



thriving. connected. happy.



Quality of Life

Summary of the 2024 Outcome Management Report

dream

plan

learn

grow



Aspire Richmond wants to know how we are doing working with you and your families. Our purpose is to help you:

dream, plan, learn and grow.

Every year, Aspire asks questions to make sure we are meeting your needs:

**Are you happy with
what we do?**

(experience of service)

**Do we use our staff, equipment
and supplies in the best way?**

(efficiency)

**How easy is it for you to
get services from us?**

(accessibility)

**Are we doing what we
said we would do?**

(effectiveness)

The answers to these questions help us plan for the future and improve our services. The details of all the answers are found in our annual Outcomes Management Report.

We get these answers in three ways:



= families
or professionals

Asking families or professionals that work with us questions on a survey

We sent a list of questions to 893 families and professionals and 330 answered the questions.



= people
supported at
Aspire

Interviewing the people who receive support at Aspire

223 interviews were conducted with youth and adults supported at Aspire. They were interviewed by their peers.

If anyone says they are unhappy, then someone from Aspire talks with them to see how we can do better.



= paperwork
or computer
systems

Looking at our paperwork or computer systems

We also look at some of our paperwork and computer systems to get answers to how we are doing in helping the lives of those we support.

Quality of Life

Quality of Life means: you are **HAPPY**
 you are **HEALTHY**
 you are **LEARNING**
 you are **INCLUDED**

 you are **RESPECTED**
 you have **FRIENDS**
 your **NEEDS** are met

The answers to our questions relate to the following Quality of Life categories.



Emotional Well-Being

amount of stress, or how you feel about your life



Physical Well-Being

your health and safety



Personal Development

ability to learn and grow



Interpersonal Relations

having relationships with other people



Material Well-Being

ability to make money and have the things you need and want



Self-Determination

ability to make choices



Social Inclusion

being involved in the community



Rights

your rights are respected

But first...



What does Aspire do?

Aspire Richmond helps children and adults with developmental disabilities and their families live **thriving, connected and happy** lives. We do this through our programs where children and adults go to meet friends, dream, plan, learn and grow.

Aspire has 11 programs helping people of all ages. Each program helps in different ways:

Infant Development

staff help families with babies
age 0-3 years

Supported Child Development

staff help families with children ages
3-19 years find child care and help
child care programs support children

Child Care Programs

infant/toddler programs,
preschool, daycare, and after-school
programs for children

Youth Connections

fun place for youth ages 6-19 years





Respite

children and adults spend time with a caregiver so their parents/caregiver can have a break

LIFE Services

adults attend day programs to learn new things, volunteer and meet with friends

Outreach

staff support adults to make connections in their community

Employment Services/HandyCrew

staff help youth and adults to find a job

Supported Living

adults living with other adults supported by staff

Home Share

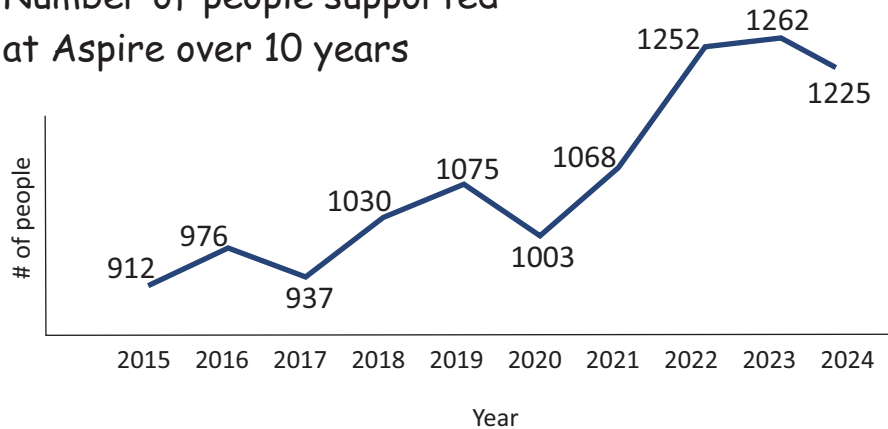
adults living with other families

Independent Living

adults living on their own with support available when needed

How many people participate in Aspire programs?

Number of people supported at Aspire over 10 years



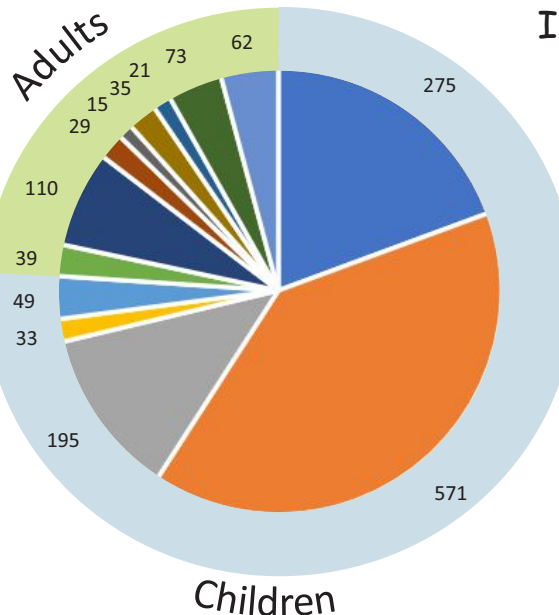
Aspire Richmond helps many people in the Richmond community.

