

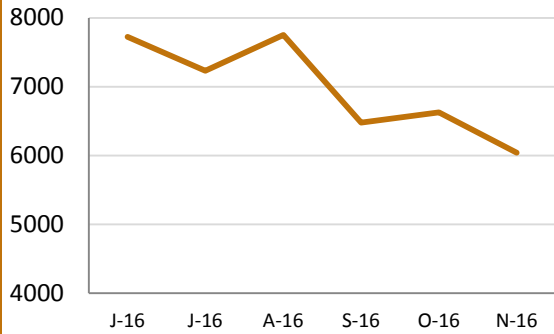
Statewide Coordinated Entry Report



November-2016

Number of Calls to 211

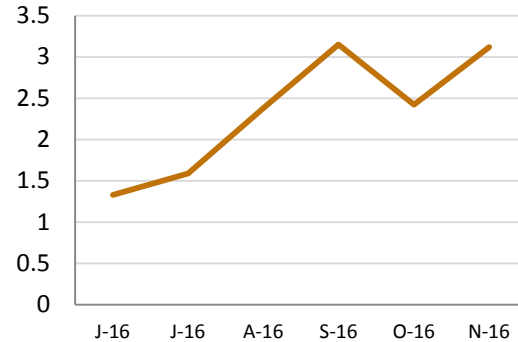
Total Calls This Month:	6,043
Total Calls Last Month:	6,628
Last 6 Months Average:	6,977



Data Source: 211

211 Call Wait Times (in Minutes)

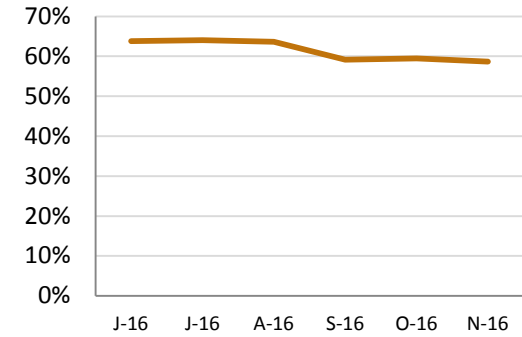
Average This Month:	3.12
Average Last Month:	2.42
Last 6 Months Average:	2
Longest Call Wait Time This Month:	44



Data Source: 211

Percent Diverted by 211

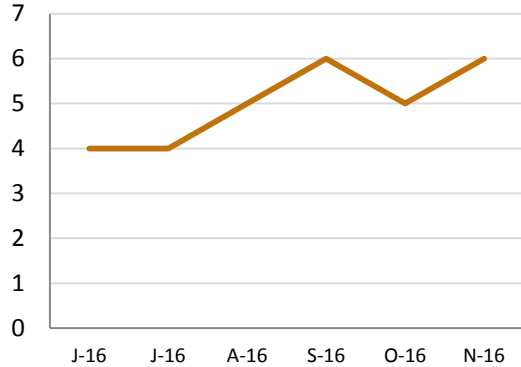
This Month:	59%
Last Month:	59%
Last 6 Months Average:	61%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

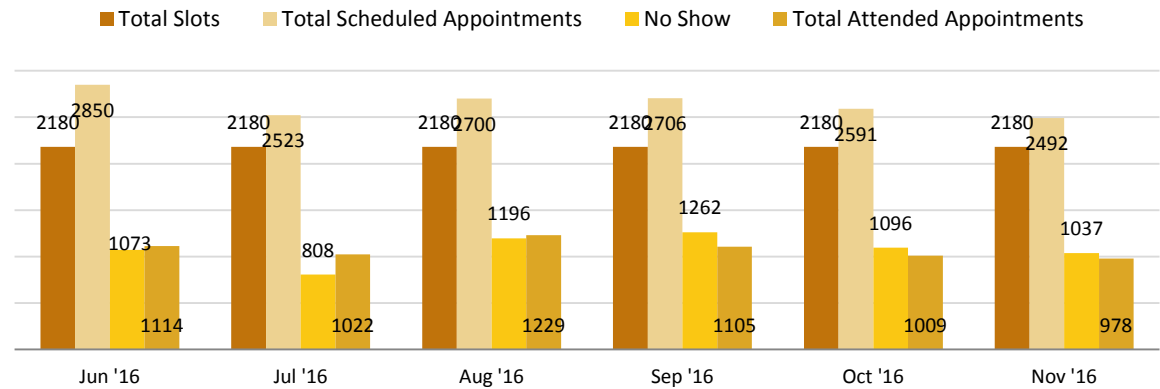
Average Days This Month:	6
Average Days Last Month:	5
Last 6 Months Average:	5



Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	2,180	Total Number of No Shows:	1037
Total Number of Scheduled Appointments:	2,492	Percent of Appointment Capacity Filled:	114%
Total Number of Attended Appointments:	978	Percent of Appointments Attended:	39%



