

DREAMWEAVERS UNLIMITED, INC.

2023 Performance Measurement Plan Results and Analysis

Community Integration Services

It is the mission of Dreamweavers Unlimited, Inc. (DWU) to serve individuals and families with respect and kindness and to remain committed to helping them achieve their dreams. In order to continuously work towards accomplishing our mission, DWU conducts an annual performance analysis to measure performance related to defined indicators outlined in an annual Performance Measurement Plan.

The analysis includes a review of the data collected as measured against the performance target for each indicator. Any trends are noted and used to determine how to move forward in determining indicators for the following year. Additionally, client characteristics and extenuating factors are explored in their effect on the data collected. Comparative analysis may be conducted on indicators that have spanned multiple or consecutive years. If it is determined necessary, an action plan will be implemented to address performance results.

Information is shared with clients, staff, and stakeholders via the DWU website at the beginning of each calendar year.

The following performance indicators were measured for the calendar year of 2023:

I. EFFECTIVENESS - Results of services. Results and achievements for persons receiving services.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Clients/guardians will report goal achievements.	Current and future clients	Carly	Annual review	ISP plan-year end	100% of clients/guardians will report client goal achievements.

Results/Updates:

- Q1:** 2 out of 4 clients reached goal achievements by the plan-year end. Ongoing.
- Q2:** No annual reviews during 2nd quarter. Ongoing.
- Q3:** 1 out of 3 clients made progress and achieved goals. Ongoing.
- Q4:** 1 out of 2 clients reported goal achievements at their annual review.

Analysis: Collectively, only 4 clients reported goal achievements at their annual plan reviews during 2023. There were several revisions to goals throughout the year, but goals were not achieved. Calculations indicate less than 60% of clients reported client goal achievements in 2023. Goal not met.

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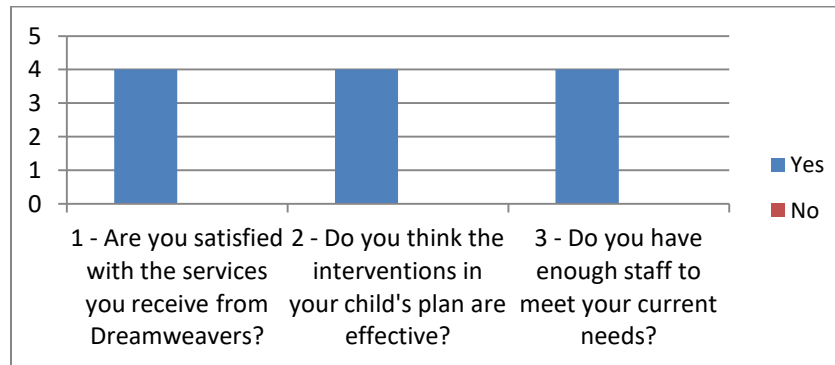
Community Integration Services

II. CLIENT EXPERIENCE - Consumers' responses regarding how they feel about their individual service plans and outcomes (information secured during ISP meetings, Exit meetings, special questionnaires mailed to consumers, Appreciative Inquiry Interviews etc.)

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Have enough staff to meet the needs of clients served.	DWU Clients	Sandi	Survey	Two times per year.	100% of people who turn in survey say yes to their needs being met.

Results/Updates:

Q1:



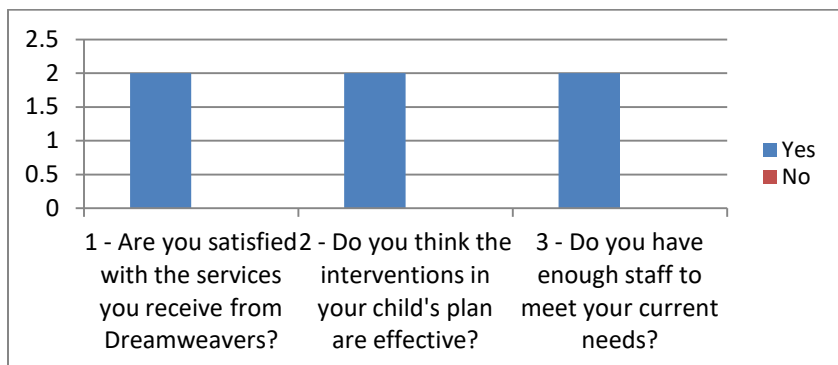
Q2: No surveys were collected in 2nd quarter. Ongoing