We support more and more people each year.

Number of people in each Aspire program

Programs for Adults:

- Adult Respite (39)
- LIFE Services (110)
- Outreach (29)
- Independent Living (15)
- Home Share (35)
- Supported Living (21)
- Employment Services (73)
- HandyCrew (62)



In 2024, Aspire supported 1225 children and adults.

Programs for Children:

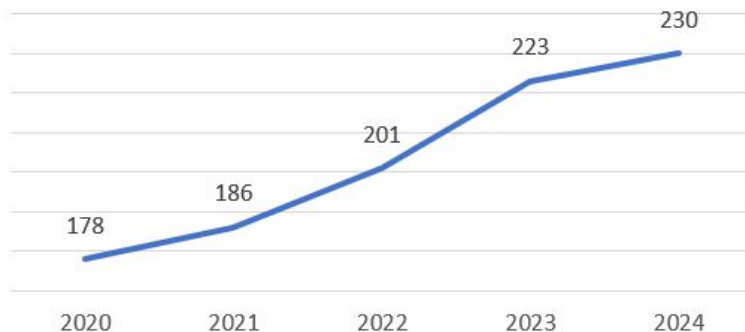
- Infant Development (275)
- Supported Child Development (571)
- Child Care (195)
- Youth Connections (33)
- Children Respite (49)

Some people participate in more than 1 program at Aspire.

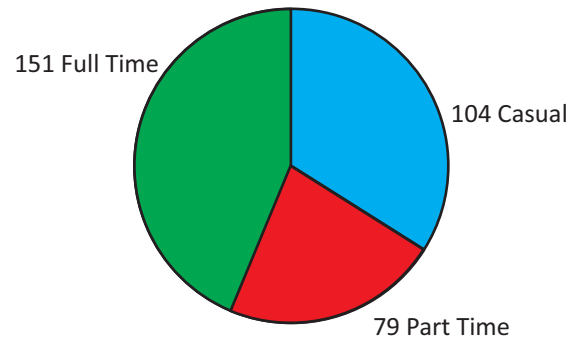
How many people work at Aspire?

Aspire hires people to work in the programs and to help the people who attend the programs or live in the homes. Just as the number of people who are supported have grown, so too has the number of people hired to help them.

Number of Full and Part time staff
over 5 years



Staff Breakdown 2024

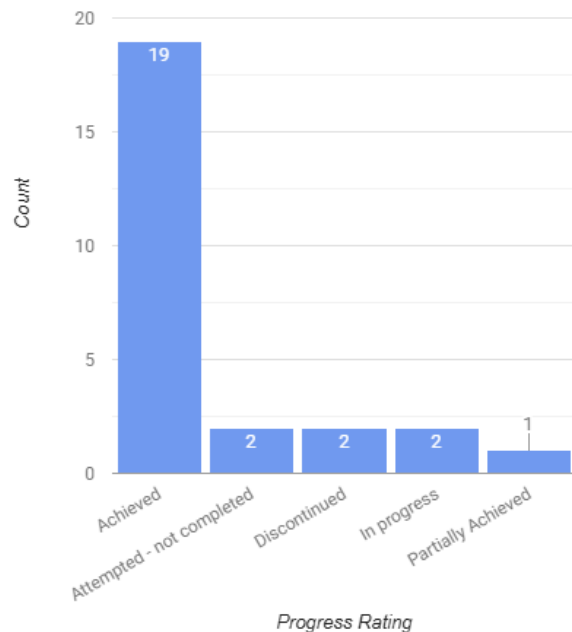


Now, let's get back to those
Quality of Life answers...



amount of stress,
or how you feel
about your life =

Individuals
worked on
26 goals in the
2024 year
related to
Emotional
Well-Being



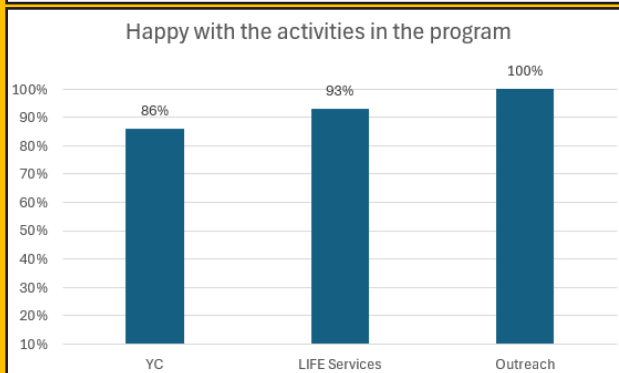
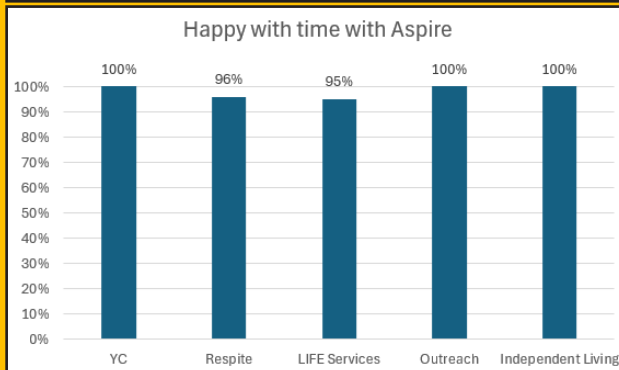
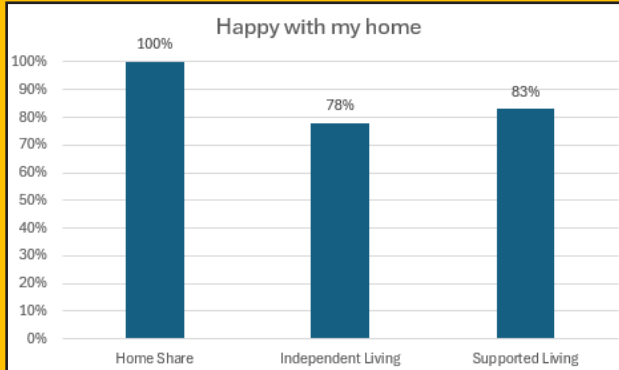
EMOTIONAL WELL-BEING



