

HOWARD CENTER COMMUNITY OUTREACH QUARTERLY REPORT
Quarter 3 FY20 January 1, 2020 – March 31, 2020

Total Number of Contacts	480
Total Number of Face-to-Face Contacts	223
Total Number of Distinct Clients Served Face-to-Face	162
Total Number of Distinct Clients Served by Phone	136
Total Number of Calls	957
Referrals to Behavioral Health Care	96
Referrals to Employment Services	4
Referrals to Medical Health Care	13
Referrals to Social, Community or Housing Supports	64
Referrals to Legal Supports	11
Total Number of Police Involvements*	247
Total Number of Contacts Assisting Police	100
Total Number of Police/CO Co-Response	113
Total Number of Contacts where Police were able to leave the scene	59
Total Number of Contacts Diverting Police	130
Total Number of Proactive Community Outreach Supports	67
Total Number of Contacts to go to the Emergency Department	24
Total Number of Contacts Transported to the ED via Ambulance	13
Total Number of Contacts Transported to the ED via Police	11
Total Number of Contacts Transported to the ED via COS	1
Total Number of Contacts Transported to the ED via Other (family, etc.)	0
Total Number of ED Visits Medically Necessary (only)	3
Total Number of ED Visits Psychiatrically Necessary (only)	17
Total Number of ED Visits that were both Medically & Psychiatrically Necessary	6

*This number is less than the sum of the 3 categories below it as multiple may apply

Face-to-Face Services by Town Served

Town Served	Under 18	18 and over	Age unknown	Total
Colchester	4	20	5	29
Essex/Essex Jct.	8	19	2	29
Richmond	0	5	3	8
Shelburne	0	35	4	39
South Burlington	5	29	1	35
Williston	5	19	2	26
Winooski	10	45	2	57

Contact Initiated From

Caller	Total
Client/Community Member (self) requesting support	71
Police	254
Providers	39
Community Outreach staff	60
Schools	15
Family/Parent/Guardian/Friend	20
Other (includes DOC, DCF, FCCC & “other” contacts not defined in our current system (community members, businesses, etc.)	17

Presenting Issues that Applied by Service Type (not mutually exclusive)			
Issues	Total	Issues	Total
Concerns about Sexual Bx	2	Non-MH Info/Referral	10
Emotional/Behavioral/Mental Health Concerns	452	Placement Crisis	0
Family/Relational Conflict	186	Runaway/Elopement	7
Financial	57	Self-Harm	43
Fire Setting	0	Substance Use/Abuse	77
Homeless	20	Truancy	25
Homicidal ideation/behaviors	6	Suicidal ideation/behaviors	25
Housing Issues	20	Transportation Issues	37
Incarceration	0	Unemployment	15
Legal	105	Violent/Aggressive Bx	58
Medical	46	Runaway/Elopement	1
Missing Person	0		

Contacts Per Location			
Town Served	Total	Percentage of Contacts	Percentage of Funding
Burlington	29		
Colchester	60	12%	20%
Essex/Essex Jct.	63	13%	25%
Richmond	21	4%	5%
Shelburne	87	18%	9%
South Burlington	73	15%	22%
Williston	61	13%	11%
Winooski	115	24%	8%
Total:	509	100%	100%

*Contacts per location can be higher than total number of contacts as the Community Outreach Specialists cross town borders while serving an individual

