

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

Quarter 3: January 1, 2020 – September 30, 2020

Run Date: 10/01/2020

Posted: 10/08/2020

Table of Contents

System Level*	3
Street Outreach*	4
Emergency Shelter*	7
Bridge/Transitional Housing*	12
Rapid Rehousing*	18
Supportive Housing*	23
Rental Assistance and Homeless Prevention*	30
Appendix A: Merged Program List	34

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.

**** Due to the COVID Crisis, we have temporarily suspended all benchmark tracking at this time. Benchmarks are still included for those interested, but no programs will be monitored, or color coded as not meeting, meeting, or exceeding the benchmarks. ****

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 **green**, denote performance that have met or exceeded the benchmark associated.

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

System Level*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 1501
Unduplicated Persons Exited	Information only	↑ 1242
Number of First Time Homeless	Information only	↑ 93%
Maintain or Increase Income (Adults only)	Information Only	↓ 62%
Maintain or Increase Employment (Adults only)	Information Only	↓ 18%
Maintain or Increase Non-Cash Benefits (Adults only)	Information Only	↓ 61%
Have Health Insurance (Adults and Children)	Information Only	↓ 73%
Exits to Permanent Housing Destinations	60%	↓ 48%
Exits to or Remain in Permanent Housing (PSH Only)	95%	↑ 100%
Length of Time Homeless (Average) <i>*Emergency Shelter & Transitional Housing*</i>	90 days	→ 94
Length of Time Homeless (Median) <i>*Emergency Shelter & Transitional Housing*</i>	50 days	↓ 32

Street Outreach*

Measure	Benchmark	YTD Performance
Total number of unduplicated persons served	Information only	↑ 669
Total number of unduplicated persons who exited	Information only	↑ 481
Percentage of persons served that have been connected to Allegheny Link for housing assessment	≥ 60%	↓ 62%
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>	≥ 50%	↑ 69%
Data Quality - Completeness # of data elements with 25% or less missing data rate	≥ 90%	→ 100%
Data Quality - Timeliness for project entries	≥ 50%	↑ 29%
Data Quality - Timeliness for project exits	≥ 50%	↑ 15%

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	38	25
Community Human Services	CHS Operation Save-a-Life	22	7
Mercy Life Center	Clinical Street Outreach	335	273
Familylinks	ESG RHY Street Outreach	33	30
Familylinks	Familylinks RHY Street Outreach	33	30
Mercy Life Center	Mercy ESG Street Outreach	109	80
Mercy Life Center	Mercy PATH Street Outreach	89	30
ACDHS	DHS Allegheny Link Field Coordinators	56	40
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	53%
Community Human Services	CHS Operation Save-a-Life	77%
Mercy Life Center	Clinical Street Outreach	47%
Familylinks	ESG RHY Street Outreach	55%
Familylinks	Familylinks RHY Street Outreach	55%
Mercy Life Center	Mercy ESG Street Outreach	83%
Mercy Life Center	Mercy PATH Street Outreach	82%
ACDHS	DHS Allegheny Link Field Coordinators	100%
Community Human Services	PATH Street Outreach	33%
Three Rivers Youth	TRY PATH Street Outreach	0%

Street Outreach

<i>Percentage of persons who became housed* within 6 months of exiting a Street Outreach Program</i>		
Organization	Program	Year-to-Date Performance
<i>Bridge to Mountains</i>	<i>Bridge to Mountains</i>	84%
<i>Community Human Services</i>	<i>CHS Operation Save-a-Life</i>	29%
<i>Mercy Life Center</i>	<i>Clinical Street Outreach</i>	81%
<i>Familylinks</i>	<i>ESG RHY Street Outreach</i>	80%
<i>Familylinks</i>	<i>Familylinks RHY Street Outreach</i>	80%
<i>Mercy Life Center</i>	<i>Mercy ESG Street Outreach</i>	49%
<i>Mercy Life Center</i>	<i>Mercy PATH Street Outreach</i>	53%
<i>ACDHS</i>	<i>DHS Allegheny Link Field Coordinators</i>	93%
<i>Community Human Services</i>	<i>PATH Street Outreach</i>	No exits
<i>Three Rivers Youth</i>	<i>TRY PATH Street Outreach</i>	No exits

