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

7/1/2021-6/30/2022

Data taken from HMIS on 8/26/2022

This report is created using HMIS data. It 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.

*Some of the 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.
Table of Contents

Table of Contents ................................................................. 2
Glossary of Acronyms .......................................................... 3
Permanent Supportive Housing Providers .................................... 4
  Housing Measures .............................................................. 4
    Remained and Exited to Permanent Housing (PH) ................... 4
    Positive Turnover Rates .................................................. 5
    Returns to Homelessness ............................................... 6
    Length of Time from Program Entry to Move-In Date ............. 7
    Occupancy Rate ......................................................... 8
Service High Need Population ................................................ 9
  New PSH Clients with a VI-SPDAT Score Recorded in HMIS ...... 9
  Percentage of Clients with Disabilities ............................... 10
Income Measures ................................................................. 11
  Maintained/Increased Earned Income for PSH Participants ....... 11
  Increased Earned Income for PSH Participants ..................... 12
  Increased Other Income for PSH Participants ....................... 13
  Increased Any Income for PSH Participants ......................... 14
  Maintained/Increased Any Income for PSH Participants .......... 15
Rapid Rehousing Providers .................................................... 16
  Housing Measures .......................................................... 16
  Exit to Permanent Housing (PH) Destinations ...................... 16
  Returns to Homelessness ............................................... 17
  Length of Time from Program Entry to Move-In Date .......... 18
  Breakdown of How Long it Takes to House RRH Clients ........ 19
  Point in Time Occupancy Rates ...................................... 20
  Annual Occupancy Rates ............................................... 21
Service High Need Population ................................................ 22
  New RRH Clients with a VI-SPDAT Score Recorded in HMIS .... 22
  Average VI-SPDAT Score for Clients at Each Provider .......... 23
  Percent of New Households Assessed ................................ 24
  Percentage of Households Served with Families of 5+ .......... 25
  Percentage of Clients with Disabilities ............................ 26
Income Measures ................................................................. 27
  Maintained/Increased Earned Income for RRH Participants ..... 27
  Increased Earned Income for RRH Participants ................... 28
  Increased Other Income for RRH Participants ..................... 29
  Increased Any Income for RRH Participants ....................... 30
  Maintained/Increased Any Income for RRH Participants ....... 31
Transitional Housing Providers ............................................... 32
  Housing Measures .......................................................... 32
  Exit to Permanent Housing (PH) Destinations ...................... 32
  Returns to Homelessness ............................................... 33
  Occupancy Rate ......................................................... 34
  Length of Time Person Remains Homeless - Leavers .......... 35
  Length of Time Person Remains Homeless - Stayers ............ 36
Emergency Shelter and Street Outreach Providers ....................... 37
  Housing Measures .......................................................... 37
  Exit to Permanent Housing (PH) Destinations ...................... 37
  Returns to Homelessness ............................................... 38
  Occupancy Rate ......................................................... 39
  Occupancy Rate on Last Day of Reporting Period ............... 40
  Average Length of Time Person Remains Homeless ............. 41
  Length of Stay for all Leavers ...................................... 42
  Exit to Positive Destinations (Outreach Only) ................... 43
Providers in This Report ........................................................ 44
## Glossary of Acronyms

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

### Glossary Definitions

**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”.

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CoC Performance Report: 7/1/2021-6/01/2022
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.

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.
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.
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.
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 standards 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.

Average # of Days from Entry to Move-In for PSH Programs

- **Average = 16 Days**

<table>
<thead>
<tr>
<th>Program</th>
<th># Clients Housed</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>BestSelf CoC II</td>
<td>9</td>
<td>54</td>
</tr>
<tr>
<td>BestSelf Harambe House</td>
<td>13</td>
<td>30</td>
</tr>
<tr>
<td>Cazenovia Chronic Homeless</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Cazenovia Niagara Falls S-C</td>
<td>1</td>
<td>36</td>
</tr>
<tr>
<td>Evergreen Housing Fgr</td>
<td>6</td>
<td>30</td>
</tr>
<tr>
<td>Gerard Place PSH for Families</td>
<td>7</td>
<td>29</td>
</tr>
<tr>
<td>LOD CoC I</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>LOD CoC III</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Matt Urban Hope Gadders</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Matt Urban Housing Fgr</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Restoration Society CoC II</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>Spectrum Chronically Homeless PSH I</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>Spectrum CoC II</td>
<td>9</td>
<td>26</td>
</tr>
<tr>
<td>TSI CoC I</td>
<td>10</td>
<td>26</td>
</tr>
<tr>
<td>TSI CoC II</td>
<td>26</td>
<td>35</td>
</tr>
<tr>
<td>WWV Veterans Housing Coalition S-C V1</td>
<td>4</td>
<td>37</td>
</tr>
</tbody>
</table>

- 15 Points
- 10 Points
- 5 Points
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 (PSH) Chart]

Average = 96.2%

Units Available:

- 40
- 70
- 16
- 32
- 13
- 49
- 14
- 74
- 31
- 20
- 68
- 60
- 40
- 79
- 109
- 44

Legend:
- 5 Points
- 10 Points
- 15 Points

CoC Performance Report: 7/1/2021-6/01/2022
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.

