



Olympic Connect Dashboard Reporting

METRICS FOR 01/01/2025 - 12/31/2025

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



Overview of Metrics

01/01/2025 – 12/31/2025

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

- “Year -to-date” = 01/01/2025 – 12/31/2025
- **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.

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

- **Caseloads**
 - Average monthly caseload for each Care Coordination Partner; regional monthly caseload average.
- **Client Discharge**
 - Time from referral to discharge.
 - Client satisfaction and needs met at discharge.



Incoming Referrals

01/01/2025 - 12/31/2025

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)
 - **PAEG:** This is an acronym used to describe the “Prime Age Employment Group”, which refers to people ages 25-54 who live in Clallam and Jefferson counties who are un- or under-employed. This is one of the populations of interest for Olympic Connect.

Incoming Referrals

- **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 10** – Rate of Conversion from Referral to Enrollment

Incoming Referrals: Progress Towards Goals

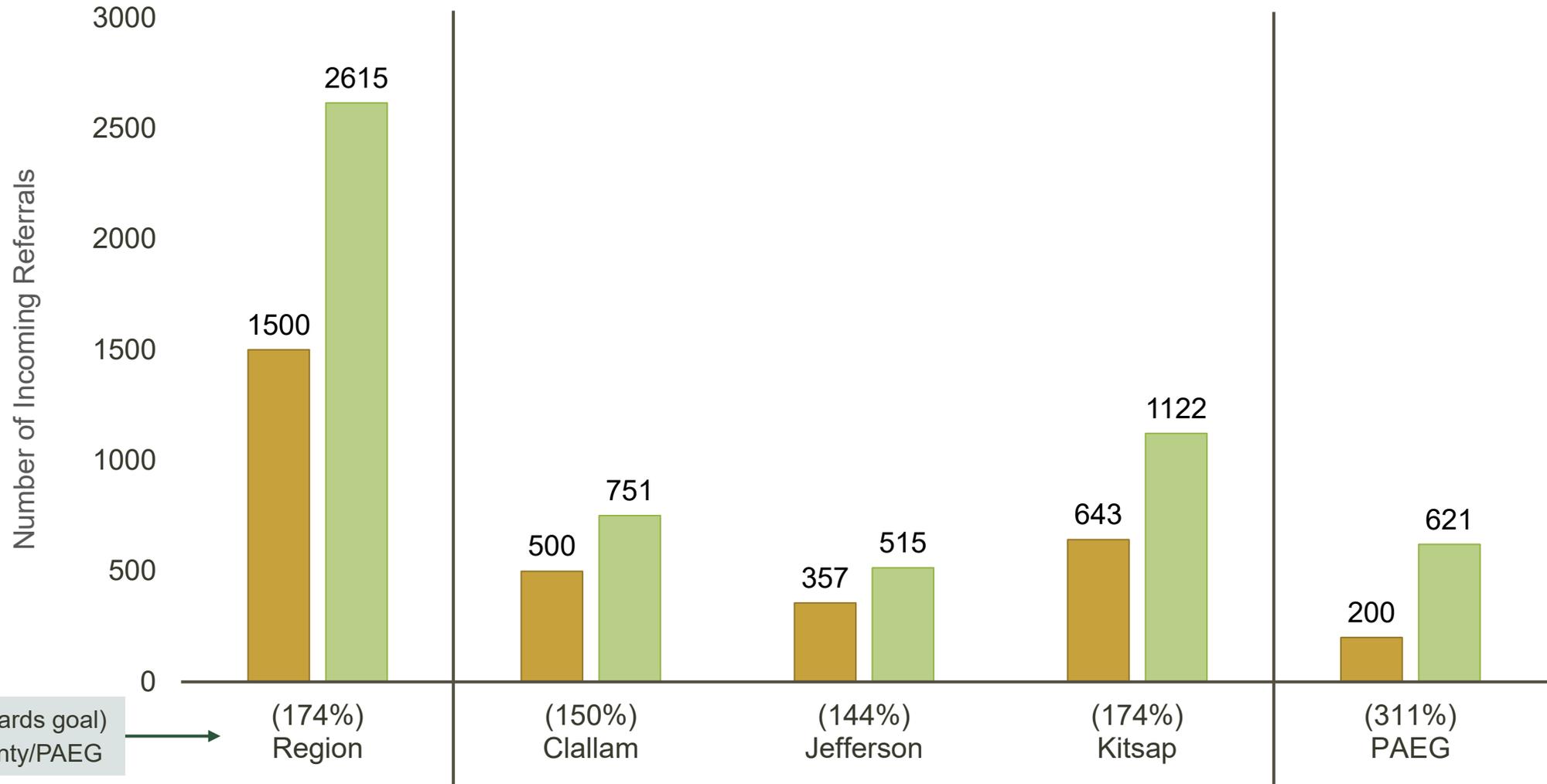
Metric	Explanation
Target	<ul style="list-style-type: none">• The goal for number of incoming referrals for 2025<ul style="list-style-type: none">○ Overall (for the entire region)○ County (for that specific county)
Year-to-date	<ul style="list-style-type: none">• The total number of incoming referrals for the time period<ul style="list-style-type: none">○ Overall (for the entire region)○ County (for that specific county)
PAEG	<ul style="list-style-type: none">• The total number of incoming referrals for the time period for the Prime Age Employment Group (PAEG).• PAEG: This is an acronym used to describe the “Prime Age Employment Group”, which refers to people ages 25-54 who live in Clallam and Jefferson counties who are un- or under-employed. This is one of the populations of interest for Olympic Connect.

Graph 1

Incoming Referrals: Progress Towards Goals

01/01/2025 - 12/31/2025 | Region, County, PAEG

Target Year-to-date



(percent towards goal)
Region/County/PAEG →

Incoming Referrals Year-to-Date

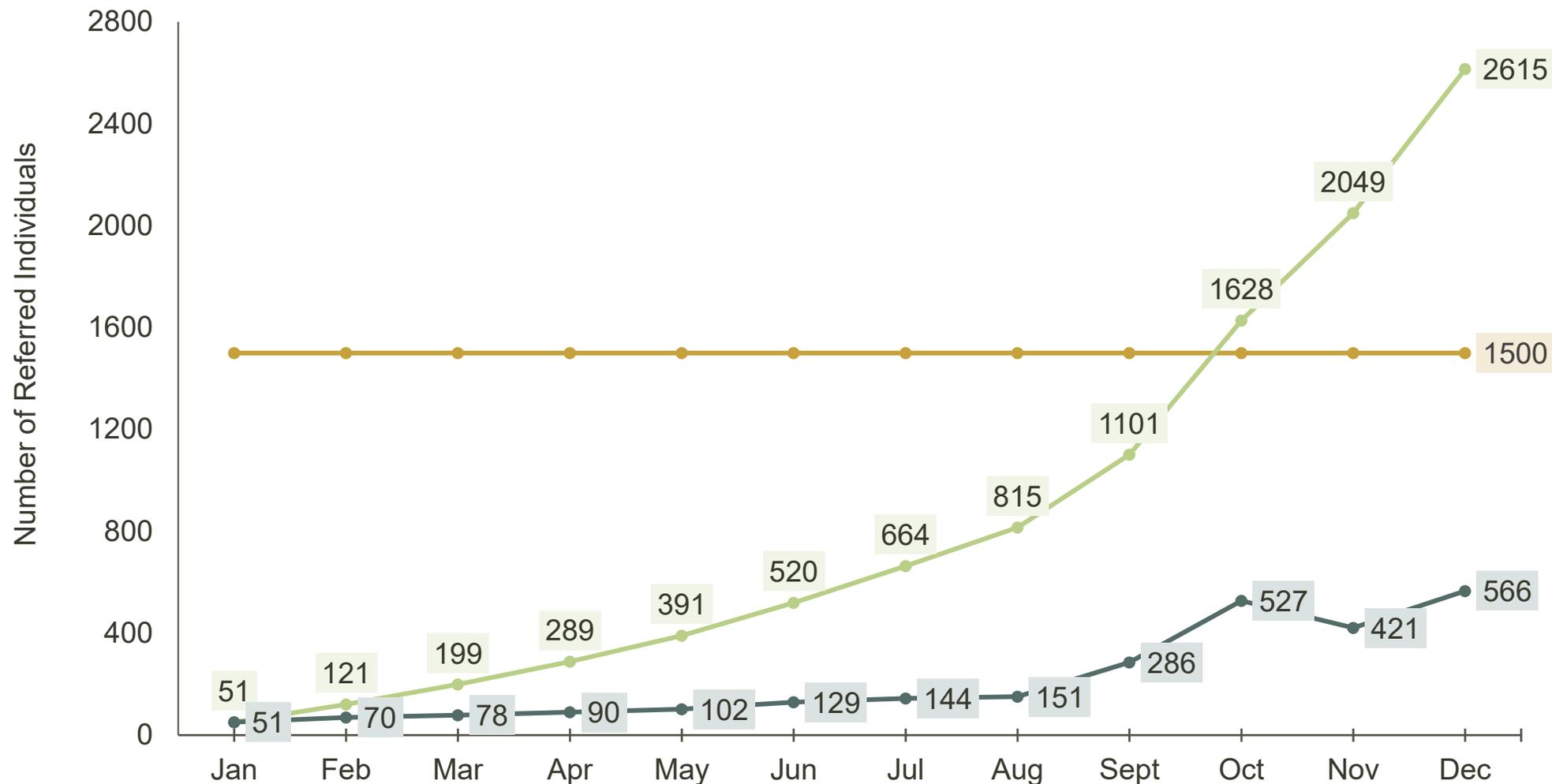
Metric	Explanation
Goal	<ul style="list-style-type: none">The goal for number of incoming referrals for 2025 (1,500)
Cumulative	<ul style="list-style-type: none">The cumulative number of incoming referrals
by Month	<ul style="list-style-type: none">The number of incoming referrals for each month (<i>not</i> cumulative)

Graph 2

Incoming Referrals Year-to-Date

01/01/2025 - 12/31/2025

Goal Cumulative by Month



Incoming Referrals: County (by month)

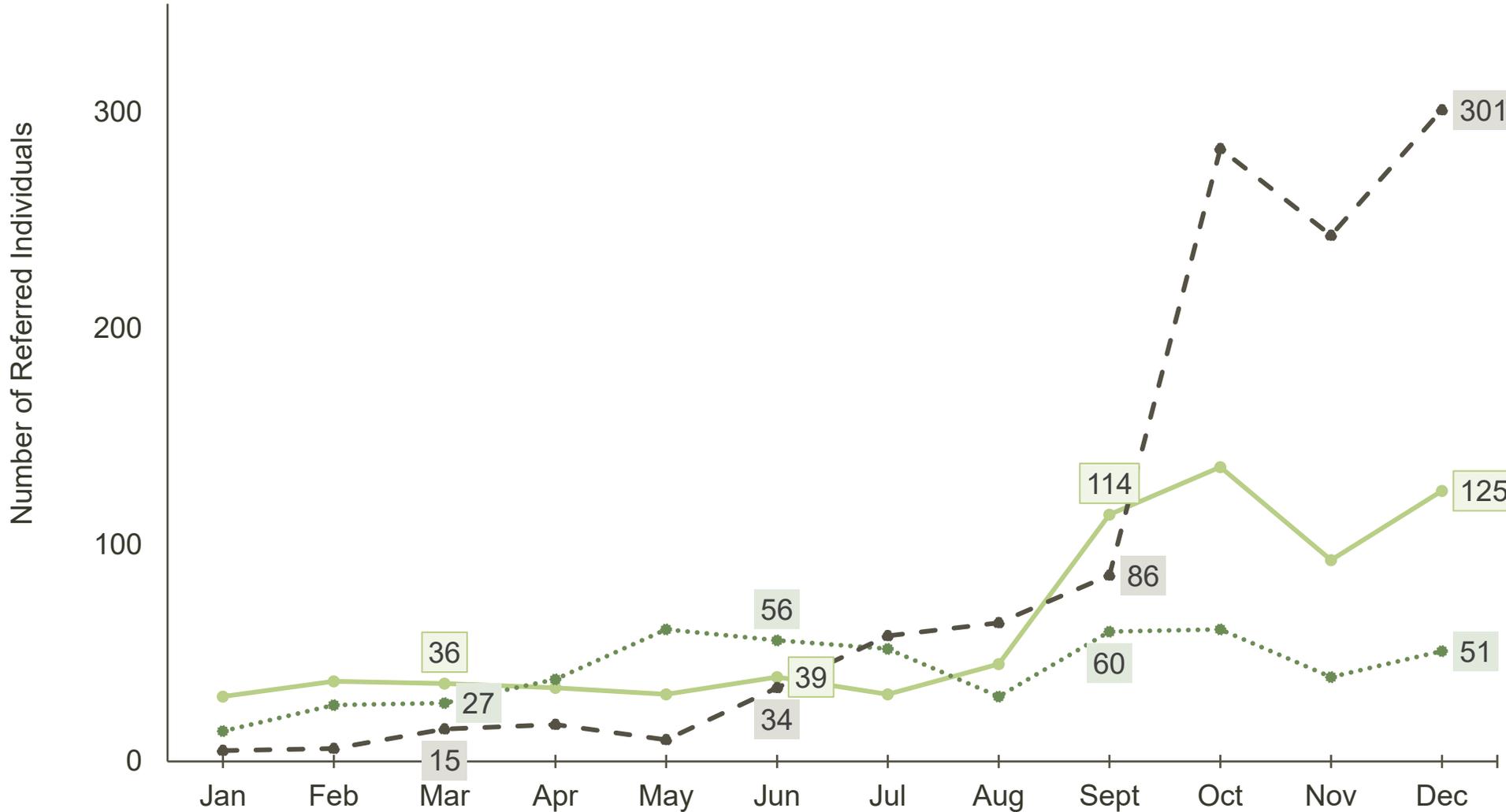
Metric	Explanation
by Month	<ul style="list-style-type: none">• The monthly number of incoming referrals for each month, by County (<i>not</i> cumulative).<ul style="list-style-type: none">• These are based on the County of the client referred (where they indicated they live).

Graph 3

Incoming Referrals: County (by month)

01/01/2025 - 12/31/2025

—●— Clallam ····●··· Jefferson -●- Kitsap



Cumulative year-to-date:

- Clallam: 751
- Jefferson: 515
- Kitsap: 1,122

Incoming referral goals:

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

Incoming Referrals: County (cumulative)

Metric	Explanation
by Month	<ul style="list-style-type: none">• The monthly <i>cumulative</i> number of incoming referrals for each month, by County.<ul style="list-style-type: none">• These are based on the County of the client referred (where they indicated they live).

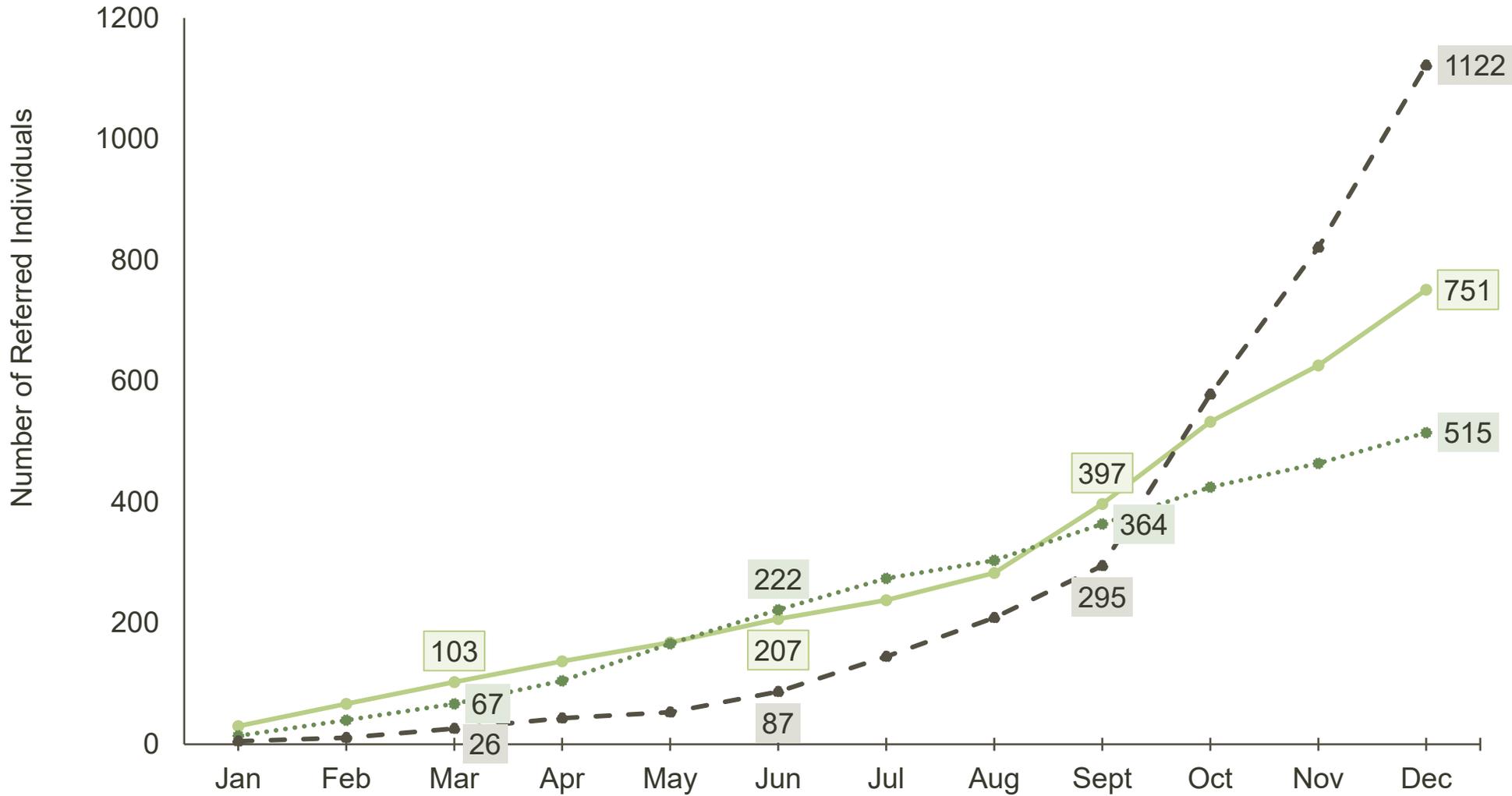
Graph 4

Incoming Referrals: County (cumulative)

01/01/2025 - 12/31/2025

—●— Clallam ····●··· Jefferson -●- Kitsap

- Incoming referral goals:**
- Clallam = 500
 - Jefferson = 357
 - Kitsap = 643



The total across all three counties adds up to 2,388 (instead of 2,615) as some referrals came into Olympic Connect for clients who live in other counties.

