



Access-Initiation-Engagement

3rd Quarter FY 2013-2014

		AGG	DTX	OPT	SBT	IIH	TFC
REFERRAL DATE to INTAKE DATE	% within 5 days	37%	54%	40%	30%	59%	N/A
	% within 10 days	72%	91%	79%	57%	95%	N/A
	% over 10 days	28%	9%	21%	43%	5%	N/A
	Average # days	12	7	9	16	6	N/A
INTAKE DATE to TRANSFER DATE	% within 5 days	4%	6%	0%	2%	19%	N/A
	% within 10 days	32%	71%	25%	21%	77%	N/A
	% over 10 days	68%	29%	75%	79%	23%	N/A
	Average # days	17	9	18	20	9	N/A
INTAKE DATE to FIRST CONTACT	% within 5 days						N/A
	% within 10 days						N/A
	% over 10 days						N/A
	Average # days						N/A
FIRST CONTACT to SECOND CONTACT	% within 5 days						N/A
	% within 10 days						N/A
	% over 10 days						N/A
	Average # days						N/A
# CONSUMERS WITH NO ENGAGEMENT DATES							N/A

3rd Quarter Intake Totals

- **506** intake appointments were scheduled for a total of **398** consumers between 1/1/14 and 3/31/14
 - **60%** of intake appointments scheduled were completed
 - **80**, or **20%**, of the **398** consumers with intake appointments had more than 1 appointment
- **302** intake appointments were completed, **286** of the appointments had services recommended with Support, Inc.
 - **95%** of consumers who completed intake appointments had services recommended with Support, Inc.
 - **14**, or **5%**, of consumers who completed intake appointments were referred to outside providers
- **280** cases transferred from intake to program department