

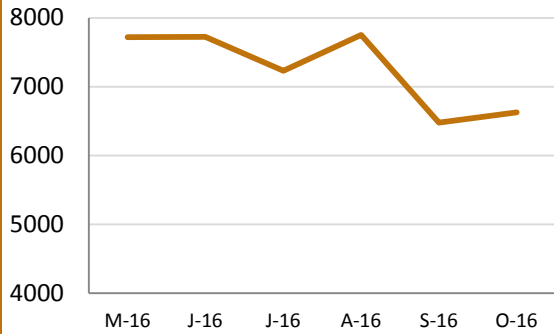
# Statewide Coordinated Entry Report



October-2016

## Number of Calls to 211

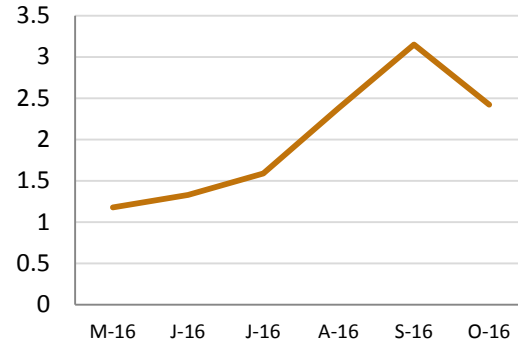
Total Calls This Month: 6,628  
 Total Calls Last Month: 6,480  
 Last 6 Months Average: 7,257



Data Source: 211

## 211 Call Wait Times (in Minutes)

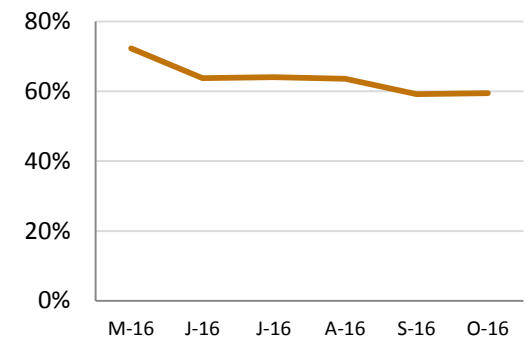
Average This Month: 2.42  
 Average Last Month: 3.15  
 Last 6 Months Average: 2  
 Longest Call Wait Time This Month: 29



Data Source: 211

## Percent Diverted by 211

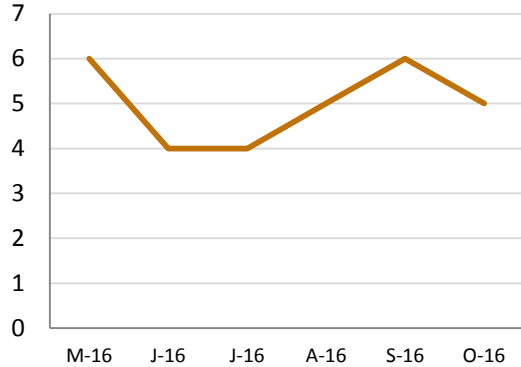
This Month: 59%  
 Last Month: 59%  
 Last 6 Months Average: 64%



Data Source: 211 and CT HMIS

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

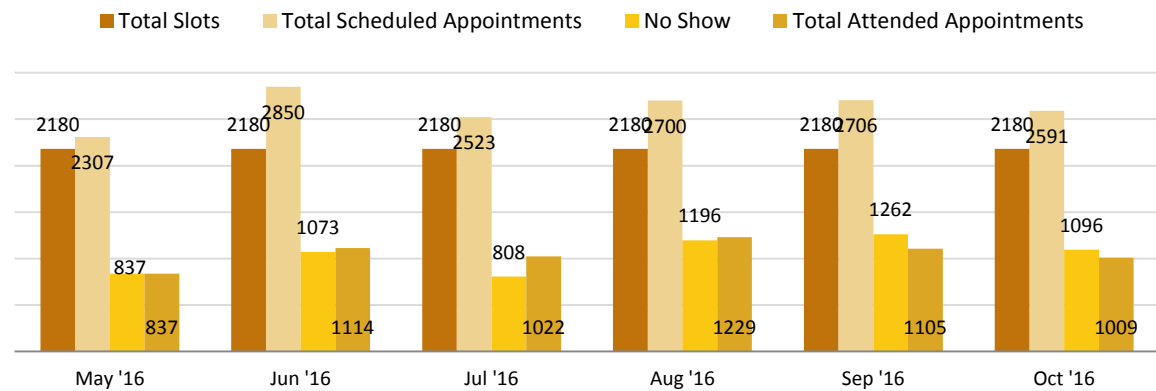
Average Days This Month: 5  
 Average Days Last Month: 6  
 Last 6 Months Average: 5



Data Source: CT HMIS

## Appointment Capacity

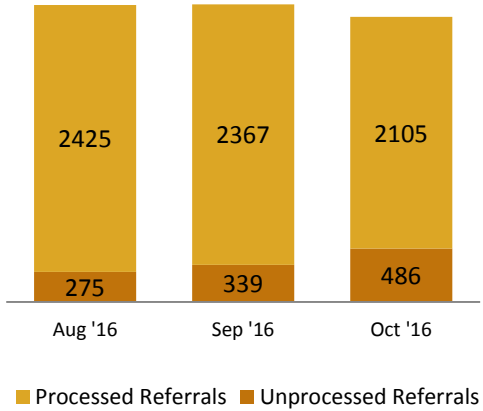
Total Number of Appointment Slots: 2,180  
 Total Number of Scheduled Appointments: 2,591  
 Total Number of Attended Appointments: 1,009  
 Total Number of No Shows: 1096  
 Percent of Appointment Capacity Filled: 119%  
 Percent of Appointments Attended: 39%



