



# Traverse City Police Department

## Quick Response Team (QRT) February 2023 Update

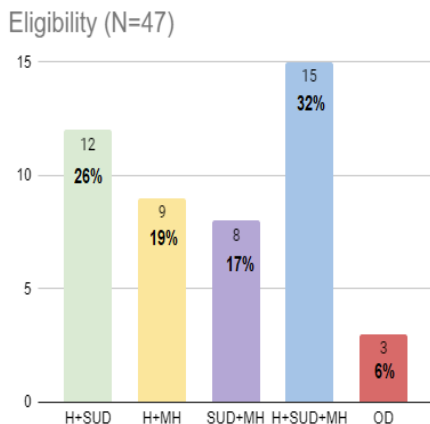
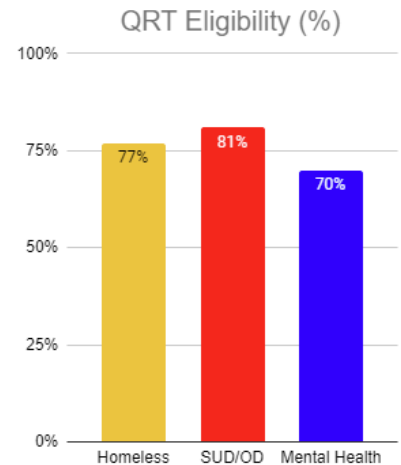
**Total Number of Referrals:** 60 (17 in February alone)

- 47 Individuals eligible for services (13 screened out due to ineligibility or being outside of the city limits). Eligibility refers to experiencing at least two of three crises related to homelessness, mental health and Substance Use Disorder, or a recent overdose.
- For the 47 referred individuals, there is a combined history of 1,808 documented local law enforcement calls.
- The Police Social Worker Coordinator (PSW) has had direct contact with 29 (62%) of referred individuals. 44 individuals (94%) have engaged with at least one QRT agency since referral. PSW continues to seek direct contact and plans to meet with 100% of referred individuals.
- 25 referrals (53%) have completed documentation to become Program Participants.

**Referrals made from Traverse City Police Department officers:** 21 (45%), more than any other referring agency.

**Of the 47 individuals who have been referred:**

- 36 (77%) are experiencing crises related to homelessness;
- 38 (81%) are experiencing crises related to substance use disorder and/or overdose; and
- 33 (70%) are experiencing crises related to mental health (see graphic at right).



### The QRT-Overdose Response Team

has responded to all 3 of the 3 OD-map reported overdoses that have occurred in city limits in 2023 (response rate = 100%).

- Response time has been within 24 hours for each case to follow up with an individual who has overdosed or their family.

**Partnerships:** 21 primary and secondary partnerships completed. 7 additional agencies in process of secondary partnership. County prosecutor meeting held to discuss QRT with justice system partners.

**Coordination of Care:** 3 QRT Meetings held with 9 agencies represented. 12 “potholes” identified and discussed with QRT; 7 in process of being fixed.

### Highlights

- The QRT has successfully closed one case, reuniting someone with family in another state who was experiencing homelessness here.
- 1 participant reports 90+ days of sobriety. He’s had 48 local law enforcement calls documented on him dating back to 2009, but none of them since being referred to the QRT and entering treatment.
- One QRT participant who was at risk of being exited from Safe Harbor is now living with family in Manistee County.
- 5 individuals have entered treatment for substance use, mental health and/or safer housing, and 3 remain in treatment as of March 1<sup>st</sup>.

*This project is supported by Michigan’s FY 21 Comprehensive Opioid, Stimulant, and Substance Abuse Program # 15PBJA-21-GG-04538-COAP, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice (DOJ), and administered by the Michigan State Police (MSP). Points of view or opinions contained within this document do not necessarily represent the official position or policies of the DOJ or the MSP.*

