

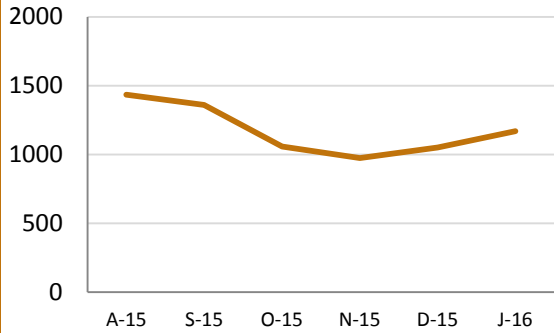
Greater New Haven Coordinated Entry Report



January-2016

Number of Calls to 211

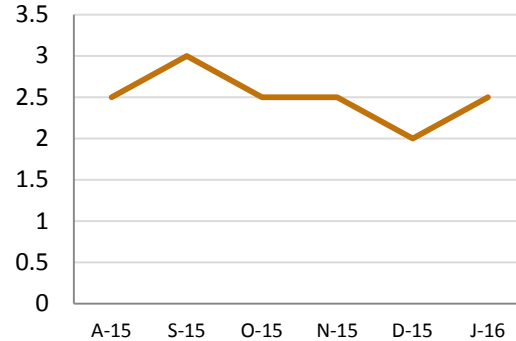
Total Calls This Month: 1,169
 Total Calls Last Month: 1,051
 Last 6 Months Average: 1,175



Data Source: 211

211 Call Wait Times (in Minutes)

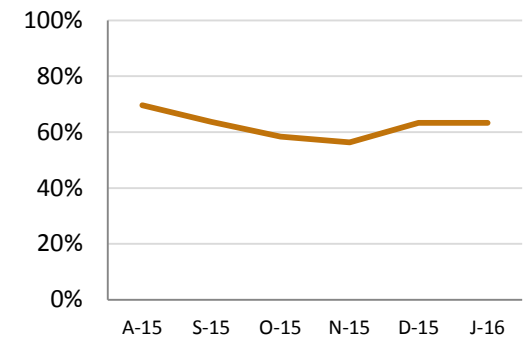
Average This Month: 2.5
 Average Last Month: 2
 Last 6 Months Average: 3
 Longest Call Wait Time This Month: 22



Data Source: 211

Percent Diverted by 211

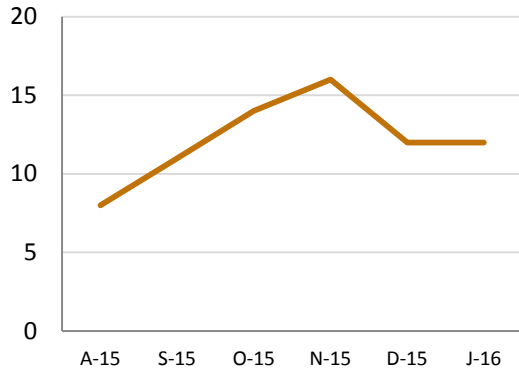
This Month: 63%
 Last Month: 63%
 Last 6 Months Average: 62%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

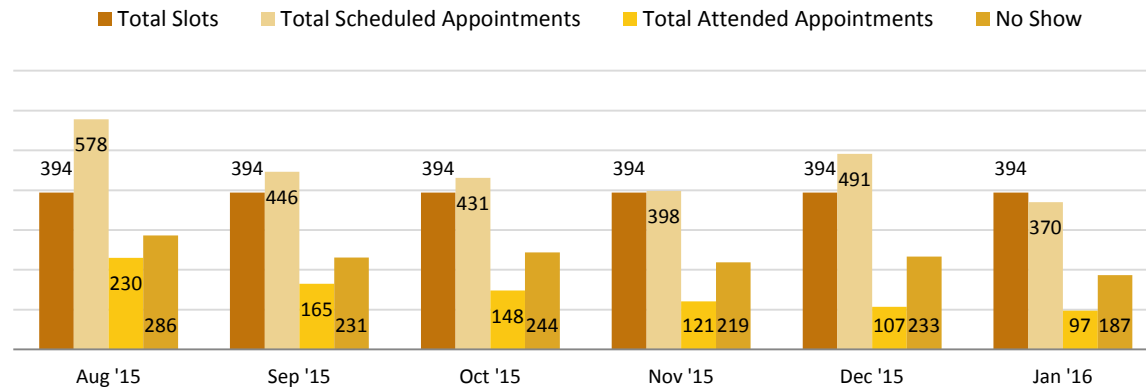
Average Days This Month: 12
 Average Days Last Month: 12
 Last 6 Months Average: 12



Data Source: CT HMIS

Appointment Capacity

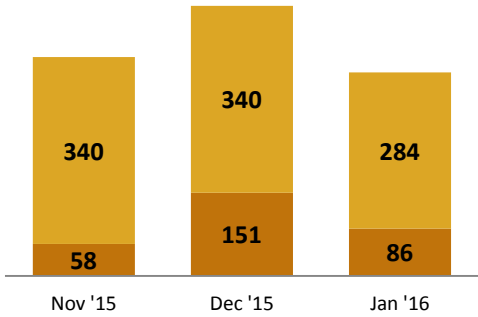
Total Number of Appointment Slots: 394
 Total Number of Scheduled Appointments: 370
 Total Number of Attended Appointments: 97
 Total Number of No Shows: 187
 Percent of Appointment Capacity Filled: 94%
 Percent of Appointments Attended: 26%



