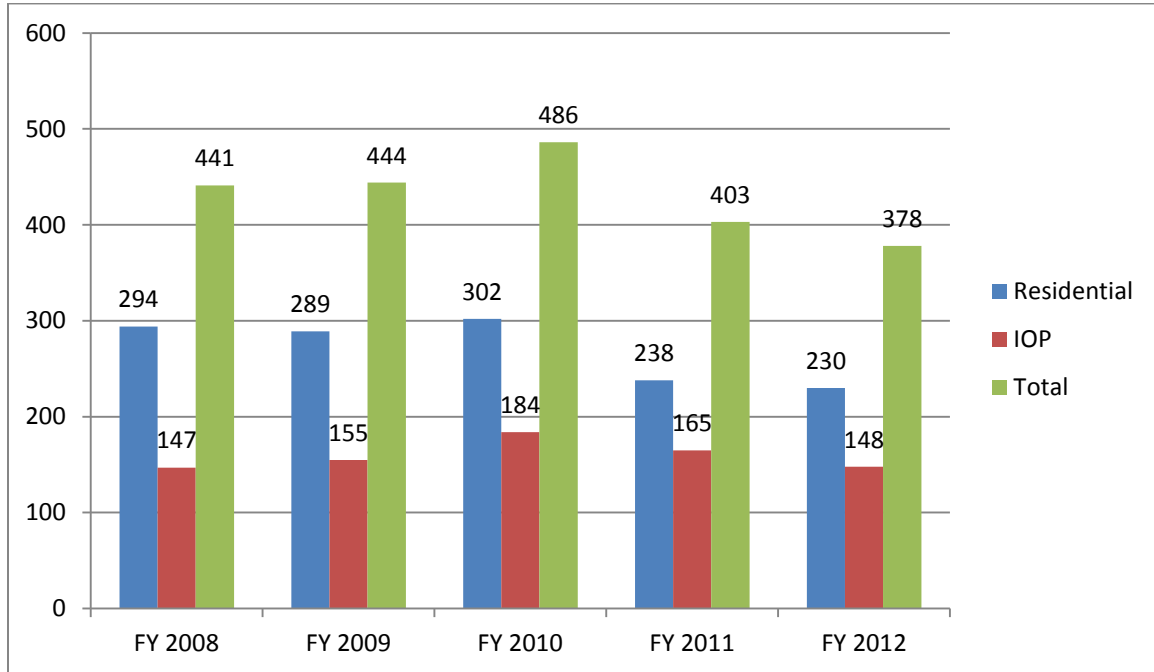
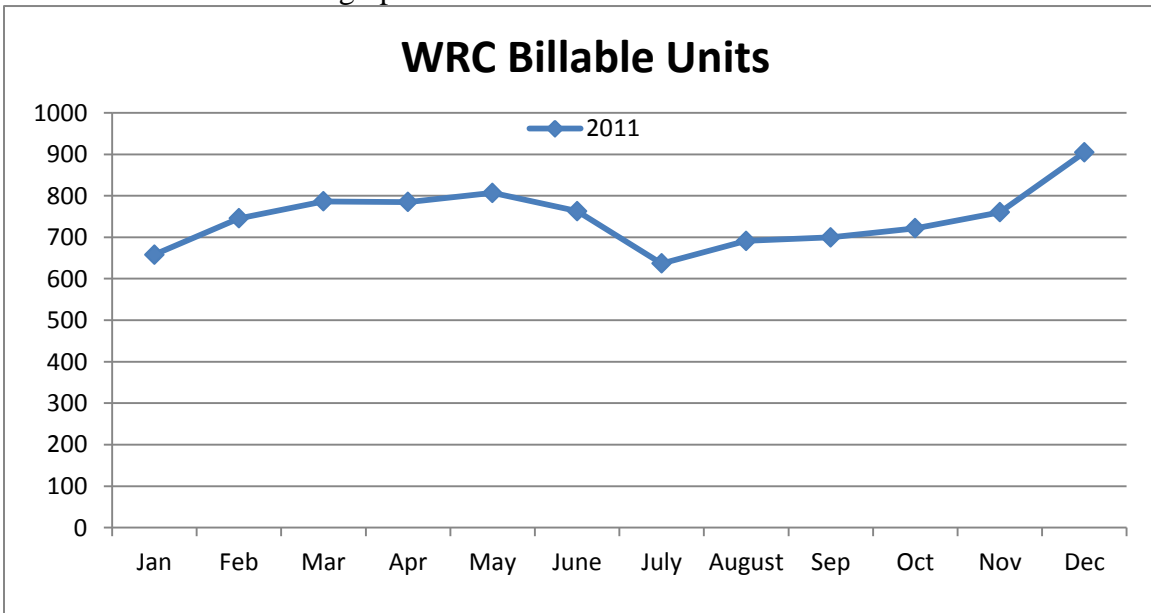


WRC Annual Performance Improvement Summary FY 2012

REFERRALS: We ended the FY with the lowest amount of referrals WRC has experienced since 2008. There is a .06% decrease from FY 2011 our 2nd lowest amount. This could possibly be attributed to funding cuts, Medicaid match dollars being used for another level of care or fewer people presenting for residential. We continue to have referrals from counties outside of our normal catchment area which is an area for potential growth. Please see attached graph for annual (FY 2012) referrals by county.



PRODUCTIVITY: The graph below reflects the billable units for Calendar Year 2011.



