



**LYNN  
CALM  
TEAM**

# CALM TEAM DATA

**AUGUST 25 - SEPTEMBER 30  
2025**

**Calm Calls  
53**

up 65% from last month

**Total Public Interactions  
171**

up 111% from last month

**Active Outreach  
117**

up 138% from last month

## Call Types



Housing & Legal Support  
17.3%

Conflict Resolution  
43.3%

Public Health & Safety  
39.3%



## Highlights

- The Calm Team has been focusing outreach efforts on areas with a high presence of unhoused and BIPOC individuals.
- GLSS engaged Calm for wellness checks, which clients welcomed over police response.
- At the library, Calm assisted a woman locked in the bathroom; upon recognizing Javier, a Calm Team Member, she came out and de-escalated through conversation.
- Each service request tells a unique story. We connect people to resources and provide harm reduction supplies, building trust with those most often in need.
- The Calm Team presented at the Senior Center to engage the senior population.
- The Calm team is working with small business owners to address long-term challenges, particularly with the unhoused population.

## Additional Call Information



**Average Call Duration  
32 Minutes**

**Average Response Time  
45 Minutes**

## Demographics

### Race and Ethnicity

Black/ African American	20	12%
Hispanic/ Latin X	81	48 %
Not Known/ Other	36	21 %
White	33	20%

### Age Range

18 - 24	6	3%
25 - 34	43	24 %
35 - 45	57	33 %
45 - 54	20	12%
55 - 64	6	3 %
65+	20	12%

### Gender

<b>W</b>	<b>M</b>	<b>Other</b>
<b>54%</b>	<b>41%</b>	<b>5%</b>