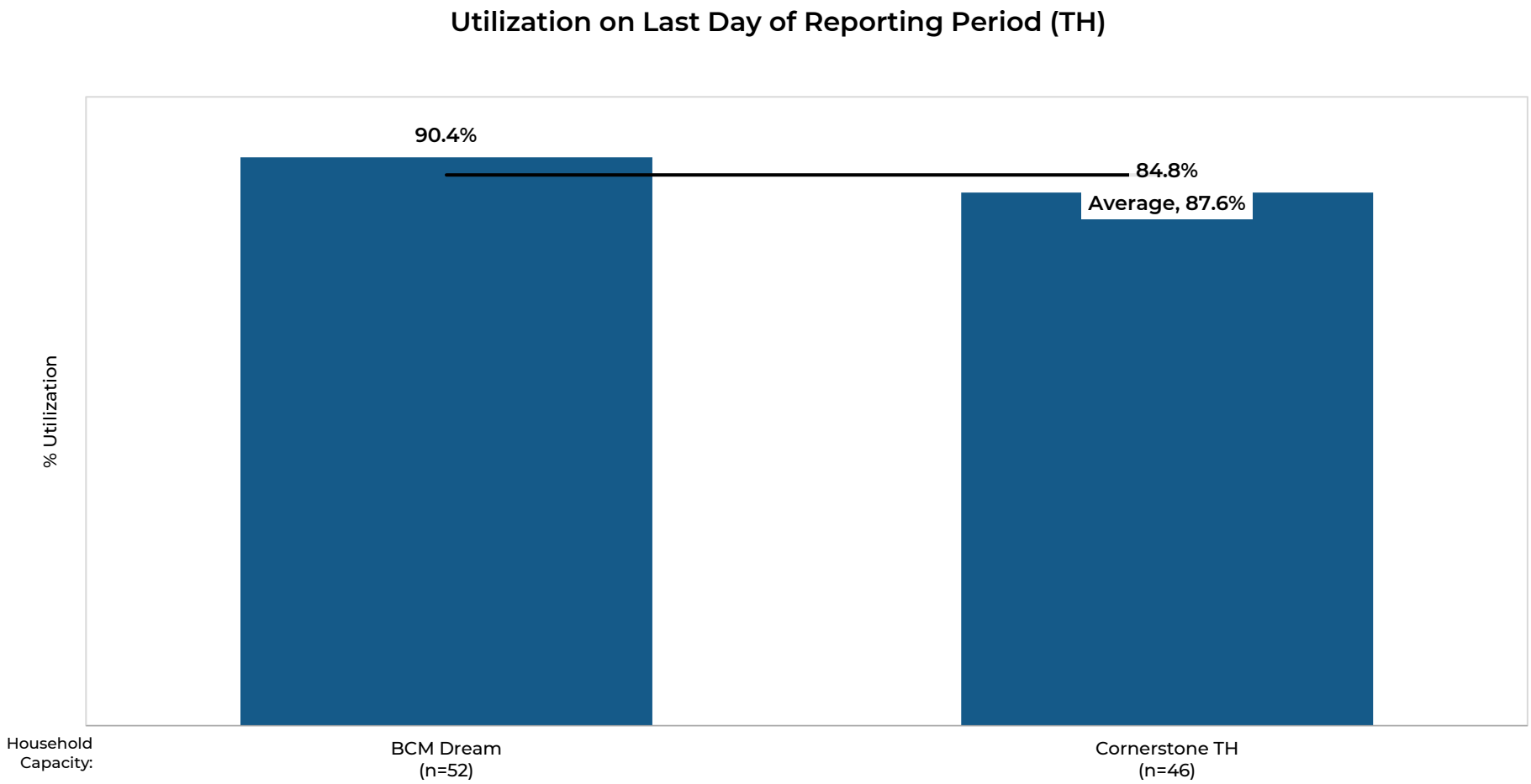
Returns to Homelessness

This measure looks at those clients who exited to PH between 4/1/2025-9/30/2026 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 10/1/2025.



