



HEP's 2019 Key Indicator Summary Report

February 1st - February 28th, 2019



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	54% (53% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	64% (73% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	57% (50% Veterans)
90%	Housing inventory utilized by HEP Clients	83.24%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	10% (12% Veterans)



WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	90% (90% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	99% (99% Veterans)
95%	Medical Assessments completed within 3 days of intake	99% (99% Veterans)
50%	Eligible Clients will access dental services within 30 days of admission	66% (50% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	36
800	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	267
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	
	* Completion of Chronic Disease Management (cumulative)	67%
	* Completion of Chronic Pain Management (cumulative)	0%



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	69% (73% Veterans)
175	HEP will enroll a minimum of (175) men and women, including (52) vets who are unemployed or underemployed into Pathways to Employment.	34 (12 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	68%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
37	Emergency Department (ED) Saves
997	Number of Patients Served (duplicate #)



ARNP

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



KITCHEN & DINING HALL

# SERVED	
17,870	Meals Served



CHILDREN'S LEARNING CENTER

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



VETERAN'S CLUBHOUSE

# SERVED	
1,705	Number of Veterans Signed In
271	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
7	Pending Applications for Social Security
2	Approved Applications for Social Security
10	Birth Certificates Obtained
21	FL ID/Driver License Replaced
38	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
95	Number of Applicants Screened
22%	Percentage of Applicants Qualified to Apply
2	Number of Applicants Approved



VETERAN'S SHUTTLE SERVICE

# SERVED	
754	One Way Trips to the Bay Pines VA



HEP VOLUNTEERS

3,789	Volunteer Hours Year to Date
583	Active Volunteers Year to Date