Olympic Connect Dashboard Reporting

METRICS FOR 10/01/2024 –10/31/2025

A Service of Olympic Community of Health | A Community Care Hub of Washington

Overview of Metrics

10/01/2024 – 10/31/2025

The current report includes the following (1/3):

- “Year-to-date” = 10/01/2024 – 10/31/2025
- **Incoming Referrals**
  - Overall numbers of incoming referrals; by month and county.
  - Conversion from referral to enrollment.
- **Enrollment**
  - Overall enrollment, cumulative (year-to-date) and by month.
  - Demographics of those enrolled year-to-date.

The current report includes the following (2/3):

- **Connections to Services**
  - Time from referral to first outreach, discharge.
  - Percentage of those enrolled with an intake assessment complete.
  - Connections to services within 7 and 30 days.
- **Social Determinants of Health Assessment**
  - Frequency of Social Needs.
  - Frequency of Health Needs.
- **Resource Referrals**
  - Overall resource referrals, cumulative and by month; by service category.
  - Percentage of closed-loop resource referrals; by service category.

The current report includes the following (3/3):

- **Caseloads**
  - Average monthly caseload for each Care Coordination Partner; regional monthly caseload average
- **Client Satisfaction at discharge**
  - The percent of clients who indicated “yes” they were satisfied with services during their Discharge assessment.
- **Client Needs Met at discharge**
  - The percent of clients who indicated “yes” their needs were met during their Discharge assessment.

Incoming Referrals

10/01/2024 – 10/31/2025

Incoming Referrals

- **Graph 1 –** Incoming Referrals: Progress towards Goals
- **Graph 2 –** Incoming Referrals Year-to-Date
- **Graph 3 –** Incoming Referrals: County (by month)
- **Graph 4 –** Incoming Referrals: County (cumulative)
- **Graph 5 –** Incoming Referrals: PAEG (by month)
- **Graph 6 –** Incoming Referrals: PAEG (cumulative)
- **Graph 7** – Incoming Referrals: How did you hear about Olympic Connect?
- **Graph 8** – Incoming Referrals: How did…: by County, PAEG age range
- **Graph 9 –** Incoming Referrals and Enrollment Year-to-Date

Graph 1

Incoming Referrals: Progress towards Goals

Metric	Explanation

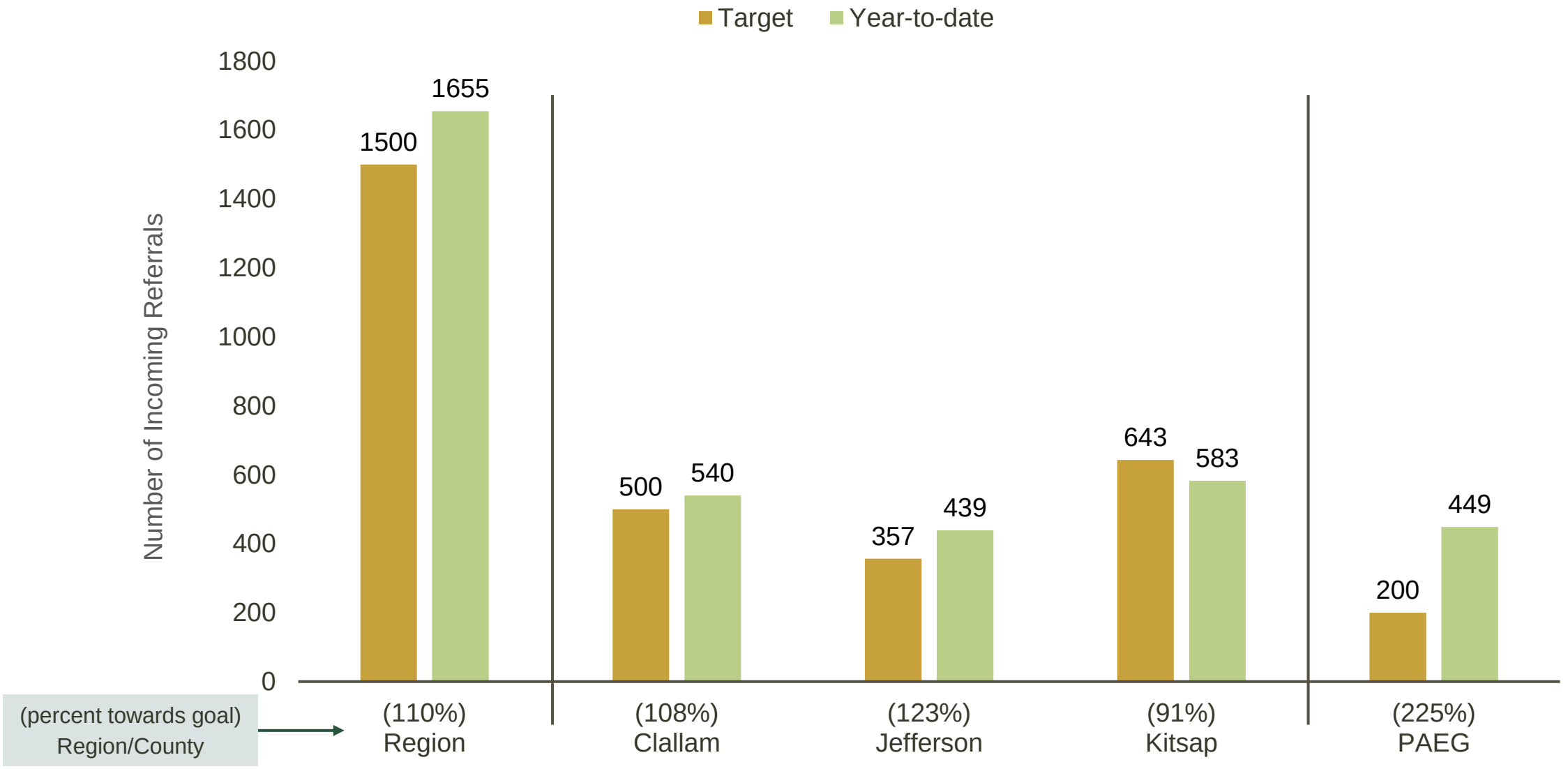
Target	• The goal for number of incoming referrals for a given year
	  • Overall (for the entire region)
	  • County (for that specific county)

Year-to-date	• The total number of incoming referrals, 10/01/2024 – 10/31/2025
	  • Overall (for the entire region)
	  • County (for that specific county)

Graph 1

Incoming Referrals: Progress Towards Goals

10/01/2024 - 10/31/2025 | Region, County, PAEG



Graph 2

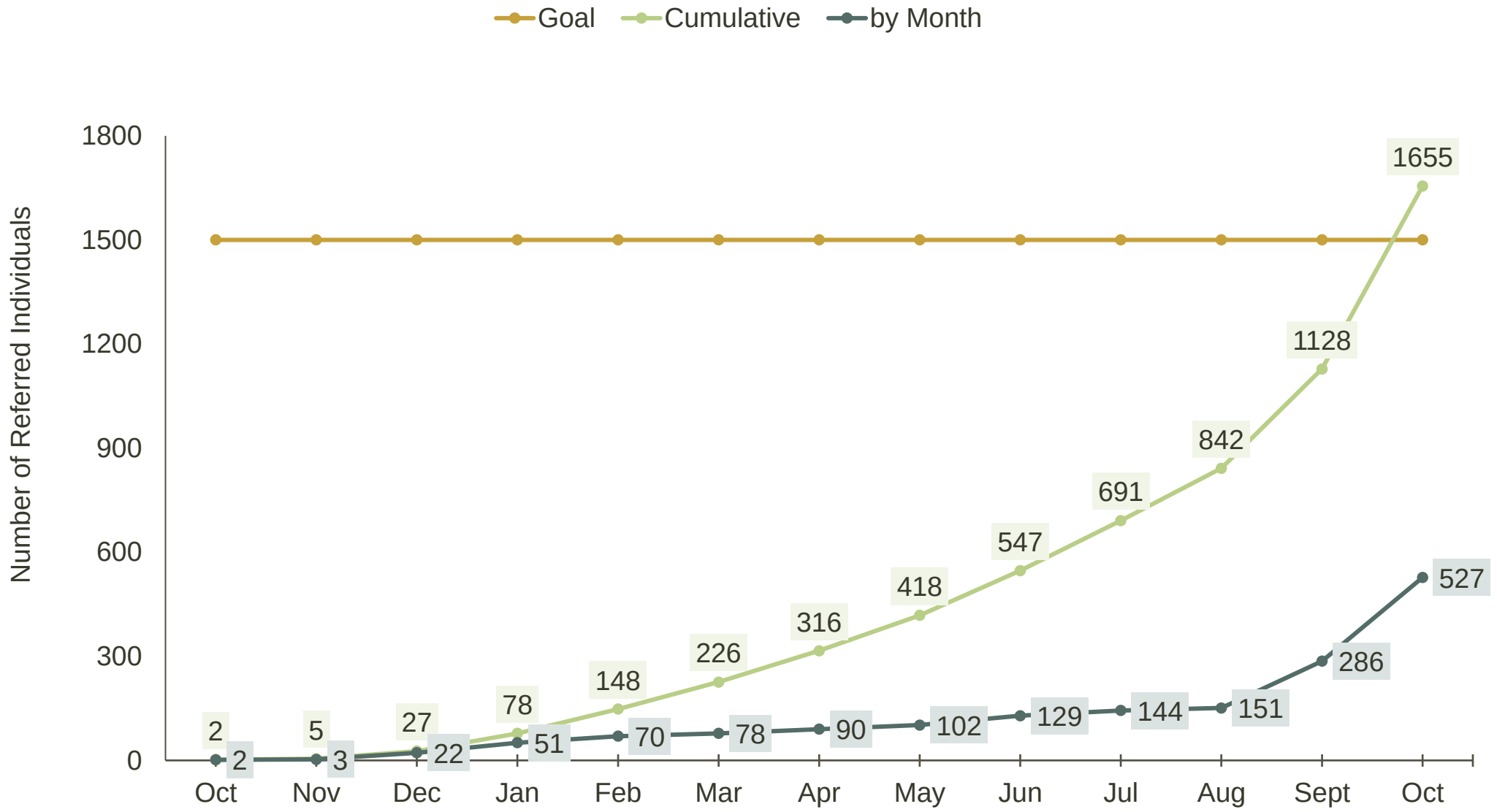
Incoming Referrals Year-to-Date

Metric	Explanation
Goal	• The goal for number of incoming referrals for a given year (1,500)
Cumulative	• The cumulative number of incoming referrals
by Month	• The number of incoming referrals for each month (*not* cumulative)

Graph 2

Incoming Referrals Year-to-Date

10/01/2024 - 10/31/2025



Graph 3

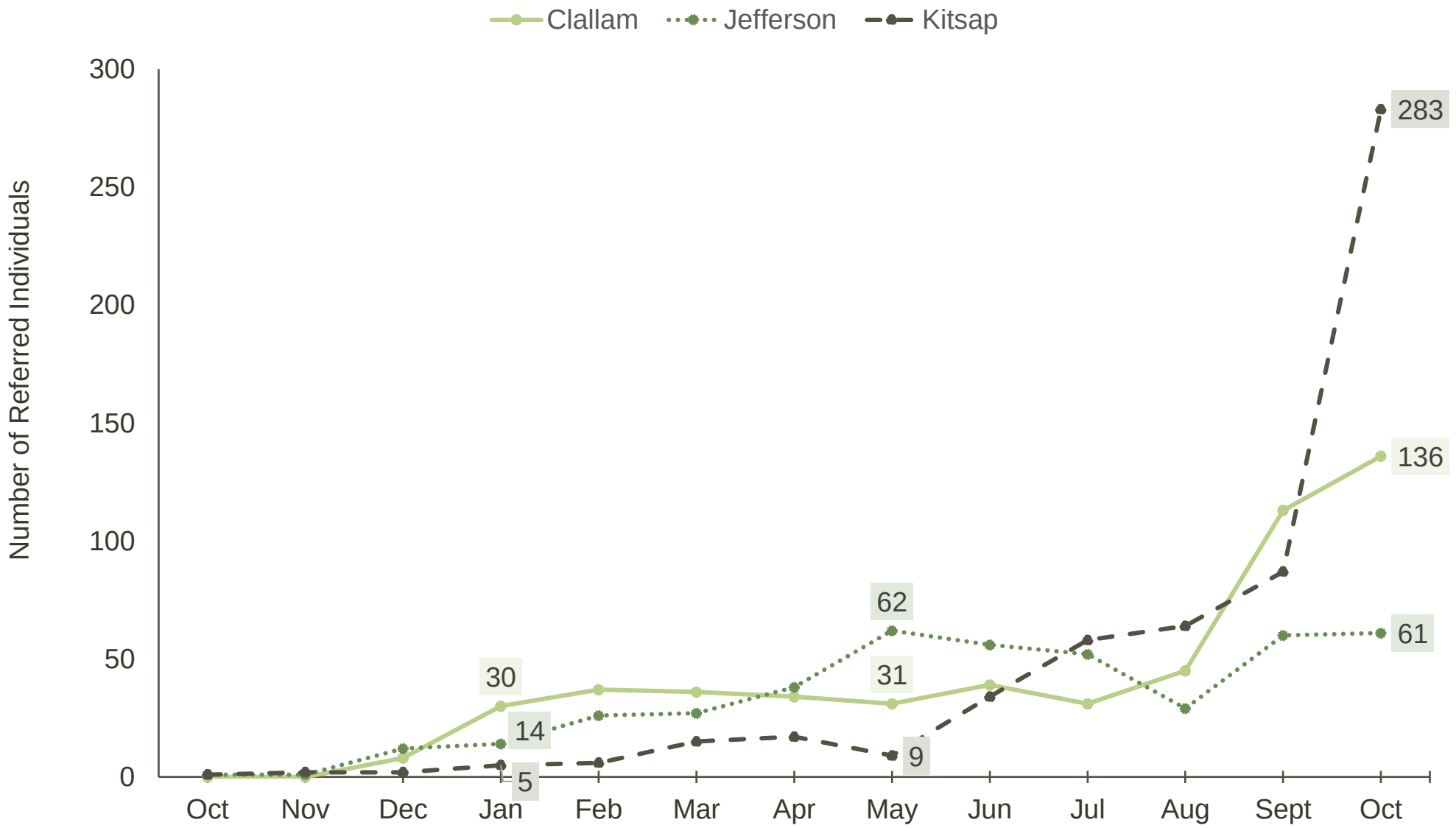
Incoming Referrals: County (by month)

Metric	Explanation
by Month	• The **monthly** number of incoming referrals for each month, by County (*not* cumulative). • These are based on the County of the client referred (where they indicated they live).

Graph 3

Incoming Referrals: County (by month)

10/01/2024 - 10/31/2025



Cumulative year-to-date:

- Clallam: 540
- Jefferson: 439
- Kitsap: 583

Incoming referral goals:

- Clallam = 500
- Jefferson = 357
- Kitsap = 643

Graph 4

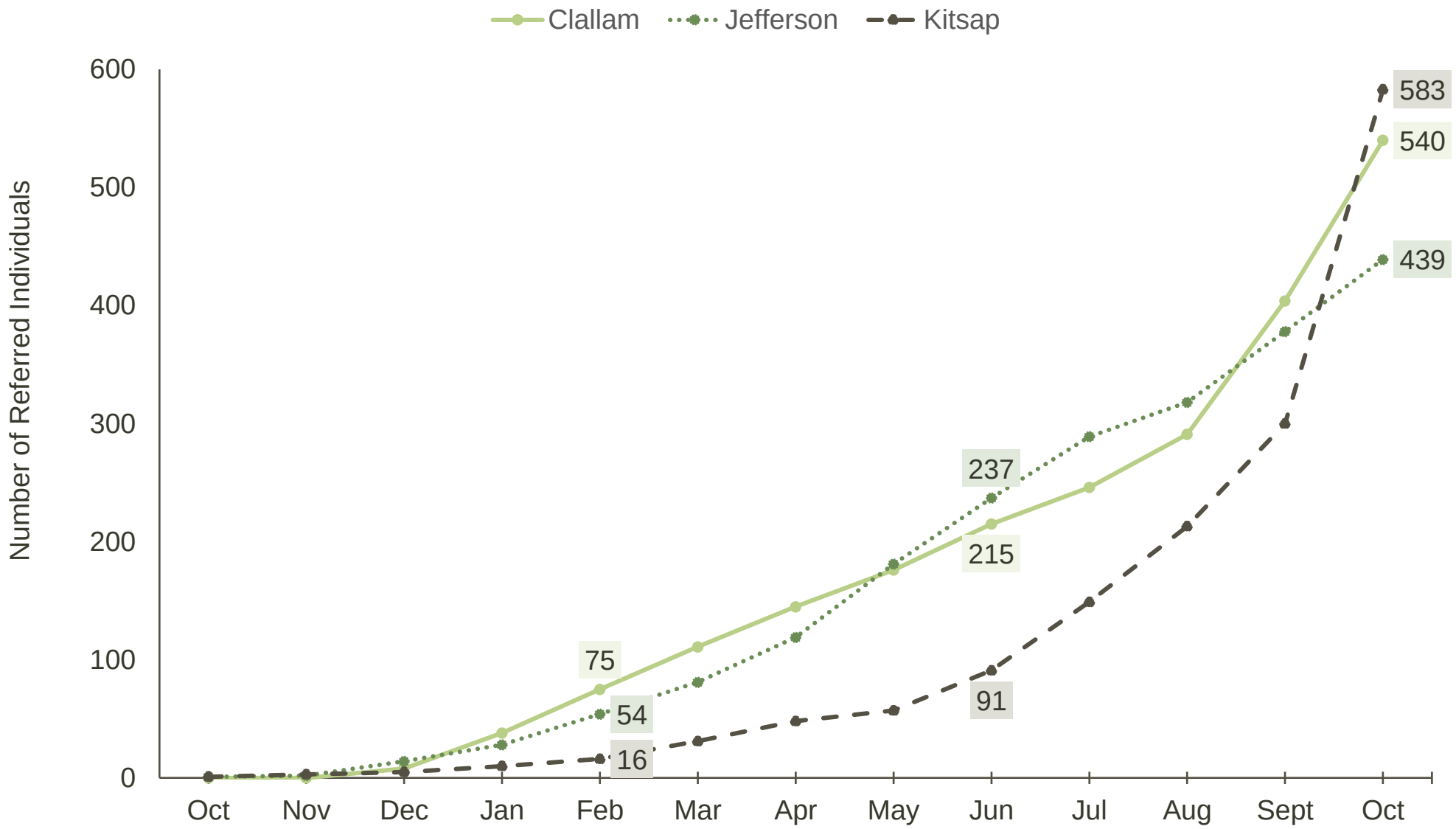
Incoming Referrals: County (cumulative)

Metric	Explanation
by Month	• The **monthly *cumulative*** number of incoming referrals for each month, by County. • These are based on the County of the client referred (where they indicated they live).

