

# Hired Hands & Associates, Inc.

# 2011 ANNUAL REPORT



At the beginning of 2011, the Department of Rehabilitation Services of Virginia entered into Order of Selection. This impacted Hired Hands and Associates, as well as all Employment Service Organizations in the state. Focus needed to shift towards survivability and solvency mode immediately. Unfortunately, many lay-offs ensued, and other staff left for more stable work environments. This situation, in conjunction with the suffering economy, created one of the most serious challenges that we ever faced as a company. Despite the daily struggles that were fought in surviving these financial, programmatic and personnel issues, there are some highlights worth mentioning. Bainy Cyrus, one of our Employment Specialists, wrote her memoirs entitled All Eyes. It recounts her journey as a deaf woman growing up in Tidewater, and her life experiences between the deaf and the hearing worlds. In addition, she was named a Darden College of Education Fellow at Old Dominion University for her work in counseling and education. We are proud to have her on our team.

Hired Hands developed a relationship with Sentara Norfolk General Hospital as a result of a project that was piloted with partners from the Department of Rehabilitative services and the local school system. Five consumers were successfully placed at that hospital by the conclusion of the program. Our Employment Specialists worked extremely hard to achieve such placements. Our database program was upgraded to make our internal records more efficient by reducing manpower hours in reporting, recording employment data and budgeting hours. Hired Hands, despite economic adversity, realizes the importance of technology in moving a business forward and is committed to using technology to increase efficiency for the staff, best practice and a secure environment for our data and consumers' information.

Finally, in four distinct areas, Hired Hands received a 100% "very good" rating from our counselors in the following areas: increasing the independence of their consumers, meeting their consumers' vocational goals, the performance of our staff, and in how they would recommend our services to others.

### Contact Information:

Hired Hands and Associates  
1035 Whippingham Pkwy  
Carrollton, VA 23314

757-238-9400 (Voice)  
757-942-8985 (Fax)

## Who We Served:

**Male: 35**  
**Female: 34**

**Age:**  
18 - 40 = 60

44 - 65 = 9

66 - 85 = 0

Traumatic Brain Injury	1
Substance Abuse	4
Deafness	10
Visual Impairments	11
Mental Health	12
Developmental Disabilities	31

### Ethnicity:

Caucasian: 30  
African American: 37  
Asian: 2  
Hispanic: 0  
Other: 0

### Services Provided:

Independent Living Skills   Situational Assessment   Job Development  
Job Coaching   Follow Along





## Effectiveness

Goal: Increase the number of consumers who are placed within jobs that offer wages over \$9/hour and that will have opportunities for advancement.

Measure: Place 5 consumers with wages over \$9/hour.

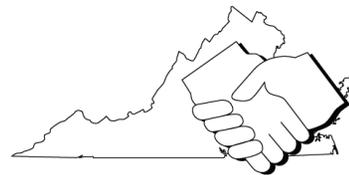
Outcome: In 2011, Hired Hands developed a training/mentoring relationship with Norfolk General Hospital. Through this project, certain DRS consumers were accepted as participants. Through 9 months of classroom training and hands on training, Hired Hands successfully placed 5 individuals. Three of these had wages over \$9/hour, and these positions were in hospital departments that promote from within the department and the hospital in general. Then, Hired Hands successfully placed 2 individuals in Ship Provisions, which is a high paying contract on the Naval base in Norfolk. The hourly wage is \$18/hr. A sixth individual was hired through an Ability One site, which offered \$11/hour. For 2011, 6 consumers were employed in positions that offered wages over \$9/hour. Our goal was exceeded by 1.

## Efficiency

Goal: Place consumers in employment opportunities that represent their vocational goals as closely as possible.

Measure: 80% of consumers working will rank that they are within jobs that closely relate to their vocational goals by rating this vocational match as "good" or "very good."

Outcome: 89% of respondents rated "good" or "very good" the match of their position to their vocational goal. This response is extremely positive. However, it should also be noted that in such dismal economic times, there are more consumers willing to widen their vocational goals so as to increase the possibility of finding work. There is a greater acceptance among counselors and consumers alike for broader employment considerations.



**HIRED HANDS & ASSOCIATES**  
Specialists in Supported  
Employment Rehabilitation  
*Since 1989*

## Service Access

Goal: Increase placements in underserved areas.

Measure: Attain 8 referrals in the Franklin area and successfully place 5 of them competitively.

