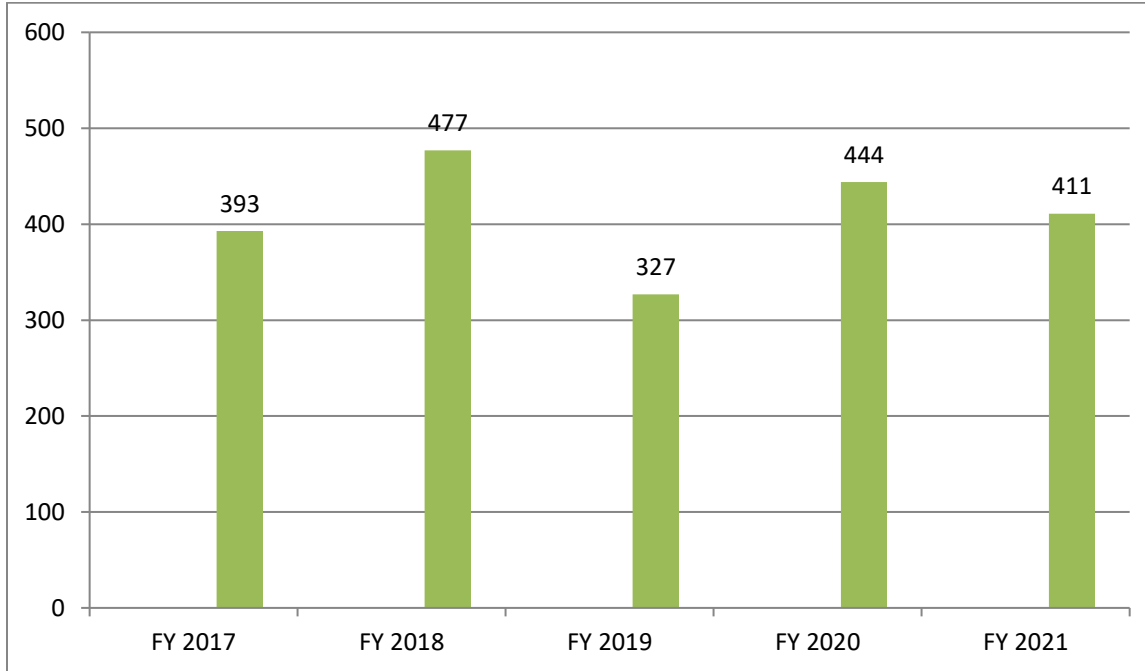


## WRC Annual Performance Improvement Summary FY 2021

### REFERRALS:



### NO SHOW RATES:

**Fourth quarter No Show Rate:** 5 (no shows) / 53 (scheduled intakes) = .09%

**Third quarter No Show Rate:** 8 (no shows) / 62 (scheduled intakes) = 13%

**Second quarter No Show Rate:** 5 (no shows) / 54 (scheduled intakes) = .09%

**First Quarter No Show Rate:** 9 (no shows) / 61 (scheduled intakes) = 14%

### WAITING LIST: Average wait times

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

**DISCHARGE DATA:**

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>
Total Discharges	49	55	44	46
Completed Program	30	27	23	26
Referred early	0	0	2	1
ASA's	18	13	10	9
Administrative	1	8	4	7
Other	0	7	5	3
Completion Rate	61%	49%	57%	59%

**Overall Rates FY 2021**

<b>Completion</b>	<b>57%</b>
<b>ASA</b>	<b>46%</b>
<b>Administrative</b>	<b>18%</b>
<b>Other</b>	<b>14%</b>

**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:**

#### **Internal Monthly Severe Weather Inspections**

1. Tornado Safe Areas need marked with purchased signs once construction is complete.
2. Newly installed emergency kits already missing needed items. Emergency Kits needs secured/locked to prevent theft.

#### **Quarterly Facility Safety Inspection Sheets**

1. Loose or torn carpet in main center and houses pose trip hazard for clients and staff.
2. Exterior doors of main center in need of repair/replacement i.e. those in family room, dining room, and nurses' station