



E.C.H.O. Year 1 Implementation Overview

Vanessa Matheny, Neighborhood Services

February 2026

Program Overview



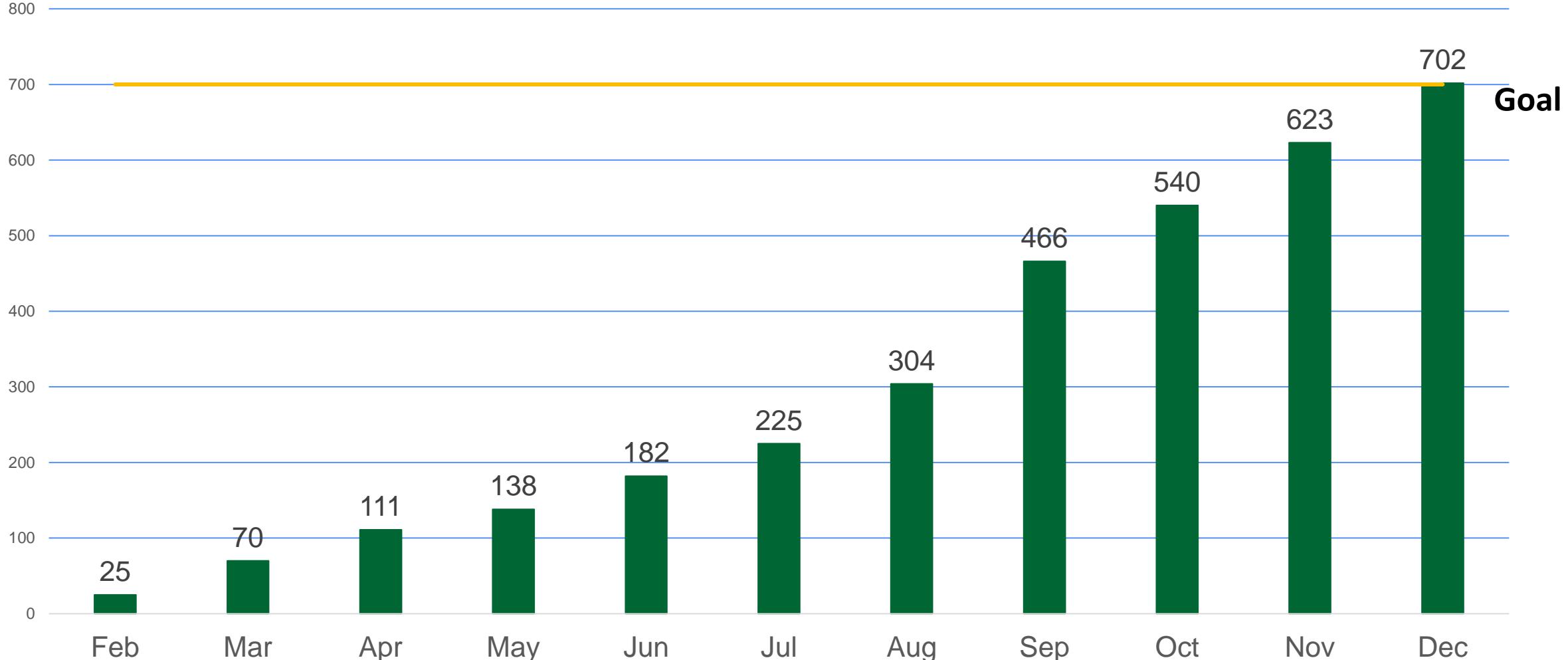
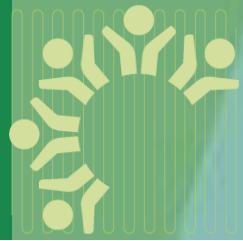
Phase 1 Goals



