

Allegheny County Continuum of Care (PA 600)  
Performance Management Plan  
**Quarterly Performance Report**

*Quarter 2: January 1, 2021 – June 30, 2021*

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This report was developed by Allegheny County Department of Human Services staff using Allegheny County Continuum of Care HMIS data. This report is built according to the project, project type, and system level metrics and performance benchmarks set forth by the CoC Analysis and Planning Committee (CoCAPC) in the Performance Management Plan.

All contracted and non-contracted projects that utilize HMIS are represented under their appropriate project types. In compliance with the collaboration of the U.S. Department of Housing and Urban Development (HUD), Family Violence Prevention and Services Act (FVPSA), Office for Victims of Crime (OVC), and Office on Violence Against Women (OVW), Victim Service providers are required to use a comparable database in the place of HMIS. For this reason, this Performance Management Plan does not include performance information on domestic violence programs.

For questions regarding the metrics and calculations, please refer to the PA 600 Performance Management Plan Overview.

Performance is identified throughout the report on a color-coded system.

Figures highlighted in **gray**, denote performance metrics that have no benchmarks associated, frequently referred to as *Information Only*.

Figures highlighted in **yellow**, denote performance that have met or exceeded the benchmark associated.

Figures highlighted in **blue**, denote performance that have not met the benchmark for that metric.

## System Level

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 5614
Unduplicated Persons Exited	Information only	↑ 1778
Number of First Time Homeless	Information only	799
Maintain or Increase Income (Adults only)	Information Only	↓ 67%
Maintain or Increase Employment (Adults only)	Information Only	↑ 14%
Maintain or Increase Non-Cash Benefits (Adults only)	Information Only	↓ 67%
Have Health Insurance (Adults and Children)	Information Only	↓ 82%
Exits to Permanent Housing Destinations	60%	↓ 43%
Exits to or Remain in Permanent Housing (PSH Only)	95%	→ 99%
Length of Time Homeless (Average) <i>*Emergency Shelter &amp; Transitional Housing*</i>	90 days	↓ 81
Length of Time Homeless (Median) <i>*Emergency Shelter &amp; Transitional Housing*</i>	50 days	↓ 25

## Street Outreach

Measure	Benchmark	YTD Performance
Total number of unduplicated persons served	<i>Information only</i>	↑ 247
Total number of unduplicated persons who exited	<i>Information only</i>	↑ 14
Percentage of persons served that have been connected to Allegheny Link for housing assessment	≥ 65%	↓ 67%
Percentage of persons who became housed* within 6 months of exiting street outreach program. <small>*(including shelter, bridge/transitional housing, rapid rehousing, permanent supportive housing, or permanent housing outside of the homeless system)</small>	≥ 60%	↑ 69%
Data Quality - Completeness # of data elements with 25% or less missing data rate	≥ 90%	→ 100%
Data Quality - Timeliness for project entries	≥ 50%	↓ 25%
Data Quality - Timeliness for project exits	≥ 50%	↓ 38%

## Street Outreach

Total Number of Unduplicated Persons Served			
Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Bridge to Mountains	Bridge to Mountains	12	0
Community Human Services	CHS Operation Save-a-Life	15	0
Mercy Life Center	Clinical Street Outreach	69	0
Familylinks	ESG RHY Street Outreach	5	2
Mercy Life Center	Mercy ESG Street Outreach	36	0
Mercy Life Center	Mercy PATH Street Outreach	72	0
ACDHS	DHS Allegheny Link Field Coordinators	32	11
Community Human Services	PATH Street Outreach	9	0
Three Rivers Youth	TRY PATH Street Outreach	1	0

Percentage of persons served that have been connected to the Allegheny Link for assessment		
Organization	Program	Year-to-Date Performance
Bridge to Mountains	Bridge to Mountains	33%
Community Human Services	CHS Operation Save-a-Life	73%
Mercy Life Center	Clinical Street Outreach	45%
Familylinks	ESG RHY Street Outreach	20%
Mercy Life Center	Mercy ESG Street Outreach	83%
Mercy Life Center	Mercy PATH Street Outreach	81%
ACDHS	DHS Allegheny Link Field Coordinators	100%
Community Human Services	PATH Street Outreach	33%
Three Rivers Youth	TRY PATH Street Outreach	0%

