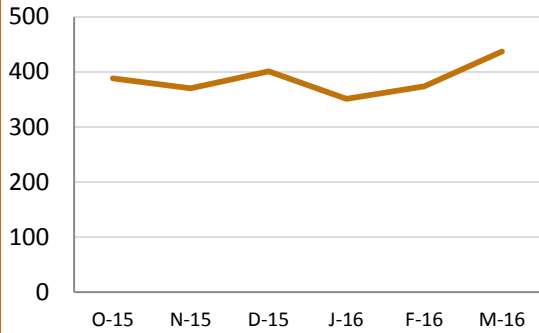


Number of Calls to 211

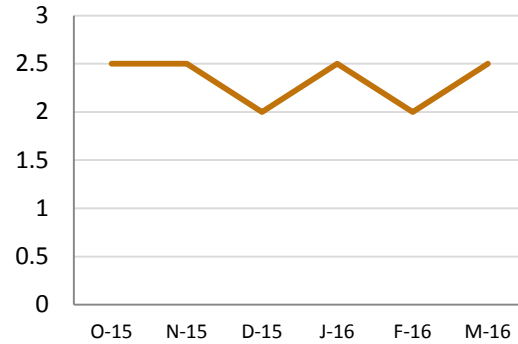
Total Calls This Month:	437
Total Calls Last Month:	374
Last 6 Months Average:	387



Data Source: 211

211 Call Wait Times (in Minutes)

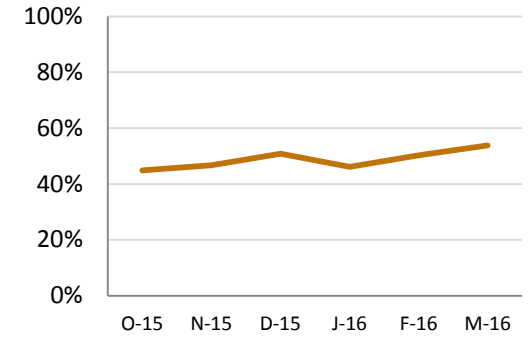
Average This Month:	2.5
Average Last Month:	2
Last 6 Months Average:	2
Longest Call Wait Time This Month:	27



Data Source: 211

Percent Diverted by 211

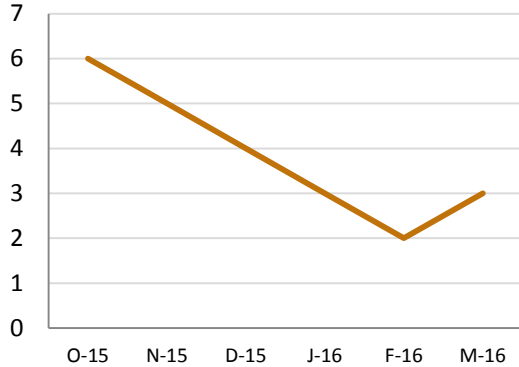
This Month:	54%
Last Month:	50%
Last 6 Months Average:	49%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

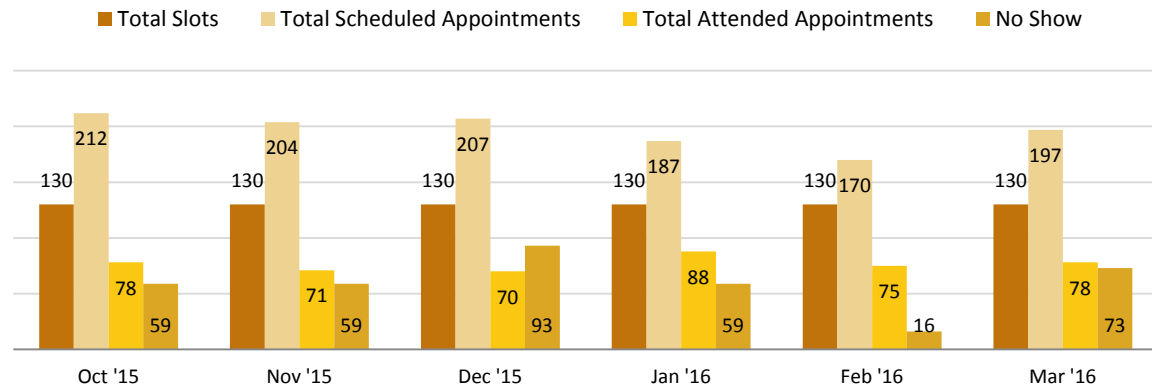
Average Days This Month:	3
Average Days Last Month:	2
Last 6 Months Average:	4



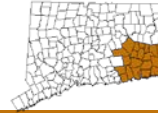
Data Source: CT HMIS

Appointment Capacity

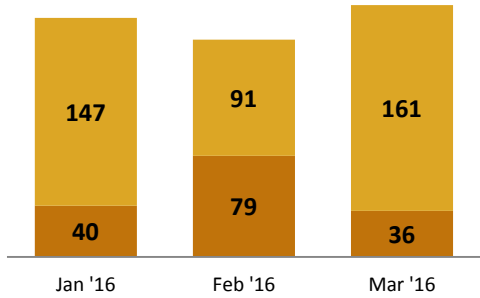
Total Number of Appointment Slots:	130	Total Number of No Shows:	73
Total Number of Scheduled Appointments:	197	Percent of Appointment Capacity Filled:	152%
Total Number of Attended Appointments:	88	Percent of Appointments Attended:	45%



