



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

GOAL		Outcome	Monthly Performance Indicator	YTD
100%	Treatment Plans completed within 3 days of intake	94%	(-6)%	99%
95%	Emergency Shelter Guests see their case manager weekly	99%	(+4)%	98%
65%	Emergency Shelter Guests move to Transitional/Permanent Housing	58%	(-7)%	63%
75%	Transitional Housing Clients will move to Permanent Housing	75%	(+/-)%	79%
85%	Permanent Supportive Housing Clients move to other Permanent Housing at exit	100%	(+15)%	87%
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income a exit	96%	(+21)%	80%
95%	Medical Assessments completed within three days of intake	99%	(+4)%	99%
50%	50% of eligible patients will access dental services within 30 days of admission	26%	(-24)%	58%
>15%	Less than 15% of Clients exiting from HEP will return to homelessness	3%	(+12)%	8%

GOAL	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	YTD	
<b>100%</b>	100% of Initial Treatment Plans will be completed within 3 days of intake.	99%	100%	99%	98%	99%	100%	100%	100%	94%	99%
	# of Admissions	86	72	145	86	89	89	103	82	88	840
	# of TX Plans Completed	85	72	144	84	88	89	103	82	83	830
<b>95%</b>	95% of Emergency Shelter clients will see their case manager on a weekly basis.	98%	96%	96%	98%	100%	99%	98%	95%	99%	98%
	# Clients Served in Emergency Shelter	173	165	242	208	203	203	224	199	198	1815
	# Clients Seen CM at least 1x/week	169	158	232	204	202	200	220	190	196	1771
<b>65%</b>	65% of clients discharged from the Emergency Shelter will move to Transitional or Permanent Housing	67%	65%	67%	67%	65%	57%	74%	47%	58%	63%
	# Guests Discharged from ES	66	57	78	75	80	70	88	77	71	662
	# Guests Moved to TH or PH	44	37	52	50	52	40	65	36	41	417
# Guests Returned to Homelessness	3	3	3	4	6	4	8	8	2	41	
<b>75%</b>	75% of clients discharged from Transitional Housing will move to Permanent Housing	93%	56%	63%	88%	89%	81%	82%	80%	75%	79%
	# Clients Discharged from TH	14	9	8	8	9	16	11	5	12	92
	# Clients Moved to PH	13	5	5	7	8	13	9	4	9	73
	# Clients Returned to Homelessness	0	2	1	0	1	0	0	1	0	5
<b>85%</b>	85% of clients discharged from Permanent Housing will move to other Permanent Housing upon leaving HEP services.	63%	93%	100%	100%	100%	75%	100%	69%	100%	87%
	# Clients Discharged from PH	8	14	21	3	14	8	4	16	16	104
	# of Clients Moved to PH	5	13	21	3	12	6	4	11	15	90
# of Clients Returned to Homelessness	2	1	0	0	1	0	0	1	0	5	
<b>95%</b>	95% of Medical Assessments will be completed within three days of intake	99%	99%	98%	100%	100%	100%	100%	99%	99%	99%
	# of Admissions	173	165	242	208	203	203	224	199	198	1815
	# of Medical Assments completed	171	164	238	207	202	203	224	198	196	1803
<b>50%</b>	50% of eligible patients will access dental services within 30 days of admission	69%	50%	60%	57%	76%	73%	55%	52%	26%	58%
	# of eligible adults served	35	38	52	42	42	48	56	56	38	407
	# of eligible adults who've accessed dental services within 30 days	24	19	31	24	32	35	31	29	10	235
<b>15%</b>	Less than 15% of Clients exiting from HEP will return to homelessness	7%	9%	5%	6%	10%	5%	12%	12%	3%	8%
	Total # of Clients that Exited HEP	69	64	107	65	80	83	66	82	78	694
<b>75%</b>	75% of clients who maintain or increase employment and/or benefit related income upon exiting TH or PH	55%	81%	93%	73%	73%	67%	93%	86%	96%	80%
	# of Clients EXITED HEP from TH/PH	22	21	29	11	22	21	15	21	27	189
	# of Clients w/ Increased Income at EXIT	12	17	27	8	16	14	14	18	26	152



