



## PWA CoC Provider Report Card (PRC)

### FY2024 Annual Report Summary

Report Period: 7/1/2023 – 6/30/2024

- **Report Overview:** The PRC now has four (4) years of usable data which will provide a comparison of annual performance from FY21 through FY24 (7/1 – 6/30 report period).
- **Report Updates**
  - Report updated to align with FY24 HUD HMIS Data Standards changes (as of 10/1/2023)
  - New benchmarks established for Emergency Shelter (exit destinations & length of stay)
  - VHSP RRH funding for ACTS and PWC DSS “Housing Location Services” ended 6/30/2024
  - The New Creatures in Christ state-funded PSH project will end as of 8/31/2024
- **Data Quality Measures**
  - Completeness of required data elements: Goal consistently met by all project types
  - Timeliness of data entry: The current goal for all project types is for 75% of all enrollments to be opened in HMIS within 0 to 3 calendar days of project entry.
    - ES exceeded the goal
    - PSH met the goal for the first time
    - RRH performance decreased
- **Counts of Persons Served – FY24**
  - Total Persons Served: 712 (479 adults & 233 children)
    - Chronically Homeless: 116 (16% of the population)
    - Disabling Condition: 294 (41% of the population)
    - Transition Age Youth: 27 (4% of the population)
    - Veterans: 23 (3% of the population)
    - DV Survivors: 80 (11% of population)

Project Type	Total Persons	Households	Adults	Children
ES	617	366	403	214
RRH	184	99	108	76
PSH	71	52	55	16

- **Counts of Persons Served – Comparison**
  - Percent of persons reporting as one or more priority populations is consistent (with little fluctuation) from year to year with the exception of persons that report they are DV survivors which reports a downward trend since FY22.
    - On average, 41% of persons served report living with one or more disabling conditions that significantly impact their day-to-day life.
    - On average, 16% of persons served are Chronically Homeless (PSH eligible)

- On average, 5% of persons served are Transition Age Youth (18 to 24)
- On average, 3% of persons served are Veterans.
- On average, 15% of persons served are DV survivors.
- Total persons served decreased by 11% since FY23.
  - Total persons served in ES increased by 2% since FY23.
  - Total persons served in RRH decreased by 43% since FY23.
  - Total persons served in PSH increased by 54% since FY23.

Report Period	Total Persons	ES	RRH	PSH
FY2021	966	697	474	46
FY2022	774	522	417	44
FY2023	802	606	322	46
FY2024	712	617	184	71

- **Lengths of Stay**

- FY24 Goal Outcomes
  - ES: 1 out of 2 goals met.
  - RRH: 1 out of 2 goals met.
  - PSH: 2 out of 2 goals met.
- Outcome Highlights
  - Leavers: 464 total leavers (323 adults & 141 children)
    - LOS for ES leavers decreased by less than 1% since FY23.
    - LOS for RRH leavers decreased by 51%.
    - LOS for PSH leavers decreased by 60%.
  - Stayers: 248 total stayers (156 adults & 92 children)
    - LOS for ES stayers decreased by 17% since FY23.
    - LOS for RRH stayers increased by more than 100%.
    - LOS for PSH stayers decreased by 45%.

- **Destination at Exit**

- FY24 Goal Outcomes
  - ES: 3 out of 5 goals met.
  - RRH: 3 out of 5 goals met.
  - PSH: 1 out of 4 goals met.
- Outcome Highlights
  - ES: 72% positive exits (Goal is 75%; 4% increase since FY23)
  - RRH: 81% positive exits (Goal is 85%; 9% increase since FY23)
  - PSH: 57% positive exits (Goal is 80%; more than 100% increase since FY23)

- **Income & Benefit Growth**

- FY24 Goal Outcomes
  - ES: 3 out of 4 goals met
  - RRH: 2 out of 4 goals met.
  - PSH: 2 out of 4 goals met.
- Outcome Highlights
  - ES: 58% of adults at exit maintained, increased, or gained income (Goal is 55%; 5% decrease since FY23)

- RRH: 72% of adults at exit maintained, increased, or gained income (Goal is 75%; 22% increase since FY23)
  - PSH: 79% of adults at annual assessment maintained, increased, or gained income (Goal is 55%; 12% decrease since FY23)
- **Coordinated Entry System (CES)**
  - FY24 Total CES Calls: 12,578
    - Annual calls received decreased by 12% since FY23.
    - Top three call types:
      - “Other” calls: 26%
      - Rental Assistance: 23%
      - General information: 21%
  - FY24 Call Averages
    - Monthly: 1,048 calls
    - Daily: 48 calls
    - Hourly: 5 calls (Goal is 4 per hour)