

GWArc, Inc.

Performance Analysis, Fiscal Year 2013

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 - June30). 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 DDS Survey & Certification process with two year license
- Third year of Three Year Strategic Plan with focus on new programming and new facilities
- GWArc continued as provider of Adult Family Care Program with increase in number of families served
- Stakeholders' input strengthened by implementation of Stakeholders' Feedback Meetings and family/guardian/residence monthly newsletter home
- Activities/community trips for day program consumers increased and enhanced by position of Co-Coordinator of Curriculum
- 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 in Annual Satisfaction Surveys
- Ongoing collaboration of GWArc and community agencies for inclusive recreation services
- Creation of new Recreation programs
- Watch City Self Advocates had successful year with additional members, consumer chosen programming and a giving back goal reached
- GWArc annual events such as Harvest Breakfast, Annual Meeting, "Ciao Down for GWArc" and Annual Appeals completed successfully with growing community recognition and support
- GWArc began web blog
- 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
- Volunteers utilized through Bentley University, Brandeis University, and community members
- Increased staff training hours with focus on specific consumer challenges; redesign of GWArc CORE training, revised all Job Descriptions
- Staff holiday bonus, best possible staff benefits, added "birthday off" day, tuition reimbursement raised
- Development Associate became full time Director of Marketing & Development.
- Grant revenues funded recreation, staff training, student volunteer stipends and consumer arts program

Summary –

In fiscal year 2013, Greater Waltham Arc was proud to serve over 330 consumers of the greater Waltham area.

Some of the outstanding achievements from FY13 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 DDS Survey & 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.

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