

# CoC Performance Report

Quarter 1: 10/1/15-12/31/2015



# Table of Contents

## [Glossary of Acronyms](#)

### [Housing Measures](#)

[Remained and Exited to Permanent Housing \(PH\)](#)

[Exit to Permanent Housing \(PH\) Destinations](#)

[Excited to Successful Housing](#)

### [Income Measures](#)

[Maintained or Increased Earned Income for PSH Participants](#)

[Increased Earned Income](#)

[Adults with Increased Other Income](#)

[Adults With Increased Any Income](#)

### [System Effectiveness](#)

[Length of Stay for ES,TH and SH](#)

[Length of time from Program Entry to Move-In Date](#)

[Recidivism](#)

[Point in time Utilization Rate](#)

### [Other Measurements](#)

This report is created using HMIS data. It covers all homeless service providers who uses HMIS within the CoC--Erie, Niagara, Genesee, Orleans and Wyoming County. Besides specific notes for HUD benchmarks, others are locally defined benchmarks or shown with an average number from all providers within that category. The intent of this report is to: 1. Provide timely feedback to providers to improve their services and to learn from each other. 2. Help funders make funding decisions based upon performance. If you have any questions, please contact the Homeless Alliance of WNY.

## Glossary of Acronyms

CoC: Continuum of Care	ES: Emergency Shelter
ESG: Emergency Solutions Grants	TH: Transitional Housing
APR: Annual Performance Report that HUD requires for all the CoC funded programs	SH: Safe Haven
HMIS: Homeless Management Information System, is also referred to as Bas-Net (Buffalo Area Services Network)	PSH: Permanent Supportive Housing for Formerly Homeless Persons
	PH: Permanent Housing destination
	RHY: Runaway Homeless Youth
	RRH: Rapid Rehousing

**Cash benefit** in this report refers to income such as: Earned income, unemployment insurance, SSI, SSDI, veteran’s disability, private disability insurance, worker’s compensation, TANF, general assistance, retirement, veteran’s pension, pension from former job, child support, and alimony (spousal support).

**Non-cash benefit** in this report refers to non-cash benefit such as: supplemental nutritional assistance program (food stamps), Medicaid health insurance, Medicare health insurance, State children’s health insurance, WIC, VA medical services, TANF child care services, TANF transportation services, other TANF-funded services, temporary rental assistance, and Section 8.

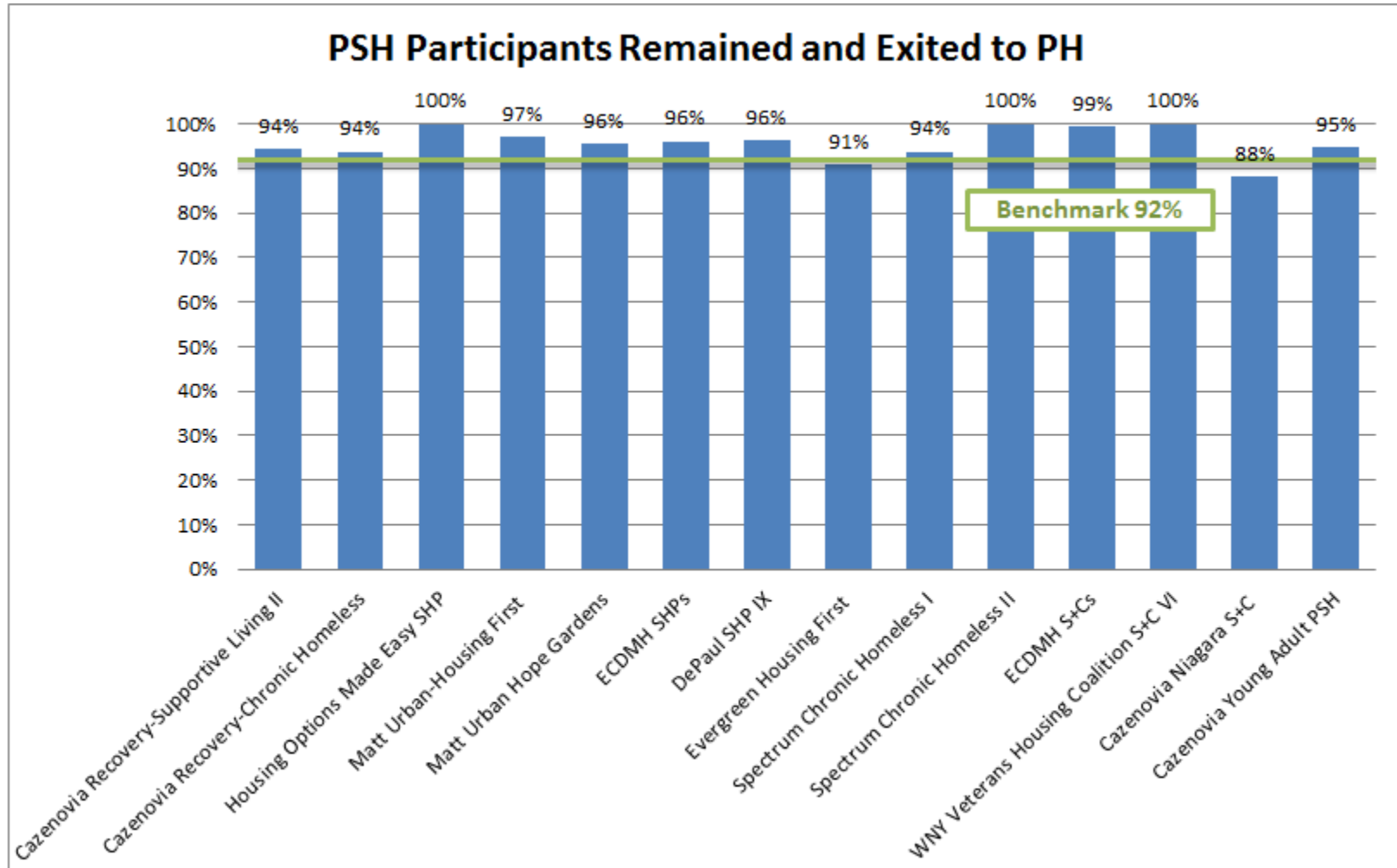
**Permanent Housing Destination** in this report refers to destinations such as: housing owned by client (with or without ongoing subsidy), housing rented by client (with or without ongoing subsidy), permanent supportive housing for formerly homeless persons, living with family or friends with permanent tenure.

**Safe Housing 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). EXCLUDES Jail and Place not Meant for Human Habitation.

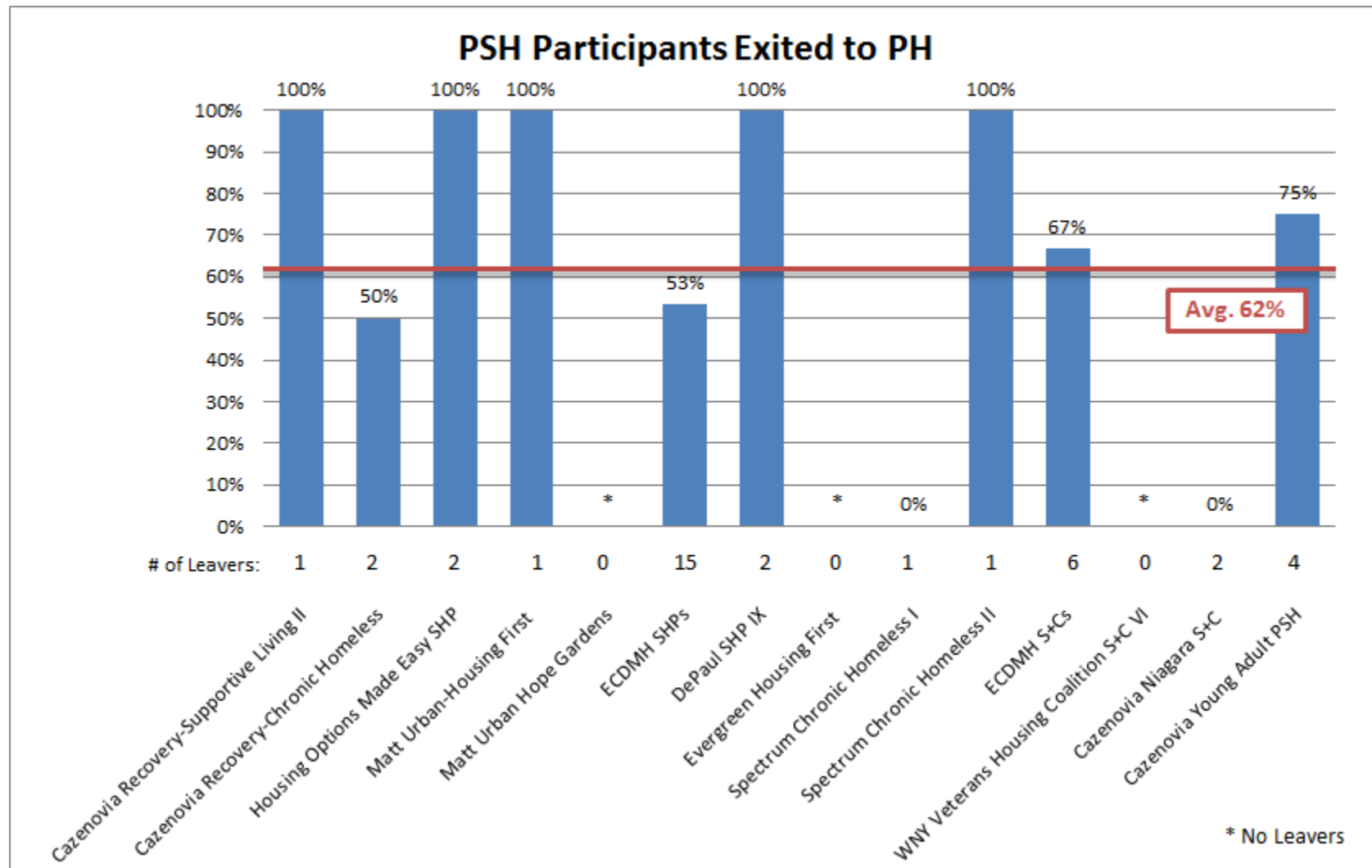
# Housing Measures

All housing measures for exit excluded people who passed away during the program.

