



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

7/1/2022 – 6/30/2023

Data taken from HMIS on 7/7/2023

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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 and matched to HUD Annual Performance Report (APR) and System Performance. 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 tier rank or bonus. These were designed specifically for projects that receive HUD CoC funding and are based on the scoring of the most recent CoC Renewal Application. While the scoring measures for the next CoC Renewal Application are not determined until the Spring, they are typically very similar to the previous year's scoring measures. Agency Administrators are encouraged to monitor their project's performance on these measures and correct HMIS data and/or adapt policies and procedures throughout the year in order to be in a good position when applying for the next funding cycle.

If you have any questions, please contact the Homeless Alliance of WNY Quality Assurance Specialist, 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

CARES Act: Coronavirus Aid, Relief, and Economic Security Act

CoC: Continuum of Care

ES: Emergency Shelter

ESG: Emergency Solutions Grant

CV: refers to projects funded with CARES Act funds

HMIS: Homeless Management Information System

HUD: United States Department of Housing and Urban Development

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

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.

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, 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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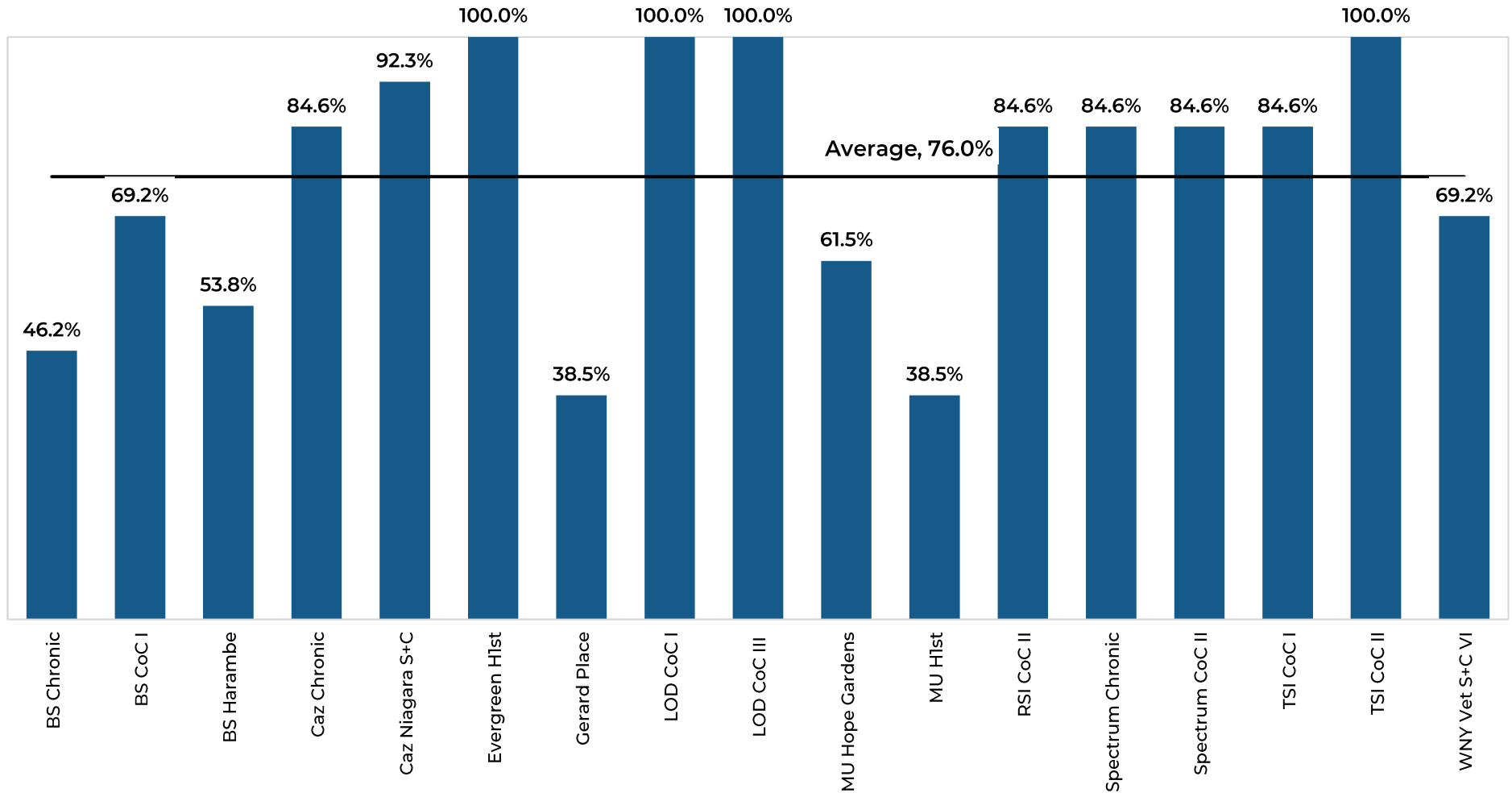
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HMIS Data Quality

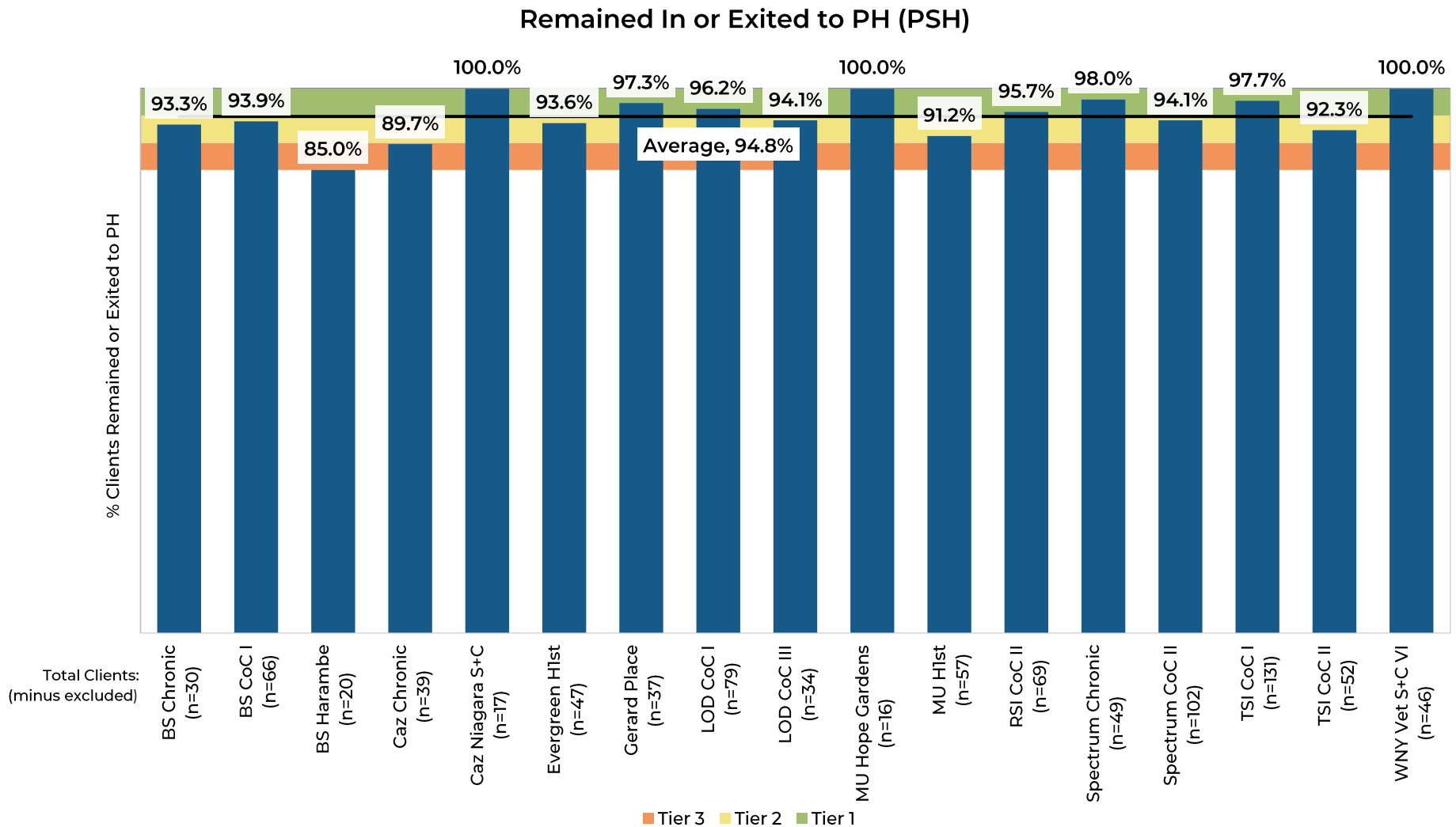
This measure gives a broad overview as to how timely and complete each project's data in HMIS is. The Data Quality sections of the APR for PII, UDEs, Destination, Income, and Timeliness are considered. 100% Data Quality indicates that the project is meeting the local benchmark of less than 5% error in each Data Quality row and more than 50% of entries and exits entered within 72 hours.

Data Quality (PSH)



Maintained Permanent Housing

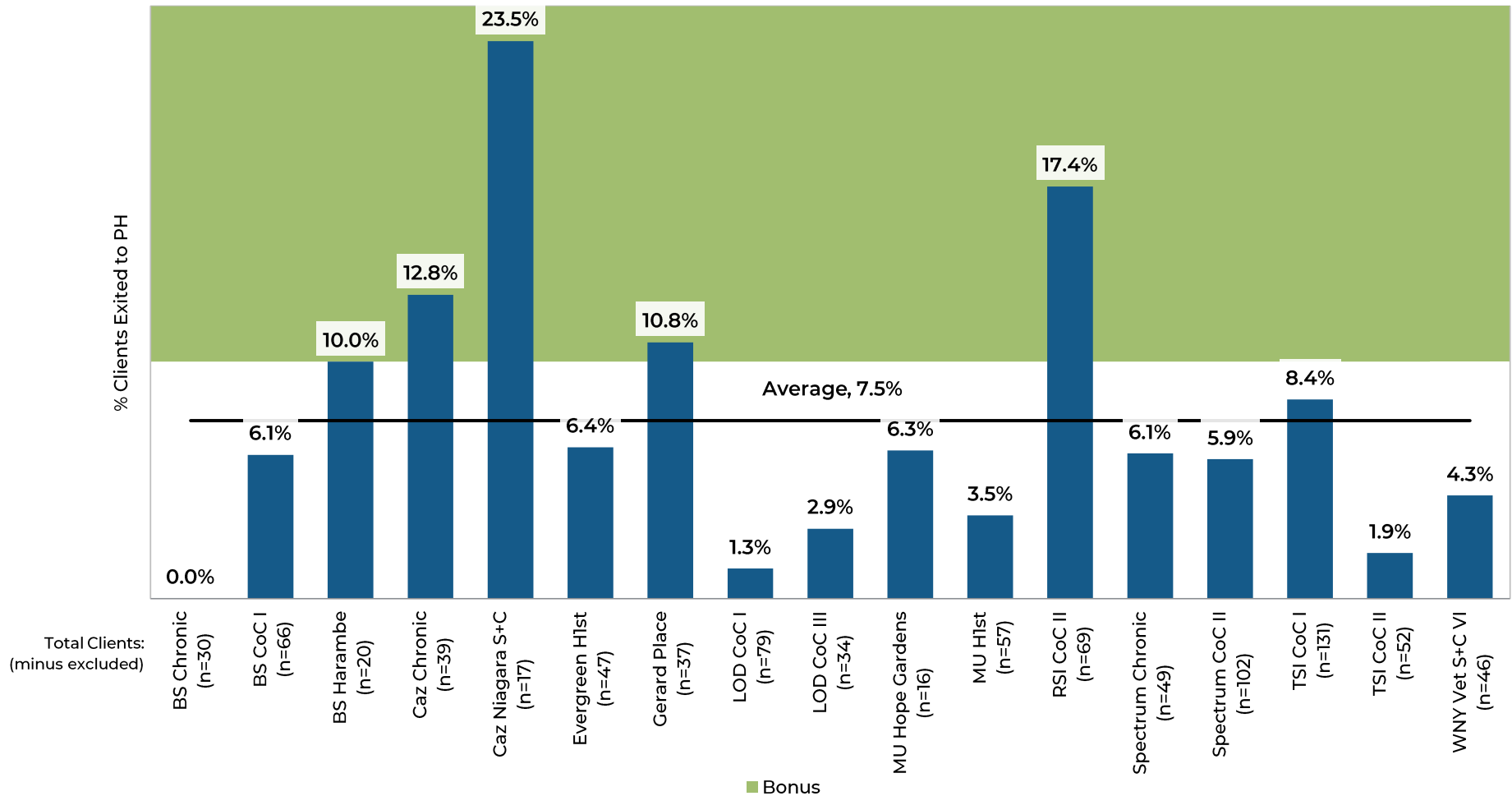
This measure is calculated by adding the number of clients who remained in each PSH project and the number of clients who exited to PH and dividing that by the total number of clients served (minus excluded leavers). The local benchmark for this measure is 85% or greater.



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).

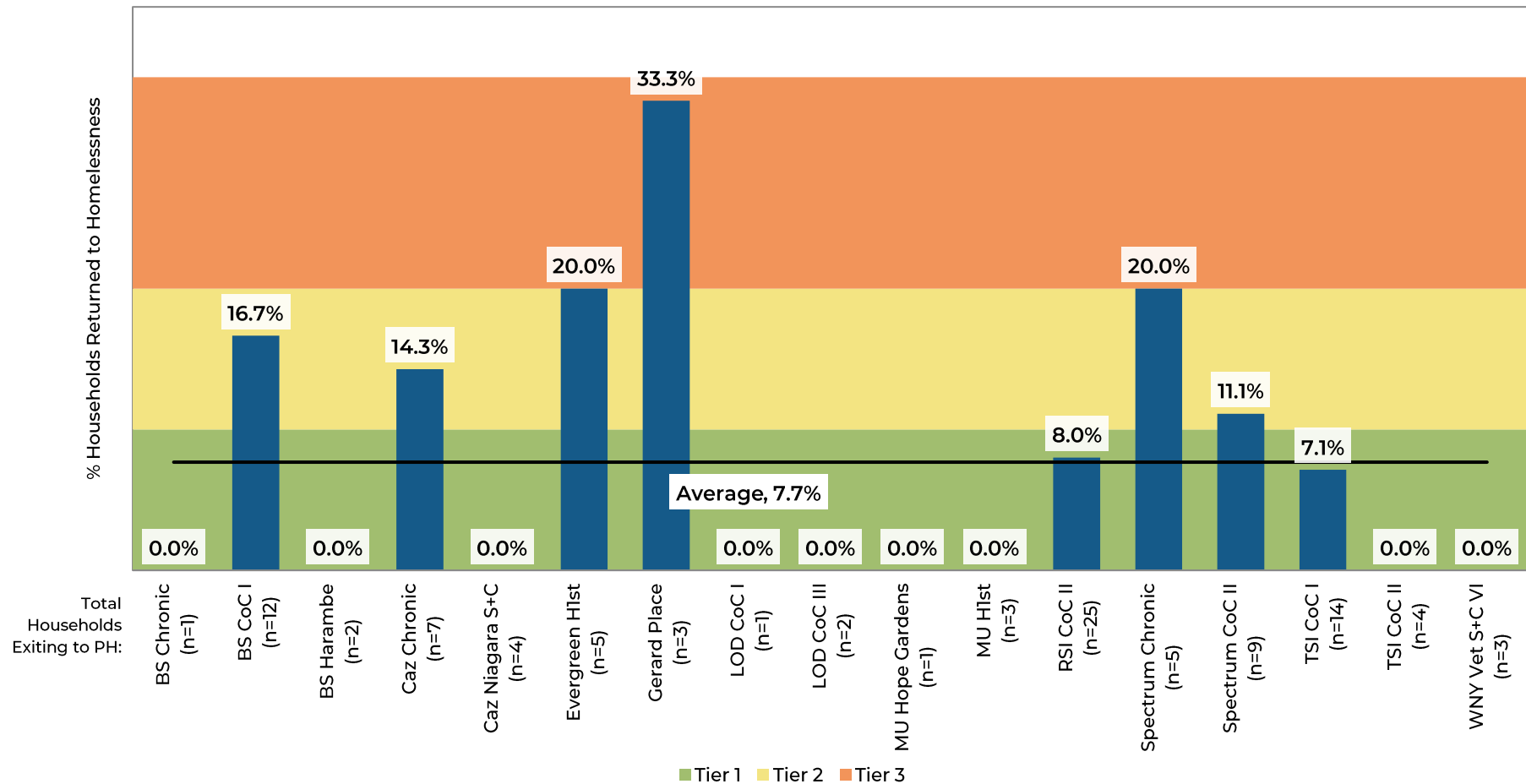
Positive Turnover Rate (PSH)



Returns to Homelessness

This measure looks at those clients who exited to PH between 1/1/2022-6/30/2023 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2022. The local benchmark for this measure is 35% or less.

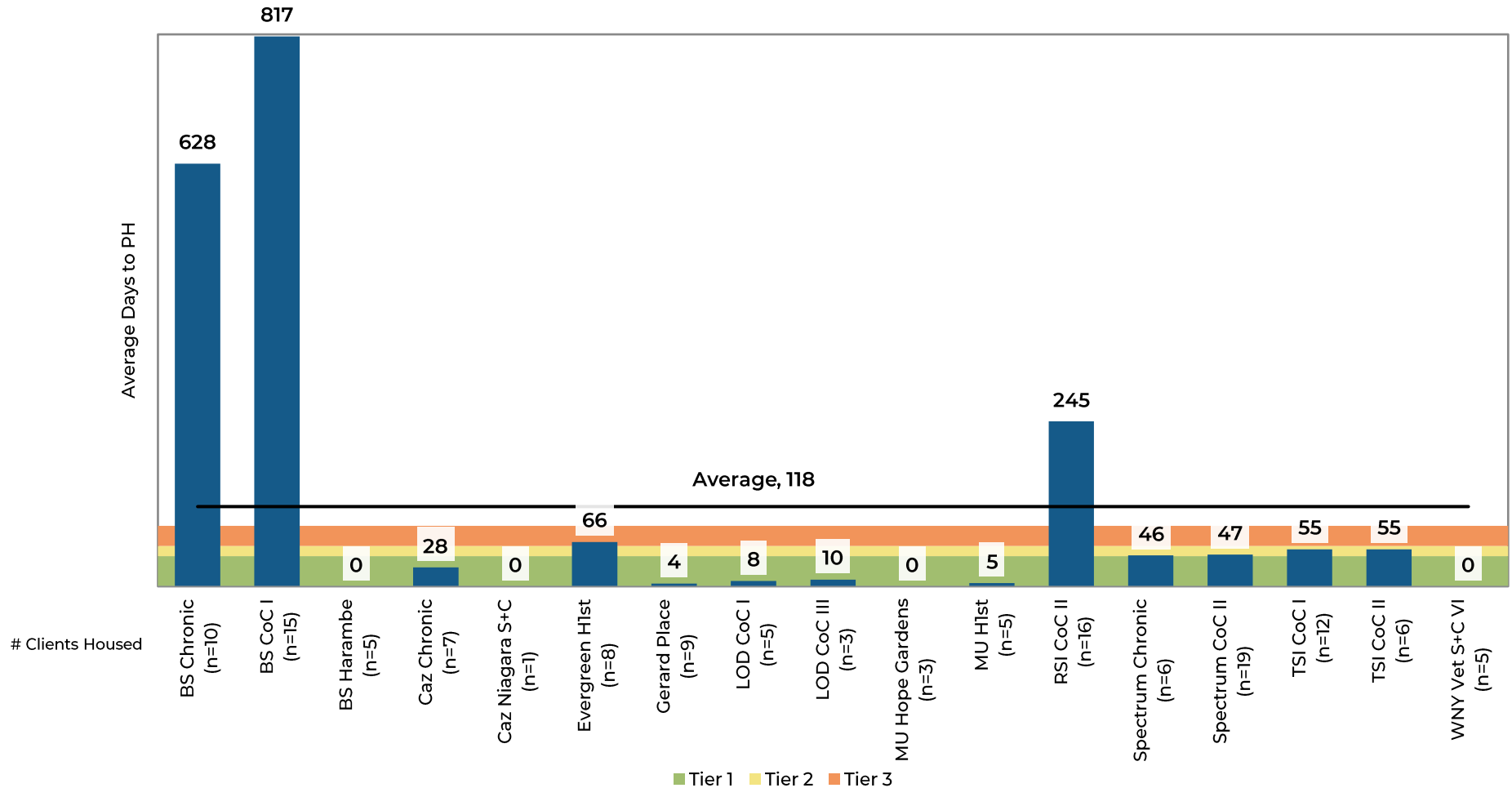
Returns to Homelessness After Exiting to PH (PSH)



Time to Permanent Housing

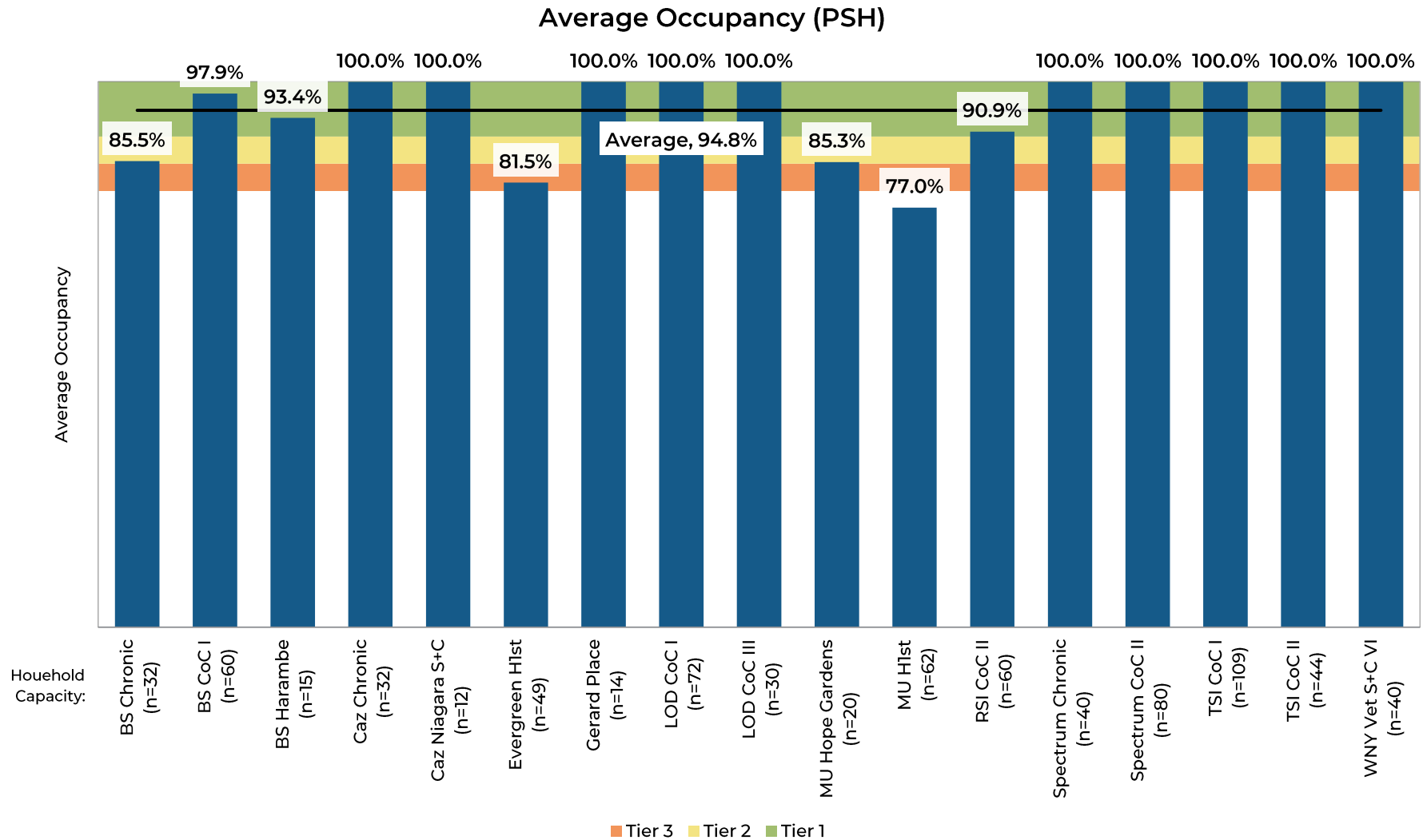
This measure is the average number of days from the project entry date to the permanent housing move-in date for all clients. The local benchmark for this measure is 90 days or less.

