

# Aspire

RICHMOND

thriving. connected. happy.



# Quality of Life

Summary of the 2025 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 914 families and 299 answered the questions.

We also interviewed 71 other professionals that work with Aspire.



= people  
supported at  
Aspire

**Interviewing the people who receive support at Aspire**

164 youth and adults supported at Aspire 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



**Material Well-Being**  
ability to make money and  
have the things you need  
and want



**Physical Well-Being**  
your health and safety



**Self-Determination**  
ability to make choices



**Personal Development**  
ability to learn and grow



**Social Inclusion**  
being involved in  
the community



**Interpersonal Relations**  
having relationships with  
other people



**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**

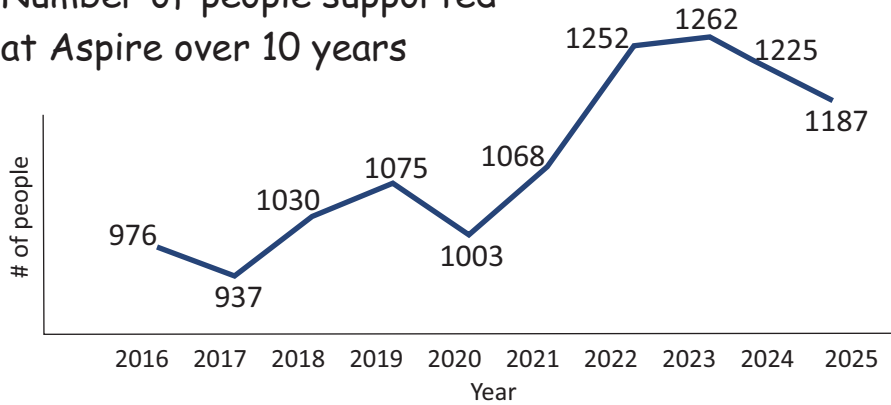
adults living with other families

### **Independent Living**

adults living on their own with support available when needed

# How many people participate in Aspire programs?

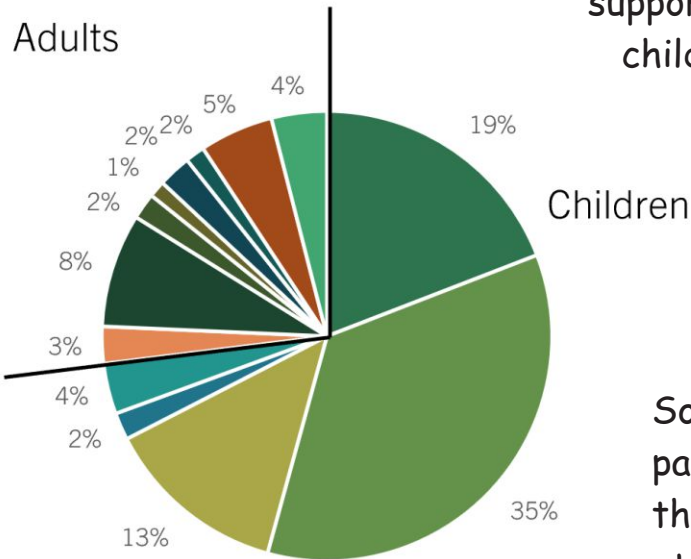
Number of people supported at Aspire over 10 years



Aspire Richmond helps many people in the Richmond community.

- IDP
- SCDP
- Child Care
- Youth Connections
- Respite Children
- Respite Adult
- LIFE Services
- Outreach
- Independent Living
- Home Share
- Supported Living
- Employment Services
- HandyCrew

Program Breakdown 2025

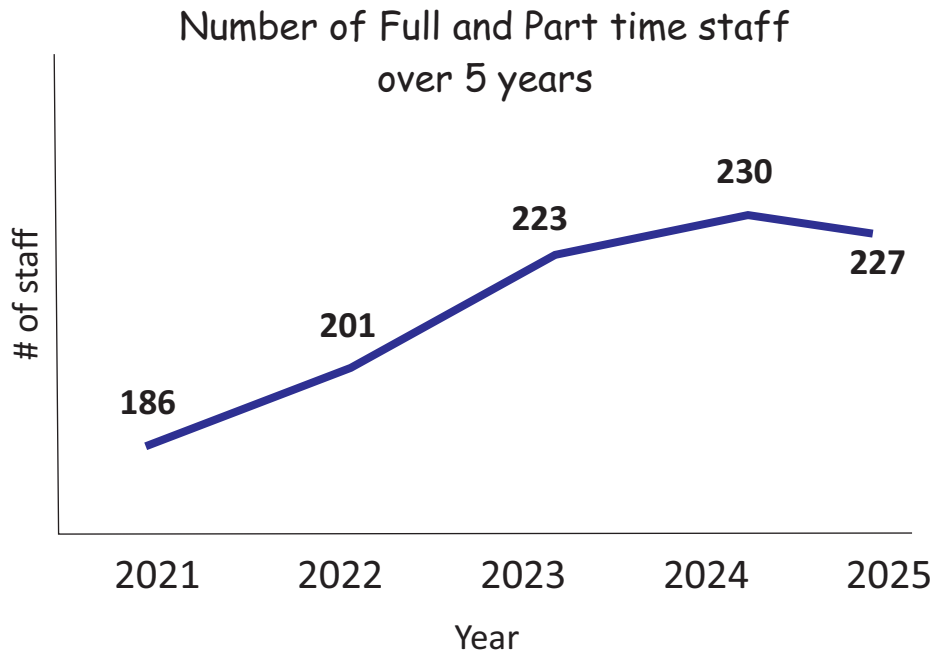


In 2025, Aspire supported 1187 children and adults.

