

DREAMWEAVERS UNLIMITED, INC.

2024 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 2024:

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 show an increase in independence.	Current and future clients	Sarah	Quarterly Progress Reports	Quarterly	50% of clients will achieve 25% of their short-term habilitative goals.

Results/Updates:

Q1: 40% of clients achieved at least 25% of their short-term habilitative goals. Ongoing.

Q2: Only 40% met this target. Ongoing.

Q3: 50% of clients achieved 25% or more of their goals this quarter. Ongoing.

Q4: 40% of clients met this goal.

Analysis: Quarterly progress reports indicated that this goal was not met in 2024. On average, 40% of clients successfully achieved their short-term habilitative goals increasing their level of independence; however, the target was that 50% of clients achieve goals quarterly.

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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
During annual ISP meetings, QP will receive no negative feedback regarding community services.	DWU Clients	Sarah	ISP what's working, what's not working sections.	Annually	100% of clients will say community integration services are working for them at the annual plan meeting.

Results/Updates:

- Q1:** 1 client ISP meeting was during this quarter. No negative feedback, community integration services are working.
- Q2:** 2 annual ISP meetings were held during this quarter. Community integration services are working for both. No negative feedback.
- Q3:** 2 annual ISP meeting this quarter reported all services are working for members. No negative feedback.
- Q4:** 3 annual meetings. No negative feedback. Community integration services are working and continue in new plan.

Analysis: Results indicate that, at their annual plan meeting, 100% of clients reported that community integration services are working for them. QP did not receive any negative feedback during annual ISP meetings with clients, care managers, and guardians. Community integration services are working for all members; therefore, all services will continue as they. Care managers included this report under the 'My Needs and Supports, What is working' section of the ISP.

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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
Greater number of returned stakeholder surveys.	All stakeholders	Sandi	Surveys returned quarterly	Reviewed quarterly and analyzed at year end.	An increase in returned surveys from the previous year.

Results/Updates:

- Q1:** Reviewing and updating stakeholder contact information.
- Q2:** Ongoing.
- Q3:** No surveys received. Ongoing.
- Q4:** Updated survey to Google form and sent using Constant Contact email. Ongoing.

Analysis: Stakeholder experience was not collected due to no surveys received. Upon analysis, it was discovered Constant Contact may have sent emails to spam folders. Stakeholder contact information was updated along with the questions in the survey. Goal will be ongoing for 2025.

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
Utilize Sharefile to distribute progress reports more efficiently.	Clients/Guardians	Sarah	Quarterly Progress Reports/Sharefile	Quarterly	Clients/guardians will receive and review quarterly progress reports more efficiently.

Results/Updates:

- Q1:** 9 quarterly progress reports sent/received via Sharefile. Ongoing.
- Q2:** 9 quarterly progress reports sent/received via Sharefile. Ongoing.
- Q3:** 10 quarterly progress reports sent/received via Sharefile. Ongoing.

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Q4: 15 quarterly progress reports sent/received via Sharefile. Goal achieved.

Analysis: QP of Innovations services produced quarterly progress reports for each active client during the year. To increase efficiency, all quarterly progress reports are sent to guardians via Sharefile, a secure email platform. Once viewed by recipient, the sender (QP) receives a notification email that the file was accessed. The number of quarterly progress reports generated increase due to an increase in clients. Goal to increase efficiency regarding client/guardian receipt and review of quarterly progress reports has been met.

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	Sarah	Caregiver report	Calendar year	All clients receiving CLS services will be fully staffed.

Results/Updates:

Q1: Ongoing. 1 client not fully staffed.

Q2: Ongoing. All clients fully staffed.

Q3: Ongoing. All clients fully staffed.

Q4: Ongoing. 2 clients not fully staffed.

Analysis: During 2024, only 3 clients were not completely staffed for the entire year. 1 client was short staffed in the 1st quarter. Caregivers reported satisfaction with staffing needs during quarters 2 and 3, but 2 clients later reported the need for additional staff in the 4th quarter of 2024. This goal will be ongoing to further meet the needs of our clients and ensure that all clients are fully staffed in a timely manner.

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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.

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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 2024:

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
50% of clients will achieve one habilitative personal care goal.	Current and future clients	Sarah	Quarterly progress report	Quarterly	50% of clients will have habilitative personal care goals.

Results/Updates:

- Q1:** Reports indicate that only 1 client met habilitative personal care goals.
- Q2:** No reports of goal achievements.
- Q3:** 1 client achieved at least one habilitative personal care goals this quarter.
- Q4:** 0 clients met goals.

Analysis: Quarterly progress reports do not show a positive trend of meeting habilitative personal care goals. Less than half of clients met at least one habilitative personal care goal this year. QP will assess daily documentation to ensure staff are properly documenting trials vs. number of prompts needed as quarterly progress reports are generated from completed documentation. Goal was not met and may be ongoing in 2025.

