

**HOWARD**  
**CENTER**  
Help is here.

# Towns Included



**southburlington**  
VERMONT



*Williston*  
VERMONT

 TOWN OF *Essex, Vermont*



# Community Outreach Team

Richmond Select Board Meeting  
10.19.20



Brandi Littlefield  
Assistant Director for First Call  
for Chittenden County &  
Community Outreach

# Community Outreach Team



**Team Lead:**  
**Jeffrey Cook**

**Specialists:**  
**Rachel Lawler**  
**Libby Connors**  
**Liam Walsh**  
**Sabino Ramirez**

**“The specialist was absolutely wonderful! Made me comfortable, and everything I needed was provided, went above and beyond! Great middle man between police and courts. No other organization would have helped. Changed my life and provided security and safety. I would not have gone to court and confronted my abuser without help from this program.” - Community Member**

# Training



# Purpose

**Outreach Specialists work in partnership with local and regional law enforcement to quickly respond to individuals with unmet social service needs, often due to mental health or substance use issues. They develop strategies to connect individuals or families to resources to reduce both immediate and long term first responder involvement.**

# Services

Immediate, community-based triage and outreach intervention for mental health, substance abuse, medical instability, financial instability, postvention services and homelessness

Monitor, intervene, and prevent escalation of symptoms/negative behaviors within the community

De-escalate situations whenever possible for safer outcomes

Referrals to resources and services

# Ways to Access

- Self-referrals
- Engaged by a Community Outreach team member proactively
- Referred from service providers, police, families/friends, merchants, and concerned community members

Current Hours:

Monday-Friday

8:30am – 8:00pm



# Collaboration with our Community

- Law Enforcement, First Responders
- First Call
- Community Businesses
- UVMHC – Medical, Psychiatric & Emergency
- Providers
- Housing Authorities
  - Champlain Housing Trust
  - Burlington & Winooski Housing Authorities
  - Champlain Valley Office of Economic Opportunity

RICHMOND COMMUNITY  
**Business Safety & Security Guide**

**FOR AN EMERGENCY, CALL 9-1-1**

**Reason To Call:**

**Fire • Medical Emergency • Robbery/Burglary • Violence • Imminent Threat To Life**

**FOR NON-EMERGENCY, CALL:  
Community Outreach: 802-488-7778 Ext. 7**

**TEAM MEMBERS:**

Rachel Castillo, Libby Connors,  
Jeffrey Cook

**If a Community Outreach Team member does not pick up**, leave a message. If urgent, call 9-1-1 or your local police department, 802-434-2153.

**WHEN TO CALL COMMUNITY OUTREACH:**

- Someone is inside or outside of my business making me or others feel uncomfortable.
- I'm concerned about the mental health or well-being of someone in or around my business.
- Someone appears to be experiencing a mental health crisis but does not appear to pose a risk to themselves or others.
- I want information on how to offer support to someone who is homeless or vulnerable.

**The Richmond Police Department: 802-434-2153**

**HOW TO CALL RICHMOND POLICE:**

1. Call 802-434-2153.
2. Give your name, address, and phone number.
3. Describe why you are calling and who or what you are calling about.
4. Pay attention to clothing, height, and other physical details of the person you are calling about.

**WHEN TO CALL RICHMOND POLICE:**

- I see illegal behavior in or around my business.
- I feel unsafe for myself or others because someone is being aggressive or engaging in threatening behavior.
- A shoplifter is still in my store or has left the store with merchandise.
- Individuals are fighting in or around my business.
- My business has prepared a trespass notice for an individual who has shoplifted or been disruptive in my business. I need assistance for PD to deliver my trespass notice.
- Someone is impaired by drugs or alcohol or appears to be experiencing a mental health crisis, and I am concerned for their safety or the safety of others.

[www.howardcenter.org](http://www.howardcenter.org)



# Collaboration with First Responders

One of our greatest charges is collaboration with first responders. The team responds quickly to situations before, in partnership with, or after involvement with local law enforcement, allowing police to use resources more effectively to address criminal behaviors and to enhance the general well-being of local communities.

