

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

Quarter 1: January 1, 2021 – March 31, 2021

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Posted:

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Appendix A: Merged Program List	Error! Bookmark not defined.

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	4188
Unduplicated Persons Exited	Information only	653
Number of First Time Homeless	Information only	799
Maintain or Increase Income (Adults only)	Information Only	76%
Maintain or Increase Employment (Adults only)	Information Only	13%
Maintain or Increase Non-Cash Benefits (Adults only)	Information Only	76%
Have Health Insurance (Adults and Children)	Information Only	86%
Exits to Permanent Housing Destinations	60%	46%
Exits to or Remain in Permanent Housing (PSH Only)	95%	99%
Length of Time Homeless (Average) <i>*Emergency Shelter & Transitional Housing*</i>	90 days	90
Length of Time Homeless (Median) <i>*Emergency Shelter & Transitional Housing*</i>	50 days	45

Street Outreach

Measure	Benchmark	YTD Performance
Total number of unduplicated persons served	Information only	257
Total number of unduplicated persons who exited	Information only	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. *(including shelter, bridge/transitional housing, rapid rehousing, permanent supportive housing, or permanent housing outside of the homeless system)	≥ 60%	54%
Data Quality - Completeness # of data elements with 25% or less missing data rate	≥ 90%	100%
Data Quality - Timeliness for project entries	≥ 50%	24%
Data Quality - Timeliness for project exits	≥ 50%	54%

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	61	0
Familylinks	ESG RHY Street Outreach	2	1
Mercy Life Center	Mercy ESG Street Outreach	26	0
Mercy Life Center	Mercy PATH Street Outreach	66	0
ACDHS	DHS Allegheny Link Field Coordinators	26	4
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	46%
Familylinks	ESG RHY Street Outreach	0%
Mercy Life Center	Mercy ESG Street Outreach	92%
Mercy Life Center	Mercy PATH Street Outreach	83%
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	100%
Mercy Life Center	Mercy ESG Street Outreach	No exits
Mercy Life Center	Mercy PATH Street Outreach	No exits
ACDHS	DHS Allegheny Link Field Coordinators	50%
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	1254
Unduplicated Persons Exited	Information only	434
Maintain or Increase Income	Information only	46%
Maintain or Increase Employment	Information only	13%
Maintain or Increase Non-Cash Benefits	Information only	57%
Have Health Insurance	Information only	81%
Exits to Permanent Housing Destinations	≥60%	38%
Exits to PH (Family Shelters)	Information only	82%
Exits to PH (Single Shelters)	Information only	32%
Utilization	Information only	
Length of Time in Program - Average	≤30	73
Length of Time in Program - Median	≤30	345
Length of Stay (Average) Family Shelter	Information only	96
Length of Stay (Average) Single Shelter	Information only	78
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥90%	80%
Data Quality - Timeliness for program entries	≥75%	57%
Data Quality - Timeliness for program exits	≥75%	76%
Involuntary Terminations	<5%	3%

Emergency Shelter

Total Number of Unduplicated Persons Served

Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Auberle	Auberle Family Shelter	37	23
Allegheny Valley Association of Churches	AVAC Shelter	21	7
Bethlehem Haven	Bethlehem Haven Shelter	68	49
Community Human Services	CHS Wood Street Commons	40	10
Community Human Services	CHS Family Shelter	25	5
Community Human Services	CHS Winter Shelter	211	0
East End Cooperative Ministries	EECM Emergency Shelter	47	32
Familylinks	Familylinks Emergency Shelter	39	27
Community Human Services	HAP Crisis Beds	24	5
UPMC Presbyterian Shadyside	HOME 2020	24	11
Light of Life	Light of Life Emergency Shelter	86	63
ACTION Housing, Inc.	McKeesport Emergency Shelter	34	9
Team PSBG	McKeesport Winter Shelter	66	0
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	28	15
Veterans Leadership Project	Project Journey for Women	15	6
Community Human Services	Safe Haven Hotel	127	88
Salvation Army	Salvation Army Family Caring Center	45	21
Mercy Life Center	Winter Shelter	478	4
Womanspace East	Womanspace East Emergency Shelter	110	72