Outcome: In February 2011, referrals came to an abrupt halt due to Virginia going to Order of Selection. We were not able to measure this. If the situation changes in 2012, we may look into measuring this at that time.

## Satisfaction

Goal: Increase stakeholders' satisfaction ratings with services.

Measure: 90% of consumers, counselors and employers will rate Hired Hands Services as "good" or "very good."

Outcome: The findings from the satisfaction surveys were impressive. There were 55 respondents (22 consumers, 21 employers and 7 counselors.) Ninety two percent of those individuals receiving services rated our overall services as "good" to "very good". One hundred percent of employers polled rated us "good" to "very good". And finally, one hundred percent of the counselors polled rated our overall services as "very good!" Our goal was exceeded. This is despite the dismal economic environment which could have understandably colored person's opinions in a negative manner.





## Counselors Testimonials

### What did you like best about our services?

*"I love working with Hired Hands and have always had a great relationship with all of you, I am sure we have fantastic "Teamwork" to help those that have come to us for assistance. I appreciate your work ethic, Hired Hands is wonderful."*

*"Staff are friendly and responsive."*

*"Staff is great."*

*"Timely professional and cost effective."*

*"Hired Hands staff realized that PWD are people and treat them as such."*

*"I have worked with you guys for 11 years and you are one of the most cooperative to work with in terms of what my expectations are for my clients and how they should be working as a team."*

*"Hired Hands has always been professional and treated a client as a person/individual. I believe the staff really listen to what the client wants and works with them."*

*"They look for a job the client prefers, rather than finding a job and "sticking" a client in that position."*

*"It's a tough time right now so it does take longer to find suitable employment. But the Hired Hands staff does not let that stop them."*



## Employers Testimonials

### What did you like best about our services?

*"The staff always comes and checks if we have any problems or concerns."*

*"Hired Hands has been great and couldn't be better."*

*"Teresa genuinely cares about her client, very refreshing."*

*"You are available when needed and quick to respond to questions or inquiries."*

*"Anytime I call with an issue, a rep is here in a timely manner."*





## Stakeholders

What did you like best about our services?

- ***“Promptness”***
- ***“Reliable”***
- ***“The great people you bring me to hire.”***
  - ***“The supervision”***
  - ***“All the services were excellent.”***
- ***“How often our associate was checked up on.”***
  - ***“Support and communication”***
  - ***“Personal attention”***
  - ***“Availability”***

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## Consumer Testimonials

What did you like best about our services?

***“The care the job coach showed toward helping achieve my goal.”***

***“I can call my job coach anytime with all concerns.”***

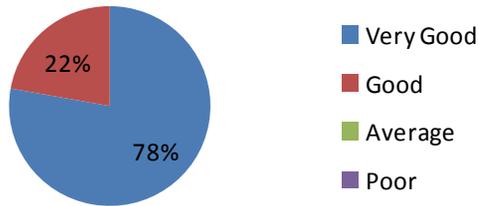
***“Takes you around until you get the job and don’t leave you until trained.”***

***“Services are very good “the bomb.”***

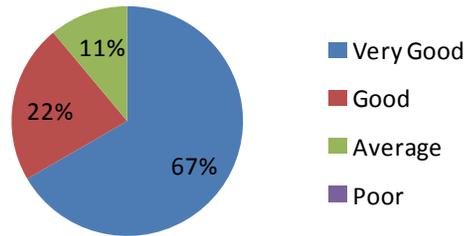


## Satisfaction Overall Rating of Hired Hands Services by Consumers:

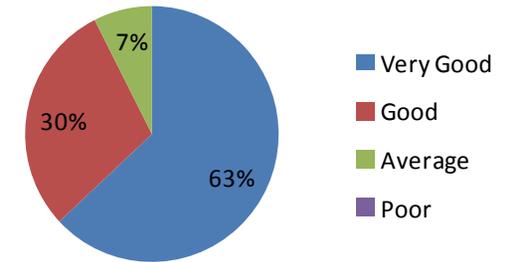
How would you rate HH Staff in terms of being friendly, courteous and attentive to your needs?



