Our Mission

To empower people to build more secure and self-sufficient lives through the provision of decent, affordable housing, essential supportive services, asset building programs, and educational and employment opportunities.

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. For your on-line donation go to: www.actionhousing.org.

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

ACTION-HOUSING, INC. UNITED WAY, CONTRIBUTOR CHOICE #54
President’s Message

As ACTION-Housing celebrates our 56th anniversary of service to Western Pennsylvania, I am happy to reflect on a year that saw a number of marquee successes, and the continuation of the programs and services that aid some of the region’s most vulnerable populations.

ACTION-Housing’s past year was marked by the completion of a number of new developments that represent an agency-wide shift in thinking. The Kliment building in Forest Hills, which was completed in June, was ACTION’s first mixed-use property that coupled affordable housing with a commercial venture, the Roman Bistro restaurant. The Mackey Lofts in Uptown (formerly the Shanahan Building), which nears completion, will integrate special needs residents into the larger community, a model we plan to replicate for future developments.

The Heidelberg Passive House was the first home in Western Pennsylvania to meet the German energy efficiency standard, a standard that we are also attempting to achieve during the renovation of the McKeesport Downtown Housing (formerly the McKeesport YMCA). We hope that the completion of that building will mark another monumental first.

ACTION-Housing is in the midst of expanding its MyPlace Program for youth aged out of foster care, and we are also expanding the Energy Conservation Enterprise which will become a one-stop-shop for energy efficiency technical assistance to multi-family building owners.

Meanwhile, ACTION-Housing’s staff of over 100 employees continued their work providing social services and programs, foreclosure prevention efforts, real-estate development and management, and sustainability initiatives, all in keeping with our 56 year old charge to improve our neighborhoods.

Our 56th year of service to the region will be an important one for ACTION-Housing. The needs of our community are fluid; as an agency, we are constantly reacting to these new situations and evolving in our approach to meet these challenges.

I want to thank all those who support ACTION-Housing, and help us carry out our mission. This year has provided an important road map for the future, and your continued support ensures that ACTION-Housing is able to address the housing and related supportive service needs of Western Pennsylvania.
At The Mackey Lofts in Uptown, a contractor works around the beautiful arched windows facing Forbes Avenue.
ACTION’s Perspective on Supportive Housing: Past, Present and Future

The ACTION-Housing engagement in Supportive Housing began with the development of Allegheny Independence House with our partners, the Harmarville Rehabilitation Hospital and the Three Rivers Center for Independent Living. We began planning for this housing in 1984 and completed our first development in 1986. Collectively we saw the need to provide housing appropriate for people with disabilities to live independently. That led to the development of a HUD funded 202/811 that still provides independent living with support services today. In 1985 independent living for people with disabilities was a break-through concept that allowed the movement of people from institutional settings to community settings and re-integration in community life.

But, for ACTION it also led to a strategic thinking and learning process related to the importance of developing affordable housing that met the specific needs of individuals and their families. Over the years ACTION has been the direct developer of 17 projects that today provide housing for 569 persons. This has been done in cooperation with human service partners, civic partners and community-based organizations and with significant support from both public agencies and charitable foundations.

We are now embarking on an expansion of this work based upon the growing need. We anticipate the creation of some 750 units in over 30 developments in the next 10 years, including approximately 200 units of supportive housing that will be integrated into larger multifamily developments for general occupancy. Independent living has become mainstream and significantly contributes to the quality of life for those who choose that path. Repeated studies have shown both the contributions to individual health and quality of life; and that there are significant cost savings achieved for the support system. Quality and appropriate affordable housing also provides a platform from which people can build more stable and independent lives.

This is a challenge that is broader than what a housing provider can respond to alone. It’s a challenge that involves significant human service connections, and requires family and community engagement to create environments that are integrated and supportive. It also requires a very long term plan so that the investments we make in human capital provide a return in terms of quality of life over a long period of time.

We are grateful to all of our partners and supporters in the Pittsburgh Region. In any society, the very quality of life is measured, in part, by how we provide an opportunity for all citizens to build better lives. Supportive Housing is a platform that is an essential ingredient in providing opportunity for those with special needs.
Margaret “Peggy” Franze is a 59-year-old woman with multiple disabilities who moved into ACTION’s Allegheny Independence House (AIH) in 2005, and remains there today. Peggy is blind and also has cerebral palsy. Prior to living in AIH, Peggy lived in an apartment complex in the South Hills that was not fully accessible for a person with mobility and vision impairments. Additionally, she began to experience financial hardship when her rent and utilities exceeded 60% of her income.

Through a referral from Three Rivers Center for Independent Living (TRCIL), Peggy heard of AIH and was very comforted to learn that the building was completely wheelchair accessible and that rent was based on 30% of her income. She also learned the residents of AIH had created a community within the building and supported each other.

Even though Peggy has multiple disabilities, this has never held her back from becoming involved in the community. After she moved to AIH and got settled in, she enrolled in a computer class at Life’s Work, a non-profit that champions the causes of people with disabilities. She continued this course, and also became involved with Project Freedom, a program designed to enable people with multiple disabilities to receive internships and work in the business community. While taking part in these programs, Peggy did an internship with Mellon Bank, where she was a help desk assistant, and earned a customer support technician certificate.

Peggy is very comfortable at the AIH community, where she can live independently and has the freedom to be involved in building activities. She feels the building design and rental rate has eased her life challenges, and made it possible for her to pursue other goals in life. One of her favorite activities is going to the building-organized outings to Pirates games, and also enjoys other gatherings held in the building throughout the year.
Rachel Dawkins has battled homelessness, drug addiction and cancer. Now she’s planning to return to school.

At the same time, ACTION took a leadership role in the emerging homelessness problems facing our region and the nation. We were an active member of the Advisory Committee on Housing for the Homeless. ACTION subsequently created the Homeless Families Services Program that lead to other collaborative efforts, including a partnership with Mercy Behavioral Health and Operation Safety Net to implement the Housing Plus Program that assisted street homeless in finding scattered site rental housing operated throughout the community by private landlords.

From that experience, we learned we could provide services more efficiently in one central location. In 2000, in collaboration with Turtle Creek MH/MR, we developed Braddock Apartments, 11 permanent housing units serving persons with disabilities who have experienced chronic homelessness. The impact of stable permanent housing has resulted in several residents remaining at the facility for long-term occupancy, allowing them to focus on mental health counseling efforts, life skills development, employment training and education. Several individuals have moved on to private permanent housing including one who achieved homeownership.

ACTION has an ownership interest in 569 units of supportive housing that we developed to assist a variety of special needs populations: from housing designed for the accessibility needs of persons with mobility impairments; to facilities for persons with developmental disabilities; to facilities serving persons with chronic mental illness; to the preservation of existing SRO Housing for homeless and under-employed individuals; to aid for young people exiting the foster care system who are at risk of homelessness. ACTION’s supportive housing management staff, service coordinators and case managers are on-site throughout our portfolio to provide for coordination of a multitude of services including: referrals to community based agencies; senior recreation activities; wellness programming that provides physical exercise as well as education for disease management, like diabetes and high blood pressure; linkages to employment and training opportunities and job readiness skills; green cleaning and healthy lifestyle education.
Throughout our history, there has been a consistent pattern of collaboration with community organizations which have approached us to assist with identified housing needs for vulnerable populations. This includes supportive service partners and parent groups like United Cerebral Palsy and Jewish Residential Services whom we have partnered with to create 41 housing units in which their clients and children can be supported within integrated community settings, like Squirrel Hill, Penn Hills, and Washington and Greene Counties.

