

## **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**

### Key metrics and findings:

Services per individual: On average, the team provided over three services to each person they served (656 total services/188 individuals served=3.48 services per individual). This suggests a pattern of repeated engagement with clients over the quarter.

Reach: The team engaged with 188 individuals, which serves as a Key Performance Indicator (KPI) for the program's overall reach within the community during this quarter.

### Service distribution by type:

In-person: 229 services, or about 35% of the total, were provided face-to-face.

Direct communication: 227 services, or roughly 35% of the total, involved direct communication with clients (e.g., phone calls).

Collaboration/Consultation: 186 services, accounting for approximately 28% of the total, involved working with other providers or coordinating care for a client. The total services across all three categories added up to 656, of which 14 (about 2%) were follow-up services provided to individuals within 72 hours after a significant event.

Police Initiated: 206 services, or about 31.4% of the total, were in response to a police request or referral.

Co-responses: 70 of the services provided, or about 11% were calls for service that police officers and community outreach responded to together.

Police Diverted: 86 services, or 13% of the total calls for service were dispatched directly to the outreach team.

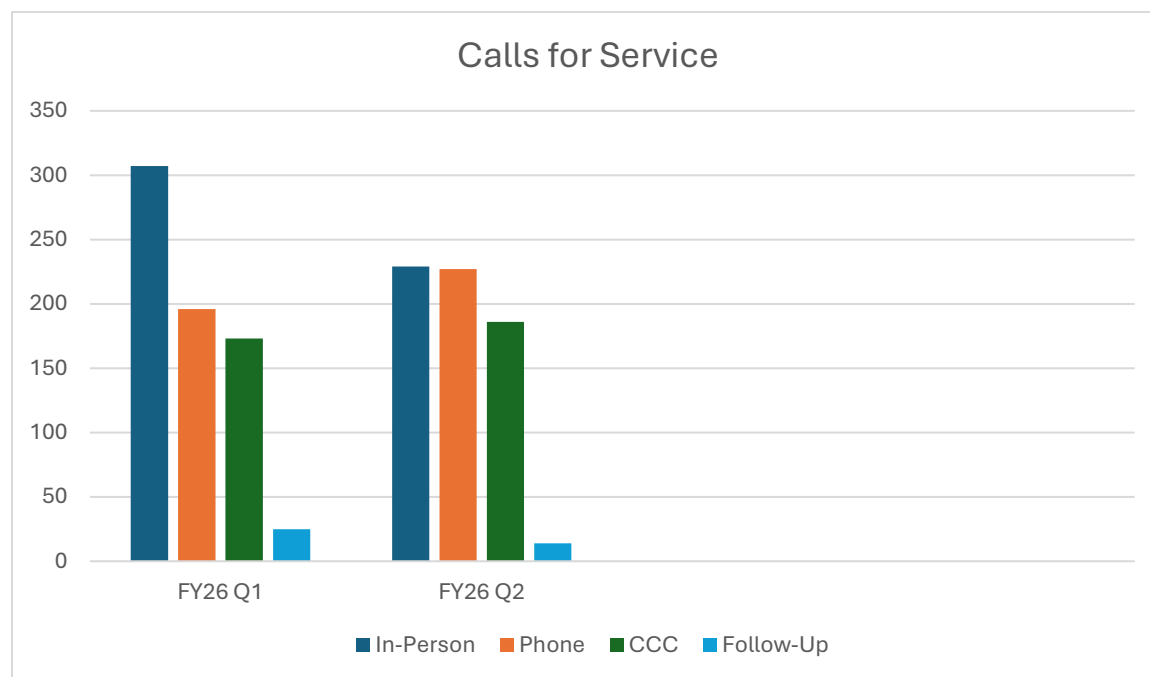
Potential conclusions and interpretation Balanced approach:

The team uses a mix of direct, face-to-face interaction, and coordination-focused services. The high number of in-person services indicates that direct client engagement remains a core component of their strategy.

Emphasis on coordination: The number of collaboration and care coordination services is a significant proportion of the total. This suggests the team is actively working with other organizations to provide holistic support for clients, which is a common and effective community outreach strategy.

High engagement rate: Since individuals received an average of three services, the program appears to have a strong retention rate. This could suggest that the services provided are beneficial and that individuals are returning for additional support.