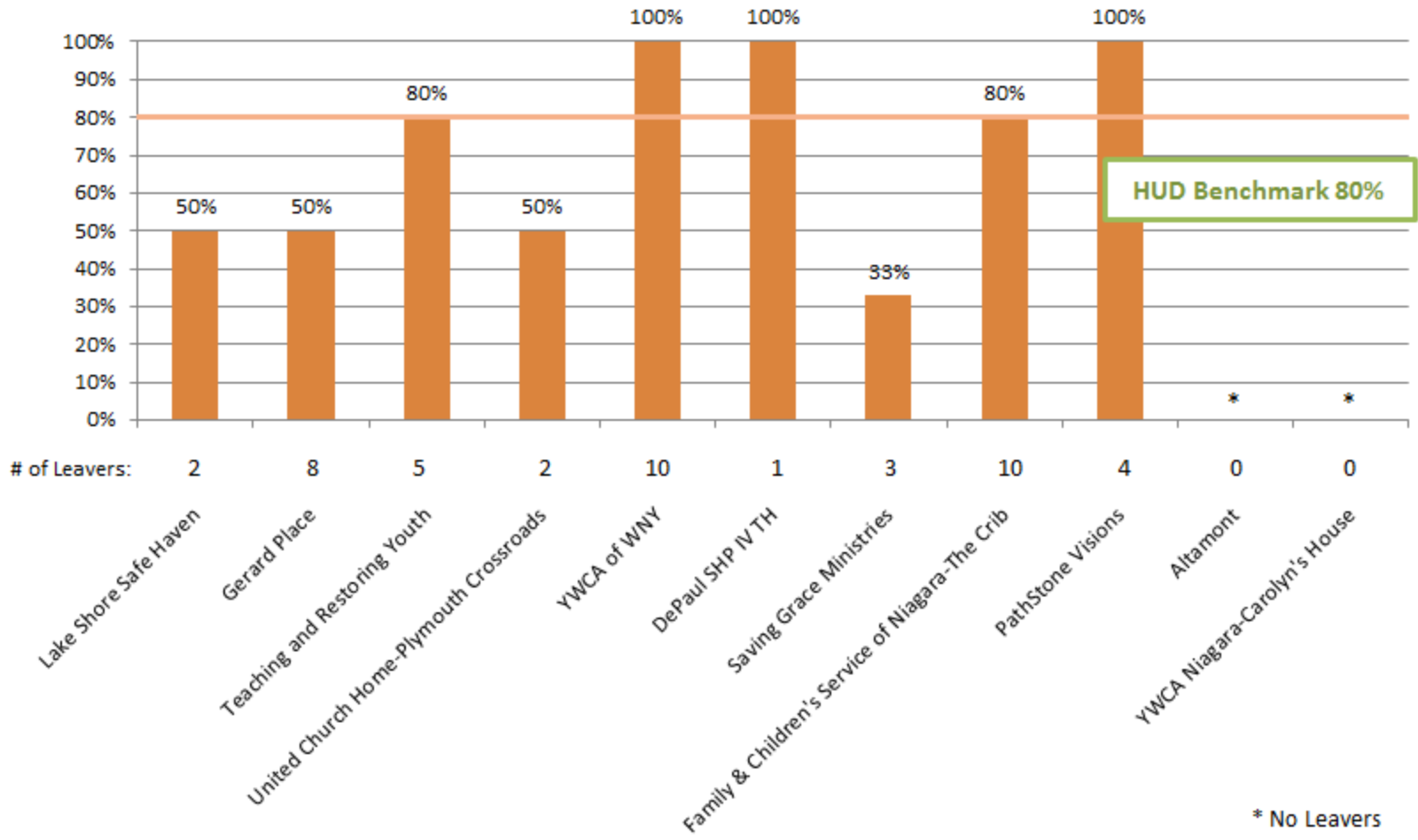
Remained and Exited to Permanent Housing (PH)



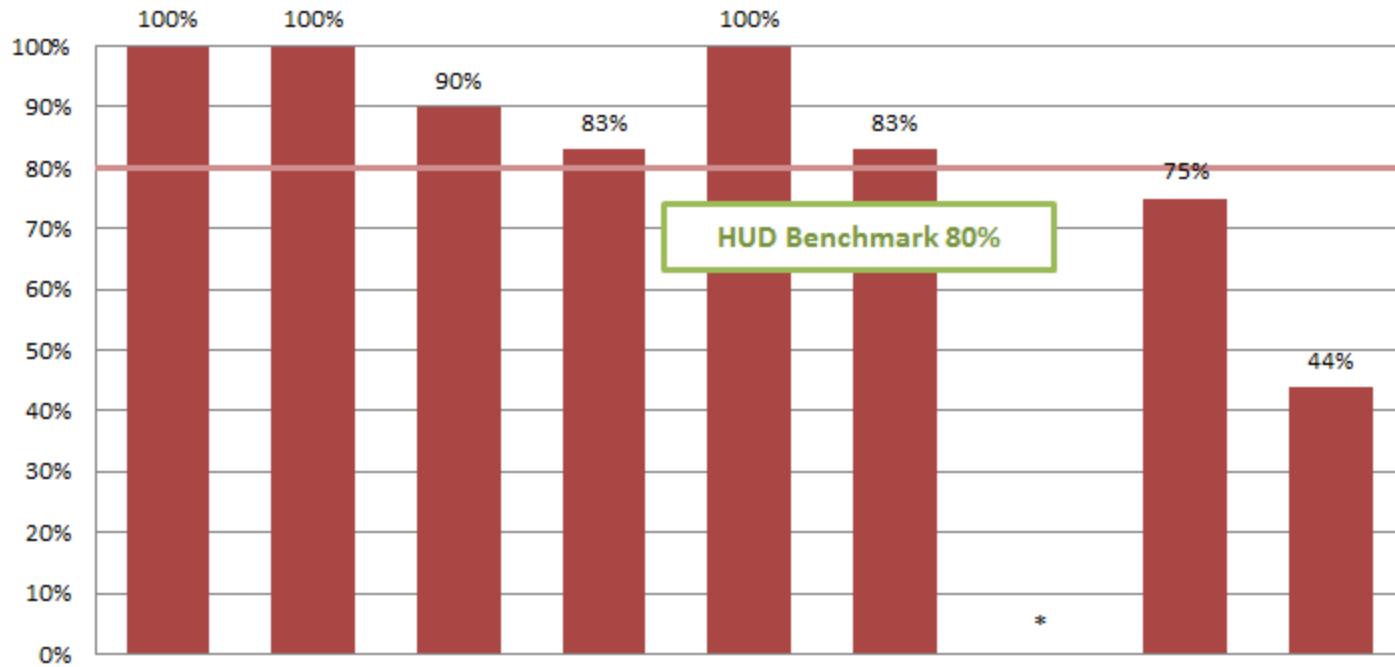
Exit to Permanent Housing (PH) Destinations



