

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

*Quarter 4: January 1, 2023 – December 28, 2023*

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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.

All of the metrics in this document are pulled using the Open Path Reporting System. Information on the specific reports and questions used to generate these metrics can be found in parenthesis within the 'Definitions' section at the end of this report.

## System Level (ES, TH, RRH, PSH, RA, and HP)

Measure	Benchmark	YTD Performance (Quarter Performance)
Unduplicated Persons Served	Information only	8193 (4003)
Unduplicated Persons Exited	Information only	5220 (969)
Number of Newly Homeless (last 24 months)	Information only	3039 (498)
Gain or Increase Income (Adults only)	Information Only	15% (35%)
Gain or Increase Employment (Adults only)	Information Only	6% (11%)
Maintain or Increase Non-Cash Benefits (Adults only)	Information Only	63% (70%)
Have Health Insurance (Adults and Children)	Information Only	74% (92%)
Exits to Permanent Housing Destinations	Information Only	50% (55%)
Length of Time Homeless (Average) <i>*Emergency Shelter &amp; Transitional Housing*</i>	Information Only	94 days (125 days)
Length of Time Homeless (Median) <i>*Emergency Shelter &amp; Transitional Housing*</i>	Information Only	49 days (81 days)

## Emergency Shelter (Excludes Winter and Overflow)

Measure	Benchmark	YTD Performance (Quarter Performance)
Unduplicated Persons Served	<i>Information only</i>	2894 (1444)
Unduplicated Persons Exited	<i>Information only</i>	2226 (775)
Gain or Increase Income	<i>Information only</i>	10% (19%)
Gain or Increase Employment	<i>Information only</i>	7% (15%)
Maintain or Increase Non-Cash Benefits	<i>Information only</i>	54% (55%)
Have Health Insurance	<i>Information only</i>	75% (77%)
Exits to Permanent Housing Destinations	≥60%	43% (42%)
Utilization	<i>Information only</i>	89% (93%)
Length of Time in Program – Average	≤30	69 days (leavers) / 109 days (stayers)
Length of Time in Program – Median	≤30	35 days (leavers) / 65 days (stayers)
Data Quality – Completeness # of data elements with 5% or less missing data rate	≥90%	85% (70%)
Data Quality - Timeliness for program entries	≥75%	78% (62%)
Data Quality - Timeliness for program exits	≥75%	90% (84%)

## Bridge/Transitional Housing

Measure	Benchmark	YTD Performance (Quarter Performance)
Unduplicated Persons Served	<i>Information only</i>	225 (116)
Unduplicated Persons Exited	<i>Information only</i>	129 (20)
Gain or Increase Income (Adults only)	≥50%	42% (22%)
Gain or Increase Employment (Adults only)	≥30%	26% (19%)
Maintain or Increase Non-Cash Benefits (Adults only)	≥70%	62% (70%)
Have Health Insurance (Adults and Child)	≥90%	96% (96%)
Exits to Permanent Housing Destinations	≥85%	66% (53%)
Utilization	≥85%	60% (64%)
Length of Time in Program (Average Days)	≤270 days	263 days (leavers) / 338 days (stayers)
Length of Time in Program (Median Days)	≤270 days	198 days (leavers) / 178 days (stayers)
Data Quality – Completeness # of data elements with 5% or less missing data rate	100%	90% (85%)
Data Quality - Timeliness for program entries	≥85%	76% (63%)
Data Quality - Timeliness for program exits	≥75%	79% (62%)

# Rapid Rehousing

Measure	Benchmark	YTD Performance (Quarter Performance)
Unduplicated Persons Served	<i>Information Only</i>	1058 (652)
Unduplicated Persons Exited	<i>Information Only</i>	477 (71)
Gain or Increase Income (Adults only)	≥70%	25% (24%)
Gain or Increase Employment (Adults only)	<i>Information Only</i>	11% (11%)
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	81% (83%)
Have Health Insurance (Adults and Child)	≥95%	76% (95%)
Exits to Permanent Housing Destinations	≥75%	82% (70%)
Utilization	≥95%	77% (77%)
Length of Time in Program (Average Days)	<i>Information Only</i>	468 days (leavers) / 331 days (stayers)
Length of Time in Program (Median Days)	<i>Information Only</i>	476 days (leavers) / 262 days (stayers)
Time from Enrollment to Move-in Date (Average Days)	≤30 days	75 days (65 days)
Time from Enrollment to Move-in Date (Median Days)	≤45 days	41 days (39 days)
Data Quality – Completeness # of data elements with 5% or less missing data rate	≥90%	90% (90%)
Data Quality - Timeliness for program entries	≥75%	76% (46%)
Data Quality - Timeliness for program exits	≥75%	84% (83%)

