

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

Quarter 3: January 1, 2019 – September 30, 2019

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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 **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.

Street Outreach

Measure	Benchmark	YTD Performance
Total number of unduplicated persons served	Information only	↑ 850
Total number of unduplicated persons who exited	Information only	↑ 619
Percentage of persons served that have been connected to Allegheny Link for housing assessment	≥ 50%	→ 42%
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%	↑ 33%
Data Quality - Completeness # of data elements with 25% or less missing data rate	≥ 75%	→ 100%
Data Quality - Timeliness for project entries	≥ 85%	↓ 27%
Data Quality - Timeliness for project exits	≥ 85%	↑ 50%

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	19	2
Community Human Services	CHS Operation Save-a-Life	44	16
Mercy Life Center	Clinical Street Outreach	515	436
ACDHS	DHS Allegheny Link Field Coordinators	10	8
Familylinks	ESG RHY Street Outreach	34	25
Familylinks	Familylinks RHY Street Outreach	34	25
Mercy Life Center	Mercy ESG Street Outreach	170	90
Mercy Life Center	Mercy PATH Street Outreach	94	49
Community Human Services	PATH Street Outreach	1	0
Three Rivers Youth	TRY PATH Street Outreach	7	6

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	63%
Community Human Services	CHS Operation Save-a-Life	82%
Mercy Life Center	Clinical Street Outreach	35%
ACDHS	DHS Allegheny Link Field Coordinators	90%
Familylinks	ESG RHY Street Outreach	40%
Familylinks	Familylinks RHY Street Outreach	40%
Mercy Life Center	Mercy ESG Street Outreach	69%
Mercy Life Center	Mercy PATH Street Outreach	75%
Community Human Services	PATH Street Outreach	100%
Three Rivers Youth	TRY PATH Street Outreach	29%

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	100%
Community Human Services	CHS Operation Save-a-Life	81%
Mercy Life Center	Clinical Street Outreach	37%
ACDHS	DHS Allegheny Link Field Coordinators	88%
Familylinks	ESG RHY Street Outreach	76%
Familylinks	Familylinks RHY Street Outreach	76%
Mercy Life Center	Mercy ESG Street Outreach	71%
Mercy Life Center	Mercy PATH Street Outreach	92%
Community Human Services	PATH Street Outreach	no exits
Three Rivers Youth	TRY PATH Street Outreach	100%

Emergency Shelter

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	→ 1863
Unduplicated Persons Exited	Information only	→ 1579
Maintain or Increase Income	Information only	↓ 33%
Maintain or Increase Employment	Information only	↓ 11%
Maintain or Increase Non-Cash Benefits	Information only	↑ 52%
Have Health Insurance	Information only	↓ 73%
Exits to Permanent Housing Destinations	≥60%	↓ 30%
Utilization	Information only	↓ 73%
Length of Time in Program - Average	≤30	↓ 60
Length of Time in Program - Median	≤30	↓ 18
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥90%	↓ 80%
Data Quality - Timeliness for program entries	≥75%	↓ 53%
Data Quality - Timeliness for program exits	≥75%	↓ 40%
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	58	45
Allegheny Valley Association of Churches	AVAC Shelter	38	28
Bethlehem Haven	Bethlehem Haven Shelter	121	97
Community Human Services	CHS Emergency Shelter	63	38
Community Human Services	CHS Family Shelter	44	10
East End Cooperative Ministries	EECM Emergency Shelter	95	74
East End Cooperative Ministries	EECM ORR Center	3	2
Family Promise	Family Promise Emergency Shelter CYF	51	38
Familylinks	Familylinks Emergency Shelter	52	42
Community Human Services	HAP Crisis Beds	34	19
Light of Life	Light of Life Emergency Shelter	272	243
ACTION Housing, Inc.	McKeesport Emergency Shelter	59	35
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	49	21
Veterans Leadership Project	Project Journey for Women	9	4
Salvation Army	Salvation Army Family Caring Center	86	54
Mercy Life Center	SWES	794	794
Shepherds Heart Fellowship	VA Residential Emergency Beds	1	0
Womanspace East	Womanspace East Emergency Shelter	204	144

