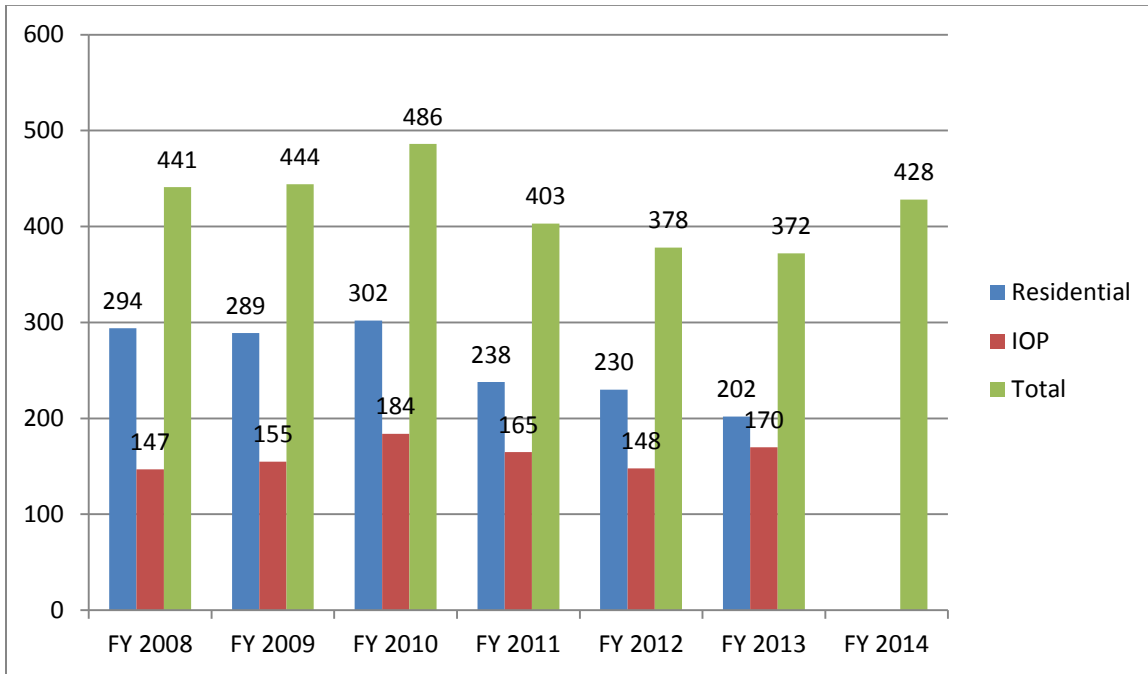
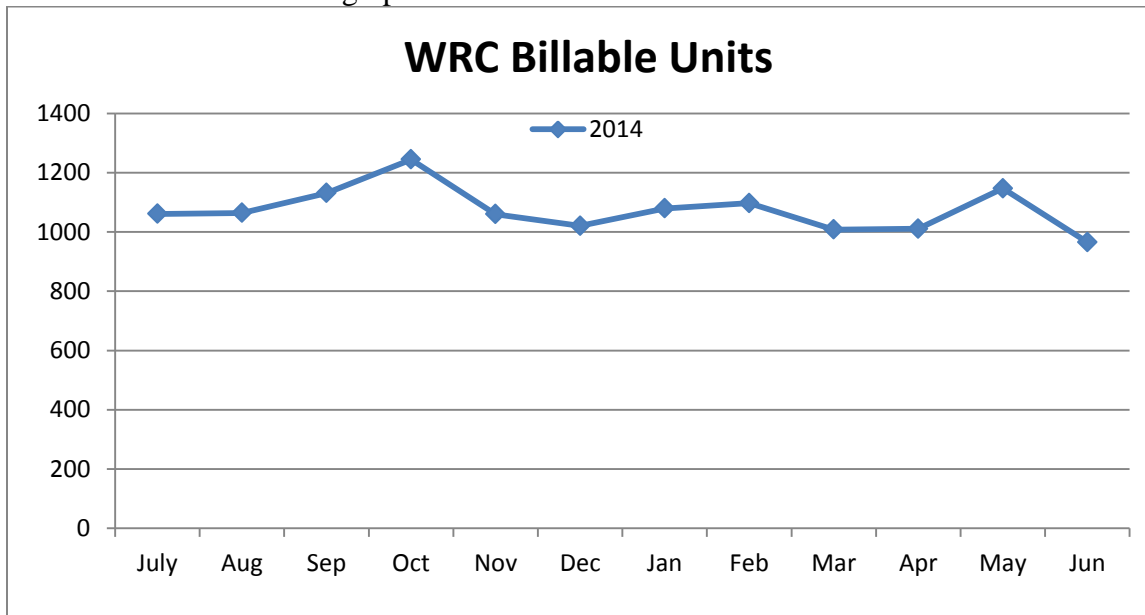


## WRC Annual Performance Improvement Summary FY 2014

**REFERRALS:** There was an increase in overall referrals during FY 2014 – I attribute that to Medicaid Expansion which provides people with a choice of treatment provider. I anticipate another increase at the end of FY 2015. Please see attached graph for annual (FY 2014) referrals by county.



**PRODUCTIVITY:** The graph below reflects the billable units for Fiscal Year 2014.



**NO SHOW RATES:**

**Fourth quarter No Show Rate:** 19 (no shows) / 69 (scheduled intakes) = 28%

**Third quarter No Show Rate:** 14 (no shows) / 69 (scheduled intakes) = 20%

**Second quarter No Show Rate:** 15 (no shows) / 56 (scheduled intakes) = 27%

**First Quarter No Show Rate:** 18 (no shows) / 77 (scheduled intakes) = 23%

**WAITING LIST:** Average wait times

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Average Wait Time</b>
Priority	16	15	13	11	14 days
Non Priority	25	26	26	16	23 days

**DISCHARGE DATA:**

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>
Total Discharges	44	54	46	63
Completed Program	26	39	29	32
Referred early	1	1	2	1
ASA's	12	3	8	12
Administrative	3	4	3	11
Other	2	5	4	7
Completion Rate	61%	74%	67%	52%

**Annual Consumer Satisfaction**

Overall - ***99% said they would recommend our program to others!!***

## **ANNUAL REPORT INFORMATION**

### **ADDITIONAL NOTES:**

We met our goal for this FY of having less than 36 ASA discharges. 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):**

WRC did not have any MUI's filed during FY 2014.

### **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 2014 Building Inspections – During January 2014 a pipe burst and flooded an adjacent apartment – we relocated the clients who were staying in the apartment until it was restored. Beginning in May 2014 we have had several leaks due to condensation buildup on pipes for our air conditioning system in 515 Martin.
- Safety Drills – The Safety Committee meets regularly to ensure that safety issues are addressed and all required drills are occurring.

**Women's Recovery Center  
FY 2014  
Referrals**