Incoming Referrals: PAEG (by month)

Metric	Explanation
by Month	<ul style="list-style-type: none">• The monthly number of incoming referrals for each month, by PAEG (<i>not</i> cumulative).• PAEG: This is an acronym used to describe the “Prime Age Employment Group”, which refers to people ages 25-54 who live in Clallam and Jefferson counties who are un- or under-employed. This is one of the populations of interest for Olympic Connect.

Graph 5

Incoming Referrals: PAEG (by month)

01/01/2025 - 12/31/2025

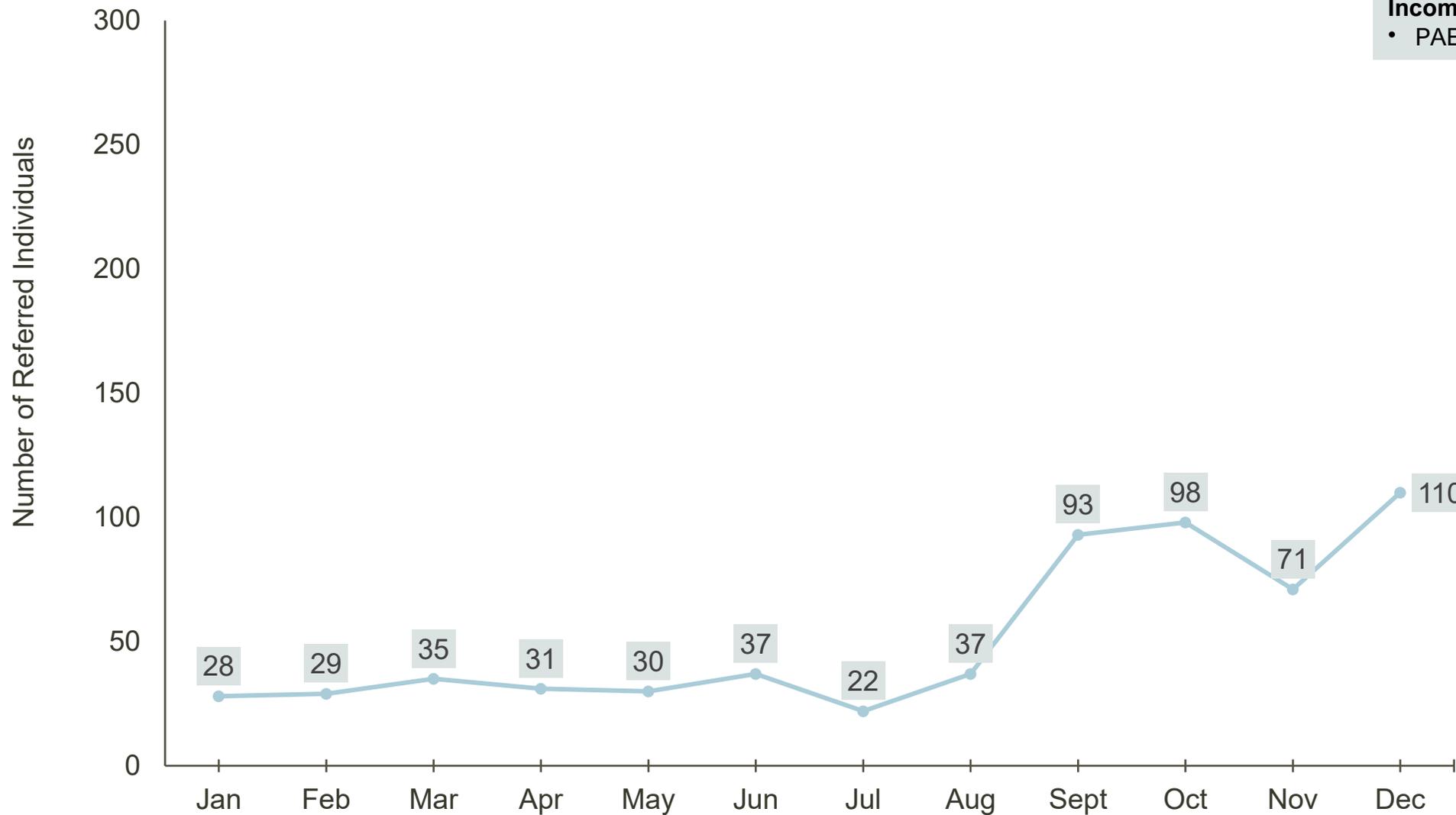
—●— PAEG

Cumulative year-to-date:

- PAEG: 621

Incoming referral goals:

- PAEG: 200



Incoming Referrals: PAEG (cumulative)

Metric	Explanation
by Month	<ul style="list-style-type: none">The monthly <i>cumulative</i> number of incoming referrals for each month, by PAEG.

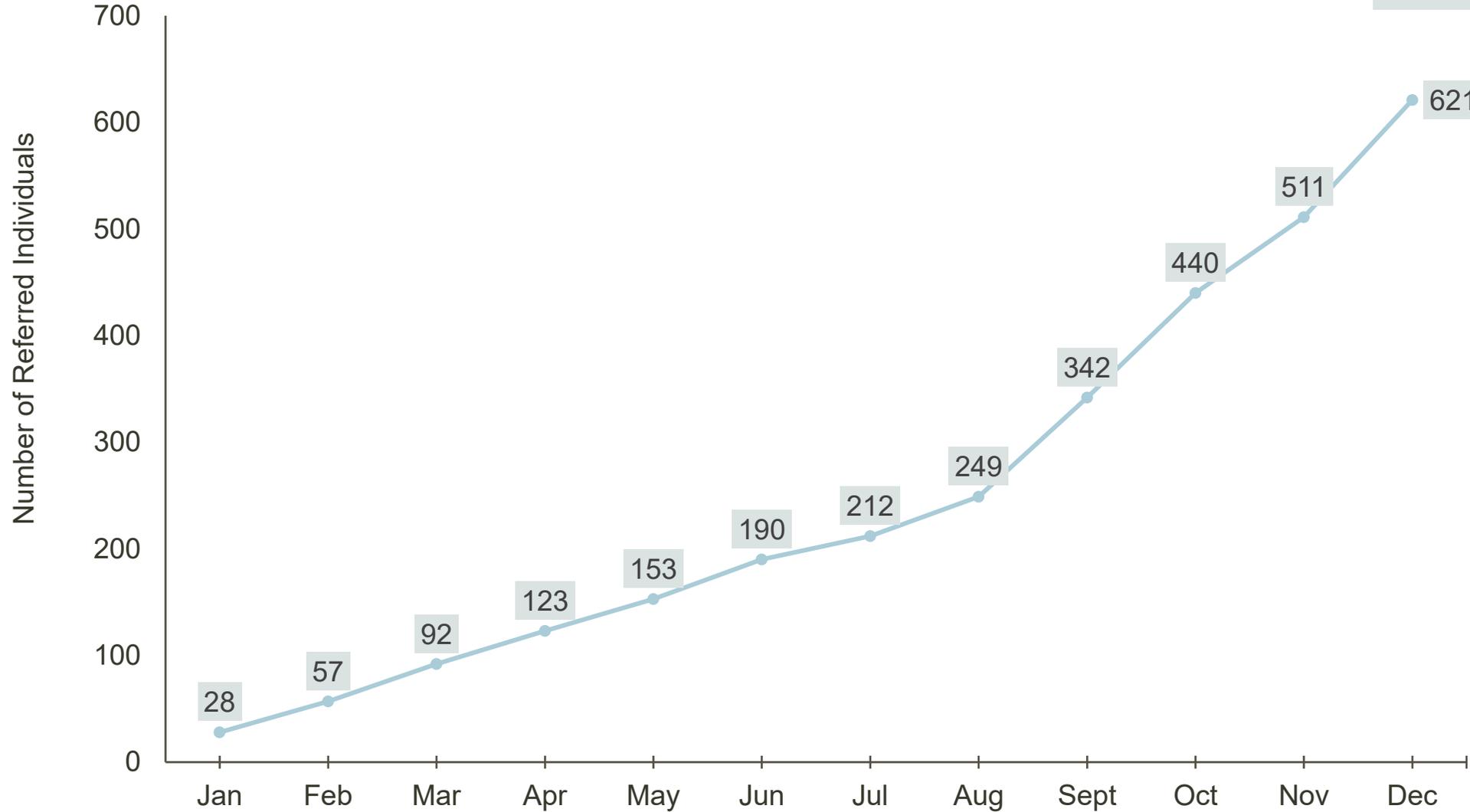
Graph 6

Incoming Referrals: PAEG (cumulative)

01/01/2025 - 12/31/2025

—●— PAEG

Incoming referral goals:
• PAEG: 200

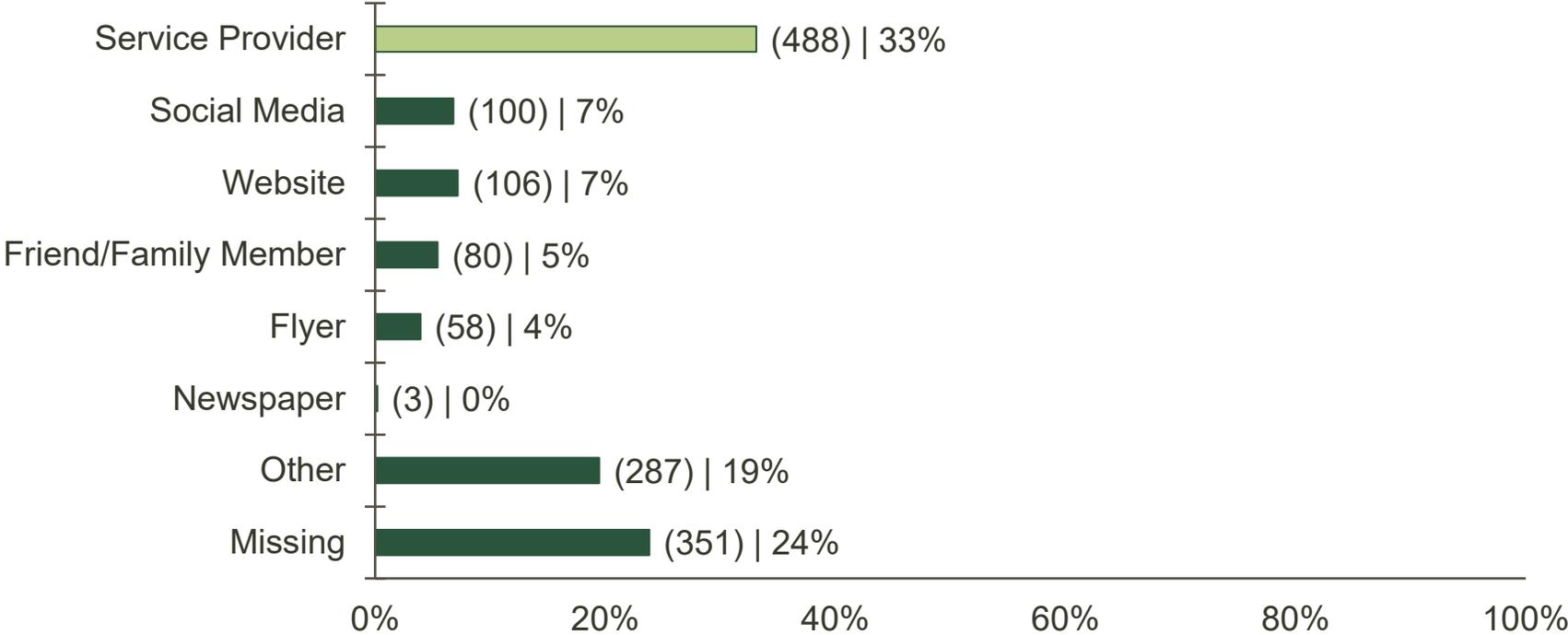


Incoming Referrals: How did you hear about Olympic Connect?

Metric	Explanation
How they heard	<ul style="list-style-type: none">• Percent of incoming referral clients who heard about Olympic Connect in different ways.• Note: This only captures clients referred via the online referral form; additional clients are referred directly.

Incoming Referrals: How did you hear about Olympic Connect?*

01/01/2025 - 12/31/2025



*This only captures clients referred via the online referral form; additional clients are referred directly.

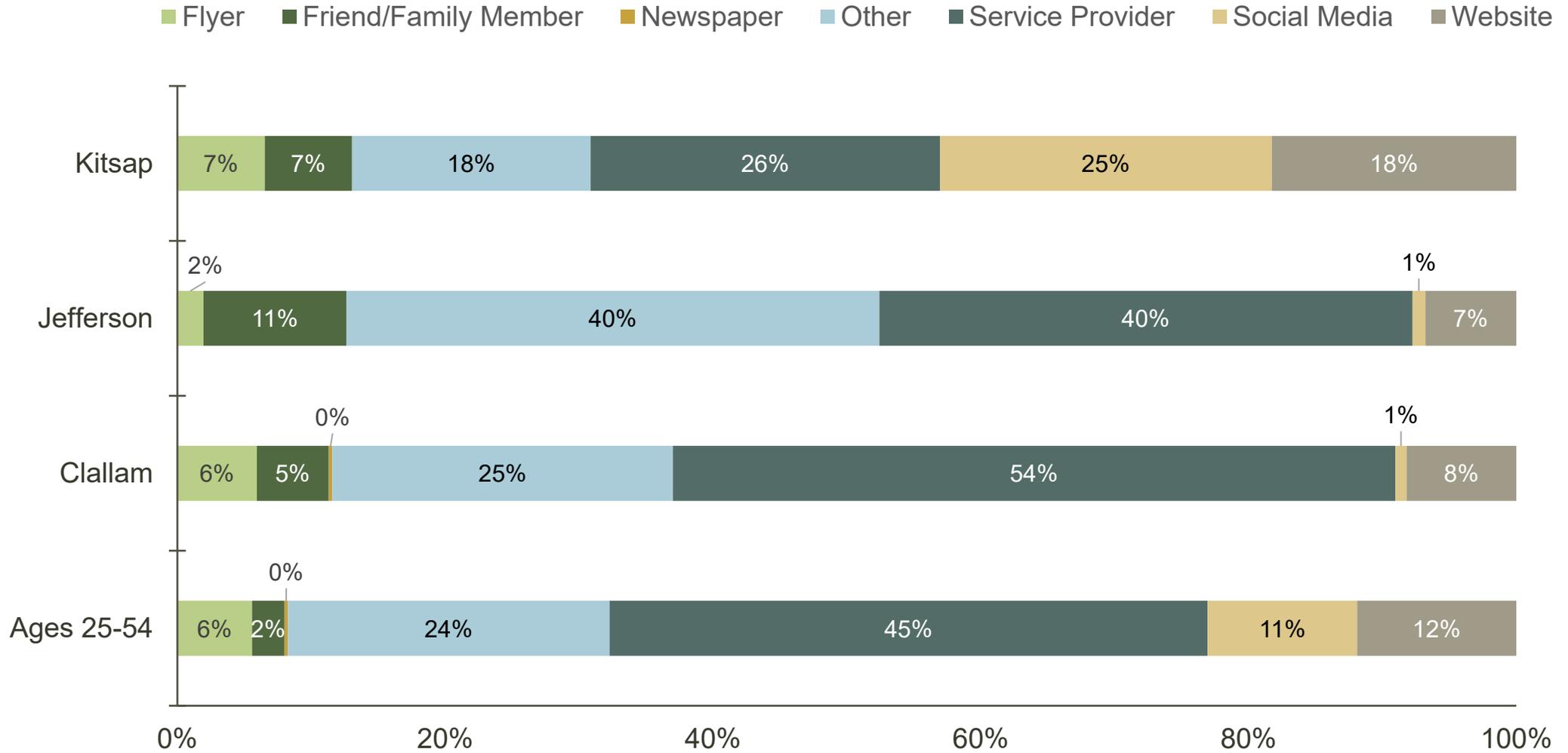
Incoming Referrals: How did you hear about Olympic Connect?

