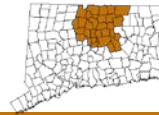


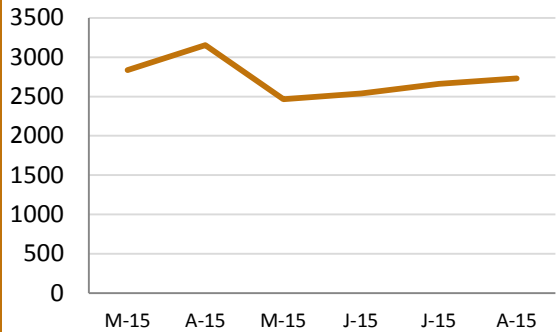
# Greater Hartford Coordinated Entry Report



August-2015

## Number of Calls to 211

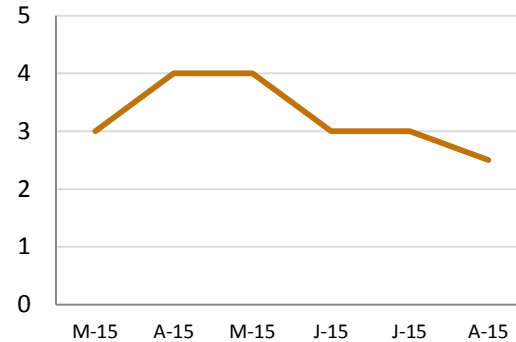
Total Calls This Month: 2,731  
 Total Calls Last Month: 2,660  
 Last 6 Months Average: 2,731



Data Source: 211

## 211 Call Wait Times (in Minutes)

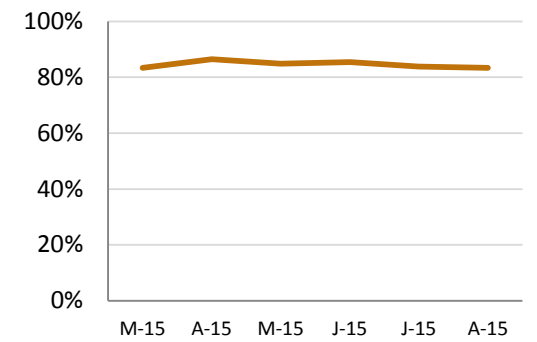
Average This Month: 2.5  
 Average Last Month: 3  
 Last 6 Months Average: 3  
 Longest Call Wait Time This Month: 25



Data Source: 211

## Percent Diverted by 211

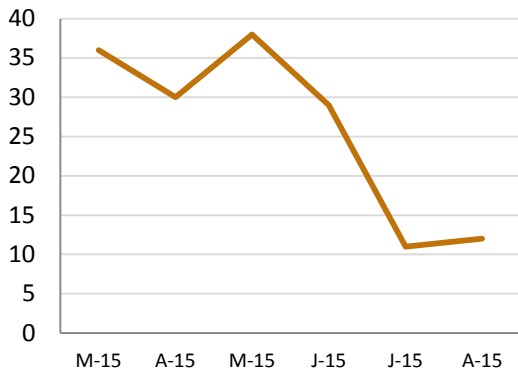
This Month: 83%  
 Last Month: 84%  
 Last 6 Months Average: 85%



Data Source: 211 and CT HMIS

## 211 to CAN Appointment Wait Time (in Days)

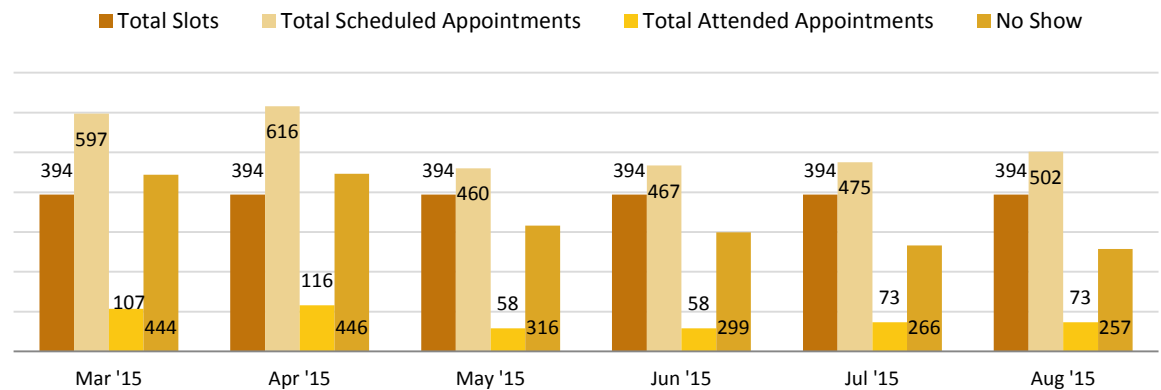
Average Days This Month: 12  
 Average Days Last Month: 11  
 Last 6 Months Average: 26



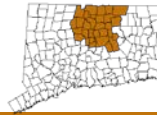
Data Source: CT HMIS

## Appointment Capacity

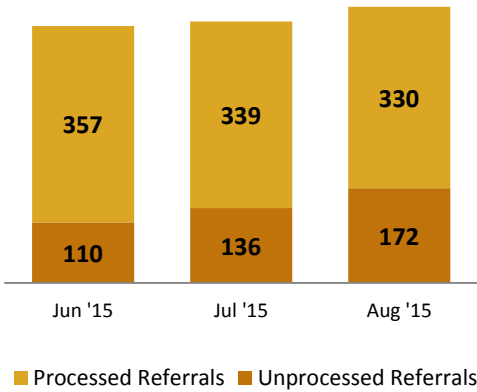
Total Number of Appointment Slots: 394  
 Total Number of Scheduled Appointments: 502  
 Total Number of Attended Appointments: 73  
 Total Number of No Shows: 257  
 Percent of Appointment Capacity Filled: 127%  
 Percent of Appointments Attended: 15%



