



2019 ANNUAL REPORT

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OUR MISSION

Hope Haven's mission is to prepare, empower and connect adults with developmental disabilities to strengthen our community.

Prepare: Practice makes perfect. We are teachers and we share all we know with those we serve.

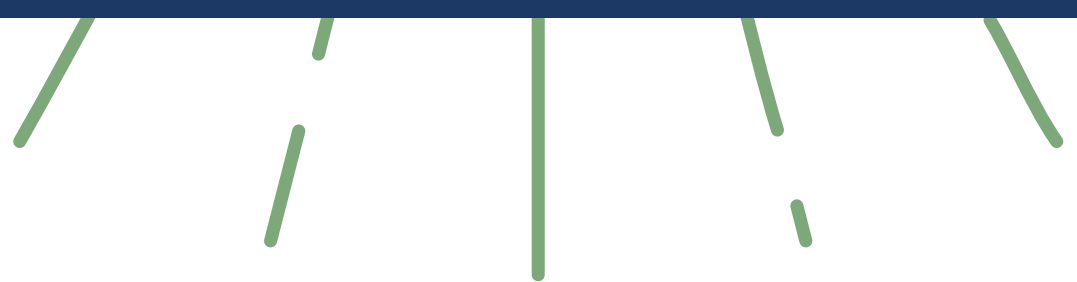
Empower: Be the safety net, not the harness. We are prepared for life's experiences and we know experience builds confidence, and confidence leads to independence.

Connect: Community is a group of people, not a place. We are a bridge to relationships and all that we do prepares those that we serve for their desired social roles.



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.



TO OUR FRIENDS

THANK YOU FOR THE CONTINUOUS SUPPORT!

Dear friends of Hope Haven,

2019 brought many changes to Hope Haven. The 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 our individuals are happy, healthy, and a valued part of their community.

Hope Haven had many accomplishments in 2019, but we would like to take this opportunity to highlight a special one. In December, Hope Haven participated in the 2019 Downtown Parade of Lights and was awarded the "Best Use of Theme-Nonprofit" award. Each year this becomes an event that our individuals and staff look forward to participating with in our community.

2019 certainly did not come without challenges. Hope Haven, like other organizations in this field, continues to struggle with high turnover rate. However, this is the first year that we have experienced such improvement in that area. This is due to the improvement to our revised onboarding and orientation process. With this said, we will continue to advocate with the State of Georgia for better rates for services in order to increase staff wages. 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

COMMUNITY ACCESS

SUPPORTED EMPLOYMENT

RESPITE

SPECIALIZED MEDICAL SUPPLIES

COMMUNITY LIVING SUPPORTS

COMMUNITY RESIDENTIAL ALTERNATIVE

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.

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.



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”

Meet Our Board Of Directors

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During FY 2019, which begins July 1st 2018 and ends June 30th 2019, Hope Haven tracked data related to how satisfied stakeholders are with our services, how well our services meet the mission of our program, and how effectively the organization provides those services.

A sampling of individuals from each program showed all overall level of satisfaction with the services received. Individuals noted that they enjoyed going out into the community to participate in classes or to volunteer with other organizations. They also enjoyed working, spending time with their friends, and being able to make their own choices.

Our efficiency measures continue to focus on reducing turnover, fostering community partnerships, and reducing percentages of cancelled community outings. These issues were heard and the Hope Haven team is working hard to address them.

