

HOWARD CENTER COMMUNITY OUTREACH QUARTERLY REPORT FY22
Q1 (July 1, 2021 – September 30, 2021)

Total Number Of Services (each service may include multiple calls)	591
Phone	1955
Face-to-Face Contacts	303
Unique Client Count	308
% Adult (Unique client count)	86%
Adult	248
Youth (< 18 yrs)	41
Age unknown	19
% Services with Active Designated Agency Enrollment	56%
Active Howard Center Services	300
Not Active Howard Center Services	173
Unknown	66
Referrals to...	324
Behavioral Health Care	122
Social Services (Economic, Housing, Basic Needs, Employment)	86
Medical Health Care	32
FCCC	84
Police-Involved Contacts	230
Assisting Police or Co-Response	99
Diverting Police	120
Police Resource Time Saved (hours)	109
Proactive/Engaging Community Outreach Supports	254
Outcome to the Emergency Department	40
Medically Necessary (only)	4
Psychiatrically Necessary (only)	27
Both Medically & Psychiatrically Necessary	9
Transportation Means to the ED	-
Ambulance	17
Police	13
Outreach Staff Transport	5
Family/Other Transport	5
Level of Distress: Total services where distress rated	312
Maintaining or improvement by pre-post encounter	99%
If distressed, % showing improvement by end of service	298/312 (96%)
Escalating in distress at end of service	<1%

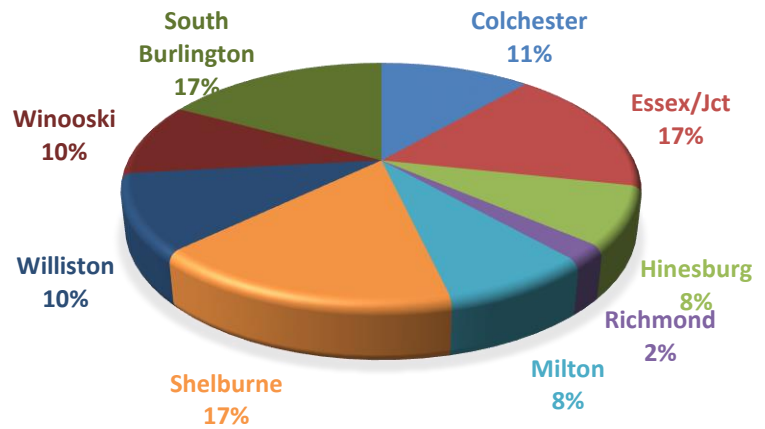
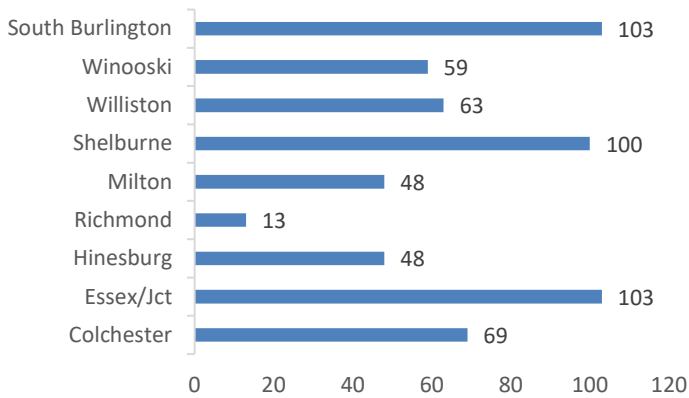
Who Initiated the Call?	
Caller	Total
Client/Community Member (self)	93
Police	256
Providers	33
Community Outreach staff	67
Schools	1
Family/Parent/Guardian/Friend	27
FCCC	45
Other (e.g., DOC, DCF, business)	21

Primary Concern	
Issues	Total
Emotional/Behavioral/Mental Health Concern	488
Family/Relational Conflict	10
Homeless	14
Substance Use/Abuse	8
Violent/aggressive behaviors	1
Suicidal ideation/behaviors	3
Housing	19
Legal	5
Self-Harm	1
Medical	6
Other or Missing Info	37

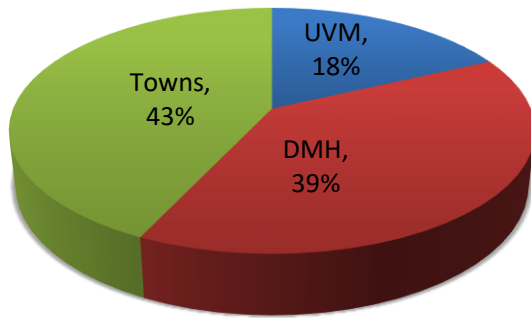
*Based on *primary* issue to increase sensitivity

FY22 Q1: Contacts by Town

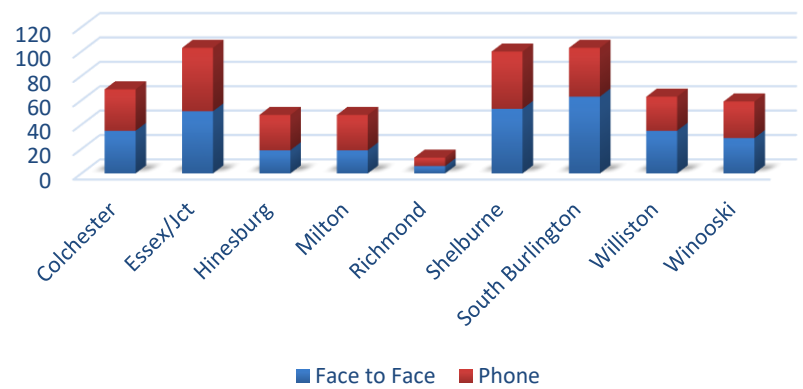
*contacts by town can overlap as services cross town borders



Partnership Funding Distribution



Q1 Services by Town



FY21 Services by Town

*each service may include multiple calls

