

PROGRESS IN UNITY: A YEAR OF COLLECTIVE STRENGTH

CASE MANAGEMENT, CORE AND COMMUNITY HEALTH 2023 ANNUAL REPORT

DIVISION OF COLLABORATIVE SERVICES - EXTERNAL SERVICES

As a division within the Longmont Department of Public Safety (LDPS), we house case management, co-respond and community health professionals who address Longmont community members' acute behavioral, substance use and physical health needs.



Case Management Services

Law Enforcement Assisted Diversion (LEAD), Angel Initiative and Unhoused Services



CORE

Primary behavioral health crisis response and follow up



Community Health Program

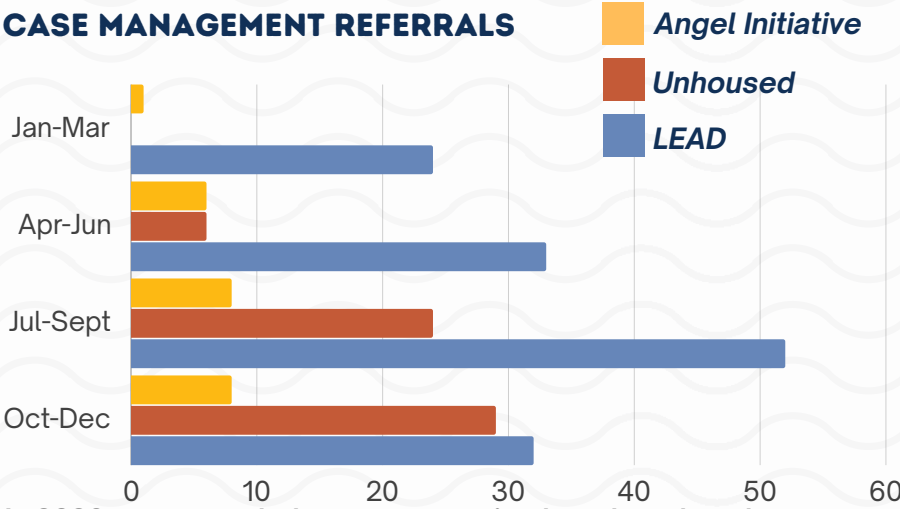
Partnership program with Longmont's community hospitals, shelters and other community facing organizations



Serving Collectively

We all collaborate to address Longmont's behavioral health needs within a public safety framework

CASE MANAGEMENT REFERRALS



41%

INCREASE* IN REFERRAL VOLUME

*as compared to 2022 due to expanded outreach

In 2023, we expanded our programming to outreach and engage persons who are unhoused within the Longmont community. Our hope with offering service expansion is to ensure a comprehensive response to unhoused community member needs.

CASE MANAGEMENT RELATIONSHIPS

Our data is evidence of our robust harm reduction model* - where we value and prioritize connection and celebrating small successes. As such, we have experienced longevity in our relationships with our participants and an increase in our professional and community based referrals.

*an evidence based approach focused on prevention and risk reduction that helps people using drugs and their families make healthier choices and lead self-directed lives.



30%*

of referred persons forge lasting relationships with peer case managers

*30% is consistent engagement for other harm reduction based programs



61%

of unhoused outreach contacts actively engage with our team

CASE MANAGEMENT CONTACTS & COMMUNITY OUTREACH

Embedded in the community, our case management team meets people where they're at and delivers person centered interventions regardless of housing status.



