

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
OFFICE OF INTEGRATED CARE**

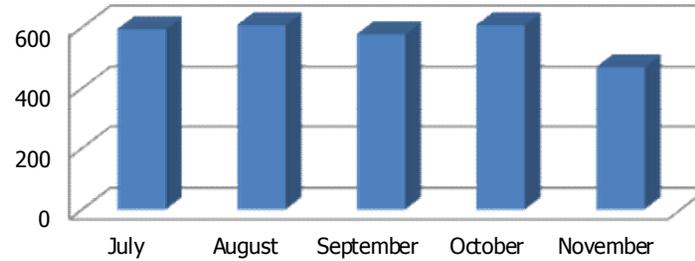
**HEALTHY WAY L.A. REFERRAL TRACKING REPORT*
JULY 2011 - NOVEMBER 2012**

HWLA Referral Summary

Total Referrals

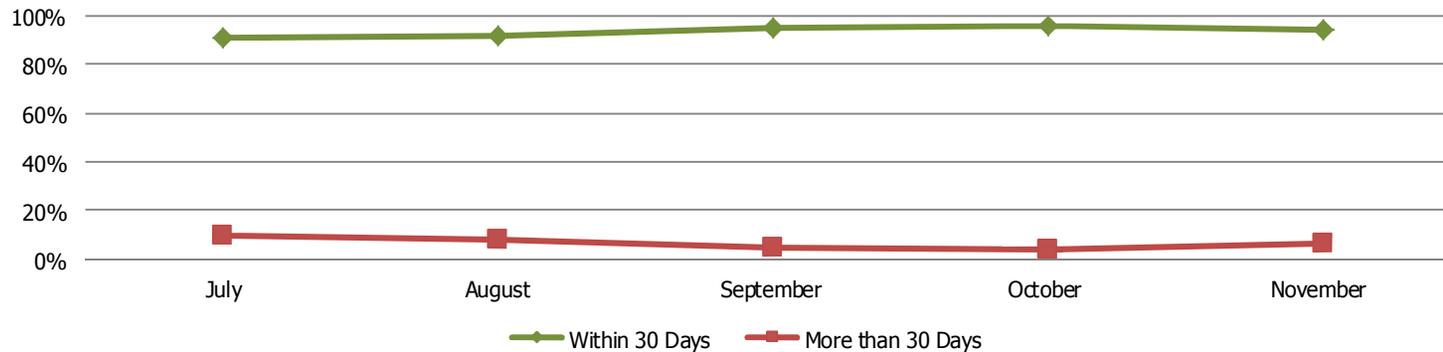
| Month | # | % |
|------------------------|--------------|------|
| FY 11/12 | 4,515 | |
| July | 596 | 21% |
| August | 629 | 22% |
| September | 579 | 20% |
| October | 630 | 22% |
| November | 471 | 16% |
| FY 12/13 | 2,905 | 100% |
| Total Referrals | 7,420 | |

Referrals by Month for FY 12/13



**30-day Access Requirement Reports
July 2011 - November 2012**

| Number of Days | FY 11/12 | July | August | September | October | November | FY 12/13 | Total |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 0 - 10 | 49% | 50% | 44% | 47% | 55% | 57% | 50% | 49% |
| 11 - 20 | 29% | 24% | 25% | 29% | 27% | 27% | 26% | 28% |
| 21 - 30 | 14% | 16% | 22% | 18% | 15% | 10% | 17% | 16% |
| Within 30 Days | 92% | 91% | 92% | 95% | 96% | 94% | 93% | 93% |
| More than 30 Days | 8% | 9% | 8% | 5% | 4% | 6% | 7% | 7% |