NO SHOW RATES:

Fourth quarter No Show Rate: 14 (no shows) / 58 (scheduled intakes) = 24%

Third quarter No Show Rate: 14 (no shows) / 58 (scheduled intakes) = 24%

Second quarter No Show Rate: 13 (no shows) / 59 (scheduled intakes) = 22%

First Quarter No Show Rate: 18 (no shows) / 70 (scheduled intakes) = 26%

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Residential – non priority	30	26	29	24	27 days
Residential – priority	14	30	27	20	23 days
Family Housing – non priority	26	14	37	17	24 days
Family Housing – priority	19	21	28	23	23 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	40	46	45	43
Completed Program	18	28	29	24
Referred early	1	2	5	3
ASA's	6	6	4	7
Administrative	10	6	4	6
Other	5	4	3	3
Completion Rate	48%	65%	76%	63%

Annual Consumer Satisfaction

Overall - ***98% said they would recommend our program to others!!***

ANNUAL REPORT INFORMATION

ADDITIONAL NOTES:

We **met our goal** for this FY of having less than 35 ASA discharges. During the fourth quarter we had fourteen (7) ASA discharges bringing our annual total to 23.

The PI committee continues to analyze collected data to determine if there are possible trends or patterns among women who left ASA.

Referral Source Satisfaction:

These will be reported on in a separate report

Major Unusual Incidents (MUI's):

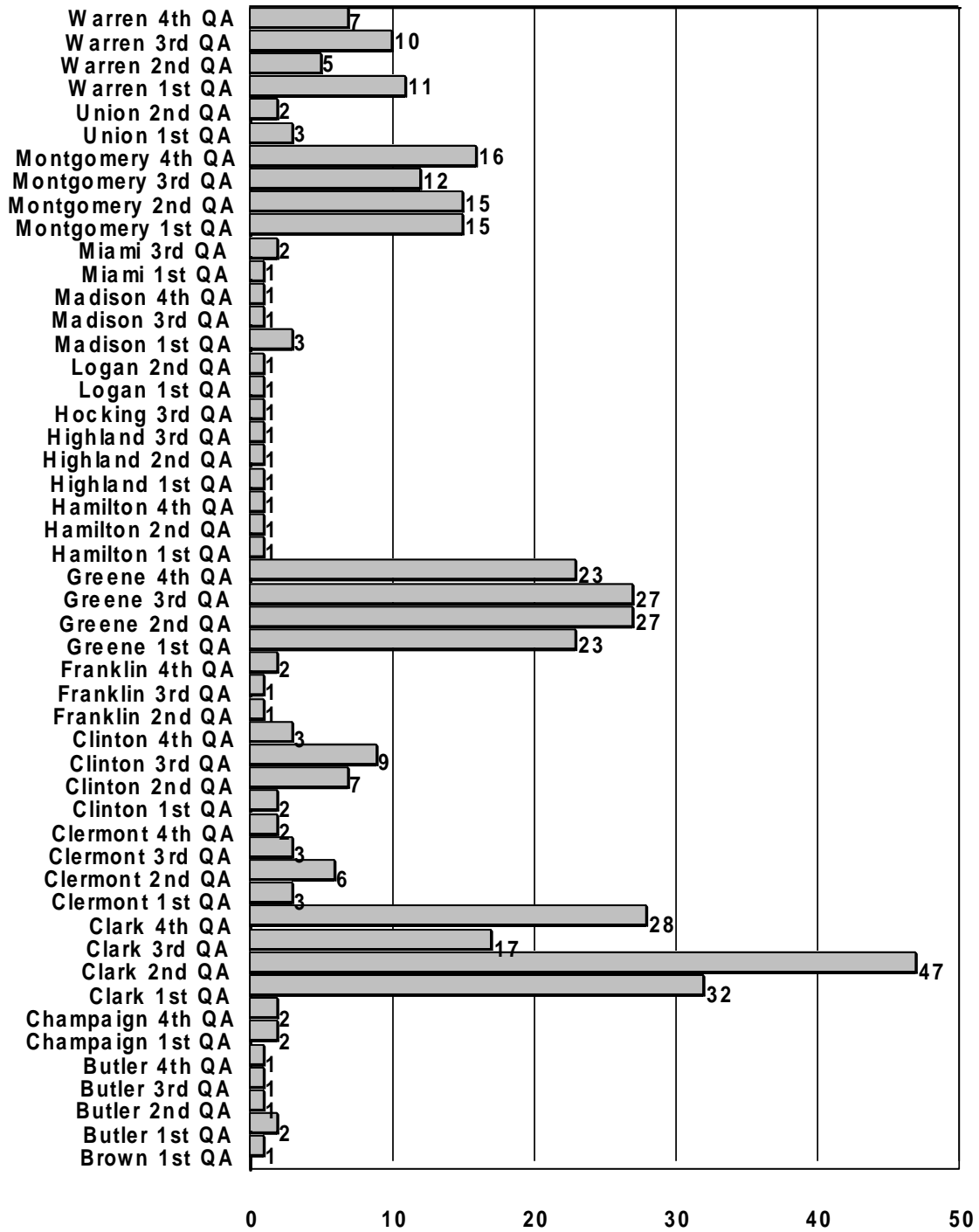
WRC did not have any MUI's filed during FY 2012.

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.

- FY 2012 Building Inspections – During the year the main issues noted during inspections surround HVAC in the main facility (duct work freezing and leaking). The blue prints for kitchen renovations have been through two revisions. The renovations should begin in early September.
- Safety Drills – The Alternate Safety officer left employment in April 2012. The Safety Committee has been meeting regularly to ensure that safety issues are addressed and all required drills are occurring.

Women's Recovery Center Referrals FY 2012



Women's Recovery Center Admissions FY 2012

