

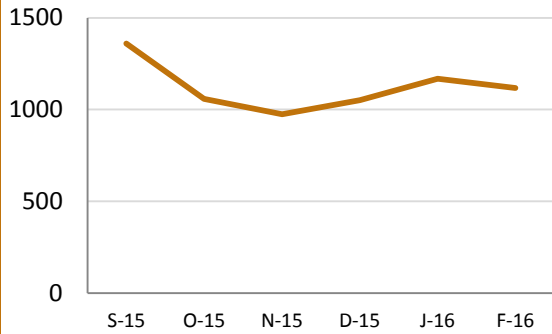
Greater New Haven Coordinated Entry Report



February-2016

Number of Calls to 211

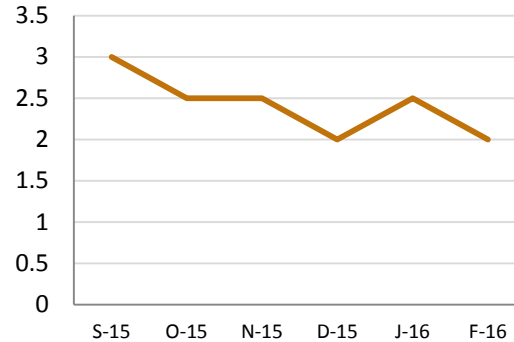
Total Calls This Month:	1,117
Total Calls Last Month:	1,169
Last 6 Months Average:	1,122



Data Source: 211

211 Call Wait Times (in Minutes)

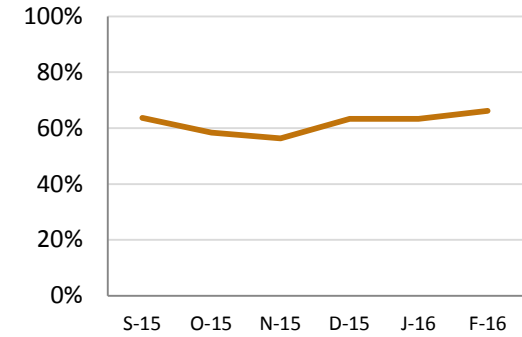
Average This Month:	2
Average Last Month:	2.5
Last 6 Months Average:	2
Longest Call Wait Time This Month:	10



Data Source: 211

Percent Diverted by 211

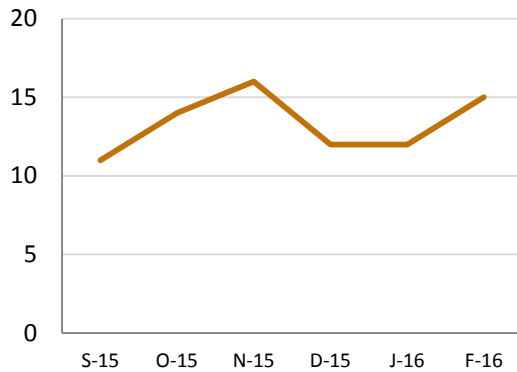
This Month:	66%
Last Month:	63%
Last 6 Months Average:	62%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

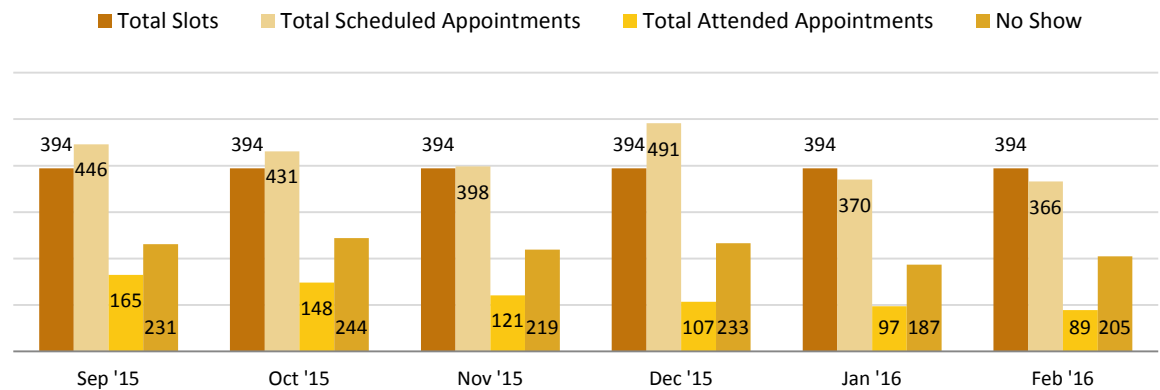
Average Days This Month:	15
Average Days Last Month:	12
Last 6 Months Average:	13



Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	394	Total Number of No Shows:	205
Total Number of Scheduled Appointments:	366	Percent of Appointment Capacity Filled:	93%
Total Number of Attended Appointments:	89	Percent of Appointments Attended:	24%