Metric	Explanation
How they heard	<ul style="list-style-type: none">• Percent of incoming referral clients who heard about Olympic Connect in different ways.• Broken down by:<ul style="list-style-type: none">○ County○ Prime Age Employment Group (PAEG) age range (25-54)

Graph 8

Incoming Referrals: How did you hear about Olympic Connect?*

01/01/2025 - 12/31/2025 | County, PAEG Age Range



*This only captures clients referred via the online referral form; additional clients are referred directly.

Incoming Referrals and Enrollment Year-to-Date

Metric	Explanation
Referrals	<ul style="list-style-type: none">• Number of incoming referrals each month.• This metric is <i>not</i> cumulative.
Enrollments	<ul style="list-style-type: none">• Number of enrollments each month.• This metric is <i>not</i> cumulative.

Graph 9

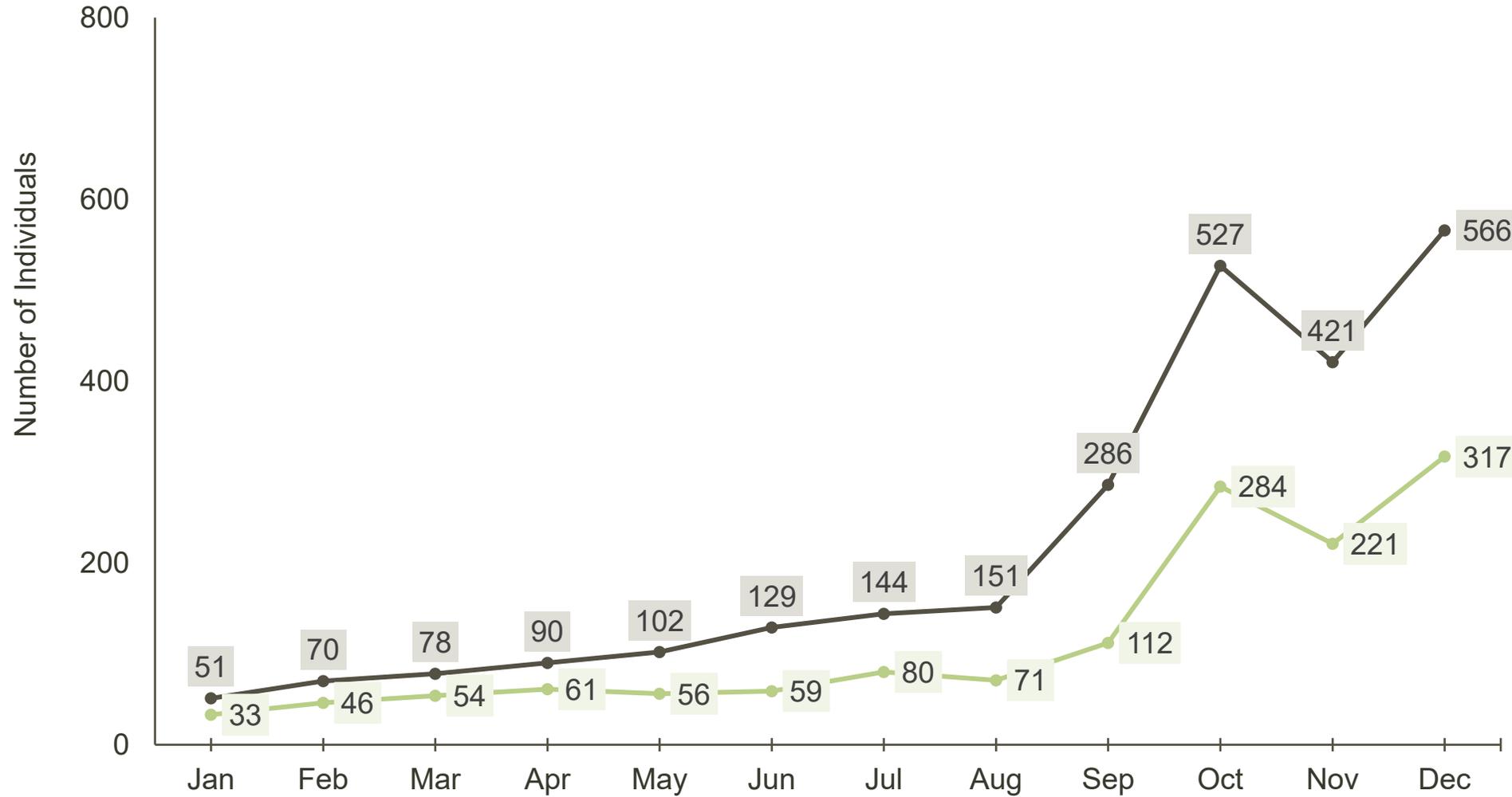
Incoming Referrals and Enrollments Year-to-Date

01/01/2025 - 12/31/2025 | Monthly (non-cumulative)

● Incoming Referrals ● Enrollments

Cumulative numbers:

- Incoming referrals = 2,615
- Enrollments = 1,394



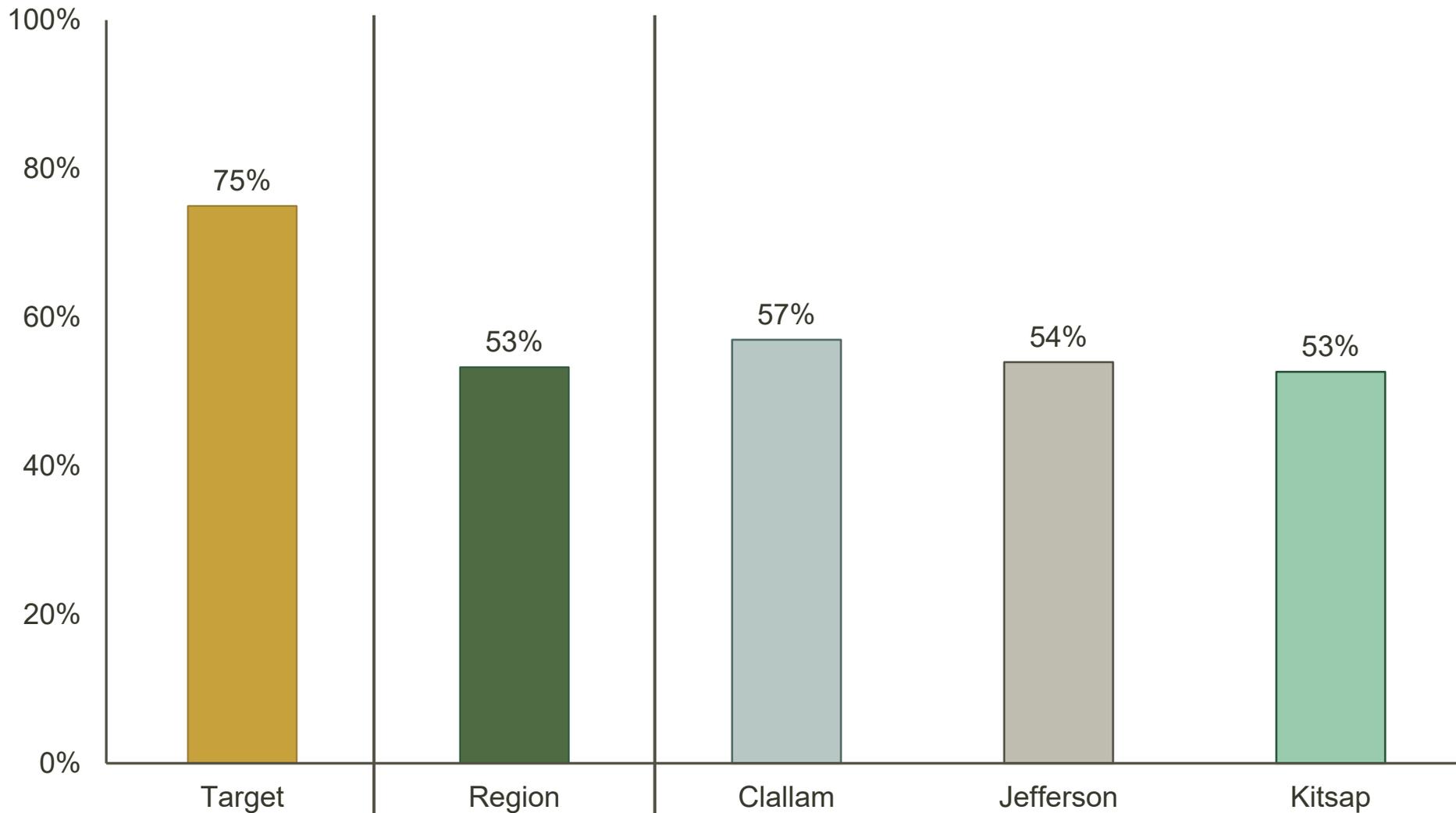
Rate of Conversion from Referral to Enrollment

Metric	Explanation
Conversion rate	<ul style="list-style-type: none">• The number of enrollments divided by the number of incoming referrals• Target: 75%• Region: The regional conversion rate• County: The conversion rate for each county

Graph 10

Rate of Conversion from Referral to Enrollment

01/01/2025 - 12/31/2025 | Total Enrolled = 1,394 | Total Referred = 2,615





Enrollment

01/01/2025 - 12/31/2025

● ● ● Enrollment

- **Graph 11** – Enrolled Year-to-Date: Overview
- **Graph 12** – Enrollment Year-to-Date
- **Graph 13** – County Progress towards Enrollment Goals
- **Graph 14a-14f** – Enrollment Year-to-Date: Demographics

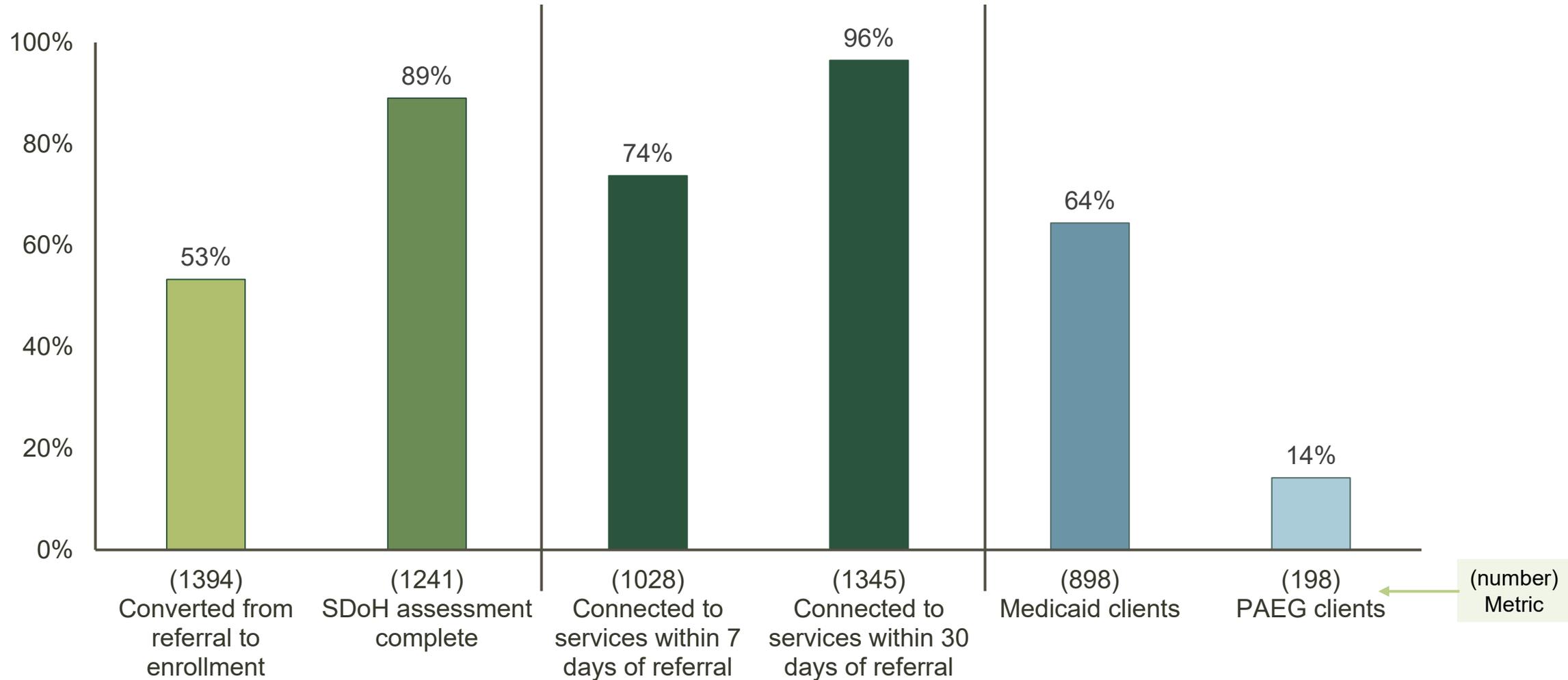
Enrolled Year-to-Date: Overview

Metric	Explanation
Converted from referral to enrollment	<ul style="list-style-type: none">• Of those referred, how many (what %) enrolled?
SDoH assessment complete	<ul style="list-style-type: none">• Of those enrolled, how many (%) had a Social Determinants of Health (SDoH) assessment completed?
Connected to services within 7 or 30 days of referral	<ul style="list-style-type: none">• Of those enrolled, how many (%) were connected to services within 7 or 30 days of their initial referral?
Medicaid clients	<ul style="list-style-type: none">• Of those enrolled, how many (%) have an insurance status of Medicaid?• Note: This is based on client self-report.
PAEG clients	<ul style="list-style-type: none">• Of those enrolled, how many (%) were PAEG Eligible?

Graph 11

Enrolled Year-to-Date: Overview

01/01/2025 - 12/31/2025 | Total Enrolled = 1,394 | Total Referred = 2,615



For *Converted from referral to enrollment*, the denominator is the total number referred ($n = 2,615$). For the rest of the metrics, the denominator is the total number enrolled ($n = 1,394$). The numerator is in parentheses above each metric label.