They are able to provide additional support following contact with Fire/Rescue. If individuals frequently contact these resources, they are able to check in proactively to determine the appropriate supports that are needed.

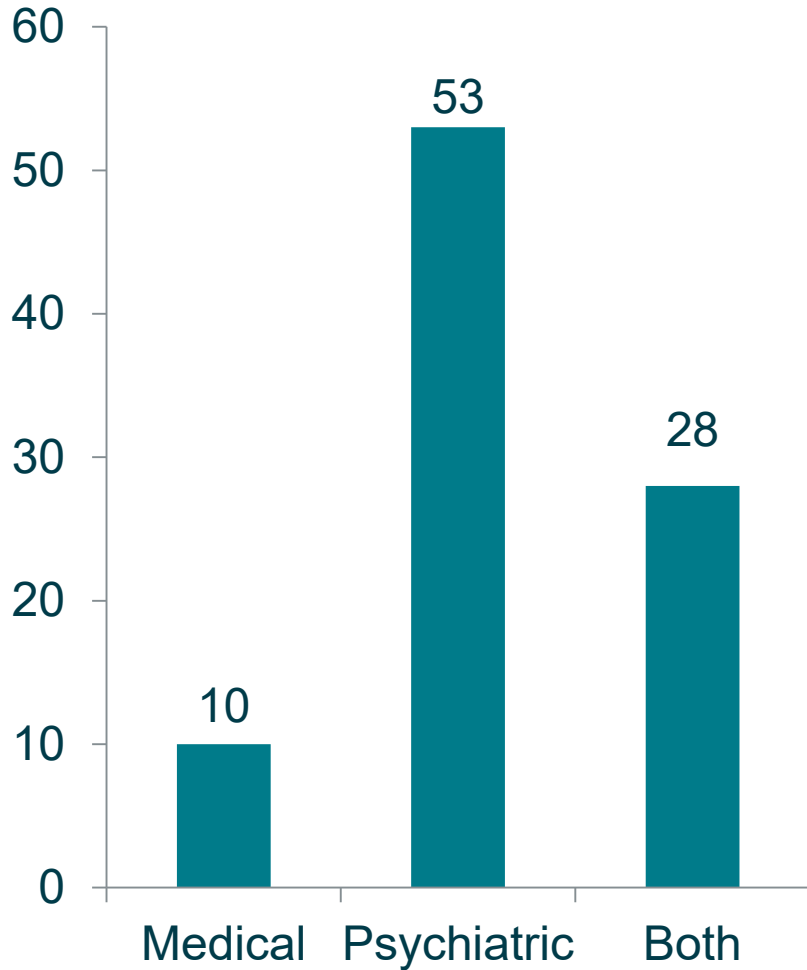
# Collaboration with First Call



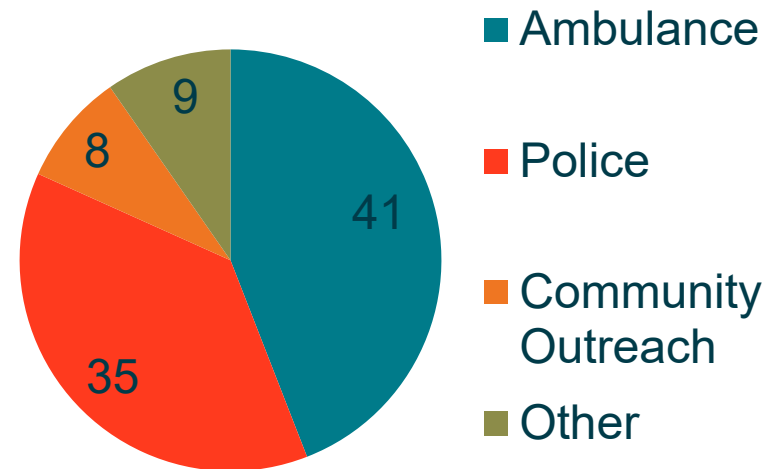
Provide in-person support in community, with FCCC assessments. and with individuals at the Emergency Room.