Days from Entry to PH (PSH)



Average Occupancy

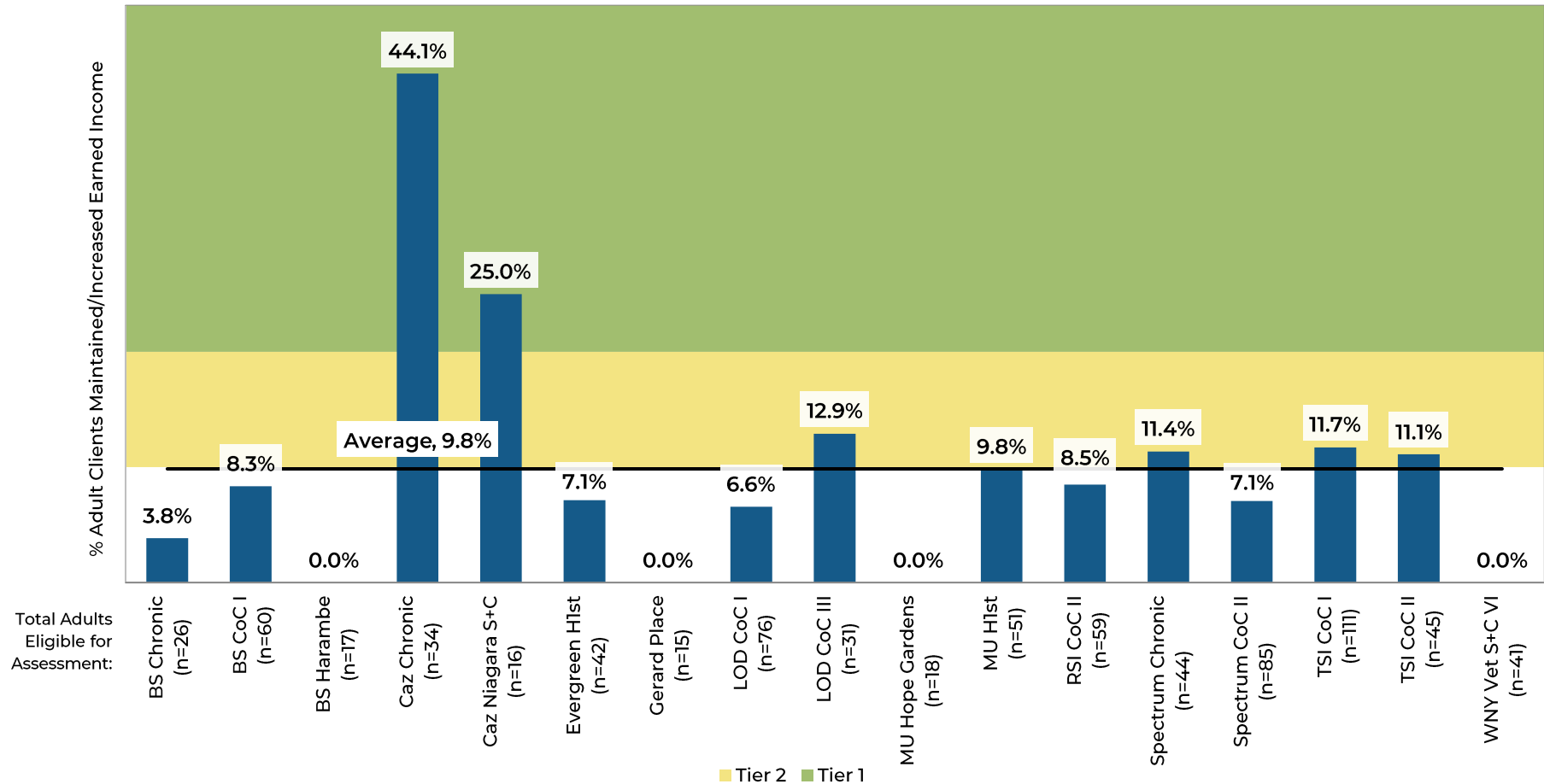
This measure averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of households the project can serve at one time). The local benchmark for this measure is 80% or greater.



Maintained or Increased Earned Income

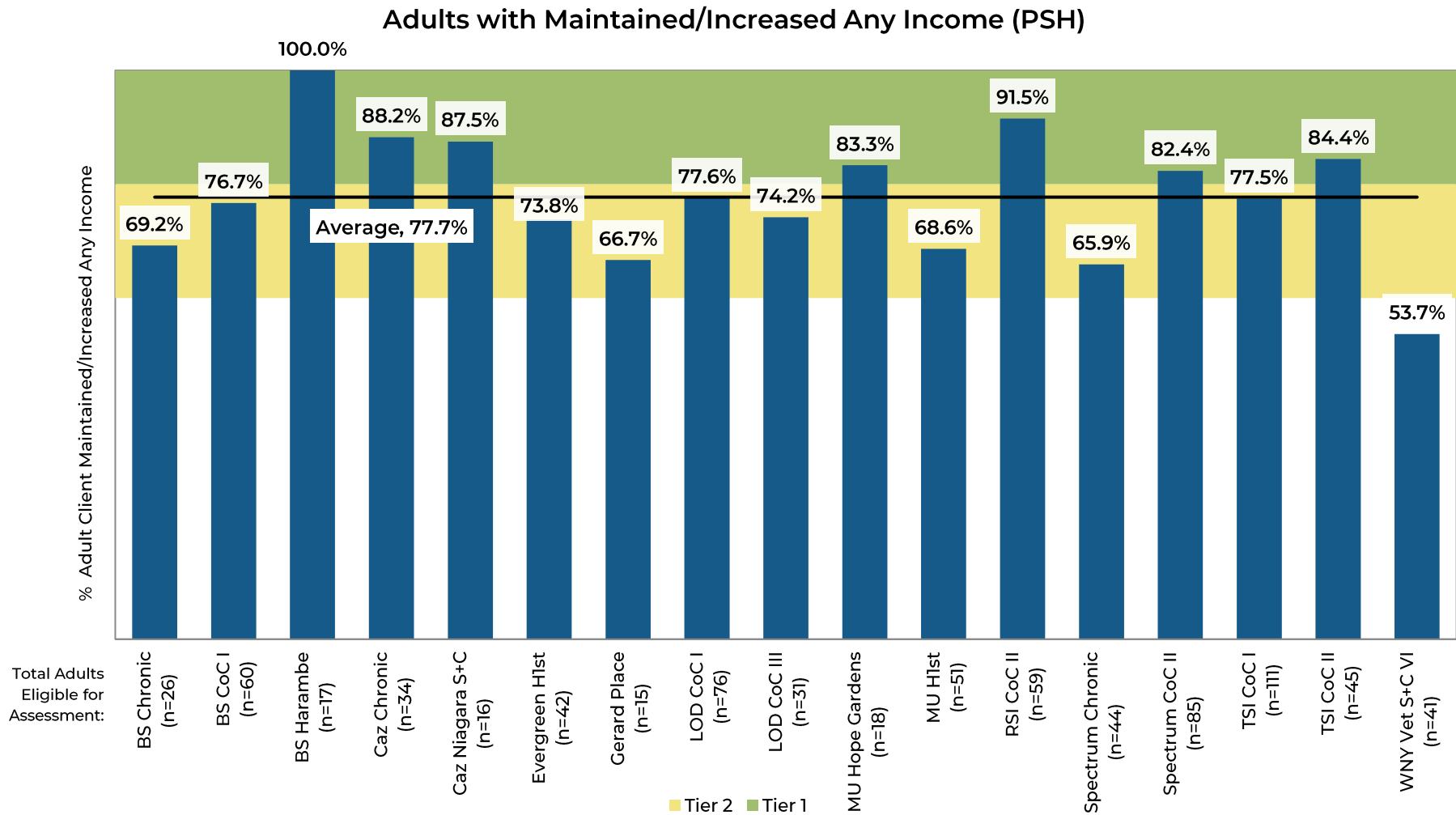
This measure is calculated by dividing the number of adults who maintained or gained employment from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers). The local benchmark for this measure is 10% or greater.

Adults with Maintained/Increased Earned Income (PSH)



Maintained or Increased Any Income

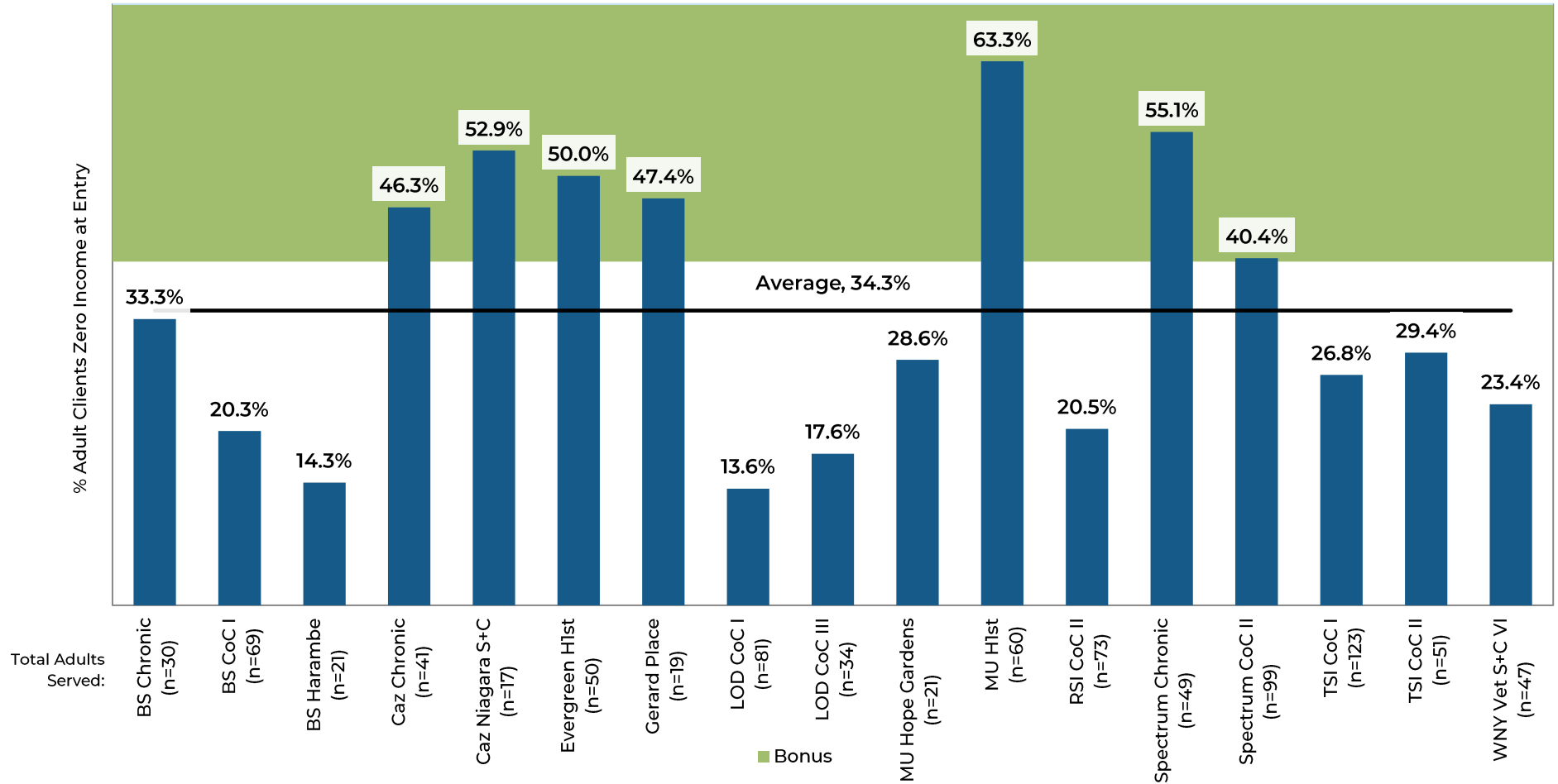
This measure is calculated by dividing the number of adults who maintained or gained income from employment or cash benefits from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers). The local benchmark for this measure is 60% or greater.



Zero Income at Entry

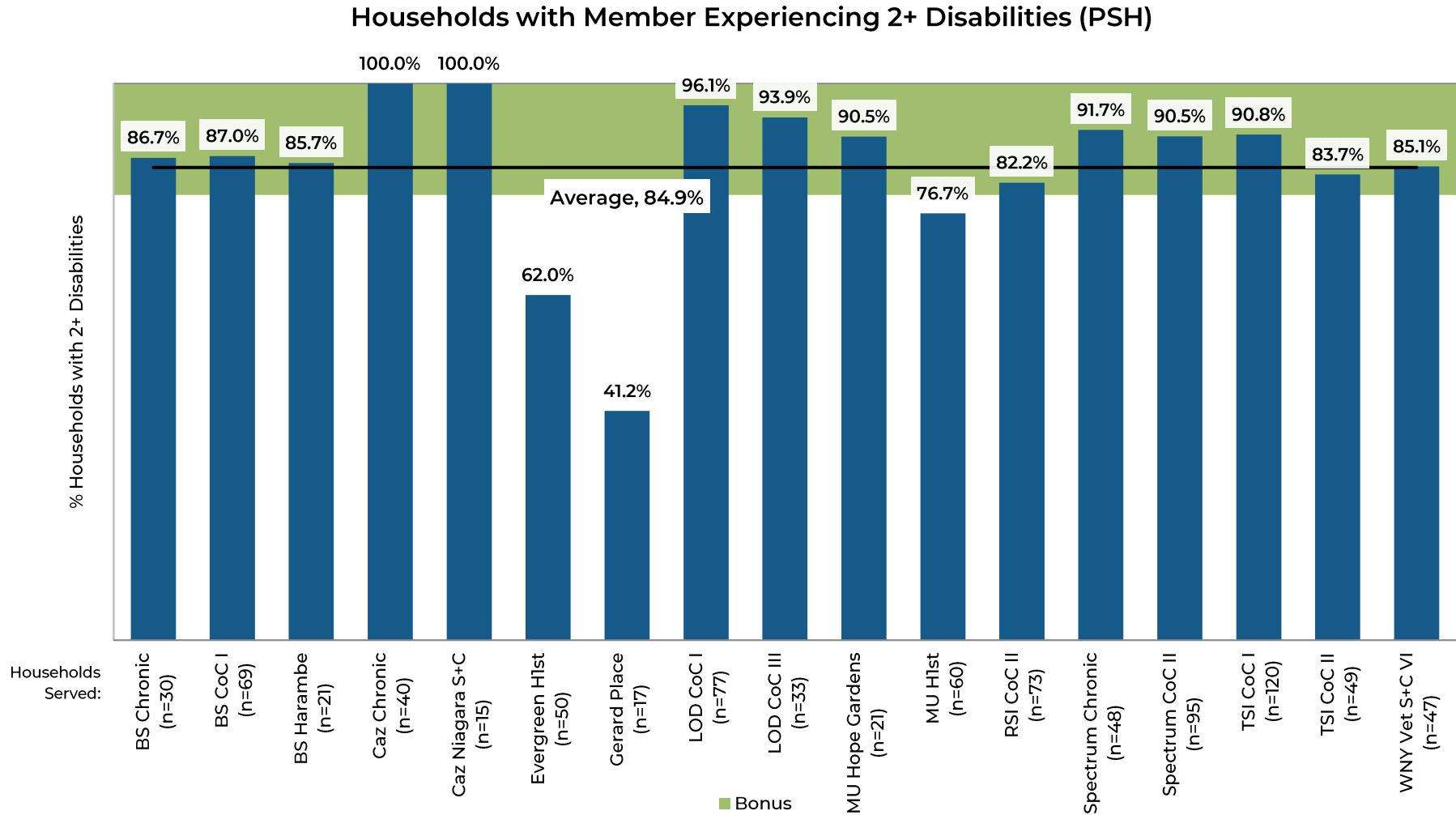
This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.

Adults with Zero Income at Entry (PSH)



Two or More Disabilities

This measure is calculated by dividing the number of clients with two or more disabilities by the number of households served.



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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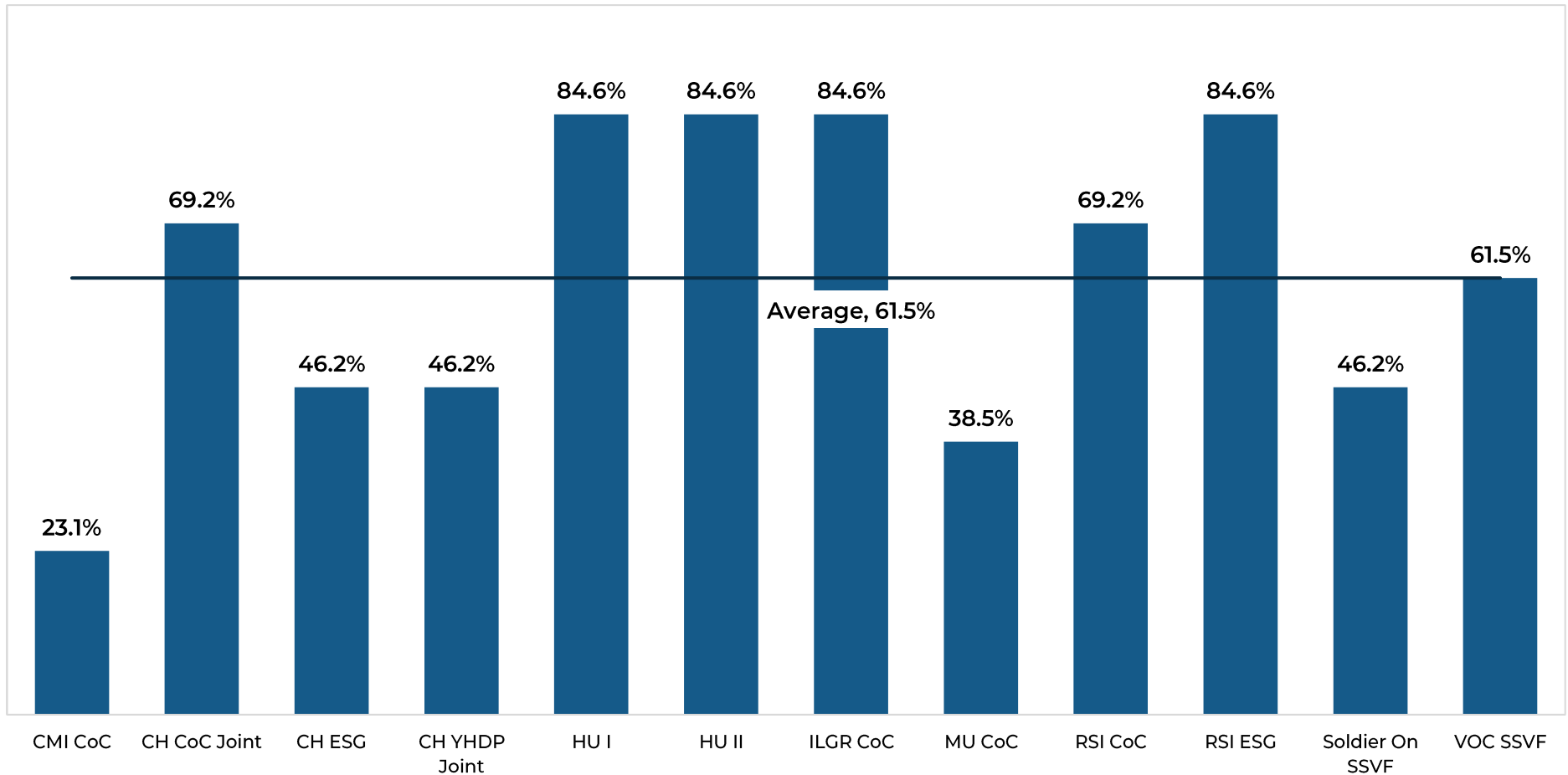
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HMIS Data Quality

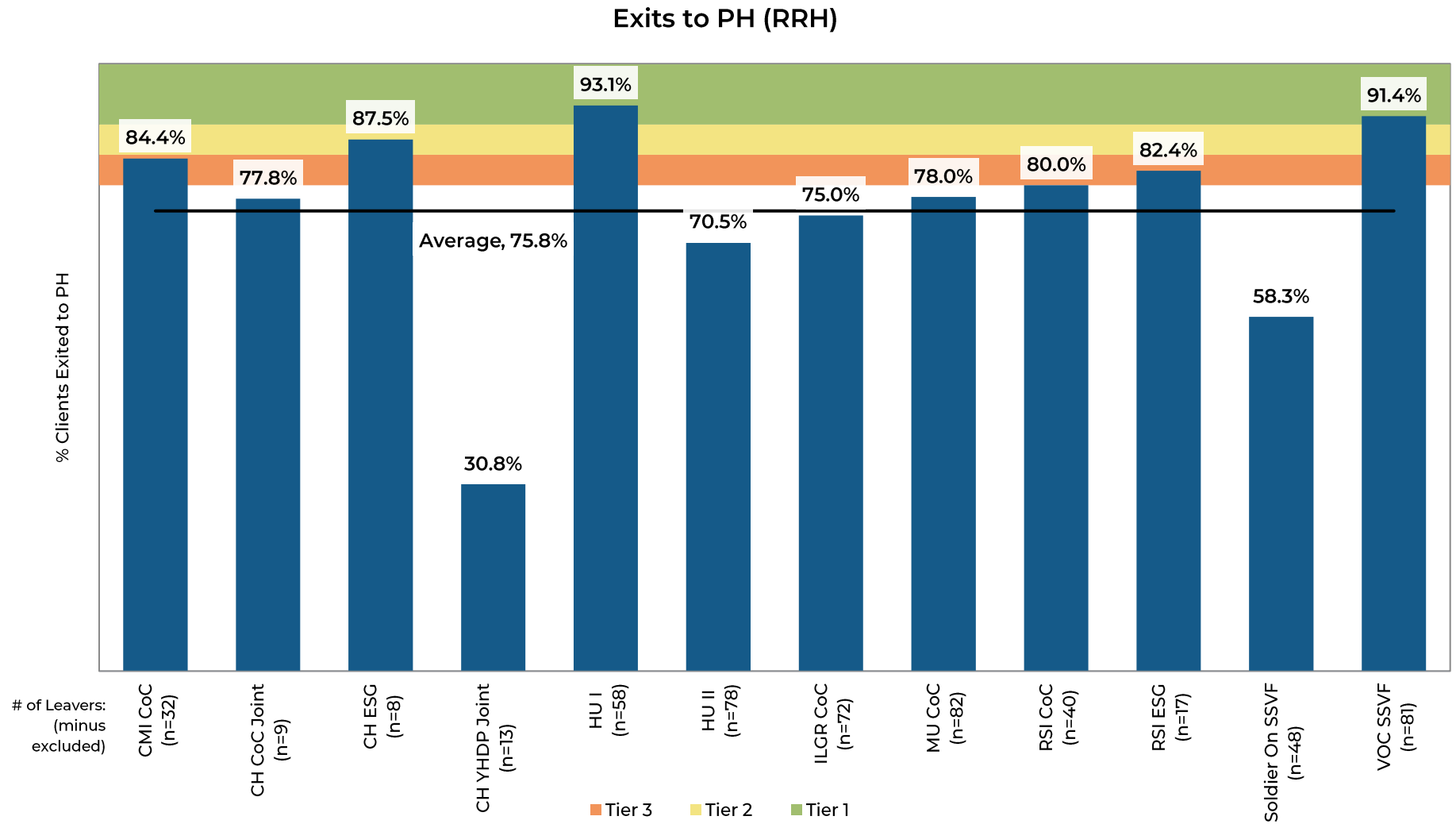
This measure gives a broad overview as to how timely and complete each project's data in HMIS is. The Data Quality sections of the APR for PII, UDEs, Destination, Income, and Timeliness are considered. 100% Data Quality indicates that the project is meeting the local benchmark of less than 5% error in each Data Quality row and more than 50% of entries and exits entered within 72 hours.