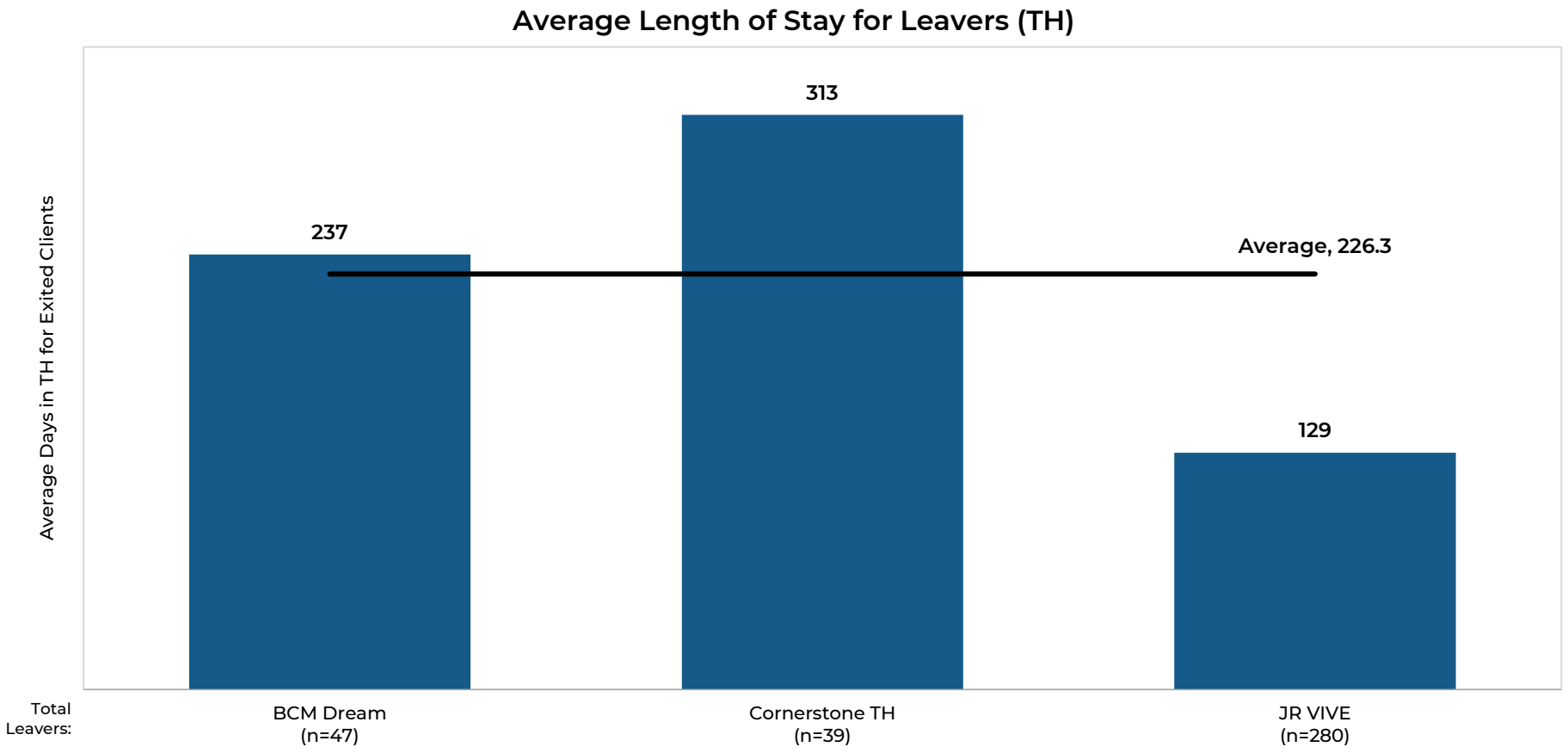
Utilization Rate

This measure is calculated by dividing the number of households receiving services on the last day of the reporting period by the number of households that the project can serve at any one time.



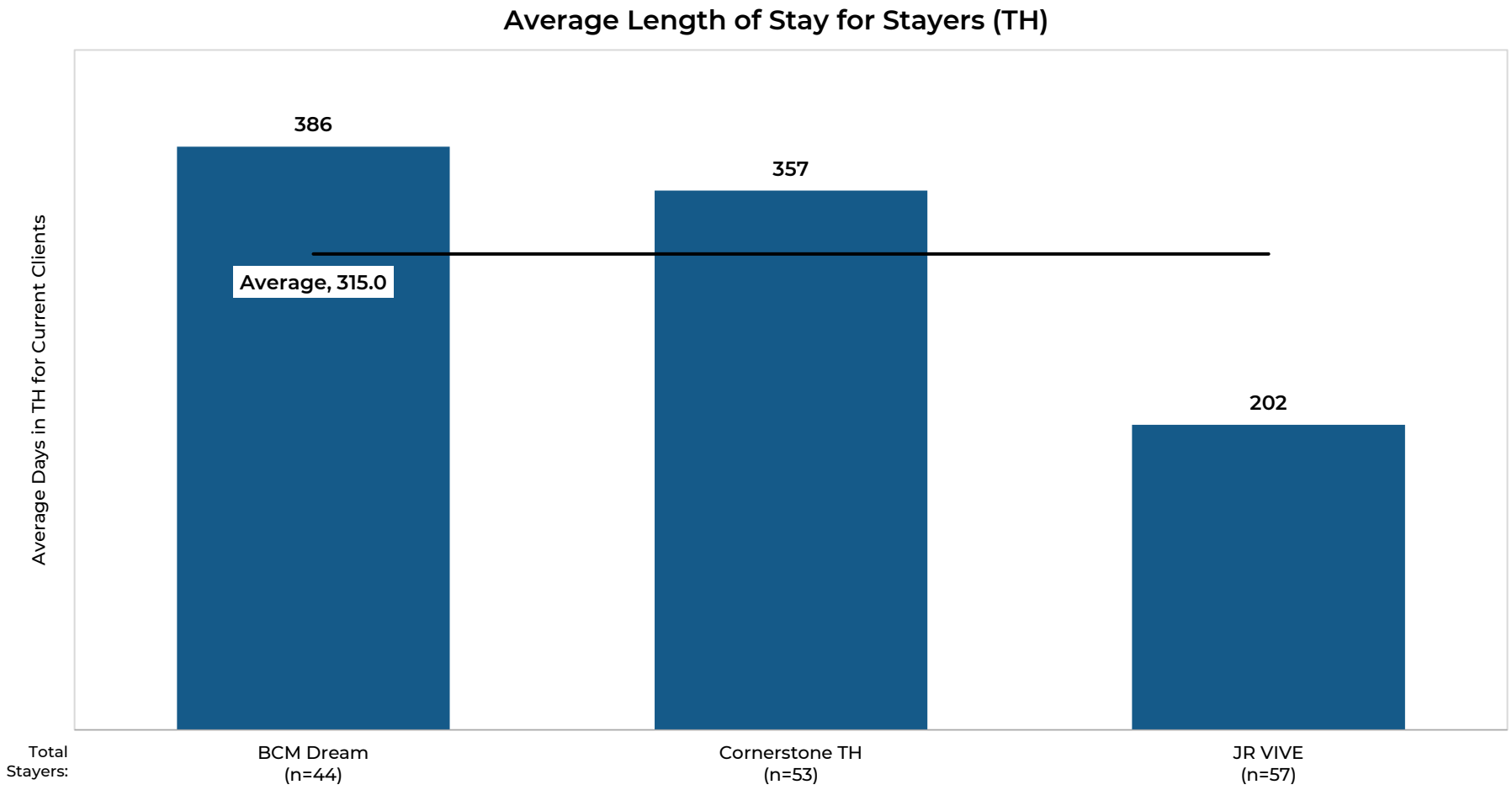
Length of Stay - Leavers

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.