These community organizations also include local and state governmental entities, banking institutions and charitable foundations, that approached us several years ago to address the potential loss of two major housing resource facilities on the brink of financial failure. ACTION was successful in preserving some 350 SRO units by obtaining major funding commitments to financially restructure and renovate the residential areas of the former Wood Street Commons (renamed the Residences at Wood Street) and securing a significant Low Income Housing Tax Credit investment for the acquisition and substantial renovation of the former McKeesport YMCA (renamed McKeesport Downtown Housing).

The Allegheny County Department of Human Services (DHS) through the Behavioral Health Task Force, approached ACTION to assist with the development of much needed housing for persons who are deaf, deaf-blind, and/or hard-of-hearing. We were able to create 10 Hearing and Vision accessible units for this group within a larger 43 unit general occupancy development, the Mackey Lofts in Uptown. This housing resource is located within a block of the Center for Hearing and Deaf Services, which is providing supports to the residents, and is conveniently located near the Pittsburgh Association for the Deaf social club.

William

At the age of 49, William Staab moved into Kramer Hall, a 10 unit apartment building for adults with developmental disabilities located on Darlington Road in Squirrel Hill. Prior to that, William lived for most of his adult life in an isolated environment in his aging parents’ home.

William says that moving to Darlington Road has changed his life in many ways. He now has a social life and enjoys activities with the new people he has met since his move. He even hosts activities that take place at the apartment building, like movie night, Wii fit nights, and crafting classes which are very well-attended by the other residents. He loves the fact that his apartment is integrated into the community of Squirrel Hill, and things like the Carnegie Library and Starbucks are so close for him. He also enjoys the Shabbat dinners hosted by Jewish Residential Services (JRS), ACTION’s service partner. William has also become active in the broader community, taking on the role of Secretary of the Jewish Social Services Network (JSSN).

During an Arts and Crafts class at Darlington Road Apartments, William Staab made the paper chain that he proudly poses in front of in his Squirrel Hill apartment.
Most Recently, DHS approached ACTION to assist with another emerging unmet community need: housing for young people aged out of the foster care system in jeopardy of becoming homeless. The MyPlace Program currently serves 59 youths in scattered site rental units throughout the region, and ACTION was recently awarded funding for a 24 unit facility-based development in the planning stages. Our case managers provide these individuals with linkages to education and employment opportunities and a comprehensive life skills component.

The staff at McKeesport Downtown Housing monitored Devon’s progress, and because he was doing so well, they were able to hire Devon to work at the front desk. He moved out of the Bridge Program early, and moved to his own subsidized apartment in Homestead.

Devon continues to be one of MDH’s best employees, never missing work or calling in late, and working all holidays. In addition to working, he is currently enrolled at CCAC pursuing a degree in computer programming.

His apartment and work ethic are a testament to how far he’s come. Self-sufficiency can be a difficult thing to achieve. But with the right support, Devon was able to procure and sustain gainful employment and is back on the right track.
The application read: “Homeless – living in a hotel.” After multiple years of temporary living arrangements in the Allegheny County Foster Care system, at age 18, Jazmíne Porter was emancipated from that system and quickly found herself without a stable housing environment. Her family struggles started with behaviors that resulted from what she described as “negative peer influences.” At one point Jazmíne was living in an overcrowded home with 9 other family members. Employed at a convenience store working inconsistent shifts earning $7.25 an hour, her meager paycheck went almost entirely to the hotel in order have a warm place to sleep. Without a strong financial support system, Jazmíne found herself feeling hopeless about the future and ever being able to get ahead in life.

A High School Counselor told her about ACTION’s MyPlace program and Jazmíne decided to apply. During her interview, the MyPlace staff was impressed by her personal drive, charisma and independence. She was accepted into the program and moved into her first apartment. Within six months of being in the program, Jazmíne was able to secure a job paying five dollars more an hour, with a minimum of 40 hours a week and a chance for overtime. She continues to impress staff by her dedicated work ethic and priority toward education, since she also attends night classes at CCAC. Through the life skills development programming provided by her case manager, she has been able to save money for a down payment on a more reliable car and has been counseled on the financial aspects of the loan process. This gave her an understanding of the ongoing implications of car ownership and maintenance. Without the MyPlace program, Jazmíne might still be working at the convenience store for minimum wage, unable to save any of her hard-earned money, and still living in a hotel. MyPlace staff members have no doubt that Jazmíne will continue to thrive and serve as a role model for other youth in similar situations. We look forward to Jazmíne’s continued success.

We are also well known for the technical assistance we provided to other nonprofit service provider organizations in need of supportive housing units for their clients. This work has resulted in the development of over 565 units of additional housing. Some of our community partners included: Womanspace East, the Jewish War Veterans, the Corpus Christi Parish, Residential Resources, Inc., and the Emmaus Community, and our assistance helped create supportive housing units for homeless women and children; veterans; developmentally disabled adults; and low income families.

In the future, we expect to continue to see an increased demand for supportive housing. Stabilized housing provides the foundation needed by individuals and families with enormous life challenges. Our continued mission is to meet the supportive housing needs of our region through the development of real estate, property management that embraces supportive housing, and coordinated service programs that address the total needs of the individual.
Emma Jean Lewis Outstanding Teamwork Award

Amanda Burkhart began her career at ACTION-Housing ACTION in 2007 as a temp. After working for 5 months as a receptionist, she was hired full time and shortly after was made the Administrator of the Family Savings Account program, a responsibility she has held for almost 5 years, and for which she has a special love. Additionally, Amanda has been a valued team member of several other agency programs: Default and Mortgage Counseling, the First Time Homebuyer Program, and for a short time, a case manager in the Homeless Prevention and Rapid Re-housing Program. She was also part of a team who, in the summer of 2011, worked long hard hours on the Emergency Home Loan Program.

While excelling in her responsibilities, Amanda always goes well beyond her duties. She redesigned the database for the mortgage program. She is always willing to take part in after hours and out of the office advocacy activities whenever needed. In addition, she has designed and offered numerous Financial Literacy Sessions to clients, and almost always conducts these sessions after hours or on Saturdays.

Whatever program she has worked on, she has formed lasting bonds with that program’s staff. She has a reputation of always being ready to lend a hand, be it helping an individual staff person, or filling in as the receptionist any time she is needed. Her co-workers have said she seems to be the person that staff and management look to when they need extra help. She is pleasant, willing, and talented, and these traits make her a great team member.

The award presented to Amanda Burkhart 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 sagely advice. Emma Lewis passed away on January 19, 2000.

Roger S. Ahlbrandt, Jr. Outstanding Client Service Award

Brian “Chip” Kemmerer was hired in 2007 as a maintenance worker at Supportive Housing Management Services, but to his tenants and some of his co-workers he is thought of as a “Good Shepherd.”

Chip is responsible for maintaining several buildings, but one particular property is home to some of our most vulnerable and at risk tenants for whom we provide housing services. Besides being at this building earlier and later than his duties require, Chip performs extra tasks to make the property as pleasant and as appealing as possible for the tenants. He constructed a large bird house near an outdoor seating area so the tenants could watch the birds. He planted small gardens in raised accessible planters so the residents could tend to or pick from the garden. He decorates the building for the holidays, and he and his wife organize cook outs and parties at the building. He also runs errands on his own time, and he interacts and works with the caregivers. Because he arrives early and stays late, he has been there to help residents who were in distress, and who were unable to call for help. As further evidence of his commitment to his residents, Chip makes it a habit to “pop in” daily to check on the tenants, mostly just to say hi, and hopefully to put a smile on their faces.

