

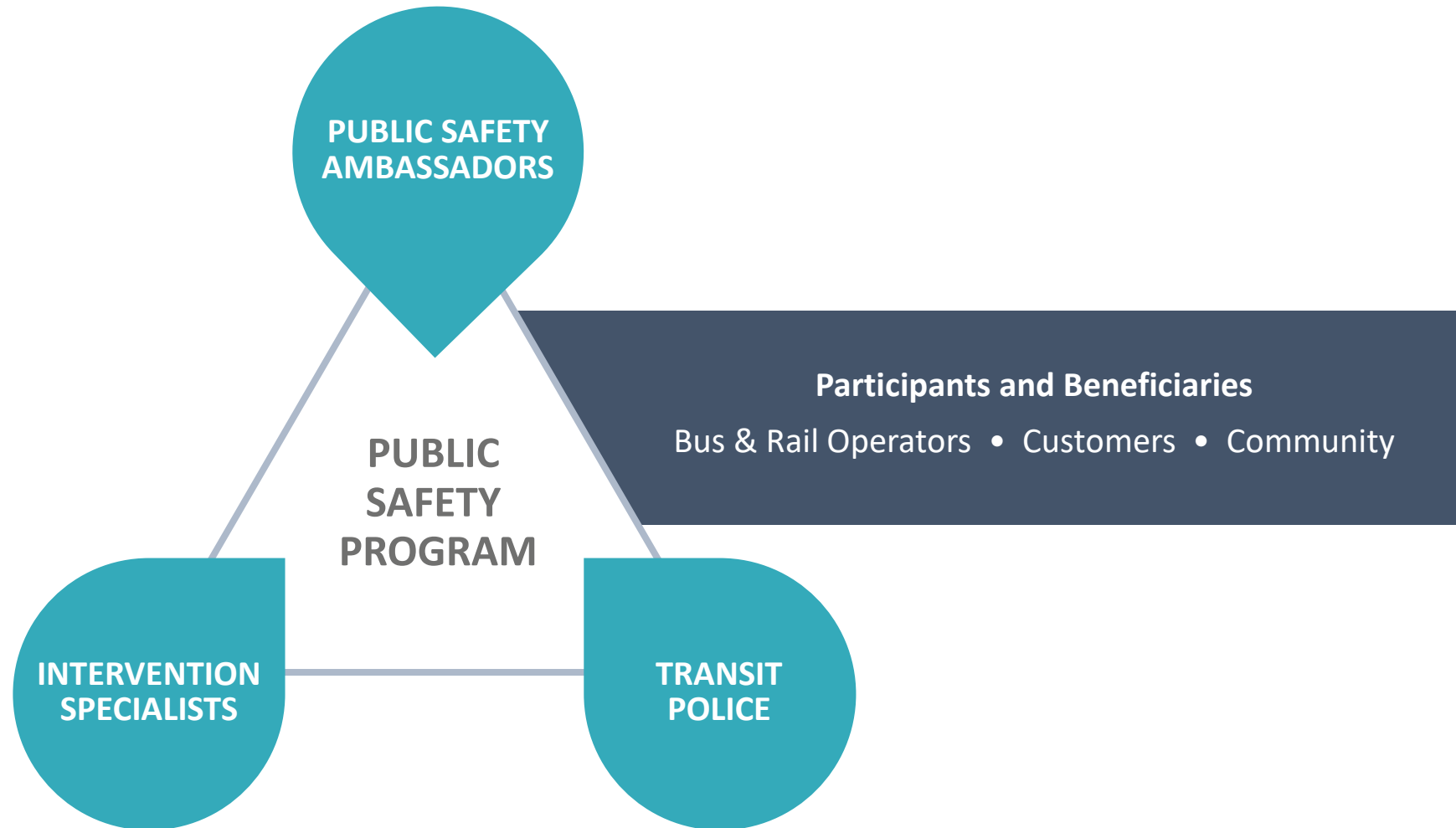
CapMetro

Community Intervention Program

Holly Winge, LMSW
Community Intervention,
Specialist II

07/2024

CapMetro's Public Safety Approach



Community Intervention Team



Holly Winge, LMSW
*Community Intervention
Specialist II*

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



Carlos Silva, BA
(psychology)
*Community Intervention
Specialist*

Over 10 years experience in mental health, homeless housing services, and nonprofit work



