



Traverse City Police Department

Quick Response Team (QRT) December 2023 Annual Report

QRT Program Information

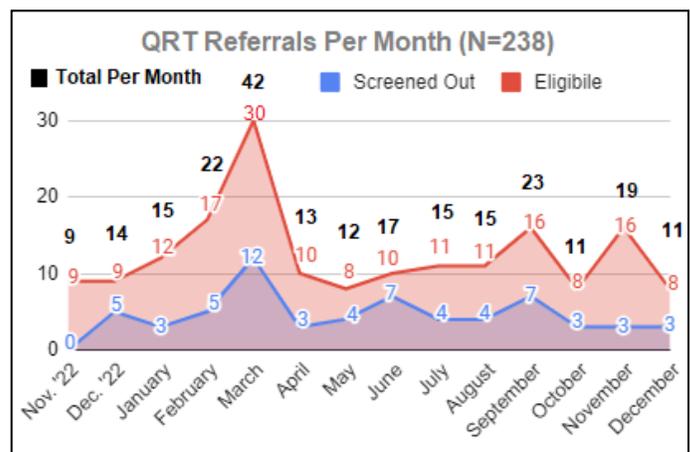
- Eligibility refers to experiencing at least two of three crises related to homelessness, mental health and Substance Use Disorder, or a recent overdose. Program participants must live in TC city limits.
- The QRT's goal is to interrupt the cycle of arrest and addiction for the city's vulnerable population. The TCPD Quick Response Team focuses on prevention of 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 Police Social Worker Coordinator (PSW) or another agency.
- Policies 809 and 810 of the Traverse City Police Department Policy Manual govern the role of the Police Social Worker Coordinator and the Quick Response Team.

QRT PROGRAM PARTICIPANT DATA

- **Total Referrals:** The QRT has received 238 referrals for service, with 11 in December.
- **Eligible Referrals:** Of the 238 referrals, 63 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 175 of these referrals are eligible to become QRT Program Participants.
 - Of the 175 eligible individuals, PSW has met 159 (91%). Contact may be delayed if the person has been recently referred; engagement is attempted promptly.
 - 130 (74%) of eligible individuals have chosen to become QRT program participants.
 - Of the 175 eligible referrals, 35 (20%) have elected out of the program or were closed, and 22 (12%) additional individuals are presumed out of the city ("inactive"), including 21 program participants. An inactive case can become active again at any time if requested by the individual/QRT and often happens when an individual re-enters city limits.
- **Active Caseload:** 118 individuals (including 109 program participants) who remain in the city and have not elected out of QRT remain active cases for which PSW is providing follow up.
 - The 9 non-participants are new or have requested additional follow up with PSW prior to signing paperwork.

Referrals by Month

- 2023 referrals increased as word of the program spread. The median number of referrals since program inception was 15 per month.
- There was a large spike in referrals in March. This is when Safe Harbor shelter prepared to close, more secondary partners were added, and QRT policies were published. The QRT provided additional education on referrals and eligibility following this time period to lessen ineligible referrals.
- More referrals came in during the colder months compared to the summer months. This may be due to individuals staying close to resources and shelter when it is available October – April, and therefore having more contacts with partnering agencies.
- The Police Social Worker took vacations during the months of May and October, during which the least number of referrals were made.
- Trends with eligible referrals have been consistent with the total referrals.
- The number of ineligible referrals spiked in March concurrent with additional data, but outside of this outlier has remained 3-4 per month on average.



Excellence in public service and safety through community policing.