## Street Outreach

Percentage of persons who became housed* within 6 months of exiting a Street Outreach Program		
Organization	Program	Year-to-Date Performance
Bridge to Mountains	Bridge to Mountains	No exits
Community Human Services	CHS Operation Save-a-Life	No exits
Mercy Life Center	Clinical Street Outreach	No exits
Familylinks	ESG RHY Street Outreach	50%
Mercy Life Center	Mercy ESG Street Outreach	No exits
Mercy Life Center	Mercy PATH Street Outreach	No exits
ACDHS	DHS Allegheny Link Field Coordinators	73%
Community Human Services	PATH Street Outreach	No exits
Three Rivers Youth	TRY PATH Street Outreach	No exits

# Emergency Shelter

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 1878
Unduplicated Persons Exited	Information only	↑ 1102
Maintain or Increase Income	Information only	↓ 42%
Maintain or Increase Employment	Information only	→ 11%
Maintain or Increase Non-Cash Benefits	Information only	↓ 49%
Have Health Insurance	Information only	↓ 75%
Exits to Permanent Housing Destinations	≥60%	↓ 28%
Exits to PH (Family Shelters)	Information only	↑ 87%
Exits to PH (Single Shelters)	Information only	↓ 29%
Utilization	Information only	
Length of Time in Program - Average	≤30	↓ 64
Length of Time in Program - Median	≤30	↓ 21
Length of Stay (Average) Family Shelter	Information only	↓ 94
Length of Stay (Average) Single Shelter	Information only	↓ 75
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥90%	→ 80%
Data Quality - Timeliness for program entries	≥75%	↑ 84%
Data Quality - Timeliness for program exits	≥75%	→ 76%
Involuntary Terminations	<5%	↓ 2%

## Emergency Shelter

### Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Auberle	Auberle Family Shelter	53	34
Allegheny Valley Association of Churches	AVAC Shelter	21	13
Bethlehem Haven	Bethlehem Haven Shelter	101	81
Community Human Services	CHS Wood Street Commons	52	20
Community Human Services	CHS Family Shelter	37	5
Community Human Services	CHS Winter Shelter	300	300
East End Cooperative Ministries	EECM Emergency Shelter	76	52
Familylinks	Familylinks Emergency Shelter	60	45
Community Human Services	HAP Crisis Beds	38	16
UPMC Presbyterian Shadyside	HOME 2020	38	24
Light of Life	Light of Life Emergency Shelter	164	137
ACTION Housing, Inc.	McKeesport Emergency Shelter	46	21
Team PSBG	McKeesport Winter Shelter	105	90
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	36	28
Veterans Leadership Project	Project Journey for Women	15	6
Community Human Services	Safe Haven Hotel	161	141
Salvation Army	Salvation Army Family Caring Center	78	56
Mercy Life Center	Winter Shelter	739	10
Womanspace East	Womanspace East Emergency Shelter	188	130

Projects that ended during this quarter are denoted with a \* next to their Program Name. It is important to take into consideration the projects that have ended as they can have an impact on the total number of clients exited, percentage of clients exiting to permanent housing destinations, and numerous other metrics.



## Emergency Shelter

	Maintain or Increase...				
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Children)
<i>Auberle</i>	<i>Auberle Family Shelter</i>	77%	23%	62%	97%
<i>Allegheny Valley Association of Churches</i>	<i>AVAC Shelter</i>	20%	20%	40%	100%
<i>Bethlehem Haven</i>	<i>Bethlehem Haven Shelter</i>	53%	16%	58%	84%
<i>Community Human Services</i>	<i>CHS Wood Street Commons</i>	50%	0%	65%	80%
<i>Community Human Services</i>	<i>CHS Family Shelter</i>	25%	05	50%	100%
<i>Community Human Services</i>	<i>CHS Winter Shelter</i>	26%	5%	36%	59%
<i>East End Cooperative Ministries</i>	<i>EECM Emergency Shelter</i>	73%	17%	58%	85%
<i>Familylinks</i>	<i>Familylinks Emergency Shelter</i>	19%	14%	19%	71%
<i>Community Human Services</i>	<i>HAP Crisis Beds</i>	50%	0%	56%	81%
<i>UPMC Presbyterian Shadyside</i>	<i>HOME 2020</i>	42%	4%	50%	83%
<i>Light of Life</i>	<i>Light of Life Emergency Shelter</i>	40%	13%	39%	69%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Emergency Shelter</i>	52%	14%	76%	90%
<i>Team PSBG</i>	<i>McKeesport Winter Shelter</i>	39%	5%	51%	66%
<i>Goodwill/Northside Common Ministries</i>	<i>Pleasant Valley Shelter</i>	64%	9%	46%	79%
<i>Veterans Leadership Project</i>	<i>Project Journey for Women</i>	100%	0%	67%	100%
<i>Community Human Services</i>	<i>Safe Haven Hotel</i>	47%	5%	53%	74%
<i>Salvation Army</i>	<i>Salvation Army Family Caring Center</i>	60%	10%	67%	96%
<i>Mercy Life Center</i>	<i>Winter Shelter</i>	30%	0%	60%	80%
<i>Womanspace East</i>	<i>Womanspace East Emergency Shelter</i>	70%	8%	66%	95%

