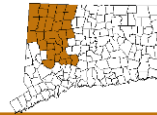


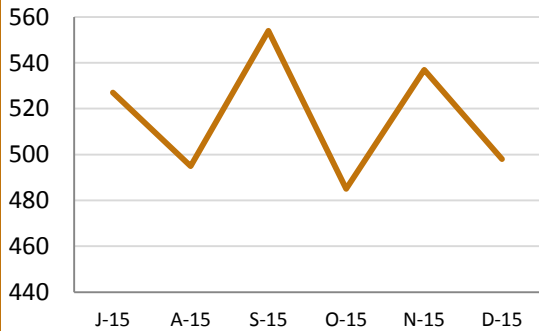
# Litchfield/Waterbury Coordinated Entry Report



December-2015

## Number of Calls to 211

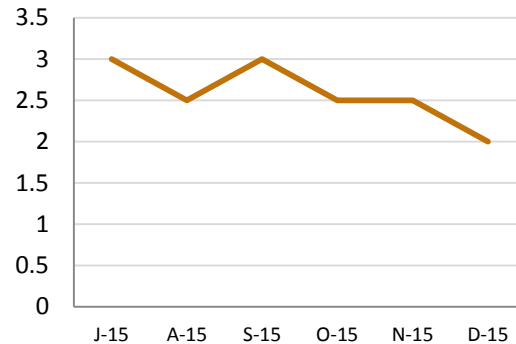
Total Calls This Month:	498
Total Calls Last Month:	537
Last 6 Months Average:	516



Data Source: 211

## 211 Call Wait Times (in Minutes)

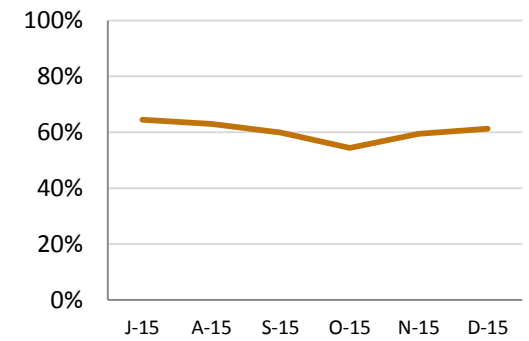
Average This Month:	2
Average Last Month:	2.5
Last 6 Months Average:	3
Longest Call Wait Time This Month:	27



Data Source: 211

## Percent Diverted by 211

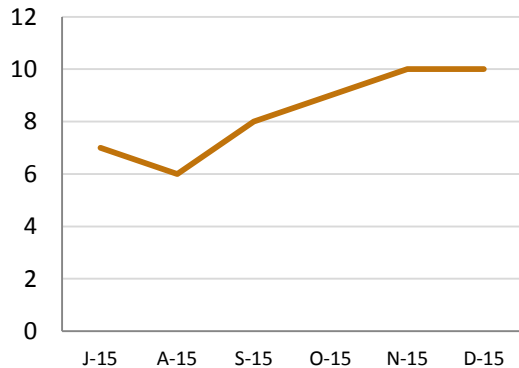
This Month:	61%
Last Month:	59%
Last 6 Months Average:	60%



Data Source: 211 and CT HMIS

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

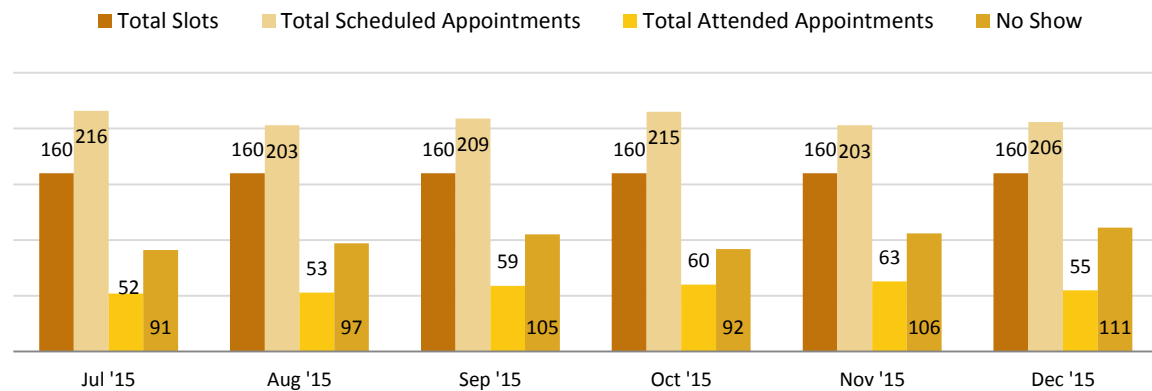
Average Days This Month:	10
Average Days Last Month:	10
Last 6 Months Average:	8



Data Source: CT HMIS

## Appointment Capacity

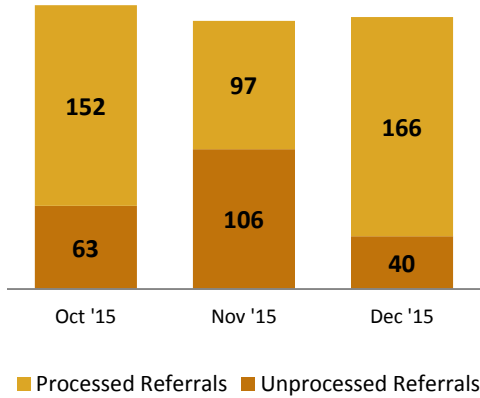
Total Number of Appointment Slots:	160	Total Number of No Shows:	111
Total Number of Scheduled Appointments:	206	Percent of Appointment Capacity Filled:	129%
Total Number of Attended Appointments:	55	Percent of Appointments Attended:	27%



