



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

4/1/2023 – 3/31/2024

Data taken from HMIS on 5/9/2024

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Street Outreach activities are designed to meet the immediate needs of people experiencing homelessness in unsheltered locations by connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility based care.	
Supportive Services Only projects provide supportive services, such as conducting outreach to sheltered and unsheltered homeless persons and families and providing referrals to other housing or other necessary services, to families and individuals experiencing homelessness. These projects do not provide housing or housing assistance.	
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## About This Report

This report is created using Homeless Management Information System (HMIS) data. It covers homeless service projects who use HMIS within the NY-508 CoC – Erie, Niagara, Genesee, Orleans, and Wyoming counties. Most data/measures in this report are obtained from 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 Coordinator, Katey Soellers, at [soellers@wnyhomeless.org](mailto: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

**CoC:** Continuum of Care

**ES:** Emergency Shelter

**ESG:** Emergency Solutions Grant

**HMIS:** Homeless Management Information System

**HUD:** United States Department of Housing and Urban Development

**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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## Income Measures

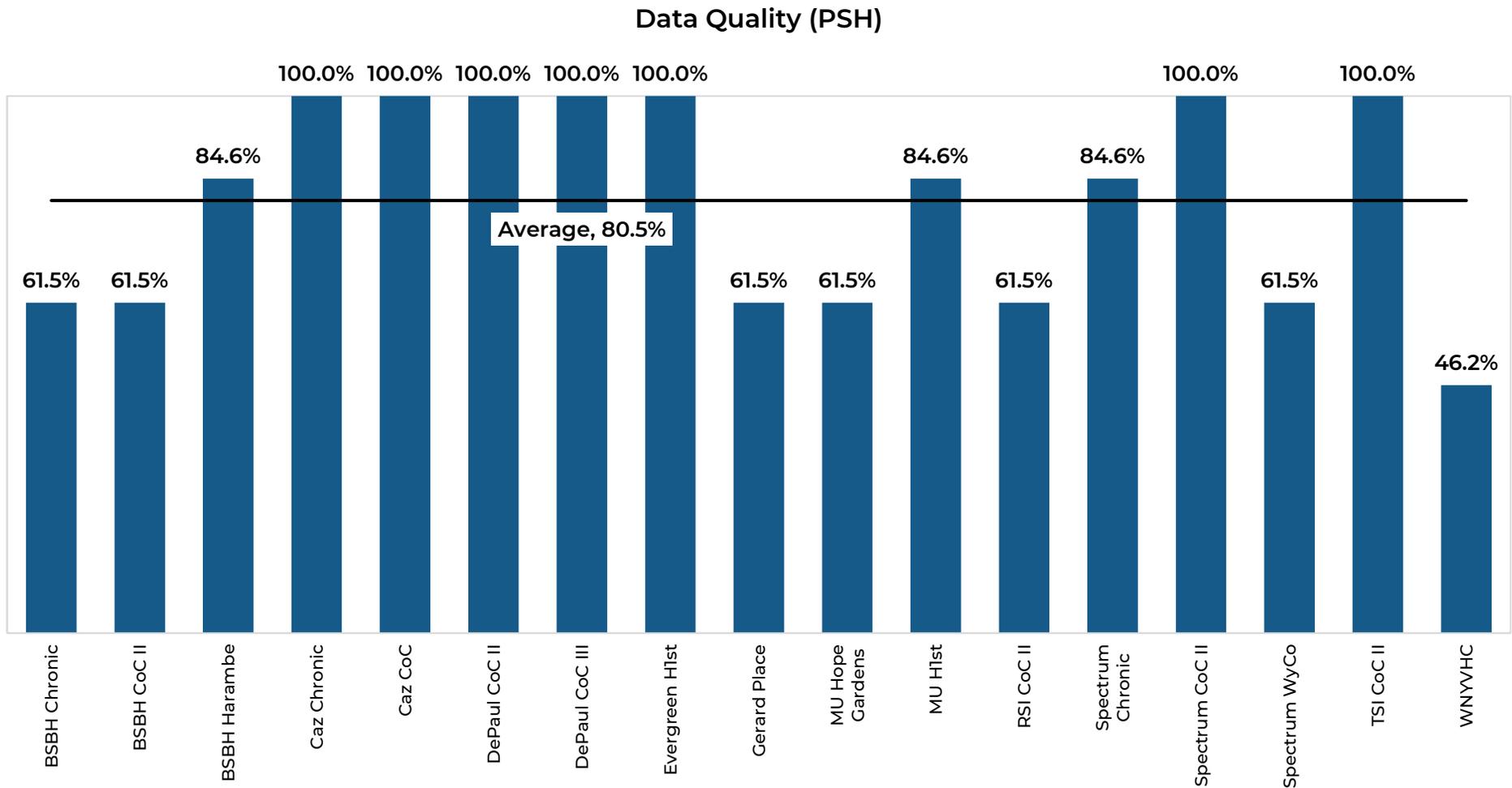
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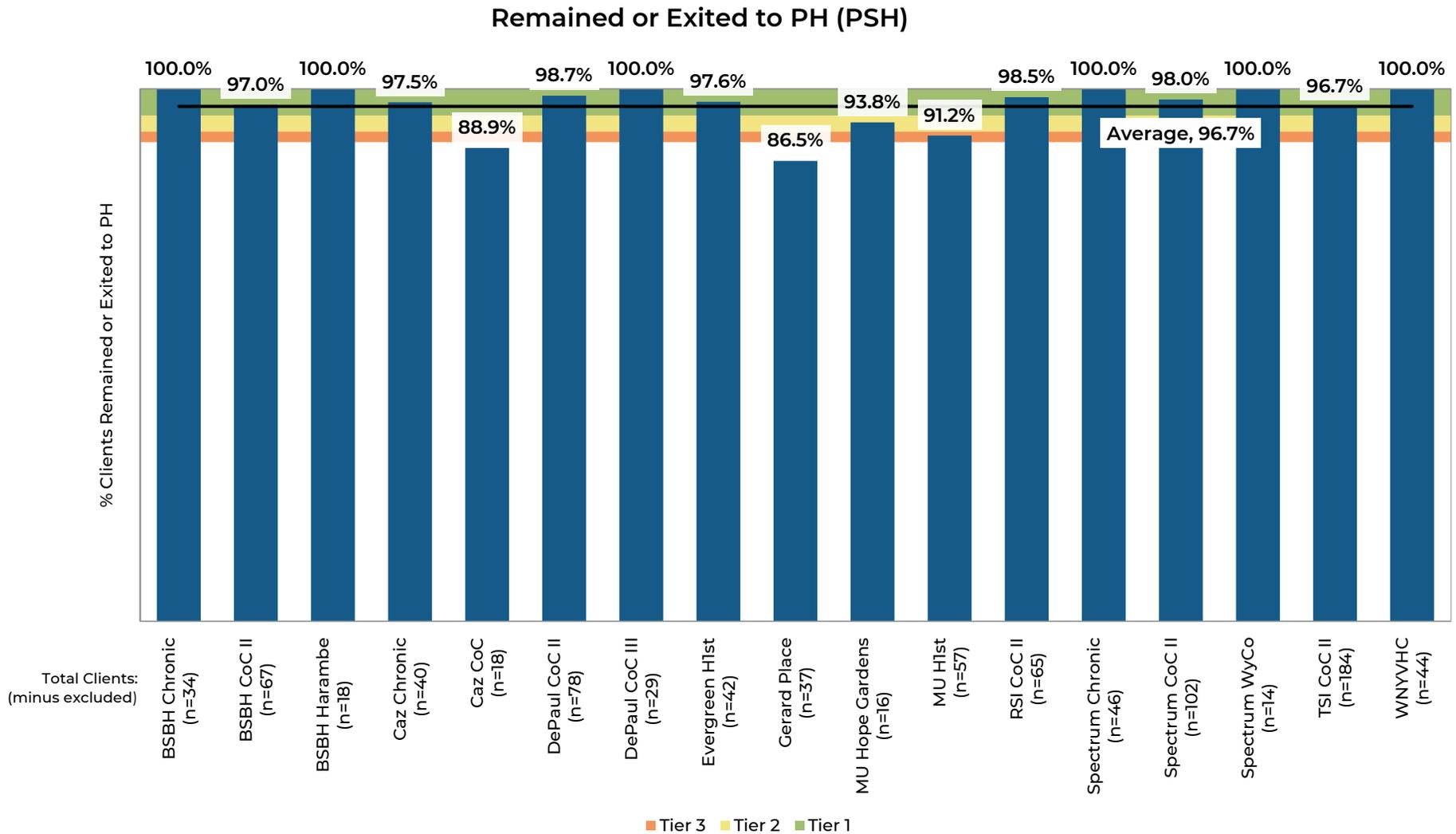
## HMIS Data Quality

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.



## Maintained Permanent Housing

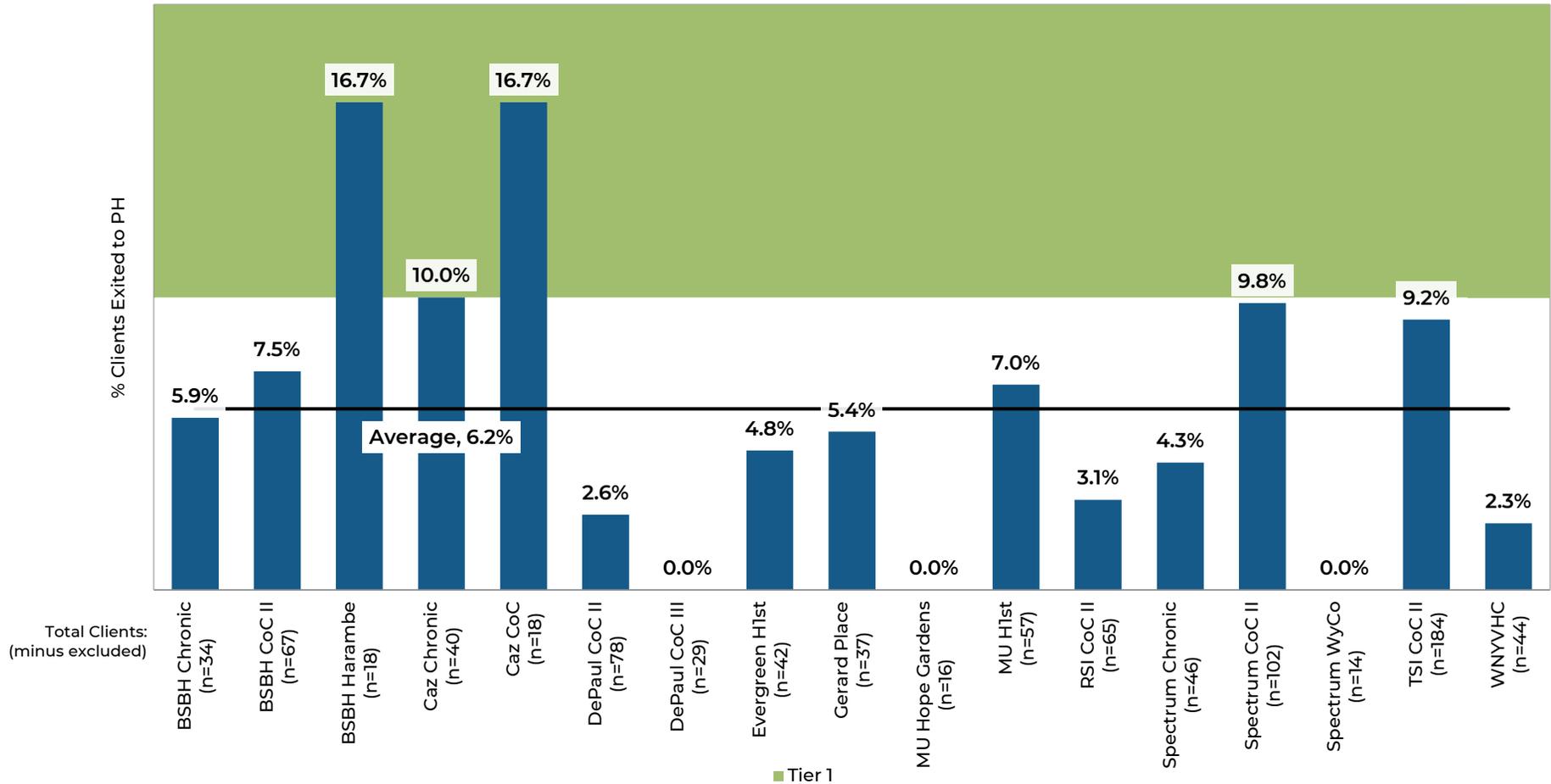
This measure is calculated by adding the number of clients who remained in each PSH project and the number of clients who exited to PH and dividing that by the total number of clients served (minus excluded leavers). The local benchmark for this measure is 90% or greater.



## 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).

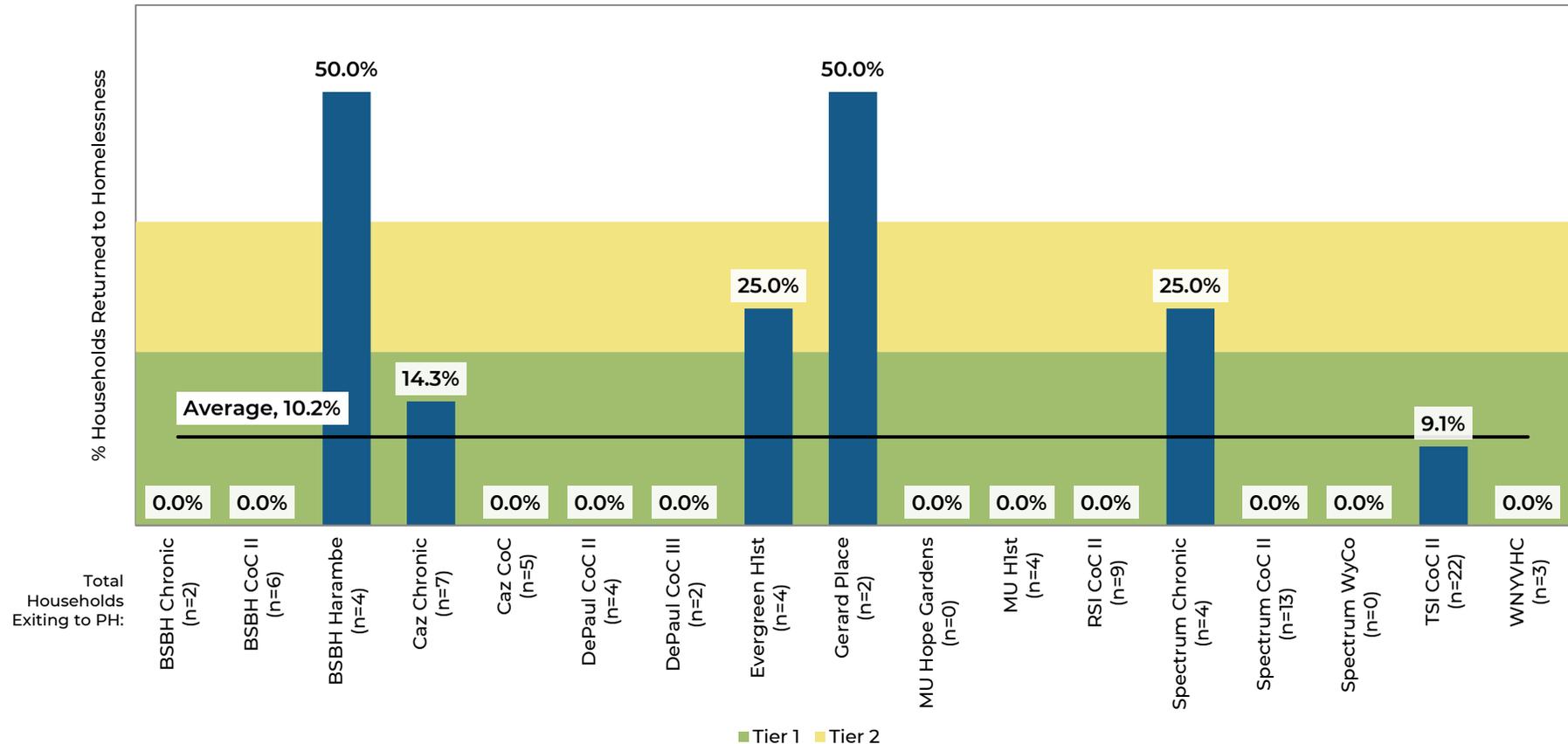
### Positive Turnover Rate (PSH)



## Returns to Homelessness

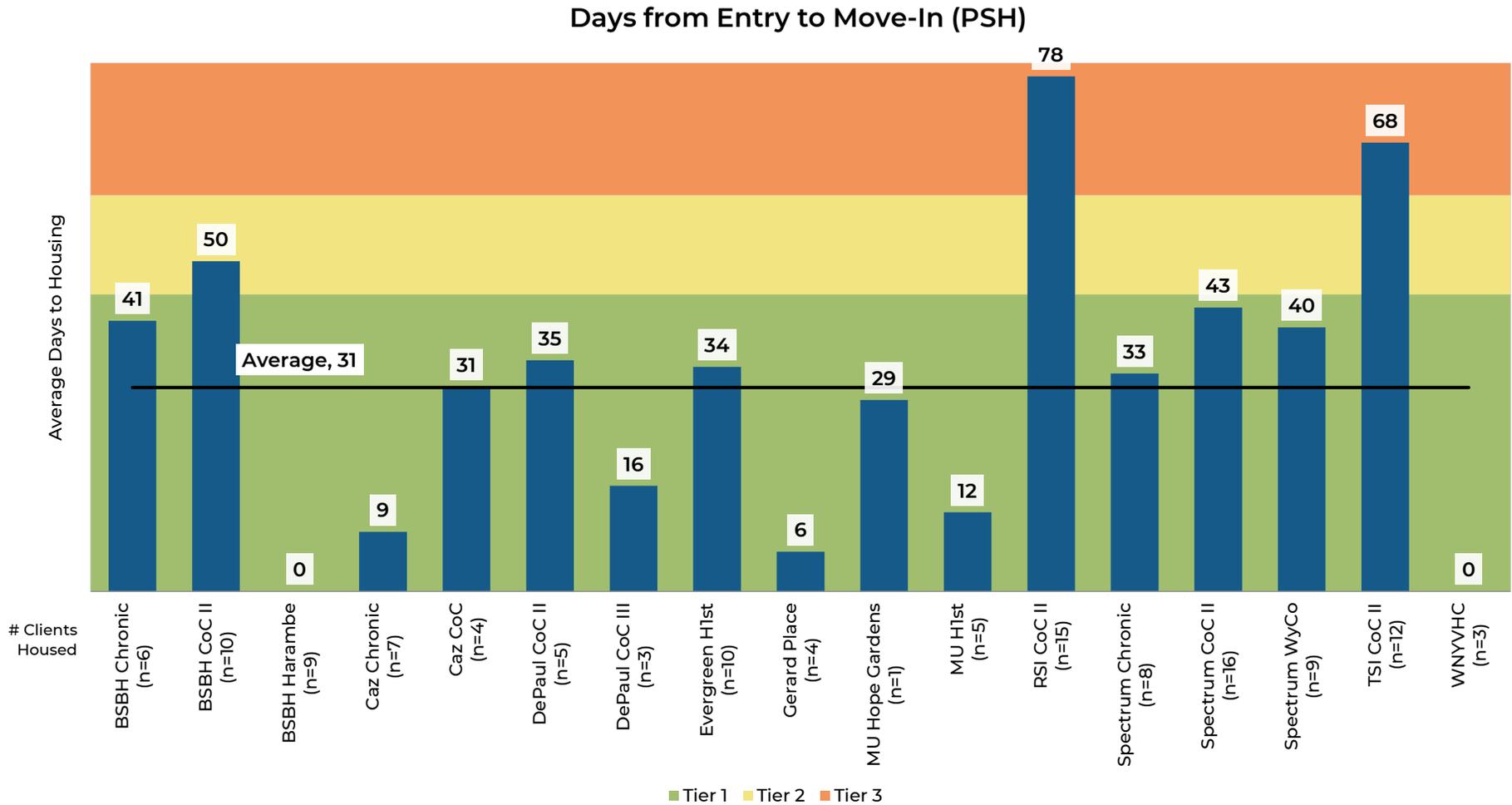
This measure looks at those clients who exited to PH between 10/1/2022-3/31/2024 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2023. The local benchmark for this measure is 35% or less.

