



HOPE Agency

We Believe. We Dream.

We Hope.



Annual Report

2017

Message from HOPE Agency

HOPE Agency envisions a world where all individuals hold the power to create opportunities for themselves and others. This vision overarches all of HOPE Agency. We want to create opportunities for those we serve as well as employees. Though few dispute the importance of direct support, stereotypes and biases still remain that the occupation of direct supports is underpaid and underappreciated. We work hard to overturn this perception.



The challenges that face most nonprofits are lack of funding and lack of workforce. Since HOPE Agency cannot change the climate of funding regulations, more effort has been placed on how to keep our existing quality workforce. By investing time and effort on retention, less money is needed on turnover, which costs companies across the spectrum millions of dollars every year. Through generous contributions of Board members and friends of HOPE Agency, a new technology option was introduced to ease the burden of documentation for those who work out in the community.

Employment continues to be a focus at HOPE Agency. In 2017, HOPE added Supported Education to its menu of services. We are hopeful this new service will further aid those we serve on their journey's to a meaningful career.

Check out our website for media clips and videos that further showcase our work.

Thanks for reading,

Amy Wallman Madden

Amy Wallman Madden

Complete Mission

HOPE Agency is a non-profit organization serving children and adults with special needs and their families, incorporating ideas and concepts that increase their independence and quality of life.

HOPE Agency utilizes philosophies to provide the opportunity to advance in all areas of life through ever-increasing community choices. Independence is gained through a participant driven process that builds on the freedom to be as self-governing as possible.

Our Passion:

We understand quality services starts with quality employees who are compassionate about supporting others to reach their goals. This in return improves the delivery of services and expedites the process of gaining greater independence in the community.

Our Focus:

Community involvement, employment and improved quality of life for those that we serve.

Our Impact:

We recognize quality service delivery increases independence and opens a world of possibilities. An inclusive community is a healthy community.



Service Areas

HOPE Agency provides one-on-one supports for the following services in the Greater Des Moines area:

- **Supported Community Living**
- **Supported Employment**
- **Supported Education**
- **Respite**
- **CDAC (Consumer Directed Attendant Care)**

Community Participation

HOPE Agency is involved in the community in many different ways. For starters, we encourage and value community contributions of providing donations and volunteering their time and talents. Volunteers have taught art classes, cooking classes and given tours of various places of interest in the area. Organizations have also donated space for meetings and trainings. Our

Board of Directors is incredibly helpful and involved through sharing their personal and professional talents for our organization to continue to move forward.

Additionally, HOPE Agency gets involved in the community through our participants, those we serve, through volunteer opportunities at places such as Department of Human Services, Animal Rescue League, Fury Friends and various churches in the area.

HOPE Agency employee, Emily Nadermann, says, “We impact the community by giving our participants the resources they need to contribute and work in the community we live in. We provide our participants the opportunities to also give back to the community through volunteering, employment, as well as participating in events such as Special Olympics.”



Quality Services

HOPE Agency strives to improve our work all around. One way is by introducing new technology solutions to reduce documentation time for employees. In return, this option gives the possibility to complete notes and documentation as services are delivered. As a result, time saved allows for employees to be done working when they clock out of services. There is a high burnout rate in this field, so we are driven by the needs of the providers to have more down time to be able to stay

refreshed. By introducing solutions and tools that reduce after hours' work, this allows for more time to be with family, personal hobbies and overall time to recharge.

The app that we created to make this change is called Quik Cliks. Quik Cliks allows the option for staff to document in real-time instead of after hours. Employees have shared that this new technology solution has cut their time spent at home completing documentation, and has opened up times that they want to work more hours. Additionally, the quality of documentation has increased in that documentation can be done throughout services, capturing more details and responses. We are very proud of Quik Cliks and believe that it will be a game changer in the field!

Quik Kliks is one way HOPE Agency invests in its employees. Other ways to keep quality employees is through on-going training opportunities. At least annually, HOPE Agency sponsors a Professional Development training for all employees. Personal and professional growth is crucial to keep employees refreshed, supported and refueled in this important line of work. Through an onboarding process, HOPE Agency looks for ways to allow all employees to let their strengths shine outside of their typical job descriptions. We found that by involving employees with something they are passionate about, this helps with retention and overall employee engagement.