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	71%	33%	81%	96%
Allegheny Valley Association of Churches	AVAC Shelter	64%	0%	45%	82%
Bethlehem Haven	Bethlehem Haven Shelter	72%	11%	64%	92%
Community Human Services	CHS Emergency Shelter	61%	8%	63%	95%
Community Human Services	CHS Family Shelter	100%	50%	100%	100%
East End Cooperative Ministries	EECM Emergency Shelter	57%	19%	45%	69%
East End Cooperative Ministries	EECM ORR Center	0%	0%	0%	0%
Family Promise	Family Promise Emergency Shelter CYF	67%	28%	67%	87%
Familylinks	Familylinks Emergency Shelter	55%	31%	19%	83%
Community Human Services	HAP Crisis Beds	79%	5%	53%	89%
Light of Life	Light of Life Emergency Shelter	34%	7%	31%	69%
ACTION Housing, Inc.	McKeesport Emergency Shelter	60%	11%	71%	91%
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	62%	10%	57%	90%
Veterans Leadership Project	Project Journey for Women	100%	50%	25%	100%
Salvation Army	Salvation Army Family Caring Center	54%	15%	73%	96%
Mercy Life Center	SWES	13%	3%	51%	60%
Shepherds Heart Fellowship	VA Residential Emergency Beds	no exits	no exits	no exits	no exits
Womanspace East	Womanspace East Emergency Shelter	67%	17%	72%	92%

Emergency Shelter

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Auberle	Auberle Family Shelter	97.3	97.0
Allegheny Valley Association of Churches	AVAC Shelter	75.7	86.0
Bethlehem Haven	Bethlehem Haven Shelter	48.4	16.0
Community Human Services	CHS Emergency Shelter	128.2	111.0
Community Human Services	CHS Family Shelter	248.3	210.0
East End Cooperative Ministries	EECM Emergency Shelter	80.9	66.0
East End Cooperative Ministries	EECM ORR Center	71.3	56.0
Family Promise	Family Promise Emergency Shelter CYF	65.7	65.0
Familylinks	Familylinks Emergency Shelter	58.8	37.0
Community Human Services	HAP Crisis Beds	188.9	125.5
Light of Life	Light of Life Emergency Shelter	34.7	7.0
ACTION Housing, Inc.	McKeesport Emergency Shelter	121.7	104.0
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	190.5	168.0
Veterans Leadership Project	Project Journey for Women	196.0	122.0
Salvation Army	Salvation Army Family Caring Center	127.3	125.0
Mercy Life Center	SWES	10.6	4.0
Shepherds Heart Fellowship	VA Residential Emergency Beds	502.0	502.0
Womanspace East	Womanspace East Emergency Shelter	100.7	105.0

Emergency Shelter

Exits to Permanent Housing Destinations			
Organization	Program	Year-to-Date Performance	
		Exits to Permanent Housing	Involuntary Terminations
Auberle	Auberle Family Shelter	67%	3%
Allegheny Valley Association of Churches	AVAC Shelter	57%	0%
Bethlehem Haven	Bethlehem Haven Shelter	59%	4%
Community Human Services	CHS Emergency Shelter	76%	3%
Community Human Services	CHS Family Shelter	100%	0%
East End Cooperative Ministries	EECM Emergency Shelter	48%	6%
East End Cooperative Ministries	EECM ORR Center	0%	0%
Family Promise	Family Promise Emergency Shelter CYF	83%	14%
Familylinks	Familylinks Emergency Shelter	73%	0%
Community Human Services	HAP Crisis Beds	81%	6%
Light of Life	Light of Life Emergency Shelter	14%	3%
ACTION Housing, Inc.	McKeesport Emergency Shelter	74%	2%
Goodwill/Northside Common Ministries	Pleasant Valley Shelter	69%	10%
Veterans Leadership Project	Project Journey for Women	50%	0%
Salvation Army	Salvation Army Family Caring Center	84%	5%
Mercy Life Center	SWES	11%	0%
Shepherds Heart Fellowship	VA Residential Emergency Beds	no exits	0%
Womanspace East	Womanspace East Emergency Shelter	91%	7%

Bridge/Transitional Housing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	→ 183
Unduplicated Persons Exited	Information only	→ 80
Maintain or Increase Income (Adults only)	≥65%	↓ 33%
Maintain or Increase Employment (Adults only)	≥25%	→ 19%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	↓ 70%
Have Health Insurance (Adults and Child)	≥85%	↓ 88%
Exits to Permanent Housing Destinations	≥85%	↑ 60%
Utilization	≥85%	↑ 52%
Length of Time in Program (Average Days)	≤270 days	↓ 272
Length of Time in Program (Median Days)	≤270 days	↓ 359
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	↑ 87%
Data Quality - Timeliness for program entries	≥85%	↓ 64%
Data Quality - Timeliness for program exits	≥75%	↓ 44%
Involuntary Terminations	<5%	↓ 9%

