

Thank you for taking the time to learn about how to navigate in the new Coordinated Access Data Dashboard. The information on the dashboard is comparable to the static reports, except this dashboard is interactive which allows you to drill down to more detail. New items for the Coordinated Access Data Dashboard include age and household type.

To access the dashboard, go to <http://cceh.org/data/interactive/can/>

Getting Started

The first fields on the dashboard are filters for the start and end dates, household type, and CAN.



The data in the dashboard goes back to the beginning of CANs coming online in HMIS. When you click on the date fields, you'll be able to use the calendar control or type in the date range you'd like to view. You can also filter by clicking the drop down boxes for Household Type and CAN. By default they're both set to "All." To select one of the options, simply uncheck "all" and select the metric you wish to view.

211 Level Data

The next two charts on the screen include data from 211. The first chart includes the number of calls to 211. These are the number of calls coded as housing transactions and are a unique number of calls, not referrals. This number is not unduplicated.

The second chart provides the 211 call wait times in minutes. The average wait time is during the peak

Number of Calls for All Household Types to 211

CAN	Month of Call Date			Grand Total
	November 2016	December 2016	January 2017	
Central	368	396	441	1,205
FFC	1,153	1,167	1,183	3,503
GHART	1,670	1,650	1,619	4,939
GNH	1,324	1,176	1,458	3,958
MMW	366	392	413	1,171
NE	197	166	169	532
SE	426	433	485	1,344
WALIT	527	543	540	1,610
Grand Total	6,031	5,923	6,308	18,262

Statewide 211 Call Wait Times (in minutes)

	November 2016	December 2016	January 2017
Average Wait Time	3.1	2.1	3.9
Longest Wait Time	44.0	21.2	44.2

call times between 9am and 5pm, including Saturday and Sunday. The longest call wait time is the longest time someone had to wait during the month for the “Housing Crisis English Queue.”

This data cannot be filtered by household type as the data coming from 211 around call numbers does not include this information. The average and longest wait time data also cannot be filtered by CAN as these are statewide numbers.

Age Ranges & Household Types

These are new metrics for Coordinated Access reporting. These fields are also interactive. This means you can click the category on the chart and all of your data will update in the remaining charts. For example, you can click on Family and 18-24 to find out all of the related appointment outcomes for families headed by a youth.

Age Ranges



Household Type

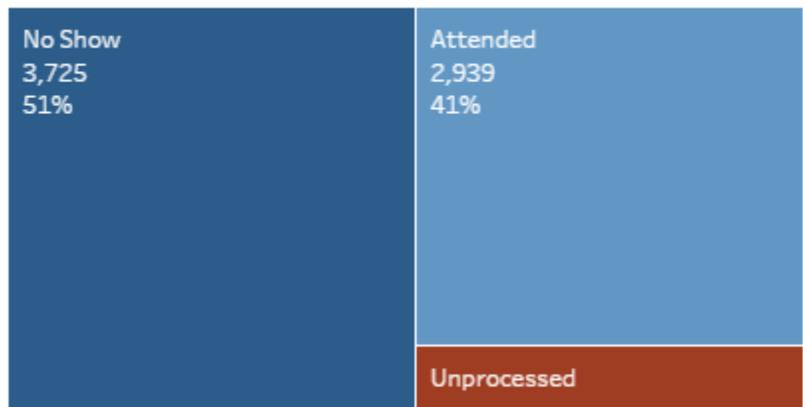


Appointment Outcomes

This metric looks at the overall appointment outcomes: attended, no show, and unprocessed referrals. Attended appointments are appointments with an outcome of “Accepted for Enrollment,” “Added to Waitlist,” “Client Refused Shelter,” “Diverted,” or “Not appropriate for homeless services.”

All of these fields are interactive. This chart is also useful at getting an idea of the number of unprocessed referrals in the CANs. This replaces a separate chart for data quality that was formerly on the CAN monthly reports.

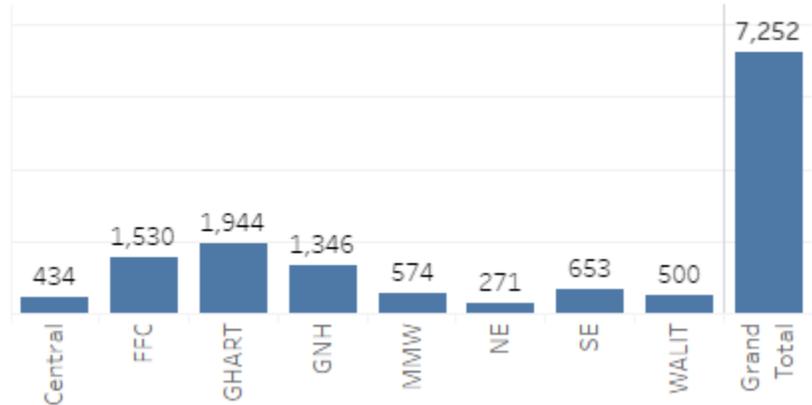
Appointment Outcomes



Appointments

This chart provides the total number of scheduled appointments by CAN. The chart is also interactive so you can click the data for a specific CAN and all of the other data will update accordingly.