# Supportive Housing

Measure	Benchmark	YTD Performance (Quarter Performance)
Unduplicated Persons Served	Information only	1884 (1652)
Unduplicated Persons Exited	Information only	317 (85)
Gain or Increase Income (Adults only)	≥85%	50% (51%)
Gain or Increase Employment (Adults only)	Information Only	10% (10%)
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	79% (79%)
Have Health Insurance (Adults and Children)	100%	99% (99%)
Exits to Permanent Housing Destinations	85%	80% (88%)
Exited to or Remained in Permanent Housing	95%	99% (99%)
Utilization	≥95%	94% (91%)
Time from Enrollment to Move-in Date (Average Days)	≤30 days	24 days (23 days)
Time from Enrollment to Move-in Date (Median Days)	≤30 days	0 days* (19 days)
Data Quality - Completeness # of data elements with 5% or less missing data rate	95%	95% (95%)
Data Quality - Timeliness for program entries	≥95%	72% (33%)
Data Quality - Timeliness for program exits	≥90%	91% (93%)

## Rental Assistance and Homeless Prevention (Excludes ERAP Projects)

Measure	Benchmark	YTD Performance (Quarter Performance)
Unduplicated Persons Served	Information only	1570 (274)
Unduplicated Persons Exited	Information Only	1502 (204)
Gain or Increase Income (Adults only)	Information only	3% (4%)
Gain or Increase Employment (Adults only)	Information only	2% (0%)
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	71% (63%)
Have Health Insurance (Adults and Child)	Information only	92% (92%)
Exits to Permanent Housing Destinations	≥95%	98% (98%)
Length of Time in Program (Average)	Information only	28 days (leavers) / 461 days (stayers)
Length of Time in Program (Median)	Information Only	0 days (leavers) / 89 days (stayers)
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	90% (90%)
Data Quality - Timeliness for program entries	≥85%	80% (18%)
Data Quality - Timeliness for program exits	≥85%	85% (26%)



# Definitions

Unduplicated Persons Served: Total number of unique clients whose enrollment fell at least partially within the reporting window (APR Q7)

Unduplicated Persons Exited: Total number of unique clients whose exit date fell within the report window (APR Q23)

Number of Newly Homeless: Total number of unique clients enrolled in an **ES/TH/SH** program during the report period who **do not have a previous enrollment in an ES/TH/SH program in the 24 months prior** to the current one (SPM Q5)

Gain or Increase Income: Total number of adult clients whose **total income increased** between their entry assessment and either their exit assessment (if they have exited) or their most recent annual assessment (if they are still active) (APR Q19)

Gain or Increase Employment: Total number of adult clients whose **income from employment increased** between their entry assessment and either their exit assessment (if they have exited) or their most recent annual assessment (if they are still active) (APR Q19)

Maintain or increase non-cash benefits: Total number of adult clients who **kept or gained sources of non-cash benefits** (APR Q20)

Have Health Insurance: **Of clients who have exited or had an annual assessment**, what percentage had one or more types of health insurance at the time of assessment (APR Q21).

Exits to Permanent Housing Destinations: Of clients who exited, what percentage exited to the following destinations (APR Q23):

- Long-term care facility or nursing home
- Moved from one HOPWA funded project to HOPWA
- Owned by client, with or without ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Rental by client, with or without ongoing subsidy
- Staying or living with family or friends, permanent tenure

Utilization: Average number of households served divided by the total number of **contracted** units (Bed Utilization Report)

Length of Time in Program: Average/Median Number of days between the client's program entry date and either program exit date (if they have exited) or the current date (if they have not exited) (APR Q22)

Length of Time "Homeless": Length of Time in Program across all ES and TH clients (SPM Measure 1a Metric 2)

Time from Enrollment to Move-In: Average/Median Number of Days between the client's program entry date and housing move-in date, as entered in the enrollment assessment (APR Q22)

Data Quality—Completeness: Of the 20 standard question fields required for all programs, what percentage had a less than 5% error rate. An "error" refers to cases where the response was Client Doesn't Know/Client Prefers Not to Answer/Data Not Collected (APR Q6).

Data Quality—Timeliness: What percentage of entry/exit assessments were completed within three calendar days of the client's actual entry/exit from the program (APR Q6)