

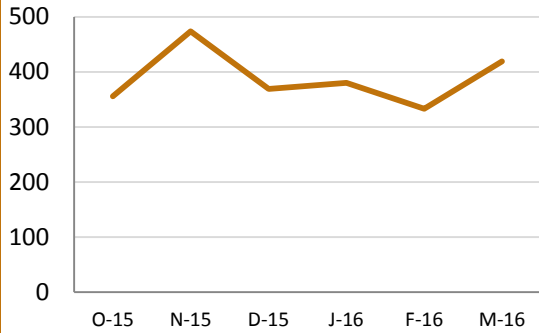
# Central CT Coordinated Entry Report



March-2016

## Number of Calls to 211

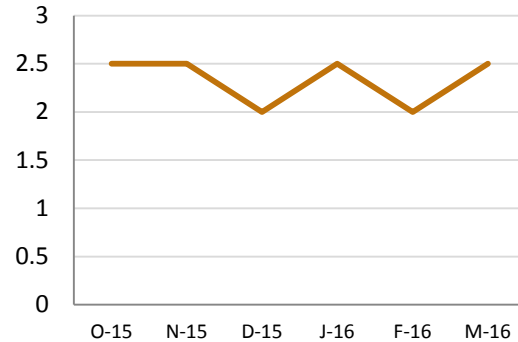
Total Calls This Month:	419
Total Calls Last Month:	333
Last 6 Months Average:	389



Data Source: 211

## 211 Call Wait Times (in Minutes)

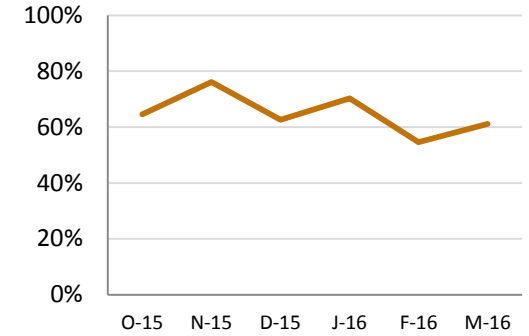
Average This Month:	2.5
Average Last Month:	2
Last 6 Months Average:	2
Longest Call Wait Time This Month:	27



Data Source: 211

## Percent Diverted by 211

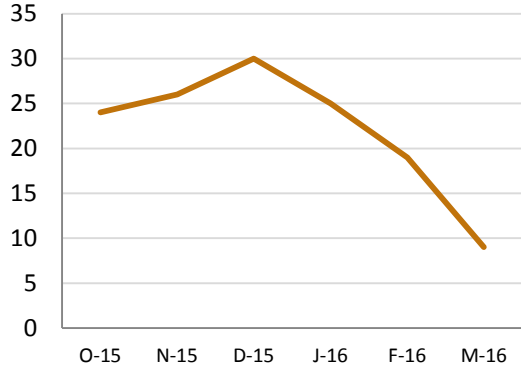
This Month:	61%
Last Month:	55%
Last 6 Months Average:	65%



Data Source: 211 and CT HMIS

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

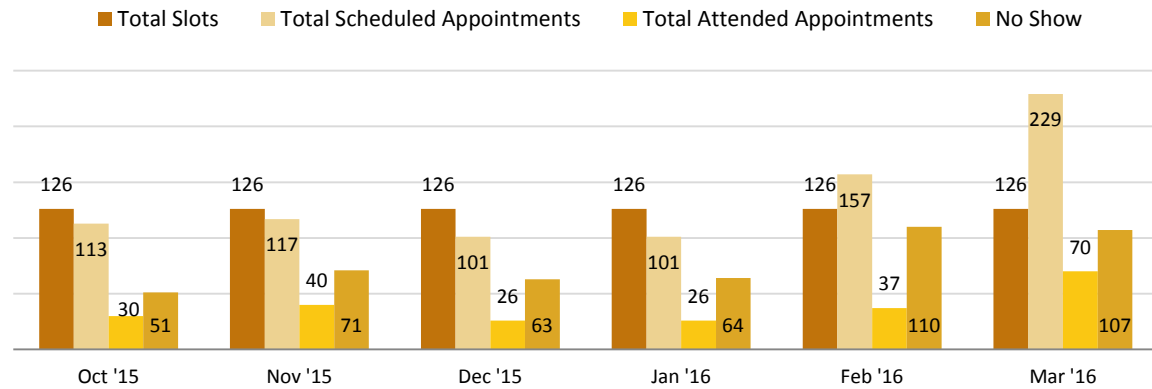
Average Days This Month:	9
Average Days Last Month:	19
Last 6 Months Average:	22



Data Source: CT HMIS

## Appointment Capacity

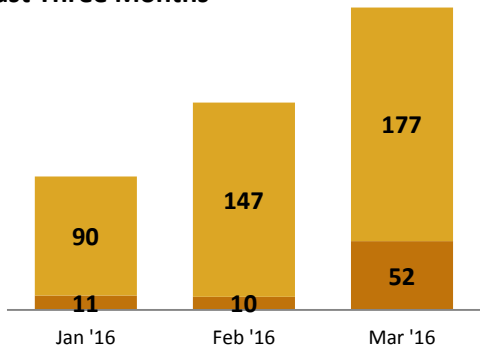
Total Number of Appointment Slots:	126	Total Number of No Shows:	107
Total Number of Scheduled Appointments:	229	Percent of Appointment Capacity Filled:	182%
Total Number of Attended Appointments:	70	Percent of Appointments Attended:	31%