### Returns to Homelessness After Exiting to PH (PSH)



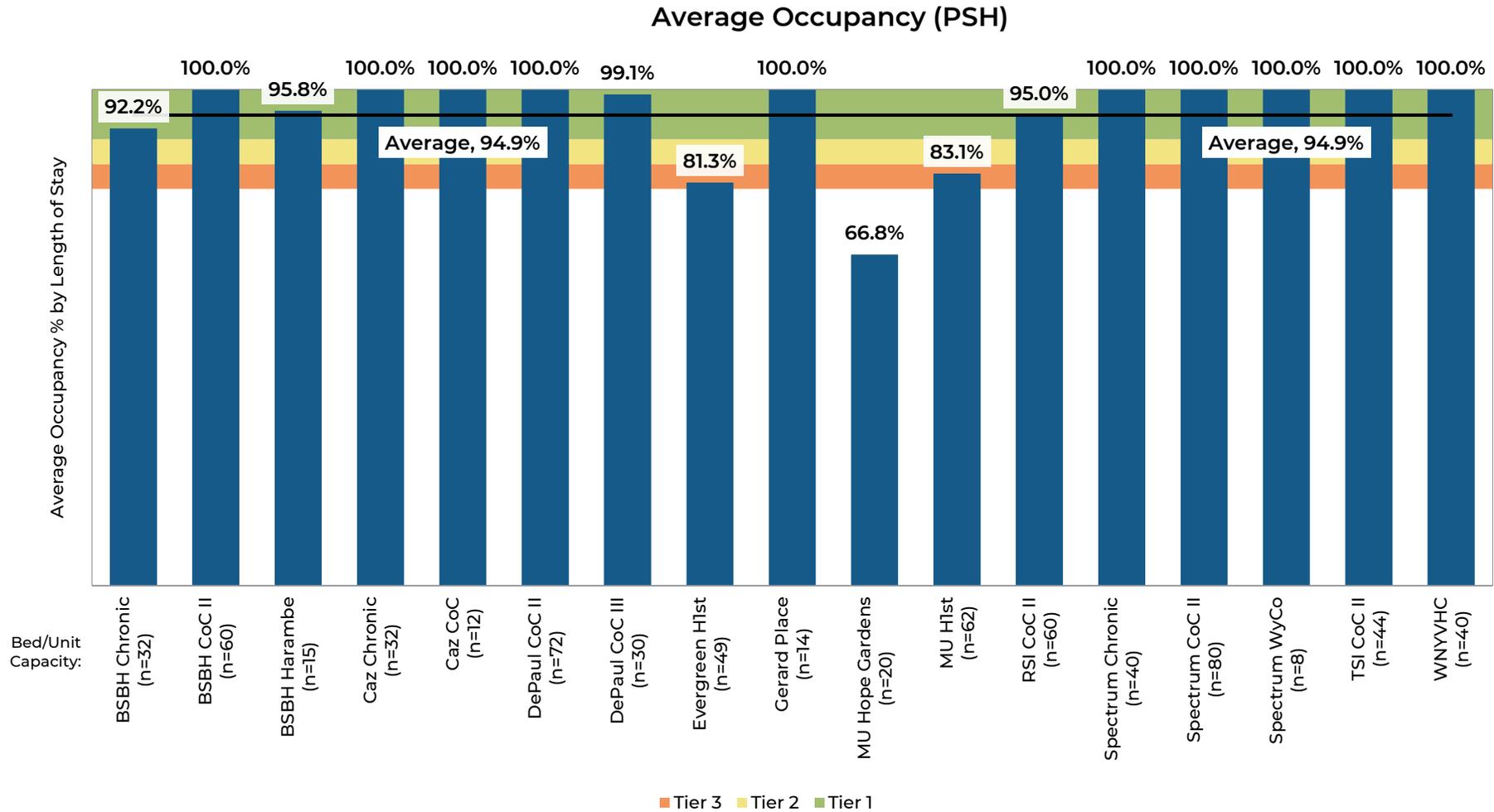
## Time to Permanent Housing

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



## Average Occupancy

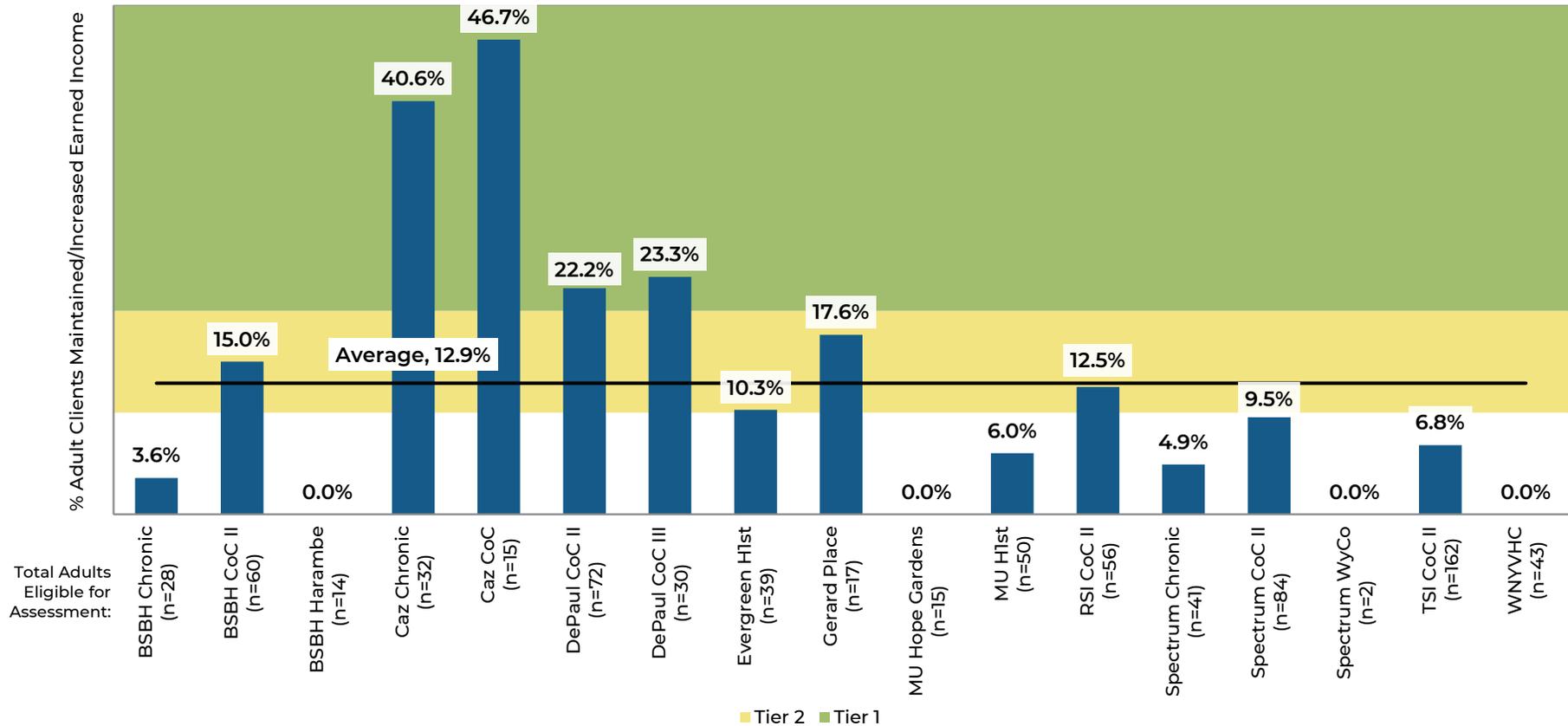
This measure averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of households the project can serve at one time). The local benchmark for this measure is 80% or greater.



## 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 and stayers who have not been in the project for more than one year). The local benchmark for this measure is 10% or greater.

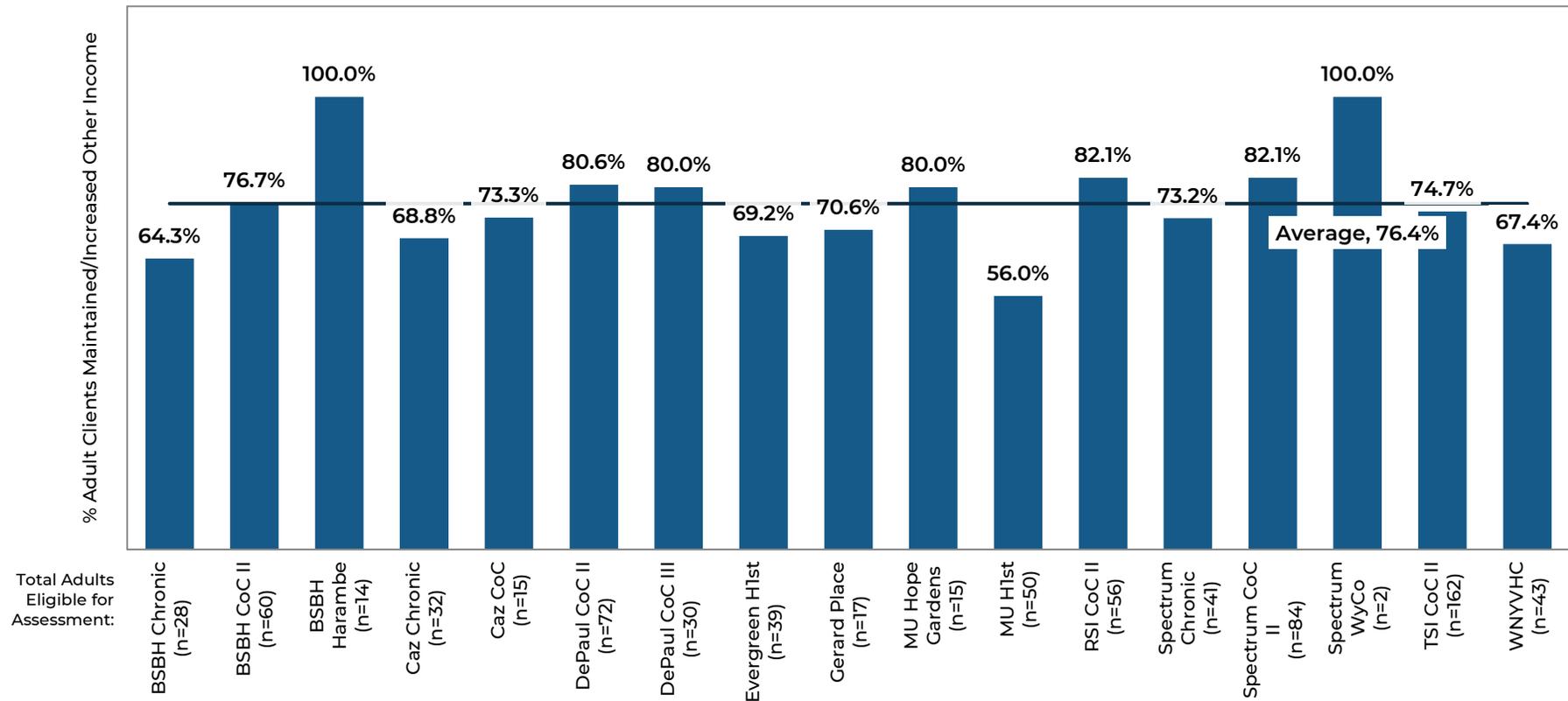
### Adults with Maintained/Increased Earned Income (PSH)



## Maintained or Increased Other Income

This measure is calculated by dividing the number of adults who maintained or gained other income (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 and stayers who have not been in the project for more than one year).

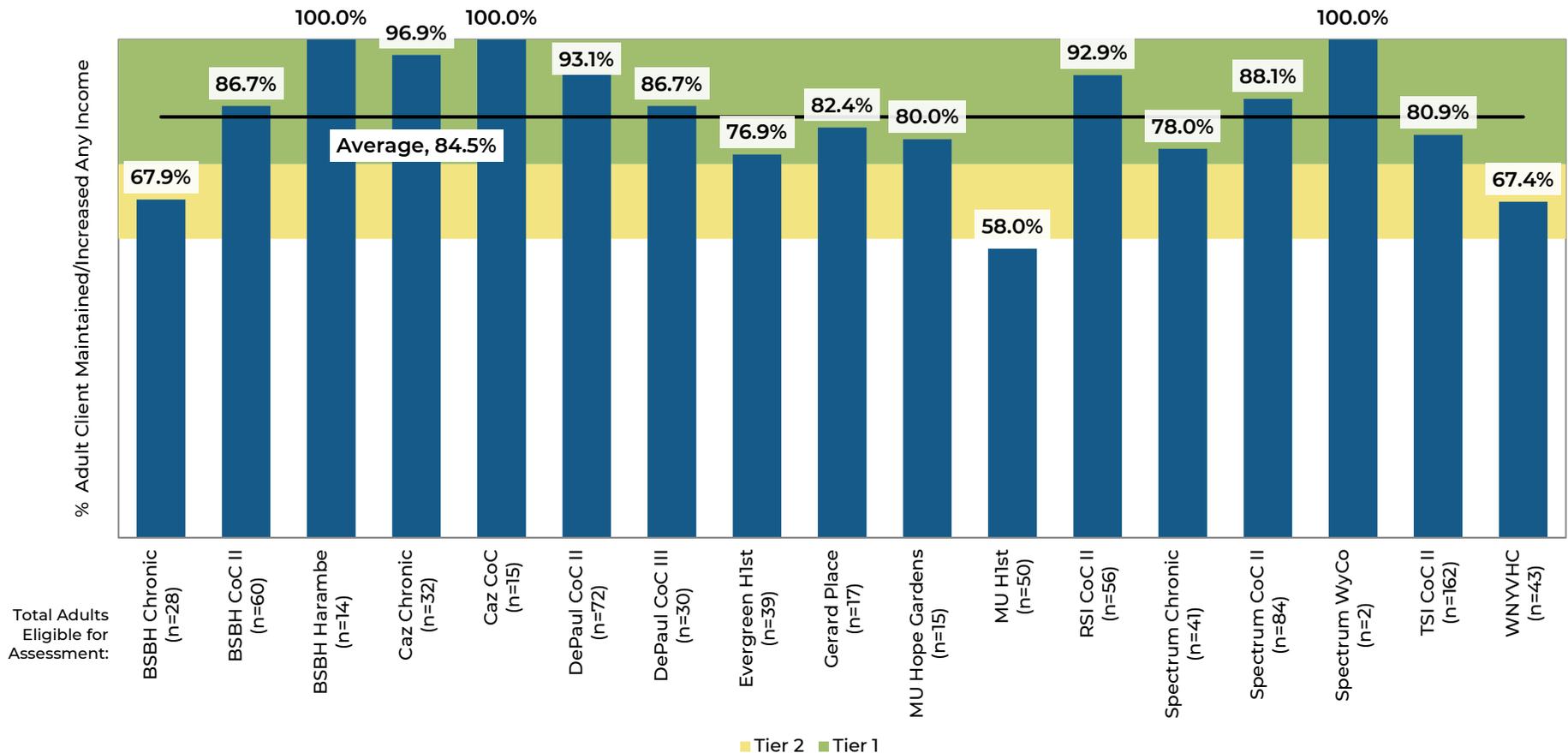
Adults with Maintained/Increased Other Income (PSH)



## 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 and stayers who have not been in the project for more than one year). The local benchmark for this measure is 60% or greater.