The award presented to Chip Kemmerer was established by the Staff Development Committee in honor of Roger S. Ahlbrandt, Jr. who served ACTION-Housing for fifteen 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 Portland State University Graduate School of Business.
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Laurel D. (McAdams) Hutchens 1997-2000  
Past President, Realtors Association of  
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Timothy Johnson 2001-2002  
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Matthew Giles 2002-2005  
Chairman, Mellon Bank Community  
Development Corporation

Peter R. Kaplan 2005-2009  
Vice President, Acquisitions PNC  
MultiFamily Capital

Presidents of ACTION-Housing

Ben Fischer 1976-1982  
Assistant to the President, United  
Steelworkers of America and  
Distinguished Public Service Professor  
of Labor Relations at Carnegie  
Mellon University

Roger S. Ahlbrandt, Jr. 1983-1987  
Associate Provost, University of Pittsburgh

Charles W. Prine, Jr. 1988-1993  
Senior Vice President, Ryan Homes

Carl Rueter 1994-1996  
Loan Guaranty Officer, U.S. Department  
of Veterans Affairs

Chairmen of ACTION-Housing

J. Stanley Purnell 1957-1968  
Assistant to the President, T. Mellon and Sons

Leon E. Hickman 1969-1975  
Counsel, Eckert, Seamans, Cherin & Mellott

J. Robert Ferguson 1976-1985  
Senior Vice President, United States Steel Corp.
Major Supporters of ACTION-Housing’s Programs and Facilities

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**Foundations**
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- CITI Foundation
- FISA Foundation
- The Heinz Endowments
- Hillman Foundation
- Huntington Foundation
- John D. and Catherine T. MacArthur Foundation
- National Community Action Foundation
- The Oak Foundation
- The Pittsburgh Foundation
- PNC Bank Foundation
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- Bank of New York Mellon Charitable Gift Fund
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- Dollar Bank
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- Federal Home Loan Bank of Pittsburgh
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- Allegheny County Economic Development
- Allegheny County Department of Human Services
- The Borough of Heidelberg
- The Borough of Wilkinsburg
- City of Duquesne

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  - Dean F. Richardson
  - William N. Susan
  - Lawrence A. Swanson
  - Kathleen J. Szwarc

**Current Real Estate Development Partners**
- Autism Housing Development Corporation of Pittsburgh
- Bank of New York Mellon

**Bank of New York Mellon Community Development Corporation**
- Borough of Heidelberg
- Borough of Wilkinsburg
- Forest Hills Community Development Corporation
- Greene County
- Jewish Residential Services
- The National Equity Fund, Inc.
- PNC Multifamily Capital
- POWER
- Squirrel Hill Urban Coalition
- Uptown Partners

**City of Pittsburgh**

**Commonwealth Financing Authority**
- NeighborWorks
- PA Community Revitalization Program
- PA Department of Community and Economic Development
- PA Department of Public Welfare
- PA Housing Finance Agency
- Redevelopment Authority of Allegheny County
- Redevelopment Authority of the County of Washington
- Urban Redevelopment Authority of Pittsburgh
- U.S. Department of Housing and Urban Development

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  - District Director for Congressman Mike Doyle
- **Eden Harriss**
  - Property Resident
- **Shirley Cephas**
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- **Frank Demes**
  - Elected Representative of Duquesne Block Watch

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CONGRATULATIONS KATHY SZWARC ON 40 YEARS OF SERVICE TO ACTION-HOUSING

Kathy Szwarc has the honorable distinction of being the first person to reach 40 years of employment service to ACTION-Housing. On October 9, 1972, Kathy was hired by then Executive Director Bernard E. Losbough, as an Accountant under the direction of Jim McCarthy, Controller. She was promoted to her current position of Controller in 1982. Under her watch, ACTION-Housing has consistently had clean audits with all of the appropriate management procedures in place. Over the years, Kathy has often received compliments from the Board regarding her diligent attention to the details of the increasingly complex reporting requirements as ACTION has grown in both programming activities and staff. Kathy supervises an accounting staff of eight and is proud of their teamwork and dedication to the Agency’s mission. She finds the nonprofit environment to be both challenging and rewarding.