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

GOAL		Outcome	Monthly Performance Indicator	YTD
100%	Treatment Plans completed within 3 days of intake	96%	(-4)%	98%
95%	Emergency Shelter Guests see their case manager weekly	99%	(+4)%	98%
65%	Emergency Shelter Guests move to Transitional/Permanent Housing	63%	(-2)%	61%
75%	Transitional Housing Clients will move to Permanent Housing	75%	(+/-)%	81%
85%	Permanent Supportive Housing Clients move to other Permanent Housing at exit	100%	(+15)%	62%
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income a exit	88%	(+13)%	72%
95%	Medical Assessments completed within three days of intake	96%	(+1)%	99%
50%	50% of eligible patients will access dental services within 30 days of admission	16%	(-34)%	54%
>15%	Less than 15% of Clients exiting from HEP will return to homelessness	6%	(+9)%	11%

GOAL	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	YTD	
<b>100%</b>	100% of Initial Treatment Plans will be completed within 3 days of intake.	100%	100%	98%	94%	98%	100%	100%	100%	96%	98%
	# of Admissions	47	28	54	36	42	50	38	48	46	389
	# of TX Plans Completed	47	28	53	34	41	50	38	48	44	383
<b>95%</b>	95% of Emergency Shelter clients will see their case manager on a weekly basis.	98%	94%	97%	100%	99%	99%	99%	94%	99%	98%
	# Clients Served in Emergency Shelter	96	80	93	84	81	92	93	102	100	821
	# Clients Seen CM at least 1x/week	94	75	90	84	80	91	92	96	99	801
<b>65%</b>	65% of clients discharged from the Emergency Shelter will move to Transitional or Permanent Housing	62%	64%	68%	56%	66%	63%	65%	50%	63%	61%
	# Guests Discharged from ES	34	33	28	36	35	32	31	40	30	299
	# Clients Moved to TH or PH	21	21	19	20	23	20	20	20	19	183
	# Guests Returned to Homelessness	2	2	2	5	5	3	5	5	2	31
<b>75%</b>	75% of clients discharged from Transitional Housing will move to Permanent Housing	88%	75%	57%	86%	80%	86%	86%	100%	75%	81%
	# Clients Discharged from TH	8	4	7	7	5	7	7	4	8	57
	# Clients Moved to PH	7	3	4	6	4	6	6	4	6	46
	# Clients Returned to Homelessness	0	0	1	0	1	0	0	0	0	2
<b>85%</b>	85% of clients discharged from Permanent Housing will move to other Permanent Housing upon leaving HEP services.	0%	100%	100%	100%	0%	50%	#DIV/0!	50%	100%	62%
	# Clients Discharged from PH	1	3	3	3	2	4	0	4	1	21
	# of Clients Moved to PH	0	3	3	3	0	2	0	2	0	13
	# of Clients Returned to Homelessness	0	0	0	0	1	0	0	0	0	1
<b>95%</b>	95% of Medical Assessments will be completed within three days of intake	100%	100%	100%	99%	99%	100%	100%	99%	96%	99%
	# of Admissions	96	80	93	84	81	92	93	102	46	767
	# of Medical Assments completed	96	80	93	83	80	92	93	101	44	762
<b>50%</b>	50% of eligible patients will access dental services within 30 days of admission	79%	90%	76%	29%	57%	56%	42%	54%	16%	54%
	# of eligible adults served	14	10	25	7	28	27	26	24	25	186
	# of eligible adults who've accessed dental services within 30 days	11	9	19	2	16	15	11	13	4	100
<b>15%</b>	Less than 15% of Clients exiting from HEP will return to homelessness	6%	6%	9%	13%	20%	8%	16%	13%	6%	11%
	Total # of Clients that Exited HEP	36	33	34	38	35	37	31	39	31	314
<b>75%</b>	75% of clients who maintain or increase employment and/or benefit related income upon exiting TH or PH	64%	57%	80%	70%	86%	55%	100%	88%	88%	72%
	# of Clients EXITED HEP from TH/PH	36	7	10	10	7	11	7	8	8	104
	# of Clients w/ Increased Income at EXIT	23	4	8	7	6	6	7	7	7	75



