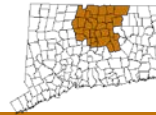


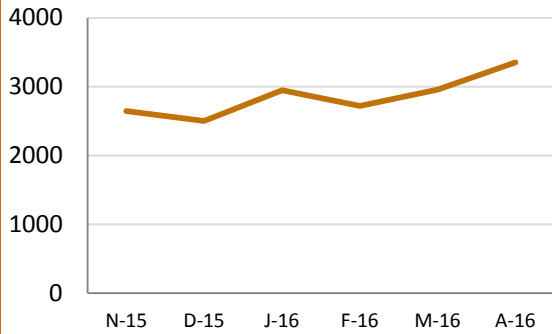
# Greater Hartford Coordinated Entry Report



April-2016

## Number of Calls to 211

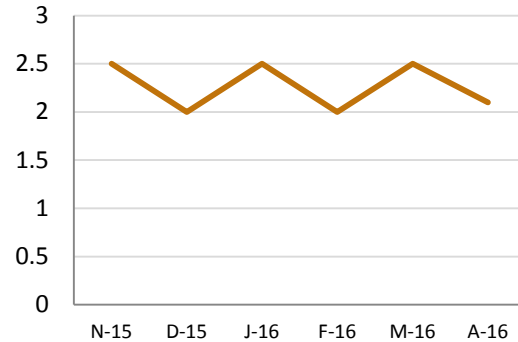
Total Calls This Month: 3,355  
 Total Calls Last Month: 2,958  
 Last 6 Months Average: 2,854



Data Source: 211

## 211 Call Wait Times (in Minutes)

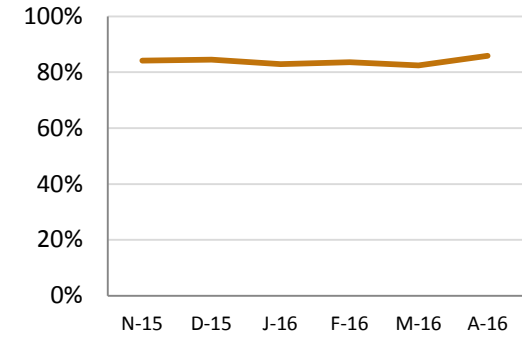
Average This Month: 2.1  
 Average Last Month: 2.5  
 Last 6 Months Average: 2  
 Longest Call Wait Time This Month: 20



Data Source: 211

## Percent Diverted by 211

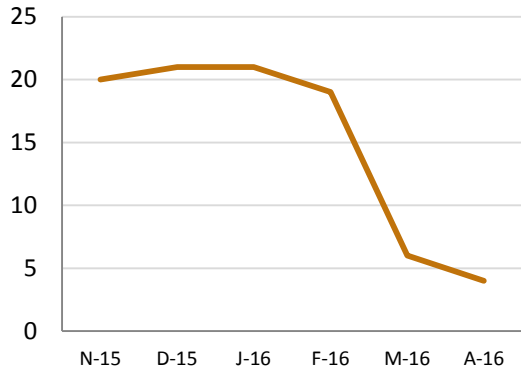
This Month: 86%  
 Last Month: 82%  
 Last 6 Months Average: 84%



Data Source: 211 and CT HMIS

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

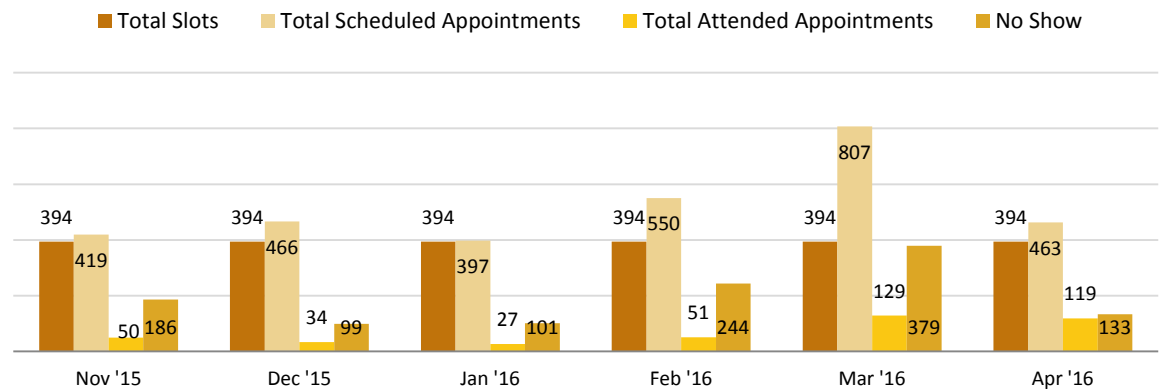
Average Days This Month: 4  
 Average Days Last Month: 6  
 Last 6 Months Average: 15



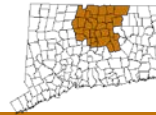
Data Source: CT HMIS

## Appointment Capacity

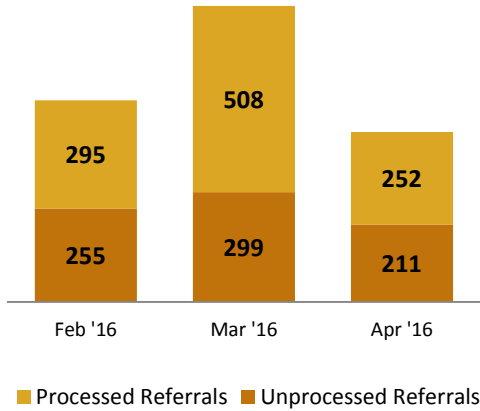
Total Number of Appointment Slots: 394  
 Total Number of Scheduled Appointments: 463  
 Total Number of Attended Appointments: 119  
 Total Number of No Shows: 133  
 Percent of Appointment Capacity Filled: 118%  
 Percent of Appointments Attended: 26%



