

HOPE HAVEN, INC.
OUTCOMES MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2008

Report by: Scott Witte, Director of Client Services

Date: September 2008

Report Period: 7-1-07 to 6-30-08

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 1,028 persons in FY 2008, an increase of 32%. An unduplicated number of 673 were served in Adult Services and 372 in Children & Family Services. Leading the growth in numbers: 131 children were served in Child Welfare Services under contract with Boys & Girls Home of Sioux City, and 120 children served in Remedial Services. New enrollments within the agency increased significantly, with 556 new enrollees, a 70% increase over last year's enrollments. 247 of the new enrollees were receiving Adult Services, 5% less than last year's new enrollment numbers. The 320 new enrollees receiving Children & Family Services represents a 351% increase over FY 2007.
- ▶ 478 people were referred in FY 2008, a 114% increase over FY '07; 141 of these were for Adult Services and 337 for Children & Family Services. Adult Services referrals were down 4% compared to referrals in FY '07; Children & Family Services referrals were up 343%.
- ▶ Hope Haven added a new leadership position, Director of Quality Improvement, to focus on agency-wide quality assurance and compliance.
- ▶ A tri-level review is implemented where Residential Specialists, Employment Specialists, and Psych Rehab Specialists do regular reviews of documentation of services. Correction Plans are completed for deficiencies found. Second level (Managers) and third level (Directors) reviews are also included in this QA process. This process is reviewed and evaluated by an administrative over-sight committee, which meets at least quarterly.
- ▶ Hope Haven served people from 52 of the 99 counties in Iowa; and from 4 Minnesota counties.

- ▶ In the fall of 2007, five Saturday Spiritual Retreats were held, in September and October. 310 people with disabilities attended in these five different settings. 42 students from Northwestern and Dordt Colleges volunteered at these events. In addition a camp for people with disabilities was held in Chimaltenango, Guatemala from November 12-30. 69 teens came the first week, 54 youth the second and 74 adults attended the last week. Twenty volunteers from across the United States and Canada helped during those 3 camps. A drama group of 23 young people from Guatemala “Todo Para Amor A Ti” also volunteered their time for the 3 weeks of camp. In May 2008 a retreat was held in Minneapolis Minnesota at the Calvary Christian Reformed Church in coordination with the Friendship Bible group in that area. There were 38 participants and 34 volunteers present.
- ▶ 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 2007, the Valley Male Chorus began its 29th year as ambassadors for Hope Haven. During the months of October – May, the Valley Male Chorus presented fifteen concerts in the states of Iowa, Minnesota and South Dakota. The Chorus was also in concert at the Cornerstone Prison Church located inside the South Dakota State Penitentiary in Sioux Falls, SD on November 16, 2007. Many of the inmates attending this concert/worship service, work in Hope Haven’s Wheelchair Workshop inside the prison walls. Gifts/free-will offerings from every Valley Male Chorus concert go directly into Hope Haven’s Mission Fund. The Chorus has generated almost \$250,000.00 for Hope Haven since 1979. For the past 29 years, the Valley Male Chorus has presented 481 concerts for Hope Haven in 15 states and in Canada. Currently, seven out of the thirty singers have been with the Valley Male Chorus since 1979.
- ▶ The Hope Haven Gospel Choir, consisting of seven adults who receive services at Hope Haven, presented 15 concerts from October 2007 through July 2008. The Gospel Choir has presented 299 concerts throughout the tri-state area since 1983. This concert season marked the 25th Anniversary of the Gospel Choir performing in churches, schools, retirement facilities and at community events. One member of the Gospel Choir is a charter member of the Gospel Choir along with the director of the Choir. On a sad note, during the month of October the Gospel Choir was asked to sing at the funeral of a former member and friend of the Choir and in March of 2008, the Choir lost another friend and former member of the Gospel Choir. Several of the Choir members have shared their testimony during several concerts in 2008.
- ▶ IPR and Magellan of Iowa concluded its partnership on a Self-Directed Care project which allowed 36 people enrolled in IPR the opportunity to purchase goods and/or services to assist them in attaining their goals. The project began in May 2006; data collection on the project ended 6-30-08 with a final report to be written in the coming months by Magellan.
- ▶ During FY 2008, a total of 7,676 wheelchairs were shipped worldwide, bringing the total number of wheelchairs shipped to 74,101 since Hope Haven International Ministries beginning in 1994. These wheelchairs have gone to 105 different countries. Also during this fiscal year, HHIM logged 43,308 volunteer hours from nine community-based wheelchair shops, totaling 374,753 volunteer hours since it began. While the main headquarters of HHIM is based out of Rock Valley, the

satellite shops are located in the Iowa communities of George, Ireton, Sanborn, Orange City, and Fort Dodge; in the Minnesota community of Edgerton, and in the South Dakota communities of Sioux Falls and Volga. In addition to these volunteer hours, another 101,987 community services hours were logged by inmates in two South Dakota correctional facilities located in Sioux Falls and Springfield, for a grand total of 736,359 hours since HHIM's beginning. It is worth noting, that HHIM reached a significant landmark in regards to volunteer hours during FY 2008, with volunteer/community service hours surpassing the one million mark.