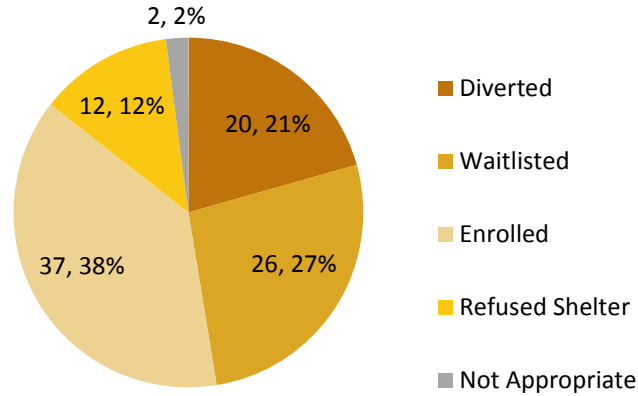
Data Source: CT HMIS



Referral Data Completeness Last Three Months



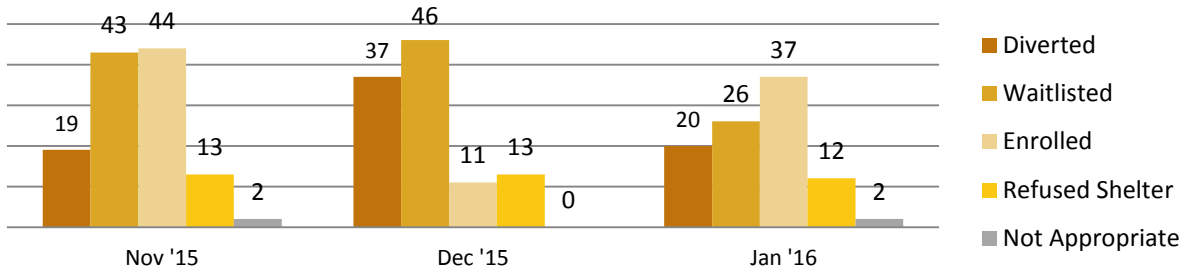
Outcomes of Attended Appointments January 2016



Data Source: CT HMIS

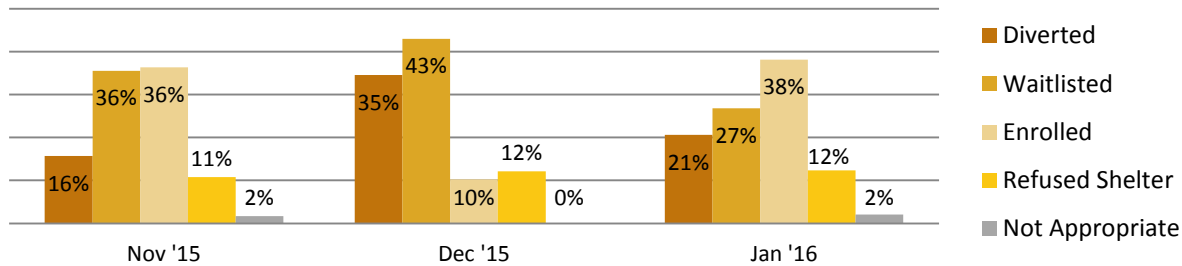
Data Source: CT HMIS

Last Three Months - By Number



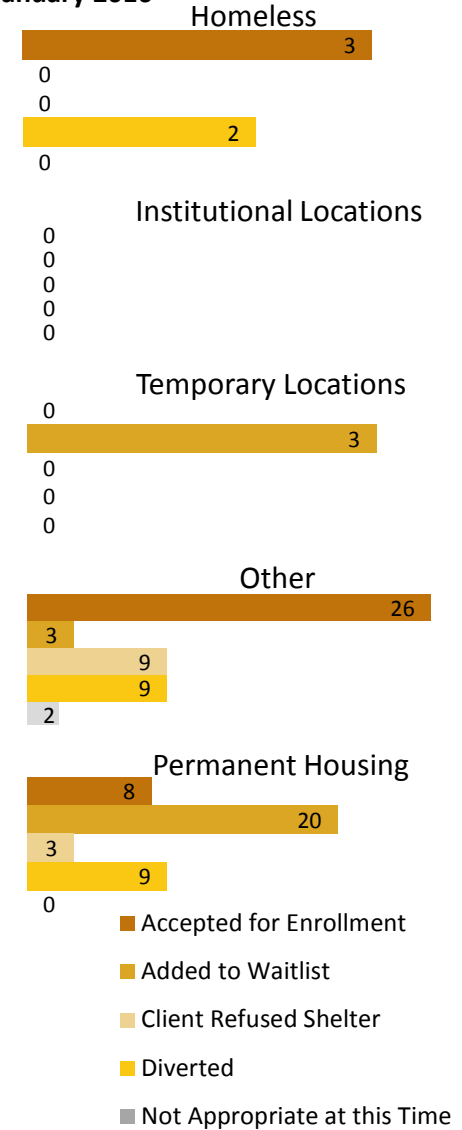
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation January 2016



Data Source: CT HMIS