



HEP's 2019 Key Indicator Summary Report

May 1st - May 31st, 2019



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter residents will move to Transitional/Permanent Housing	61% (57% Veterans)
75%	Transitional Housing residents will move to Permanent Housing	74% (77% Veterans)
85%	Permanent Supportive Housing residents will move to other Permanent Housing at exit	92% (56% Veterans)
90%	Housing inventory utilized by HEP residents	84.36%
<15%	Less than 15% of residents exiting from all HEP programs will return to homelessness	10% (14% Veterans)



WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	96% (95% Veterans)
95%	Emergency Shelter residents see their case manager weekly	98% (98% Veterans)
95%	Medical Assessments completed within 3 days of intake	100% (100% Veterans)
50%	Eligible residents will access dental services within 30 days of admission	58% (47% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	70
900	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	598
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops at HEP and Off-Site Partner Locations.	
	* Completion of Chronic Disease Management (cumulative)	80%
	* Completion of Chronic Pain Management (cumulative)	75%



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing residents with maintained or increased income at exit	86% (81% Veterans)
175	HEP will enroll a minimum of (175) men and women, including (52) vets who are unemployed or underemployed into Pathways to Employment.	84 (27 Veterans)
100%	Residents enrolled in financial literacy training will successfully complete program	100%
90%	Graduates will secure full time employment upon completion of the Pathways to Employment Program	71%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
80	Emergency Department (ED) Saves
2439	Number of Patients Served (duplicate #)



ARNP

# SERVED	
46	Emergency Department Saves
70	Number of Unique Patients Served (unduplicated)
1.5 days	Average Wait Time for Services
46	Completed Psychological Evaluations
70	Number of Referrals to Community Providers
46	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
45,483	Meals Served



CHILDREN'S LEARNING CENTER

# SERVED	
18	Number of Children Regularly Attending HEP's Learning Center
78% Utilized	*HEP's Learning Center is Licensed for 23 Children



HEP VOLUNTEERS

9,877	Volunteer Hours Year to Date
1,540	Active Volunteers Year to Date



VETERAN'S CLUBHOUSE

# SERVED	
4,129	Number of Veterans Signed In
628	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
15	Pending Applications for Social Security
5	Approved Applications for Social Security
22	Birth Certificates Obtained
62	FL ID/Driver License Replaced
90	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
297	Number of Applicants Screened
21%	Percentage of Applicants Qualified to Apply
4	Number of Applicants Approved



VETERAN'S SHUTTLE SERVICE

# SERVED	
1,855	Number of Veterans Provided One Way Trips to the Bay Pines VA