Lawrence A. Swanson 33 years Executive Director
Patrick J. Fenton 21 years Deputy Executive Director
Kathleen J. Szwarc 40 years Controller
Housing Development and Preservation
Thomas E. Wiater 33 years Senior Construction Manager
Ronald Ciotti 33 years Senior Housing Developer
Jennifer S. DiNardo 15 years Senior Housing Developer
Director of Real Estate Affiliates
Arthur F. Marizzaldi 11 years Assistant Manager/Compliance Officer
Weaterization
Linda Metropulos <1 year Senior Housing Development Officer
James DeGrazia 2 years Consultant
Lena G. Andrews <1 year Community Engagement, Planning and Development Specialist
Greg Simmons 3 years Financial Products Developer/Technical Assistance Coordinator
Interns
Kate Brandl <1 year
Robert Tyler Rankin <1 year
Andrew Shull <1 year
Weatherization Program
Timothy F. Novak 21 years Administrative Coordinator, City of Pittsburgh
Criss Program Manager
Bruce Rechichar 24 years Administrator, Greene and Washington Counties/Utility Program Administrator
Jeffrey W. Susan 21 years Construction Manager/Assistant to Weatherization Administrator
Pamela L. Millius 24 years Assistant Administrator
Assistant to the Executive Director
Anthony S. Curcio 30 years Assistant Administrator
Marion S. Depp 11 years Assistant Program Administrator
Karen O’Hare 3 years Assistant Program Administrator
Joy Saltcho 3 years Administrative Assistant
Furnace Inspectors
Eric W. Anderson 13 years
Christopher Brown 4 years
Henry J. Lewandowski 8 years
Charles Noyes 3 years
Weatherization Inspectors
James D. Cochenour 13 years
David Mayerchek 4 years
Stephen R. Shamber 24 years
Neil E. Wiater 11 years
Outreach Workers
Linda A. Stapleton 9 years
Makola McGrady 1 year
Intake Worker-Temporary
Sustainable Development/Energy Conservation
Christov Churchward 1 year Program Administrator
Brian Cowan 2 years Sustainability Data Analyst and Retrofit Specialist
Caleb Sneath <1 year Sustainability Programs Assistant
William Martin 2 years Mortgage Assistance Program
William N. Susan 31 years Senior Administrator
Daniel T. Sullivan 5 years Mortgage Foreclosure Prevention Specialist
Ann Marie O’Donnell 4 years Mortgage Coordinator
Family Savings Account Program and Home Buyer Counseling
Amanda Burkhart 5 years Administrator/Housing Counselor
Programs Manager
Frank R. Demes 35 years Executive Assistant/Multiple Housing Programs Manager
Luciano M. Lejano 8 years Assistant Programs Manager
Accounting Department
Lyn D. Hibbert 12 years Assistant Controller
Payroll/Human Resources
Jacklyn Scullion 9 years
Payroll Administrator
Judith Sulinski <1 year
Payroll Assistant
Accounting Staff
Teresa J. Bish 14 years Accountant/Information Technology
Roseanne Williams 11 years Accountant
Tammy R. Gennas 10 years Accountant
Tracey Germany 6 years Accounting Clerk
Mary Ellen Ruby 4 years Accounting Assistant
Marjorie A. DeAngelis 22 years Receptionist
Sandra Sculillo <1 year Receptionist
SOCIAL SERVICES
MyPlace
Sarah Langford 2 years Case Manager Supervisor
Nikki Williams 12 years Case Manager
Megan Zunbrun 2 years Case Manager
Nathaniel Darwin <1 year Case Manager
Sarah Depew <1 year Case Manager
Social Service Coordinators
Nancy Alauzen 10 years Social Service Coordinator/Resident Sustainability Educator
James K. Quinn 13 years
Pamela Nadzam-DePace 6 years
Tamika Siembida 3 years
Merrill Weissman 2 years
Braddock Apartments
Linda A. Goblesky 14 years Coordinator of Housing Plus Program Administrator
Homeless Family Services Program
House Parents
Elisa Beckstein 2 years
Andrew Minus <1 year
Frederick P. Minus 10 years
Barbara M. Walker 10 years
Sylvia Christina Viehagen 7 years
Homeless Families Service Program
Wonda Williams 3 years Case Manager
Andrea Estes 2 years Intake Worker
Supportive Housing Management Services
Ronald Donner 6 years Operations Manager
Michael Dilucenzo 30 years Maintenance Coordinator
Matt Patsey 9 years Senior Accountant
Anna Marie O’Toole 14 years Accountant
Peggy Ann Knight 7 years Accounting Clerk
Jill Anne Marie Harding 13 years Waiting List Coordinator
Patty J. Gilchrest 9 years Maintenance Coordinator
Caroline J. Ault 16 years Secretary/Bookkeeper
Mary T. O’Donnell 5 years Receptionist
Tony Knox 4 years Secretary/Receptionist
Karen Barrett 1 year Administrative Assistant
Property Managers
Connie Buza 6 years Senior Property Manager
Beverly R. Milnick 22 years Senior Property Manager
Janice J. Krall 11 years Senior Property Manager
Etienne Dinning 6 years
Patricia A. Ciswell 20 years
Chanda C. Davis 10 years
Michael F. Demes 5 years
Linda L. Fine 17 years
Caroline L. Kelly 9 years
Gloria A. Knowlson 9 years
LaDonte Lindsey <1 year
Christine E. Probola 6 years
Ontia Tarrant 7 years
Maintenance Division
Scott Lyle Batzel 13 years
William G. DeVault 24 years
Robert Johnson 2 years
Brian Kemmerer 5 years
Douglas W. Kimball 15 years
Mark Kimball 9 years
Russell Long 1 year
Charles R. McCormick, Jr. 9 years
Christopher McCormick 1 year
Thomas McCormick 13 years
Dan McGrew 3 years
Frederick P. Minus 4 years
Keith Moore 6 years
Thomas Nicholson 6 years
William C. Owens 6 years
Brandon Planiczka 2 years
Stanford Seese Jr. 2 years
General Counsel
Raymond N. Baum, Esq. 40 years Pepper Hamilton, LLP
ACTION-HOUSING’S 56th ANNUAL REPORT
Writing/Editing
Michael Demes
Jennifer S. DiNardo
Patrick J. Fenton
Pamela Milius
Andrew Shull
Lawrence Swanson
Megan Zunbrun
Design/Editing
Terry Ford Aiello
Photography
Jim Judakis
Printing
Allegre
ACTION-Housing is proud to announce the 2013 Award of Excellence recipient, Brenda B. Wells, Director of the Western Region for the Pennsylvania Housing Finance Agency. So many of us, throughout the various sectors of the local housing industry, will fondly recall the many pleasant interactions we have had with Ms. Wells over the past 30 years. Beyond her boundless positivity, she is recognized for her knowledge of a multitude of housing programs, emerging issues, and collaborative Agency initiatives. She is well-known for her leadership skills, not only for the oversight of her 14 member staff, but also in the community-at-large as a liaison for the Agency. Brenda has always been accessible and willing to take the time needed to resolve matters. Her contributions to the Affordable Housing Community and her personal commitments as a volunteer board member for many civic and nonprofit entities are exemplary and a true testament of her outstanding character. Brenda is a consummate professional, and one of our region’s most valuable resources. Her thoughtful ways will be missed by all when she retires later this year.

In June 2012, Brenda was recognized by the New Pittsburgh Courier’s readership as one of the 2012 “50 Women of Excellence.” In October 2002, Brenda was awarded a Certificate in Executive Leadership for the successful completion of the National Council of State Housing Agencies Executive Leadership Program at the Mendoza College of Business at the University of Notre Dame. In that same year, Brenda was recognized for her outstanding personal achievements and community contributions by receiving Black Opinion Magazine’s “2002 Black Achievers Award and Medallion.”

Brenda has encouraged others to become personally involved within their communities, and serves as a role model in this regard. She actively supports charitable organizations in southwestern PA that provide housing programs and supportive services that target economic empowerment, employment and career training for individuals and families to become independent and self-sufficient. She is currently a member of the Affordable Housing Advisory Council for the Federal Home Loan Bank of Pittsburgh serving as the Vice Chair and Chair in 2009 and 2012 respectively. Brenda is an active board member with PAHMA and is a member of Pittsburgh Partnership for Neighborhood Development’s Investment Committee. Brenda also is a team member of PNC Bank’s Community Development Banking Advisory Council.

In keeping with the spirit of sharing her knowledge, from 1992 to 2011, Brenda was a Training Consultant with Quadel Consulting Corporation, Inc. in Washington, D.C. Working with Quadel and National Leased Housing Association’s Assisted Housing Manager’s Certification Program, Brenda has trained hundreds of property Owners, Managers, HUD Staff and Contract Administrators throughout the country in HUD-Assisted multi-family housing program requirements.

Brenda graduated from Hampton University in Hampton, VA with a BA Degree in Sociology. Her professional certifications include Certified Property Manager (CPM) from the Institute of Real Estate Management and Public Housing Manager (PHM) from the National Organization of Housing and Redevelopment Officials.

Brenda is married to Jerome Wells and they have two daughters, Qiana and Courtney.
Stacey Luteran is 22. A seizure disorder left her non-verbal and without control of most of her body. But through the ACCESS program, ACTION-Housing invested $38,000 to help Stacey and her parents stay in their home. Keeping Stacey cared for on one floor was crucial, so we installed a lift, widened doors, and built an accessible bathroom all on the first floor, keeping Stacey at home for years to come.
ACTION-Housing, Inc. Housing Facilities Developed, Preserved, Assisted and/or Managed from 1985-2013
### Sponsored/Developed/Preserved and Managed Multi-Family Projects as of April 2013

<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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<td>Spinning Plate-Artists Lofts</td>
<td>Artlist and Cities, Inc.</td>
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<td>East Liberty</td>
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<td>The Residences at Wood Street - SRO</td>
<td>City of Pittsburgh, County of Allege, Commonwealth of PA</td>
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<td>City of Pittsburgh</td>
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<td>County of Allegheny-Department of Human Services &amp; Economic Development</td>
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<td>Jewish Residential Services</td>
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<td>Squirrel Hill</td>
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<td>West Deer Manor</td>
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<td>Kliment Building - Mixed Use</td>
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<td>MyPlace Program</td>
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<td>Scattered Site- Services Provided</td>
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**Total Number of Developments**: 51

**Total Number of Units**: 1795
### Projects Under Construction

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<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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<td>County of Allegheny-Department of Human Services &amp; Economic Development, PNC Bank</td>
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- Total Number of Developments: 21
- Total Number of Units: 127

### Projects in Planning

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<td>Whitehall Borough</td>
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<td>Borough of Wilkinsburg</td>
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- Total Number of Developments: 7
- Total Number of Units: 177