Data Source: CT HMIS

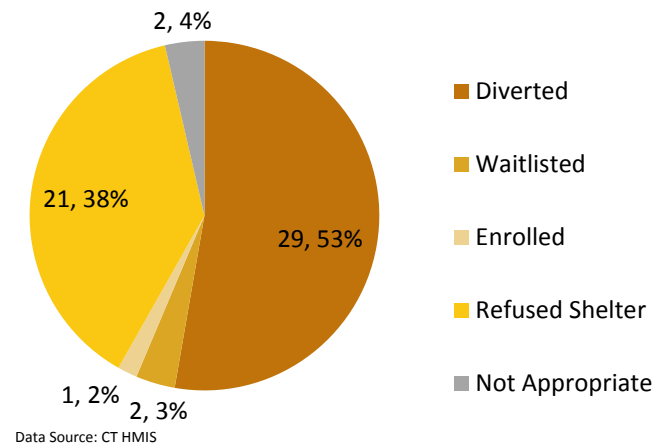


## Referral Data Completeness Last Three Months



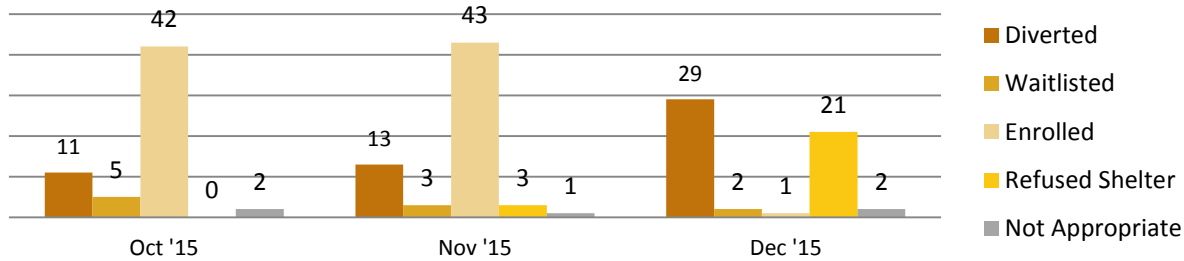
Data Source: CT HMIS

## Outcomes of Attended Appointments December 2015



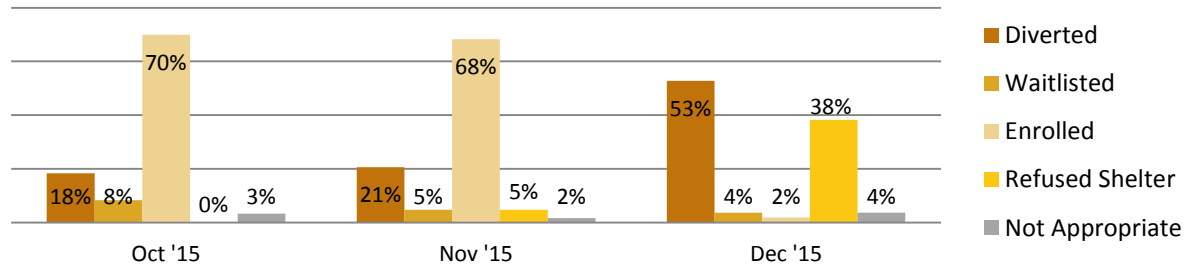
Data Source: CT HMIS

## Last Three Months - By Number



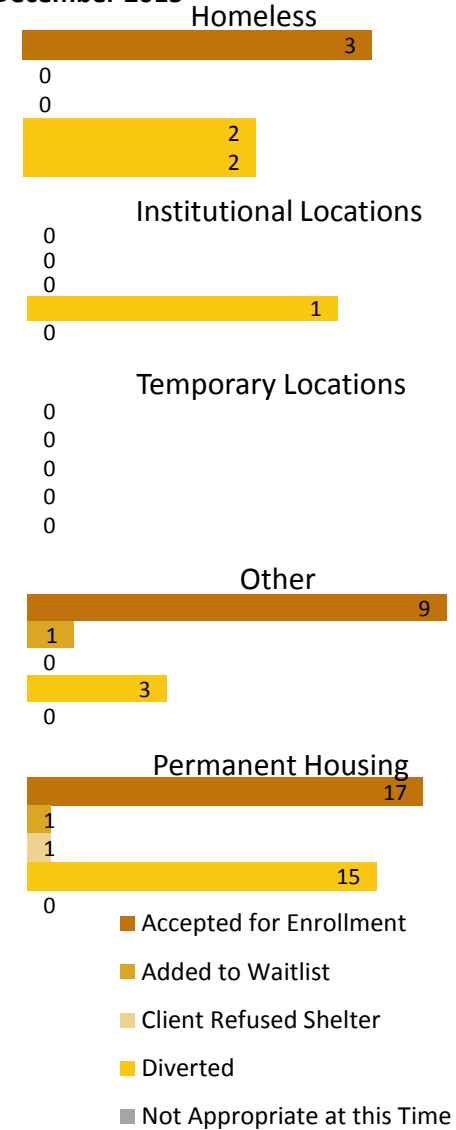
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation December 2015



Data Source: CT HMIS