Greater Hartford Coordinated Entry Report
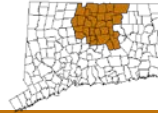
Number of Calls to 211

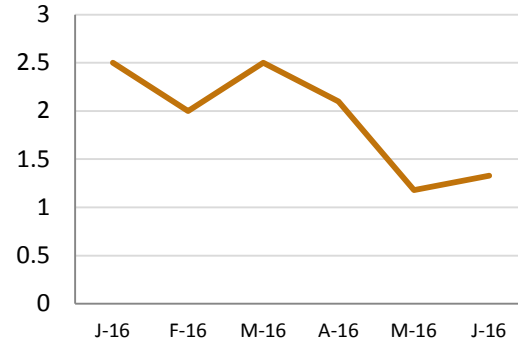|	
Total Calls This Month:	2,285
Total Calls Last Month:	3,071
Last 6 Months Average:	2,889
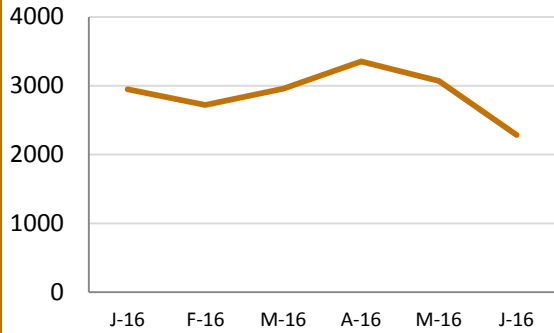
Data Source: 211
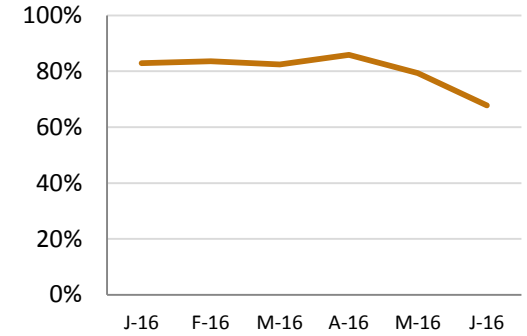
211 Call Wait Times (in Minutes)

Average This Month:	1.33
Average Last Month:	1.18
Last 6 Months Average:	2
Longest Call Wait Time This Month:	14

Data Source: 211
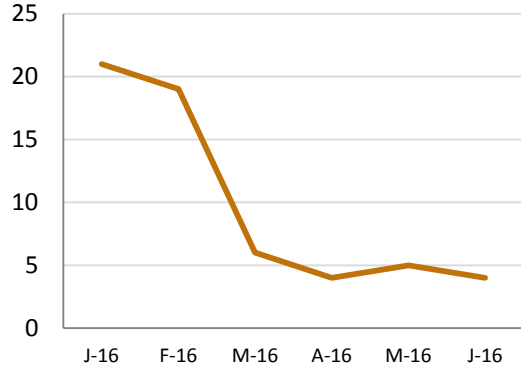
Percent Diverted by 211

This Month:	68%
Last Month:	79%
Last 6 Months Average:	80%

Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

Average Days This Month:	4
Average Days Last Month:	5
Last 6 Months Average:	10

Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	394	Total Number of No Shows:	276
Total Number of Scheduled Appointments:	751	Percent of Appointment Capacity Filled:	191%
Total Number of Attended Appointments:	186	Percent of Appointments Attended:	25%

Legend: Total Slots, Total Scheduled Appointments, Total Attended Appointments, No Show