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.

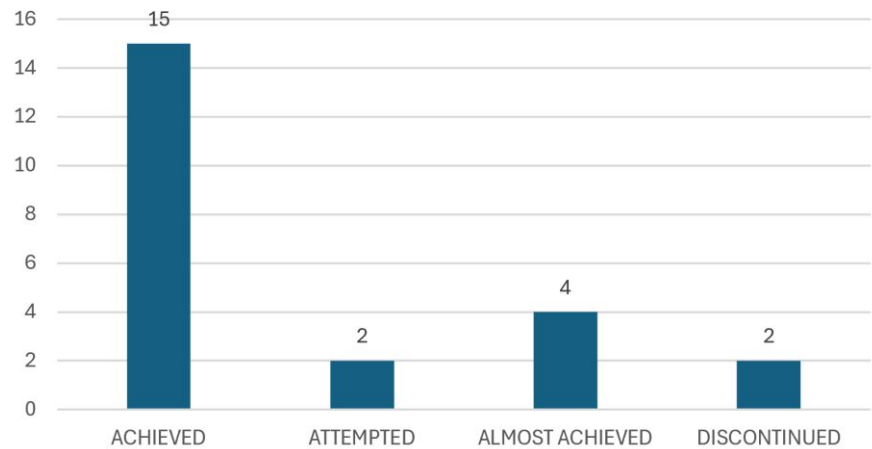


Now, let's get back to those Quality of Life answers...



### Individuals worked on 23 goals in the 2025 year related to Emotional Well-Being

Emotional Well-being



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

# EMOTIONAL WELL-BEING



## Aspire Program

Infant Development:

Supported Child Development:

Respite:

Home Share:

**# days waiting  
for support**

64 days

177 days

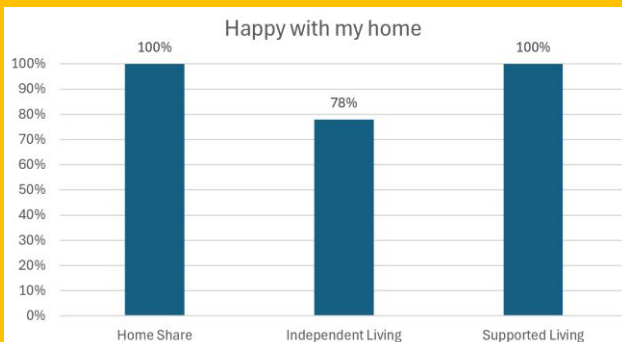
105 days

39 days

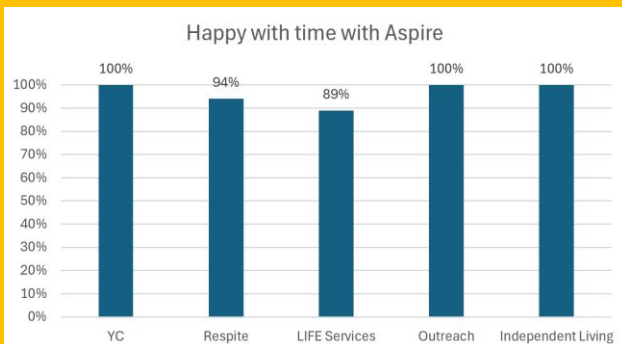


**Amount of time  
to get service:**

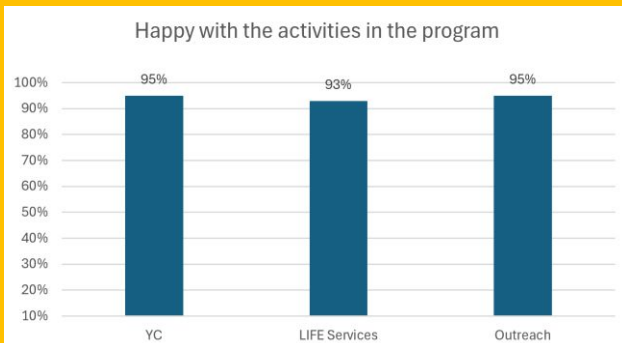
Waiting for help can be stressful. Some programs can provide support right away, but unfortunately in some programs, people have to wait before Aspire can help them.



