

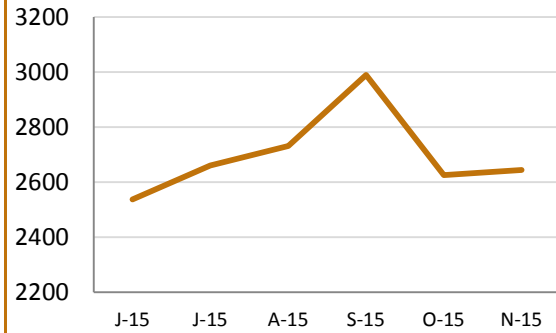
Greater Hartford Coordinated Entry Report



November-2015

Number of Calls to 211

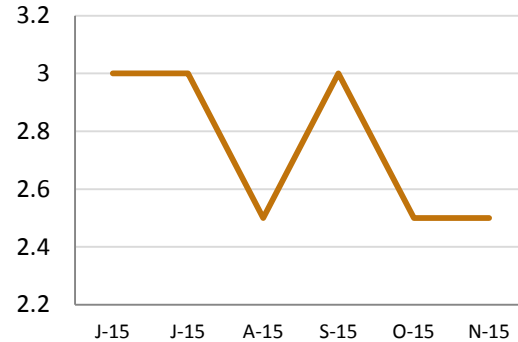
Total Calls This Month:	2,644
Total Calls Last Month:	2,625
Last 6 Months Average:	2,698



Data Source: 211

211 Call Wait Times (in Minutes)

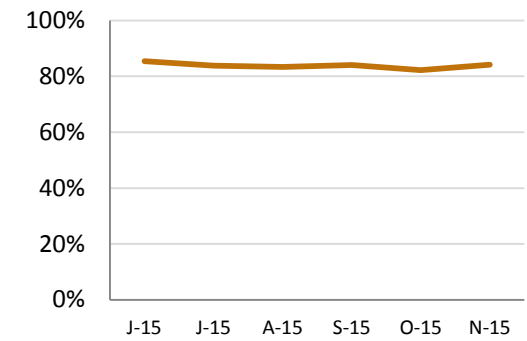
Average This Month:	2.5
Average Last Month:	2.5
Last 6 Months Average:	3
Longest Call Wait Time This Month:	20



Data Source: 211

Percent Diverted by 211

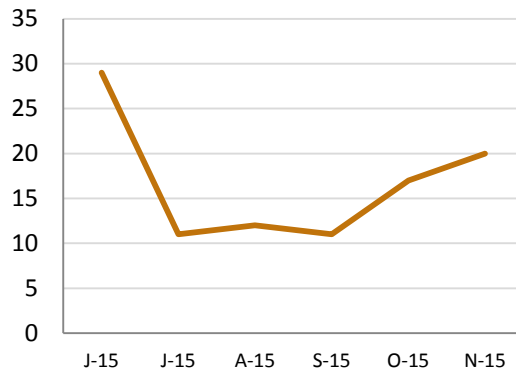
This Month:	84%
Last Month:	82%
Last 6 Months Average:	84%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

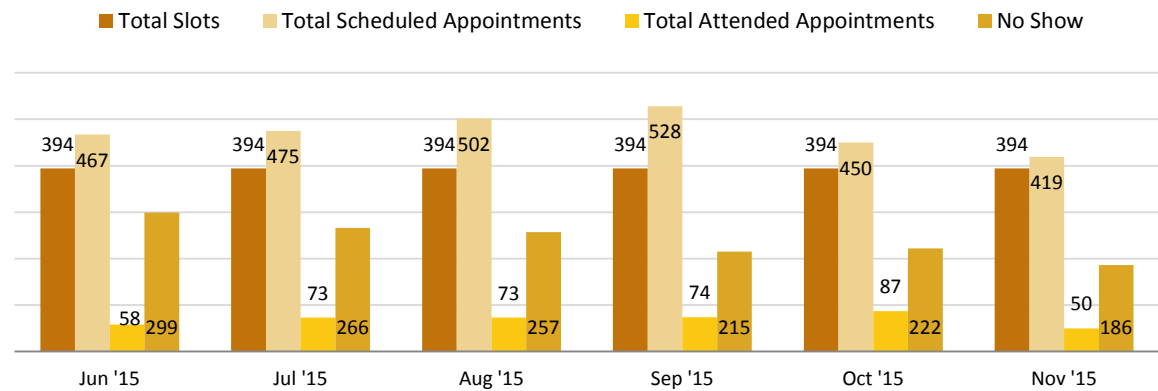
Average Days This Month:	20
Average Days Last Month:	17
Last 6 Months Average:	17



Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	394	Total Number of No Shows:	186
Total Number of Scheduled Appointments:	419	Percent of Appointment Capacity Filled:	106%
Total Number of Attended Appointments:	50	Percent of Appointments Attended:	12%