### TH Participants Exited to PH



### RRH Participants Exited to PH



# of Leavers:

1  
Hispanos  
Unidos CoC  
RRH

8  
Catholic  
Charities  
RRH CoC

11  
Catholic  
Charities ESG  
RRH

15  
SSVF Veteran  
Outreach  
RRH

8  
SSVF  
PathStone  
RRH

10  
Community  
Mission of  
Niagara RRH

0  
Matt Urban  
CoC RRH

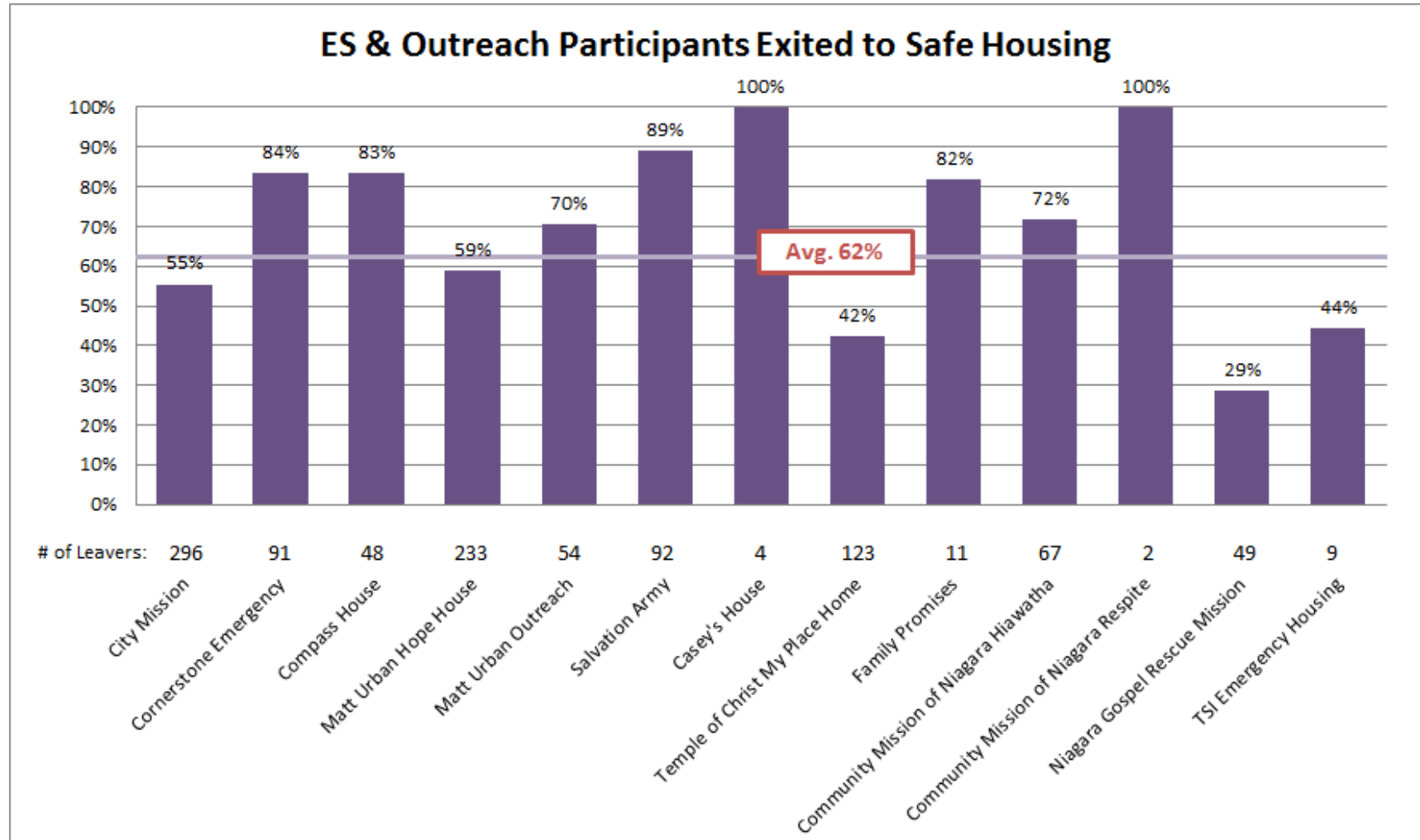
3  
Matt Urban  
BRAP

7  
Catholic  
Charities  
BRAP

\* No Leavers

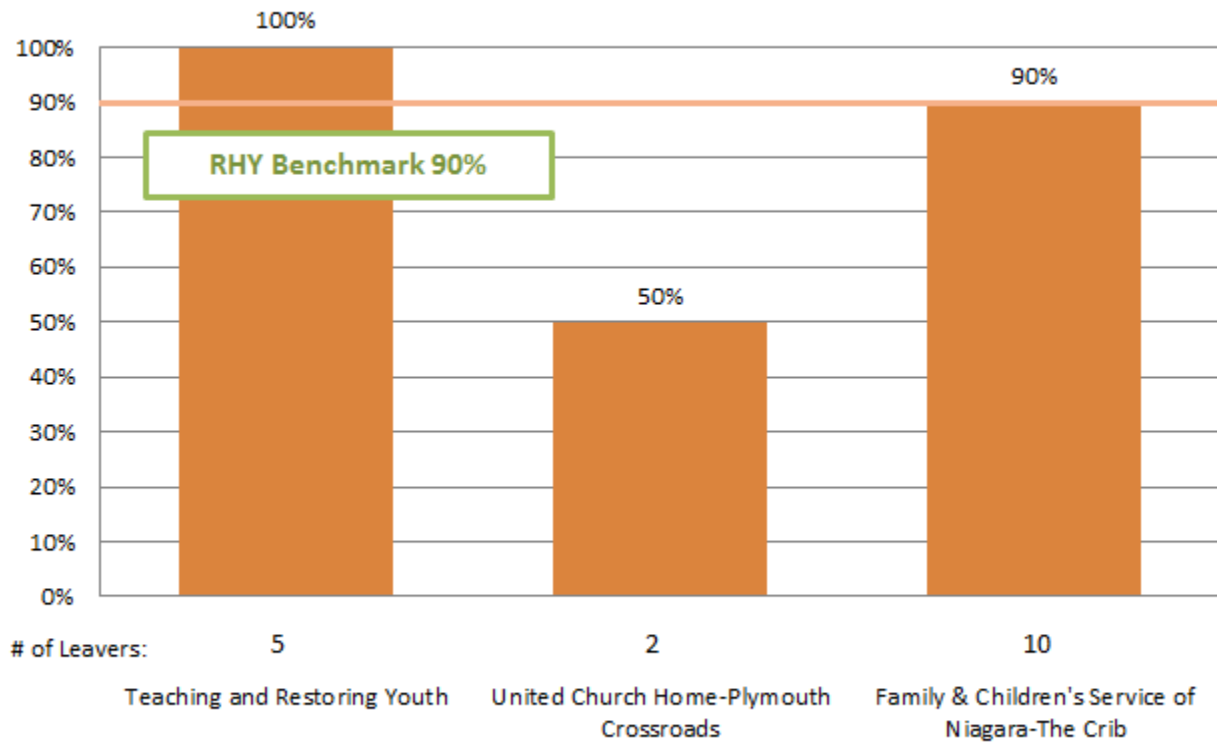
### Exited to Safe Housing

**Safe Housing Destination** in this report refers to destinations such as: all permanent housing destinations plus 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). EXCLUDES Jail and Place not Meant for Human Habitation.



