

# Case Management for First Responder Deflection

How One Public Safety Department Is Using the Power of Relationships and Lived Experience to Heal Its Community

February 24, 2022



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# TASC's Center for Health & Justice COSSAP Team



Jac Charlier,  
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Project Executive  
Lead



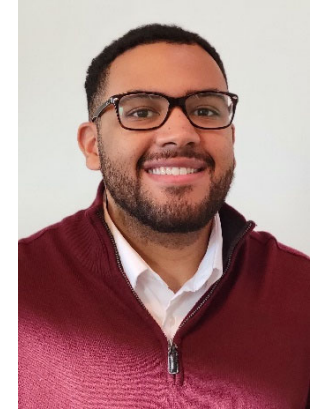
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Benjamin Campbell,  
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Project Specialist



Jacob Walls,  
Project Coordinator

**TTA provider for COSSAP first responder deflection/diversion grantees since 2017**



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# Panelists

- Emily Van Doren, Case Management Supervisor, City of Longmont  
Department of Public Safety
- Annabel Perez, Peer Case Manager, City of Longmont Department of Public  
Safety
- Michelle Webb, Program Manager, City of Longmont Department of Public  
Safety

# Longmont Department of Public Safety

Public Safety Diversion Programs

LEAD – Angel – CORE (Co-Responder) – Community Health



# COMPREHENSIVE BEHAVIORAL HEALTH RESPONSE SYSTEM

## NORTH STARS

Harm Reduction | Officer Discretion | Community Outreach | Individual Relationships

### LAW ENFORCEMENT ASSISTED DIVERSION (LEAD) – JULY 2018

Patrol referrals.  
Diverts those who struggle with  
addiction or substance use.

348

total since July 2018

### CRISIS OUTREACH RESPONSE ENGAGEMENT (CORE) – MAR 2018

Officer / Clinician / Paramedic  
Primary Response  
72 Hour Window + Outreach

5,021

contacts / outreach in 2021

### ANGEL INITIATIVE JAN 2017

Community Self Referral  
Treatment Based

284

total participants

### COMMUNITY HEALTH APRIL 2019

Local Hospital & Medicaid RAE Referrals  
High Risk of Readmission to ER  
Social Determinants of Health

220 total referrals

## PUBLIC SAFETY'S INTENSIVE CASE MANAGEMENT TEAM

7 Case Managers | Harm Reduction | Trauma Informed | Outreach | Relationships



## Building a Team

- Hire the “heart”
- Clear expectations of the work
  - Onboarding Process
  - Commitment to participating in the development process (all levels)
- Professional Development
- Principles of Harm Reduction at Every Level
  - Respect
  - Collaboration
  - Acceptance
  - Commitment to Evidence-Based Practices

## Building a Team (continued)

*“Through acceptance and partnership, we emphasize self-determination and value the journey of meeting people where they are at while caring enough not to stop there.”*

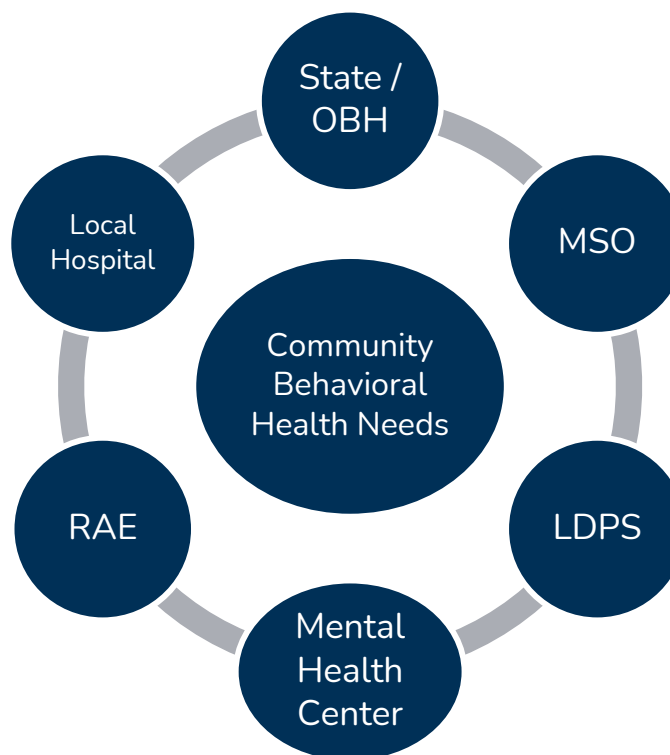
*- Case Management Team’s Mission Statement*

- Growth Mindset
- Mission, Vision and Values
- Learn Together
- Culture of Curiosity

# Changing the System

**How:** Elevate the conversation around system barriers to stakeholders at **all** levels.

Foster partnership, cultivate accountability.



OBH is the Office of Behavioral Health.  
MSO is the Managed Services Organization.  
RAE is the Regional Accountable Entity, and manages  
Medicaid behavioral health programs.





# THANK YOU

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# Questions and Answers

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## For more information and to request TTA

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Request TTA on the COSSAP  
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