

DREAMWEAVERS UNLIMITED, INC.

Corporate Compliance Work Plan 2025

Section 1.A.7.c.(2)(c)

The following serves as Dreamweavers Unlimited's Corporate Compliance Work Plan for the 2025 year.

The Work Plan may include the following:

1. IDENTIFY AND ASSESS COMPLIANCE RISKS:

Identify laws, regulations, and standards by which the organization must comply and potential risks associated with non-compliance.

2. DEVELOP AND IMPLEMENT POLICIES AND PROCEDURES TO MITIGATE COMPLIANCE RISKS:

Train employees on compliance requirements, procedures for responding to whistleblower complaints, audits of compliance activities.

3. MONITOR COMPLIANCE ACTIVITIES AND TRACK PROGRESS:

Track compliance, identify areas needing improvement, detail progress toward improvement.

4. CORRECT COMPLIANCE VIOLATIONS:

Document corrective actions and prevention of future violations.

5. DOCUMENT COMPLIANCE ACTIVITIES:

Note compliance policies and activities that demonstrate compliance with laws, regulations, standards.

6. COMPLIANCE REPORTING:

Share compliance activities, non-compliance reports, progress reports on remediation of compliance issues with corporate leadership, QAQI team, stakeholders.

7. TARGET DATE:

Date by which reports will be completed and submitted.

Dreamweavers Unlimited's Quality Assurance/Improvement Committee develops and approves a revised Corporate Compliance Work Plan each year. The plan is reviewed and approved by the Quality Assurance/Improvement Committee, and is made available to persons served, employees, and stakeholders.

Identify and Assess Compliance Risks	Develop and Implement Policies to Mitigate Compliance Risks	Monitor Compliance Activities and Track Progress	Correct Compliance Violations	Document Compliance Activities	Compliance Reporting	Target Date	Date, Status, Review Comments
1. Identify compliance with service delivery.	1. Review Innovations Waiver service definitions to determine who (RADSE?) can provide the service, where it can be provided (home or community), if EVV (electronic verification) is required, and number of hours approved by Partners. 2. Conduct quarterly compliance audits to ensure Innovations Services are provided in accordance with the service definitions, ISP, and state regulations.	1. Review service documentation weekly and document and findings of noncompliance.	1. Determine best course of action to resolve compliance violation such as rebilling, repayment, report to monitoring agency. Complete correction within 30 days.	Compliance officer will document compliance activities within this document	Report compliance activities quarterly to QA/QI committee	Dec 31, 2025	Qt 1: No violations Qt 2: No violations Qt 3: No violations Qt 4: No violations
2. Identify compliance with service definitions for required training, credentialing, education of personnel.	1. Conduct audit of all personnel files prior to the start of any service and annually at performance review.	1. Work with Human Resources to identify any compliance issues with credentialing or training records.	1. Obtain any missing documentation for personnel files prior to start of service.	1. Document compliance on audit form	Report compliance activities quarterly to QA/QI committee	Dec 31, 2025	Qt 1: No violations Qt 2: No violations Qt 3: No violations Qt 4: No violations

DREAMWEAVERS UNLIMITED, INC.

2025 Cultural Competency, Diversity, and Inclusion Plan

I. What is Cultural Competency for Dreamweavers Unlimited?

- Cultural Competency is an awareness of, respect for, and attention to the diversity of the people with whom it interacts (persons served, personnel, and other stakeholders) that are reflected in attitudes, organizational structures, policies and services.

II. Importance of Cultural Competency:

- As Dreamweavers Unlimited continues to meet the needs and expectations of increasingly culturally and ethnically varied populations, a better understanding of cultural differences and their relationship to the hallmarks of quality service – respect, inclusiveness, and sensitivity – become essential. Serving diverse populations, after all, is not a “one size fits all” process. Diversity includes all differences, not just those that indicate racial or ethnic distinctions.