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	24	0
East End Cooperative Ministries	EECM - Bridge Housing	17	10
Primary Care Health Services	First Step Recovery Homes Bridge Housing	10	3
Familylinks	Familylinks RHY Transitional Living Program	30	19
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	9	3
ACTION Housing, Inc.	McKeesport Bridge Housing	22	8
Shepherds Heart	Shepherds Heart VA GPD Bridge	12	8
Shepherds Heart	Shepherds Heart VA Service-Intensive TH		
Shepherds Heart	VA Hospital to Home TH		
Veterans Place	Veterans Place VA GPD Bridge		
Veterans Place	VA Service-Intensive Transitional Housing	20	1
Veterans Leadership Program	VLP VA GPD Bridge	21	15
YMCA	YMCA Allegheny Bridge	13	5
YMCA	YMCA Centre Bridge	14	7
YWCA	YWCA Bridge Housing	7	2

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	80%	30%	60%	80%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	67%	100%	0%	100%
Familylinks	Familylinks RHY Transitional Living Program	68%	0%	47%	100%
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	33%	0%	67%	100%
ACTION Housing, Inc.	McKeesport Bridge Housing	50%	13%	88%	88%
Shepherds Heart	Shepherds Heart VA GPD Bridge	63%	13%	50%	100%
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	0%	0%	0%	100%
Shepherds Heart	VA Hospital to Home TH				
Veterans Place	Veterans Place VA GPD Bridge				
Veterans Place	VA Service-Intensive Transitional Housing				
Veterans Leadership Program	VLP VA GPD Bridge	87%	13%	40%	80%
YMCA	YMCA Allegheny Bridge	0%	0%	20%	20%
YMCA	YMCA Centre Bridge	57%	0%	86%	100%
YWCA	YWCA Bridge Housing	100%	0%	100%	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	1001	1095
East End Cooperative Ministries	EECM - Bridge Housing	202	166
Primary Care Health Services	First Step Recovery Homes Bridge Housing	319	270
Familylinks	Familylinks RHY Transitional Living Program	178	145
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	459	283
ACTION Housing, Inc.	McKeesport Bridge Housing	259	248
Shepherds Heart	Shepherds Heart VA GPD Bridge	216	199
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	468	403
Shepherds Heart	VA Hospital to Home TH		
Veterans Place	Veterans Place VA GPD Bridge		
Veterans Place	VA Service-Intensive Transitional Housing		
Veterans Leadership Program	VLP VA GPD Bridge	73	59
YMCA	YMCA Allegheny Bridge	226	189
YMCA	YMCA Centre Bridge	387	330
YWCA	YWCA Bridge Housing	410	358

Bridge/Transitional Housing

	Exits to Permanent Housing Destinations	
Organization	Program	Year-to-Date Performance
Allegheny Valley Association of Churches	AVAC CYF Bridge	no exits
East End Cooperative Ministries	EECM - Bridge Housing	40%
Primary Care Health Services	First Step Recovery Homes Bridge Housing	100%
Familylinks	Familylinks RHY Transitional Living Program	50%
Gaudenzia Erie, Inc.	Gaudenzia - Bridge Housing	67%
ACTION Housing, Inc.	McKeesport Bridge Housing	50%
Shepherds Heart	Shepherds Heart VA GPD Bridge	75%
Shepherds Heart	Shepherds Heart VA Service-Intensive TH	100%
Shepherds Heart	VA Hospital to Home TH	
Veterans Place	Veterans Place VA GPD Bridge	
Veterans Place	VA Service-Intensive Transitional Housing	
Veterans Leadership Program	VLP VA GPD Bridge	64%
YMCA	YMCA Allegheny Bridge	80%
YMCA	YMCA Centre Bridge	57%
YWCA	YWCA Bridge Housing	100%