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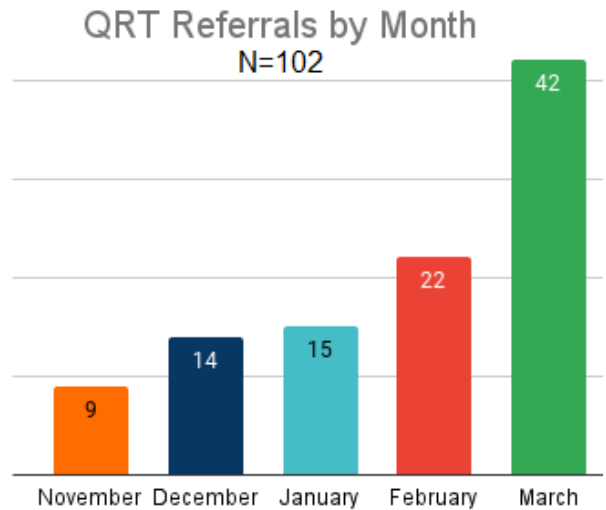


## Traverse City Police Department

### Quick Response Team (QRT) March 2023 Update

#### Total Number of Referrals: 102

- 40 referrals in March alone, increased from 22 referrals in February (see chart below)
- 77 Individuals are eligible for services (up from 47 as of 3/1 - 25 screened out due to ineligibility or being outside of the city limits). Eligibility refers to experiencing at least two of three crises related to homelessness, mental health and Substance Use Disorder, or a recent overdose.
- For the 77 referred individuals, there is a combined history of 2,503 documented local law enforcement calls (including arrests, trespasses, and assists that were documented)
- The Police Social Worker Coordinator (PSW) has had direct contact with 63 (82%) of referred individuals, up from 29 in February. PSW continues to seek direct contact and plans to meet with 100% of referred individuals.
- 48 referrals (63%) have completed documentation to become Program Participants (increased from 25 in February report).



#### Referrals made from Traverse City Police Department officers: 29 (38%)

#### Of the 77 individuals who have been referred:

- 65 (84%) are experiencing crises related to homelessness;
- 58 (75%) are experiencing crises related to substance use disorder and/or overdose; and
- 66 (86%) are experiencing crises related to mental health.

**The QRT-Overdose Response Team** has responded to 11 of the 13 OD-map reported overdoses that have occurred in city limits in 2023, with the exception of two that have occurred in the county jail per jail policies. Individuals have engaged with the QRT in 82% of cases. 36% of ORT responses are now QRT participants. Response time has been within 24 hours for each case to follow up with an individual who has overdosed or their support systems

**Partnerships:** In addition to the 5 primary partners previously established, 9 agencies have completed a “secondary partnership agreement.” 20 additional agencies have stated their intentions to partner. 6 additional agencies have been identified for partnership.

**Inactive/Closed Cases:** 9 participants have been marked Inactive or Closed. This can happen when an individual elects out of the program, leaves the city without a plan to return, or when the overdose response is completed without desire for treatment or QRT participation.



**Coordination of Care:** 4 QRT Meetings held with 15 agencies represented. 20 “potholes” have been identified and discussed with QRT; 17 in process of being fixed.

#### Highlights

- 13 individuals (17%) have entered treatment for Substance Use Disorder, mental health or safer long term housing.
- 10 of them (77%) remain in treatment.
- This is 8 more people than 1 month ago.

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## Traverse City Police Department

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### QRT Participant Success Stories

Due to the cyclical nature of addiction and need for treatment, the QRT acknowledges that success stories for our population may come in big and small ways in both short- and long-term achievements. We celebrate the strides participants make toward treatment and recovery, and recognize that it may not be a linear journey.

