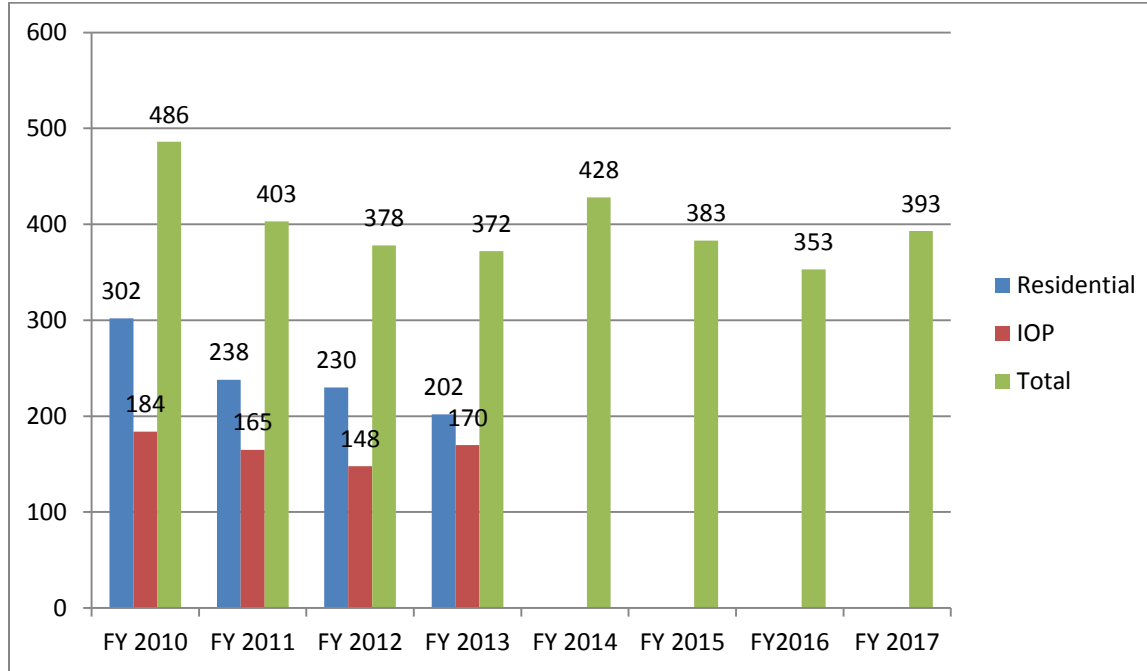


WRC Annual Performance Improvement Summary FY 2017

REFERRALS:



NO SHOW RATES:

Fourth quarter No Show Rate: 3 (no shows) / 57 (scheduled intakes) = 5%

Third quarter No Show Rate: 7 (no shows) / 50 (scheduled intakes) = 12%

Second quarter No Show Rate: 8 (no shows) / 53 (scheduled intakes) = 15%

First Quarter No Show Rate: 13 (no shows) / 64 (scheduled intakes) = 20%

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority and non-priority	22	25	26	29	25 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	50	46	52	58
Completed Program	30	30	32	35
Referred early	0	1	0	1
ASA's	8	4	10	15
Administrative	7	5	3	4
Other	5	6	7	4
Completion Rate	60%	67%	62%	60%

Overall Rates FY 2017:**Completion 63%****ASA 18%****Administrative 9%****Other 11%****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 37 this Fiscal Year which is closer to the goal than last year (53).

This will be a focus area for the PI committee during FY 2018.

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 2017 Building Inspections – No major issues were identified
- Safety Drills – Safety drills occur as required and any safety issues that present are addressed. Concerns about food storage were identified during a health department inspection.

Progress made:

- The refrigerator was moved out of the area