Community Intervention Program

Holly Winge
5/3/2022
New Public Safety Approach

Participants and Beneficiaries
- Bus & Rail Operators
- Customers
- Community
Community Intervention Specialists

Holly Winge, LMSW

Background in youth & family services, nonprofit work, program development & management, and leadership roles

Carlos Silva, BA (psychology)

Background in mental health, homeless housing services, and nonprofit work
## Community Intervention Logic Model

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities</th>
<th>Outcomes</th>
<th>Impact</th>
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</table>
| • Community Intervention staff  
• Cap Metro property (transit centers, buses, rail ROW, etc.)  
• Social service agencies  
• Customers & community members | • Outreach to people experiencing homelessness, mental health issues, substance abuse issues, etc.  
• Social Service navigation  
• Direct service provision:  
  - SNAP application  
  - ID replacement  
  - Housing Assessment | • Decrease in house-rule violations requiring police involvement  
• Increase in customers & staff report feeling safer on system  
• # outreach encounters  
• # referrals to social services  
• # successful referrals | • Customers & Operators feel safe  
• Cap Metro property is clean, functional, and used as intended  
• Persons experiencing homelessness, mental health crises, or other challenges on or near the system are successfully navigated to appropriate resources/services |
Response Model

Street Outreach & Service Navigation Flow Chart

1. Person identified for outreach

2. Case assigned to CI staff

3. Outreach attempted by assigned CIS

4. Person accepts engagement offer?
   - 4a. no
   - 4b. yes

5. Engagement conducted

6. Referred to social services

7. Referral successful?
   - 7a. no
   - 7b. yes

8. Person’s needs are met?
   - 8a. no
   - 8b. yes

9. Exit
Lessons Learned

• Warm hand-offs
• Referrals vs. direct service
• Don’t reinvent the wheel
• Geographic scope
• Quality not quantity
Key Performance Indicators

**KPIs Defined**

1. **Number of Outreach Encounters**
   - # of *Refused* - Individual located and declined service offer
   - # of *Unable to Locate* - CIS staff attempts initial engagement; individual is not able to be located. No communication was established.
   - # of *Engaged* – individual located and accepts offer. CIS completes intakes and begins social service referral process

2. **Number of Referrals**
   - CIS staff makes social service referral and navigates individual with resources to address need.

3. **Number of successful Referrals**
   - The individual accessed the resource, the referral addressed their need, or the resource addressed a step in the process to addressing a person's need.
Holly Winge
Community Intervention Specialist
Holly.winge@capmetro.org
512-201-9966