Graph 4

Incoming Referrals: County (cumulative)

10/01/2024 - 10/31/2025



Incoming referral goals:

- Clallam = 500
- Jefferson = 357
- Kitsap = 643

The total across all three counties adds up to 1,562 (instead of 1,655) as some referrals came into Olympic Connect for clients who live in other counties.

Graph 5

Incoming Referrals: PAEG (by month)

Metric	Explanation
by Month	• The **monthly** number of incoming referrals for each month, by PAEG (*not* cumulative).

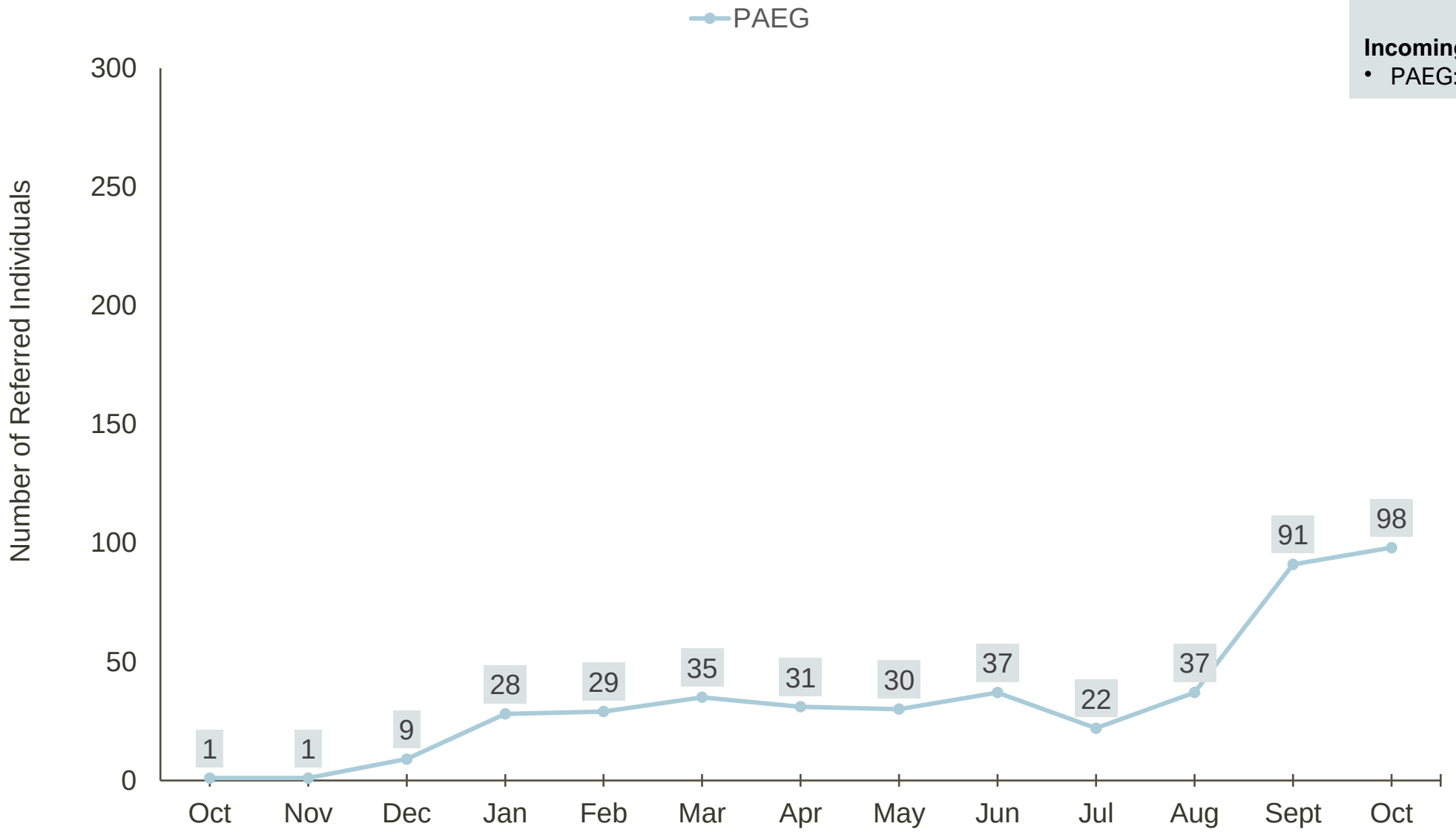
Graph 5

Incoming Referrals: PAEG (by month)

10/01/2024 - 10/31/2025

Cumulative year-to-date:
- PAEG: 449

Incoming referral goals:
- PAEG: 200



Graph 6

Incoming Referrals: PAEG (cumulative)

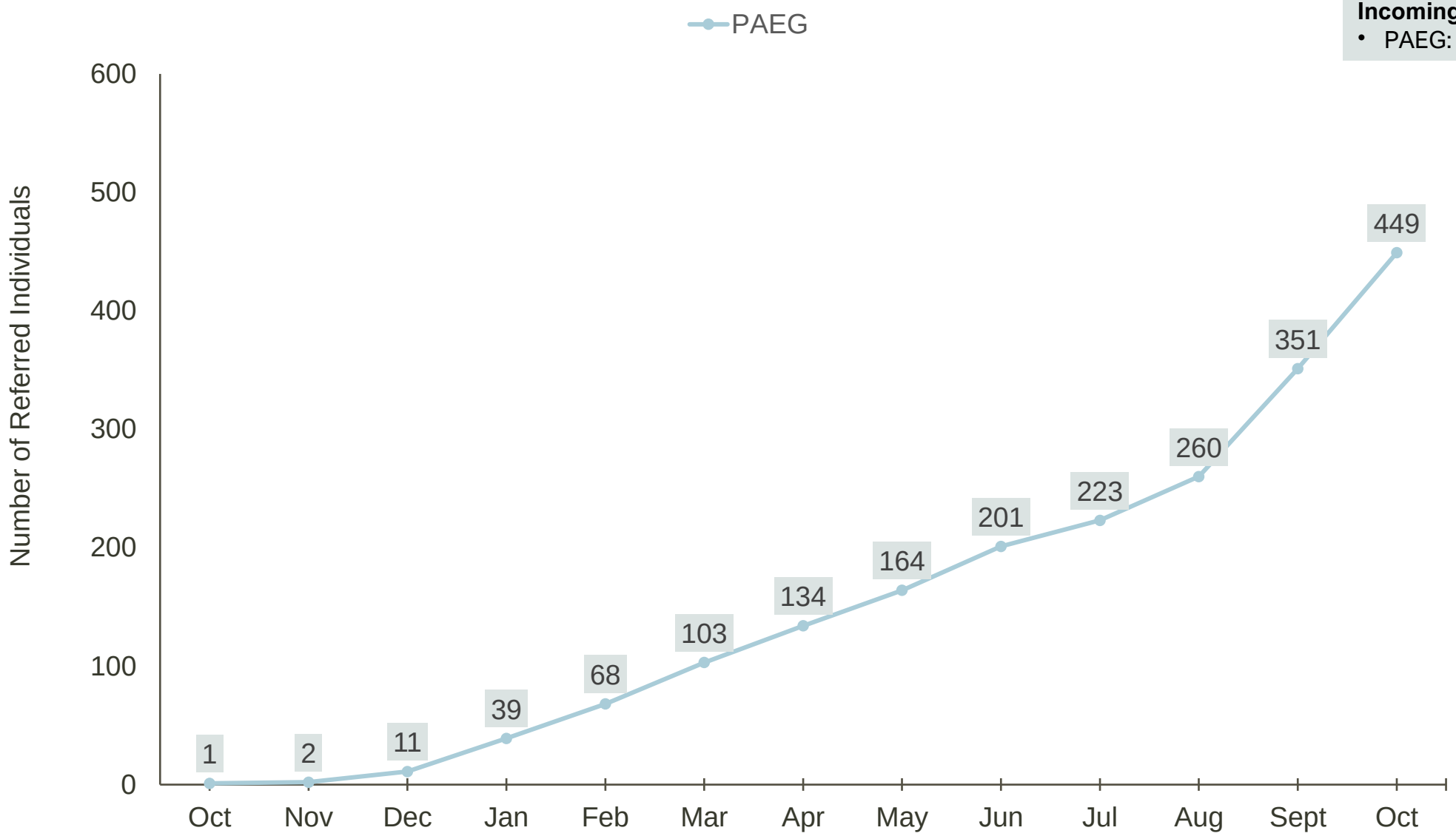
Metric	Explanation
by Month	• The **monthly *cumulative*** number of incoming referrals for each month, by PAEG.

Graph 6

Incoming Referrals: PAEG (cumulative)

10/01/2024 - 10/31/2025

Incoming referral goals:
- PAEG: 200

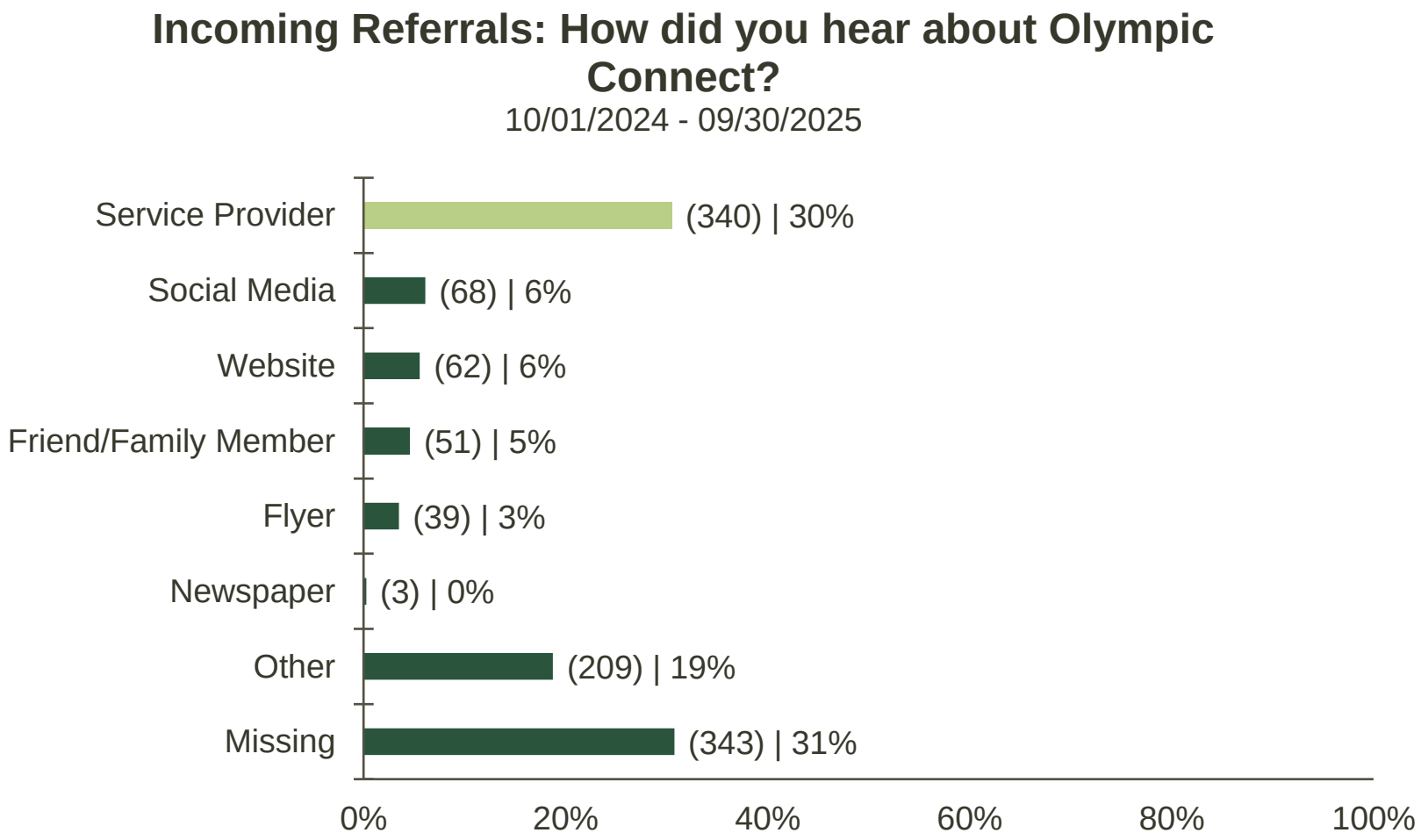


Graph 7

Incoming Referrals: How did you hear about Olympic Connect?

Metric	Explanation
How they heard	• Percent of incoming referral clients who heard about Olympic Connect in different ways. • Note: this metric is for 10/01/2024 – 09/30/2025

Graph 7


Incoming Referrals: How did you hear about Olympic Connect?
10/01/2024 - 09/30/2025
Service Provider
(340) | 30%
Social Media
(68) | 6%
Website
(62) | 6%
Friend/Family Member
(51) | 5%
Flyer
(39) | 3%
Newspaper
(3) | 0%
Other
(209) | 19%
Missing
(343) | 31%
0%
20%
40%
60%
80%
100%

Graph 8

Incoming Referrals: How did you hear about Olympic Connect?

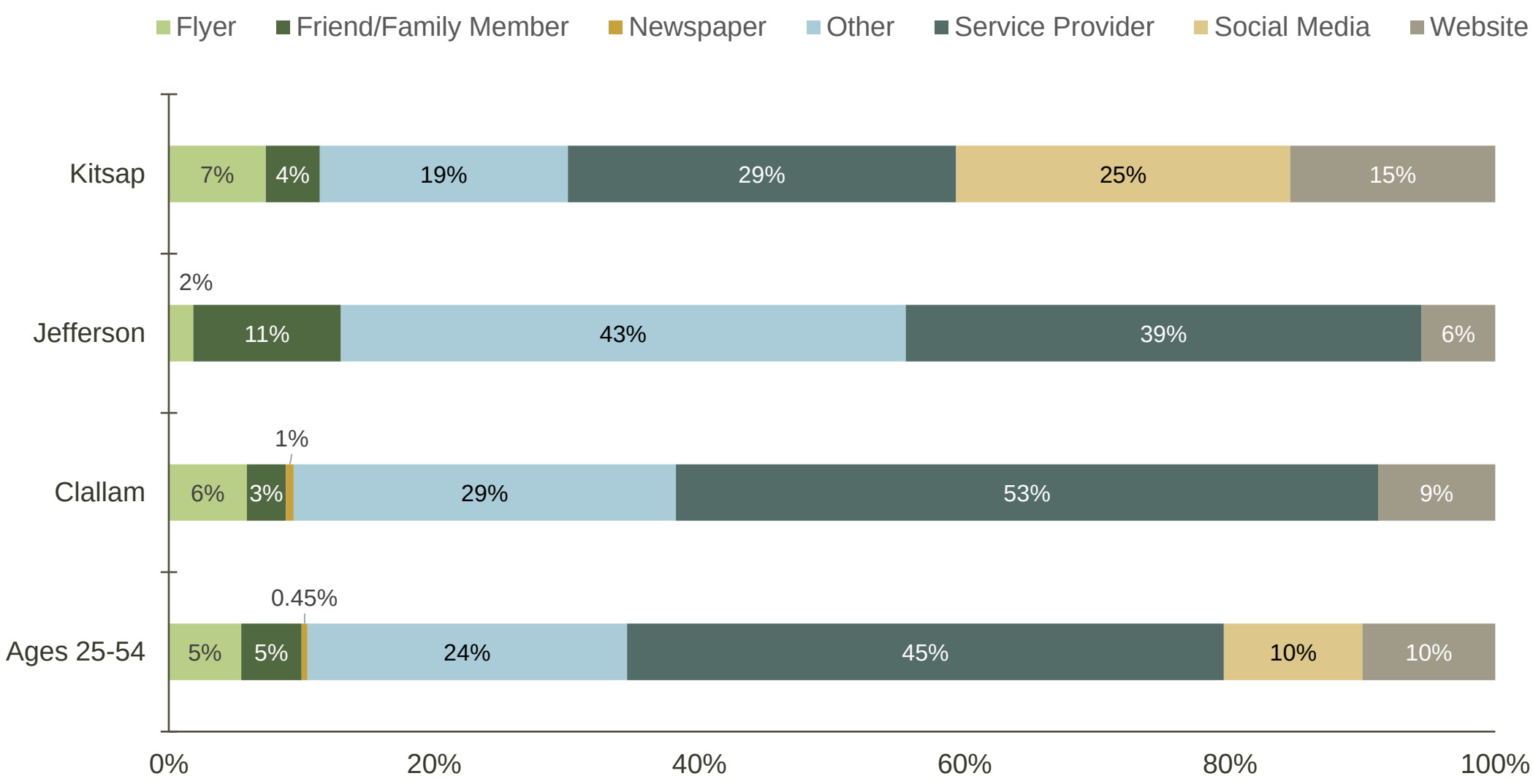
Metric	Explanation

How they heard	• Percent of incoming referral clients who heard about Olympic Connect in different ways.
	• Broken down by:
	  • County
	  • Prime Age Employment Group (PAEG) age range (25-54)
	• Note: this metric is for 10/01/2024 – 09/30/2025

Graph 8

Incoming Referrals: How did you hear about Olympic Connect?

10/01/2024 - 09/30/2025 | County, PAEG Age Range



Graph 9

Incoming Referrals and Enrollment Year-to-Date

Metric	Explanation
Referrals	• Number of incoming referrals each month. • This metric is *not* cumulative.
Enrollments	• Number of enrollments each month. • This metric is *not* cumulative.

