

HOPE HAVEN AREA DEVELOPMENT CENTER CORPORATION

***PROVIDING OPPORTUNITIES FOR
PERSONS WITH DISABILITIES***



OUTCOMES MANAGEMENT REPORT 2021-2022

828 North 7th
Burlington, IA 52601

Hope Haven Area Development Center

2021-2022

Outcome Management Report

Submitted By:
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HOPE HAVEN HISTORY

Important Events of 2022

Hope Haven purchased lots from Burlington Community School District.

Executive Director Bob Bartles retires after 13 years of service.

A new Executive Director, Cheryl Plank was hired and joined Hope Haven in January 2022.

Morning Sun Site home was sold.

Jim and Jeanne Mott donated the Mott's Day Hab Program's building to Hope Haven.

Development implemented a new software called Blackbaud in order to integrate the Development and Financial electronic records.

In January of 2022, Hope Haven Employment Services began providing Individual Placement Supports (IPS) to individuals with severe mental health diagnoses.

Vision:

Hope Haven Area Development Center, through its commitment to excellence in care and services, will set the standard for support to persons with disabilities.

Mission:

To assist persons with disabilities to live a life of opportunity and well-being.

Guiding Principles

Hope Haven Area Development Center commits to provide services, employment, and advocacy in a manner that is consistent at all times with the following principles:

THE WORTH AND DIGNITY OF ALL INDIVIDUALS

Hope Haven recognizes that best practices demand compassion, empathy, honesty, fairness, civility, and respect of individual rights and choices. We will adhere to “best practices” in all operations.

ENCOURAGEMENT AND ADVOCACY FOR INDIVIDUAL CHOICE

Hope Haven will strive to promote a positive environment in which individuals served and employed will be encouraged, supported, and guided throughout their association with the agency.

HONESTY AND INTEGRITY

Hope Haven will strive for the highest standards of honesty, truth, fairness, and consistency in all operations and practices.

EFFECTIVE USE OF TIME, TALENTS, AND RESOURCES

Hope Haven recognizes the array of knowledge and skills inherent in the organization and commits to utilizing such diversity for the benefit of the individual served, agency, and community. We will use our resources to focus on the well-being of the individual served and will seek to be financially responsible. We will continuously assess quality and take an active role in determining the changing needs of society and our ability and responsibility to meet those needs.

QUALITY TEAMWORK THROUGH THE PURSUIT OF EXCELLENCE

Hope Haven recognizes the benefits of seeking excellence for those served and the reciprocal effect upon the agency when successful. We recognize the power of committed teamwork and strive to recruit and retain employees who recognize and foster a team approach.

Hope Haven Area Development Center

July 1, 2021 – June 30, 2022

Outcome Management Report

PURPOSE:

The purpose of the Outcome Management Report is to define the services provided by each department, measure the growth or decline of the service, measure the effectiveness of the services, determine areas needing improvement, and determine processes and actions that are most effective.

The above will be measured by supplemental data, by implementation and documentation of corrective actions, by summaries of quality assurance procedures, by summaries of customer satisfaction surveys, by summary data of service availability, by summaries of case file reviews, and summaries of activities from various agency operational plans.

The Outcomes Management Report is distributed to a variety of stakeholders. A copy of the report is kept in the lobby of the Administration Office for visitors to review. Copies of the report are available upon request. Limited agency data is made available through the Hope Haven website.

DEPARTMENT REPORTS

Department goals are identified and tracked on various internal documents, such as the Quality Improvement Plan, Strategic Plan, Business Improvement Plan, Corporate Compliance Plan, Technology Plan, Risk Management Plan, Cultural Diversity Competence Plan, Accessibility Plan and Focused Program Goals.

Total Number of Persons Served

The total number of individuals served throughout the year was 450. Of those people, 194 were served in more than one program/service.

- Forty-two individuals lived in a Hope Haven Site Home, utilized a Day Hab program and also worked through Supported Employment.
- Thirty-eight individuals lived in a Hope Haven Site Home and either utilized a Day Hab or Supported Employment program.
- Thirty-nine individuals utilized both a Hope Haven Day Hab and Supported Employment program.
- Thirty-seven individuals utilized multiple Supported Employment programs.
- There were 38 individuals that utilized a Community Based service and worked in the Supported Employment programs.
- Approximately 26 individuals used the Lee County Drop in Center and 8 individuals used the Louisa County Drop in Center, but were not involved in other Hope Haven programs.

Total Number Served Comparison

2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
569	444	482	454	450

Service Program Descriptions

EMPLOYMENT SERVICES

The purpose of Employment Services Program is to assist individuals to obtain and maintain community employment. Supported Employment includes an array of services including Career Exploration, Job Development, Follow Along, and Small Group Employment. An individualized placement plan or assessment plan is implemented to identify job goals, strengths, skills, support, and accommodations needed for one to achieve their career path. One-on-one community assessment or training may be provided in such areas as job interests, work skills, transportation, social skills, co-worker relationships, and others to assist the individual achieve success in employment. Both long and short-term support services are offered for an individual's employment needs. Another opportunity for individuals to gain employment skills is Small Group Employment. Small group employment offers a community employment opportunity that involves 2-4 workers performing several aspects of the same job in a community setting with one job coach overseeing the work. It is designed as a specialized employment service to assist businesses with their labor needs. All staff are certified Employment Specialists and Employment Consultants or Job Coaches.

UNTERKIRCHER PROGRAM DAY HAB SERVICES

The purpose of the Day Habilitation Program is to provide individualized services to persons with various disabilities. Services include: Communication system training (formally TEACCH), day habilitation and day program services. This is a closely supervised program that includes group activities, utilizing community resources, community integration, socialization, and recreation/leisure skills training. The Burlington Program has exceptional expertise in working with individuals with communication deficits and related behavior problems.

FLEX SERVICES

Flexible Services is located in Mt. Pleasant Iowa. Services include day habilitation through the HCBS ID Waiver, BI Waiver and Habilitation services. The goal of Day Habilitation is to provide community integration opportunities as well as increase socialization skills. Flexible Services offers assistance with life skills in areas of self-esteem, self-awareness, decision making, and self-confidence. Activities are provided to establish new friendships and to participate in community outings.

MOTT'S PROGRAM

The Mott's program is located in Wapello, Iowa. Services are primarily Day Habilitation funded through the ID Waiver, BI Waiver and Habilitation. The Mott's program offers assistance with life skills in areas of self-esteem, self-awareness, decision making, and self-confidence, social interaction, and community integration. Activities are designed to establish new friendships and to participate in community outings.

KEOKUK DAY HAB

The Keokuk Day Habilitation Program is located in Keokuk, Iowa. Services are Day Habilitation funded through the ID Waiver, BI Waiver and Habilitation. The Keokuk Day Hab program offers assistance with life skills in areas of self-esteem, self-awareness, decision making, and self-confidence, social interaction, and community integration. Activities are designed to establish new friendships and participate in community outings.

ADULT DEVELOPMENT PROGRAM (ADP)

The ADP program offers vocational skill training including pre-vocational and day habilitation services to adults who require a high level of supervision and support. The staff to individual served ratio allows for each individual to experience one-to-one or one-to-two training at some point during the day. The purpose and principles of the Adult Development Program mirror the "active treatment philosophy" of the ICF/ID.

LEE COUNTY DROP-IN CENTER

The purpose of the drop-in center is to provide a safe and supportive environment for Lee County adults with disabilities. The drop-in center primarily offers opportunities to increase social, communication, and recreational skills. Participants assist with menu planning and clean up after the evening meal. The environment is very relaxed with minimal structure. Free internet and wi fi access is available as well as a telephone and cable TV. There are electronic games like Wii and a monthly calendar of events is developed that may include games, special guests or speakers, and community events. The Lee County drop-in center is open Monday through Friday 12:00 pm – 7:00 pm.

LOUISA COUNTY DROP-IN CENTER

The purpose of the drop-in center is to offer a safe environment for Louisa County adults with disabilities to socialize. The drop-in center provides opportunities to increase socialization, communication, decision making, meet new people and offer community integration in a relaxed supported environment. Transportation is offered to and from the drop-in center. The drop-in center offers a meal and a snack each night. The participants help create the monthly calendar with meal planning and nightly activities. The drop-in center offers opportunities for games, crafts, cooking, gardening, fishing, picnics, movies, local and out of town community events, and speakers. The Louisa County drop-in center is open Monday-Friday 4:00 pm – 8:00 pm.

GROUP RESPITE

The Community Living Services Group Respite Program is provided in various sites throughout the community to both adults and children living with a caregiver. Group Respite cannot be utilized while the caregiver is working as it is intended to provide a break to the caregiver. Children's group activities are planned bi-monthly on Saturdays. Adult group activities are planned on Wednesday evenings, Friday evenings, and 2 Saturdays a month. Group activities are planned and are generally based out of a community location in Des Moines or Lee County.

SUPPORTED COMMUNITY LIVING (SCL)

Community Living Services provides up to 24 hour a day support to persons with disabilities who choose to live in the community. Support can be provided while the person lives in the family home, in an apartment, with roommates, as married couples or in whatever way the person chooses to live. Components of the service include individualized skill training in the areas of: daily living, personal care, domestic skills, therapies, social skills, recreational/leisure, money management, medication management, transportation, personal development, community involvement, behavior management and other areas as needed. Services are provided on a 15-minute-increment or daily basis. Daily-based services are referred to as “waiver sites”. There are currently 16 sites with twelve locations in Burlington, one in Morning Sun, one in Keokuk and two in Mt. Pleasant. For persons with mental illness, services are provided through the Home Based Habilitation component of the Habilitation Service on an incremental basis. The intent is to assist persons with mental health needs to manage their daily needs in their home.

CRISIS STABILIZATION

This service is available to persons experiencing a mental health crisis which does not require hospitalization yet requires stabilization prior to returning home. Individuals must have a diagnosis of a serious mental illness and/or intellectual disability. This service is only available to adults who are residents of the Southeast Iowa Link (SEIL) region. The maximum stay in this program is 6 weeks. During the crisis phase of the individual’s stay, there will be daily contact with a mental health professional. Referral access points for the Crisis Stabilization Program are through community mental health clinics and local emergency rooms (of the SEIL region). The Crisis House can serve up to 5 individuals at a time. Hope Haven acquired Crisis Stabilization Residential-Based Service Chapter 24 Accreditation from the Iowa Medicaid Enterprise in October 2017.

TRANSPORTATION

Transportation is available as funded and as approved through the funding source or through Private Pay. Transportation is billed per mile.

RESIDENTIAL CARE FACILITIES FOR THE INTELLECTUALLY DISABLED (RCF/ID)

RCF/ID services are provided at Walton, a licensed group home. The home is licensed by the Department of Inspections and Appeals (DIA) under Chapter 63 of the Iowa Administrative code and provides occupancy for 12 residents. The home is located in Burlington, in Des Moines County, Iowa, on a lovely lake setting. It offers long term and transitional care and training depending upon each individual's unique needs and abilities. All efforts in the programming realm are oriented toward assuring the least restrictive environment appropriate to address the needs of the individual. Long term care involves continued training in all areas to develop and maintain skills and behaviors so the individual receiving services can live as independently as possible in the least restrictive environment. Services include training in activities of daily living skills, interpersonal and social skills, independent living skills, health services, leisure skills, recreational services, behavior therapy, support services, transitional care, community awareness and transportation services. All services are provided by trained Hope Haven staff or by utilizing consulting services from professionals in the community.

