We and our community and human service partners will be under significant economic and program pressure to meet the needs of our customers with reduced funding. It is clear that our constantly changing cycles of program funding have become shorter and shorter and we must continually adapt to provide the services we offer.

It is also clear that what we must do is value the work we achieve each and every day. We must celebrate the work we do. I am convinced our commitment to mission and that of our partner agencies will be the most important factor in how well we sustain our work over time. We thank all of you for your support, your partnership with us in pursuing our mission and we look forward to the challenges of the coming year.

We are completing the 54th year of ACTION-Housing Inc.’s (ACTION) work to provide housing that enables people to have safer and more secure lives. We continue to believe that our efforts help people to build better lives and become valuable members of our community. It is an important measure of the quality of a society that we endeavor to provide opportunities for all.

This year has been one of great contrasts. We began the year with three significant program expansions funded by the Stimulus initiatives that were designed to improve the economy and ameliorate the impact of unemployment and the economic downturn on our most vulnerable citizens and communities. The Weatherization program expanded by a factor of 4 and we provided an additional 1,700 residents valuable energy conservation services. The Homeless Prevention Program, implemented by 6 Lead Agencies that partnered with the City of Pittsburgh and Allegheny County, has provided important support to over 2,000 families. And the Neighborhood Stabilization program helped us improve the former Wood Street Commons (now known as The Residences at Wood Street) and rehabilitate vacant housing for sale and for human service uses. This led to a significant short term expansion of our staff and services and we are pleased that so much has been accomplished.

By the end of this fiscal year we find that there is a major retrenchment at both the State and Federal level on housing programs and service initiatives. We and our community and human service partners will be under significant economic and program pressure to meet the needs of our customers with reduced funding. It is clear that our constantly changing cycles of program funding have become shorter and shorter and we must continually adapt to provide the services we offer.

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Michael L. Dear
ACTION-Housing, Inc. (ACTION) provides more than just the physical brick and mortar components that create stable housing for individuals and families. We also provide programs and activities that put people to work. These two forces inherently created positive impacts on the communities we serve.

National recovery efforts gave us an unusual two-fold opportunity to double our housing efforts and contribute to the community at large in an unprecedented way. ACTION was blessed with significant recovery resources that empowered the agency as an economic vehicle to funnel resources into opportunities for tradesmen, small businesses, and job training opportunities for workers. This was done in concert with our core mission of constructing, rehabilitating, weatherizing, maintaining and preserving housing for people in need.

“Be the change you want to see in the world.”
Mahatma Gandhi

Housing rehabilitation programs provided employment opportunities to disadvantaged youth studying though a pre-apprenticeship program to become masons. Our development activities provided employment for countless General Contractors, Architects, Appraisers, Market Analysts, Bankers and Lawyers.

ACTION Housing now manages over 1,265 units of affordable housing and consistently utilizes local labor and services to clean, maintain, upgrade and rehabilitate these units on a scheduled basis. ACTION utilizes local contractors and labor to make improvements to owner occupied housing to make it more functional for existing residents and those who prefer to age in place. ACTION also utilized local labor to construct single family homes that made over 10 households first-time homebuyers. Our activities created benefits that go far beyond simply providing shelter.

Stable Housing Can Change Individual Lives and Provide Economic Opportunities

Over the past year, the Weatherization Assistance Program assisted over 1,700 households to reduce monthly utility expenses which served to improve tight household budgets, and provided at least partial employment and job training to almost 200 individuals working in over 30 small businesses. The agency made specific efforts to recruit small ventures from disadvantaged communities, and helped support these emerging entrepreneurs by providing them with an opportunity to build their businesses.

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Roger S. Ahlbrandt, Jr.
Outstanding Client Service Award
Emma Jean Lewis
Outstanding Teamwork Award

Nancy Alauzen, Social Service Coordinator and Resident Sustainability Educator, is the ninth recipient of the Roger S. Ahlbrandt, Jr. Outstanding Client Service Award. Nancy was selected for this honor by her peers and supervisors who recognize Nancy’s dedication to serving clients with respect, compassion and dedication over the past eight years. Nancy started with ACTION-Housing in 2002 and works tirelessly to serve the agency clients through its Social Service Coordination and Education and Training programs. She worked on past programs such as Project Opportunity and Connecting Y.O.U. as a Workforce Development Coordinator until 2006. She joined the staff of Supportive Housing Management Services as a Social Service Coordinator in 2007 and has consistently gone above and beyond to assist her clients; she is their advocate, fund raiser, event coordinator and health monitor. Nancy does not give up on her clients’ needs and doesn’t step back from the tough personal issues they often bring or share with her. Nancy demonstrates a true commitment and concern to those with whom she works and, through her kindness, serves as an inspiration to all.

Jeff Susan is the ninth recipient of the Emma Jean Lewis Outstanding Teamwork Award. Jeff started his career with ACTION-Housing in 1992; for 18 years he has been dedicated and enthusiastic when working with others to achieve the agency goals and objectives. Jeff started as a Weatherization Field Inspector. In 2002 he was promoted to Assistant to the Weatherization Administrator. In 2007 he was promoted again, this time to the position of Construction Manager. His ability to work with other employees, both within and outside his specific department, has been superior. Jeff is always willing to chip in and lend a hand whenever it is needed regardless of the job or what other department or program needs the assistance. His overall positive attitude and ability to respond to his colleagues when they need assistance demonstrates his true character and makes him an excellent candidate for this award.

The award to Nancy Alauzen was established by our Staff Development Committee in honor of Roger S. Ahlbrandt, Jr. who served ACTION-Housing for 15 years, from 1972 to 1987, as a staff member, Board Member and President. Roger passed away on November 17, 1999 at the age of 58. At the time of his death he was Dean of the Portland State University Graduate School of Business.

The award presented to Jeff Susan was established by the Staff Development Committee in honor of Emma Jean Lewis, who served as an administrative assistant to the executive director from 1973 to 1989. Emma was one of the most loving, generous and compassionate people to ever serve this organization. She was always there to provide comfort and encouragement to any staff member who ever faced a difficult problem and needed a kind word or some sage advice. Emma Lewis passed away on January 19, 2000. Like Roger Ahlbrandt, she will never be forgotten by those of us who had the pleasure of working closely with her during her 16 years at ACTION-Housing.
**A C T I O N  B y the Numbers**

- **3,610** Affordable units of family, senior or special needs housing developed, managed, preserved or facilitated by ACTION-Housing.

- **1,656** Families who received mortgage delinquency assistance that helps keep people in their homes and preserves neighborhood stability. The estimated face value of these at-risk mortgages is $68 million.