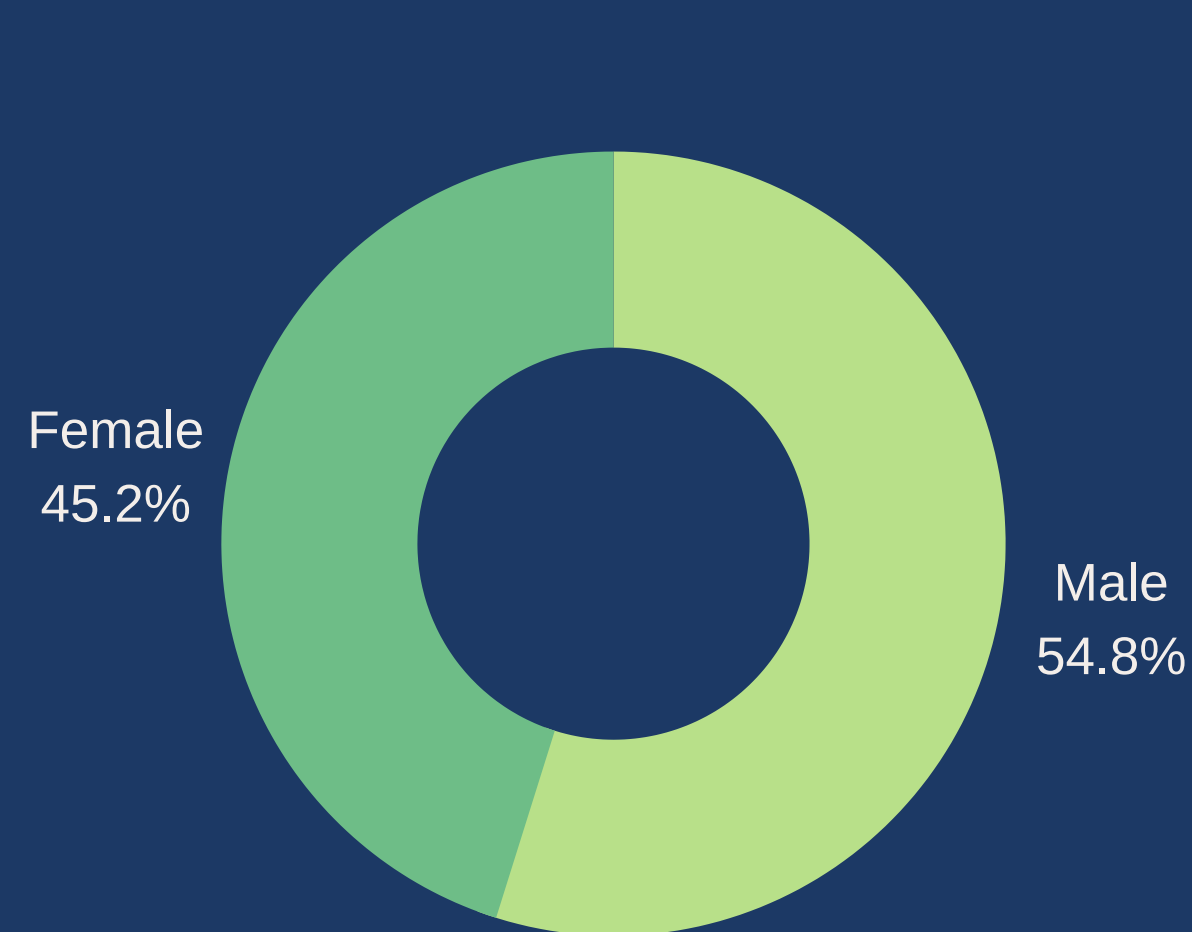
Hope Haven believes that in order to carry out our mission and empower the individuals we work with it is imperative that we empower people to have self defined meaningful and inclusive lives. The organization recognizes community integration as one of the strongest measures of program success and will continue to emphasize the importance of growing the numbers of resources available to the individuals supported, as well as, ensuring that all individuals get out routinely.

