



**2016 Key Indicator Summary Report  
July 1st, 2016 -July 31st, 2016**

GOAL		Outcome	Indicator	YTD
100%	Treatment Plans completed within 3 days of intake	100%	(+/-)%	99%
95%	Emergency Shelter Guests see their case manager weekly	98%	(+3)%	98%
65%	Emergency Shelter Guests move to Transitional/Permanent Housing	74%	(+9)%	66%
75%	Transitional Housing Clients will move to Permanent Housing	82%	(+7)%	80%
85%	Permanent Supportive Housing Clients move to other Permanent Housing at exit	100%	(+15)%	89%
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income a exit	93%	(+18)%	77%
95%	Medical Assessments completed within three days of intake	100%	(+5)%	99%
50%	50% of eligible adults entering Emergency Shelter access dental services prior to discharge	32%	(-18)%	38%
>15%	Less than 15% of Clients exiting from HEP will return to homelessness	12%	(+3)%	8%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	YTD
100%	100% of Initial Treatment Plans will be completed within 3 days of intake.	99%	100%	99%	98%	99%	100%	100%	99%
	# of Admissions	86	72	145	86	89	89	103	670
	# of TX Plans Completed	85	72	144	84	88	89	103	665
95%	95% of Emergency Shelter clients will see their case manager on a weekly basis.	98%	96%	96%	98%	100%	99%	98%	98%
	# Clients Served in Emergency Shelter	173	165	242	208	203	203	224	1418
	# Clients Seen CM at least 1x/week	169	158	232	204	202	200	220	1385
65%	65% of clients discharged from the Emergency Shelter will move to Transitional or Permanent Housing	67%	65%	67%	67%	65%	57%	74%	66%
	# Guests Discharged from ES	66	57	78	75	80	70	88	514
	# Guests Moved to TH or PH	44	37	52	50	52	40	65	340
	# Guests Returned to Homelessness	3	3	3	4	6	4	8	31
75%	75% of clients discharged from Transitional Housing will move to Permanent Housing	93%	56%	63%	88%	89%	81%	82%	80%
	# Clients Discharged from TH	14	9	8	8	9	16	11	75
	# Clients Moved to PH	13	5	5	7	8	13	9	60
	# Clients Returned to Homelessness	0	2	1	0	1	0	0	4
85%	85% of clients discharged from Permanent Housing will move to other Permanent Housing upon leaving HEP services.	63%	93%	100%	100%	100%	75%	100%	89%
	# Clients Discharged from PH	8	14	21	3	14	8	4	72
	# of Clients Moved to PH	5	13	21	3	12	6	4	64
	# of Clients Returned to Homelessness	2	1	0	0	1	0	0	4
95%	95% of Medical Assessments will be completed within three days of intake	99%	99%	98%	100%	100%	100%	100%	99%
	# of Admissions	173	165	242	208	203	203	224	1418
	# of Medical Assments completed	171	164	238	207	202	203	224	1409
50%	50% of eligible adults entering Emergency Shelter access dental services prior to discharge	33%	39%	36%	37%	67%	59%	32%	38%
	# of eligible adults served	173	165	242	208	42	46	53	929
	# of eligible adults who accessed dental services	57	64	87	76	28	27	17	356
15%	Less than 15% of Clients exiting from HEP will return to homelessness	7%	9%	5%	6%	10%	5%	12%	8%
	Total # of Clients that Exited HEP	69	64	107	65	80	83	66	534
75%	75% of clients who maintain or increase employment and/or benefit related income upon exiting TH or PH	55%	81%	93%	73%	73%	67%	93%	77%
	# of Clients EXITED HEP from TH/PH	22	21	29	11	22	21	15	141
	# of Clients w/ Increased Income at EXIT	12	17	27	8	16	14	14	108



