

# HIGHLIGHTS

5,688

HOURS OF THERAPY  
PROVIDED

39

CHILDREN HELPED

7

GRADUATES

## OUR AUTISM PROGRAM

PROVIDED SERVICES TO HELP  
GENERALIZE SKILLS IN SCHOOL  
SETTINGS IN COLLABORATION  
WITH LUDINGTON, PENTWATER,  
MASON COUNTY CENTRAL, AND  
HESPERIA SCHOOL DISTRICTS



LESLIE HOFFMAN WITH A CLIENT IN  
THE AUTISM PROGRAM

3,679,200

TOTAL HOURS OF CARE

100+

SPECIALLY TRAINED STAFF  
PROVIDING 24/7 CARE TO 60  
ADULTS IN OUR 10  
RESIDENTIAL SETTINGS

2-3 PER 5-6

STAFF/RESIDENT RATIO

2,942

COMMUNITY OUTINGS  
AND EVENTS

## OUR RESIDENT AND SUPPORT PROGRAMS

LOCAL HOLIDAY CELEBRATIONS,  
SHOPPING TRIPS, PICNICS WITH  
FRIENDS, MOVIES, BOWLING,  
COFFEEHOUSES, SALONS, A  
TRIP TO DETROIT, AND ACROSS  
THE MACKINAC BRIDGE

## LETTER FROM THE CEO

Greetings HGA friends, family, and supporters!

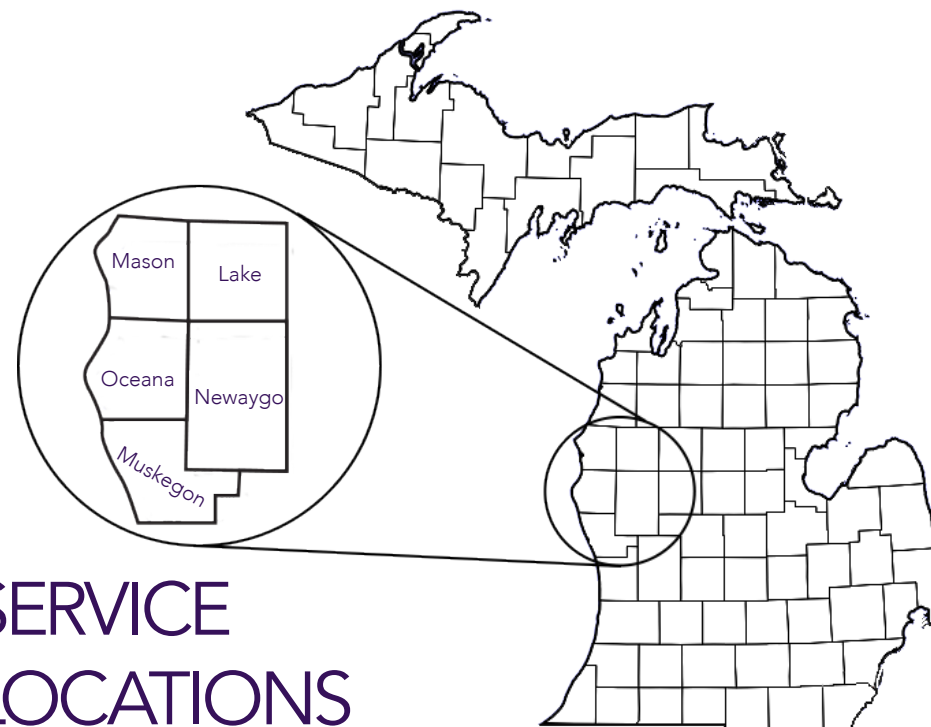
As I wrap up my first year as CEO at HGA Support Services, I want to take a moment to look forward to this next year. We are stronger and more focused on our mission and vision as we head into 2023.

Through a dynamic and engaged strategic planning process, we have restated our mission, clarified our vision, and renewed our commitment to the values underlying our work. We have identified goals to better support staff and to improve quality of care and services for the persons who live in our homes and participate in our educational and employment programs.

We have renewed our commitment to be “gentle teachers” in our relationships with each other and with those we support. This renewed focus on gentle teaching brings us back to our roots as an agency created to embrace and support adults with a variety of challenges leaving institutional settings for smaller, neighborhood homes within the community.

Everyone has a right to be connected to other human beings. Everyone has a right to be fully engaged in his or her community. At HGA, we will continue to promote those rights for the amazing individuals we support. Thank you for being a part of this journey!

Be gentle with yourselves and with each other.  
Myra Dutton, JD



SERVICE  
LOCATIONS

**HGA**  
Support Services

## ANNUAL REPORT FY 2021/2022



VISIT OUR WEBSITE



# ABOUT US

## 01 WHO

We are HGA Support Services. An organization that is dedicated to serving our families, supporting our fellow team members, and collaborating with organizations that work with our families.

## 02 WHAT

We assist individuals with disabilities in reaching their full potential by providing quality professional care and services in safe, supportive environments.