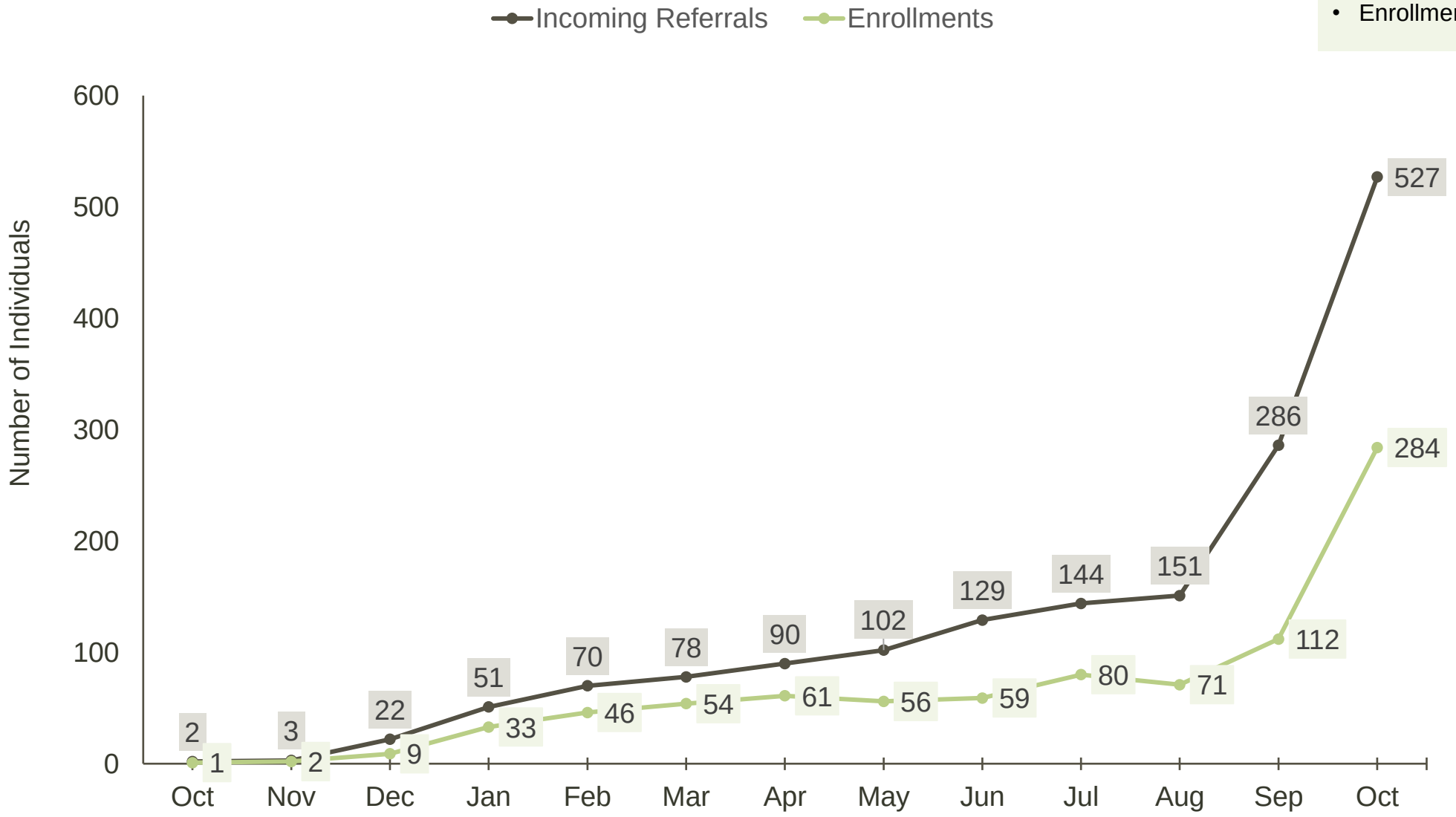
Graph 9

Incoming Referrals and Enrollments Year-to-Date

10/01/2024 - 10/31/2025 | Monthly (non-cumulative)

Cumulative numbers:

- Incoming referrals = 1,655
- Enrollments = 868



Enrollment

10/01/2024 – 10/31/2025

Enrollment

- **Graph 10 –** Enrolled Year-to-Date: Overview
- **Graph 11 –** Enrollment Year-to-Date
- **Graph 12 –** County Progress towards Enrollment Goals
- **Graph 13a-13f –** Enrollment Year-to-Date: Demographics

Graph 10

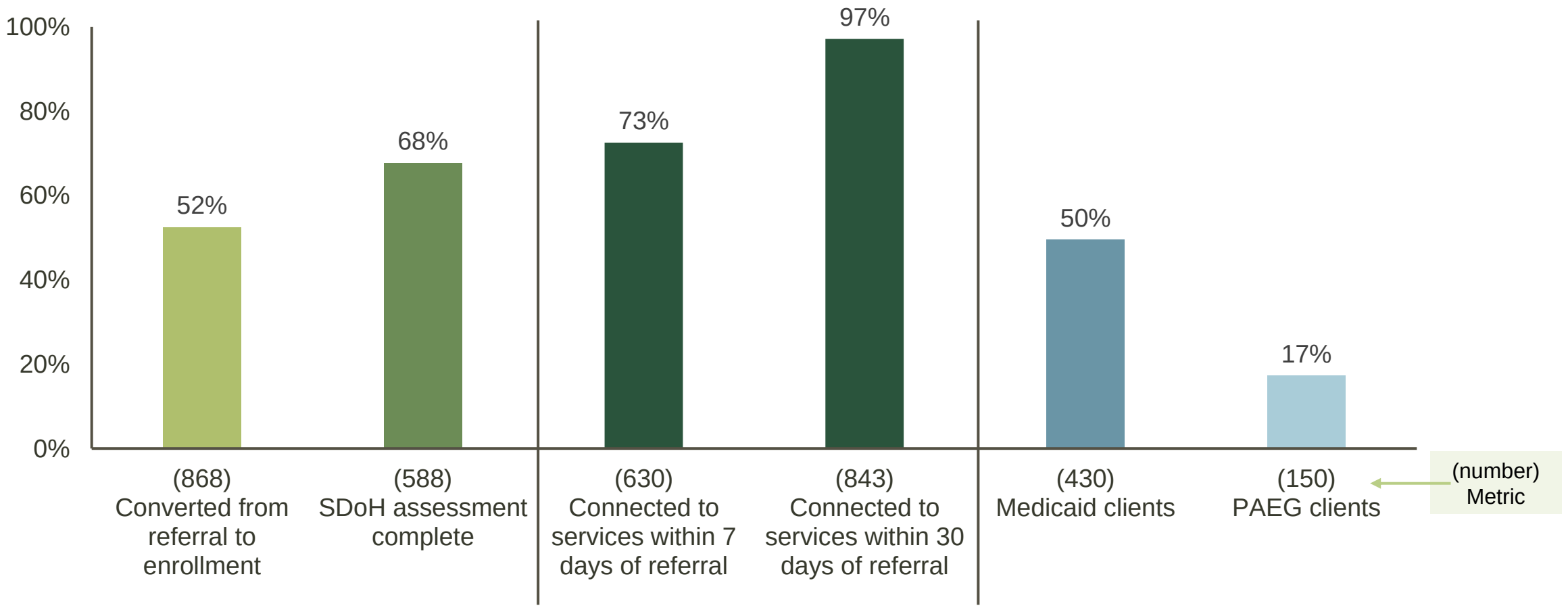
Enrolled Year-to-Date: Overview

Metric	Explanation
Converted from referral to enrollment	• Of those referred, how many (what %) enrolled?
SDoH assessment complete	• Of those enrolled, how many (%) had a Social Determinants of Health (SDoH) assessment completed?
Connected to services within 7 or 30 days of referral	• Of those enrolled, how many (%) were connected to services within 7 or 30 days of their initial referral?
Medicaid clients	• Of those enrolled, how many (%) have an insurance status of Medicaid? • Note: This is based on client self-report.
PAEG clients	• Of those enrolled, how many (%) were PAEG Eligible? • PAEG = Prime Age Employment Group (25-54 and un- or under-employed in Clallam and Jefferson Counties).

Graph 10

Enrolled Year-to-Date: Overview

10/01/2024 - 10/31/2025 | Total Enrolled = 868 | Total Referred = 1,655



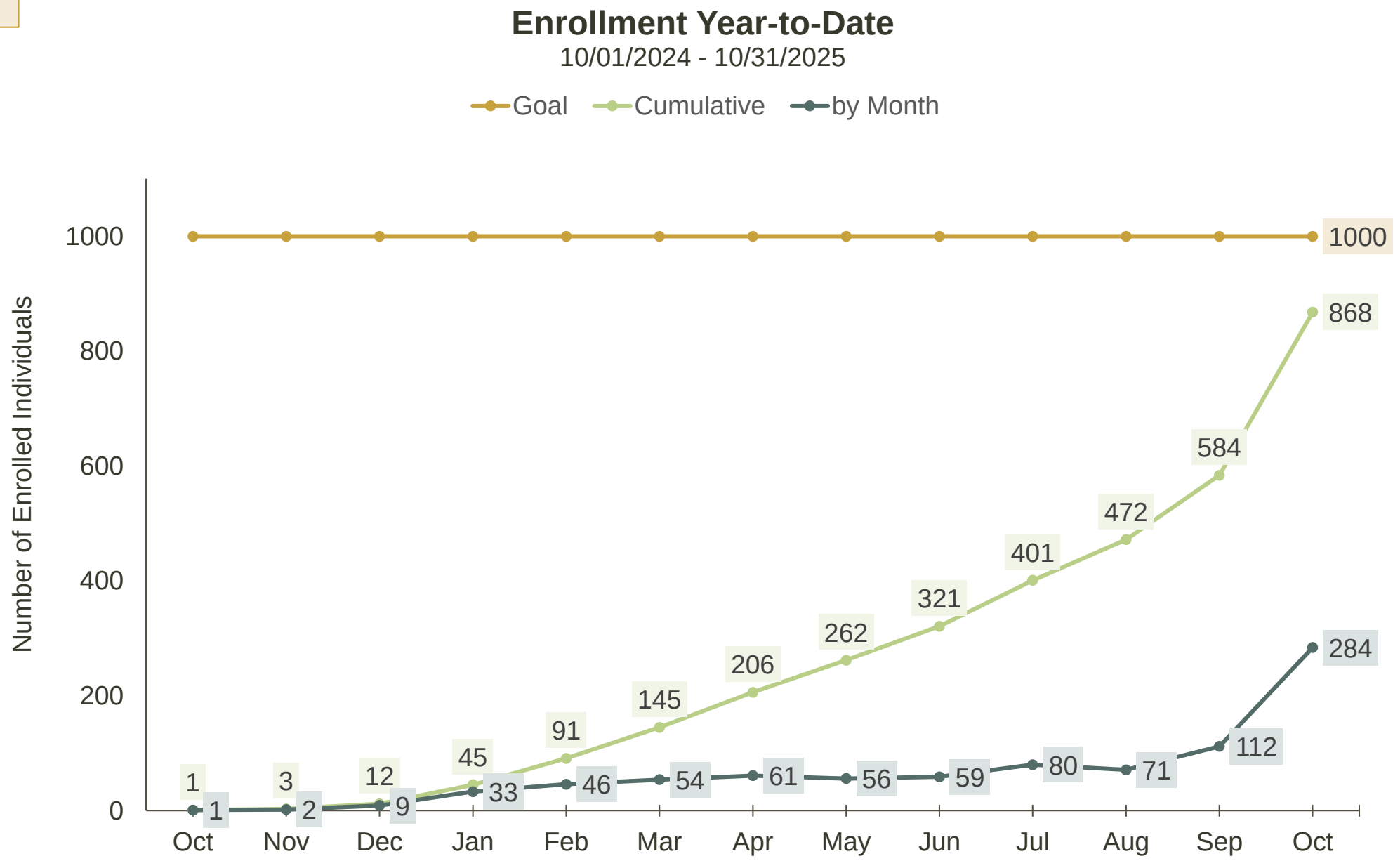
For *Converted from referral to enrollment,* the denominator is the total number referred (*n= 1,655*). For the rest of the metrics, the denominator is the total number enrolled (*n*= 868). The numerator is in parentheses above each metric label.

Graph 11

Enrollment Year-to-Date

Metric	Explanation
Goal	• The goal for number of enrollments for a given year (1,000).
Cumulative	• The cumulative number of enrollments, year-to-date.
by Month	• The number of enrollments for each month (*not* cumulative).

Graph 11


Enrollment Year-to-Date
10/01/2024 - 10/31/2025
Goal
Cumulative
by Month
Number of Enrolled Individuals
0
200
400
600
800
1000
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
1000
868
584
472
401
321
262
206
145
91
45
12
3
1
284
112
80
71
59
56
61
54
46
33
9
2
1

Graph 12

County Progress towards Enrollment Goals

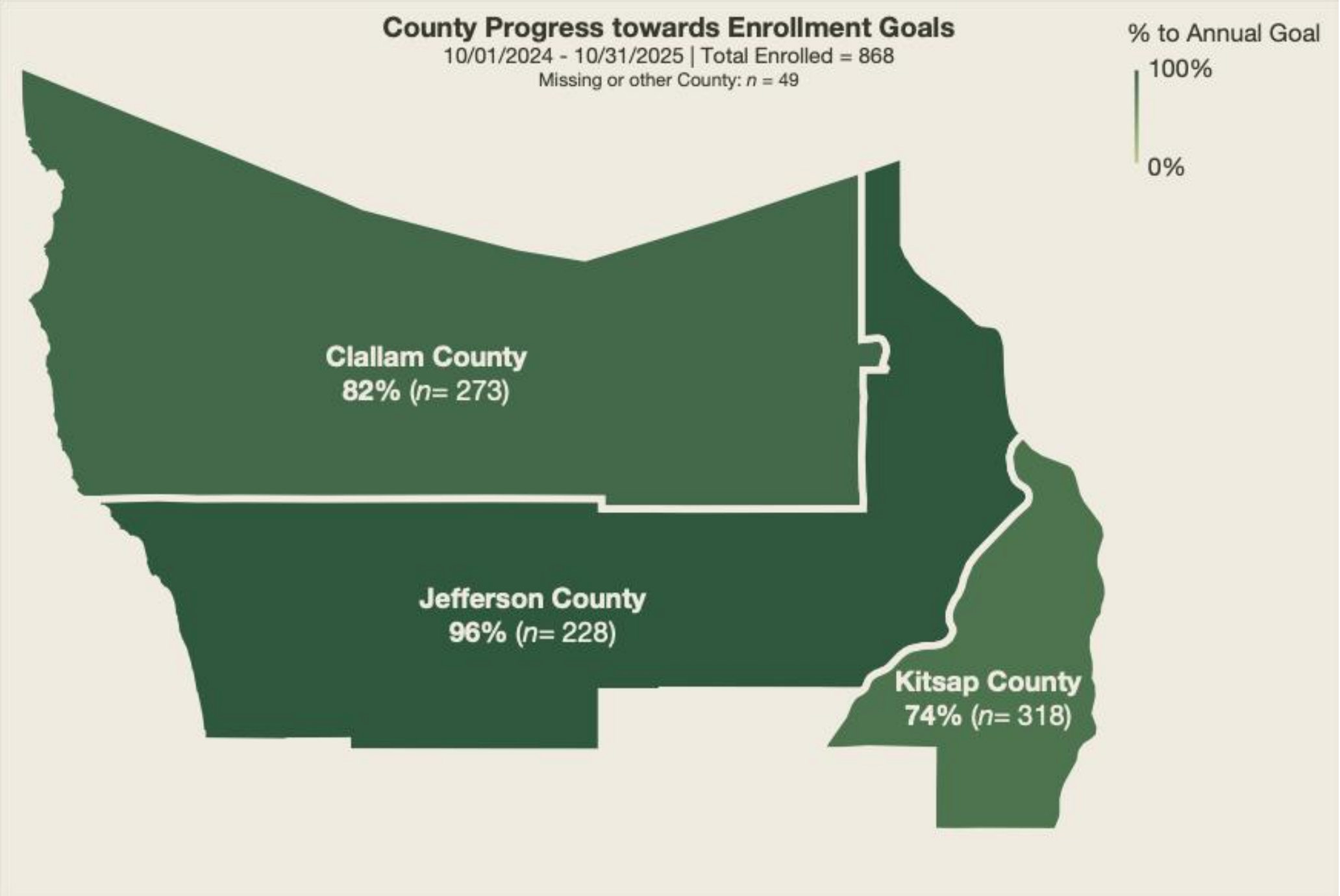
Metric	Explanation

County Progress towards Enrollment Goals	• Overall enrollment by county (percent toward that county's annual goal) year-to-date.
	  • Each county has a specific enrollment target.
	  • The graph shows the percent (and associated number, *n* = ###) towards those enrollment goals.
	  • The color gradient shows how close they are to enrollment goals, at a glance.

