

## **Program Description**

The Outreach Program is a collaboration between Howard Center, municipal governments and police departments, Vermont Department of Mental Health, and the University of Vermont Medical Center (UVMMC) to support vulnerable individuals in the community. The program offers responsive community-based support to individuals who are struggling with mental health, substance use, housing and other unmet social service needs. The teams can be dispatched by police and accept referrals from service providers, municipal employees, family members and community members.

## **Community Partners**

Towns of Colchester, Hinesburg, Essex, Milton, Richmond, Shelburne, and Williston. Cities of Essex Junction, South Burlington, and Winooski. Vermont Department of Mental Health, University of Vermont Medical Center, and Howard Center.

## **Key Performance Indicators**

- Calls for Service
- Police Diverted
- Follow up

## **Report Summary**

### Key metrics and findings:

Services per individual: On average, the team provided over three services to each person they served (701 total services/229 individuals served=3.06 services per individual). This suggests a pattern of repeated engagement with clients over the quarter.

Reach: The team engaged with 229 individuals, which serves as a baseline figure for the program's overall reach within the community during this quarter.

### Service distribution by type:

In-person: 307 services, or about 43.8% of the total, were provided face-to-face.

Direct communication: 196 services, or roughly 28% of the total, involved direct communication with clients (e.g., phone calls or electronic messaging).

Collaboration/Consultation: 173 services, accounting for approximately 24.7% of the total, involved working with other providers or coordinating care for a client. The total services across all three categories added up to 701, of which 25 of the 701 services (about 3.6%) were follow-up services provided to individuals.

Police Initiated: 257 services, or about 36.6% of the total, were in response to a police request or referral.

Co-responses: 85 of the services provided, or about 12% were calls for service that police officers and community outreach responded to together.

Police Diverted: 121 services, or 17.3% of the total calls for service were dispatched directly to the outreach team.

## FY26 Q1 Community Outreach Report

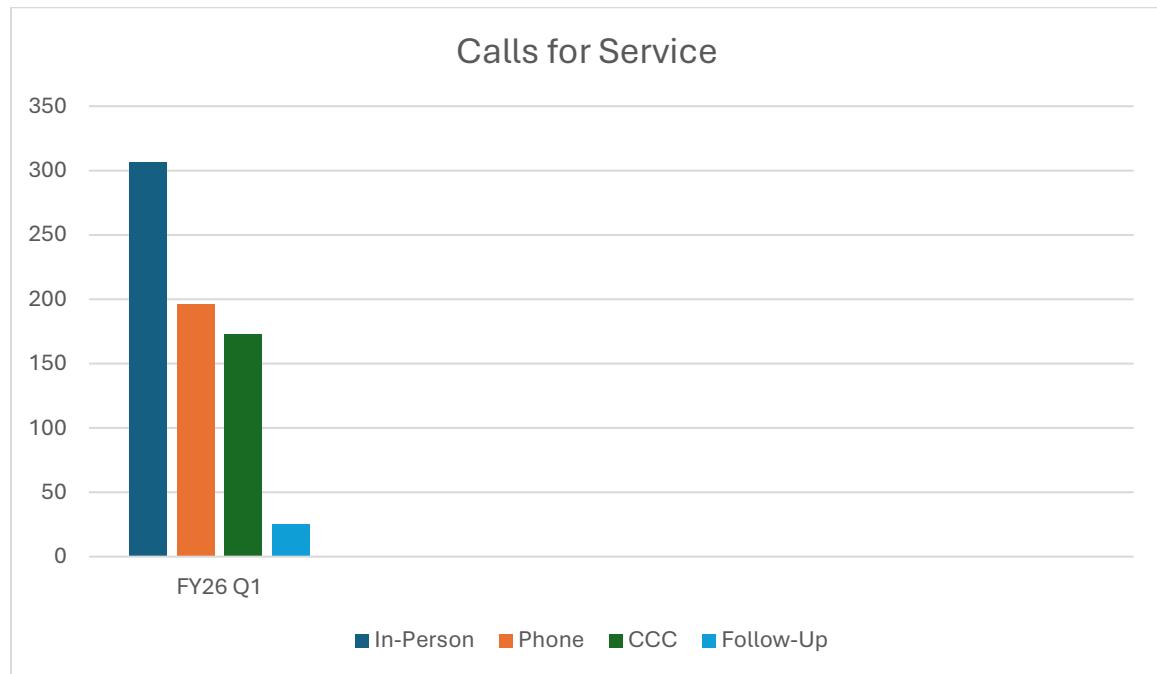
### Potential conclusions and interpretation **Balanced approach:**

The team uses a mix of direct, face-to-face interaction, and coordination-focused services. The high number of in-person services indicates that direct client engagement remains a core component of their strategy.

