

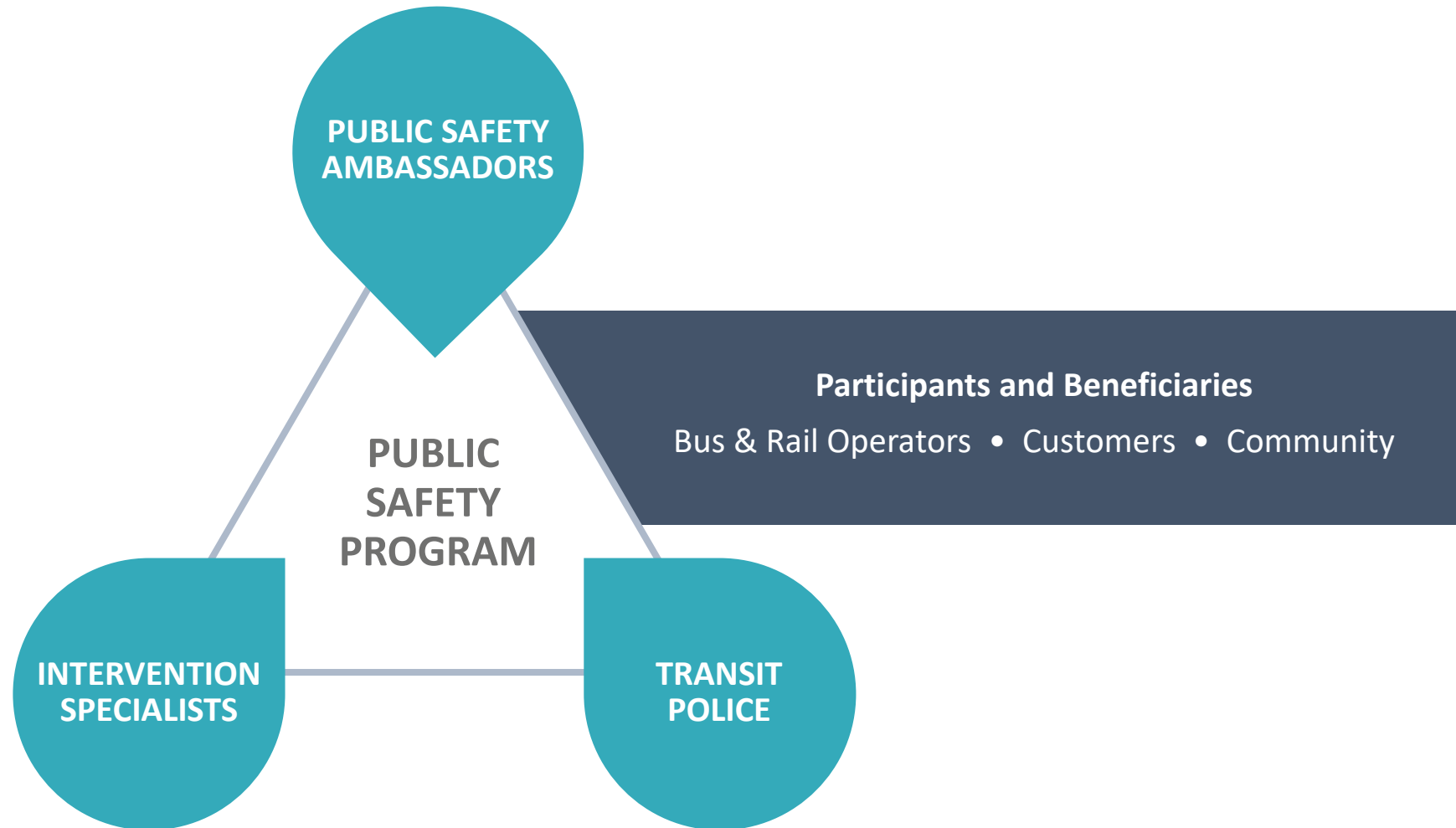
CapMetro

Community Intervention Program

Holly Winge

5/3/2022

New Public Safety Approach



Community Intervention Specialists



Holly Winge, LMSW

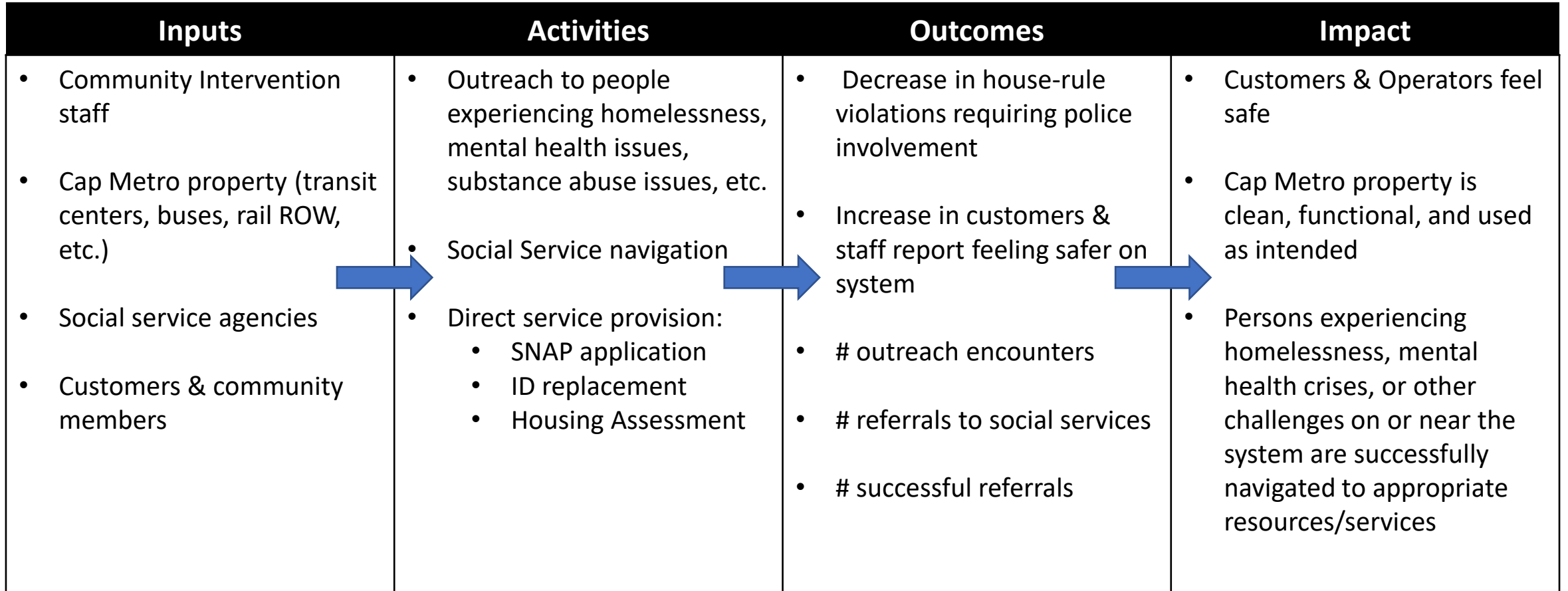
Background in youth & family services, nonprofit work, program development & management, and leadership roles