Graph 12

County enrollment goals:

- Clallam = 334
- Jefferson = 238
- Kitsap = 428

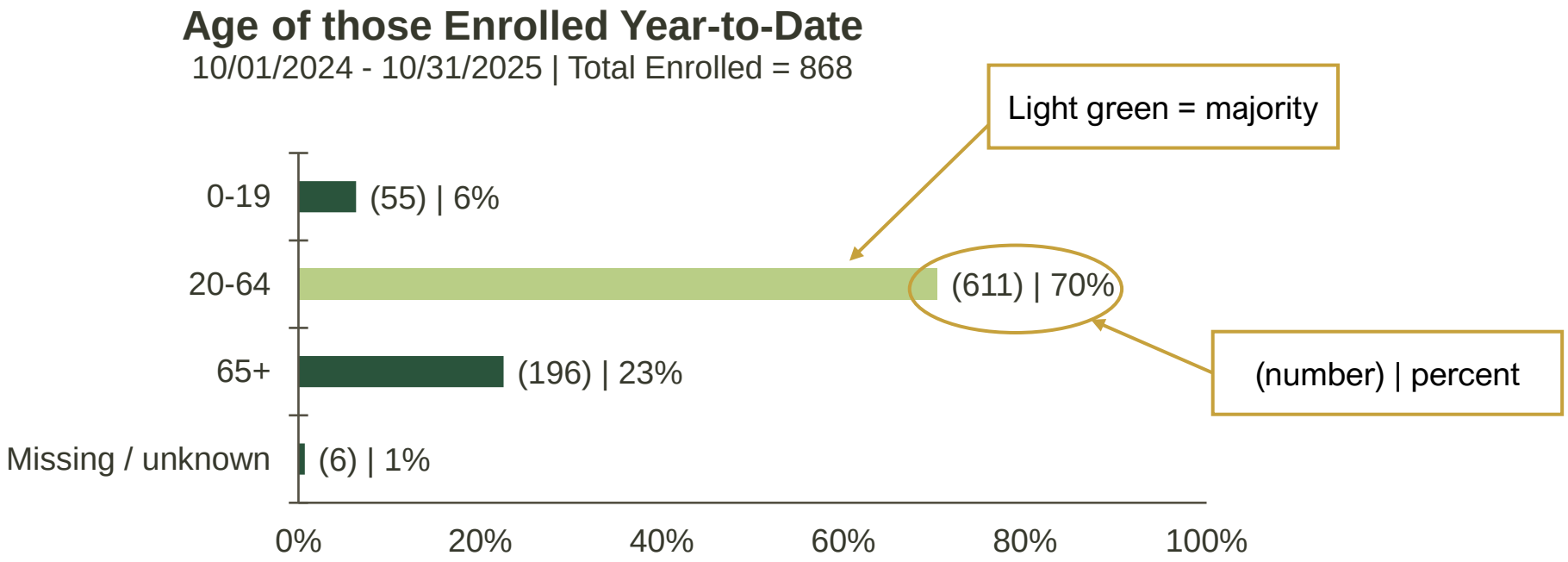


Graphs 13a – 13f

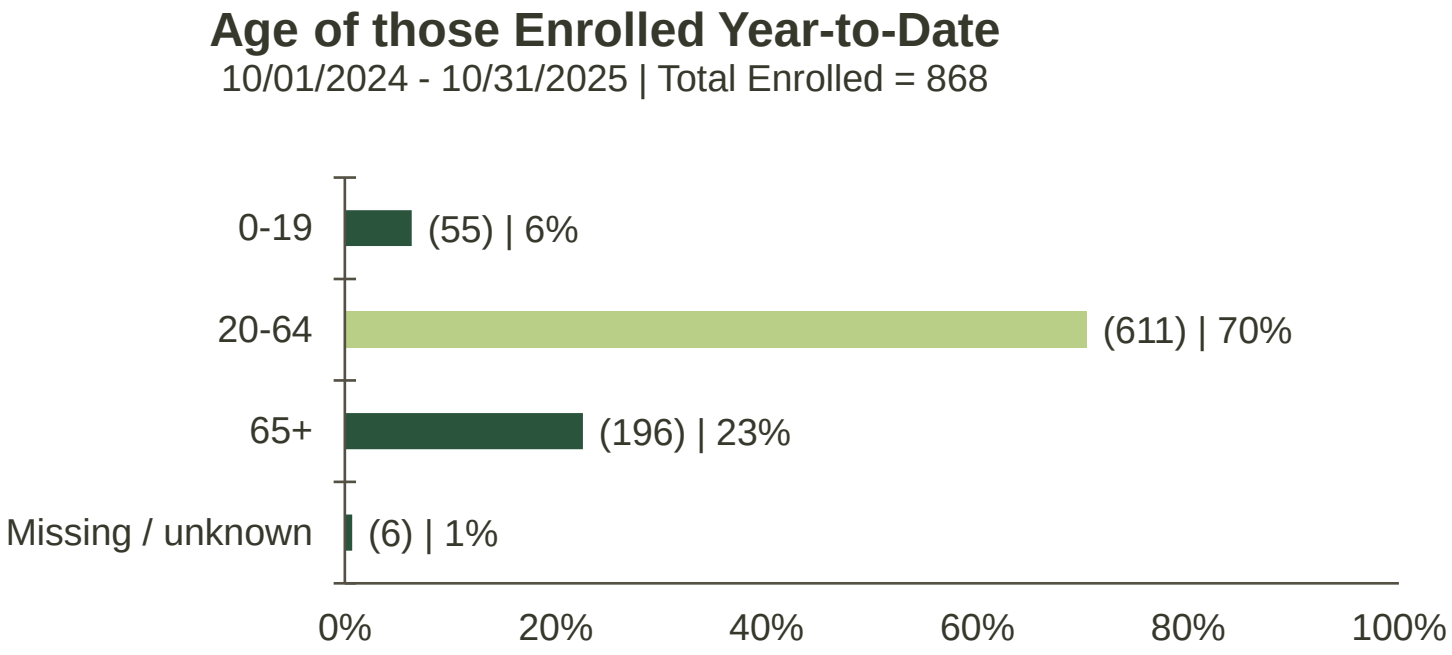
Enrollment Year-to-Date: Demographics

	Metric	Explanation
13a	**Age**	• Age groups of those enrolled year-to-date: 0-19, 20-64, and 65+.
13b	**Sex**	• Sex of those enrolled year-to-date: Male, Female, and Unspecified.
13c	**County**	• County of those enrolled year-to-date.
13d	**Insurance Status**	• Insurance of those enrolled year-to-date (highlighting Medicaid, a priority population).
13e	**Race-Ethnicity**	• Race/ethnicity of those enrolled year-to-date.
13f	**Language**	• Language of those enrolled year-to-date.

How to read Demographics graphs:



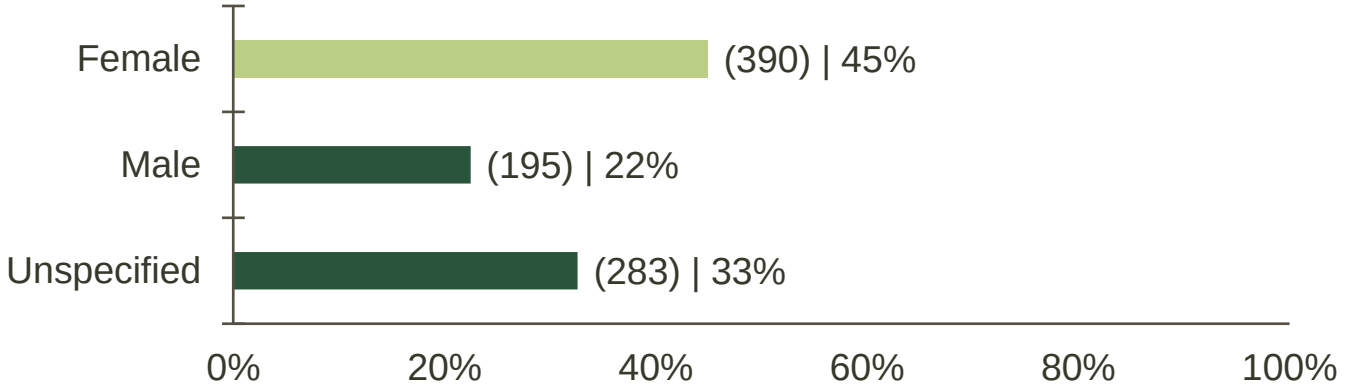
Graph 13a


Age of those Enrolled Year-to-Date
10/01/2024 - 10/31/2025 | Total Enrolled = 868
0-19
(55) | 6%
20-64
(611) | 70%
65+
(196) | 23%
Missing / unknown
(6) | 1%
0%
20%
40%
60%
80%
100%

Graph 13b

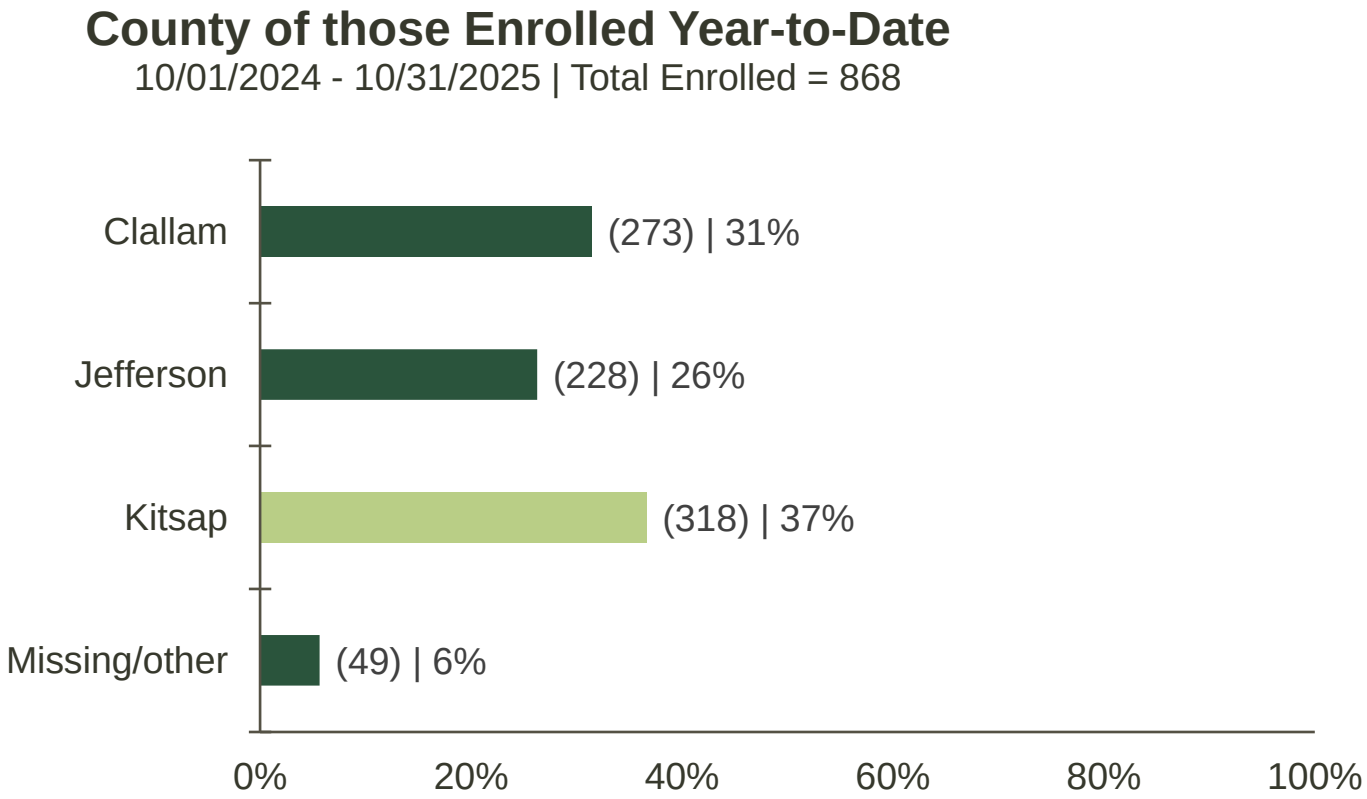
Sex of those Enrolled Year-to-Date

10/01/2024 - 10/31/2025 | Total Enrolled = 868



*__Unspecified includes__: missing/unknown (*n* = 266), prefer not to answer (*n* = 2), and other (*n* = 15).

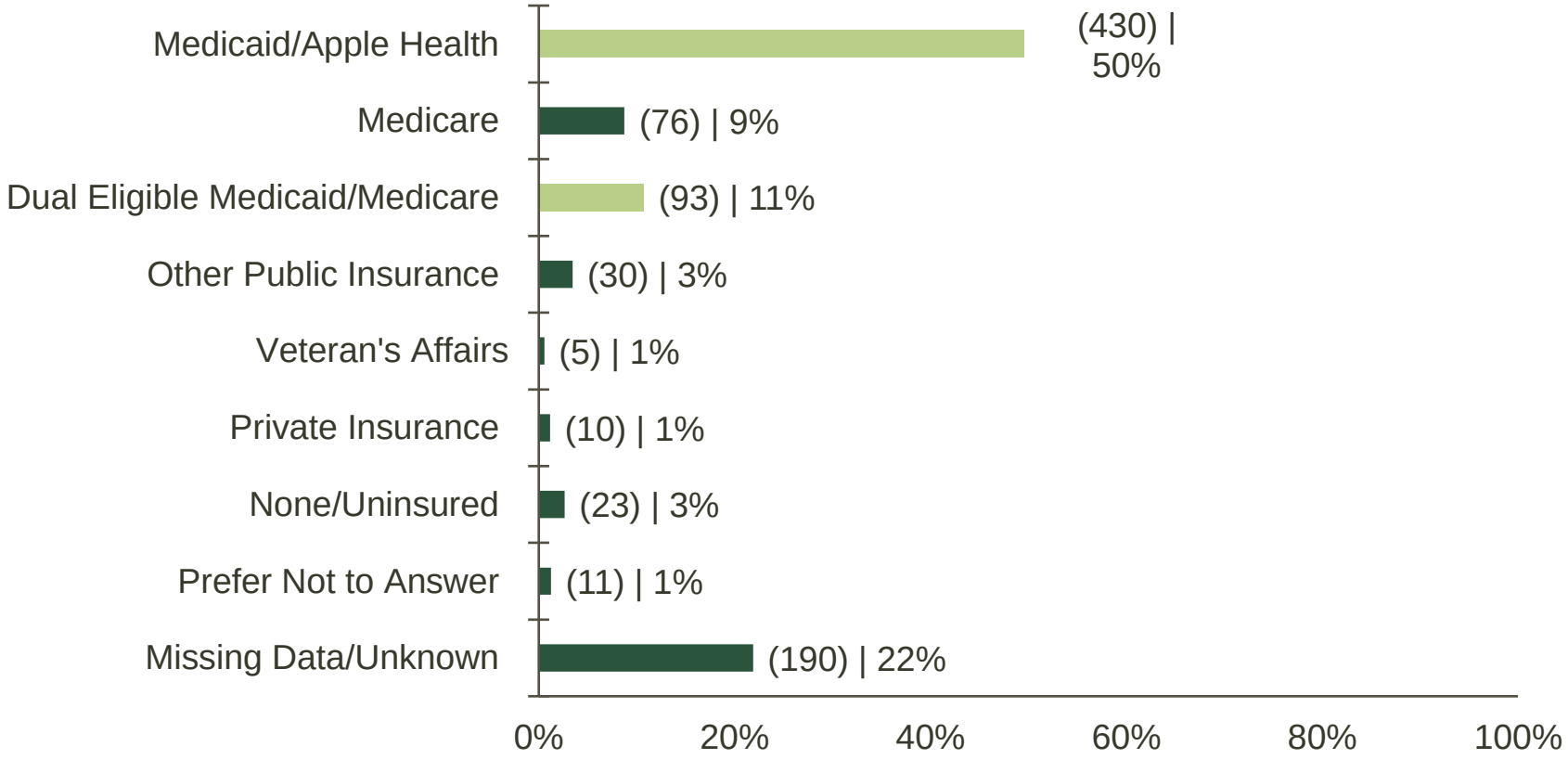
Graph 13c


County of those Enrolled Year-to-Date
10/01/2024 - 10/31/2025 | Total Enrolled = 868
Clallam
(273) | 31%
Jefferson
(228) | 26%
Kitsap
(318) | 37%
Missing/other
(49) | 6%
0%
20%
40%
60%
80%
100%

Graph 13d

Insurance Status of those Enrolled Year-to-Date

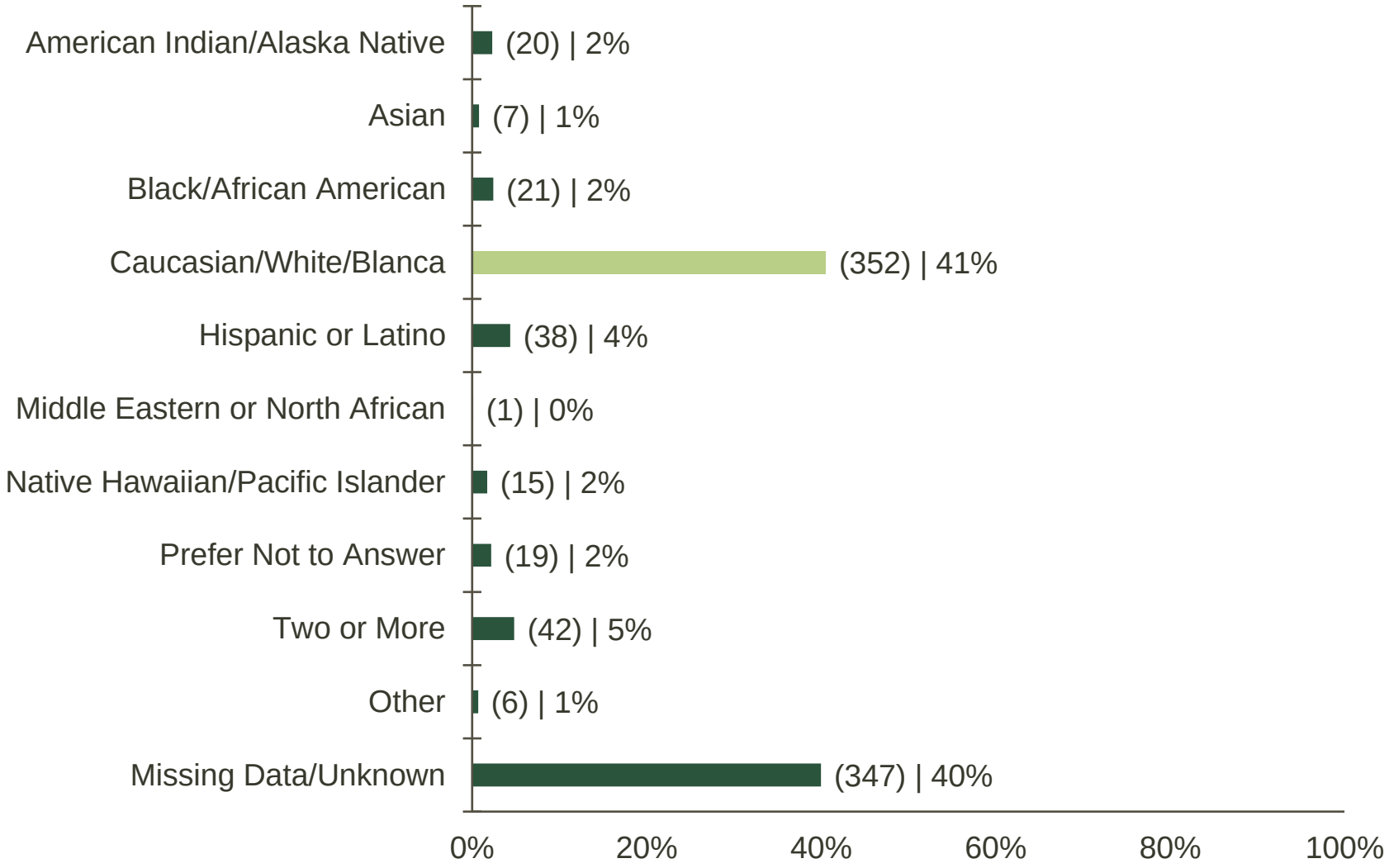
10/01/2024 - 10/31/2025 | Total Enrolled = 868