Q3:

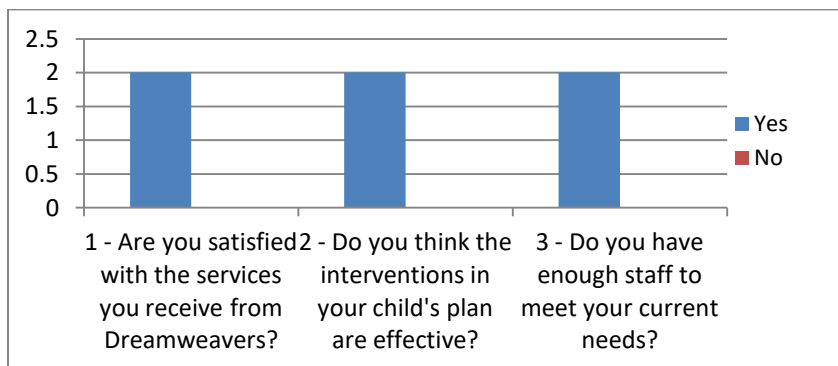
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Q4:



Analysis: Dreamweavers sends out client surveys to measure service delivery and effectiveness. Surveys were sent out the 1st 3 quarters of 2023. During the 1st quarter, 4 clients reported that they all have enough staff to meet their current needs. There were no returned surveys in the 2nd quarter of 2023. There were 2 surveys returned in both the 3rd and 4th quarters indicating Dreamweavers is providing enough staff to meet client's current needs.

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III. STAKEHOLDER EXPERIENCE - Stakeholder's satisfaction with services

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Stakeholders will click 'yes' to being satisfied with services provided.	All stakeholders	Sandi	Surveys returned quarterly	Reviewed quarterly and analyzed at year end.	100% of stakeholders will report satisfaction with services provided to clients.

Results/Updates:

- Q1:** No surveys returned. Ongoing.
Q2: Stakeholders did not return surveys. Ongoing.
Q3: None returned. Ongoing.
Q4: 11 returned, see chart.

		Yes	No	N/A
Stakeholder Satisfaction Surveys				
1. I am satisfied with the services Dreamweavers provides.	1A	10	0	1
2. Dreamweavers Unlimited advises me of the status of the referrals I've submitted	2A	8	1	2
3. Dreamweavers Unlimited meets the needs of the clients we share.	3A	10	0	1



Analysis: Stakeholder surveys were sent out several times in the year. There were no returned surveys in the first 3 quarters. In the 4th quarter, 11 stakeholder surveys were returned, 10 of which indicated they are satisfied with the services Dreamweavers provides to clients. One stakeholder responded with N/A.

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IV. EFFICIENCY - Costs, responsiveness, timeliness, cost effectiveness, relationship between resource use and results. Cost to benefit ratios.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Reduce instances of late notes to none.	DSPs	Carly	Note schedule comparison report	Collected weekly, reported quarterly	DSPs will complete and sign notes within 24-hours of scheduled shifts.

Results/Updates:

- Q1:** 7% failed to meet criteria. Ongoing.
- Q2:** 6% failed to meet criteria. Ongoing.
- Q3:** 5% failed to meet criteria. Ongoing.
- Q4:** 8% failed to meet criteria. Ongoing.

Analysis: During 2023, there were several instances where notes were not signed within 24-hours of scheduled shifts. All staff were notified immediately if notes were incomplete. Some reasoning could include failed technology, missing or invalid required components, personal circumstances, etc. We will continue to reduce instances of late notes in 2024.

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V. ACCESS TO SERVICES - Persons getting into service – serving target populations in need, timeliness of program entry, waiting time, address one of the barriers to getting services such as financial, accessibility, attitudinal etc.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
All CLS clients will be fully staffed.	All CLS clients	Carly	Caregiver report	By plan-year end	All clients receiving CLS services will be fully staffed.

Results/Updates:

Q1: 1 client not fully staffed. Ongoing.
Q2: 1 client not fully staffed. Ongoing.
Q3: 1 client not fully staffed. Ongoing.
Q4: 1 client not fully staffed. Ongoing.