Data Quality (RRH)



Exits to Permanent Housing

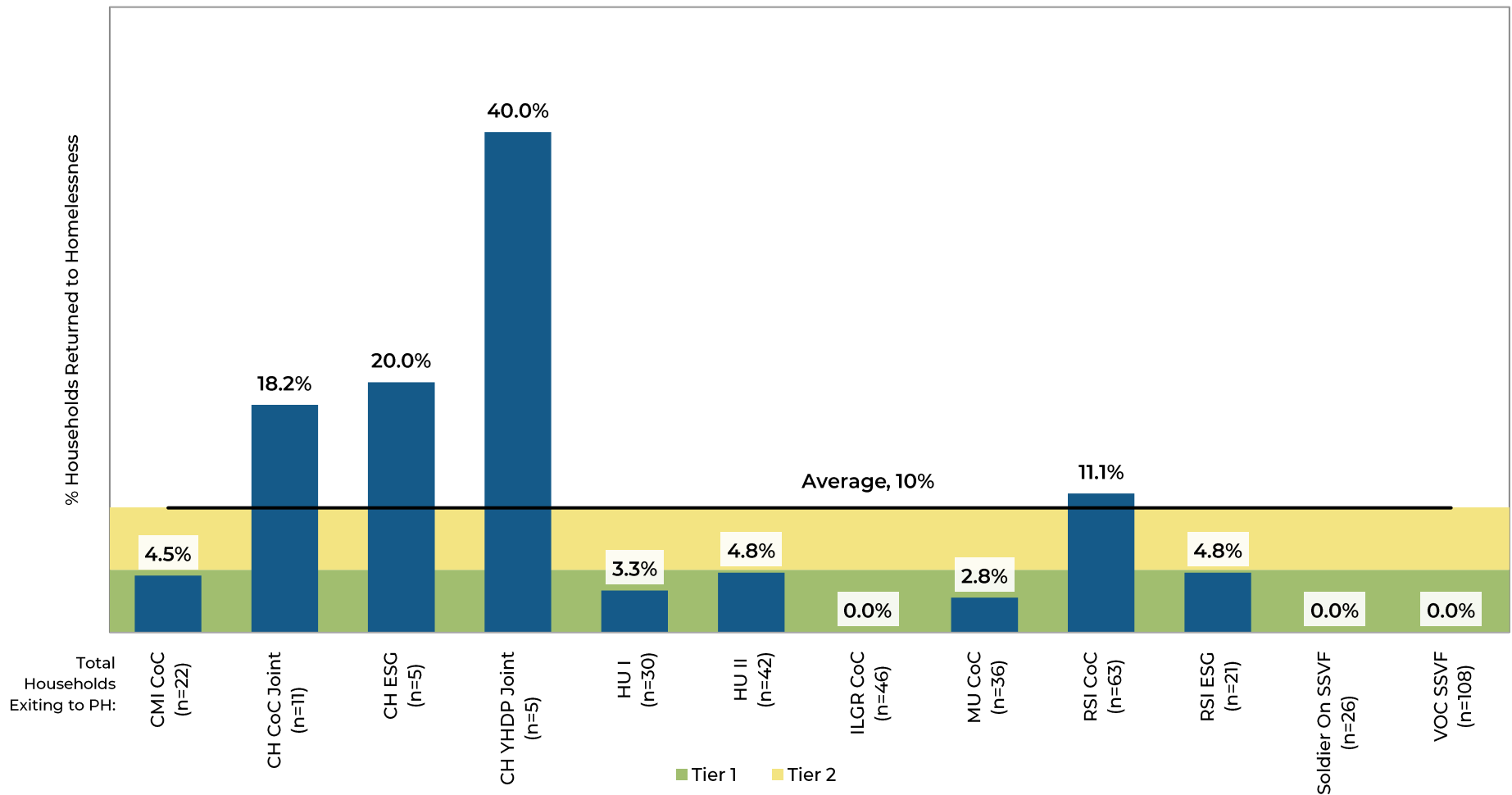
This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers). The benchmark for RRH projects is the national benchmark of 80%.



Returns to Homelessness

This measure looks at those clients who exited to PH from a service project between 1/1/2022-6/30/2023 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/0222. The local benchmark for this measure is 10% or less.

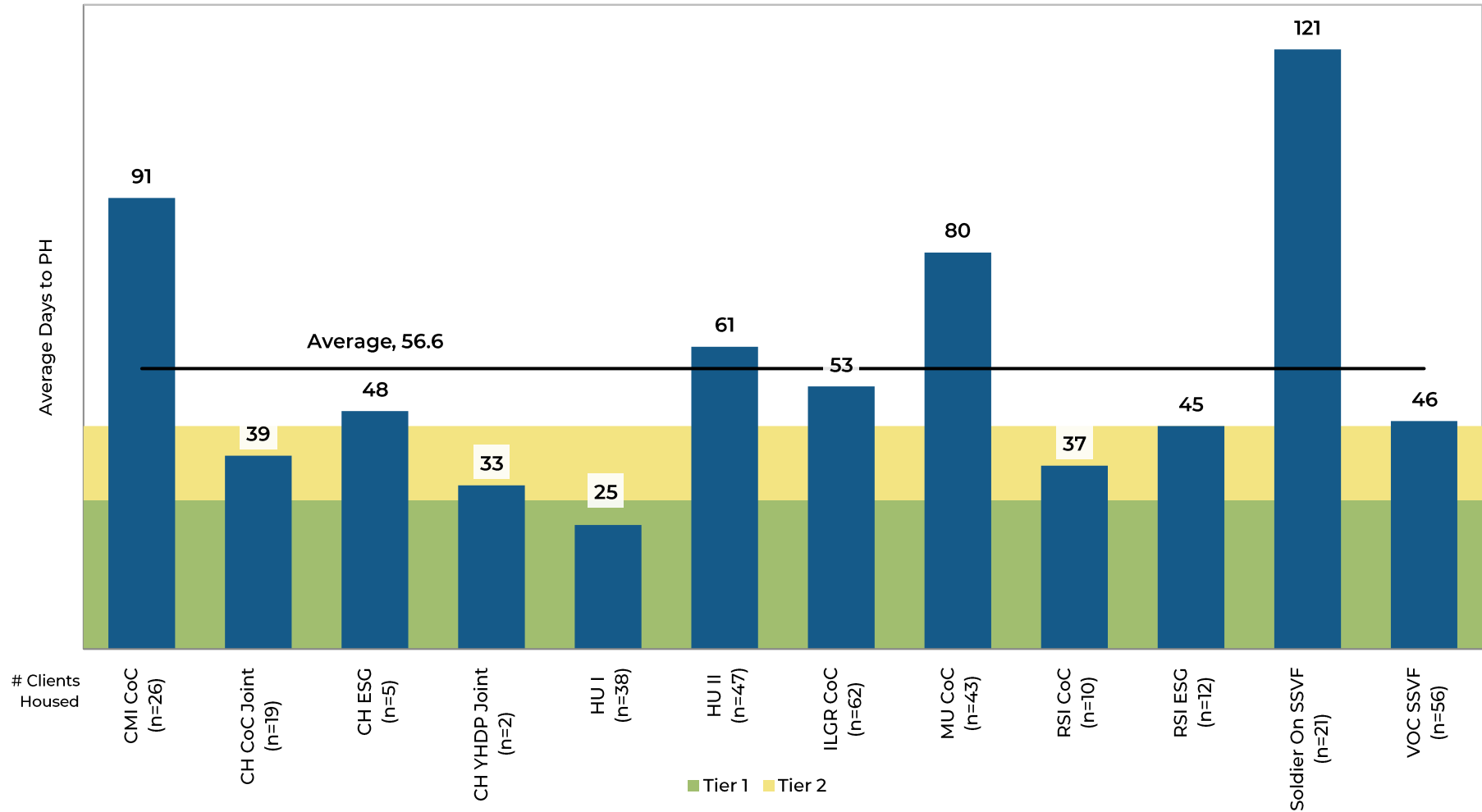
Returns to Homelessness After Exiting to PH (RRH)



Time to Permanent Housing

This measure is the average number of days from the project entry date to the permanent housing move-in date. The NAEH benchmark for this measure is 30 days or less. The local benchmark for this measure is 45 days or less.

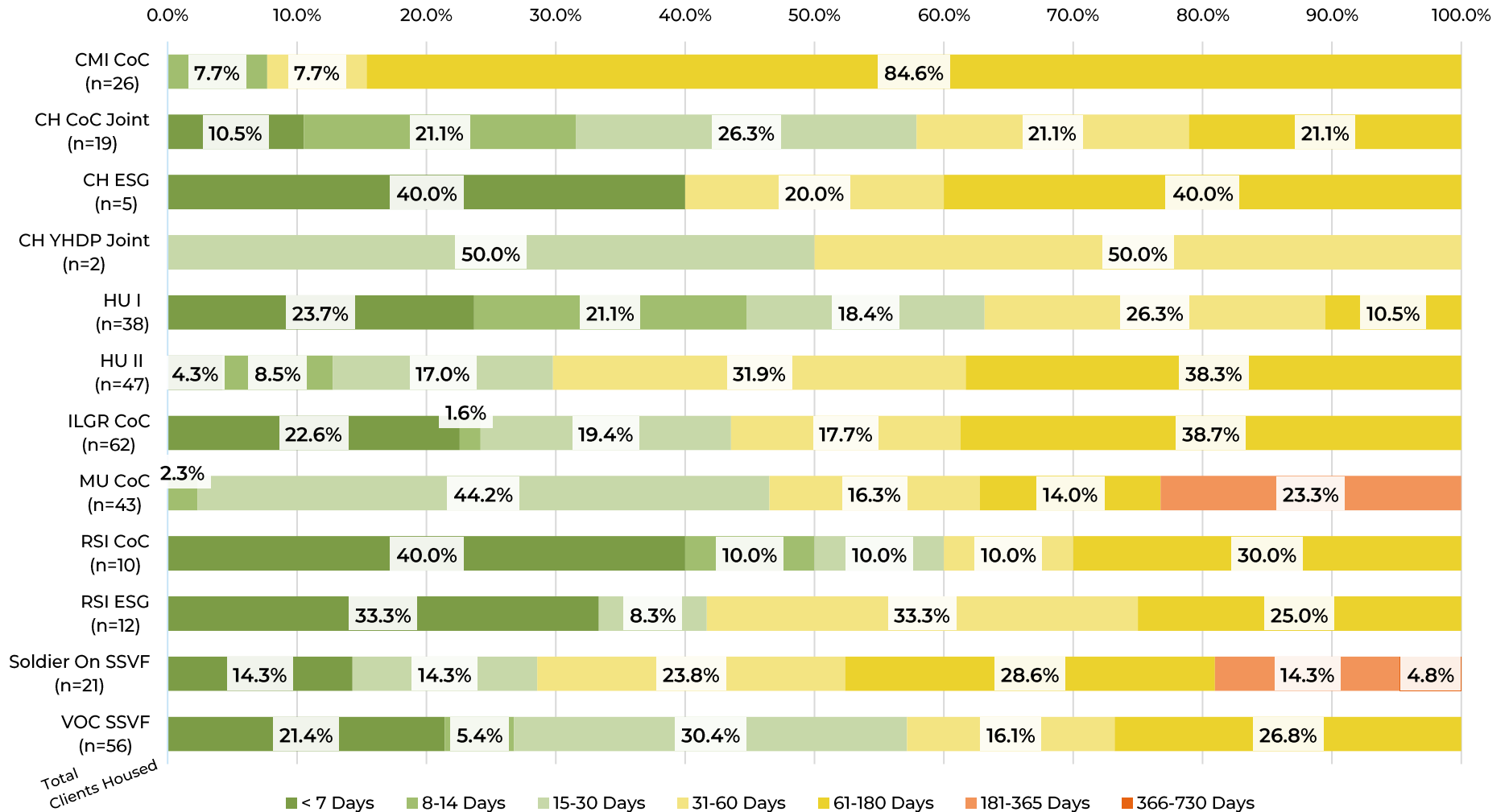
Days from Entry to PH (RRH)



Time to Permanent Housing - Detailed

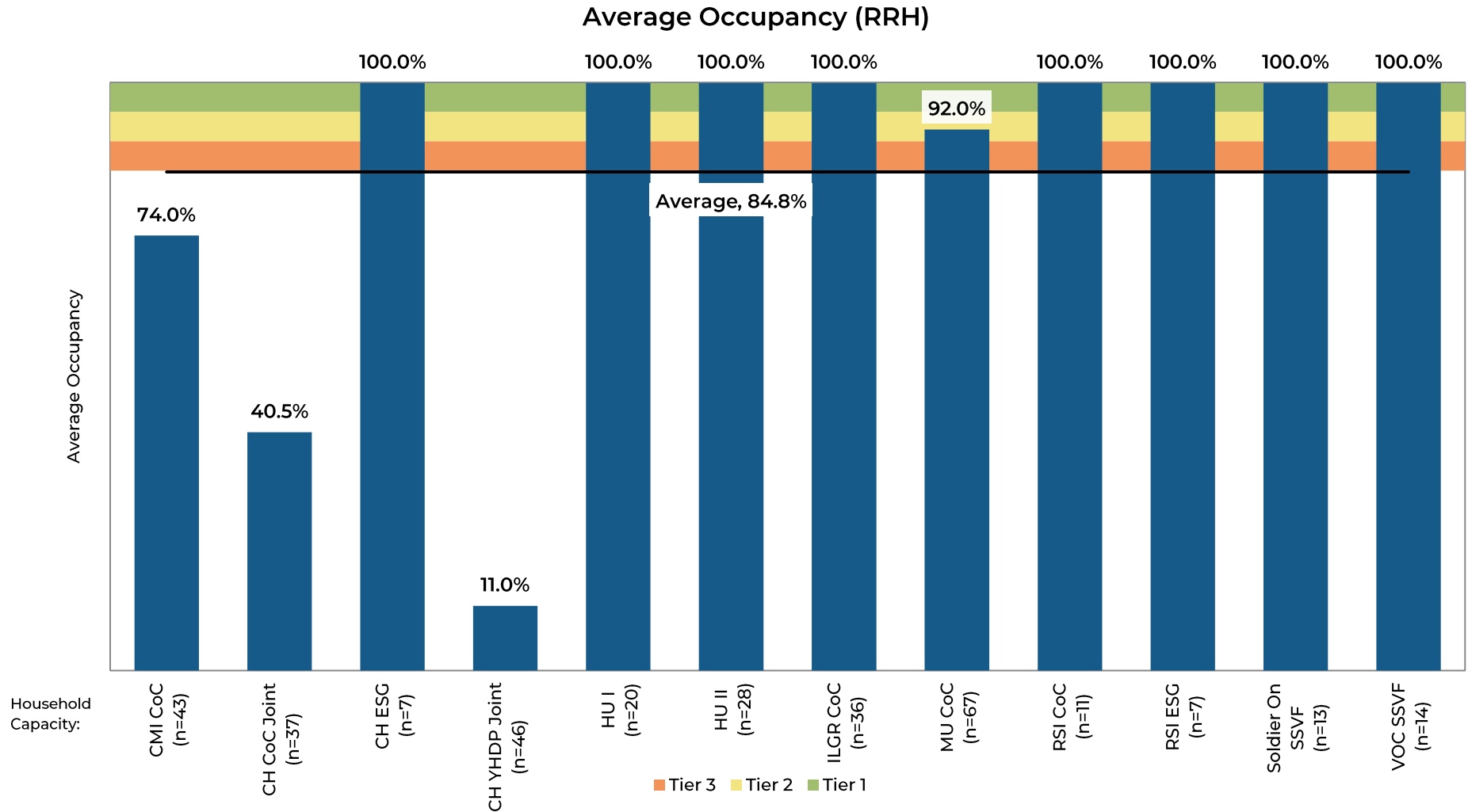
The previous measure shows the overall average length of time from project entry to permanent housing move-in date in each project, whereas this chart shows the proportion of clients whose time to PH was within the specified day range.

Breaking Down How Long it Takes to House Clients (RRH)



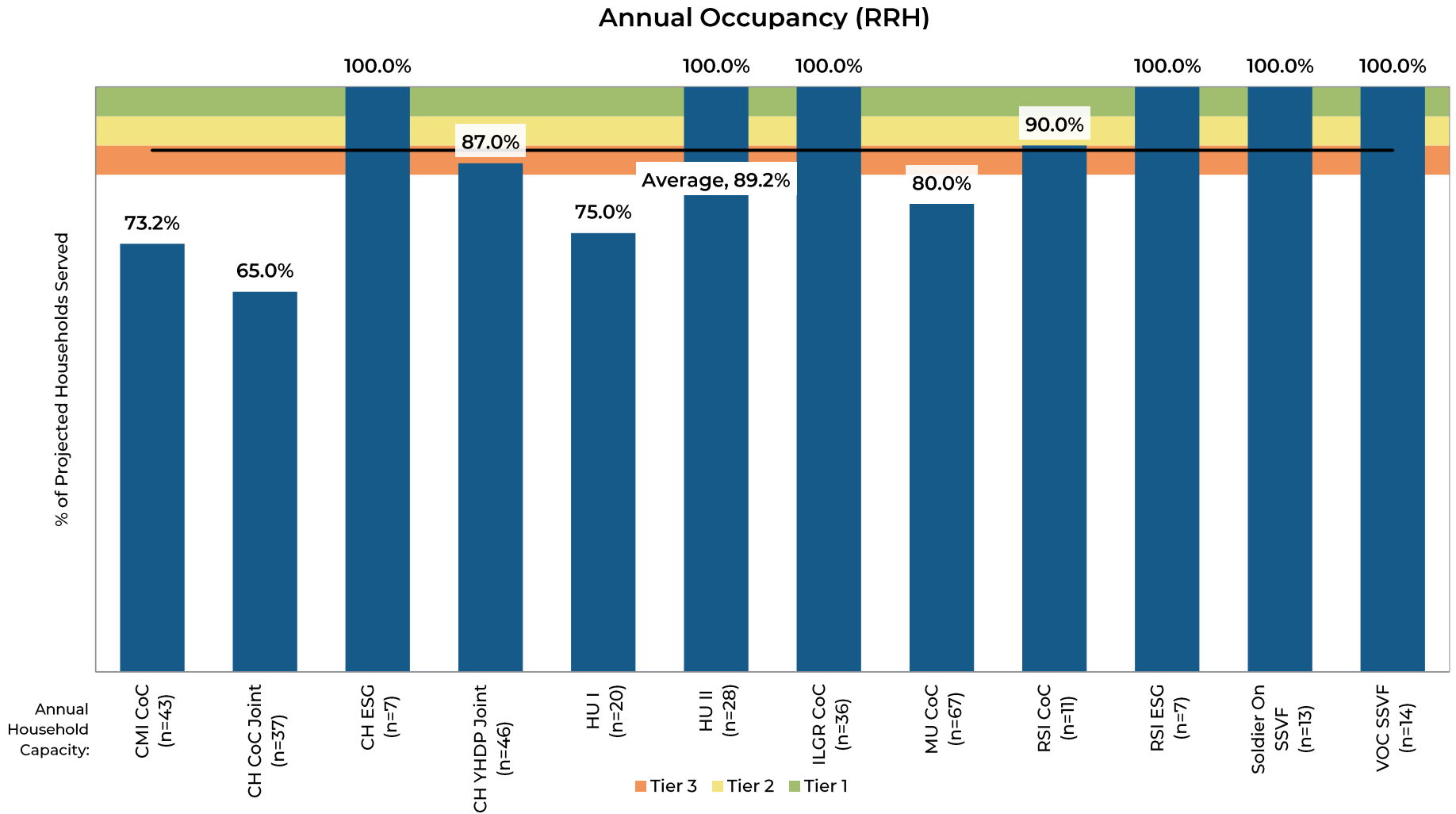
Average Occupancy

For RRH projects, occupancy is measured in two ways. The first, shown here, averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of households the project can serve at one time). The local benchmark for this measure is 85% or greater.



Annual Occupancy

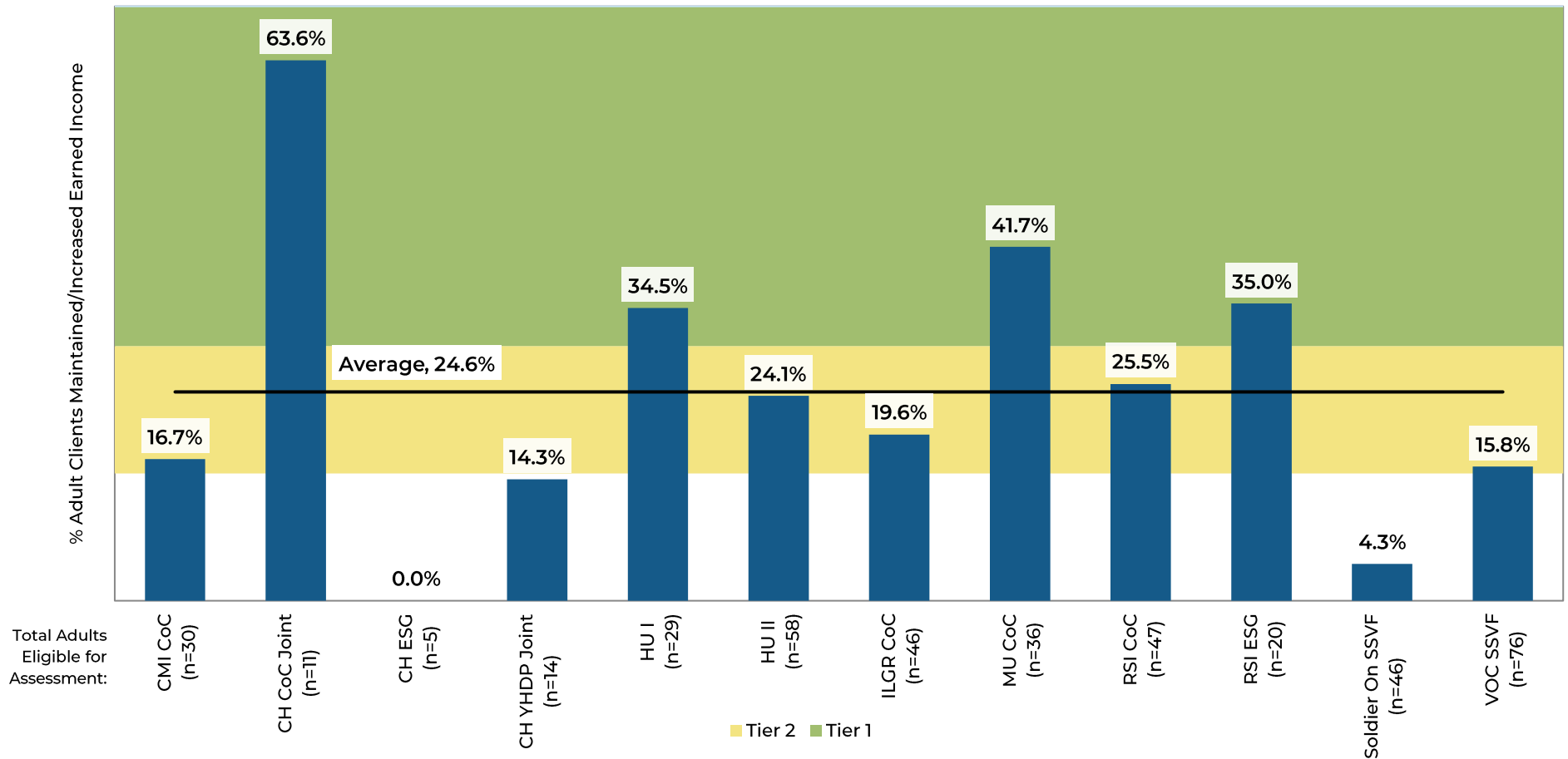
For RRH projects, occupancy is measured in two ways. The second, shown here, is number of households served during the reporting period divided by the project's annual household capacity (the number of households each project expected to serve over the course of one year).



Maintained or Increased Earned Income

This measure is calculated by dividing the number of adults who maintained or gained employment from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers). The local benchmark for this measure is 15% or greater.

