

# Hired Hands & Associates, Inc.

# 2012 ANNUAL REPORT



Hired Hands and Associates continually strives to create innovative ideas within our Supported Employment Services, and 2012 was no exception. With Order of Selection still in place, referrals were at a minimum. However, staff experimented with team structures in marketing and training that began to show positive results in the community and for our consumers. Although this method of service delivery is evolving and very fluid, it is proving to be revolutionary from our past patterns, and not only is Hired Hands pleased with the results, but so are our stakeholders. Hired Hands' staff is seen more regularly in the community than they had been previously, as well. They are establishing sessions with consumers at DARS offices, Workforce Development Centers and libraries in order to engage the consumers and teach them employment skills. It also allows for greater counselor participation.

Internally, Hired Hands began exploring new and more advanced technology for both security of our data and for disaster recovery. Working closely with our IT Company, HHA is putting measures in place that will ensure information protection and security is in line with all state government guidelines.

Lastly, for the second year in a row, 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  
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 Carrollton, VA 23314  
  
 757-238-9400 (Voice)  
 757-942-8985 (Fax)

## Who We Served:

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

**Age:**  
 18 - 21 = 12  
 22 - 36 = 44  
 37- 49 = 30  
 50 + = 17

Traumatic Brain Injury	4
Substance Abuse	5
Deafness	10
Visual Impairments	8
Mental Health	26
Developmental Disabilities	50

**Ethnicity:**  
 Caucasian: 31  
 African American: 67  
 Asian: 1  
 Hispanic: 4  
 Other: 0

### Services Provided:

Independent Living Skills    Situational Assessment    Job Development  
 Job Coaching    Follow Along

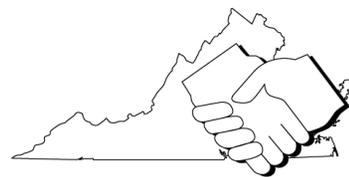


## Effectiveness

Outcome: In 2011, referrals were down across the state. With the recession, HHA placed 15 as successful closures of the 69 individuals referred. HHA wanted to increase this number in 2012. With referrals in 2012, HHA successfully closed 26 consumers, resulting in an overall closure rate of 63%. Statewide closure was 71% for 2012. HHA still wants to improve that percentage in 2013, and is confident that this will happen with the Team Approach.

## Efficiency

Outcome: Hired Hands tries to be as fiscally responsible as possible, and in 2012, while the average cost to successfully close a case by an employment service organization was \$5734, Hired Hands average was \$3208. HHA is obtaining the same successful closure for DARS at 45% less cost to the state. In addition, the statewide average cost for both successful and unsuccessful closures is \$5135. The HHA average cost for both successful and unsuccessful closures is \$2965. This is significantly lower than the state ESO average. Hired Hands costs are 43% lower.



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

## Service Access

Outcome: In 2011, hired Hands placed 6 consumers in jobs with wages over \$9/ hour. In 2012, Hired Hands aimed at increasing this number further. Out of the 26 successful closures for DARS, 15 individuals were hired at \$9/hr. or higher. The average rate of pay is \$9.77/hour.

## Satisfaction

Outcome: Hired Hands is always ensuring their Deaf consumers have full access to signing staff members. In 2012, a hearing staff person fluent in American Sign Language moved out of state. This created a temporary void. Staff had only 2 hearing signers and 1 hard of hearing signer. Although communication would have been manageable, a replacement signer would optimize the ability to provide communication without service delays. A Deaf person was hired to our staff so that there would be no gap in services, and in fact, this individual has provided great insight and perspective into the needs of the Deaf participants who are serviced. HHA will be seeking video phone technology to further advance communication between staff and Deaf consumers.





