



Olympic Connect Dashboard Reporting

METRICS FOR 01/01/2026 - 09/30/2026

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



Overview of Metrics

01/01/2026 – 09/30/2026

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

- “Year-to-date” = 01/01/2026 – 09/30/2026
- **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

01/01/2026 - 09/30/2026



Incoming Referrals

- **Graph 1** – Incoming Referrals: Progress towards Goals
- **Graph 2** – Incoming Referrals Year-to-Date
- **Graph 3** – Incoming Referrals: County (monthly)
- **Graph 4** – Incoming Referrals: County (cumulative)



Incoming Referrals

- **Graph 5 – Incoming Referrals: PAEG (monthly)**
 - **PAEG:** This is an acronym used to describe the “Prime Age Employment Group”, which refers to people ages of 25 and 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 6 – Incoming Referrals: PAEG (cumulative)**
- **Graph 7 – Incoming Referrals and Enrollment Year-to-Date**
- **Graph 8 – Rate of Conversion from Referral to Enrollment**

Incoming Referrals: Progress towards Goals

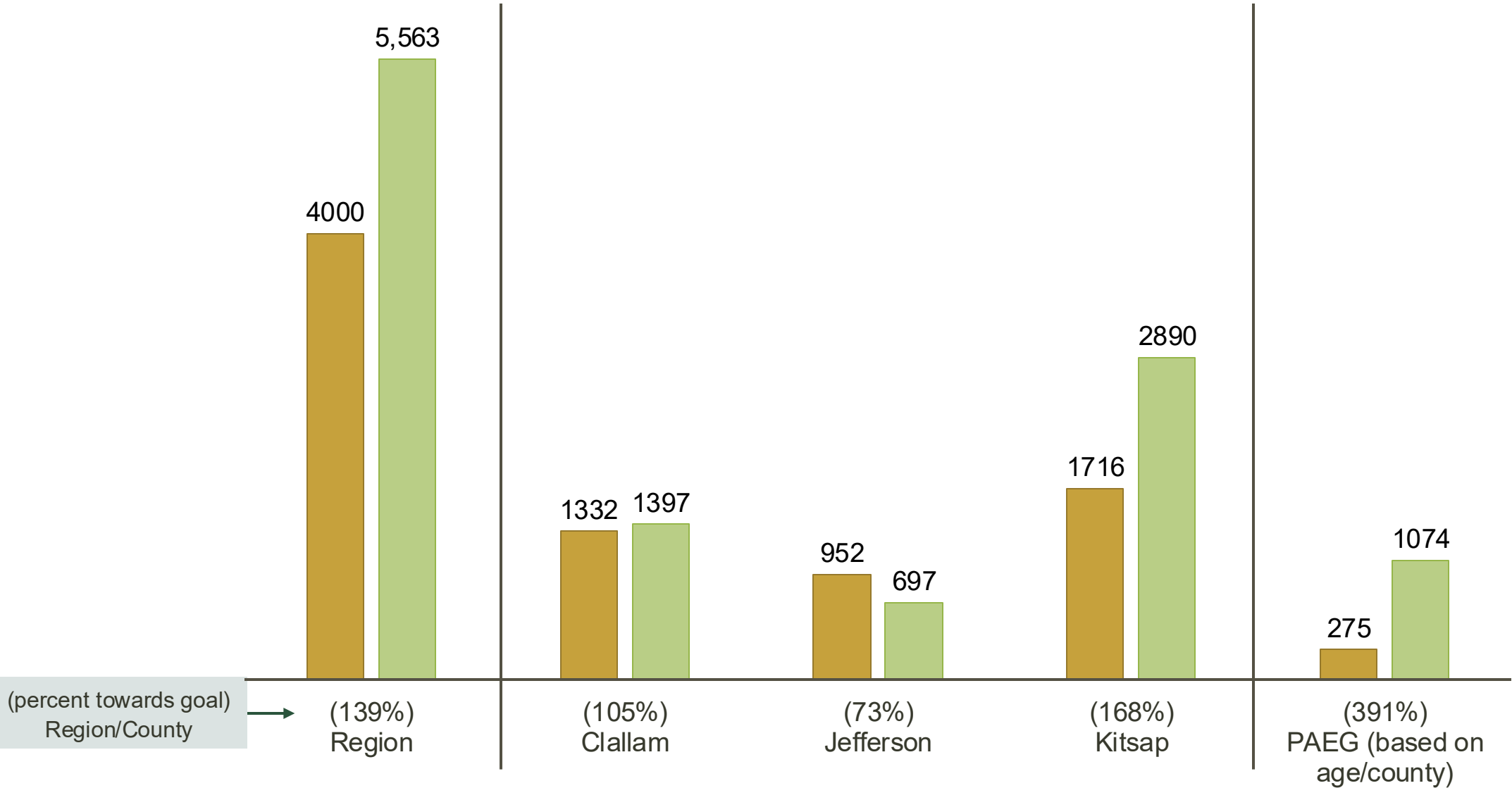
Metric	Explanation
Target	The goal for number of incoming referrals for the time period • Overall (for the entire region) • County (for that specific county)
Year-to-date	The total number of incoming referrals for the time period • Overall (for the entire region) • County (for that specific county)
PAEG	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 of 25 and 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

01/01/2026 - 09/30/2026 | Region, County, PAEG

Target Year-to-date

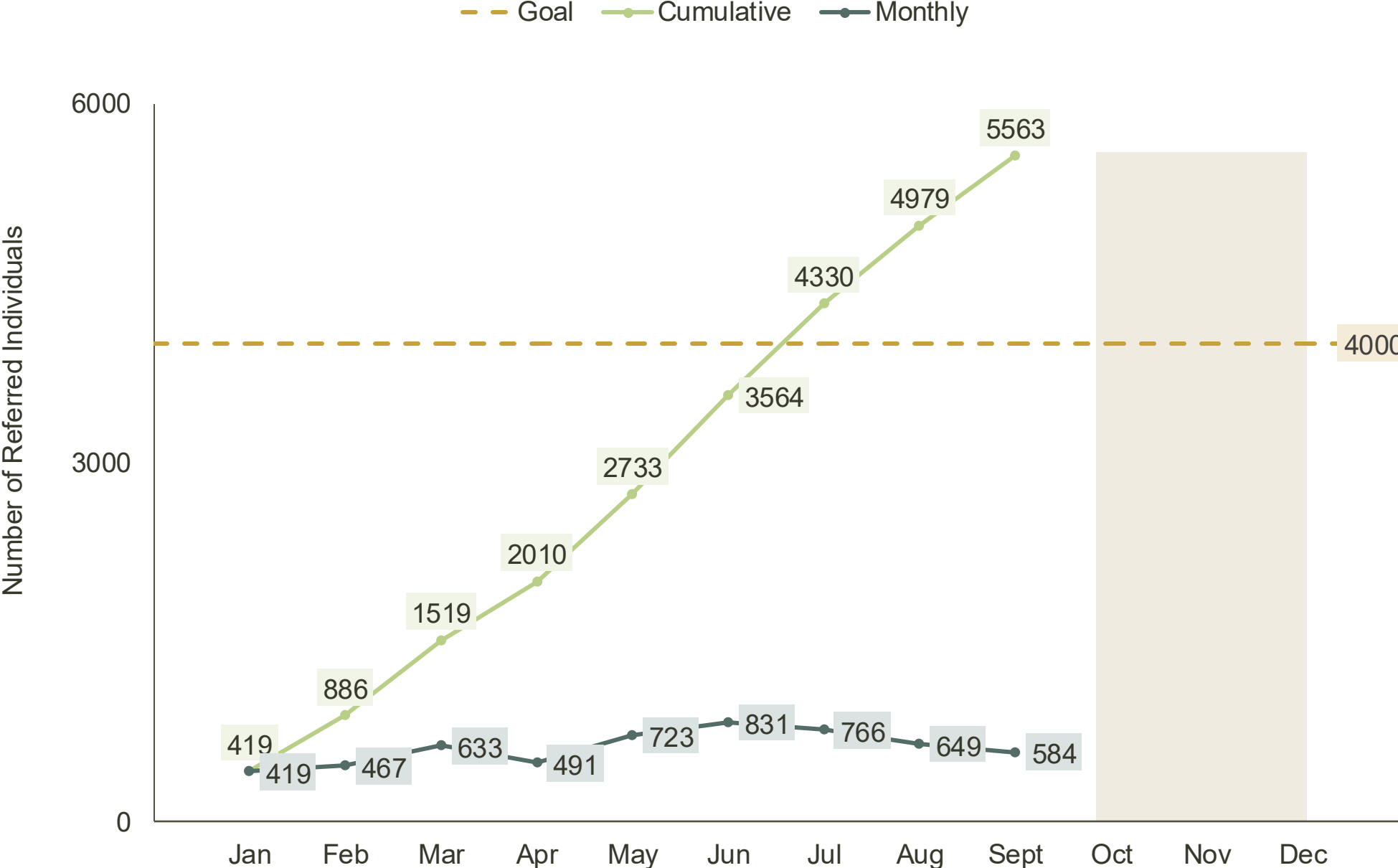


Incoming Referrals Year-to-Date

Metric	Explanation
Goal	The goal for number of incoming referrals for a given year (4,000)
Cumulative	The cumulative number of incoming referrals
Monthly	The number of incoming referrals for each month (<i>not</i> cumulative)

Graph 2

Incoming Referrals Year-to-Date
01/01/2026 - 09/30/2026

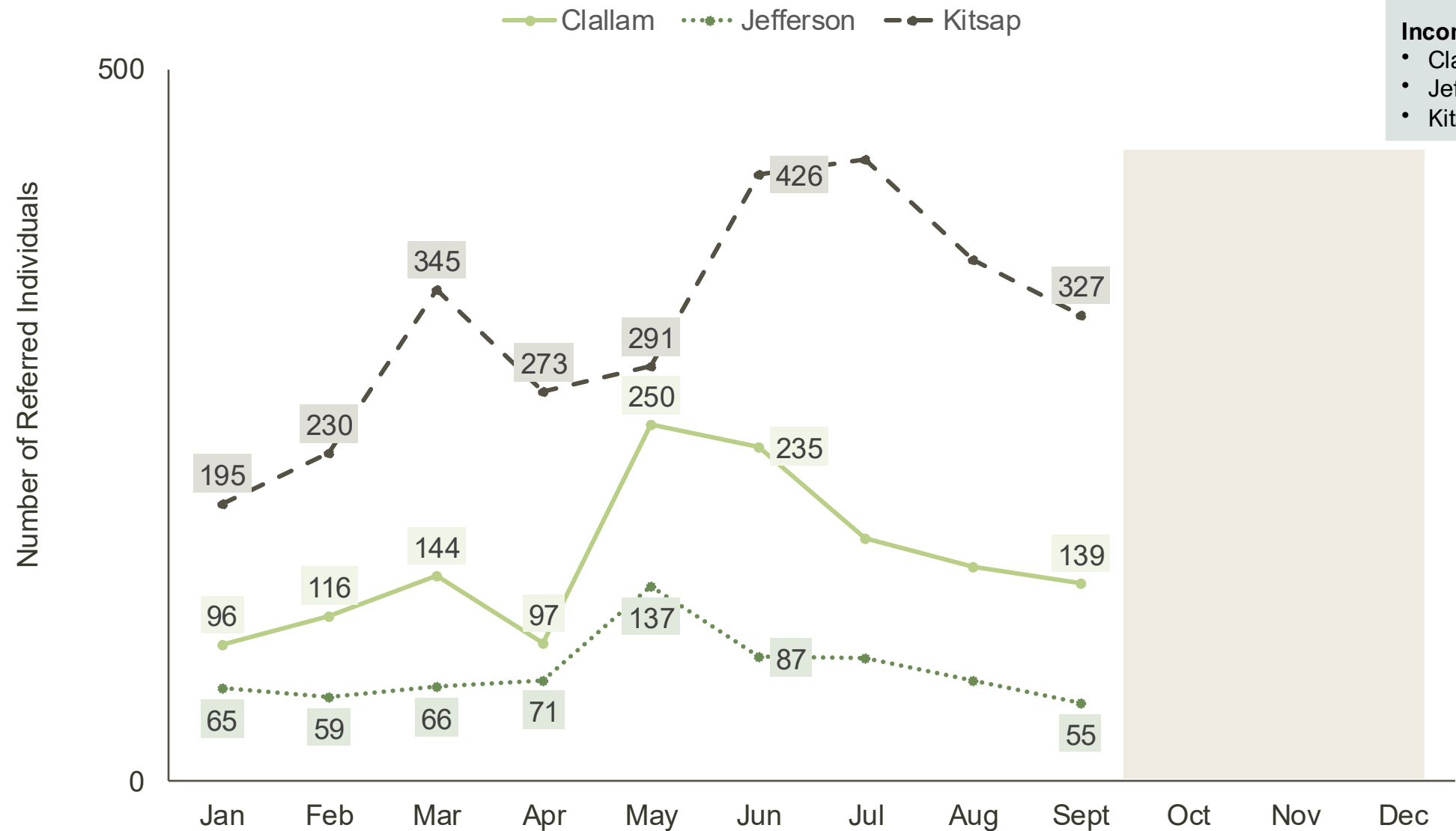


Incoming Referrals: County (monthly)

Metric	Explanation
Monthly	The monthly number of incoming referrals for each month, by County (<i>not</i> cumulative). These are based on the County of the client referred (where they indicated they live).

