



FY26 Q3 Community Outreach Report

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 (UVMCC) 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
- Engagement

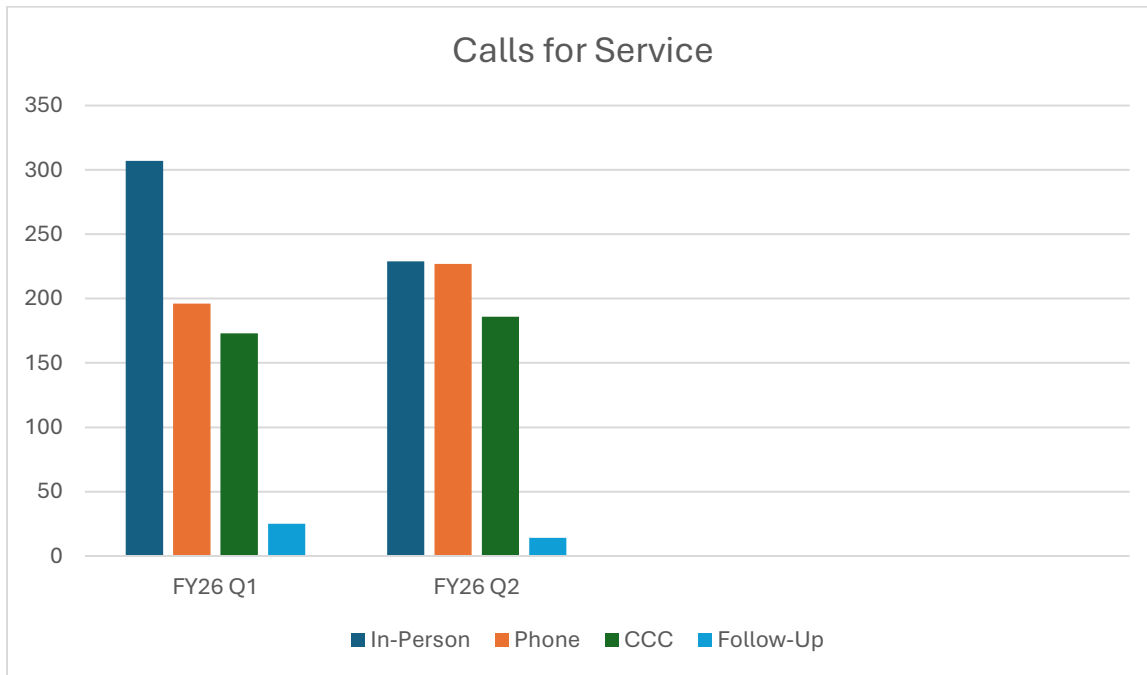
Report Summary

In the third quarter, the Community Outreach Program provided 904 services to 223 individuals, demonstrating a balanced delivery model across direct communication (304), in-person responses (294), and professional consultations and collaboration (273). Service initiation was evenly distributed between self-referrals (231), proactive staff outreach (208), and police requests (205), highlighting the program's accessibility and strong integration with local emergency services. Mental health remained the primary driver of engagement, accounting for 382 service calls, followed by significant needs in service navigation (183) and housing support (98).



Calls for Service:

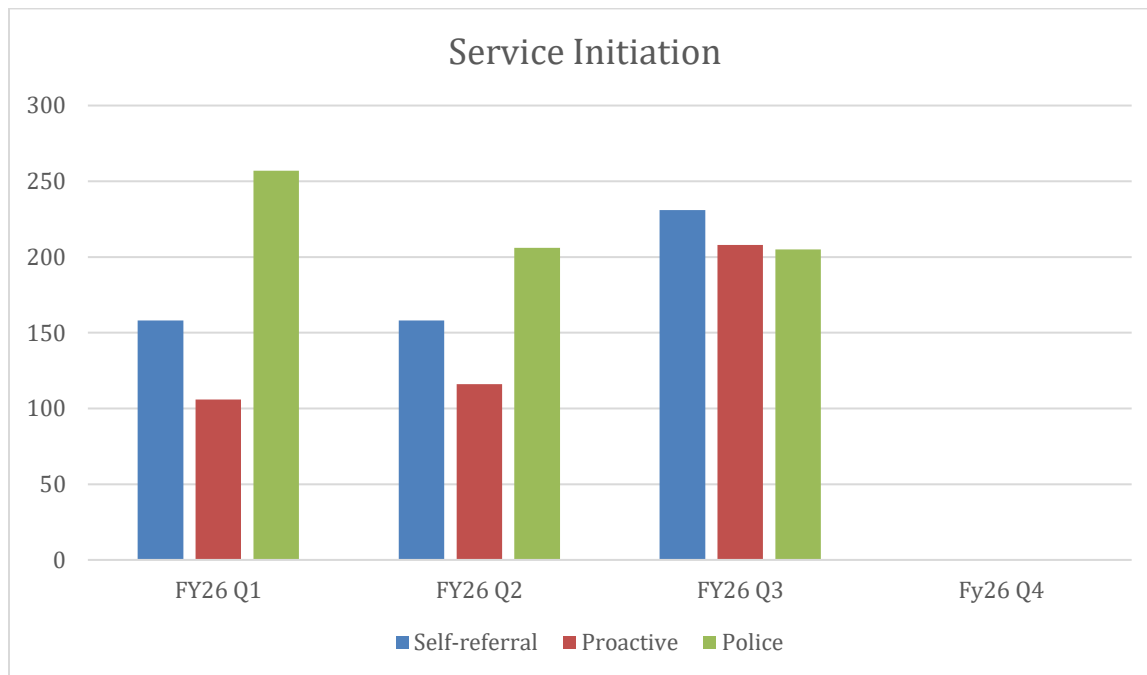
Calls for service:	Q1	Q2	Q3	Q4	Total
Total # of Services	701	656	904		
Total # of Clients with Services	229	188	223		
# of In-Person Services	307	229	294		
# of Clients with In-Person Services	127	97	107		
# of Services that were Communication with Clients	196	227	304		
# of Clients with Services that were Communication	81	80	101		
# of Comm/Consult/Collaboration Services	173	186	273		
# of Clients with Comm/Consult/Collaboration Services	102	88	113		
Total # of Follow-Up Services	25	14	33		
Total # of Clients with Follow-Up Services	20	14	22		
Referrals made	2	6	7		





Call for service initiated by:	Q1	Q2	Q3	Q4	Total
Individual/Client	158	158	231		
Family Member	41	52	89		
Municipal Employee	24	19	23		
Police	257	206	205		
Community Member	42	28	30		
FCCC	22	22	38		
Outreach Staff	106	116	208		
Service provider Total	51	55	80		
Service Provider: UVMHC/Affiliate	8	13	16		
Service Provider: Howard Center (not FCCC)	18	22	32		
Other	21	18	32		

Police:	Q1	Q2	Q3	Q4	Total
Involved Co-Response	85	70	62		
Divert - PD Dispatched to Outreach Team	121	86	127		