III. Dreamweavers Unlimited’s mission, vision, values and purpose for creating this Cultural Competency, Diversity, and Inclusion Plan (CCDP):

- Mission: Dreamweavers Unlimited is dedicated to serving individuals and families with respect and kindness and is committed to helping people achieve their dreams.
- Enduring Vision: We believe that our consumers can reach their potential and we are willing to think outside of the box to help them achieve their goals and dreams

IV. Purpose of Cultural Competency, Diversity, and Inclusion Plan:

- To ensure DWU staff will have a greater awareness/knowledge and then be able to successfully respond to the diversity of our stakeholders (including areas such as race, culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, holidays, dietary regulations or preferences, clothing, attitudes toward impairments, language, how and when to use interpreters, and other factors, as relevant.)

V. DWU Cultural Competency, Diversity, and Inclusion Plan 2025 will highlight the following principles:

- The enhanced knowledge, skills and behaviors from the implementation of this CCDP will enable DWU staff to work more effectively cross -culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values and practices within and between cultures.
- To treat individuals receiving services, employees and all other stakeholders with respect.
- To maintain and achieve the continuous satisfaction of individuals receiving services and all of our additional stakeholders.

DREAMWEAVERS UNLIMITED, INC.

- To recruit and retain highly skilled and talented employees.
- To provide a positive and dynamic work environment that is committed to maximizing the potential of persons served and employees while supporting them and having an awareness of and sensitivity to their beliefs and culture.
- To provide enhanced resources and on-going training for staff

VI. In addition, DWU is committed to:

- The promotion of diversity and cultural competency in all DWU's activities and associations.
- The implementation of innovative and flexible services that produce meaningful outcomes in the lives of people receiving services. Listening to persons receiving services and understanding the aspirations that they have for their lives, using this information as the foundation for service design and delivery.
- Exceeding the expectations of all of our customers and stakeholders.
- Working in collaboration with stakeholders and community organizations and partners

Cultural Competency, Diversity, and Inclusion Plan – 2025

GOAL	OBJECTIVES	MEASURE (S)	PERSONS RESPONSIBLE	TARGET DATE	RESULTS/ACTIONS TO BE TAKEN:
1. Enhance annual training on Cultural Competence.	1. To improve annual training to expand staff understanding of cultural competence to be able to be more aware and respectful of different cultures when providing services.	1. Research videos/trainings on Cultural Competence. 2. Provide QA/QI committee with options to review. 3. Add new information to annual training. 4. Begin using new training material	Sarah, Sandi	Dec. 2025	Q1: Ongoing Q2: Ongoing Q3: Added Mental Health 988 Suicide Prevention contact information to website. Ongoing. Q4: Discontinued.
2. Promote inclusion	1. To highlight client achievement and community participation 2. Share inclusive opportunities with our clients, staff, and stakeholders.	1. Survey clients to determine community participation 2. Share/highlight on social media, website, newsletter, with DWU community 3. Share opportunities for inclusive activities on social media, with staff, clients, stakeholders.	Betsy/Sarah	Dec. 2025	Q1: Ongoing. Q2: Shared information about free swim lessons and splash pads. Shared information about Nathaniel's Hope - Make 'em Smile. Ongoing. Q3: Shared opportunities at Daniel Stowe Botanical Garden on social media. Ongoing. Q4: Shared opportunities at Schiele Museum on social media. Discontinued.

ACCESSIBILITY PLAN FOR FISCAL YEAR 2025
Dreamweavers Unlimited

Accessibility Plan 2025

The following serves as Dreamweavers Unlimited's Accessibility Plan for the 2025 year. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

Dreamweavers Unlimited is committed to providing an organizational milieu that seeks to accommodate the needs of all persons served, employees, and stakeholders. Central to this commitment is the removal of architectural, attitudinal, employment, and other barriers that may impede full access to the services and programs of the organization.

This Accessibility Plan corresponds to Dreamweavers Unlimited's internal evaluation of barriers through the use of facility inspections, assessments of need, and consumer, stakeholder, and employee feedback. The Accessibility Plan is an annual plan, reviewed and endorsed by Quality Assurance/Improvement Committee.

The Accessibility Plan for the Fiscal Year 2025 is as follows:

1. ARCHITECTURAL:

Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder and consumer feedback. The Quality Assurance/Improvement Committee and the Health and Safety Committee provide ongoing monitoring of conditions within the organization that serves to improve access. The organization's leadership conducts long and short range planning meetings that routinely include assessment of architectural needs and related costs analysis.