Graph 3

Incoming Referrals: County (monthly)
01/01/2026 - 09/30/2026



Cumulative year-to-date:

- Clallam: 1,397
- Jefferson: 697
- Kitsap: 2,890

Incoming referral goals:

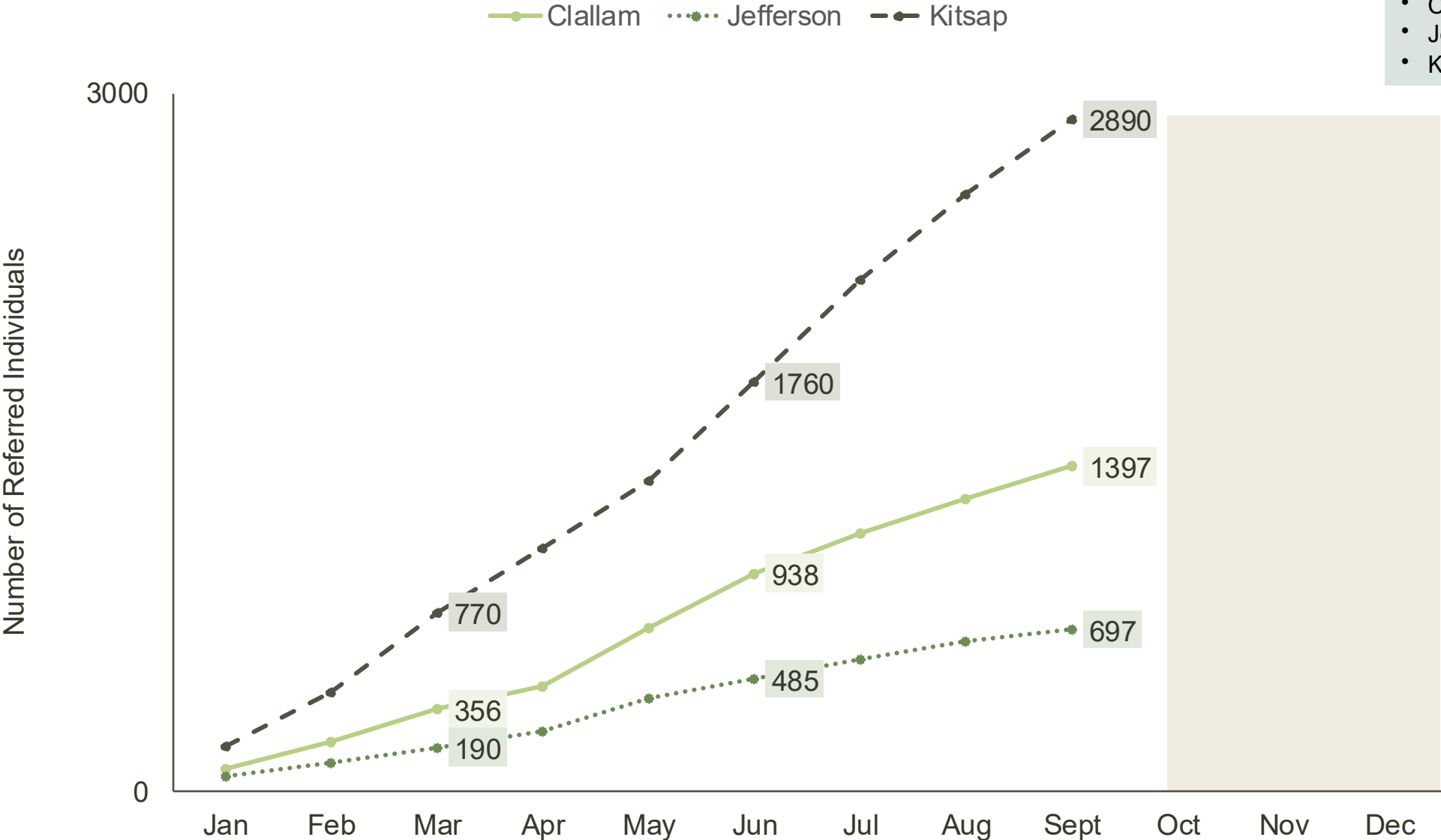
- Clallam = 1,332
- Jefferson = 952
- Kitsap = 1,716

Incoming Referrals: County (cumulative)

Metric	Explanation
Monthly	The monthly <i>cumulative</i> 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)
01/01/2026 - 09/30/2026



- Incoming referral goals:**
- Clallam = 1,332
 - Jefferson = 952
 - Kitsap = 1,716

NOTE: The total across all three counties adds up to 4,984, instead of the 5,563 reported on Graph 2, as some referrals came into Olympic Connect for clients who live in other counties.

Incoming Referrals: PAEG (monthly)

Metric	Explanation
Monthly	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 of 25 and 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

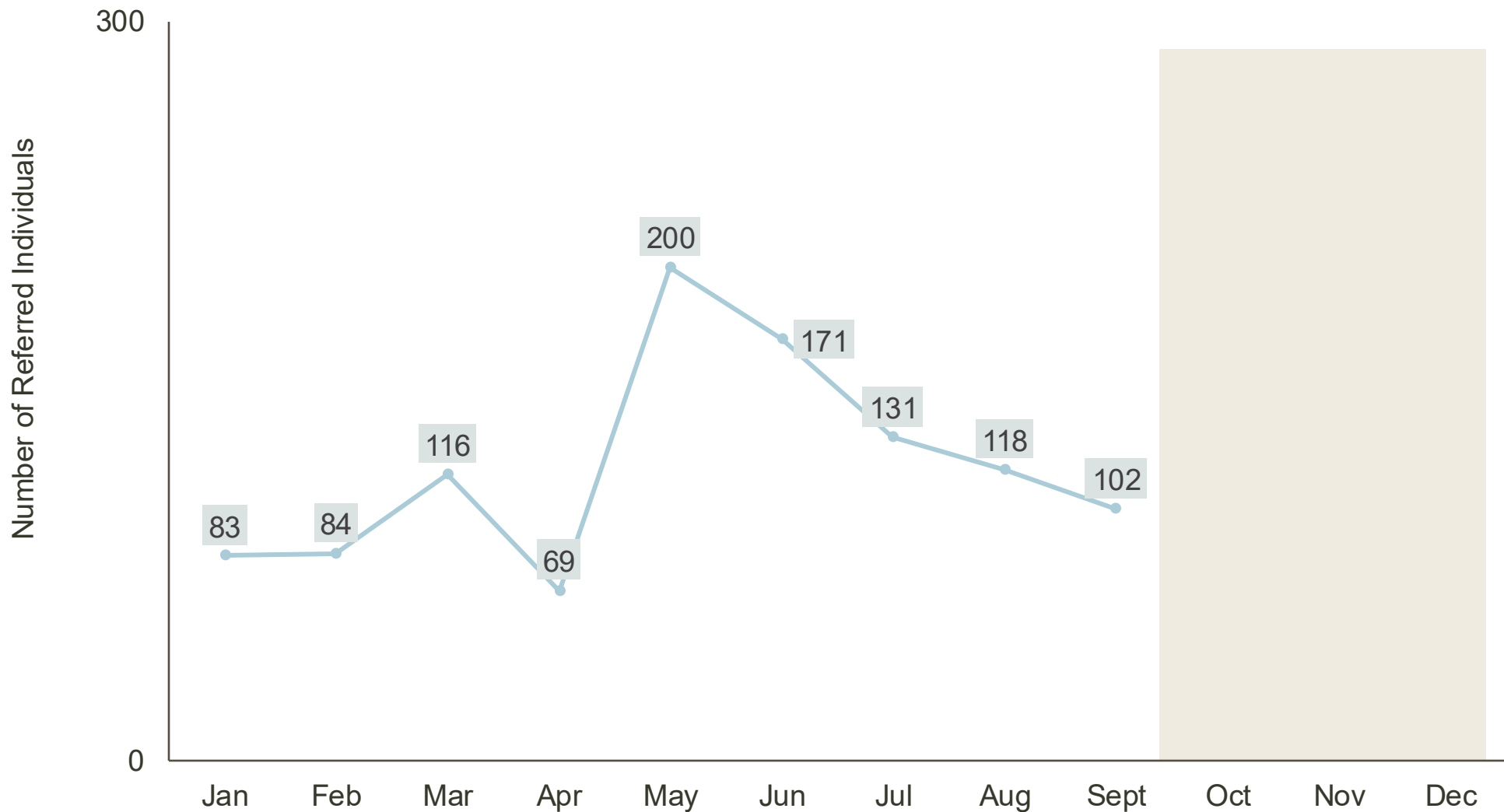
Incoming Referrals: PAEG (monthly)
01/01/2026 - 09/30/2026

Cumulative year-to-date:

- PAEG: 1074

Incoming referral goals:

- PAEG: 275



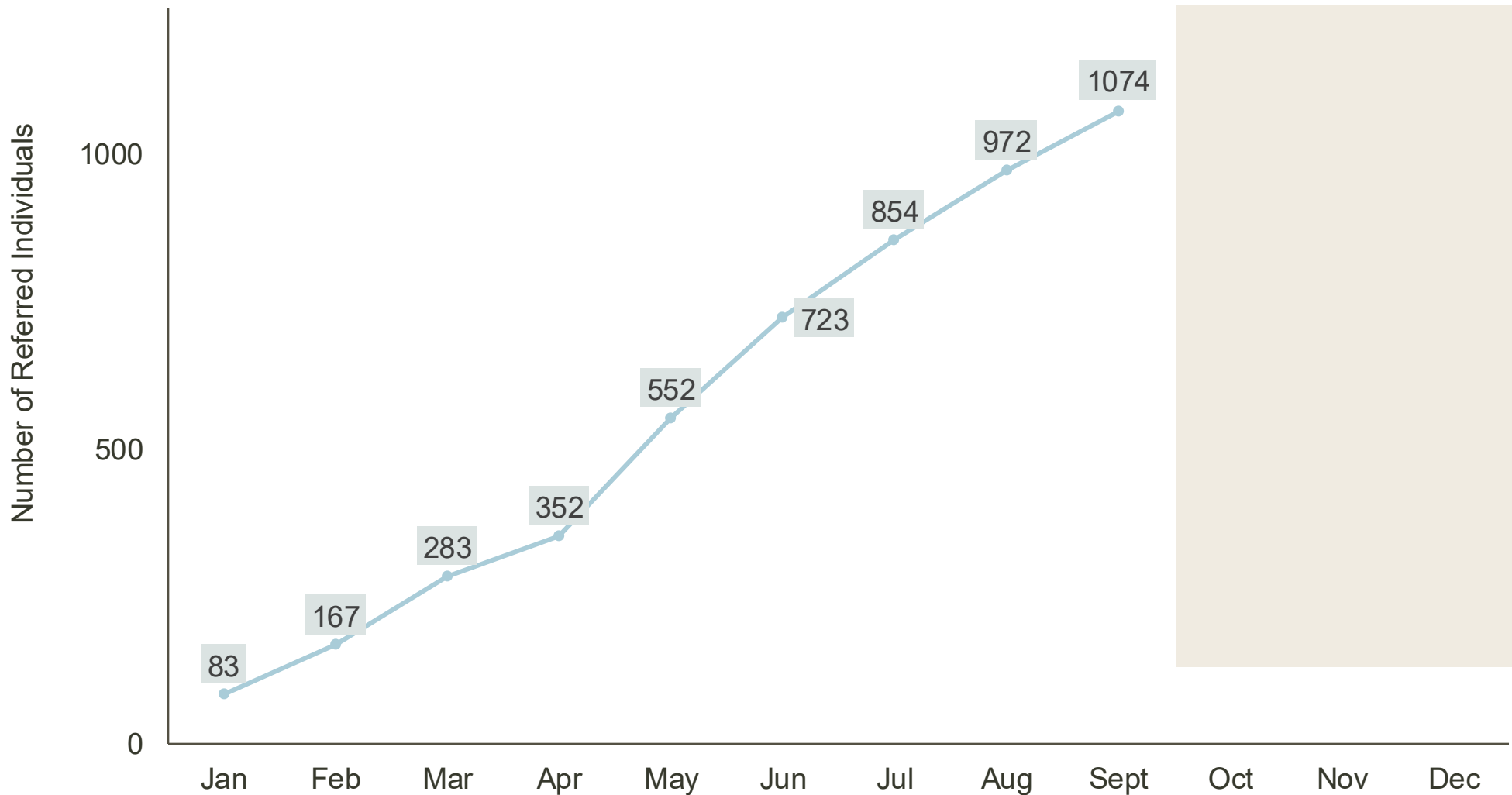
Incoming Referrals: PAEG (cumulative)

Metric	Explanation
Monthly	The monthly <i>cumulative</i> number of incoming referrals for each month, by PAEG.