- **538** Residents who received counseling, community activities and assistance in applying for personal benefits from a wide range of programs as a result of the engagement of our social service coordinators in our housing developments.

- **1,938** People who were faced with homelessness and were able to seek assistance through ACTION-Housing for housing and/or support services in five programs: Homeless Prevention and Rapid Re-Housing, Braddock Apartments, Homeless Families Services, Residences at Wood Street and McKeesport Downtown Housing.

- **20** Young people ACTION-Housing can assist through our MyPlace program, which provides stable housing and life skills training to youth who have aged out of the foster care system and are facing homelessness.

- **$644,748** Dollars in client assistance ACTION-Housing used to prevent eviction or re-house clients through the Homeless Prevention and Rapid Re-Housing Program.

- **$685,132** Dollars in matched savings provided by the Family Savings Account program since program inception for a total of 341 program graduates, who saved their own funds to achieve important housing, educational or employment goals.

- **$20,700,000** Dollars in new construction and rehabilitation, in planning or underway, in 5 multifamily developments (405 units) and 2 single family developments (5 units) including housing for seniors, families and people with disabilities.

- **$10,756,735** Dollars invested in energy conservation by ACTION-Housing for homeowners in 1,866 units in Allegheny, Washington and Greene Counties.

- **$6,800,000** Dollars in operating support provided to the properties managed by Supportive Housing Management Services (SHMS), our property management company. These funds are used for operating costs, reduced resident rent and utilities and have provided $429,000 in real estate taxes in the communities we serve.
Joyce M. Rothermel
2011 Recipient of ACTION-Housing, Inc.’s Award of Excellence

Joyce Rothermel helped found and is the current Chief Executive Officer of the Greater Pittsburgh Community Food Bank, the region’s largest charitable hunger-relief organization. She has been a tireless crusader against hunger for thirty years.

Greater Pittsburgh Community Food Bank works with a network of close to 380 member agencies located throughout the 11-county region of southwestern Pennsylvania. Member agencies include smaller county-wide food banks, food pantries, soup kitchens, daycare centers for both senior citizens and children, personal-care homes, MH/MR drop-in centers, homeless shelters, shelters for battered women and their children, drug rehabilitation centers, Home Delivered Meals Programs (Meals on Wheels) for the elderly, and after-school programs for youth.

Ms. Rothermel was the Associate Director for the Thomas Merton Center’s Ministry for Justice and Peace when, as part of the Hunger Action Coalition, she helped start both the Jubilee Kitchen (1979) (which later, in turn, inspired the Rainbow Kitchen) and the Greater Pittsburgh Community Food Bank in 1980.

Ms. Rothermel served as Coordinator of the City of Pittsburgh’s Hunger Task Force from 1986 until she moved from the board of the Food Bank to take up the reins as its Executive Director in 1987. She continued working with Jubilee Kitchen as its weekend coordinator through 1990.

Before joining the Merton Center in 1977, Ms. Rothermel taught, as a member of the Congregation of the Sisters of the Humility of Mary, at several elementary schools in Pittsburgh and Ohio. A native of Canton, Ohio, she graduated from its Central Catholic High School and then earned her B.S. in Education from St. John’s College (Cleveland) in 1970, followed by her M.S., also in Education, from the University of Dayton in 1977.

In addition to her leadership of the Food Bank, Ms. Rothermel completed an 8-year term on the Board of Feeding America (formerly America’s Second Harvest) in 2008. She currently serves on the Advisory Board of Directors for both Pittsburgh Cares and Pittsburgh Storehouse for Teachers, as Treasurer for the Pittsburgh Haiti Solidarity Committee, Chair of the Government Relations Committee of the Pennsylvania Association of Regional Food Banks, and is the Chair of the Church Renewal Committee of the Association of Pittsburgh Priests. She is also an active member of the Executive Directors Forum of Feeding America, Leadership Pittsburgh X, Just Harvest, Bread for the World, Amnesty International, and the Thomas Merton Center.

In 2007, Ms. Rothermel was named a Distinguished Daughter of Pennsylvania and in 2008, she received the Frieda Shapiro Medal for excellence in non-profit leadership. Ms. Rothermel married Michael Drohan in 1990 and has hobbies including Irish dancing, bird watching, and hiking.

For her tireless efforts to make sure that no person goes without food, ACTION-Housing is proud to announce Joyce M. Rothermel the Award of Excellence winner for 2011.

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Redevelopment Authority of Allegheny County
Urban Redevelopment Authority of Pittsburgh
U.S. Department of Housing and Urban Development

The Housing Partnership Network
Huntington Bank
The Mon Valley Initiative
Neighborhood Housing Services
PNC Bank
Self Determination Housing Project of Pennsylvania
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How You Can Support ACTION-Housing

Your support is needed to continue the mission of ACTION-Housing. Please send a tax-deductible contribution to the attention of Lawrence A. Swanson, Executive Director ACTION-Housing, Inc. 425 Sixth Avenue, Suite 950, Pittsburgh, PA 15219-1819.

The official registration and financial information for ACTION-Housing, Inc. may be obtained from the Pennsylvania Department of State by calling toll-free within PA, 1-800-732-0999. Registration does not imply endorsement.

Thanks in part to individual gifts through the United Way, ACTION-Housing has been able to assist thousands of clients improve their lives and the lives of their children. Please designate your United Way contribution to ACTION-Housing, and join us in making the dream of decent, affordable housing and self-sufficiency a reality for all.

