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 Business Function were measured for the calendar year of 2021:

1. **BUSINESS FUNCTION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Performance Indicator** | **Who will this apply to?** | **Responsible Party** | **Data sources** | **Relevant time-frames for data collection** | **Performance Target** |
| Increase revenue by maximizing Appendix K. | Clients with Appendix K submitted to LME. | Betsy | Utilization reports. Appendix K form. | Daily service notes reviewed quarterly. | 90% utilization of flexibilities. |

**Results/Updates:**

**Q1: - 2 months met/exceeded target**

Innovations– Number of **Appendix K Additional** Units Used vs. Authorized

(Based on the number of hours approved for each consumer listed in the Appendix K letter.)

* 1. Percentage of Appendix K flexibility utilization.
     1. Jan 2021 = 93%
     2. Feb 2021 = 85%
     3. Mar 2021 = 97%

**Q2: - 2 months met/exceeded target**

Innovations– Number of **Appendix K Additional** Units Used vs. Authorized

(Based on the number of hours approved for each consumer listed in the Appendix K letter.)

* 1. Percentage of Appendix K flexibility utilization.
     1. Apr 2021 = 100%
     2. May 2021 = 100%
     3. June 2021 = 83%

**Q3: - 2 months met/exceeded target**

Innovations– Number of **Appendix K Additional** Units Used vs. Authorized

(Based on the number of hours approved for each consumer listed in the Appendix K letter.)

* 1. Percentage of Appendix K flexibility utilization.
     1. July 2021 = 90%
     2. Aug 2021 = 78%
     3. Sept 2021 = 99%

**Q4: - 1 month met/exceeded target**

1. Innovations– Number of **Appendix K Additional** Units Used vs. Authorized

(Based on the total number of hours approved for each consumer listed in the approved Appendix K letter)

* 1. Percentage of Appendix K flexibility utilization.
     1. Oct 2021 = 90%
     2. Nov 2021 = 89%
     3. Dec 2021 = 87%

**Analysis:** Out of 12 months of flexibilities in 2021, we met or exceeded our target of 90% utilization during 7 months. During April and May, we used 100% of the Appendix K flexibilities. Some possible reasons for not meeting 90% target were staff absences due to illness or vacation, client family vacations or illness, or unforeseen circumstances and no back-up coverage. Because families have been using the Appendix K flexibilities, it has become more challenging to find back-up staff. Additionally, with Covid-19 concerns still present, many families are not interested in outside staff filling in. The use of Appendix K flexibilities have been a great asset to the business function at Dreamweavers as they allowed for continuity of services during the uncertainty Covid-19 National Emergency.