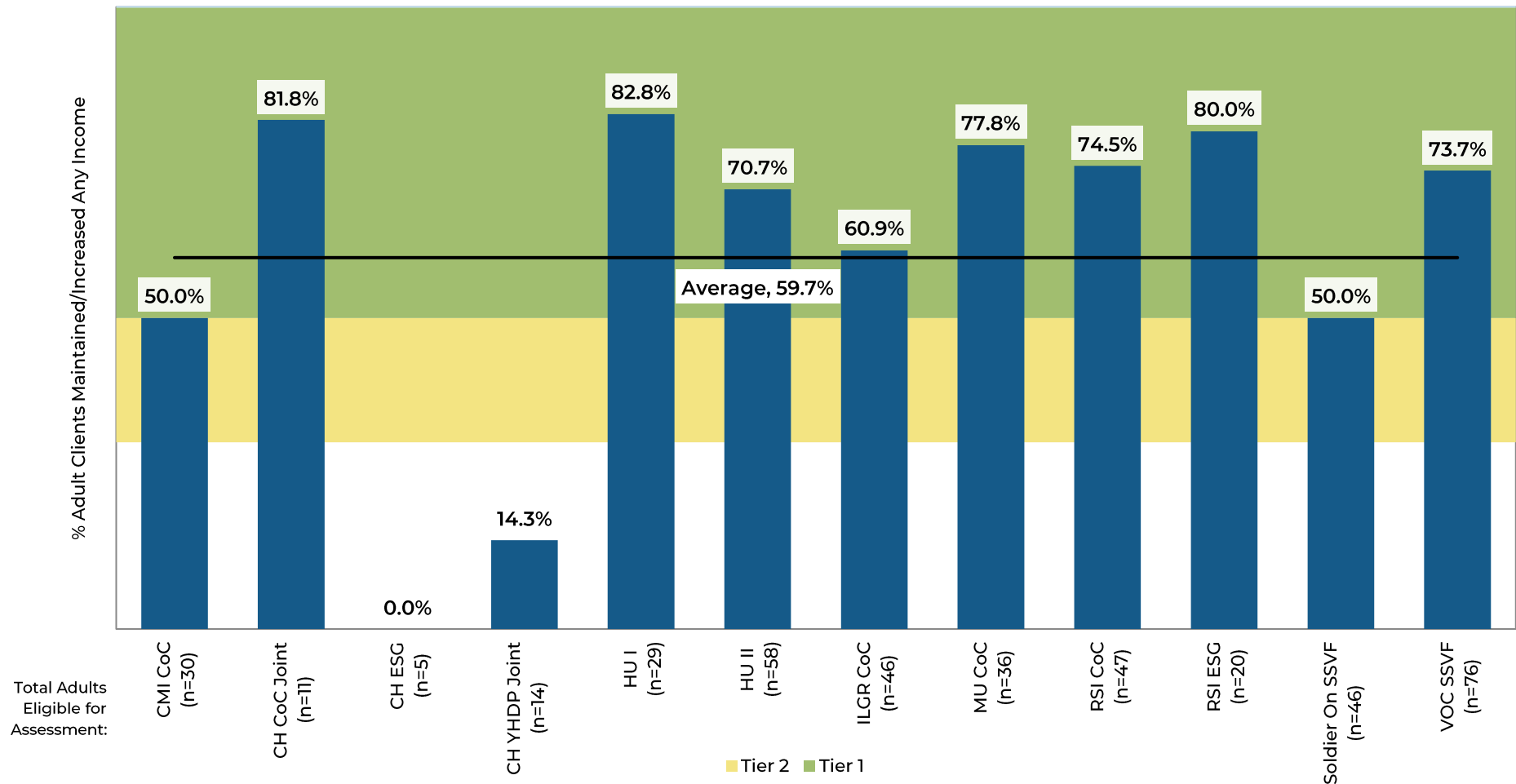
Adults with Maintained/Increased Earned Income (RRH)



Maintained or Increased Any Income

This measure is calculated by dividing the number of adults who maintained or gained income from employment or cash benefits from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers). The local benchmark for this measure is 30% or greater.

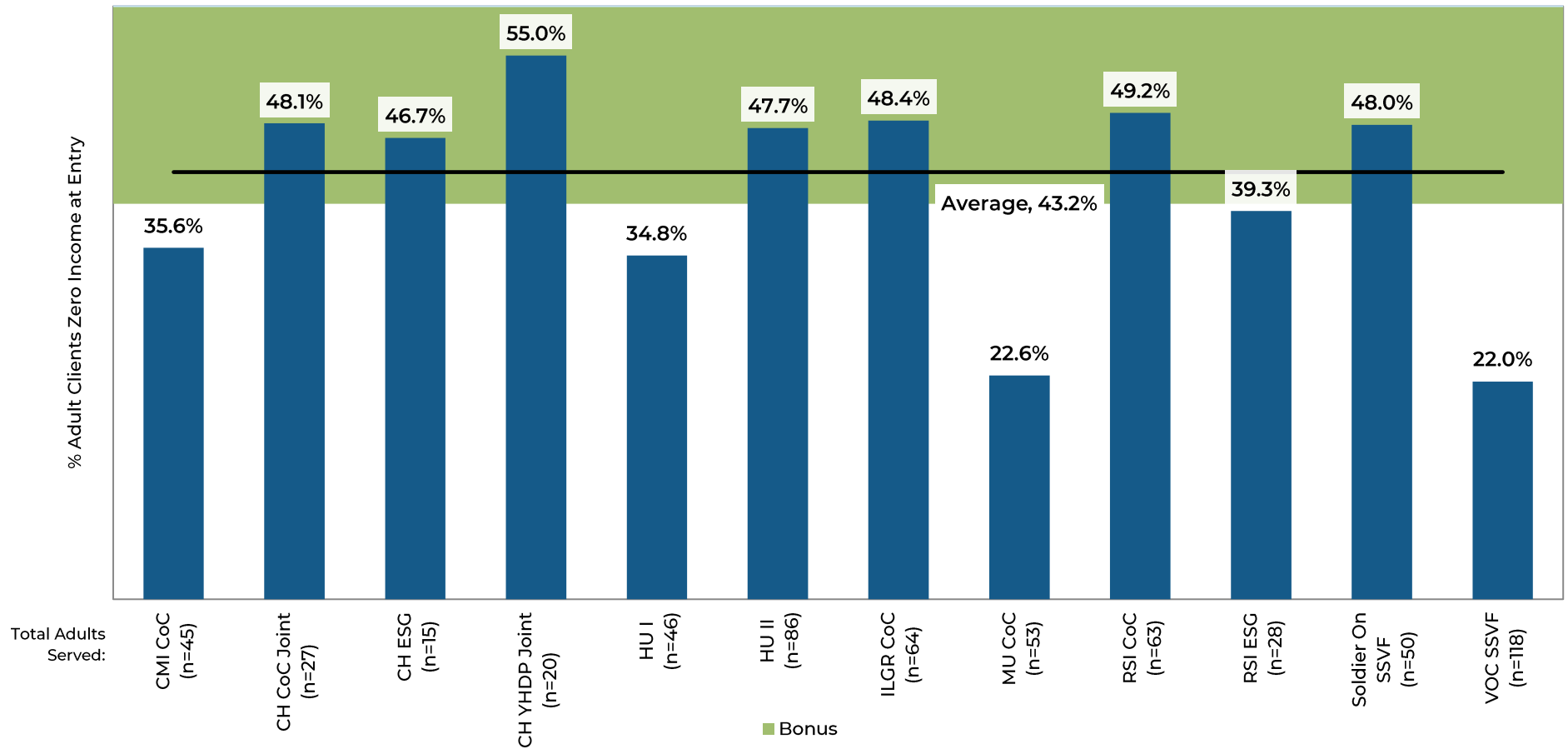
Adults with Maintained/Increased Any Income (RRH)



Zero Income at Entry

This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.

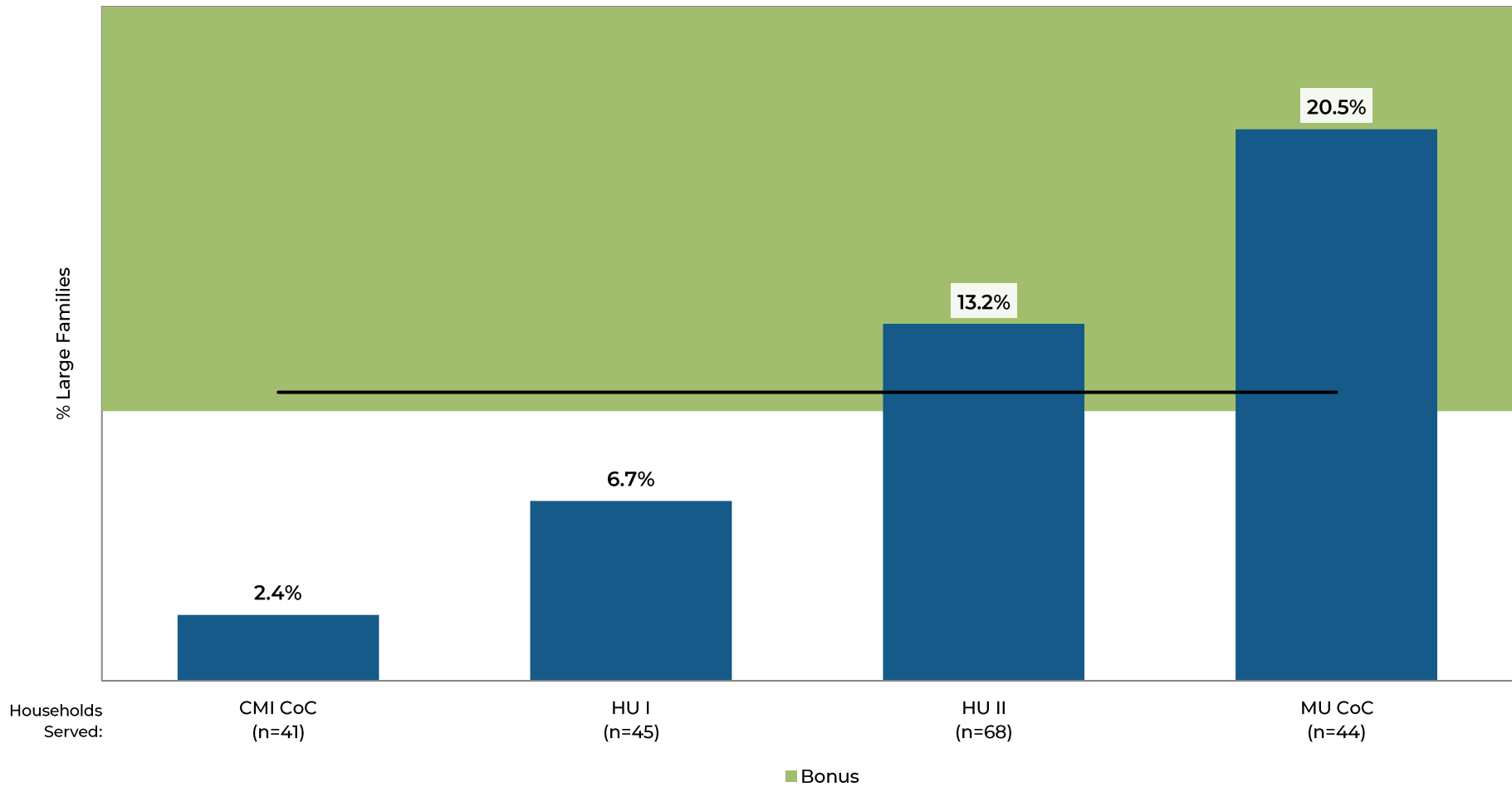
Adults with Zero Income at Entry (RRH)



Large Families

This measure is calculated by dividing the number of large households (households with 5 or more members) by the number of households served.

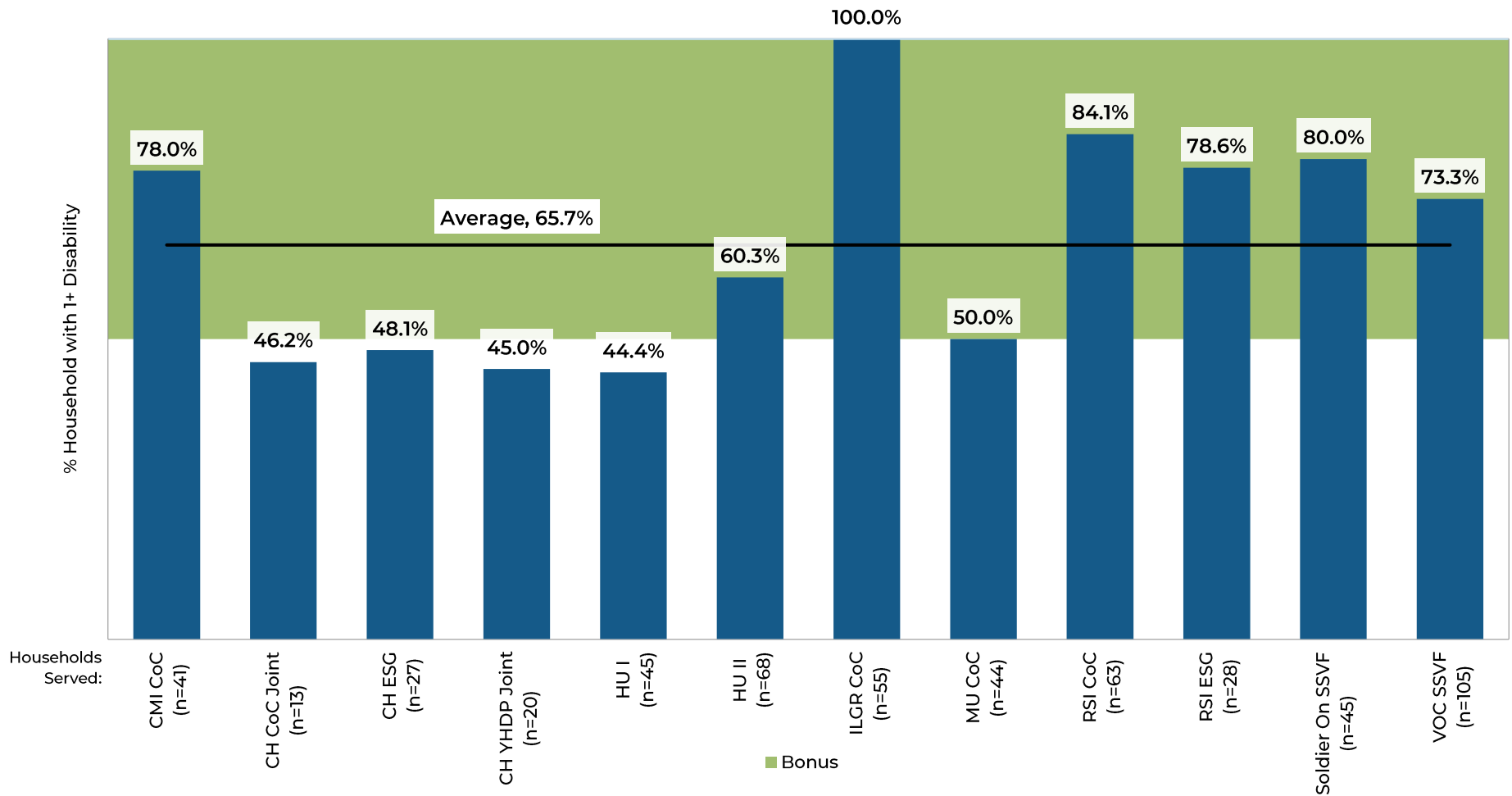
Households with 5+ Members (RRH)



One or More Disability

This measure is calculated by dividing the number of clients with one or more disabilities by the number of households served.

Households with Member Experiencing 1+ Disability (RRH)



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.

TH Performance Measures

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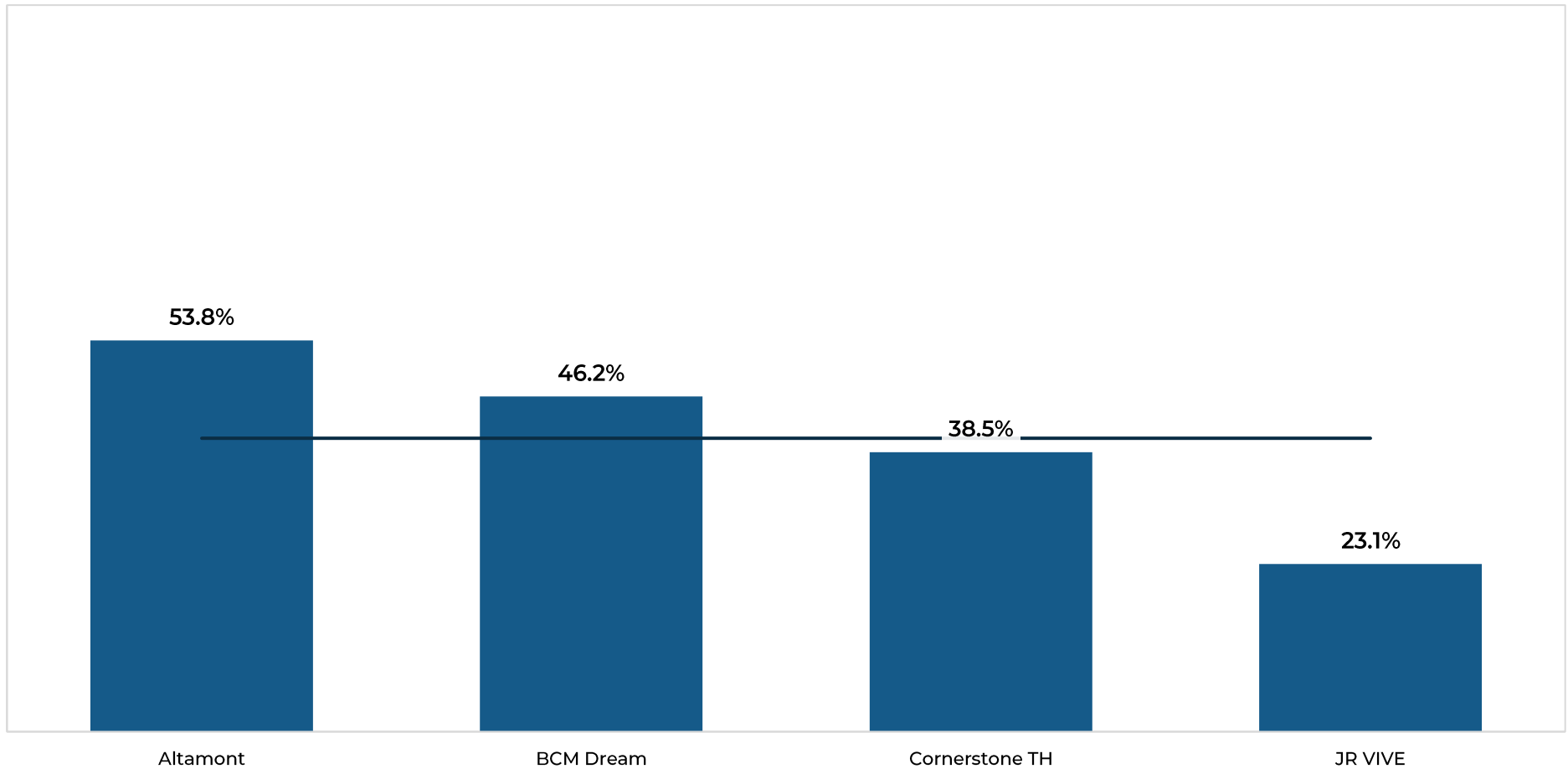
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HMIS Data Quality

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, Destination, Income, and Timeliness are considered. 100% Data Quality indicates that the project is meeting the local benchmark of less than 5% error in each Data Quality row and more than 50% of entries and exits entered within 72 hours.

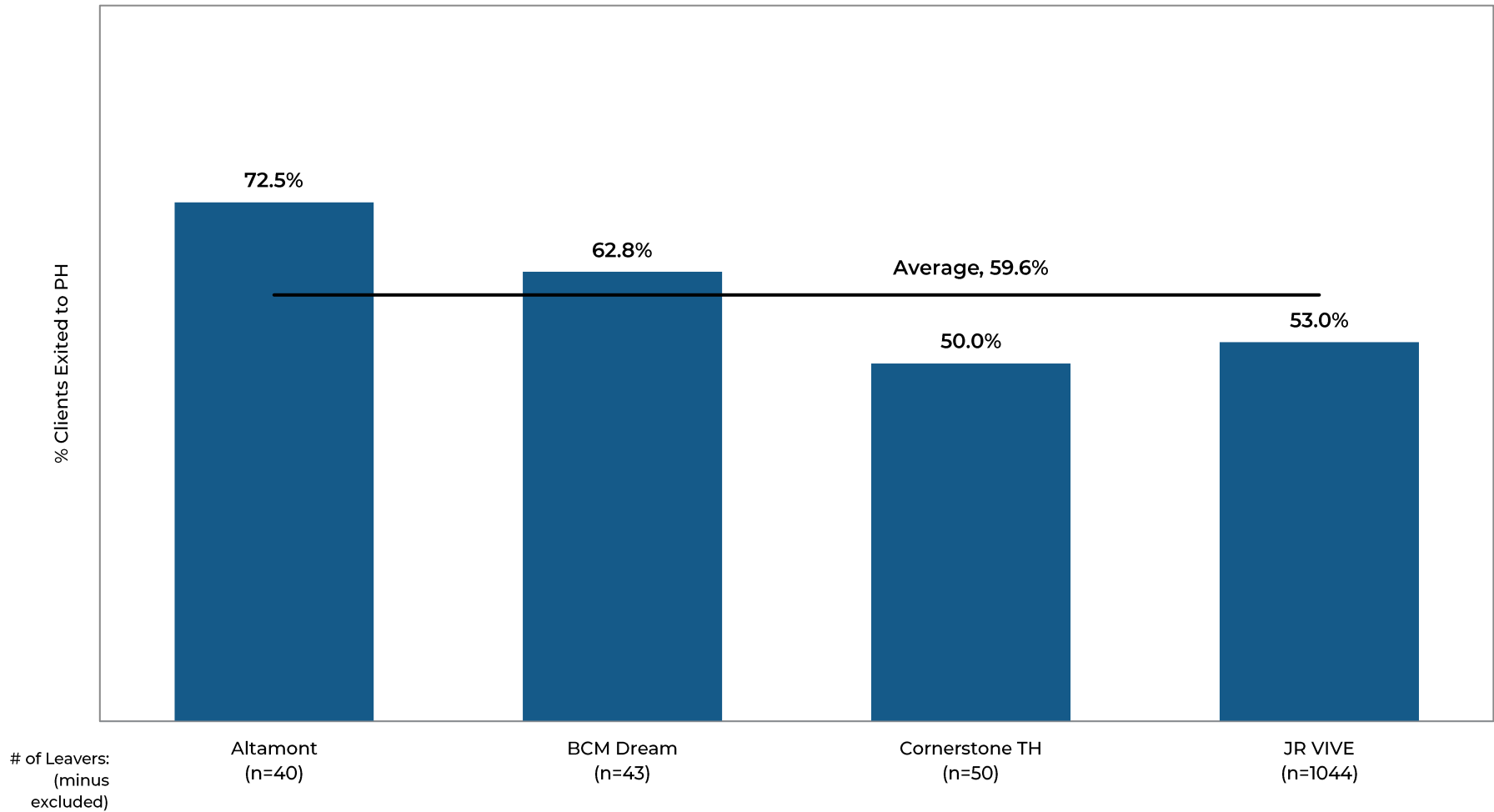
Data Quality (RRH)



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).

