

# Hired Hands & Associates, Inc.

## 2013 ANNUAL REPORT



This past year of 2013 was filled with many exciting accomplishments from the dedicated work of the Hired Hands' staff. The leadership of Hired Hands recognizes both the assets and talents of individual staff, as well as the dynamics of the team. The combination of both styles of service delivery impacted the customer satisfaction and the increased number of placements this year in a very positive manner.

In terms of technology, Hired Hands continually strives to keep the security of our customers' information at the forefront of our goals. To this end, we meet or exceed the state information technology security requirements. Hired Hands began the upgrading of our current system in an arrangement of phases which ultimately resulted in the lock down of our Staff Application information on a separate private server. HHA is now fully upgraded to Sequel Server, a more secure platform for managing consumer data. The sequel server also meets the state's security standards and guidelines.

In partnership with DARS, HHA offered employment to two Deaf individuals. DARS funded the technology and equipment for both new staff members so that they could seamlessly transition from probationary employees to permanent staff. The addition of these individuals has given new insights into providing services for the deaf and hard-of-hearing. Hired Hands hired two additional hearing staff members who are fluent in American Sign Language, and who will be servicing the deaf community in all of Hampton Roads.

In partnership with DARS, HHA is assisting a consumer in becoming the first Deaf certified benefits counselor in Virginia. This is very exciting as Deaf consumers will be able to utilize this counselor without the need of obtaining an interpreter. The communication will be seamless between counselor and participant. This endeavor began in late September and the certification process will not be fully completed until 2014.

Finally, HHA has dedicated much time and focus working in conjunction with DARS towards Reentry efforts. Staff are committing themselves to learning about the process of returning citizens to the community and establishing means of support to provide better employment services to those with disabilities who are returning to the community from the prison system. There are monthly community meetings that Hired Hands attends in order to further this effort and staff are networking with other CBO's to work together in increasing placements.

Hired Hands looks forward to 2014 as the new year promises to be challenging, exciting and rewarding. We look to continue our efforts of increased job placements for our customers with our attention, as always, focused on our credo of person centeredness.

### Contact Information:

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## Effectiveness

Goal: Successfully close 70% of consumers in 2013, as opposed to 63% from 2012.

Outcome: Hired Hands placed 65% of our consumers for a period of 90 days or more. Although we did not reach our goal of 70%, we will work to reach that in 2014. Overall, staff felt that the level of severity of many of the consumers brought additional challenges which impacted the percentage of successful placements, however, we will develop strategies to overcome some of these issues in 2014.

## Efficiency

Goal: Place 50% of Returning Citizens from the Re-entry Caseload that is being piloted.

Outcome: As part of the 2012 year, Hired Hands partnered with DARS to focus on a special caseload that mostly serviced persons with substance abuse and criminal records. The goal was to successfully place 50% of the participants, which can often be a difficult goal to obtain, as many of the persons on the caseload have chronic addictions. Out of the 9 participants during 2013, HHA was able to successfully place 5 of them, translating into a 55% placement rate which exceeded our goal.

## Service Access

Goal: Since Hired Hands beginnings as a community based organization, we have always provided services to the Deaf community by having signing staff within our organization. Although HHA provides services to persons of all disabilities, Hired Hands recognizes the on going challenge to always have competent staff fluent in American Sign Language to meet the increasing needs of the Deaf population. Fluent staff can be difficult to find. Currently, 40% of our staff are fluent in ASL. Our goal is to increase this to 50%.

Outcome: In 2012, 4 of our staff were fluent in American Sign Language. In 2013, we were able to hire additional staff. We have 7 people on staff that are fluent- both hearing and deaf individuals. Now, 60% of our direct service staff are fluent signers. We exceeded our goal for 2013.

