

HOPE HAVEN, INC.
OUTCOMES MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2011

Report by: Scott Witte, Director of Partnership and Service Development
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Report Period: 7-1-10 to 6-30-11

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 "4" is satisfied and "5" is "very satisfied". The quality of services also shows up in the results of satisfaction surveys conducted with referral sources and funders, where 12 respondents rated Hope Haven with an average score of 4.4.
- ▶ Hope Haven served 1,436 persons in its service programs in FY '11. An unduplicated number of 880 were served in Adult Services, and 580 were served in Children & Family Services.
- ▶ 442 people were referred in FY 2011; 159 of these were for Adult Services and 283 for Children & Family Services.
- ▶ Hope Haven served people from 47 of the 99 counties in Iowa, and from 10 counties in Minnesota.
- ▶ Twelve internal audits of services/programs were completed in FY10 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. 430 resident meetings were recorded in 33 adult living settings which reported during the FY'11. 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, hygiene, respect for coworkers and supervisors, and other work habits/expectations.
- ▶ Double HH Manufacturing is one of the nation's 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.
- ▶ Spiritual Retreats were held in the fall of 2010 at Knoxville (IA), Spencer (IA), Willmar (MN), Worthington (MN), and Rock Valley (IA). An estimated 295 adults with intellectual disabilities attended these fall events. Over 125 volunteers helped in these five retreats. In

November/December, three week-long camps were held at the Guatemalan Bible Institute in Chimaltenango, Guatemala for people with disabilities. There were 197 people who attended from all areas of Guatemala. With the help of 107 volunteers from the United States, Canada, and Guatemalan young people, we were able to serve teens, youth and adults.

- ▶ During FY 2011, a total of 4,972 wheelchairs were shipped to 21 countries worldwide, bringing the total number of wheelchairs shipped to 92,829 since Hope Haven International Ministries began in 1994. These wheelchairs have gone to 106 different countries. Also during this fiscal year, HHIM logged 36,137 volunteer hours from nine community-based wheelchair shops, totaling 490,923 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 78,918 community services hours were logged by inmates at the South Dakota State Penitentiary located in Sioux Falls, for a grand total of 994,060 hours since HHIM's beginning. The HHKid Chair continues to be manufactured out of our Ireton facility, as well as our HH Guatemala facility located in Antigua, Guatemala. In addition to these two locations, the HHKid Chair is being manufactured in California and Indonesia under the direction of partner ministries.
- ▶ Over 30,000 "Horizon" newsletters are sent throughout North America three times each year. 31,000 copies of the Fall issue serving as Hope Haven's Annual Report. were distributed.
- ▶ The Hope Haven Gospel Choir, consisting of eight adults who receive services at Hope Haven, presented 9 concerts during FY'11. The Gospel Choir has presented concerts throughout the tri-state area since 1983, marking 28 years of ministry.
- ▶ The Valley Male Chorus completed its 32nd year as ambassadors for Hope Haven. During the months of October – April, the Valley Male Chorus presented fifteen concerts in the tri-state area. The annual Spring tour included six concerts given across Minnesota, Wisconsin, and Iowa.

VOCATIONAL AND EMPLOYMENT SERVICES

Total Persons Served: 395

Facility Based Employment

Key Outcome: 52% of clients served in FBE worked in supported or competitive community employment.

Key Stat: 269 people were served in FBE.

Day Habilitation

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

Key Stat: 30% of participants are between 40-54 years of age.

Community Based Employment/Job Placement Services

Key Outcome: 89% of clients have retained their present employment for at least six months.

Key Stat: 272 people were served.

Employee Development Services

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

Key Stat: 107 people were served; 86% had multiple disabilities.

Employment Planning Services

Key Outcome: 93% of clients served identified a job goal.
Key Stat: 60% of those served had a disability of mental illness.

ADULT RESIDENTIAL AND LIVING SERVICES

Total Persons Served: 492

RCF/MR Group Homes

Key Outcome: 100% of the clients served are satisfied with their residential setting.
Key Stat: 64% of residents graduated from special education.

Westview ICF/MR

Key Outcome: 75% of the clients showed an increase on skills assessment scores, exceeding the goal of 70%.
Key Stat: 50% were between ages of 40-54.

Supported Community Living / Family Home

Key Outcome: 100% of persons served are satisfied with services provided.
Key Stat: 95 persons were served.

Supported Community Living / Individual Home

Key Outcome: 93% of all clients were satisfied with services.
Key Stat: 54% of those served have a diagnosis of mental illness.

Waiver Homes

Key Outcome: 95% of clients are satisfied with services and living arrangements.
Key Stat: 101 people were served.

Respite

Key Outcome: 100% of persons served are “always” or “almost always” satisfied with services.
Key Stat: 228 were served, with 38 new enrollments.

Minnesota Services

Key Outcome: 86% of persons served maintained/increased assessment scores from previous annual staffing.
Key Stat: 40% of those served were between 30-39 years of age.

CHILDREN AND FAMILY SERVICES

Total Persons Served: 580

Residential-Based Supported Community Living

Key Outcome: Average time to fill a vacant bed was 38 days.

Key Stat: The average length of time enrolled of persons discharged positively was 45 months.

Family Centered Services

Key Outcome: 82% of children received first billable serve within 30 days of referral.

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: 74 families were served, which included 184 children.

Child Welfare - Safety & Permanency

Key Outcome: Consumer (family) satisfaction surveys averaged 4.6 on a scale of 1 to 5.

Key Stat: 270 families received services.

RECOVERY & MENTAL HEALTH SERVICES

Total Persons Served: 290

Adult Mental Health Services

Key Outcome: 86% of persons served were hospital free, exceeding the goal of 80%.

Key Stat: 44% of those served held part-time or full-time competitive employment.

Intensive Psychiatric Rehabilitation

Key Outcome: 61% of participants in the Achieving and Keeping phases of IPR attained their overall IPR goal.

Key Stat: 64% of participants had achieved a high school diploma or higher.

Peer Support

Key Outcome: 94% of those served rated their satisfaction with services as “always” or “almost always” satisfied.

Key Stat: 68% of those served were women.

CLOSURE/FOLLOW-UP REVIEWS

In FY '11, there were 407 case closures. Of those, only 45 had completed "Closure/Follow-up Reports". Only 27 of the of the 45 closure reports included a "satisfaction with services" rating; the average rating was 4.44 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. In fact, we lost ground in the past year. Managers and Directors will be asked to address and correct the following with staff:

- Only 11% of closed cases had closure reports completed.
- Only 60% of "Closure/Follow-up Reports" contained a consumer satisfaction rating. 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

Minor changes may be made for FY '12.