

SUMMER/FALL 2018



FHO News

A newsletter for our friends and supporters

From the Director's Desk— Time goes by so quickly!! So much has happened in the two years since I have been with FHO. We have so much to celebrate which we will do in part at our Annual Meeting of the Board of Trustees in September. Our celebration will include new Board members, the honoring and retirement of one Board member, the remembrance following the passing of a previous Board member, some great new staff, very good outcomes of our work, and so much more. Even with all our success, I still have so much to learn! It seems like every day, at least once, I have the thought, "How come I didn't know that?" Or, "I should've thought of that before!" This makes for an interesting work life, that is for sure!

On Page 2, we will talk about quality improvement. As individuals, a staff, an organization, and a community, I think and hope that we all strive to do better, to improve and enjoy what we have, but we do face challenges. As an organization, we are facing the serious accident and illness of two Board members and of one staff member, fiscal challenges, and each day we work with residents and tenants who face immeasurable challenges with their mental illness. And we watch them do so, often with grace, perseverance and grit, and move on. We will strive to take their example!

Nancy Egner, Executive Director

Fellowship Housing has a Facebook account at FellowshipHousing Opportunities!! Check us out, like us, and share us with your friends!

In Memorial—

Kenneth R. Nielson, a past Board member and President, passed in April 2018. Fellowship Housing Opportunities was very honored that his family chose to have FHO be one of the sources for memorial gifts in his name. We will recognize him and his family at our Annual Meeting in September. We miss you Ken, and thank your family very much for their generosity.

Our Community Residence Manager, Rachel Moon was awarded a Master's Degree in Public Administration this past June! Congrats Rachel!

Happy Retirement Joan!



After 35 years of being on the Board of Trustees of Fellowship Housing, and being President for 7 years, Joan Gilmore is stepping down and retiring from our Board. She has been a voice of reason and wisdom, and a tremendous resource of support as well as providing history and perspective for Nancy as new Executive Director. She now feels it is time to enjoy her family, four wonderful grandchildren and her newly renovated kitchen full time! She will be sorely missed, but we wish her nothing but the very best, and please do not be a stranger, Joan.

Fellowship Housing Opportunities, Inc.

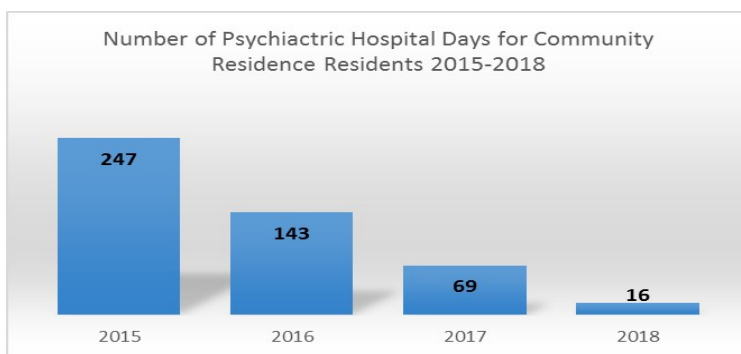
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Quantifying how and what our outcomes are, and looking at quality improvement!

One of the realities of social service work is trying to quantify the work that we do. How could we state, demonstrate and evaluate in clear and specific ways the impact that our work has on people and their lives, and are we doing what we need to do? This is important for ourselves but also those that give us the funds we need to do the work; i.e., is the money well spent? Also, for ourselves it is important to know (in other ways than just through stories) what works, what we need to improve upon and what we can do better or differently. It is easy to measure how many people we serve, or how many hours we spend with people, or even the income levels of the people we serve. But how does an organization such as Fellowship Housing measure the seemingly unquantifiable? Are people's life skills improving? Are people more stable, lives less chaotic and do they have a better sense of well-being since living in Fellowship Housing than they did prior to living in Fellowship Housing? Due to being in Fellowship Housing, are our residents and tenants requiring less of very expensive kinds of services (such as psychiatric hospitalization) than prior to living in Fellowship Housing? As a society, tax payers and donors, are we getting our money's worth? These are all questions we seek to understand. Though there often seems to be little in way of good answers.

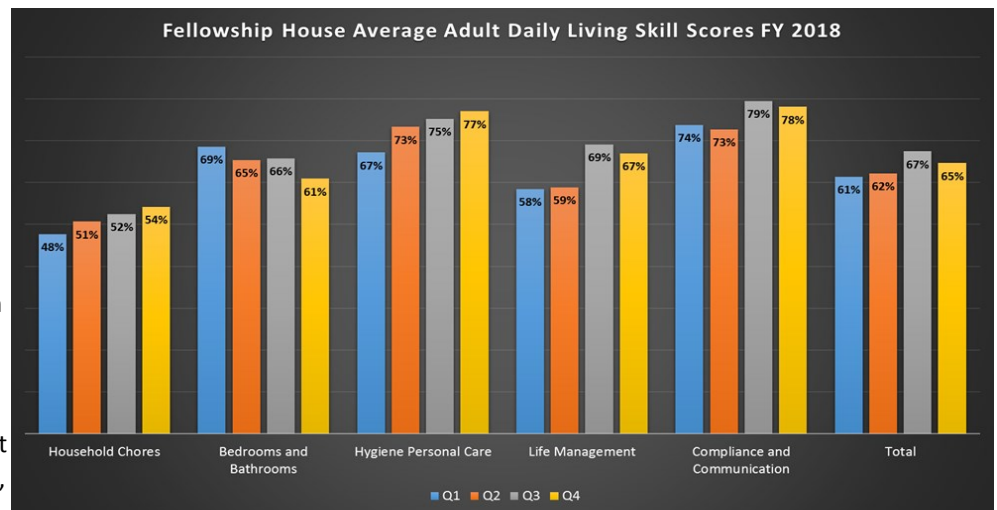
Trying to determine these questions and their answers is an ongoing pursuit and challenge. But I would like to share some of the information we have. The following information is specific to just the 12 residents that live in Fellowship House - the 24 hour licensed community residence of FHO - at any one time. Over the years, these 12 people may change often.



This first graph is one of those 'counting' statistics. The number of days people at Fellowship House have needed to be hospitalized has dramatically decreased over the last several years (keeping in mind 2018 is only half over!) From 2015 to 2017, this marks a 72% decrease! That's amazing! But why? It's true that some of the people are different, (including one very ill man who is no longer living at Fellowship House, but remained at NH State Hospital long term), but still very interesting! We are still working on the whys, and what this means. One thing I believe is different is

that in 2016 we were able to increase the staffing at Fellowship House, so that residents have received more staff attention. This seems to indicate a good thing leading to a great client outcome. But, I am sure it is more involved than just that. We will continue to observe and ask questions.

About a year ago, Fellowship House started the practice of quarterly evaluating each resident's ability and likelihood of doing a number of specific life skills, (since our prime mission is to teach life skills), in the hope that someday people can move to more independent living. Thus, we as staff can have a much better idea and are able to communicate to the rest of their treatment teams, what needs to be worked on, and assess how each resident is doing. Are they in the right placement, etc.



This second graph is the average life skills score for all residents for four quarters, or a full year. The horizontal axis is the group of life skills assessed; each group containing 10-25 specific skills that are measured. For the most part, all residents are improving! There are instances that the average for all fell, such as maintaining their bedroom and bathroom cleanliness, but again, this information is very helpful for us to communicate with the residents how they are doing, help them celebrate their progress, know what they need to work on, and to communicate to the rest of the residents' treatment teams how they are doing. It helps us to demonstrate and evaluate the outcome of our work, with an eye towards how to improve.

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