



AGENDA

Housing, Neighborhood Services and Redevelopment Policy Committee

Thursday, March 3, 2022, 10:00 a.m.

VIRTUAL MEETING

City of Aurora, Colorado

15151 E Alameda Parkway

Public Participation Dialing Instructions

Dial Access Number: 1.408.418.9388 | Access code: 2498 749 5628

Council Member Crystal Murillo, Chair

Council Member Ruben Medina, Vice Chair

Council Member Juan Marcano

The Housing, Neighborhood Services and Redevelopment Policy Committee's goal is to:

- Maintain high quality neighborhoods with a balanced housing stock by enforcing standards, in relation to new residential development, and considering new tools to promote sustainable infill development;
- Plan for redevelopment of strategic areas, including working with developers and landowners, to leverage external resources and create public-private partnerships

Pages

1. Call to Order

2. Approval of Minutes

2.a. January 20, 2022

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2.b. February 3, 2022

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3. Announcements

4. New Items

4.a. City of Aurora Community Investment Funding Recommendation for 2022 First Round

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Agenda Long Title: City of Aurora Community Investment Funding Recommendation for 2022 First Round

Sponsor Name: Jessica Prosser, Director of Housing and Community Services

Staff Source/Legal Source: Jessica Prosser, Director of Housing and Community Services; Tim Joyce, Assistant City Attorney

Outside Speaker: N/A

Estimated Presentation/Discussion Time: 15 mins

5. Miscellaneous Matters for Consideration

5.a. Housing Strategy Update

No updates.

5.b. Aurora Mobile Response Team Update

5.b.1. Aurora Mobile Response Team Pilot Program Update

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Agenda Long Title: Aurora Mobile Response Team Pilot Program

Final Update: Outcomes, Need, Expansion Suggestions

Sponsor Name: Courtney Tassin, Mental Health Program Manager

Staff Source/Legal Source: Courtney Tassin, Mental Health Program Manager/ Angela Garcia, Senior Assistant City Attorney

Outside Speaker: N/A

Estimated Presentation/Discussion Time: 25 minutes

5.c. Youth Violence Prevention Program Update

No updates.

5.d. Updates From Community Members

5.e. Housing First Program and Fact-Finding Mission to Texas

Councilmember Marcano

5.f. 2022 HORNS Meeting Agenda Items

6. Adjournment

**HOUSING, NEIGHBORHOOD SERVICES & REDEVELOPMENT POLICY
COMMITTEE
January 20, 2022**

Members Present: *Council Member, Chair Crystal Murillo
Council Member, Vice-Chair Ruben Medina
Council Member, Juan Marciano*

Others Present: Mattye Sisk, Lana Dalton, Angela Garcia, Anthony Youngblood, Bobbi Abbotts, Adrian Botham, Charise Canales, Christina Amparan, Courtney Tassin, Dee Akers, Emma King, Jacquelyn Bayard, Jeff Hancock, Jessica Prosser, Brandt Van Sickle, Daniel Brotzman, Frank Butz, Karen Hancock, Liz Fuselier, Maria Saldana, Matt McAdams, Meg Allen, Sandra Youngman, Scott Campbell, Sharon Duwaik, Tim Joyce, Candy Larue, Mindy Parnes, Rochelle Nadeau, Andrea Amonick, Melissa Rogers

WELCOME AND INTRODUCTIONS

Council Member Murillo welcomes everyone to the meeting.

MINUTES

CM Murillo asks CM Medina and CM Marciano for approval of the October 28, 2021 minutes. The October 28, 2021 minutes are approved.

ANNOUNCEMENTS

No announcements are made.

NEW ITEMS

Chapter 114 Code Enforcement Ordinance Amendment

Summary of Issue and Discussion

Sandra Youngman, the Code Enforcement Manager, presents this item.

Code Enforcement staff receive a high percentage of trash container placement complaints. Staff have expressed concerns with enforcing the Chapter 114 – Solid Waste Ordinance. Sandra presents data on the complaints received in 2020 and 2021. The common complaints include trash all over the property, trashcans blocking sidewalks, trashcans not screened, trashcans in front, and trashcans left out for a month.

Sandra reviews the current code which requires all trash containers to be screened from view from all public streets and placed behind the front line of the principal building of the house facing the street. The recommended changes would change the language to say that all trash containers shall be kept behind the front line of the principal building and within 12 inches of the principal building. If trash containers are screened, the screening shall be placed behind the front line of the principal building. The other recommendation is to update “neighborhood services” to “housing and community services”.

Sandra shares pictures to illustrate how the revision would prevent current issues occurring as well as what the ordinance would allow. Residents are having problems with screening trashcans and the revision would help with enforcement. Code Enforcement could ask residents to move trash cans from along the fence to adjacent of the house which would be a better aesthetic for the people in the neighborhood.

Questions/Comments

CM Marcano asks how much of an impact the ordinance revision is expected to have on staffing needs for Code Enforcement. Sandra responds that it would make it easier on Code Enforcement as currently they receive a lot of complaints specifically related to trashcan placement. Currently, staff must contact citizens about screening and follow up with them on it. If the ordinance says to place trashcans behind the front plane, it will make it easier to enforce and explain.

CM Marcano asks if the change will increase the number of calls. Sandra does not think it will increase calls.

Jessica Prosser, the Housing and Community Services Director, explains that they are trying to create a less burdensome ordinance for residents by allowing increased flexibility.

CM Murillo asks if Code Enforcement is going to communicate the code change to everyone who submitted complaints. Sandra says they will work with Community Engagement to do outreach to residents about the code change.

Outcome – The Committee agreed to move this item forward to study session.

Safe Outdoor Space Update

Summary of Issue and Discussion

Lana Dalton, the Homelessness Program Manager, presents this item along with Matt McAdams and Dee Akers from the Salvation Army.

Lana presents data on the safe parking lot located at 15660 E 6th Ave. The lot typically allows 20 vehicles, but is currently allowing 36 vehicles to accommodate individuals displaced by the Marshall fires. They have a 42% success rate of individuals exiting the lot and obtaining permanent housing.

Lana outlines the requirements to stay at the lot. Thorough background checks are performed to ensure residents do not have a criminal history. Additionally, they must have registration and insurance, no sex offenses, and no police reports in the last three years. Operations are 24 hours and try to accommodate individual schedules including allowing those who work night shifts to sleep at the lot during the day. There is zero tolerance for substance use and no camping is permitted within the lot itself. If a car leaves and haven't had contact, they will give up that spot and move on to next person. The site also offers port-potties, weekly community meals, Planet Fitness vouchers, building showers, laundry facilities, computer room, and on-site boutique.

Matt gives an overview of the safe outdoor spaces and what low barrier shelters are. The shelter tries to align with best practices outlined by the National Alliance of Homelessness. A part of their partnership with the city is using best practices, a trauma-informed care lens, and providing client centered services. Trauma-informed care is recognizing homelessness is a dynamic issue and it is not from just one cause. If there are 600 people in Aurora experiencing homelessness, then there are 600 reasons why they are homeless. Matt shares a survey of why people avoid shelters with reasons including bugs, too many rules, germs, and because they're too crowded.

The shelter uses this information to create their rules which they refer to as "agreements", "community guidelines", or "community expectations." Given that they are trying to lower barriers as much as possible, vocabulary is important. The rules are developed with two guiding principles

in mind: protecting safety for staff and residents, and whether it helps end the individual's homelessness. If the rule does not meet those criteria, it does not need to be a rule. Their goal is to treat people with dignity and humanity, recognize that their homelessness is a dynamic issue, and address the issue right from the start.

Matt discusses the six keys to effective shelter:

- Housing First Approach: trying to get people housing as fast as possible. Rapid rehousing dollars are used to find people housing.
- Engagement with Community: partner with as many community providers as possible.
- Safe & Appropriate Diversion: finding housing solutions for individuals that aren't necessarily community-housing-focused resources such as family, friends, substance abuse treatment program or sober living situation.
- Immediate & Low-Barrier Access: keeping barriers as low as possible.
- Housing-Focused, Rapid Exit Services: goal is finding a permanent housing solution.
- Data to Measure Performance: "Clarity" is used for the data. Helps to engage with community partners and send information to the city.

Dee discusses the two outdoor spaces the Salvation Army currently operates with the city as well as the community guidelines. The program meets client's basic needs and provides comprehensive case management services for housing, employment, and benefit navigation as well as community-based partnerships and outreach services. There is currently a lengthy wait list for the program and Dee shares that most clients are working with the program to help end their homelessness. She presents outcomes data for the Peoria site.

Lana discusses the Emergency Solutions Grant ("ESG") COVID funding spenddown. They have to spend down 80% of the ESG-CV allocation by March 31, 2022; currently, they need to spend down about \$1.68 million. In order to meet the deadline and be in compliance with HUD, they plan to purchase an additional 30-36 pallet shelters for the Restoration Christina Ministries site to transition the existing tents into pallet shelters. Lana notes that the fuel cost to heat the tents is \$1,500 per week and the cost of running those over a long period of time is exponentially higher than pallet shelters. Dee adds that the tents are not meant for long-term use and tend to break or need replacement parts. As far as the sustainability of pallet shelters, Dee says the pallets are better and says the company that manufactures them has statistics on their anticipated lifespan.

Emma King, the homelessness program liaison, discusses the annual Point in Time count which counts individuals experiencing homelessness on one given night in the city. Given COVID precautions, this year will be an observation count where pairs of volunteers will count and record location information on individuals they see. After the count, outreach services will take surveys to gain additional information.

Questions/Comments

CM Medina asks if transportation is available for people to get to these sites or if they have to make it there on their own. Dee responds that transportation is provided, and the Salvation Army has a van to transport people to the shelter or appointments if needed. She added that they also provide bus passes.

CM Marcano asks if the 42% success rate for individuals in the safe parking lot obtaining housing is considered successful compared to those not participating in the program. He also asks what can be done to increase that figure. Lana responds that given the complexity of getting people into permanent housing solutions, the success rate is a great percentage. She adds that for individuals in

a traditional shelter setting, that 42% figure could be cut in half. Given the current low vacancy, high rent market, it is very difficult to get people into housing. CM Marcano comments that the lot having a twice as effective success rate than traditional center is a big win in his book. He encourages staff to include that information when presenting to Council.

CM Marcano asks what the usual length of stay is for people using the safe parking lot. Lana responds that for the parking lot and the safe outdoor spaces, the average length of stay is between 80-90 days.

CM Murillo shares that she thinks the pallet homes feel more humane, transitional, and help get people into a different mindset. CM Murillo asks if they have any comments on the utilizations of the tents or experiences people are having in those different types of shelters. Dee says the feedback was overwhelming once the pallet shelters were in place. The Peoria site had individuals stayed in the tents before the pallets, so they have the best point of comparison. Once the clients moved into the pallet shelters, almost every client wanted to pass along thanks to the city partners for purchasing them. The solid structure makes a huge difference and Dee says the clients talk about how much better their sleep is. Dee shares that all the clients were in the office at 7:00 a.m. when normally they wouldn't be in until 9:00 a.m. or 10:00 a.m. because they didn't want to get up and leave the tents due to the cold weather. She emphasizes that the pallet shelters have made a remarkable difference that can't truly be understood without seeing it.

Jessica comments that if the committee is favorable, this will go to the full council on Monday, January 24. When this was discussed with Council at the fall workshop, the direction was to do thirty pallets and thirty tents, do a proof of concept, then evaluate the data, pilot it for a few months, and go back to Council. She emphasizes that the city does have the funding and it does need to be spent. This would reduce some of the need to spend ARPA funds on these shelters. Jessica says if they wait until after March, they lose the money from HUD and would need to look for other sources of resources.

CM Murillo comments that she hopes they will share the conversation had today, especially the piece about substantiality. CM Murillo asks if the city already had the tents or were they the newer tents that were supposed to be purchased. Lana responds that they did purchase some larger scale tents as well as some ice fishing tents because that was all that was in stock. They ended up replacing some of the tents because they were not zipping up or had other functionality issues. CM Murillo suggests including that information as well.

CM Marcano asks staff to share the lack of efficiency with the tents and the change in demeanor that results when people are treated with dignity. He states that he thinks that is important and is an intangible part that is left out of the conversation but makes it more effective.

CM Murillo thanks Emma for the Point in Time count update and acknowledges that while it is a limited tool, it is still a tool to be utilized.

Outcome – The Committee agreed to move this item forward to study session.

2021 City of Aurora, Colorado- Homeless Services Program – Notice of Funding Opportunity (NOFO)

Summary of Issue and Discussion

Lana Dalton, the Homelessness Program Manager, presents this item.

Lana shares that the city released a notice of funding opportunity in November to fund programs related to homeless services with the city's regular funds including marijuana, emergency solution grant funds, and public safety. The Emergency Solutions Grant (ESG) and Home Tenant-Based Rental Assistance (HOME-TBRA) are federal funds. The Marijuana grant and the Public Safety Assistance Grant (formally known as NEXUS) are local funds.

Lana provides an overview of the available funding and explains the specific activities that can go along side with ESG and HOME-TBRA. Federal funds have a much narrower use than local dollars. Local funding activities and dollars for marijuana and public safety had many activities included which helps the city be more flexible in meeting the community's needs.

Lana explains the grant requirements. Duration of the grants is one-year with a one-year renewal. There is no guarantee an agency will receive funds for the full two-year grant term, or the full annual amount requested. The grant requires agencies to enter data in the Homeless Management Information System ("HMIS") or a comparable database for victim service providers. Quarterly reports and one annual report will be required. At minimum, agencies will also have to submit a quarterly payment request (invoice) with the required documentation through Neighborly.

Lana discusses the application requirements. This year the applications were submitted through Neighborly, a new software which allows the city to do grant management and streamline the process. Each applying agency was required to submit one scope of work and one budget per program/project. This ensured that the applications explained in detail what they would be doing with the funds. All documentation was required to be included with the application regardless of whether any of these items have been submitted in prior years. Incomplete applications were not processed unless the city granted a waiver, in writing (no waivers were given).

The NOFO review panel was comprised of various regional partners to make sure the city had representatives involved who utilize these services across the Denver metro area. The review panel reviewed 41 applications submitted by 15 agencies between November 29 and December 10. The total amount requested was \$13,471,876.34. Lana reviews the scoring process and categories. Additionally, the review panel factored in considerations including pre-COVID funding levels, inflation, change in homeless service provision needs, and prior grant compliance.

Lana presents the overall funding recommendations from the panel. She makes a note that while Sungate Kids is not a homelessness services-based service provider, they provide essential services to public safety partners by interviewing children that are victims of abuse and sexual abuse. They have partnered with the city for over 25 years and the reviewers felt it was important to fund at the previous funding level. She explains that the 2021 funding level will include all COVID dollars that have been allocated to the agency as well as regular dollars. Regular dollars are the consistent funds the city has for ongoing homeless services. The 2020 funding level is funding pre-COVID dollars.

Questions/Comments:

CM Marcano comments that he heard funding was cut for both the Aurora day Resource Center and Comitis Crisis Center and asks Lana to discuss the effect that will have on services. Lana responds that Mile High Behavior Health Center ("MHBHC") encompasses the Aurora Day Resource Center, Colfax Community Network, Comitis (the city's emergency shelter), and Street Outreach so there are four different programs. She explains that the total amount MHBHC is receiving with the 2021 funding level with COVID funds is around \$2.3 million. That figure includes the additional outreach team Council requested due to the pandemic as well as some cold weather service enhancements. However, it does not include the emergency shelter because although it was operated with MHBHC, that number was not incorporated into their funding levels because too much of that was purchased

and run through the city. The 2020 funding level was about \$1.7 million and MHBHC was operating all four programs. The 2022 funding level of \$1.9 million is an increase from the 2020 funding level. However, because of the one-time COVID funds, the city cannot continue funding entities at that level because the dollars are in a general bucket of funds that is ongoing. The city has expressed to agencies that there might be opportunities to apply for additional funds if additional federal funds become available for non-profits. That can be another area to sustain some additional COVID work that is occurring, but at this point in time, there is an increase to their budget from their pre-COVID levels.

