



FY26 Q4/Annual 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 (UVMHC) 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

FY26 Annual: The Community Outreach Program provided (2944) services to (884) individuals, demonstrating a relatively balanced model of service delivery. Direct communication (952/32%), in-person responses (1105/38%), and professional consultations and collaboration (811/28%). Service initiation was mostly distributed between self-referrals (692/24%), proactive staff outreach (523/18%), and police dispatch/requests (927/31%), highlighting the program's flexibility, accessibility and strong integration with local emergency services. Mental health remained the primary driver of engagement, accounting for (1159/39%) service calls, followed by significant needs in service navigation (602/20%) and housing support (366/12%).



First quarter: The Community Outreach Program provided (701) services to (229) individuals with an emphasis on face-to-face interactions. Services were delivered through direct communication (196/28%), in-person responses (307/44%), and professional consultations and collaboration (173/25%). Service initiation was mostly distributed between self-referrals (158/23%), staff outreach (106/15%), and police dispatch/requests (257/37%), highlighting the program's accessibility and strong integration with local emergency services. Mental health concerns accounted for (260/37%) of service calls, followed by needs in service navigation (112/16%) and housing support (121/17%).

Second quarter: The program provided (656) services to (188) individuals, demonstrating a balance of service delivery across direct communication (186/28%), in-person responses (229/35%), and professional consultations and collaboration (186/28%). Service initiation was distributed between self-referrals (158/24%), staff outreach (116/18%), and police dispatch/requests (206/31%), showing a slight increase in proactive outreach and modest decline in police requests. Mental health concerns was the most frequent call for service, accounting for (204/31%) of service calls, with needs in service navigation increasing (180/27%) and housing support staying relatively the same as Q1 (113/17%) .

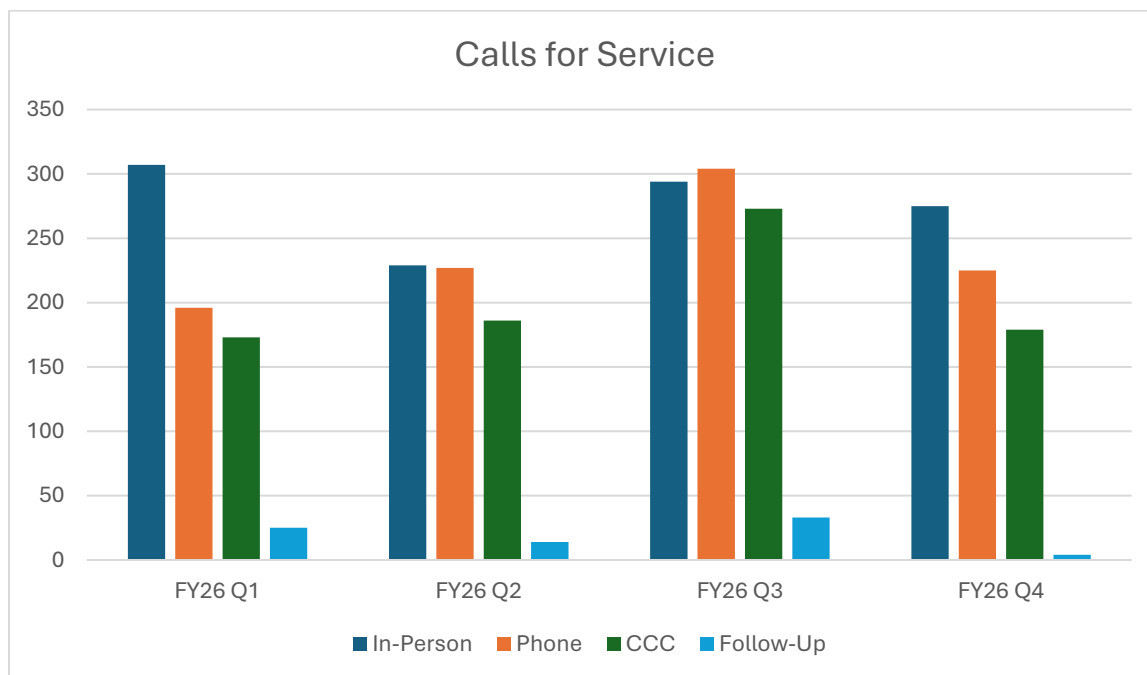
Third quarter: Community Outreach provided (904) services to (223) individuals, demonstrating a balanced delivery across direct communication (304/34%), in-person responses (294/33%), and professional consultations and collaboration (273/30%). Service initiation was evenly distributed between self-referrals (231/26%), proactive staff outreach (208/23%), and police requests (205/23%), highlighting the program's flexibility. Mental health concerns remained the primary driver of engagement, accounting for (382/42%) service calls, followed by significant needs in service navigation (183/20%) and housing support (98/11%).

