



**PWA CoC Provider Report Card (PRC)**  
**FY2021 Annual Report Summary**  
*Report Period: 7/1/2020 – 6/30/2021*

- **Counts of Persons Served**
  - Ferlazzo Shelter
    - Total persons served: 277
  - All Other Projects
    - Total persons served: 696
    - Family shelter: 310 persons, 98 households
    - Singles shelter (excluding Ferlazzo): 91 persons/households
    - Rapid Rehousing: 453 persons, 206 households
    - Permanent Supportive Housing: 46 persons, 42 households
    - “Other” Permanent Housing: 9 persons/households
  
- **Data Quality Measures**
  - Completeness of required data elements: All project types met the goal of 95% completion for FY21
  - Timeliness of data entry: This is an area of improvement for the CoC as none of the project types met the goal for FY21 (75% of records entered/closed within 0-3 days)
  
- **Destination at Exit**
  - Most of the goals were met in FY21 except for exits to temporary destinations
  - Exits to Permanent Housing
    - Family shelter: 80% positive exits (goal is 70%)
    - Singles shelter (excluding Ferlazzo): 67% positive exits (goal is 60%)
    - Rapid Rehousing: 89% positive exits (goal is 85%)
    - Permanent Supportive Housing: 50% positive exits (goal is 80%)
      - There was a total of 7 exits from PSH projects in FY21
        - 3 persons passed away and are therefore excluded from this calculation
        - 1 exit to emergency shelter
        - 1 exit to an institutional setting
        - 2 exits to permanent housing
    - “Other” Permanent Housing: 100% positive exits (goal is 80%)
  
- **Income & Benefit Growth**
  - Providers struggled in FY21 to meet goals for earned income growth in their programs
  - Goals for “other” income and non-cash benefits, however, were mostly met across all project types
    - Family Shelter: 55% income growth (goal is 55%)

- Singles shelter (excluding Ferlazzo): 55% income growth (goal is 55%)
  - Rapid Rehousing: 68% income growth (goal is 75%)
  - Permanent Supportive Housing: 76% income growth (goal is 55%)
  - “Other” Permanent Housing: 89% income growth (goal is 55%)
- **Lengths of Stay**
    - Leavers: All project types met the goals for FY21
    - Stayers: All project types except for singles shelter met the goals for FY21
- **Coordinated Entry**
    - Total calls received: 11, 083
    - Total referrals made: 1, 314\*
    - Calls for “general information” make up the highest percent of all call types at 35%
      - The next highest are calls for “rental assistance” at 21%
    - Call Averages
      - Monthly: 924 calls
      - Daily: 44 calls
      - Hourly: 5 calls
    - The average call time for FY21 was 12 minutes, which well exceeds the goal