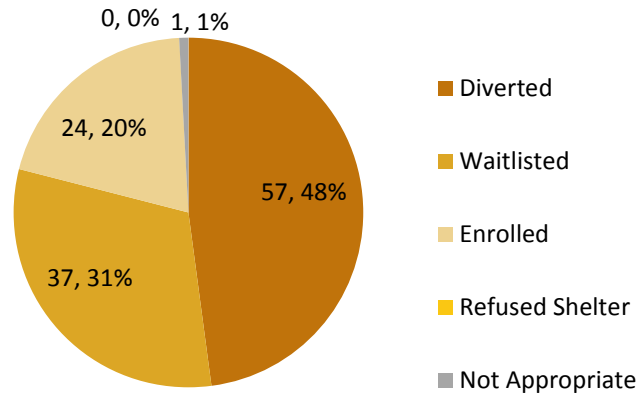
Data Source: CT HMIS



## Referral Data Completeness Last Three Months



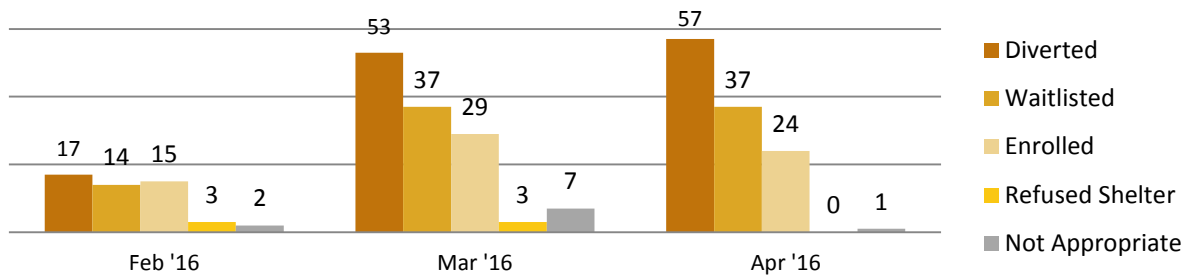
## Outcomes of Attended Appointments April 2016



Data Source: CT HMIS

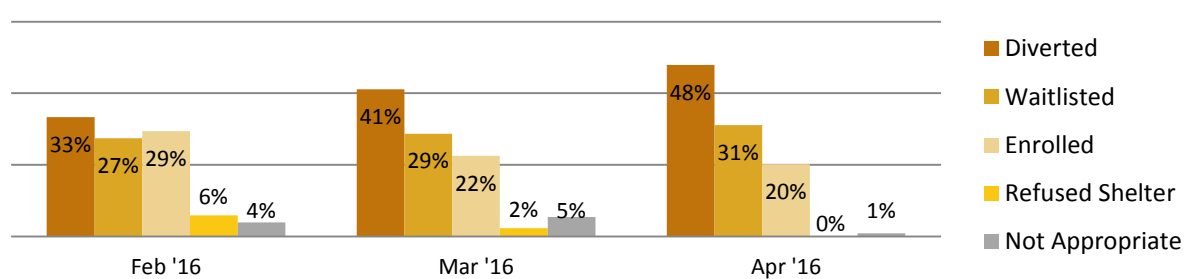
Data Source: CT HMIS

## Last Three Months - By Number



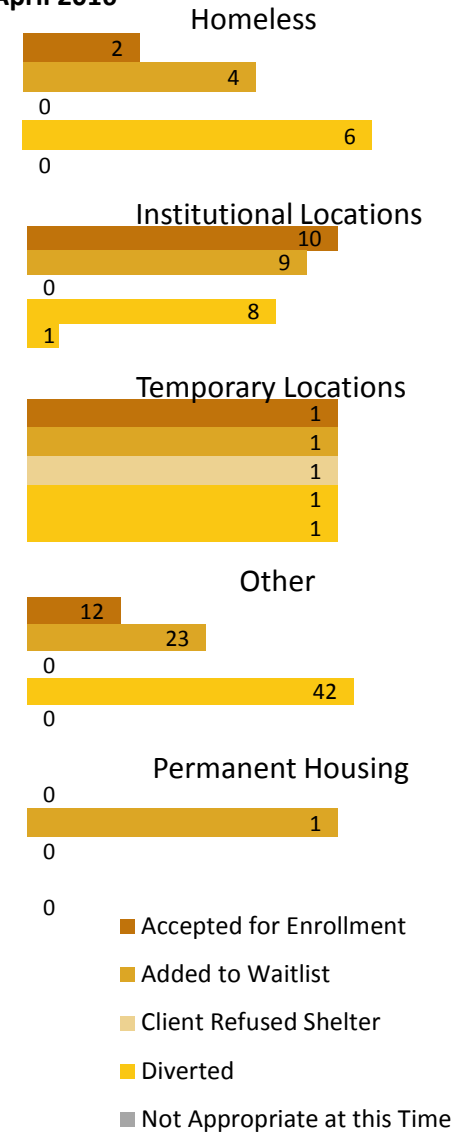
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation April 2016



Data Source: CT HMIS