

DREAMWEAVERS UNLIMITED, INC.
2025 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 2025:

DREAMWEAVERS UNLIMITED, INC.

2025 Performance Measurement Plan Results and Analysis

Community Integration Services

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 be more satisfied with their lives	Current and future clients	Sarah	Annual Satisfaction with Life survey (SWL)	Annually	60% of currently enrolled clients will score at least satisfied or extremely satisfied on the SWL survey <u>Rating scale</u> 31-35: Extremely Satisfied 26-30: Satisfied 21-25: Slightly Satisfied 20: Neutral 15-19: Slightly Dissatisfied 10-14: Dissatisfied 5-9: Extremely Dissatisfied

Results/Updates:

- Q1:** 9 SWL surveys were received. 5 extremely satisfied, 3 neutral responses, and 1 slightly satisfied. Ongoing.
- Q2:** 1 SWL survey was returned with a neutral response. Ongoing.
- Q3:** 4 SWL surveys were returned. 3 extremely satisfied, 1 dissatisfied. Ongoing.
- Q4:** 2 SWL survey was returned with annual client registration, 1 extremely satisfied, 1 neutral response. During 2025, 16 SWLs were received and 60% scored at least satisfied or extremely satisfied. Ongoing.

Analysis: Satisfaction With Life (SWL) survey responses throughout 2025 reflect generally positive but variable outcomes. Across the 16 total surveys received in 2025, 60% of respondents reported being at least satisfied or extremely satisfied. While over half of respondents indicate positive life satisfaction, the presence of neutral and dissatisfied responses suggests opportunities to further strengthen service impact and individual outcomes. Continued monitoring of trends and increasing survey participation will provide a more comprehensive understanding of client well-being and areas for targeted improvement.

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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
Meeting our mission to treat people with respect and kindness.	Innovations Clients	Sandi	Survey	Two times per year.	100% of people who turn in survey say yes to meeting our mission.

Results/Updates:

- Q1:** Question was added to survey. Survey updated in annual client registration packets. Ongoing.
Q2: 100% of Innovation clients who completed survey answered yes to meeting our mission. Ongoing
Q3: 100% of the recorded 4 surveys returned answered yes to meeting our mission. Ongoing
Q4: 100% of received surveys said yes to meeting our mission. Ongoing.

Analysis: Client experience data indicates consistent alignment with the organization's mission. After adding the mission-related question to the survey tool in Q1, 100% of Innovation clients who completed surveys in Q2, Q3, and Q4 reported that services met the organization's mission. This reflects strong perceived value and satisfaction with service delivery. While the number of completed surveys remains limited, responses consistently demonstrate that clients and families feel services are meaningful and mission-driven. Ongoing monitoring will help ensure this standard of care is maintained.

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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
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 were received during 1st quarter. Ongoing.
Q2: No stakeholder surveys were received. Ongoing.
Q3: Surveys faxed, 1 survey returned. Ongoing.
Q4: 2 stakeholder surveys were received. Ongoing.

Analysis: Stakeholder survey participation remained low throughout the year, with no responses in Q1 or Q2, one response in Q3, and two in Q4. While there was slight improvement in engagement during the second half of the year, the limited number of responses makes it difficult to draw meaningful conclusions about overall stakeholder satisfaction. The upward trend in Q3 and Q4 suggests that outreach efforts (e.g., faxed surveys) may be increasing awareness. Continued efforts to improve response rates, potentially through diversified distribution methods or follow-up reminders, are recommended to obtain more reliable stakeholder feedback.

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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
Retain 75% of DSPs for more than 6 months	DSPs	Sarah	Jan 01-Jun 30 Jul 01-Dec 31	Annually	DSPs will remain employed for more than 6 months

Results/Updates:

Q1: 26 DSPs were employed at the beginning of 2025. Ongoing for further calculations.

Q2: 3 terminated 2nd quarter. 18 employees retained. 69% of DSPs were retained for 6 months. Ongoing.