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



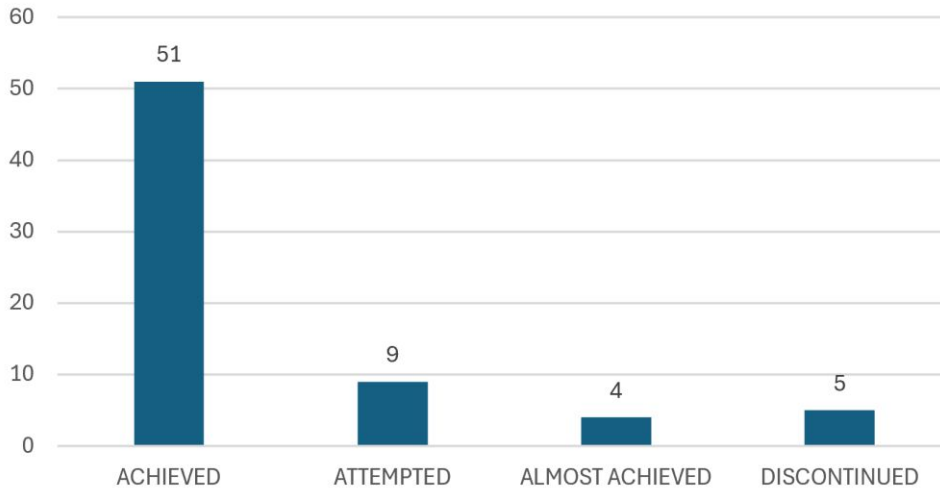
Individuals were asked "Are you happy with the time you spend at your program?"



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

## Individuals worked on 69 goals in the 2025 year related to Physical Well-Being

Physical Well being



your health  
and safety =

# PHYSICAL WELL-BEING





## Aspire Documentation



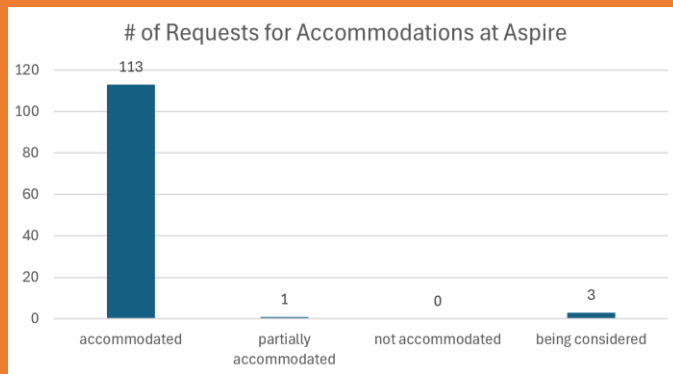
EVERY person at Aspire has reports or plans that help the staff know how best to provide support. The staff at Aspire use these reports or plans to ensure the physical well-being of everyone at Aspire.

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

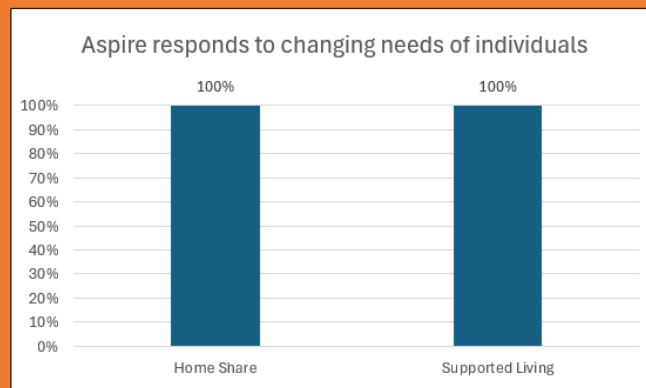


Sometimes, people need a ride or need extra staff to help them when they go on vacation or need to go to the hospital. Or sometimes, people need changes to how a room is set up, or how they do certain tasks in order to improve Physical Well-Being. These are called Accommodations. There were 117 requests in 2025 and 113 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!