Data Source: CT HMIS

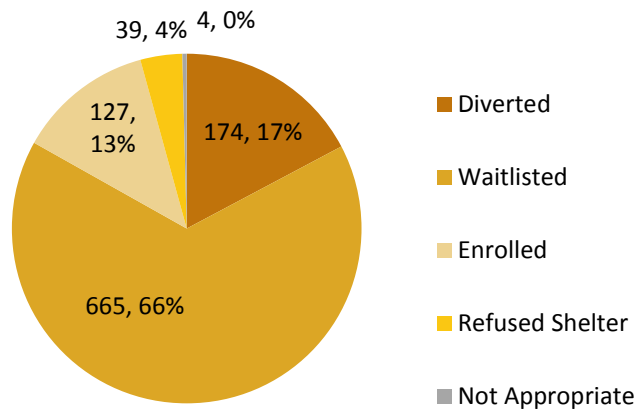


## Referral Data Completeness Last Three Months



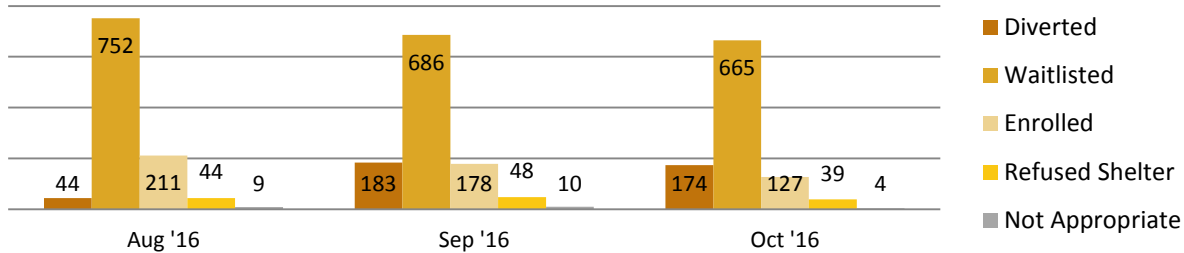
Data Source: CT HMIS

## Outcomes of Attended Appointments October 2016



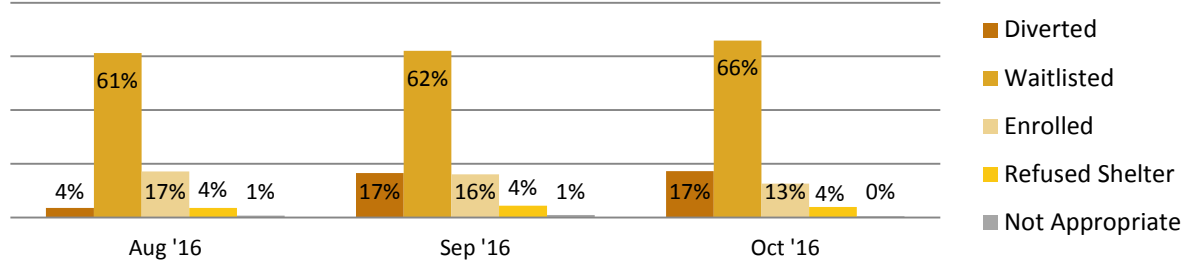
Data Source: CT HMIS

## Last Three Months - By Number



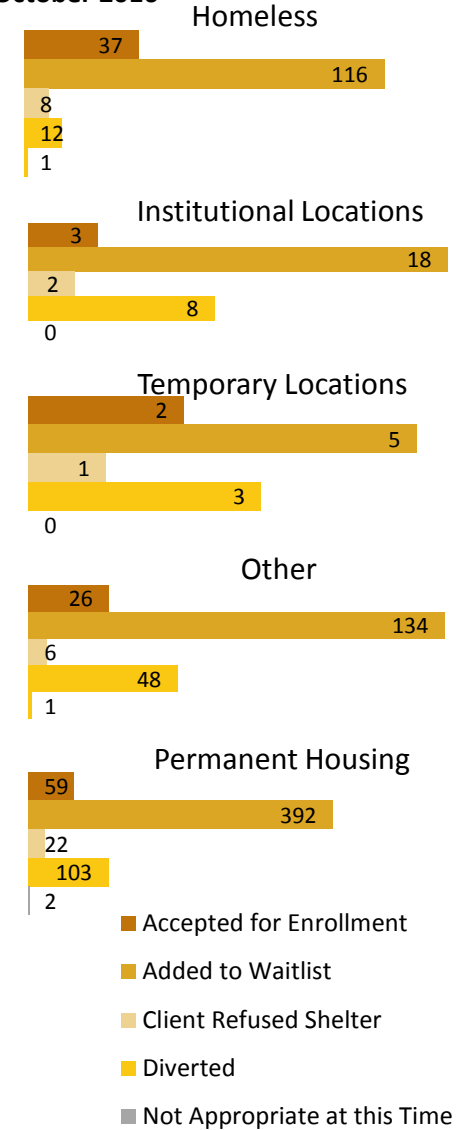
Data Source: CT HMIS

## Last Three Months - By Percentage



Data Source: CT HMIS

## Appointment Outcome By Living Situation October 2016



Data Source: CT HMIS