

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

Report by: Scott Witte, Director of Client Services

Date: September 2010

Report Period: 7-1-09 to 6-30-10

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 25 respondents rated Hope Haven with an average score of 4.4.
- ▶ Hope Haven served 1,355 persons in its service programs in FY '10. An unduplicated number of 818 were served in Adult Services, and 561 were served in Children & Family Services.
- ▶ 526 people were referred in FY 2010; 287 of these were for Adult Services and 239 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 58 of the 99 counties in Iowa, and from 11 counties in Minnesota.
- ▶ Nine 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 audits have shown a steady improvement with a decreased number of items needing correction. 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. 437 resident meetings were recorded in 31 adult living settings which reported during the 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 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 2009 at Knoxville, Iowa, Lake City, Iowa, Spencer, Iowa and Rock Valley, Iowa. An estimated 210 adults with intellectual disabilities attended these fall events. Thirty-five student volunteers from Northwestern and Dordt Colleges helped in these four retreats. From November 14-December 2, a three week camp was held at the Guatemalan Bible Institute in Chimaltenango, Guatemala for people with disabilities. There were 193 people who attended from all areas of Guatemala. With the help of 30 volunteers from the United States and Canada and the volunteer service of 22 Guatemalan young people, we were able to serve teens, youth and adults during this three-week period. In May 2010, a Spiritual Retreat was held in Minneapolis, Minnesota with 35 adults attending and 25 volunteers from the local community.
- ▶ During FY 2010, a total of 7,010 wheelchairs were shipped worldwide, bringing the total number of wheelchairs shipped to 87,857 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 451,037 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 80,652 community services hours were logged by inmates at the South Dakota State Penitentiary located in Sioux Falls, for a grand total of 915,142 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. In October 2009, 32,000 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 11 during FY'10. The Gospel Choir has presented concerts throughout the tri-state area since 1983, marking 27 years of ministry.
- ▶ The Valley Male Chorus completed its 31st year as ambassadors for Hope Haven. During the months of October – April, the Valley Male Chorus presented nineteen concerts in the tri-state area. The annual Spring tour included six concerts given across South Dakota, North Dakota, and Minnesota.

VOCATIONAL AND EMPLOYMENT SERVICES

Total Persons Served: 368

Facility Based Employment

Key Outcome: 51% of clients served in FBE worked in supported or competitive community employment.

Key Stat: 261 people were served in FBE; 91 of those were served by The Achievement Center, in Worthington, MN, which was added as a service location on January 1, 2010.

Day Habilitation

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

Key Stat: 32% 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: 215 people were served.

Job Placement Services

Key Outcome: 15 people were placed on jobs.

Key Stat: 35 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: 37 people were served; 89% had multiple disabilities.

Employment Planning Services

Key Outcome: 75% of clients served identified a job goal.

Key Stat: 100% had developmental disabilities.

ADULT RESIDENTIAL AND LIVING SERVICES

Total Persons Served: 478

RCF/MR Group Homes

Key Outcome: 80 % of the clients served are satisfied with their residential setting.

Key Stat: 73% of residents graduated from special education.

Westview ICF/MR

Key Outcome: 83% 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: 100 persons served.

Supported Community Living / Individual Home

Key Outcome: 91% of all clients were satisfied with services.

Key Stat: 56% 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: 90 people were served.

Respite

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

Key Stat: 219 were served, with 33 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: 561

Residential-Based Supported Community Living

Key Outcome: Average time to fill a vacant bed was 7 days.

Key Stat: The average length of time enrolled of persons discharged positively was 50 months.

Family Centered Services

Key Outcome: 97% of children served remain in their present home environment.

Key Stat: 46% of those served were between 5 and 10 years of age.

Family Unity

Key Outcome: 92% of all children served through Family Unity remained in the parental home following a Family Unity Meeting.

Key Stat: 69 families were served, which included 139 children.

Child Welfare - Safety & Permanency

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

Key Stat: 256 families received services.

PSYCHIATRIC REHABILITATION SERVICES

Total Persons Served: 255

Adult Mental Health Services

Key Outcome: Total scores on the Recovery Assessment Scale (RAS) showed that over 70% of individuals served maintained or improved their level of perception on their recovery, exceeding the goal of 60%.

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

Intensive Psychiatric Rehabilitation

Key Outcome: 72% of participants in the Achieving and Keeping phases of IPR attained their overall IPR goal.

Key Stat: 60% of participants had a diagnosed mood disorder.

Peer Support

Key Outcome: 91% of those served rated their satisfaction with services as “always” or “almost always” satisfied.

Key Stat: 42% of those served are diagnosed as having a mood disorder.

CLOSURE/FOLLOW-UP REVIEWS

In FY '10, there were 354 case closures. Of those, 83 had completed “Closure/Follow-up Reports”. Only 30 of the of the 83 closure reports included a “satisfaction with services” rating; the average rating was 4.2 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 23% of closed cases had closure reports completed, the vast majority of those not completed were in Children & Family Services.
- Only 36% 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

Managers and Directors re-assessed and revised OMS measures for each program prior to the start of FY'10. Minor changes may be made for FY '11.