

CITY MANAGER'S OFFICE MEMORANDUM
#39-2023

DATE: Dec. 4, 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 Nov. 18, 2023, unless otherwise stated. The CRU worked with 612 unique individuals.

Referrals

Source	Referrals	PEH	Direct Interactions
Northglenn Police Department (NPD)	288	75	815
Municipal Court	2*	1	41
Neighborhood Services	16	--	88
Community	33	23	277
Self-referrals	156	110	2,408
Total	495	209	3,629

* The Municipal Court referred 18 people, but 16 were already CRU clients.

Police Department

NPD referrals are rooted in mental and behavioral health concerns as well as situations where clients need resources outside the NPD purview. Out of the 815 direct interactions, 384 were based on mental health concerns while 165 were based on behavioral health concerns. CRU provided de-escalation skills in 210 interactions. For interactions that the CRU was involved in, 11 diverted an arrest, 17 diverted an involuntary mental health hold, and 41 resulted in the client voluntarily engaging in hospital treatment.

Case Studies:

1. The CRU has been working with a resident in the community who continuously calls 911 and has had multiple Adult Protective Services cases. This resident turned 100 this year and the CRU helped them celebrate by having NPD and North Metro Fire Rescue come for a birthday celebration. The resident felt cared for and had a special day.
2. The CRU assisted NPD during a well-being check at a resident's home to find that the person was in grave danger due to their own mental health. Thankfully, the Co-Responder and Officer resuscitated the individual from a non-drug related harm. That person has since visited the Officer and Co-Responder, sharing their gratitude for still being alive.

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 based in behavior rooted in homelessness often do not see a change in behavior in traditional court models. The Community Court program is a voluntary diversion program for individuals and requires a commitment to engage in services to move towards stability. Once they agree, their prosecution is deferred. If a client is not meeting obligations, their participation in Community Court is rescinded and they are ordered back to Municipal Court. The Municipal Court has been assessing best practices when it comes to this model and is putting together a process for City Attorney Corey Hoffmann to review.

Case Study:

The CRU worked with a young mom who had six court offenses in both municipal and county court. The individual was experiencing homelessness. Working with the CRU, the person entered a detox facility, gained housing, attended parenting classes, and is now prepared to have her children back if that is how the court rules.

Neighborhood Services

CRU has been working with Neighborhood Services and so far out of the 16 referrals that have come from Neighborhood Services, no resident who has worked with CRU has needed to go to court or go through an abatement process.

Case Study:

The CRU worked with an aging-in-place resident with multiple health conditions. The resident's yard had fallen out of compliance and was experiencing elevated stress due to the demands to bring the yard into compliance. The CRU helped bring their yard into compliance.

Community

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

Case Study:

A Northglenn Park Ranger called CRU out to a park where a couple and their dog were experiencing homelessness. The couple had moved out to Colorado and had utilized hotels until they found a way to get into housing. This used up their funding and they were now unsheltered and questioning their decision to move away from their home state. CRU talked to family members in Tennessee, who said they could live with them. CRU provided bus passes for the family so they could go back home.

PEH Response

The CRU continues to maintain 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 sleeping or have abandoned property there.

The CRU has assisted 20 individuals with obtaining housing since January 2023. Of those, 15 went into independent housing with a voucher, three went to transitional housing, one moved into their own independent housing and one moved in with a family or friend.

By the end of the year, the CRU is set to assist with three more housing units. One of those housing units contains three adults and six children.

Case Studies:

The CRU recently assisted a man find housing after seven years of living in his van, though recently the van caught on fire due to a malfunctioning battery in the vehicle. He has been living in Northglenn since his disabled mom lives here, though she has government assistance and is not allowed to have others live in her apartment. Now, the man and his dog are both happily housed.

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 (contracted through Reaching Hope)
- Thornton (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
- Hosted District Attorney Brian Mason for a round table with co-responders and ride-along
- National co-responder conference attendance and presentation
- Adams County Detox/Crisis Center Communications
- Adams County Public Health Department co-responder focus group

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 11.5 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.

The CRU just submitted a grant proposal through the opiate settlement for \$202,500. This would cover direct financial aid to enter treatment and recovery programs. A 30-day stay at a dual diagnostic treatment center is \$37,500. One month at a sober living housing facility ranges from \$800 to \$1,000. This grant would cover the cost for five individuals to go to treatment and five individuals to stay for two months at a sober living home.

