

Hired Hands & Associates, Inc.

2010 ANNUAL REPORT



The year 2010 brought many positive changes to Hired Hands & Associates, Inc. The previous year, 2009, was quite difficult with Order of Selection, and consequently resulted in severe reduction in referrals and staff. However, with DRS re-opening categories in 2010 and with the influx of stimulus dollars, business increased significantly. Our referrals increased by 224% from 2009 to 2010. To meet these needs, staff increased by almost 40%.

In mid year, new technology was utilized which gave the company advanced levels of security for our data. HHA contracted with a local and reliable IT company which provides 24-hour service. Through system restructuring, a more advanced server, and security protection, our information and our staff information is within a safe environment.

Our billing system has many interdependent steps which elongate the process of report completion and submission to the local DRS offices. By implementing various changes to the Data Base, certain steps were identified that could be automated. Once created and implemented, these automated executions significantly improved productivity. The billing process has decreased by 2 work days. HHA will plan on further automated improvements for next year in order to further streamline the billing/reporting process.

Who We Served:

Male: 141

Female: 92

Age:

18-21 = 67

22-36 = 97

37-49 = 40

50 + = 29

<i>Physical Disabilities</i>	0
<i>Learning Disabilities</i>	58
<i>Cardiovascular</i>	4
<i>Cerebral Palsy</i>	8
<i>Spinal Cord</i>	3
<i>Traumatic Brain Injury</i>	14
<i>Diabetes</i>	2
<i>Orthopedic Impairment</i>	1
<i>Substance Abuse</i>	2
<i>Deafness</i>	22
<i>Visual Impairments</i>	12
<i>Autism</i>	12
<i>Mental Health</i>	55
<i>Mental Retardation</i>	41
<i>Other</i>	4

Ethnicity:

Caucasian: 82

African American: 148

Asian: 0

Hispanic: 2

Other: 1

Services Provided:

Independent Living Skills	Situational Assessment	Job Development
Job Coaching	Follow Along	



Effectiveness

Measure: Increase job placement by 15% in 2010 from 2009.

Outcome: In 2009, 64 job placements were made. In 2010, the number of job placements increased by 13 to 77. In order to achieve the 15% increase desired, we needed to make an additional 10 job placements. We exceeded this by making 13 additional job placements, which is a 20% increase.

Efficiency

Measure: Reduce admin hours spent on reporting

Outcome: After utilizing Data Directions in Richmond to automate and streamline our reporting processes, we were able to reduce the number of admin hours spent on reporting from 7 to 5 days. This significant reduction in time redirects manpower hours to other tasks, improving productivity in other areas.

Service Access

Measure: Increase accessibility to deaf consumers.

Outcome: After a company in Newport News closed, we had an influx of deaf consumers. We went from 9 deaf consumers in 2009 to 22 deaf consumers in 2010. We increased the number of signing staff members from 3 to 7 during 2010 to accommodate the increased number of deaf consumers. Our addition of 4 more associates fluent in ASL also made our services more accessible to deaf consumers enrolling in vocational rehabilitation services in general.

Testimonials



Consumers

What did you like best about our services?

"Getting the job I wanted."

"You all stood by me until I felt comfortable about the job and myself."

"The staff"

Counselors

What did you like best about our services?

"I appreciate HHA response time and determination to work with difficult consumers with a number of barriers."

Have our services helped increase your consumer's independence and self-esteem?

"In 2010, a client who received support employment services through Hired Hands was able to support herself by moving out of a family's home and into independent housing."

Employers

What did you like best about our services?

"Attentive to providing the right employee for our needs."

"You are helping people to help themselves which gives them self assurance and pride in themselves."



