

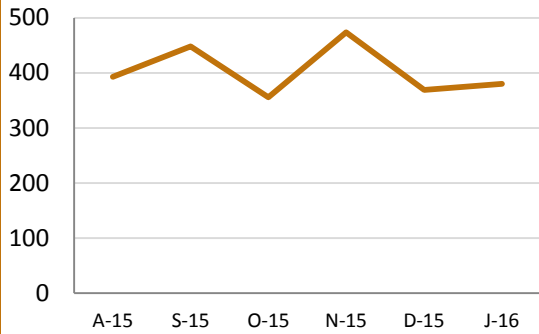
# Central CT Coordinated Entry Report



January-2016

## Number of Calls to 211

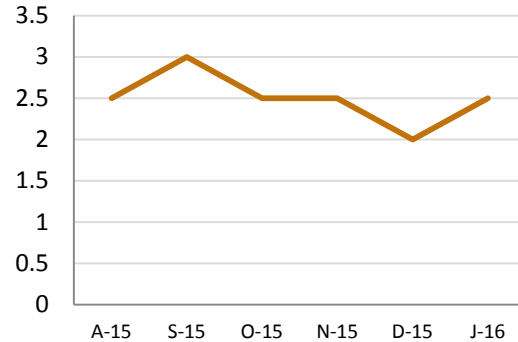
Total Calls This Month:	380
Total Calls Last Month:	369
Last 6 Months Average:	403



Data Source: 211

## 211 Call Wait Times (in Minutes)

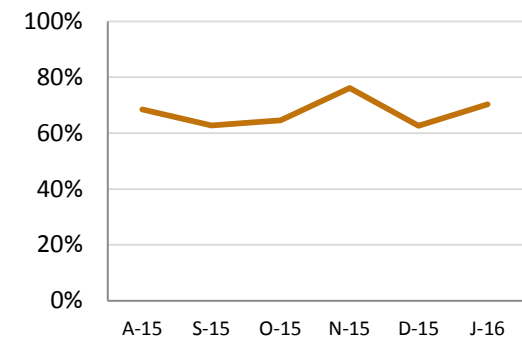
Average This Month:	2.5
Average Last Month:	2
Last 6 Months Average:	3
Longest Call Wait Time This Month:	22



Data Source: 211

## Percent Diverted by 211

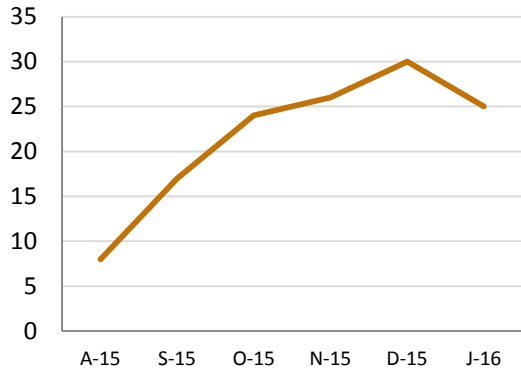
This Month:	70%
Last Month:	63%
Last 6 Months Average:	67%



Data Source: 211 and CT HMIS

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

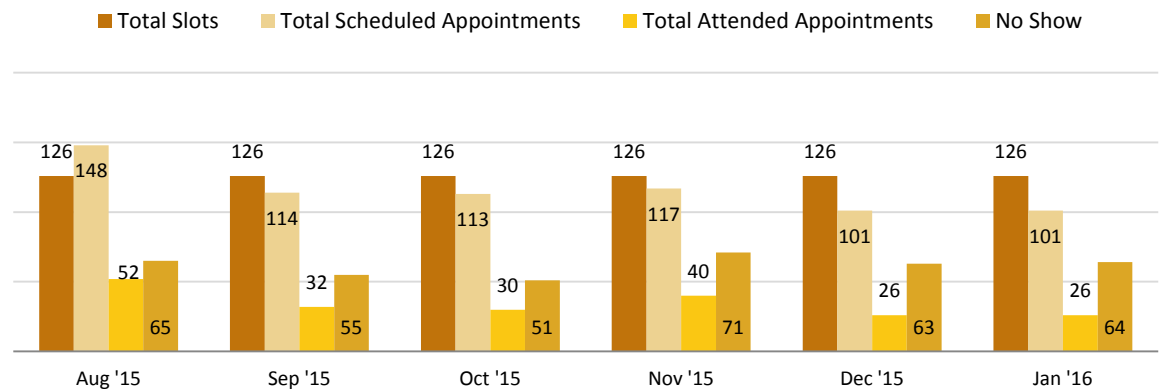
Average Days This Month:	25
Average Days Last Month:	30
Last 6 Months Average:	22



Data Source: CT HMIS

## Appointment Capacity

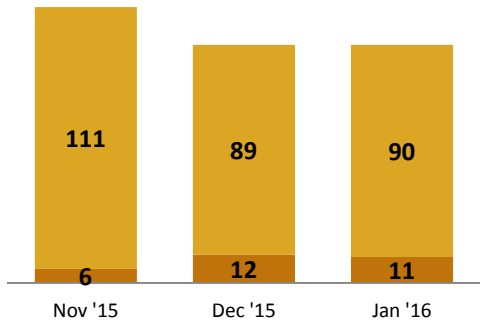
Total Number of Appointment Slots:	126	Total Number of No Shows:	64
Total Number of Scheduled Appointments:	101	Percent of Appointment Capacity Filled:	80%
Total Number of Attended Appointments:	26	Percent of Appointments Attended:	26%