Graph 6

Incoming Referrals: PAEG (cumulative)
01/01/2026 - 09/30/2026

Incoming referral goals:
• PAEG: 275



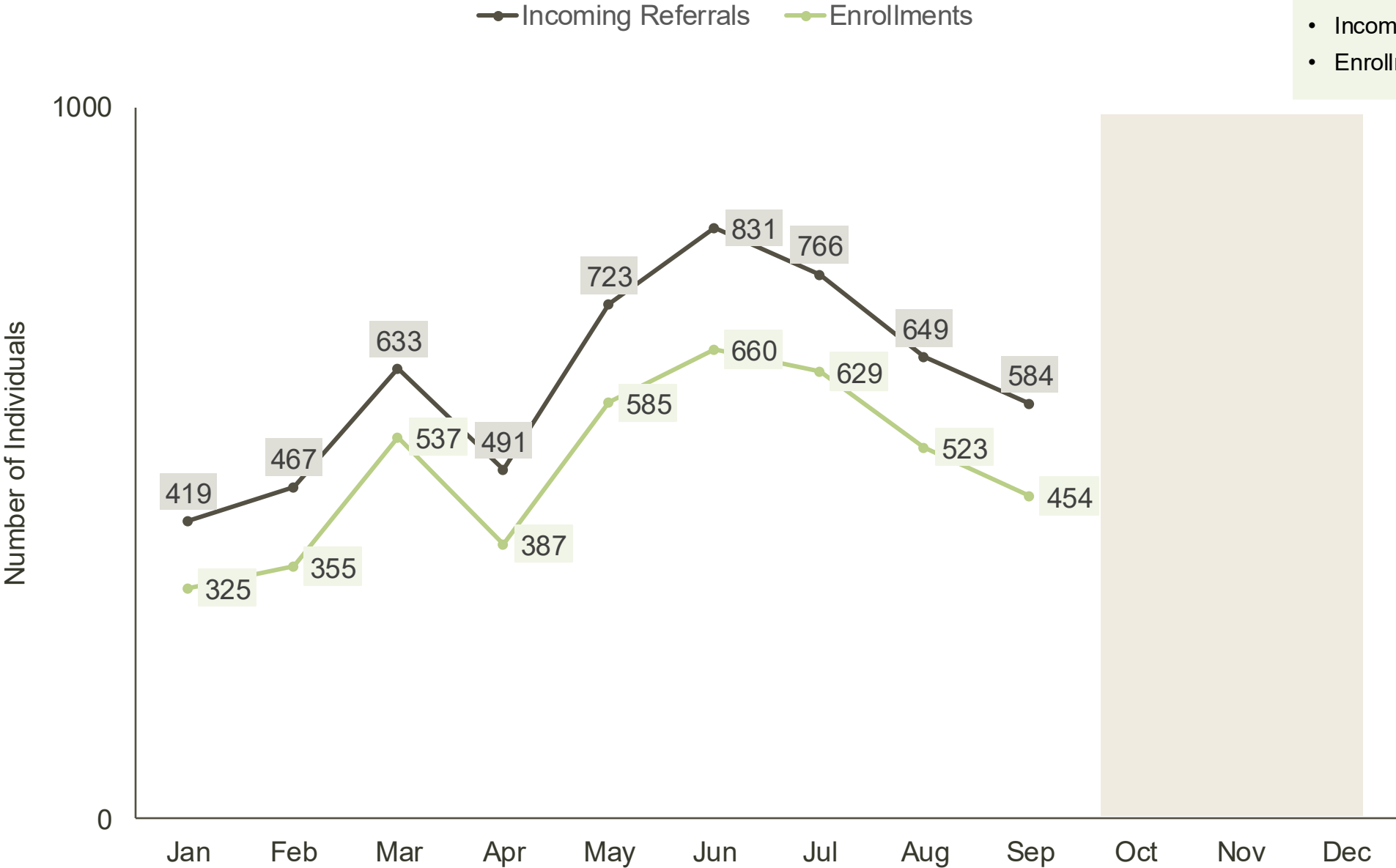
Incoming Referrals and Enrollment Year-to-Date

Metric	Explanation
Referrals	Number of incoming referrals each month. • This metric is <i>not</i> cumulative.
Enrollments	Number of enrollments each month. • This metric is <i>not</i> cumulative.

Graph 7

Incoming Referrals and Enrollments Year-to-Date

01/01/2026 - 09/30/2026 | Monthly (non-cumulative)



Cumulative numbers:

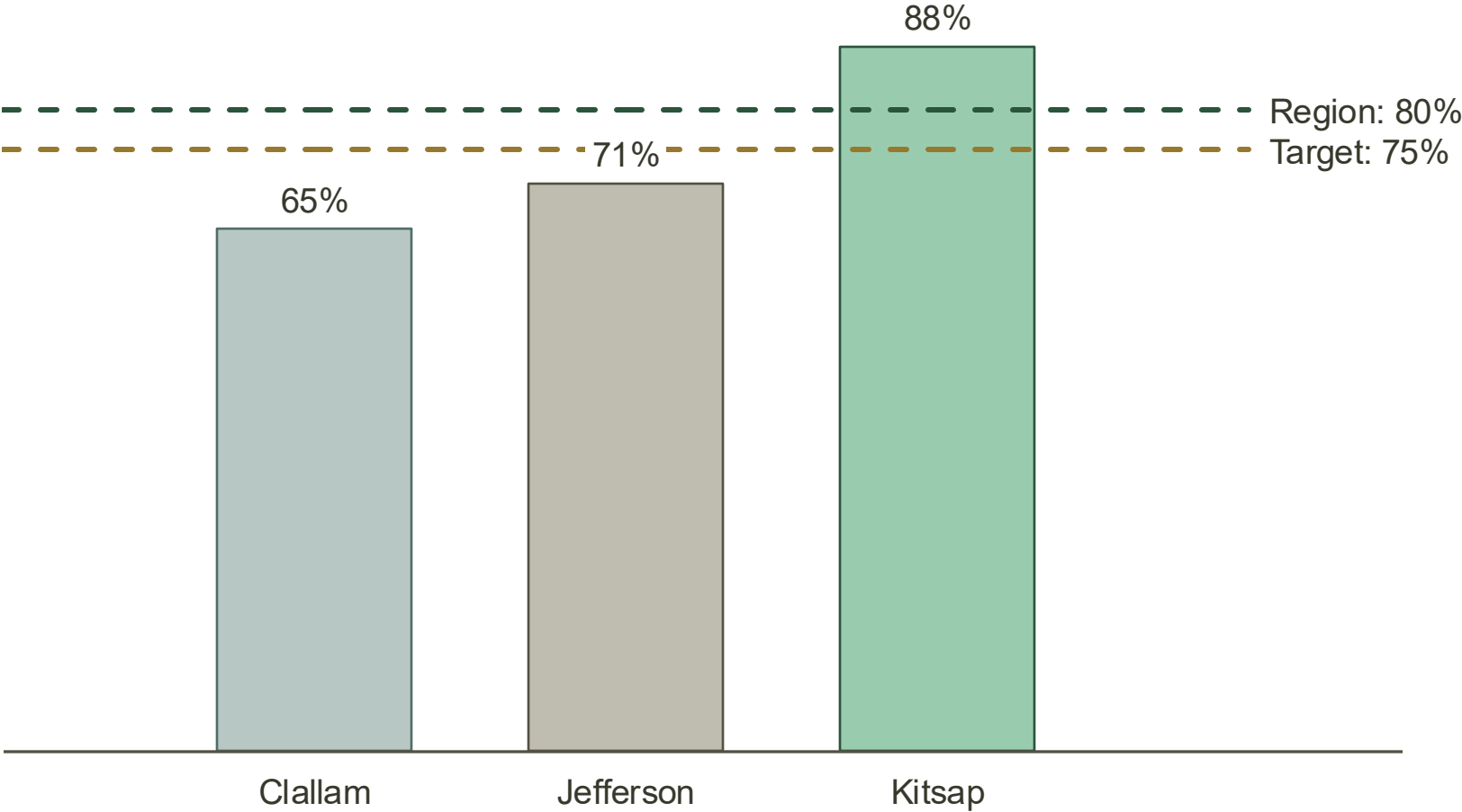
- Incoming referrals = 5,563
- Enrollments = 4,455

Rate of Conversion from Referral to Enrollment

Metric	Explanation
Conversion rate	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 8

Rate of Conversion from Referral to Enrollment
01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455 | Referred Clients = 5,563





Enrollment

01/01/2026 - 09/30/2026

Enrollment

- **Graph 9** – Enrolled Year-to-Date: Overview
- **Graph 10** – Enrollment Year-to-Date
- **Graph 11** – County Progress towards Enrollment Goals
- **Graph 12a-12f** – Enrollment Year-to-Date: Demographics

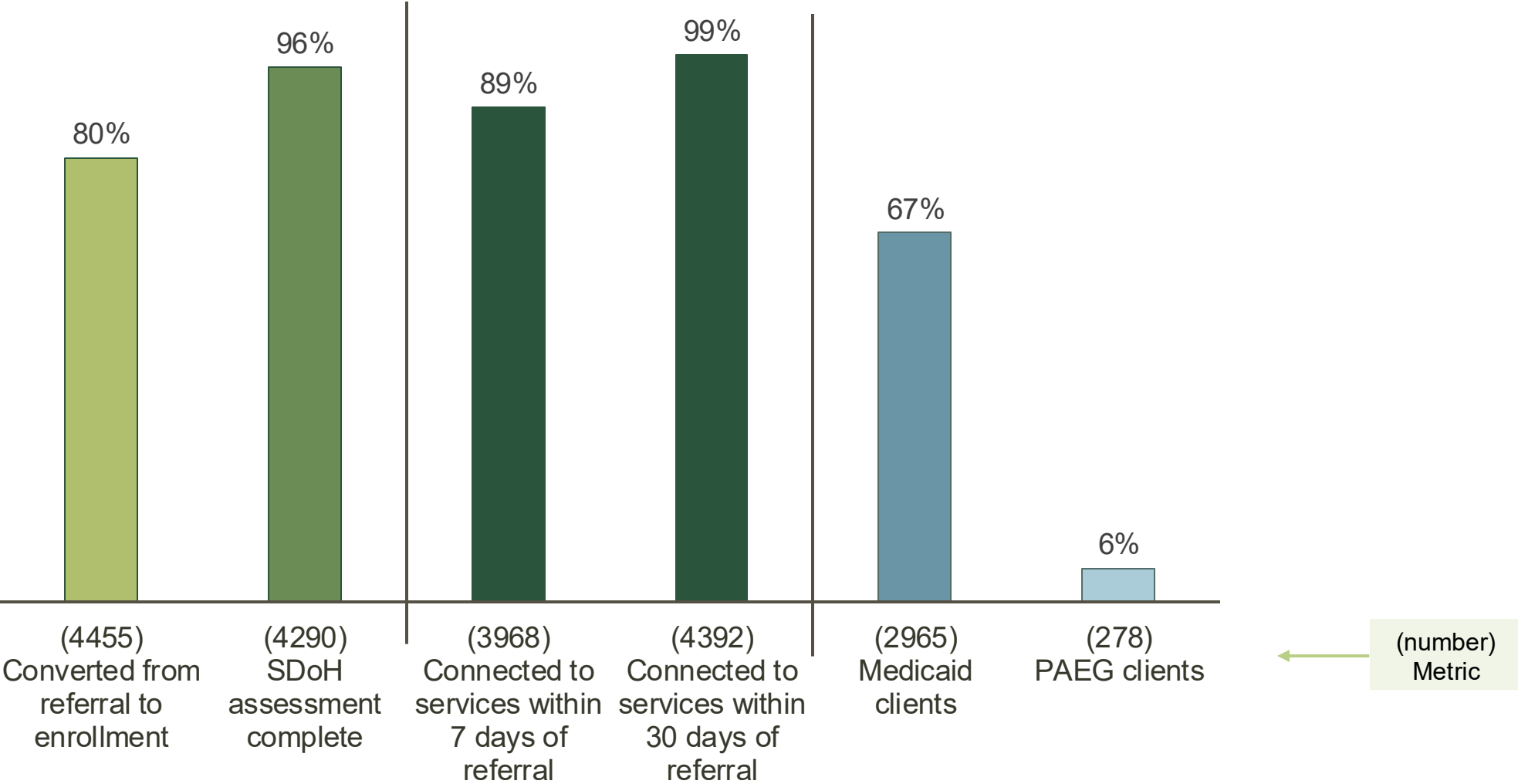
Enrolled Year-to-Date: Overview

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 9

Enrolled Year-to-Date: Overview

01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455 | Referred Clients =5,563

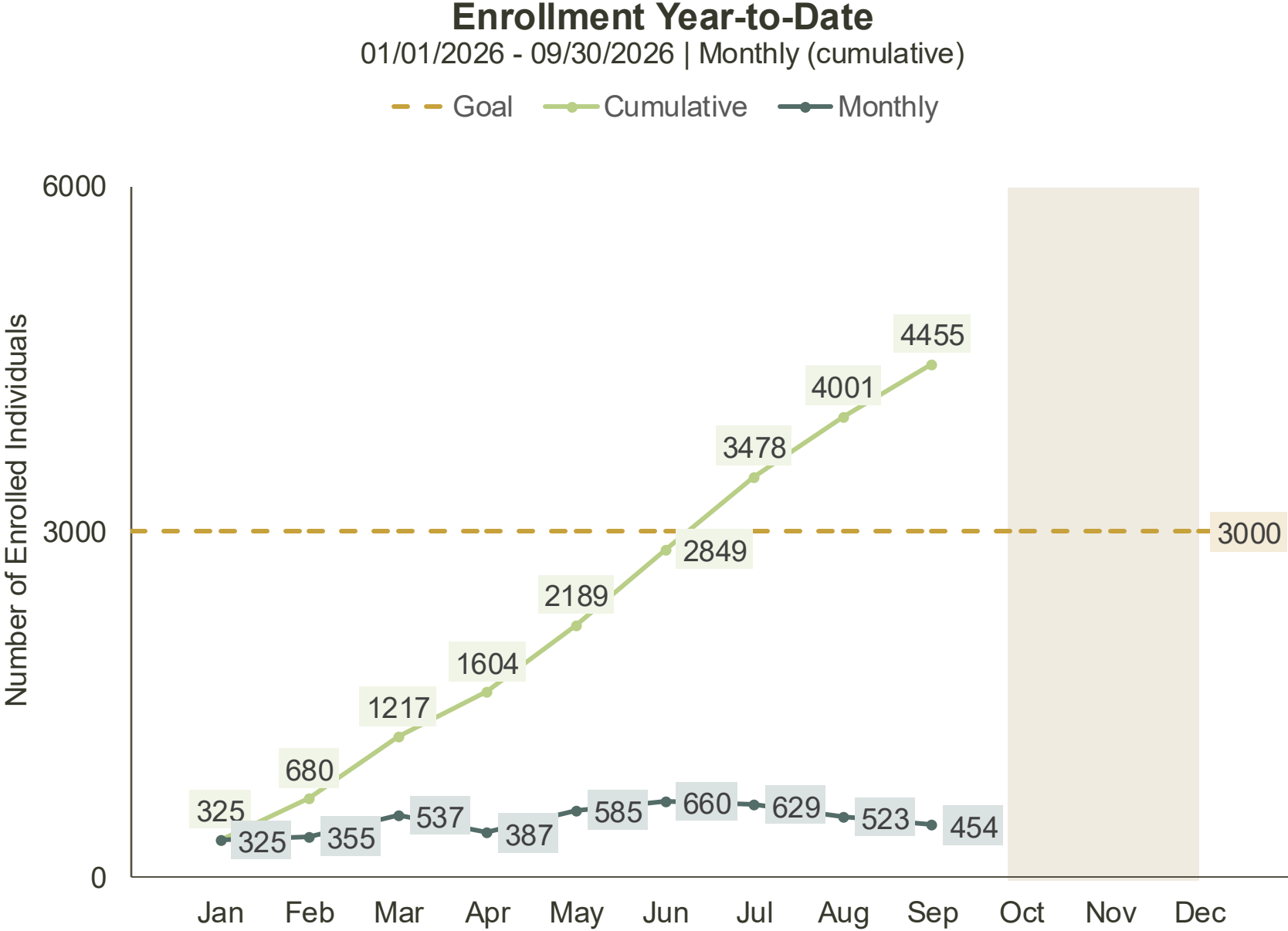


For *Converted from referral to enrollment*, the denominator is the total number referred ($n = 5,563$). For the rest of the metrics, the denominator is the total number enrolled ($n = 4,455$). The numerator is in parentheses above each metric label.

