Chapter 2 -- Section One Emergency Shelter

Total Clients Served in HMIS	Individuals in HMIS[8]	Persons in Families Served in HMIS	Unknown[9]
2,595	1,797	760	38

Estimated Total Clients Served [10]	Estimated Individuals	Estimated Persons in Family
4,282	2,813	1,469

Emergency Shelter (ES) - Housing in which homeless persons can access shelter immediately and reside for up to 30 days. The primary function is to provide immediate housing and assist individuals in identifying causes of homelessness, accessing services and securing the next appropriate level of housing.

A total of 2,595 unique persons were served by emergency shelter providers[11] that participate in HMIS. Based on the ES HMIS bed coverage rate in Erie County, an estimated total of 4,282 clients were served. Among the 2,595 persons recorded in HMIS, there were a total of 3,168 entries into ES. This means that 17% of persons served in emergency shelters entered more than once during this time period.

Gender and Household Types

Fig. 10 shows that many more male clients stayed in emergency shelters than female. However, in the City of Buffalo, there were more females living below poverty. Females make up 55% of the population living below the poverty level; 58% if only the adult population is considered. Notably different between males and females, 78% of male clients were single adults while half of the female clients are in families.

Females are also under-represented because of the emergency shelters that only serve women and/or women with children as well as the emergency shelter for victims of domestic violence that do not participate in HMIS. We estimated that the proportion that was closer to the reality would be Male = 55%; Female=45%.

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[8] AHAR define that adult only and children only household counted as "Individual". Household with adults and children counted as Family.

[9] Households that cannot be classified because one or more household members are missing date of birth data.

[10] Estimated number based on different shelter type HMIS coverage rate. 65% family ES and 63% individual ES is covered in HMIS

[11] List of emergency shelter referred to Appendix Two- list of Providers

Figure 10 ES- Gender and Household Type

Gender Distribution

**Male Household Type**

Female Household Type

Age
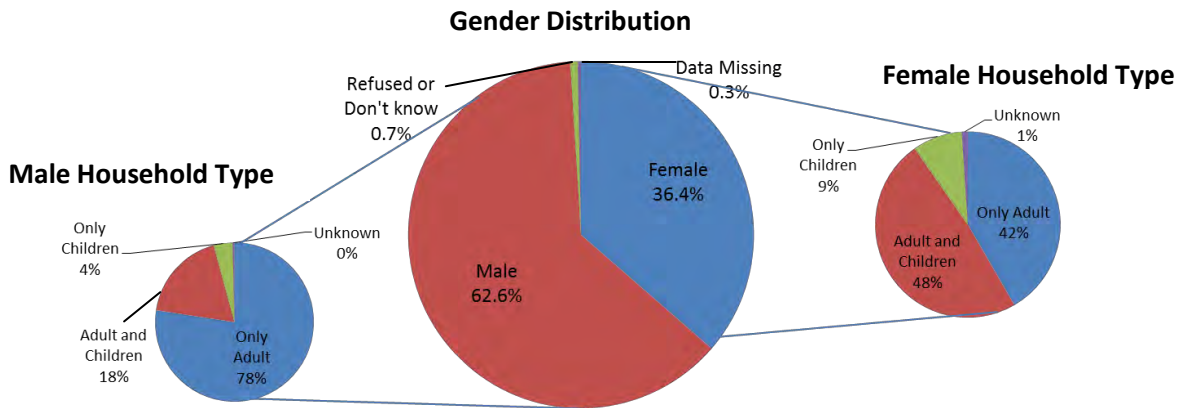
The age distribution in emergency shelters resembles the age distribution of the overall homeless population. There are three peaks: less than 5 years old, 20-24 years old and 45-49 years old, also notable is that the number dramatically drops after 60 years old. 631 (24%) clients in emergency shelters are children age under 18. It is therefore important that attention be paid to the unique issues of homeless school-age children.

Figure 11 ES- Age
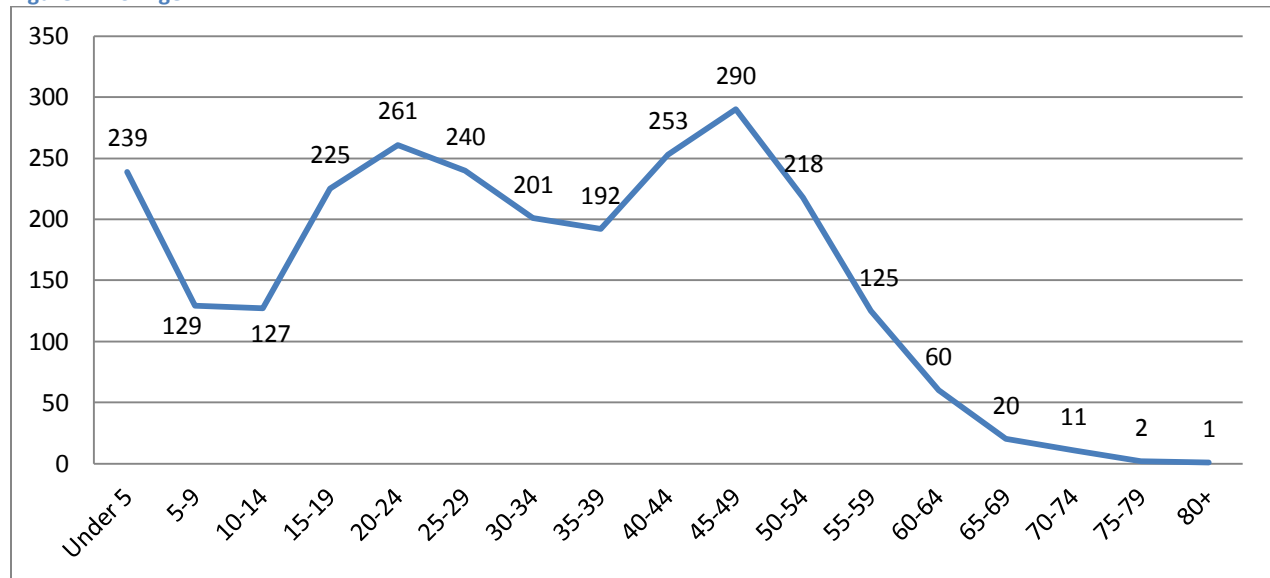
Race

Figure 12 ES- Race
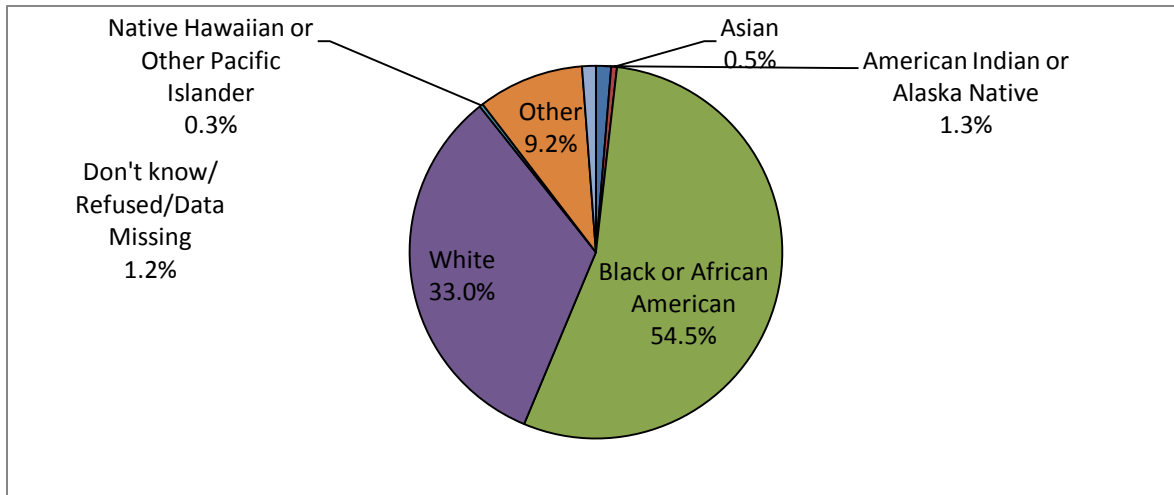
Disabling Condition

The percentage of homeless persons in Emergency Shelters with a disability could be under-represented. This is most frequently self-reported and people may be reluctant to share this information. The lengths of stay in ES can frequently be only a few days, so a thorough assessment is often not possible to complete.

Figure 13 ES- Disabling Condition
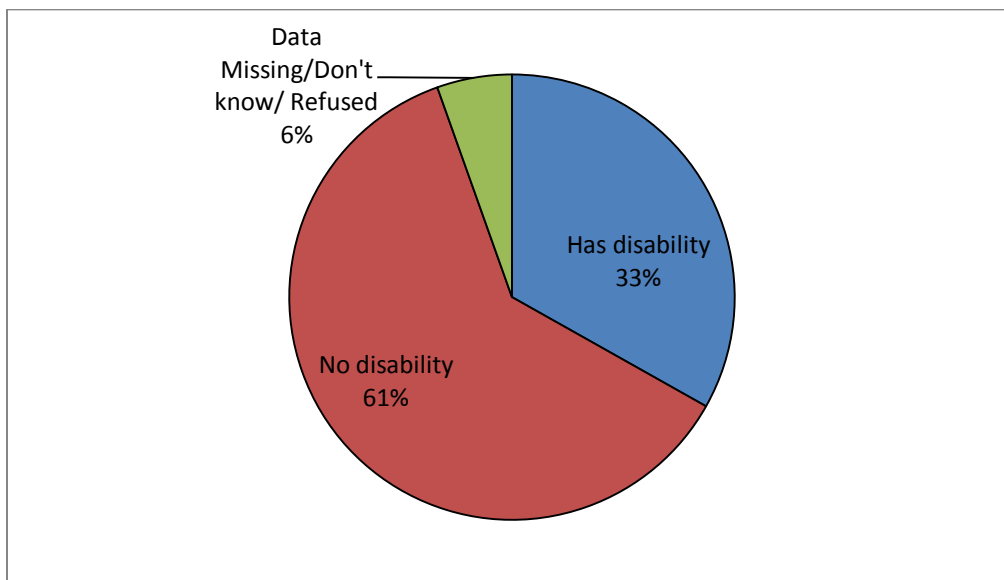
Prior Living Situation

42% of clients were "doubled up" (people who live with friends, family or other non-relatives for economic reasons) before they came into emergency shelters. The National Alliance to End Homelessness reports that in 2011 and 2012 doubling up is one of the key indicators of being at risk of

homelessness[12]. 19% of the clients were renters. In the City of Buffalo, 59.3% of renters pay more than 30% of their income for housing. The housing stock in Buffalo is old and frequently not energy efficient, all of which adds to the lack of affordable housing in this community.

Table 7 ES- Prior Living Situation

Prior Living Situation	Count	Percentage
Double up	1,141	42%
Rental by Client	506	19%
Institutions	324	12%
Emergency Shelter	287	11%
Place not meant for habitation	178	7%
Other	159	11%

Extent of Homelessness[13]

45% of the clients who entered emergency shelters were homeless for the first time, followed by 31% who were homeless once or twice in the past. The HEARTH Act focuses on reducing the overall number of persons entering the homeless system (prevention/diversion) and reducing the number of episodes of homelessness (recidivism).   The Homeless Prevention and Rapid Re-housing (HPRP) programs in Erie County have ended, but collaborative efforts are currently taking place to look at solutions, for example how to use Emergency Solutions funds efficiently and effectively to reduce and prevent homelessness. There are also ongoing planning activities to design a coordinated entry/single point of entry model for homeless housing and services to ensure that people are linked to the appropriate services that will decrease length of stay in the homeless system and reduce recidivism.