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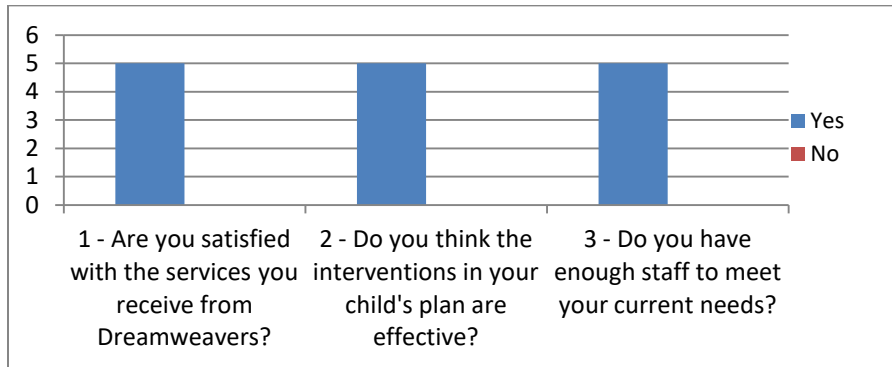
Personal Supports

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
Overall feelings of satisfaction	DWU clients	Sandi	Client surveys	Surveys giving out 2x/year	100% satisfaction with services

Results/Updates:

Q1:



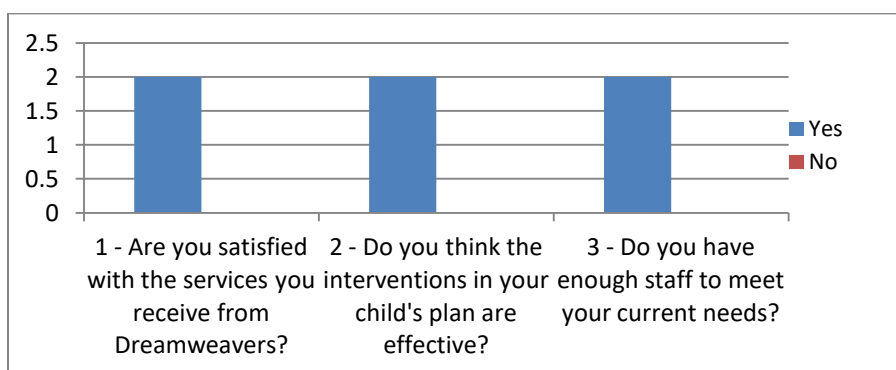
Q2: No surveys returned this quarter.

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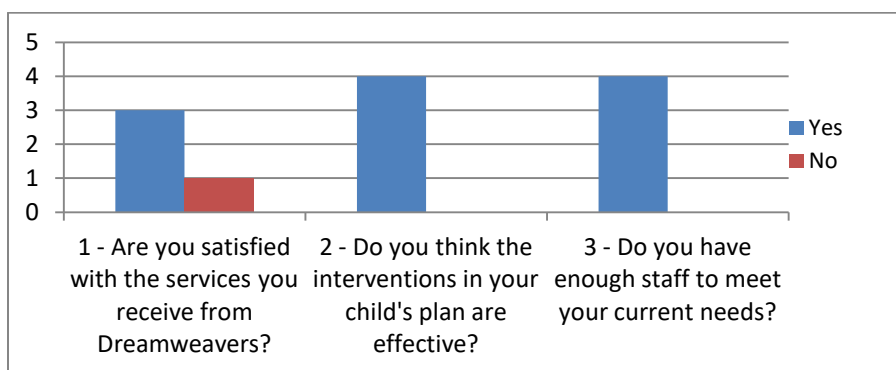
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Q3:



Q4:



Analysis: Per survey results, specifically the question that asks “Are you satisfied with the services you receive from Dreamweavers,” we did not meet our target of 100% satisfaction with services for 2024. 1 client responded ‘No’ due to needing backup staff available as needed. In addition to meeting 100% satisfaction, we could improve the number of surveys returned. For 2025, we may further examine our method of survey delivery in order to get more returned surveys. We may also expand the satisfaction question to include specific areas of service delivery to have a greater representation of client satisfaction. The implementation of this action plan will be addressed in the 2025 analysis of client experience.

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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
Greater number of returned stakeholder surveys.	All stakeholders	Sandi	Surveys returned quarterly	Reviewed quarterly and analyzed at year end.	An increase in returned surveys from the previous year.

Results/Updates:

Q1: Reviewing and updating stakeholder contact information.

Q2: Ongoing.

Q3: No surveys received. Ongoing.

Q4: Updated survey to Google form and sent using Constant Contact email. Ongoing.

Analysis: Stakeholder experience was not collected due to no surveys received. Upon analysis, it was discovered Constant Contact may have sent emails to spam folders. Stakeholder contact information was updated along with the questions in the survey. Goal will be ongoing for 2025.

