

Hired Hands & Associates, Inc.

2009 ANNUAL REPORT



The year 2009 brought many challenges to Hired Hands & Associates that were shared not only with other service providers within Virginia, but among organizations nationwide. Category 1 within the Department of Rehabilitative Services remained closed for a little over half of the year, and the economy in general appeared to be steadily collapsing. HHA was faced with difficult decisions throughout the year, and needed to make changes in business in order to survive such a difficult climate. The Department of Rehabilitative Services also made changes, such as providing more “in house” placement services for consumers, and restricting the service of Situational Assessments. Much of 2009 was focused on taking necessary measures to assure the organization’s solvency in such uncertain times.

During this period, HHA began translating intake forms from English to Spanish, so as to be more accessible to Spanish speaking consumers. One employment specialist created a work related Spanish/English guide book relating to employment and job skills. Satisfaction Surveys were also translated into Spanish in support of equal access.

In May, HHA was surveyed by Carf and successfully attained its fourth 3 year accreditation. The next accreditation is slated for March 2012.

All reports/bills are now sent electronically to DRS offices in Hampton Roads. HHA discussed the benefits with the remaining offices that had been only accepting paper copies. Counselors agreed that this method is both efficient and cost effective, and report positively about the process.

During the last quarter of 2009, HHA changed to a 24 hour IT service in order to best handle its technology needs.

This involved a brief transition period and some equipment upgrades. HHA is working closely with them on updating HHA’s Technology Plan.

Although 2010 brings additional economic uncertainty, Hired Hands & Associates’s leadership will continue to meet new challenges and position the organization in ways to survive the changes and difficulties ahead.

Who We Served:

Male: 61
Female: 45

Age:
18-21 = 27
22-36 = 44
37-49 = 17
50 + = 18

Physical Disabilities	0
Learning Disabilities	22
Cardiovascular	1
Cerebral Palsy	4
Spinal Cord	0
Traumatic Brain Injury	4
Diabetes	0
Orthopedic Impairment	0
Substance Abuse	0
Deafness	9
Visual Impairments	6
Autism	7
Mental Health	23
Mental Retardation	26
Other	4

Ethnicity:
Caucasian: 41
African American: 60
Asian: 3
Hispanic: 2
Other: 0

Services Provided:

Independent Living Skills	Situational Assessment	Job Development
Job Coaching	Follow Along	



Effectiveness

Measure: Increase to 85 % the number of persons served who believe their jobs closely match their vocational goal.

Outcome: In 2009, 83% of consumers polled said their jobs closely match their vocational goal. This is an increase from 2008, where 73% said their vocational goals were closely matched. HHA significantly increased its percentage of matching vocational goals. However, HHA just missed achieving its outcome goal of 85%.

Efficiency

Measure: Increase to 70 % the number of consumers who successfully maintained employment for 90 days.

Outcome: In 2008, the percentage of consumers who successfully maintained employment for 90 days was 52%. In 2009, the percentage of consumers increased to 80%. HHA was able to successfully meet this goal.

Service Access

Measure: Increase to 90% the number of consumers entering services who are contacted by the employment specialist within a 48 hour period from when the referral is made.

Outcome: In 2008, 80% of persons served were contacted by their employment specialists within a 48 hour period. In 2009, 95% of consumers serviced were contacted within 48 hours. HHA exceeded this goal of service access. The remaining 5% of consumers were contacted within a 72 hour period.

Testimonials

Consumers

What did you like best about our services?

“Having the help I needed to find a job and with the training I received.”

“It helped me be more comfortable around people.”

“The job coach”

Counselors

“I feel very secure in my referrals to your agency and appreciate you professionalism and business practices.”

“The determination of the job coaches to help all of their consumers find jobs.”

“Hired Hand’s staff is doing such an outstanding job and I am very pleased with all services and I trust the team with all decisions made with my consumers.”

Employers

What did you like best about our services?

“Always on top of everything, answers questions and very involved in the work.”

