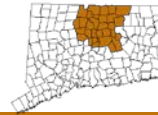


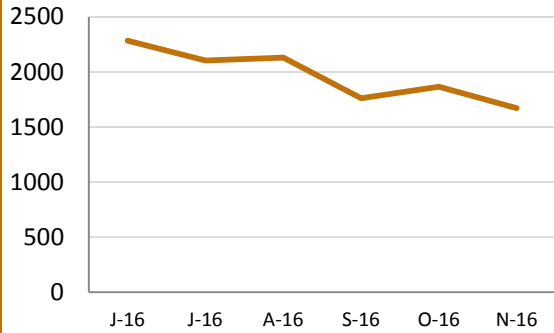
# Greater Hartford Coordinated Entry Report



November-2016

## Number of Calls to 211

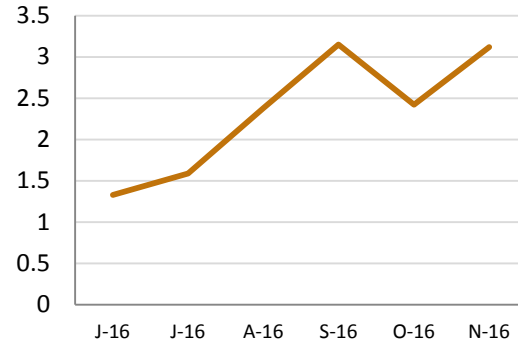
Total Calls This Month: 1,670  
 Total Calls Last Month: 1,865  
 Last 6 Months Average: 1,969



Data Source: 211

## 211 Call Wait Times (in Minutes)

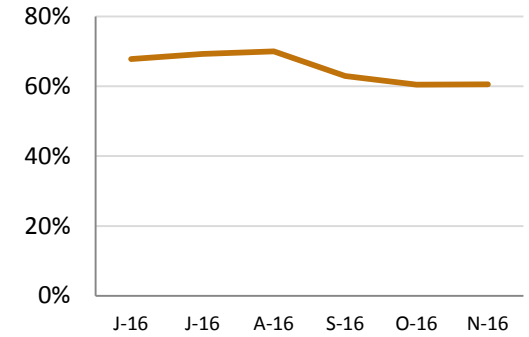
Average This Month: 3.12  
 Average Last Month: 2.42  
 Last 6 Months Average: 2  
 Longest Call Wait Time This Month: 44



Data Source: 211

## Percent Diverted by 211

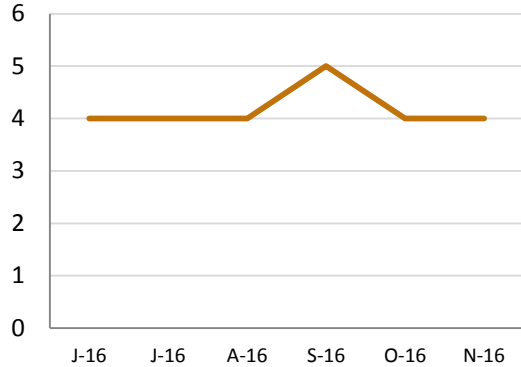
This Month: 61%  
 Last Month: 60%  
 Last 6 Months Average: 65%



Data Source: 211 and CT HMIS

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

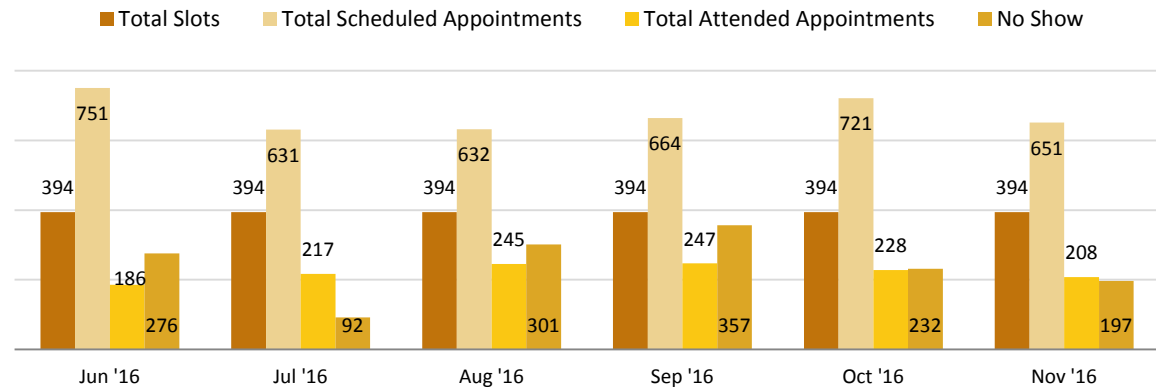
Average Days This Month: 4  
 Average Days Last Month: 4  
 Last 6 Months Average: 4



Data Source: CT HMIS

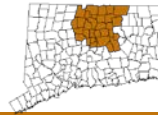
## Appointment Capacity

Total Number of Appointment Slots: 394  
 Total Number of Scheduled Appointments: 651  
 Total Number of Attended Appointments: 208  
 Total Number of No Shows: 197  
 Percent of Appointment Capacity Filled: 165%  
 Percent of Appointments Attended: 32%