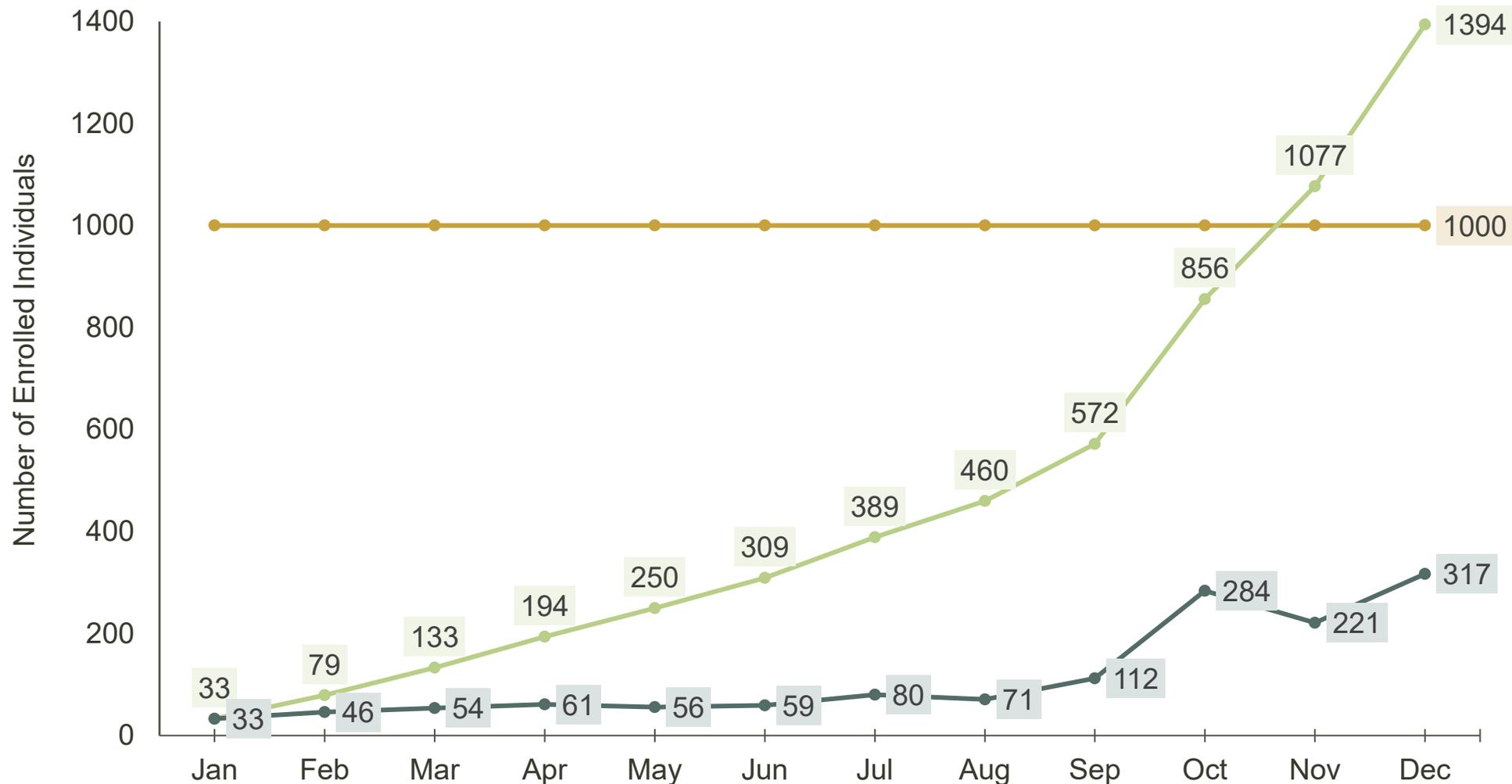
Enrollment Year-to-Date

Metric	Explanation
Goal	<ul style="list-style-type: none">The goal for number of enrollments for a given year (1,000).
Cumulative	<ul style="list-style-type: none">The cumulative number of enrollments, year-to-date.
by Month	<ul style="list-style-type: none">The number of enrollments for each month (<i>not</i> cumulative).

Graph 12

Enrollment Year-to-Date 01/01/2025 - 12/31/2025 | Monthly (cumulative)

—●— Goal —●— Cumulative —●— by Month



County Progress towards Enrollment Goals

Metric	Explanation
County Progress towards Enrollment Goals	<ul style="list-style-type: none">• Overall enrollment by county (percent toward that county's annual goal) year-to-date.<ul style="list-style-type: none">• 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 13

County Progress towards Enrollment Goals

01/01/2025 - 12/31/2025 | Total Enrolled = 1,394

Missing or other County: *n* = 97

% to Annual Goal

100%

0%

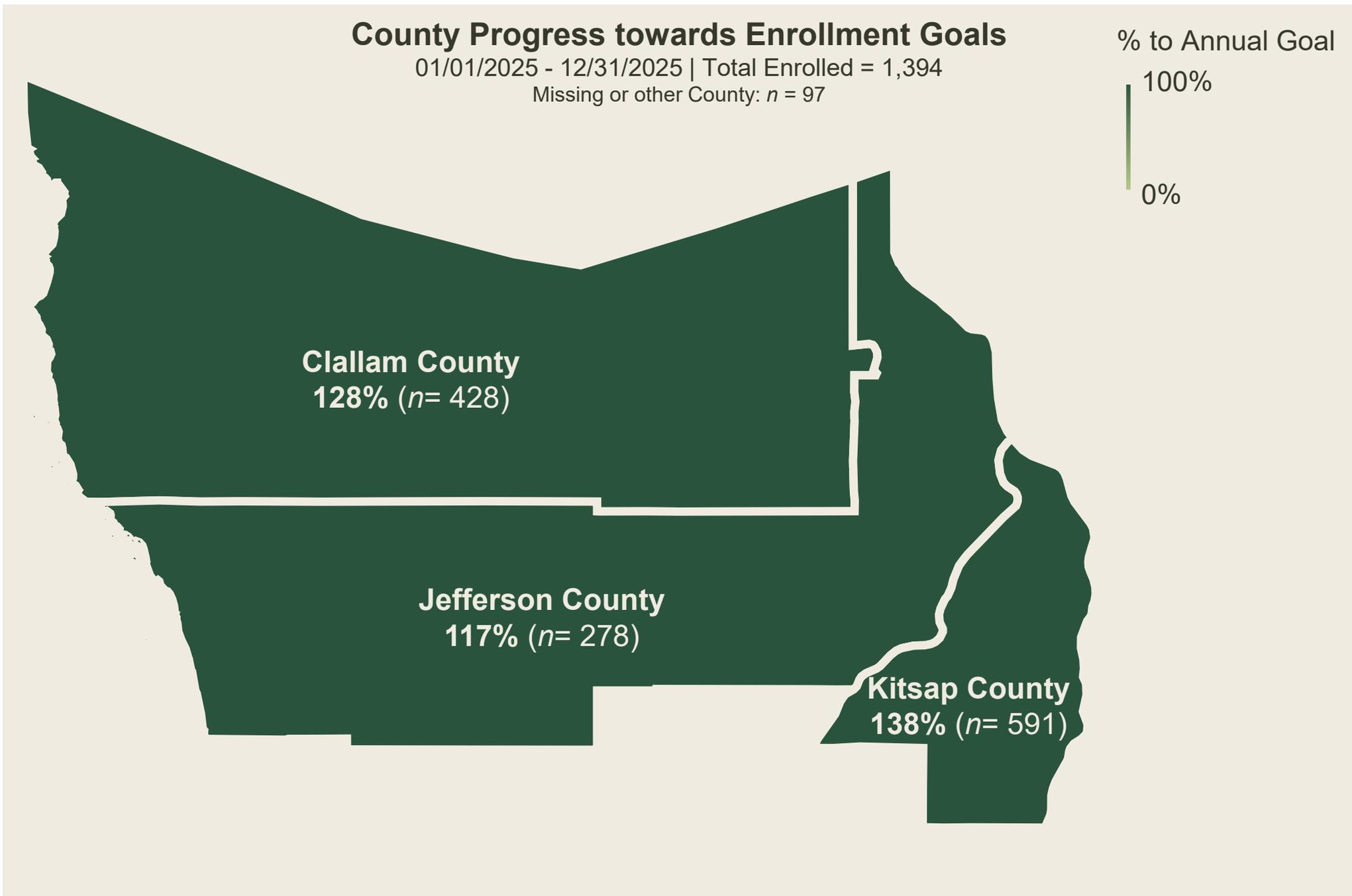
County enrollment goals:

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

Clallam County
128% (*n* = 428)

Jefferson County
117% (*n* = 278)

Kitsap County
138% (*n* = 591)



Enrollment Year-to-Date: Demographics

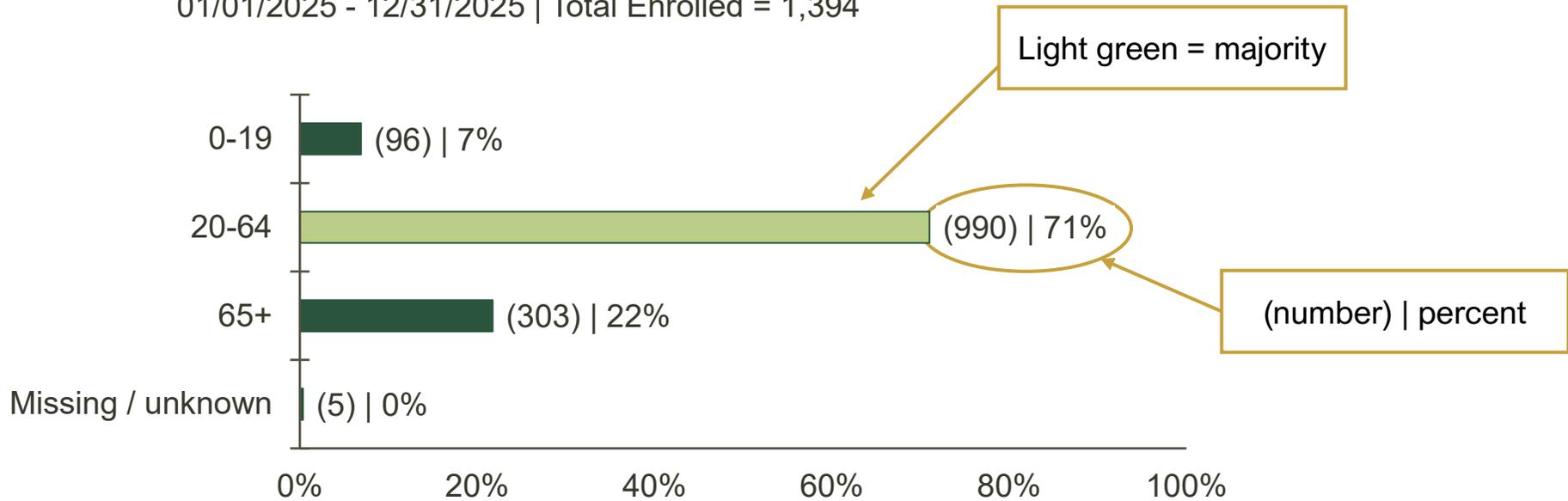
	Metric	Explanation
14a	Age	<ul style="list-style-type: none"> Age groups of those enrolled year-to-date: 0-19, 20-64, and 65+.
14b	Sex	<ul style="list-style-type: none"> Sex of those enrolled year-to-date: Male, Female, and Unspecified.
14c	County	<ul style="list-style-type: none"> County of those enrolled year-to-date.
14d	Insurance Status	<ul style="list-style-type: none"> Insurance of those enrolled year-to-date (highlighting Medicaid, a priority population).
14e	Race-Ethnicity	<ul style="list-style-type: none"> Race/ethnicity of those enrolled year-to-date.
14f	Language	<ul style="list-style-type: none"> Language of those enrolled year-to-date.



How to read Demographics graphs:

Age of those Enrolled Year-to-Date

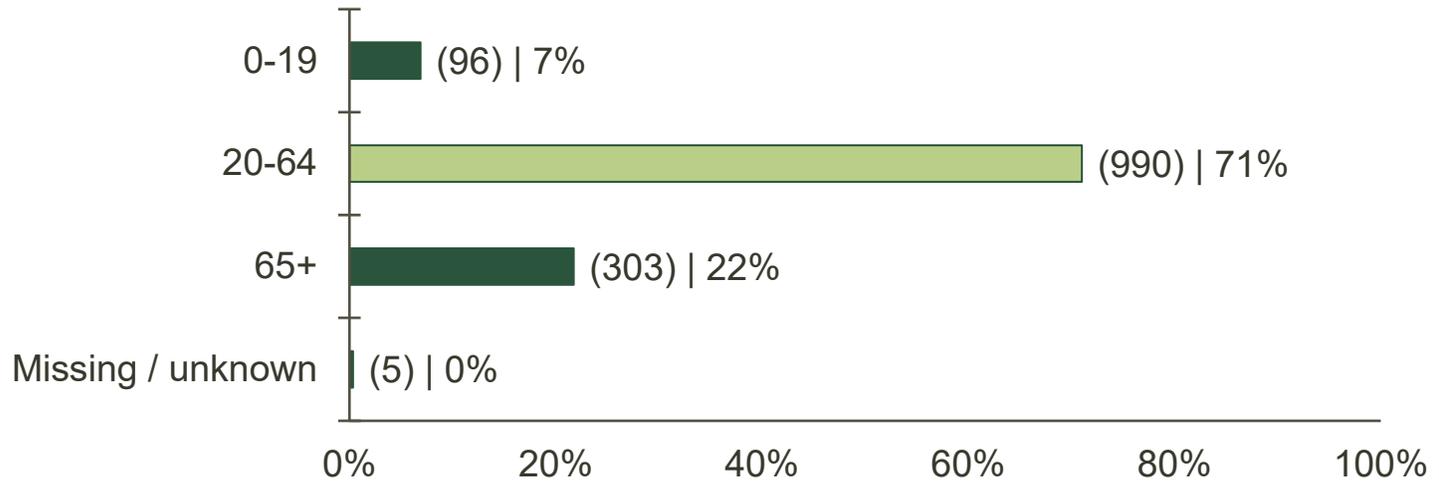
01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



Graph 14a

Age of those Enrolled Year-to-Date

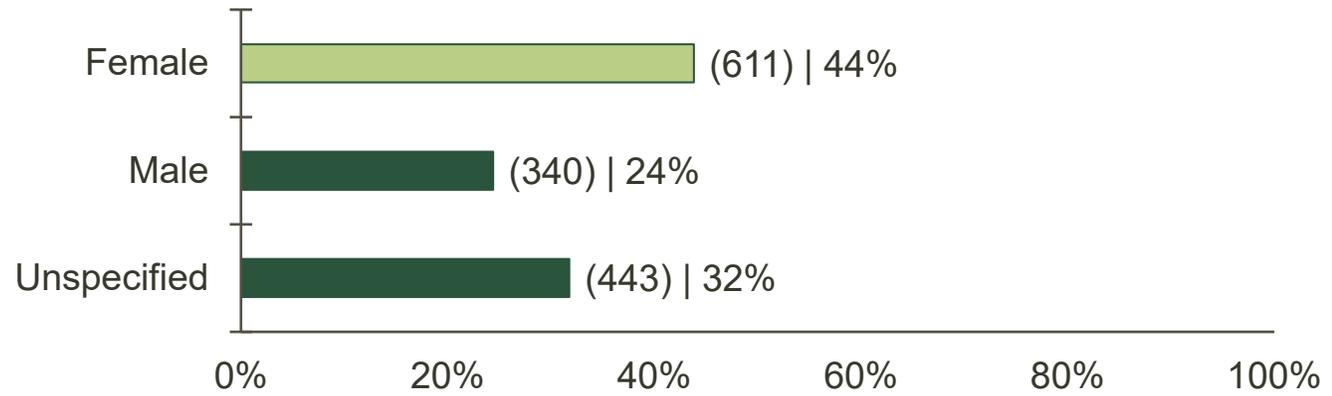
01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



Graph 14b

Sex of those Enrolled Year-to-Date

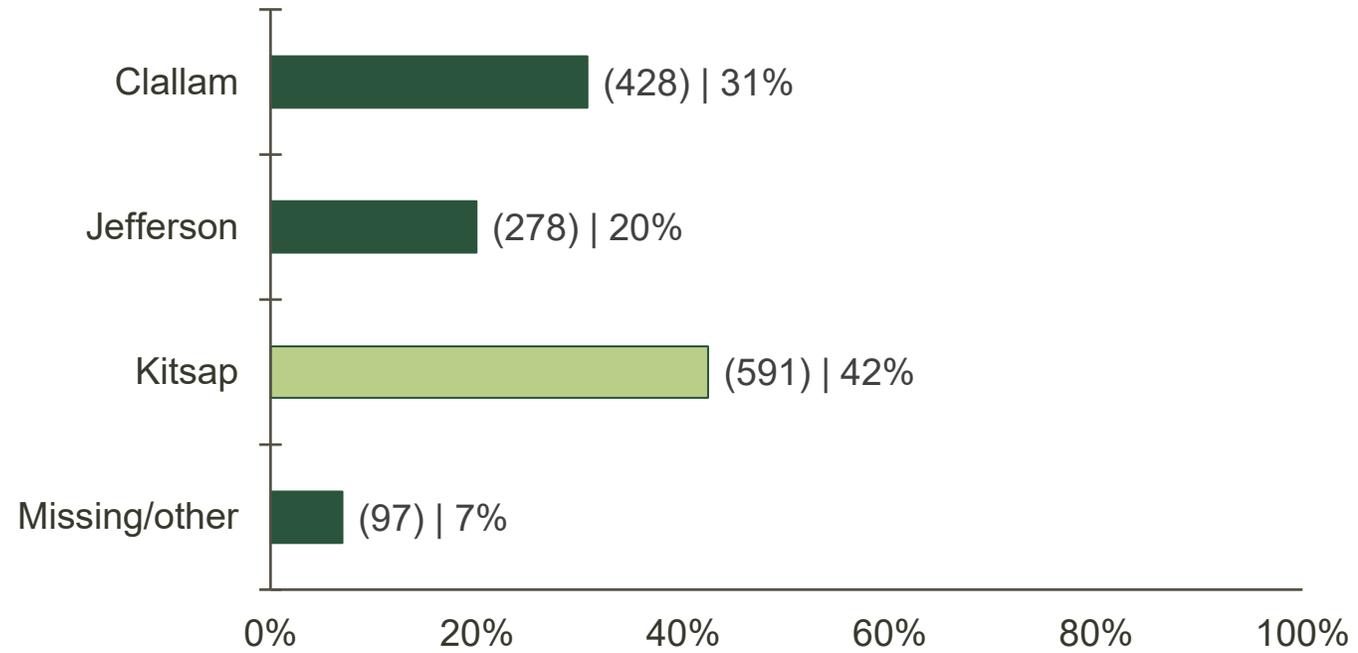
01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



*Unspecified includes: missing/unknown ($n = 414$), prefer not to answer ($n = 2$), and other ($n = 27$).

