| HOWARD CENTER COMMUNITY OUTREACH QUARTERLY REPORT FY21<br>Q3 (January 1, 2021 – March 31st, 2021) | |
|---|---|
| Total Number Of Services (each service may include multiple calls) | **816** |
| Phone | **1869** |
| Face-to-Face Contacts | **318** |
| Unique Client Count | **299** |
| % Adult (Unique client count) | **82%** |
| Adult | **246** |
| Youth (< 18 yrs) | **33** |
| Age unknown | **20** |
| % Services with Active Designated Agency Enrollment | **61%** |
| Active Howard Center Services | **496** |
| Not Active Howard Center Services | **256** |
| Unknown | **61** |
| Referrals to… | **457** |
| Behavioral Health Care | **224** |
| Social Services (Economic, Housing, Basic Needs) | **108** |
| Medical Health Care | **36** |
| FCCC | **106** |
| Police-Involved Contacts | **229** |
| Assisting Police or Co-Response | **105** |
| Diverting Police | **35** |
| Police Resource Time Saved (hours) | **33.2** |
| Proactive/Engaging Community Outreach Supports | **597** |
| Outcome to the Emergency Department | **35** |
| Medically Necessary (only) | **5** |
| Psychiatrically Necessary (only) | **20** |
| Both Medically & Psychiatrically Necessary | **10** |
| Transportation Means to the ED | - |
| Ambulance | **17** |
| Police | **15** |
| Outreach Staff Transport | **0** |
| Family/Other Transport | **3** |
| Level of Distress: Total services where distress rated | **367** |
| Maintaining or improvement by pre-post encounter | **99%** |
| If distressed, % showing improvement by end of service | **178/212 (84%)** |
| Escalating in distress at end of service | **0%** |

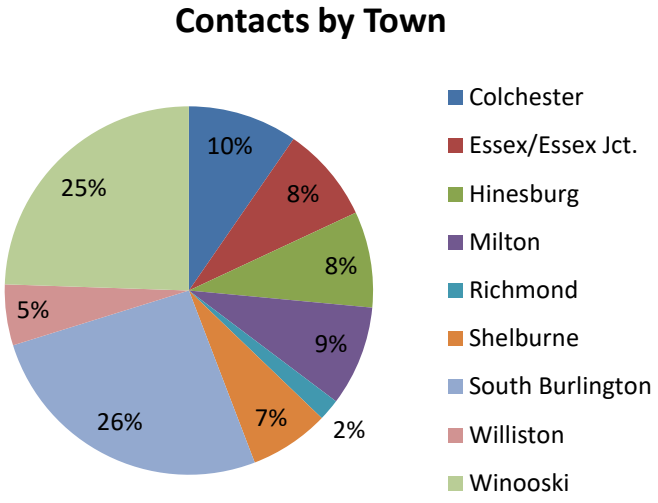
| Who Initiated the Call? | |
|---|---|
| **Caller** | **Total** |
| Client/Community Member (self) | **223** |
| Police | **336** |
| Providers | **36** |
| Community Outreach staff | **116** |
| Schools | **10** |
| Family/Parent/Guardian/Friend | **49** |
| FCCC | **13** |
| Other (e.g., DOC, DCF, business) | **33** |

| Primary Concern | |
|---|---|
| **Issues** | **Total** |
| Emotional/Behavioral/Mental Health Concern | **701** |
| Family/Relational Conflict | **18** |
| Homeless | **44** |
| Substance Use/Abuse | **15** |
| Violent/aggressive behaviors | **1** |
| Suicidal ideation/behaviors | **1** |
| Housing | **8** |
| Legal | **3** |
| Self-Harm | **0** |
| Medical | **8** |
| Other or Missing Info | **25** |