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Personal Supports

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
All clients with consents for protective devices utilize the equipment as prescribed.	DSPs	Sarah	Consent for Protective Devices form	End of annual plan year	It will be reported that the protective device is working for the client in the annual ISP meeting.

Results/Updates:

- Q1:** 4 clients with consent. Utilized and working. Met.
Q2: 4 clients with consent. Protective devices are working for clients. Met.
Q3: 4 clients with consent. Met. 4 clients with consent. Met.
Q4: 5 clients with consent. All working. Met.

Analysis: 100% of clients who utilize protective devices and/or equipment reported that the devices and/or equipment are working at their annual ISP meetings. All client guardians completed annual Consent for Protective Devices forms so that DSPs can continue to use their needed supports in their new plan year.

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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
Staff will complete the hiring process within 2 weeks of client assignment.	DSPs	Sandi, Sarah	Employee audit form	Once the staff is assigned to client, they must complete hire process within 2 weeks.	Staff will be ready to start providing services within 2 weeks of being hired.

Results/Updates:

- Q1:** 2 staff hired, 1 started providing services within 2 wks.
Q2: 1 staff hired and started within 2 wks from hire date.
Q3: 10 staff were hired, 8 were able to start providing services within 2 weeks.
Q4: 4 new hires, 3 started within 2 weeks of the date of hire.

Analysis: During 2024, there were 17 new DSPs hired and assigned to clients. The hiring process typically takes up to 2 weeks. Out of the 17 new hires, 13 completed the hiring process and began providing services to their client within 2 weeks of being hired. 76% of staff hired met the goal.

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Respite

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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
Caregivers report improved well-being after receiving respite services more than 2 consecutive days.	Caregivers	Sarah	Correspondence notes in client record	ISP plan-year end.	To improve the mental and physical well-being of primary caregivers by providing respite service upon request.

Results/Updates:

- Q1:** None requested.
Q2: No respite requested for more than 2 consecutive days.
Q3: None requested.
Q4: No respite requested.

Analysis: During 2024, Dreamweavers Innovations' QP did not receive any extended requests for respite services from caregivers. Therefore, no report can be generated.

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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
Upon exiting services, client report will indicate having had a positive experience	DWU Clients	Sandi	Discharge summary's other section	Upon exit	100% of clients will report a positive experience upon exiting.

Results/Updates:

Q1: There were no clients discharged. Ongoing.

Q2: 1 client discharged from services. Positive experience, however, did not receive respite often. Ongoing.

Q3: No clients exited services, no reports. Ongoing.

Q4: No client discharges. Goal achieved.

Analysis: Dreamweavers only had one client exit Innovations services in 2024. This client reported having a positive experience with Dreamweavers; however, this client did not request to receive respite services often. No other clients exited services during 2024. Goal met.

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Respite

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
Survey stakeholders in different ways other than just email. (i.e. text, website, mail, etc.)	All stakeholders	Sandi	Surveys returned quarterly	Reviewed quarterly and analyzed at year end.	An increase in returned surveys from the previous year.

Results/Updates:

- Q1 No surveys received. Ongoing.
- Q2: None received. Ongoing.
- Q3: QR code was generated for easier access to survey. Ongoing.
- Q4: QR code was emailed, no returned surveys. Ongoing.

Analysis: Stakeholder surveys were previously sent annually. QR codes were generated to create an easier way to access the survey. These codes were sent to stakeholders during the 4th quarter of 2024. Unfortunately, no surveys were returned. Dreamweavers will continue to brainstorm new ideas of how to increase the number of returned stakeholder surveys.

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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 the use of respite services.

Results/Updates:

- Q1:** Requested clients to leave Google Reviews related to respite services. No reviews. Ongoing.
Q2: No reviews. Ongoing.
Q3: QR code created and distributed. No reviews received. Ongoing.
Q4: No Google reviews related to respite services. Revise goal.

Analysis: Caregivers were asked to leave a Google review related to receiving respite services. No reviews were received related to respite services. In 3rd quarter 2024, a QR code was created and distributed for ease of access to the platform. There were 0 Google reviews during 2024 related to respite services. Goal will be revised to address efficiency of respite services in year 2025.

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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
Capacity to provide services to those who desire, or are in need of receiving respite services.	HR, DSPs	Sarah	Utilization grid	ISP plan-year end	20% of clients with approved respite services will receive respite.

Results/Updates:

- Q1:** 5 clients, with approved respite, plan-years ended 1st quarter. 2 of those clients received respite services.
Q2: 1 client plan year ended. Client did not utilize respite.
Q3: 3 clients had approved services, 1 client received respite by the plan-year end.
Q4: 1 client plan year ended. Client did not utilize respite.

Analysis: During 2024, 10 clients had approved respite services written in their Individualized Service Plan. However, only 3 of those clients utilized respite services during the plan-year. Overall, 30% of clients used respite services. Goal met.