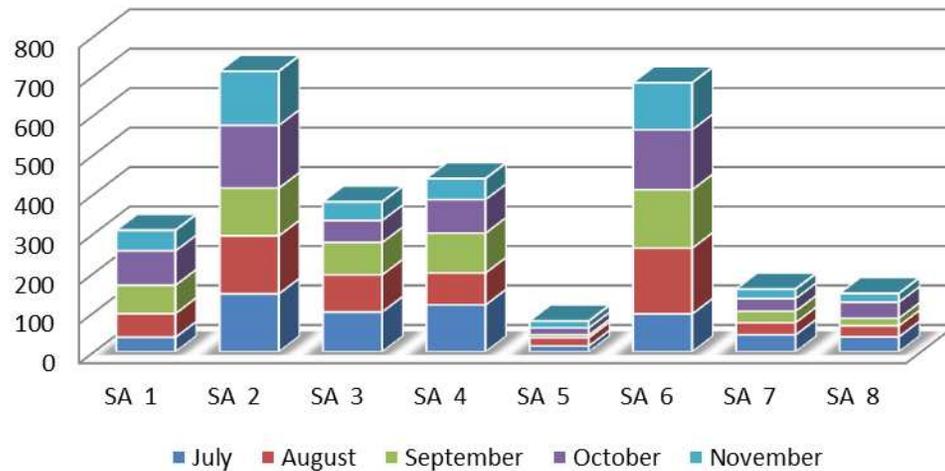
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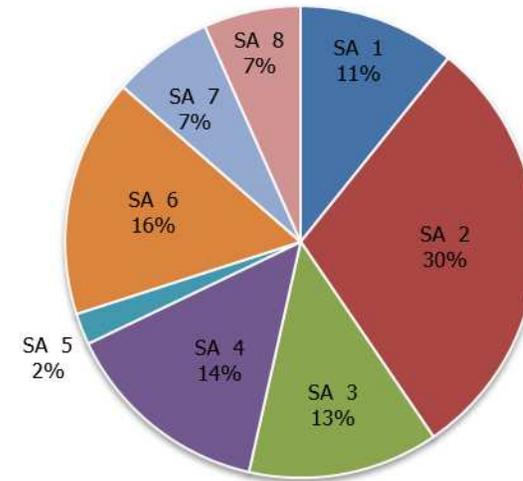
Referrals by Service Area

| Service Area | July | August | September | October | November | FY 12/13 | FY 11/12 | Total Referrals |
|--------------|------------|------------|------------|------------|------------|-------------|-------------|-----------------|
| SA 1 | 37 | 60 | 72 | 87 | 52 | 308 | 492 | 800 |
| SA 2 | 147 | 147 | 121 | 159 | 137 | 711 | 1492 | 2203 |
| SA 3 | 101 | 94 | 82 | 56 | 47 | 380 | 589 | 969 |
| SA 4 | 119 | 81 | 101 | 85 | 53 | 439 | 627 | 1066 |
| SA 5 | 15 | 21 | 7 | 18 | 17 | 78 | 82 | 160 |
| SA 6 | 96 | 167 | 148 | 152 | 119 | 682 | 531 | 1213 |
| SA 7 | 43 | 31 | 29 | 32 | 24 | 159 | 355 | 514 |
| SA 8 | 38 | 28 | 19 | 41 | 22 | 148 | 347 | 495 |
| Total | 596 | 629 | 579 | 630 | 471 | 2905 | 4515 | 7420 |

Referrals by Service Area by Month for FY 12/13



Total Referrals by Service Area



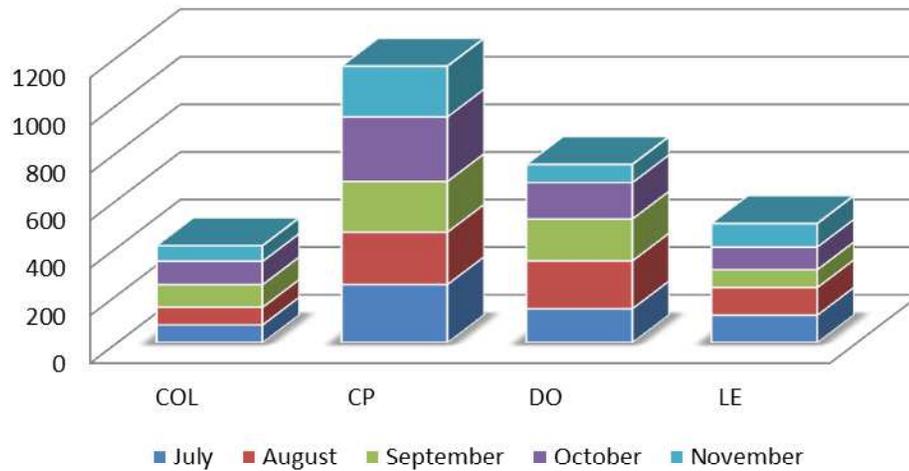
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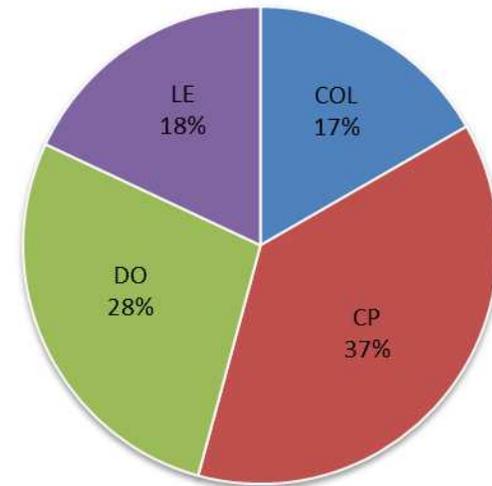
Referrals by Provider Type

