



HEP's 2018 Key Indicator Summary Report

June 1st - June 30th, 2018



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	59% (59% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	84% (89% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	88% (60% Veterans)
90%	Housing inventory utilized by HEP Clients	87.39%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	11% (12% Veterans)



WELLNESS & CASE MANAGEMENT GOALS

% ANNUAL GOAL or # SERVED		YTD
100%	Treatment plans completed within 3 days of intake	99% (98% Veterans)
95%	Emergency Shelter Guests see their case manager weekly	96% (94% 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	64% (64% Veterans)
150	Residents will engage in crisis intervention/stabilization services from ARNP	116
800	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	516
70%	70% of participants will complete (4 of 6) Chronic Disease or Chronic Pain Self Management Program workshops.	
	* Completion of Chronic Disease Management (cumulative)	76%
	* Completion of Chronic Pain Management (cumulative)	77%



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	79% (83% Veterans)
175	HEP will enroll a minimum of (170) men and women, including (52) vets who are unemployed or underemployed in Pathways to Employment.	107 (37 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	100%
90%	Adults will secure full time employment upon completion of the Resource Room Training Plan	76%
90%	Adults will secure full time employment upon completion of the Career Training Plan	20%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
133	Emergency Department (ED) Saves
2651	Number of Patients Served (duplicate #)



ARNP

# SERVED	
79	Emergency Department Saves
116	Number of Unique Patients Served (unduplicated)
1.1 Day	Average Wait Time for Services
71	Completed Psychological Evaluations
114	Number of Referrals to Community Providers
87	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
59,399	Meals Served



CHILDREN'S LEARNING CENTER

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



VETERAN'S CLUBHOUSE

# SERVED	
7,826	Number of Veterans Signed In
1,346	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
24	Pending Applications for Social Security
6	Approved Applications for Social Security
26	Birth Certificates Obtained
48	FL ID/Driver License Replaced
98	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
173	Number of Applicants Screened
47%	Percentage of Applicants Qualified to Apply
3	Number of Applicants Approved



VETERAN'S SHUTTLE SERVICE

# SERVED	
2,396	One Way Trips to the Bay Pines VA



HEP VOLUNTEERS

1,762	Volunteer Hours Year to Date
1940	Active Volunteers Year to Date