

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

Quarter 4: January 1, 2020 – March 31, 2020

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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.

**** Due to the COVID Crisis, we have 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 **blue**, 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 **red**, denote performance that have not met the benchmark for that metric.

System Level*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	1302
Unduplicated Persons Exited	Information only	443
Number of First Time Homeless	Information only	91%
Maintain or Increase Income (Adults only)	Information Only	74%
Maintain or Increase Employment (Adults only)	Information Only	21%
Maintain or Increase Non-Cash Benefits (Adults only)	Information Only	70%
Have Health Insurance (Adults and Children)	Information Only	74%
Exits to Permanent Housing Destinations	60%	59%
Exits to or Remain in Permanent Housing (PSH Only)	95%	97%
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	36

Street Outreach*

Measure	Benchmark	YTD Performance
Total number of unduplicated persons served	Information only	556
Total number of unduplicated persons who exited	Information only	170
Percentage of persons served that have been connected to Allegheny Link for housing assessment	≥ 60%	63%
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%	73%
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%	23%

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	33	24
Community Human Services	CHS Operation Save-a-Life	22	7
Mercy Life Center	Clinical Street Outreach	272	64
ACDHS	DHS Allegheny Link Field Coordinators	47	11
Familylinks	ESG RHY Street Outreach	16	9
Familylinks	Familylinks RHY Street Outreach	16	9
Mercy Life Center	Mercy ESG Street Outreach	96	54
Mercy Life Center	Mercy PATH Street Outreach	79	0
Community Human Services	PATH Street Outreach	8	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	61%
Community Human Services	CHS Operation Save-a-Life	77%
Mercy Life Center	Clinical Street Outreach	45%
ACDHS	DHS Allegheny Link Field Coordinators	100%
Familylinks	ESG RHY Street Outreach	63%
Familylinks	Familylinks RHY Street Outreach	63%
Mercy Life Center	Mercy ESG Street Outreach	82%
Mercy Life Center	Mercy PATH Street Outreach	82%
Community Human Services	PATH Street Outreach	38%
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
<i>Bridge to Mountains</i>	<i>Bridge to Mountains</i>	83%
<i>Community Human Services</i>	<i>CHS Operation Save-a-Life</i>	29%
<i>Mercy Life Center</i>	<i>Clinical Street Outreach</i>	98%
<i>ACDHS</i>	<i>DHS Allegheny Link Field Coordinators</i>	82%
<i>Familylinks</i>	<i>ESG RHY Street Outreach</i>	100%
<i>Familylinks</i>	<i>Familylinks RHY Street Outreach</i>	100%
<i>Mercy Life Center</i>	<i>Mercy ESG Street Outreach</i>	43%
<i>Mercy Life Center</i>	<i>Mercy PATH Street Outreach</i>	No exits
<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	1302
Unduplicated Persons Exited	Information only	443
Maintain or Increase Income	Information only	47%
Maintain or Increase Employment	Information only	16%
Maintain or Increase Non-Cash Benefits	Information only	54%
Have Health Insurance	Information only	76%
Exits to Permanent Housing Destinations	≥60%	40%
Utilization	Information only	
Length of Time in Program - Average	≤30	73
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%	67%
Data Quality - Timeliness for program exits	≥75%	87%
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	40	20
Allegheny Valley Association of Churches	AVAC Shelter	16	7
Bethlehem Haven	Bethlehem Haven Shelter	63	47
Community Human Services	CHS Emergency Shelter	48	20
Community Human Services	CHS Family Shelter	27	5
East End Cooperative Ministries	EECM Emergency Shelter	43	28
Family Promise	Family Promise Emergency Shelter CYF	24	10
Familylinks	Familylinks Emergency Shelter	30	17
Community Human Services	HAP Crisis Beds	46	28
UPMC Presbyterian Shadyside	HOME 2020	12	3
Light of Life	Light of Life Emergency Shelter	166	138
ACTION Housing, Inc.	McKeesport Emergency Shelter	39	14
ACTION Housing, Inc.	McKeesport SWES	33	0
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	47	20
Veterans Leadership Project	Project Journey for Women	7	1
Salvation Army	Salvation Army Family Caring Center	47	21
Mercy Life Center	SWES	599	15
Womanspace East	Womanspace East Emergency Shelter	147	66