New PSH Clients and VI-SPDAT Scores

*All clients who scored 4-7 are chronically homeless or have been experiencing homelessness for 12+ months*
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.

<table>
<thead>
<tr>
<th>Percentage of Clients with Disabilities During Reporting Period (PSH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Served:</td>
</tr>
<tr>
<td>40</td>
</tr>
<tr>
<td>BestSelf Chronic Homeless Program CoC IL</td>
</tr>
<tr>
<td>97.0%</td>
</tr>
</tbody>
</table>

Average = 86.5%

10 Points
**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.

![Bar chart showing 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)**

<table>
<thead>
<tr>
<th>Location</th>
<th>Eligible for Assessment</th>
<th>Increased Earned Income (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
<td>33</td>
<td>10.7%</td>
</tr>
<tr>
<td>Hope</td>
<td>70</td>
<td>7.1%</td>
</tr>
<tr>
<td>Niagara</td>
<td>17</td>
<td>0.0%</td>
</tr>
<tr>
<td>Falls</td>
<td>27</td>
<td>29.0%</td>
</tr>
<tr>
<td>Evergreen</td>
<td>12</td>
<td>20.0%</td>
</tr>
<tr>
<td>Park</td>
<td>42</td>
<td>0.0%</td>
</tr>
<tr>
<td>PSH</td>
<td>14</td>
<td>4.3%</td>
</tr>
<tr>
<td>Families</td>
<td>79</td>
<td>16.0%</td>
</tr>
<tr>
<td>CoC II</td>
<td>29</td>
<td>6.7%</td>
</tr>
<tr>
<td>CoC III</td>
<td>20</td>
<td>10.5%</td>
</tr>
<tr>
<td>CoC IV</td>
<td>57</td>
<td>16.7%</td>
</tr>
<tr>
<td>CoC V</td>
<td>59</td>
<td>7.1%</td>
</tr>
<tr>
<td>CoC VI</td>
<td>46</td>
<td>9.8%</td>
</tr>
<tr>
<td>CoC VII</td>
<td>86</td>
<td>3.7%</td>
</tr>
<tr>
<td>CoC VIII</td>
<td>103</td>
<td>7.8%</td>
</tr>
<tr>
<td>CoC IX</td>
<td>46</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

Average = 12.9%
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)

<table>
<thead>
<tr>
<th>Program</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>BestSelf Chronic Homeless Program</td>
<td>78.6%</td>
</tr>
<tr>
<td>BestSelf CoC I</td>
<td>75.7%</td>
</tr>
<tr>
<td>BestSelf Harambee House</td>
<td>77.4%</td>
</tr>
<tr>
<td>Cazenovia Chronic Homeless Program</td>
<td>70.0%</td>
</tr>
<tr>
<td>Cazenovia Niagara Falls S+C</td>
<td>70.7%</td>
</tr>
<tr>
<td>Evergreen Housing First</td>
<td>60.0%</td>
</tr>
<tr>
<td>Gerald Place PSH for Families</td>
<td>56.7%</td>
</tr>
<tr>
<td>LOD CoC I</td>
<td>63.0%</td>
</tr>
<tr>
<td>LOD CoC III</td>
<td>57.1%</td>
</tr>
<tr>
<td>Matt Urban Hope Gardens</td>
<td>87.8%</td>
</tr>
<tr>
<td>Matt Urban Housing First</td>
<td>72.8%</td>
</tr>
<tr>
<td>Restoration Society CoC II</td>
<td>67.0%</td>
</tr>
<tr>
<td>Spectrum Chronically Homeless PSH I</td>
<td>60.4%</td>
</tr>
<tr>
<td>Spectrum CoC II</td>
<td>44.2%</td>
</tr>
<tr>
<td>TSI CoC I</td>
<td>44.2%</td>
</tr>
<tr>
<td>TSI CoC II</td>
<td>44.2%</td>
</tr>
<tr>
<td>WNY Veterans Housing Coalition S+C VI</td>
<td>44.2%</td>
</tr>
</tbody>
</table>

Average = 64.7%

Total Adults Eligible for Assessment:
- 33
- 70
- 17
- 27
- 12
- 42
- 14
- 79
- 29
- 20
- 57
- 59
- 46
- 86
- 103
- 46

CoC Performance Report: 7/1/2021-6/01/2022
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.).
**Rapid Rehousing 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%.

