

**LYNN
CALM
TEAM**

CALM TEAM DATA

NOVEMBER 1 - NOVEMBER 30 2025

Calm Calls

36

*down 11 % from last month

Total Public Interactions

80

*down 28% from last month

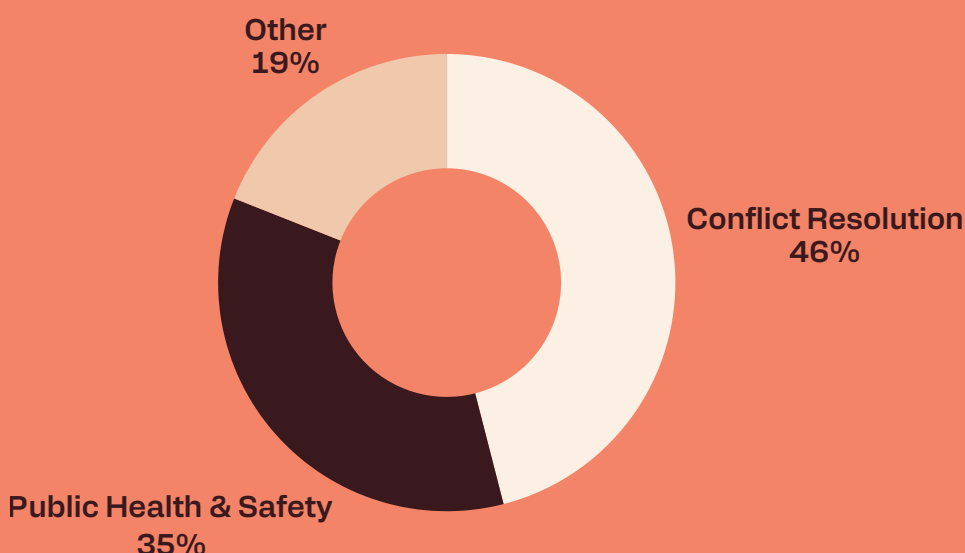
Active Outreach

44

*down 38% from last month

Decrease in calls attributed to weather changes, with fewer people visible on the streets, and LCT staff taking time off during the holiday.

Call Types



Highlights

- Offered mental health first aid and shared resources to families impacted by the SNAP shortage by providing practical items such as gloves and meal cards.
- Helped resolve a week-long heating outage by coordinating directly with both the landlord and the tenant.
- Assisted a resident facing housing safety concerns by engaging calmly, gathering key information, and preparing them for follow-up from relevant city agencies.
- Supported residents experiencing emotional distress and ensured they were able to return home safely.
- Continued building strong rapport with residents through meaningful interactions by maintaining a consistent presence in city parks and downtown—especially on weekends—to promote a sense of safety and ensure ongoing visibility of the team.

Additional Call Information

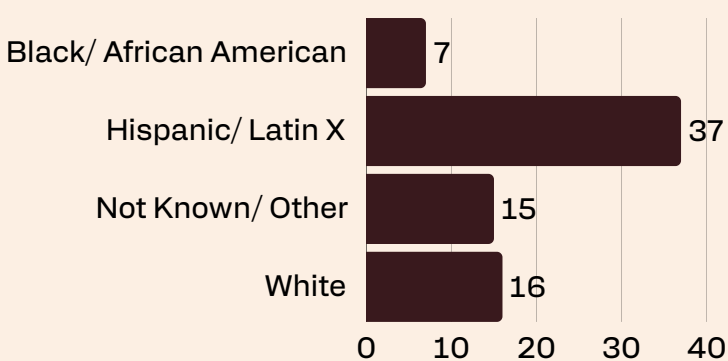


Average Call Duration **37 Minutes**

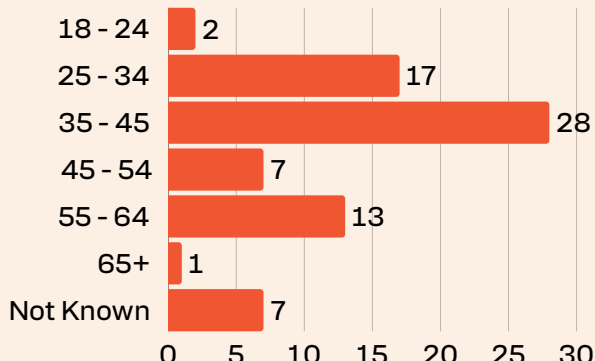
Average Response Time **35 Minutes**

Demographics

Race and Ethnicity



Age Range



W

37%

M

59%

Other

4%