CM Marcano asks if it's a fair assessment that due to the funding differences from the one-time funds last year, it went to creating an additional street outreach team but from the different funding levels this year that it will be unlikely for that to be maintained. Lana says that it depends because these are not final in nature since they have not asked them specifically what the entities budget adjustments will look like for their agencies. That would be something staff would need to dive into their budgets for. What the review committee did was try to provide overall funding comparisons amongst prior levels to today and see how the panel could best accommodate the agency across the board with all the different programs they offer.

Jessica comments that part of the second team is funded through the ESG COVID dollars which have to be spent down by about halfway through this year. That team would continue and then staff will go back to all these agencies, present their recommended funding levels, and invite them to revise their budgets and show how they intend to use the funds. Most of the agencies will have to amend their budgets to show what they can do with the dollars the city is providing them.

CM Marcano comments that the city received a lot of one-time funds from the federal government that went into effect last year. At the same time, there is a large and growing need for the kinds of services the Aurora Day Resource Center, Comitis, and a lot of these other organizations provide. CM Marcano states that he knows the city does not have the ongoing funds to currently allocate, but they do have a substantial surplus from 2021 for the general fund. CM Marcano requests an alternative proposal be included in the Council presentation to look into allocating some of those surplus funds to these programs. This would also be another one-time fund to help supplement some of the one-time funds received from the federal government last year. He's concerned that those funds were utilized which allowed many organizations to expand their reach and scope, but the homelessness situation in the city hasn't actually been addressed. If the city reduces funding, more individuals may suffer the consequences. Lana responds that it is something they can investigate and work with budgeting office to see what can be proposed.

Outcome – The Committee agreed to move this item forward to study session.

Chapter 14 Animals – Ordinance Amendments

Summary of Issue and Discussion

Anthony Youngblood, the Animal Services Manager, presents this item.

The proposed changes are as follows:

Section 14-4(h)(1) crosses out “weekend” and replaces it with “Sunday” because Animal Services does work Saturdays. Anthony explains that this change is to make judges and the public aware that Saturday is a work day.

In 14-4(h)(4), the language says that an owner of an animal, even if surrendered by a municipal

judge, had say in what was going to happen to the animal going forward. That was difficult with the judge when they made certain decisions regarding dangerous dogs or dogs that were involved in a cruelty situation. The department will still perform behavior evaluations. If a municipal judge finds that a dog is a safety risk, that would constitute enough for that dog to be deemed a non-adoption candidate.

In 14-4(i), the Appeal bond, language was crossed out because it could not be enforced. “Collaborate in good faith to find an outcome” was not able to be enforced especially when the owner was convicted of cruelty. The department does not want to collaborate with an owner convicted of cruelty to determine the outcome of the animal or where the animal should go.

With respect to section 14-7(f), the department discussed with Council about a year ago about a three-tiered way to distinguish dogs as “aggressive”, “potentially dangerous”, or “dangerous.” The way the language was written and interpreted did not distinguish between “potentially dangerous” and “aggressive”. The judge could declare a dog “aggressive” and it would have to go through the exact same steps as a “potentially dangerous” dog. The ordinance change would separate the two out where “aggressive” is the lowest tier a dog can be. A dog can be “aggressive” and not actually hurt anyone or get off its leash. Examples of this include a dog lunging, growling, barking, or scaring someone. These dogs can be adjudicated as “aggressive” if they go through the court process, but Animal Services is not taking animals away or making the public get a permit or go through the extra steps that they would for a “potentially dangerous” dog. The distinction of a “potentially dangerous” dog is one that bites or may hurt another animal while running at large. Ordinance 14-7 will have “aggressive” crossed out, but they are not getting rid of it; rather, they are saying that “aggressive” and “potentially dangerous” are not the same thing.

In 14-7(g), the waiver would only be for “potentially dangerous” animals because an “aggressive” animal is not an animal that did something to hurt another animal or person.

Section 14-7(j) outlines the steps the public must go through to get a permit for a “potentially dangerous” or a “dangerous” animal. There will not be a permit for an aggressive animal.

Section 14-10 has been updated due to several complaints Animal Services has received. There are reporting parties who say that if a neighbor’s animal goes to the bathroom on their lawn, they think that is damage to their property. Although the city understands these complaints, that is not the spirit of the ordinance or what they are trying to enforce. The fact is that urinating, and defecating can be cleaned up so it is not damage to property which is why the ordinance states it.

Section 14-12 cleans up the language related to public nuisance by changing “for violations of this chapter” to clarifying that if someone violates the same ordinance twice or any three convictions of the ordinance within a twelve-month period, they can be charged with public nuisance.

Section 14-16 cannot be done and should not have been introduced. Animal Services has not used it since it was introduced, and Budget is asking them to strike it out. Essentially everything being used as restitution in the courts would have gone back to the gifts and grants fund so that Animal Services use more money towards certain animals if they got some money back on that animal instead of going to the general funds. It is not how it works; it needs to go into the general funds. It is a complete strike out that has never been done.

Section 14-73 highlights “aggressive” versus “potentially dangerous” again and changes the wording to have “aggressive” first in the order of severity as it is the least of the three.

Questions/Comments

CM Marcano comments that, with regards to the urinating and defecation section, his understanding is that there is a large difference in terms of the impact and ability to clean after an animal urinating versus defecating. Dog poop can be scooped up and thrown away, but not much can be done to abate urine which can kill grass over time. CM Marcano asks if it is fair to treat them the same. Anthony responds that male dogs' urine will not damage grass and while some female dogs' urine will, watering the area will take care of some of the ammonia in the urine. Regarding damage to property, Animal Services is trying to clarify that a cat tearing up a rosebush in someone's yard is not the same as an animal urinating in a yard.

CM Marcano asks if there would be any recourse if, for example, a neighbor's dog is serially urinating in someone's yard and ends up killing some parts of the landscaping. Anthony responds that proving that is the most difficult component with these cases. CM Marcano responds that the individual would need to have a lot of video evidence to prove it is a recurring event. Anthony says the individual would also need to have video over time proving that it is *this* particular dog in *this* spot, and *this* is the dying grass. It would also need to disprove that wildlife did it.

CM Marcano asks whether it makes sense to create an avenue for that kind of grievance or would that become too burdensome. Anthony says he doesn't know how to prove it and that will be the biggest issue. If someone had video of every time and could show their grass aging over time and how that happens, a judge might go with that. The problem is that Animal Services can cite it, but how will it be proven.

CM Marcano says it would require a high level of evidence. CM Marcano asks whether it makes sense to leave that as an option or maybe word the code to require a substantial amount of evidence of a repeat pattern to try this route. He notes the difference in examples from a one-time occurrence versus a daily occurrence captured by a Ring doorbell or something.

Anthony says he agrees and suggests possibly separating urinating and defecating to require that kind of evidence for urination. CM Marcano asks if it would make sense to include that. Anthony responds that he will ask legal, but still worries it would not go anywhere but it depends on the amount of proof. Angela Garcia from the City Attorney's office responds that she agrees it would require a lot of evidence to prove beyond a reasonable doubt that this animal urinated on this bush, tree, lawn, etc. enough to cause property damage. If defecating and urinating were separated, and urinating was changed to three or four more times, it would still require a lot of proof. Angela does not know if taking it to a criminal summons would be beneficial to prove beyond a reasonable doubt. She says it can be done with all the evidence; it's just a matter of getting it through the burden of proof.

CM Murillo asks if the city has a burden of proof generally required for something like that that doesn't need to be explicitly laid out in the ordinance. Angela says that for criminal summons, the burden of proof is always beyond a reasonable doubt. To issue a summons, there must be probable cause. CM Murillo clarifies that she's asking about specifically spelling out the lack of ability to enforce or prove and asks if the city already has language requiring someone to bring a case beyond a reasonable doubt. She asks if there is language in other parts of the city's process that addresses the procedural part of burden of proof as opposed to specifically naming it in this ordinance. Anthony clarifies that since a certain standard must be met to receive any of the violations listed in the ordinance, so to spell it out again in this section would be a duplication of the ordinance.

CM Murillo mentions a potential future conversation regarding Chapter 14 updates on keeping pot

belly pigs and ducks. Anthony says a very small fraction of people are interested as opposed to those who do not want pigs and ducks as neighbors. They're coming up against the few individuals who are very passionate about the issue despite the majority not supporting it. Anthony asks if the councilmembers have more guidance they can provide as to what they're looking for.

CM Marcano says his understanding is that there was a lot of opposition when the city changed the codes to allow the keeping of chickens in 2014, but Council approved it anyways. That change has not become a nuisance. CM Marcano states that he doesn't think the public understands there are strict guidelines (i.e. needing a big enough lot for the chickens), but rather thought everyone and their neighbor would be allowed to have chickens. For the ducks, CM Marcano feels that it is a very comparable set of guidelines. He does not know how that is being presented to the community or what level of education and knowledge the public has of the city's existing code. When he did an informal ask on NextDoor in his area, several individuals said they did not want the pigs, but said ducks seem okay since the city already allows chickens. CM Marcano comments that if we are going out and using the neighborhood liaisons to engage people's temperature to accompany that with the knowledge of what we already do and the history around the keeping of chickens.

CM Murillo comments that a follow up can be scheduled for a future meeting.

Outcome – The Committee agreed to move this item forward to study session.

MISCELLANEOUS MATTERS FOR CONSIDERATION

There are no miscellaneous matters for consideration.

Updates from Community Members

There are no updates from community members.

Next meeting: Thursday, February 3, 2022 at 10:00 a.m.

Meeting adjourned: 10:01 a.m.

APPROVED: _____
Committee Chair, Crystal Murillo

**HOUSING, NEIGHBORHOOD SERVICES & REDEVELOPMENT POLICY
COMMITTEE**
February 3, 2022

Members Present: *Council Member, Chair Crystal Murillo*
Council Member, Vice-Chair Ruben Medina
Council Member, Juan Marcano

Others Present: Mattye Sisk, Emma King, Andrea Amonick, Angela Garcia, Bianca Lopez, Adrian Botham, Brandt Van Sickle, Charise Canales, Christina Amaran, Courtney Tassin, Daniel Kryzyzanowski, Jacquelyn Bayard, Jeannine Rustad, Jeff Hancock, Jessica Prosser, Karen Hancock, Lana Dalton, Mike Franks, Mindy Parnes, Omar Lyle, Roberto Venegas, Rochelle Nadeau, Sandra Youngman, Scott Campbell, Sharon Duwaik, Tim Joyce

WELCOME AND INTRODUCTIONS

Council Member Murillo welcomes everyone to the meeting.

MINUTES

No minutes to discuss.

ANNOUNCEMENTS

No announcements are made.

NEW ITEMS

2022 City of Aurora Point in Time Count

Summary of Issue and Discussion

Emma King, the Homeless Programs Liaison, presents this item.

Emma explains how the Point in Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness that HUD requires each Continuum of Care (CoC) nationwide to conduct in the last ten days of January each year. Emma's presentation focuses on the unsheltered count. PIT establishes the dimensions of the problem of homelessness and helps the city make decisions and track progress toward the goal of ending homelessness.

PIT is typically completed on a Monday night for three to five hours where teams go out and conduct surveys of every individual they find experiencing unsheltered homelessness. Given COVID precautions, this year's PIT was an observational or tally count that had teams drive around the Aurora area and observe individuals experiencing homelessness. Seventeen teams observed people the morning of January 25. Since it was only observational, they could not tell how many people were inside a tent or RV. The goal was to observe the location of the shelter and what type of structure it was. The six days following the PIT count, teams collected survey data to gather demographic information from the individuals experiencing unsheltered homelessness.

Emma shows the tracts map broken down by where each team's area was. Teams that were farther away from the city center had larger areas because there are less individuals in those areas. Those areas were also assigned to teams with more experienced outreach workers since they would know where people tend to camp and hide out. The dots on the map indicate encampments or vehicles that had been reported to Access Aurora prior to PIT.

Emma explains the initial numbers of what was observed. There were 209 observations made and 98 surveys collected. 82 were people in cars or RVs, 52 were individuals not at camps, and 73 were in encampments. Although the teams talked to more people than the numbers suggest, many people declined to complete the survey. Demographic information will be pulled from surveys as well as from Arapahoe and Adams counties based on similar areas that were surveyed to help understand what population the city is working with.

Emma presented a few take-aways from the PIT observation count:

- Observation Count was more difficult
 - Emma recommends not doing the PIT this way again. If teams would have asked individuals to complete the surveys while the observation count was taking place, Emma believes more surveys would have been completed as they had more teams helping with the observation count than teams who helped with the surveys.
- Conflicting instructions made planning hard
 - The city was originally told they needed 95% of the observations to complete surveys which Emma says is impossible. It was lowered to 65% which was still high (~134 surveys), especially with the time limit. The teams talked to over 65% of the observed individuals, but they did not all agree to complete the survey.
- Weather likely skewed the data somewhat
 - Snow falling very hard on Tuesday morning made observing individuals harder as tents and people were covered in snow.
- Write PIT assistance into future agreements with agencies
 - This would help get partner agencies to help with surveys.

Questions/Comments

CM Marcano questions what the practical use of the count is when there are factors making it less reliable than usual like inclement weather, lower rate of contact, and less visibly unhoused folks (in part because of the weather). He posits that when the weather is bad, individuals will take any shelter they can get, even if they normally wouldn't feel safe for whatever reason going to a shelter. CM Marcano asks how this data will be used knowing the results are skewed and atypical this year. Emma responds that this could happen any year with the weather. In general, the count is going off of the numbers in HMIS of people accessing services, contacts they are getting through outreach, and the Access Aurora complaints which allows for more accurate numbers. PIT is meant to be a snapshot, but it does provide all the necessary information. HUD tells the city to do it this way to get information, but not all information that is needed can be acquired this way. Extrapolating some data from Arapahoe County and Adams County will help the data as well.

CM Marcano asks how they can ask someone at HUD for a better methodology for PIT counts. He says the current method seems unreliable in terms of the quality of information and observations, and asserts that there must be a better way to get the information. He asserts that part of the barrier in convincing individuals to participate is that the city needs better information to convince those who don't understand the breadth and depth of the problem. This is a way to convince individuals that the city needs to take more aggressive action. This information can help answer questions like how much housing the city needs to build, what the cost looks like, and what needs do these people really have. There are so many unhoused people in the city and the county, and better information will help make the case to all levels of government to get behind ending homelessness. CM Marcano asks how that can be done.

Lana Dalton, the Homelessness Program Manager, shares that in the past, agencies receiving city funding have not been required to enter information into HMIS. This year, that requirement was added to the homeless services agreements. The city hopes to put together a white paper on the state

of homelessness in Aurora based on the information being entered into HMIS by these partners. Although there are flaws to this approach, the hope is to gain a more comprehensive picture of what is happening in the city and obtain more accurate data. This is a proactive approach the city is taking since trying to change HUD can take some time.

Jessica Prosser, the Director of Housing and Community Services, adds that the reason PIT has been done in January is because HUD expects people to seek shelter and come in for services. She says that the homelessness statistics from ten years ago in Aurora are more of a reality where people came in on a cold night to seek services. The reality now is not everyone is coming into the shelter and there is not enough space. She notes that Jefferson County did a weeklong summer count four years ago to see if it would be different to map people out in the summer. If the city wants to consider different data points throughout the year, it would take resources, but it could be done. The city also did not have the large magnet events this year because of COVID. It makes it much easier to count people when they have incentives to come in and get warm so they can be counted. Hopefully next year the city will have the magnet events and have a better count. It is an ongoing data mining exercise to come up with the answer of how many people are experiencing homelessness in Aurora, how many are in shelter, and how many are unsheltered. Requiring data reports and quarterly reports is going to be important to be able to have better answers by the end of 2022.

CM Murillo expresses interest in exploring an additional count to help get better data to compare and asks how to advance that conversation. Emma responds that MDHI talked about that in 2021 since the city was not able to do a PIT count. She says the city could bring it up with MDHI again or possibly do it on their own by picking a date for a PIT count in the summer.

