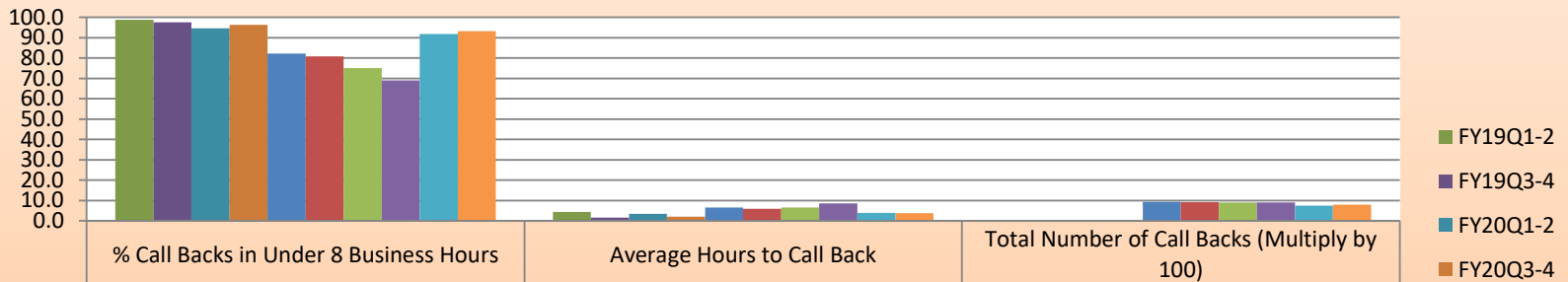


## Access: Wait Times on Call Backs for Request for Services

Standard: under 8 business hours

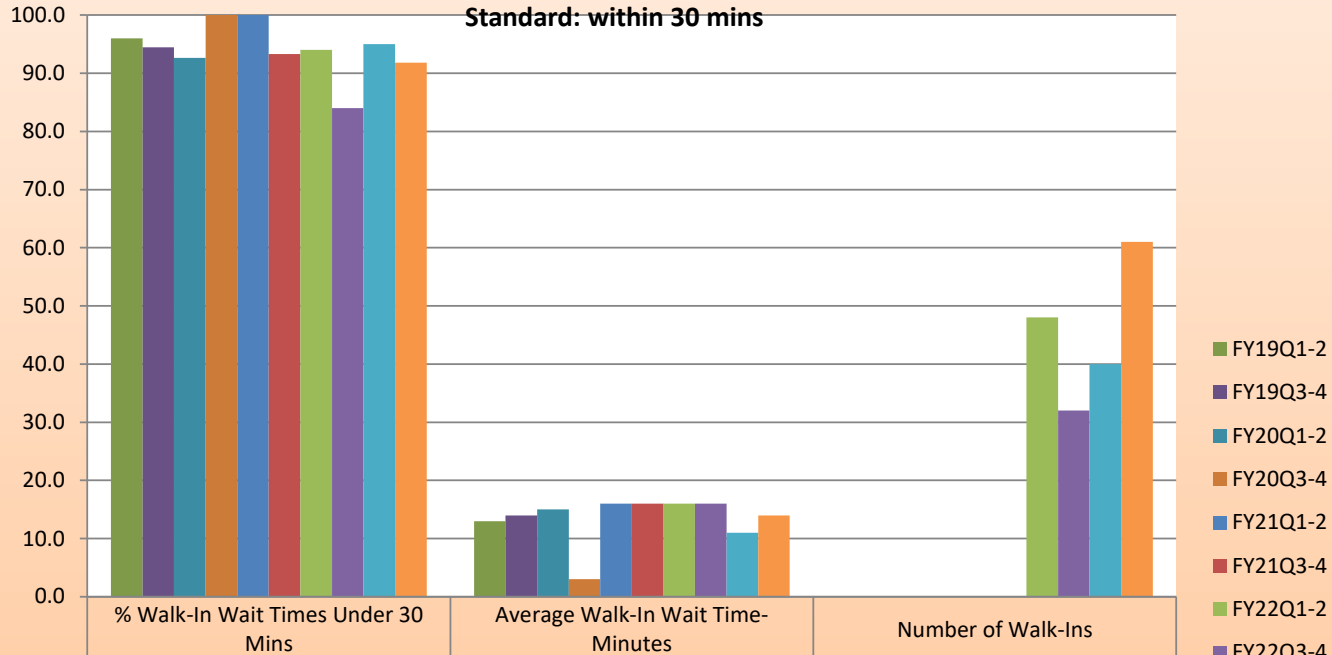


	% Call Backs in Under 8 Business Hours	Average Hours to Call Back	Total Number of Call Backs (Multiply by 100)
FY19Q1-2	98.8	4.4	
FY19Q3-4	97.5	1.6	
FY20Q1-2	94.6	3.4	
FY20Q3-4	96.3	2.0	
FY21Q1-2	82.2	6.5	9.31
FY21Q3-4	80.8	5.9	9.15
FY22Q1-2	75.0	6.6	9.02
FY22Q3-4	69.0	8.5	9.02
FY23Q1-2	91.8	3.9	7.41
FY23Q3-4	93.2	3.7	7.95

**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

Standard: within 30 mins



	% Walk-In Wait Times Under 30 Mins	Average Walk-In Wait Time-Minutes	Number of Walk-Ins
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	93.3	16	
FY22Q1-2	94.0	16	48
FY22Q3-4	84.0	16	32
FY23Q1-2	95.0	11	40
FY23Q3-4	91.8	14	61

**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.)**