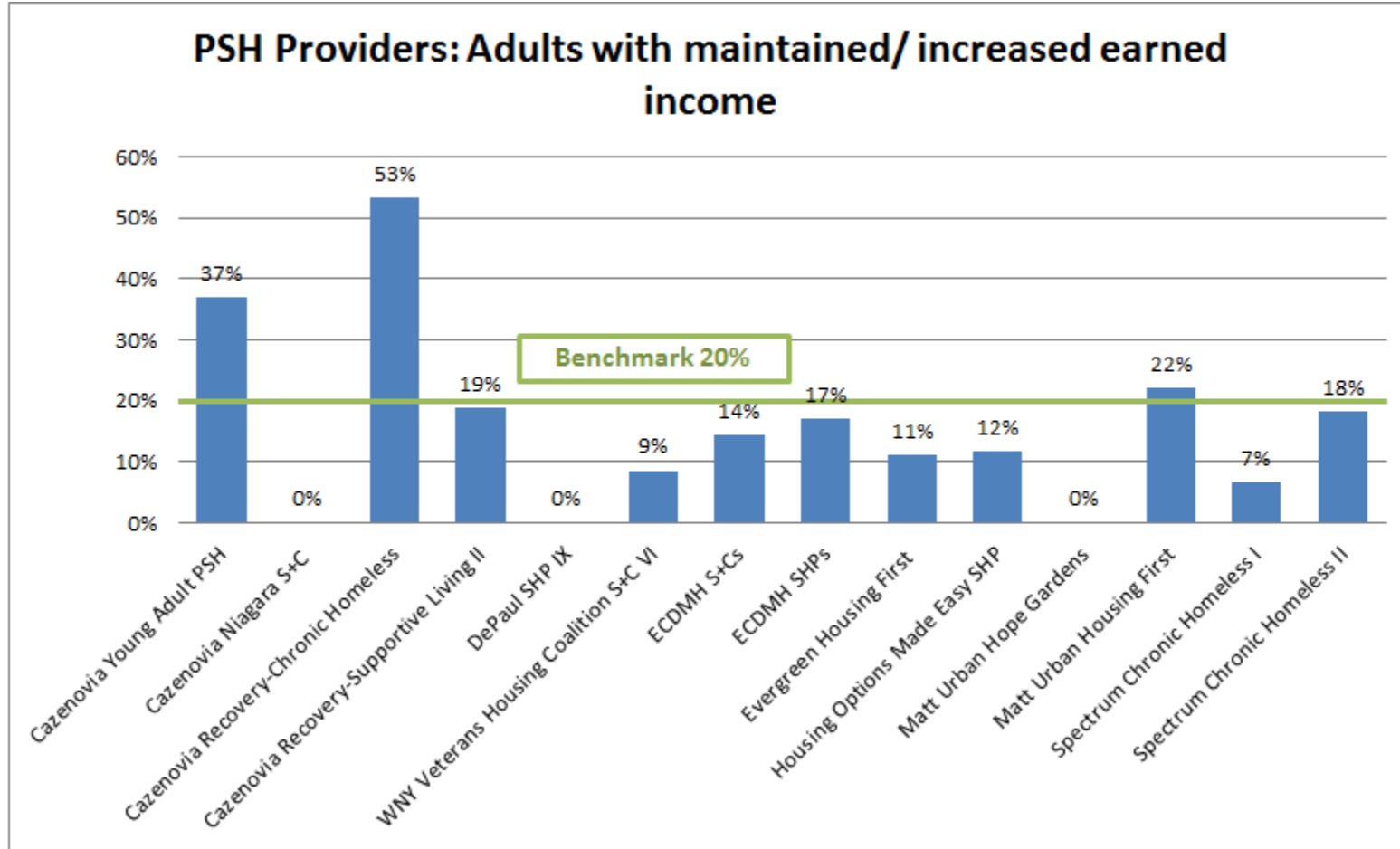


## RHY Participants Exit to Safe Housing

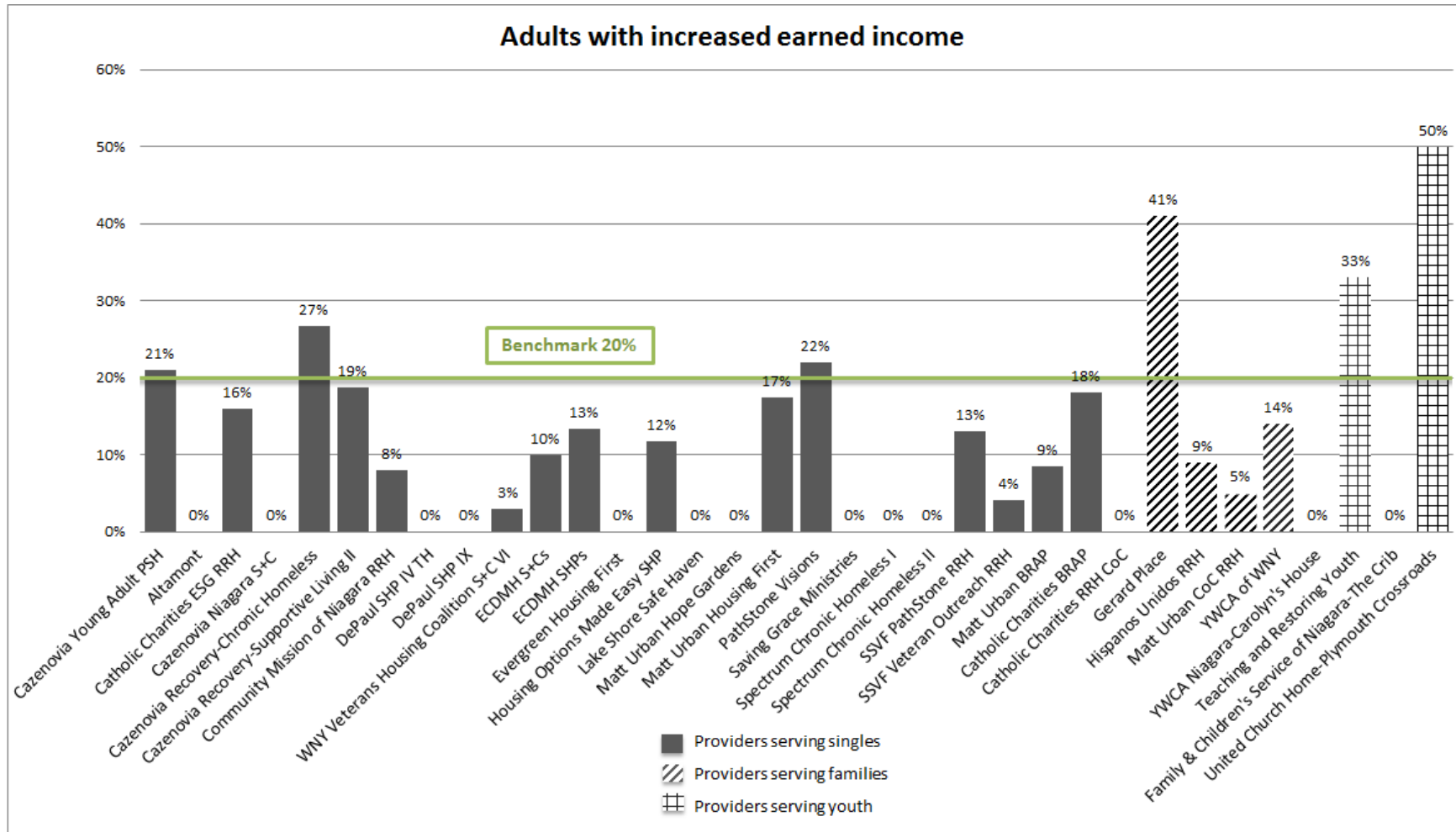


# Income Measures

Maintained or Increased Earned Income for PSH Participants

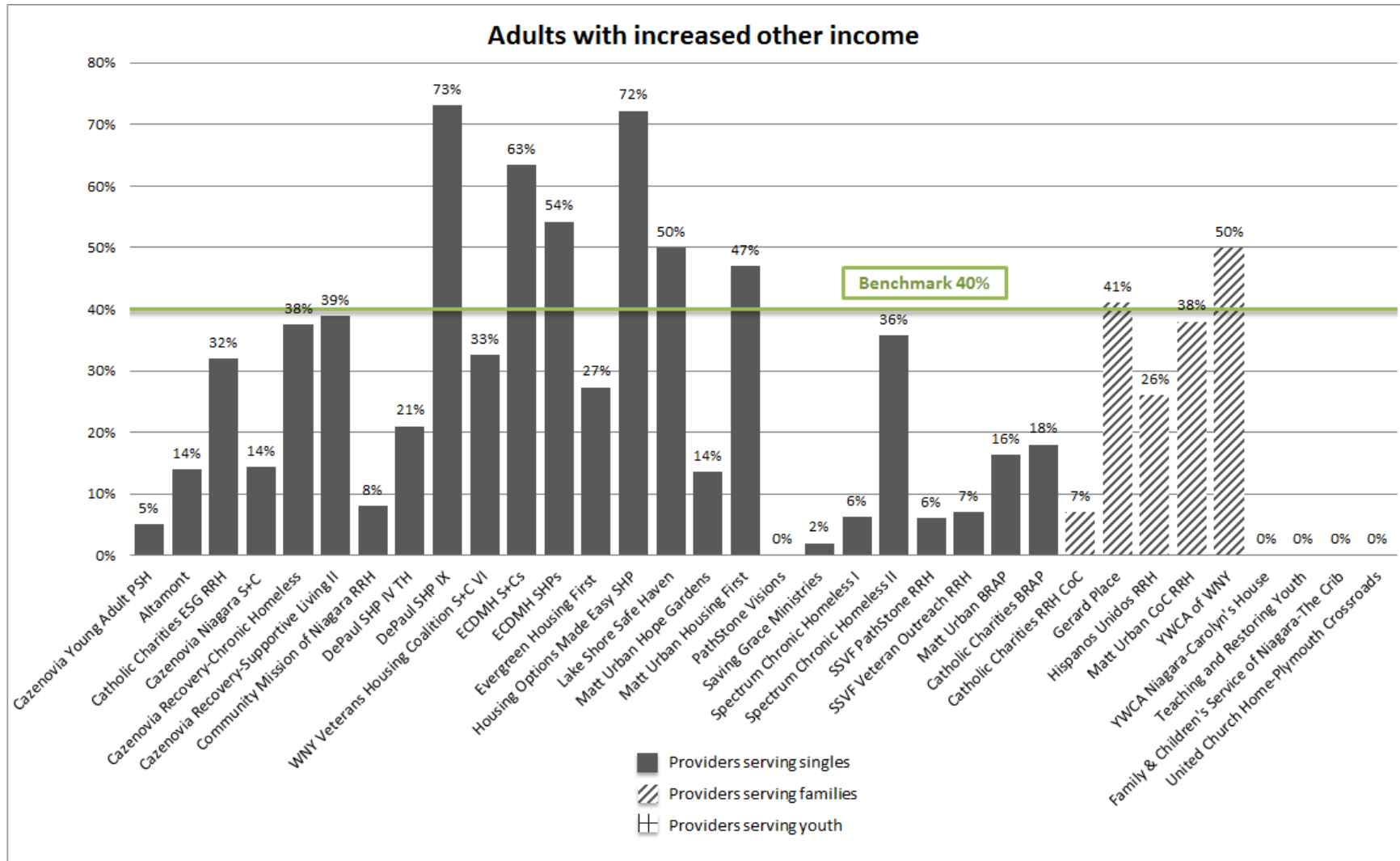


Increased Earned Income

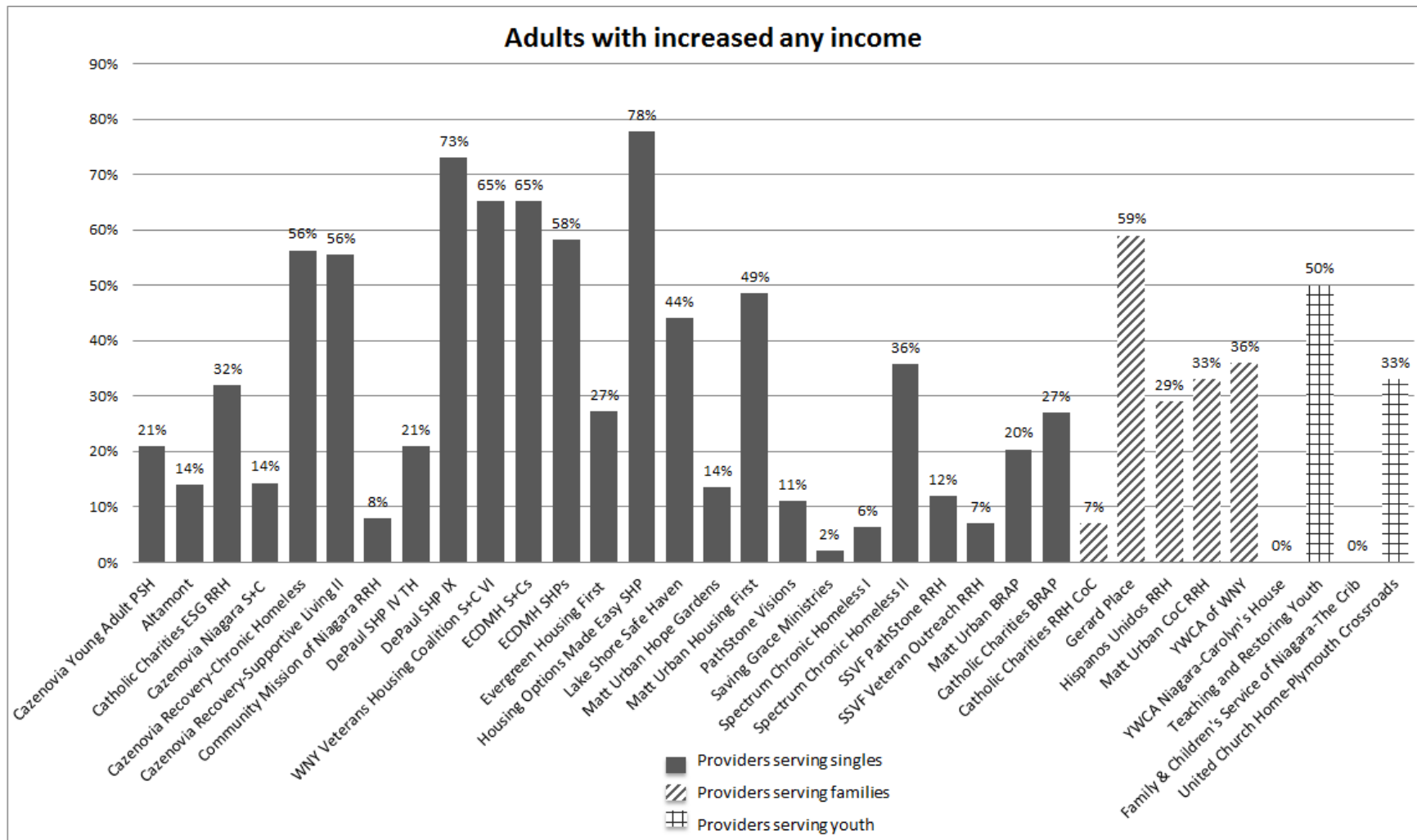


## Adults with Increased Other Income

Including anything but employment income (e.g. SSI, SSDI, PA, TANF etc.)



