

HOWARD CENTER COMMUNITY OUTREACH ANNUAL REPORT FY21

July 1st, 2020 – June 30th, 2021

Total Contacts	2,707
Phone (multiple calls may be made in one contact)	6,561
Face-to-Face	1,110
Unique Client Count	1,084
% Adult (Unique client count)	84%
Adult	896
Youth (< 18 yrs)	120
Age unknown	68
% Services with Active Designated Agency Enrollment	55%
Active Howard Center Services	1404
Not Active Howard Center Services	949
Unknown	322
Referrals to...	1,982
Behavioral Health Care	715
Social Services (Economic, Housing, Basic Needs)	648
Medical Health Care	144
FCCC	331
Police-Involved Contacts	1,044
Assisting Police or Co-Response	503
Diverting Police	211
Police Resource Time Saved (hours)	193
Proactive Community Outreach Supports	2,100
Outcome to the Emergency Department	153
Medically Necessary (only)	25
Psychiatrically Necessary (only)	78
Both Medically & Psychiatrically Necessary	50
Transportation Means to the ED	
Ambulance	78
Police	55
Outreach Staff Transport	5
Family/Other Transport	11
Level of Distress: Total services where distress rated	1,272
Maintaining or improvement by pre-post encounter	99%
If distressed, % showing improvement by end of service	78%
Escalating in distress at end of service	<1%

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

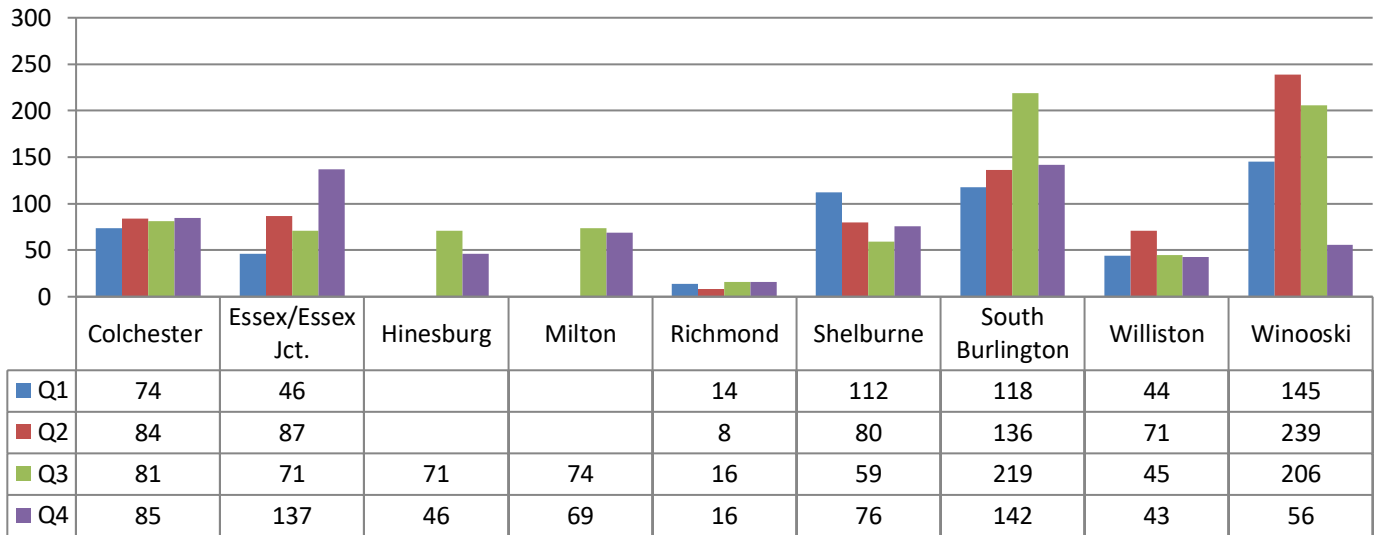
Who Initiated the Call?	
Caller	Total
Client/Community Member (self)	614
Police	1,285
Providers	130
Community Outreach staff	367
Schools	30
Family/Parent/Guardian/Friend	139
FCCC	85
Other (e.g., DOC, DCF, business)	133

Primary Presenting Concern	
Issues	Total
Emotional/Behavioral/Mental Health Concern	2,345
Family/Relational Conflict	96
Homeless	102
Substance Use/Abuse	53
Violent/aggressive behaviors	4
Suicidal ideation/behaviors	7
Housing	53
Legal	16
Medical	26
Other or Missing Info	38

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

FY21 Quarterly Services by Town

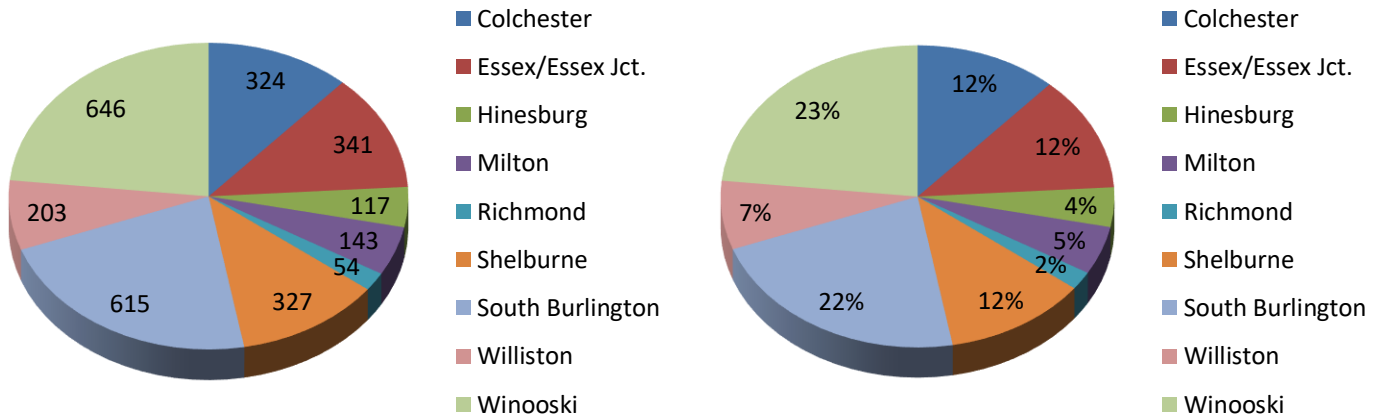
*(each service may include multiple calls)



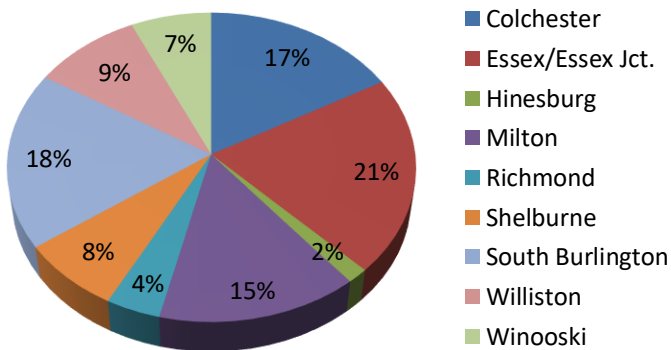
FY21 Total Services by Town

*Services by Town can overlap as services cross town borders

**Hinesburg & Milton joined January, 2021



Town Funding Contribution



*Based on annualized numbers

Partner Funding Distribution