Aspire Program waiting

days
for support

Infant Development:	83 days
Supported Child Development:	88 days
Respite:	52 days
Home Share:	35 days



Amount of time to get service:

Waiting for help can be stressful. Some programs can provide support right away, but unfortunately in some programs, people have to wait before Aspire can help them.



Individuals who live in a home supported by Aspire were asked "Are you happy with your home?"



Individuals were asked "Are you happy with the time you spend at your program?"



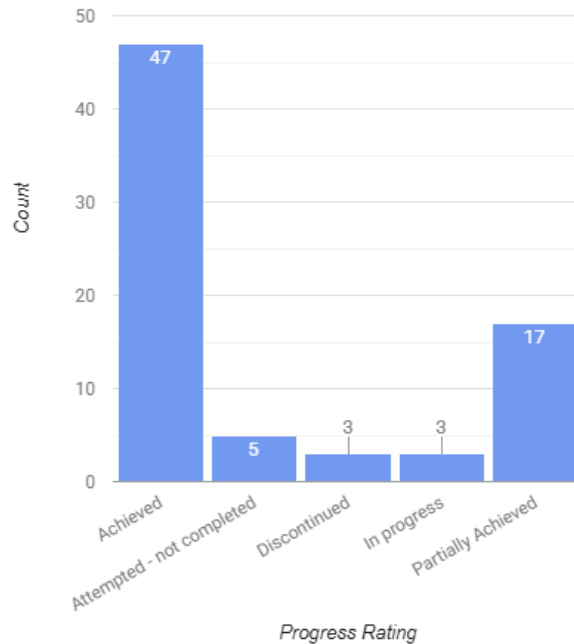
Individuals were asked "Are you happy with the activities you do at your program?"



your health
and safety =

PHYSICAL WELL-BEING

Individuals
worked on
75 goals in the
2024 year
related to
Physical
Well-Being





Aspire Documentation



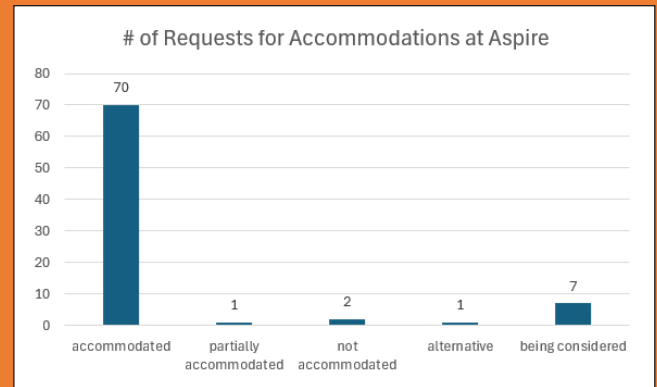
EVERY person at Aspire has reports or plans that help the staff know how best to provide support. The staff at Aspire use these reports or plans to ensure the physical well-being of everyone at Aspire.

We also perform many inspections at our programs to ensure the buildings and our procedures keep everyone safe. We practice emergency drills in our programs so that everyone knows what to do in emergencies.

Accommodations

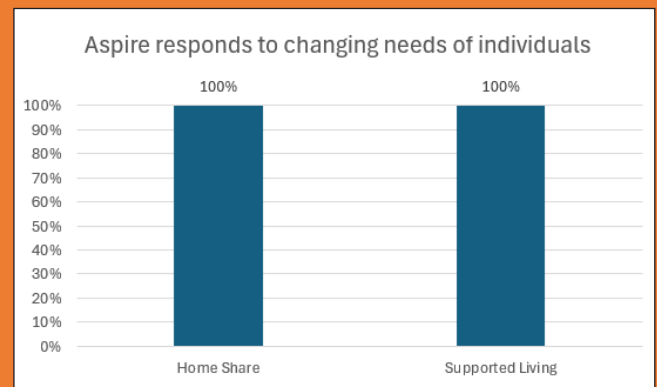


Sometimes, people need a ride or need extra staff to help them when they go on vacation or need to go to the hospital. Or sometimes, people need changes to how a room is set up, or how they do certain tasks in order to improve Physical Well-Being. These are called Accommodations. There were 81 requests in 2024 and 70 were accommodated.



