



Access-Initiation-Engagement

4th Quarter FY 2013-2014

| | | AGG | DTX | OPT | SBT | IIH | TFC |
|--------------------------------------|------------------|-----|-----|-----|-----|-----|-----|
| REFERRAL DATE to INTAKE DATE | % within 5 days | 26% | 43% | 24% | 20% | 41% | 40% |
| | % within 10 days | 68% | 83% | 66% | 61% | 78% | 80% |
| | % over 10 days | 32% | 17% | 34% | 39% | 22% | 20% |
| | Average # days | 11 | 8 | 11 | 12 | 9 | 6 |
| INTAKE DATE to TRANSFER DATE | % within 5 days | 13% | 53% | 8% | 3% | 34% | 40% |
| | % within 10 days | 35% | 84% | 32% | 26% | 63% | 80% |
| | % over 10 days | 65% | 16% | 68% | 74% | 37% | 20% |
| | Average # days | 15 | 7 | 13 | 16 | 9 | 8 |
| INTAKE DATE to FIRST CONTACT | % within 5 days | | | | | | |
| | % within 10 days | | | | | | |
| | % over 10 days | | | | | | |
| | Average # days | | | | | | |
| FIRST CONTACT to SECOND CONTACT | % within 5 days | | | | | | |
| | % within 10 days | | | | | | |
| | % over 10 days | | | | | | |
| | Average # days | | | | | | |
| # CONSUMERS WITH NO ENGAGEMENT DATES | | | | | | | |

4th Quarter Intake Totals

- **583** intake appointments were scheduled for a total of **454** consumers between 4/1/14 and 6/30/14
 - **58%** of intake appointments scheduled were completed
 - **110**, or **24%**, of the **450** consumers with intake appointments had more than 1 appointment
- **336** intake appointments were completed, **299** of the appointments had services recommended with Support, Inc.
 - **89%** of consumers who completed intake appointments had services recommended with Support, Inc.
 - **32**, or **11%**, of consumers who completed intake appointments were referred to outside providers
- **354** cases transferred from intake to program department