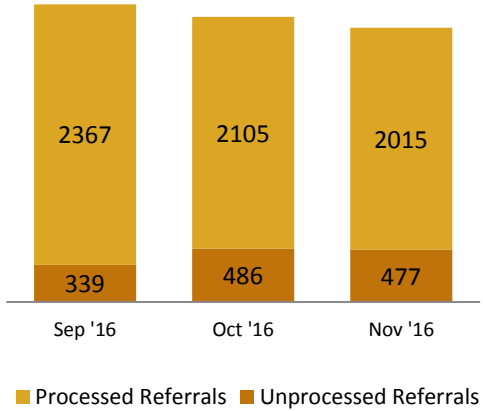
Data Source: CT HMIS

Statewide Coordinated Entry Report

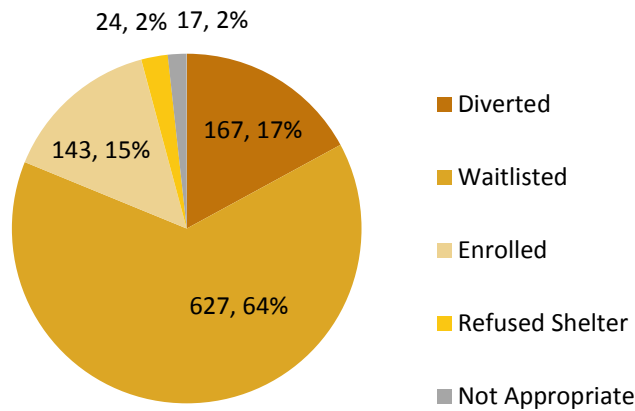


November-2016

Referral Data Completeness Last Three Months



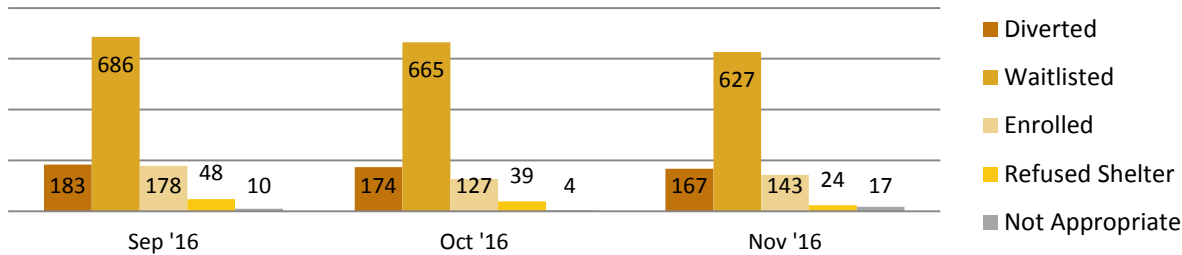
Outcomes of Attended Appointments November 2016



Data Source: CT HMIS

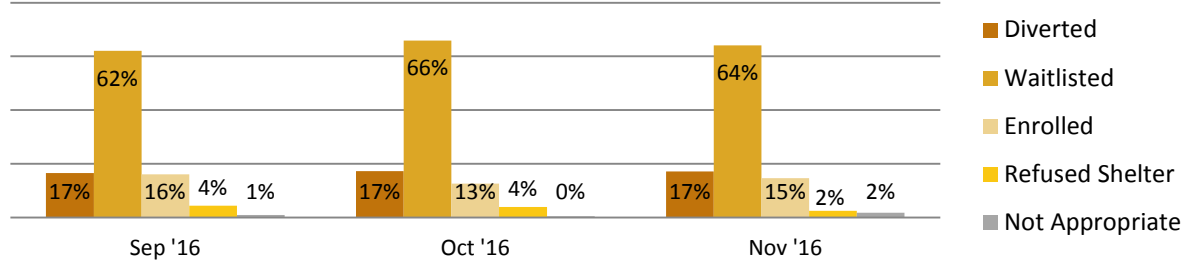
Data Source: CT HMIS

Last Three Months - By Number



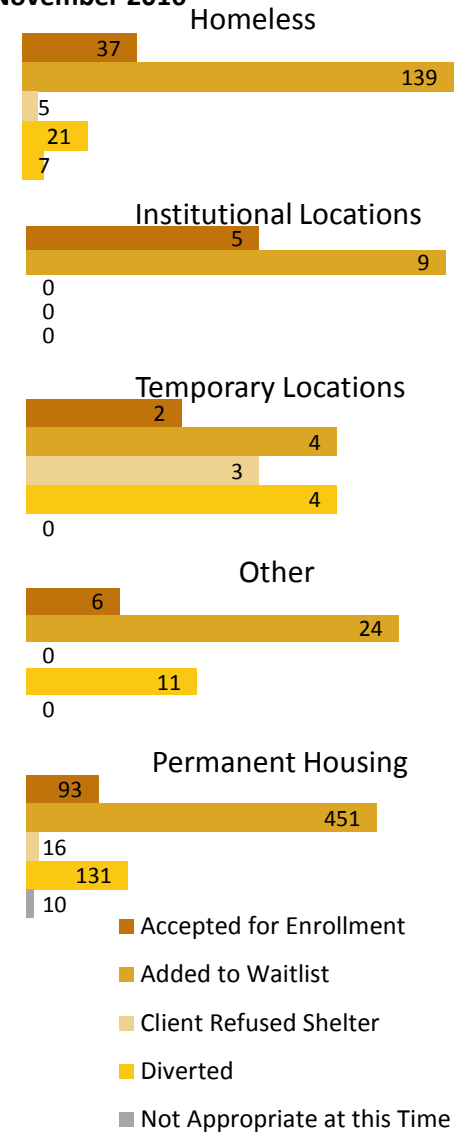
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation November 2016



Data Source: CT HMIS