

Service Improvement Plan

Persons Receiving Services July 2006 through June 2007

Characteristics of Persons Served

<u>Age levels</u>		<u>Primary disability</u>	
5 & under	16	Mental retardation	410
Under age 18	93	Mental illness	40
18-34 years	127	Cerebral palsy	16
35-54	175	Traumatic brain injury	25
55-74 years	115	Other	13
75 & older	9	Learning disability	11
		Epilepsy	3
		Autism	17
<u>Sex</u>		Non-ambulatory	57
Males	279	North Iowa origin	364
Females	256	TOTAL SERVED	535

Service Outcomes

Work Adjustment

5 individuals served
5 adjustments completed

Work Services

217 individuals served
48 individuals increased their earnings

Community Employment

15 individuals have jobs in area businesses
42 individuals work on crews in community businesses with job coach supervision

Respite Services

11 individuals received respite on-campus
In-home respite for families delivered over 2,315 times

Community Housing & Supported Living

211 individuals served in group living arrangements
104 individuals served in their own home or apartment
96% occupancy rate in buildings owned by Village

Community Integration

Individuals participated in community activities 14,756 times (recreation, shopping, church, and other activities)
Individuals volunteered to help other non-profit or governmental organizations a total of 520 hours

Admissions & Terminations

54 admissions
53 terminations
123 individuals on waiting list for Village services

How do our customers feel about Village services?

From Persons Served:

- They help me learn more things that help me become more independent.
- Everybody works together, helps each other out.
- Staff understands and supports you.
- Every area's different -- I like the variety.
- I like it, it is my home.
- I like to be around with everybody and they are nice to me.
- I get to take care of my money.
- Nice beautiful, peaceful campus.
- I have friends.

From Funders:

- Excellent Vocational Service Department.
- Opportunity Village has fantastic staff!
- Good client advocates.
- The Village has a wonderful philosophy.
- Willing to work with most types of clients.
- Thank you for this program. It is truly a great tool for our business.

From Employers:

- They do a very good job.
- Everything is great, dependable.
- The workers are always professionals and work hard when they are here.

For more information regarding outcomes to people receiving services or to request a copy of the Service Improvement Plan, contact Jim Aberg, Services Director, 641-355-1285 or jaberg@oppvill.org.

For general information about Opportunity Village:

Opportunity Village
PO Box 622
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641-357-5277
www.oppvill.org

From Family:

- The openness and availability of staff is great.
- Always such good leadership.
- People are dedicated and caring.
- Excellent facilities.
- I am very impressed with the caring attitude of most of the staff. They seem well trained, knowledgeable, and dedicated.
- Clean, pleasant, caring staff, constant upgrading, residents are encouraged to their potential!