ACTION-HOUSING, INC. UNITED WAY CONTRIBUTOR CHOICE #54
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Northside Coalition Senior Housing, built and managed by ACTION-Housing, Inc.
<table>
<thead>
<tr>
<th>Project Name</th>
<th>Community Partner</th>
<th>Year</th>
<th>Location</th>
<th>Population</th>
<th>Units</th>
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<td>S, M, P</td>
</tr>
<tr>
<td>Demor Apartments</td>
<td>Verona</td>
<td>2004</td>
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<td>60</td>
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<td>Miller Street Apartments</td>
<td>Duquesne Business Advisory Council</td>
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<tr>
<td>Miller Street Apartments, Tax Credit</td>
<td>Duquesne Business Advisory Council</td>
<td>2004</td>
<td>Duquesne</td>
<td>Low Income Individuals</td>
<td>12</td>
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<td>Milligan Manor Apartments</td>
<td>Swissvale</td>
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<td>Swissvale</td>
<td>Low/Moderate Income Families</td>
<td>20</td>
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</tr>
<tr>
<td>Penn Hills Group Homes</td>
<td>Penn Hills</td>
<td>2006</td>
<td>Penn Hills</td>
<td>Persons with Disabilities</td>
<td>6</td>
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<tr>
<td>Markhaven Apartments</td>
<td>United Cerebral Palsy of Pittsburgh</td>
<td>2005</td>
<td>Irwin</td>
<td>Low/Moderate Income Families</td>
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<tr>
<td>Bausman Street Apartments</td>
<td>Southside Local Development Company</td>
<td>2006</td>
<td>Knoxville</td>
<td>Mentally/Physically Disabled</td>
<td>12</td>
<td>D, S, M</td>
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<tr>
<td>Spinning Plate-Artist Lofts</td>
<td>Art and Cities, Incorporated</td>
<td>2006</td>
<td>East Liberty</td>
<td>Low/Moderate Income Individuals</td>
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<tr>
<td>Washington/Greene Group Homes</td>
<td>Pathways Foundation of SWPA</td>
<td>2007</td>
<td>Washington/Greene Counties</td>
<td>Developmentally Disabled</td>
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<td>Second Baptist Senior Apartment</td>
<td>Second Baptist Church</td>
<td>2008</td>
<td>Homestead</td>
<td>Elderly</td>
<td>35</td>
<td>JD, S, M</td>
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<tr>
<td>Northside Coalition Senior Housing</td>
<td>Northside Coalition for Fair Housing</td>
<td>2008</td>
<td>Northside</td>
<td>Elderly</td>
<td>25</td>
<td>JD, S, M</td>
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<tr>
<td>Forest Hills Elderly Apartments</td>
<td>Forest Hills Community Development Corporation</td>
<td>2008</td>
<td>Forest Hills</td>
<td>Elderly</td>
<td>25</td>
<td>D, S, M</td>
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<tr>
<td>Sycamore Street Apartments</td>
<td>Mount Washington Community Development Corporation</td>
<td>2009</td>
<td>Mount Washington</td>
<td>Elderly</td>
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**Total Number of Developments 47**

**Total Number of Units 1528**
### Projects Under Construction

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Community Partner</th>
<th>Year</th>
<th>Location</th>
<th>Population</th>
<th>Units</th>
<th>AHI's Role</th>
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<tbody>
<tr>
<td>Flood Repair Program - SF-New Construction</td>
<td>County of Allegheny</td>
<td>2009</td>
<td>Etna, Natrona Heights</td>
<td>Low/Moderate Income Families</td>
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<td>JD</td>
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<tr>
<td>Darlington Road 811</td>
<td>Jewish Residential Services</td>
<td>2011-2012</td>
<td>Millvale, Etna, Carnegie, Heidelberg</td>
<td>Developmentally Disabled</td>
<td>10</td>
<td>D, S, M</td>
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<tr>
<td>The Residences at Wood Street - SRO</td>
<td>City of Pittsburgh, County of Allegheny, Commonwealth of PA</td>
<td>2009-2012</td>
<td>City of Pittsburgh</td>
<td>Low/Moderate Income Families</td>
<td>258</td>
<td>D, P</td>
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<tr>
<td>My Place</td>
<td>County of Allegheny-Department of Human Services/United Way</td>
<td>2011-2012</td>
<td>Scattered Site</td>
<td>Youth Aging out of Foster Care</td>
<td>20</td>
<td>D, S, M</td>
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<tr>
<td>McKeesport Downtown Housing (Former YMCA) SRO</td>
<td>County of Allegheny-Department of Human Services/United Way</td>
<td>2011-2012</td>
<td>Downtown, City of McKeesport</td>
<td>Low/Moderate Income Families</td>
<td>89</td>
<td>M, P</td>
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</tbody>
</table>

Total Number of Developments 4

**Flood Replacement Program-Single Family New Construction**

- County of Allegheny
- Low/Moderate Income Families
- 2 units

**Flood Repair Program - SF-New Construction**

- County of Allegheny
- Low/Moderate Income Families
- 2 units

Total Number of Units 72

### Projects in Planning

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Community Partner</th>
<th>Year</th>
<th>Location</th>
<th>Population</th>
<th>Units</th>
<th>AHI's Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Replacement Program-Single Family New Construction</td>
<td>County of Allegheny</td>
<td>2011-2012</td>
<td>Etna, Natrona Heights</td>
<td>Low/Moderate Income Families</td>
<td>2</td>
<td>D</td>
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<tr>
<td>Forest Glen Apartments</td>
<td>Forest Hills Community Development Corporation</td>
<td>2011-2012</td>
<td>Forest Hills</td>
<td>Low/Moderate Income Families</td>
<td>20</td>
<td>S, M</td>
</tr>
<tr>
<td>Kliment Building - Mixed Use</td>
<td>Forest Hills Community Development Corporation</td>
<td>2011-2012</td>
<td>Forest Hills</td>
<td>Low/Moderate Income Families</td>
<td>4</td>
<td>S, D, M, P</td>
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<td>Shanahan Apartments</td>
<td>Uptown Partners</td>
<td>2010-2011</td>
<td>Uptown, City of Pittsburgh</td>
<td>Workforce Housing &amp; Deaf/Deaf-Blind</td>
<td>43</td>
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<tr>
<td>Peebles Square-Phase III</td>
<td>PA Housing Finance Agency, Borough of Wilkinsburg</td>
<td>2010-2011</td>
<td>Borough of Wilkinsburg</td>
<td>Low/Moderate Income Families</td>
<td>3</td>
<td>D</td>
</tr>
</tbody>
</table>