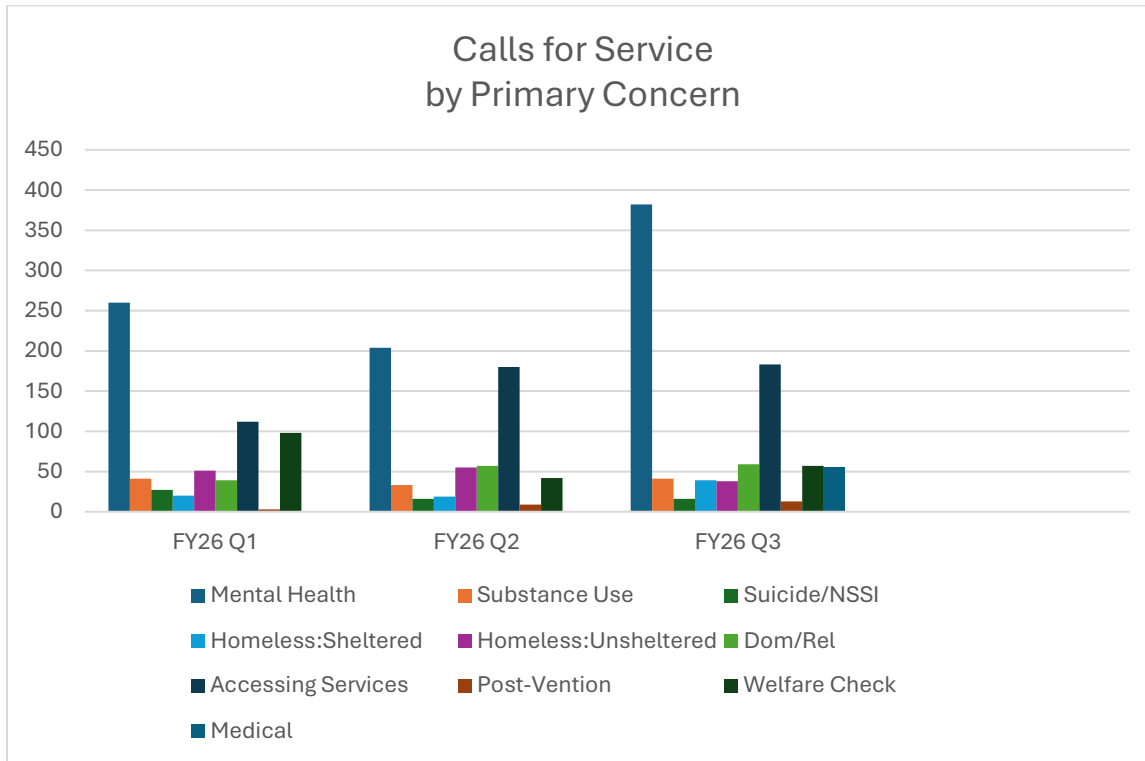




Primary Concern related to the call for service:

***Medical as a category was added midway through the third quarter**

Calls for service with primary concern related to:	Q1	Q2	Q3	Q4	Total
Mental health	260	204	382		
# of clients	127	96	140		
Substance use	41	33	41		
# of clients	17	14	20		
Suicide or non-suicidal self-injury	27	16	16		
# of clients	21	14	14		
Housing/homelessness	121	113	98		
# of clients	50	43	33		
Housing/homelessness: Sheltered	20	19	39		
# of clients	11	9	11		
Housing/homelessness: Unsheltered	51	55	38		
# of clients	21	23	18		
Domestic /relational conflict	39	57	59		
# of clients	24	29	31		
Accessing Services	112	180	183		
# of clients	42	56	56		
Medical	NA	NA	55		
# of clients	NA	NA	11		
Post-Vention	3	9	13		
# of clients	2	5	6		
Welfare Check	98	42	57		
# of clients	42	15	21		



Municipal Breakdown:

Calls for service by Municipality: Colchester	Q1	Q2	Q3	Q4	Total
# of Services	53	34	85		
# of Clients	36	18	29		
PD Involved Co-Response	7	7	16		
Police Divert-PD Dispatched to Outreach Team	3	3	6		
Mental Health	19	12	41		
Substance Use	3	1	3		
Suicide/NSSI	4	4	2		
Housing/Homelessness: Total	14	4	7		
Housing/Homelessness: Sheltered	2	2	1		
Housing/Homelessness: Unsheltered	6	2	6		
Domestic/Relational Conflict	5	4	2		
Accessing Services	5	9	15		
Medical	NA	NA	4		
Post-Vention	0	0	7		
Welfare Check	3	0	2		



Calls for service by Municipality: Essex/Essex Junction	Q1	Q2	Q3	Q4	Total
# of Services	136	94	123		
# of Clients	48	42	55		
PD Involved Co-Response	14	20	37		
Police Divert-PD Dispatched to Outreach Team	11	16	27		
Mental Health	60	40	48		
Substance Use	16	2	19		
Suicide/NSSI	1	3	2		
Housing/Homelessness: Total	11	8	10		
Housing/Homelessness: Sheltered	1	3	4		
Housing/Homelessness: Unsheltered	5	5	2		
Domestic/Relational Conflict	10	10	6		
Accessing Services	26	25	22		
Medical	NA	NA	2		
Post-Vention	3	2	2		
Welfare Check	9	3	12		