Emergency Shelter

	Maintain or Increase...				
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Children)
Auberle	Auberle Family Shelter	75%	25%	75%	90%
Allegheny Valley Association of Churches	AVAC Shelter	67%	0%	33%	86%
Bethlehem Haven	Bethlehem Haven Shelter	60%	11%	68%	81%
Community Human Services	CHS Emergency Shelter	65%	15%	25%	95%
Community Human Services	CHS Family Shelter	50%	50%	50%	100%
East End Cooperative Ministries	EECM Emergency Shelter	0%	0%	7%	4%
Family Promise	Family Promise Emergency Shelter CYF	50%	0%	75%	100%
Familylinks	Familylinks Emergency Shelter	47%	24%	47%	88%
Community Human Services	HAP Crisis Beds	57%	0%	43%	86%
UPMC Presbyterian Shadyside	HOME 2020	0%	0%	0%	67%
Light of Life	Light of Life Emergency Shelter	47%	13%	37%	66%
ACTION Housing, Inc.	McKeesport Emergency Shelter	71%	0%	64%	86%
ACTION Housing, Inc.	McKeesport SWES	No exits	No exits	No exits	No exits
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	35%	5%	40%	75%
Veterans Leadership Project	Project Journey for Women	100%	0%	100%	100%
Salvation Army	Salvation Army Family Caring Center	78%	11%	89%	86%
Mercy Life Center	SWES	47%	7%	33%	87%
Womanspace East	Womanspace East Emergency Shelter	84%	12%	76%	98%

Emergency Shelter

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Auberle	Auberle Family Shelter	76	63
Allegheny Valley Association of Churches	AVAC Shelter	95	90
Bethlehem Haven	Bethlehem Haven Shelter	50	29
Community Human Services	CHS Emergency Shelter	118	107
Community Human Services	CHS Family Shelter	416	475
East End Cooperative Ministries	EECM Emergency Shelter	76	48
Family Promise	Family Promise Emergency Shelter CYF	105	49
Familylinks	Familylinks Emergency Shelter	68	62
Community Human Services	HAP Crisis Beds	159	79
UPMC Presbyterian Shadyside	HOME 2020	23	18
Light of Life	Light of Life Emergency Shelter	24	6
ACTION Housing, Inc.	McKeesport Emergency Shelter	163	110
ACTION Housing, Inc.	McKeesport SWES	84	74
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	231	216
Veterans Leadership Project	Project Journey for Women	169	209
Salvation Army	Salvation Army Family Caring Center	117	94
Mercy Life Center	SWES	37	10
Womanspace East	Womanspace East Emergency Shelter	89	73

Emergency Shelter

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing	Involuntary Terminations
Auberle	Auberle Family Shelter	80%	0%
Allegheny Valley Association of Churches	AVAC Shelter	50%	0%
Bethlehem Haven	Bethlehem Haven Shelter	56%	5%
Community Human Services	CHS Emergency Shelter	63%	6%
Community Human Services	CHS Family Shelter	100%	0%
East End Cooperative Ministries	EECM Emergency Shelter	69%	0%
Family Promise	Family Promise Emergency Shelter CYF	100%	0%
Familylinks	Familylinks Emergency Shelter	60%	3%
Community Human Services	HAP Crisis Beds	57%	4%
UPMC Presbyterian Shadyside	HOME 2020	0%	0%
Light of Life	Light of Life Emergency Shelter	2%	1%
ACTION Housing, Inc.	McKeesport Emergency Shelter	85%	0%
ACTION Housing, Inc.	McKeesport SWES	No exits	No exits
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	44%	2%
Veterans Leadership Project	Project Journey for Women	100%	0%
Salvation Army	Salvation Army Family Caring Center	100%	4%
Mercy Life Center	SWES	36%	0%
Womanspace East	Womanspace East Emergency Shelter	95%	4%

