

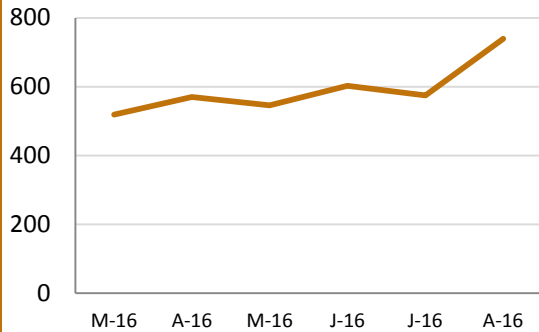
Litchfield/Waterbury Coordinated Entry Report



August-2016

Number of Calls to 211

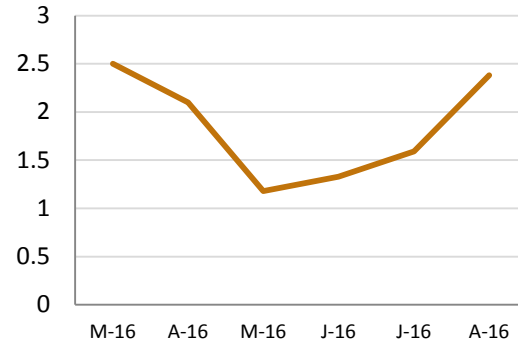
Total Calls This Month:	739
Total Calls Last Month:	575
Last 6 Months Average:	592



Data Source: 211

211 Call Wait Times (in Minutes)

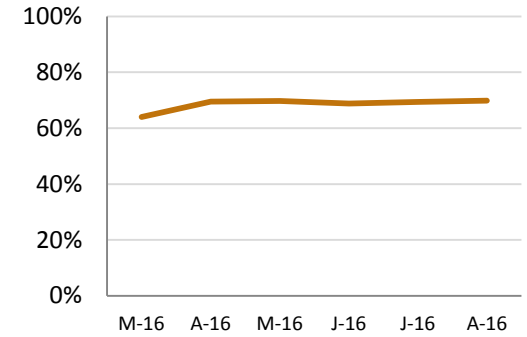
Average This Month:	2.38
Average Last Month:	1.59
Last 6 Months Average:	2
Longest Call Wait Time This Month:	26



Data Source: 211

Percent Diverted by 211

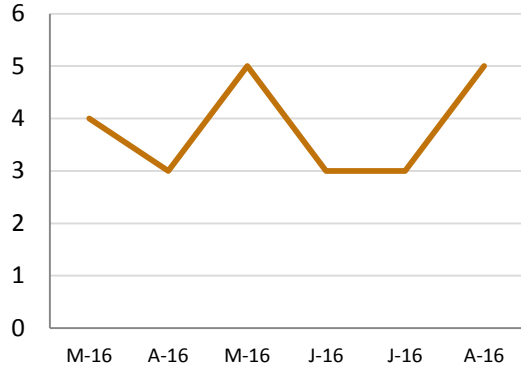
This Month:	70%
Last Month:	69%
Last 6 Months Average:	69%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

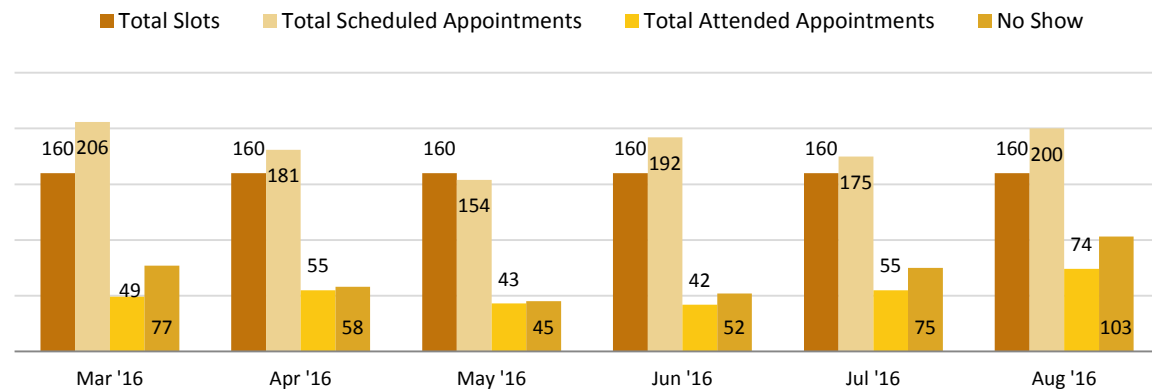
Average Days This Month:	5
Average Days Last Month:	3
Last 6 Months Average:	4



Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	160	Total Number of No Shows:	103
Total Number of Scheduled Appointments:	200	Percent of Appointment Capacity Filled:	125%
Total Number of Attended Appointments:	74	Percent of Appointments Attended:	37%