Calls for service by Municipality: Hinesburg	Q1	Q2	Q3	Q4	Total
# of Services	7	12	5		
# of Clients	5	6	3		
PD Involved Co-Response	3	1	4		
Police Divert-PD Dispatched to Outreach Team	0	1	2		
Mental Health	2	3	2		
Substance Use	1	0	0		
Suicide/NSSI	1	0	0		
Housing/Homelessness: Total	1	0	0		
Housing/Homelessness: Sheltered	1	0	0		
Housing/Homelessness: Unsheltered	0	0	0		
Domestic/Relational Conflict	0	4	0		
Accessing Services	1	5	2		
Medical	NA	NA	1		
Post-Vention	0	0	0		
Welfare Check	1	0	0		



Calls for service by Municipality: Milton	Q1	Q2	Q3	Q4	Total
# of Services	46	45	94		
# of Clients	20	16	20		
PD Involved Co-Response	2	5	15		
Police Divert-PD Dispatched to Outreach Team	6	8	9		
Mental Health	11	15	11		
Substance Use	1	0	4		
Suicide/NSSI	4	0	3		
Housing/Homelessness: Total	9	5	7		
Housing/Homelessness: Sheltered	0	2	5		
Housing/Homelessness: Unsheltered	4	3	2		
Domestic/Relational Conflict	1	11	11		
Accessing Services	16	11	17		
Medical	NA	NA	39		
Post-Vention	0	2	1		
Welfare Check	4	1	1		

Calls for service by Municipality: Richmond	Q1	Q2	Q3	Q4	Total
# of Services	8	6	1		
# of Clients	2	4	1		
PD Involved Co-Response	2	0	0		
Police Divert-PD Dispatched to Outreach Team	0	2	0		
Mental Health	6	5	1		
Substance Use	1	0	0		
Suicide/NSSI	0	0	0		
Housing/Homelessness: Total	0	1	0		
Housing/Homelessness: Sheltered	0	1	0		
Housing/Homelessness: Unsheltered	0	0	0		
Domestic/Relational Conflict	0	0	0		
Accessing Services	0	0	0		
Medical	NA	NA	0		
Post-Vention	0	0	0		
Welfare Check	1	0	0		



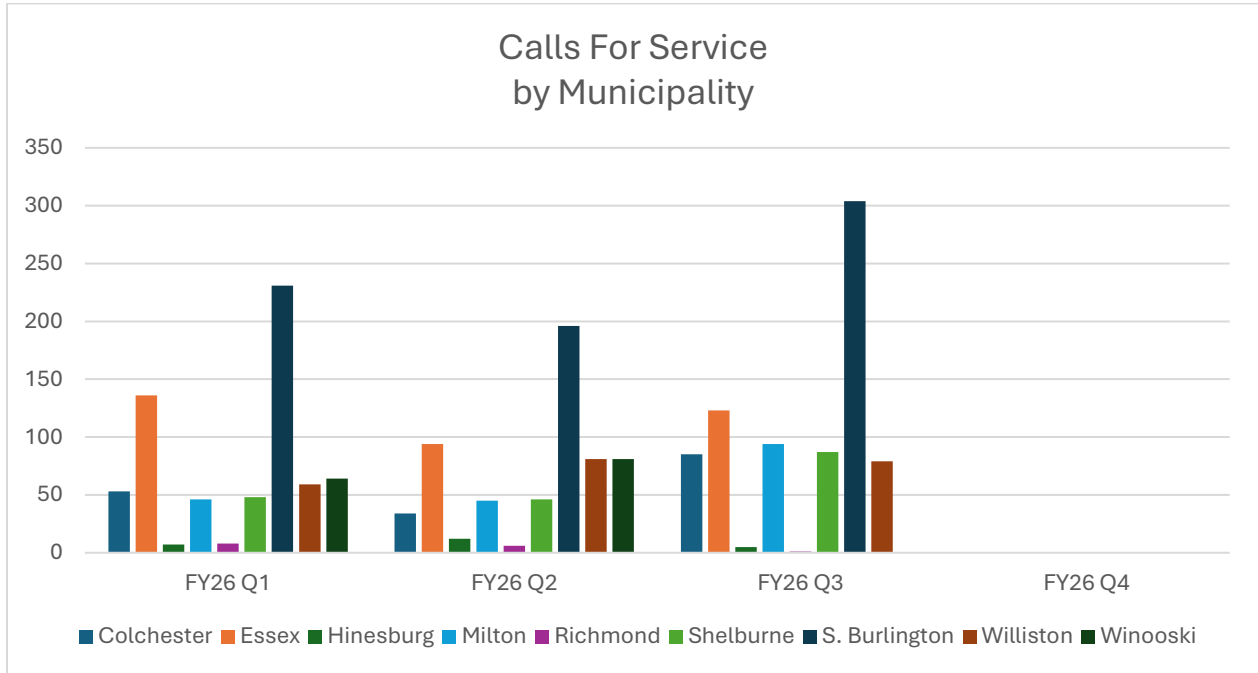
Calls for service by Municipality: Shelburne	Q1	Q2	Q3	Q4	Total
# of Services	48	46	87		
# of Clients	19	16	20		
PD Involved Co-Response	4	2	17		
Police Divert-PD Dispatched to Outreach Team	2	1	12		
Mental Health	21	9	41		
Substance Use	1	1	0		
Suicide/NSSI	2	2	0		
Housing/Homelessness: Total	9	13	8		
Housing/Homelessness: Sheltered	4	7	5		
Housing/Homelessness: Unsheltered	1	6	2		
Domestic/Relational Conflict	3	1	8		
Accessing Services	7	19	25		
Medical	NA	NA			
Post-Vention	0	1	0		
Welfare Check	5	0	2		