**Emphasis on coordination:** The number of collaboration and care coordination services is a significant proportion of the total. This suggests the team is actively working with other organizations to provide holistic support for clients, which is a common and effective community outreach strategy.

**High engagement rate:** Since individuals received an average of three services, the program appears to have a strong retention rate. This could suggest that the services provided are beneficial and that individuals are returning for additional support.

### **Calls for Service:**



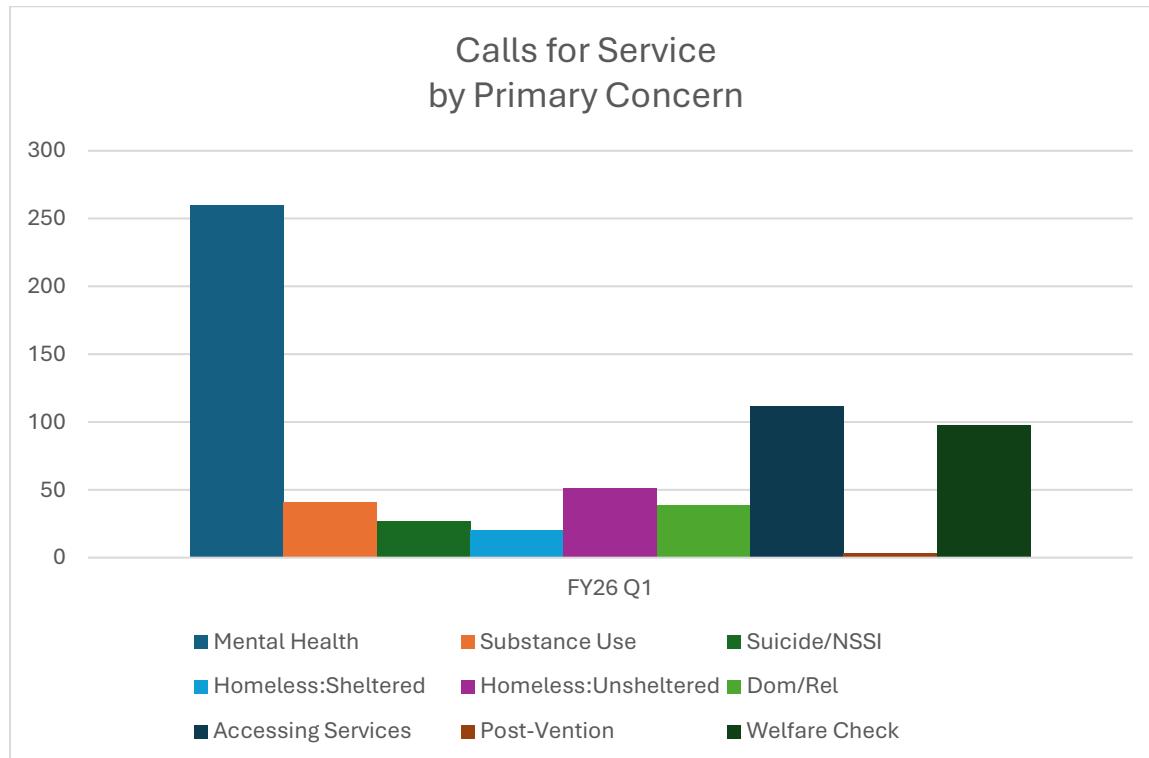
Calls for service:	Q1	Q2	Q3	Q4	Total
Total # of Services	701				
Total # of Clients with Services	229				
# of In-Person Services	307				
# of Clients with In-Person Services	127				
# of Services that were Communication with Clients	196				
# of Clients with Services that were Communication	81				
# of Comm/Consult/Collaboration Services	173				
# of Clients with Comm/Consult/Collaboration Services	102				
Total # of Follow-Up Services	25				
Total # of Clients with Follow-Up Services	20				
Referrals made	2				

## FY26 Q1 Community Outreach Report

Call for service initiated by:	Q1	Q2	Q3	Q4	Total
Individual/Client	158				
Family Member	41				
Municipal Employee	24				
Police	257				
Community Member	42				
FCCC	22				
Outreach Staff	106				
Service provider Total	51				
Service Provider: UVMMC/Affiliate	8				
Service Provider: Howard Center (not FCCC)	18				
Other	21				

Police:	Q1	Q2	Q3	Q4	Total
Involved Co-Response	85				
Divert - PD Dispatched to Outreach Team	121				