## Emergency Shelter

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Auberle	Auberle Family Shelter	9	76
Allegheny Valley Association of Churches	AVAC Shelter	151	183
Bethlehem Haven	Bethlehem Haven Shelter	38	20
Community Human Services	CHS Wood Street Commons	195	158
Community Human Services	CHS Family Shelter	183	201
Community Human Services	CHS Winter Shelter*	30	10
East End Cooperative Ministries	EECM Emergency Shelter	65	42
Familylinks	Familylinks Emergency Shelter	53	44
Community Human Services	HAP Crisis Beds	124	115
UPMC Presbyterian Shadyside	HOME 2020	86	50
Light of Life	Light of Life Emergency Shelter	33	13
ACTION Housing, Inc.	McKeesport Emergency Shelter	235	140
Team PSBG	McKeesport Winter Shelter	40	16
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	83	48
Veterans Leadership Project	Project Journey for Women	299	278
Community Human Services	Safe Haven Hotel	67	13
Salvation Army	Salvation Army Family Caring Center	75	47
Mercy Life Center	Winter Shelter*	41	5
Womanspace East	Womanspace East Emergency Shelter	69	51

## Emergency Shelter

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing	Involuntary Terminations
Auberle	Auberle Family Shelter	57%	0%
Allegheny Valley Association of Churches	AVAC Shelter	100%	0%
Bethlehem Haven	Bethlehem Haven Shelter	43%	5%
Community Human Services	CHS Wood Street Commons	45%	4%
Community Human Services	CHS Family Shelter	100%	0%
Community Human Services	CHS Winter Shelter*	1%	0%
East End Cooperative Ministries	EECM Emergency Shelter	46%	1%
Familylinks	Familylinks Emergency Shelter	47%	0%
Community Human Services	HAP Crisis Beds	63%	0%
UPMC Presbyterian Shadyside	HOME 2020	35%	11%
Light of Life	Light of Life Emergency Shelter	4%	3%
ACTION Housing, Inc.	McKeesport Emergency Shelter	95%	0%
Team PSBG	McKeesport Winter Shelter	10%	0%
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	82%	6%
Veterans Leadership Project	Project Journey for Women	50%	0%
Community Human Services	Safe Haven Hotel	20%	2%
Salvation Army	Salvation Army Family Caring Center	96%	1%
Mercy Life Center	Winter Shelter*	10%	0%
Womanspace East	Womanspace East Emergency Shelter	84%	2%

Projects that ended during this quarter are denoted with a \* next to their Program Name. It is important to take into consideration the projects that have ended as they can have an impact on the total number of clients exited, percentage of clients exiting to permanent housing destinations, and numerous other metrics.

## Bridge/Transitional Housing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	<i>Information only</i>	↑ 160
Unduplicated Persons Exited	<i>Information only</i>	↑ 52
Maintain or Increase Income (Adults only)	≥50%	↓ 42%
Maintain or Increase Employment (Adults only)	≥30%	↓ 22%
Maintain or Increase Non-Cash Benefits (Adults only)	≥70%	↑ 57%
Have Health Insurance (Adults and Child)	≥90%	↑ 96%
Exits to Permanent Housing Destinations	≥85%	↑ 54%
Utilization	≥85%	68%
Length of Time in Program (Average Days)	≤270 days	↑ 316
Length of Time in Program (Median Days)	≤270 days	↑ 245.5
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	→ 73%
Data Quality - Timeliness for program entries	≥85%	↓ 83%
Data Quality - Timeliness for program exits	≥75%	↓ 80%
Involuntary Terminations	<5%	↑ 3%

