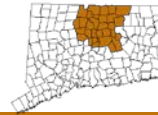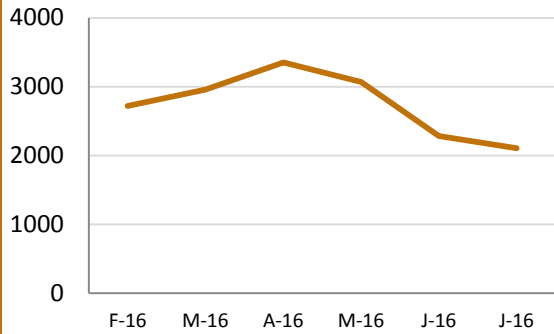# Greater Hartford Coordinated Entry Report
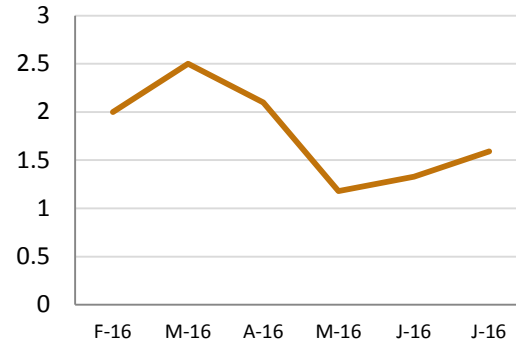
Number of Calls to 211

Total Calls This Month: 2,104
Total Calls Last Month: 2,285
Last 6 Months Average: 2,749

Data Source: 211

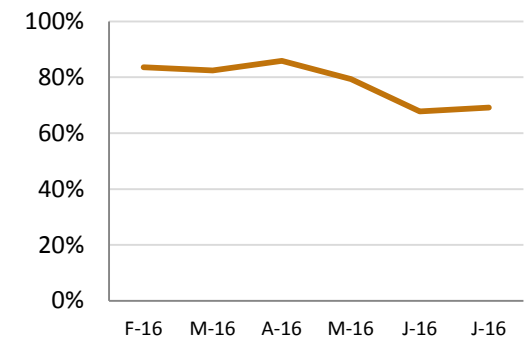## 211 Call Wait Times (in Minutes)

Average This Month: 1.59
Average Last Month: 1.33
Last 6 Months Average: 2
Longest Call Wait Time This Month: 19

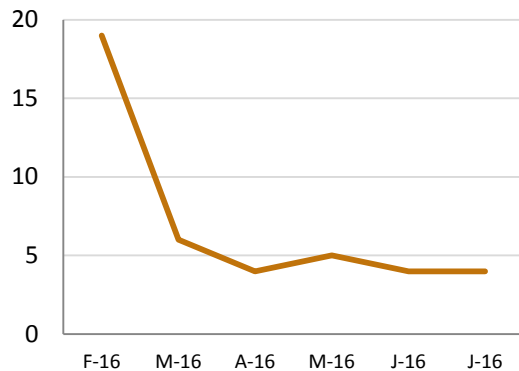Data Source: 211

Percent Diverted by 211

This Month: 69%
Last Month: 68%
Last 6 Months Average: 78%

Data Source: 211 and CT HMIS

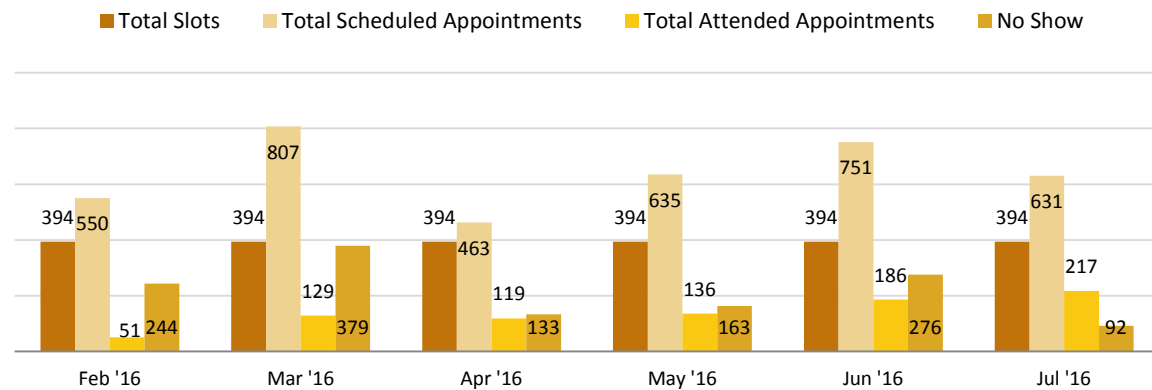## 211 to CAN Appointment Wait Time (in Days)

Average Days This Month: 4
Average Days Last Month: 4
Last 6 Months Average: 7

Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots: 394
Total Number of Scheduled Appointments: 631
Total Number of Attended Appointments: 217

