

HIRED HANDS & ASSOCIATES, INC.



2005 YEAR IN REVIEW

January 1, 2005—December 31, 2005

www.hired-hands.org

SATISFACTION SURVEY OUTCOMES

WHO WE SERVED:

Physical Disabilities	28
Learning Disabilities	67
Substance Abuse	4
Deafness	18
Visual Impairments	21
Autism	7
Mental Health	71
Mental Retardation	117
Traumatic Brain Injury	13

Services Provided:

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

Consumer Profile:

Male: 162	Ethnicity:
Female: 184	Caucasian: 107
Age:	African American: 232
18-21 = 136	Asian: 3
22-36 = 113	Hispanic: 3
37-49 = 73	Other: 1
50+ = 24	

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	10	2	
How well did the job coach listen to your needs and concerns?	44	9	3	
How prompt was the job coach in returning your phone calls?	30	9	5	2
How would you rate your training for the job?	44	10	2	
How closely does the job match your vocational goal?	32	14	8	2
How do you feel about your wages?	25	17	9	5
How comfortable are you in your work environment?	34	17	5	
Overall, how do you feel about your job?	31	17	4	4
Overall, how would you rate our services?	43	12	1	

Surveys Sent: 128

Surveys Received: 56

EMPLOYER SURVEY RESULTS:	Very Good	Good	Avg.	Poor
How would you rate HH Staff in terms of being friendly, courteous and attentive?	38	11		
How timely was the response to your questions and concerns?	28	17	4	
How would you rate our responsiveness to your needs?	28	17	4	
How would you rate your level of satisfaction with our services?	26	17	6	
What is your overall rating of Hired Hands?	31	14	4	

Surveys Sent: 128

Surveys Received: 49

COUNSELOR SURVEY RESULTS:	Very Good	Good	Avg.	Poor
How would you rate Hired Hands' staff in terms of being friendly, courteous and attentive?	21	4		
How timely was the response to your questions and concerns?	15	8	2	
How would you rate the cost-effectiveness of our services?	13	10	2	
How would you rate our responsiveness to your consumer's needs?	16	9		
How would you rate Hired Hands' staff in terms of quality and performance?	14	10	1	
What is your overall rating of Hired Hands?	16	8	1	

Surveys Sent: 35

Surveys Received: 25

TESTIMONIALS

Employers: "You help me a lot by helping me train the employee because some catch on faster than others."

What did you like best about our services?:

"That I can call anytime with questions and concerns"

Consumers: "The services of the job coach was very outstanding and willing to listen to my needs."

What did you like best about our services?:

"Communication, respect towards me. Interested in my vocational needs."

"That you were able to find work for me fast."

Counselors: "'I' never have any worries when my consumers are referred to Hired Hands. My consumers and their parents are always pleased and impressed with services."

What did you like best about our services?: "Prompt responses, cooperative and friendly attitudes, good track record of success at a reasonable cost to the state."

SUCCESSFUL OUTCOMES

EFFECTIVENESS

Goal: Increase the number of consumers satisfied that their job matches their vocational goal.

Outcome: Survey results reflect that 82% of consumers felt "good" or "very good" with regard to their current job matching their vocational goal. This is an increase from 79% the previous year. Hired Hands will continue training staff in the person centered approach to services to continue achieving high satisfaction scores in this area.

EFFICIENCY

Goal: Increase the number of referrals in the Tidewater area including referrals from Department for the Blind and Vision Impaired (DBVI).

Outcome: In 2004, referrals were down 20% because of the state's budgetary crisis which required Order of Selection to occur. Although this is still in effect, Hired Hands has increased the number of referrals 32% from the previous year. Efforts were made in improved marketing, continued quality service and efficiency in service delivery.

SERVICE ACCESS

Goal: Decrease the time between date of referral and Intake for DBVI consumers.

Outcome: The number of referrals to Hired Hands from DBVI increased 23% from 2004 to 2005. As DBVI increased referrals, it was important to evaluate our response time to DBVI customers to determine where improvement may be needed. The final quarter of 2005, indicated that it took staff an average of 13 days from the time of referral to the time of an intake or significant introduction to the customer occurred. Hired Hands will decrease this period in 2006 by at least 50%. The standard will be to make significant contact with the customer within 1 week from the date of referral.

HIRED HANDS ACCOMPLISHMENTS AND GOALS

Many exciting changes occurred this year within Hired Hands. We expanded the capability of our existing Data Base to include the immediate reading of daily records, which has quickened the internal processing of information by at least 25%. Staff has increased by 50% from one year ago in order to continue providing quality services to our consumers, as the number of referrals from our referring sources has steadily climbed. In October 2005, the Department of Rehabilitative Services of Virginia (DRS) awarded Hired Hands the "Employment Service Organization of the Year" award. Counselors unanimously voted Hired Hands for this achievement in recognition

of outstanding service in Supported Employment within the Tidewater area. Hired Hands was chosen for this honor because of excellence in customer service, creative placement options, and true partnership efforts in DRS initiatives.

In 2006, Hired Hands will focus on efforts to make information about services accessible to its stakeholders. The Hired Hands marketing video is being upgraded to DVD format for mailing and hand outs. The web site will be re-structured to include informative streaming video for customers to view.