



HOPE HAVEN

795 Newton Bridge Rd. Athens, GA 30607 (706)548-4361 www.hopehaven.net

2018 ANNUAL REPORT



Mission Statement

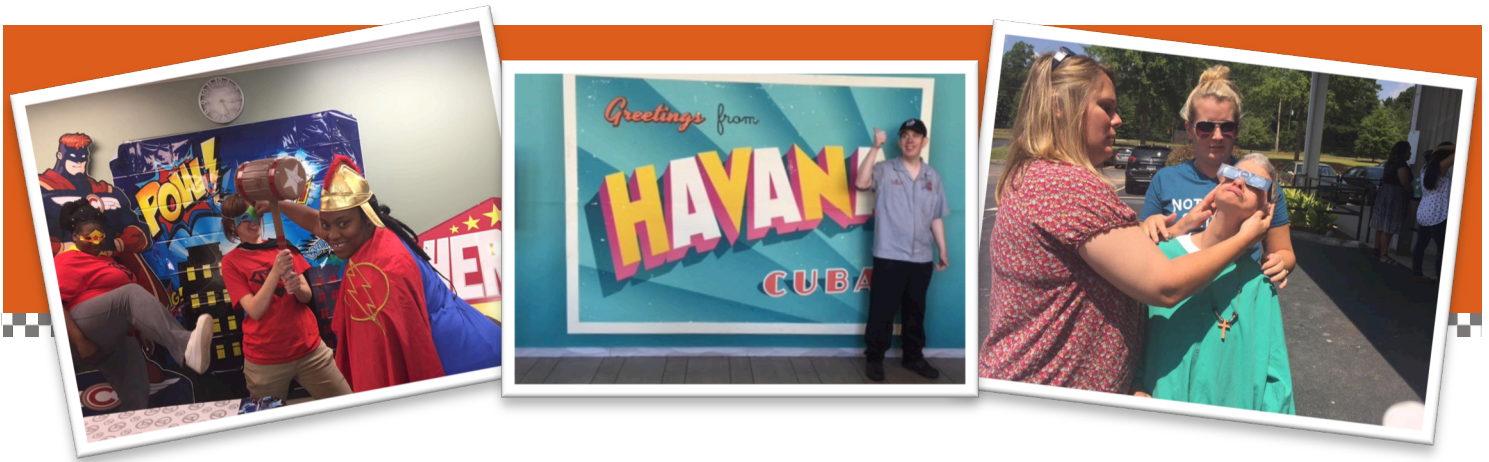
Hope Haven believes in the uniqueness, worth, dignity, and right to self-determination of every individual. We strive to prepare, empower, and support individuals with developmental disabilities and their families to participate fully in the community.



A PLACE FOR POSSIBILITY

As the second oldest community program for individuals with developmental disabilities in Georgia, Hope Haven has been dedicated to improving the lives of those it serves since 1958. Over the years Hope Haven has continued to grow and adjust its services to meet the evolving needs of the community and the individuals served by the organization. In 2018, Hope Haven celebrated 60 years in the Athens community.

**Empowering individuals with
developmental disabilities
for 60 years**



Dear Friends of Hope Haven,

Thank you for your continued support!

2018 brought many changes to Hope Haven. Staff and leadership worked hard to provide quality services by supporting Hope Haven individuals to define and follow their dreams. The organization continues to use a person-centered or individualized approach when it comes to providing services in order to ensure that people are happy, healthy and a valued part of their community.

Hope Haven had many accomplishments in 2018, but would like to take this opportunity to highlight just a few. Throughout the year, we developed several partnerships with UGA that continue to help us improve and develop as we strive to engage people with developmental disabilities in our community. During December, Hope Haven participated in the Athens Parade of Lights for the 5th year in a row. Each year this becomes an event that our individuals and staff look forward to participating with in our community.

2018 was not without challenges. Hope Haven, like many organizations in this field, continues to experience high turn over rates in our programs. We routinely advocate with the state of Georgia for better rates for services in order to increase staff wages. This year we worked on our recruitment strategies and tried new outlets for recruiting and interviewing candidates for our vacancies. This is a system wide issue and not unique to our organization. We have and will continue to strive to hire and retain quality staff to support the individuals in our services. While our services may expand and shift, Hope Haven is committed to providing the same level of quality.