Estefani Garcia, BSW
*Community Intervention
Specialist*

Background in youth services, homelessness, and domestic violence

Program Key Components

- Street outreach
- Rapport building
- Access to resources
- Intensive Case Management



Program Reports

Community Intervention Program Report

Year 1 : October 13, 2021 — October 13, 2022

After 9 months of development, the Community Intervention program launched on October 13th, 2021.

Created as part of CapMetro's new approach to public safety, the Community Intervention Program is a street outreach effort designed to address quality of life issues on transit related to homelessness, substance abuse and mental illness. Community Intervention Specialists (CIS) employ the program by engaging vulnerable populations on the system, building a relationship with them, and navigating them to the appropriate resources. The following report will discuss the program metrics, operations and accomplishments for the first full year of operation.

Before diving into the numbers, it is important to highlight the CIS team's commitment to the quality of work with individuals rather than strictly focusing on quantity. This focus allows CIS staff to develop lasting relationships with individuals to help navigate them through a complicated, under-resourced and time-consuming homeless response system. The numbers discussed below reflect the time-intensive efforts CIS staff took to help individuals achieve their goals and address quality of life and house rule violations on the transit system.

Tracked Interactions

The CIS team developed four indicators to track efforts made in the program and progress made with individuals. Using the indicators defined below, CIS staff track all realized and attempted interactions with individuals on transit as well as efforts to navigate them to social services.

1. **Engagements** – An individual that is identified for outreach (either through a referral or self-initiated by CIS staff) is located and engaged in either relationship building or service navigation.
2. **Refusals** – An individual is located by CIS staff and an attempt is made to engage in services, establish relationship or provide resources. The individual declines to engage or offer for services.
3. **Unable to locate** – Attempted engagement; an individual is not able to be located. No communication was established.
4. **Referrals** – Staff make a referral to a social service agency or other identified resource during engagement with an individual. Examples include referrals for cold weather shelters, housing organizations and healthcare providers.

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Community Intervention: Year 2 Report

Year 2: October 14, 2022 — October 13, 2023

On October 13, 2022 the Community Intervention Program concluded its second year of operations. Created as part of CapMetro's new, three-team approach to public safety, the Community Intervention Program is a street outreach effort designed to address quality of life issues on the transit system related to homelessness, substance abuse and mental illness. Community Intervention Specialists (CIS) employ the program by engaging vulnerable populations on the transit system, building a relationship with them, and navigating them to the appropriate resources. The following report will discuss the program metrics, operations and accomplishments for the second full year of operation.

In program year two (October 14, 2022, to October 13, 2023), the Community Intervention team solidified operations, expanded with an additional team member, formed new partnerships and had many housing, shelter and benefits successes with individuals. The program developments, successes, metrics and impacts are discussed below.



Before diving into the numbers, it is important to highlight the CIS team's commitment to the quality of work with individuals rather than strictly focusing on quantity. This focus allows CIS staff to develop lasting relationships with individuals that are needed to help navigate them through a complicated, under-resourced and time-consuming homeless response system. The numbers discussed below reflect the time-intensive efforts CIS staff took with each individual to help them achieve their goals and address quality of life and house rule violations on the transit system for the long-term.