### Technical Assistance Projects

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<th>Units</th>
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<td>Elliott Heights Senior Housing</td>
<td>The West End Elliot Joint Project, Inc.</td>
<td>2001</td>
<td>Elliott</td>
<td>Homeless Women and Children</td>
<td>10</td>
<td>TA, FA</td>
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<tr>
<td>McKeesport Collaborative</td>
<td>YMCA, Mon Yough MH/MR</td>
<td>2001</td>
<td>McKeesport</td>
<td>Elderly</td>
<td>44</td>
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<td>Greenway Park Preservation</td>
<td>Crafton Heights Housing Corporation</td>
<td>2002</td>
<td>West End</td>
<td>Homeless Women and Children</td>
<td>8</td>
<td>TA</td>
</tr>
<tr>
<td>Saint George’s Close Apartments</td>
<td>Saint George’s Ukrainian Catholic Church</td>
<td>2002</td>
<td>Northside</td>
<td>Low/Moderate Income Families</td>
<td>200</td>
<td>TA</td>
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<tr>
<td>Keystone Manor Preservation</td>
<td>Tarentum</td>
<td>2003</td>
<td>Tarentum</td>
<td>Low/Moderate Income Families</td>
<td>17</td>
<td>TA</td>
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<tr>
<td>Mooncrest Neighborhood Association Homeownership</td>
<td>Mooncrest Neighborhood Association</td>
<td>2008</td>
<td>Moon Township</td>
<td>Low/Moderate Income Families</td>
<td>5</td>
<td>TA</td>
</tr>
</tbody>
</table>

- Total Number of Developments: 21
- Total Number of Units: 564

*Key to ACTION-Housing Roles:

- D = Developer
- GC = General Contractor
- TA = Technical Assistance
- P = Preservation
- JD = Joint Developer
- M = Manager
- A = Aided Construction/CORE Program Lender
- S = Sponsor
- FA = Financial Assistance
### Aided Construction/Core/RACP Programs

<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>McKeesport Homeownership</td>
<td>McKeesport Housing Corporation</td>
<td>1985</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
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<td>D</td>
</tr>
<tr>
<td>Century Townhomes</td>
<td></td>
<td>1987</td>
<td>Clarion</td>
<td>Low/Moderate Income Families</td>
<td>130</td>
<td>D, GC</td>
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<tr>
<td>Oakland Homeownership</td>
<td></td>
<td>1988</td>
<td>Oakland</td>
<td>Low/Moderate Income Families</td>
<td>2</td>
<td>D</td>
</tr>
<tr>
<td>Single Parent Housing</td>
<td>Duquesne Business Advisory Council</td>
<td>1989</td>
<td>Duquesne</td>
<td>Low-Income Single Parent Families</td>
<td>2</td>
<td>D</td>
</tr>
<tr>
<td>Nehemiah Homeownership</td>
<td>McKeesport Housing Corporation</td>
<td>1990</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
<td>15</td>
<td>D</td>
</tr>
<tr>
<td>Duquesne Homeownership-Rehab for Resale</td>
<td>Duquesne Business Advisory Council</td>
<td>1990</td>
<td>Duquesne</td>
<td>Low/Moderate Income Families</td>
<td>8</td>
<td>D, GC</td>
</tr>
<tr>
<td>Menzie Homeownership</td>
<td>McKeesport Housing Corporation</td>
<td>1991</td>
<td>McKeesport</td>
<td>Low/Moderate Income Families</td>
<td>15</td>
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</tr>
<tr>
<td>Duquesne Single Family-New Construction</td>
<td>Duquesne Business Advisory Council</td>
<td>1994</td>
<td>Duquesne</td>
<td>Low/Moderate Income Families</td>
<td>2</td>
<td>D</td>
</tr>
<tr>
<td>HOPE III Homeownership</td>
<td>City of Pittsburgh</td>
<td>1995</td>
<td>Pittsburgh</td>
<td>Low/Moderate Income Families</td>
<td>76</td>
<td>TA, FA</td>
</tr>
<tr>
<td>Multi-Community Residential Rehab Program</td>
<td>Duquesne Business Advisory Corporation</td>
<td>2005</td>
<td>Duquesne, Rankin, McKees Rocks</td>
<td>Low/Moderate Income Families</td>
<td>48</td>
<td>D</td>
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<tr>
<td>Summit Homes Single Family-New Construction</td>
<td>Allegheny County</td>
<td>2008</td>
<td>City of Duquesne</td>
<td>Low/Moderate Income Families</td>
<td>6</td>
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</tr>
<tr>
<td>Flood Replacement Program - Rehab and NC</td>
<td>Allegheny County</td>
<td>2008-2012</td>
<td>Ehla, Carnegie, Heidelberg, Natrona Heights</td>
<td>Low/Moderate Income Families</td>
<td>9</td>
<td>D</td>
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<tr>
<td>Peebles Square Homeownership Choice-Rehab</td>
<td>Hosanna House, Wilkinsburg Community Development Corporation</td>
<td>2008</td>
<td>Wilkinsburg</td>
<td>Low/Moderate Income Families</td>
<td>7</td>
<td>JD</td>
</tr>
<tr>
<td>JFK School Site-Single Family New Construction</td>
<td>County of Allegheny-Sanders Task Force</td>
<td>2009</td>
<td>City of Duquesne</td>
<td>Low/Moderate Income Families</td>
<td>5</td>
<td>JD</td>
</tr>
<tr>
<td>Peebles Square Homeownership Choice New Construction</td>
<td>Hosanna House</td>
<td>2009-2012</td>
<td>Wilkinsburg</td>
<td>Low/Moderate Income Families</td>
<td>8</td>
<td>JD</td>
</tr>
</tbody>
</table>

**Total Number of Developments**: 15

**Total Number of Units**: 338

### Developed For-Sale or Owner-Occupied

<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>
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<td>Wilkinsburg</td>
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<td>8</td>
<td>JD</td>
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**Total Number of Developments**: 15

**Total Number of Units**: 338

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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 Program Lender  S = Sponsor  FA = Financial Assistance
ACTION-Housing, Inc. Supportive Housing Management Services

Darlington Road Supportive Housing

Second Baptist Senior Housing

Northside Coalition Senior Housing
In 1990, ACTION-Housing established its management entity, Supportive Housing Management Services (SHMS), as a result of its mission-oriented need to have a more direct role in the physical management of its growing portfolio of properties, and the need to ensure 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, Pennsylvania Housing Finance Agency, Pennsylvania Department of Community and Economic Development, Allegheny County, Urban Redevelopment Authority of Pittsburgh, Federal Home Loan Bank of Pittsburgh, and Low Income Housing Tax Credit investors. The financing of these properties imposes compliance with major regulatory requirements by each of the funding sources.

As of April 2012, the portfolio of properties managed by SHMS encompasses 35 Developments comprised of 1,289 units located in four Counties (Allegheny, Beaver, Westmoreland and Somerset) as follows:

- 10 Developments containing 153 units of housing for very low-income persons with disabilities;
- 16 Developments containing 700 units for very low-income seniors;
- 6 Developments containing 314 units for low-income families; and
- 3 Developments containing 122 units for homeless individuals

SHMS has a maintenance staff consisting of 14 full-time and 5 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 2011-2012, SHMS expanded by:

- Leasing 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-Housing’s real estate partner in the development.
- Acquiring and managing West Deer Manor, a 40-unit facility in West Deer Township designed for low-income persons 62 or older.

Supportive Service Coordination

Consistent with its founding principles, SHMS attempts to incorporate supportive services for residents at all of its properties. Funding provided by The Department of Housing and Urban Development (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 significantly improved the quality of life for residents and increased the number of residents aging in place.

The Service Coordination Program was initiated in 1998 to ensure that SHMS residents maintained their independence and improved their quality of life. 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, five Service Coordinators act as liaisons between residents and service providers in the community to address resident needs.

