

**CITY MANAGER’S OFFICE MEMORANDUM
#26-2023**

DATE: July 17, 2023
TO: Honorable Mayor Meredith Leighty and City Council Members
THROUGH: Heather Geyer, City Manager *Hmg*
FROM: Jessica Hulse, Crisis Response Unit Program Manager
SUBJECT: Crisis Response Unit Update

PURPOSE

To provide Council with updates from the Crisis Response Unit.

BACKGROUND

The Crisis Response Unit (CRU) was approved by Council in October 2021. The CRU has been fully staffed since July 2022 and is funded by the American Rescue Plan Act (ARPA) through the end of 2024. CRU’s mission is to ease hardships for Northglenn residents by aiding police response and creating a path for self-advocacy through an on-scene crisis response team, case management, and conflict resolution.

All statistics provided below are for Jan. 1 through June 30, 2023, unless otherwise stated. The CRU worked with 311 unique individuals despite staff being out of town for a week in June attending a national conference.

Referrals

Source	Referrals	PEH	Direct Interactions
Northglenn Police Department	178	46	493
Municipal Court	1*		29
Neighborhood Services	6		39
Community	23	16	154
Self-referrals	103	71	1,536
Total			2,251

* The Municipal Court referred seven people, but six were already CRU clients.

Police Department

NPD referrals are rooted in mental and behavioral health concerns as well as situations where clients are needing resources outside the NPD purview. Out of the 493 direct interactions, 208 were based on mental health concerns while 95 were based on behavioral health concerns. The CRU provided de-escalation skills in 109 interactions. On interactions that the CRU was involved in, seven diverted an arrest, 12 diverted an involuntary mental health hold, and 21 resulted in the client voluntarily engaging in hospital treatment.

Municipal Court

The CRU and Municipal Court created a Community Court model based on surrounding municipal courts’ “drug courts” and “homeless courts.” These programs acknowledge that low-level offenses that are based in behavior rooted in homelessness often do not see a change in behavior in traditional court models. The Community Court program is voluntary for sentenced individuals and requires a commitment to engage in services to move towards stability. If a client is not meeting obligations, their participation in Community Court is rescinded and they go back to

Municipal Court. This program has been paused as it has been growing and will now start to incorporate the newly-hired probation officer as well as the prosecution team.

Neighborhood Services

It is expected that CRU will see increased referrals and direct interactions by way of Neighborhood Services through October 2023 due to the nature of code enforcement.

Community

Community referrals come from local hospitals, schools, concerned residents, City staff and Council Members.

Self-Referrals

999 of the 1,536 self-referral interactions were from clients who originally referred themselves; 485 were originally referred by the NPD, 10 were referred by the Municipal Court, 40 by the community and two by Neighborhood Services.

PEH Response

The CRU continues to maintain the Friday office hours that are open for anybody who needs assistance to engage in services. The CRU also provides outreach services throughout the Civic Center and E.B. Rains, Jr. Memorial Park alongside the Parks Division on Mondays, Wednesdays, and Fridays to educate and assist people who are using that area to sleep or have abandoned property in there.

CRU will partner with City Manager Geyer and the Parks Division to set up a practice to address the areas managed by CDOT along I-25.

The CRU has assisted 13 individuals with obtaining housing since January 2023. 10 people went into independent housing with a voucher, two went to transitional housing, and one moved in with a family or friend.

CRU will host the Bridge Summit at the Adams County Human Services Building on Aug. 31, 2023 from 4-8 pm. This summit will focus on bringing local government together with service providers that focus on housing stability. The goal of the summit is to focus on cross county collaboration on how to support and bring in organizations that assist residents across the county with housing stability.

Safeway

The CRU is working with Safeway off 120th Avenue near Washington Street. There is a safety concern due to word of mouth from patrons. The CRU met with Magali Lafont from Safeway's corporate loss prevention and access control two times. The CRU has provided resources to the Safeway security team to help them respond to people who loiter. Safeway and the City will evaluate after 90 days from May 26, 2023, to focus on intervention lessons.