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**RRH Participants Exited to PH**

![Bar chart showing percentages of participants exiting to permanent housing destinations]
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 Exiting to a Permanent Destination (RRH)
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 = 52 Days

# Clients Housed

- CoC CoC Joint TH/RRH: 9
- Compass House CoC Joint TH/RRH: 76
- Hispano Unido CoC RRH: 5
- Hispano Unido RRH I: 32
- Hispano Unido RRH II: 51
- ILGR RRH: 9
- Matt Urban CoC RRH: 33
- R3 CoC RRH: 34
- R3 County ESG RRH: 43
- R3 ESG Tonawanda RRH: 4
- Soldier On SSVF RRH: 3
- Veteran One Stop Center SSVF RRH: 16

Legend:
- 15 Points
- 8 Points
Breakdown of How Long it Takes to House RRH Clients

Breaking Down How Long it Takes to House Clients - RRH

- CMI CoC RRH - 4
  - < 7 Days: 25%
  - 8-14 Days: 0%
  - 15-30 Days: 50%
  - 31-60 Days: 0%
  - 61-180 Days: 25%
  - 181-365 Days: 0%
  - 366-730 Days: 0%

- Compass House CoC Joint TH/RRH - 0%

- Compass House ESG RRH - 14
  - < 7 Days: 14%
  - 8-14 Days: 0%
  - 15-30 Days: 43%
  - 31-60 Days: 7%
  - 61-180 Days: 36%
  - 181-365 Days: 0%

- Hispanics Unidos RRH I - 30
  - < 7 Days: 27%
  - 8-14 Days: 13%
  - 15-30 Days: 20%
  - 31-60 Days: 20%
  - 61-180 Days: 20%
  - 181-365 Days: 0%

- Hispanics Unidos RRH II - 40*
  - < 7 Days: 13%
  - 8-14 Days: 45%
  - 15-30 Days: 0%
  - 31-60 Days: 43%
  - 61-180 Days: 0%

- ILGR RRH - 40
  - < 7 Days: 65%
  - 8-14 Days: 15%
  - 15-30 Days: 10%
  - 31-60 Days: 10%
  - 61-180 Days: 0%

- Matt Urban CoC RRH - 52
  - < 7 Days: 6%
  - 8-14 Days: 23%
  - 15-30 Days: 13%
  - 31-60 Days: 27%
  - 61-180 Days: 27%
  - 181-365 Days: 4%

- RSI CoC RRH - 83
  - < 7 Days: 25%
  - 8-14 Days: 13%
  - 15-30 Days: 24%
  - 31-60 Days: 12%
  - 61-180 Days: 25%
  - 181-365 Days: 0%

- RSI County ESG RRH - 2
  - < 7 Days: 50%
  - 8-14 Days: 0%
  - 15-30 Days: 0%
  - 31-60 Days: 50%
  - 61-180 Days: 0%

- RSI ESG Tonawanda RRH - 6
  - < 7 Days: 67%
  - 8-14 Days: 33%
  - 15-30 Days: 0%
  - 31-60 Days: 0%
  - 61-180 Days: 0%

- Soldier On SSVF RRH - 23
  - < 7 Days: 4%
  - 8-14 Days: 9%
  - 15-30 Days: 22%
  - 31-60 Days: 4%
  - 366-730 Days: 0%

- Veterans One Stop Center SSVF RRH - 0%

*Program began July

Total Clients Housed

- < 7 Days
- 8-14 Days
- 15-30 Days
- 31-60 Days
- 61-180 Days
- 181-365 Days
- 366-730 Days

CoC Performance Report: 7/1/2021-6/01/2022
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.

![Point in Time Occupancy Rates (RRH)](image)

- Average = 87.1%

[[5 Points]
[[10 Points]
[[15 Points]
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.

![Annual Occupancy Rates (RRH)](chart_url)
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.

New RRH Clients and VI-SPDAT Scores

- VI Score >= 8, Recommended score range for long-term assistance: 96
- VI Score 4-7, Recommended range for short-medium assistance: 173
- VI Score <= 3, No housing intervention recommended for this score*: 13
- DV clients without scores: 8 (3%)
- Clients transferred from another program: 0
- Clients without VI Score in HMIS: 17 (6%)
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)

- Average = 8.1

- 7 Points (Families), 5 Points (Singles)
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.

