Total Contacts	HOWARD CENTER COMMUNITY OUTREACH ANNUAL REPORT FY22 July 1st, 2021 – June 30th, 2022		
Face-to-Face	• • • • • • • • • • • • • • • • • • • •	2326	
Face-to-Face	Phone (multiple calls may be made in one contact)	6944	
% Adult (Unique client count) 80% Adult 715 Youth (< 18 yrs)		1161	
Adult 715 Youth (< 18 yrs)	Unique Client Count	898	
Youth (< 18 yrs)	% Adult (Unique client count)	80%	
Age unknown 28 % Services with Active Designated Agency Enrollment 58% Active Howard Center Services 1166 Not Active Howard Center Services 546 Unknown 396 Referrals to 1240 Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 43 Ambulance 67 Police 59 Outreach Staff Transport 18 Family/Other Transport	Adult	715	
% Services with Active Designated Agency Enrollment 58% Active Howard Center Services 1166 Not Active Howard Center Services 546 Unknown 396 Referrals to 1240 Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 108 Both Medically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress ra	Youth (< 18 yrs)	155	
Active Howard Center Services 546 Not Active Howard Center Services 546 Unknown 396 Referrals to 1240 Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing impro		28	
Active Howard Center Services 546 Not Active Howard Center Services 546 Unknown 396 Referrals to 1240 Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing impro	% Services with Active Designated Agency Enrollment	58%	
Unknown 396 Referrals to 1240 Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 16 Psychiatrically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%		1166	
Referrals to 1240 Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 16 Psychiatrically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 67 Ambulance 67 Police 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service<	Not Active Howard Center Services	546	
Behavioral Health Care 467 Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 16 Psychiatrically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%	Unknown	396	
Social Services (Economic, Housing, Basic Needs) 307 Medical Health Care 137 FCCC 329 Police-Involved Contacts 927 Assisting Police or Co-Response (CO & PD remain on scene)* 367 Diverting Police (Co-response, PD able to leave scene) 516 Police Resource Time Saved (hours) 514 PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 16 Psychiatrically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%	Referrals to	1240	
Medical Health Care137FCCC329Police-Involved Contacts927Assisting Police or Co-Response (CO & PD remain on scene)*367Diverting Police (Co-response, PD able to leave scene)516Police Resource Time Saved (hours)514PD Dispatched only the Outreach Team (no PD response)353Proactive Community Outreach Supports883Outcome to the Emergency Department167Medically Necessary (only)16Psychiatrically Necessary (only)108Both Medically & Psychiatrically Necessary43Transportation Means to the ED67Ambulance67Police59Outreach Staff Transport18Family/Other Transport23Level of Distress: Total services where distress rated1431Maintaining or improvement by pre-post encounter100%If distressed, % showing improvement by end of service92%	Behavioral Health Care	467	
FCCC Police-Involved Contacts Police-Involved Contacts Assisting Police or Co-Response (CO & PD remain on scene)* Assisting Police (Co-response, PD able to leave scene) Police Resource Time Saved (hours) PD Dispatched only the Outreach Team (no PD response) Proactive Community Outreach Supports Resource Time Saved (hours) PD Dispatched only the Outreach Team (no PD response) Resource Team (no PD response	Social Services (Economic, Housing, Basic Needs)	307	
Police-Involved Contacts Assisting Police or Co-Response (CO & PD remain on scene)* Diverting Police (Co-response, PD able to leave scene) Police Resource Time Saved (hours) PD Dispatched only the Outreach Team (no PD response) Proactive Community Outreach Supports Statement of the Emergency Department Medically Necessary (only) Psychiatrically Necessary (only) Both Medically & Psychiatrically Necessary Ambulance Ambulance Family/Other Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 367 927 367 367 367 367 367 368 367 368 369 353 Proactive Community Outreach (no PD response) 353 Proactive Community Outreach State 483 493 Transportation Means to the ED 493 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service	Medical Health Care	137	
Assisting Police or Co-Response (CO & PD remain on scene)* Diverting Police (Co-response, PD able to leave scene) Police Resource Time Saved (hours) PD Dispatched only the Outreach Team (no PD response) Proactive Community Outreach Supports 883 Outcome to the Emergency Department Medically Necessary (only) Psychiatrically Necessary (only) Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Ambulance Family/Other Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 100%	FCCC	329	
Diverting Police (Co-response, PD able to leave scene) Police Resource Time Saved (hours) PD Dispatched only the Outreach Team (no PD response) 353 Proactive Community Outreach Supports 883 Outcome to the Emergency Department 167 Medically Necessary (only) 16 Psychiatrically Necessary (only) 108 Both Medically & Psychiatrically Necessary 43 Transportation Means to the ED Ambulance 67 Police 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated If distressed, % showing improvement by end of service 92%	Police-Involved Contacts	927	
Police Resource Time Saved (hours) PD Dispatched only the Outreach Team (no PD response) Proactive Community Outreach Supports S83 Outcome to the Emergency Department Medically Necessary (only) Psychiatrically Necessary (only) Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Ambulance Folice Outreach Staff Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 1353 883 Outcome to the Emergency Department 167 188 59 Outreach Staff Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service	Assisting Police or Co-Response (CO & PD remain on scene)*	367	
PD Dispatched only the Outreach Team (no PD response) Proactive Community Outreach Supports 883 Outcome to the Emergency Department Medically Necessary (only) Psychiatrically Necessary (only) Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Ambulance Folice Outreach Staff Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 353 883 Coutrom Police 67 67 29 Coutreach Staff Transport 18 Family/Other Transport 19 Town 100% 100%	Diverting Police (Co-response, PD able to leave scene)	516	
Proactive Community Outreach Supports Outcome to the Emergency Department Medically Necessary (only) Psychiatrically Necessary (only) Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Ambulance Folice Outreach Staff Transport Is Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 883 883 883 67 883 683 167 883 188 883 108 108 108 108 108	Police Resource Time Saved (hours)	514	
Proactive Community Outreach Supports883Outcome to the Emergency Department167Medically Necessary (only)16Psychiatrically Necessary (only)108Both Medically & Psychiatrically Necessary43Transportation Means to the ED67Ambulance67Police59Outreach Staff Transport18Family/Other Transport23Level of Distress: Total services where distress rated1431Maintaining or improvement by pre-post encounter100%If distressed, % showing improvement by end of service92%	PD Dispatched only the Outreach Team (no PD response)	353	
Outcome to the Emergency Department167Medically Necessary (only)16Psychiatrically Necessary (only)108Both Medically & Psychiatrically Necessary43Transportation Means to the ED67Ambulance67Police59Outreach Staff Transport18Family/Other Transport23Level of Distress: Total services where distress rated1431Maintaining or improvement by pre-post encounter100%If distressed, % showing improvement by end of service92%		883	
Psychiatrically Necessary (only) Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Folice Outreach Staff Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 100%		167	
Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Police Outreach Staff Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 43 43 43 43 43 43 43 43 43 4	Medically Necessary (only)	16	
Both Medically & Psychiatrically Necessary Transportation Means to the ED Ambulance Police Outreach Staff Transport Family/Other Transport Level of Distress: Total services where distress rated Maintaining or improvement by pre-post encounter If distressed, % showing improvement by end of service 43 43 43 43 43 43 43 43 43 4	Psychiatrically Necessary (only)	108	
Ambulance 67 Police 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%		43	
Ambulance 67 Police 59 Outreach Staff Transport 18 Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%	Transportation Means to the ED		
Outreach Staff Transport18Family/Other Transport23Level of Distress: Total services where distress rated1431Maintaining or improvement by pre-post encounter100%If distressed, % showing improvement by end of service92%		67	
Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%	Police	59	
Family/Other Transport 23 Level of Distress: Total services where distress rated 1431 Maintaining or improvement by pre-post encounter 100% If distressed, % showing improvement by end of service 92%	Outreach Staff Transport	18	
Level of Distress: Total services where distress rated1431Maintaining or improvement by pre-post encounter100%If distressed, % showing improvement by end of service92%		23	
If distressed, % showing improvement by end of service 92%	Level of Distress: Total services where distress rated	1431	
If distressed, % showing improvement by end of service 92%	Maintaining or improvement by pre-post encounter	100%	
		92%	
		0%	

