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 for Service Delivery were measured for the calendar year of 2021:

1. **EFFECTIVENESS -**

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| **Performance Indicator** | **Who will this apply to?** | **Responsible Party** | **Data sources** | **Relevant time-frames for data collection** | **Performance Target** |
| Staff travel less than 10 miles to client home | Innovations Staff | QP | Client and Staff addresses | At start of employment or services | 75% of staff live within 10 miles of their clients |

**Results/Updates:**

**We took a representative sample of distances between client and staff each quarter. Results are as follows:**

**Q1:** HP to OC – 25 minutes/ 16.5 miles

JO to OC – same household

JD to KM – 37 minutes/28.1 miles

KM to KM – 50 minutes/32.3 miles

KD to KD – 46 minutes/43 miles

AH to KD – same household

**Q2:** CF to JF – 48 minutes/38/7 miles

JF to JF – same household

LG to AB – same household

OH to JH – same household

MM to JH – 10 minutes/3.9 miles

**Q3:** CJ to JS – same household

EJ to JS – same household

DK to AK – same household

**Q4:** BM to MT – 25 minutes/12.4 miles

AT to BF – 29 minutes/15.1 miles

**Analysis:** 56% of our Innovations staff live within 10 miles of the clients they work with. Although this does not meet our target of 75%, there are some factors at play that have not affected staff retention. Some factors include family members working with clients, even if they live further than 10 minutes away. Additionally, some staff have a long working relationship with clients and their families, thus making the longer drive less of a problem. Other potential influencing factors include the client’s schedule. If less time is scheduled in the community, a longer drive to a stationary point is less of a deterrent. Therefore, while DWU strives to meet the target in order to provide more effective service delivery and increase retention rates for Innovations employees, there are extenuating circumstances that make the target unnecessary. No additional actions necessary at this time.

1. **CLIENT EXPERIENCE**

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| **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 | Blayke, Betsy | Client surveys | Surveys giving out 2x/year | 100% satisfaction with services |

**Results/Updates:**

**Q1:**

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

**Q3:**

**Q4:**

**Analysis:** Per survey results, specifically the question that asks “Are you satisfied with the services you receive from Dreamweavers,” we met our target of 100% satisfaction with services for 2021. Although target was met, the number of surveys returned could be improved. For 2022, 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 2022 analysis of client experience.

1. **STAKEHOLDER EXPERIENCE**

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| **Performance Indicator** | **Who will this apply to?** | **Responsible Party** | **Data sources** | **Relevant time-frames for data collection** | **Performance Target** |
| Family participation in goal development | Innovations Clients | QP | ISP and Task Analysis | Prior to new plan year | 100% family participation in goal development for new ISPs. |

**Results/Updates:**

**Q1:** There were 6 team meetings for plan renewals in first quarter 2021. One parent/guardian was not present at their child’s annual meeting. They did provide input via phone to the care manager.

**Q2:** There were no annual plans due this quarter.

**Q3:** There were 4 annual review meetings this quarter. Parents/guardians were present.

**Q4:** There were 2 annual review meeting in 4th quarter 2021. Parents/guardians were present.

**Analysis:** We reached our target of 100% family participation in goal development for all Individual Service Plans for 2021. Although one parent/guardian was unable to be physically present for the meeting, they did provide input via phone on their child’s goal development. Delivery of quality services is greatly enhanced with family/parent/guardian input and participation. After experiencing different methods of meeting virtually during the Covid-19 pandemic, allowing for all parties to participate, even if not physically present, has become more accessible for clients, staff, and stakeholders.

1. **EFFICIENCY**

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| **Performance Indicator** | **Who will this apply to?** | **Responsible Party** | **Data sources** | **Relevant time-frames for data collection** | **Performance Target** |
| Maximizing retention rates of clients | Innovations Clients | Betsy, Sarah | Service delivery reports | Data collected at intake, throughout services, and at discharge. | 100% of Innovations Clients retained annually. |

**Results/Updates:**

**Q1:** OnJanuary 1, 2021 we had 13 active Innovations clients, and 1 inactive client. We had 1 client leave by 1/6/21.

**Q2:** For second quarter, we had 12 active Innovations clients, and 1 inactive client.

**Q3:** We had 12 active clients during all of 3rd quarter and 1 inactive client. The inactive client was discharged on 8/31/21.

**Q4:**We maintained our 12 active clients for all of 4th quarter 2021.

**Analysis:** No new clients to report for 2021. Our retention rate for 2021 was 86%. However, one client was inactive for most of the year before discharging in August. If retention is calculated without including the inactive client, our rate was 92%. We missed the target by 8%. There were no trends noted. There has not been much movement of clients to or from Dreamweavers this year. This could be because families are still trying to have consistent services after Covid-19 restrictions were put into place. Many of our clients are using the Appendix K benefits and service delivery has been consistent with that flexibility.

1. **ACCESS TO SERVICES**

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| **Performance Indicator** | **Who will this apply to?** | **Responsible Party** | **Data sources** | **Relevant time-frames for data collection** | **Performance Target** |
| Time from referral to start of services. | New Innovations Clients | QP | Referral log/1st service date and/or billing record. | At time of referrals | 4 weeks from referral to start of services. |

**Results/Updates:**

**Q1:** No new referrals

**Q2:** No new referrals

**Q3:** No new referrals

**Q4:** 1referral in October 2021. Client has not started services.

**Analysis:** Client referred in October. Difficulty finding staff due to some client characteristics such as wandering, need for constant supervision, and some aggressive behaviors. Additional extenuating circumstances include parent preference for all hours to be in community due to home environment. QP is actively searching for staff that will meet this family’s needs. QP remains in contact with care manager and family with updates on service delivery for this client.