Who should we call?  
First Call or Community Outreach?

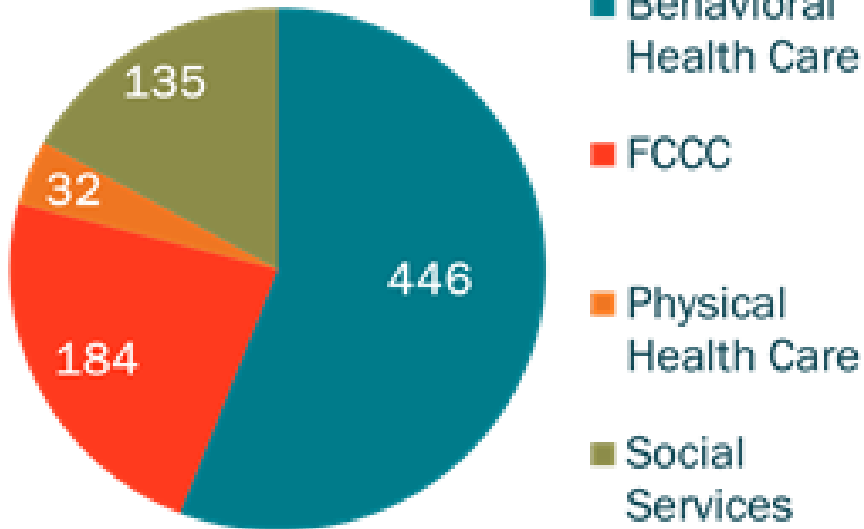
# Collaboration with UVMMC Emergency Department Summary



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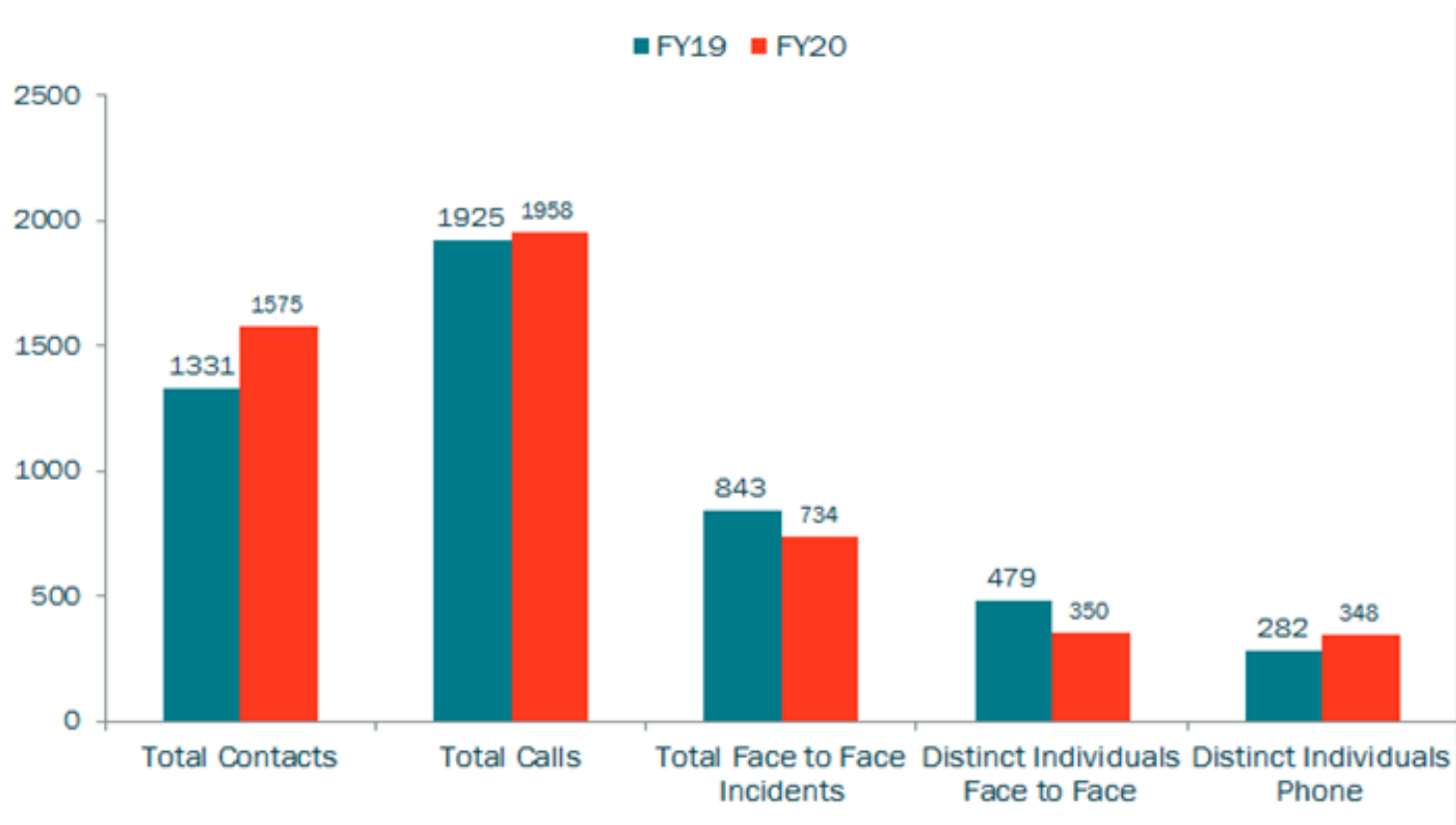