## Counselors Testimonials

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

*“It’s nice to have an outstanding working relationship with a vendor.”*

*“The placement team method is working!”*

*“I am so grateful to you for all of your support provided to this consumer. This is my very first experience with your company for services, and I have been singing your praises and passing the word along. Thank you!”*

*“I want to tell you how pleased both myself and the consumer are with the fine work provided by Loretta. Loretta has provided comprehensive services to promote the consumer’s employment and stability. All this done with a caring heart in the most professional manner. It has been my pleasure to share this case with Loretta, and I hope to share more in the future.*

*“They are genuine about their care for the clients.”*

*“As the consumers have more independence than ever before, their self esteem has tripled.”*

*“You are very attentive in the services that you provide, and you have the consumer’s interest at heart.”*

*“You put consumers into employment that they are satisfied with.”*



## Employers Testimonials

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

*“The staff communicates well with my team of managers!”*

*“We love to see the concern coaches have for their consumers and our employees.”*

*“If ever there is an issue, I know a coach is a phone call away. Prompt service.”*

*“You clearly want to assist in making the best decisions for our operation. You say you are a partner with us and you are.”*

*“Communication and Customer Service!”*





## Stakeholders

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

- *“Timely, professional and cost effective”*
  - *“Innovative Team Approach”*
  - *“The Team Approach”*
- *“You work nicely with our counselors”*
  - *“The communication”*
- *“Quality, consumer focused services”*
- *“The genuine concerns for individuals”*
  - *“Updates from job coaches”*
    - *“Everything”*
  - *“Commitment and Dedication”*

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## Consumer Testimonials

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

*“You helped me find a job, and I am very happy.”*

*“My coach treats me like I am part of her family. She really cares about me.”*

*“Getting me the job I wanted.”*

*“The coach always answered my questions. She always called me back.”*

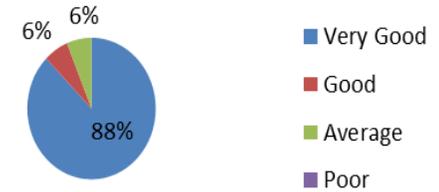


## Satisfaction Overall Rating of Hired Hands Services by Consumers:

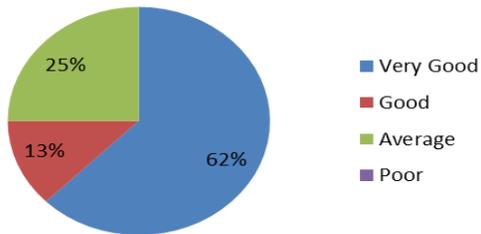
How well did the job coach  
listen to your needs and  
concerns?



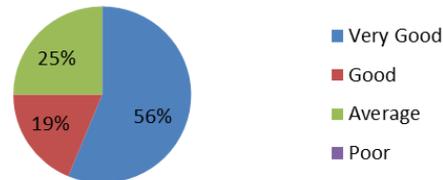
How prompt was the  
job coach in returning  
your phone calls?



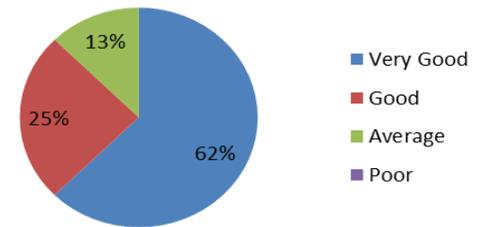
How would you rate  
your training for the job?



How closely does the job  
match your vocational  
goal?



How do you feel about  
your wages?



Surveys sent: 30

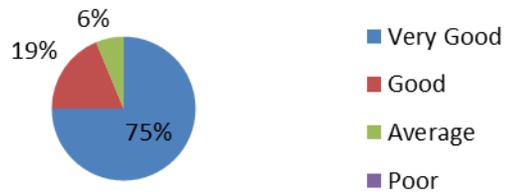
Information based on 16 returned surveys.



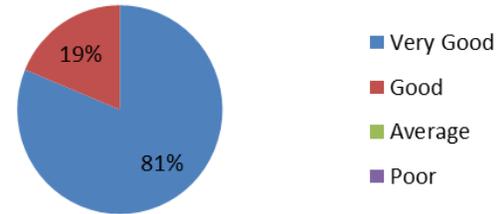
## Satisfaction

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

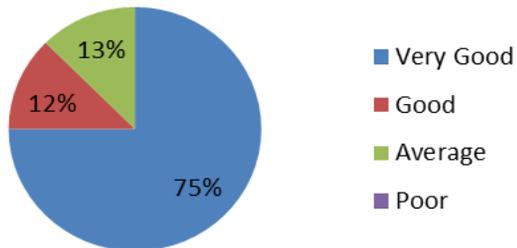
**How comfortable are you in your work environment?**



