

**HOWARD CENTER COMMUNITY OUTREACH QUARTERLY REPORT FY23  
Q3 (January 1, 2023 – March 31, 2023)**

Total Number of Services (each service may include multiple calls)	<b>388</b>
Phone	<b>1107</b>
Face-to-Face Contacts	<b>173</b>
Unique Client Count	<b>231</b>
% Adult (Unique client count)	<b>85%</b>
Adult	<b>197</b>
Youth (< 18 yrs)	<b>24</b>
Age unknown	<b>10</b>
% Services with Active Designated Agency Enrollment	<b>62%</b>
Active Howard Center Services	<b>235</b>
Not Active Howard Center Services	<b>134</b>
Unknown	<b>7</b>
Referrals to:	
Behavioral Health Care	<b>75</b>
Social Services (Economic, Housing, Basic Needs, Employment)	<b>130</b>
Medical Health Care	<b>25</b>
FCCC	<b>58</b>
Other	<b>20</b>
Police-Involved Contacts	<b>107</b>
Assisting Police or Co-Response	<b>85</b>
Diverting Police	<b>24</b>
Police Resource Time Saved (hours)	<b>56</b>
Proactive/Engaging Community Outreach Supports	<b>121</b>
Outcome to the Emergency Department	<b>27</b>
Medically Necessary (only)	<b>4</b>
Psychiatrically Necessary (only)	<b>11</b>
Both Medically & Psychiatrically Necessary	<b>12</b>
Transportation Means to the ED	<b>-</b>
Ambulance	<b>15</b>
Police	<b>4</b>
Outreach Staff Transport	<b>3</b>
Family/Other Transport	<b>5</b>
Level of Distress: Total services where distress rated	<b>377</b>
Maintaining or improvement by pre-post encounter	<b>99%</b>
If distressed, % showing improvement by end of service	<b>157/177 (89%)</b>
Escalating in distress at end of service	<b>1%</b>

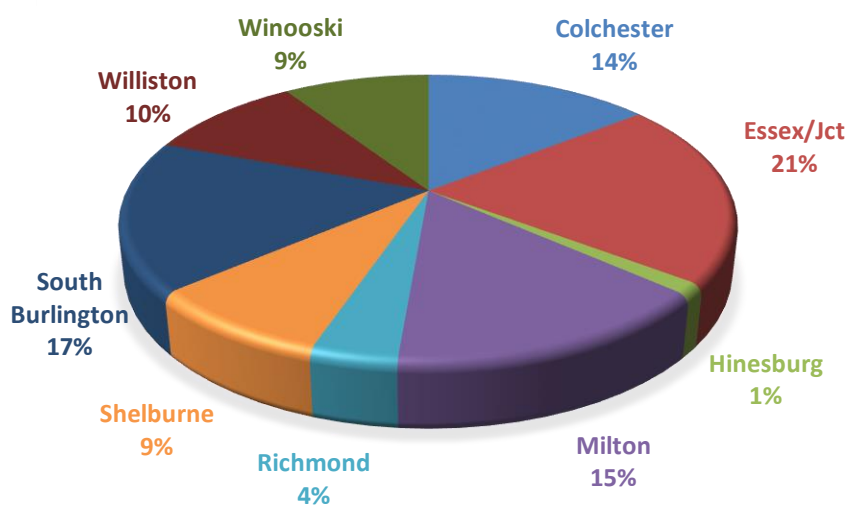
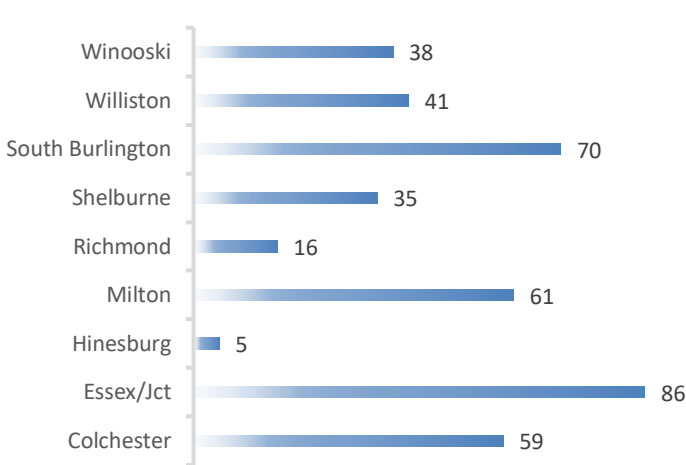
<b>Who Initiated the Call?</b>	
<b>Caller</b>	<b>Total</b>
Client/Community Member (self)	<b>44</b>
Police	<b>187</b>
Providers	<b>18</b>
Community Outreach staff	<b>31</b>
Schools	<b>2</b>
Family/Parent/Guardian/Friend	<b>20</b>
FCCC	<b>24</b>
Other	<b>29</b>

<b>Primary Concern</b>	
<b>Issues</b>	<b>Total</b>
Emotional/Behavioral/Mental Health Concern	<b>234</b>
Housing instability	<b>23</b>
Family/Relational Conflict	<b>15</b>
Homeless	<b>20</b>
Domestic Violence	<b>5</b>
Legal	<b>5</b>
Medical	<b>10</b>
Substance Use/Abuse	<b>13</b>
Suicidal ideation/behaviors	<b>10</b>
Other or Missing Info	<b>43</b>

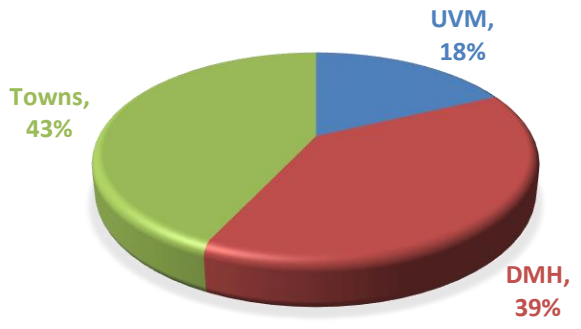
\*Based on *primary* issue to increase sensitivity

# FY22 Q3: CONTACTS BY TOWN

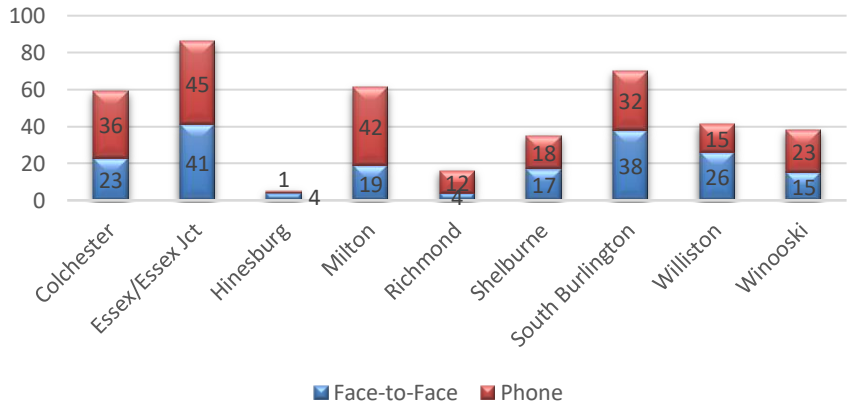
\*contacts by town can overlap as services cross town borders



## PARTNERSHIP FUNDING DISTRIBUTION



## Q3 Service Type by Town



## FY23 SERVICES BY TOWN

\*each service may include multiple calls