CM Murillo says it would be helpful to get more data and perhaps a more accurate picture. CM Murillo asks if they can give direction in this committee to explore those options moving forward. CM Marcano and CM Medina agree on moving forward to explore options for an additional PIT count.

CM Medina asks what the interaction was when the teams talked to people who were unhoused and why did they not want to take the surveys. CM Medina asks if there was apprehension with people coming into the encampments. Emma responds that she wouldn't say it was apprehension. She completed surveys every day and most people were receptive to talking to the team. However, some people said things like "I don't have time for a survey right now" or "I'm about to go to work" or "I don't want you to have that information about me." It seemed like many people were disillusioned about receiving services or were previously burned by unmet promises. Others have been on the streets for so long that they don't think anything will change and don't want to waste time filling out a survey. Some people would initially agree, but then would change their mind when they were asked a question they were not comfortable answering.

CM Medina asks if he could join the teams to help with these communications and surveys. He suggests that maybe he could get some funding sources to help incentivize participation and get ideas or solutions the city may not have thought of. CM Medina says he would be happy to coordinate that and not utilize city funds, but rather use outside sources to pay people to participate in the surveys for maybe three or four counts to gather information. Participants might be able to provide solutions to the PIT itself and share their thoughts on when would be the best time for it to happen and what would be more conducive for them to take surveys. Emma mentions that the teams did have items like socks, which are popular for people living outside, and she provided donuts to some individuals which did help incentivize survey participation.

Emma shares that Council received invitations to participate in the PIT, but they would not have

been able to speak to people since it was only the observational count. She responds that they would love to have CM Medina participate and she thinks it would be great to have council members see firsthand how people are living. It would give more buy-in with the community as well. Emma comments that if CM Medina would like to schedule magnet events or work with people directly, they can work on that. CM Medina says he would be happy to help in any way.

CM Murillo thanks CM Medina for the offer and suggests the HoRNS committee participate in the PIT if the city can move forward with doing a count in the summer.

Outcome - This item was informational only and no action was taken. The committee suggests exploring additional PIT counts.

Code Enforcement Overview and Enforcement Process

Summary of Issue and Discussion

Sandra Youngman, the Code Enforcement Manager, presents this item.

Sandra explains that the mission statement of Code Enforcement is: “To be a proactive link between the City and residents by fostering a spirit of self-reliance and promoting a positive physical image in Aurora’s neighborhoods.”

Sandra lists some of the Code Enforcement Duties that are done throughout the year which include:

- Zoning Code
- Snow Removal
- General Inspections
- Housing Complaints
- Occupancy
- Systematic Multifamily Housing Inspections
- Sign Code Enforcement
- Commercial Properties Site Plans
- Ordinance Proposal/Amendment
- Advise and Consultation
- Enforcement of Chapter 62 (Nuisance Ordinance)
- Mobile Home Enforcement
- Garage Sales
- Solid Waste, Trash, and Debris
- Landscaping
- Sidewalk Obstructions (ex: frozen water on sidewalk; vegetation)

Sandra discusses systematic multifamily housing inspections which are completed from September to April. During these inspections, Code Enforcement officers go into apartment complexes on a regular basis, between one to five years, and inspect each unit for minimum life safety. This includes things like plumbing problems, tripping hazards, functional appliances and smoke detectors. If the complex is in great shape, the inspections will be completed at longer intervals of time (i.e. every three-five years). If the complex has a lot of issues, the inspections will be completed more frequently, such as every year or every other year. The hotels and motels on East Colfax Avenue are inspected on a yearly basis. Due to COVID, housing inspections did not occur in 2020. Starting in 2021, Code Enforcement is inspecting 10% of the units in a complex. Code Enforcement has a checklist to check for in each unit. In addition to these inspections, they also do complaint-based housing inspections. These are initiated at the request of the tenant and usually address specific issues.

Sandra explains the two different types of enforcement. Pro-active enforcement is where an officer in the field they are assigned to sees a violation, writes a notice, and addresses it with that property owner. Complaint-based enforcement is where individuals initiate the request and Code Enforcement works with the property owner to correct the violations. Complaints can be filed through Access Aurora, the PUBLIC STUFF app, at neighborhood meetings, and interactions with Code Enforcement Officers, both in-person and over the phone. Code Enforcement also receives referrals from the Aurora Police Department (APD) and the Community Engagement Coordinators. Access Aurora complaints can be submitted anonymously and the reporting party provides the address and information on what the concern is.

Sandra details each step of the enforcement process. The complaint is logged into the system for tracking and assigned to the area code officer. The officer will then perform the inspection. If it is a complaint, they try to inspect within 48 hours as that is a performance measure. If a violation is found, a Notice of Violation is issued. If it is a rental property, the Notice will also be given to the property owner. The typical time frame is 7-10 days and the reinspection will occur after that time frame.

If the property is not in compliance, further enforcement action will be taken which could be an extension or a final Notice given with a certain number of days to come into compliance. If nothing is being done to correct the problem, Code Enforcement can issue a summons into municipal court as a criminal charge. The fine can be up to \$2,650 and may carry jail time. Code Enforcement can also have the city contractor abate the property and invoice the property owner for reimbursement.

Sandra explains and show example photos of frequent complaints which include:

- Weeds/trash/debris
- Outdoor storage (ex: washer/dryers, refrigerators, mattresses left outside)
 - Not something that necessarily would be abated so the owner or tenant might be issued a summons, depending on who is causing the issue
- Unlawful vehicles/auto repair (ex: inoperable vehicles that have a flat tire or are not licensed)
 - Code Enforcement does not address issues that are in the public street, only private property violations
- Landscaping (ex: bare soil, visible tarp)
 - Code Enforcement works with the Aurora Water department on water wise planting
- Parking surfaces/driveways/parking on landscape
 - Can issue a notice to cease parking on landscape and move the vehicle to the driveway
 - Fence issues (ex: placement, materials, design, height)
- Trash can placement
- Exterior maintenance

Sandra shares that Code Enforcement can't enforce what color the owner decides to paint their house unless the HOA has restrictions.

Questions/Comments

CM Murillo asks if the multifamily inspections are related to any warrant of habitability laws, what the criteria are for livability, and who sets that criteria. Sandra responds that the Code Enforcement ordinance focuses on minimal life safety. The issues being looked at are things like smoke detectors, plumbing, leaks, mold, and tripping hazards.

CM Marcano asks what kind of protection tenants have from retaliation from their landlords if they make a complaint. CM Marcano explains that he recently submitted a complaint for some Spanish speaking individuals with very limited English and they were concerned about retaliation from the

landlord. Sandra explains that Code Enforcement must be able to go into the units to see the issues going on. Sandra says she does not know what to say about protection for the tenant because it's an issue between them and the property owner. She explains that is why Code Enforcement likes to do the housing inspections because they go into units indiscriminately, not based on something someone said was happening. Sandra says there is nothing she can do to protect tenant's other than to get them a proper living space.

CM Marcano asks is there an analogous process that other jurisdictions do that the city could implement to provide tenants who have tried to work with their landlord, but always get the run around, some kind of protection from eviction or non-renewal as retaliation by the landlord. CM Marcano asks if this is something the city could potentially do. Jessica responds that by having a blanket approach across the city, the landlords are equally held accountable. The city is trying to prevent the need for a tenant to have to come to Code Enforcement by proactively looking at it. In those scenarios, the city does have a mediator under contract and that can be offered with multilingual services associated with it so that is not a barrier. The city's landlord recruiter that works with certain families associated with certain funding sources also performs mediation for tenants on their behalf. If the situation goes beyond mediation because it starts to escalate or it goes beyond something related to a housing inspection of habitability, the city would refer the tenant to Colorado Legal Services.

CM Murillo asks if roaches or bugs would be considered. CM Murillo asks if city staff determine the minimum life or safety requirements, and if pest would fall within habitability or life safety. Sandra responds that infestations are something Code Enforcement would respond to. There is a booklet that Code Enforcement uses which lists all the violations and is given to property owners and managers before an inspection. The booklet lists all the criteria the city is looking for and infestation is one of those. Sandra will provide the councilmembers the booklet. CM Murillo states that having the booklet would be helpful as she has received several code complaints so knowing the city's standards would help in fielding those calls.

CM Murillo asks if the city has ever shut down properties such as a home or business due to excessive code violations. Sandra asks to clarify if she is asking for single family or multi family. CM Murillo states that it was a broad question because she recognizes the different types of properties. Sandra states that currently Code Enforcement is working with APD regarding some multifamily units, specifically in North Aurora. If the property is a nuisance, Code Enforcement will work with APD on it. Code Enforcement would not shut them down, but they would issue a summons. There are high fines for multi-family or if the property is continually requiring a high response and/or jail. Code Enforcement has received both as the judge agreed with that and has given high fines of \$10,000 and some people have spent time in jail. It would be the same thing for single family and business if the property owner is not taking care of the property they can be issued into court and go through the court process.

CM Murillo asks if the councilmembers can receive a list of nuisance properties to help them to have a high-level understanding of businesses or homes in certain areas. Given that Council also receives complaints, she wants to see if there is overlap with the complaints they receive and the nuisance properties. Sandra will try to pull that information and she will talk with Code Enforcement Officers about where they are going most frequently. She notes that the Family Dollar on Colfax is one of the nuisance properties, but she will get more information to share with the councilmembers.

CM Marcano asks, with regards to the enforcement related to car maintenance and repair and based off the replacement of the engine block being outlawed, has the city effectively made it a violation for residents to do hobby car reconstruction. Sandra says the resident should do that within the

garage. Maintenance is permitted, but auto repair (such as pulling an engine) is not permitted. The Code Enforcement Officer would contact individuals working on their car, but they have never had that happen with respect to someone working on their vehicles as a hobby. Most likely the officer would tell them to move the car into the garage so it is not visible to the residents in the community since many complaints come from neighbors. CM Marcano comments that it is unfortunate that a resident must have a home with a garage as not every home in the city has that amenity available.

CM Medina discusses a situation that appears to be a civil issue between neighbors where one neighbor has been reporting the other for violations and they feel they are being discriminated against. CM Medina is meeting with a third party to gain more information and he will be submitting the council request since it will be a large submission, but he asks how it works if they are using Code Enforcement as a form of retribution. Sandra states that when Code Enforcement receives a complaint, the officer goes to the property to look and address the violation. They do try to work with residents and there is mediation that can be offered to help resolve the problem, but both parties must be willing to go to mediation.

Outcome – This item was informational only and no action was taken.

Homeless Encampment Abatement Update

Summary of Issue and Discussion

Lana Dalton, the Homelessness Program Manager, presents this item. Lana provides a brief overview of the encampment and abatement process. She presents the PIT count from the last five years as well as the number of requests relating to encampments and RV's. The city received 1,288 requests in 2020 and 2,278 in 2021. The program hired a new Homeless Liaison, Brandt VanSickle, who specializes in encampment-related requests for the city.

A large interdisciplinary team comprised of the city's legal team and a variety of internal departments meets weekly to review requests from Access Aurora and observations from other departments. For example, if a Code Enforcement Officer notices an encampment while in the field, that is information Sandra can bring to the team. They can discuss whose property it is, how the city can move forward, whether the encampment meets criteria, and what the timeframe is.

Lana discusses the different approaches for public property versus private property. With public property, if it is city property, the city would post a 72 hour notice, and have street outreach go out. If it is public property and it is CDOT, the city contacts CDOT and have them do the abatement. The city does have an IGA set up with CDOT and are going through the signature process. Eventually the city will be able to abate with CDOT, but they will still have to follow their policy of 7 days. The city does not have an IGA agreement with RTD or Denver Water as it relates to abatements. There is a different approach with each of the public property owners within the city. When citizens ask why the city can't just go clean up an encampment, they don't understand that there are a lot of factors in determining whether the city can make an abatement or not by determining if it's appropriate and whose responsibility it is.

If there are encampments at a private property, it falls on the private property owner to abate them. If they are unwilling or feel it is out of their scope, Code Enforcement will issue a citation and assist with abating the encampment. The bill of the abatement will go back to the private property owner. The policy the city currently has in place is for encampments, people sleeping "rough" in the community (does not include vehicles or campers, only structures people are putting together on public or private property to live in). This policy is strictly for encampments as the city does not have an abatement policy for RVs and campers. The city does have some protocols for deciding how to proceed with vehicles, RVs, and campers but there is no overarching policy for people

sleeping in vehicles. People report encampments by calling or going online to Access Aurora or by calling the respective department.

In 2021, the city conducted 79 abatements which does not include CODT or private property abatements. The total cost to the city was \$114,617.10. This figure does not include staff time.

Lana discusses the current shelter options which include the Salvation Army, Restoration Christian Fellowship, Comitis Crisis Center, and Emergency Cold Weather Overflow Shelter at the Aurora Day Resource Center (ADRC). Comitis is on a 30-day cycle to obtain a bed. The Emergency Cold Weather Overflow Shelter is only open on days when the weather is 20 degrees or below. The current policy requires that individuals have a sheltering option available to them on the day of the abatement in order for the abatement to occur. Even with the additional options, the city is still falling short of being able to provide sheltering options to individuals in the community who need it. This does not even count for individuals connected to potential abatements where the city would need additional shelter options.

Lana explains what constitutes as a shelter under HUD's definitions. The city receives federal dollars through HUD which have specific requirements for what is considered a shelter. Recently, the city was able to get pallet shelters, Comitis, and the ADRC deemed as temporary emergency shelter options. However, tents are not considered temporary shelter or structures by HUD so they are not reimbursable through those funding sources. With regards to hotel/motel vouchers, they must meet specific criteria as well with federal dollars. They can only be used when all other options are full. On cold weather nights, this is a frequent occurrence. Every single option must be full in order to trigger the hotel/motel voucher system to utilize the federal dollars associated with it.

Questions/Comments:

CM Murillo asks if pallet homes are considered in the tent category as non-reimbursable with HUD. Lana responds that HUD considers pallet homes temporary emergency shelter because of the heating and cooling that is provided as well as the wrap around services.

CM Murillo states that with a hotel or motel, the city is reimbursed for the cost. She asks what the city is reimbursed for a pallet shelter if the city already purchased the pallet shelter. Lana responds that the city can use federal dollars to purchase the pallet shelters. The wrap around services, such as case management and housing, are reimbursable because it is considered a temporary emergency shelter.

Jessica comments that for the city to abate an encampment, the policy requires the city to have shelter space. If there are several people in an encampment, it becomes more problematic to find a shelter option for them. For example, if there is an encampment with more than ten people, that encampment would stay until the city has assurance that there is an alternative place for the people to go. How many nights does the city have to have available for the people is another question regarding the abatements. This goes into question of how the city can use the hotel/motel vouchers because if everything is full and it is a cold night, maybe the hotel/motel vouchers could be utilized. Currently the city has been saying a couple of nights of provided shelter for those people abated encampments as this is not something seen in caselaw yet as it hasn't been tried. A couple of nights is the rule of thumb right not, but it is not included in the current policy of how many nights are required.

CM Marcano asks for clarity that for example if the city has five hotel vouchers for an encampment of five individuals so would that qualify for abatement under current policy and current legal precedent. CM Marcano asks if the city will move the people into a hotel for a few nights and then

they will be back out onto the street and if that is allowable for abatement. Jessica responds that yes; it is correct but that typically the city is not using the hotel motel voucher as it is not associated with a shelter option. If the city has a couple of pallet shelters open or beds open in Comitis that's more of the determining factor. In those cases, it is more successful because if there is a spot or a pallet the person can stay for a length of time to get what they need to get housed, get employed, and get services. With Comitis if it is an emergency cold weather night then it's a night or two while a bed at Comitis they can stay for 30 days. The preference is to make sure there is a shelter option with wraparound services versus putting someone in a hotel for a night or two where they do not have access to wraparound services.

