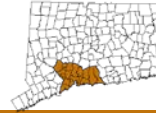


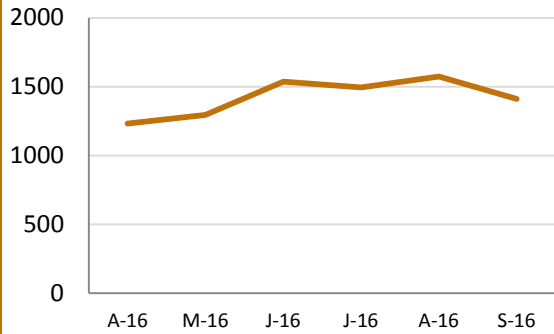
Greater New Haven Coordinated Entry Report



September-2016

Number of Calls to 211

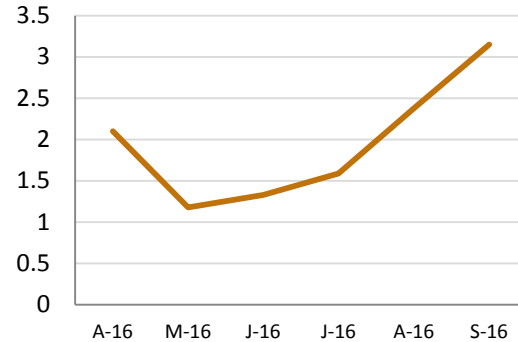
Total Calls This Month: 1,411
 Total Calls Last Month: 1,574
 Last 6 Months Average: 1,424



Data Source: 211

211 Call Wait Times (in Minutes)

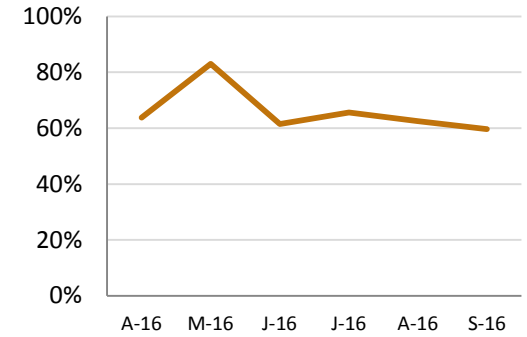
Average This Month: 3.15
 Average Last Month: 2.38
 Last 6 Months Average: 2
 Longest Call Wait Time This Month: 19



Data Source: 211

Percent Diverted by 211

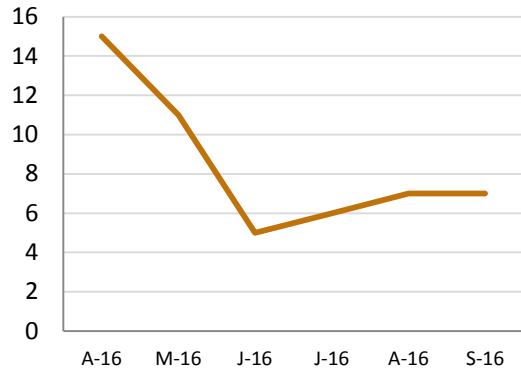
This Month: 60%
 Last Month: 63%
 Last 6 Months Average: 66%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

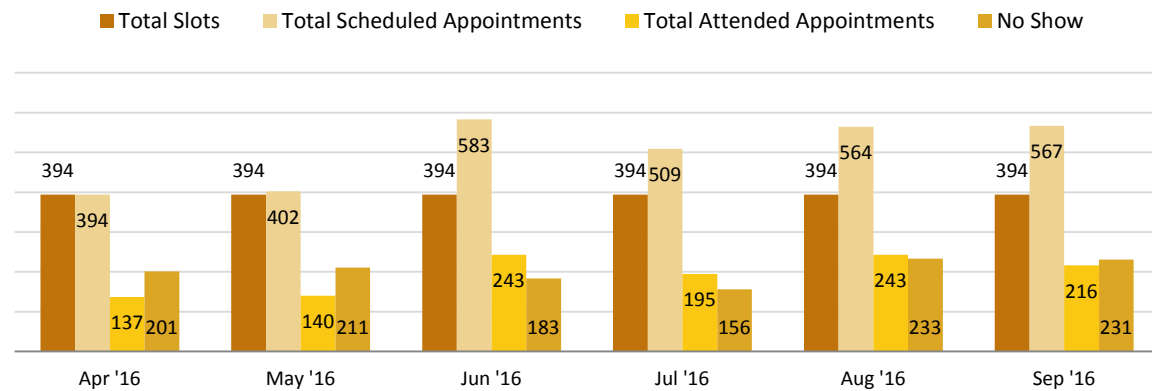
Average Days This Month: 7
 Average Days Last Month: 7
 Last 6 Months Average: 9



Data Source: CT HMIS

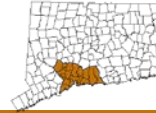
Appointment Capacity

Total Number of Appointment Slots: 394
 Total Number of Scheduled Appointments: 567
 Total Number of Attended Appointments: 216
 Total Number of No Shows: 231
 Percent of Appointment Capacity Filled: 144%
 Percent of Appointments Attended: 38%