INTERMEDIATE CARE FACILITY FOR THE INTELLECTUALLY DISABLED (ICF/ID)

The **Woodlake ICF/ID** is licensed by the Department of Human Services and surveyed annually by the Department of Inspections and Appeals as a 16-bed facility. The facility is two 8-bed group homes, Ertz Home and Brueck Home. Both homes are located in Burlington, Iowa on a lake setting. By definition of the program, all individuals who receive services must have a primary diagnosis of intellectually disabled. Federal regulations require that: "Each individual served **MUST** receive a continuous active treatment program which includes aggressive, consistent implementation of a program of specialized and generic training, treatment, health services, and related services." The purpose of the ICF/ID program is to encourage all individuals to reach their individual potential regardless of diagnosis or disability. The individuals served are in a continuous cycle of skill assessment, training implementation and skill acquisition evaluation. Through continuous interventions with those served, the staff acknowledges the individual's need for assistance while encouraging their growth and development. A fundamental principle of the ICF program is that all individuals are capable of learning and will do so given time, training and reinforcement.

RIVER CROSS

This is a 15-bed community based Residential Care Facility developed to provide individualized supportive services to adults who are dually diagnosed with mental illness and substance abuse addiction. We seek to enable program participants to live as independently as possible while addressing their mental health and substance abuse recovery needs. Services are voluntary. Individuals must be identified to not require inpatient hospitalization for acute mental health concerns and substance detoxification. Our services will link persons with available service providers in the community, allowing these individuals to establish support networks, improve employment outlook, and re-integrate into an individual community setting. Hope Haven partners with ADDS to provide treatment, rehabilitation, prevention and education related to substance abuse programs. Certified substance abuse counselors offer daily group and/or individual therapy sessions. Hope Haven collaborates with Optima to facilitate mental health treatment through group and individual counselling sessions.

PROGRAM DATA

VOCATIONAL SERVICES

Number Served in Vocational Services (Unduplicated)

	# Start of Year	Total Served	# Year End
2017-2018	264	324	254
2018-2019	254	317	250
2019-2020	250	303	248
2020-2021	248	312	271
2021-2022	269 *	329	272

(Day Habilitation and Employment Services Combined)

- *This year's start number varies from last year's end number due to a data entry error.*

Hope Haven Area Development Center's **Employment Services** program offers a variety of services related to individuals achieving their employment goals. In this fiscal year supported employment added 2 services to the already diverse menu of programs.

Introducing Customized Discovery

Customized Employment (CE) is a strategy for helping job candidates find employment that matches their interests, skills, and conditions of employment and meets the needs of an employer. It starts with Customized Discovery: learning about the job candidate, connecting with others, and identifying vocational themes (or categories) that represent an unlimited collection of jobs. Too often job descriptions are narrow and limiting, reducing the job search. Using vocational themes to plan for customized job development results in a broader, richer palette of career opportunities. Customized Employment should look and feel different from other employment services or strategies, because we spend more time getting to know the job candidate and move away from pursuing posted job openings and other traditional strategies that require comparing and competition, where not all job candidates are highlighted at their best.

What is IPS?

Individual Placement and Support (IPS) is a model of supported employment for people with serious mental illness (such as schizophrenia spectrum disorder, bipolar, depression). IPS supported employment helps people living with behavioral health conditions work at regular jobs of their choosing. Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment. Mainstream education and technical training are included as ways to advance career paths.

Community Employment Services

Community Employment Services Programs	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions	Total # Discharges
2017-2018	213	190	386	173	196
2018-2019	190	192	348	158	155
2019-2020	192	187	336	144	149
2020-2021	187	179	374	187	195
2021-2022	179	175	369	190	194

Supported Employment Follow-Along (Long Term Job Coaching)

Long Term Job Coaching is support provided to, or on behalf of, the member that enables the member to maintain an individual job in competitive employment, customized employment or self-employment in an integrated work setting in the general workforce.

PROGRAM Supported Employment	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2017-2018	40	35	61	21	26
2018-2019	35	42	62	27	20
2019-2020	42	32	56	14	24
2020-2021	32	44	71	39	27
2021-2022	44	49	75	31	26

Job Development (Individual Supported Employment)

Individual Supported Employment is also known as Job Development. This service involves support provided to, or on behalf of, the member to obtain and maintain individual employment.

PROGRAM Job Development	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits	# of Exits due to obtaining a job
2017-2018	33	29	76	44	48	22
2018-2019	29	29	72	43	43	20
2019-2020	29	29	61	32	32	17
2020-2021	29	16	66	37	50	29
2021-2022	16	20	58	42	38	26

Enclave (Small Group Employment)

Small Group Employment also known as Enclave, is training and support activities provided in regular business or industry settings for groups of two to eight workers with disabilities.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits	# of Exits due to receiving further community employment services
2017-2018	103	107	160	57	53	10
2018-2019	107	111	169	62	58	10
2019-2020	111	96	145	34	49	9
2020-2021	96	94	142	46	48	15
2021-2022	94	69	130	36	61	14

Trends Identified: Small Group Employment has seen a decrease over this reporting year. Individuals have advanced in finding their career path which leads to an increase in follow along services.

Career Exploration

Career Exploration is to provide informed client choice and identify occupations of interest to a job seeker. Career Exploration is a process in which the candidate and staff research, through various media, labor market information, occupational skill requirements, occupational projections, and training providers. This service may also include a computerized career search to help identify vocational options available in the local labor market.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2019-2020	0	7	9	9	2
2020-2021	7	0	11	4	11
2021-2022	0	0	0	0	0

IPS (Individual Placement and Support)

IPS supported employment helps people living with severe mental health conditions to work at jobs of their choosing.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
October 2021-2022	0	16	20	20	4

Trends Identified: Hope Haven Area Development Center was identified as one of 3 providers in the state to be an early adaptor of IPS. The fidelity baseline review was done in July and resulted in a score a 98, which is only 2 points shy of the rating “Good” fidelity.

Customized Employment

Customized Employment (CE) is a strategy for helping job candidates find employment that matches their interests, skills, and conditions of employment and meets the needs of an employer.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exit	# of Exits due to receiving further community employment services
2017-2018	4	1	7	3	6	3
2018-2019	1	1	2	1	1	1
2019-2020	1	2	7	6	5	4
2020-2021	2	1	4	2	3	3
2021-2022	1	6	9	8	3	2

Trends Identified: Customized Employment took the place of Discovery. There are only a select few providers in the state of Iowa providing the service. Providing CE requires certified training provided through Griffin-Hammis. The years prior to 2021-2022 reflect the numbers when it was Discovery.

Supported Job Coaching/Non Supported Job Coaching

Supported Job Coaching or Non-Supported Job Coaching is funded by IVRS (Iowa Vocational Rehabilitation Services). It is job coaching support that can be used for career advancement, communication support, requesting accommodations, etc.

PROGRAM Job Training	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2017-2018	4	1	17	13	16
2018-2019	1	4	9	8	5
2019-2020	4	1	14	10	13
2020-2021	1	4	15	14	11
2021-2022	4	3	16	12	13

Trends Identified: This reporting year the service supported several individuals that did not have long-term support in place or were on the waiting list.

Job Shadow Assessment

The purpose of Job Shadow Assessment service is to provide opportunities for a job candidate to make an informed choice about occupations of interest to them in the implementation of an employment goal.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2017-2018	5	3	19	14	16
2018-2019	3	3	9	6	6
2019-2020	3	6	18	15	12
2020-2021	6	3	16	10	13
2021-2022	3	5	19	16	14

Workplace Readiness

The purpose of a Workplace Readiness Assessment is to assist the job candidate and IVRS counselor in determining vocational options, direction, goals and training strategies.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2017-2018	6	6	25	19	19
2018-2019	6	2	12	6	10
2019-2020	2	8	20	18	12
2020-2021	8	6	16	8	10
2021-2022	6	3	17	11	14

Work Adjustment Training

Work Adjustment Training (WAT) is a training program that remedies negative work habits and behaviors, develops strategies to improve a job candidate's ability to maintain employment and improves work tolerance. The purpose of WAT is to enhance a job candidate's ability to find and keep a job. WAT can take up to a month to complete.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2018-2019	0	0	5	5	5
2019-2020	0	5	5	5	0
2020-2021	5	5	14	9	9
2021-2022	5	1	7	2	6

Job Seeking Skills

The purpose of Job Seeking Skills Training is to teach a job candidate how to find a job with assistance at a level required by the job candidate's needs, and how to apply strategies to get a job in the future if necessary.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2019-2020	0	1	1	1	0
2020-2021	1	1	2	1	1
2021-2022	0	0	0	0	0

Occupational Skills Training

The purpose of Occupational Skills Training (OST) is to assist a job candidate in developing specific work skills. Training may occur in partnership with a business or industry, or CRP providing the training. OST is designed to enhance the candidates' ability to do a potential job identified in the community and provides strategies on job retention skills.

	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions or Entrances	Total # of Discharges or Exits
2020-2021	0	6	18	18	12
2021-2022	6	4	18	12	14

Trends Identified: In addition to the Customer Service based OST, the Employment Services program is looking to add a second OST in the area of Food Serve/Food Handling in October 2022.

Community Employment Data

	Total # of Jobs Obtained	Average Wages	Average # Hrs Worked per Week	Follow Along Units of Service
2017-2018	5 individuals 18 enclaves	Follow Along \$8.99 Enclave \$6.76	Follow Along 14.25 Enclave 12.16	Follow Along: county, private = 8 Follow Along: Waiver, Hab = 29 (U4 Tier 1 monthly units) 240 (U3 Tier 2 monthly units) 72 (U5 Tier 3 monthly units) 11 (U7 Tier 4 monthly units) 846 (UC Tier 5 hourly units) Enclave: County, private = 6,005 Enclave: Waiver, Hab = 200,101 (U3 15 min)
2018-2019	20 individuals 23 enclaves	Follow Along \$8.71 Enclave \$6.17	Follow Along 11.8 Enclave 11.9	Follow Along: county, private = 8 Follow Along: Waiver, Hab = 31 (U4 Tier 1 monthly units) 227 (U3 Tier 2 monthly units) 79 (U5 Tier 3 monthly units) 24 (U7 Tier 4 monthly units) 879 (UC Tier 5 hourly units) Enclave: County, private = 1,833 Enclave: Waiver, BI, Hab = 187,697 (U3 15 min)
2019-2020	20 individuals 23 enclaves	Follow Along \$11.03 Enclave \$6.38	Follow Along 17 Enclave 3.82	Follow Along: county, private = 0 Follow Along: Waiver, Hab = 2 (U4 Tier 1 monthly units) 250 (U3 Tier 2 monthly units) 82 (U5 Tier 3 monthly units) 13 (U7 Tier 4 monthly units) 45 (UC Tier 5 hourly units) Enclave: County, private = 926 Enclave: Waiver, BI, Hab = 140,116 (U3 15 min)
2020-2021	29 individuals 22 enclaves	Follow Along \$ 15.07 Enclave \$ 7.25	Follow Along 23.5 Enclave 7	Follow Along: county, private = 0 Follow Along: Waiver, Hab = 0 (U4 Tier 1 monthly units) 204 (U3 Tier 2 monthly units) 100 (U5 Tier 3 monthly units) 41 (U7 Tier 4 monthly units) 669 (UC Tier 5 hourly units) Enclave: County, private = 1,030 Enclave: Waiver, BI, Hab = 117,795 (U3 15 min)
2021-2022	27 individuals 14 enclaves	Follow Along \$ 9.43 Enclave \$ 7.25 IPS \$ 11.59	Follow Along 12 Enclave 8 IPS 20	Follow Along: county, private = 0 Follow Along: Waiver, Hab = 9 (U4 Tier 1 monthly units) 393 (U3 Tier 2 monthly units) 900 (U5 Tier 3 monthly units) 20 (U7 Tier 4 monthly units) 71 (UC Tier 5 hourly units) Enclave: County, private = 1,261 Enclave: Waiver, BI, Hab = 122,496 (U3 15 min)

