

# 2008 ANNUAL REPORT

## Hired Hands & Associates, Inc.



The first three quarters of 2008 were marked by a dramatic 31% increase in persons served, as compared to the prior year. Hired Hands and Associates, Inc. (HHA) hired and trained new staff members in order to accommodate this significant number. As the company experienced this growth, HHA's leadership recognized the need to re-locate to a larger office in order to be more accessible to staff. After the move successfully occurred in July, two additional work stations were created so that Employment Specialists could access emails and the database during working hours. The new office space became an efficient way to facilitate meetings, trainings and small conferences.

The HHA website has new additions that were constructed in 2008. The HHA information video is now on the website. A greater number of individuals can now learn about our services. For those seeking employment, opportunities within HHA are posted on the website along with an on line application. This enhances the hiring/interviewing process while cutting down wait time.

In October, a serious statewide financial crisis was announced to all Employment Service Organizations who partner with the Department of Rehabilitative Services. The Commissioner informed the Supported Employment community of the grave situation challenging Virginia and the immediate need to close Category 1.

No further referrals could be made until further notice. Such devastating information required leadership to make immediate changes in the operation and procedures within the company in order to survive this crisis and remain a viable organization. This situation has redefined strategic goals and planning for the new year, and Hired Hands is determined to make the necessary adjustments to remain solvent and effective in service delivery in 2009.

### Efficiency

Measure: To increase the number of successful closures from 43% (2007) to 50%.

Outcome: We received an increase in actual referrals from 2007 during the initial first three quarters of 2008. However, due to the closing of Category 1 within the state, HHA did not achieve its successful closure goal. Almost 45% of consumers in active status of Situational Assessments and Job Development were brought "in house" by DRS, so HHA was not able to finalize services on these individuals. Based on remaining consumers in services, the total number of successful closures was 64 or 25% of those consumers referred in 2008.

### Effectiveness

Measure: For HHA to achieve an overall performance rating of good to very good from 100% of persons served in job coaching .

Outcome: Through obtaining quarterly feedback (surveys) from persons served, 28 out of 29 respondents rated services good to very good. HHA came very close to reaching the 100% goal, and will strive for 100% in 2009.

#### Who We Served:

<i>Physical Disabilities</i>	2	<b>Male:</b> 120
<i>Learning Disabilities</i>	52	<b>Female:</b> 136
<i>Cardiovascular</i>	0	<b>Age:</b>
<i>Cerebral Palsy</i>	10	18-21 = 99
<i>Spinal Cord</i>	0	22-36 = 94
<i>Traumatic Brain Injury</i>	8	37-49 = 37
<i>Diabetes</i>	0	50 + = 26
<i>Orthopedic Impairment</i>	4	<b>Ethnicity:</b>
<i>Substance Abuse</i>	4	Caucasian: 76
<i>Deafness</i>	12	African American: 171
<i>Visual Impairments</i>	23	Asian: 2
<i>Autism</i>	8	Hispanic: 6
<i>Mental Health</i>	38	Other: 1
<i>Mental Retardation</i>	92	
<i>Other</i>	3	

#### Services Provided:

Independent Living Skills	Situational Assessment	Job Development
Job Coaching	Follow Along	

# SATISFACTION

## Overall Rating of Hired Hands

### Testimonials:

#### Counselors

“Efficiency is a strength that has produced good results for my caseload.”

“All of the job coaches, job developers, etc are wonderful with my clients; assist them with their job goals.”

#### Consumers

“They (Hired Hands) focused on what I really wanted.”

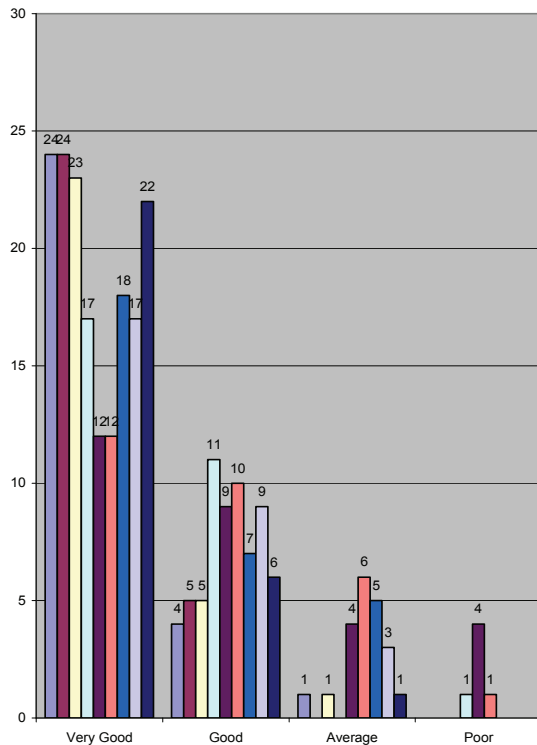
“It (Hired Hands) helped me learn how to do the job right.”

#### Employers

“The employees referred through Hired Hands have been wonderful.”