Co-Response Teams of Adams County

Co-response is growing across Adams County. Currently, there are programs in:

- Northglenn (internal)
- Westminster (internal)
- Federal Heights (internal)
- Adams County (contracted through Well Power Mental Health)
- Brighton: *Hiring* (contracted through Community Reach Center)
- Thornton: *Hiring* (internal)

CRU Voices in the Community:

Members of the CRU sit on various guiding councils, planning meetings, and assist with forming resources across the county such as:

- Criminal Justice Coordinating Council for Adams County
- Bridge Summit
- M-Team Meetings with Adult Protective Services
- SWAP Summit
- Built for Zero (BFZ) for Adams County. BFZ is a best practices model to effectively end homelessness. Its current focus is on veterans.
- City of Delta's co-response program development consulting
- Community Services Block Grant advisory council for Adams County
- Upcoming shadow days for Federal Heights and City of Brighton's co-response teams
- National Co-Responder Conference attendance and presentation

CRU Budget

Currently, the CRU is budgeted for one program manager and four co-responders. CRU is assessing if more personnel is needed. The current interaction rate is 12.5 per day. If the CRU reaches more than an average of 16 interactions per day, a request will be made for one more co-responder, which would be a second responder for Fridays through Mondays.

The CRU's operating budget is \$64,861 (not including personnel) and the CRU is staying on budget for 2023.

BUDGET/TIME IMPLICATIONS

There are no time or financial implications.

STAFF RECOMMENDATION

This item is for informational purposes only.

STAFF REFERENCE

If Council Members have any questions, please contact Heather Geyer, City Manager, at hgeyer@northglenn.org or 303.450.8706.

ATTACHMENT

1. Presentation

CRISIS RESPONSE UNIT UPDATE

Jessica Hulse

CRU Program Manager

720.822.0558

jhulse@northglenn.org

Study Session

July 17, 2023



**CITY OF
Northglenn**

PURPOSE

To provide City Council with updates from the Crisis Response Unit (CRU) for activities from Jan. 1 through June 30, 2023.



MISSION

The CRU works to ease hardships for residents of the City of Northglenn by aiding police response and creating a path for self-advocacy through the use of an on-scene crisis response team, case management, and conflict resolution.



TIMELINE

- **Approved by Council in October 2021**
- **First six months: Formed policies and procedures, hired personnel, and continued to work with code enforcement referrals, court referrals, and self referrals**
- **May 2022: Started accepting Northglenn Police referrals**
- **ARPA-covered until end of 2024**



REFERRALS: JAN. 1 TO JUNE 30

Northglenn Police:	178 (46 PEH)
Municipal Court:	1*
Neighborhood Services:	6**
Community:	23 (16 PEH)
Self:	103 (71 PEH)
Total:	311 Unique Individuals (133 PEH)

*Most court referrals are already clients of CRU, resulting in Municipal Court clients not showing up on “new referrals”

**Code clients are typically referred between April and October, so measuring January to June may not be indicative of how many code clients the CRU will have.