Work Services

PROGRAM	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions	Total # of Discharges	# Discharged due to advancement to less intensive programming
2017-2018	30	29	30	0	1	0
2018-2019	29	1	29	0	28	0
2019-2020	1	1	1	0	0	0
2020-2021	1	0	1	0	1	0
2021-2022	0	0	0	0	0	0

Trends Identified: The PreVoc Program at Work Services ended July 2017. Many clients transitioned to the Enclave program and continued to develop social and community integration skills through day hab services that were combined/moved to the Unterkircher Day Hab program. This is the last reporting year that will address Work Services as a separate entity. It is now part of Employment Services enclave program.

Unterkircher Program

PROGRAM	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions	Total # of Discharges
2017-2018	50	42	52	2	10
2018-2019	42	67	75	33	8
2019-2020	67	73	78	11	5
2020-2021	73	73	84	11	11
2021-2022	73	70	87	14	17

Trends Identified: Utilization of this program reflects a steady number as individuals continue to access day hab. Many of these individuals have been in the work force (Community, Supported, or PreVoc) long term and have reached retirement, either by physical age or health. They have chosen day hab in order to continue to have routines, remain active and engage with others. Alternative Services was officially renamed the Unterkircher Program on June 24, 2019. Unterkircher continues to offer a variety of Day Hab activities to enhance community integration and skill development. This reporting year saw the highest number of persons served over the past five years.

Flexible Services

YEAR	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions	Total # of Discharges
2017-2018	29	20	31	2	11
2018-2019	20	21	23	3	2
2019-2020	21	23	25	4	2
2020-2021	23	23	26	3	3
2021-2022	23	19	31	8	12

Flexible Services provides social integration at a highly individualized level, making the program appropriate for the population in the community. Many individuals served at Flexible Services accessed employment through enclave and follow along. The vocational training at Flex ended on August 31, 2018. Day Habilitation is offered, with the number of persons served tying the number served five years ago as the highest enrollment.

Mott's Program

YEAR	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions	Total # of Discharges
2017-2018	18	16	19	1	2
2018-2019	16	15	19	3	4
2019-2020	15	15	17	2	2
2020-2021	15	15	17	2	2
2021-2022	15	16	16	1	0

Day Hab continues to be the only service offered at Motts. Individuals are funded by the ID Waiver or Habilitation program. Of the sixteen at year end, ten are involved in another Hope Haven vocational program.

Keokuk Program

YEAR	# at Beginning of Year	# at End of Year	Total Number Served	# of Admissions	Total # of Discharges
2017-2018	14	12	16	2	4
2018-2019	12	10	13	1	3
2019-2020	10	11	12	2	1
2020-2021	11	16	16	5	0
2021-2022	16	14	19	3	5

The Day Hab Program expanded to Keokuk in October of 2016. After opening with five clients, the number grew to fourteen the first year. Numbers have fluctuated slightly up and down since, with this year's enrollment of 19 being this highest in the past 5 years.

Units of Service Provided

Unterkircher

Alternative Services 2017-2018	Unterkircher Program 2018-2019	2019-2020	2020-2021	2021-2022
Day Hab Full Day (July-Nov) Non-Tier 2,601 Day Hab Full Day (Dec-June) Tiers U1 – 0 U2 – 1,772 U3 – 399 U4 – 100 U5 – 325 U6 – 0 Day Hab 15 min 20,093	Day Hab Full Day -- 465 Non-Tier (HAB, County, School) Day Hab Full Day Tiers U1 – 48 U2 – 3,623 U3 – 1,182 U4 – 261 U5 – 703 U6 – 0 Day Hab 15 min 38,127 (Waiver, HAB, County & School)	Day Hab Full Day -- 408 Non-Tier (HAB, County, School) Day Hab Full Day Tiers U1 – 141 U2 – 3,181 U3 – 1,501 U4 – 404 U5 – 519 U6 – 0 Day Hab 15 min 37,255 (Waiver, HAB, County & School)	Day Hab Full Day -- 185 Non-Tier (HAB, County, School) Day Hab Full Day Tiers U1 – 218 U2 – 1,845 U3 – 1,305 U4 – 244 U5 – 410 U6 – 0 Day Hab 15 min 29,696 (Waiver, HAB, County & School)	Day Hab Full Day -- Non-Tier County -- 79 Non-Tier HAB – 132 Day Hab Full Day Tiers U1 – 67 U2 – 2,674 U3 – 1,793 U4 – 126 U5 – 618 U6 – 62 Day Hab 15 min -- 33,365 (Waiver, CO & School) Day Hab 15 min (HAB) -- 593 Day Hab 15 min (Private Pay) -- 69

Flexible Services

2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Pre Voc Full Day 0 Pre Voc Hourly 2,673 Day Hab Full Day (July-Nov) Non-Tier 1,397 Day Hab Full Day (Dec-June) Tiers U1 – 31 U2 – 1,097 U3 – 469 U4 – 0 U5 – 0 U6 – 0 Day Hab 15 min -- 18,216	Pre Voc Full Day 0 Pre Voc Hourly -- 489 Waiver & HAB Day Hab Full Day -- 51 Non-Tier School Day Hab Full Day Tiers U1 – 0 U2 – 1,903 U3 – 593 U4 – 48 U5 – 0 U6 – 0 Day Hab 15 min 8,233 (Waiver & School)	Day Hab Full Day 0 Non-Tier School Day Hab Full Day Tiers U1 – 0 U2 – 1,791 U3 – 617 U4 – 385 U5 – 105 U6 – 0 Day Hab 15 min 5,654 (Waiver & School)	Day Hab Full Day 0 Non-Tier School Day Hab Full Day Tiers U1 – 0 U2 – 1,732 U3 – 665 U4 – 74 U5 – 127 U6 – 0 Day Hab 15 min 7,722 (Waiver & School)	Day Hab Full Day 0 Non-Tier School Day Hab Full Day Tiers U1 – 0 U2 – 1,111 U3 – 540 U4 – 394 U5 – 393 U6 – 13 Day Hab 15 min -- 5,483 (Waiver & School) Day Hab 15 min -- (HAB) 394

Motts

2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Day Hab Full Day (July-Nov) Non-Tier 698 Day Hab Full Day (Dec-June) Tiers U1 – 5 U2 – 861 U3 – 215 U4 – 0 U5 – 16 U6 – 0 Day Hab 15 min 10,980	Day Hab Full Day 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 89 U2 – 880 U3 – 353 U4 – 189 U5 – 299 U6 – 0 Day Hab 15 min 9,074	Day Hab Full Day -- 96 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 61 U2 – 874 U3 – 304 U4 – 150 U5 – 164 U6 – 0 Day Hab 15 min 8,089	Day Hab Full Day -- 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 51 U2 – 1,372 U3 – 291 U4 – 126 U5 – 2 U6 – 0 Day Hab 15 min 6,565	Day Hab Full Day -- 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 3 U2 – 1,505 U3 – 555 U4 – 0 U5 – 8 U6 – 0 Day Hab 15 min 5,537

Keokuk Day Hab

2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Day Hab Full Day (July-Nov) Non-Tier 547 Day Hab Full Day (Dec-June) Tiers U1 – 9 U2 – 355 U3 – 244 U4 – 8 U5 – 0 U6 – 0 Day Hab 15 min 7,229	Day Hab Full Day -- 170 Non-Tier (<i>HAB</i>) Day Hab Full Day Tiers U1 – 31 U2 – 845 U3 – 413 U4 – 0 U5 – 153 U6 – 0 Day Hab 15 min -- 3,796 (<i>Waiver & HAB</i>)	Day Hab Full Day -- 177 Non-Tier (<i>HAB</i>) Day Hab Full Day Tiers U1 – 4 U2 – 583 U3 – 359 U4 – 0 U5 – 153 U6 – 0 Day Hab 15 min -- 3,498 (<i>Waiver & HAB</i>)	Day Hab Full Day -- 238 Non-Tier (<i>HAB</i>) Day Hab Full Day Tiers U1 – 2 U2 – 772 U3 – 152 U4 – 0 U5 – 287 U6 – 0 Day Hab 15 min -- 2,837 (<i>Waiver & HAB</i>)	Day Hab Full Day -- 254 Non-Tier (<i>HAB</i>) Day Hab Full Day Tiers U1 – 0 U2 – 885 U3 – 315 U4 – 0 U5 – 104 U6 – 0 Day Hab 15 min (<i>Waiver</i>) -- 3,759 Day Hab 15 min (<i>HAB</i>) -- 519

ADP

2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Pre Voc Hourly 674 Day Hab Full Day (July-Nov) Non-Tier 846 Day Hab Full Day (Dec-June) Tiers U1 – 0 U2 – 7 U3 – 168 U4 – 551 U5 – 395 U6 – 0 Day Hab 15 min 8,089	Pre Voc Hourly -- 418 DH Full Day -- 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 0 U2 – 0 U3 – 290 U4 – 776 U5 – 726 U6 – 0 Day Hab 15 min 5,342	Pre Voc Hourly -- 378 DH Full Day -- 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 0 U2 – 0 U3 – 545 U4 – 475 U5 – 505 U6 – 48 Day Hab 15 min 5,156	Pre Voc Hourly -- 63 DH Full Day -- 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 0 U2 – 37 U3 – 708 U4 – 549 U5 – 535 U6 – 12 Day Hab 15 min 1,358	Pre Voc Hourly -- 0 DH Full Day -- 0 <i>Non-Tier</i> Day Hab Full Day Tiers U1 – 0 U2 – 125 U3 – 91 U4 – 1,276 U5 – 1,355 U6 – 0 Day Hab 15 min -- 1,202

Lee County Drop In Center

The Drop In Center was fully open this past year July 1, 2021 to June 30, 2022. Due to ongoing Covid issues we continued to take precautions for most of the year by requiring masks by both staff and participants. We continued to provide meals and for most of the year gave individuals the option of eating at the center or taking meals with them. The Drop In has gone back to serving meals at the center rather than to go meals. Snacks and drinks are also provided throughout the scheduled hours. During the past year we provided 1,524 meals, drove 12,216 miles taking people home and to activities and served an average of 26 different people each month. We continue to provide a variety of activities at the Drop In Center such as games and crafts, outdoor games, cookouts, Karaoke and various activities chosen by the individuals who attend both at the Center and in the Community. The Center offers free cable television, computer, Wi-Fi, and telephone service, along with video games. It gives individuals a chance to charge cell phones, look up information on computers and a cool place to come to when the heat is a concern. A monthly calendar is made that includes a daily menu and an activity schedule. The Drop In Center also provides a Peer Support Person who will spend time individually with people who feel they need to talk to someone about their recovery or symptoms, as well as providing classes on self esteem, self awareness, recovery etc.. The Peer Support has been an asset to the Drop In and those who attend.