Bridge/Transitional Housing

	Involuntary Terminations	
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>	6%
<i>Primary Care Health Services</i>	<i>First Step Recovery Homes Bridge Housing</i>	0%
<i>Familylinks</i>	<i>Familylinks RHY Transitional Living Program</i>	0%
<i>Gaudenzia Erie, Inc.</i>	<i>Gaudenzia - Bridge Housing</i>	11%
<i>ACTION Housing, Inc.</i>	<i>McKeesport Bridge Housing</i>	14%
<i>Shepherds Heart</i>	<i>Shepherds Heart VA GPD Bridge</i>	8%
<i>Shepherds Heart</i>	<i>Shepherds Heart VA Service-Intensive TH</i>	0%
<i>Shepherds Heart</i>	<i>VA Hospital to Home TH</i>	
<i>Veterans Place</i>	<i>Veterans Place VA GPD Bridge</i>	
<i>Veterans Place</i>	<i>VA Service-Intensive Transitional Housing</i>	
<i>Veterans Leadership Program</i>	<i>VLP VA GPD Bridge</i>	0%
<i>YMCA</i>	<i>YMCA Allegheny Bridge</i>	0%
<i>YMCA</i>	<i>YMCA Centre Bridge</i>	7%
<i>YWCA</i>	<i>YWCA Bridge Housing</i>	0%

Rapid Rehousing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information Only	→ 915
Unduplicated Persons Exited	Information Only	→ 200
Maintain or Increase Income (Adults only)	≥85%	↑ 61%
Maintain or Increase Employment (Adults only)	≥25%	↑ 31%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	↑ 68%
Have Health Insurance (Adults and Child)	≥95%	→ 92%
Exits to Permanent Housing Destinations	≥85%	↑ 80%
Utilization	≥85%	↑ 93%
Length of Time in Program (Average Days)	≤270 days	↑ 433
Length of Time in Program (Median Days)	≤270 days	↑ 453.7
Time from Enrollment to Move-in Date (Average Days)	≤30 days	↑ 30
Time from Enrollment to Move-in Date (Median Days)	≤30 days	↑ 26
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	↑ 80%
Data Quality - Timeliness for program entries	≥90%	↑ 90%
Data Quality - Timeliness for program exits	≥85%	→ 86%
Involuntary Terminations	<5%	↓ 2%

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	42	3
Auberle	At Home	12	2
Community Human Services	CHS ESG RRH State	5	no exits
Community Human Services	CHS Rapid Rehousing ESG City	3	no exits
Community Human Services	CHS Rapid Rehousing ESG County	5	no exits
Veterans Leadership Program	Constitution	39	14
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	20	3
Goodwill SWPA	Good Start 2	54	13
Goodwill SWPA	Good Start RRH	15	2
Goodwill SWPA	Harbor II RRH	59	13
Community Human Services	Housing Solutions Rapid Rehousing	151	35
Community Human Services	Keys to Success RRH	74	12
Mercy Life Center	Mercy - Rapid Rehousing ESG County	17	11
Mercy Life Center	Mercy - Rapid Rehousing ESG City	16	6
Mercy Life Center	MyPlace RRH	101	24
Bethlehem Haven	Personalized Housing Options	26	6
Community Human Services	Rapid Re-Housing Demo	80	5
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	45	15
Mercy Life Center	Through the Open Door	17	5
Chartiers Center	Vesta Penn Free	95	20
YWCA	YW Bridges RRH	39	11

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	100%	0%	100%	100%
Auberle	At Home	100%	0%	0%	100%
Community Human Services	CHS ESG RRH State	no exits	no exits	no exits	no exits
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
Veterans Leadership Program	Constitution	43%	7%	43%	86%
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	100%	0%	100%	100%
Goodwill SWPA	Good Start 2	71%	14%	71%	100%
Goodwill SWPA	Good Start RRH	100%	100%	100%	100%
Goodwill SWPA	Harbor II RRH	69%	15%	69%	85%
Community Human Services	Housing Solutions Rapid Rehousing	42%	0%	42%	86%
Community Human Services	Keys to Success RRH	75%	13%	75%	92%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	56%	0%	56%	100%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	50%	0%	50%	67%
Mercy Life Center	MyPlace RRH	55%	68%	55%	100%
Bethlehem Haven	Personalized Housing Options	50%	17%	50%	100%
Community Human Services	Rapid Re-Housing Demo	100%	100%	100%	100%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	56%	11%	56%	100%
Mercy Life Center	Through the Open Door	20%	0%	20%	100%
Chartiers Center	Vesta Penn Free	70%	10%	70%	100%
YWCA	YW Bridges RRH	40%	20%	40%	64%