Emergency Shelter*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 1859
Unduplicated Persons Exited	Information only	↑ 1567
Maintain or Increase Income	Information only	↑ 45%
Maintain or Increase Employment	Information only	↑ 14%
Maintain or Increase Non-Cash Benefits	Information only	↑ 52%
Have Health Insurance	Information only	↑ 75%
Exits to Permanent Housing Destinations	≥60%	↑ 36%
Utilization	Information only	↑ 81%
Length of Time in Program - Average	≤30	↑ 74
Length of Time in Program - Median	≤30	↑ 31
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥90%	→ 80%
Data Quality - Timeliness for program entries	≥75%	↑ 75%
Data Quality - Timeliness for program exits	≥75%	↑ 61%
Involuntary Terminations	<5%	↑ 4%

Emergency Shelter

Total Number of Unduplicated Persons Served			
Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Auberle	Auberle Family Shelter	77	58
Allegheny Valley Association of Churches	AVAC Shelter	21	16
Bethlehem Haven	Bethlehem Haven Shelter	141	119
Community Human Services	CHS Wood Street Commons	75	46
Community Human Services	CHS Family Shelter	41	21
East End Cooperative Ministries	EECM Emergency Shelter	171	148
Family Promise	Family Promise Emergency Shelter CYF	24	10
Familylinks	Familylinks Emergency Shelter	57	50
Community Human Services	HAP Crisis Beds	35	23
UPMC Presbyterian Shadyside	HOME 2020	45	33
Light of Life	Light of Life Emergency Shelter	277	252
ACTION Housing, Inc.	McKeesport Emergency Shelter	56	32
ACTION Housing, Inc.	McKeesport SWES*	33	33
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	94	74
Veterans Leadership Project	Project Journey for Women	10	3
Salvation Army	Salvation Army Family Caring Center	106	81
Mercy Life Center	SWES*	470	470
Womanspace East	Womanspace East Emergency Shelter	296	239

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>	85%	19%	73%	97%
<i>Allegheny Valley Association of Churches</i>	<i>AVAC Shelter</i>	50%	0%	83%	94%
<i>Bethlehem Haven</i>	<i>Bethlehem Haven Shelter</i>	66%	13%	60%	82%
<i>Community Human Services</i>	<i>CHS Wood Street Commons</i>	26%	13%	59%	98%
<i>Community Human Services</i>	<i>CHS Family Shelter</i>	57%	29%	57%	100%
<i>East End Cooperative Ministries</i>	<i>EECM Emergency Shelter</i>	30%	3%	20%	32%
<i>Family Promise</i>	<i>Family Promise Emergency Shelter CYF</i>	75%	0%	50%	100%
<i>Familylinks</i>	<i>Familylinks Emergency Shelter</i>	54%	18%	30%	84%
<i>Community Human Services</i>	<i>HAP Crisis Beds</i>	30%	4%	61%	78%
<i>UPMC Presbyterian Shadyside</i>	<i>HOME 2020</i>	52%	3%	48%	91%
<i>Light of Life</i>	<i>Light of Life Emergency Shelter</i>	35%	10%	45%	68%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Emergency Shelter</i>	50%	16%	59%	81%
<i>ACTION Housing, Inc.</i>	<i>McKeesport SWES*</i>	39%	6%	52%	73%
<i>Goodwill/Northside Common Ministries</i>	<i>Pleasant Valley Shelter</i>	50%	7%	46%	77%
<i>Veterans Leadership Project</i>	<i>Project Journey for Women</i>	67%	33%	67%	100%
<i>Salvation Army</i>	<i>Salvation Army Family Caring Center</i>	71%	14%	71%	90%
<i>Mercy Life Center</i>	<i>SWES*</i>	39%	9%	50%	69%
<i>Womanspace East</i>	<i>Womanspace East Emergency Shelter</i>	76%	17%	79%	97%

