

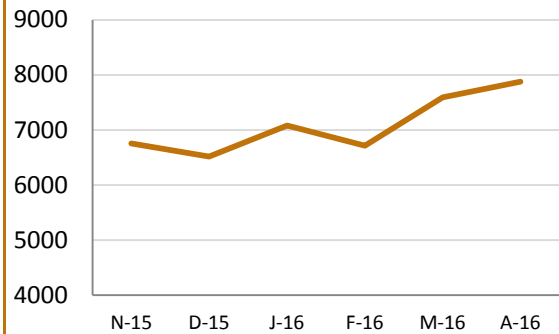
# Statewide Coordinated Entry Report



April-2016

## Number of Calls to 211

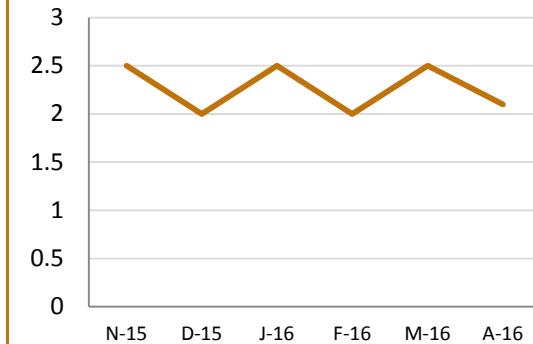
Total Calls This Month:	7,876
Total Calls Last Month:	7,593
Last 6 Months Average:	7,090



Data Source: 211

## 211 Call Wait Times (in Minutes)

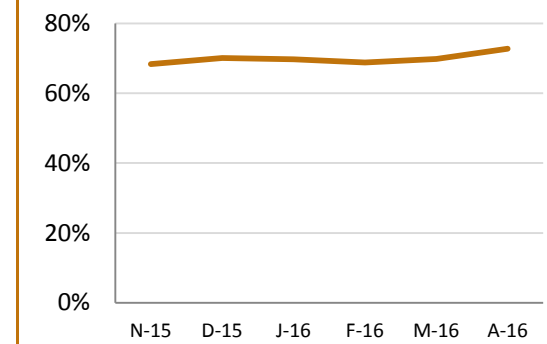
Average This Month:	2.1
Average Last Month:	2.5
Last 6 Months Average:	2
Longest Call Wait Time This Month:	20



Data Source: 211

## Percent Diverted by 211

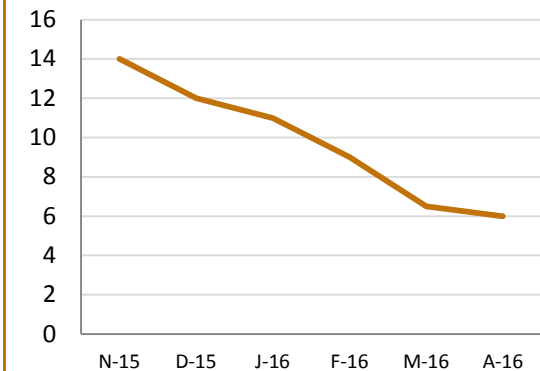
This Month:	73%
Last Month:	70%
Last 6 Months Average:	70%



Data Source: 211 and CT HMIS

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

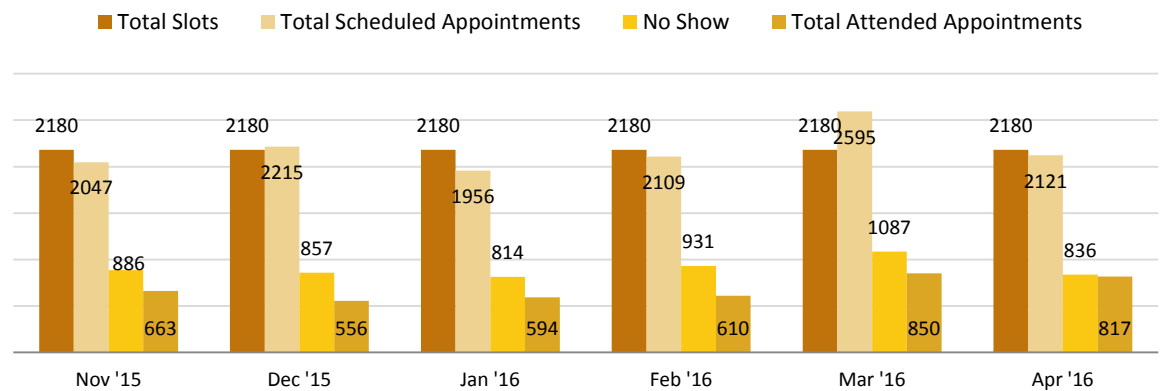
Average Days This Month:	6
Average Days Last Month:	7
Last 6 Months Average:	10



Data Source: CT HMIS

## Appointment Capacity

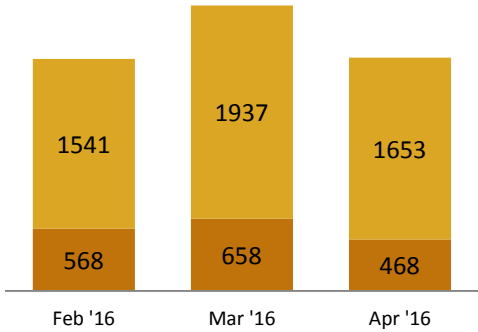
Total Number of Appointment Slots:	2,180	Total Number of No Shows:	836
Total Number of Scheduled Appointments:	2,121	Percent of Appointment Capacity Filled:	97%
Total Number of Attended Appointments:	817	Percent of Appointments Attended:	39%