	Jan '16	Feb '16	Mar '16	Apr '16	May '16	Jun '16
Total Slots	394	394	394	394	394	394
Total Scheduled Appointments	397	550	807	463	635	751
Total Attended Appointments	27	51	129	119	136	186
No Show	101	244	379	133	163	276
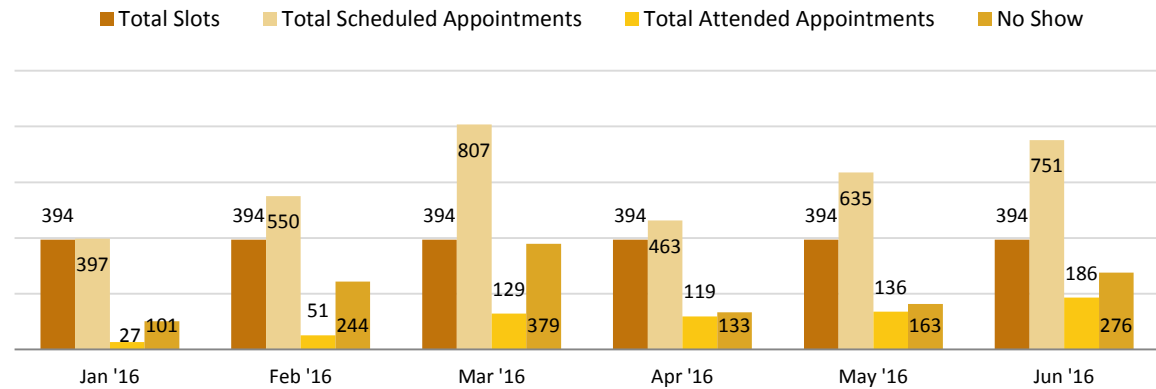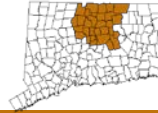
Data Source: CT HMIS

Referral Data Completeness
Last Three Months

Stacked bar chart — Processed Referrals (top) and Unprocessed Referrals (bottom):

Month	Processed Referrals	Unprocessed Referrals
Apr '16	252	211
May '16	299	336
Jun '16	462	289

Legend: ■ Processed Referrals ■ Unprocessed Referrals
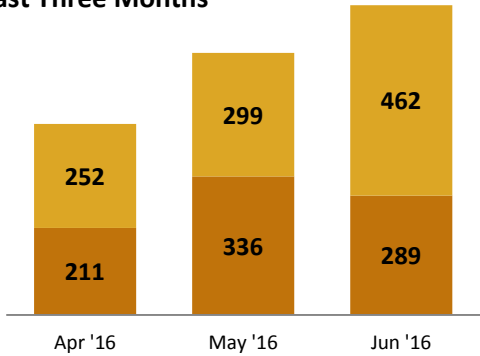
Data Source: CT HMIS

Outcomes of Attended Appointments
June 2016

Pie chart:
- Diverted: 30, 16%
- Waitlisted: 128, 69%
- Enrolled: 25, 13%
- Refused Shelter: 3, 2%
- Not Appropriate: 0, 0%

Legend: ■ Diverted ■ Waitlisted ■ Enrolled ■ Refused Shelter ■ Not Appropriate
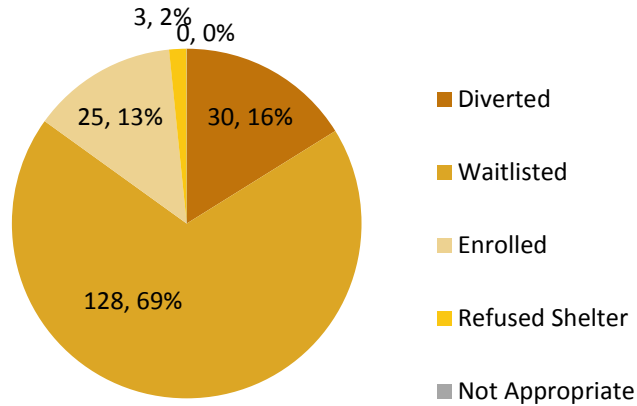
Data Source: CT HMIS

Last Three Months - By Number

Month	Diverted	Waitlisted	Enrolled	Refused Shelter	Not Appropriate
Apr '16	57	37	24	0	1
May '16	46	52	37	1	0
Jun '16	30	128	25	3	0

