

**CITY MANAGER'S OFFICE MEMORANDUM
#33-2025**

DATE: Aug. 11, 2025
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) works out of the Northglenn Police Department (NPD) and responds to crisis calls regarding mental and behavioral health. The CRU also takes referrals from Neighborhood Services and Municipal Court. The CRU's monthly reports can be found on www.northglenn.org/cru.

All statistics provided below are for Jan. 1 through July 15, 2025.

New Referrals

Source	Referrals	PEH	Services
Northglenn Police Department	252	62	679
Municipal Court	0*	0	52
Neighborhood Services	14	0	119
Community	48	27	379
Self-referrals	67	48	1,360
CRU Initiated	0	0	207
Total	381	137	3,294

* The Municipal Court referrals are often already CRU clients.

Total number of individuals CRU worked with: 656

Crisis Intervention

The CRU provides crisis intervention through referrals from NPD, Neighborhood Services, the community, and self-referrals. The CRU responds when a person is having a mental or behavioral crisis. Outcomes may include:

- Connection to therapy
- Assistance with transportation
- Connection to stabilizing resources
- Connection to financial assistance
- Hospitalizations
- Case conferencing with schools or partner organizations

Community Court

CRU and Municipal Court are redeveloping the Community Court program. The forward-looking process includes exploring items such as dedicated docket time, CRU staff presence in the courtroom, and modeling the program after best practice specialty courts.

Homeless Intervention

The CRU provides homeless intervention through referrals from NPD, Municipal Court, the community, and self-referrals. Homeless intervention takes place by:

- Encampment response
- Monday, Wednesday, and Friday rounds on Civic Campus, E.B. Rains, Jr. Memorial Park, and I-25 underpass tunnel
- CRM response to encampments
- Friday walk-in resource room from 9am-12pm
- Bi-weekly Adams County Built for Zero meetings
- SWAP partner for severe weather shelter

Targeted Violence Prevention

The CRU worked with NPD to implement a Targeted Violence Prevention team. CRU also created and has been hosting the monthly North Metro Threat Assessment Group since January 2025. This group consists of:

- Police Departments: Northglenn, Thornton, Westminster, Commerce City, Brighton, and the Adams County Sheriff’s Office
- Consultants: FBI threat assessor, Colorado Information Analysis Center
- Organizations: Community Reach Center, West Pines Behavioral Health
- School Districts: Adams 12, 27J, Mapleton

CRU presented on Targeted Violence Prevention at the recent Adams County Council of Governments Dinner.

Financial Impact

In 2023, the Colorado Coalition for the Homeless stated “Taxpayers spend an average of \$45,993 per person per year on medical and mental health services, substance abuse treatment, jail incarceration, and temporary shelter costs for a chronic homeless person living on the street. The cost per person at Fort Lyon is \$18,800 per year – a reduction of over 59%.” This is also approximately the cost of a housing voucher. Each housed person has an average tax savings of \$27,193.

Month	Jan.	Feb.	March	April	May	June	July	Total:
Number of People Housed	2	1	8	5	1	5	1	23

Average tax savings: \$625,439

Grants

1. The CRU submitted and was awarded a grant through the opiate settlement for \$202,500. This will provide direct financial assistance for:
 - Five individuals to go to in-patient treatment
 - Five individuals to go to sober living for two months
2. The CRU submitted and was awarded a transportation grant through RTD for \$825.
3. The CRU submitted and was denied a grant proposal to the US Department of Justice Bureau of Justice Assistance for \$111,267. This would have covered:
 - Association of Threat Assessment Professional Membership for three years
 - Association of Threat Assessment Professional Conference for three years

- Global Information of Forensic Research Membership for three years
 - TRAP-18 Training
 - Partner trainings and membership for Thornton, Westminster and Lakewood
 - Internship Equipment
 - Laptops
 - Radios
4. The CRU submitted and was awarded a grant by Adams County Public Health Department's Behavioral Health Co-Responder Services for \$418,630. This will cover:
- 2 Co-Responder staff through 12/31/26
 - 1 Secure Transport Vehicle-Purchased
 - Training Costs-In process of spending
 - Onboarding technology costs
 - Onboarding safety equipment

BUDGET/TIME IMPLICATIONS

Currently, the CRU is budgeted for one program manager and four co-responders. The CRU's operating budget is \$64,861 and personnel budget is \$441,801. The CRU is on budget for 2025.

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

Council Meeting

Aug. 11, 2025



**CITY OF
Northglenn**

PURPOSE

To provide City Council with updates from the Crisis Response Unit (CRU).



BACKGROUND

- **Approved by Council in October 2021**
- **Monthly reports available on www.northglenn.org/cru**
- **CRU takes referrals from:**
 - **Northglenn Police Department (NPD)**
 - **Neighborhood Services**
 - **Municipal Court**
 - **Self/community**



REFERRALS

Jan. 1 – July 15, 2025

Source	Referrals	Services
Northglenn Police	252 (62 PEH*)	679
Municipal Court	0**	52
Neighborhood Services	14	119
Community	48 (27 PEH)	379
Self	67 (48 PEH)	1,360
CRU Initiated	0	705
Total:	381 (137 PEH)	3,294

Total number of Unique Individuals: 656

* Persons Experiencing Homelessness

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



CRISIS INTERVENTION

CRU provides crisis intervention through referrals from NPD, Neighborhood Services, the community, and self-referrals. Outcomes may include:

- Connection to therapy
- Assistance with transportation
- Connection to stabilizing resources
- Connection to financial assistance
- Hospitalizations
- Case conferencing with schools or partner organizations



COMMUNITY COURT

Launched in 2023, Community Court has undergone refinements to address legal and procedural considerations. With the new Municipal Judge and Court Supervisor onboard, the program is being refreshed with the following items being explored:

- Dedicated docket time
- CRU staff presence in court room
- Modeled after evidence-based specialty courts



HOMELESS INTERVENTION

CRU provides homeless intervention through referrals from NPD, Municipal Court, the community, and self-referrals. Homeless intervention activities include:

- Encampment response
- Monday, Wednesday, Friday rounds on Civic Campus, E.B. Rains, Jr. Memorial Park, and I-25 underpass tunnel
- CRM response to encampments
- Friday walk-in resource hours from 9 a.m.-12 p.m.
- Bi-weekly Adams County Built for Zero meetings
- Bi-weekly Adams County employment case conferencing for PEH
- SWAP partner for severe weather shelter



TARGETED VIOLENCE PREVENTION

CRU partnered with NPD to implement a Targeted Violence Prevention team

- Created and started hosting the North Metro Threat Assessment Group in January
 - PDs: Northglenn, Thornton, Westminster, Commerce City, Brighton, Adams County Sheriff
 - Consultants: FBI threat assessor, Colorado Information Analysis Center
 - Organizations: Community Reach Center, West Pines Behavioral Health
 - School Districts: Adams 12, 27J, Mapleton
- Attended Association of Threat Assessment Professionals Conference
- Completed Nicoletti-Flater training with Aurora PD, Lakewood PD, Thornton PD & Las Vegas PD
- Presented on TVP at ADCOG Dinner



CASE STUDIES

Crisis Intervention

A woman in her 60's has had active delusions on her association with Northglenn, though she lives across the country. She would consistently call Northglenn dispatch believing she has information on crimes being committed in Northglenn. CRU has called and assured her she can call us, but she should stay home where she is safe and not travel across the country. She made the decision to take buses to Colorado and started sleeping in parks where she visited past neighbors from over a decade ago who called in and were concerned. CRU responded, worked with the Sheriff's Office from where she lives, worked with Riverdale Animal Hospital to have her dog cared for as she went in-patient, and is coordinating care efforts with her behavioral health hospital in efforts to get her safely home.



CASE STUDIES

Homeless Intervention

A complex family who has been referred to CRU through Neighborhood Services and Municipal Court was facing homelessness due to their house being condemned. CRU worked to get the head of household into a skilled nursing facility and worked to find past family supports for the two grown children, so they did not become homeless. CRU provided assistance while the family worked to bring the house back up to code and coordinated testing dates to have the health of the home re-evaluated. This process has taken well over one year and the house is now safe to live in.



CASE STUDIES

Targeted Violence Prevention

Recent cases have highlighted working outside of typical silos. CRU has coordinated on cases with Adams County Sheriff's Office, Dept. of Homeland Security, Thornton Police Dept., Adams 12 School District, Youth Detention Services, and internally throughout different departments. These cases are complex and typically need a timely response using different modalities. Having the Targeted Violence Prevention team has helped coordinate information and gives us a systematic process for handling situations where there is a lot of information to sort through.

Current consultations include:

- A youth re-integrating into the school system
- A national figure being stalked in a different county
- A person making threats to religious institutions in a different county



ADAMS COUNTY CO-RESPONSE

Current and Future Programs

- Northglenn: Internal co-response team*
- Adams County: Internal co-response team
- Brighton: Co-response team (through Reaching Hope)
- Federal Heights: Co-Response team (through Reaching Hope)
- Thornton: Internal co-response team
- Westminster: Internal co-response team
- Commerce City: Internal co-response team (currently forming)

**Indicates if the co-responders provide homeless interventions as well*



FINANCIAL IMPACT

Month	Jan	Feb	Mar	Apr	May	June	July	Total
# Housed	2	1	8	5	1	5	1	23
Average Savings	\$54,386	\$27,193	\$217,544	\$135,965	\$27,193	\$135,965	\$27,193	\$625,439

In 2023, the Colorado Coalition for the Homeless stated “Taxpayers spend an average of \$45,993 per person per year on medical and mental health services, substance abuse treatment, jail incarceration, and temporary shelter costs for a chronic homeless person living on the street. The cost per person at Fort Lyon is \$18,800 per year – a reduction of over 59%.” This is also approximately the cost of a housing voucher. Each housed person has an average tax savings of \$27,193.



GRANTS

Awarded: Opioid Settlement Grant

- \$202,500
 - 4 people completed (\$37,500/person)
 - 2 people in sober living homes

Awarded: Regional Transportation Grant

- \$825 (lower than last year due to more applicants)

Awarded: Adams County Public Health Dept. Grant

- \$418,630
 - 2 Staff (In process)
 - Secure Transport Vehicle (In process)
 - Training (spent down)
 - Onboard Safety Equipment (Purchased)



PARTNERSHIPS

- **Colorado Co-Response Alliance**
 - Board Member
- **Criminal Justice Coordinating Council**
 - Behavioral Health
 - Juvenile Justice
- **North Metro Threat Assessment Group**
- **SWAP Coordinating Council**
- **Adams County Built for Zero**



2025 BUDGET

Personnel:

- 1 Program Manager
- 4 Co-Responders
- 1 Intern

Operating Budget:

- \$506,662
 - \$441,801 Personnel
 - \$64,861 Services/Supplies



QUESTIONS?



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