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>	88%	38%	50%	96%
<i>Allegheny Valley Association of Churches</i>	<i>AVAC Shelter</i>	100%	0%	0%	100%
<i>Bethlehem Haven</i>	<i>Bethlehem Haven Shelter</i>	55%	18%	61%	88%
<i>Community Human Services</i>	<i>CHS Wood Street Commons</i>	50%	0%	70%	100%
<i>Community Human Services</i>	<i>CHS Family Shelter</i>	0%	0%	50%	100%
<i>Community Human Services</i>	<i>CHS Winter Shelter</i>				
<i>East End Cooperative Ministries</i>	<i>EECM Emergency Shelter</i>	66%	9%	59%	78%
<i>Familylinks</i>	<i>Familylinks Emergency Shelter</i>	15%	15%	19%	74%
<i>Community Human Services</i>	<i>HAP Crisis Beds</i>	40%	0%	80%	80%
<i>UPMC Presbyterian Shadyside</i>	<i>HOME 2020</i>	45%	9%	55%	73%
<i>Light of Life</i>	<i>Light of Life Emergency Shelter</i>	35%	8%	38%	62%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Emergency Shelter</i>	33%	0%	78%	89%
<i>Team PSBG</i>	<i>McKeesport Winter Shelter</i>				
<i>Goodwill/Northside Common Ministries</i>	<i>Pleasant Valley Shelter</i>	53%	20%	40%	67%
<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>	50%	7%	59%	70%
<i>Salvation Army</i>	<i>Salvation Army Family Caring Center</i>	40%	0%	90%	100%
<i>Mercy Life Center</i>	<i>Winter Shelter</i>	50%	0%	100%	100%
<i>Womanspace East</i>	<i>Womanspace East Emergency Shelter</i>	73%	8%	69%	99%

Emergency Shelter

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Auberle	Auberle Family Shelter	84	54
Allegheny Valley Association of Churches	AVAC Shelter	100	106
Bethlehem Haven	Bethlehem Haven Shelter	31	19
Community Human Services	CHS Wood Street Commons	190	186
Community Human Services	CHS Family Shelter	171	127
Community Human Services	CHS Winter Shelter	57	59
East End Cooperative Ministries	EECM Emergency Shelter	70	45
Familylinks	Familylinks Emergency Shelter	45	34
Community Human Services	HAP Crisis Beds	128	101
UPMC Presbyterian Shadyside	HOME 2020	83	39
Light of Life	Light of Life Emergency Shelter	41	15
ACTION Housing, Inc.	McKeesport Emergency Shelter	246	128
Team PSBG	McKeesport Winter Shelter	74	77
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	85	64
Veterans Leadership Project	Project Journey for Women	244	278
Community Human Services	Safe Haven Hotel	72	20
Salvation Army	Salvation Army Family Caring Center	84	63
Mercy Life Center	Winter Shelter	37	9
Womanspace East	Womanspace East Emergency Shelter	76	73

