



# Access-Initiation-Engagement

## 3rd Quarter FY 2012-2013

		AGG	DTX	OPT	SBT	IIH
<b>REFERRAL DATE to INTAKE DATE</b>	% within 5 days	33%	45%	53%	18%	37%
	% within 10 days	55%	68%	79%	29%	66%
	% over 10 days	45%	32%	21%	71%	34%
	Average # days	16	12	8	25	11
<b>INTAKE DATE to TRANSFER DATE</b>	% within 5 days	2%	0%	0%	0%	5%
	% within 10 days	23%	36%	11%	8%	42%
	% over 10 days	77%	64%	89%	92%	58%
	Average # days	20	13	20	27	12
<b>INTAKE DATE to FIRST CONTACT</b>	% within 5 days	0%	0%	0%	0%	0%
	% within 10 days	22%	8%	36%	27%	17%
	% over 10 days	78%	92%	64%	73%	83%
	Average # days	16	15	15	16	17
<b>FIRST CONTACT to SECOND CONTACT</b>	% within 5 days	54%	100%	9%	9%	92%
	% within 10 days	86%	100%	64%	74%	100%
	% over 10 days	14%	0%	36%	26%	0%
	Average # days	6	2	9	8	3

## 3rd Quarter Intake Totals

- **583** intake appointments were scheduled for a total of **496** consumers between 1/1/13 and 3/31/13
  - **60%** of intake appointments scheduled were completed
  - **88**, or **17%**, of the **496** consumers with intake appointments had more than 1 appointment
- **349** intake appointments were completed, **283** of the appointments had services recommended with Support, Inc.
  - **81%** of consumers who completed intake appointments had services recommended with Support, Inc.
  - **66**, or **19%**, of consumers who completed intake appointments were referred to outside providers
- **174** cases transferred from intake to program department
- **248** consumers who were seen for intake in Q3 had their cases transferred as of 5/15/13 (**71%**)