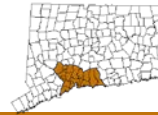


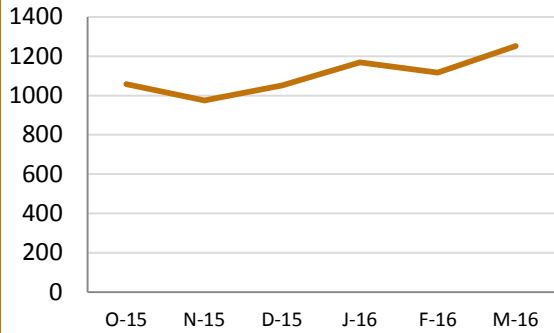
Greater New Haven Coordinated Entry Report



March-2016

Number of Calls to 211

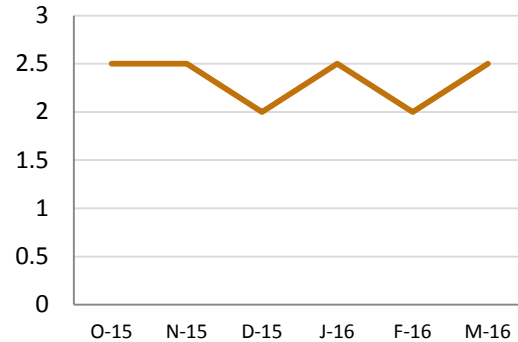
Total Calls This Month:	1,252
Total Calls Last Month:	1,117
Last 6 Months Average:	1,104



Data Source: 211

211 Call Wait Times (in Minutes)

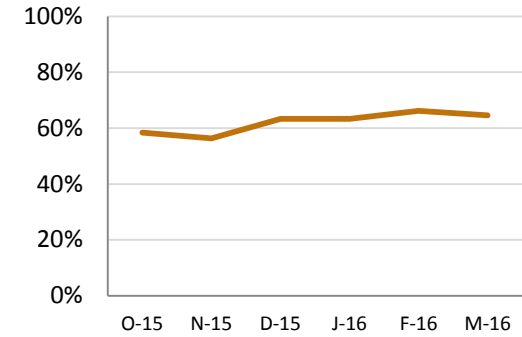
Average This Month:	2.5
Average Last Month:	2
Last 6 Months Average:	2
Longest Call Wait Time This Month:	27



Data Source: 211

Percent Diverted by 211

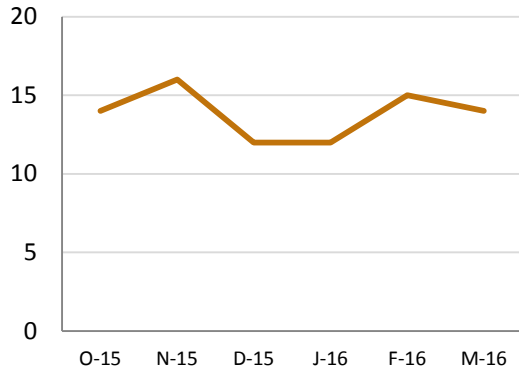
This Month:	65%
Last Month:	66%
Last 6 Months Average:	62%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

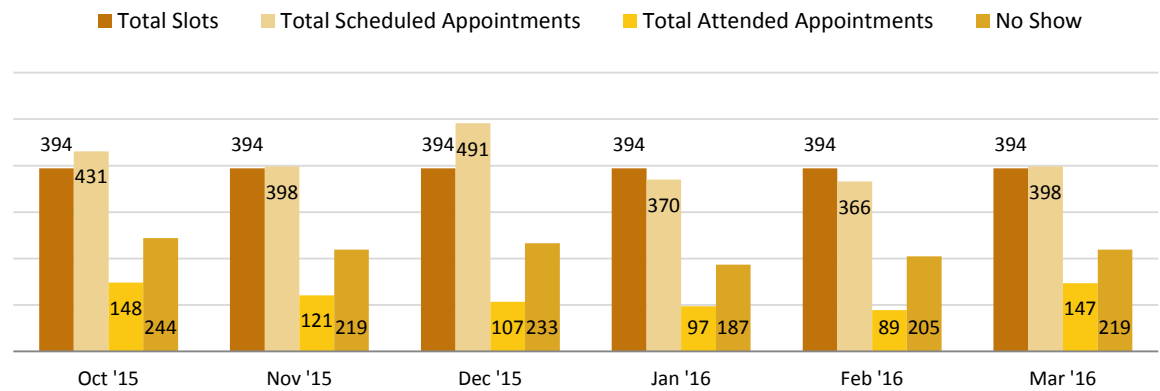
Average Days This Month:	14
Average Days Last Month:	15
Last 6 Months Average:	14



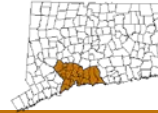
Data Source: CT HMIS

Appointment Capacity

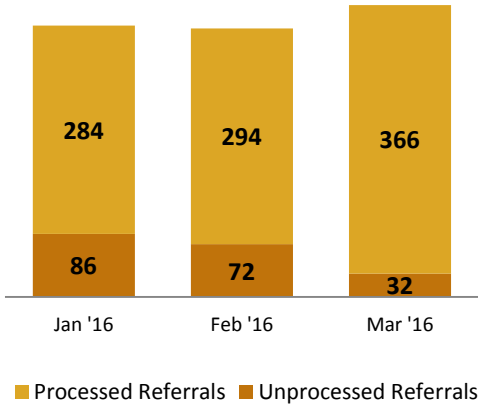
Total Number of Appointment Slots:	394	Total Number of No Shows:	219
Total Number of Scheduled Appointments:	398	Percent of Appointment Capacity Filled:	101%
Total Number of Attended Appointments:	147	Percent of Appointments Attended:	37%