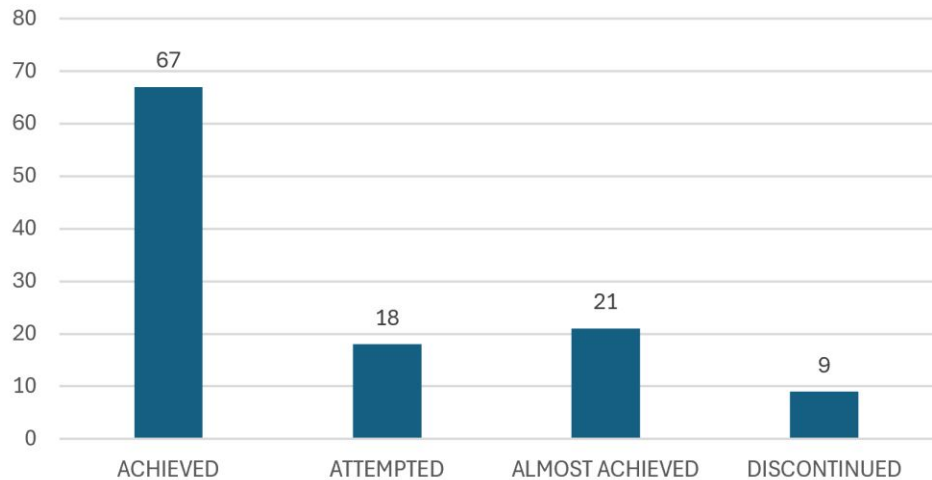




ability to  
learn and  
grow =

### Individuals worked on 115 goals in the 2025 year related to Personal Development

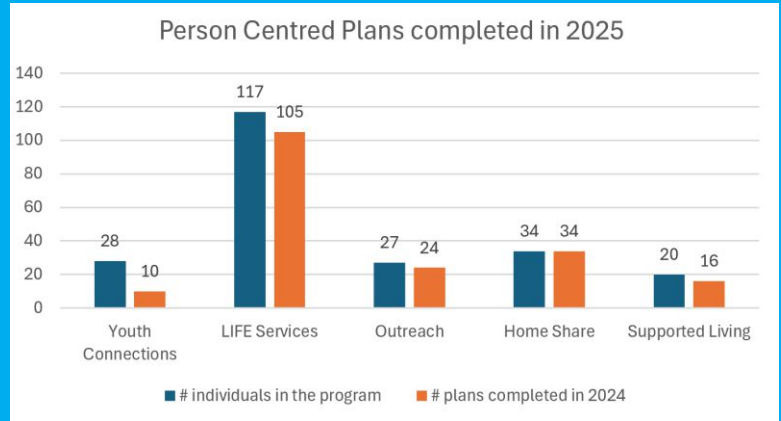
Personal Development



# PERSONAL DEVELOPMENT



**Personal Planning**  
youth and adults at Aspire participate in annual planning where they set goals and plan for the year ahead. 189 Personal Plans were completed in 2025.



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?"

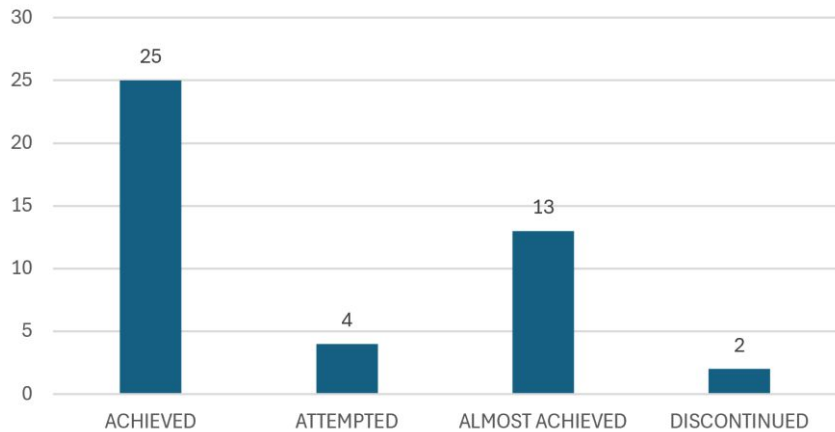
**100%**

All of the parents who answered the question said their child had opportunities for learning in all 4 areas.



## Individuals worked on 44 goals in the 2025 year related to Interpersonal Relations

Interpersonal Relationships



having relationships  
with other people =

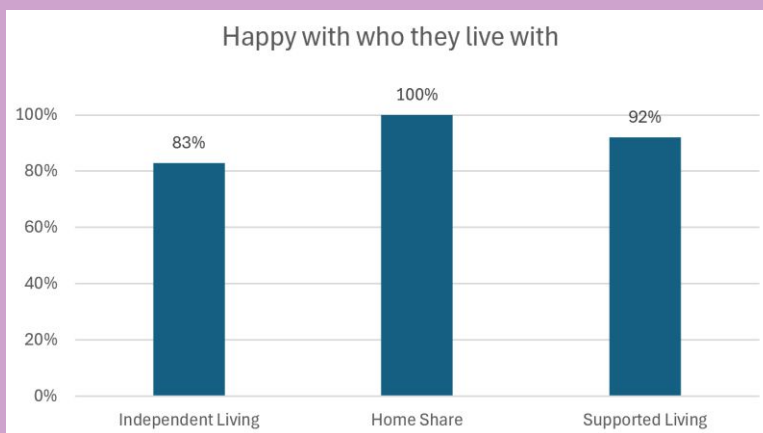
# INTERPERSONAL RELATIONS



Individuals were asked:

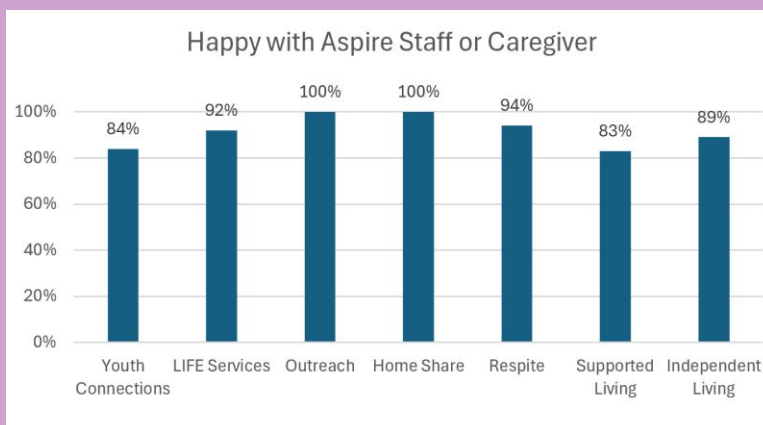


**"Are you happy with the people you live with?"**

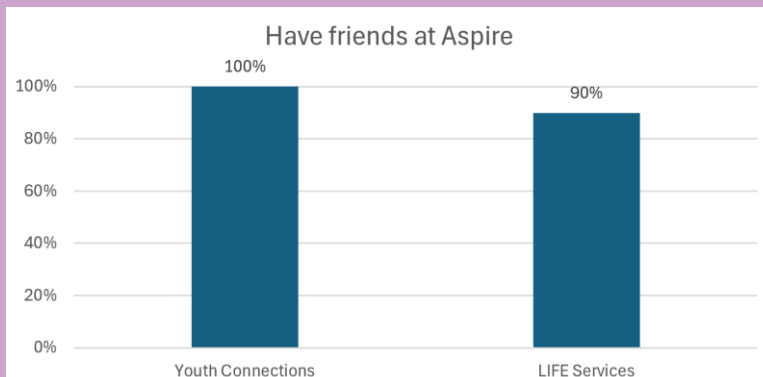


**"Are you happy with the staff?"**

**"Are you happy with your Caregiver?"**



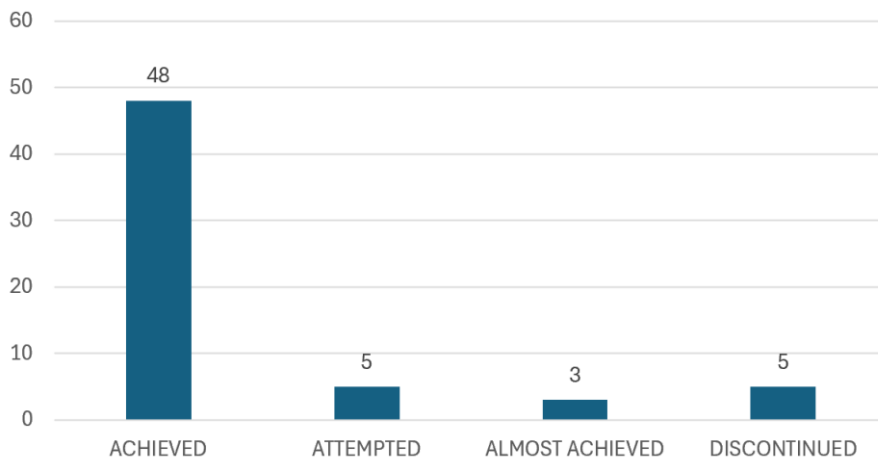
**"Do you have friends at Aspire?"**





## Individuals worked on 71 goals in the 2025 year related to Social Inclusion

Social Inclusion

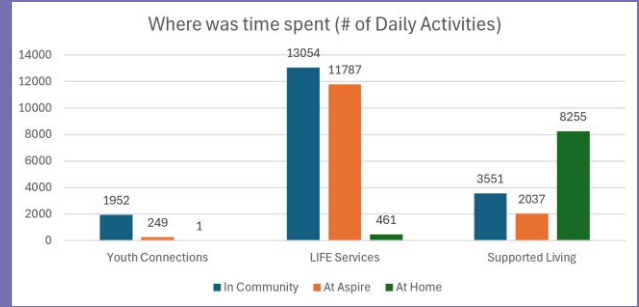


being involved in  
the community =

# SOCIAL INCLUSION



Individuals had 33275 daily activities documented in 2025 and many of them were out in the community which means individuals are being included in community activities.



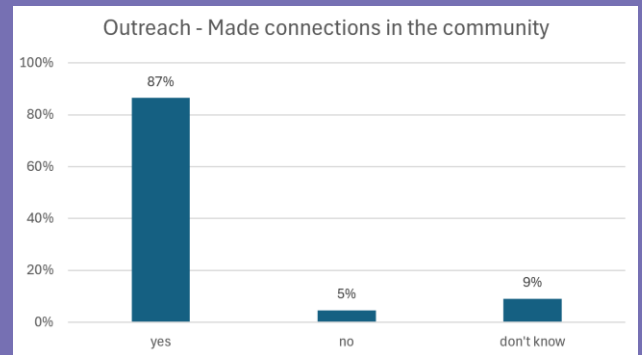
Parents from the Child Care programs were asked "Is your child included in their child care program?"

