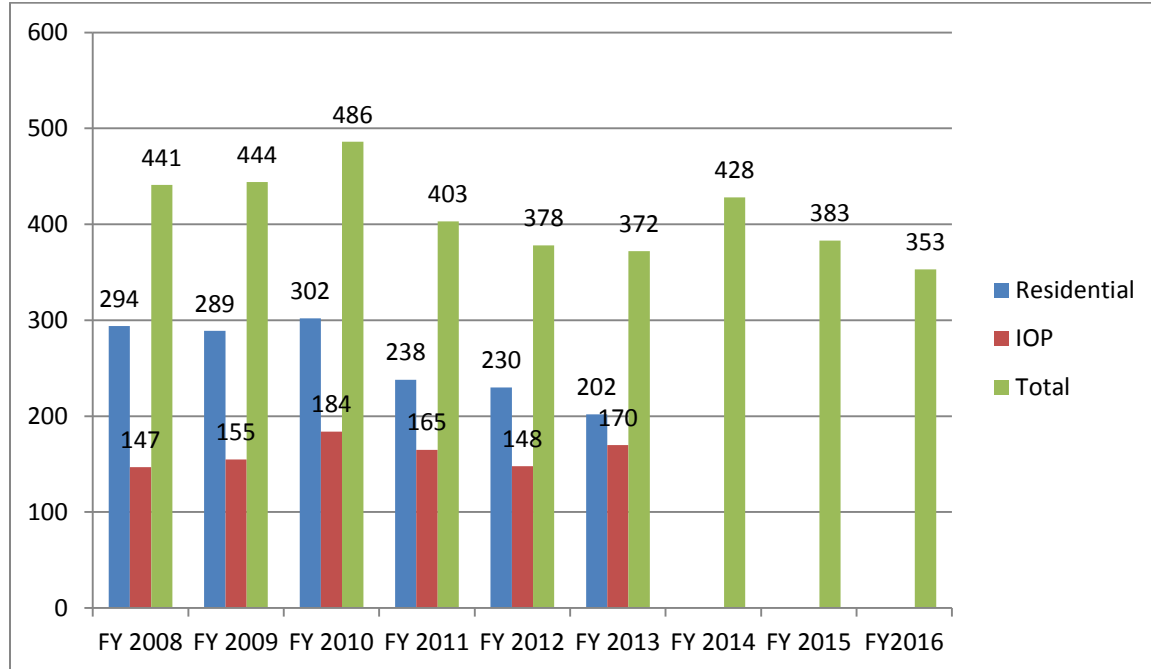


## WRC Annual Performance Improvement Summary FY 2016

### REFERRALS:



### NO SHOW RATES:

**Fourth quarter No Show Rate:** 16 (no shows) / 67 (scheduled intakes) = 24%

**Third quarter No Show Rate:** 7 (no shows) / 53 (scheduled intakes) = 13%

**Second quarter No Show Rate:** 8 (no shows) / 57 (scheduled intakes) = 14%

**First Quarter No Show Rate:** 7 (no shows) / 59 (scheduled intakes) = 12%

### WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority	30	19	17	18	21 days
Non Priority	37	21	23	15	24 days

**DISCHARGE DATA:**

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>
Total Discharges	55	55	55	49
Completed Program	34	35	34	29
Referred early	0	0	0	0
ASA's	13	12	13	15
Administrative	5	3	5	0
Other	3	5	3	5
Completion Rate	62%	64%	62%	59%

**Overall Rates FY 2016:**

**Completion**      **62%**  
**ASA**              **25%**  
**Administrative**   **6%**  
**Other**              **7%**

**Annual Consumer Satisfaction**

Overall - ***99%*** *said they would recommend our program to others!!*

**Referral Source Satisfaction Survey Outcomes**

This will be presented in a separate report

## **ANNUAL REPORT INFORMATION**

### **ADDITIONAL NOTES:**

We DID NOT meet our goal for this FY of having less than 35 ASA discharges – we had a total of 53 this Fiscal Year which is more than double from last year (21).

This will be a focus area for the PI committee during FY 2017.

### **Major Unusual Incidents (MUI's):**

There were no MUI's filed this Fiscal Year.

### **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 2016 Building Inspections – Minor repairs were accomplished during the fiscal year largely to the apartments.
- Safety Drills –Safety drills occur as required and any safety issues that present are addressed. Some concerns mentioned are slick stair cases in the houses, malfunctioning alarms in main facility and holes in the parking lot.

Progress made:

- Staircases were covered with skid proof tape strips
- Mega City helped solve issues with the alarms