

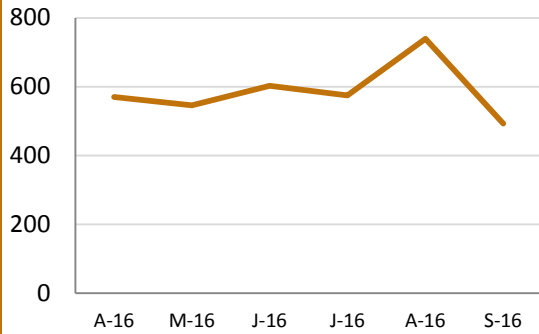
Litchfield/Waterbury Coordinated Entry Report



September-2016

Number of Calls to 211

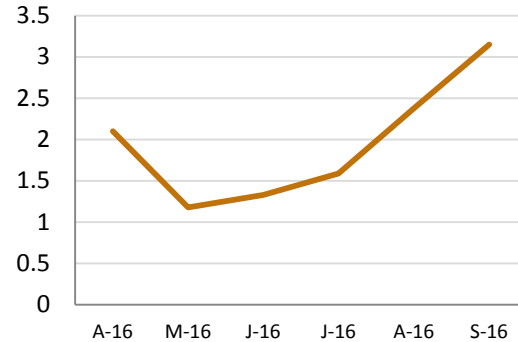
Total Calls This Month:	493
Total Calls Last Month:	739
Last 6 Months Average:	588



Data Source: 211

211 Call Wait Times (in Minutes)

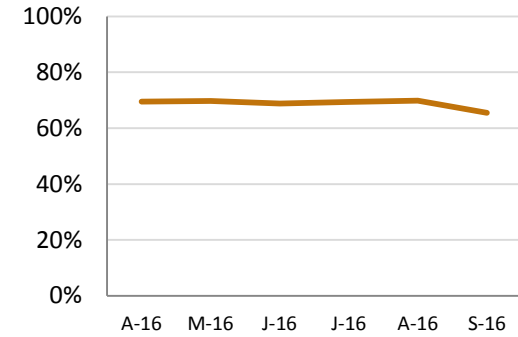
Average This Month:	3.15
Average Last Month:	2.38
Last 6 Months Average:	2
Longest Call Wait Time This Month:	19



Data Source: 211

Percent Diverted by 211

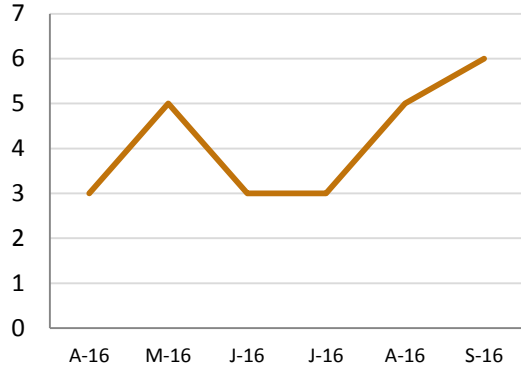
This Month:	66%
Last Month:	70%
Last 6 Months Average:	69%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

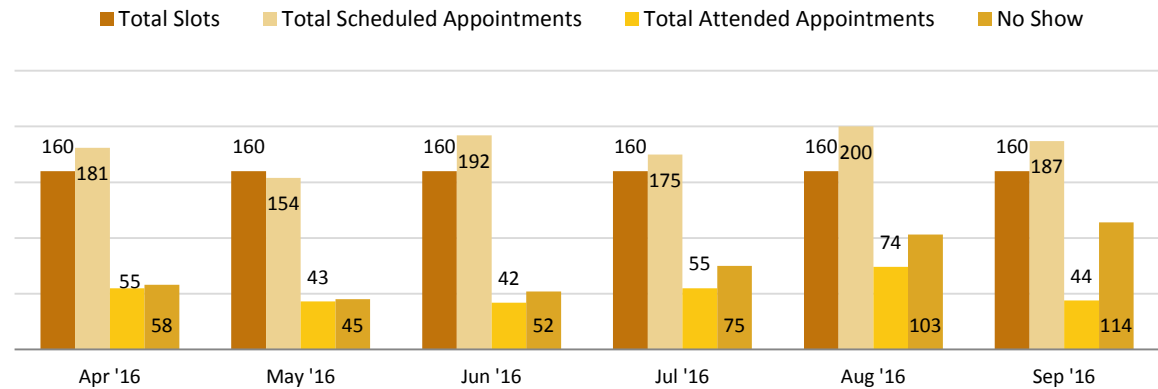
Average Days This Month:	6
Average Days Last Month:	5
Last 6 Months Average:	4



Data Source: CT HMIS

Appointment Capacity

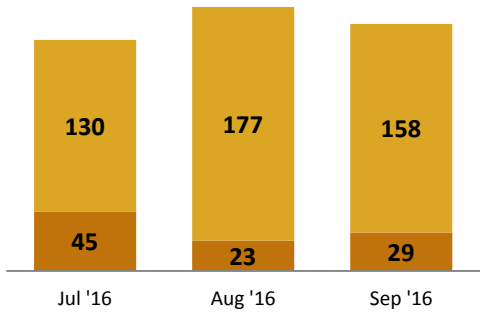
Total Number of Appointment Slots:	160	Total Number of No Shows:	114
Total Number of Scheduled Appointments:	187	Percent of Appointment Capacity Filled:	117%
Total Number of Attended Appointments:	44	Percent of Appointments Attended:	24%



