

***Rolling 12-Month  
Performance  
Report for the NY-508  
Continuum of Care:  
4/1/2021- 3/31/2022***



# CoC Performance Report Info:

This report is created with HMIS data captured in June 2022. This report covers all homeless service providers who use HMIS within the CoC – Erie, Niagara, Genesee, Orleans, and Wyoming counties. Most of the data/measures in this report are obtained from and matched to HUD Annual Performance Report and System Performance. The intent of this 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, and 3. To evaluate our CoC's system performance. If you have any questions, please contact the Homeless Alliance of WNY.

Parts of charts in this report were designed specifically for programs that receive CoC funding so they can compare how they are doing to other CoC-funded programs. These charts assign point values to measures that are used to rank CoC-funded programs and are only posted as a reference for these programs. They do not reflect the ranking for next year's funding competition as these things are subject to change.

## Glossary of Acronyms

APR: Annual Performance Report that HUD requires for all the CoC funded programs	SH: Safe Haven
CH: Chronically Homeless	SO: Street Outreach
CoC: Continuum of Care	TAY: Transition Age Youth Vulnerability Index-Service Prioritization Decision Assistance Tool
ESG: Emergency Solutions Grants	TH: Transitional Housing
ES: Emergency Shelter	RHY: Runaway Homeless Youth
HMIS: Homeless Management Information System, is also referred to as Bas-Net (Buffalo Area Services Network)	RRH: Rapid Rehousing
NAEH: National Alliance to End Homelessness	VI-SPDAT: Vulnerability Index-Service Prioritization Decision Assistance Tool for Individuals
PH: Permanent Housing destination	VI-F-SPDAT: Vulnerability Index-Service Prioritization Decision Assistance Tool for Families
PSH: Permanent Supportive Housing for Formerly Homeless Persons	

**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. To reflect 2017 HUD Data Standard updates, **the following are excluded from calculation: foster care, hospital, long term care facility or nursing home, deceased.**

**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, places not meant for human habitation, and "other" destinations such as "Client doesn't know", "Client refused", "Data not collected", "No exit interview completed", and "Other".

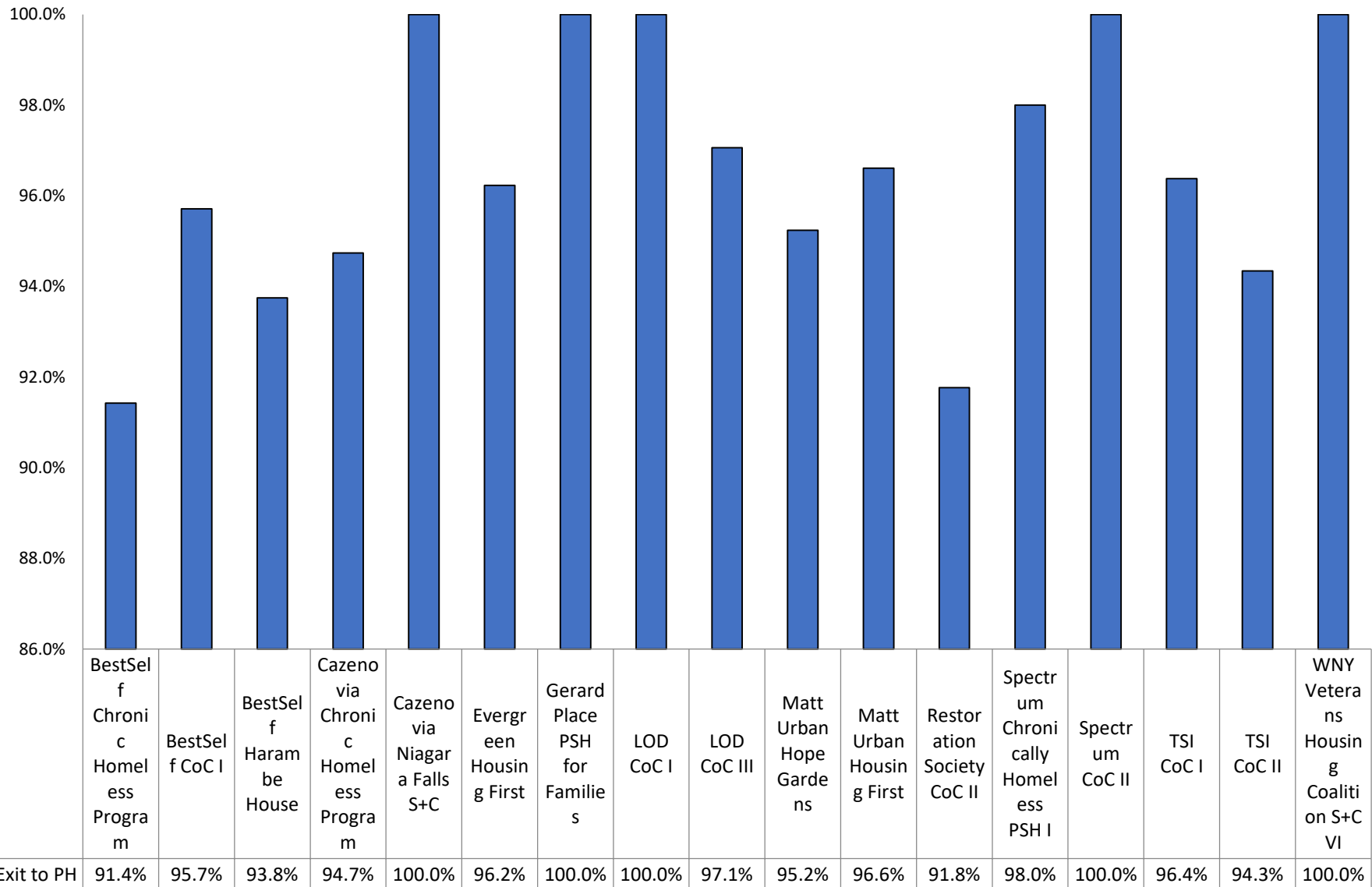
# **Permanent Supportive Housing Providers Housing Measures:**

All charts measuring exits exclude people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes. The # of program leavers is included in some of the charts to show the total number of exits from each program. VI Scores exclude veterans.

## Remained and Exited to Permanent Housing (PH)

This measure includes those who remained in the PSH program and those who exited to permanent housing destinations. The local benchmark for this measure is the average of all programs.

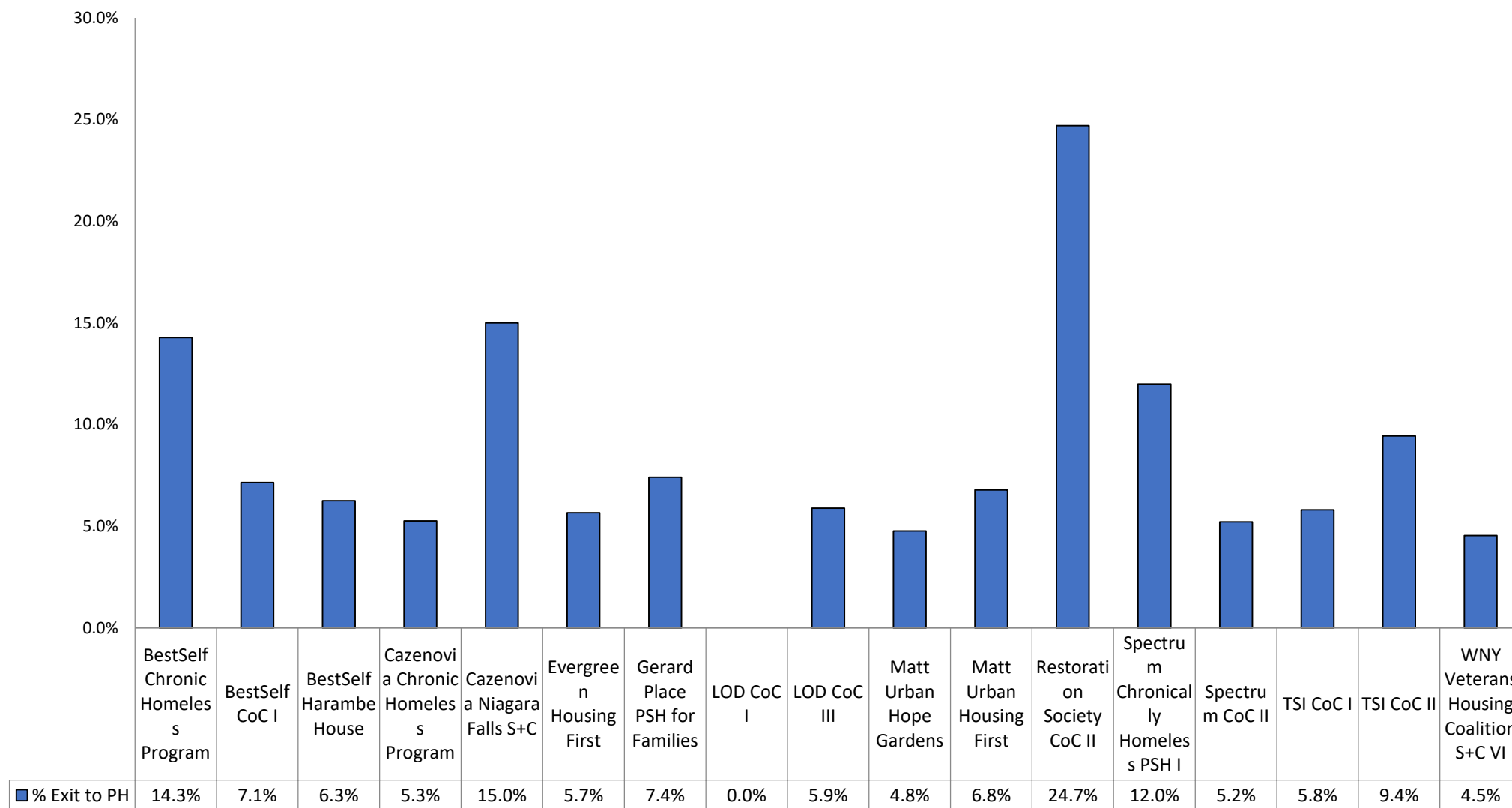
### % Remain + Exit to PH



## Positive Turnover Rates

This measure includes only those who left the program and exited to permanent housing destinations based on the total number of clients served. It does not include people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes

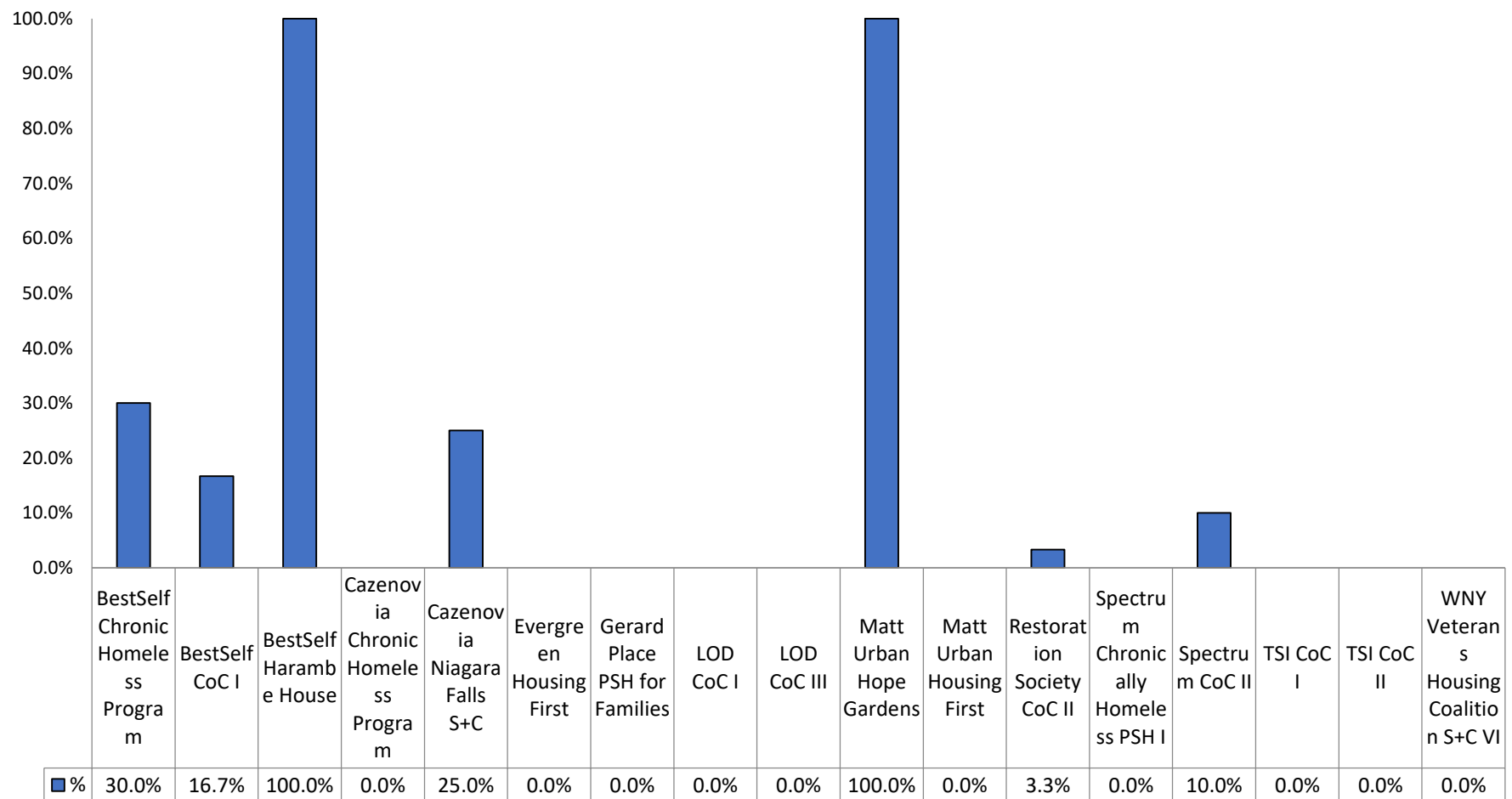
**% Exit to PH**



## Returns to Homelessness

The data in this quarterly report looks at those who exited to a permanent destination from a service provider between 10/1/2019 and 3/31/2021 and returned to homelessness (measured by a new entry date at a service provider) within the following six months, beginning on 4/1/2020. This measure reflects our CoC's goal of reducing the number of people who return to homelessness.

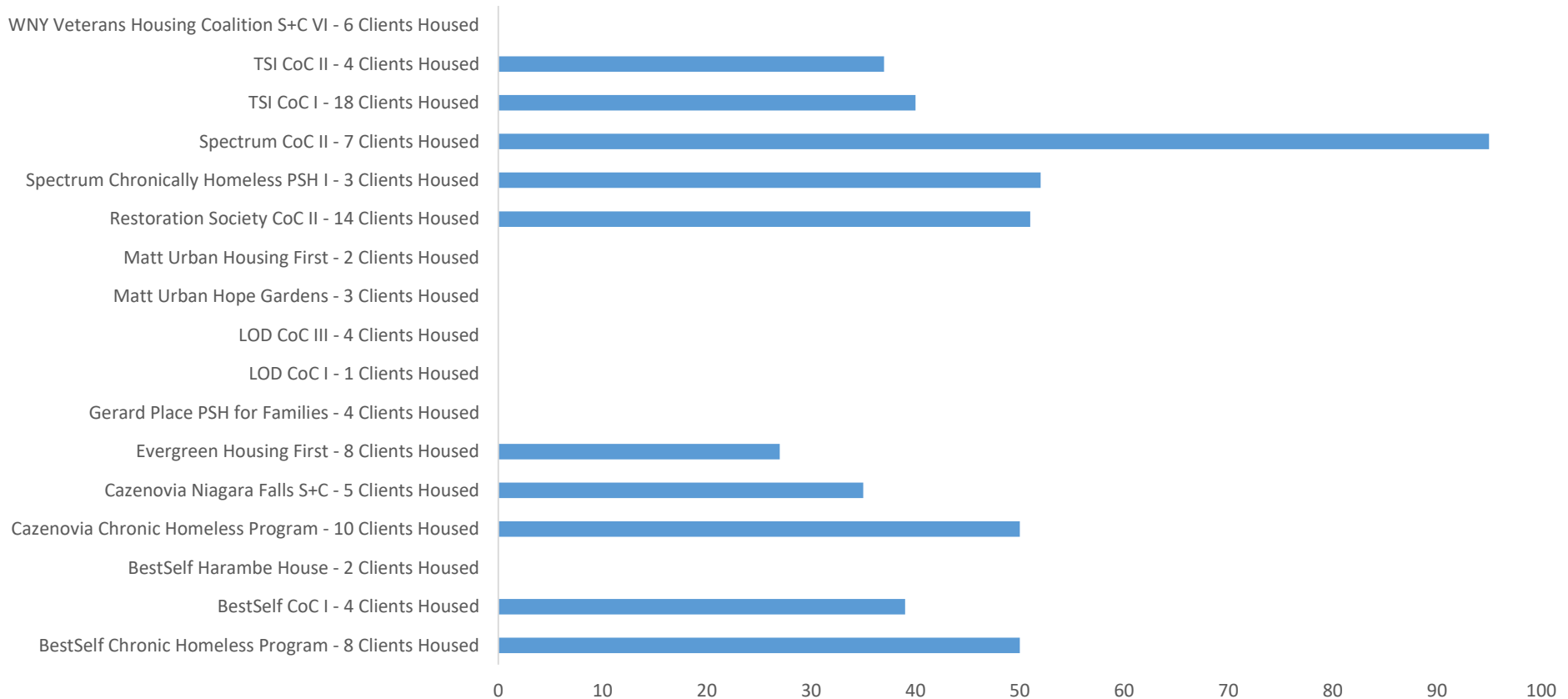
Recidivism % of Program Leavers



## Length of Time from Program Entry to Move-In Date

For PSH programs, this measure is an average number of days from program admission date to move-in date based on HMIS standard set on October 1, 2017. The HUD benchmark is 90 days. The data included in this chart only considers clients with a move-in date during the reporting period.

LOT (Days) to Move-In PSH

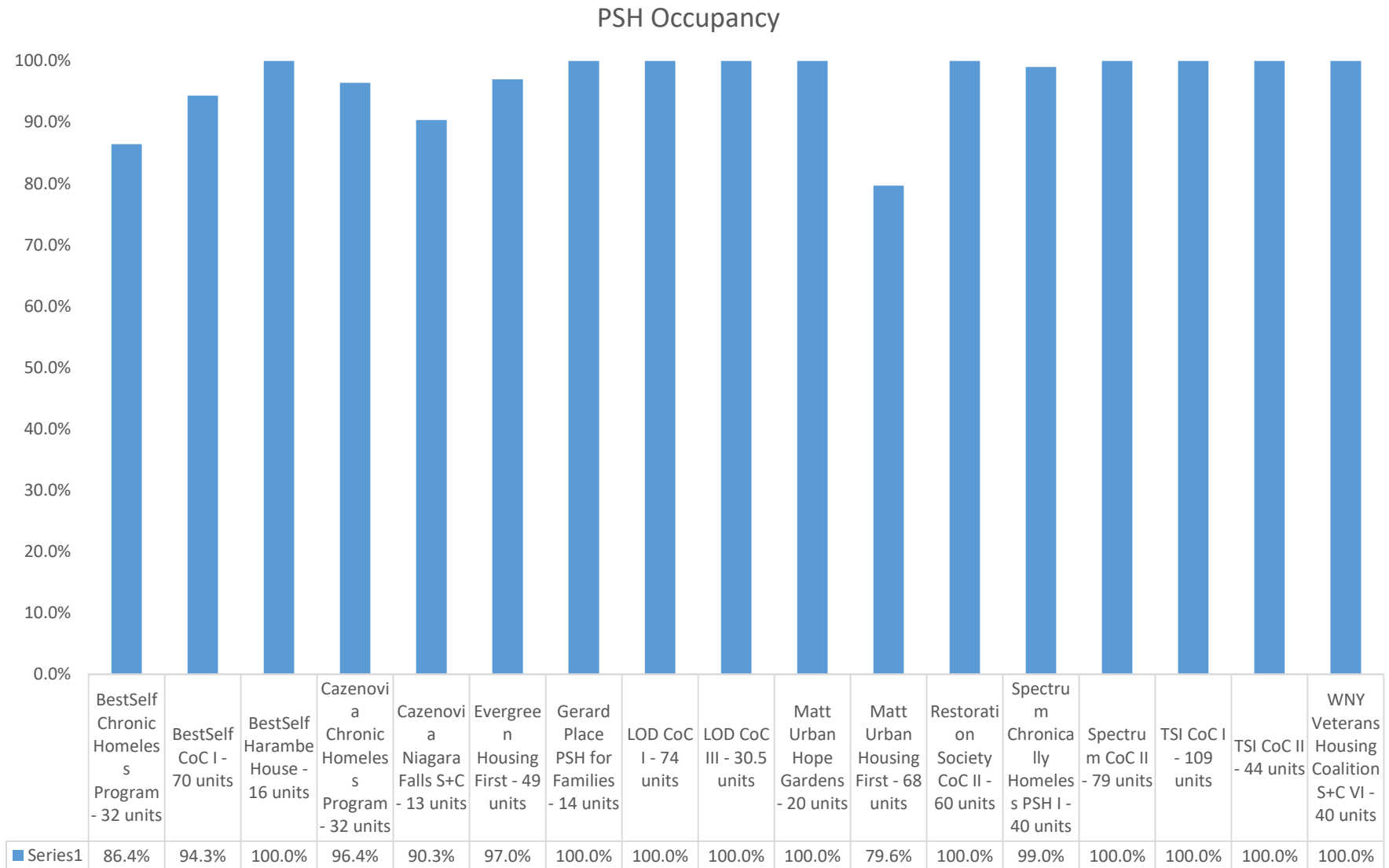


	BestSelf Chronic Homeless Program - 8 Clients Housed	BestSelf CoC I - 4 Clients Housed	BestSelf Harambe House - 2 Clients Housed	Cazenovia Chronic Homeless Program - 10 Clients Housed	Cazenovia Niagara Falls S+C - 5 Clients Housed	Evergreen Housing First - 8 Clients Housed	Gerard Place PSH for Families - 4 Clients Housed	LOD CoC I - 1 Clients Housed	LOD CoC III - 4 Clients Housed	Matt Urban Hope Gardens - 3 Clients Housed	Matt Urban Housing First - 2 Clients Housed	Restoration Society CoC II - 14 Clients Housed	Spectrum Chronically Homeless PSH I - 3 Clients Housed	Spectrum CoC II - 7 Clients Housed	TSI CoC I - 18 Clients Housed	TSI CoC II - 4 Clients Housed	WNY Veterans Housing Coalition S+C VI - 6 Clients Housed
Series1	50	39	0	50	35	27	0	0	0	0	0	51	52	95	40	37	0



## Occupancy Rate

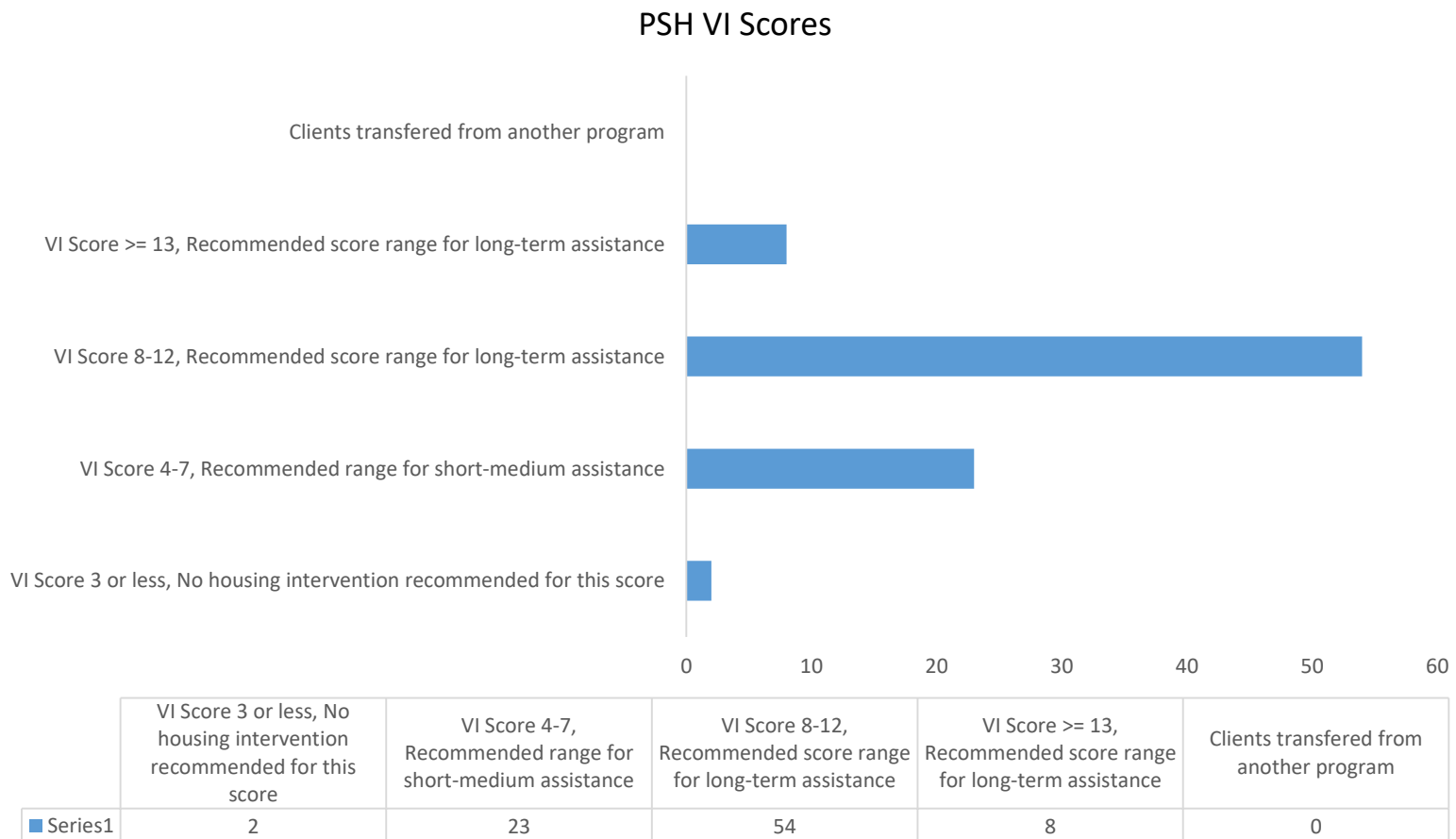
The occupancy rate is measured by calculating how many individuals are in each program each night during the reporting period (4/1/2020-3/31/2021) and using the program # of units.