Lana comments that half of the city's requests are related to people sleeping in cars or RVs. Lana explains the cities process with campers, cars and RV's as it a little separate from the current process of encampments. Campers and RV's can't be parked on the road for more than 5 days. If they are parked for more than 5 days, they can be removed by the city Streets Division. At that point, Park Aurora and APD get involved in the ticketing process. If it is determined that the vehicle can be towed, towing companies will complete the towing as directed by Park Aurora or APD where the vehicle will be taken to an impound lot. If people are living out of the vehicle/camper/RV, the towing companies will not tow it. At that point, they would ask APD to remove those individuals. However, APD is not interested in forcefully removing individuals from their only sheltering option available due to the use of force guidelines put out by HB 217. Therefore, the city does not have a solid alternative solution for individuals sleeping in RVs and cars at this time. The city does have one lot, but it does not accommodate RVs, so other lots are being looked for throughout the city.

CM Marcano asks which lot supports RVs. Lana responds that the city does not have a lot that supports RVs. The city only has a lot that supports cars, trucks, and vans.

CM Marcano asks if Restoration Christian Ministries ever repaved part of their lot to accommodate RVs like they described to Council last year. Lana responds that they had those discussions, but Restoration opted to pursue pallet shelters for now. They are willing to look at expansion down the line, but they did not want to do too much all at once.

CM Murillo comments that the city does not have a policy for the RV's which addresses the living in a vehicle scenario. She asks if there are best practices the city can pull from and whether it would be helpful to come up with a policy for those situations. Lana says there are some best practices and they have talked to people in the Los Angeles area who have worked with RV lots. The city has considered looking at other land areas where the lot could have access to dumping stations since that is where it gets tricky. The suggestion is for the city to potentially tap into other campgrounds, mobile home parks, or fairgrounds to send some of these vehicles. Lana thinks it would be helpful to have a policy, but not until the city has an alternative in place to assist individuals. With no alternative, they would just be moving people throughout the city which is not helpful.

CM Murillo asks if Lana means alternative to the people living in their vehicle. Lana responds that she means going to a safe lot. The city does not currently have a safe parking lot for RVs or campers. If the city has a safe lot, individuals can be told they can't park in areas, but other options could be presented. Until something like that is available, a policy does not make much sense. CM Murillo states that she would think the safe parking space would be the policy. CM Murillo asks for more information on what Los Angeles does and on a policy for RVs that would include the safe parking space as a part of the policy. CM Marcano and CM Medina both agree they would be in support of that.

Jessica comments that they can bring more information, but notes that it is a voluntary movement

to a safe parking lot. If someone is living in a RV on a street in Aurora and they decline going to a lot, there is still the issue of the RV on the street and the challenges of towing. The safe lot provides another option, but it does not mean everybody will move to the lot.

CM Murillo asks if, during the exploration, they can discuss how other cities address that type of scenario since the city does not have a policy with that, or is the city kind of between a rock and a hard place at this point. Lana responds that the city is somewhat constrained and she invites the legal perspective to share what that looks like to provide some context to the issues the city is facing. Tim Joyce responds that with respect to RVs, the current law says if a recreational vehicle is parked on the street, it can only be there for 5 days. After that, it must move. The current law also says that if an RV is not lawful, does not have current plates, or is not legally operable, the police department will tow it even if it is occupied. To have an RV policy for homeless use, the city must have a place to put the RV (i.e. a safe parking lot or safe outdoor space). That condition must precede the creation of a policy. Once the city has a place to move RVs, just like the shelter option for an individual, the city needs to have a space for an RV to make that RV move. The city must have the prerequisite of having a safe parking lot or safe outdoor space for RVs. Once that is achieved, the city can develop a policy similar to encampments where they are notified that they need to move within 72 hours, but the space is necessary first.

CM Marcano asks where the 72 hour figure is coming from since his understanding is there is a federal precedent that the minimum time notice for an abatement of an encampment is 7 days. Tim responds that there is no case law dictating how long notice must be. The 7 day notice that Denver uses comes from a settlement from a lawsuit. Denver got sued on how they abate the camps. In that lawsuit, they settled it and Denver agreed to provide 72 hours' notice for large scale camp abatements. Denver got sued again because they were not following that policy. Denver has more than one policy. If a park is posted, they are going to clean it on that specific day and make everybody move. If there is a life threatening or safety issue or health issue, they will abate with 48 hours' notice and that is per the ruling by one of the guest circuit judges. There is no case law or constitutional requirement dictating how long the notice period must be. The only time period the judge in the Denver case took issue with was abating a camp the same day notice is posted. The judge did not feel that was adequate with the Denver situation. Denver does abatements much differently than Aurora. When Denver abates a camp, they put a fence around the entire property for safety issues. The fence can prevent a homeless person from entering the camp and retrieving their property which was the big issue around abating on the day of the notice. 72 hour notice is more than adequate. Oakland, California uses a 72 hour notice period and Boston, Massachusetts uses a 24 hour notice.

CM Murillo discusses the interconnectedness with safe outdoor spaces and a policy for these types of vehicles. CM Murillo asks that when this conversation is brought back, that the committee have a holistic conversation about what would need to happen in this area since the parcel line must come before the policy. CM Marcano supports having the conversation, but shares that this discussion is more relevant to the study session on February 7th, 2022 given the camping ban.

CM Murillo asks if the city can provide more information about the cost of abatement that Denver has experience and how the camping ban might impact the city's costs overall. Jessica responds that Denver, like Aurora, uses the same contractor for a lot of different things related to abatements. However, they were unable to give the city a specific number based on a line item that is only for abating things related to people experiencing homelessness. They abate from events and different things happening on city property, but the quote was in the multiple millions of dollars in general terms of abatements. Conversely, the city was very intentional about creating a specific org for the \$250,000 in the budget for 2022 so expenses can be tracked very specifically. The number Lana

provided earlier, around \$100,000, was from the city trying to cobble together funding that has been put out to the contractor Keesen's who does a lot of abatements from different departments. By the end of 2022, the goal is for the city to be able to say there is one org and this many abatements.

CM Murillo asks if the city has data on the effectiveness of the additional staff member that was recently hired to help with the bottleneck in terms of the complaints around homelessness, or it too soon to understand how the position is helping with the bottleneck. Jessica responds that Brandt VanSickle, the new staff member, has only been on for a few weeks. Lana adds that having him on the team has been a benefit, but he is still learning the ropes and they are still trying to wrap around the exact impact. Over time, they should be able to see the change and how quickly the city can respond to Council and Access Aurora requests. The other component of the additional staff member is the impact on other staff time so other team members aren't having to spend time organizing weekly meetings, visiting sites, taking pictures, etc. Having Brandt on the team will help free up capacity so staff can do what is actually in their job descriptions besides the encampments.

CM Murillo asks if there is a scope of duties for the new position that can be shared. She explains that the rationale for the request was due to concerns about the high volume of requests and the subsequent response. Lana responds that she can provide the committee with the job description for the new position. CM Murillo asks how the impact of the position will be evaluated. Lana responds that they plan to analyze the timeframes for response before and after Brandt started. She says that prior to hiring the new position, street outreach was taking at least two weeks to get out to encampments. With the addition of a new staff member, the department is looking at whether that helps speed up the response, particularly to community members that submit requests as well as Council requests. They are also looking into whether the city can expedite some requests and mitigate some of the observed safety issues to maintain a safe community. There are sometimes safety issues with encampments, such as fire, and the encampment needs to be abated quickly, but staff capacity did not allow this to occur. CM Murillo asks if the committee will be able to have a better understanding of how the position supports the increased response or responds quick to some of these requests.

CM Murillo asks what threshold the city would need to meet in order for it to be enforceable. Jessica responds that there is a threshold in the current policy and is what Lana is speaking to in terms of going out, assessing the site, coming back to the weekly meeting and making a determination if an abatement is appropriate. The current business policy memorandum ("BPM") clearly lays out what a health and safety concern is and includes a lot of criteria and definitions. She notes that it will be an important piece to consider how the policy and ordinance work together if the ordinance is implemented.

CM Murillo states that she would like more information on the legal aspect of the camping ban as the city's current capacity exists. CM Murillo asks if that ordinance as written is implemented, how would it impact the city's policy around the legal enforceability. Tim responds that, in his opinion, what is proposed for the unauthorized encampment ban ordinance is enforceable. It would work in conjunction with the current BPM. The BPM specifies the criteria for abatement whereas the ordinance does not. The ordinance says if it is an unauthorized camp, it shall be abated if the notice requirements are met and if there is a shelter option. The BPM specifies exactly what criteria constitutes grounds for abating a camp. With regards to public health and public safety, there is a counterpart law which prohibits such things. The city can abate a camp when there is an open flame or evidence that fires have been used. Propane and butane tanks are prohibited by the fire code. Human waste being present violates health codes. There is always a counterpart in the public safety and public health issues that violate the law. Another part of the definition of an "unauthorized camp" is any camp that violates the law. Parks and Recreation permits camping only in designated

areas and any camp outside a designated area is prohibited by their rules and regulations. The ordinance says if any camp violates any sort of regulation, it can be abated. If someone parks where camping is not specifically authorized by Parks and Recreation, that camp can be abated.

CM Murillo asks if something is already a violation of city law, is it something the city can already address. She asks if the city needs a camping ban ordinance to address it. Tim responds that yes, the city should have the proposed ordinance. CM Murillo clarifies that she's asking if the city can already enforce the laws without the ordinance. Tim responds that currently, Parks and Recreation has a rule that people cannot camp where it is not authorized. Parks and Recreation would like to be able to inform the people camping where it is not authorized to move, but the case law for these types of camps requires the camp be provided notice, the people camping be given an opportunity to move, and a place for the individuals to move to. The current law does not provide for the shelter and notice requirement to allow a person in an unauthorized camp to move.

CM Murillo expresses confusion because she heard from staff that they do provide notice, but Tim says that is not currently enforced which is conflicting information. CM Marcano adds that he has been addressing camps on private and public property since before the current protocols existed and this has never been an issue for the city to enforce. CM Marcano says he does not understand why the city needs an ordinance to do this if it is something they have been doing for years. Tim responds that prior to lawsuits about abating unauthorized camps, there was no issue about needing to provide notice or needing an option of a place for those people in such a camp to move to. Before the lawsuits, it was sufficient for the city to use Parks and Recreation's ordinances. The BPM says notice needs to be provided and a shelter option needs to be available. The ordinance is required because the city is now prohibiting camps on private property and when a private property right is infringed upon, it must be in the form of an ordinance.

CM Murillo asks Tim if his opinion is that the city needs a camping ban. Tim responds that if the city infringes upon a private property right or if there is a punishment that can be imposed for violating something that is prohibited, it needs to be in the form of an ordinance. He says that yes, there needs to be an ordinance.

CM Marcano comments that in the past, pre-COVID when the city was dealing with camps on private property, the individuals in the camp would get served with a notice of trespassing. The people were notified that they would be moved within a certain amount of time and if they didn't comply, law enforcement would get involved. Typically, that was enough to get the individuals to move. CM Marcano asks if it's fair to frame this that since the city was already able to do this, it seems the key difference is there is now a punishment (or at least the opportunity for punishment) and that is where the ordinance comes in. Tim responds no. He says that the proposed ordinance makes it a criminal violation to have an unauthorized camp on private property, and once the city infringes upon a private property right, it needs to be in the form of an ordinance.

CM Marcano asks if trespassing is criminal or civil. Tim responds that the ordinance specifies that the act of camping on a property is prohibited, not just a trespass, and therefore needs to be in the form of an ordinance when it is on private property.

CM Murillo asks if someone is camping, are they already trespassing. Jessica clarifies that trespassing pertains to private property while the current BPM relates to public property. She also notes that the BPM says it must meet a health or safety concern in order to be abated. It does not say camping is illegal on properties where camping wouldn't normally be allowed, and it does not address that. It only addresses the health and safety concerns for when things are abated. The distinction that is different with the ordinance is that it says camping is not allowed and how the

city abates can fall back on the current BPM.

CM Murillo states that the committee has delineated the difference between the public and private property component. CM Murillo states that she has heard concerns about the ordinance potentially not being enforceable because the city does not have enough shelter beds. Jessica responds that that is a different enforceable part of the BPM. If the city is cognizant of following case law and best practices, the city would not abate an encampment unless there was a shelter option available. The city could abate a camp without a shelter option, but it would put the city at risk of legal or advocacy action related to not following best practices. The recommendation would be to follow the current policy which requires that a shelter option be available prior to abating a camp. Lana adds that the definitions in the BPM are an important component to ensure the city and staff know exactly why they are abating certain encampments based on safety or health risks that are listed in the BPM.

Tim comments that when the city confronts a person in a camp and offers them a shelter option, but they refuse to go, the number of spaces becomes irrelevant because they are not going anyway. Therefore, the city does not need to have a space for everyone if they refuse to go to a shelter option. CM Murillo states that there are many reasons why someone would not go to a current available option. She asks if the city expanded the pallet homes, would the reasons why the individual is not going to the shelter matter at all. Tim responds that no, they would not. If a shelter option is offered and someone refuses to go, regardless of the reason, the city has satisfied the requirements of the law. CM Murillo comments that it seems to be the bare minimum and does not feel like best practices in moving people out of homelessness into permanent supportive housing.

Jessica comments that is why the tent option is not an option as a shelter and hotels are less attractive because of the barriers. To create options for people who do not want to go to congregate shelters where there are wrap around services, they could say a “high-quality shelter option” or a “shelter option with wrap around services” to further define what the shelter option means.

CM Marcano asks if the Boise decision, where it was found that sweeping camps without having space for people to go was cruel and unusual punishment, changed and why it would be different for the city. Tim responds that the Boise decision still stands and says a shelter option needs to be available for everyone. In Denver, there was a case where someone was told to move, they did not move, and they were given a ticket. They appealed the conviction and the court said since they were offered shelter and refused to go, it was lawful for the person to be criminally cited. Tim takes that to mean if a person in a camp is offered an option and refuses to go to that option, whether or not there is space. CM Marcano interjects and asserts what they’re saying is they can lie to people and say there is space to give them a chance to say no, and then use that as a justification to sweep people. Tim responds that no, that is not how it will work. The city must have that shelter option available from the very beginning before providing notice.

CM Marcano asks how that intersects with the data that the city is exceptionally short on shelter options and those that exist, such as pallet shelters, are at capacity most of the time. He asks how it is enforceable. Tim responds that it goes back to the first premise where if the city does not have a shelter option, it cannot provide notice telling people to move and the camp cannot be abated. CM Marcano asks how it’s enforceable since they’re being told they don’t have shelter. Tim responds that if the city has a shelter option available for everyone in the camp, the city can provide notice and abate the camp. If the city does not have a shelter option available, the city can’t provide notice until there are sufficient shelter options available for people in that camp. CM Marcano comments that it is unenforceable until the city has the space.

Jessica adds that the city is abating camps currently with how the policy is and if the camp has a

few individuals, the city can find a few spaces. The concern is if the city will be abating either more often (i.e. more camps in the same week) or larger camps. It is enforceable now; the concern comes in for the amount of shelter if the city will increase the amount of abatements. CM Marcano comments that he understands and shares that same concern. CM Marcano theorizes that the camps will get larger, like what happened in Denver, where they started small, but got to a point where Denver could not do anything about them.

CM Murillo comments that all conversations about the camping ban should start off that this is not enforceable. At the next City Council meeting, staff should start with that premise and make it very clear that all of the nuance is irrelevant if the city does not have enough shelter beds to begin with. The city can't abate the camps if they start to increase the volume and the ordinance sounds like it will increase the volume and potential size of the encampments. If the city does not have the availability, all of this a moot point. The first premise of the conversation was not front and center.

Outcome – This item was informational only and no action was taken.

MISCELLANEOUS MATTERS FOR CONSIDERATION

2022 HORNS Meeting Agenda Items

CM Murillo shares that for future meeting agenda items that the committee members can respond to the email with any input they have for future agenda items.

Outcome – This item was informational only and no action was taken.

Updates from Community Members

There are no updates from community members.

Next meeting: Thursday, March 3, 2022 at 10 a.m.

Meeting adjourned: 11:48 a.m.