Analysis: Throughout 2023, all but one client was fully staffed. The Innovations director interviewed multiple candidates for this client and introduced qualified applicants to the client and family. However, none of the applicants followed through with the hiring process. Continuing to seek staff for this client.

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Personal Supports

It is the mission of Dreamweavers Unlimited, Inc. (DWU) to serve individuals and families with respect and kindness and to remain committed to helping them achieve their dreams. In order to continuously work towards accomplishing our mission, DWU conducts an annual performance analysis to measure performance related to defined indicators outlined in an annual Performance Measurement Plan.

The analysis includes a review of the data collected as measured against the performance target for each indicator. Any trends are noted and used to determine how to move forward in determining indicators for the following year. Additionally, client characteristics and extenuating factors are explored in their effect on the data collected. Comparative analysis may be conducted on indicators that have spanned multiple or consecutive years. If it is determined necessary, an action plan will be implemented to address performance results.

Information is shared with clients, staff, and stakeholders via the DWU website at the beginning of each calendar year.

The following performance indicators were measured for the calendar year of 2023:

I. EFFECTIVENESS - Results of services. Results and achievements for persons receiving services.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Clients will achieve personal hygiene care.	Current and future clients	Carly	ISPs	Calendar year	75% of clients receiving CLS will have personal care goals.

Results/Updates:

- Q1:** 100% of clients have personal care goals. Ongoing.
- Q2:** 100% of clients have personal care goals. Ongoing.
- Q3:** 100% of clients have personal care goals. Ongoing.
- Q4:** 100% of clients have personal care goals. Ongoing.

Analysis: Each client has at least 1 personal care goal written in their plan, therefore, we met 100% during 2023.

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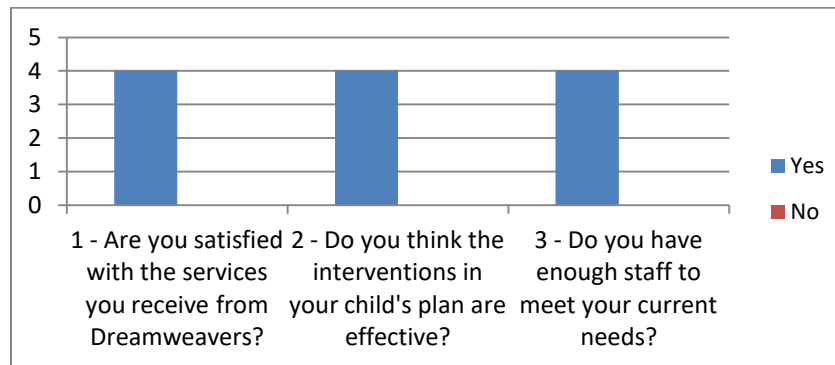
Personal Supports

II. CLIENT EXPERIENCE - Consumers' responses regarding how they feel about their individual service plans and outcomes (information secured during ISP meetings, Exit meetings, special questionnaires mailed to consumers, Appreciative Inquiry Interviews etc.)

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Have enough staff to meet the needs of clients served.	DWU Clients	Sandi	Survey	Two times per year.	100% of people who turn in survey say yes to their needs being met.

Results/Updates:

Q1:



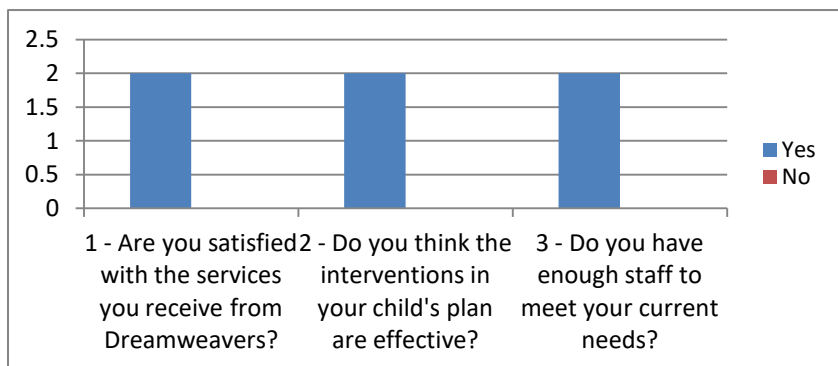
Q2: No surveys were collected in 2nd quarter. Ongoing