**100%**

All of the parents who answered the question said their child was included in their child care program



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

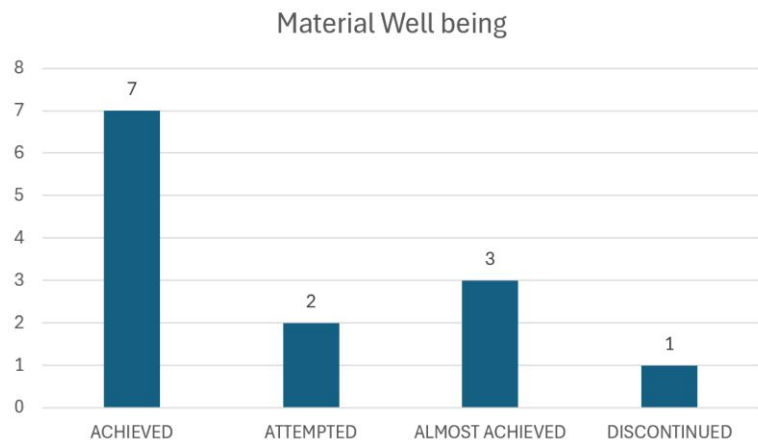




ability to make money and have the things I need and want =

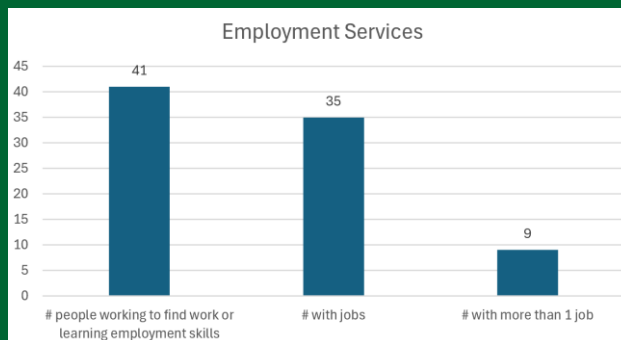
# MATERIAL WELL-BEING

Individuals worked on 13 goals in the 2025 year related to Material Well-Being

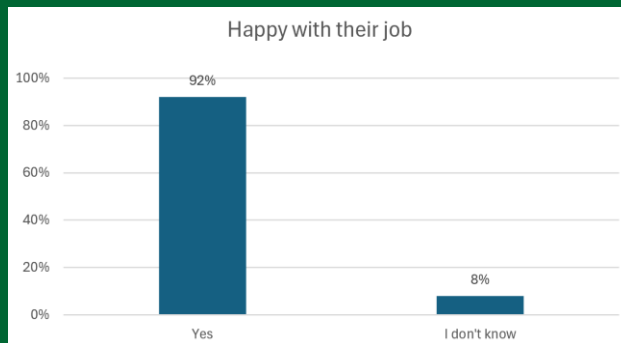




The Employment Services program helps you find jobs. In 2025, there were 76 people being supported in their jobs, to find a job or learn skills to get a job.



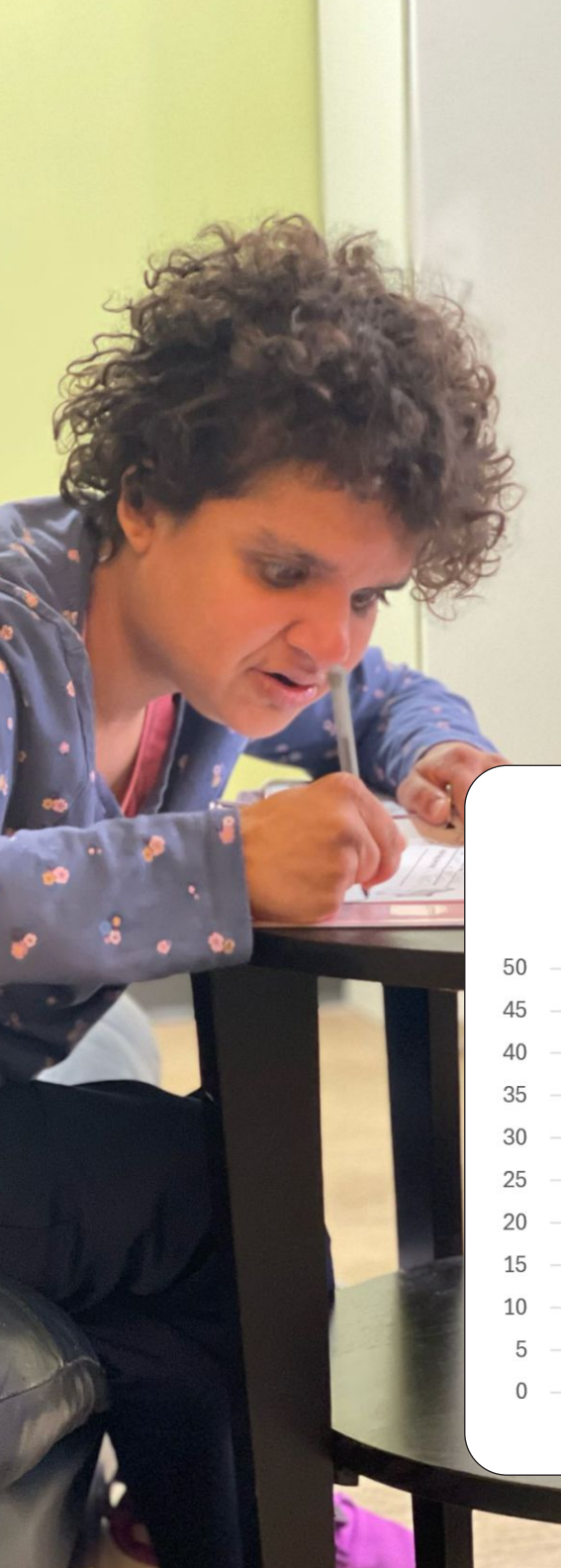
Individuals in the Employment Services program were asked "Are you happy with your job?"



