

HOPE HAVEN, INC.
PERFORMANCE MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2019

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Report Period: 7-1-2018 to 6-30-2019

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 Quality Improvement 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 average score across departments was 4.66 on 1-5 scale with 5 indicating a strong agreement with the statements: *I am making progress toward my goals, I feel this program is meeting my needs, I am encouraged to make choices, I feel respected, I feel good about receiving this service, and I would recommend this service to others.*
- Hope Haven served 1626 people in its service programs in FY 2019. There were 521 served in Employment Services, 714 in Mental Health & Recovery Services, 240 in My Day (Day Hab), and 596 in Community Living Services. Twenty-four of these persons served were in an RCF. Thirty-Eight people were served in our Intermediate Care Facility and 31 in Residential-Based Supported Community Living. 1200 (74%) of those served were adults, 426 (26%) were children.
- 329 people were referred to Hope Haven in FY 2018. Of the referrals, the largest groups of referrals were in the following categories: 248 were for Mental Health/Family Services, 76 for Community Living Services, and 56 for Employment Services.
- During this fiscal year, 6 new daily Community Living sites were opened.
- There were 107 residential and 1 non-residential setting internal audits completed. 85% of residential audits had 7 errors or less and 100% of non-residential audits had less than 7 errors. Plans of correction were put in place for each error identified. The data gathered in these audits are reflected in the PMS statistics sheet used in the management reports of the services that were audited.
- Resident meetings were held regularly in the various groups and congregate living settings. During this fiscal year, resident meetings were held in 57 waiver and habilitation homes and in 2 RCF's at least monthly. The minutes reflect time spent discussing domestic necessities, safety issues, sharing chores, welcoming new residents, expectations for interactions, reviewing rights and grievance procedures, choosing food and social activities, and others. Some use this meeting time for devotions as well.
- Daily "group" is held in the adolescent group homes. Staff team meetings are held weekly. Minutes of team meetings regularly show client requests and staff responses relative to room assignments, chores, level movement, and social outings.
- Parkview Industries (Rock Valley), Osceola Employment Services (Sibley), the Achievement Center (Worthington)
 - Parkview Industries and Osceola Services discontinued operations in FY'19 on 12-31-18 and 3-29-19 respectively.
 - While in service and ongoing at the Worthington location, department informational meetings are held with staff and client employees. On a weekly basis, work-related information is shared pertaining to work schedules, customer production demands and expectations, weekly special events, introductions and welcome to any new enrollee/employees, and federal or state rules that are applicable or need to be reviewed.
- Day Hab members at each location will generally meet the third week of the month when all members provide input into activities to be scheduled each day of the month for the upcoming month.

- At the beginning session of each day, Day Hab members refer to the monthly calendar for that day's activities and choose the activities that desire to participate in.
- Based on feedback and client input, revisions to the calendar are made as needed.
- My Day (Day Hab) locations have expanded to include 8 communities across NW Iowa.
- Persons served choose support team members and decide where they will hold their support team meetings. Persons served invite their support team members to their support team meetings.
- Support teams use strengths-based assessments in the service planning process. All service plans begin with the desired outcomes and preferences of the person served. An informed choice is emphasized in service planning and implementation.
- Hope Haven continues to implement quality assurance measures to look at employee files, client files, billing, and documentation. Various reports, meetings, and daily tasks are arranged to facilitate this process.
- Individuals looking for living locations are encouraged to first view various homes and interact with others residing in the home before choosing to make a move. Current residents and the new potential resident, as well as family and support team members, are given opportunities to express their thoughts about the location prior to a move taking place.
- 59,870 volunteer hours were logged in ten shops where wheelchairs are manufactured and/or refurbished including a shop in Guatemala. These volunteer hours include community service completed by in-mates and court-ordered service.
- From July 2018 to June 2019 six events were held for adults that we serve—three in the fall of 2018 and three in the spring of 2019.
 - The fall events were held in three locations—Worthington, MN, Rock Valley, IA, and Milford, IA. The Worthington spiritual retreat at First Evangelical Lutheran Church was attended by 30 people. Northwestern College students and staff made up the 17 helpers. The Rock Valley spiritual retreat at First Christian Reformed Church was attended by 46 people with 21 staff and Northwestern College students helping out. The Milford spiritual retreat at Faith Community Church was attended by 38 people. Northwestern College Students and staff totaled 36.
 - The spring retreats were held in March. The first was in Sioux Center, IA at First Christian Reformed Church with 45 adults participating with 15 staff and volunteers. The second at United Methodist Church in Spirit Lake, IA attracted 29 adults and 15 staff and volunteers. The third one was in Worthington, MN at American Reformed Church. 32 adults participated with 22 staff and volunteers.
 - During the past year, there were also three events for youth—two in July of 2018 at Inspiration Hills, with 10 youth from Rock Valley and Orange City attending and Lake Okoboji United Methodist Camp with 12 youth who receive our respite services in the Lakes area.
 - Additionally, in April, we held two church connections events in Sioux Center, IA for 30 church representatives from eight churches and in Spencer with ten people from four churches. The goals of these events were to help church leaders identify ways to be more welcoming and inclusive and then develop a real plan that could move this concept forward.