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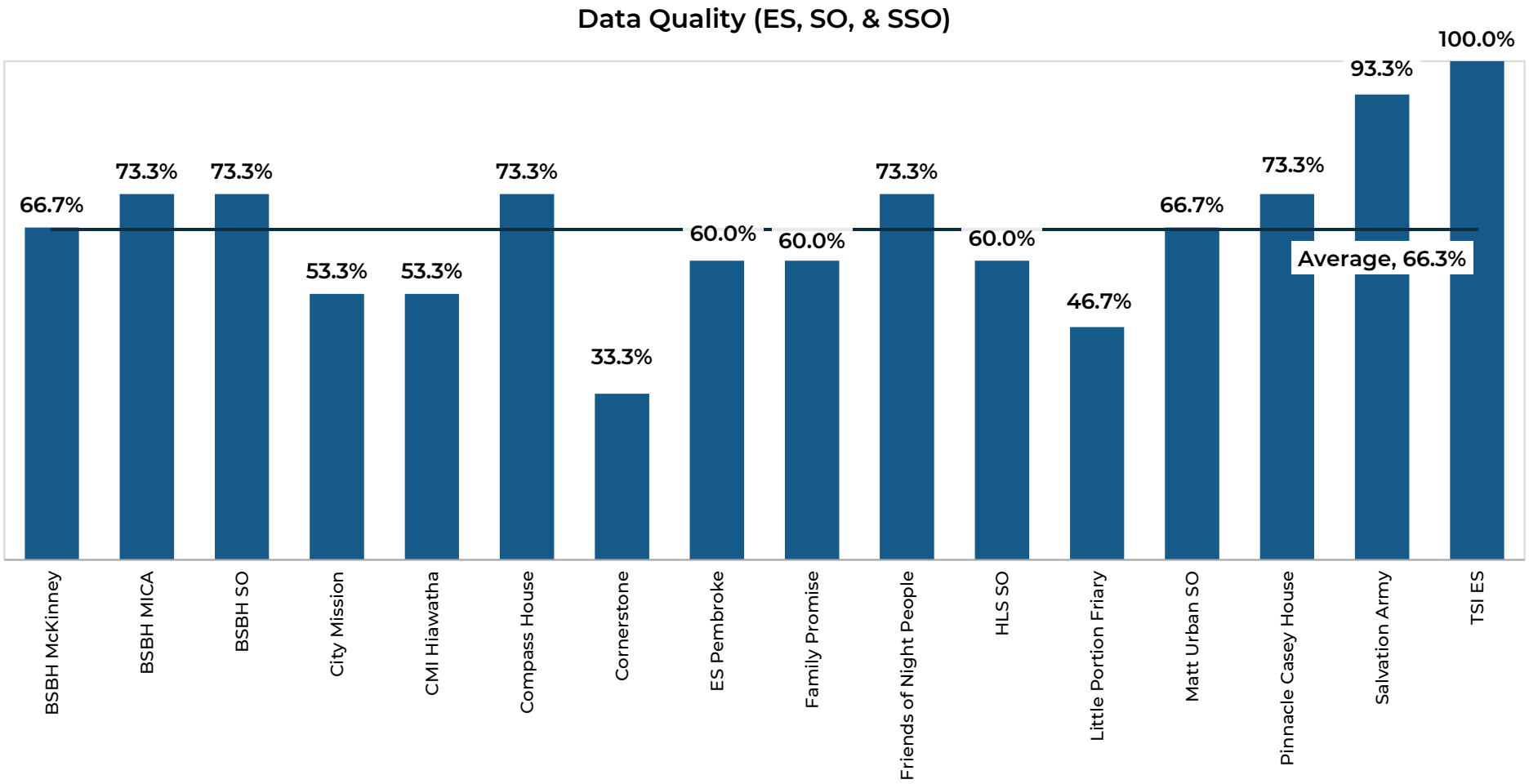
Length of Stay (SO & SSO Leavers) 39

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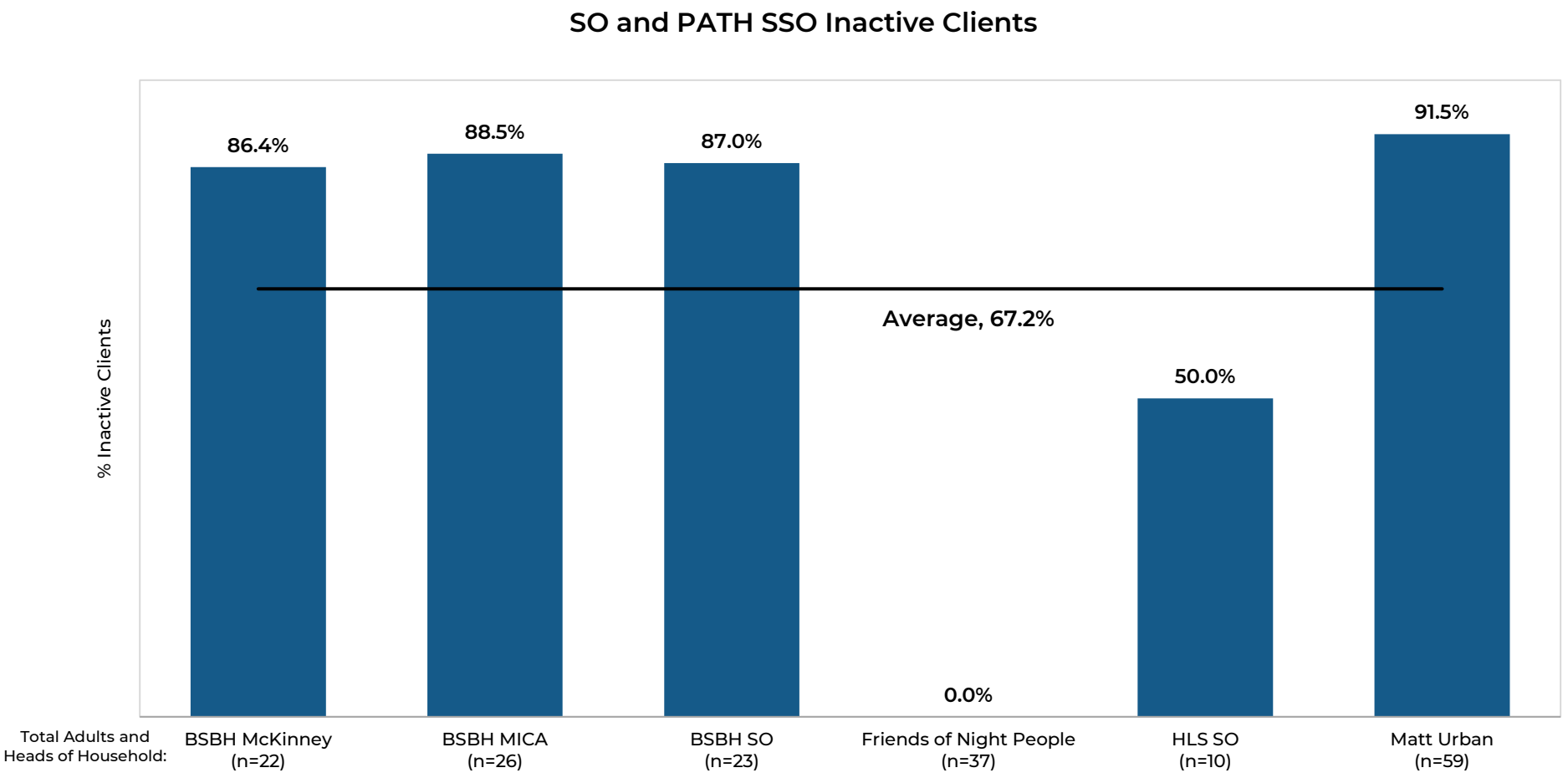
HMIS Data Quality

