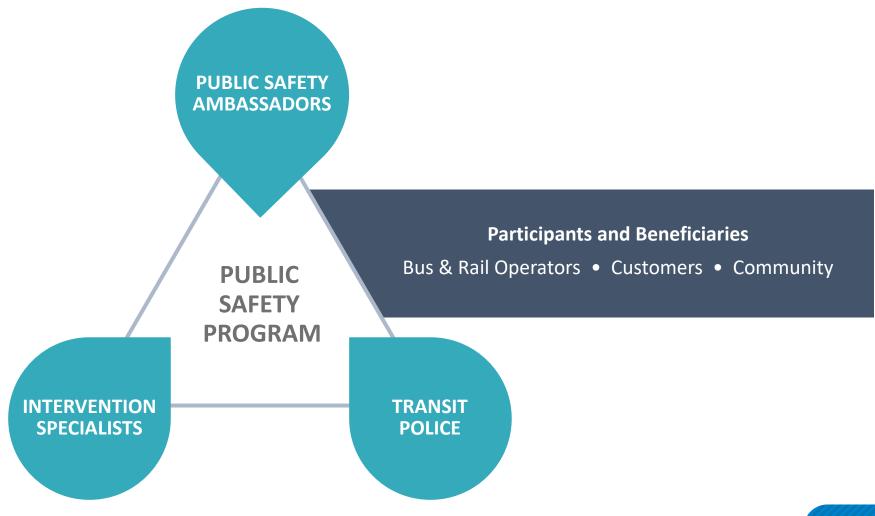


# Community Intervention Program

Holly Winge 5/3/2022

### New Public Safety Approach



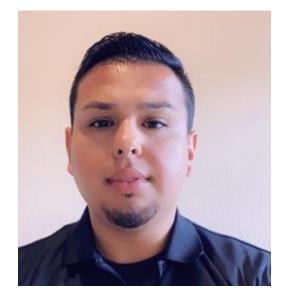
CapMetro 2

### **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

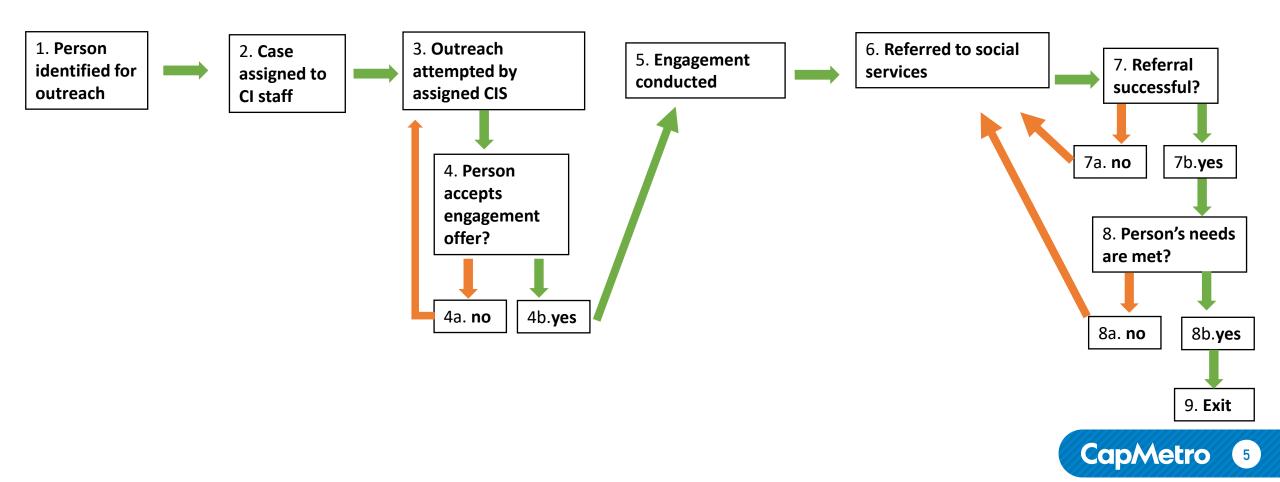


### **Community Intervention Logic Model**

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



**Street Outreach & Service Navigation Flow Chart** 



### 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 <u>Holly.winge@capmetro.org</u> 512-201-9966

