

**HOPE HAVEN, INC.**  
**PERFORMANCE MEASUREMENT SYSTEM**  
**MANAGEMENT REPORT SUMMARY**  
*FY 2017*

*Report by:* Lisa Schwanke, Director of Quality Improvement

*Date:* September, 2017

*Report Period:* 7-1-2016 to 6-30-2017

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. Programs averaged 97% of respondents reporting that they were satisfied with services provided. Funders and referral sources reported a satisfaction score of 4.1 on a 5 point scale FY 17 as compared to 4.2 in FY16. In the FY17 205 employee's completed the survey. Of the 17 questions, Hope Haven's employees rated 12 higher than the global benchmark, 3 the same as the benchmark and 2 lower than the benchmark. 91% of employees agreed that the organization positively impacts people's lives.
- ▶ Hope Haven served 1673 persons in its service programs in FY 2017. There were 884 served in Employment Services, 1192 in Mental Health & Recovery Services, 564 in Community Living Services, and 26 in Residential-Based Supported Community Living. 1,272 (74%) of those served were adults, 401 (26%) were children.
- ▶ 279 people were referred in FY 2017. Of the referrals, the largest groups of referrals were in the following categories: 143 were for Mental Health/Family Services, 89 for Community Living Services, and 40 for Residential-Based Supported Community Living Services.
- ▶ 12 internal audits completed with 5 requiring 7 or less corrections. 42% of the audits were within the acceptable threshold which is a significant decrease compared to FY 16 results. Much to the decrease was due to the transfer into our new EHR, a remediation plan has been developed to address this. Audits that required a plan of correction have implemented those plans. 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 are held regularly in the various group and congregate living settings. During this fiscal year, meetings were recorded within 53 adult living settings. 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.
- ▶ 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.
- ▶ 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.
- ▶ 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.

- ▶ 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.
- ▶ 89,088 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 2016 to June 2017 six spiritual retreat events were held for adults that we serve—three in the fall of 2016 and three in the spring of 2017.
  - The fall events were held in three locations:
    - The Worthington spiritual retreat at Westminster Presbyterian church was attended by 36 people. Five Northwestern College students and fifteen staff and volunteers assisted.
    - The Milford spiritual retreat at First Lutheran Church was attended by 50 people. Ten Northwestern College Students and 15 staff and volunteers assisted.
    - The Sioux Center spiritual retreat was attended by 54 people with 17 Northwestern College students and 27 staff and volunteers helping out.
  - The spring retreats were held in three locations
    - The first was in Worthington, MN at St Matthews Lutheran Church. Thirty one adults participated with 3 Northwestern College students and seventeen staff and volunteers.
    - The second at St Joseph’s Catholic Church in Milford attracted 37 adults with one Northwestern College student and 18 staff and volunteers.
    - The third one was in Rock Valley, IA and 73 adults participated with 21 staff and volunteers.
- ▶ During the past year there were also three spiritual retreat events for youth—one in August of 2016 at Inspiration Hills and one in February of 2017 at Central Reformed Church in Sioux Center. Sixteen youth from Niessink Home and the three children’s homes in Orange City attended each of these events. The third event was a Vacation Bible School in June of 2017 in Spencer. Twenty children who receive respite services in Clay County attended this interactive and integrated event along with several families from Hope Reformed church in Spencer.

## **EMPLOYMENT SERVICES**

*Total Persons Served: 884*

### **Facility Based Employment**

*Key Outcome:* 36% of persons receiving facility based employment services were discharged into integrated community employment services.

*Key Stat:* 26% of persons served were between 55 and 65 years old.

### **Employee Development Services**

*Key Outcome:* 49% of clients receiving employee development services are engaged in integrated community employment.

*Key Stat:* 171 people were served in Employee Development Services.

### **Day Habilitation**

*Key Outcome:* 93% retention rate for employees working 20+ hours per week

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

### **Integrated Community Employment**

*Key Outcome:* 100% of those in individual site ICE services maintained/increased their average hourly wage.

*Key Stat:* 108 employers provided jobs to 140 receiving individual site ICE services.

### **Job Placement Services**

*Key Outcome:* 84% of those placed in a job maintained competitive employment for at least 30 days.

*Key Stat:* 86 employers provided jobs to new job seekers, at an average hourly wage of \$8.85.

### **Employment Planning Services**

*Key Outcome:* 98% of persons served completed services within 90 days

*Key Stat:* 76 new people received EPS in FY'16.

## **COMMUNITY LIVING SERVICES**

*Total Persons Served: 590*

### **Residential-Based Supported Community Living**

*Key Outcome:* There was a total of 6 control room placements and restraints this year out of all 5 homes, well below the target of less than 100.

*Key Stat:* 14 residents that are ages 15-17 years old.

### **RCF/ID Group Homes**

*Key Outcome:* 100% of the clients served are satisfied with their residential setting.

*Key Stat:* Occupancy rate for the RCF/ID facilities in FY 2017 was 67%.

### **Daily SCL / HAB Homes**

*Key Outcome:* Expenses were 95% of income.

*Key Stat:* 171 people were served

### **Supported Community Living / Adult**

*Key Outcome:* Staff retention was 76%

*Key Stat:* We had 53 new enrollments in the past reporting period.

### **Supported Community Living / Children**

*Key Outcome:* Staff retention was 76%

*Key Stat:* There were 28 new clients enrolled in this reporting period.

### **Respite**

*Key Outcome:* Staff retention rate was 76%.

*Key Stat:* We served 114 clients during this reporting period, with 18 new enrollments.

### **Minnesota Services**

*Key Outcome:* 83% retention rate for all MN SLS employees.

*Key Stat:* 36% of those served were between 40-54 years of age.

## **MENTAL HEALTH & RECOVERY SERVICES**

*Total Persons Served: 1192*

### **Adult Mental Health Support Services**

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

*Key Stat:* 100% of individuals who disclosed their race or ethnicity identified as White or Caucasian.

### **Intensive Psychiatric Rehabilitation**

*Key Outcome:* Participants who are engaged in the program have reverberating effects of increased levels of functioning in all areas of their lives.

*Key Stat:* We served 140 people this year compared to 133 people last year.

### **Peer Support**

*Key Outcome:* 100% satisfaction with services.

*Key Stat:* 119 people were served by Peer Support services during this reporting period  
69% from the Fort Dodge area.

## **Therapy Services**

*Key Outcome:* 90% of clients being hospital free during the reporting

*Key Stat:* Counselors and therapists are trained to be culturally sensitive and provide an environment of inclusion to the therapeutic relationship.

## **Behavioral Health Intervention Services (BHIS)**

*Key Outcome:* 80% of new enrollees had a billable service contact within 21 days

*Key Stat:* Provided to 32 children in 5 counties