## Bridge/Transitional Housing

### Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
ACTION Housing, Inc.	ACTION Centre Avenue	11	4
Primary Care Health Services	First Step Recovery Homes Bridge Housing	19	11
ACTION Housing, Inc.	McKeesport Bridge Housing	15	2
Shepherds Heart	Shepherds Heart VA GPD Bridge	1	0
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	2	0
Veterans Place	Veterans Place VA GPD Bridge	16	0
Veterans Leadership Program	VLP VA GPD Bridge	47	24
YMCA	YMCA Allegheny Bridge	10	3
YWCA	YWCA Bridge Housing	37	6

### Maintain or Increase...

Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Children)
ACTION Housing, Inc.	ACTION Centre Ave	25%	0%	75%	75%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	64%	0%	36%	91%
ACTION Housing, Inc.	McKeesport Bridge Housing	0%	0%	100%	100%
Shepherds Heart	Shepherds Heart VA GPD Bridge	No exits	No exits	No exits	No exits
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	No exits	No exits	No exits	No exits
Veterans Place	Veterans Place VA GPD Bridge	No exits	No exits	No exits	No exits
Veterans Leadership Program	VLP VA GPD Bridge	88%	25%	29%	100%
YMCA	YMCA Allegheny Bridge	33%	0%	67%	100%
YWCA	YWCA Bridge Housing	67%	0%	100%	100%

## Bridge/Transitional Housing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average Days	Median Days
<i>ACTION Housing, Inc.</i>	<i>ACTION Centre Ave</i>	290	364
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	188	162
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	357	386
<i>Shepherds Heart</i>	<i>Shepherds Heart VA GPD Bridge</i>	180	180
<i>Shepherds Heart</i>	<i>Shepherds Heart VA Service-Intensive TH</i>	200	200
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	887	821
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	123	89
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	385	301
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	357	364

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
<i>ACTION Housing, Inc.</i>	<i>ACTION Centre Ave</i>	25%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	45%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	100%
<i>Shepherds Heart</i>	<i>Shepherds Heart VA GPD Bridge</i>	No exits
<i>Shepherds Heart</i>	<i>Shepherds Heart VA Service-Intensive TH</i>	No exits
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	No exits
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	58%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	33%
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	100%

## Bridge/Transitional Housing

Involuntary Terminations		
Organization	Program	Year-to-Date Performance
ACTION Housing, Inc.	ACTION Centre Ave	0%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	0%
ACTION Housing, Inc.	McKeesport Bridge Housing	0%
Shepherds Heart	Shepherds Heart VA GPD Bridge	No exits
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	No exits
Veterans Place	Veterans Place VA GPD Bridge	No exits
Veterans Leadership Program	VLP VA GPD Bridge	4%
YMCA	YMCA Allegheny Bridge	20%
YWCA	YWCA Bridge Housing	0%

# Rapid Rehousing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information Only	↑ 971
Unduplicated Persons Exited	Information Only	↑ 223
Maintain or Increase Income (Adults only)	≥85%	↑ 52%
Maintain or Increase Employment (Adults only)	Information Only	↑ 24%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	↓ 74%
Have Health Insurance (Adults and Child)	≥95%	↑ 98%
Exits to Permanent Housing Destinations	≥85%	↑ 89%
Utilization	≥95%	95%
Length of Time in Program (Average Days)	Information Only	↓ 418
Length of Time in Program (Median Days)	Information Only	↑ 394
Time from Enrollment to Move-in Date (Average Days)	≤30 days	↑ 24
Time from Enrollment to Move-in Date (Median Days)	≤30 days	↓ 14
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	↑ 80%
Data Quality - Timeliness for program entries	≥90%	↓ 86%
Data Quality - Timeliness for program exits	≥85%	↓ 76%
Involuntary Terminations	<5%	↑ 1%