2. ATTITUDINAL:

Dreamweavers Unlimited seeks to reduce the stigma associated with persons who have mental illness, I/DD, and substance use problems, and to promote their inclusion within the community.

3. FINANCIAL:

Dreamweavers Unlimited seeks to reduce and/or eliminate financial constraints that may restrict the ability of all eligible clients to access any services consistent with their needs and preferences.

ACCESSIBILITY PLAN FOR FISCAL YEAR 2025

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4. ENVIRONMENTAL:

Dreamweavers Unlimited believes that the environment in which services are provided reflect the cultures and cultural customs of the persons served, and in addition are conducive to providing a comfortable and confidential setting for persons served and employees to achieve their highest potential.

5. EMPLOYMENT:

Dreamweavers Unlimited strives to maintain a diverse workforce sensitive to the unique needs of persons served and representative of the community it serves. In addition, Dreamweavers Unlimited strives to hire and maintain the highest of quality of employees available in the labor market.

6. COMMUNICATION:

Dreamweavers Unlimited seeks to provide open channels of communication that allow persons served, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. In addition, Dreamweavers Unlimited seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being.

7. TRANSPORTATION:

Dreamweavers Unlimited seeks to ensure that persons served are not limited by a lack of personal transportation options or by options that may not accommodate their disabilities and that transportation systems fully accommodate any community member seeking to access Dreamweavers Unlimited services.

8. OTHER AREAS:

In addition to the above specific accessibility goals and objectives, Dreamweavers Unlimited is involved in many ongoing activities and procedures that enhance the accessibility of persons served, employees, and members of the community. Examples include personnel policies (affirmative action/EOE, exit interview process), ongoing outreach activities in all program areas, the utilization of consumer feedback/input processes such as satisfaction surveys, psychosocial assessments, and individual planning, participation in consumer advocacy groups, outcome studies, cultural competency education, and a multitude of other activities that directly facilitate the enhancement of accessibility.

ACCESSIBILITY PLAN FOR FISCAL YEAR 2025
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Dreamweavers Unlimited's Quality Assurance/Improvement Committee develops and approves a revised Accessibility Plan each year. The plan is reviewed and approved by the Quality Assurance/Improvement Committee, and is made available to persons served, employees, and stakeholders.

1. ARCHITECTURAL:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1. Reframe exterior doorways and replace exterior doors	Ensure safety	1. Measure and compare prices of exterior doors 2. Paint 3. Install mail slot in admin door	Betsy	Dec. 2025	Qt 1: Reviewing budget to see if feasible this year. Qt 2: Ongoing. Qt 3: Contractor scheduled for quote. Ongoing. Qt 4: Contractor quoted, seeking additional quotes. Delayed. Ongoing.
2. Replace deadbolt locks and doorknobs	Ensure safety	1. Price doorknobs and deadbolt locks 2. Get extra keys	Betsy	Dec. 2025	Qt 1: Getting quote for purchasing and installing. Qt 2: Ongoing. Qt 3: Contractor quoted. Ongoing. Qt 4: Based on contractor quote, not needed. Discontinue goal.
3. Fill hole at entrance at preschool	To prevent accidents	1. Determine proper material 2. Hire contractor	Betsy	Dec. 2025	Qt 1: Ongoing Qt 2: Sarah will complete 3 rd quarter. Ongoing. Qt 3: Delay in completion. To be completed in 2026. Ongoing. Qt 4: Ongoing.

ACCESSIBILITY PLAN FOR FISCAL YEAR 2025
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2. ATTITUDINAL:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1. Request Google reviews from employees and guardians 2. Request video testimonials from Innovations clients and guardians	1. To help reduce stigmas and stereotypes associated with people with special needs. To get first-hand accounts of success stories.	1. Look for articles and stories about people with special needs impacting our communities 2. Post updates on Instagram, Facebook, Google Business 3. Ask staff/clients if they would have/would like to share stories.	Carly, Betsy	Dec. 2025	Qt 1: QR created. Ongoing. Qt 2: QP requested reviews, 3 completed. Ongoing. Qt 3: 2 new reviews. Ongoing. Qt 4: 6 new 5-star Google reviews. Ongoing.

