



# HEP's 2018 Key Indicator Summary Report

February 1st - February 28th, 2018



## HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	<b>61%</b> (51% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	<b>71%</b> (67% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	<b>85%</b> (60% Veterans)
90%	Housing inventory utilized by HEP Clients	<b>86.66%</b>
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	<b>13%</b> (21% Veterans)



## WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	<b>99%</b> (98% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	<b>93%</b> (87% Veterans)
95%	Medical Assessments completed within 3 days of intake	<b>100%</b> (99% Veterans)
50%	Eligible Clients will access dental services within 30 days of admission	<b>57%</b> (59% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	<b>38</b>
800	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	<b>168</b>
120	Clients will complete (4 of 6) <b>Chronic Disease</b> Self Management Program workshops through HEP's program.	<b>5</b>
40	Clients will complete (4 of 6) <b>Chronic Pain</b> Self Management Program workshops through HEP's program.	<b>0</b>
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	
	* Completion of Chronic Disease Management	<b>71%</b>
	* Completion of Chronic Pain Management	<b>0%</b>



## EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	<b>95%</b> (92% Veterans)
150	HEP will enroll a minimum of (150) men and women, including (44) vets who are unemployed or underemployed in Pathways to Employment.	<b>30</b> ( 14 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	<b>100%</b>
85%	Adults will secure full time employment upon completion of the Resource Room Training Plan	<b>45%</b>
80%	Adults will secure full time employment upon completion of the Career Training Plan	<b>0%</b>

# ADDITIONAL HEP STATS.

YEAR TO DATE:



## **MORTON PLANT OUTREACH TEAM (MPOT):**

# SERVED	
61	Emergency Department (ED) Saves
938	Number of Patients Served (duplicate #)



## **ARNP**

# SERVED	
28	Emergency Department Saves
38	Number of Unique Patients Served (unduplicated)
< 1.3	Average Wait Time for Services
21	Completed Psychological Evaluations
39	Number of Referrals to Community Providers
27	Number of Patient Prescriptions Filled



## **KITCHEN & DINING HALL**

# SERVED	
18,776	Meals Served



## **CHILDREN'S LEARNING CENTER**

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



## **VETERAN'S CLUBHOUSE**

# SERVED	
3,077	Number of Veterans Signed In
514	Number of Veterans Attended Clubhouse Outings



## **BENEFITS COORDINATOR**

# SERVED	
11	Pending Applications for Social Security
3	Approved Applications for Social Security
8	Birth Certificates Obtained
21	FL ID/Driver License Replaced
29	Food Stamp Approvals



## **COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)**

#/% SERVED	
42	Number of Applicants Screened
36%	Percentage of Applicants Qualified to Apply
15	Number of Applicants Approved or Pending Approval



## **VETERAN'S SHUTTLE SERVICE**

# SERVED	
766	One Way Trips to the Bay Pines VA