Emergency Shelter

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing	Involuntary Terminations
Auberle	Auberle Family Shelter	60%	0%
Allegheny Valley Association of Churches	AVAC Shelter	100%	0%
Bethlehem Haven	Bethlehem Haven Shelter	40%	3%
Community Human Services	CHS Wood Street Commons	40%	5%
Community Human Services	CHS Family Shelter	0%	0%
Community Human Services	CHS Winter Shelter		
East End Cooperative Ministries	EECM Emergency Shelter	47%	0%
Familylinks	Familylinks Emergency Shelter	30%	0%
Community Human Services	HAP Crisis Beds	80%	0%
UPMC Presbyterian Shadyside	HOME 2020	50%	13%
Light of Life	Light of Life Emergency Shelter	5%	2%
ACTION Housing, Inc.	McKeesport Emergency Shelter	100%	0%
Team PSBG	McKeesport Winter Shelter	0%	0%
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	67%	4%
Veterans Leadership Project	Project Journey for Women	50%	0%
Community Human Services	Safe Haven Hotel	20%	2%
Salvation Army	Salvation Army Family Caring Center	89%	0%
Mercy Life Center	Winter Shelter	25%	0%
Womanspace East	Womanspace East Emergency Shelter	83%	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>	136
Unduplicated Persons Exited	<i>Information only</i>	15922
Maintain or Increase Income (Adults only)	≥50%	46%
Maintain or Increase Employment (Adults only)	≥30%	23%
Maintain or Increase Non-Cash Benefits (Adults only)	≥70%	50%
Have Health Insurance (Adults and Child)	≥90%	95%
Exits to Permanent Housing Destinations	≥85%	57%
Utilization	≥85%	
Length of Time in Program (Average Days)	≤270 days	295
Length of Time in Program (Median Days)	≤270 days	238
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	≥75%	95%
Involuntary Terminations	<5%	1%

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	1
Primary Care Health Services	First Step Recovery Homes Bridge Housing	17	5
ACTION Housing, Inc.	McKeesport Bridge Housing	13	1
Shepherds Heart	Shepherds Heart VA GPD Bridge	0	0
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	0	0
Shepherds Heart	VA Hospital to Home TH	0	0
Veterans Place	Veterans Place VA GPD Bridge	16	0
Veterans Place	VA Service-Intensive Transitional Housing	0	0
Veterans Leadership Program	VLP VA GPD Bridge	36	14
YMCA	YMCA Allegheny Bridge	10	1
YWCA	YWCA Bridge Housing	33	0

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>	0%	0%	100%	100%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	40%	0%	40%	80%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	0%	0%	100%	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>	No exits	No exits	No exits	No exits
<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>	79%	21%	36%	100%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	100%	0%	0%	100%
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	No exits	No exits	No exits	No exits

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>	221	273
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	158	91
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	386	413
<i>Shepherds Heart</i>	<i>Shepherds Heart VA GPD Bridge</i>		
<i>Shepherds Heart</i>	<i>Shepherds Heart VA Service-Intensive TH</i>		
<i>Shepherds Heart</i>	<i>VA Hospital to Home TH</i>		
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	796	730
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>		
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	103	66
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	313	211
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	315	273

Bridge/Transitional Housing

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
<i>ACTION Housing, Inc.</i>	<i>ACTION Centre Ave</i>	0%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	40%
<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>Shepherds Heart</i>	<i>VA Hospital to Home TH</i>	No exits
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	No exits
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>	No exits
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	57%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	100%
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	No exits

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
Shepherds Heart	VA Hospital to Home TH	No exits
Veterans Place	Veterans Place VA GPD Bridge	No exits
Veterans Place	VA Service-Intensive Transitional Housing	No exits
Veterans Leadership Program	VLP VA GPD Bridge	3%
YMCA	YMCA Allegheny Bridge	0%
YWCA	YWCA Bridge Housing	0%

Rapid Rehousing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information Only	791
Unduplicated Persons Exited	Information Only	114
Maintain or Increase Income (Adults only)	≥85%	51%
Maintain or Increase Employment (Adults only)	Information Only	23%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	78%
Have Health Insurance (Adults and Child)	≥95%	97%
Exits to Permanent Housing Destinations	≥85%	80%
Utilization	≥95%	%
Length of Time in Program (Average Days)	Information Only	432
Length of Time in Program (Median Days)	Information Only	379
Time from Enrollment to Move-in Date (Average Days)	≤30 days	16
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%	73%
Data Quality - Timeliness for program entries	≥90%	89%
Data Quality - Timeliness for program exits	≥85%	83%
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	31	10
Auberle	At Home	14	2
Auberle	Auberle Rapid Rehousing ESG CV RRH City	3	1
Auberle	Auberle Rapid Rehousing ESG City-State	41	4
Community Human Services	CHS ESG CV Rapid Rehousing County	1	0
Community Human Services	CHS ESG RRH State	1	0
Community Human Services	CHS Rapid Rehousing ESG City	22	7
Community Human Services	CHS Rapid Rehousing ESG County	30	1
Community Human Services	CHS Rapid Rehousing ESG County-State	20	6
Veterans Leadership Program	Constitution	25	5
Goodwill SWPA	Good Start RRH	57	13
Goodwill SWPA	Harbor II RRH	53	6
Community Human Services	Housing Solutions Rapid Rehousing	185	15
Mercy Life Center	Mercy - Rapid Rehousing ESG County	11	4
Mercy Life Center	Mercy - Rapid Rehousing ESG City	23	6
ACTION Housing	MyPlace RRH	88	12
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	45	10
Chartiers Center	Vesta Penn Free	79	7
YWCA	YW Bridges RRH	60	3

