



# HEP's 2017 Key Indicator Summary Report

March 1st - March 31st, 2017



## HOUSING GOALS

% GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	<b>60%</b> (58% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	<b>83%</b> (76% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	<b>92%</b> (67% Veterans)
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	<b>5%</b> (4% Veterans)



## WELLNESS & CASE MANAGEMENT GOALS

% GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	<b>100%</b> (100% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	<b>98%</b> (99% Veterans)
95%	Medical Assessments completed within 3 days of intake	<b>100%</b> (100% Veterans)
50%	Eligible patients will access dental services within 30 days of admission	<b>55%</b> (50% Veterans)
120	Residents will engage in crisis intervention/stabilization services from ARNP	<b>78</b>
650	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	<b>259</b>
130	Participants will complete (4 of 6) Chronic Disease Self Management Program workshops at HEP & Clearwater Free Clinic	<b>29</b>
70%	Participants will complete (4 of 6) Chronic Disease Self Management Program workshops at HEP and Clearwater Free Clinic	<b>88%</b>



## EMPLOYMENT/INCOME GOALS

% GOAL or # SERVED		YTD
75%	Transitional and permanent Supportive Housing Clients with maintained or increased income at exit	<b>84%</b> (83% Veterans)
150	HEP will enroll a minimum of (150) men and women, including (44) vets who are unemployed or underemployed Vets in Pathways to Employment.	<b>40</b> (13 Veterans)
150	Adults will be enrolled in financial literacy training.	<b>40</b> (13 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	<b>40</b> (13 Veterans)
150	Adults will receive a Resource Room Training Plan	<b>40</b> (13 Veterans)
85%	Adults will secure employment upon completion of the Resource Room Training Plan	<b>80%</b> (7 Veterans)
20	Adults will receive a Career Training Plan	<b>8</b> (5 Veterans)
80%	Adults will secure full time employment upon completion of Career Training Plan	<b>75%</b>

# ADDITIONAL HEP STATS.

YEAR TO DATE:



## **MORTON PLANT OUTREACH TEAM (MPOT):**

# SERVED	
121	Emergency Department (ED) Saves
1195	Number of Patients Served



## **ARNP**

# SERVED	
50	Emergency Department Saves
78	Number of Unique Patients Served
< 1.3 days	Average Wait Time for Services
51	Completed Psychological Evaluations
64	Number of Referrals to Community Providers
48	Number of Patient Prescriptions Filled



## **KITCHEN & DINING HALL**

# SERVED	
30,682	Meals Served



## **CHILDREN'S LEARNING CENTER**

# SERVED	
15	Number of children regularly attending HEP's Learning Center



## **VETERAN'S CLUBHOUSE**

# SERVED	
3,485	Number of Veterans Signed In
674	Number of Veterans Attended Clubhouse Outings



## **BENEFITS COORDINATOR**

# SERVED	
31	Pending Applications for Social Security
6	Approved Applications for Social Security
32	Birth Certificates Obtained
32	FL ID/Driver License Replaced
71	Food Stamp Approvals



## **COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)**

#/% SERVED	
314	Number of Applicants Screened
38%	Number of Applicants Qualified to Apply
12	Number of Applicants Approved or Pending Approval



## **VETERAN'S SHUTTLE SERVICE**

# SERVED	
1,112	One Way Trips to the VA Bay Pines