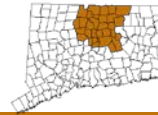


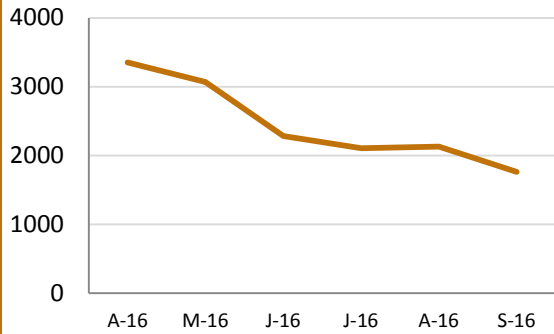
# Greater Hartford Coordinated Entry Report



September-2016

## Number of Calls to 211

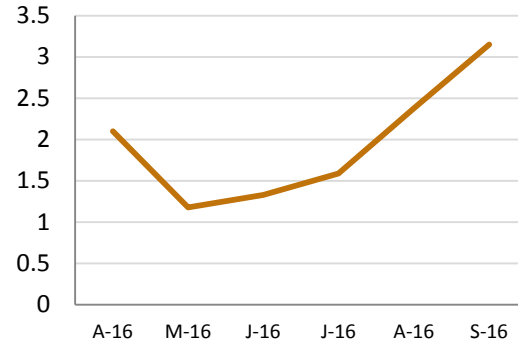
Total Calls This Month: 1,762  
 Total Calls Last Month: 2,130  
 Last 6 Months Average: 2,451



Data Source: 211

## 211 Call Wait Times (in Minutes)

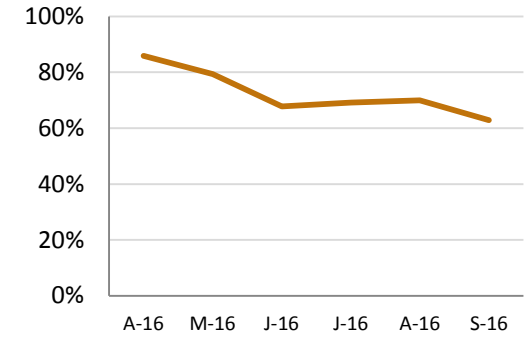
Average This Month: 3.15  
 Average Last Month: 2.38  
 Last 6 Months Average: 2  
 Longest Call Wait Time This Month: 19



Data Source: 211

## Percent Diverted by 211

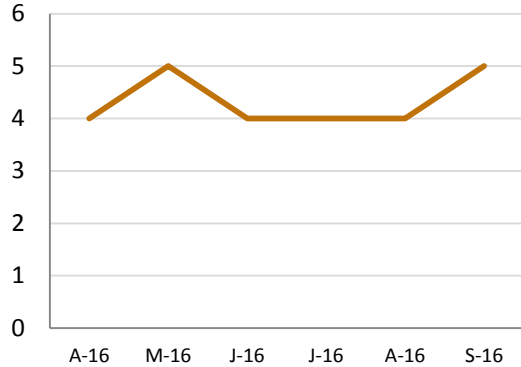
This Month: 63%  
 Last Month: 70%  
 Last 6 Months Average: 72%



Data Source: 211 and CT HMIS

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

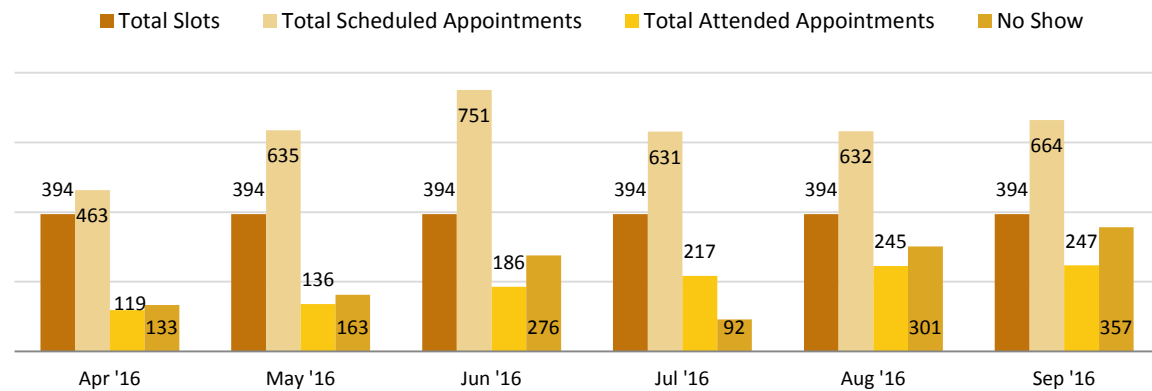
Average Days This Month: 5  
 Average Days Last Month: 4  
 Last 6 Months Average: 4



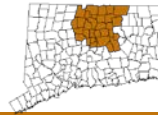
Data Source: CT HMIS

## Appointment Capacity

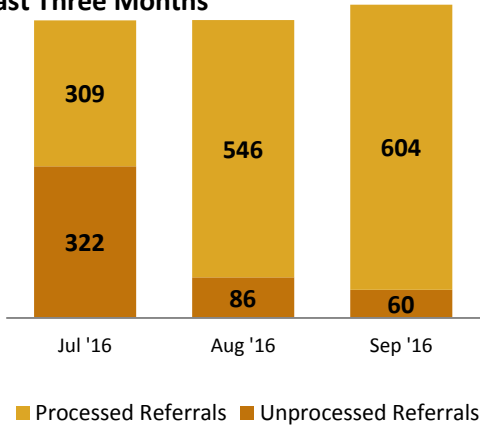
Total Number of Appointment Slots: 394  
 Total Number of Scheduled Appointments: 664  
 Total Number of Attended Appointments: 247  
 Total Number of No Shows: 357  
 Percent of Appointment Capacity Filled: 169%  
 Percent of Appointments Attended: 37%



