

Annual Performance Measurement/Data Review Grid (11/24)

Grid uses data from FY 24. Objectives are for FY 24. Fiscal year (FY) at No Limits Eastern Shore is 7/1 – 6/30.

Domain	Objective	Measure(s) Used (Performance Indicators)	Applied To Whom	Time of Measure	Data Source/ Obtained By	Performance Target	Results
Employment and Community Services: Business Functions	NLES will operate within 4 % of our approved budget	Contractor spreadsheet expenditure reports based on actual banking records in conjunction with profit and loss reporting	Spreadsheets are generated and shared by the 15 th of each month, including the final report for each fiscal year by 7/15	FY 24 = \$1364.75 spent in excess of \$466,694.06 budget (2.9%)	FY 23 = \$10,002.98 spent in excess of \$273,299	Met with 2.9% difference between budgeted and actual expenditures	Continue careful and ongoing monitoring of expenditures and income. Objective remains the same as this is an ongoing Board priority.
Employment and Community Services: Business Functions	NLES will generate and/or utilize at least \$10,000 in non-state resources each year as per funding contract. Performance Indicator is the contractual target of \$10,000 and is applied to NLES expenditure and utilization of non-state resources.	Contractor spreadsheet expenditure reports based on actual banking records in conjunction with profit and loss reporting	Spreadsheets are generated and shared by the 15 th of each month, including the final report for each fiscal year by 7/15. Non-state monetary resources expended are recorded as lines under the formal budget. Income and donations are tracked by the bookkeeper and	FY 24 = Generated \$34,584.84 in donations/grants/income and approximately \$472 worth of donated goods/materials & received 935 in-kind volunteer hours valued at \$31,313.15, exceeding \$10,000 target.	FY 23 = Generated \$34,928.07 in donations/grants/income and approximately \$689.85 worth of donated goods/materials & received 158.5 in-kind volunteer hours valued at \$4747, exceeding \$10,000 target.	Met.	Continue and expand revenue generating activities, continue careful expenditure tracking, continue completion of donation log information. There are no changes in the objective as it is based on a contractual requirement.

			on the Donations log and in-kind volunteer hours received are tracked in-house				
Employment and Community Services: Community Integration	NLES will engage in at least 75 Outreach and Community Impact activities per year, as defined in VA DARS Scorecard and documented in BI First. Performance indicator is the # of activities engaged in and applies to formal activities of NLES.	BI First documentation and reporting	Reported quarterly and annually in Open Windows and summarized in annual reporting	FY 24 = 73 activities logged, reaching over 3591 people	FY 23 = 76 activities logged, reaching over 5229 people	Met at state level (State contract only requires 1 per month/12 per year), and nearly met as written (73 activities of the 75/year target).	Continue to engage in community outreach and impact activities in the areas of brain injury education, awareness, outreach, and advocacy. Objective remains the same. This is based on a contractual objective and closely supports our mission.
Employment and Community Services: Community Integration	Persons served by NLES will be productive in our community, with at least 7 members engaging in volunteer activities (for nonprofits/churches/rescue squads).	Internal documentation and reporting	Reported annually in annual reporting	FY 24 = 19 members volunteering	FY 23 = 16 members volunteering	Met as written.	Continue to provide meaningful opportunities for productive activity. Objective remains the same. Progress noted.
Employment and Community Services: Community Integration	NLES will seek out member, employee, and other stakeholder input – the annual satisfaction survey will generate at least 20 responses. Performance indicator	Annual survey results reporting to Board and DARS	Survey to be online and in late January/early February each year, to close by 2/15. Results reported at February Board	FY 24 = 23 responses	FY 23 = 26 responses	Met.	Surveys distributed in January & February 24. Objective to continue.

	is the # of survey responses generated and applies to all stakeholders.		meeting and in annual report.				
Employment and Community Services: Community Integration (Day Program)	The No Limits day program will serve at least 32 survivors of brain injury each year, as per state contract and scope of services. The performance indicator is the # of persons served by the day program service as documented in the BI 1 st software and it applies to persons served.	BI First software reporting	Reported quarterly and annually in DARS required reporting	FY 24 = 37 unique individuals served, exceeding target	FY 23 = 41 unique individuals served, exceeding target	Met.	Continue to expand outreach services to individuals in long term care and visibility and collaboration in the community. No change in objective as this is based on a contractual objective and closely supports our mission.
Employment and Community Services: Community Integration (Case Management aka Services Coordination)	No Limits will serve up to 25 survivors through our case management service as per state contract and scope of services. The performance indicator is the # of persons served by the case management service as documented in the BI 1 st software and it applies to persons served.	BI First software reporting	Reported quarterly and annually in required DARS reporting	FY 24 = 60 unique individuals served, exceeding target	FY 23 = 46 unique individuals served, exceeding target	Met.	Continue to expand outreach services to individuals in long term care and visibility and collaboration in the community. No change in objective as this is based on a contractual objective and closely supports our mission. Objective remains unchanged.

The following table reports on identified key performance indicators that are not directly connected to any current performance objectives but that are included to inform our annual review of performance measures.

Performance Indicator	Current and Previous Year Totals	Comments
# of incident reports filed/# requiring outside medical attention	FY 24 = 6 filed/1 requiring outside medical attention FY 23 = 0/0	No serious injury involved
# of participant grievances filed	FY 24 = 1 FY 23 = 0	Grievance reviewed by DARS; deemed unfounded
# of employee grievances filed	FY 24 = 0 FY 23 = 0	
Employee turnover percentage	FY 24 = 0% FY 23 = 10%	No turnover; new positions added
# of requests for reasonable accommodations/# of requests denied	FY 24 = 0 made/0 denied FY 23 = 0 made/0 denied	
Wait list information	FY 24 = 2 in Wait List status FY 23 = 2 in Wait List status	The 2 remaining individuals in Wait List status both reside in long term care and are provided with ongoing Enhanced Outreach services but we have been unable to access their legal guardians to complete formal intake.

ANALYSIS OF RESULTS

Strengths:

Our spending remains responsible, our budget has grown considerably, and our reported numbers are generally either stable or improving.

Impact of Extenuating/Influencing Factors:

The significant expansion of our service area (over twice the size it was in FY 23) and the process of obtaining the expanded territory may have impacted our focus and data recording in the winter/spring of FY 24.

Comparative Performance/Trends/Results of Prior Actions:

Most significant to our agency is the return to “normal” degree of deviance from our established budget. We went over our allocated funds in FY 23 after having zero overage in FY 22. In FY 24 we returned to a smaller overage (\$1364.75, 2.9%), which is a very positive trend. This was achieved by reducing excess/additional spending (in FY 23 we purchased a sedan). Our nonstate funding (target \$10k/year) is remarkably stable, although we’d like to see this grow.

Areas in Need of Action/Action Needed:

Increase focus on documentation of community impact, increase numbers served, increase survey responses, increase donations/grants, and maintain fiscal responsibility.