Unhoused Outreach Attempts

We outreached unhoused individuals

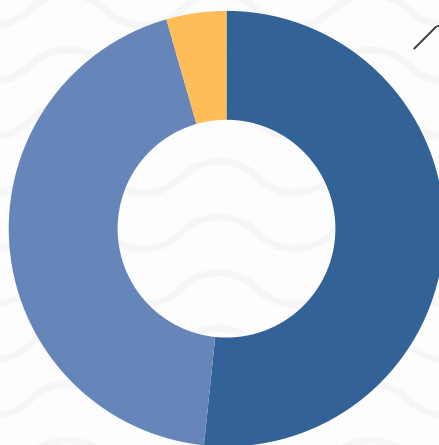
267 times



Outreach Attempts

We outreached referred persons

2,632 times



Total Contacts

3,097

successful contacts with referred participants

2,899

total community-based outreach attempts

CASE MANAGEMENT - LINKING PEOPLE TO CARE

152

individual participant referrals to services

FOUNDATIONAL NEEDS



MENTAL HEALTH CARE



381
total referrals

RECOVERY RESOURCES



40%
INCREASE* IN REFERRALS MADE

*as compared to 2022

HOUSING RESOURCES



CORE - THE RIGHT SKILLS TO THE RIGHT CALL

Our co-response model pairs clinicians and paramedicine professionals with law enforcement officers who respond to behavioral health calls-for-service. Calls are generated and routed through the 911 dispatch center or our non-emergent line. Many calls involve persons struggling with suicidality, psychosis, or are experiencing family disturbances.

TOTAL CALLS FOR SERVICE

1,482

UNIQUE PERSONS IN CRISIS

746

TOTAL FOLLOW-UPS*

2,533

MEDIAN NUMBER** FOLLOW-UPS

3

**per person

*CORE follow-ups aim to establish meaningful relationships with community members post-crisis, enhancing our ability to get people connected to appropriate long-term care.

CORE - ELEVATING COMMUNITY SAFETY



53%

of calls released patrol officers back in service

225

diversions from medical or psychiatric hospitals, jail or EMS transports

155

crisis assessments

108

medical assessments

35

minutes = median call for service time

COMMUNITY HEALTH PROGRAM OUTREACH

Partnerships with HOPE shelter and Agape Safe Haven Shelter allows our team to provide community based medical interventions. Interventions include wound care, prescriptions, and linkage to medical health homes, to name a few.

Pop-Up Clinics: Medical outreach team at HOPE Shelter, providing medical help as requested by shelter guests.

Medical Street Outreach: Medical outreach team driving around Longmont providing medical help to houseless individuals.

30%

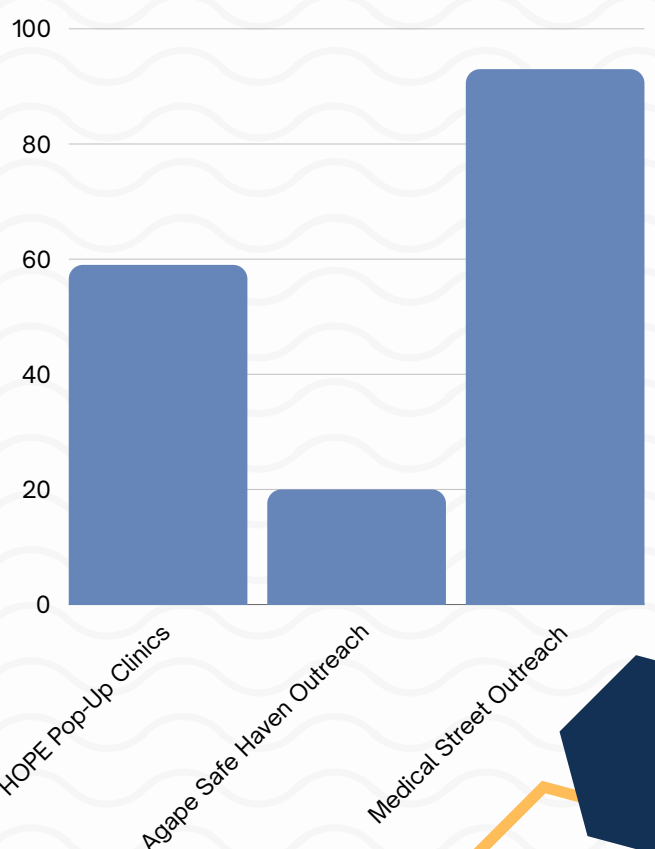
INCREASE* IN NUMBER OF MEDICAL INTERVENTIONS