Aspire responds to individuals changing needs

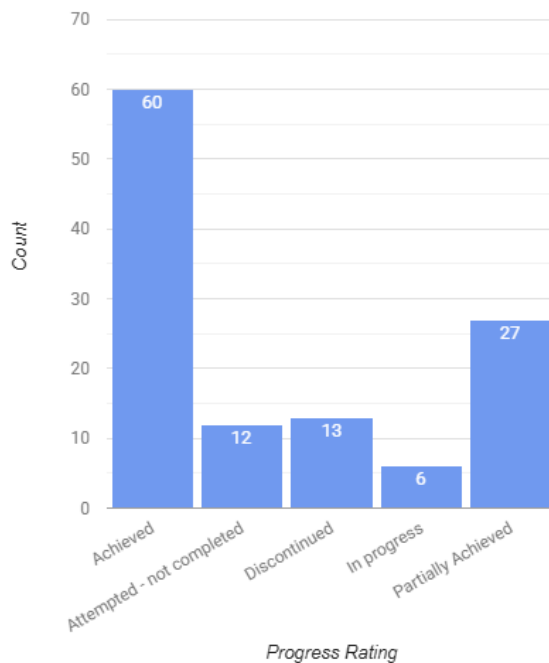
Families of individuals in Home Share and Supported Living were asked if Aspire responds to the changing needs of individuals. They all responded Yes!





ability to
learn and
grow =

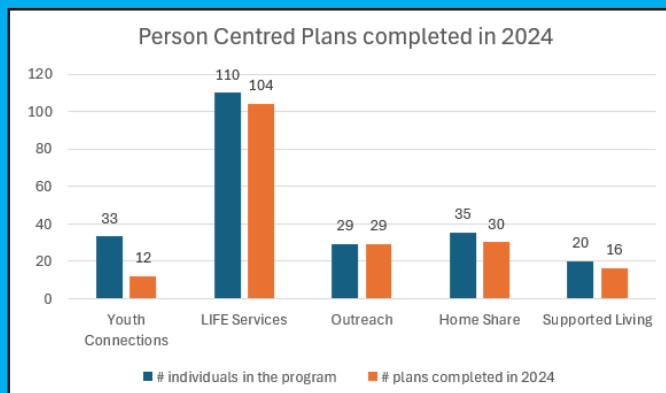
Individuals
worked on
118 goals in the
2024 year related
to Personal
Development



PERSONAL DEVELOPMENT



Personal Planning
youth and adults at Aspire
participate in annual planning
where they set goals and
plan for the year ahead.
179 Personal Plans were
completed in 2024.



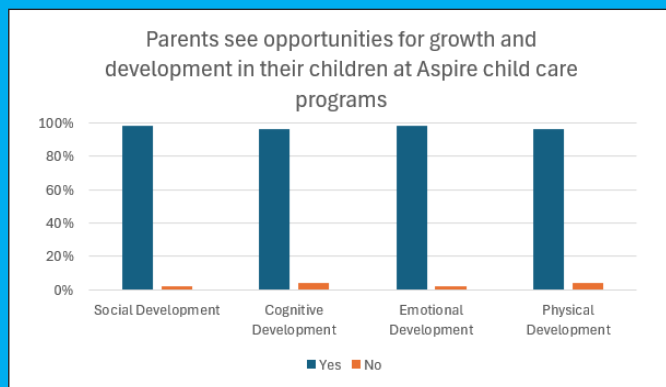
Parents from the
Infant Development Program were asked
“Do you know more about how your
child is growing and learning?”

100%

All of the parents who
answered the question
said they knew more
about their child's
growth and learning.

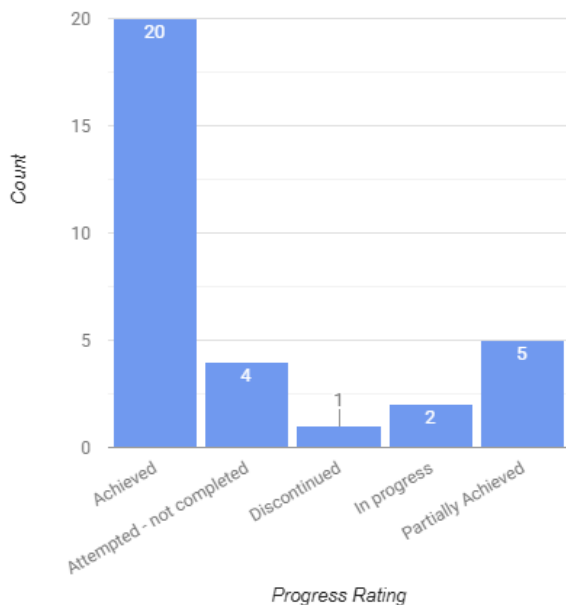


Parents from the
Child Care programs were asked
“Does your child have opportunities
for learning in 4 areas:
Socially, Cognitively, Emotionally,
and Physically?”





Individuals worked on
32 goals in the 2024 year
related to Interpersonal
Relations



having relationships
with other people =

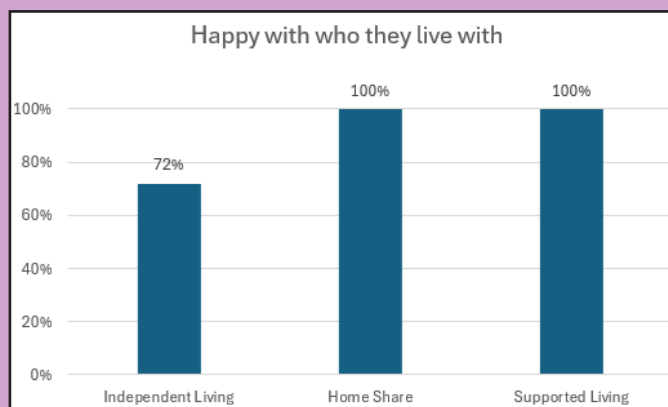
**INTERPERSONAL
RELATIONS**



Individuals were asked:

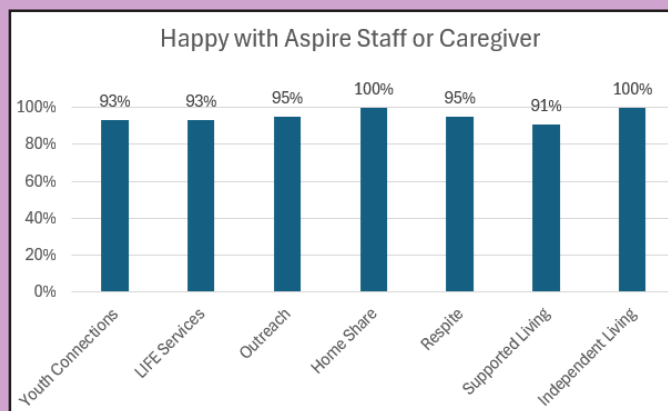


"Are you happy with the people you live with?"

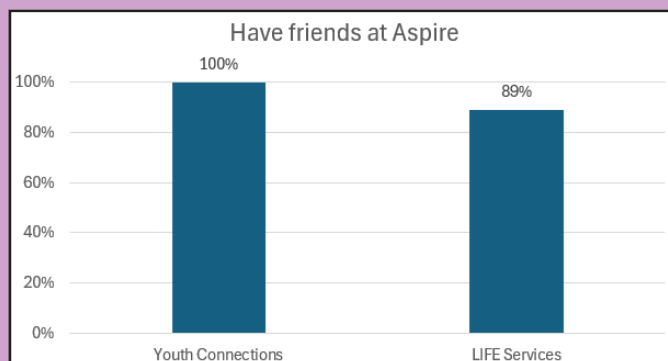


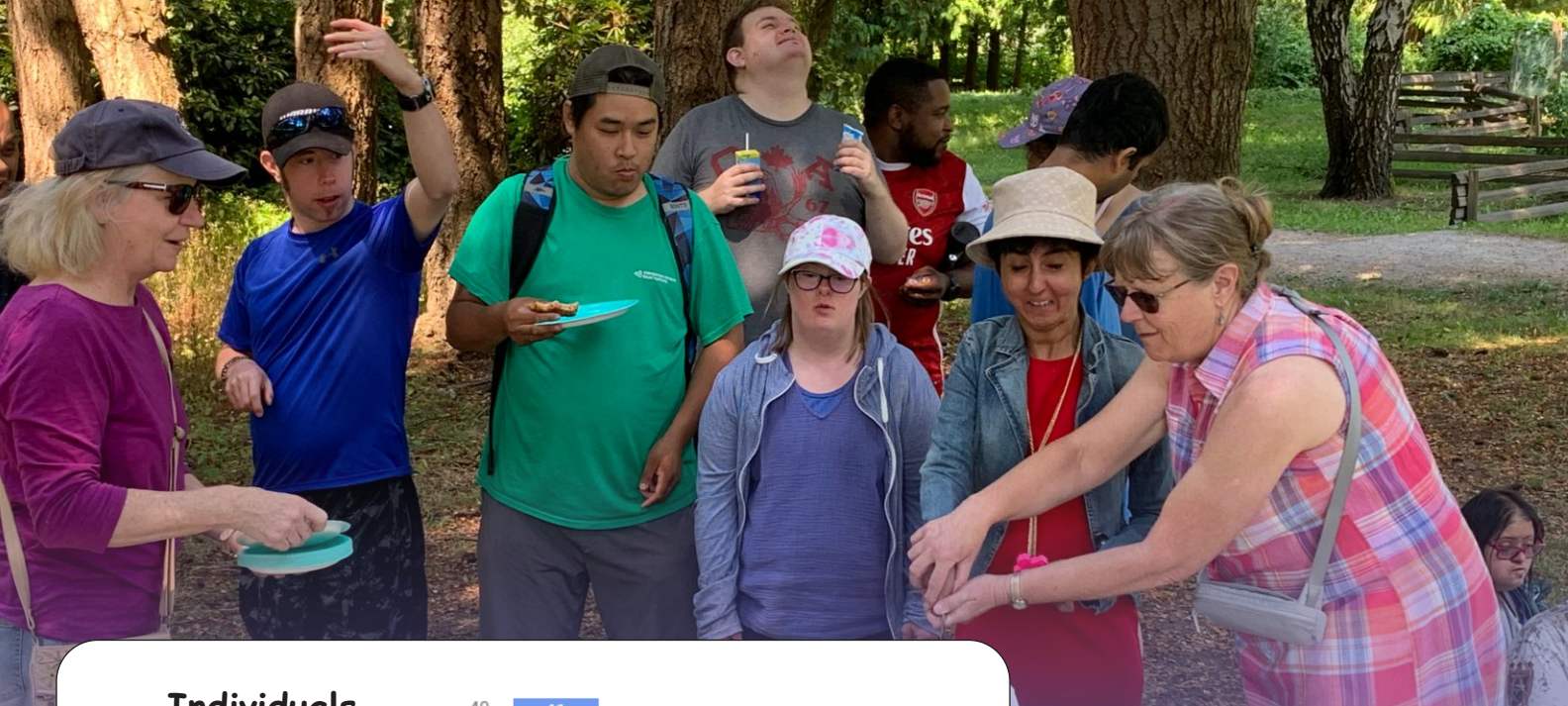
"Are you happy with the staff?"