Sincerely,

The Hope Haven Team

Our Services

Our services were given a 95% overall satisfaction rating from the amazing individuals that we provided support to in 2018!



Community Access Services

Are designed to help individuals in acquiring, retaining, or improving self-help, socialization, and adaptive skills in order to actively (and independently) be a part of the community. These services focus on the areas of social, emotional, physical, and intellectual development and may include training in the areas of daily living skills (including leisure/recreation skills); communication training; mobility training; programming to reduce inappropriate and/or maladaptive behaviors; and training in the use of common community resources.

These services are provided in either community-based or facility-based settings but not in the participant's home or family home or any other residential setting. Community Access Services may be provided in a group or individual setting. Hope Haven provides Community Access Group services Monday through Friday at our main facility from 9am to 3pm and Community Access Individual services in the community any day of the week based on the specific needs and funding of the individual receiving services.



Services Continued



Supported Employment

Supported Employment Services are ongoing supports that enable participants, for whom competitive employment at or above the minimum wage is unlikely absent the provision of supports, and who, because of their disabilities, need supports to perform in a regular work setting. The scope and intensity of Supported Employment supports may change over time, based on the needs of the participant. Supported Employment Services are conducted in a variety of settings, particularly work sites where persons without disabilities are employed. Hope Haven provides Supported Employment services any day of the week based on the specific needs, work schedule, and funding of the individual receiving services.

Respite

Respite Services provide brief periods of support or relief for caregivers of individuals with developmental disabilities. Respite is provided in the following situations:

- When families or the usual caretakers are in need of additional support or relief;
- When the participant needs relief or a break from the caretaker;
- When a participant is experiencing a crisis and needs structured, short-term support;
- When relief from care giving is necessitated by unavoidable circumstances, such as a family emergency.

Hope Haven provides Respite services at our designated Respite Home 24 hours a day 365 days a year and can accommodate up to three individuals at one time. Adults and children must be scheduled on different days.



Specialized Medical Supplies

Specialized Medical Supplies (SMS) Services include various supplies that enable individuals to interact more independently with their environment thus enhancing their quality of life and reducing their dependence on physical support from others. SMS consist of food supplements, special clothing, adult briefs, bed wetting protective chucks, and other supplies that are specified in the Individual Service Plan and are not available under the Medicaid State Plan. Ancillary supplies necessary for the proper functioning of approved devices are also included in this service. Hope Haven provides Specialized Medical Supplies based on the identified needs and the funding of the individual receiving services.

Community Living Supports

Community Living Support (CLS) Services are individually tailored supports that assist with the acquisition, retention, or improvement in skills related to a participant's continued residence in his or her own or family home. Personal care/assistance may be a component part of CLS Services but may not comprise the entirety of the services. CLS Services are offered to participants who live in their

own or family home. Hope Haven Provides CLS in an individual's private home and with some portion of the services in the community any day of the week based on the specific needs and funding of the individual receiving services.

Community Residential Alternative

Community Residential Alternative (CRA) Services are targeted for participants who require intense levels of support. These services are a range of interventions with a particular focus on training and support in one or more of the following areas: eating and drinking, toileting, personal grooming and health care, dressing, communication, interpersonal relationships, mobility, home management, and use of leisure time. CRA Services are individually planned and tailored to meet the specific needs of the participant and to accommodate fluctuations in his or her needs for various services. Participants receive CRA Services in small group settings of four or less. CRA Services may not be provided to persons living in their own or family home. Hope Haven provides Community Residential services 24 hours a day 365 days a year.

To Access Services

The Department of Behavioral Health and Developmental Disabilities (DBHDD) maintains and regularly updates lists of individuals with developmental disabilities who reside in our service area, have undergone a preliminary screening and are found to be eligible for and in need of services. Consistent with DBHDD policy, this

agency accepts only referrals for services funded by Medicaid Waiver or state grant-in-aid through the state's contracted support coordination system. Private pay referrals may be accepted by any referral source. This agency may assist individuals, their families or other entities with maneuvering through the required planning list process

should they refer themselves directly to us for services. To find out more about services in this area please contact:

DBHDD Region 2 Field Office Intake and Evaluation Team

Phone: 706-792-7741

Toll Free: 1-877-551-4897

www.dbhdd.georgia.gov

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April Walters



HOPE HAVEN

We would like to thank all of our community partners and donors for the faithfulness they have shown to our organization.

