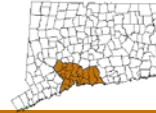


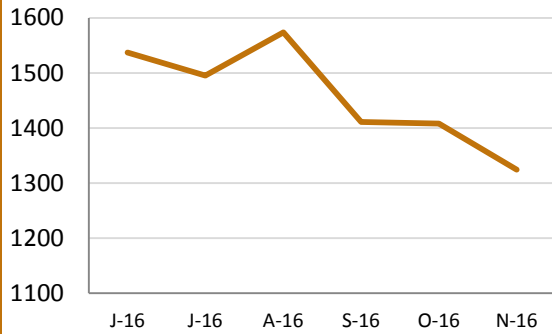
Greater New Haven Coordinated Entry Report



November-2016

Number of Calls to 211

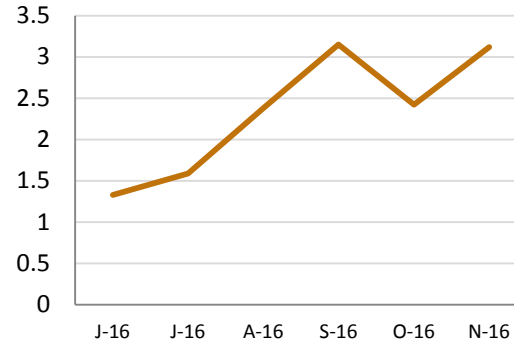
Total Calls This Month: 1,324
 Total Calls Last Month: 1,408
 Last 6 Months Average: 1,458



Data Source: 211

211 Call Wait Times (in Minutes)

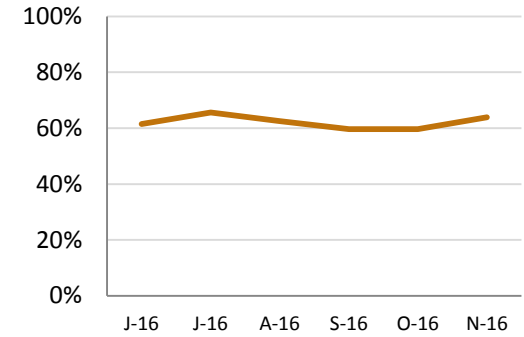
Average This Month: 3.12
 Average Last Month: 2.42
 Last 6 Months Average: 2
 Longest Call Wait Time This Month: 44



Data Source: 211

Percent Diverted by 211

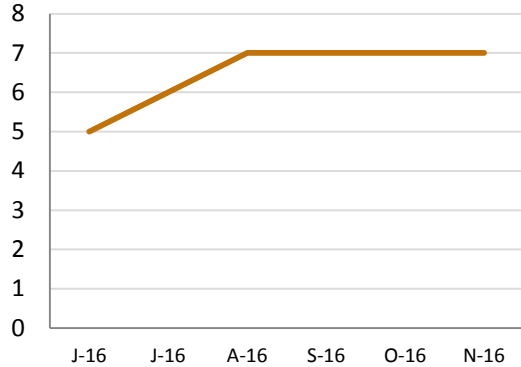
This Month: 64%
 Last Month: 60%
 Last 6 Months Average: 62%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

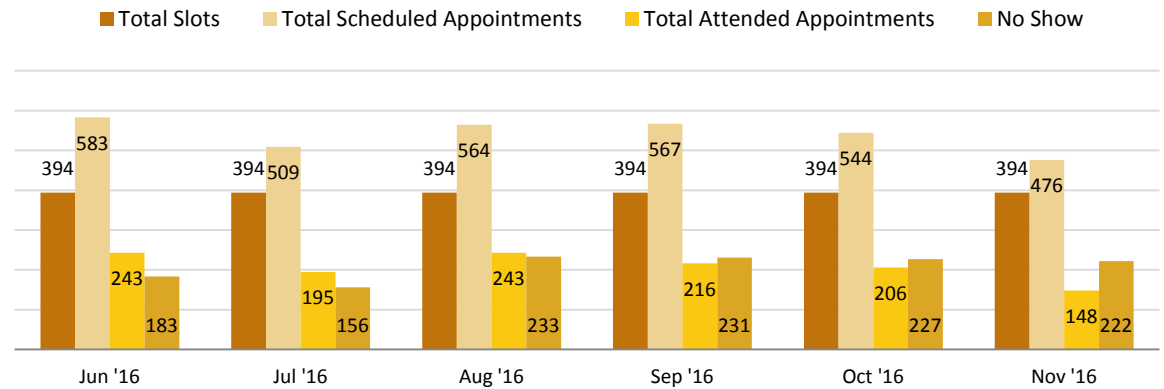
Average Days This Month: 7
 Average Days Last Month: 7
 Last 6 Months Average: 7



Data Source: CT HMIS

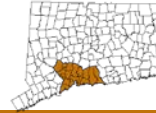
Appointment Capacity

Total Number of Appointment Slots: 394
 Total Number of Scheduled Appointments: 476
 Total Number of Attended Appointments: 148
 Total Number of No Shows: 222
 Percent of Appointment Capacity Filled: 121%
 Percent of Appointments Attended: 31%