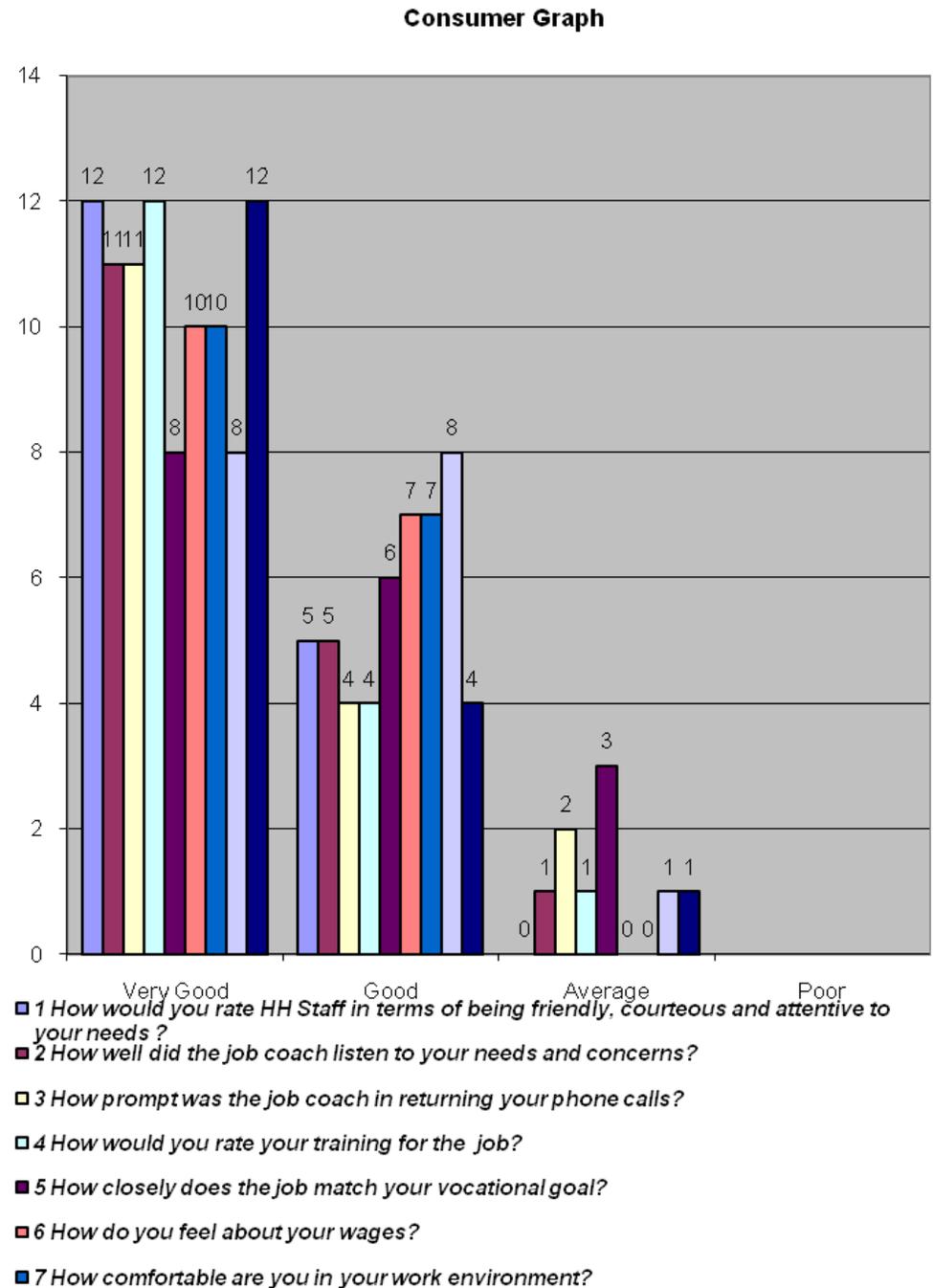
“Training Coach, Have worked with other programs where there wasn’t as much support.”

SATISFACTION

Overall Rating of Hired Hands Services:

Overall, How would you rate our services?

17 out of 17 responses were “Good” or “Very Good” (100%) - Up from 84% in 2007.