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

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Auberle	Auberle Family Shelter	82	85
Allegheny Valley Association of Churches	AVAC Shelter	98	95
Bethlehem Haven	Bethlehem Haven Shelter	45	27
Community Human Services	CHS Wood Street Commons	145	124
Community Human Services	CHS Family Shelter	364	394
East End Cooperative Ministries	EECM Emergency Shelter	46	19
Family Promise	Family Promise Emergency Shelter CYF	212	232
Familylinks	Familylinks Emergency Shelter	67	57
Community Human Services	HAP Crisis Beds	191	166
UPMC Presbyterian Shadyside	HOME 2020	64	46
Light of Life	Light of Life Emergency Shelter	29	7
ACTION Housing, Inc.	McKeesport Emergency Shelter	193	161
ACTION Housing, Inc.	McKeesport SWES*	87	73
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	155	76
Veterans Leadership Project	Project Journey for Women	242	159
Salvation Army	Salvation Army Family Caring Center	88	64
Mercy Life Center	SWES*	14	7
Womanspace East	Womanspace East Emergency Shelter	78	48

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

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing	Involuntary Terminations
Auberle	Auberle Family Shelter	94%	0%
Allegheny Valley Association of Churches	AVAC Shelter	75%	0%
Bethlehem Haven	Bethlehem Haven Shelter	49%	11%
Community Human Services	CHS Wood Street Commons	64%	9%
Community Human Services	CHS Family Shelter	100%	0%
East End Cooperative Ministries	EECM Emergency Shelter	53%	5%
Family Promise	Family Promise Emergency Shelter CYF	100%	0%
Familylinks	Familylinks Emergency Shelter	79%	2%
Community Human Services	HAP Crisis Beds	60%	3%
UPMC Presbyterian Shadyside	HOME 2020	75%	0%
Light of Life	Light of Life Emergency Shelter	4%	1%
ACTION Housing, Inc.	McKeesport Emergency Shelter	80%	0%
ACTION Housing, Inc.	McKeesport SWES*	0%	0%
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	57%	7%
Veterans Leadership Project	Project Journey for Women	67%	0%
Salvation Army	Salvation Army Family Caring Center	97%	2%
Mercy Life Center	SWES*	4%	0%
Womanspace East	Womanspace East Emergency Shelter	92%	5%

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>	↑ 240
Unduplicated Persons Exited	<i>Information only</i>	↑ 129
Maintain or Increase Income (Adults only)	≥50%	↑ 45%
Maintain or Increase Employment (Adults only)	≥30%	↓ 28%
Maintain or Increase Non-Cash Benefits (Adults only)	≥70%	↑ 61%
Have Health Insurance (Adults and Child)	≥90%	↑ 86%
Exits to Permanent Housing Destinations	≥85%	↑ 62%
Utilization	≥85%	↑ 52%
Length of Time in Program (Average Days)	≤270 days	↑ 294
Length of Time in Program (Median Days)	≤270 days	↓ 194
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	→ 80%
Data Quality - Timeliness for program entries	≥85%	↓ 56%
Data Quality - Timeliness for program exits	≥75%	↑ 66%
Involuntary Terminations	<5%	→ 4%

Bridge/Transitional Housing

Total Number of Unduplicated Persons Served			
Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Allegheny Council	ACTION Centre Avenue	9	0
Allegheny Valley Association of Churches	AVAC CYF Bridge*	22	22
East End Cooperative Ministries	EECM - Bridge Housing*	15	15
Primary Care Health Services	First Step Recovery Homes Bridge Housing	31	23
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing*	9	9
ACTION Housing, Inc.	McKeesport Bridge Housing	19	5
Shepherds Heart	Shepherds Heart VA GPD Bridge	1	0
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	3	0
Shepherds Heart	VA Hospital to Home TH	3	0
Veterans Place	Veterans Place VA GPD Bridge	8	1
Veterans Place	VA Service-Intensive Transitional Housing	23	0
Veterans Leadership Program	VLP VA GPD Bridge	44	31
YMCA	YMCA Allegheny Bridge	12	3
YMCA	YMCA Centre Bridge	9	9
YWCA	YWCA Bridge Housing	39	11

