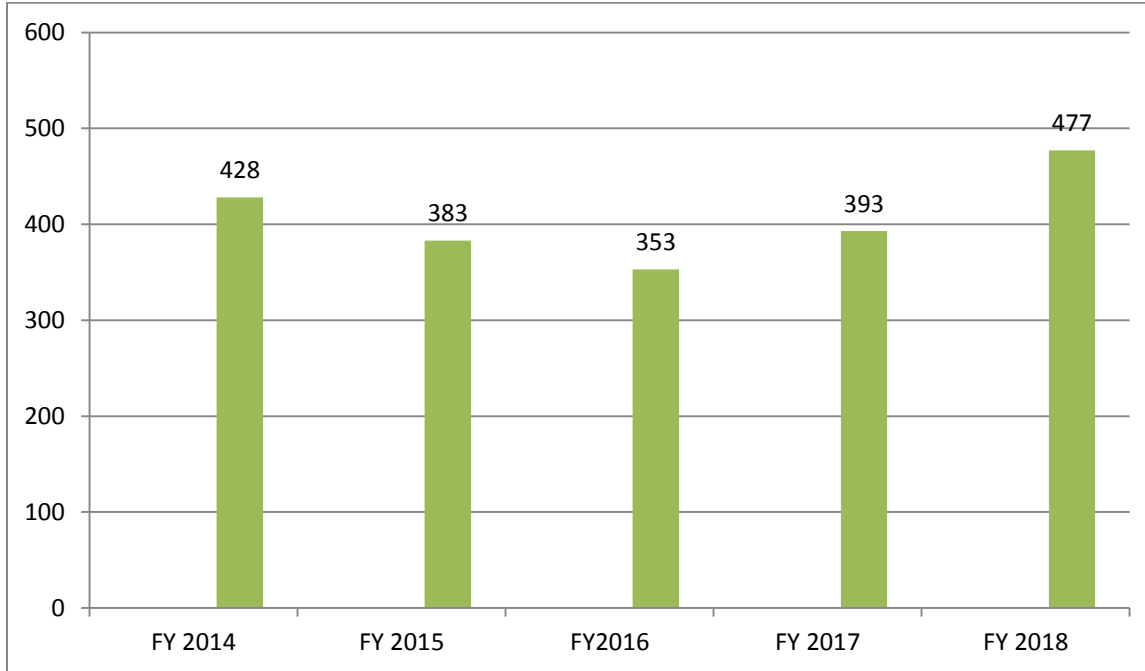


WRC Annual Performance Improvement Summary FY 2018

REFERRALS:



NO SHOW RATES:

Fourth quarter No Show Rate: 3 (no shows) / 47 (scheduled intakes) = .06%

Third quarter No Show Rate: 2 (no shows) / 50 (scheduled intakes) = .04%

Second quarter No Show Rate: 10 (no shows) / 65 (scheduled intakes) = 15%

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 and non-priority | 30 | 28 | 21 | 15 | 24 days |

DISCHARGE DATA:

| | First Quarter | Second Quarter | Third Quarter | Fourth Quarter |
|-------------------|----------------------|-----------------------|----------------------|-----------------------|
| Total Discharges | 53 | 52 | 48 | 54 |
| Completed Program | 31 | 35 | 33 | 42 |
| Referred early | 0 | 0 | 0 | 0 |
| ASA's | 16 | 4 | 8 | 8 |
| Administrative | 0 | 4 | 5 | 1 |
| Other | 6 | 3 | 2 | 2 |
| Completion Rate | 58% | 67% | 69% | 78% |

Overall Rates FY 2018**Completion 68%****ASA 15%****Administrative 3%****Other 3%****Annual Consumer Satisfaction**Overall - ***100% said they would recommend our program to others!!*****Referral Source Satisfaction Survey Outcomes**

Overall satisfaction 98% satisfied with current process

Would recommend WRC to others 100% would recommend WRC

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 36 this Fiscal Year. The PI committee will review this goal as part of the annual quality assurance indicator review.

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.

- Building Inspections – Areas identified:
 - Emergency lights out
 - Covers missing on outlets
 - Progress made:
 - Lights were replaced and outlets were repaired
- Grounds Inspections – Areas identified:
 - Holes in the parking lot and crumbling asphalt presenting a fall risk
 - Progress Made:
 - Quotes were received to redo the parking lot in the interim hole sealant was used.
- Safety Drills – Safety drills occur as required and any safety issues that present are addressed.