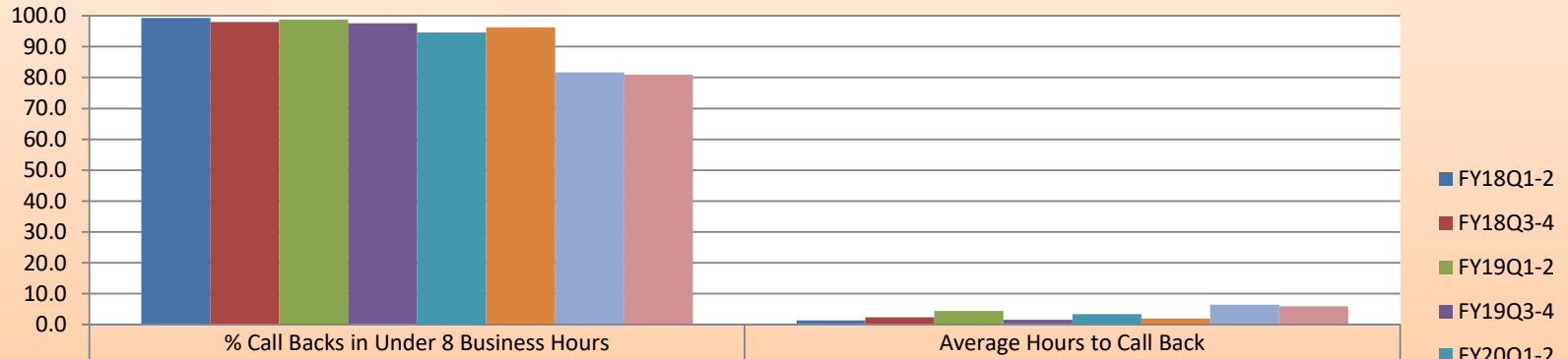


## Access: Wait Times on Call Backs for Request for Services

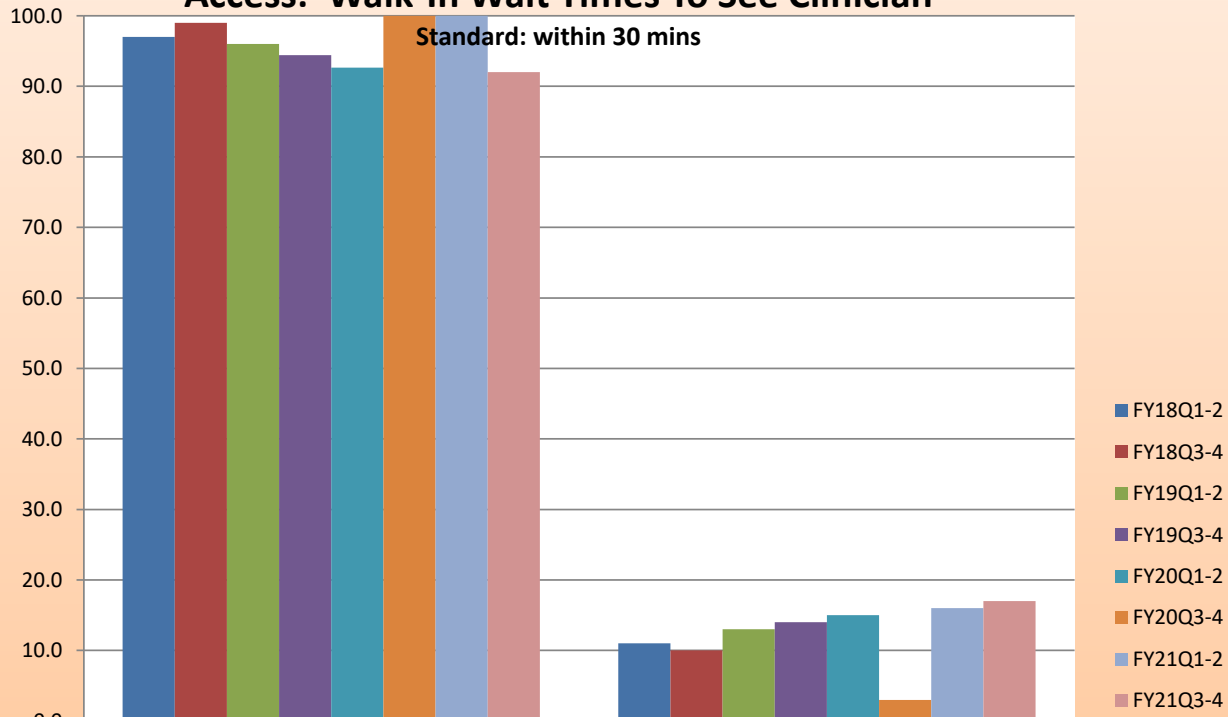
Standard: under 8 business hours



	% Call Backs in Under 8 Business Hours	Average Hours to Call Back
FY18Q1-2	99.3	1.4
FY18Q3-4	98.0	2.4
FY19Q1-2	98.8	4.4
FY19Q3-4	97.5	1.6
FY20Q1-2	94.6	3.4
FY20Q3-4	96.3	2.0
FY21Q1-2	81.7	6.5
FY21Q3-4	81.0	5.9

*Calculation Description: If a call was returned on the following business day, 15 hours are subtracted from the call back wait time. If a call was returned following a weekend, 47 hours are subtracted. The follow up call time is based on the time the call log was removed from the call back queue.*

### Access: Walk-In Wait Times To See Clinician



	% Walk-In Wait Times Under 30 Mins	Average Walk-In Wait Time- Minutes
FY18Q1-2	97.0	11
FY18Q3-4	99.0	10
FY19Q1-2	96.0	13
FY19Q3-4	94.4	14
FY20Q1-2	92.6	15
FY20Q3-4	100.0	3
FY21Q1-2	100.0	16
FY21Q3-4	92.0	17

*Note: Includes all appointments with regular data. Appointments with "Irregular Data" are computed separately for review and follow up. (eg., appt time with clinician is prior to documented walk in time, etc.)*