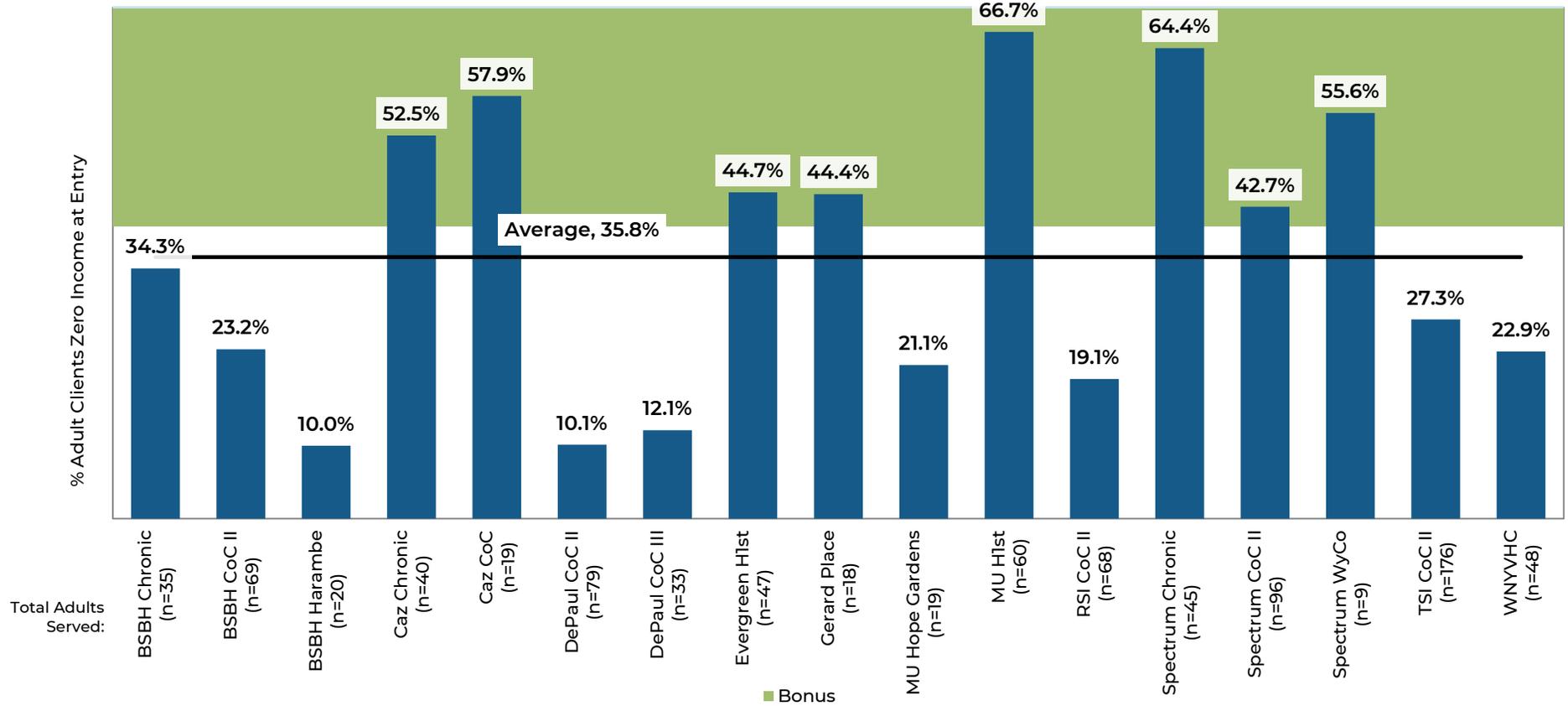
### Adults with Maintained/Increased Any Income (PSH)



## Zero Income at Entry

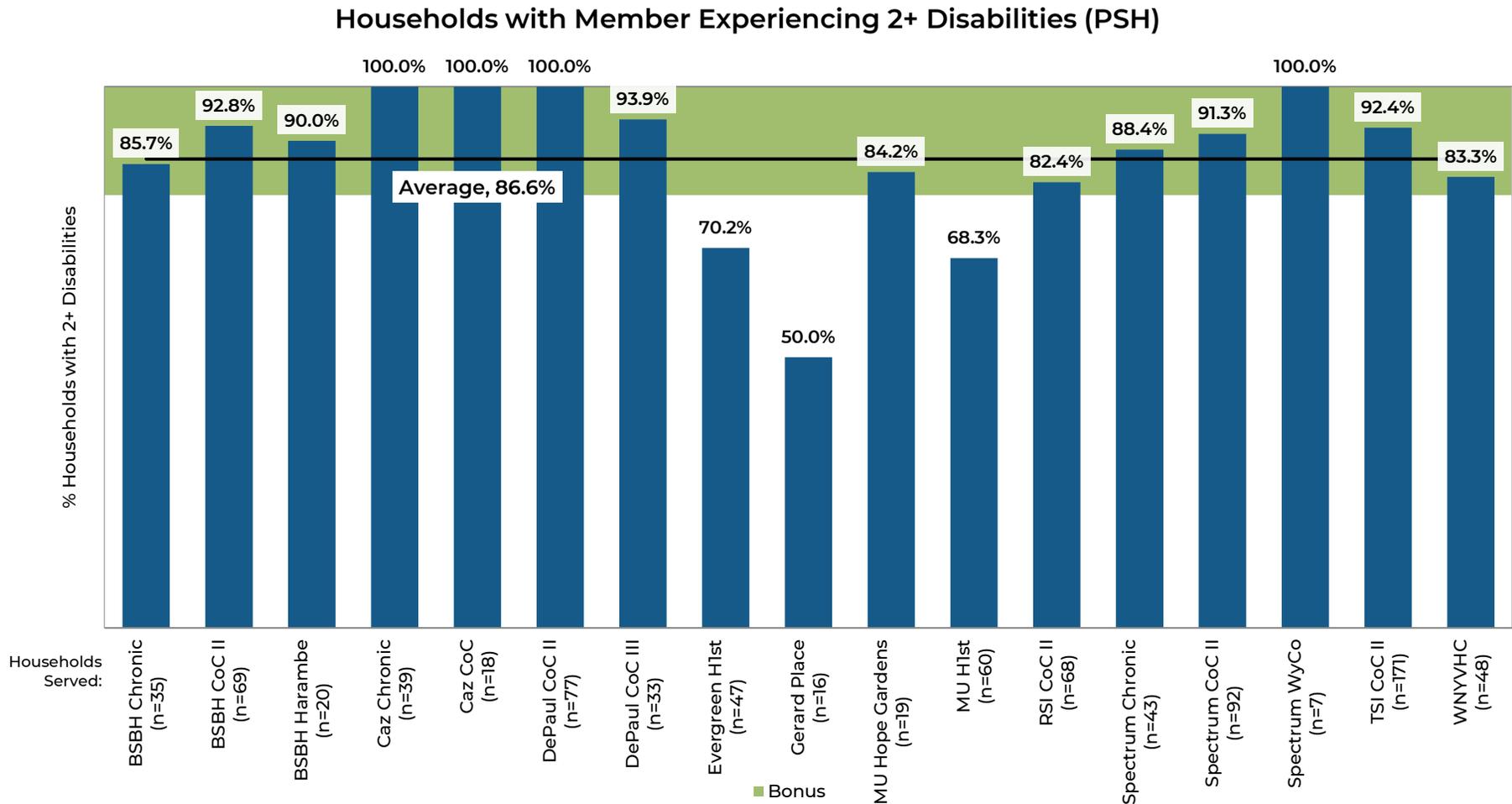
This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.

### 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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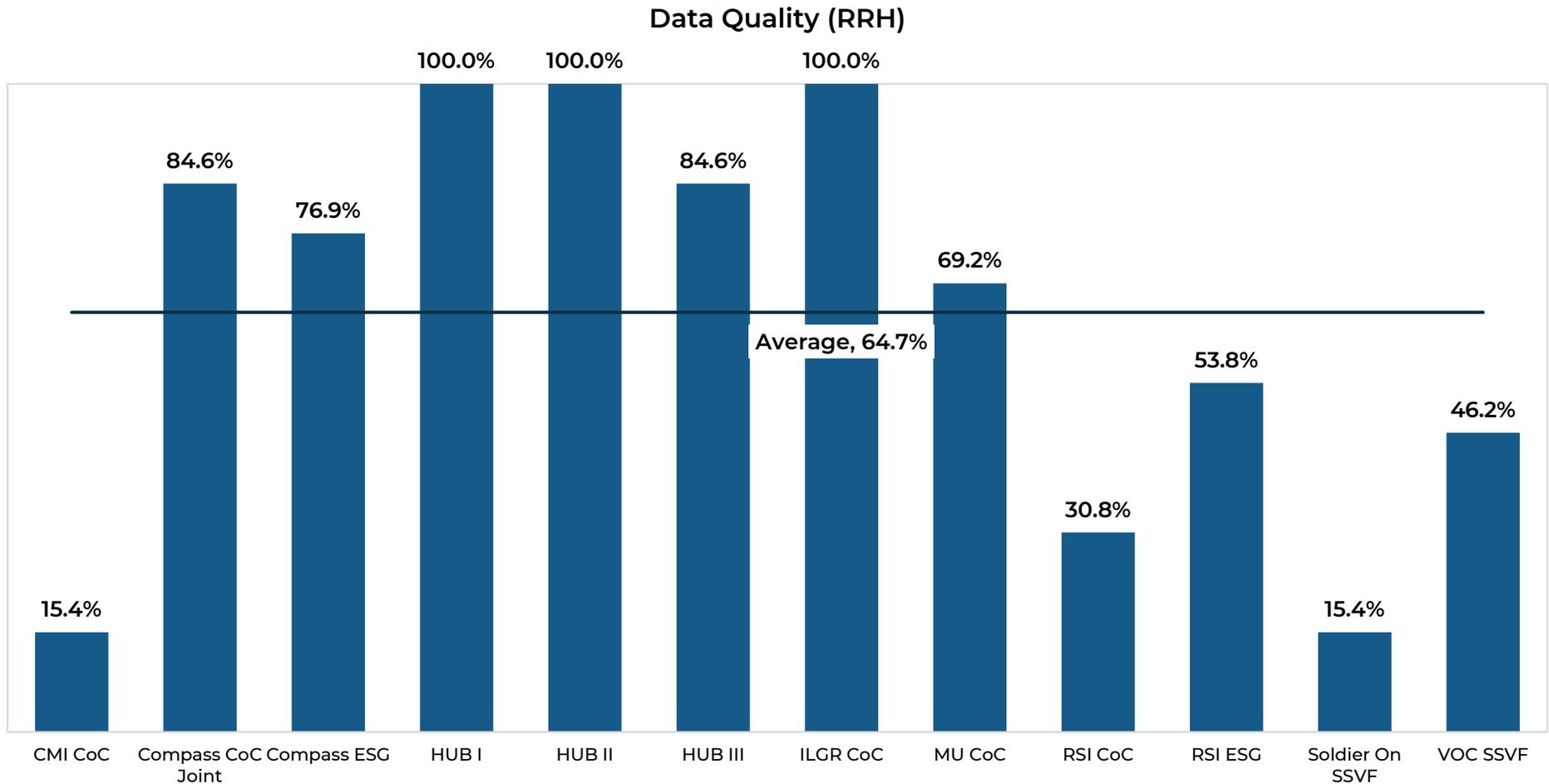
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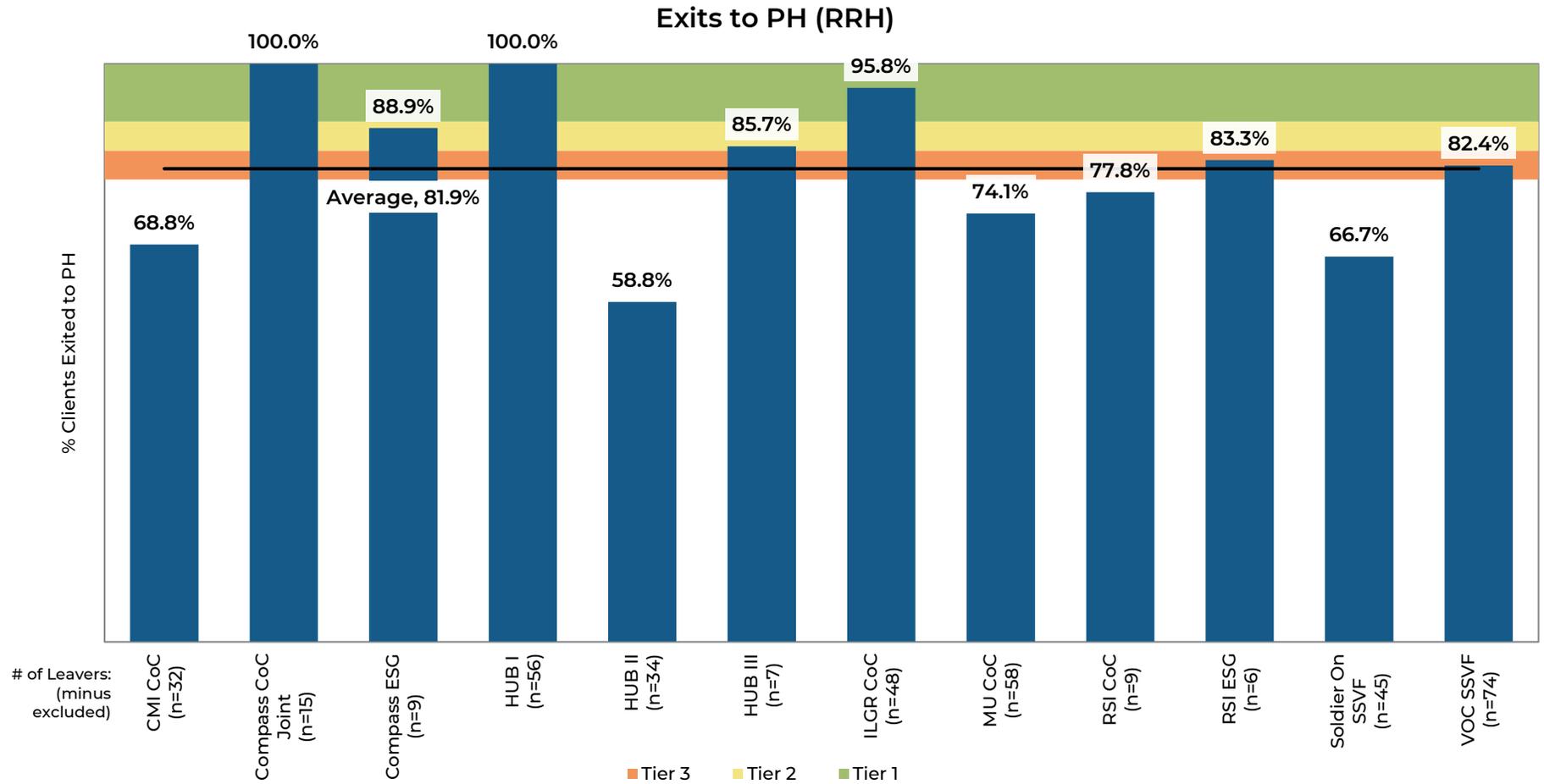
## HMIS Data Quality

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.



## Exits to Permanent Housing

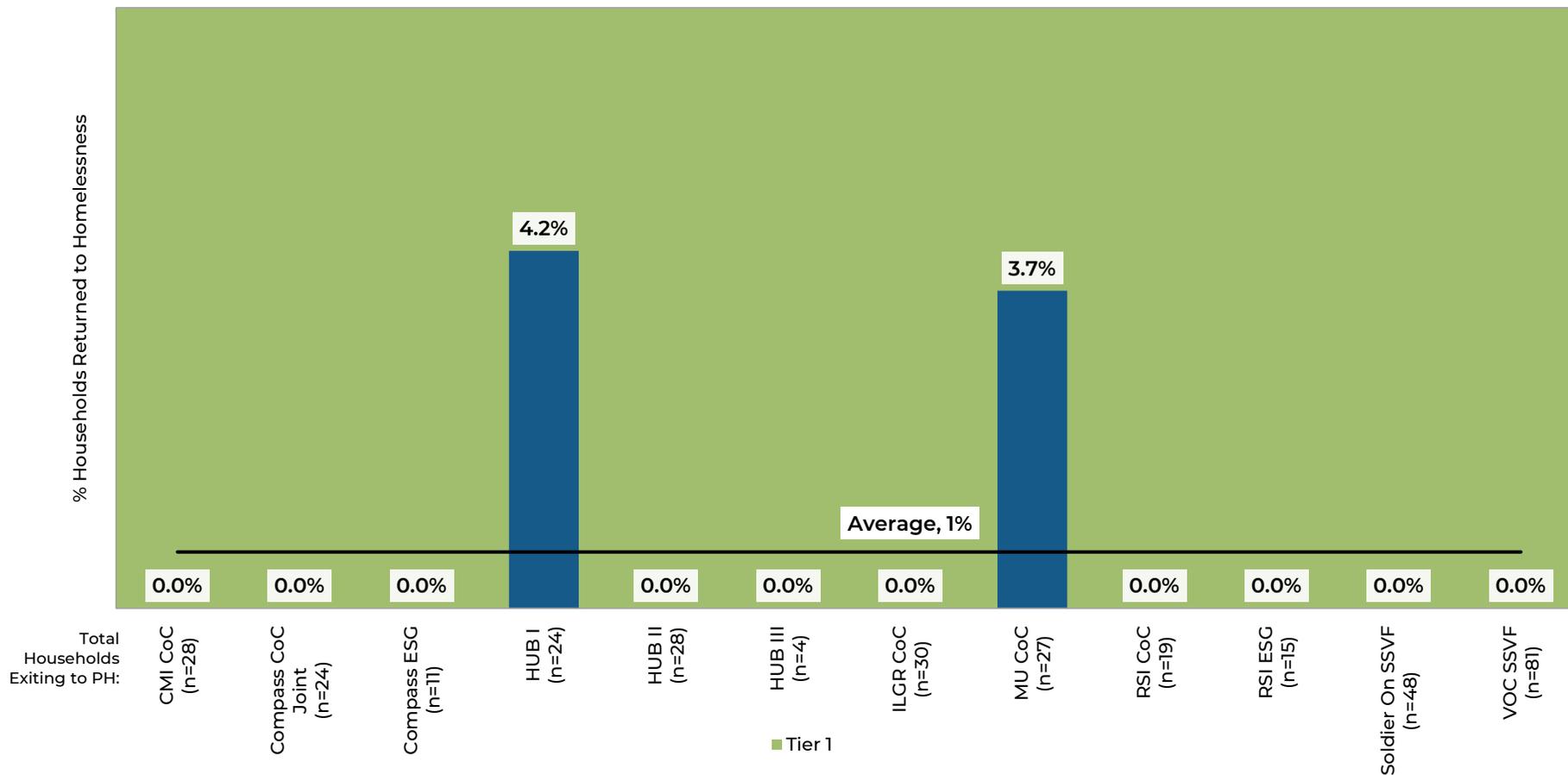
This measure is calculated by dividing the number of clients who exited to PH by the total number of leavers (minus excluded leavers). The benchmark for RRH projects is the national benchmark of 80%.



## Returns to Homelessness

This measure looks at those clients who exited to PH from a service project between 10/1/2022-3/31/2024 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2023. The local benchmark for this measure is 15% or less.