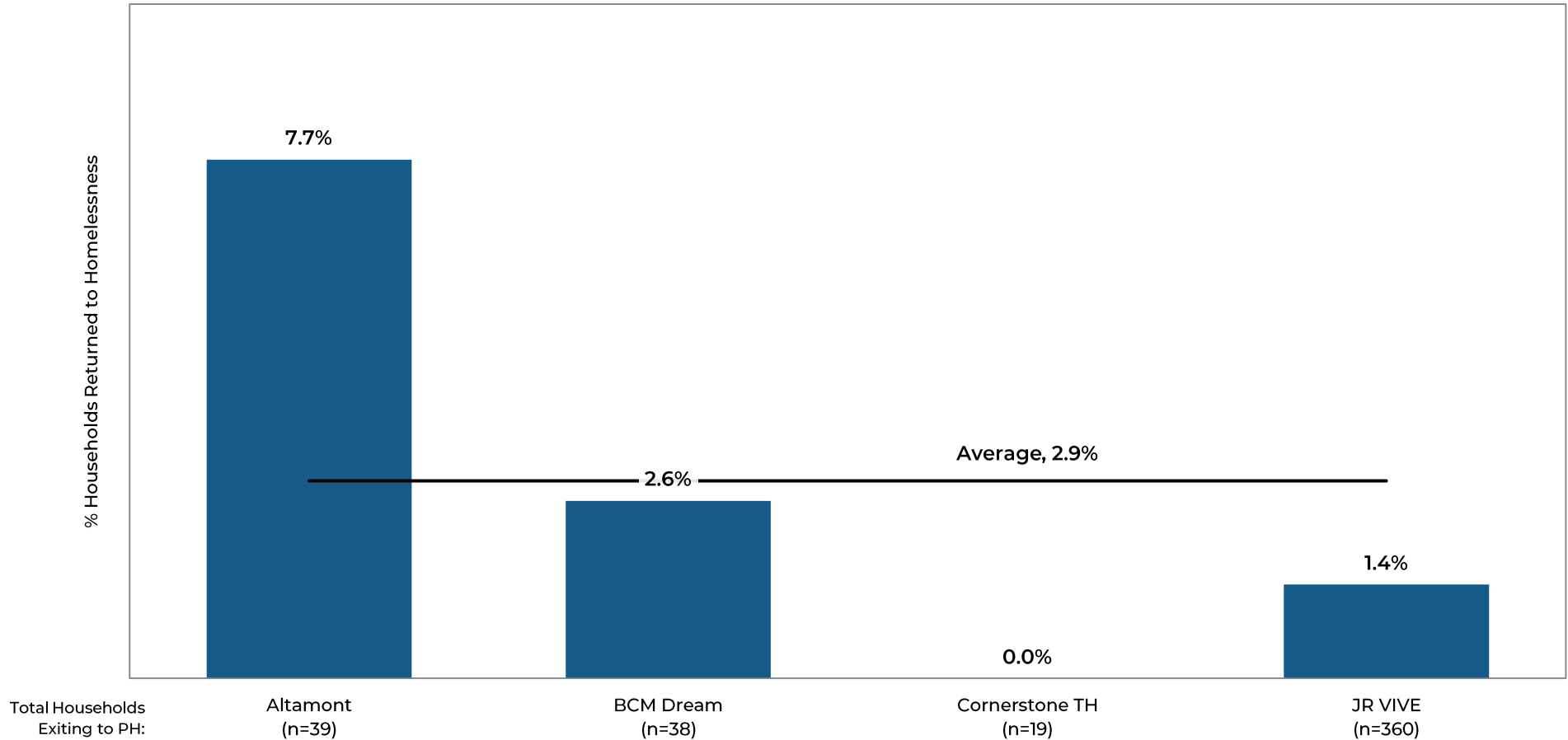
Exits to PH (TH)



Returns to Homelessness

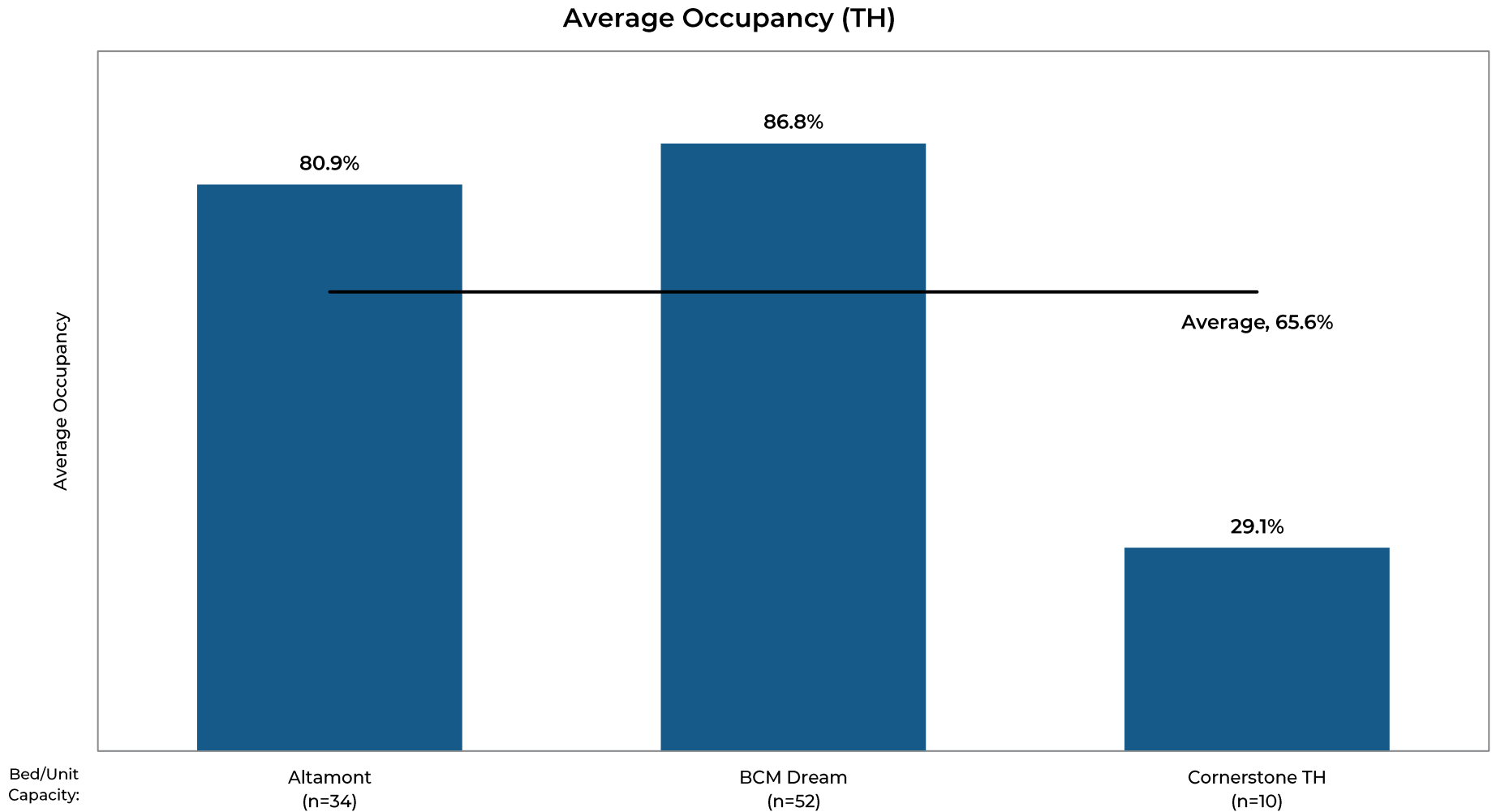
This measure looks at those clients who exited to PH between 1/1/2022-6/30/2023 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2022.

Returns to Homelessness After Exiting to PH (TH)



Average Occupancy

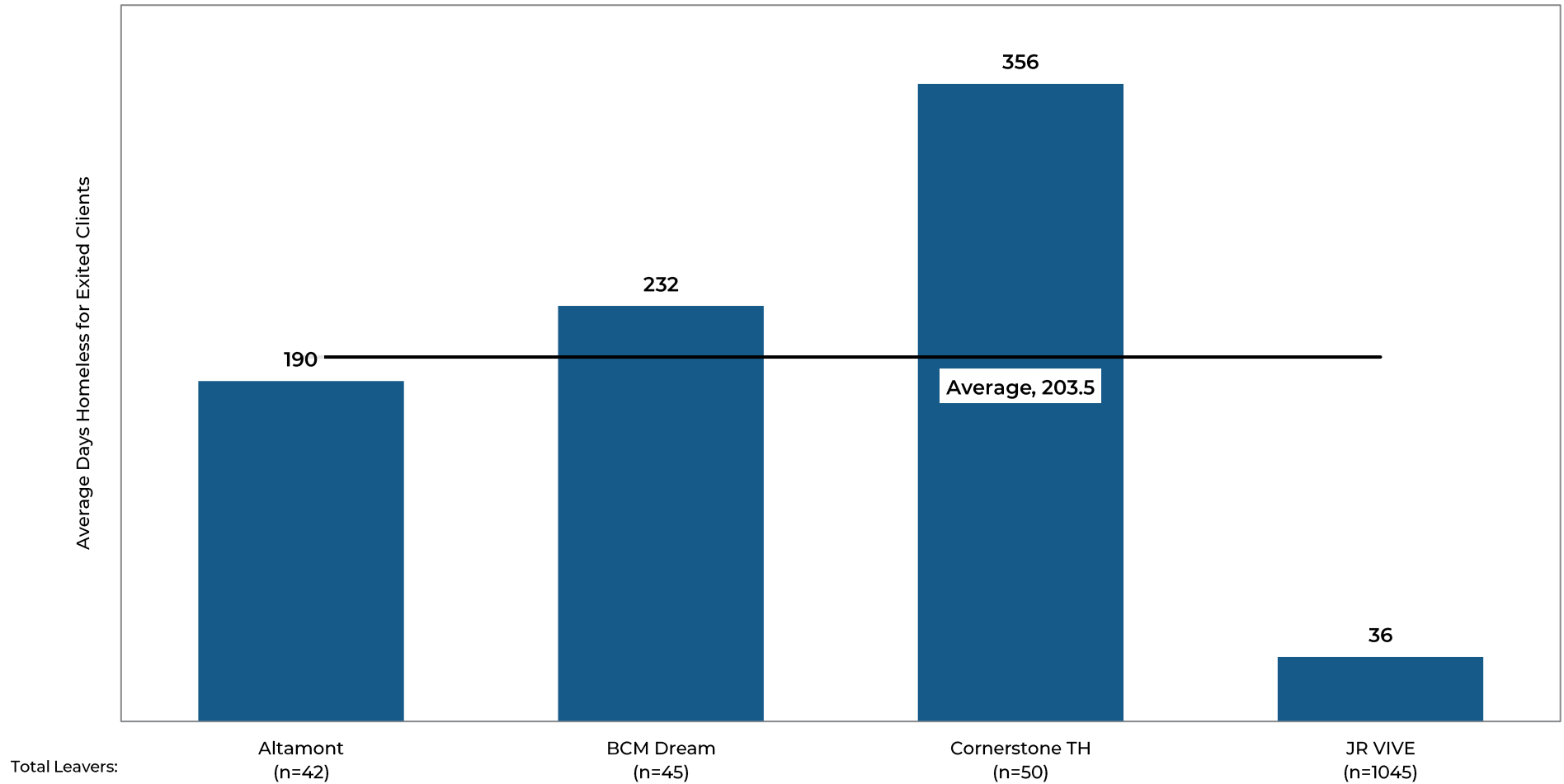
This measure averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of beds or units in the project).



Length of Time Homeless

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

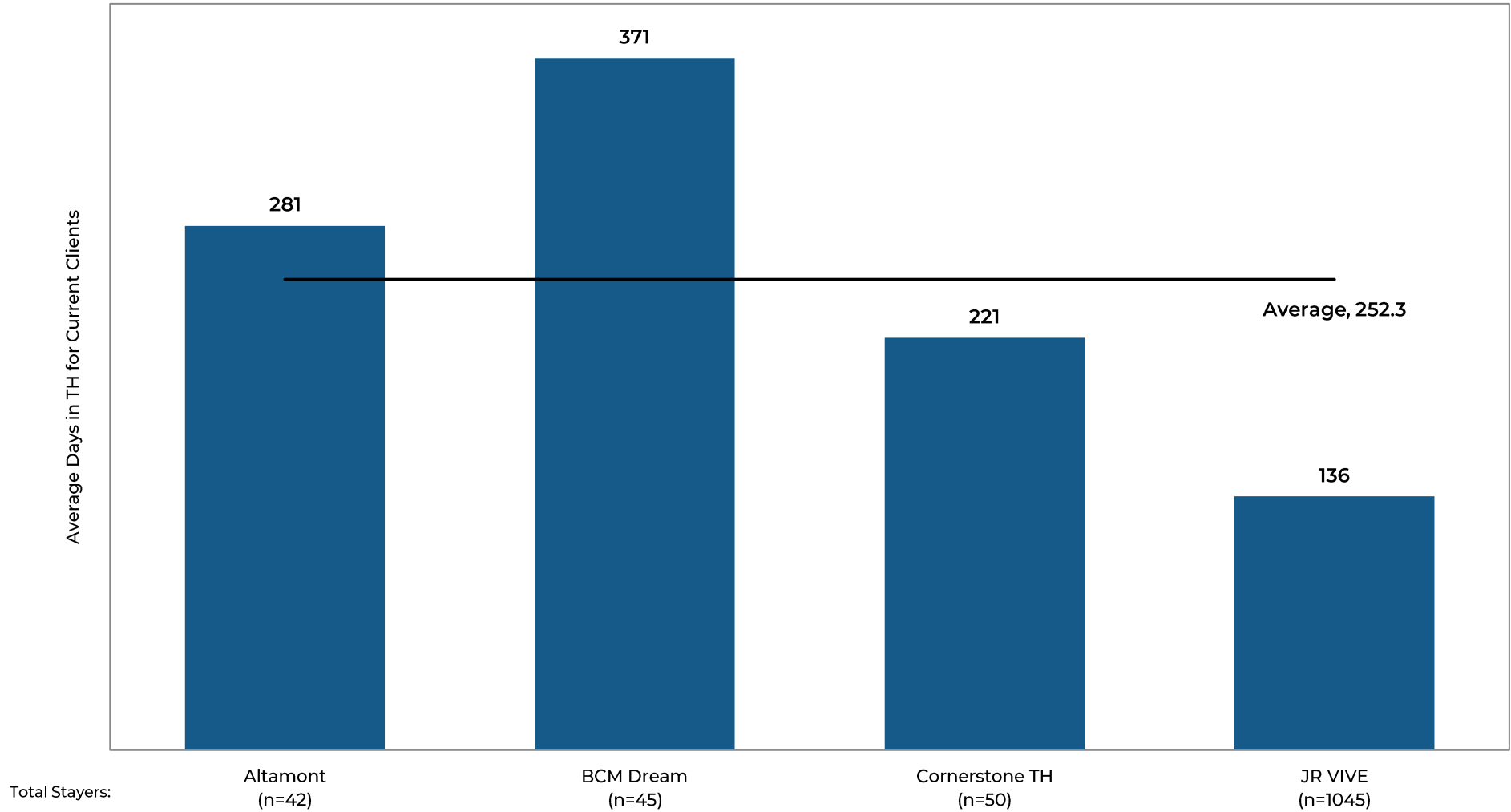
Average Length of Stay for Leavers (TH)



Length of Stay

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

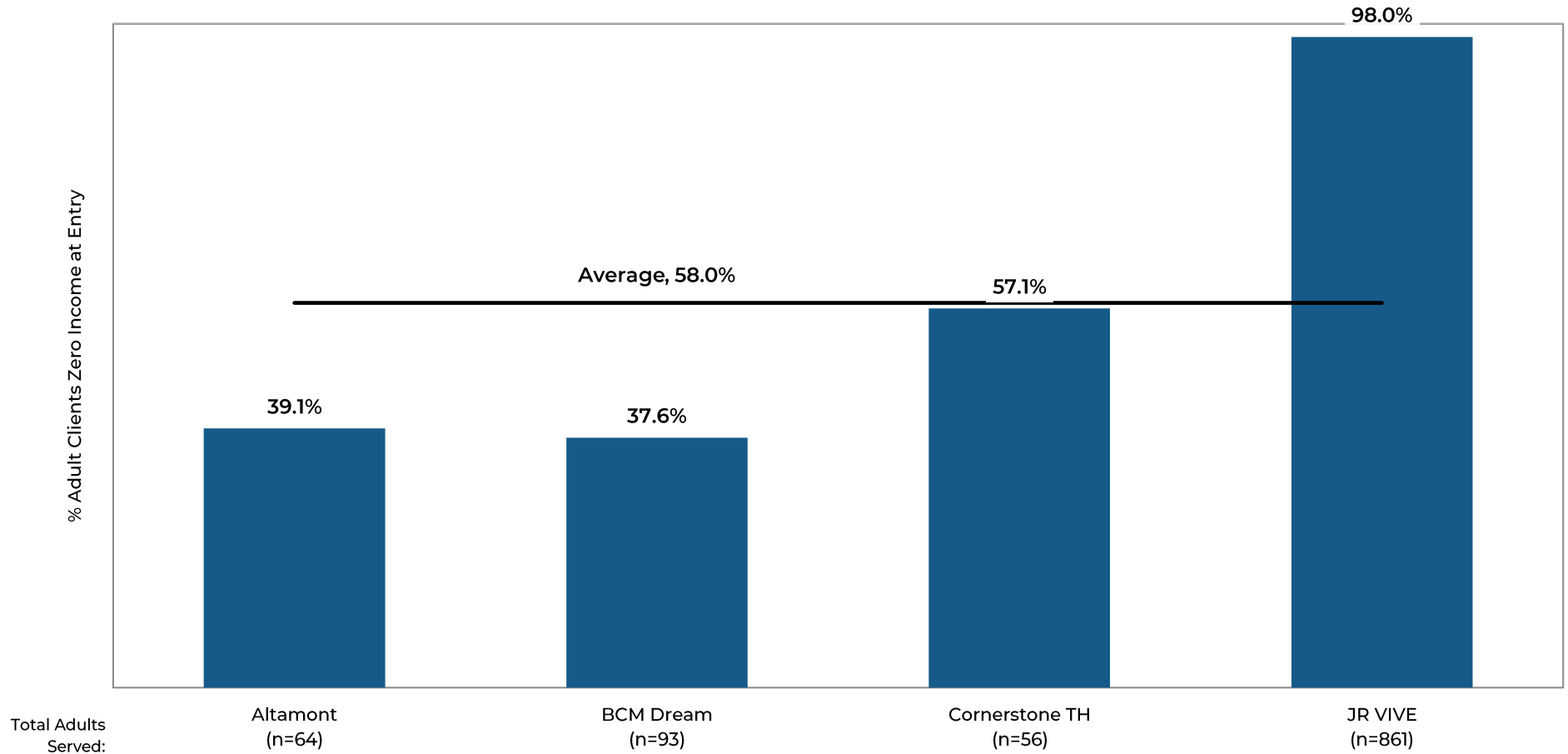
Average Length of Stay for Stayers (TH)



Zero Income at Entry

This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.

Clients with Zero Income at Entry (TH)



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.

ES, SO, and SSO Performance Measures

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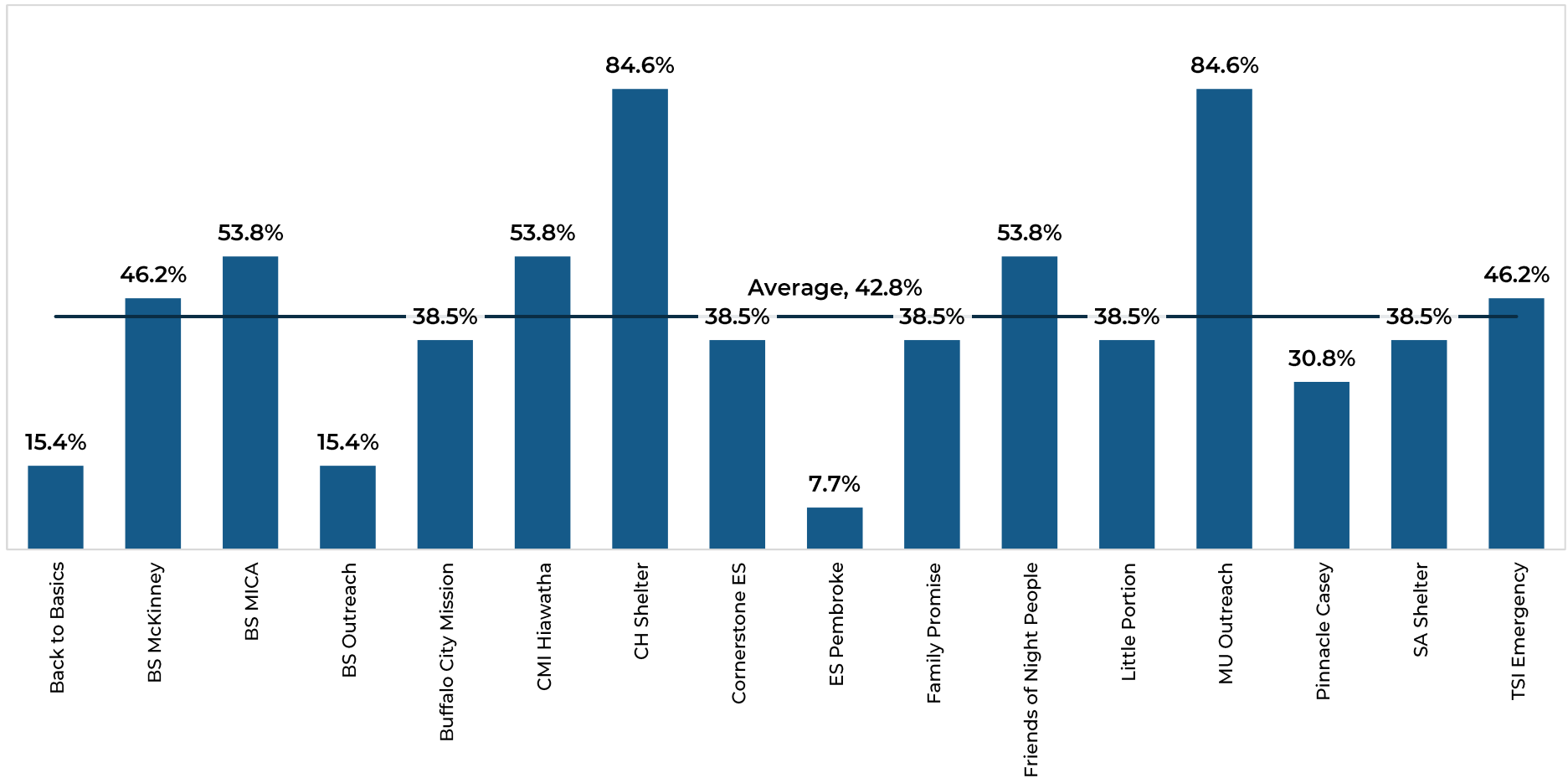
Serving High Need Population Measures

Zero Income at Entry46

HMIS Data Quality

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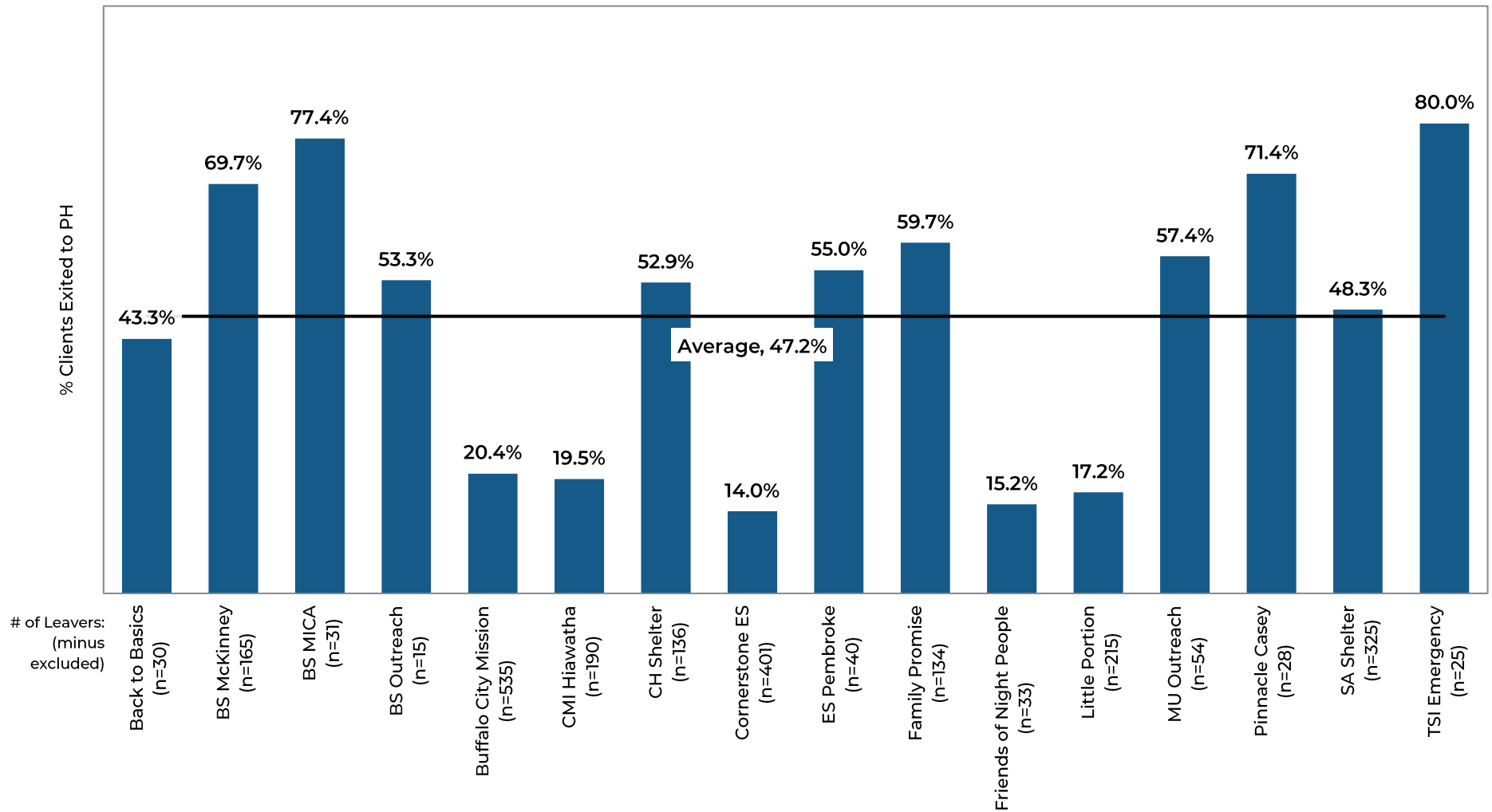
Data Quality (ES, SO, & SSO)



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).