Figure 14 ES- Extent of Homelessness

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[12] http://www.endhomelessness.org/content/article/detail/4361/
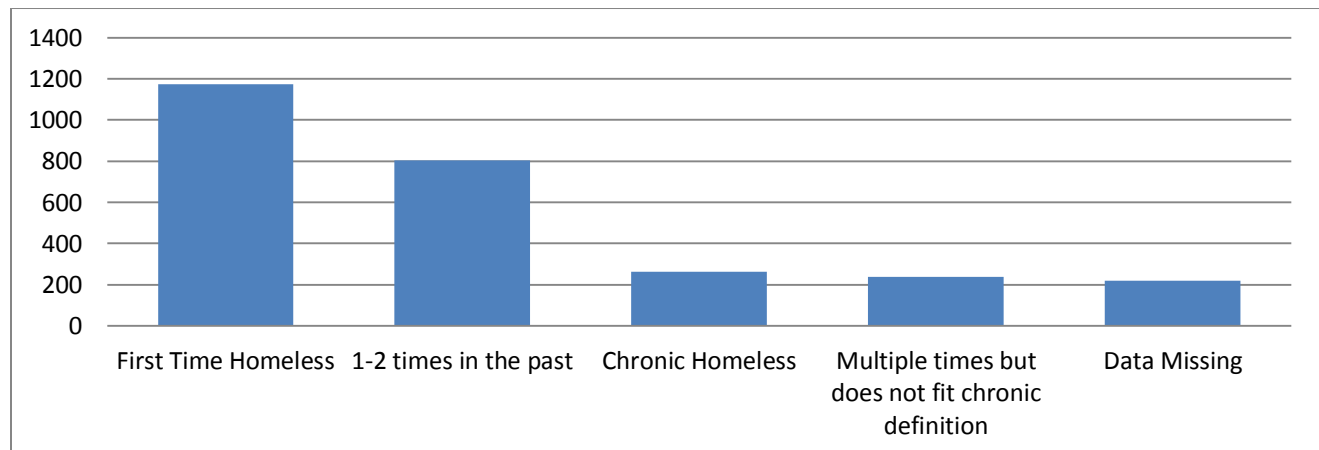
[13] This data based on HMIS question "Extent of homelessness". This data is a self-defined dynamic data based on different entries and it is not a required question in HMIS.

Length of Stay

Approximately 67% of homeless are in emergency shelters for less than 30 days. The HEARTH Act will institute a national benchmark of a mean length of stay of less than twenty days. Rapid Re-housing models will need to be developed to quickly move people from homelessness to permanent housing.

Table 8 ES-Length of Stay

Length of Stay	Client Count	Percentage
Less than 30 days	1888	67.12%
30 to 60 days	472	16.78%
60 to 90 days	168	5.97%
3 months to 6 months	159	5.65%
6 months to one year	87	3.09%
More than 1 year	39	1.39%

Destinations

 A total of 2,745 clients exited emergency housing during this time period.[14] 27% were reported as exiting to permanent housing destinations[15]. However, for more than half of the clients (54%), their destination is "Other". Among all the clients who exited to permanent destinations, 6.6% of them entered permanent supportive housing programs for the homeless. Among all the clients who exited to temporary destinations, there were 25.8% entered into transitional housing and Safe Haven programs.

Figure 15 ES- Destinations

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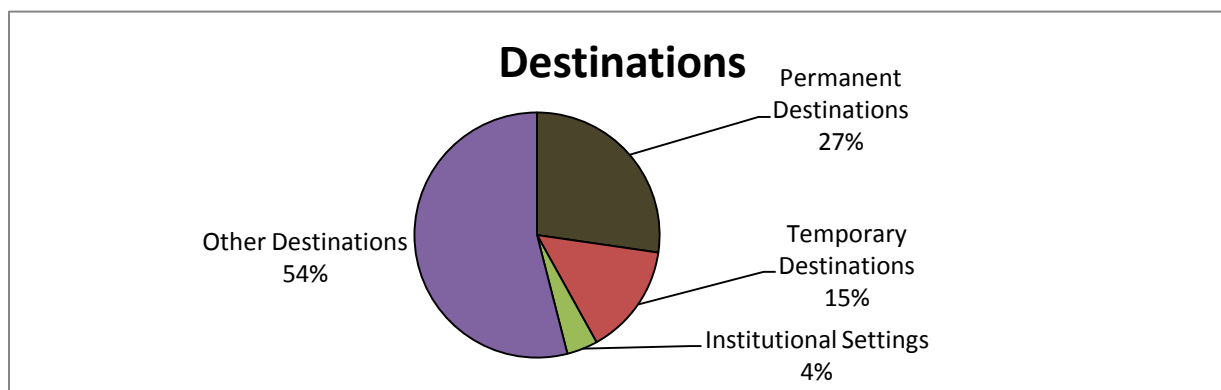
[14] This number is not a de-duplicated count. See Appendix One- HMIS

[15] HUD defined **Permanent Destination** includes: Owned by client, no subsidy; Owned by client, with subsidy; Rental by client, no subsidy; Rental by client, with subsidy; PSH for homeless persons; Living with Family or Friends, permanent tenure. **Temporary Destinations** includes: Emergency shelter; Transitional housing for homeless persons; Staying with family or friends, temporary tenure; Place not meant for human habitation; Safe Haven; Hotel or motel, paid by client. **Institutional Settings** includes: Foster care home or group foster care home; Psychiatric facility; Substance abuse or detox facility; Hospital; Jail, prison, or juvenile detention facility. **Other Destinations** includes: Deceased; Other; Don't know; Refused.

Chapter 2 --Section Two Transitional Housing

Total Clients Served in HMIS	Individuals in HMIS	Persons in Family in HMIS
546	285	261

| Estimated Total Clients Served [16]	Estimated Individuals	Estimated Persons in Family
662	385	277

Transitional Housing (TH) - Housing in which homeless persons can live for up to 24 months and receive supportive services that will enable them to move to permanent housing and to live more independently– must include housing placement assistance.

There were a total of 546 - client records served by transitional housing providers[17] entered into HMIS. The numbers used in this chapter are based on HMIS data.

Gender and Age

This is the only housing type that served more females than males, especially under the young adult categories. 64% age 15-19 and 57% age 20-24 are female. As we look at age distribution, it has its uniqueness. The peaks are at less than 5 years old and at age 20-24.
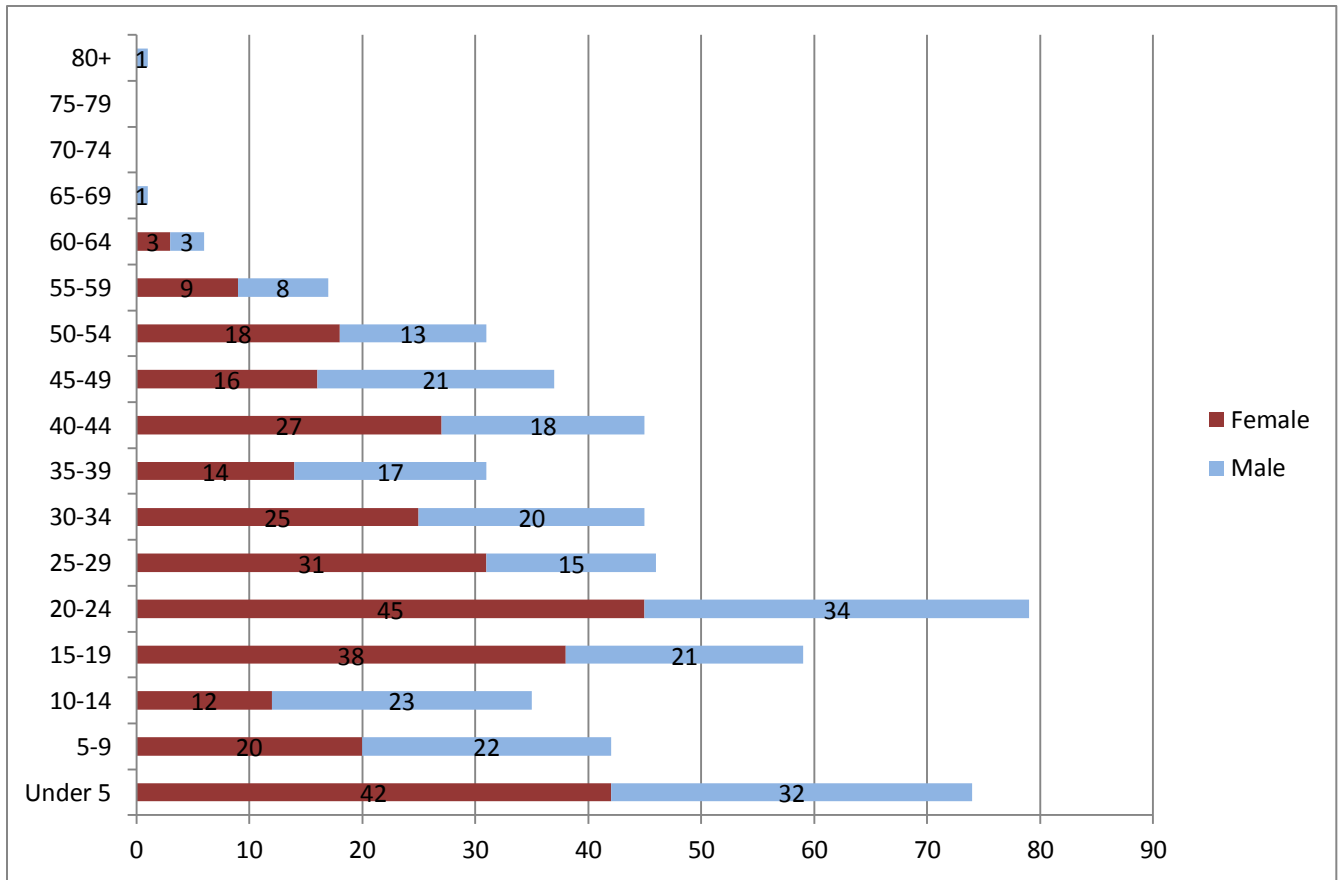
Figure 16 TH-Gender

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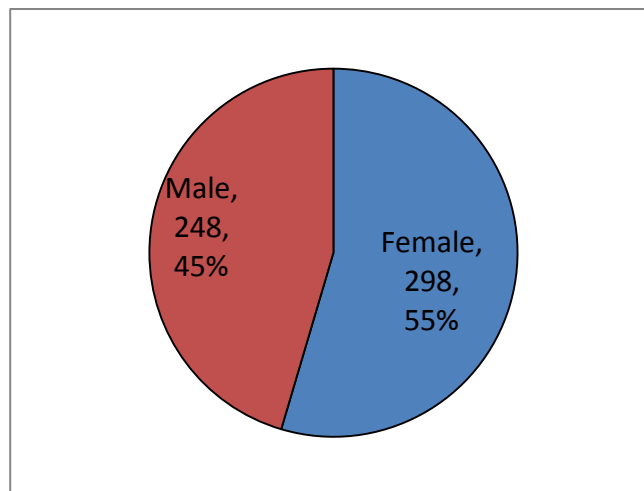
[16] Estimated number based on different shelter type HMIS coverage rate. 94% family TH and 74% individual TH is covered in HMIS

[17] List of Transitional housing referred to Appendix Two List of Providers

Table 9 TH-Age by Gender

Age	Female	Male
80+		1
75-79		
70-74		
65-69		1
60-64	3	3
55-59	9	8
50-54	18	13
45-49	16	21
40-44	27	18
35-39	14	17
30-34	25	20
25-29	31	15
20-24	45	34
15-19	38	21
10-14	12	23
5-9	20	22
Under 5	42	32

Race

Figure 17 TH-Race

- Don't know/Refused/Data Missing 0.2%
- Other 6.8%
- White 33.7%
- Black or African American 58.6%
- Asian 0.2%
- American Indian or Alaska Native 0.5%
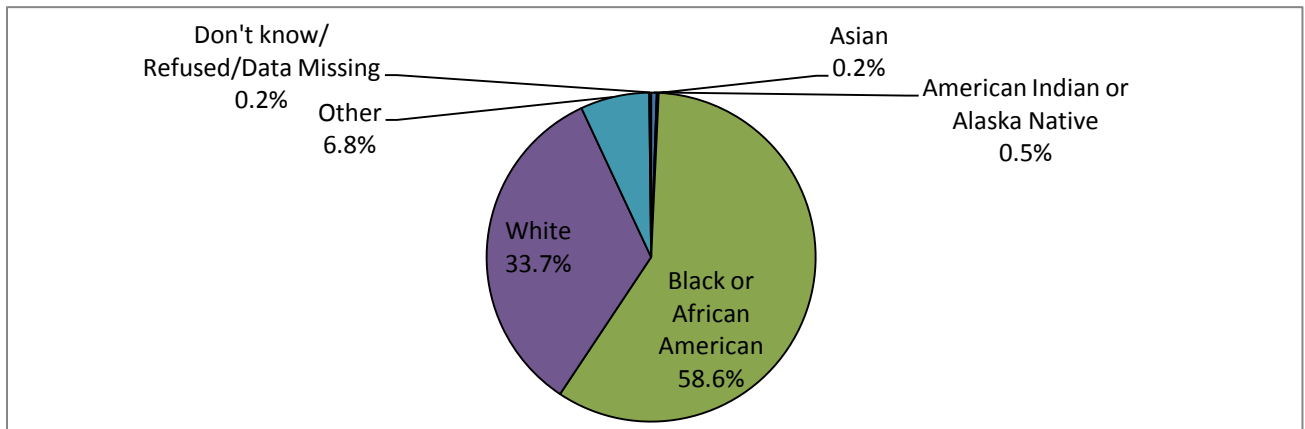
Disabling Conditions

The Percentage of participants with disabilities is somewhat lower than we would expect due to a significant number of TH beds designated for victims of DV or homeless youth.