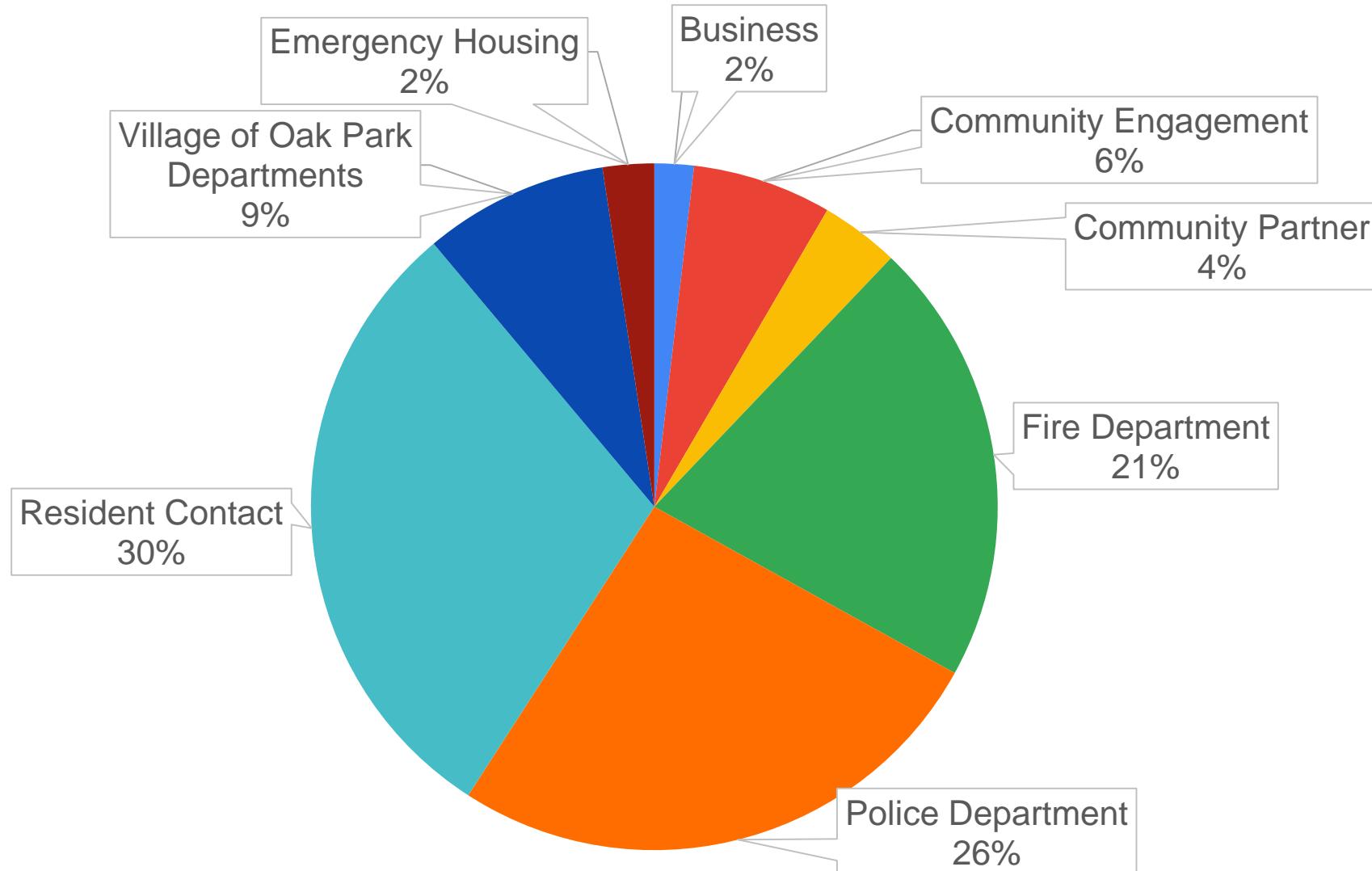
E.C.H.O.'s priorities were established around three primary goals:

- Enhance services in alignment with Board of Trustees' goals and emerging organizational needs, including rapid response to issues involving unhoused residents, community trauma support, training and technical assistance
- Ensure the program is responsive to community needs through a data-informed, financially stable two-year pilot that accounts for Village resources and obligations.
- Provide an unarmed response to low-risk calls for service that may be unrelated to mental health crisis.