- Participant #30 was reunited with family in another state after experiencing homeless in Traverse City for a few winter months. His son has reported his gratitude for the QRT in getting him home.
- Participant #1 reports continued sobriety (4 months). He originally got into treatment at detox treatment at the beginning of the QRT implementation, and remains in their sober living housing. He now has consistent employment. The QRT is now working to identify long term housing options that will be understanding of his criminal history. He's had 48 local law enforcement calls documented on him dating back to 2009, but none of them since being referred to the QRT and entering treatment.
- One participant was not successful in staying in QRT-arranged treatment and ended up incarcerated. PSW has followed up with him in jail to provide him an unconditional support system and will continue to provide success coaching. This participant said "I thought you were going to tell me you couldn't work with me anymore." PSW provided supportive encouragement and remains available for support.
- Participant #31 was referred from Munson Medical Center after being unable to stay at Safe Harbor. PSW met him during his inpatient stay and connected him with Goodwill, Community Connections. Participant was sent home with supportive family members. As of March 31st, this participant reports 60+ days sobriety and now has a housing option in Manistee County.
- One of our participants was initially hesitant to sign up with the QRT but is now in a sober living program following withdrawal management.
- Primary and secondary partners had a special meeting to coordinate care for one participant, who is struggling with mental health and substance use and using multiple community resources.
- Following a possible overdose, the victim and her partner both signed up for the QRT, and she is now in residential recovery treatment outside the area.
- One of our first participants had been referred for many months but agreed to be a program participant following an overdose. The QRT continues to offer him treatment options.
- Participant #52 was referred from a police officer for mental health concerns, and is now in long term mental health treatment outside of the city.
- As PSW was providing initial follow up with a referred individual, another participant self-referred and signed up for the QRT at the same time.
- PSW worked with a participant to prevent homelessness by identifying additional support systems and options he would have upon discharge from the hospital. He recognized that staying at a shelter or camping was unsafe for him and chose to get connected to long term care near family.
- Our newest participant is the partner of a current QRT participant who is currently in withdrawal management treatment and has agreed to longer term support.
- Following a fatal overdose, PSW provided support for grief and recovery options to the mother, brother and partner of the deceased.

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## Traverse City Police Department Quick Response Team (QRT) April 2023 Update

### QRT Program Information

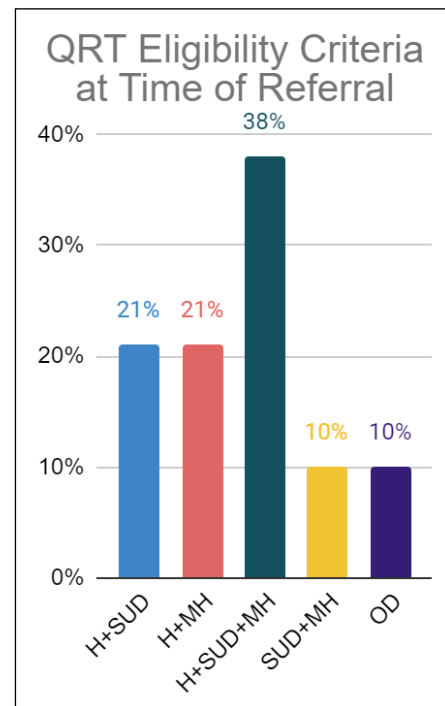
- Eligibility refers to experiencing at least two of three crises related to homelessness, mental health and Substance Use Disorder, or a recent overdose. Program participants must live in TC city limits.
- The QRT's goal is to interrupt the cycle of arrest and addiction for the city's vulnerable population. The TCPD Quick Response Team focuses on prevention of possible overdoses as well as overdose response.
- The QRT is voluntary; individuals may elect out. When individuals choose to participate, they become Program Participants. An individual remains a participant unless deemed "inactive" due to relocation, change in eligibility, or revoking. An individual may elect to be a program participant through the PSW or another agency.

### QRT Program Participant Data

- Total Referrals: 117; April Referrals: 13
- Eligible QRT individuals: 87 (30 screened out due to ineligibility)
- PSW has met with 78 (89%) of eligible individuals.
- Of the 87 eligible individuals, 18 have elected out or been deemed "inactive" due to placement in another area or leaving the city. The other 69 remain "active" cases.
- The QRT has 62 Program Participants who have completed paperwork to participate in the program. 56 are currently active.
- For the 87 referred individuals, there is a combined history of 2,669 documented local law enforcement calls (arrests, trespasses, and assists that were documented)
- 36% of eligible referrals were made from TCPD officers.

### Of the 87 individuals who have been referred:

- 33 Individuals (38%) were experiencing all three crises related to homelessness (H), substance use disorder (SUD) and mental health (MH) at time of referral (see eligibility breakdown at right).
- Including overdose victims, of the 87 referrals, at time of referral:
  - 73 (84%) were experiencing crises related to homelessness;
  - 69 (79%) were experiencing crises related to substance use disorder; and
  - 68 (78%) were experiencing crises related to mental health.



**QRT-Overdose Response Team Response:** The ORT obtains overdose information from officers, community partners and OD Map, and follows up on overdose locations as they are made available. Per OD Map, 39 overdoses have occurred in Grand Traverse County so far in 2023. Of those, 14 have occurred in the city and 11 have been appropriate for ORT follow up, excluding those occurring in the county jail and duplicate data. The ORT attempts four contacts to engage an overdose victim or their support system and offer them options for recovery, safer use (harm reduction), and the QRT.

