

HOPE AGENCY



ANNUAL REPORT
FOR 2021



MESSAGE FROM HOPE AGENCY

As I reflect back on 2021, I cannot help but feel a closer connection to our mission and vision statements: 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.

Navigating the continual obstacles of COVID-19, global staffing shortages and the stress of the unknown, HOPE Agency continued to expand its mission to more participants in year 2021. If anything, the healthcare industry received a bit more recognition for the work we all do. The pictures that revealed a stressed system due to workforce shortages highlighted the importance of having a robust system that can care and support all humans to live and thrive.

This past year we were able to re-engage in activities such as basketball, cheer and disk golf that are typically events that bring joy to the individuals HOPE Agency supports. Additionally, HOPE Agency held a silent auction that raised over \$5000 for HOPE Agency Athletics so that all that want to participant are able to do so.

To top off the year, HOPE Agency received a 3-year with Excellence Accreditation from CARF International, the highest level possible. This accreditation allows HOPE Agency to continue to provide Supported Employment and Supported Community Living services. CARF surveyors noted that a key to continued success was the dedication and engagement of all employees throughout the organization and their ability to provide holistic support. I couldn't agree more. HOPE Agency has an incredible team of professionals that through their dedication, spirit and compassion are able to encourage and support individuals so they can reach, and in most cases, surpass their goals.

I cannot wait to see what 2022 will bring!

Thanks so much for reading,

AMY WALLMAN MADDEN

Co-Founder



PARTNERSHIPS 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
- Marsh Inc
- Marshall's
- Home Depot
- True Value
- Applebees
- Goodwill of Central Iowa
- Menards
- Panera Bread
- Genesis Living
- Texas Roadhouse
- Wells Fargo
- Schneider Graphics

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
- Individual Donors

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.

Board of Directors

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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 2021 update! If you would like any further information on this information, please feel free to call 515-331-4142 or send an email to AmyWM@hopeagencydsm.org.

Characteristics of HOPE Agency

Advocate
Engaged
Innovative
Collaborative

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

Core Tenets

Passion
Purpose
Persistence
Proactivity

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