## Rapid Rehousing

### Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Center that C.A.R.E.S	A Caring Reach	11	0
Mercy Life Center	A Step Forward	45	10
ACTION	ACTION ESG CV County RRH	2	0
Auberle	At Home	18	8
Auberle	Auberle RRH ESG CV RRH City	9	0
Auberle	Auberle Rapid Rehousing ESG City	6	1
Auberle	Auberle Rapid Rehousing ESG City-State	41	15
Community Human Services	CHS ESG CV Rapid Rehousing County	53	0
Community Human Services	CHS Rapid Rehousing ESG City	22	22
Community Human Services	CHS Rapid Rehousing ESG County	45	4
Community Human Services	CHS Rapid Rehousing ESG County-State	20	6
Veterans Leadership Program	Constitution	33	8
Goodwill SWPA	Good Start RRH	68	25
Goodwill SWPA	Harbor II RRH	55	12
Community Human Services	Housing Solutions Rapid Rehousing	189	36
Mercy Life Center	Mercy - Rapid Rehousing ESG County	14	7
Mercy Life Center	Mercy - Rapid Rehousing ESG City	27	14
ACTION Housing	MyPlace RRH	108	15
Auberle	Peace of Home	23	0
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	45	13
Chartiers Center	Vesta Penn Free	85	9
Volunteers of America, PA	VOAPA RRH ESG-City	14	1
YWCA	YW Bridges RRH	70	15

## Rapid Rehousing

Maintain or Increase...					
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Child)
Center that C.A.R.E.S	A Caring Reach	No exits	No exits	No exits	No exits
Mercy Life Center	A Step Forward	80%	0%	60%	100%
ACTION	ACTION ESG CV County RRH	No exits	No exits	No exits	No exits
Auberle	At Home	50%	0%	50%	100%
Auberle	Auberle RRH ESG CV RRH City	No exits	No exits	No exits	No exits
Auberle	Auberle Rapid Rehousing ESG City	100%	0%	0%	100%
Auberle	Auberle Rapid Rehousing ESG City-State	50%	8%	75%	100%
Community Human Services	CHS ESG CV Rapid Rehousing County	No exits	No exits	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG City	17%	8%	83%	100%
Community Human Services	CHS Rapid Rehousing ESG County	50%	0%	75%	75%
Community Human Services	CHS Rapid Rehousing ESG County-State	50%	0%	100%	100%
Veterans Leadership Program	Constitution	88%	0%	75%	100%
Goodwill SWPA	Good Start RRH	60%	10%	60%	100%
Goodwill SWPA	Harbor II RRH	20%	0%	20%	100%
Community Human Services	Housing Solutions Rapid Rehousing	37%	5%	37%	97%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	40%	0%	60%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	20%	0%	20%	100%
ACTION Housing	MyPlace RRH	79%	43%	57%	93%
Auberle	Peace of Home	No exits	No exits	No exits	No exits
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	71%	0%	86%	100%
Chartiers Center	Vesta Penn Free	17%	0%	67%	50%
Volunteers of America, PA	VOAPA RRH ESG-City	100%	0%	100%	0%
YWCA	YW Bridges RRH	75%	50%	75%	100%

## Rapid Rehousing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Center that C.A.R.E.S	A Caring Reach	No exits	No exits
Mercy Life Center	A Step Forward	293	175
ACTION	ACTION ESG CV County RRH	No exits	No exits
Auberle	At Home	257	237
Auberle	Auberle RRH ESG CV RRH City	No exits	No exits
Auberle	Auberle Rapid Rehousing ESG City	156	70
Auberle	Auberle Rapid Rehousing ESG City-State	194	160
Community Human Services	CHS ESG CV Rapid Rehousing County	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG City	346	300
Community Human Services	CHS Rapid Rehousing ESG County	285	259
Community Human Services	CHS Rapid Rehousing ESG County-State	441	497
Veterans Leadership Program	Constitution	235	239
Goodwill SWPA	Good Start RRH	384	366
Goodwill SWPA	Harbor II RRH	412	411
Community Human Services	Housing Solutions Rapid Rehousing	681	657
Mercy Life Center	Mercy - Rapid Rehousing ESG County	304	250
Mercy Life Center	Mercy - Rapid Rehousing ESG City	412	411
ACTION Housing	MyPlace RRH	354	287
Auberle	Peace of Home	No exits	No exits
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	553	457
Chartiers Center	Vesta Penn Free	584	618
Volunteers of America, PA	VOAPA RRH ESG-City	38	35
YWCA	YW Bridges RRH	383	442