Total Number of Developments 5

**Debra House**

- Bridge to Independence, Incorporated
- Low/Moderate Income Families
- 12 units

**Homewood Homeownership**

- Operation Better Block
- Low/Moderate Income Families
- 18 units

**Sister's Place Transitional**

- Sojourner House, Incorporated
- Single Parents with Substance Abuse
- 18 units

**Womanspace**

- Womanplace, Incorporated
- Victims of Domestic Violence
- 25 units

**Woodbridge Place**

- East Liberty Family Health Center
- Homeless and Elderly
- 18 units

**Womanspace East Shelter/Bridge Housing**

- Womanplace East, Incorporated
- Low/Moderate Income Families
- 18 units

**Scattered Site Developments**

- Residential Resources, Inc.
- Mentally Disabled
- 20 units

**Womanspace East Transitional**

- H.E.A.R.T.
- Women and Children in Crisis
- 15 units

**Benedictine Place**

- Ross Township
- Homeless Women and Children
- 16 units

**Dorothy Day Apartments**

- Lincoln
- Low-income Single Parent Families
- 17 units

**Historic Church Apartments**

- Bridge to Independence, Incorporated
- Low/Moderate Income Families
- 20 units

**Bethlehem Haven**

- Bethlehem Haven, Incorporated
- Homeless Women
- 40 units

**Sister’s Place Transitional**

- Sister’s Place, Incorporated
- Homeless Women and Children
- 36 units

**Emmas Center Respite Care**

- The Emmaus Community
- Developmentally Disabled
- 6 units

**Womanspace East Transitional**

- H.E.A.R.T.
- Homeless Women and Children
- 10 units

**Elliott Heights Senior Housing**

- The West End Elliott Joint Project, Incorporated
- Elderly
- 44 units

**McKee'sport Collaborative**

- YMCA, Mon Tough MHR
- Homeless Women and Children
- 8 units

**Greenway Park Preservation**

- Crafton Heights Housing Corporation
- Low/Moderate Income Families
- 200 units

**Keystone Manor Preservation**

- Saint George's Close Apartments
- Elderly
- 18 units

**Mooncrest Neighborhood Association Homeownership**

- Mooncrest Neighborhood Association
- Low/Moderate Income Families
- 5 units

Total Number of Developments 20

**Technical Assistance Projects**

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Community Partner</th>
<th>Year</th>
<th>Location</th>
<th>Population</th>
<th>Units</th>
<th>AHI’s Role</th>
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<tbody>
<tr>
<td>Sojourner House</td>
<td>Sojourner House, Incorporated</td>
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<td>Bloomfield</td>
<td>Single Parents with Substance Abuse</td>
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<td>Womanspace</td>
<td>Womanplace, Incorporated</td>
<td>1985</td>
<td>McKeesport</td>
<td>Victims of Domestic Violence</td>
<td>25</td>
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<td>Debra House</td>
<td>Bridge to Independence, Incorporated</td>
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<td>Braddock</td>
<td>Homeless Women and Children</td>
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<tr>
<td>Orr Compassionate Care Center</td>
<td>East Liberty Family Health Center</td>
<td>1988</td>
<td>East Liberty</td>
<td>Homeless and Elderly</td>
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<td>TA</td>
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<td>Homewood Homeownership</td>
<td>Operation Better Block</td>
<td>1990</td>
<td>Pittsburgh</td>
<td>Low/Moderate Income Families</td>
<td>18</td>
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<tr>
<td>Scattered Site Developments</td>
<td>Residential Resources, Inc.</td>
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<td>Womanspace East Shelter/Bridge Housing</td>
<td>Womanplace East, Incorporated</td>
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<td>Women and Children in Crisis</td>
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<td>Benedictine Place</td>
<td>H.E.A.R.T.</td>
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<td>Ross Township</td>
<td>Homeless Women and Children</td>
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<td>Dorothy Day Apartments</td>
<td>Corpus Christi Parish</td>
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<td>Low-income Single Parent Families</td>
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<td>Braddock</td>
<td>Low/Moderate Income Families</td>
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<td>TA</td>
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<tr>
<td>Bethlehem Haven</td>
<td>Bethlehem Haven, Incorporated</td>
<td>1998</td>
<td>Pittsburgh</td>
<td>Homeless Women</td>
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<td>Sister’s Place Transitional</td>
<td>Sister’s Place, Incorporated</td>
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<td>Clanton</td>
<td>Homeless Women and Children</td>
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<td>Emmas Center Respite Care</td>
<td>The Emmaus Community</td>
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<td>Developmentally Disabled</td>
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<td>Womanspace East Transitional</td>
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<td>Hill District</td>
<td>Homeless Women and Children</td>
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<tr>
<td>Elliott Heights Senior Housing</td>
<td>The West End Elliott Joint Project, Incorporated</td>
<td>2001</td>
<td>Elliott</td>
<td>Elderly</td>
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<td>McKee'sport Collaborative</td>
<td>YMCA, Mon Tough MHR</td>
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<td>McKeesport</td>
<td>Homeless Women and Children</td>
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<td>Greenway Park Preservation</td>
<td>Crafton Heights Housing Corporation</td>
<td>2002</td>
<td>West End</td>
<td>Low/Moderate Income Families</td>
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<td>Keystone Manor Preservation</td>
<td>Saint George’s Close Apartments</td>
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<td>Tarantum</td>
<td>Elderly</td>
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<td>TA</td>
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<tr>
<td>Mooncrest Neighborhood Association Homeownership</td>
<td>Mooncrest Neighborhood Association</td>
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<td>Moon Township</td>
<td>Low/Moderate Income Families</td>
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Total Number of Units 563
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<th>Project Name</th>
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<th>Location</th>
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<th>AHI’s Role</th>
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<tr>
<td>Rhinehurst Apartments</td>
<td>Allegheny County</td>
<td>1969</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<td>Scarritt-King Apartments</td>
<td>Allegheny County</td>
<td>1987</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<td>HOPE I Homeownership</td>
<td>Allegheny County</td>
<td>1966</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<td>Hope Manor</td>
<td>Allegheny County</td>
<td>1967</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<tr>
<td>Millvale Banana Manor</td>
<td>Allegheny County</td>
<td>1996</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
<td>2</td>
<td>A</td>
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<tr>
<td>North Hills Drive-on-Trad</td>
<td>Allegheny County</td>
<td>1987</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<tr>
<td>Nava Homeownership</td>
<td>Allegheny County</td>
<td>1987</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<td>Jordan Manor</td>
<td>Allegheny County</td>
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<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<td>Penn Hills Apartments</td>
<td>Allegheny County</td>
<td>1987</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
<td>16</td>
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<td>Total Number of Developments 15</td>
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*Key to ACTION-Housing Roles

D = Developer GC = General Contractor TA = Technical Assistance P = Preservation JD = Joint Developer M = Manager A = Aided Construction/Core/RACP Program Lender S = Sponsor/FA = Financial Assistance
### Properties Managed by Supportive Housing Management Services (SHMS)