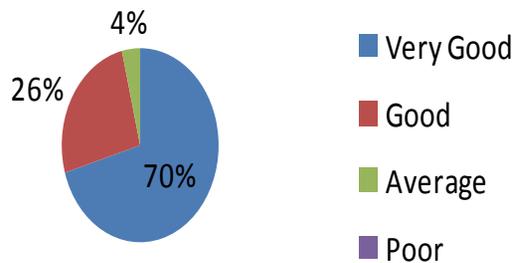
How well did the job coach listen to your needs and concerns?



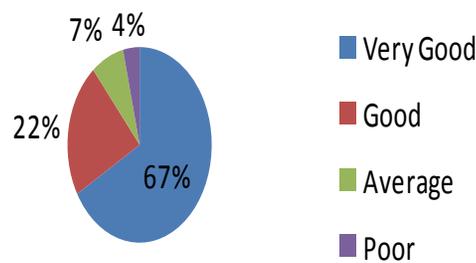
How prompt was the job coach in returning your phone calls?



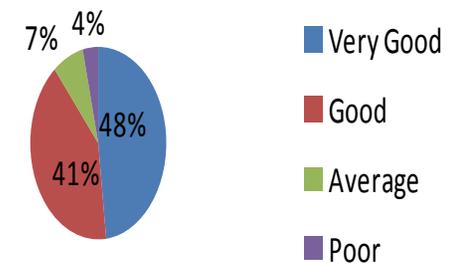
How would you rate your training for the job?



How closely does the job match your vocational goal?



How do you feel about your wages?



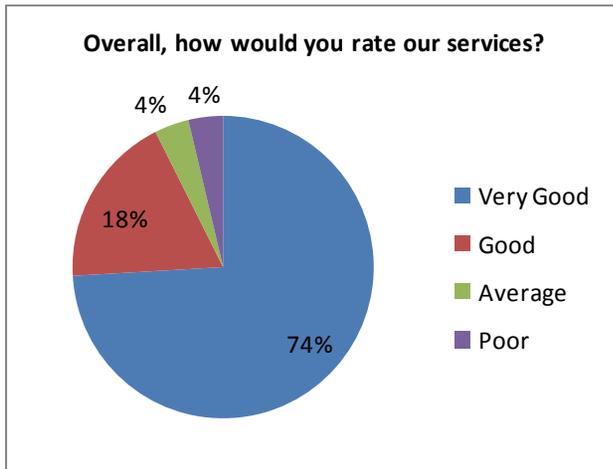
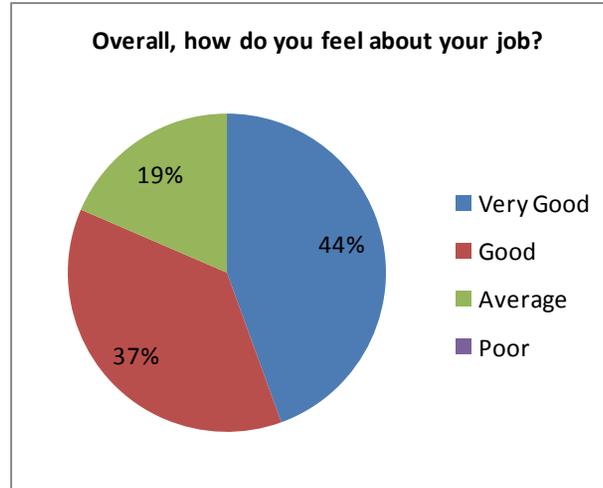
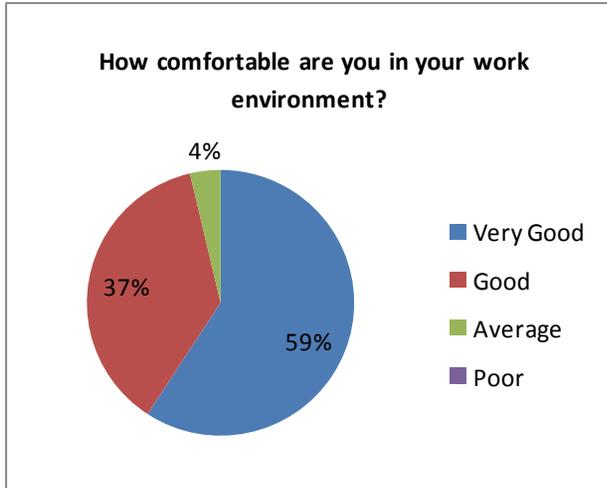
Surveys sent: 40

Information based on 27 returned surveys.



