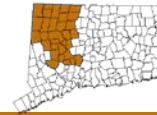


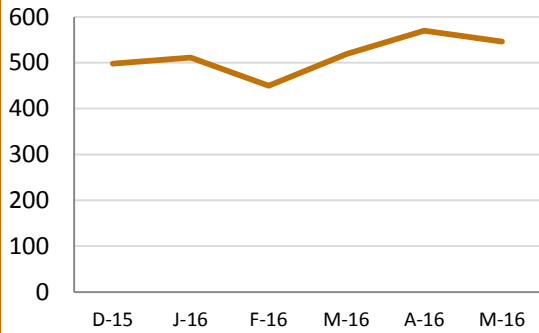
# Litchfield/Waterbury Coordinated Entry Report



May-2016

## Number of Calls to 211

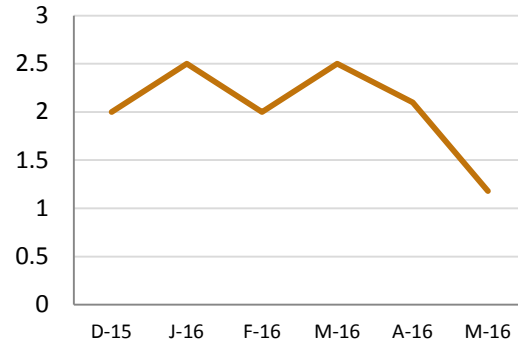
Total Calls This Month:	546
Total Calls Last Month:	570
Last 6 Months Average:	516



Data Source: 211

## 211 Call Wait Times (in Minutes)

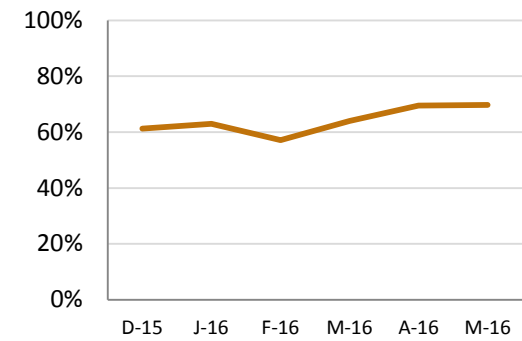
Average This Month:	1.18
Average Last Month:	2.1
Last 6 Months Average:	2
Longest Call Wait Time This Month:	20



Data Source: 211

## Percent Diverted by 211

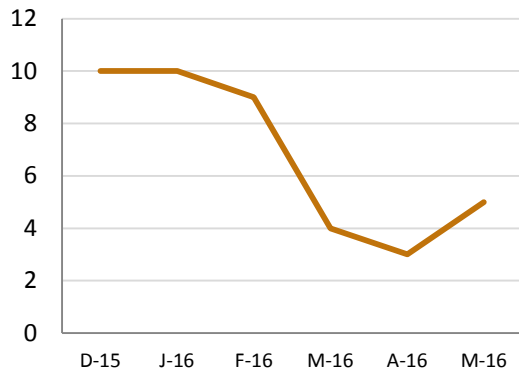
This Month:	70%
Last Month:	69%
Last 6 Months Average:	64%



Data Source: 211 and CT HMIS

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

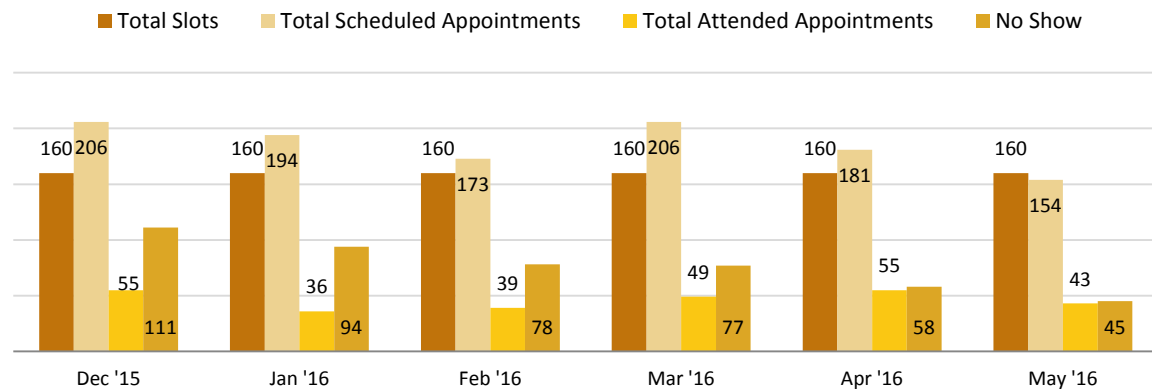
Average Days This Month:	5
Average Days Last Month:	3
Last 6 Months Average:	7



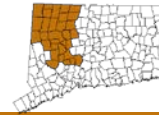
Data Source: CT HMIS

## Appointment Capacity

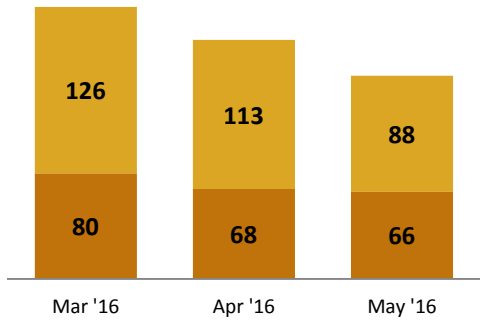
Total Number of Appointment Slots:	160	Total Number of No Shows:	45
Total Number of Scheduled Appointments:	154	Percent of Appointment Capacity Filled:	96%
Total Number of Attended Appointments:	43	Percent of Appointments Attended:	28%



