



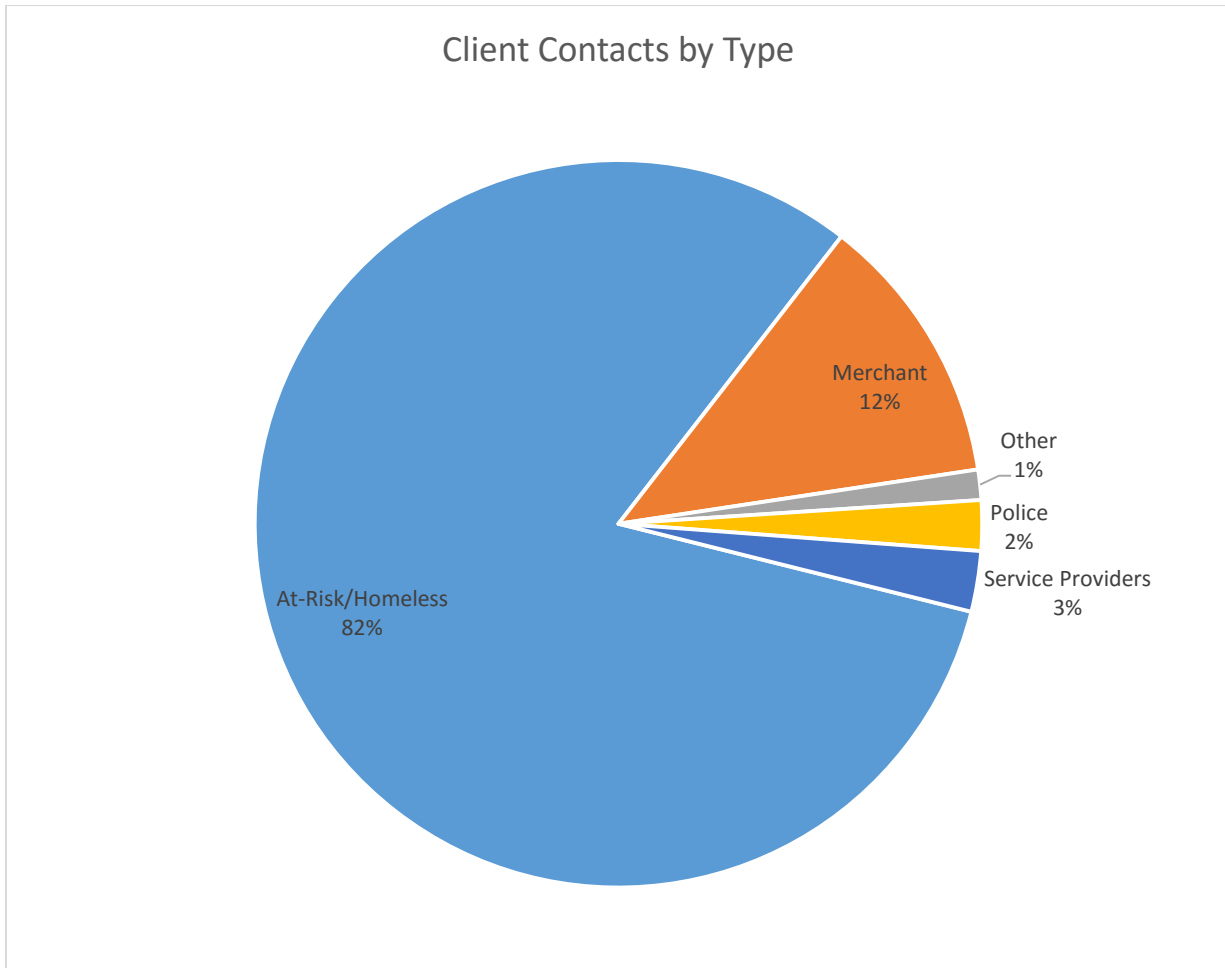
Outreach Data 8/1/16-8/26/16