Fourth quarter: The Community Outreach Program provided (683) services to (244) individuals, demonstrating a balanced delivery model across direct communication (225/33%), in-person responses (275/40%), and professional consultations and collaboration (179/26%). Service initiation was distributed between self-referrals (145/21%), proactive staff outreach (93/14%), and police dispatch/requests (259/38%), highlighting the program's accessibility and strong integration with local emergency services. Mental health concerns accounted for more than half of all service calls (382/56%), followed by significant needs in service navigation (183/27%) and housing support (98/14%).



Calls for Service:

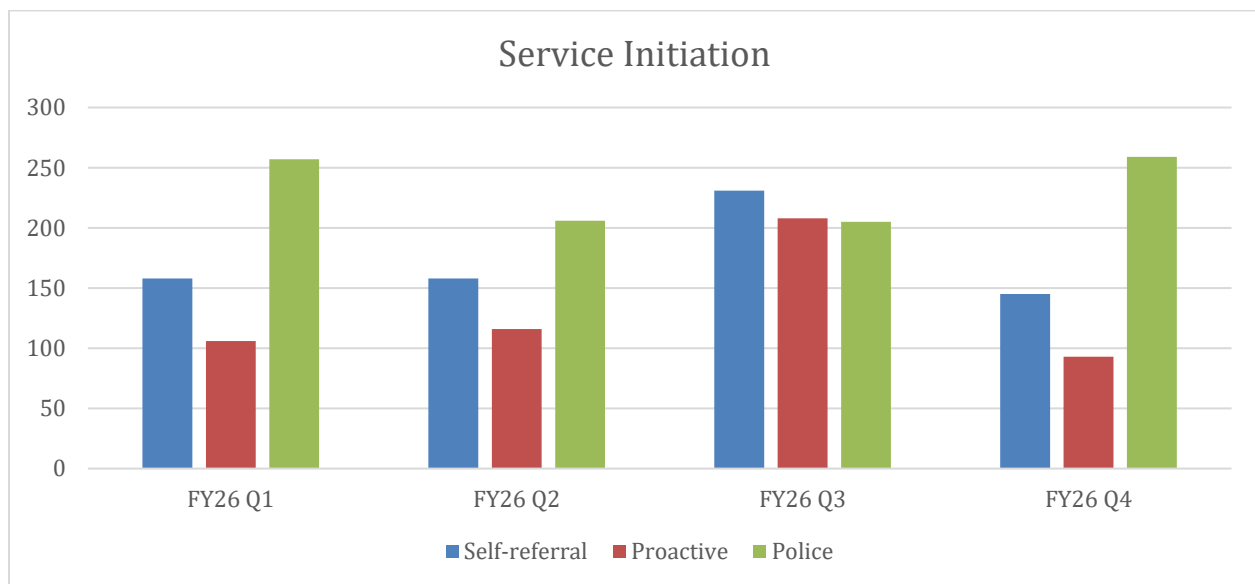
Calls for service:	Q1	Q2	Q3	Q4	Total
Total # of Services	701	656	904	683	2944
Total # of Clients with Services	229	188	223	244	884
# of In-Person Services	307	229	294	275	1105
# of Clients with In-Person Services	127	97	107	144	475
# of Services that were Communication with Clients	196	227	304	225	952
# of Clients with Services that were Communication	81	80	101	98	360
# of Comm/Consult/Collaboration Services	173	186	273	179	811
# of Clients with Comm/Consult/Collaboration Services	102	88	113	92	395
Total # of Follow-Up Services	25	14	33	4	76
Total # of Clients with Follow-Up Services	20	14	22	4	60
Referrals made	2	6	7	7	22





Call for service initiated by:	Q1	Q2	Q3	Q4	Total
Individual/Client	158	158	231	145	692
Family Member	41	52	89	55	237
Municipal Employee	24	19	23	20	86
Police	257	206	205	259	927
Community Member	42	28	30	20	120
FCCC	22	22	38	29	111
Outreach Staff	106	116	208	93	523
Service provider Total	51	55	80	62	248
Service Provider: UVMC/Affiliate	8	13	16	9	46
Service Provider: Howard Center (not FCCC)	18	22	32	34	106
Other	21	18	32	19	90

Police:	Q1	Q2	Q3	Q4	Total
Involved Co-Response	85	70	62	90	307
Divert - PD Dispatched to Outreach Team	121	86	127	188	522