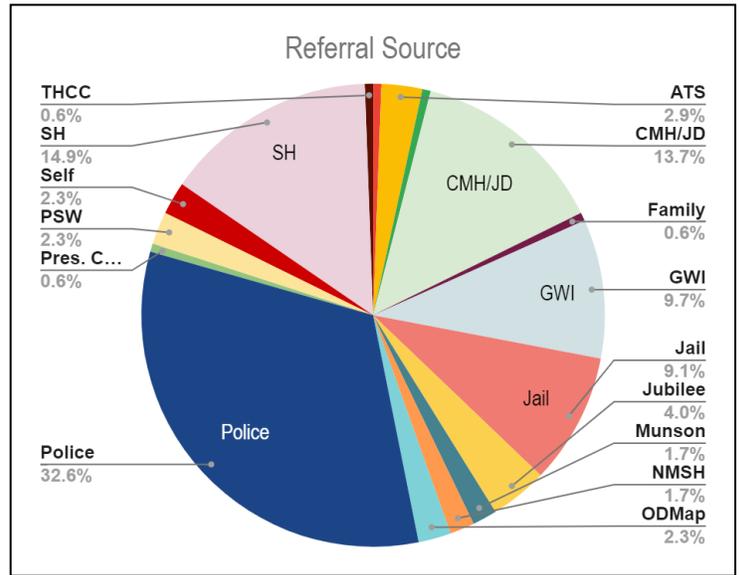




Traverse City Police Department

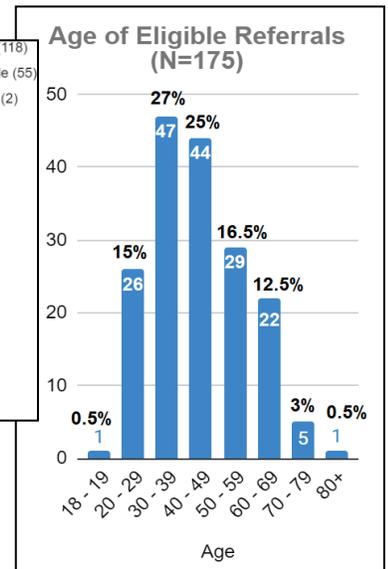
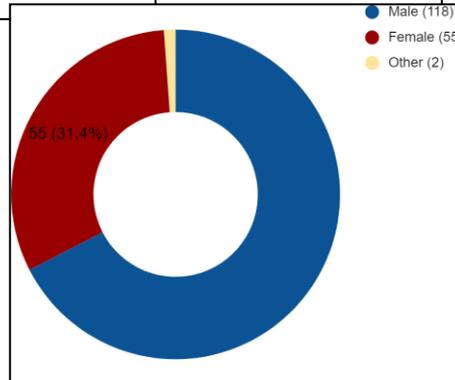
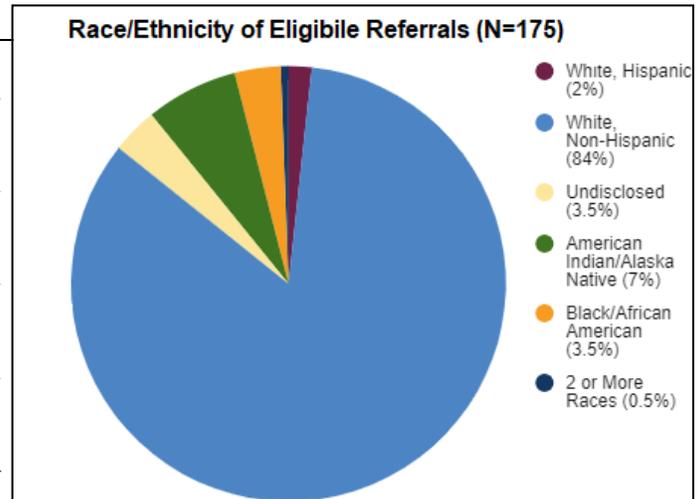
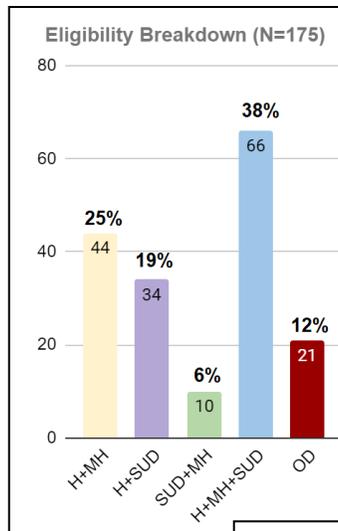
Referrals and Eligibility

- Of the 175 eligible individuals, at the time of referral:
 - 154 (88%) were experiencing crises related to homelessness
 - 131 (75%) were experiencing crises related to substance use or overdose.
 - 126 (68%) were experiencing crises related to mental health
- 38% of referrals were experiencing all three of these criteria at the time of referral.
- The highest QRT referral source continues to be police, who provide almost one-third of QRT referrals.
- Safe Harbor and CMH/Jail Diversion together provide almost another one-third of referrals. Goodwill Northern Michigan (GWI) and the Grand Traverse Jail provide about 20% of QRT referrals. The remaining 20% of QRT referrals mostly come from other primary and secondary partners.
- 4 individuals have referred themselves to QRT, often when PSW was meeting with someone they know.



Demographics

- Eligible referrals identify as 67% male, 32% female, and 1% other genders.
- Most referrals are in their 30s and 40s; the median age is 42. However, almost 30% of referrals are between 50-70 years old.
- 13% of eligible referrals identify as People of Color, including 7% Native American, 3.5% Black/African American, and 2% Hispanic (all identified as White/Hispanic). 3.5% of referrals did not disclose their identity, and 0.5% identified as 2 or more races (see chart on page 2).
- Compared to [U.S. Census data](#) on the City of Traverse City, the QRT is more diverse. More individuals (90%) in the city identify as White, Non-Hispanic compared to in the QRT (84%). The QRT also has more Black/African American (1.4% in the city; 3.5% in QRT) and American Indian/Alaska Native representation (0.6% in the city; 7% in QRT).



Excellence in public service and safety through community policing.





Traverse City Police Department

QRT IN ACTION

PSW Follow Up

Follow up visits include continued encouragement, additional resource connections, and exploring new options to interrupt the cycle of arrest and addiction and reduce police calls for vulnerable people.

- PSW provided 6-month call to the first two safely relocated referrals for possible QRT graduation; each will remain inactive for now.
- 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.
- PSW provided 386 follow up contacts in 2023.
- In November 2023, PSW goal of bimonthly follow up was reduced to the quarterly follow up policy guideline due to an increase in PSW caseload. Of the 118 active participants, 87% are on track for quarterly follow up; 68% remain engaged bimonthly.
- Excluding those PSW has been unable to meet with initially, 94% of participants are meeting policy guidelines. In 2024, partner QRT reporting will be changed to allow for this percentage to increase further. Bimonthly follow up for all active participants remains QRT goal and could be accomplished with a reduced caseload through additional PSW support.

Treatment Engagement

- 87 eligible individuals (50%) report engaging with treatment/safer housing since their referral date, including 65 active participants and 22 inactive participants. 41% remain engaged with support per partner data. Note that individuals may remain compliant with treatment without engaging in tracked services (i.e. attending NA, staying sober, or meeting regularly with outpatient mental health therapy).
- In total, 48 people (55% of those who have engaged with services) have engaged with substance use disorder treatment, 24 people have engaged with mental health services, and 23 have received housing in 2023 (91% remain housed).
- Note that a single person can engage with more than one type of support.
- Of the 22 inactive participants, 59% remain engaged in partner services entered at the end of 2023.
 - 13 (59%) engaged with Substance Use Disorder treatment (7 remain in services);
 - 4 (18%) engaged with treatment for mental health (2 remain engaged);
 - 11 (50%) entered safer housing. 100% remain housed.
- Of the 65 active individuals who have sought treatment from partners, 23 (35%) remain engaged.
 - 35 people engaged with substance use disorder treatment; 12 (34%) remain engaged;
 - 20 connected with inpatient mental health services; 6 (30%) remain engaged;
 - 12 have received housing; 10 (83%) remain housed.

Law Enforcement Call Reduction

The ultimate goal of the PSW position is to reduce the calls for service for vulnerable populations in the Traverse City area. Reduction of calls will continue to be a priority of this position and be tracked as QRT continues.

- Calls for service for this population are historically difficult to track due to the transient nature of the population, gaps in definitions of homelessness and Substance Use Disorder, and limits of reporting basic calls and agency assists. Still Central Dispatch estimates that at least 40% of calls relate to mental health or mental health or substance use concerns or homelessness.