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	80%	0%	60%	100%
Auberle	At Home	50%	0%	100%	100%
Auberle	Auberle Rapid Rehousing ESG CV RRH City	100%	0%	0%	100%
Auberle	Auberle Rapid Rehousing ESG City-State	50%	0%	100%	100%
Community Human Services	CHS ESG CV Rapid Rehousing County	No exits	No exits	No exits	No exits
Community Human Services	CHS ESG RRH State	No exits	No exits	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG City	0%	50%	100%	100%
Community Human Services	CHS Rapid Rehousing ESG County	0%	0%	100%	100%
Community Human Services	CHS Rapid Rehousing ESG County-State	50%	0%	100%	100%
Veterans Leadership Program	Constitution	80%	0%	80%	100%
Goodwill SWPA	Good Start RRH	40%	20%	80%	100%
Goodwill SWPA	Harbor II RRH	50%	0%	100%	100%
Community Human Services	Housing Solutions Rapid Rehousing	36%	0%	27%	93%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	25%	0%	75%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	0%	0%	33%	100%
ACTION Housing	MyPlace RRH	82%	27%	73%	92%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	75%	0%	100%	100%
Chartiers Center	Vesta Penn Free	25%	0%	50%	86%
YWCA	YW Bridges RRH	100%	0%	100%	100%

Rapid Rehousing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Mercy Life Center	A Step Forward	337	161
Auberle	At Home	261	248
Auberle	Auberle Rapid Rehousing ESG CV RRH City	245	241
Auberle	Auberle Rapid Rehousing ESG City-State	127	98
Community Human Services	CHS ESG CV Rapid Rehousing County	6	6
Community Human Services	CHS ESG RRH State	677	677
Community Human Services	CHS Rapid Rehousing ESG City	346	300
Community Human Services	CHS Rapid Rehousing ESG County	200	291
Community Human Services	CHS Rapid Rehousing ESG County-State	377	424
Veterans Leadership Program	Constitution	230	233
Goodwill SWPA	Good Start RRH	383	343
Goodwill SWPA	Harbor II RRH	446	478
Community Human Services	Housing Solutions Rapid Rehousing	616	610
Mercy Life Center	Mercy - Rapid Rehousing ESG County	333	212
Mercy Life Center	Mercy - Rapid Rehousing ESG City	438	446
ACTION Housing	MyPlace RRH	346	379
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	487	370
Chartiers Center	Vesta Penn Free	541	560
YWCA	YW Bridges RRH	366	351

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	100%	0%
Auberle	At Home	100%	0%
Auberle	Auberle Rapid Rehousing ESG CV RRH City	100%	0%
Auberle	Auberle Rapid Rehousing ESG City-State	25%	0%
Community Human Services	CHS ESG CV Rapid Rehousing County	No exits	No exits
Community Human Services	CHS ESG RRH State	No exits	No exits
Community Human Services	CHS Rapid Rehousing ESG City	50%	0%
Community Human Services	CHS Rapid Rehousing ESG County	0%	0%
Community Human Services	CHS Rapid Rehousing ESG County-State	100%	0%
Veterans Leadership Program	Constitution	100%	0%
Goodwill SWPA	Good Start RRH	100%	0%
Goodwill SWPA	Harbor II RRH	83%	4%
Community Human Services	Housing Solutions Rapid Rehousing	63%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	100%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	50%	0%
ACTION Housing	MyPlace RRH	100%	0%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	100%	0%
Chartiers Center	Vesta Penn Free	50%	1%
YWCA	YW Bridges RRH	100%	0%