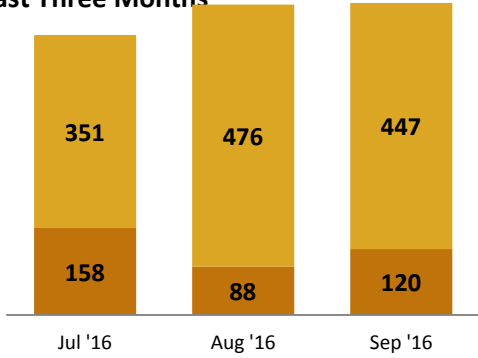
Data Source: CT HMIS

Greater New Haven Coordinated Entry Report

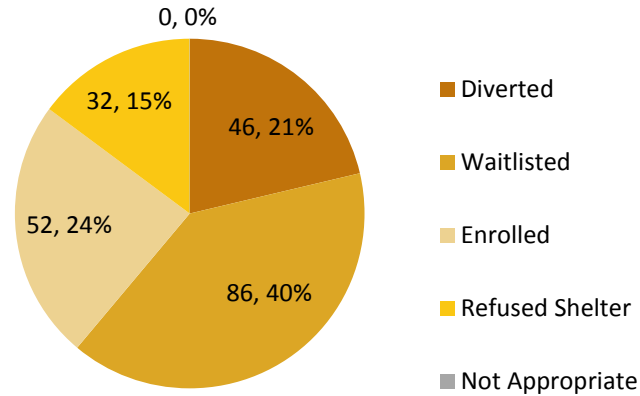


September-2016

Referral Data Completeness Last Three Months



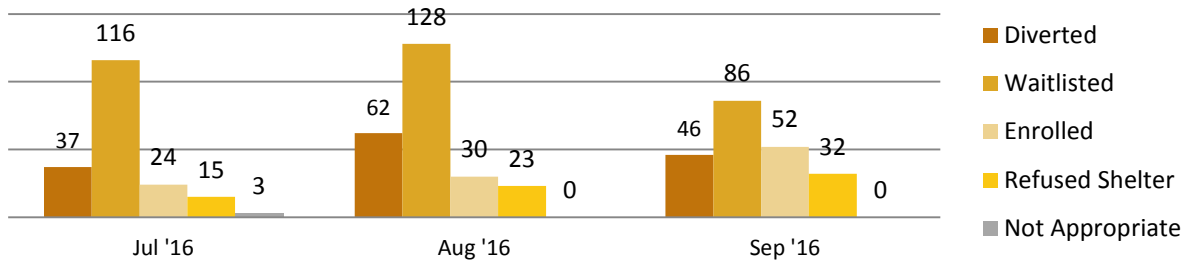
Outcomes of Attended Appointments September 2016



Data Source: CT HMIS

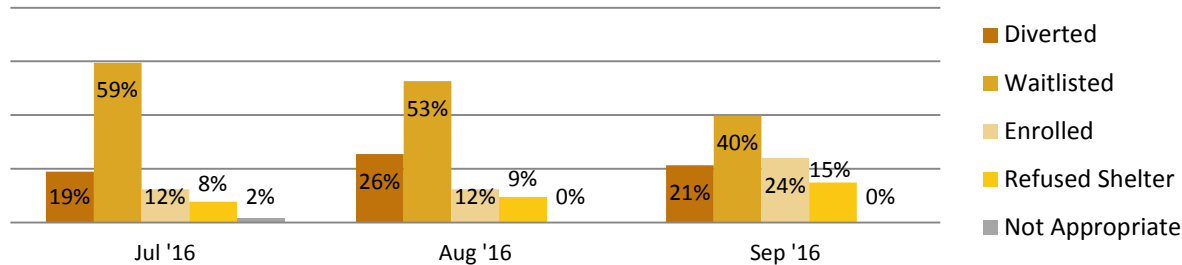
Data Source: CT HMIS

Last Three Months - By Number



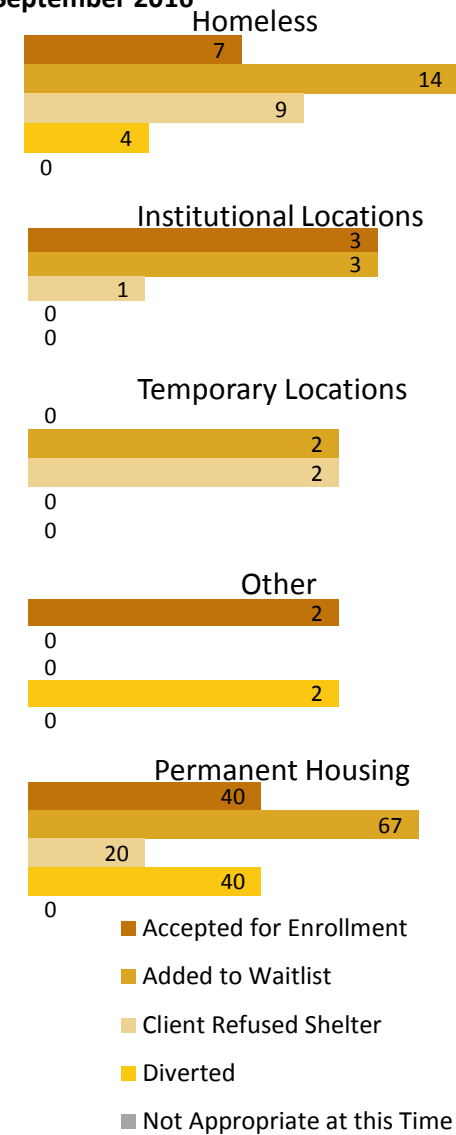
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation September 2016



Data Source: CT HMIS