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

Maintain or Increase...					
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Children)
<i>ACTION Housing, Inc.</i>	<i>ACTION Centre Ave</i>	No exits	No exits	No exits	No exits
<i>Allegheny Valley Association of Churches</i>	<i>AVAC CYF Bridge*</i>	20%	0%	75%	91%
<i>East End Cooperative Ministries</i>	<i>EECM - Bridge Housing*</i>	83%	20%	20%	20%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	60%	0%	30%	100%
<i>Gaudenzia Erie, Inc.</i>	<i>Gaudenzia - Bridge Housing*</i>	40%	40%	60%	100%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	50%	20%	60%	100%
<i>Shepherds Heart</i>	<i>Shepherds Heart VA GPD Bridge</i>	No exits	No exits	No exits	No exits
<i>Shepherds Heart</i>	<i>Shepherds Heart VA Service-Intensive TH</i>	No exits	No exits	No exits	No exits
<i>Shepherds Heart</i>	<i>VA Hospital to Home TH</i>	No exits	No exits	No exits	No exits
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	100%	100%	0%	100%
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>	No exits	No exits	No exits	No exits
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	74%	3%	39%	97%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	33%	0%	67%	67%
<i>YMCA</i>	<i>YMCA Centre Bridge</i>	22%	22%	67%	89%
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	20%	0%	40%	91%

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

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>	77	91
<i>Allegheny Valley Association of Churches</i>	<i>AVAC CYF Bridge*</i>	680	549
<i>East End Cooperative Ministries</i>	<i>EECM – Bridge Housing*</i>	222	105
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	179	168
<i>Gaudenzia Erie, Inc.</i>	<i>Gaudenzia – Bridge Housing*</i>	431	470
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	331	285
<i>Shepherds Heart</i>	<i>Shepherds Heart VA GPD Bridge</i>	807	807
<i>Shepherds Heart</i>	<i>Shepherds Heart VA Service-Intensive TH</i>	826	859
<i>Shepherds Heart</i>	<i>VA Hospital to Home TH</i>	795	769
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	272	288
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>	614	568
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	96	86
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	292	248
<i>YMCA</i>	<i>YMCA Centre Bridge</i>	400	319
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	129	91

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

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
ACTION Housing, Inc.	ACTION Centre Ave	No exits
Allegheny Valley Association of Churches	AVAC CYF Bridge*	0%
East End Cooperative Ministries	EECM - Bridge Housing*	21%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	70%
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing*	80%
ACTION Housing, Inc.	McKeesport Bridge Housing	80%
Shepherds Heart	Shepherds Heart VA GPD Bridge	No exits
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	No exits
Shepherds Heart	VA Hospital to Home TH	No exits
Veterans Place	Veterans Place VA GPD Bridge	100%
Veterans Place	VA Service-Intensive Transitional Housing	No exits
Veterans Leadership Program	VLP VA GPD Bridge	61%
YMCA	YMCA Allegheny Bridge	67%
YMCA	YMCA Centre Bridge	100%
YWCA	YWCA Bridge Housing	75%

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

Involuntary Terminations		
Organization	Program	Year-to-Date Performance
<i>ACTION Housing, Inc.</i>	<i>ACTION Centre Ave</i>	No exits
<i>Allegheny Valley Association of Churches</i>	<i>AVAC CYF Bridge*</i>	0%
<i>East End Cooperative Ministries</i>	<i>EECM - Bridge Housing*</i>	0%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	6%
<i>Gaudenzia Erie, Inc.</i>	<i>Gaudenzia - Bridge Housing*</i>	11%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	0%
<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>Shepherds Heart</i>	<i>VA Hospital to Home TH</i>	No exits
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	0%
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>	No exits
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	14%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	8%
<i>YMCA</i>	<i>YMCA Centre Bridge</i>	0%
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	0%

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.

Rapid Rehousing*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information Only	↑ 1017
Unduplicated Persons Exited	Information Only	↑ 349
Maintain or Increase Income (Adults only)	≥85%	↓ 58%
Maintain or Increase Employment (Adults only)	≥30%	↓ 21%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	↑ 76%
Have Health Insurance (Adults and Child)	≥95%	→ 96%
Exits to Permanent Housing Destinations	≥85%	↑ 79%
Utilization	≥95%	70%
Length of Time in Program (Average Days)	≤270 days	↑ 401
Length of Time in Program (Median Days)	≤270 days	↑ 359
Time from Enrollment to Move-in Date (Average Days)	≤30 days	↓ 24
Time from Enrollment to Move-in Date (Median Days)	≤30 days	↓ 20
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	→ 80%
Data Quality - Timeliness for program entries	≥90%	↑ 87%
Data Quality - Timeliness for program exits	≥85%	↓ 86%
Involuntary Terminations	<5%	→ 1%