^{*} Staff inconsistency in selecting assisting/co-response with each Diverting selection; therefore, the Assisting number does not fully reflect the number of actual assisting/co-responses

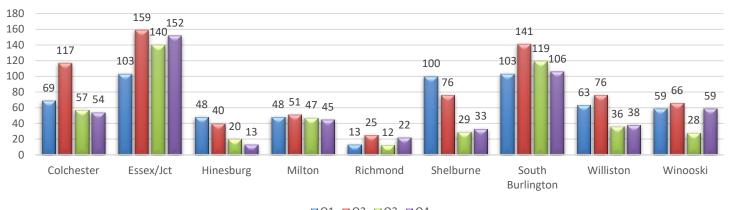
Who Initiated the Call?	
Caller	Total
Client/Community Member (self)	333
Police	1,031
Providers	109
Community Outreach staff	267
Schools	22
Family/Parent/Guardian/Friend	131
FCCC	155
Other (e.g., DOC, DCF, business)	84

Most Common Primary* Presenting Concern		
Issues	Total	
Emotional/Behavioral/Mental Health Concern	1796	
Family/Relational Conflict	84	
Housing instability	78	
Homeless	50	
Medical	39	
Substance Use/Abuse	35	
Legal	24	
Domestic Violence	25	

^{*}Multiple concerns may be present, primary driver noted

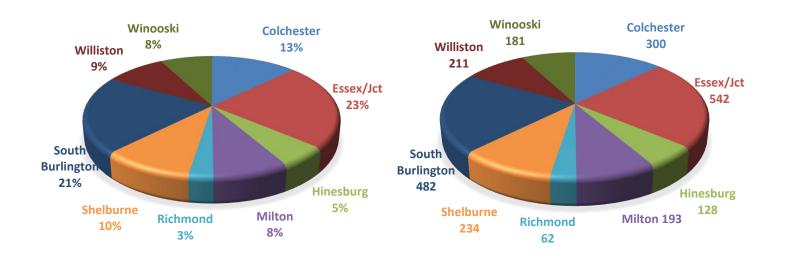
FY22 SERVICES BY TOWN

*each service may include multiple calls

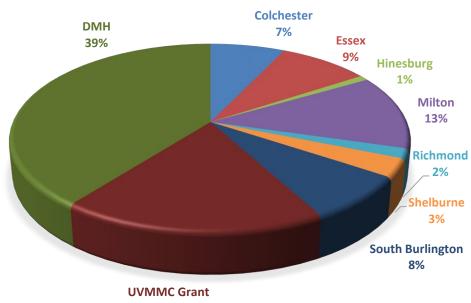


■Q1 ■Q2 ■Q3 ■Q4

FY22 ANNUAL SERVICES BY TOWN



FUNDING CONTRIBUTION TO OVERALL



18%