You are making a difference in the lives of the people we support.

You are helping to make

"A Place for Possibilities"





The Year in Review

During FY 2018, which begins July 1st 2017 and ends on June 30th, 2018, Hope Haven tracked data related to how satisfied stakeholders are with services, how well our services meet the mission of our program, and how effectively the organization provides those services.

A sampling of individuals and their caregivers showed overall levels of satisfaction with the services received. Individuals cited enjoying going out into the community to classes or to volunteer, working, spending time with their friends, and getting to make their own choices as the things they liked best. The most often heard concern from caregivers and individuals alike was turnover of staff. These issues were heard and the Hope Haven team is working hard to address them.

Hope Haven believes that in order to carry out our mission and empower the individuals we work with it is imperative that we empower people to have self-defined meaningful and inclusive lives. The organization recognizes community integration as one of the strongest measures of program success and will continue to emphasize the importance of growing the number of resources available to the individuals supported, as well as, ensuring that *all* individuals get out routinely. As best practices shift focus from getting individuals to activities solely for people with disabilities to getting individuals connected to community activities that are open to the general public, the organization has made a notable shift in that direction. In order to accomplish this staff will need continual training on understanding what community inclusion means; continued access to vehicles, specifically small lift vehicles; and the organization will need to reduce staff turnover and staff to individual ratios.

It continues to be a priority of the organization to implement measures in the area of human resources to increase staff retention and reduce the time it takes to fill open positions by improving our public relations efforts, implementing a staff appreciation program, and exploring ways to restructure particular programs and resources to provide cross coverage and fill-in staff.



A PLACE FOR POSSIBILITY

CHARACTERISTIC DATA

The following data includes characteristics of individuals who received services during the 2018 calendar year.



Ways you can help:

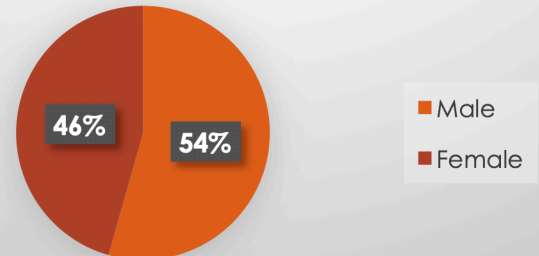
- Monetary donations
- Spread the word on the great things we are doing in our community
- Volunteer to build



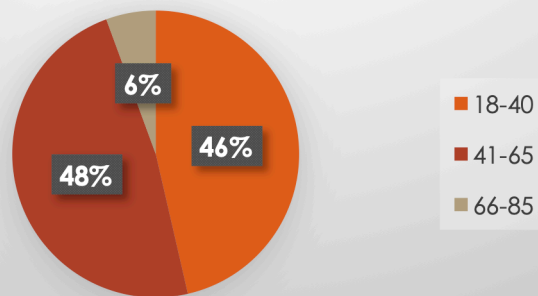
Thanks to:

- Employers in our community
- Community partners
- Student volunteers and interns
- Staff who continue to give of

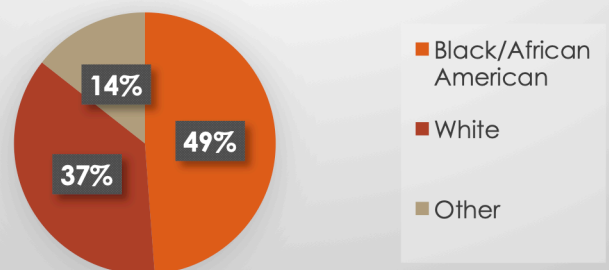
Gender



Age



Race/Ethnicity



FINANCIAL DATA

The following data includes financial data for Fiscal Year 2018