*as compared to 2022

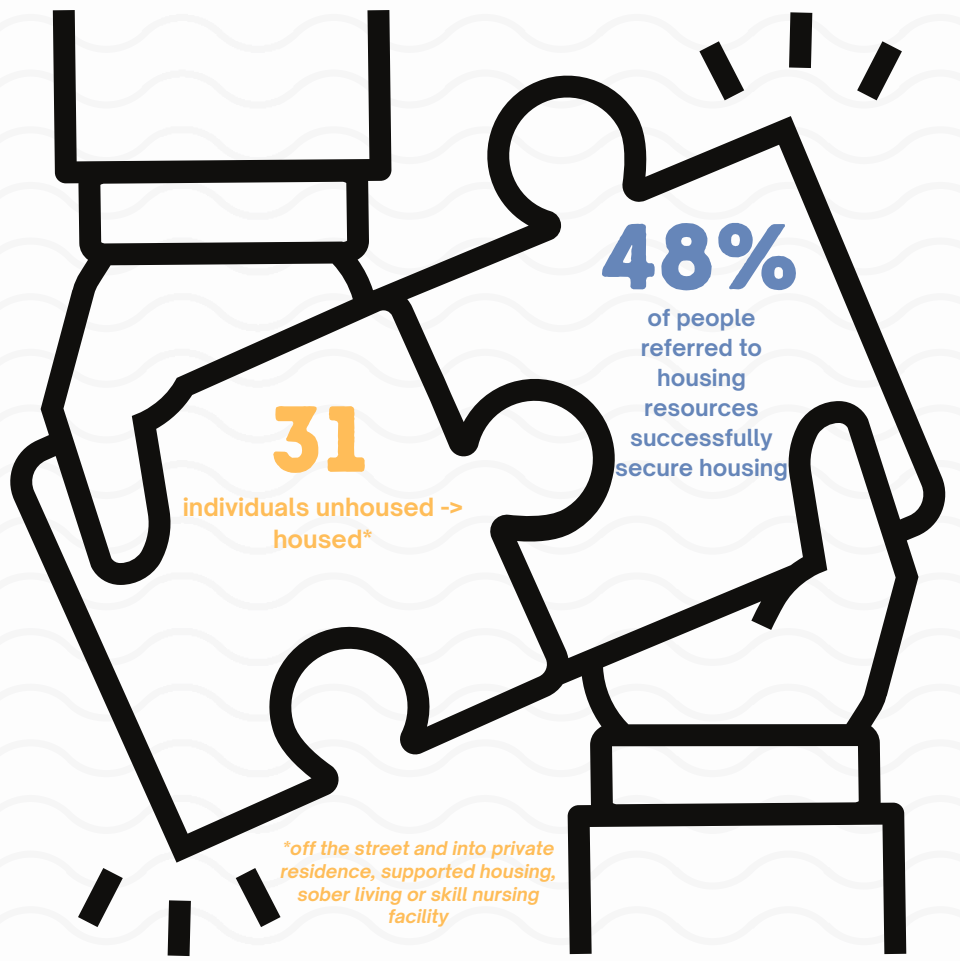
172

community based medical interventions

NUMBER OF MEDICAL CONTACTS WITH UNHOUSED COMMUNITY MEMBERS



COLLECTIVE SERVICE TO UNHOUSED COMMUNITY



KEY PARTNERSHIPS

Homeless Solutions Boulder County (HSBC)

HOPE Shelter - Longmont Targeted Homeless Engagement and Referral Effort (LTHRE)

Boulder County Public Health (BCPH) - Works Program

City of Longmont - Community and Neighborhood Resources team

City of Longmont - Park Rangers

City of Longmont - Waste Services

City of Longmont - Code Enforcement

City of Longmont - Community Services

THANK YOU!
FOR YOUR PARTNERSHIP

UNHOUSED SERVICES WHERE CONNECTION EQUALS PROGRESS

Case Management Services connected with

138

unhoused community members. Resulting in

2,418

interactions, with a median of

9

interactions per person

CORE connected with

140

unhoused community members. Resulting in

439

interactions, with a median of

2

interactions per person



IN CLOSING

Our greatest joy is the chance to serve you. We take pride in our year of unity, progress and shared commitment to build a safer, healthier Longmont community.

2024 will hold many opportunities to build stronger, together!

QUESTIONS, COMMENTS AND HOW TO GET INVOLVED, CONTACT

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