

GWArc, Inc.

SUMMARY FOR WEB SITE

Performance Analysis, Fiscal Year 2017

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 2017 include:

Administration -

- DDS Survey & Certification licensing, February 2017
- Continued to offer best salary and benefits to staff; staff anniversary salary increase reinstated
- Presentations to staff by benefits representatives
- Job Fair held

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

- Continue curriculum modification in response to participant input on choices and challenges
- Staff trained in positive behavioral supports, goal writing, Progress Note writing, ISP process
- Increased technology and use of technology for participants – additional iPads and apps
- Continued programming through experts and volunteers – music therapist, drumming circle, jazz performer, pet therapy, and Artist in Residence
- RN-led health groups continued

Recreation -

- Implemented Recreation Department community programming with instructors; produced quarterly Recreation Department brochures for distribution
- Over 72 Recreation department programs held including one overnight and several extended day events
- Utilized donations and grants to offset recreation program costs for cost effective programming
- Hired and trained additional Recreation Assistants

Adult Family Care -

- Continued to serve AFC families with trainings and resources for their support as caregivers
- Utilized new Care Manager to continue 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 -

- Implemented Development Plan, Year 8
- Implemented additional revenue/revenue sources for agency signature community events (Harvest Breakfast and new live television auction)
- Celebrated agency's 60th birthday with two community events
- Twenty-two grants submitted this fiscal year
- Continued to explore increase in database through website, e-blasts and social media; created new print materials for Day Habilitation and CBDS programs
- Interfaced with staff for program needs to be grant funded; requested grant funding from new and previous funders

Summary –

In Fiscal Year 2017, Greater Waltham Arc was proud to serve 282 participants of the greater Waltham area. The Recreation Department served 661 persons in inclusive community settings.

The ongoing challenge of the agency continues to be our aging population with few referrals. The CEO and Board of Directors addressed this issue at the beginning of FY18 with a new Strategic Plan for GWArc. (See document on web site). Another challenge of FY 2017 was the staffing of upper management - the Chief Program Officer position and ECB program Director positions were open.

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 61st year in the community.