### Primary Concern related to the call for service:

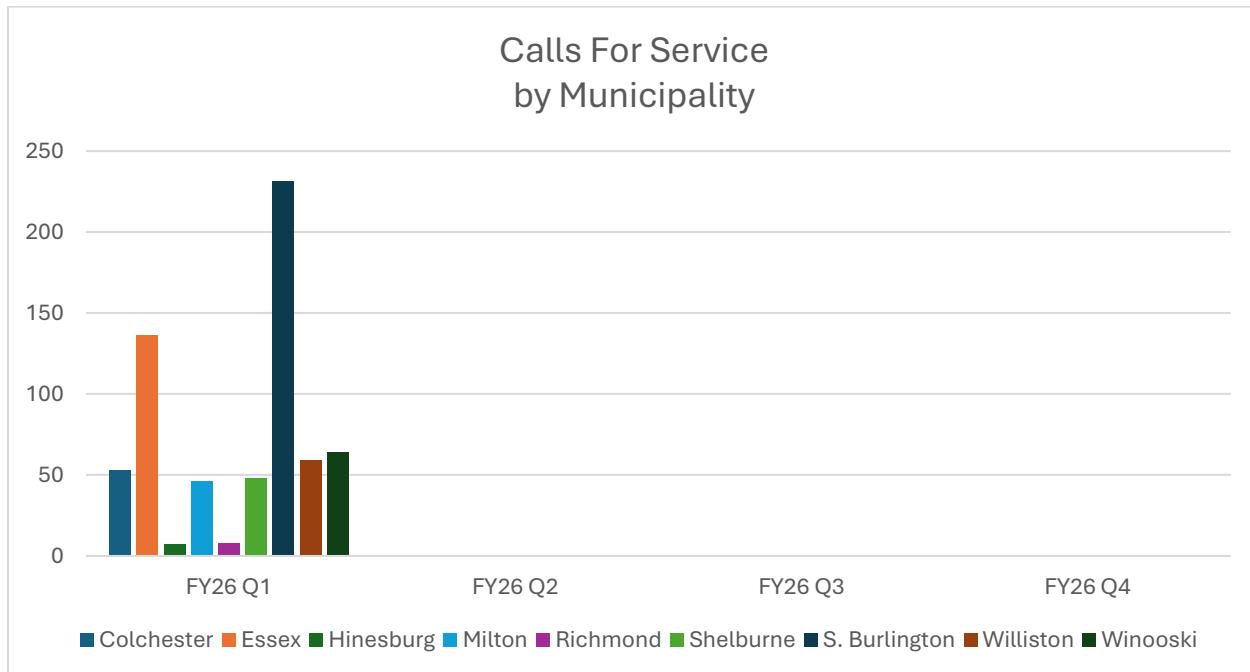


FY26 Q1 Community Outreach Report

Calls for service with primary concern related to:	Q1	Q2	Q3	Q4	Total
Mental health	260				
# of clients	127				
Substance use	41				
# of clients	17				
Suicide or non-suicidal self-injury	27				
# of clients	21				
Housing/homelessness	121				
# of clients	50				
Housing/homelessness: Sheltered	20				
# of clients	11				
Housing/homelessness: Unsheltered	51				
# of clients	21				
Domestic /relational conflict	39				
# of clients	24				
Accessing Services	112				
# of clients	42				
Post-Vention	3				
# of clients	2				
Welfare Check	98				
# of clients	42				

## FY26 Q1 Community Outreach Report

### Municipal Breakdown:



Calls for service by Municipality: <b>Colchester</b>	Q1	Q2	Q3	Q4	Total
# of Services	53				
# of Clients	36				
PD Involved Co-Response	7				
Police Divert-PD Dispatched to Outreach Team	3				
Mental Health	19				
Substance Use	3				
Suicide/NSSI	4				
Housing/Homelessness: Total	14				
Housing/Homelessness: Sheltered	2				
Housing/Homelessness: Unsheltered	6				
Domestic/Relational Conflict	5				
Accessing Services	5				
Post-Vention	0				
Welfare Check	3				

Calls for service by Municipality: <b>Essex/Essex Junction</b>	Q1	Q2	Q3	Q4	Total
# of Services	136				
# of Clients	48				
PD Involved Co-Response	14				
Police Divert-PD Dispatched to Outreach Team	11				

FY26 Q1 Community Outreach Report

Mental Health	60				
Substance Use	16				
Suicide/NSSI	1				
Housing/Homelessness: Total	11				
Housing/Homelessness: Sheltered	1				
Housing/Homelessness: Unsheltered	5				
Domestic/Relational Conflict	10				
Accessing Services	26				
Post-Vention	3				
Welfare Check	9				