**2016 Key Indicator Summary Report  
July 1st, 2016 -July 31st, 2016 (Veteran Specific Report)**

GOAL		Outcome	Indicator	YTD
100%	Treatment Plans completed within 3 days of intake	100%	(-/+)%	99%
95%	Emergency Shelter Guests see their case manager weekly	99%	(+4)%	98%
65%	Emergency Shelter Guests move to Transitional/Permanent Housing	65%	(-/+)%	63%
75%	Transitional Housing Clients will move to Permanent Housing	86%	(+11)%	80%
85%	Permanent Supportive Housing Clients move to other Permanent Housing at exit	0%	(-/+)%	69%
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income a exit	100%	(+25)%	69%
95%	Medical Assessments completed within three days of intake	100%	(+5)%	100%
50%	50% of eligible adults entering Emergency Shelter access dental services prior to discharge	41%	(-9)%	47%
>15%	Less than 15% of Clients exiting from HEP will return to homelessness	16%	(-1)%	11%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	YTD
100%	100% of Initial Treatment Plans will be completed within 3 days of intake.	100%	100%	98%	94%	98%	100%	100%	99%
	# of Admissions	47	28	54	36	42	50	38	295
	# of TX Plans Completed	47	28	53	34	41	50	38	291
95%	95% of Emergency Shelter clients will see their case manager on a weekly basis.	98%	94%	97%	100%	99%	99%	99%	98%
	# Clients Served in Emergency Shelter	96	80	93	84	81	92	93	619
	# Clients Seen CM at least 1x/week	94	75	90	84	80	91	92	606
65%	65% of clients discharged from the Emergency Shelter will move to Transitional or Permanent Housing	62%	64%	68%	56%	66%	63%	65%	63%
	# Guests Discharged from ES	34	33	28	36	35	32	31	229
	# Guests Moved to TH or PH	21	21	19	20	23	20	20	144
	# Guests Returned to Homelessness	2	2	2	5	5	3	5	24
75%	75% of clients discharged from Transitional Housing will move to Permanent Housing	88%	75%	57%	86%	80%	86%	86%	80%
	# Clients Discharged from TH	8	4	7	7	5	7	7	45
	# Clients Moved to PH	7	3	4	6	4	6	6	36
	# Clients Returned to Homelessness	0	0	1	0	1	0	0	2
85%	85% of clients discharged from Permanent Housing will move to other Permanent Housing upon leaving HEP services.	0%	100%	100%	100%	0%	50%	#DIV/0!	69%
	# Clients Discharged from PH	1	3	3	3	2	4	0	16
	# of Clients Moved to PH	0	3	3	3	0	2	0	11
	# of Clients Returned to Homelessness	0	0	0	0	1	0	0	1
95%	95% of Medical Assessments will be completed within three days of intake	100%	100%	100%	99%	99%	100%	100%	100%
	# of Admissions	96	80	93	84	81	92	93	619
	# of Medical Assments completed	96	80	93	83	80	92	93	617
50%	50% of eligible adults entering Emergency Shelter will access dental services prior to discharge	38%	50%	48%	48%	57%	60%	41%	47%
	# of eligible adults served	96	80	93	84	28	25	27	433
	# of eligible adults who accessed dental services	36	40	45	40	16	15	11	203
15%	Less than 15% of Clients exiting from HEP will return to homelessness	6%	6%	9%	13%	20%	8%	16%	11%
	Total # of Clients that Exited HEP	36	33	34	38	35	37	31	244
75%	75% of clients who maintain or increase employment and/or benefit related income upon exiting TH or PH	64%	57%	80%	70%	86%	55%	100%	69%
	# of Clients EXITED HEP from TH/PH	36	7	10	10	7	11	7	88
	# of Clients w/ Increased Income at EXIT	23	4	8	7	6	6	7	61