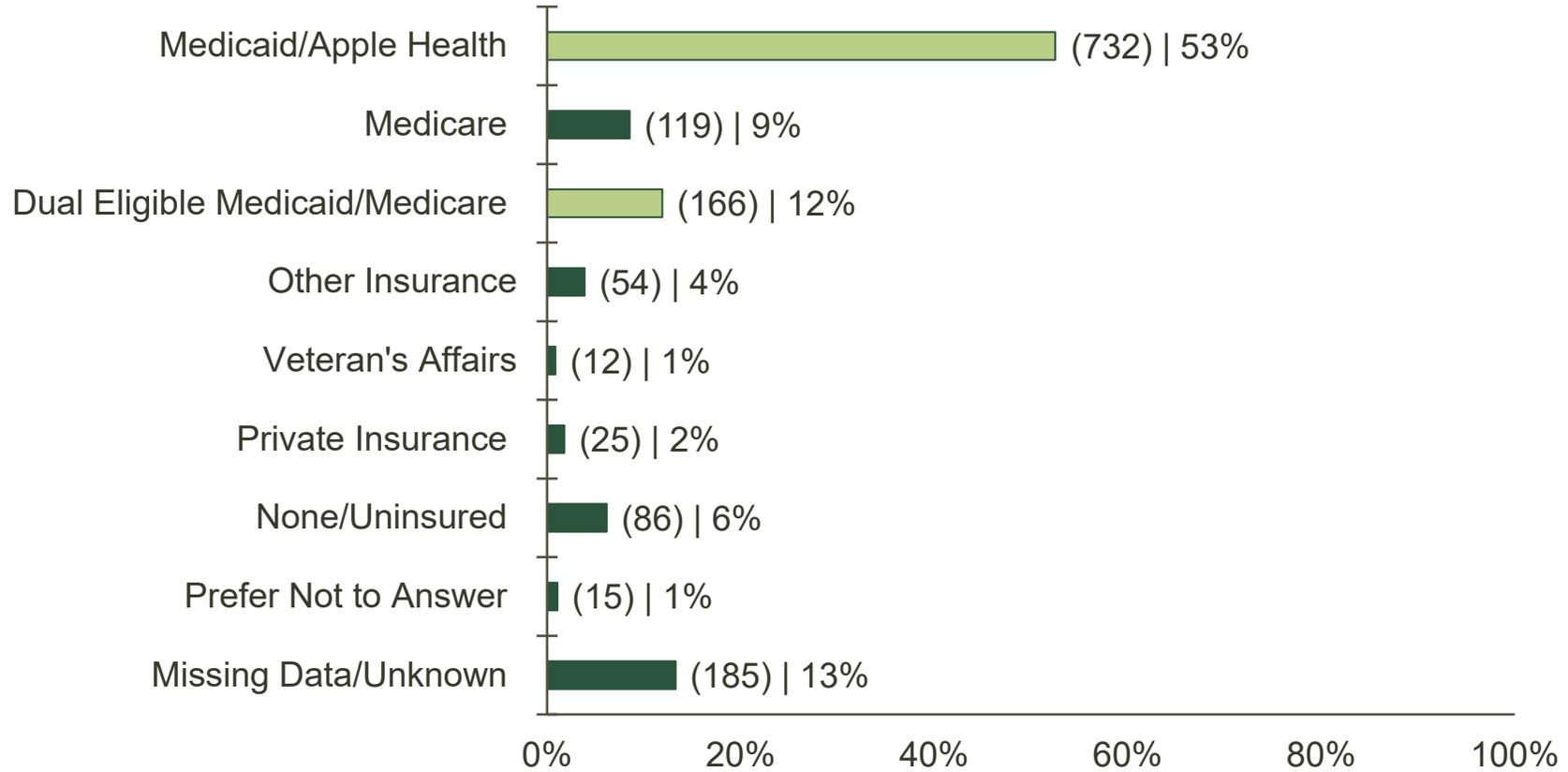
County of those Enrolled Year-to-Date

01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



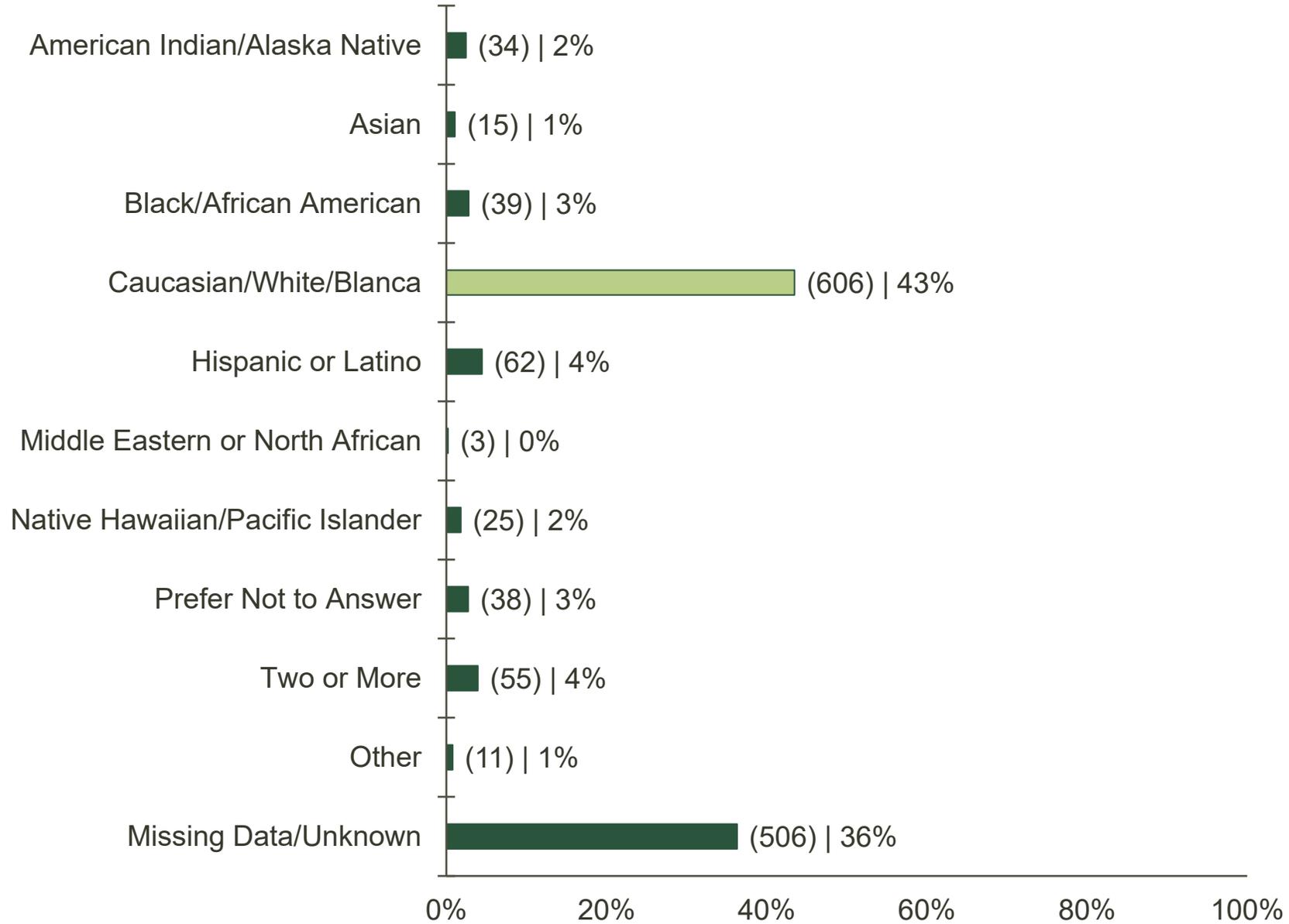
Insurance Status of those Enrolled Year-to-Date

01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



Race/Ethnicity of those Enrolled Year-to-Date

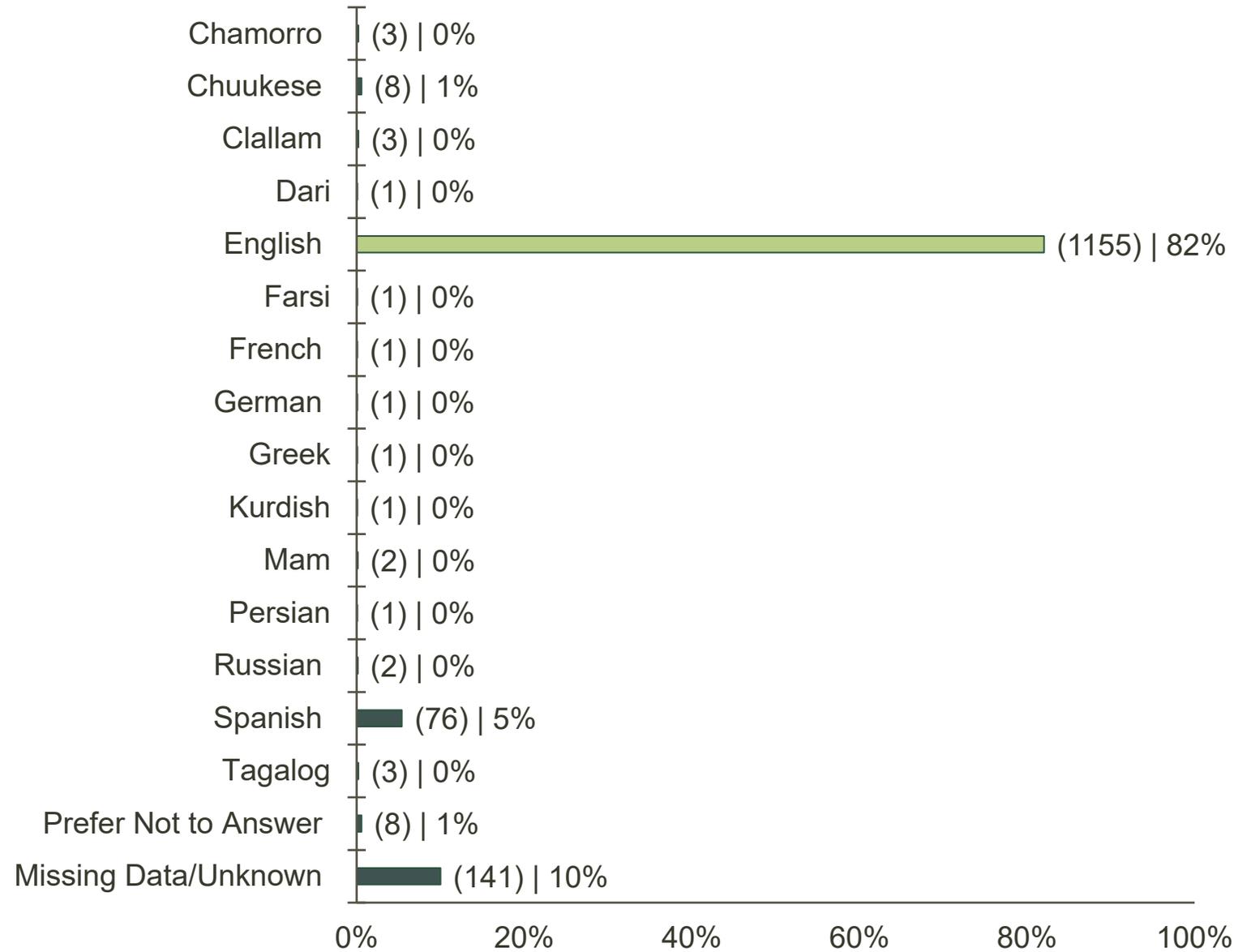
01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



Graph 14f

Language of those Enrolled Year-to-Date

01/01/2025 - 12/31/2025 | Total Enrolled = 1,394



Count adds up to 1,408 because 14 respondents indicated two languages.



Connections to Services

01/01/2025 - 12/31/2025

● ● ● **Connections to Services**

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

Average Time from Referral to First Outreach

Metric	Explanation
Overall	<ul style="list-style-type: none">The overall (year-to-date) average time from <i>referral</i> to <i>first outreach attempt</i>.Target: within 7 days.
by Month	<ul style="list-style-type: none">The monthly average time from <i>referral</i> to <i>first outreach attempt</i>.Target: within 7 days.

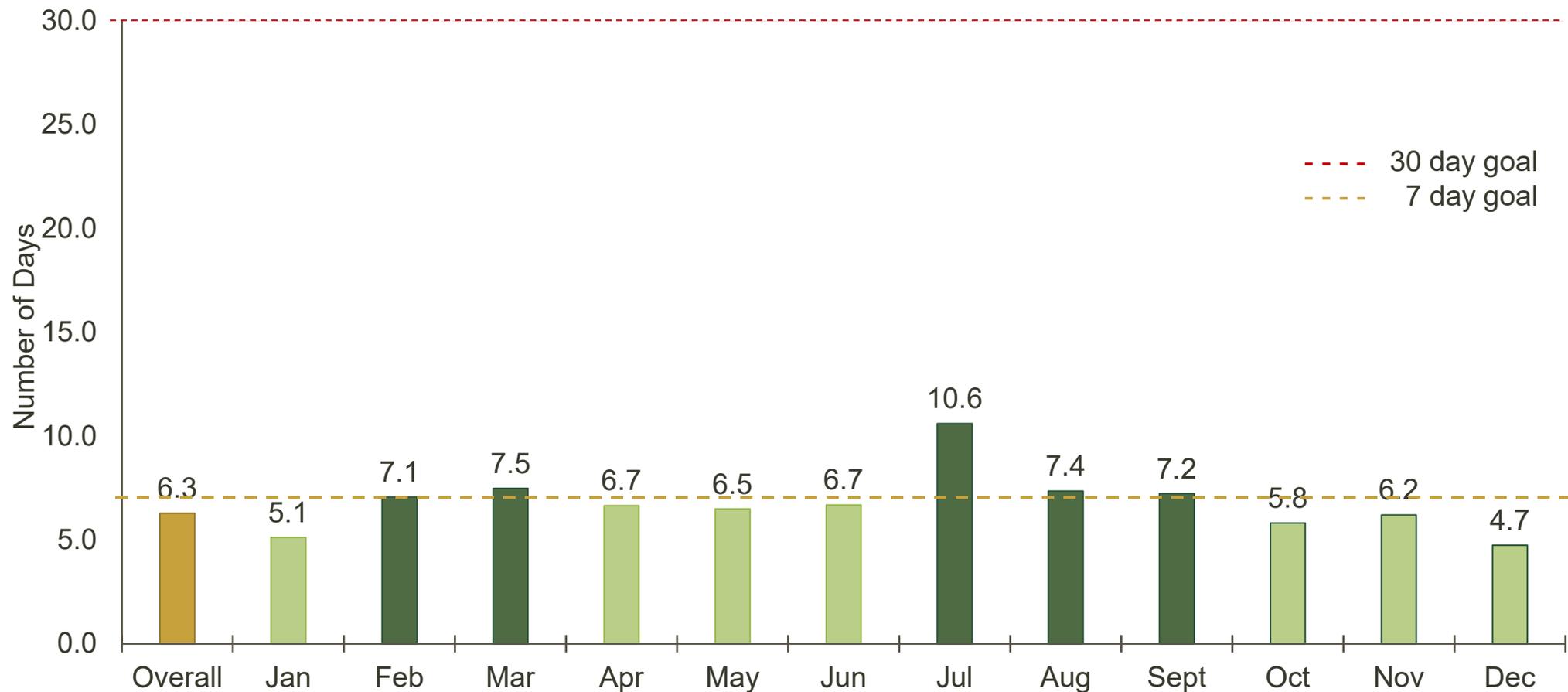
How average time from *referral* to *first outreach* is calculated:

- For October, only the *first outreach* had to be within the month of October. That means that if someone was *referred* on September 21st and their first outreach attempt wasn't until October 14th, the 23 days between *referral* and *first outreach* for that client are included in the October average.

Graph 15

Average Time from *Referral* to *First Outreach*

01/01/2025 - 12/31/2025 | Overall, Monthly



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

Metric	Explanation
Overall	<ul style="list-style-type: none"> • The percentage of cases year-to-date whose average time from <i>referral</i> to <i>first outreach attempt</i> was within 7 days. • Target: 90% within 7 days <ul style="list-style-type: none"> ○ The light green bars show where the target was met; dark green show where it was not met.
by Month	<ul style="list-style-type: none"> • The percentage of cases for that specific month whose average time from <i>referral</i> to <i>first outreach attempt</i> was within 7 days. • Target: 90% within 7 days <ul style="list-style-type: none"> ○ The light green bars show where the target was met; dark green show where it was not met.