<table>
<thead>
<tr>
<th>PROPERTY NAME</th>
<th>ADDRESS</th>
<th>HOUSING FOR</th>
<th>UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Allegheny Independent House</td>
<td>210 Margaret St., Wilkinsburg PA 15218</td>
<td>Persons with 3 or more functional disabilities</td>
<td>25</td>
</tr>
<tr>
<td>Bauman Street Independent Living</td>
<td>209-217 Bauman St., Pittsburgh PA 15210</td>
<td>Persons with physical, mental or emotional disabilities</td>
<td>12</td>
</tr>
<tr>
<td>Darlington Road</td>
<td>984 Darlington Rd., Pittsburgh PA 15217</td>
<td>Persons with developmental disabilities</td>
<td>10</td>
</tr>
<tr>
<td>Dransburg Apartments</td>
<td>100 Third Street, Dransburg PA 15034</td>
<td>Persons with physical disabilities</td>
<td>11</td>
</tr>
<tr>
<td>+ Independent Housing Resources East (4 locations)</td>
<td>117 Westwood St., Pittsburgh PA 15224</td>
<td>Persons with physical or mental disabilities</td>
<td>24</td>
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<tr>
<td></td>
<td>901 Swedesford, Wilkinsburg PA 15221</td>
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<tr>
<td></td>
<td>2303-43 South Broadview Ave., Shadyside PA 15218</td>
<td></td>
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<td></td>
<td>5657 Stanton Ave., Pittsburgh PA 15206</td>
<td></td>
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<tr>
<td>Landmark Court</td>
<td>330 Oliver St., McKees Rocks PA 15136</td>
<td>Persons with physical disabilities</td>
<td>15</td>
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<tr>
<td>Penn Hills Group Homes (2 locations)</td>
<td>331 Hensley Road, Penn Hills PA 15235</td>
<td>Persons with developmental disabilities</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>1605 Saltsburg Rd., Penn Hills PA 15233</td>
<td>Persons with developmental disabilities</td>
<td>8</td>
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<tr>
<td>Munhall Road Apartments</td>
<td>5890 Munhall Rd., Pittsburgh PA 15217</td>
<td>Persons with physical disabilities</td>
<td>12</td>
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<tr>
<td>Pittsburgh Apartments</td>
<td>405 Broadway Avenue, Pittsburgh PA 15140</td>
<td>Persons with physical disabilities</td>
<td>8</td>
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<tr>
<td>Towne Place</td>
<td>600 Celweed St., Pittsburgh PA 15219</td>
<td>Persons with mental disabilities</td>
<td>14</td>
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<tr>
<td>White Street Apartments</td>
<td>902 White Street, McKeesport PA 15132</td>
<td>Persons with mental disabilities</td>
<td>19</td>
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</table>

**10 Developments**

**Total Number of Disabled Units**: 153

**Eldery**

<table>
<thead>
<tr>
<th>PROPERTY NAME</th>
<th>ADDRESS</th>
<th>HOUSING FOR</th>
<th>UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Beasemer Terrace</td>
<td>850 Main St., East Pittsburgh PA 15112</td>
<td>Persons 62 or older</td>
<td>40</td>
</tr>
<tr>
<td>+ Center Township Apartments</td>
<td>2571 Bridgeland Rd., Monaca PA 15061</td>
<td>Persons 62 or older</td>
<td>47</td>
</tr>
<tr>
<td>+ Crafton Towers</td>
<td>1216 Filer Avenue, Pittsburgh PA 15205</td>
<td>Persons 62 or older</td>
<td>163</td>
</tr>
<tr>
<td>+ Dominant Place Apartments</td>
<td>2900 Borsa Avenue, Pittsburgh PA 15219</td>
<td>Persons 62 or older</td>
<td>43</td>
</tr>
<tr>
<td>+ Forest Hills Apartments</td>
<td>2111 Alchene Boulevard, Pittsburgh PA 15221</td>
<td>Persons 62 or older</td>
<td>25</td>
</tr>
<tr>
<td>+ Greenfield Service Apartments</td>
<td>3000 Ralph Street, Pittsburgh PA 15208</td>
<td>Persons 62 or older</td>
<td>60</td>
</tr>
<tr>
<td>Linn Lease House</td>
<td>47 Spencer Street, Pittsburgh PA 15206</td>
<td>Persons 62 or older</td>
<td>27</td>
</tr>
<tr>
<td>+ McKeesport Elderly</td>
<td>3221 Versailles Avenue &amp; 501 Arch Street, McKeesport PA 15132</td>
<td>Persons 62 or older</td>
<td>36</td>
</tr>
<tr>
<td>+ Miller Avenue Senior Apartments</td>
<td>33 Miller Avenue, Duquesne PA 15223</td>
<td>Persons 62 or older</td>
<td>12</td>
</tr>
<tr>
<td>Northside Coalition Senior Housing</td>
<td>1600 Brighton Place, Pittsburgh PA 15212</td>
<td>Persons 62 or older</td>
<td>25</td>
</tr>
<tr>
<td>+ Orrady Manor</td>
<td>113 Orrady Avenue, Pittsburgh PA 15210</td>
<td>Persons 62 or older</td>
<td>30</td>
</tr>
<tr>
<td>+ Quakerstown Towers</td>
<td>1700 W. Allegheny, Wilkinsburg PA 15221</td>
<td>Persons 62 or older</td>
<td>102</td>
</tr>
<tr>
<td>+ Second Baptist Senior Apartments</td>
<td>1854 W. 4th Street, Homestead PA 15120</td>
<td>Persons 62 or older</td>
<td>10</td>
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<tr>
<td>+ Sisters Place</td>
<td>26 Sisters Place, Pittsburgh PA 15210</td>
<td>Persons 62 or older</td>
<td>23</td>
</tr>
<tr>
<td>+ Westlake Apartments</td>
<td>1515 Crucible Street, Pittsburgh PA 15220</td>
<td>Persons 62 or older</td>
<td>27</td>
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</tbody>
</table>

**15 Developments**

**Total Number of Elderly Units**: 160

**Family**

<table>
<thead>
<tr>
<th>PROPERTY NAME</th>
<th>ADDRESS</th>
<th>HOUSING FOR</th>
<th>UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charles Street Apartments</td>
<td>33 Charles St., Turtle Creek PA 15143</td>
<td>Low Income - HUD Section 8</td>
<td>12</td>
</tr>
<tr>
<td>Manthaven Apartments</td>
<td>760-776 Robbins Station Rd., North Huntingdon PA 15642</td>
<td>Low Income - HUD Section 8</td>
<td>80</td>
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<tr>
<td>15 Miller Avenue Apartments</td>
<td>15 Miller Avenue, Duquesne PA 15110</td>
<td>Low Income Housing; Tenants Limited Section 8 vouchers accepted</td>
<td>12</td>
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<tr>
<td>Century Townhomes</td>
<td>1179 Woodland Avenue, Clairton PA 15025</td>
<td>Market Rent - Section 8 vouchers accepted</td>
<td>110</td>
</tr>
<tr>
<td>Milligan Manor</td>
<td>320 S. Bridgwood Avenue, Swissvale PA 15112</td>
<td>Market Rent - Section 8 vouchers accepted</td>
<td>30</td>
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<tr>
<td>Sycamore Street Apartments</td>
<td>124 W Sycamore Street, Pittsburgh PA 15211</td>
<td>Low Income Housing; Tenants Limited Section 8 vouchers accepted</td>
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</table>