Calls for service by Municipality: <b>Hinesburg</b>	Q1	Q2	Q3	Q4	Total
# of Services	7				
# of Clients	5				
PD Involved Co-Response	3				
Police Divert-PD Dispatched to Outreach Team	0				
Mental Health	2				
Substance Use	1				
Suicide/NSSI	1				
Housing/Homelessness: Total	1				
Housing/Homelessness: Sheltered	1				
Housing/Homelessness: Unsheltered	0				
Domestic/Relational Conflict	0				
Accessing Services	1				
Post-Vention	0				
Welfare Check	1				

Calls for service by Municipality: <b>Milton</b>	Q1	Q2	Q3	Q4	Total
# of Services	46				
# of Clients	20				
PD Involved Co-Response	2				
Police Divert-PD Dispatched to Outreach Team	6				
Mental Health	11				
Substance Use	1				
Suicide/NSSI	4				
Housing/Homelessness: Total	9				
Housing/Homelessness: Sheltered	0				
Housing/Homelessness: Unsheltered	4				
Domestic/Relational Conflict	1				
Accessing Services	16				
Post-Vention	0				
Welfare Check	4				

FY26 Q1 Community Outreach Report

Calls for service by Municipality: <b>Richmond</b>	Q1	Q2	Q3	Q4	Total
# of Services	8				
# of Clients	2				
PD Involved Co-Response	2				
Police Divert-PD Dispatched to Outreach Team	0				
Mental Health	6				
Substance Use	1				
Suicide/NSSI	0				
Housing/Homelessness: Total	0				
Housing/Homelessness: Sheltered	0				
Housing/Homelessness: Unsheltered	0				
Domestic/Relational Conflict	0				
Accessing Services	0				
Post-Vention	0				
Welfare Check	1				

Calls for service by Municipality: <b>Shelburne</b>	Q1	Q2	Q3	Q4	Total
# of Services	48				
# of Clients	19				
PD Involved Co-Response	4				
Police Divert-PD Dispatched to Outreach Team	2				
Mental Health	21				
Substance Use	1				
Suicide/NSSI	2				
Housing/Homelessness: Total	9				
Housing/Homelessness: Sheltered	4				
Housing/Homelessness: Unsheltered	1				
Domestic/Relational Conflict	3				
Accessing Services	7				
Post-Vention	0				
Welfare Check	5				

Calls for service by Municipality: <b>South Burlington</b>	Q1	Q2	Q3	Q4	Total
# of Services	231				
# of Clients	72				
PD Involved Co-Response	36				
Police Divert-PD Dispatched to Outreach Team	83				
Mental Health	69				
Substance Use	12				
Suicide/NSSI	11				
Housing/Homelessness: Total	11				
Housing/Homelessness: Sheltered	6				
Housing/Homelessness: Unsheltered	20				
Domestic/Relational Conflict	12				
Accessing Services	25				

FY26 Q1 Community Outreach Report

Post-Vention	0				
Welfare Check	61				

Calls for service by Municipality: <b>Williston</b>	Q1	Q2	Q3	Q4	Total
# of Services	59				
# of Clients	22				
PD Involved Co-Response	7				
Police Divert-PD Dispatched to Outreach Team	3				
Mental Health	23				
Substance Use	2				
Suicide/NSSI	1				
Housing/Homelessness: Total	11				
Housing/Homelessness: Sheltered	0				
Housing/Homelessness: Unsheltered	3				
Domestic/Relational Conflict	7				
Accessing Services	10				
Post-Vention	0				
Welfare Check	5				

Calls for service by Municipality: <b>Winooski</b>	Q1	Q2	Q3	Q4	Total
# of Services	64				
# of Clients	26				
PD Involved Co-Response	9				
Police Divert-PD Dispatched to Outreach Team	10				
Mental Health	34				
Substance Use	0				
Suicide/NSSI	3				
Housing/Homelessness: Total	15				
Housing/Homelessness: Sheltered	2				
Housing/Homelessness: Unsheltered	7				
Domestic/Relational Conflict	0				
Accessing Services	8				
Post-Vention	0				
Welfare Check	4				

## FY26 Q1 Community Outreach Report

### Outcomes:

Disposition:	Q1	Q2	Q3	Q4	Total
Completed	581				
Referral	2				
Inconclusive	99				

ED Visit:	Q1	Q2	Q3	Q4	Total
Medical Care	2				
Psychiatric Care	4				
Both	2				