Q3: 40 DSPs were employed at the beginning of Jul 2025. 3 terminated 3rd quarter. Ongoing.

Q4: 5 terminated 4th quarter. 80% retained for 6 months. Ongoing.

Analysis: Staff retention data reflects moderate workforce stability with some fluctuation throughout the year. In Q2, 69% of DSPs were retained for six months following three terminations. Workforce size increased significantly by Q3 (40 DSPs employed at the start of July), suggesting growth or restructuring; however, additional terminations occurred in both Q3 and Q4. By Q4, 80% retention for six months indicates improvement in staff stability compared to mid-year performance. While turnover remains present, retention trends show progress toward improved workforce sustainability. Continued focus on employee engagement, onboarding, and supervision may further strengthen long-term retention rates.

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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
Annual admission paperwork will be completed in a timely manner prior to new plan start date.	All CLS Innovations clients	Sarah, Sandi	RightSignature dates sent/received	1 month prior to new plan start date	Clients will return annual admission paperwork within 1 week of receiving it.

Results/Updates:

- Q1:** 5 clients were sent their annual client registration packets 1 month prior to their new plan start date. All were returned in a timely manner. Ongoing.
- Q2:** 1 annual client registration packet was sent 1 month prior to their new plan start date. All returned in a timely manner. Ongoing.
- Q3:** 4 annual client registration packets were sent in advance and returned before the new plan year start dates. Ongoing.
- Q4:** 2 annual client registration packets were sent and received before new start dates. 4 clients do not apply, as they have received services at Dreamweavers for less than a year. Ongoing.

Analysis: Access to services processes appear to be well-managed and proactive. Across all four quarters, annual client registration packets were consistently distributed one month prior to new plan start dates and returned in a timely manner. This demonstrates strong administrative follow-through and supports uninterrupted service delivery. The consistency across quarters indicates an effective system for maintaining compliance and ensuring clients experience no delays in care due to documentation requirements. Ongoing monitoring will help sustain this level of administrative efficiency.

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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 2025:

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Personal Supports

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 receive personal hygiene care.	Current and future clients	Sarah	ISPs	Calendar year	75% of clients receiving CLS will have personal care goals.

Results/Updates:

- Q1:** 100% of clients have personal care goals written in their task analysis. Ongoing.
Q2: 100% have pc goals. Ongoing.
Q3: All clients that receive CLS have personal care goals. Ongoing.
Q4: All clients have pc goals. Achieved.

Analysis: Throughout all four quarters, 100% of clients receiving services have had personal care goals incorporated into their task analyses. This demonstrates consistent compliance with service planning standards and ensures that personal care needs are clearly defined, measurable, and systematically addressed. The sustained 100% rate across the year reflects strong oversight, documentation practices, and alignment between assessed needs and individualized planning. Continued monitoring will help maintain this level of consistency and ensure goals remain current and appropriately individualized.

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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
Meeting our mission to treat people with respect and kindness.	DWU Clients	Sandi	Survey	Two times per year.	100% of people who turn in survey say yes to meeting our mission.

Results/Updates:

- Q1:** Question was added to survey. Survey updated in annual client registration packets. Ongoing.
Q2: 100% of Innovation clients who completed survey answered yes to meeting our mission. Ongoing.
Q3: 100% of the recorded 4 surveys returned answered yes to meeting our mission. Ongoing.
Q4: 100% of received surveys said yes to meeting our mission. Ongoing.

Analysis: Client experience data indicates consistent alignment with the organization's mission. After adding the mission-related question to the survey tool in Q1, 100% of Innovation clients who completed surveys in Q2, Q3, and Q4 reported that services met the organization's mission. This reflects strong perceived value and satisfaction with service delivery. While the number of completed surveys remains limited, responses consistently demonstrate that clients and families feel services are meaningful and mission-driven.

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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 complete a Google review on service satisfaction	All stakeholders	Sarah, Sandi	Google Reviews	Reviewed quarterly and analyzed at year end.	25% of stakeholders will complete a Google review to indicate satisfaction with personal care services.