## Service High Need Population

### New Clients in PSH with a VI-SPDAT Score Recorded in HMIS

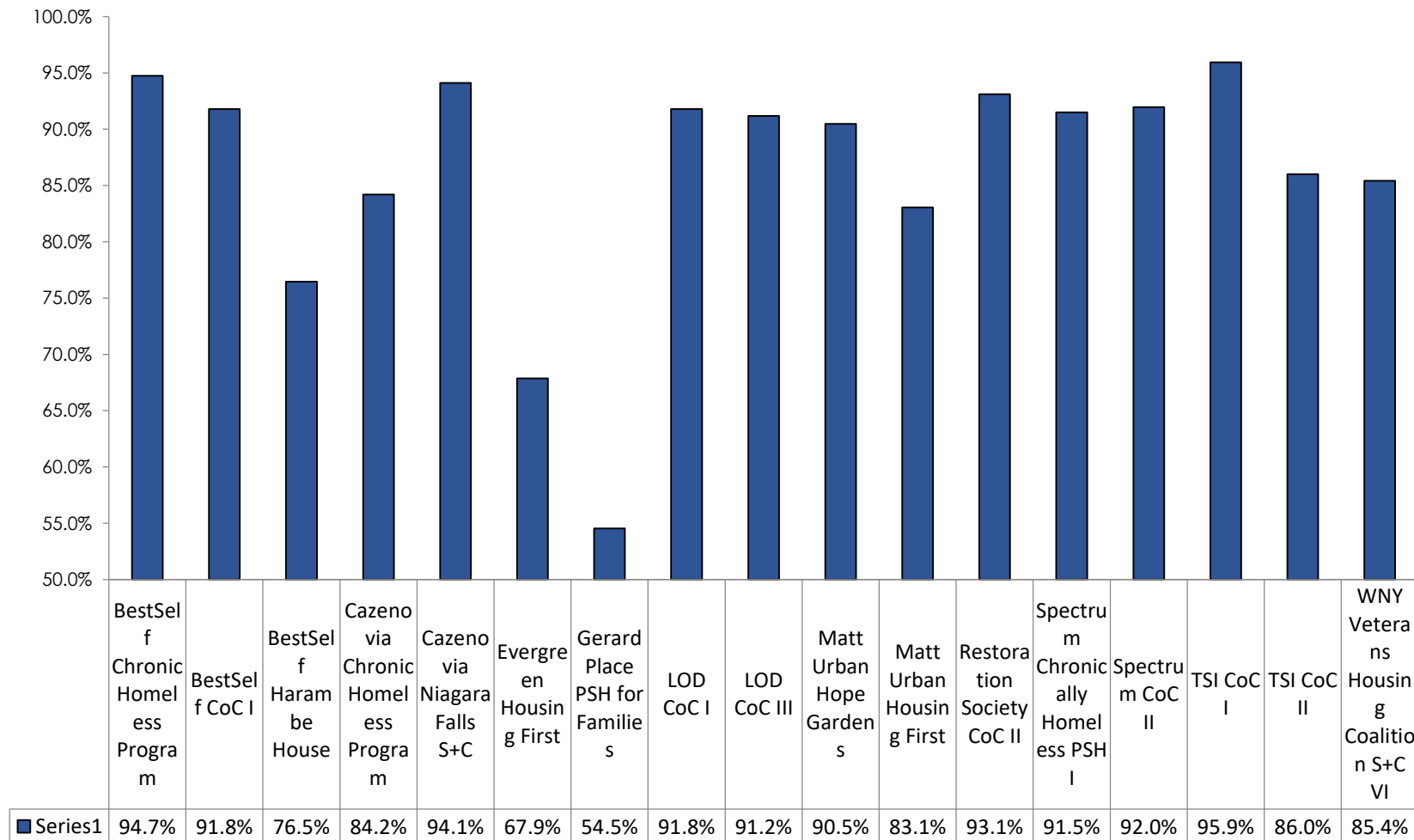
This measure indicates the percentage of households entered in a PSH program with a VI-SPDAT, VI-FSPDAT, or TAY recorded in HMIS. All new households entering a PSH project are required to have a VI-SPDAT or VI-FSPDAT. Clients who score 8 or greater are recommended for long-term assistance; this group is broken down further in the chart below to emphasize how many high-scoring clients (scoring 13 or greater) are being served by our CoC.



## Percentage of Clients with Disabilities

As program entry criteria, all PSH clients should at least have one eligible disability. However, many of our clients with higher barriers have more than one disabling condition. This measure is to demonstrate that these programs are taking the highest need clients.

Percentage of Clients with 2+ Disabilities During Reporting Period



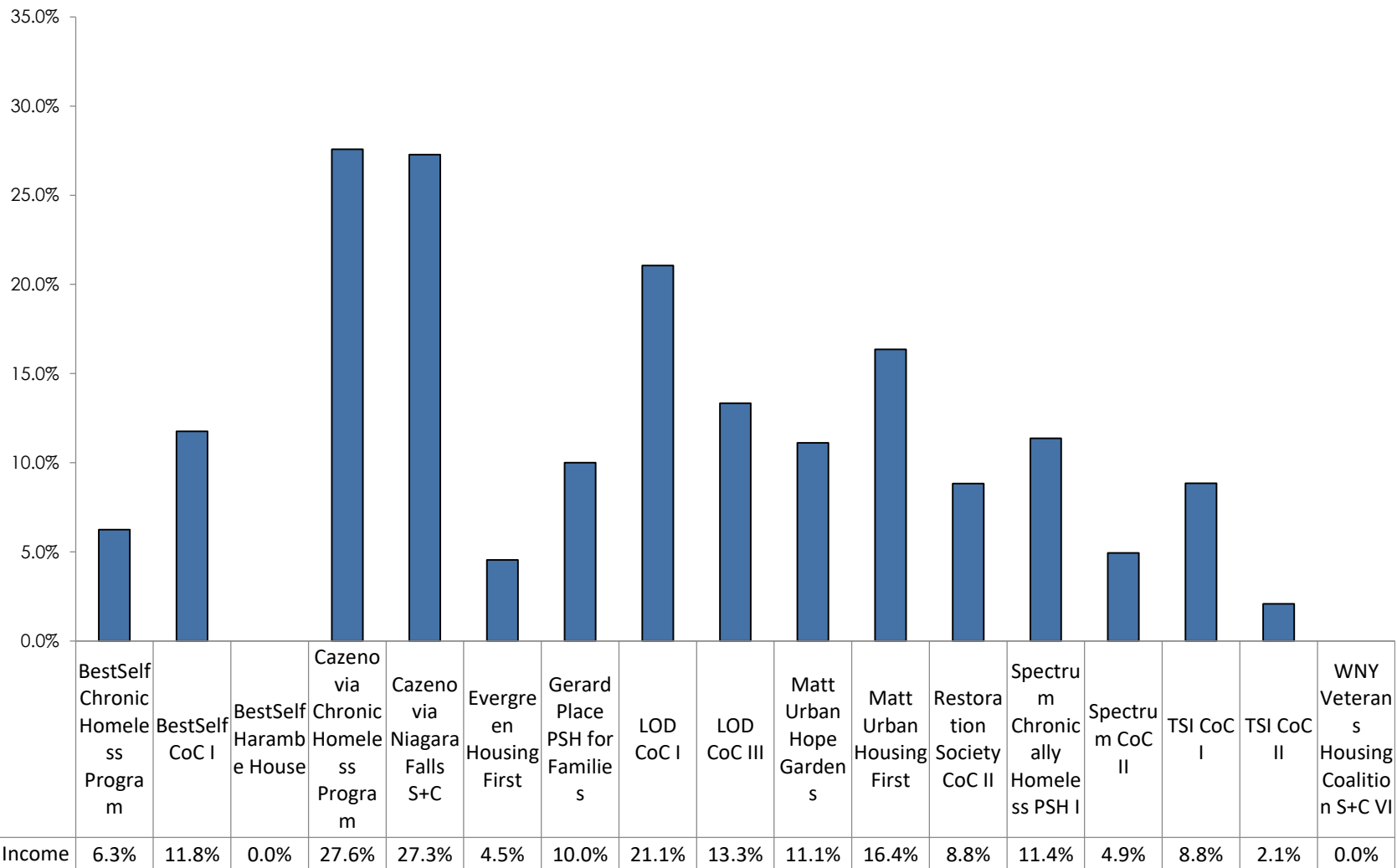
### **PSH Program Income Measures**

All income measures only include adults that have exited or been in the program for longer than one year, with an annual assessment completed in the +/- 30-day window. Income is measured from client entry into the program to either the latest annual assessment or exit.

## Maintained or Increased Earned Income for PSH Participants

This measure includes those adults that have maintained employment and those who have maintained or gained employment and increased their amount of earned income. The benchmark for this measure is locally determined as 20%, which is also the HUD benchmark.

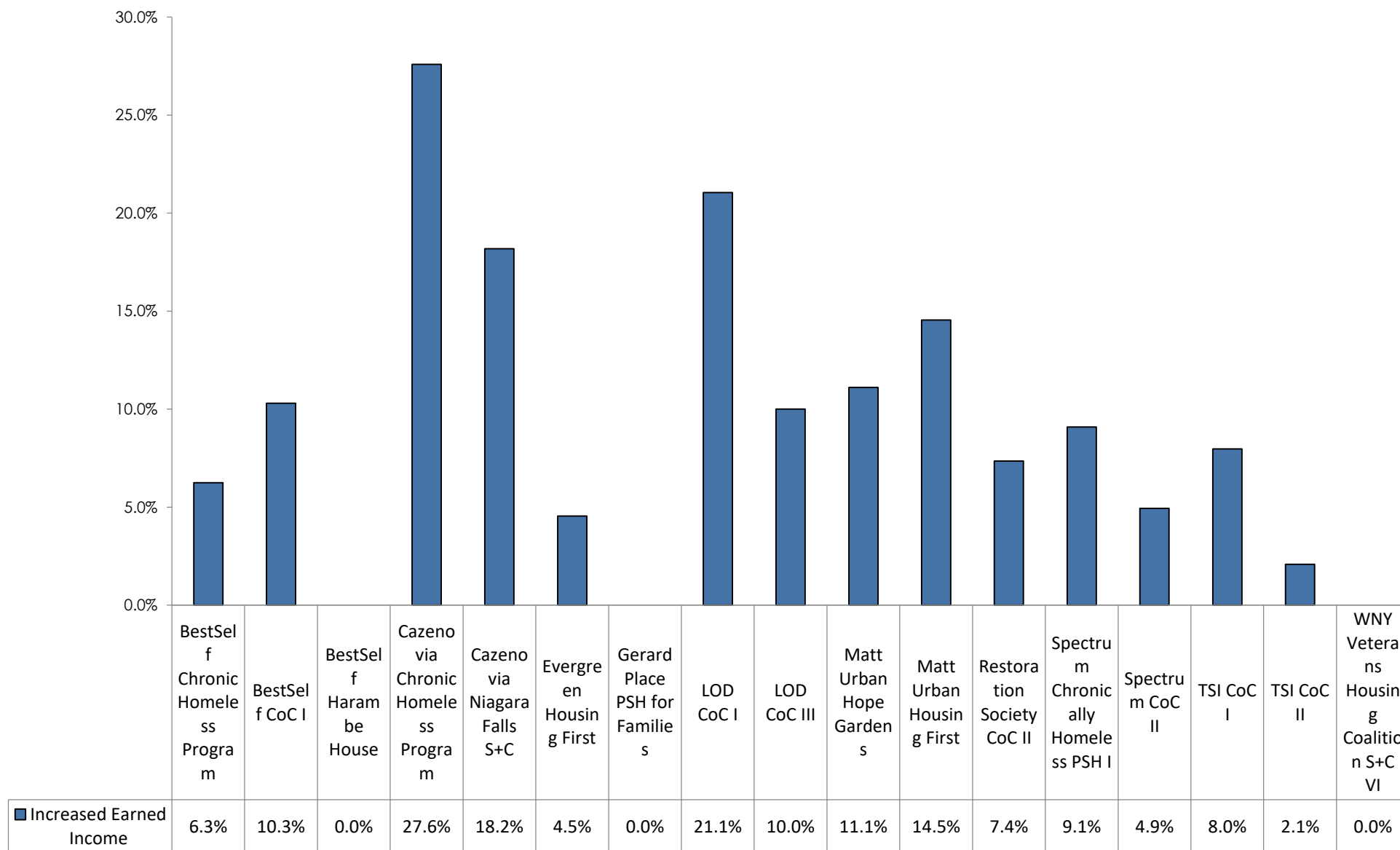
**Adults with Maintained/Increased Earned Income (PSH)**



## Increased Earned Income for PSH Participants

This measure includes those adults who have either gained employment or received a raise in their earned income. The benchmark for this measure is locally determined as 20%.

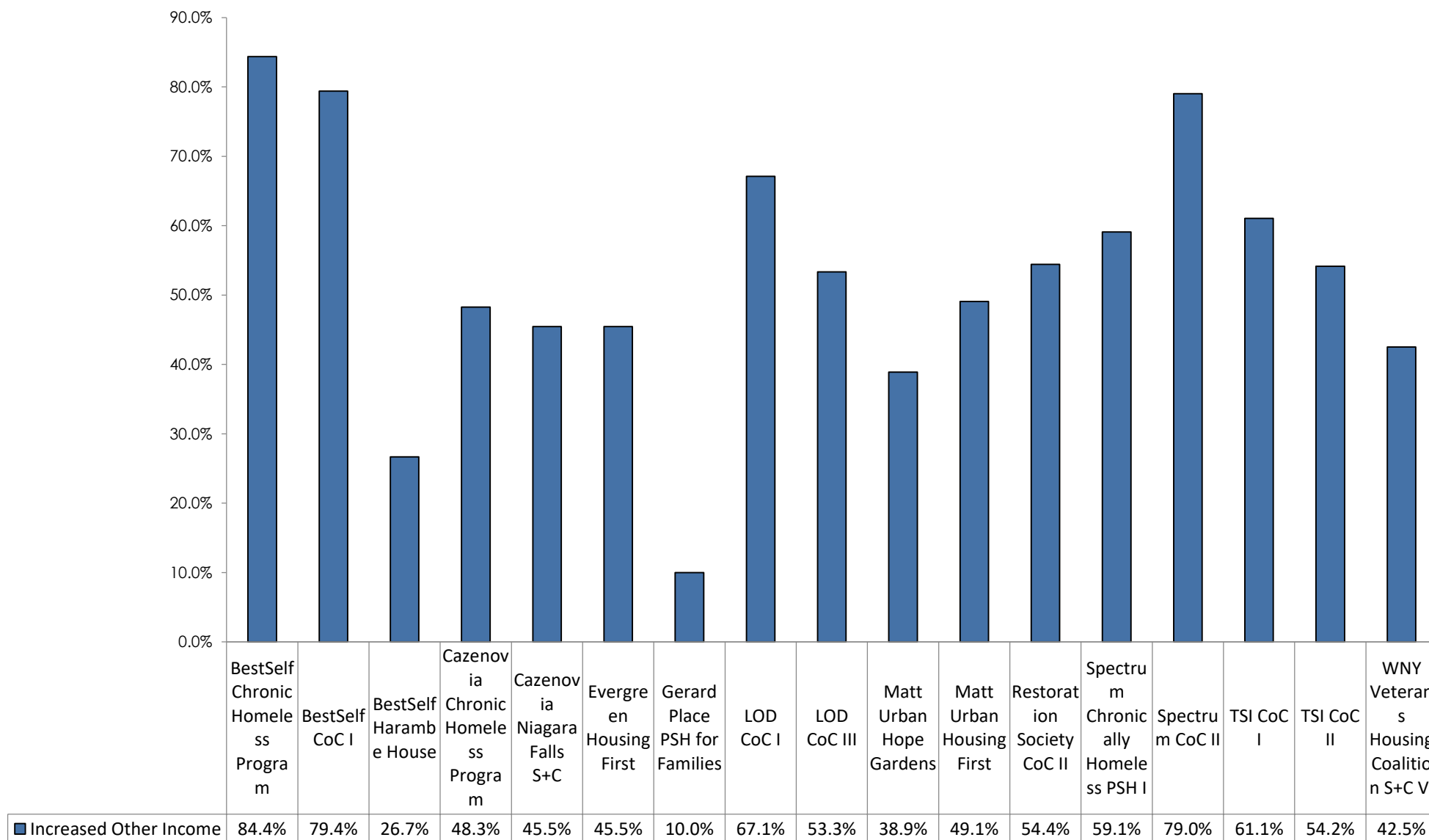
**Adults with Increased Earned Income (PSH)**



## Increased Other Income for PSH Participants

This measure includes those adults who have increased their income (e.g. SSI, SSDI, PA, TANF etc.), excluding employment income.

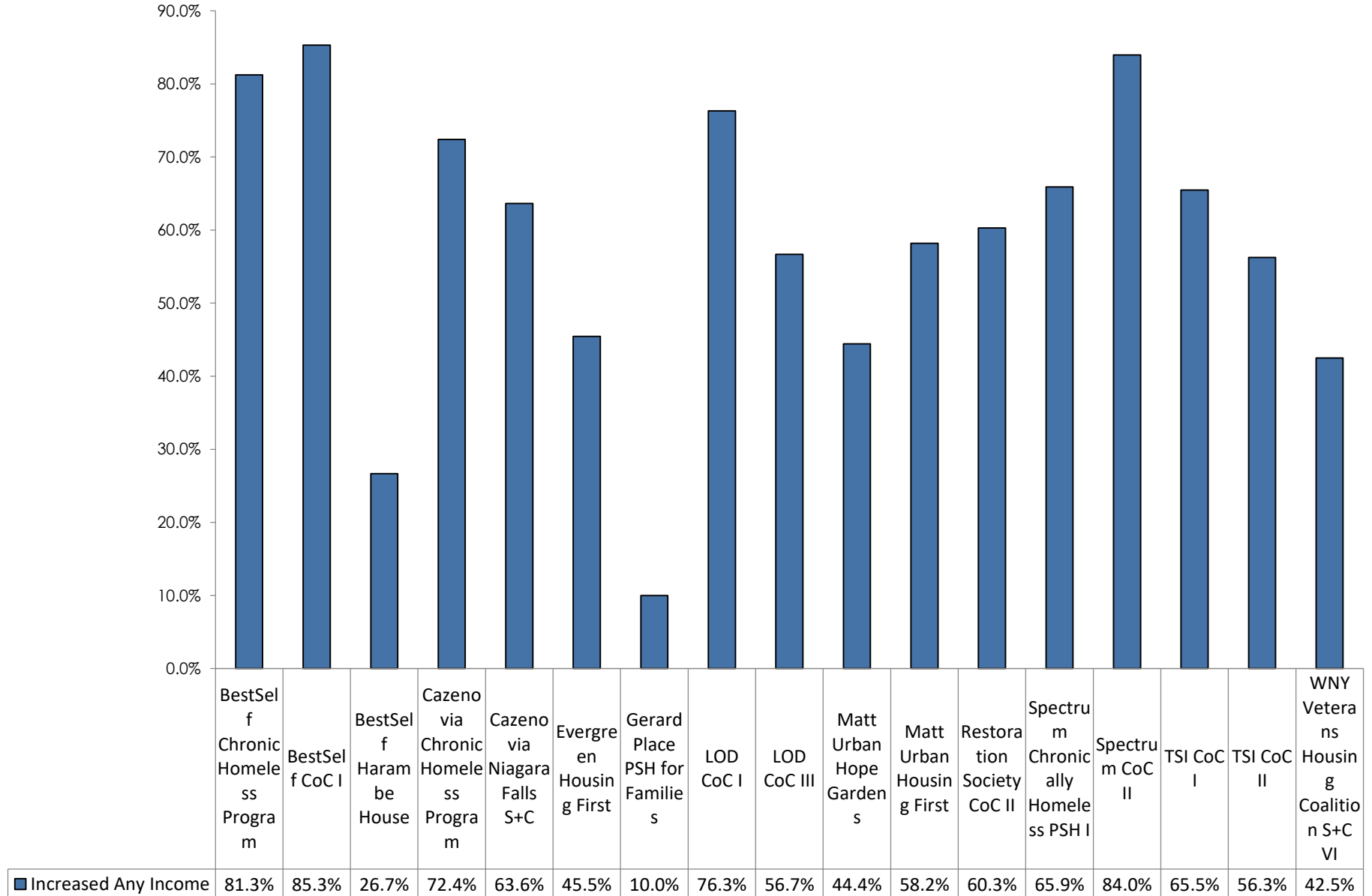
Adults with Increased Other Income (PSH)



## Increased Any Income for PSH Participants

This measure includes those adults who have increased their cash income from any source, including earned income and benefits (e.g. SSI, SSDI, PA, TANF etc.).

Adults with Increased Any Income (PSH)

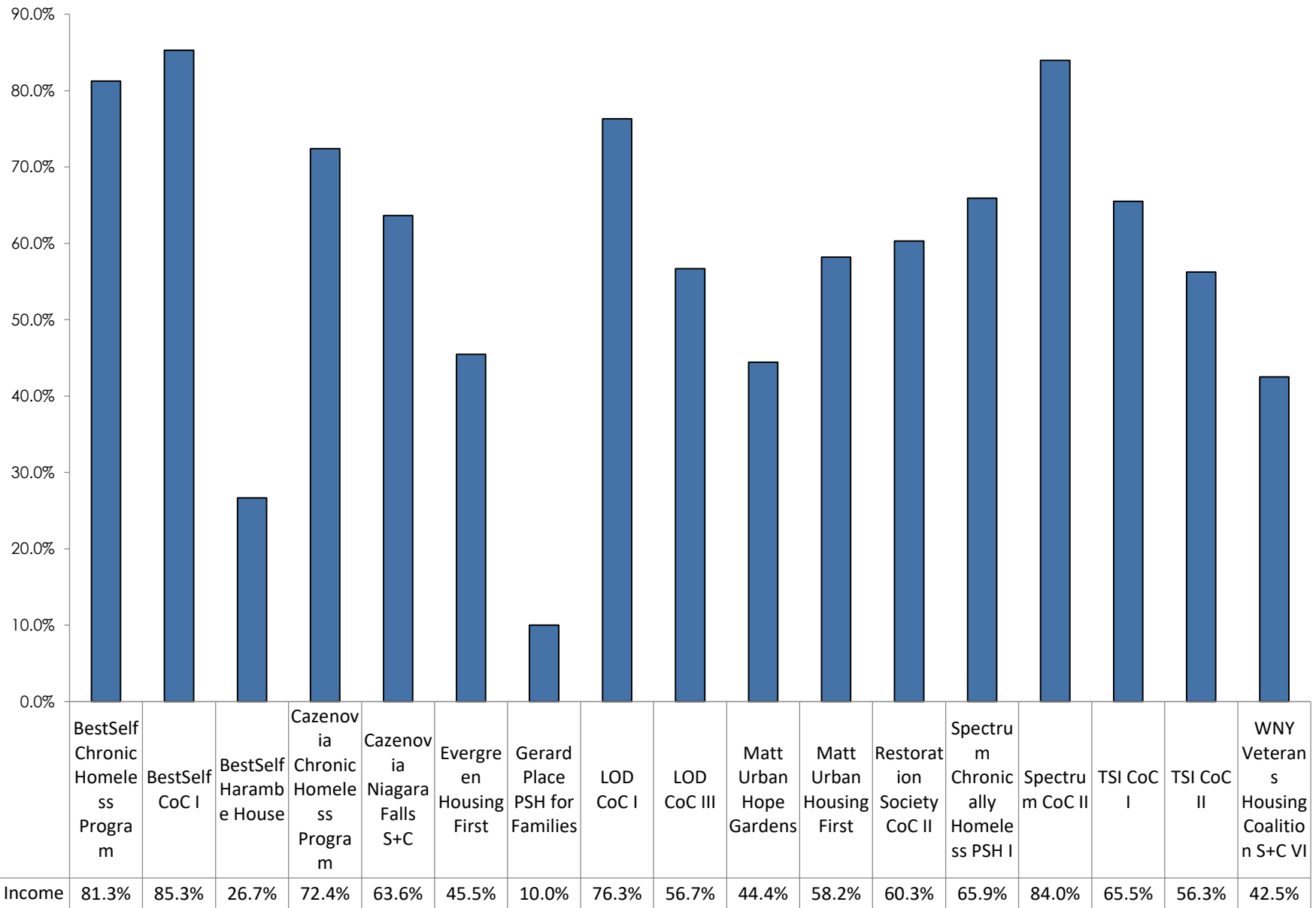




## Maintained/Increased Any Income for PSH Participants

This measure includes those adults who have increased or retained their cash income from any source, including earned income and benefits (e.g. SSI, SSDI, PA, TANF, etc.).