**Calls for Service:**



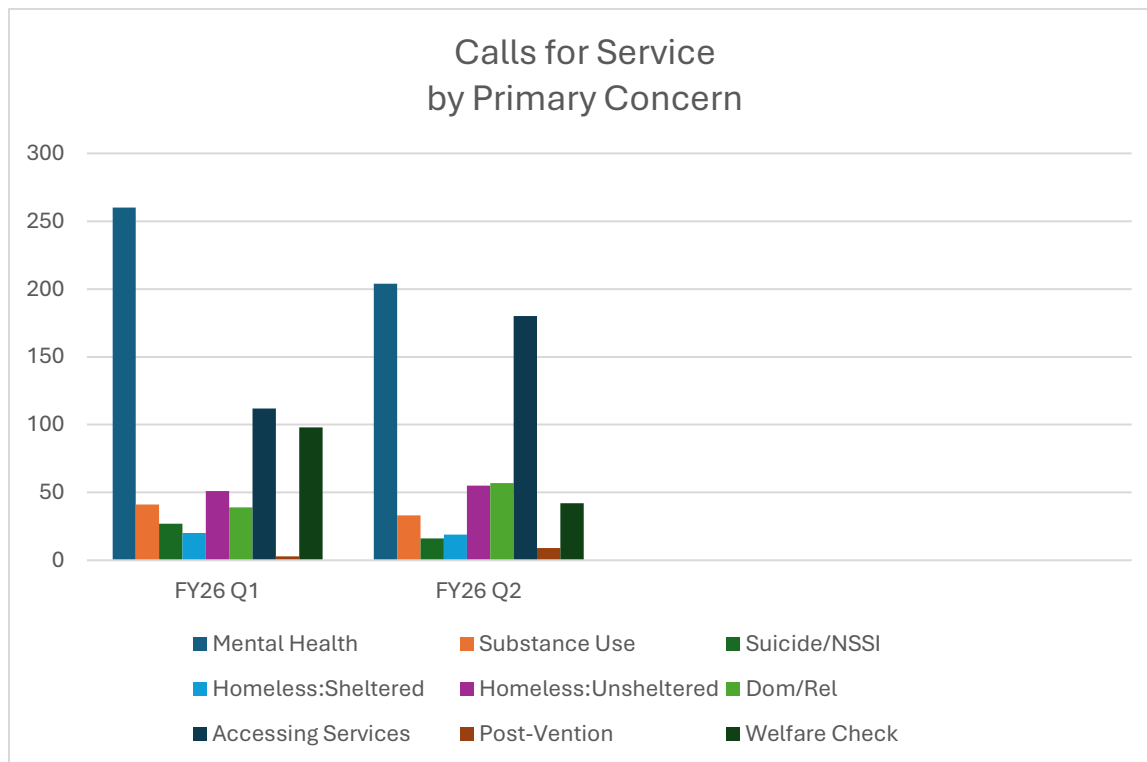
Calls for service:	Q1	Q2	Q3	Q4	Total
Total # of Services	701	656			
Total # of Clients with Services	229	188			
# of In-Person Services	307	229			
# of Clients with In-Person Services	127	97			
# of Services that were Communication with Clients	196	227			
# of Clients with Services that were Communication	81	80			
# of Comm/Consult/Collaboration Services	173	186			
# of Clients with Comm/Consult/Collaboration Services	102	88			
Total # of Follow-Up Services	25	14			
Total # of Clients with Follow-Up Services	20	14			