APPROVED: _____
Committee Chair, Crystal Murillo



CITY OF AURORA

Council Agenda Commentary

Item Title: CITY OF AURORA COMMUNITY INVESTMENT FUNDING RECOMMENDATION FOR 2022 FIRST ROUND
Item Initiator: Jessica Prosser, Director of Housing and Community Services
Staff Source/Legal Source: Jessica Prosser, Director of Housing and Community Services; Tim Joyce, Assistant City Attorney
Outside Speaker: N/A
Council Goal: 2012: 4.0--Create a superior quality of life for residents making the city a desirable place to live and work

COUNCIL MEETING DATES:

Study Session: N/A

Regular Meeting: N/A

ITEM DETAILS:

- Agenda long title
- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated Presentation/discussion time

Agenda Long Title: CITY OF AURORA COMMUNITY INVESTMENT FUNDING RECOMMENDATION FOR 2022 FIRST ROUND

Sponsor Name: Jessica Prosser, Director of Housing and Community Services

Staff Source/Legal Source: Jessica Prosser, Director of Housing and Community Services; Tim Joyce, Assistant City Attorney

Outside Speaker: N/A

Estimated Presentation/Discussion Time: 15 mins

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Approve Item and Move Forward to Study Session | <input type="checkbox"/> Approve Item as proposed at Study Session |
| <input type="checkbox"/> Approve Item and Move Forward to Regular Meeting | <input type="checkbox"/> Approve Item as proposed at Regular Meeting |
| <input type="checkbox"/> Information Only | |
| <input type="checkbox"/> Approve Item with Waiver of Reconsideration
Reason for waiver is described in the Item Details field. | |

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: N/A

Policy Committee Date: N/A

Action Taken/Follow-up: (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Recommends Approval | <input type="checkbox"/> Does Not Recommend Approval |
| <input type="checkbox"/> Forwarded Without Recommendation | <input type="checkbox"/> Recommendation Report Attached |
| <input type="checkbox"/> Minutes Attached | <input type="checkbox"/> Minutes Not Available |

HISTORY (Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)

The purpose of the Community Investment Financing application is to provide resources for developers and service providers interested in creating and/or preserving affordable housing opportunities in the city of Aurora. The city's housing priorities are established in the recently adopted [Housing Strategy](#) and guided by six policies informed by best practices and extensive community input. Applications will be evaluated based on alignment with the policies and goals of the Housing Strategy.

Types of Projects Funded: New rental or for-sale affordable housing, rehabilitation/preservation of existing affordable housing, permanent supportive housing, and homelessness service providers with infrastructure needs related to housing.

Funding Sources: Amounts will vary from year to year based on changing federal grant allocations, program income received, and funding needs for other programs. Sources will include some or all of the following: HOME (Home Investment Partnership Program) funds and CDBG (Community Development Block Grant) and American Rescue Plan Funds . The winter round of funding included \$21,387,505 in Private Activity Bonds (PAB), \$ 3.6 million in HOME funds, \$1.6 million of CDBG funds.

General Application Components/Evaluation Criteria:

- Alignment with Housing Strategy
- Meets an identified housing need in the community
- Demographics to be served by the project reflect the principles of diversity, equity, and inclusion
- Average median income to be served by the project
- Cost-effectiveness: leveraging of funding, review of sources and uses, and funding sustainability
- Available city funding sources based on project type, developer or organization experience, and surrounding compatible uses.

Review Committee: City staff including Community Development, Homelessness Program, Finance, Planning, and Urban Renewal, and members of the Community Housing and Development (CHD) Committee.

Timeline:

- Request for applications released January 26, 2022
- Application due February 9, 2022
- Review of applications, committee recommendations, and presentations to City Policy Committees - February 2022
- Announcement of financing awards – Early March 2022

ITEM SUMMARY (Brief description of item, discussion, key points, recommendations, etc.)

Applications for the City of Aurora’s Community Investment Financing round were received on February 9, 2022 and reviewed by a committee consisting of City staff and members of the Community Housing and Development Committee. A total of eight (8) applications totaling 1,054 units were received. Total requests included \$43.4M in PAB, 1.6M in CDBG, 5.1M in HOME and 2M in ARPA.

Recommendations for funding: This will be added after the evaluation committee meets on February 24th. A presentation will be included at the HORNS meeting

QUESTIONS FOR COUNCIL

Does Council support the funding recommendations presented at HORNS to study Session?

LEGAL COMMENTS

City Council has authority to designate funding allocations as determined by the Community Development Plan Agreement with U.S. Department of Housing and Urban Development (HUD) which provides for the needs and objectives of the local community pursuant to guidelines and regulations in 24 C.F.R. § 570.

Community Development Block Grant (CDBG) funds may be used to acquire real property which is to be used for public purposes such as providing the homeless with shelter, or to provide grants, loans, loan guaranteed to a private business for an activity where assistance is appropriate to carry out an economic development, or to eliminate slums or blight; to meet other community development needs having a particular urgency because of existing conditions pose a serious and immediate threat to the health or welfare of the community where other financial resources are not available. (24 C.F.R. §§ 570.200 and 570.203)

City Council has the authority to promote the health, safety, and welfare of its citizens. (City Code § 2-32) City Council shall act by ordinance, resolution, or motion. (Charter, art. 5-1) Contracts of at least \$50,000 but less than \$2,000,000 shall be approved by City Council. (City Code § 2-672) (TJoyce)

PUBLIC FINANCIAL IMPACT

YES NO

If yes, explain: The city currently has \$21,387,505 in Private Activity Bonds (PAB), \$ 3.6 million in HOME funds, \$1.6 million of CDBG funds for the winter 2022 round of funding.

PRIVATE FISCAL IMPACT

Not Applicable Significant Nominal

If Significant or Nominal, explain: N/A



CITY OF AURORA

Council Agenda Commentary

Item Title: Aurora Mobile Response Team Pilot Program Update
Item Initiator: Courtney Tassin, Mental Health Program Manager, Housing and Community Services
Staff Source/Legal Source: Courtney Tassin, Mental Health Program Manager/Angela Garcia, Senior Assistant City Attorney
Outside Speaker: N/A
Council Goal: 2012: 6.1--Ensure the delivery of high quality services to residents in an efficient and cost effective manner

COUNCIL MEETING DATES:

Study Session: N/A

Regular Meeting: N/A

ITEM DETAILS:

Aurora Mobile Response Team Pilot Program Final Update: Outcomes, Need, Expansion Suggestions
Estimated Presentation/Discussion Time: 25 minutes

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Approve Item and Move Forward to Study Session | <input type="checkbox"/> Approve Item as proposed at Study Session |
| <input type="checkbox"/> Approve Item and Move Forward to Regular Meeting | <input type="checkbox"/> Approve Item as proposed at Regular Meeting |
| <input type="checkbox"/> Information Only | |
| <input type="checkbox"/> Approve Item with Waiver of Reconsideration
Reason for waiver is described in the Item Details field. | |

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: Housing, Neighborhood Services & Redevelopment

Policy Committee Date: 3/3/2022

Action Taken/Follow-up: *(Check all that apply)*

- | | |
|---|---|
| <input type="checkbox"/> Recommends Approval | <input type="checkbox"/> Does Not Recommend Approval |
| <input type="checkbox"/> Forwarded Without Recommendation | <input type="checkbox"/> Recommendation Report Attached |
| <input type="checkbox"/> Minutes Attached | <input type="checkbox"/> Minutes Not Available |

HISTORY (*Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.*)

In the 2021 budget, a pilot program was approved to create a mobile response team where a licensed mental health professional and paramedic respond to low risk, low acuity situations where law enforcement is not required. A City of Aurora cross-departmental team along with Aurora Mental Health and Falck Rocky Mountain collaborated to design the program, create policies and recruit the members of the team during the first half of 2021.

08/02/2020 - HORNS Meeting: Introduction of AMRT members

10/28/2020 - HORNS Meeting: AMRT program manager provided update on AMRT progress

01/03/2022 - Study Session: AMRT program manager provided update on AMRT and background on program

ITEM SUMMARY (*Brief description of item, discussion, key points, recommendations, etc.*)

The Aurora Mobile Response Team (AMRT) officially launched full operations on September 8, 2021. The AMRT end of the AMRT pilot phase is approaching on March 8, 2022. This serves as an update on outcomes and explains evaluated need of a city-wide AMRT program. This presentation also inquiries about Council's desire to move forward with the program to include inquiry about the allocation of additional funds to sustain 2022 operations at current staffing level and expansion suggestions.

During 08/25/2021- 02/09/2022: Aurora911 (dispatch) identified 855 calls for service that would be appropriate for an AMRT response. The AMRT was able to respond to 172 calls for service during the same time period. A majority of the calls were resolved on scene (82%) and did not require higher levels of care such as the emergency department. The AMRT has accumulated an estimated cost savings of \$58,173.46.

Current unmet need: AMRT appropriate calls for service are being identified at all hours of the day, every day. The need for additional mental health resources in the City of Aurora is evident through data collected through dispatch, the AMRT, and community feedback.

Budget: The AMRT is currently budgeted at \$268,000 for the 2022 budget cycle. This matches the amount allotted for the 6-month pilot phase and covers personnel costs (1x City of Aurora FTE), agreements with outside agencies (AMRT staff) and supplies/services (radios, vests, evaluation services, etc.). To sustain the program at its current operational level, the AMRT would require a budget of \$471,400, an additional \$157,000. Expansion suggestions have been provided for three different pricing points based on staffing level: Minimum City-Wide (\$900,000), Optimized City-Wide (\$1,600,000), and Full 24/7 City-Wide Coverage (\$3,500,000). AMRT management has applied for a one time \$300,000 grant and is awaiting funder's decision. A request to continue the program at the current level for 2022 will be brought to Council through the spring supplemental process. Continuation of the program in 2023 would be included in the budget process for 2023.

QUESTIONS FOR COUNCIL

Does the Committee wish to move the Aurora Mobile Response Team program update to Study Session?

LEGAL COMMENTS

The City Manager shall be responsible to the Council for the proper administration of all affairs of the city placed in his charge and, to that end, shall have the power and duty to make written or verbal reports at any time concerning the affairs of the City. City Charter, Art. 7-4(e) (Garcia)

PUBLIC FINANCIAL IMPACT

YES NO

If yes, explain: Using Aurora's general fund dollars to support the program, but are also seeing a cost savings by diverting individuals away from emergency departments through lower levels of care and by proper resource allocation by utilizing a civilian response to 911 calls rather than police.

It is estimated that the AMRT has seen a cost savings of around \$48,840 through emergency department diversions by call resolution on scene and the use of lower levels of care. By utilizing the AMRT for low intensity mental health calls and allowing officers to respond to more pertinent criminal calls, the AMRT was able to accrue an estimated cost savings of \$8,969.14 through allocation of appropriate resources.

The Aurora Mobile Response Team is currently budgeted for \$265,000 from City of Aurora General Funds for 2022 but is requesting additional city funds to sustain the AMRT for 2022. If expansion is desired, city funds would also be requested to sustain program operations.

PRIVATE FISCAL IMPACT

Not Applicable Significant Nominal

If Significant or Nominal, explain: N/A



Aurora **MOBILE** **RESPONSE** Team

Support and resources for those in crisis



Aurora Mobile Response Team (AMRT)

Who/What? AMRT is a crisis intervention team that pairs a paramedic from Falck Rocky Mountain with a Licensed Mental Health Professional from the Aurora Mental Health Center

When? The team currently operates Wednesday-Saturday 10a-8p and is in its pilot phase until March 2022

Where? Northwest Aurora

Why? The team responds to low-intensity active mental health calls for service. This team is unarmed and does not fulfill law enforcement duties and will not respond to calls for service that have mentioned weapons or a component of active violence to self, others or property

How? The team monitors calls that come through City of Aurora dispatch. Through the utilization of police technology, they can review calls for service and choose to respond to the most appropriate situations.



Historical Information

- **November 2020-** City Council approved the allocation of funds to create an alternative response program similar to the CAHOOTS program in Eugene, Oregon, and the Denver STAR program.
- **December 2020-** City of Aurora, Falck Rocky Mountain and the Aurora Mental Health Center constructed and signed an agreement of services to staff the Licensed Mental Health Professional and Paramedic for the alternative response program.
- **August 2, 2021-** Program Manager's official start date. Development of program policies, logistics of operation, and memorandum of understanding between agencies began on this date.
- **August 2-25, 2021-** Mobile Response Team staff received training from Aurora Public Safety Communications and Aurora Police Department Electronic Support Section for police radios and motor docked computers (MDC).
- **August 25, 2021-** Aurora Mobile Response Team (AMRT) began its soft launch to allow the team to familiarize themselves with the City geography, learn the software and technology used to facilitate call response, and begin building relationships with the stakeholders and citizens of Aurora.
- **September 8, 2021-** The AMRT fully launched and began its operations within the Northwest Aurora area. The team received significant media coverage from various news stations, both local and national.



Pilot Phase Budget

The AMRT pilot was allocated **\$265,000** and ran from **September 8, 2021 through March 8, 2022**. This amount was determined to sustain a six-month period.

Due to delayed pilot start date, the pilot phase was split between 2021 and 2022. City of Aurora allocated **\$268,000 for the entirety of 2022**.

Personnel Cost- \$105,000

- One FTE position under Housing and Community Services (Salary and benefits)

Contracts- \$90,000

- Agreements with AuMHC and Falck for AMRT staff

Supplies and Services- \$160,000

- Technology: radios, motor docked computers
- Evaluation services
- Bulletproof vests
- Basic needs supplies for distribution



Current Staffing and Coverage

The AMRT currently deploys **one mobile response unit** to respond to the northwest Aurora area, **Wednesday through Saturday, 10:00AM to 8:00PM.**

1x Program Manager

- *City of Aurora FTE*

1x Licensed Clinician

- *Aurora Mental Health Center*
- *Full time*
- *Salary invoice billed to City of Aurora*

1x Paramedic

- *Falck Rocky Mountain*
- *Full time*
- *Salary Invoice billed to City of Aurora*



Requested 2022 AMRT Budget

Current AMRT Budget: \$268,042

2021 Roll over: \$91,000

Total Current 2022: \$359,042

Total Program Budget Allocation: \$471,400

Additional Costs Requested: \$157,000

Cost Category	Rate	Current Commitments	Amount Needed to Finish 2022
AuMHC Clinician	\$30/ Hour	\$ 22,500.00	\$ 48,000.00
AuMHC PRN Clinician	\$30/hour	\$ -	\$ 9,000.00
AuMHC Hazard Pay	5% of Clinician Salary	\$ -	\$ 2,400.00
Falck Overall (personnel, van maintenance, fuel)	\$60/ Hour	\$ 22,500.00	\$ 96,000.00
Falck Paramedic Differential	5% of Paramedic Salary	\$ -	\$ 2,000.00
Program Manager	n/a	\$ 109,000.00	\$ -
Supplies and Services	n/a	\$ 160,000.00	\$ -
TOTALS		\$ 314,000.00	\$ 157,400.00



End of Pilot Data

As of 2/9/2022 the team has responded to:

- **Total Calls for Service: 172**
- **Emergency Room Diversions: 12**
 - **ED Cost Savings: ~\$48,840 (~\$3,000 per visit/\$1,000 per ambulance transport)**
- **Calls Where PD Was Needed: 0**
 - **Cost savings by Alleviating Calls from PD: ~\$8,969.14**

A breakdown of the call types & assistance provided:

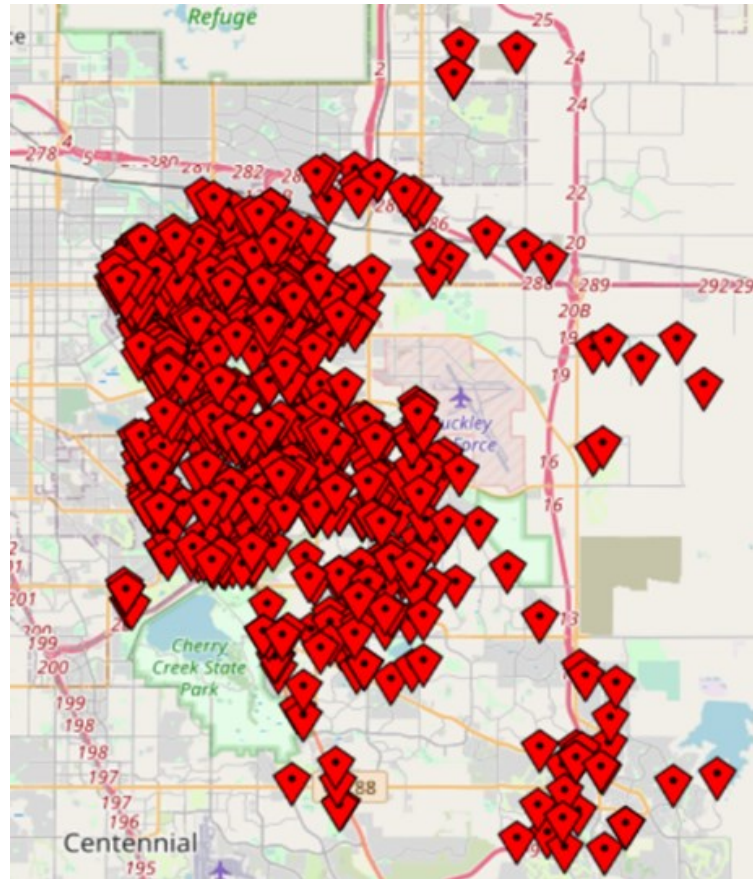
Call Type	Quantity
Welfare Check	120
Suicidal Party	17
Unwanted Person	7
Behavioral	3
Outreach/ Follow Up	8
Other	17

Assistance Type	Quantity
Food/Water	42
Behavioral Health Assessment	39
Support/Resources for Others	78
Resource Referral	58
Transportation	18



Unmet Needs

As of **2/10/2022**, **855 calls for service have been identified** as appropriate for AMRT response across the City. AMRT was able to respond to ~20% of all calls identified.