## 03 HOW

Our vision is to offer a wider spectrum of supports and services to individuals with different levels of abilities across their lifespan.

*Fun Fact:* 22% of full time employees have been with HGA for OVER 10 years



WE BELIEVE IN GENTLE TEACHING TO BEST HELP SUPPORT, TEACH, AND FOSTER RESPECT WITH OUR COMMUNITY, FAMILIES, AND SUPPORT STAFF. LEARN MORE ABOUT GENTLE TEACHING AT: [GENTLETEACHING.COM](http://GENTLETEACHING.COM)

# STRATEGIC PLANNING

## 01 FUND DIVERSIFICATION AND SERVICE EXPANSION CREATE INCREASED AND STABLE REVENUE STREAMS

- Built equity by purchasing two of the homes where we provide specialized residential support.
- Diversified funding through grants and donations.
- Explored opportunities to provide additional supports and services to persons with disabilities.

## 02 ALL EMPLOYEES ARE EMPOWERED AND EQUIPPED TO PROVIDE HIGH-QUALITY CLIENT CARE

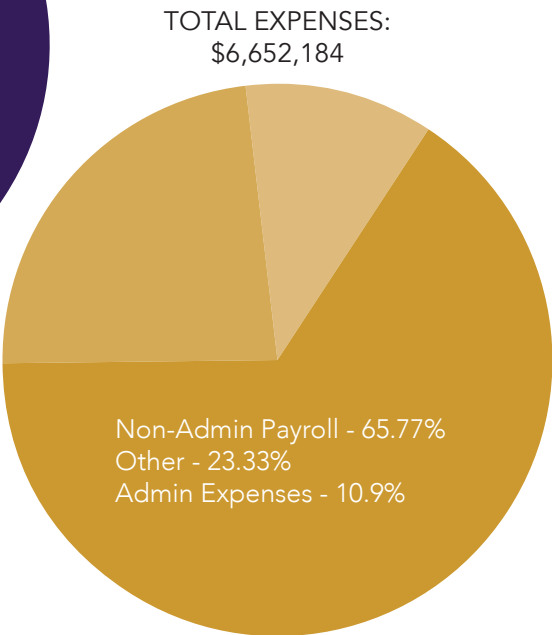
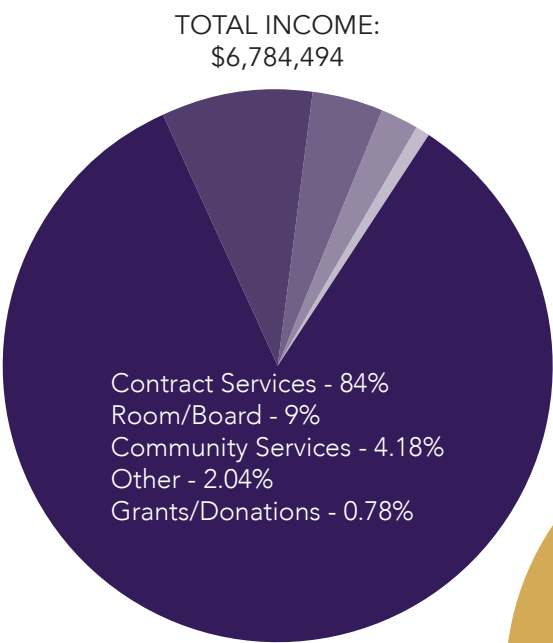
- Training plans for direct care professionals and autism training technicians are being developed and implemented to support a wider range of topics and delivery methods to build professionalism and skill
- On-going leadership development training developed and implemented for management and administrative staff

## 03 STAFF STAY WITH THE COMPANY FOR LONGER TERMS

- Robust benefit package developed and offered, including a medical plan at no cost to employees and an HSA with employer matched contribution
- New positions created to better support those served and provide opportunities for dedicated staff to grow into leadership positions
- Retention plan being enhanced
- Leadership development continues
- Longevity, premiums, and retention bonuses continue

## 04 EMPLOYEES & PERSONS SERVED ADVANCE HGA'S PRINCIPLES TO INCREASE VISIBILITY & ENGAGEMENT

- Internal engagement plan
  - All staff have HGA email and access to the All HGA Team
- Staff handbook and updated policies and procedures being developed
- External engagement plan
  - Monthly all company gatherings were re-initiated in the spring and have continued to provide opportunities for HGA Staff, persons supported, community members, and others to connect and celebrate
  - Staff were present at the Health, Wellness, and Recovery picnic hosted by Healthwest in Muskegon in August 2022
  - Leadership participated in job fairs
  - Our Healthy Cooking and Eating project was initiated and will continue. Fall bed preparation and planting were completed and spring plans have been finalized for residents and staff at two of our homes to grow healthy edible native plants to benefit their physical and mental health, as well as the health of our planet. The sites will be registered as Monarch butterfly waystations
- Marketing and branding plan
  - New website went live in October 2022



# FINANCES