Enrollment Year-to-Date

Metric	Explanation
Goal	The goal for number of enrollments for a given year (3,000).
Cumulative	The cumulative number of enrollments, year-to-date.
Monthly	The number of enrollments for each month (<i>not</i> cumulative).

Graph 10



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.

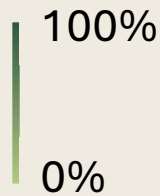
Graph 11

County Progress towards Enrollment Goals

01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455

Missing or other County: *n* = 510

% to Annual Goal



Clallam County

91% (*n* = 910)

Jefferson County

69% (*n* = 494)

Kitsap County

197% (*n* = 2,541)

County enrollment goals:

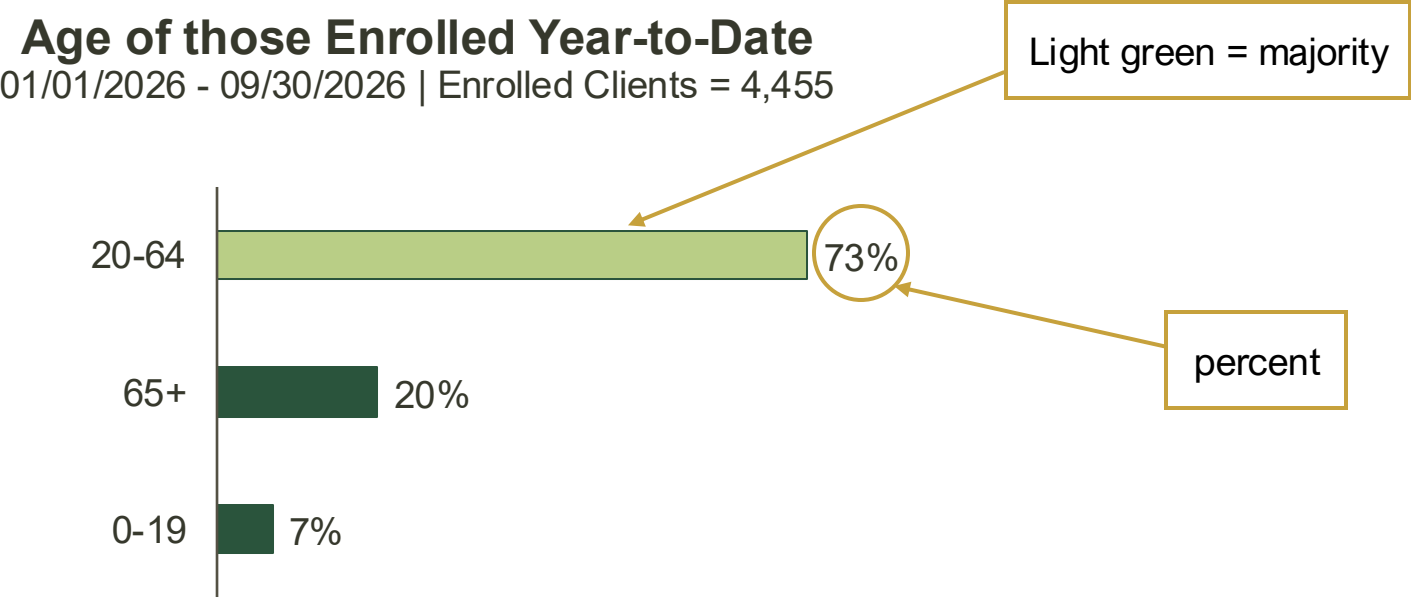
- Clallam = 999
- Jefferson = 714
- Kitsap = 1,287

Enrollment Year-to-Date: Demographics

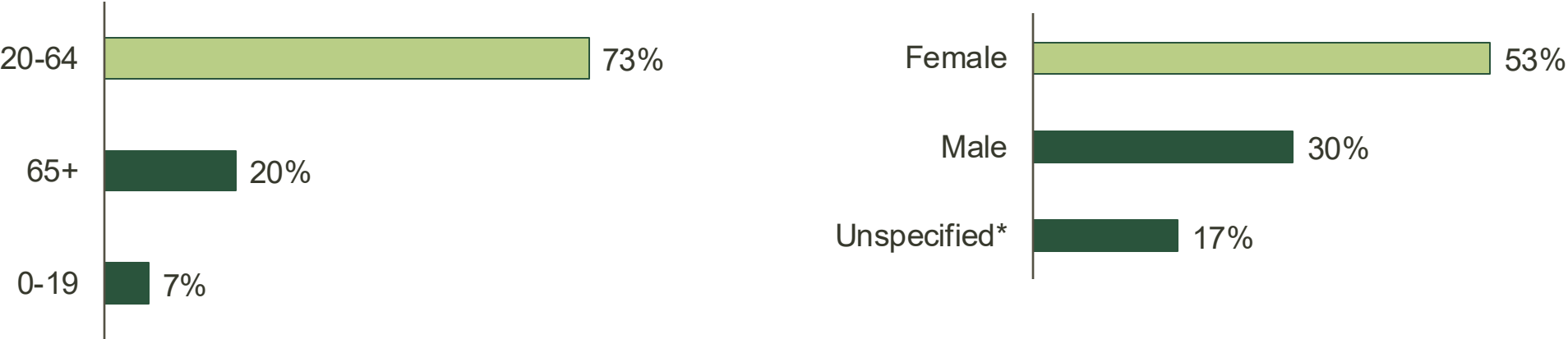
	Metric	Explanation
12a	Age	Age groups of those enrolled year-to-date: 0-19, 20-64, and 65+.
12b	Sex	Sex of those enrolled year-to-date: Male, Female, and Unspecified.
12c	County	County of those enrolled year-to-date.
12d	Insurance Status	Insurance of those enrolled year-to-date (highlighting Medicaid, a priority population).
12e	Race-Ethnicity	Race/ethnicity of those enrolled year-to-date.
12f	Language	Language of those enrolled year-to-date.



How to read Demographics graphs:

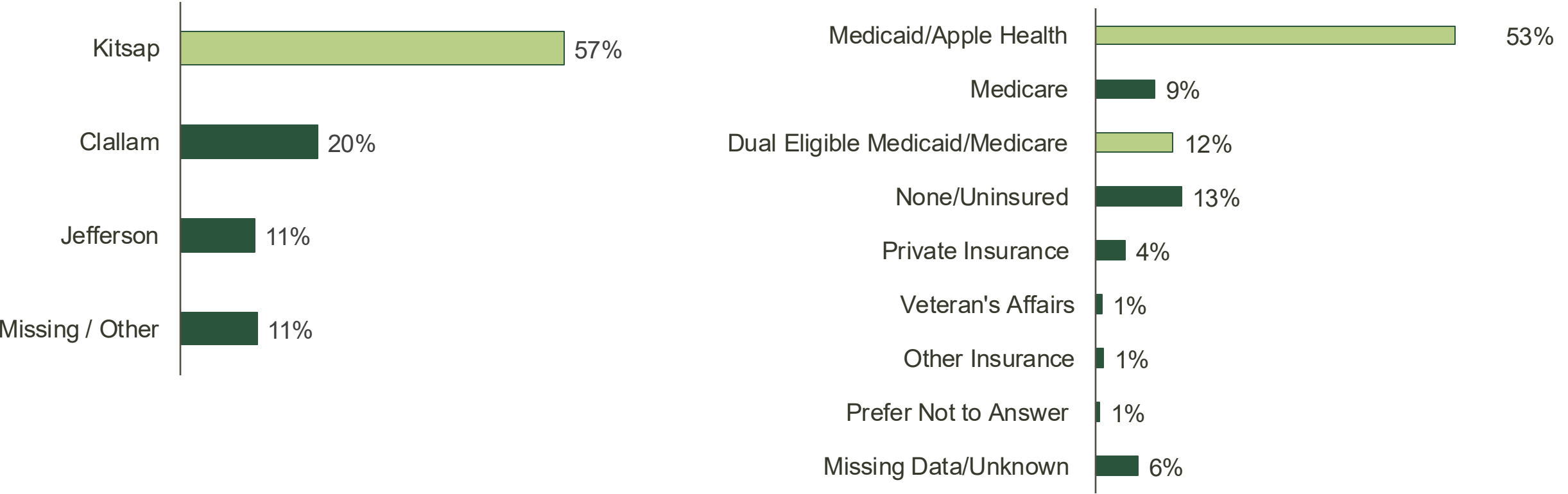


Age and Sex of those Enrolled Year-to-Date
01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455



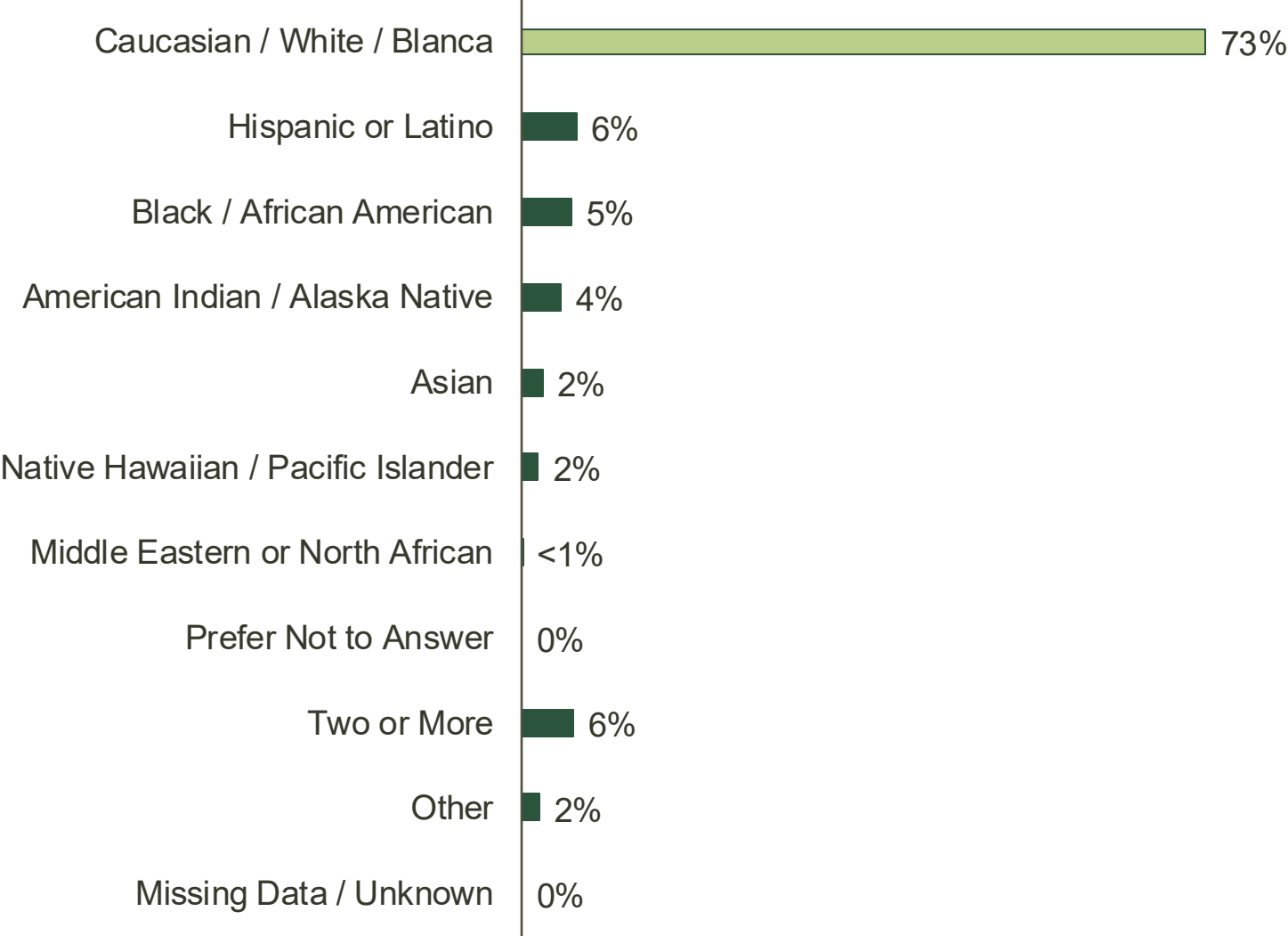
*Unspecified includes: missing/unknown (*n* = 490), and other (*n* = 68).