*Based on *primary* issue to increase sensitivity

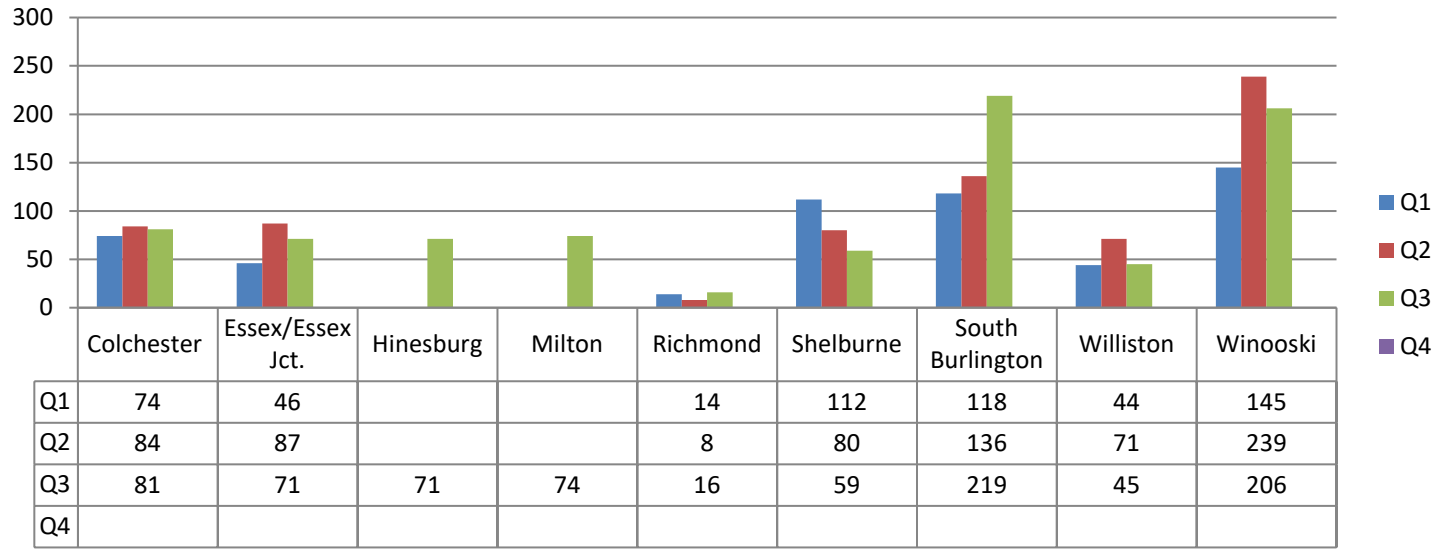
| FY21 Q3: Contacts By Town | | |
|---|---|---|
| **Town Served** | **Total** | **% of Town Contacts** |
| Colchester | 81 | 10% |
| Essex/Essex Jct. | 71 | 8% |
| Hinesburg | 71 | 8% |
| Milton | 74 | 9% |
| Richmond | 16 | 2% |
| Shelburne | 59 | 7% |
| South Burlington | 219 | 26% |
| Williston | 45 | 5% |
| Winooski | 206 | 24% |

*Contacts by Town can overlap as services cross town borders



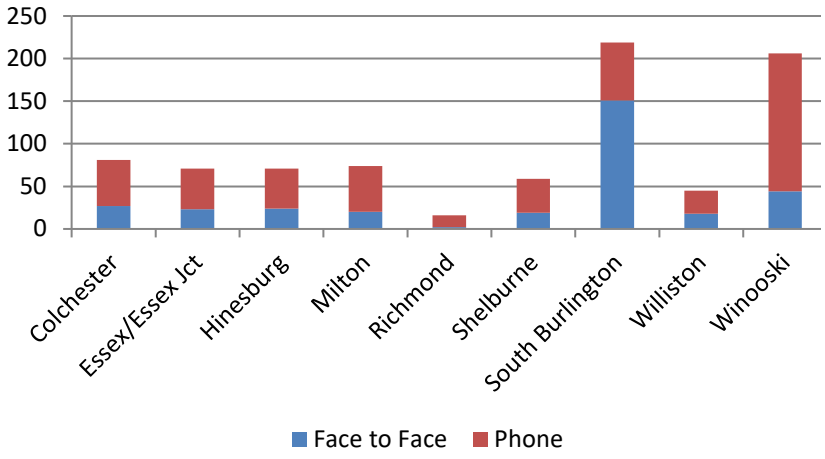

## FY21 Services by Town

*(each service may include multiple calls)




| | Colchester | Essex/Essex Jct. | Hinesburg | Milton | Richmond | Shelburne | South Burlington | Williston | Winooski |
|---|---|---|---|---|---|---|---|---|---|
| Q1 | 74 | 46 | | | 14 | 112 | 118 | 44 | 145 |
| Q2 | 84 | 87 | | | 8 | 80 | 136 | 71 | 239 |
| Q3 | 81 | 71 | 71 | 74 | 16 | 59 | 219 | 45 | 206 |
| Q4 | | | | | | | | | |

## Q3 Service Type per Town




## Partnership Funding Distribution

