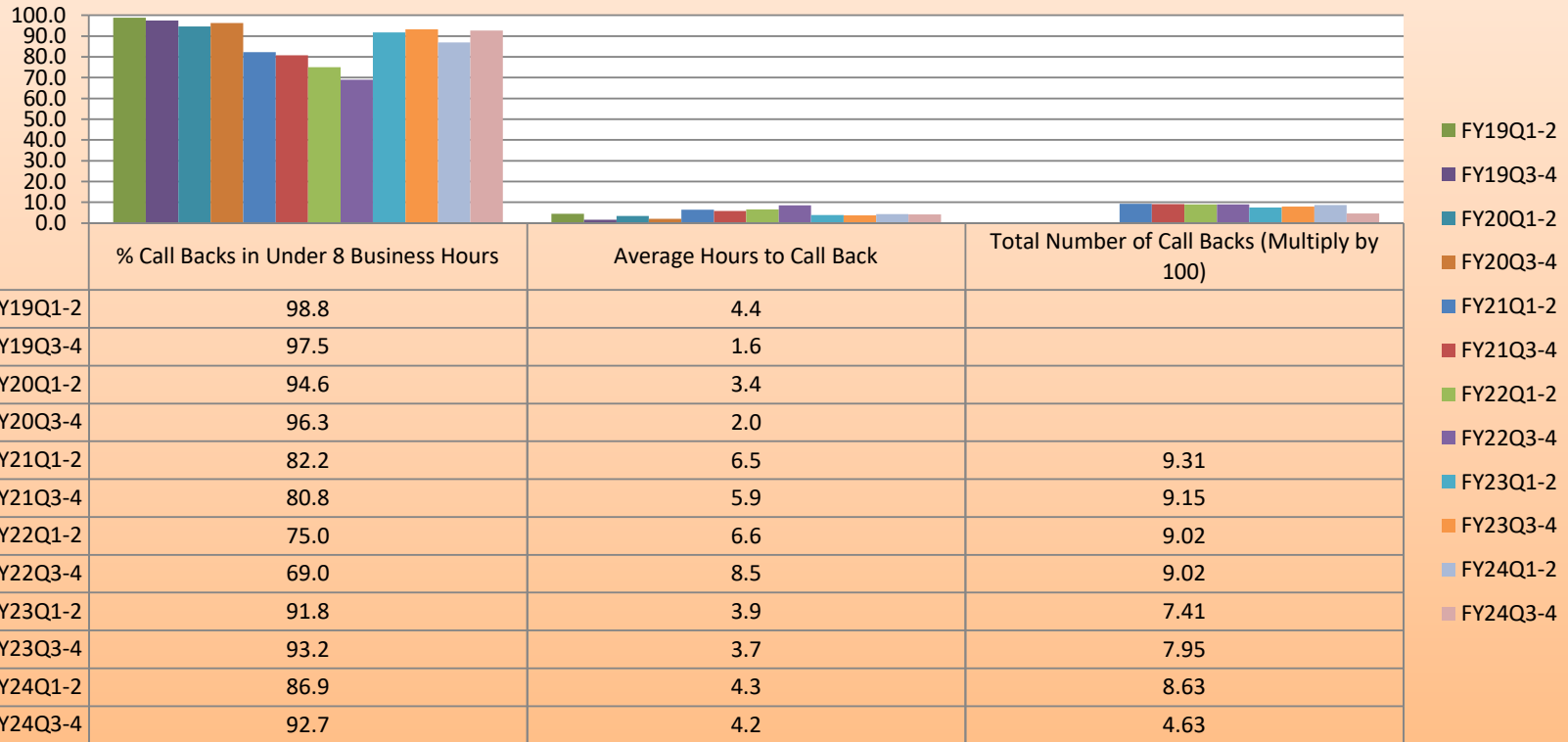


Access: Wait Times on Call Backs for Request for Services

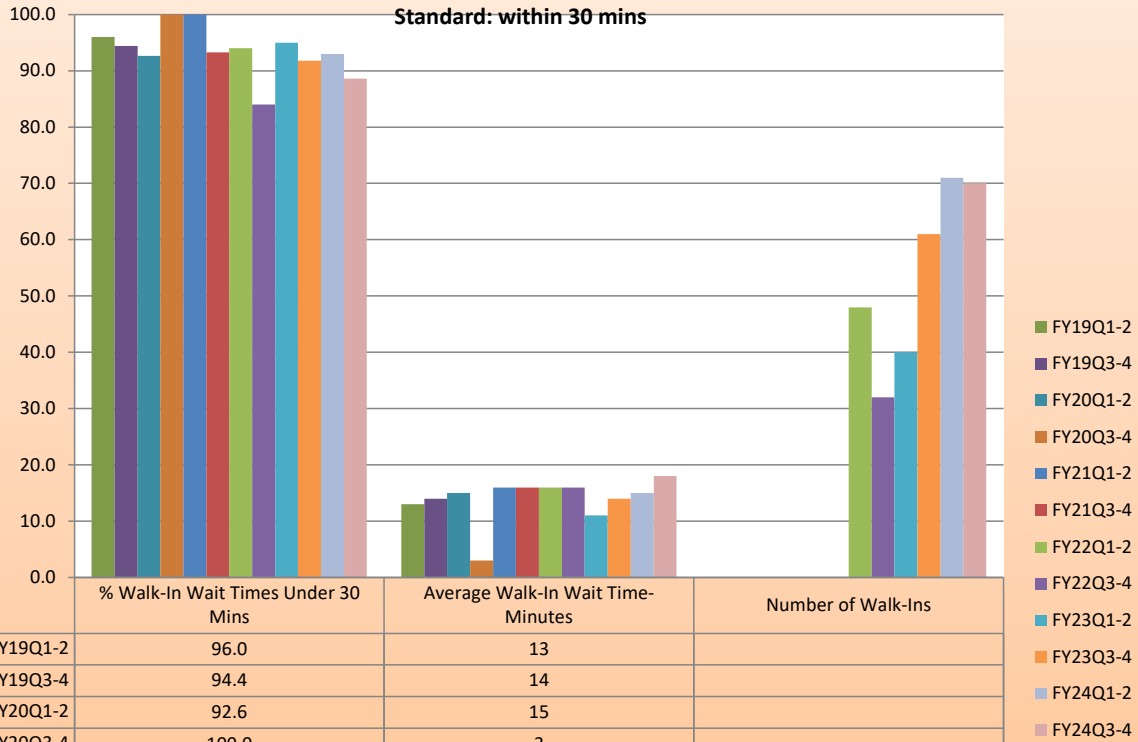
Standard: under 8 business hours



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. FY23Q3-4 and earlier: The follow up call time is based on the time the call log was removed from the call back queue. FY24Q1-2 and later: The follow up call time is based on call-backs under 8 business hours.

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 |
| FY24Q1-2 | 93.0 | 15 | 71 |
| FY24Q3-4 | 88.6 | 18 | 70 |

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.)