County and Insurance Status of those Enrolled Year-to-Date
01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455



Graph 12e

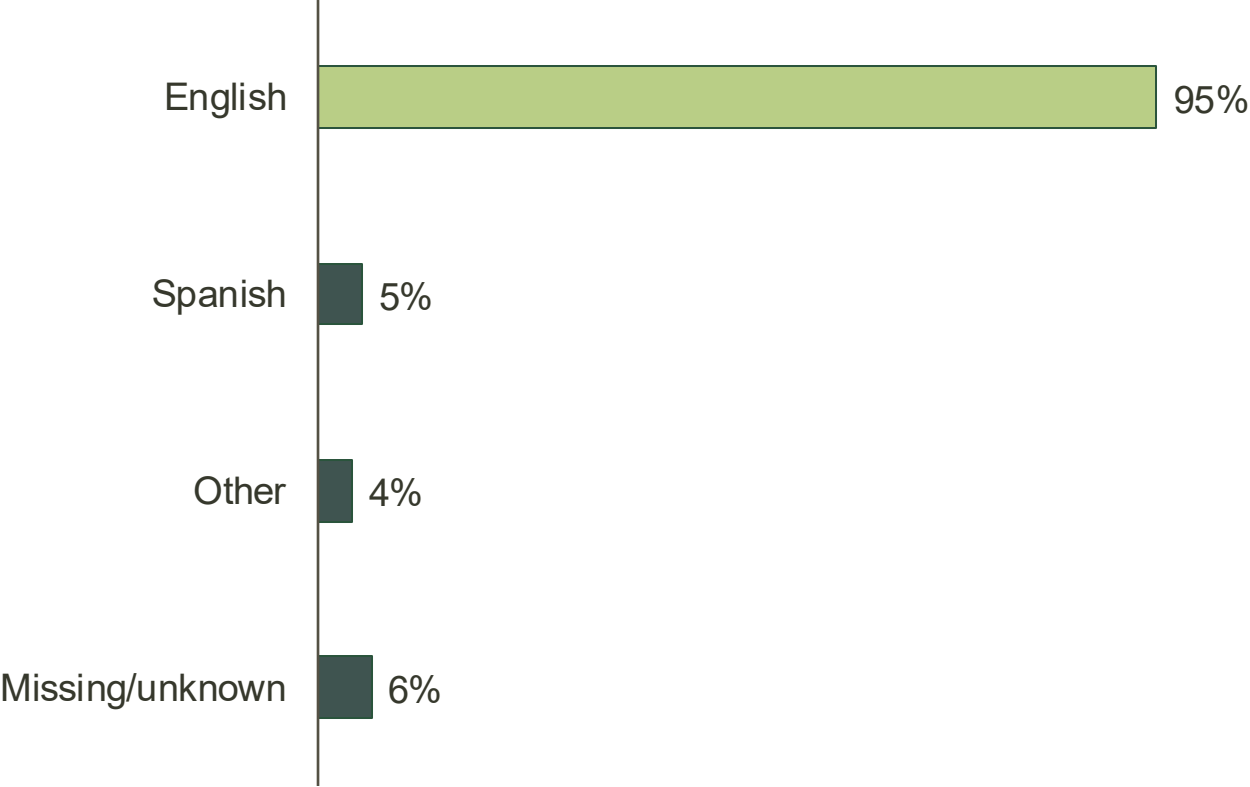
Race/Ethnicity of those Enrolled Year-to-Date
01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455



Graph 12f

Language of those Enrolled Year-to-Date

01/01/2026 - 09/30/2026 | Enrolled Clients = 4,455



***Other includes:** American Sign Language; Amharic; Arabic, Turkish, Kurdish; Bengali; Chuukese; French; Hindi; Korean; Russian; Vietnamese



Connections to Services

01/01/2026 - 09/30/2026

● ● ● **Connections to Services**

- **Graph 13** – Average Time from Referral to First Outreach
- **Graph 14** – Average Time from Referral to First Outreach: Percent within 7 Days

Average Time from Referral to First Outreach

Metric	Explanation
Overall	The overall (year-to-date) average time from <i>referral</i> to <i>first outreach attempt</i>. Target: within 7 days.
Monthly	The monthly average time from <i>referral</i> to <i>first outreach attempt</i>. Target: within 7 days. The light green bars show where the target was met; dark green show where it was not met.

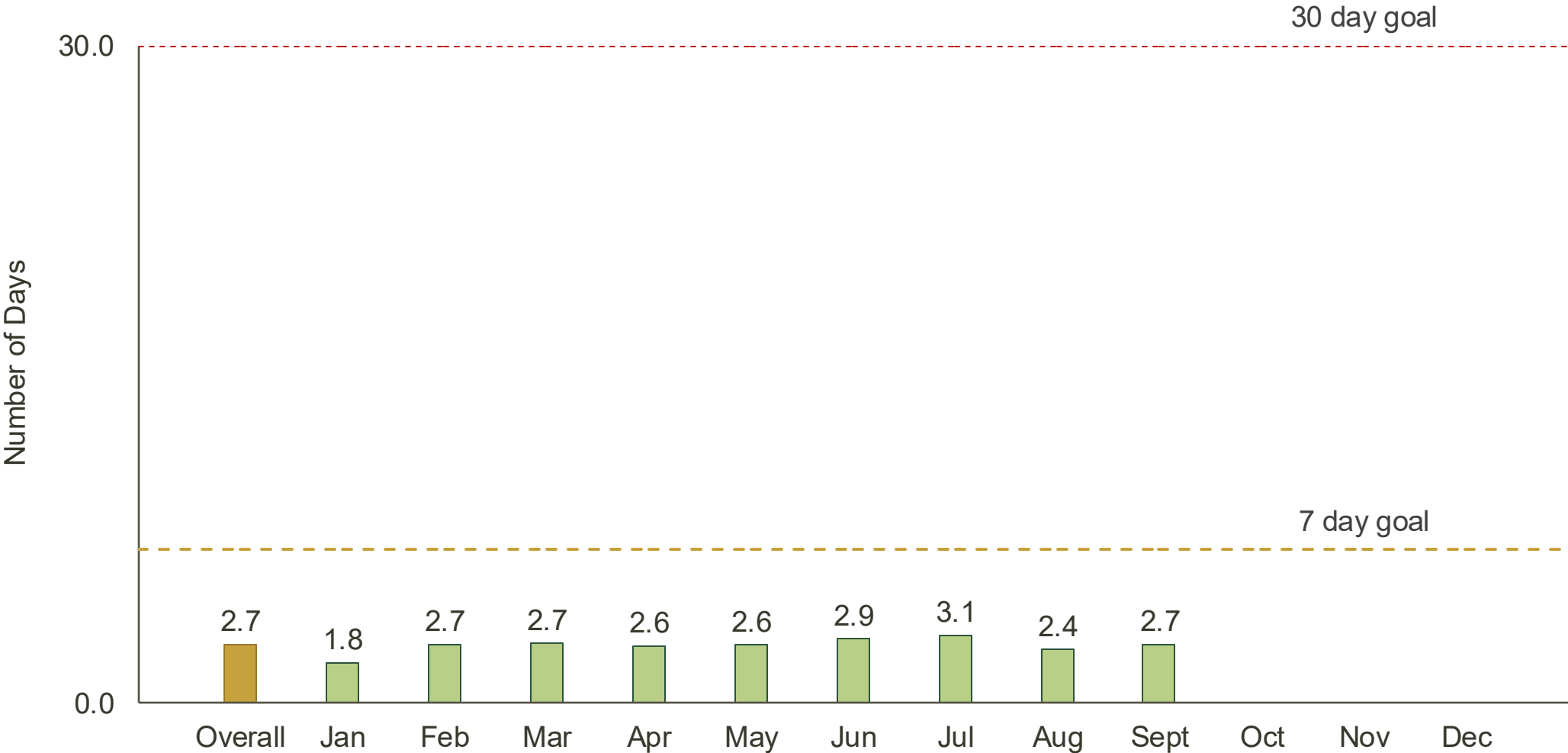
How average time from *referral* to *first outreach* is calculated:

- For example, in the month of February, only the *first outreach* had to be within the month of February. That means that if someone was *referred* on January 21st and their first outreach attempt wasn't until February 14th, the 24 days between *referral* and *first outreach* for that client are included in the February average.

Graph 13

Average Time from *Referral* to *First Outreach*

01/01/2026 - 09/30/2026 | Overall, Monthly



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 <i>referral</i> to <i>first outreach attempt</i> was within 7 days. Target: 90% within 7 days
Monthly	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 The light green bars show where the target was met; dark green show where it was not met.

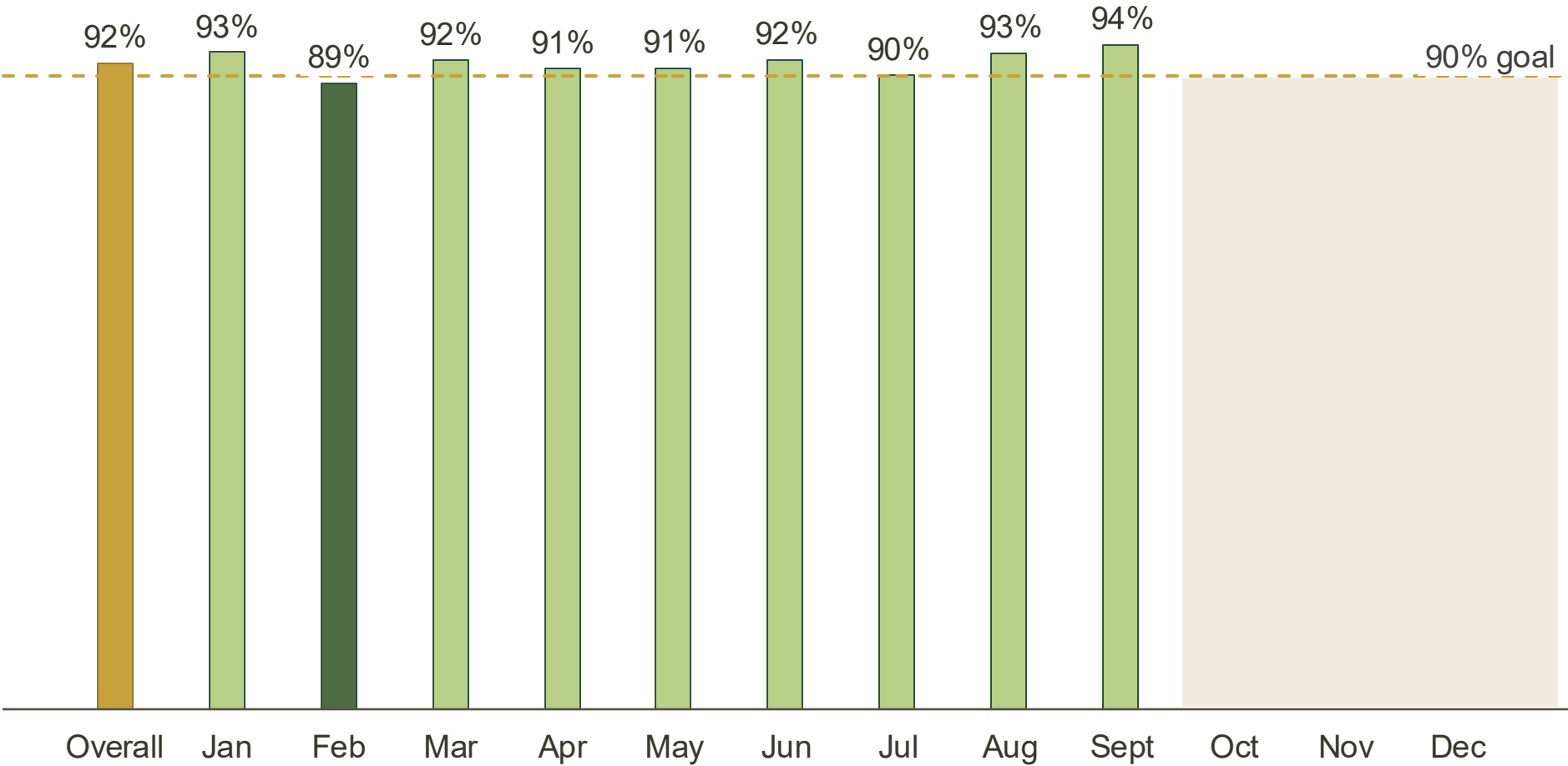
How average time from *referral* to *first outreach* is calculated:

- For example, in the month of February, only the *first outreach* had to be within the month of February That means that if someone was *referred* on January 21st and their first outreach attempt wasn't until February 14th, the 24 days between *referral* and *first outreach* for that client are included in the February average.

