



PERFORMANCE & QUALITY IMPROVEMENT

2020 Annual Summary Report



A cornerstone of Hope House's philosophy and approach is creating a culture of improvement – an environment in which all agency staff are committed to bettering our processes, refining our services, and ultimately improving client outcomes. As part of this process, Hope House programs encompass a wide variety of data measures and metrics. Program goals and benchmarks are established and analyzed to assist and support the agency in its efforts to improve effectiveness. This report summarizes some of that data.

Where would you be without Hope House?

*This question is posed to clients in a voluntary satisfaction questionnaire

"Be tortured by my abuser."

"I would have stayed in my abusive relationship."

"Dead."

"I really can't think of how I would have survived this. I would have no place to go."

"I don't know. Just grateful for this place."



2020 Agency-Wide Outcomes

In order to measure the quality of all programs and services, Hope House utilizes a wide variety of qualitative and quantitative methods. At least annually, Hope House examines the results collected through these methods to plan, manage, and evaluate services, as well as to make any changes to the data it is collecting and measuring. Results are utilized to improve services, create new programming, or make changes to existing programming. Information regarding 2020 outcome results that are measured across the program at Hope House are shown below.

Safety

- 97% of clients reported they know more ways to plan for their safety. (565/580)

Resources

- 97% of clients indicated they know more about community resources. (332/343)

Support

- 95% of clients stated they felt supported and/or respected by the staff person who helped them. (611/645)

Hope

- 95% of clients reported they know more about how to cope with the effects of domestic violence. (166/174)



2020 Summary of Major Accomplishments

COVID-19 Response:

Due to the coronavirus pandemic, Hope House implemented a number of changes within the agency in 2020. In order to ensure the safety and health of both staff and clients and adhere to social distancing guidelines set by the CDC and local health departments, the number of onsite emergency shelter beds was reduced. To counteract the impact of this reduction in capacity, Hope House expanded the available bedspace in the agency's offsite Hotel Placement Program. Hope House provided the same level of service to those residing in the Hotel Placement Program as those residing onsite by providing meals, crisis intervention, case management, and therapy services. To ensure this level of service, Hope House reserved a designated room at the hotel where staff are available onsite during business hours to address client's needs quickly and adequately. Hope House also shifted to providing the majority of services remotely through various platforms such as Zoom and Doxy.me which allowed direct service staff to "meet clients where they are" and provided a fairly seamless continuation of services. Additionally, in July 2020, direct service staff began distributing and collecting voluntary satisfaction surveys for survivors accessing services on an outreach basis through Survey Monkey to ensure their voices continued to be heard and that remote/virtual services were provided in an effective and efficient manner. Throughout the pandemic, Hope House continued to provide services and meet the needs of adult and child survivors. The agency as well as staff were creative in their solutions and continued to be persistent in ensuring survivors were safe and thriving.

Hope House also developed and implemented a Families First Coronavirus Response Act Policy (FFCRA) which included emergency paid sick leave for agency employees as well as expanded leave under the Family Medical Leave Act. Hope House's FFCRA policy increased agency support of its personnel and lessened the potential financial impact employees could face should they or their family member test positive for the virus or lose access to their childcare provider.

Program and Personnel Expansions:

Case Management: Hope House implemented a Case Management Program to better meet the complex needs of clients. The Case Management Program moved case management services out of the Emergency Shelter Program which not only allows Shelter Advocates to focus on providing for client's crisis and basic needs as well as answer the agency's crisis hotline, but provides clients with more individualized and intensive case management services.

Clinical Services: As a result of funding from the Health Forward Foundation, a second full time Family Services Therapist was added to provide individual and group therapy services for clients who have involvement with Children's Division and/or Family Court.

Hawthorne Place Apartments Project: Through funding received from COMBAT's Strivin Grant Program, Hope House began providing onsite therapy and advocacy services at Hawthorne Place Apartments, an income based apartment complex located in Independence, MO. The program's advocacy related services include on-site crisis intervention services such as safety planning and assistance with filing Ex-Parte Orders of Protections; resource referral and linkage/systems navigation; court accompaniment at Municipal Court, Order of Protection Court, and/or Family Court; and other case management related services as needed. The program's therapy related services include individual, group, and family therapy with the non-offending parent; clinical case management, referrals, and service linkage; and support group. Providing services onsite increases the accessibility of services for survivors in the community.