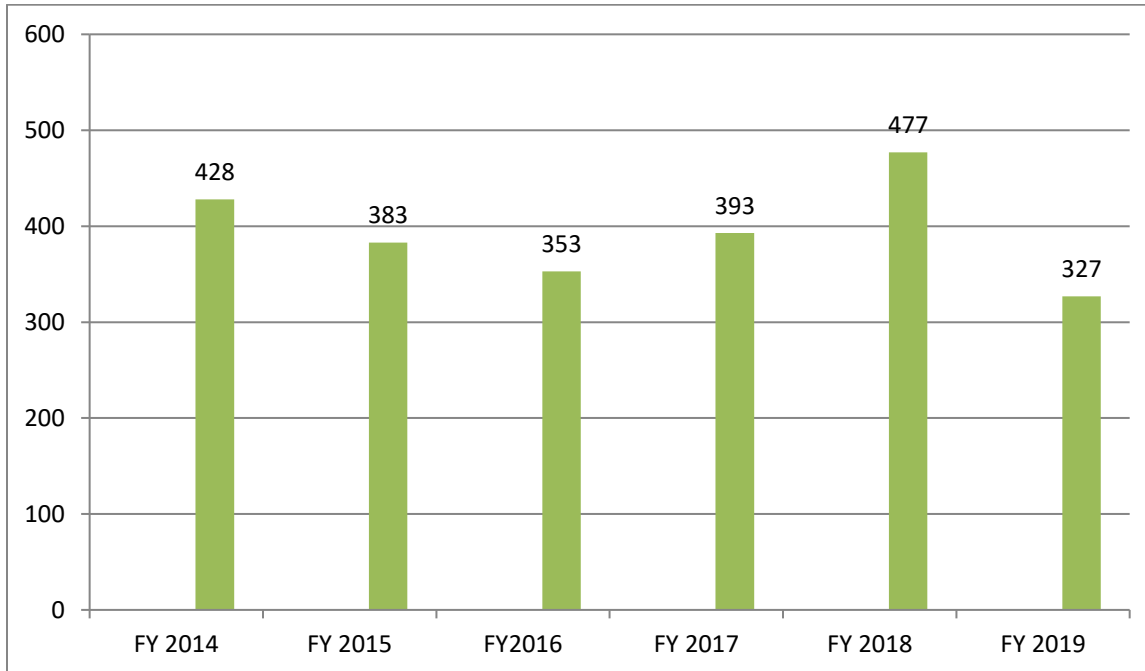


WRC Annual Performance Improvement Summary FY 2019

REFERRALS:



NO SHOW RATES:

Fourth quarter No Show Rate: 15 (no shows) / 61 (scheduled intakes) = 25%

Third quarter No Show Rate: 6 (no shows) / 57 (scheduled intakes) = 11%

Second quarter No Show Rate: 3 (no shows) / 55 (scheduled intakes) = 5 %

First Quarter No Show Rate: 5 (no shows) / 50 (scheduled intakes) = 10%

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority and non-priority	18	14	7	7	11 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	48	48	69	48
Completed Program	27	30	35	35
Referred early	1	0	1	1
ASA's	4	6	13	7
Administrative	2	7	2	2
Other	14	5	3	3
Completion Rate	58%	62%	52%	75%

Overall Rates FY 2019

Completion **61%**
ASA **14%**
Administrative **6%**
Other **12%**

Annual Consumer Satisfaction

Overall - *100% said they would recommend our program to others!!*

Referral Source Satisfaction Survey Outcomes

This will be presented in a separate report

ANNUAL REPORT INFORMATION

Major Unusual Incidents (MUI's):

There were no MUI's filed this Fiscal Year.

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.

- Building Inspections – Areas identified:
 - Construction Issues: Open Holes in Ceilings, Walls, etc.
: Open Access to Electrical Panels
 - Designated Tornado Shelter Areas inaccessible due to improperly stored items/trash

Progress made: Some of these relate to the current HVAC project – Mahan has repaired/replaced and isolated as many as possible in houses that are currently in use.

- Grounds Inspections – Areas identified:
 - Tree Debris (Branches, etc.) in yard of House 527 presenting possible hazard for small children
 - Broken swing set in yard of House 527 presenting possible hazard for children

Progress made: Deans lawncare was notified about the tree debris on the lot – they have been more aware of leaving it in the yard. The swingset was secured.

- Safety Drills –
 - Failure to use approved methods to conduct needed drills on all shifts

Progress made: The Safety Officer will conduct additional meetings to ensure that the appropriate procedure is followed for drills.