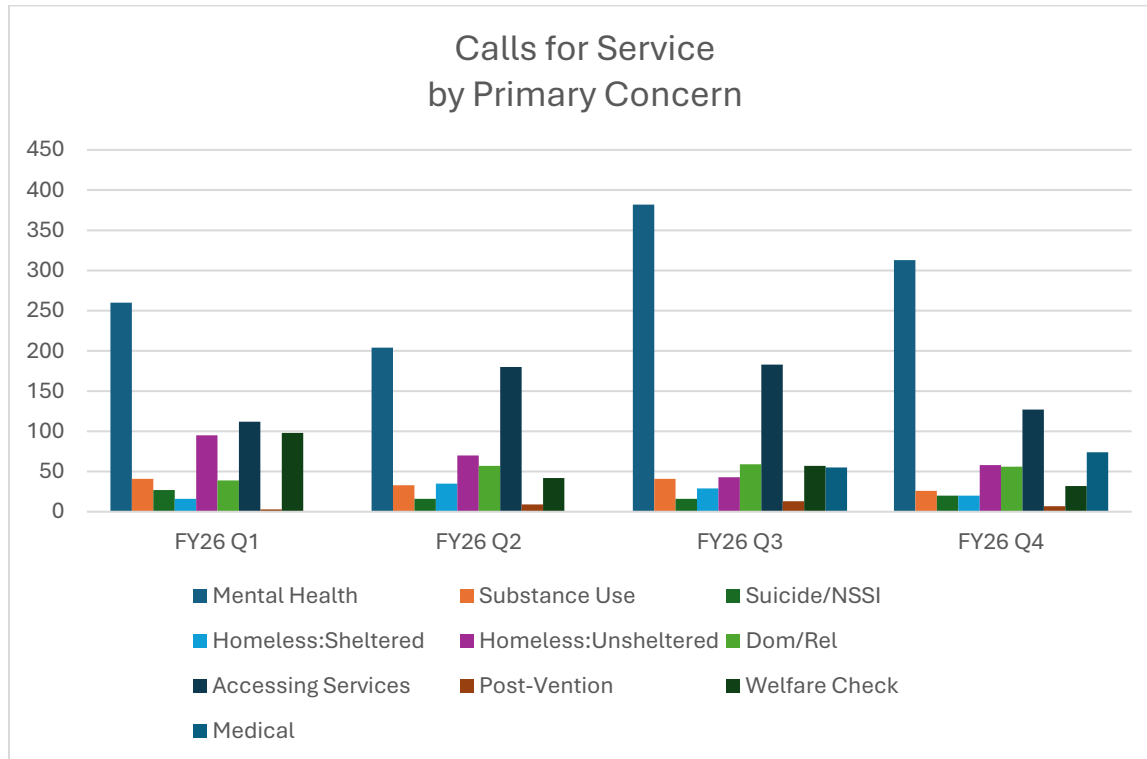




Primary Concern related to the call for service:

***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	313	1159
# of clients	127	96	140	140	503
Substance use	41	33	41	26	141
# of clients	17	14	20	14	65
Suicide or non-suicidal self-injury	27	16	16	20	79
# of clients	21	14	14	16	65
Housing/homelessness	111	105	72	78	366
# of clients	50	43	33	32	158
Housing/homelessness: Sheltered	16	35	29	20	100
# of clients	11	9	11	5	36
Housing/homelessness: Unsheltered	95	70	43	58	266
# of clients	21	23	18	19	81
Domestic /relational conflict	39	57	59	56	211
# of clients	24	29	31	33	117
Accessing Services	112	180	183	127	602
# of clients	42	56	56	67	221
Medical	NA	NA	55	19	74
# of clients	NA	NA	11	11	22
Post-Vention	3	9	13	7	32
# of clients	2	5	6	4	17
Welfare Check	98	42	57	32	229
# of clients	42	15	21	11	89



Municipal Breakdown:

Calls for service by Municipality: Colchester	Q1	Q2	Q3	Q4	Total
# of Services	53	34	85	68	240
# of Clients	36	18	29	38	121
PD Involved Co-Response	7	7	16	11	41
Police Divert-PD Dispatched to Outreach Team	3	3	6	17	29
Mental Health	19	12	41	33	105
Substance Use	3	1	3	2	9
Suicide/NSSI	4	4	2	7	17
Housing/Homelessness: Total	14	4	7	2	27
Housing/Homelessness: Sheltered	2	2	1	0	5
Housing/Homelessness: Unsheltered	12	2	6	2	22
Domestic/Relational Conflict	5	4	2	7	18
Accessing Services	5	9	15	12	41
Medical	NA	NA	4	2	6
Post-Vention	0	0	7	2	9
Welfare Check	3	0	2	1	6