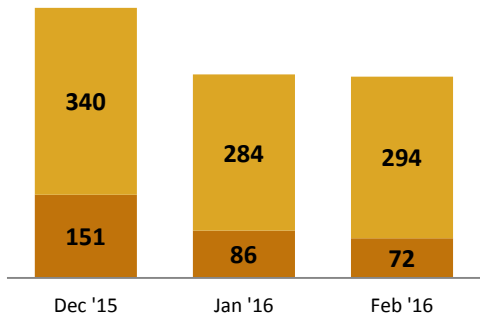
Data Source: CT HMIS

Greater New Haven Coordinated Entry Report

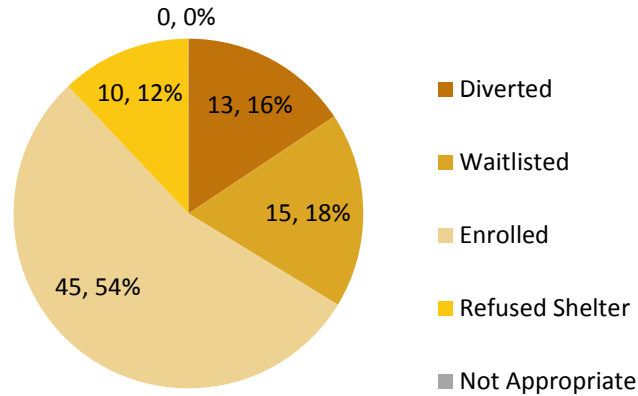


February-2016

Referral Data Completeness Last Three Months



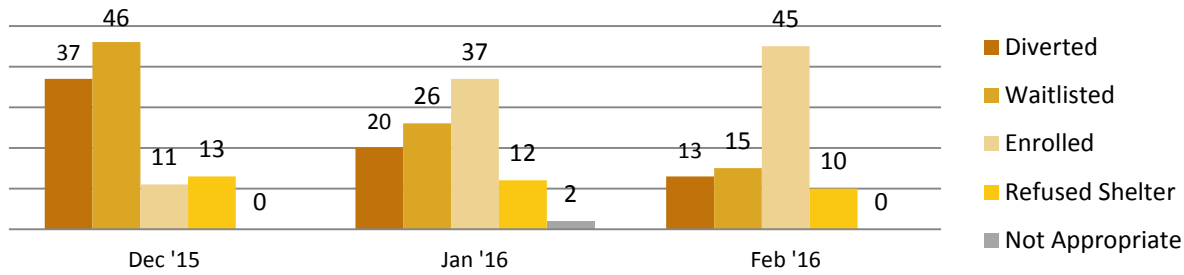
Outcomes of Attended Appointments February 2016



Data Source: CT HMIS

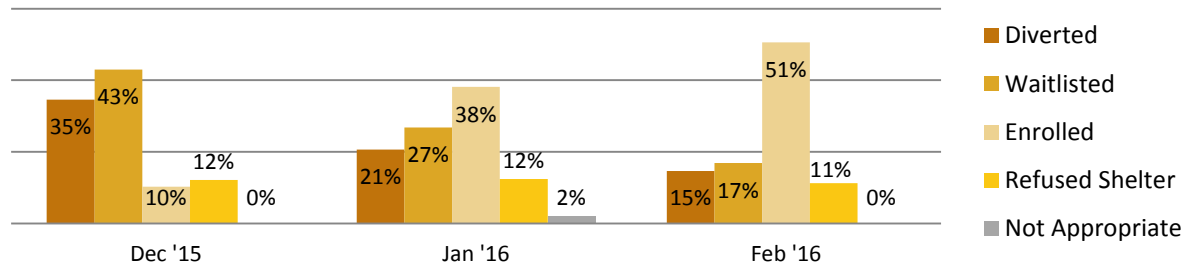
Data Source: CT HMIS

Last Three Months - By Number



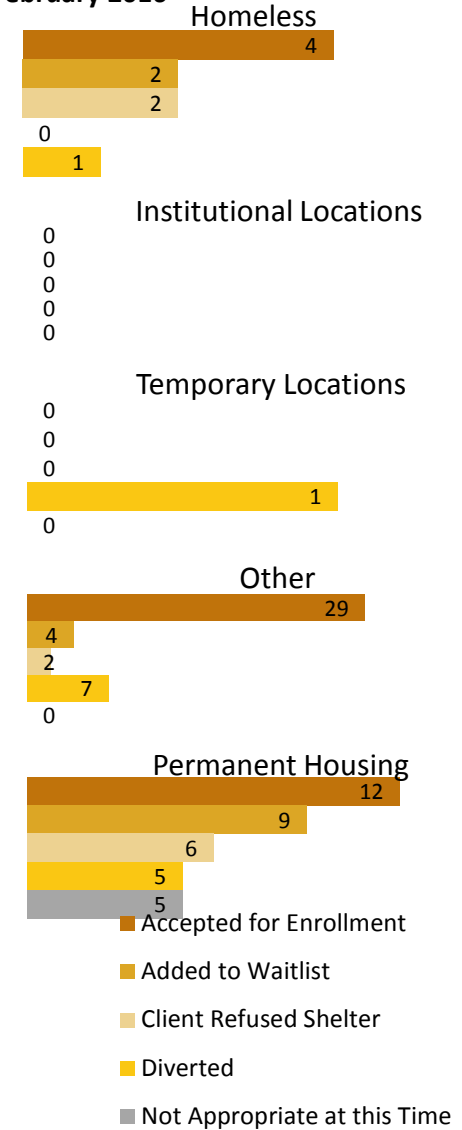
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation February 2016



Data Source: CT HMIS