Graph 13e

Race/Ethnicity of those Enrolled Year-to-Date

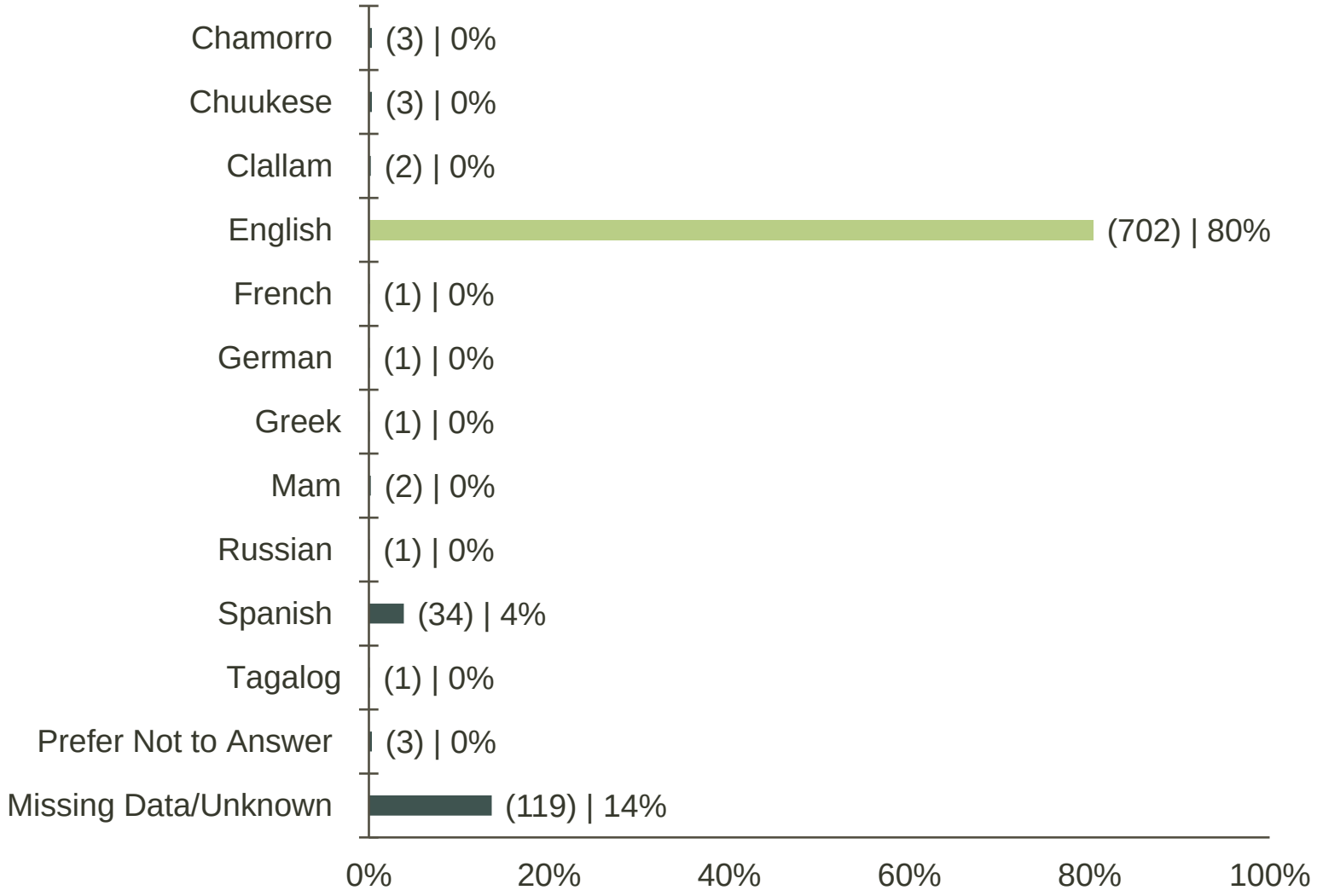
10/01/2024 - 10/31/2025 | Total Enrolled = 868



Graph 13f

Language of those Enrolled Year-to-Date

10/01/2024 - 10/31/2025 | Total Enrolled = 868



Count adds up to ?? because ?? respondents indicated two languages.

Connections to Services

10/01/2024 – 10/31/2025

Connections to Services

- **Graph 14 –** Average Time from Referral to First Outreach
- **Graph 15 –** Average Time from Referral to First Outreach: Percent within 7 Days
- **Graph 16 –** Average Time from Referral to Discharge

Graph 14

Average Time from Referral to First Outreach

Metric	Explanation
Overall	• The overall (year-to-date) average time from *referral* to *first outreach attempt*. • **Target**: within 7 days.
by Month	• The **monthly** average time from *referral* to *first outreach attempt*. • **Target**: within 7 days.

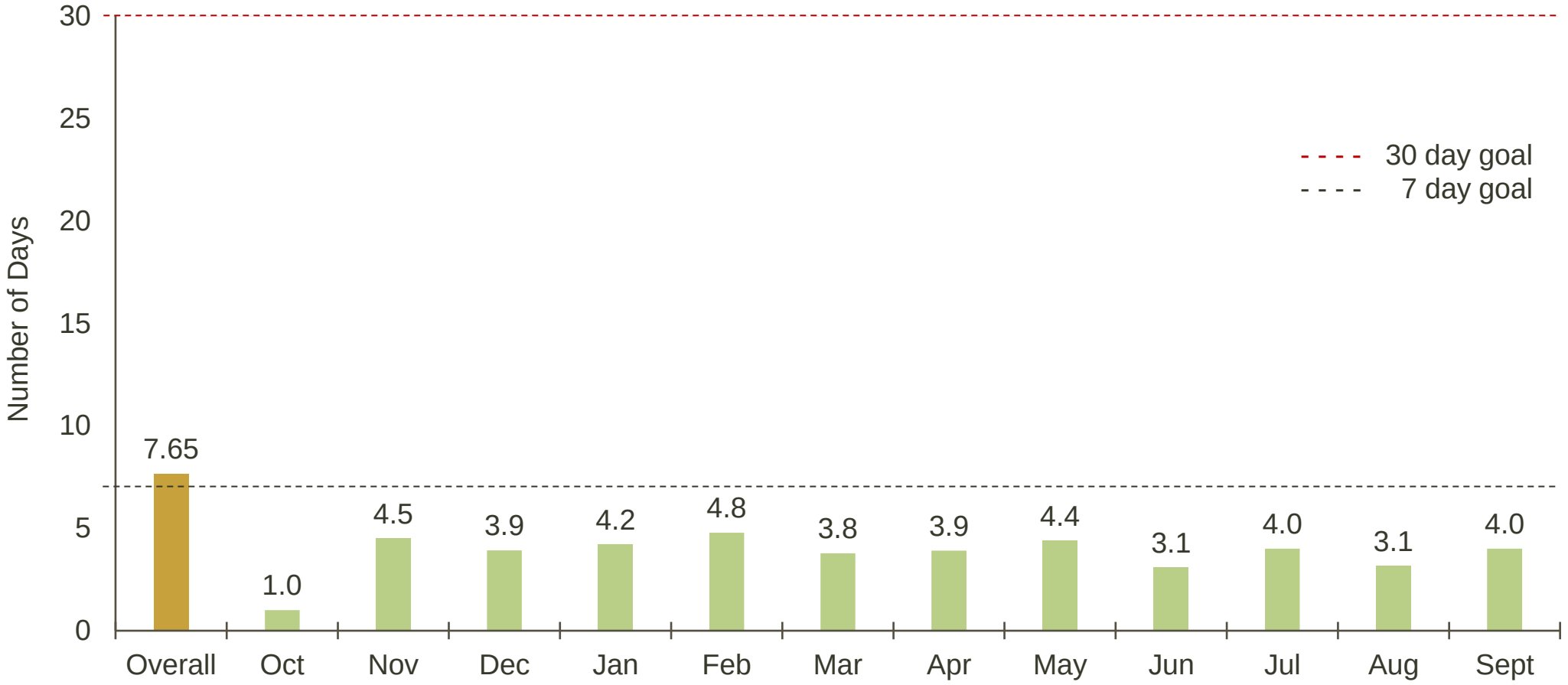
Note: The "Overall" average time from *referral* to *first outreach* is higher than any of the monthly averages because of how it is calculated:

- For October, both the *referral* and the *first outreach* had to be within the month of October. That means that if someone was *referred* on October 21st and their first outreach attempt wasn't until November 14th, the 24 days between *referral* and *first outreach* for that client are not included in the calculation for either October or November. If that was included in the monthly calculation, it would pull the average number of days from *referral* to *first outreach* up for that month.
- Because of the above, "monthly" averages of "time from *referral* to *first outreach*" may always be lower than the "overall" yearly average. It is recommended to use the "overall" yearly average to understand the true average time from *referral* to *first outreach*.

Graph 14

Average Time from *Referral* to *First Outreach*

10/01/2024 - 10/31/2025 | Overall, Monthly



Graph 15

Average Time from Referral to First Outreach: Percent within 7 Days

Metric	Explanation
Overall	• The percentage of cases **year-to-date** whose average time from *referral* to *first outreach attempt* was within 7 days. • **Target**: 90% within 7 days • The light green bars show where the target was met; dark green show where it was not met.
by Month	• The percentage of cases **for that specific month** whose average time from *referral* to *first outreach attempt* was within 7 days. • **Target**: 90% within 7 days • The light green bars show where the target was met; dark green show where it was not met.

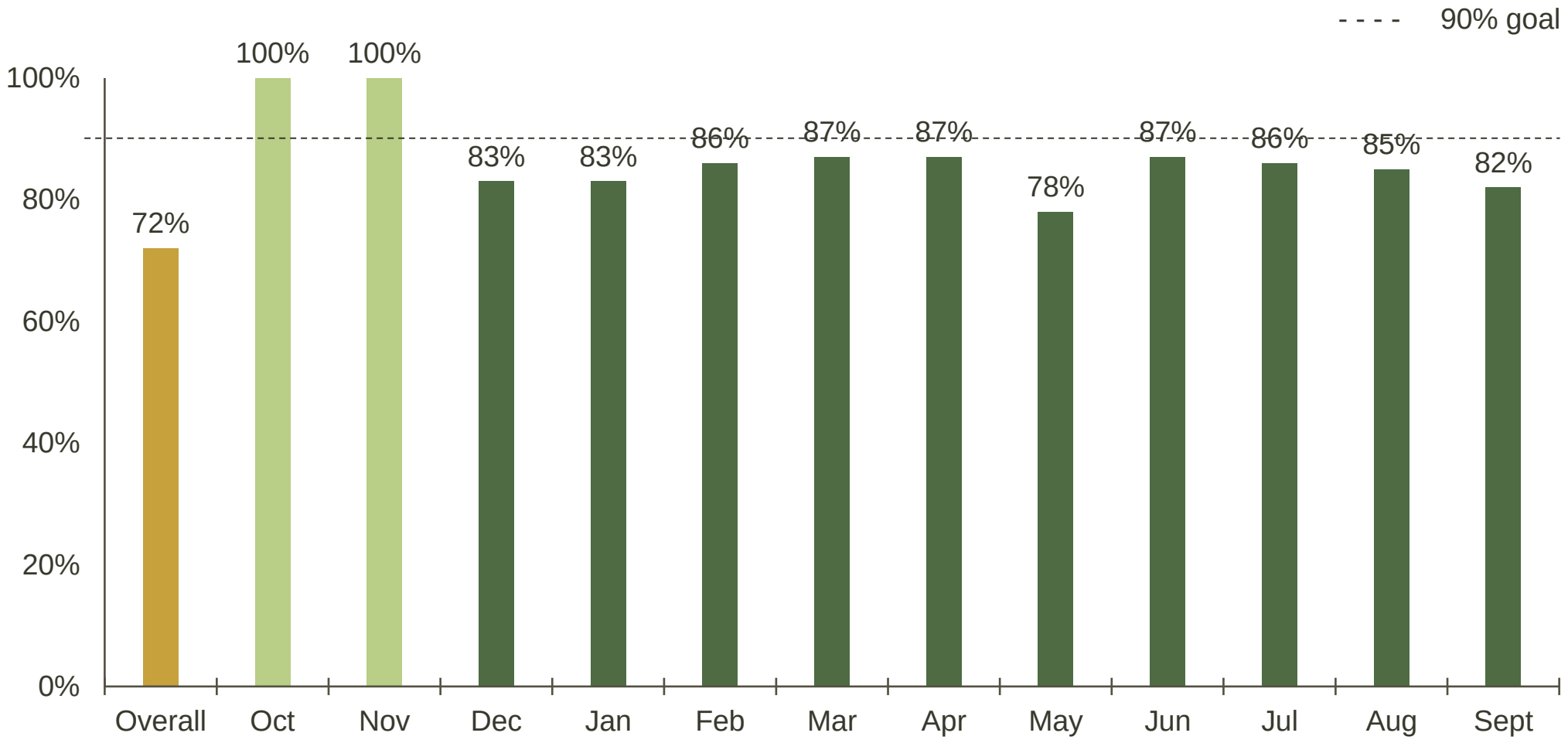
Note: The "Overall" 'time from *referral* to *first outreach*: percent within 7 days' is lower than any of the monthly averages because of how it is calculated:

- For October, both the *referral* and the *first outreach* had to be within the month of October. That means that if someone was *referred* on October 21st and their first outreach attempt wasn't until November 14th, that this was 24 days between *referral* and *first outreach* for that client is not included in the calculation for either October or November. If that was included in the monthly calculation, it would pull the "percentage within in 7 days" down for that month.
- Because of the above, monthly "percent within 7 days" for time from *referral* to *first outreach* may always be higher than the "overall" yearly average. It is recommended to use the "overall" yearly average to understand the true average time from *referral* to *first outreach*.

Graph 15

Time from *Referral* to *First Outreach*: Percent within 7 Days

10/01/2024 - 10/31/2025 | Overall, Monthly



Graph 16

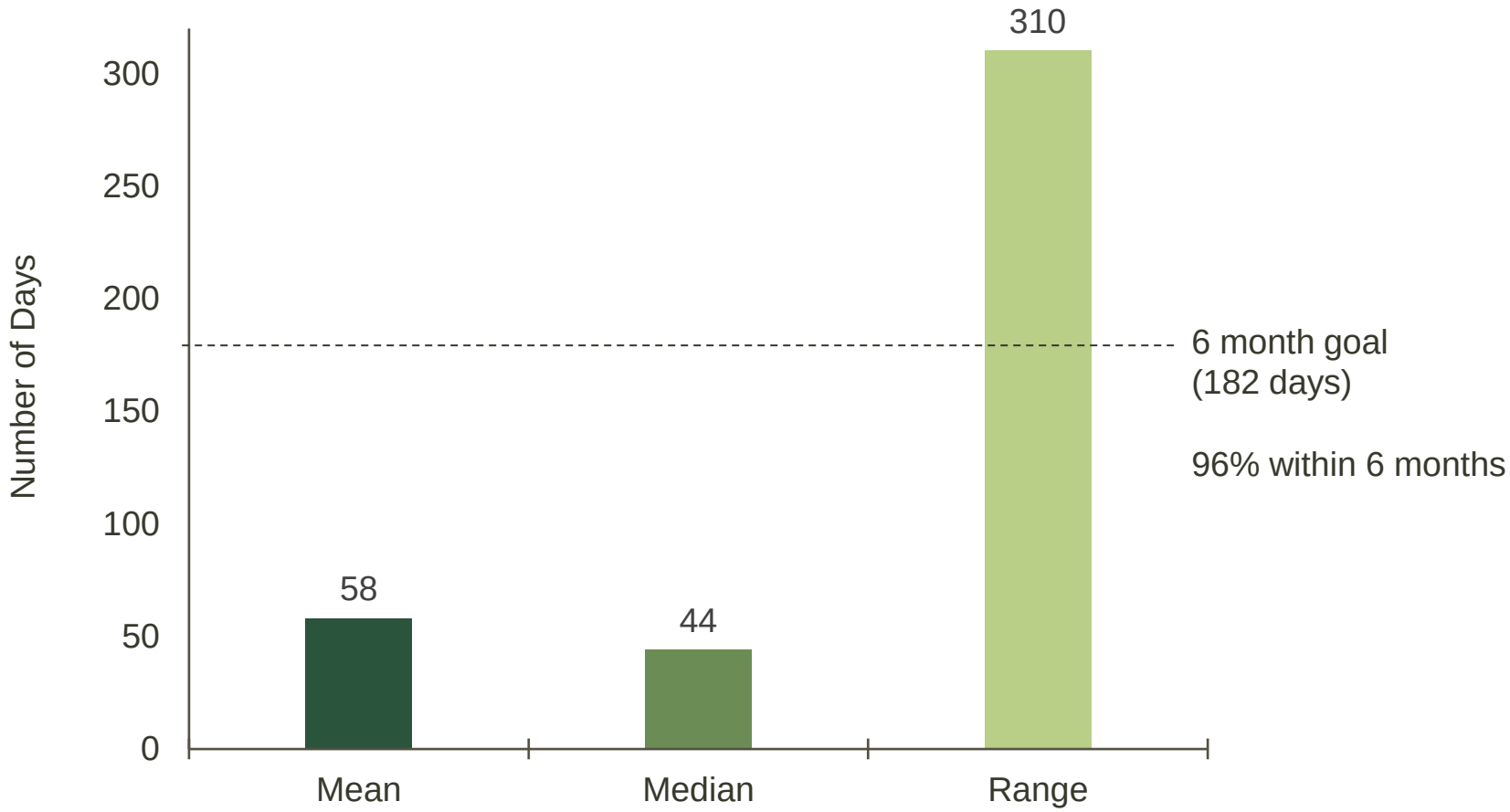
Average Time from Referral to Discharge

Metric	Explanation
Referral to discharge	• The overall average time from initial *referral* into Olympic Connect to *discharge* from Olympic Connect.
Mean, Median, Range	• **Target**: within 6 months

