

Outcomes Management Report

2019-2020

Executive Summary

***Important Events of 2020***

- The Maintenance Department moved to 1819 Douglas Avenue and received a \$50,000 anonymous gift for renovation. The former Maintenance Building at 3711 Lenox was sold to a private individual.
- Tastefully Yours Bistro and Catering closed.  
Groe Site Home opened and four residents from Cottonwood moved in / relocated.
- Alternative Services was renamed the Unterkircher Program. Solar panels were installed at the Unterkircher Program, Hopefully Yours, Witte, and Norrgard sites.
- Gunnison Street site home sold.
- An Employment Services staff person obtained a CESP certificate through ASPE in February 2020.  
An Employment Services staff person became a certified Work Incentive Planner through Cornell University in March 2020.
- \$600,000 was received from the Wilma Groe Estate.
- In March, Murray Site home was completed and four residents from Cottonwood moved in / relocated.
- As a result of the COVID-19 Pandemic, Day Hab programs were closed from March 18<sup>th</sup>-31<sup>st</sup>.
- Day Habilitation was approved to be provided in site homes beginning April 1, 2020.
- As a result of the COVID-19 Pandemic, Small Group Employment (Enclave) were suspended the week of March 17, 2020 and remained closed through the month of April. Enclave gradually began to resume during the month of May 2020.
- In June, Lind Site home was completed and four residents from Cottonwood moved in / relocated.
- Cottonwood Residential Care Facility became vacant, and is planned to be reopened as a Dual Diagnosis program.
- Burlington Northern/ Sante Fe Foundation Awarded Hope Haven a \$10,000 grant for solar.
- Hope Haven received a \$1.7 million forgivable loan through the Payroll Protection Program.  
A \$10,000 anonymous gift was received for the kitchen renovation at the Unterkircher Program.

**Total Number Served Comparison**

<b>2015-2016</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>2019-2020</b>
509	515	569	444	482

**VOCATIONAL SERVICES**  
**Number Served in Vocational Services (Unduplicated)**

	<b># Start of Year</b>	<b>Total Served</b>	<b># Year End</b>
2018-2019	254	317	250
2019-2020	250	303	248

**Breakdown of Number Served**

Service	# Served last year	# Served this Year
Follow Along	62	53
Job Development (Waiver)	72	61
Job Coaching (IVRS)	9	14
Discovery (IVRS)	2	7
Enclave	169	145
Job Shadow Assessment (IVRS)	9	18
Work Place Readiness (IVRS)	12	20
Work Adjustment (IVRS)	5	5
Career Exploration	0	9
Job Seeking Skills (IVRS)	0	1
Pre Vocational (Waiver)	8	1
# Individual Jobs Attained	20	20
# Enclave Jobs Attained	23	23
Unterkircher Day Hab	75	78
Flexible Services Day Hab	23	25
Mott's Day Hab	19	17
Keokuk Day Hab	13	12
Adult Development Day Hab	13	12

**INTERMITTENT SERVICES**

Total Served 2018-2019: 94

Total Served 2019-2020: 85

Service	Served Last Year	Served This Year
SCL 15	45	38
Group Respite	26	23
Transportation	25	20
Home Based Hab	37	41

## CRISIS STABILIZATION

Total Served 2018-2019: 46

Total Served 2019-2020: 47

## WAIVER SITES

# of Sites 2018-2019: 15

# of Sites 2019-2020: 18

# Served 2018-2019: 62

# Served 2019-2020: 74

## RCF & RCF/ID

# of Locations end of FY 2019: 2

# of Locations end of FY 2020: 1

# Served 2018-2019: 30

# Served 2019-2020: 26

## ICF/ID

Total Served 2018-2019: 16

Total Served 2019-2020: 17

## STAKEHOLDER INPUT

Group	Surveys Sent	Surveys Returned	% Positive Response
Individuals Served	286	138	96.4
Family Member/Advocate	256	92	87.3
Employees	263	116	55.5

## ADMISSIONS

	2018-2019	2019-2020
Accepted for Services	97	64
Deferred Decision	13	11
Denied for Services	0	2
Discharged from Services	95	92