**2016 HEP Wellness Program Summary Report  
July 1-July 31, 2016**

GOAL		Monthly Performance	YTD Performance
120	120 Residents will engage in crisis intervention/ stabilization services from the Behavioral Health Navigator to expedite Mental Health/Substance Abuse services and reduce Emergency Department visits.	17	83
540	540 Residents will receive Health and Wellness Navigator services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services.	125	416
100	100 participants will access Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic.	21	122
70%	70% of participants starting Chronic Disease Self Management Program will complete at least 4 of the six workshop sessions.	71%	65%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	YTD
<b>120</b>	120 Residents will engage in crisis intervention/ stabilization services from the BH Navigator to expedite MH/SA services and reduce ED visits.	9	13	11	7	18	8	17	<b>83</b>
	Veterans	4	4	5	1	4	2	7	<b>27</b>
	Non-Veterans	5	9	6	6	14	6	10	<b>56</b>
<b>540</b>	540 Residents will receive HW Navigator services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services.	0	0	30	64	83	114	125	<b>416</b>
	Veterans	0	0	13	13	19	25	51	<b>121</b>
	Non-Veterans	0	0	17	51	64	89	74	<b>295</b>
<b>100</b>	100 participants will access Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic.	30	10	13	29	11	8	21	<b>122</b>
	<i># of workshops</i>	3	4	3	4	4	2	3	<b>23</b>
	<i># of concluded worksheets</i>	0	2	2	1	3	1	1	<b>10</b>
<b>70%</b>	70% of participants starting Chronic Disease Self Management Program will complete at least 4 of the 6 workshop sessions.	0%	73%	50%	67%	59%	91%	71%	<b>65%</b>
	Veterans	0	10	8	5	4	4	5	<b>36</b>
	Non-Veterans	0	6	1	3	13	7	0	<b>30</b>



**2016 Pathways to Employment Summary Report  
July 1st- July 31st, 2016**

<b>GOAL</b>		<b>Monthly Performance</b>	<b>YTD Performance</b>
<b>100</b>	HEP will enroll a minimum of one hundred (100) men and women, including forty four (44) veterans who are unemployed or underemployed in Pathways to Employment.	<b>5</b>	<b>89</b>
<b>60</b>	Sixty (60) adults will be enrolled in financial literacy training.	<b>5</b>	<b>89</b>
<b>90%</b>	90% of adults enrolled in Financial Literacy Training will complete it successfully.	<b>100%</b>	<b>100%</b>
<b>75</b>	Seventy Five adults will receive a Resource Room Training Plan.	<b>5</b>	<b>89</b>
<b>75%</b>	75% of adults will secure employment upon completion of the Resource Room Training Plan	<b>100%</b>	<b>80%</b>
<b>20</b>	Twenty adults will receive a Career Training Plan	<b>4</b>	<b>18</b>
<b>80%</b>	80% of adults will secure full time employment upon completion of the Career Training Plan.	<b>0%</b>	<b>50%</b>

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	YTD
100	HEP will enroll a minimum of one hundred (100) men and women, including forty four (44) veterans who are unemployed or underemployed in Pathways to Employment.	11	24	12	11	18	8	5	89
	<i># of veterans enrolled</i>	7	10	7	2	4	6	0	36
60	Sixty (60) adults will be enrolled in financial literacy training.	11	24	12	11	18	8	5	89
90%	90% of adults enrolled in Financial Literacy Training will complete it successfully.	100%	100%	100%	100%	100%	100%	100%	100%
	<i># Guests enrolled in financial literacy</i>	11	24	12	11	18	8	5	89
	<i># Guests successfully completed financial literacy</i>	11	24	12	11	18	8	5	89
75	Seventy Five adults will receive a Resource Room Training Plan.	7	28	12	11	18	8	5	89
75%	75% of adults will secure employment upon completion of the Resource Room Training Plan	86%	58%	57%	100%	100%	100%	100%	80%
	<i># of adults who completed a Resource Room Training Plan</i>	7	12	28	11	18	8	5	89
	<i># of adults who secured employment upon completion of the Resource Room Training Plan</i>	6	7	16	11	18	8	5	71
20	Twenty adults will receive a Career Training Plan	3	4	3	1	1	2	4	18
80%	80% of adults will secure full time employment upon completion of the Career Training Plan.	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	25%	0%	50%
	<i># of adults who completed a Career Training Plan.</i>	0	1	3	0	0	4	2	10
	<i># of adults who secured employment upon completion of the Career Training Plan.</i>	0	1	3	0	0	1	0	5