Adults with Increased Any Income (PSH)



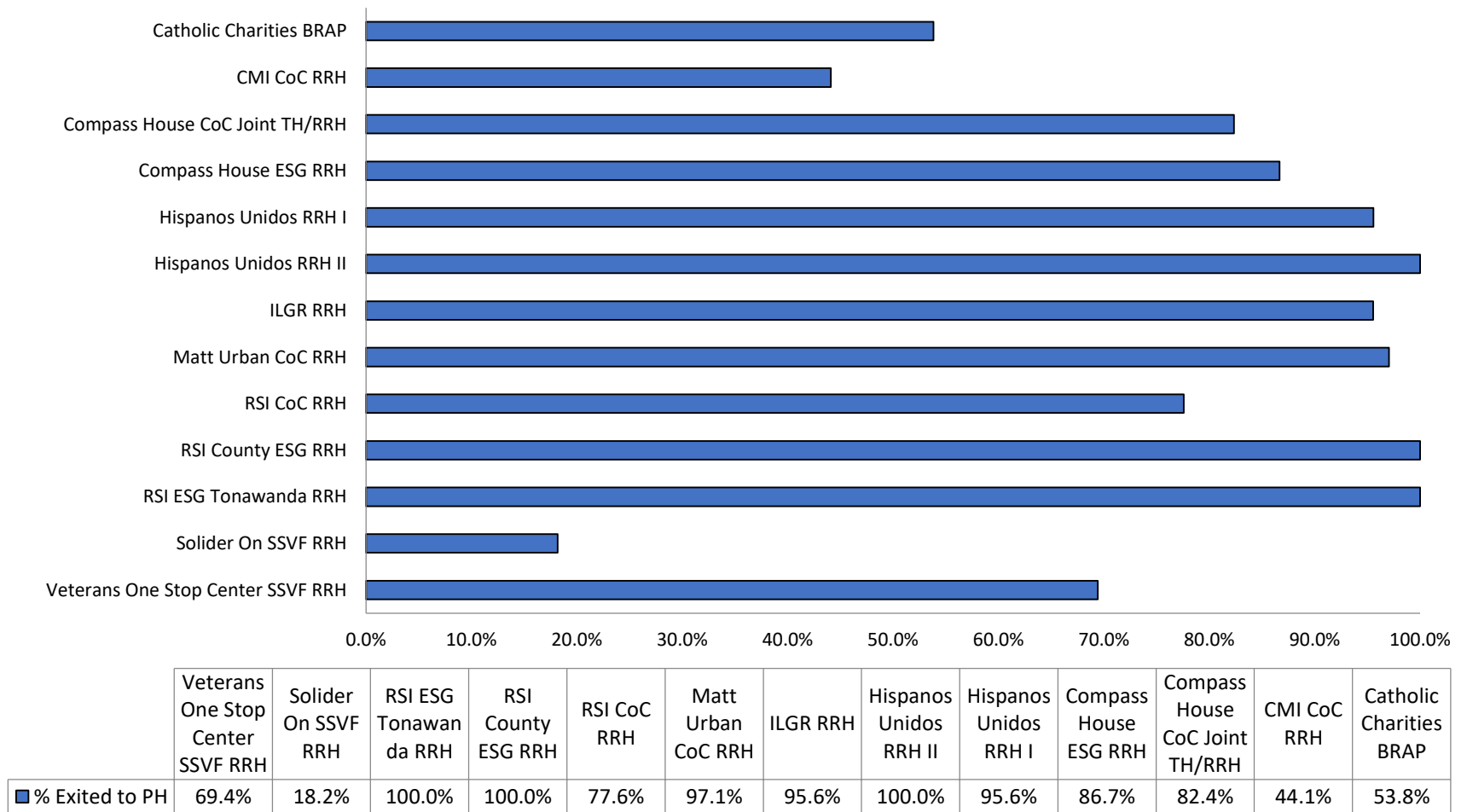
# **Rapid Rehousing (RRH) & RRH CV Providers Housing Measures:**

All charts measuring exits exclude people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes.

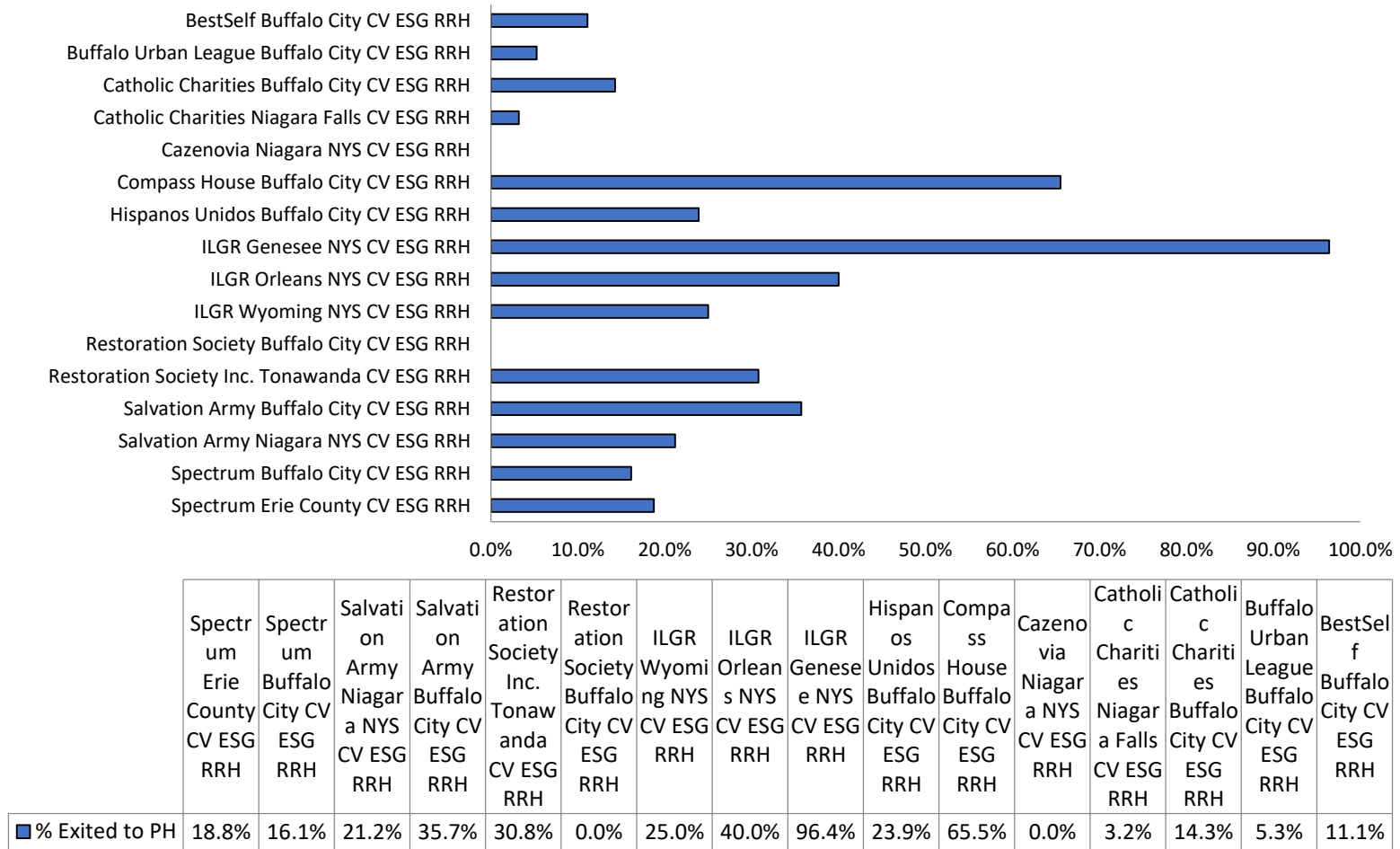
## Exit to Permanent Housing (PH) Destinations

This measure includes only those who left the program and exited to permanent housing destinations, excluding people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes. The benchmark for RRH programs is the national benchmark of 80%.

### % Exited to PH RRH



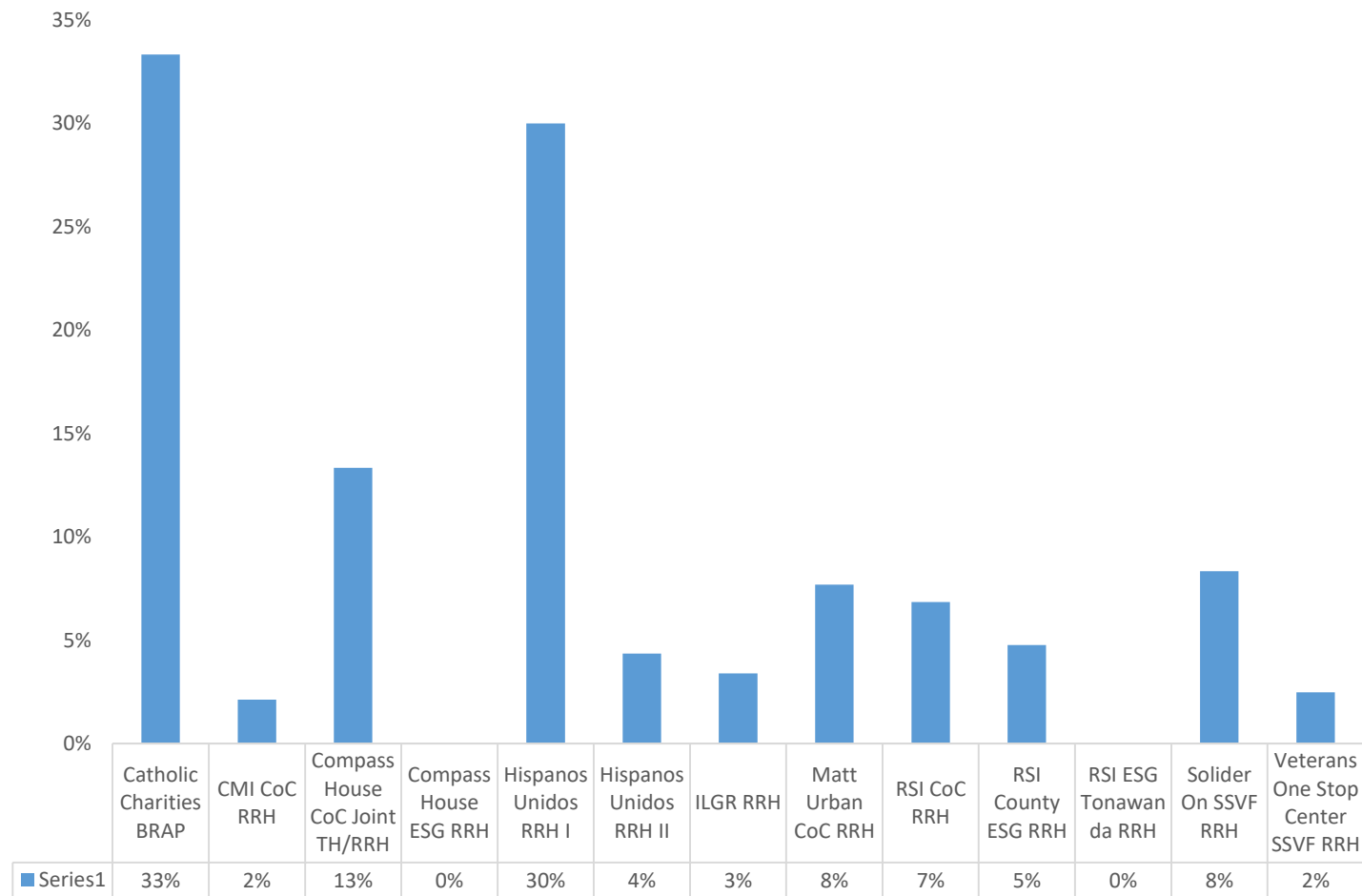
## % Exited to PH CV RRH



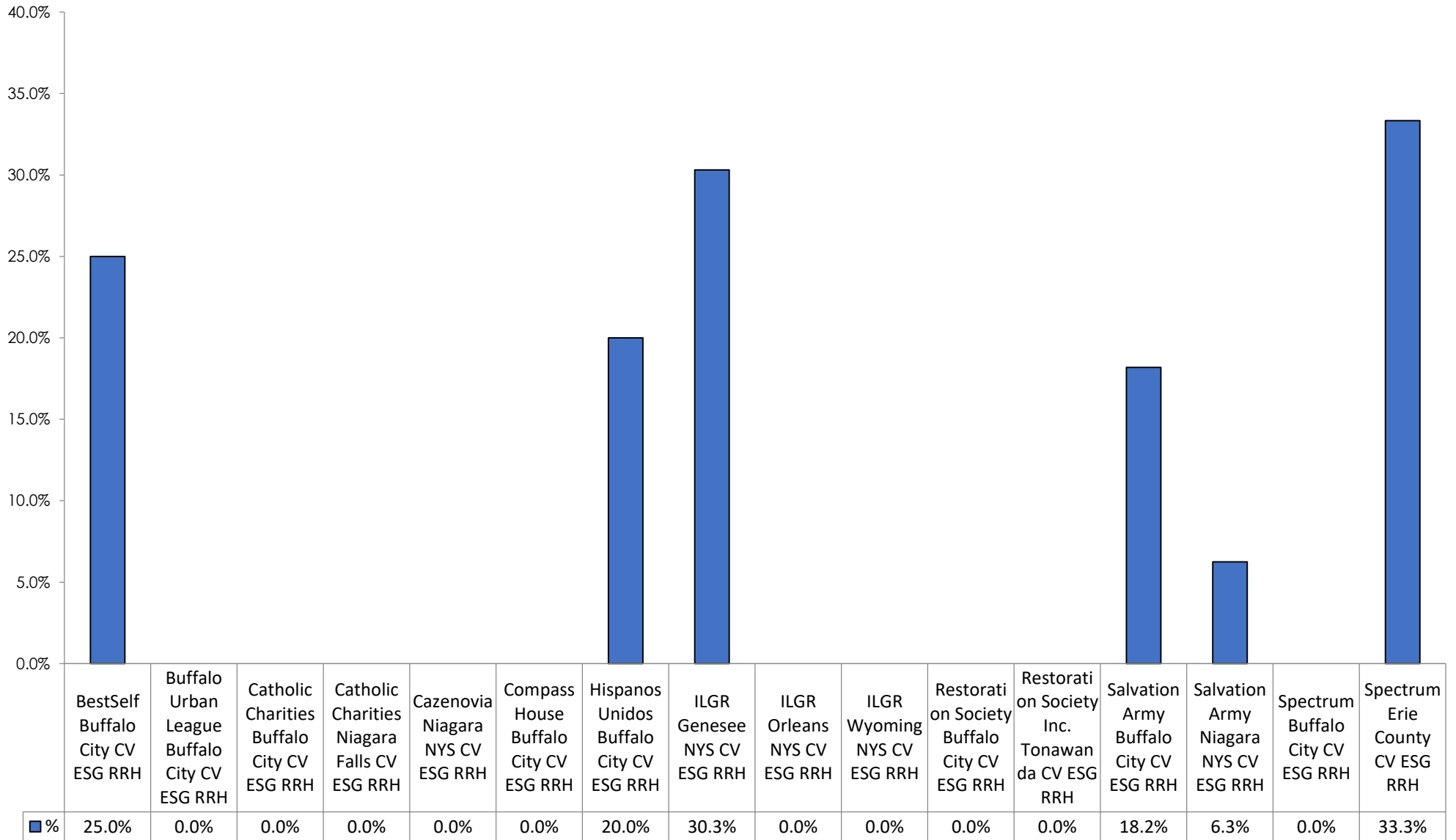
## Returns to Homelessness

The data in this quarterly report looks at those who exited to a permanent destination from a service provider between 10/1/2019 and 3/31/2021 and returned to homelessness (measured by a new entry date at a service provider) within the following six months, beginning on 4/1/2020. This measure reflects our CoC's goal of reducing the number of people who return to homelessness.

Returns to Homelessness After Exit to a Permanent Destination (RRH)



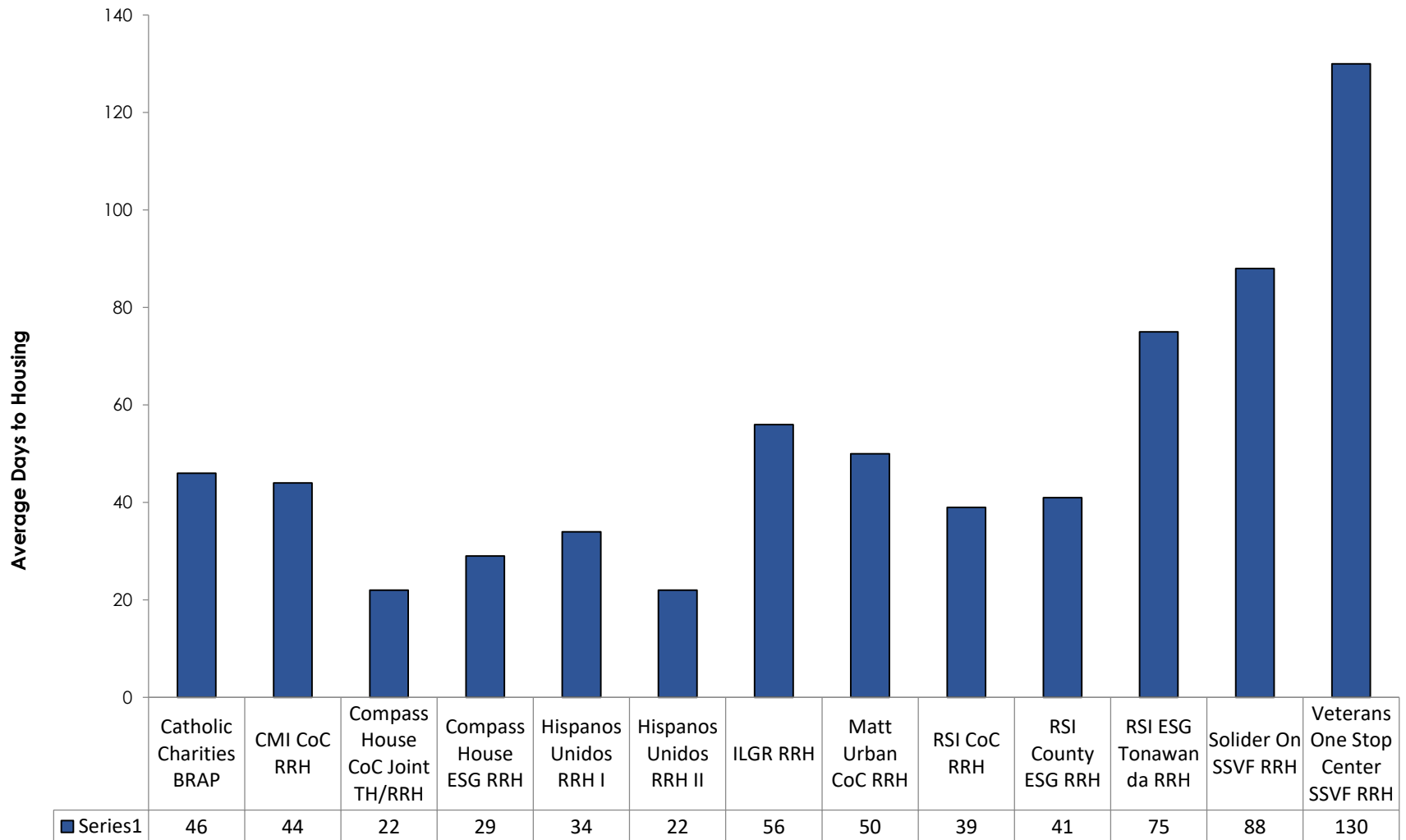
### Returns to Homelessness After Exit to a Permanent Destination (RRH CV)



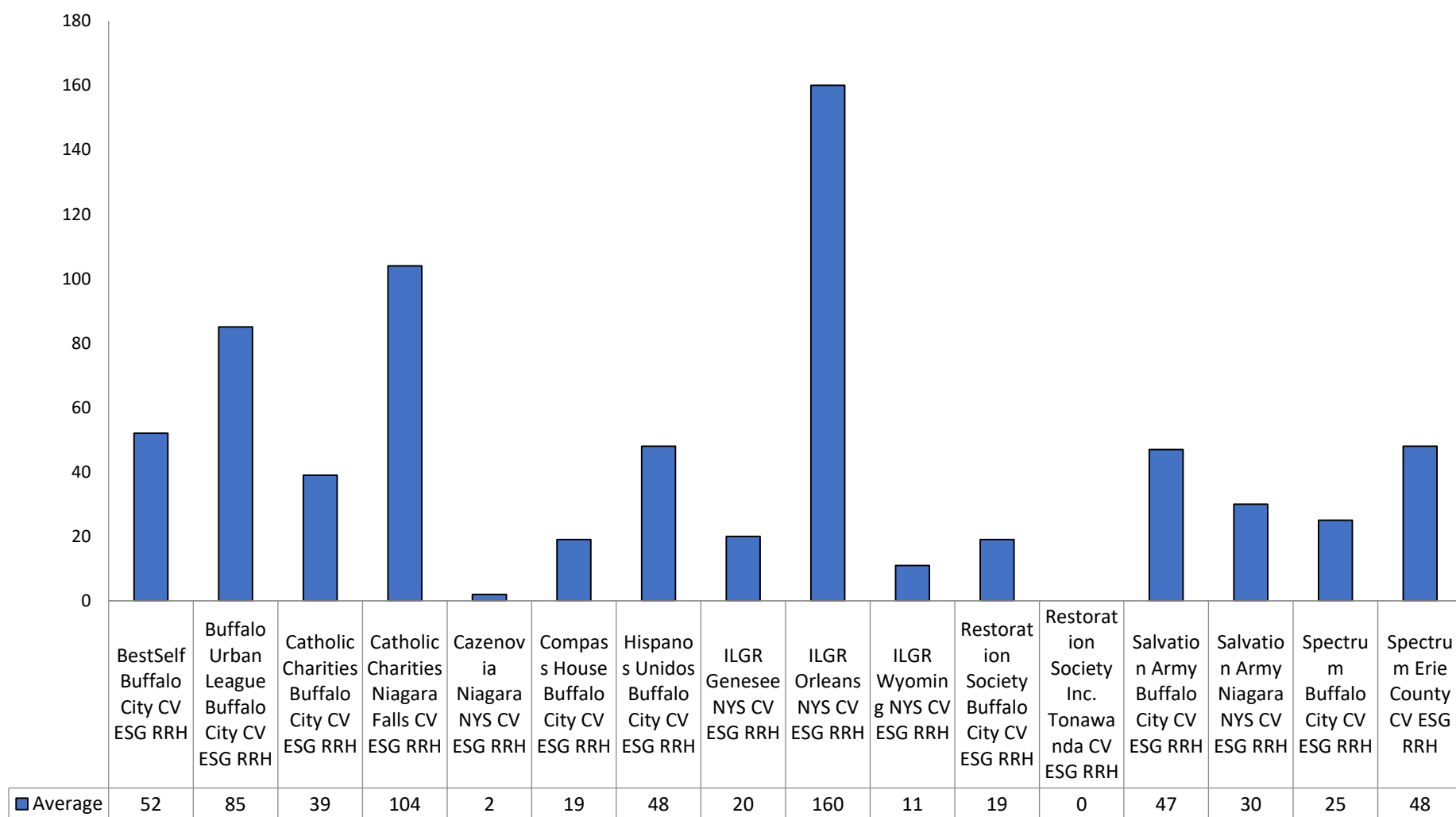
## Length of Time from Program Entry to Move-In Date

For RRH programs, this measure is an average of the number of days from RRH program admission to move-in to permanent housing for those who have an admission date and a move-in date. The NAEH benchmark for this measure is an average of 30 days.

**Average # of Days from Program Entry to Move-In for RRH Programs**



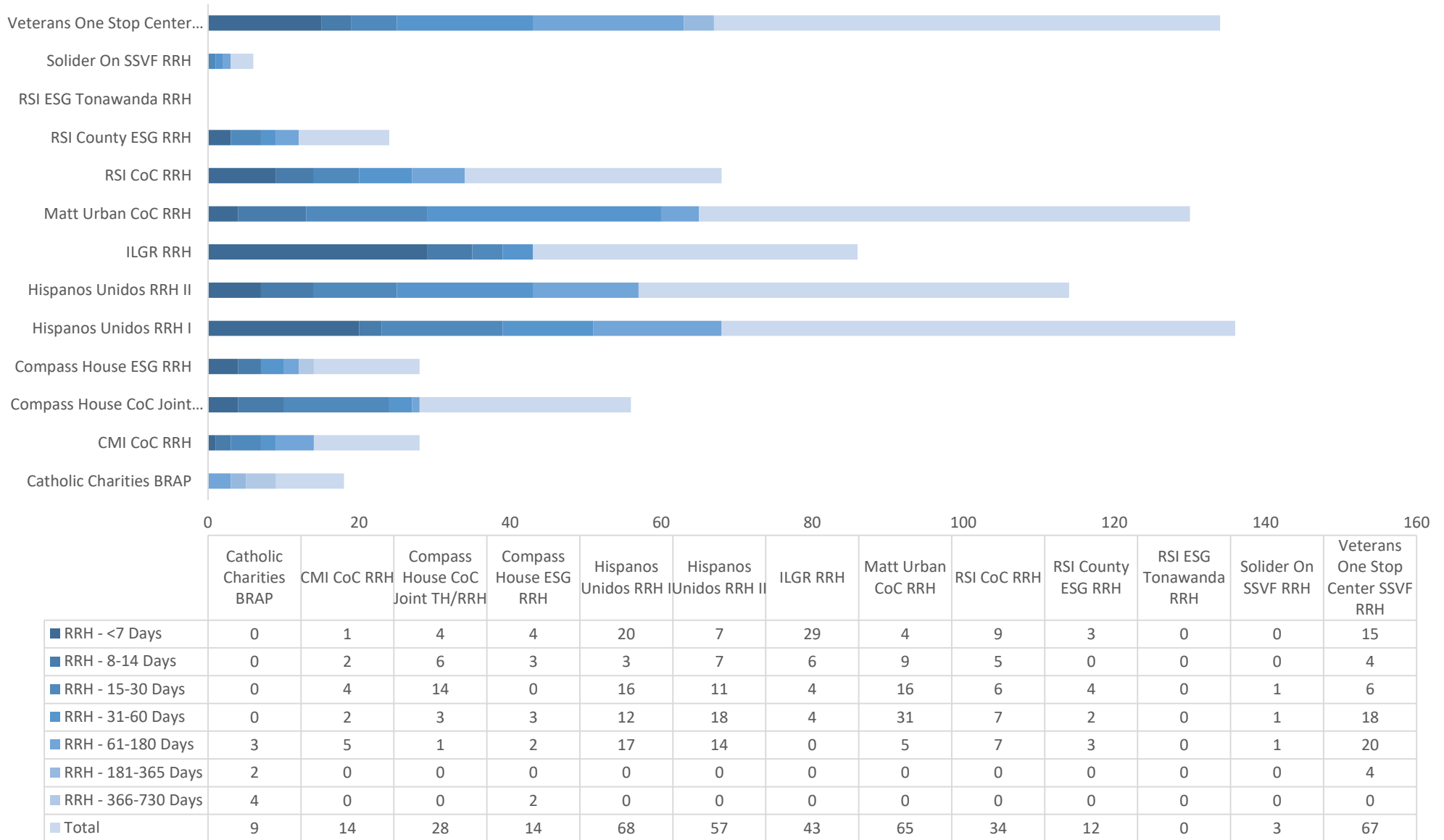
Average # of Days from Program Entry to Move-In for RRH CV Programs



