



# HEP's 2018 Key Indicator Summary Report

October 1st - October 31st, 2018



## HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	62% (62% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	84% (87% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	86% (50% Veterans)
90%	Housing inventory utilized by HEP Clients	<b>86.34%</b>
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	<b>8%</b> (9% Veterans)



## WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	96% (96% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	97% (96% Veterans)
95%	Medical Assessments completed within 3 days of intake	99% (98% Veterans)
50%	Eligible Clients will access dental services within 30 days of admission	62% (57% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	<b>210</b>
800	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	<b>920</b>
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	
	* Completion of Chronic Disease Management (cumulative)	<b>79%</b>
	* Completion of Chronic Pain Management (cumulative)	<b>77%</b>



## EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	82% (85% Veterans)
175	HEP will enroll a minimum of (175) men and women, including (52) vets who are unemployed or underemployed into Pathways to Employment.	180 (52 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	<b>78%</b>

# ADDITIONAL HEP STATS.

YEAR TO DATE:



## MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
200	Emergency Department (ED) Saves
4305	Number of Patients Served (duplicate #)



## ARNP

# SERVED	
125	Emergency Department Saves
210	Number of Unique Patients Served (unduplicated)
1 Day	Average Wait Time for Services
123	Completed Psychological Evaluations
206	Number of Referrals to Community Providers
143	Number of Patient Prescriptions Filled



## KITCHEN & DINING HALL

# SERVED	
97,327	Meals Served



## CHILDREN'S LEARNING CENTER

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



## VETERAN'S CLUBHOUSE

# SERVED	
12,296	Number of Veterans Signed In
1,908	Number of Veterans Attended Clubhouse Outings



## BENEFITS COORDINATOR

# SERVED	
38	Pending Applications for Social Security
7	Approved Applications for Social Security
43	Birth Certificates Obtained
102	FL ID/Driver License Replaced
186	Food Stamp Approvals



## COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
489	Number of Applicants Screened
38%	Percentage of Applicants Qualified to Apply
7	Number of Applicants Approved



## VETERAN'S SHUTTLE SERVICE

# SERVED	
3,838	One Way Trips to the Bay Pines VA



## HEP VOLUNTEERS

21,134	Volunteer Hours Year to Date
3,303	Active Volunteers Year to Date