

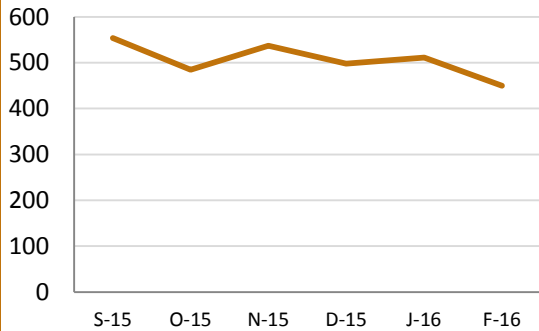
Litchfield/Waterbury Coordinated Entry Report



February-2016

Number of Calls to 211

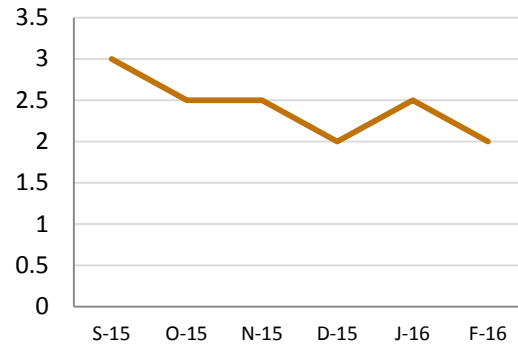
Total Calls This Month:	450
Total Calls Last Month:	511
Last 6 Months Average:	506



Data Source: 211

211 Call Wait Times (in Minutes)

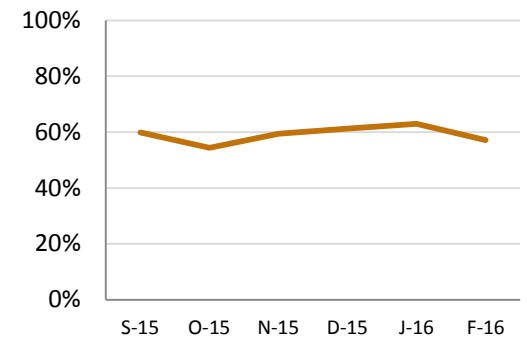
Average This Month:	2
Average Last Month:	2.5
Last 6 Months Average:	2
Longest Call Wait Time This Month:	10



Data Source: 211

Percent Diverted by 211

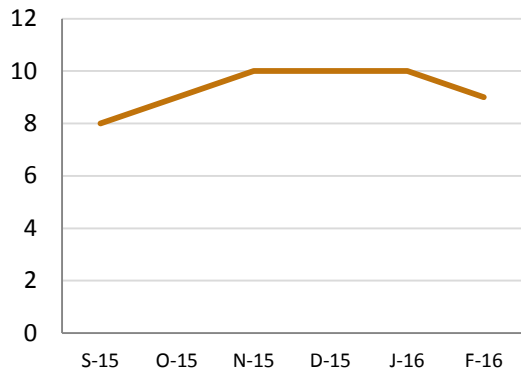
This Month:	57%
Last Month:	63%
Last 6 Months Average:	59%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

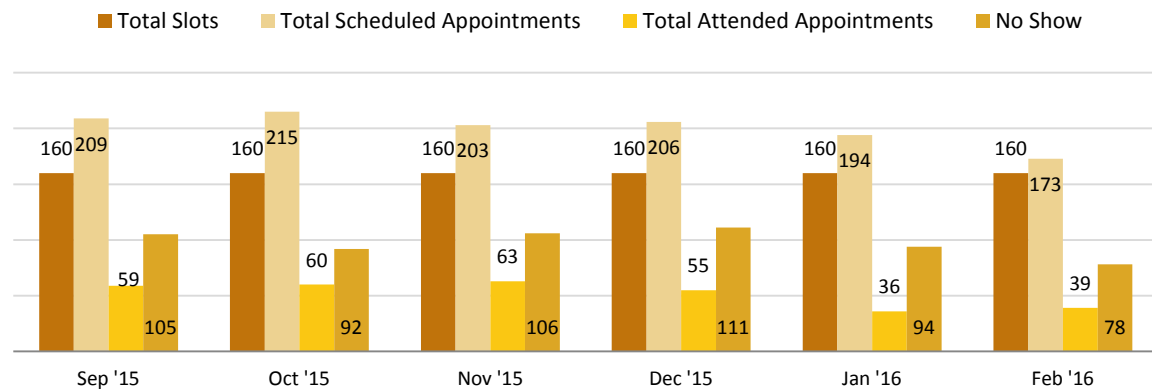
Average Days This Month:	9
Average Days Last Month:	10
Last 6 Months Average:	9



Data Source: CT HMIS

Appointment Capacity

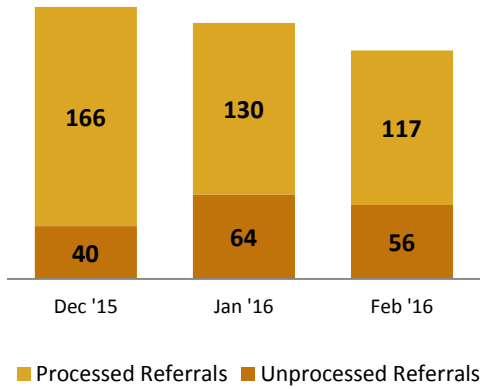
Total Number of Appointment Slots:	160	Total Number of No Shows:	78
Total Number of Scheduled Appointments:	173	Percent of Appointment Capacity Filled:	108%
Total Number of Attended Appointments:	39	Percent of Appointments Attended:	23%