Rapid Rehousing

Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Mercy Life Center	A Step Forward	34	9
Auberle	At Home	18	6
Auberle	Auberle Rapid Rehousing ESG City	4	2
Auberle	Auberle Rapid Rehousing ESG City-State	28	12
Community Human Services	CHS ESG RRH State	5	4
Community Human Services	CHS Rapid Rehousing ESG City	19	4
Community Human Services	CHS Rapid Rehousing ESG County	26	5
Community Human Services	CHS Rapid Rehousing ESG County-State	30	14
Veterans Leadership Program	Constitution	39	22
Goodwill SWPA	Good Start RRH	60	10
Goodwill SWPA	Harbor II RRH	17	21
Community Human Services	Housing Solutions Rapid Rehousing	225	37
Community Human Services	Keys to Success RRH*	56	56
Mercy Life Center	Mercy - Rapid Rehousing ESG County	34	19
Mercy Life Center	Mercy - Rapid Rehousing ESG City	35	8
Mercy Life Center	MyPlace RRH	95	26
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	33	4
Chartiers Center	Vesta Penn Free	94	18
YWCA	YW Bridges RRH	64	12

Rapid Rehousing

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 Step Forward	67%	0%	67%	100%
Auberle	At Home	67%	0%	67%	83%
Auberle	Auberle Rapid Rehousing ESG City	50%	0%	100%	50%
Auberle	Auberle Rapid Rehousing ESG City-State	45%	9%	64%	83%
Community Human Services	CHS ESG RRH State	50%	0%	25%	100%
Community Human Services	CHS Rapid Rehousing ESG City	25%	0%	50%	100%
Community Human Services	CHS Rapid Rehousing ESG County	25%	0%	50%	80%
Community Human Services	CHS Rapid Rehousing ESG County-State	50%	10%	70%	100%
Veterans Leadership Program	Constitution	77%	18%	68%	100%
Goodwill SWPA	Good Start RRH	100%	0%	100%	100%
Goodwill SWPA	Harbor II RRH	65%	0%	60%	100%
Community Human Services	Housing Solutions Rapid Rehousing	50%	7%	64%	100%
Community Human Services	Keys to Success RRH*	52%	12%	72%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	40%	0%	40%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	86%	0%	29%	88%
Mercy Life Center	MyPlace RRH	64%	28%	60%	88%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	75%%	0%	100%	100%
Chartiers Center	Vesta Penn Free	53%	13%	80%	100%
YWCA	YW Bridges RRH	80%	40%	100%	100%

Rapid Rehousing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Mercy Life Center	A Step Forward	679	714
Auberle	At Home	243	229
Auberle	Auberle Rapid Rehousing ESG City	85	66
Auberle	Auberle Rapid Rehousing ESG City-State	65	63
Community Human Services	CHS ESG RRH State	364	403
Community Human Services	CHS Rapid Rehousing ESG City	260	307
Community Human Services	CHS Rapid Rehousing ESG County	196	109
Community Human Services	CHS Rapid Rehousing ESG County-State	175	175
Veterans Leadership Program	Constitution	250	231
Goodwill SWPA	Good Start RRH	393	431
Goodwill SWPA	Harbor II RRH	413	435
Community Human Services	Housing Solutions Rapid Rehousing	460	393
Community Human Services	Keys to Success RRH*	644	797
Mercy Life Center	Mercy - Rapid Rehousing ESG County	316	312
Mercy Life Center	Mercy - Rapid Rehousing ESG City	277	294
Mercy Life Center	MyPlace RRH	335	343
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	425	136
Chartiers Center	Vesta Penn Free	356	376
YWCA	YW Bridges RRH	179	129

Rapid Rehousing

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing Destinations	Involuntary Terminations
Mercy Life Center	A Step Forward	67%	0%
Auberle	At Home	100%	0%
Auberle	Auberle Rapid Rehousing ESG City	50%	0%
Auberle	Auberle Rapid Rehousing ESG City-State	64%	4%
Community Human Services	CHS ESG RRH State	100%	0%
Community Human Services	CHS Rapid Rehousing ESG City	50%	0%
Community Human Services	CHS Rapid Rehousing ESG County	50%	0%
Community Human Services	CHS Rapid Rehousing ESG County-State	33%	0%
Veterans Leadership Program	Constitution	80%	5%
Goodwill SWPA	Good Start RRH	100%	0%
Goodwill SWPA	Harbor II RRH	72%	2%
Community Human Services	Housing Solutions Rapid Rehousing	89%	0%
Community Human Services	Keys to Success RRH*	90%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	100%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	100%	0%
Mercy Life Center	MyPlace RRH	88%	2%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	75%	0%
Chartiers Center	Vesta Penn Free	75%	3%
YWCA	YW Bridges RRH	100%	0%