## Who We Served:

**Male: 70**  
**Female: 55**

**Age:**  
18 - 21 = 17  
22 - 36 = 52  
37- 49 = 30  
50 + = 26

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

**Ethnicity:**  
Caucasian: 50  
African American: 69  
Asian: 1  
Hispanic: 3  
Other: 2



Services Provided:		
Independent Living Skills	Situational Assessment	Job Development
Job Coaching	Follow Along	



## Counselors Testimonials

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

*“ I want to thank you from the bottom of my heart for all the work that led to the successful closure. After I visited his job site and saw how proud he was of his success, I emailed his Mom.. She responded with an email that was very complimenting of the work that Hired Hands has done to get him a this point.”*

*“I work with this organization a lot, and fully support it. Hired Hands is doing lots of good things for my clients.”*

*“Many thanks to you and your staff for the support on this case. I appreciate you all going the extra mile to help us.”*

*“I am really impressed with Hired Hands on how they prepare individuals with disabilities, physical or developmental.”*

*“You have excellent insight and I appreciate having you on this case.”*

*“You guys are the best!”*

*“Thanks for all of your terrific work.”*

*“I just love it! It could not have been done without the expertise of her fantastic job coach.”*

*“I would definitely recommend your services to others. Hired Hands is knowledgeable, ethical and effective.”*

*“Consumers are receiving wrap around services to promote successful job placement and life satisfaction.”*



## Employers Testimonials

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

*“Helpful, great consumers”*

*“Friendly, interested in consumer”*

*“Great experience”*

*“Very responsive”*

*“Great services”*

*“When I needed help they came right away”*

*“You are just a call away and help wonderfully”*





## Stakeholders

What did you like best about our services?

- *“Willingness to listen”*
- *“Not afraid of significant disabilities”*
- *“Meets needs expressed by counselor and consumer”*
  - *“Always caring but professional”*
  - *“Promotes independence”*
  - *“Builds self esteem”*
- *“Pairing together and working in teams”*
  - *“Strong communication”*
  - *“Level of care”*
- *“Honest and diligent work. Above and beyond efforts”*

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## Consumer Testimonials

What did you like best about our services?

*“Easy to work with”*

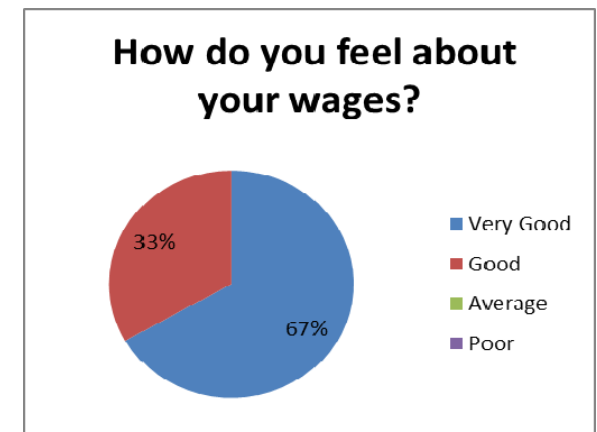
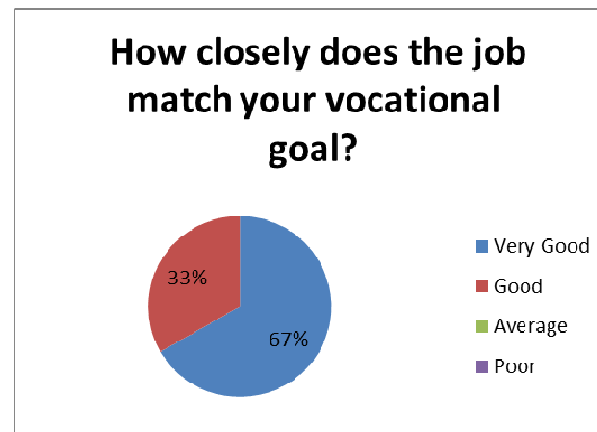
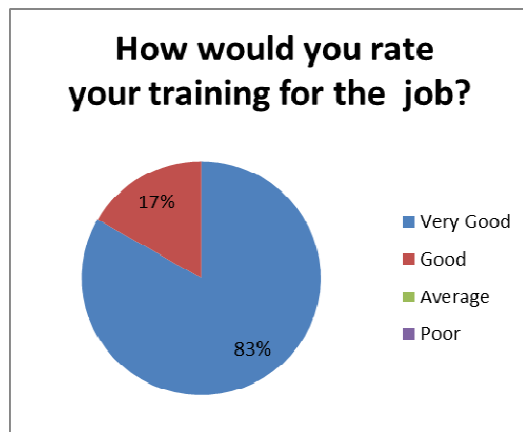
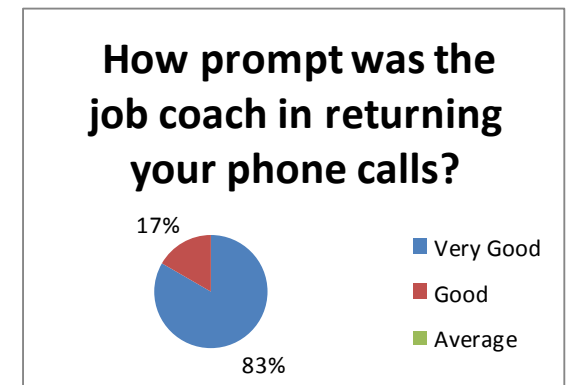
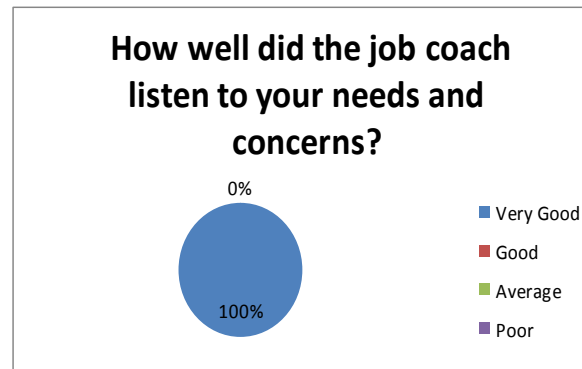
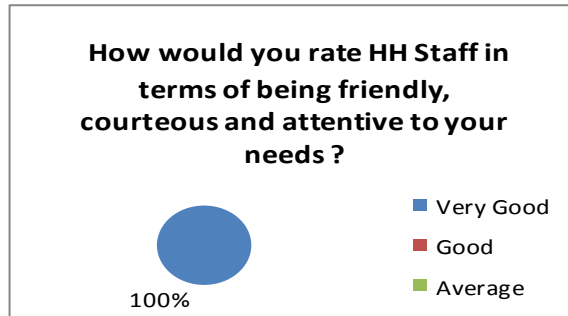
*“Loves job coach”*