Bridge/Transitional Housing*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	171
Unduplicated Persons Exited	Information only	34
Maintain or Increase Income (Adults only)	≥50%	46%
Maintain or Increase Employment (Adults only)	≥30%	55%
Maintain or Increase Non-Cash Benefits (Adults only)	≥70%	35%
Have Health Insurance (Adults and Child)	≥90%	50%
Exits to Permanent Housing Destinations	≥85%	79%
Utilization	≥85%	
Length of Time in Program (Average Days)	≤270 days	304
Length of Time in Program (Median Days)	≤270 days	216.5
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	73%
Data Quality - Timeliness for program entries	≥85%	79%
Data Quality - Timeliness for program exits	≥75%	58%
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 Valley Association of Churches	AVAC CYF Bridge	20	0
East End Cooperative Ministries	EECM - Bridge Housing	13	5
Primary Care Health Services	First Step Recovery Homes Bridge Housing	23	9
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	9	0
ACTION Housing, Inc.	McKeesport Bridge Housing	18	4
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	23	12
YMCA	YMCA Allegheny Bridge	7	1
YMCA	YMCA Centre Bridge	10	0
YWCA	YWCA Bridge Housing	9	1

Bridge/Transitional Housing

Maintain or Increase...					
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Children)
Allegheny Valley Association of Churches	AVAC CYF Bridge	No exits	No exits	No exits	No exits
East End Cooperative Ministries	EECM - Bridge Housing	0%	40%	40%	0%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	22%	0%	78%	100%
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	No exits	No exits	No exits	No exits
ACTION Housing, Inc.	McKeesport Bridge Housing	50%	25%	50%	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
Shepherds Heart	VA Hospital to Home TH	No exits	No exits	No exits	No exits
Veterans Place	Veterans Place VA GPD Bridge	0%	100%	100%	100%
Veterans Place	VA Service-Intensive Transitional Housing	No exits	No exits	No exits	No exits
Veterans Leadership Program	VLP VA GPD Bridge	42%	0%	75%	92%
YMCA	YMCA Allegheny Bridge	0%	0%	0%	0%
YMCA	YMCA Centre Bridge	No exits	No exits	No exits	No exits
YWCA	YWCA Bridge Housing	0%	0%	0%	100%

Bridge/Transitional Housing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average Days	Median Days
Allegheny Valley Association of Churches	AVAC CYF Bridge	644	458
East End Cooperative Ministries	EECM - Bridge Housing	238	105
Primary Care Health Services	First Step Recovery Homes Bridge Housing	161	118
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	398	466
ACTION Housing, Inc.	McKeesport Bridge Housing	207	145
Shepherds Heart	Shepherds Heart VA GPD Bridge	624	624
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	612	586
Shepherds Heart	VA Hospital to Home TH	643	676
Veterans Place	Veterans Place VA GPD Bridge	111	107
Veterans Place	VA Service-Intensive Transitional Housing	431	385
Veterans Leadership Program	VLP VA GPD Bridge	73	60
YMCA	YMCA Allegheny Bridge	355	307
YMCA	YMCA Centre Bridge	339	310
YWCA	YWCA Bridge Housing	153	168

Bridge/Transitional Housing

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
<i>Allegheny Valley Association of Churches</i>	<i>AVAC CYF Bridge</i>	No exits
<i>East End Cooperative Ministries</i>	<i>EECM - Bridge Housing</i>	60%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	67%
<i>Gaudenzia Erie, Inc.</i>	<i>Gaudenzia - Bridge Housing</i>	No exits
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	75%
<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>	100%
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>	No exits
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	42%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	0%
<i>YMCA</i>	<i>YMCA Centre Bridge</i>	No exits
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	0%