Supportive Housing*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 2218
Unduplicated Persons Exited	Information only	↑ 248
Maintain or Increase Income (Adults only)	≥85%	↑ 88%
Maintain or Increase Employment (Adults only)	≥20%	→ 14%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	↑ 82%
Have Health Insurance (Adults and Children)	100%	↑ 92%
Exits to Permanent Housing Destinations	85%	↑ 65%
Exited to or Remained in Permanent Housing	95%	↓ 97%
Utilization	≥98%	96%
Time from Enrollment to Move-in Date (Average Days)	≤30 days	↓ 10
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%	↑ 80%
Data Quality - Timeliness for program entries	≥85%	↑ 87%
Data Quality - Timeliness for program exits	≥85%	↓ 86%
Involuntary Terminations	<5%	↑ 13%

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	51	6
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	45	5
Chartiers Center	Atlas PSH	19	0
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	12	2
Mercy Life Center	Bridging the Gap	58	2
Allies for Health and Well Being	Choice I	76	8
Familylinks	Community Housing Program	32	10
East End Cooperative Ministries	Faith Dads House	146	4
Community Human Services	Families United	174	9
UPMC Presbyterian Shadyside	Flex 50	384	14
UPMC Presbyterian Shadyside	Flex 51	107	8
Bethlehem Haven	Haven Homes	18	6
Bethlehem Haven	Haven Housing Dedicated Plus	23	1
Chartiers Center	Hestia Project	153	9
Allegheny Valley Association of Churches	Hospitality Homes I	65	19
ACTION Housing, Inc.	Housing Plus II	12	3
Light of Life	Light of Life CMI Housing	14	8
Sojourner Moms II	Moms II	120	9
ACTION Housing, Inc.	MyPlace PSH	8	1
Goodwill/Northside Common Ministries	NSCMPERM	11	0
UPMC Presbyterian Shadyside	Neighborhood Living Program	204	17
UPMC Presbyterian Shadyside	Next Chapter	15	3
Mercy Life Center	Path to New Life	76	2
Sisters Place	Sunrise Permanent Housing	87	5

<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	12	3
<i>Veterans Leadership Program</i>	<i>Victory</i>	115	21
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	48	0
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	77	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	90%	4%	86%	98%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	98%	13%	91%	93%
Chartiers Center	Atlas PSH	94%	0%	100%	100%
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	100%	0%	100%	100%
Mercy Life Center	Bridging the Gap	98%	4%	98%	96%
Allies for Health and Well Being	Choice I	78%	6%	71%	99%
Familylinks	Community Housing Program	89%	6%	78%	100%
East End Cooperative Ministries	Faith Dads House	91%	9%	70%	99%
Community Human Services	Families United	79%	7%	63%	98%
UPMC Presbyterian Shadyside	Flex 50	73%	8%	76%	100%
UPMC Presbyterian Shadyside	Flex 51	90%	6%	87%	98%
Bethlehem Haven	Haven Homes	78%	0%	89%	92%
Bethlehem Haven	Haven Housing Dedicated Plus	100%	0%	70%	91%
Chartiers Center	Hestia Project	95%	5%	93%	99%
Allegheny Valley Association of Churches	Hospitality Homes I	74%	9%	71%	100%
ACTION Housing, Inc.	Housing Plus II	100%	8%	92%	100%
Light of Life	Light of Life CMI Housing	100%	0%	50%	100%
Sojourner Moms II	Moms II	81%	6%	81%	99%
ACTION Housing, Inc.	MyPlace PSH	100%	0%	67%	86%
Goodwill/Northside Common Ministries	NSCMPERM	91%	0%	100%	100%
UPMC Presbyterian Shadyside	Neighborhood Living Program	88%	4%	84%	99%
UPMC Presbyterian Shadyside	Next Chapter	87%	0%	33%	100%
Mercy Life Center	Path to New Life	93%	3%	100%	100%