Appointments

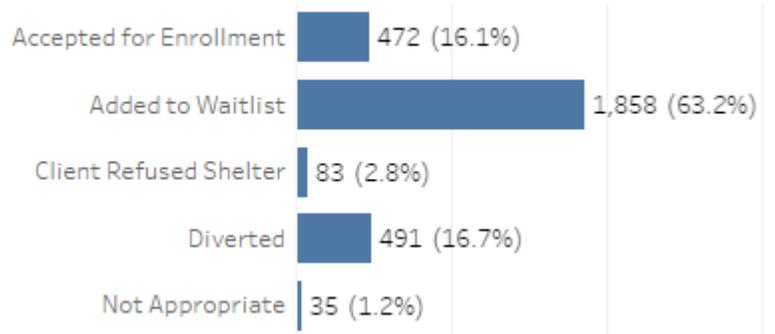


Outcome of Attended Appointments

This chart provides the detailed breakdown of appointment outcomes for all attended appointments. This chart is also interactive so you can click on any of the outcomes and see the other charts' data update.

Accepted for Enrollment means the person was enrolled in a shelter or housing program. Added to waitlist indicates the person was added to a waitlist for services. Client refused shelter indicates that the person was offered a shelter bed but refused. Diverted outcomes include those who were diverted before or at a CAN appointment. The not appropriate outcome should be used for people who do not qualify for homeless services at the time of the CAN appointment.

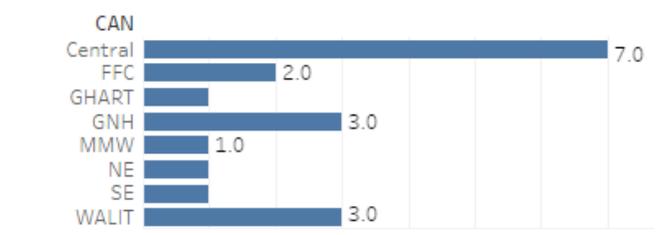
Outcomes of Attended Appointments



Median Wait Times

This chart provides the median wait times from the call to 211 through the date of the appointment. The chart is also interactive so you can click the data for a specific CAN and all of the other data will update accordingly.

Median Wait Time-Call to Appointment (in Days)



Appointment Outcome by Living Situation at Entry

This chart provides the outcomes of all appointments cross referenced with where the person was living at the time of their call to 211. This updated version of the CAN Dashboard includes data on “no show” and “referred” outcomes.

Homeless living situation includes anyone staying in a shelter, a hotel/motel paid for by a charitable organization, or a place not meant for human habitation.

Institutional living situations includes anyone coming from a hospital, jail, psychiatric hospital, or substance abuse treatment center.

Temporary locations include anyone staying with friends or family on a temporary basis and those who are coming from a Transitional Housing program.

Other locations include the actual category “other,” as well as client refusals, data not entered, or unknown responses.

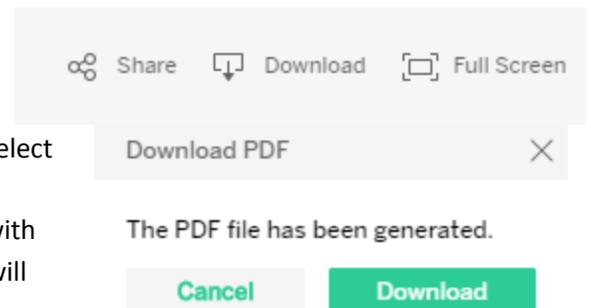
Permanent Housing includes anyone in a rental unit, with or without a subsidy; a PSH project; staying with friends or family on a permanent basis; or a home the person owns.

Appointment Outcome by Living Situation at Entry

Sleep Last	Outcome				
Homeless	Accepted for Enrollment				
	Added to Waitlist	388			
	Client Refused Shelter	21			
	Diverted				
	No Show	760			
	Not Appropriate				
	Referred	106			
Institutional	Accepted for Enrollment				
	Added to Waitlist	24			
	Client Refused Shelter				
	Diverted				
	No Show	73			
	Not Appropriate				
	Referred				
Other	Accepted for Enrollment				
	Added to Waitlist	272			
	Client Refused Shelter				
	Diverted	153			
	No Show				
	Not Appropriate				
	Referred	99			
Permanent	Accepted for Enrollment				
	Added to Waitlist	1,162			
	Client Refused Shelter				
	Diverted	288			
	No Show	2,466			
	Not Appropriate	17			
	Referred	358			
Temporary	Accepted for Enrollment				
	Added to Waitlist	12			
	Client Refused Shelter				
	Diverted	5			
	No Show	37			
	Referred				

Downloading a Copy of Your Dashboard

At the bottom right side of the dashboard you’ll see the word “download.” This will allow you to create a PDF of your dashboard with all of your selections intact. After you select “PDF” the system will generate a copy and let you know it’s available to download. The recommended page size is legal with portrait orientation, but letter size with portrait orientation will work as well.





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