

HOWARD CENTER COMMUNITY OUTREACH FY23 ANNUAL REPORT (7/1/22 – 6/30/23)

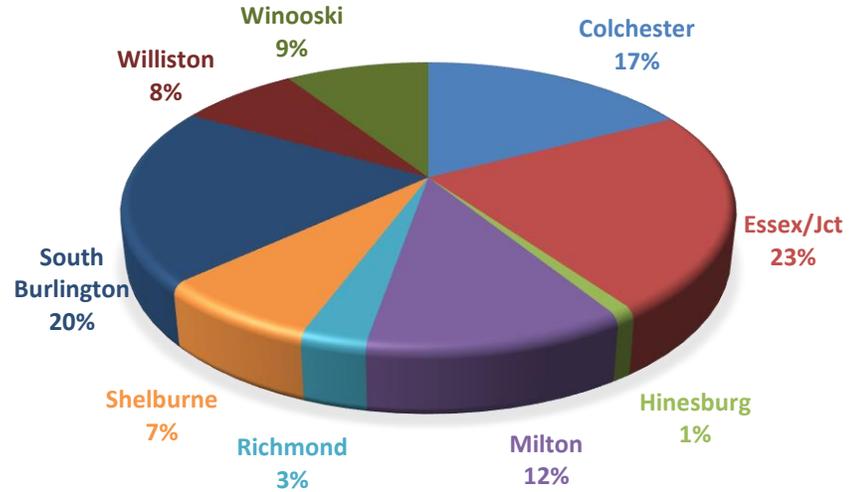
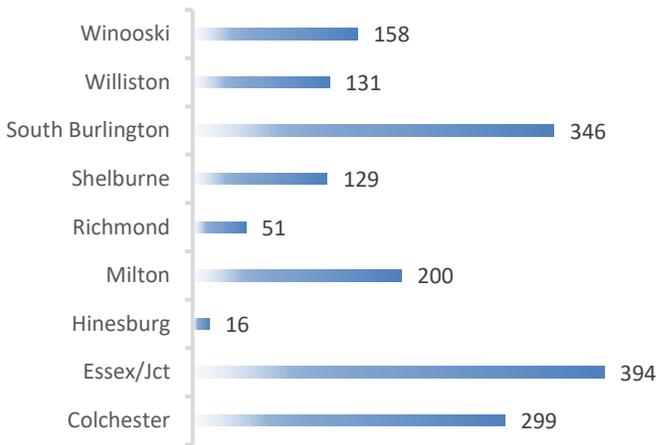
Three Year Comparison	FY21	FY22	FY23
Total Number of Services (Each service may include multiple calls)	2,707	2,326	1,701
Phone	6,561	6,944	4,753
Face-to-Face Contacts	1,110	1,161	751
Unique Client Count	1,084	898	799
% Adult (Unique client count)	84%	80%	90%
Adult	896	715	702
Youth (< 18 yrs)	120	155	77
Age unknown	68	28	23
% Services with Active Designated Agency Enrollment	55%	58%	61%
Active Howard Center Services	1,404	1,166	1,039
Not Active Howard Center Services	949	546	584
Unknown	322	396	44
Referrals total:	1,982	1,240	1,302
Behavioral Health Care	715	467	454
Social Services (Economic, Housing, Basic Needs, Employment)	648	307	518
Medical Health Care	144	137	141
FCCC	331	329	219
Police-Involved Contacts	1,044	927	602
Assisting Police or Co-Response	503	367 (under-reported)	278
Diverting Police	211	516	184
Police Resource Time Saved (hours)	193	514	212
Proactive/Engaging Community Outreach Supports	2,100	883	508
Outcome to the Emergency Department	153	167	84
Medically Necessary (only)	25	16	13
Psychiatrically Necessary (only)	78	108	58
Both Medically & Psychiatrically Necessary	50	43	40
Transportation Means to the ED			
Ambulance	78	67	60
Police	55	59	25
Outreach Staff Transport	5	18	12
Family/Other Transport	11	23	11
Level of Distress: Total services where distress rated	1,272	1,431	1,407
Maintaining or improvement by pre-post encounter	99%	100%	99.5%
If distressed, % showing improvement by end of service	65%	92%	91%
Escalating in distress at end of service	<1%	0%	<1%

Who Initiated the Call?			
	FY21	FY22	FY23
Client/self/Community Member	614	333	252
Police	1,285	1,031	851
Providers	130	109	54
Community Outreach staff	367	267	141
Schools	30	22	9
Family/Parent/Guardian/Friend	139	131	100
FCCC	85	155	112
Other (DOC, DCF, business)	133	84	118

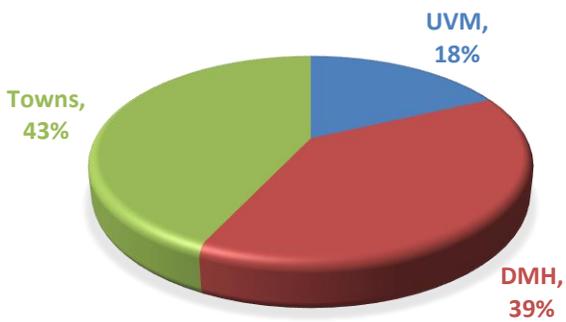
Primary Concern			
	FY21	FY22	FY23
Emotional/Behavior/Mental Health	2,345	1,796	1205
Housing instability	53	78	90
Family/Relational Conflict	96	84	74
Homeless	102	50	62
Domestic Violence	10	25	18
Legal	16	24	15
Medical	26	39	22
Substance Use/Abuse	53	35	36
Suicidal ideation/behaviors	7	11	30
Other or Missing Info	38	32	123

FY23: CONTACTS BY TOWN

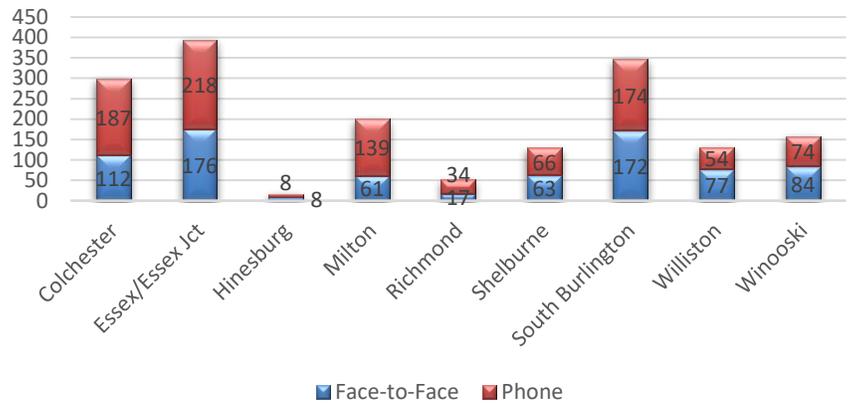
*Contacts by town can overlap as services cross town borders



PARTNERSHIP FUNDING DISTRIBUTION



FY23 Service Type by Town



FY23 SERVICES BY TOWN

*each service may include multiple calls