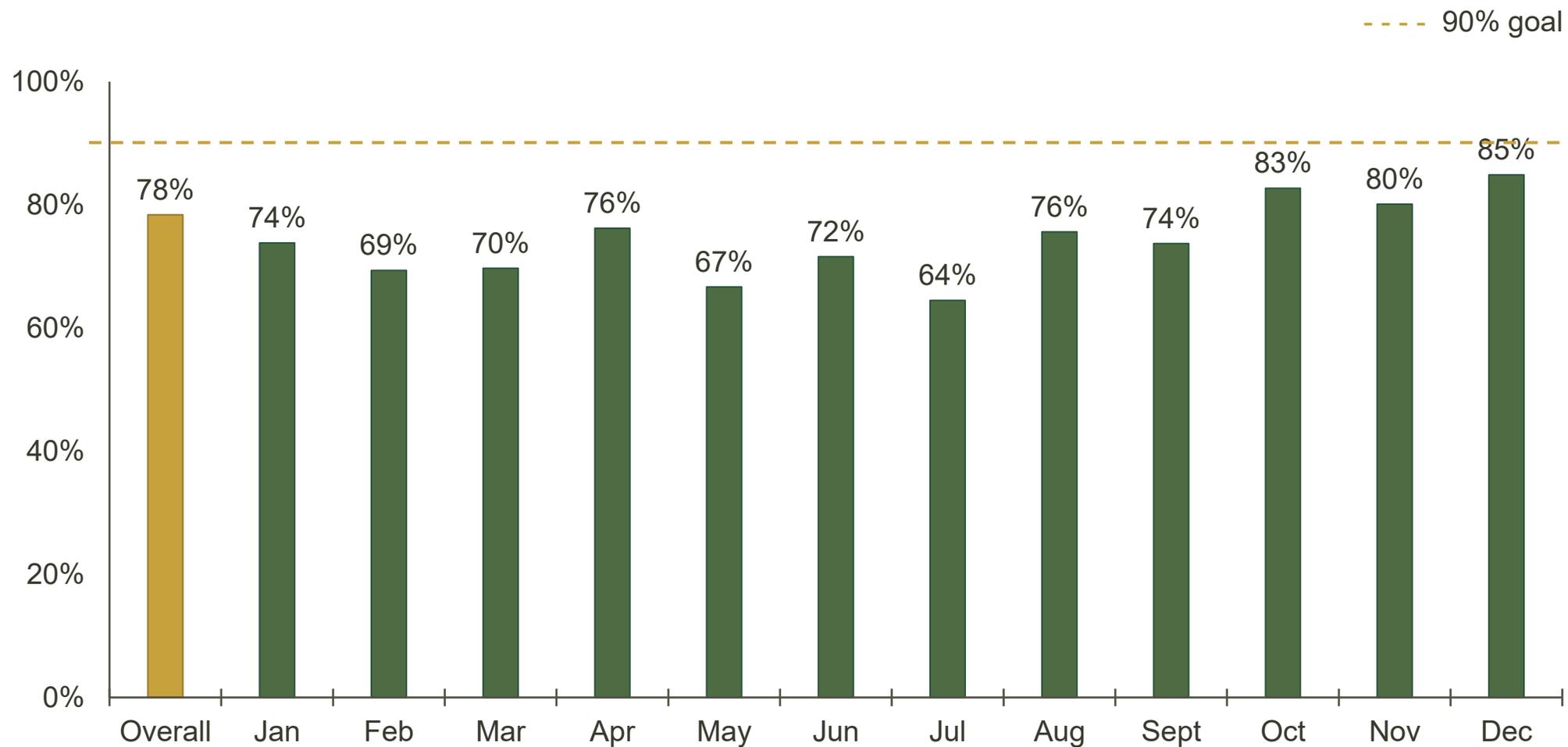
How average time from *referral* to *first outreach* is calculated:

- For October, only the *first outreach* had to be within the month of October. That means that if someone was *referred* on September 21st and their first outreach attempt wasn't until October 14th, the 23 days between *referral* and *first outreach* for that client are included in the October average.

Graph 16

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

01/01/2025 - 12/31/2025 | Overall, Monthly





Social Determinants of Health Assessment

01/01/2025 - 12/31/2025

● ● ● **Social Determinants of Health Assessment**

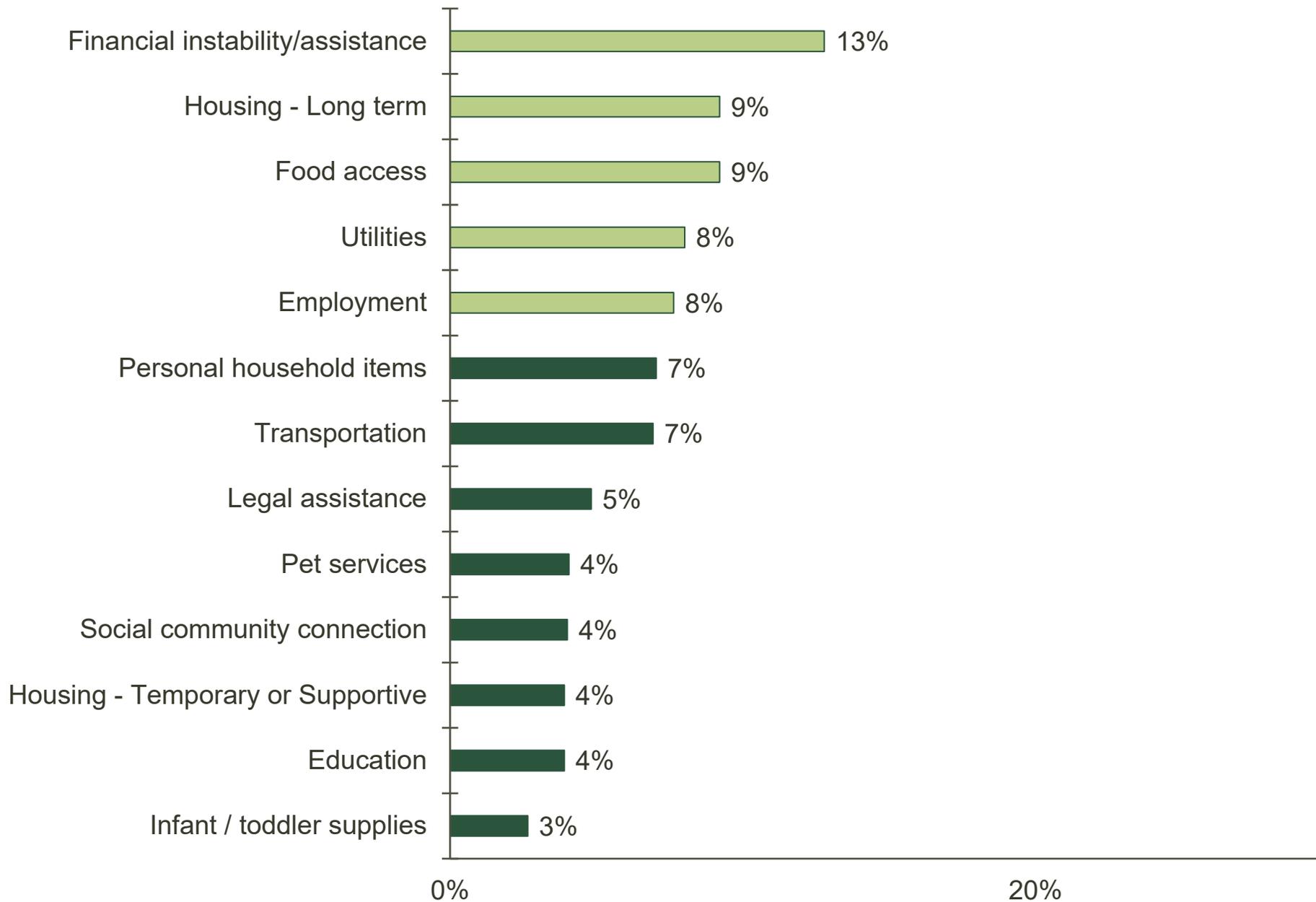
- **Graph 17** – Social Needs Assessment
- **Graph 18** – Health Needs Assessment

Social Needs Assessment

Metric	Explanation
Social Needs	<ul style="list-style-type: none">• Frequency of all Social Needs for all clients across the region.<ul style="list-style-type: none">○ This graph is shown across two pages.○ The light green bars show the top 5 social needs.

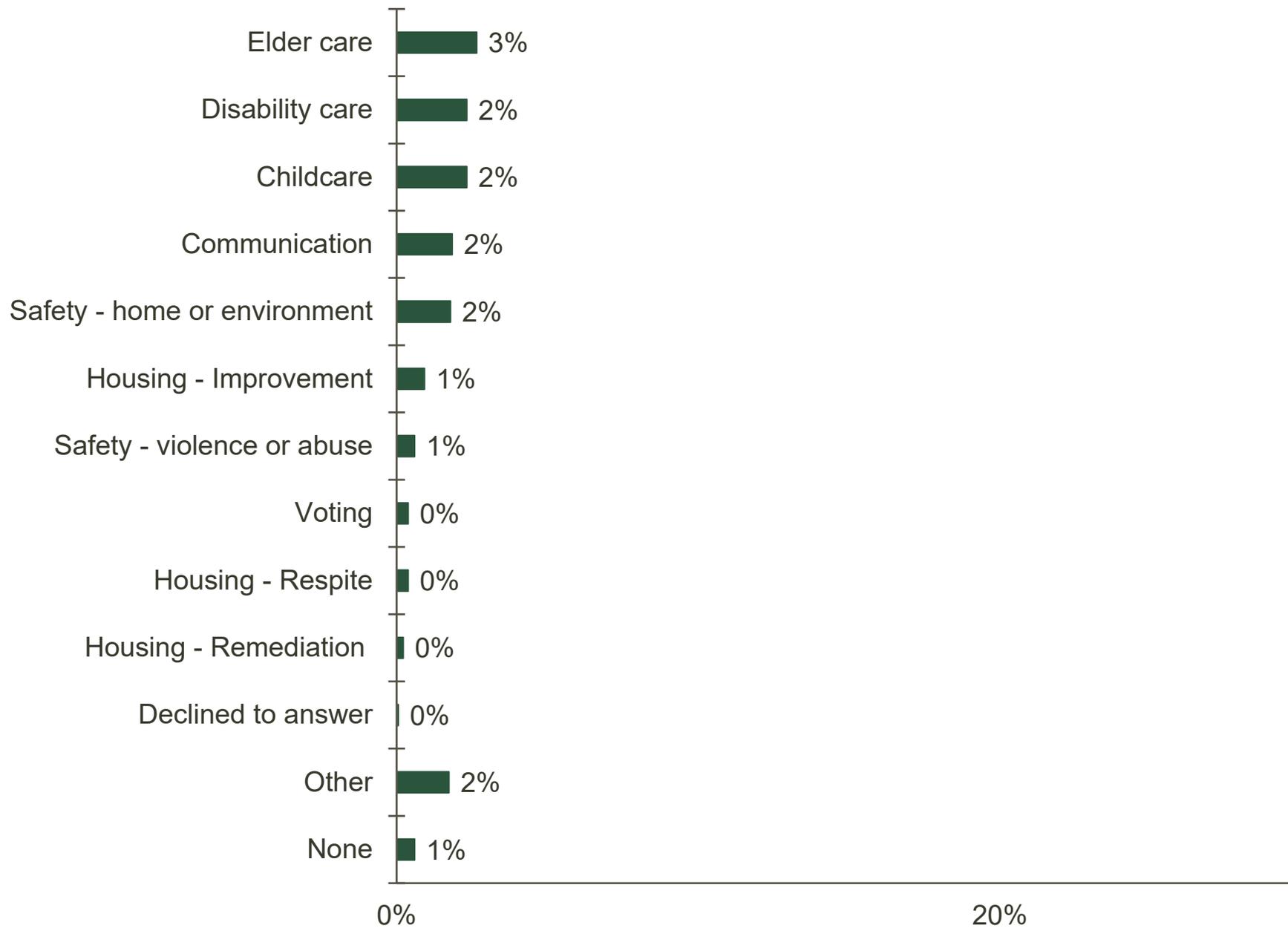
Social Needs

01/01/2025 - 12/31/2025



Social Needs

01/01/2025 - 12/31/2025

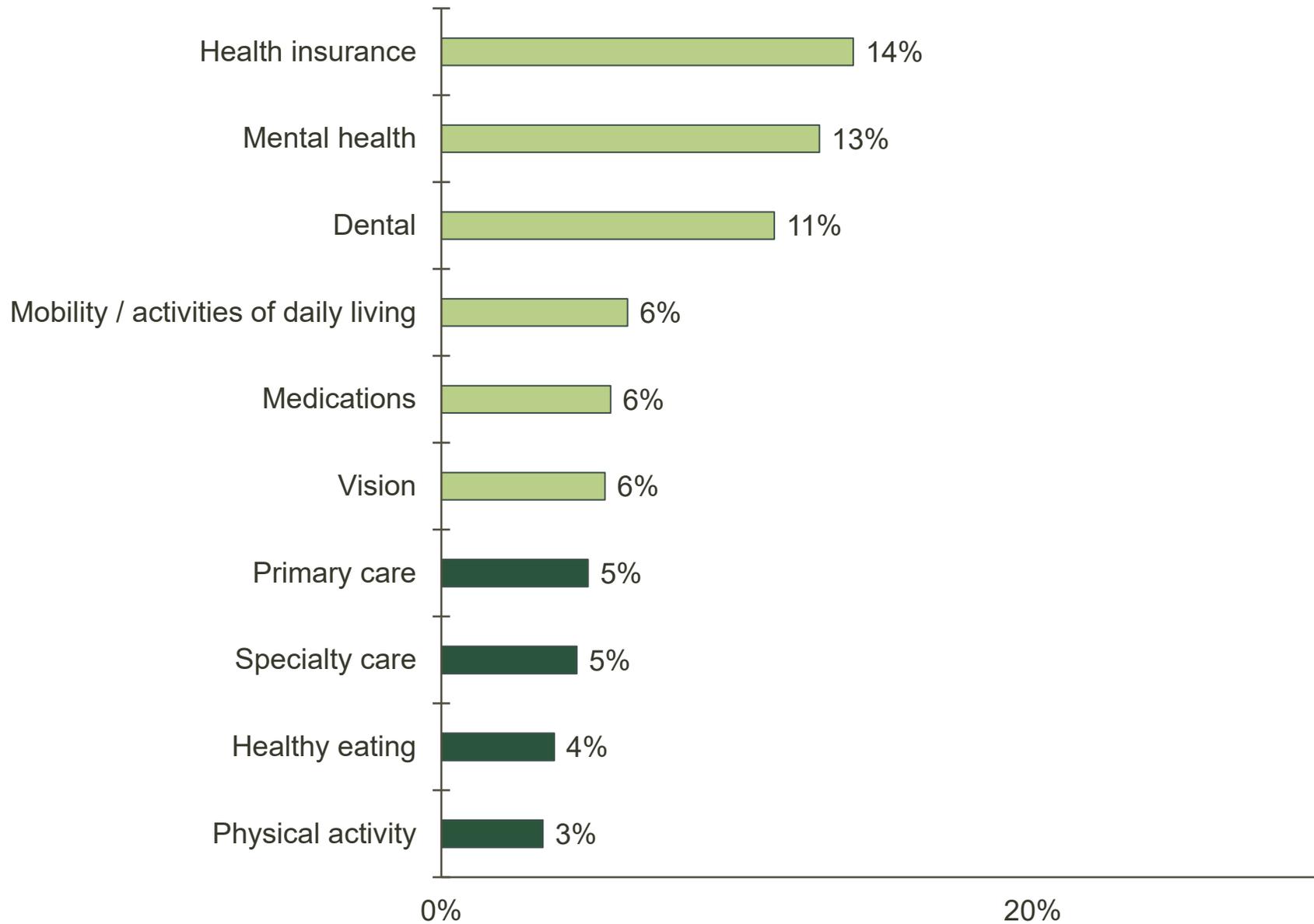


Health Needs Assessment

Metric	Explanation
Health Needs	<ul style="list-style-type: none">• Frequency of all Health Needs for all clients across the region.<ul style="list-style-type: none">○ This graph is shown across two pages.○ The light green bars show the top 5 health needs.