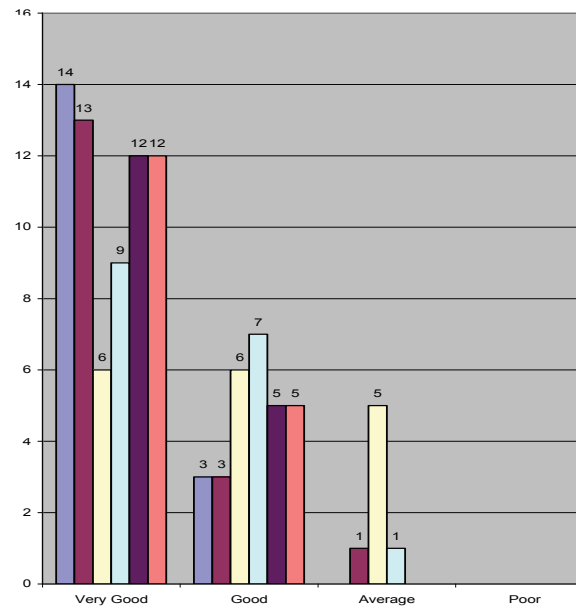
“I feel that Hired Hands is trustworthy and dependable.”

Consumer Graph



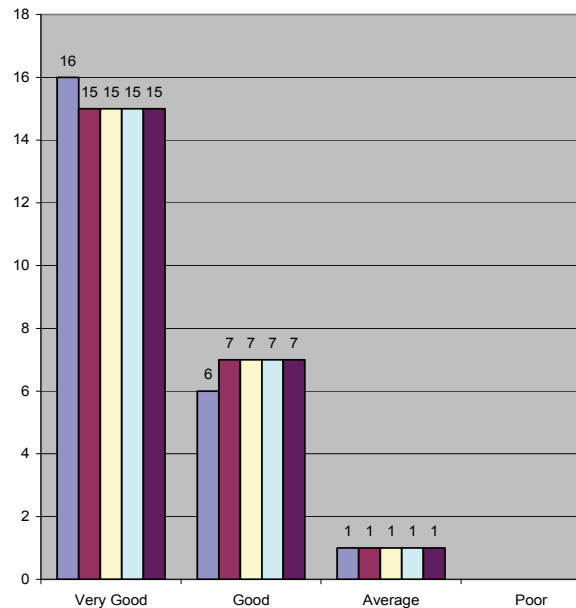
- 1 How would you rate HH Staff in terms of being friendly, courteous and attentive to your needs?
- 2 How well did the job coach listen to your needs and concerns?
- 3 How prompt was the job coach in returning your phone calls?
- 4 How would you rate your training for the job?
- 5 How closely does the job match your vocational goal?
- 6 How do you feel about your wages?
- 7 How comfortable are you in your work environment?
- 8 Overall, how do you feel about your job?
- 9 Overall, how would you rate our services?

Counselor Graph



- 1 How would you rate Hired Hands' staff in terms of being friendly, courteous and attentive?
- 2 How timely was the response to your questions and concerns?
- 3 How would you rate the cost-effectiveness of our services?
- 4 How would you rate our responsiveness to your consumer's needs?
- 5 How would you rate Hired Hands' staff in terms of quality and performance?
- 6 What is your overall rating of Hired Hands?

Employer Graph



- 1 How would you rate HH Staff in terms of being friendly, courteous and attentive?
- 2 How timely was the response to your questions and concerns?
- 3 How would you rate our responsiveness to your needs?
- 4 How would you rate your level of satisfaction with our services?
- 5 What is your overall rating of Hired Hands?

## SATISFACTION

Measure: To achieve a 100% satisfaction overall performance ranking among Department of Rehabilitative Services and Department for the Blind and Visually Impaired counselors by receiving good to very good in the HHA annual survey ratings.

Outcome: Out of 17 respondents to the annual survey, 17 counselors rated HHA's overall performance as good to very good. This represents 100% of the counselors who replied. HHA achieved its measure in this area.

## SERVICE ACCESS

Measure: To lessen the time between HHA's request for monthly hours for a service and the actual receipt of the counselors' approved authorization or emailed approval. In 2007, 60% of all authorizations were received before the first of the new month, resulting in delayed services for consumers. HHA wishes to increase this to 80% of all authorizations or approvals will be received before the first of the new month.

Outcome: HHA created a Proposed Hours form in March 2007 which was utilized in part as a tracking tool to ensure that authorized hours were being sent in a timely manner each month. This was done for two reasons: to ensure consumer services were not being delayed and to ensure that staff had hours to begin work. The form was not universally accepted in 2007 by all counselors and not all of them understood the problem that an ESO or consumer would experience by delayed approvals. In 2008, HHA continued sending the Proposed Hours , and in addition, HHA began directly sharing the information with the Regional Manager and the local DRS managers so that everyone would be aware of the same requested information. HHA also created an internal system which has more frequent follow ups for delinquent authorizations. Two offices utilize the Expediter idea discussed by HHA in 2007, and this has greatly reduced the disconnect that was occurring between ESO and counselor. The implementation of these steps resulted in 83% of all authorizations or emailed approvals being received by the first of the new month.