Figure 18 TH-Disabling Condition

Prior Living Situation

The most common prior living situation for TH participants is an emergency shelter, making up 42% of total clients who stayed in Transitional housing in 2011.
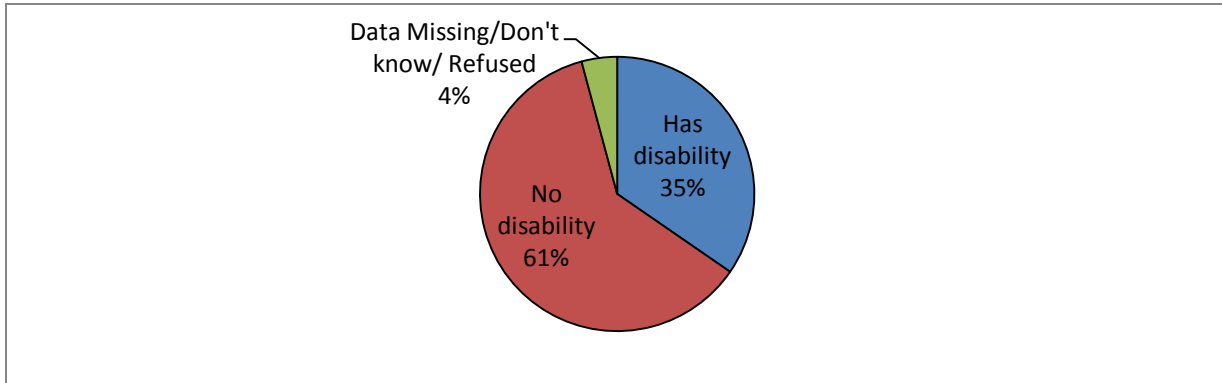
Table 10 TH-Prior Living Situation

Prior Living Situation	Count	Percentage
Emergency Shelter	230	42%
Double up	126	23%
Institutions	124	22%
Others	74	13%

Length of stay for Leavers

Out of 316 clients that exited the program in 2011, 33% stayed more than 1 year. Though the maximum length of stay in transitional housing is two years, the majority of participants stayed for less than one year.

Figure 19 TH-Length of Stay for Leavers
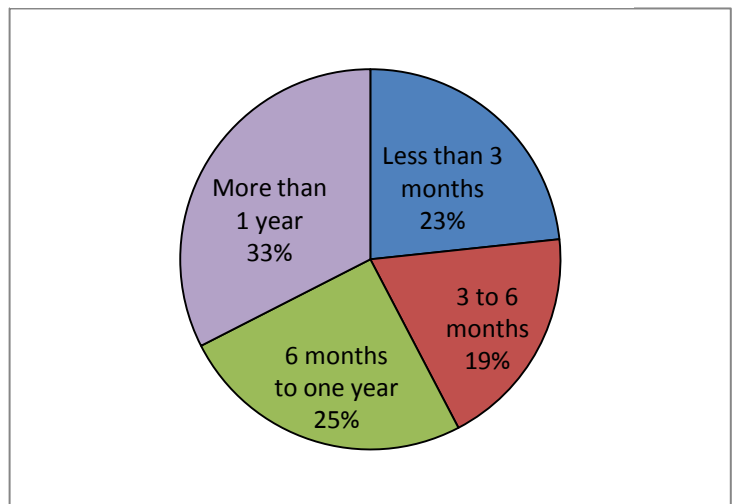
Destination

At exit from Transitional Housing, 53% of participants moved to permanent housing. This percentage is significantly below the HUD benchmark of 65% of transitional housing participants moving to permanent housing. The percentage of "Don't know", under "Other Destinations "in Fig.20, is quite high.

Figure 20 TH-Destination

Chapter 3 Permanent Supportive Housing
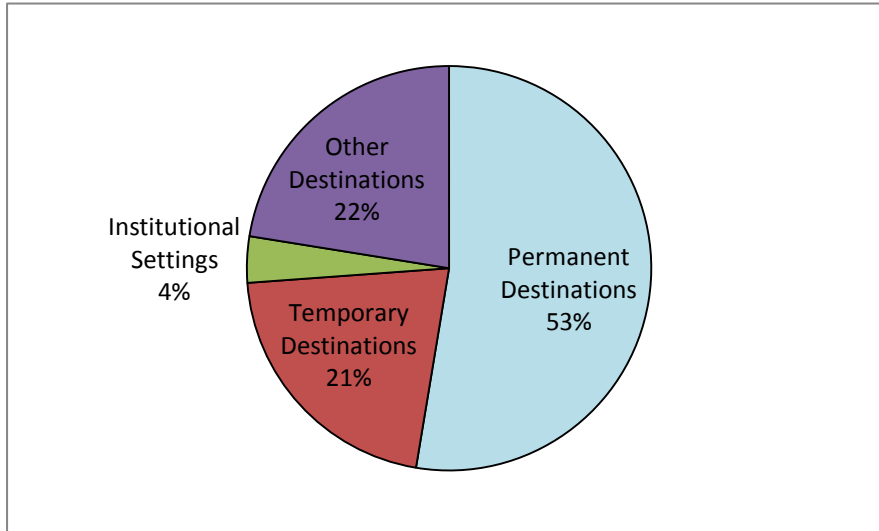
| Total Clients Served in HMIS	Individuals in HMIS	Persons in Family in HMIS	Unknown
824	750	73	1

Estimate Total Clients Served [18]	Estimated Individuals	Estimated Persons in Family
1059	986	73

Permanent Supportive Housing (PSH) - Housing in which homeless persons with a disability live with no limit on the length of stay. Supportive services are provided and rent cannot exceed 30% of a person's monthly income. Programs may be a single site, scattered sites, or clustered units and includes Shelter Plus Care programs.

Gender

More than half of the overall number of permanent supportive housing participants are male (60.6%).

Figure 21 PSH- Gender

Age
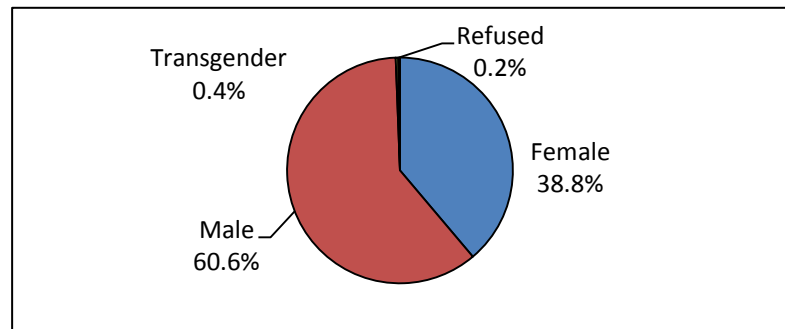
The age distribution for Permanent Supportive housing was very unique compared to the other housing types. There was only one peak - persons 45 to 49 years old. The age of PSH participants is concentrated between the ages of 40 to 60. Some of the PSH programs were not entering children into HMIS since the head of household was the primary client. As a result children may be under-represented in PSH.

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[18] Estimated number based on different shelter type HMIS coverage rate. 100% family PSH and 76% individual PSH is covered in HMIS

Figure 22 PSH-Age
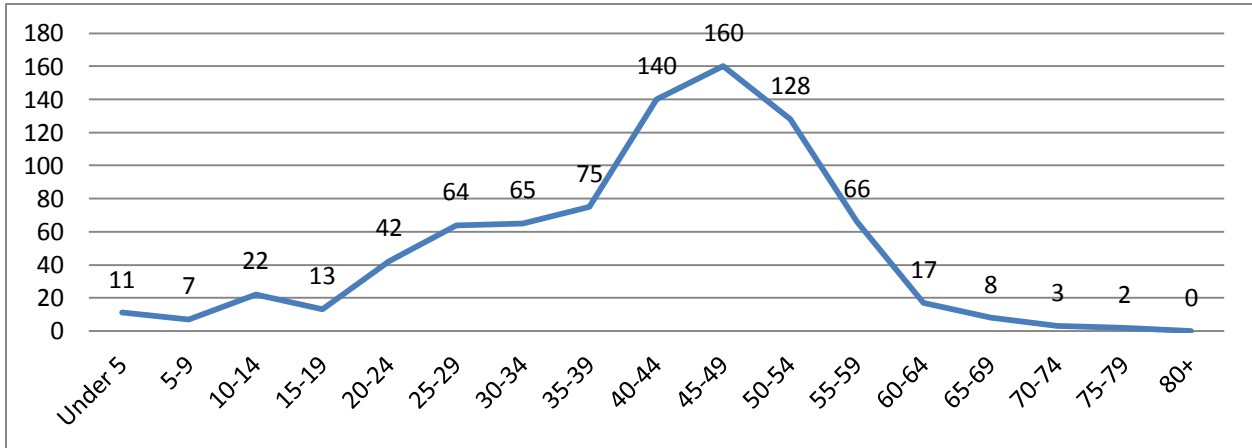
Race

The racial distribution of PSH participants is somewhat different from other housing types like emergency shelter or transitional housing. The majority of the homeless population is African-American (54%). However, in PSH programs, the majority (52%) of participants were Caucasian. In this measurement "Caucasian" includes people of Hispanic origin in order to comply with HUD's definition of race. The ratio of non-Hispanic Caucasian to African-American is estimated to be 47:43.

Figure 23 PSH - Race
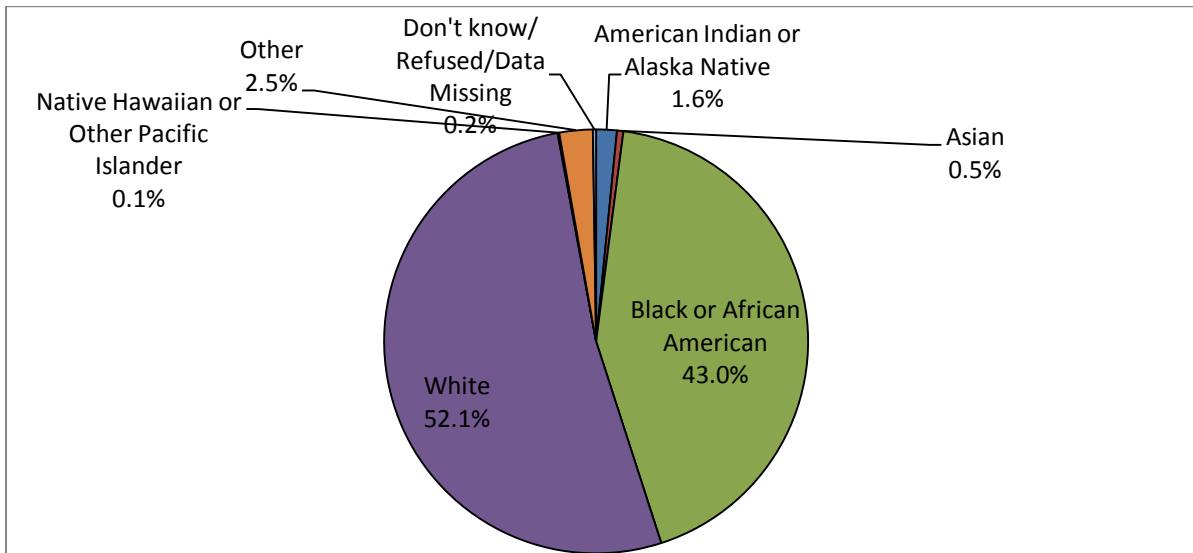
Disabling Condition

To be eligible for PSH, the participant must have a diagnosed disability. The 8% that do not have disability most likely represent either other adults or children in the household.

