


**CITY MANAGER'S OFFICE MEMORANDUM
#8-2024**

DATE: March 18, 2024
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 updates from the Crisis Response Unit.

BACKGROUND

The Crisis Response Unit (CRU) was approved by Council in October 2021. The CRU 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. The CRU takes referrals from the Northglenn Police Department (NPD), Neighborhood Services, Municipal Court, the community, or individuals themselves.

Referrals

2023 Recap

Source	Referrals	People Experiencing Homelessness
NPD	303	78
Municipal Court	2*	1
Neighborhood Services	16	–
Community	37	26
Self-referrals	173	119
Total	531	224

* *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 160 direct interactions, 76 were based on mental health concerns and 35 on behavioral health.

CRU provided de-escalation in 42 interactions. Of those, three diverted an arrest, four diverted an involuntary mental health hold, 10 resulted in the client voluntarily engaging in hospital treatment, and 13 resulted in a mental health hold.

Case Studies:

1. A Northglenn youth was identified as a chronic runaway. CRU started working with the family. The youth was placed in a safe environment and is no longer running away. CRU continues to provide support and the youth is thriving in their new environment. This was a coordinated effort between CRU, Child Protective Services, Thornton Police, and the courts.

2. A Northglenn resident was called in by their mom due to a severe mental health episode. The resident was gravely disabled, very scared, and unable to communicate. CRU stayed with the resident through their entire hospital intake to ensure they felt safe. CRU will continue to work with the resident upon discharge to provide continuity of care.

Municipal Court

CRU and Municipal Court created a Community Court model based on best practices of surrounding municipal courts' "drug courts" and "homeless courts." These programs acknowledge that low-level offenses based on 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. City prosecution staff is providing final input on the plan before City Attorney Corey Hoffmann reviews the proposal.

Case Study:

The Municipal Court referred a client experiencing homelessness to CRU. Though the client is well known to CRU, CRU staff has not been able to reach the client since the referral. This demonstrates the inter-city relationship to keep the Municipal Court updated on people who are on their dockets as they try to move forward with their court cases.

Neighborhood Services

CRU has been working with Neighborhood Services for the past three years. However, there are no new referrals to report for 2024. Neighborhood Services typically starts referring individuals after the end of the dormant season, which is typically November through March. CRU is still finishing up a couple of referrals from 2023.

Case Study:

No case studies are available for 2024 yet. Cases with Neighborhood Services typically involve mental health, physical health, or financial issues. These could include PTSD; anxiety disorders and shifts to a fixed income.

Community

Community referrals come from local hospitals, schools, concerned residents, City staff and Council Members. In 2024, CRU has received five referrals.

Case Study:

A Northglenn Elementary school referred a student experiencing a large family transition, medical issues, and behavioral issues. CRU has worked with the student by visiting them in school during the week, working with the family, and providing social supports. The school has reported that the student's behavior has improved considerably. The student reports that they are less angry and feel supported.

People Experiencing Homelessness Response

CRU moved its resource hours from City Hall to the Justice Center in February. 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.

CRU assisted 25 individuals with obtaining housing in 2023 and 11 since January 2024. Nine people experiencing homelessness moved into voucher-supported housing, one into transitional living, and one into their own home that they finance independently.

Case Studies:

1. CRU has been working with a large family experiencing homelessness for the past two years. The family finally accessed their veteran benefits and obtained housing in a single-family home that houses three adults and five children.
2. CRU has been working with a fully employed person experiencing homelessness who lives out of their rented car. The client's income is too high to access any assistance. CRU identified funding through the U.S. Department of Veterans Affairs to help the client buy a car so their income can go towards a more stable living situation.

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)

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

CRU Voices in the Community:

Members of CRU sit on various guiding councils, plan meetings, and assist with forming resource groups across Adams 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 that focuses 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

Treatment Grant

CRU was awarded a grant for \$202,500 through the opioid settlement between the Federal Government and pharmaceutical companies. This will cover the cost for five individuals to go to treatment and five individuals to stay for two months at a sober living home. 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.

BUDGET/TIME IMPLICATIONS

CRU is budgeted for one program manager and four co-responders. CRU's 2024 operating budget is \$506,662.

STAFF RECOMMENDATION

This item is for informational purposes only.

