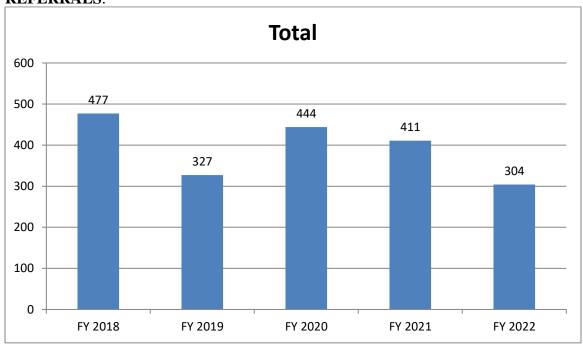
# **WRC Annual Performance Improvement Summary FY 2022**

### **REFERRALS**:



#### **NO SHOW RATES:**

**Fourth quarter No Show Rate:** 3 (no shows) /47 (scheduled intakes) = .06% **Third quarter No Show Rate:** 8 (no shows) / 62 (scheduled intakes) = 13% **Second quarter No Show Rate:** 4 (no shows) / 54 (scheduled intakes) = .07% **First Quarter No Show Rate:** 17 (no shows) / 62 (scheduled intakes) = 27%

# WAITING LIST: Average wait times

	First	Second	Third	Fourth	Average
	Quarter	Quarter	Quarter	Quarter	Wait Time
Priority and non- priority	11	7	9	9	9 days

#### **DISCHARGE DATA:**

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges				
	58	48	43	47
Completed				
Program	36	21	20	32
Referred early				
	1	3	0	0
ASA's				
	7	12	14	6
Administrative				
	3	2	4	3
Other				
	11	10	5	6
Completion Rate	64%	50%	47%	68%

Overall Rates FY 2022
Completion 57%
ASA 10%
Administrative 3%
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:**

### <u>Internal Monthly Severe Weather Inspections</u>

1. Storm kits needed replacements due to missing items and expired items.

### 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