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. ACTION-Housing employees have also formed a Committee which raises funds to assist the Service Coordinators and program managers with supplementary funding for quality of life events.

• Partnerships with established community service providers. Service Coordinators partner with senior centers, houses of worship, schools, local universities, elected officials, and pharmacies to inform residents of the resources within the community.

The Supportive Service Coordinators operate in 12 SHMS developments containing 453 units of housing primarily in Allegheny County, with one property located in Center Township, Beaver County.

How to apply for Supportive Housing:

To obtain an application for housing, please call 412-829-3910 or toll-free 1-(800)-238-7555 and a SHMS staff member will mail an application and list of SHMS properties to you. Completed applications must be mailed back to SHMS, 803 East Pittsburgh Plaza, East Pittsburgh, PA 15112.

Once the application is received, applicants are placed on separate waiting lists for each property requested and are contacted to begin the certification process as their application(s) moves up on the list(s). Income restrictions apply in most cases, and all applicants are subject to credit and criminal screening. There is an appeal process in the event an applicant is rejected.

Residents of Crafton Towers engage in upper-body strengthening moves with the CCAC Community Development and Training Department led initiative to help senior citizens maintain a healthy lifestyle with a focus on exercise.
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 Independence House</td>
<td>210 Marguentine Street, Wilmerding PA 15148</td>
<td>Persons with 3 or more functional disabilities</td>
<td>25</td>
</tr>
<tr>
<td>+ Bausman Street Independent Living</td>
<td>259-261-269 Bausman Street, Pittsburgh PA 15210</td>
<td>Persons with physical, mental or developmental disabilities</td>
<td>12</td>
</tr>
<tr>
<td>+ Darlington Road</td>
<td>5841 Darlington Road, Pittsburgh PA 15217</td>
<td>Persons with developmental disabilities</td>
<td>10</td>
</tr>
<tr>
<td>+ Dravosburg Apartments</td>
<td>100 Third Street, Dravosburg, PA 15034</td>
<td>Persons with physical disabilities</td>
<td>11</td>
</tr>
<tr>
<td>+ Independent Housing Resources East (4 locations)</td>
<td>117 Winebiddle Street, Pittsburgh PA 15224</td>
<td>Persons with physical or mental disabilities</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>606 Swissvale Avenue, Wilkinsburg PA 15221</td>
<td>Persons with physical or mental disabilities</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>2533-43 South Braddock Avenue, Swissvale PA 15218</td>
<td>Persons with physical disabilities</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>5657 Stanton Avenue, Pittsburgh PA 15206</td>
<td>Persons with physical disabilities</td>
<td>10</td>
</tr>
<tr>
<td>+ Landmark Court</td>
<td>326 Olivia Street, McKees Rocks PA 15136</td>
<td>Persons with physical disabilities</td>
<td>15</td>
</tr>
<tr>
<td>+ Living in Neighborhoods (2 locations)</td>
<td>321 Hershey Road, Penn Hills PA 15235</td>
<td>Persons with developmental disabilities</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>8509 Saltsburg Road, Penn Hills PA 15235</td>
<td>Persons with developmental disabilities</td>
<td>6</td>
</tr>
<tr>
<td>+ Munhall Road Apartments</td>
<td>5680 Munhall Road, Pittsburgh PA 15217</td>
<td>Persons with developmental disabilities</td>
<td>12</td>
</tr>
<tr>
<td>+ Pittcairn Apartments</td>
<td>408 Broadway Avenue, Pittsburgh, PA 15140</td>
<td>Persons with physical disabilities</td>
<td>9</td>
</tr>
<tr>
<td>+ Towne Place</td>
<td>600 Colwell Street, Pittsburgh PA 15219</td>
<td>Persons with mental disabilities</td>
<td>14</td>
</tr>
<tr>
<td>+ White Street Apartments</td>
<td>502 White Street, McKeesport PA 15132</td>
<td>Persons with mental disabilities</td>
<td>15</td>
</tr>
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</table>

10 Developments

<table>
<thead>
<tr>
<th>ELDERLY</th>
<th>Total Number of Disabled Units</th>
<th>153</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Bessener Terrace</td>
<td>850 Main Street, East Pittsburgh PA 15112</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Center Township Apartments</td>
<td>3671 Brothhead Road, Monaca PA 15061</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Crafton Towers</td>
<td>1215 Foster Avenue, Pittsburgh PA 15205</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Dormont Place Apartments</td>
<td>2900 Belrose Avenue, Pittsburgh, PA 15216</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Forest Hills Apartments</td>
<td>2111 Ardmore Boulevard, Pittsburgh PA 15221</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Greenfield Terrace Apartments</td>
<td>3909 Raff Street, Pittsburgh PA 15207</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Leetsdale Hi-Rise</td>
<td>27 Spencer Street, Leetsdale PA 15056</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ McKeesport Elderly</td>
<td>3221 Versailles Avenue &amp; 501 Archer Street, McKeesport PA 15132</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Miller Avenue Senior</td>
<td>16 Miller Avenue, Duquesne PA 15110</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Northside Coalition Senior Housing</td>
<td>1500 Brighton Place, Pittsburgh PA 15212</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Ormsby Manor</td>
<td>113 Ormsby Avenue, Pittsburgh PA 15210</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Quemahoning Towers</td>
<td>1700 Veil Avenue, Windber PA 15963</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Second Baptist Senior Apartments</td>
<td>128 W. 12th Avenue, Homestead PA 15120</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Sylvania Place</td>
<td>29 Sylvania Place, Pittsburgh PA 15210</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ West Deer Manor</td>
<td>40 McKrell Road, Russellton, PA 15076</td>
<td>Persons 62 or older</td>
</tr>
<tr>
<td>+ Westlake Apartments</td>
<td>1015 Crucible Street, Pittsburgh PA 15220</td>
<td>Persons 62 or older</td>
</tr>
</tbody>
</table>

16 Developments

<table>
<thead>
<tr>
<th>FAMILY</th>
<th>Total Number of Elderly Units</th>
<th>700</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charles Street Apartments</td>
<td>333 Charles Street, Turtle Creek PA 15145</td>
<td>Low Income - HUD Section 8</td>
</tr>
<tr>
<td>Markhaven Apartments</td>
<td>740-746 Robbins Station Road, North Huntingdon PA 15642</td>
<td>Low Income - HUD Section 8</td>
</tr>
<tr>
<td>15 Miller Avenue Apartments</td>
<td>15 Miller Avenue, Duquesne PA 15110</td>
<td>Low Income Housing Tax Credit</td>
</tr>
<tr>
<td>Century Townhomes</td>
<td>1179 Woodland Avenue, Clairton PA 15025</td>
<td>Market Rent - Section 8 vouchers accepted</td>
</tr>
<tr>
<td>Milligan Manor</td>
<td>2500 S. Braddock Avenue, Swissvale PA 15218</td>
<td>Market Rent - Section 8 vouchers accepted</td>
</tr>
<tr>
<td>Sycamore Street Apartments</td>
<td>124 West Sycamore Street, Pittsburgh PA 15211</td>
<td>Low Income Housing Tax Credit</td>
</tr>
</tbody>
</table>

