



Access-Initiation-Engagement

1st Quarter FY 2013-2014

		AGG	DTX	OPT	SBT	IIH	TFC
REFERRAL DATE to INTAKE DATE	% within 5 days	48%	40%	48%	36%	61%	60%
	% within 10 days	86%	100%	79%	89%	92%	80%
	% over 10 days	14%	0%	21%	11%	8%	2%
	Average # days	7	6	7	7	6	5
INTAKE DATE to TRANSFER DATE	% within 5 days	18%	22%	14%	9%	41%	40%
	% within 10 days	40%	78%	36%	17%	92%	100%
	% over 10 days	60%	22%	64%	83%	8%	0%
	Average # days	37	16	38	57	7	5
INTAKE DATE to FIRST CONTACT	% within 5 days	7%	0%	2%	24%	0%	-
	% within 10 days	50%	11%	33%	71%	70%	-
	% over 10 days	50%	89%	67%	29%	30%	-
	Average # days	17	17	24	14	10	-
FIRST CONTACT to SECOND CONTACT	% within 5 days	34%	100%	4%	19%	85%	-
	% within 10 days	96%	100%	51%	84%	96%	-
	% over 10 days	4%	0%	49%	16%	4%	-
	Average # days	10	2	16	8	4	-
# CONSUMERS WITH NO ENGAGEMENT DATES		39	1	28*	1	9	-

*An additional 12 Outpatient Therapy consumers were only seen for 1 therapy session, then never came back.

1st Quarter Intake Totals

- **392** intake appointments were scheduled for a total of **330** consumers between 7/1/13 and 9/30/13
 - **57%** of intake appointments scheduled were completed
 - **53**, or **16%**, of the **330** consumers with intake appointments had more than 1 appointment
- **222** intake appointments were completed, **196** of the appointments had services recommended with Support, Inc.
 - **88%** of consumers who completed intake appointments had services recommended with Support, Inc.
 - **26**, or **12%**, of consumers who completed intake appointments were referred to outside providers
- **354** cases transferred from intake to program department