**2016 HEP Wellness Program Summary Report  
September 1-September 30, 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.	16	111
540	540 Residents will receive Health and Wellness Navigator services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services.	92	621
100	100 participants will access Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic.	19	157
70%	70% of participants starting Chronic Disease Self Management Program will complete at least 4 of the six workshop sessions.	67%	70%

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	YTD
<b>120</b>	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	18	8	17	12	16	<b>111</b>
	Veterans	4	4	5	1	4	2	7	10	9	<b>46</b>
	Non-Veterans	5	9	6	6	14	6	10	2	7	<b>65</b>
<b>540</b>	540 Residents will receive HW Navigator services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services.	0	0	30	64	83	114	125	113	92	<b>621</b>
	Veterans	0	0	13	13	19	25	51	54	48	<b>223</b>
	Non-Veterans	0	0	17	51	64	89	74	59	44	<b>398</b>
<b>100</b>	100 participants will access Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic.	30	10	13	29	11	8	21	16	19	<b>157</b>
	<i># of workshops</i>	3	4	3	4	4	2	3	3	3	<b>29</b>
	<i># of concluded worksheets</i>	0	2	2	1	3	1	1	2	1	<b>13</b>
<b>70%</b>	70% of participants starting Chronic Disease Self Management Program will complete at least 4 of the 6 workshop sessions.	0%	73%	50%	67%	59%	91%	71%	83%	67%	<b>70%</b>
	Veterans	0	10	7	5	4	4	5	4	3	<b>42</b>
	Non-Veterans	0	6	1	3	13	6	0	11	1	<b>41</b>



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

<b>GOAL</b>		<b>Monthly Performance</b>	<b>YTD Performance</b>
<b>100</b>	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.	<b>13</b>	<b>118</b>
<b>60</b>	Sixty (60) adults will be enrolled in financial literacy training.	<b>13</b>	<b>118</b>
<b>90%</b>	90% of adults enrolled in Financial Literacy Training will complete it successfully.	<b>100%</b>	<b>100%</b>
<b>75</b>	Seventy Five adults will receive a Resource Room Training Plan.	<b>13</b>	<b>118</b>
<b>75%</b>	75% of adults will secure employment upon completion of the Resource Room Training Plan	<b>100%</b>	<b>83%</b>
<b>20</b>	Twenty adults will receive a Career Training Plan	<b>0</b>	<b>18</b>
<b>80%</b>	80% of adults will secure full time employment upon completion of the Career Training Plan.	<b>2</b>	<b>75%</b>

GOAL		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-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	18	8	5	16	13	118
	<i># of veterans enrolled</i>	7	10	7	2	4	6	0	1	4	41
60	Sixty (60) adults will be enrolled in financial literacy training.	11	24	12	11	18	8	5	16	13	118
90%	90% of adults enrolled in Financial Literacy Training will complete it successfully.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	<i># Guests enrolled in financial literacy</i>	11	24	12	11	18	8	5	16	13	118
	<i># Guests successfully completed financial literacy</i>	11	24	12	11	18	8	5	16	13	118
75	Seventy Five adults will receive a Resource Room Training Plan.	7	28	12	11	18	8	5	16	13	118
75%	75% of adults will secure employment upon completion of the Resource Room Training Plan	86%	58%	57%	100%	100%	100%	100%	88%	100%	83%
	<i># of adults who completed a Resource Room Training Plan</i>	7	12	28	11	18	8	5	16	13	118
	<i># of adults who secured employment upon completion of the Resource Room Training Plan</i>	6	7	16	11	18	8	5	14	13	98
20	Twenty adults will receive a Career Training Plan	3	4	3	1	1	2	4	0	18	36
80%	80% of adults will secure full time employment upon completion of the Career Training Plan.	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	25%	50%	0%	100%	75%
	<i># of adults who completed a Career Training Plan.</i>	0	1	3	0	0	4	2	0	2	12
	<i># of adults who secured employment upon completion of the Career Training Plan.</i>	0	1	3	0	0	1	1	1	2	9