

HOPE AGENCY



ANNUAL REPORT
FOR 2018



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. HOPE Agency understands that quality services tie directly to qualified and dedicated employees. There is still work to be done to change perceptions of direct service and we are up for the challenge. This last year has seen many changes in funding and who provides that funding. With Managed Care Organizations, we continue to navigate and look for ways to streamline billing, coordination, and reduce indirect billing time which allows for more dollars to go towards a livable wage for all employees.

Towards the end of 2018, HOPE Agency received another 3 -year accreditation from CARF. This quote was taken from the accreditation decision: "H.O.P.E. Inc. demonstrated substantial conformance to the standards. H.O.P.E.'s leadership and staff members provide quality services to the participants served. The participants, referral sources, and funding entities report a high degree of satisfaction with the organization's services and staff members. The organization demonstrates a clear commitment to the CARF standards and a commitment to performance improvement."

There continues to a higher need for services than HOPE Agency can provide. Our biggest challenge this next year will be building our workforce to continue to support participants on their journey of greater independence in their own communities.

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

Thanks for reading,

AMY WALLMAN MADDEN

Co-Founder



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 start 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)

QUALITY SERVICES

HOPE Agency strives to improve our work all around. There is a high burnout rate in this field, so we are driven by the needs of the providers to have more downtime 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.

Another way to keep quality employees is through ongoing 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.



COMMUNITY PARTICIPATION

HOPE Agency is involved in the community in many different ways.

We encourage and value community contributions by providing donations and volunteering their time and talents. Volunteers have taught art classes, and 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.

HOPE Agency also gets involved in the community through our participants, those we serve, through volunteer opportunities at places such as the 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."

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 questioning, "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 by 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 the 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.



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 plans 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.

THE 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.

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.

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>

YOUR DONATION
IS MORE
IMPORTANT THEN
EVER BEFORE

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

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