Calls for service by Municipality: South Burlington	Q1	Q2	Q3	Q4	Total
# of Services	231	196	304		
# of Clients	72	59	73		
PD Involved Co-Response	36	25	90		
Police Divert-PD Dispatched to Outreach Team	83	46	58		
Mental Health	69	58	157		
Substance Use	12	22	10		
Suicide/NSSI	11	3	9		
Housing/Homelessness: Total	11	45	17		
Housing/Homelessness: Sheltered	6	17	7		
Housing/Homelessness: Unsheltered	20	28	10		
Domestic/Relational Conflict	12	17	26		
Accessing Services	25	17	27		
Medical	NA	NA	1		
Post-Vention	0	4	2		
Welfare Check	61	29	35		



Calls for service by Municipality: Williston	Q1	Q2	Q3	Q4	Total
# of Services	59	81	79		
# of Clients	22	17	19		
PD Involved Co-Response	7	8	9		
Police Divert-PD Dispatched to Outreach Team	3	1	4		
Mental Health	23	22	34		
Substance Use	2	0	0		
Suicide/NSSI	1	3	0		
Housing/Homelessness: Total	11	2	12		
Housing/Homelessness: Sheltered	0	1	3		
Housing/Homelessness: Unsheltered	3	1	9		
Domestic/Relational Conflict	7	4	2		
Accessing Services	10	47	29		
Medical	NA	NA	2		
Post-Vention	0	0	1		
Welfare Check	5	3	1		

Calls for service by Municipality: Winooski	Q1	Q2	Q3	Q4	Total
# of Services	64	81	79		
# of Clients	26	18	28		
PD Involved Co-Response	9	2	14		
Police Divert-PD Dispatched to Outreach Team	10	8	8		
Mental Health	34	28	28		
Substance Use	0	2	4		
Suicide/NSSI	3	1	0		
Housing/Homelessness: Total	15	27	11		
Housing/Homelessness: Sheltered	2	2	4		
Housing/Homelessness: Unsheltered	7	9	7		
Domestic/Relational Conflict	0	0	2		
Accessing Services	8	18	30		
Medical	NA	NA	0		
Post-Vention	0	0	0		
Welfare Check	4	5	4		



Outcomes:

Disposition:	Q1	Q2	Q3	Q4	Total
Completed	581	554	809		
Referral	2	6	7		
Inconclusive	99	85	72		

ED Visit:	Q1	Q2	Q3	Q4	Total
Medical Care	2	2	5		
Psychiatric Care	4	4	5		
Both	2	5	5		
Total	8	11	15		