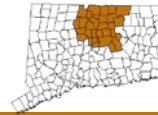


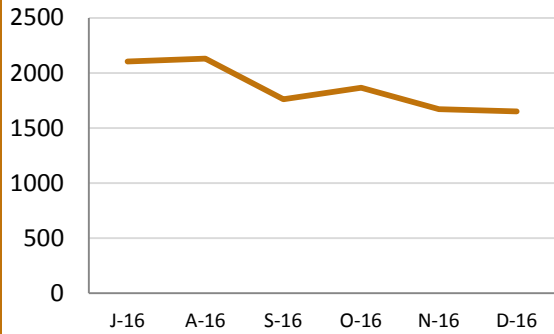
Greater Hartford Coordinated Entry Report



December-2016

Number of Calls to 211

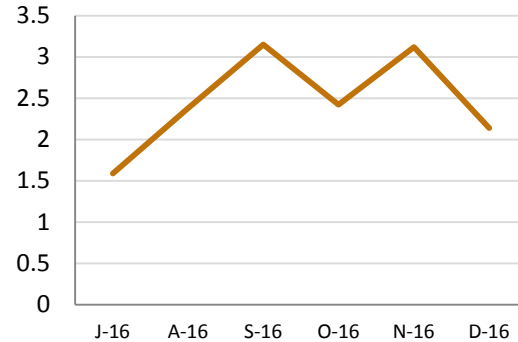
Total Calls This Month:	1,650
Total Calls Last Month:	1,670
Last 6 Months Average:	1,864



Data Source: 211

211 Call Wait Times (in Minutes)

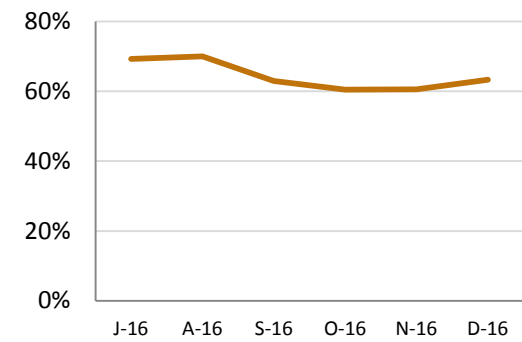
Average This Month:	2.14
Average Last Month:	3.12
Last 6 Months Average:	2
Longest Call Wait Time This Month:	21



Data Source: 211

Percent Diverted by 211

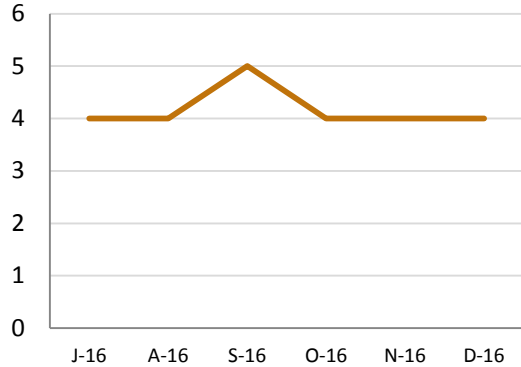
This Month:	63%
Last Month:	61%
Last 6 Months Average:	64%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

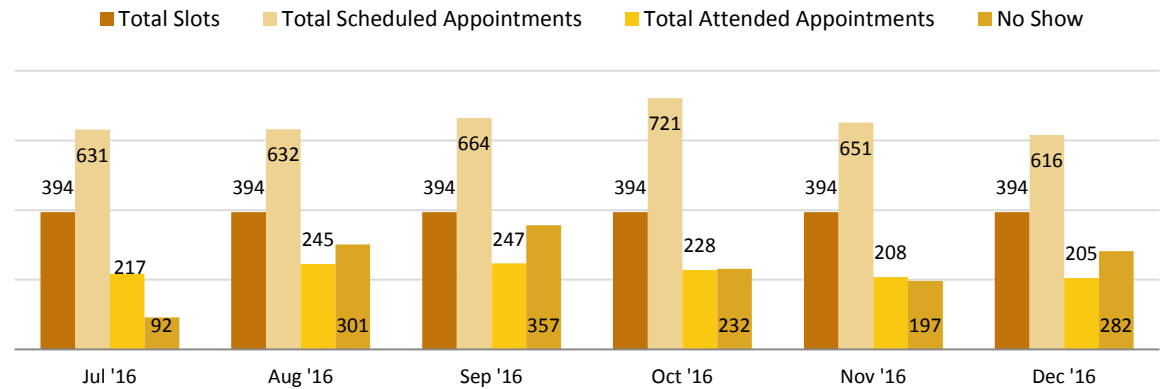
Average Days This Month:	4
Average Days Last Month:	4
Last 6 Months Average:	4



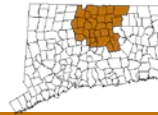
Data Source: CT HMIS

Appointment Capacity

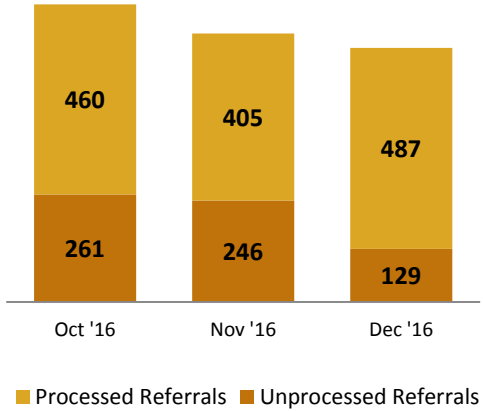
Total Number of Appointment Slots:	394	Total Number of No Shows:	282
Total Number of Scheduled Appointments:	616	Percent of Appointment Capacity Filled:	156%
Total Number of Attended Appointments:	205	Percent of Appointments Attended:	33%