Louisa County Drop In Center

The Louisa County Drop In Center has continued to provide a safe environment for individuals to come and have a meal and socialize with others. The center has continued to take Covid precautions while being open. The center served a total of 1,291 meals to individuals this past year from July 1, 2021 – June 30, 2022. The program serves an average of 6-8 core clients daily and has welcomed a few new faces though out the year. The Drop In Center has served clients from Mediapolis, Wapello, Grandview and surrounding areas. The clients assist with creating a monthly meal and activity calendar. Staff make sure the calendar is distributed throughout local community agencies. When at the center individuals can access information about local community resources such as clothing closets, food pantries, transportation, medical and mental health information, housing, and the CAP agency where staff can help fill out applications or make calls if needed. The Louisa County Drop In Center provides access to computers, allows clients to have a place to shower if needed and can help get personal hygiene or food items when needed. The center helps the clients access local community meals and clothing closets each month. The individuals enjoy coming and playing cards, board games, wii and bingo. Clients also like to talk and play games on their phone with a safe place to charge them. They enjoy watching movies and making crafts or cooking snacks together. They enjoy attending Bee's baseball games, local festivals, plays, swimming, bowling, fairs, eating out and fishing. Clients benefit from monthly shopping nights out of town and going to the local farmer's market.

Vocational Services Individuals Served Profile:

The following data describes the total number served in vocational programming during this reporting period:

Age Range of Individual Served

16-17	18-21	22-29	30-39	40-49	50-59	60-64	65 +
2	33	69	73	49	60	22	21

There were a total of 329 unduplicated clients that utilized vocational services this year. This is a 5% increase over last fiscal year. Of these, 141 individuals were in more than one service throughout the year. Seventy of these individuals worked in an employment service part of their day and participated in day hab for another part. Seventy-one individuals transitioned through multiple employment services as their ability and knowledge of work environments grew.

Diagnosis of Individuals Served in Vocational Services

Primary Diagnosis	# Served
Mild ID	114
Moderate ID	60
Major Depressive Disorder	27
Severe ID	26
Bipolar Disorder	13
Autistic Disorder	12
Schizophrenia	12
Schizoaffective Disorder	9
Schizoaffective Disorder, Bipolar Type	7
Profound ID	6
Attention Deficit Hyperactive Disorder	5
Generalized Anxiety Disorder	5
Paranoid Schizophrenia	5
Bipolar II Disorder	4
Borderline Personality Disorder	4
Traumatic Brain Injury	4
Down Syndrome	2
Intermittent Explosive Disorder	2
Schizoaffective Disorder, Depressive Type	2
Celiac Disease	1
Cerebral Palsy	1
Intellectually Disabled	1
Learning Disability	1
Obsessive Compulsive Disorder	1
Pervasive Developmental Disorder	1
Psychotic Disorder w/hallucinations	1
Type II Diabetes	1
Unspecified Mood Disorder	1

Secondary Diagnosis	# Served	Secondary Diagnosis	# Served
Attention Deficit Disorder	19	Conduct Disorder	2
Down Syndrome	16	Diabetes	2
Anxiety Disorder	12	Moderate ID	2
Autistic Disorder	12	ODD	2
Cerebral Palsy	11	Undifferentiated Schizophrenia	2
Borderline ID	9	Asperger's Syndrome	1
Major Depressive Disorder	9	Bipolar II Disorder	1
Bipolar Disorder	8	Dementia	1
Mild ID	8	Dissociative Identity Disorder	1
Epilepsy	7	Hypothyroidism	1
Generalized Anxiety Disorder	7	Impulse Disorder	1
Seizure Disorder	7	Legal Blindness	1
PTSD	5	MELAS Syndrome	1
Paranoid Schizophrenia	4	Mixed Receptive Expressive Language Disorder	1
Schizoaffective Disorder	4	Myotonic Muscular Dystrophy	1
Intermittant Explosive Disorder	3	Pedophilia	1
Obsessive Compulsive Disorder	3	Personality Disorder	1
Pervasive Developmental Disorder	3	Phonological Disorder	1
Schizophrenia	3	Prader-Willis Syndrome	1
Scoliosis	3	Pulmonary Hypertension	1
Unspecified Mood Disorder	3	Spina Bifada	1
Apraxia	2	Traumatic Brain Injury	1
		Trisomy 13	1

Trends Identified: Disabilities and diagnoses continually change and expand and often are broken down into more specific disabilities. The primary and secondary diagnoses may not affect the services as much as do new, acquired diagnosis.

COMMUNITY LIVING SERVICES

Intermittent Community Living Services Data:

Number of Intakes

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
SCL 15	5	2	1	2	2
Group Respite	6	1	4	0	1
Transportation	2	2	2	0	0
Home Based Hab	7	13	13	9	0

Number Discharged

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
SCL 15	5	7	6	0	4
Group Respite	7	7	7	2	2
Transportation	5	7	6	3	2
Home Based Hab	4	10	14	11	13

Number Served

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
SCL 15	48	45	38	34	36
Group Respite	32	26	23	16	15
Transportation	28	25	20	14	11
Home Based Hab	27	37	41	36	35

Number at Year End

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
SCL 15	43	38	32	34	32
Group Respite	25	19	16	14	13
Transportation	23	18	14	11	9
Home Based Hab	23	27	27	25	22

Age Range of Individuals Served

Age Ranges	0-10	11-20	21-29	30-39	40-49	50-59	60+
		4	16	18	9	18	13

Trends Identified: Forty-three percent of clients served are between the ages of 21 and 49. A very close, forty percent of them, are over the age of 50.

Behavioral Health Services Data:

Number of Intakes

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Crisis Stabilization	48	41	42	52	41
River Cross				10	5

Number Discharged

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Crisis Stabilization	47	36	46	48	42
River Cross				4	5

Number Served

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Crisis Stabilization	52	46	47	53	46
River Cross				10	11

Number at Year End

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Crisis Stabilization	5	5	1	5	4
River Cross				6	6

Total Individuals Served (Non-Duplicated excluding the Recreation Club)

2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
173	135	131	122	134

Trends Identified: The number of individuals using these services remains relatively steady. The larger number in 2017-18 was a reflection of the Elderly Waiver Case Management addition to Hope Haven. This program ended November 30, 2017. The number of people using the Crisis Stabilization Service has fluctuated very little. The availability of a range of services and the ease of access for those persons served, is reflected in the number of people who use more than one service in this department.

Community Living Intermittent Services Number of Units Provided

Program	# of Units Provided 2017-2018	# of Units Provided 2018-2019	# of Units Provided 2019-2020	# of Units Provided 2020-2021	# of Units Provided 2021-2022
SCL 15	32,832	32,594 <i>(includes HAB, County, Private)</i>	26,197 <i>(includes HAB, County, Private)</i>	22,934 <i>(includes HAB, County, Private)</i>	24,013 <i>(includes HAB, County, Private)</i>
Group Respite	9,217	6,555 <i>(includes BI, Private)</i>	4,326 <i>(includes BI, Private)</i>	714 <i>(includes BI, Private)</i>	3,215 <i>(includes BI, Private)</i>
Transportation	9,187	8,561	6,158	3,428	2,062
Home Based Hab <i>This includes clients living at Cottonwood, Groe, Lind, Jackson, Iris, 6th & Market, Smith, River Cross</i>	1,668 – U4 552 – U5 300 – U7 62 – U8 837 – U9	1,951 – UA 650 – UB 2,410 – UC 287 – UD 720 – U8 308 – U9	1,870 – UA 168 – UB 1,471 – UC 207 – UD 750 – U8 931 – U9	1,916 – UA 0 – UB 57 – UC 131 – UD 1,158 – U8 2,337 – U9	1,743 – UA 41 – UB 0 – UC 0 – UD 1,175 – U8 3,376 – U9
Elder Waiver Case Management	1,317	0	0	0	0

Community Living Intermittent Services Individual Profile: *(Does not include Crisis Stabilization)*

Primary Diagnosis

Primary Diagnosis	Mild ID	Moderate ID	Severe ID	Profound ID	Mental Illness	Brain Injury
Unduplicated numbers	19	15	4	1	37	2

This is an unduplicated number.

47% of the clients have a mental illness diagnosis, while 24% are diagnosed with Mild ID.

Secondary Diagnosis

Generalized Anxiety Disorder	7	Asperger's Syndrome	1
Borderline Personality Disorder	4	Bipolar II Disorder	1
Adjustment Disorder	3	Borderline Intellectual Functioning	1
Attention Deficit Disorder	3	Depressive Disorder, Unspecified	1
Major Depressive Disorder	3	Epilepsy	1
Mild ID	3	Obsessive Compulsive Disorder	1
Down Syndrome	3	Pedofelia	1
Autistic Disorder	2	Pervasive Developmental Disorder	1
Bipolar Disorder	2	Reactive Attachment Disorder	1
Cerebral Palsy	2	Schizophrenia	1
PTSD	2		

Waiver Sites Program Data

Intake and Discharge Data

Site	Number of Intakes					Number Discharged				
	17-18	18-19	19-20	20-21	21-22	17-18	18-19	19-20	20-21	21-22
Racine	0	0	0	0	0	0	0	0	0	0
Morning Sun	1	0	1	0	0	1	1	0	0	0
6 th Street	3	2	2	0	0	3	2	2	0	0
Market Street	2	0	1	1	1	1	0	1	1	2
Krogmeier Site	1	0	0	0	0	0	0	0	0	0
Witte Site	1	0	0	0	0	1	0	0	0	0
Norrsgard Site	1	0	0	0	0	1	0	0	0	0
Oriano Site	0	2	0	0	0	0	1	0	0	1
Surrey Road	1	1	0	0	1	1	1	0	0	1
Aspen Circle	2	1	0	0	1	1	1	0	1	1
Iris	2	1	0	0	0	2	1	0	0	0
Woodsmall	0	0	0	0	1	0	0	0	1	0
Smith	1	2	1	0	0	0	2	1	0	0
Jackson	0	1	4	1	1	1	2	3	0	2
Gugeler		0	0	0	0		0	0	0	0
Groe	Opened 9-9-2019		4	0	1			1	0	0
Lind	Opened 6-1-2020		4	0	0			0	0	0
Murray	Opened 3-2-2020		4	0	0			0	0	0
Host Home	Opened 9-1-2020			2	0				0	0