3. FINANCIAL:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1. Increase revenue by adding Occupational Therapy service	1. Increase revenue at preschool 2. Meet the sensory, self-regulation, and daily living needs of current and potential clients	1. Hire OT to complete evals and re-evals, supervise COTAs, parent education 2. Hire COTAs to provide treatment, parent education	Betsy, Carly, Sarah, Alex	Dec. 2025	Qt 1: Developing cost analysis for ROI. Qt 2: Ongoing. Qt 3: Consulted with OT, posted job advertisement. Ongoing. Qt 4: Ongoing.

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2. Work aging report to rebill denied claims	1. Increase revenue 2. Decrease denied claims	1. Run Aging report monthly 2. Rebill denied claims weekly	Betsy, Sarah	Dec. 2025	Qt 1: Report generated, claims rebilled, fewer aging claims. Qt 2: Aging reports ran, analyzed, claims followed up on and reprocessed. Ongoing. Qt 3: Continuing to run reports and investigate denied claims in a timely manner. Ongoing. Qt 4: Reports ran monthly. All denied claims followed up on. Ongoing.
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4. ENVIRONMENTAL:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1. Maintain Communicable Disease procedures for in-office therapy	To make the office a safe space for clients and staff	1. Maintain awareness of latest CDC and NCDHHS updates 2. Implement and disseminate procedures 3. Continue to send out health surveys to speech clients before they come into the office. 4. Keep waiting area closed for 2025	Sarah, Betsy	Dec. 2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Ongoing Qt 4: Ongoing

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2. Address flooring at main office	To update office by replacing floor in bathrooms and main office areas.	1. Determine what areas of the office need the most attention 2. Research companies that replace/repair flooring 3. Gather estimates and select company 4. Replace flooring	Betsy	Dec. 2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Not priority. Ongoing. Qt 4: Ongoing.
3. Purge unneeded and unwanted items at main office	To declutter	1. Go through items 2. Discard/donate unwanted items.	All staff	Dec. 2025	Qt 1: Speech closet cleaned out. Qt 2: Cleaned out closet on main office side. Qt 3: Cleaned out back area in middle suite. Ongoing. Qt 4: Contacted ReStore to pickup items. Ongoing.
4. Deep clean carpets at main office	To maintain cleanliness	1. Determine best products 2. Gather estimates 3. Clean carpets	Betsy	Dec. 2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Not priority. Ongoing Qt 4: Ongoing.

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5. EMPLOYMENT:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1. Fully staff all Services	To provide all services to their full capacity.	1. Assess staffing needs per service 2. Advertise openings 3. Explore creative alternative ways to market positions. 4. Survey staff re: reasons they like working at DWU 5. Ask for employee testimonial videos.	Betsy, Alex, Sarah	Dec. 2025	Qt 1: Ongoing. Several staff needed for new 1915(i) clients and Innovations clients. Qt 2: Interviewed and introduced many applicants. Ongoing Qt 3: Hired 2 new staff for 1915(i) clients. Interviewing for others. Ongoing Qt 4: 2 new staff hired for Innovations client. 1 new staff hired with new 1915(i) client. 1 fulltime opening for Innovations client. Ongoing.
2. Hire OT	Increase revenue and add additional service for current clients and bring in referrals for new clients	1. Discuss opportunity with current OT employee to generate ideas for recruitment 2. Recruit and interview OTs 3. Hire OT to start by year end	Betsy, Sarah	Dec. 2025	Qt 1: Emailed current OT we use for Home Modification assessments Qt 2: Ongoing Qt 3: Posted job advertisement for 30 days through OT association. Qt 4: Ongoing.