Data Source: CT HMIS

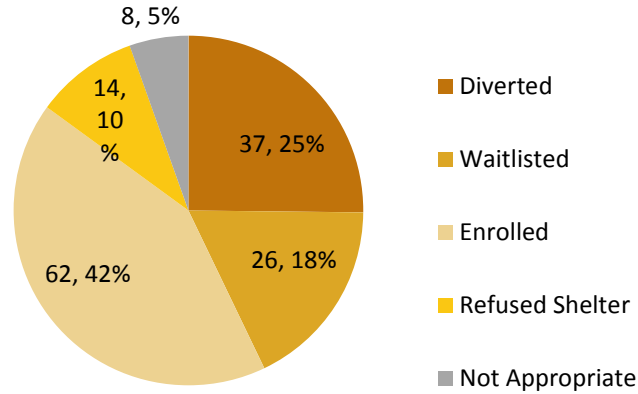


Referral Data Completeness Last Three Months



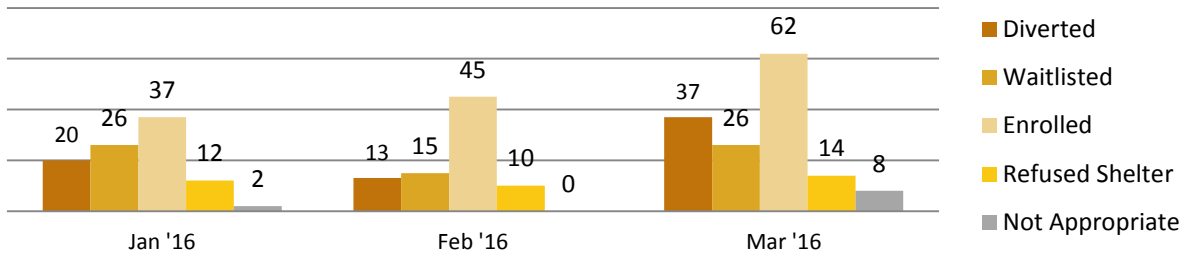
Data Source: CT HMIS

Outcomes of Attended Appointments March 2016



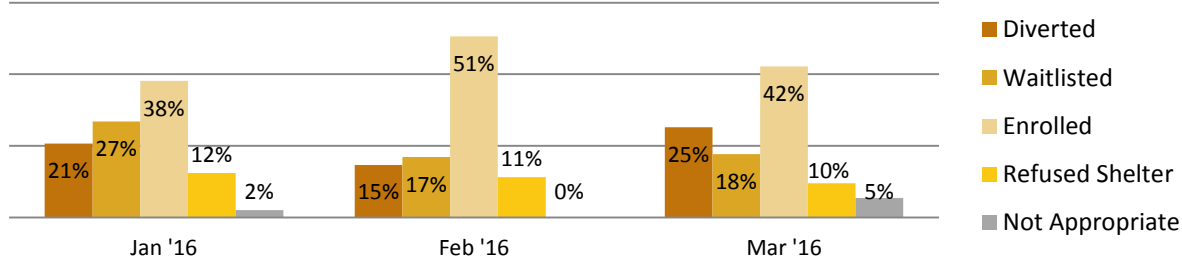
Data Source: CT HMIS

Last Three Months - By Number



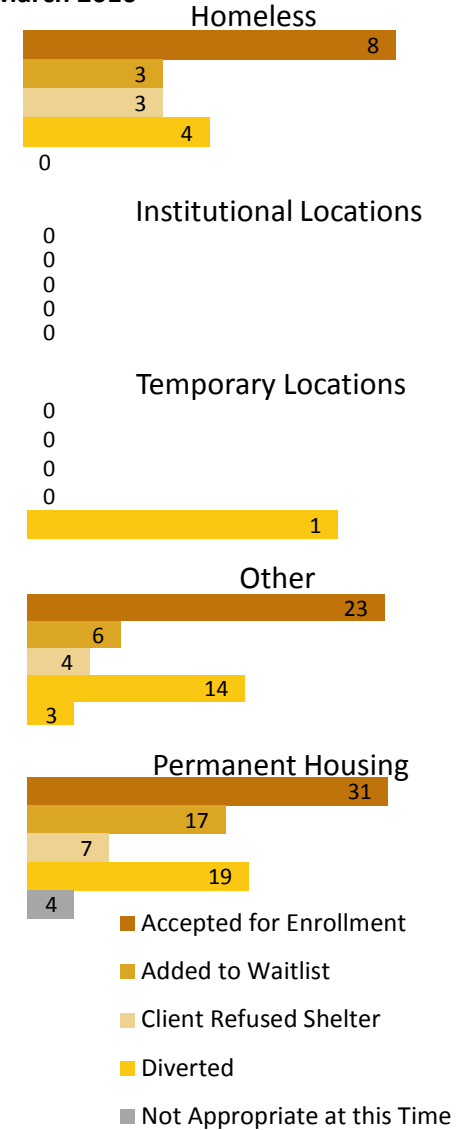
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation March 2016



Data Source: CT HMIS