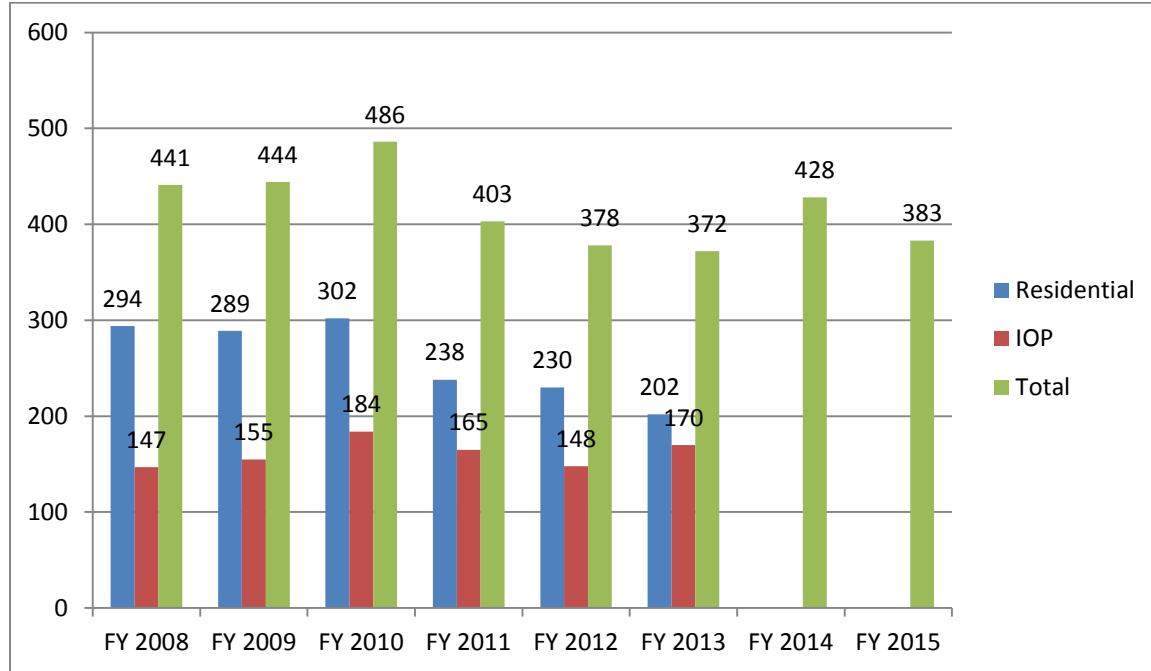


WRC Annual Performance Improvement Summary FY 2015

REFERRALS:



NO SHOW RATES:

Fourth quarter No Show Rate: 11 (no shows) / 67 (scheduled intakes) = 16%

Third quarter No Show Rate: 24 (no shows) / 77 (scheduled intakes) = 31%

Second quarter No Show Rate: 11 (no shows) / 54 (scheduled intakes) = 20%

First Quarter No Show Rate: 24 (no shows) / 83 (scheduled intakes) = 29%

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority	12	29	23	23	22 days
Non Priority	17	37	29	32	29 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	45	52	36	56
Completed Program	25	41	24	30
Referred early	1	0	0	1
ASA's	9	2	3	7
Administrative	4	8	6	8
Other	6	5	3	10
Completion Rate	58%	79%	67%	55%

Overall Rates FY 2015:

Completion 65%
ASA 11%
Administrative 14%
Other 13%

Annual Consumer Satisfaction

Overall - ***99% 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

ADDITIONAL NOTES:

We MET our goal for this FY of having less than 35 ASA discharges – we had a total of 21 this Fiscal Year.

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

Major Unusual Incidents (MUI's):

WRC filed 2 MUI's during FY 2015 – one for a physical altercation between two clients and another for an injury in which the client was sent to the hospital. Appropriate steps were followed and notifications were made.

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 2015 Building Inspections – HVAC issues presented challenges during the winter and summer months. We had HVAC techs assess the issue and repair as needed – this could possibly become a need for replacement in the future.
- Safety Drills – Safety drills occur as required and any safety issues that present are addressed. Some concerns during FY 2015 included leaks due to HVAC issues, icy conditions during winter and proper lighting in upper floors of community housing.