



Access-Initiation-Engagement

4th Quarter FY 2012-2013

		AGG	DTX	OPT	SBT	IIH
REFERRAL DATE to INTAKE DATE	% within 5 days	34%	50%	34%	25%	50%
	% within 10 days	68%	85%	76%	50%	85%
	% over 10 days	32%	15%	24%	50%	15%
	Average # days	13	8	8.5	16.4	7
INTAKE DATE to TRANSFER DATE	% within 5 days		50%	0%	2%	10%
	% within 10 days		75%	5%	5%	56%
	% over 10 days		5%	95%	95%	44%
	Average # days	36	10	51	51	10
INTAKE DATE to FIRST CONTACT	% within 5 days	6%	0%	3%	13%	3%
	% within 10 days	26%	31%	15%	43%	16%
	% over 10 days	74%	69%	85%	57%	84%
	Average # days	16	18	19	13	14
FIRST CONTACT to SECOND CONTACT	% within 5 days	45%	100%	6%	10%	92%
	% within 10 days	71%	100%	43%	55%	100%
	% over 10 days	29%	0%	57%	46%	0%
	Average # days	8	2	14	11	3
# CONSUMERS WITH NO ENGAGEMENT DATES		41	4	19	10	8

4th Quarter Intake Totals

- **401** intake appointments were scheduled for a total of **336** consumers between 4/1/13 and 6/30/13
 - **60%** of intake appointments scheduled were completed
 - **65**, or **19%**, of the **336** consumers with intake appointments had more than 1 appointment
- **240** intake appointments were completed, **210** of the appointments had services recommended with Support, Inc.
 - **88%** of consumers who completed intake appointments had services recommended with Support, Inc.
 - **30**, or **13%**, of consumers who completed intake appointments were referred to outside providers
- **262** cases transferred from intake to program department