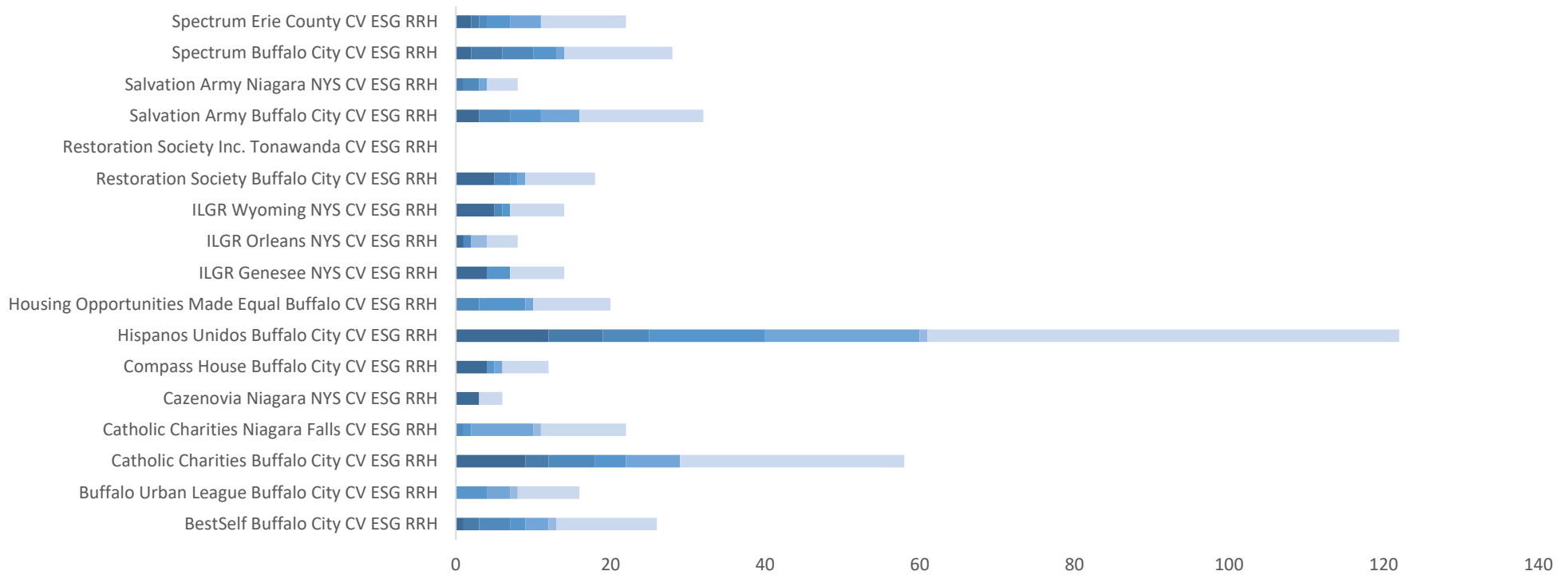


# Breakdown of How Long it Takes to House RRH Clients

Breakdown of LOT (RRH)



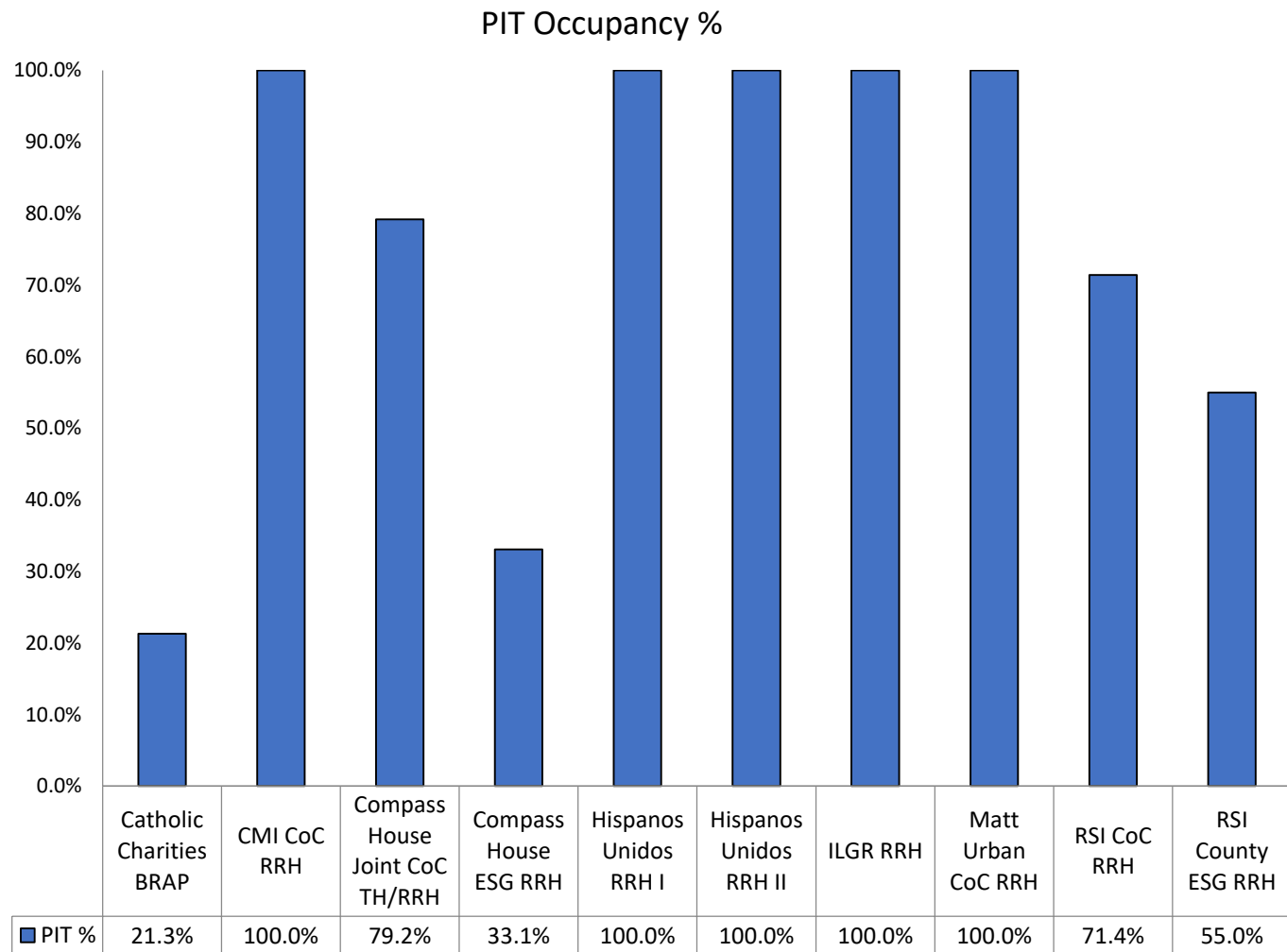
## Breakdown of LOT (RRH CV)



	BestSelf Buffalo City CV ESG RRH	Buffalo Urban League Buffalo City CV ESG RRH	Catholic Charities Buffalo City CV ESG RRH	Catholic Charities Niagara Falls CV ESG RRH	Cazenovia Niagara NYS CV ESG RRH	Compass House Buffalo City CV ESG RRH	Hispanos Unidos Buffalo City CV ESG RRH	Housing Opportunities Made Equal Buffalo CV ESG RRH	ILGR Genesee NYS CV ESG RRH	ILGR Orleans NYS CV ESG RRH	ILGR Wyoming NYS CV ESG RRH	Restoration Society Buffalo City CV ESG RRH	Restoration Society Inc. Tonawanda CV ESG RRH	Salvation Army Buffalo City CV ESG RRH	Salvation Army Niagara NYS CV ESG RRH	Spectrum Buffalo City CV ESG RRH	Spectrum Erie County CV ESG RRH
■ RRH - <7 Days	1	0	9	0	3	4	12	0	4	1	5	5	0	3	0	2	2
■ RRH - 8-14 Days	2	0	3	0	0	0	7	0	0	0	0	0	0	0	1	4	1
■ RRH - 15-30 Days	4	0	6	1	0	0	6	3	0	1	1	2	0	4	2	4	1
■ RRH - 31-60 Days	2	4	4	1	0	1	15	6	3	0	1	1	0	4	0	3	3
■ RRH - 61-180 Days	3	3	7	8	0	1	20	1	0	0	0	1	0	5	1	1	4
■ RRH - 181-365 Days	1	1	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0
■ RRH - 366-730 Days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
■ Total	13	8	29	11	3	6	61	10	7	4	7	9	0	16	4	14	11

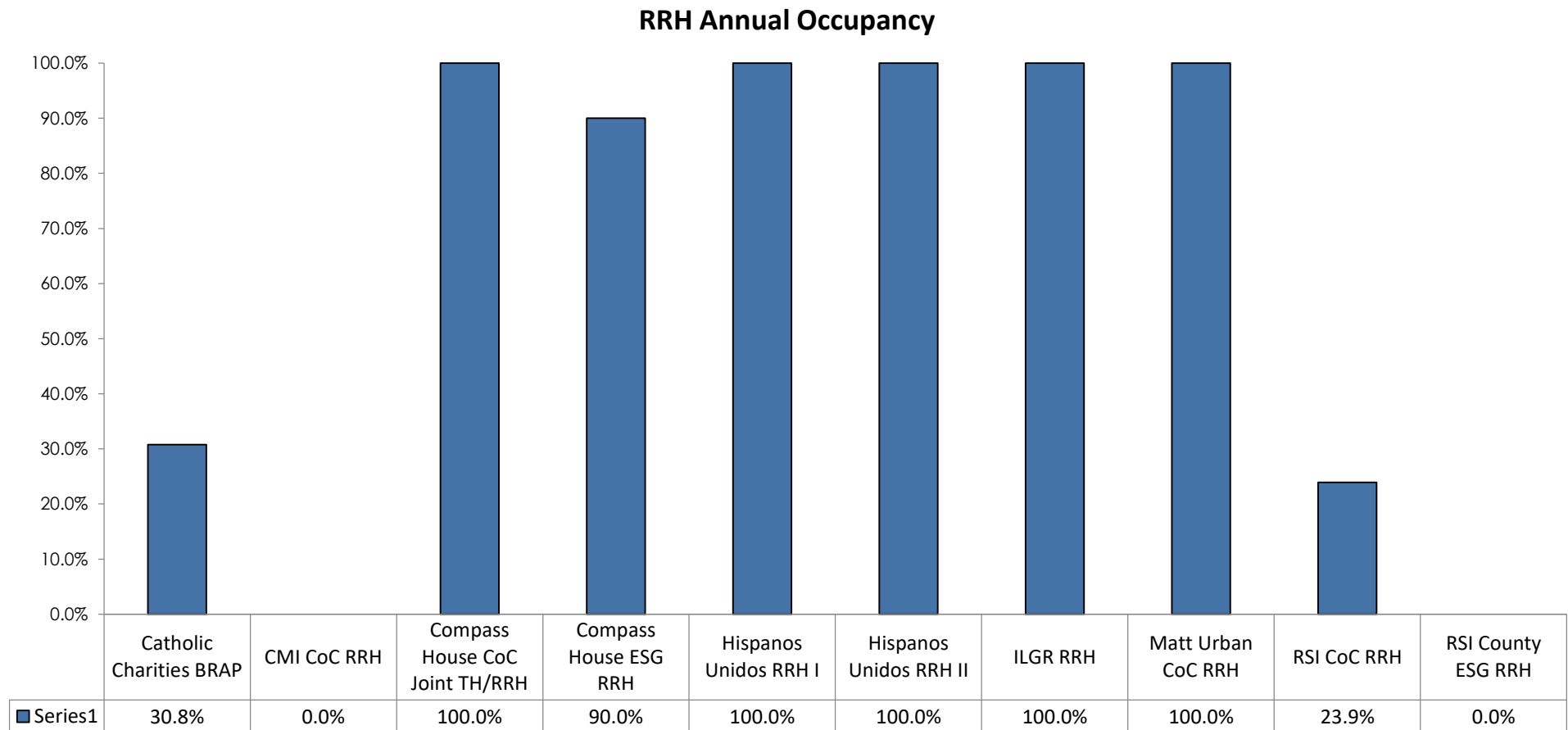
## Point in Time Occupancy Rates

For RRH programs, occupancy is measured two ways. The first is based on how often during the reporting period each project was “at capacity.” The capacity value is determined using the program’s total grant value and dividing it by \$8,000.



## Annual Occupancy Rates

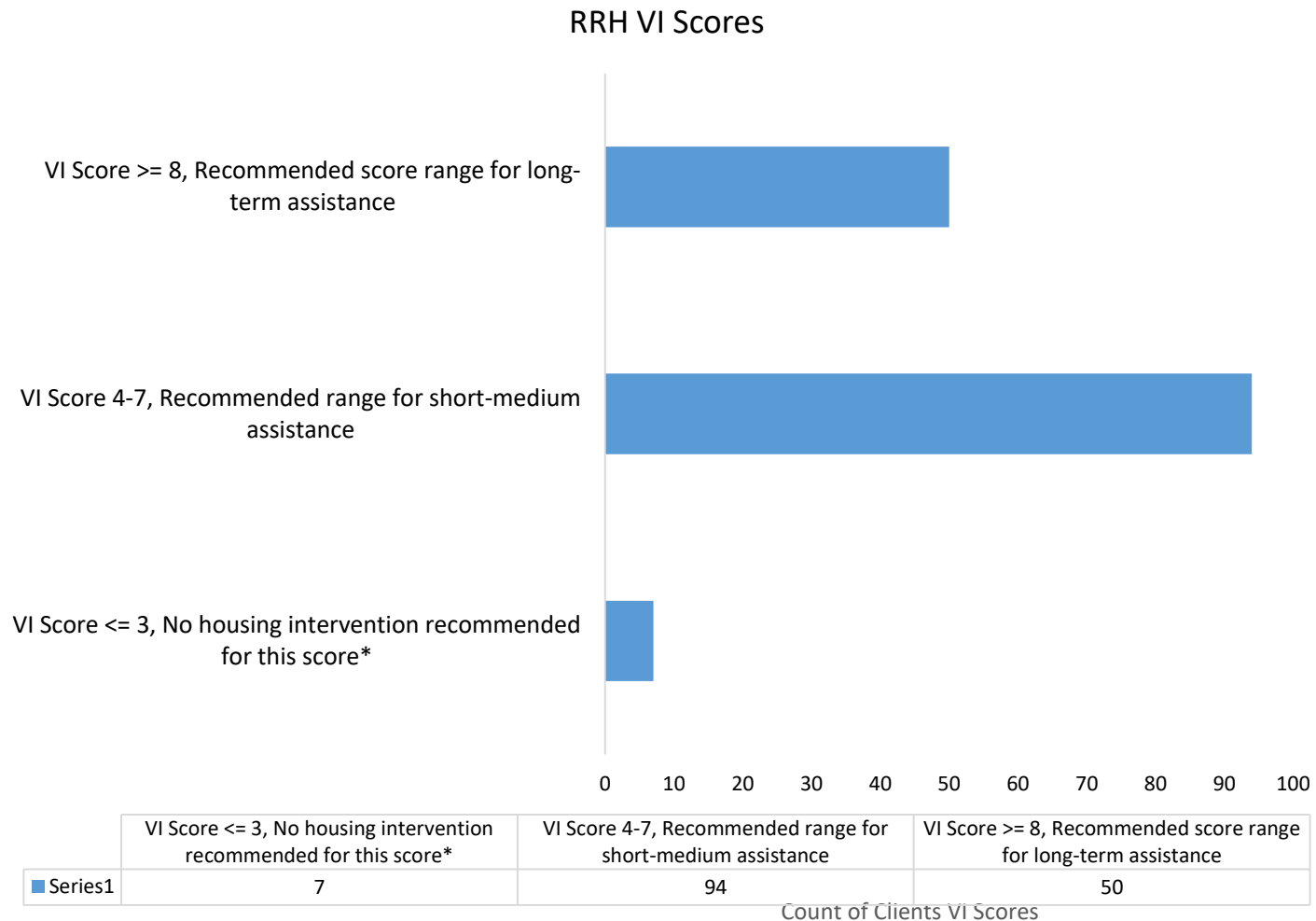
For RRH programs, occupancy is measured two ways. The second is based on how many households were served during the reporting period compared to the projected number of households the program will serve. The projected value is determined using the program's total grant value and dividing it by \$5,000.



## Service High Need Population

### New Clients in RRH with a VI-SPDAT Score Recorded in HMIS

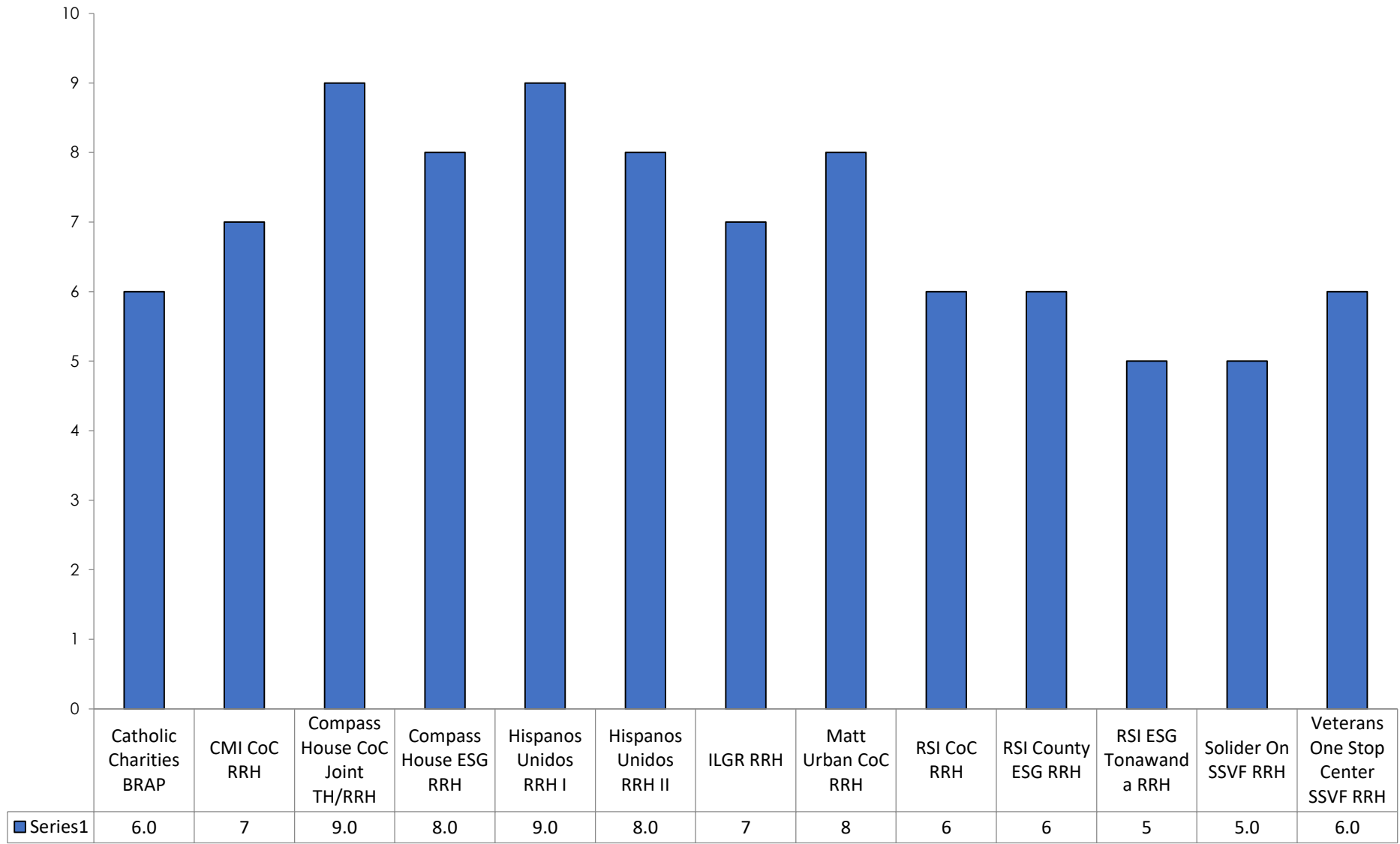
This measure indicates the percentage of households entered in a RRH program with a VI-SPDAT, VI-FSPDAT, or TAY recorded in HMIS. All new households entering a RRH project are required to have a VI-SPDAT or VI-FSPDAT.



## Average VI-SPDAT Score for Clients Served at Each Provider

This measure indicates the average score of all households served in a RRH program with a VI-SPDAT, VI-FSPDAT, or TAY recorded in HMIS.

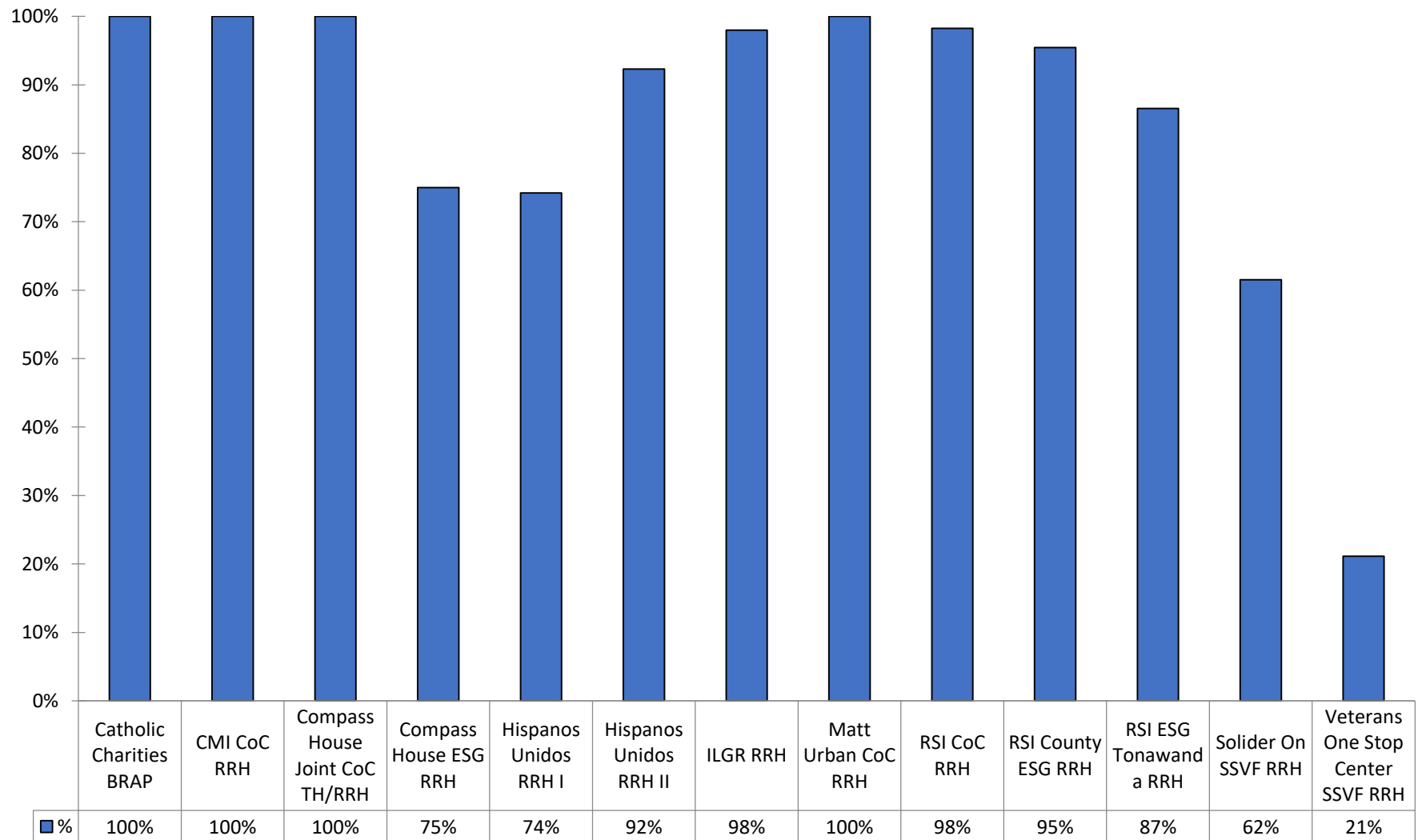
**Average VI-F/VI/TAY Score for New Clients (RRH)**



## Percentage of New Households Assessed

This measure indicates the percentage of all new households served during the reporting period who have a VI-SPDAT, VI-FSPDAT, or TAY recorded in HMIS.