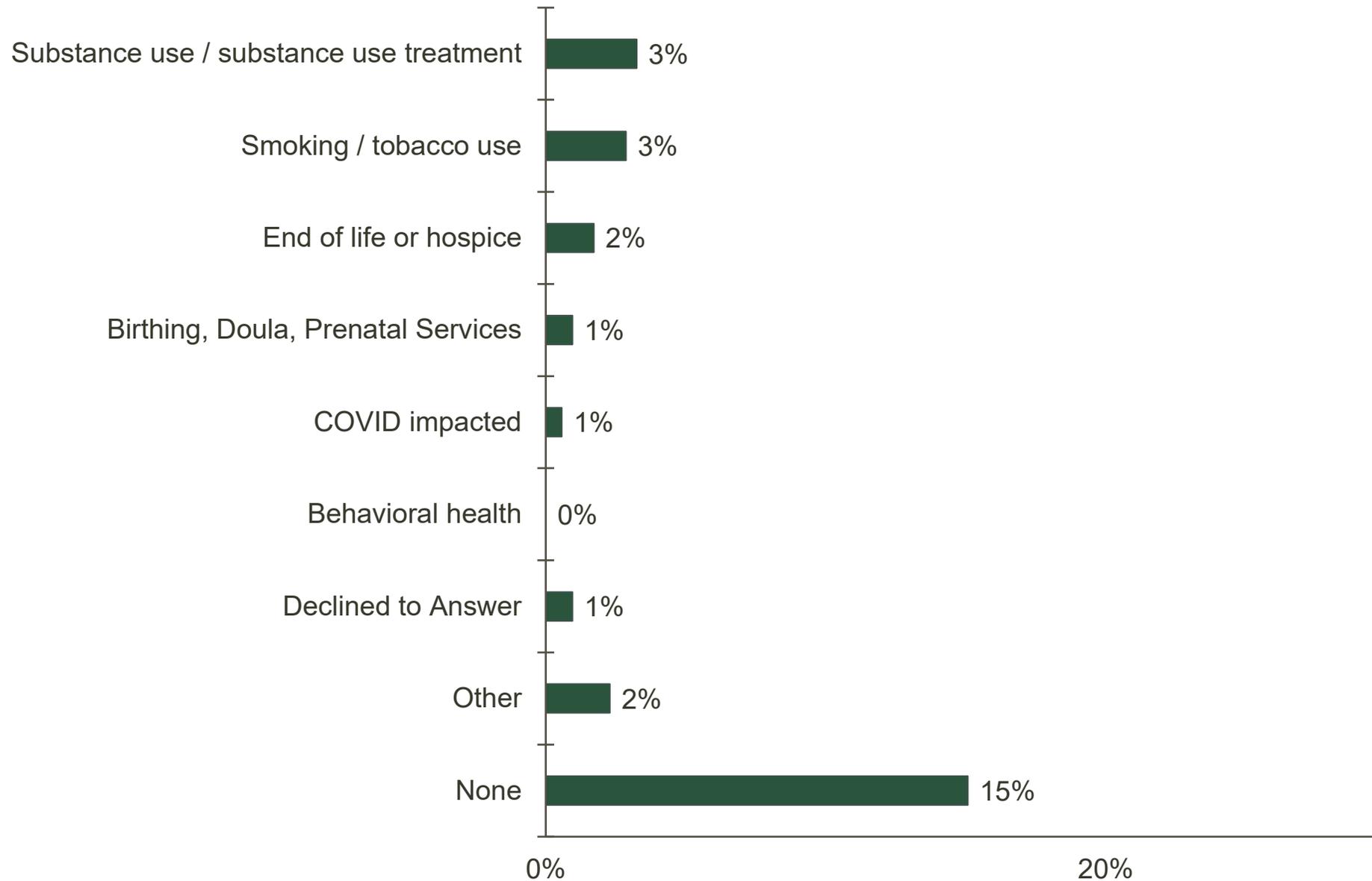
Health Needs

01/01/2025 - 12/31/2025



Health Needs

01/01/2025 - 12/31/2025





Resource Referrals

01/01/2025 - 12/31/2025

● ● ● **Resource Referrals**

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

Resources Referrals: by Month

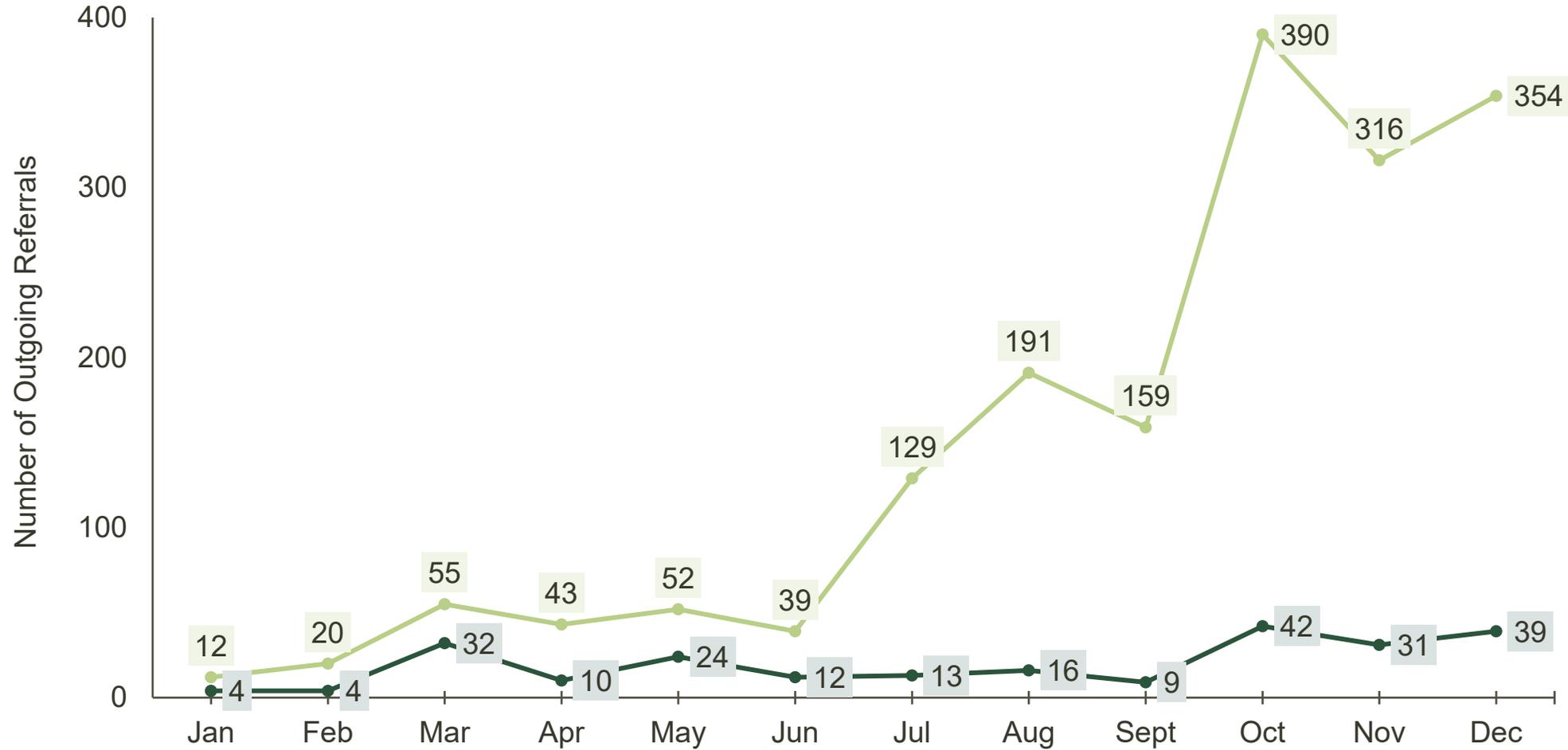
Metric	Explanation
All Resource Referrals, Monthly	<ul style="list-style-type: none">Monthly resource referrals for all clients across the region (<i>not</i> cumulative).
PAEG Resource Referrals, Monthly	<ul style="list-style-type: none">Monthly resource referrals for all PAEG clients across the region (<i>not</i> cumulative).

Graph 19

Resource Referrals: by Month

01/01/2025 - 12/31/2025 | All and PAEG

All Resource Referrals, Monthly PAEG Resource Referrals, Monthly



Resources Referrals: Cumulative

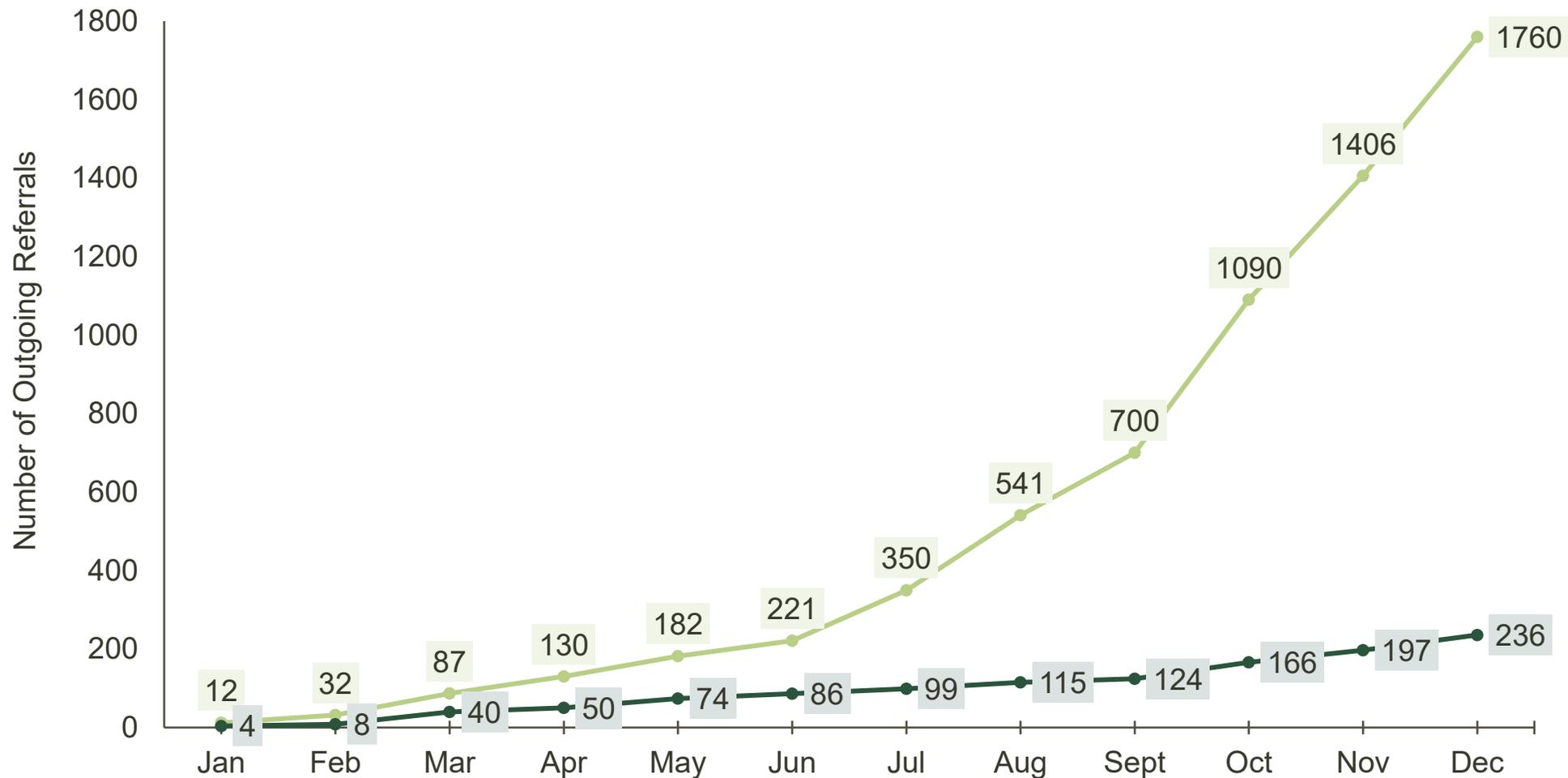
Metric	Explanation
All Resource Referrals, Cumulative	<ul style="list-style-type: none">Cumulative resource referrals over time for all clients across the region.
PAEG Resource Referrals, Cumulative	<ul style="list-style-type: none">Cumulative resource referrals over time for Prime Age Employment Group (PAEG) clients across the region.

Graph 20

Resource Referrals: Cumulative

01/01/2025 - 12/31/2025 | All and PAEG

All Resource Referrals, Cumulative PAEG Resource Referrals, Cumulative

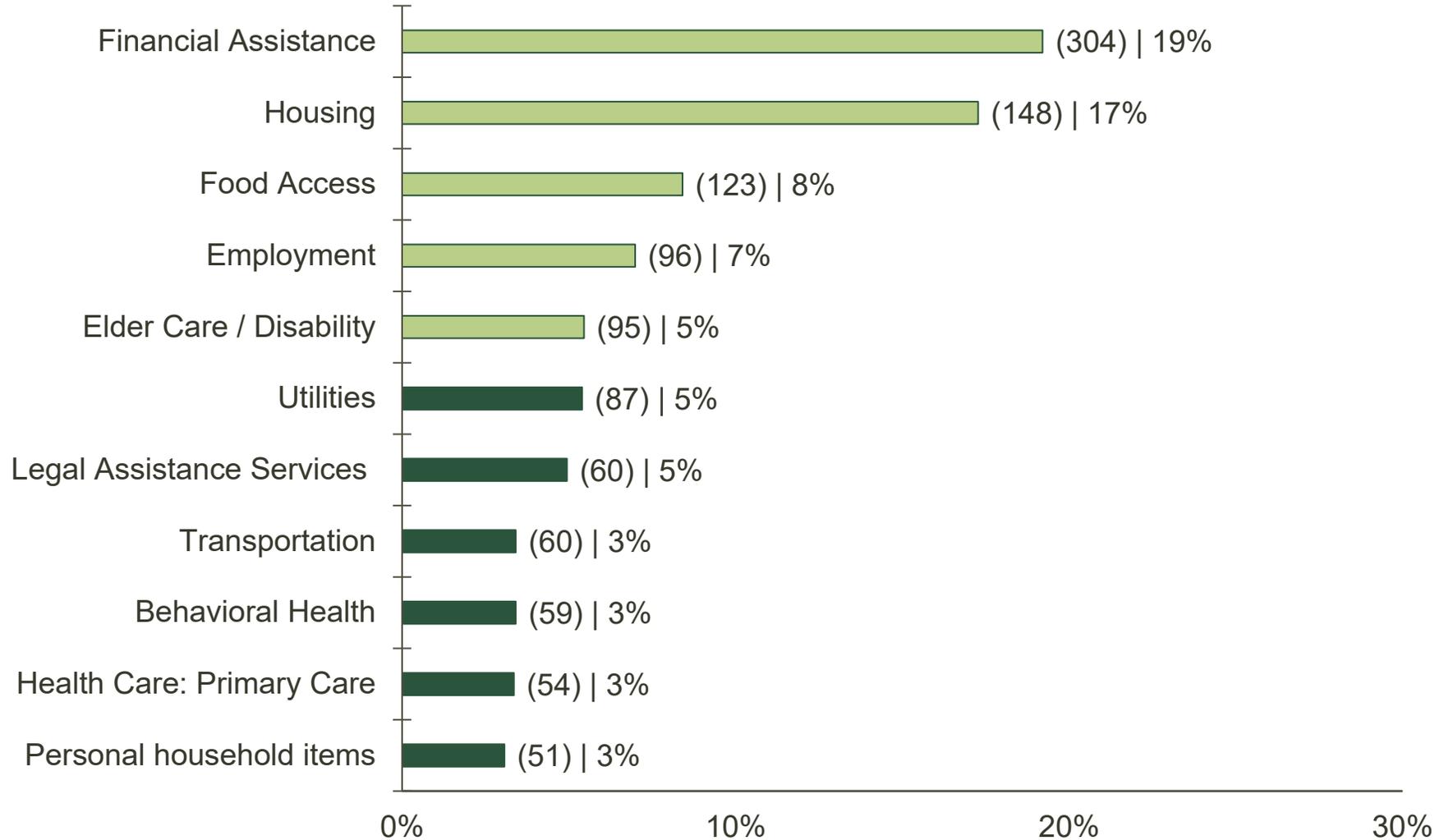


Percent of Resource Referrals by Service Category

Metric	Explanation
Percent of Resource Referrals by Service Category	<ul style="list-style-type: none">• The percentage of total resource referrals that went to each service category.<ul style="list-style-type: none">○ 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.<ul style="list-style-type: none">▪ The top social needs were:<ul style="list-style-type: none">• Financial instability/assistance• Long-term housing• Food access• Utilities• Employment▪ The top health needs were:<ul style="list-style-type: none">• Mental health• Dental• Mobility / activities of daily living• Medications• Vision