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12 AM	1	5	1	1		1	2
1 AM	2	3	1	1		1	2
2 AM		3	1	3	1		1
3 AM		3	2	1		1	3
4 AM	1			1			
5 AM		2	1	2		1	1
6 AM	2	2	4	4	1		
7 AM	1	3	2	5	3	1	4
8 AM	4	12	8	7	8	5	3
9 AM	7	14	10	3	3	11	7
10 AM	16	8	7	6	4	11	5
11 AM	9	15	9	8	10	11	9
12 PM	10	10	11	19	12	6	11
1 PM	8	14	7	13	6	6	8
2 PM	5	17	12	4	4	5	14
3 PM	5	8	13	8	4	6	6
4 PM	6	6	11	5	6	5	6
5 PM	5	5	9	8	6	4	6
6 PM	2	9	13	12	1	9	11
7 PM	6	8	3	10	5	6	6
8 PM	6	8	4	4	2	1	4
9 PM	7	7	9	4	1	2	3
10 PM	4	5	1		2	3	7
11 PM		6	3	1	3	4	2



Expansion Suggestions

Minimum City-Wide Coverage	Optimized City-Wide Coverage	Full 24/7 Coverage
\$900,000	\$1,600,000	\$3,500,000
3 teams	6 teams	12 teams
Assigned Districts OR City-Wide Unit	City-Wide Unit	Assigned Districts
4 days/ week	7 days/ week	7 days/ week
Case management	Case management	Case Management
Peer Specialist	Peer Specialist	Peer Specialist
10 hr Day Coverage OR 24 hr Day Coverage	24 hr Coverage	24/7 coverage



Minimum City-Wide Coverage

\$900,000

Teams: 3

Staff Budgeted:

- *1 Program Manager*
- *3 Licensed Clinicians*
- *3 Paramedics*
- *1 Case Manager*
- *1 Peer Specialist*

Supplies Budgeted:

- *Vests*
- *Radios*
- *MDCs*
- *Vans*
- *Overtime Funds*
- *Miscellaneous*

City-Wide Units	Assigned Districts
3 teams	3 teams
1 team per shift (Days, Swings, Graves)	All teams work the same shift
Unit may respond anywhere within the City	Unit may only respond within their assigned district
24 hr Coverage	10 hr Coverage
4 Day Coverage	4 Day Coverage
Slower Response Time	Faster Response Time



Shift Breakdown- 3 Teams

Minimum City-Wide Coverage

City Wide Units	Number of Teams
6:00AM-4:00PM	1
3:00PM-1:00AM	1
9:00PM-6:00AM	1

Assigned Districts	District 1	District 2	District 3
10:00AM-8:00PM	1 Unit	1 Unit	1 Unit



Optimized City-Wide Coverage

\$1,600,000

Teams: 6

Staff Budgeted:

- 1 Program Manager
- 6 Licensed Clinicians
 - Includes 2 clinical leads
- 6 Paramedics
 - Includes 2 medical leads
- 1 Case Managers
- 1 Peer Specialists

Supplies Budgeted:

- Vests
- Radios
- MDCs
- Vans
- Overtime Funds
- Miscellaneous

City-Wide Units	Assigned Districts
<p><u>6 Teams</u> Sun-Wed: 3 Wed-Sat: 3</p>	<p><u>6 Teams</u> Sun-Wed: 3 Wed-Sat: 3</p>
<p>A unit may respond anywhere within the city</p>	<p>A unit may only respond within their assigned district</p>
<p>1 unit per shift (days, swings, graves)</p>	<p>All units work the same shift hours</p>
<p>24 Hr Coverage</p>	<p>10 Hr Coverage</p>
<p>7 Day Coverage</p>	<p>7 Day Coverage</p>
<p>Slower Response Time</p>	<p>Faster Response Time</p>



Shift Breakdown- 6 Teams

Optimized City-Wide Coverage

City-Wide Units	Sun-Wed	Wed-Sat
6:00AM-4:00PM	1 Unit	1 Unit
3:00PM-1:00AM	1 Unit	1 Unit
9:00PM-6:00AM	1 Unit	1 Unit

Assigned Districts	District 1	District 2	District 3
Sun-Wed: 10:00AM-8:00PM	1 Unit	1 Unit	1 Unit
Wed- Sat 10:00AM-8:00PM	1 Unit	1 Unit	1 Unit



Full 24/7 City-Wide Coverage

\$3,500,000

Teams: 12

Staff Budgeted:

- *1 Program Manager*
- *12 Licensed Clinicians*
 - *Includes 3 clinical leads*
- *12 Paramedics*
 - *Includes 3 medical leads*
- *2 Case Managers*
- *2 Peer Specialists*

Supplies Budgeted:

- *Vests*
- *Radios*
- *MDCs*
- *Vans*
- *Overtime Funds*
- *Miscellaneous*

District Assigned Units
12 Teams
Unit may respond within their assigned district
24 Hr Coverage
7 Day Coverage
Faster Response Time



Shift Breakdown- 12 Teams

Full 24/7 City-Wide Coverage

Assigned Districts	Shift Hours	District 1	District 2	District 3
Sun-Wed	6:00AM-4:00PM	1 Unit	1 Unit	1 Unit
	3:00PM-1:00AM	1 Unit	1 Unit	1 Unit
	9:00PM-6:00AM	1 Unit	1 Unit	1 Unit
Wed-Sat	6:00AM-4:00PM	1 Unit	1 Unit	1 Unit
	3:00PM-1:00AM	1 Unit	1 Unit	1 Unit
	9:00PM-6:00AM	1 Unit	1 Unit	1 Unit



Contact Information

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**Aurora MOBILE
RESPONSE Team**
Support and resources for those in crisis

OFFICIAL REPORT



Data Collected From: August 25th 2021- February 9th, 2022

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- I. Program Description
- II. Proposed Measurable Outcomes
- III. Program Implementation
- IV. Data Collection and Evaluation Plan
- V. Perceived Need
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Aurora Mobile Response Team Program Description

MISSION

To alleviate the strain on first responders, emergency departments, and the criminal justice system through the provision of trauma-informed crisis intervention care during active, low-intensity behavioral health calls for service that come through the City of Aurora Public Safety Communications Center and by promoting the appropriate utilization of community and public safety resources.

PROGRAM DESCRIPTION OVERVIEW

The Aurora Mobile Response Team (AMRT) partners mental health and medical professionals to serve as an additional emergency services response for individuals identified to be experiencing a behavioral health crisis to supplement the Aurora Fire Rescue, Aurora Police Department and the Aurora Police Department's law enforcement co-responder model, the Crisis Response Team. AMRT shall coordinate with City of Aurora Public Safety Communications (dispatch) Department to appropriately respond to active, low intensity calls for service. AMRT staff are unarmed and shall not be used in replacement of law enforcement officers when an arrest is necessary, or safety is compromised. AMRT shall not respond to calls for service where weapons are present or in situations of active violence toward others, self or property.

Two primary benefits to the creation of this alternative response model are:

- (1) Allows City of Aurora public safety agencies, Aurora Fire Rescue and Aurora Police Department to attend to lifesaving and crime-related calls for service; and
- (2) Provides the Aurora community with an additional service and expands the competency and scope of emergency services.

PROPOSED MEASURABLE OUTCOMES

1. Reduce the number of low acuity behavioral health and medical calls that law enforcement and fire personnel must respond too.
2. Reduce the number of individuals transported to emergency departments for low acuity behavioral health and medical related concerns.
3. Reduce the number of non-warrant arrests for individuals experiencing homelessness or mental health concerns.
4. Connect individuals to appropriate on-going behavioral health services.

LOGISTICS

Staffing

The City of Aurora identified two partner agencies to help facilitate the implementation of the AMRT. The Aurora Mental Health Center and Falck Rocky Mountain Inc. were chosen to supply staff for the AMRT. Current staffing is as follows:

- (1) City of Aurora, Housing and Community Services Division Program Manager- 1 FTE
- (2) Aurora Mental Health Center- Licensed Mental Health Professional (LPC, LCSW, LMFT)- 1 FTE
- (3) Falck Rocky Mountain Inc.- Paramedic- 1 FTE

Agreements for staffing were entered with the City of Aurora and the agencies in December of 2020. These agreements set guidelines for compensation, scope of work and expectations of the agencies and their staff. City of Aurora- Program Manager is currently housed under the Housing and community Services Division and reports directly to the Homelessness Programs Manager. The AMRT program manager serves as an administrator for operations, program development, quality assurance, stakeholder relationships and oversees the AMRT frontline staff. City of Aurora program manager maintains communications with the AMRT staffs' respective agency supervisors to ensure job satisfaction, staff proficiency and all other relevant staffing matters.

AMRT Leadership Team

In preparation for the implementation of the AMRT, City of Aurora management identified community and public safety stakeholders. City of Aurora staffed organized a program working group to assist in the development of operational logistics. This working group includes leadership from the following agencies and departments:

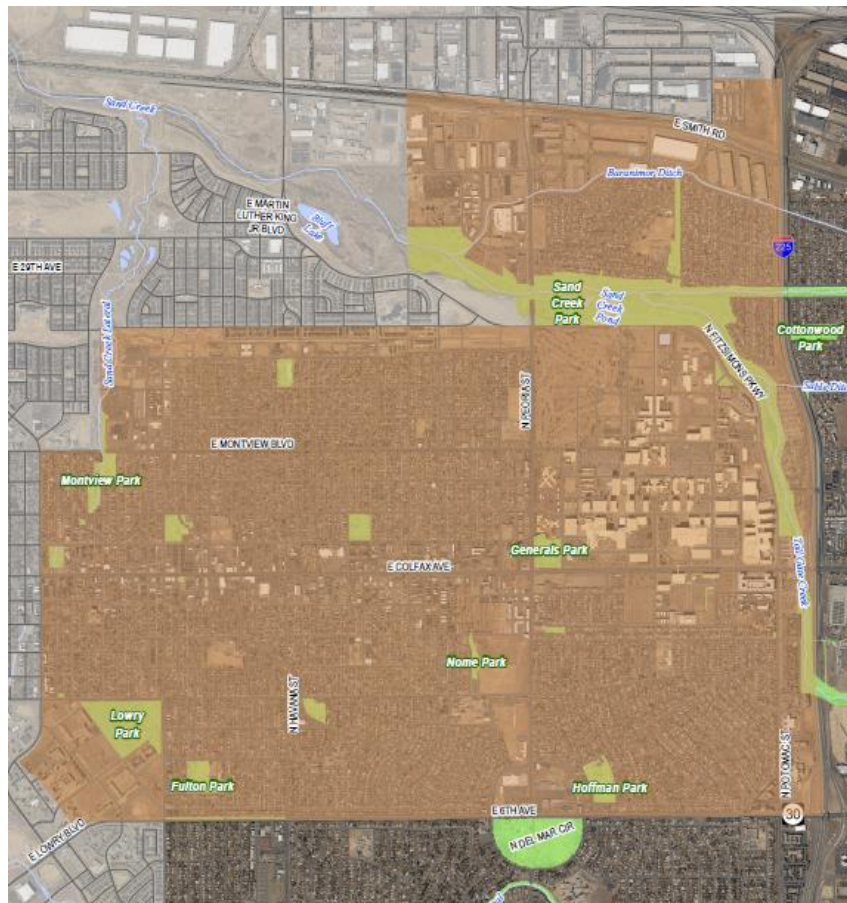
- (1) City of Aurora Housing and Community Services

- (2) Aurora Police Department
- (3) Aurora Fire Rescue
- (4) Aurora Public Safety Communications
- (5) Falck Rocky Mountain Inc.
- (6) Aurora Mental Health Center
- (7) Aurora Research Institute
- (8) Aurora City Management Team

This leadership team/ working group effectively determined various aspects of the AMRT pilot phase including but not limited to pilot location, pilot phase length, staffing, and proposed procedures.

Pilot Location

The AMRT leadership team consulted Aurora public safety agencies and utilized call volume data from Falck Rocky Mountain, Aurora Police Department Crisis Response Team and Aurora Fire Rescue to pinpoint a geographical location where appropriate AMRT calls for service (nonviolent, behavioral health, low acuity medical) were concentrated. Upon review, it was determined that the highest call volume occurred in the northwest Aurora region, north of E 6th Avenue and West of I-225. The AMRT currently does not operate out of one specific city building and does not have a designated office.



Pilot Phase Hours of Operations

Using the same data pool, the AMRT leadership team set the hours of operation as Wednesday through Saturday 10:00 AM-8:00PM with the long-term goal of achieving 24/7 city-wide coverage. The current set hours of operation reflect the identified peak days and time for behavioral health calls for service that came through City of Aurora dispatch.

Pilot Start Date and Duration

The AMRT pilot period began September 8, 2021 and ended March 8, 2022. AMRT leadership was interested in the potential fluctuation of call volume through the changes in season and therefore decided on a six-month pilot period.

POLICIES AND PROCEDURES

Safety

Safety was identified to be the main concern amongst stakeholders for implementing an unarmed alternative response team in the City of Aurora. AMRT leadership developed and implemented the following safety precautions to ensure the safety of both staff and community members:

- (1) The use of ballistic vests
- (2) The training and utilization of police technology (radios and motor docked computers)
- (3) Training given by APD SWAT on scene safety and awareness
- (4) Training on call triaging and the early identification of safety concerns
- (5) Training given to City of Aurora dispatch, Aurora Police Department, Aurora Fire Rescue and the community about the purpose, function and limitations of the AMRT
- (6) Quality assurance checks completed by AMRT program manager
 - a. Program manager reviews calls for lapses in safety protocols and ensures that the team is being utilized appropriately and safely.

To date, the AMRT has not requested emergent police assistance for safety concerns.

