



Access-Initiation-Engagement

2nd Quarter FY 2013-2014 (October-December 2013)

		AGG	DTX	OPT	SBT	IIH	TFC
REFERRAL DATE to INTAKE DATE	% within 5 days	41%	42%	57%	27%	63%	40%
	% within 10 days	79%	71%	90%	70%	88%	100%
	% over 10 days	21%	29%	10%	30%	12%	0%
	Average # days	8	8	6	10	8	5
INTAKE DATE to TRANSFER DATE	% within 5 days	10%	16%	8%	5%	29%	0%
	% within 10 days	59%	64%	51%	49%	91%	100%
	% over 10 days	41%	36%	49%	51%	9%	0%
	Average # days	12	10	13	14	7	8
INTAKE DATE to FIRST CONTACT	% within 5 days	9%	13%	11%	10.5%	4%	
	% within 10 days	42%	37.5%	40%	43%	50%	
	% over 10 days	58%	62.5%	60%	57%	50%	
	Average # days		12	19	17	11	N/A
FIRST CONTACT to SECOND CONTACT	% within 5 days	28%	100%	7%	15%	100%	
	% within 10 days	62%	100%	51%	55%	100%	
	% over 10 days	38%	0%	49%	45%	0%	
	Average # days	11	1	15	13	2	N/A
# CONSUMERS WITH NO ENGAGEMENT DATES			7	26*	6	5	N/A

* An additional 13 consumers referred for Outpatient Therapy only had 1 engagement date.

2nd Quarter Intake Totals

- **544** intake appointments were scheduled for a total of **450** consumers between 10/1/13 and 12/31/13
 - **60%** of intake appointments scheduled were completed
 - **82**, or **25%**, of the **450** consumers with intake appointments had more than 1 appointment
- **325** intake appointments were completed, **305** of the appointments had services recommended with Support, Inc.
 - **94%** of consumers who completed intake appointments had services recommended with Support, Inc.
 - **20**, or **6%**, of consumers who completed intake appointments were referred to outside providers
- **258** cases transferred from intake to program department