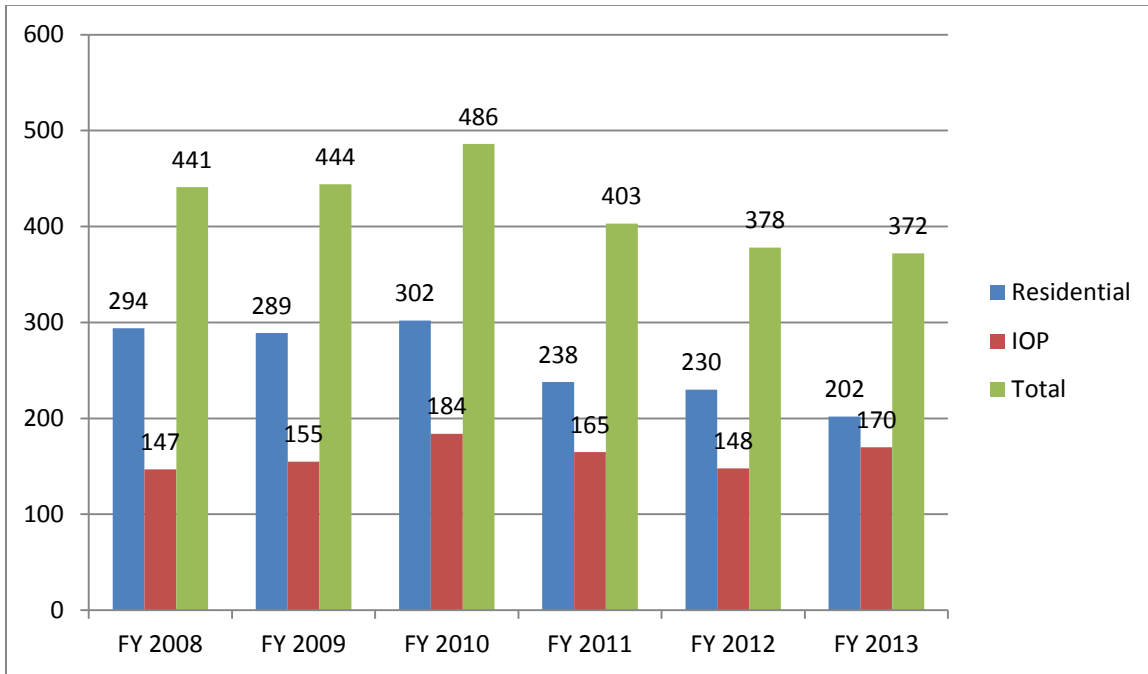
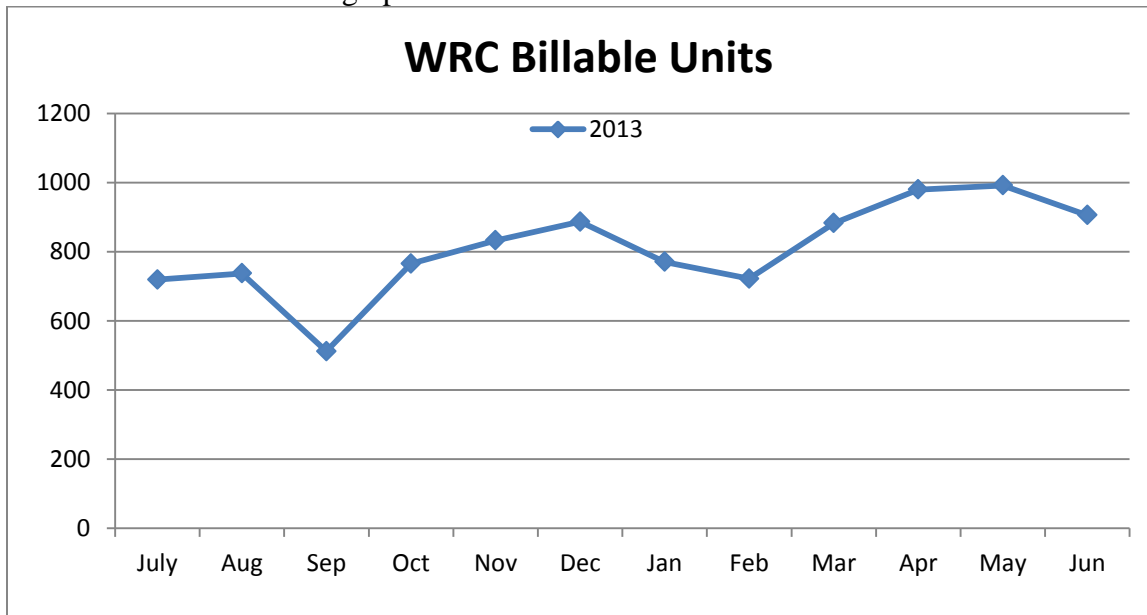


## WRC Annual Performance Improvement Summary FY 2013

**REFERRALS:** While referrals were low this FY compared to previous years the total amount is consistent with FY 2012 with an increase in family housing referrals versus the historical increase of residential referrals. Please see attached graph for annual (FY 2013) referrals by county.



**PRODUCTIVITY:** The graph below reflects the billable units for Fiscal Year 2013.



**NO SHOW RATES:**

**Fourth quarter No Show Rate:** 12 (no shows) / 59 (scheduled intakes) = 20%

**Third quarter No Show Rate:** 22 (no shows) / 50 (scheduled intakes) = 44%

**Second quarter No Show Rate:** 22 (no shows) / 64 (scheduled intakes) = 34%

**First Quarter No Show Rate:** 16 (no shows) / 64 (scheduled intakes) = 25%

**WAITING LIST:** Average wait times

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Average Wait Time</b>
Residential – non priority	29	18	10	11	17 days
Residential – priority	14	12	8	15	12 days
Family Housing – non priority	27	15	7	13	16 days
Family Housing – priority	12	11	5	8	9 days

**DISCHARGE DATA:**

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>
Total Discharges	51	38	45	53
Completed Program	26	21	25	34
Referred early	5	0	3	0
ASA's	13	6	14	9
Administrative	7	6	1	4
Other	0	5	2	6
Completion Rate	61%	55%	62%	64%

**Annual Consumer Satisfaction**

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

## **ANNUAL REPORT INFORMATION**

### **ADDITIONAL NOTES:**

We did not meet our goal for this FY of having less than 35 ASA discharges. During the fourth quarter we had nine (9) ASA discharges bringing our annual total to 42. We saw the largest rates in the first and third quarters.

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 2013.

### **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 2013 Building Inspections – Kitchen renovations were completed in November 2012. The newly renovated kitchen is easier to access and safer for staff and clients.
- Safety Drills – The Safety Committee meets regularly to ensure that safety issues are addressed and all required drills are occurring.