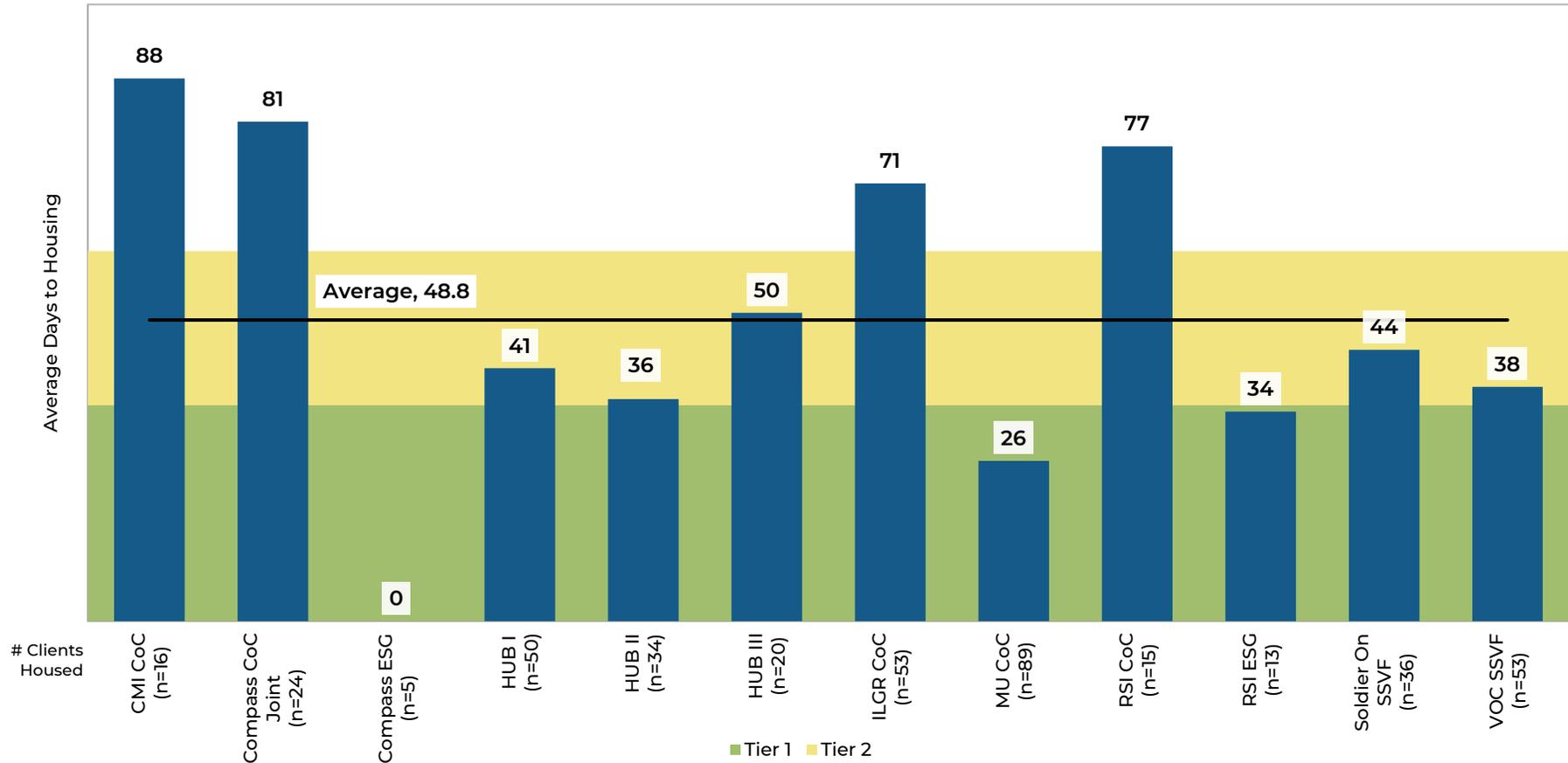
### Returns to Homelessness After Exiting to PH (RRH)



## Time to Permanent Housing

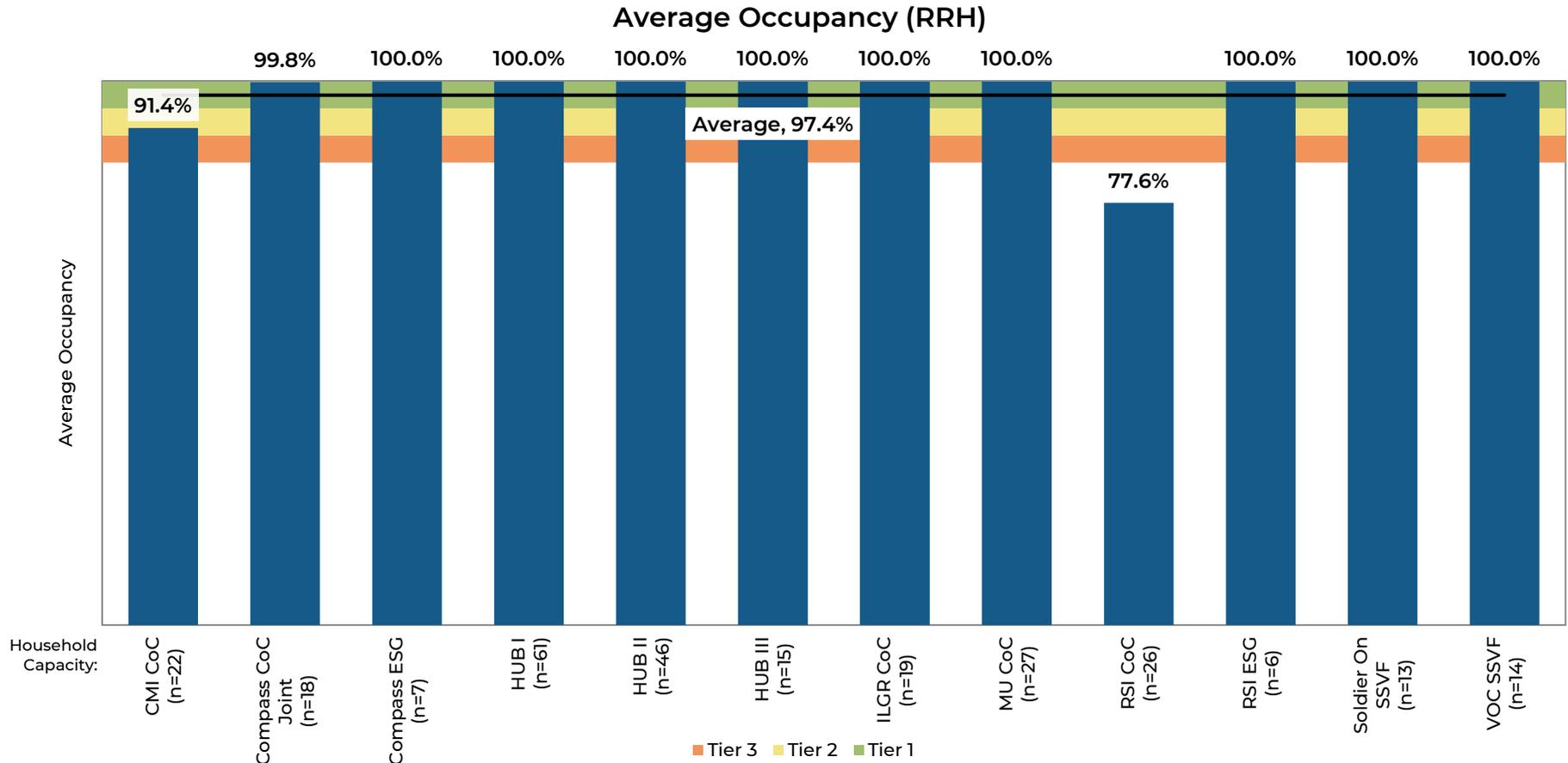
This measure is the average number of days from the project entry date to the permanent housing move-in date for all clients with a move-in date within the reporting period. The NAEH benchmark for this measure is 30 days or less. The local benchmark for this measure is 60 days or less.

Days from Project Entry to Move-In (RRH)



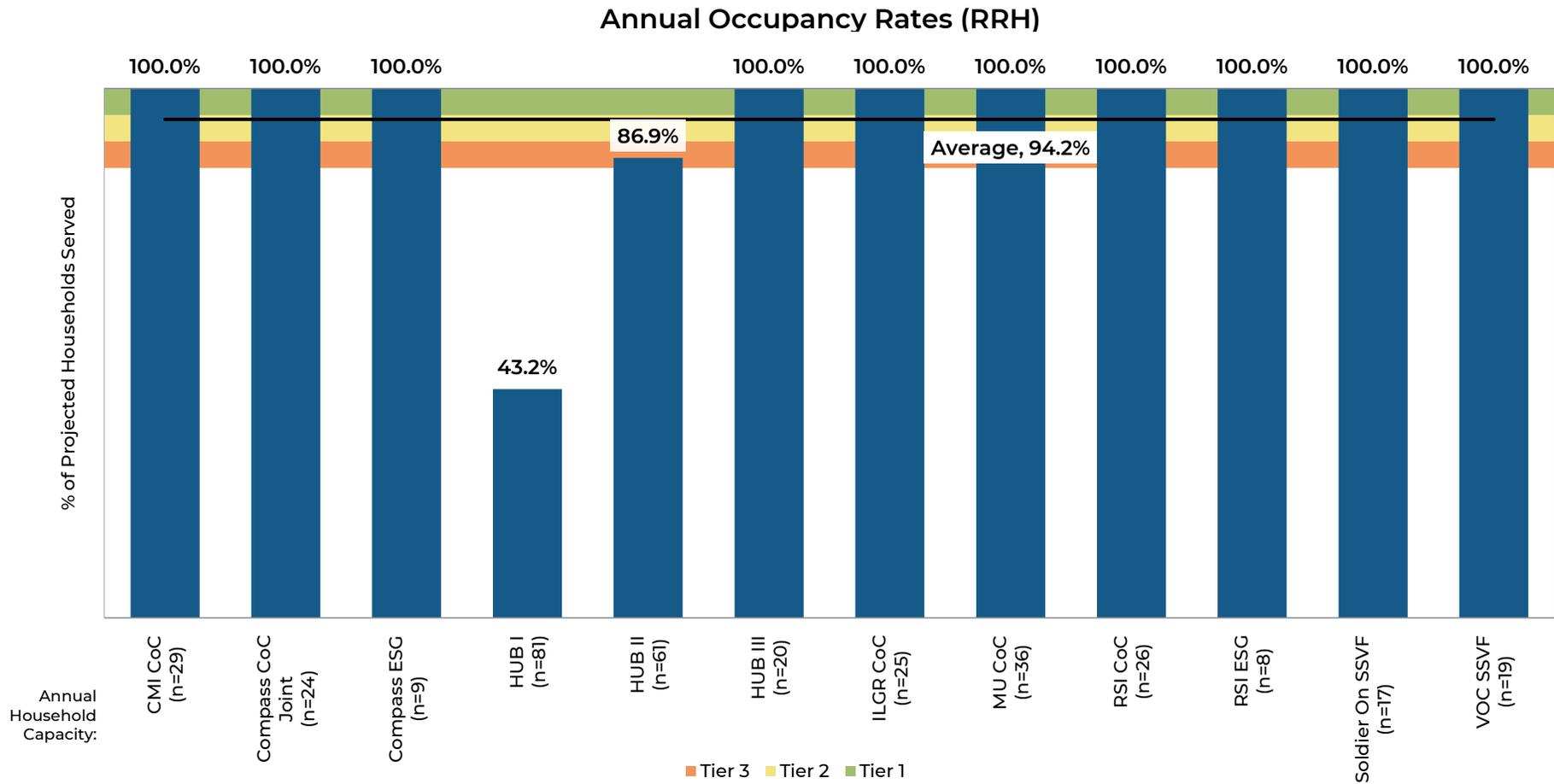
## Average Occupancy

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

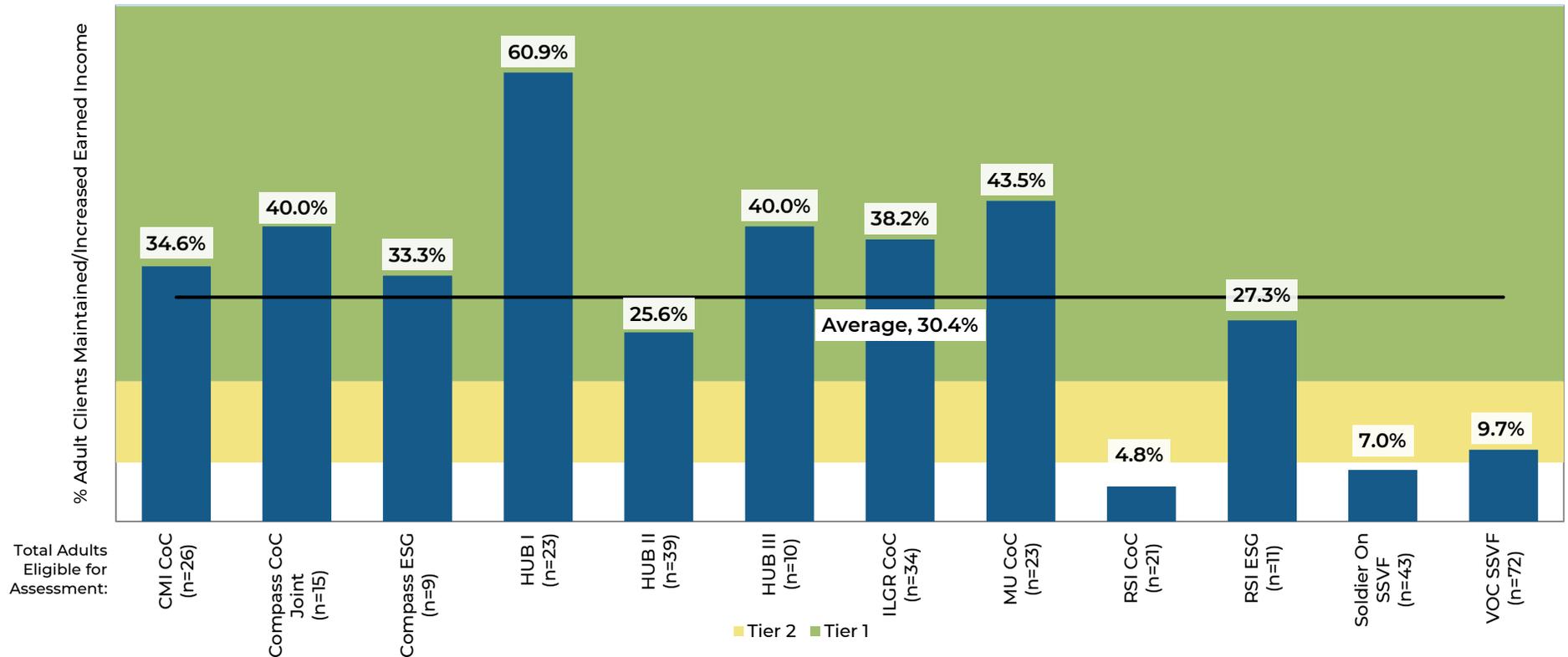
For RRH projects, occupancy is measured in two ways. The second, shown here, is number of households served during the reporting period divided by the project's annual household capacity (the number of households each project expected to serve over the course of one year).



## 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 and stayers who have not been in the project for more than one year). The local benchmark for this measure is 8% or greater.

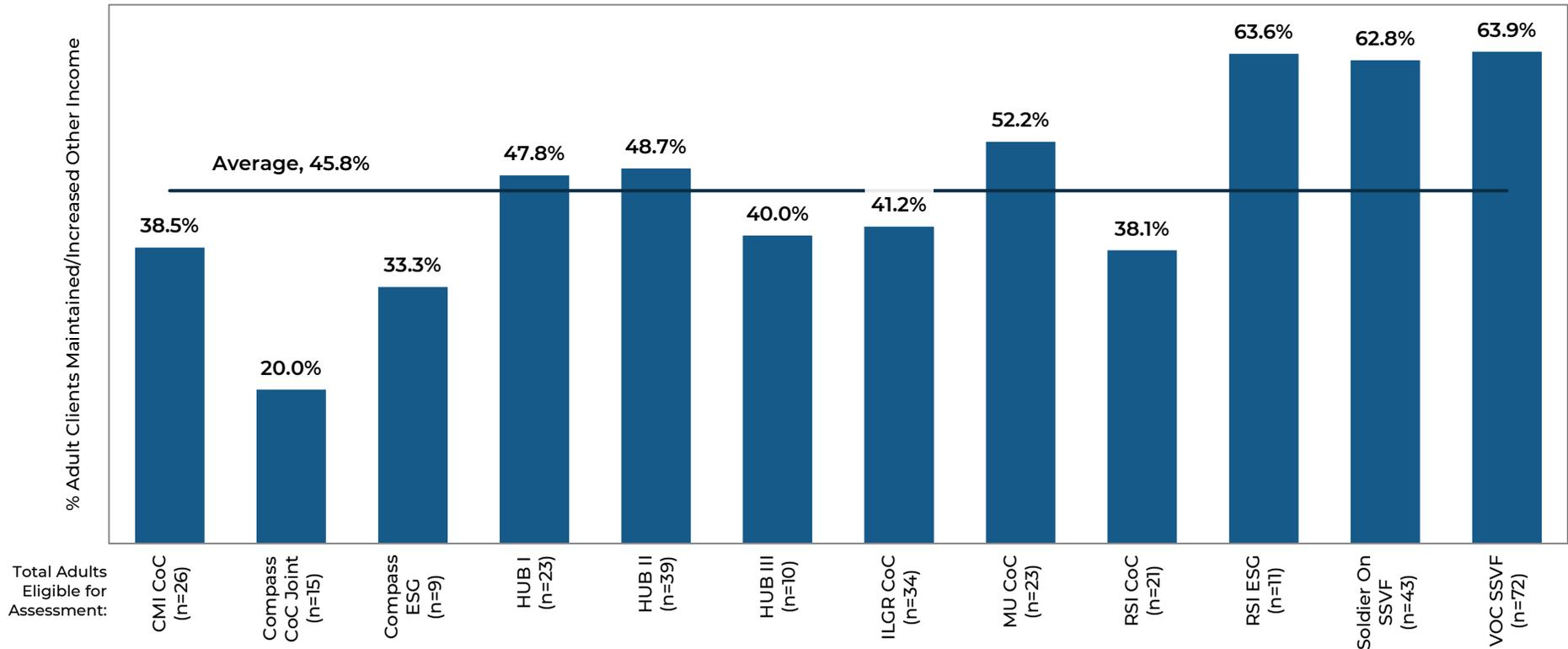
### Adults with Maintained/Increased Earned Income (RRH)



## Maintained or Increased Other Income

This measure is calculated by dividing the number of adults who maintained or gained other income (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 and stayers who have not been in the project for more than one year).