## Satisfaction

### Overall Rating of Hired Hands Services by Consumers Continued:

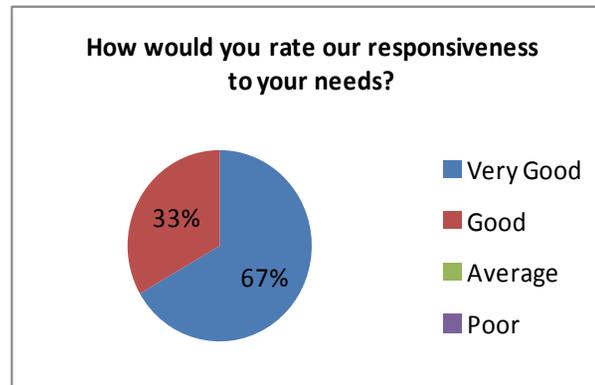
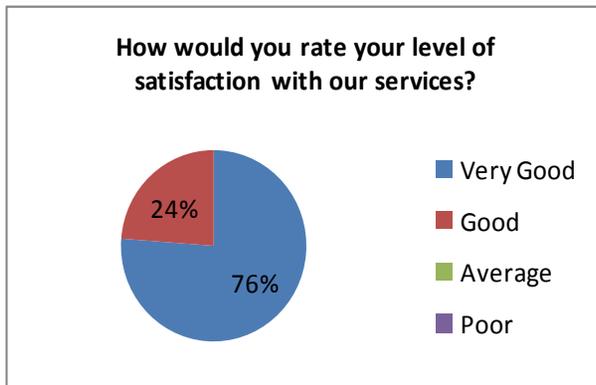
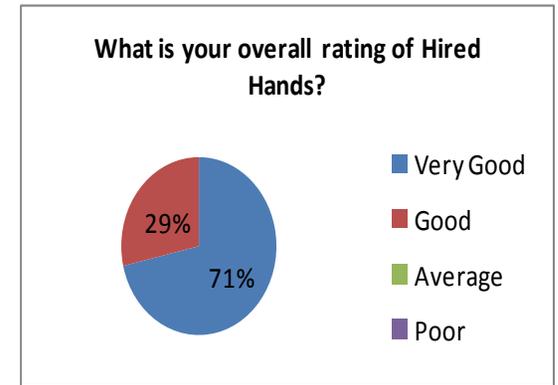
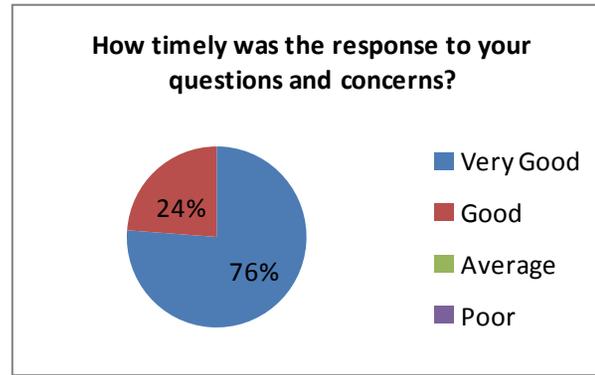
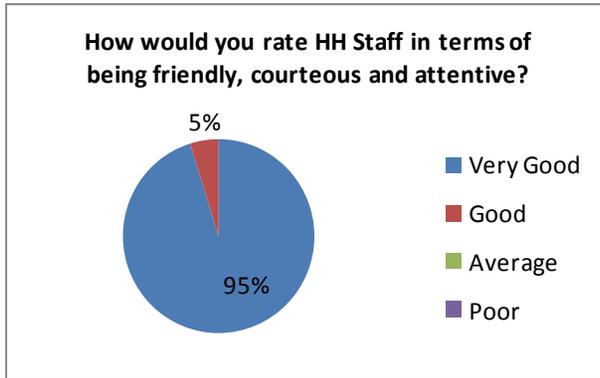


Surveys sent: 40  
Information based on 27 returned surveys.