MENTAL HEALTH & RECOVERY SERVICES

Total Persons Served:714

Therapy Services

Key Outcome: 91% of persons served were hospital free while participating in services.

Key Stat: 312 persons were served in Therapy services.

Key Deficit: Expenses are 160% of Income

Intensive Psychiatric Rehabilitation

Key Outcome: 92 % of those referred will receive their first billable unit of service within 30 days of being referred

Key Stat: 70% of clients have obtained their high school diploma

Key Deficit: Expenses were 105% of income.

Behavioral Health Intervention Services (BHIS)

Key Outcome: 91% of authorizations were renewed within 10 days to allow for continuity of care.

Key Stat: BHIS services were provided to 49 children, 59% being between 5 and 10 years of age.

Key Deficit: Program discontinued due to the elimination of Therapy services at Hope Haven.

Peer Support

Key Outcome: 93% of persons served remained hospital free

Key Stat: 66 people were served by Peer Support services.

Key Deficit: Expenses were 176% of income.

Adult Mental Health Support Services

Key Outcome: 100% of persons served were free of hospitalizations.

Key Stat: 67% of persons served had the diagnosis of Schizophrenia or Schizo affective disorder.

Key Deficit: This program is being phased out due to funding transitions.

EMPLOYMENT SERVICES
Total Persons Served: 521

Facility-Based Employment

- Key Outcome:** 51% of clients receiving employee development services are engaged in integrated community employment.
- Key Stat:** 63% of persons served have an intellectual disability and 37% have a mental health diagnosis.
- Key Deficit:** Expenses were 117% of income.

Employee Development Services

- Key Outcome:** 69% of clients receiving employee development services are engaged in integrated community employment.
- Key Stat:** 80 people were served in Employee Development Services.
- Key Deficit:** 56% of persons receiving pre-vocational services engaged in integrated community employment within 12 months of prevoc/work adjustments start date.

Integrated Community Employment

- Key Outcome:** The average hours worked per week increased from 14hr/week in FY'18 to 16.6 in FY '19
- Key Stat:** There were 210 Individual Community worksites and 4 Group sites.
- Key Deficit:** 53% of those served in individual site ICE services independently traveled to their workplace.

Job Placement Services

- Key Outcome:** 83% of persons served in Job Placement were started within 30 days of authorization.
- Key Stat:** 89 employers provided jobs to new job seekers, at an average hourly wage of \$8.88 at 16.9 hours/week.
- Key Deficit:** *None:* All performance indicators were met.

Employment Planning Services

- Key Outcome:** 83% of EPS completers who moved into job placement services or directly into community employment following EPS, did so within 90 days.
- Key Stat:** 34% of those receiving EPS were 21 years old or younger.
- Key Deficit:** **None:** All target indicators for Employment Planning Services were met for FY19.

MY DAY (DAY HABILITATION) SERVICES
Total Persons Served: 240

Day Habilitation(ID)

- Key Outcome:** 89% of programming days, persons served were offered the choice to participate in a volunteer or community integrated activity.
- Key Stat:** 77% of persons served have a dual ID/MI diagnosis.
- Key Deficit:** Staff retention is at 66%.

Day Habilitation (MI)

Key Outcome: 85% of persons served were hospital free.

Key Stat: 48% of persons served in this program have a diagnosis of Schizophrenia or Schizoaffective disorder.

Key Deficit: 27% of persons served had an average score on the recovery scale of 28 or higher.

COMMUNITY LIVING SERVICES

Total Persons Served: 658

Residential-Based Supported Community Living

Key Outcome: There were only 2 control room placements and/or physical restraints across all 7 RB-SCL homes

Key Stat: The gender split is 75% males to 26% females.

Key Deficit: 54% employee retention rate this fiscal year

RCF/ID Group Homes

Key Outcome: Expenses were 97% of income, this bet the outcome set at 97%.

Key Stat: Occupancy rate for the RCF/ID facilities is currently 91%.

Key Deficit: Staff retention was 31%, down from 58% the previous year.

Daily SCL / HAB Homes

Key Outcome: The occupancy rate of homes was 93%. Close to meeting the objective at set at 95%.

Key Stat: 251 people were served

Key Deficit: Staff retention was 62%, up slightly from 'FY 18 of 57% but short of 75% goal.

Supported Community Living / Hourly and Respite

Key Outcome: 100% of clients/guardians were satisfied with services. 144 responses were received.

Key Stat: We served 382 clients in hourly SCL services.

Key Deficit: Expenses were 119% of the income

Minnesota Services

Key Outcome: Of the 5 MN homes, 4 had a med error rate under 1%.

Key Stat: 13 (65%) men and 7 (35%) women are served in these locations.

Key Deficit: Expenses were 112% of income.

ICF/ID

Key Outcome: Community integration activities were increased to 15% for those served. This met the outcome.

Key Stat: 89% of clients with a diagnosis of speech/language impairment, 19% require a wheelchair for transportation.

Key Deficit: 37 total children were served in this fiscal year.