![Bar chart showing the percent of households served with a family size of 5+ for different RRH programs.]

- Compass House Joint CoC: 23.4%
- Compass House ESG RRH: 5.3%
- Hispanics Unidos RH I: 5.9%
- Hispanics Unidos RH II: 4.5%
- ILGR RH: 0.0%
- Matt Urban CoC RH: 0.0%
- RRI CoC RH: 0.0%
- RSI County ESG RRH: 5.4%
- RSI ESG Tonawanda RRH: 0.0%
- Soldier On SVF RRH: 0.0%
- Veterans One Stop Center SVF: 6.8%

Legend:
- 4 Points
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 During Reporting Period (RRH)

Average = 69.3%
**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.

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

- **Average = 20.0%**
- **3 Points - Top 50% Performers**
- **5 Points - Top 20% Performers**
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%.

<table>
<thead>
<tr>
<th>Adults with Increased Earned Income (RRH)</th>
<th>Average = 11.4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Adults Eligible for Assessment:</td>
<td></td>
</tr>
<tr>
<td>CMH CoC RRH</td>
<td>5.4%</td>
</tr>
<tr>
<td>Compass House Joint CoC TH/RRH</td>
<td>11.8%</td>
</tr>
<tr>
<td>Hispanics Unidos RRH</td>
<td>40.0%</td>
</tr>
<tr>
<td>Hispanics Unidos RRH II</td>
<td>38.1%</td>
</tr>
<tr>
<td>ILGR RRH</td>
<td>12.2%</td>
</tr>
<tr>
<td>Multi Urban CoC RRH</td>
<td>19.2%</td>
</tr>
<tr>
<td>RSH CoC RRH</td>
<td>40.0%</td>
</tr>
<tr>
<td>RSH County ESG RRH</td>
<td>16.7%</td>
</tr>
<tr>
<td>RSH ESG Tonawanda RRH</td>
<td>8.3%</td>
</tr>
<tr>
<td>Soldier On SVF RRH</td>
<td>0.0%</td>
</tr>
<tr>
<td>Veterans One Stop Center SVF RRH</td>
<td>1.2%</td>
</tr>
<tr>
<td>Total</td>
<td>11.4%</td>
</tr>
</tbody>
</table>
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)

Average = 24.2%
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.).
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)

- Average = 75.0%
- 3 Points - Top 50% Performers
- 5 Points - Top 20% Performers

Total Adults Eligible for Assessment:
- CMI CoC: 34
- Compas House Joint CoC Tri-RH: 90
- Compas House ESG CoC RH: 15
- Spanish Speakers RH I: 11
- Hispanic Speakers RH II: 28
- LGP RH: 1
- Matt Urban CoC RH: 59
- RSL CoC RH: 61
- RSL County ESG RH: 77
- RSL ESG Tarawanda RH: 15
- Soldier On SSVF RH: 8
- Veterans One-Stop Center SSVF RH: 14

- 3 Points - Top 50% Performers: 56.8%, 58.8%, 60.0%, 95.2%
- 5 Points - Top 20% Performers: 84.6%, 86.8%, 88.9%, 88.9%
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%.

<table>
<thead>
<tr>
<th>Housing Provider</th>
<th>Average Exit to PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altamont Veterans Program Buffalo</td>
<td>35.6%</td>
</tr>
<tr>
<td>Buffalo City Mission Dream TH</td>
<td>22.5%</td>
</tr>
<tr>
<td>Cornerstone-Transitional</td>
<td>26.9%</td>
</tr>
</tbody>
</table>

Average = 59.1%
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.
**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: TH**

- **Altamont Veterans Program Buffalo**: 74.3%, Beds/Units Available: 34
- **Buffalo City Mission Dream TH**: 76.6%, Beds/Units Available: 52
- **Cornerstone-Transitional**: 88.8%, Beds/Units Available: 46

Average = 77.4%
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.