6 Developments

<table>
<thead>
<tr>
<th>HOMELESS (BRIDGE, TRANSITIONAL AND PERMANENT HOUSING)</th>
<th>Total Number of Homeless Units</th>
<th>314</th>
</tr>
</thead>
<tbody>
<tr>
<td>McKeesport Downtown Housing</td>
<td>523 Sinclair Street, McKeesport, PA 15132</td>
<td>Homeless, Bridge and low income</td>
</tr>
<tr>
<td>Sisters Place</td>
<td>1179 Desiderio Boulevard, Clairton PA 15025</td>
<td>Homeless Women in Recovery</td>
</tr>
<tr>
<td>Sojourner House Moms</td>
<td>5511, 5522, 5524 Hays Street &amp; 5545 Black Street, Pittsburgh PA 15206</td>
<td>Homeless Women in Recovery</td>
</tr>
</tbody>
</table>

3 Developments

TOTAL NUMBER OF ALL UNITS | 1,289

ACTION-Housing, Inc.
425 Sixth Avenue • Suite 950 • Pittsburgh PA 15219.1819
Phone 412.281.2102 • Fax 412.391.4512 • United Way Contributor Choice #54

This report was printed on paper made from SFI-certified sustainably harvested virgin fiber with 30% post-consumer waste, using soy and vegetable-based inks, zero-impact press solution, and water-based satin aqueous coating.
James Cochenour, Weatherization Inspector, tests the flue gas on a hot water heater.
Energy Conservation and Green Building

ACTION-Housing Energy Conservation and Green Building Programs are helping to reduce energy and water consumption, lower costs, and create a safer environment for Western Pennsylvanians, even as utility costs continue to account for a large share of household monthly budgets. ACTION-Housing’s green programs provide safe, sustainable building materials and promote green behaviors in the communities we serve and the homes we assist and manage. ACTION-Housing employs a team of sustainability educators, technicians, developers, and advocates and maintains a Sustainability and Development Consultant to act as stewards for its green building initiatives.

Initiatives include the following:

• Reduce Energy and Water Consumption by decreasing environmental impact.
• Save Money by reducing energy and water use.
• Improve Environmental and Human Health by selecting better materials and supplies.
• Promote Collaboration and Best Practice Sharing by ensuring that energy efficiency measures become a part of everyday life for homeowners, landlords and developers.
• Develop Resources by assisting with single- and multi-family efficiency retrofits.
• Provide Community Education by empowering residents to implement safe, sustainable measures and behaviors.

Weatherization Assistance Program

ACTION-Housing is the largest Weatherization Assistance Program (WAP) provider in the state of Pennsylvania, having served over 38,000 low-income households since 1982. ACTION-Housing staff members perform an audit of household energy use, ensure the safety of all mechanical systems, and detail specific measures to reduce energy and water consumption for low-income residents of Allegheny, Washington, and Greene counties.

ACTION-Housing’s contractors then insulate, weather-seal, and address minor repairs in the home to reduce energy usage by as much as 25%. As a separate component of the program, defective or inefficient furnaces are repaired or replaced. ACTION-Housing offers these services free to qualifying households through the U.S. Department of Energy— a program that is locally administered by the Pennsylvania Department of Community and Economic Development and the Low Income Home Energy Assistance Program.

The Weatherization Assistance Program provided energy conservation improvements for 1,799 homes in 2011. In addition to WAP clients, ACTION-Housing also conducted 860 Quality Control Inspections in 18 counties throughout the State for First Energy and provided energy conservation audits and improvements for 92 homes with funding from Columbia Gas and West Penn Power (formerly Allegheny Power).

To learn more about this program, please contact City of Pittsburgh Weatherization: 412.227.5700, Allegheny County Weatherization: 412.227.3700, or Washington and Greene Counties’ Weatherization: 724.483.2399.

Ken Provlic, Weatherization and Utility Program Administrator, and Tim Grindle, Weatherization Contractor, demonstrate proper use of a blower door during contractor training.
Pittsburgh Green House

ACTION-Housing opened the Pittsburgh Green House (PGH), a hands-on training, education, and resource facility dedicated to residential energy and water savings and health in March, 2012. The PGH is located in a renovated home originally built in 1910 where weatherization and other residential contractors can receive hands-on training, Building Performance Institute (BPI) certification and learn the skills they need to offer green home retrofits. The PGH is also open to the public for a variety of educational opportunities, community classes, use of the contractor and product resource center, and self-guided tours.

The Pittsburgh Green House serves as a first stop for homeowners and contractors to learn about residential sustainability through classroom and hands-on trainings demonstrating affordable, practical renovations that incorporate energy and water conservation improvements to lower utility bills and reduce environmental impact. The Pittsburgh Green House is located at 308 North Sheridan Avenue in Pittsburgh’s East Liberty neighborhood.

To learn more about this program, please contact the Pittsburgh Green House: 412.362.4744, or visit www.pittsburghgreenhouse.org

Resident Sustainability Education

ACTION-Housing has developed and rolled out robust green residential education programs for residents of Supportive Housing Management Services’ properties and the neighborhoods served through ACTION-Housing’s services. Course subjects include introductory and advanced energy and water savings, green cleaning, green resources, basic weatherization, and more. Connections to residents are fostered by providing educational programs within targeted communities in partnership with local organizations. ACTION-Housing courses empower residents to make behavioral and technical changes to their homes, leading to energy and water savings as well as a more comfortable and safe living environment.

In addition to in-person sustainability education, 1,500 people subscribe to either the print or electronic version of ACTION-Housing’s Go Green monthly newsletter. Residents and developers can find the newsletters, as well as resources for financing, education, technical best practices and more in-person at the Pittsburgh Green House or online at www.actionhousinggreen.org.
Western Pennsylvania
Energy Conservation Collaborative

In the fall of 2011, ACTION-Housing received a grant from the Heinz Endowments to expand the scope of the Western Pennsylvania Energy Conservation Collaborative (WPECC). Begun in 2009, the WPECC’s goal is to retrofit existing multifamily affordable housing with up-to-date energy and environmental features in order to realize a 25% reduction in energy consumption and CO₂ emissions by 2014. The WPECC is working to achieve this goal by reducing per-facility energy and water consumption and the resultant costs, and ensuring that all residents live in the healthiest environments possible. 17 regional owners of multifamily properties, containing approximately 18,000 units, are currently participating.

As an extension of the WPECC, ACTION-Housing is participating in a statewide effort between affordable housing providers and utility companies to design and integrate education and retrofit projects into multifamily affordable housing properties. In addition to the WPECC’s focus on reducing energy and water consumption and costs, this project includes more collaboration with local utility companies for support. This initiative is coordinated by the National Housing Trust and the Pennsylvania Housing Finance Agency.

Green Building

Shanahan
Located in Pittsburgh’s Uptown neighborhood, Shanahan will be a 43-unit apartment building of workforce housing with one floor of ten units designed specifically to meet the needs of the deaf and deaf-blind community. A former warehouse, Shanahan is designed as a green retrofit with a very well insulated envelope, energy and water efficient units, bicycle parking, and geothermal heating/cooling. ACTION-Housing started planning this project in late 2009 with rehabilitation scheduled to begin in the spring of 2012 and a projected opening in the summer of 2013.

Passive House Initiative
ACTION-Housing is working closely with the Passive House Institute of the U.S. (PHIUS) on several projects designed to meet the rigorous energy use reductions outlined by Passive House standards. These projects include single-family new construction, multifamily retrofit, historic preservation mixed with new single-family construction, and a national demonstration project with other members of the Housing Partnership Network. The creation of Passive House affordable developments, thorough documentation of the projects and development of a plan to validate the benefits, will set the stage to expand the use of Passive House standards by affordable housing developers throughout the country.