ACCESSIBILITY PLAN FOR FISCAL YEAR 2025
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6. COMMUNICATION:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1. Inform clients, staff, stakeholders of performance measurement projects	Share information and seek input from everyone involved with DWU	Update website with current Performance Measurement Plans	Betsy, Sarah	Dec. 2025	Qt 1: Updated all plans Qt 2: Ongoing Qt 3: Added to website. Ongoing. Qt 4: Updated. Ongoing.
2. Create quarterly newsletters for all clients, staff, stakeholders	To highlight services, activities, staff, clients, regulatory issues, and newsworthy achievements.	1. Canva template 2. Delivered via email 3. Posted on website and Facebook	Betsy, Sarah, Carly	Dec. 2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Discontinued.
3. Distribute progress reports to all clients.	To communicate progress to caregivers.	1. Write and distribute reports at the time of reauthorization for speech clients. 2. Quarterly for Innovations	Therapists, Sarah	Dec. 2025	Qt 1: Ongoing Qt 2: All Innovations client progress reports sent. Ongoing. Qt 3: All Innovations client progress reports sent. Ongoing. Qt 4: All Innovations client quarterly progress reports were sent. Ongoing.

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7. TRANSPORTATION:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
1.Explore and inform about transportation services through Tailored Plans 2.Educate clients about new Go Gaston public transportation	To provide clients with additional options for transportation to medical appointments	1. Share information about how tailored plans will address transportation 2. Connect clients to information 3. Add information to website	Betsy, Sarah, Carly	Dec. 2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Shared information about Go Gastonia on social media and in annual meetings. Ongoing Qt 4: Ongoing.

8. OTHER:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
					Qt 1: Qt 2: Qt 3: Qt 4:

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Risk Management Plan 2025

The following serves as Dreamweavers Unlimited's Risk Management Plan for the 2025 year.

Risks are analyzed by the following criteria:

1. DECLARED RISK:

Risk is an uncertain event or condition that, if it occurs, has a positive (opportunity) or negative (threat) on a project. For example: Wetland Mitigation requires additional R/W.

2. RISK TRIGGER:

Triggers are indications that a risk has occurred or is about to occur. Used to determine when to implement the Risk Response Strategy. For example: Wetland impact is greater than ½ acre.

3. IMPACT AREA:

Is the primary impact to the scope, schedule, or budget?

4. PROBABILITY:

Assessment of the likelihood of occurrence. Valid entries are Low or High.

5. RISK OWNER:

Name of the person or office responsible for managing the risk event.

6. ACTION TO BE TAKEN:

Develop options and determine actions to be taken in response to the risk event. Immediate action may be required at the time of identification. Estimate value of risk and estimate cost to respond. (include advantages and disadvantages)

7. TARGET DATE:

For example: Completion of wetland delineation expected: 2/28/00

8. DATE, STATUS AND REVIEW COMMENTS:

For example: Last status update 4/30/00. Wetland delineation completed 3/15/00. Over 1 acre of wetland was delineated, action is being taken to expedite meetings with regulatory agencies & expedite the effort to provide appropriate wetland mitigation & attain project permits.

9. SEVERITY OF IMPACT:

Is the severity mild, moderate, or severe?

Dreamweavers Unlimited's Quality Assurance/Improvement Committee develops and approves a revised Risk Management Plan each year. The plan is reviewed and approved by the Quality Assurance/Improvement Committee, and is made available to persons served, employees, and stakeholders.

Declared Risk	Risk Trigger	Impact Area	Probability	Risk Owner	Action to be Taken	Target Date	Date, Status, Review Comments	Risk included in PIPs?	Severity of Impact
1. Inflation	Continually rising costs for supplies, competitive wages, etc.	Budget	High	Betsy	Review / reduce supply usage Review and address aging reports monthly Review and address outstanding preschool fees	December 31, 2025	Qt 1: Submitted aging report. Ongoing Qt 2: Submitted aging report. Looking into Cintas. Ongoing Qt 3: Meeting and quote from Cintas. On hold due to Medicaid cuts. Submitted aging report. Started preschool monthly tuition fee. Qt 4: Submitted aging reports. Waived preschool fee due to government shutdown.	Yes	Moderate
2. Personnel	Low unemployment rate and people leaving the workforce. Competitive wages. Our wages are tied to our bill rate.	Budget	High	Betsy	Continuous recruiting. Budgeting for hiring process. Retention strategies.	December 31, 2025	Qt 1: Will receive grant for recruitment incentive plan. Ongoing Qt 2: Not received funds from first grant yet. Ongoing Qt 3: Received information regarding invoicing LME for grant funds and reporting requirements. Qt 4: No invoices submitted for grants. Calculating administrative cost to determine if the \$3,000 grant is viable.	No	Moderate