Site	Number Served					Number at Year End				
	17-18	18-19	19-20	20-21	21-22	17-18	18-19	19-20	20-21	21-22
Racine	4	4	4	4	4	4	4	4	4	4
Morning Sun	4	3	3	0	0	3	2	3	0	0
6 th Street	6	5	5	3	3	3	3	3	3	3
Market Street	5	4	5	5	5	4	4	4	4	3
Krogmeier Site	6	4	4	4	4	4	4	4	4	4
Witte Site	5	4	4	4	4	4	4	4	4	4
Norrsgard Site	5	4	4	4	4	4	4	4	4	4
Oriano Site	3	5	4	4	4	3	4	4	4	3
Surrey Road	5	5	4	4	5	4	4	4	4	4
Aspen Circle	5	5	4	5	5	4	4	4	4	4
Iris	6	5	4	4	4	4	4	4	4	4
Woodsmall	3	3	3	3	3	3	3	3	2	3
Smith	3	5	4	3	3	3	3	3	3	3
Jackson	4	4	5	4	5	3	2	3	4	3
Gugeler		5	5	5	5		5	5	5	5
Groe	Opened 9-9-2019		4	3	4			3	3	4
Lind	Opened 6-1-2020		4	4	4			4	4	4
Murray	Opened 3-2-2020		4	4	4			4	4	4
Host Home	Opened 9-1-2020			2	2				2	2

Primary Diagnosis

Borderline Intellectual Ability	Mild Intellectual Ability	Moderate Intellectual Ability	Severe Intellectual Ability	Profound Intellectual Ability	Other
	31	23	4	1	13

Secondary Diagnosis

Down Syndrome	6	Epilepsy	1
Attention Deficit Disorder	5	Intermittent Explosive Disorder	1
Schizophrenia (and forms of)	5	Irritable Bowel Syndrome	1
Anxiety Disorder	4	Obsessive Compulsive Disorder	1
Adjustment Disorder	3	Personality Disorder	1
Autism (and forms of)	3	Pervasive Developmental Disorder	1
Bipolar Disorder	3	Phonological Disorder	1
Mild ID	3	Psychosocial Circumstances, Unspecified	1
Cerebral Palsy	2	Prader-Willis Syndrome	1
Major Depressive Disorder	2	PTSD	1
Mood Disorder	2	Pulmonary Hypertension	1
Borderline ID	1	Type II Diabetes	1

Age Range of Individuals Served

Age Ranges	18-20	21-29	30-39	40-49	50-59	60+
		10	17	10	19	16

At the end of June 2022, there were 65 individuals being served in 18 waiver sites.

Trends Identified: The number of residents at each Waiver site remained stable.

At the end of the year, there were no openings for any new clients.

**Residential Care Facilities for the Intellectually Disabled (RCF/ID)
WALTON GROUP HOME**

Intake and Discharge Data:

Number of Intakes

Program	17-18	18-19	19-20	20-21	21-22
Walton	0	0	0	2	0

Number of Discharges

17-18	18-19	19-20	20-21	21-22
0	0	1	1	0

Number Served

Program	17-18	18-19	19-20	20-21	21-22
Walton	12	12	12	13	12

Number at Year End

17-18	18-19	19-20	20-21	21-22
12	12	11	12	12

Resident Profile:

Age Range		Male	Female
20-29	1	6	6
30-39	2		
40-49	2		
50-59	3		
60-70	4		

County of Legal Settlement	
Des Moines	5
Henry	3
Lee	3
Louisa	0
Wapello	1

Primary Diagnosis

Mild ID	8
Moderate ID	3
Seizure Disorder	1

Other Diagnoses

Anxiety Disorder	2	Hearing Impairment	1
Apraxia	1	Impulse Disorder	1
ADHD	1	Major Depressive Disorder	1
Bipolar Disorder	1	Myotonic Dystrophy	1

WOODLAKE

INTERMEDIATE CARE FACILITY FOR INTELLECTUALLY DISABLED (ICF/ID)

Resident Profile:

Number Served

Total number served in the ICF program was:	31
# of individuals receiving services at Ertz Home	8
# of individuals receiving services at Brueck Home	8
# of individuals receiving services at ADP who reside in the community or other residential.	15
Total number served by the Adult Development Program	31

Adult Development Program

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
# Served	29	29	28	29	31

Trends Identified: The population in the ICF/ID continues to remain stable. Staff assist the individuals we serve to become as independent as possible despite their many physical and intellectual disabilities. While attending the Adult Development Program individuals living in the ICF/ID have the opportunity to do paid work and participate in a variety of activities. Twelve individuals attend the Adult Development Program who reside in the community or other residential programs. They are funded by the ID waiver and approved for day hab. One individual continues to participate in day hab, pre voc, job shadow and enclave.

Age Range of Individuals Served

18 - 20 years	0
21 - 29 years	7
30 - 39 years	11
40 - 49 years	4
50-59 years	7
60 +	2

All individuals living in the ICF/ID group homes and attending the Adult Development Program have a primary diagnosis of intellectual disability with classifications as follows:

Primary Diagnosis

The individuals living in the attending the Adult multiple disabilities with including: cerebral palsy, Quadriplegia, Blindness, Bipolar disorder. Multiple barriers to independence for these disabilities many of the ICF/ID consumers have mobility issues, which affect the level of service needed.

Mild Intellectual Disability	2
Moderate Intellectual Disability	5
Severe Intellectual Disability	19
Profound Intellectual Disability	5

ICF/ID group homes and Development program have secondary diagnoses seizure disorder, Scoliosis, Parkinson, ADHD, Autism, disabilities create a variety of these individuals. Due to

Mobility Issues

Mobile/Ambulatory -- Moves about independently, walks under own power.	10
Mobile/Ambulatory with Assistance -- Moves about independently, but benefits from assistance from staff.	12
Mobile/Non-Ambulatory -- Moves about independently by propelling a wheelchair.	2
Mobile/Non-Ambulatory/Dependent -- Moves about with assistance from staff, can't walk independently.	3
Non-Mobile/Non-Ambulatory -- Moves about with assistance from staff, can't walk and can't propel wheelchair.	5

Trends Identified: Due to the multiple disabilities, many of the residents require physical assistance to perform most tasks. Those individuals who are more mobile require repeated prompting due to cognitive or communication deficits. The need for constant supervision for training, safety and care is evident.

QUALITY ASSURANCE INCIDENT REPORT TRACKING AND REVIEW

In compliance with regulatory guidelines, incident reports were collected throughout the agency and maintained in a centralized location for the period of 7/1/20 through 6/30/21. Incident reports were used for the review of identified activities conducted throughout each Hope Haven program to ensure that services provided meet the needs of the individual.

There were 1,489 incidents reported during this period.

Incident reports are categorized as “major”, or “minor”, as defined by Chapter 77 of the Iowa Administrative Code. A major incident, according to standard 77.37(8) means an occurrence involving a consumer of services that:

1. Results in a physical injury to or by the consumer that requires a physician’s treatment or admission to a hospital,
2. Results in someone’s death,
3. Requires emergency mental health treatment for the consumer,
4. Requires the intervention of law enforcement,
5. Requires a report of child abuse or dependent adult abuse,
6. Constitutes a prescription medication error or a pattern of medication errors that could lead to the outcome in circumstances 1, 2, or 3 above,
7. Involves the location of the consumer being unknown.

A minor incident, according to the same standard, is defined as an occurrence involving a consumer of a service that is not a major incident and that:

1. Results in the application of basic first aid,
2. Results in bruising,
3. Seizure activity
4. Injury to self, others, or property,
5. Constitutes a prescription medication error,
6. Behavioral in nature.

Both major and minor incident reports are maintained in the Data Manager’s office in the Cameron building and are available for review according to the guidelines in the policy addressing Access to Individual served Case Files. A summary and code are assigned to each report and entered in the database for purposes of tracking, identification of trends, continuity of data collection from year to year, and protection of confidentiality for the individual served. The database is available for review according to the same guidelines in the previously mentioned policy.

Major Incident Reports

During this reporting period, there were 139 major incidents. Sixty-five (47%) of them occurred while the individual was not under the care of Hope Haven. The majority of these continue to be a reflection of the number of individuals served under the Supportive Community Living, with the remainder of individuals reporting to day hab or supported employment staff. These clients often report incidents to Hope Haven staff that have occurred in their home living environment and community settings when services were not being provided.

YEAR	Number of Reports
2017-2018	141
2018-2019	112
2019-2020	78
2020-2021	139
2021-2022	179

Distribution of reports per department and per category is as follows. Comparison is presented from a five year reporting period. The Residential numbers include Community Living Services, Crisis (6) and River Cross (44) as well. Detailed analysis and distribution per program is summarized in Quality Improvement Plan (QIP). The QIP is maintained by the Data Manager and can be accessed through appropriate request.

DEPARTMENT	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Residential	103	98	67	112	151
Vocational	32	14	11	27	27
ICF	0	0	0	0	1
Elderly Waiver CM	6	0	0	0	0

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Suspicion of Abuse	7	6	1	5	8
Medical: Dr. Visit	29	40	30	35	61
Legal Involvement	44	30	15	40	50
Medical: ER	26	11	15	19	24
Unknown Location	14	7	7	15	11
Psychiatric	17	15	10	23	22
Death	4	3	0	1	3
Pattern of Med Error	0	0	0	0	0
Other	0	0	0	1	

This is a 22% increase over last year. This year Residential services reported more major incidents than any other department. This is largely due to the operation of the River Cross Dual Diagnosis Program, now in its second year of operation, and the consistent number of Supported Community Living clients. Persons using these services were involved in a number of major incidents. This year, Hope Haven continued to serve more people with mental illness diagnoses. Persons with Habilitation funding have a diagnosis of mental illness and have support needs that tend to involve the filing of major incidents.

Medication Error Reports

A medication error is defined as a missed dose, late dose, incorrect dose, incorrect route, wrong person, or wrong medication. During this reporting period, there were 130 reported medication errors. Of those, 15 are classified as “Not Our Responsibility” (NOR). This leaves us with a total of 115 medication errors for this reporting year for which staff were responsible. Of these 115, ten of them were documentation errors and did not reflect an error in administration of the client’s medications. Med errors increased 32% the past fiscal year. This increase can be attributed to just three programs that saw large increases in errors, accounting for 51% of the total errors.

In 2017, a plan was developed and implemented to increase the involvement of the agency’s Health Services Coordinator. This resulted in significant improvement the first year with a 36% decrease in the number of errors. Since that time, the position of Health Services Coordinator has been vacant, as has the Day Program Nurse/Health & Safety Coordinator. Both positions were filled in 2021. As persons in those positions become acclimated, management of medication errors will revert to that department and we will implement the goal again. As for this reporting year, it seems a number of factors contribute:

- Medications are refused more often among the population with mental illness diagnoses.
- Some residential clients temporarily moved out of the waiver sites and into family homes, where medication administration was not documented or adhered to with the same guidelines as in the waiver sites
- Every site/location was affected by extreme staff shortages due to COVID -19.
- Waiver sites were impacted by loss of management during the pandemic. It is in these locations that we see the highest number of medication errors.

Year	# of Errors
2017-2018	74
2018-2019	74
2019-2020	43
2020-2021	88
2021-2022	130

Distribution of reports by program is as follows.

