

35 YEARS

OF SERVICE



Hope House

A bright light in a
community that cares

2017

PERFORMANCE AND QUALITY IMPROVEMENT
Summary Report



2017 Agency-Wide Outcomes

The following outcomes were collected across various Hope House direct service programs.

- 90% of clients indicated they know more ways to plan for their safety (634/708);
- 93% of client indicated they know more about community resources (656/705);
- 90% indicated they know more about how to cope with the effects of domestic violence (315/351); and
- 94% indicated they felt supported and/or respected by the Advocate who helped them (365/388).



When asked where they might be without Hope House, clients stated:

“Either stayed with my abuser or committed suicide.”

“Ended up dead...he would have found me.”

“Honestly, I may have been dead.”

“I would have stayed with my abuser.”

“Dead.”

2017 Summary of Major Accomplishments

In August of 2017, Hope House achieved accreditation through the Council on Accreditation (COA), an international, independent, nonprofit, human service accrediting organization. COA partners with human service organizations such as Hope House to improve service delivery outcomes by developing, applying, and promoting best practice standards. Through accreditation, the health and safety of staff and clients is protected; risk and liability is minimized; the service environment becomes efficient, safe, respectful, and supported by a quality improvement-oriented culture; services meet best practice standards; professional staff qualifications become better defined; and whistleblower and performance evaluation systems are put in place.

Hope House's Chief Operating Officer was appointed by the Supreme Court of Missouri to the recently developed Combatting Human Trafficking and Domestic Violence Commission and its Domestic Violence subcommittee. The commission will focus on trends, statistics, barriers, and successes as it relates to domestic violence in the state of Missouri and locally within the Kansas City metropolitan area.

