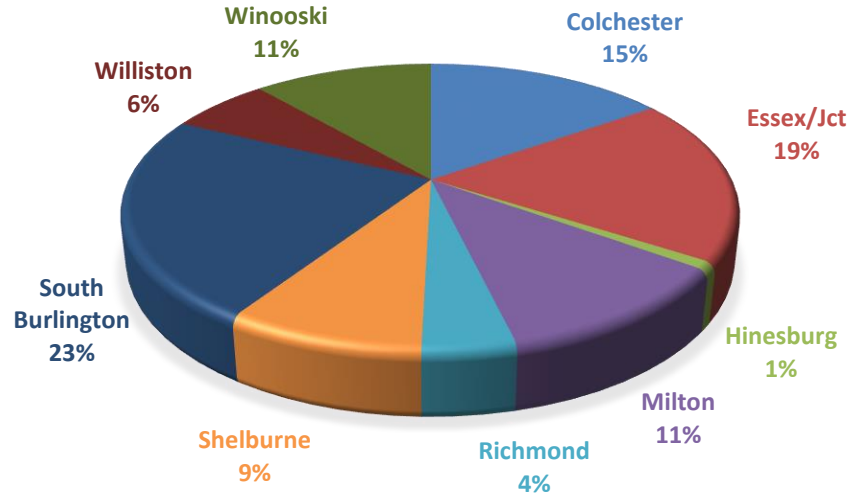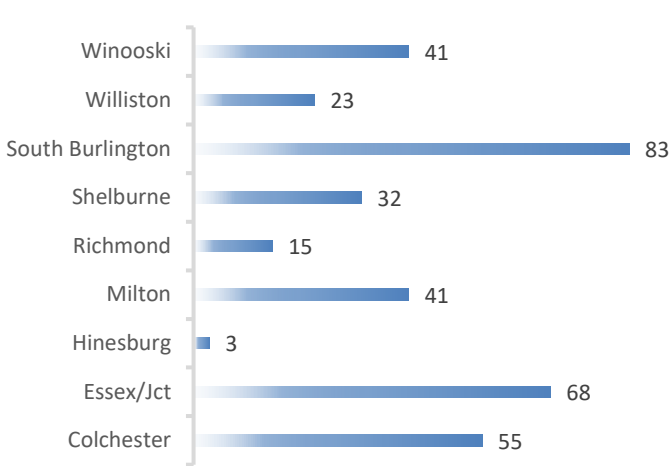| HOWARD CENTER COMMUNITY OUTREACH QUARTERLY REPORT FY23 Q2 (October 1, 2022 – December 31, 2022)	
Total Number of Services (each service may include multiple calls)	**366**
Phone	**977**
Face-to-Face Contacts	**157**
Unique Client Count	**232**
% Adult (Unique client count)	**88%**
Adult	**203**
Youth (< 18 yrs)	**27**
Age unknown	**2**
% Services with Active Designated Agency Enrollment	**58%**
Active Howard Center Services	**211**
Not Active Howard Center Services	**144**
Unknown	**5**
Referrals to: (*Referrals were grouped by category only in prior FY's, moving forward, the count represents the discreet number of referrals made under each category. i.e. a therapy referral and a Turning Point referral would both be reflected under Behavioral Health Care)	
Behavioral Health Care	**87**
Social Services (Economic, Housing, Basic Needs, Employment)	**84**
Medical Health Care	**21**
FCCC	**33**
Police-Involved Contacts	**98**
Assisting Police or Co-Response	**49**
Diverting Police	**59**
Police Resource Time Saved (hours)	**40**
Proactive/Engaging Community Outreach Supports	**156**
Outcome to the Emergency Department	**23**
Medically Necessary (only)	**3**
Psychiatrically Necessary (only)	**14**
Both Medically & Psychiatrically Necessary	**6**
Transportation Means to the ED	**-**
Ambulance	**14**
Police	**5**
Outreach Staff Transport	**2**
Family/Other Transport	**2**
Level of Distress: Total services where distress rated	**366**
Maintaining or improvement by pre-post encounter	**100%**
If distressed, % showing improvement by end of service	**153/166 (92%)**
Escalating in distress at end of service	**0%**