Bridge/Transitional Housing

Involuntary Terminations		
Organization	Program	Year-to-Date Performance
Allegheny Valley Association of Churches	AVAC CYF Bridge	0%
East End Cooperative Ministries	EECM - Bridge Housing	0%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	0%
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	0%
ACTION Housing, Inc.	McKeesport Bridge Housing	0%
Shepherds Heart	Shepherds Heart VA GPD Bridge	0%
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	0%
Shepherds Heart	VA Hospital to Home TH	0%
Veterans Place	Veterans Place VA GPD Bridge	0%
Veterans Place	VA Service-Intensive Transitional Housing	0%
Veterans Leadership Program	VLP VA GPD Bridge	22%
YMCA	YMCA Allegheny Bridge	14%
YMCA	YMCA Centre Bridge	0%
YWCA	YWCA Bridge Housing	0%

Rapid Rehousing*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information Only	812
Unduplicated Persons Exited	Information Only	120
Maintain or Increase Income (Adults only)	≥85%	58%
Maintain or Increase Employment (Adults only)	≥30%	27%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	73%
Have Health Insurance (Adults and Child)	≥95%	93%
Exits to Permanent Housing Destinations	≥85%	77%
Utilization	≥95%	
Length of Time in Program (Average Days)	≤270 days	346
Length of Time in Program (Median Days)	≤270 days	296
Time from Enrollment to Move-in Date (Average Days)	≤30 days	18
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%	96%
Data Quality - Timeliness for program exits	≥85%	91%
Involuntary Terminations	<5%	0%

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	33	0
Auberle	At Home	14	1
Auberle	Auberle Rapid Rehousing ESG City	2	1
Auberle	Auberle Rapid Rehousing ESG City-State	5	0
Community Human Services	CHS ESG RRH State	5	2
Community Human Services	CHS Rapid Rehousing ESG City	13	10
Community Human Services	CHS Rapid Rehousing ESG County	14	0
Community Human Services	CHS Rapid Rehousing ESG County-State	30	2
Veterans Leadership Program	Constitution	33	12
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	10	1
Goodwill SWPA	Good Start 2	47	9
Goodwill SWPA	Good Start RRH	13	0
Goodwill SWPA	Harbor II RRH	56	6
Community Human Services	Housing Solutions Rapid Rehousing	81	15
Community Human Services	Keys to Success RRH	56	4
Mercy Life Center	Mercy - Rapid Rehousing ESG County	30	5
Mercy Life Center	Mercy - Rapid Rehousing ESG City	31	7
Mercy Life Center	MyPlace RRH	84	10
Bethlehem Haven	Personalized Housing Options	23	6
Community Human Services	Rapid Re-Housing Demo	96	16
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	18	2
Chartiers Center	Vesta Penn Free	84	10
YWCA	YW Bridges RRH	30	8

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	No exits	No exits	No exits	No exits
Auberle	At Home	0%	0%	0%	0%
Auberle	Auberle Rapid Rehousing ESG City	50%	0%	100%	100%
Auberle	Auberle Rapid Rehousing ESG City-State	No exits	No exits	No exits	No exits
Community Human Services	CHS ESG RRH State	50%	0%	50%	100%
Community Human Services	CHS Rapid Rehousing ESG City	No exits	No exits	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG County	No exits	No exits	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG County-State	100%	0%	50%	100%
Veterans Leadership Program	Constitution	67%	25%	83%	100%
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	100%	0%	0%	100%
Goodwill SWPA	Good Start 2	100%	0%	50%	100%
Goodwill SWPA	Good Start RRH	No exits	No exits	No exits	No exits
Goodwill SWPA	Harbor II RRH	50%	0%	67%	100%
Community Human Services	Housing Solutions Rapid Rehousing	50%	13%	63%	100%
Community Human Services	Keys to Success RRH	33%	33%	33%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	67%	0%	67%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	33%	0%	83%	86%
Mercy Life Center	MyPlace RRH	30%	30%	50%	70%
Bethlehem Haven	Personalized Housing Options	50%	0%	17%	67%
Community Human Services	Rapid Re-Housing Demo	75%	50%	75%	100%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	100%	0%	100%	100%
Chartiers Center	Vesta Penn Free	67%	22%	67%	100%
YWCA	YW Bridges RRH	100%	25%	0%	100%