**4 Developments**

**Total Number of Family Units**: 114

**Homeless (Bridge, Transitional and Permanent Housing)**

<table>
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<tr>
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<th>ADDRESS</th>
<th>HOUSING FOR</th>
<th>UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generations</td>
<td>760 Wood St., Pittsburgh PA 15221</td>
<td>Homeless in Recovery</td>
<td>16</td>
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<tr>
<td>James K. Bennett Downtown Housing</td>
<td>283 Sebring Street, McKeesport, PA 15132</td>
<td>Homeless, Bridge and low income</td>
<td>96</td>
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<tr>
<td>Sisters Place</td>
<td>1179 Clarksdale Blvd., Clairton PA 15025</td>
<td>Homeless Women in Recovery</td>
<td>16</td>
</tr>
<tr>
<td>Sejourner House Moms</td>
<td>5611, 5621, 5624 Hays Street &amp; 5643 Black Street, Pittsburgh PA 15206</td>
<td>Homeless Women in Recovery</td>
<td>16</td>
</tr>
</tbody>
</table>

**4 Developments**

**Total Number of Homeless Units**: 137

**Total Number of All Units**: 1,248
Property Management, Maintenance Services and Social Service Coordination

In 1990, ACTION-Housing Inc. (ACTION) established its management entity, Supportive Housing Management Services (SHMS), as a result of the its mission-oriented need to have more of a direct role in the physical management of its growing portfolio of properties, and the need to insure a better delivery system of supportive services to enrich the lives of its residents. Today, SHMS is a full service management company with an annual operating budget approaching $7 million.

Properties managed by SHMS have a wide variety of funding sources — The U.S. Department of Housing and Urban Development, The Pennsylvania Department of Community and Economic Development, Allegheny County, the Urban Redevelopment Authority of Pittsburgh, the Federal Home Loan Bank of Pittsburgh, and Low Income Housing Tax Credit Investors. The financing of these properties imposes compliance with major regulatory requirements for each of the funding sources. As of March 2011, the portfolio of properties managed by SHMS encompasses 35 Developments comprised of 1,264 units located in 4 Counties (Allegheny, Beaver, Westmoreland and Somerset) as follows:

- 10 Developments containing 153 units of housing for very low-income persons with disabilities;
- 15 Developments containing 660 units for very low-income seniors;
- 6 Developments containing 314 units for low-income families;
- 4 Developments containing 137 units for homeless individuals

SHMS has a maintenance staff consisting of 12 full-time and 4 part-time employees as well as several outside contractors. Maintenance personnel complete regular repairs and unit turnovers at all SHMS facilities during the week and are on-call during evening and weekend hours to respond to emergencies. During the Fiscal Year 2010-2011, SHMS expanded by:

1) Taking over management of McKeesport Downtown Housing (formerly the McKeesport YMCA), a 90-unit facility for homeless and low-income individuals. As a result of ACTION’s preservation of affordable housing efforts, the residents of the facility were able to remain in their housing. Since taking over, the maintenance division of SHMS has completed health and safety renovations such as new locks, new bedding and boiler system repairs at the facility; and
2) Managing the newly renovated Darlington Road Supportive Housing, a 10-unit facility in the Squirrel Hill Neighborhood of Pittsburgh, designed for persons with developmental disabilities. These residents will receive supportive services through Jewish Residential Services, ACTION’s real estate partner in the development.

Supportive Service Coordination

Consistent with its’ founding principals, SHMS attempts to incorporate supportive services for residents at all of its properties. Funding provided by HUD covers the costs for Service Coordinators at HUD-funded senior developments. Debt Service savings from the mortgage refinancing of several HUD properties is utilized to cover the expense of wellness programming. These initiatives have resulted in a significant improvement in the quality of life for residents, and an increase in the number of residents aging in place.

The Service Coordination Program was initiated in 1998, to ensure that SHMS residents maintained their independence. Since its inception, the Service Coordination program has successfully connected residents to essential supportive services and resources, allowing them to remain in their units and eliminating the added cost of transferring to a long-term care facility. To date, 6 Service Coordinators act as liaisons between residents and service providers in the community to address resident needs.

The program operates in 12 Developments containing 453 units of housing primarily in Allegheny County, with one property located in Center Township, Beaver County.

The Service Coordination program is comprised of several components:

- Case management and information and referral services. Service Coordinators refer residents to existing agencies for housekeeping and personal hygiene assistance, adult day programs, meals-on-wheels, food stamp benefits, Medicare subsidies, free cell phones, rent rebates and a plethora of other services. Service Coordinators are also on hand to handle a variety of other issues presented by individual residents.
- Implementation of health and wellness programs and presentations featuring knowledgeable speakers on topics of general interest. Blood pressure clinics and medication and disease management programs are established in many buildings to promote good health. Additionally, Service Coordinators employ innovative practices such as Wii bowling, to inspire and encourage physical activity and recreation. The speakers offer valuable information on activities, health, transportation, home safety, elder abuse and fraud prevention to name a few.
- Partnerships with established community service providers. Service Coordinators partner with senior centers, houses of worship, schools, local universities, elected officials, and pharma-cies to inform residents of the resources within the community.

Since its inception, the Service Coordination program has successfully connected residents to essential supportive services and resources, allowing them to remain in their units and eliminating the added cost of transferring to a long-term care facility.

Resident of Bessemer Terrace Apartments enjoy a game of bingo in their community room.

Front cover photo: McKeesport Downtown Housing, former McKeesport YMCA, managed by Supportive Housing Management Services.

Resident of Northside Coalition Senior Housing.
Homeowners receive a much-needed furnace inspection and repair.
Energy Conservation and Green Building Programs

The Weatherization Assistance Program provided energy conservation improvements for 1,866 homes in 2010. In addition to WAP clients, ACTION also conducted 855 quality control inspections and energy audits for utility companies throughout the state.

Pittsburgh Green House
ACTION, in collaboration with the Green Building Alliance and Phipps Conservatory and Botanical Gardens, is creating Pittsburgh’s first hands-on training facility in an existing home for weatherization and other residential contractors to learn the skills they need to offer the best energy conservation services in the marketplace. The center will also be open to the public for tours and community classes. Partially funded through a grant from the National Community Action Foundation (NCAF), Pittsburgh Green House will serve as a demonstration platform for affordable, practical renovations, incorporating energy and water conservation improvements to lower utility bills and reduce environmental impact.

The facility will serve as a first stop for homeowners and contractors looking for information on greening homes and yards, and will offer educational opportunities through classroom and hands-on trainings. The Pittsburgh Green House will be located in the East Liberty Neighborhood of Pittsburgh, and is expected to be open in mid 2011.

