

## HOWARD CENTER COMMUNITY OUTREACH FY23 ANNUAL REPORT (7/1/22 – 6/30/23)

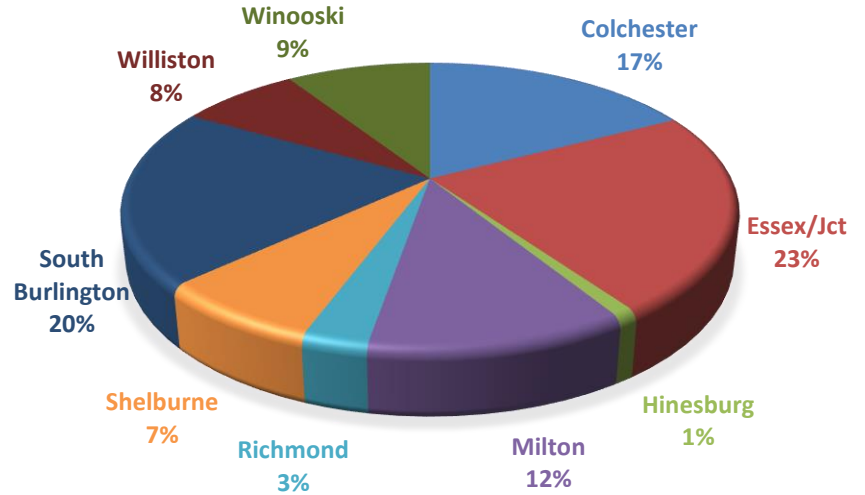
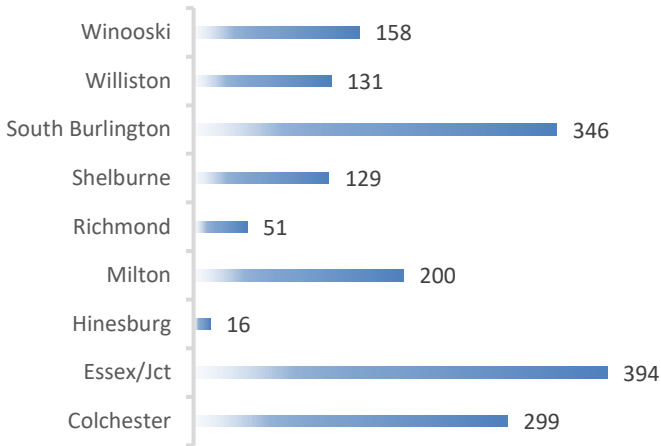
Three Year Comparison	FY21	FY22	FY23
Total Number of Services (Each service may include multiple calls)	<b>2,707</b>	<b>2,326</b>	<b>1,701</b>
Phone	<b>6,561</b>	<b>6,944</b>	<b>4,753</b>
Face-to-Face Contacts	<b>1,110</b>	<b>1,161</b>	<b>751</b>
Unique Client Count	<b>1,084</b>	<b>898</b>	<b>799</b>
% Adult (Unique client count)	<b>84%</b>	<b>80%</b>	<b>90%</b>
Adult	<b>896</b>	<b>715</b>	<b>702</b>
Youth (< 18 yrs)	<b>120</b>	<b>155</b>	<b>77</b>
Age unknown	<b>68</b>	<b>28</b>	<b>23</b>
% Services with Active Designated Agency Enrollment	<b>55%</b>	<b>58%</b>	<b>61%</b>
Active Howard Center Services	<b>1,404</b>	<b>1,166</b>	<b>1,039</b>
Not Active Howard Center Services	<b>949</b>	<b>546</b>	<b>584</b>
Unknown	<b>322</b>	<b>396</b>	<b>44</b>
Referrals total:	<b>1,982</b>	<b>1,240</b>	<b>1,302</b>
Behavioral Health Care	<b>715</b>	<b>467</b>	<b>454</b>
Social Services (Economic, Housing, Basic Needs, Employment)	<b>648</b>	<b>307</b>	<b>518</b>
Medical Health Care	<b>144</b>	<b>137</b>	<b>141</b>
FCCC	<b>331</b>	<b>329</b>	<b>219</b>
Police-Involved Contacts	<b>1,044</b>	<b>927</b>	<b>602</b>
Assisting Police or Co-Response	<b>503</b>	<b>367</b> (under-reported)	<b>278</b>
Diverting Police	<b>211</b>	<b>516</b>	<b>184</b>
Police Resource Time Saved (hours)	<b>193</b>	<b>514</b>	<b>212</b>
Proactive/Engaging Community Outreach Supports	<b>2,100</b>	<b>883</b>	<b>508</b>
Outcome to the Emergency Department	<b>153</b>	<b>167</b>	<b>84</b>
Medically Necessary (only)	<b>25</b>	<b>16</b>	<b>13</b>
Psychiatrically Necessary (only)	<b>78</b>	<b>108</b>	<b>58</b>
Both Medically & Psychiatrically Necessary	<b>50</b>	<b>43</b>	<b>40</b>
Transportation Means to the ED			
Ambulance	<b>78</b>	<b>67</b>	<b>60</b>
Police	<b>55</b>	<b>59</b>	<b>25</b>
Outreach Staff Transport	<b>5</b>	<b>18</b>	<b>12</b>
Family/Other Transport	<b>11</b>	<b>23</b>	<b>11</b>
Level of Distress: Total services where distress rated	<b>1,272</b>	<b>1,431</b>	<b>1,407</b>
Maintaining or improvement by pre-post encounter	<b>99%</b>	<b>100%</b>	<b>99.5%</b>
If distressed, % showing improvement by end of service	<b>65%</b>	<b>92%</b>	<b>91%</b>
Escalating in distress at end of service	<b>&lt;1%</b>	<b>0%</b>	<b>&lt;1%</b>