Who Initiated the Call?	
Caller	**Total**
Client/Community Member (self)	**51**
Police	**203**
Providers	**8**
Community Outreach staff	**27**
Schools	**3**
Family/Parent/Guardian/Friend	**24**
FCCC	**20**
Other	**20**

Primary Concern	
Issues	**Total**
Emotional/Behavioral/Mental Health Concern	**295**
Housing instability	**14**
Family/Relational Conflict	**11**
Homeless	**11**
Domestic Violence	**7**
Legal	**2**
Medical	**1**
Substance Use/Abuse	**6**
Suicidal ideation/behaviors	**3**
Other or Missing Info	**16**

FY22 Q2: CONTACTS BY TOWN
*contacts by town can overlap as services cross town borders

Winooski — 41
Williston — 23
South Burlington — 83
Shelburne — 32
Richmond — 15
Milton — 41
Hinesburg — 3
Essex/Jct — 68
Colchester — 55

Winooski 11%
Williston 6%
Colchester 15%
Essex/Jct 19%
Hinesburg 1%
Milton 11%
Richmond 4%
Shelburne 9%
South Burlington 23%

PARTNERSHIP FUNDING DISTRIBUTION

UVM, 18%
DMH, 39%
Towns, 43%

Q2 SERVICE TYPE PER TOWN

Town	Face-to-Face	Phone
Colchester	21	34
Essex/Jct	27	41
Hinesburg	1	2
Milton	10	31
Richmond	6	9
Shelburne	14	18
South Burlington	45	38
Williston	16	7
Winooski	17	24

■ Face-to-Face ■ Phone
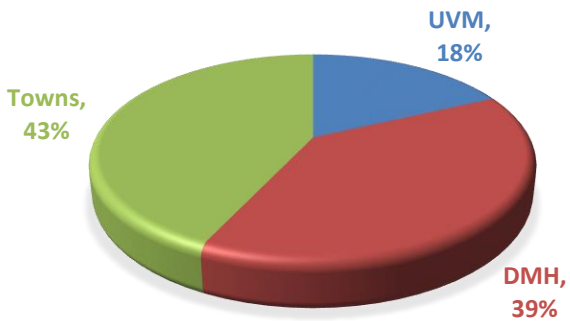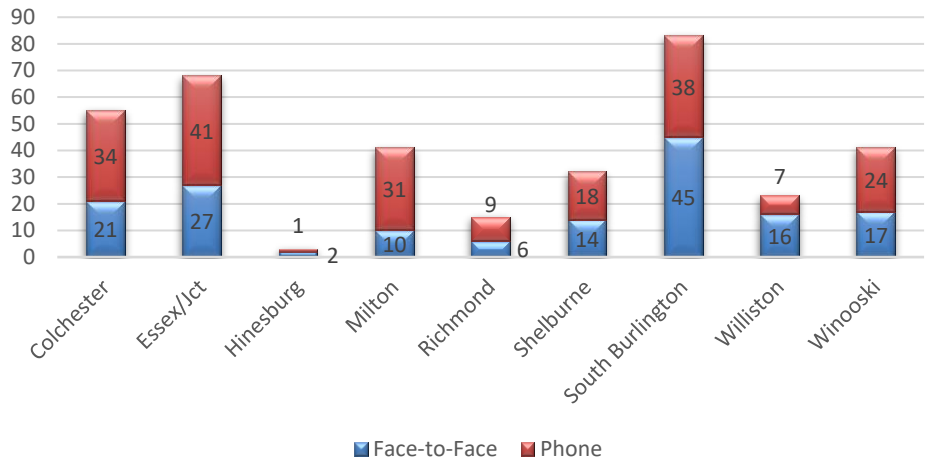
FY23 SERVICES BY TOWN
*each service may include multiple calls

Town	Q1	Q2
Colchester	113	55
Essex/Jct	141	68
Hinesburg	4	3
Milton	46	41
Richmond	13	15
Shelburne	24	32
South Burlington	122	83
Williston	35	23
Winooski	46	41

■ Q1 ■ Q2 ■ Q3 ■ Q4