

HOWARD CENTER COMMUNITY OUTREACH ANNUAL REPORT FY22

July 1st, 2021 – June 30th, 2022

Total Contacts	2326
Phone (multiple calls may be made in one contact)	6944
Face-to-Face	1161
Unique Client Count	898
% Adult (Unique client count)	80%
Adult	715
Youth (< 18 yrs)	155
Age unknown	28
% Services with Active Designated Agency Enrollment	58%
Active Howard Center Services	1166
Not Active Howard Center Services	546
Unknown	396
Referrals to...	1240
Behavioral Health Care	467
Social Services (Economic, Housing, Basic Needs)	307
Medical Health Care	137
FCCC	329
Police-Involved Contacts	927
Assisting Police or Co-Response (CO & PD remain on scene)*	367
Diverting Police (Co-response, PD able to leave scene)	516
Police Resource Time Saved (hours)	514
PD Dispatched only the Outreach Team (no PD response)	353
Proactive Community Outreach Supports	883
Outcome to the Emergency Department	167
Medically Necessary (only)	16
Psychiatrically Necessary (only)	108
Both Medically & Psychiatrically Necessary	43
Transportation Means to the ED	
Ambulance	67
Police	59
Outreach Staff Transport	18
Family/Other Transport	23
Level of Distress: Total services where distress rated	1431
Maintaining or improvement by pre-post encounter	100%
If distressed, % showing improvement by end of service	92%
Escalating in distress at end of service	0%

* Staff inconsistency in selecting assisting/co-response with each Diverting selection; therefore, the Assisting number does not fully reflect the number of actual assisting/co-responses

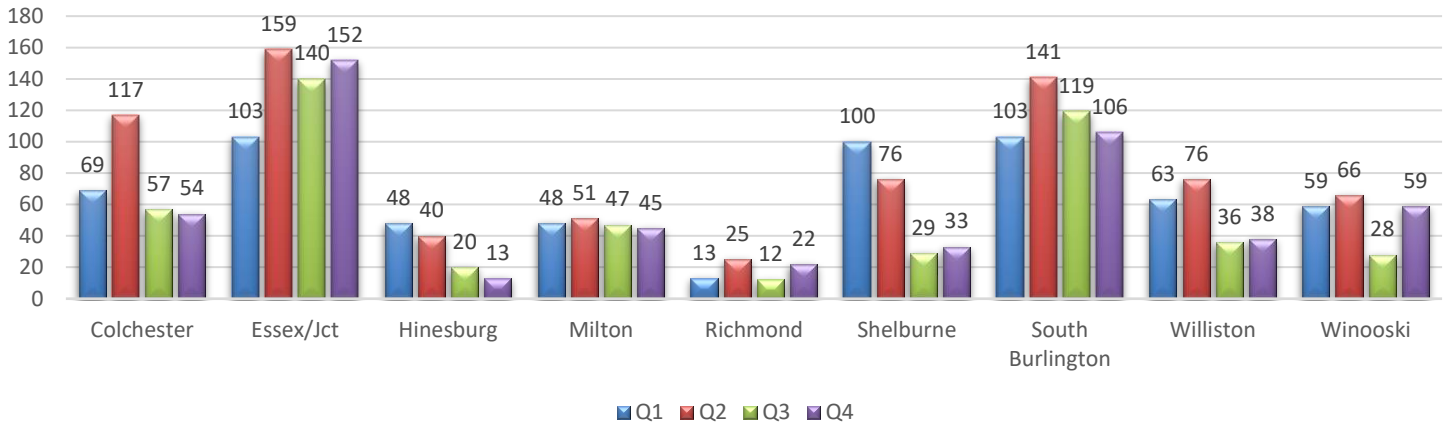
Who Initiated the Call?	
Caller	Total
Client/Community Member (self)	333
Police	1,031
Providers	109
Community Outreach staff	267
Schools	22
Family/Parent/Guardian/Friend	131
FCCC	155
Other (e.g., DOC, DCF, business)	84

Most Common <i>Primary</i> * Presenting Concern	
Issues	Total
Emotional/Behavioral/Mental Health Concern	1796
Family/Relational Conflict	84
Housing instability	78
Homeless	50
Medical	39
Substance Use/Abuse	35
Legal	24
Domestic Violence	25

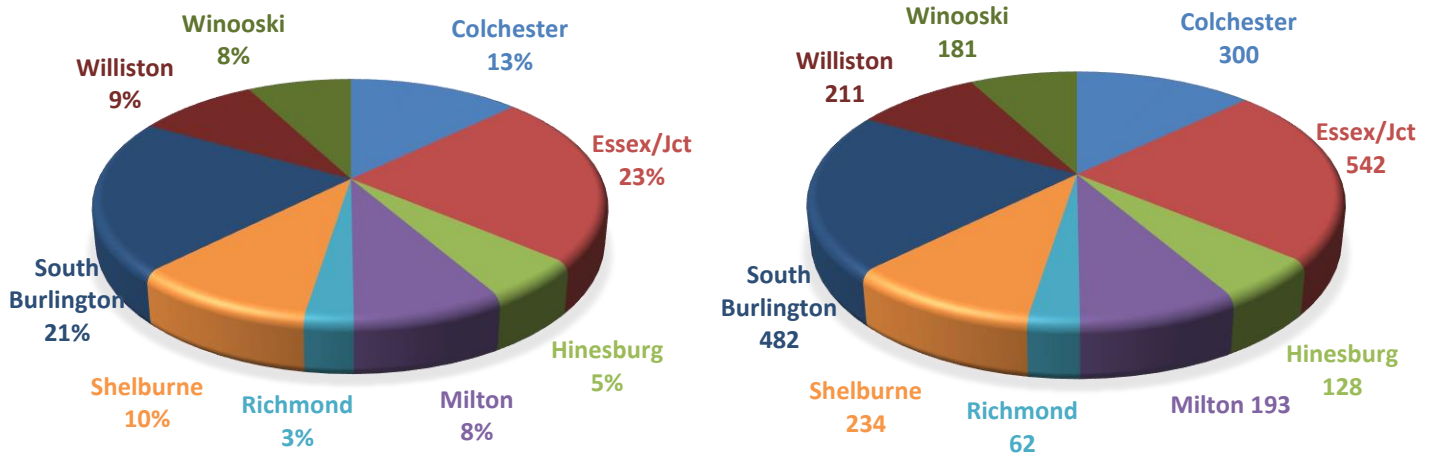
*Multiple concerns may be present, primary driver noted

FY22 SERVICES BY TOWN

*each service may include multiple calls



FY22 ANNUAL SERVICES BY TOWN



FUNDING CONTRIBUTION TO OVERALL

