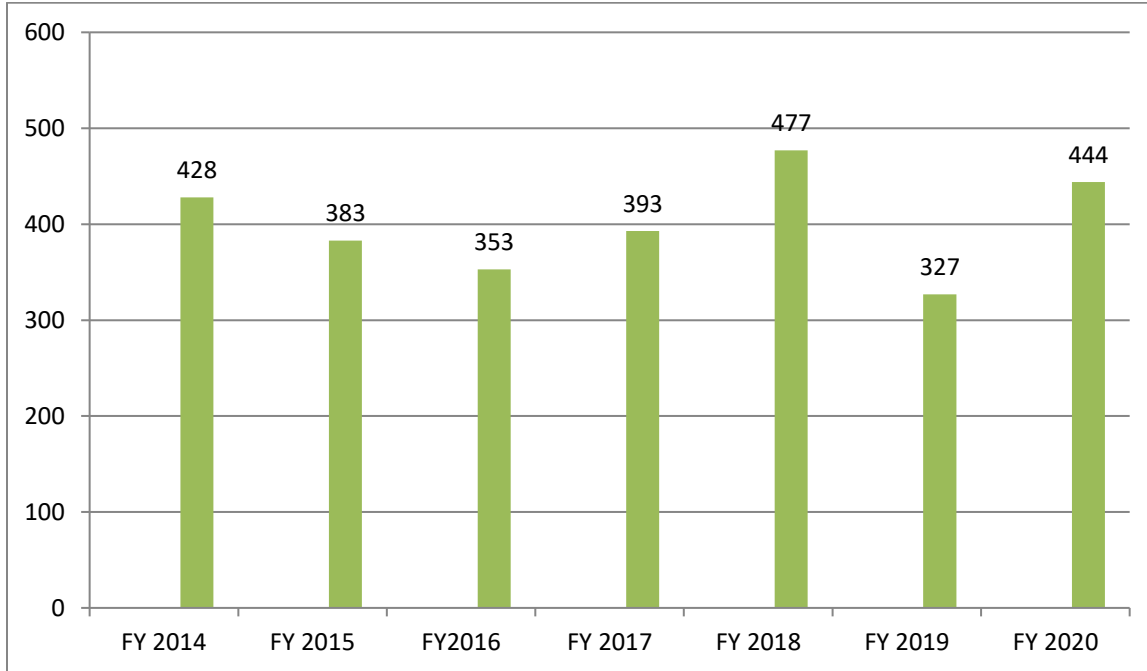


WRC Annual Performance Improvement Summary FY 2020

REFERRALS:



NO SHOW RATES:

Fourth quarter No Show Rate: 2 (no shows) / 30 (scheduled intakes) = .06%

Third quarter No Show Rate: 3 (no shows) / 68 (scheduled intakes) = .04%

Second quarter No Show Rate: 13 (no shows) / 56 (scheduled intakes) = 23 %

First Quarter No Show Rate: 9 (no shows) / 60 (scheduled intakes) = 15%

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority and non-priority	9	7	10	8	8 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	55	59	69	32
Completed Program	31	26	35	22
Referred early	0	0	1	1
ASA's	15	13	13	1
Administrative	2	3	2	0
Other	7	17	3	6
Completion Rate	56%	44%	52%	72%

Overall Rates FY 2020

Completion 56%
ASA 11%
Administrative 1%
Other 8%

Annual Consumer Satisfaction

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

Referral Source Satisfaction Survey Outcomes

Overall satisfaction 100% satisfied with current process

Would recommend WRC to others 100% would recommend WRC

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:
 - Designated Tornado Shelter Areas inaccessible due to improperly stored items/trash
 - Lack of adequate heating and cooling systems during times of weather extremes
 - Black mold present on walls and surfaces in bathrooms and living areas
 - Longer maintenance wait times leading to more routine maintenance issues
 - Lack of daily cleaning/disinfecting in main center and houses

- Grounds Inspections – Areas identified:
 - Holes in the parking lot and crumbling asphalt presenting a fall risk
 - Tree/Yard 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

- Safety Drills:
 - Failure to use approved methods to conduct needed drills on all shifts
 - New staff not trained/oriented to safety procedures or location of emergency equipment prior to working on shifts
 - No staff on shift trained in First Aid/CPR/NVCI
 - Lack of emergency equipment in housing units
 - Designated Tornado Shelters not accessible due to unfinished construction and/or being used for storage
 - Lack of available flashlights in housing units during utility failures
 - Staff not willing and/or able to utilize First Aid/CPR skills during medical crisis
 - Lack of Client-Related Health Instructions coming from Nursing Staff either via e-mail and/or notes in shift report book