Figure 24 PSH- Disabling Condition
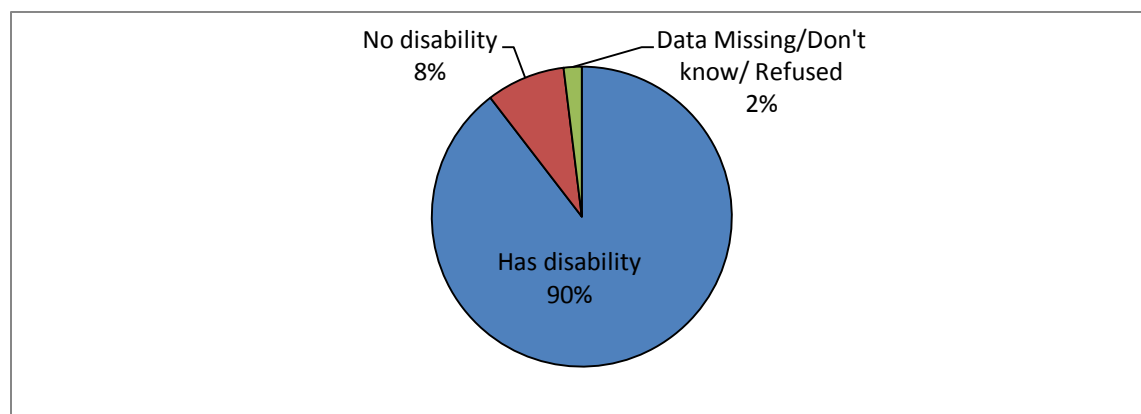
Table 11 PSH-Disability Type

Disability Type	Counts	Percentage
Mental Health Problem	562	39.9%
Substance Abuse	635	45.0%
Physical/Medical	140	9.9%
Developmental	15	1.1%
HIV/AIDS	6	0.4%
Other	52	3.7%

Prior Living Situation

The majority of PSH participants (72%) were either in emergency shelters or unsheltered before coming into permanent supportive housing. Places not meant for human habitation include the streets, abandoned houses/buildings, cars, under bridges, etc.

The fact that 71 unsheltered persons were able to be placed directly into PSH is a tremendous accomplishment. It supports the need for additional PSH housing units that embrace Housing First strategies and harm reduction philosophies.

Table 12 PSH- Prior Living Situation

Prior Living Situation	Count	Percentage
Emergency Shelter	524	63%
Place not meant for habitation	71	9%
Institutions	31	4%
Double up	25	3%
Rental by Client	16	2%
Others	160	19%

Figure 25 PSH- Length of Stay of Participants Exited PSH
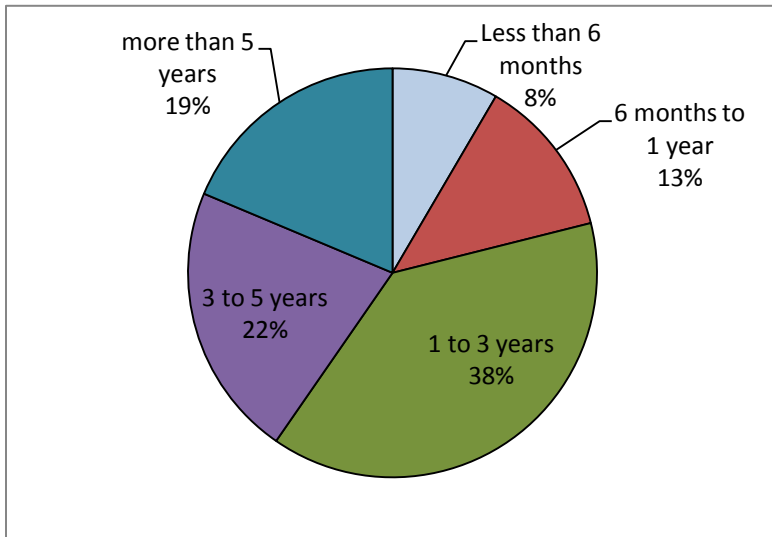
Length of Stay for Leavers

166 participants exited permanent supportive housing during 2011 and 663 remained in PSH. 92% of participants who exited a PSH program during this time period stayed more than six months, exceeding the HUD benchmark of 78% of PSH participants remaining in permanent housing for more than six months.

PSH programs have had great success in stabilizing participants in housing. 91% of PSH participants remained in

Figure 26 PSH-Length of Stay of Participants Remained in PSH
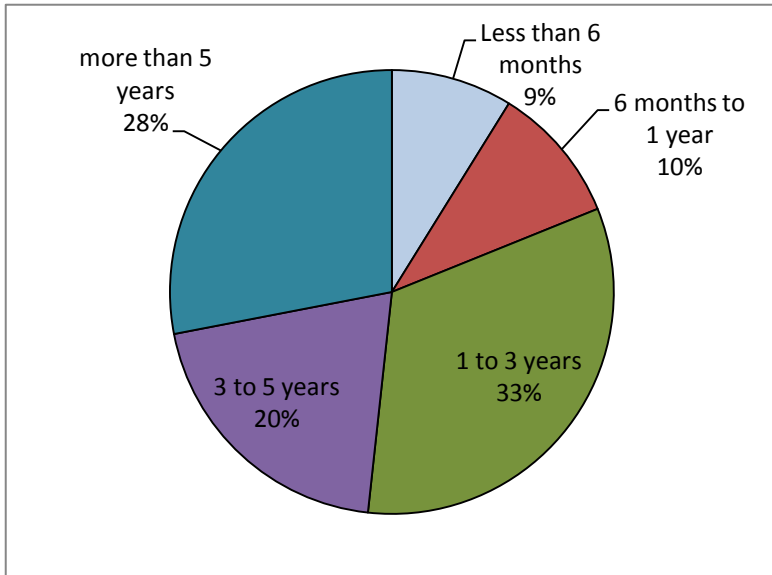
PSH longer than six months, again exceeding the HUD benchmark of 78%. In fact, 81% remained in PSH for more than one year, twice as long as the HUD benchmark for length of stay.

Figure 27 PSH- Destination
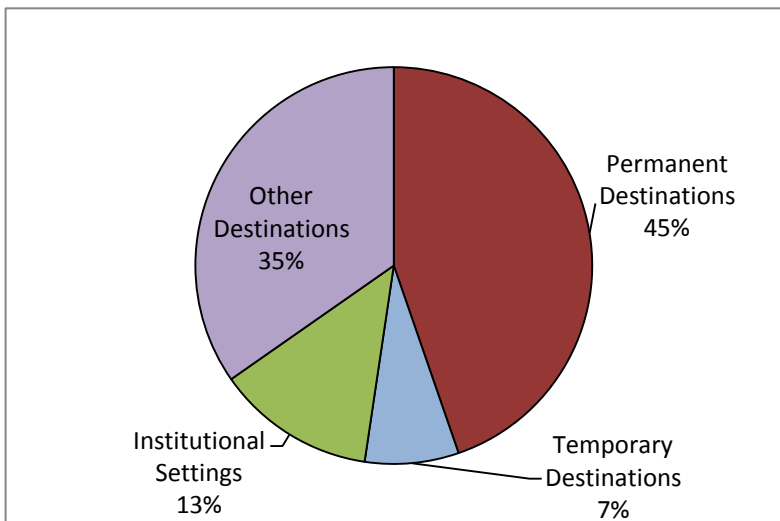
Destinations

45% clients who exited permanent supportive housing programs left successfully for other permanent housing destinations. The percentage of "Other destinations" is high. HUD's list of responses for this question is extensive so there should be very few records responses of "other".

Chapter 4 Subpopulation

This chapter will cover subpopulation listed below,

- Chronically Homeless
- Homelessness Recidivism
- Homeless Veteran
- Victims of Domestic Violence
- Homeless Children, Youth and Young Adult

Chronically Homeless

The definition of chronically homeless expanded in 2010 from only unaccompanied individuals to include homeless families where at least one adult member has met all the other chronically homeless standards. Such standards include:

- must have a disabling condition
- has either been continuously homeless for a year or more
  OR has had at least four (4) episodes of
  homelessness in the past three (3) years

There are 483 unique clients that answered "Yes" to the question "Are you chronically homeless?" **47 of them moved into PSH during this AHAR period and are still residing in PSH currently. Therefore, a total of 436 people still need housing.** Currently, 150 out of 663 PSH residents were chronically homeless when they entered the program, making up 22.6 % of the total PSH participants. However, there are only 83 beds in Permanent Supportive housing programs dedicated to chronically homeless clients.

483 people answered "yes, I am chronically homeless"
436 people are chronically homeless and still need housing
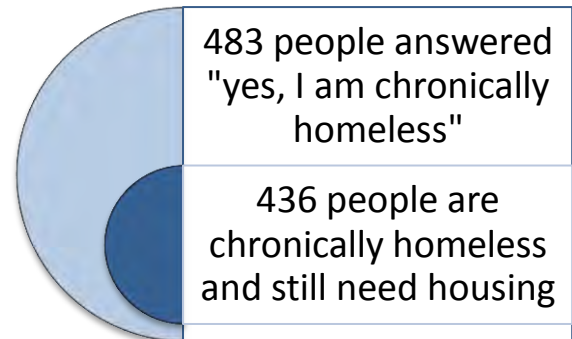
Gender

Majority of the chronically homeless population is male (75.3%).

Table 13 Chronically homeless- Gender

Transgender 0.3%
Female 24.4%
Male 75.3%

Age
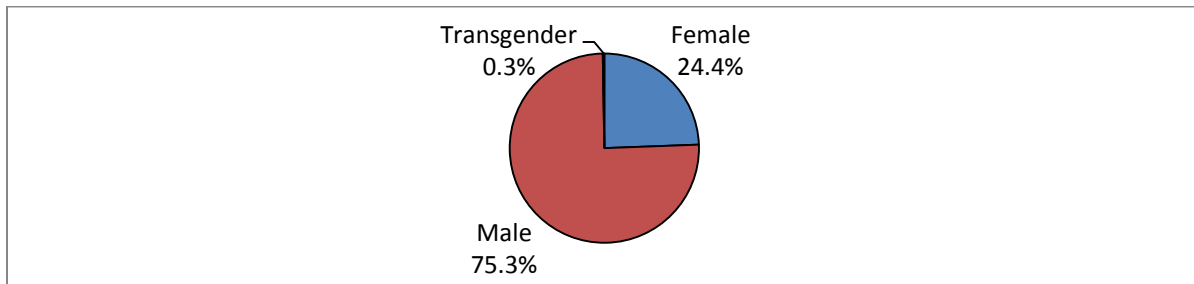
The Age distribution in chronically homeless group is similar to clients in permanent supportive housing. The majority is age 46 to 55. Some chronically homeless family member are answered "yes" to the question-"Are you chronically homeless?" Therefore, they also counted in Fig. 28.