HOPE HAVEN

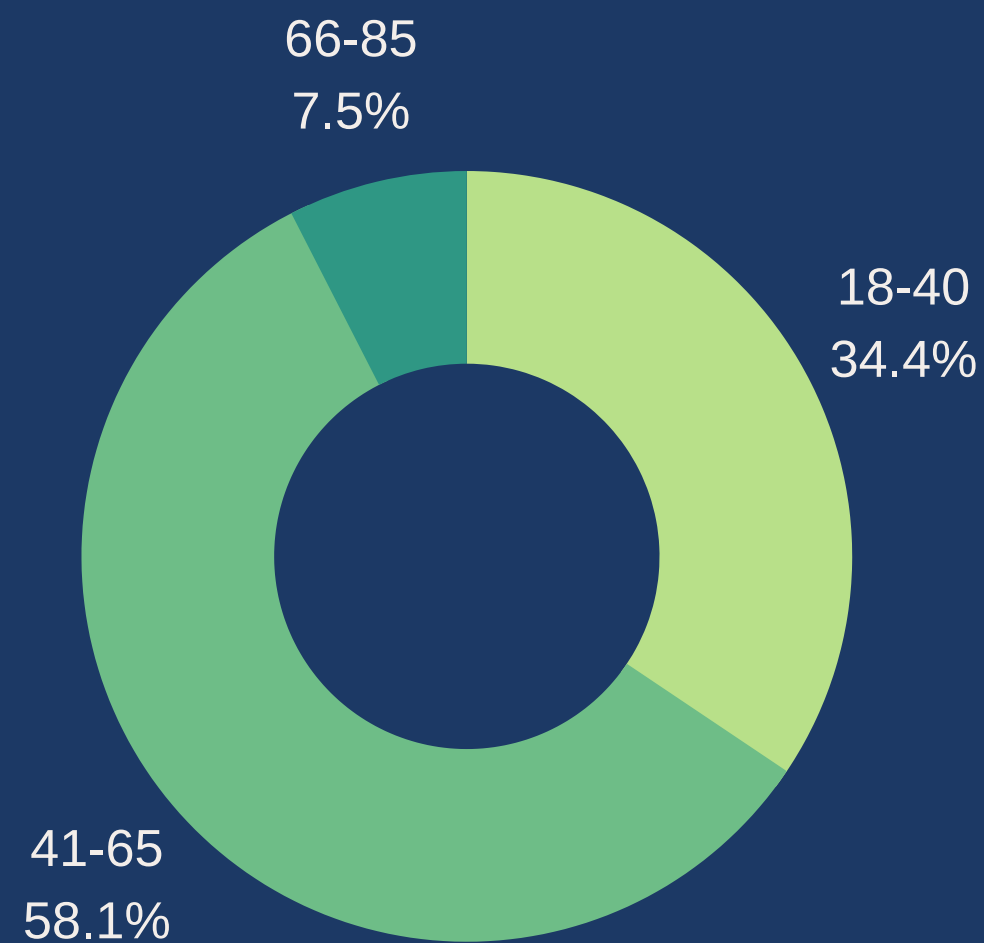
A YEAR IN REVIEW

2019

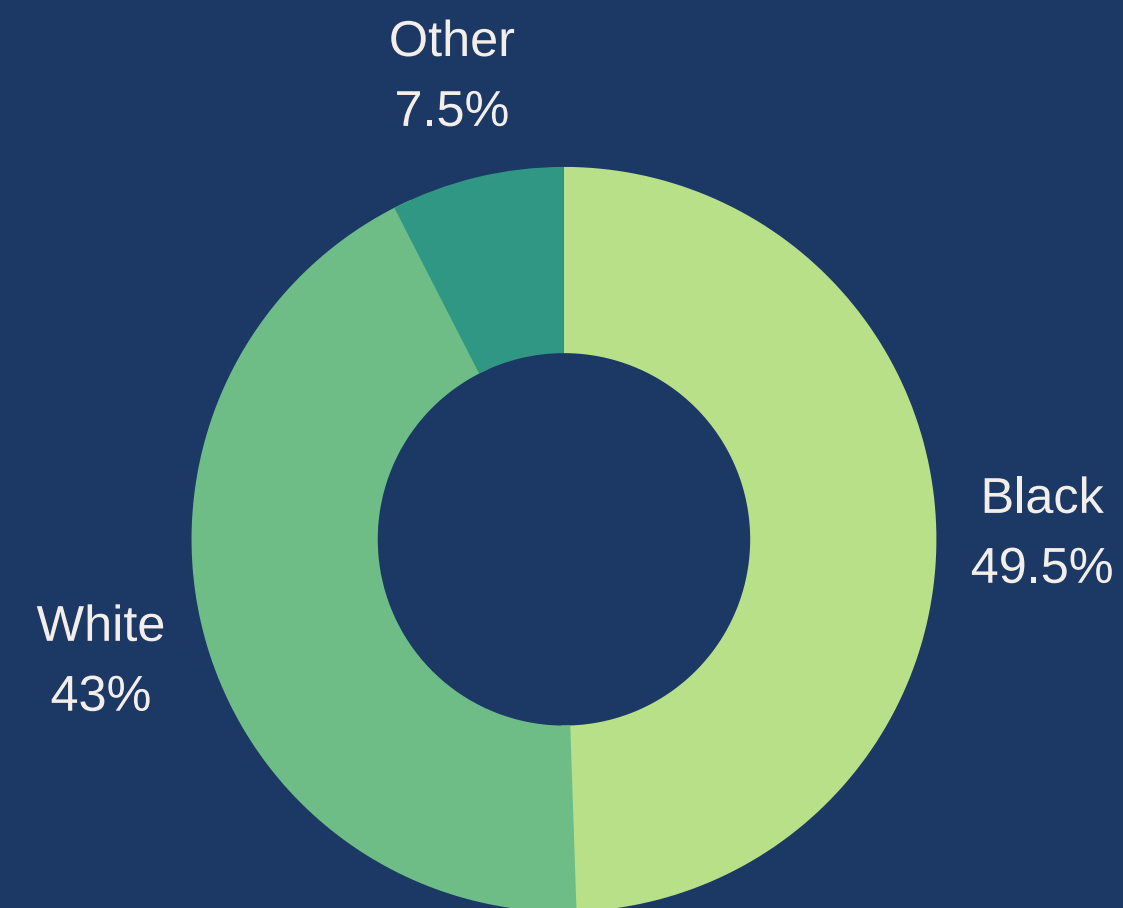
Characteristic Data



BY GENDER