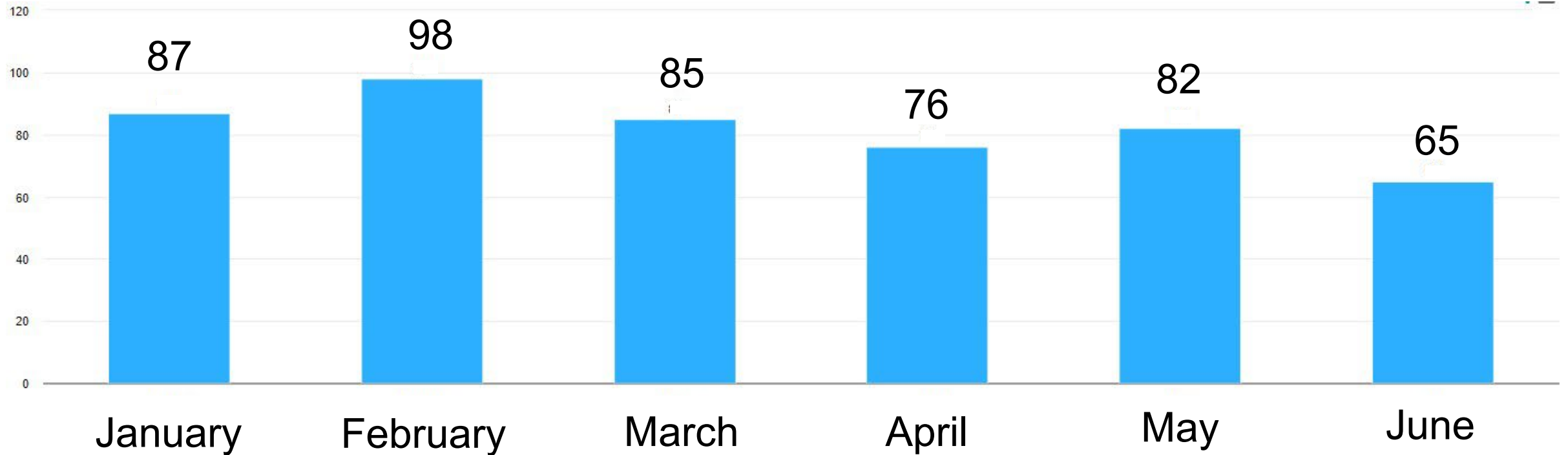
CRU was out of town for one week in June at a conference.



POLICE REFERRALS

Interactions based on Northglenn Police requests per month

Total: 493



POLICE REFERRALS

CONT'D

Service based on:

- **Mental health concerns: 208**
- **Behavioral health concerns: 95**

De-escalation service provided: 109

CRU intervention:

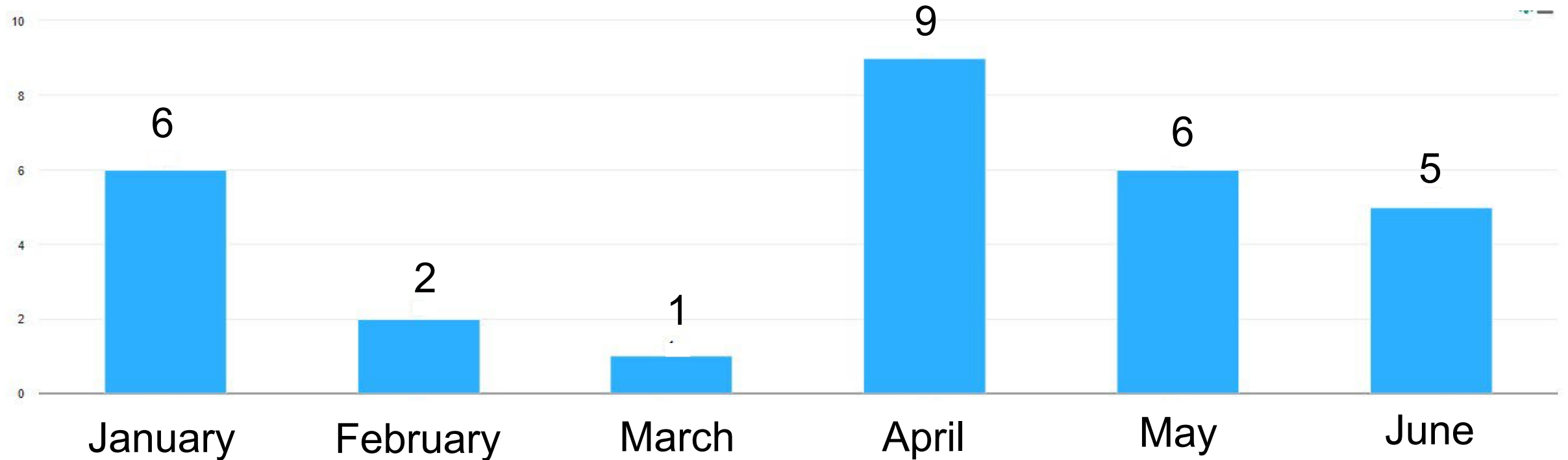
- **Diverted arrest: 7**
- **Diverted a mental health hold: 12**
- **Voluntary hospitalizations: 21**



