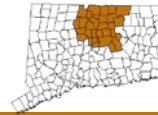


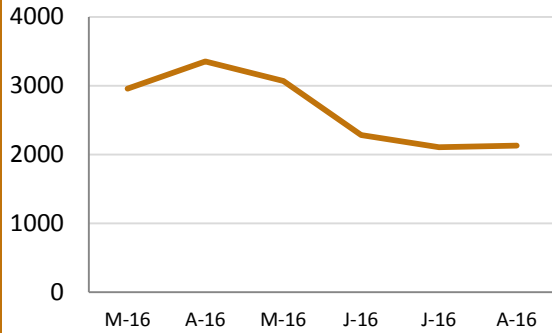
# Greater Hartford Coordinated Entry Report



August-2016

## Number of Calls to 211

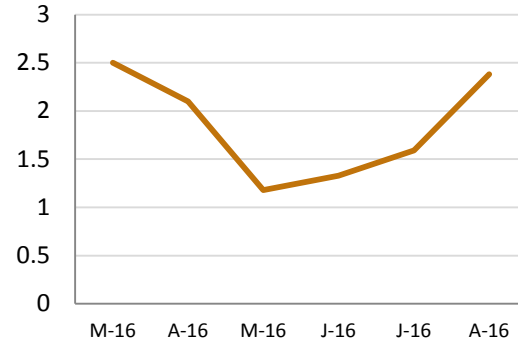
Total Calls This Month: 2,130  
 Total Calls Last Month: 2,104  
 Last 6 Months Average: 2,651



Data Source: 211

## 211 Call Wait Times (in Minutes)

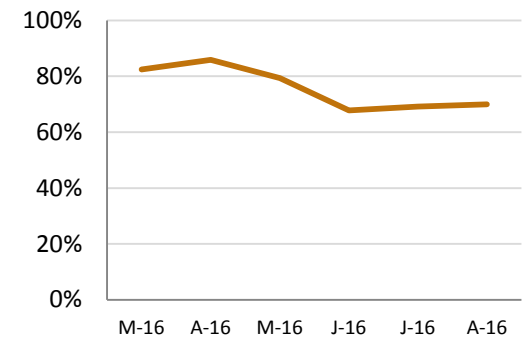
Average This Month: 2.38  
 Average Last Month: 1.59  
 Last 6 Months Average: 2  
 Longest Call Wait Time This Month: 26



Data Source: 211

## Percent Diverted by 211

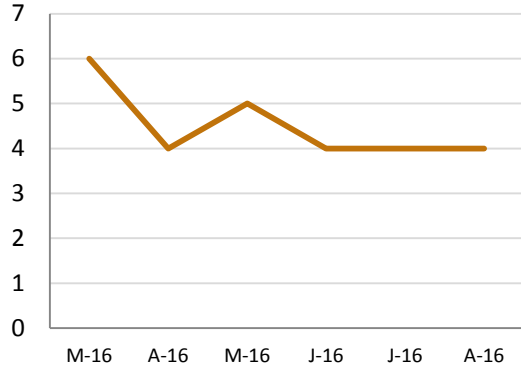
This Month: 70%  
 Last Month: 69%  
 Last 6 Months Average: 76%



Data Source: 211 and CT HMIS

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

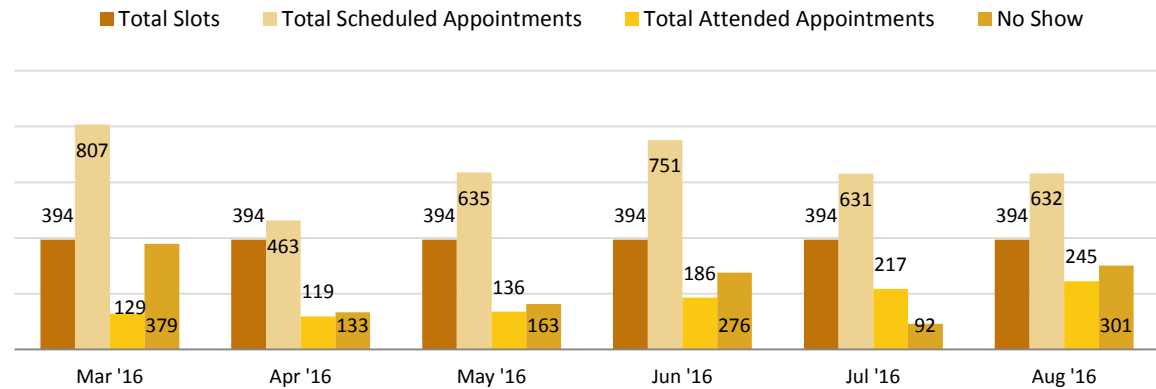
Average Days This Month: 4  
 Average Days Last Month: 4  
 Last 6 Months Average: 5



Data Source: CT HMIS

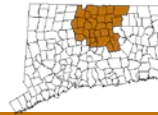
## Appointment Capacity

Total Number of Appointment Slots: 394  
 Total Number of Scheduled Appointments: 632  
 Total Number of Attended Appointments: 245  
 Total Number of No Shows: 301  
 Percent of Appointment Capacity Filled: 160%  
 Percent of Appointments Attended: 39%