Supportive Housing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	2048
Unduplicated Persons Exited	Information only	84
Maintain or Increase Income (Adults only)	≥85%	87%
Maintain or Increase Employment (Adults only)	<i>Information Only</i>	12%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	82%
Have Health Insurance (Adults and Children)	100%	97%
Exits to Permanent Housing Destinations	85%	66%
Exited to or Remained in Permanent Housing	95%	95%
Utilization	≥98%	%
Time from Enrollment to Move-in Date (Average Days)	≤30 days	7
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%	89%
Data Quality - Timeliness for program exits	≥85%	83%
Involuntary Terminations	<5%	4%

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	46	1
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	37	0
Chartiers Center	Atlas PSH	22	0
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	10	1
Mercy Life Center	Bridging the Gap	60	6
Allies for Health and Well Being	Choice I	69	0
Familylinks	Community Housing Program	22	1
East End Cooperative Ministries	Faith Dads House	152	3
Community Human Services	Families United	166	6
UPMC Presbyterian Shadyside	Flex 50	386	3
UPMC Presbyterian Shadyside	Flex 51	106	3
Bethlehem Haven	Haven Homes	17	2
Bethlehem Haven	Haven Housing Dedicated Plus	22	0
Chartiers Center	Hestia Project	146	2
Allegheny Valley Association of Churches	Hospitality Homes I	51	5
ACTION Housing, Inc.	Housing Plus II	9	0
Light of Life	Light of Life CMI Housing	8	3
Sojourner Moms II	Moms II	111	20
ACTION Housing, Inc.	MyPlace PSH	7	0
Goodwill/Northside Common Ministries	NSCMPERM	11	0
UPMC Presbyterian Shadyside	Neighborhood Living Program	191	3
UPMC Presbyterian Shadyside	Next Chapter	14	2
Mercy Life Center	Path to New Life	76	2
Sisters Place	Sunrise Permanent Housing	86	6

<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	5	0
<i>Veterans Leadership Program</i>	<i>Victory</i>	90	0
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	48	0
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	71	5

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%	96%	100%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	97%	16%	92%	92%
Chartiers Center	Atlas PSH	95%	0%	86%	100%
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	100%	0%	100%	100%
Mercy Life Center	Bridging the Gap	93%	2%	97%	94%
Allies for Health and Well Being	Choice I	79%	4%	63%	99%
Familylinks	Community Housing Program	92%	8%	92%	100%
East End Cooperative Ministries	Faith Dads House	93%	7%	70%	99%
Community Human Services	Families United	78%	6%	64%	100%
UPMC Presbyterian Shadyside	Flex 50	73%	7%	78%	100%
UPMC Presbyterian Shadyside	Flex 51	88%	6%	89%	98%
Bethlehem Haven	Haven Homes	76%	0%	88%	93%
Bethlehem Haven	Haven Housing Dedicated Plus	95%	0%	68%	86%
Chartiers Center	Hestia Project	95%	4%	94%	99%
Allegheny Valley Association of Churches	Hospitality Homes I	70%	11%	67%	96%
ACTION Housing, Inc.	Housing Plus II	100%	11%	89%	100%
Light of Life	Light of Life CMI Housing	100%	0%	25%	100%
Sojourner Moms II	Moms II	84%	2%	81%	98%
ACTION Housing, Inc.	MyPlace PSH	100%	0%	60%	86%
Goodwill/Northside Common Ministries	NSCMPERM	91%	0%	100%	100%
UPMC Presbyterian Shadyside	Neighborhood Living Program	86%	2%	86%	99%
UPMC Presbyterian Shadyside	Next Chapter	86%	0%	64%	100%
Mercy Life Center	Path to New Life	91%	1%	97%	99%