- ▶ 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.

VOCATIONAL AND EMPLOYMENT SERVICES

Total Persons Served: 226

Facility Based Employment

Key Outcome: 74% of persons served improved/maintained their average hourly wage.

Key Stat: 70% had a diagnosis of mental retardation, 36% had a mental illness.

Day Habilitation

Key Outcome: 79% of individuals' program objectives were met.

Key Stat: 49 people received the service, compared to 24 all of last year.

Community Based Supported Employment Services

Key Outcome: 96% of individuals served are satisfied with their work placement.

Key Stat: 118 people were served.

Job Placement Services

Key Outcome: Each of the four served attained their identified job goal and completed the 90 day stabilized work period.

Key Stat: 64% of those served had a diagnosis of mental illness.

ADULT RESIDENTIAL AND LIVING SERVICES

Total Persons Served: 493

Residential Training Center

Key Outcome: Average program quality rating of 4.7 on a scale of 1-5; the goal is 3.8.

Key Stat: 68% of those served have a diagnosis of mental illness.

RCF/MR Group Homes

Key Outcome: 100% of residents were satisfied with their residential setting.

Key Stat: 88% of residents had multiple disabilities.

Westview ICF/MR

Key Outcome: 83% of persons who have had their annual skill assessment showed an increase in their score.

Key Stat: Ages of residents range from 23 to 53.

Supported Community Living / Family Home

Key Outcome: 98% of persons served are satisfied with services provided.

Key Stat: 134 persons served.

Supported Community Living / Individual Home

Key Outcome: 94% of all clients were satisfied with services.

Key Stat: 54% of those served have a diagnosis of mental illness.

Waiver Homes

Key Outcome: 95% occupancy for the 20 Hope Haven waiver homes.

Key Stat: 28% of people served were ages 22-29.

Respite

Key Outcome: 95% of persons served are “always” or “almost always” satisfied with services.

Key Stat: 236 were served; 74% were children.

Minnesota Services

Key Outcome: Expenses were 94% of income.

Key Stat: 54% of clients are males.

CHILDREN AND FAMILY SERVICES

Total Persons Served: 372

Residential-Based Supported Community Living

Key Outcome: Client satisfaction averaged 4.78 on a scale of 1-5.

Key Stat: Ages of those served ranged from 13 to 19.

Family Centered Services

Key Outcome: Expenses were 90% of income.

Key Stat: 37% of those served were between 15 and 17 years of age.

Family Unity

Key Outcome: 100% of all children served through Family Unity remained in the parental home following a Family Unity Meeting.

Key Stat: 60 families were served, which included 77 children.

Child Welfare - Safety & Permanency

Key Outcome: 87% of cases did not have re-abuse occur while case was open.

Key Stat: 131 families were served in 6 northwest Iowa counties.

PSYCHIATRIC REHABILITATION SERVICES

Total Persons Served: 253

Adult Mental Health Services

Key Outcome: 96% of those served were satisfied with Adult Mental Health Services.

Key Stat: People from 20 different Iowa counties were served.

Intensive Psychiatric Rehabilitation

Key Outcome: 33% of persons served increased their employment status compared to point of enrollment, exceeding goal of 25%; 11% increase from FY'07.

Key Stat: 52% of participants had obtained a high school diploma or beyond.

Peer Support

Key Outcome: 96% of those served were free of psychiatric hospitalization during FY'07

Key Stat: 89% of those served were involved in some level of employment.

CLOSURE/FOLLOW-UP REVIEWS

In FY 2008, there were 154 case closures. Of those, 77 had completed “Closure/Follow-up Reports”. 46 of the 77 closure reports included a “satisfaction with services” rating; the average rating was 4.17 on a scale of “1-5” (a rating of “4” is “satisfied”).

FUNDER / REFERRAL SOURCE SATISFACTION RESULTS

Satisfaction surveys were sent to Case Managers / Social Workers who had persons from their caseloads enrolled in Hope Haven services in FY’08, and also to funders of services (Central Point of Coordination Administrators, MBC of Iowa, etc.). Completed surveys were received from 28 individuals; the average of the satisfaction scores was 4.0 on a scale of 1-5, with “4” indicating the customer was “almost always” satisfied with Hope Haven’s services.

Managers and Directors received statistical data from the surveys, as well as copies of the individual surveys in order to follow-up with corrective action where necessary.