



**2016 Key Indicator Summary Report
April 1st, 2016 -April 30th, 2016**

GOAL	Outcome	Indicator	YTD
100% Treatment Plans completed within 3 days of intake	98%	(-)2%	99%
95% Emergency Shelter Guests see their case manager weekly	98%	(+)3%	97%
65% Emergency Shelter Guests move to Transitional/Permanent Housing	67%	(+)2%	66%
75% Transitional Housing Clients will move to Permanent Housing	88%	(+)13%	77%
85% Permanent Supportive Housing Clients move to other Permanent Housing at exit	100%	(+)15%	91%
75% Transitional and Permanent Supportive Housing Clients with maintained or increased income a exit	73%	(-)2%	77%
95% Medical Assessments completed within three days of intake	100%	(+)5%	99%
50% 50% of adults entering Emergency Shelter access dental services prior to discharge	37%	(-)13%	36%
>15% Less than 15% of Clients exiting from HEP will return to homelessness	6%	(+)9%	7%



**2016 Pathways to Employment Summary Report
April 1st- April 30th, 2016**

GOAL		Monthly Performance	YTD Performance
100	HEP will enroll a minimum of one hundred (100) men and women, including forty four (44) veterans who are unemployed or underemployed in Pathways to Employment.	11	58
60	Sixty (60) adults will be enrolled in financial literacy training.	11	58
90%	90% of adults enrolled in Financial Literacy Training will complete it successfully.	100%	100%
75	Seventy Five adults will receive a Resource Room Training Plan.	11	58
75%	75% of adults will secure employment upon completion of the Resource Room Training Plan	100%	100%
20	Twenty adults will receive a Career Training Plan	1	11
80%	80% of adults will secure full time employment upon completion of the Career Training Plan.	0%	100%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	YTD
100	HEP will enroll a minimum of one hundred (100) men and women, including forty four (44) veterans who are unemployed or underemployed in Pathways to Employment.	11	24	12	11	58
	<i># of veterans enrolled</i>	7	10	7	2	26
60	Sixty (60) adults will be enrolled in financial literacy training.	11	24	12	11	58
90%	90% of adults enrolled in Financial Literacy Training will complete it successfully.	100%	100%	100%	100%	100%
	<i># Guests enrolled in financial literacy</i>	11	24	12	11	58
	<i># Guests successfully completed financial literacy</i>	11	24	12	11	58
75	Seventy Five adults will receive a Resource Room Training Plan.	7	28	12	11	58
75%	75% of adults will secure employment upon completion of the Resource Room Training Plan	86%	58%	50%	82%	62%
	<i># of adults who completed a Resource Room Training Plan</i>	7	12	28	11	58
	<i># of adults who secured employment upon completion of the Resource Room Training Plan</i>	6	7	14	9	36
20	Twenty adults will receive a Career Training Plan	3	4	3	1	11
80%	80% of adults will secure full time employment upon completion of the Career Training Plan.	#DIV/0!	100%	100%	#DIV/0!	100%
	<i># of adults who completed a Career Training Plan.</i>	0	1	3	0	4
	<i># of adults who secured employment upon completion of the Career Training Plan.</i>	0	1	3	0	4



**2016 HEP Wellness Program Summary Report
March 1-March 31, 2016**

GOAL		Monthly Performance	YTD Performance
120	120 Residents will engage in crisis intervention/ stabilization services from the Behavioral Health Navigator to expedite Mental Health/Substance Abuse services and reduce Emergency Department visits.	7	40
540	540 Residents will receive Health and Wellness Navigator services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services.	64	94
100	100 participants will access Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic.	27	80
70%	70% of participants starting Chronic Disease Self Management Program will complete at least 4 of the six workshop sessions.	67%	48%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	YTD
120	120 Residents will engage in crisis intervention/ stabilization services from the BH Navigator to expedite MH/SA services and reduce ED visits.	9	13	11	7	40
	Veterans	4	4	5	1	14
	Non-Veterans	5	9	6	6	26
540	540 Residents will receive HW Navigator services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services.	0	0	30	64	94
	Veterans	0	0	13	13	26
	Non-Veterans	0	0	17	51	68
100	100 participants will access Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic.	30	10	13	27	80
	<i># of workshops</i>	3	4	3	4	14
	<i># of concluded worksheets</i>	0	2	2	1	5
70%	70% of participants starting Chronic Disease Self Management Program will complete at least 4 of the 6 workshop sessions.	0%	73%	50%	67%	48%
	Veterans	0	10	8	5	23
	Non-Veterans	0	6	1	3	10



