



HEP's 2019 Key Indicator Summary Report

January 1st - January 31st, 2019



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	46% (46% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	50% (57% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	40% (25% Veterans)
90%	Housing inventory utilized by HEP Clients	84.36%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	13% (17% Veterans)



WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	93% (91% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	99% (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	61% (72% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	16
800	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	191
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	
	* Completion of Chronic Disease Management (cumulative)	0%
	* 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.	19 (5 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	53%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
19	Emergency Department (ED) Saves
536	Number of Patients Served (duplicate #)



ARNP

# SERVED	
10	Emergency Department Saves
16	Number of Unique Patients Served (unduplicated)
1.1 day	Average Wait Time for Services
9	Completed Psychological Evaluations
17	Number of Referrals to Community Providers
9	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
10,327	Meals Served



CHILDREN'S LEARNING CENTER

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



VETERAN'S CLUBHOUSE

# SERVED	
945	Number of Veterans Signed In
158	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
6	Pending Applications for Social Security
1	Approved Applications for Social Security
4	Birth Certificates Obtained
12	FL ID/Driver License Replaced
28	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
60	Number of Applicants Screened
18%	Percentage of Applicants Qualified to Apply
1	Number of Applicants Approved



VETERAN'S SHUTTLE SERVICE

# SERVED	
360	One Way Trips to the Bay Pines VA



HEP VOLUNTEERS

1,701	Volunteer Hours Year to Date
282	Active Volunteers Year to Date