Cultural Competency

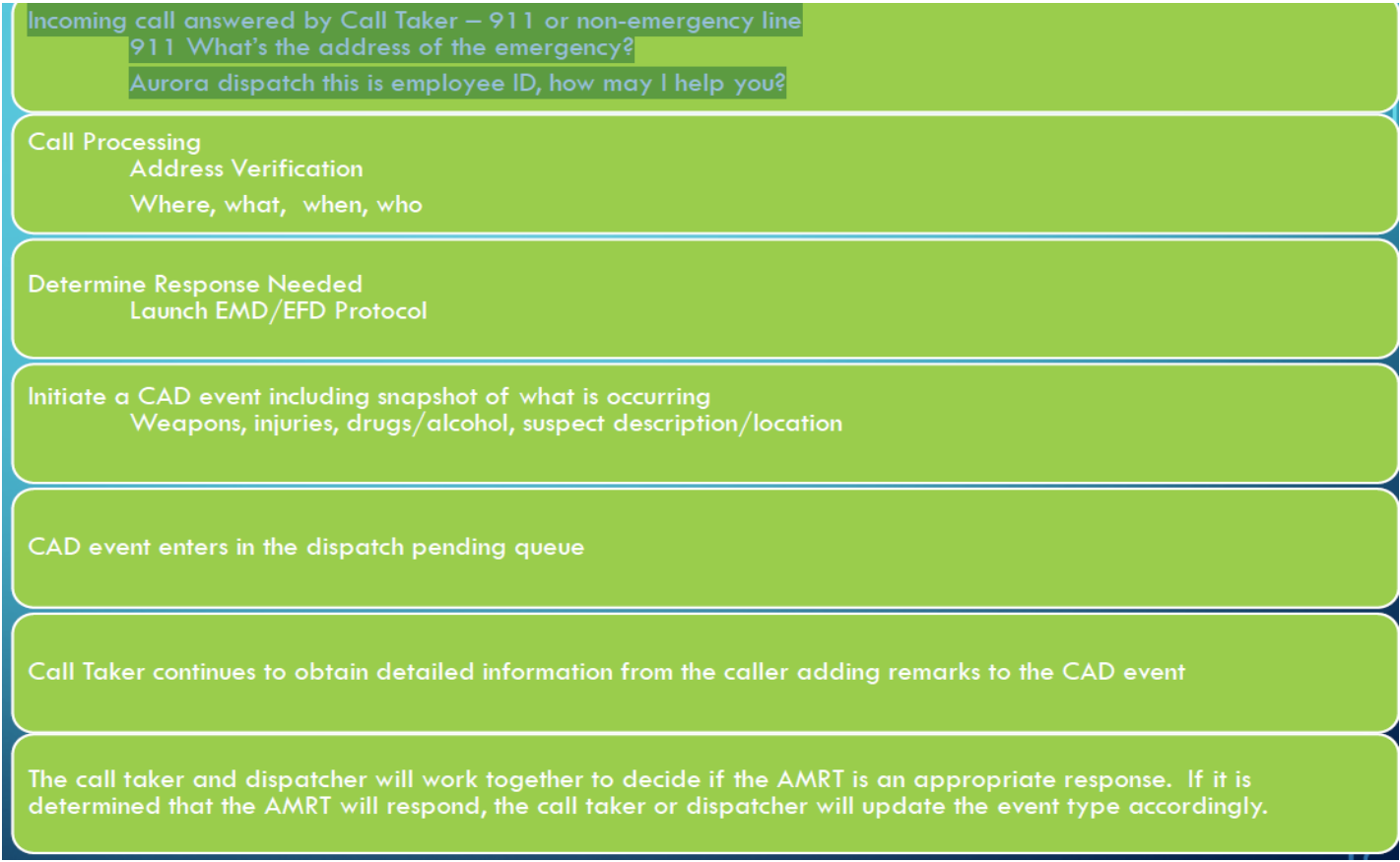
AMRT leadership reviewed the 21CP report and the Attorney General's report that were conducted as a review of the Aurora Police Department and Aurora Fire Rescue to ensure that the AMRT was meeting the expectations of the community and state for public safety. From this, AMRT leadership identified the importance of cultural competency trainings. The following trainings were given by subject matter experts to the AMRT staff:

- (1) Human Trafficking Awareness
- (2) LGBTQ+ Affirming Care
- (3) Harm Reduction Best Practices
- (4) Mental Health First Aid for First Responders
- (5) Traumatic Brain Injury Awareness

Dispatching Protocols

City of Aurora Public Safety Communications worked collaboratively with AMRT leadership to determine dispatching protocols for the AMRT. It was decided that City of Aurora dispatch would not directly dispatch the AMRT to allow AMRT staff to appropriately triage and assess call notes for safety and subsequently add themselves to calls deemed appropriate. **See Page 6**

In addition to protocols for the appropriate dispatching and utilization of AMRT staff, the AMRT leadership and Public Safety Communications(PSC) explored ways to track city-wide 24/7 need for AMRT. PSC created a code to be input into call notes where an AMRT response would be appropriate. **See Evaluation Plan pg 6-10.**



Infographic of City of Aurora call-taking protocols regarding the identification of appropriate AMRT calls.

DATA COLLECTION AND EVALUATION

Collection Methods and Data Points

AMRT staff input all encounters into a protected spreadsheet that reflects the data that Office of Behavioral Health currently requests of co-responder teams across the state of Colorado. Data are sent to the Aurora Research Institute for analysis. All infographics and statistics are attributed to Aurora Research Institute staff. Data were collected for the following:

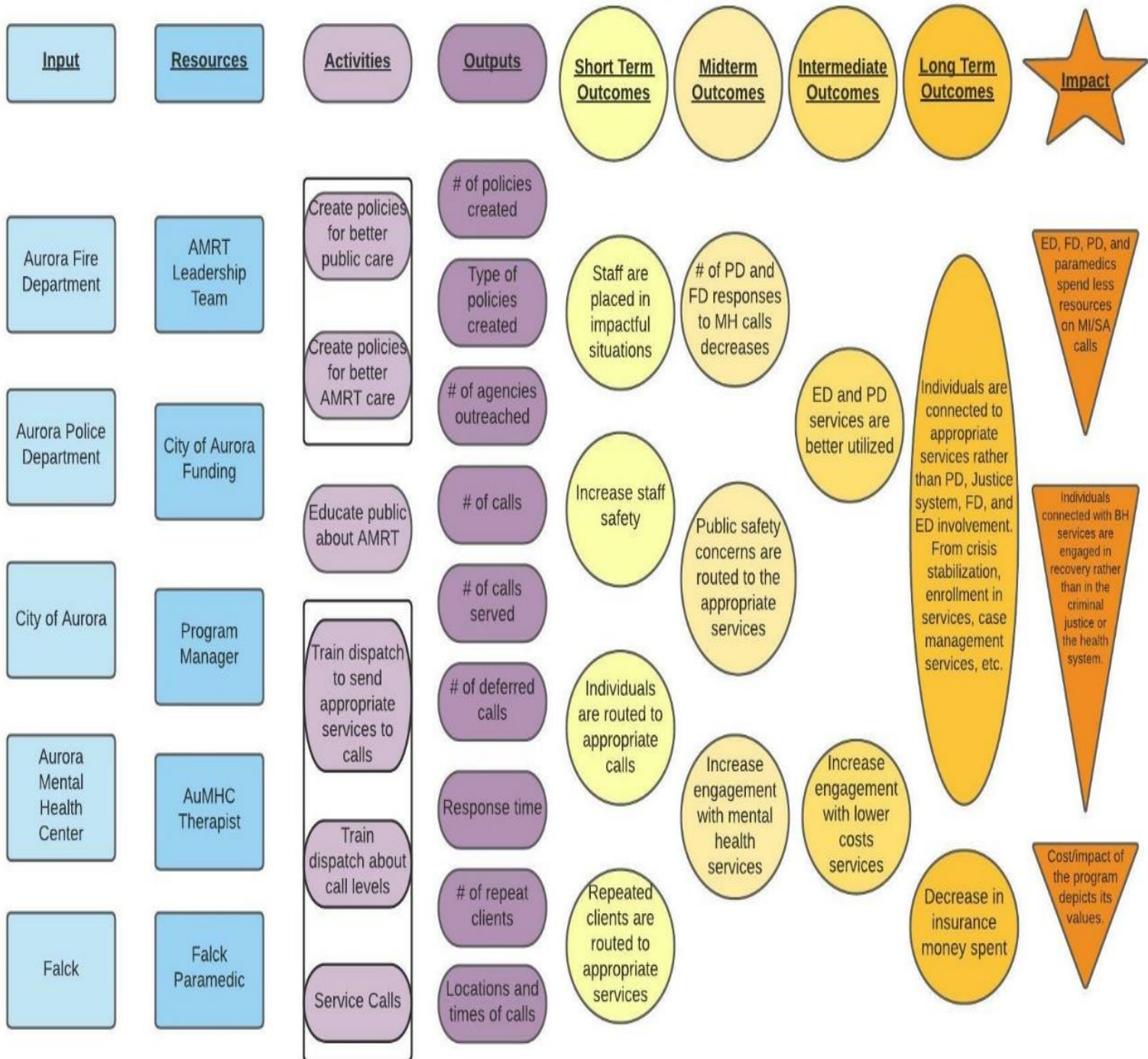
Client Demographics	Location of Call
Jail Diversion	Emergency Dept. Diversion
Call Outcomes	Client Insurance
Client Experiencing Homelessness?	Type of Assistance Provided
Resource Referrals Provided	Police Requesting AMRT
Police Needed by AMRT After Arrival	AMRT Able to Relieve Police From Scene

Evaluation Plan

The Aurora Research Institute was tasked with evaluation the AMRT program outcomes and created the following logic model.

AMRT Logic Model

Goal: alleviate the strain on first responders by providing trauma informed crisis intervention care during active low intensity behavioral health calls for service and promoting the appropriate utilization of community and public safety resources.



The following points were identified as key indicators of performance and overall need.

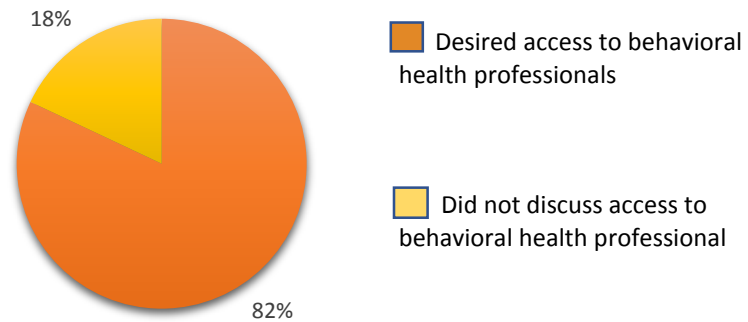
- (1) Perceived need by public safety and community partners
- (2) Call outcomes
- (3) Cost savings through diversion

Perception Surveys

"It (mental health) plays a role in a majority of calls for service, even if the individuals are undiagnosed or involved with narcotics."

-Police Officer statement from the perception survey

AMRT leadership and the Aurora Research created a precursory perception survey that was distributed to Aurora Fire Rescue, Aurora Police Department District 1, Falck Rocky Mountain, Aurora Mental Health Center, and Aurora Public Safety Communications. This survey inquired about the respondent's volume of interactions with individuals experiencing behavioral health crises, initial perceptions about the addition of an alternative response model, and the desire to have access to behavioral health professionals within public safety. Results of the survey are as follows:



- (1) 82% of the respondents discussed needing access to social workers, behavioral health specialists, or psychiatrists (Figure), 18% of respondents did not discuss the need/ desire for access to behavioral health professionals.
- (2) Additionally, results showed that survey respondents:
 - a. Identified needing additional mental health resources to cover welfare checks, homeless calls, and resource assistance;
 - b. Stated Aurora needed a team to respond to calls that did not involve police response;
 - c. 80% believed the AMRT could fill the gaps in the crisis services system;
 - d. All the respondents stated they supported a team like AMRT.

Community Engagement

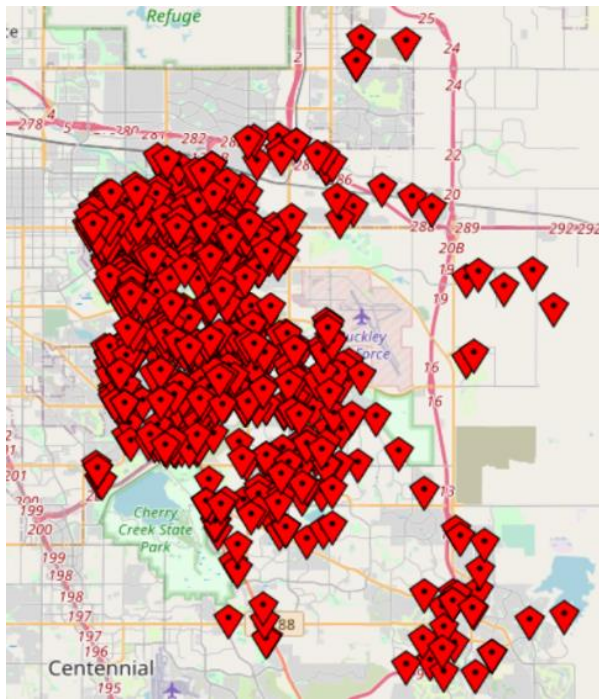
Leading up to the launch of the AMRT pilot period, City and AMRT staff produced communications material for distribution to the Aurora community including a flier for businesses, a rack card for Aurora residents and multiple media interviews. The team also engaged with businesses in person up and down the Colfax corridor to inform owners of the services that AMRT offers and how to contact the team.

AMRT leadership has also collaborated with other alternative response groups across the country individually and through alternative response working groups and associations. The AMRT is a member of the Alternative Mobile Services Association which has allowed unlimited access to scholarly articles, evidenced based practices, alternative response conferences and more. AMRT is also a member of multiple working groups for alternative response models across the nation to include the Harvard Kennedy School Community of Practice, the International Crisis Response Association, and the Colorado Co-Responders Program Managers Meeting held by the Office of Behavioral Health.

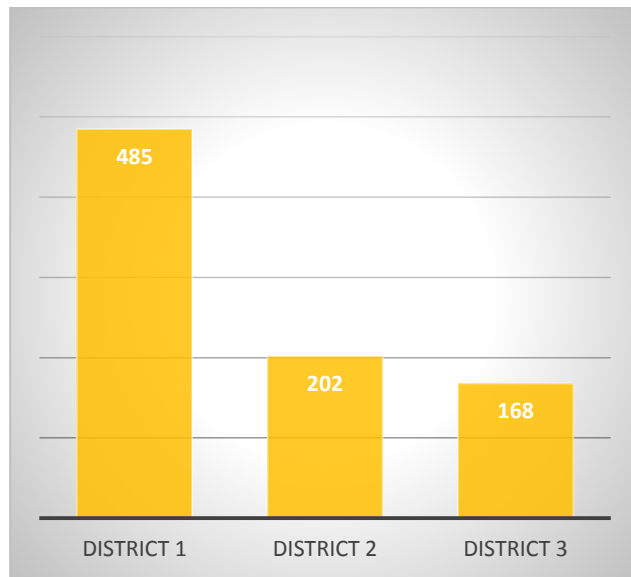
OUTCOMES

Dispatch Data

An additional data point to evaluate perceived need was the extraction of dispatching data for calls marked “#AMRT.” This code was created by Public Safety Communications to note that a call would be appropriate for AMRT. This code was input by call-takers and dispatchers 24/7 to identify the overall need for 24/7 AMRT operations across the city.



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12 AM	1	5	1	1		1	2
1 AM	2	3	1	1		1	2
2 AM		3	1	3	1		1
3 AM		3	2	1		1	3
4 AM	1			1			
5 AM		2	1	2		1	1
6 AM	2	2	4	4	1		
7 AM	1	3	2	5	3	1	4
8 AM	4	12	8	7	8	5	3
9 AM	7	14	10	3	3	11	7
10 AM	16	8	7	6	4	11	5
11 AM	9	15	9	8	10	11	9
12 PM	10	10	11	19	12	6	11
1 PM	8	14	7	13	6	6	8
2 PM	5	17	12	4	4	5	14
3 PM	5	8	13	8	4	6	6
4 PM	6	6	11	5	6	5	6
5 PM	5	5	9	8	6	4	6
6 PM	2	9	13	12	1	9	11
7 PM	6	8	3	10	5	6	6
8 PM	6	8	4	4	2	1	4
9 PM	7	7	9	4	1	2	3
10 PM	4	5	1		2	3	7
11 PM		6	3	1	3	4	2



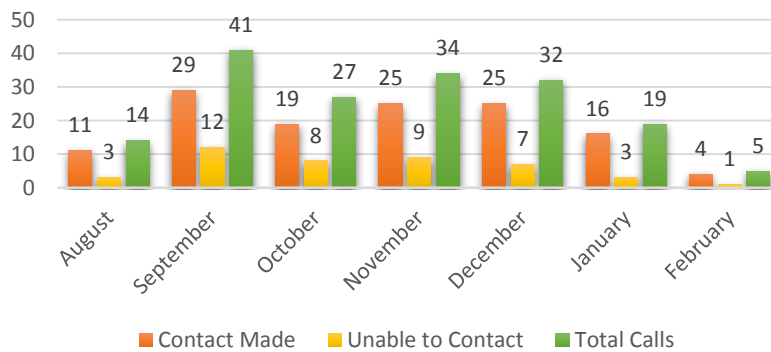
As of 2/10/2022, dispatch identified 855 calls for service where an AMRT response would have been appropriate. It is estimated that this number is likely higher as data rely on call-takers discretion. Calls were identified across almost all hours of the day, 7 days a week in every police district, showing a significant need for 24/7 city-wide AMRT operations.