Graph 14

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

01/01/2026 - 09/30/2026 | Overall, Monthly





Social Determinants of Health Assessment

01/01/2026 - 09/30/2026

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

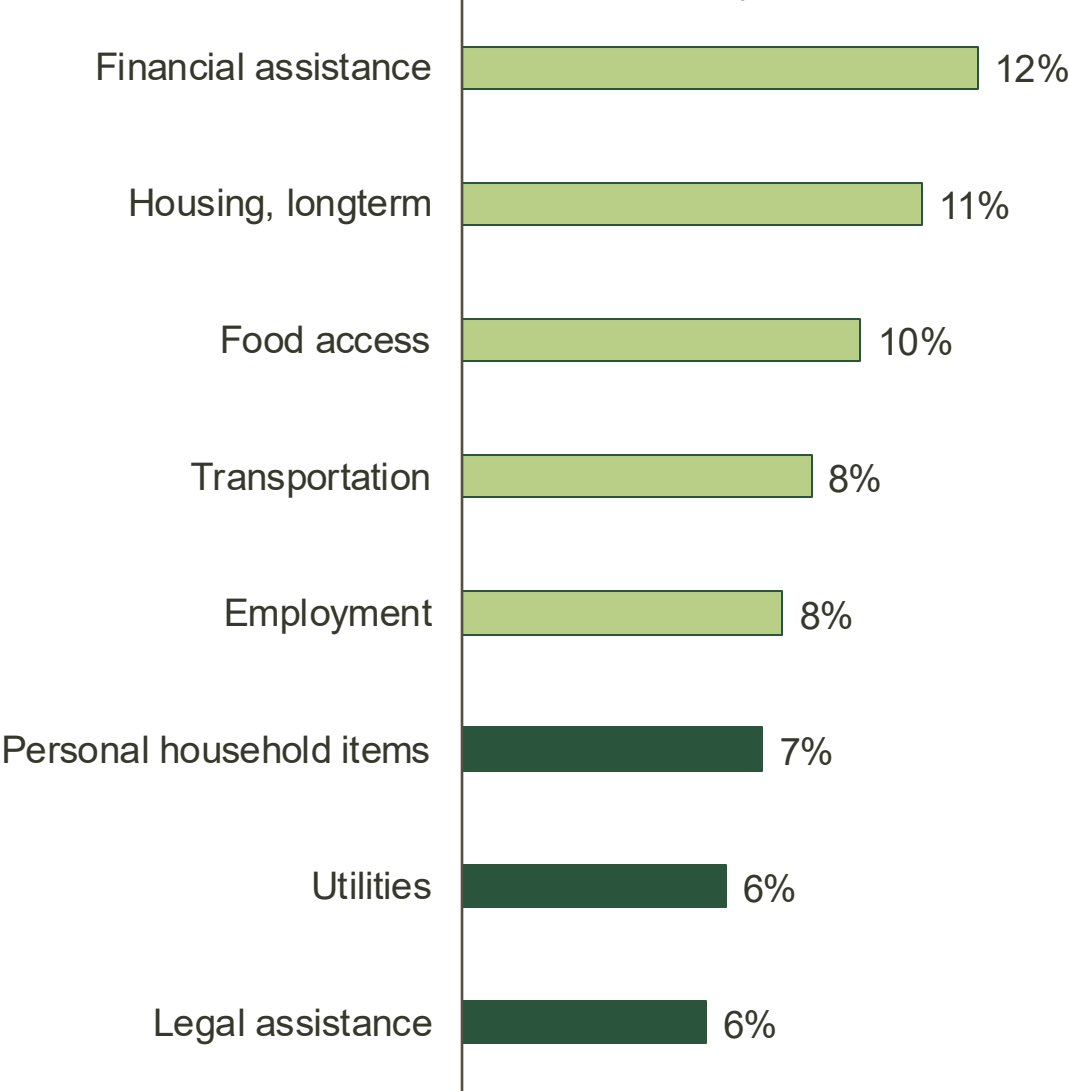
- **Graph 15** – Social Needs Assessment
- **Graph 16** – Health Needs Assessment

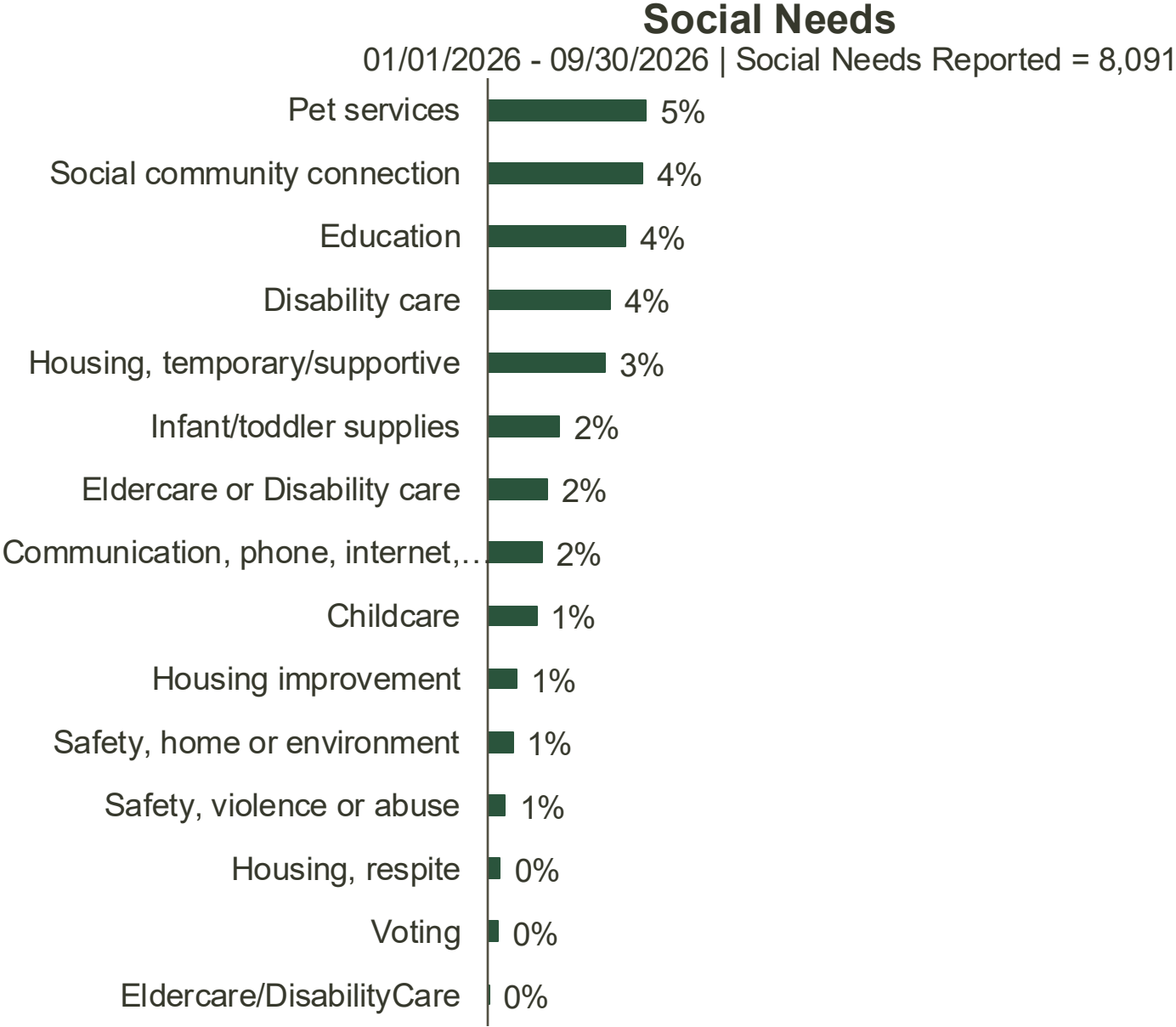
Social Needs Assessment

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.

Social Needs

01/01/2026 - 09/30/2026 | Social Needs Reported = 8,091



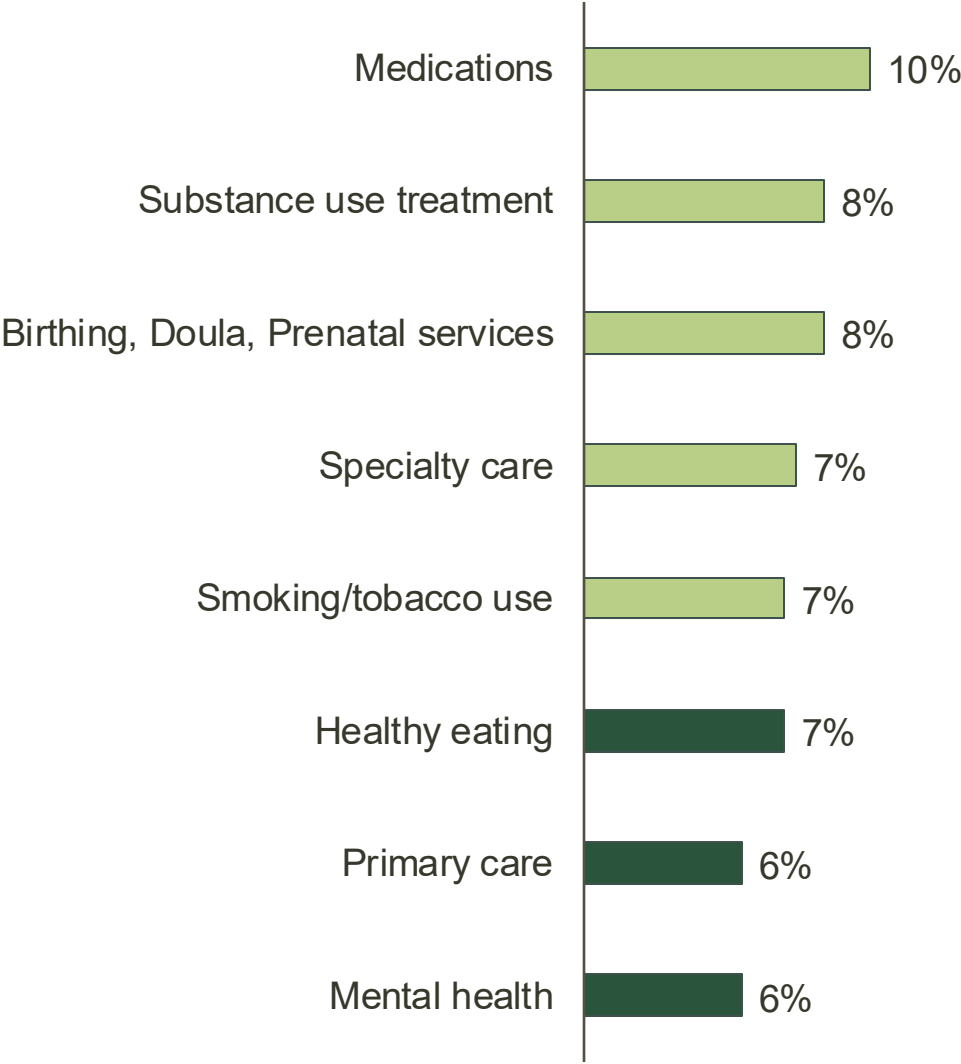


Health Needs Assessment

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.

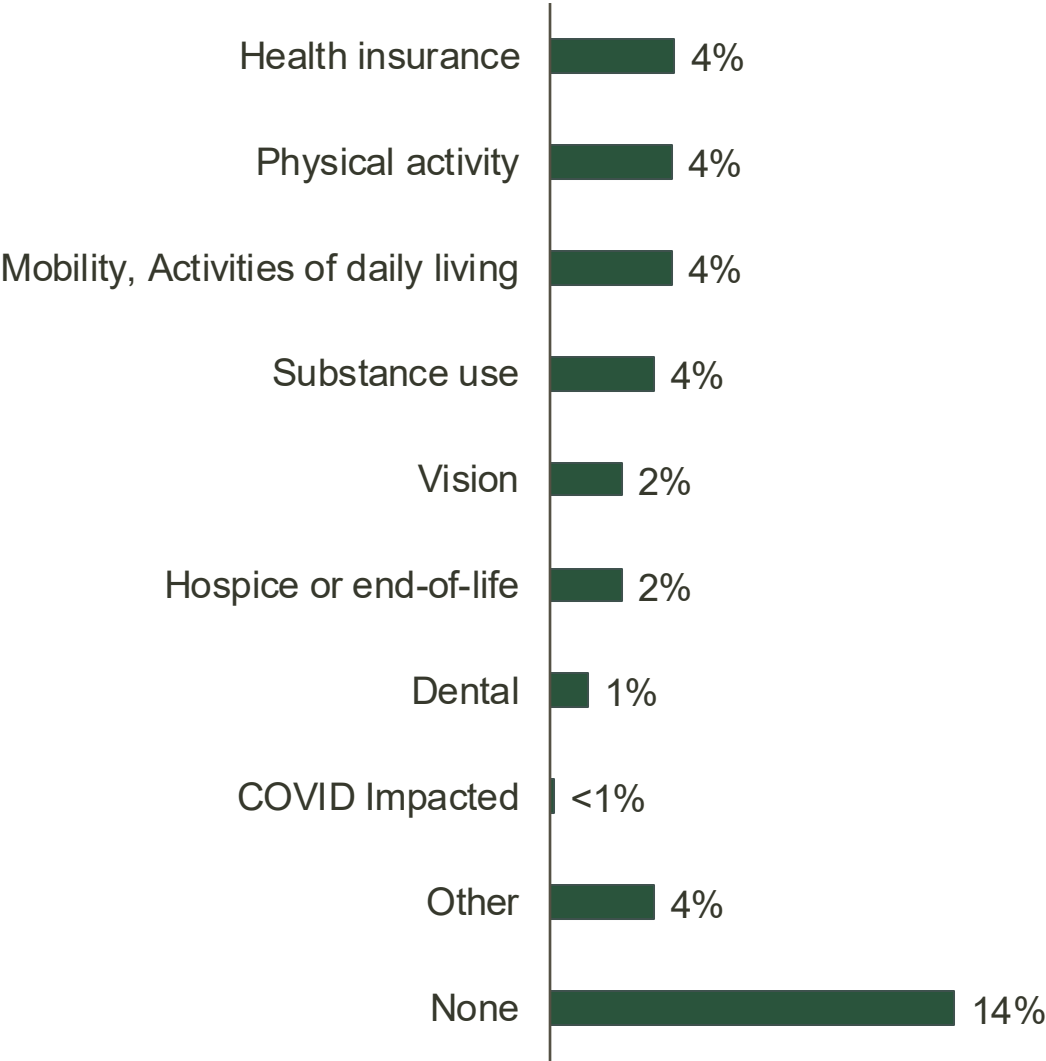
Health Needs

01/01/2026 - 09/30/2026 | Health Needs Reported = 1,935



Health Needs

01/01/2026 - 09/30/2026 | Health Needs Reported = 1,935





Resource Referrals

01/01/2026 - 09/30/2026

Resource Referrals

- **Graph 17** – Resource Referrals: Monthly
- **Graph 18** – Resource Referrals: Cumulative
- **Graph 19** – Percent of Resource Referrals by Service Category

