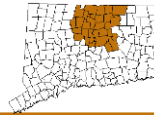


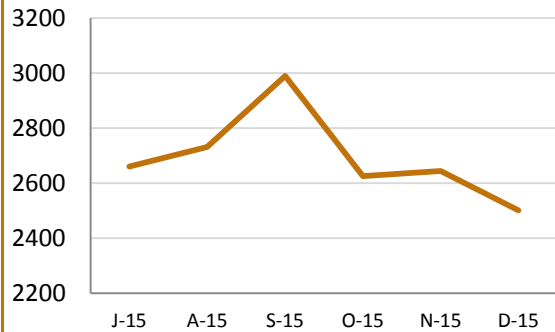
# Greater Hartford Coordinated Entry Report



December-2015

## Number of Calls to 211

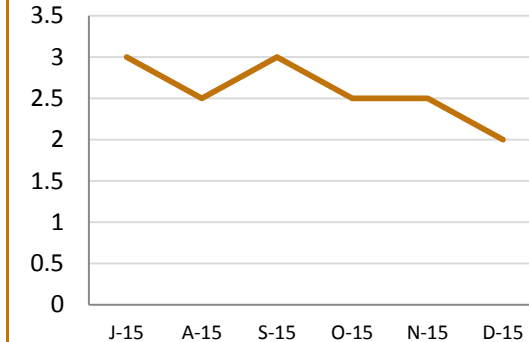
Total Calls This Month:	2,501
Total Calls Last Month:	2,644
Last 6 Months Average:	2,692



Data Source: 211

## 211 Call Wait Times (in Minutes)

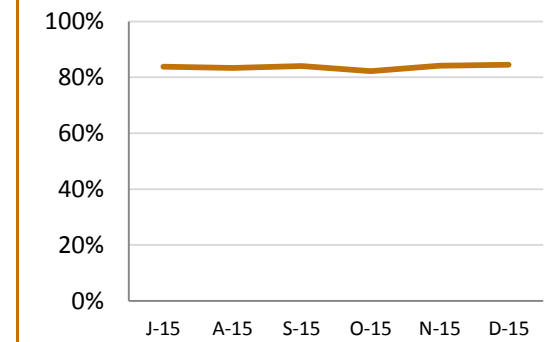
Average This Month:	2
Average Last Month:	2.5
Last 6 Months Average:	3
Longest Call Wait Time This Month:	27



Data Source: 211

## Percent Diverted by 211

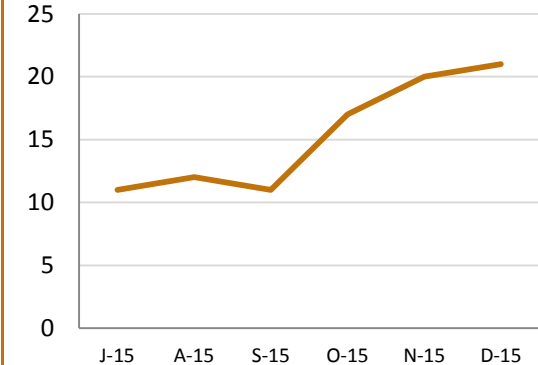
This Month:	85%
Last Month:	84%
Last 6 Months Average:	84%



Data Source: 211 and CT HMIS

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

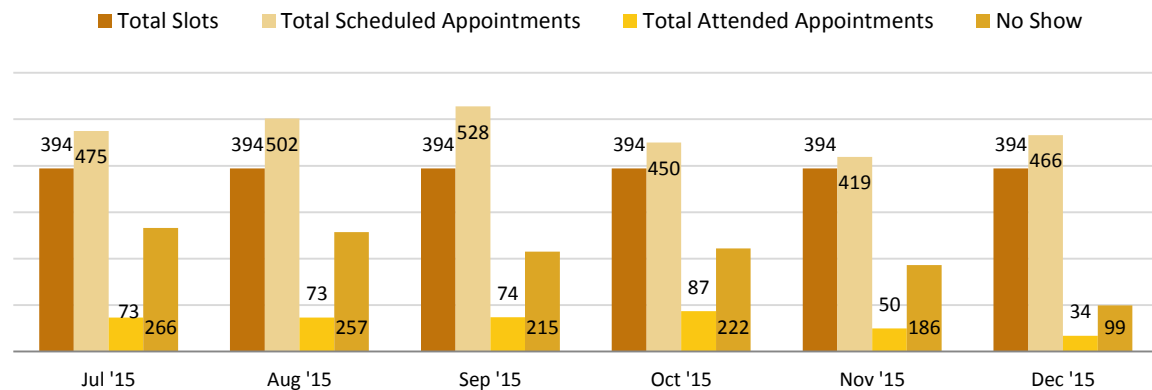
Average Days This Month:	21
Average Days Last Month:	20
Last 6 Months Average:	15



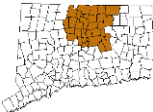
Data Source: CT HMIS

## Appointment Capacity

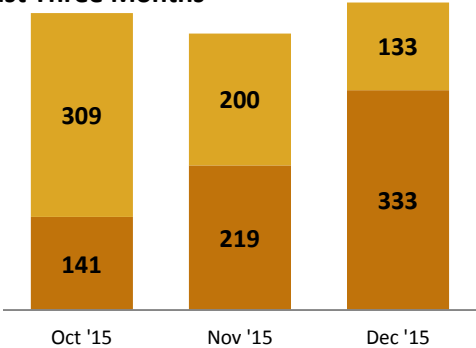
Total Number of Appointment Slots:	394	Total Number of No Shows:	99
Total Number of Scheduled Appointments:	466	Percent of Appointment Capacity Filled:	118%
Total Number of Attended Appointments:	34	Percent of Appointments Attended:	7%



