

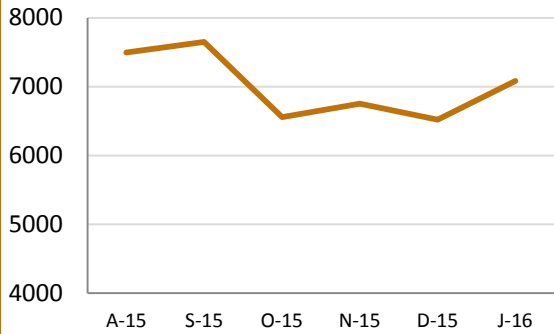
Statewide Coordinated Entry Report



January-2016

Number of Calls to 211

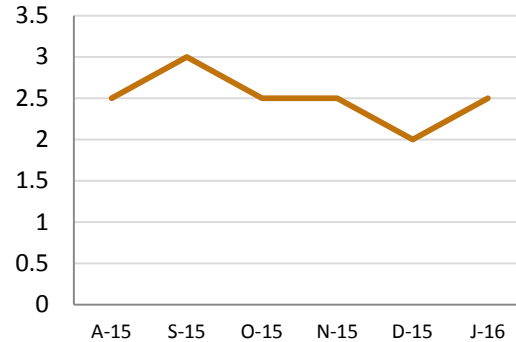
Total Calls This Month: 7,083
 Total Calls Last Month: 6,519
 Last 6 Months Average: 7,009



Data Source: 211

211 Call Wait Times (in Minutes)

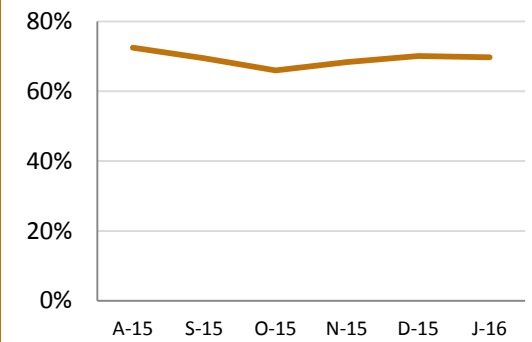
Average This Month: 2.5
 Average Last Month: 2
 Last 6 Months Average: 3
 Longest Call Wait Time This Month: 22



Data Source: 211

Percent Diverted by 211

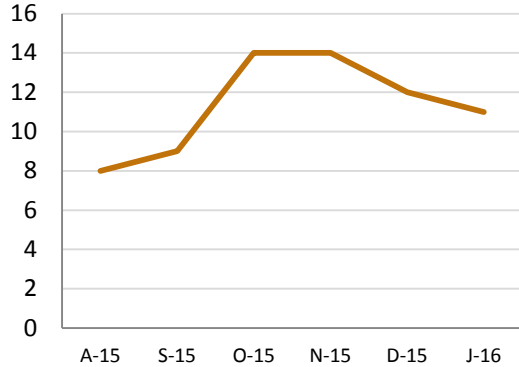
This Month: 70%
 Last Month: 70%
 Last 6 Months Average: 69%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

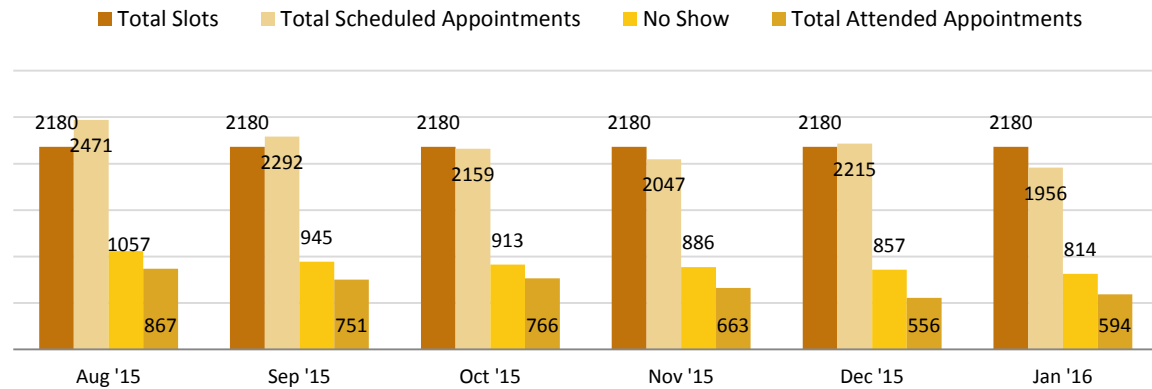
Average Days This Month: 11
 Average Days Last Month: 12
 Last 6 Months Average: 11



Data Source: CT HMIS

Appointment Capacity

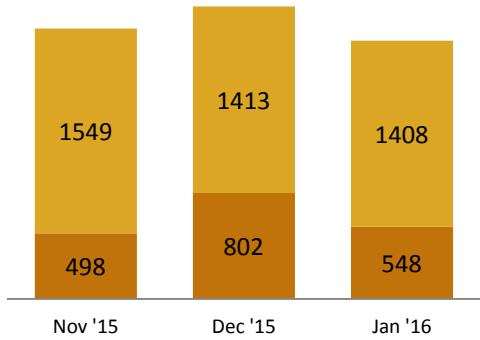
Total Number of Appointment Slots: 2,180
 Total Number of Scheduled Appointments: 1,956
 Total Number of Attended Appointments: 594
 Total Number of No Shows: 814
 Percent of Appointment Capacity Filled: 90%
 Percent of Appointments Attended: 30%



