

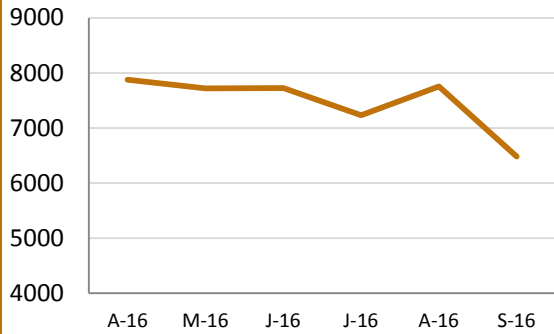
# Statewide Coordinated Entry Report



September-2016

## Number of Calls to 211

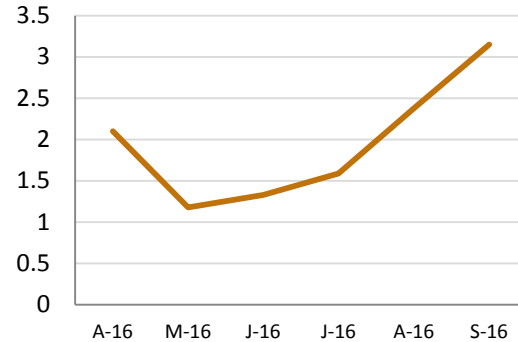
Total Calls This Month: 6,480  
 Total Calls Last Month: 7,755  
 Last 6 Months Average: 7,465



Data Source: 211

## 211 Call Wait Times (in Minutes)

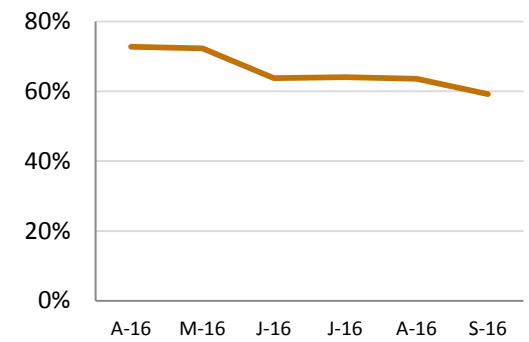
Average This Month: 3.15  
 Average Last Month: 2.38  
 Last 6 Months Average: 2  
 Longest Call Wait Time This Month: 19



Data Source: 211

## Percent Diverted by 211

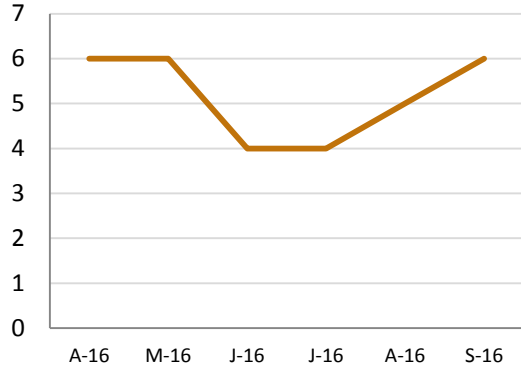
This Month: 59%  
 Last Month: 64%  
 Last 6 Months Average: 66%



Data Source: 211 and CT HMIS

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

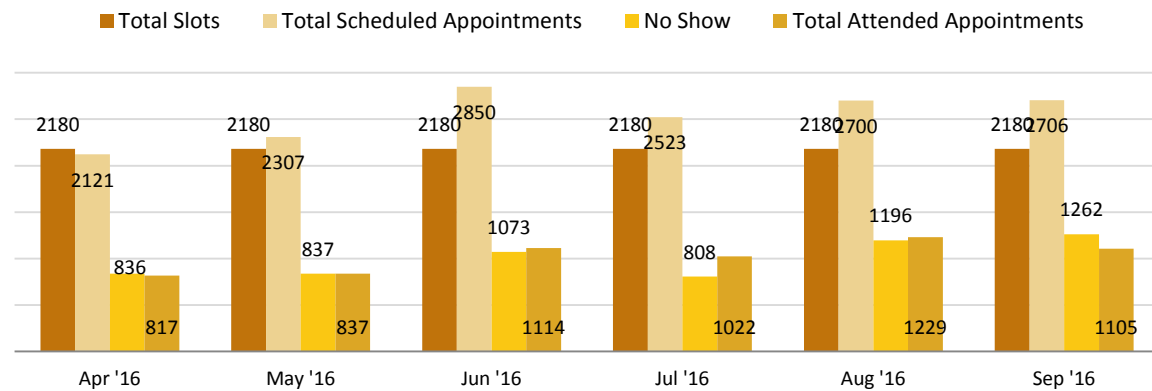
Average Days This Month: 6  
 Average Days Last Month: 5  
 Last 6 Months Average: 5



Data Source: CT HMIS

## Appointment Capacity

Total Number of Appointment Slots: 2,180  
 Total Number of Scheduled Appointments: 2,706  
 Total Number of Attended Appointments: 1,105  
 Total Number of No Shows: 1262  
 Percent of Appointment Capacity Filled: 124%  
 Percent of Appointments Attended: 41%



