Thank you for taking the time to learn about how to navigate in the new Coordinated Access CAN Comparison Data Dashboard. The information on the dashboard is similar to the standard Coordinated Access Dashboard, but allows for analysis by

To access the dashboard, go to http://cceh.org/data/interactive/cancomparisons

Getting Started

The first fields on the dashboard are filters for the CAN, Start & End Dates of your reporting period, household type, and age group.

CAN Comparisons

CAN

(All)	▼

Report Start Date	Report End Date	Household Type	Age Group
4/1/2017	6/30/2017	(All) ▼	(All) ▼

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 CAN, Household Type, and Age Group. By default they're set to "All." To select one of the options, simply uncheck "all" and select the metric you wish to view.

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.
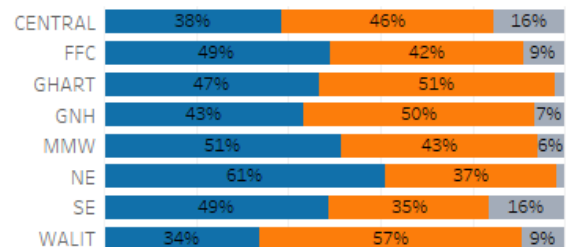
Median Wait Time-Call to Appointment (in Days)

CAN	
Central	7.0
FFC	2.0
GHART	
GNH	3.0
MMW	1.0
NE	
SE	
WALIT	3.0
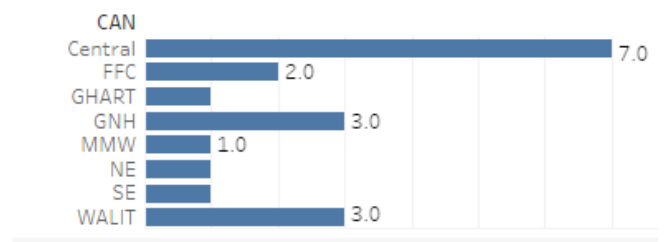
Outcomes by CAN

This metric looks at the overall appointment outcomes: **attended**, **no show**, and **unprocessed** referrals. The blue bar represents Attended Appointments, the orange bar represents No Shows, and the gray bar indicates the number of unprocessed referrals in that CAN. Attended appointments are appointments with an outcome of

Outcomes by CAN

	Attended	No Show	Unprocessed
CENTRAL	38%	46%	16%
FFC	49%	42%	9%
GHART	47%	51%	
GNH	43%	50%	7%
MMW	51%	43%	6%
NE	61%	37%	
SE	49%	35%	16%
WALIT	34%	57%	9%

"Accepted for Enrollment," "Added to Waitlist," "Client Refused Shelter," "Diverted," or "Not appropriate for homeless services." This chart is also useful at getting an idea of the number of unprocessed referrals in the CANs.

Referrals into CAN

Referrals into CAN are the number of calls that resulted in an appointment in the 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.
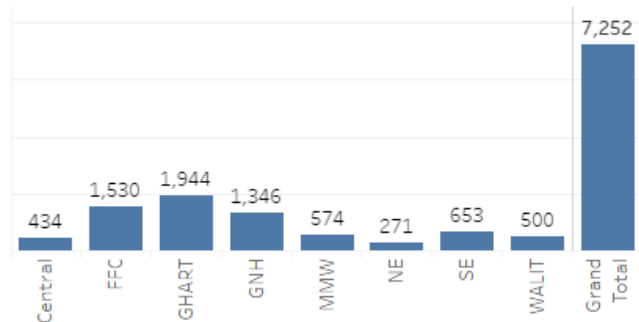

Referrals into CANs
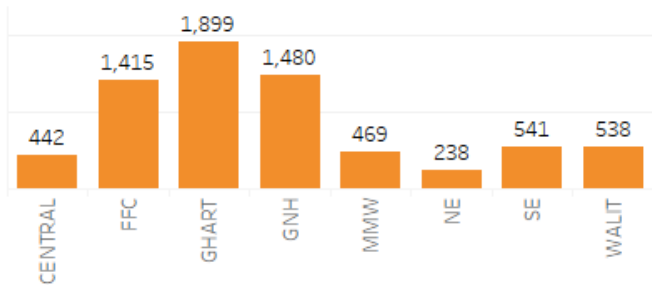
Appointments

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.
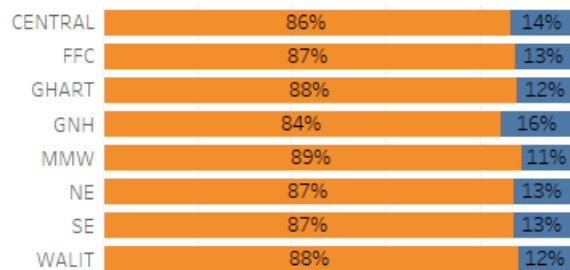

Appointments

Adults & Youth Breakout

With increased focus on homeless youth, CANs now have a chart that provides a snapshot of the percentage of homeless youth in their region and can see how it compares to other areas. Clicking on one of the sections of the bar chart will update all of the corresponding data based on the age group filtering. The orange bar represents people 25 and older and the blue bar represents the 18-24 year old group. Additional colored bars will appear for youth under 18 and records missing age information if applicable.
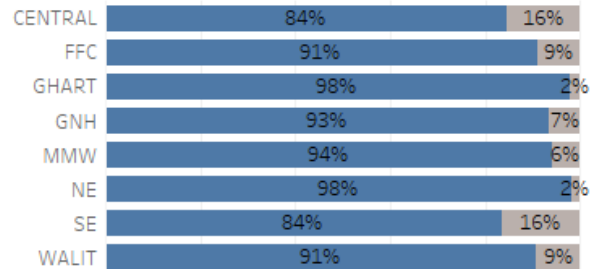

Adults & Youth Breakout

	Adults	Youth
CENTRAL	86%	14%
FFC	87%	13%
GHART	88%	12%
GNH	84%	16%
MMW	89%	11%
NE	87%	13%
SE	87%	13%
WALIT	88%	12%

Data Quality by CAN

Similar to the Outcomes by CAN, the Data Quality by CAN provides a quick reference to the determine the number of processed and unprocessed referrals in each CAN. The blue bar indicates that an outcome was entered. The gray bar indicates the unprocessed referrals. (These are also indicated in the Outcomes by CAN table.)

Data Quality by CAN

CAN	Outcome Entered	Unprocessed
CENTRAL	84%	16%
FFC	91%	9%
GHART	98%	2%
GNH	93%	7%
MMW	94%	6%
NE	98%	2%
SE	84%	16%
WALIT	91%	9%

Diversion Rates

CANs now have an easy way to monitor their diversion rates against other CANs and against the 20% of clients diverted goal.

Diversion Rates

CAN	Rate
CENTRAL	14.9%
FFC	12.2%
GHART	30.5%
GNH	13.7%
MMW	4.9%
NE	14.5%
SE	38.2%
WALIT	17.8% Goal