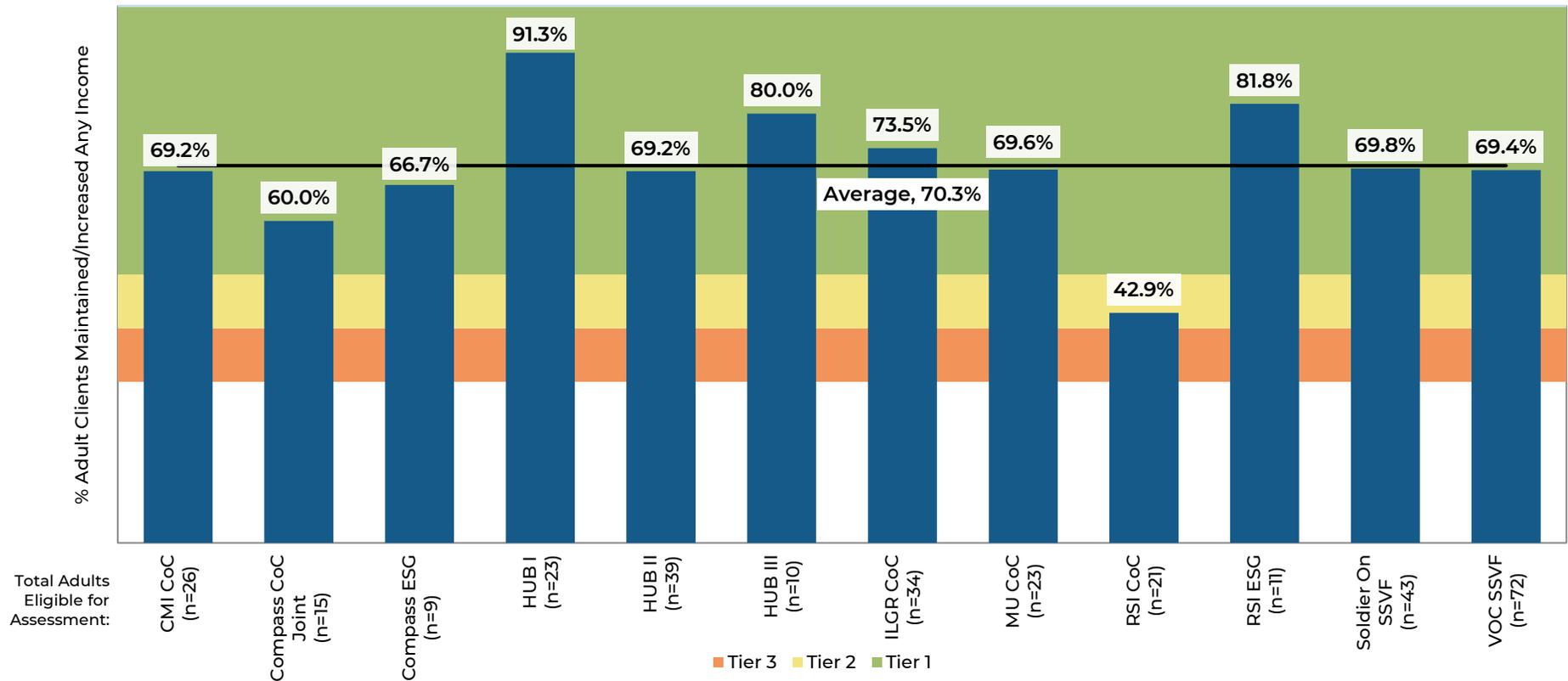
Adults with Maintained/Increased Other Income (RRH)



## Maintained or Increased Any Income

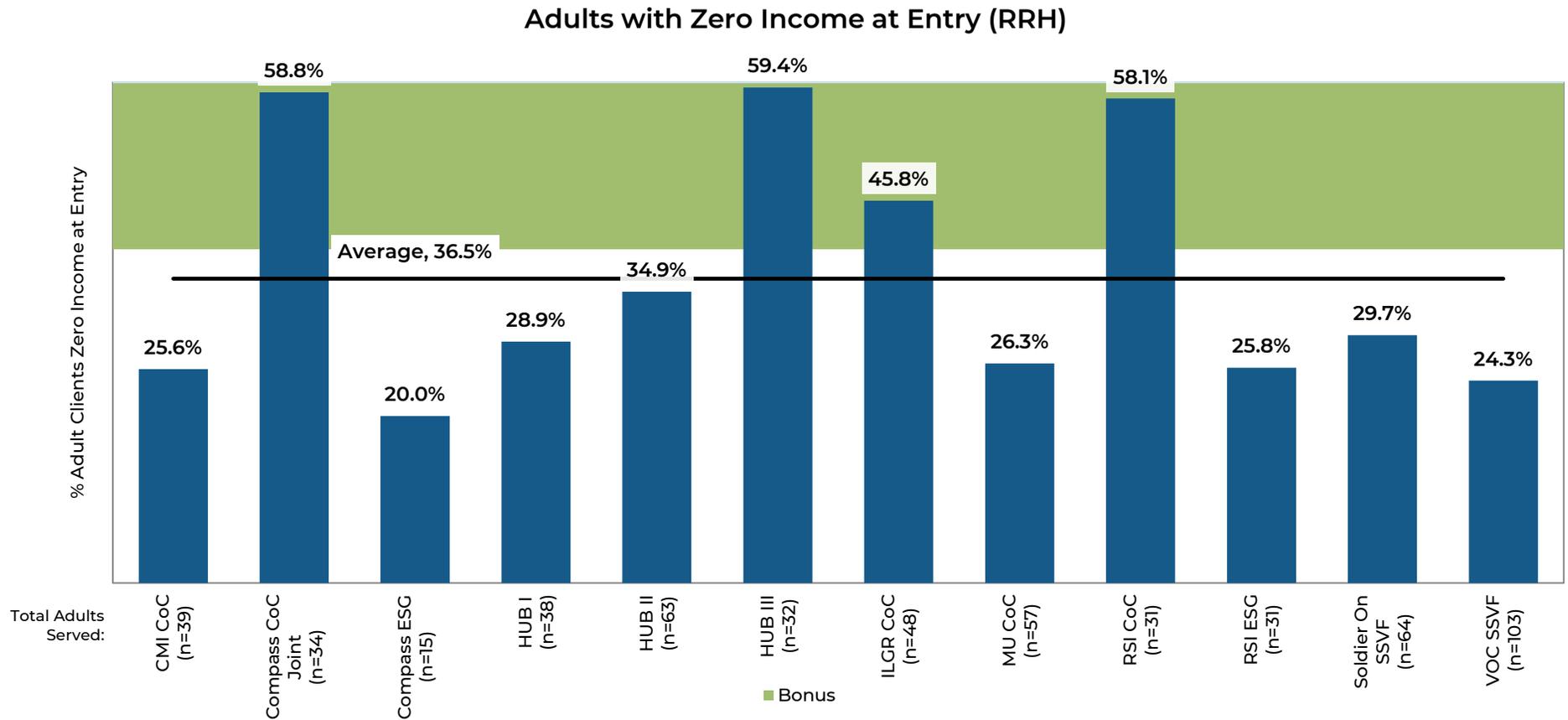
This measure is calculated by dividing the number of adults who maintained or gained income from employment or cash benefits from their project entry date to their most recent Annual Assessment (for stayers) or project exit (for leavers) by the number of adult clients served (minus excluded leavers and stayers who have not been in the project for more than one year). The local benchmark for this measure is 30% or greater.

Adults with Maintained/Increased Any Income (RRH)



## Zero Income at Entry

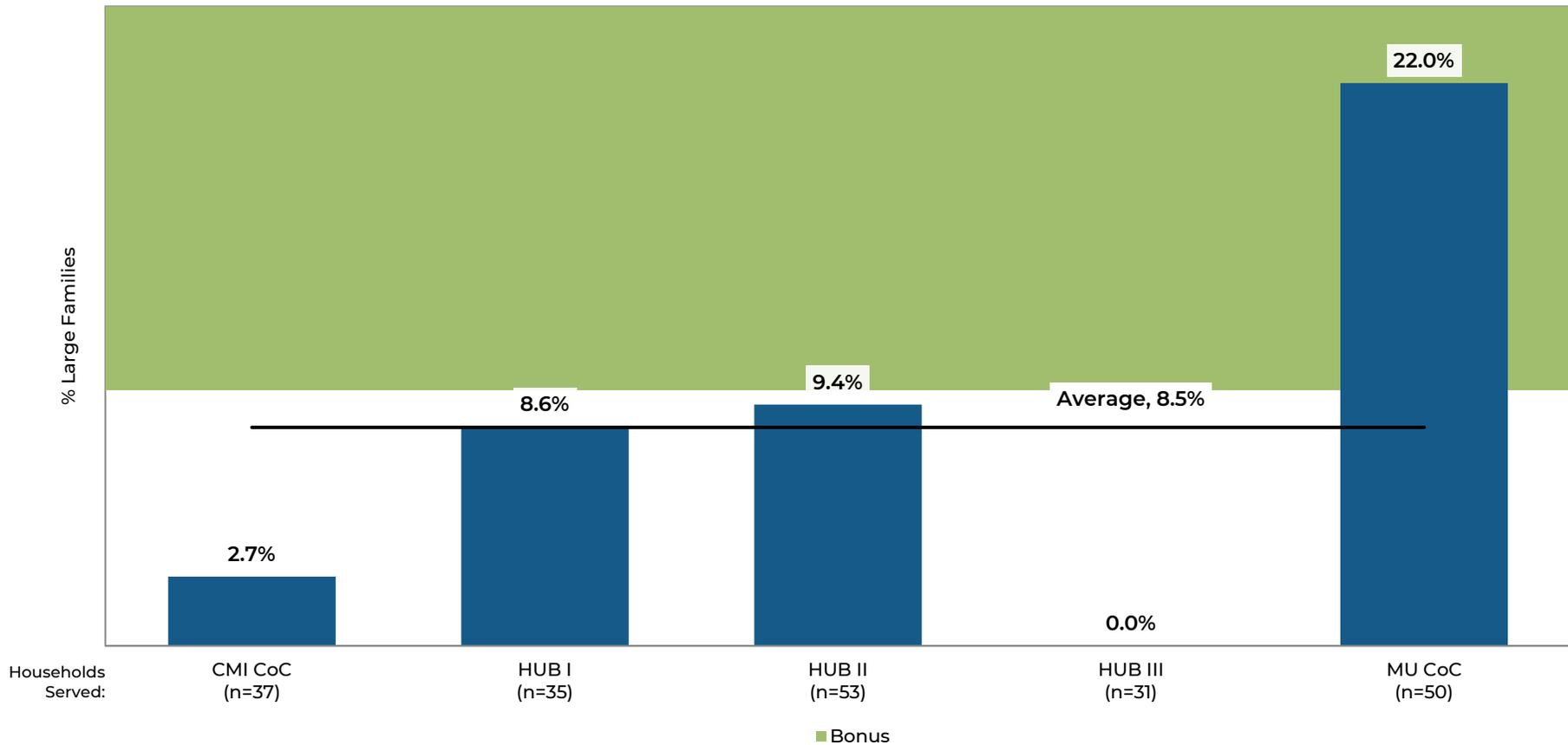
This measure is calculated by dividing the number of adults with no income at project entry by the number of adult clients served.



## 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.

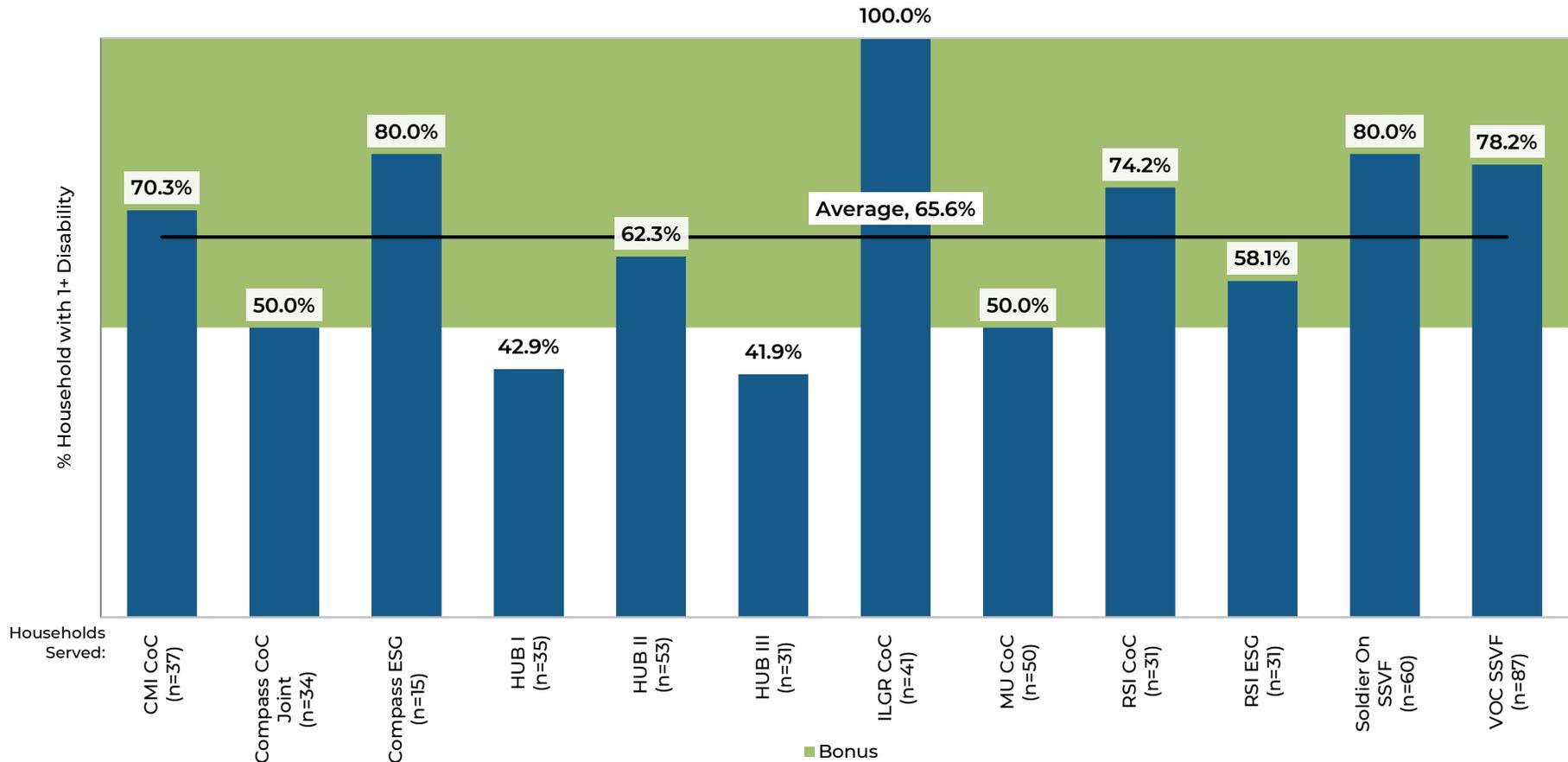
### Households with 5+ Members (RRH)



## 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.

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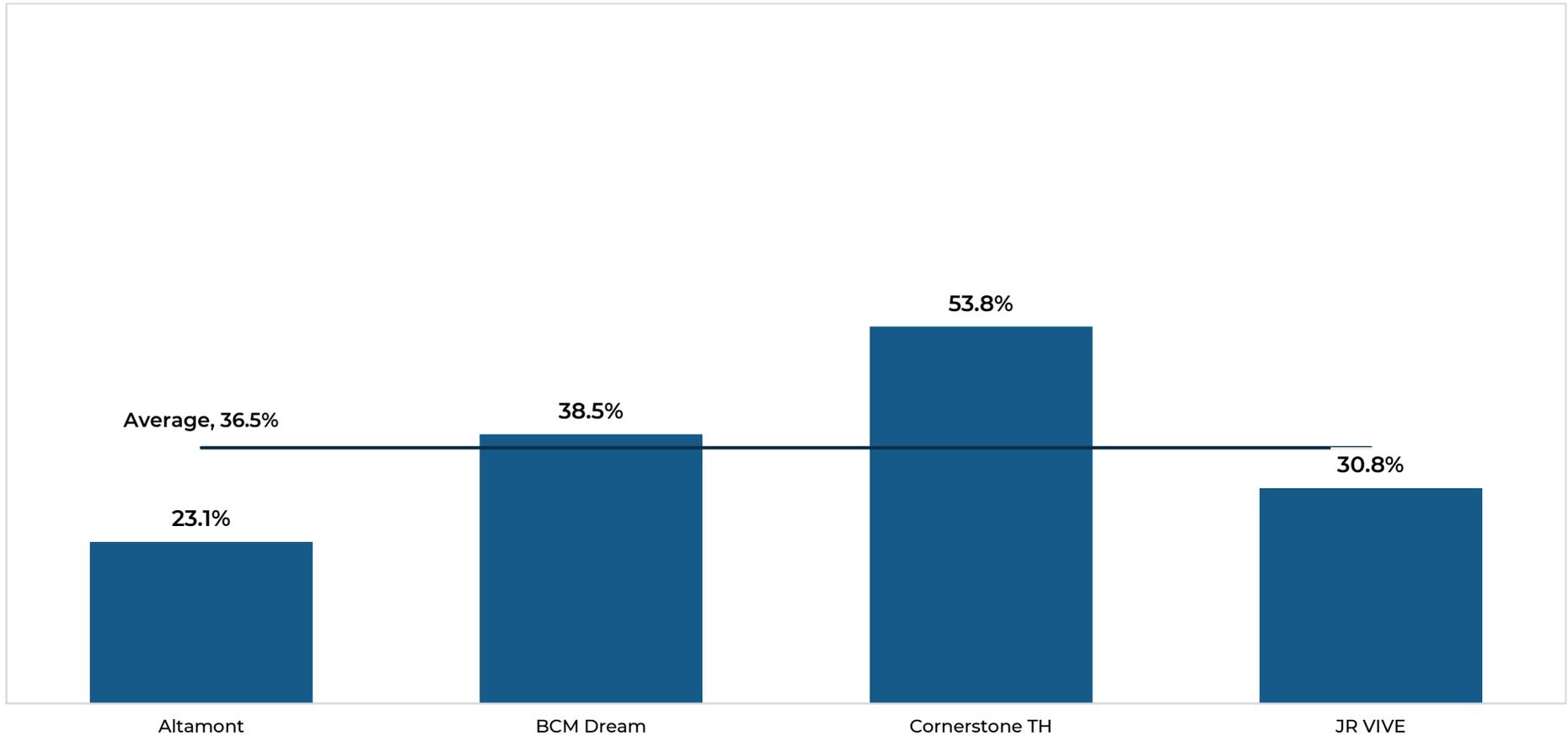
## Serving High Need Population Measures