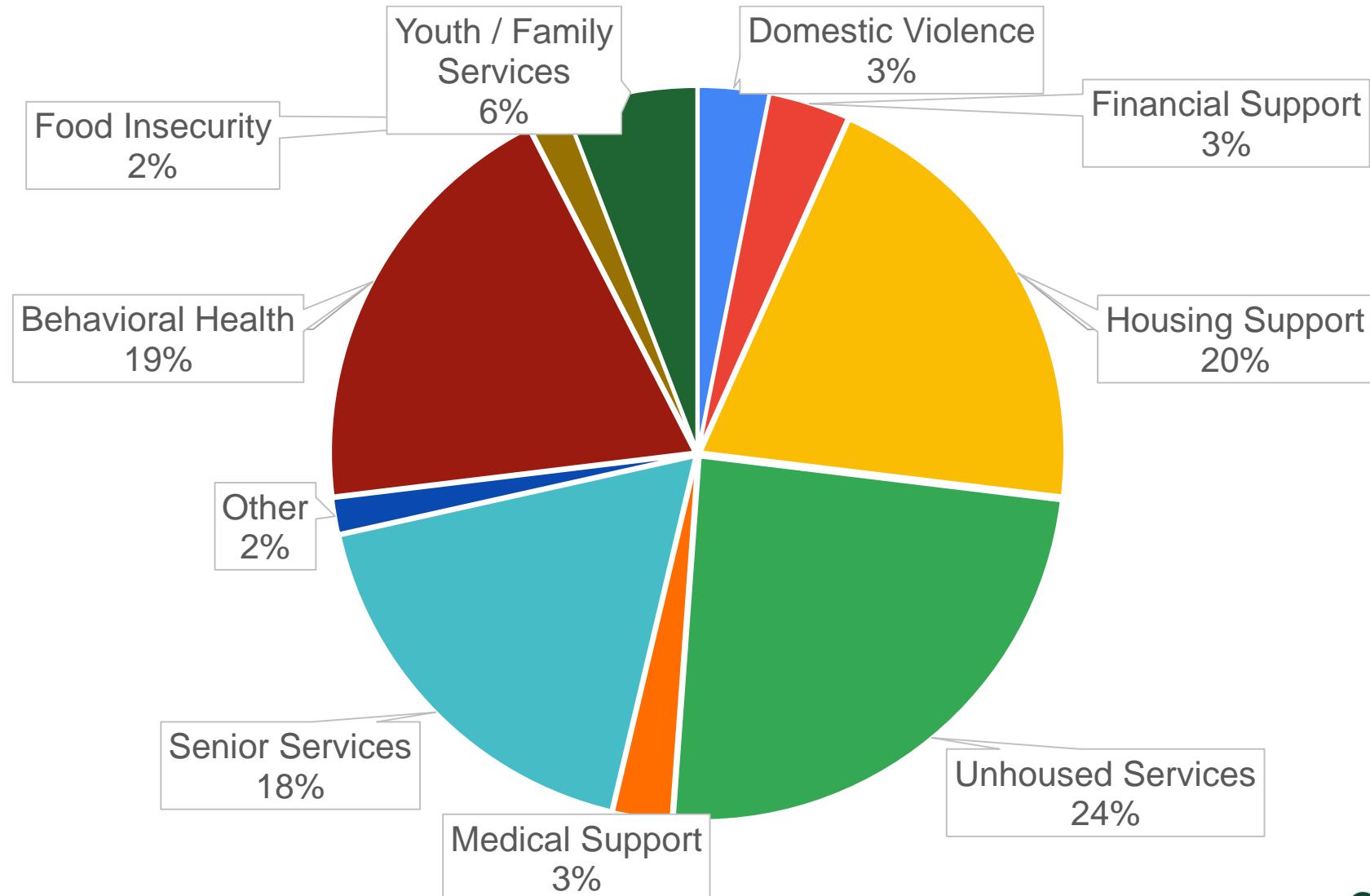
Call Volume by Month



2025 Referral Sources



February – December 2025 Service Requests



Unhoused Response



E.C.H.O. Staff Activities by Type of Service	Hours of Service
Average Community Engagement Hours/year/employee	390
Average Cleaning Hours/year/employee	260
Percent of Time Spent on Unhoused Response	53%