Data Source: CT HMIS

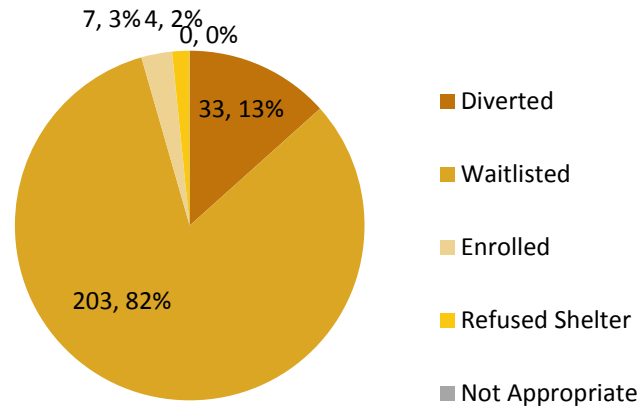


## Referral Data Completeness Last Three Months



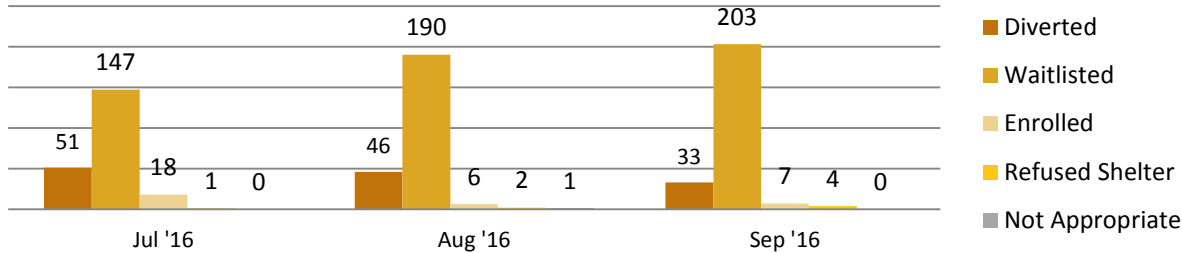
Data Source: CT HMIS

## Outcomes of Attended Appointments September 2016



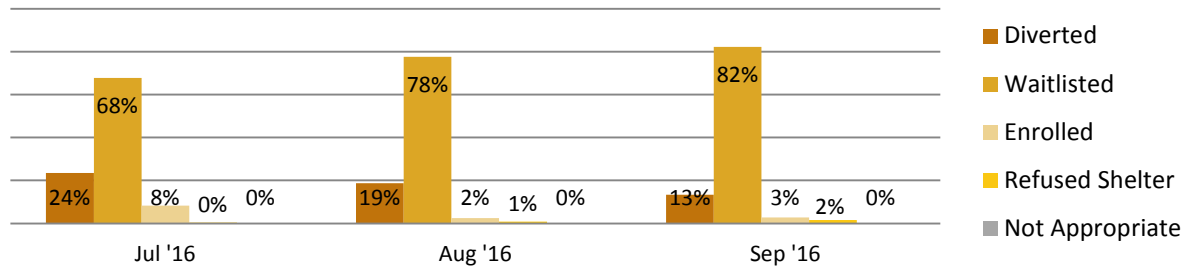
Data Source: CT HMIS

## Last Three Months - By Number



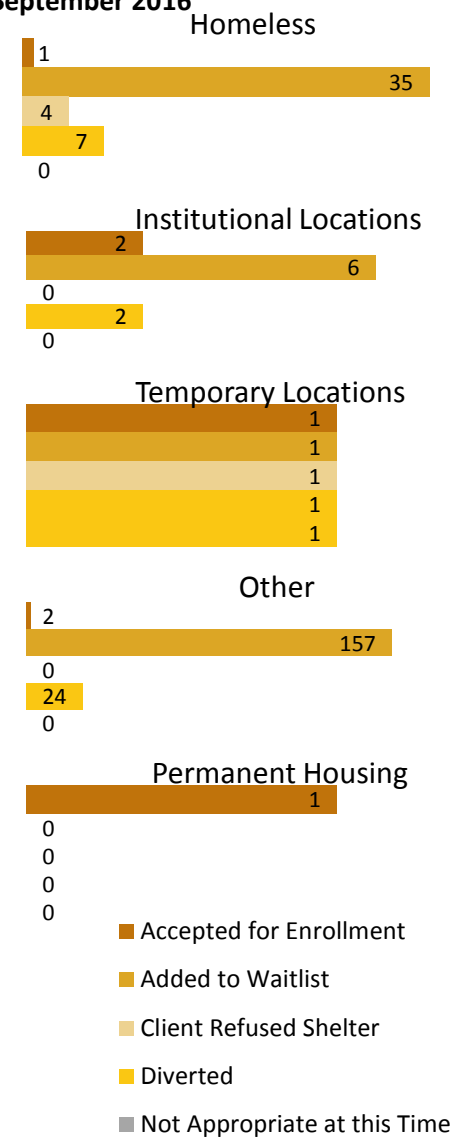
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation September 2016



Data Source: CT HMIS