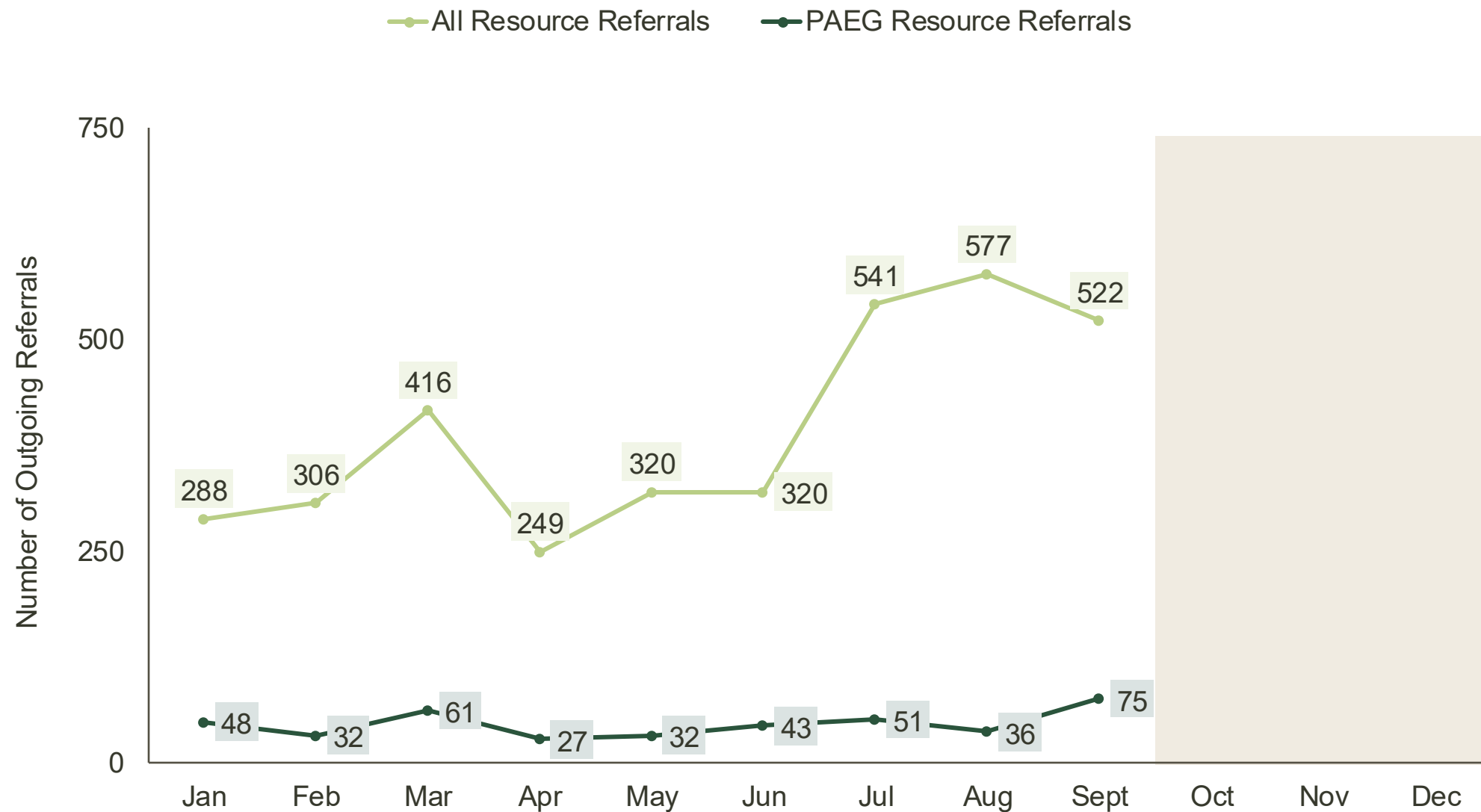
Resources Referrals: Monthly

Metric	Explanation
All Resource Referrals, Monthly	Monthly resource referrals for all clients across the region (<i>not</i> cumulative).
PAEG Resource Referrals, Monthly	Monthly resource referrals for all PAEG clients across the region (<i>not</i> cumulative).

Graph 17

Resource Referrals: Monthly

01/01/2026 - 09/30/2026 | All and PAEG



Resources Referrals: Cumulative

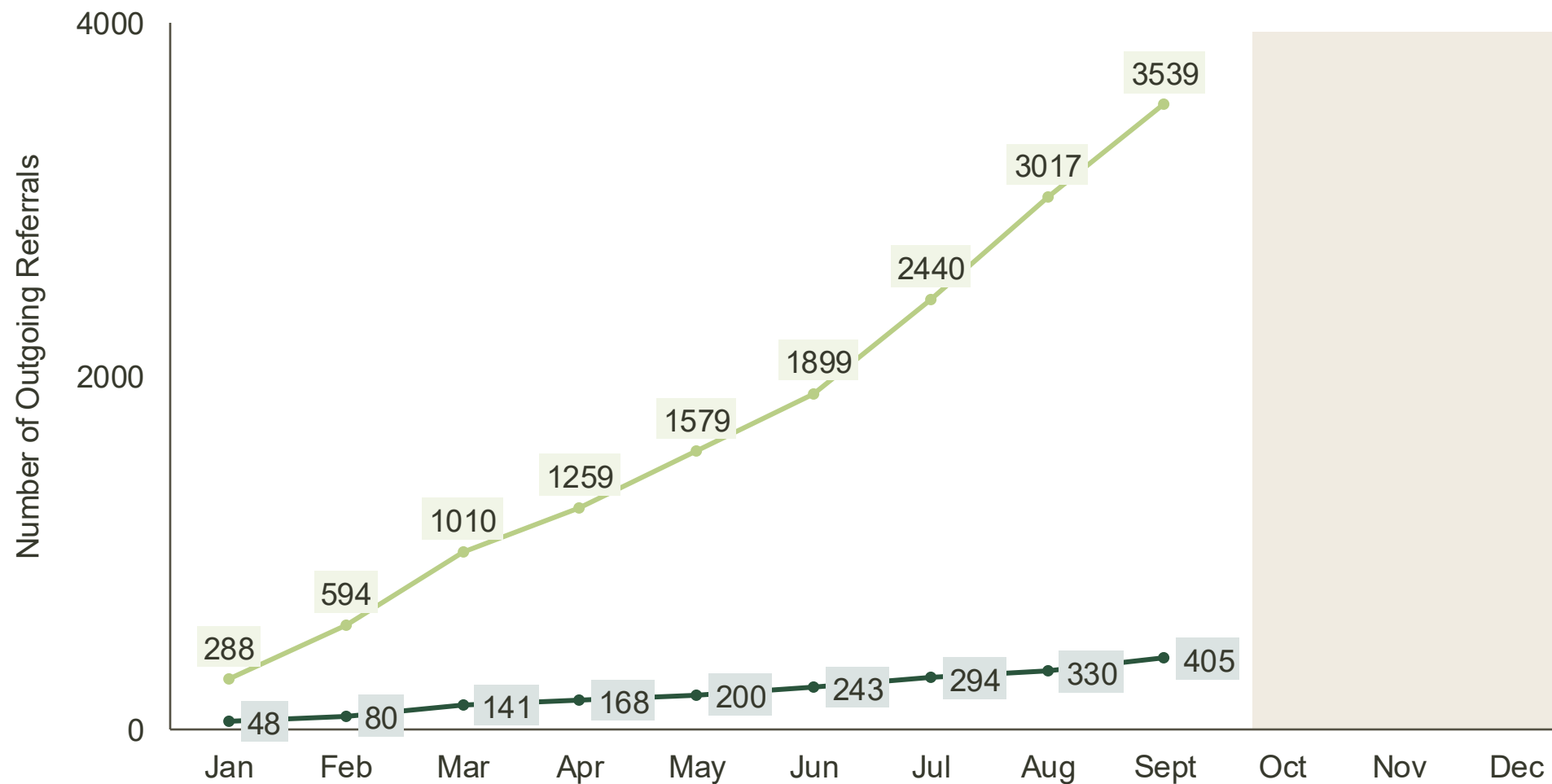
Metric	Explanation
All Resource Referrals, Cumulative	Cumulative resource referrals over time for all clients across the region.
PAEG Resource Referrals, Cumulative	Cumulative resource referrals over time for Prime Age Employment Group (PAEG) clients across the region.

Graph 18

Resource Referrals: Cumulative

01/01/2026 - 09/30/2026 | All and PAEG

All Resource Referrals PAEG Resource Referrals

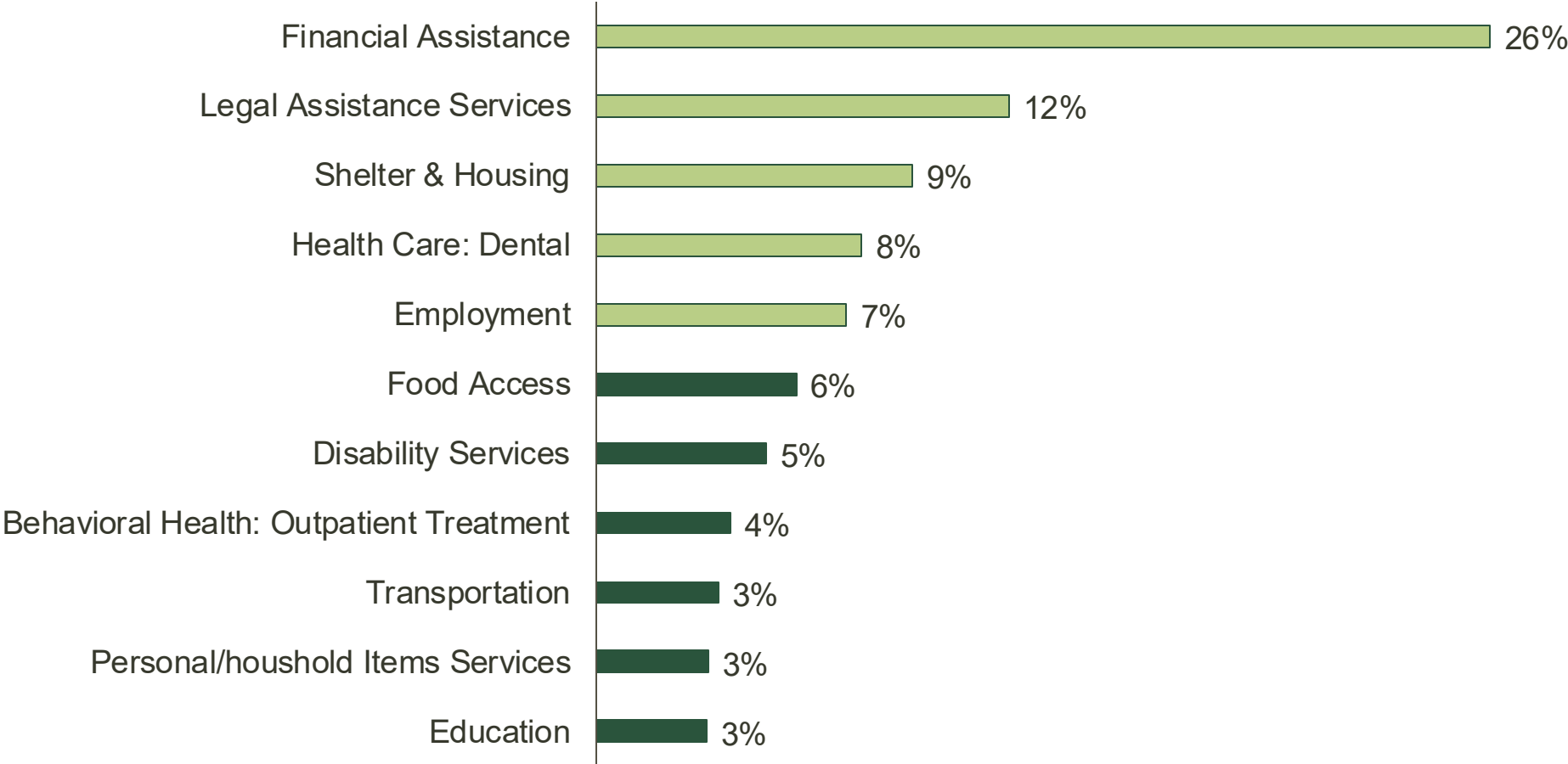


Percent of Resource Referrals by Service Category

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: - Financial assistance - Legal assistance services - Shelter & housing - Employment - Food access - The top health needs were: - Dental - Disability services - Behavioral health: outpatient treatment - Primary care - Medicaid case management

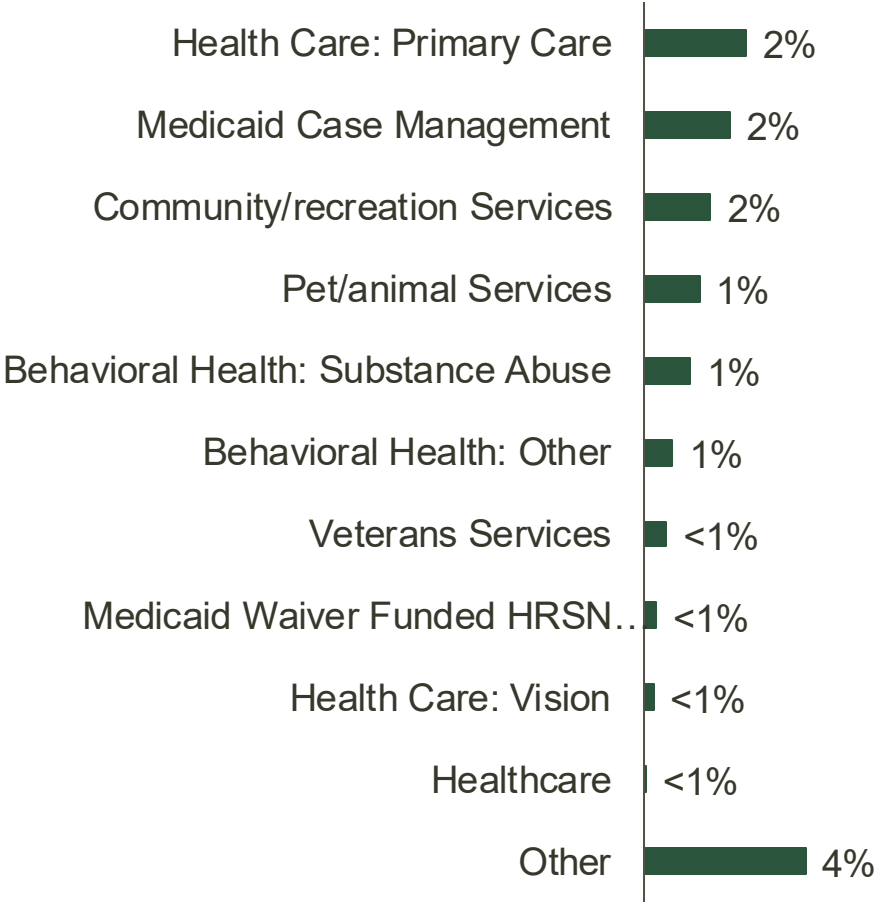
Percent of Resource Referrals by Service Category

