

GWArc, Inc.

Performance Analysis, Fiscal Year 2014

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 Participant 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.

Highlights of Fiscal Year 2014 include:

- Revised Three Year Strategic Plan (2014-17) with focus on new programming and new facilities
- Continued providership of Adult Family Care Program with 60% increase in number of families served
- Continued family/guardian/residence monthly newsletter home
- Activities/community trips for GWArc participants increase with significant volunteer opportunities in both day programs and purchase of additional 12 passenger van
- Renovation of Chestnut St. facility kitchen and large program room
- Addition of 13 iPads and communication applications for day program use
- Continued high ratings in participant, family/guardian and staff in Annual Satisfaction Surveys
- Ongoing collaboration of GWArc and community agencies for inclusive recreation services
- Creation of new Recreation Programs using outside instructors and out of town trips
- Watch City Self Advocates' successful year with additional members, member-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 additional sponsorships and new donors
- Facebook and Twitter accounts and use of AmazonSmile for additional donations
- Legislative Town Meetings held at GWArc with 100% local legislators' attendance, other advocacy events at State House
- Upgraded technology, staff accessibility, and increased computer security
- Volunteers utilized through Brandeis University and individuals from the community
- Increased staff training hours with focus on specific consumer challenges (Alzheimer's Disease, American Sign Language, low vision training, self-care, grief/loss, working with disabilities, recognizing & reporting abuse), as well as diversity/cultural competency and iPad technology; redesign of GWArc CORE training, revision of Staff Annual Evaluation form
- Staff holiday bonus, best possible staff benefits, "birthday off" day continues, tuition reimbursement raised
- GWArc welcomed a new Director of EPT, Recreation Manager and several direct care staff; Development Associate became Grantwriter/Development Assistant
- Grant revenues continued to fund recreation, staff training, and student volunteer stipends and consumer arts program

Summary

In fiscal year 2014, Greater Waltham Arc was proud to serve 303 consumers of the greater Waltham area.

The agency met or exceeded the standards set forth by our funding sources. GWArc met or exceeded all goals set for Quality Assurance and Case Record review. Participant 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 of Department of Developmental Services, Department of Medicaid Assistance, Mass Rehabilitation Commission, as well as Commission on Accreditation of Rehabilitation Facilities (CARF). Additionally, GWArc met or exceeded its goals in stakeholder satisfaction for participants, 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.

Though challenged in both space needs and budgetary concerns, GWArc is pleased to continue the mission of serving persons with disabilities and their families in this, our 58th year in the community.

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