MUNICIPAL COURT REFERRALS

Interactions based on Municipal Court requests per month

Total: 29



MUNICIPAL COURT REFERRALS

CONT'D

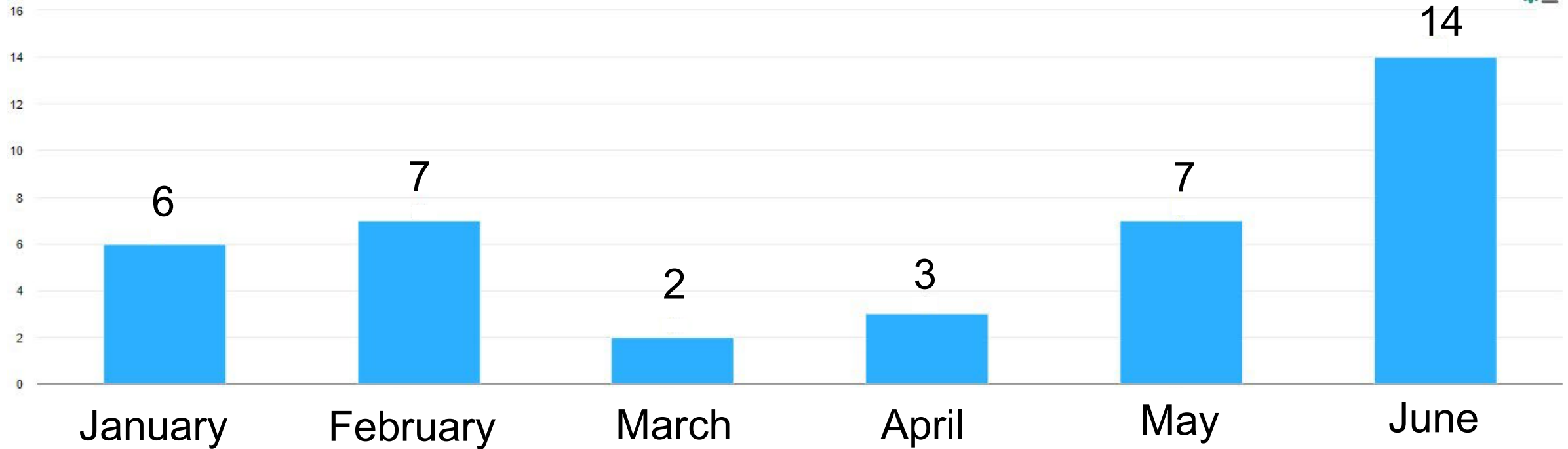
Community Court

- Seeing success and growth of program
- Pausing program to bring in new probation officer and prosecution team