Local Law Enforcement Call Volume:

- The record of numbers of local law enforcement contacts includes records for all types of calls, including those related to assists, victims, witnesses, and mental health orders, along with criminal activity like being a suspect or incurring a trespass or arrest. A single contact may generate more than one report (for example, if someone was cased a suspect and then taken into custody). As such, this number represents all of the reports that were written for QRT individuals.
- Pre-Referral: It is clear that the city has referred some of the highest utilizers of law enforcement resources to QRT. Historical data prior to referral indicates a combined history of 6,497 local law

Excellence in public service and safety through community policing.



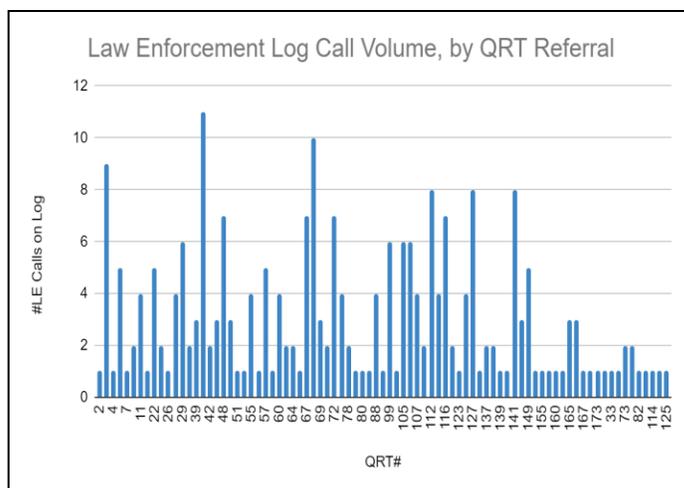
Traverse City Police Department

enforcement reports on the 175 eligible individuals. Nearly 3,000 (2,931) reports were generated by TCPD officers, with 3,566 generated by other agencies, most notably the Grand Traverse Sheriff's Office. In 2022 alone, officers generated 694 reports on individuals referred to QRT.

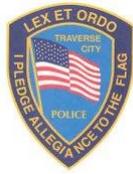
- Post referral: In 2023, a grand total of 1,140 reports involved QRT referrals, including 792 reports for active QRT referrals. While this number is greater than 2022, it is important to remember that if the person was new to the area, this may be their first year ever engaging with law enforcement and interacting with the resources who initiated the QRT referral. More engagement with law enforcement personnel may be related to more non-enforcement interactions, such as QRT contact for treatment.
- Of all QRT referrals with and without prior law enforcement contact, about one-third of QRT referrals had no law enforcement reports in 2023 (59 individuals (34%) in the county and 56 individuals (32%) in the city).
- 83 individuals (47% of eligible referrals) maintained or reduced their city law enforcement reports between 2022 and 2023, and 93 individuals (53%) maintained or reduced county reports.
- Of those with 2022 reports (N=99), overall reports for service stayed similar between 2022 (396 county/298 city) and 2023 (414 county/310 city). However, over one-third of these QRT referrals experienced a reduction of reports in 2023 (34 individuals in the county and 35 individuals in the city).
- This preliminary data may suggest a slight reduction in calls for service for some QRT-participating individuals; it should be taken as introductory and will continue to be measured in future reports.

Local Law Enforcement Log

- Not every contact with individuals is shared with other agencies. 258 QRT contacts with law enforcement were reported post-referral to the law enforcement log in 2023 and sorted by type of contact.
- 83 individuals (47% of eligible referrals) had at least one instance in which their law enforcement contact was documented in the log. This indicates that over half of QRT referrals did not have a log-worthy complaint post referral.
- 61 (24%) of these calls occurred prior to those individuals becoming program participants.
- Of those QRT individuals with law enforcement log reports (N=83), the median number of reports is 2. The most frequent number of calls is 1, and the average, which acknowledges some anomalies in calls, is 3.12. The maximum number of log reports was 11 for one individual.
- The distribution of these calls included:
 - Arrest: 99 (38%)
 - Trespass: 78 (30%)
 - Assist: 23 (9%)
 - Victim: 20 (8%)
 - Mental Health Pick Up/Petition: 19 (7%)
 - Suspect: 11 (4%)
 - Other (witness, warning, other information): 8 (3%)
- The call log indicates that nearly one-third of log reports relate to supportive police encounters in which the QRT individual was not at fault.
- The QRT also acknowledges that trespasses may occur when someone does not have a better place to be. For individuals without housing, when there is not permanent emergency shelter available, more trespasses are likely to occur due to limitations in places to sleep or spend time.
- 141 QRT referrals (81%) have had less than three log reports since their referral.
- 14 QRT referrals (8%) had more than five calls documented since their referral. Of these individuals:
 - 2 did not wish to participate in QRT



Excellence in public service and safety through community policing.



Traverse City Police Department

- 12 signed paperwork to become program participants; 11 remain active QRT participants, and the other was inactive, living out of the city, when he died.
- 2 have their needs met and are now housed.
- 8 (57%) have engaged with treatment for mental health or substance use disorder in 2023.
- One just became a program participant after initially electing out in July of 2023.
- 4 struggle with mostly unmanaged mental health needs and two with mostly unmanaged substance use needs.
- Two are currently incarcerated.