Western Pennsylvania Energy Conservation Collaborative (WP ECC)
ACTION includes energy reduction and environmental improvements into its existing portfolio of properties, and has embraced the idea of extending our efforts to other developers and property managers through collaborations, education and shared resources.

Begun in 2009, THE WP ECC is a five year collaborative project to retrofit existing multifamily affordable housing with up-to-date energy and environmental features. Currently 15 regional owners of multifamily properties containing approximately 16,000 units are participating. The project is working to reduce per-unit energy and water consumption, and the resultant costs, and ensure that all residents live in the healthiest environments possible. This collaborative is working to realize by 2014, a 25% reduction in consumption and CO2 emissions. According to the National Housing Trust, “Energy costs are consuming an increasing proportion of operating expenses in affordable multifamily housing. HUD currently spends over $5 billion annually on heating, lighting and cooling its portfolio of public and assisted housing.” Lower income families now spend approximately 20% of their budget on household energy costs, up from 15% in 1998. Greening retrofits can add value to owner’s investments by reducing energy costs and improving their tenant’s environment.

Green Building — New Construction and Adaptive Reuse
ACTION recently completed the new construction and sale of 5 single family homes in the Peebles Square development in Wilkinsburg Borough. All of the homes received an Energy Star rating for efficient energy usage. Also, planning and financing efforts are underway for the rehabilitation and adaptive re-use of a large warehouse facility known as the Shanahan Building, where ACTION intends to utilize several green building techniques including: super insulation of the building envelope which results in a reduction in the size of the geothermal heating and cooling system requirements; construction waste recycling and use of recycled content building materials; enhanced indoor air quality through appropriate ventilation and use of products that do not off-gas; water saving fixtures, faucets and showerheads; high efficiency lighting fixtures; rainwater harvesting for re-use within the building; healthier non-carpeted flooring surfaces; green cleaning programs; and resident energy conservation education programming.

ACTION now has 3 Leadership In Energy And Environmental Design (LEED) professionals (2 Accredited Professionals and 1 Green Associate) on staff and a Sustainability Consultant to act as stewards for its green building initiatives.

Resident Sustainability Education
ACTION is developing and has begun to deploy a robust Green Curriculum Program for residents. Low to moderate income individuals gather at community partner organizations as well as ACTION-managed properties to learn how to save energy and money on utility bills. Homes also become more comfortable and safer through these behavioral changes while reducing utility consumption and expenses are tracked to note the impact of educational sessions and technical upgrades, jointly and separately. Initial program results demonstrate successful savings.

The Shanahan Building is in the planning stages of being converted into 43 apartment units.

Additional programs are constantly being developed and will greatly expand with the opening of the Pittsburgh Green House. Over 700 households receive monthly newsletters, which are archived online. Residents and developers can find resources for financing, education, technical best practices and more at www.actionhousinggreen.org.

Pittsburgh Renewable Energy Community Project (PRECP)
ACTION, with TREC Development Group, is exploring the creation of a renewable energy community that incorporates near-zero homes with an integrated transportation plan that minimizes the need for individual cars, introduces district renewable energy generation and promotes sustainable living practices. The project will include new construction and existing structures within a contiguous area in the City of Pittsburgh.

Pittsburgh Renewable Energy Community Project will offer a community-scale approach to energy efficiency and the use of renewables while creating a mixed-income housing community in Pittsburgh. Blending significant energy performance goals established by the Department of Energy with the engineering, design and research strengths of the Pittsburgh universities and green building community, PRECP will demonstrate a different approach to regional building, one that is carbon-neutral and energy and water efficient while meeting the needs of moderate income households. Ultimately, the lessons learned and systems developed will be transferrable to other developments, locally, nationally and internationally.

Nikki Williams, Energy Outreach Educator, assists a resident with her weatherization application.

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Bill West, client of the Mortgage Assistance Program.
Essential Supportive Services

Mortgage Assistance Programs
As co-founder of the Pennsylvania Housing Finance Agency’s (PHFA) Homeowners’ Emergency Mortgage Assistance Program (HEMAP) in 1983, ACTION-Housing, Inc. (ACTION) set the tone for three decades of successful partnerships for mortgage foreclosure prevention programming.

HEMAP serves homeowners who receive an Act 91 notice evidencing a pending mortgage default proceeding. ACTION has filed over 93,000 applications to PHFA, which made over 39,000 loans to its clients since 1983.

When clients desire early intervention with their foreclosure delinquency or need additional assistance above filling out a HEMAP application, they can seek out assistance through our National Foreclosure Mitigation Counseling, NFMC. Through a partnership with the Housing Partnership Network as intermediary, ACTION has counseled homeowners to implement preventative measures to avoid delinquency. NFMC engages the homeowner in a review of the issues that led to the financial hardship and provides those who have fallen behind on their payments an opportunity to meet directly with their lender and work on an affordable mortgage payments arrangement. Since August of 2009, over 840 people have received foreclosure prevention counseling from ACTION through NFMC.

The Emergency Call Program encourages homeowners to call for assistance as soon as they anticipate mortgage delinquency. The Program was established in 2008 as a result of ACTION’s outreach activities in collaboration with City of Pittsburgh Mayor Luke Ravenstahl, Pittsburgh Community Reinvestment Group, and the Housing Counseling Collaborative (NeighborWorks Western Pennsylvania, the Mon Valley Initiative, Urban League of Greater Pittsburgh and The Fair Housing Partnership of Greater Pittsburgh), and other local, regional and national government and social service agencies.

ACTION served more than 1,400 homeowners with referrals and services through collaboration with these same groups also created in 2008 the Save Our Home Program (SOHP) serving Allegheny County residents. SOHP gives homeowners receiving a complaint in foreclosure the right to enter into a court-ordered conciliation process with their lenders. The program keeps the homeowner in place and includes a 60-day hold on the legal foreclosure process, court-ordered conciliation between the borrower and lender, free counseling, and free or reduced-cost legal representation. In situations where the lender is unresponsive, the court can require the lender to appear at a conciliation hearing where the homeowner may have legal representation. ACTION counselors have served over 277 clients through this program.

The Family Savings Account Program (FSA)
ACTION has operated the Family Savings Account (FSA) program since 2001. Designed to encourage savings and asset building, low- to moderate-income individuals receive a dollar for dollar match for every dollar saved, up to $2,000. The combined savings can be utilized for continuing education, business start-up, car purchase, home purchase, and home repair.

The FSA program stimulates economic self-sufficiency by helping participants focus on short- and long-term financial goals. The program requires participants to complete financial education training in a wide range of subjects. Participants learn budget building, investment strategies, cost reduction, and long-term savings habits.