NEIGHBORHOOD SERVICES REFERRALS

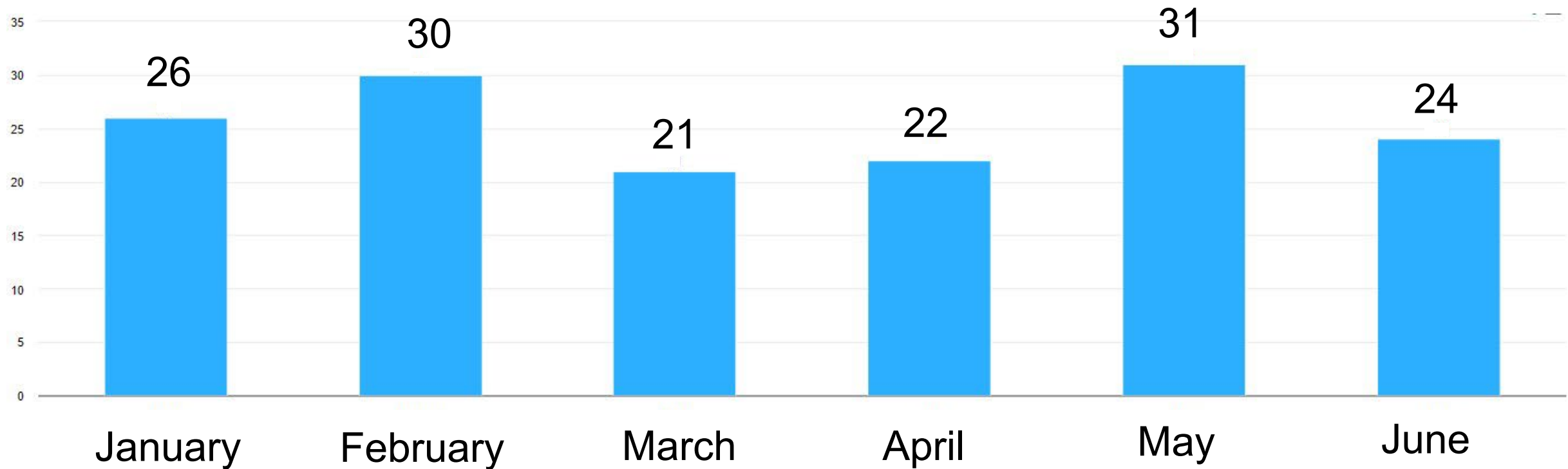
Interactions based on Neighborhood Services requests per month
Total: 39