Who Initiated the Call?			
	FY21	FY22	FY23
Client/self/Community Member	614	333	252
Police	1,285	1,031	851
Providers	130	109	54
Community Outreach staff	367	267	141
Schools	30	22	9
Family/Parent/Guardian/Friend	139	131	100
FCCC	85	155	112
Other (DOC, DCF, business)	133	84	118

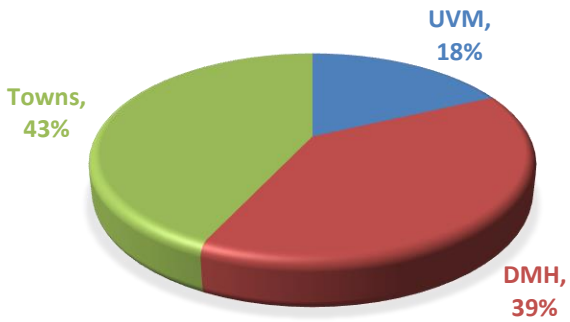
Primary Concern			
	FY21	FY22	FY23
Emotional/Behavior/Mental Health	2,345	1,796	1205
Housing instability	53	78	90
Family/Relational Conflict	96	84	74
Homeless	102	50	62
Domestic Violence	10	25	18
Legal	16	24	15
Medical	26	39	22
Substance Use/Abuse	53	35	36
Suicidal ideation/behaviors	7	11	30
Other or Missing Info	38	32	123

# FY23: CONTACTS BY TOWN

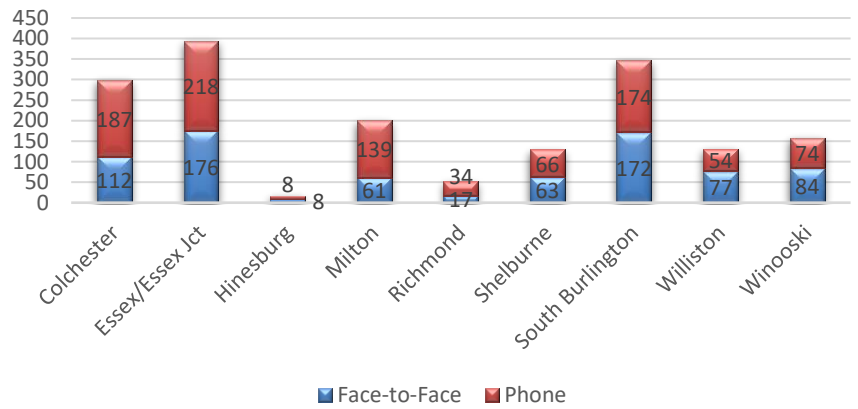
\*Contacts by town can overlap as services cross town borders



## PARTNERSHIP FUNDING DISTRIBUTION



## FY23 Service Type by Town



## FY23 SERVICES BY TOWN

\*each service may include multiple calls