Total Number of No Shows: 92
Percent of Appointment Capacity Filled: 160%
Percent of Appointments Attended: 34%

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
Total Slots	394	394	394	394	394	394
Total Scheduled Appointments	550	807	463	635	751	631
Total Attended Appointments	51	129	119	136	186	217
No Show	244	379	133	163	276	92

Data Source: CT HMIS

CONNECTICUT COALITION to
END HOMELESSNESS
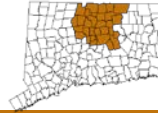
Referral Data Completeness
Last Three Months

- May '16: 299 (Processed), 336 (Unprocessed)
- Jun '16: 462 (Processed), 289 (Unprocessed)
- Jul '16: 309 (Processed), 322 (Unprocessed)

■ Processed Referrals ■ Unprocessed Referrals
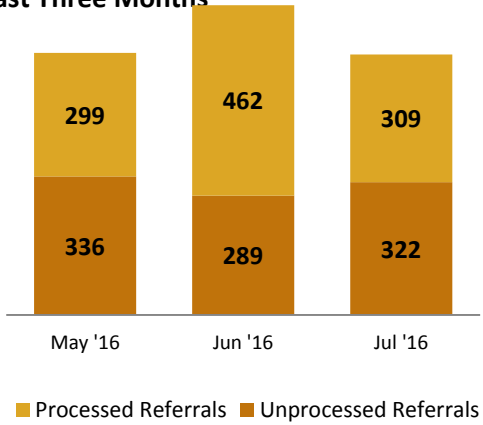
Data Source: CT HMIS

Outcomes of Attended Appointments
July 2016

- 1, 0%
- 0, 0%
- 18, 8%
- 51, 24%
- 147, 68%

■ Diverted
■ Waitlisted
■ Enrolled
■ Refused Shelter
■ Not Appropriate

Data Source: CT HMIS

Appointment Outcome By Living Situation
July 2016

Homeless
- 2
- 23
- 1
- 7
- 0

Institutional Locations
- 3
- 32
- 0
- 15
- 0

Temporary Locations
- 1
- 1
- 1
- 1
- 1

Other
- 12
- 92
- 0
- 25
- 0

Permanent Housing
- 0
- 0
- 0
- 1
- 0

■ Accepted for Enrollment
■ Added to Waitlist
■ Client Refused Shelter
■ Diverted
■ Not Appropriate at this Time
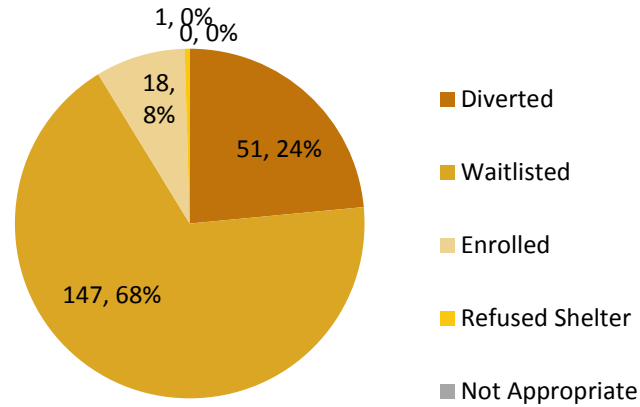
Data Source: CT HMIS

Last Three Months - By Number

- May '16: 46, 52, 37, 1, 0
- Jun '16: 30, 128, 25, 3, 0
- Jul '16: 51, 147, 18, 1, 0

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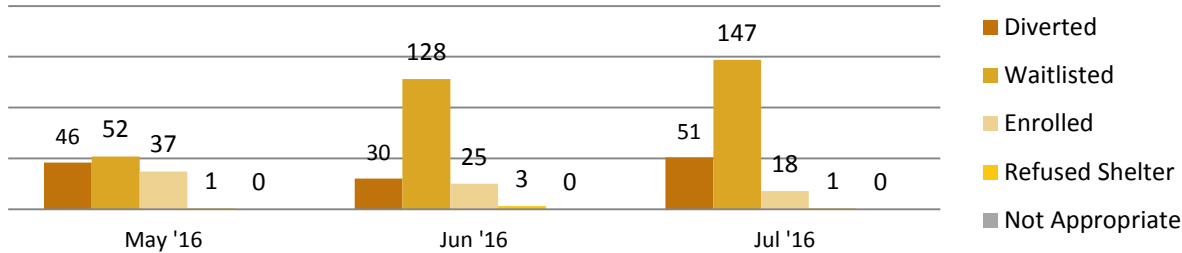
Data Source: CT HMIS

Last Three Months - By Percentage

- May '16: 34%, 38%, 27%, 1%, 0%
- Jun '16: 16%, 69%, 13%, 2%, 0%
- Jul '16: 24%, 68%, 8%, 0%, 0%

■ Diverted
■ Waitlisted
■ Enrolled
■ Refused Shelter
■ Not Appropriate

Data Source: CT HMIS