

HOWARD CENTER COMMUNITY OUTREACH REPORT

July 1, 2018 – June 30, 2019

Total Number of Contacts	1331
Total Number of Face-to-Face Contacts	843
Total Number of Distinct Clients Served Face-to-Face	479
Total Number of Distinct Clients Served by Phone	282
Total Number of Calls	1925
Referrals to HC Programs (Ind's referred, not #of programs referred to)	1083
Referrals to Other Programs (Therapy, PCP's, Dentists, Insurance, etc.)	309
Total Number of Police Involvements	671
Total Number of Contacts Assisting Police	413
Total Number of Contacts Diverting Police	394
Total Number of Proactive Community Outreach Supports	535
Total Number of Contacts to go to the Emergency Department	100
Total Number of Contacts Transported to the ED via Ambulance	34
Total Number of Contacts Transported to the ED via Police	28
Total Number of Contacts Transported to the ED via COS	22
Total Number of Contacts Transported to the ED via Other (family, etc.)	16
Total Number of ED Visits Medically Necessary (only)	16
Total Number of ED Visits Psychiatrically Necessary (only)	49
Total Number of ED Visits that were both Medically & Psychiatrically Necessary	35

Face-to-Face Services by Town Served*

Town Served	Total	Total Under 18	Total 18 and Over
Burlington	29	1	28
Colchester	135	34	101
Essex / Essex Jct.	121	22	99
Shelburne	129	6	123
South Burlington	244	23	221
Williston	81	10	71
Winooski	163	33	130
Total:	903	129	774

*Contacts per location are higher than total number of contacts as the Community Outreach Specialists cross town borders while serving an individual

Presenting Issues that Applied by Service Type (not mutually exclusive)

Issues	Total	Issues	Total
Adoption	4	Medical	208
Concerns about Sexual Behavior	43	Missing Person	5
Emotional/Behavioral/Mental Health Concerns	1230	Non-MH Info/Referral	25
Family/Relational Conflict	622	Refugee/New American	4
Fire Setting	7	Runaway/Elopement	31
Homelessness	280	Self-Harm	122
Homicidal ideation	20	Substance Use/Abuse	276
Incarceration	3	Suicidal ideation/attempts/deaths	195
Legal	192	Violent/Aggressive Behavior	266

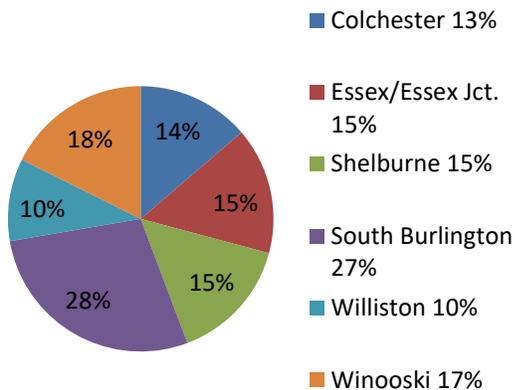
Contact Initiated From*	
Caller	Total
Client/Community Member (self) requesting support	208
Police/dispatch	558
Providers	181
Schools	27
Hospital	10
Family/Parent/Guardian/Friend	45
Other (includes DOC, DCF, & “other” contacts not defined in our current system (community members, businesses, etc.)	358

*Report still being refined as we enter into a new EHR system

Contacts Per Location*	
Town Served	Total
Burlington	44
Colchester	206
Essex/Essex Jct.	232
Shelburne	227
South Burlington	421
Williston	151
Winooski	265
Total:	1546

*Contacts per location are higher than total number of contacts as the Community Outreach Specialists cross town borders while serving an individual

Contacts by Location



Funding Contribution to Overall