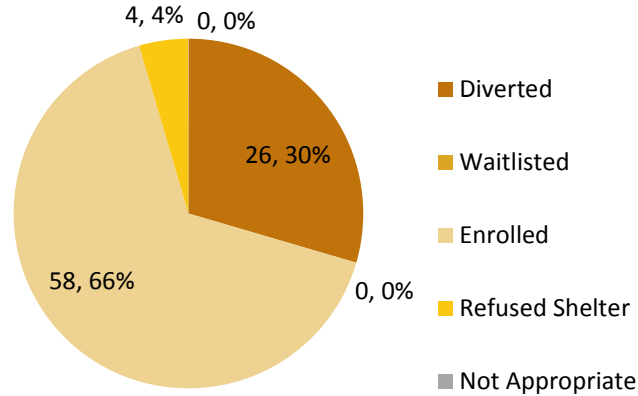
Data Source: CT HMIS



Referral Data Completeness Last Three Months



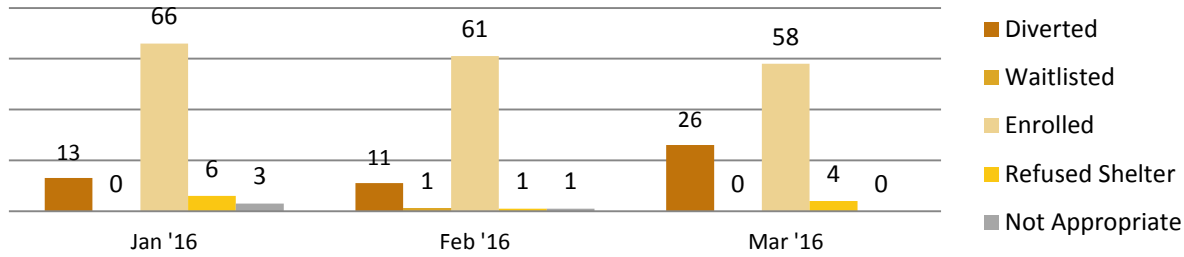
Outcomes of Attended Appointments March 2016



Data Source: CT HMIS

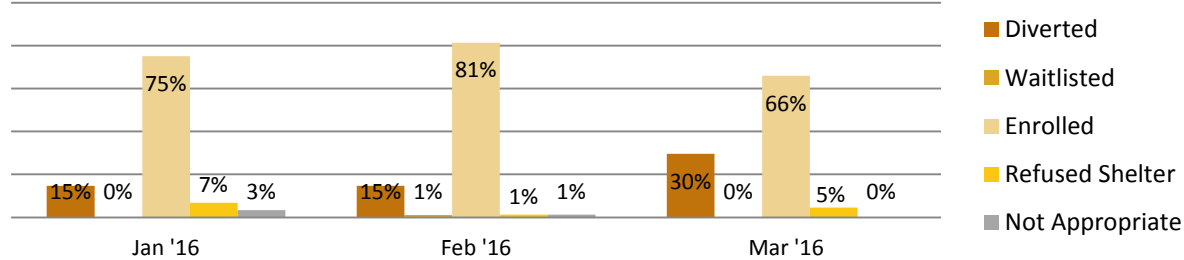
Data Source: CT HMIS

Last Three Months - By Number



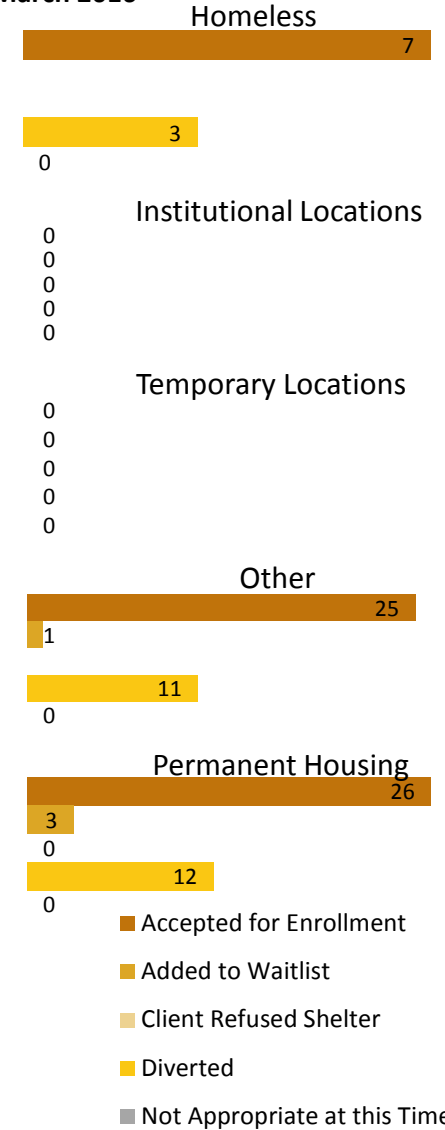
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation March 2016



Data Source: CT HMIS