Data Source: CT HMIS

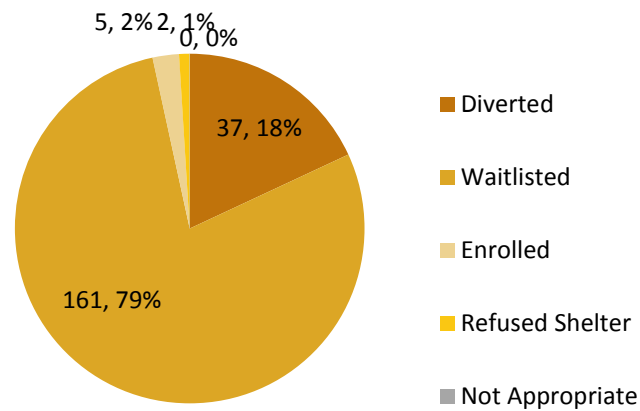


Referral Data Completeness Last Three Months



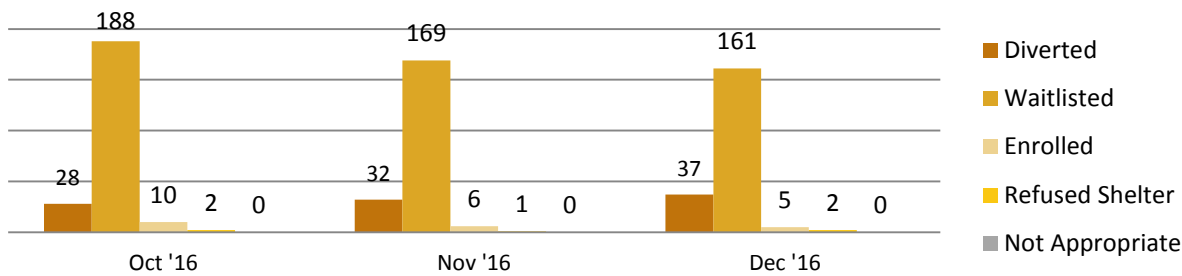
Data Source: CT HMIS

Outcomes of Attended Appointments December 2016



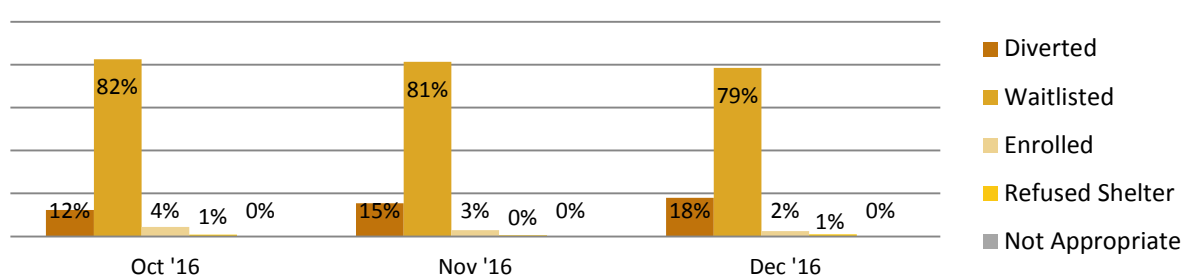
Data Source: CT HMIS

Last Three Months - By Number



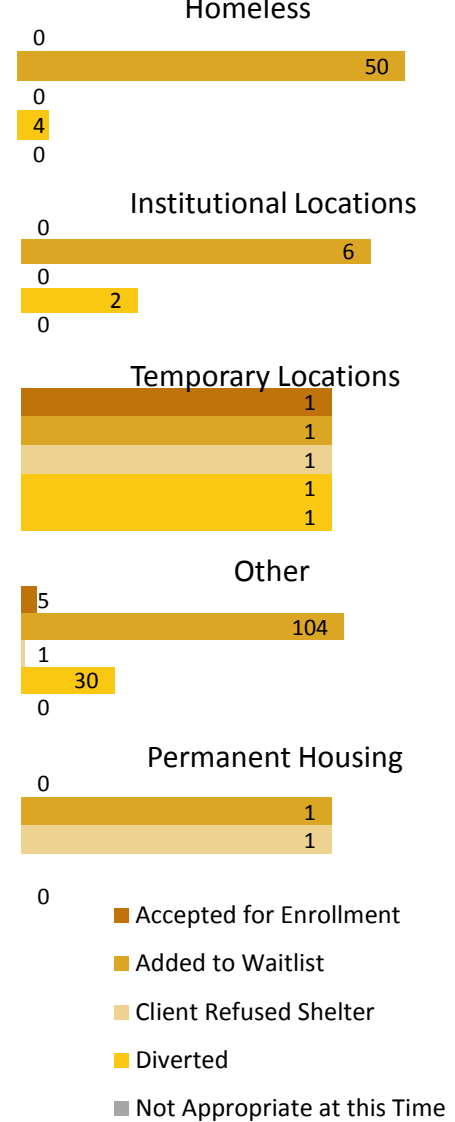
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation December 2016



Data Source: CT HMIS