Both employees and participants meet each other through a process that allows each to decide if they feel comfortable working together. By allowing choices immediately in the direction of how support is provided, both on the receiving and giving side, we find higher outcomes of goal progress and longevity of employment.



Program Impacts

Life is short, enjoy it! We take having a culture of joy very seriously. Happy people are healthy people. Healthy people are able to provide a quality service with joy, compassion and creativity that produces meaningful results. We pride ourselves that others look at us and questions, “Why are they (HOPE) so happy all the time?” And we like to spread that happiness to those we serve.



Joy that comes to both our employees and our participants is the joy that we all receive and share. Our participants experience a great deal of pride by meeting their personal goals. They are able to make visible leaps in their independence. Seeing these leaps and progress is testimony that our employees are making big impacts in each other’s lives.

HOPE Agency’s impact stems from relationships and connections that foster goal progress. Through investment in employees with training and technology solutions, HOPE Agency offers a career pathway that aligns with each employee’s strengths and passion. The shortage of direct care workers continues to be a challenge, so HOPE Agency looks for ways to do more to retain and engage its valuable employees.

Thought Leadership

Leadership is important in every level and every aspect of our lives. Leadership is a journey without a destination. Good leaders inspire others to be good leaders, though the capacities and roles might look different. At HOPE Agency, everyone has the ability to be a leader.

There are a few areas in which we are improving our leadership, not only with our staff, but with our participants as well.

Employees have been involved with Dale Carnegie trainings, ASPIRE Leadership program, Mentorship system and through leadership literature. By investing in building leadership skills, the end goal is to be a stronger leader that can help empower those to follow. The concept of building leaders in every aspect of HOPE Agency, regardless of role, is exciting. With this mindset, we all win.



Leadership examples come from our participants as well. One model of this is Jared, a HOPE Agency participant. He has been attending career fairs with staff members and sharing his own journey. He has done this through creating a PowerPoint. Leadership is often gained by showing handwork and dedication to bettering one's life. Recently, Jared has gotten his dream job and passed his driver's test. We believe these achievements have been made possible thanks to the leadership that has come from our employees. We are also very thankful to have a participant like Jared be a part of HOPE Agency because of his example of what our services and

support can do for others. Jared can be looked at as a leader for other participants, and through his accomplishments, can be an inspiration to others.

Because of agencies like HOPE Agency, individuals with unique needs are able to not only live in the community, the community is better because of inclusion of all people. This inclusion happens through community employment, civic involvement, volunteering and being a contributing member of communities. This is important to be able to reduce the need for paid staff, which lessens the burden on an already stretched Medicaid system.

Study from Very Important Thinkers

Below are some statistics generated by Polk County Health Services. A score of 4 indicates HOPE Agency has exceeded expectations. Our overall score increased from the past year, and we are very proud of the improvements that we have made. To better understand the chart, here is some helpful information to know:

- **Barriers to Employment:** Participant have barriers that make it harder for them to work. Examples of barriers could be a lack of transportation, criminal record or other health concerns.
- **Negative Disenrollment:** This is measured by the percentage of individuals who left the program either on voluntary or involuntary discharge.
- **Participant Satisfaction:** Participant satisfaction is based on interviews by the evaluator and participants from each program. Questions regard access, empowerment and service satisfaction.
- **Administration-File Review:** Files are reviewed to assess the consistency of information in PolkMIS with documentation in the file.

Outcome Area	2016 Result	2017 Result	2016 Score	2017 Score
Barriers to Employment	3.34	3.36	3	3
Negative Disenrollments	0.00%	0.00%	4	4
Working Toward Self-Sufficiency	43%	41%	4	4
Total Engaged in Employment	83%	82%	2	2
Participant Satisfaction	100%	97%	4	4
Administration-File Review	86%	93%	2	3
Overall Performance	79%	83%	4	4

Resources and Financial Management

HOPE Agency relies mostly on Medicaid funding to support our mission. To achieve 100 percent transparency, we utilize several accounting firms to ensure compliance.