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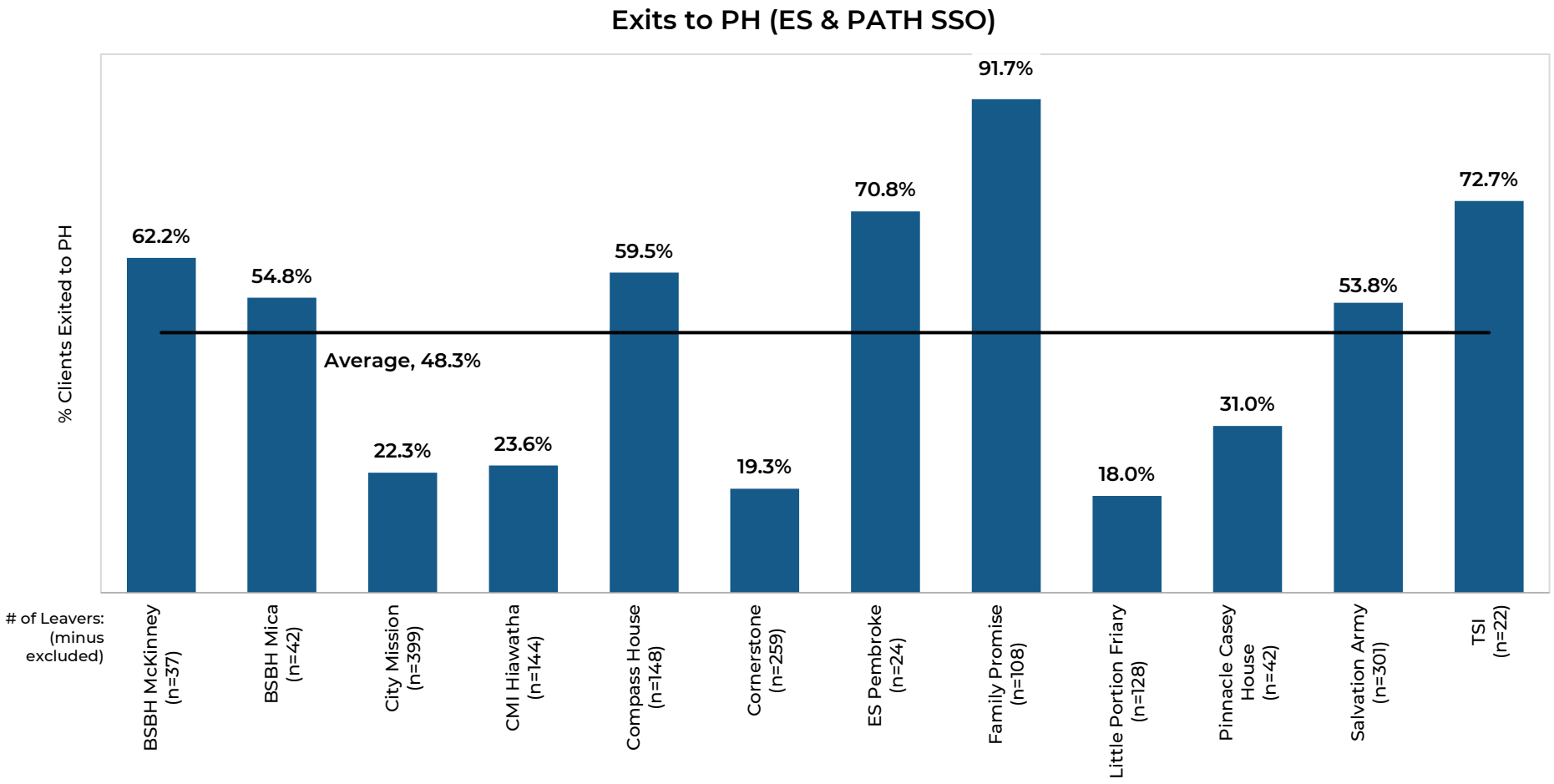
Inactive Clients (SO & SSO)

This measure is the percentage of Adult and Head of Household clients whose last contact (as documented by the Current Living Situation) was over 90 days before the client's exit date or the last day of the reporting period.



Exits to Permanent Housing (ES & SSO)

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



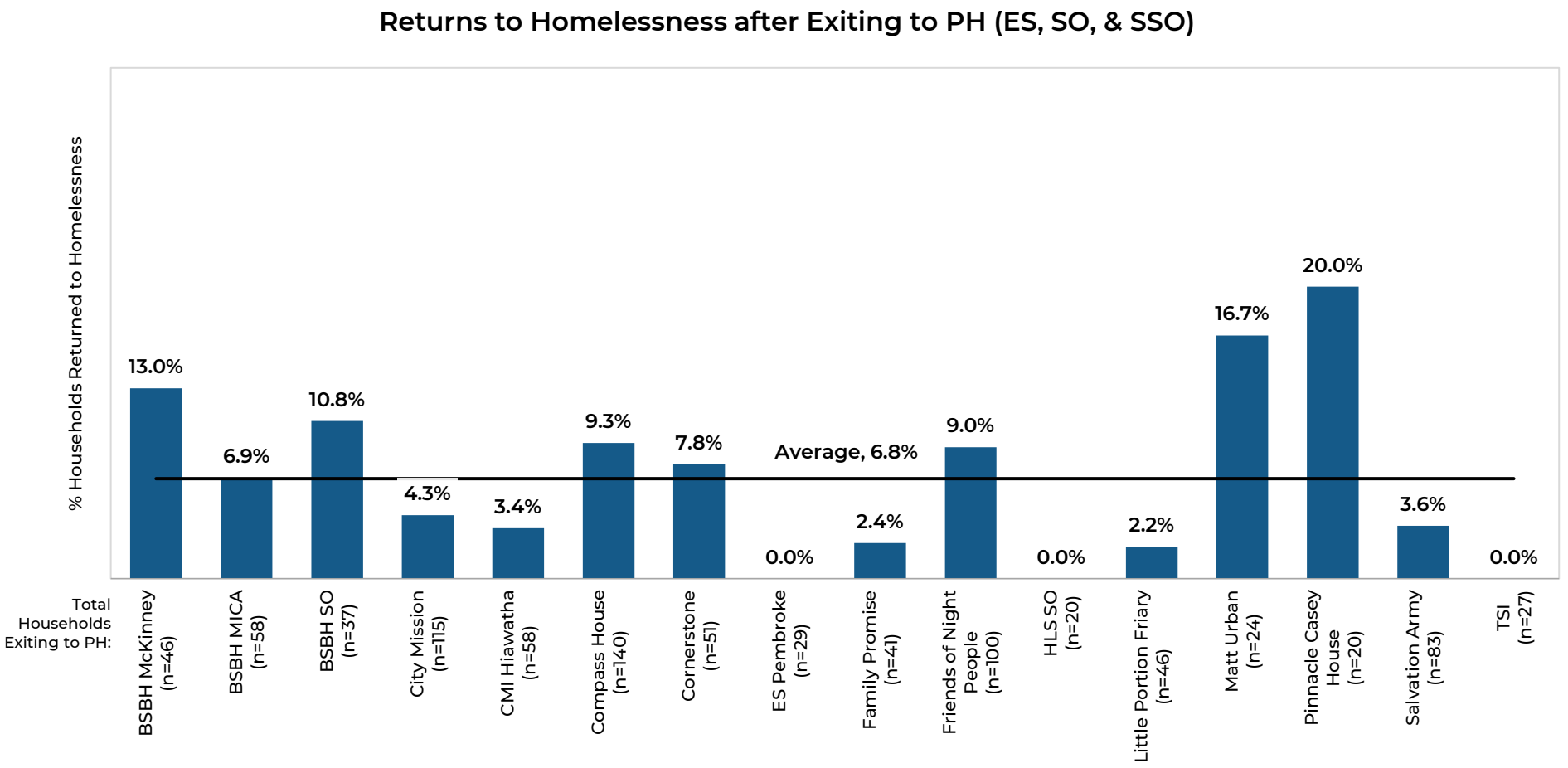
Exits to Positive Destinations (SO)

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).