Crisis Response Unit Update

March 18, 2024

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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

March 18, 2024



**CITY OF
Northglenn**

PURPOSE

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



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 using an on-scene crisis response team, case management, and conflict resolution.



BACKGROUND

- **Approved by Council in October 2021**
- **CRU takes referrals from:**
 - **Northglenn Police Department**
 - **Neighborhood Services**
 - **Municipal Court**
 - **Self/community**
- **ARPA-covered until end of 2024**
- **Monthly reports available on www.northglenn.org/cru**



2023 RECAP

Northglenn Police (NPD):	303 (78 PEH*)
Municipal Court:	2** (1 PEH)
Neighborhood Services:	16
Community:	37 (26 PEH)
Self:	173 (119 PEH)
Total:	531 unique individuals (224 PEH)

* Persons Experiencing Homelessness

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



NPD REFERRALS: 2024 TO DATE

Number of NPD-initiated interactions: 160

Service based on:

- Mental health concerns: 76
- Behavioral health concerns: 35

De-escalation service provided: 42

CRU intervention:

- Helped divert arrest: 3
- Helped divert a mental health hold: 4
- Voluntary hospitalizations: 10
- Mental health holds issued: 13



POLICE CASE STUDIES

- A Northglenn youth was identified as a chronic runaway. CRU started working with the family. The youth was placed in a safe environment and is no longer running away. CRU continues to provide support and the youth is thriving in their new environment. This was a coordinated effort between CRU, Child Protective Services, Thornton Police, and the courts.
- A Northglenn resident was called in by their mom due to a severe mental health episode. The resident was gravely disabled, very scared, and unable to communicate. CRU stayed with the resident through their hospital intake to ensure they felt safe. CRU will continue to work with the resident upon discharge to provide continuity of care.



MUNICIPAL COURT

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 CASE STUDY

The Municipal Court referred a client experiencing homelessness to CRU. Though the client is well known to CRU, CRU staff has not been able to reach the client since the referral.

This demonstrates the inter-city relationship to keep the Municipal Court updated on people who are on their dockets as they try to move forward with their court cases.



NEIGHBORHOOD SERVICES

Referrals

- 0 referrals in 2024
- Neighborhood Services referrals typically start after the dormant season of landscaping.
- Still finishing with two referrals from 2023



NEIGHBORHOOD SERVICES CASE STUDY

No case studies in 2024 yet. As background, the CRU works with residents who are experiencing a mental health, physical health, or acute financial crisis.

Residents working through PTSD, anxiety disorders, and shifts to fixed income are historical examples.



COMMUNITY REFERRALS

- 5 referrals in 2024
- Community referrals come from local hospitals, schools, concerned residents, City staff and Council Members.



COMMUNITY REFERRAL CASE STUDY

A Northglenn elementary school made a referral for a student who was experiencing a large family transition, medical issues, and behavioral issues. CRU has worked with the student by visiting them in school during the week, working with the family, and providing social supports. The school has reported that the student's behavior has improved considerably. The student reports that they are less angry and feel supported.



PEH RESPONSE

CRU Services

Resource Hours

- Resource hours were moved to the Justice Center in February.
- Most self-referrals occur during resource hours.
- Many clients who come to the resource hours do not sleep unsheltered in Northglenn.

Civic Center Rounds

- Partnership with the Parks Division
- Monday/Wednesday/Friday
- Anecdotal stories of not as many people in this area



PEH CASE STUDY

- CRU has been working with a large family experiencing homelessness for the past two years. The family finally accessed their veteran benefits and obtained housing in a single-family home that houses three adults and five children.
- CRU has been working with a fully employed person experiencing homelessness who lives out of their rented car. The client's income is too high to access any assistance. CRU identified funding through Veteran Affairs to help the client buy a car so their income can go towards a more stable living situation.



PEH HOUSING OUTCOMES

2023 Recap

- Independent with voucher: 19
- Transitional housing: 3
- Friend/family: 1
- Independently supported: 2

Total: 25

2024 to Date

- Independent with voucher: 9 (3 family units)
- Transitional housing: 1
- Independently supported: 1

Total: 11



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

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



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



2024 BUDGET

Personnel:

- 1 Program Manager
- 4 Co-Responders

Operating budget:

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

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



QUESTIONS?



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