Zero Income at Entry ..... 37

## HMIS Data Quality

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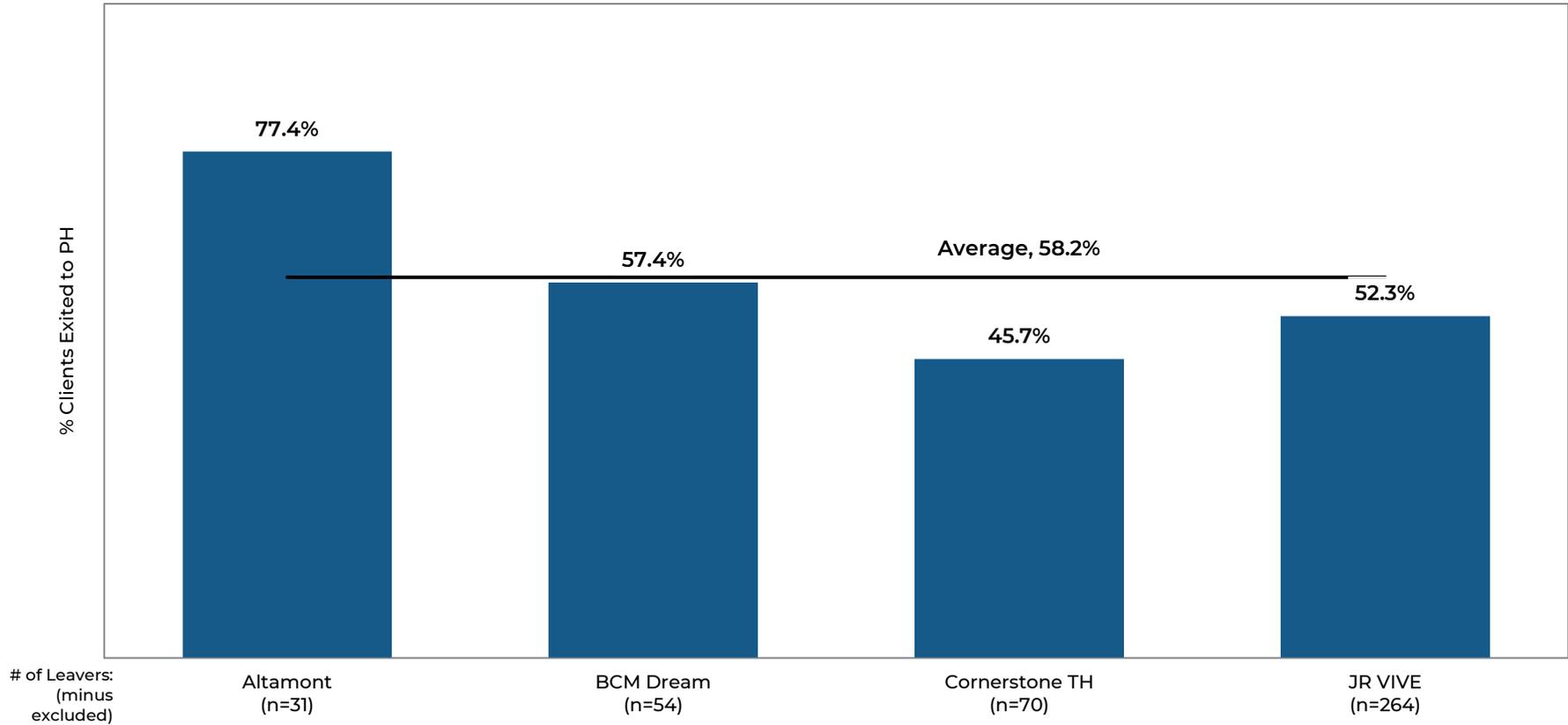
Data Quality (TH)



## 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).

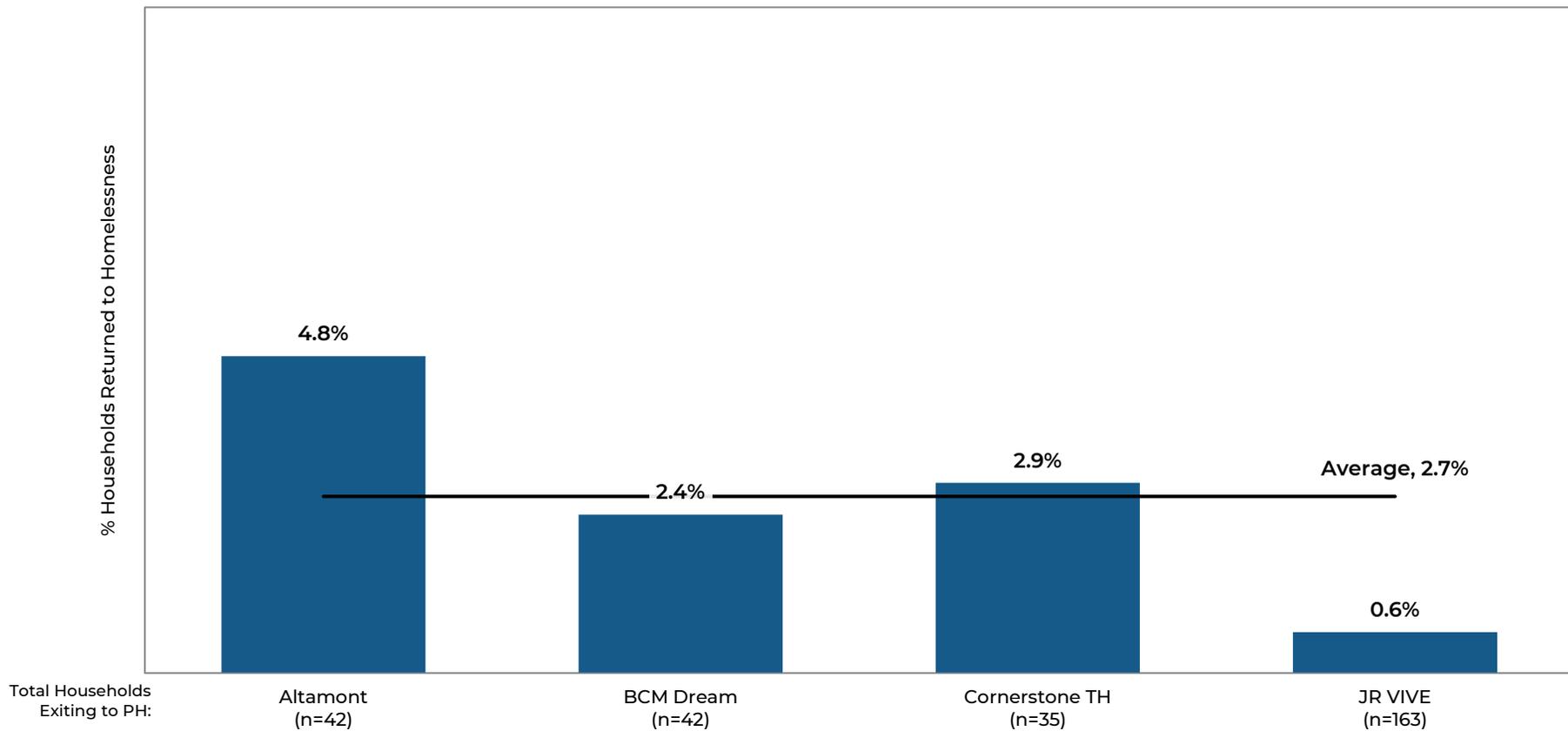
### TH Clients Exited to PH



## Returns to Homelessness

This measure looks at those clients who exited to PH between 10/1/2022-3/31/2024 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2023.

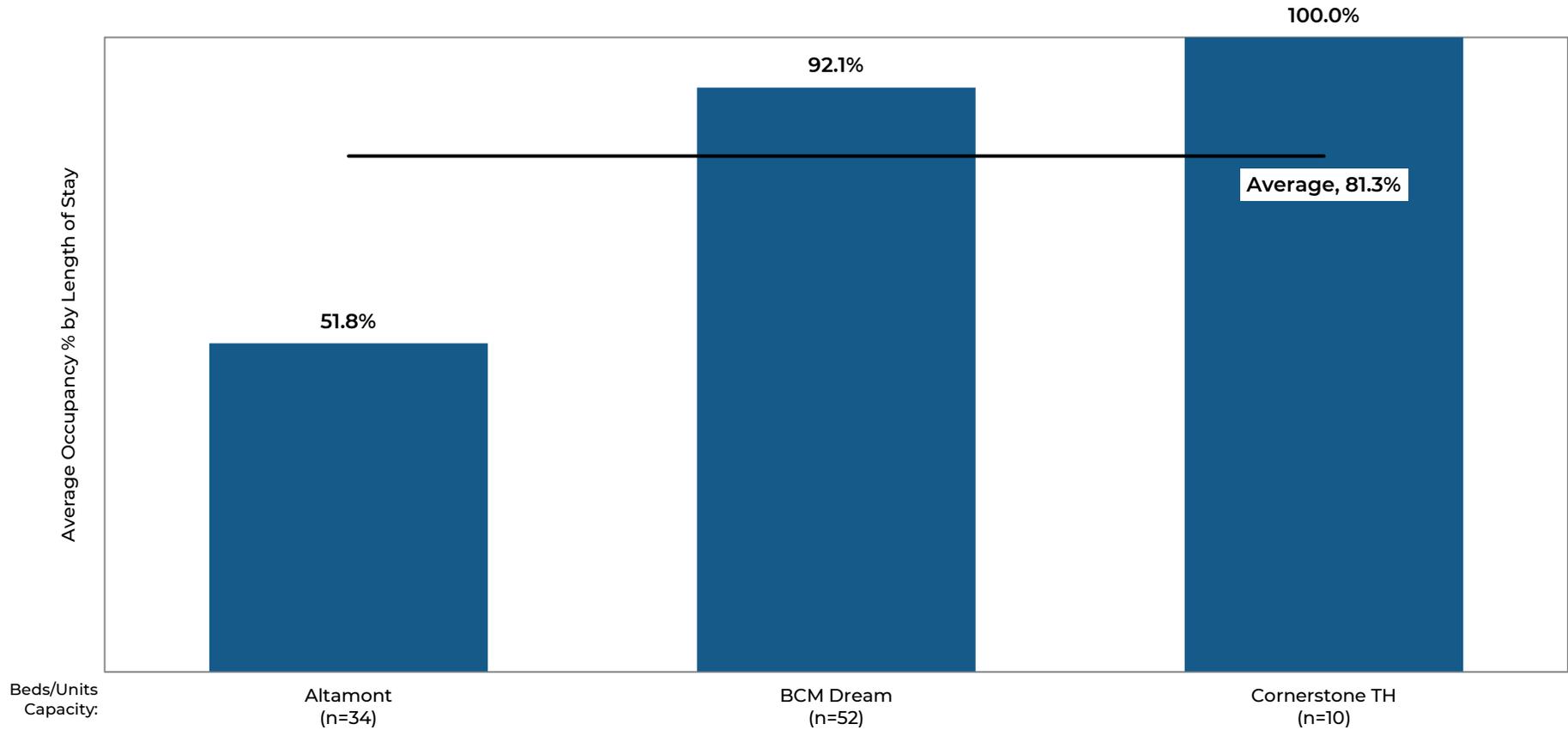
### Clients Returning to Homelessness After Exiting to PH (TH)



## Average Occupancy

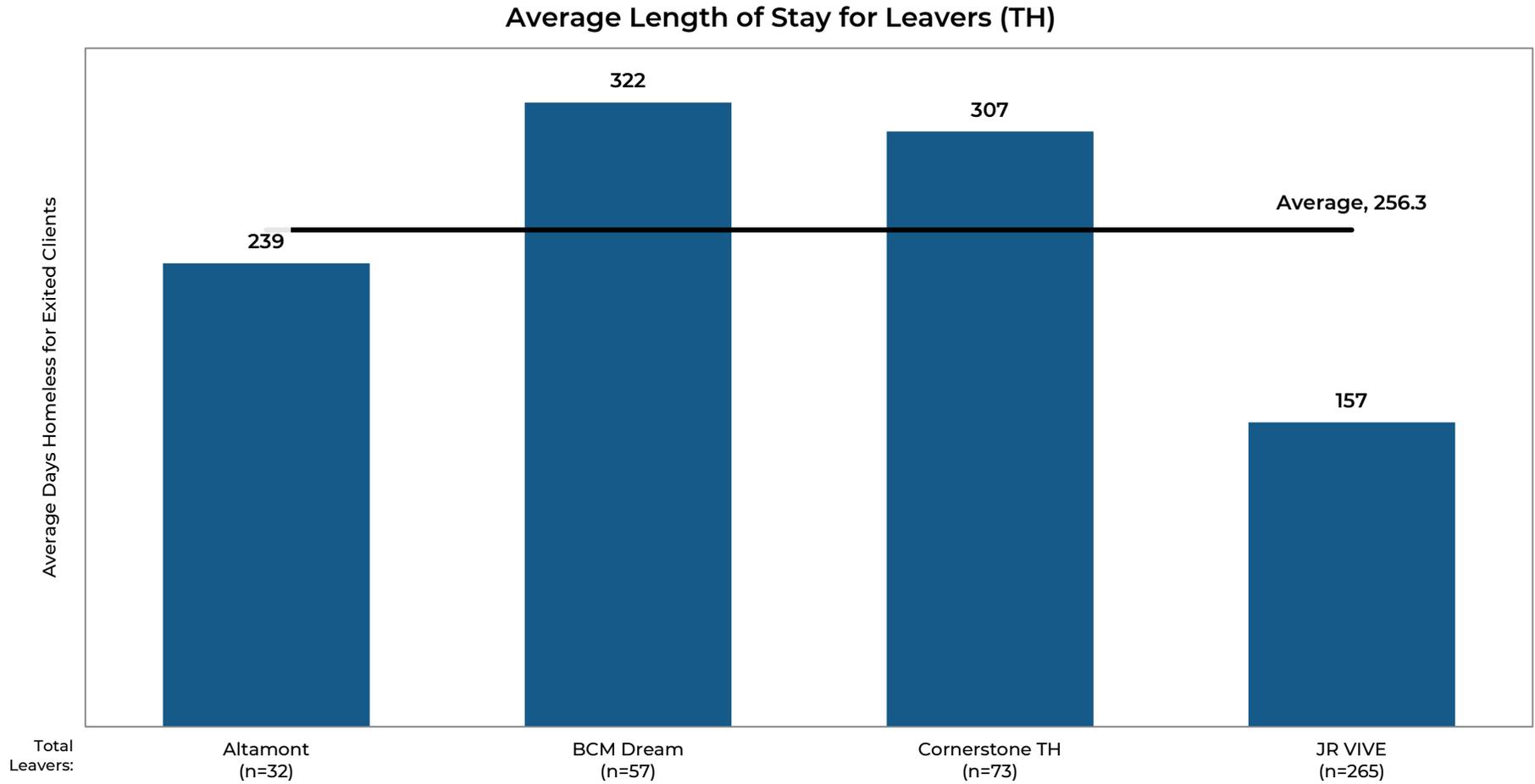
This measure averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of beds or units in the project).

Average Occupancy (TH)



