



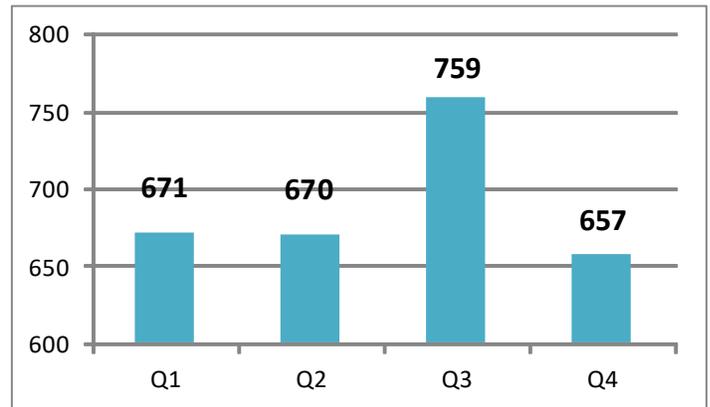
## Community Outreach Program

The Community Outreach Program launched in April, 2018 through collaboration with Howard Center, town and city managers and police chiefs from 6 neighboring towns including South Burlington, Colchester, Williston, Winooski, Essex and Shelburne. In July, 2019 this partnership expanded to include Richmond.

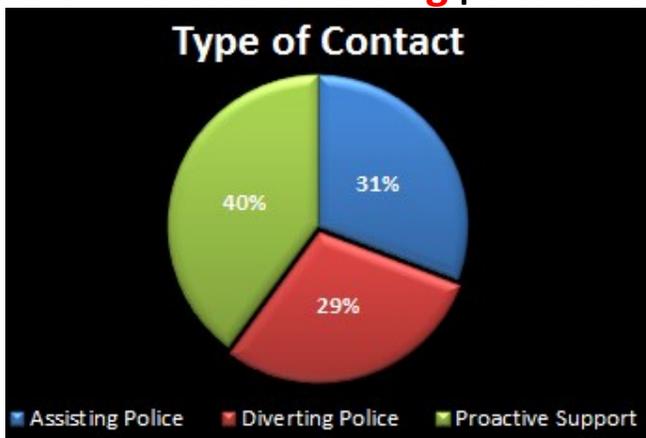
FY19 Contacts: Phone & Face to Face

**543** individuals and families

“Amazing to our family... He completely went out of his way, in more than 10 different ways, with my daughter. She’s struggling right now and she’s 14. He was able to not only talk with her ... he was able to talk with us too.. I’m very glad that I called this number.” - Community Member



**394** contacts **diverting** police resources



“From the day [the team] arrived for orientation, everything has been positive. Our team is excited to have them onboard and is already throwing work their way. In fact, I just had a sergeant walk in and say that the team is **‘worth their weight in gold.’**” - Lt. Gregg Jager, SBPD

“We had a call the first thing this morning. It was wonderful to hear an officer clear the call saying he was no longer needed because an Outreach worker was on the scene .... What sweet music to my ears!!” – Former Chief of Police, Trevor Whipple, South Burlington PD

### 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

# 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 Monday - Friday 8:30am-4:30pm and soon to expand into the evening.

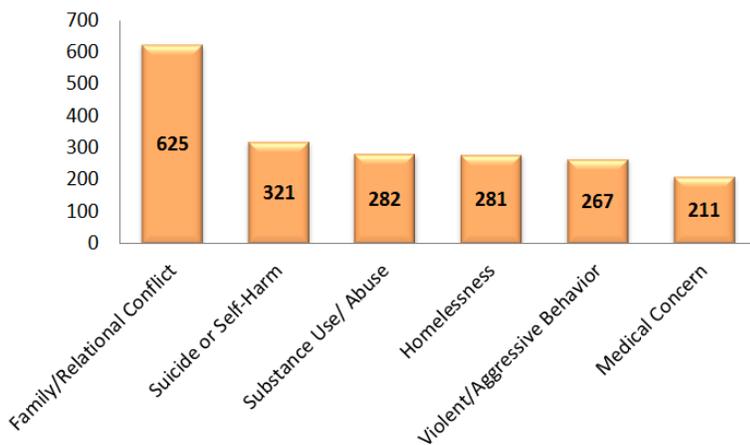
**1,432 Referrals**

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



**92%** of contacts involved a mental health concern; the most common problems were family or relationship conflict, followed by suicide or self-harm, substance use, homelessness, aggression and medical concerns... **yet only 7%** of these contacts resulted in an Emergency Department referral.

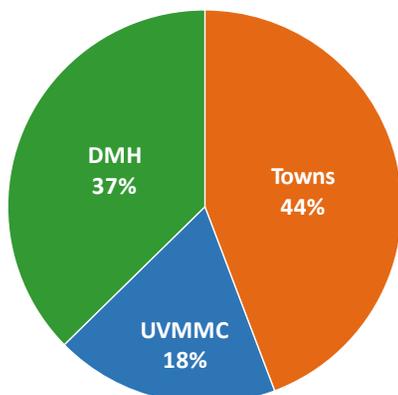
The overwhelming majority were able to resolve the issue without accessing higher level care resources.



Community Outreach works closely with First Call for Chittenden County, Howard Center’s Crisis team:

“Our relationship with Community Outreach is symbiotic...Community Outreach makes first contact and provides the first tier of support and, if more is needed, First Call outreaches to make sure that the client’s emergent needs are met in an efficient manner.” – Hal Bauerle, Supervisor, First Call for Chittenden County

Supported by Towns, Communities, Providers, Hospitals, and the State



2:05 p.m. Police were called about a person at Harbor Place making threats about harming others. With the assistance of outreach and first call workers, police contacted the individual and determined no need for emergency evaluation.

Local newspaper clipping