

2006 ANNUAL REPORT



Hired Hands & Associates, Inc.

2006 was a year marked by many notable accomplishments for Hired Hands, most significant of which was the award of a three-year CARF accreditation. Many company strengths were identified in the CARF survey and three areas were distinguished as being exemplary in conformance to CARF standards.

- *The organization finds great job matches for the persons served. The organization listens to the desires and interests of persons served and then seeks out employers that would meet their needs. Placements include a ramp agent for an airline and work in grocery and department stores, in addition to the more traditional food service and NISH contract placements.*
- *The organization is unique in that it can provide sign language for persons with hearing impairments. The organization also encourages written communication and provides digital photos to assist persons at their work site. The organization pays particular attention to communication issues.*
- *The organization aggressively seeks out employers. Staff members do a lot of cold calls, especially if it is the type of work that a person has requested. Even when the person's employment goals are unusual, the organization aggressively seeks out the type of work the individual wants.*

In addition to the areas of exemplary conformance noted by CARF, the surveyors also reported the strengths of Hired Hands. The teamwork and dedication to service delivery, to meeting individual needs was noted as one such strength. Persons served, funding representatives, and employers who were interviewed during the CARF survey were reported as uniformly satisfied and extremely complimentary of staff member performance and dedication. It was also noted that Hired Hands has dedicated staff members who are committed to serving persons with challenges and barriers to employment. From interviews conducted with staff members, persons served, employers, and family members, Hired Hands appears to be working constantly to improve employment services and outcomes for persons served.

Hired Hands continued its efforts in creating a more paperless, efficient office by creating

a FTP site which enables the Department of Rehabilitative Services (DRS) to connect to the Hired Hands server and download monthly reports/bills. This allows immediate receipt of state reporting forms with the highest level of security. This site was enabled in 2006 and the Hampton DRS office used this procedure in a pilot program. It is the goal of Hired Hands to eventually establish such a site for each of the Hampton Roads DRS offices.

Other improvements in the area of technology were in the areas of security. A new firewall was installed and required security features were enabled.

Hired Hands also improved its back up system by installing the latest software which prevents the loss of any crucial information housed on servers.

Services Provided:

Independent Living Skills	Situational Assessment	Job Development
Job Coaching	Follow Along	

Who We Served:

Male: 174

Female: 149

Age:

18-21 = 109

22-36 = 129

37-49 = 60

50+ = 25

Physical Disabilities	26
Learning Disabilities	73
Substance Abuse	2
Deafness	21
Visual Impairments	22
Autism	7
Mental Health	61
Mental Retardation	103
Traumatic Brain Injury	8

Ethnicity:

Caucasian: 101

African American: 210

Asian: 5

Hispanic: 4

Other: 3

Effectiveness

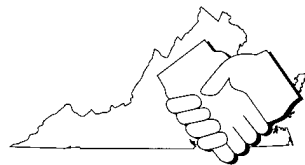
It has been a long-standing goal of Hired Hands to better serve consumers by seeking employment which will compensate employees with pay that is well above minimum wage standards. The efforts made by Hired Hands staff to accomplish this goal is evident in the statistics which show that 36% of all placements made in 2006 were at a starting rate of pay that was \$6.50 or above. This is in contrast to only 28% of placements in 2005 that met that same criteria. These efforts to increase placements with higher rates of pay also affect the level of satisfaction among consumers. There was a 4% decrease in the amount of consumers who rated their satisfaction with rate of pay as "Poor".

Efficiency

The adoption of new procedures and the addition of staff support in monthly reporting procedures have made the report/billing process more efficient for Hired Hands. In 2005, the length of time from closing out the month to submitting documentation was approximately 9 days. Hired Hands has decreased this time to 7 days in 2006. Because of additional staff support and upgrades in speed and reporting components within the database, the time in completion and delivery of report to stakeholders increased by 22%.

Service Access

In 2005, we upgraded our marketing VHS Supported Employment video and also had it converted to a DVD. Now, at "consumer choice" presentations, job fairs, and community gatherings we are able to increase our service access to more consumers, as they are able to leave with a copy of our DVD and can reference the information about services afterwards and with their caregivers. This was not a possibility before, as we were limited to the VHS tapes.



HIRED HANDS & ASSOCIATES
Specialists in Supported
Employment Rehabilitation
Since 1989

Testimonials:

Counselors

"The staff are very approachable and are genuinely concerned about the consumers."

"Hired Hands has good quality of staff, good level of responsiveness."

Consumers

"I've been very satisfied...I appreciate your organization being there for me."

What did you like best about our services?

"That I got a job fast."

Employers

"I liked the fact that you worked with the employee until they were ready."

"I have had zero problems. Questions I had were answered."

What did you like best about our services?:

"Your willingness to help during training."

The Mission of Hired Hands & Associates is to empower individuals challenged by disabilities to establish independence through person-centered planning enhanced by self-esteem, supported employment and successful integration into the workplace.

SATISFACTION

In 2006, among all respondents polled in satisfaction, Hired Hands ranked consistently highest in stakeholders' satisfaction in the areas of "overall satisfaction with services" and staff's "friendliness, courtesy and attentiveness." Over 75% of all counselors, employers and consumers polled, gave us top ratings in these areas. Notable also is that these two areas received the same high rankings across the board in 2005, as well.