Other General TCPD Data

- Of the locations with the highest prevalence of TCPD contact for 2023, five of the top 10 are directly related to the QRT population. They include the homeless encampment known as “the Pines,” the emergency shelter Safe Harbor, the library, local businesses surrounding the Pines, and another local downtown park. Community Mental Health and the bus station also made the top 20 locations of most generated reports.
- 75% of the top 20 TCPD 2023 cases requiring a report were QRT referrals. Of these:
 - All signed paperwork to participate in QRT
 - All but two remain active cases; one was exited from QRT and the other was safely relocated outside of the city.
 - 67% sought treatment in 2023; half remain engaged in treatment. During the time when any of these individuals have been involved with treatment, there were 0 reported law enforcement contacts with the individual.
 - Five are now housed.
 - Two are incarcerated.
- Of the top TCPD 20 arrests for 2023, 50% are individuals who have been referred to QRT.
 - All ten have decided to participate in QRT and remain active participants
 - Three are currently incarcerated
 - Eight have engaged with treatment in 2023 for substance use or mental health disorder; two remain engaged with treatment.
- PSW will examine the rest of the list of the top arrests and cases to ensure that eligible individuals are being referred to QRT.
- For individuals who remain high on the lists of arrests, PSW will continue to support and encourage these individuals to seek treatment for mental health and substance use disorder.
- A report will be generated at the end of 2024 to discern impact to law enforcement call volume, compare names and see areas in which the QRT can improve support to further reduce law enforcement calls for vulnerable people who are referred and choose to participate in QRT.

OVERDOSE RESPONSE

QRT-Overdose Response Team Engagement: Overdoses that occur in the city limits are eligible for Overdose Response Team (ORT) follow up. The ORT attempts four contacts for an overdose victim or their support system, offering options for recovery, harm reduction, and QRT. If an overdose occurs in the city but victim lives elsewhere, QRT provides local resources.

- In 2023, QRT partners & OD Map report 35 overdoses (of 97 in Grand Traverse Co.) in the city limits. 29 have been appropriate for ORT follow up, excluding duplicate data and those in the county jail.
- The ORT has attempted response to 100% of eligible overdoses. 25 (86%) victims or their support systems have engaged with ORT. The ORT has engaged with victims or support systems a total of 97 times.
- 23 victims (79%) were contacted within 72 hours of their overdose, and 19 (66%) were contacted within 24 hours of the OD. The 6 others had no available contact information or a late reported OD. Two we have been unable to locate.
- Of the 29 ODs, 21 victims have completed ORT (received 4 contacts); 8 require additional follow up.

Excellence in public service and safety through community policing.



Traverse City Police Department

- 14 victims of overdose (48% of ORT response) are now QRT Program Participants. 8 additional overdose referrals have elected out of services after completing their follow ups. 7 people live outside of the QRT service area and have been provided additional resources in their location.

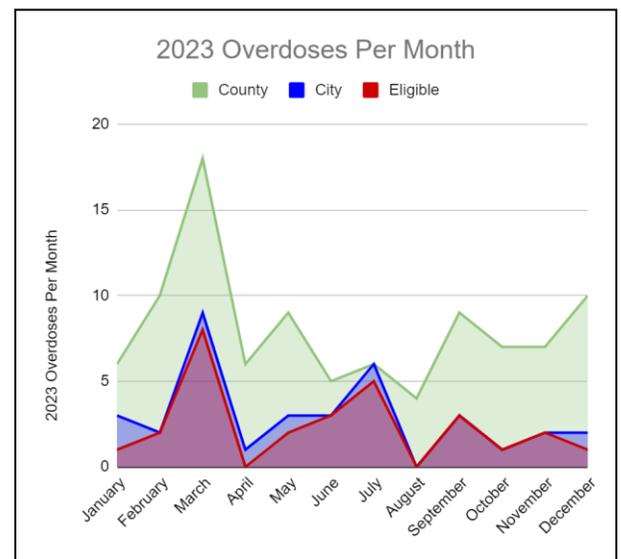
ODMAP	2022	2023
USA	504,306	523,142
Michigan	33,143	14,063
Grand Traverse Co.	265	97
Traverse City	65	35

TCPD Response 2023: Traverse City Police Department officers responded to thirteen overdoses on scene, per information submitted to ODMaP. Other OD Map reports were completed via other agencies, such as EMS. Of the 13 TCPD responses:

- Two applications of Naloxone were administered by TCPD officers, via nasal spray.
- The gender of the overdose victims were nine males and four females.
- Three of the overdoses resulted in fatalities.
- Of the twelve overdoses, Naloxone was administered nine times, by the Traverse City Police Department (2), EMS (1) Bystanders (3), and Not Specified (3). Naloxone was administered on one of the three fatalities.

Overdose Trends:

- 2023 reports from MDHHS and ODMaP suggest a reduction in overdoses from 2022 to 2023. Per ODMaP, While reports suggest an increase in overdoses nationally, the state of Michigan reported 57% fewer overdoses in 2023 than 2022. Grand Traverse County reports a decrease of 54%, and the City of Traverse City reports a 47% decrease in overdoses.
- Per month, there was a large spike in March in the county and city.
- More overdoses occurred in the first quarter of the year than subsequent quarters.
- There was a spike of overdoses in July in the city.



Naloxone Distribution:

- Traverse City Police Department created 25 Naloxone Kits as part of a Comprehensive Opioid, Stimulant, and Substance Use Program grant requirement. These kits contain a "don't run, call 911" flyer with instructions for Naloxone usage in English and Spanish, a link to the QRT website with additional information in American Sign Language, a QRT brochure, and a PSW business card.
- Since the creation of the QRT website, 25 kits have been requested on the "I need a Narcan kit" page.
- 3 packaged TCPD kits and 35 additional kits obtained from Addiction Treatment Services have been distributed from the Traverse City Police Department since QRT's implementation.
- The Traverse City Police Department Quick Response Team partners with the community to track additional naloxone that is distributed to the Traverse City community. In 2023, 299 kits were reported distributed from 6 agencies. The QRT acknowledges that this number is significantly lower than the amount of Naloxone available in the community and hopes to increase naloxone distribution tracking in 2024.

Overdose Training

- 16 officers participated in a roll call training on naloxone administration and overdose response on September 25 (11 department members) and September 27 (5 department members).
- TCPD and QRT provided one external naloxone training in 2023 to a community agency.

Excellence in public service and safety through community policing.



