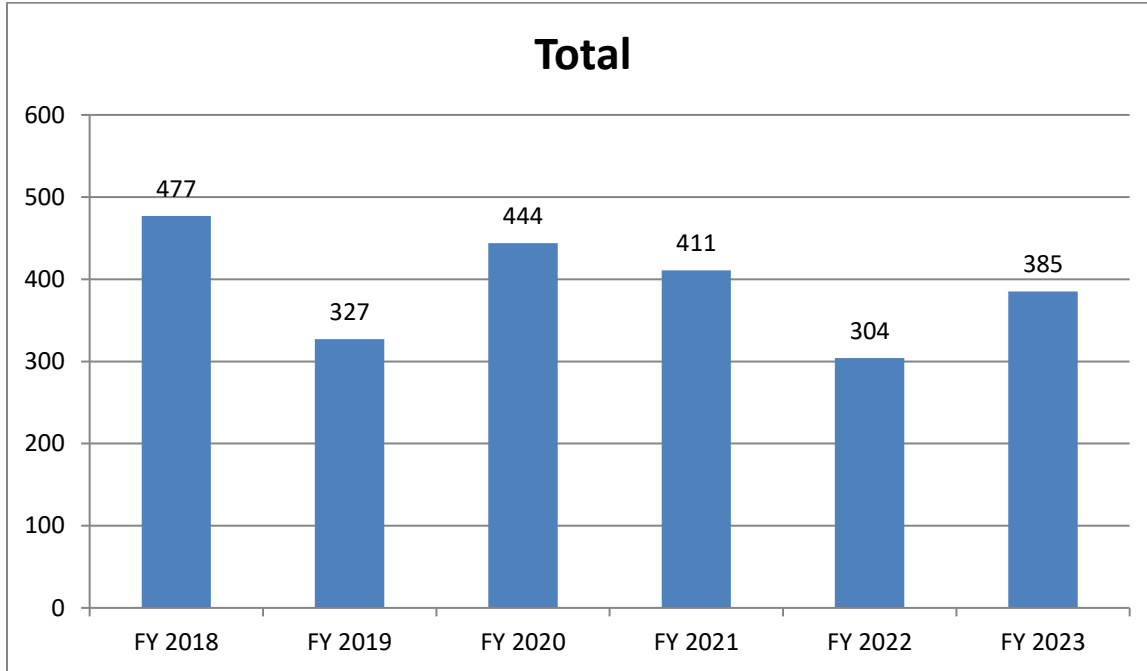


WRC Annual Performance Improvement Summary FY 2023

REFERRALS:



NO SHOW RATES:

Fourth quarter No Show Rate: 4 (no shows) /46 (scheduled intakes) = .09%

Third quarter No Show Rate: 2 (no shows) /47 (scheduled intakes) = .04%

Second quarter No Show Rate: 4 (no shows) / 54 (scheduled intakes) = .07%

First Quarter No Show Rate: 4 (no shows) / 52 (scheduled intakes) = .07%

WAITING LIST: Average wait times

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Average Wait Time
Priority and non-priority	6	7	6	5	6 days

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	77	49	44	44
Completed Program	51	32	26	22
Referred early	0	0	1	0
ASA's	14	6	13	12
Administrative	4	1	3	3
Other	8	10	1	5
Completion Rate	66%	65%	61%	50%

Overall Rates FY 2023

Completion 60%
ASA 11%
Administrative 3%
Other 6%

Annual Consumer Satisfaction

Overall - ***100% 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

Major Unusual Incidents (MUI's):

There were no MUI's filed this Fiscal Year.

Health and Safety:

Internal Monthly Severe Weather Inspections

1. Multiple exterior light bulbs need replaced (special kind of bulb)
2. Loose outlets

Quarterly Facility Safety Inspection Sheets

1. Loose or torn carpet in main center pose trip hazard for clients and staff.