

HIRED HANDS & ASSOCIATES, INC.

January 1, 2003—December 31, 2003



2003 YEAR IN REVIEW

www.hired-hands.org

SATISFACTION SURVEY OUTCOMES

WHO WE SERVED:

<i>Physical Disabilities</i>	43
<i>Learning Disabilities</i>	57
<i>Substance Abuse</i>	4
<i>Deafness</i>	30
<i>Visual Impairments</i>	13
<i>Autism</i>	3
<i>Mental Health</i>	57
<i>Mental Retardation</i>	76
<i>Traumatic Brain Injury</i>	13

Services Provided:

- Independent Living Skills
- Situational Assessment
- Job Development
- Job Coaching
- Follow Along

Consumer Profile:

Male: 164
Female: 132

Age: 18-21 = 73
22-36 = 121
37-49 = 63
50+ = 39

Ethnicity: Caucasian: 103
African American: 182
Asian: 5
Hispanic: 6
Other: 0

CONSUMER SURVEY RESULTS:

	Very Good	Good	Avg.	Poor
How would you rate HH Staff in terms of being friendly, courteous and attentive?	47	6	4	
How well did the job coach listen to your needs and concerns?	46	9	2	
How prompt was the job coach in returning your phone calls?	37	16	4	1
How would you rate your training for the job?	41	13	3	
How closely does the job match your vocational goal?	24	27	5	1
How do you feel about your wages?	19	23	10	4
How comfortable are you in your work environment?	40	12	5	
Overall, how do you feel about your job?	36	17	4	
Overall, how would you rate our services?	43	10	3	1

Surveys Sent: 143

Surveys Received: 57

EMPLOYER SURVEY RESULTS:

	Very Good	Good	Avg.	Poor
How would you rate HH Staff in terms of being friendly, courteous and attentive?	64	13	1	
How timely was the response to your questions and concerns?	58	19	1	
How would you rate our responsiveness to your needs?	52	22	3	
How would you rate your level of satisfaction with our services?	50	23	5	
What is your overall rating of Hired Hands?	56	20	2	

Surveys Sent: 143

Surveys Received: 78

COUNSELOR SURVEY RESULTS:

	Very Good	Good	Avg.	Poor
How would you rate Hired Hands' staff in terms of being friendly, courteous and attentive?	28	5		
How timely was the response to your questions and concerns?	26	7		
How would you rate the cost-effectiveness of our services?	23	6	4	
How would you rate our responsiveness to your consumer's needs?	25	6	2	
How would you rate Hired Hands' staff in terms of quality and performance?	27	5	1	
What is your overall rating of Hired Hands?	26	6	1	

Surveys Sent: 43

Surveys Received: 33

TESTIMONIALS

Employers: "I feel they (HHA) are very helpful in assisting the candidates to achieve their goals in the employment field."

Consumers: "Having not worked outside home since losing my sight, I was relieved not to have to be alone at first. The coach was very positive and encouraging."

Counselors: "Hired Hands makes an effort to tailor services to the client's individual needs and interest."

GOALS FOR 2003

- DEVELOP NEW COMPANIES WITHIN THE COMMUNITY FOR EMPLOYMENT OPPORTUNITIES.
- DEVELOP SE SERVICES IN UNDERSERVED RURAL AREAS.

THE FOLLOWING INDICATORS ILLUSTRATE OUR SUCCESS IN ACHIEVING OUR GOALS

EFFICIENCY OUTCOMES: 26 New employers hired consumers through our program.
EFFECTIVENESS OUTCOMES: 30% Increase in referrals from Emporia from 2002.

STATISTICS

160 Consumers were placed in employment opportunities.
96 Consumers were successfully placed and attained stability for 90+ days.

HIRED HANDS ACCOMPLISHMENTS AND GOALS

Hired Hands now stores all files electronically making our information easily and efficiently organized and accessed. In addition, we are committed to an improved data network system which includes a web enabled site for staff. This new streamlined method of recording activity

and information will prove most beneficial in the systemic efficiency and effectiveness of the organization. These new internal developments will ultimately be evidenced in improved staff performance, customer service and service delivery throughout Virginia.