Key Points

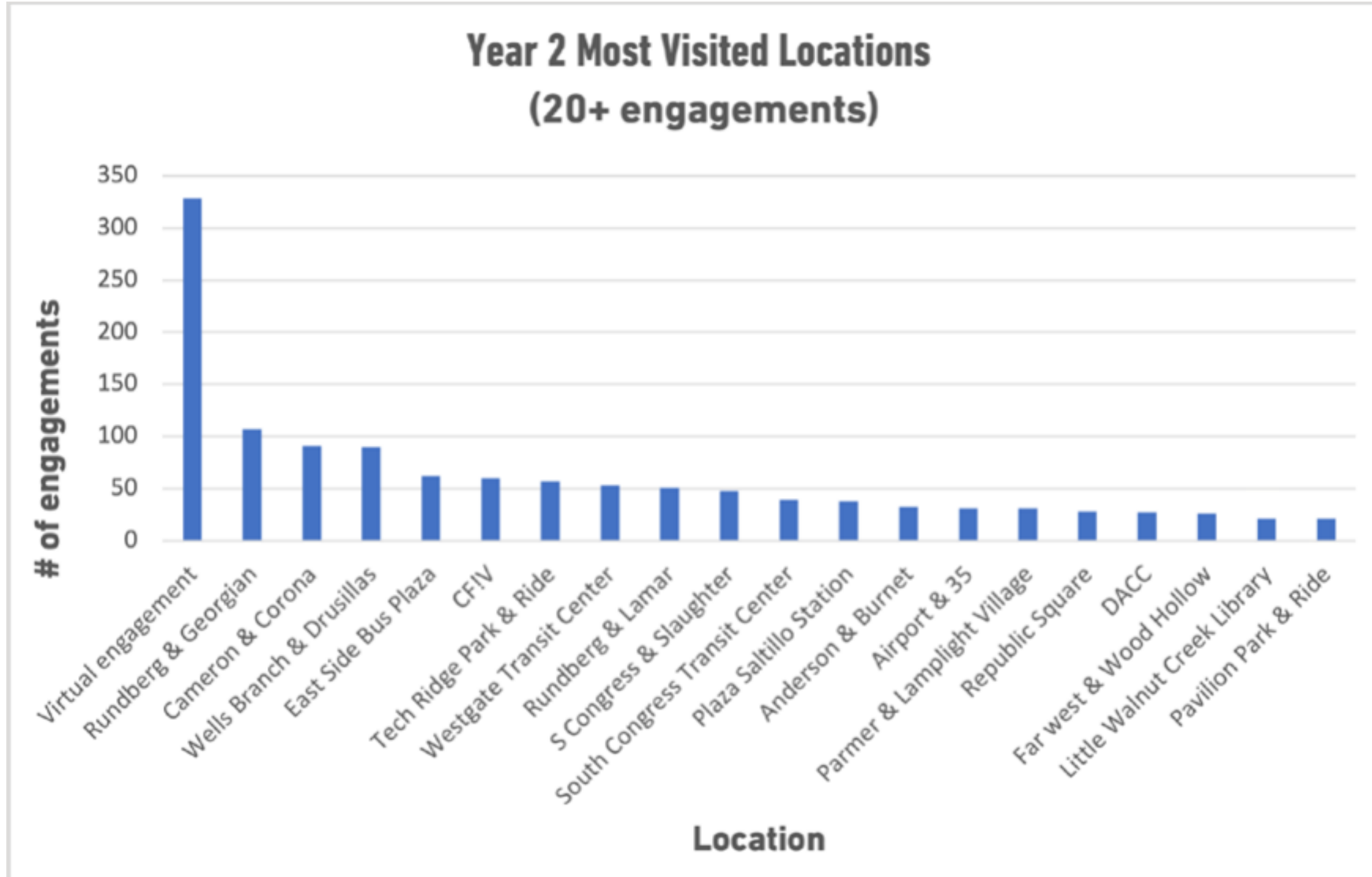
- Year 2: October 2022- October 2023
- Expanded team
- Engagement quality improvement
- Increased housing & shelter placements
- Focus on vital documents