**Overall, how do you feel about your job?**



**Overall, how would you rate our services?**



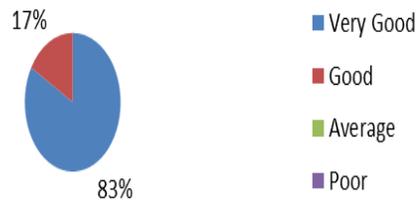
**Surveys sent: 30**

**Information based on 16 returned surveys.**



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

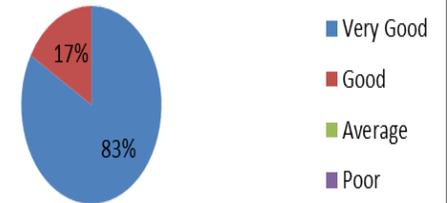
How would you rate HH Staff  
in terms of being friendly,  
courteous and attentive?



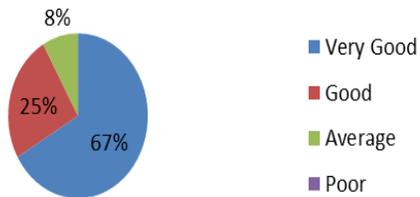
How timely was the response  
to your questions and  
concerns?



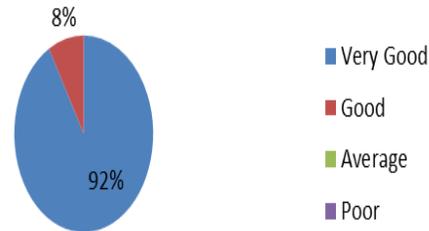
How would you rate our  
responsiveness to your needs?



How would you rate your  
level of satisfaction with  
our services?



What is your overall rating of  
Hired Hands?



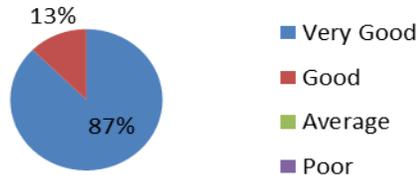
Surveys sent: 30

Information based on 12 returned surveys.

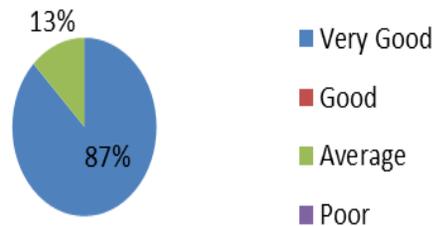


## Satisfaction Overall Rating of Hired Hands Services by Counselors:

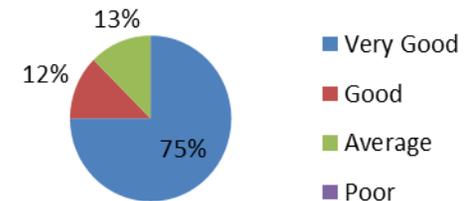
How would you rate our responsiveness to your consumer needs?



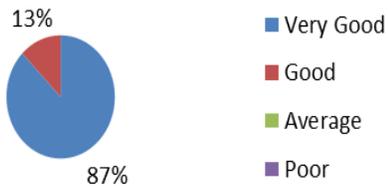
How timely was the response?



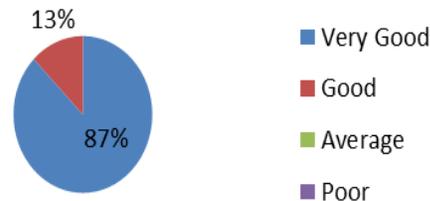
How would you rate the cost effectiveness?



How would you rate our quality and performance?



What is your overall rating of Hired Hands?



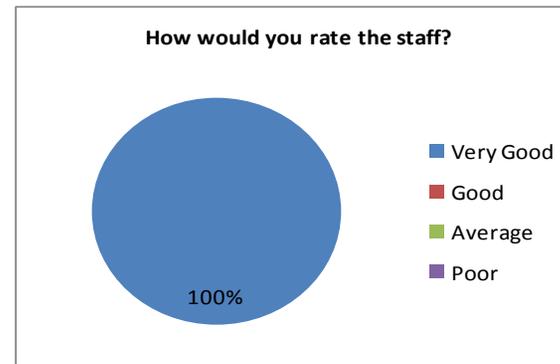
Surveys sent: 15

Information based on 8 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 8 returned surveys.**