



Access-Initiation-Engagement

1st Quarter FY 2014-2015

		AGG	DTX	OPT	SBT	IIH	TFC	SAIOP
REFERRAL DATE to INTAKE DATE	% within 5 days	56%	47%	57%	45%	59%	80%	67%
	% within 10 days	83%	76%	83%	80%	85%	90%	33%
	% over 10 days	17%	24%	17%	20%	15%	10%	67%
	Average # days	8	8	8	9	6	5	6
INTAKE DATE to TRANSFER DATE	% within 5 days	45%	62%	44%	42%	47%	20%	50%
	% within 10 days	84%	100%	87%	85%	76%	100%	100%
	% over 10 days	16%	0%	13%	15%	24%	0%	0%
	Average # days	8	5	7	9	7	6	6
INTAKE DATE to FIRST CONTACT	% within 5 days	11%	8%	12%	5%	5%		67%
	% within 10 days	47%	33%	46%	66%	25%		67%
	% over 10 days	53%	67%	54%	34%	75%		33%
	Average # days	13	16	14	10	14	-	6
FIRST CONTACT to SECOND CONTACT	% within 5 days	28%	100%	7%	23%	100%		100%
	% within 10 days	63%	100%	47%	77%	100%		100%
	% over 10 days	37%	0%	53%	23%	0%		0%
	Average # days	10	1	13	8	3	-	
% CONSUMERS WITH AT LEAST 3 ENGAGEMENT DATES		55%	75%	46%	75%	60%		100%
% CONSUMERS WITH 3 ENGAGEMENT DATES WITHIN 30 DAYS OF ASSESSMENT (of those with 3 engagement dates)		65%	92%	46%	77%	60%		100%
# CONSUMERS WITH NO ENGAGEMENT DATES		60	4	41	2	13	-	0

1st Quarter Intake Totals

- **465** intake appointments were scheduled for a total of **396** consumers between 7/1/14 and 9/30/14
 - **66%** of intake appointments scheduled were completed
 - **58**, or **15%**, of the **396** consumers with intake appointments had more than 1 appointment
- **308** intake appointments were completed, **269** of the appointments had services recommended with Support, Inc.
 - **90%** of consumers who completed intake appointments had services recommended with Support, Inc.
 - **30**, or **8%**, of consumers who completed intake appointments were referred to outside providers
- **276** cases transferred from intake to program department

Additional Engagement Outcomes for Outpatient Therapy Services

171 intakes completed with Outpatient Therapy as the recommendation

24% (41) never came back after intake appointment (~164 total hours spent on these cases during intake process)

13% (23) only attended one therapy appointment after intake

16% (28) only attended two therapy appointments after intake

46% (79) attended 3 or more therapy appointments after intake