



Community Outreach Program - Annual Update FY20

1,575 contacts

1,958 calls

1,270 referrals

“The specialist was absolutely wonderful! Made me comfortable, and everything I needed was provided, went above and beyond! Great middle man between police and courts. No other organization would have helped. Changed my life and provided security and safety. I would not have gone to court and confronted my abuser without help from this program.

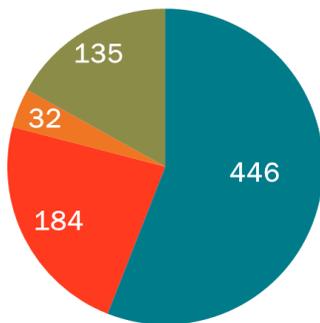
– Individual served

567 unique individuals and families served this year

55% of contacts in distress showed immediate improvement with outreach support

384 contacts **diverting** police resources

FY 20 Referrals made to:



- Behavioral Health Care
 - Behavioral Health Services includes psychiatry, therapy, dual diagnosis programs
- FCCC
 - Physical Health Services includes primary care, dental for routine and urgent conditions
- Physical Health Care
 - Social Services includes economic, employment, transportation, housing, and case management
- Social Services



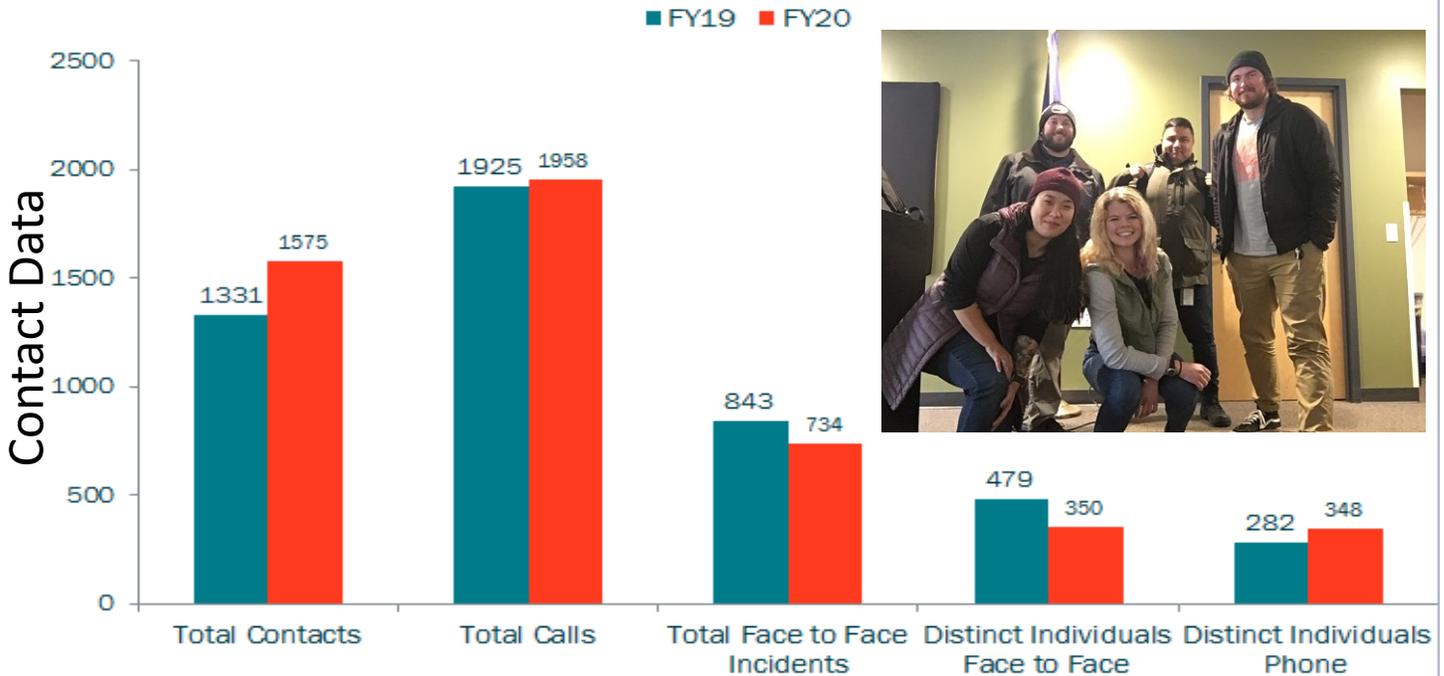
More than **3,153** face-to-face and phone contacts and reaching **1,219** unique individuals since implementation 5/2018

Services include:

- immediate, community-based intervention
- connection to resources, social services and ongoing support
- de-escalation, police co-response
- education, awareness and identification of behavioral health concerns in the community
- relationship building with individuals who otherwise do not engage in treatment

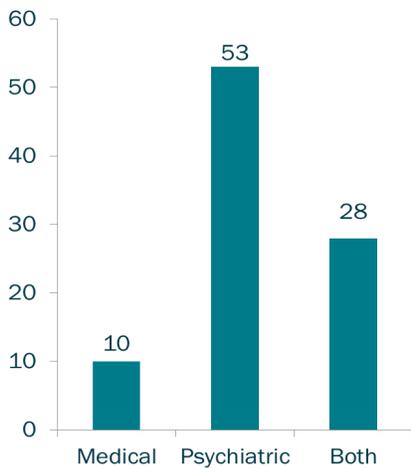
Community Outreach Program

Nested within the Howard Center Crisis continuum of services, the team is comprised of 5 full-time staff, one of whom is a Team Lead. Services are offered M-F 8:30am-8:00pm.



“The team is incredibly responsive – they are always easily reached, responsive and non-dismissive. You have a great team on your hands. They should continue to be celebrated.” Lt. Gregg Jager

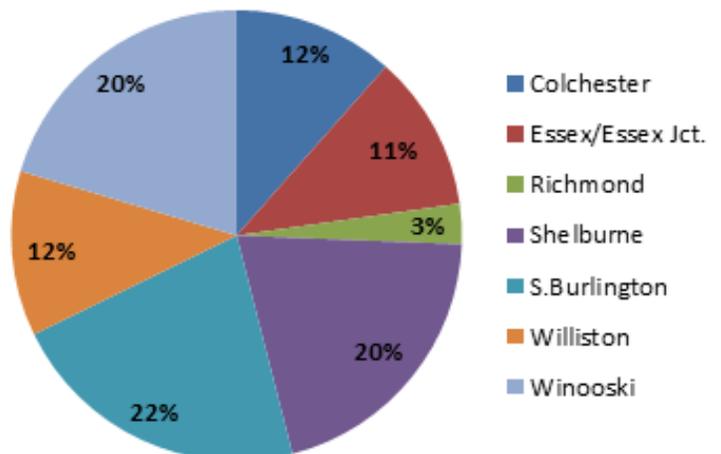
Emergency Department referrals



Most Prevalent Presenting Concerns:

- Behavioral/Mental Health Concerns
- Family/Relational Conflict
- Substance Use/Abuse
- Homelessness, housing issues
- Legal Issues
- Violent/aggressive behaviors

FY20 Total Contacts by Town



“I’ve told other people in my building. Have given cards to friends. Grateful and thankful for the service and for being able to talk to specialists when needed. Things would have gone really bad without the service. It helped me through a very very difficult time in my life. I hope this program gets the funding it needs as I consider it essential.”