

**EXHIBIT C  
CITY OF RENTON  
HUMAN SERVICES DIVISION  
SERVICE REPORT**

**Date Submitted: 7/11/2011**

**Agency Name:** Feminist Women’s Health Center - Cedar River Clinics  
**Program Name:** Reproductive Health Care for low-income women  
**Contact Person:** Joan Schrammeck **Phone:** 425-255-0471 x1130

**Reporting Period:**  1st Quarter, 2011  2nd Quarter, 2011  
 3rd Quarter, 2011  4th Quarter, 2011

**Or Month:** Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec  
 (please circle)

**Service Report**

Performance Measure	Annual Goal	Goal This Period	New Units This Period	Cumulative Units 2011
Performance Measure 1 <b>Unduplicated City Clients Served</b>	70	18	18	36
Performance Measure 2 Abortion Care visits	4	1	1	2
Performance Measure 3 Well Woman Reproductive Care Visits	73	19	19	38
Performance Measure 4 (N/A)				

**Narrative Report:**

Include information such as current trends, program developments, special events, publicity or community education efforts, etc. Be sure to address any discrepancies between the level of services actually provided and performance goals. Attach additional pages as necessary.

- We hosted the Renton Human Services Commission for a site visit in April and answered dozens of questions about the services we provide and the women we serve.
- We have continued to increase efficiencies and reduce expenses to be able to meet a reduced budget in 2011 compared to 2010. Client volume maintains a steady pace.
- We continued outreach to health care professionals, social service agency leaders, school nurses and others to increase their awareness of Cedar River Clinics scope of services.
- We completed the profile and self assessment for Renton Foundation to use in their collaborative approach to supporting South King County nonprofits.

- On a regular basis management reviews the client feedback cards and determine what actions to take to make improvements based upon clients' suggestions and ideas and comments. When there is positive feedback about a particular staff member, that feedback is shared with that employee.
- We have spent many hours creating a brand-new website. It will "go live" soon.

from Joan Schrammeck at Cedar River Clinics