

HOPE HAVEN, INC.
OUTCOMES MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2009

Report by: Scott Witte, Director of Client Services

Date: August 2009

Report Period: 7-1-08 to 6-30-09

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". The quality of services also shows up in the results of satisfaction surveys conducted with 27 referral sources and funders, where the average score was 4.26.
- ▶ Hope Haven served 1,276 persons in its service programs in FY '09, the highest number served in a year since FY '02 when 1,312 were served. An unduplicated number of 709 were served in Adult Services, a 5% increase over FY'08. 595 were served in Children & Family Services, a 60% increase compared to last FY. Remedial served 277 children, while Child Welfare Services under contract with Boys & Girls Home of Sioux City, served 281.
- ▶ 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.
- ▶ Resident meetings are held regularly in the various group and congregate living settings. 320 resident meetings were recorded in 28 adult living settings which reported during the year. 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.
- ▶ Hope Haven served people from 51 of the 99 counties in Iowa; and from 2 Minnesota counties.
- ▶ 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.
- ▶ In FY'09, seven Saturday Spiritual Retreats were held, in Knoxville, IA, Humboldt IA, Spencer, IA, Rock Valley, IA, Omaha, NE, Minneapolis, MN, and Willmar, MN. 400

people with disabilities participated. Included among the volunteers working at the events were 22 students from Northwestern and Dordt Colleges. In addition, camps for people with disabilities were held in Chimaltenango, Guatemala from November 15-December 3. 72 teens came the first week, 45 youth the second and 85 adults attended the last week. Twenty-four volunteers from across the United States and Canada helped during those camps. A drama group of 19 young people from Guatemala “Todo Para Amor A Ti” also volunteered their time for the 3 weeks of camp.

- ▶ During FY 2009, a total of 6,746 wheelchairs were shipped worldwide, bringing the total number of wheelchairs shipped to 80,847 since Hope Haven International Ministries began in 1994. These wheelchairs have gone to 105 different countries. Also during this fiscal year, HHIM logged 40,147 volunteer hours from nine community-based wheelchair shops, totaling 414,900 volunteer hours since it began. While the main headquarters of HHIM is based out of Rock Valley, the satellite shops continue to be 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 98,131 community services hours were logged by inmates at the South Dakota State Penitentiary located in Sioux Falls, for a grand total of 834,490 hours since HHIM’s beginning. A noteworthy item is that over the years, the need for pediatric wheelchairs has been on the increase. Since 2001, HHIM has been manufacturing the HH Kid Chair in our Ireton, Iowa, facility, producing nearly 7,000 wheelchairs thus far. During the last fiscal year, we took this manufacturing process to three additional locations: Guatemala (a Hope Haven managed site), California (in partnership with Joni & Friends Ministries/Wheels For The World), and Indonesia (in partnership with UCP/Wheels For Humanity). This growth will enhance our ability to meet the needs of children around the world.
- ▶ 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 2008, the Valley Male Chorus began its 30th year as ambassadors for Hope Haven. During the months of October – May, the Valley Male Chorus presented seventeen concerts in the states of Iowa, Minnesota, South Dakota and Arizona. The Chorus was also in concert at the Cornerstone Prison Church located inside the South Dakota State Penitentiary in Sioux Falls, SD on November 14, 2008. 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 over \$254,000.00 for Hope Haven since 1979. For the past 30 years, the Valley Male Chorus has presented 498 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 9 concerts from December 2008 through June 2009. The Gospel Choir has presented 318 concerts throughout the tri-state area since 1983. This concert season marked the 26th 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. Several of the Choir members have shared their testimony during several concerts in during the 2008-2009 season.
- ▶ Hope Haven Christian Women’s Auxiliary, established in February of 1977, has a membership roll of 123 ladies. The Auxiliary has raised funds and developed many friendships for the agency during the past 32 years. Members provide faithful support to the agency through volunteer efforts and fundraising projects. The Auxiliary is actively involved in auctions, bake sales and managing booths at county fairs. The members are also faithful advocates on behalf of children and adults with disabilities.