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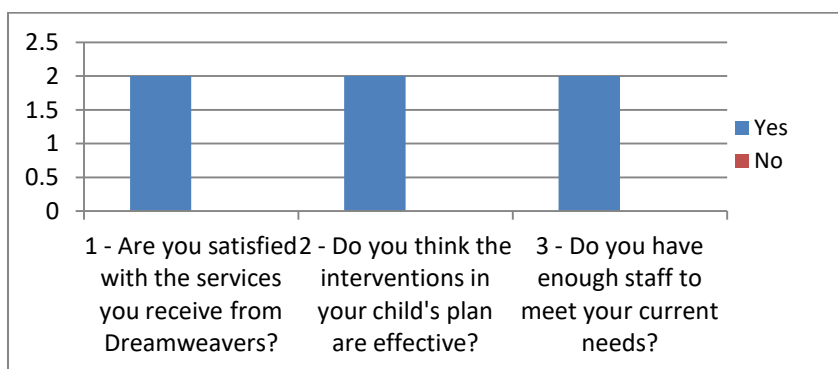
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Personal Supports

Q3:



Q4:



Analysis: Dreamweavers sends out client surveys to measure service delivery and effectiveness. Surveys were sent out the 1st 3 quarters of 2023. During the 1st quarter, 4 clients reported that they all have enough staff to meet their current needs. There were no returned surveys in the 2nd quarter of 2023. There were 2 surveys returned in both the 3rd and 4th quarters indicating Dreamweavers is providing enough staff to meet client's current needs.

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Personal Supports

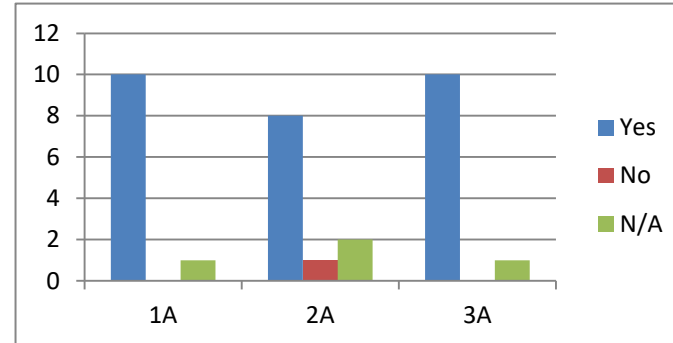
III. STAKEHOLDER EXPERIENCE - Stakeholder's satisfaction with services

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Stakeholders will click 'yes' to being satisfied with services provided.	All stakeholders	Sandi	Surveys returned quarterly	Reviewed quarterly and analyzed at year end.	100% of stakeholders will report satisfaction with services provided to clients.

Results/Updates:

- Q1:** No surveys returned. Ongoing.
- Q2:** Stakeholders did not return surveys. Ongoing.
- Q3:** None returned. Ongoing.
- Q4:** 11 returned, see chart.

		Yes	No	N/A
Stakeholder Satisfaction Surveys				
1. I am satisfied with the services Dreamweavers provides.	1A	10	0	1
2. Dreamweavers Unlimited advises me of the status of the referrals I've submitted	2A	8	1	2
3. Dreamweavers Unlimited meets the needs of the clients we share.	3A	10	0	1



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Personal Supports

Analysis: Stakeholder surveys were sent out several times in the year. There were no returned surveys in the first 3 quarters. In the 4th quarter, 11 stakeholder surveys were returned, 10 of which indicated they are satisfied with the services Dreamweavers provides to clients. One stakeholder responded with N/A.

IV. EFFICIENCY - Costs, responsiveness, timeliness, cost effectiveness, relationship between resource use and results. Cost to benefit ratios.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Reduce requests for documentation corrections to none for personal care goals.	DSPs	Carly	Daily grids for personal care and tasks assigned to DSPs	By year end.	DSPs will document 100% of Personal Care goals on daily grids.

Results/Updates:

- Q1:** No corrections required. Ongoing
- Q2:** No corrections required. Ongoing
- Q3:** No corrections required. Ongoing
- Q4:** No corrections required. Achieved.

