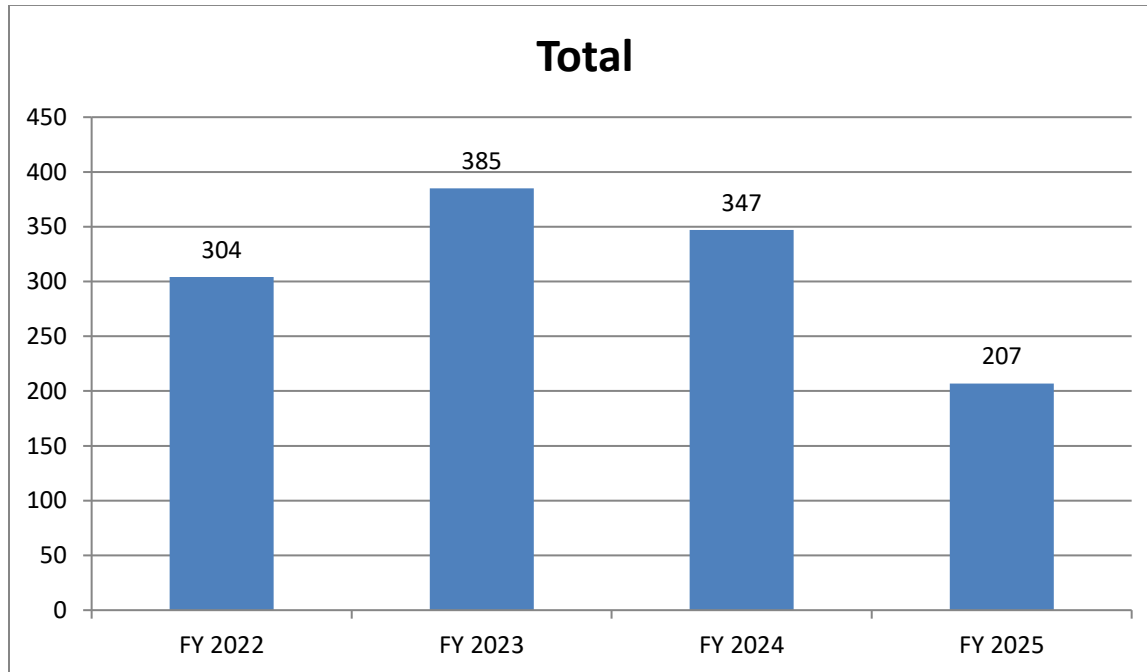


WRC Annual Performance Improvement Summary FY 2025

Residential Referrals



NO SHOW RATES:

Fourth quarter No Show Rate: 0 (no shows) / 35 (scheduled intakes) = 0

Third quarter No Show Rate: 0 (no shows) / 30 (scheduled intakes) = 0%

Second quarter No Show Rate: 0 (no shows) / 27 (scheduled intakes) = 0 %

First Quarter No Show Rate: 5 (no shows) / 45 (scheduled intakes) = 11 %

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority and non-priority	6	4	4	3	4 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	35	25	24	30
Completed Program	15	15	13	17
Referred early	3	0	0	0
ASA's	4	7	8	9
Administrative	5	7	1	1
Other	8	3	2	3
Completion Rate	51%	60%	54%	57%

Overall Rates FY 2025

Completion **56%**
ASA **23%**
Administrative **10%**
Other **11%**

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. Fire extinguishers were not reported as being in the houses or they weren't easily identifiable or mounted on the wall.
2. Safety kits in weather safe rooms are missing items or missing.

Quarterly Facility Safety Inspection Sheets

1. Loose outlets