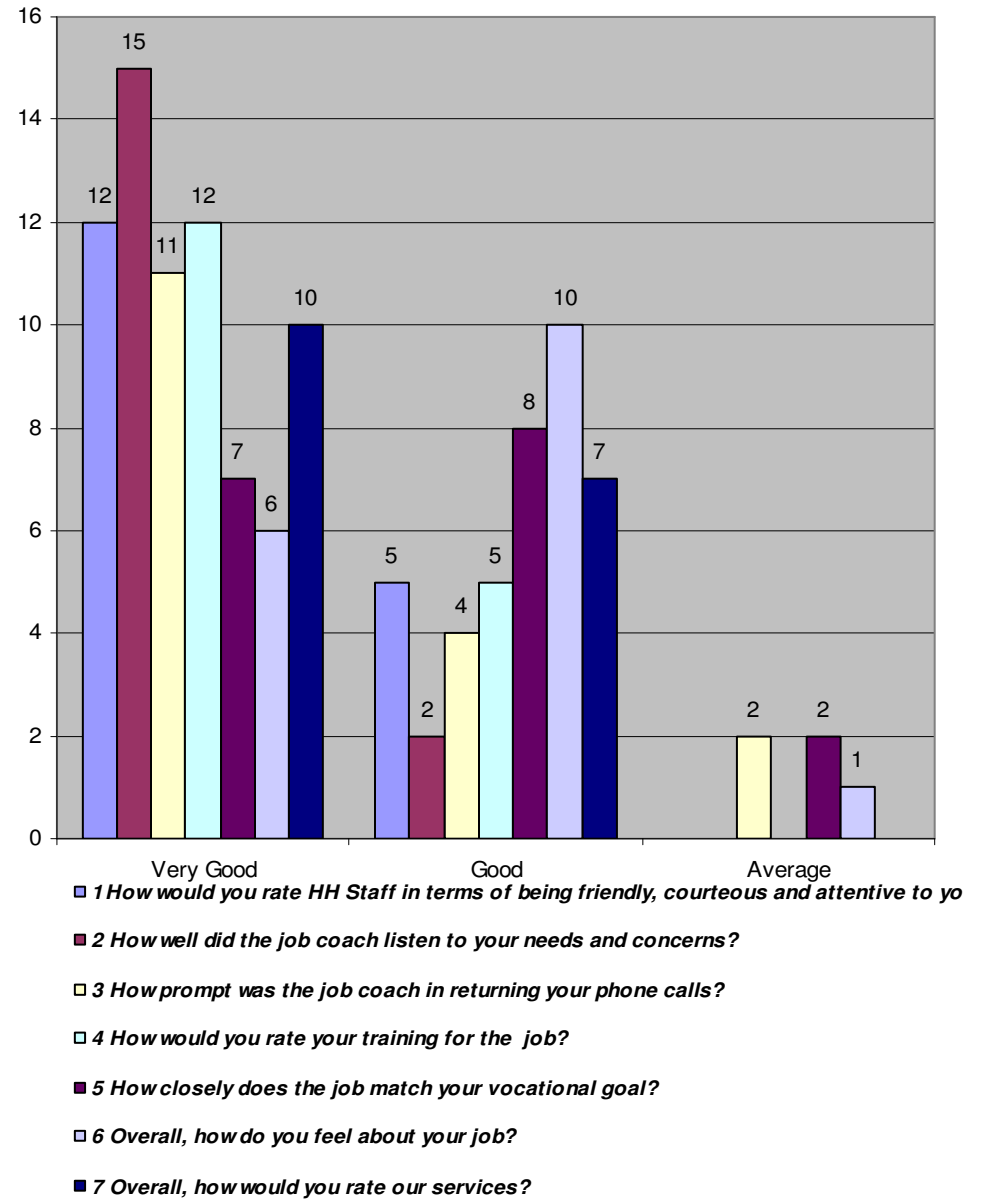
SATISFACTION

Overall Rating of Hired Hands Services:

Overall, How would you rate our services?

17 out of 17 responses were “Good” or “Very Good” (100%) - Maintained from 100% in 2009.