Results/Updates:

- Q1:** Google reviews requested. Ongoing.
- Q2:** 1 stakeholder completed a Google review leaving 5 stars. Ongoing.
- Q3:** No reviews received 3rd quarter. QP will continue to ask stakeholders to complete Google reviews at annual plan meetings. Ongoing.
- Q4:** 1 new 5-star Google review.

Analysis: Efforts to increase stakeholder engagement through Google reviews showed measurable improvement over the course of the year. While no reviews were received in Q1 and Q3, outreach efforts continued, including intentional requests during annual plan meetings. One 5-star review was received in Q2, followed by one additional 5-star review in Q4. Overall, stakeholder feedback received has been overwhelmingly positive, indicating strong satisfaction among those who chose to respond. Continued proactive requests for reviews should help maintain and potentially increase stakeholder engagement and public perception.

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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
DWU will provide staff with gloves and masks upon request when not provided by client	DSPs	Sarah	Staff request (email, texts, supervisions, etc.)	Quarterly	Staff will use gloves and mask as necessary when providing personal supports with clients

Results/Updates:

- Q1:** All clients received gloves and mask. DWU did not need to supply 1st quarter. Ongoing.
Q2: Staff continues to use gloves and mask provided by clients. No request for supplies. Ongoing.
Q3: No requests from staff to provide gloves and mask 3rd quarter. Staff use client provided materials. Ongoing.
Q4: No requests. Clients provided protective materials. Ongoing.

Analysis: Throughout all four quarters, protective supplies such as gloves and masks were consistently available through client-provided resources, with no requests for additional supplies from DWU. This reflects effective coordination and resource planning at the service level, minimizing organizational supply costs while ensuring staff have access to necessary protective equipment. The absence of supply shortages or requests indicates operational stability and preparedness. Ongoing monitoring will ensure that adequate protective materials remain available and that staff safety standards continue to be met.

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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
Clients will start services within 30-days of service authorization.	Clients	Sarah, Sandi	Service authorizations and start dates.	Auth start dates and service start dates	Clients will receive services within 30-days of being approved.

Results/Updates:

- Q1:** No new clients. Ongoing.
- Q2:** No new Innovations referrals. Ongoing.
- Q3:** No new client referrals. Ongoing.
- Q4:** No new Innovations referrals 4th quarter. Ongoing.

Analysis: There were no new client referrals received throughout any quarter of the year. While this indicates service capacity remained stable without expansion, it may also suggest limited growth in referral sources or reduced demand for Innovations services during this period. The absence of new referrals highlights an opportunity to evaluate outreach efforts, community partnerships, and referral pipelines to ensure continued accessibility and program visibility. Ongoing monitoring of referral trends will help determine whether this reflects a temporary plateau or a need for strategic engagement efforts.

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Respite

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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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
Ensure caregivers receive short-term relief by utilizing respite care services as stated in plan	Clients, caregivers, DSPs	Sarah	Authorization grid and billing	Quarterly	50% of clients with authorized respite services will utilize the services.

Results/Updates:

- Q1:** 3 out of 10 clients with approved respite utilized respite services this quarter. Ongoing.
Q2: In addition to 1st quarter, 1 other client received respite services. Ongoing.
Q3: No other clients received respite this quarter. Cumulative total is 4 out of 10 clients. Ongoing.
Q4: The same clients received respite services. 4 out of 10 clients utilized respite services in 2025.

Analysis: Respite utilization remained consistent but limited throughout 2025. Four out of ten clients with approved respite services accessed the service during the year, with no new clients initiating respite after Q2. While those utilizing respite maintained engagement, 60% of approved clients did not access the service at all. This suggests potential barriers such as scheduling challenges, staffing limitations, caregiver preference, or uncertainty about how respite can best support the family. Although availability exists, overall effectiveness may be strengthened by identifying and addressing factors limiting broader utilization.