COMMUNITY REFERRALS

Interactions based on community requests per month

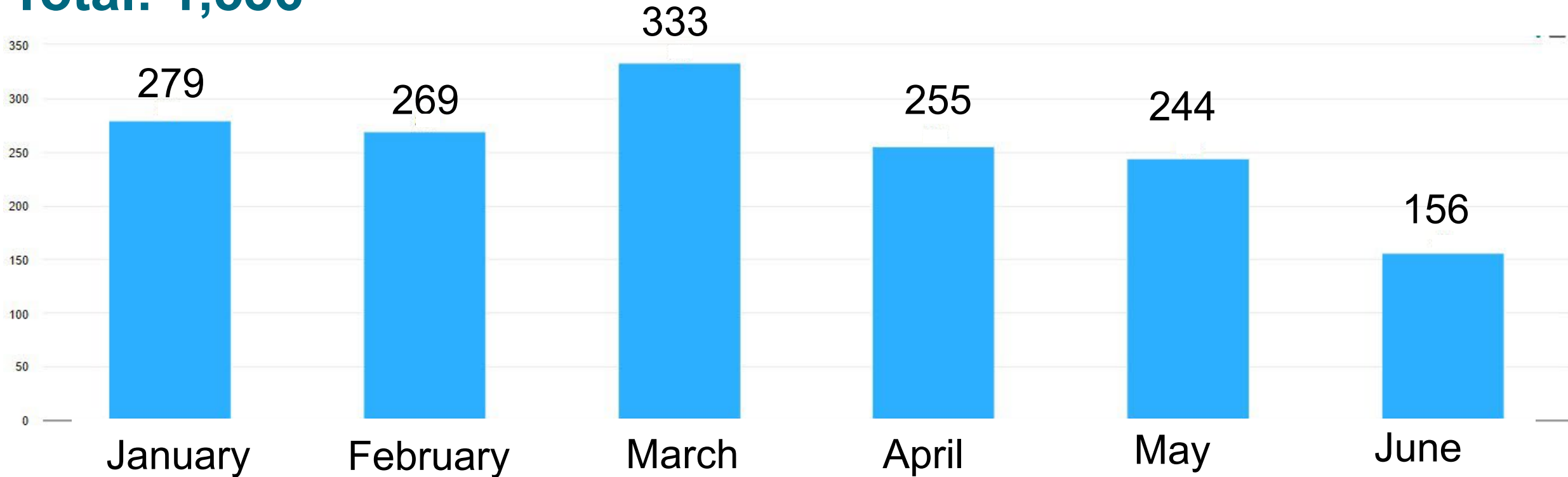
Total: 154



SELF REFERRALS

Interactions based on individual requests per month

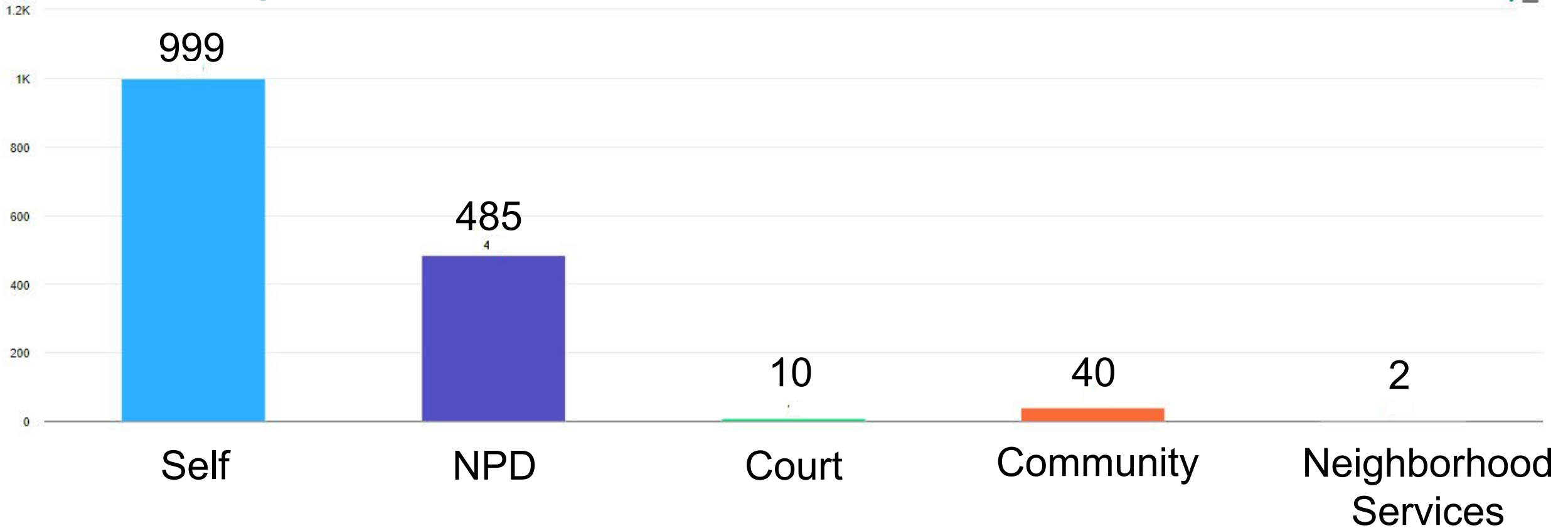
Total: 1,536



SELF REFERRALS

CONT'D

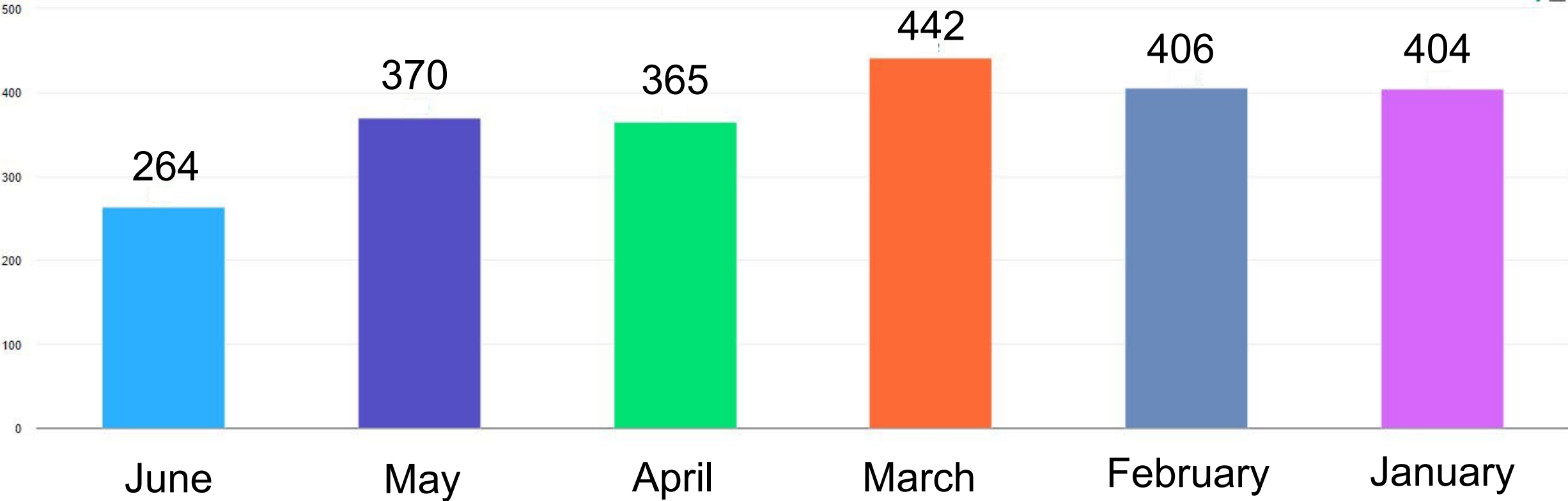
Original Department for Self Referral Interactions