Analysis: Personal care goals were documented on daily grid notes throughout the year with no need for corrections. All clients have at least one personal care goal that is implemented during each day. All staff indicated whether the goal was met or not on their daily grid note.

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Personal Supports

V. ACCESS TO SERVICES - Persons getting into service – serving target populations in need, timeliness of program entry, waiting time, address one of the barriers to getting services such as financial, accessibility, attitudinal etc.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Private locations for personal care are identified in the community.	All personal care clients	Carly	DSP and caregiver survey	By year end.	All clients will receive personal care services in a private location.

Results/Updates:

- Q1:** All clients received privacy for personal care needs. Met.
- Q2:** Met. Ongoing.
- Q3:** Met. Ongoing.
- Q4:** All DSPs provided personal care to clients in private locations. Met.

Analysis: It is our goal to maintain the privacy of our clients. All clients needing personal care received services in a private location. Clients that partake in activities in the community also were taken to private locations for their personal care needs. This goal was met in 2023.

DREAMWEAVERS UNLIMITED, INC.

2023 Performance Measurement Plan Results and Analysis

Respite

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The following performance indicators were measured for the calendar year of 2023:

I. EFFECTIVENESS - Results of services. Results and achievements for persons receiving services.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Dreamweavers will receive no complaints regarding respite services when provided by backup staff.	Clients, caregivers, DSPs	Carly	Concerns and Complaints form	ISP plan-year end.	100% of clients will be satisfied with backup staff providing respite services.

Results/Updates:

- Q1:** No need for backup staff. No complaints. Ongoing.
Q2: No complaints. Ongoing
Q3: No backup staff needed. No complaints. Ongoing.
Q4: No complaints regarding respite services. Goal achieved.

Analysis: Dreamweavers did not receive any requests from clients needing back-up staff for respite services in 2023. No complaints were received regarding client dissatisfaction. 100% of clients were satisfied with respite services throughout the year. Goal has been achieved.

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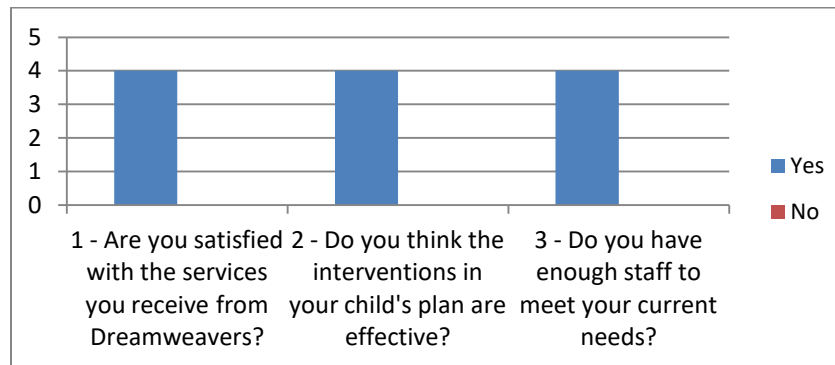
Respite

II. CLIENT EXPERIENCE - Consumers' responses regarding how they feel about their individual service plans and outcomes (information secured during ISP meetings, Exit meetings, special questionnaires mailed to consumers, Appreciative Inquiry Interviews etc.)

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Have enough staff to meet the needs of clients served.	DWU Clients	Sandi	Survey	Two times per year.	100% of people who turn in survey say yes to their needs being met.

Results/Updates:

Q1:



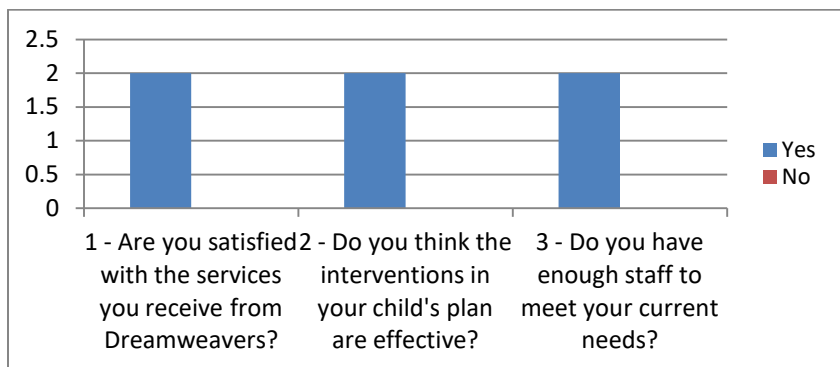
Q2: No surveys were collected in 2nd quarter. Ongoing