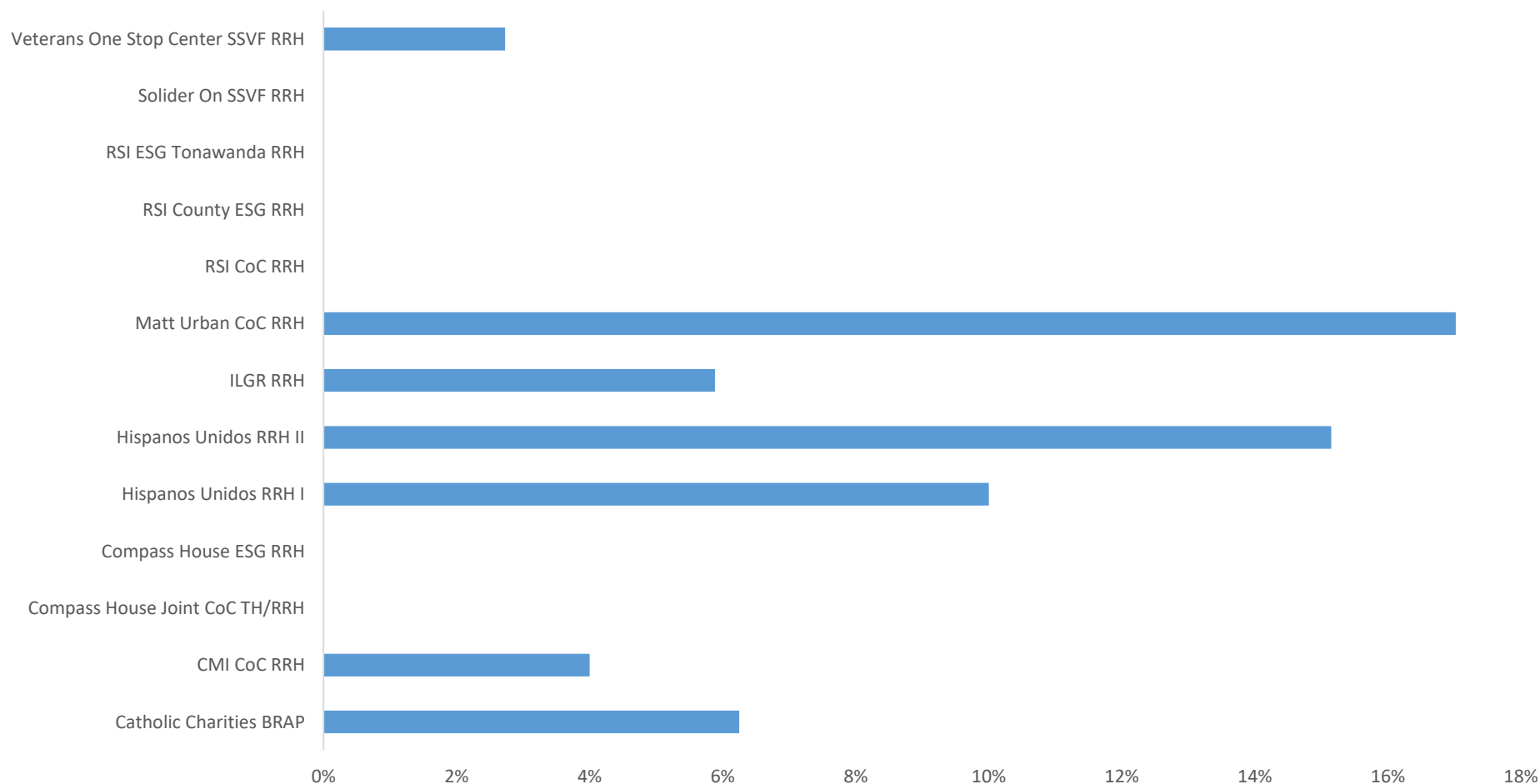
Percent of New Households Served with VI/VI-F/TAY Scores



## Percentage of Households Served with Families of 5+

For RRH programs that serve families, finding housing to accommodate larger households can be more difficult. This measure looks at the percentage of households served that have 5 or more members.

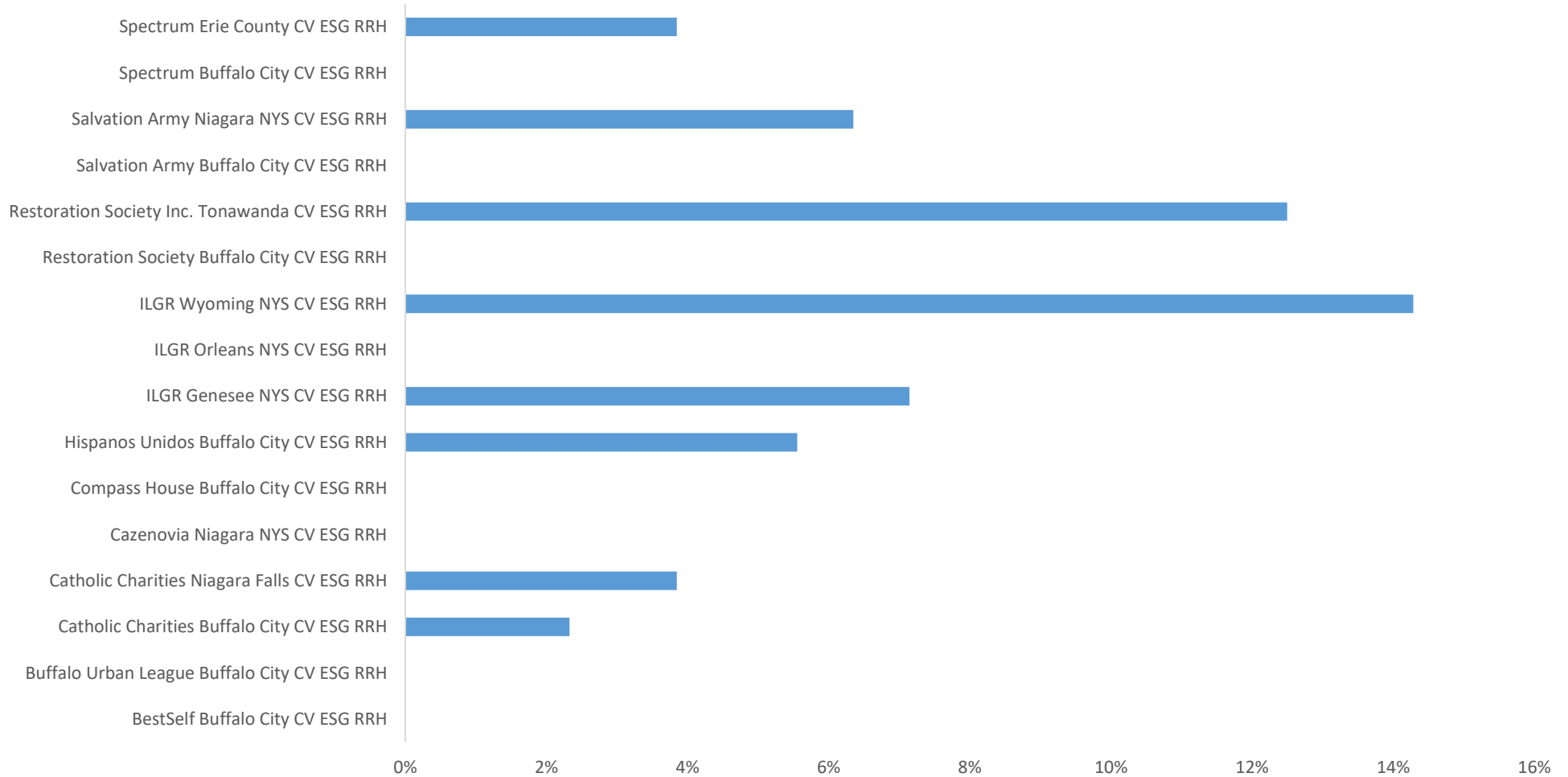
% Households Served with 5+ Members



	Catholic Charities BRAP	CMI CoC RRH	Compass House Joint CoC TH/RRH	Compass House ESG RRH	Hispanos Unidos RRH I	Hispanos Unidos RRH II	ILGR RRH	Matt Urban CoC RRH	RSI CoC RRH	RSI County ESG RRH	RSI ESG Tonawanda RRH	Solider On SSVF RRH	Veterans One Stop Center SSVF RRH
Series1	6%	4%	0%	0%	10%	15%	6%	17%	0%	0%	0%	0%	3%



### RRH CV % of Households Served with a Family Size of 5+

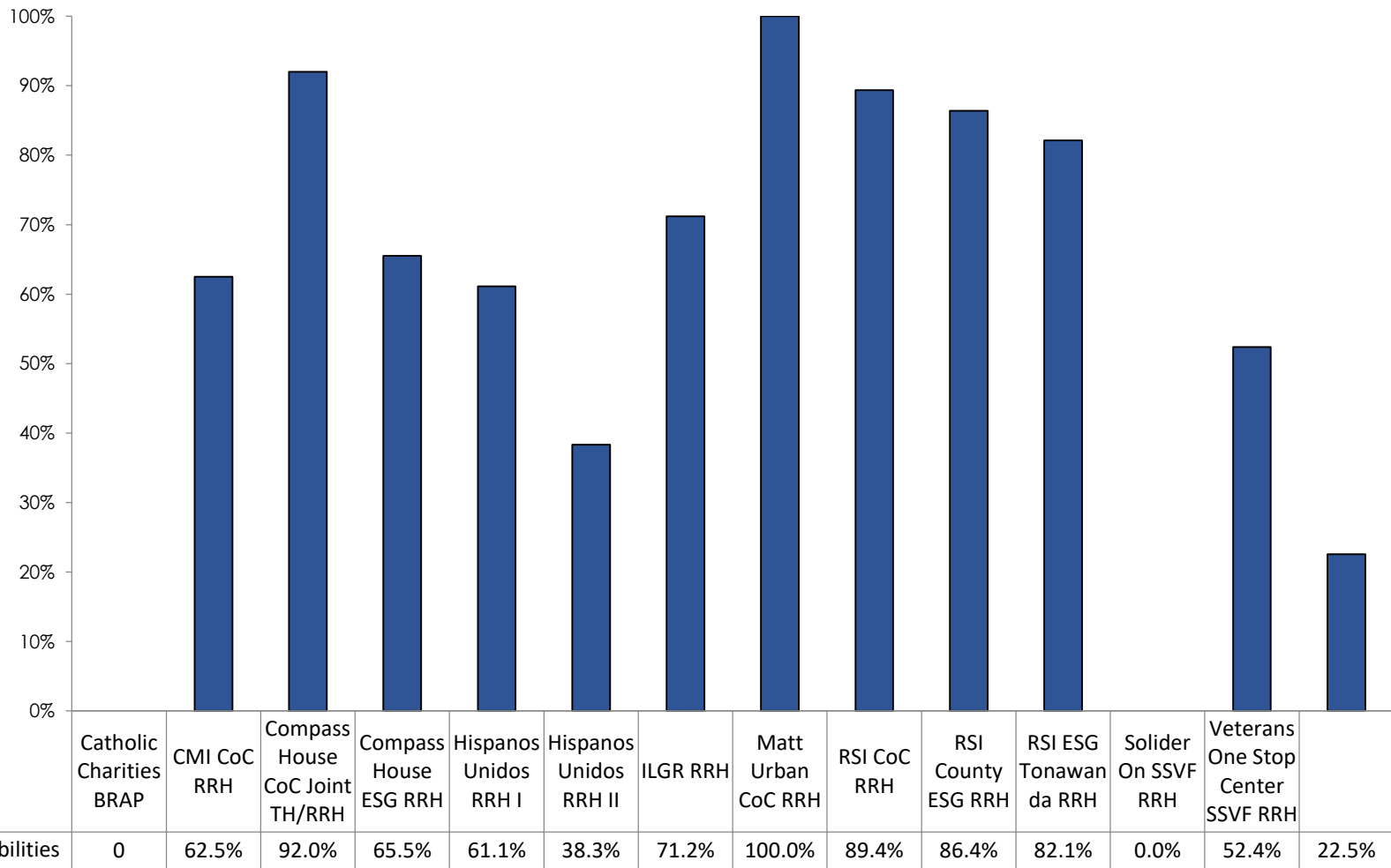


	BestSelf Buffalo City CV ESG RRH	Buffalo Urban League Buffalo City CV ESG RRH	Catholic Charities Buffalo City CV ESG RRH	Catholic Charities Niagara Falls CV ESG RRH	Cazenovia Niagara NYS CV ESG RRH	Compass House Buffalo City CV ESG RRH	Hispanos Unidos Buffalo City CV ESG RRH	ILGR Genesee NYS CV ESG RRH	ILGR Orleans NYS CV ESG RRH	ILGR Wyoming NYS CV ESG RRH	Restoration Society Buffalo City CV ESG RRH	Restoration Society Inc. Tonawanda CV ESG RRH	Salvation Army Buffalo City CV ESG RRH	Salvation Army Niagara NYS CV ESG RRH	Spectrum Buffalo City CV ESG RRH	Spectrum Erie County CV ESG RRH
Series1	0%	0%	2%	4%	0%	0%	6%	7%	0%	14%	0%	13%	0%	6%	0%	4%

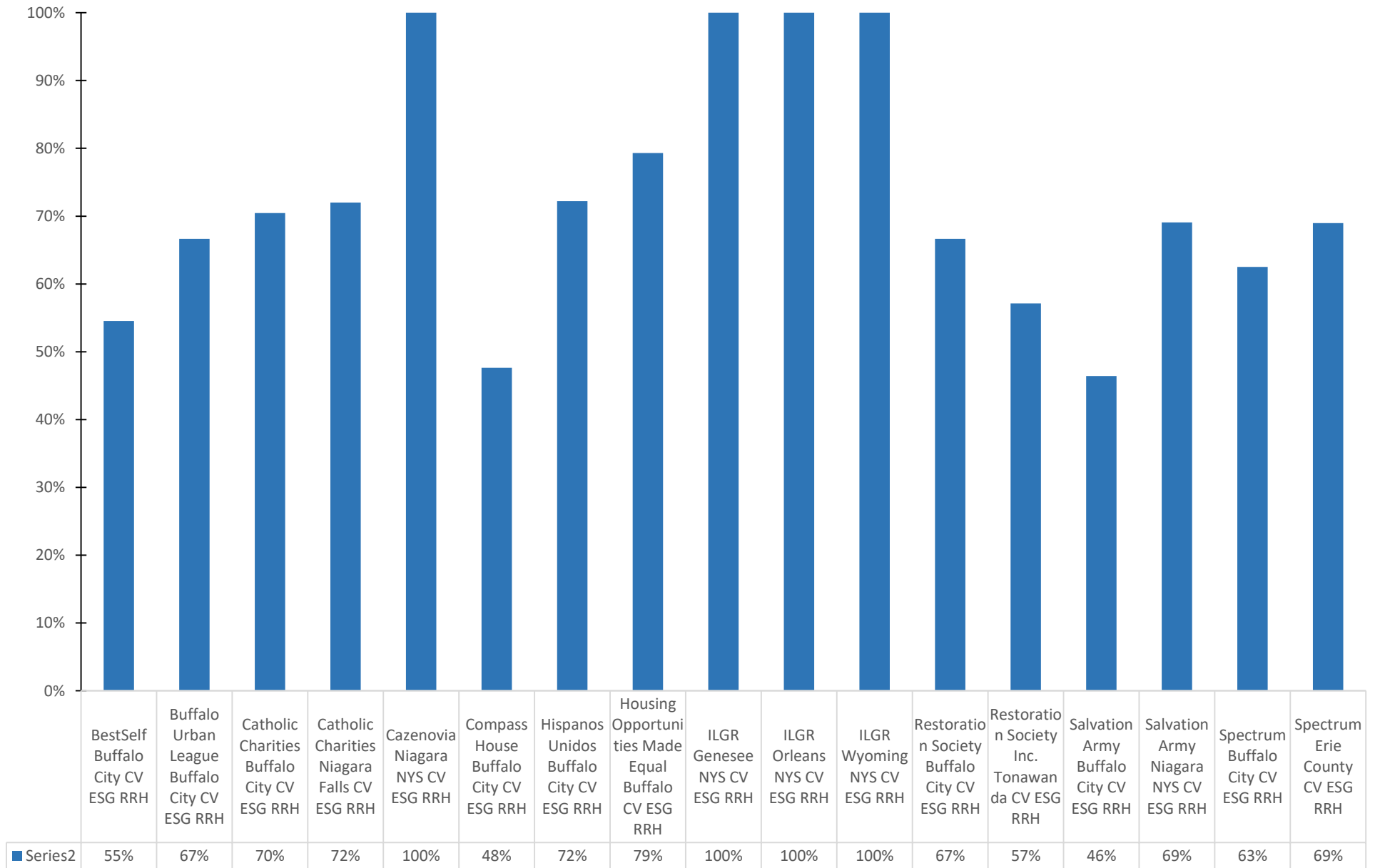
## Percentage of Clients with Disabilities

As program entry criteria, RRH is not required to have a disabling condition. However, many of our clients with higher barriers have one or more disabling condition. This measure is to demonstrate that these programs are taking the highest need clients.

### Percentage of Clients with 1+ Disabilities RRH



Percentage of Clients with 1+ Disabilities RRH CV



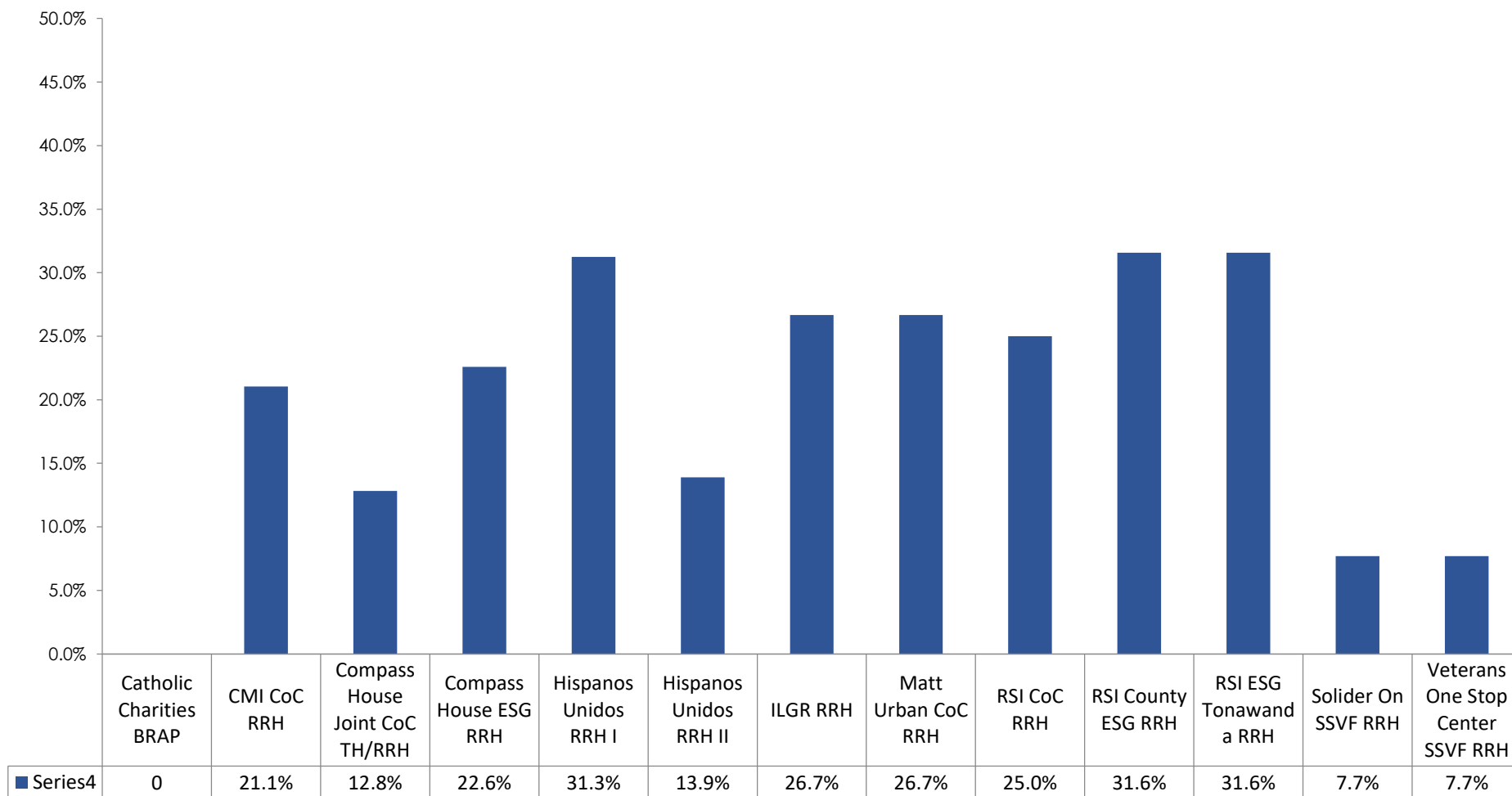
## **RRH & CV Funded RRH Income Measures**

All income measures only include adults that have exited or been in the program for longer than one year, with an annual assessment completed in the +/- 30 day window. Income is measured from client entry into the program to either the latest annual assessment or exit.

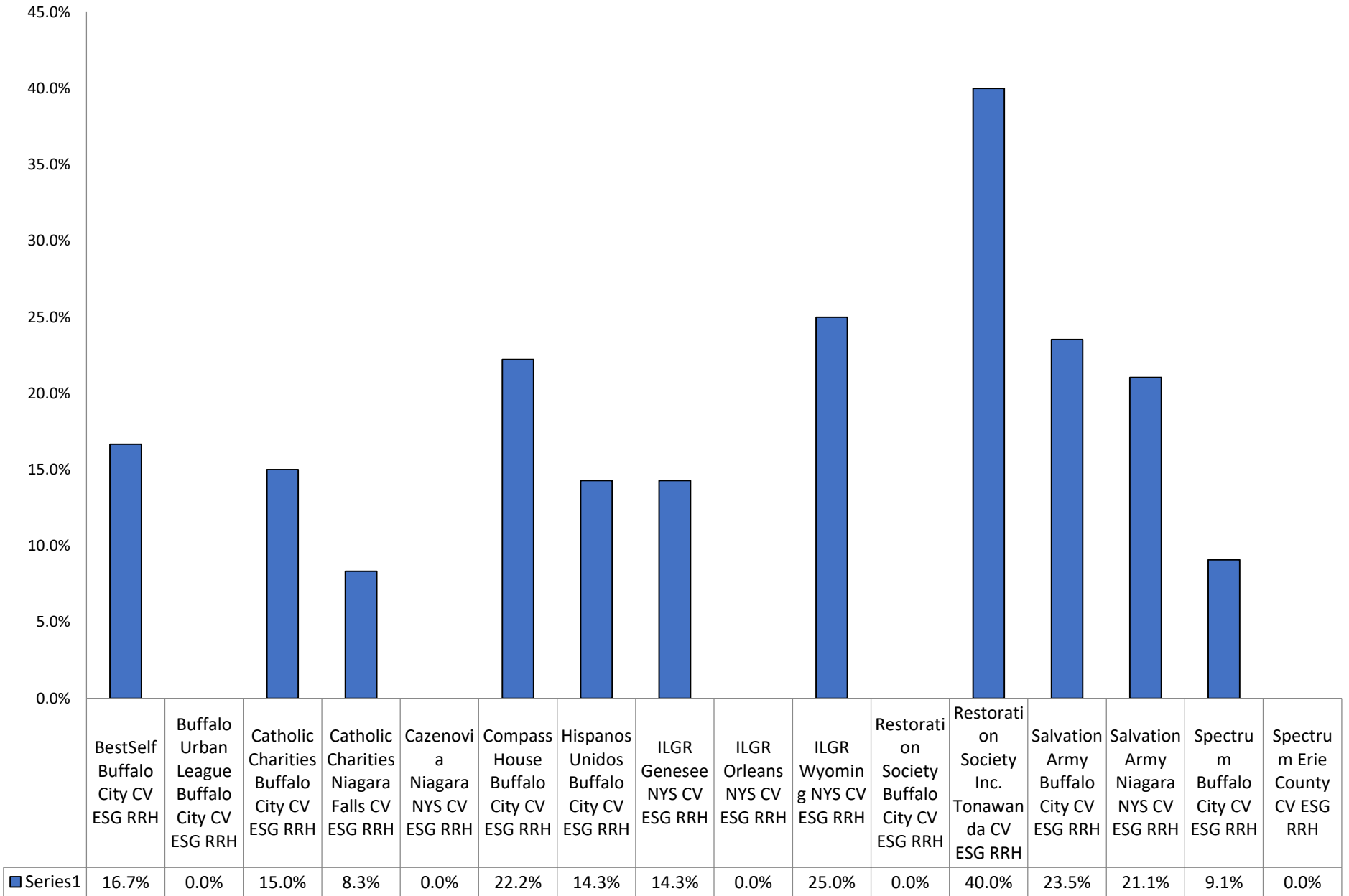
## Maintained or Increased Earned Income for RRH Participants

This measure includes those adults that have maintained employment and those who have maintained or gained employment and increased their amount of earned income. The benchmark for this measure is locally determined as 20%, which is also the HUD benchmark.

