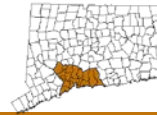


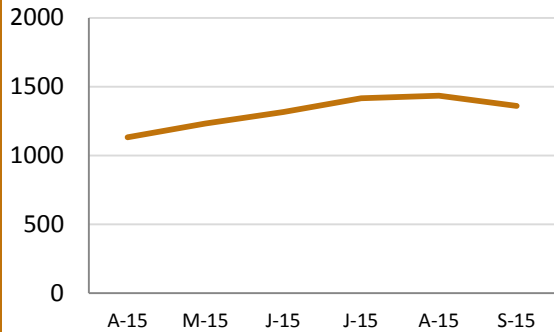
# Greater New Haven Coordinated Entry Report



September-2015

## Number of Calls to 211

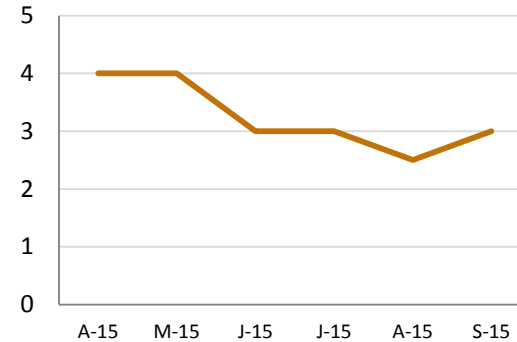
Total Calls This Month: 1,360  
 Total Calls Last Month: 1,434  
 Last 6 Months Average: 1,315



Data Source: 211

## 211 Call Wait Times (in Minutes)

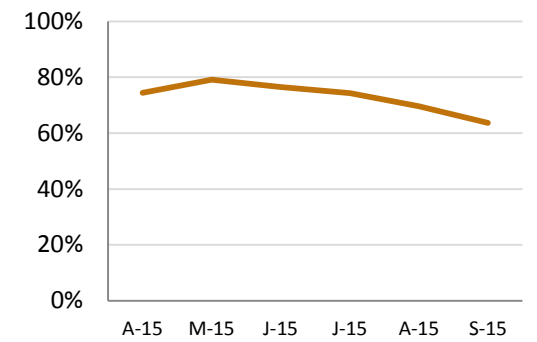
Average This Month: 3  
 Average Last Month: 2.5  
 Last 6 Months Average: 3  
 Longest Call Wait Time This Month: 20



Data Source: 211

## Percent Diverted by 211

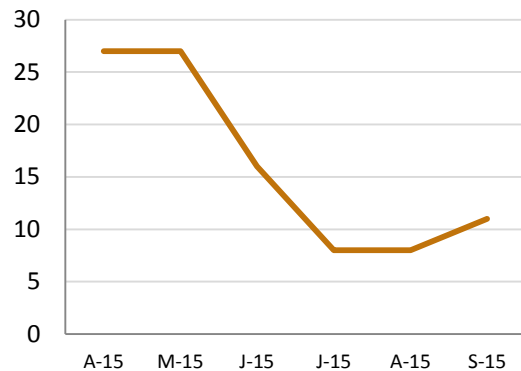
This Month: 64%  
 Last Month: 70%  
 Last 6 Months Average: 73%



Data Source: 211 and CT HMIS

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

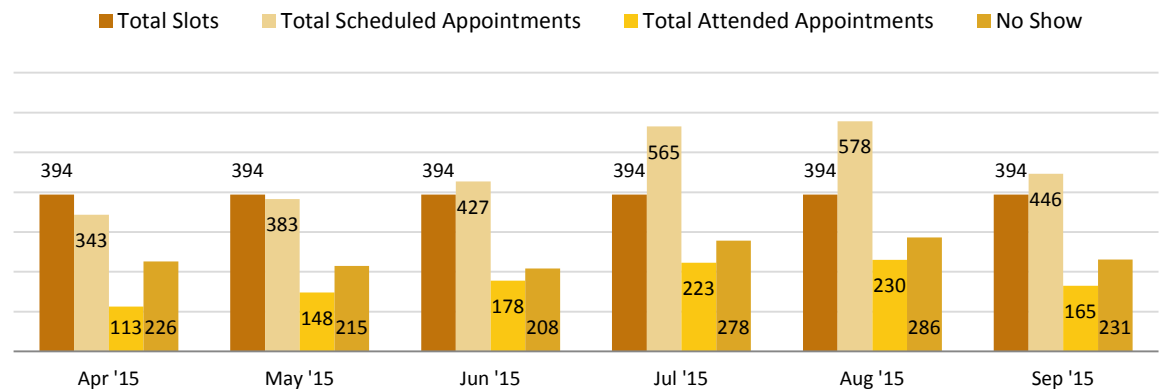
Average Days This Month: 11  
 Average Days Last Month: 8  
 Last 6 Months Average: 16



Data Source: CT HMIS

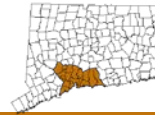
## Appointment Capacity

Total Number of Appointment Slots: 394  
 Total Number of Scheduled Appointments: 446  
 Total Number of Attended Appointments: 165  
 Total Number of No Shows: 231  
 Percent of Appointment Capacity Filled: 113%  
 Percent of Appointments Attended: 37%