Carlos Silva, BA (psychology)

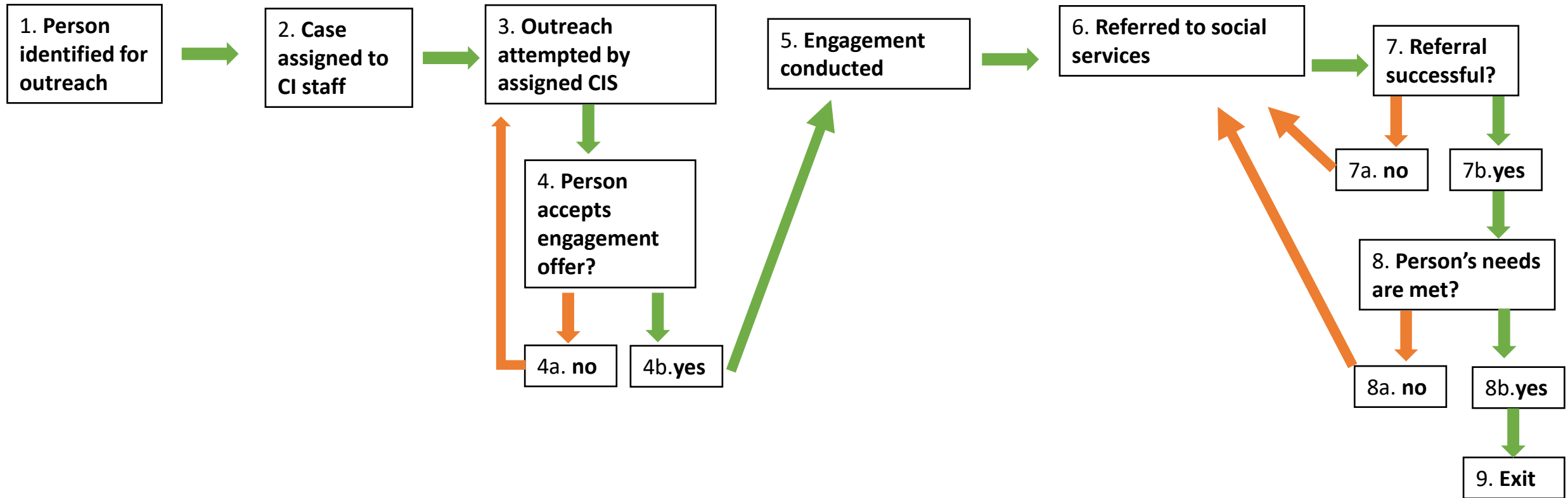
Background in mental health, homeless housing services, and nonprofit work

Community Intervention Logic Model



Response Model

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.

Contact Information

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