Average Length of Stay for TH Leavers

<table>
<thead>
<tr>
<th>Days</th>
<th>Total Eligible Leavers:</th>
</tr>
</thead>
<tbody>
<tr>
<td>268</td>
<td>Altamont Veterans Program Buffalo</td>
</tr>
<tr>
<td>267</td>
<td>Buffalo City Mission Dream TH</td>
</tr>
<tr>
<td>265</td>
<td>Cornerstone-Transitional</td>
</tr>
</tbody>
</table>

Average = 269 Days
Length of Time Person Remains Homeless

Average Length of Stay for TH Stayers

<table>
<thead>
<tr>
<th>Program</th>
<th>Days</th>
<th>Total Stayers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altamont Veterans Program Buffalo</td>
<td>188</td>
<td>26</td>
</tr>
<tr>
<td>Buffalo City Mission Dream TH</td>
<td>345</td>
<td>35</td>
</tr>
<tr>
<td>Cornerstone-Transitional</td>
<td>301</td>
<td>47</td>
</tr>
</tbody>
</table>

Average = 273 Days
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

*Only reporting data since Oct 2020*
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 (ES)

Average = 49.5%

*Only reporting data since Oct 2020
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.

### Occupancy on the Last Day of the Reporting Period (ES)

- **Average**: 58.8%

### Beds/Units Available Each Night:
- **6**
- **70**
- **12**
- **35**
- **18**
- **5**
- **9**
- **21**
- **16**
- **10**
- **16**
- **17**
- **30**
- **21**

- **100.0%**
- **83.3%**
- **41.7%**
- **37.1%**
- **72.2%**
- **60.0%**
- **68.8%**
- **60.0%**
- **70.0%**
- **0.0%**
- **20.0%**
- **40.0%**
- **60.0%**
- **80.0%**
- **100.0%**
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

*Only reporting data since Oct 2020*
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.
Exit to Positive Destinations (Outreach Only)

Outreach Participants: Exits to Positive Destinations

- BestSelf Street Outreach: 74%
- Matt Urban Outreach: 43%
<table>
<thead>
<tr>
<th>PSH</th>
<th>TH</th>
<th>ES &amp; SO</th>
<th>RRH</th>
</tr>
</thead>
<tbody>
<tr>
<td>BestSelf Chronic Homeless Program</td>
<td>Altamont Veterans Program Buffalo</td>
<td>Back to Basics</td>
<td>CMI CoC RRH</td>
</tr>
<tr>
<td>BestSelf CoC I</td>
<td>Buffalo City Mission Dream TH</td>
<td>BestSelf McKinney</td>
<td>Compass House ESG RRH</td>
</tr>
<tr>
<td>BestSelf Harambe House</td>
<td>Cornerstone-Transitional</td>
<td>BestSelf MICA</td>
<td>Compass House CoC Joint TH/RRH</td>
</tr>
<tr>
<td>Cazenovia Chronic Homeless Program</td>
<td>BestSelf Street Outreach</td>
<td></td>
<td>Hispanics Unidos RRH I</td>
</tr>
<tr>
<td>Cazenovia Niagara Falls S+C</td>
<td>Buffalo City Mission</td>
<td></td>
<td>Hispanics Unidos RRH II</td>
</tr>
<tr>
<td>Evergreen Housing First</td>
<td>Casey House Teen Shelter</td>
<td></td>
<td>ILGR RRH</td>
</tr>
<tr>
<td>Gerard Place PSH for Families</td>
<td>CMI-Hiawatha</td>
<td></td>
<td>Matt Urban CoC RRH</td>
</tr>
<tr>
<td>LOD CoC I</td>
<td>CMI-Re-entry</td>
<td></td>
<td>Restoration Society CoC RRH</td>
</tr>
<tr>
<td>LOD CoC III</td>
<td>CMI-Respite</td>
<td></td>
<td>Restoration Society County ESG RRH</td>
</tr>
<tr>
<td>Matt Urban Hope Gardens</td>
<td>Compass House Emergency Shelter</td>
<td></td>
<td>Restoration Society ESG Tonawanda RRH</td>
</tr>
<tr>
<td>Matt Urban Housing First</td>
<td>Cornerstone-Emergency</td>
<td></td>
<td>Soldier On SSVF RRH</td>
</tr>
<tr>
<td>Restoration Society CoC II</td>
<td>Eagle Star</td>
<td></td>
<td>Veterans One Stop Center SSVF RRH</td>
</tr>
<tr>
<td>Spectrum Chronically Homeless PSH I</td>
<td>Family Promise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spectrum CoC II</td>
<td>Friends of Night People</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSI CoC I</td>
<td>Little Portion Friary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSI CoC II</td>
<td>Matt Urban Outreach</td>
<td></td>
<td></td>
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<tr>
<td>WNY Veterans Housing Coalition S+C VI</td>
<td>My Place Home-Temple of Christ</td>
<td></td>
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<tr>
<td></td>
<td>Niagara Gospel Rescue Mission</td>
<td></td>
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<tr>
<td></td>
<td>Salvation Army - Emergency Family Shelter</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TSI Emergency Housing Service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>