



# Monthly Report July 2023

Contact: Jessica Hulse | [jhulse@northglenn.org](mailto:jhulse@northglenn.org) | 720.822.0558 • Online: [www.northglenn.org/cru](http://www.northglenn.org/cru)

## Clients & Referrals

Referral Source	Total Referrals	PEH Referrals	Total Referrals Year-To-Date	PEH Referrals Year-To-Date
Police Department	25	7	202	52
Municipal Court	--*	--*	1	1
Code Enforcement	5	--	11	--
Self	8	8	111	79
Community	7	5	30	21
<b>Totals</b>	<b>45</b>	<b>20</b>	<b>355</b>	<b>153</b>

**Police Department:** CRU accepts referrals that deal with mental health, high utilization of the 911 system, housing stability, or crisis that does not rise to criminal or safety matters.

**Municipal Court:** CRU accepts referrals for people who are having a hard time becoming court compliant.

**Code Enforcement:** CRU accepts referrals for people who are having a hard time becoming code compliant due to underlying factors such as health, mental health, limited financial means, or other unique circumstances.

**Self:** CRU works with residents of Northglenn who reach out directly to CRU for assistance.

**Community:** CRU works with many community organizations. Sometimes a referral comes from North Metro Fire, schools, hospitals, probation officers or other people working with Northglenn residents who need assistance.

**Clients are broken down by number of referrals per source and then further to show how many of the referrals were for people experiencing homelessness.**

\*Often times CRU is already working with people referred from Court. When there are no NEW referrals, we are still working with Municipal Court clients.

### Friday Office Hours Attendees: 58

\*Approx. 15/week

### Crisis Calls: 26

*The Crisis Response Unit works to ease hardships for Northglenn residents by aiding police response and creating a path for self-advocacy through on-scene crisis response, case management and conflict resolution.*

# Monthly Interactions: 298 unique interactions With 116 Unique Individuals

## Session Types:

**Case Management:** Talking to Client

**Advocacy:** Talking to organization on client's behalf

**Transportation:** Helping to coordinate transportation

**SWAP:** Focus on SWAP Shelter

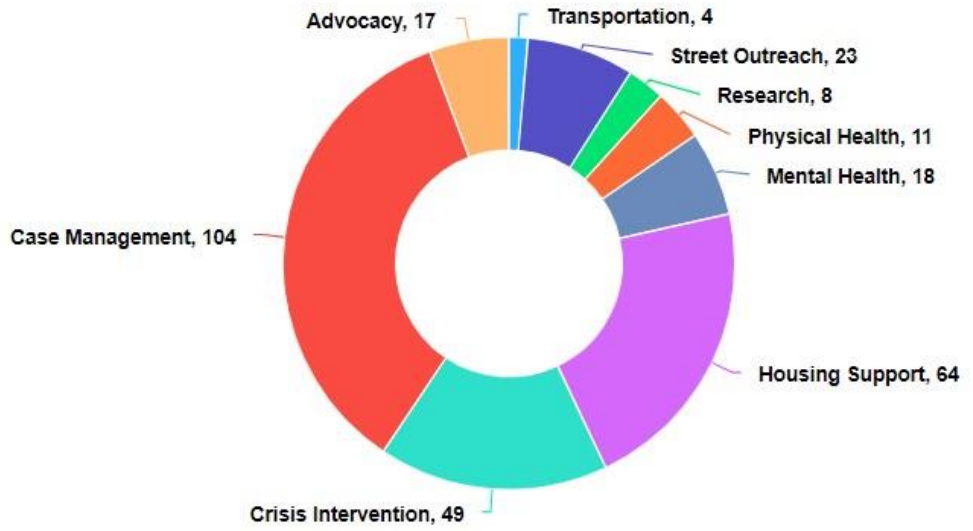
**Street Outreach:** CRU doing rounds in the community

**Research:** CRU doing research directly on client's behalf

**Physical Health:** Helping clients coordinate health concerns

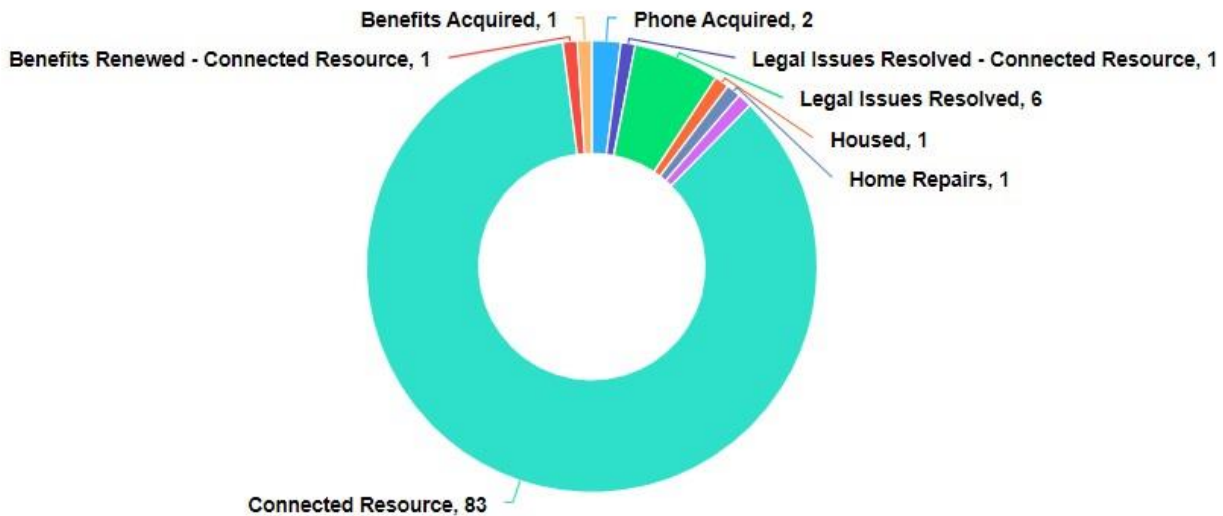
**Mental Health:** Helping clients coordinate mental health care

**Housing Support:** Helping clients coordinate housing options



## Monthly Positive Outcomes: 97

## Unique Individuals with Positive Outcomes: 53



## Outcome Types

**Vital Documents Acquired:** When a client receives their birth certificate, marriage license, school record, etc.

**SWAP Voucher Issued:** When a person is issued a SWAP Voucher for shelter

**Phone Acquired:** CRU assisted in the person receiving a phone.

**Legal Issues Resolved:** CRU assisted the client in signing legal documents, finishing community service hours, submitting paperwork to the court, etc.

**In Home Services:** CRU assisted the client in receiving in home services (meals, healthcare, etc.)

**ID Acquired:** Client receives new ID

**Housing Voucher Match:** When a PEH is matched to a housing voucher

**De-Escalation:** CRU assists in de-escalating a client

**Connected Resource:** CRU connected client to needed resource (utility assistance, Dr. appt., therapist appt., financial application, etc.)

**Benefits Renewed:** CRU assisted in renewing a person's benefits

**Benefits Acquired:** CRU assisted in a person acquiring benefits (SNAP, Medicaid, TANF, etc.)