ALL REFERRALS

Interactions based on all requests per month

Total: 2,251



PEH* RESPONSE

CRU Services

Resource Hours

- Most self referrals occur during resource hours.
- Many clients who come to the resource hours do not sleep unsheltered in Northglenn.

Civic Center Rounds

- Monday/Wednesday/Friday
- Anecdotal stories of not as many people in this area

*PEH – People Experiencing Homelessness

CDOT Easement Areas

- Partner with Parks and City Manager on creating practice on addressing areas along I-25



PEH RESPONSE

Bridge Summit

Wed., August 31

4pm-8pm

Adams County Human Services

Building

CONT'D

The Bridge Summit will bring together local government decision makers with service providers that focus on housing stability. Housing stability is an important topic within Adams County and requires collaboration across the county.



PEH RESPONSE

Bridge Summit

CONT'D

This Summit will consist of 2 parts:

1. Small group discussions being facilitated by members of the Adams County Public Health Dept. focused on showcasing the work of organizations who address housing stability and potential collaboration with local government.
2. Large group discussion facilitated by the Director of Housing and Human Services for City of Boulder. This conversation will focus on proven methods of collaboration across a county by a city led initiative.



SAFeway

PEH/Safety Response

- Two meetings with Magali Lafont, Loss Prevention and Access Control from Safeway corporate
- Introduction to safety team
- Provided information on resources (Safeway creates resource cards to encourage participation in other services)
- Evaluation of interventions after 90 days (started 5/26/23)



PEH HOUSING OUTCOMES

Jan. 1-June 30, 2023

- **Independent with voucher: 10**
- **Transitional housing: 2**
- **Friend/family: 1**

Total: 13



ADAMS COUNTY CO-RESPONSE

Current and Future Programs

- Northglenn: Internal co-response team
- Westminster: Internal co-response team
- Federal Heights: Internal co-response team
- Adams County: Co-response team (through Well Power)
- Brighton: Hiring for co-response team (through Community Reach Center)
- Thornton: Team lead hired/hiring for co-response team (internal)



IN THE COMMUNITY

CRU Representation

- Criminal Justice Coordinating Council
- Bridge Summit
- M-Team Meetings
- SWAP Summit
- Facilitates Built for Zero meetings for Adams County
- City of Delta program development consulting
- Community Services Block Grant advisory council
- Upcoming shadow days by Federal Heights and Brighton
- National Co-Responder Conference attendance and presentation



2023 BUDGET

Personnel:

- 1 Program manager
- 4 Co-responders

CRU is assessing if more personnel is needed. Currently daily interactions are averaging 12.5. Trigger for requesting one more co-responder will be an average of 16 per day and will be focused on a second co-responder for Friday to Monday.

Operating Budget:

- \$64,861 (not including personnel)

On budget for Operating Expenses



QUESTIONS?



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Northglenn