*“Very helpful, and they got me a job!”*

*“Helpful, very helpful”*



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



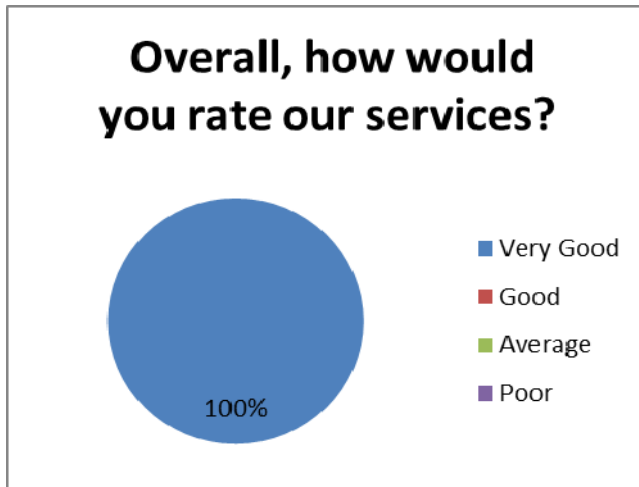
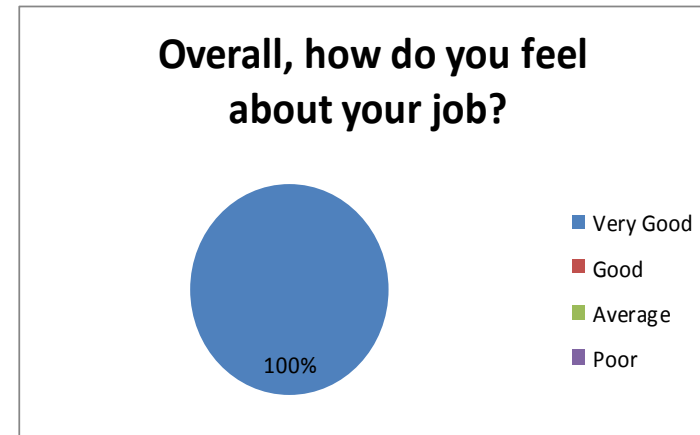
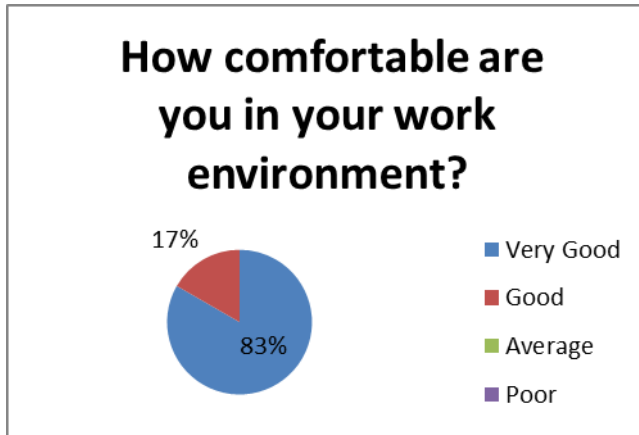
Surveys sent: 12

