

Service Improvement Plan

Persons Receiving Services
July 2013 through June 2014

This report does not include individuals who received only representative payee assistance.

Characteristics of Persons Served

Age levels

5 & under	12
6-17 years	76
18-34 years	190
35-54 years	173
55-74 years	132
75 & older	13

Sex

Males	343
Females	263

Non-ambulatory 54

North Iowa origin 377

Primary disability

Mental retardation	386
Mental illness	66
Cerebral palsy	18
Traumatic brain injury	27
Other	64
Learning disability	13
Epilepsy	4
Autism	28

TOTAL SERVED 606

Service Outcomes

Work Options

256 individuals served

141 individuals increased their earnings

142 individuals increased their productivity

Community Employment

7 individuals have jobs in area businesses

21 individuals work on crews in community businesses with job coach supervision

Community Housing & Supported Living

214 individuals served in group living arrangements

265 individuals served in their own home or apartment

94% occupancy rate in buildings owned by Village

Community Integration

Individuals participated in community activities 10,520 times (recreation, shopping, church, and other activities) (Many persons served have moved so the numbers are drastically lower.)

Individuals volunteered to help other non-profit or governmental organizations a total of 673 hours

Admissions & Terminations

68 admissions

33 terminations

144 individuals on waiting list for Village services

How do our customers feel about Village services?

Visiting Reiman Gardens in Ames

From Persons Served:

- Staff help out a lot.
- It is easy to talk to staff.
- It's like family here.
- Always concern and caring.
- I have freedom to participate in activities I want to do.
- Good work environment.
- I have the chance to get out and do activities in the community.
- I like my room.
- Going to my job and earning a check.
- I like cleaning my own home better than when I cleaned the cottage.
- I like my new house.
- Staff are silly and joke with me.
- I like Spiritual Life activities.
- I like the privacy of my room.
- I feel safe in my home.

From Employers:

- Great job by your staff and we get great employees from the Village.
- Very reliable service and very accommodating when we need something extra.
- Getting the job done in a timely manner.
- Always very kind and thoughtful to work with.
- Opportunity Village, its employees and persons served, in our relationship with them are definitely an asset to the community.
- Responsive and courteous.

From Family:

- Love all the trained and dedicated staff; they are so patient and loving.
- I can't wait to see all the great things from the autism center.
- You have a wonderful team set in place for our daughter.
- There is such a variety of options.
- Ideas they come up with for new and improved goals.
- Good Christian principles.
- The staff are always pleasant and ready to give you assistance.
- Provide with ride to church.
- The people are safe; very responsible staff.
- They treat my son as family.
- The quality of staff and staff training is very high.
- Respect for each individual.
- The attitude of staff is great; you can tell and they have told me, they like working there.
- They are always willing to listen to our suggestions.
- The team approach of care for each person.



Animal lovers visit a local pet boarding facility.



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:

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