Rapid Rehousing

Length of Time in Program			
Organization	Program	Year-to-Date Performance	
		Average	Median
Mercy Life Center	A Step Forward	460.5	440.0
Auberle	At Home	398.3	374.5
Community Human Services	CHS ESG RRH State	161.4	167.0
Community Human Services	CHS Rapid Rehousing ESG City	151.0	152.00
Community Human Services	CHS Rapid Rehousing ESG County	279.2	354.0
Veterans Leadership Program	Constitution	268.1	255.0
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	852.6	919.5
Goodwill SWPA	Good Start 2	337.2	315.0
Goodwill SWPA	Good Start RRH	387.3	334.0
Goodwill SWPA	Harbor II RRH	338.0	320.0
Community Human Services	Housing Solutions Rapid Rehousing	593.2	574.0
Community Human Services	Keys to Success RRH	504.1	544.0
Mercy Life Center	Mercy - Rapid Rehousing ESG County	266.2	297.0
Mercy Life Center	Mercy - Rapid Rehousing ESG City	292.1	296.0
Mercy Life Center	MyPlace RRH	338.4	346.0
Bethlehem Haven	Personalized Housing Options	576.1	549.5
Community Human Services	Rapid Re-Housing Demo	435.8	475.0
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	671.0	714.0
Mercy Life Center	Through the Open Door	641.5	677.0
Chartiers Center	Vesta Penn Free	351.8	331.0
YWCA	YW Bridges RRH	560.6	654.0

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%
Community Human Services	CHS ESG RRH State	no exits	No exits
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	90%	3%
Gaudenzia Erie, Inc.	G-PGH Phase III RRH	100%	0%
Goodwill SWPA	Good Start 2	100%	0%
Goodwill SWPA	Good Start RRH	100%	0%
Goodwill SWPA	Harbor II RRH	67%	0%
Community Human Services	Housing Solutions Rapid Rehousing	100%	0%
Community Human Services	Keys to Success RRH	57%	3%
Mercy Life Center	Mercy - Rapid Rehousing ESG County	75%	0%
Mercy Life Center	Mercy - Rapid Rehousing ESG City	40%	13%
Mercy Life Center	MyPlace RRH	77%	3%
Bethlehem Haven	Personalized Housing Options	67%	8%
Community Human Services	Rapid Re-Housing Demo	100%	0%
UPMC Presbyterian Shadyside	Soteria Rapid Re-Housing	83%	0%
Mercy Life Center	Through the Open Door	100%	0%
Chartiers Center	Vesta Penn Free	78%	7%
YWCA	YW Bridges RRH	100%	0%

Permanent Supportive Housing

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	→ 2204
Unduplicated Persons Exited	Information only	→ 398
Maintain or Increase Income (Adults only)	≥75%	↑ 89%
Maintain or Increase Employment (Adults only)	≥20%	→ 16%
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	↑ 81%
Have Health Insurance (Adults and Children)	100%	↑ 95%
Exits to Permanent Housing Destinations	Information only	↑ 85%
Exited to or Remained in Permanent Housing	95%	↓ 97%
Utilization	≥95%	↑ 98%
Time from Enrollment to Move-in Date (Average Days)	≤30 days	↑ 6
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%	↓ 88%
Data Quality - Timeliness for program exits	≥85%	↓ 85%
Involuntary Terminations	<5%	↑ 5%

Permanent 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	48	6
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	51	11
Chartiers Center	Atlas PSH	21	2
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	11	1
Chartiers Center	Chartiers Chrysalis	37	0
Allies for Health and Well Being	Choice I	34	7
Allies for Health and Well Being	Choice II	56	1
YWCA	Chrysalis	41	41
Community Human Services	CHS Shelter Plus Care	42	9
Community Human Services	CHSP 2.0	3	3
Familylinks	Community Housing Program	22	2
Gaudenzia, Inc.	Delores Howze	11	5
East End Cooperative Ministries	EECM WISH Program	31	0
East End Cooperative Ministries	Faith Dads House	89	15
Community Human Services	Families United	105	8
UPMC Presbyterian Shadyside	Flex 15	66	1
UPMC Presbyterian Shadyside	Flex 30	156	38
UPMC Presbyterian Shadyside	Flex 50	194	19
UPMC Presbyterian Shadyside	Flex 51	115	10
Mercy Life Center	Generations	10	1
Bethlehem Haven	Haven Homes	18	2
Bethlehem Haven	Haven Housing Dedicated Plus	16	2
Chartiers Center	Hestia Project	114	16
Community Human Services	Home at Last	66	0