- # ORT overdoses in 2023, as of April 30: 11
- The ORT has responded to 100% of ORT-eligible overdoses. 91% of people have engaged with ORT.
- Of the 11 ODs, 7 victims have completed ORT (received 4 contacts); 4 require additional follow up.
- 5 victims of overdose (45% of ORT response) are now QRT Program Participants. 2 OD victims live outside of the QRT service area and were looped to recovery providers in their area during follow up.
- Two overdose victims were already referred at the time of their overdose; both are now Participants.

### Program Highlights

- 36 agencies have agreed to partner with the QRT; 5 primary MOUs and 17 written secondary partnerships completed. 14 additional agencies have verbally agreed to partner.
- The QRT has held 6 meetings with 20 agencies represented. 30 "potholes" have been identified and discussed with QRT for follow up to reduce provider barriers for treatment and support.
- PSW has completed training to become a certified Trauma Informed Justice System instructor and a Mental Health First Aid Instructor.

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**Follow Up:** April saw a month of transition, with a decrease in referrals and an increase in follow up visits; this may indicate that a majority of the vulnerable people in Traverse City have already been referred to the QRT.

- PSW has been able to follow up with 59 of 69 (86%) of active QRT referrals as of April 30, with 53% of these follow up contacts happening the month of April.
- PSW is currently exceeding the metric of quarterly follow ups and has been able to follow up bi-monthly with individuals.
- Follow up visits include continued encouragement, additional resource connections, and exploring new options to interrupt the cycle of arrest and addiction.

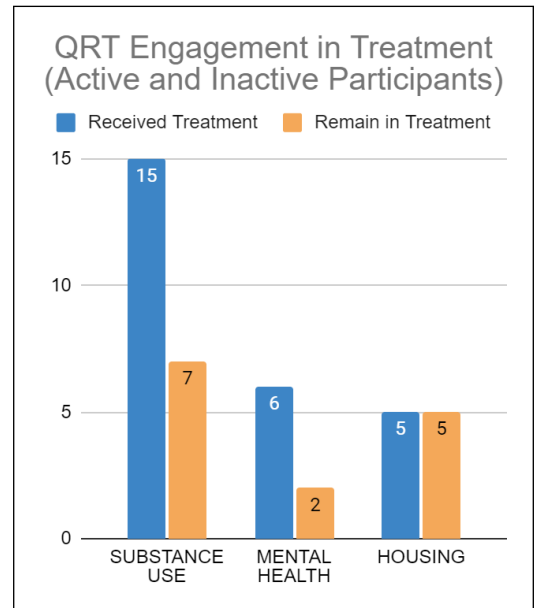
**QRT Treatment Engagement:** The QRT defines “treatment” as receiving services supporting recovery from Substance Use Disorder and mental health challenges, as well as acquiring safer housing or relocating to a safer dwelling, such as living with family.

- All individuals are offered connections to treatment upon initial PSW contact. If treatment is denied or not available, PSW provides a loop to additional providers to support needs.
- Of the 87 eligible individuals, a total of 26 individuals (including 22 (32%) of active QRT Participants) have received treatment for substance use/mental health or housing.
- As of April 30, 14 participants who have received treatment or housing (50%) remain engaged with services. Of those, 11 are active participants. 3 program participants have been deemed inactive due to rehoming outside of the city and remain safely relocated.

### QRT Participant Success Stories

Due to the cyclical nature of addiction and need for treatment, the QRT acknowledges that success stories for our population may come in big and small ways in both short- and long-term achievements. We celebrate the strides participants make toward treatment and recovery, and recognize that it may not be a linear journey.

- One participant who is considered Chronically Homeless is now “Document Ready” and will be able to apply for permanent supportive housing as a result of coordination between community partners and consistent housing conversations.
- PSW worked with Munson Medical Center and an outside treatment agency to remove provider barriers and coordinate a participant’s entrance into treatment. The participant successfully entered withdrawal management.
- The QRT re-engaged with one individual who had moved downstate to receive treatment and has now moved back.
- PSW contacted a QRT partner in Grand Rapids to work with an individual’s private insurance and get him into substance use treatment. He called PSW after moving into the second phase of treatment, indicating that he is very grateful for the program and remains engaged.
- The PSW advocated for and the QRT provided enhanced access to CMH for incarcerated individuals.
- One participant who was not interested in treatment was connected with Harm Reduction Michigan to support safer use.
- The QRT coordinated care for one individual who had a 7-day barrier in available substance treatment by providing him additional shelter and transportation during this time.
- One participant volunteered to present his story at a QRT meeting. A portion of his testimony can be seen below.