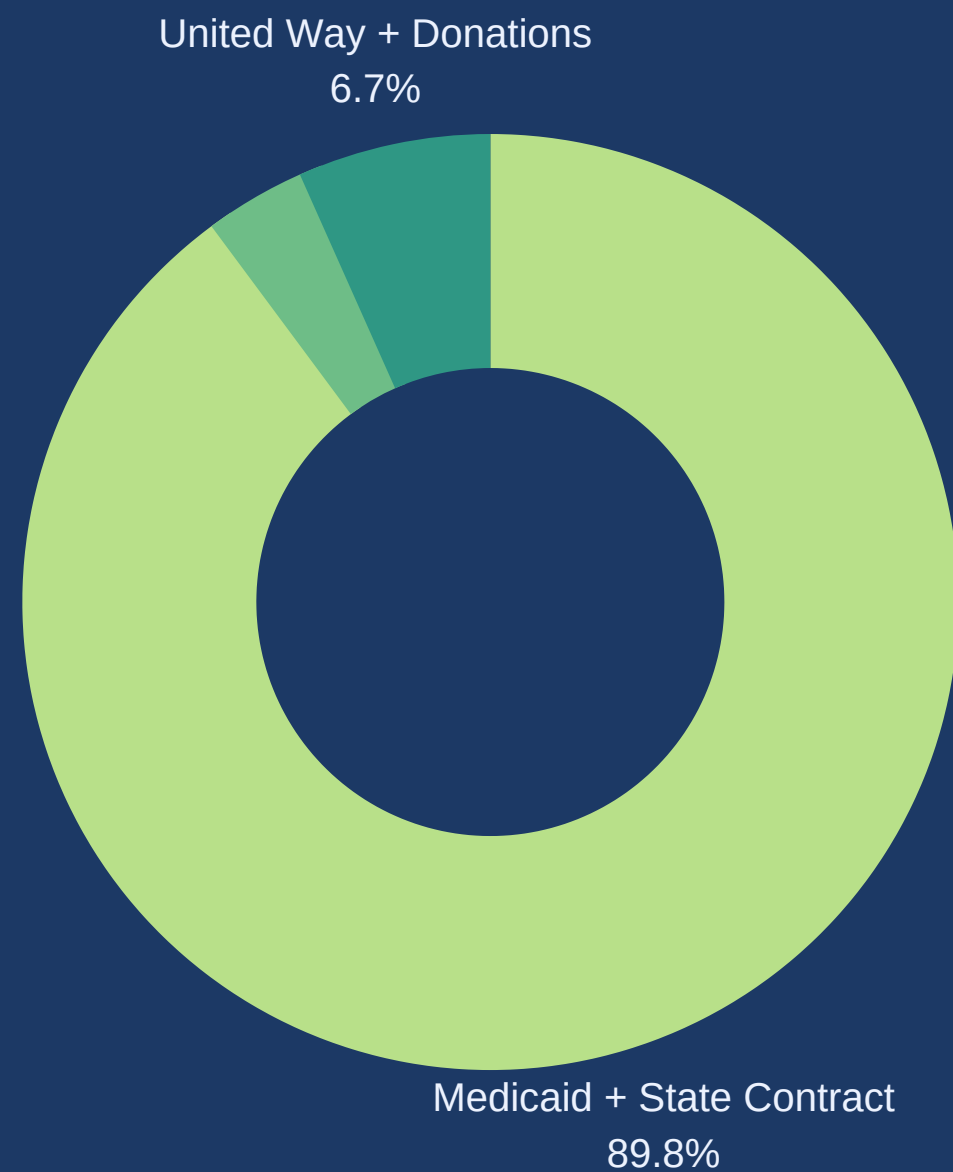
BY AGE



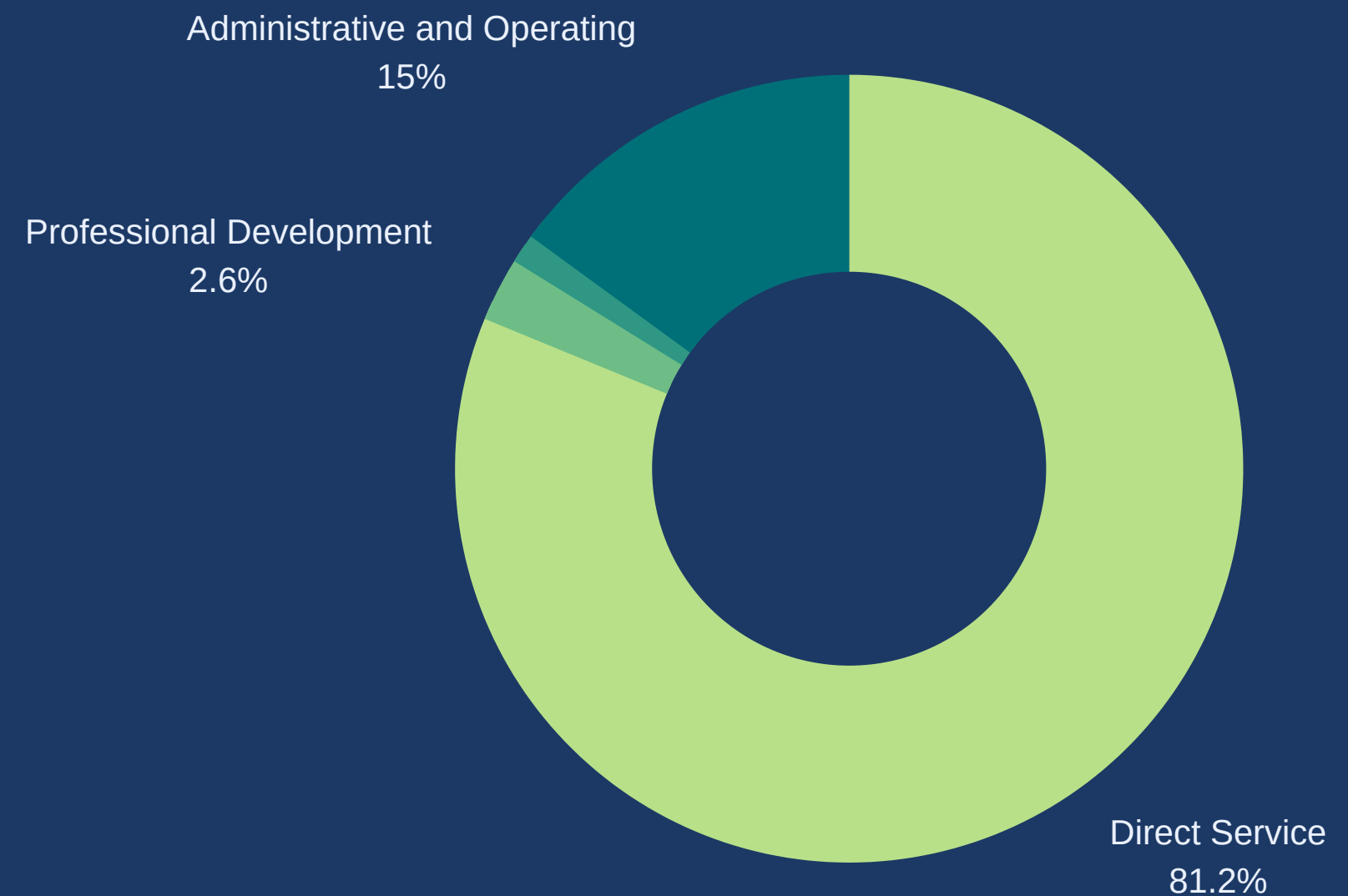
RACE/ETHNICITY

Financial Data

REVENUES



EXPENSES



WAYS YOU CAN HELP

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



THANK YOU!

To our employers in our community, community partners, student volunteers and interns, and staff who continue to give of themselves.