

HOPE HAVEN, INC.
PERFORMANCE MEASUREMENT SYSTEM
MANAGEMENT REPORT SUMMARY
FY 2018

Report by: Lisa Schwanke, Director of Quality Improvement

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Report Period: 7-1-2017 to 6-30-2018

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 reports averaged 97% of respondents reporting that they were satisfied with services provided. Funders and referral sources reported a satisfaction score of 4.2 on a 5 point scale as compared to 4.1 in FY'17. Hope Haven conducts bi-annual employee surveys. One was conducted in FY'17. The FY'17 205 employees 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 1588 persons in its service programs in FY 2018. There were 945 served in Employment Services, 969 in Mental Health & Recovery Services, 543 in Community Living Services, and 32 in Residential-Based Supported Community Living. 1,197 (75%) of those served were adults, 391 (25%) were children.
- 572 people were referred in FY 2018. Of the referrals, the largest groups of referrals were in the following categories: 338 were for Mental Health/Family Services, 158 for Community Living Services, and 51 for Employment Services.
- There were 82 residential and 5 non-residential settings internal audits completed. 88% 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 group and congregate living settings. During this fiscal year, resident meetings were held in 50 waiver and hab homes and in 2 RCF's at least monthly. 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.
- 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 assignment, chores, level movement, and social outings.

- Parkview Industries (Rock Valley), Osceola Employment Services (Sibley), the Achievement Center (Worthington)
 - Department informational meeting is 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 as well as introductions and welcome to any new enrollee/employees.
- 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.
 - During the beginning session of each day, Day Hab members refer to the monthly calendar for that days' activities and choose the activities that desire to participate in.
 - Based on feedback and client input, revisions to the calendar are made as needed.
- Person-Centered principles guide the service planning process.
- 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 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.
- 59,860 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 2017 to June 2018 six events were held for adults that we serve—three in the fall of 2017 and three in the spring of 2018.
 - The fall events were held in three locations—Worthington, MN, Spencer, IA, and Orange City, IA. The Worthington spiritual retreat at First Covenant Church was attended by 41 people. Northwestern College students and staff made up the 25 helpers. The Spencer spiritual retreat at Faith Lutheran Church was attended by 40 people. Northwestern College Students and staff totaled 20. The Orange City spiritual retreat at Trinity Reformed Church was attended by 57 people with 28 staff and Northwestern College students helping out.
 - The spring retreats were held in April—rescheduled because of snowstorms. The first was in Worthington, MN at First United Methodist Church. 35 adults participated with 14 staff and volunteers. The second at Calvary United Methodist Church in Arnolds Park attracted 31 adults and 14 staff and volunteers. The third one was in Sioux Center, IA at Bethel Christian Reformed Church with 76 adults participating with 14 staff and volunteers.
 - During the past year there were also three events for youth—two in July of 2017 at Inspiration Hills, with 16 youth from Rock Valley and Orange City attending and Lake Okoboji United Methodist Camp with 20 youth who receive our respite services in the Lakes area. The third event was a Vacation Bible School in June of 2018 in Spencer. 20 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: 593

Facility Based Employment

Key Outcome: 48% of clients receiving employee development services are engaged in integrated community employment.

Key Stat: 25% of persons served were between 55 and 65 years old.

Employee Development Services

Key Outcome: 63% of clients receiving employee development services are engaged in integrated community employment.

Key Stat: 185 people were served in Employee Development Services.

Day Habilitation

Key Outcome: 78% retention rate for employees working 20+ hours per week

Key Stat: 49% 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: 43% of the individuals served in ICE were age 29 or younger.

Job Placement Services

Key Outcome: 78% of persons in JPS obtained competitive within 90 days of service start date.

Key Stat: 142 employers provided jobs to new job seekers, at an average hourly wage of \$8.14 at 13.4 hours/week.

Employment Planning Services

Key Outcome: 82% of EPS completers who moved into in job placement services or directly into community employment following EPS, did so within 90 days.

Key Stat: 23% of those receiving EPS were 21 years old or younger.

COMMUNITY LIVING SERVICES

Total Persons Served: 644

Residential-Based Supported Community Living

Key Outcome: There were no control room placements and 9 restraints this year out of all 7 homes, well below the target of less than 100.

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

RCF/ID Group Homes

Key Outcome: 89% of residents, parents/guardians express satisfaction with services.

Key Stat: Occupancy rate for the RCF/ID facilities is currently 78%.

Daily SCL / HAB Homes

Key Outcome: Expenses were 94% of income.

Key Stat: 238 people were served

Supported Community Living / Hourly

Key Outcome: 98% of clients/guardians were satisfied with services

Key Stat: We served 216 clients in hourly SCL services.

Respite

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

Key Stat: We served 145 clients during this reporting period.

Minnesota Services

Key Outcome: 76% retention rate for all MN SLS employees.

Key Stat: 41% of those served were between 40-54 years of age.

Key Deficit: Expenses were 106% of income.

ICF/ID

Key Outcome: 5.8% of the opportunities to be involved in community integration were achieved.

Key Stat: 97% clients with diagnosis of speech/language impairment

MENTAL HEALTH & RECOVERY SERVICES

Total Persons Served: 878

Adult Mental Health Support Services

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

Key Stat: 100% of individuals in this program have achieved a GED, high school diploma, or attended post-secondary school..

Intensive Psychiatric Rehabilitation

Key Outcome: The average recovery score achieved was 20.4 out of a possible 30.

Key Stat: 63% of clients have obtained high school diploma

Peer Support

Key Outcome: Expenses were 72% of income.

Key Stat: 120 people were served by Peer Support services.

Day Habilitation (MI)

Key Outcome: 89% of persons served were hospital free.

Key Stat: Most of the persons served were between the ages of 40-54.

Therapy Services

Key Outcome: 52 persons were served inside jail walls.

Key Stat: 518 persons were served.

Behavioral Health Intervention Services (BHIS)

Key Outcome: 88% of people discharged were discharged within 550 days

Key Stat: BHIS services were provided to 46 children in 7 counties