

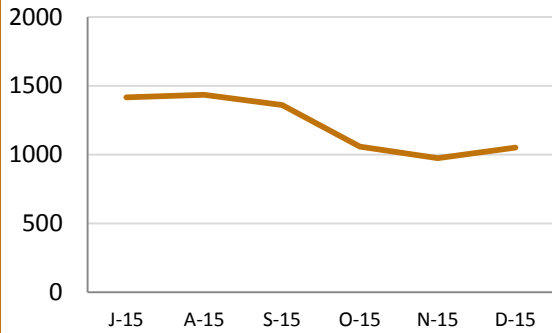
Greater New Haven Coordinated Entry Report



December-2015

Number of Calls to 211

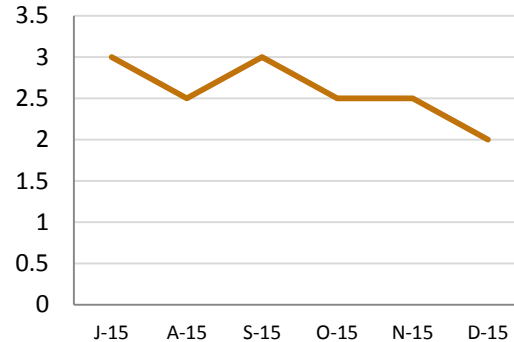
Total Calls This Month:	1,051
Total Calls Last Month:	975
Last 6 Months Average:	1,216



Data Source: 211

211 Call Wait Times (in Minutes)

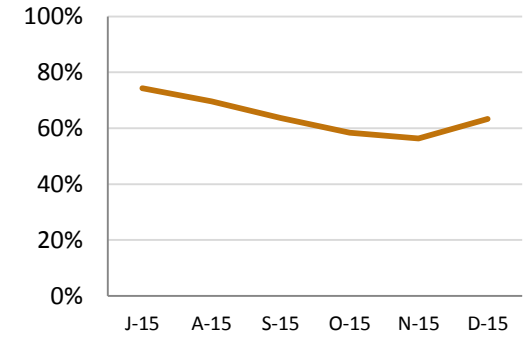
Average This Month:	2
Average Last Month:	2.5
Last 6 Months Average:	3
Longest Call Wait Time This Month:	27



Data Source: 211

Percent Diverted by 211

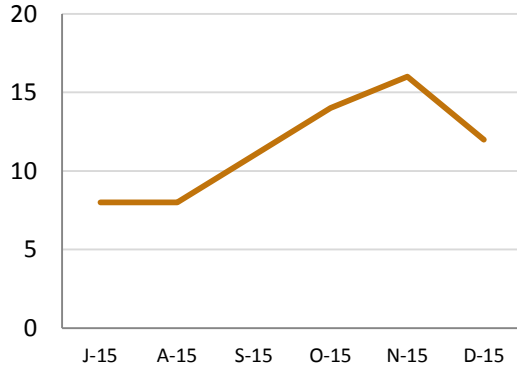
This Month:	63%
Last Month:	56%
Last 6 Months Average:	64%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

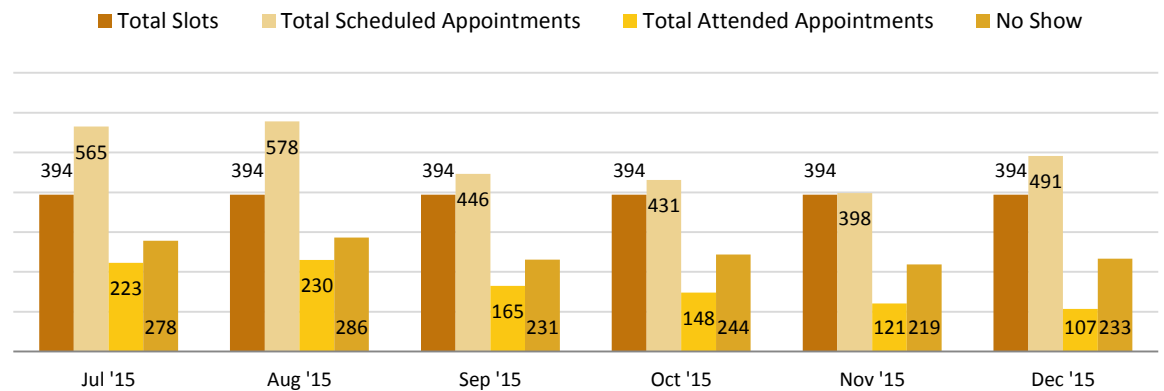
Average Days This Month:	12
Average Days Last Month:	16
Last 6 Months Average:	12



Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	394	Total Number of No Shows:	233
Total Number of Scheduled Appointments:	491	Percent of Appointment Capacity Filled:	125%
Total Number of Attended Appointments:	107	Percent of Appointments Attended:	22%



