

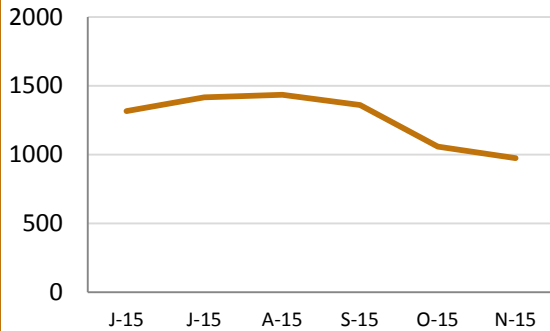
# Greater New Haven Coordinated Entry Report



November-2015

## Number of Calls to 211

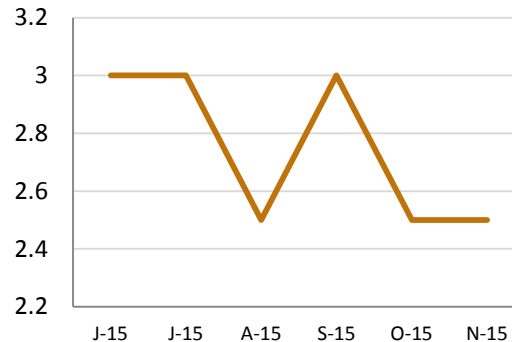
Total Calls This Month:	975
Total Calls Last Month:	1,058
Last 6 Months Average:	1,260



Data Source: 211

## 211 Call Wait Times (in Minutes)

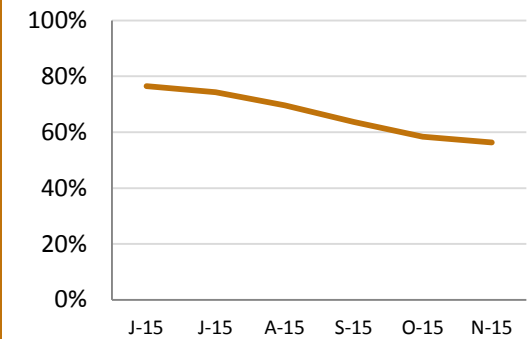
Average This Month:	2.5
Average Last Month:	2.5
Last 6 Months Average:	3
Longest Call Wait Time This Month:	20



Data Source: 211

## Percent Diverted by 211

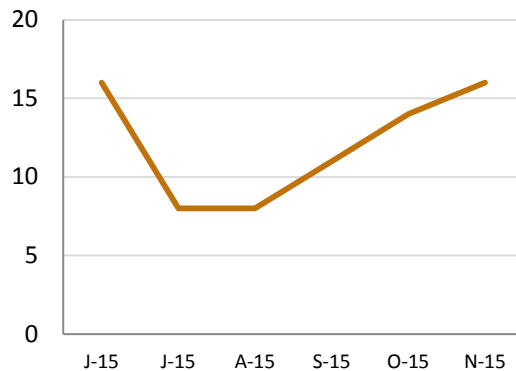
This Month:	56%
Last Month:	58%
Last 6 Months Average:	66%



Data Source: 211 and CT HMIS

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

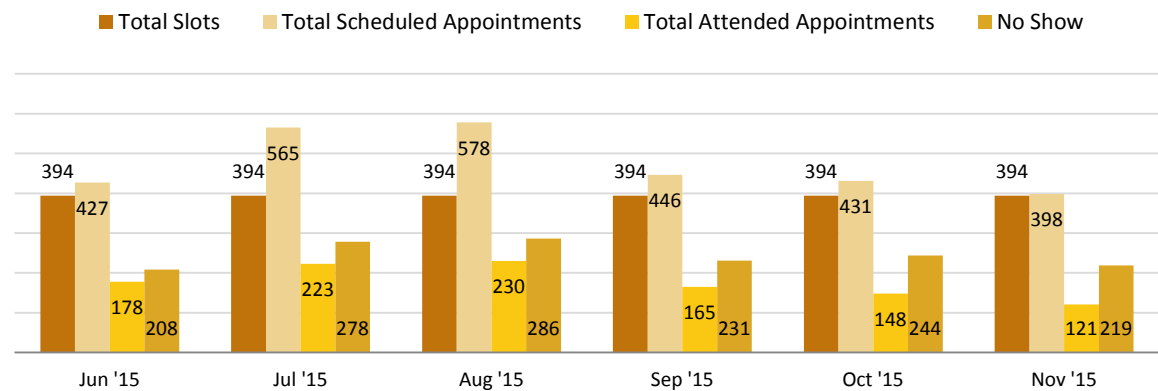
Average Days This Month:	16
Average Days Last Month:	14
Last 6 Months Average:	12



Data Source: CT HMIS

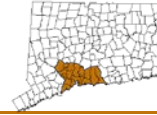
## Appointment Capacity

Total Number of Appointment Slots:	394	Total Number of No Shows:	219
Total Number of Scheduled Appointments:	398	Percent of Appointment Capacity Filled:	101%
Total Number of Attended Appointments:	121	Percent of Appointments Attended:	30%