PROGRAM	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
6 th Street	4	0	1	4	12
Unterkircher Program	2	3	2	3	2
Aspen Circle	2	4	0	0	6
Cottonwood	0	1	3	0	0
Crisis Stabilization	8	12	5	6	0
Flex	3	5	4	1	1
Groe	0	0	0	2	2
Gugeler	0	0	1	1	1
Gunnison / Oriano	1	5	0	7	0
Host Home					1
ICF	4	5	0	5	16
Iris	2	1	0	0	2
Jackson	0	3	0	2	0
Keokuk Day Hab	0	0	1	5	0
Krogmeier	5	2	0	0	1

Lind	0	0	0	1	1
Market Street	1	3	1	2	8
Morning Sun	7	4	0	2	
Motts	0	1	1	2	1
Murray	0	0	0	2	20
Norrgard	1	5	0	0	0
Racine	11	3	3	1	1
Respite	1	0	0	0	0
River Cross	0	0	0	11	8
Smith	0	1	0	1	3
Surrey	6	3	1	3	0
Walton	4	6	4	11	6
Witte	2	2	7	6	0
Woodsmall	9	5	7	2	23
Work Services	1	0	1	2	0

Reports of Seizure Activity

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
ICF/ID	290	390	382	265	156
Walton Group Home	46	44	29	66	45
Flexible Services	36	14	19	0	0
Groe					2
Gugeler					1
Keokuk Day Hab	0	0	1	0	3
SCL / Respite	0	0	1	1	0
Crisis Stabilization	0	0	6	0	2
Motts	0	2	0	0	4
Unterkircher Program (Alternative Services)	1	6	2	12	6
Aspen	0	22	75	56	43
Total	373	478	515	401	262

The number of seizures decreased by 35% this year, with the number reported in the ICF, where the majority of clients with a seizure disorder reside, considerably lower. Lower numbers were reported in all other programs that consistently had some seizures reported in previous years as well. There were five programs reporting this year that reported none last year.

Behavioral Reports

The number of behavioral reports saw a decrease for two of the last five reporting years. Beginning in 2020, which coincides with the COVID pandemic, the numbers began to show an increase. This fiscal year they have increased 17% over last year. This year's total also reflects a 38% increase over the lowest illustrated year number (2019-2020). It is believed that the frequent turnover of staff due to COVID illnesses, shortages, uncertainty in the clients' work schedules and job insecurity, all contributed to a level of stress which impacted the participants' abilities to manage the stress as effectively as before.

YEAR	Number of Reports
2017-2018	402
2018-2019	347
2019-2020	267
2020-2021	357
2021-2022	429

Behavioral reports fall into the following categories: general agitation, self-injury, property destruction, theft, lying, non-compliance, elopement, confusion, breaking rules, threatening others, verbal abuse, inappropriate physical contact, aggression to others, and other. The category of "other" is generally used for a behavior that is individually identified in an individual's behavior plan.

Distribution of reports per department is as follows.

BEHAVIORAL REPORTS

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
6 th Street	5	4	0	6	10
Aspen Circle	5	8	12	3	3
Cottonwood	1	12	13	0	
Crisis Stabilization	37	9	14	22	3
Employment Services	77	56	25	40	23
Flex	25	5	4	2	2
Groe Home	N/A	N/A	11	10	5
Gugeler	1	5	0	0	2
Host Home	N/A	N/A	N/A	6	4
ICF (includes ADP)	112	102	60	88	130
Iris	13	0	3	8	16
Jackson	0	0	1	7	16
Keokuk Day Hab	3	14	14	24	12
Krogmeier	2	0	1	0	1
Lind	N/A	N/A	0	3	0
Market	3	3	0	0	19
Morning Sun	6	2	0	0	
Motts	4	2	1	0	1
Murray Home	N/A	N/A	1	1	2
Norrgard	0	0	0	0	1
Oriano Home (<i>Gunnison</i>)	32	31	26	1	17
Racine	8	0	26	40	46
Respite	2	3	7	0	1
River Cross	N/A	N/A	N/A	28	47
SCL (includes HBH)	31	27	11	10	9
Smith	2	0	3	1	6
Surrey	6	1	1	1	0
Unterkircher Program (<i>Alternative Services</i>)	15	51	14	17	13
Walton	11	9	11	17	35
Witte	1	2	3	3	2
Woodsmall	0	1	4	3	3
Work Services	0	0	1	1	0

Injury and Safety Reports

Distribution of reports per program is as follows. Each report is reviewed by a manager, the Data Manager and a nurse. Follow up is done in 24 hours on all injuries and documented on each report.

Program	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
6 th Street	4	2	3	7	4
Aspen	6	11	6	0	1
Cottonwood	1	10	3	0	
Crisis Stabilization	19	15	17	10	2
Employment Services	52	73	21	21	4
Flex	39	16	22	42	30
Groe			0	4	3
Gugeler	7	5	3	2	3
Host Home					3
ICF (<i>Includes ADP</i>)	43	50	47	151	39
Iris	30	21	25	41	47
Jackson	0	5	0	1	0
Keokuk Day Hab	7	8	2	6	0
Krogmeier	3	3	8	1	2
Lind			0	4	1
Market Street	0	2	8	16	3
Morning Sun	2	3	3	3	
Motts	11	10	12	22	13
Murray			0	1	3
Norrgard	1	3	2	0	1
Oriano Home (<i>Gunnison</i>)	22	26	14	14	2
Racine	7	0	4	3	3
Respite	4	0	3	0	1
River Cross			0	22	24
SCL	26	29	21	37	29
Smith	1	2	1	0	1
Surrey	15	11	12	19	0
Unterkircher Program	14	35	38	38	33
Walton	19	7	32	21	38
Witte	2	1	2	2	2
Woodsmall	9	12	23	15	10
Work Services	3	3	0	1	
Totals	347	363	332	504	302

Injury and Safety reports are tracked by program, by known or unknown origin, whether or not self-injury was involved, injury by another individual served, contributing environmental factors, corrective actions needed, and staff involved. Injury and Safety reports are categorized as: scrapes, cuts, swelling, pain, skin breakdown, bites, burns, redness, blister, bruise, burn, fall, splinter, sunburn, and “other”. 100% of injury/safety reports are reviewed by a nurse or group home administrator, and are to be reported within 24 hours of occurrence. The breakdown of categories this year:

Abrasion	Bite Human	Bite Animal	Bruise	Bump	Burn	Cut	Fall	Pain	Rash	Scrapes	Swelling	Other
61	2	3	27	11	11	43	76	27	2	2	1	27

Stakeholder Input:

It is the practice of Hope Haven to actively solicit input from those receiving services as to the direction of their programs. This is practiced on a regular basis through the day-to-day process of providing services. Formal satisfaction surveys are conducted periodically. Surveys are sent to various groups of stakeholders on an alternative schedule (individuals served, family member/advocate, funders, community employers, and employees).

Individuals Served

Individuals served were surveyed for satisfaction with services and responsiveness from Hope Haven employees. There were 305 surveys sent out this year. One hundred-nineteen (39%) were returned, continuing to demonstrate a trend of slightly lower percent each fiscal year. There were very few surveys returned that included comments. The majority of the comments reflected the pandemic restrictions, such as not wanting to wear masks, missing friends, work etc. There were no negative comments, some suggestions were to increase job opportunities in the community and have more job coaches, and vary day hab outings more.

All of the questions were answered positively with yes answers, the lowest percentage on any, a 94% yes response.

Responses of current individual's served:	YES	NO	N/A
1. I get to do things I enjoy?	97%	3%	
2. Staff who work for Hope Haven listen to me?	97%	3%	
3. Hope Haven staff treat me like an adult?	95%	4%	1%
4. I am involved in decisions about my services?	94%	4%	2%
5. If I don't understand something, Hope Haven staff will help me?	98%	1%	1%
6. Hope Haven staff make me feel important?	97%	2%	1%
7. I am happy with Hope Haven?	97%	3%	

Clients were asked to respond to these questions if they were involved with the services:

Residential Services:

I am allowed to make choices for myself. 96% Yes 4% No
 I get along with the people I live with. 85% Yes 9% No 6% Sometimes

Community Living Services

This service allows me to continue living in the community. 100% Yes 0% No

Day Hab Programs

I am given different activity choices. 99% Yes 1% No
 I get to do things that are important to me. 99% Yes 1% No

Employment Services

This service has helped me learn and keep a job. 97% Yes 3% No

Two questions were also included: Is there anything that Hope Haven can do better? And space for additional comments. These were blank on the majority of those returned, only 12% included any

comments. Many of the clients need to have the surveys read to them and/or their answers completed for them. The possibility of them answering as they feel they should rather than stating what they feel should be considered a factor. Six of those adding comments, suggested that staff and/or peers should be ‘nicer’ and have more respect for each other, as well as communicate better. Other comments were help them to be more independent, give them more to do and provide more variety and number of outings at day hab services.

Forty-four percent of the forms returned indicated that they were completed by either a staff person or parent/guardian. Twenty-nine percent were marked indicating that the individual participated in completing the form, but either had to have it read to them or needed assistance in writing/marketing it. Another twenty-seven percent were completed independently by the client.

Family Member/Advocate Surveys

There were 212 surveys mailed out to family members this year. Thirty-two percent of those mailed were returned. A number of them were undeliverable as sent and returned. Again this year the survey used a graded rating of A-F, instead of asking recipients if they agreed with the statement with Yes, No and Usually responses.

	A	B		C	D	F		No Answer
1. Service(s) provided/offered.	52	12	94%	2		1	4%	1
2. Staff communication skills.	41	18	87%	8			12%	1
3. Professionalism	49	13	91%	4			6%	1
4. Cooperation.	52	10	91%	5			7%	1
5. Keeping you informed.	43	17	88%	6	1	1	12%	
6. Listening to suggestions.	47	12	87%	6			9%	2
7. Responsiveness to your concerns.	52	8	88%	7			10%	2
8. Knowledge about your ward or family member.	55	6	90%	5	1		9%	1
9. Satisfaction expressed by your ward or family member regarding care/treatment/programming.	53	13	97%	6			9%	2
10. Overall performance.	48	11	87%	7			10%	2

The average A-B responses were 90%, which is down from last year’s 92%. Average C-D-F responses were 9%. In line with the A-B response percentage being lower, the overall performance percentage was down from 96% last year to 87% this year. Consistent with previous years are the lowest percentages, keeping family informed and staff communication skills. All the response percentages were lower this year except for satisfaction of the client with care/treatment/programming.

Forty-nine percent of the forms returned provided additional comments. Many (39%) expressed being very grateful for the services that Hope Haven provides and several singled out homes and/or staff that they felt did an excellent job. Several noted that the problem of staff shortages had directly affected the quality and/or amount of service their family member had received. Forty-seven percent indicated that they utilized more than one service.

How long has this client received services through Hope Haven?

Year or less	1-5 Yrs	6-10 Yrs	11-15 Yrs	16-20 Yrs	21-25 Yrs	26+ Yrs
3	16	16	8	4	4	16

Employee Survey Responses

There were 256 surveys sent out this year. Only 91(36%) were returned and this, like the client surveys, is the same as last fiscal year. This survey has been utilized for six years.