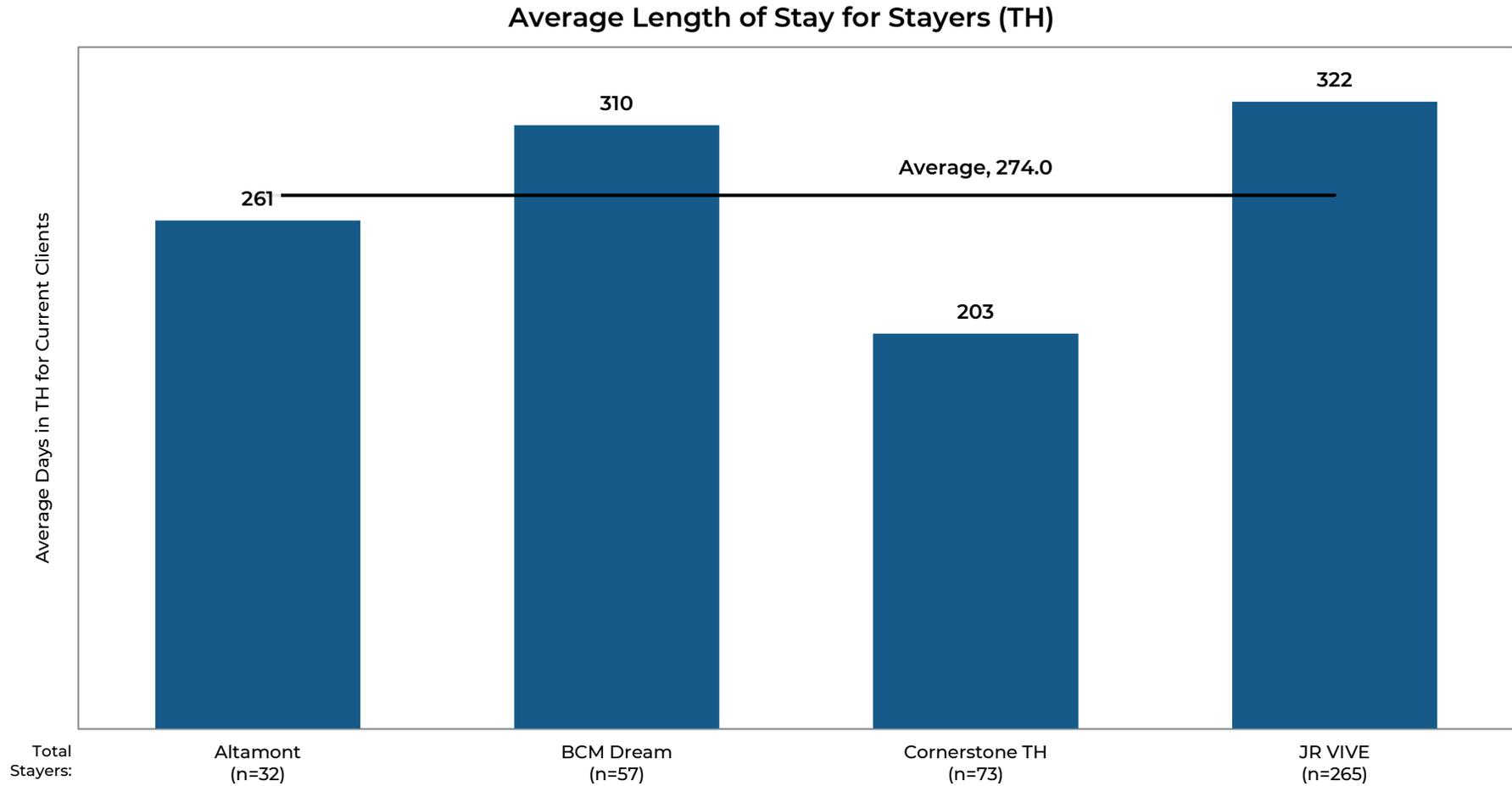
## Length of Stay - Leavers

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



## Length of Stay - Stayers

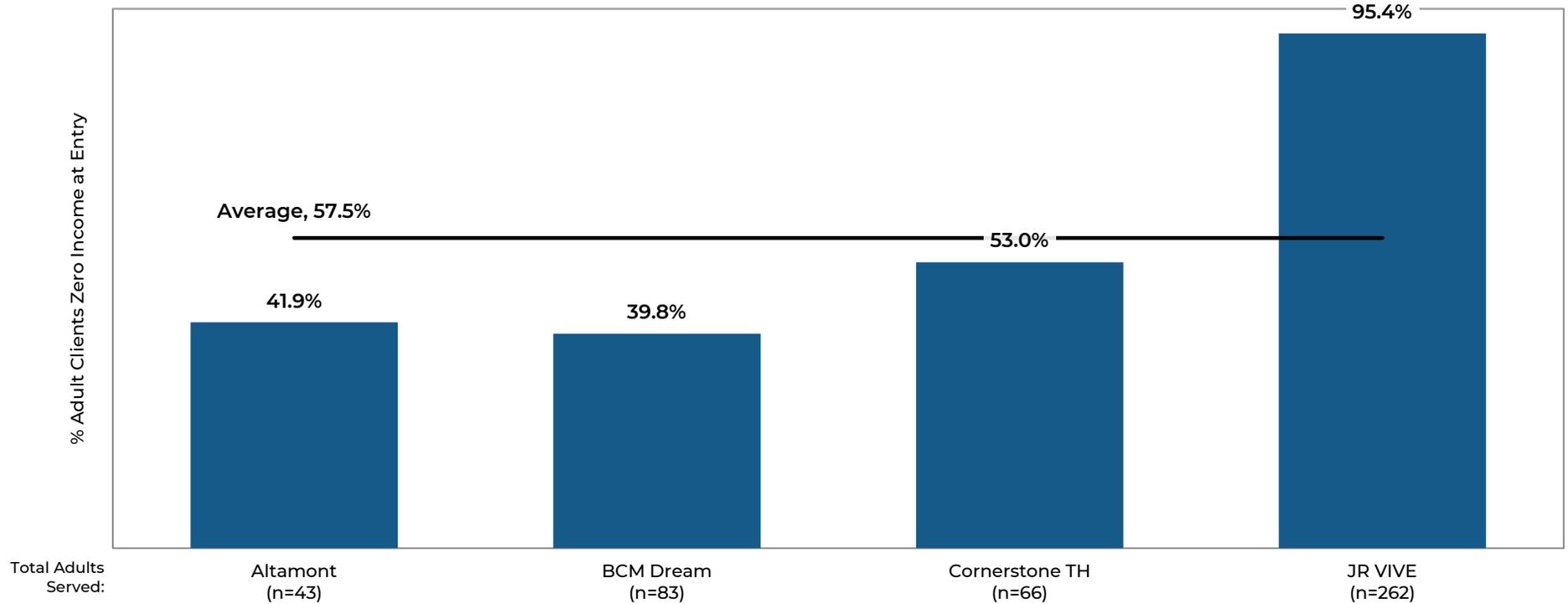
This measure is the average length of stay in TH projects among clients who did not exit the project within the reporting period.



## 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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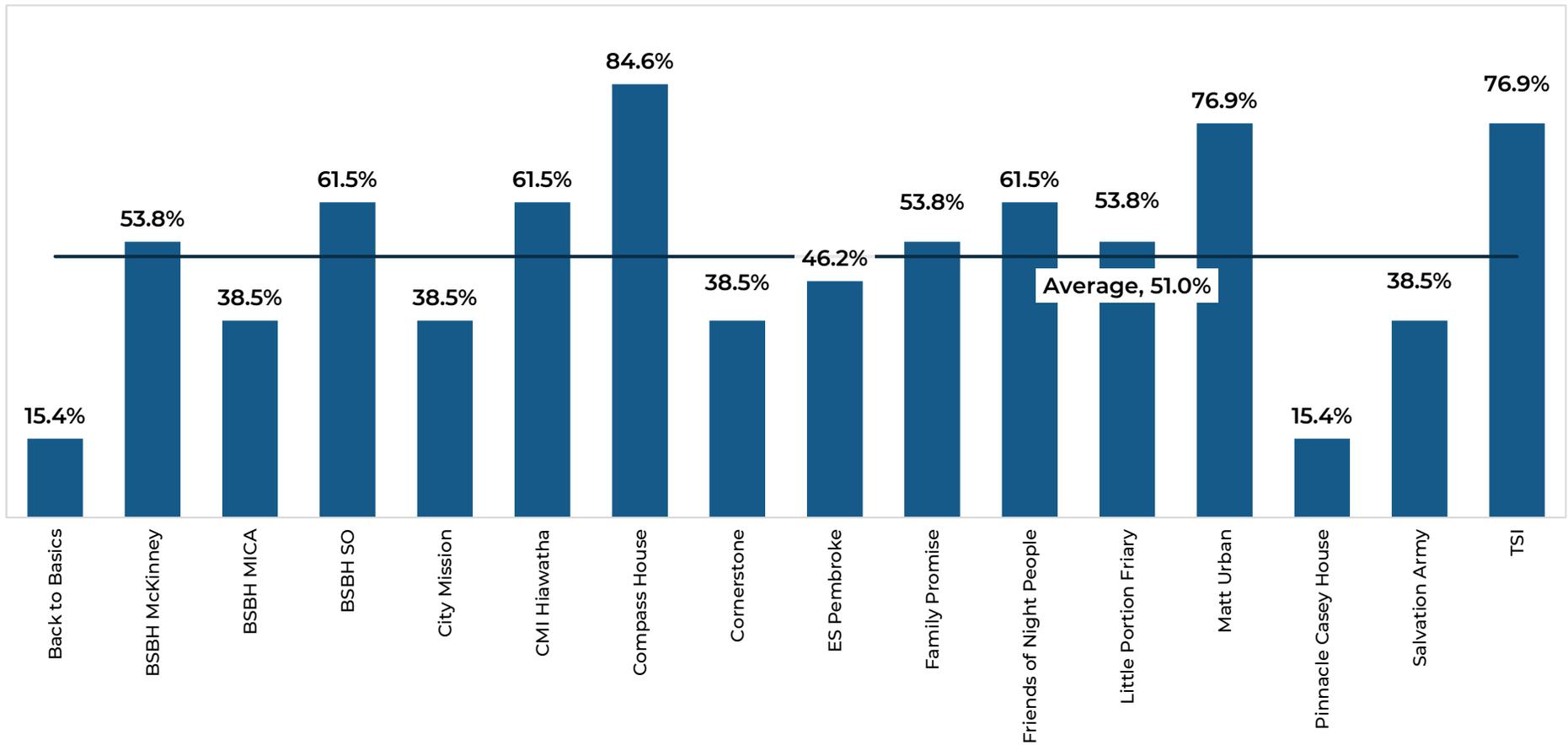
## Serving High Need Population Measures

Zero Income at Entry ..... 45

## HMIS Data Quality

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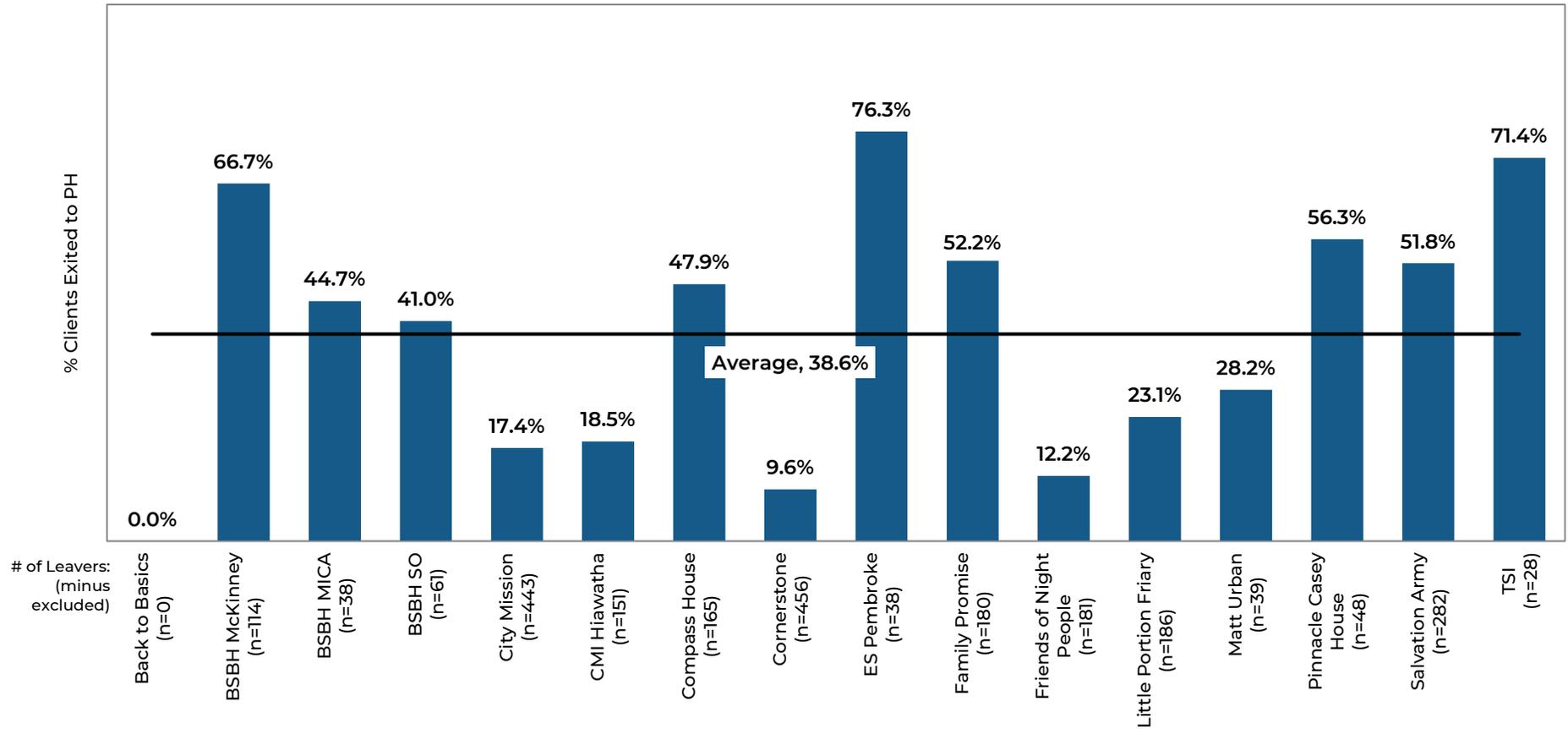
Data Quality (ES, SO, and SSO)



## 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).

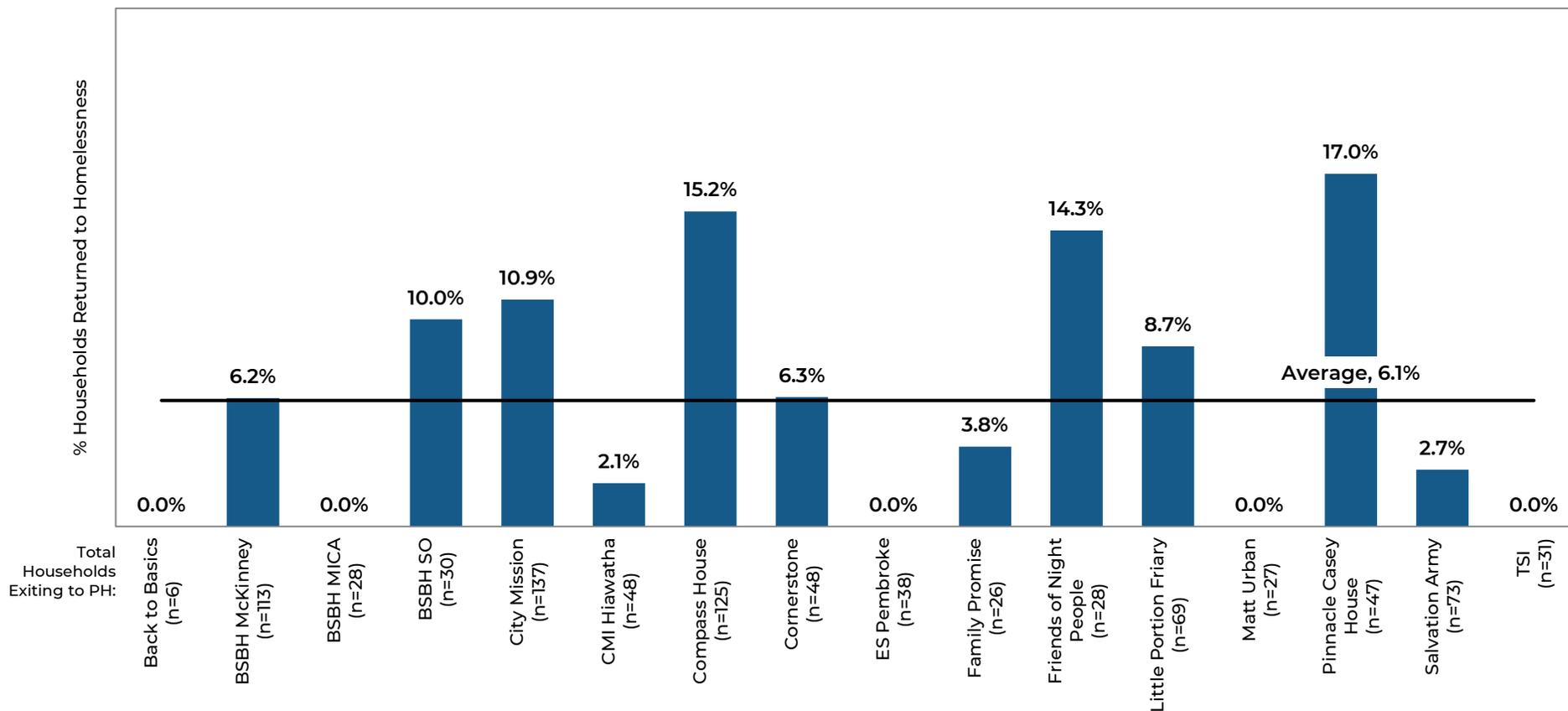
Exits to PH (ES, SO, SSO)



## Returns to Homelessness

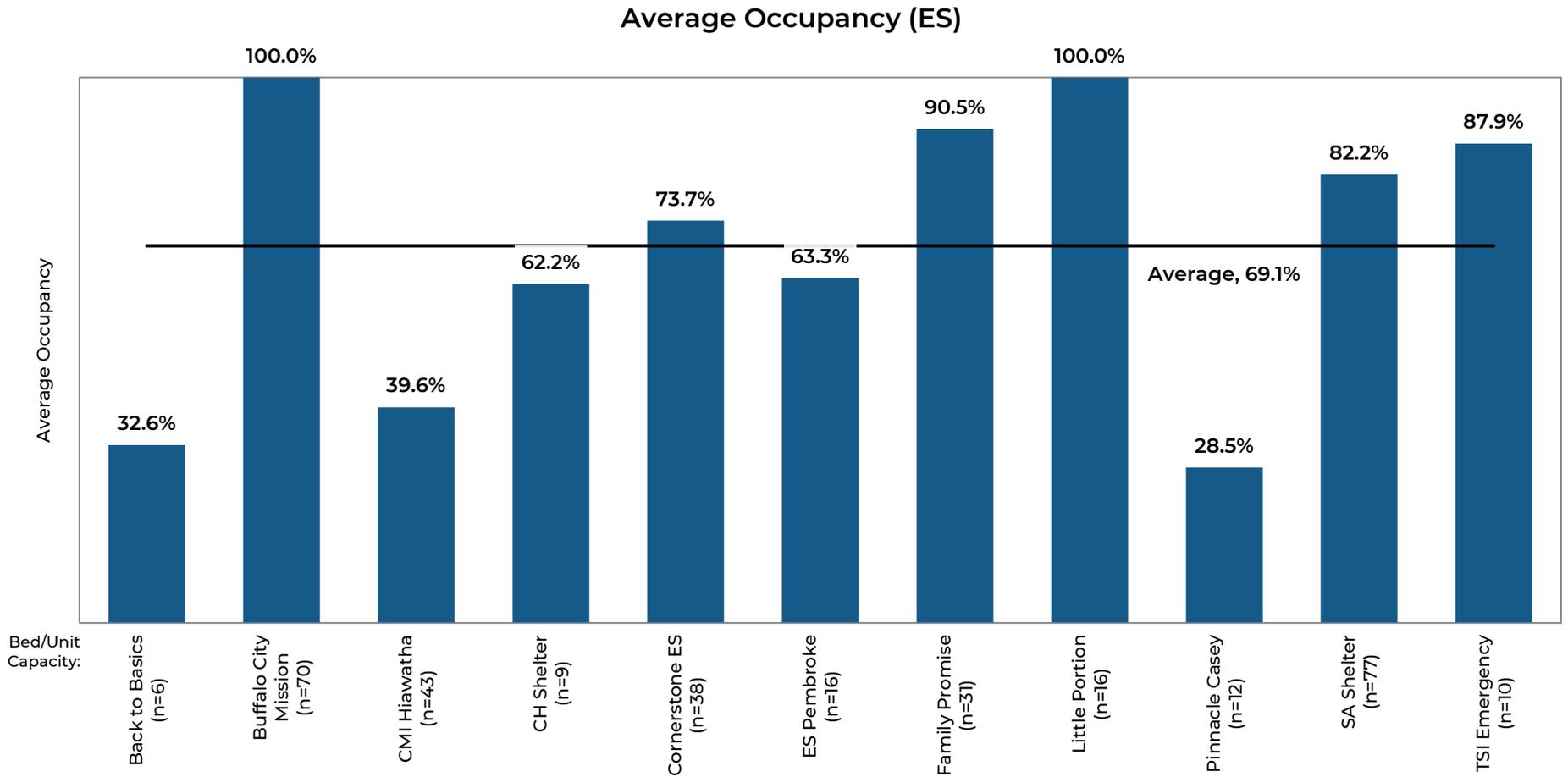
This measure looks at those clients who exited to PH between 10/1/2022-3/31/2024 and returned to homelessness (measured by a new entry date at a service project) within the following six months, beginning on 4/1/2023.

