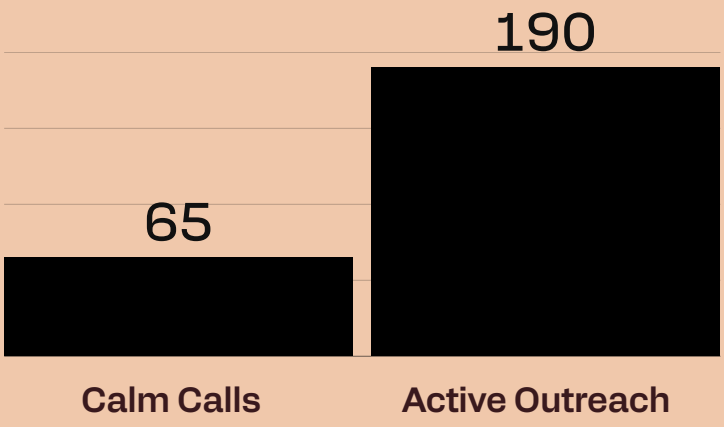
LYNN CALM TEAM

CALM TEAM DATA

JULY 1 - JULY 31 2026

Total Interactions 255

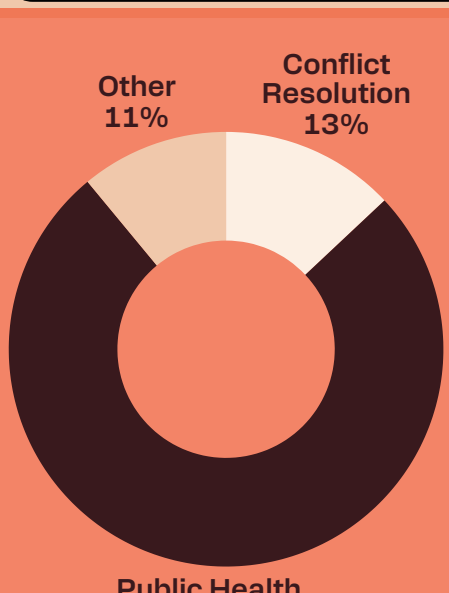


Data Highlights

- Total interactions with the public up 30% from last month.
- Calm calls up 103% from last month.
- Calls increased due to weather changes and community engagement.
- Active outreach up 18% from last month.
- Interactions increased due to providing more visibility in community spaces.
- Out of all interactions, 4% were supported by the Calm Team Nurse, which means the individuals received some sort of medical attention.

Call Types

Click here for call descriptions



Highlights

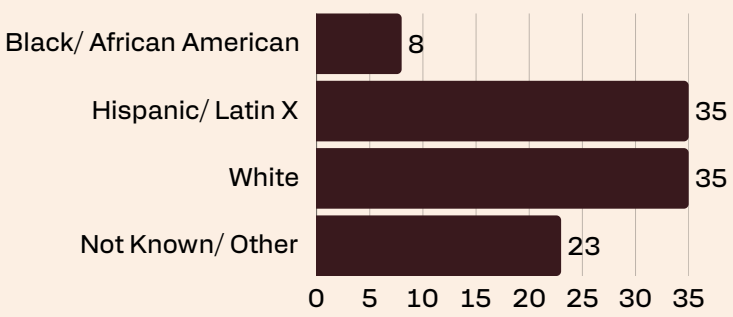
- Participated in several community events, including the Summer Youth Employment Program Resources Fair, the Reading Frederick Douglass Together, and the Canvassing Event in the Whiting Street area.
- Supported tenants and landlords in addressing housing-related concerns and resolving disputes.
- Provided support to residents navigating mental health and behavioral health challenges involving their family members by offering guidance, support, and referrals to appropriate resources.
- Continued Support:
  - Maintained a presence in public spaces to support unhoused residents and provided proactive intervention to de-escalate conflicts and enhance their well-being
  - Supported residents in public spaces by providing a visible presence, addressing safety concerns, picking up syringes, and fostering community engagement and connection.

Call Information

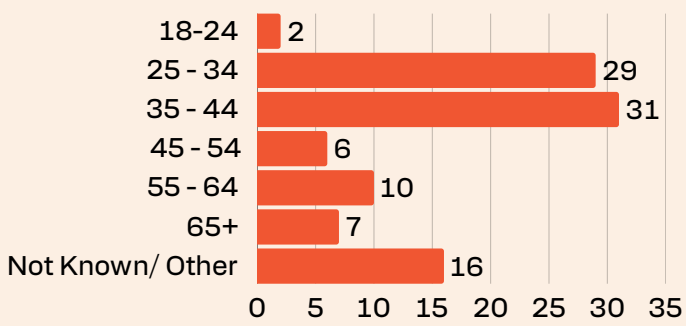
Average Call Duration	20 Minutes
Average Response Time	35 Minutes

Demographics

Race and Ethnicity*



Age Range*



W	M	OTHER
56%	42%	2%

*Demographic information is not collected during all interactions, such as syringe pick-ups, visibility and engagement in community spaces, and interactions with groups of people.