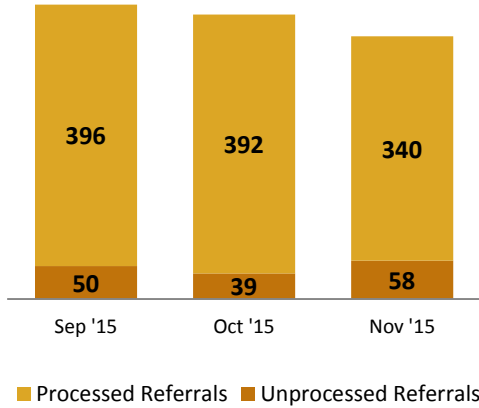
Data Source: CT HMIS

# Greater New Haven Coordinated Entry Report

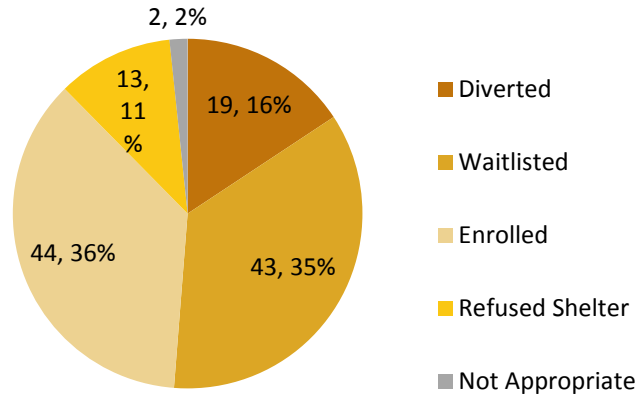


November-2015

## Referral Data Completeness Last Three Months



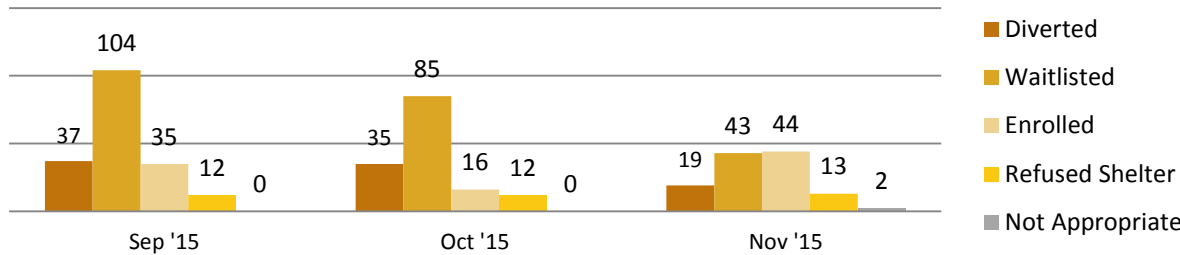
## Outcomes of Attended Appointments November 2015



Data Source: CT HMIS

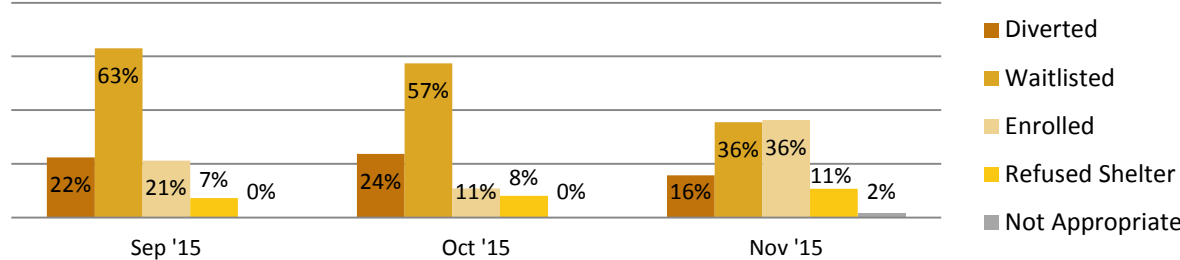
Data Source: CT HMIS

## Last Three Months - By Number



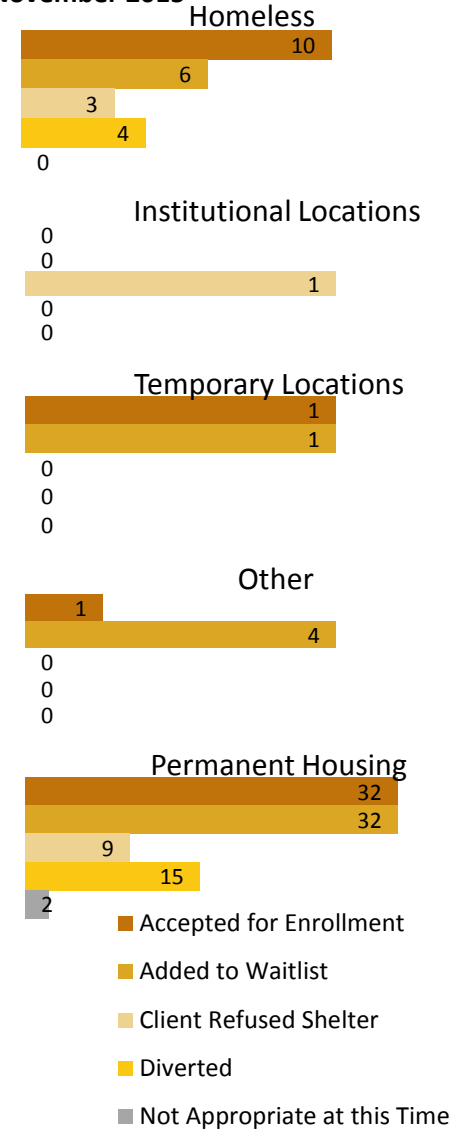
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation November 2015



Data Source: CT HMIS