As part of our strategic goals for 2018, we want to hire a facilitator for strategic planning, to diversify our funding and formalize a fundraising campaign.

Strategy Information

HOPE Agency realized that diversified funding is crucial to its success to attract and retain employees through competitive wages to continue to provide a quality service. After securing a grant through the Greater Des Moines Community Foundation, HOPE Agency is undergoing Strategic Planning to formulate objectives and action plan to address the need for diversified funding.

Reimbursement rates for the services we provide remain stagnate. With the rising costs of benefits and other expenses that are required for doing business, we are challenged to continue to look for efficiencies so that quality is not sacrificed. However, there is a point where efficiencies can no longer be found and cutting wages or eliminating benefits to employees is the only other option.

This Work Needs Your Help

We are very proud of the work that HOPE Agency does, but we want to do more. We need more community involvement and partnerships. Other than financial donations (which are always needed and much appreciated), being able to give time and talents is crucial to the success of HOPE Agency. Due to increasing regulations and higher costs of benefits that are vital to the continual struggle to attract employees to the field of human services, the governmental reimbursement rates do not cover the costs of providing services in the Greater Des Moines area. Through donated time, talents, money and grants, HOPE Agency works to make the dollar stretch to meet the ever changing needs of those we serve.



Learn More

We are very proud of the work that HOPE does, and we cannot fit all our achievements in this document. To find out more about our passion, achievements and work, go to our website where we document much more! <http://www.hopeagencydsm.org>



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Your Donation is More Important than ever Before

HOPE Agency greatly values your contribution. If you feel inclined to donate, please contact Amy Wallman Madden.

Office Phone: 515-331-4142

Email: amywm@hopeagencydsm.org

Address:

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Des Moines, IA 50310



Volunteer and Make a Difference.

At HOPE Agency, we value time as much as we value people's donations. That is why we are looking to get more volunteers involved in our organization.

Our participants love getting to meet and to know new people. We hope to get more volunteers to help build and form relationships. Our volunteering opportunities are not going to be overly strenuous, we're looking more for friends.

Our volunteers would also help us with our fundraising events. We would be looking for help planning and going through with the events. Additionally, we would encourage all of our volunteers to come to the events as well as invite their friends and family. Our volunteers would be doing us a great service by being some of our top communicators and ambassadors within the community.

Everyone at HOPE Agency loves what they do, and we believe that our appreciation for our jobs comes from who we work with: the participants. Our goal is to get people in the community to have that same admiration for our participants. We hope that anyone who chooses to participate in our volunteering initiatives will experience a great deal of joy through their work with HOPE Agency.

Wish Lists

HOPE Agency needs caring and compassionate people that want to make a difference in someone's life. There are more individuals that need services than we have professionals to meet those needs.



Advocacy Matters

Advocacy is helping the community realize the value of all members of society and realizing the value and necessity of the direct care workforce. We need communities to recognize the existing stigma on direct care and understand that the stigma is inaccurate, especially for those direct support professionals with HOPE Agency.

Looking Forward

Throughout 2018, all of us at HOPE Agency are looking forward to change and improvements. With the community, we plan to increase our fundraising abilities. We are looking to have fundraising events to help raise awareness about HOPE Agency as well as gaining support for our organization. We believe that the impact that the community can have in our organization is



important that something that we should value. We are hoping that with our events, that we will be able to get the community more involved in HOPE Agency and provide better support for our participants.

Along with getting the community more involved, we are hoping to increase the number of volunteers that we have. Volunteers can provide a major impact in our participant's lives because they provide another relationship for our participants to have.

We have been working on streamlining processes and procedures. In doing that,

we have gained some assistance with strategic planning in order to help us achieve our goals. We also are looking to find more ways to supplement Medicaid funding. Additionally, we are moving into new office space which will help in the growth of our employment community.

One of our employees, Niki Anderson, is working on developing and implementing an employee appreciation program. We believe this is an important change to our community because it is necessary that each employee knows they are greatly valued and highly appreciated.

There are many new and exciting things to be coming throughout 2018 and we cannot wait to see how the year goes!