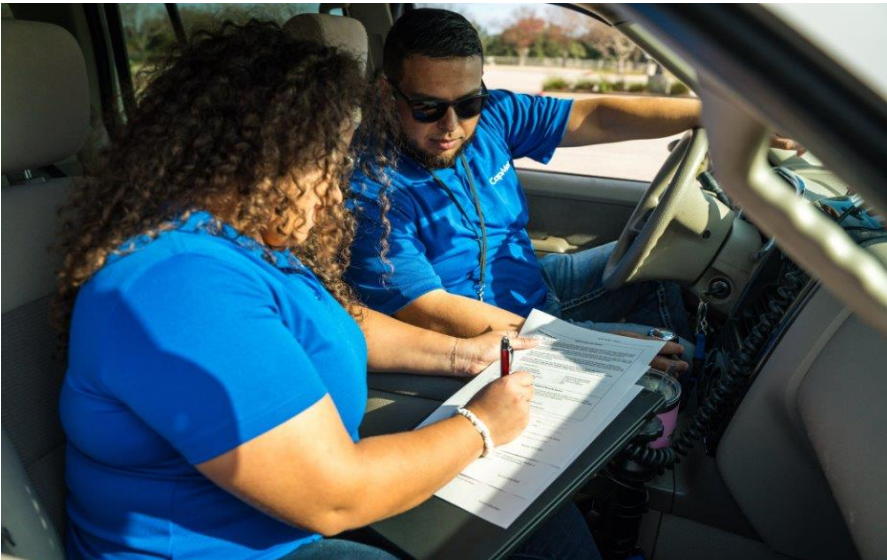
Key Performance Indicators

CIS Program Metrics		
Key Performance Indicator	Year 1 Total	Year 2 Total
Engaged	712	1213
Refused	40	41
UTL	196	650
Referrals	246	276
Coordinated Assessments	100	73
Housing Placements	3	11
Shelter Placements	1	5

Locations Serviced



A day in the life



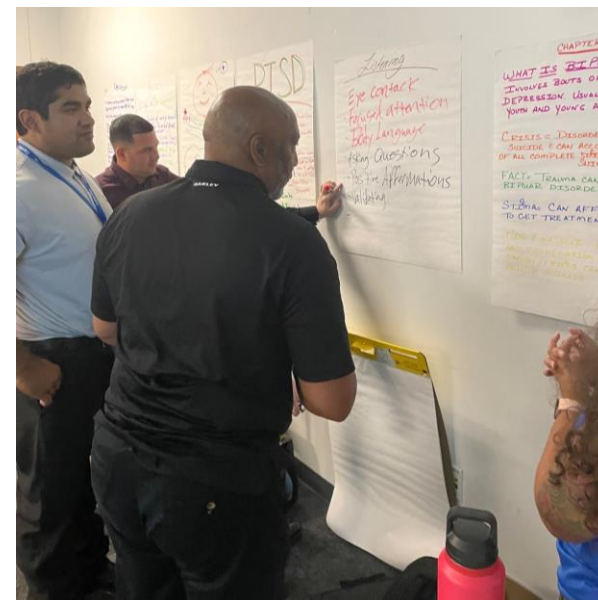
Success Stories

- Sobering Center partnership
- Fresh food access via UT Social Resource Center partnership
- Family of 4 rapid shelter access
- Ordered 69 vital documents for individuals (year 1 & 2)



Continued Partnerships & Initiatives

- Mental Health First Aid & Harm Reduction Training
- National Transit & Vulnerable Populations Workgroup
- Collaboration with:
 - COA Homeless Services Office
 - Downtown Austin Community Court
 - Ending Community Homelessness Coalition (ECHO)
 - Street Outreach groups



Final Thoughts



*The process of outreach and engagement is an art, best described as a dance. Outreach workers take one step toward a potential client, not knowing what their response will be—will the client join in or walk away? Do they like to lead or follow? Every outreach worker has a different style and is better at some steps than others. **To dance with grace, when the stakes are high, is the challenge for all of us.**³*

Learn more about Community Intervention

[Program page on CapMetro.org](#)

[Recent post on CapMetro Waypoint Blog](#)

[Program Year 2 report](#)

Contact Information

Holly Winge, LMSW

Community Intervention, Specialist II

Holly.winge@capmetro.org

512-201-9966