## Rapid Rehousing

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing Destinations	Involuntary Terminations
Center that C.A.R.E.S	A Caring Reach	No exits	No exits
Mercy Life Center	A Step Forward	100%	0%
ACTION	ACTION ESG CV County RRH	No exits	No exits
Auberle	At Home	100%	0%
Auberle	Auberle RRH ESG CV RRH City	No exits	No exits
Auberle	Auberle Rapid Rehousing ESG City	100%	0%
Auberle	Auberle Rapid Rehousing ESG City-State	91%	2%
Community Human Services	CHS ESG CV Rapid Rehousing County	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG City	90%	0%
Community Human Services	CHS Rapid Rehousing ESG County	33%	0%
Community Human Services	CHS Rapid Rehousing ESG County-State	100%	0%
Veterans Leadership Program	Constitution	88%	3%
Goodwill SWPA	Good Start RRH	100%	0%
Goodwill SWPA	Harbor II RRH	67%	0%
Community Human Services	Housing Solutions Rapid Rehousing	79%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	100%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	67%	0%
ACTION Housing	MyPlace RRH	100%	0%
Auberle	Peace of Home	No exits	No exits
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	100%	0%
Chartiers Center	Vesta Penn Free	50%	1%
Volunteers of America, PA	VOAPA RRH ESG-City	0%	7%
YWCA	YW Bridges RRH	100%	0%

## Supportive Housing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 2125
Unduplicated Persons Exited	Information only	↑ 187
Maintain or Increase Income (Adults only)	≥85%	↓ 86%
Maintain or Increase Employment (Adults only)	Information Only	→ 12%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	→ 82%
Have Health Insurance (Adults and Children)	100%	↓ 96%
Exits to Permanent Housing Destinations	85%	→ 69%
Exited to or Remained in Permanent Housing	95%	→ 98%
Utilization	≥98%	95%
Time from Enrollment to Move-in Date (Average Days)	≤30 days	↑ 9
Time from Enrollment to Move-in Date (Median Days)	≤30 days	→ 0
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	→ 73%
Data Quality - Timeliness for program entries	≥85%	↓ 86%
Data Quality - Timeliness for program exits	≥85%	↓ 76%
Involuntary Terminations	<5%	↑ 7%

## Supportive Housing

Total Number of Unduplicated Persons Served			
Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Mercy Life Center	A River Home	45	2
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	38	6
Chartiers Center	Atlas PSH	22	0
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	13	4
Mercy Life Center	Bridging the Gap	80	9
Allies for Health and Well Being	Choice I	70	0
Familylinks	Community Housing Program	22	1
East End Cooperative Ministries	Faith Dads House	157	11
Community Human Services	Families United	167	6
UPMC Presbyterian Shadyside	Flex 50	397	8
UPMC Presbyterian Shadyside	Flex 51	108	9
Bethlehem Haven	Haven Homes	20	5
Bethlehem Haven	Haven Housing Dedicated Plus	23	1
Chartiers Center	Hestia Project	144	5
Allegheny Valley Association of Churches	Hospitality Homes I	50	10
ACTION Housing, Inc.	Housing Plus II	9	1
Light of Life	Light of Life CMI Housing	9	6
Sojourner Moms II	Moms II	111	29
ACTION Housing, Inc.	MyPlace PSH	7	0
Goodwill/Northside Common Ministries	NSCMPERM	11	0
UPMC Presbyterian Shadyside	Neighborhood Living Program	197	7
UPMC Presbyterian Shadyside	Next Chapter	15	3
Mercy Life Center	Path to New Life	73	4
Sisters Place	Sunrise Permanent Housing	93	11

<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	5	0
<i>Veterans Leadership Program</i>	<i>Victory</i>	96	10
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	46	3
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	73	11

## Supportive Housing

Maintain or Increase...					
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Child)
Mercy Life Center	A River Home	91%	2%	86%	100%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	95%	13%	92%	94%
Chartiers Center	Atlas PSH	95%	0%	95%	100%
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	100%	0%	85%	100%
Mercy Life Center	Bridging the Gap	91%	1%	90%	87%
Allies for Health and Well Being	Choice I	78%	4%	59%	99%
Familylinks	Community Housing Program	92%	8%	92%	100%
East End Cooperative Ministries	Faith Dads House	92%	8%	72%	97%
Community Human Services	Families United	75%	6%	64%	100%
UPMC Presbyterian Shadyside	Flex 50	73%	6%	77%	100%
UPMC Presbyterian Shadyside	Flex 51	90%	6%	91%	99%
Bethlehem Haven	Haven Homes	80%	0%	80%	93%
Bethlehem Haven	Haven Housing Dedicated Plus	91%	0%	70%	86%
Chartiers Center	Hestia Project	96%	3%	97%	99%
Allegheny Valley Association of Churches	Hospitality Homes I	73%	12%	65%	98%
ACTION Housing, Inc.	Housing Plus II	100%	11%	89%	100%
Light of Life	Light of Life CMI Housing	100%	0%	22%	100%
Sojourner Moms II	Moms II	74%	5%	72%	100%
ACTION Housing, Inc.	MyPlace PSH	100%	0%	80%	86%
Goodwill/Northside Common Ministries	NSCMPERM	91%	0%	100%	100%
UPMC Presbyterian Shadyside	Neighborhood Living Program	86%	1%	87%	99%
UPMC Presbyterian Shadyside	Next Chapter	87%	0%	67%	100%
Mercy Life Center	Path to New Life	89%	3%	97%	99%



