

National Seating & Mobility Updates November Meeting

Provided data on summation through September (compliance at 89%), this report provided just October numbers.

Repairs delivered in October following advocacy interpretation of 10-day window. (96% compliance)

Month	Total W/O's Del	Exceeded 10 Day Timeline	Facility	NSM Fault	Client Fault/OOC	Target Compliance
Oct	134	46	22	5	19	96%

134 Repairs completed locations:

1- Branch

8- shipped /other

47 – SNF/Facility

76- Home

Staffing- hired new CSR and Technician in Newington location, still need to fill Technician in Niantic location. ** (looked at history of technician turnover, avg length of stay 9-10 months in past 2 years)

Reports of technician in field now getting threats and harassment around bill.

Administrative Account Executive in place managing administrative around tracking and scheduling.

IT finalization for added tracking slated to be completed early December for repair reporting.