

**HOWARD CENTER COMMUNITY OUTREACH ANNUAL REPORT FY20**  
**July 1<sup>st</sup>, 2019 – June 30<sup>th</sup>, 2020**

Total Contacts	1,575
Phone (multiple calls may be made in one contact)	3,344 (updated)
Face-to-Face	734
Unique Client Count	567
% Adult (Unique client count)	78%
Adult	440
Youth (< 18 yrs)	80
% Services with Active Designated Agency Enrollment	43%
Active Howard Center Services	671
Not Active Howard Center Services	470
Unknown	211
Referrals to...	1,270
Behavioral Health Care	446
Social Services (Economic, Housing, Basic Needs)	135
Medical Health Care	32
FCCC	184
Police-Involved Contacts	818
Assisting Police or Co-Response	381
Diverting Police	384
Police Resource Time Saved (hours)	33.4
Proactive Community Outreach Supports	186
Outcome to the Emergency Department	92
Medically Necessary (only)	10
Psychiatrically Necessary (only)	53
Both Medically & Psychiatrically Necessary	28
Transportation Means to the ED	
Ambulance	40
Police	35
Outreach Staff Transport	8
Family/Other Transport	8
% Decreased Level of Distress	55%

Who Initiated the Call?	
Caller	Total
Client/Community Member (self)	252
Police	776
Providers	182
Community Outreach staff	173
Schools	34
Family/Parent/Guardian/Friend	53
FCCC	38
Other (e.g., DOC, DCF, business)	69

