

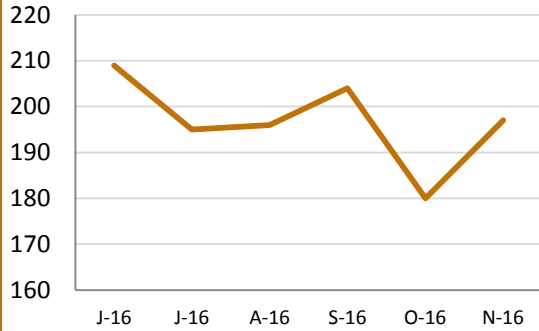
Northeastern CT Coordinated Entry Report



November-2016

Number of Calls to 211

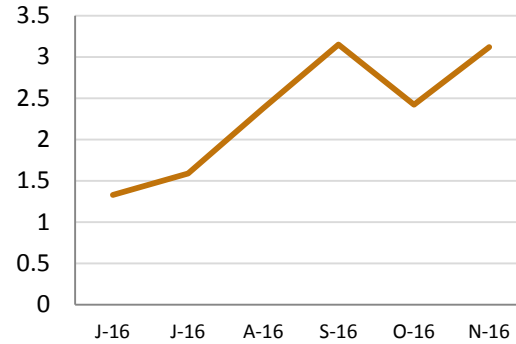
Total Calls This Month:	197
Total Calls Last Month:	180
Last 6 Months Average:	197



Data Source: 211

211 Call Wait Times (in Minutes)

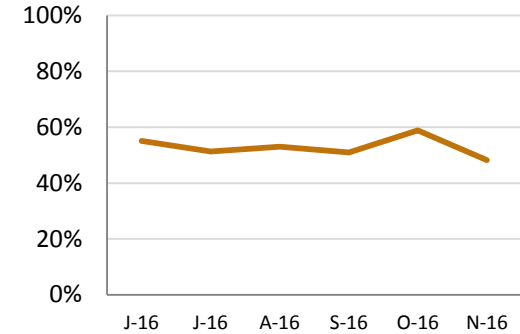
Average This Month:	3.12
Average Last Month:	2.42
Last 6 Months Average:	2
Longest Call Wait Time This Month:	44



Data Source: 211

Percent Diverted by 211

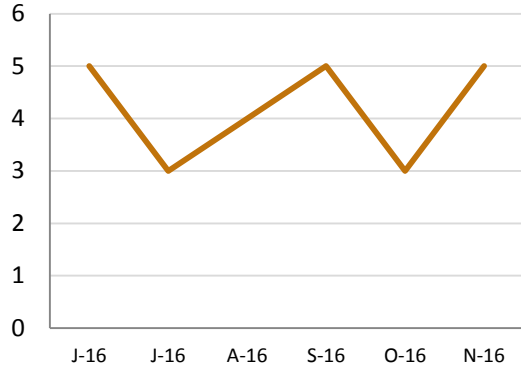
This Month:	48%
Last Month:	59%
Last 6 Months Average:	53%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

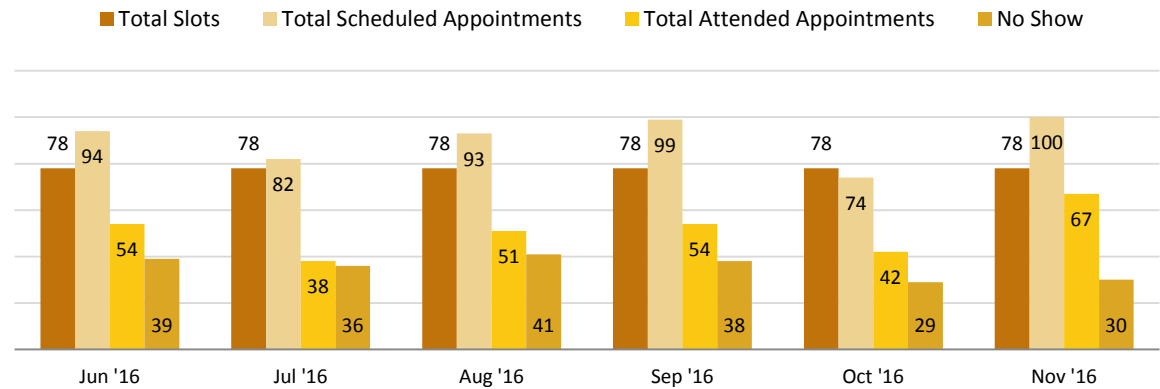
Average Days This Month:	5
Average Days Last Month:	3
Last 6 Months Average:	4



Data Source: CT HMIS

Appointment Capacity

Total Number of Appointment Slots:	78	Total Number of No Shows:	30
Total Number of Scheduled Appointments:	100	Percent of Appointment Capacity Filled:	128%
Total Number of Attended Appointments:	67	Percent of Appointments Attended:	67%