01/01/2026 - 09/30/2026 | Outgoing Referrals = 2,820



Percent of Resource Referrals by Service Category

01/01/2026 - 09/30/2026 | Outgoing Referrals = 2,820





Caseloads

01/01/2026 - 09/30/2026



Caseloads

- **Graph 20** – Caseloads across Care Coordination Partners

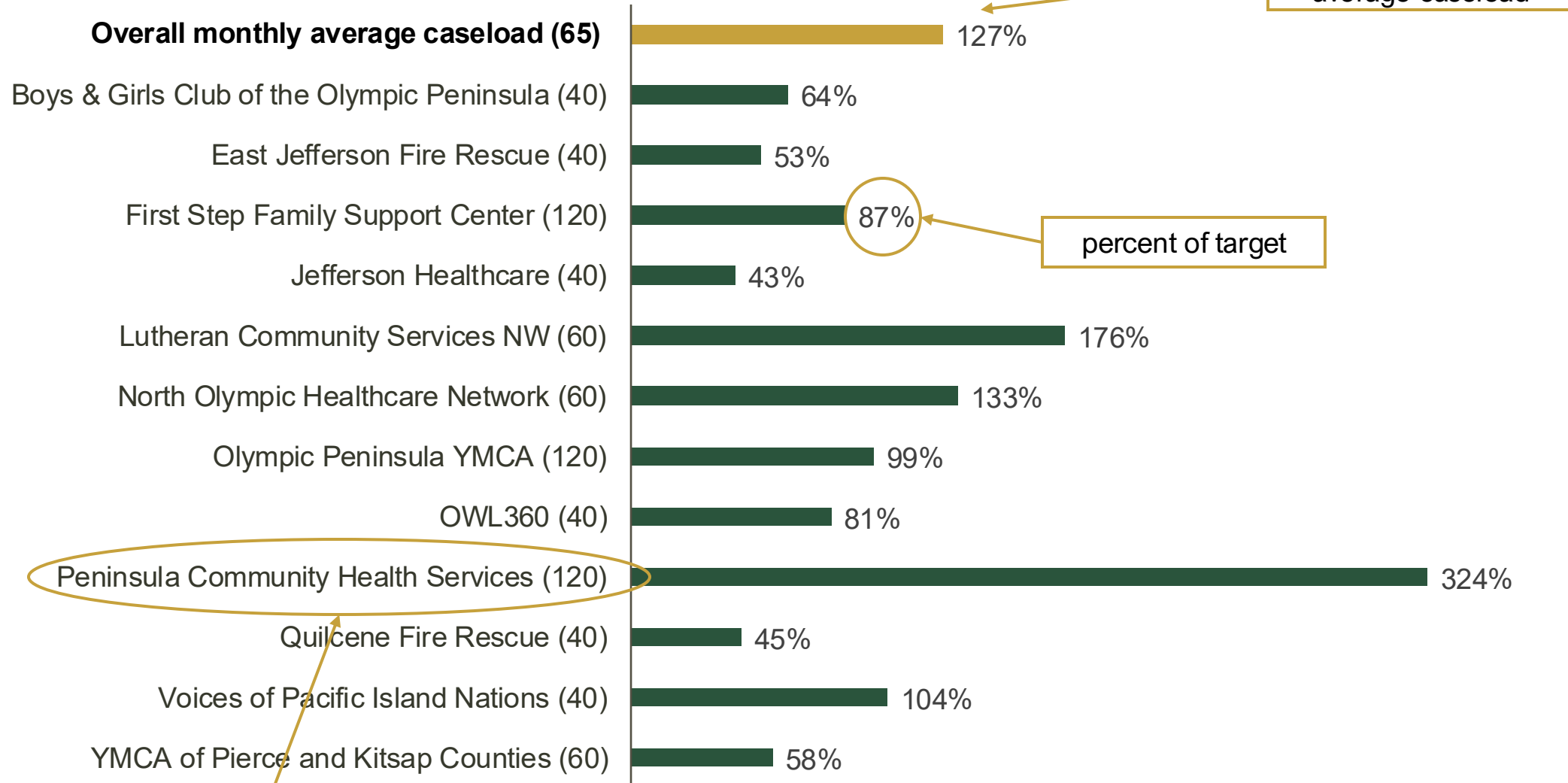
Caseload across Care Coordination Partners

Metric	Explanation
Overall monthly average caseload*	Overall <u>average</u> caseload across all Care Coordination Partners
Care Coordination Partners	Overall <u>average</u> caseload for each Care Coordination Partner

- The “overall monthly average caseload” is a percentage representing the overall monthly caseload across CCPs divided by the overall monthly target caseload across CCPs. CCP’s individual year-to-date average monthly caseloads are calculated from available months (e.g., January, February, March) and then averaged to calculate an overall monthly caseload across CCPs. CCP’s individual monthly target caseloads are averaged to calculate an overall monthly caseload target across CCPs.
- Each organization’s **target** caseload is in parentheses next to its name.
- To the right of the bars: the **percent** is “What percent of their target monthly caseload are they averaging?”

* **Note:** This metric reflects the average number of client cases for the time period reflected, and are different methodology from how Care Coordination Partner payments are calculated.

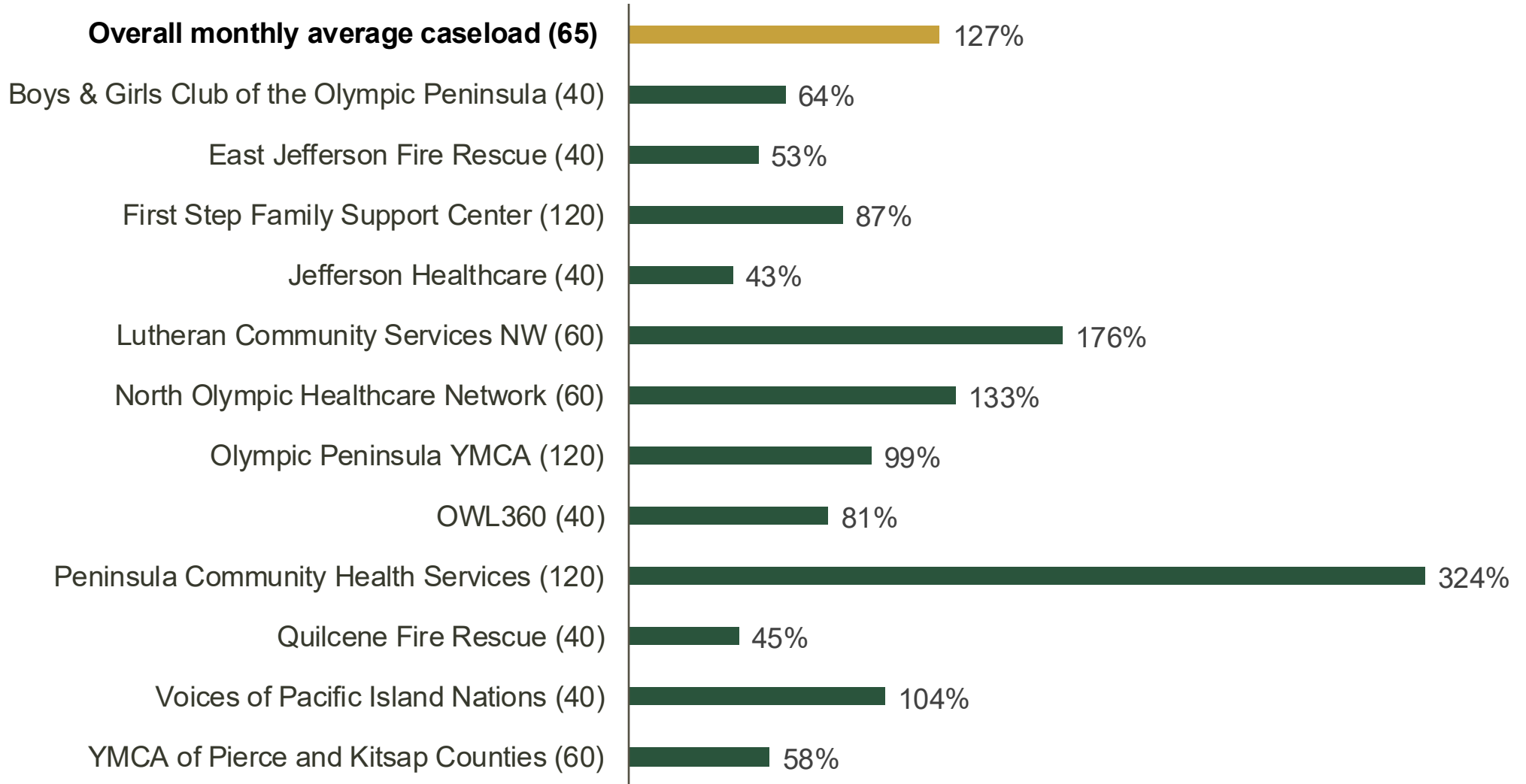
How to read Caseload graph:



Graph 20

Monthly Average Caseload

01/01/2026 - 09/30/2026





Client Discharge

01/01/2026 - 09/30/2026

Client Discharge

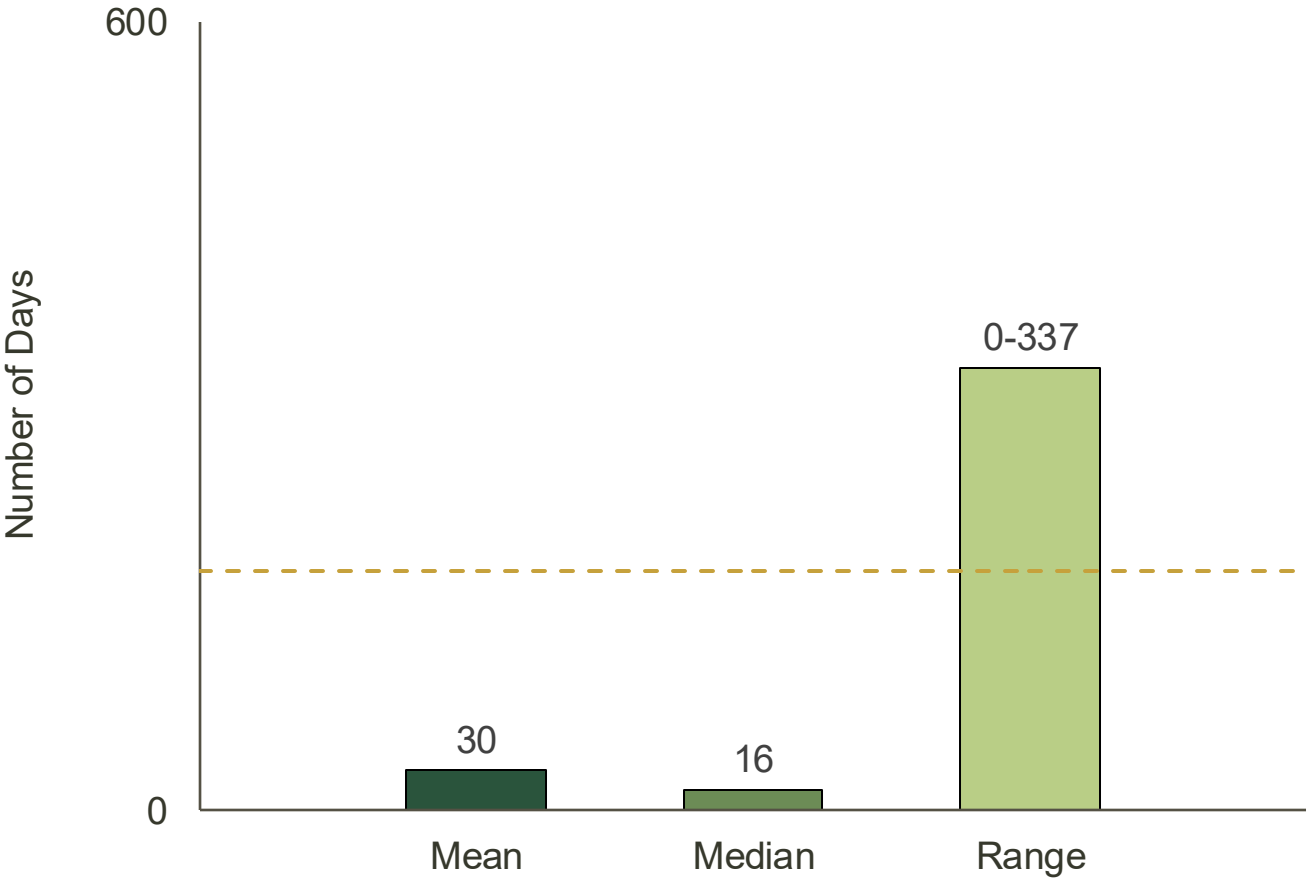
- **Graph 21** – Time from Referral to Discharge
- **Graph 22** – Client Satisfaction and Needs Met at Discharge

Time from Referral to Discharge

Metric	Explanation
Referral to discharge	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

Graph 21

Average Time from *Referral* to *Discharge*
01/01/2026 - 09/30/2026



Client Satisfaction and Needs Met at Discharge

Metric	Explanation
Client Satisfaction	For clients who have been discharged, the percent that indicated “yes” they are satisfied with services during their Discharge assessments.
Client Needs Met	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

Graph 22

Client Satisfaction and Needs Met at Discharge

01/01/2026 - 09/30/2026

■ All Clients ■ PAEG Clients

