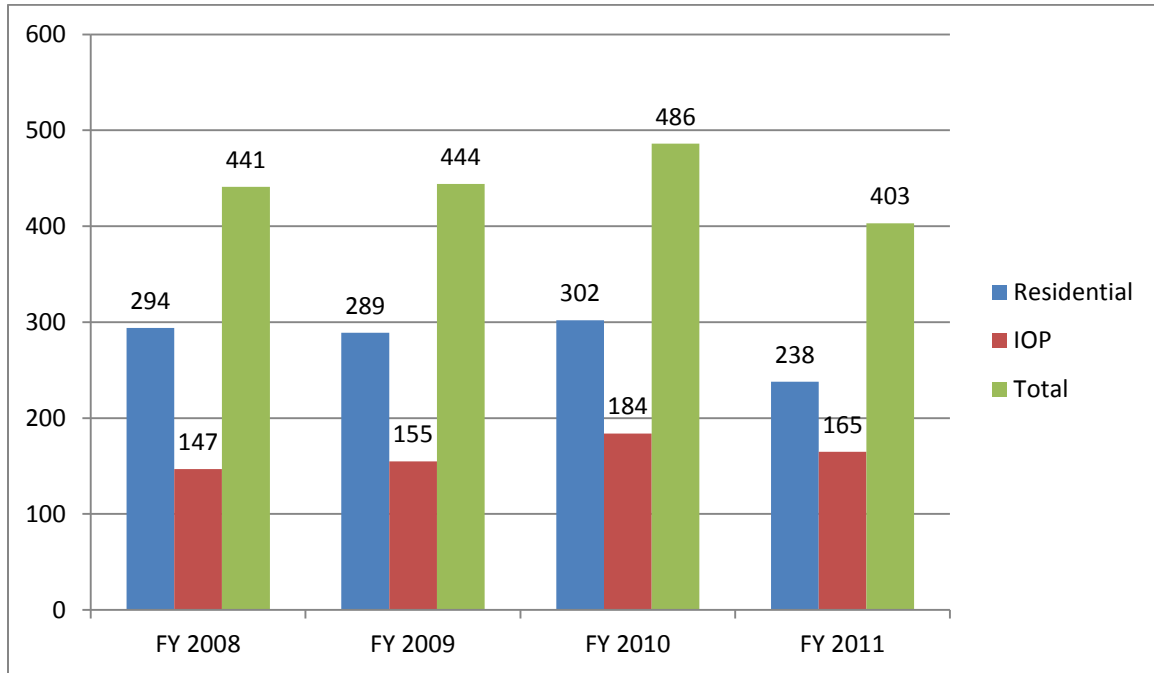
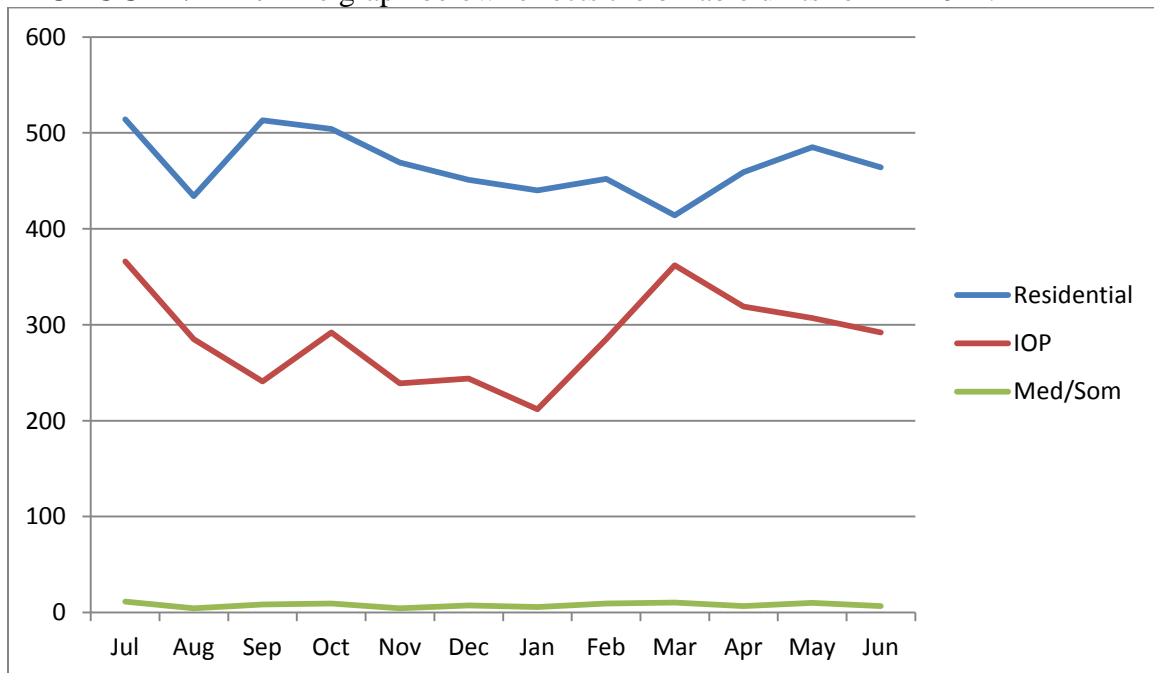


