

HMIS Release Notes

Key CAN Metrics Data View

December 2, 2021

What are the changes?

Users will be able to access a new data view that presents summarized information on CAN appointment outcomes and client length of stay, and the number of positive exits in various project types by month.

Which users are impacted?

Emergency Shelter (ES)	System-wide Reporting
Transitional Living (TLP)	Services Only
Supportive Housing (SHP)	Coordinated Access - 211
Supportive Services (SSVF)	Coordinated Access - Network
PATH Outreach	DMHAS / DDAP
DOH Emergency Solutions (ESG)	Runaway Homeless Youth (RHY)
DOH AIDS / HOPWA	

How does this help?

This data view consolidates information that is available in two different dashboards into a single summarized view. This will allow users to quickly see how their CAN is performing, or has performed, with the ability to compare across CANs and timeframes. Users will have the ability to assess system effectiveness by viewing average lengths of stay in Emergency Shelters and Outreach programs by CAN as well as exits to positive destinations. Users will be able to view historical data for comparison, and users will be able to leverage all of the features of Excel to analyze the data.

Metrics include:

- Average Length of Stay for the project type **'Emergency Shelter'** by CAN by month for families and individuals calculated by bed nights.
- Average Length of Stay for the project type **'Street Outreach'** by CAN by month for families and individuals calculated by enrollment exit / entry.
- Average Length of Stay for **Hotel/Motels** by CAN by month for families and individuals calculated by enrollment start and end dates.
- Number of exits from ES, SO and Hotel/Motels to **positive destinations** by month
 - Positive exits include those from outreach and shelter to permanent housing, PSH (not including RRH)
 - Exit destination only includes closed enrollments

Users will have the ability to review the number and percentage of CAN appointments that were attended, not attended, or had no data by CAN by month.

Metrics include:

- Average wait time by CAN in days
- Number of appointments by CAN
- Percent appointments attended by CAN
- Number of appointments attended by CAN
- Percent appointments not attended by CAN
- Number of appointments not attended by CAN
- Percent appointments with no data by CAN
- Number of appointments with no data by CAN

[When will I see this change in HMIS?](#)

This change is expected to be rolled out on December 2, 2021.

Screenshots of Changes


To access the report:

Administration > Reports > Operational Reports > Coordinated Access

Coordinated Access



CA / CE Due Dilligence

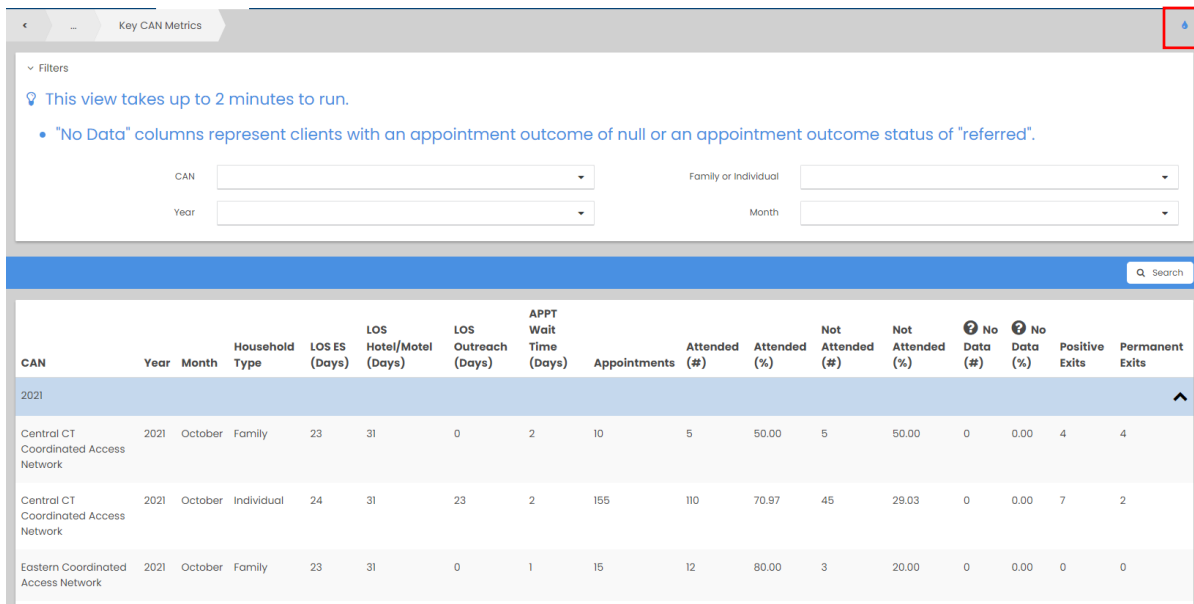


Key CAN Metrics



Report Output

Users can export all results into Excel.



Key CAN Metrics

Filters

This view takes up to 2 minutes to run.

- "No Data" columns represent clients with an appointment outcome of null or an appointment outcome status of "referred".

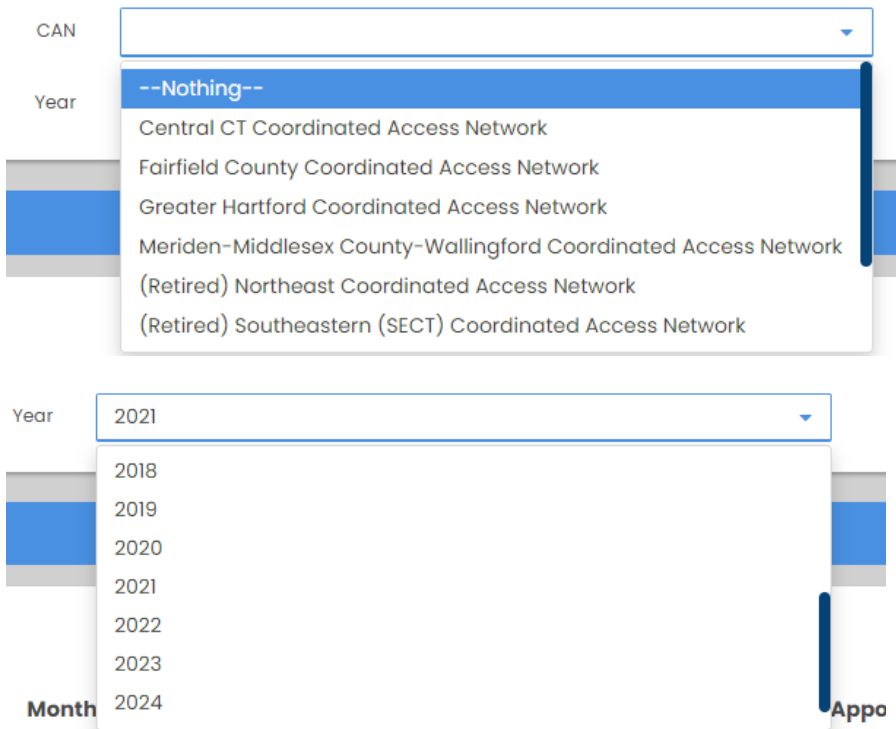
CAN: [Dropdown] Family or Individual: [Dropdown]
 Year: [Dropdown] Month: [Dropdown]

Search

CAN	Year	Month	Household Type	LOS ES (Days)	LOS Hotel/Motel (Days)	LOS Outreach (Days)	APPT Wait Time (Days)	Appointments	Attended (#)	Attended (%)	Not Attended (#)	Not Attended (%)	No Data (#)	No Data (%)	Positive Exits	Permanent Exits
2021																
Central CT Coordinated Access Network	2021	October	Family	23	31	0	2	10	5	50.00	5	50.00	0	0.00	4	4
Central CT Coordinated Access Network	2021	October	Individual	24	31	23	2	155	110	70.97	45	29.03	0	0.00	7	2
Eastern Coordinated Access Network	2021	October	Family	23	31	0	1	15	12	80.00	3	20.00	0	0.00	0	0

Filter Options

Users can filter the report by CAN, Year, Month, and by Individual or Family



CAN: [Dropdown]

Year: [Dropdown]

Month: [Dropdown]

Appo

Month

--Nothing--
January
February
March
April
May
June

Attendee (%)

Family or Individual

Month
Family
Individual