



HEP's 2017 Key Indicator Summary Report

January 1st - May 31st, 2017



HOUSING GOALS

% ANNUAL GOAL		YTD
65%	Emergency Shelter guests will move to Transitional/Permanent Housing	61% (58% Veterans)
75%	Transitional Housing Clients will move to Permanent Housing	85% (79% Veterans)
85%	Permanent Supportive Housing Clients will move to other Permanent Housing at exit	95% (75% Veterans)
90%	Housing inventory utilized by HEP Clients	88%
<15%	Less than 15% of Clients exiting from HEP will return to homelessness	5% (4% 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	57% (55% Veterans)
120	Residents will engage in crisis intervention/stabilization services from ARNP	128
650	Residents will receive services to expedite access to primary care, diagnostic, pharmaceutical and other wellness support services	414
130	Clients will complete (4 of 6) Chronic Disease Self Management Program workshops at HEP & Clearwater Free Clinic	43



EMPLOYMENT/INCOME GOALS

% ANNUAL GOAL or # SERVED		YTD
75%	Transitional and Permanent Supportive Housing Clients with maintained or increased income at exit	85% (79% Veterans)
150	HEP will enroll a minimum of (150) men and women, including (44) vets who are unemployed or underemployed in Pathways to Employment.	63 (21 Veterans)
150	Adults will be enrolled in financial literacy training.	63 (21 Veterans)
100%	Adults enrolled in financial literacy training will successfully complete program	100%
150	Adults will receive a Resource Room Training Plan	63 (21 Veterans)
85%	Adults will secure full time employment upon completion of the Resource Room Training Plan	87%
20	Adults will receive a Career Training Plan	9
80%	Adults will secure full time employment upon completion of the Career Training Plan	71%

ADDITIONAL HEP STATS.

YEAR TO DATE:



MORTON PLANT OUTREACH TEAM (MPOT):

# SERVED	
160	Emergency Department (ED) Saves
2033	Number of Patients Served (duplicate #)



ARNP

# SERVED	
75	Emergency Department Saves
128	Number of Unique Patients Served (unduplicated)
< 7 days	Average Wait Time for Services
75	Completed Psychological Evaluations
111	Number of Referrals to Community Providers
79	Number of Patient Prescriptions Filled



KITCHEN & DINING HALL

# SERVED	
50,158	Meals Served



CHILDREN'S LEARNING CENTER

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



VETERAN'S CLUBHOUSE

# SERVED	
5,459	Number of Veterans Signed In
1,110	Number of Veterans Attended Clubhouse Outings



BENEFITS COORDINATOR

# SERVED	
45	Pending Applications for Social Security
12	Approved Applications for Social Security
51	Birth Certificates Obtained
47	FL ID/Driver License Replaced
106	Food Stamp Approvals



COMMUNITY HOUSING ASSISTANCE PROGRAM (CHAP)

#/% SERVED	
531	Number of Applicants Screened
31%	Number of Applicants Qualified to Apply
20	Number of Applicants Approved or Pending Approval



VETERAN'S SHUTTLE SERVICE

# SERVED	
1,780	One Way Trips to the Bay Pines VA