Data Source: CT HMIS

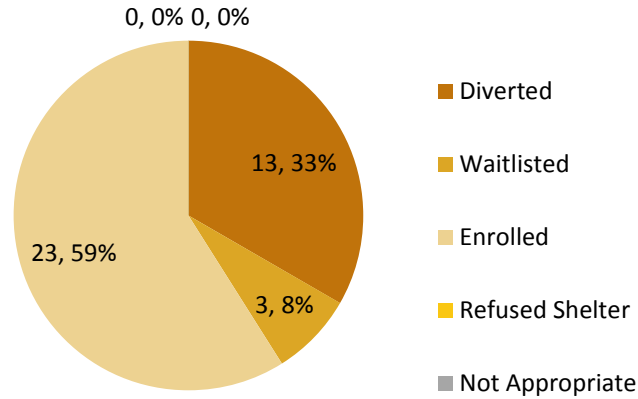


Referral Data Completeness Last Three Months



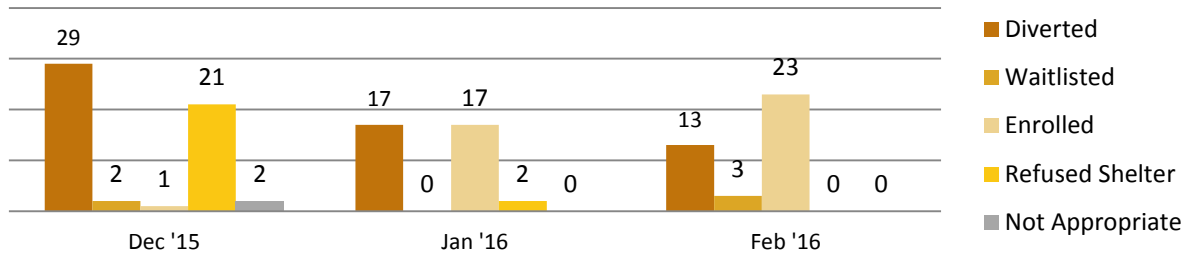
Data Source: CT HMIS

Outcomes of Attended Appointments February 2016



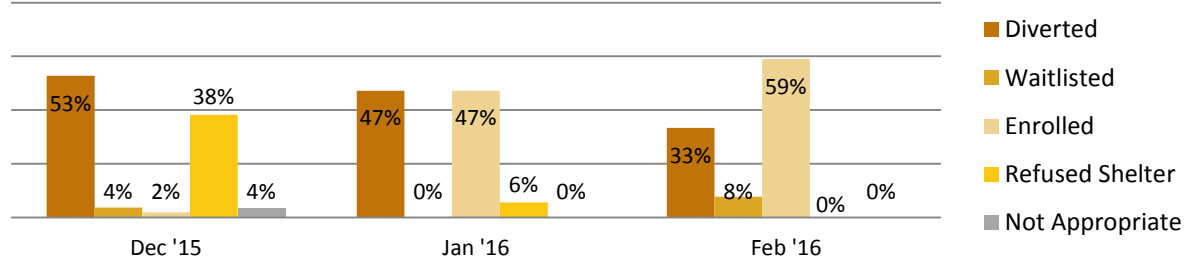
Data Source: CT HMIS

Last Three Months - By Number



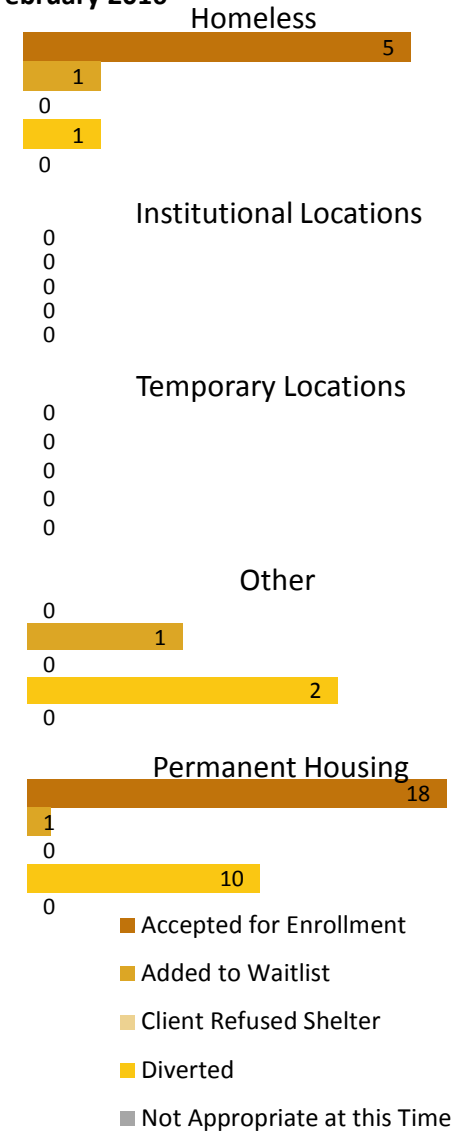
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation February 2016



Data Source: CT HMIS