Phase 1 - Year 1 Calls for Service	702
Housing Support	142
Unhoused Services	170

Year 1 Key Takeaways



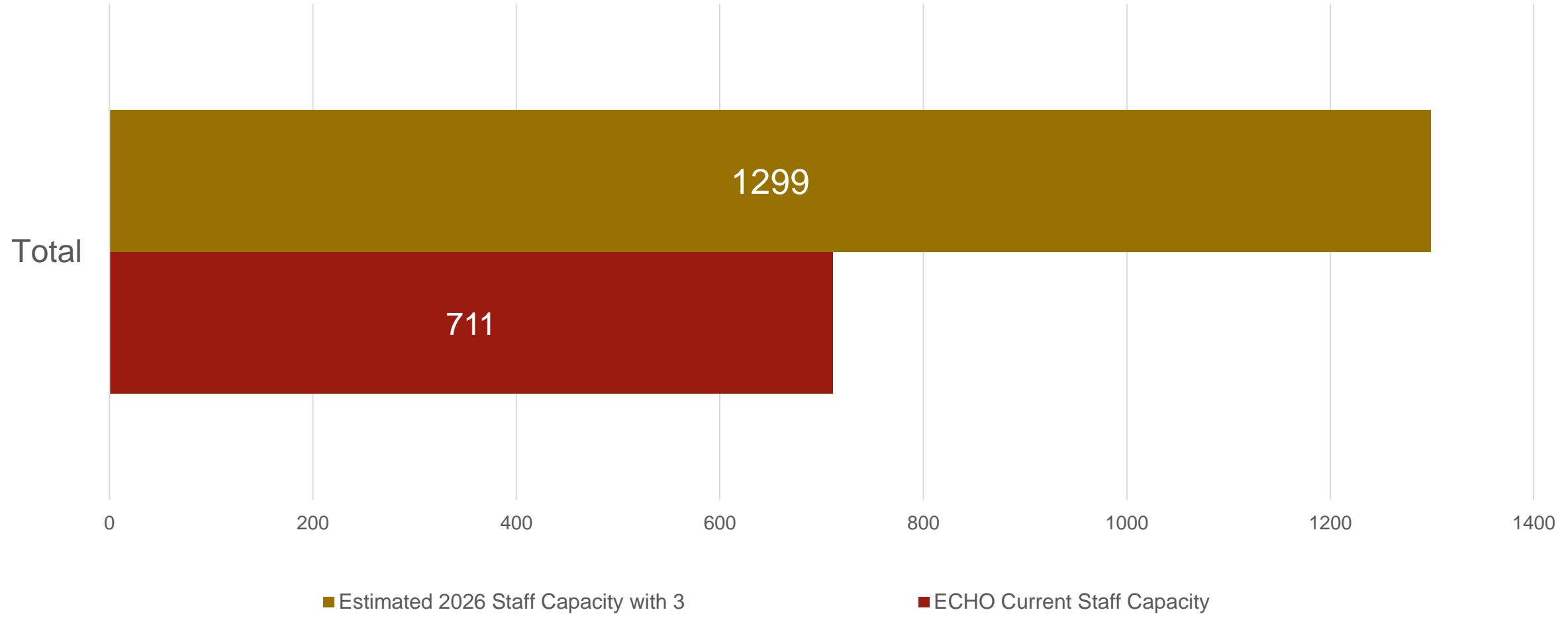
- Community awareness and engagement
- Emerging impacts on repeat calls
- Joint call review and department check-in
- Newly identified opportunities
 - Community self-referrals/Arrival at the Village Hall
 - Emergency bracelet
 - Warming/Cooling Center implementation
 - By-name list updates/Street Outreach Call

Year 2 Goals



- Community awareness and engagement
- Reduced Care Coordinator time per household
- Tracking call data by address/referral type
 - Reduce reliance on 911 for social services

Staff Capacity





Questions?