3. Medicaid Cuts	Lower revenue to impact DSP wages and administrative support.	Budget	High	Betsy	Factor rate cuts into budget for 2026.	December 31, 2025	Qt 3: New risk added October 2025. Notified of 3% Medicaid cuts effective October 1, 2025 for all services, except Innovations started November 1, 2025. Qt 4: Rate reductions were retracted effective retroactively to October 1, 2025. Unclear as to when reimbursement for different rates will occur.	No	Moderate
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DREAMWEAVERS UNLIMITED, INC.

Technology and System Plan

2025

Section 1.J.2.b.

The following serves as the Dreamweavers Unlimited Technology and Systems Plan for 2025. The purpose of this document is to address the current use of technology and data at Dreamweavers while also providing a method for identifying gaps and opportunities in the use of technology.

In correspondence with Dreamweavers Unlimited's assessments of need, and consumer, stakeholder, and employee feedback, this plan also aligns with the strategic plan of our organization. The Technology and Systems Plan is an annual plan, reviewed for relevance and endorsed by the Quality Assurance/Improvement Committee. This plan is updated as needed.

The Technology Plan for the Fiscal Year 2025 includes:

- Goals
- Priorities
- Technology Acquisition
- Technology Maintenance
- Technology Replacement
- Resources Needed
- Timeframes

And supports:

- The business processes of the organization
- Protection of sensitive data
- Efficient operations
- Effective service delivery
- Access to services
- Performance improvement

DREAMWEAVERS UNLIMITED, INC.

Technology and System Plan

2025

1: Business Processes:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe	Outcome/Updates
1. Contract with IT provider for backup of server, IT issues as needed	1. Ensure risk of losing data is minimized 2. Increase efficiency	n/a	As needed	n/a	Admin time	12/2025	Qt 1: Ongoing. Qt 2: Met with new provider. Ongoing. Qt 3: Consulted with IT provider. Ongoing. Qt 4: Continuing to follow up with IT provider. Confirmed backup is occurring daily. Ongoing.
2. Significantly reduce paper usage	1. To purchase less paper 2. Use fewer copies on copier	n/a	n/a	n/a	None	12/2025	Qt 1: Ongoing. Qt 2: Sarah stopped printing RAs unless issues with billing. Ongoing. Qt 3: Achieved.

2: Protection of sensitive data:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe	Outcome/Updates
1. Investigate and explore any updated HIPAA requirements related to cyber security	1. To eliminate hacking and to ensure HIPAA compliance	n/a	Annual renewal	n/a	Funding for policy	12/2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Reviewed Ins. Policy to ensure Cyber Security is included. Ongoing Qt 4: Ongoing.

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Technology and System Plan

2025

2. Provide training on cyber security and HIPAA regulations annually	1. To eliminate hacking and to ensure HIPAA compliance 2. Require all staff to complete core competency training.	n/a	n/a	n/a	Admin Time	12/2025	Qt 1: Ongoing Qt 2: Ongoing Qt 3: Training in July. Achieved.
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3: Efficient operations:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe	Outcome/Updates
1. Reduce the amount of loss revenue from denied claims.	1. To investigate and resubmit denied claims within the timely filing timeframe.	1. Run aging summary reports monthly.	n/a	n/a	Time and personnel	12/2025	Qt 1: New goal added 1/1/2025. Ongoing. Qt 2: Quite a bit of denied claims out of our control. Contacted payer and claims being automatically reprocessed. Ongoing. Qt 3: Decrease in denials. Continuing to investigate denied claims in a timely manner. Ongoing. Qt 4: Reports ran monthly and claims followed up on. Revenue reduced due to Medicaid cuts effective October 1, 2025. Ongoing.