Traverse City Police Department

COMMUNITY ENGAGEMENT

Partnerships

- The QRT has 46 partners. Primary partners share all participant information; secondary partners help communicate information and solve community problems on an as-needed basis.
- Memorandums of Understanding were completed with the Primary partners, including:
 - Goodwill Northern Michigan
 - Addiction Treatment Services
 - Northern Lakes Community Mental Health and Jail Diversion
 - Traverse Health Clinic
 - Safe Harbor Grand Traverse
 - Northwest Michigan Supportive Housing
- Secondary partners include 36 agencies who have completed secondary partnership agreements. Three partners (Harm Reduction Michigan, Veterans Justice Outreach and Cedar Creek Behavioral Health Hospital) have verbally agreed to partner but remain in the process of completing paperwork. One of these, the Grand Traverse Sheriff's Office Social Worker, is in the process of becoming a primary partner. Secondary partners who have completed agreements include:
 - 13th Circuit Court Community Corrections
 - 217 Recovery Services
 - Alliance for Senior Housing
 - Basic Needs Coalition
 - Before, During and After Incarceration (BDAI)
 - Benzie/Leelanau Health Department – Community Connections Serving Benzie, Grand Traverse & Leelanau County
 - Catholic Human Services
 - City Attorney's Office, Traverse City
 - Child and Family Services of Northwestern Michigan
 - Dann's House
 - DHD #10 – Healthy Families America
 - Disability Network Northern Michigan
 - Father Fred
 - Grace Episcopal Church (Jubilee House)
 - Grand Traverse Band of Ottawa and Chippewa Indians
 - Grand Traverse Central Dispatch
 - GTC Drug Free Coalition
 - Grand Traverse County Probate Court
 - Grand Traverse County Prosecutor's Office
 - Grand Traverse Industries
 - Grand Traverse Sheriff's Office & County Jail Sworn Personnel
 - Great Lakes Transitional Housing
 - Michigan Department of Health and Human Services - Adult Protective Services
 - Mobile Medical Response
 - Munson Medical Center
 - Munson Medical Center Behavioral Health
 - Networks Northwest/Michigan Works
 - Northwest Michigan Advocates and Leaders for Police and Community Trust (ALPACT)
 - Northwest Michigan Community Action Agency (NMCAA)
 - Northwest Michigan Coalition to End Homelessness (NWMEH)
 - Sanford Behavioral Health
 - Traverse Area District Library
 - Traverse City Area Public Schools & Student Support Network
 - Traverse City Fire Department
 - Traverse City Police Department Sworn Personnel
 - Up North Prevention

QRT Meetings

- Since its first meeting in January, the QRT has met 18 times, approximately every 3 weeks.
- QRT meetings regularly include attendance from over 20 people representing over fifteen agencies.
- The first portion of the QRT meeting addresses "potholes," or gaps in service provisions between agencies and the community. To date, 90 potholes have been discussed and 58 (64%) have been or are in the process of being filled.
 - Some examples of filled potholes include clarification on procedures (late entry, entrance into detox, streamlining QRT reporting, etc.), coordination of providers (for referrals, resources, inactive folks, changing staff roles), and resources available (families camping, secondary partner engagement, life skills)

Excellence in public service and safety through community policing.



Traverse City Police Department

- Some examples of unfilled potholes include available resources (after 5pm and on weekends, affordable housing availability, shelter capacity, lack of Adult Foster Care), gaps in treatment (homeless verification, treatment length of stay rules, mental health transport), and policy gaps (90-day housing clause, safe/reasonable discharge, places to camp). QRT advocates for community support in these efforts.
- With the efforts of multiple agencies and coalitions and coordination from city government, discussions are underway to fill some large-scale QRT potholes, such as the need for a year-round emergency shelter and the acquisition of more affordable housing. QRT continues to advocate for change with unfilled potholes and is grateful to our partners who are directly impacting the resources available to our community.
- Through the QRT, agencies are also learning more about additional community providers in addition to discussing participants. QRT meetings feature “partner pop-ups,” where agencies give an overview of services they provide.
- The last portion of the meeting is only open to primary members and discusses active participants. All referrals have been discussed at least once, and some discussed multiple times, for a total of 404 participant discussions in 2023. Active referrals are discussed at least once per quarter following referral. Because of differences in referral dates, statistical analysis of this data set is not appropriate, but the maximum number of discussions on one QRT individual has been 8, and at least 60 (34%) referrals have been discussed 3 or more times in QRT.

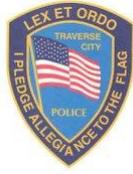
Collaboration:

- As highlighted in the 2023 Program Report developed for discussions about possible QRT expansion, the QRT has positively influenced collaboration within agencies in the QRT.
- A survey completed in August from the University of Michigan measured the impact of the Traverse City Police Department’s QRT on collaboration between members who participate in QRT meetings. Results show an increase of collaboration in that of the 37 agencies surveyed, 35 QRT partner agencies (95%) have been contacted by at least one new QRT representative only after joining QRT.
- Within the Traverse City Police Department, road officers report greater access to resources including field support with crisis interventions, direct contacts for community resources, and care coordination for treatment referrals, which PSW provides while respecting participant confidentiality.
- The QRT has also positively impacted coordination between the Traverse City Police Department and other departments, including the Grand Traverse Sheriff’s Office, and justice system partners, including the prosecutor’s office, circuit and
- Through the QRT, agencies are not only communicating more about participants, but also learning more about additional community providers. QRT meetings feature “partner pop-ups,” where agencies give an overview of services they provide and their referrals, and several agencies have hosted QRT partners at their own locations to educate more of their staff.
- QRT has offered community trainings for their staff and clients. In addition to the naloxone trainings provided by TCPD, other trainings provided to the community have included:
 - Personal responsibility and community safety for a partner who works with individuals with disabilities
 - Trauma-Informed Justice System (hosted by Community Corrections)
 - Mental Health First Aid (train the trainer completed, training slotted for January 2024)
- QRT has also provided additional resources outside of the scope of coordination for eligible individuals, connecting screened out individuals and agencies with resources to meet their most pressing needs, which have included connections to employment, jail diversion, tangible assistance, housing resources, crisis response, disability support, hospice, and more.

