

HIRED HANDS & ASSOCIATES, INC.

January 1, 2004—December 31, 2004



2004 YEAR IN REVIEW

www.hired-hands.org

SATISFACTION SURVEY OUTCOMES

WHO WE SERVED:

Physical Disabilities	52
Learning Disabilities	44
Substance Abuse	2
Deafness	20
Visual Impairments	8
Autism	5
Mental Health	79
Mental Retardation	101
Traumatic Brain Injury	13

Services Provided:

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

Consumer Profile:

Male: 174	Ethnicity:
Female: 150	Caucasian: 132
	African American: 183
Age:	Asian: 4
18-21 = 77	Hispanic: 5
22-36 = 135	Other: 0
37-49 = 81	

CONSUMER SURVEY RESULTS:	Very Good	Good	Avg.	Poor
How would you rate HH Staff in terms of being friendly, courteous? and attentive to your needs?	44	11	4	
How well did the job coach listen to your needs and concerns?	39	16	4	
How prompt was the job coach in returning your phone calls?	31	20	7	1
How would you rate your training for the job?	27	25	5	2
How closely does the job match your vocational goal?	24	23	7	5
How do you feel about your wages?	25	17	11	6
How comfortable are you in your work environment?	28	25	5	1
Overall, how do you feel about your job?	26	25	7	1
Overall, how would you rate our services?	37	14	8	

Surveys Sent: 140 Surveys Received: 59

EMPLOYER SURVEY RESULTS:	Very Good	Good	Avg.	Poor
How would you rate HH Staff in terms of being friendly, courteous and attentive?	45	10	3	
How timely was the response to your questions and concerns?	40	13	5	
How would you rate our responsiveness to your needs?	40	13	4	1
How would you rate your level of satisfaction with our services?	36	17	4	1
What is your overall rating of Hired Hands?	38	16	4	

Surveys Sent: 140 Surveys Received: 58

COUNSELOR SURVEY RESULTS:	Very Good	Good	Avg.	Poor
How would you rate Hired Hands' staff in terms of being friendly, courteous and attentive?	25			
How timely was the response to your questions and concerns?	19	6		
How would you rate the cost-effectiveness of our services?	17	6	2	
How would you rate our responsiveness to your consumer's needs?	17	8		
How would you rate Hired Hands' staff in terms of quality and performance?	18	7		
What is your overall rating of Hired Hands?	19	6		

Surveys Sent: 43 Surveys Received: 25

TESTIMONIALS

Employers: "You effectively match up disabled individuals with prospective employers."

What did you like best about our services?: "Professionalism of staff and drive and motivation of employed personnel hired on."

Consumers: "I only wish I had known about the association sooner. I had almost completely gave up on myself. But this organization and the associates, with God, helped give me security and independence. I feel very good about myself."

What did you like best about our services?: "They are friendly courteous and attentive to my needs." "When I needed someone to come help me (the coach) would always come when I called."

Counselors: "Staff are exceptional in rapid resolution of appropriate job development and coaching services." "You can't find results like this anywhere"

Have our services helped increase your consumer's Independence and Self-esteem?: "Yes, staff go to extremes to ensure all needs are met on a timely manner."

SUCCESSFUL OUTCOMES

EFFECTIVENESS

Goal: Increase the number of consumers placed and stable for 90+ days.

Outcome: Eighty nine consumers achieved stability in employment for 90+ days. Although referrals were down 20% from the preceding year due to the state's budgetary crisis, the number of consumers placed and remaining stable in their positions for 90+ days comparatively increased by 5%.

EFFICIENCY

Goal: Increase the number of referrals to Hired Hands through consumer choice presentations.

Outcome: From the 33 consumers Hired Hands presented their program to, 58% of the consumers chose Hired Hands for their services over other Supported Employment organizations. This is an increase from the prior year where only 25% of referrals came through presentations.

SERVICE ACCESS

Goal: Improve service delivery by reducing staff's wait time in accessing consumer information.

Outcome: Service access has increased by 100% because of our web site for staff and customized data base. Staff can immediately access consumer information which eliminates waiting for casenotes, reports, intakes and related records to be forwarded to them.

HIRED HANDS ACCOMPLISHMENTS AND GOALS

Challenged by the state's severe financial crisis, and consequently, implementation of Order of Selection, Hired Hands remained committed to our 2003 goal of creating an improved data network system and web enabled site for staff. April 2004 marked the company wide implementation of our web enabled site and our customized data base program for Supported Employment. Requiring more than one year to develop and launch, it has proven to be well worth the effort.

Accuracy and accessibility of information has advanced staff performance, productivity and service delivery.

In the upcoming year, Hired Hands will focus on staff training and development. Hampton Roads has experienced a decrease in available SE training opportunities, and this has limited choices for staff. Hired Hands will also be developing Transition opportunities within rural school districts to increase employment for exiting seniors.