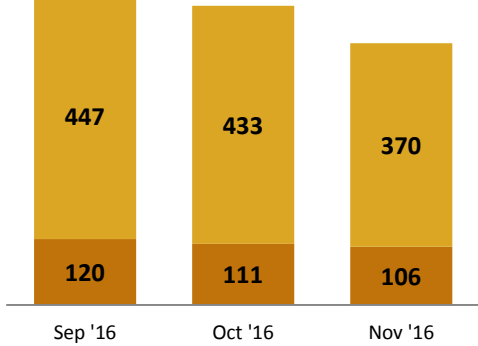
Data Source: CT HMIS

Greater New Haven Coordinated Entry Report

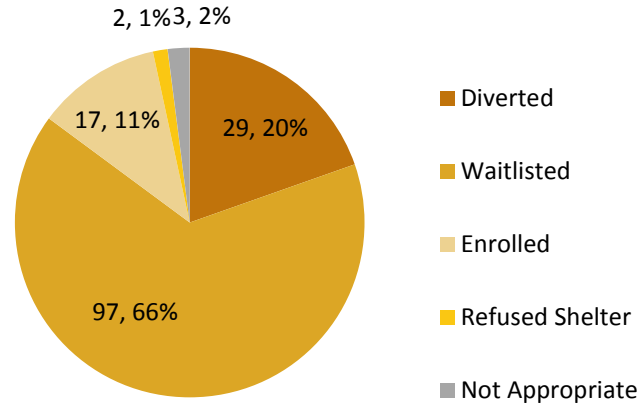


November-2016

Referral Data Completeness Last Three Months



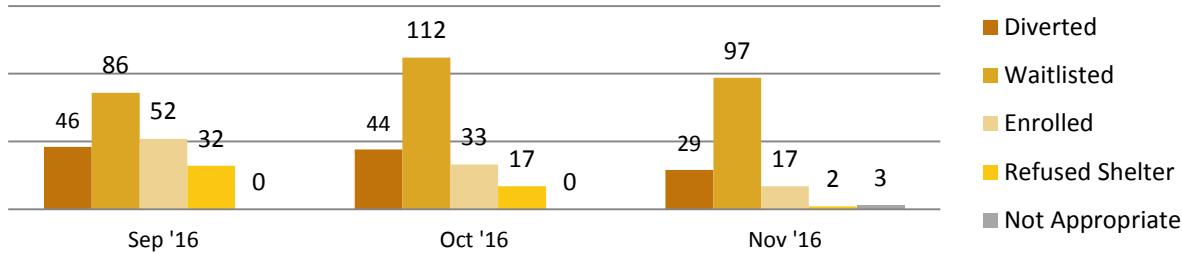
Outcomes of Attended Appointments November 2016



Data Source: CT HMIS

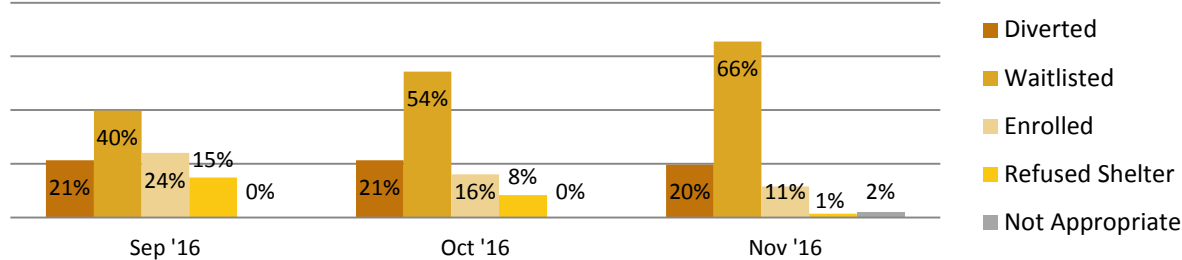
Data Source: CT HMIS

Last Three Months - By Number



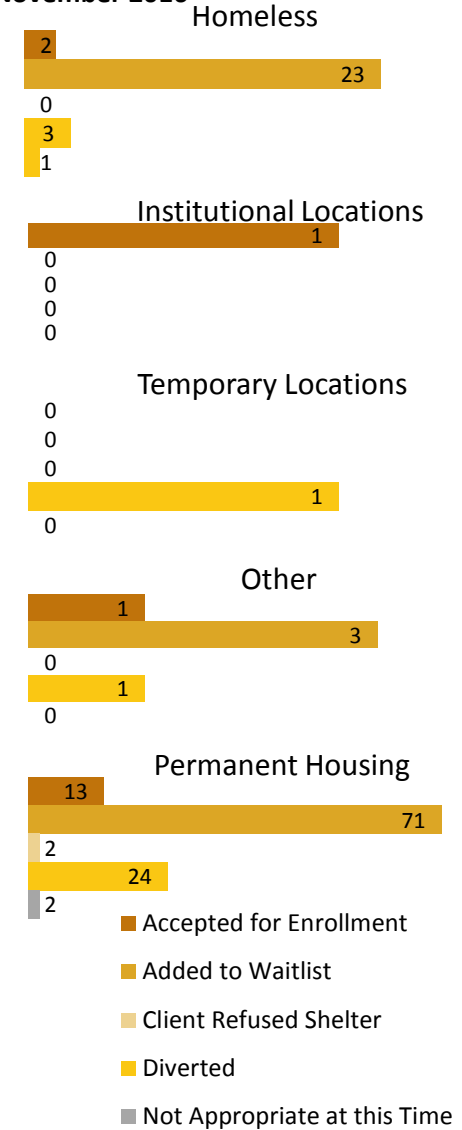
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation November 2016



Data Source: CT HMIS