



ANNUAL REPORT 2021



2021

The Year of Growth and Discovery

GROWTH

This past year has been full of uncharted territories for Wright's Care Services. In the past year we have doubled in the numbers of clients served. Expanding and growing during one of the most tumultuous times in history. COVID has had a huge impact on the way we provide services. Often impacting our ability to see clients face to face, day to day processes and how and who we hire.



GROWTH

We were focused on filling in any gaps left by the impact of COVID. With 67 clients contracting COVID in 2020 and 21 staff, we knew we needed to provide more support and options in the 2021 year. We decided to increase our support staff, cross train multiple staff in various administrative functions and increase our flexibilities with service provision. We increased the amount of service providers who are willing to provide services through tele-health. And broadened our relationships with community providers to ensure that we are getting our clients referred to other entities that best service their needs when we could not.

DISCOVERY

Wrights Care Services' goal is to grow with intention and strategy! To guide all strategic planning decisions, we use internal and external outcome data to evaluate our treatment delivery and to strive for certain measures of success. Our Measurement data includes subjective indicators such as how he or she is feeling after treatment to objective indicators such as how many days does it take to enter our program. We use this information to evaluate our effectiveness, adjust our practices and set future goals. The entire experience has caused us to learn and discover more about how we operate and how we can become more insightful. Viewing what we do from a whole new set of eyes! 2021 numbers at a glance...

2021 NUMBERS

759

New Clients Served

84%

Clients live at or below the poverty line.

Top 3

Top 3 Racial Groups in the Greensboro area: 1. White 2. African American 3. Hispanic

2021 NUMBERS Cont.

93%

Employee Satisfaction Score

88%

Clients would refer a friend or family member to WCS.

92%

Staff are trained in Cognitive Behavioral Therapy.