Individuals in HandyCrew were asked "Are you happy with what you are learning through working at HandyCrew?"

**100%**

All of the HandyCrew members said yes!

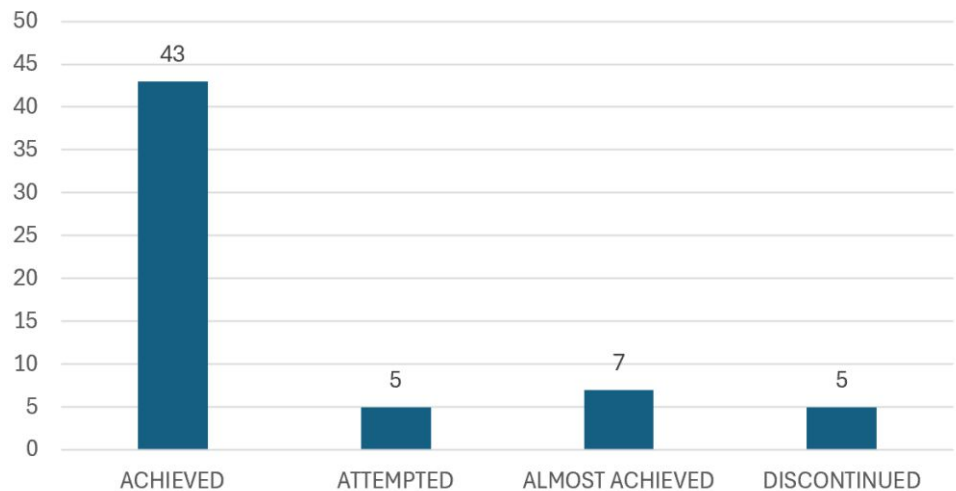


ability to make choices =

# SELF-DETERMINATION

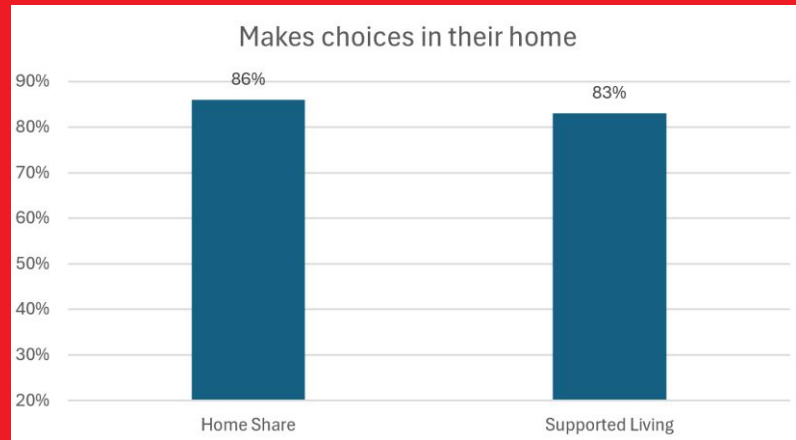
Individuals worked on 60 goals in the 2025 year related to Self Determination

Self Determination



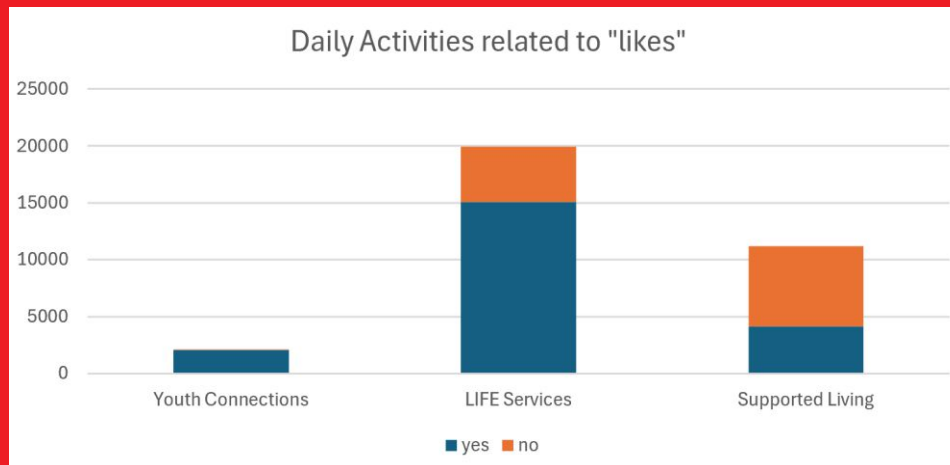


Individuals were asked  
"Do you make choices  
at your home?"



