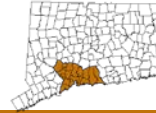


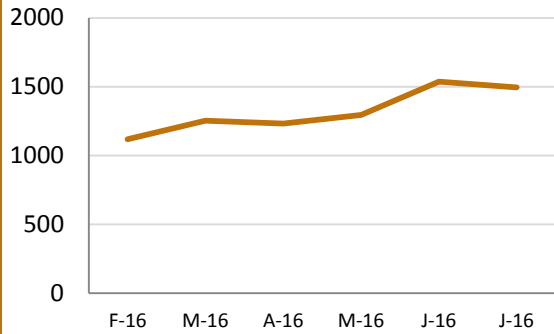
Greater New Haven Coordinated Entry Report



July-2016

Number of Calls to 211

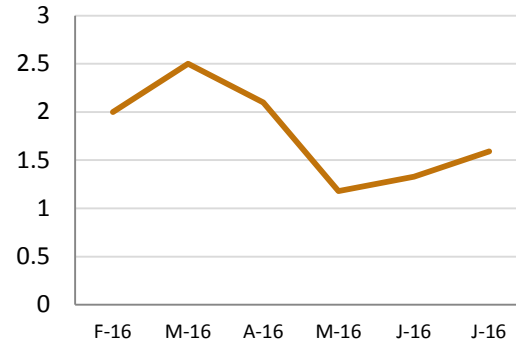
Total Calls This Month: 1,495
 Total Calls Last Month: 1,537
 Last 6 Months Average: 1,321



Data Source: 211

211 Call Wait Times (in Minutes)

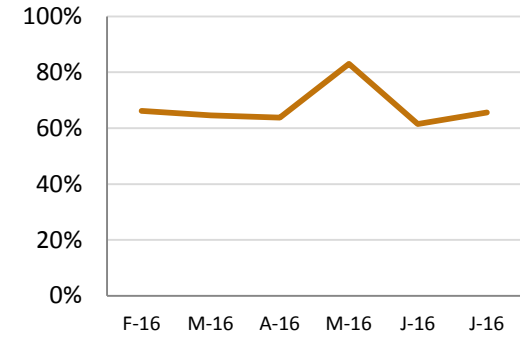
Average This Month: 1.59
 Average Last Month: 1.33
 Last 6 Months Average: 2
 Longest Call Wait Time This Month: 19



Data Source: 211

Percent Diverted by 211

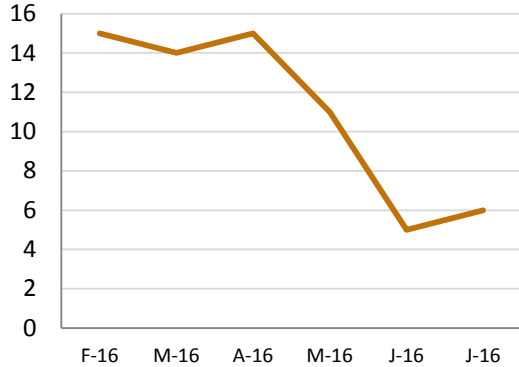
This Month: 66%
 Last Month: 61%
 Last 6 Months Average: 67%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

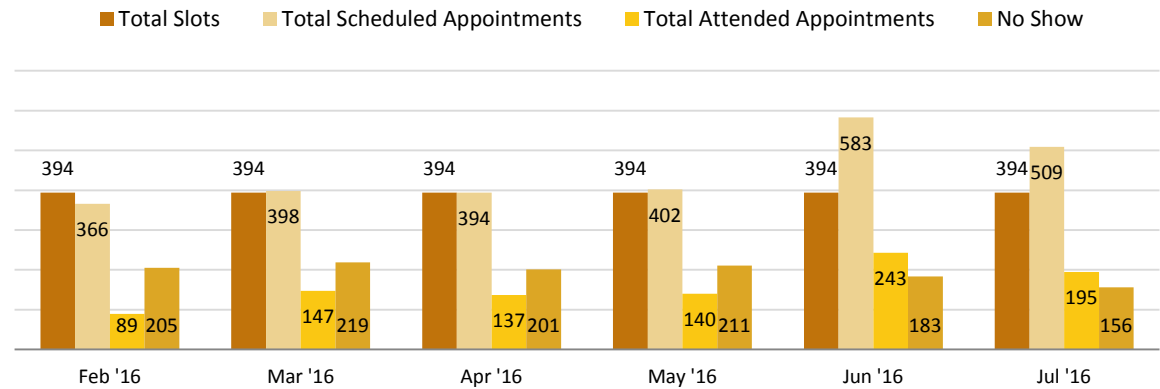
Average Days This Month: 6
 Average Days Last Month: 5
 Last 6 Months Average: 11



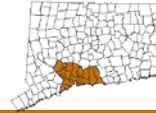
Data Source: CT HMIS

Appointment Capacity

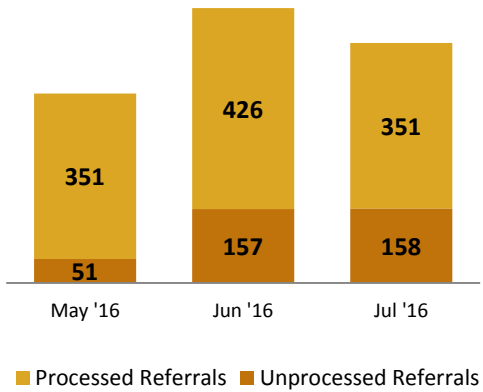
Total Number of Appointment Slots: 394
 Total Number of Scheduled Appointments: 509
 Total Number of Attended Appointments: 195
 Total Number of No Shows: 156
 Percent of Appointment Capacity Filled: 129%
 Percent of Appointments Attended: 38%