Q3:

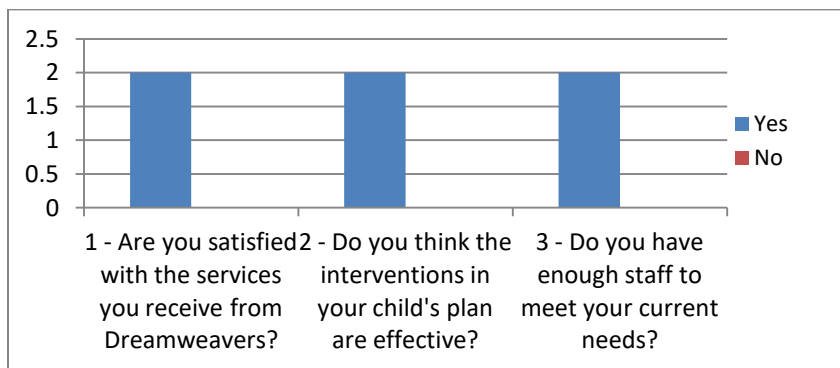
DREAMWEAVERS UNLIMITED, INC.

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Respite



Q4:



Analysis: Dreamweavers sends out client surveys to measure service delivery and effectiveness. Surveys were sent out the 1st 3 quarters of 2023. During the 1st quarter, 4 clients reported that they all have enough staff to meet their current needs. There were no returned surveys in the 2nd quarter of 2023. There were 2 surveys returned in both the 3rd and 4th quarters indicating Dreamweavers is providing enough staff to meet client's current needs.

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2023 Performance Measurement Plan Results and Analysis

Respite

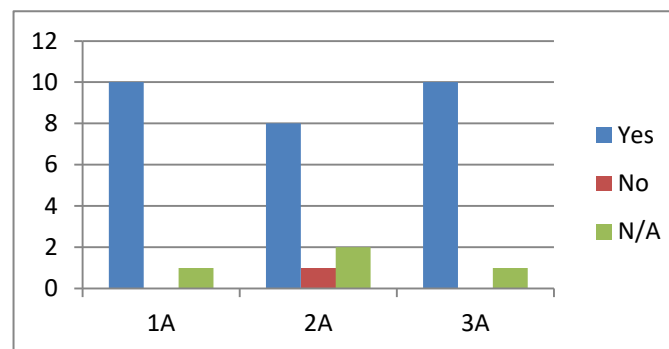
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Results/Updates:

- Q1:** No surveys returned. Ongoing.
Q2: Stakeholders did not return surveys. Ongoing.
Q3: None returned. Ongoing.
Q4: 11 returned, see chart.

Stakeholder Satisfaction Surveys		Yes	No	N/A
1. I am satisfied with the services Dreamweavers provides.	1A	10	0	1
2. Dreamweavers Unlimited advises me of the status of the referrals I've submitted	2A	8	1	2
3. Dreamweavers Unlimited meets the needs of the clients we share.	3A	10	0	1



Analysis: Stakeholder surveys were sent out several times in the year. There were no returned surveys in the first 3 quarters. In the 4th quarter, 11 stakeholder surveys were returned, 10 of which indicated they are satisfied with the services Dreamweavers provides to clients. One stakeholder responded with N/A.

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Respite

IV. EFFICIENCY - Costs, responsiveness, timeliness, cost effectiveness, relationship between resource use and results. Cost to benefit ratios.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Caregivers receiving respite services will complete 1 Google review per plan year	Primary caregivers	Carly	Google review	ISP plan-year end	Receive at least 1 positive review related to respite services.

Results/Updates:

- Q1:** None received. Ongoing
Q2: 0 reviews were received regarding respite services. Ongoing.
Q3: No Google reviews received. Ongoing.
Q4: None received. Goal to be revised for 2024.

Analysis: Dreamweavers did not receive any Google Reviews concerning respite services. Goal will be revised for 2024.