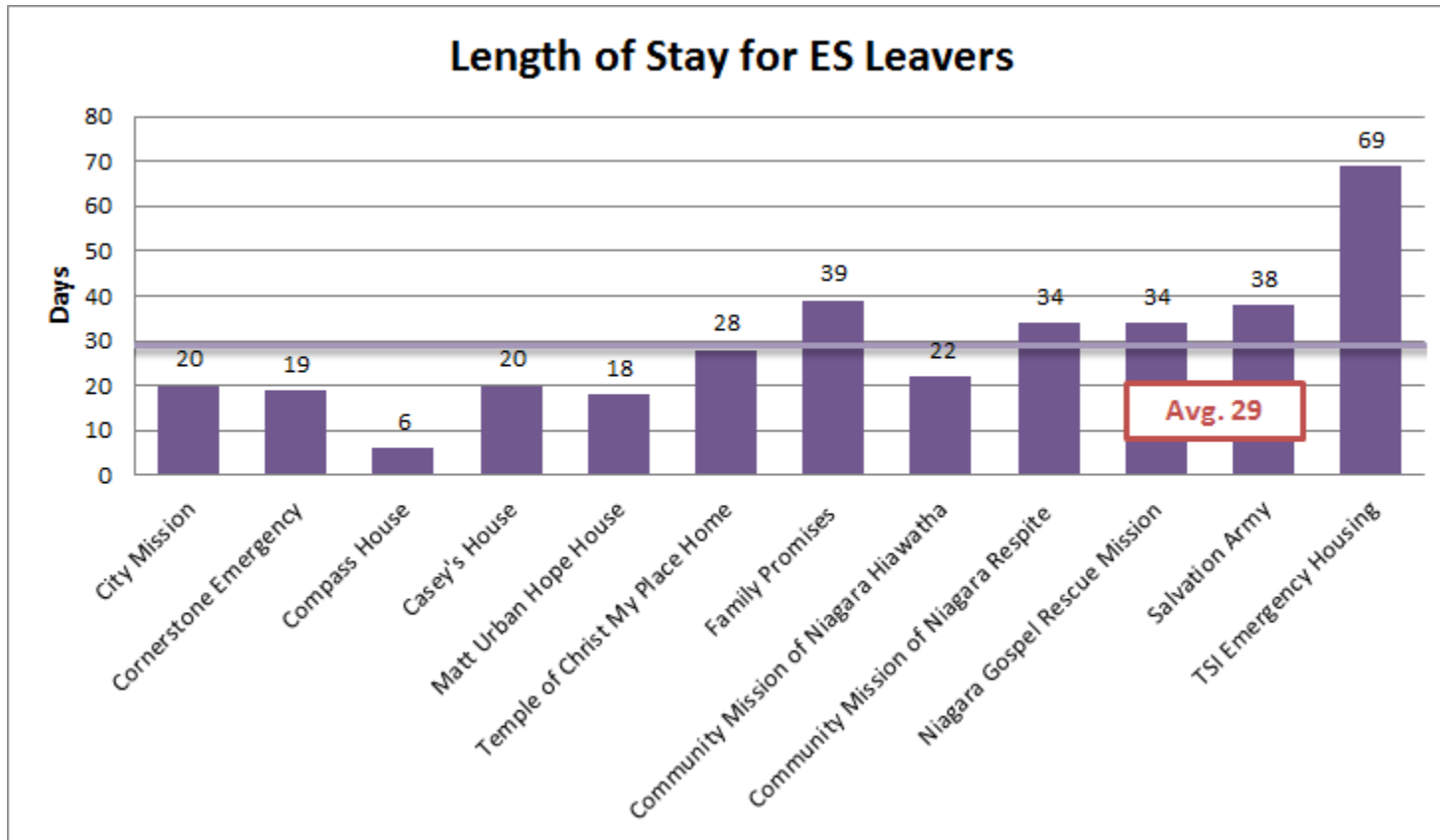
## Adults With Increased Any Income



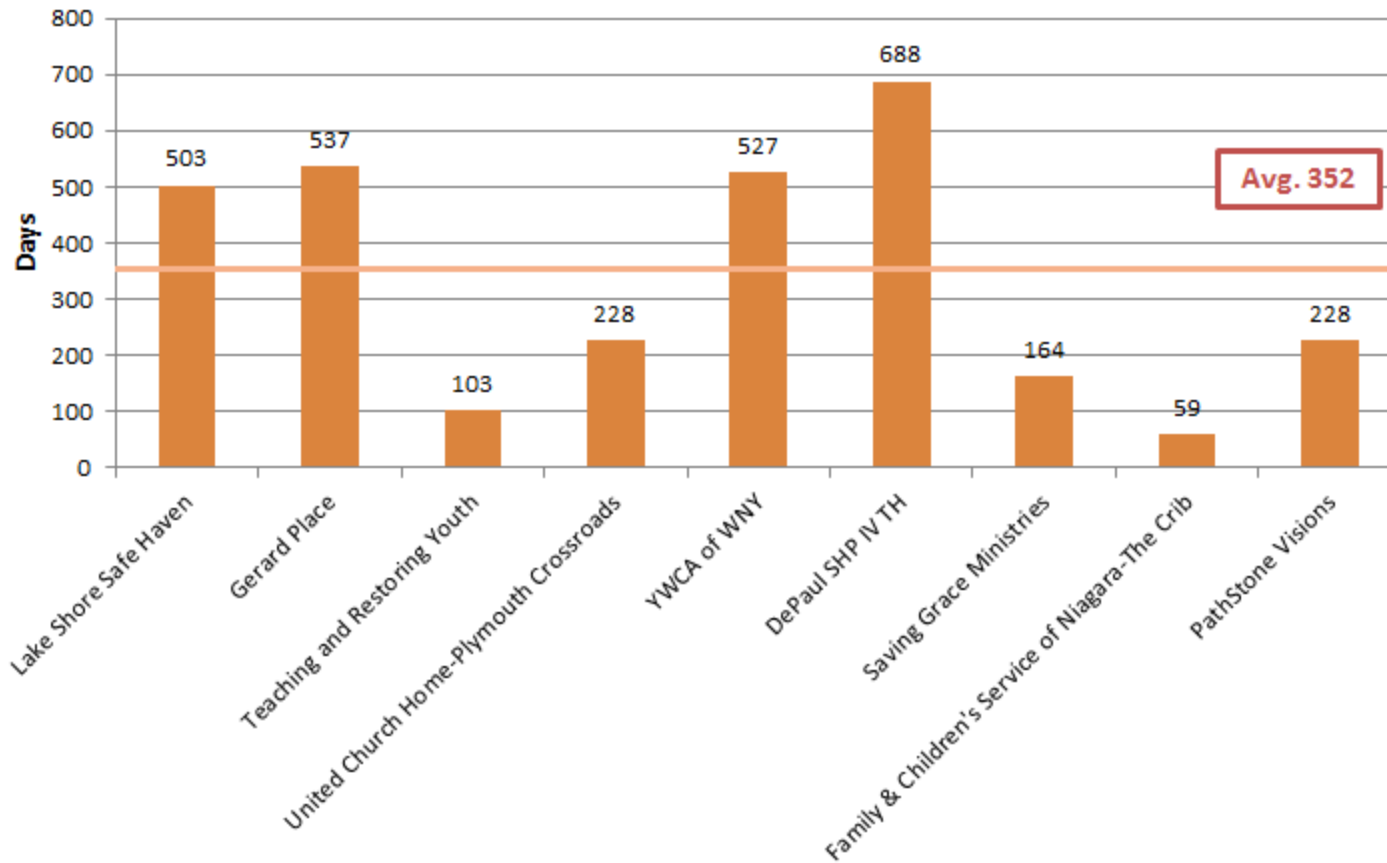
## System Effectiveness

HUD goal is to reduce length of time a person experiences homelessness. HUD system measurements are based on the length of stay at Emergency Shelter, Transitional Housing and Safe Haven.