QUALITATIVE DATA

2023 Participant Snapshot: In an effort to highlight that the holistic, non-linear journey of QRT participants, QRT used a random number generator to select 15 numbers between 1-175 to represent our eligible participants and de-identified them to provide an overview of each participant’s QRT journey to date. The purpose of this snapshot is to see what QRT involvement has looked like for these 15 random participants.

Excellence in public service and safety through community policing.



Traverse City Police Department

- A: Active Participant. White Hispanic female, age 50-59. Referred and signed paperwork in July. Referred from officer due to concerns of homelessness and mental health. She was reportedly new to the area and came here for a relationship that was unsuccessful. She had several calls with police in her first week here. PSW spoke with potential landlord to support her, and got her connected with CMH services. She is currently housed, maintains connections with CMH, and has had only one contact with law enforcement since getting housed due to car trouble.
- B: Active referral. White Non-Hispanic male, age 40-49. Referred in September from the day shelter due to concerns of homelessness, substance use and mental health as well as medical needs. He was new to the area and staying at his place of employment, which he lost. He has engaged with mental health and substance use treatment. His current whereabouts are unknown, and it is believed he may have self-entered mental health treatment out of the area. PSW has attempted to contact him through QRT partners but he will be elected out at the next QRT meeting if no one has contact with him over the next 3 weeks. Should this happen, he could be re-referred to the QRT if in the city again.
- C: Active participant. White Non-Hispanic female, age 50-59. She has a combined history of 44 law enforcement calls since 2001. Referred in December from jail social worker due to concerns about mental health, substance use and housing. PSW met with in jail prior to her release and she signed QRT paperwork. She is currently engaged with treatment for substance use in the area. No law enforcement contacts since her referral.
- D: Active participant. White non-Hispanic male age 60-69. Referred in October and signed paperwork in November. Referred from the jail social worker for concerns related to substance use, mental health and homelessness. He has had 43 law enforcement calls prior to referral since 1983, including 21 calls from TCPD officers. He has been engaged with substance use treatment since his jail release. Currently QRT is working with treatment provider on housing options for him including recovery housing, as his insurance has been a barrier for long term recovery housing options.
- E: Active participant. Native American Male, age 50-59. Referred in 2022; signed paperwork in January, from police officer, due to substance use and housing concerns. 119 law enforcement calls prior to referral since 2009, including 68 calls responded to from TCPD officers. He first entered treatment shortly after signing QRT paperwork. He remained engaged with treatment for 5 months but left treatment due to fears of not having his housing needs met. He was arrested and his interest in sobriety wavered during his incarceration. PSW engaged with him after he had been incarcerated for over 1 month, and he reportedly wanted to try again. PSW helped him gain entrance into recovery housing where he remains engaged. He now has a housing lead following his recovery housing, reports that several of his friends have now entered treatment, and he has a combined history of 8+ months sober in 2023.
- F: Active Participant. White, Non-Hispanic female, age 40-49. Referred in March from the emergency shelter for mental health, substance use and homelessness concerns. She has engaged with substance use and mental health treatment and received services for human trafficking. She has been in and out of the area and reports concerns about entrance into treatment and being “forced” to act in certain ways. PSW has developed rapport with her. Due to legal concerns, she has been in and out of the city, but she is now back at the shelter. PSW has engaged additional QRT providers to encourage a connection with her and re-engage in treatment.
- G: Inactive Participant. White non-Hispanic male, age 40-49. Referred by law enforcement in April for substance use, mental health and homelessness, due to 13 recent calls for service. PSW met with. He was being exited from his housing due to substance use issues. He engaged with inpatient SUD treatment twice during 2023. He was working with housing supports to switch and keep his housing; PSW planned to engage with him daily over 30 days as evidence of compliance with treatment. He stopped participating in this engagement and then sought out surgery out of the city; he was marked “safely relocated” during this time. Housing remains engaged with him, but the last word was that he was done with his surgical recovery and had relocated out of state. Should he remain inactive for 3 more months, his case will be closed.
- H: Active participant. White non-Hispanic female age 20-29. Referred in 2022 and signed paperwork in February of 2023. Referred from Goodwill Street outreach for homelessness and mental health

Excellence in public service and safety through community policing.



Traverse City Police Department

concerns. She meets the HUD definition for chronically homeless and has engaged with inpatient mental health treatment in 2023. She has a Housing Choice Voucher and is waiting for a unit to open that she can go to; another housing opportunity she almost had fell through. She is currently engaged with mental health support and PSW remains involved to discuss how she can keep her housing when she has it. She continues to live in shelter settings.

