



# HEP's 2020 Key Indicator Summary Report

January 1st - January 31st, 2020

## HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter residents will move to Transitional/Permanent Housing	<b>69% (64% Veterans)</b>
75%	Transitional Housing residents will move to Permanent Housing	<b>0% (0% Veterans)</b>
85%	Permanent Supportive Housing residents will move to other Permanent Housing at exit	<b>100% (100% Veterans)</b>
90%	Housing inventory utilized by HEP residents	<b>82.93%</b>
<15%	Less than 15% of residents exiting from all HEP programs will return to homelessness	<b>6% (10% Veterans)</b>

## WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	<b>98% (100% Veterans)</b>
95%	Emergency Shelter residents see their case manager weekly	<b>98% (99% Veterans)</b>
95%	Medical Assessments completed within 3 days of intake	<b>98% (97% Veterans)</b>
75%	Enrollment with Medical Specialist within 3 days of intake	<b>0% (0% Veterans)</b>
55%	Eligible residents will access dental services within 30 days of admission	<b>50% (21% Veterans)</b>
150	Residents will engage in crisis intervention/stabilization services from ARNP	<b>16</b>
1,000	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	<b>59</b>
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)	<b>75%</b>
	• Completion of Chronic Pain Management (cumulative)	<b>0%</b>

## EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing residents with maintained or increased income at exit	<b>88% (67% Veterans)</b>
400	400 men and women, including 100 veterans who are unemployed or underemployed, will enroll in the Clearwater Adult Education and Job Training Center at HEP.	<b>31%</b>
100	# of veterans enrolled	<b>10%</b>
75%	75% of all students enrolled will graduate the program successfully	<b>48%</b>
80%	80% of all graduates will secure gainful employment	<b>80%</b>
20%	20% of graduates will be referred to technical or secondary education.	<b>20%</b>
80%	80% of students will be enrolled within 3 days of referral to the program	<b>100%</b>
65%	65% of graduates will sustain employment for 3 months	<b>0%</b>
55%	55% of graduates will sustain employment for 6 months	<b>0%</b>
50%	50% of graduates will sustain employment for 1 year	<b>0%</b>

# ADDITIONAL HEP STATS.

YEAR TO DATE:



## MORTON PLANT OUTREACH TEAM

# SERVED	
44	Emergency Department (ED) Saves
655	Number of Patients Served (duplicate #)



## ARNP

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



## CHILDREN'S LEARNING CENTER

# SERVED	
21	Number of Children Regularly Attending HEP's Learning Center
91%	*HEP's Learning Center is Licensed for 23 Children



## TRANSPORTATION

# SERVED	
257	Number of Veterans Provided One Way Trips to the Bay Pines VA
99%	HEP staff to achieve 95% Driver Safety, scores reported via Geotab GPS software active in HEP vehicles.



## VETERAN'S CLUBHOUSE

# SERVED	
848	Number of Veterans Signed In
39	Number of Veterans Attended Clubhouse Outings



## BENEFITS COORDINATOR

# SERVED	
0	Pending Applications for Social Security
2	Approved Applications for Social Security
12	Birth Certificates Obtained
13	FL ID/Driver License Replaced
16	Food Stamp Approvals



## KITCHEN & DINING HALL

# SERVED	
9,518	Meals Served



## COMMUNITY HOUSING ASSISTANCE PROGRAM

#/% SERVED	
0	Number of Applicants Screened
0%	Percentage of Applicants Qualified to Apply
0	Number of Applicants Approved



## HEP VOLUNTEERS

1,519	Volunteer Hours Year to Date
271	Active Volunteers Year to Date