

**LYNN  
CALM  
TEAM**

# CALM TEAM DATA

**FEBRUARY 1 - FEBRUARY 28  
2026**

**Calm Calls**

**39**

**\*down 15% from last month**

**Total Public Interactions**

**66**

**\*down 31% from last month**

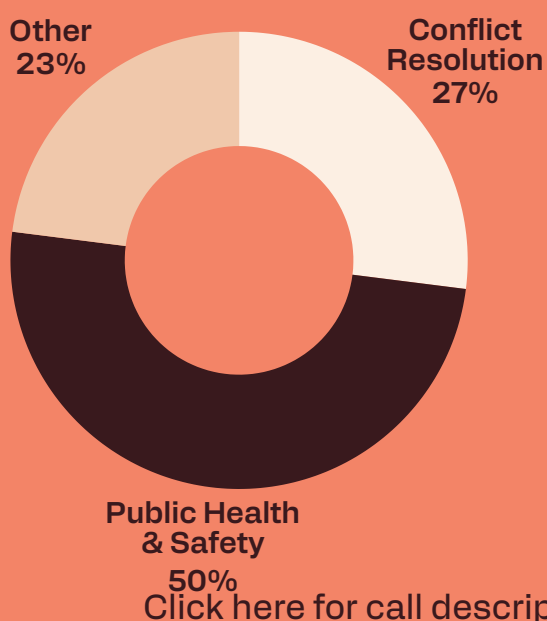
**Active Outreach**

**27**

**\*down 48% from last month**

\*Numbers are lower this month due to extreme weather conditions, staff time off, and the shorter month. Staff also spent significant time assisting with long-term solutions for families experiencing homelessness.

## Call Types



## Highlights

- Proactive outreach and meetings with the following organizations: Catholic Charities, Millennium Latino Project, The Food Project, Pathways, St. Stephen's Tower residents, and local businesses.
- Continued assisting residents during extreme weather events in accessing safe locations and warming shelters.
- Supported local businesses in addressing challenges related to homelessness and substance use.
- Assisted families experiencing homelessness in accessing shelter and obtaining necessary long-term support.
- Continued supporting warming shelter operations by providing supplies and assisting with setup and logistics.
- Conducted wellness checks for senior residents in Lynn to ensure their safety and well-being.
- Assisted seniors in addressing safety concerns related to snow removal and ensured their access to resources.

## Additional Call Information

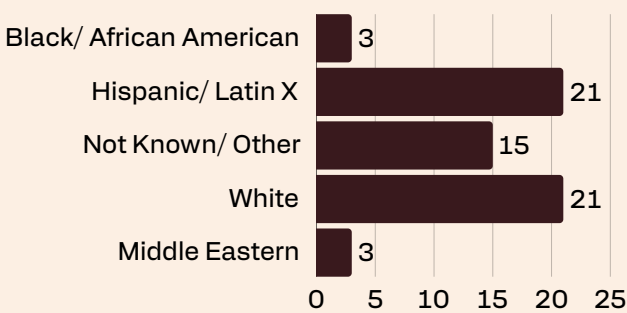


**Average Call Duration** **38 Minutes**

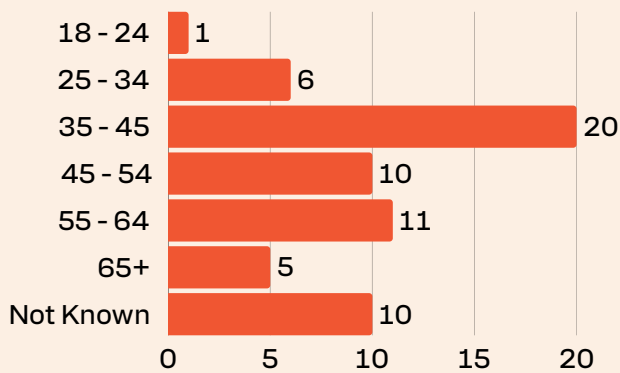
**Average Response Time** **37 Minutes**

## Demographics

### Race and Ethnicity



### Age Range



**W**

**51%**

**M**

**44%**

**Other**

**5%**