Demographic Data

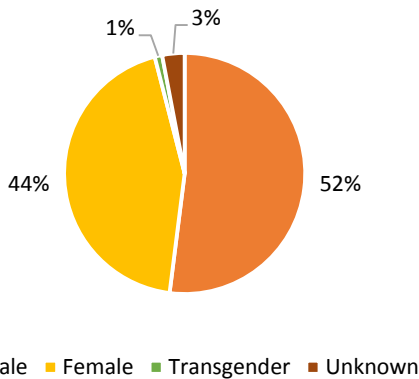
*"I want to thank you for the amazing job in getting my daughter to comply with getting into the ambulance to be taken to the hospital for stabilization. I cannot thank you both enough. All that week no one was able to convince (her) to get into an ambulance. Wow, I was so amazed. Again, I thank you both sooo much. I would recommend you both for the excellent communication with me, the mom, and her provider, and most of all the communication with my daughter to agree on going to the hospital. Wow just amazing work with mental status."
-AMRT client's mother*

The AMRT team, comprised of one paramedic and one licensed mental health professional, was successfully able to respond to 172 calls for service within a 4.5 month period, reaching individuals from a variety of backgrounds for a multitude of circumstances.

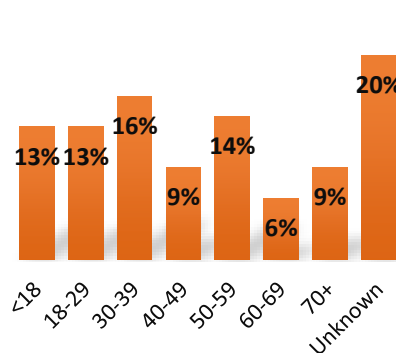
AMRT Calls Responded To



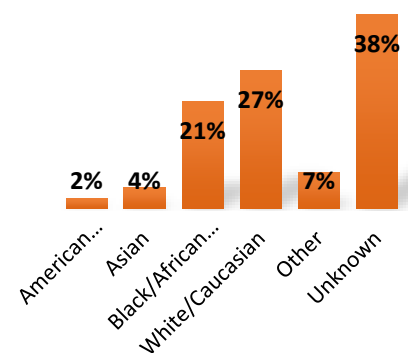
Client Gender Identity



Client Age



Client Race



The average demographic for an AMRT client was that of an 30-39 year-old Caucasian male. It should be noted that there were a number of calls for service where no individual was contacted due to the client having left prior to arrival/ call was cancelled. This was a barrier in demographic data collection due to the inability to track gender identity, age, or race of a client that was not physically contacted by the AMRT.

Analysis of call data also showed:

- (1) 11% of individuals contacted by the AMRT were identified to be experiencing homelessness
- (2) 12% of clients contacted by the AMRT were already enrolled in behavioral health services prior to AMRT contact.
- (3) 5% of individuals contacted by the AMRT became enrolled and actively participated in on-going behavioral health services after initial contact with the AMRT. This is seen as a major success as the team does not currently have a case management component and was still able to guide clients towards on-going care.

Call Types and Outcomes

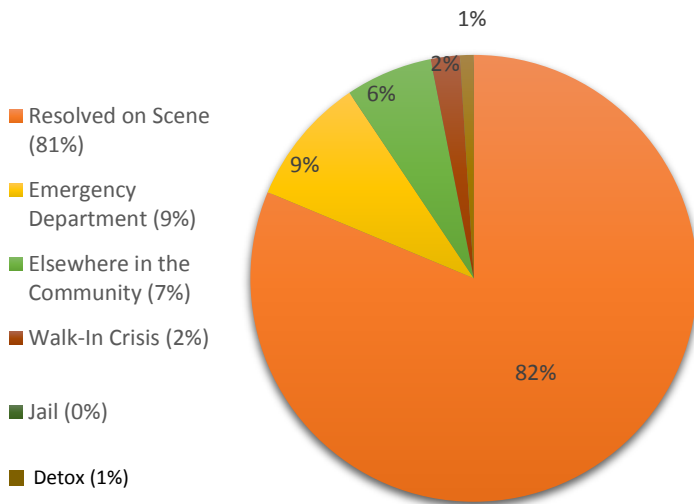
Call types are assigned by City of Aurora Public Safety Communications call takers. The AMRT responded to 177 calls for service within a 4.5-month period. The predominant call types were welfare check (N= 120), suicidal party(N=17), follow up/outreach (N=8).

Calls Types Responded To

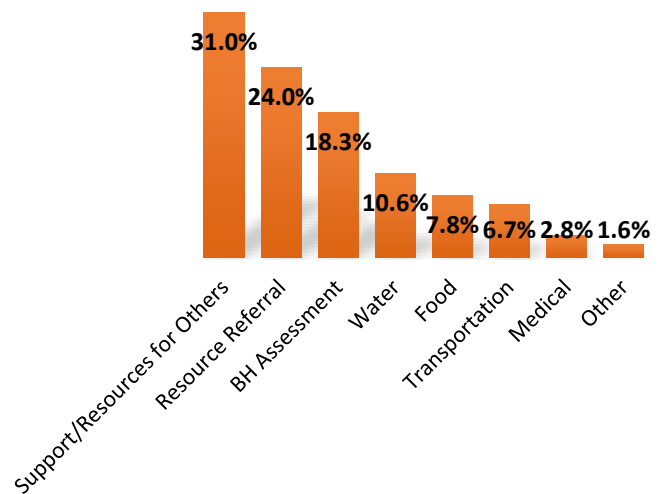


Of the 172 number of calls, a majority of calls were resolved on scene (82%), meaning that the AMRT was able to avoid utilizing a higher level of care (emergency departments) by successfully de-escalating the individual and ensure that the client was safe to remain in the community. The AMRT transported 9% of clients to an emergency department for either mental health or medical concerns and 2% of clients were fit for a less restrictive mental health intervention, the “Walk in Crisis Center” which is provided by Aurora Mental Health Care. A function of the AMRT is offering courtesy transports and approximately 7% of clients were transported elsewhere in the community, and 1% of clients were transported for detoxification services. The top three types of assistance provided by AMRT staff were support and resources for others (31%), resource referrals (24%) and behavioral health assessments (18.3%).

Call Resolution



Types of Assistance Provided



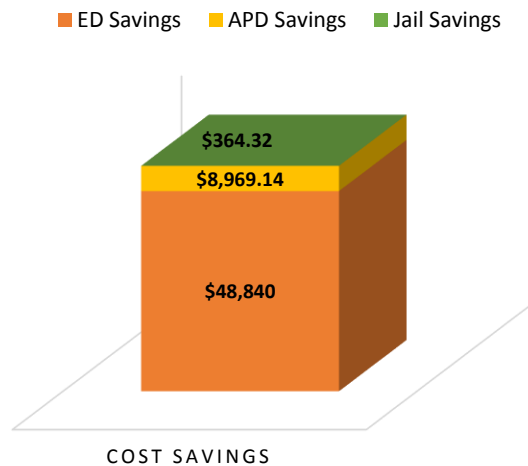
Diversion

A primary goal of the AMRT is to alleviate the strain on public safety partners, emergency departments and the criminal justice system through quick, trauma-informed response to low intensity calls for service. By diverting calls away from law enforcement, fire rescue, emergency departments and jails, AMRT saves the Aurora community time and money. Throughout the pilot period, the AMRT has been able to successfully divert clients away from the inappropriate use of the previously mentioned resources.

AMRT prioritized building relationships and trust with its public safety partners, which prompted public safety officials to utilize the AMRT in day to day operations. Aurora Police Department has recognized the AMRT as a resource and has requested an AMRT response 40 times throughout the pilot period. When AMRT responds to a request for service, AMRT assumes care and allows police officers to go back into service. The AMRT has been the primary and sole response to 132 calls for service that historically would have elicited a police response. This has permitted officers to focus their time and energy toward life-saving and criminal calls for service as intended.

AMRT was also able to divert 12 individuals away from the emergency departments by administering medical care and through behavioral health assessments and intervention. The AMRT also assisted in mitigating new trespassing offenses for two clients through resource referral and courtesy transport.

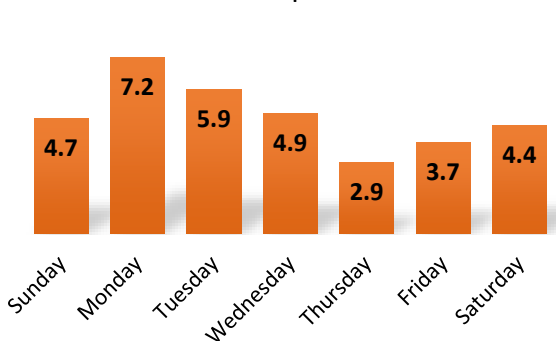
From the reallocation of police, emergency department and other criminal justice resources, the AMRT accumulated a cost savings of \$58,173.46 from August 25,2021 – February 9,2022.



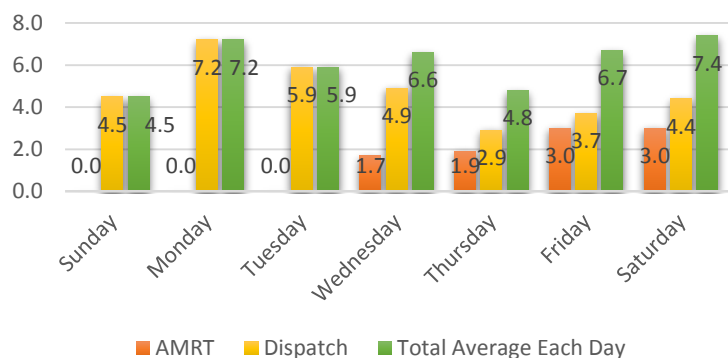
Unmet Need

AMRT currently consists of one team that provides coverage to police district one Wednesday through Saturday, 10AM to 8PM. While the team has alleviated some of the call volume strain, there are a significant amount of calls city-wide that are continuing to fall under the responsibility of Aurora Fire Rescue and the Aurora Police Department.

Avg. # of Calls Where AMRT Unable to Respond



Avg. # of Calls Per Day



SUMMARY

Success

The Aurora Mobile Response Team pilot period thus far has yielded favorable outcomes to include:

- (1) Cost savings through diversion away from and the appropriate reallocation of emergency departments, jails and police and fire resources.
- (2) Numerous calls successfully responded to solely by AMRT that did not require additional police assistance.
- (3) A percentage of individuals connected to on-going behavioral health services after initial AMRT contact.
- (4) No client contacts resulting in new criminal charges or jail stays.
- (5) Positive relationships within the Aurora community and its public safety partners.

Recommendations

While the AMRT program has produced favorable outcomes, there is still a significant need across the city throughout all hours of the day. Police, Fire and other public safety agencies are tasked with responding to nonviolent, non-criminal calls for service that would be more suitable for a behavioral health-medical response. Hundreds of calls across almost all hours of the week went unanswered by the AMRT due to minimum staffing. The AMRT also does not include a follow-up or case management component to its services. Follow up services post crisis intervention have shown to help mitigate future crises for an individual and is considered best practice within crisis care.

Additionally, the AMRT is known within its community, but public safety respondents of the perception survey identified needing further education on the program. It can be inferred that the community would also benefit from additional communications about the AMRT program.

To most appropriately respond to the need within the community, it is recommended that the Aurora Mobile Response Team:

- (1) Increase staffing to create additional units to provide coverage for additional days and hours of the week.
- (2) Employ case managers to conduct follow up services to further assist individuals in accessing community resources.
- (3) Deliver additional trainings, communications, and other informational details to public safety partners and the community.



Aurora **MOBILE RESPONSE** Team

Support and resources for those in crisis

OFFICIAL REPORT

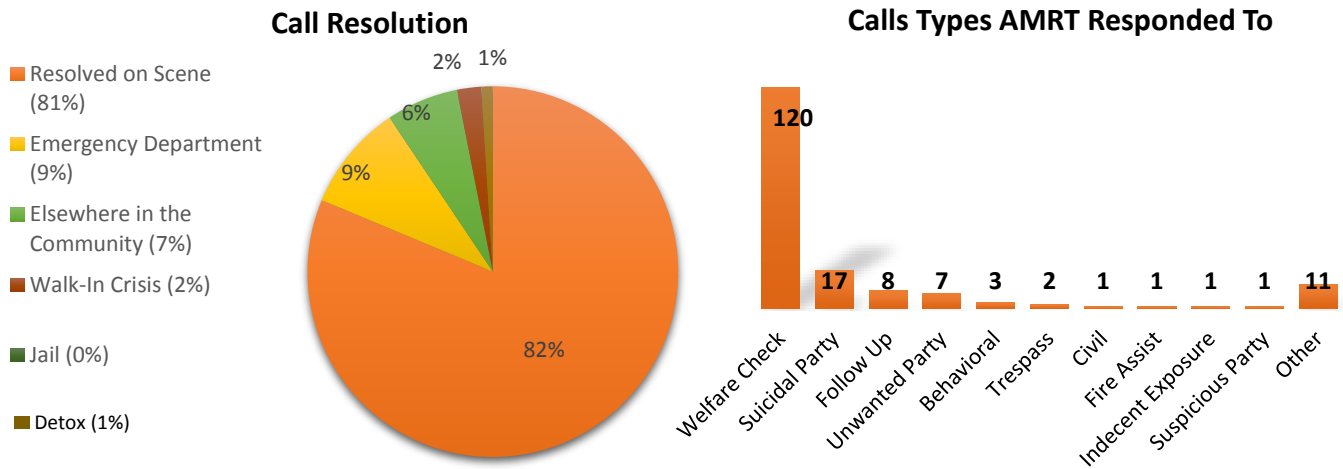


Who/What? AMRT is a crisis intervention team that pairs a paramedic from Falck Rocky Mountain with a Licensed Mental Health Professional from the Aurora Mental Health Center

Why? The team responds to low-intensity active mental health calls for service. This team is unarmed and does not fulfill law enforcement duties and will not respond to calls for service that have mentioned weapons or a component of active violence to self, others or property

How? The team monitors calls that come through City of Aurora dispatch. Through the utilization of police technology, they can review calls for service and choose to respond to the most appropriate situations.

As of **2/9/2022**, AMRT has responded to **172 calls for service**. APD requested AMRT assistance 40 times and AMRT was the sole primary response to 132 calls.



From the reallocation of police, emergency department and other criminal justice resources, **AMRT accumulated a cost savings of \$58,173.46 from August 25,2021 – February 9,2022.**

As of **2/10/2022**, dispatch identified **855 calls for service** where an AMRT response would have been appropriate. It is estimated that this number is likely higher as data rely on call-takers discretion. **Calls were identified across almost all hours of the day, 7 days a week in every police district, showing a significant need for 24/7 city-wide AMRT operations.**

Expansion Suggestions

Minimum City-Wide Coverage	Optimized City-Wide Coverage	Full 24/7 Coverage
\$900,000	\$1,600,000	\$3,500,000
3 teams	6 teams	12 teams
Assigned Districts OR City-Wide Unit	City-Wide Unit	Assigned Districts
4 days w/ 10 OR 24 Hr Coverage	7 days w/ 24 Hr Coverage	7 days w/ 24 Hr Coverage