*The QRT... is absolutely essential to those of us within the community who need guidance to ultimately make the decision to accept the many resources and services Traverse City has available. Since becoming a QRT [Participant] at the beginning of 2023, I have been blessed to access and receive recovery treatment, counseling therapy, clinical follow ups and housing resources. It’s a process so I’ve got a long road ahead of me, and I am grateful that I was directed by such compassionate individuals. -QRT Participant #34*

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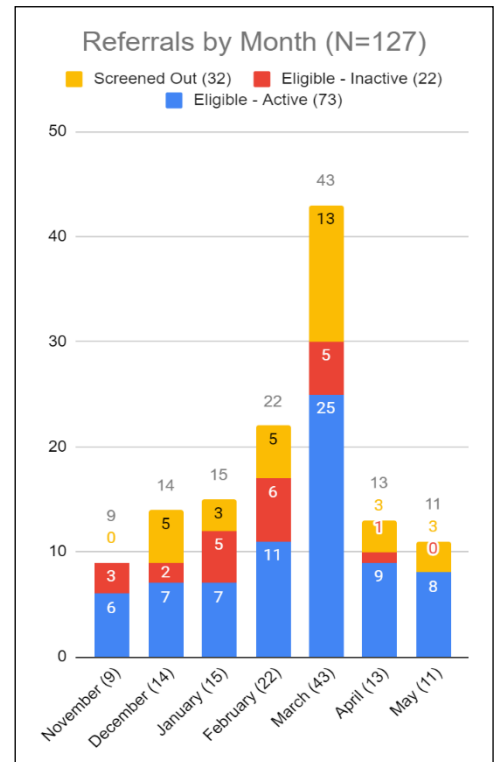
## Quick Response Team (QRT) May 2023 Update

### QRT Program Information

- Eligibility refers to experiencing at least two of three crises related to homelessness, mental health and Substance Use Disorder, or a recent overdose. Program participants must live in TC city limits.
- The QRT’s goal is to interrupt the cycle of arrest and addiction for the city’s vulnerable population. The TCPD Quick Response Team focuses on prevention of possible overdoses and overdose response.
- The QRT is voluntary; individuals may elect out. When individuals choose to participate, they become Program Participants. An individual remains a participant unless deemed “inactive” due to relocation, change in eligibility, or revoking. An individual may elect to be a program participant through the PSW or another agency.