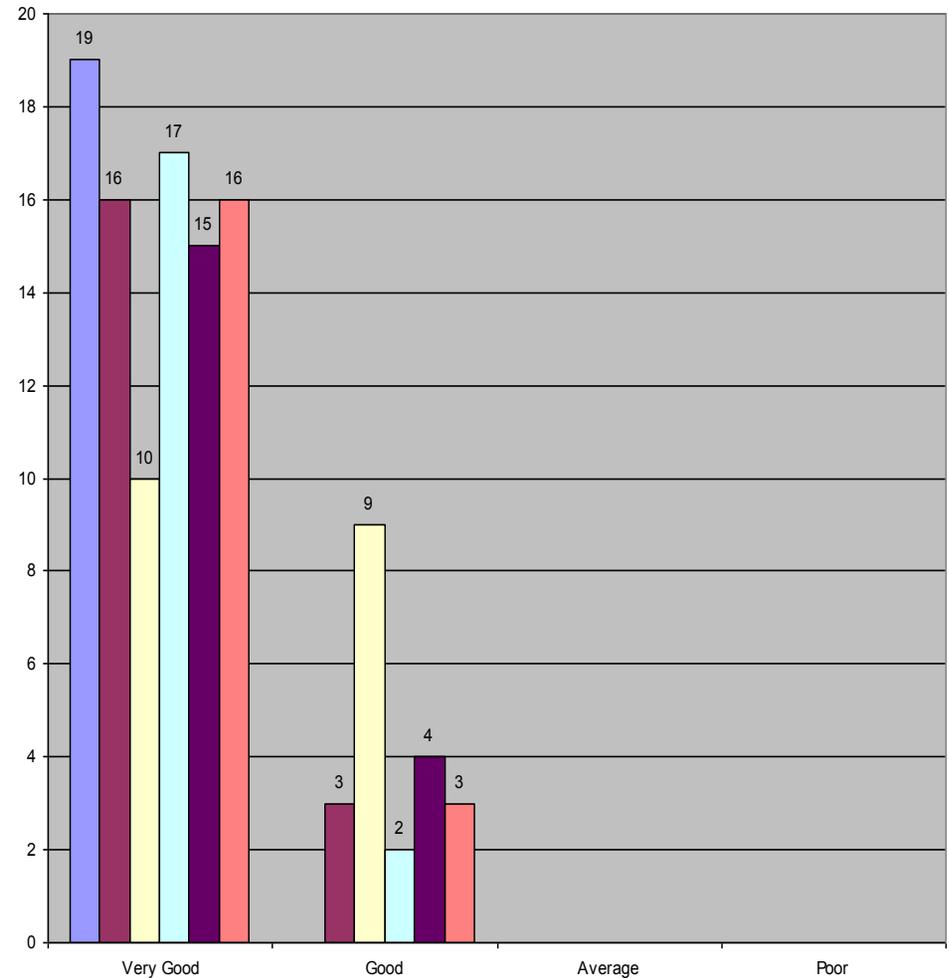
SATISFACTION

Overall Rating of Hired Hands Services:

What is your overall rating of Hired Hands?

19 out of 19 responses were “Good” or “Very Good” (100%)

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?

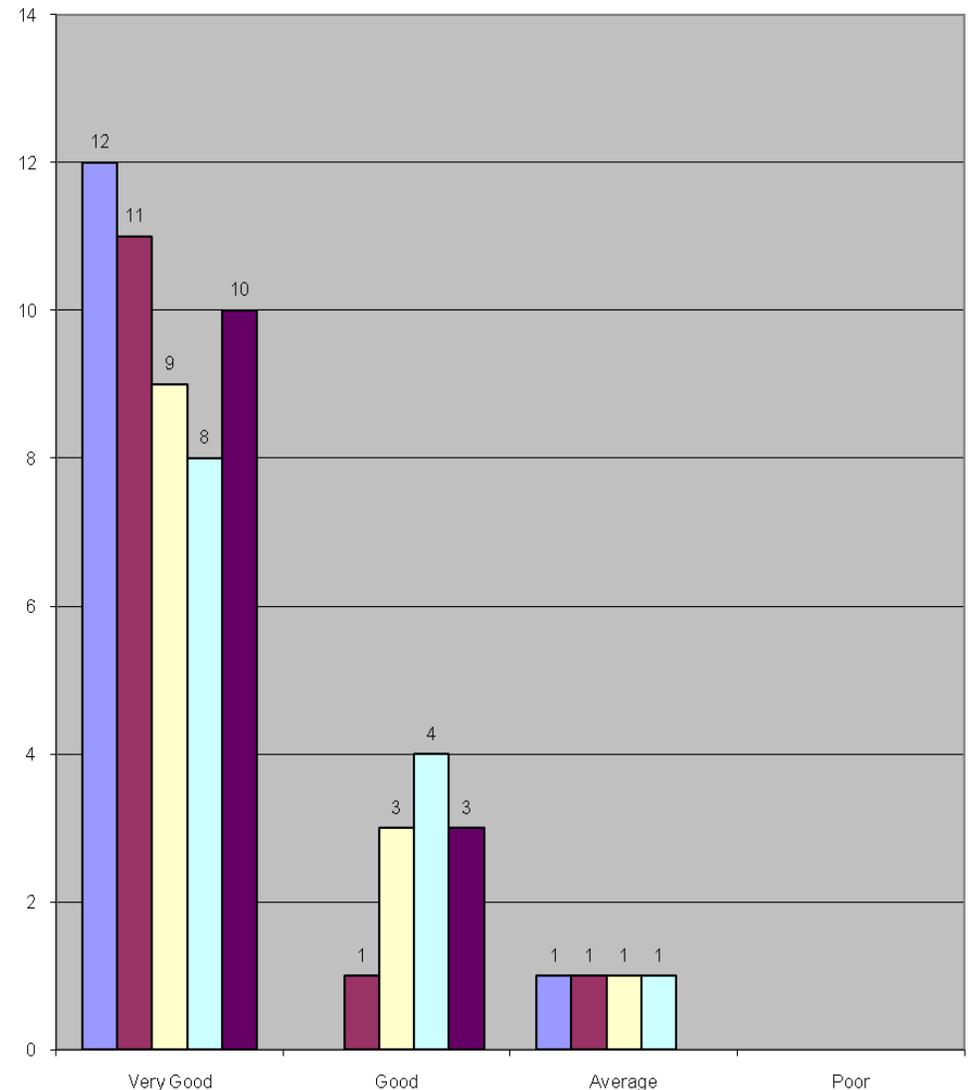
SATISFACTION

Overall Rating of Hired Hands Services:

How would you rate Hired Hand's staff in terms of being friendly, courteous and attentive?

12 out of 13 responses were "Very Good" (99%)

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?