Figure 28 Chronically homeless- Age Distribution
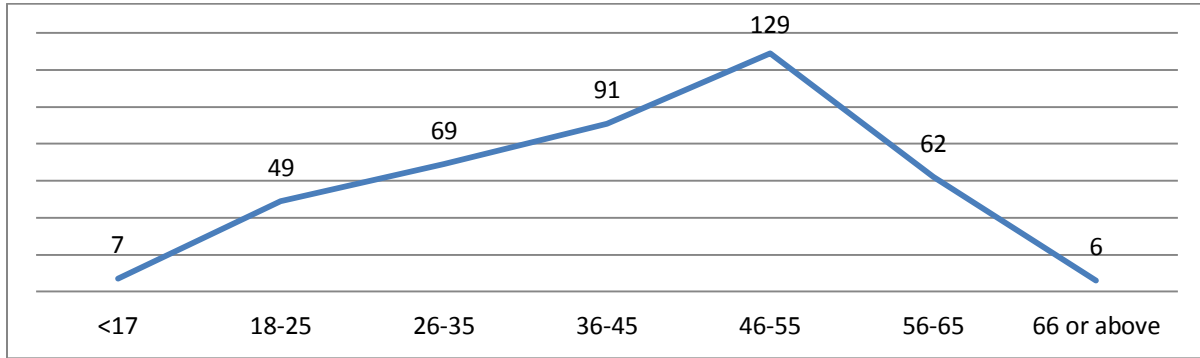
Challenges of identifying chronically homeless in HMIS

In the process of identifying chronically homeless using HMIS, we found that the data for chronically homeless is not always consistent. Possible reasons could be the high turnover of case workers, lack of knowledge about the definition of chronically homeless, and the difficulty of inputting dynamic data in HMIS. In the HMIS, there are five questions that reflect the standards above:

1. Is client homeless? –Yes/No
2. Extent of homelessness? – First time homeless; 1 to 2 time homeless in the past; Multiple times but does not fit chronic definition; Chronic: 4 times in past 3 years; Chronic: 1 year or more (added 2011); Long term: 2 year or more
3. Chronically homeless?—Yes/ No
4. Disabling condition of long duration?— Yes/No/Don't know/ Refused
5. Date of birth

These answers look simple, but the dynamic relationship makes it complicated. One person could be entered as first time homeless, and then changed to chronically homeless in a year or so. Because currently providers are only sharing a minimal number of data elements (see Appendix One: HMIS). They do not see other agencies' input which can make it hard to identify if the client had been homeless more than once. Unfortunately, the system itself is not able to identify the relationship between these questions. It won't flag users if their answers are conflicting. We will continually put effort into educating and training case workers on how to correctly input data in HMIS. We will also regularly review definitions and try our best to modify some data already in the system in order to record the most accurate data.

Homelessness Recidivism

With full implementation of the HEARTH Act, there will be new system wide performance measurements used. The HUD benchmark for recidivism is the expectation that less than 5% of homeless persons will have more than one homeless episode within a two (2) year time period.   In 2011 the Homeless Alliance of Western New York (HAWNY), the lead HMIS agency, opened up the security in HMIS so that clients name, the last four digits of social security number, and year of birth to be shared by all HMIS users. This allowed HAWNY to then focus its efforts on removing possible duplications; as a result approximately 1,350 duplicate records were eliminated. HAWNY is now able to track multiple episodes of homelessness. Organizations who are not participating in HMIS now present the biggest challenge to tracking recidivism.

The time frame used for this section is from 10/1/2009 to 10/1/2011. **In this two year period,** we looked at all of the program entries into Emergency Shelters, Transitional Housing, Safe Haven, Code Blue and Harbor House Drop In Center. There were 5878 clients in total. The vast majority of homeless persons (75%) entered the homeless system once and did not return within the two year period. A quarter of the clients (25%) have 2 or more episodes of homelessness.

Table 14 Homeless Clients by Number of Entry 2009-2011

Count of Entry	Count of client
11	1
9	4
8	3
7	13
6	26
5	54
4	114
3	294
2	973
1	4396
TOTAL	5878

Homeless Veteran

Data regarding the homeless veteran population is limited because the agencies associated with the Veterans Administration (VA) use a database called HOMES (VA Homeless Operation Management Evaluation System) rather than HMIS. HOMES database also includes data regarding at-risk homeless veterans. Without a unified database, analyzing and estimating data for the homeless veteran population can be problematic. As it currently stands, there is no way to know the number of duplicate clients between HMIS and the HOMES databases. In addition, the VA does not provide services to veterans with dishonorable discharges. This group of veterans must get help from community based agencies who some of whom participate in HMIS. We do know that roughly 9% of the clients referred to the Health Care for Homeless Veterans program were referred by other community based agencies.

HMIS data on veterans shows that, of the 223 veterans entered into the database, 22 were female veterans and 201 were male veterans. These numbers are slightly down from 2010.

Figure 29 Homeless Veterans by Gender in HMIS
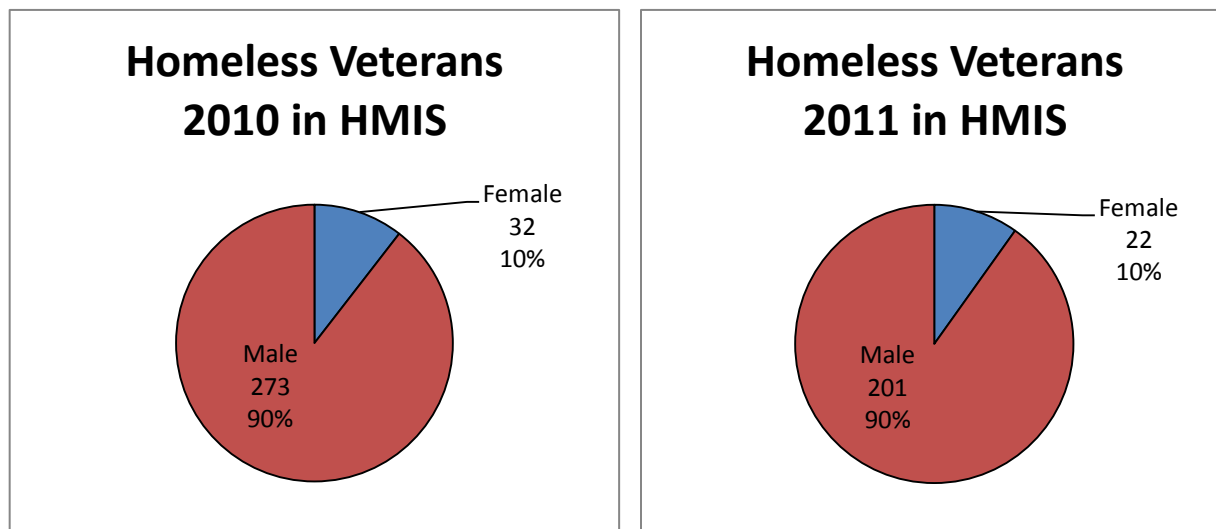
Fig.30 shows that there is a slight decrease in homeless veterans. About 8.6% of homeless adults are veterans in HMIS in 2011.

Figure 30 Homeless Veterans versus Homeless Adults in HMIS
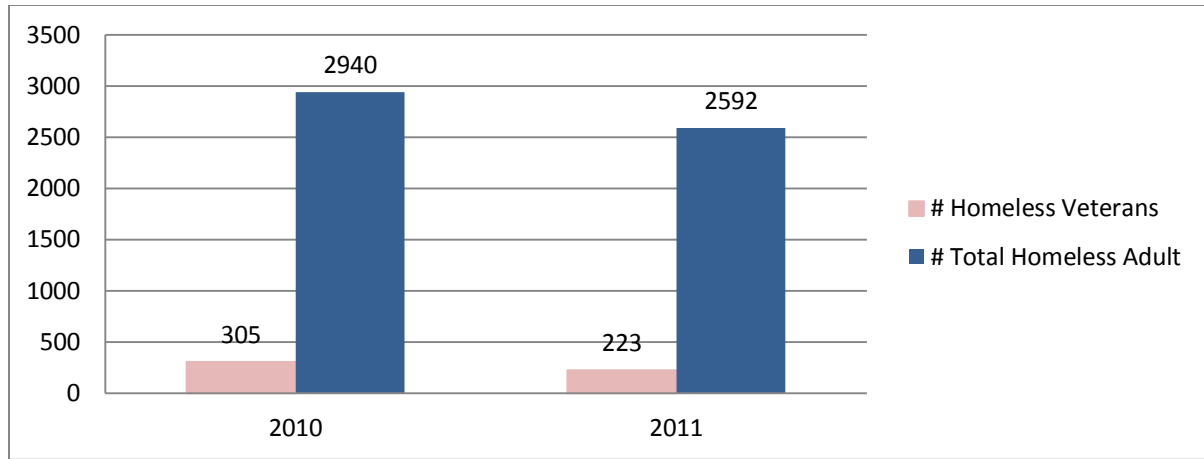
On the other hand, HOMES data reveals that 244 homeless veterans and 73 at-risk veterans were served at the Health Care for Homeless Veterans program; however it is unknown how many people are duplicates within HMIS. Of the 317 homeless and at-risk of becoming homeless veterans, 23 were female and 284 were male in 2011.

Figure 31 Homeless and At-risk Veterans by Gender in HOMES database
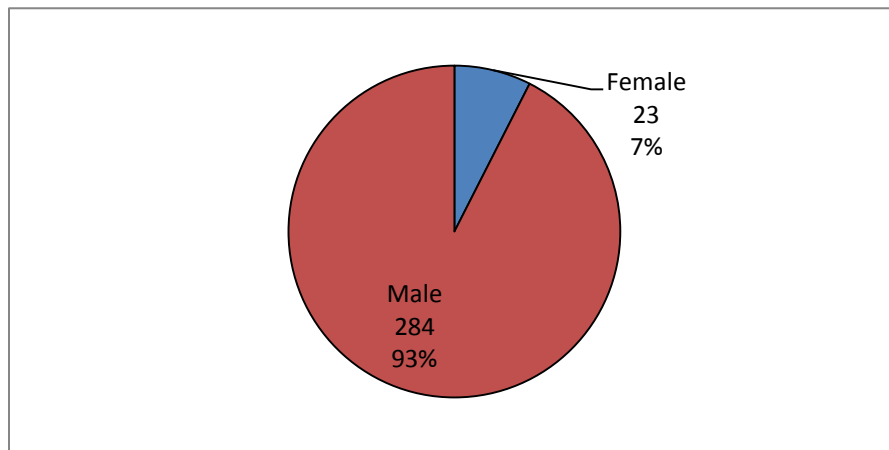
Locally, 180 HUD-VASH (Veteran Affairs Supportive Housing Program) vouchers are being used to provide rent subsidies for permanent supportive housing for homeless veterans and their families. 91% of HUD-VASH participants have remained stably housed.

Victims of Domestic Violence (DV)

The Violence Against Women Act prohibits programs that serve victims of Domestic Violence from entering client data into HMIS. Because of this regulation, DV victims are under-represented in HMIS data. There are four DV programs in Erie County, one emergency shelter and three transitional housing programs.

"Are you a domestic violence victim" is a required question in HMIS only for adults and unaccompanied youth. It is optional to answer this question for children. 545 clients entered into HMIS were DV victims. 434 out of the 545 experienced homelessness during this time period, and 111 clients were participants in permanent supportive housing programs.