Seventy-seven percent of those returned were DSP's. Staff that have been employed with Hope Haven for 5-10 years was the largest percentage at 31%.

What work do you do?

Direct Support	Admin	Management	Supported Employment	Nursing	Other
69	7	11	2	2	

How long have you worked for Hope Haven?

< 6 months	6 months to 1 year	1-2 years	2-5 years	5-10 years	10-15 years	15-20 years	20-25 years	25 + years
9	7	12	15	28	9	3	4	2

There were 14 questions asked on the survey this year. These individualized question responses correlate with and seem to support the answers to the questions that staff were asked to choose their top responses for. Ten of the fourteen question percentage ratings of five dropped, an average of 9.4%. The largest changes in these ratings were seen on the following questions:

I understand how my work impacts Hope Haven clients – dropped from 90% last year to 72% this year
 My supervisor and I have a good working relationship – dropped from 77% last year to 61% this year
 I am comfortable voicing my concerns to my supervisor – dropped from 72% last year to 57% this year
 I have a good understanding of the services Hope Haven offers – dropped from 73% last year to 63%.

The decreased ratings could possibly be attributed to the high turnover in staff that Hope Haven has seen during the pandemic. Workloads have increased with fewer staff to provide services, knowledgeable staff to provide training and support have left, and a number of management level positions have also seen changes. All these factors could have affected the views of staff when completing the survey.

Four questions saw the percentage of five ratings increase an average of 5%. For questions, I am satisfied with the job related training Hope Haven offers and I am fairly compensated, the five rating increased 7%.

To summarize some of the data in the table:

Those that received the lowest percentage of a 5 rating were:

- 29% How often do you feel your contributions are recognized?
- 36% I am fairly compensated.
- 47% I am satisfied with the job-related training Hope Haven offers.
- 34% The company's total benefits program meets my needs.
- 41% I feel valued as an employee.
- 42% Staff take the initiative to help coworkers when necessary/needed.

Those that received the highest percentage of a 5 rating were:

- 85% I understand how my work impacts Hope Haven clients.
- 68% I feel that clients are respected at Hope Haven.
- 63% I have a good understanding of the services that Hope Haven offers.

There were three questions that staff were asked to choose their top one or two responses. These were scored with all answers that were marked as many staff didn't mark any, or marked more or less than requested.

In your opinion, which of the following do we do well at Hope Haven? (Select top two)

- 41% Providing meaningful work.
- 29% Assuring high quality services.
- 11% Competitive compensation.
- 7% Job training.
- 5% Perks & Benefits.
- 4% Communication.
- 2% Recognizing strong performance.

The answers remained the same order as the prior two years, and the percentages only changed slightly. Communication and recognizing strong performance have remained in the lowest two spots the last four years.

What is the greatest pleasure you get from working at Hope Haven? (Select one)

- 42% Caring for people we serve.
- 28% Feeling I am making a difference.
- 17% Doing interesting, challenging work that gives a sense of accomplishment.
- 4% Being respected and valued.
- 4% Receiving the salary I take home.
- 2% I don't get any pleasure from working.
- 4% Having a strong relationship with coworkers.

For this question, the top five responses remained in the same order. The top two response percentages changed the most, each dropping 4% points, with the other five each increasing slightly.

In your opinion, which of the following needs improvement at Hope Haven? (Select two)

- 27% Recognizing strong performance.
- 23% Managing workload.
- 21% Communication with direct supervisors / senior management.
- 14% Competitive compensation package.
- 7% Opportunities for career development.
- 7% Job training.

These responses fluctuated quite a bit from last year. Most significantly, the need to improve the competitiveness of compensation packages dropped from the number one concern last year at 28% to half this year at 14%. The agency made a strong effort to increase wages during the COVID pandemic and then made the increases permanent as the pandemic eased. This was also necessary to hire and retain new staff as the shortage of workers became a major problem. On the other hand, the top three this year each increased three to ten percent. These responses again may be directly correlated to the shortage of staff and the extra stress and workload that this created on staff to keep up.

Staff were asked to give/rate their opinions on a scale of 1 to 5 for the following fourteen questions. . The results are summarized below, presenting a comparison of the five years.

On a scale of 1 to 5 (5 is the highest & 1 is the lowest), rate your opinions of the following:

		1	2	3	4	5	N/A
I feel valued as an employee.	2018	1%	6%	24%	37%	32%	
	2019	1%	7%	24%	32%	36%	
	2020		6%	18%	38%	38%	
	2021	7%	5%	26%	19%	43%	
	2022	9%	9%	16%	23%	41%	
I am fairly compensated.	2018	2%	6%	25%	38%	29%	
	2019	5%	11%	23%	37%	24%	
	2020	2%	2%	26%	43%	27%	
	2021	11%	4%	28%	28%	29%	
	2022	9%	6%	17%	30%	36%	
I feel that overall, I get along with my coworkers.	2018	1%	2%	9%	28%	60%	
	2019		3%	4%	27%	67%	
	2020		2%	5%	30%	63%	
	2021		1%	2%	32%	65%	
	2022		1%	10%	31%	57%	
Staff take the initiative to help coworkers when necessary/needed.	2018	1%	7%	15%	33%	44%	
	2019	1%	4%	14%	34%	47%	
	2020	2%	7%	17%	31%	43%	
	2021	2%	7%	19%	29%	43%	
	2022	6%	2%	21%	28%	42%	
My supervisor and I have a good working relationship.	2018	2%	2%	7%	19%	70%	
	2019	2%	2%	11%	23%	62%	
	2020		1%	7%	17%	75%	
	2021	1%	4%	3%	15%	77%	
	2022	4%	2%	10%	18%	61%	
I am comfortable voicing concerns to my supervisor.	2018	3%	2%	8%	21%	66%	
	2019	2%	5%	11%	21%	61%	
	2020		3%	11%	16%	70%	
	2021	2%	4%	9%	13%	72%	
	2022	8%	2%	16%	16%	57%	
How often do you feel that your contributions are recognized?	2018	7%	9%	27%	34%	23%	1%
	2019	5%	11%	36%	26%	22%	
	2020		12%	17%	40%	32%	
	2021	5%	9%	32%	28%	26%	
	2022	12%	9%	17%	30%	29%	
I am satisfied with the job-related training Hope Haven offers.	2018	1%	5%	14%	32%	48%	
	2019		6%	16%	38%	40%	
	2020	2%	3%	14%	33%	46%	
	2021	3%	4%	16%	37%	40%	
	2022	1%	9%	19%	24%	47%	
I feel that clients are respected at Hope Haven.	2018	1%		8%	22%	69%	
	2019		1%	6%	32%	61%	
	2020		1%	6%	22%	71%	
	2021			9%	25%	66%	
	2022		3%	8%	20%	68%	
I understand how my work impacts Hope Haven clients.	2018			2%	12%	86%	
	2019			2%	11%	87%	
	2020		2%	3%	8%	87%	

	2021		1%	4%	5%	90%	
	2022		1%	2%	12%	72%	
I have a good understanding of the services that Hope Haven offers.	2018		1%	4%	22%	73%	
	2019			7%	21%	72%	
	2020		1%	8%	24%	67%	
	2021		1%	5%	19%	73%	
	2022		1%	11%	25%	63%	
How clear/realistic were the job expectations that were given to you?	2018	1%	2%	8%	31%	58%	
	2019	1%		8%	38%	53%	
	2020		6%	8%	29%	57%	
	2021	3%	1%	16%	26%	55%	
	2022		6%	20%	27%	46%	
The company's total benefits program meets my needs.	2018	2%	4%	19%	34%	37%	4%
	2019	1%	11%	11%	34%	39%	4%
	2020	4%	5%	18%	34%	38%	1%
	2021	3%	4%	21%	29%	43%	
	2022	7%	10%	21%	22%	34%	3%
I feel that the personnel policies were clearly explained to me.	2018	1%	2%	10%	24%	63%	
	2019	1%		7%	30%	62%	
	2020	1%	3%	6%	28%	63%	
	2021	2%	5%	12%	22%	59%	
	2022	2%	3%	13%	27%	53%	

Supported Employment Surveys

Two surveys are utilized for the supported employment program.

One is sent to area businesses that employ clients who are assisted with aspects of their jobs through follow along job coaching. This year surveys were sent to 49 businesses, with twelve being returned (24%). Eight indicated that they would strongly recommend the program if asked by another business. When asked if they were satisfied with the client's overall work performance, five clients were given a very satisfied score, and eight a somewhat satisfied. Other questions included:

Were you given adequate information about the program, 100% answered yes.

Is the job coaching support the employee is receiving adequate, all but one responded yes.

Does the job coach conduct on site visits frequently enough, 100% answered yes.

Does the job coach help resolve any work-related problems or concerns in a timely manner, all but one responded yes. There were very few comments added. Two different job coaches were commended for providing outstanding assistance to clients. Several commented that they occasionally had concerns about the quality of work, but when communicated, they were addressed in a timely manner. Only one contained negative feedback, noting the lack of professionalism with some of the job coaches.

The second survey is sent to businesses utilizing the Enclave services. Twenty were sent this year and eight were returned (40%). Five indicated that they would strongly recommend the program if asked by another business. The other three marked that they would recommend it with reservations, noting that the quality of work varied greatly due to the number of different clients and job coaches that came. There were eight questions asked of these employers, using a 1-5 rating system. With a total possible score of 40, the average score was 28 or 70% satisfaction. This was calculated using only seven of the returned surveys as the eighth one did not score all the questions.

Stakeholders

To make it easier and more convenient, the survey was emailed to 57 individuals. As in previous years, there was quite a bit of turnover in the positions and keeping contact information updated was difficult. Approximately 15 of these were returned as undeliverable. Another 10 who had no email addresses listed were mailed the surveys. Of the 52 that were successfully delivered, only 7 were returned.

Six of the seven that were returned had worked with Hope Haven for more than 5 years. They had referred clients for all the services that Hope Haven offers. There were twelve questions asked about Hope Haven's knowledge, responsiveness, quality of services and consistency. Six respondents marked that they either agreed or strongly agree with the statements. Only one respondent marked many of their responses as disagree or strongly disagree. They felt that staff were not knowledgeable enough of client needs, were not professional, and client plans and written reports were not completed well.

Services seeking CARF accreditation develop program goals aimed towards providing services in those departments in a more effective, efficient, and accessible manner. Programs involved this reporting year (2021-2022) are Day Habilitation and Supported Employment.

Day Habilitation

Quality Improvement Program Goal: The goal for this program is to track opportunities for community integration using the total hours of operation and the number of hours of individuals participate in them. Information will be used to determine if and where opportunities for integration are a strength, and where outcome improvements are required. Results should also narrow the types of remediation required in each day hab location. Each day hab location presents services in slightly different means. This is based, in part, by client census, staffing patterns, vehicle/transportation opportunities, client scheduling preferences and community options. Other trends affecting participation in integrated settings include: client preferences, weather, individual health, individual appointments. A significant barrier to providing community integrated activities is the COVID-19 pandemic. Group activities are limited, masks are required, access to community resources is more limited than ever before. We plan to explore ways to provide community inclusive activities for day hab participants at the same rate as is available to non-day hab participants throughout this Public Health Emergency. The reporting does not include set-up or departure preparations time. Data for this goal is collected for the time period of **7/1/21 through 6/30/22.**

Programs:

The ADP program offers day habilitation services to adults who require a high level of supervision and support.