"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 33275 activities documented and most of them were liked by the individuals.



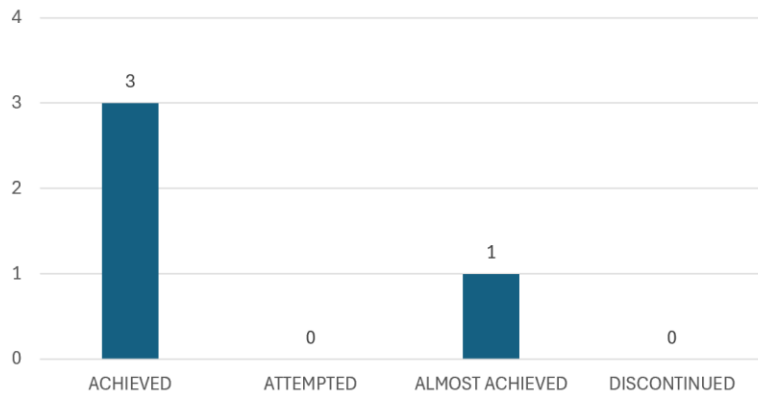


your rights  
are respected =

# RIGHTS

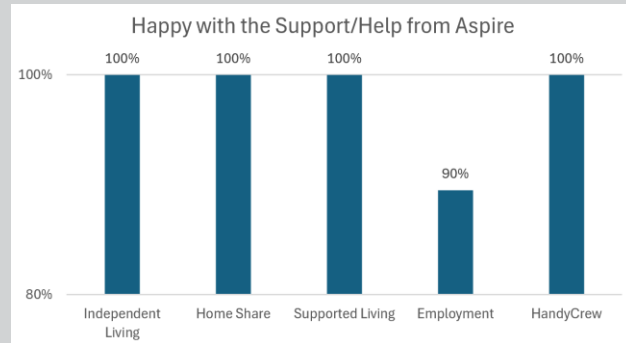
## Individuals worked on 4 goals in the 2025 year related to Rights

Rights

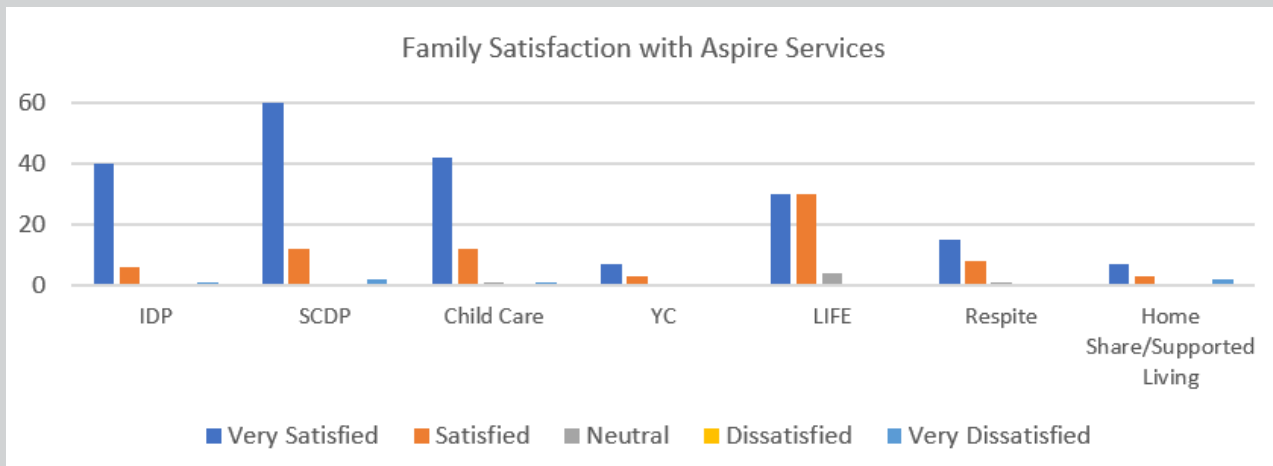




Individuals were asked  
"Are you happy with the  
help you get from Aspire?"



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







Aspire  
RICHMOND

The logo consists of the word "Aspire" in a white, elegant serif font. A thin, white, curved line starts under the letter 'A' and extends to the right, ending in a stylized branch with several leaves. Below "Aspire", the word "RICHMOND" is written in a smaller, white, all-caps sans-serif font.