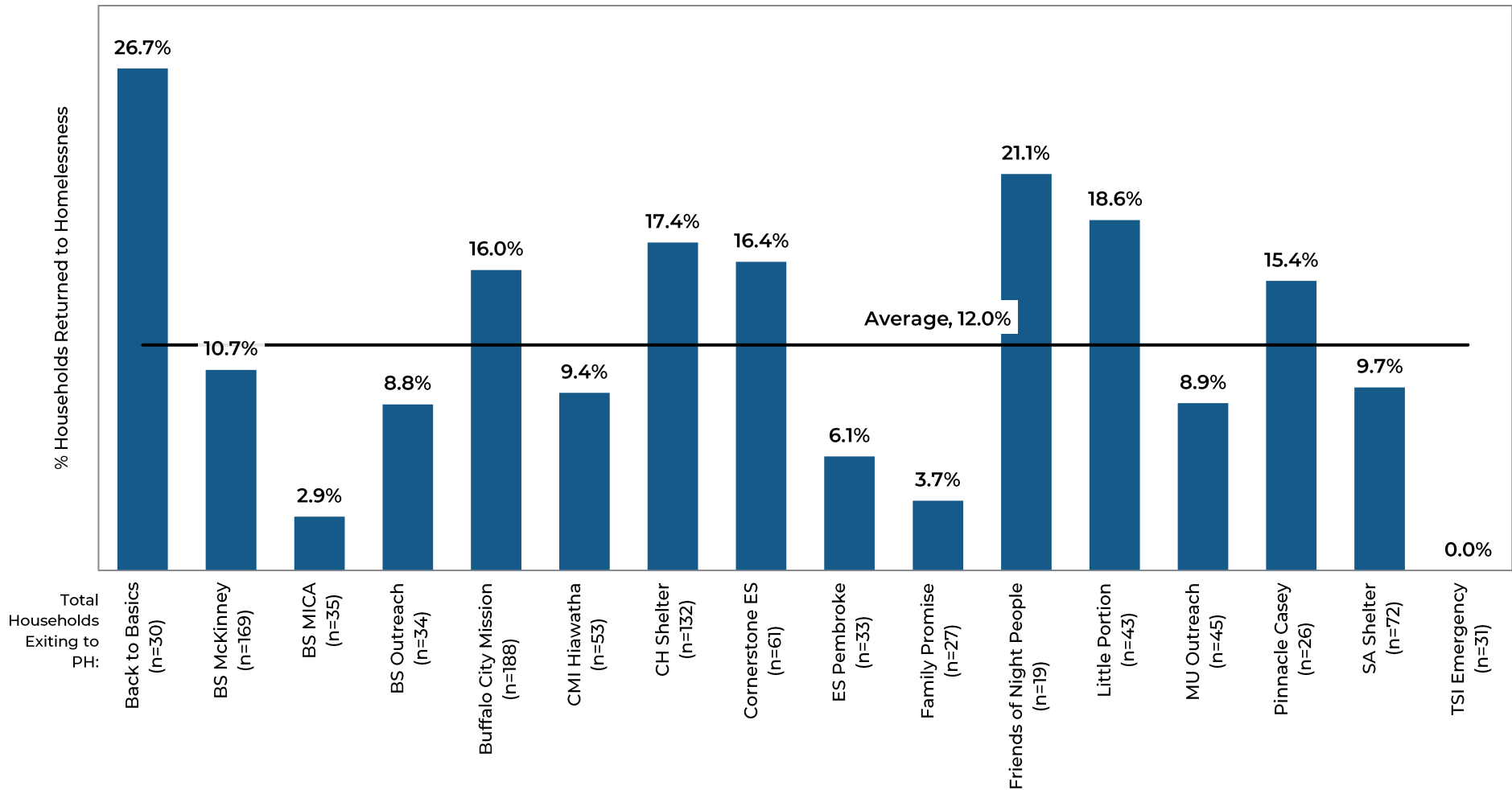
Exits to PH (ES, SO & SSO)



Returns to Homelessness

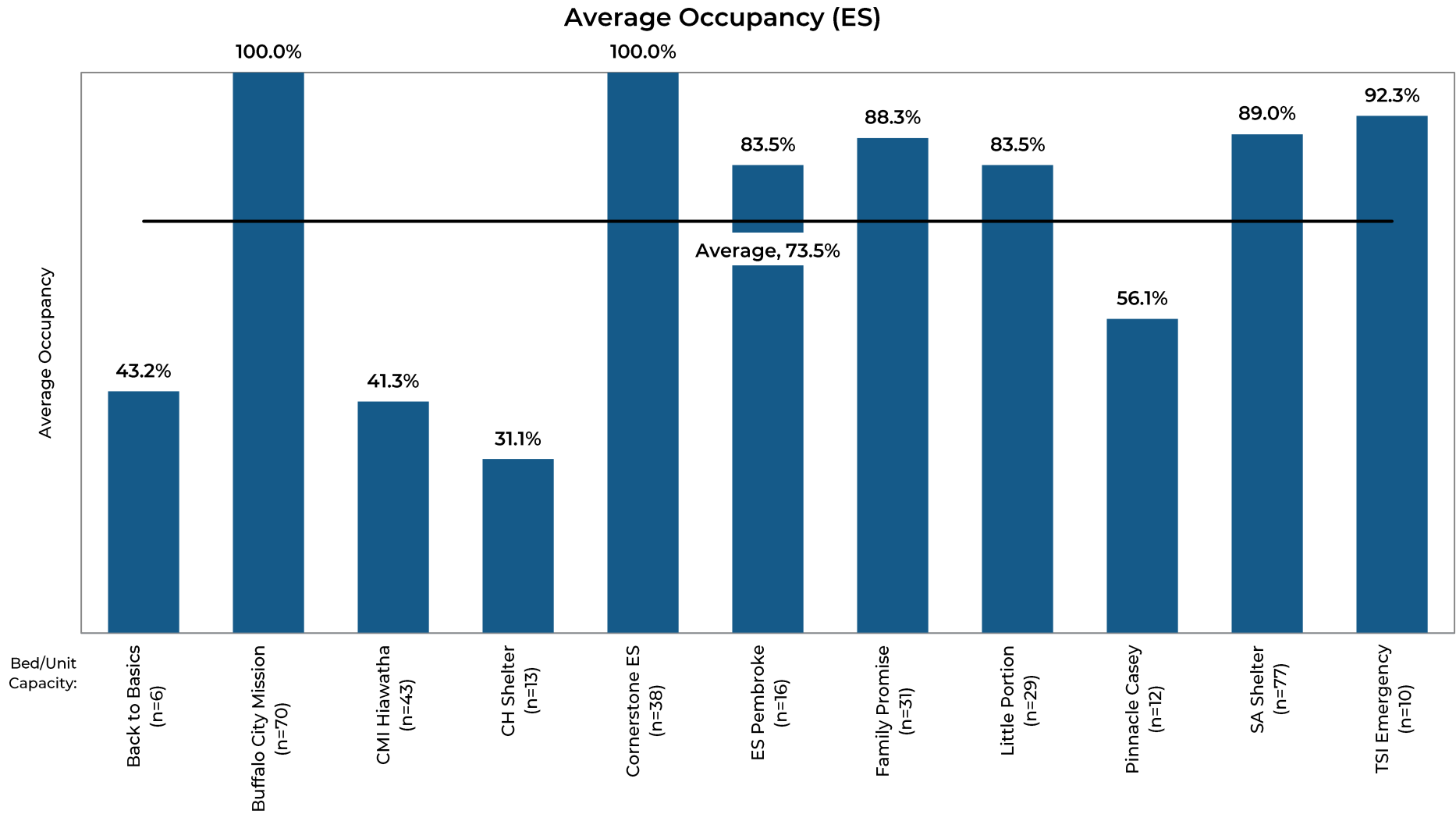
This measure looks at those clients who exited to PH between 1/1/2022-6/30/2023 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2022.

Returns to Homelessness After Exiting to PH (ES, SO, & SSO)



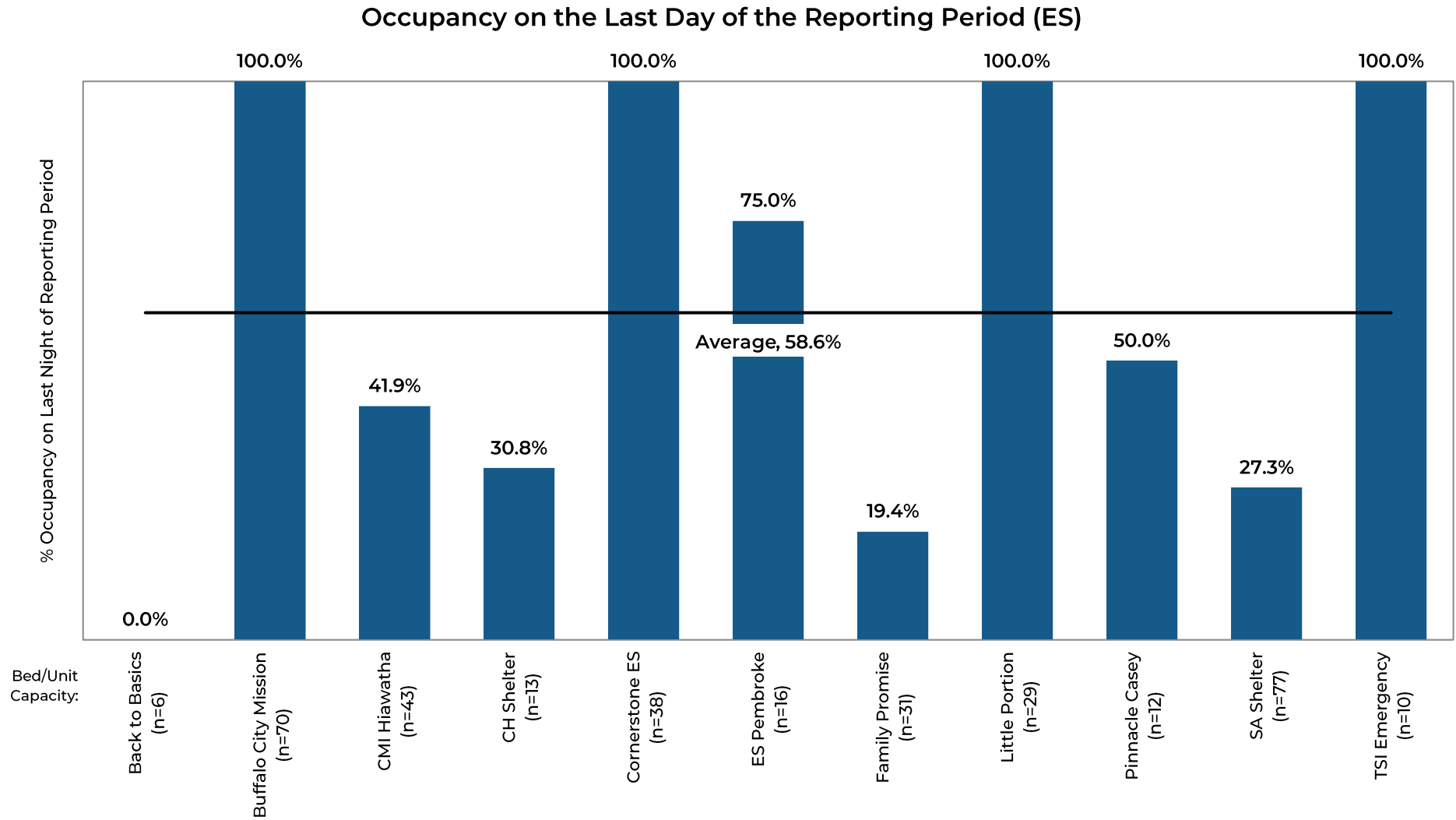
Average Occupancy

For ES projects, occupancy is measured in two ways. The first, shown here, averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of beds or units in the project).



Last Day of Quarter Occupancy

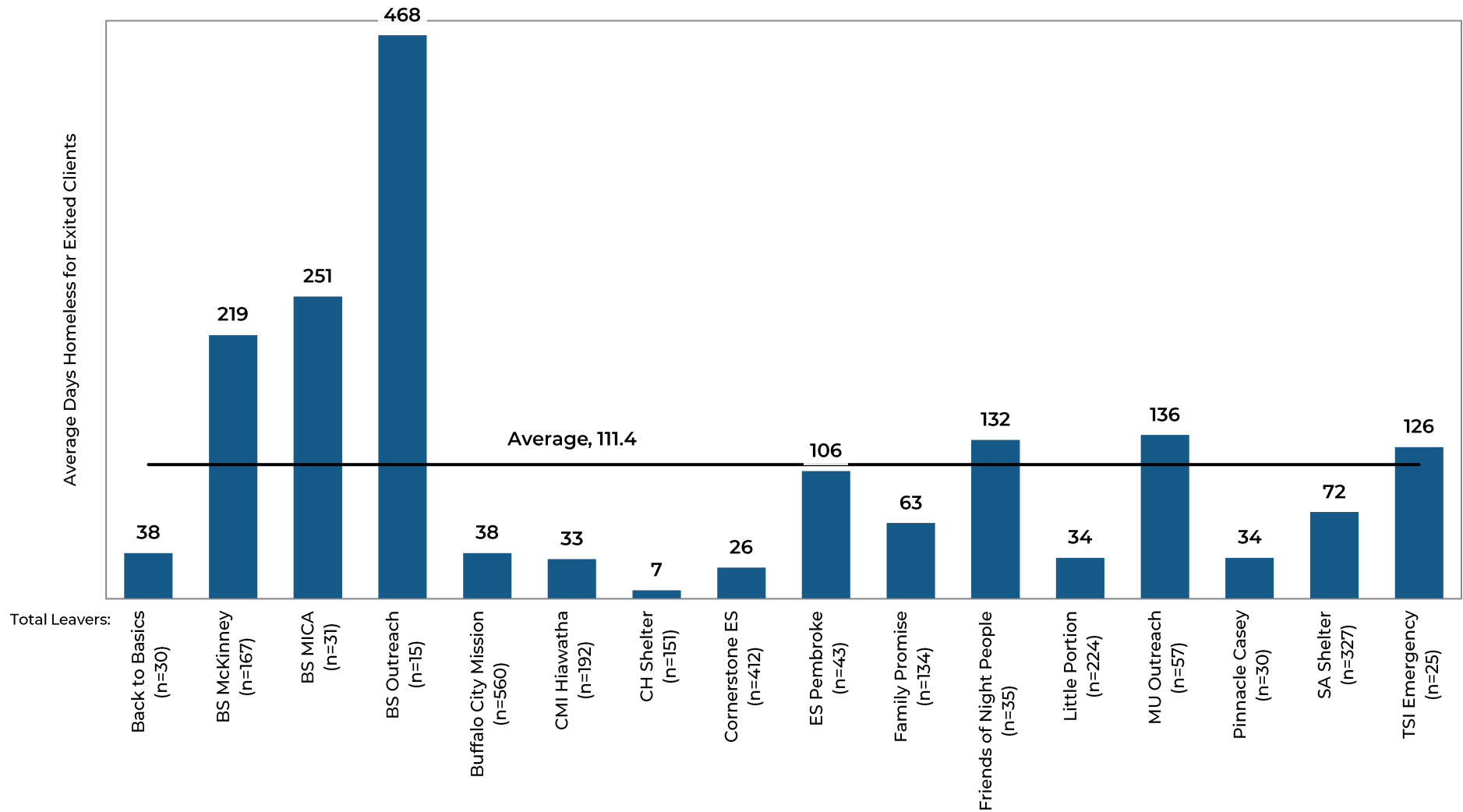
For ES projects, occupancy is measured in two ways. The second, shown here, is the number of households active in each ES project on the last night of the reporting period (6/30/2023) divided by the project's capacity (the number of beds or units in the project).



Length of Time Homeless

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

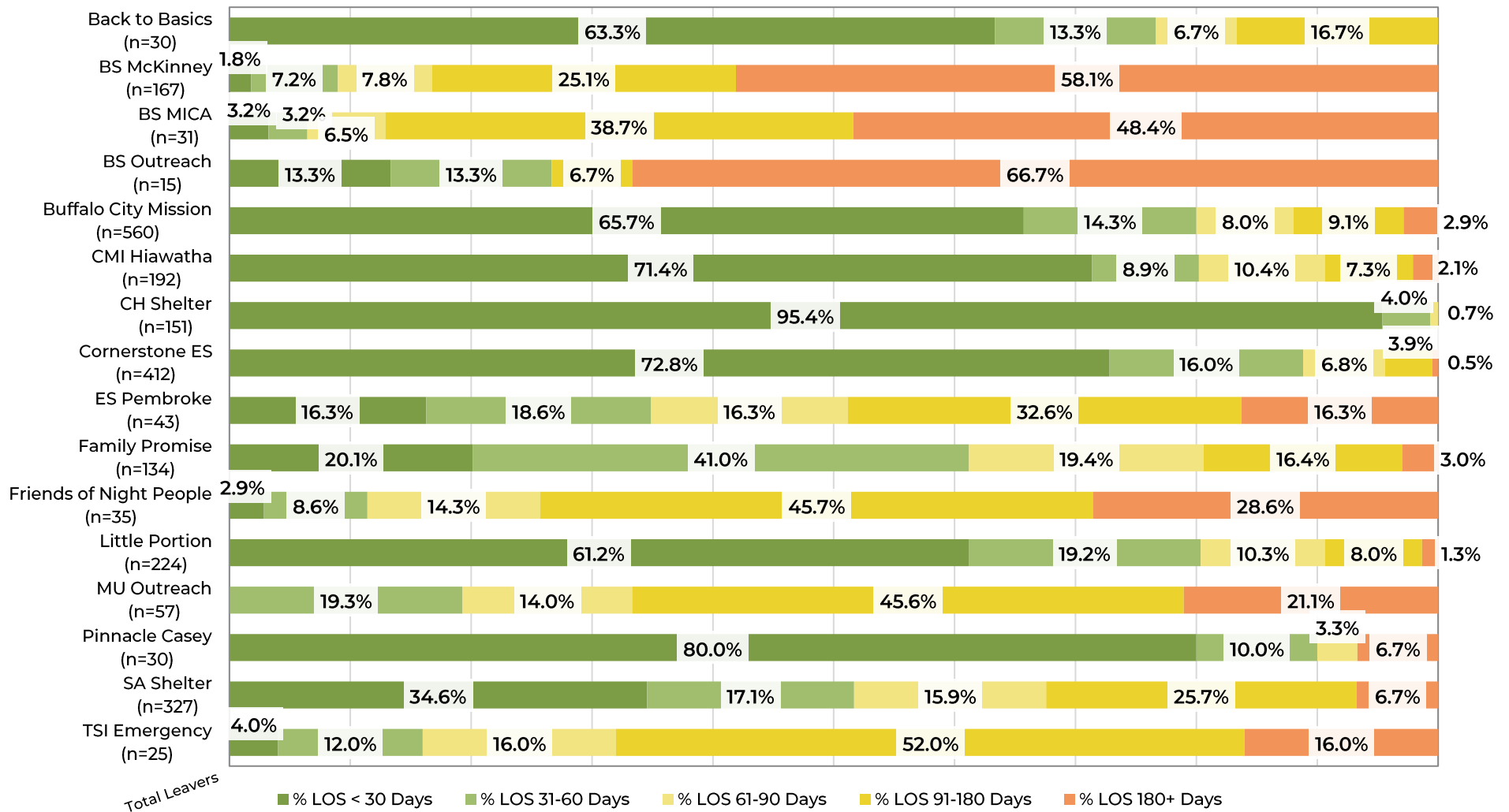
Average Length of Stay for Leavers (ES, SO, and SSO)



Length of Time Homeless - Detailed

The previous measure shows the overall average length of stay for clients who exited the project during the reporting period, whereas this chart shows the proportion of clients whose length of stay was within the specified day range.

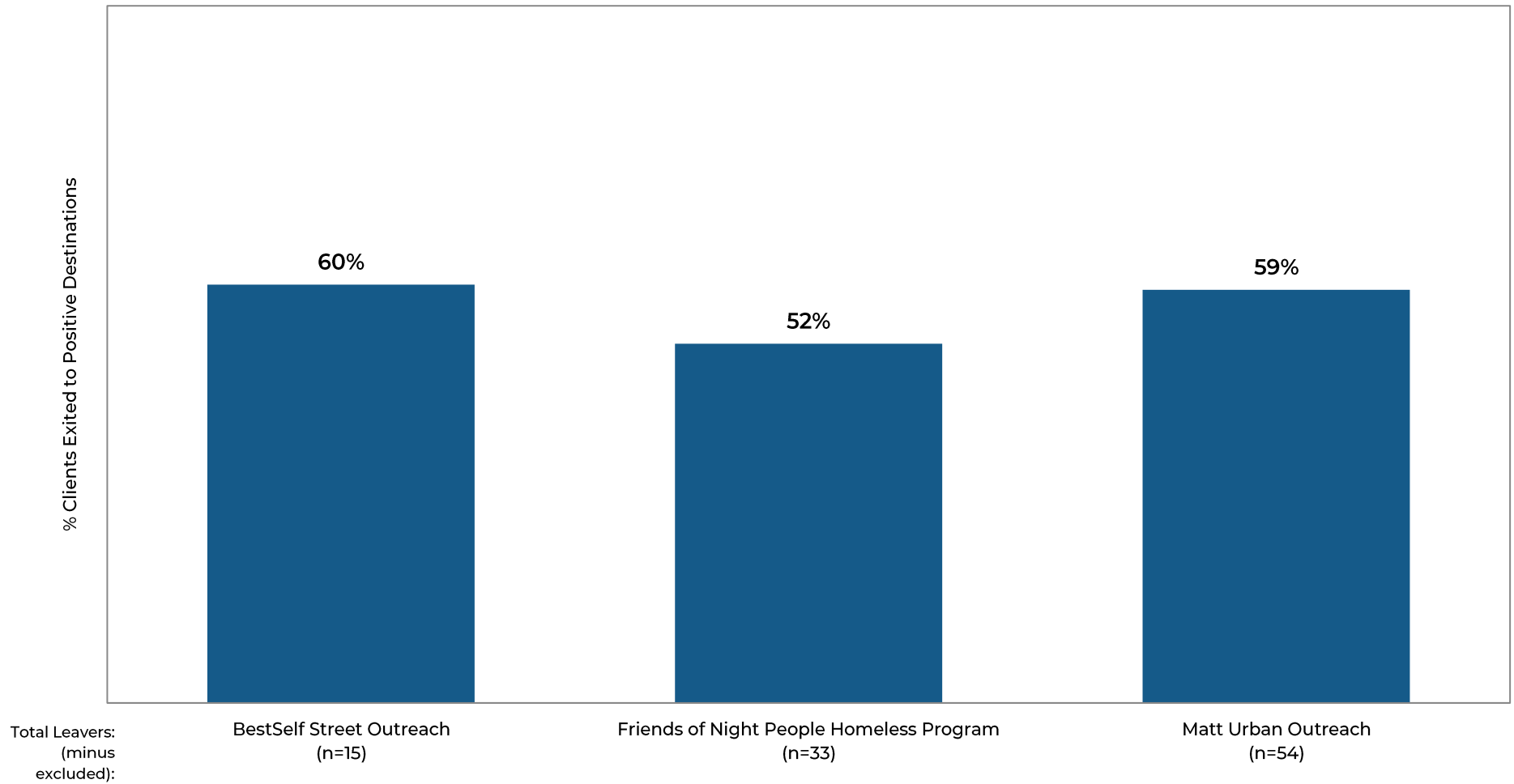
Length of Stay for Leavers - Detailed (ES, SO & SSO)



Exits to Positive Destinations

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).