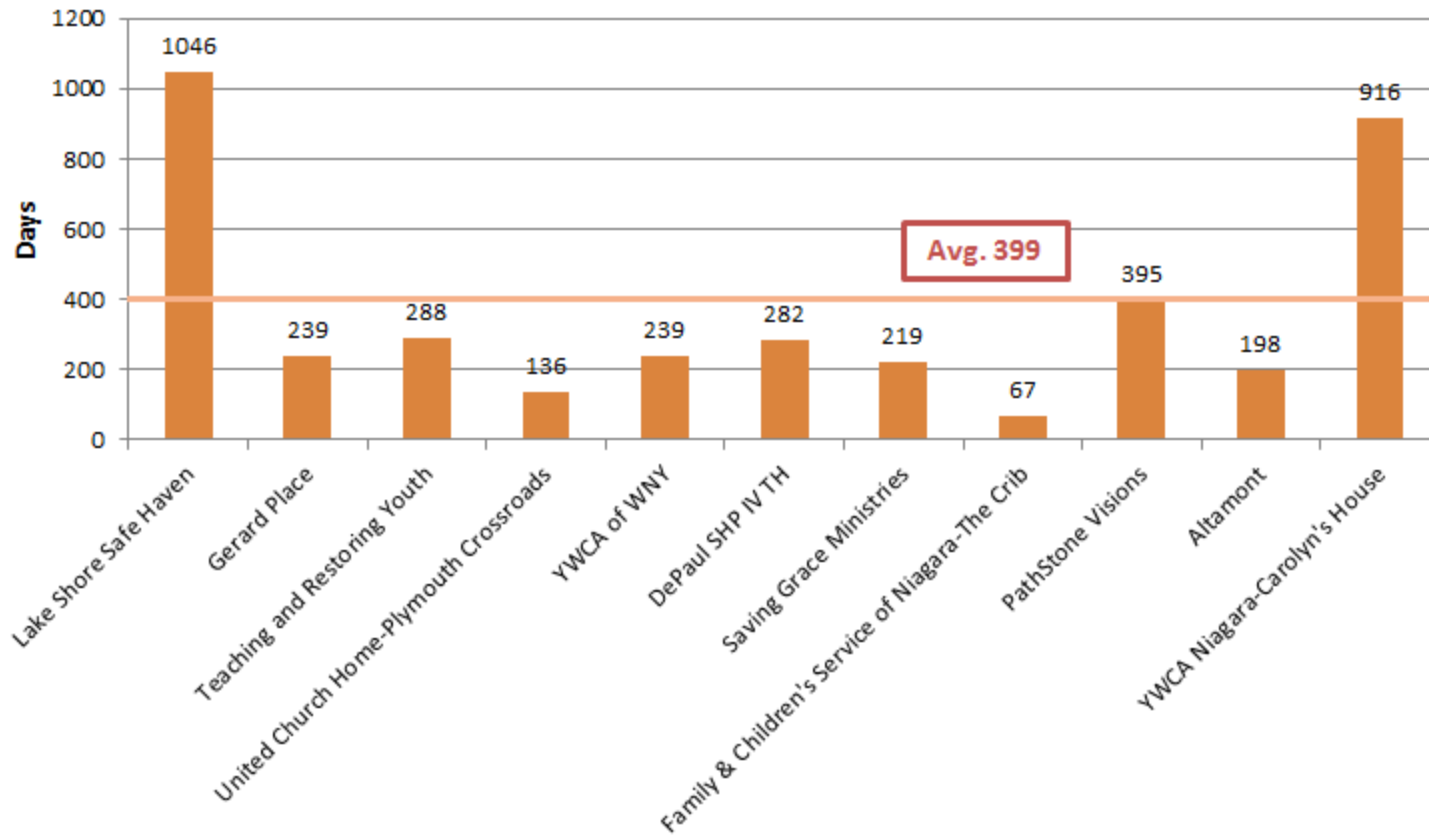
Length of Stay for ES,TH and SH



## Average Length of Stay for TH & SH Leavers



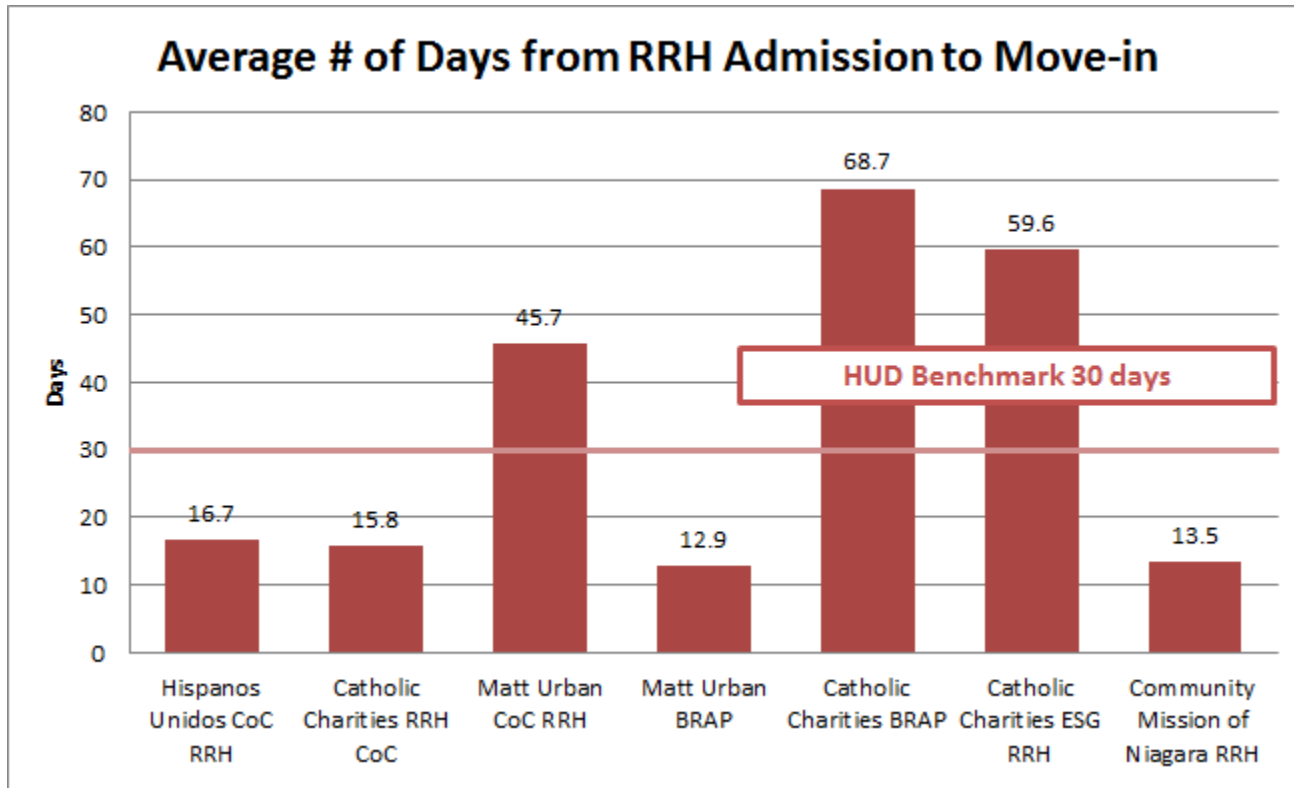
### Average Length of Stay for TH & SH Stayers





**Length of time from Program Entry to Move-In Date**

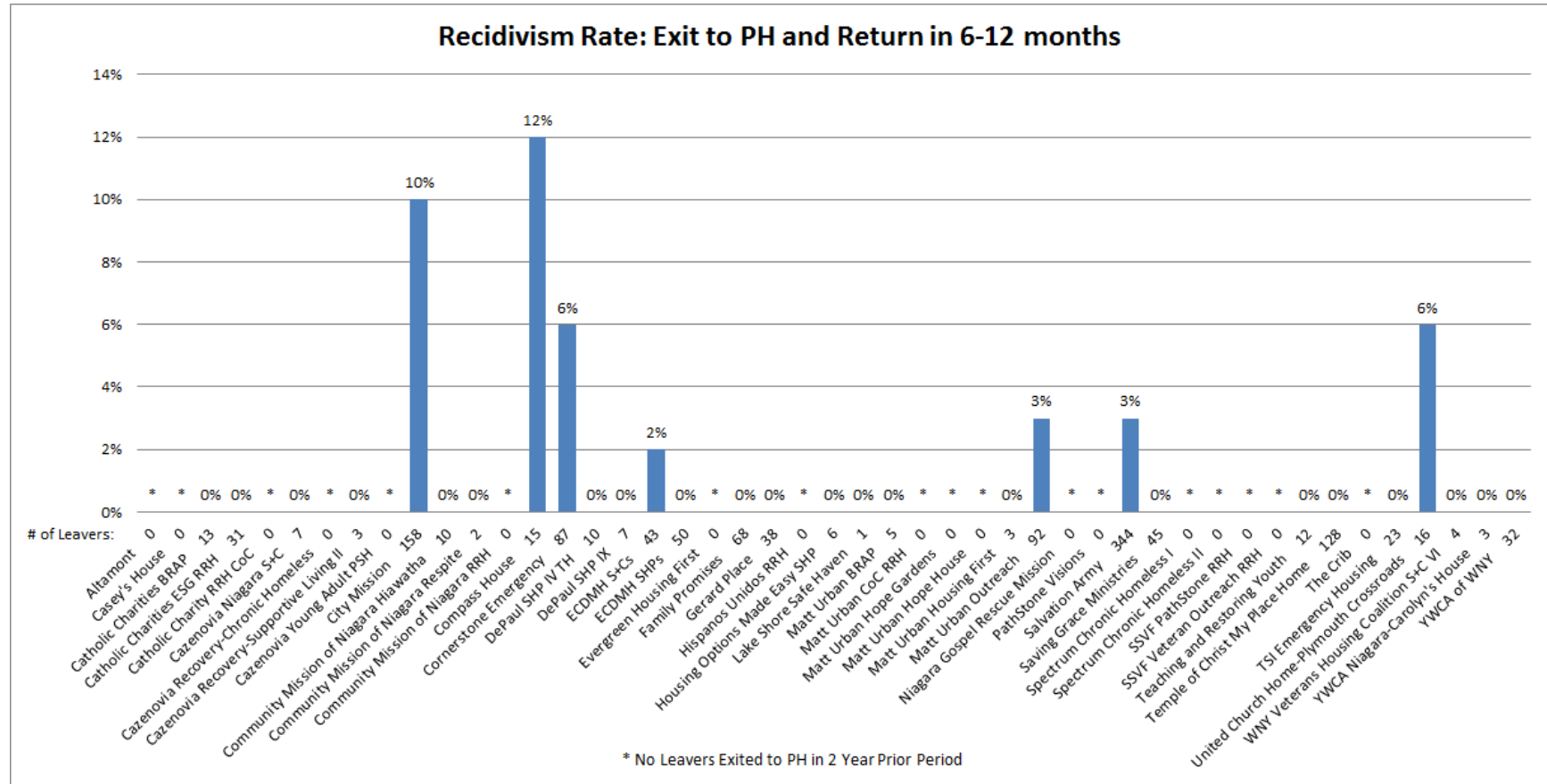
RRH: from RRH program admission to move into permanent housing