"Are you happy with your Caregiver?"

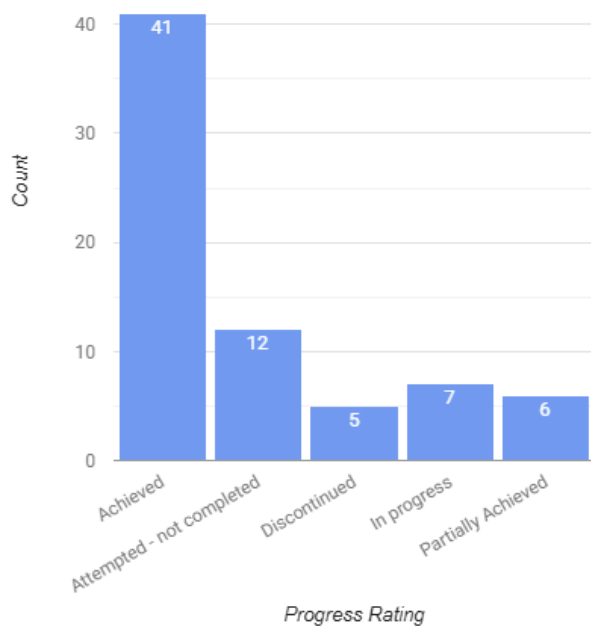


"Do you have friends at Aspire?"





Individuals
worked on
71 goals in the
2024 year
related to
Social
Inclusion

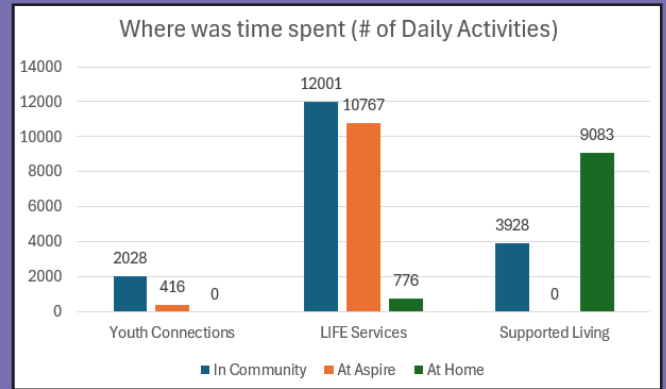


being involved in
the community =

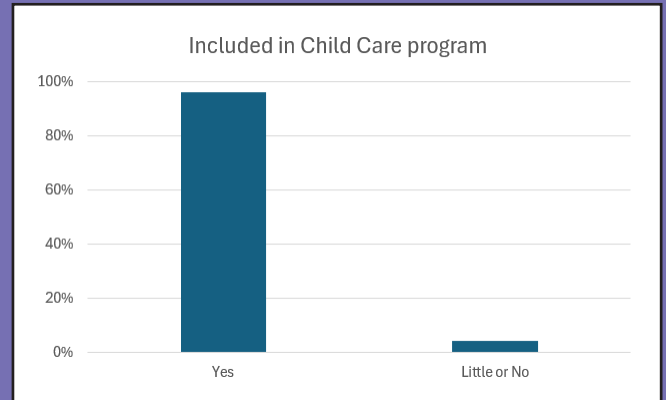
SOCIAL INCLUSION



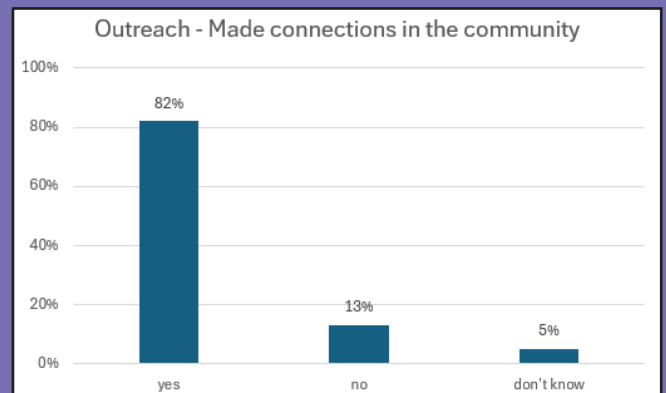
Individuals had 34801 daily activities documented in 2024 and many of them were out in the community which means individuals are being included in community activities.



Parents from the Child Care programs were asked "Is your child included in their child care program?"



Individuals in Outreach were asked "Have you made connections in the community?"