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 Jessica Hulse, Crisis Response Unit Program Manager, at jhulse@northglenn.org or 720.822.0558.

ATTACHMENT

1. Presentation

CRISIS RESPONSE UNIT UPDATE

Jessica Hulse

CRU Program Manager

720.822.0558

jhulse@northglenn.org

Special Meeting

Dec. 4, 2023



**CITY OF
Northglenn**

PURPOSE

To provide City Council with updates from the Crisis Response Unit (CRU) for activities from Jan. 1 through Nov. 18, 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 NOV. 18

Northglenn Police:	288 (75 PEH*)
Municipal Court:	2**
Neighborhood Services:	16
Community:	33 (23 PEH)
Self:	156 (110 PEH)
Total:	495 unique individuals (209 PEH)

* Persons Experiencing Homelessness

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



POLICE REFERRALS

Service based on:

- Mental health concerns: 384
- Behavioral health concerns: 165

De-escalation service provided: 210

CRU intervention:

- Helped divert arrest: 11
- Helped divert a mental health hold: 17
- Voluntary hospitalizations: 41



POLICE REFERRALS

CONT'D

Case Studies:

- The CRU has been working with a resident in the community who continuously calls 911 and has had multiple APS cases. This resident turned 100 this year and the CRU helped them celebrate by having NPD and North Metro Fire Department come for a birthday celebration. The resident felt cared for and had a special day.
- The CRU assisted NPD during a wellbeing check at a resident's home to find that the person was in grave danger due to their own mental health. Thankfully, the Co-Responder and Officer resuscitated the individual from a non-drug related harm. That person has since visited the Officer and Co-Responder, sharing their gratitude for still being alive.



MUNICIPAL COURT REFERRALS

Community Court

- A new process is being assessed based on best practices and is being put together for City Attorney Corey Hoffmann's review.



MUNICIPAL COURT REFERRALS

CONT'D

Case Study:

- The CRU worked with a young mom who had six court offenses in both municipal and county court. The individual was experiencing homelessness. Working with the CRU, the person entered a detox facility, gained housing, attended parenting classes, and was prepared to have her children back if that is how the court rules.



NEIGHBORHOOD SERVICES REFERRALS

Referrals

- 16 referrals
- All referrals have been successful in meeting code obligations without court or abatement processes.



NEIGHBORHOOD SERVICES REFERRALS

CONT'D

Case Study

- The CRU worked with an aging-in-place resident who has multiple health conditions. The resident's yard had fallen out of compliance and was experiencing elevated stress due to the demands to bring the yard into compliance. The CRU assisted in bringing their yard into compliance.



COMMUNITY REFERRALS

Referrals

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



COMMUNITY REFERRALS

CONT'D

Case Study

- A Northglenn Park Ranger called CRU out to the park where a couple and their dog were experiencing homelessness. The couple had moved out to Colorado and had utilized hotels until they found a way to get into housing. This used up their funding and they were now unsheltered and questioning their decision to move away from their home state. CRU talked to family members in Tennessee, who said they could live with them. CRU provided bus passes for the family so they could go back home.



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 RESPONSE

Case Study

CONT'D

- The CRU recently assisted a man find housing after seven years of living in his van, though recently the van caught on fire due to a malfunctioning battery in the vehicle. He has been living in Northglenn since his disabled mom lives here, though she has government assistance and is not allowed to have others live in her apartment. Now, the man and his dog are both happily housed.



PEH HOUSING OUTCOMES

Jan. 1-Nov. 18, 2023

- Independent with voucher: 15
- Transitional housing: 3
- Friend/family: 1
- Independently supported: 1

Total: 20

- 3 more households by end of year
- 1 of the households includes 3 adults and 6 children



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: Co-response team (through Reaching Hope)
- Thornton: Internal co-response team



CRU IN THE COMMUNITY

- 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
- Hosted DA Brian Mason for a round table and ride along
- National Co-Responder Conference attendance and presentation
- Adams County Detox/Crisis Center Communications
- Adams County Public Health Department Co-Responder focus group



2023 BUDGET

Personnel:

- 1 Program manager
- 4 Co-responders

Operating budget:

- \$64,861 (not including personnel)

On budget for operating expenses

CRU is assessing if more personnel is needed. One more co-responder will be requested when an average of 16 interactions per day is reached.

CRU asked for \$202,500 through the Opiate Settlement Grant to provide direct financial assistance for treatment and recovery for Northglenn residents.



QUESTIONS?



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