Rapid Rehousing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Mercy Life Center	A Step Forward	588	623
Auberle	At Home	181	147
Auberle	Auberle Rapid Rehousing ESG City	315	312
Auberle	Auberle Rapid Rehousing ESG City-State	210	216
Community Human Services	CHS ESG RRH State	315	312
Community Human Services	CHS Rapid Rehousing ESG City	210	216
Community Human Services	CHS Rapid Rehousing ESG County	183	133
Community Human Services	CHS Rapid Rehousing ESG County-State	107	133
Veterans Leadership Program	Constitution	207	181
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	302	222
Goodwill SWPA	Good Start 2	380	364
Goodwill SWPA	Good Start RRH	454	517
Goodwill SWPA	Harbor II RRH	369	361
Community Human Services	Housing Solutions Rapid Rehousing	501	621
Community Human Services	Keys to Success RRH	573	706
Mercy Life Center	Mercy - Rapid Rehousing ESG County	245	221
Mercy Life Center	Mercy - Rapid Rehousing ESG City	218	203
Mercy Life Center	MyPlace RRH	258	252
Bethlehem Haven	Personalized Housing Options	366	190
Community Human Services	Rapid Re-Housing Demo	355	302
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	566	759
Chartiers Center	Vesta Penn Free	303	362
YWCA	YW Bridges RRH	208	181

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	No exits	No exits
Auberle	At Home	100%	0%
Auberle	Auberle Rapid Rehousing ESG City	100%	0%
Auberle	Auberle Rapid Rehousing ESG City-State	No exits	No exits
Community Human Services	CHS ESG RRH State	100%	0%
Community Human Services	CHS Rapid Rehousing ESG City	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG County	No exits	No exits
Veterans Leadership Program	Constitution	80%	3%
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	100%	0%
Goodwill SWPA	Good Start 2	100%	0%
Goodwill SWPA	Good Start RRH	No exits	No exits
Goodwill SWPA	Harbor II RRH	20%	0%
Community Human Services	Housing Solutions Rapid Rehousing	80%	0%
Community Human Services	Keys to Success RRH	33%	2%
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	70%	0%
Bethlehem Haven	Personalized Housing Options	80%	0%
Community Human Services	Rapid Re-Housing Demo	75%	0%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	10%	0%
Chartiers Center	Vesta Penn Free	100%	0%
YWCA	YW Bridges RRH	100%	0%

Supportive Housing*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	2073
Unduplicated Persons Exited	Information only	89
Maintain or Increase Income (Adults only)	≥85%	88%
Maintain or Increase Employment (Adults only)	≥20%	15%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	81%
Have Health Insurance (Adults and Children)	100%	91%
Exits to Permanent Housing Destinations	85%	45%
Exited to or Remained in Permanent Housing	95%	99%
Utilization	≥98%	
Time from Enrollment to Move-in Date (Average Days)	≤30 days	5
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%	96%
Data Quality - Timeliness for program exits	≥85%	91%
Involuntary Terminations	<5%	8%

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	42	2
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	44	5
Chartiers Center	Atlas PSH	19	0
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	11	1
Chartiers Center	Chartiers Chrysalis	36	0
Allies for Health and Well Being	Choice I	26	0
Allies for Health and Well Being	Choice II	50	1
Community Human Services	CHS Shelter Plus Care	52	5
Familylinks	Community Housing Program	23	3
Gaudenzia, Inc.	Delores Howze	10	0
East End Cooperative Ministries	EECM WISH Program	51	0
East End Cooperative Ministries	Faith Dads House	79	0
Community Human Services	Families United	105	0
UPMC Presbyterian Shadyside	Flex 15	66	0
UPMC Presbyterian Shadyside	Flex 30	109	4
UPMC Presbyterian Shadyside	Flex 50	168	1
UPMC Presbyterian Shadyside	Flex 51	103	2
Mercy Life Center	Generations	9	0
Bethlehem Haven	Haven Homes	17	1
Bethlehem Haven	Haven Housing Dedicated Plus	22	1
Chartiers Center	Hestia Project	117	4
Community Human Services	Home at Last	68	1
Mercy Life Center	Home for Good	16	0
Allegheny Valley Association of Churches	Hospitality Homes I	65	8

