



HEP's 2019 Key Indicator Summary Report

April 1st - April 30th, 2019



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	58% (54% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	72% (78% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	91% (50% Veterans)
90%	Housing inventory utilized by HEP Clients	82.31%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	11% (15% Veterans)



WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	94% (94% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	98% (99% Veterans)
95%	Medical Assessments completed within 3 days of intake	100% (99% Veterans)
50%	Eligible Clients will access dental services within 30 days of admission	64% (56% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	57
900	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	455
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	
	* Completion of Chronic Disease Management (cumulative)	71%
	* Completion of Chronic Pain Management (cumulative)	75%



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	85% (79% Veterans)
175	HEP will enroll a minimum of (175) men and women, including (52) vets who are unemployed or underemployed into Pathways to Employment.	62 (22 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	100%
90%	Adults will secure full time employment upon completion of the Pathways to Employment Program	89%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
67	Emergency Department (ED) Saves
1968	Number of Patients Served (duplicate #)



ARNP

# SERVED	
37	Emergency Department Saves
58	Number of Unique Patients Served (unduplicated)
1.2	Average Wait Time for Services
35	Completed Psychological Evaluations
58	Number of Referrals to Community Providers
37	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
36,381	Meals Served



CHILDREN'S LEARNING CENTER

# SERVED	
14	Number of Children Regularly Attending HEP's Learning Center



VETERAN'S CLUBHOUSE

# SERVED	
3,303	Number of Veterans Signed In
522	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
10	Pending Applications for Social Security
2	Approved Applications for Social Security
15	Birth Certificates Obtained
47	FL ID/Driver License Replaced
71	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
207	Number of Applicants Screened
23%	Percentage of Applicants Qualified to Apply
3	Number of Applicants Approved



VETERAN'S SHUTTLE SERVICE

# SERVED	
1,680	One Way Trips to the Bay Pines VA



HEP VOLUNTEERS

8,005	Volunteer Hours Year to Date
1,208	Active Volunteers Year to Date