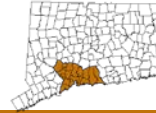


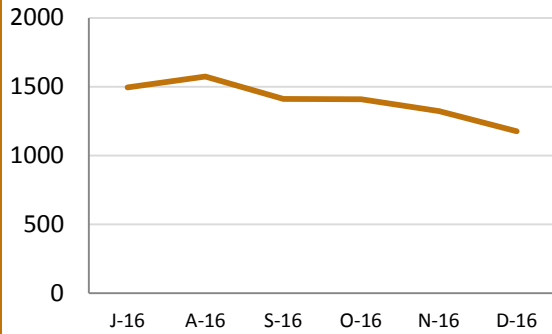
Greater New Haven Coordinated Entry Report



December-2016

Number of Calls to 211

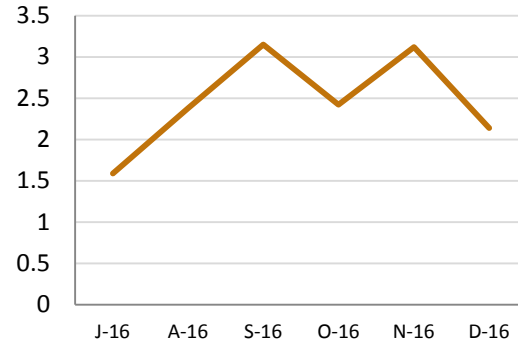
Total Calls This Month: 1,176
 Total Calls Last Month: 1,324
 Last 6 Months Average: 1,398



Data Source: 211

211 Call Wait Times (in Minutes)

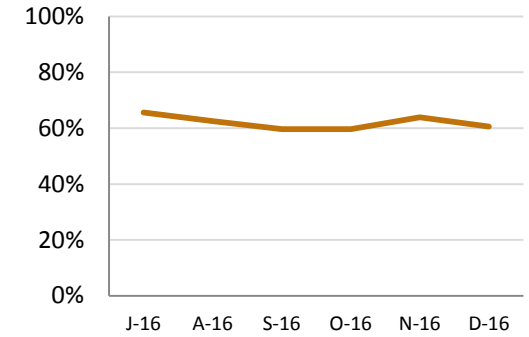
Average This Month: 2.14
 Average Last Month: 3.12
 Last 6 Months Average: 2
 Longest Call Wait Time This Month: 21



Data Source: 211

Percent Diverted by 211

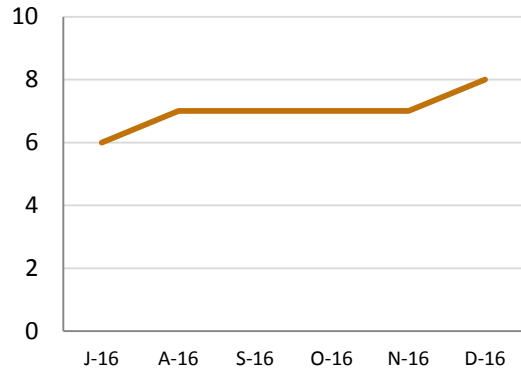
This Month: 61%
 Last Month: 64%
 Last 6 Months Average: 62%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

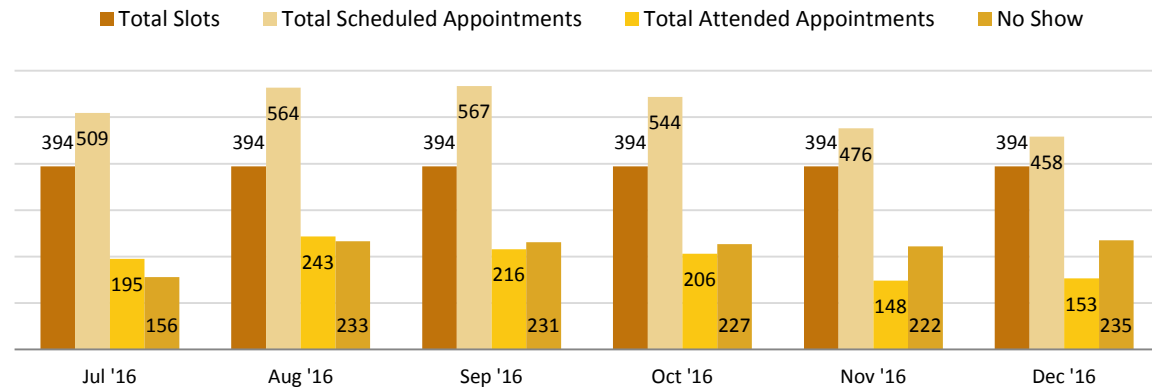
Average Days This Month: 8
 Average Days Last Month: 7
 Last 6 Months Average: 7



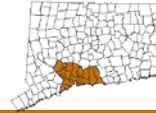
Data Source: CT HMIS

Appointment Capacity

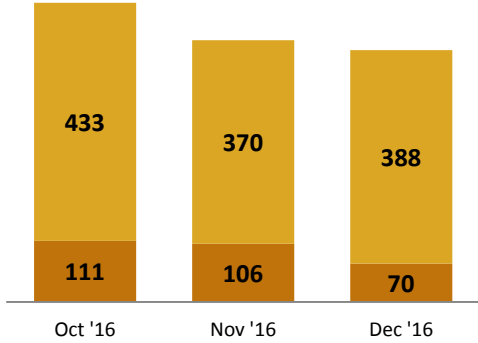
Total Number of Appointment Slots: 394
 Total Number of Scheduled Appointments: 458
 Total Number of Attended Appointments: 153
 Total Number of No Shows: 235
 Percent of Appointment Capacity Filled: 116%
 Percent of Appointments Attended: 33%