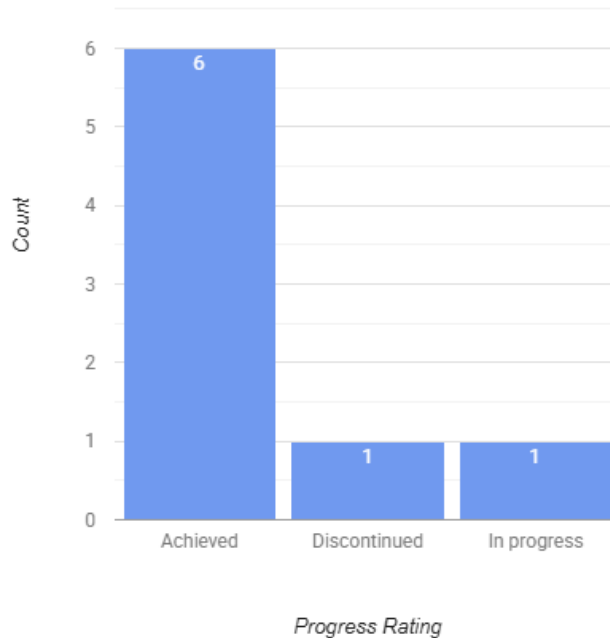




ability to make
money and
have the things
I need and want =

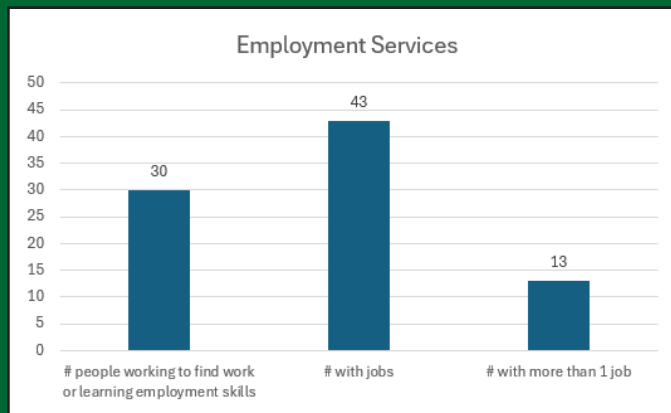
MATERIAL WELL-BEING

Individuals
worked on
8 goals in the
2024 year
related to
Material
Well-Being

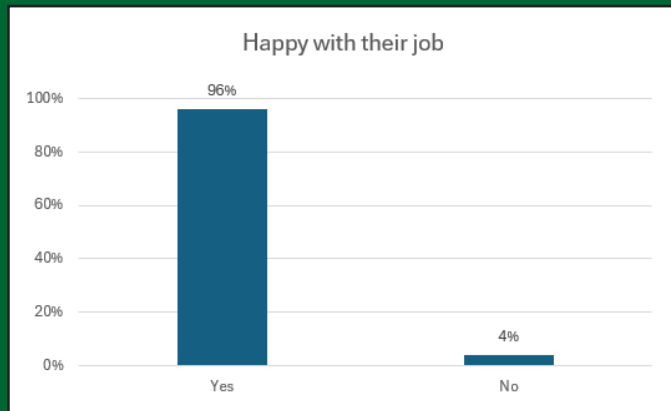




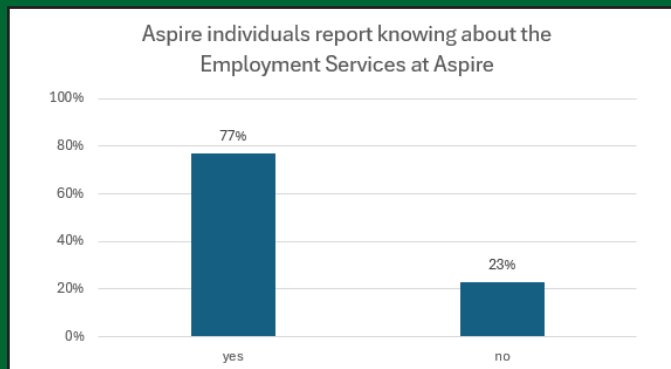
The Employment Services program helps you find jobs. In 2024, there were 73 people being supported in their jobs, to find a job or learn skills to get a job.



Individuals in the Employment Services program were asked "Are you happy with your job?"



All individuals interviewed were asked "Do you know about the Employment Services program at Aspire?"