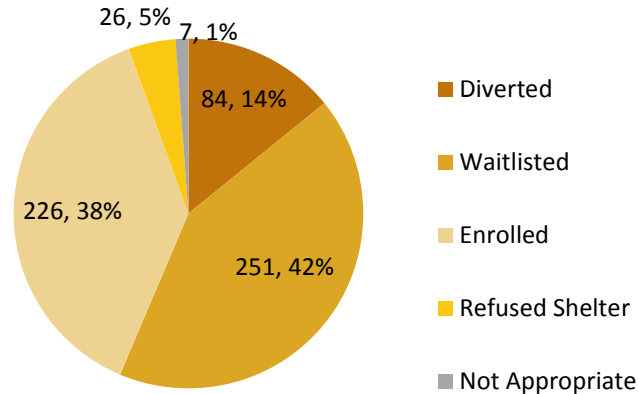
Data Source: CT HMIS



Referral Data Completeness Last Three Months



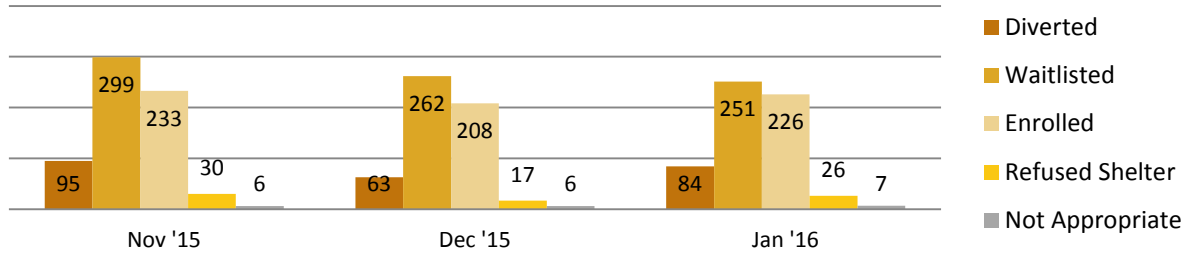
Outcomes of Attended Appointments January 2016



Data Source: CT HMIS

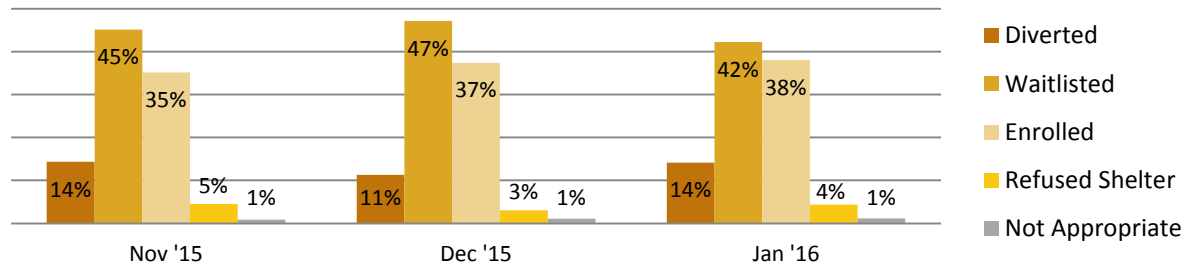
Data Source: CT HMIS

Last Three Months - By Number



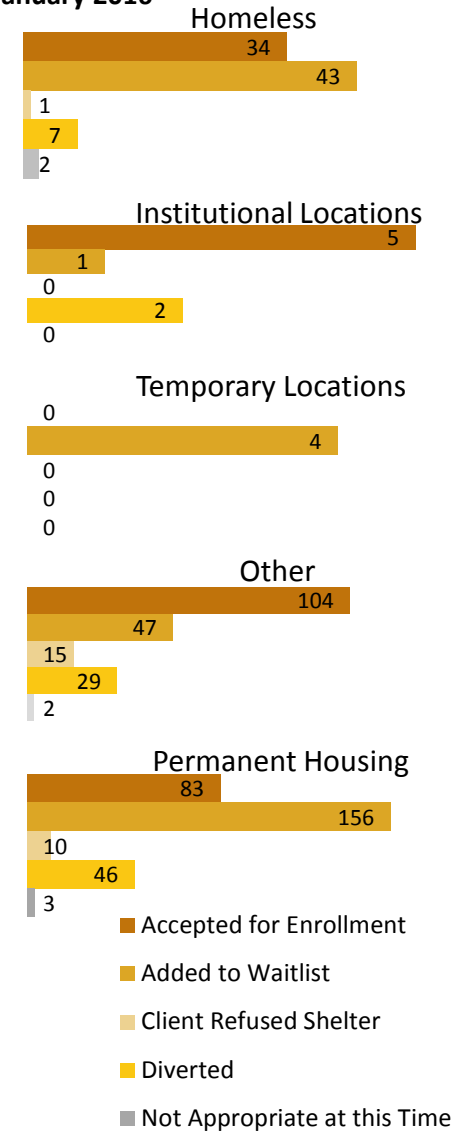
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation January 2016



Data Source: CT HMIS