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Technology and System Plan
2025

4: Effective service delivery:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe	Outcome/Updates
1. Change client survey satisfaction question to determine if the mission of Dreamweavers is being met.	1. To receive feedback on whether or not Dreamweavers is following its mission.	1. Send survey twice per year.	n/a	n/a	Time and personnel	12/2025	Qt 1: Survey question updated. Ongoing. Qt 2: Surveys sent. Ongoing. Qt 3: Surveys sent. Ongoing. Qt 4: Ongoing.

5: Access to services:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe	Outcome/Updates
1. Identify clients who can benefit from the use of technology, specifically assistive communication technology	1. To assist clients in exploring assistive technology as a resource for their communication needs.	1. Trial Devices, partnerships with AAC companies	As needed	As needed	Time, personnel, connections with companies	12/2025	Qt 1: Ongoing. Qt 2: Ongoing. Qt 3: Installed outdoor communication boards on playground. Ongoing. Alex attended an Assistive Technology expo. Qt 4: Ongoing.

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Technology and System Plan

2025

6: Performance Improvement

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe	Outcome/Updates
1. Evaluate hardware and software needs.	1. Assess technology needs of staff in order to improve overall performance at DWU. 2. Update and replace computers, printers, phones as needed.	1. Complete technology GAP assessment. 2. Research acquisition of needed tech.	n/a	n/a	Funds, time, personnel	12/2025	Qt 1: Ongoing. Qt 2: Ongoing. Qt 3: Carly received new Desktop PC. Ongoing. Qt 4: GAP assessment completed. Ongoing.

DREAMWEAVERS UNLIMITED, INC.

Strategic Plan 2025

I. MISSION:

Dreamweavers Unlimited, Inc. is dedicated to serving individuals and families with respect and kindness and is committed to helping people achieve their dreams.

II: VISION:

Dreamweavers Unlimited, Inc. will have a positive impact on the community of the clients it serves. We will provide professional, quality services in the natural environments of the client's choice. We will influence our community's regard for people with physical and developmental challenges by highlighting the talents and uniqueness of people with different abilities. We will lead our industry in demonstrating that our clients actively and naturally participate in their community. We will see our clients' dreams transformed into reality.

III. STRATEGIC PLANNING PROCESS:

- A. It is the policy of Dreamweavers Unlimited to develop a Strategic Plan and review/ update it, at minimum, on an annual basis. The Strategic Plan will address the organization's strengths and weaknesses, opportunities and threats to ensure resources are being appropriately allocated for the mission, goals, and objectives of the organization to be met.
- B. The Executive Director will lead the Strategic Planning process by gathering information from staff, persons served and stakeholders from a variety of sources. This information will include:
 - 1. Expectations of the people served
 - 2. Expectations of the employees
 - 3. Expectations of other stakeholders
 - 4. Consideration of competition
 - 5. Financial opportunities
 - 6. Financial threats
 - 7. Capabilities of the company
 - 8. Areas of service needs
 - 9. Demographics of service area
 - 10. Relationships with stakeholders
 - 11. Regulatory environment
 - 12. Legislative environment
 - 13. Technology to support efficient, effective, improved services
 - 14. Information from Performance Analysis.
- A. The Executive Director will present this information to the QA/ QI committee and gather additional information from the committee.

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Strategic Plan 2025

- B. The Strategic Plan will set goals and priorities for the coming year, as well as long-term goals for the future with an emphasis on financial stability.