Graph 16

Average Time from *Referral* to *Discharge*

10/01/2024 - 10/31/2025



Social Determinants of Health Assessment

10/01/2024 – 10/31/2025

Social Determinants of Health Assessment

- **Graph 17 –** Social Needs Assessment
- **Graph 18 –** Health Needs Assessment

Graph 17

Social Needs Assessment

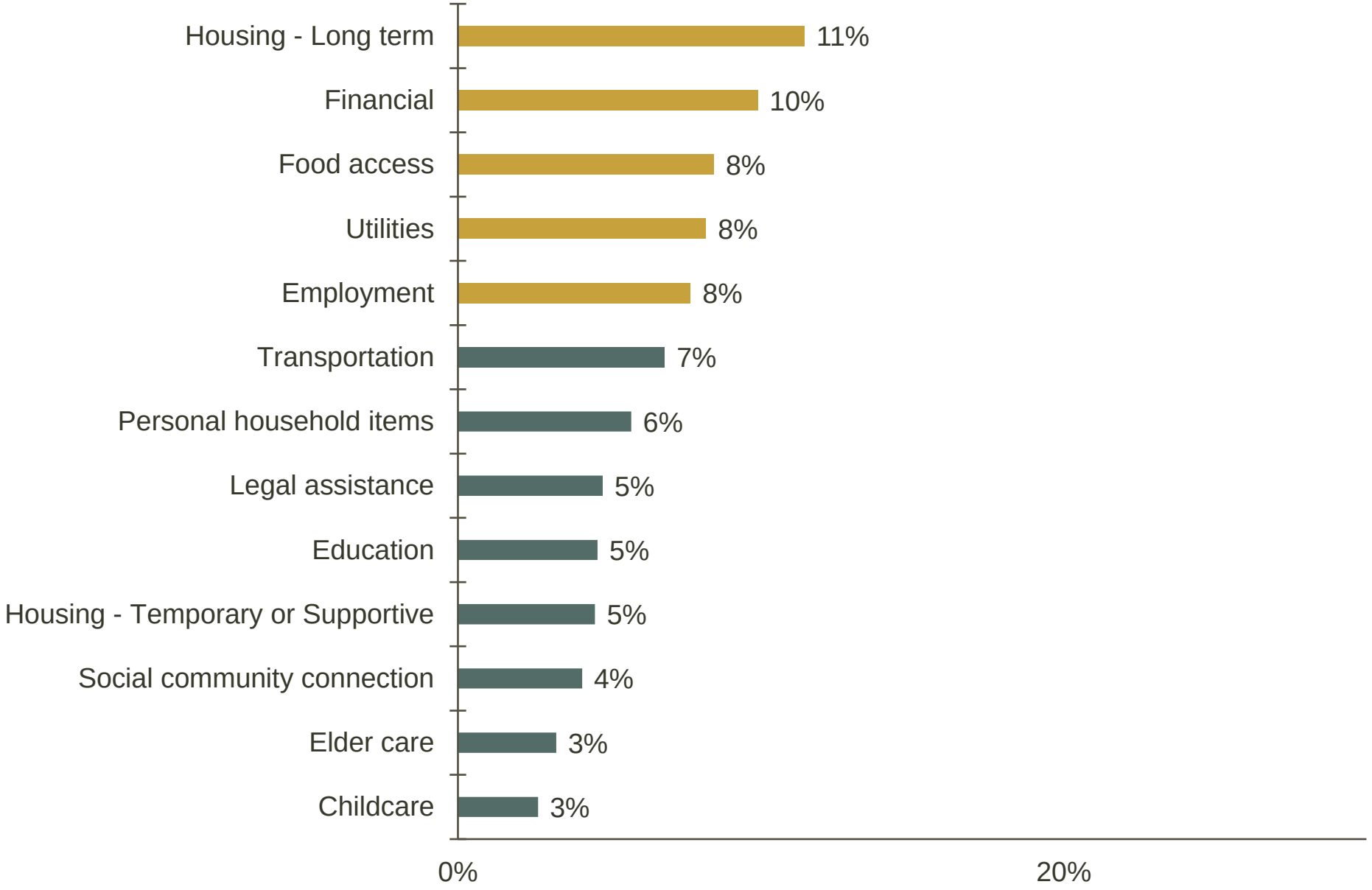
Metric	Explanation

Social Needs	• Frequency of all Social Needs for all clients across the region.
	  • This graph is shown across two pages.
	  • The light green bars show the top 5 social needs.

Graph 17

Social Needs

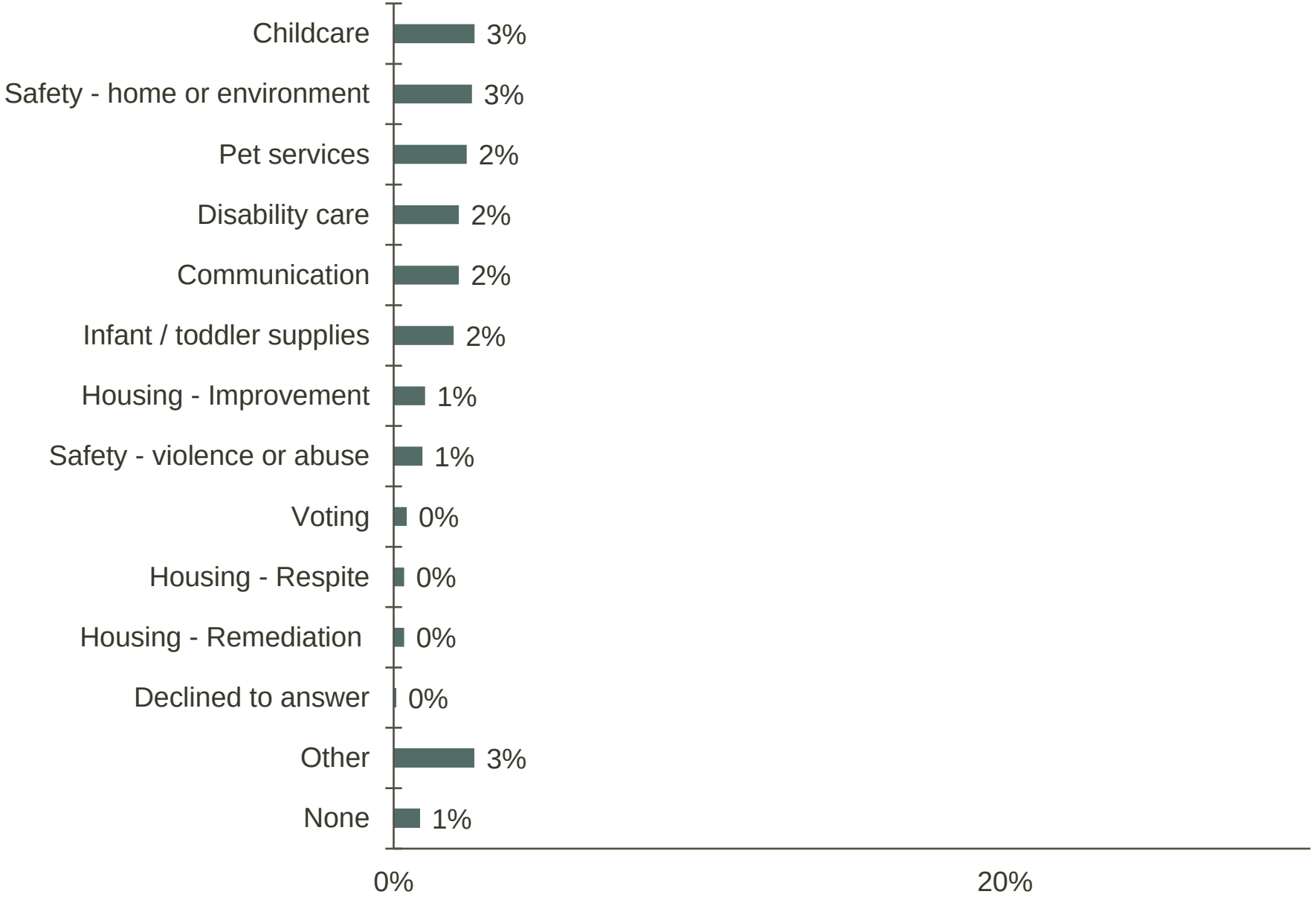
10/01/2024 - 10/31/2025



Graph 17

Social Needs

10/01/2024 - 10/31/2025



Graph 18

Health Needs Assessment

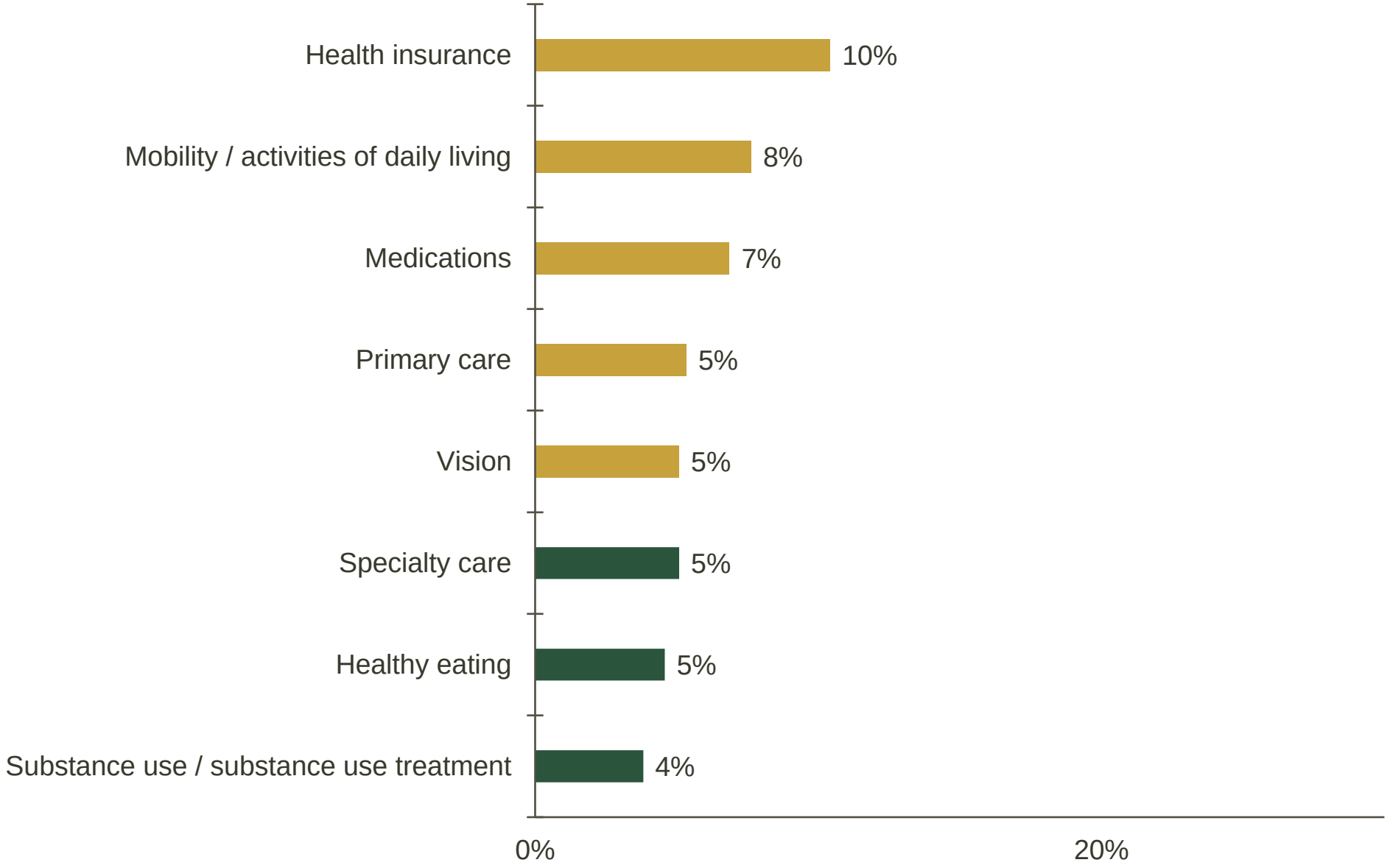
Metric	Explanation

Health Needs	• Frequency of all Health Needs for all clients across the region.
	  • This graph is shown across two pages.
	  • The light green bars show the top 5 health needs.

Graph 18

Health Needs

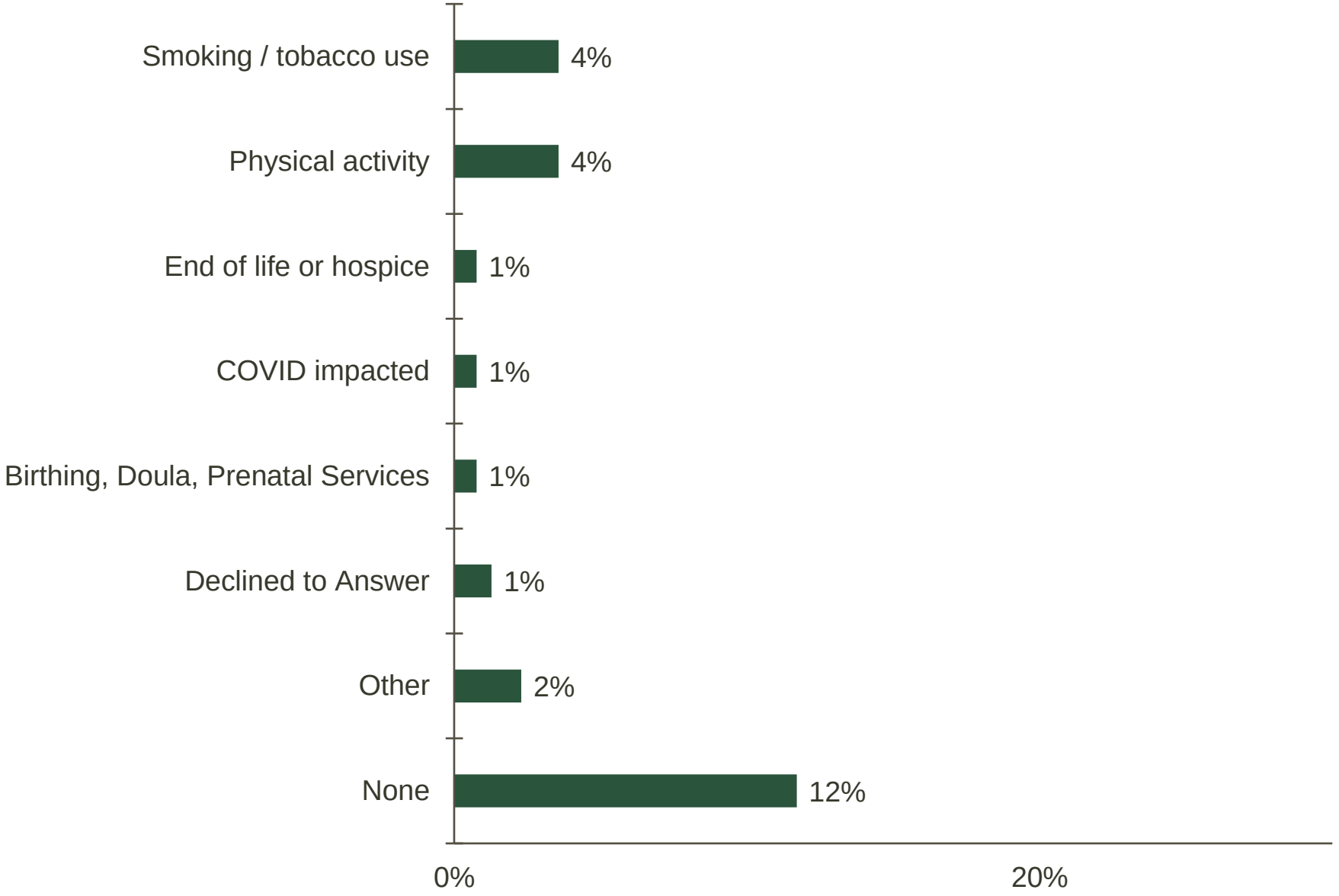
10/01/2024 - 10/31/2025



Graph 18

Health Needs

10/01/2024 - 10/31/2025



Resource Referrals

10/01/2024 – 10/31/2025

Social Determinants of Health Assessment

- **Graph 19 –** Resource Referrals: Cumulative
- **Graph 20 –** Resource Referrals: by Month
- **Graph 21 –** Percent of Resource Referrals by Service Category
- **Graph 22 –** Percent of Closed-Loop Resource Referrals
- **Graph 23 –** Percent of Closed-Loop Resource Referrals by Service Category

Graph 19

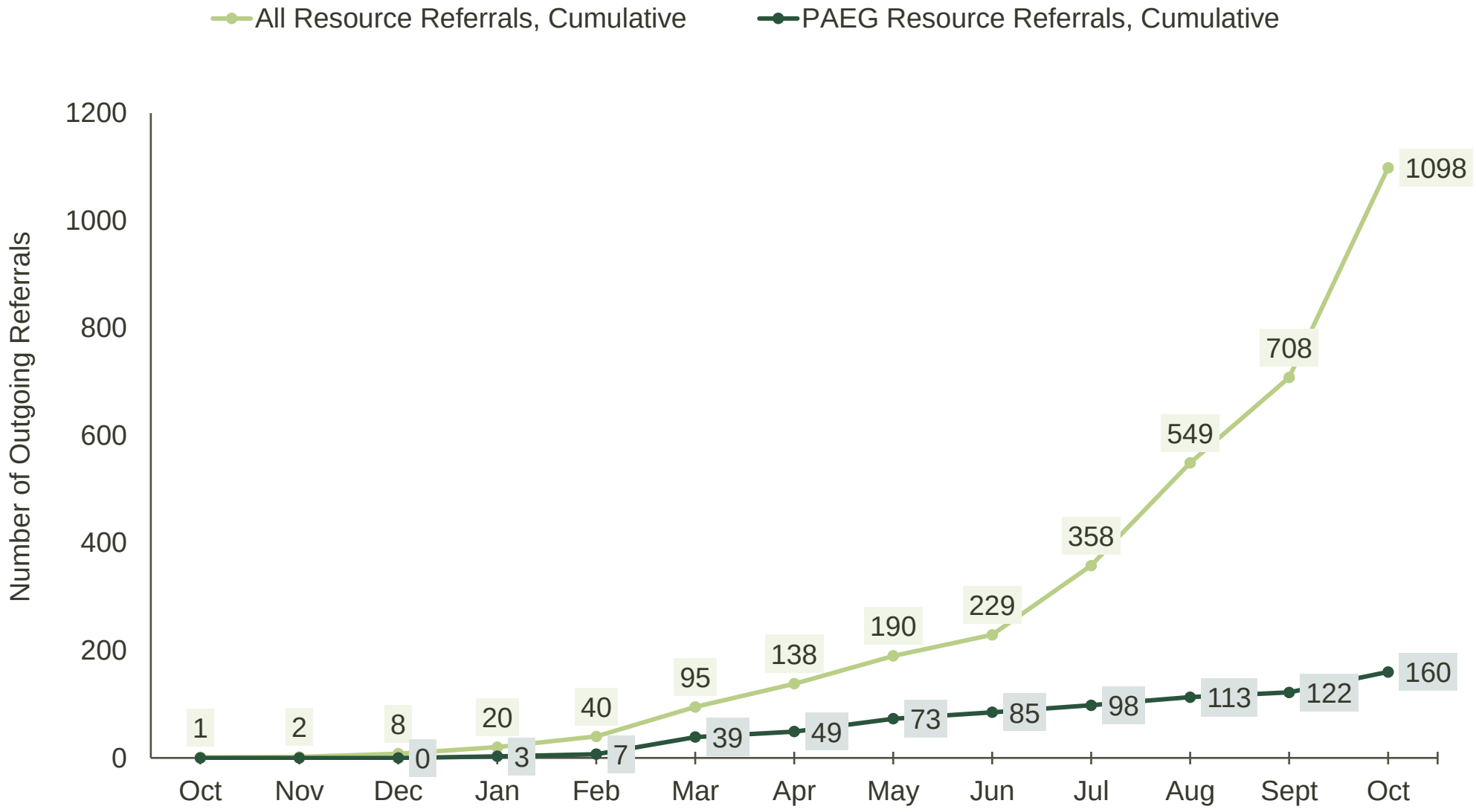
Resources Referrals: Cumulative

Metric	Explanation
Cumulative	• Cumulative resource referrals over time for all clients across the region.

