

Coordinated Entry Report Data Source & Calculation Explanation Page 1

Number of Calls to 211

Total number of calls that come into 211 counted as “Housing Transactions”. This number is a unique number of calls, not referrals. Call number is not unduplicated.

211 Call Wait Times (in Minutes)

Average wait time during the peak call times for people who call between 9am - 5pm (Includes Saturday and Sunday).
Longest call wait time this month is from the longest wait time that took place that month in the “Housing Crisis English Queue”

Percent Diverted by 211

The percentage of calls to 211 during a month that don’t result in a CAN appointment being scheduled during that same month (largely due to 211 referrals of these clients to mainstream services that meet their needs, including utility assistance emergency food assistance, childcare resources, and similar supports.)

211 to CAN Appointment Wait Time (in Days)

Average number of days is between the date the 211 schedules the appointment and the actual date of the appointment.

Appointment Capacity

Total Number of Appointment Slots

Total number of available appointment spots that 211 has to schedule people into appointments. Number provided by 211 on a per week basis then multiplied by 4.333333 (the average number of weeks per month) to get the monthly average of appointment slots.

Total Number of Scheduled Appointments

Total number of appointments scheduled to take place FOR the current month regardless of when they were initially scheduled.

Total Number of Attended Appointments

Total number of referrals processed with outcome other than “No Show” (Diverted, Waitlisted, Accepted, Refused Shelter, Not Appropriate).

Total Number of No Shows

Total number of referrals processed as “No Show”.

Percent of Appointment Capacity Filled

The number of scheduled appointments divided by the number of total appointment slots for the current month.

Percent of Appointments Attended

Number of attended appointments divided by the total number of scheduled appointments each month

Coordinated Entry Report Data Source & Calculation Explanation Page 2

Referral Data Completeness Last Three Months

Number of referrals scheduled FOR the past three months with an outcome assigned and those not yet acknowledged by the CAN
Please note that this number fluctuates quickly as staff update data regularly. CCEH pulls report data on the 15th of the month so updates made after that will not appear in the report .

Outcomes of Attended Appointments

Pie chart reflects the data only for the current month of the report and provides the number and percentage for each category.
Diverted outcomes are a combination of Diverted at CAN Appointment and Diverted Prior to CAN Appointment.

Last Three Months by Number

Outcomes of attended appointments over three months.

Last Three Months by Percentage

Outcomes of attended appointments as a percentage over three months.

Appointment Outcome by Living Situation

Graphs break down the outcome of the attended appointments in relation to the self-reported “where did you stay last night?” question.

This will give an indication to how your CAN is prioritizing it’s resources.

Homeless

Anyone staying in shelter, a hotel/motel paid for by a shelter, or a place not meant for human habitation.

Institutional Locations

Anyone coming from a hospital,jail, psychiatric hospital, or substance abuse treatment center.

Temporary Locations

Anyone staying with friends or family on a temporary basis or in a Transitional Housing Project.

Other

Anyone who indicated the actual category “Other,” or the data was not entered, or the client refused.

Permanent Housing

Anyone in a rental with or without a subsidy, a PSH project, staying with friends or family on a permanent basis, or if the person owns a home.

Coordinated Entry Report Data Source & Calculation Explanation Page 2 continued

Can Appointment Outcome Definitions

Diverted

Client was successfully diverted at CAN appointment and is no longer seeking shelter.

Waitlisted

Individuals or households who were added to the community Shelter Waitlist. If the community had an available shelter bed at CAN appointment they would have taken it immediately. This includes people "temporarily diverted" while they wait for a shelter bed. Clients who are refusing a specific shelter but seeking other shelters should be still marked as "added to the waitlist."

Enrolled

Individuals or Families who actually were enrolled (or directly referred to) a Shelter Program (or transitional housing if applicable) and had plans to stay there that night.

Refused Shelter

Client was offered shelter at the CAN appointment and declined the bed. They will remain homeless.

Not Appropriate

Client presented to the CAN appointment but was not actually in imminent risk of becoming homeless.