**2016 Key Indicator Summary Report
April 1st, 2016 -April 30th, 2016 (Veteran Specific Report)**

GOAL	Outcome	Indicator	YTD
100% Treatment Plans completed within 3 days of intake	94%	(-)6%	98%
95% Emergency Shelter Guests see their case manager weekly	100%	(+)5%	97%
65% Emergency Shelter Guests move to Transitional/Permanent Housing	56%	(-)9%	62%
75% Transitional Housing Clients will move to Permanent Housing	86%	(+)11%	77%
85% Permanent Supportive Housing Clients move to other Permanent Housing at exit	100%	(+)15%	90%
75% Transitional and Permanent Supportive Housing Clients with maintained or increased income a exit	70%	(-)5%	67%
95% Medical Assessments completed within three days of intake	99%	(+)4%	100%
50% 50% of adults entering Emergency Shelter access dental services prior to discharge	48%	(-)12%	46%
>15% Less than 15% of Clients exiting from HEP will return to homelessness	13%	(+)2%	9%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	YTD
100%	100% of Initial Treatment Plans will be completed within 3 days of intake.	100%	100%	98%	94%	98%
	# of Admissions	47	28	54	36	165
	# of TX Plans Completed	47	28	53	34	162
95%	95% of Emergency Shelter clients will see their case manager on a weekly basis.	98%	94%	97%	100%	97%
	# Clients Served in Emergency Shelter	96	80	93	84	353
	# Clients Seen CM at least 1x/week	94	75	90	84	343
65%	65% of clients discharged from the Emergency Shelter will move to Transitional or Permanent Housing	62%	64%	68%	56%	62%
	# Guests Discharged from ES	34	33	28	36	131
	# Guests Moved to TH or PH	21	21	19	20	81
	# Guests Returned to Homelessness	2	2	2	5	11
75%	75% of clients discharged from Transitional Housing will move to Permanent Housing	88%	75%	57%	86%	77%
	# Clients Discharged from TH	8	4	7	7	26
	# Clients Moved to PH	7	3	4	6	20
	# Clients Returned to Homelessness	0	0	1	0	1
85%	85% of clients discharged from Permanent Housing will move to other Permanent Housing upon leaving HEP services.	0%	100%	100%	100%	90%
	# Clients Discharged from PH	1	3	3	3	10
	# of Clients Moved to PH	0	3	3	3	9
	# of Clients Returned to Homelessness	0	0	0	0	0
95%	95% of Medical Assessments will be completed within three days of intake	100%	100%	100%	99%	100%
	# of Admissions	96	80	93	84	353
	# of Medical Assments completed	96	80	93	83	352
50%	50% of adults entering Emergency Shelter will access dental services prior to discharge	38%	50%	48%	48%	46%
	# of adults served	96	80	93	84	353
	# of adults who accessed dental services	36	40	45	40	161
15%	Less than 15% of Clients exiting from HEP will return to homelessness	6%	6%	9%	13%	9%
	Total # of Clients that Exited HEP	36	33	34	38	141
75%	75% of clients who maintain or increase employment and/or benefit related income upon exiting TH or PH	64%	57%	80%	70%	67%
	# of Clients EXITED HEP from TH/PH	36	7	10	10	63
	# of Clients w/ Increased Income at EXIT	23	4	8	7	42

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	YTD
100%	100% of Initial Treatment Plans will be completed within 3 days of intake.	99%	100%	99%	98%	99%
	<i># of Admissions</i>	86	72	145	86	389
	<i># of TX Plans Completed</i>	85	72	144	84	385
95%	95% of Emergency Shelter clients will see their case manager on a weekly basis.	98%	96%	96%	98%	97%
	<i># Clients Served in Emergency Shelter</i>	173	165	242	208	788
	<i># Clients Seen CM at least 1x/week</i>	169	158	232	204	763
65%	65% of clients discharged from the Emergency Shelter will move to Transitional or Permanent Housing	67%	65%	67%	67%	66%
	<i># Guests Discharged from ES</i>	66	57	78	75	276
	<i># Guests Moved to TH or PH</i>	44	37	52	50	183
	<i># Guests Returned to Homelessness</i>	3	3	3	4	13
75%	75% of clients discharged from Transitional Housing will move to Permanent Housing	93%	56%	63%	88%	77%
	<i># Clients Discharged from TH</i>	14	9	8	8	39
	<i># Clients Moved to PH</i>	13	5	5	7	30
	<i># Clients Returned to Homelessness</i>	0	2	1	0	3
85%	85% of clients discharged from Permanent Housing will move to other Permanent Housing upon leaving HEP services.	63%	93%	100%	100%	91%
	<i># Clients Discharged from PH</i>	8	14	21	3	46
	<i># of Clients Moved to PH</i>	5	13	21	3	42
	<i># of Clients Returned to Homelessness</i>	2	1	0	0	3
95%	95% of Medical Assessments will be completed within three days of intake	99%	99%	98%	100%	99%
	<i># of Admissions</i>	173	165	242	208	788
	<i># of Medical Assments completed</i>	171	164	238	207	780
50%	50% of adults entering Emergency Shelter will access dental services prior to discharge	33%	39%	36%	37%	36%
	<i># of adults served</i>	173	165	242	208	788
	<i># of adults who accessed dental services</i>	57	64	87	76	284
15%	<i>Less than 15% of Clients exiting from HEP will return to homelessness</i>	7%	9%	5%	6%	7%
	Total # of Clients that Exited HEP	69	64	107	65	305
75%	75% of clients who maintain or increase employment and/or benefit related income upon exiting TH or PH	55%	81%	93%	73%	77%
	<i># of Clients EXITED HEP from TH/PH</i>	22	21	29	11	83
	<i># of Clients w/ Increased Income at EXIT</i>	12	17	27	8	64