


CITY MANAGER MEMORANDUM
#44-2022

DATE: Aug. 22, 2022
TO: Honorable Mayor Meredith Leighty and City Council Members
THROUGH: Heather Geyer, City Manager 
FROM: Jessica Hulse, Crisis Response Unit Program Manager
SUBJECT: Crisis Response Unit Update

PURPOSE

To provide City Council with an update on the Crisis Response Unit (CRU).

BACKGROUND

Council approved the CRU in 2021. It is funded by American Rescue Plan dollars through the end of 2024. The CRU was formed to aid the Northglenn Police Department (NPD), Neighborhood Services Division, and Municipal Court in responding to residents of Northglenn who are experiencing hardships by utilizing crisis intervention techniques and case management.

UPDATE

The CRU is fully staffed with one Program Manager, two full-time Co-Responders, one part-time Co-Responder and one Community Resource Navigator.

The services and programs the CRU is providing (or has) in 2022 to include:

- Friday open office hours
- Winter Housing Program (WHP)
- Mobile showers and laundry
- Mediation
- TANF (Temporary Assistance to Needy Families) Internship Program
- National League of Cities (NLC) Capstone Project with Pallet
 - Will present at the NLC conference as well as present findings to Council after the analysis is complete.

Friday open office hours last three hours per week and serve about 25 individuals per week.

Winter Housing Program

The WHP is closing on Aug. 31, 2022. Data through Aug. 8 shows the program:

- Served 129 clients
 - 71 full-time participants
 - 58 emergency participants
- Averted 3,061 nights of homelessness
 - 2,915 nights for full-time participants
 - 146 nights for emergency participants

Referrals

- 38 referrals from the NPD since June 2022
- 19 referrals from Neighborhood Services since December 2022
- 16 referrals from the Municipal Court since May 1, 2022
- 201 follow-up contacts since Jan. 1, 2022

Safety concerns regarding the clients who CRU works with continue to be minimal.

NEXT STEPS

- Sitting on the Advisory Committee for the Adams County Opioid Response Effort
- Working with the Municipal Court on analyzing a community program for Northglenn. Community court programs focus on alternatives to incarceration for low-level crime.
- Working with NPD to address the community needs regarding People Experiencing Homelessness safety concerns.
 - Analyzing solutions to challenges with E.B. Rains, Jr. Memorial Park safety and I-25 Tunnel alongside other city departments such as Parks and the City Manager's Office.

BUDGET/TIME IMPLICATIONS

CRU has an operating budget, excluding personnel, of \$64,861 for 2022 in the General Fund funded by the American Rescue Plan.

STAFF RECOMMENDATION

This item is for informational purposes only.

STAFF REFERENCE

If Council members have any questions, please contact Jessica Hulse, Crisis Response Unit Program Manager, at jhulse@northglenn.org or 720.822.0558.

ATTACHMENT

1. Presentation

CRISIS RESPONSE UNIT UPDATE

Jessica Hulse

Crisis Response Unit Program Manager

720.822.0558

jhulse@northglenn.org

City Council Meeting

Aug. 22, 2022



**CITY OF
Northglenn**

PURPOSE

To provide City Council with an update on the Crisis Response Unit (CRU).



BACKGROUND

Council approved the CRU in 2021. It is funded by American Rescue Plan Act dollars through the end of 2024.

The CRU was formed to aid the Northglenn Police Department (NPD), Neighborhood Services Division, and Municipal Court in responding to residents who are experiencing hardships by utilizing crisis intervention techniques and case management.



BUDGET

2022: \$64,861

- CRU is being funded out of the General Fund with use of ARPA dollars.
- There is no requested change for 2023.



STAFFING UPDATE

The CRU is fully staffed!

- **Program Manager:**
 - Jessica Hulse
- **Co-Responders:**
 - Jayme Schledewitz
 - Lacey DeMars
 - Tristan Reyez (part-time)
- **Community Resource Navigator:**
 - Nicole Mares



SERVICES AND PROGRAMS

- Friday open office hours
- Winter Housing Program
- Mobile showers/laundry
- Mediation
- TANF (Temporary Assistance to Needy Families) Internship Program
- NLC Capstone Project with Pallet
 - § Will present at the NLC conference as well as present findings to Council after the analysis is complete.



CLIENTS SERVED

Friday Office Hours

- Approximately 25 individuals per week

Services Offered

- ID services
- Benefit applications
- Housing applications
- Mental/physical health appointment assistance



CLIENTS SERVED

CONT'D

Winter Housing Program

Statistics through Aug. 8, 2022

- **129 clients**
 - 71 full-time participants
 - 58 emergency participants
- **Averted 3,061 nights of homelessness**
 - 2,915 nights for full-time participants
 - 146 nights for emergency participants



CLIENTS SERVED

CONT'D

Referrals

- Northglenn Police: 38 (*since June 2022*)
- Neighborhood Services: 19 (*since December 2022*)
- Municipal Court: 16 (*since May 1, 2022*)
- Follow-up contacts: 201

335: Total Cases from Jan 1. through Aug. 8, 2022



LOOKING FORWARD

Sitting on the Advisory Committee for the Adams County Opioid Response Effort

Working with the Municipal Court on analyzing a community program for Northglenn

- Community court programs focus on alternatives to incarceration for low-level crime

Working with NPD to address community needs regarding People Experiencing Homelessness safety concerns

- Analyzing solutions to challenges with safety at E.B. Rains Park and I-25 Tunnel alongside Parks Division, City Manager's Office and others



QUESTIONS?

Jessica Hulse

Crisis Response Unit Program Manager

720.822.0558

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