# Referrals Made to...



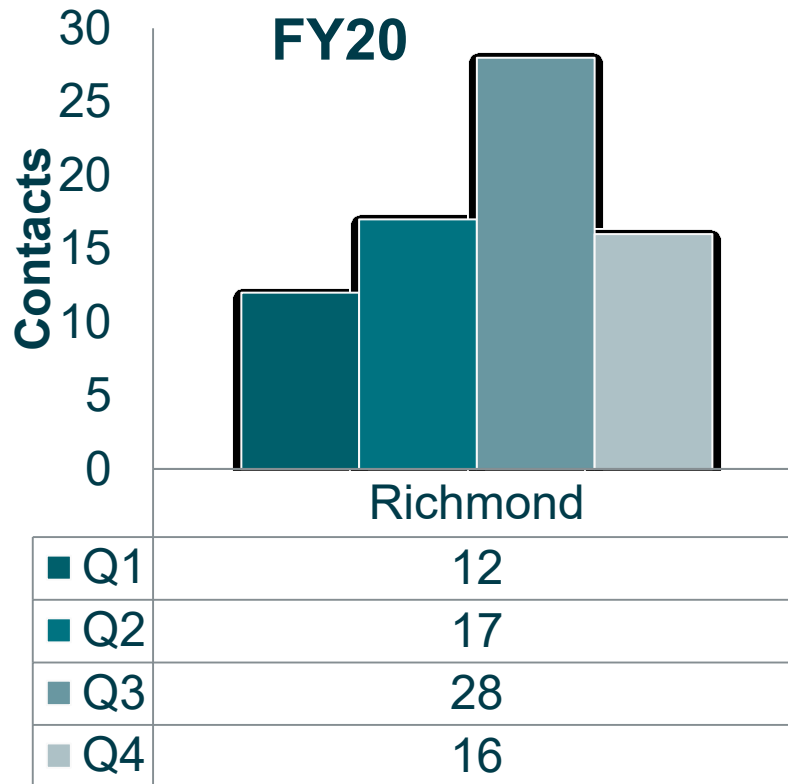
- **Behavioral Health Services** includes psychiatry, therapy, dual diagnosis programs
- **Physical Health Services** includes primary care, dental for routine and urgent conditions
- **Social Services** includes economic, employment, transportation, housing, and case management
- **FCOC** – First Call for Chittenden County (crisis team)

