



## PROGRAM:

# First Call

## 1,564 CHILDREN AND YOUTH SUPPORTED IN FY16

### PROGRAM DESCRIPTION

First Call is the children’s crisis service for Chittenden County and the intake line for all of Howard Center’s Child, Youth, and Family Services (CYFS). The primary goal of First Call is to support children and families in crisis and to help them identify and access needed services. Please Note: We are very excited to announce that in FY17 we have joined our Mobile Crisis for Adults and First Call for Children and Families teams into one newly integrated crisis program, First Call for Chittenden County. The below data reflects program structure for FY16 before the launch of the integrated crisis program.

### PERFORMANCE MEASURES

#### HOW MUCH

- Crisis Clinicians conducted **1,211 face to face assessments**
- **17,967 phone calls** were received or made by First Call in FY16
- Over **300 people** in Chittenden County were trained in suicide prevention gatekeeper training

#### HOW WELL

- **98%** of calls are responded to **within 15 minutes** by a First Call Crisis Clinician.
- **60%** of of face to face assessments began within one hour of contact with First Call.

#### BETTER OFF

- There were 311 times that a **First Call intervention prevented a child from going into DCF custody** as “unmanageable.”
- In over 85% of crisis assessments, **First Call solidified follow up plans** with the Primary Care Provider in support of integrating mental health and physical health care
-  Over **200 lock boxes and gun locks** were distributed to help ensure safety for Chittenden County Families



**“First Call has been a lifesaver for our family. Beyond supporting our son, First Call has given us parenting support and pointed us in the right direction for services. We are so appreciative.”**

**RESULTS SCORECARD LINK:** [http://bit.ly/HC-First\\_Call](http://bit.ly/HC-First_Call)

**PARTNERS:** Police, schools, mental health professionals, youth serving community providers, primary care physicians

## SERVICES PROVIDED

- 24/7365 phone support and mobile face to face outreach in Chittenden County
- Assessment and intervention
- Referrals, follow up, phone checks and care coordination
- Crisis respite
- Suicide prevention training
- Post-vention/post-tragedy response
- Partnership building, community outreach
- Participation in Act 264 and team meetings
- Discharge planning
- Connection to medical and dental homes
- Assistance in applying for Medicaid insurance

## VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Youth successfully transition to adulthood.