Data Source: CT HMIS

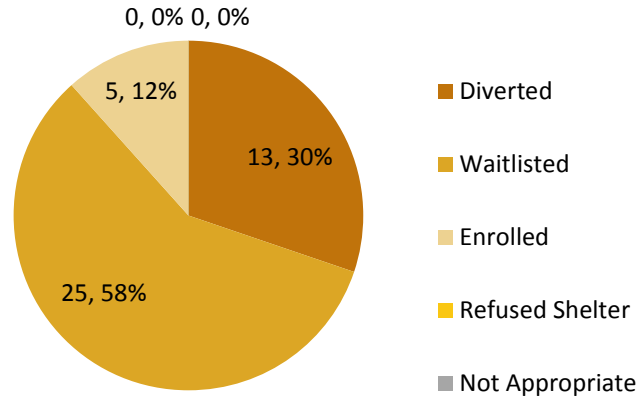


## Referral Data Completeness Last Three Months



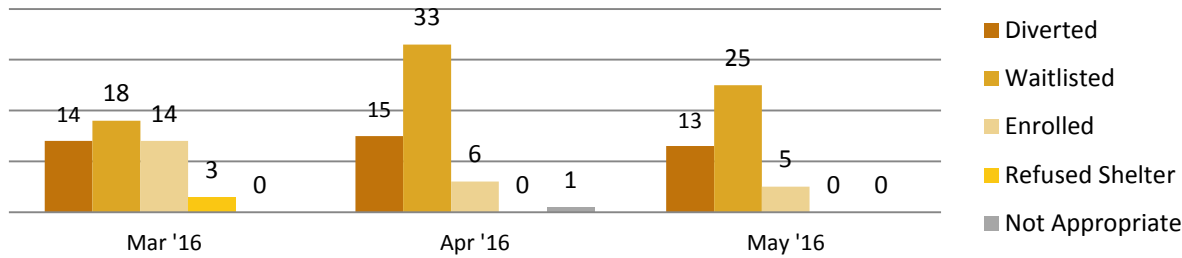
Data Source: CT HMIS

## Outcomes of Attended Appointments May 2016



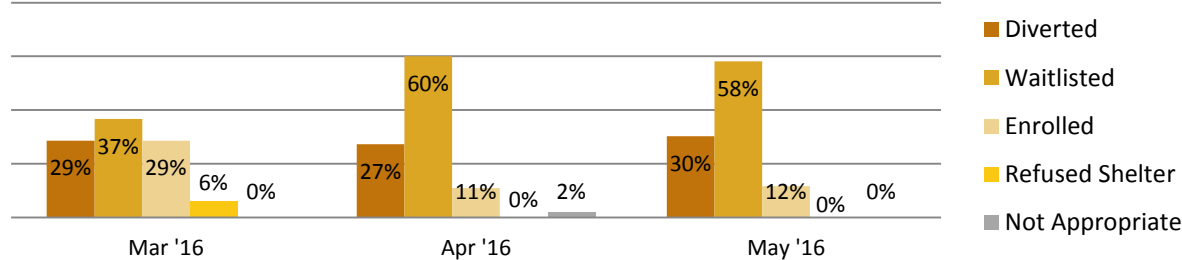
Data Source: CT HMIS

## Last Three Months - By Number



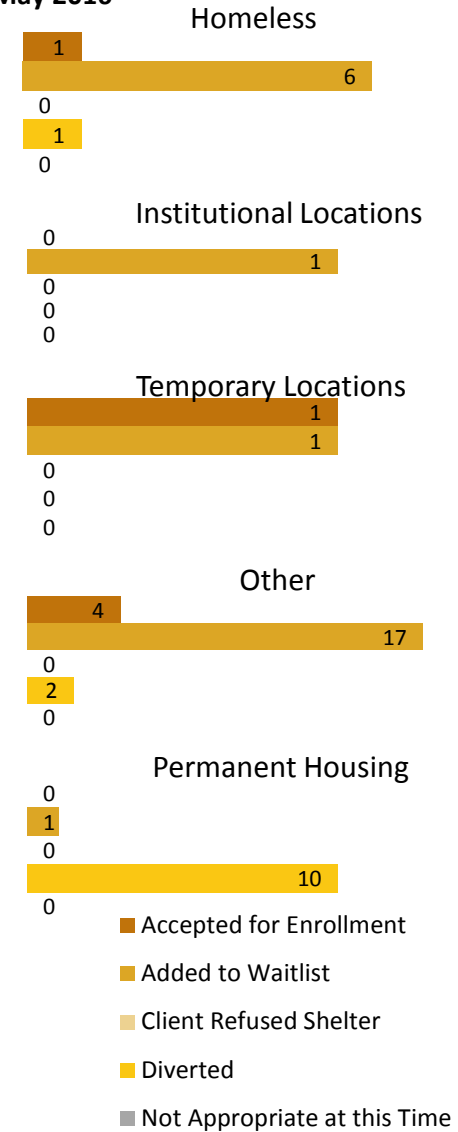
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation May 2016



Data Source: CT HMIS