<i>ACTION Housing, Inc.</i>	<i>Housing Plus II</i>	11	1
<i>Veterans Leadership Program</i>	<i>Independence</i>	24	2
<i>Veterans Leadership Program</i>	<i>Liberty</i>	9	0
<i>Light of Life</i>	<i>Light of Life CMI Housing</i>	11	5
<i>Mercy Life Center</i>	<i>Mercy - Bridging the Gap</i>	21	0
<i>Sojourner Moms II</i>	<i>Moms II</i>	54	0
<i>ACTION Housing, Inc.</i>	<i>MyPlace PSH</i>	8	1
<i>Goodwill/Northside Common Ministries</i>	<i>NSCMPERM</i>	11	0
<i>UPMC Presbyterian Shadyside</i>	<i>Neighborhood Living Program</i>	125	7
<i>UPMC Presbyterian Shadyside</i>	<i>New Foundations I</i>	90	1
<i>UPMC Presbyterian Shadyside</i>	<i>Next Chapter</i>	15	1
<i>Sojourner Moms II</i>	<i>Open Arms</i>	18	0
<i>Mercy Life Center</i>	<i>Path to New Life</i>	9	0
<i>Sojourner Moms II</i>	<i>Sankofa</i>	33	3
<i>Sisters Place</i>	<i>Sisters Place Permanent Housing</i>	54	0
<i>Mercy Life Center</i>	<i>Spectrum I</i>	67	2
<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	32	1
<i>Mercy Life Center</i>	<i>Trail Lane II (PSH)</i>	15	2
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	12	3
<i>Veterans Leadership Program</i>	<i>Valor</i>	30	0
<i>Veterans Leadership Program</i>	<i>Victory</i>	51	5
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	35	0
<i>Community Human Services</i>	<i>WTSFC Female & WTSFC Male</i>	21	3

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	95%	7%	81%	98%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	98%	11%	91%	92%
Chartiers Center	Atlas PSH	94%	6%	100%	100%
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	100%	0%	100%	100%
Chartiers Center	Chartiers Chrysalis	96%	12%	100%	80%
Allies for Health and Well Being	Choice I	72%	11%	94%	100%
Allies for Health and Well Being	Choice II	81%	3%	61%	100%
Community Human Services	CHS Shelter Plus Care	94%	2%	82%	91%
Familylinks	Community Housing Program	93%	7%	67%	90%
Gaudenzia, Inc.	Delores Howze	83%	50%	83%	100%
East End Cooperative Ministries	EECM WISH Program	100%	8%	77%	100%
East End Cooperative Ministries	Faith Dads House	92%	17%	72%	100%
Community Human Services	Families United	85%	10%	56%	97%
UPMC Presbyterian Shadyside	Flex 15	91%	2%	81%	95%
UPMC Presbyterian Shadyside	Flex 30	87%	7%	75%	100%
UPMC Presbyterian Shadyside	Flex 50	70%	9%	74%	100%
UPMC Presbyterian Shadyside	Flex 51	89%	6%	89%	100%
Mercy Life Center	Generations	100%	0%	100%	100%
Bethlehem Haven	Haven Homes	94%	12%	76%	88%
Bethlehem Haven	Haven Housing Dedicated Plus	0%	100%	68%	98%
Chartiers Center	Hestia Project	95%	3%	90%	97%
Community Human Services	Home at Last	81%	13%	81%	100%
Mercy Life Center	Home for Good	100%	13%	94%	88%