IV. SWOT ANALYSIS:

- Strengths:
 - Client focused
 - Highly caring, qualified, and knowledgeable staff
 - Services, staff, and management are easily accessible to clients
 - Skilled at managing safety for staff and clients in the office and in the community
 - Financially sound
 - Forward thinking and flexible approach to services
 - Interdisciplinary collaboration for clients
 - Bilingual English/Spanish services provided
 - Able to serve clients of all ages
 - Provide services across 4 counties
 - Community outreach
 - Frequent communication with staff and clients
 - COVID / Disease prevention policies in place and regularly updated per latest local and CDC guidance.
 - Virtual appointments for speech services with restrictions
 - Connected to DHHS, Partners Behavioral Health, and the Children's Developmental Services Agency (CDSA) via bulletins and webinars
 - Emphasis on AAC
 - Strong social media presents
 - Longevity, 20 plus years
 - 5-star Google reviews from employees and clients
 - Expanding services (SCS, 1915i, OT)
 - Payroll portal for paycheck stubs, tax documents
- Weaknesses/Challenges:
 - Succession plan discussed with attorney but not finalized. ED is working with key employees to teach ED's job responsibilities.
 - Parking space at office
 - Diversity within our staff and committees
 - Inclement weather affecting ability to provide services
 - Lack of benefits for employees
 - Company name does not clearly reflect services provided
 - Ongoing education of all staff on services offered
 - Effect of economic climate on hiring/retaining employees
 - Parent/Community education about services offered.

DREAMWEAVERS UNLIMITED, INC.

Strategic Plan 2025

- SLP-A direct supervisions
- Lacking Occupational Therapist
- Reliant on fixed rates for services, set by the state. Cannot raise rates or charge for Medicaid recipients. This also affects salary rates.
- Client attendance
- Finding therapists, particularly bi-lingual, racial diversity
- Growing competition (ABA, Foundations, etc.)
- Reduced referral rate
- Less CDSA accepted referrals, enrolled therapists
- Increasing costs (OnTarget 5% per year increase), supplies, etc. – overall inflation.
- Inflation affecting cost of supplies
- Immigrant deportation
- Lack of input from stakeholders.
- Opportunities:
 - Strong marketing opportunities through social media
 - Community Connections for sponsorship opportunities (Webb Street, Bit of Hope, FAVOR, The Arc)
 - Growth opportunities at Lil' Dreamers Language & Learning Preschool by adding an additional day of classes, OT services
 - CARF accreditation
 - Update office flooring
 - Address employee, client, stakeholder comments from satisfaction surveys
 - Update Disaster Policy as needed
 - Administrators' ability to work from home in limited circumstances
 - Stakeholder feedback
 - Explain benefits offered at hire
 - Employee retention
 - Employee benefits
 - 1915i, SCS, OT
 - Marketing to Targeted Care Management Companies
 - Google Reviews
 - Adding an Occupational Therapist
 - Explore credentialing SLPs with private insurers
- Threats:
 - Continual changes regarding decisions made on the state-level regarding rates and service definitions
 - Attrition rate
 - Bonus offered by other providers – job hopping
 - Health of staff/clients
 - Targeted Case Management
 - Inexperienced Care Managers
 - Tailored Plans not accepted by all doctors

DREAMWEAVERS UNLIMITED, INC.

Strategic Plan 2025

- Extensive need for administrative support
- ABA and competitive programming (Head Start)
- Transition in leadership
- Deportation of illegal immigrants.

V. LONG-TERM STRATEGIC GOALS:

- A. Ensure company stability and improve financial performance.
- B. Aim for consistent business growth across all services.
- C. Maintain compliance with all state, federal, and nation accreditation rules.
- D. Improve quality through evidenced-based and person-centered practices and promoting them to the community.
- E. Cross train employees in key positions
- F. Continue preparations for Succession Plan

VI. SHORT-TERM STRATEGIC GOALS & PRIORITIES FOR FISCAL YEAR 2025:

- A. Monthly review of financial statements
- B. Marketing Services
 - a. Expand use of social media to include original content, DWU promotion/marketing (hire intern)
 - b. Increase Google business reviews
 - c. Increase traffic to DWU website
 - d. Continually assess hiring needs for services
- C. Performance Improvement
 - a. Continue to maintain and meet CARF national accreditation standards.
 - b. Identify areas for improvement and work towards alleviating deficits through working performance improvement plans.
- D. Train and assess evidenced-based and person-centered practices in monthly speech meetings, supervisions, and quarterly QA/QI meetings.
- E. Cross Train Employees
 - a. Executive Director – These positions should cross-train with the ED: Operations Director
 - b. Operations Director – These positions should cross-train with OD: Administrators supervised by Operations Director
 - c. Clinical Director – Operations Director and lead therapists will cross train this position.
- F. Identify and explore succession planning options.