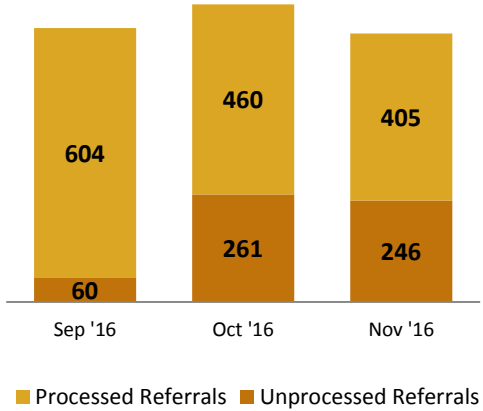
Data Source: CT HMIS

# Greater Hartford Coordinated Entry Report



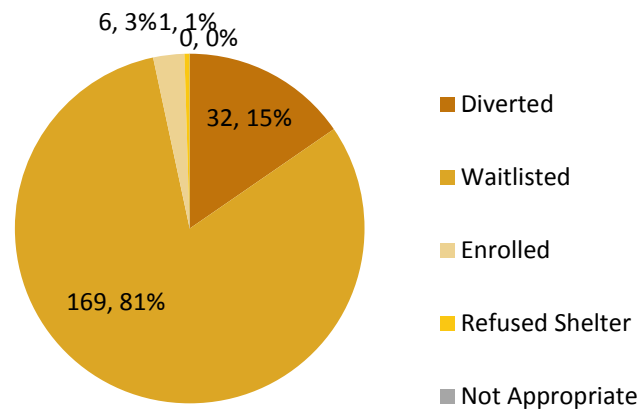
November-2016

## Referral Data Completeness Last Three Months



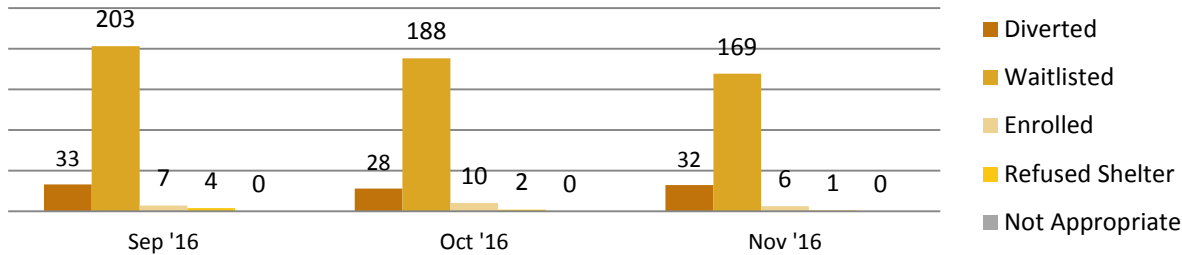
Data Source: CT HMIS

## Outcomes of Attended Appointments November 2016



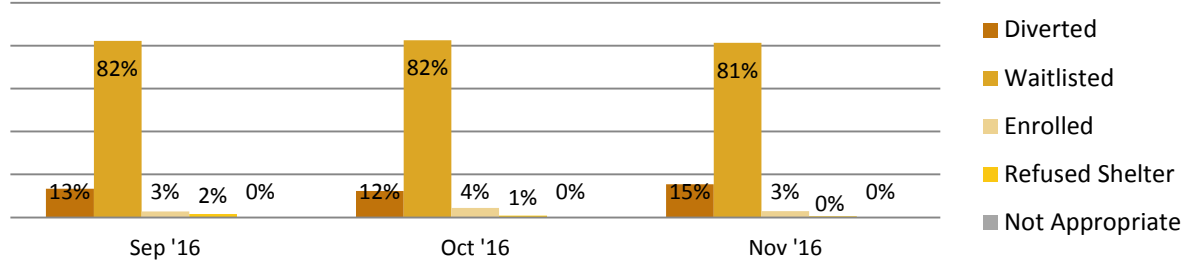
Data Source: CT HMIS

## Last Three Months - By Number



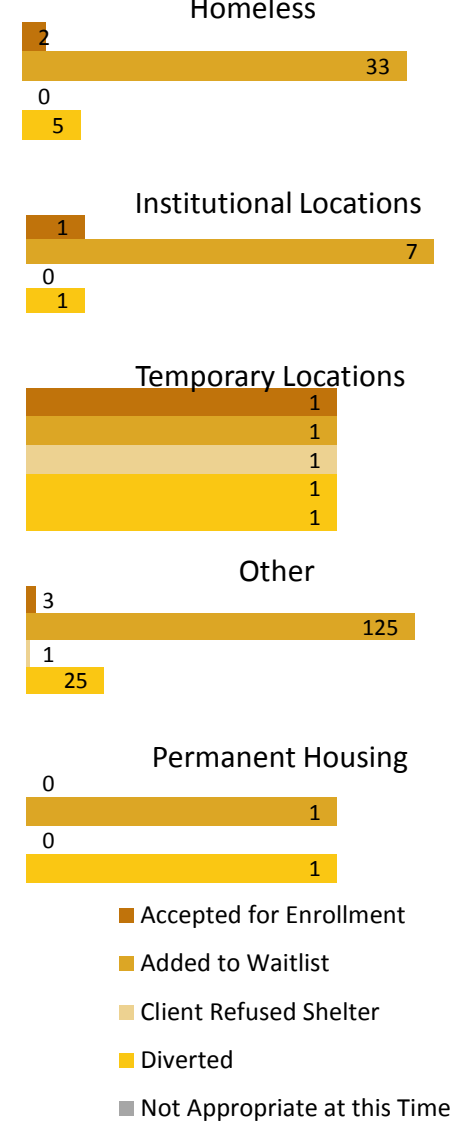
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation November 2016



Data Source: CT HMIS