## Satisfaction

### Overall Rating of Hired Hands Services by Employers:

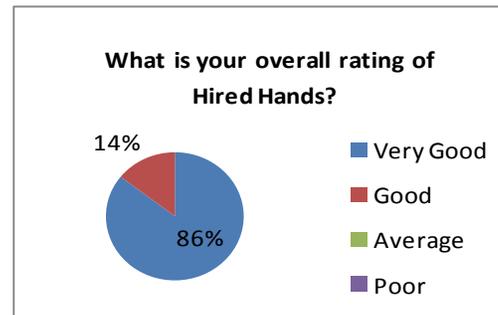
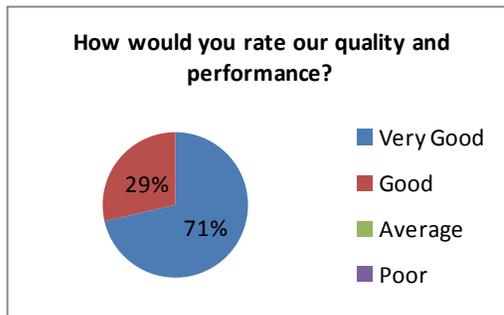
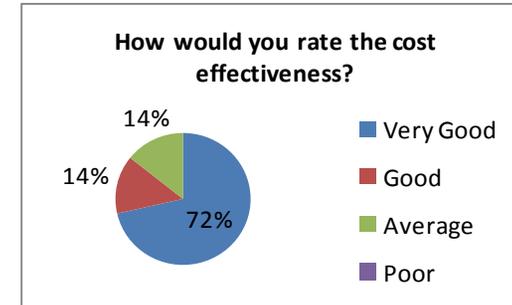
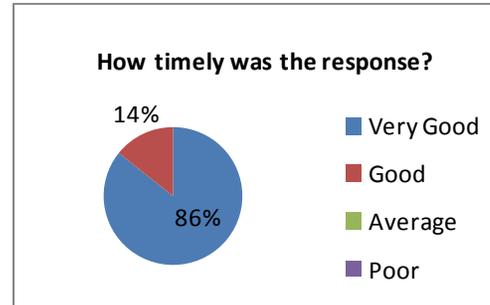
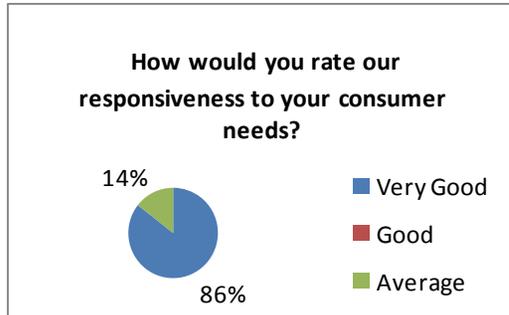


Surveys sent: 40

Information based on 21 returned surveys.



## Satisfaction Overall Rating of Hired Hands Services by Counselors:



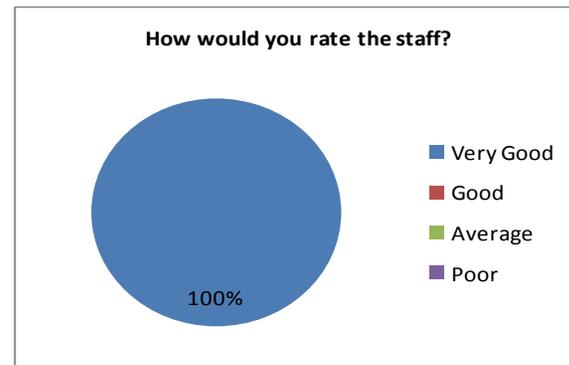
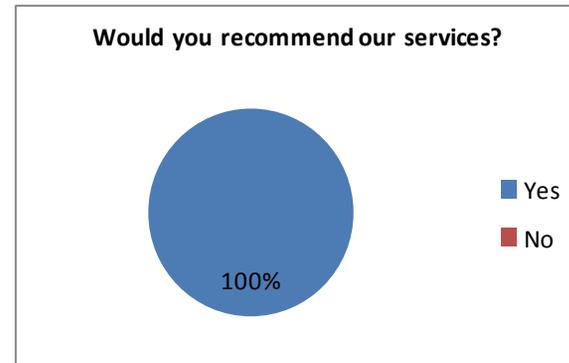
Surveys sent: 15

Information based on 7 returned surveys.



**100% of Counselors Would:**

- Rate Hired Hands staff as “very good”
- Recommend Hired Hands services
- State that we facilitated consumers by meeting his or her vocational goals
- Attest that our services helped increase consumers independence and self-esteem



**Surveys sent: 15**  
**Information based on 7 returned surveys.**