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 2020:

1. **BUSINESS FUNCTION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Performance Indicator** | **Who will this apply to?** | **Responsible Party** | **Data sources** | **Relevant time-frames for data collection** | **Performance Target** |
| Billing audits  | Innovations services | Sarah, Carly | Data sheets, billing reports | Quarterly audit reports | 100% on audit results |

**Results/Updates:**

**Q1:**

January 2020 – 100%

February 2020 – Corrections needed on 5 days of service.

March 2020 – Corrections needed on 3 dates of service.

**Q2:**

April 2020 - 100%

May 2020 – Corrections needed on 4 dates of service.

June 2020 – 100%

**Q3:**

July 2020 – 100%

August 2020 – Corrections needed on 13 dates of service.

September 2020 – Corrections needed on 18 dates of service.

**Q4:**

October 2020 – Corrections on 3 dates of service.

November 2020 – 100%

December 2020 – 100%

**Analysis:** No significant trends were noted on dates of service needing corrections. Errors made were from different staff, clients and on different schedules. All errors were resolved. Target of 100% on all audits not met. There are not specific areas identified for performance improvement. Billing audits will continue at least quarterly in an effort to maintain quality of services. If errors are not corrected, business function could be affected.