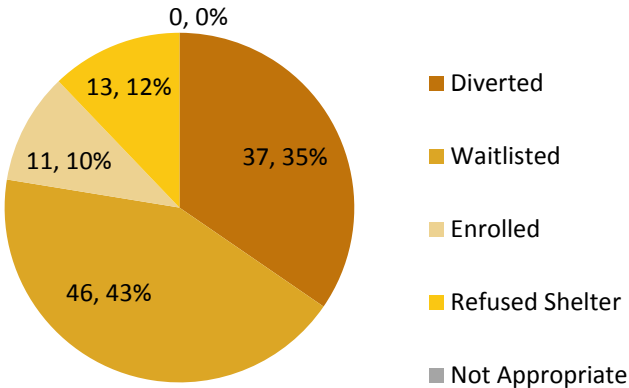
Data Source: CT HMIS



### Referral Data Completeness Last Three Months



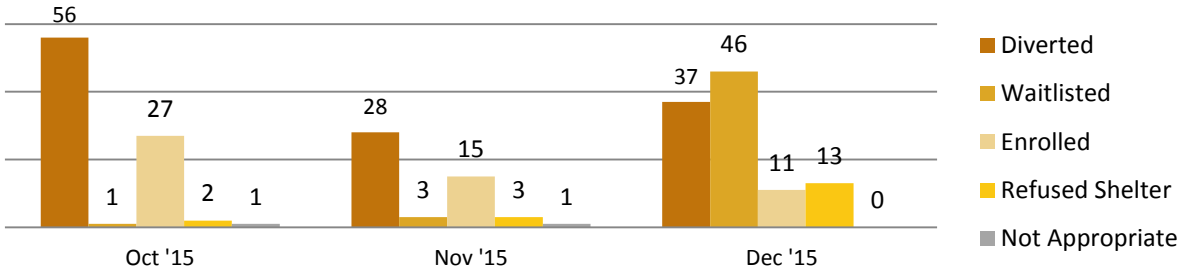
### Outcomes of Attended Appointments December 2015



Data Source: CT HMIS

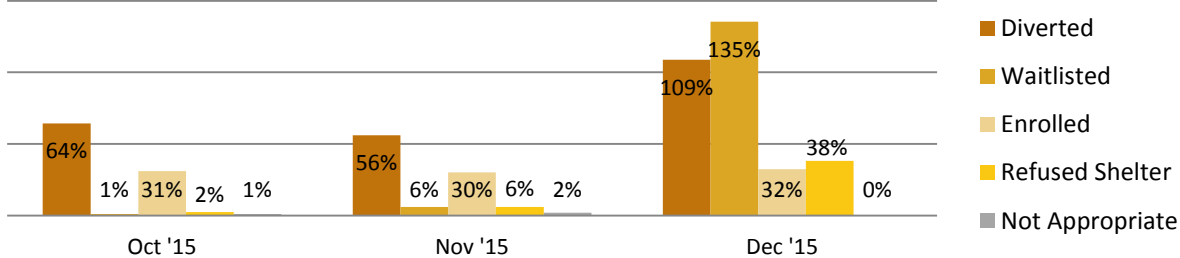
Data Source: CT HMIS

### Last Three Months - By Number



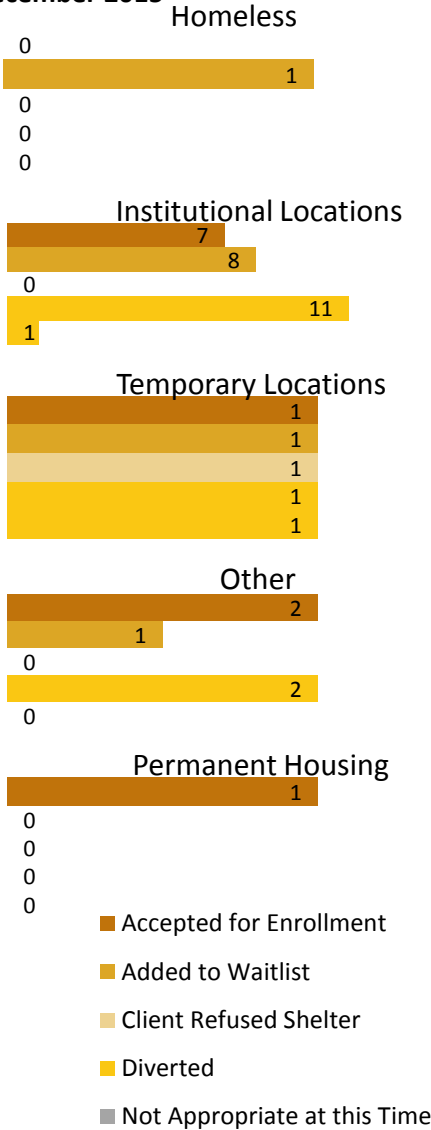
Data Source: CT HMIS

### Last Three Months - By Percentage



Data Source: CT HMIS

### Appointment Outcome By Living Situation December 2015



Data Source: CT HMIS