Flexible Services Program, Keokuk Day Hab, Motts Day Hab, and Unterkircher Program, through the Day Habilitation program, provide training, support and assistance to individuals so that they are able to gain or maintain skills for as long as possible. They continue to offer a variety of day hab activities to enhance community integration and skill development.

Baseline Data: As described in the goal from last year, the COVID 19 pandemic greatly impacted utilization of Hope Haven’s Day Hab programs. By year end, participation was still lower than average. Concerns remain in the community as cases are again rising. At this writing, Day Habs are open and observing precautions from the CDC guidelines.

Measurement for FY 21-22 will begin from the results of year end 2021, as the effects of the pandemic are unknown at the writing of this goal.

Program	Last Year	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Target	Year End
Motts Program	43%	51%	53%	49%	57%	50%	52%
Adult Development Program	5%	2%	2%	1%	4%	7%	3%
Flexible Services	5%	14%	11%	14%	45%	30%	21%
Keokuk Day Hab	11%	34%	26%	28%	32%	30%	28%
Unterkircher Program	10%	40%	26%	22%	31%	30%	30%

Discovery Plan: This review examines the total minutes of integration opportunities offered in day hab services, and how much time each individual participates in integrated settings. The report draws information entered by the DSP in charge of each event. Activities are identified as provided away from the facility or within the facility.

Remediation Plan:

The Department Director will identify the need, if any, for remediation activities and report to Senior Management.

If community integration increases to the targeted percentage, there will be no need for remediation. If community integration decreases due to factors within the agency's control, the Department Director will initiate remediation activities.

Improvement Plan: Two programs, Motts and Unterkircher, met their target of 50% and 30% respectively. Keokuk Day Hab came within 2% of their target. Flexible Services and Adult Development Program did not meet their targets. Efforts in the coming year will focus on changing the structure of the services at Unterkircher Day Hab.

Employment Services

Quality Improvement Program Goal: The goal for this program is to more accurately track required training for Employment Services staff.

Baseline: On 5/4/16, the Iowa Administrative Code was revised to require additional training hours for persons providing employment services. Current staff were to complete 9.5 hours of training through the College of Employment Services Direct Course. New employees were to complete 9.5 hours of the same training within the first 6 months of hire. Persons providing small group or individual follow along services are required to obtain job coaching certification within 24 months of hire. All Supported Employment staff are required to annually complete 4 hours of training in Employment Services.

Hope Haven chose to require Employment Staff obtain job coaching certification in the first 6 months of employment. The courses required for certification total 10.7 credit hours, which meets the requirement of 9.5 hours in the first year. The skills and concepts learned through the acquisition of the job coaching certificate benefit the person served, creating a win-win situation for the agency and individuals served.

Employment Services staff employed on 5/4/16 completed the required 9.5 hours of training.

Hope Haven assigned ongoing training, whether through the College of Direct Support or other opportunities, to staff based on the year with a start date of 5/4. The intent of the rule was to obtain the training according to staff employment year. Some staff did not complete the trainings in the required time frame – some completed the training earlier or later, which left some with “gaps” in their training records.

In 2021-2022 we intend to rectify this through a revised tracking method, and through direct assignment of relevant materials by Employment Services management.

The goal is to achieve 95% compliance by 6/30/22.

Objective 1: Director of Employment Services will create an assortment of lessons relevant to employment that can be assigned to staff in their employment years 2 and beyond.

Target Date: 9/30/21 Modified 12/20/21: The agency is transitioning from Quantum and College of Direct Support to Relias. Lessons will be chosen from the Relias Catalog. New target date 2/28/22. Modified 4/30/21: As we are yet unable to verify that the courses in Relias meet the requirements for

this program, we will continue to use the College of Direct Support for Supported Employment certification.

Objective 2: Employment Services supervisors will utilize a training plan for each employee to monitor throughout the year and review with the employee at points throughout the employment year.

Target Date: 10/31/21 Modified 12/20/21: The agency is transitioning from Quantum and College of Direct Support to Relias. Training plans will be developed for all agency positions. New target date 2/28/22. Modified 4/30/21: As we are yet unable to verify that the courses in Relias meet the requirements for this program, we will continue to use the College of Direct Support for Supported Employment certification.

Objective 3: 95% of Employment Services staff will have completed required trainings within assigned time frames.

Target Date: 6/30/22. Target met. This objective is achieved for this reporting year.

Objective 4: Develop four video resumes for individuals in job development to assist them to find employment using technology. (Continued from last plan year).

Target Date: 12/31/21 Target met. Videos have been developed and are in use.

IPS:

Addendum 12/10/21: As an early adopter, Employment Services has been working to implement the IPS model of service delivery. This department will add a goal to achieve and maintain the highest quality of service as measured by the IPS Fidelity Score.

At the end of March our self-evaluated score was roughly 99. We've since formed a more cohesive and integrated mental health team that we meet with weekly, increased the number of face-to face visits with businesses, and have more closely followed the model of zero exclusion. We've also improved our score in the area of agency focus on competitive employment and executive team support now that we've identified who all is part of that executive team.

We recently (June 2022) self-evaluated our Fidelity Score and feel we are comfortably at 105. Our actual score will be evaluated at our baseline fidelity review July 20th.

Update: Baseline Fidelity Review was held and our baseline score is 98.

In the upcoming year, efforts in QA will focus on tracking of the fidelity scale in areas scored at 3 or below.

The Intra-Agency Admission Committee Summary

The Intra-Agency Admissions Committee oversees and reviews all admissions and discharges from each program and authorizes recommendations of acceptance or denial of applicants after initial review or acceptance by subcommittees from each program area. The function of this committee is to:

- Serve as a resource for those subcommittees upon request.
- Review applicant information of those persons denied ensuring policy compliance, and proper notification of decision.
- Maintain a central record of persons entering each service, persons denied and reasons, number of re-entries, and persons discharged and reasons.
- Identify trends, report in year-end Outcome Report.
- Review and revise as necessary all agency policies for admissions and discharge procedures and criteria. Approve and make recommendations to procedures and criteria developed and used by subcommittees.
- Make referral recommendations for persons denied or discharged.
- Serve as review board for applicants denied who appeal the denial.
- Be knowledgeable of criteria for admission into each program area.

Number Reviewed Through Intra-Agency Admissions Committee

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Accepted for Services	119	97	64	101	101
Deferred Decisions	22	13	11	11	13
Denied Services	9	0	2	7	0
Withdrawn					7
Discharged from Services	142	95	92	89	115

A total of 101 individuals were accepted for services this fiscal year. Twelve were accepted into two or more services during the year. Four had completed the Crisis Stabilization program, one entering Home Based Hab, one entered River Cross Facility, one started Supported Employment and the fourth entered Crisis a second time. The number listed as accepted for services is an unduplicated total. There were additional clients that were accepted into a new service, already receiving services through a different Hope Haven program.

Persons Accepted for Services: Persons accepted for services were counted for this report *only* if they were new to Hope Haven or had not received services from Hope Haven during this reporting period. The number of individuals going through the Admission and Discharge processes continues to remain fairly stable, the tracking process has become more efficient at identifying individuals who had received services in another program the same year. The number this year is exactly the same as last reporting year.

Reasons for deferred decisions included: More information was needed for all of the referrals that were deferred. Upon receipt of the information, six were accepted but were still deferred at the close of the fiscal year and placed on a waiting list due to staff shortages in some programs. The other seven, were withdrawn from consideration. There were varying reasons, three indicated that they had just changed their minds about receiving service, two decided to remain with current providers and two were unable to be reached and/or failed to respond to efforts to contact them.

Reasons for denied services included: There were no individuals denied services this reporting year.

Number Discharged: This is an unduplicated number. This number reflects when a client has exited a program throughout the year, but does not take into consideration that the client may reenter services later on in the year. As an example, a client may exit all employment services programs but several months later decide that they do want to utilize an employment service. This may or may not be the same service they were previously in and they would not included in the unduplicated accepted total. To more effectively draw a correlation between the two this discharge number should possibly only reflect those that exited all agency services and did not return.

Reasons for Discharge

Reason	2018-2019	2019-2020	2020-2021	2021-2022
Voluntary, no longer interested	19	16	21	19
No funding	1	1	0	0
Death	4	0	3	4
Moved	6	6	5	17
Did not participate	9	11	4	10
Chose another service provider	2	4	1	1
Required higher level of care for behavioral needs	1	0	0	1
Required higher level of care for medical needs	8	2	3	2
Required higher level of care for psychiatric needs	0	0	4	4
Successful discharge, no longer needed support	45	50	38	46
Dissatisfied with service (restrictions)	2	0	1	6
Unable to work due to health issues	0	0	3	1
Did not want to work	0	1	0	0
Lost job due to behaviors	1	0	1	0
Program ended	0	1	2	0
Incarcerated	2	0	2	2
Transportation issues	0	0	0	1
Involuntary / Behaviors	0	0	1	1

Disability of those Discharged

	Intellectual Disability	Mental Illness	Dual Diagnosis ID/MI	Dual Diagnosis ID and Autism	Developmental Disability & Borderline Intellectual Functioning	Other	Brain Injury
2018-2019	13	63	13	2	1	1	2
2019-2020	4	73	13	1	0	1	0
2020-2021	6	74	5	3	0	0	1
2021-2022	18	66	27	1	0	3	0

A review of the follow-up reports of those discharged indicated the following:

Follow-up reports are only done when the individual has indicated, through a release, that they agree or want a follow-up conducted. This is the first reporting year that a procedure was put in place to have the program a client was exiting from complete a follow up form. The admission's committee were then responsible for mailing a letter to the client and this information was tracked.

There were 116 Follow Up Forms completed. Clients who received Crisis Stabilization services were more difficult to contact as they often exited with no phone or mailing address. There were 7 clients that either did not provide consent for the follow up or had no contact information at exit to reach them. If they left a forwarding address, it often was returned undeliverable (10). The majority of clients that a follow up was completed for had received either Employment services (44%) or Crisis Stabilization services (29%).

Responses were received through returned forms for only twenty-eight of the number completed (2%). The questions asked were:

<u>25</u> Yes	<u>3</u> No	Did the service help them achieve their goal(s)?
<u>26</u> Yes	<u>2</u> No	Were they happy with the service they received?
<u>2</u> Yes	<u>19</u> No	<u>7</u> N/A
<u>21</u> Yes	<u>2</u> No	<u>5</u> N/A
<u>21</u> Yes	<u>6</u> No	<u>1</u> N/A
<u>7</u> Yes	<u>21</u> No	

Remediation Activities

Hope Haven addresses improvement activities on an on-going basis. Information is obtained through various discovery methods. Remediation is achieved promptly on an individual and systemic basis, and improvement is noted. Documentation of activities, summary information, and action steps are maintained in various reports and plans, such as the Quality Improvement Plan, Risk Management Plan, Accessibility Plan and Strategic Long Range Plan.