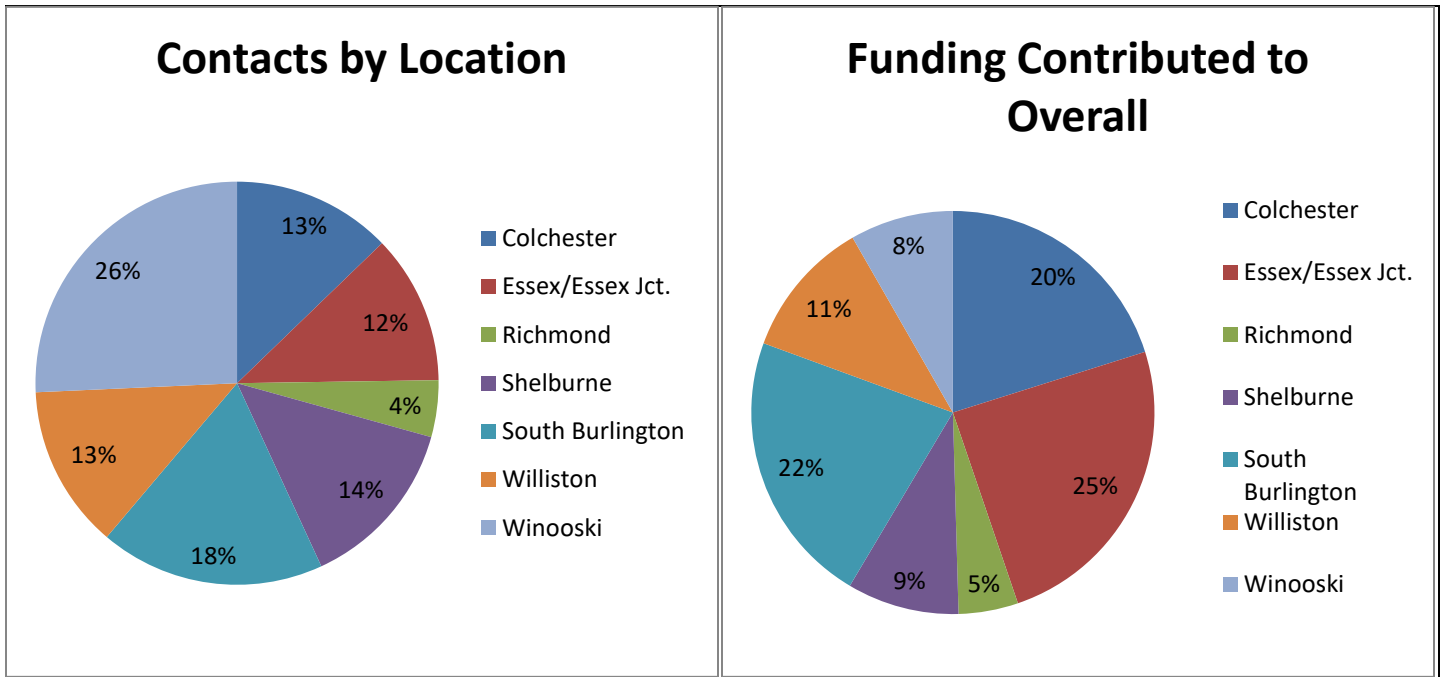
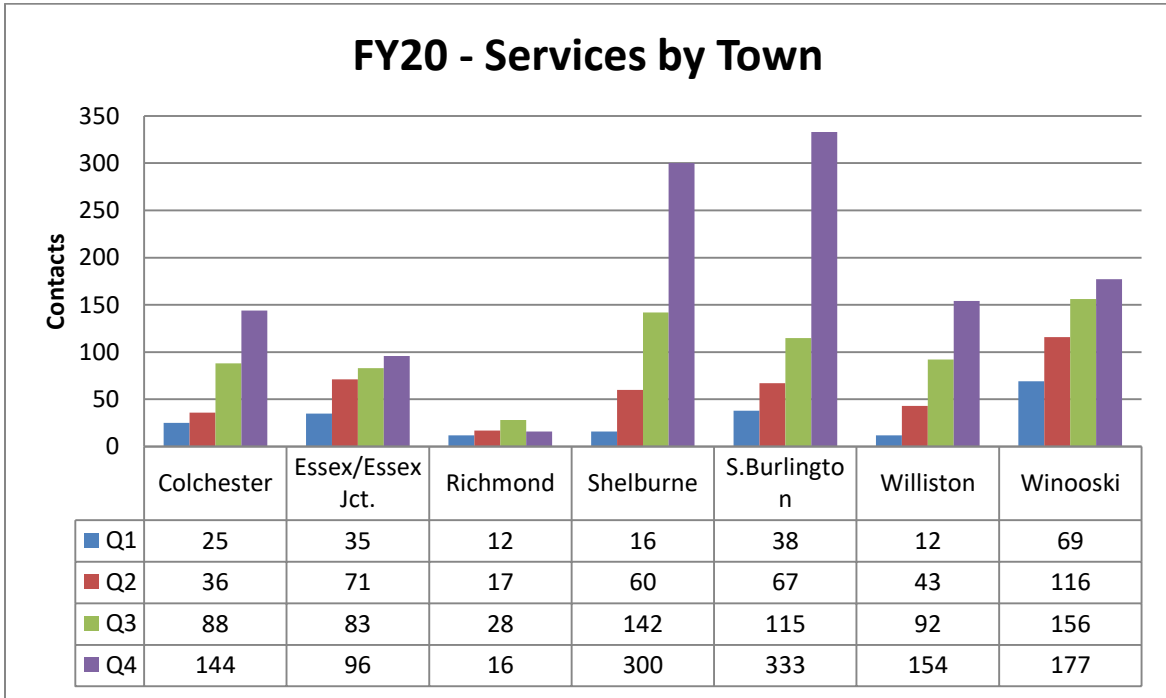
Presenting Concern	
Issues	Total
Emotional/Behavioral/Mental Health Concern	1,268
Family/Relational Conflict	144
Homeless	129
Substance Use/Abuse	82
Violent/aggressive behaviors	56
Suicidal ideation/behaviors	50
Housing	45
Legal	44
Self-Harm	39
Medical	28
Other or Missing Info	61

\*Based on *primary* issue for Q2-Q4 to increase sensitivity

Contacts By Town			
Town Served	FY20 Total	% of Town Contacts	Percentage of Funding
Colchester	293	12%	20%

Essex/Essex Jct.	285	11%	25%
Richmond	73	3%	5%
Shelburne	518	20%	9%
South Burlington	553	22%	22%
Williston	301	12%	11%
Winooski	518	20%	8%

\*Contacts by Town can overlap as services cross town borders



*Italics text indicates numbers may have shifted with change to new EHR after Q1.*