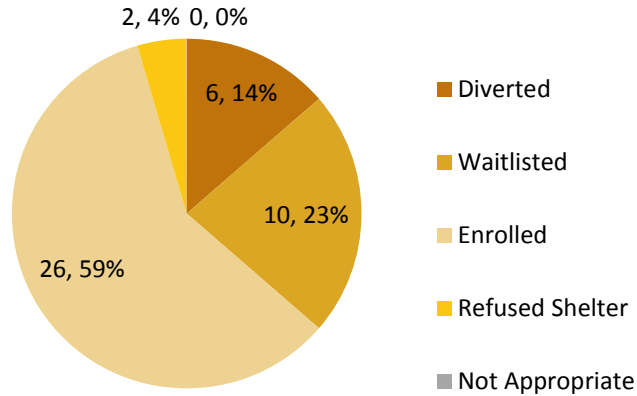
Data Source: CT HMIS



Referral Data Completeness Last Three Months



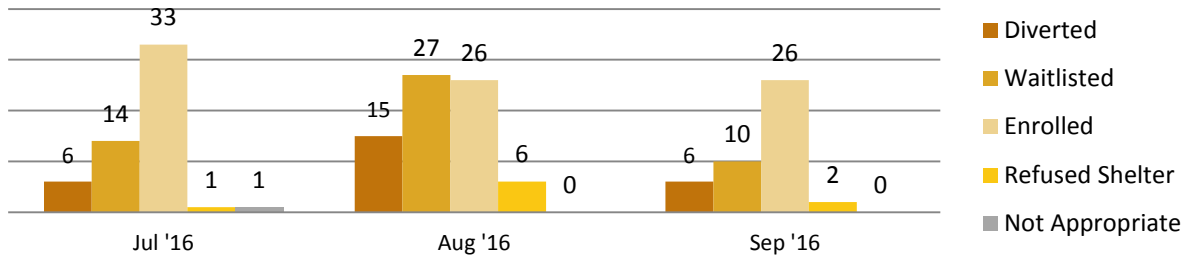
Outcomes of Attended Appointments September 2016



Data Source: CT HMIS

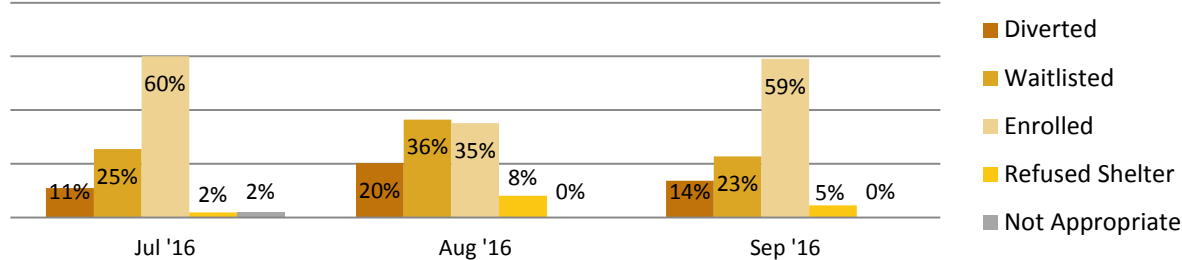
Data Source: CT HMIS

Last Three Months - By Number



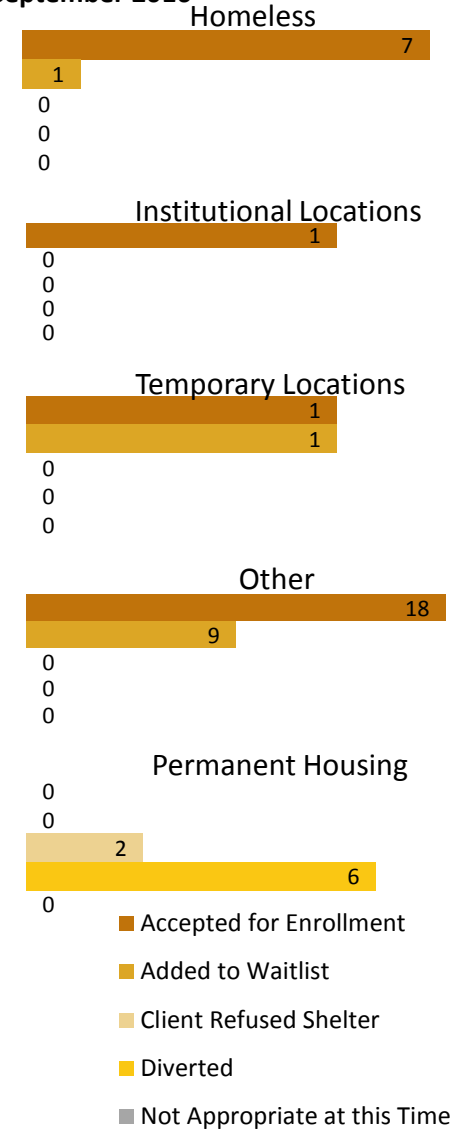
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation September 2016



Data Source: CT HMIS