Data Source: CT HMIS

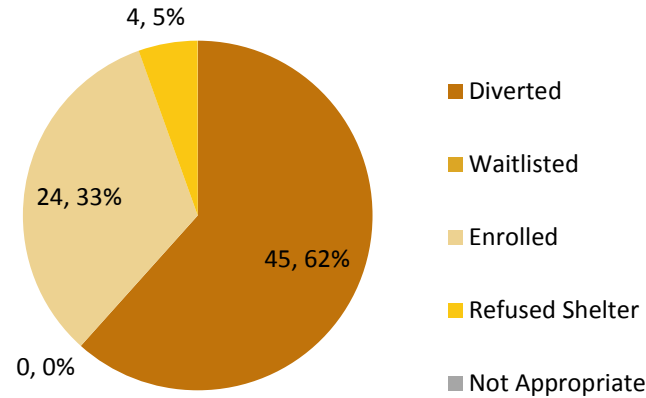


## Referral Data Completeness Last Three Months



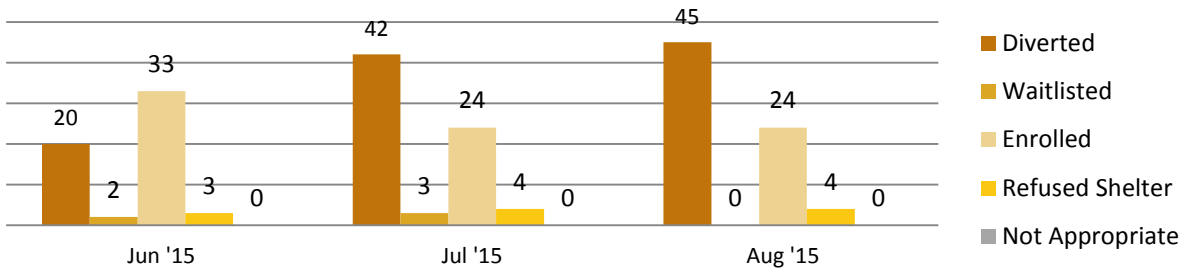
Data Source: CT HMIS

## Outcomes of Attended Appointments August 2015



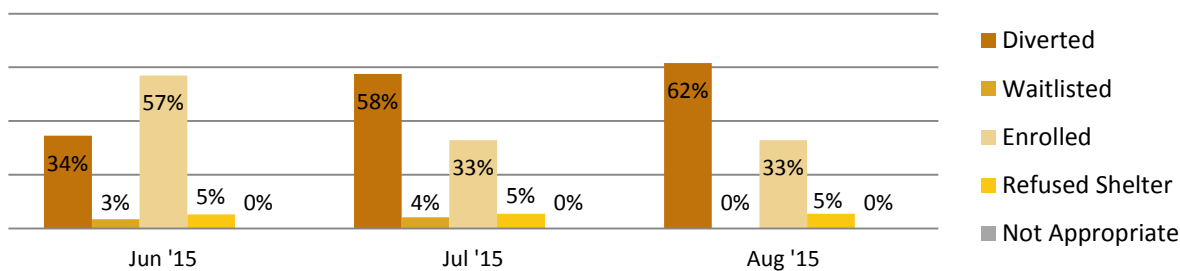
Data Source: CT HMIS

## Last Three Months - By Number



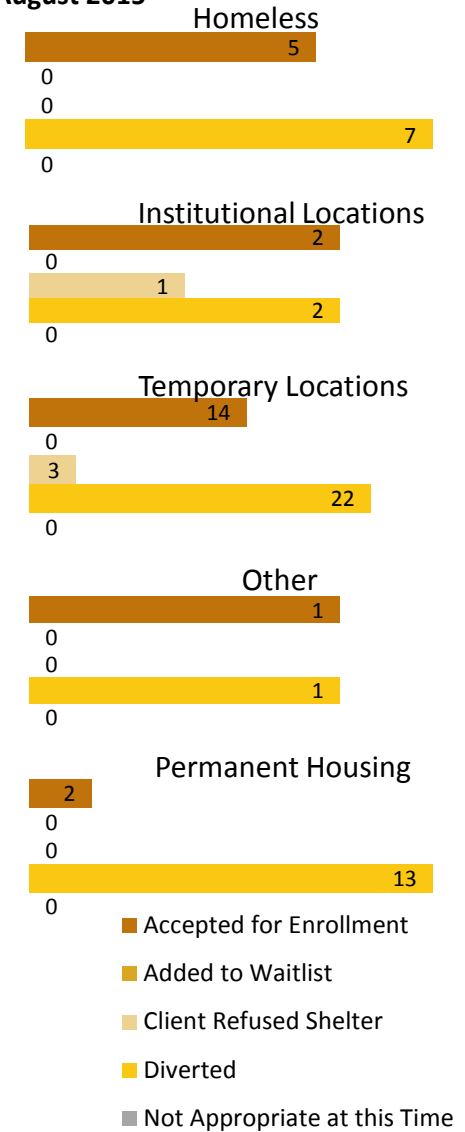
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation August 2015



Data Source: CT HMIS