Information based on 6 returned surveys.



## Satisfaction

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

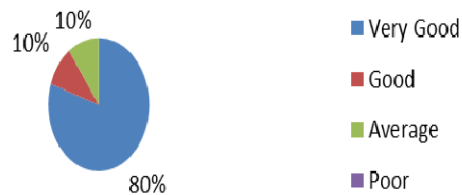


Surveys sent: 12  
Information based on 6 returned surveys.

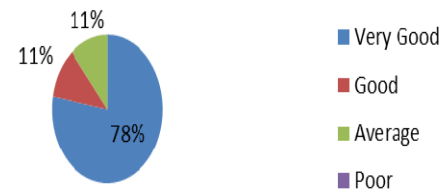


## Satisfaction Overall Rating of Hired Hands Services by Employers:

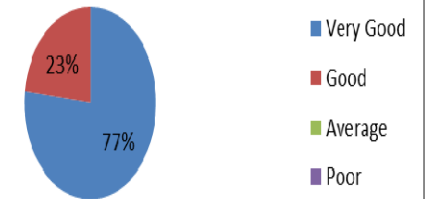
How would you rate HH Staff  
in terms of being friendly,  
courteous and attentive?



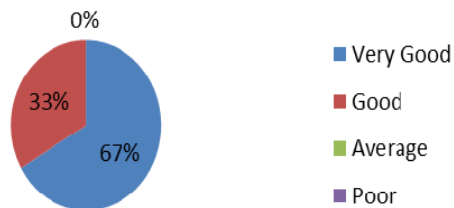
How timely was the response  
to your questions and  
concerns?



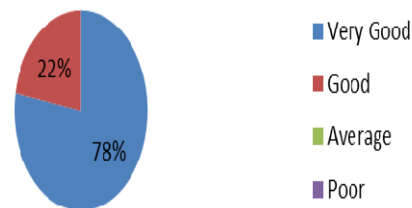
How would you rate our  
responsiveness to your needs?



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



What is your overall rating of  
Hired Hands?

