

HOPE HAVEN, INC.
OUTCOMES MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2010

Report by: Scott Witte, Director of Client Services

Date: February 2010

Report Period: 7-1-09 to 12-31-09

This report summarizes highlights identified by Hope Haven Managers and Directors in management reports written to describe their programs' outcomes. A comprehensive report of all services/programs is available from Hope Haven's Director of Client Services upon request.

AGENCY-WIDE DATA

- ▶ The quality of Hope Haven's services is evidenced in the results of satisfaction surveys conducted with persons served and family members/guardians. The various program/service surveys of persons served and family members/guardians revealed scores consistently above "4" on a "1-5" rating scale where "5" is "very satisfied".
- ▶ Hope Haven served 1,056 persons in its service programs in the first six months of FY '10. An unduplicated number of 618 were served in Adult Services, and 453 were served in Children & Family Services.
- ▶ 311 people were referred in the first half of FY 2010; 187 of these were for Adult Services and 124 for Children & Family Services. The single largest impact was the referrals of 126 individuals from The Achievement Center in December 2009, in advance of our assuming that program as a division of Hope Haven effective January 1, 2010.
- ▶ Hope Haven served people from 56 of the 99 counties in Iowa.
- ▶ Three internal audits were completed between July through December 2009 by the Director of Quality Improvement. All of the audits required a plan of correction and those plans of correction have been implemented. The data gathered in these audits are reflected in the OMS statistics in each management report of the services that were audited.
- ▶ Resident meetings are held regularly in the various group and congregate living settings. 213 resident meetings were recorded in 31 adult living settings which reported during the first half of FY'10. The minutes show discussion and decisions made regarding domestic necessities, safety issues, choosing chores, welcoming new residents, expectations for interactions, reviewing rights and grievance procedures, choosing food and social activities, and others. Some use this time for devotions, as well.
- ▶ Facility based employment sites hold regular client-staff meetings. Topics include such things as workplace safety, sharing of concerns/issues, work contract demands, and work habits/expectations.
- ▶ Double HH Manufacturing is one of the nations leading manufacturers and distributors of agricultural equipment hitchpins and 3-point linkage components, sold under the Double HH brand name. Double HH also provides contract machining and assembly services to manufacturers of heavy duty truck components, agricultural equipment, recreational vehicle accessories, military equipment, as well as to inventory and supply chain management operations. Double HH is an integrated operation, providing employment to persons with and without disabilities. Double HH Manufacturing is ISO-9000:2001 certified.
- ▶ Thus far in FY'10, five Saturday Spiritual Retreats were held, in Knoxville, IA, Lake City, IA, Spencer, IA, and Rock Valley, IA; 210 people with disabilities participated. Included

among the volunteers working at the events were 35 students from Northwestern and Dordt Colleges. In addition, camps for people with disabilities were held in Chimaltenango, Guatemala from November 14-December 2. 65 teens came the first week, 46 youth the second, and 82 adults attended the last week. Thirty volunteers from across the United States and Canada helped during those camps. A drama group of 22 young people from Guatemala “Todo Para Amor A Ti” also volunteered their time for the 3 weeks of camp.

- ▶ A total of 4,034 wheelchairs were shipped worldwide in the first six months of FY ‘10, bringing the total number of wheelchairs shipped to 84,881 since Hope Haven International Ministries began in 1994. These wheelchairs have gone to 106 different countries.
- ▶ Over 30,000 “*Horizon*” newsletters are sent throughout North America four times each year, with the Fall issue serving as Hope Haven’s Annual Report.
- ▶ In the Fall of 2009, the Valley Male Chorus began its 31st year as ambassadors for Hope Haven. During the months of October – December, the Valley Male Chorus presented seventeenfive concerts in the tristate area.

VOCATIONAL AND EMPLOYMENT SERVICES

Total Persons Served: 220

Facility Based Employment

Key Outcome: 97% of clients surveyed stated they were “always” or “almost always” satisfied with FBE services.

Key Stat: 75% had a diagnosis of mental retardation, 32% had a mental illness.

Day Habilitation

Key Outcome: 71% of service days included an off-site community activity.

Key Stat: 38% of participants are between 40-54 years of age.

Community Based Supported Employment Services

Key Outcome: 88% of clients have retained their present employment for at least six months.

Key Stat: 118 people were served.

Job Placement Services

Key Outcome: 9 people were placed on jobs.

Key Stat: 25 people served; 73% had multiple disabilities.

Employee Development Services

Key Outcome: 100% of clients surveyed stated they were “always” or “almost always” satisfied with EDS services.

Key Stat: 26 people were served; 89% had multiple disabilities.

Employment Planning Services

Key Outcome: 75% of clients completed worksite assessments in 90 days or less.

Key Stat: 100% had developmental disabilities.

ADULT RESIDENTIAL AND LIVING SERVICES

Total Persons Served: 451

RCF/MR Group Homes

Key Outcome: 96% of residents met their living and social objectives.

Key Stat: 87% of residents have multiple disabilities.

Westview ICF/MR

Key Outcome: 100% of persons were satisfied with services.

Key Stat: 58% were between ages of 40-54.

Supported Community Living / Family Home

Key Outcome: 100% of persons served are satisfied with services provided.

Key Stat: 93 persons served.

Supported Community Living / Individual Home

Key Outcome: 95% of all clients were satisfied with services.

Key Stat: 52% of those served have a diagnosis of mental illness.

Waiver Homes

Key Outcome: 91% of clients are satisfied with services and living arrangements.

Key Stat: 83 people were served.

Respite

Key Outcome: 100% of persons served are “always” or “almost always” satisfied with services.

Key Stat: 206 were served, with 18 new enrollments.

Minnesota Services

Key Outcome: 100% of persons served were “always” or “almost always” satisfied with services.

Key Stat: 54% of clients are males.

CHILDREN AND FAMILY SERVICES

Total Persons Served: 452

Residential-Based Supported Community Living

Key Outcome: Client satisfaction averaged 4.41 on a scale of 1-5.

Key Stat: Ages of those served ranged from 15 to 18.

Family Centered Services

Key Outcome: 96% of children served remain in their present home environment.

Key Stat: 48% of those served were between 5 and 10 years of age.

Family Unity

Key Outcome: 96% of all children served through Family Unity remained in the parental home following a Family Unity Meeting.

Key Stat: 30 families were served, which included 62 children.

Child Welfare - Safety & Permanency

Key Outcome: 95% of the cases were positively discharged,

Key Stat: 190 families received services in the past 6 months.

PSYCHIATRIC REHABILITATION SERVICES

Total Persons Served: 204

Adult Mental Health Services

Key Outcome: 98% of those served were free of psychiatric hospitalizations so far in FY'10.

Key Stat: 57% of those served held part-time or full-time competitive employment.

Intensive Psychiatric Rehabilitation

Key Outcome: 70% of participants in the Achieving and Keeping phases of IPR attained their overall IPR goal.

Key Stat: 55% of participants were women.

Peer Support

Key Outcome: 100% of those served were free of psychiatric hospitalizations.

Key Stat: 39% of those served were between ages 40-54.

CHANGES TO THE OMS

Managers and Directors re-assessed and revised OMS measures for each program prior to the start of FY'10.