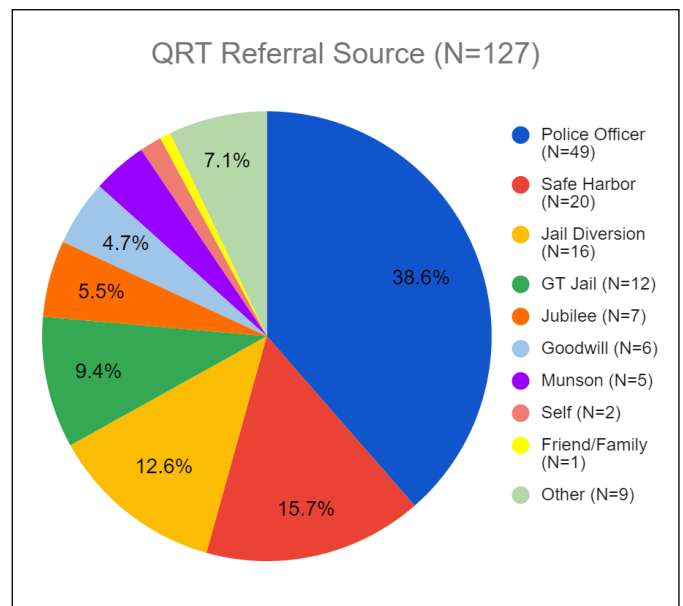
### QRT Program Participant Data

- The QRT has received 127 referrals for service, 11 in May alone.
- Of these 127 referrals, 32 people have been screened out due to eligibility. When an individual is screened out, they are provided a connection to another agency.
- 95 of these referrals are eligible to become QRT Program Participants.
- The QRT has 73 “active” cases for whom PSW provides regular follow up. An individual can be marked “inactive” in the program if they move out of the city or decide not to participate. An inactive case can become active again at any time if requested by the individual/QRT.
- 60 (82%) of the 73 active referred individuals have chosen to become QRT Program Participants (in addition to 5 people who are now inactive). The other 13 have requested an additional meeting with PSW prior to signing paperwork, or PSW has not been able to engage with that individual at this time.
- PSW has met with 80 (84%) of the referred individuals, and continues to attempt contact with the other 15.
- The QRT aims to reduce calls for law enforcement for vulnerable people. Of the 95 referred individuals, there is a combined history of 3,189 law enforcement calls (including arrests, trespasses and documented assists).



### May Monthly Feature: Referrals

- QRT referrals began in November of 2022. The first QRT Meeting was scheduled January 12, 2023.
- Over 75% of QRT Referrals come from police officers (39%), Safe Harbor (15%), CMH Jail Diversion (13%) and the County Jail (9%). Additional referrals come from primary and secondary QRT partners, community members, friends, family, or self (see chart below).
- Of the 95 eligible referrals:
  - 83 people (87%) self-disclose Substance Use Disorder or history of overdose.
  - 80 individuals (84%) self-report homelessness.
  - 72 people (76%) self-report mental health disorders.



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**QRT-Overdose Response Team Engagement:** The ORT obtains overdose information from officers, community partners and OD Map, and follows up on overdose locations as they are made available.

- In Grand Traverse County, 45 overdoses have been reported to OD Map.
- 30 of these overdoses have occurred outside of the city limits or the county jail, which has its own follow up procedures. Two overdoses have been put in the system twice,
- Of the remaining 13 overdoses, the QRT has attempted contact with 100% of overdose victims, or, for the two fatal overdoses that have occurred, contacted their support system.
  - The QRT has successfully engaged with 93% of eligible overdose victims or their supports.
  - The QRT has completed overdose follow up with 5 individuals and remains engaged with 8. The PSW provides 4 engagement contacts for overdose follow up. These contacts encourage harm reduction, Substance Use treatment, connection to resources, and signing up for the QRT, if eligible.
  - Two overdose victims lived outside of the QRT service area and were connected to recovery providers in their area during follow up.
  - 11 individuals (85%) were eligible to become QRT participants. Of these, about half (55%) have chosen to become QRT Program Participants during their overdose follow up.
  - 5 individuals (38%) have sought treatment for Substance Use Disorder following their overdose.
  - Two of these individuals had already been referred to the QRT prior to overdose, and decided to participate in the program following their overdose.
- The QRT's Overdose Response Team (ORT) has also responded to two incidents that were reported as overdoses. Despite being determined otherwise, PSW and QRT were able to respond to these individuals with four contacts. One is now a QRT program participant.
- The QRT recognizes the limitations of OD Map and continues to attempt more overdose reporting.

**QRT in Action: QRT Meetings:** The QRT meets every 3 weeks to discuss "potholes," Program Participants, and overdose response. As of May 31<sup>st</sup>, we have had 7 meetings with over 20 agencies represented.

- 36 Partnering QRT Agencies represented include our primary partners, with whom we have MOUs on file: Goodwill Northern Michigan, Safe Harbor, Addiction Treatment Services, Northern Lakes Community Mental Health and Jail Diversion Program, and Traverse Health Clinic. We have 17 written secondary partnership agreements, and other agencies verbally report willingness to partner when we share clients.
- The 34 potholes discussed at QRT meetings are available in more detail upon request. They include:
  - Jail overdose response
  - Partner communication
  - Medical criteria
  - Overdose response time
  - Lack of shelter
  - PSW engagement
  - Entering treatment from jail
  - Mobile crisis needs
  - "Code Blue" policy
  - Detox procedure
  - ORT procedure
  - AOT procedure
  - Late entry to the emergency shelter
  - Referral priority
  - Inactive participants
  - Homeless criteria
  - Treatment to housing
  - QRT Information distribution
  - ORT for people living outside the city
  - CMH access
  - Inpatient mental health access
  - Medical clearance for treatment
  - Housing resources in the area
  - Participant responsibility
  - Changes in the Pines
  - Children in encampments
  - Difficulty locating participants
  - NMRE care coordination
  - Gaps in substance treatment
  - Safer camping locations
  - Cherry Festival preparation
  - Unknown substance protocol
  - PSW distribution of duties
  - Incorrect QRT address