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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
Meeting our mission to treat people with respect and kindness.	DWU Clients, staff, stakeholders	Sandi	Surveys	Two times per year.	100% of people who turn in survey say yes to meeting our mission.

Results/Updates:

- Q1:** Question was added to survey. Survey updated in annual client registration packets. Ongoing.
Q2: 100% of Innovation clients who completed survey answered yes to meeting our mission. Ongoing.
Q3: 100% of the recorded 4 surveys returned answered yes to meeting our mission. Ongoing.
Q4: All surveys reported yes to meeting our mission.

Analysis: Client experience data indicates consistent alignment with the organization's mission. After adding the mission-related question to the survey tool in Q1, 100% of Innovation clients who completed surveys in Q2, Q3, and Q4 reported that services met the organization's mission. This reflects strong perceived value and satisfaction with service delivery. While the number of completed surveys remains limited, responses consistently demonstrate that clients and families feel services are meaningful and mission-driven. Ongoing monitoring will help ensure this standard of care is maintained.

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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:** No surveys were received during 1st quarter. Ongoing.
Q2: No stakeholder surveys were returned this quarter. Ongoing.
Q3: Only 1 survey received from stakeholders 3rd quarter. Ongoing.
Q4: 2 surveys received 4th quarter. Ongoing.

Analysis: Stakeholder survey participation was minimal throughout the year, with no responses in the first half of the year, one response in Q3, and two in Q4. Although there was slight improvement toward year-end, overall response rates remain too low to draw broad conclusions regarding stakeholder satisfaction. The gradual increase may indicate that outreach efforts are beginning to improve engagement. Continued follow-up and diversified methods of distribution may help increase stakeholder feedback and provide more meaningful evaluative data.

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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
Partners' Attestation of No-Backup Staffing form will be completed twice per month.	Backup Respite DSPs	Sarah	Partners' Attestation of No-Backup Staffing form	Calendar year	Backup staffing will be provided when requested 100% of the time.

Results/Updates:

- Q1:** No backup staff requested. QP completed No-Backup Staffing form 2xs/month as required. Ongoing.
Q2: Backup staffing was needed but not provided for 1 client this quarter. QP completed staffing forms as required. Ongoing.
Q3: No backup staff requested. QP completed No-Backup Staffing form 2xs/month as required. Ongoing.
Q4: No backup staff requested. QP completed No-Backup Staffing form 2xs/month as required. Ongoing.

Analysis: Operational compliance regarding backup staffing documentation remained strong throughout the year. Required No-Backup Staffing forms were consistently completed twice monthly as required. Only one instance occurred in Q2 in which backup staffing was needed but not secured for a client. Aside from this isolated occurrence, no additional backup staffing needs were reported. Overall, documentation processes demonstrate reliability and consistency, though contingency planning should continue to be monitored to minimize the risk of unmet staffing needs.

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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
Review service definition with clients and staff to be sure they understand the service purpose and restrictions.	HR, DSPs	Sarah	Staff Supervision, client meetings	At least 1 time per year at staff supervision and annual re-enrollment of client.	100% of clients receiving respite and staff providing respite will understand when, why, and how the service can be used.

Results/Updates:

- Q1:** QP explained respite services to 2 clients and their staff this quarter. Ongoing.
- Q2:** QP went over the service definition with 2 clients and their staff. Ongoing.
- Q3:** QP discussed the service definition with 3 clients and staff 3rd quarter. Ongoing.
- Q4:** QP discussed respite services definition with 3 clients and staff in 4th quarter. Achieved.

Analysis: Education regarding respite services was consistently provided throughout the year, with the QP discussing service definitions with multiple clients and staff each quarter. The increasing number of discussions in Q3 and Q4 reflects proactive efforts to ensure understanding of service scope and expectations. However, despite ongoing education, respite utilization did not significantly increase beyond four clients. This suggests that while access to information is being addressed, additional strategies may be necessary to support families in translating understanding into active service use. Continued education, individualized follow-up, and barrier assessment may improve overall access and engagement.