- I: Active Referral: Native American male age 20-29. Recently referred in December by jail social worker. PSW has been in contact with and plans to meet with over the next week to sign paperwork for QRT. He was referred due to mental health and housing concerns. He was recently released from jail and has a history of 32 law enforcement contacts since 2021. He is currently employed and recently connected with the Homeless Response System for more stable support. He is in a relationship with another QRT participant and they hope to get family support. Following paperwork completion, he will be referred to family-based secondary QRT agencies for additional support.
- J: Active participant. White non-Hispanic female referred after a non-fatal overdose, and part of the overdose response follow up. PSW met with her at the hospital and she completed paperwork for QRT prior to her discharge. During PSW follow up in November, she reports that she is living out of state near family and accessing mental health services. PSW provided additional resources for her in her area and she was marked as inactive. PSW will complete the 4 overdose response contacts for her; if she remains out of the area, she will be marked as inactive.
- K: Elected out. White non-Hispanic female age 60-69. Referred from police in February following a non-Fatal overdose. PSW completed 4 overdose contacts with her including a phone call within 24 hours from OD, second phone call, and in-person visit with the Overdose Response Team including an officer, during which time we made contact within 72 hours of her overdose. She reported the overdose occurred due to suicidality from new medications and had been hospitalized and gotten her medication straightened out from her health care provider. She reported no additional needs and no substance use disorder. PSW provided one additional phone follow up but she elected out of QRT.
- L: Inactive Participant - Safely Relocated. White Non-Hispanic male age 60-69. Referred in March from the shelter for substance use and homelessness; signed paperwork in April. This older adult was referred to Adult Protective Services due to concerns about him taking care of himself. PSW helped him engage with SUD treatment in April. He was referred to a secondary QRT partner for senior living support. He continued to struggle with housing but has since found housing in an Adult Foster Care home outside of the city. He will remain inactive for 3 months and then his case will be closed.
- M: Active Participant. White non-Hispanic female age 50-59, referred from the homeless outreach team in June due to concerns for substance use and homelessness, specifically related to a fatal overdose of an individual in the homeless encampment. PSW engaged with her and signed paperwork for QRT. She continued to work with housing supports and received housing in September. During routine PSW follow up for possible inactivation due to needs met, she reported that her housing was again insecure due to being behind on rent due to an injury. PSW assisted her and the housing team in helping her get support for her injury and temporary rent assistance to keep her housing. She remains an active participant until it is clear her housing is stable.
- N: Active Participant. Black/African American male age 20-29. Recently referred from jail social worker due to concerns with homelessness and substance use disorder. 24 law enforcement contacts since 2019. PSW met with and he signed paperwork. He reports that he was staying at the shelter prior to incarceration and came up here to be close to his kids. He will be connected to the Homeless Response System shortly before his release to make sure his outreach worker knows he is still experiencing homelessness. He hopes to obtain treatment upon his release and PSW will assist in getting him connected to his provider for treatment approval and entrance.
- O: Closed. White non-Hispanic female age 30-39. Referred from Police Officers in April following a fatal overdose in March in which victim had previously engaged with community SUD services. PSW and Overdose Response Team provided four overdose contacts to mother via phone and offered resources for grief and loss support in her home town out of state. At last contact, mother had engaged with at least one of the resources. Case was elected out in April and closed in November following 6-month period of inactivity.

Excellence in public service and safety through community policing.



Traverse City Police Department

QRT Success Stories of the Year: 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 early referred participant reflected that this was the first year he can remember spending more time sober than not, and reports being 4 months continuously sober and almost nine months sober in total this year.
- 18 individuals are eligible for discussion to close their cases at the end of 2023, including two who have been safely relocated and maintained their needs being met for six months or more. Should these individuals return to the area with additional needs, a new referral can be created for them and they will begin the process over.
- Traverse City is currently on track with Governor Whitmer's goal of reducing overdoses by 50% by 2025. The QRT recognizes the several organizations including Harm Reduction Michigan and Addiction Treatment Services who have provided significant quantities of Naloxone via newspaper boxes, pink N's in the windows of public businesses, and large scale distributions to individuals, groups, businesses, and the community.

Collection of 2023 Quotes/Support for QRT

- Participant quotes when describing success stories of QRT, such as getting into treatment or getting housing, have included phrases such as:
 - "feeling amazing"
 - "living the sober life" or "new life"
 - "I am dependable now."
- The key is wanting this and not being forced into it. QRT saved my life and hopefully many more!!! – QRT Participant #40
- 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
- "We have had two success stories in the last week for [participants with] SUD and mental health concerns. The relationships from this team have more impact than the stress of requiring treatment." – Paula Lipinski, Executive Director for Addiction Treatment Services
- The TCPD QRT "is a more helpful approach to working together, providing buy in for treatment and community services" – Ryan Hannon, Community Engagement Officer, Goodwill Northern Michigan.
- "I've been in this community a number of years, with all of these same community agencies. Never before were we all in the same room discussing what gaps there were in the community. We were all working with some of the same individuals, but we weren't talking to each other." – Chief Matt Richmond, Traverse City Police Department.
- "I think the power of this group is for us all to be at the table, breaking down barriers by collaborating together." - Becca Binder, Northern Michigan Supportive Housing, Secondary QRT Partner
- The QRT is about "building the trust of a population who traditionally doesn't like police." – TCPD Ofc. Justin Nowland.
- "People are beginning to realize that when they have a need and don't know where to go, the QRT can often point them in the right direction" reports Police Social Worker Jennifer Holm.
- Road Sergeant Ryan Taylor reports that the Police Social Worker "is a great resource to our department and does an outstanding job. She keeps us updated with the referrals to the QRT program. The repeated calls for service with the subjects in the QRT program, have dropped significantly."
- The Grand Traverse Sheriff's Office partnered with the QRT in September. Sheriff Mike Shea reports that since this time, "our collaboration with the Traverse City Police Department is increasing. We

Excellence in public service and safety through community policing.



Traverse City Police Department

support the QRT and find value in the Police Social Worker role. Discussions are ongoing to increase the social services available in the county. Grand Traverse Sheriff's Office is working to gain access to a social worker for the county, and we are ultimately interested in expanding the QRT to include all of Grand Traverse county."

- "Continued funding of this successful program is imperative to addressing the ongoing needs of the identified vulnerable population." – COSSUP Grants Manager Matt Opsommer.
- University of Michigan COSSUP Grant Evaluators report that the TCPD QRT model has the potential to be "developed and scaled to numerous other regions in this state and beyond...If the [current PSW] role was budgeted as a county wide service, or if the program was expanded to include more staff, the number of residents who would receive services would likely increase."

YEAR IN REVIEW

Quick Statistics

- 20 news articles have been written about the QRT, Police Social Worker position, or efforts to support the vulnerable community in which PSW has participated (including the Pines Clean Up, Walk to End Homelessness, etc.)
- Michigan's Attorney General, Dana Nessel, presented the PSW and North Boardman Community Police Officer an "Above and Beyond the Call of Duty" award in April 2023.
- Protocols for specific agencies include:
 - Two withdrawal management beds at Addiction Treatment Services prioritized for QRT/police referrals
 - Prioritized appointments for QRT referrals at Traverse Health Clinic
 - Late-entrance officer drop off for Safe Harbor emergency shelter
 - Prioritized response for CMH Mobile Crisis
- In 2023, PSW has:
 - Participated in 84 unique organizational meetings, two national conferences, and three social work containing education trainings.
 - Presented the QRT to 31 organizations staff-wide, in addition to meeting with at least one representative from all partnering agencies to discuss QRT.
 - Travelled to Lansing to shadow other Police Social Workers
 - Participated in 4 public community events
 - Been interviewed for public radio show and for article in the Record Eagle focusing on PSW and QRT progress in December
 - Been a Panelist for two community presentations/conferences
 - Completed trainings to be a certified Mental Health First Aid and Trauma Informed Justice System trainer
- Department policies for PSW and QRT were published May 9, 2023.
- QRT Website went live in April 2023.
- TCPD QRT was contacted by 3 police departments (Mason County, Owosso and Muskegon for assistance in setting up similar programs
- QRT was asked to speak about the program for possible implementation to three separate Police Departments and TCAPS for a related approach toward Mental Health in schools.
- An executive summary and program report were developed in fall 2023 to share with the City Commission and discuss possibilities for QRT expansion.