Consumer Graph



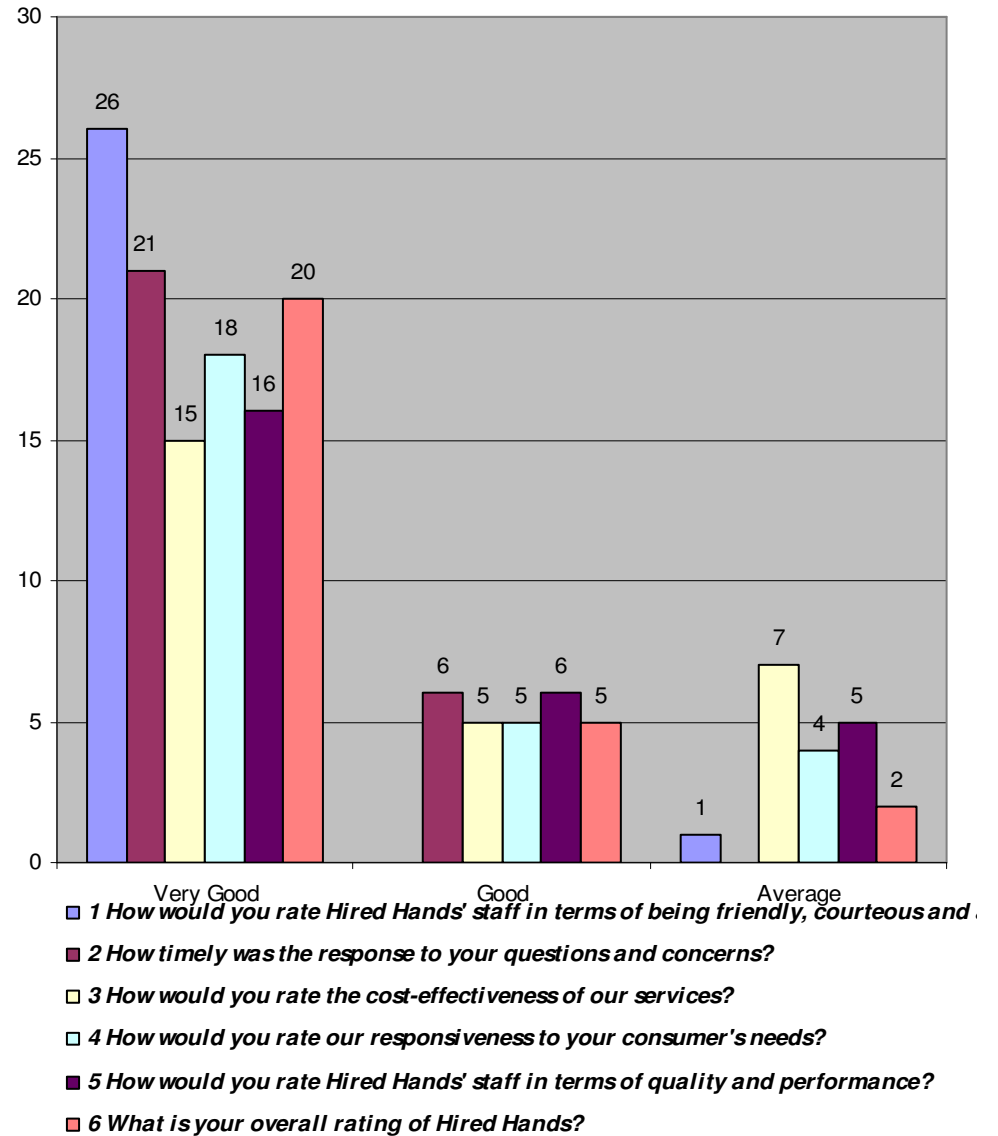
SATISFACTION

Overall Rating of Hired Hands Services:

What is your overall rating of Hired Hands?

25 out of 27 responses were “Good” or “Very Good” (93%)

Counselor Graph



SATISFACTION

Overall Rating of Hired Hands Services:

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

11 out of 12 responses were "Very Good" or "Good" (92%)

Employer Graph