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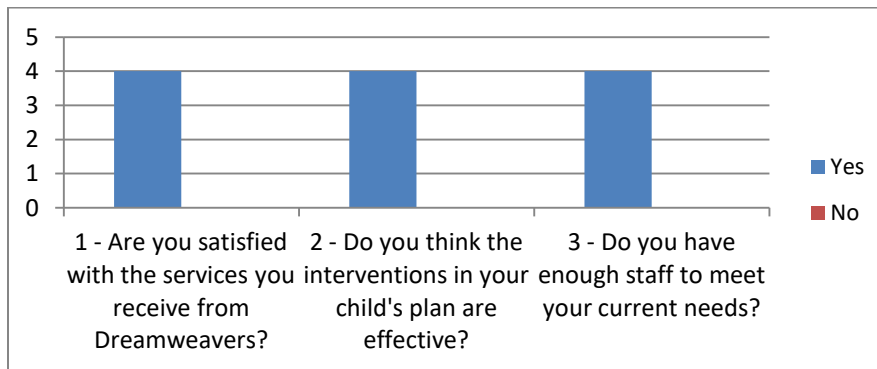
Respite

V. ACCESS TO SERVICES - Persons getting into service – serving target populations in need, timeliness of program entry, waiting time, address one of the barriers to getting services such as financial, accessibility, attitudinal etc.

Performance Indicator	Who will this apply to?	Responsible Party	Data sources	Relevant time-frames for data collection	Performance Target
Staff capacity to meet client's need for respite.	HR, DSPs	Carly	Client Satisfaction Survey	ISP plan-year end	100% of clients will have enough staff to meet their needs for unscheduled respite services.

Results/Updates:

Q1:



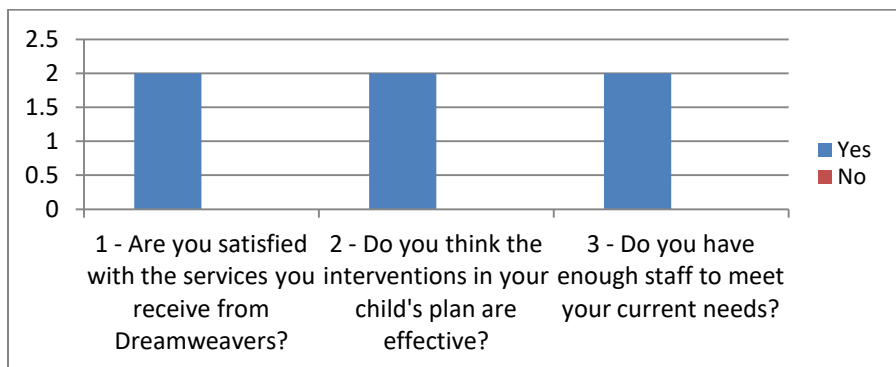
Q2: No surveys turned in this quarter. No annual reviews during quarter.

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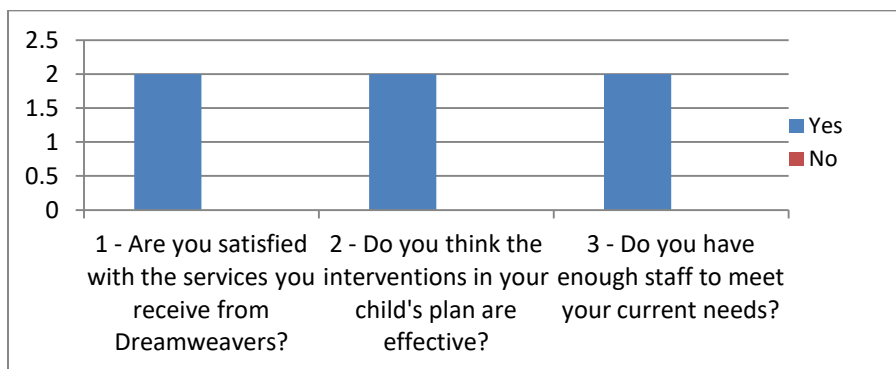
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Q3:



Q4:



Analysis: Per survey results, specifically the question that asks “Do you have enough staff to meet your current needs?,” we met our target of 100% of clients have enough staff to meet their needs for unscheduled respite service for 2023.