**Adults with Maintained/Increased Earned Income (RRH)**



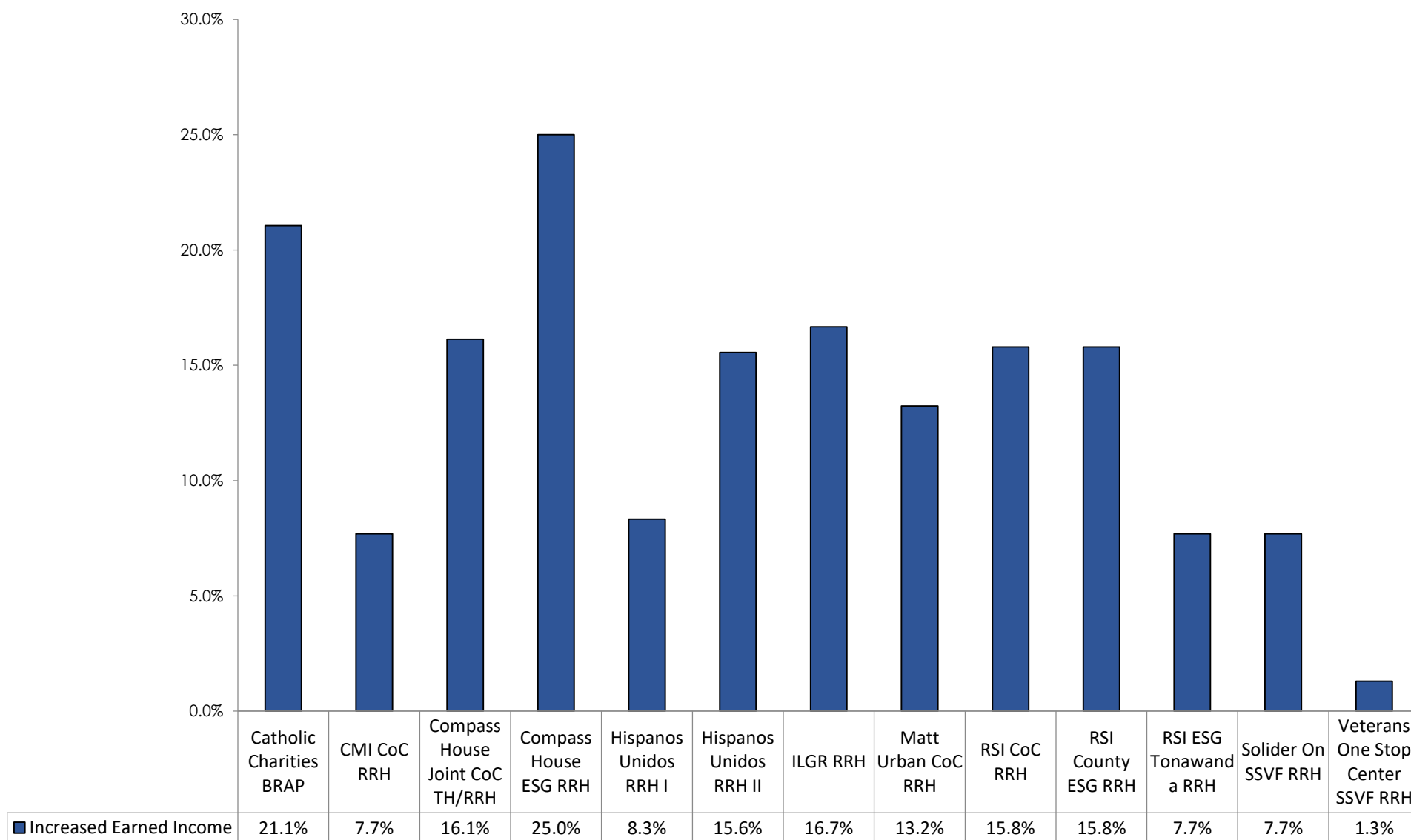
### Adults with Maintained/Increased Earned Income (RRH CV)

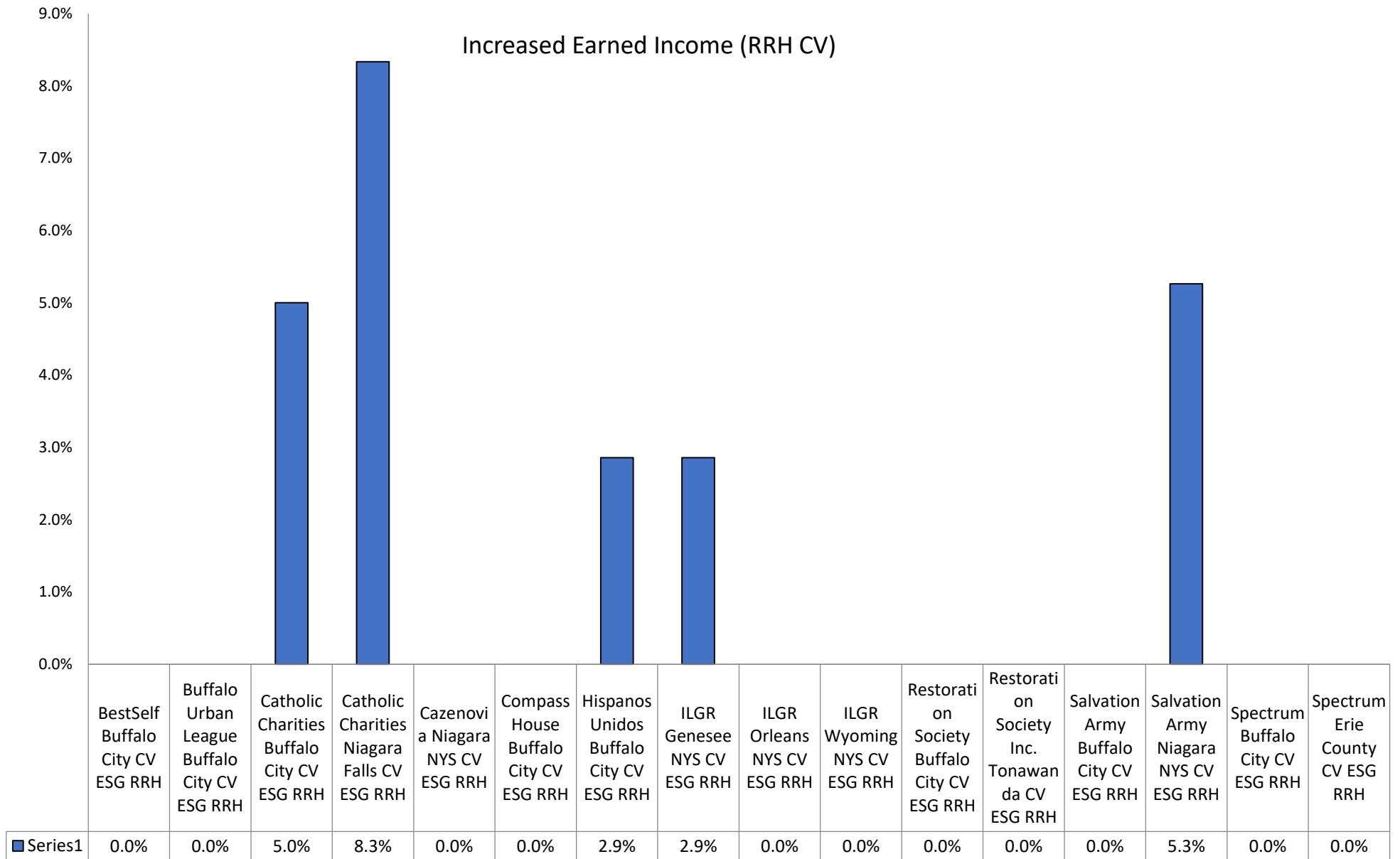


## Increased Earned Income for RRH Participants

This measure includes those adults who have either gained employment or received a raise in their earned income. The benchmark for this measure is locally determined as 20%.

**Adults with Increased Earned Income (RRH)**



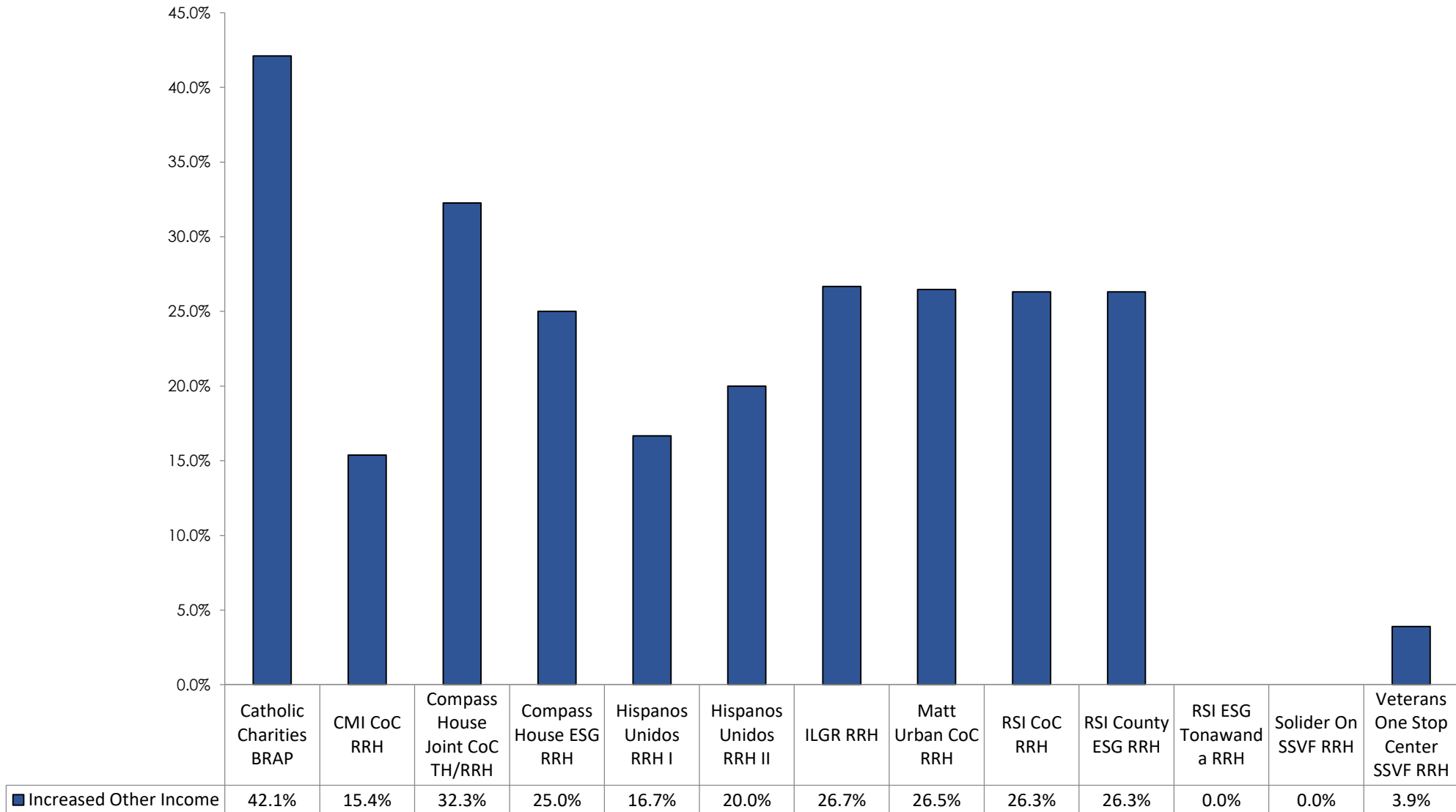




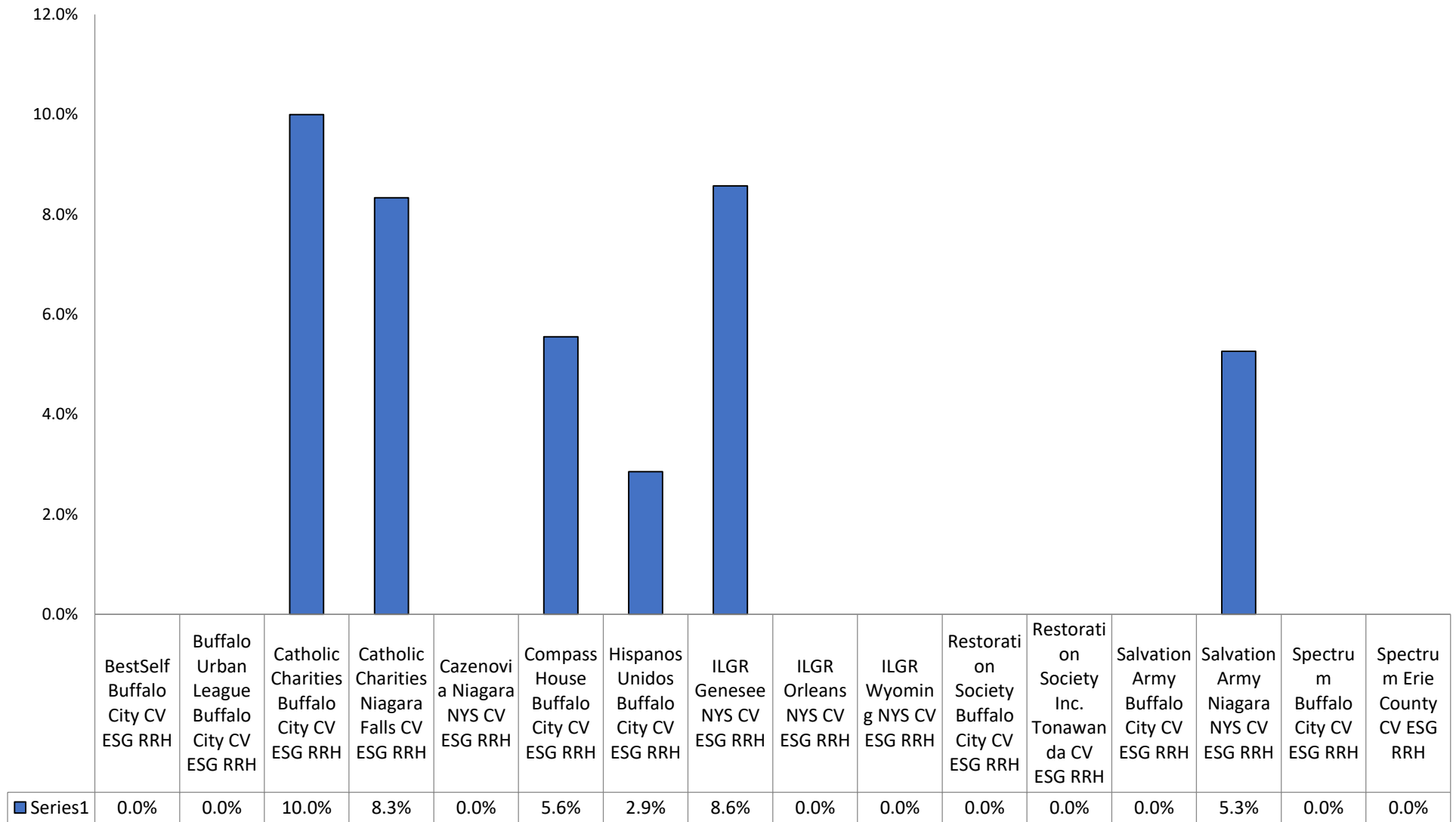
## Increased Other Income for RRH Participants

This measure includes those adults who have increased their income (e.g. SSI, SSDI, PA, TANF etc.), excluding employment income.

**Adults with Increased Other Income (RRH)**



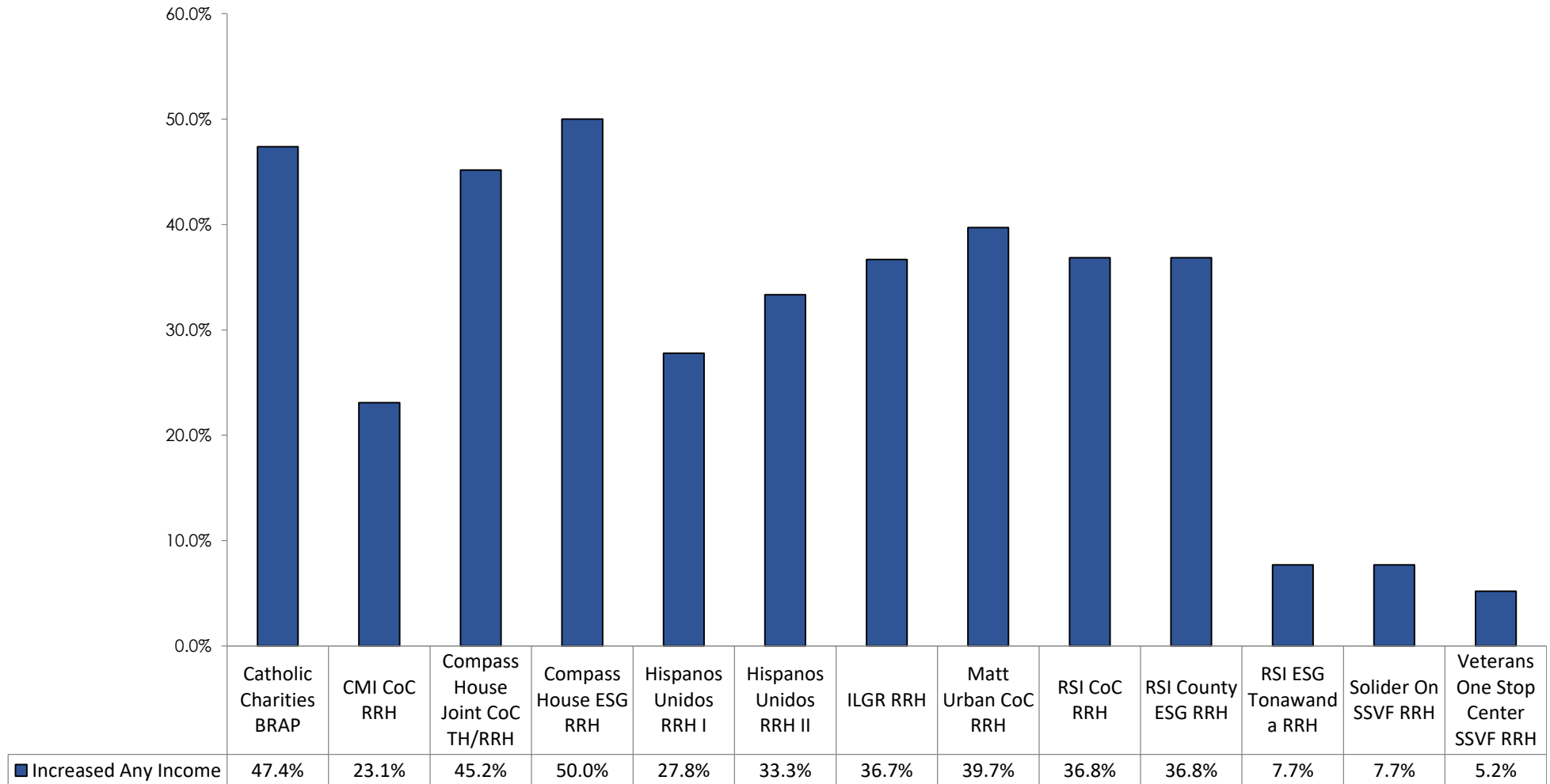
### Increased Other Income (RRH CV)



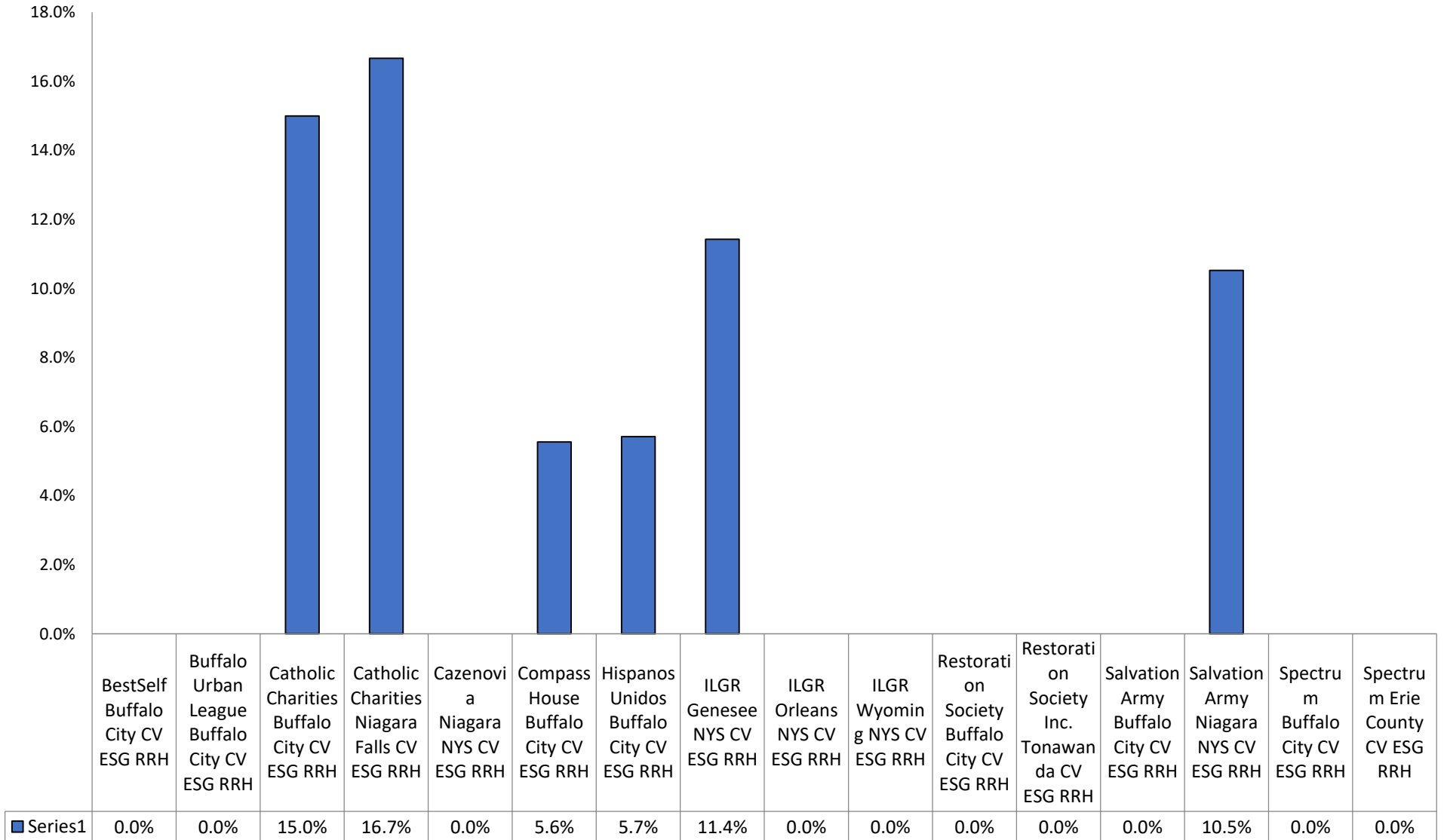
## Increased Any Income for RRH Participants

This measure includes those adults who have increased their cash income from any source, including earned income and benefits (e.g. SSI, SSDI, PA, TANF etc.).

**Adults with Increased Any Income (RRH)**



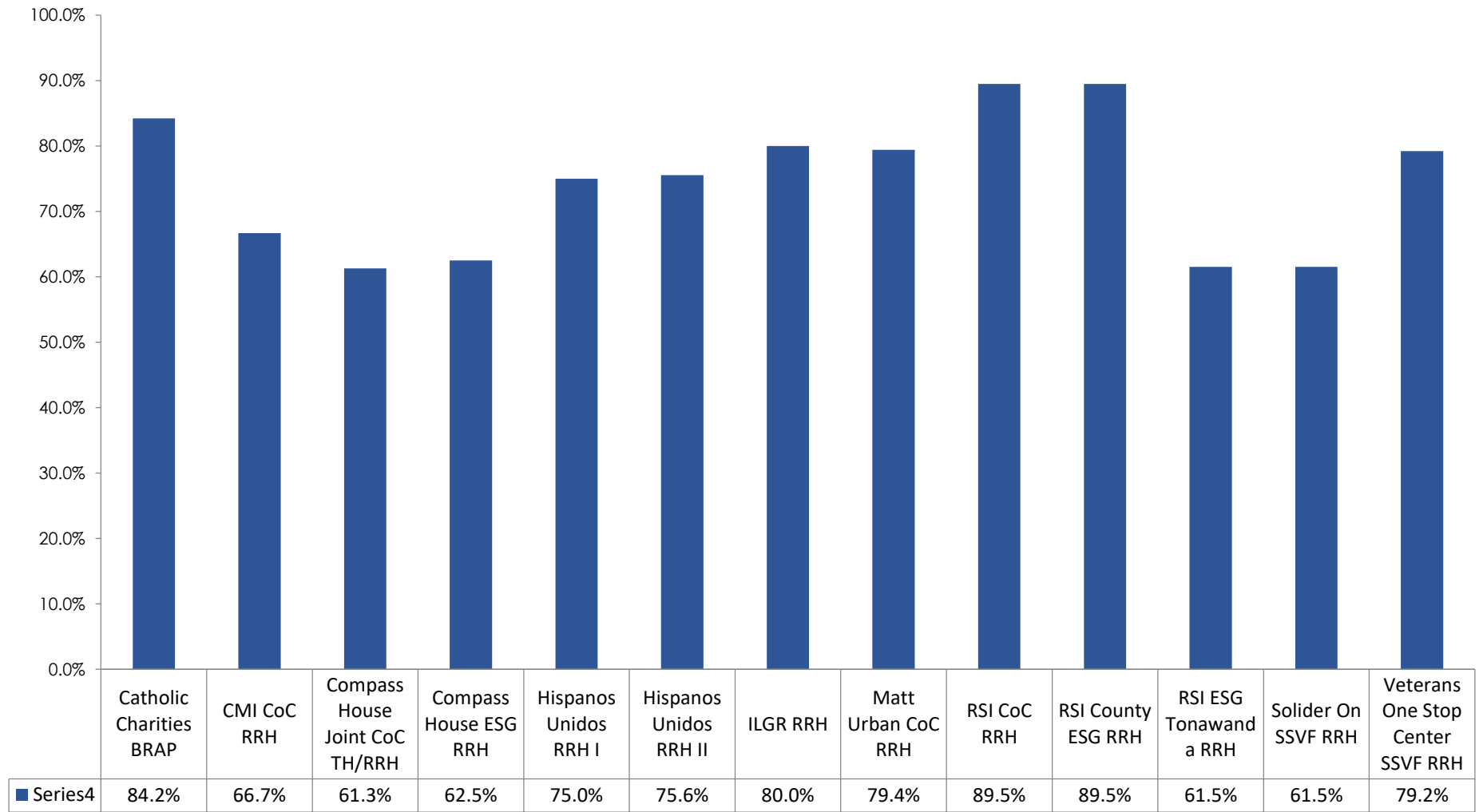
## Increased Any Income (RRH CV)



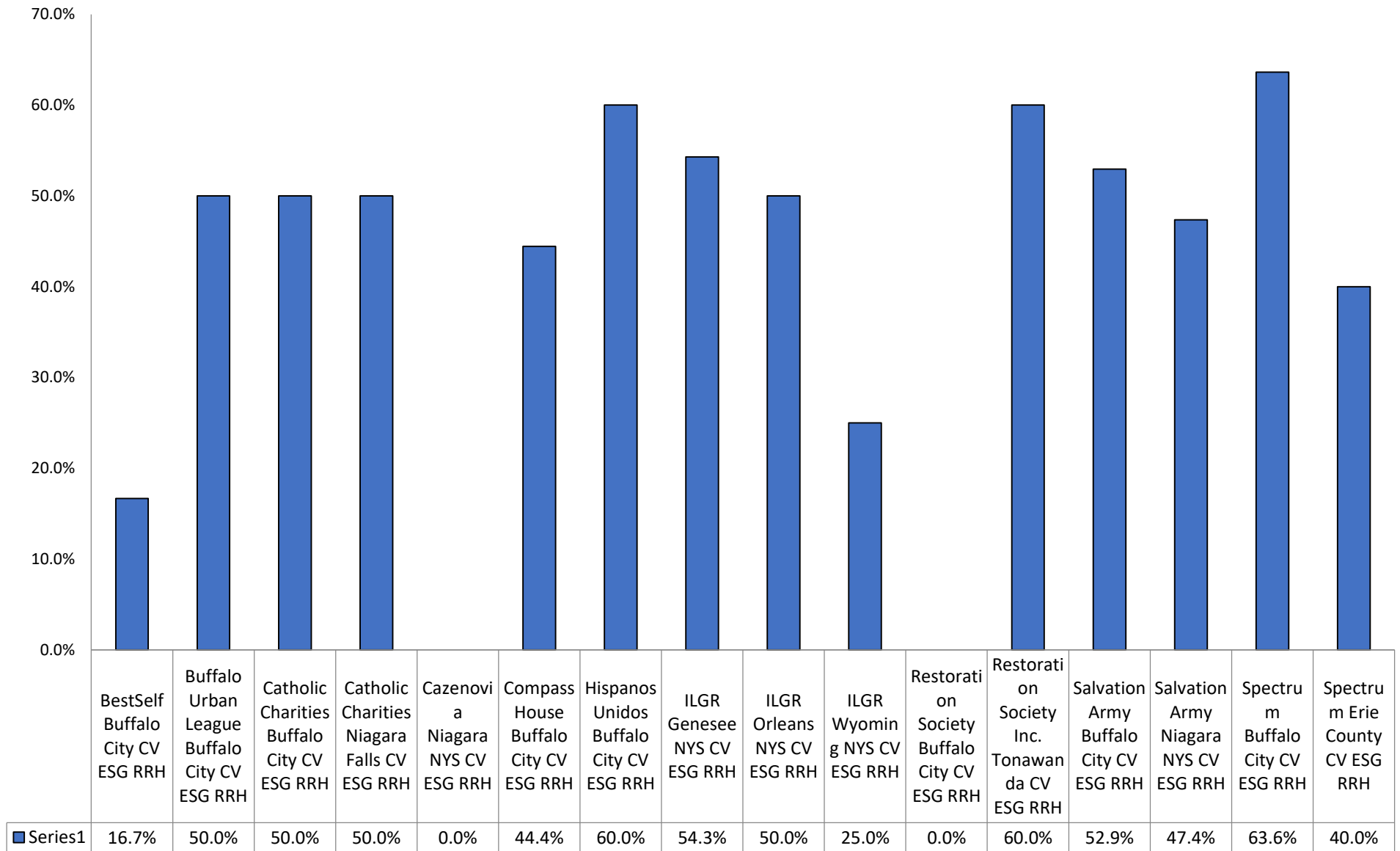
## Maintained/Increased Any Income for RRH Participants

This measure includes those adults who have increased or retained their cash income from any source, including earned income and benefits (e.g. SSI, SSDI, PA, TANF etc.).