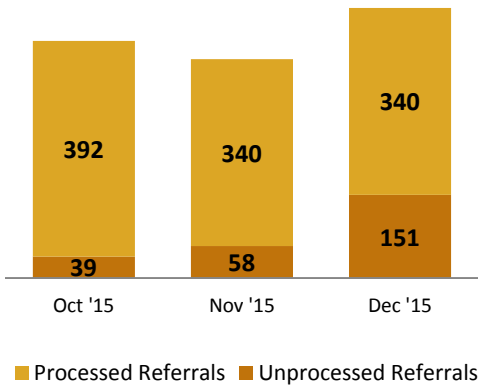
Data Source: CT HMIS

Greater New Haven Coordinated Entry Report



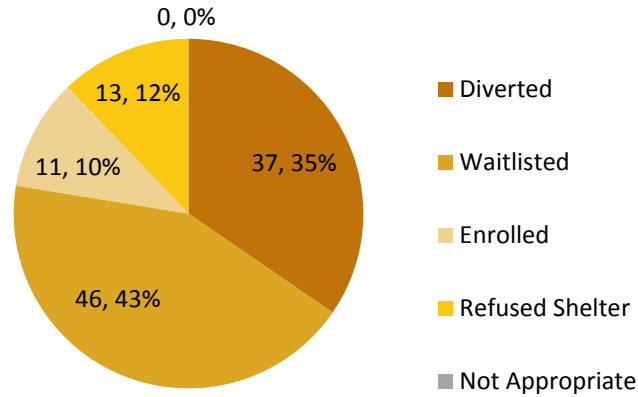
December-2015

Referral Data Completeness Last Three Months



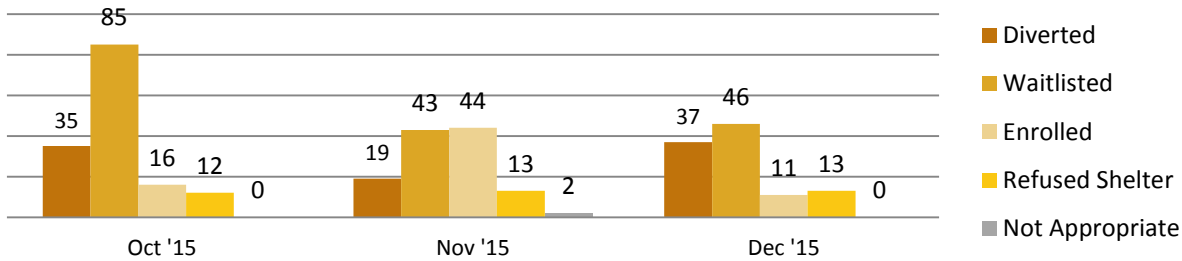
Data Source: CT HMIS

Outcomes of Attended Appointments December 2015



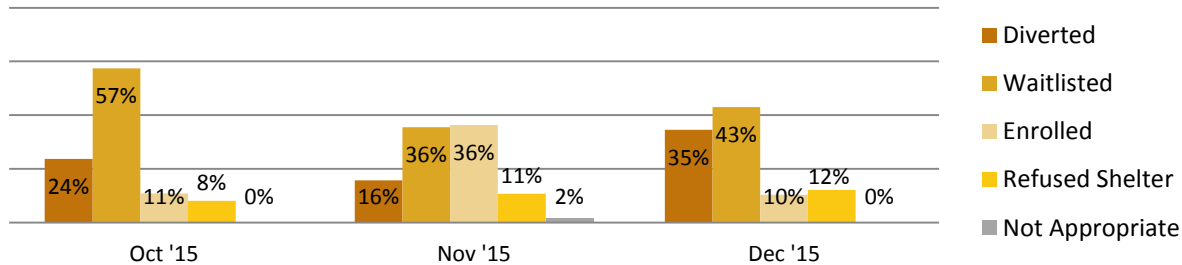
Data Source: CT HMIS

Last Three Months - By Number



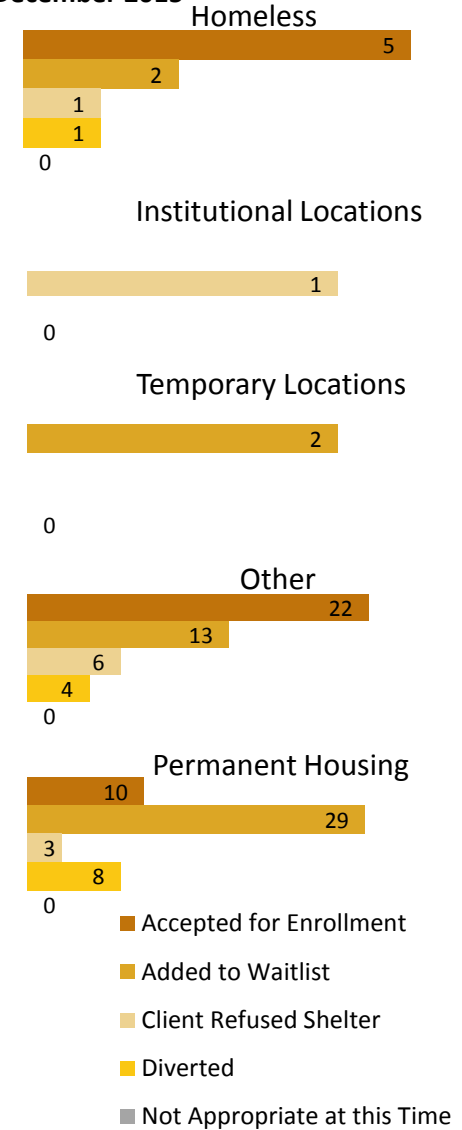
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation December 2015



Data Source: CT HMIS