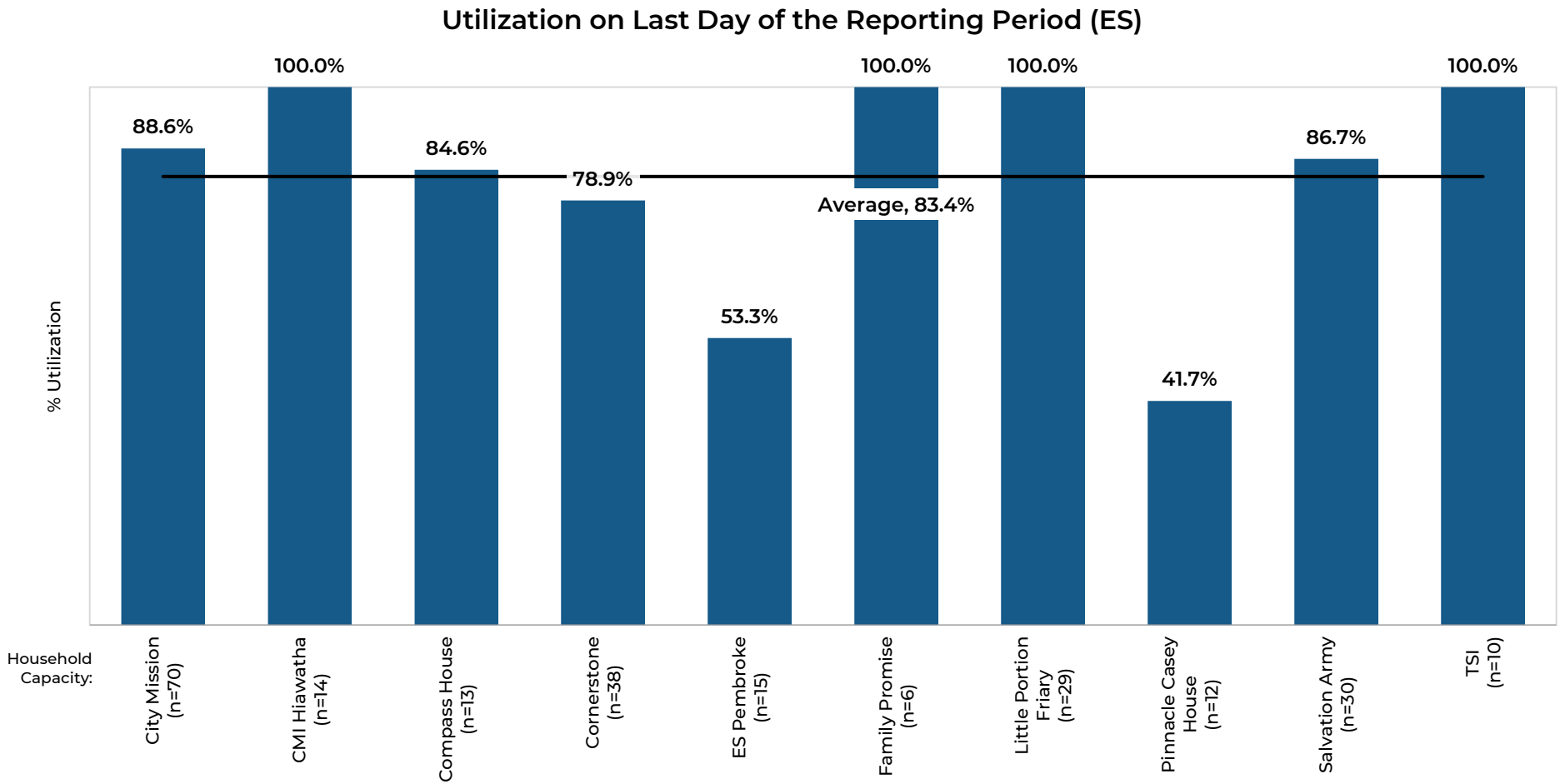
Returns to Homelessness

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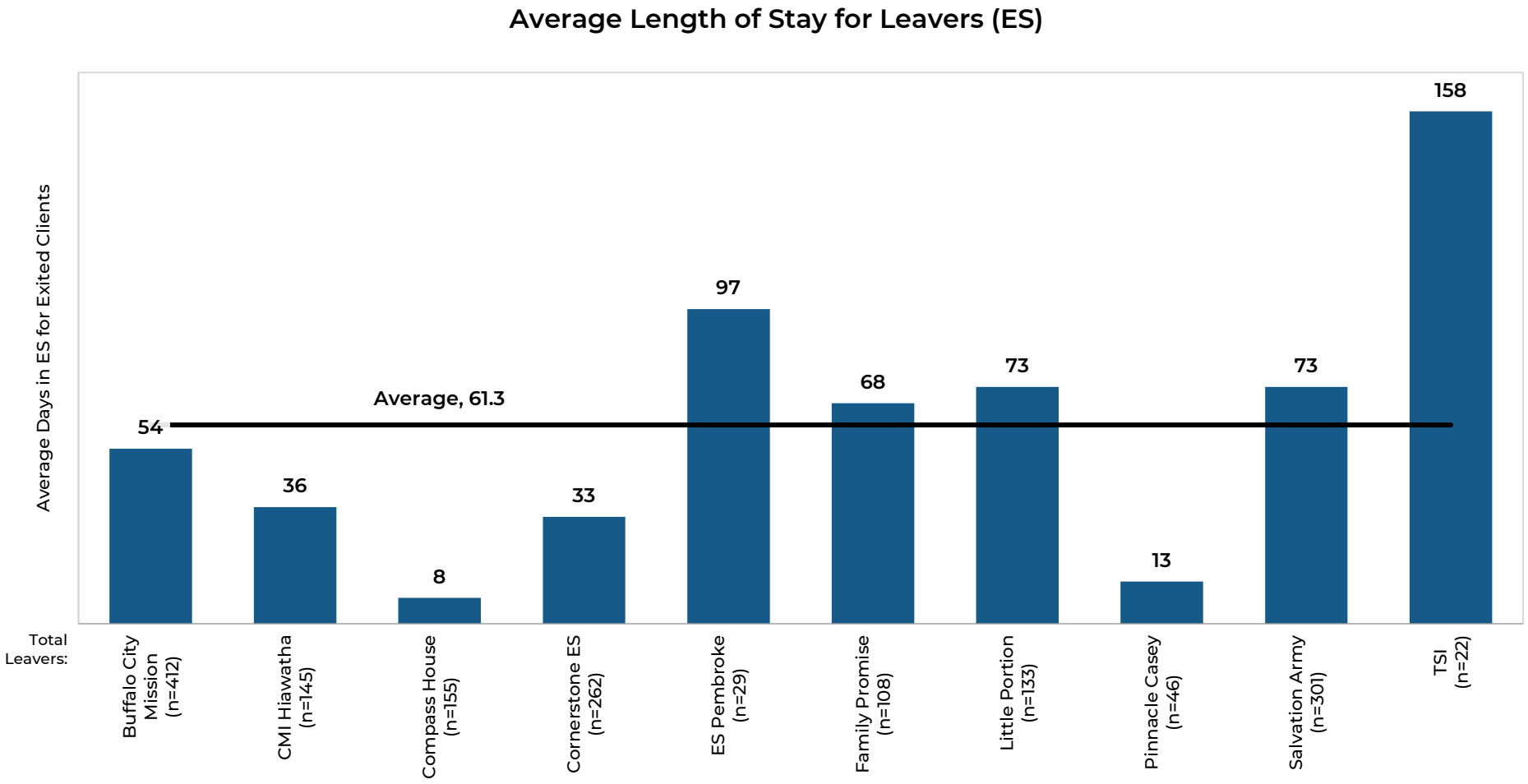
Utilization Rate (ES)

