Clients & Referrals

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Total Referrals</th>
<th>PEH Referrals</th>
<th>Total Referrals Year-To-Date</th>
<th>PEH Referrals Year-To-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Department</td>
<td>32</td>
<td>15</td>
<td>134</td>
<td>49</td>
</tr>
<tr>
<td>Municipal Court</td>
<td>--</td>
<td>--</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>Code Enforcement</td>
<td>--</td>
<td>--</td>
<td>18</td>
<td>--</td>
</tr>
<tr>
<td>Self</td>
<td>41</td>
<td>27</td>
<td>314</td>
<td>213</td>
</tr>
<tr>
<td>Community</td>
<td>2</td>
<td>--</td>
<td>5</td>
<td>--</td>
</tr>
<tr>
<td>Totals</td>
<td>75</td>
<td>42</td>
<td>485</td>
<td>270</td>
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</tbody>
</table>

**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.

**Friday Office Hours Attendees**: 90

*Approx. 25/week

**Crisis Calls**: 126

*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: 485 unique interactions

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: 175
Unique Individuals With Positive Outcomes: 93

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.)