

HOPE AGENCY



ANNUAL REPORT
FOR 2019



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 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 in human services 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.

Relationships are essential. 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.

2019 was a year of growth for HOPE Agency. Enrollment in programs increased by 40% despite changes in Managed Care Provider Organizations. As we leave 2019 behind, we are optimistic about a year of continued growth and community awareness. All individuals have value and talents and we want the Greater Des Moines area to notice this as well.

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

Thanks for reading,

AMY WALLMAN

Co-Founder



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.

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Characteristics of HOPE Agency

Advocate
Engaged
Innovative
Collaborative

Core Tenets

Passion
Purpose
Persisistence
Proactivity

**Over 91% of HOPE
Agency
participants are
involved in their
communities.**

PCHS Community Living Scorecard FY19

**Participants and
Families reported
97% satisfied with
HOPE Agency.
PCHS Community
Living Scorecard
FY19**

PCHS Community Living Scorecard FY19

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

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 2019 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.

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.