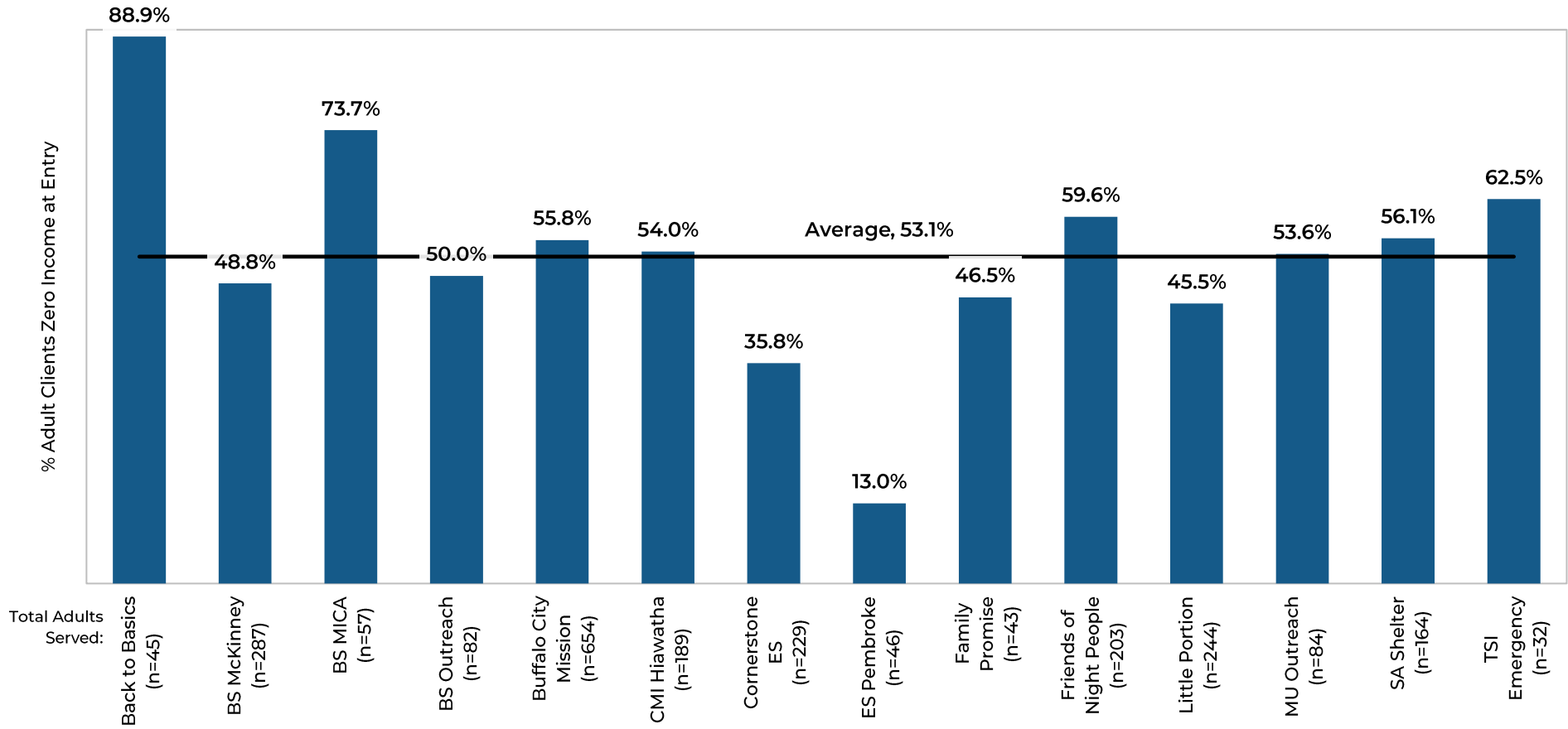
Exits to Positive Destinations (SO)



Zero Income at Entry

This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.

Clients with Zero Income at Entry (ES, SO, and SSO)



CV Rapid Re-housing (CV RRH) Projects

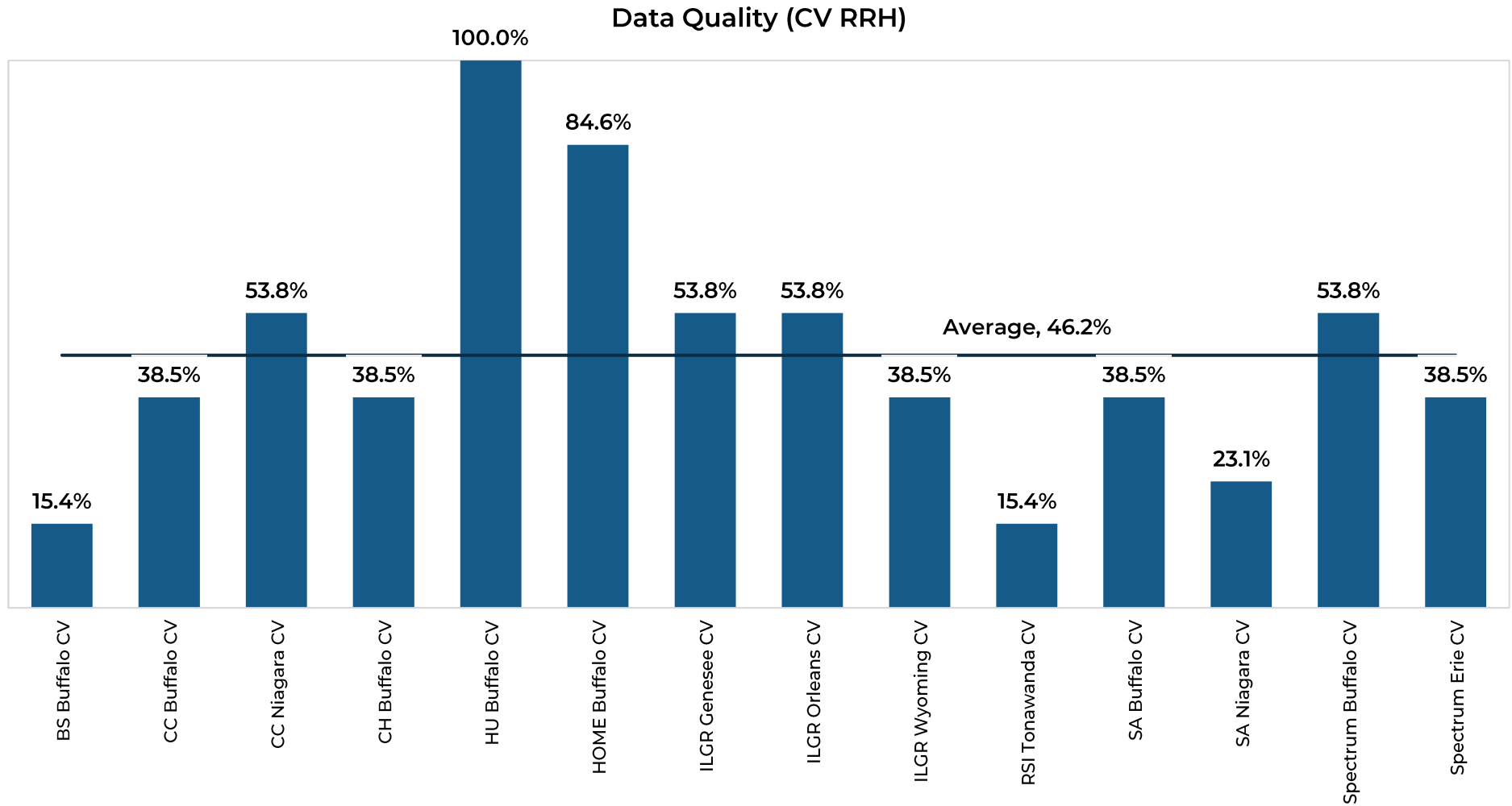
CV RRH is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenet-based rental assistance and supportive services to households experiencing homelessness funded through the CARES Act.

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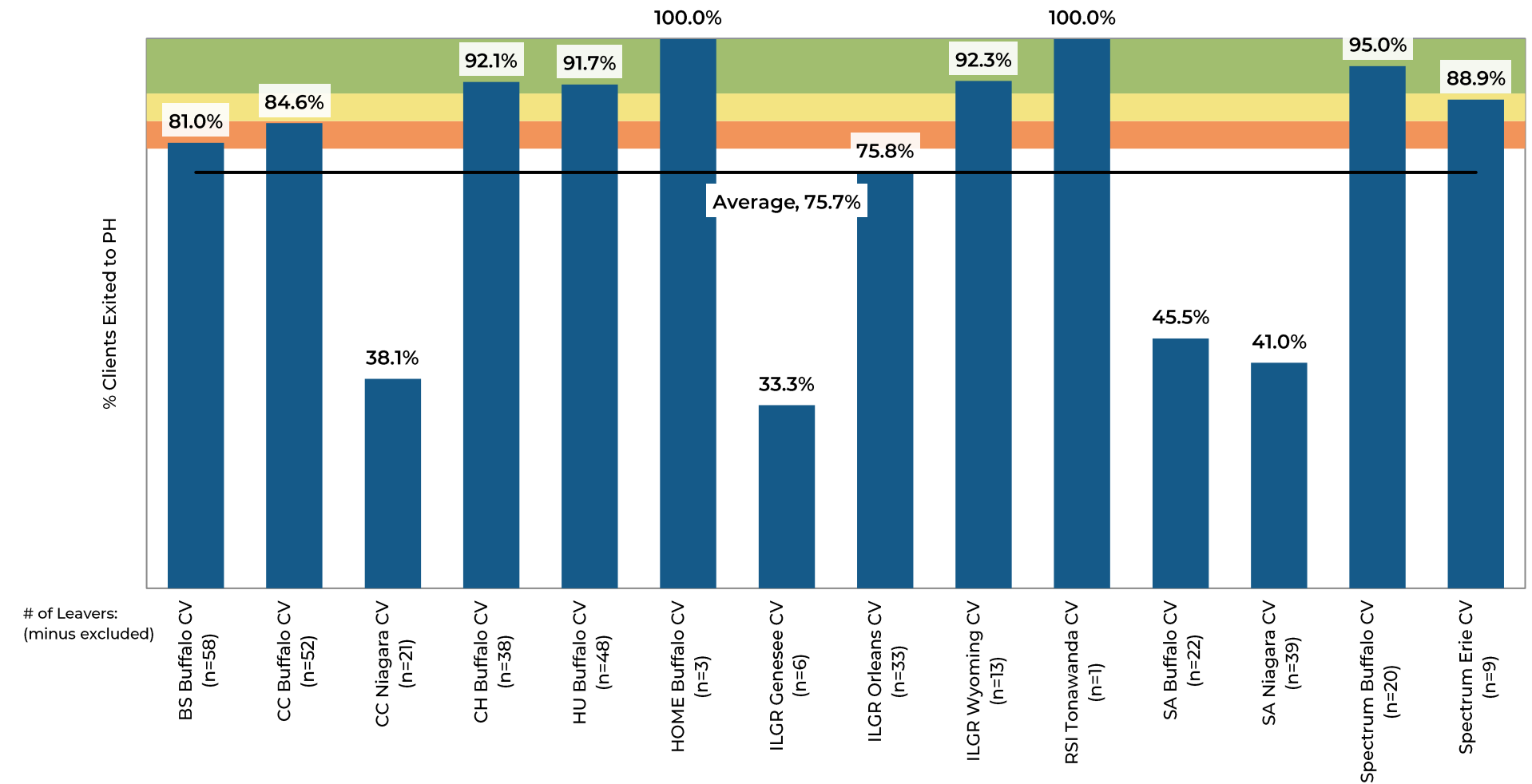
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Exits to Permanent Housing

This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers). The benchmark for RRH projects is the national benchmark of 80%.

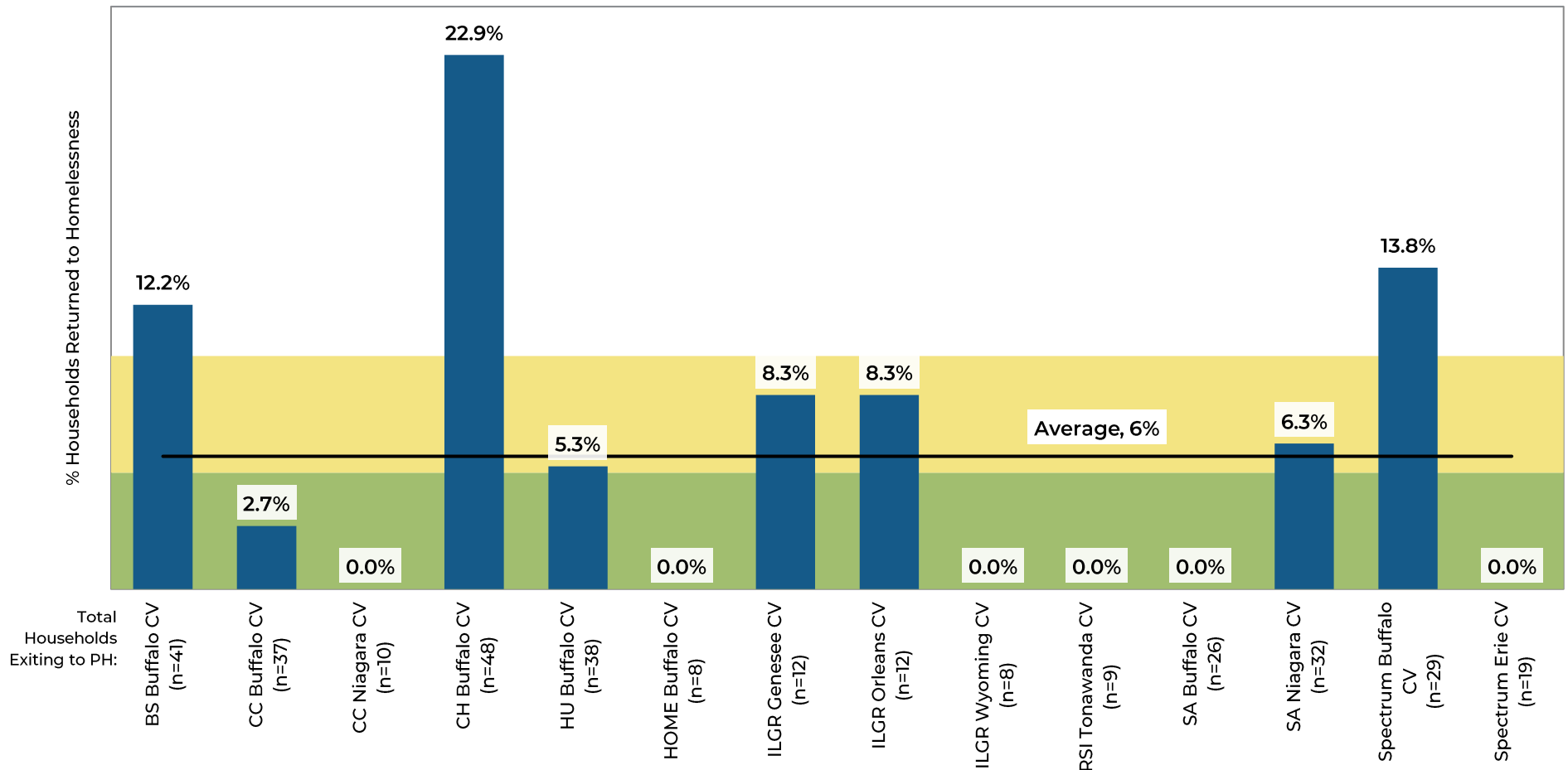
Exits to PH (CV RRH)



Returns to Homelessness

This measure looks at those clients who exited to PH from a service project between 1/1/2022-6/30/2023 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 7/1/2022. The local benchmark for this measure is 10% or less.

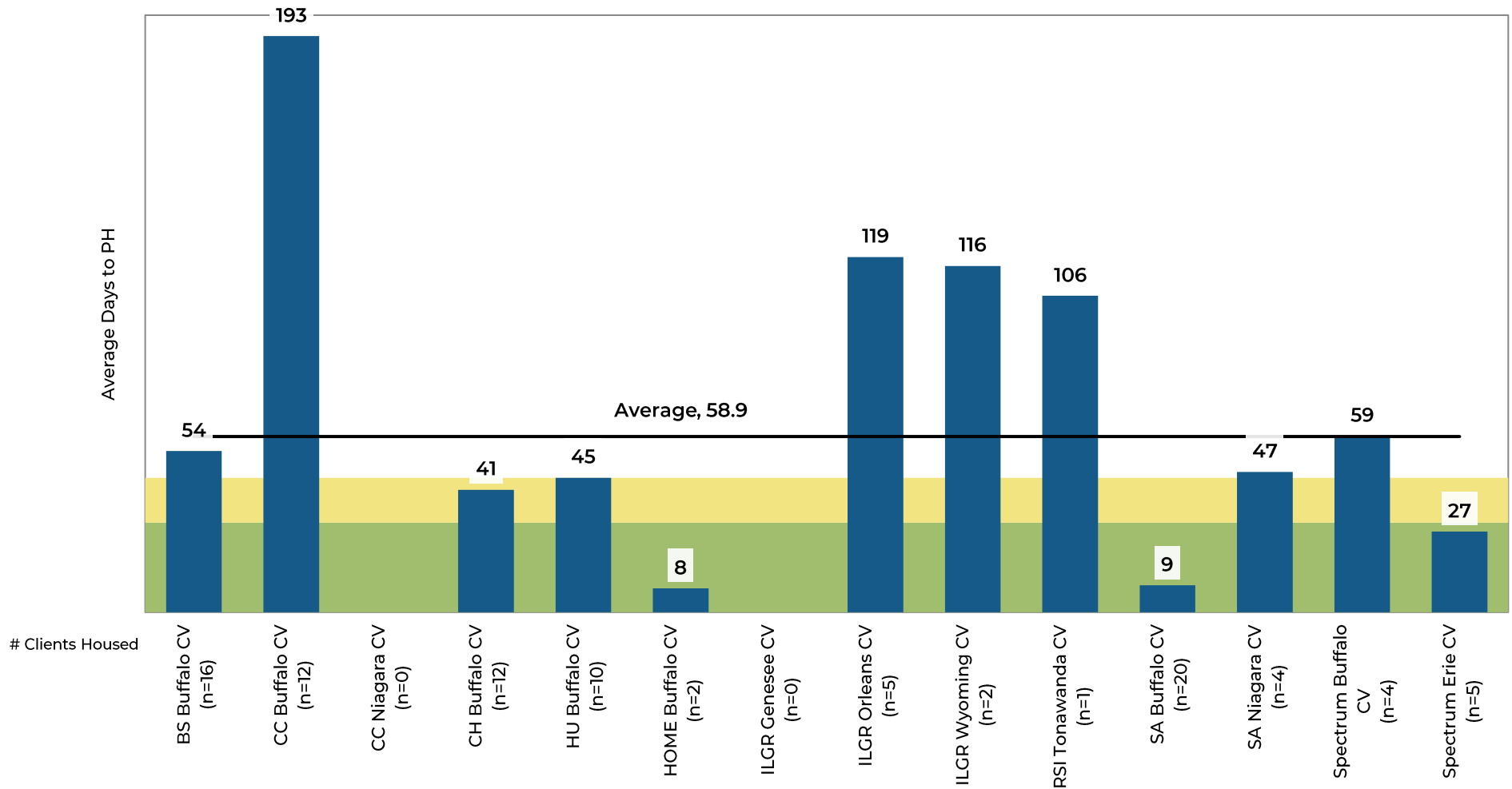
Returns to Homelessness After Exiting to PH (CV RRH)



Time to Permanent Housing

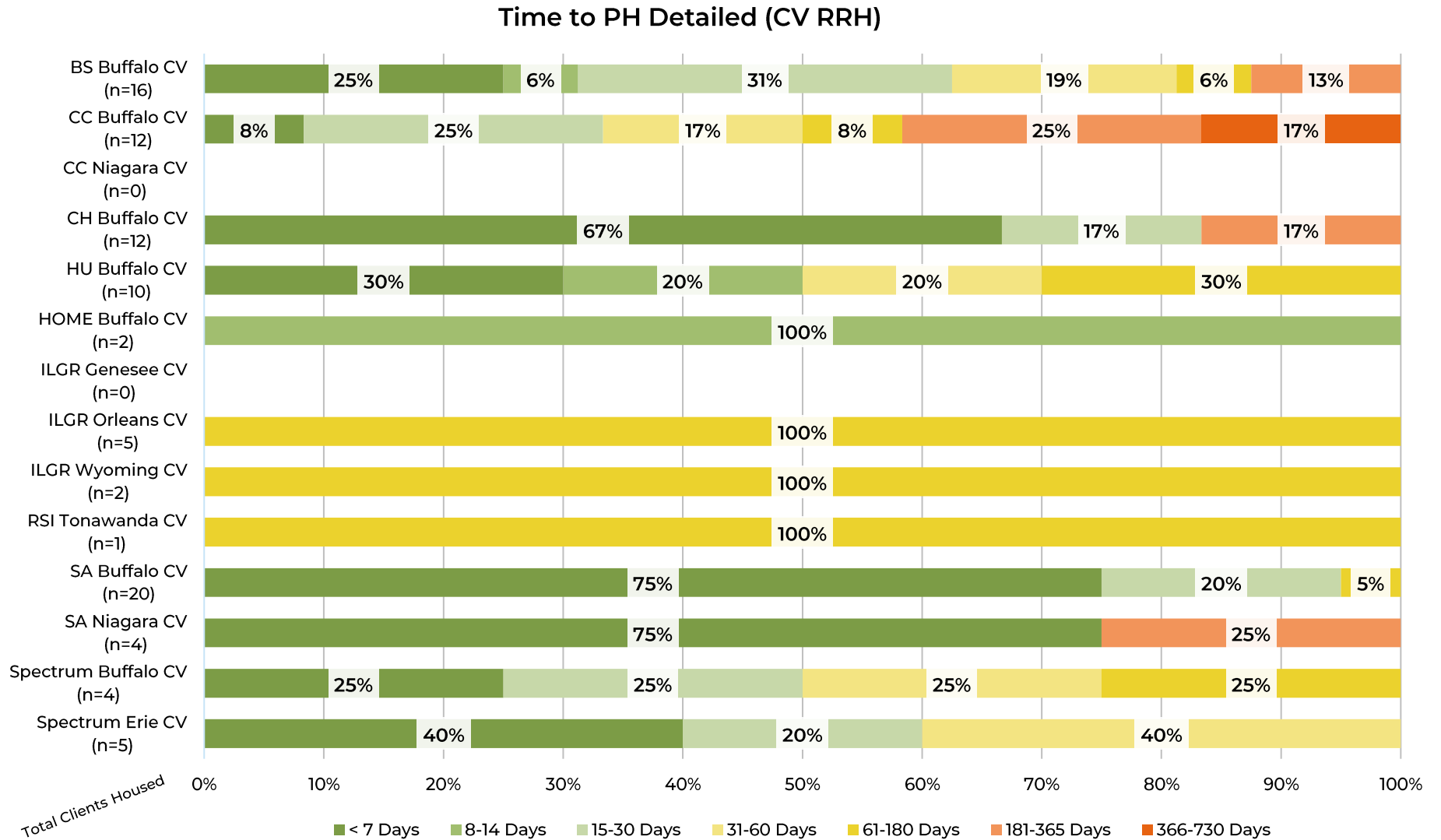
This measure is the average number of days from the project entry date to the permanent housing move-in date. The NAEH benchmark for this measure is 30 days or less. The local benchmark for this measure is 45 days or less.

Days from Entry to PH (CV RRH)



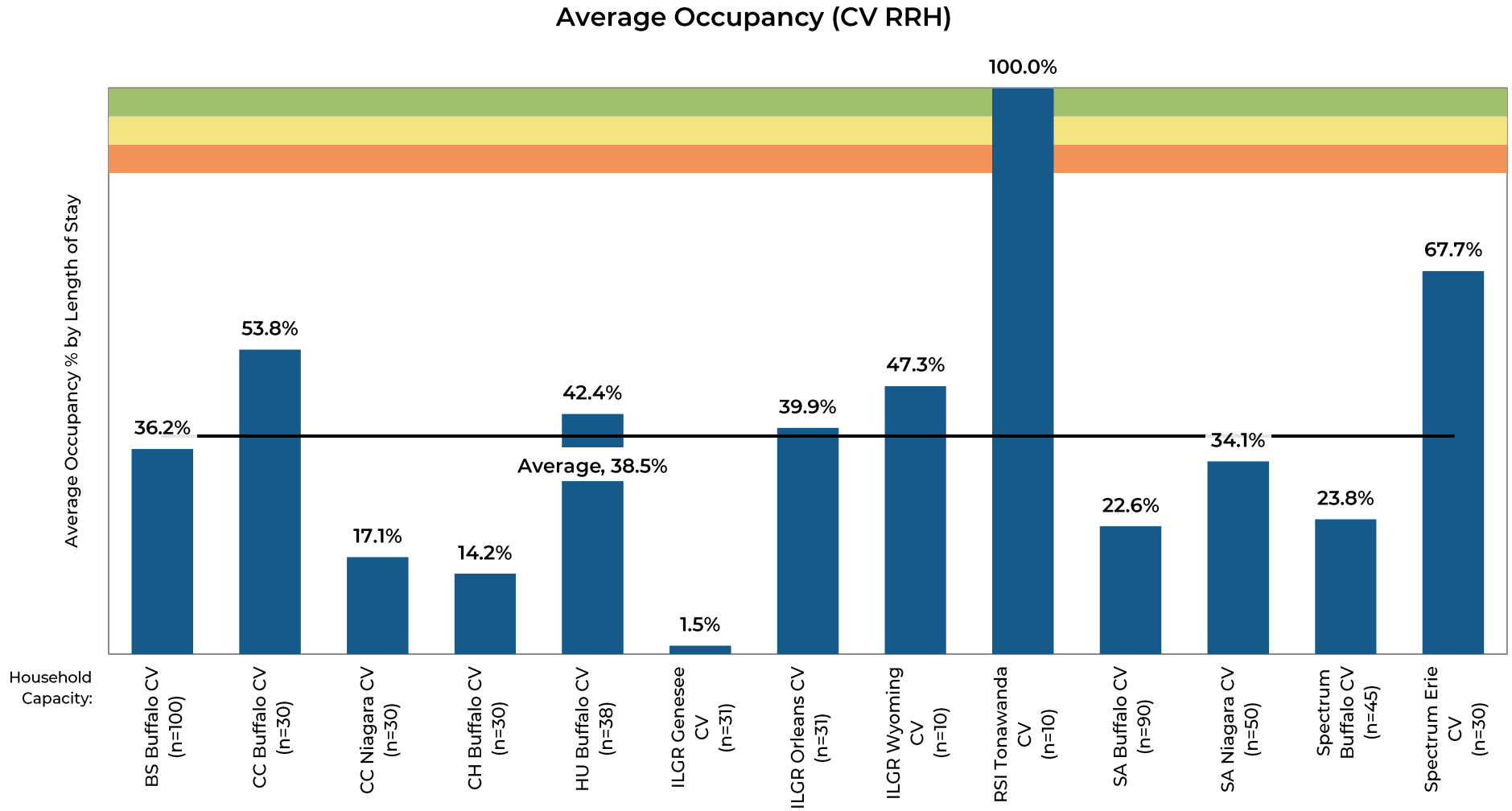
Time to Permanent Housing - Detailed

The previous measure shows the overall average length of time from project entry to permanent housing move-in date in each project, whereas this chart shows the proportion of clients whose time to PH was within the specified day range.