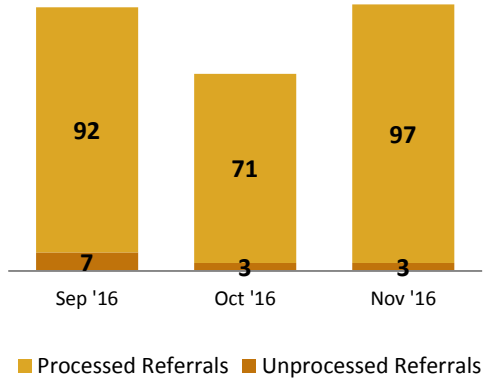
Data Source: CT HMIS

Northeastern CT Coordinated Entry Report



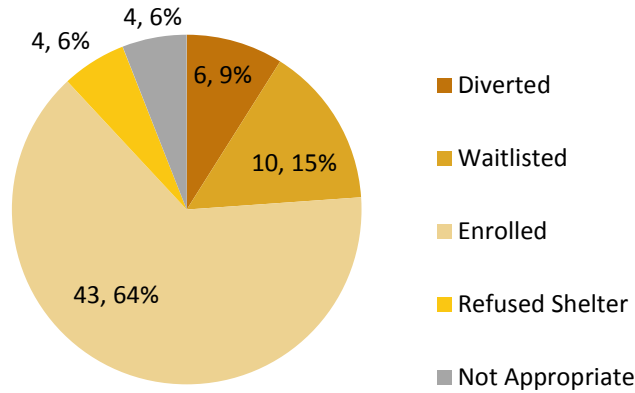
November-2016

Referral Data Completeness Last Three Months



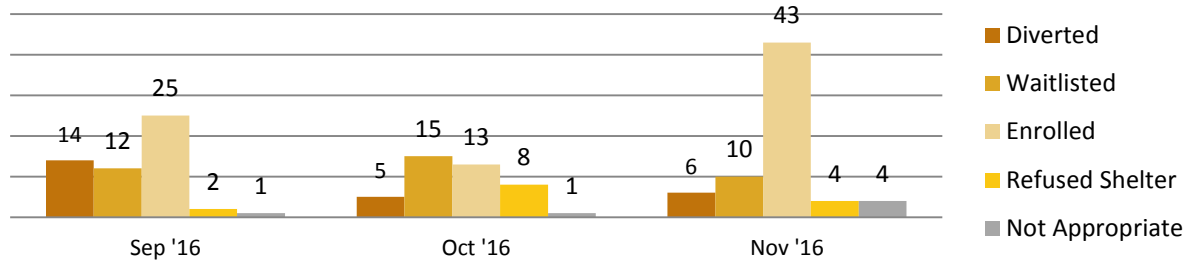
Data Source: CT HMIS

Outcomes of Attended Appointments November 2016



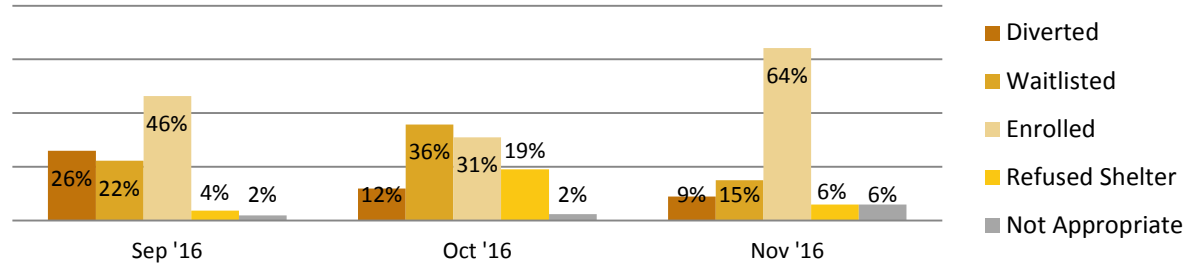
Data Source: CT HMIS

Last Three Months - By Number



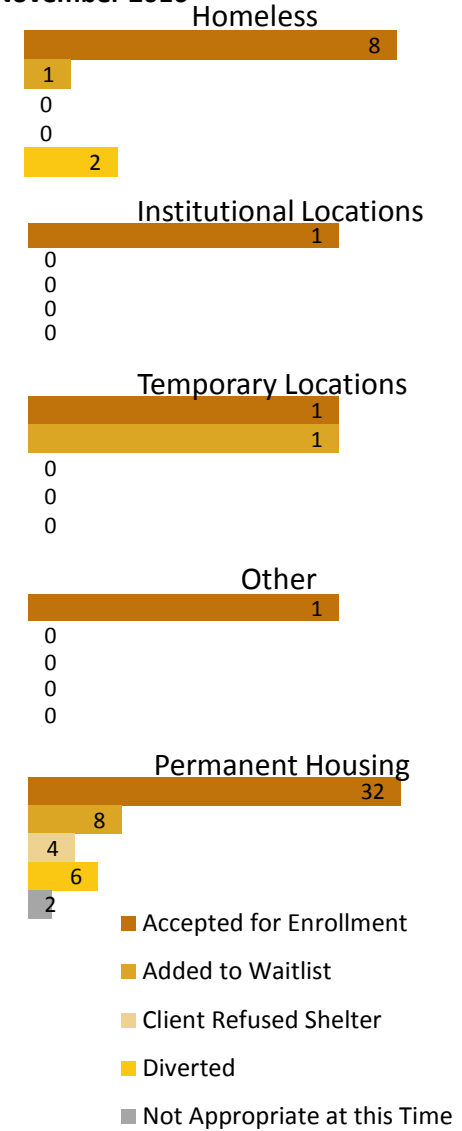
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation November 2016



Data Source: CT HMIS