<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	87%	8%	92%	100%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	83%	8%	67%	100%
<i>Veterans Leadership Program</i>	<i>Victory</i>	92%	9%	69%	98%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	77%	15%	73%	92%
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	95%	1%	86%	94%

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	40%	94%	6%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	20%	91%	2%
Chartiers Center	Atlas PSH	No exits	100%	No exits
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	0%	83%	0%
Mercy Life Center	Bridging the Gap	No HoH Exits	100%	8%
Allies for Health and Well Being	Choice I	67%	93%	0%
Familylinks	Community Housing Program	100%	100%	7%
East End Cooperative Ministries	Faith Dads House	0%	98%	9%
Community Human Services	Families United	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 50	100%	99%	0%
UPMC Presbyterian Shadyside	Flex 51	83%	101%	0%
Bethlehem Haven	Haven Homes	67%	89%	11%
Bethlehem Haven	Haven Housing Dedicated Plus	No HoH Exits	100%	0%
Chartiers Center	Hestia Project	25%	96%	1%
Allegheny Valley Association of Churches	Hospitality Homes I	60%	88%	9%
ACTION Housing, Inc.	Housing Plus II	67%	92%	8%
Light of Life	Light of Life CMI Housing	14%	50%	14%
Sojourner Moms II	Moms II	50%	98%	0%
ACTION Housing, Inc.	MyPlace PSH	No HoH Exits	100%	0%
Goodwill/Northside Common Ministries	NSCMPERM	No exits	100%	No exits
UPMC Presbyterian Shadyside	Neighborhood Living Program	50%	97%	0%
UPMC Presbyterian Shadyside	Next Chapter	100%	100%	0%
Mercy Life Center	Path to New Life	0%	99%	0%
Sisters Place	Sunrise Permanent Housing	0%	95%	3%

<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	0%	75%	0%
<i>Veterans Leadership Program</i>	<i>Victory</i>	80%	97%	0%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	No exits	100%	No exits
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	70%	95%	1%

Rental Assistance and Homeless Prevention*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	↑ 1173
Unduplicated Persons Exited	Information only	
Maintain or Increase Income (Adults only)	Information only	↓ 80%
Maintain or Increase Employment (Adults only)	Information only	↓ 50%
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	↓ 57%
Have Health Insurance (Adults and Child)	Information only	↑ 67%
Exits to Permanent Housing Destinations	≥95%	→ 99%
Length of Time in Program (Average Days) - Prevention	Information only	↑ 112
Length of Time in Program (Average Days) - Rental Assistance	≤30 days	↓ 49
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	→ 87%
Data Quality - Timeliness for program entries *0-7 days*	≥85%	↓ 45%
Data Quality - Timeliness for program exits	≥85%	↓ 55%

Rental Assistance and Homeless Prevention

Total Number of Unduplicated Persons Served			
Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Auberle	Homelessness Prevention ESG City	37	35
Community Human Services	CHS Homeless Prevention – ESG City	14	3
Community Human Services	CHS Homeless Prevention – ESG County	24	7
Community Human Services	CHS SSO – HAP	64	78
Goodwill	Goodwill Housing Stabilization Program	78	0
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	1	0
Mercy Life Center	Mercy Homeless Prevention – ESG City	30	0
Mercy Life Center	Mercy Homeless Prevention – ESG County	5	14
Mercy Life Center	URA Housing Opportunity Fund Prevention	85	66
PCSI	Housing Stabilization Program	9	0
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	299	280
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	33	15
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	75	61
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	8	7
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	289	250
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	68	54
YWCA	YWCA URA Housing Opportunity Fund Prevention	104	66