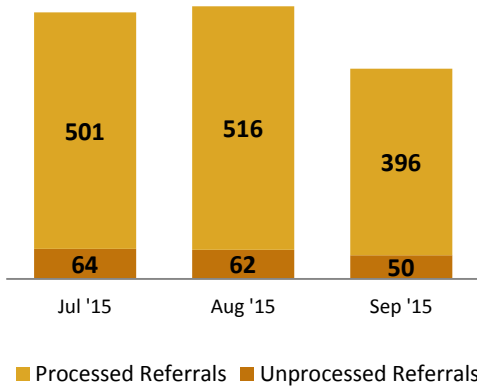
Data Source: CT HMIS

# Greater New Haven Coordinated Entry Report



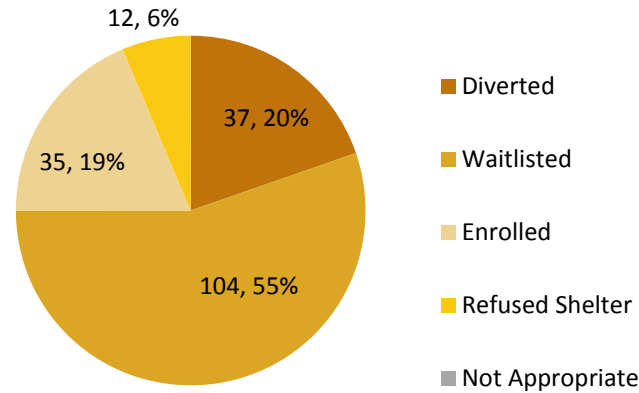
September-2015

## Referral Data Completeness Last Three Months



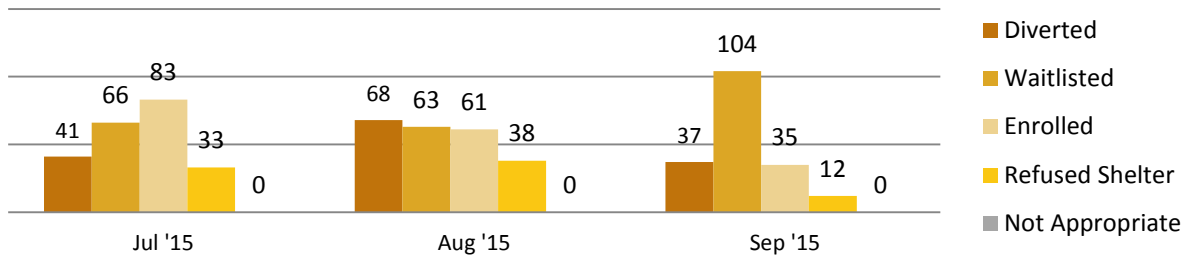
Data Source: CT HMIS

## Outcomes of Attended Appointments September 2015



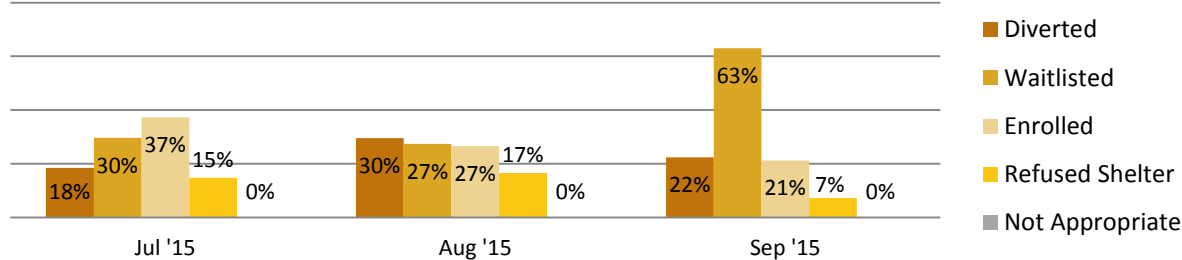
Data Source: CT HMIS

## Last Three Months - By Number



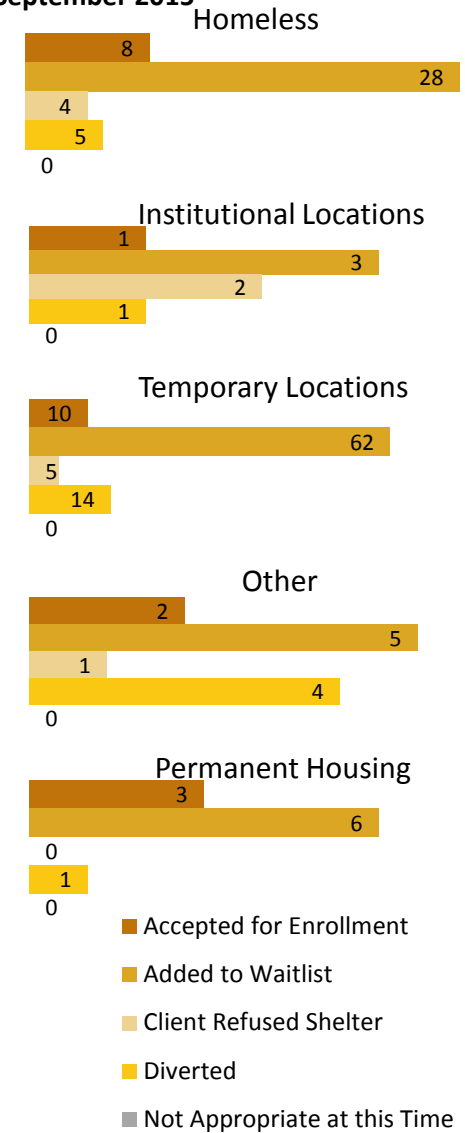
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation September 2015



Data Source: CT HMIS