

**HOWARD CENTER COMMUNITY OUTREACH QUARTERLY REPORT**  
**Quarter 1 FY19 July 1, 2018 – September 30, 2018**

Total Number of Contacts	<b>341</b>
Total Number of Face-to-Face Contacts	<b>222</b>
Total Number of Distinct Clients Served Face-to-Face	<b>140</b>
Total Number of Distinct Clients Served by Phone	<b>57</b>
Total Number of Calls	<b>449</b>
Referrals to HC Programs	<b>229</b>
Referrals to Other Programs (Therapy, PCP's, Dentists, Insurance, etc.)	<b>80</b>
Total Number of Police Involvements	<b>156</b>
Total Number of Contacts Assisting Police	<b>115</b>
Total Number of Contacts Diverting Police	<b>68</b>
Total Number of Proactive Community Outreach Supports	<b>143</b>
Total Number of Contacts to go to the Emergency Department	<b>23</b>
Total Number of Contacts Transported to the ED via Ambulance	<b>11</b>
Total Number of Contacts Transported to the ED via Police	<b>5</b>
Total Number of Contacts Transported to the ED via COS	<b>4</b>
Total Number of Contacts Transported to the ED via Other (family, etc.)	<b>2</b>
Total Number of ED Visits Medically Necessary (only)	<b>6</b>
Total Number of ED Visits Psychiatrically Necessary (only)	<b>8</b>
Total Number of ED Visits that were both Medically & Psychiatrically Necessary	<b>9</b>

**Face-to-Face Services by Town Served**

<b>Town Served</b>	<b>Total</b>	<b>Total Under 18</b>	<b>Total 18 and Over</b>
Burlington	4	0	4
Colchester	40	4	36
Essex / Essex Jct.	42	10	32
Shelburne	35	1	34
South Burlington	69	9	60
Williston	29	7	22
Winooski	38	1	37
<b>Total:</b>	<b>257</b>	<b>32</b>	<b>225</b>

**Presenting Issues that Applied by Service Type**

<b>Issues</b>	<b>Total</b>	<b>Issues</b>	<b>Total</b>
Adoption	1	Medical	39
Concerns about Sexual Bx	13	Missing Person	3
Emotional/Behavioral/Mental Health Concerns	291	Non-MH Info/Referral	6
Family/Relational Conflict	130	Placement Crisis	3
Fire Setting	2	Runaway/Elopement	6
Homeless	72	Self-Harm	22
Homicide	3	Substance Use/Abuse	62
Incarceration	0	Suicide	55
Legal	12	Violent/Aggressive Bx	46

<b>Contact Initiated From*</b>	
<b>Caller</b>	<b>Total</b>
Client/Community Member requesting support	51
Police	129
Providers	36
Schools	6
Other	109

\*Report still being refined as we enter into a new EHR system, we will account for community members, parent/guardians, businesses, etc.

<b>Contacts Per Location</b>	
<b>Town Served</b>	<b>Total</b>
Burlington	8
Colchester	54
Essex/Essex Jct.	71
Shelburne	56
South Burlington	98
Williston	49
Winooski	63
<b>Total:</b>	<b>399</b>

\*Contacts per location are higher than total number of contacts as the Community Outreach Specialists cross town borders while serving an individual