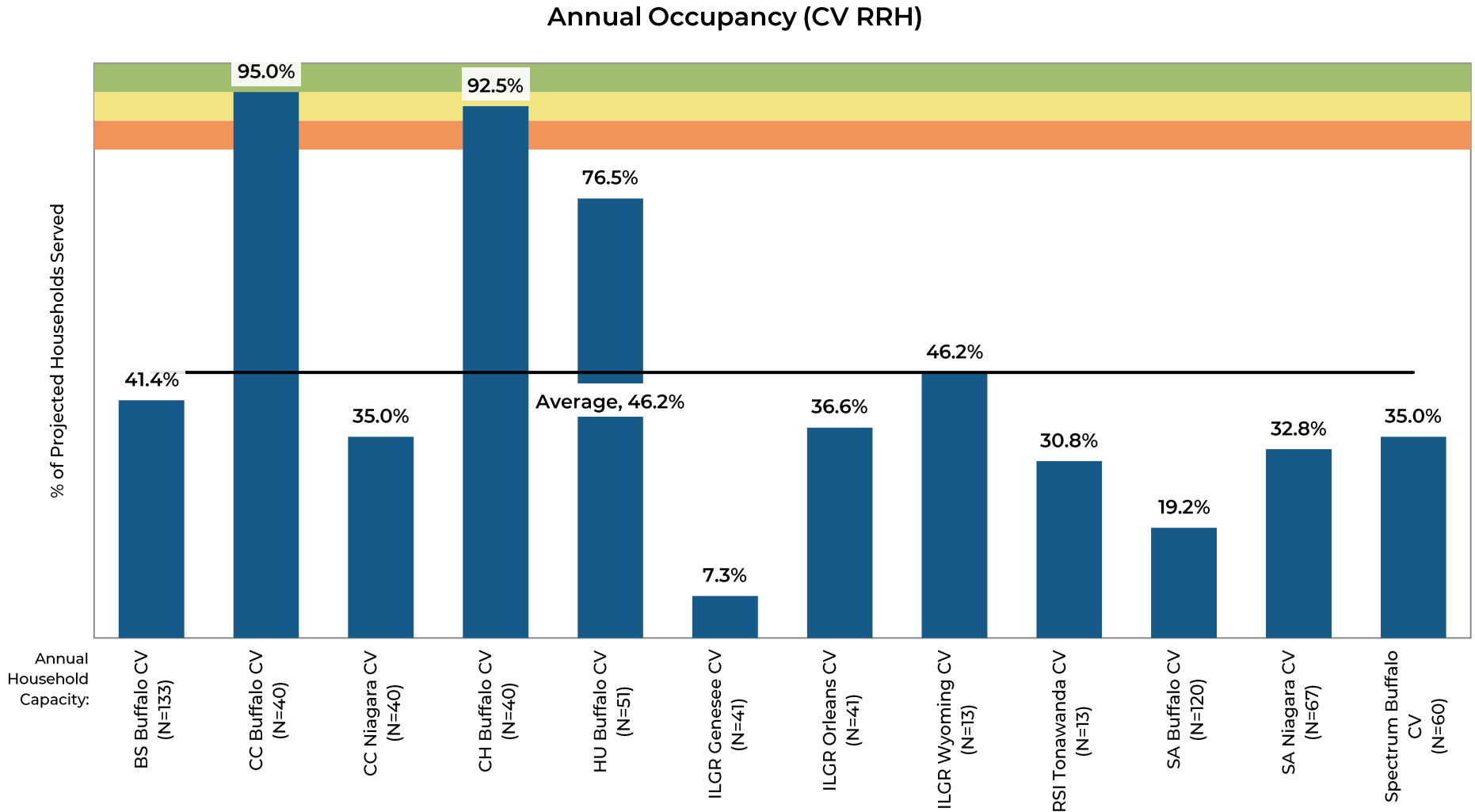
Average Occupancy

For CV RRH projects, occupancy is measured in two ways. The first, shown here, averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of households the project can serve at one time). The local benchmark for this measure is 85% or greater.



Annual Occupancy

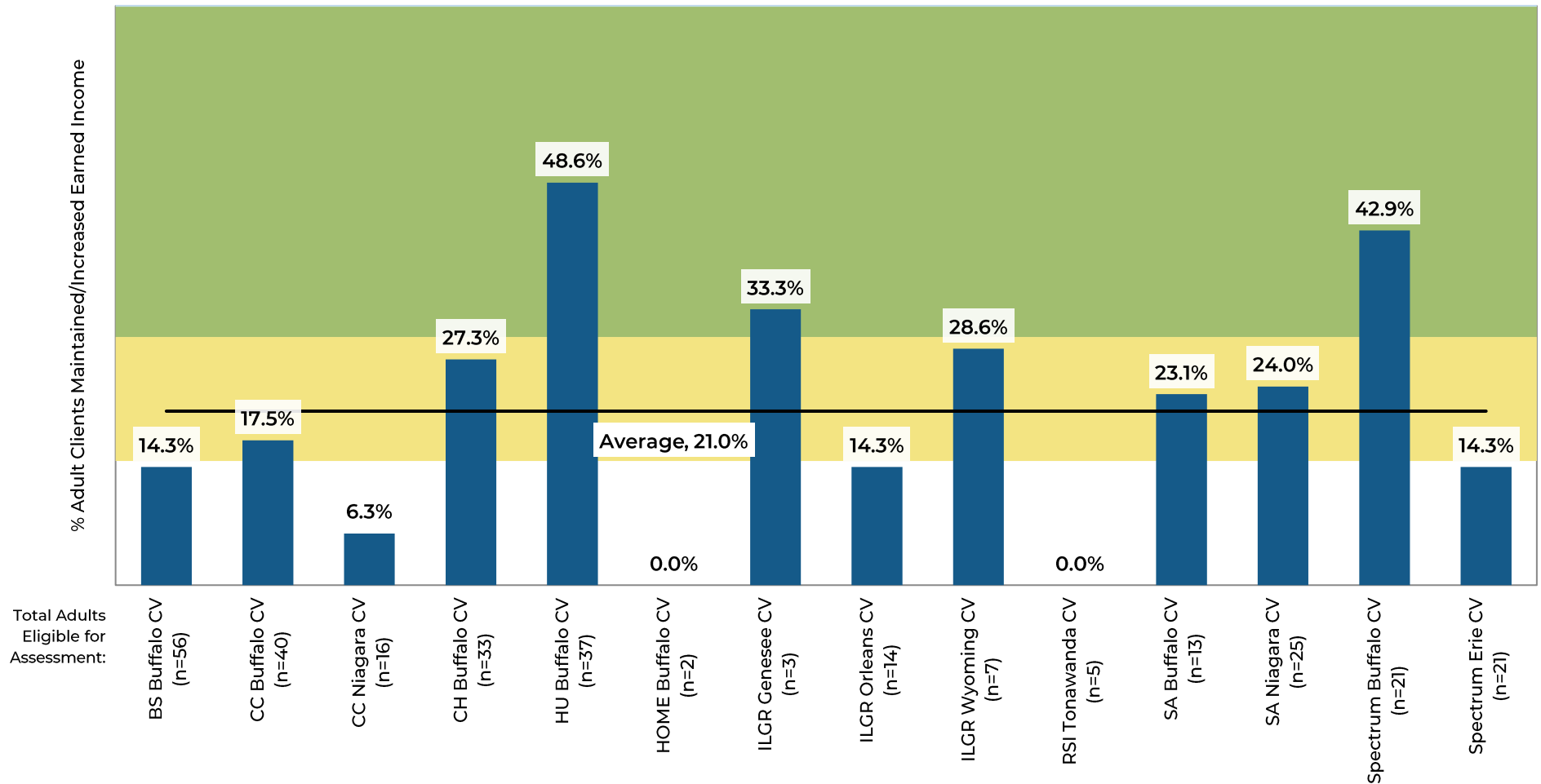
For CV RRH projects, occupancy is measured in two ways. The second, shown here, is number of households served during the reporting period divided by the project’s annual household capacity (the number of households each project expected to serve over the course of one year).



Maintained or Increased Earned Income

This measure is calculated by dividing the number of adults who maintained or gained employment from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers). The local benchmark for this measure is 15% or greater.

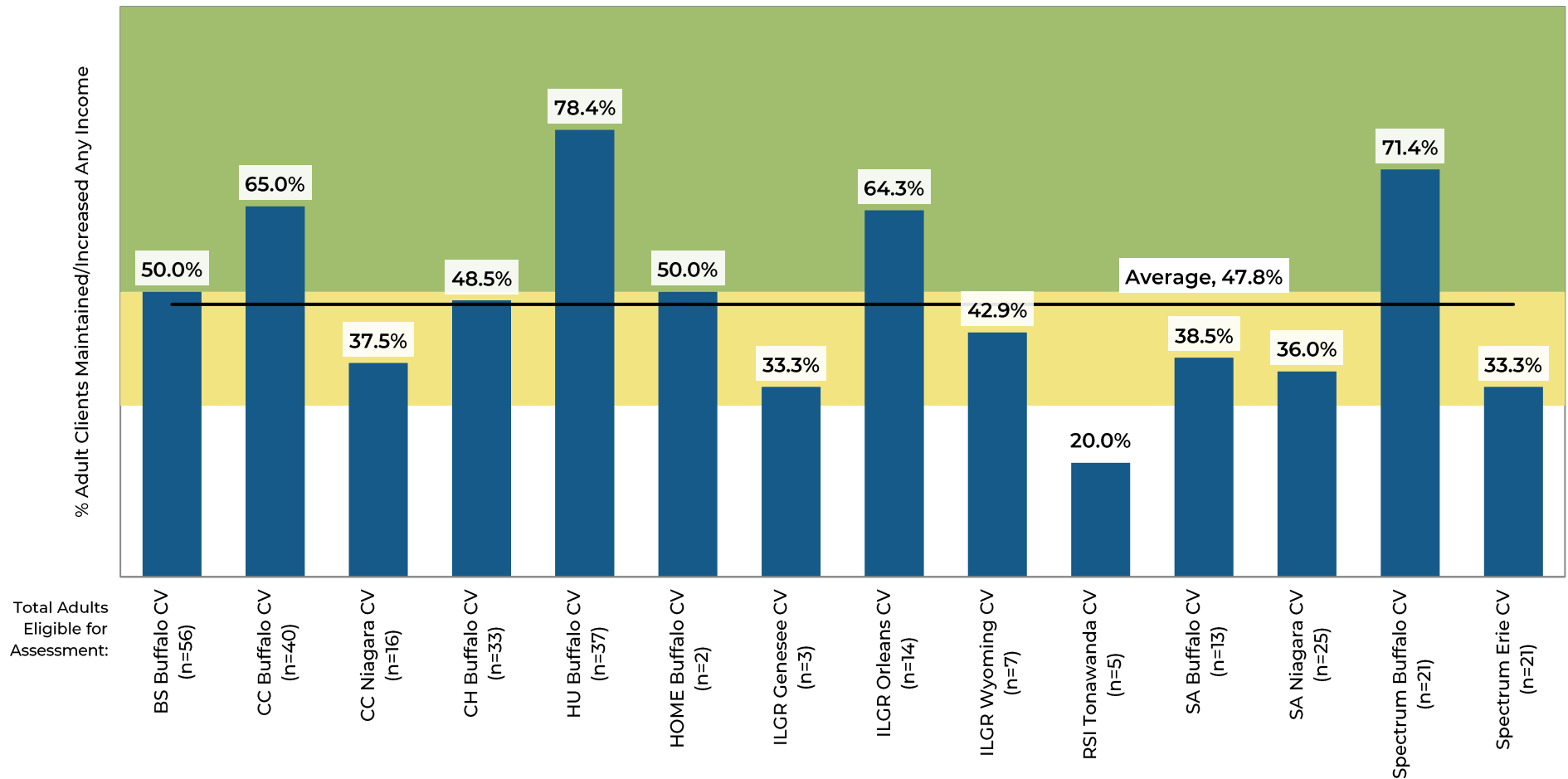
Adults with Maintained/Increased Earned Income (CV RRH)



Maintained or Increased Any Income

This measure is calculated by dividing the number of adults who maintained or gained income from employment or cash benefits from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers). The local benchmark for this measure is 30% or greater.

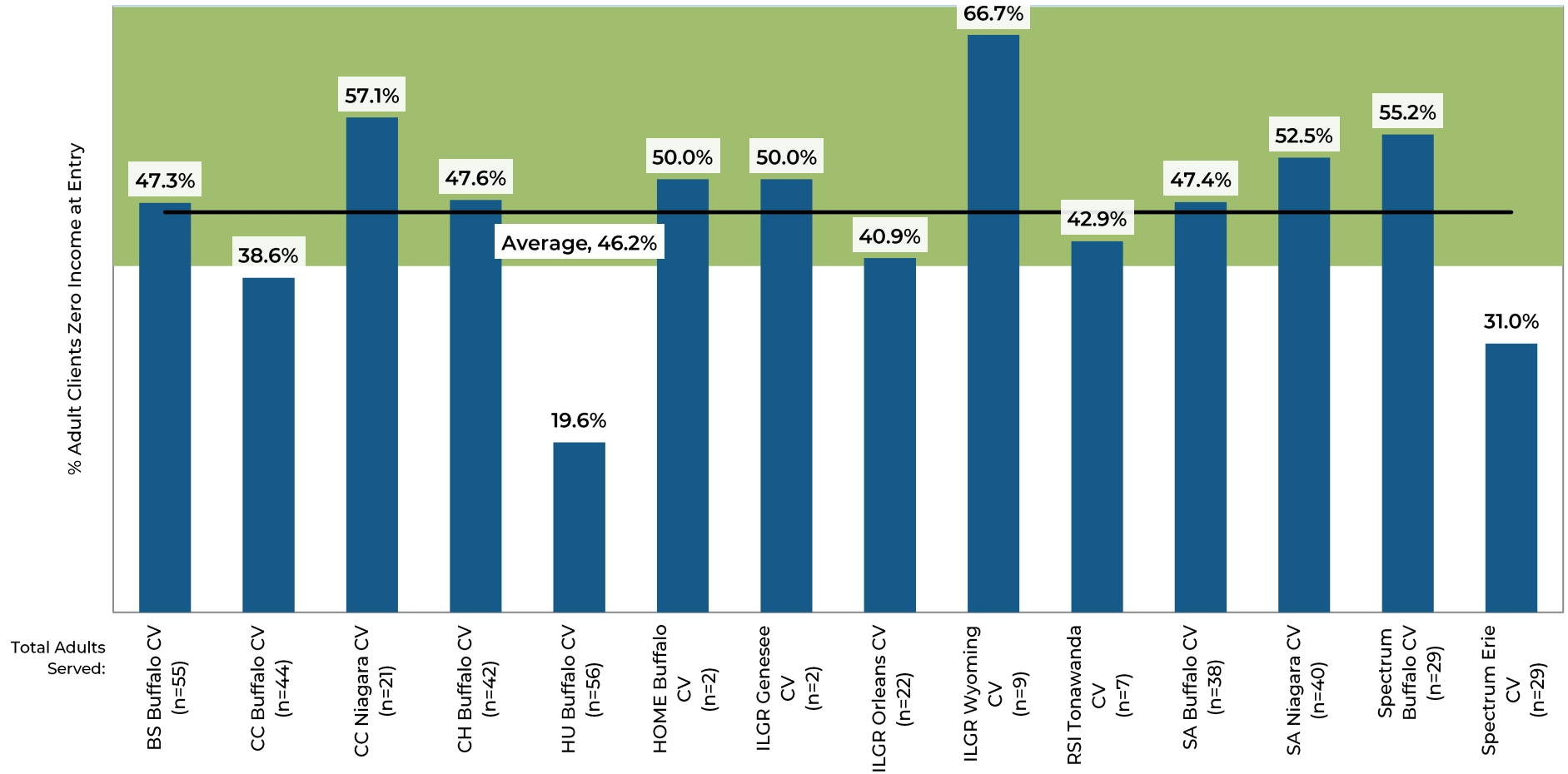
Adults with Maintained/Increased Any Income (CV RRH)



Zero Income at Entry

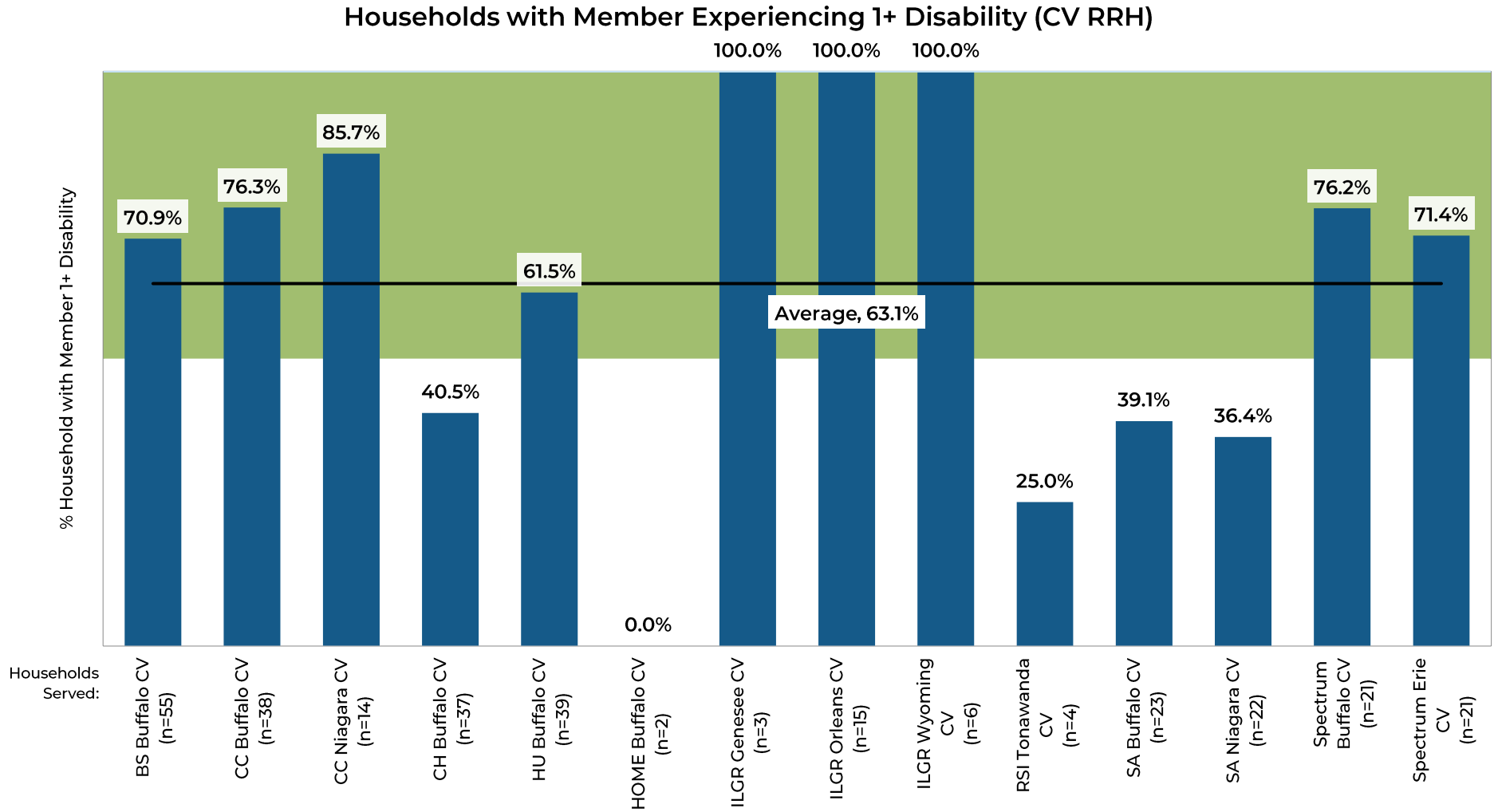
This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.

Clients with Zero Income at Entry (CV RRH)



One or More Disability

This measure is calculated by dividing the number of clients with one or more disabilities by the number of households served.



Projects In This Report

PSH	RRH
BestSelf Chronic Homeless Program (BS Chronic)	CMI CoC RRH (CMI CoC)
BestSelf CoC I (BS CoC I)	Compass House CoC Joint RRH (CH CoC Joint)
BestSelf Harambe House (BS Harambe)	Compass House ESG RRH (CH ESG)
Cazenovia Chronic Homeless Program (Caz Chronic)	Compass House YHDP Joint RRH (CH YHDP Joint)
Cazenovia Niagara Falls S+C (Caz Niagara S+C)	Hispanos Unidos RRH I (HU I)
Evergreen Housing First (Evergreen H1st)	Hispanos Unidos RRH II (HU II)
Gerard Place PSH for Families (Gerard Place)	ILGR CoC RRH (ILGR CoC)
LOD CoC I (LOD CoC I)	Matt Urban CoC RRH (MU CoC)
LOD CoC III (LOD CoC III)	Restoration Society CoC RRH (RSI CoC)
Matt Urban Hope Gardens (MU Hope Gardens)	Restoration Society County ESG RRH (RSI ESG)
Matt Urban Housing First (MU H1st)	Soldier On SSVF RRH (Soldier On SSVF)
Restoration Society CoC II (RSI CoC II)	Veterans One Stop Center SSVF RRH (VOC SSVF)
Spectrum Chronically Homeless PSH I (Spectrum Chronic)	
Spectrum CoC II (Spectrum CoC II)	
TSI CoC I (TSI CoC I)	
TSI CoC II (TSI CoC II)	
WNY Veterans Housing Coalition S+C VI (WNY Vet S+C VI)	

TH
Altamont Veterans Program Buffalo (Altamont)
Buffalo City Mission Dream TH (BCM Dream)
Cornerstone-Transitional (Cornerstone TH)
Jericho Road Community Health Center - VIVE (JR VIVE)

ES, SO, and SSO	CV RRH
Back to Basics (Back to Basics)	BestSelf Buffalo City CV ESG RRH (BS Buffalo CV)
BestSelf McKinney (BS McKinney)	Catholic Charities Buffalo City CV ESG RRH (CC Buffalo CV)
BestSelf MICA (BS MICA)	Catholic Charities Niagara Falls CV ESG RRH (CC Niagara CV)
BestSelf Street Outreach (BS Outreach)	Compass House Buffalo City CV ESG RRH (CH Buffalo CV)
Buffalo City Mission (Buffalo City Mission)	Hispanos Unidos Buffalo City CV ESG RRH (HU Buffalo CV)
CMI Hiawatha ES (CMI Hiawatha)	Housing Opportunities Made Equal Buffalo CV ESG RRH (HOME Buffalo CV)
Compass House Emergency Shelter (CH Shelter)	ILGR Genesee NYS CV ESG RRH (ILGR Genesee CV)
Cornerstone-Emergency (Cornerstone ES)	ILGR Orleans NYS CV ESG RRH (ILGR Orleans CV)
Eagle Star-Pembroke ES (ES Pembroke)	ILGR Wyoming NYS CV ESG RRH (ILGR Wyoming CV)
Family Promise (Family Promise)	Restoration Society Inc. Tonawanda CV ESG RRH (RSI Tonawanda CV)
Friends of Night People Homeless Program (Friends of Night People)	Salvation Army Buffalo City CV ESG RRH (SA Buffalo CV)
Little Portion Friary Shelter (Little Portion)	Salvation Army Niagara NYS CV ESG RRH (SA Niagara CV)
Matt Urban Outreach (MU Outreach)	Spectrum Buffalo City CV ESG RRH (Spectrum Buffalo CV)
Pinnacle Casey House Teen Shelter (Pinnacle Casey)	Spectrum Erie County CV ESG RRH (Spectrum Erie CV)
Salvation Army of Buffalo - Emergency Family Shelter (SA Shelter)	
TSI Emergency Housing Service (TSI Emergency)	