Figure 32 Domestic Violence Victims by Gender
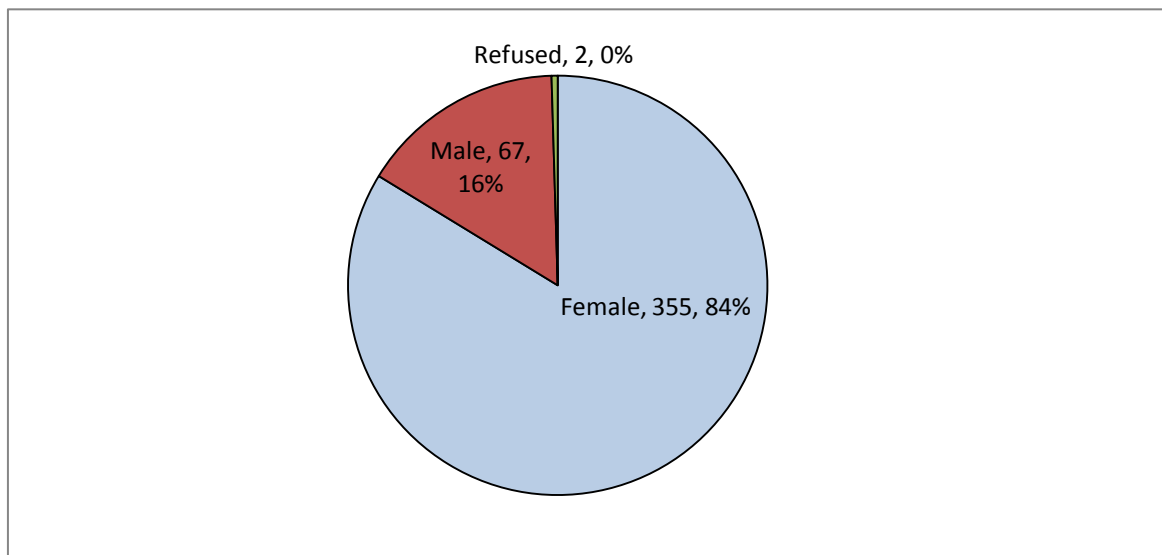
Homeless Children in Family, Unaccompanied Youth and Young Adults

22.5% of the homeless population is children under 18 years of age. Within these 766 clients whose age at entry was under 18, there are 149 unaccompanied youth, 609 children with parent/adult. There was one "children only" household where the head of household was less than 18 and with a child. There was insufficient data entered for 7 young persons. So though age is known, the type of household could not be determined.

Homeless Children in Family

Fig.33 shows all homeless persons under the age of 18 that entered the homeless program with at least one adult. New born baby was the biggest portion in this group; there were 85 (14%). Ages 1 to 6 ranged between 10% and 7 %. Ages 7 to 12 ranged between 4 to 5 percent.

Figure 33 Subpopulation-- Homeless Children in Family Count by Age
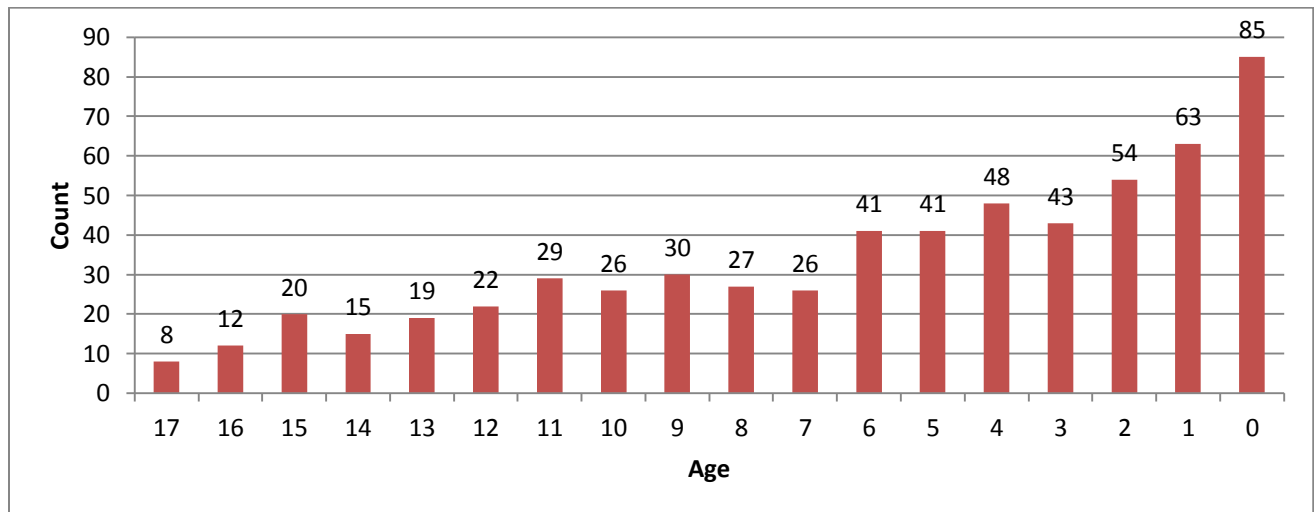
Unaccompanied Homeless Youth

HUD defines homeless youth as persons who are under age of 18 and are not accompanied by a person that is 18 or older. 149 youth meeting this definition were homeless during this time period (153 in total, 4 of them are HMIS errors). The majority of homeless unaccompanied youth are from age 15 to 17, however, 25% are under the age of 15.   Appropriately meeting the needs of homeless children and youth could be crucial in achieving the goal of ending homelessness for families. Studies have shown that a high risk indicator for homeless families is being homeless as a child.[19]

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[19] Bassuk, E. L.; Buckner, J. C.; Weinreb, L. F.; Browne, A.; Bassuk, S. S.; Dawson, R.; Perloff, J. N. 1997. Homelessness in Female-Headed Families: Childhood and Adult Risk and Protective Factors. *American Journal of Public Health* 87(2): 241-248.

Table 15 Unaccompanied Youth

Age when they entered the program	Count	Percentage
17	48	31%
16	34	22%
15	27	18%
14	16	10%
13	16	10%
12	5	3%
11	1	1%
10	2	1%

Homeless Young Adult

A total of 489 young adults (age 18 to 24) were homeless, representing 14% of the homeless population during this time period. 41 of them had more than one homeless episode. Gender was evenly distributed between males and females.

Among the young adults, 374 were singles. 64% were males and 37% were females. 37% of the females had experienced domestic violence, notable because these numbers do not include data from domestic violence providers.

115 young adults were in families. In about 50% of the families, a young adult was the head of household. For households with more than 2 people, especially for the larger households, the young adult is more likely to be part of the family. The gender distribution is extremely uneven when you just look at young adults in families, the ratio of female to male equaled 104:11. Based on American Community Survey Data, about 50% of female single mothers with one or two children live below the poverty level and this female young adult group is more likely to fall into homelessness.

Table 16 Household Size of Homeless Young Adults in Family

Household Size	Count	Percentage
2	57	50%
3	32	28%
4	16	14%
5	7	6%
7	3	3%

Homeless or At Risk Homeless Children in School

Homeless and at risk of homelessness children's data are collected by all of the school districts in Erie County (see Appendix Three-Map 3). The Buffalo City School District has the highest number of homeless children (697, followed by the Kenmore-Tonawanda Union Free School District, 222).

The Department of Education uses a different definition of homelessness than HUD so school districts include children who are doubled up due to economic reasons, a population not included in the rest of this report. School districts do not enter data into HMIS. Therefore, there may be some duplicate numbers if a child/parent has shared their homeless status with the school and is staying in a shelter that does participate in HMIS.

Chapter 5 Homelessness Prevention and Rapid Re-Housing (HPRP)

In Erie County, there were three (3) programs awarded Homelessness Prevention and Rapid Re-Housing (HPRP)funding though the American Recovery and Reinvestment Act in November of 2009. These funds were targeted for three entitlement communities: BHOP (served the City of Buffalo), TTAP (served the Town of Tonawanda), and ECHO (served the other parts of Erie County not covered by BHOP or TTAP). These three programs subcontracted with individual organizations to provide services, however, all the providers used the same intake/assessment form and one organization acted as the financial fiduciary for all three programs. The Homelessness Prevention and Rapid Re-Housing Program (HPRP) had two components: the Homelessness Prevention program served individuals or families who were in unstable housing, and at risk of immediately losing their housing; the Rapid Re-Housing program served individuals or families who were literally homeless by HUD's definition. HPRP provided short and medium term financial assistance and housing relocation and stabilization services. Financial assistance included: rental assistance, security and utility deposits, utility payments, moving cost assistance, motel and hotel vouchers. Housing relocation and stabilization service included: case management, outreach and engagement (mostly eligibility and benefit screening), housing search and placement, legal services, and credit repair.

Although HPRP was funded for three years, HUD encouraged communities to use the funds as quickly as possible. As of 1/23/2012 HPRP programs in Erie County are no longer accepting new clients. Prevention and Rapid Re-Housing services have proven to be effective. HMIS shows that more than 90% of clients receiving HPRP assistance did not enter the homeless system.

Granted to date (GTD) persons and households served:

	Homeless Prevention persons served	Homeless Prevention households served	Homeless Assistance persons served	Homeless Assistance households served	Total Persons	Total Households
BHOP	5257	2397	749	377	5937	2921
ECHO	1010	418	80	40	1087	459
TTAP	601	247	99	45	698	286

Granted to date expenditure[20] and clients received financial assistants:

	Homeless Prevention Expenditure	Received financial assistant persons	Homeless Assistance Expenditure	Received financial assistant persons	TOTAL Expenditure	TOTAL Clients	$/clients
BHOP	$3,192,513	2754	$380,280	276	$3,572,793	2998	$1191
ECHO	$641,653	871	$62,681	61	$704,335	931	$756
TTAP	$383,928	501	$52,628	73	$436,557	572	$763

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[20] Expenditures here only represent the financial assistance paid on behalf of clients that were recorded in HMIS. It does not include administration or personnel costs.

Persons and Households Served by Service Activity

BHOP—Homelessness Prevention

Activities	Persons		Households	
	GTD	Percentage	GTD	Percentage
Financial Assistance				
Rental Assistance	1932	70.2%	918	74.3%
Security/Utility Deposits	249	9.0%	113	9.1%
Utility Payments	1226	44.5%	463	37.5%
Moving Cost Assistance	14	0.5%	9	0.7%
Motel & Hotel Vouchers	3	0.1%	1	0.1%
Total Served with Financial Assistance	**2754**	**100%**	**1235**	**100%**
Housing Relocation & Stabilization Services				
Case Management	3894	76.3%	1774	76.2%
Outreach & Engagement	3789	74.2%	1633	70.1%
Housing Search and Placement	260	5.1%	130	5.6%
Legal Services	1316	25.8%	587	25.2%
Credit Repair	0	0.0%	0	0.0%
Total Served with Housing Relocation & Stabilization Services	**5106**	**100%**	**2328**	**100%**
Total Served	**5257**		**2397**	

BHOP—Homeless Assistance

Activities	Persons		Households	
	GTD	Percentage	GTD	Percentage
Financial Assistance				
Rental Assistance	198	71.7%	98	74.2%
Security/Utility Deposits	170	61.6%	78	59.1%
Utility Payments	48	17.4%	18	13.6%
Moving Cost Assistance	3	1.1%	2	1.5%
Motel & Hotel Vouchers	90	32.6%	30	22.7%
Total Served with Financial Assistance	**276**	**100.0%**	**132**	**100.0%**
Housing Relocation & Stabilization Services				
Case Management	549	74.3%	270	72.6%
Outreach & Engagement	537	72.7%	280	75.3%
Housing Search and Placement	79	10.7%	52	14.0%
Legal Services	66	8.9%	44	11.8%
Credit Repair	0	0.0%	0	0.0%
Total Served with Housing Relocation & Stabilization Services	**739**	**100.0%**	**372**	**100.0%**
Total Served	**749**		**377**	

ECHO—Homelessness Prevention

Activities	Persons		Households	
	GTD	**Percentage**	**GTD**	**Percentage**
Financial Assistance				
Rental Assistance	763	87.6%	315	90.3%
Security/Utility Deposits	206	23.7%	78	22.3%
Utility Payments	181	20.8%	64	18.3%
Moving Cost Assistance	8	0.9%	4	1.1%
Motel & Hotel Vouchers	5	0.6%	1	0.3%
Total Served with Financial Assistance	**871**	100.0%	**349**	100.0%
Housing Relocation & Stabilization Services				
Case Management	952	96.3%	391	96.3%
Outreach & Engagement	444	44.9%	179	44.9%
Housing Search and Placement	2	0.2%	1	0.2%
Legal Services	221	22.3%	78	22.3%
Credit Repair	2	0.2%	1	0.2%
Total Served with Housing Relocation & Stabilization Services	**989**	100.0%	**409**	100.0%
Total Served	**1010**		**418**	