<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	99%	5%	92%	99%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	100%	20%	20%	100%
<i>Veterans Leadership Program</i>	<i>Victory</i>	90%	6%	69%	98%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	77%	19%	62%	100%
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	93%	0%	86%	97%

## Supportive Housing

Permanent Housing				
Organization	Program	Year-to-Date Performance		
		Exits to PH	Remained in or Exited to	Involuntary Terminations
Mercy Life Center	A River Home	100%	100%	0%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	67%	95%	0%
Chartiers Center	Atlas PSH	No Exits	100%	No Exits
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	50%	85%	8%
Mercy Life Center	Bridging the Gap	33%	93%	0%
Allies for Health and Well Being	Choice I	No Exits	100%	No Exits
Familylinks	Community Housing Program	0%	95%	5%
East End Cooperative Ministries	Faith Dads House	67%	97%	0%
Community Human Services	Families United	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 50	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 51	33%	96%	1%
Bethlehem Haven	Haven Homes	60%	90%	0%
Bethlehem Haven	Haven Housing Dedicated Plus	0%	96%	4%
Chartiers Center	Hestia Project	33%	98%	1%
Allegheny Valley Association of Churches	Hospitality Homes I	67%	90%	8%
ACTION Housing, Inc.	Housing Plus II	0%	89%	0%
Light of Life	Light of Life CMI Housing	17%	44%	0%
Sojourner Moms II	Moms II	100%	100%	0%
ACTION Housing, Inc.	MyPlace PSH	No Exits	100%	No Exits
Goodwill/Northside Common Ministries	NSCMPERM	No Exits	100%	No Exits
UPMC Presbyterian Shadyside	Neighborhood Living Program	25%	97%	0%
UPMC Presbyterian Shadyside	Next Chapter	33%	87%	7%
Mercy Life Center	Path to New Life	75%	99%	0%
Sisters Place	Sunrise Permanent Housing	50%	98%	2%

<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	No Exits	100%	No Exits
<i>Veterans Leadership Program</i>	<i>Victory</i>	80%	99%	1%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>		100%	0%
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	73%	96%	0%

## Rental Assistance and Homeless Prevention

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 509
Unduplicated Persons Exited	Information only	
Maintain or Increase Income (Adults only)	Information only	↑ 80%
Maintain or Increase Employment (Adults only)	Information only	↓ 35%
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	↑ 63%
Have Health Insurance (Adults and Child)	Information only	↑ 92%
Exits to Permanent Housing Destinations	≥95%	↓ 88%
Length of Time in Program (Average Days) - Prevention	Information only	↑ 244
Length of Time in Program (Average Days) - Rental Assistance	≤30 days	↓ 104
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	↓ 67%
Data Quality - Timeliness for program entries *0-7 days*	≥85%	↓ 57%
Data Quality - Timeliness for program exits	≥85%	↓ 61%

## Rental Assistance and Homeless Prevention

### Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Auberle	Auberle ESG CV HP City	1	0
Auberle	Homelessness Prevention ESG City	5	1
Chartiers Center	Chartiers Housing Stability	26	0
Community Human Services	CHS Homeless Prevention – ESG City	11	11
Community Human Services	CHS Homeless Prevention – ESG County	22	8
Community Human Services	CHS SSO – HAP	68	68
Goodwill	Goodwill Housing Stabilization Program	2	0
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	77	10
Mercy Life Center	Mercy Homeless Prevention – ESG City	9	1
Mercy Life Center	Mercy Homeless Prevention – ESG County	9	2
Mercy Life Center	Mercy URA Housing Opportunity Fund Prevention	19	0
PCSI	PCSI Housing Stabilization Program	11	0
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	39	9
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	16	0
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	10	3
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	5	0
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	81	59
Volunteers of America, PA	VOAPA HP ESG-CV City	4	0
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	2	0
YWCA	YWCA URA Housing Opportunity Fund Prevention	61	25