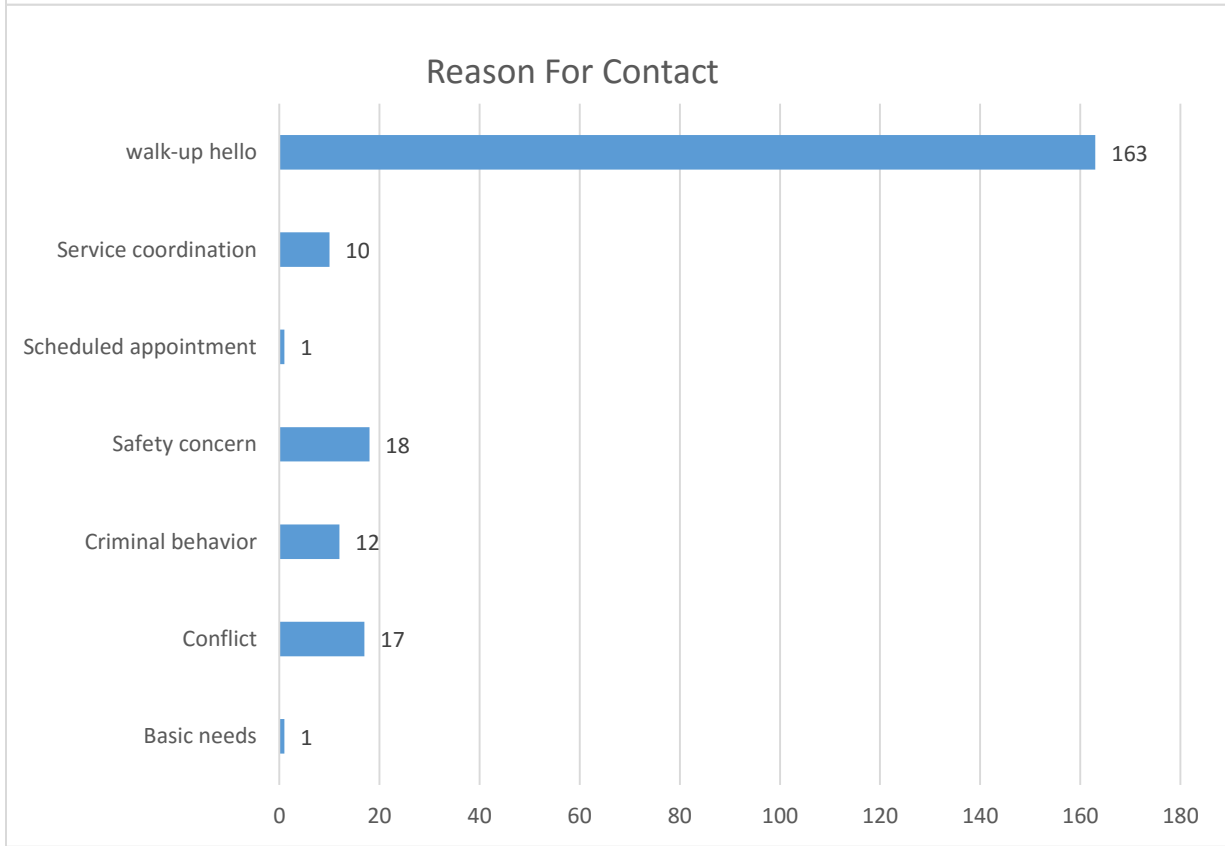
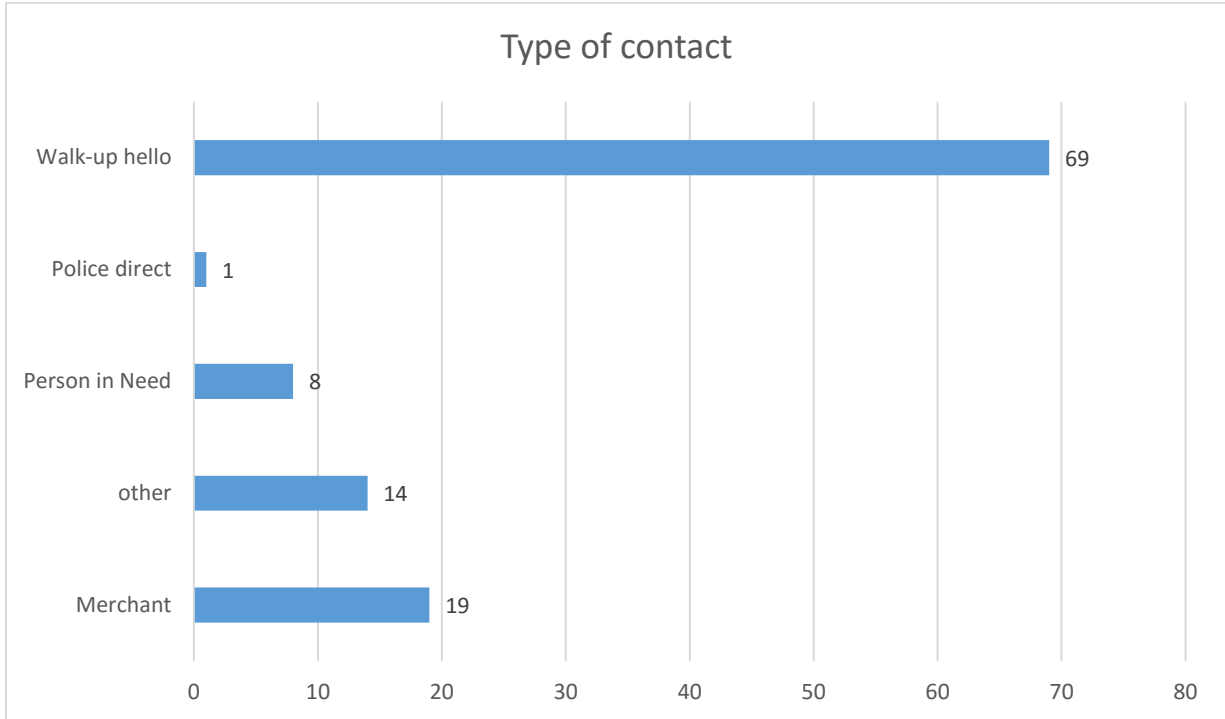
Days of Service: 18