<i>Mercy Life Center</i>	<i>Home for Good</i>	16	2
<i>Allegheny Valley Association of Churches</i>	<i>Hospitality Homes I</i>	62	7
<i>ACTION Housing, Inc.</i>	<i>Housing Plus II</i>	14	3
<i>Veterans Leadership Program</i>	<i>Independence</i>	24	1
<i>Veterans Leadership Program</i>	<i>Liberty</i>	10	3
<i>Light of Life</i>	<i>Light of Life CMI Housing</i>	7	4
<i>Mercy Life Center</i>	<i>Mercy - Bridging the Gap</i>	22	0
<i>Sojourner Moms II</i>	<i>Moms II</i>	65	13
<i>ACTION Housing, Inc.</i>	<i>MyPlace PSH</i>	10	6
<i>Goodwill/Northside Common Ministries</i>	<i>NSCMPERM</i>	11	0
<i>UPMC Presbyterian Shadyside</i>	<i>Neighborhood Living Program</i>	113	11
<i>UPMC Presbyterian Shadyside</i>	<i>New Foundations I</i>	85	8
<i>UPMC Presbyterian Shadyside</i>	<i>Next Chapter</i>	17	4
<i>Sojourner Moms II</i>	<i>Open Arms</i>	23	5
<i>Mercy Life Center</i>	<i>Path to New Life</i>	9	0
<i>Sojourner Moms II</i>	<i>Sankofa</i>	40	10
<i>Sisters Place</i>	<i>Sisters Place Permanent Housing</i>	75	31
<i>Mercy Life Center</i>	<i>Spectrum I</i>	74	5
<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	47	14
<i>Mercy Life Center</i>	<i>Trail Lane II (PSH)</i>	17	1
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	9	3
<i>Veterans Leadership Program</i>	<i>Valor</i>	34	6
<i>Veterans Leadership Program</i>	<i>Victory</i>	55	5
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	10	3
<i>YWCA</i>	<i>WISH</i>	51	51
<i>Community Human Services</i>	<i>WTSFC Female & WTSFC Male</i>	23	2

Permanent 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	96%	6%	94%	98%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	96%	12%	92%	95%
Chartiers Center	Atlas PSH	100%	5%	100%	100%
Bethlehem Haven	Bethlehem Haven CMI Bridge Housing	91%	0%	91%	100%
Chartiers Center	Chartiers Chrysalis	100%	17%	83%	100%
Allies for Health and Well Being	Choice I	65%	9%	96%	100%
Allies for Health and Well Being	Choice II	79%	6%	53%	100%
YWCA	Chrysalis	75%	0%	79%	Closed
Community Human Services	CHS Shelter Plus Care	98%	0%	90%	97%
Community Human Services	CHSP 2.0	100%	0%	100%	Closed
Familylinks	Community Housing Program	93%	7%	60%	85%
Gaudenzia, Inc.	Delores Howze	83%	50%	83%	100%
East End Cooperative Ministries	EECM WISH Program	100%	7%	80%	100%
East End Cooperative Ministries	Faith Dads House	82%	8%	82%	99%
Community Human Services	Families United	88%	13%	55%	97%
UPMC Presbyterian Shadyside	Flex 15	93%	4%	78%	92%
UPMC Presbyterian Shadyside	Flex 30	83%	8%	76%	99%
UPMC Presbyterian Shadyside	Flex 50	76%	8%	73%	100%
UPMC Presbyterian Shadyside	Flex 51	92%	6%	85%	97%
Mercy Life Center	Generations	100%	0%	100%	100%
Bethlehem Haven	Haven Homes	94%	6%	83%	88%
Bethlehem Haven	Haven Housing Dedicated Plus	100%	0%	56%	86%
Chartiers Center	Hestia Project	93%	2%	92%	99%
Community Human Services	Home at Last	79%	10%	76%	98%