**Adults with Maintained/Increased Any Income (RRH)**



### Maintained/Increased Any Income (RRH CV)



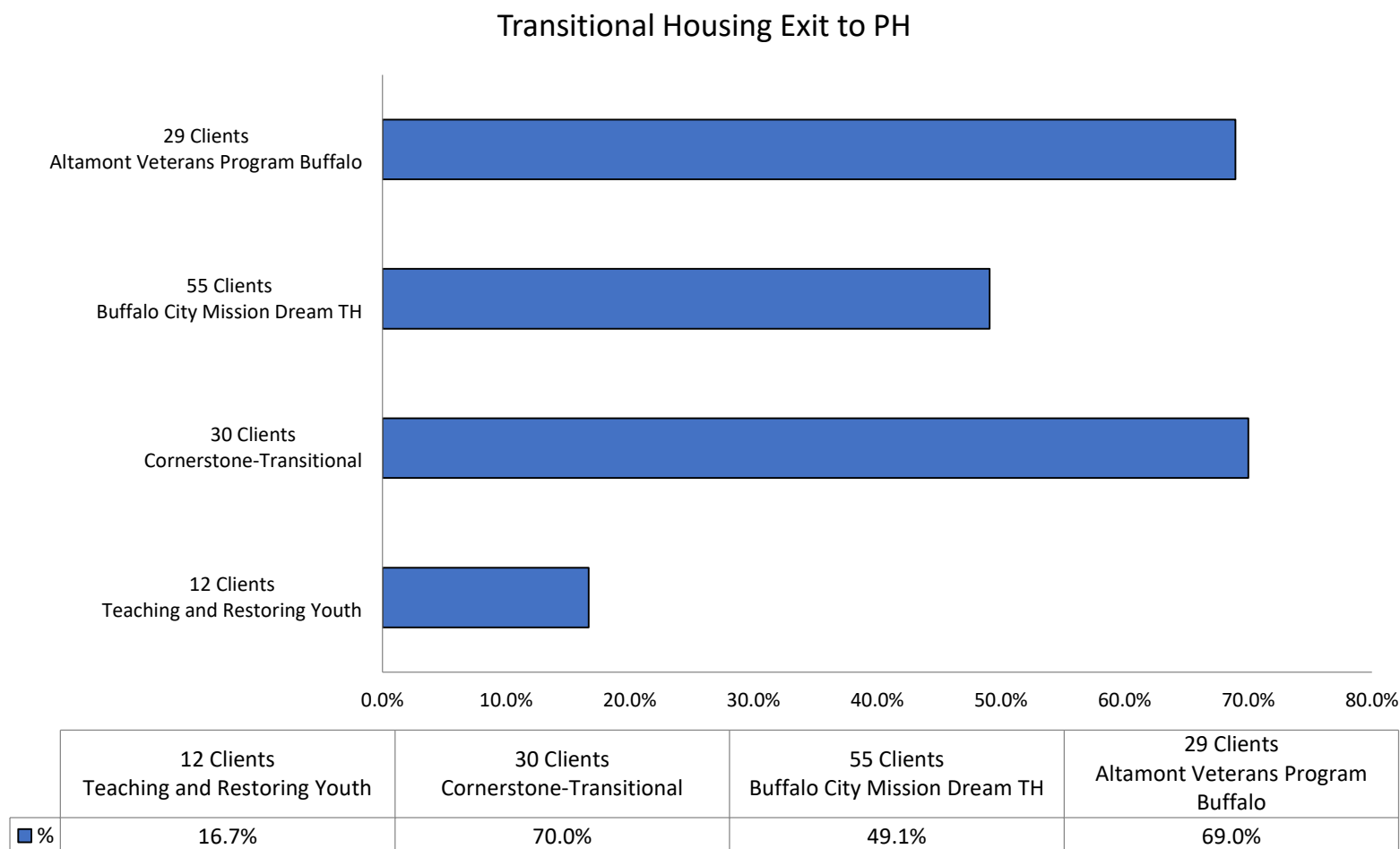
# **Transitional Housing Providers**

## **Housing Measures:**

All charts measuring exits exclude people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes. The # of program leavers is included in some of the charts to show the total number of exits from each program.

## Exit to Permanent Housing (PH) Destinations

This measure includes only those who left the program and exited to permanent housing destinations, excluding people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes. The benchmark for TH programs is the national benchmark of 80%.

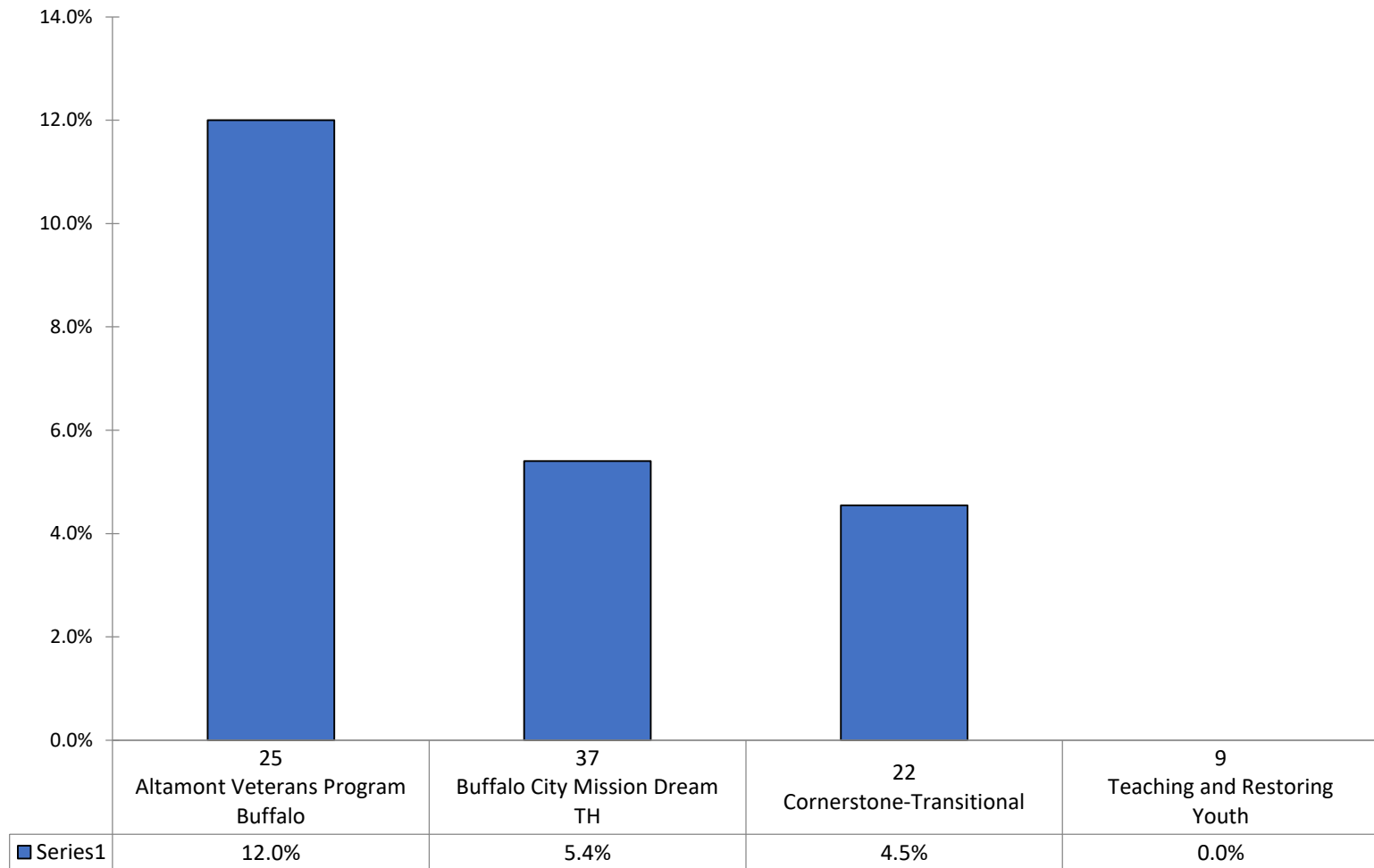




## Returns to Homelessness

The data in this quarterly report looks at those who exited to a permanent destination from a service provider between 10/1/2019 and 3/31/2021 and returned to homelessness (measured by a new entry date at a service provider) within the following six months, beginning on 4/1/2020. This measure reflects our CoC's goal of reducing the number of people who return to homelessness.

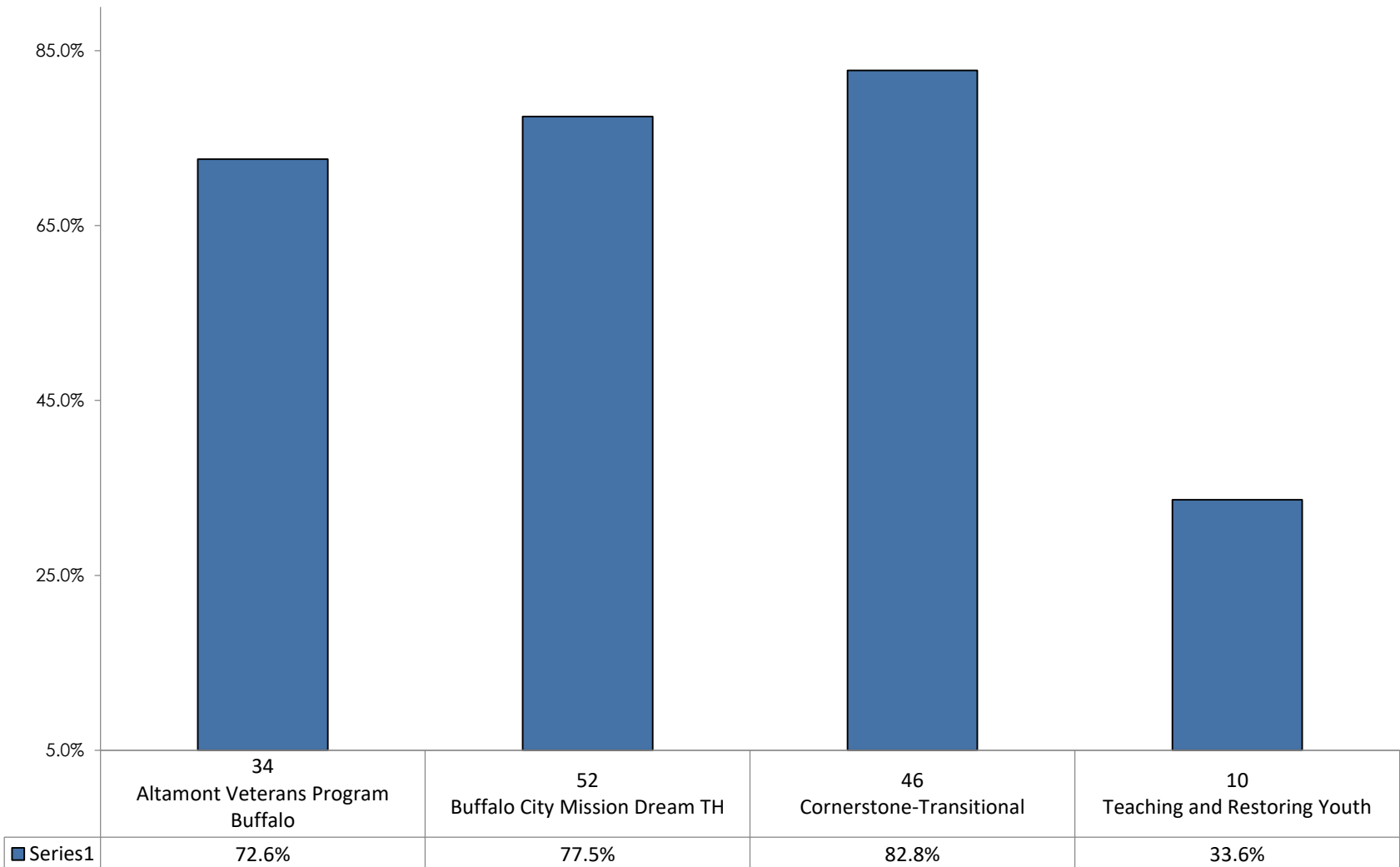
Transitional Housing Recidivism



## Occupancy Rate

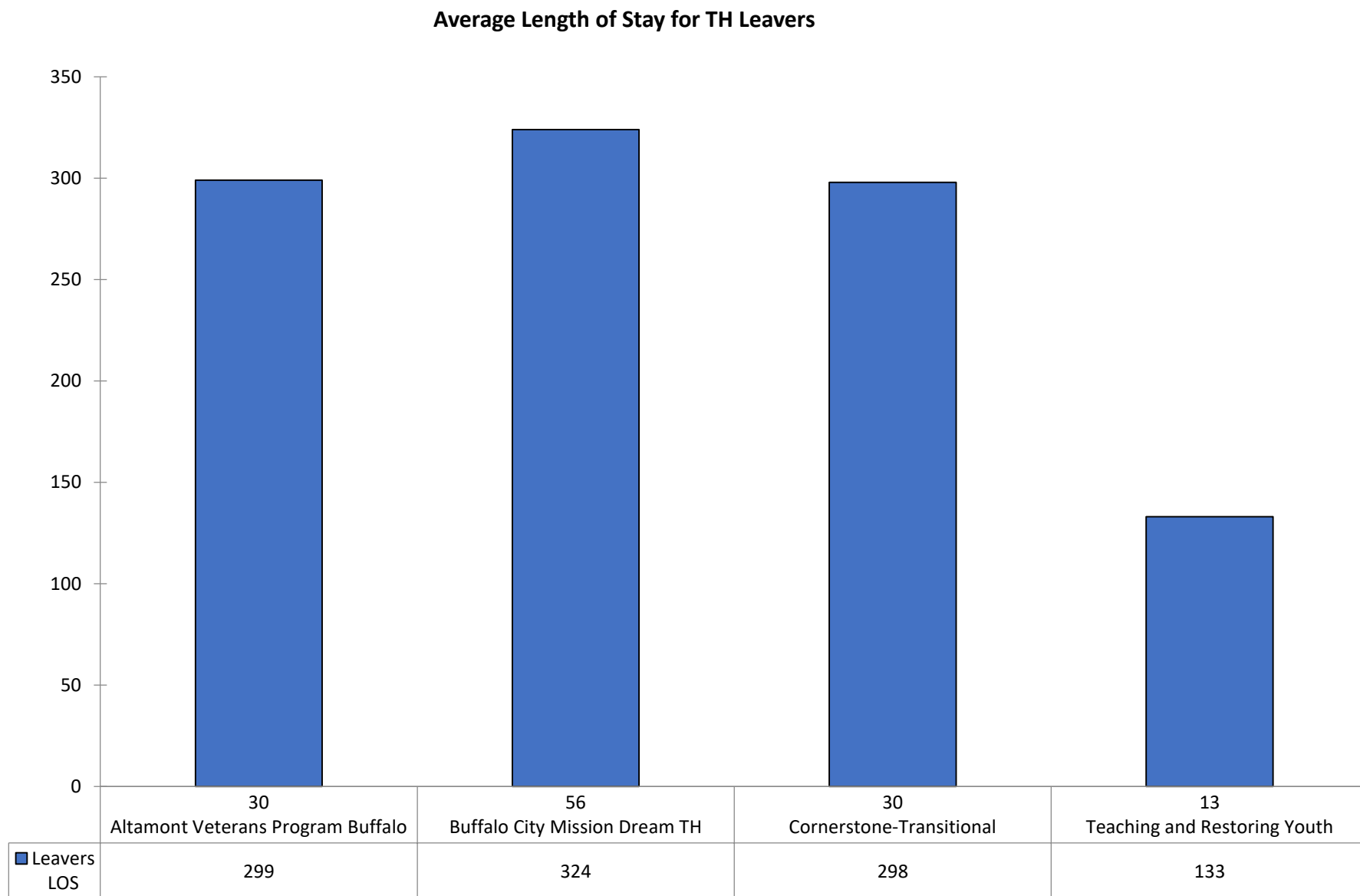
The occupancy rate is measured by calculating how many individuals are in each program each night during the reporting period (4/1/2020-3/31/2021) and using the program # of units.

### Occupancy: Transitional Housing



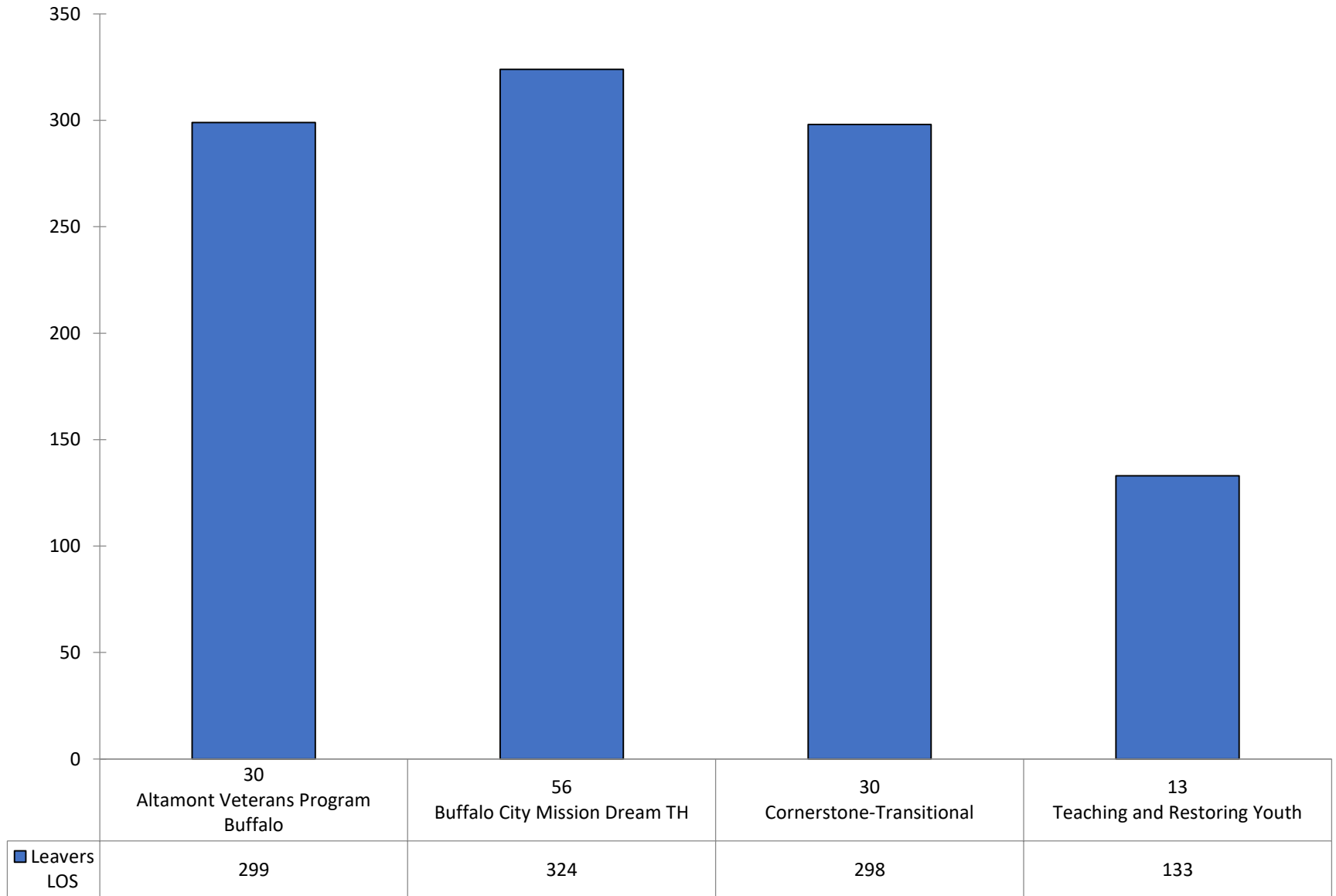
## Length of Time Person Remains Homeless

The HUD goal is to reduce the length of time a person experiences homelessness. HUD system measurements are based on the length of stay at Transitional Housing.



# Length of Time Person Remains Homeless

Average Length of Stay for TH Leavers



# **Emergency Shelter and Street Outreach Providers**

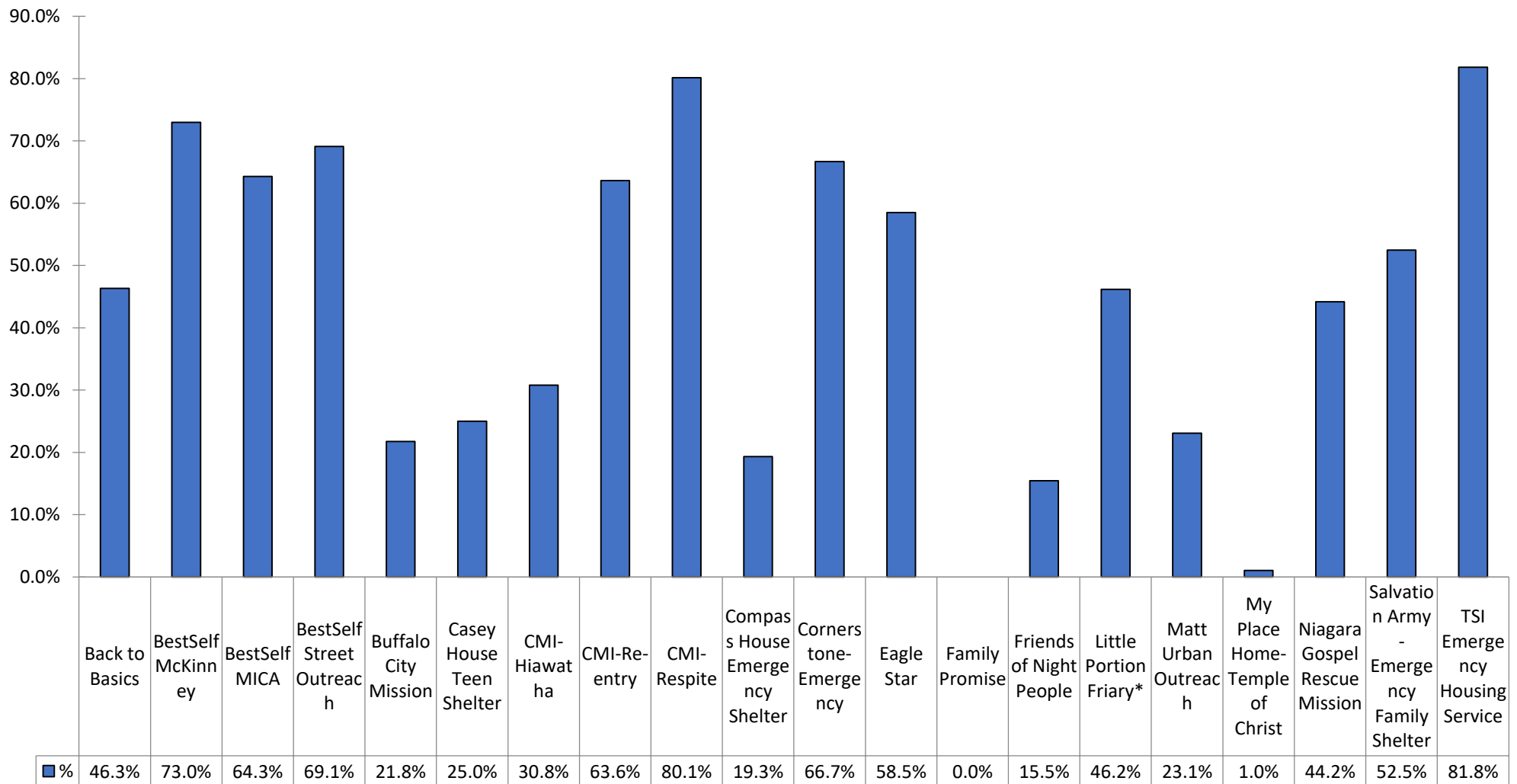
## **Housing Measures:**

All charts measuring exits exclude people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes. The # of program leavers is included in some of the charts to show the total number of exits from each program.

## Exit to Permanent Housing (PH) Destinations

This measure includes only those who left the program and exited to permanent housing destinations, excluding people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes.