## Rental Assistance and Homeless Prevention

Maintain or Increase...					
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Child)
Auberle	Auberle ESG CV HP City	No exits	No exits	No exits	No exits
Auberle	Homelessness Prevention ESG City	100%	0%	100%	100%
Chartiers Center	Chartiers Housing Stability	No exits	No exits	No exits	No exits
Community Human Services	CHS Homeless Prevention – ESG City	40%	0%	60	100%
Community Human Services	CHS Homeless Prevention – ESG County	25%	50%	25	100%
Community Human Services	CHS SSO – HAP	77%	35%	81	94%
Goodwill	Goodwill Housing Stabilization Program	No exits	No exits	No exits	No exits
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	60%	30%	90	100%
Mercy Life Center	Mercy Homeless Prevention – ESG City	100%	0%	100	100%
Mercy Life Center	Mercy Homeless Prevention – ESG County	0%	0%	50	100%
Mercy Life Center	URA Housing Opportunity Fund Prevention	No exits	No exits	No exits	No exits
PCSI	PCSI Housing Stabilization Program	No exits	No exits	No exits	No exits
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	40%	60%	100	89%
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	No exits	No exits	No exits	No exits
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	0%	33%	67	100%
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	No exits	No exits	No exits	No exits
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	44%	36%	83	81%
Volunteers of America, PA	VOAPA HP ESG-CV City	No exits	No exits	No exits	No exits
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	No exits	No exits	No exits	No exits
YWCA	YWCA URA Housing Opportunity Fund Prevention	84%	36%	84	100%

## Rental Assistance and Homeless Prevention

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
Auberle	Auberle ESG CV HP City	No exits
Auberle	Homelessness Prevention ESG City	100%
Chartiers Center	Chartiers Housing Stability	No exits
Community Human Services	CHS Homeless Prevention – ESG City	100%
Community Human Services	CHS Homeless Prevention – ESG County	100%
Community Human Services	CHS SSO – HAP	84%
Goodwill	Goodwill Housing Stabilization Program	No exits
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	20%
Mercy Life Center	Mercy Homeless Prevention – ESG City	100%
Mercy Life Center	Mercy Homeless Prevention – ESG County	100%
Mercy Life Center	URA Housing Opportunity Fund Prevention	No exits
PCSI	Housing Stabilization Program	No exits
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	100%
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	No exits
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	100%
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	No exits
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	96%
Volunteers of America, PA	VOAPA HP ESG-CV City	No exits
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	No exits
YWCA	YWCA URA Housing Opportunity Fund Prevention	96%

## Youth Homelessness Demonstration Projects

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	110
Unduplicated Persons Exited	Information only	18
Maintain or Increase Income (Adults only)	Information only	62%
Maintain or Increase Employment (Adults only)	Information only	41%
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	57%
Have Health Insurance (Adults and Child)	Information only	88%
Utilization (RRH Only)	≥95%	32%
Exits to Permanent Housing Destinations	≥80%	67%
Length of Time from Enrollment to Move-in Date (RRH Only)	<30 days	18
Length of Time in Program	Information only	79
Prevention Services initiated within 24 hours from referral?	≥95%	51%
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	80%
Data Quality - Timeliness for program entries *0-7 days*	≥85%	86%
Data Quality - Timeliness for program exits	≥85%	76%



## Youth Homelessness Demonstration Project

### Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
The Center that C.A.R.E.S	A Caring Reach	10	0
Auberle	HOPE Project	49	18
Allegheny County Department of Human Services	Homelessness Services and Supports Coordination for Youth	27	0
Auberle	Peace of Home	19	0

### Maintain or Increase...

Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Child)
The Center that C.A.R.E.S	A Caring Reach	40%	30%	50%	70%
Auberle	HOPE Project	71%	49%	41%	90%
Allegheny County Department of Human Services	Homelessness Services and Supports Coordination for Youth	56%	37%	63%	81%
Auberle	Peace of Home	63%	37%	89%	95%

### Exits to Permanent Housing Destinations

Organization	Program	Year-to-Date Performance
The Center that C.A.R.E.S	A Caring Reach	No exits
Auberle	HOPE Project	67%
Allegheny County Department of Human Services	Homelessness Services and Supports Coordination for Youth	No exits
Auberle	Peace of Home	No exits