



HEP's 2018 Key Indicator Summary Report

January 1st - January 31st, 2018



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	63% (54% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	78% (83% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	92% (100% Veterans)
90%	Housing inventory utilized by HEP Clients	85.97%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	14% (18% 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	95% (96% Veterans)
95%	Medical Assessments completed within 3 days of intake	100% (100% Veterans)
50%	Eligible Clients will access dental services within 30 days of admission	57% (59% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	17
800	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	64
120	Clients will complete (4 of 6) Chronic Disease Self Management Program workshops through HEP's program.	0
40	Clients will complete (4 of 6) Chronic Pain Self Management Program workshops through HEP's program.	0
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	0%
	* Completion of Chronic Disease Management	0%
	* Completion of Chronic Pain Management	0%



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	95% (100% Veterans)
150	HEP will enroll a minimum of (150) men and women, including (44) vets who are unemployed or underemployed in Pathways to Employment.	19 (9 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	100%
85%	Adults will secure full time employment upon completion of the Resource Room Training Plan	37%
80%	Adults will secure full time employment upon completion of the Career Training Plan	0%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
27	Emergency Department (ED) Saves
509	Number of Patients Served (duplicate #)



ARNP

# SERVED	
13	Emergency Department Saves
17	Number of Unique Patients Served (unduplicated)
< 1.3	Average Wait Time for Services
9	Completed Psychological Evaluations
18	Number of Referrals to Community Providers
12	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
9,425	Meals Served



CHILDREN'S LEARNING CENTER

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



VETERAN'S CLUBHOUSE

# SERVED	
1,578	Number of Veterans Signed In
262	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

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



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
0	Number of Applicants Screened
0%	Number of Applicants Qualified to Apply
0	Number of Applicants Approved or Pending Approval



VETERAN'S SHUTTLE SERVICE

# SERVED	
357	One Way Trips to the Bay Pines VA