Data Source: CT HMIS

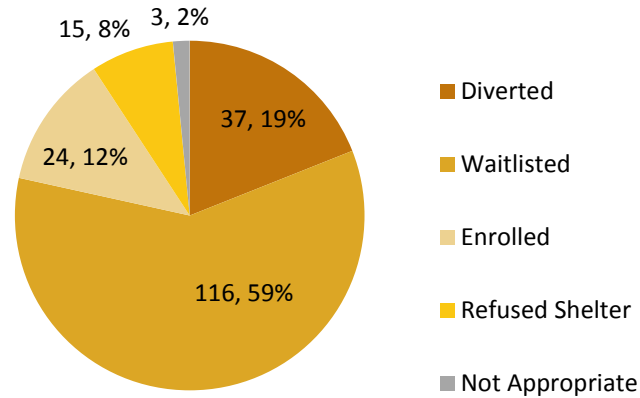


Referral Data Completeness Last Three Months



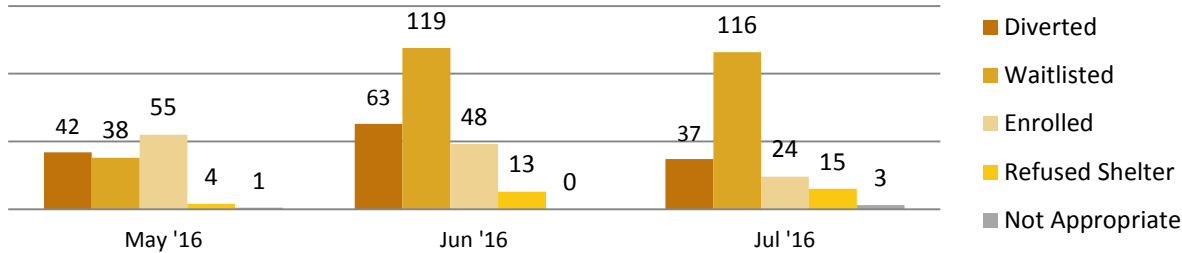
Data Source: CT HMIS

Outcomes of Attended Appointments July 2016



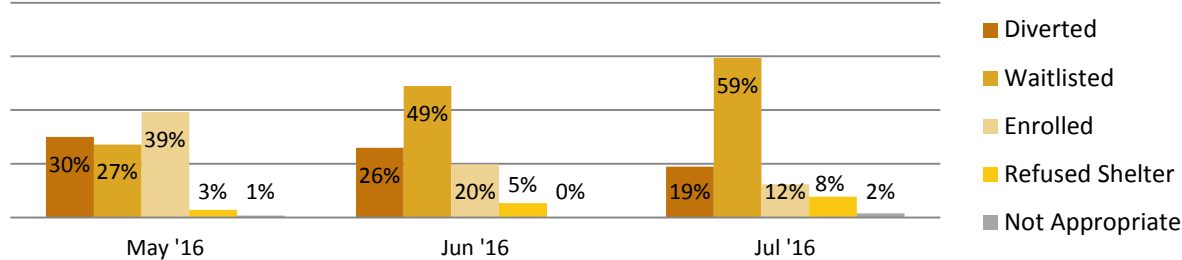
Data Source: CT HMIS

Last Three Months - By Number



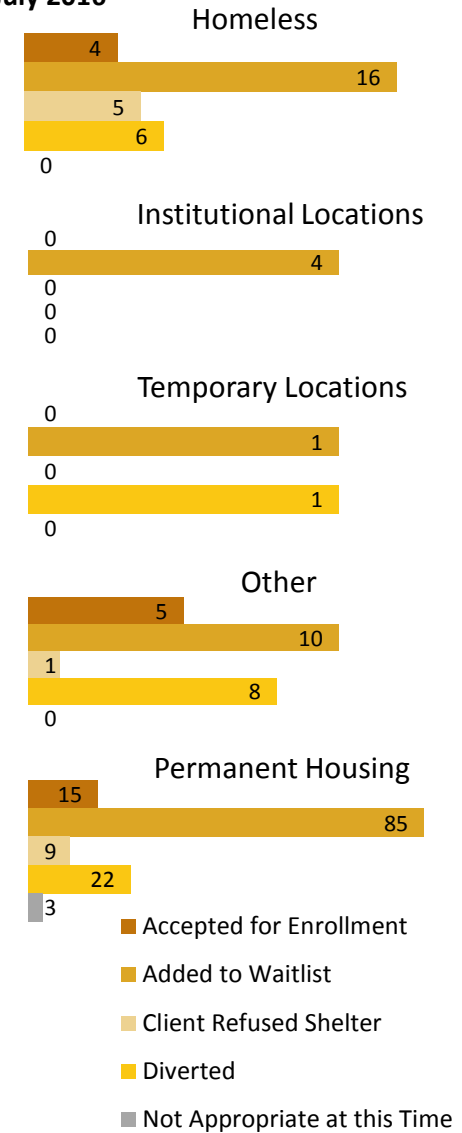
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation July 2016



Data Source: CT HMIS