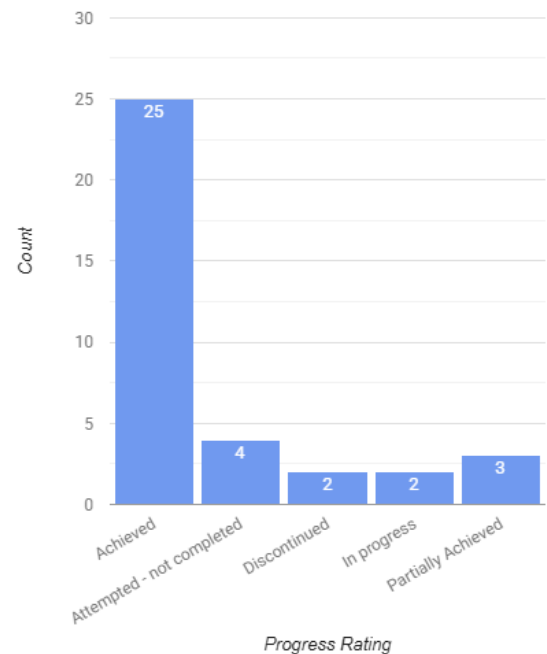




ability to make choices =

SELF-DETERMINATION

Individuals worked
on 36 goals
in the 2024 year
related to
Self Determination



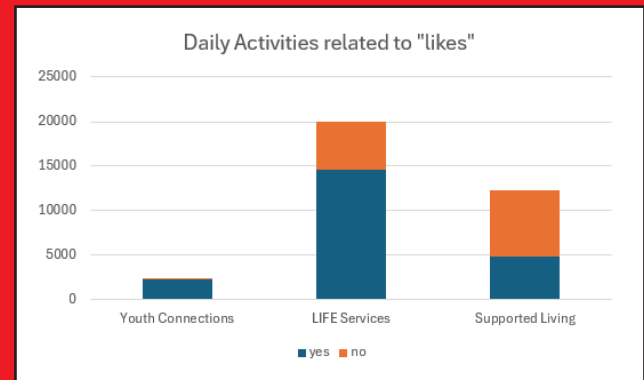
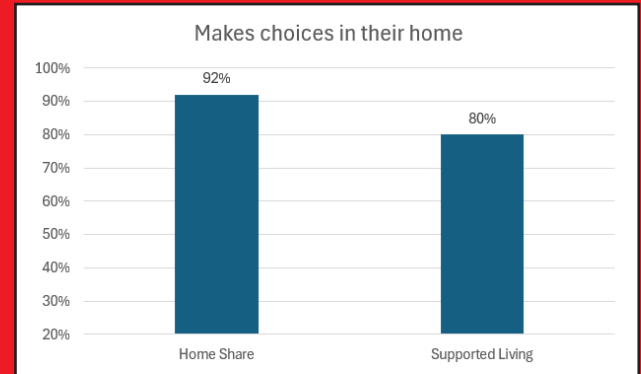


Individuals were asked
"Do you make choices
at your home?"



"Are you doing
activities that you like to do?"

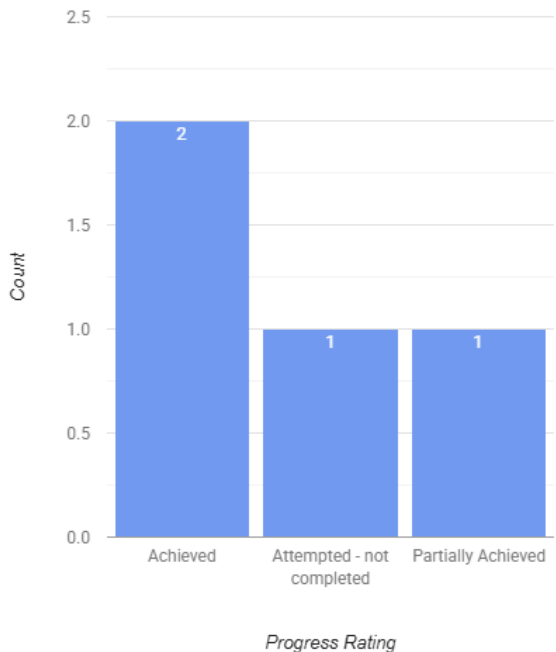
Each year when goals are made,
the things people like to do are written
down. Then every time an individual
participates in an activity at Aspire, staff
look to see if that activity was something
the person liked to do. There were 34801
activities documented and most of them
were liked by the individuals.





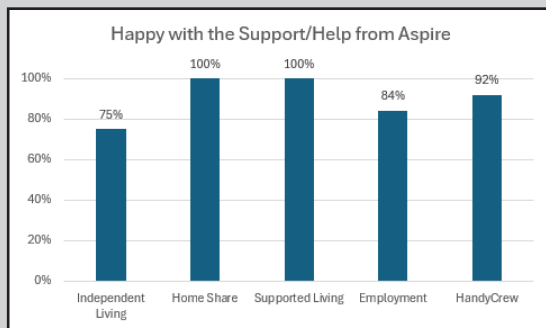
your rights
are respected =
RIGHTS

Individuals
worked on
4 goals
in the
2024 year
related to
Rights

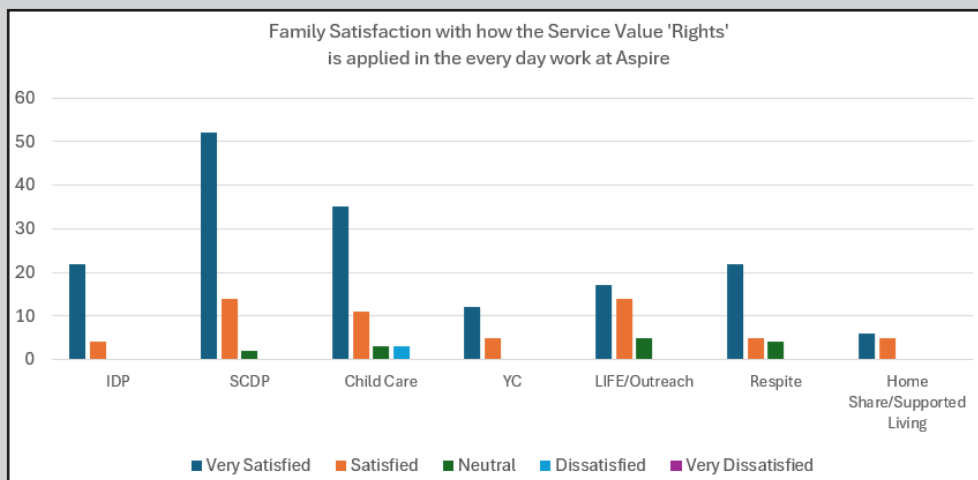




Individuals were asked
"Are you happy with the
help you get from Aspire?"



Families were asked
"How happy are you
with how Aspire applies
the value of Rights
in their every
day work?"



Families were asked
"How satisfied are
you with the overall
support you receive
from Aspire?"