### QRT Participant Success Stories: Treatment Engagement

- As of May 31, 30 active QRT individuals (41%) have entered treatment for substance use or mental health, or have entered safer housing, such as an apartment or living with family. 60% remain engaged with services as of 5/31.
- 4 additional QRT Program Participants have been deemed inactive due to rehoming outside of the city and remain safely relocated.

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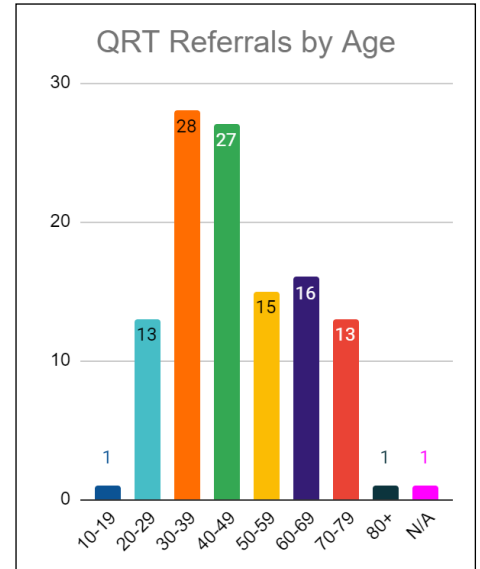
## Quick Response Team (QRT) June 2023 Update

### QRT Program Information

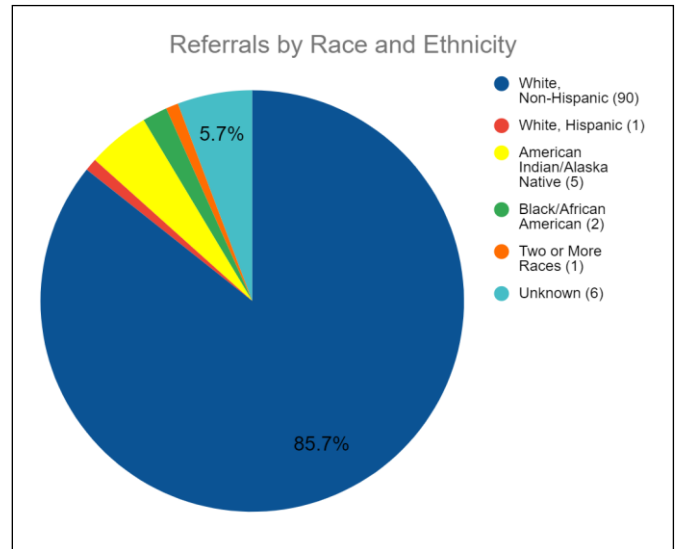
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- The QRT's goal is to interrupt the cycle of arrest and addiction for the city's vulnerable population. The TCPD Quick Response Team focuses on prevention of overdoses and overdose response.
- The QRT is voluntary; individuals may elect out. When individuals choose to participate, they become Program Participants. An individual remains a participant unless deemed "inactive" due to relocation, change in eligibility, or revoking. An individual may elect to be a program participant with the PSW or another agency.

### QRT Program Participant Data

- The QRT has received 144 referrals for service, 16 in June alone.
- Of the 144 referrals, 39 people have been screened out due to eligibility. When an individual is screened out, they are provided with a simple assist to another agency. The other 105 of these referrals are eligible to become QRT Program Participants.
- The QRT has 80 "active" cases for whom PSW provides regular follow up. An individual can be marked "inactive" in the program if they move out of the city or decide not to participate. An inactive case can become active again at any time if requested by the individual/QRT.
- 64 (80%) of the 80 active referred individuals have chosen to become QRT Program Participants (in addition to 5 people who are now inactive). The other 16 have requested an additional meeting with PSW prior to signing paperwork, or PSW has not been able to engage with that individual at this time.
- PSW has met 91 (86%) of the 105 referred individuals, and continues to attempt contact with all.
- The QRT aims to reduce calls for law enforcement for vulnerable people. Of the 105 referred individuals, there is a combined history of 3,317 law enforcement calls (including arrests, trespasses and documented assists).