Graph 19

Resource Referrals: Cumulative

10/01/2024 - 10/31/2025 | All and PAEG



Graph 20

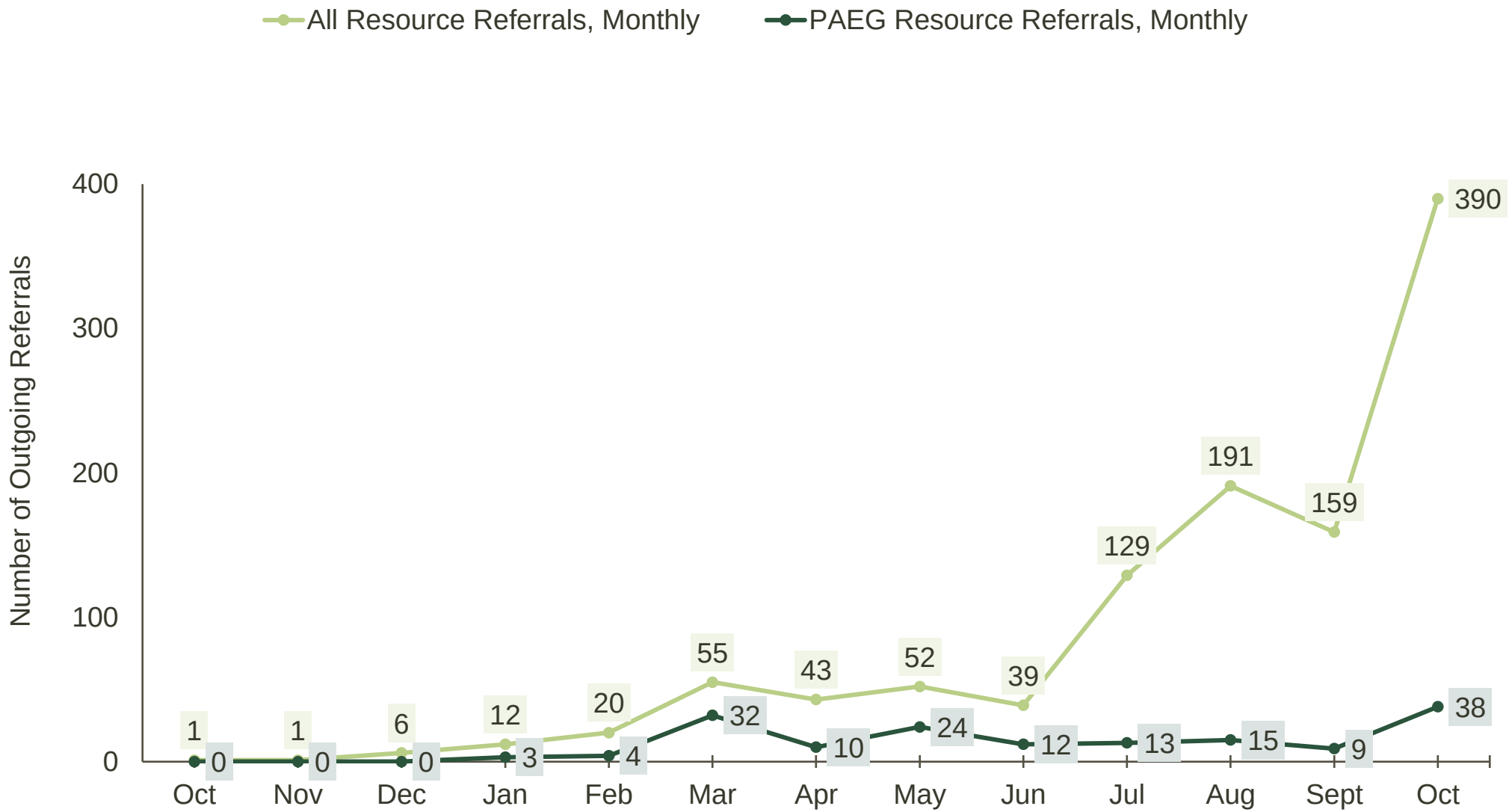
Resources Referrals: by Month

Metric	Explanation
by Month	• Monthly resource referrals for all clients across the region (*not* cumulative).

Graph 20

Resource Referrals: by Month

10/01/2024 - 10/31/2025 | All and PAEG



Graph 21

Percent of Resource Referrals by Service Category

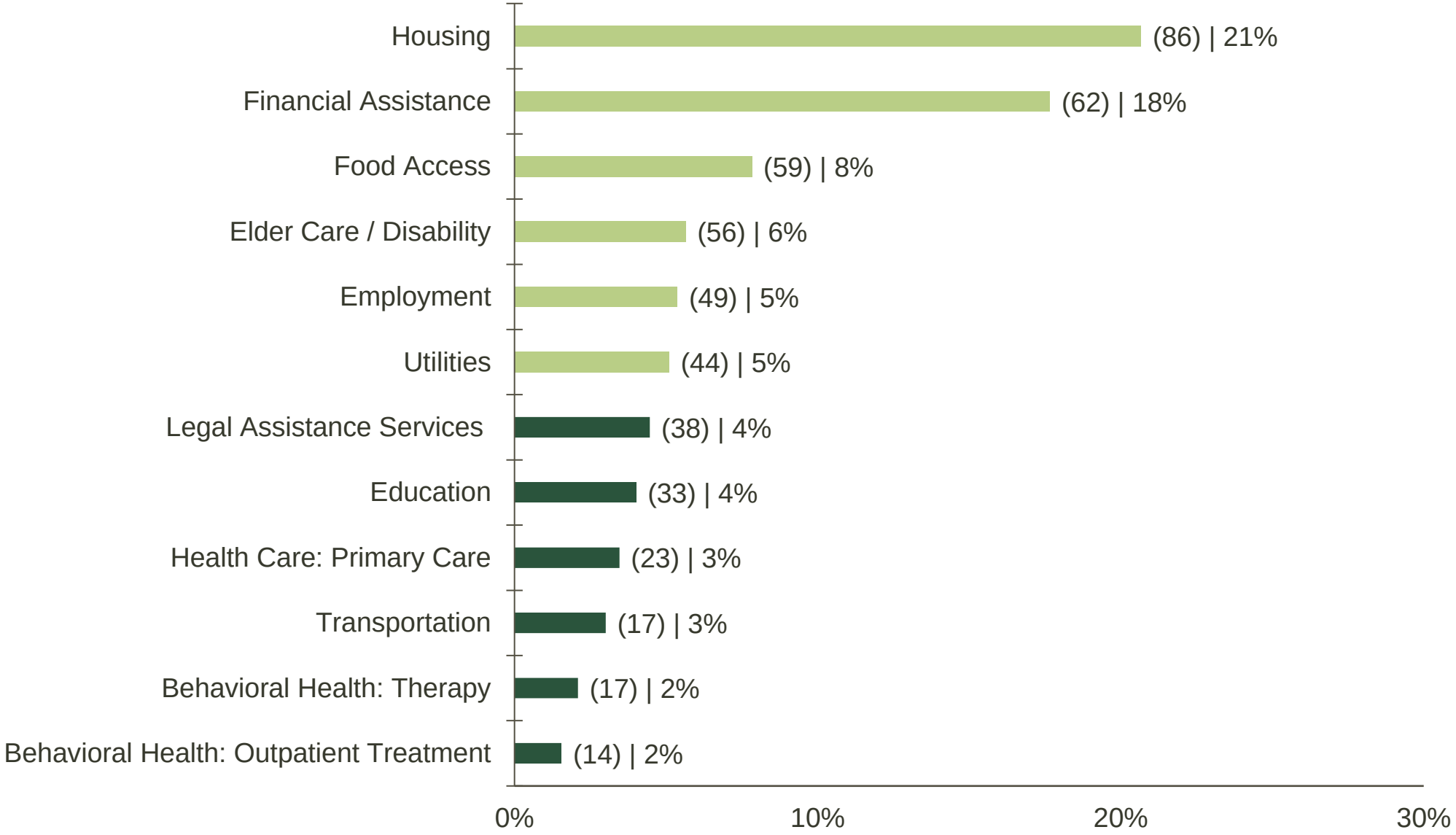
Metric	Explanation

Percent of Resource Referrals by Service Category	• The percentage of total resource referrals that went to each service category.
	  • This graph is shown across two pages.
	  • Overall, the top five categories (shown in light green) of outgoing referrals are reflecting the social needs across the region.
	  • The top social needs were:
	  • Housing – Long term
	  • Financial
	  • Food access
	  • Utilities
	  • Employment
	  • The top health needs were:
	  • Health insurance
	  • Mobility / activities of daily living
	  • Medications
	  • Primary care
	  • Vision

Graph 21

Percent of Resource Referrals by Service Category

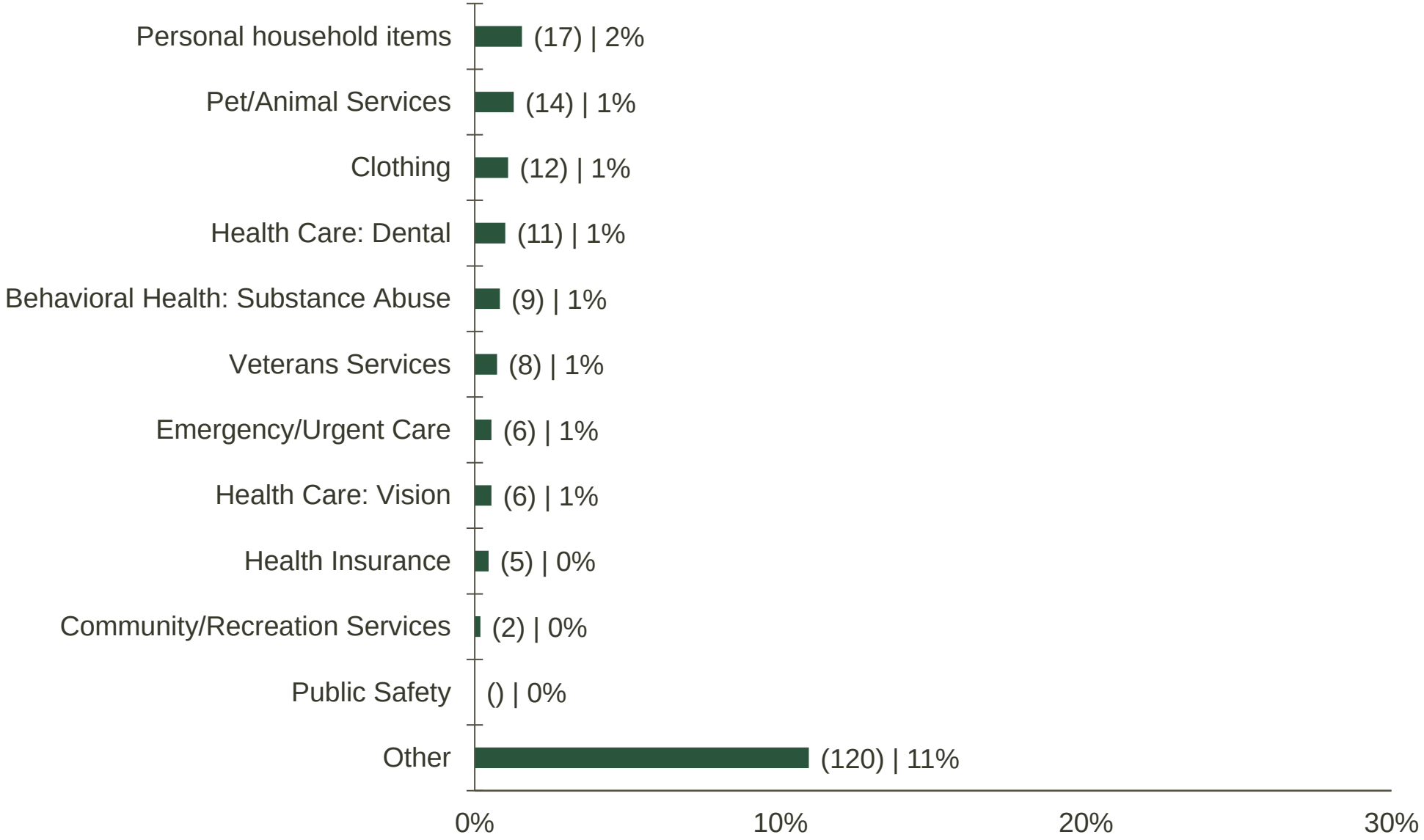
10/01/2024 - 10/31/2025 | Total Outgoing Referrals = 1,098



Graph 21

Percent of Resource Referrals by Service Category

10/01/2024 - 10/31/2025 | Total Outgoing Referrals = 1,098



Graph 22

Percent of Closed-Loop Resource Referrals

Metric	Explanation

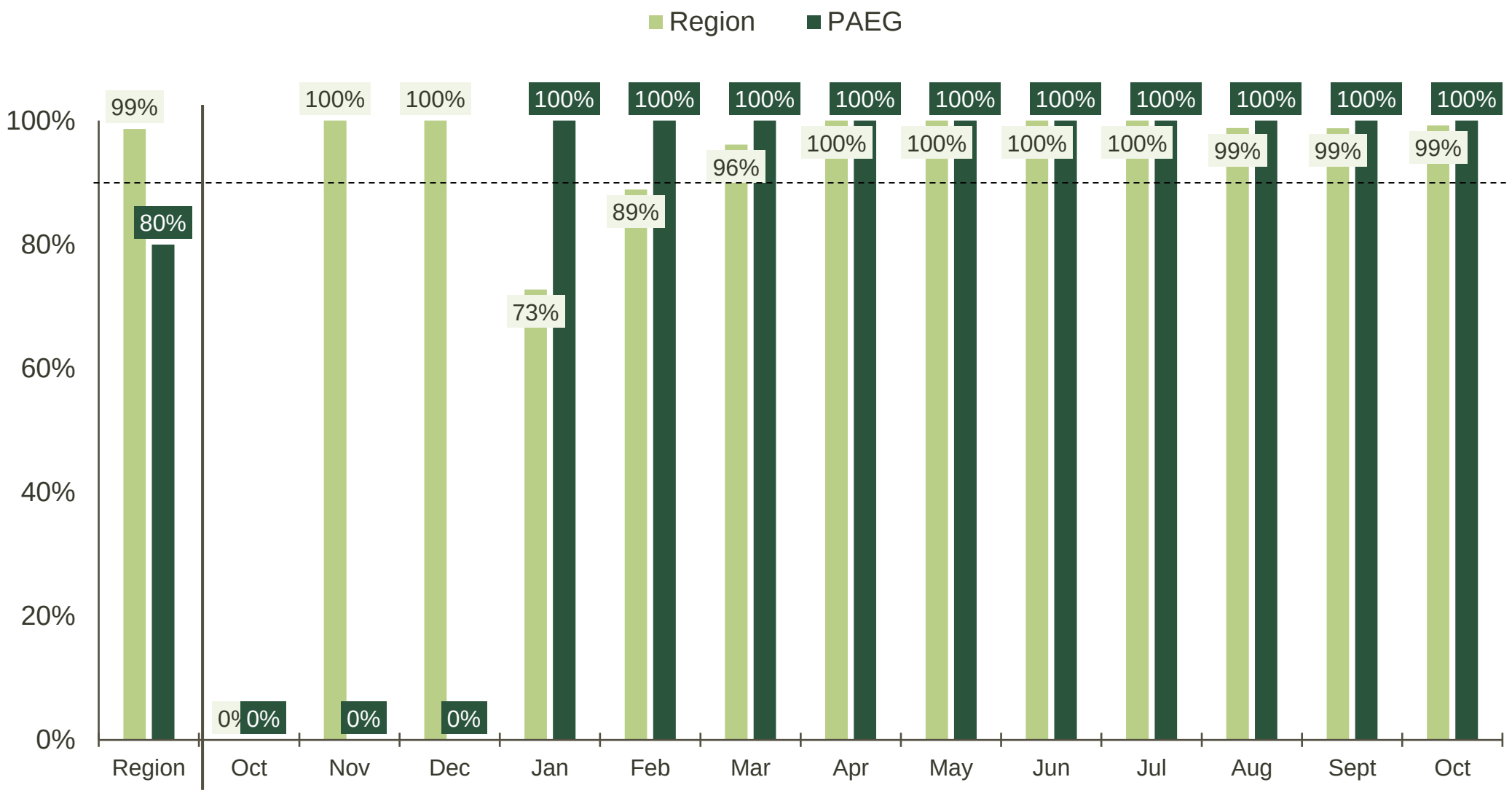
Overall	• The percentage of resource referrals **year-to-date** that are closed for the entire region.
	  • This metric only considers referrals for cases that are *closed*.
	• **Target**: 90% closed.
	  • The light green bars show where the target was met; dark green show where it was not met.

by Month	• The percentage of resource referrals **by month** that are closed for the entire region.
	  • This metric only considers referrals for cases that are *closed*.
	  • The “month” includes all referrals for any cases that were closed during that month. E.g.: If a case was closed in March, all referrals from that case are included in the March data point.
	• **Target**: 90% closed.
	  • The light green bars show where the target was met; dark green show where it was not met.