WRC Annual Performance Improvement Summary FY 2011

REFERRALS: As shown in the graph below overall referrals continue to remain consistent each fiscal year. We have seen an increase within the last two fiscal years of out of contract county referrals. Please see attached graph for annual (FY 2011) referrals by county.



PRODUCTIVITY: The graph below reflects the billable units for FY 2011.



SHOW RATES:**Fourth quarter No Show Rate:** 9 (no shows) / 53 (scheduled intakes) = 17%**Third quarter No Show Rate:** 14 (no shows) / 55 (scheduled intakes) = 25%**Second quarter No Show Rate:** 15 (no shows) / 55 (scheduled intakes) = 27%**First quarter No Show Rate:** 13 (no shows) / 51 (scheduled intakes) = 25%**WAITING LIST:** Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Residential – non priority	30	26	26	25	27 days
Residential – priority	14	30	30	22	24 days
Family Housing – non priority	26	14	21	23	21 days
Family Housing – priority	19	21	14	10	16 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	49	46	37	53
Completed Program	38	27	28	35
Referred early	2	1	2	2
ASA's	1	7	3	10
Administrative	2	2	1	3
Other	5	7	3	3
Completion Rate	82%	61%	81%	70%

Annual Consumer SatisfactionOverall - ***97% said they would recommend our program to others!!***

ANNUAL REPORT INFORMATION

ADDITIONAL NOTES:

We **met our goal** for this FY of having less than 35 ASA discharges. During the fourth quarter we had fourteen (10) ASA discharges bringing our annual total to 21.

The PI committee continues to analyze collected data to determine if there are possible trends or patterns among women who left ASA.

Referral Source Satisfaction:

These will be reported on in a separate report

Major Unusual Incidents (MUI's):