<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	83%	2%	94%	100%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	100%	20%	20%	100%
<i>Veterans Leadership Program</i>	<i>Victory</i>	89%	5%	68%	97%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	79%	18%	68%	92%
<i>Community Human Services</i>	<i>Work Towards Sustainability from Crisis</i>	94%	0%	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	100%	100%	0%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	No exits	100%	No exits
Chartiers Center	Atlas PSH	No exits	100%	No exits
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	100%	100%	0%
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	100%	100%	0%
Community Human Services	Families United	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 50	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 51	0%	97%	0%
Bethlehem Haven	Haven Homes	100%	100%	9%
Bethlehem Haven	Haven Housing Dedicated Plus	No exits	100%	No exits
Chartiers Center	Hestia Project	0%	99%	1%
Allegheny Valley Association of Churches	Hospitality Homes I	100%	89%	8%
ACTION Housing, Inc.	Housing Plus II	No exits	100%	No exits
Light of Life	Light of Life CMI Housing	0%	63%	13%
Sojourner Moms II	Moms II	67%	95%	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	50%	99%	0%
UPMC Presbyterian Shadyside	Next Chapter	0%	86%	7%
Mercy Life Center	Path to New Life	100%	100%	0%
Sisters Place	Sunrise Permanent Housing	50%	99%	0%

<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	No exits	100%	No exits
<i>Veterans Leadership Program</i>	<i>Victory</i>	No exits	100%	No exits
<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>	60%	97%	0%

Rental Assistance and Homeless Prevention

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	380
Unduplicated Persons Exited	Information only	
Maintain or Increase Income (Adults only)	Information only	79%
Maintain or Increase Employment (Adults only)	Information only	41%
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	
Have Health Insurance (Adults and Child)	Information only	91%
Exits to Permanent Housing Destinations	≥95%	91%
Length of Time in Program (Average Days) - Prevention	Information only	233
Length of Time in Program (Average Days) - Rental Assistance	≤30 days	114
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	73%
Data Quality - Timeliness for program entries *0-7 days*	≥85%	59%
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	4	1
Chartiers Center	Chartiers Housing Stability	26	0
Community Human Services	CHS Homeless Prevention – ESG City	11	3
Community Human Services	CHS Homeless Prevention – ESG County	14	0
Community Human Services	CHS SSO – HAP	40	40
Goodwill	Goodwill Housing Stabilization Program	2	0
Macedonia FACE	Macedonia FACE URA Housing Opportunity Fund	59	0
Mercy Life Center	Mercy Homeless Prevention – ESG City	6	0
Mercy Life Center	Mercy Homeless Prevention – ESG County	4	1
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	32	9
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	13	0
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	6	0
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	55	23
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	23	23
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	2	0
YWCA	YWCA URA Housing Opportunity Fund Prevention	53	16

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	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	0%	0%	0%	100%
Community Human Services	CHS Homeless Prevention – ESG County	No exits	No exits	No exits	No exits
Community Human Services	CHS SSO – HAP	83%	42%	79%	81%
Goodwill	Goodwill Housing Stabilization Program	No exits	No exits	No exits	No exits
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	0%	0%	0%	0%
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	100%	60%	40%	100%
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	No exits	No exits	No exits	No exits
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	83%	48%	43%	100%
Urban League of Greater Pittsburgh	Urban League URA Housing Opportunity Fund	71%	29%	86%	100%
Veterans Leadership Program	Veterans Leadership Program CYF Family Stabilization	No exits	No exits	No exits	No exits
YWCA	YWCA URA Housing Opportunity Fund Prevention	75%	38%	75%	94%

Rental Assistance and Homeless Prevention

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
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	No exits
Community Human Services	CHS SSO – HAP	81%
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	0%
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	No exits
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	No exits
YWCA	YWCA URA Housing Opportunity Fund Prevention	94%