<b>MALE</b>	<b>72 (68.6%)</b>
<b>FEMALE</b>	<b>32 (30.5%)</b>
<b>TRANSGENDER</b>	<b>1 (0.9%)</b>



### June Monthly Feature: Demographic Data

- Demographic data for eligible referrals (shown in depth at right) indicates that most participants are White Non-Hispanic (92%), Male (69%), and fall between the ages of 30-59 (52%). See charts at right.
- PSW will continue to advocate for QRT diversity to ensure all eligible individuals are being referred.

**QRT-Overdose Response Team Engagement:** Overdoses that occur in the city limits and get reported to officers or QRT partners are eligible for Overdose Response Team (ORT) follow up. The ORT attempts four contacts to engage an overdose victim or their support system and offer them options for recovery, safer use (harm reduction), and the QRT. If participants overdose in the city but live elsewhere, the QRT provides additional resources in their area.

- Per OD Map, 21 overdoses (of 48 in Grand Traverse Co.) have occurred in the city limits.

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- 16 have been appropriate for ORT follow up, excluding duplicate data and those in the county jail.
- The ORT has responded to 100% of ORT-eligible overdoses and completed 48 overdose contacts total. 94% of victims or their support systems have engaged with ORT.
- 13 victims (81%) were contacted within 72 hours of their overdose, and 63% were contacted within 24 hours of the overdose.
- Of the 16 ODs, 7 victims have completed ORT (received 4 contacts); 9 require additional follow up.
- 7 victims of overdose (44% of ORT response) are now QRT Program Participants. Of the other 9, three have elected out of services after completing their follow ups. Three have lived outside of the QRT service area and have been provided additional resources in their location.
- PSW has provided grief resources to the families of both fatal overdoses. Both have reported gratitude for the additional contacts from a social worker.

### **QRT in Action: Follow Up**

- PSW has been able to follow up with 69 of 80 (86%) of active QRT referrals as of June 30.
- Of the 80 active participants, 78% are on track for quarterly follow up. PSW continues to aim for follow up bimonthly for all active participants.
- Some participants, especially during the summer months when the shelter closes, are unable to be located and do not participate in community services. The PSW uses primary and secondary partners to continue to contact and support these individuals.
- Follow up visits include continued encouragement, additional resource connections, and exploring new options to interrupt the cycle of arrest and addiction.
- 33 active (41%) individuals have entered treatment for substance use or mental health, or have been relocated to a safer dwelling. Of these, 18 (54%) remain in treatment or safer housing. An additional 5 people have been deemed inactive due to safer rehoming outside of the city.
- Two QRT participants died in June 2023. The QRT respects the power grief and loss can have on individuals and has arranged for crisis services for residents of the homeless community. PSW remains engaged in finding additional resources to support participants through grief and loss.

### **QRT Participant Success Stories**

Due to the cyclical nature of addiction and need for treatment, the QRT acknowledges that success stories for our population may come in big and small ways in both short- and long-term achievements. We celebrate the strides participants make toward treatment and recovery, and recognize that it may not be a linear journey.

- Participant #40 called PSW to report that he had “graduated” from inpatient recovery treatment after QRT coordination. He reports a new job and housing option, improved relationships and 63 continued days of sobriety. The QRT will continue to support him through his recovery journey.
- Hours after the initial QRT referral, QRT partners including NLCMH, 217 Recovery, Safe Harbor, Goodwill Street Outreach, and Munson Family Practice teamed up to coordinate entrance for a participant into the new Hope Network Crisis Residential Center, our newest QRT resource.
- PSW coordinated with police, hospital staff and CMH for mental health care coordination, and individual safely entered residential mental health treatment. PSW continued to coordinate with that inpatient treatment and coordinate a safe discharge with family.
- QRT coordinated secondary partners to provide up front costs to get a participant who was previously incarcerated into safe, sober housing through community corrections.
- Members of the QRT worked with APS and human trafficking experts to provide safe shelter and recovery resources for a participant who identified exploitation and fear of her partner.

**“The key is wanting this and not being forced into it. QRT saved my life and hopefully many more!!!” –QRT Participant #40**

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