Calls for service by Municipality: Essex/Essex Junction	Q1	Q2	Q3	Q4	Total
# of Services	136	94	123	156	509
# of Clients	48	42	55	68	213
PD Involved Co-Response	14	20	37	22	93
Police Divert-PD Dispatched to Outreach Team	11	16	27	42	96
Mental Health	60	40	48	63	211
Substance Use	16	2	19	10	47
Suicide/NSSI	1	3	2	4	10
Housing/Homelessness: Total	11	8	10	27	56
Housing/Homelessness: Sheltered	1	3	4	4	12
Housing/Homelessness: Unsheltered	10	5	6	23	44
Domestic/Relational Conflict	10	10	6	13	39
Accessing Services	26	25	22	26	99
Medical	NA	NA	2	5	7
Post-Vention	3	2	2	2	9
Welfare Check	9	3	12	6	30

Calls for service by Municipality: Hinesburg	Q1	Q2	Q3	Q4	Total
# of Services	7	12	5	1	25
# of Clients	5	6	3	1	15
PD Involved Co-Response	3	1	4	1	9
Police Divert-PD Dispatched to Outreach Team	0	1	2	0	3
Mental Health	2	3	2	0	7
Substance Use	1	0	0	0	1
Suicide/NSSI	1	0	0	0	1
Housing/Homelessness: Total	1	0	0	0	1
Housing/Homelessness: Sheltered	1	0	0	0	1
Housing/Homelessness: Unsheltered	0	0	0	0	0
Domestic/Relational Conflict	0	4	0	1	5
Accessing Services	1	5	2	0	8
Medical	NA	NA	1	0	1
Post-Vention	0	0	0	0	0
Welfare Check	1	0	0	0	1



Calls for service by Municipality: Milton	Q1	Q2	Q3	Q4	Total
# of Services	46	45	94	59	244
# of Clients	20	16	20	15	71
PD Involved Co-Response	2	5	15	3	25
Police Divert-PD Dispatched to Outreach Team	6	8	9	15	38
Mental Health	11	15	11	31	68
Substance Use	1	0	4	1	6
Suicide/NSSI	4	0	3	2	9
Housing/Homelessness: Total	9	5	7	5	26
Housing/Homelessness: Sheltered	0	2	5	3	10
Housing/Homelessness: Unsheltered	9	3	2	2	10
Domestic/Relational Conflict	1	11	11	4	27
Accessing Services	16	11	17	7	21
Medical	NA	NA	39	8	47
Post-Vention	0	2	1	1	4
Welfare Check	4	1	1	0	6

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



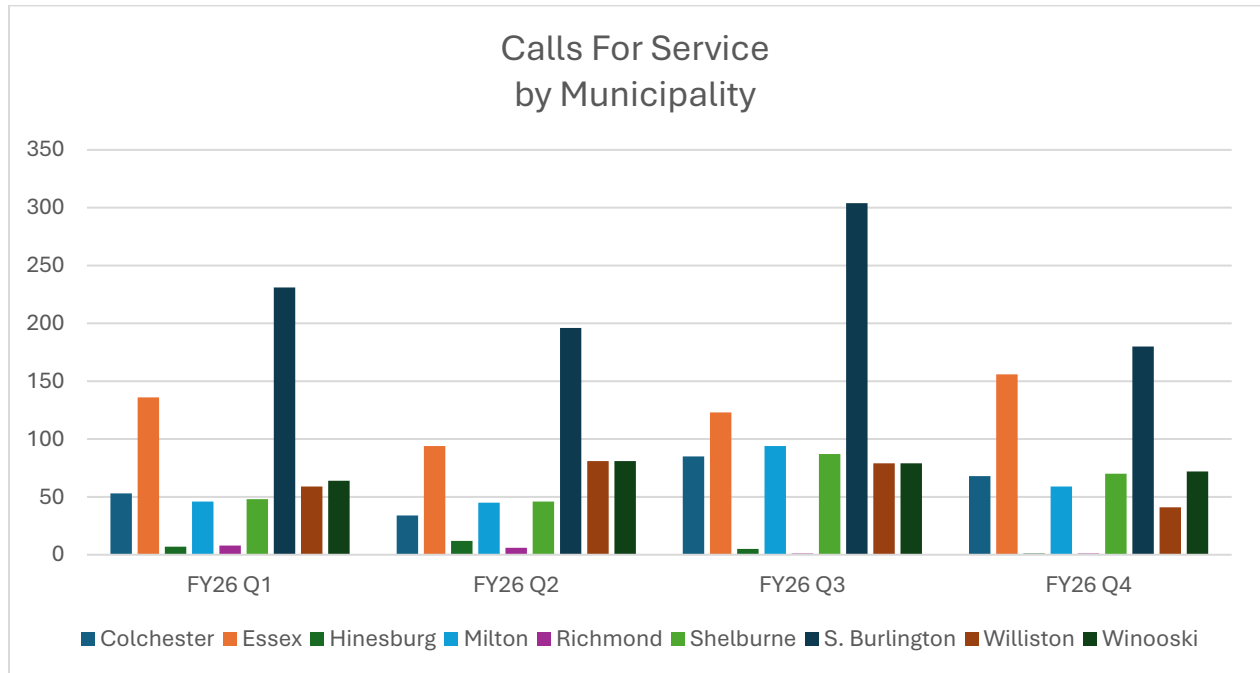
Calls for service by Municipality: Shelburne	Q1	Q2	Q3	Q4	Total
# of Services	48	46	87	70	251
# of Clients	19	16	20	26	81
PD Involved Co-Response	4	2	17	9	32
Police Divert-PD Dispatched to Outreach Team	2	1	12	16	31
Mental Health	21	9	41	40	111
Substance Use	1	1	0	0	2
Suicide/NSSI	2	2	0	0	4
Housing/Homelessness: Total	9	13	8	12	42
Housing/Homelessness: Sheltered	4	7	5	4	20
Housing/Homelessness: Unsheltered	5	6	3	8	22
Domestic/Relational Conflict	3	1	8	4	16
Accessing Services	7	19	25	11	62
Medical	NA	NA	0	2	2
Post-Vention	0	1	0	0	1
Welfare Check	5	0	2	1	8