ECHO—Homeless Assistance

Activities	Persons		Households	
	GTD	**Percentage**	**GTD**	**Percentage**
Financial Assistance				
Rental Assistance	61	100.0%	30	100.0%
Security/Utility Deposits	45	73.8%	25	83.3%
Utility Payments	8	13.1%	5	16.7%
Moving Cost Assistance	3	4.9%	1	3.3%
Motel & Hotel Vouchers	3	4.9%	1	3.3%
Total Served with Financial Assistance	**61**	100.0%	**30**	100.0%
Housing Relocation & Stabilization Services				
Case Management	75	100.0%	38	100.0%
Outreach & Engagement	38	50.7%	17	44.7%
Housing Search and Placement	0	0.0%	0	0.0%
Legal Services	2	2.7%	1	2.6%
Credit Repair	0	0.0%	0	0.0%
Total Served with Housing Relocation & Stabilization Services	**75**	100.0%	**38**	100.0%
Total Served	**749**		**377**	

TTAP—Homelessness Prevention

Activities	Persons		Households	
	GTD	Percentage	GTD	Percentage
Financial Assistance				
Rental Assistance	449	89.6%	179	89.5%
Security/Utility Deposits	135	26.9%	59	29.5%
Utility Payments	192	38.3%	67	33.5%
Moving Cost Assistance	36	7.2%	17	8.5%
Motel & Hotel Vouchers	4	0.8%	2	1.0%
Total Served with Financial Assistance	**501**	100.0%	**200**	100.0%
Housing Relocation & Stabilization Services				
Case Management	534	95.7%	218	95.6%
Outreach & Engagement	83	14.9%	33	14.5%
Housing Search and Placement	8	1.4%	3	1.3%
Legal Services	128	22.9%	44	19.3%
Credit Repair	2	0.4%	1	0.4%
Total Served with Housing Relocation & Stabilization Services	**558**	100.0%	**228**	100.0%
Total Served	**601**		**247**	

TTAP—Homeless Assistance

Activities	Persons		Households	
	GTD	Percentage	GTD	Percentage
Financial Assistance				
Rental Assistance	59	80.8%	29	80.6%
Security/Utility Deposits	57	78.1%	26	72.2%
Utility Payments	11	15.1%	6	16.7%
Moving Cost Assistance	10	13.7%	5	13.9%
Motel & Hotel Vouchers	21	28.8%	10	27.8%
Total Served with Financial Assistance	**73**	100.0%	**36**	100.0%
Housing Relocation & Stabilization Services				
Case Management	96	100.0%	42	100.0%
Outreach & Engagement	14	14.6%	5	11.9%
Housing Search and Placement	5	5.2%	2	4.8%
Legal Services	5	5.2%	3	7.1%
Credit Repair	0	0.0%	0	0.0%
Total Served with Housing Relocation & Stabilization Services	**96**	100.0%	**42**	100.0%
Total Served	**99**		**45**	

Age

44.5% of the clients served by HPRP were children. The age distribution among the different service areas is fairly similar. But in the Town of Tonawanda, there was a higher percentage of 25 to 34 year old clients than the other two communities.

Age Number of Persons in Households						
	BHOP	Percentage	ECHO	Percentage	TTAP	Percentage
Under 5	754	12.7%	176	16.2%	110	15.8%
5 - 12	1127	19.0%	208	19.1%	142	20.3%
13 - 17	758	12.8%	110	10.1%	53	7.6%
18 - 24	670	11.3%	121	11.1%	86	12.3%
25 - 34	813	13.7%	152	14.0%	133	19.1%
35 - 44	782	13.2%	142	13.1%	81	11.6%
45 - 54	725	12.2%	108	9.9%	62	8.9%
55 - 61	220	3.7%	43	4.0%	23	3.3%
62+	74	1.2%	18	1.7%	7	1.0%
Don't Know/Refused	8	0.1%	0	0.0%	0	0.0%
Information Missing	6	0.1%	9	0.8%	1	0.1%
Total	**5937**		**1087**		**698**	

Race

The racial distribution between the City of Buffalo and the other two communities are striking.   More than 60% of the clients served by the ECHO and TTAP programs were white while nearly 78% of the BHOP clients were Black. Looking at American Community Survey Census Data, there are more whites than blacks living below the poverty level in Erie County, while there are more blacks below the poverty level in the City of Buffalo. Though HPRP clients reflect the needs of the population living below the poverty level in their respective communities, the data also reflects that the concentration of poverty is located in the City of Buffalo.

Race Number of Persons in Households						
	BHOP		ECHO		TTAP	
White	928	15.6%	684	62.9%	476	68.2%
Black or African-American	4614	77.7%	269	24.7%	173	24.8%
Asian	8	0.1%	2	0.2%	6	0.9%
American Indian or Alaska Native	34	0.6%	12	1.1%	5	0.7%
Native Hawaiian or Other Pacific Islander	2	0.0%	0	0.0%	0	0.0%
Multiple Races	68	1.1%	7	0.6%	25	3.6%
Don't Know/Refused	26	0.4%	10	0.9%	1	0.1%
Information Missing	257	4.3%	103	9.5%	12	1.7%
Total	**5937**		**1087**		**698**	

Gender

Clients that were assisted by HPRP were mostly female (overall 60%) regardless of which community. This was particularly true for households with children, where 78.3% of the adults were females. This is the opposite for the homeless population, where males are the majority. For households with no children, the majority of adults were also female. American Community Survey Census Data also shows that there are more females than males living below the poverty level.

BHOP

Gender of Adults
Number of Adults in Households

	Total	Without Children	With Children and Adults	Unknown HH Type
Male	**987**	676	309	2
Female	**2292**	957	1329	6
Transgendered	**4**	4	0	0
Other	**0**	0	0	0
Don't Know/Refused	**0**	0	0	0
Information Missing	**1**	1	0	0
Subtotal	**3284**	**1638**	**1638**	**8**

ECHO

Gender of Adults
Number of Adults in Households

	Total	Without Children	With Children and Adults	Unknown HH Type
Male	**198**	101	97	0
Female	**385**	147	235	3
Transgendered	**0**	0	0	0
Other	**0**	0	0	0
Don't Know/Refused	**0**	0	0	0
Information Missing	**1**	1	0	0
Subtotal	**584**	**249**	**332**	**3**

TTAP

Gender of Adults
Number of Adults in Households

	Total	Without Children	With Children and Adults	Unknown HH Type
Male	**143**	72	71	0
Female	**250**	83	167	0
Transgendered	**0**	0	0	0
Other	**0**	0	0	0
Don't Know/Refused	**0**	0	0	0
Information Missing	**0**	0	0	0
Subtotal	**393**	**155**	**238**	**0**

Household Types Grant to Date Comparison

Comparing the household types among the programs, single adults and female head of households were the primary beneficiaries of HPRP programs.   BHOP's single adult households outnumbered the female head of households, while in the ECHO and TTAP programs the number of female head of households served was more than the number of single adults. ECHO and TTAP program's two parent families are more than two and four times higher respectively than BHOP. The percentages of other household types appear to be fairly similar and small across the three programs.

BHOP

0.1% — 1.5% — 0.6%
1.9% — 0.5% — 0.1% — 4.5%
2.7%
40.6%
47.5%

Legend:
- Two Parent Family
- Female Single Parent
- Single Adult
- Male Single Parent
- Couple With No Children
- Grandparent(s) and Child
- Non-custodial Caregiver(s)
- Other
- Other Relative
- Foster Parent(s)

ECHO

0.4% — 1.4% — 0.4%
4.1% — 0.6% — 0.0%
4.8%
9.9%
37.3%
41.0%

Legend:
- Two Parent Family
- Female Single Parent
- Single Adult
- Male Single Parent
- Couple With No Children
- Grandparent(s) and Child
- Non-custodial Caregiver(s)
- Other
- Other Relative
- Foster Parent(s)

TTAP

Pie chart percentages:
- Two Parent Family — 19.0%
- Female Single Parent — 37.1%
- Single Adult — 28.9%
- Male Single Parent — 3.7%
- Couple With No Children — 4.8%
- Grandparent(s) and Child — 2.0%
- Non-custodial Caregiver(s) — 0.0%
- Other — 3.7%
- Other Relative — 0.7%
- Foster Parent(s) — 0.0%

Legend:
- Two Parent Family
- Female Single Parent
- Single Adult
- Male Single Parent
- Couple With No Children
- Grandparent(s) and Child
- Non-custodial Caregiver(s)
- Other
- Other Relative
- Foster Parent(s)

Client Last Permanent Address

In HMIS, the zip code of last permanent housing address means the last address where the client lived for more than 90 days. *Appendix Three: Map 4 and Map 5* show that clients served by HPRP program are highly concentrated in and around the City of Buffalo.

Area	HPRP Clients Served from Grant to Date
Within the City of Buffalo	6054
Erie County (outside City of Buffalo)	1094
Outside of Erie County, but inside New York State	53
Outside of New York State	19
Total Valid answer	7220

Chapter 6 COMMUNITY CHECKLIST TO END HOMELESSNESS

- We must develop the community and political will to end homelessness.
- A Single Point of Entry into the homeless system must be developed.
- We need to have all homeless service providers participate in data collection through HMIS. HUD & the VA have to fully implement shared data. Non-mandated HMIS shelters need to be convinced of the value of participating.
- We need to coordinate available resources from federal, state, local and the private sector to end homelessness. CDBG, HOME, general fund and tax credits must be utilized.
- New allocations of Emergency Solutions Grant funds should be focused on Rapid Re-housing. Any Prevention funds should be narrowly focused to ensure they are given to those with the most housing barriers, especially single mothers with children under the age of 5.
- More Housing First units need to be developed for the Chronically Homeless.
- More Single Room Occupancy or Efficiency units need to be provided for single men and women who are homeless.
- All Public Housing Authorities in Erie County need to assist in the effort to end homelessness.
- Every decision in government should have an "Impact Statement" discussing how the decision alleviates poverty and homelessness.
- More living wage jobs must be created and jobs skills need to be taught to help people fill those jobs.
- A coordinated community-wide effort must commence to identify and provide services to those who are repeatedly entering the shelter system, as well as other high cost service systems such as the health care and criminal justice systems.

Appendix One: HMIS

What is HMIS?

A Homeless Management Information System (HMIS) is a software application designed to record and store client-level information on the characteristics and service needs of homeless persons. HMIS is typically a web-based software application that homeless assistance providers use to record client and program level data, coordinate client services, and to manage their operations, to better serve the homeless. In Buffalo and Erie County, HMIS is also referred to as BAS-Net (Buffalo Area Services Network). BAS-Net was launched in 2005 by the Homeless Alliance of WNY (HAWNY), who is tasked with managing the system, and is funded by a grant from the Department of Housing and Urban Development (HUD). Erie County chose to use a web-based solution, Service Point for HMIS. Any homeless service provider (except domestic violence shelters) receiving funding through HUD's Continuum of Care (CoC) Homeless Assistance Programs and the Emergency Solutions Grant (ESG) program is required to enter information into BAS-Net. Further, HUD requires that certain data elements are collected (and entered) by all programs using HMIS. HAWNY, the lead agency for the CoC in Erie County is mandated to submit reports to HUD using HMIS as the data source. All client information is collected only with client permission that data may be used for research purposes without releasing personal information.

A core value of BAS-Net is informed consent. Client level data is only entered into HMIS when there is a signed release of information form in the client file that permits both data collection and use for research purposes as aggregate data. An unwillingness to sign the release of information form cannot be used as grounds to refuse housing or services to a person for which they would otherwise be eligible.

Who participates in HMIS?

Currently 48 Erie County homeless programs utilize BAS-Net. This number represents 85.7% of the total number of programs and only represents 71% of the homeless beds in Erie County.

There are a number of reasons why programs may not participate in HMIS. For example, some programs are run by volunteers and simply lack the capacity to comply with BAS-Net requirements. Licensed domestic violence shelters are prohibited from participating in BAS-Net and programs that are not required to participate choose not to utilize HMIS.

Can HMIS provide a number of homeless persons without duplication? How are clients counted?

Yes, an unduplicated count is possible. The system automatically assigns a unique ID number for each new person that is created. The system allows users from different agencies to search for a client by their ID, name, or Social Security Number (SSN). If the client is already in the system, only the name, the last 4 digits of the SSN and the date of birth will appear on the screen; information will be updated, but a new unique id number will not be created. In this report, all the client counts are based on the unique ID and only counted once unless otherwise noted. Each time a person, enters a program or exits a program, case workers have the responsibility to record the entry and exit dates as well as other HUD required data elements needed to update the record.