Total Contacts Made: 228

Average Contacts Per Day: 12.3

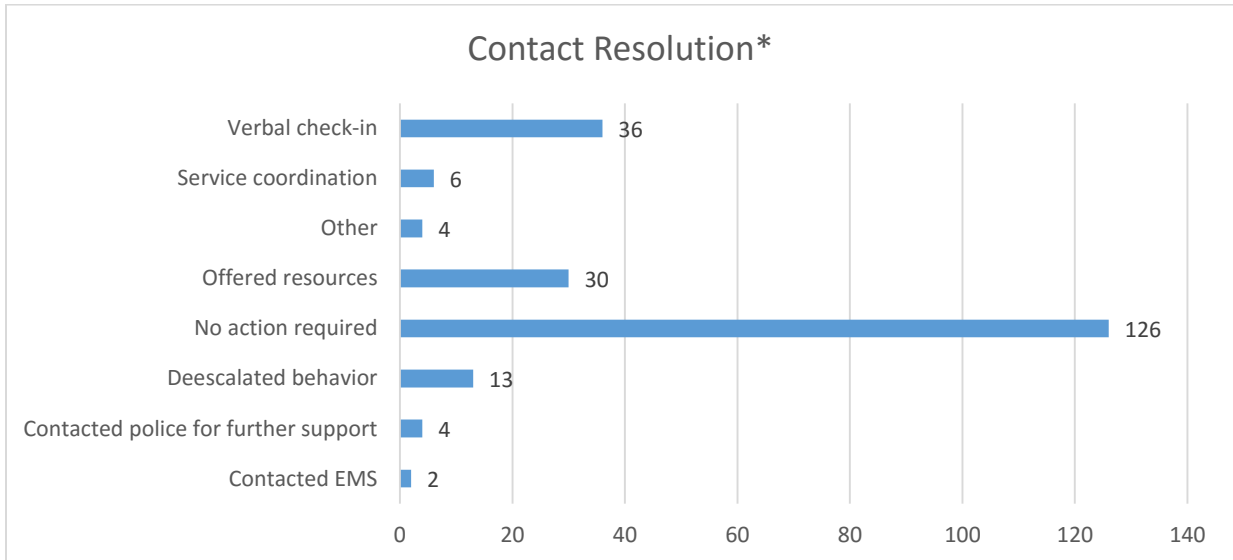
- 187 At-Risk/Homeless Individuals
- 27 Merchant Contacts
- 6 Service Provider Contacts
- 5 Police Contacts
- 3 Other