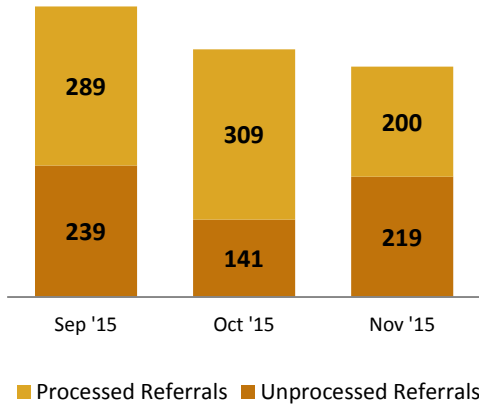
Data Source: CT HMIS

Greater Hartford Coordinated Entry Report

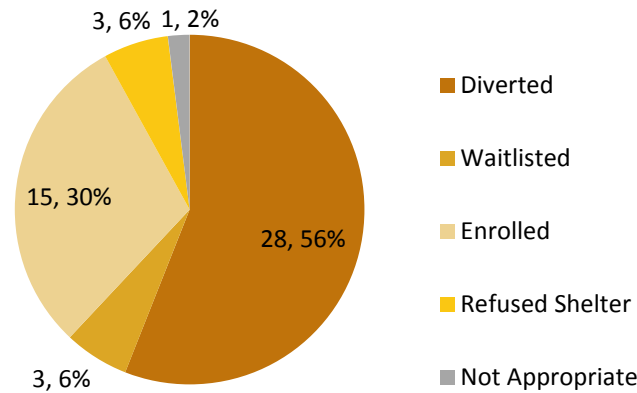


November-2015

Referral Data Completeness Last Three Months



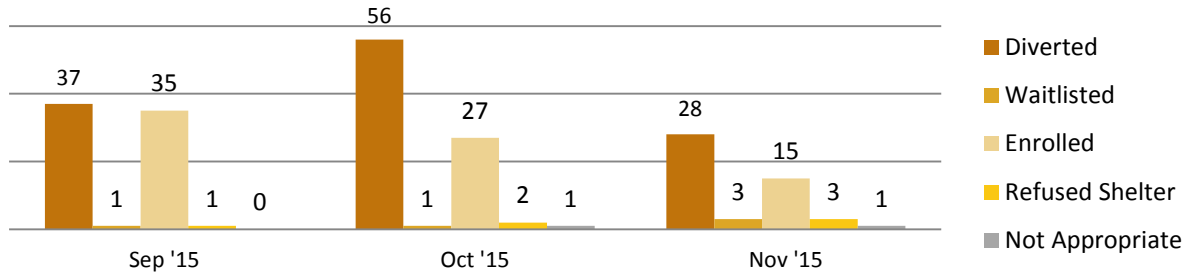
Outcomes of Attended Appointments November 2015



Data Source: CT HMIS

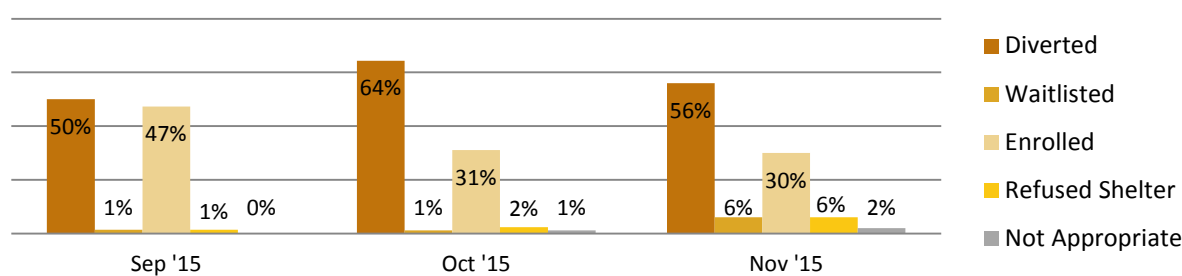
Data Source: CT HMIS

Last Three Months - By Number



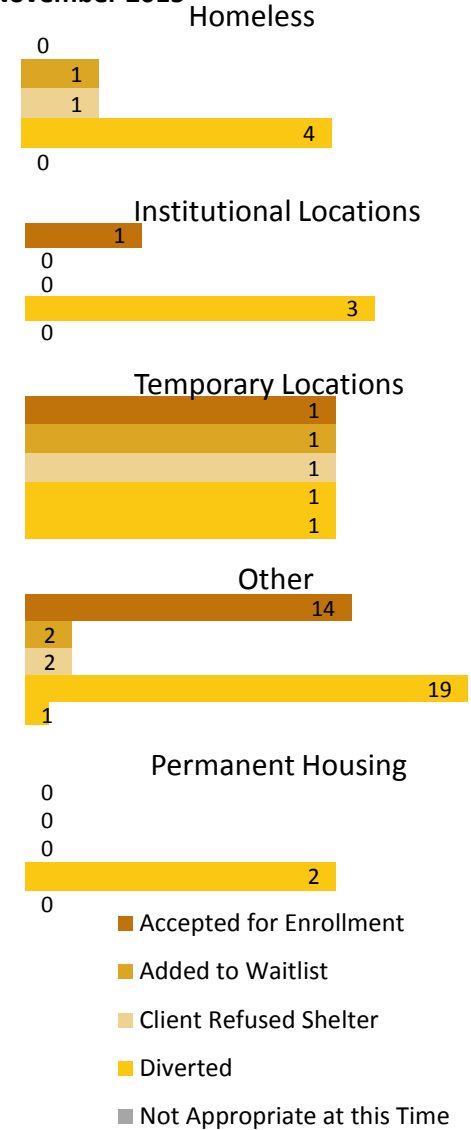
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation November 2015



Data Source: CT HMIS