<i>Mercy Life Center</i>	<i>Home for Good</i>	100%	13%	100%	100%
<i>Allegheny Valley Association of Churches</i>	<i>Hospitality Homes I</i>	77%	13%	70%	100%
<i>ACTION Housing, Inc.</i>	<i>Housing Plus II</i>	93%	14%	64%	91%
<i>Veterans Leadership Program</i>	<i>Independence</i>	100%	6%	59%	91%
<i>Veterans Leadership Program</i>	<i>Liberty</i>	90%	20%	80%	100%
<i>Light of Life</i>	<i>Light of Life CMI Housing</i>	100%	0%	0%	67%
<i>Mercy Life Center</i>	<i>Mercy - Bridging the Gap</i>	95%	5%	100%	100%
<i>Sojourner Moms II</i>	<i>Moms II</i>	88%	20%	76%	100%
<i>ACTION Housing, Inc.</i>	<i>MyPlace PSH</i>	100%	11%	56%	75%
<i>Goodwill/Northside Common Ministries</i>	<i>NSCMPERM</i>	91%	0%	100%	100%
<i>UPMC Presbyterian Shadyside</i>	<i>Neighborhood Living Program</i>	84%	3%	83%	100%
<i>UPMC Presbyterian Shadyside</i>	<i>New Foundations I</i>	71%	5%	76%	100%
<i>UPMC Presbyterian Shadyside</i>	<i>Next Chapter</i>	88%	0%	59%	100%
<i>Sojourner Moms II</i>	<i>Open Arms</i>	100%	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>	87%	20%	87%	100%
<i>Sisters Place</i>	<i>Sisters Place Permanent Housing</i>	90%	0%	100%	100%
<i>Mercy Life Center</i>	<i>Spectrum I</i>	97%	1%	97%	100%
<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	89%	16%	84%	100%
<i>Mercy Life Center</i>	<i>Trail Lane II (PSH)</i>	100%	0%	94%	94%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	89%	11%	44%	100%
<i>Veterans Leadership Program</i>	<i>Valor</i>	94%	11%	56%	89%
<i>Veterans Leadership Program</i>	<i>Victory</i>	91%	9%	61%	90%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	50%	10%	80%	100%
<i>YWCA</i>	<i>WISH</i>	96%	17%	91%	Closed
<i>Community Human Services</i>	<i>WTSFC Female & WTSFC Male</i>	96%	0%	83%	100%

Permanent 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	20%	90%	2%
ACTION Housing, Inc.	ACTION-Housing SRO in McKeesport (Former YMCA)	91%	98%	0%
Chartiers Center	Atlas PSH	50%	95%	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	75%	97%	3%
Allies for Health and Well Being	Choice II	0%	98%	2%
YWCA	Chrysalis	100%	98%	0%
Community Human Services	CHS Shelter Plus Care	75%	95%	2%
Community Human Services	CHSP 2.0	33%	33%	0%
Familylinks	Community Housing Program	100%	100%	0%
Gaudenzia, Inc.	Delores Howze	100%	100%	0%
East End Cooperative Ministries	EECM WISH Program	no exits	100%	0%
East End Cooperative Ministries	Faith Dads House	50%	94%	2%
Community Human Services	Families United	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 15	100%	100%	0%
UPMC Presbyterian Shadyside	Flex 30	100%	99%	0%
UPMC Presbyterian Shadyside	Flex 50	0%	97%	0%
UPMC Presbyterian Shadyside	Flex 51	100%	100%	0%
Mercy Life Center	Generations	0%	90%	0%
Bethlehem Haven	Haven Homes	100%	100%	0%
Bethlehem Haven	Haven Housing Dedicated Plus	50%	94%	6%
Chartiers Center	Hestia Project	60%	96%	4
Community Human Services	Home at Last	no exits	100%	0%

<i>Mercy Life Center</i>	<i>Home for Good</i>	100%	100%	0%
<i>Allegheny Valley Association of Churches</i>	<i>Hospitality Homes I</i>	50%	97%	3%
<i>ACTION Housing, Inc.</i>	<i>Housing Plus II</i>	33%	86%	0%
<i>Veterans Leadership Program</i>	<i>Independence</i>	100%	100%	0%
<i>Veterans Leadership Program</i>	<i>Liberty</i>	100%	100%	0%
<i>Light of Life</i>	<i>Light of Life CMI Housing</i>	50%	71%	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>	100%	100%	0%
<i>ACTION Housing, Inc.</i>	<i>MyPlace PSH</i>	50%	70%	30%
<i>Goodwill/Northside Common Ministries</i>	<i>NSCMPERM</i>	no exits	100%	0%
<i>UPMC Presbyterian Shadyside</i>	<i>Neighborhood Living Program</i>	100%	100%	0%
<i>UPMC Presbyterian Shadyside</i>	<i>New Foundations I</i>	100%	99%	0%
<i>UPMC Presbyterian Shadyside</i>	<i>Next Chapter</i>	75%	94%	0%
<i>Sojourner Moms II</i>	<i>Open Arms</i>	50%	96%	0%
<i>Mercy Life Center</i>	<i>Path to New Life</i>	no exits	100%	0%
<i>Sojourner Moms II</i>	<i>Sankofa</i>	50%	88%	0%
<i>Sisters Place</i>	<i>Sisters Place Permanent Housing</i>	100%	100%	0%
<i>Mercy Life Center</i>	<i>Spectrum I</i>	60%	97%	0%
<i>Sisters Place</i>	<i>Sunrise Permanent Housing</i>	100%	100%	0%
<i>Mercy Life Center</i>	<i>Trail Lane II (PSH)</i>	100%	100%	0%
<i>Veterans Place</i>	<i>VA Low-Demand Safe Haven</i>	33%	78%	22%
<i>Veterans Leadership Program</i>	<i>Valor</i>	100%	97%	0%
<i>Veterans Leadership Program</i>	<i>Victory</i>	67%	98%	2%
<i>Gaudenzia, Inc.</i>	<i>Village Phase I</i>	100%	100%	0%
<i>YWCA</i>	<i>WISH</i>	94%	94%	0%
<i>Community Human Services</i>	<i>WTSFC Female & WTSFC Male</i>	50%	96%	0%

