

2024 Client Profile



OUTCOMES FOR PERSONS SERVED

100% of residents using external providers of choice.

100% of residents meeting community integration outcomes.

65% of residents meeting wellness goals.

1 resident discharged to home.

DEMOGRAPHICS

12
PERSONS SERVED

4.5 YRS
AVG. LENGTH OF STAY

42 YRS
AVERAGE AGE

GENDER	MEN 73%	WOMEN 27%	NON-BINARY 0%
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SATISFACTION SURVEY FEEDBACK



of clients feel that WSC Home Care respects client language, race, religion and/or culture when providing services.

of clients feel involved in making choices about goals and services.

of referral sources are satisfied with services received.

of clients would choose WSC Residential Services over other providers.

of clients would refer a friend or family to our programs.

Optimizing Potential
LEARNING / WORKING / LIVING

HOW WE MEASURE SUCCESS

We track performance across four key areas — because people deserve to know that services work.

Work Skills Corporation's Home Care division continued its commitment in 2024 to delivering person-centered, in-home supports tailored to the unique needs of individuals with disabilities, chronic conditions, and aging-related challenges. This service line supports both personal care and skill development, while fostering dignity, independence, and community integration.

Effectiveness

95% of residents report overall services as "Excellent" or "Good"

CARE QUALITY all responses rated the plan of care and staff follow-through as "Excellent"

Efficiency

80% of Allied Health referrals began services within 2 weeks of evaluation

43K HOURS combined total service hours provided to clients across homes and apartment program(s)

Access

22 clients provided room and board at Residential Services facilities in 2024

Satisfaction

100% of stakeholders report overall services as "Excellent" or "Good"

Client / Partner Testimonials

"The staff at WSC has been incredibly wonderful to my son. This is the best he has done in thirty years since his brain injury. My son is doing better than I ever expected - because your team."

Parent / Guardian
Howell Residential Group Home

Accessibility Feedback

Services were rated highly accessible, including for individuals with disabilities and those requiring flexibility for service coordination

Bi-Annual Surveys

We collect feedback from individuals, partners, referral sources, and stakeholders



For more information about Work Skills Home Care services and other programs visit us online @ wskills.com/home-care