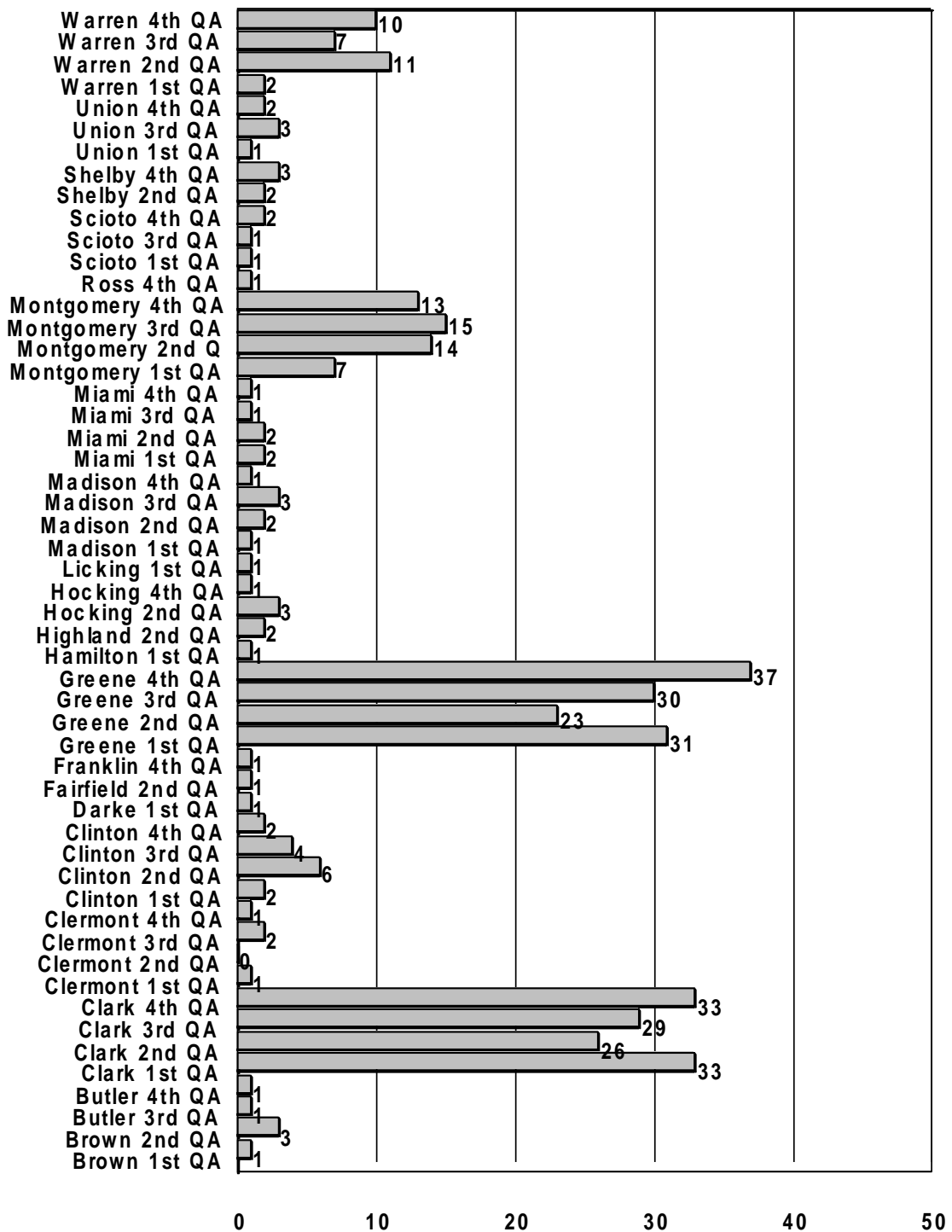
We had one MUI filed November 1, 2010. The incident involved a suicidal gesture by a client in her bedroom closet area. Both ADAMHS Boards and ODADAS were notified within the required timeframe. There was no clear cause identified and this occurrence is not part of a trend. It was determined that staff on duty followed proper agency procedure in dealing with the event.

Health and Safety:

Documented quarterly building inspections and safety drills are accomplished by agency safety officers. Patterns and trends are tracked and reported annually or as needed based on priority.

- FY 2011 Building Inspections – During the year the main issue noted during inspections is that several EXIT and Back Up Lights were not working. These were replaced when noted. Placing slip locks on the Severe Weather Kits has greatly reduced the replacement of items in the kits.
- Safety Drills – There was a total of 70 drills during the FY. These drills predominately occurred on 1st and 2nd shift during the week. Areas for improvement include: ensuring drills occur on 3rd shift and on weekends regularly scheduled quarterly safety meetings.

Women's Recovery Center Referrals FY 2011



Women's Recovery Center Admissions FY 2011

