



HEP's 2017 Key Indicator Summary Report

January 1st - April 30th, 2017



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	60% (55% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	82% (75% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	93% (67% Veterans)
90%	Housing inventory utilized by HEP Clients	89%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	6% (6% Veterans)



WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	100% (100% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	97% (98% Veterans)
95%	Medical Assessments completed within 3 days of intake	99% (100% Veterans)
50%	Eligible Clients will access dental services within 30 days of admission	63% (65% Veterans)
120	Residents will engage in crisis intervention/stabilization services from ARNP	104
650	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	338
130	Clients will complete (4 of 6) Chronic Disease Self Management Program workshops at HEP & Clearwater Free Clinic	36



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	86% (85% Veterans)
150	HEP will enroll a minimum of (150) men and women, including (44) vets who are unemployed or underemployed in Pathways to Employment.	56 (20 Veterans)
150	Adults will be enrolled in financial literacy training.	56 (20 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	100%
150	Adults will receive a Resource Room Training Plan	56 (20 Veterans)
85%	Adults will secure full time employment upon completion of the Resource Room Training Plan	88%
20	Adults will receive a Career Training Plan	9
80%	Adults will secure full time employment upon completion of the Career Training Plan	80%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
142	Emergency Department (ED) Saves
1610	Number of Patients Served (duplicate #)



ARNP

# SERVED	
62	Emergency Department Saves
104	Number of Unique Patients Served (unduplicated)
< 1.3 days	Average Wait Time for Services
62	Completed Psychological Evaluations
89	Number of Referrals to Community Providers
65	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
38,892	Meals Served



CHILDREN'S LEARNING CENTER

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



VETERAN'S CLUBHOUSE

# SERVED	
4,449	Number of Veterans Signed In
881	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
39	Pending Applications for Social Security
8	Approved Applications for Social Security
42	Birth Certificates Obtained
38	FL ID/Driver License Replaced
84	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
398	Number of Applicants Screened
40%	Number of Applicants Qualified to Apply
18	Number of Applicants Approved or Pending Approval



VETERAN'S SHUTTLE SERVICE

# SERVED	
1,416	One Way Trips to the Bay Pines VA