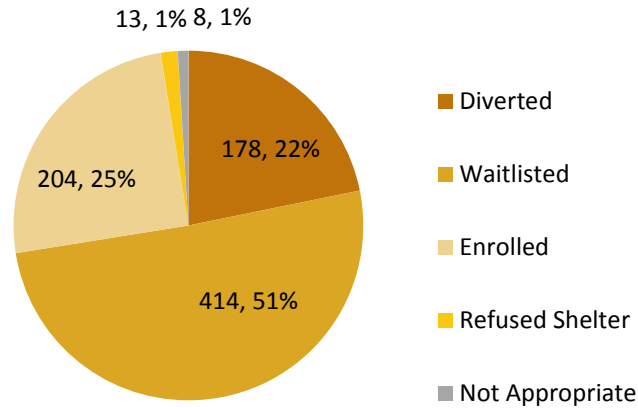
Data Source: CT HMIS



## Referral Data Completeness Last Three Months



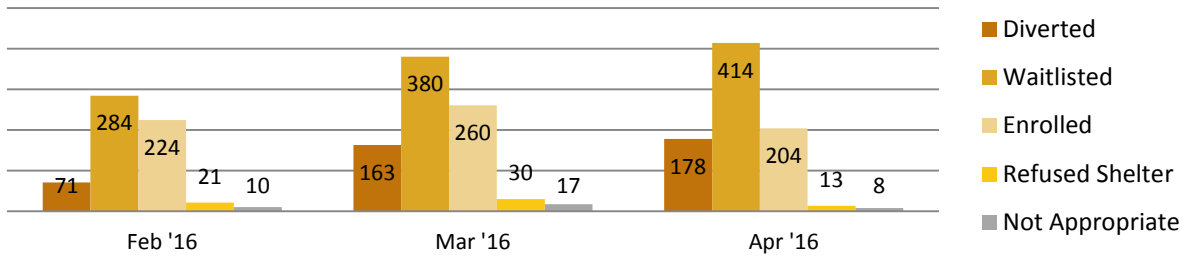
## Outcomes of Attended Appointments April 2016



Data Source: CT HMIS

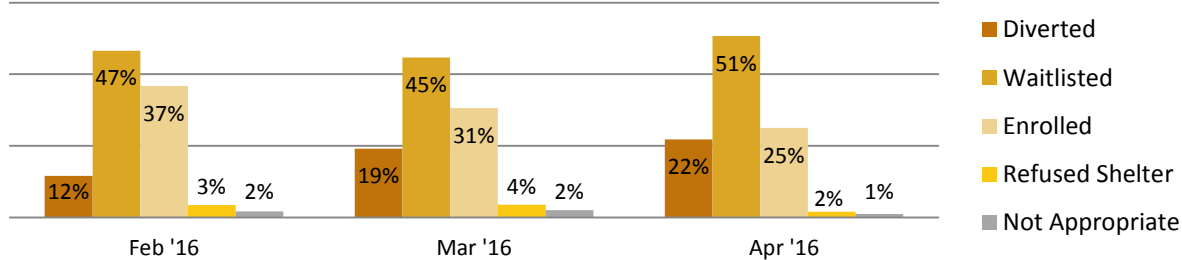
Data Source: CT HMIS

## Last Three Months - By Number



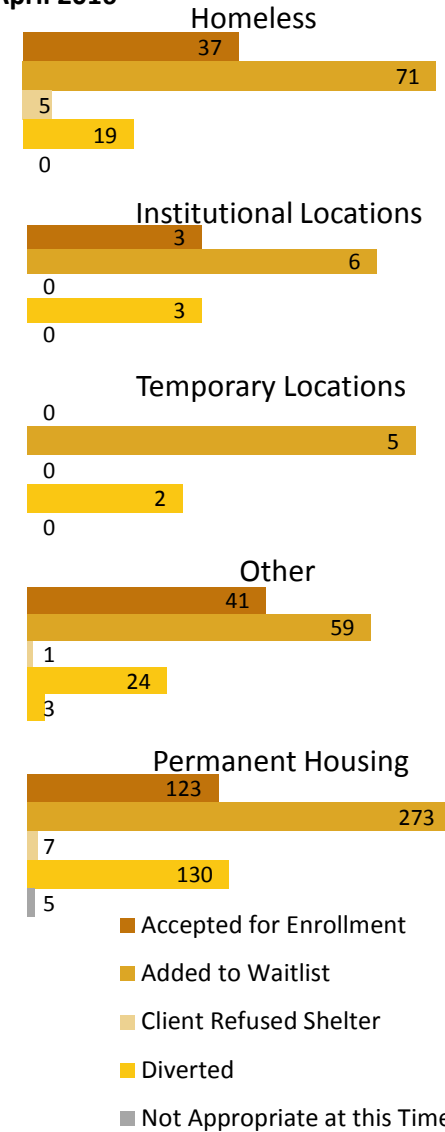
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation April 2016



Data Source: CT HMIS