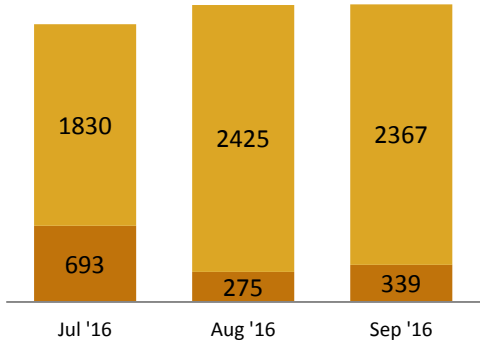
Data Source: CT HMIS

# Statewide Coordinated Entry Report

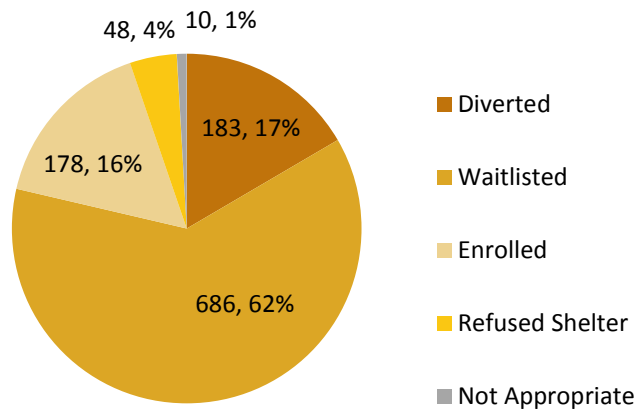


## September-2016

### Referral Data Completeness Last Three Months



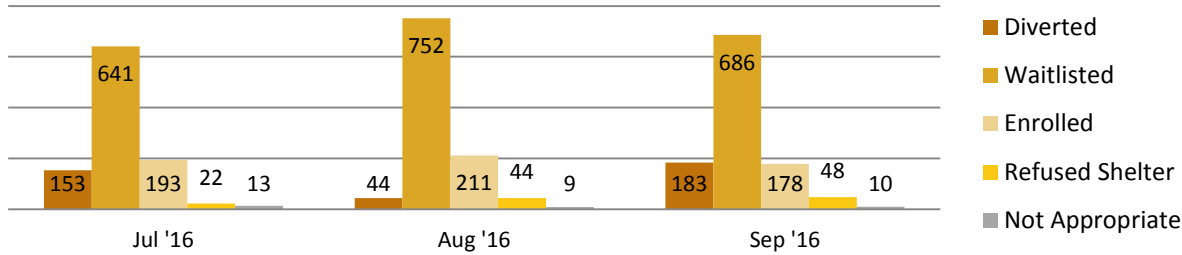
### Outcomes of Attended Appointments September 2016



Data Source: CT HMIS

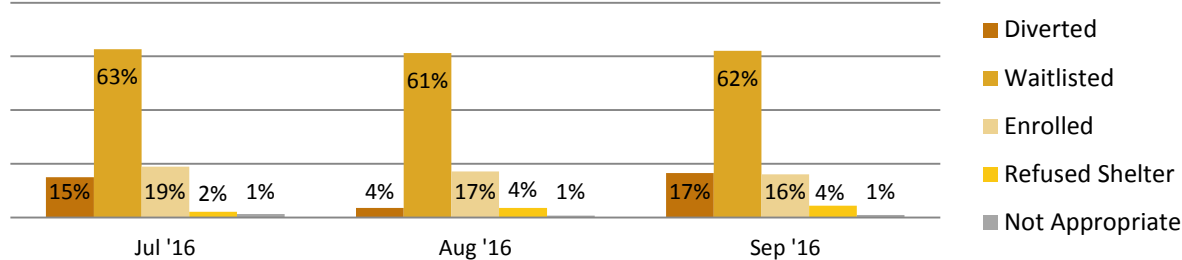
Data Source: CT HMIS

### Last Three Months - By Number



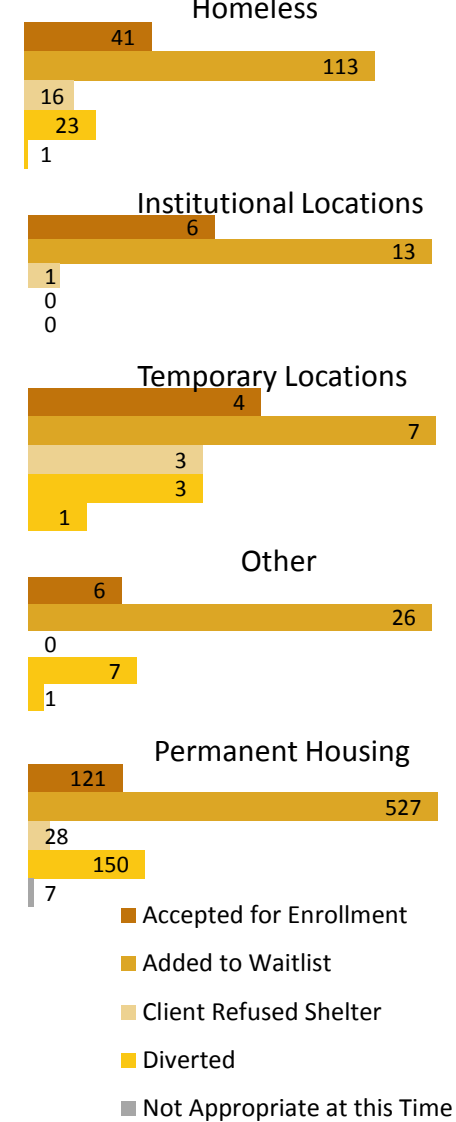
Data Source: CT HMIS

### Last Three Months - By Percentage



Data Source: CT HMIS

### Appointment Outcome By Living Situation September 2016



Data Source: CT HMIS