Sustainable Housing Improvement Partnership
The Sustainable Home Improvement Partnership (SHIP), which began in January, 2012 with funding from the Home Depot Foundation, repairs and weatherizes residents’ homes in Pittsburgh’s East End in collaboration with local nonprofits, including ACTION-Housing, and citizen volunteers. The primary focus of the program is helping military veterans, many of whom face significant financial and physical hardships upon returning to civilian life and need home accessibility modifications due to war-related injuries. In addition to its primary focus, SHIP also focuses on improving the homes and lives of seniors and the disabled.
Client Jasmine Austin proudly shows her new Diploma of Medical Assisting in her apartment that is provided by the MyPlace program. MyPlace provides youth who have aged out of the foster care system independent housing and supportive services.
Mortgage Assistance Programs

ACTION-Housing first became involved with mortgage foreclosure issues in the early 1980’s with the closing of the steel mills and the resultant massive loss of employment in the Pittsburgh region. At that time, ACTION-Housing was instrumental in the formation of a Mortgage Delinquency Task Force comprised of civic leaders, bankers, community organizations and social service agencies dedicated to the preservation of homeownership for residents of our communities. The Task Force developed a comprehensive plan that outlined the Homeowners Emergency Mortgage Assistance Program (HEMAP), which enabled homeowners to borrow funds from the State until they were able to resume making full mortgage payments. The program was a pilot in Allegheny County and eventually led to the formation of the state-wide program. This program is currently not funded through the State budget, but ACTION-Housing is hopeful it will be re-instated. To date, ACTION-Housing 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, they can seek out assistance through our National Foreclosure Mitigation Counseling (NFMC). Through a partnership with the Housing Partnership Network as intermediary, ACTION-Housing has counseled homeowners to implement preventive 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 mortgage payments an opportunity to meet directly with their mortgage loan servicers to attempt to work out an affordable payment arrangement. Since August of 2009, over 840 people have received foreclosure prevention counseling from ACTION-Housing 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-Housing’s outreach activities in collaboration with City of Pittsburgh Mayor Luke Ravenstahl, Pittsburgh Community Reinvestment Group, the Housing Counseling Collaborative (NeighborWorks Western Pennsylvania, the Mon Valley Initiative, Urban League of Greater Pittsburgh and The Fair Housing

Teresa Glaser and her partner, clients of ACTION-Housing’s Mortgage Foreclosure Prevention Programming, stand outside their home which was saved from foreclosure.
Partnership of Greater Pittsburgh), and other local, regional and national government and social service agencies. In 2010 and 2011, the ACTION-Housing Emergency Call Program served more than 1,400 homeowners with referrals and services through collaboration with these same groups. We also created the Save Our Home Program (SOHP) in 2008 to give 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-Housing counselors have served over 350 clients through this program.

In 2011 ACTION-Housing also had the opportunity to run the Emergency Homeowners Loan Program (EHLP). Housing counselors, elected officials, the United Way, and many other groups all worked together to get the word out about the program, which was available to help homeowners from July through September of 2011. Through EHLP, ACTION-Housing served 234 families in two and-a-half months.

To learn more about these programs, please contact ACTION-Housing Mortgage Programming: 412.281.2102

Pennsylvania Accessible Housing Program (ACCESS)

Since 2001, ACTION-Housing 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. 344 permanently physically disabled persons have received services through ACTION-Housing making their homes or apartments more accessible with $3,263,054 in completed modifications.

To learn more about this program, please contact Frank Demes: 412.281.2102 ext. 2027
The Family Savings Account Program

ACTION-Housing 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 1,300 people have participated in the Family Savings Account Program from its inception. 416 participants have graduated from FSA since its inception; 3 started or expanded a small Business; 126 bought a car to get to work or school; 66 reduced their debt in order to purchase a house; 52 gained higher education; 42 purchased a home; and 125 made repairs to their home.

$790,098.20 has been matched to date with over $2 million spent in Southwestern Pennsylvania.

To learn more about this program, please contact Amanda Burkhart: 412.281.2102 ext. 2022

MyPlace Program

In 2010 ACTION-Housing implemented the MyPlace program, which targets youth aging out of the foster care system that are homeless or at risk of becoming homeless. At the request of Allegheny County Department of Human Services (DHS), ACTION-Housing agreed to explore the design and implementation of a “housing first” model for addressing the critical needs of this particular youth population. Each year, approximately 240 young people in Allegheny County reach the age of 18 in the foster care system. At that point, approximately 70% decide to leave the system and decline the available assistance for education, housing and job training offered by the foster care system. Many leave the system with deficits in critical life areas—they may lack the education required for access to anything beyond a minimum wage job and they may lack the skills necessary for independent living. As a result, they frequently become homeless and end up ‘couch surfing’ with friends or family, in emergency shelters or street homeless.

MyPlace provides scattered site apartments and case management services to 34 young people who have aged out of the foster care system and are either homeless or at-risk of homelessness. The youth are linked to education and employment opportunities and a comprehensive life skills component. They are also linked to the vast array of services that already exist in the community, such as food banks, local libraries, medical care, and transportation. The goal is to enable the participants to ultimately live independent, self-sufficient lives.

To learn more about this program, please contact Julie Motley: 412.281.2102 ext. 2038

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James Degrzia, ACTION-Housing staff, engages a consumer at McKeesport Downtown Housing.
The Homeless Prevention and Rapid Re-Housing Program (HPRP) of ACTION-Housing operated from October 2009 through December 2011. It was the first program in many years to address the severe need for emergency rent and utility assistance in Allegheny County. Assistance could 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. These services were all designed to prevent eviction and/or to re-house individuals or families who had recently fallen victim to homelessness.

The program was forged through a $14 million grant by the United States Department of Housing and Urban Development (HUD) through the American Recovery and Reinvestment Act of 2009 (ARRA), also known as The Stimulus Program. The City of Pittsburgh, through its Department of City Planning and Allegheny County Economic Development (ACED), jointly applied for the funding and designated six 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, and Operation Safety Net.

HPRP staff assisted clients who were homeless or at risk of homelessness due to job loss, decrease in employment hours, health issues that impacted their ability to work, domestic violence, or other difficult situations affecting their ability to maintain housing. Assistance for this program was offered in three month increments provided the participant continued to meet the income eligibility requirements and made progress towards self-sufficiency.

ACTION-Housing served 668 clients in the 28 months we operated the program and provided $2,395,786.93 in rental, security deposit, and utility payments for clients needing assistance. This program also allowed for the creation of four new positions at ACTION-Housing and there was at one time a staff of seven working on the program.

This program ended in December 2011. For information on our present homeless programming, please see below.

Homeless Families Service Program

Funded through the Emergency Shelter Grants Program, ACTION-Housing has served thousands of individuals through the Homeless Families Services (HFS) 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, 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, those near to completion of programs in 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.

To learn more about this program, please contact Wonda Williams: 412.824.2444
Braddock Apartments is an 11-unit permanent housing facility for chronically homeless persons with disabilities. The renovated apartments are located in the same 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 goals are 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.

To learn more about this program, please contact Linda Goblesky: 412-351-0222 ext. 4431

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 funds to purchase the building with the intent of permanently preserving its 258 Single Room occupancy 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 street, 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 she/he 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.

To learn more about this housing program, please contact Wood Street Commons: 412.765.2532

McKeesport Downtown Housing
Supportive Housing Preservation

The former McKeesport YMCA building, containing 90 single room occupancy (SRO) units for adults at risk of homelessness, was to be abandoned due to the McKeesport YMCA merger with Greater Pittsburgh YMCA as they were 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 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, through the Department of Human Services, ACTION-Housing 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-Housing 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.

To learn more about this housing program, please contact Anne Messner at McKeesport Downtown Housing: 412.664.9168

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