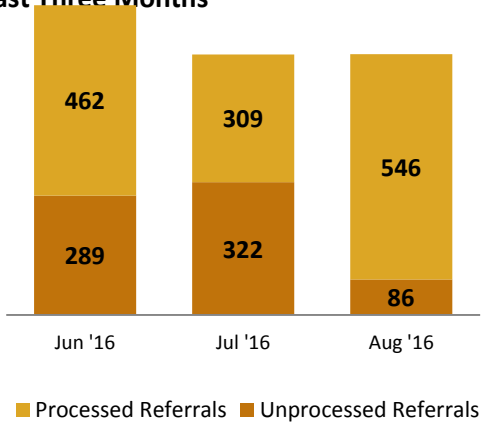
Data Source: CT HMIS

# Greater Hartford Coordinated Entry Report



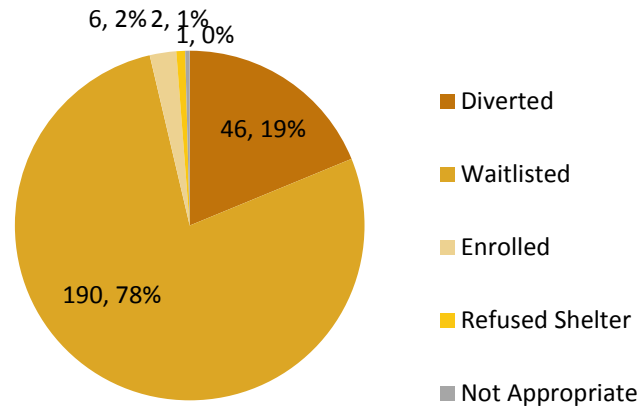
August-2016

## Referral Data Completeness Last Three Months



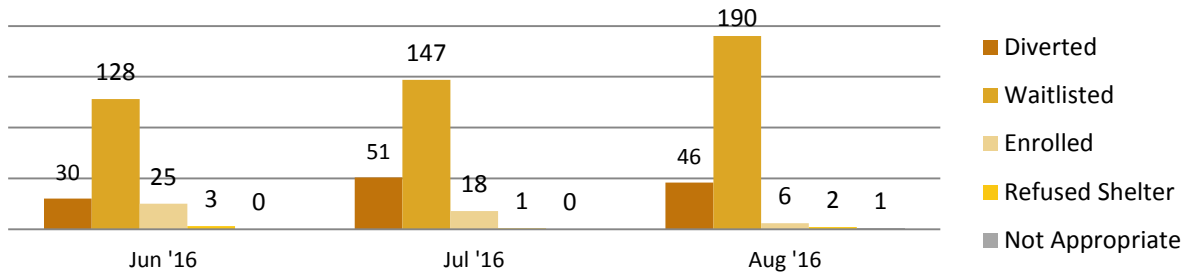
Data Source: CT HMIS

## Outcomes of Attended Appointments August 2016



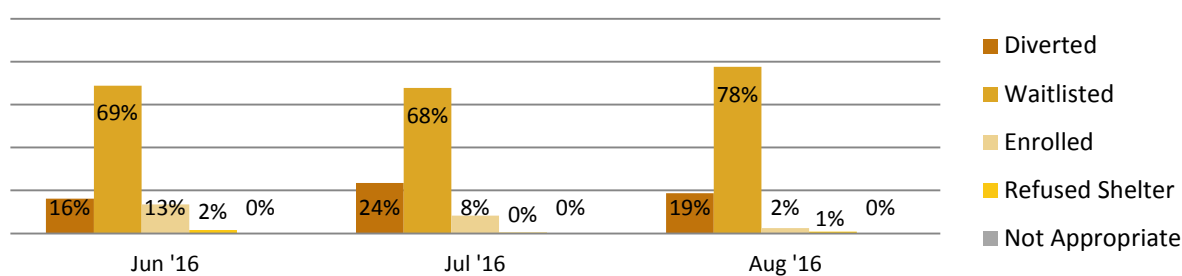
Data Source: CT HMIS

## Last Three Months - By Number



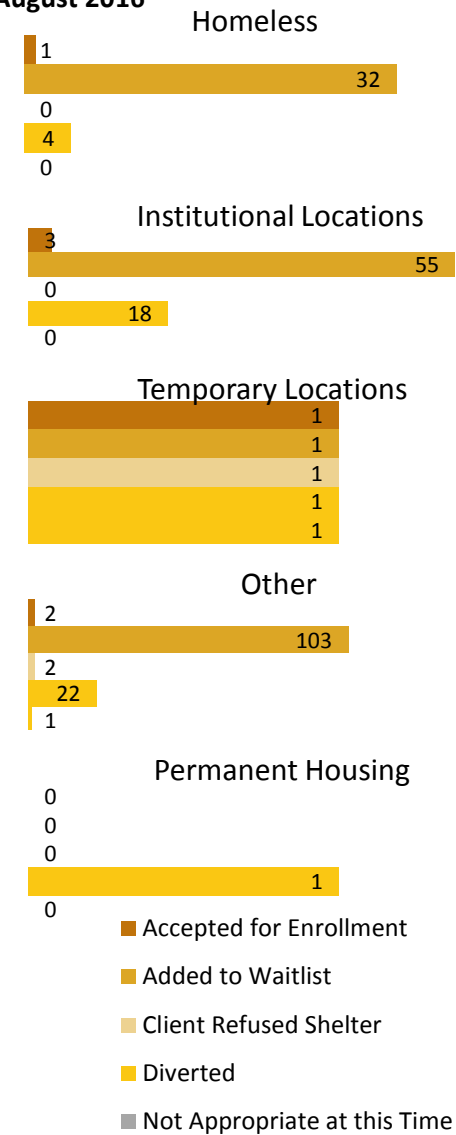
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation August 2016



Data Source: CT HMIS