

### Reasons for Dismissal

Staff	Client service goal(s) achieved	Family referred to another program	Family unable to use services at present time	Lost to follow-up	Moved outside service area	Other	(blank)	Clients Represented (N)
Arroyo, Carmen	85%	0%	3%	3%	6%	1%	1%	96
All other CMs	71%	3%	5%	3%	11%	4%	4%	75
Program Total	79%	1%	4%	3%	8%	2%	2%	171

Carmen's total % of clients who achieved service goals by program completion is considerably higher than other staff, enough so to raise the program average for this statistic from 71% without her work to 79% with hers. In comparison to other staff, her clients are completing with more positive outcomes.

### Issue Resolution (All)

Staff	Issues Identified			Issues Resolved			% Resolved			Clients Represented (N)
	Min	Avg	Max	Min	Avg	Max	Min	Avg	Max	
Arroyo, Carmen	5.0	11.7	17.0	0.0	8.0	12.0	0%	68%	100%	96.0
All other CMs	1.0	5.0	14.0	0.0	3.9	12.0	0%	75%	100%	75.0
Whole Program	1.0	8.8	17.0	0.0	6.2	12.0	0%	71%	100%	171.0

HIP tracks the number of issues that are concerns for the referred child (from a list of 28 potential areas), and whether or not those issues are completely resolved according to the family's feedback at the end of service. Looking at all of her clients since 2012, Carmen is more thorough in addressing client's complete lives than her colleagues by this measure -- she identifies on average 5 additional concerns versus her colleagues. She also resolves more issues overall -- with an average of 4 additional issues resolved by the end of service. The rate at which she resolves issues (total issues resolved divided by total issues identified) is slightly lower than the rest of the program -- but this is more than accounted for by the fact that she tackles more issues with her clients.

### Issue Resolution (Core)

Staff	Core Issues Identified			Core Issues Resolved			Core % Resolved			Clients Represented (N)
	Min	Avg	Max	Min	Avg	Max	Min	Avg	Max	
Arroyo, Carmen	2.0	6.1	8.0	0.0	4.9	7.0	0%	82%	100%	96.0
All other CMs	0.0	3.5	9.0	0.0	3.2	9.0	0%	90%	100%	75.0
Whole Program	0.0	4.9	9.0	0.0	4.2	9.0	0%	85%	100%	171.0

Looking at more detail on this same information, 14 of the issues that can be identified in the HIP program are specifically related to education and health goals. Looking at the core program area goals, Carmen identifies almost 3 additional core-area issues per case and leads cases to resolutions of nearly two additional goals on average when compared with the rest of HIP staff. Again, her rate of resolution is slightly lower than other staff-- but this is more than accounted for by the number of goals she identifies and tracks with clients.

Report Date:

7/1/2013 to 6/30/2014

Updated: 7/9/2014

Program	Total Clients Served	Enrolled During FY14		Enrolled During FY13		Total Clients Served	Projected Clients Served	% of FY14 Projection Met	Notes
		Still Active	Dismissed	Still Active	Dismissed				
Division Total (non-unique)		5025	102	105	168	5395	2765	100%	
Division Total (unique)						4962			
Breastfeeding Support	544	285	61	85	114	544	300	181%	
Breastfeeding Workshop	72	72				72	30	240%	
Conexiones	476	474		2		476	250	190%	
ELECT	191	101	90			191	150	127%	
Enhancing Parenting-Teens	96	95	1			96	80	120%	
Healthy Movimiento	69	69				69	60	115%	
HIP	158	53	38	17	54	158	100	158%	
LDVP Child Advocacy	114	114				114	80	143%	
LDVP Counseling Adult	420	420				420	400	105%	
LDVP Education Adults	315	315				315	200	158%	
LDVP Education Professional	90	90				90	50	180%	
LDVP Education Youth	296	294	2			296	250	118%	
LDVP Hotline	2,639	2639				2639	850	310%	
LDVP Housing	54	54				54	15	360%	
PREP	52	51		1		52	100	52%	

Carmen's program is regularly tracked for enrollment progress towards agency goals. At the end of FY14, seen here, HIP had exceeded expectations

\*Total Clients Served Based on unique clients enrolled per-program. FY14 and FY13 columns duplicate clients with multiple enrollments in program. Unique clients enrolled in more than one program will be reported multiple times in the Divisional totals.