Graph 22

Percent of Closed-Loop Resource Referrals

10/01/2024 - 10/31/2025 | Overall, Monthly | Region and PAEG



Graph 23

Percent of Closed-Loop Resource Referrals by Service Category

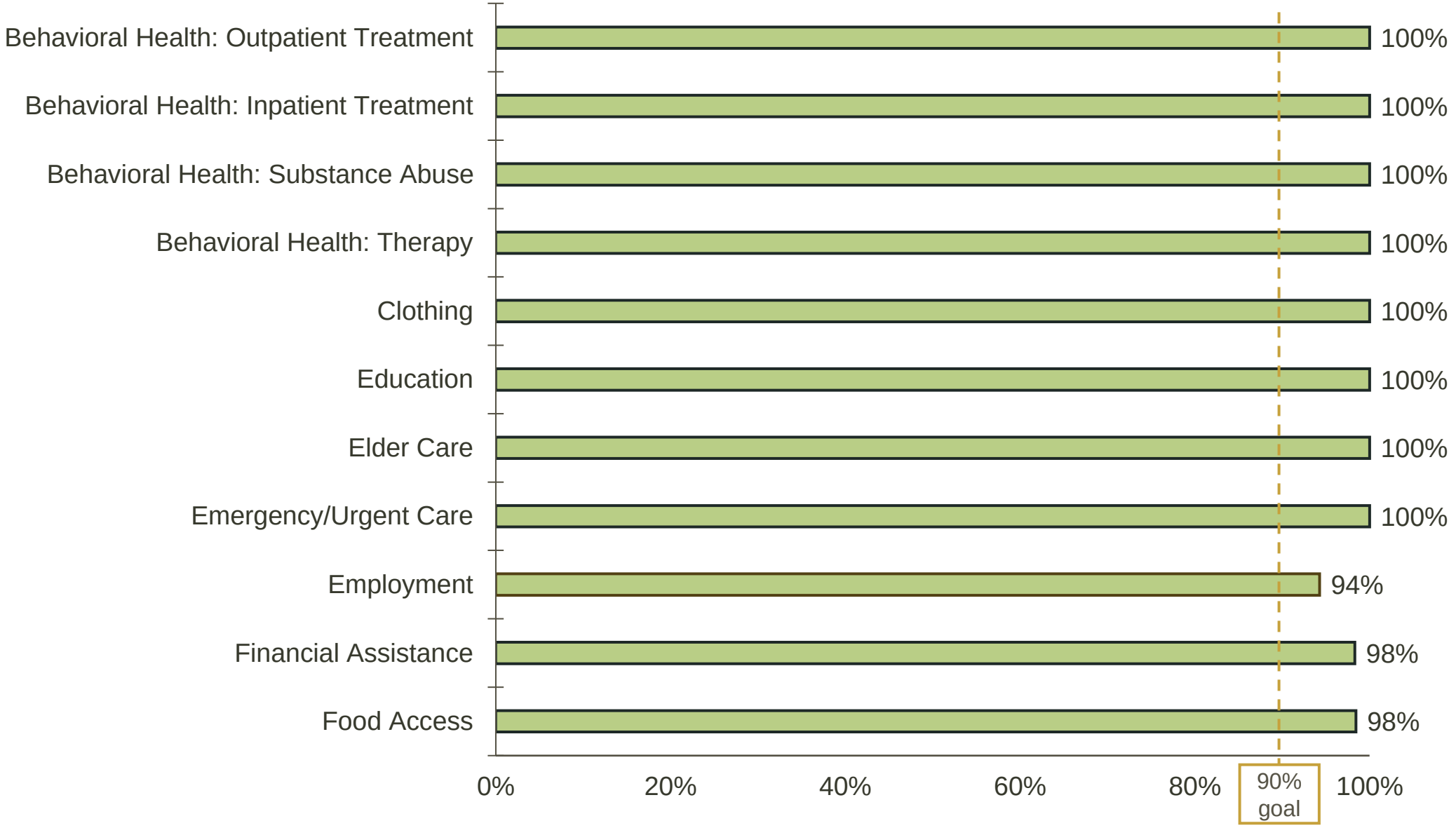
Metric	Explanation

Overall	• The percentage of resource referrals **year-to-date** that are closed for the entire region, by service category.
	  • This metric only considers referrals for cases that are *closed*.
	• **Target**: 90% closed.
	  • The light green bars show where the target was met; dark blue show where it was not met.

Graph 23

Percent of Closed-Loop Resource Referrals by Service Category

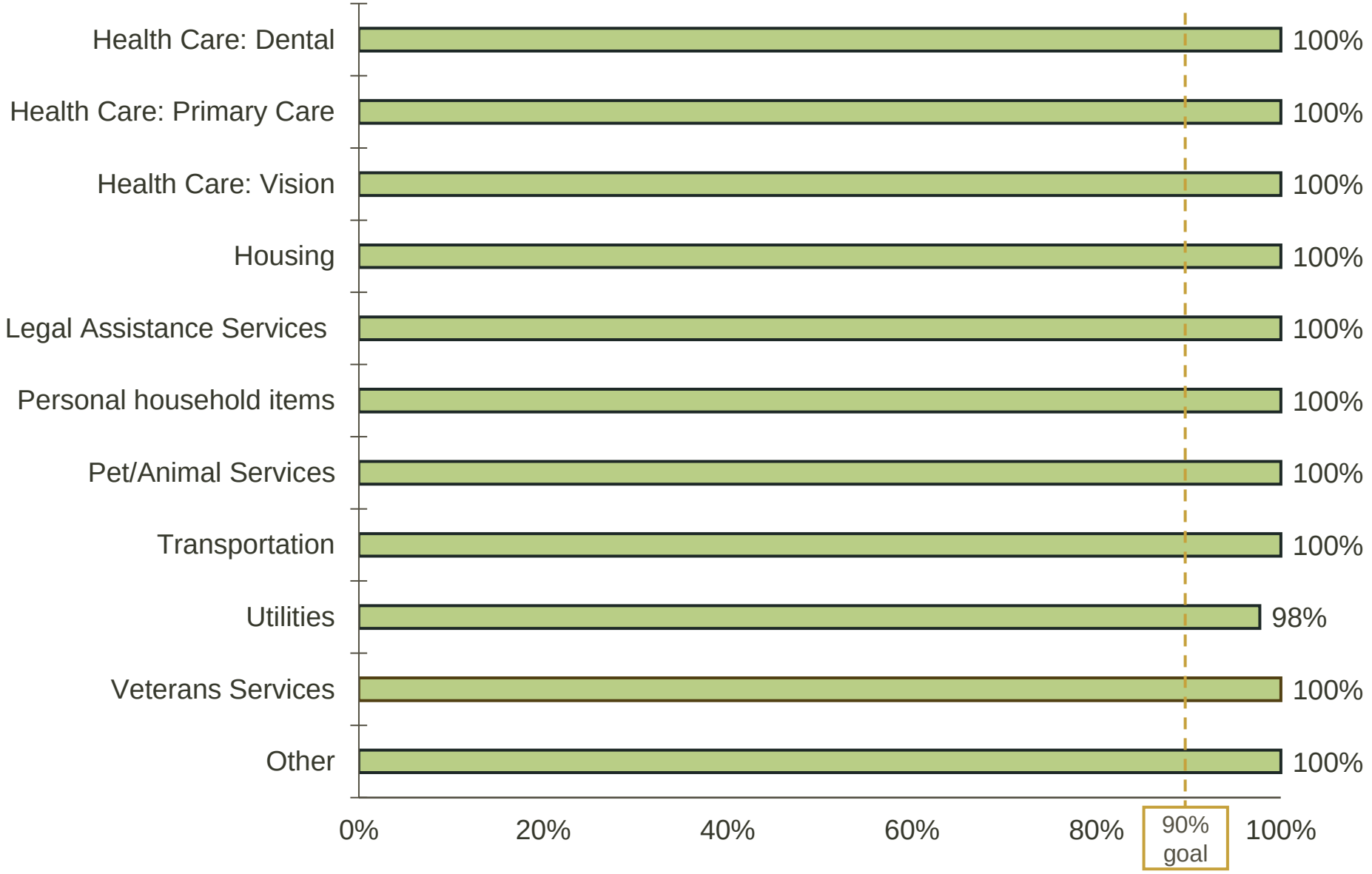
10/01/2024 - 10/31/2025



Graph 23

Percent of Closed-Loop Resource Referrals by Service Category

10/01/2024 - 10/31/2025



Caseloads

10/01/2024 – 10/31/2025

Caseloads

- **Graph 24 –** Caseloads across Care Coordination Partners

Graph 24

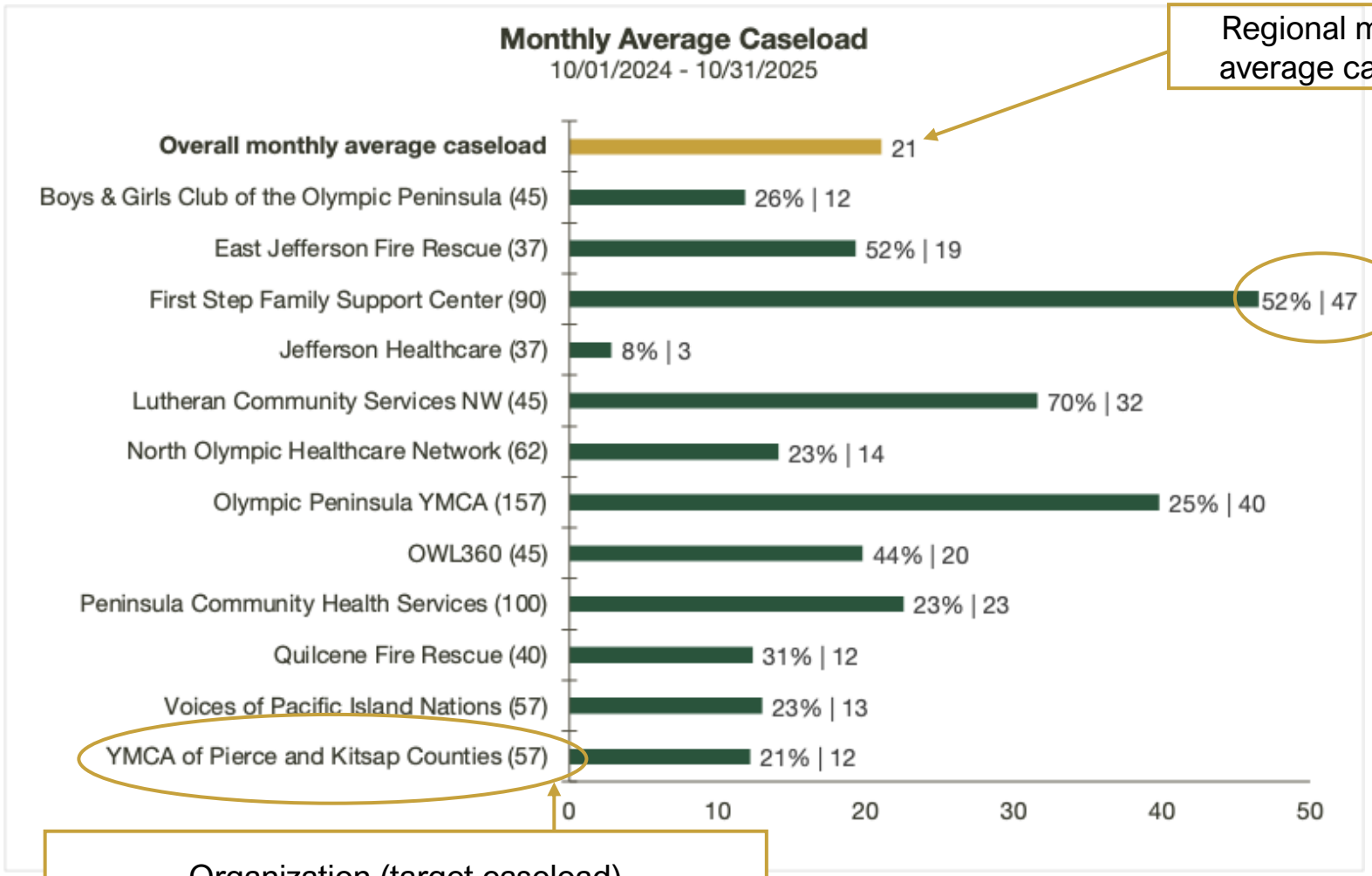
Caseload across Care Coordination Partners

Metric	Explanation
Overall monthly average caseload	• Overall average caseload **across all** Care Coordination Partners
Care Coordination Partners	• Overall average caseload **for each** Care Coordination Partner

- The “overall monthly average caseload” is the average across all Care Coordination Partner organizations (e.g., we calculated the average monthly caseload for each CCP, *then* took those numbers and calculated an average of those all together).
- Each organization’s **target** caseload is in parentheses next to its name.
- To the right of the bars: the average monthly caseload is the **number** presented, while the **percent** is “What percent of their target monthly caseload are they averaging?”

Graph 24

How to read Caseload graph:



Regional monthly average caseload

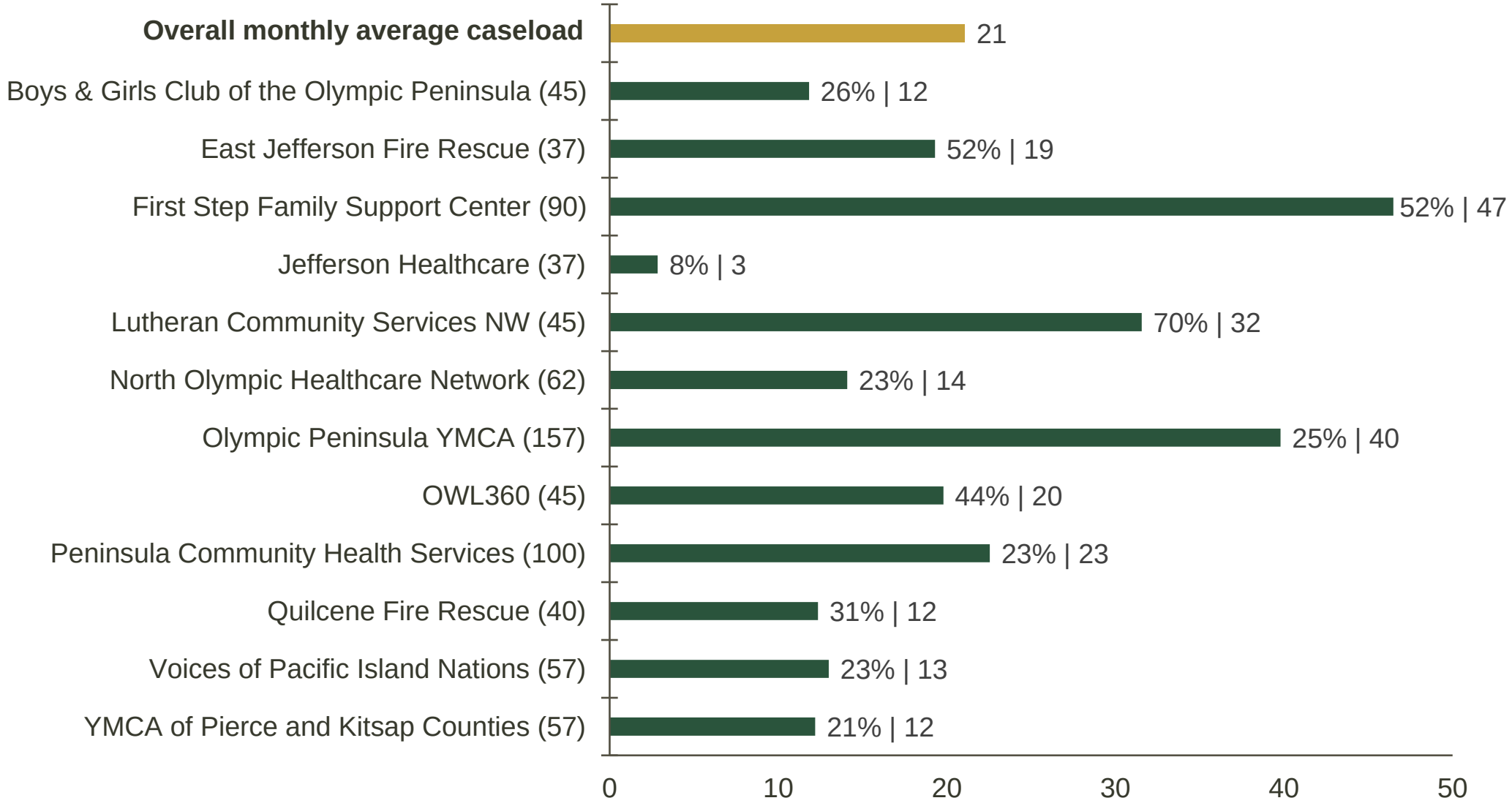
percent of target | average monthly caseload

Organization (target caseload)

Graph 24

Monthly Average Caseload

10/01/2024 - 10/31/2025



Client Discharge

10/01/2024 – 10/31/2025

Client Discharge

- **Graph 25 –** Client Satisfaction at Discharge
- **Graph 26 –** Client Needs Met at Discharge

These data will be shared when there is more Discharge data – stay tuned!