Calls for service by Municipality: South Burlington	Q1	Q2	Q3	Q4	Total
# of Services	231	196	304	180	911
# of Clients	72	59	73	66	270
PD Involved Co-Response	36	25	26	19	106
Police Divert-PD Dispatched to Outreach Team	83	46	58	69	253
Mental Health	69	58	157	87	371
Substance Use	12	22	10	7	51
Suicide/NSSI	11	3	9	5	28
Housing/Homelessness: Total	41	45	17	25	128
Housing/Homelessness: Sheltered	6	17	7	8	38
Housing/Homelessness: Unsheltered	35	28	10	17	90
Domestic/Relational Conflict	12	17	26	12	67
Accessing Services	25	17	27	23	92
Medical	NA	NA	1	0	1
Post-Vention	0	4	2	0	6
Welfare Check	61	29	35	21	146



Calls for service by Municipality: Williston	Q1	Q2	Q3	Q4	Total
# of Services	59	81	79	41	260
# of Clients	22	17	19	16	74
PD Involved Co-Response	7	8	9	12	36
Police Divert-PD Dispatched to Outreach Team	3	1	4	10	18
Mental Health	23	22	34	15	94
Substance Use	2	0	0	0	2
Suicide/NSSI	1	3	0	0	4
Housing/Homelessness: Total	11	2	12	4	29
Housing/Homelessness: Sheltered	0	1	3	1	5
Housing/Homelessness: Unsheltered	11	1	9	3	24
Domestic/Relational Conflict	7	4	2	2	15
Accessing Services	10	47	29	12	98
Medical	NA	NA	2	1	3
Post-Vention	0	0	1	2	3
Welfare Check	5	3	1	2	11

Calls for service by Municipality: Winooski	Q1	Q2	Q3	Q4	Total
# of Services	64	81	79	72	296
# of Clients	26	18	28	30	102
PD Involved Co-Response	9	2	14	12	37
Police Divert-PD Dispatched to Outreach Team	10	8	8	16	42
Mental Health	34	28	28	32	122
Substance Use	0	2	4	5	11
Suicide/NSSI	3	1	0	1	5
Housing/Homelessness: Total	15	27	11	3	56
Housing/Homelessness: Sheltered	2	2	4	0	8
Housing/Homelessness: Unsheltered	7	9	7	1	24
Domestic/Relational Conflict	0	0	2	5	7
Accessing Services	8	18	30	23	79
Medical	NA	NA	0	0	0
Post-Vention	0	0	0	0	0
Welfare Check	4	5	4	1	14



Outcomes:

Disposition:	Q1	Q2	Q3	Q4	Total
Completed	581	554	809	616	2560
Referral	2	6	7	7	22
Inconclusive	99	85	72	54	313

ED Visit:	Q1	Q2	Q3	Q4	Total
Medical Care	2	2	5	1	10
Psychiatric Care	4	4	5	4	17
Both	2	5	5	1	13
Total	8	11	15	6	40