

GWArc, Inc.

SUMMARY FOR WEB SITE

Performance Analysis, Fiscal Year 2016

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 2016 include:

Administration -

- Continued search for larger GWArc facility
- CARF Three Year certification Survey (August, 2015) and DDS Survey & Certification licensing, February, 2016
- Continued to offer best salary and benefits to staff
- Implemented automatic payroll for Group Supported Employment employees and AFC caregivers
- Modify monthly financial reporting to Board of Directors

Day Habilitation and Employment, CBDS & Transitions (ECB) Programs -

- Continue curriculum modification in response to participant input on choices and challenges
- Increased community service projects and community trips
- Staff trained in positive behavioral supports, goal writing, Progress Note writing, ISP process
- Recruited additional volunteers
- Increased technology and use of technology for participants
- Increased expressive arts programming through experts and volunteers

Recreation -

- Implemented Recreation Department community programming with instructors; produced quarterly Recreation Department brochures for distribution
- Utilized donations and grants to offset recreation program costs for cost effective programming
- Hired and trained additional Recreation Assistants
- Planned fy 17 inclusive children's programming
- Planned and implemented two overnight and five extended day adult recreation activities

Adult Family Care -

- Continued to serve AFC families with trainings and resources for their support as caregivers
- Continued marketing AFC to geriatric, developmental disabilities, physically challenged and mental health populations in and beyond the Greater Waltham area
- Attended AFC Council meetings. Networking and training events to remain current with regulations and best practices
- Using laptops for efficient program operations

Marketing & Development -

- Implement Development Plan, Year 8
- Implemented additional revenue/revenue sources for two agency signature community events
- Continued to explore increase in database through web site, e-blasts, and social media; explored additional electronic fundraising method
- Interfaced with staff for program needs to be grant funded ; requested grant funding from new and previous funders

Summary –

In fiscal year 2016, Greater Waltham Arc was proud to serve 203 participants of the greater Waltham area. The Recreation Department served 639 persons in inclusive community settings.

A challenge of fy 2016 was the staffing of upper management - the Directors of Day Hab and ECB changed, as did the Chief Program Officer position. It is clear that the new staff changes have already proved to be good choices for GWArc going forward.

The agency met or exceeded the standards set forth by our funding sources. GWArc continues to follow all regulations and standards of our funding sources – 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, funding source, family support, and recreation and transportation services. Staff training, both internal and with outside trainers was significant this year and included training and consultation in behavioral challenges, use of technology and clinical topics related to participant challenges.

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 60th year in the community.

Server/perf Ana/2016/PA Summary (for web)