<i>Allegheny Valley Association of Churches</i>	<i>Hospitality Homes I</i>	9%	71%	71%	100%
<i>ACTION Housing, Inc.</i>	<i>Housing Plus II</i>	100%	9%	91%	100%
<i>Veterans Leadership Program</i>	<i>Independence</i>	100%	6%	59%	95%
<i>Veterans Leadership Program</i>	<i>Liberty</i>	100%	22%	89%	100%
<i>Light of Life</i>	<i>Light of Life CMI Housing</i>	100%	0%	45%	83%
<i>Mercy Life Center</i>	<i>Mercy - Bridging the Gap</i>	90%	5%	100%	100%
<i>Sojourner Moms II</i>	<i>Moms II</i>	47%	16%	68%	100%
<i>ACTION Housing, Inc.</i>	<i>MyPlace PSH</i>	100%	0%	67%	86%
<i>Goodwill/Northside Common Ministries</i>	<i>NSCMPERM</i>	91%	0%	100%	100%
<i>UPMC Presbyterian Shadyside</i>	<i>Neighborhood Living Program</i>	86%	7%	85%	99%
<i>UPMC Presbyterian Shadyside</i>	<i>New Foundations I</i>	71%	7%	74%	100%
<i>UPMC Presbyterian Shadyside</i>	<i>Next Chapter</i>	0%	87%	20%	100%
<i>Sojourner Moms II</i>	<i>Open Arms</i>	88%	0%	100%	100%
<i>Mercy Life Center</i>	<i>Path to New Life</i>	78%	11%	100%	100%
<i>Sojourner Moms II</i>	<i>Sankofa</i>	79%	14%	86%	100%
<i>Sisters Place</i>	<i>Sisters Place Permanent Housing</i>	100%	0%	95%	100%
<i>Mercy Life Center</i>	<i>Spectrum I</i>	93%	1%	100%	100%
<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	88%	19%	81%	100%
<i>Mercy Life Center</i>	<i>Trail Lane II (PSH)</i>	93%	0%	93%	100%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	83%	8%	67%	100%
<i>Veterans Leadership Program</i>	<i>Valor</i>	94%	11%	83%	100%
<i>Veterans Leadership Program</i>	<i>Victory</i>	90%	10%	57%	98%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	74%	5%	63%	100%
<i>Community Human Services</i>	<i>WTSFC Female & WTSFC Male</i>	86%	0%	86%	100%

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	0%	98%	2%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	20%	91%	2%
Chartiers Center	Atlas PSH	No exits	100%	0%
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	0%	91%	0%
Chartiers Center	Chartiers Chrysalis	No exits	100%	0%
Allies for Health and Well Being	Choice I	No exits	100%	0%
Allies for Health and Well Being	Choice II	No exits	98%	2%
Community Human Services	CHS Shelter Plus Care	75%	98%	0%
Familylinks	Community Housing Program	100%	100%	0%
Gaudenzia, Inc.	Delores Howze	No exits	100%	0%
East End Cooperative Ministries	EECM WISH Program	No exits	100%	0%
East End Cooperative Ministries	Faith Dads House	No exits	100%	0%
Community Human Services	Families United	No exits	100%	0%
UPMC Presbyterian Shadyside	Flex 15	No exits	100%	0%
UPMC Presbyterian Shadyside	Flex 30	0%	99%	0%
UPMC Presbyterian Shadyside	Flex 50	No exits	100%	0%
UPMC Presbyterian Shadyside	Flex 51	100%	100%	0%
Mercy Life Center	Generations	No exits	100%	0%
Bethlehem Haven	Haven Homes	100%	100%	0%
Bethlehem Haven	Haven Housing Dedicated Plus	No exits	100%	0%
Chartiers Center	Hestia Project	100%	99%	1%
Community Human Services	Home at Last	100%	100%	0%
Mercy Life Center	Home for Good	No exits	100%	0%
Allegheny Valley Association of Churches	Hospitality Homes I	100%	100%	0%

