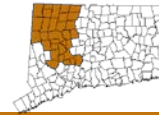


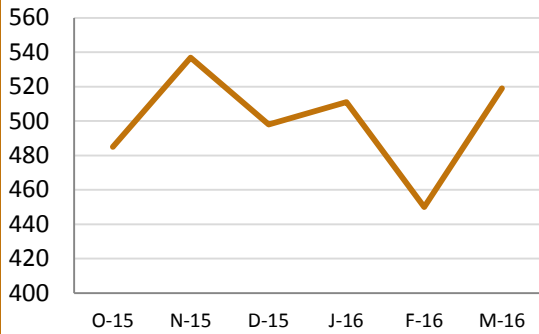
Litchfield/Waterbury Coordinated Entry Report



March-2016

Number of Calls to 211

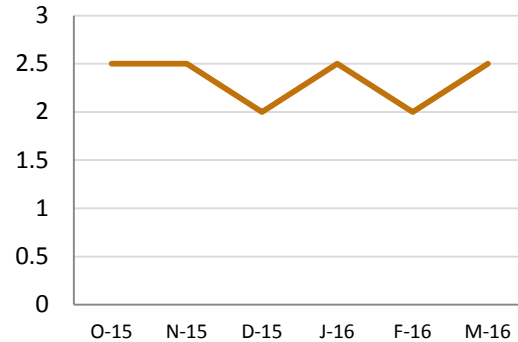
Total Calls This Month:	519
Total Calls Last Month:	450
Last 6 Months Average:	500



Data Source: 211

211 Call Wait Times (in Minutes)

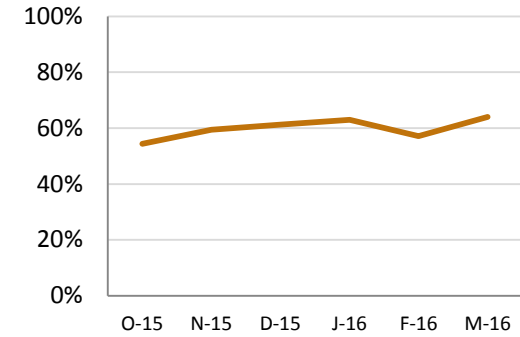
Average This Month:	2.5
Average Last Month:	2
Last 6 Months Average:	2
Longest Call Wait Time This Month:	27



Data Source: 211

Percent Diverted by 211

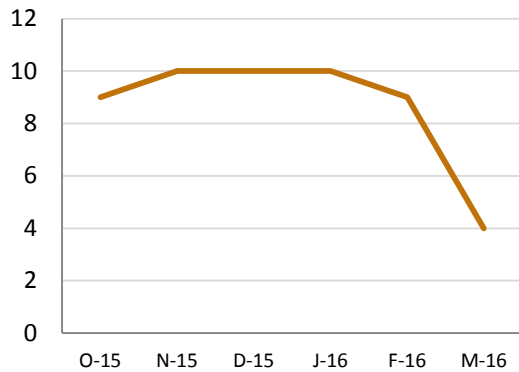
This Month:	64%
Last Month:	57%
Last 6 Months Average:	60%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

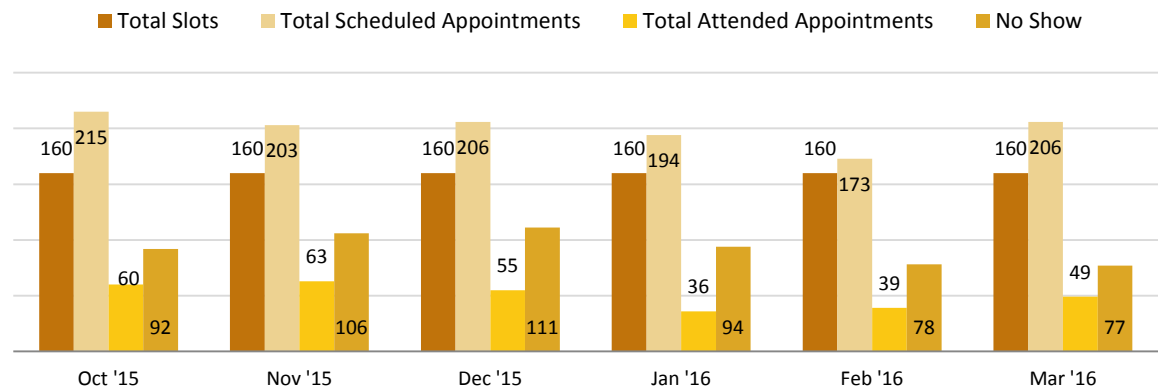
Average Days This Month:	4
Average Days Last Month:	9
Last 6 Months Average:	9



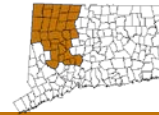
Data Source: CT HMIS

Appointment Capacity

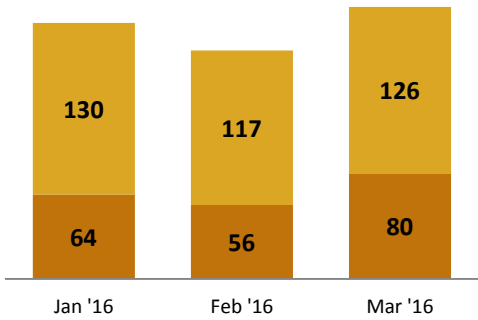
Total Number of Appointment Slots:	160	Total Number of No Shows:	77
Total Number of Scheduled Appointments:	206	Percent of Appointment Capacity Filled:	129%
Total Number of Attended Appointments:	49	Percent of Appointments Attended:	24%