| Provider Type | July | August | September | October | November | FY 12/13 | FY 11/12 | Total Referrals |
|--------------------------|-------------|---------------|------------------|----------------|-----------------|-----------------|-----------------|------------------------|
| COL | 75 | 74 | 95 | 98 | 66 | 408 | 781 | 1189 |
| CP | 245 | 220 | 213 | 271 | 213 | 1162 | 1512 | 2674 |
| DO | 143 | 201 | 176 | 153 | 76 | 749 | 1228 | 1977 |
| LE | 116 | 116 | 75 | 95 | 99 | 501 | 783 | 1284 |
| No Linkage with Provider | 17 | 18 | 20 | 13 | 17 | 85 | 211 | 296 |
| Total | 596 | 629 | 579 | 630 | 471 | 2,905 | 4,515 | 7,420 |

Referrals by Provider Type for FY 12/13



Total Referrals by Provider Type



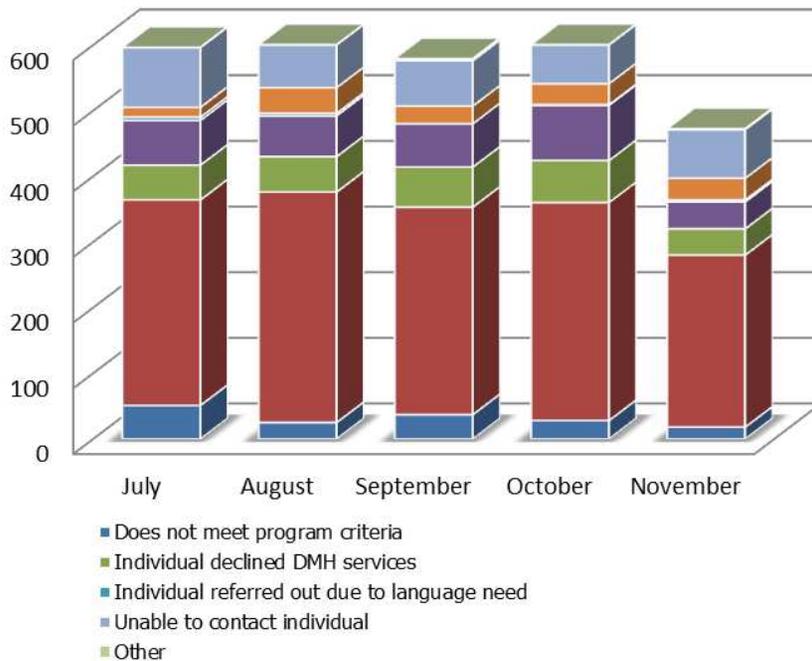
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JULY 2011 - NOVEMBER 2012**

Referral Dispositions by Month

| Disposition | July | August | September | October | November | FY 12/13 | FY 11/12 | Total Referrals |
|---|------------|------------|------------|------------|------------|-------------|-------------|-----------------|
| Does not meet program criteria | 51 | 25 | 37 | 28 | 18 | 141 | 281 | 422 |
| Individual engaged in DMH services at first appointment offered | 313 | 351 | 316 | 332 | 262 | 1312 | 2546 | 3858 |
| Individual declined DMH services | 53 | 54 | 61 | 64 | 40 | 232 | 387 | 619 |
| Individual did not show for appointment | 68 | 62 | 66 | 84 | 41 | 280 | 472 | 752 |
| Individual referred out due to language need | 5 | 4 | 0 | 1 | 3 | 10 | 16 | 26 |
| Individual rescheduled for future appointment | 15 | 39 | 27 | 32 | 33 | 113 | 223 | 336 |
| Unable to contact individual | 91 | 90 | 69 | 87 | 74 | 337 | 587 | 924 |
| Client offered & declined appointment at alternate MH program | 0 | 2 | 3 | 2 | 0 | 7 | 2 | 9 |
| Other | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 2 |
| Total | 596 | 628 | 579 | 630 | 472 | 2905 | 4515 | 6948 |

Referrals by Disposition by Month for FY 12/13



Total Referrals by Disposition