<i>ACTION Housing, Inc.</i>	<i>Housing Plus II</i>	100%	100%	9%
<i>Veterans Leadership Program</i>	<i>Independence</i>	96%	50%	0%
<i>Veterans Leadership Program</i>	<i>Liberty</i>	No exits	100%	0%
<i>Light of Life</i>	<i>Light of Life CMI Housing</i>	0%	55%	0%
<i>Mercy Life Center</i>	<i>Mercy - Bridging the Gap</i>	No exits	100%	0%
<i>Sojourner Moms II</i>	<i>Moms II</i>	No exits	100%	0%
<i>ACTION Housing, Inc.</i>	<i>MyPlace PSH</i>	No exits	100%	0%
<i>Goodwill/Northside Common Ministries</i>	<i>NSCMPERM</i>	No exits	100%	0%
<i>UPMC Presbyterian Shadyside</i>	<i>Neighborhood Living Program</i>	33%	96%	0%
<i>UPMC Presbyterian Shadyside</i>	<i>New Foundations I</i>	No exits	99%	0%
<i>UPMC Presbyterian Shadyside</i>	<i>Next Chapter</i>	100%	100%	0%
<i>Sojourner Moms II</i>	<i>Open Arms</i>	No exits	100%	0%
<i>Mercy Life Center</i>	<i>Path to New Life</i>	No exits	100%	0%
<i>Sojourner Moms II</i>	<i>Sankofa</i>	100%	100%	0%
<i>Sisters Place</i>	<i>Sisters Place Permanent Housing</i>	No exits	100%	0%
<i>Mercy Life Center</i>	<i>Spectrum I</i>	0%	97%	1%
<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	No exits	97%	0%
<i>Mercy Life Center</i>	<i>Trail Lane II (PSH)</i>	100%	93%	7%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	0%	75%	0%
<i>Veterans Leadership Program</i>	<i>Valor</i>	0%	100%	0%
<i>Veterans Leadership Program</i>	<i>Victory</i>	50%	98%	0%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	No exits	100%	0%
<i>Community Human Services</i>	<i>WTSFC Female & WTSFC Male</i>	67%	95%	0%

Rental Assistance and Homeless Prevention*

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	701
Unduplicated Persons Exited	Information only	
Maintain or Increase Income (Adults only)	Information only	86%
Maintain or Increase Employment (Adults only)	Information only	62%
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	68%
Have Health Insurance (Adults and Child)	Information only	64%
Exits to Permanent Housing Destinations	≥95%	98%
Length of Time in Program (Average Days) - Prevention	Information only	104
Length of Time in Program (Average Days) - Rental Assistance	≤30 days	67
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	93%
Data Quality - Timeliness for program entries *0-7 days*	≥85%	55%
Data Quality - Timeliness for program exits	≥85%	67%

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	29	16
Community Human Services	CHS Homeless Prevention – ESG City	14	3
Community Human Services	CHS Homeless Prevention – ESG County	24	6
Community Human Services	CHS SSO – HAP	39	39
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	15	0
Mercy Life Center	Mercy Homeless Prevention – ESG City	5	0
Mercy Life Center	Mercy Homeless Prevention – ESG County	15	7
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	244	167
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	20	2
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	61	28
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	3	0
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	82	58
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	12	4
YWCA	YWCA URA Housing Opportunity Fund Prevention	63	37

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	Homelessness Prevention ESG City	75%	38%	75%	88%
Community Human Services	CHS Homeless Prevention – ESG City	75%	38%	75%	88%
Community Human Services	CHS Homeless Prevention – ESG County	25%	0%	100%	100%
Community Human Services	CHS SSO – HAP	94%	44%	83%	100%
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	No exits	No exits	No exits	No exits
Mercy Life Center	Mercy Homeless Prevention – ESG City	No exits	No exits	No exits	No exits
Mercy Life Center	Mercy Homeless Prevention – ESG County	67%	17%	67%	86%
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	84%	67%	63%	33%
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	0%	100%	100%	50%
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	89%	54%	50%	82%
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	90%	53%	72%	84%
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	0%	0%	0%	0%
YWCA	YWCA URA Housing Opportunity Fund Prevention	92%	78%	65%	86%

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	100%
Community Human Services	CHS SSO – HAP	100%
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%
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	100%
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	0%
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	100%
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	100%
YWCA	YWCA URA Housing Opportunity Fund Prevention	97%