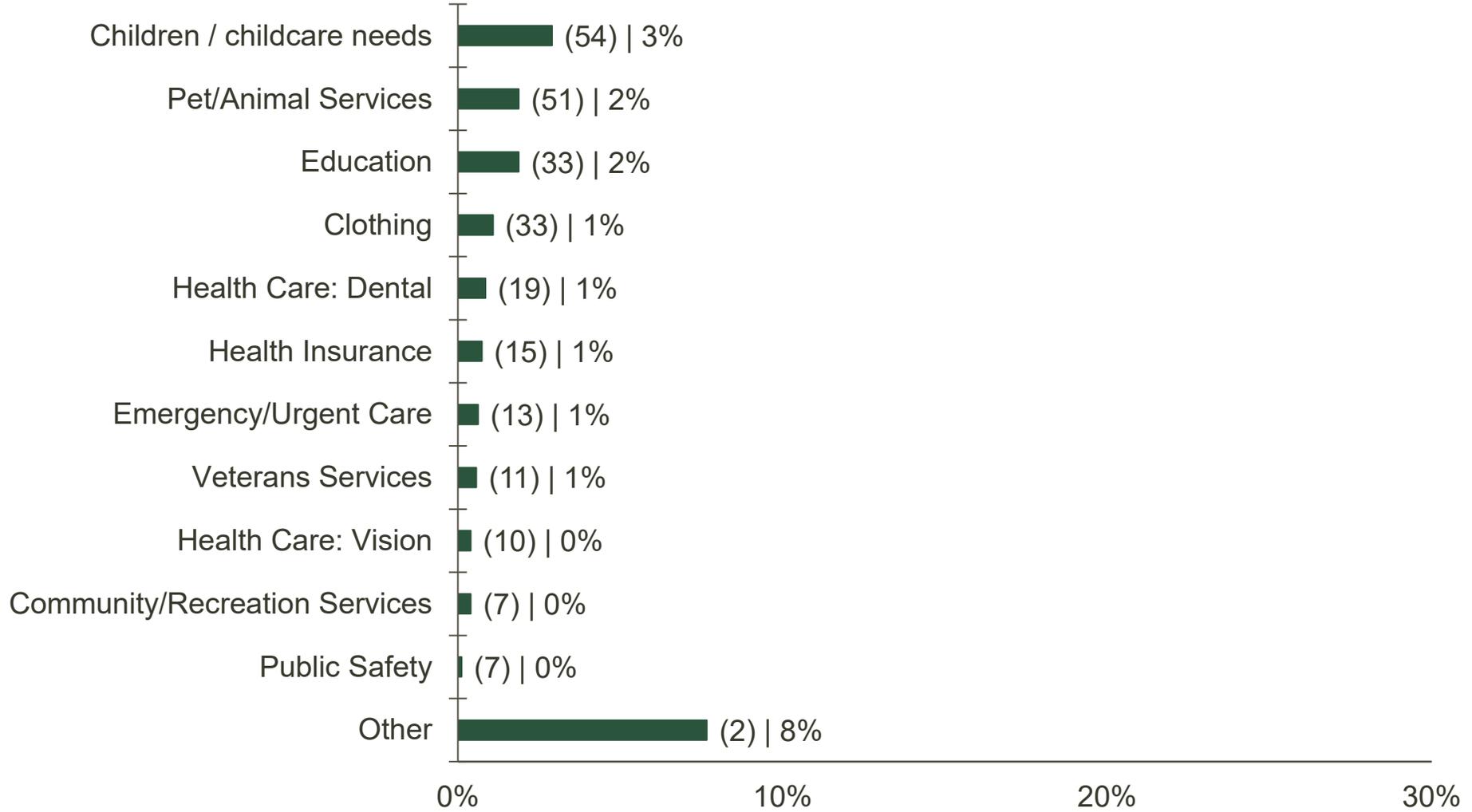
Percent of Resource Referrals by Service Category

01/01/2025 - 12/31/2025 | Total Outgoing Referrals = 1,760



Percent of Resource Referrals by Service Category

01/01/2025 - 12/31/2025 | Total Outgoing Referrals = 1,760





Caseloads

01/01/2025 - 12/31/2025



Caseloads

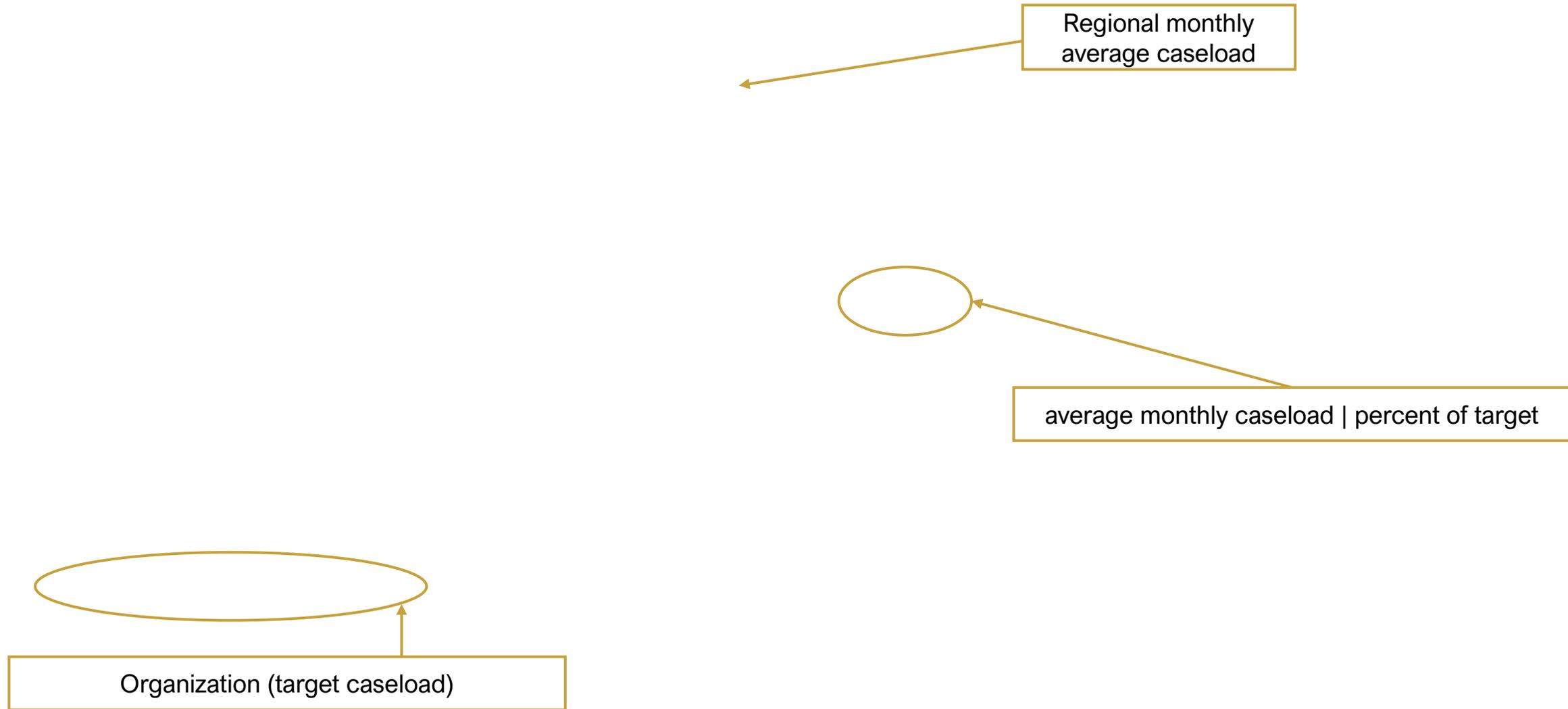
- **Graph 22** – Caseloads across Care Coordination Partners

Caseload across Care Coordination Partners

Metric	Explanation
Overall monthly average caseload	<ul style="list-style-type: none">Overall average caseload across all Care Coordination Partners
Care Coordination Partners	<ul style="list-style-type: none">Overall average caseload for each Care Coordination Partner

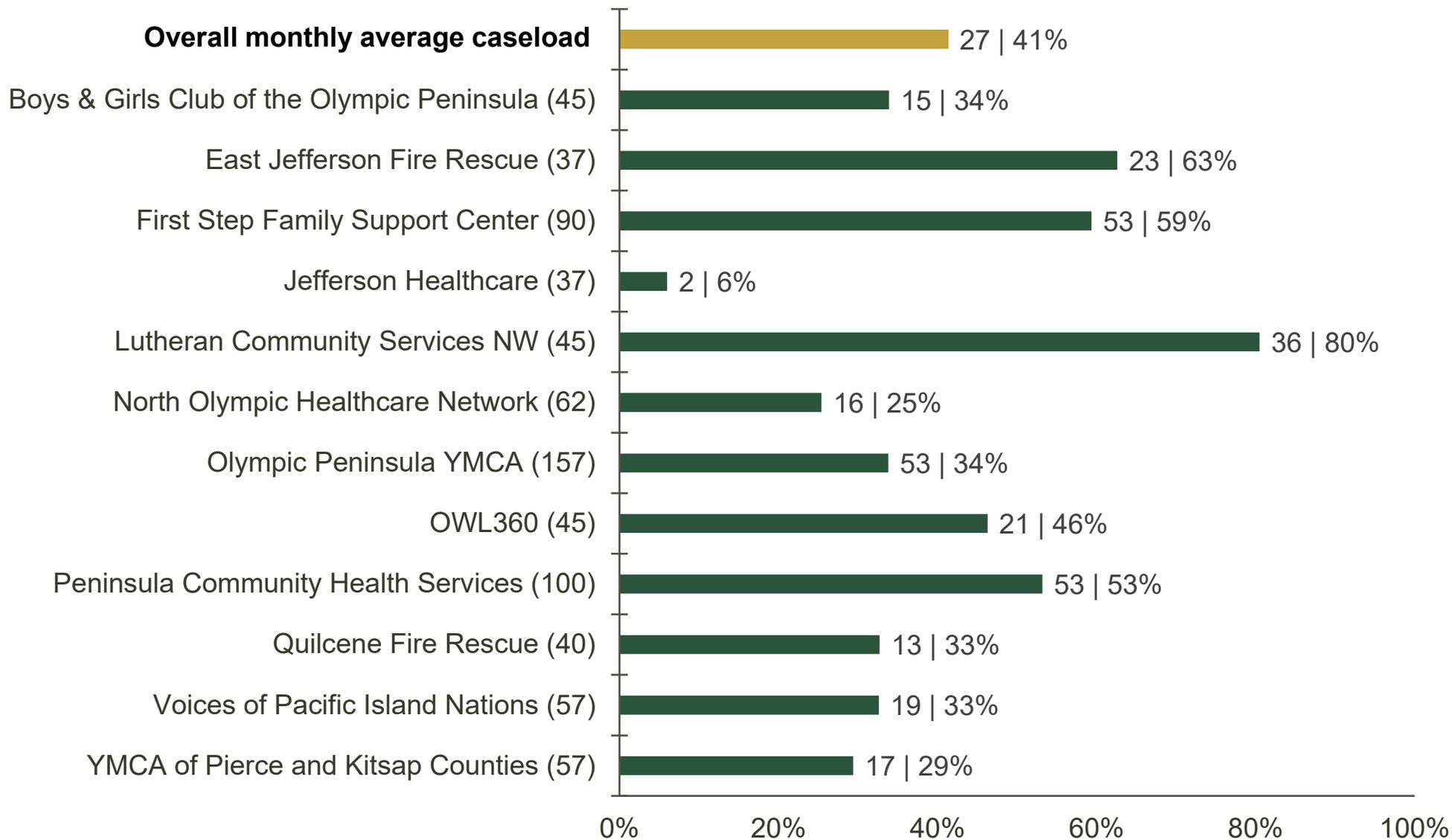
- The “overall monthly average caseload” is the average across all Care Coordination Partner organizations (e.g., we calculated the average monthly caseload for each CCP, *then* took those numbers and calculated an average of those all together).
- Each organization’s **target** caseload is in parentheses 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?”

How to read Caseload graph:



Monthly Average Caseload

01/01/2025 - 12/31/2025





Client Discharge

01/01/2025 - 12/31/2025

● ● ● **Client Discharge**

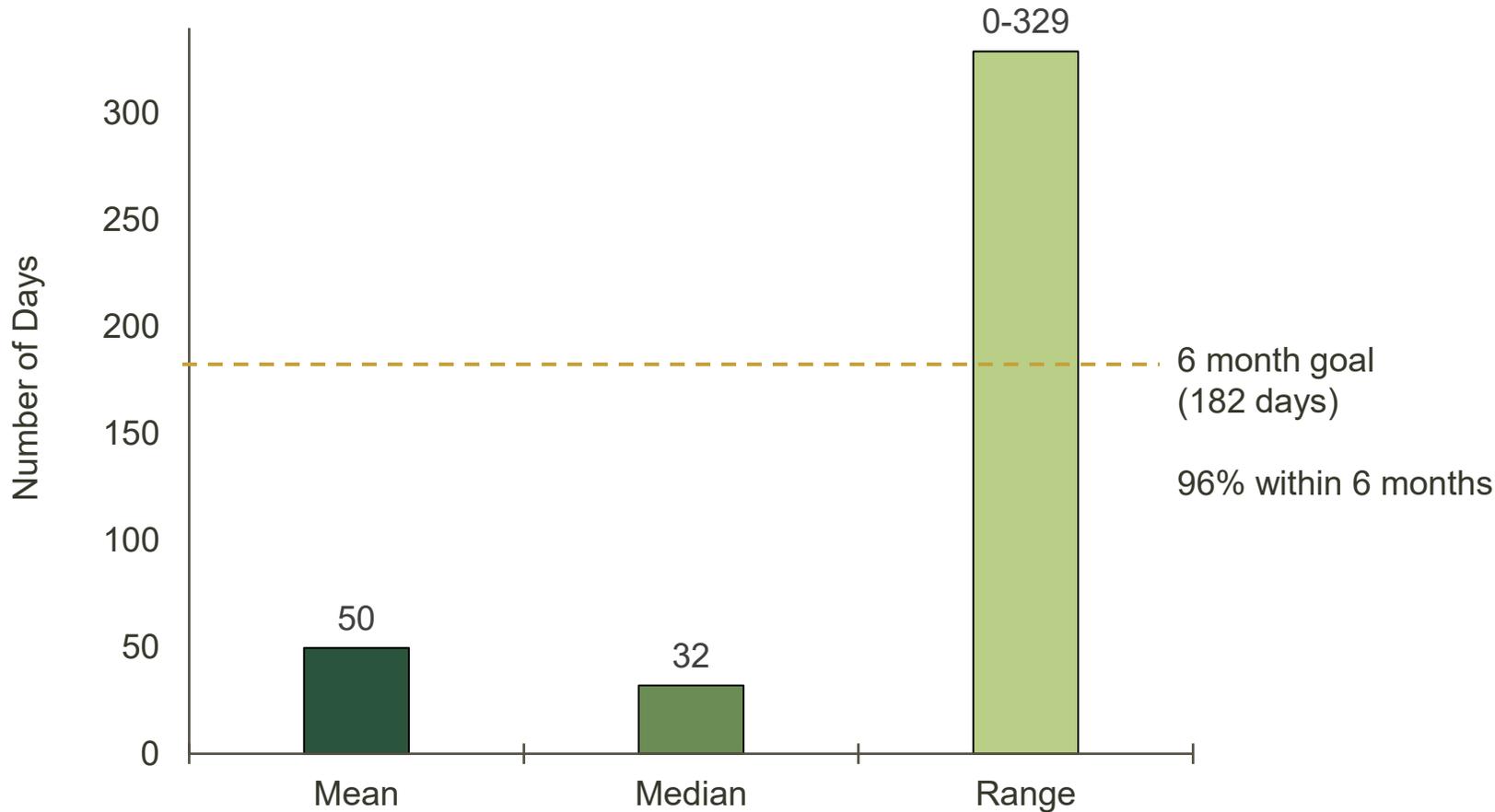
- **Graph 23** – Time from Referral to Discharge
- **Graph 24** – Client Satisfaction and Needs Met at Discharge

Time from Referral to Discharge

Metric	Explanation
Referral to discharge	<ul style="list-style-type: none">• The overall time from initial <i>referral</i> into Olympic Connect to <i>discharge</i> from Olympic Connect.• Target: within 6 months• Mean: the average• Median: the value in the middle of the distribution• Range: the lowest and highest values in the distribution

Time from *Referral to Discharge*

01/01/2025 - 12/31/2025



Client Satisfaction and Needs Met at Discharge

Metric	Explanation
Client Satisfaction	<ul style="list-style-type: none">For clients who have been discharged, the percent that indicated “yes” they are satisfied with services during their Discharge assessments.
Client Needs Met	<ul style="list-style-type: none">For clients who have been discharged, the percent that indicated “yes” their needs were overall met during their Discharge assessment.

- **All clients:** All clients across the region who had a discharge assessment on file and had a response to this question
- **PAEG clients:** Prime Age Employment Group clients who had a discharge assessment on file and had a response to this question
- **Note:** There is a high amount of missing data for these two questions (Client Satisfaction and Needs Met) on the Discharge assessment.

Client Satisfaction and Needs Met at Discharge

01/01/2025 - 12/31/2025 | Total with Discharge Data = 140

■ All Clients ■ PAEG Clients

