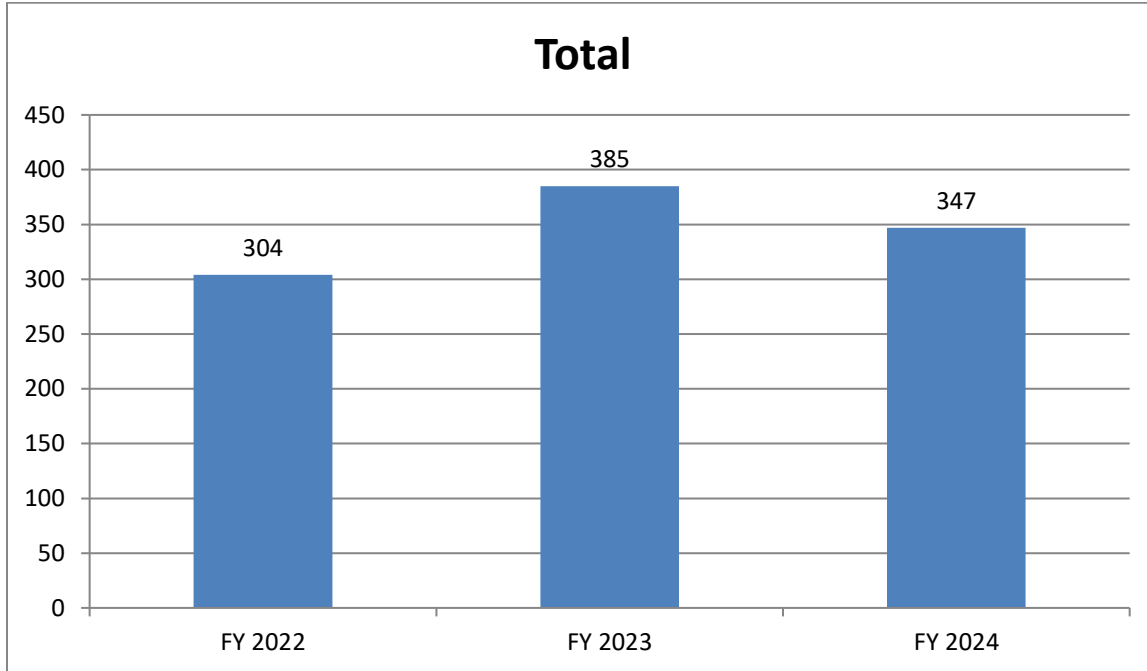


WRC Annual Performance Improvement Summary FY 2024

REFERRALS



NO SHOW RATES:

Fourth quarter No Show Rate: 4 (no shows) / 46 (scheduled intakes) = .08%

Third quarter No Show Rate: 2 (no shows) / 41 (scheduled intakes) = .04%

Second quarter No Show Rate: 4 (no shows) / 36 (scheduled intakes) = .11%

First Quarter No Show Rate: 5 (no shows) / 45 (scheduled intakes) = 11 %

WAITING LIST: Average wait times

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

DISCHARGE DATA:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Total Discharges	35	32	31	44
Completed Program	15	15	12	22
Referred early	3	0	0	0
ASA's	4	7	10	12
Administrative	5	7	1	4
Other	8	3	8	6
Completion Rate	51%	47%	39%	50%

Overall Rates FY 2024

Completion	47%
ASA	21%
Administrative	9%
Other	15%

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. O2 sensors placed in lower level of units
2. Loose outlets

Quarterly Facility Safety Inspection Sheets

1. Refrigerator temps vary – exploring new unit