

**CITY MANAGER'S OFFICE MEMORANDUM
#11-2026**

DATE: March 23, 2026

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 Council with an update from the Crisis Response Unit (CRU) for Jan. 1 – Feb. 28, 2026.

BACKGROUND

The CRU operates 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, Municipal Court, the community, and self-referrals. Monthly reports can be found at www.northglenn.org/cru.

New Referrals

Program	Services
Crisis Intervention	508
Homelessness Intervention	369
Targeted Violence Prevention	41
Total	918

Crisis Intervention

The CRU provides crisis intervention 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 conferences with schools or partner organizations

Homeless Intervention

The CRU provides homeless intervention by:

- Monday, Wednesday, and Friday rounds on Civic Campus, E.B. Rains, Jr. Memorial Park, and the underpass tunnel
- Responding to community complaints regarding encampments
- Providing a walk-in resource room on Fridays from 9 a.m. - noon
- Participating in Adams County Built for Zero meetings on a bi-weekly basis
- Participating as a SWAP partner for severe weather shelter
- Developing a relationship with the Aurora Regional Navigation Campus

Targeted Violence Prevention

The CRU worked with NPD to implement a Targeted Violence Prevention team. In 2026, the CRU has:

- Led the North Metro Threat Assessment Group

- Hosted training with the Secret Service for leadership and command staff in the 17th Judicial District
- Attended the Association of Threat Assessment Professionals Conference
- Facilitated mandatory training for all NPD sworn officers with the Colorado Information Analysis Center on targeted violence prevention

Financial Impact

In 2024, the Police Practice and Research Journal found that diverting a person from an arrest saved an average of \$1,194 in jail costs and \$605 in processing costs. The report also found that diverting a person from a stay in the Emergency Department saved an average of \$1,015.

In 2023, the Colorado Coalition for the Homeless found that housing one person out of homelessness saved an average of \$27,193 in public funding.

Intervention Modality	Number of Interventions	Intervention Savings
Diverted Emergency Room	21	\$21,315
Diverted Jail	1	\$1,799
Housing	7	\$190,351
Total	29	\$213,465

Grants

1. The CRU submitted and was awarded a grant proposal through the opioid settlement for \$202,500. This will provide direct financial assistance for:
 - Five individuals to go to in-patient treatment (4 of 5 individuals have gone)
 - Five individuals to go to sober living for two months (6 individuals sent due to actual costs)
2. The CRU submitted and was awarded a transportation grant through Regional Transportation District (RTD) for \$715
3. The CRU submitted and was awarded a grant by Adams County Public Health Department's Behavioral Health Co-Responder Services grant for \$418,630. This will cover:
 - 2 Co-Responder staff through 12/31/26
 - 1 Secure transport vehicle - purchased
 - Training
 - Onboarding technology
 - Onboarding safety equipment

BUDGET/TIME IMPLICATIONS

Currently, the CRU is budgeted for one program manager and four co-responders, with an operating budget of \$64,861 and a personnel budget of \$506,139. The CRU is on budget for 2026.

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

City Council Meeting

March 23, 2026



CITY OF
Northglenn

PURPOSE & BACKGROUND

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

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



REFERRALS

Dates 1/1/26-2/28/26

Program

Services

Crisis Intervention

508

Homelessness Intervention

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Targeted Violence Prevention

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Total

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CRISIS INTERVENTION

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- Connection to therapy
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- Connection to financial assistance
- Hospitalizations
- Case conferences with schools or partner organizations



HOMELESS INTERVENTION

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

- Monday, Wednesday, Friday rounds on Civic Campus, E.B. Rains, Jr. Memorial Park, and the underpass tunnel
- Responding to community complaints on encampments
- Providing walk-in resource hours on Fridays from 9 a.m. to noon
- Participating in Adams County Built for Zero meetings on a bi-weekly basis
- Participating as a SWAP partner for severe weather shelter
- Developing a relationship with the Aurora Regional Navigation Campus



TARGETED VIOLENCE PREVENTION

CRU has worked with the NPD to implement a Targeted Violence Prevention team

- Leads the North Metro Threat Assessment Group, a region wide monthly meeting
- Hosted a training with the U.S. Secret Service for leadership and command staff in the 17th Judicial District
- Attended the Association of Threat Assessment Professionals conference
- Facilitated a mandatory training for all NPD sworn officers with the Colorado Information Analysis Center on targeted violence prevention



CASE STUDIES

Crisis Intervention

PD Referral:

A client is chronically suicidal and had reached the point of despair. The client is referred to the PD from their therapist and family members. The client has been able to build rapport with the CRU and reaches out directly when they are feeling suicidal. The CRU has been able to help the client put safeguards in their house and enter an intensive outpatient therapy program. The CRU also has coordinated with their intake therapists to help them understand baseline behavior and develop a safety plan to help the client stay out of the cycle of emergency rooms and involuntary holds so they can work toward stability.

PD Referral:

A client was referred through the PD, but is also working with the Municipal Court, schools, and Child Protective Services. The CRU is connecting systems and keeping all parties updated as they navigate through the death of a family member which has caused severe disruption within the home.



CASE STUDIES

Homeless Intervention

On 12/13/2023 the CRU met a woman experiencing homelessness. Over the next 2 years the CRU would interact with her 82 times. Alongside Animal Control, the CRU helped her maintain her dogs when she went to jail, helped her try to coordinate her healthcare transfer to the State of Colorado, and encouraged her to engage with housing programs. The client agreed to go to a higher case management area but would still consistently use the CRU to coordinate services. CRU worked with her to build trust. It is exciting to say that, as of early February, the client and her two dogs are housed!



TARGETED VIOLENCE PREVENTION

TVP cases are often complex and require a lot of coordination with other agencies. CRU lends help with:

- Understanding the process of getting a person into long-term help and advocating through various systems
- Understanding mental health adjudications
- The Temporary Extreme Risk Protection Order process
- Working with families to explore safety options for everybody involved
- Tracking court cases
- Coordinating with the County competency court



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



FINANCIAL IMPACT

Intervention Modality	Number of Interventions	Intervention Savings
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GRANTS

Opioid Settlement Grant

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

Regional Transportation District (RTD) Grant

- \$715 (lower than last year due to more applicants)

Adams County Public Health Dept. Grant

- \$418,630
 - 2 Staff
 - Secure transport vehicle
 - Training
 - Onboard Safety Equipment



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



2026 BUDGET

Personnel:

- 1 Program Manager
- 5 Co-Responders (one grant funded)
- 1 Intern

Operating Budget:

- \$571,000
 - \$506,139 Personnel
 - \$64,861 Services/Supplies



QUESTIONS?



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