# Contact Data



\*Face to face and phone calls with a unique individual can make up a single contact

# Richmond Data

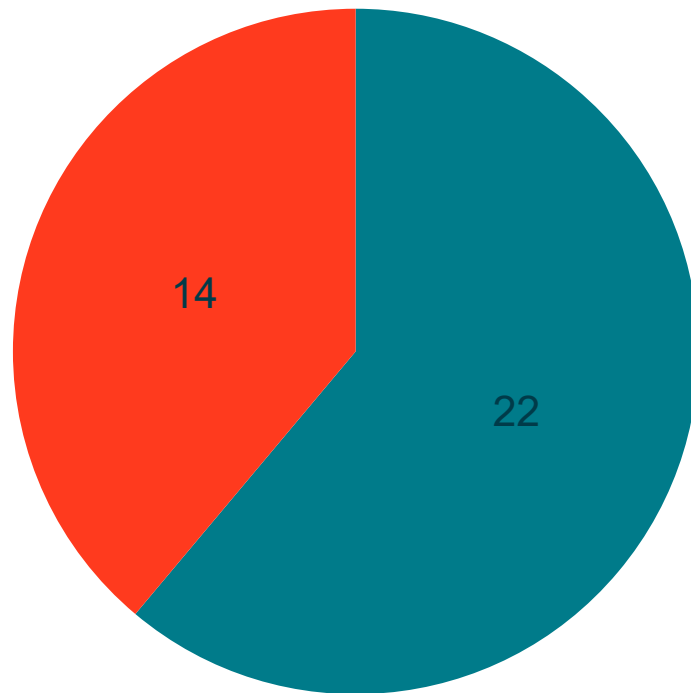


FY 20 Data  
Total Contacts: 73  
% of Overall Town Contacts: 3%  
% of Overall Town Funding: 5%



# Current Projections

Richmond FY 21 - Q1  
Total Contacts = 36



■ Face-to-Face ■ Phone

Based on the current utilization of the program this fiscal year (that exceeds each quarter in the first year of the program), with an increase in development and education about the program to the community and businesses, we can project that the percentage of contacts this FY will likely exceed the percentage of funding that the town is contributing.

# In Summary...

More than **5400** face-to-face and phone contacts and reaching 1847 unique individuals since implementation 5/2018

Top issues that have been supported are:

- Behavioral/Mental Health concerns
- Family/ relational conflict
- Homelessness
- Legal issues
- Substance use

“I’ve told other people in my building. Have given cards to friends. Grateful and thankful for the service and for being able to talk to specialists when needed. Things would have gone really bad without the service. It helped me through a very very difficult time in my life. I hope this program gets the funding it needs as I consider it essential.” – Community Member



Howard Center  
Community Outreach Team  
802.488.7778

## Questions?

- Brandi Littlefield
- 802.488.6565
- Brandil@howardcenter.org

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Help is here.

Call 802.488.7778

**Select:**

1-Colchester

2-Essex

3-Shelburne

4-South Burlington

5-Williston

6-Winooski

7-Richmond

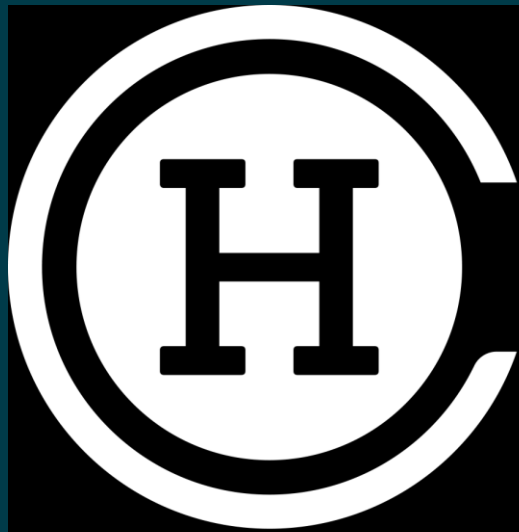


**Community  
Outreach Program**

**802-488-7778**



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