

## **GWArc, Inc.**

### Performance Analysis, Fiscal Year 2012

*The annual Performance Analysis is GWArc's extensive document which summarizes accomplishments of the Strategic Plan and Accessibility Plan for the past fiscal year (July 1-June 30). Additionally, the Performance Analysis highlights demographics, financial information and accomplishments of the Administrative and Marketing & Development departments. It notes such information as Consumer Outcome Measures, GWArc's eight different Satisfaction Surveys, staff training, and goals of Watch City Self Advocates. The entire document is available to stakeholders for review at GWArc, 56 Chestnut St, Waltham, MA.*

- Successful CARF certification with three year license
- Second year of Three Year Strategic Plan with focus on new programming and new facilities
- GWArc became a provider of Adult Family Care Program
- New Coordinator of Curriculum position created and staff member hired to increase activities/community trips for day program consumers
- Agency wide initiatives in improved department communication and reduce costs of maintenance and purchases
- Ongoing review of consumer preferences in programming and employment
- High ratings in consumer, family/guardian and staff Annual Satisfaction Surveys
- Ongoing collaboration of GWArc and community agencies for inclusive recreation services
- Creation of new Recreation programs
- GWArc annual events such as Harvest Breakfast, Annual Meeting, "Ciao Down for GWArc" and Annual Appeals completed successfully with growing community recognition and support
- Legislative Town Meeting and other advocacy events at State House
- Upgraded technology and use of technology in new computers, consumer/personnel usage, web site design and increased computer security
- Increase in program volunteers through Bentley University, Brandeis University and community members
- Increased staff training hours with focus on specific consumer challenges; redesign of GWArc CORE training
- Staff holiday bonus, best possible staff benefits, tuition reimbursement raised
- Grant revenues funded recreation, staff training, student volunteer stipends and consumer arts program

### Summary –

In fiscal year 2012, Greater Waltham Arc was proud to serve over 300 consumers of the greater Waltham area.

Some of the outstanding achievements from FY11 include –

The agency met or exceeded the standards set forth by our funding. GWArc met or exceeded all goals set for Quality Assurance and Case Record review. Consumer Outcome Measures goals (sensory/motor, communication development, behavioral development and independent/self help skills) were met. GWArc continues to follow all regulations and standards of our funding sources – Department of Developmental Services, Department of Medicaid Assistance, Mass Rehabilitation Commission, and Department of Labor, as well as Commission on Accreditation of Rehabilitation Facilities (CARF). This was evidenced by the agency's successful three year CARF Certification. Additionally, GWArc met or exceeded its goals in stakeholder satisfaction for consumers, family, staff, customer, funding source, family support, recreation and transportation services. Staff training, both internal and with outside trainers, was significant this year and included staff visits to other providers and cross training at both sites.