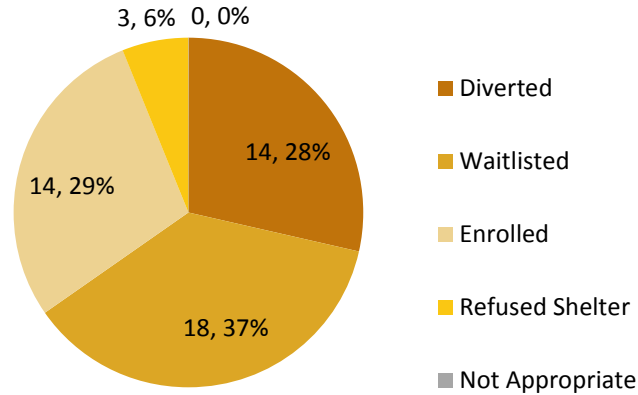
Data Source: CT HMIS



Referral Data Completeness Last Three Months



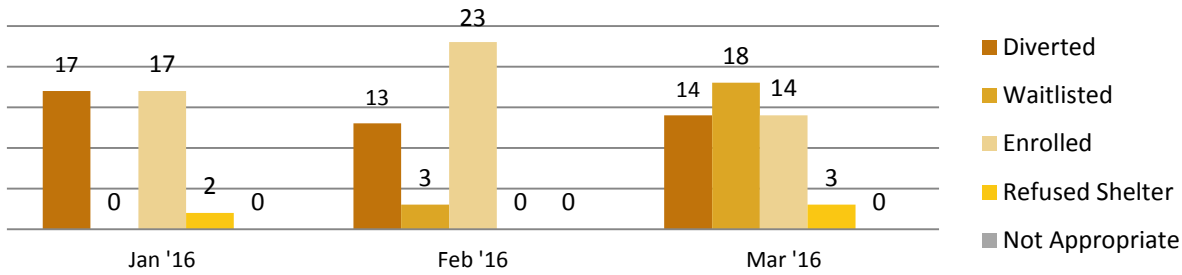
Outcomes of Attended Appointments March 2016



Data Source: CT HMIS

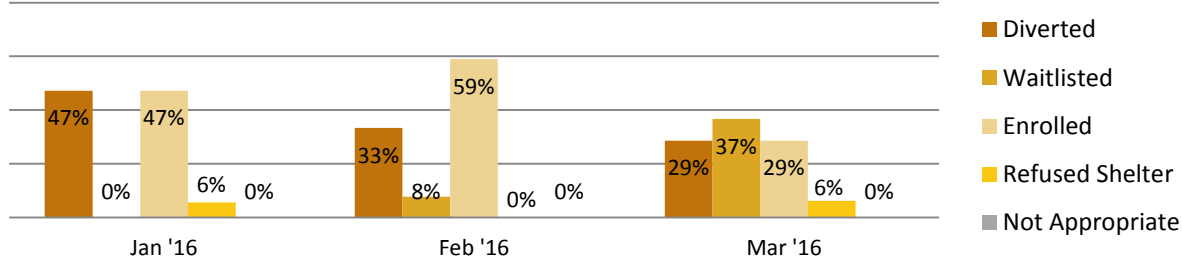
Data Source: CT HMIS

Last Three Months - By Number



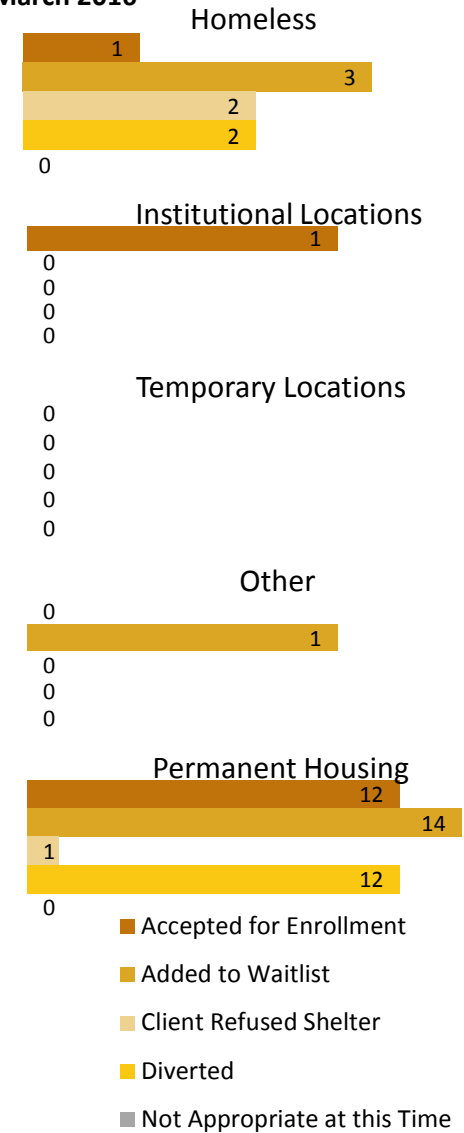
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation March 2016



Data Source: CT HMIS