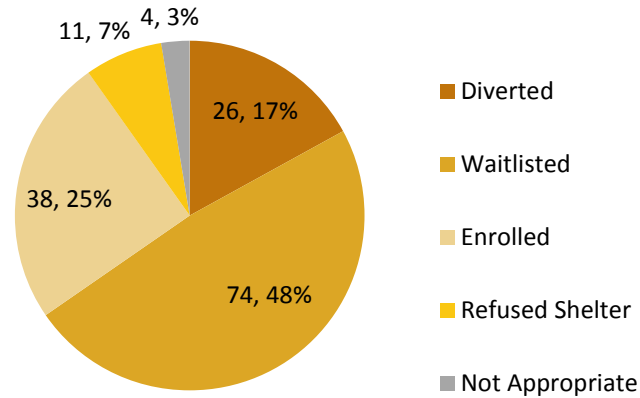
Data Source: CT HMIS



Referral Data Completeness Last Three Months



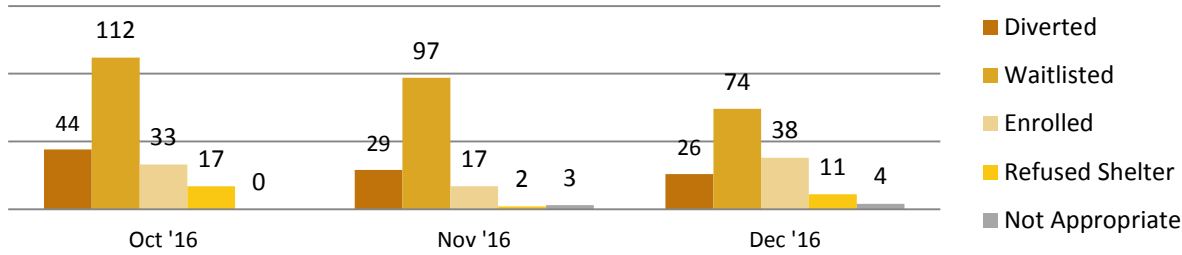
Outcomes of Attended Appointments December 2016



Data Source: CT HMIS

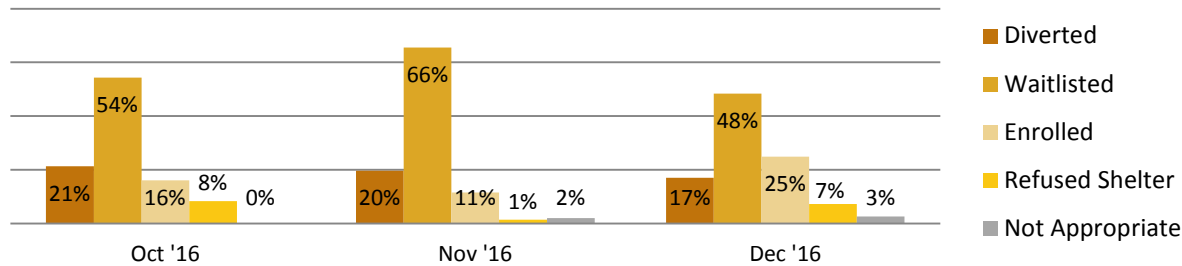
Data Source: CT HMIS

Last Three Months - By Number



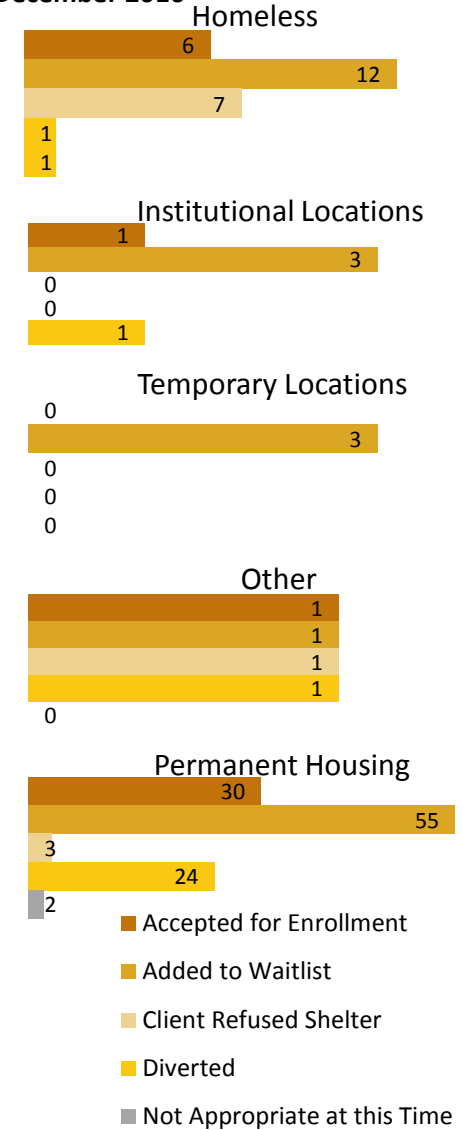
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation December 2016



Data Source: CT HMIS