This measure is calculated by dividing the number of households receiving services on the last day of the reporting period by the number of households that the project can serve at any one time.



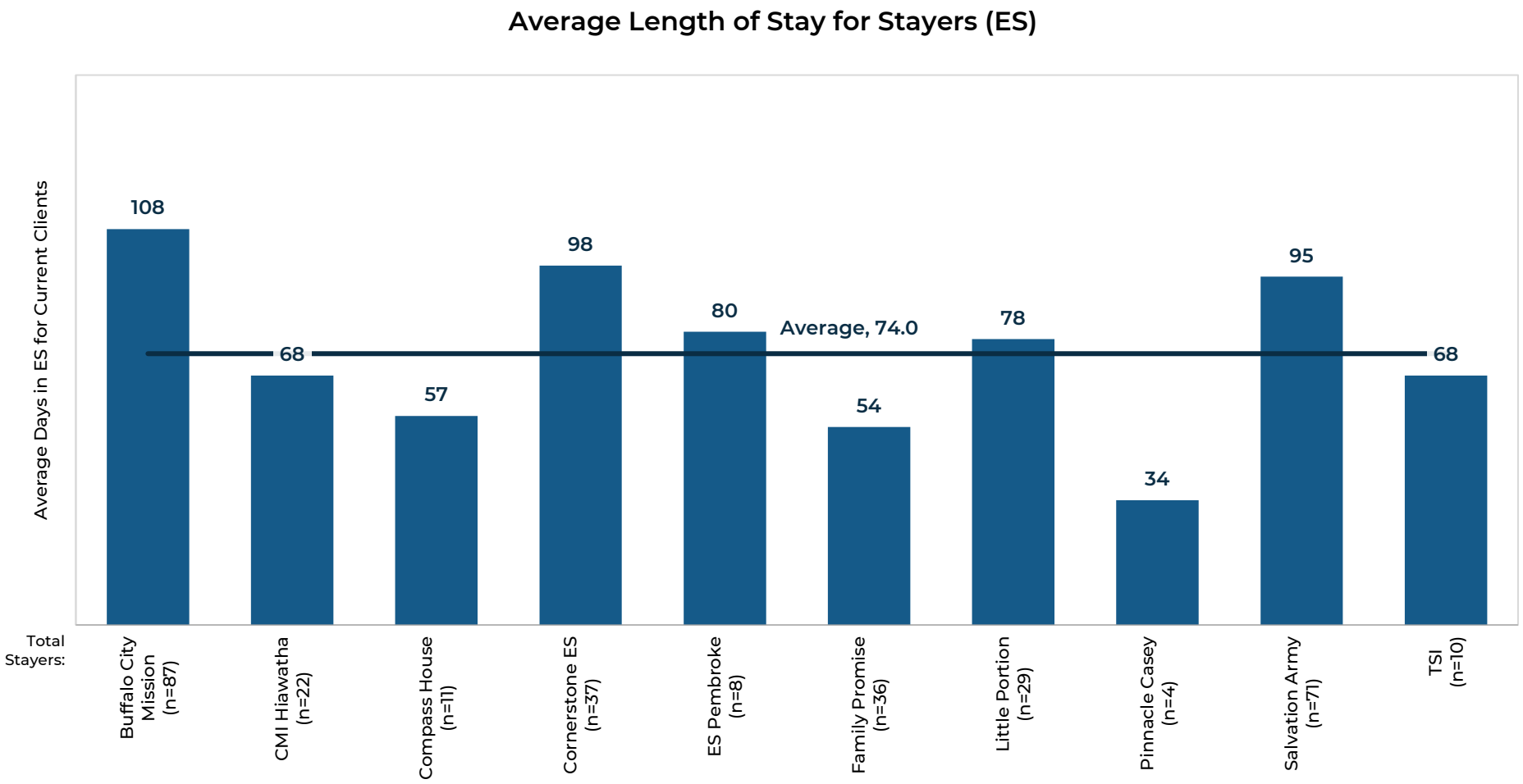
Length of Stay – ES Leavers

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



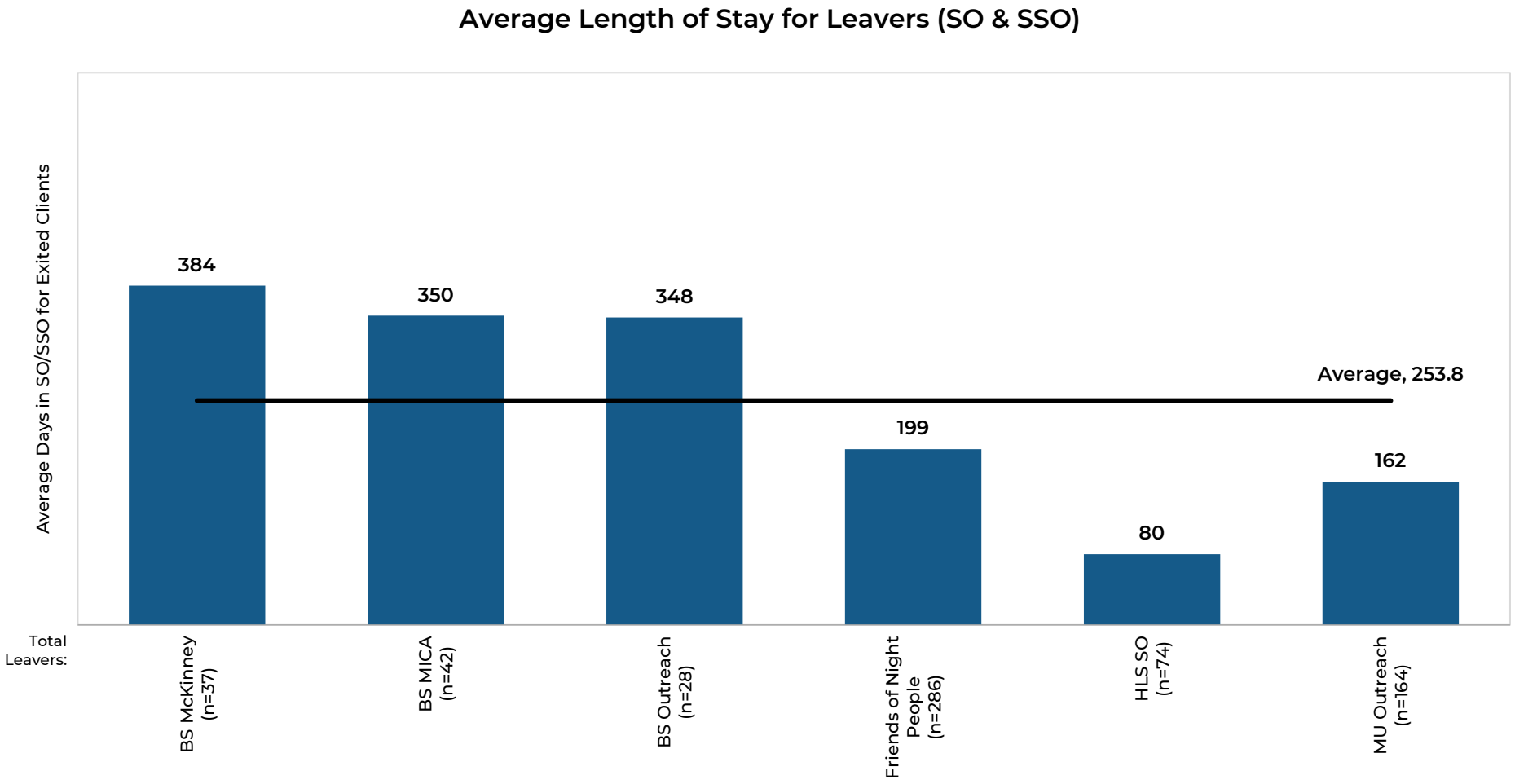
Length of Stay – ES Stayers

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



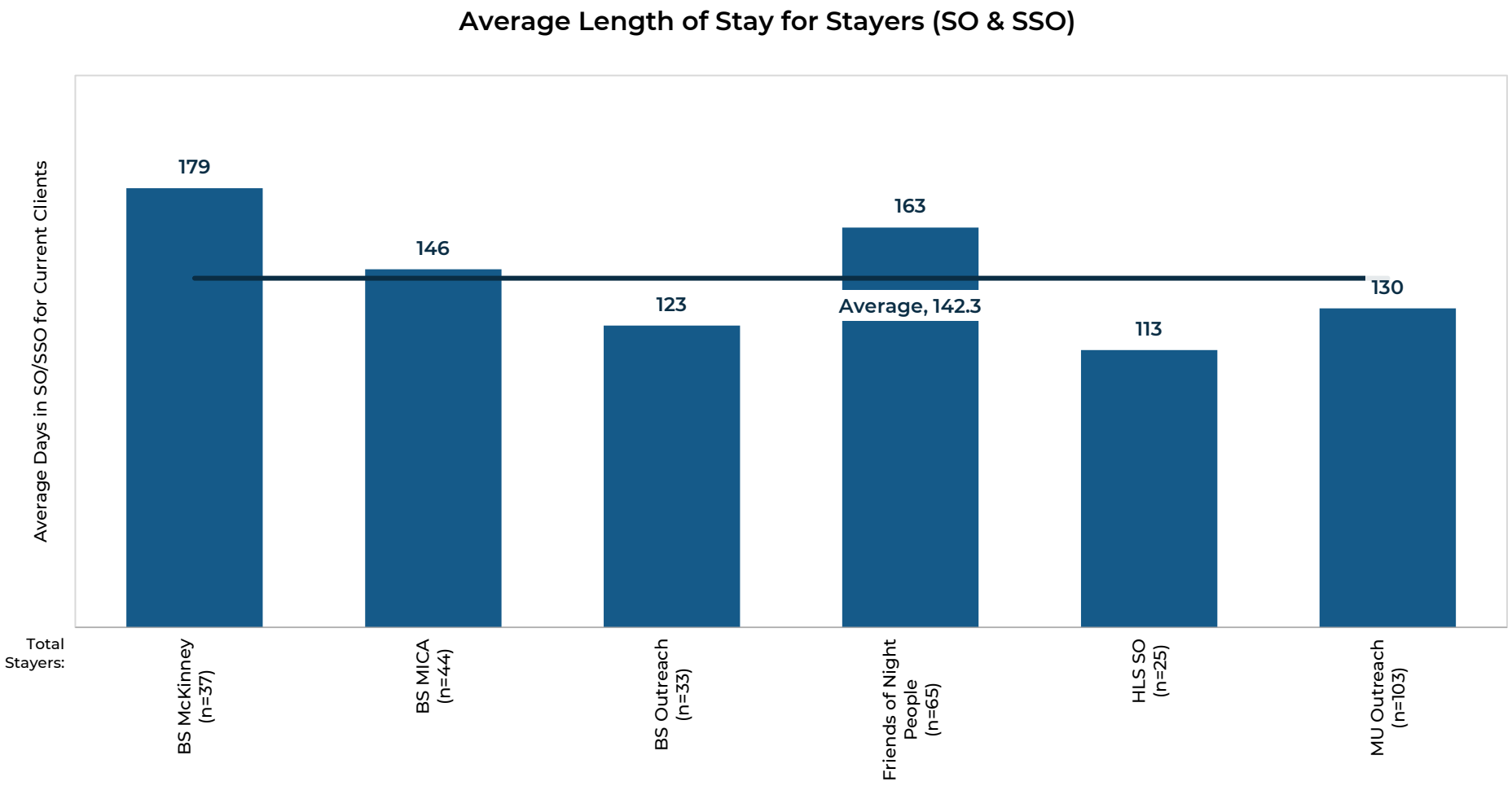
Length of Stay – SO & SSO Leavers

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



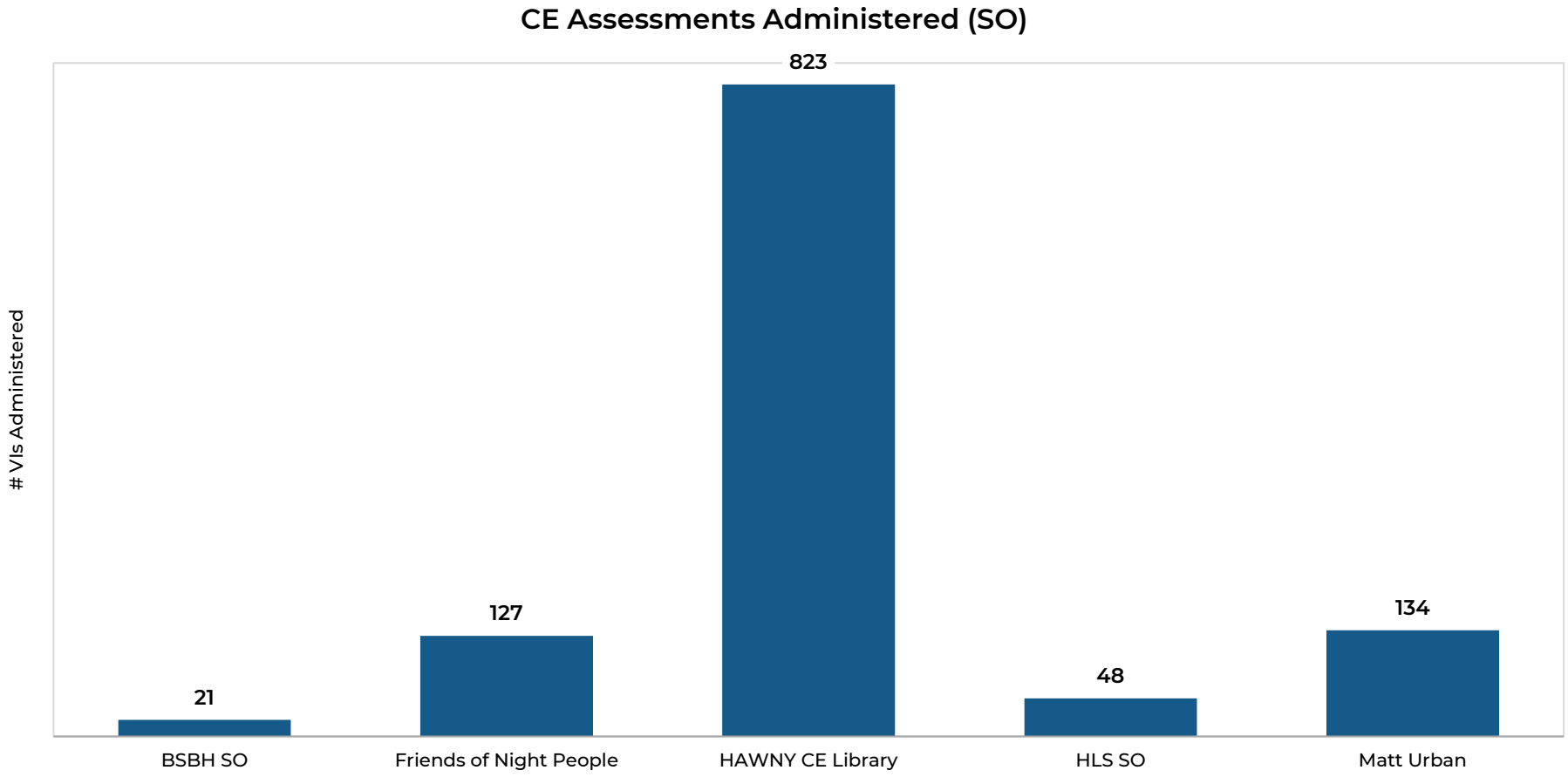
Length of Stay – SO & SSO Stayers

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.



CE Assessments Administered (SO)

This measure is the total number of CE Assessments administered by the project during the reporting period.



Projects In This Report

PSH	RRH
