



Message from HOPE Agency

HOPE Agency Des Moines engages individuals with special needs and provides unique opportunities to overcome barriers to independent living through customized experiences, meaningful training, and goal-centered, holistic support. We strive to create opportunities for those we serve as well as employees.

Though 2020 presented unprecedented challenges, HOPE Agency experienced growth and an opportunity to serve more individuals in the Greater Des Moines area than ever before. The dedication of HOPE Agency employees to do whatever was needed to continue to support, mentor and coach individuals to lead productive, independent lives was the impetus of this growth.

This dedication strengthened relationships. Relationships with employees and participants and their families are built upon mutual trust and respect. Relationships with community employers opens up career possibilities for supported individuals. Relationships with local educational organizations engages potential future workforce.

Challenges offer opportunities for reflection and realignment in any organization. As we reflect on 2020, we are grateful for a committed and innovative team. Through adaptability and perseverance, HOPE Agency foresees continued growth within the Individuals served as well as growth within employee development. Leadership is a shared responsibility within each team member regardless of role within the organization.

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 of HOPE Agency Des Moines

At HOPE Agency, we believe in providing holistic care for children and adults who have special needs. Participants and their families choose a direct support professional who helps participants strengthen important skills such as meal preparation, housekeeping, socializing, and budgeting. By customizing services to meet the unique needs of every participant, while collaborating with families to optimize resources, we empower participants on their pathway toward greater independence.

Core Tenets: **Passion** **Purpose** **Persistence** **Proactivity**

Characteristics of HOPE Agency: **Advocate** **Engaged** **Innovative** **Collaborative**

Board of Directors

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Create Meaningful Experiences for Participants



Over 93% of HOPE Agency participants
are involved in their communities
despite COVID-19

PCHS Community Living Scorecard FY20

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Participants and Families reported 99% satisfied with HOPE Agency.

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PCHS Community Living Scorecard FY20



Adaptable workforce during pandemic lead to limited turnover under 25%. Identified ways to improve clarity for professional opportunities and trainings that are needed and wanted by HOPE team members.



Build and Enhance Partnerships In and Around the Community

Community Partners

- DMACC
- Grandview College Career Center
- Premier Payee
- Iowa Methodist Hospital
- United Way of Iowa
- Central Iowa Works
- DART
- Iowa Workforce Development
- Evelyn K Davis Center
- Iowa Coalition For Integrated Employment
- Iowa DD Council
- APSE
- Momentum
- Westside and other Des Moines Chambers
- Epilepsy Foundation
- Children's and Families of Iowa
- Counseling Associates of Central Iowa
- IowaAble
- Raine Recruiting
- Iowa Department of Education
- Des Moines Food Pantries
- New Beginnings counseling
- Broadlawns
- Scotty's Auto Body
- IMPACT
- Next Step Counseling
- Iowa Employment Solutions
- Eychaner Foundation
- Midlowa Boy Scouts Troup

Employment Partners

- HyVee Industries
- Woodlands Creek Retirement Center
- Marsden Inc
- Sodexo Inc
- Calvin Community
- Marshall's
- Home Depot
- Applebees
- Goodwill of Central Iowa
- Menards
- Genesis Living
- Texas Roadhouse
- Schneider Graphics
- TJ Maxx
- Urban Pet Hospital and Resort
- Fareway
- Alphabet Academy
- McDonald's
- Urbandale Library
- Principal
- Pilot Flying J
- Dewey Ford
- Lowes
- Des Moines Public Schools
- Adventureland
- Westside Early Education
- Salvation Army
- Aramark
- Hope Ministries
- Mercy Hospital
- Spaghetti Works
- Bed, Bath and Beyond
- Dewey Ford
- Pure Foods

Financial Partners

- Polk County Health Services
- Iowa Total Care
- Amerigroup
- Heart of Iowa Region
- Iowa Vocational Rehab
- Community Foundation of Greater Des Moines
- State Auto
- Holmes Murphy
- Ryan Companies
- Individual Donors



Continuously Improve Work Environment and Culture

In using technology, HOPE looks for efficiencies to reduce burnout and redundancies so more dollars can be put towards livable wages.



By offering applicable and consistent training, HOPE is committed to finding and utilizing everyone's strengths and offers a career pathway.



How *you* can help!

- **Donate your time!**
 - HOPE has several opportunities to give the gift of time to help with our mission. Contact the HOPE office for more information!
- **Donate your resources!**
 - Medicaid reimbursement does not cover the costs to provide quality services. Every donation helps to allow HOPE to continue to support individuals be productive, independent members of society.
- **Work for HOPE!**
 - There is always a great need than we have manpower to support. If you have a passion in helping others find success, HOPE needs you! You can apply online at: <https://www.hopeagencydsm.org/join-hopes-team.html>

Thanks so much for reading our 2020 update! If you would like any further information on the above information, please feel free to call 515-331-4142 or send an email to AmyWM@hopeagencydsm.org.