Data Source: CT HMIS

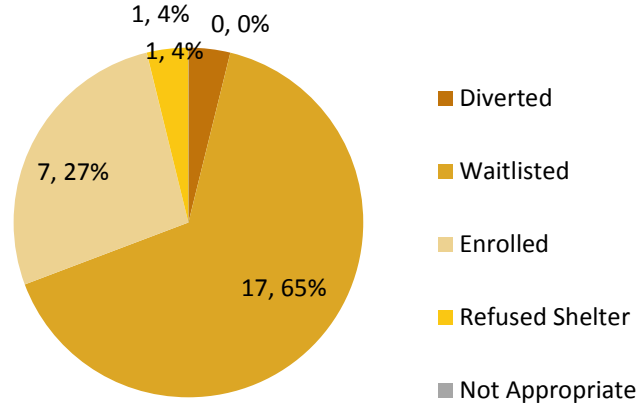


## Referral Data Completeness Last Three Months



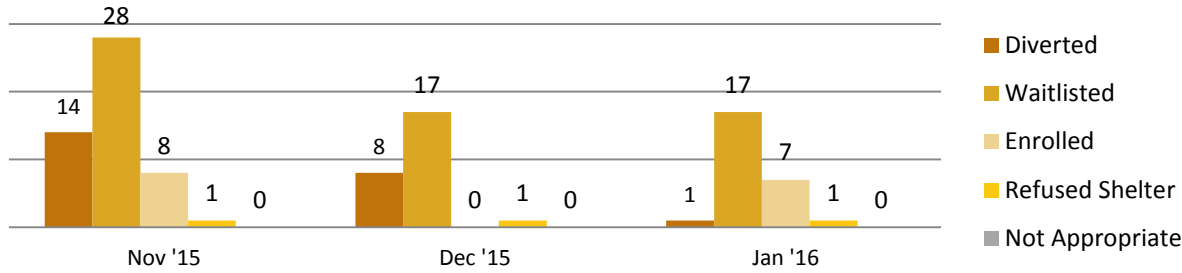
Data Source: CT HMIS

## Outcomes of Attended Appointments January 2016



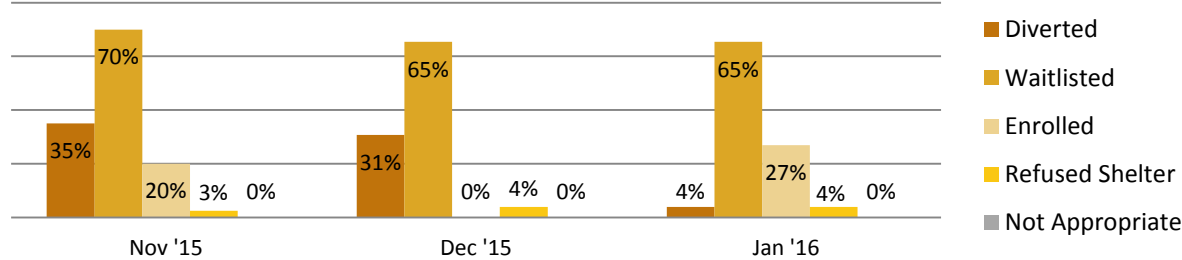
Data Source: CT HMIS

## Last Three Months - By Number



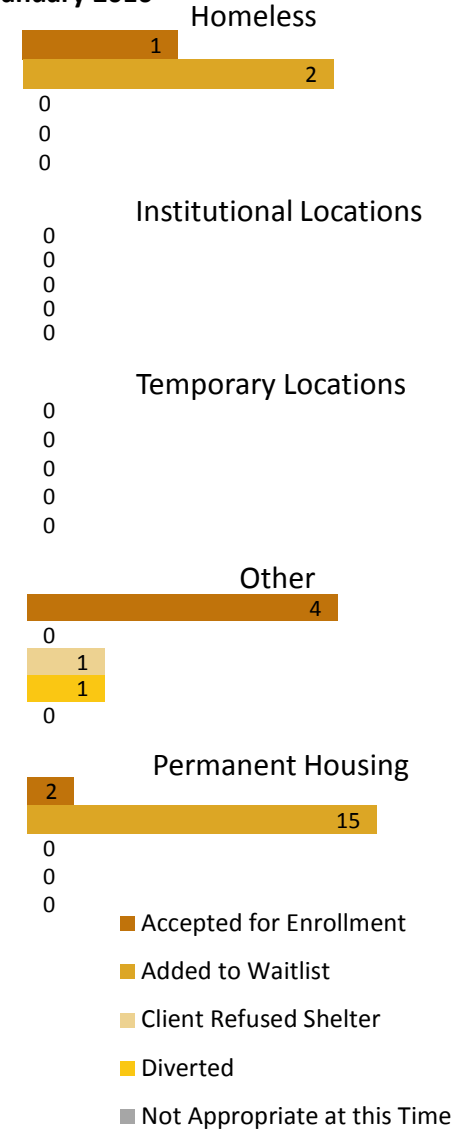
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation January 2016



Data Source: CT HMIS