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)
	<i>Homelessness Prevention ESG City</i>	62%	29%	90%	94%
<i>Community Human Services</i>	<i>CHS Homeless Prevention – ESG City</i>	100%	0%	0%	100%
<i>Community Human Services</i>	<i>CHS Homeless Prevention – ESG County</i>	20%	0%	100%	86%
<i>Community Human Services</i>	<i>CHS SSO – HAP</i>	84%	32%	74%	100%
<i>Goodwill</i>	<i>Goodwill Housing Stabilization Program</i>	No exits	No exits	No exits	No exits
<i>Macedonia FACE</i>	<i>Macedonia FACE URA Housing Opportunity Fund</i>	No exits	No exits	No exits	No exits
<i>Mercy Life Center</i>	<i>Mercy Homeless Prevention – ESG City</i>	No exits	No exits	No exits	No exits
<i>Mercy Life Center</i>	<i>Mercy Homeless Prevention – ESG County</i>	56%	22%	67%	93%
<i>Mercy Life Center</i>	<i>URA Housing Opportunity Fund Prevention</i>	92%	68%	73%	80%
<i>PCSI</i>	<i>Housing Stabilization Program</i>	No exits	No exits	No exits	No exits
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST CYF Family Stabilization Prevention</i>	87%	66%	60%	33%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST CYF Family Stabilization Rental Assistance</i>	80%	40%	60%	27%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST Prevention</i>	89%	48%	39%	74%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST Rental Assistance</i>	100%	71%	0%	57%
<i>Urban League of Greater Pittsburgh</i>	<i>Urban League URA Housing Opportunity Fund</i>	74%	41%	47%	75%
<i>Veterans Leadership Program</i>	<i>Veterans Leadership Program CYF Family Stabilization</i>	48%	20%	52%	85%
<i>YWCA</i>	<i>YWCA URA Housing Opportunity Fund Prevention</i>	95%	65%	70%	88%

Rental Assistance and Homeless Prevention

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
Auberle	Homelessness Prevention ESG City	100%
Community Human Services	CHS Homeless Prevention – ESG City	100%
Community Human Services	CHS Homeless Prevention – ESG County	80%
Community Human Services	CHS SSO – HAP	97%
Goodwill	Goodwill Housing Stabilization Program	No exits
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	No exits
Mercy Life Center	Mercy Homeless Prevention – ESG City	No exits
Mercy Life Center	Mercy Homeless Prevention – ESG County	100%
Mercy Life Center	URA Housing Opportunity Fund Prevention	100%
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	100%
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	100%
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	100%
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	100%
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	100%
YWCA	YWCA URA Housing Opportunity Fund Prevention	98%

Appendix A: Merged Program List

Programs that are HUD CoC funded and fall into the Rapid Rehousing and Supportive Housing categories underwent a large merger at the beginning of this current fiscal year – July 1, 2020. For this reason, several programs are no longer represented individually on the report; instead, their data has been rolled into the final program as noted below in the Merged Program List.

Organization	Program Name	Final Program
Allies for Health + Wellness	Choice I	Choice I
Allies for Health + Wellness	Choice II	
Chartiers Center	Hestia	Hestia
Chartiers Center	Chrysalis Program	
Community Human Services	CHS Rapid Re-Housing Demo	Housing Solutions
Community Human Services	Housing Solutions	
Bethlehem Haven	Personalized Housing Options	
Community Human Services	Work Towards Sustainability from Crisis	Work Towards Sustainability from Crisis
Community Human Services	Shelter Plus Care	
Community Human Services	Families United	Families United
Community Human Services	Home at Last	
East End Cooperative Ministry	WISH	FAITH
East End Cooperative Ministry	FAITH	
Gaudenzia Erie	Gaudenzia - Delores House	Village Phase I
Gaudenzia Erie	Village Phase I	
Goodwill of SWPA	Good Start	Good Start
Goodwill of SWPA	Good Start 2	
Mercy Life Center	Bridging the Gap	Bridging the Gap
Mercy Life Center	Trail Lane II	
Mercy Life Center	Home for Good	
Mercy Life Center	Generations	
Mercy Life Center	Spectrum I	Path to New Life
Mercy Life Center	Path to New Life	
Sisters Place Inc	Permanent Housing	Sunrise
Sisters Place Inc	Sunrise	
Sojourner MOMS	Open Arms	Moms II
Sojourner MOMS	Sankofa	
Sojourner MOMS	Sojourner House - MOMS II	
Veterans Leadership Program	Liberty	Victory
Veterans Leadership Program	Valor	
Veterans Leadership Program	HUD Independence	
Veterans Leadership Program	Victory	
UPMC Presbyterian Shadyside	Flex 15 Expansion	NLP
UPMC Presbyterian Shadyside	NLP	
UPMC Presbyterian Shadyside	New Foundations I	Flex 50 Families
UPMC Presbyterian Shadyside	Flex 30	
UPMC Presbyterian Shadyside	Flex 50	
YWCA	YW Bridges RRH	YW Bridges RRH
Gaudenzia Erie	G-PGH Phase 3	