VOCATIONAL AND EMPLOYMENT SERVICES

Total Persons Served: 227

Facility Based Employment

Key Outcome: 49% of clients served in FBE worked in supported or competitive community employment, establishing a new FBE record.

Key Stat: 74% had a diagnosis of mental retardation, 32% had a mental illness.

Day Habilitation

Key Outcome: 70% of service days included an off-site community activity.

Key Stat: 55 people received the service, compared to 49 last year.

Community Based Supported Employment Services

Key Outcome: 96% of those served Maintained or increased their hourly wage.

Key Stat: 122 people were served.

Job Placement Services

Key Outcome: 83% of clients placed obtained their identified job goal.

Key Stat: 29 served this year, compared to 13 last year.

ADULT RESIDENTIAL AND LIVING SERVICES

Total Persons Served: 506

Residential Training Center

Key Outcome: 97% of those leaving RTC obtained a positive discharge.

Key Stat: RTC closed its services at the end of May 2009.

RCF/MR Group Homes

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

Key Stat: 838% of residents graduated from a special education program.

Westview ICF/MR

Key Outcome: 83% 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: 129 persons served.

Supported Community Living / Individual Home

Key Outcome: 96% of all clients were satisfied with services.
Key Stat: 49% of those served have a diagnosis of mental illness.

Waiver Homes

Key Outcome: 93% of clients are satisfied with services and living arrangements.
Key Stat: 83 people were served, an increase over last year's 72.

Respite

Key Outcome: 100% of persons served are "always" or "almost always" satisfied with services.
Key Stat: 247 were served, with 42 new enrollments.

Minnesota Services

Key Outcome: 100% of client programs were written or revised within designated timeframe.
Key Stat: 54% of clients are males.

CHILDREN AND FAMILY SERVICES

Total Persons Served: 595

Residential-Based Supported Community Living

Key Outcome: Client satisfaction averaged 4.81 on a scale of 1-5.
Key Stat: Ages of those served ranged from 13 to 19.

Family Centered Services

Key Outcome: 99% of children served who were surveyed were satisfied with services.
Key Stat: 44% of those served were between 5 and 10 years of age.

Family Unity

Key Outcome: 76% of all children served through Family Unity remained in the parental home following a Family Unity Meeting.
Key Stat: 38 families were served, which included 59 children.

Child Welfare - Safety & Permanency

Key Outcome: 90% of all permanency cases had 30 day progress reports submitted on time.
Key Stat: 92 of 107 (86%) discharged cases were positive closures.

PSYCHIATRIC REHABILITATION SERVICES

Total Persons Served: 264

Adult Mental Health Services

Key Outcome: 90% of those served were free of psychiatric hospitalizations in FY'09.

Key Stat: 56% of those served held part-time or full-time competitive employment.

Intensive Psychiatric Rehabilitation

Key Outcome: 74% of participants in the Achieving and Keeping phases of IPR attained their overall IPR goal.

Key Stat: 61% of participants had obtained a high school diploma or beyond.

Peer Support

Key Outcome: 97% of those served were free of psychiatric hospitalizations in FY'09.

Key Stat: 44% of those served were between ages 40-54.

CLOSURE/FOLLOW-UP REVIEWS

In FY '09, there were 175 case closures. Of those, 87 had completed "Closure/Follow-up Reports". 52 of the 87 closure reports included a "satisfaction with services" rating; the average rating was 4.19 on a scale of "1-5" (a rating of "4" is "satisfied").

We continue to struggle to complete "Closure/Follow-up Reports" on persons served who have exited the agency. Managers and Directors will be asked to address and correct the following with staff:

- 50% of closed cases did not have closure reports completed, the vast majority of those were in Children & Family Services.
- A higher percentage of consumer satisfaction ratings should be obtained at point of completion of "Closure/Follow-up Reports".

"Closure/Follow-Up Report" format in Harmony IS needs to be modified yet to include Hope Haven program(s) in which the person served was enrolled in upon agency discharge.

CHANGES TO THE OMS

Managers and Directors have re-assessed OMS measures for which data tracking and collecting has been problematic; these changes are reflected in revised OMS "charts" in effect for FY'10.