Rental Assistance and Homeless Prevention

Measure	Benchmark	YTD Performance
Unduplicated Persons Served	Information only	→ 779
Unduplicated Persons Exited	Information only	→
Maintain or Increase Income (Adults only)	Information only	↓ 81%
Maintain or Increase Employment (Adults only)	Information only	↑ 42%
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	↓ 52%
Have Health Insurance (Adults and Child)	Information only	↓ 47%
Exits to Permanent Housing Destinations	≥95%	→ 99%
Length of Time in Program (Average Days) - Prevention	Information only	↑ 192
Length of Time in Program (Average Days) - Rental Assistance	≤3 days	↓ 49
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	→ 87%
Data Quality - Timeliness for program entries	≥95%	↑ 32%
Data Quality - Timeliness for program exits	≥95%	↓ 82%

Rental Assistance and Homeless Prevention

Total Number of Unduplicated Persons Served			
Organization	Program	Year-to-Date Performance	
		Unduplicated Persons Served	Unduplicated Persons Exited
Community Human Services	CHS Homeless Prevention – ESG City	34	26
Community Human Services	CHS Homeless Prevention – ESG County	29	12
Community Human Services	CHS SSO – HAP	30	30
Mercy Life Center	Mercy Homeless Prevention – ESG City	11	11
Mercy Life Center	Mercy Homeless Prevention – ESG County	20	11
Community Human Services	Shallow Rent	123	75
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Prevention	381	357
Urban League of Greater Pittsburgh	ULRENTASSIST CYF Family Stabilization Rental Assistance	42	41
Urban League of Greater Pittsburgh	ULRENTASSIST Prevention	91	87
Urban League of Greater Pittsburgh	ULRENTASSIST Rental Assistance	20	19

Rental Assistance and Homeless Prevention

Maintain or Increase Income (Adults Only)					
Organization	Program	Year-to-Date Performance			
		Income (Adults)	Employment (Adults)	Non-Cash Benefits (Adults)	Health Insurance (Adults & Child)
<i>Community Human Services</i>	<i>CHS Homeless Prevention – ESG City</i>	70%	20%	60%	100%
<i>Community Human Services</i>	<i>CHS Homeless Prevention – ESG County</i>	100%	50%	67%	92%
<i>Community Human Services</i>	<i>CHS SSO - HAP</i>	72%	33%	61%	90%
<i>Mercy Life Center</i>	<i>Mercy Homeless Prevention – ESG City</i>	43%	14%	14%	91%
<i>Mercy Life Center</i>	<i>Mercy Homeless Prevention – ESG County</i>	43%	14%	14%	100%
<i>Community Human Services</i>	<i>Shallow Rent</i>	69%	41%	62%	100%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST CYF Family Stabilization Prevention</i>	84%	52%	44%	18%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST CYF Family Stabilization Rental Assistance</i>	100%	50%	43%	17%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST Prevention</i>	80%	26%	63%	74%
<i>Urban League of Greater Pittsburgh</i>	<i>ULRENTASSIST Rental Assistance</i>	95%	37%	47%	89%

Rental Assistance and Homeless Prevention

Exits to Permanent Housing Destinations		
Organization	Program	Year-to-Date Performance
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%
Mercy Life Center	Mercy Homeless Prevention – ESG City	100%
Mercy Life Center	Mercy Homeless Prevention – ESG County	100%
Community Human Services	Shallow Rent	86%
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%