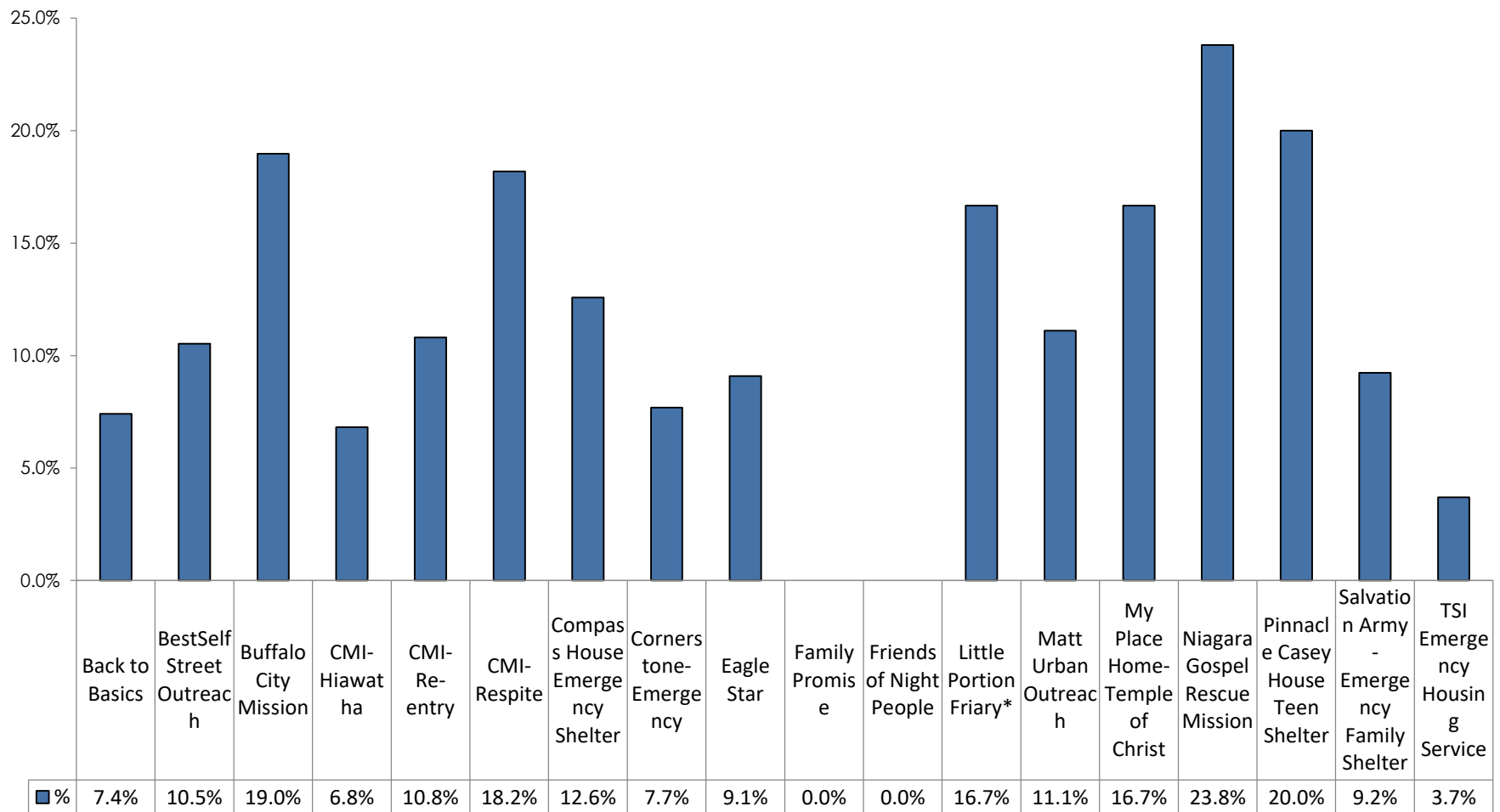
### ES and SO Participants: Exits to Permanent Housing



## Returns to Homelessness

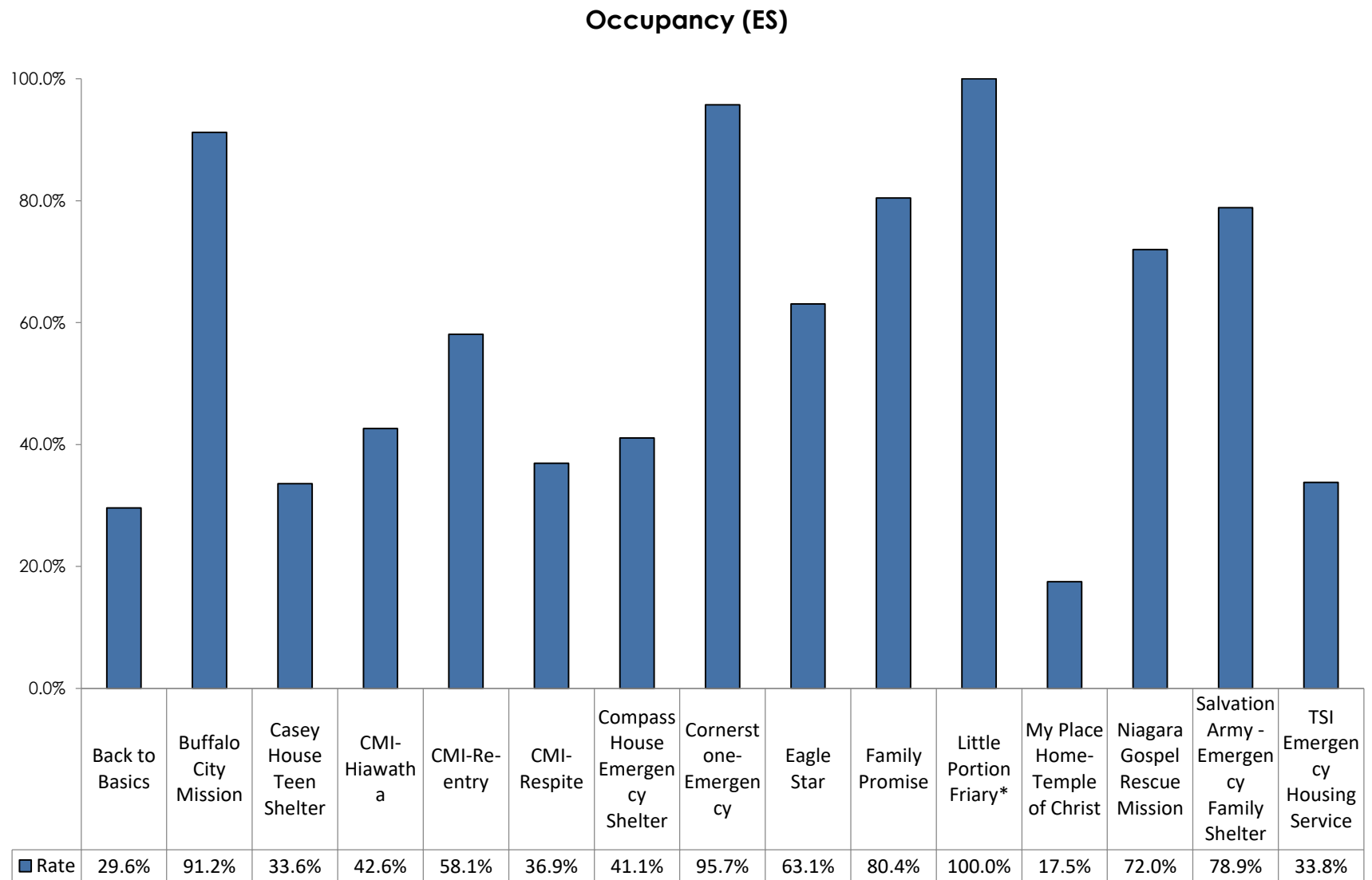
The data in this quarterly report looks at those who exited to a permanent destination from a service provider between 10/1/2019 and 3/31/2021 and returned to homelessness (measured by a new entry date at a service provider) within the following six months, beginning on 4/1/2020. This measure reflects our CoC's goal of reducing the number of people who return to homelessness.

### Emergency Shelter Recidivism



## Occupancy Rate

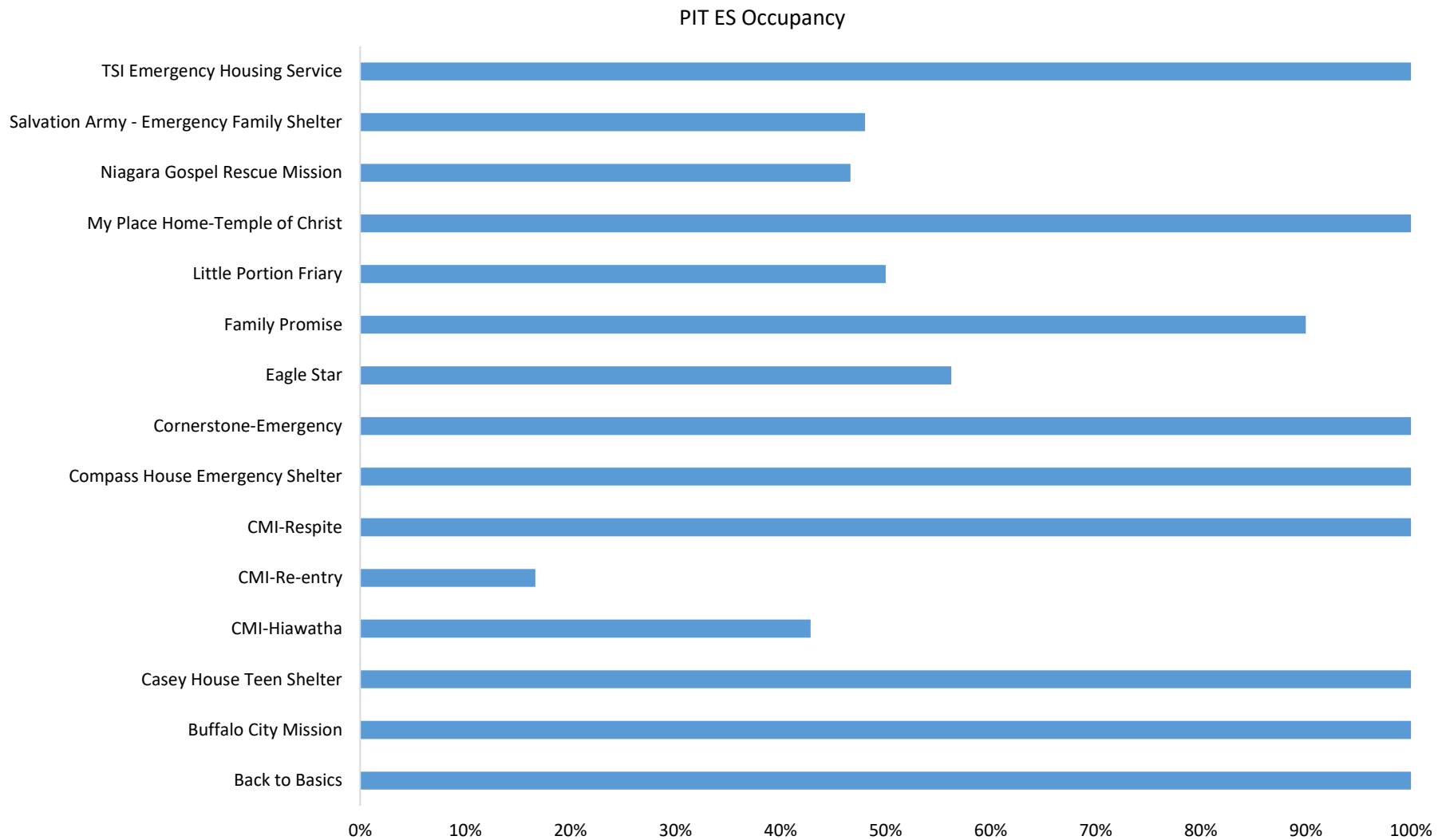
The occupancy rate is measured by calculating how many individuals are in each program each night during the reporting period (4/1/2020-3/31/2021) and using the program # of units.





## Occupancy Rate on the Last Day of the Reporting Period

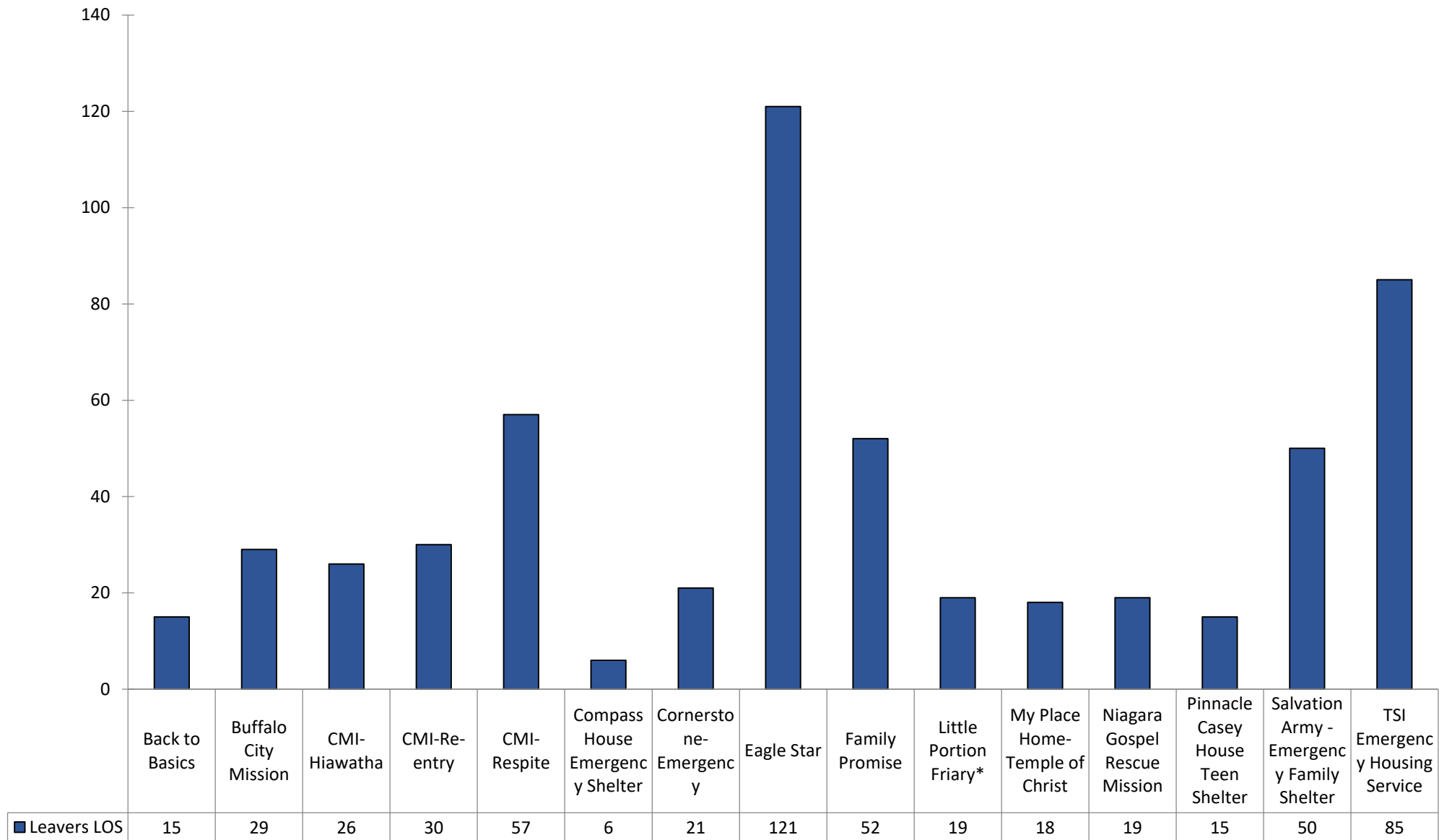
This occupancy rate is measured by determining how many households were active in each program on the last night of the reporting period (3/31/2021) and comparing that to the number of available beds/units.



## Average Length of Time Person Remains Homeless

The HUD goal is to reduce the length of time a person experiences homelessness. HUD system measurements are based on the length of stay at Emergency Shelters.

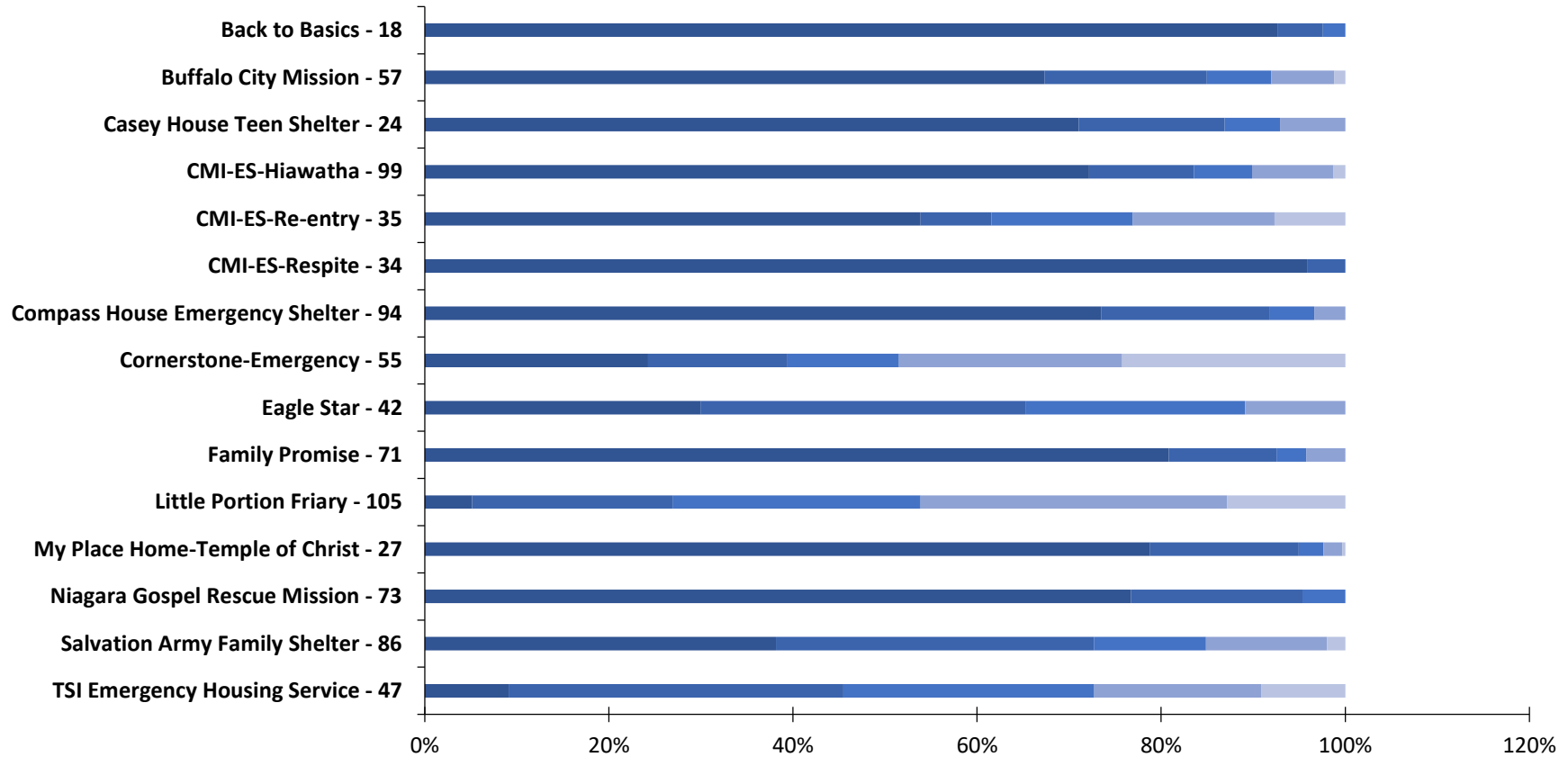
Average Length of Stay for ES Leavers



## Length of Stay for all Leavers

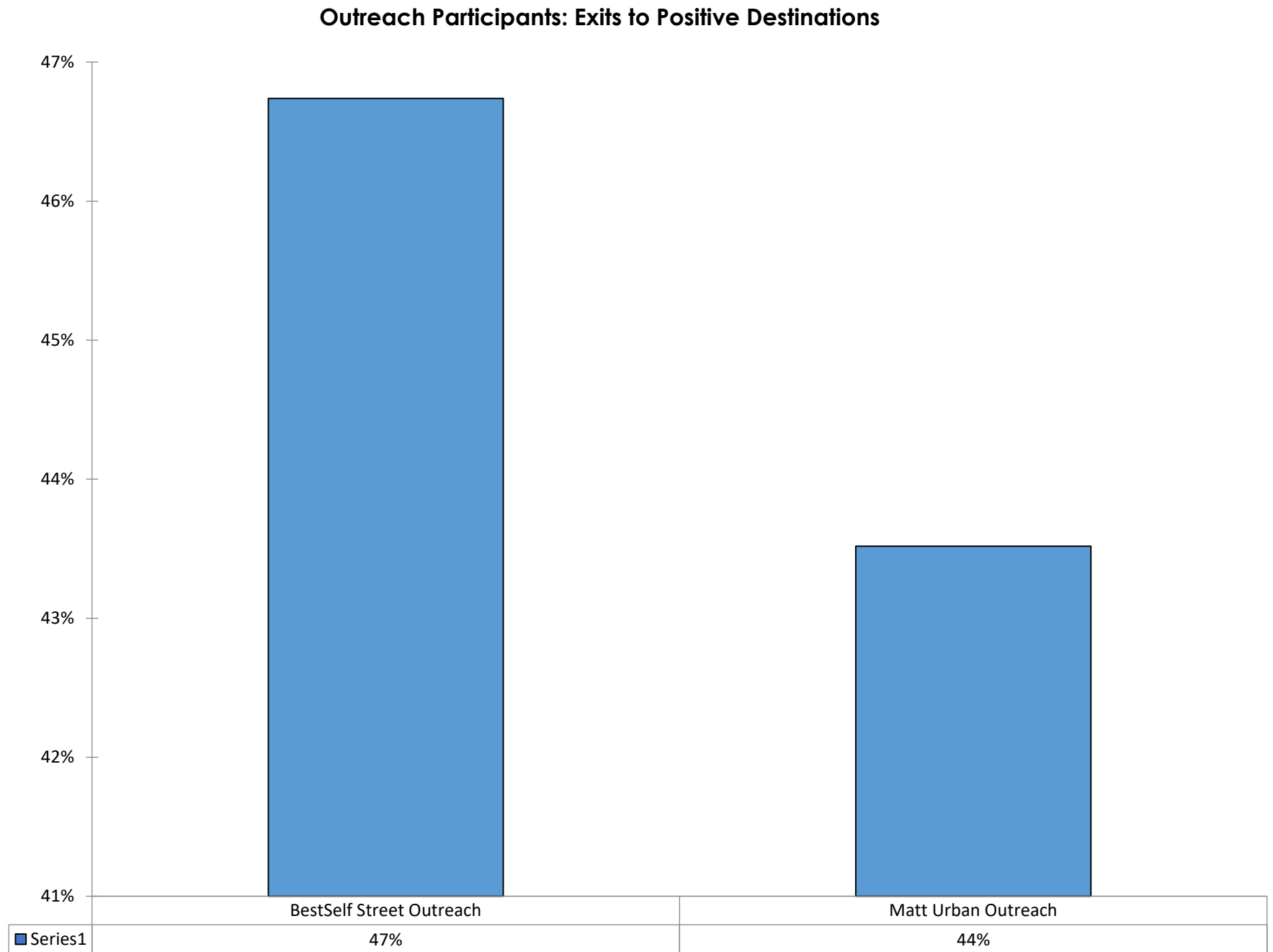
The chart before showed the average length of stay in shelter for clients who leave, whereas this chart details how long all clients are staying in each of the shelters.

Length of Stay for ES Leavers



	TSI Emergency Housing Service - 47	Salvation Army Family Shelter - 86	Niagara Gospel Rescue Mission - 73	My Place Home- Temple of Christ - 27	Little Portion Friary - 105	Family Promise - 71	Eagle Star - 42	Cornerstone- Emergency - 55	Compass House Emergency Shelter - 94	CMI-ES- Respite - 34	CMI-ES- Re-entry - 35	CMI-ES- Hiawatha - 99	Casey House Teen Shelter - 24	Buffalo City Mission - 57	Back to Basics - 18
■ % LOS < 30 Days	9%	38%	77%	79%	5%	81%	30%	24%	73%	96%	54%	72%	71%	67%	93%
■ % LOS 31-60 Days	36%	35%	19%	16%	22%	12%	35%	15%	18%	4%	8%	11%	16%	18%	5%
■ % LOS 61-90 Days	27%	12%	5%	3%	27%	3%	24%	12%	5%	0%	15%	6%	6%	7%	2%
■ % LOS 91-180 Days	18%	13%	0%	2%	33%	4%	11%	24%	3%	0%	15%	9%	7%	7%	0%
■ % LOS 180+ Days	9%	2%	0%	0%	13%	0%	0%	24%	0%	0%	8%	1%	0%	1%	0%

## Exit to Positive Destinations (Outreach Only)



## Providers in this Report

PSH	TH	ES & SO	RRH
BestSelf Chronic Homeless Program	Altamont Veterans Program Buffalo	Back to Basics	Catholic Charities BRAP
BestSelf CoC I	Buffalo City Mission Dream TH	BestSelf McKinney	CMI CoC RRH
BestSelf Harambe House	Cornerstone-Transitional	BestSelf MICA	Compass House ESG RRH
Cazenovia Chronic Homeless Program	Teaching and Restoring Youth Program	BestSelf Street Outreach	Compass House CoC Joint TH/RRH
Cazenovia Niagara Falls S+C		Buffalo City Mission	Hispanos Unidos RRH I
Evergreen Housing First		Casey House Teen Shelter	Hispanos Unidos RRH II
Gerard Place PSH for Families		CMI-Hiawatha	ILGR RRH
LOD CoC I		CMI-Re-entry	Matt Urban CoC RRH
LOD CoC III		CMI-Respite	Restoration Society CoC RRH
Matt Urban Hope Gardens		Compass House Emergency Shelter	Restoration Society County ESG RRH
Matt Urban Housing First		Cornerstone-Emergency	Restoration Society ESG Tonawanda RRH
Restoration Society CoC II		Eagle Star	Soldier On SSVF RRH
Spectrum Chronically Homeless PSH I		Family Promise	Veterans One Stop Center SSVF RRH
Spectrum CoC II		Friends of Night People	
TSI CoC I		Little Portion Friary	
TSI CoC II		Matt Urban Outreach	
WNY Veterans Housing Coalition S+C VI		My Place Home-Temple of Christ	
		Niagara Gospel Rescue Mission	
		Salvation Army - Emergency Family Shelter	
		TSI Emergency Housing Service	