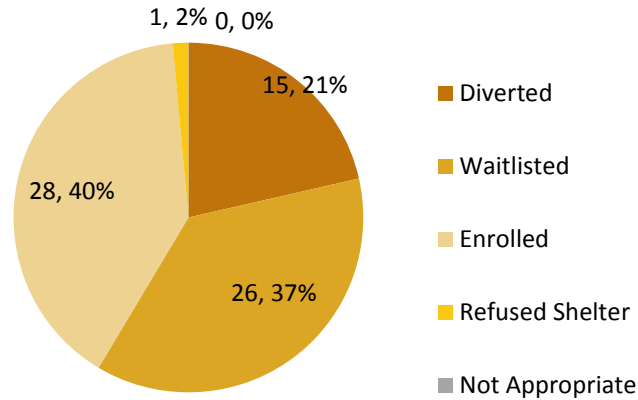
Data Source: CT HMIS



## Referral Data Completeness Last Three Months



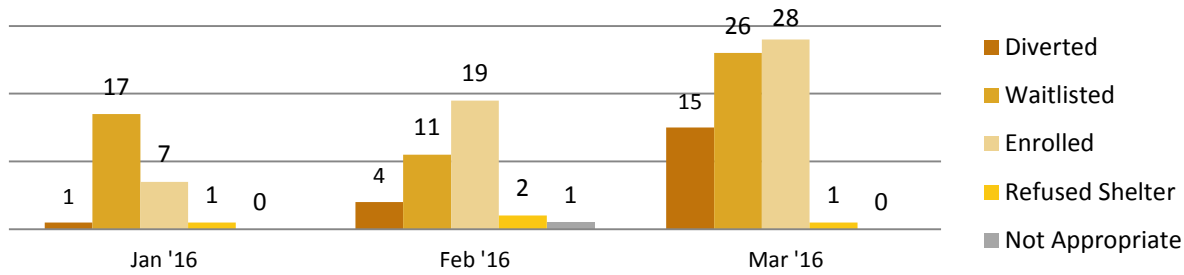
## Outcomes of Attended Appointments March 2016



Data Source: CT HMIS

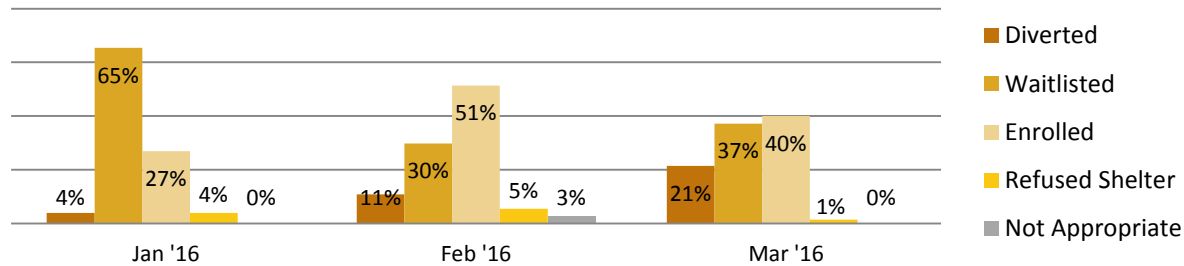
Data Source: CT HMIS

## Last Three Months - By Number



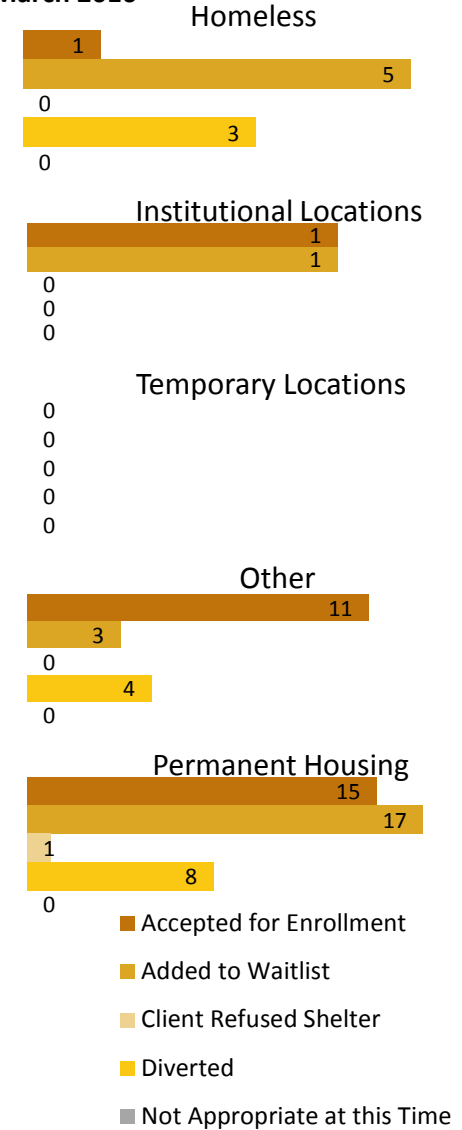
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation March 2016



Data Source: CT HMIS