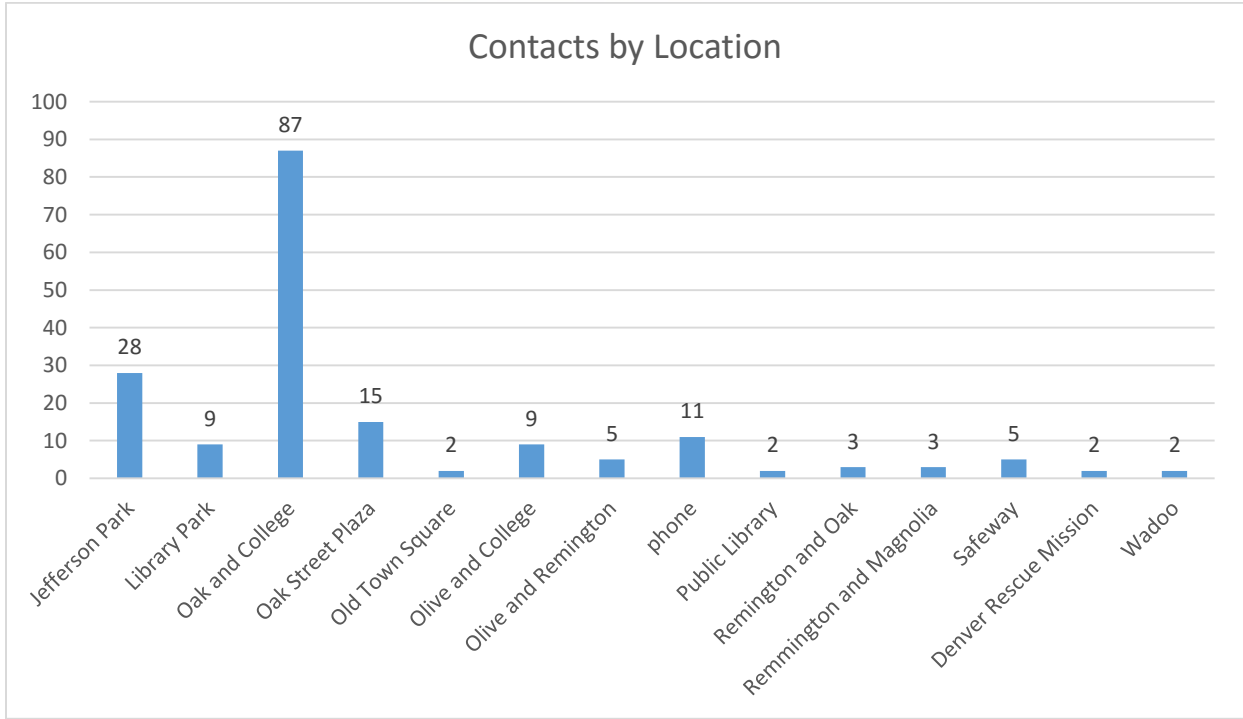






*Many resolutions co-occur, meaning a contacts may have multiple resolutions based off the situation. In this graph, the primary resolution is listed.





Program Summary and Takeaways For August 2016:

- Team successfully connected disabled veteran with housing, health care coordination, VA Benefits coordination, and emergency shelter until housing becomes available. Individual reported to staff he had been homeless for 30 years. This will result in significant community savings as this individual had on average in excess of 60 police and emergency service interactions each year.
- Team has seen marked changes in interactions with previously difficult individuals. A number of well engaged individuals pursuing Mental Health Treatment, Substance Abuse Treatment, Housing, and Benefit Acquisition. This report is a reflection of the positive relationships being built with the Homeless and At-Risk individuals.
- Team has received calls and positive feedback from Merchant Stakeholders. Merchant contacts have increased significantly since the July 2016 report. Merchant contacts have more than



doubled since the July 2016 report (from 24 contacts in June/July to 57 contacts in August).

Increases in citizen contacts via phone call and response have also increased during this time.

- The team has successfully helped to de-escalate number of situations in densely populated areas, and received positive feedback from Merchant Stakeholders regarding the outcomes of the team's interactions with the at-risk and homeless populations.
- Outreach Contacts have increased during the month of August. In the first 35 days of service, Outreach made 235 total contacts. In the following 18 days of service, outreach has made an additional 238 contacts, nearly doubling the number of contacts made per day in August compared to the combined June and July data.
- The Outreach Team has increased its presence on the street in the month of August. The Outreach Team now spends a minimum of four hours, per staff member, per business day connecting with its various stakeholders, including at least two daily outreach shifts (morning and afternoon/evening). This has allowed the team to work more intensively around service coordination and increased the level of engagement the team has with its stakeholders. The team expects a further increase in time spent outreaching once a database system is implemented to more efficiently and expediently record data in real-time.