



# Access-Initiation-Engagement

## 2nd Quarter FY 2014-2015

		AGG	DTX	OPT	SBT	IIH	TFC	SAIOP
<b>REFERRAL DATE to INTAKE DATE</b>	% within 5 days							
	% within 10 days							
	% over 10 days							
	Average # days		18					
<b>INTAKE DATE to FIRST CONTACT</b>	% within 5 days							
	% within 10 days							
	% over 10 days							
	Average # days		25					
<b>FIRST CONTACT to SECOND CONTACT</b>	% within 5 days							
	% within 10 days							
	% over 10 days							
	Average # days		3					
<b>SECOND CONTACT to THIRD CONTACT</b>	% within 5 days							
	% within 10 days							
	% over 10 days							
	Average # days		3					
<b>% CONSUMERS WITH AT LEAST 3 ENGAGEMENT DATES</b>			72.2%					
<b>% CONSUMERS WITH 3 ENGAGEMENT DATES WITHIN 30 DAYS OF ASSESSMENT (of those with 3 engagement dates)</b>			46.1%					
<b># CONSUMERS WITH NO ENGAGEMENT DATES</b>			5					

## 1st Quarter Intake Totals

- **792** 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