Referrals made	2	6			
----------------	---	---	--	--	--

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

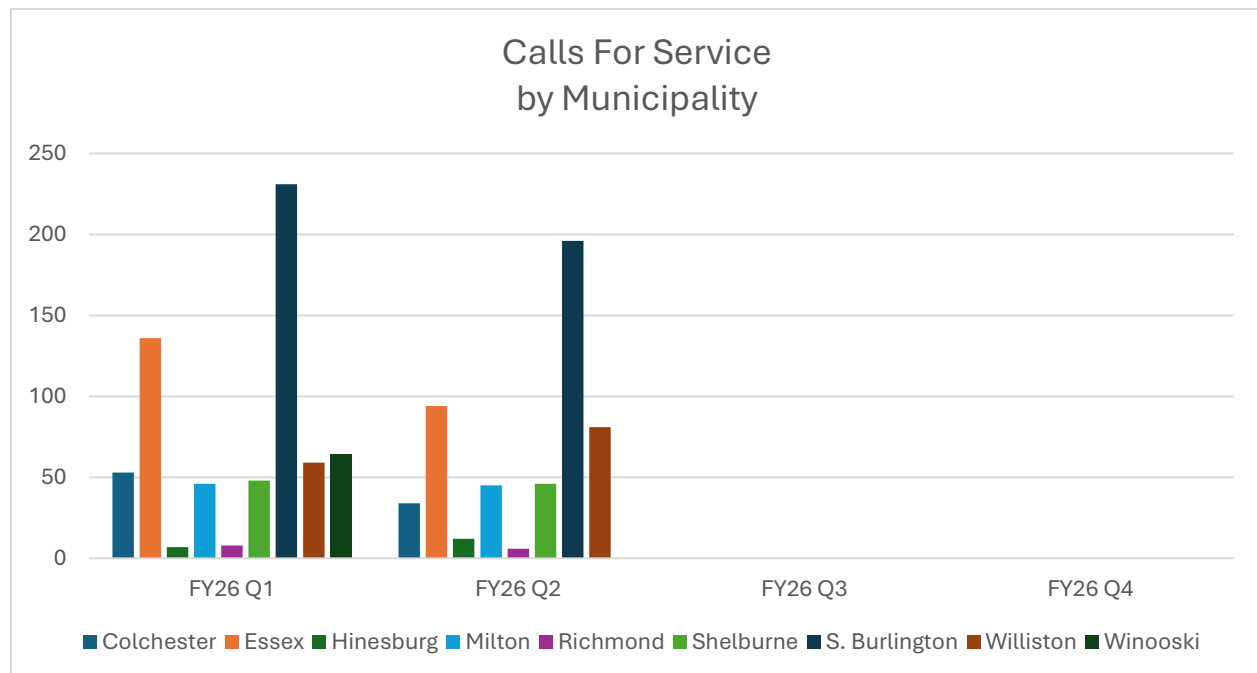
Police:	Q1	Q2	Q3	Q4	Total
Involved Co-Response	85	70			
Divert - PD Dispatched to Outreach Team	121	86			

**Primary Concern related to the call for service:**



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

### Municipal Breakdown:



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

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

Calls for service by Municipality: <b>Hinesburg</b>	Q1	Q2	Q3	Q4	Total
# of Services	7	12			
# of Clients	5	6			
PD Involved Co-Response	3	1			
Police Divert-PD Dispatched to Outreach Team	0	1			
Mental Health	2	3			
Substance Use	1	0			
Suicide/NSSI	1	0			
Housing/Homelessness: Total	1	0			

Housing/Homelessness: Sheltered	1	0			
Housing/Homelessness: Unsheltered	0	0			
Domestic/Relational Conflict	0	4			
Accessing Services	1	5			
Post-Vention	0	0			
Welfare Check	1	0			

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

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

Calls for service by Municipality: <b>Shelburne</b>	Q1	Q2	Q3	Q4	Total
# of Services	48	46			
# of Clients	19	16			
PD Involved Co-Response	4	2			
Police Divert-PD Dispatched to Outreach Team	2	1			

Mental Health	21	9			
Substance Use	1	1			
Suicide/NSSI	2	2			
Housing/Homelessness: Total	9	13			
Housing/Homelessness: Sheltered	4	7			
Housing/Homelessness: Unsheltered	1	6			
Domestic/Relational Conflict	3	1			
Accessing Services	7	19			
Post-Vention	0	1			
Welfare Check	5	0			

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

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

Calls for service by Municipality: <b>Winooski</b>	Q1	Q2	Q3	Q4	Total
--	----	----	----	----	-------

# of Services	64	81			
# of Clients	26	18			
PD Involved Co-Response	9	2			
Police Divert-PD Dispatched to Outreach Team	10	8			
Mental Health	34	28			
Substance Use	0	2			
Suicide/NSSI	3	1			
Housing/Homelessness: Total	15	27			
Housing/Homelessness: Sheltered	2	2			
Housing/Homelessness: Unsheltered	7	9			
Domestic/Relational Conflict	0	0			
Accessing Services	8	18			
Post-Vention	0	0			
Welfare Check	4	5			

**Outcomes:**

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

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