Legend: ■ Diverted ■ Waitlisted ■ Enrolled ■ Refused Shelter ■ Not Appropriate
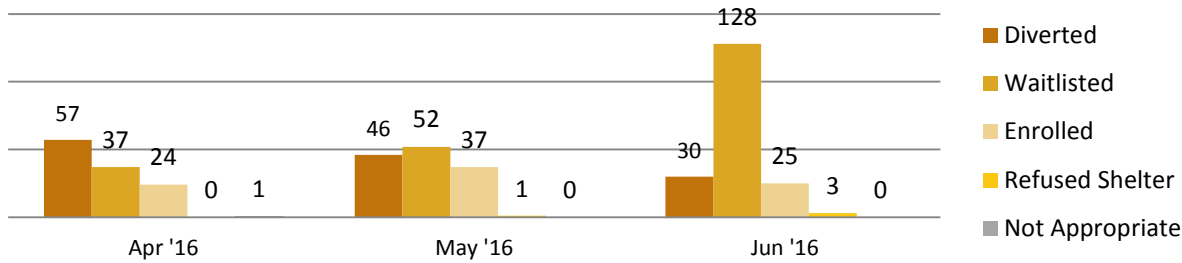
Data Source: CT HMIS

Last Three Months - By Percentage

Month	Diverted	Waitlisted	Enrolled	Refused Shelter	Not Appropriate
Apr '16	48%	31%	20%	0%	1%
May '16	34%	38%	27%	1%	0%
Jun '16	16%	69%	13%	2%	0%

Legend: ■ Diverted ■ Waitlisted ■ Enrolled ■ Refused Shelter ■ Not Appropriate
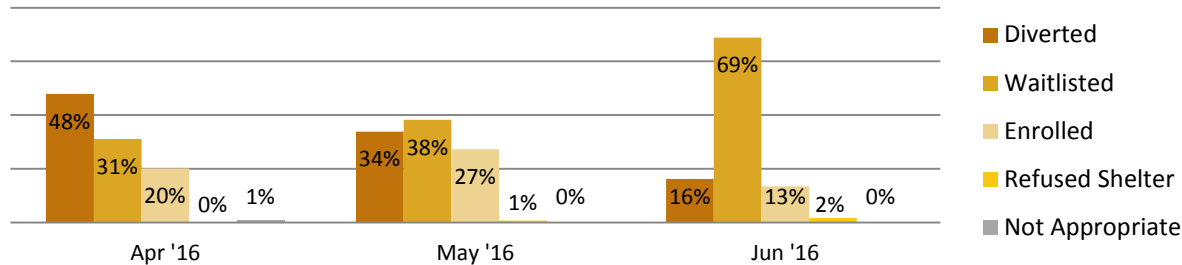
Data Source: CT HMIS

Appointment Outcome By Living Situation
June 2016

Homeless
- Accepted for Enrollment: 4
- Added to Waitlist: 22
- Client Refused Shelter: 0
- Diverted: 3
- Not Appropriate at this Time: 0

Institutional Locations
- Accepted for Enrollment: 3
- Added to Waitlist: 8
- Client Refused Shelter: 0
- Diverted: 1
- Not Appropriate at this Time: 0

Temporary Locations
- Accepted for Enrollment: 1
- Added to Waitlist: 1
- Client Refused Shelter: 1
- Diverted: 1
- Not Appropriate at this Time: 1

Other
- Accepted for Enrollment: 17
- Added to Waitlist: 90
- Client Refused Shelter: 3
- Diverted: 25
- Not Appropriate at this Time: 0

Permanent Housing
- Accepted for Enrollment: 0
- Added to Waitlist: 5
- Client Refused Shelter: 0
- Diverted: 0
- Not Appropriate at this Time: 0

Legend: ■ Accepted for Enrollment ■ Added to Waitlist ■ Client Refused Shelter ■ Diverted ■ Not Appropriate at this Time

Data Source: CT HMIS

CONNECTICUT COALITION to END HOMELESSNESS