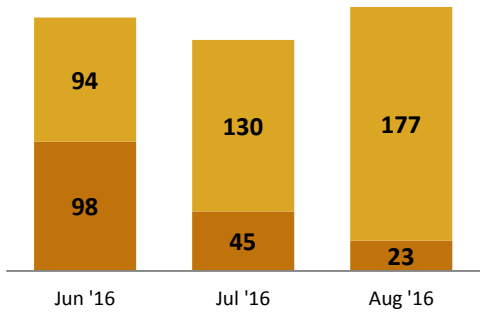
Data Source: CT HMIS

Litchfield/Waterbury Coordinated Entry Report



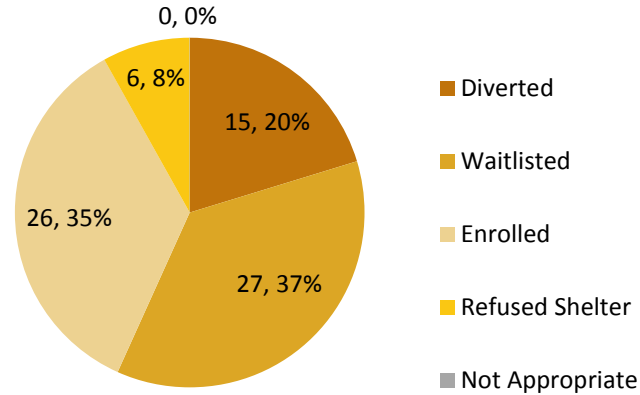
August-2016

Referral Data Completeness Last Three Months



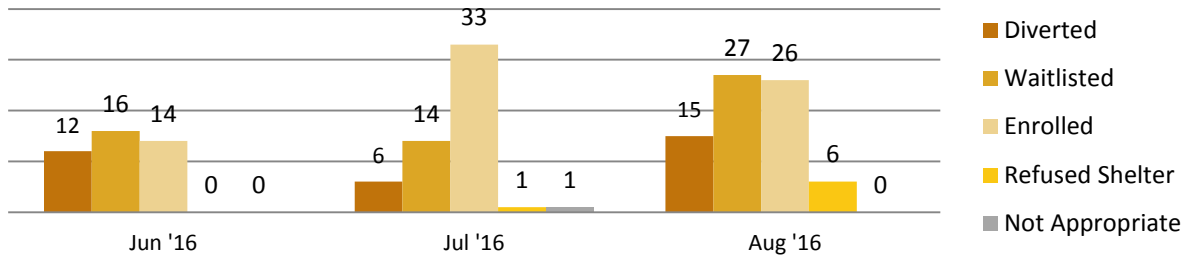
Data Source: CT HMIS

Outcomes of Attended Appointments August 2016



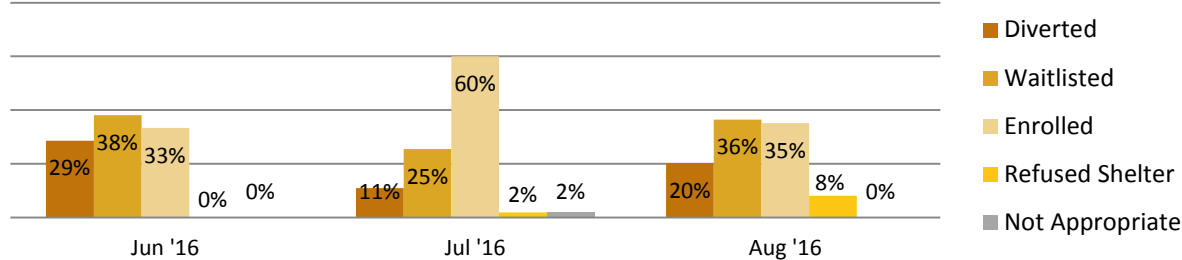
Data Source: CT HMIS

Last Three Months - By Number



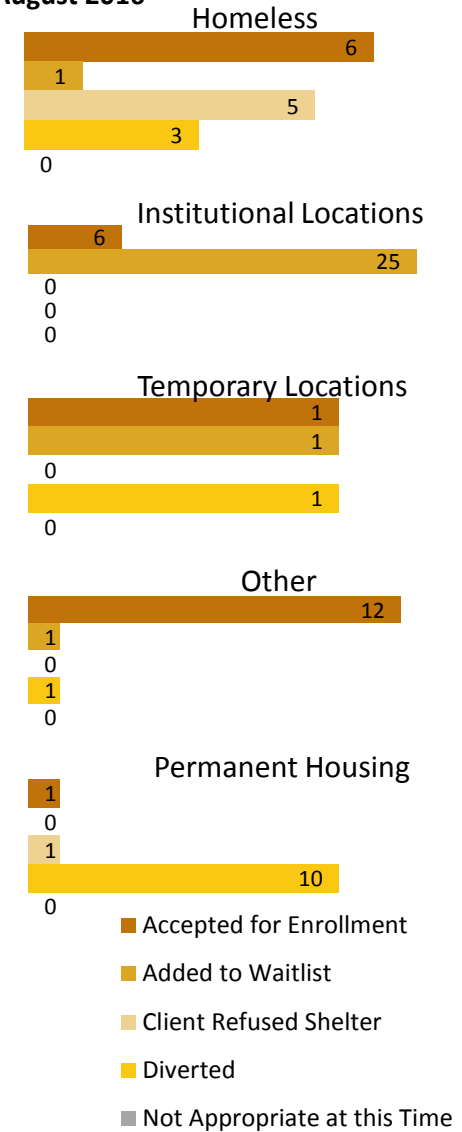
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation August 2016



Data Source: CT HMIS