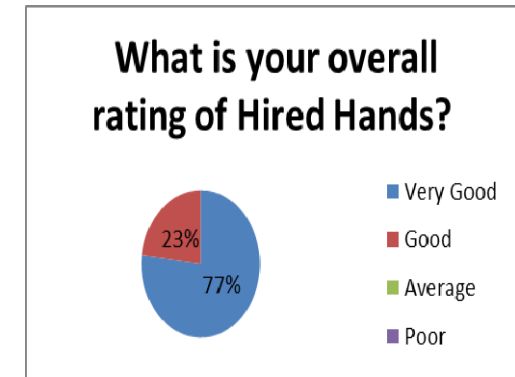
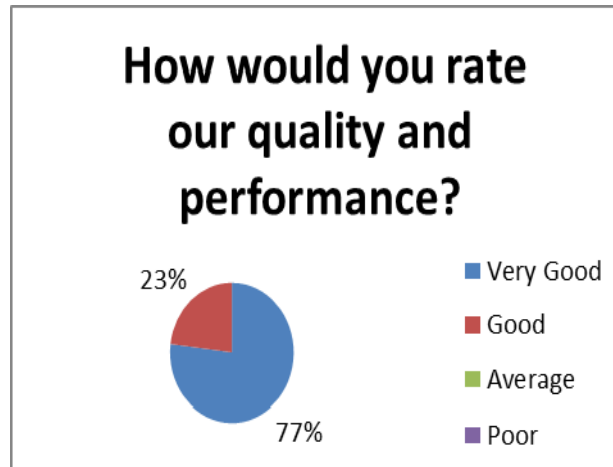
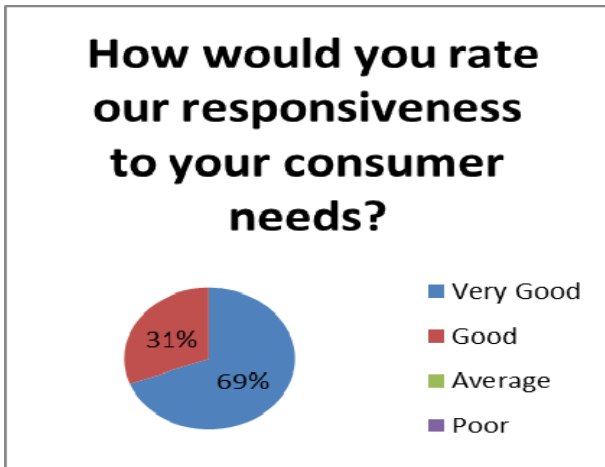
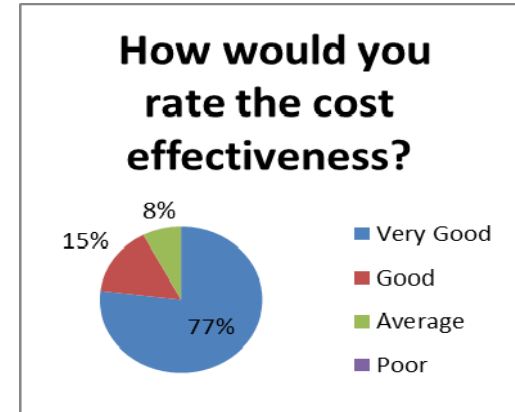
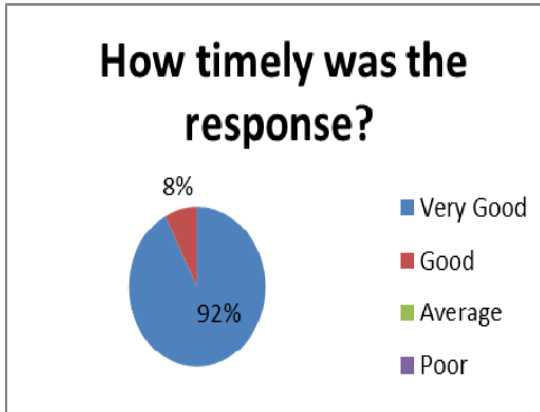
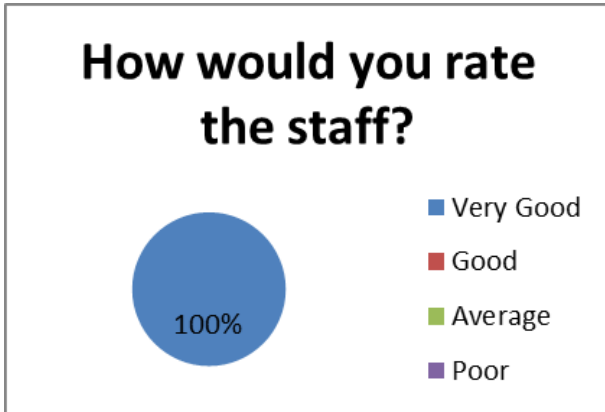


Surveys sent: 12

Information based on 9 returned surveys.



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



Surveys sent: 35

Information based on 13 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: 35**

**Information based on 13 returned surveys.**