

# PWA CoC Provider Report Card (PRC) FY2023 Annual Report Summary

Report Period: 7/1/2022 – 6/30/2023

• **Report Overview:** The PRC now has three (3) years of usable data which will provide a comparison of annual performance from FY21 through FY23 (7/1 - 6/30 report period).

### • Report Updates

- CHERP RRH funding ended as of 6/30/2023.
- o RRH Case Management (i.e., Housing Location Services) is included in the annualized data set and is reported with the RRH outcomes.
- FY21 data includes the PWA Overnight Shelter (project closed as of 10/1/2020)
- o Domestic Violence (DV) Survivor data added to priority population outcomes.

#### • Data Quality Measures

- Completeness of required data elements: Goal met by all project types across all three years, however, 100% completion was obtained for the first time in FY23.
- 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 for FY22 and FY23
  - RRH and PSH improved from FY22 but did not meet the goal.

#### Counts of Persons Served – FY23

- o Total Persons Served: 802 (547 adults & 255 children)
  - Chronically Homeless: 133 (17% of the population)
  - Disabling Condition: 319 (40% of the population)
  - Transition Age Youth: 34 (4% of the population)
  - Veterans: 22 (3% of the population)
  - DV Survivors: 114 (14% of population)

Project Type	<b>Total Persons</b>	Households	Adults	Children
ES	606	372	410	196
RRH	322	163	198	124
PSH	46	36	44	2

### Counts of Persons Served – Comparison

- Percent of persons reporting as one or more priority populations is consistent (with little fluctuation) from year to year.
  - On average, 40% of persons served report living with one or more disabling conditions that significantly impact their day-to-day life.
  - On average, 17% of persons served are Chronically Homeless (PSH eligible)

- On average, 6% 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 increased by 4% since FY22.
  - Total persons served in ES increased by 16% since FY22.
  - Total persons served in RRH decreased by 23% since FY22.
  - Total persons served in PSH is consistent with previous years with little fluctuation (less than 5%)

Report Period	<b>Total Persons</b>	ES	RRH	PSH
FY2021	966	697	474	46
FY2022	774	522	417	44
FY2023	802	606	322	46

## Lengths of Stay

- Leavers: 551 total leavers (373 adults & 178 children)
  - LOS for ES leavers decreased by 14% since FY22.
  - LOS for RRH leavers increased by 60% since FY22.
  - LOS for PSH leavers increased by 51% since FY22.
- Stayers: 251 total stayers (174 adults & 77 children)
  - LOS for ES stayers increased by 9% since FY22.
  - LOS for RRH stayers decreased by 77% since FY22.
  - LOS for PSH stayers increased by 5% since FY22.

#### Destination at Exit

- o FY23 Goal Outcomes
  - ES: New goals TBD
  - RRH: 2 out of 4 goals met.
  - PSH: 1 out of 4 goals met.
- Outcome Highlights
  - ES: 69% positive exits which is the same as FY22 and a 53% increase from FY21
  - RRH: 75% positive exits which is a 4% decrease from FY22 and a 14% decrease from FY21.
  - PSH: 25% positive exits which is a 24% decrease from FY22 and a 63% decrease from FY21.

#### • Income & Benefit Growth

- FY23 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: 61% of adults at exit maintained, increased, or gained income in FY23
    - 3% increase from FY22 and a 42% increase from FY21
  - RRH: 59% of adults at exit maintained, increased, or gained income in FY23.
    - 9% decrease from FY22 and a 11% decrease from FY21

- PSH: 94% of adults at exit and annual assessment maintained, increase, or gained income in FY23.
  - 6% increase from FY22 and a 19% increase from FY21

# • Coordinated Entry System (CES)

- o FY23 Total CES Calls: 14,303
  - Top three call types:
    - Rental Assistance: 28%
    - "Other" calls: 25%
    - General information: 19%
- o FY23 Call Averages
  - Monthly: 1,192 calls
  - Daily: 55 calls
  - Hourly: 6 calls (goal is 4 per hour)
- Outcome Highlights
  - Annual calls received increased by 14% since FY22 and by 29% since FY21
    - Monthly, daily, and hourly call averages have increased each year.
  - Calls for "general information" decreased by 50% since FY22.
  - Calls for "rental assistance" increased by more than 100% since FY22.
  - Calls for "other" increased by 32% since FY22.