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



## Average Occupancy

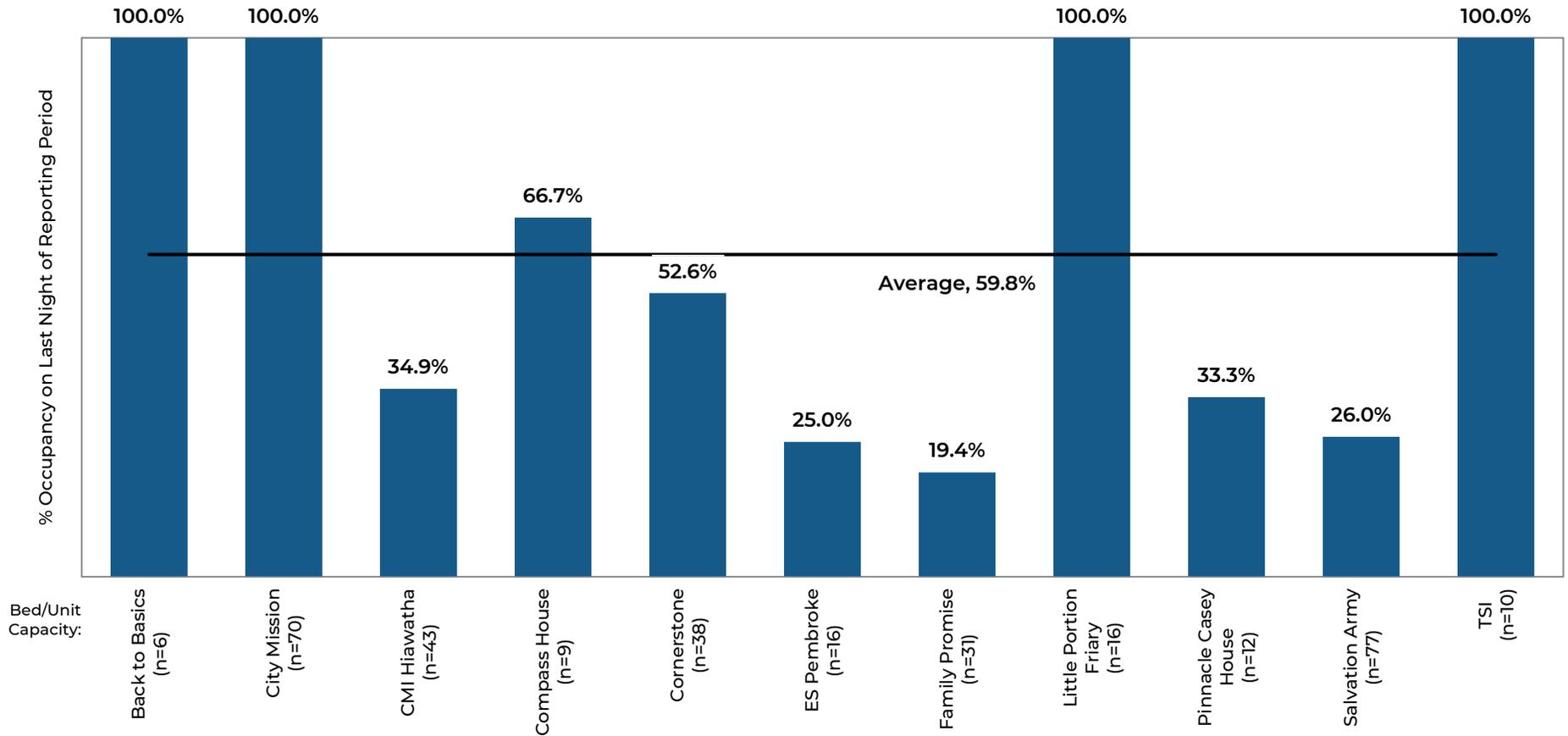
For ES projects, occupancy is measured in two ways. The first, shown here, averages how many clients were enrolled in the project each night and divides that by the project's capacity (the number of beds or units in the project).



## 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 (3/31/2024) divided by the project's capacity (the number of beds or units in the project).

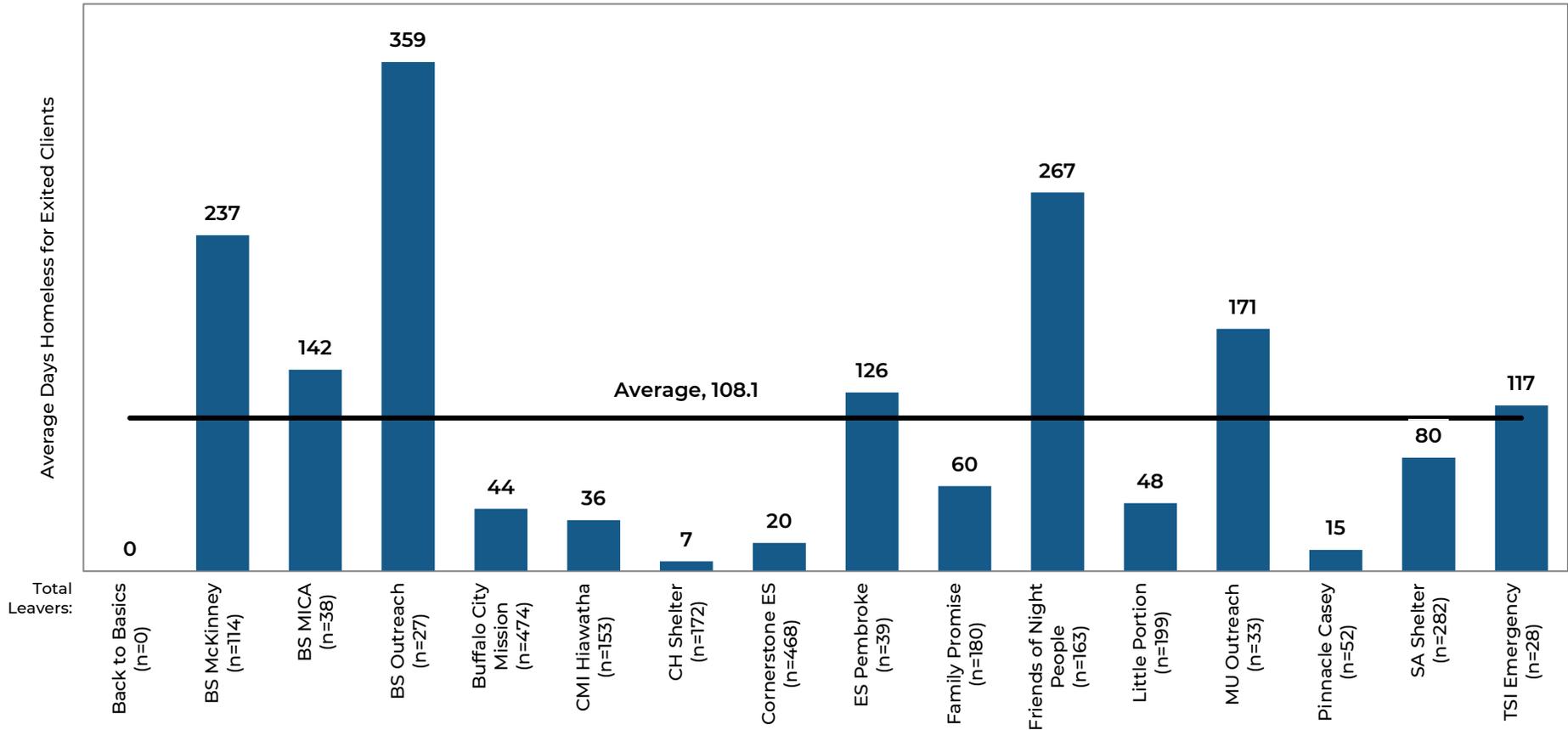
Occupancy on the Last Day of the Reporting Period (ES)



## Length of Stay - Leavers

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

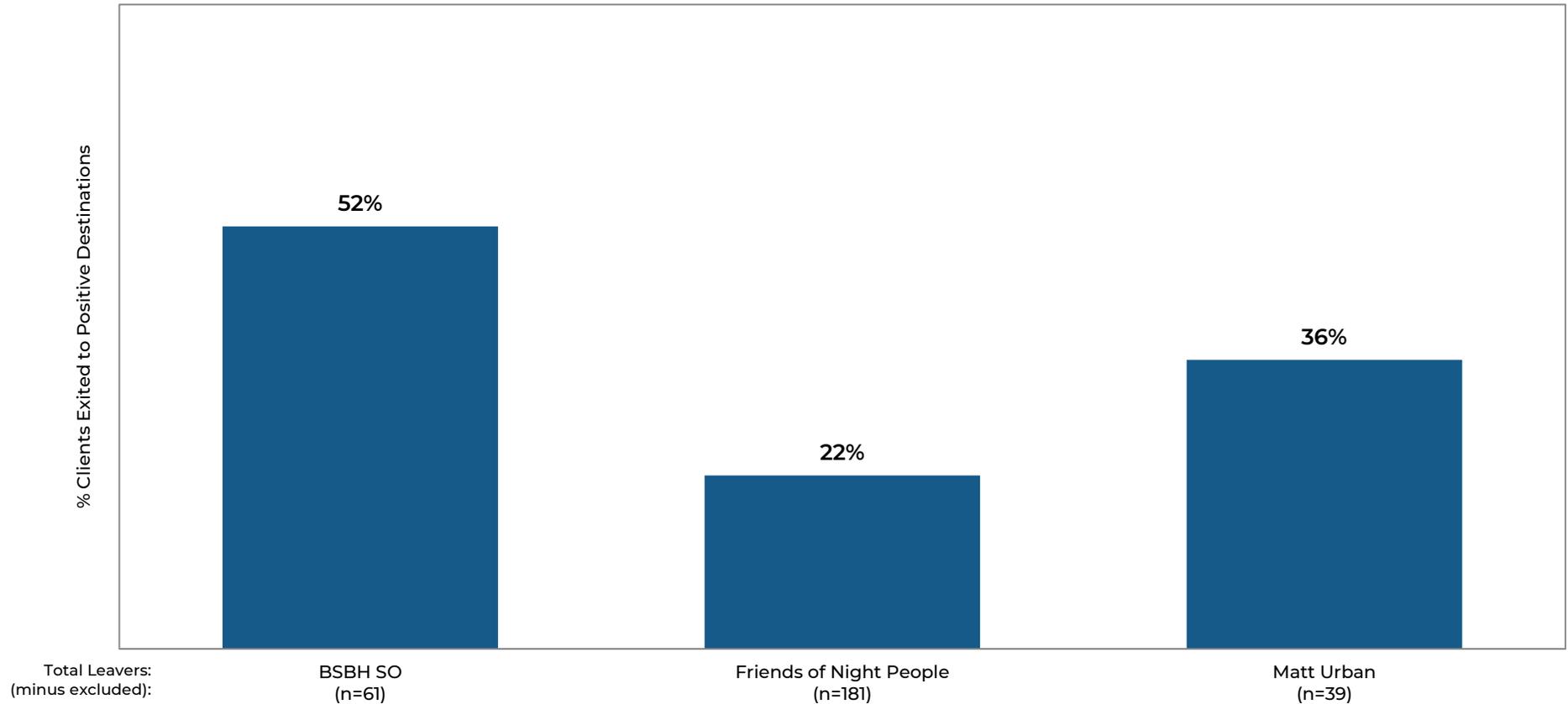
Average Length of Stay for Leavers (ES, SO & SSO)



## 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).

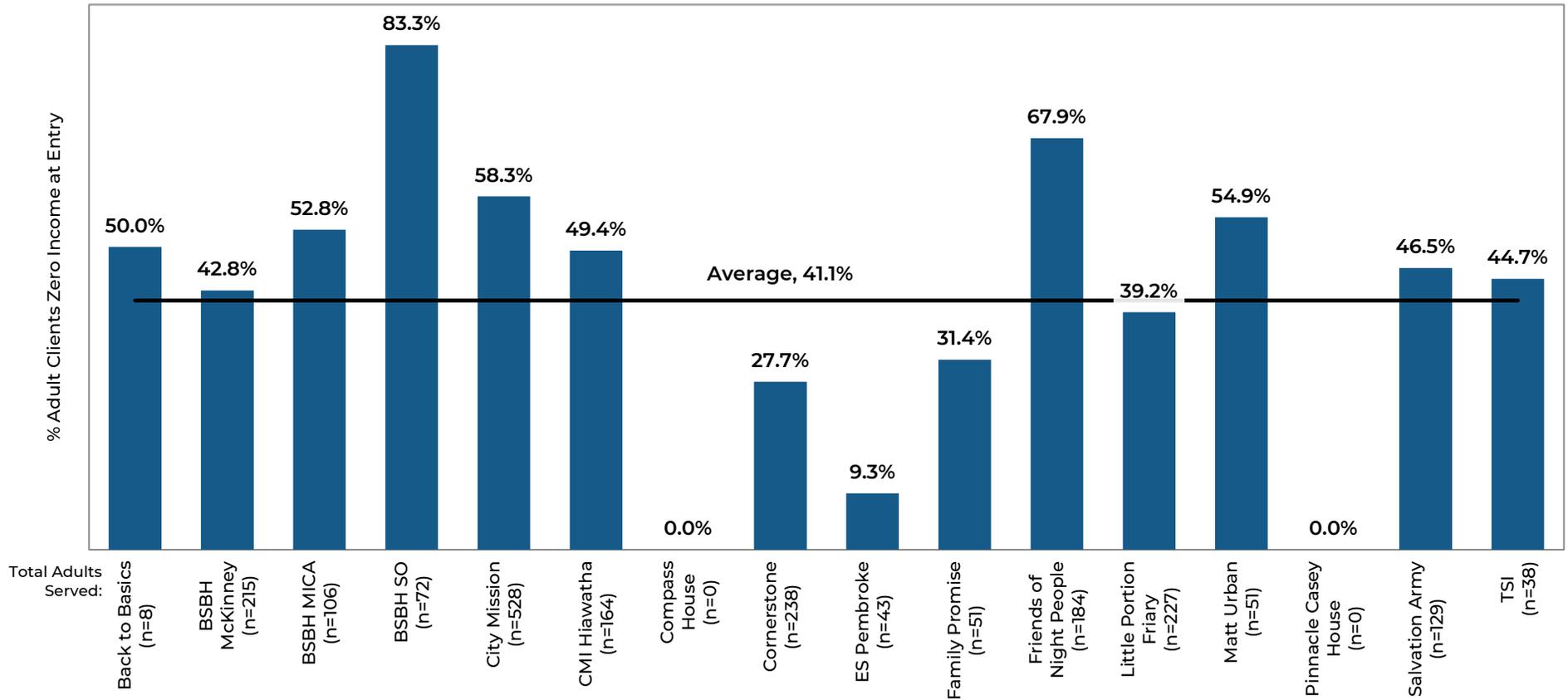
### Outreach Clients Exits to Positive Destinations



## 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 & SSO)



## Projects In This Report

PSH	RRH
BestSelf Chronically Homeless CoC PSH (BSBH Chronic)	CMI CoC RRH (CMI CoC)
BestSelf CoC II PSH (BSBH CoC II)	Compass House CoC Joint RRH (Compass CoC Joint)
BestSelf Harambe House CoC PSH (BSBH Harambe)	Compass House CoC & Buffalo ESG RRH (Compass ESG)
Cazenovia Chronic Homeless CoC PSH (Caz Chronic)	Hispanos Unidos RRH I (HU I)
Cazenovia CoC PSH (Caz CoC)	Hispanos Unidos RRH II (HU II)
DePaul CoC II PSH (DePaul CoC II)	Hispanos Unidos RRH III (HU III)
DePaul CoC III PSH (DePaul CoC III)	ILGR CoC RRH (ILGR CoC)
Evergreen Housing First CoC PSH (Evergreen H1st)	Matt Urban CoC RRH (MU CoC)
Gerard Place CoC PSH (Gerard Place)	Restoration Society CoC RRH (RSI CoC)
Matt Urban Hope Gardens CoC PSH (MU Hope Gardens)	Restoration Society County ESG RRH (RSI ESG)
Matt Urban Housing First CoC PSH (MU H1st)	Soldier On SSVF RRH (Soldier On SSVF)
Restoration Society CoC II PSH (RSI CoC II)	Veterans One Stop Center SSVF RRH (VOC SSVF)
Spectrum Chronically Homeless CoC PSH (Spectrum Chronic)	
Spectrum CoC II (Spectrum CoC II)	
Spectrum Wyoming County Dedicated First CoC PSH (Spectrum WyCo)	
TSI CoC II PSH (TSI CoC II)	
WNY Veterans Housing Coalition CoC PSH (WNYVHC)	

TH	ES, SO, and SSO
Altamont Veterans VA TH (Altamont)	Back to Basics ESG ES (Back to Basics)
Buffalo City Mission Dream TH (BCM Dream)	BestSelf McKinney PATH SSO (BSBH McKinney)
Cornerstone TH (Cornerstone TH)	BestSelf MICA PATH SSO (BSBH MICA)
Jericho Road VIVE Buffalo ESG TH (JR VIVE)	BestSelf PATH SO (BSBH SO)
	Buffalo City Mission ES (City Mission)
	CMI Hiawatha Niagara Falls ESG ES (CMI Hiawatha)
	Compass House RHY & ESG ES (Compass House)
	Cornerstone ES (Cornerstone)
	Eagle Star Pembroke VA ES (ES Pembroke)
	Family Promise Buffalo ESG ES (Family Promise)
	Friends of Night People Buffalo ESG SO (Friends of Night People)
	Little Portion Friary ESG ES (Little Portion Friary)
	Matt Urban Buffalo ESG SO (Matt Urban)
	Pinnacle Casey House RHY ES (Pinnacle Casey House)
	Salvation Army of Buffalo ESG ES (Salvation Army)
	TSI ES (TSI)