

HOPE HAVEN, INC.
PERFORMANCE MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2016

Report by: Lisa Schwanke, Director of Quality Improvement

Date: August 2015

Report Period: 7-1-2015 to 6-30-2016

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 various program/service surveys of persons served and family members/guardians revealed scores consistently average above "4" on a "1-5" rating scale where "4" is satisfied and "5" is "very satisfied". Hope Haven also conducted a satisfaction survey with funders and referral sources. Funders and referral sources reported a satisfaction score of 4.2 on a 5 point scale as compared to 4.3 in FY '15. Hope Haven completes employee satisfaction survey bi-annually, one was completed in FY '15 with 97% of employees reporting satisfaction. This will be surveyed again in FY2017.
- Hope Haven served 1,428 persons in its service programs in FY 2016. There were 946 served in Employment Services, 916 in Mental Health & Recovery Services, 537 in Community Living Services, and 21 in Residential-Based Supported Community Living. 1,055 (74%) of those served were adults, 373 (26%) were children.
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- 577 people were referred in FY 2016. Of the referrals, the largest groups of referrals were in the following categories: 298 were for Mental Health/Family Services, 38 for Community Living Services only, 35 were for Employment Services, 35 for Residential-Based Supported Community Living, and 13 were referred for a combination of Community Living and Employment Services. 397 (69%) of those were adults, 180 (31%) of those were children.
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- Twelve internal audits were completed FY '15 by Director of Quality Improvement. We met our target in this area with 85% of all audits having 7 or less corrections. Audits that required a plan of correction have implemented those plans. The data gathered in these audits are reflected in the OMS statistics sheet used in the management reports of the services that were audited.
- Resident meetings are held regularly in the various group and congregate living settings. 642 resident meetings were recorded in 51 adult living settings during the fiscal year. The minutes show discussion and decisions made regarding 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..
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- Client employee meetings are held in Facility Based Work sites four to six times per year. Topics include community work opportunities, proper hygiene and attire, workshop rules and guidelines.
- Person-Centered principles guide the service planning process.
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- Persons served choose support team members and they decide where they will hold their support team meetings. Persons served send letters of invitation to their support team members.
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- Support teams use strengths based assessments in the service planning process. All service plans begin with desired outcomes and preferences of the person served. Informed choice is emphasized in service planning and implementation.
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- When a person is exploring living arrangements where they may receive services, visits are facilitated at the home with the residents. A proposed move is finalized only when the prospective resident and current residents are aligned.
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- 30,101 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.
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- The fall of 2014 retreat theme was Heroes of the Faith with a different hero from the Bible at each station. There were three spiritual retreats held with the help of college students from Dordt and Northwestern Colleges.
 - Orange City, IA with 80 participants; 30 staff and volunteers; 19 college student
 - Worthington, MN with 38 participants; 19 staff and volunteers; 15 college students
 - Spirit Lake, IA with 29 participants; 19 staff and volunteers, and 5 college students
- Beginning in July of 2015 through June 2016, there were ten “events” in as many locations. Eighteen of our young people from Niessink Home and the children’s homes in Orange City participated in team building and trust at Inspiration Hills in July 2015. In October of 2015 our fall spiritual retreats included 152 participants and 52 Northwestern College students across the three locations – Worthington, West Okoboji, and Rock Valley.
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- In January of 2016, a church in Sheldon hosted our first winter event for the youth. Eleven participants came from the children’s homes in Orange City and from the respite group in Sheldon/Obrien County. The spring spiritual retreats in Worthington, Spirit Lake, and Orange City, included 141 participants with a total of nineteen Northwestern College students.

EMPLOYMENT SERVICES

Total Persons Served: 946

Facility Based Employment

Key Outcome: 41% of clients who were discharged from FBE moved into supported or competitive community employment surpassing our target of 20%

Key Stat: 33% of persons served were between 55 and 65 years old.

Employee Development Services

Key Outcome: 100% of persons receiving work adjustment services engaged in integrated community employment services within six weeks of start date.

Key Stat: 241 people were served in Employee Development Services.

Day Habilitation

Key Outcome: Community activity involvement has continued to increase each year with 97% of all service days including “offsite” community activities for persons served.

Key Stat: 52% of persons served are 39 years of age or younger

Integrated Community Employment

Key Outcome: 99% of those in individual site ICE services maintained/increased their average hourly wage.

Key Stat: 102 employers provided jobs to 164 receiving individual site ICE services.

Job Placement Services

Key Outcome: 73% of persons in JPS obtained competitive employment within 90 days of service start date.

Key Stat: 60 employers provided jobs to new job seekers, at an average hourly wage of \$8.73.

Employment Planning Services

Key Outcome: 97% of persons served completed services within 90 days

Key Stat: 73 new people received EPS in FY’16.

COMMUNITY LIVING SERVICES

Total Persons Served: 558

Residential-Based Supported Community Living

Key Outcome: There was a total of 14 control room placements and restraints this year out of all 5 homes, well below the target of less than 100.

Key Stat: 13 residents that are ages 15-17 years old.

RCF/ID Group Homes

Key Outcome: 88% of the clients served are satisfied with their residential setting.
Key Stat: 100% of those served were funded by HCBS waiver.

Daily SCL / HAB Homes

Key Outcome: 82% of individuals started services within 60 days of referral
Key Stat: 163 people were served

Supported Community Living / Adult

Key Outcome: 98% of new enrollees began services within 60 days of acceptance.
Key Stat: We had 74 new enrollments in the past reporting period..

Supported Community Living / Children

Key Outcome: 100% of new enrollees began services within 60 days from date of acceptance.
Key Stat: 42% of clients served were between the ages of 5 and 10.

Respite

Key Outcome: 96% of persons served are satisfied with services.
Key Stat: We served 103 clients during this reporting period, with 23 new enrollments..

Minnesota Services

Key Outcome: 80.56% retention rate for all MN SLS employees.
Key Stat: 25% of those served were between 40-54 years of age.

MENTAL HEALTH & RECOVERY SERVICES

Total Persons Served: 916

Adult Mental Health Support Services (included Day Hab)

Key Outcome: 92% of persons served were free of hospitalizations.
Key Stat: 97% of persons served are Caucasian.
Key Deficit: Outcome data from the Recovery Surveys was not accurately measured

Intensive Psychiatric Rehabilitation

Key Outcome: 85% of participants indicated that they were making progress with a 4 or 5 on a rating scale of 1-5 with 5 being the highest on the recovery questionnaire
Key Stat: We served 133 people this year compared to 170 people last year.

Peer Support

Key Outcome: A Drop in Center in Hawarden was opened.

Key Stat: 85 people were served in Fort Dodge and 41 people were served in other communities.

Therapy Services

Key Outcome: Served 28 people through the therapy and psychiatric incarceration program.

Key Stat: 59% of persons served had attended regular education classes and 57% graduating from regular classes.

Behavioral Health Intervention Services (BHIS)

Key Outcome: 71% of the times Mental Health Specialist are seeing new referrals within 21 days.

Key Stat: 53% served are between the ages of 0-10.