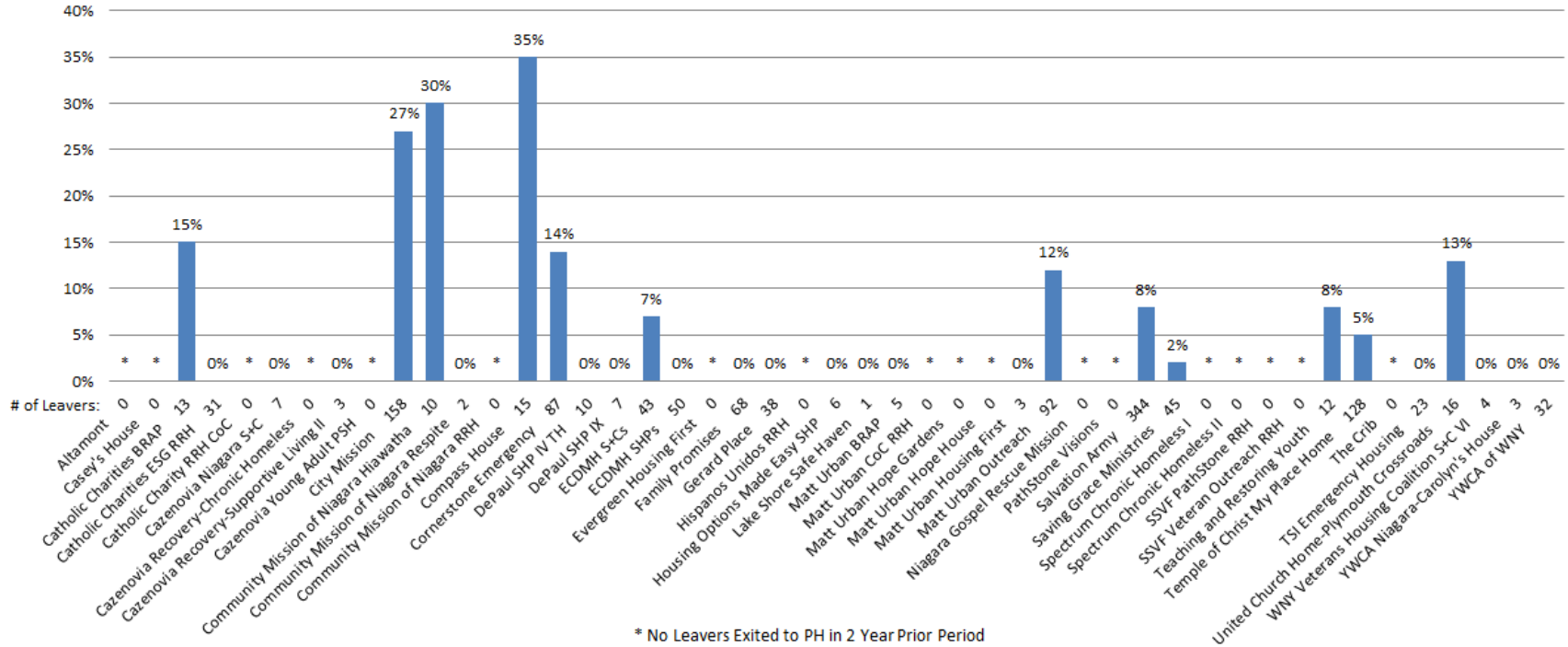
PSH: Measurement would be from referral date to program admission date(also is move in date). However, data is not sufficient at this moment. Will be reported in next quarterly report.

## Recidivism

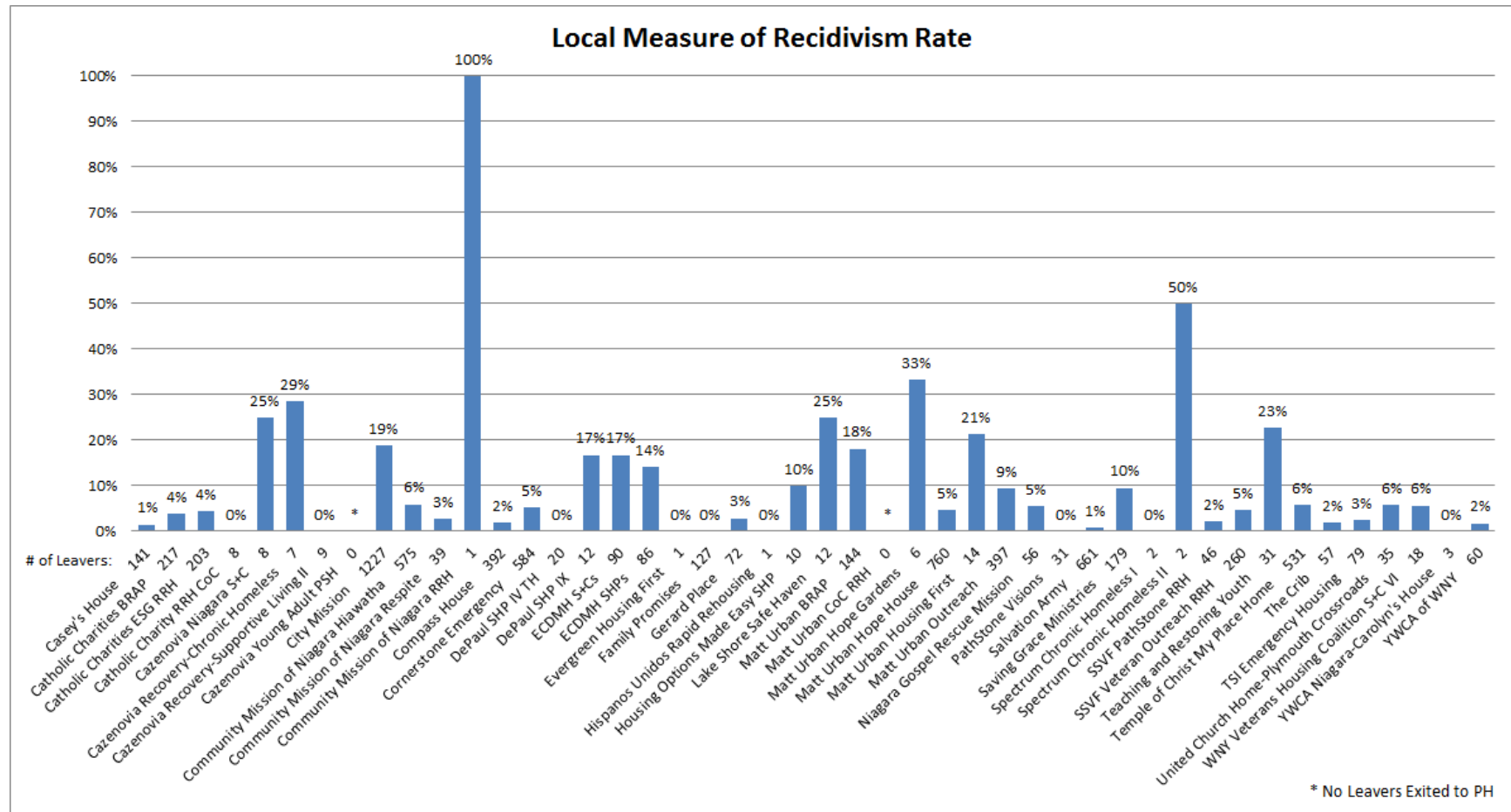
HUD System Measure defined as: Program participants who exited to **permanent housing** 2 years ago and returned to any homeless program within recent 6-12 or 2 years. There is no benchmark setup at this point except for Rapid rehousing. HUD benchmark for Rapid rehousing recidivism rate is less than 15 % within a year of exit. Program should use existing data and try to improve the recidivism rate.