BestSelf Chronically Homeless CoC PSH (BSBH Chronic)	Buffalo Urban League Buffalo City ESG RRH (BUL)
BestSelf CoC II PSH (BSBH CoC II)	CMI CoC RRH (CMI CoC)
BestSelf Harambee House CoC PSH (BSBH Harambe)	CMI Niagara Falls ESG RRH (CMI ESG)
Cazenovia Chronically Homeless CoC PSH (Caz Chronic)	Compass House CoC RRH (Compass CoC)
Cazenovia Niagara CoC PSH (Caz Niagara)	Compass House CoC & Buffalo ESG RRH (Compass ESG)
DePaul CoC II PSH (DePaul CoC II)	Gerard Place CoC RRH (Gerard Place)
DePaul CoC III PSH (DePaul CoC III)	Harvest House CoC RRH (Harvest House)
Evergreen Housing First CoC PSH (Evergreen H1st)	Hispanos Unidos CoC RRH (HUB CoC)
Gerard Place CoC PSH (Gerard Place)	Hispanos Unidos CoC RRH III (HUB III)
Matt Urban Hope Gardens CoC PSH (MU Hope Gardens)	ILGR CoC RRH (ILGR CoC)
Matt Urban Housing First CoC PSH (MU H1st)	Jewish Family Services CoC RRH (JFS CoC)
Spectrum Chronically Homeless CoC PSH (Spectrum Chronic)	Jewish Family Services Erie County ESG RRH (JFS ESG)
Spectrum CoC II PSH (Spectrum CoC II)	Matt Urban CoC RRH (MU CoC)
Spectrum Wyoming County Dedicated Plus CoC PSH (Spectrum WyCo)	Salvation Army Buffalo CoC RRH (Salvation Army)
TSI CoC PSH (TSI CoC)	Soldier On VA SSVF RRH (Soldier On SSVF)
TSI CoC II PSH (TSI CoC II)	Veterans One Stop Center VA SSVF RRH (VOC SSVF)
WNY Veterans Housing Coalition CoC PSH (WNYVHC)	

TH	ES, SO, & 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 & Buffalo 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)
	HAWNY Erie County CoC Coordinated Entry Access Point (HAWNY CE Library)
	Heart, Love, and Soul Daybreak Niagara Falls ESG SO (HLS Daybreak)
	Little Portion Friary Buffalo ESG ES (Little Portion Friary)
	Matt Urban Buffalo ESG SO (Matt Urban)
	Pinnacle Casey House Niagara ESG RHY ES (Pinnacle Casey House)
	Salvation Army of Buffalo ESG ES (Salvation Army)
	TSI ES (TSI)