A data quality report is run periodically to identify any records that appear to be duplicates. The de-duplication process is used when two unique ID numbers have been assigned to the same person. This usually means merging the two records into one record if in both records the client's name, SSN and other demographic information are exactly the same. However, if the Social Security Numbers are slightly different but the name and other information are matched, the records won't be merged until it is certain which one is the real SSN.

- *Data export methodology--De-duplicated count with exception*

Data exported for this report is mostly from the answers input when clients entered a program. If there are different answers in different entries, it will be counted twice in that category. For example, client A has no income when he first came into an emergency shelter, but six months later he returns to the emergency shelter, this time with a source of income. Client A will then be counted in both categories; has income and doesn't have income. However, if client A went to different shelters last year, and always had income, he will only be counted once as "yes, has income".

What are the challenges to using HMIS data?

As with any database, if good data is entered then good data will come out for reporting purposes. Data entered into BAS-Net is physically entered by service providers and is most often self-reported by the client.   Homelessness is often a disorienting experience and important dates and information may unintentionally be inaccurate or vague. We highlight this only to emphasize that HMIS is administrative data that is self-reported and subject to human error.   HAWNY is continuously improving its data quality activities to ensure that HMIS data is as complete and error-free as possible.   HAWNY expects HMIS users to meet the HUD benchmark for data quality – data for 95% of HUD required data elements is entered completely and accurately.

Appendix Two: List of Providers

Emergency Shelters

Participating in HMIS

- Buffalo City Mission
- Compass House Emergency Shelter
- Cornerstone-Emergency
- Crisis Services – After Hours Placements
- Family Promise
- Salvation Army - Emergency Family Shelter
- TSI Emergency Housing Service

Not Participating in HMIS

- Altamont House
- Faith Based Fellowship
- Haven House – DV Emergency Shelter
- Little Portion Friary
- St. Luke's Mission of Mercy
- Temple of Christ – My Place Home

Transitional Housing Program

Participating in HMIS

- American Red Cross
- CAO Transitional
- Cazenovia Visions Place Expanded MICA
- Cazenovia Visions Place Supportive Housing Program II
- Cornerstone-Transitional
- Community Services for the Developmentally Disabled
- Gerard Place
- Gerard Place Housing First
- DePaul - HUD Transitional-Supportive Housing Program IV
- Saving Grace
- Teaching and Restoring Youth (TRY)
- United Church Home, Inc
- YWCA of WNY – Scattered Sites
- YWCA of WNY- Amherst (DV)

Not Participating in HMIS

- Altamont House – Veterans GPD Program
- Haven House – (DV)
- Hispanics United of Buffalo (DV)
- YWCA of Tonawanda (DV)

Safe Haven – Participate in HMIS

Lake Shore Safe Haven

Unsheltered Homeless – Participate in HMIS

Matt Urban Outreach

Restoration Society Harbor House

Code Blue—Participate in HMIS in 2011

Buffalo City Mission Code Blue

Cornerstone Code Blue Referrals

Legal Services –Participate in HMIS

NLS Homeless Task Force

Permanent Supportive Housing

Participate in HMIS

- Buffalo Federation of Neighborhood Centers Shelter Plus Care II & III
- Buffalo Federation of Neighborhood Centers Shelter Plus Care IV
- Cazenovia Chronic Homeless Program
- Cazenovia Supportive Housing Program VI
- Cazenovia Supportive Living II
- HELP Buffalo(Participated in 2011, currently does not participate)
- Horizon Supportive Housing Program VI
- Horizon Supportive Housing Program VII
- Housing Options Made Easy Shelter Plus Care I
- Housing Options Made Easy Shelter Plus Care V
- Housing Options Made Easy Supportive Housing Program I
- Lake Shore Shelter Plus Care I
- Lake Shore Shelter Plus Care II and III
- Lake Shore Supportive Housing Program VII
- LOD McKinley Square Supportive Housing Program IX
- LOD Shelter Plus Care I
- LOD Shelter Plus Care II and III
- LOD Shelter Plus Care IV
- Matt Urban Housing First
- Restoration Society Supportive Housing Program III
- Southern Tier Environments for Living Shelter Plus Care III
- Spectrum Supportive Housing Program V
- Spectrum Supportive Housing VI
- TSI Shelter Plus Care I
- TSI Supportive Housing Program I
- TSI Supportive Housing Program VIII
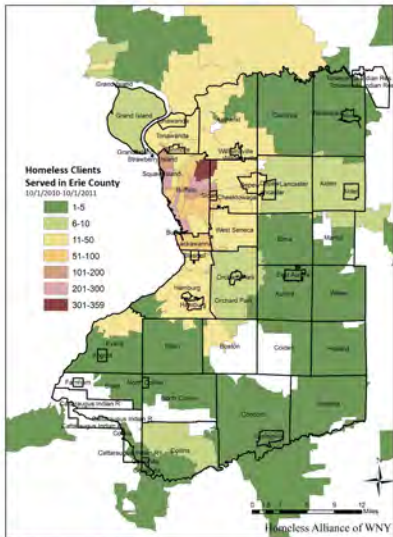
- **WNY Veterans Housing Coalition S+C VI**

Do Not Participate in HMIS
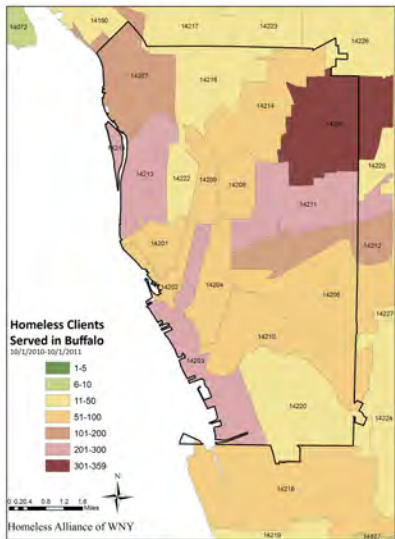
- **VA - Homeless Veterans - VASH**

Refugee shelter – Participate in HMIS
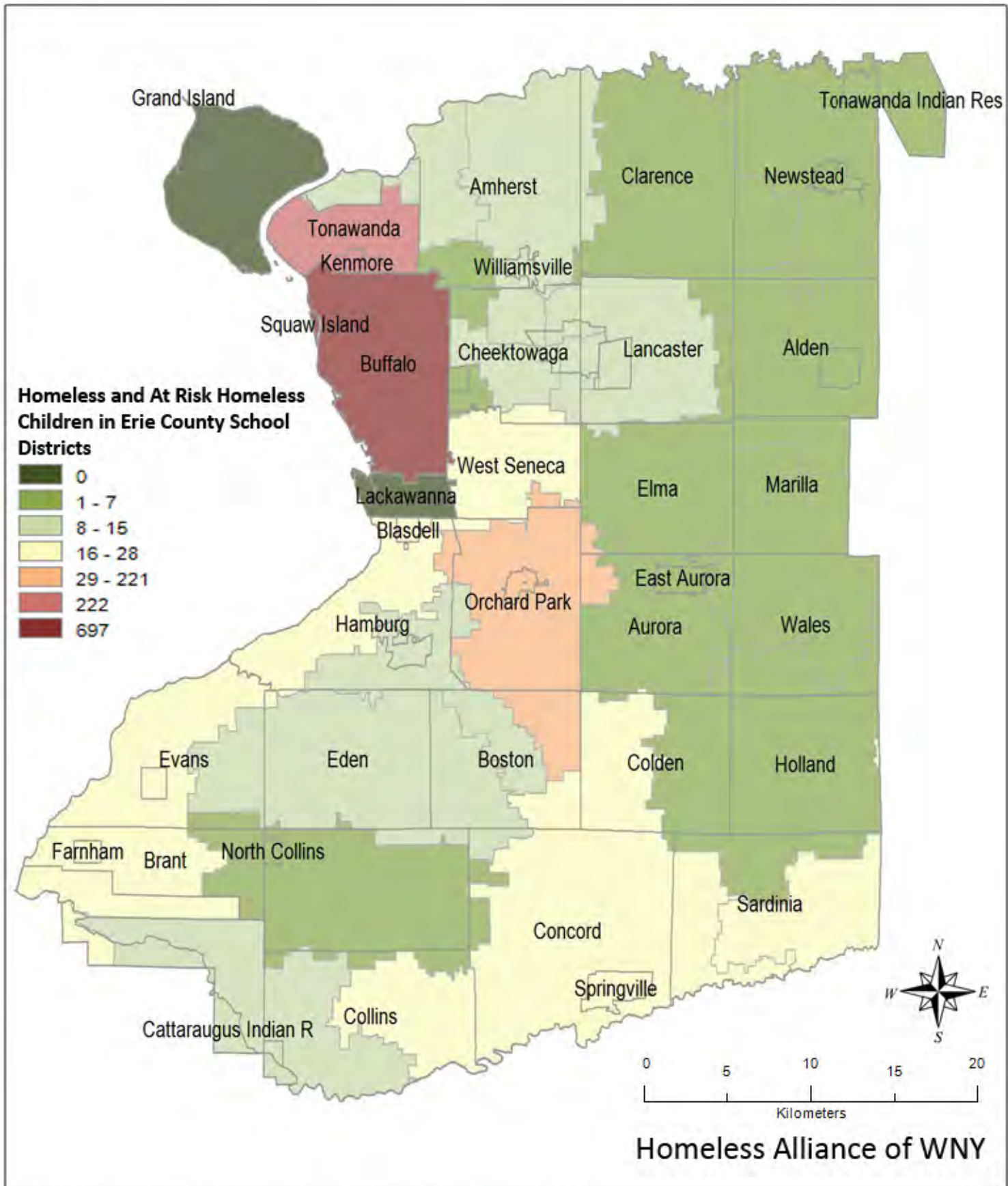
VIVE,Inc.

Appendix Three: Maps

Homeless Clients Served in Erie County
10/1/2010-10/1/2011

- 1-5
- 6-10
- 11-50
- 51-100
- 101-200
- 201-300
- 301-359

Homeless Alliance of WNY

Map 3: Homeless Clients Served in Erie County

Homeless Clients Served in Buffalo
10/1/2010-10/1/2011

- 1-5
- 6-10
- 11-50
- 51-100
- 101-200
- 201-300
- 301-359

0 0.20.4   0.8   1.2   1.6
Miles

Homeless Alliance of WNY

Map 2: Homeless Clients Served in the City of Buffalo

Homeless and At Risk Homeless Children in Erie County School Districts

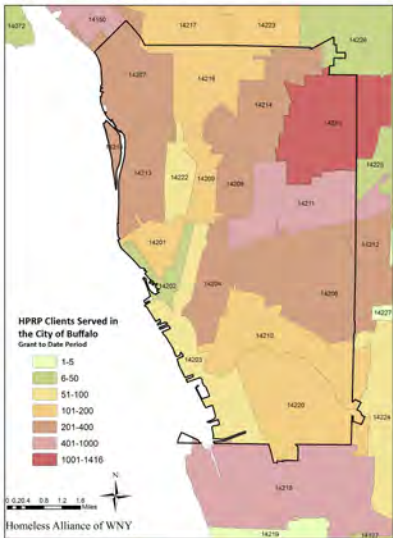|	
■	0
■	1 - 7
■	8 - 15
■	16 - 28
■	29 - 221
■	222
■	697

Homeless Alliance of WNY

Map 3 Homeless and At Risk Homeless Children in Erie County School Districts

HPRP Clients Served in Erie County
Grant to Date Period

- 1-5
- 6-50
- 51-100
- 101-200
- 201-400
- 401-1000
- 1001-1416

Homeless Alliance of WNY

Map 4: HPRP Clients Served in Erie County

HPRP Clients Served in
the City of Buffalo
Grant to Date Period

- 1-5
- 6-50
- 51-100
- 101-200
- 201-400
- 401-1000
- 1001-1416

Homeless Alliance of WNY

Map 1 HPRP Clients Served in the City of Buffalo