### Recidivism Rate: Exit to PH and Return in 2 Years

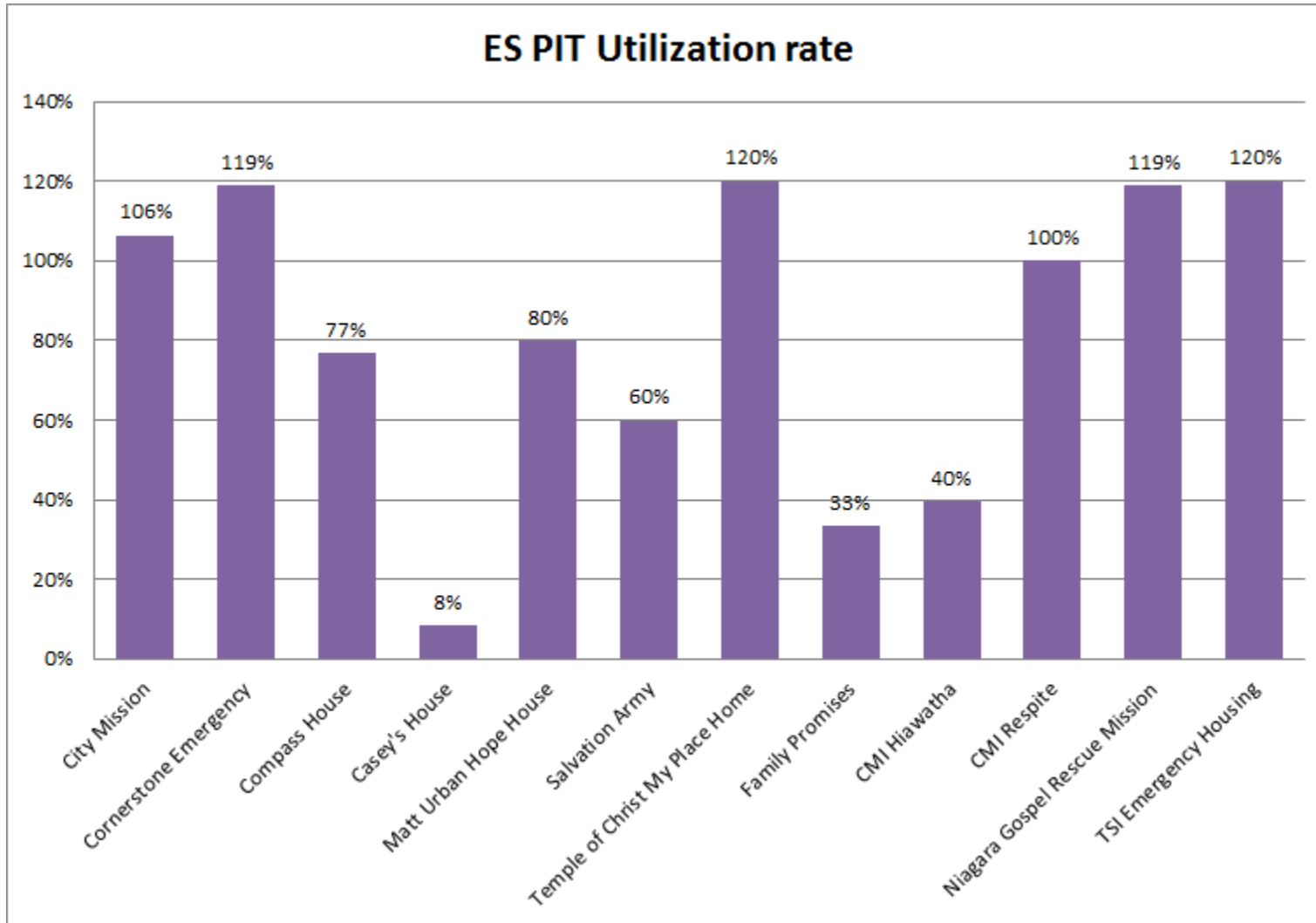


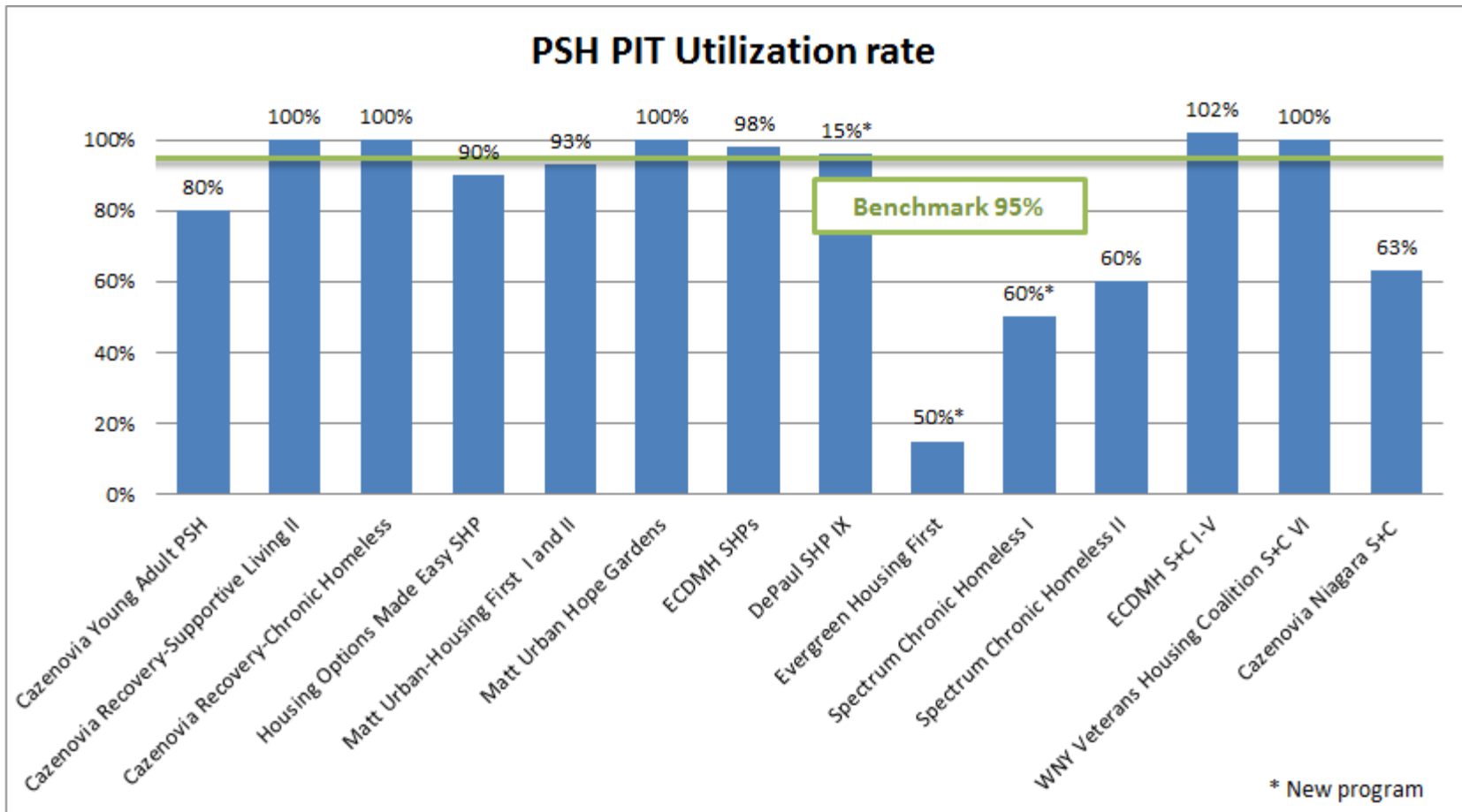
Local measure defined as: All program participants who exited within 1/1/2014-12/31/2015 (Instead of exited 2 years ago, and to PH only as in HUD System Measures) and returned to emergency shelter or outreach within the same time period. This local measure is intended to provide a quicker response to recidivism and to assist program design.

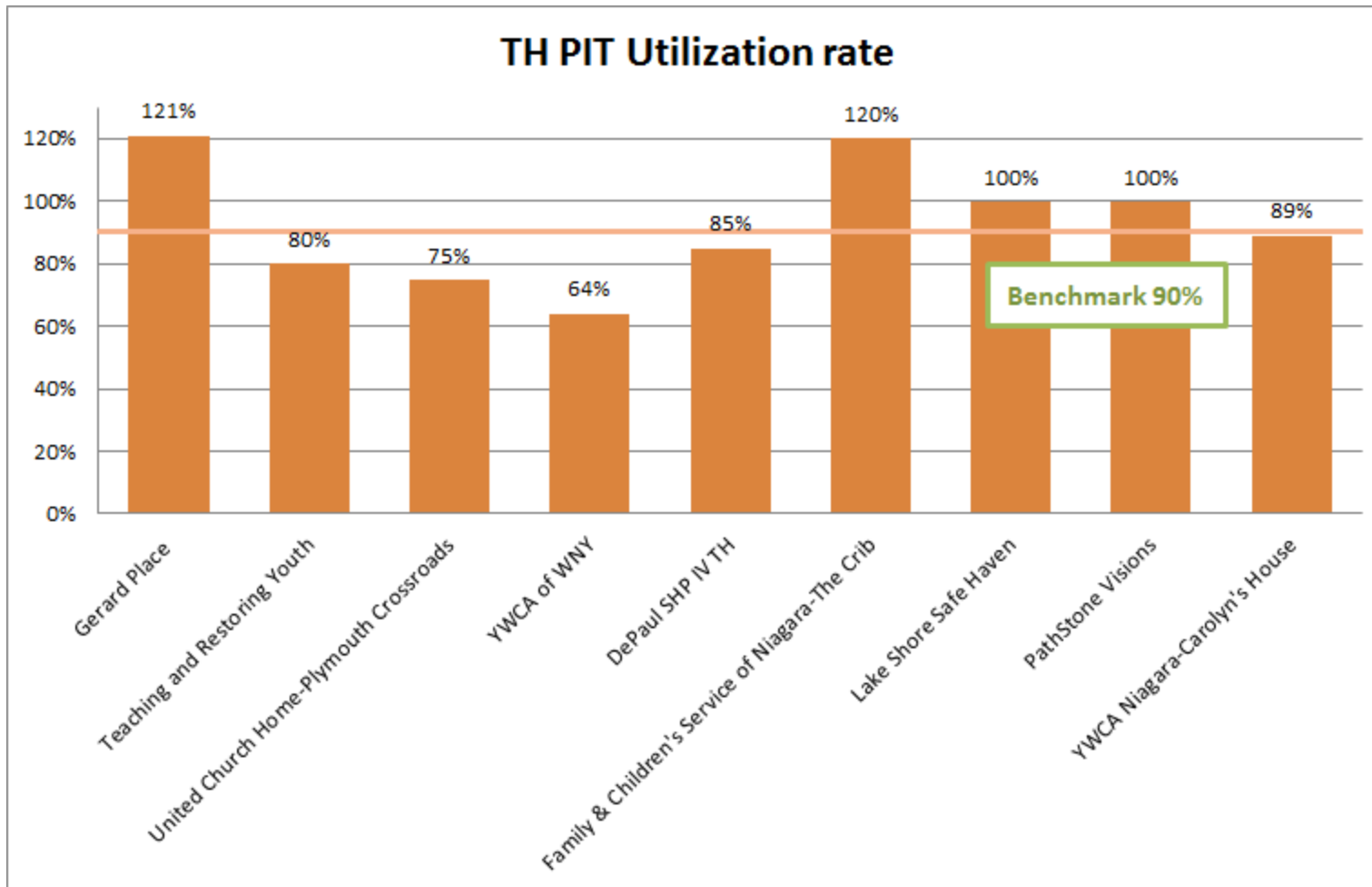


### Point in time Utilization Rate

Point in time utilization rate is measured by occupancy of the last Wednesday of the first month of each quarter. We are considering using a different measurement, like occupancy rate for each night. May be included for the future quarterly report.







## Other Measurements

There are other measures that the community suggested to share. However at this point, there is no sufficient HMIS data to produce the report. Homeless Alliance will work with service providers in the near future to establish those measures in HMIS. Potential measures that are not covered in this report include:

- Housing affordability for Rapid Rehousing participants at program exit.
- Involvement in education/vocational/community service activity which measures all unaccompanied youth and adults in all program participants
- Linkage/referral to non-cash benefit or health care for Emergency Shelter and outreach participants
- Utilization rate based on each night occupancy
- Quickly housing clients for PSH: will be measured by the date client accepted the referral from Coordinated entry to program start date (move into permanent housing date)