Approximately 1,200 people have participated in the Family Savings Account Program from its inception. 362 participants have graduated from FSA since its inception; 3 started or expanded a small business; 104 bought a car to get to work or school; 66 reduced their debt in order to purchase a house; 44 gained higher education; 45 purchased a home; and 100 made repairs to their home.

$885,000 has been matched to date with over $1.5 million spent in Southwestern Pennsylvania.

The Pennsylvania Accessible Housing Program (ACCESS)
Since 2001, ACTION has been operating the ACCESS Program which assists elderly and/or disabled homeowners with grants for rehabilitation measures to increase the functionality of their homes. Improvements such as ramps, accessible bathroom modification, chair lifts and/or elevators enable owners to remain in their homes and engage in daily living activities that lead to a better quality of life.

The program is funded jointly by the Commonwealth of Pennsylvania and Allegheny County. 322 permanently physically disabled persons have received services through ACTION-Housing by making their home or apartment more accessible with more than $310,000 in completed modifications.
ACTION-Housing, Inc. Homeless Assistance Programs

Staff member at McKeesport Downtown Housing.
Homeless Assistance

Homeless Prevention and Rapid Re-Housing Program (HPRP)

The Homeless Prevention and Rapid Re-Housing Program (HPRP) was initiated in October 2009 and is the first program in many years at sufficient scale to provide much needed emergency financial assistance to prevent homelessness. Assistance can be utilized for rental arrears, general rental assistance, security deposits, utility deposits, utility arrears, and funds to prevent shut-off or to restore utility service—all designed to prevent eviction and/or to re-house individuals or families who have recently fallen victim to homelessness.

The program was forged through a $14 million grant by the U.S. Department of Housing and Urban Development (HUD) through the American Recovery and Reinvestment Act of 2009 (ARRA) also known as The Stimulus Program.

Federal funds were provided to the City of Pittsburgh through its Department of City Planning and Allegheny County Economic Development (ACED). Awards were made to the following 6 nonprofits as Lead Agencies to implement the program:

- ACTION-Housing, Inc.
- Veterans Leadership Program
- The Urban League of Greater Pittsburgh
- North Hills Community Outreach
- Community Human Services
- Operation Safety Net

HPRP Case Managers assist clients who are homeless or at-risk of homelessness due to job loss, a decrease in employment hours, health issues that impact their ability to work, domestic violence, or some other difficult situation affecting their ability to maintain housing. Many individuals and families are seeking help for the first time in their lives.

Assistance is provided in 3-month increments, provided the participant continues to meet the income eligibility requirements. The program provides the participants an opportunity, for a fresh start. ACTION has served nearly 1,500 clients since the program’s inception.

Homeless Families Service (HFS) Program

Funded through the Emergency Shelter Grants Program, ACTION-Housing has served thousands of individuals through the Homeless Families Services program since 1984. The program is designed to address a broad range of problems and needs of homeless families and individuals throughout Pittsburgh and Allegheny County who are at various stages in the homeless cycle. The program’s clients come from every conceivable background and circumstance, including employed and unemployed, veterans of all age groups, victims of domestic violence, individuals with disabilities and also include: chronically homeless people with physical, mental and drug and alcohol disabilities, families residing in unsafe housing or doubled up with friends or relatives, families and individuals residing in emergency shelters, bridge housing or transitional housing facilities where they are seeking to achieve higher levels of independence and self-sufficiency, and families and individuals who have increased their self-sufficiency and are seeking to move into permanent, affordable housing.

The services provided include: appropriate housing referrals; classes in life skills training and budgeting; employment searches; personal counseling and referrals for education and child care; and assistance with basic needs such as food, clothing, furniture and household items. Approximately 1,000 households are served each year.

Braddock Apartments — Permanent Housing for Formerly Homeless

Braddock Apartments is an 11-unit permanent housing facility for chronically homeless persons with disabilities. The newly renovated apartments are located in the building which houses the administrative offices of the Turtle Creek Valley MH/MR agency, our partner in this development. Three units are designed to accommodate residents with physical disabilities. This facility provides 24/7 on-site staff supervision and support including access to mental health counseling and drug and alcohol treatment. Staff’s goal is to “enrich the total person” through intensive case management and referrals for a broad range of services such as basic education, life skills training, and career planning and job placement services provided by an Employment Specialist.

Wood Street Commons Supportive Housing Preservation

Wood Street Commons (WSC) was created in 1987 to preserve the former downtown YMCA building as a source of affordable housing. From its inception, there was recognition of the necessity to provide social services in addition to safe, affordable housing.

In September 2009, a newly formed unique non-profit collaborative entity utilized Neighborhood Stabilization Program (NSP) funds to purchase the building with the intent of permanently preserving its 258 Single Room Occupancy (SRO) units. This entity, known as the Residences at Wood Street, includes the City of Pittsburgh, Allegheny County, Community Human Services, ACTION-Housing, Inc., Regional Housing Legal Services and three Pittsburgh-based foundations.

The preservation of this 110,000 square foot building will be a two- to three-year process involving capital improvements to both the residential and commercial spaces, including a major energy retrofit of the existing heating and cooling distribution system and the building envelope.

Most residents come to WSC due to some personal crisis and urgent need for housing. Ninety percent of the residents were either living on the streets, housed in emergency shelters or in other housing situations that placed them at imminent risk of homelessness. While each resident has her/his own unique story of how they reached the point of either being homeless or at risk of homelessness, there are certain common denominators including: poverty, economic displacement, mental illness, and substance abuse.

ACTION-Housing Homeless Prevention and Rapid Re-Housing Team. Back row from left to right: Lerae Kroon, Sharon Langford, Lauren Hyslop, Megan Zumbrun, Courtney Boyd. Front row from left to right: Lori Forkin and Marjorie DeAngelis.

McKeesport Downtown Housing — Former YMCA — Supportive Housing Preservation

The former McKeesport YMCA, containing 90 SRO units for adults at risk of homelessness, was to be abandoned through a merger with Greater Pittsburgh YMCA as it was withdrawing from the housing business. There are currently four housing options available that were in jeopardy of being lost: Shelter Program for the homeless; Bridge Housing for those in transition; Single Room Occupancy (SRO) units and Section 8 assisted units.

The Allegheny County Department of Human Services asked ACTION-Housing to consider assuming management responsibilities and developing a long-term sustainability plan for the facility. Since October 2010, through capital and operating grants from RK Mellon, ACTION has been able to effectuate health and safety related improvements such as security cameras, new locks for each unit, and boiler system replacements. A capital needs analysis is underway to determine the improvement needs of the entire facility.

ACTION will continue its feasibility analysis to determine the best use of the facility, including areas not currently utilized as residential, and to develop a financing plan for the future.