Excellence in public service and safety through community policing.



Traverse City Police Department

Grant Metrics: The Traverse City Police Department QRT began as a requirement of the Comprehensive Opioid, Stimulant, and Substance Use Program (COSSUP) grant awarded to TCPD in 2022. These grant metrics include:

- Hire a full-time social worker to coordinate naloxone distribution, QRT, and serve as a QRT member. *Status: Completed.*
- Develop Memorandums of Understanding (MOUs) with (i) community mental health organizations and (ii) other health care partners to develop Contractor QRT. *Status: 46 partnerships, including 14 directly linked to health, have been completed for QRT; other organizations have been invited to participate.*
- Develop MOU with justice system partners where naloxone kits may be distributed. *Status: Twelve QRT partners are directly linked with the justice system; more are invited to participate if they are missing from QRT.*
- Package Naloxone with harm reduction resources to create naloxone kits. Distribute naloxone kits to law enforcement officers to dispense to individuals known to be at risk of overdose. Train law enforcement officers on signs of overdose and proper naloxone administration. *Status: Kits created, training completed, and naloxone distributed by both TCPD and QRT partners.*
- Coordinate with community partners to develop protocols for the QRT program. Deploy agency representative(s) for QRT. Train enforcement officers on QRT protocols. *Status: Protocols developed, representatives deployed, and law enforcement trainings completed.*
- Coordinate data collection and data management, and participate in evaluation measures, with the University of Michigan COSSAP evaluation team. *Status: Currently participating in data evaluation measures. Reports completed for better data tracking. On track to develop and distribute participant surveys in 2024.*

FUTURE GOALS

The Traverse City Police Department Quick Response Team will acknowledge and report on all future goals discussed within this report in the 2024 annual report available January of 2025.

- In 2024, participant surveys and interviews will be conducted to get more thorough insight from participants on their support for QRT and ways in which QRT can improve.
- QRT hopes to increase naloxone tracking, focus on naloxone distribution, and stay on track to meet Governor Whitmer's statewide goal of 50% reduction in overdoses by 2025.
- In 2024, the Traverse City Police Department plans to host a Naloxone Night to provide community education and access to naloxone.
- QRT will stay in compliance with necessary grant metrics through the grant period, ending in October.

Predicting the Increase of QRT Participants

- The estimated number of people eligible for the QRT in 2023 was 323 people. This was estimated using the goals for QRT to reduce calls for vulnerable people. 638 arrests occurred in 2022. An estimate 20% of arrestees nationally have co-occurring disorders. Vulnerability also included overdose, of which 65 were in the city for 2022. It is also estimated that 30%-70% of individuals who are experiencing homelessness have co-occurring disorders of mental health and substance use. Understanding that this number double counted individuals who had been arrested more than once and were experiencing homelessness, the QRT identified 323 people as the largest number of individuals who could be referred to the program.
- In 2023, QRT received 238 referrals, of which 175 were eligible for the program.
- Using the same formula developed for the initial QRT, the number of 2023 arrests, overdoses in the city, and a count that happens every January of individuals experiencing homelessness will be used to calculate the new largest number estimated for the QRT. Using QRT data of an average of 15 referrals per month, the QRT estimates a total 2024 referral of up to 180 people.
- QRT acknowledges that many of these individuals may have already been referred to the program, but continues to expect referrals due to the transient nature of the population and a growing community in Traverse City as a whole.

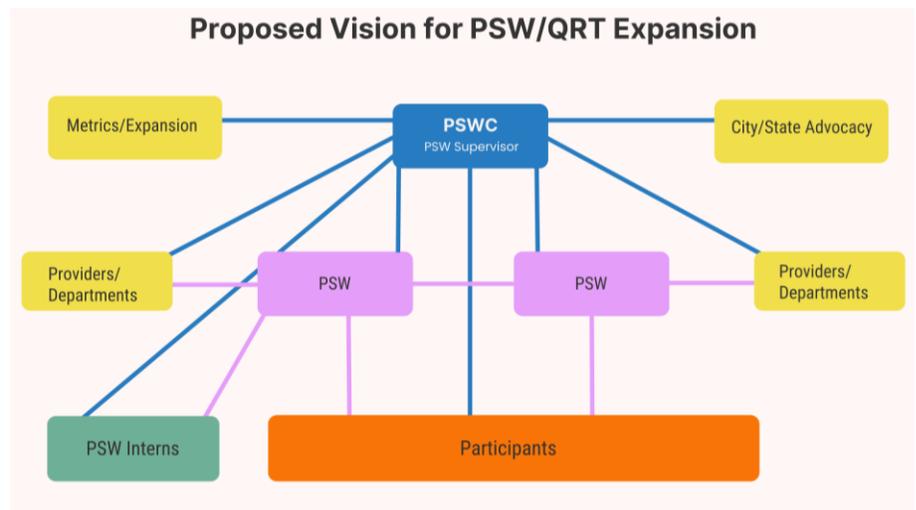
Excellence in public service and safety through community policing.



Traverse City Police Department

Expansion

- Grand Traverse County Sheriff's Department is looking to gain access to a social worker and be able to expand the QRT regionally. Should this happen:
 - An additional staff person would be allotted for the county QRT.
 - New data will be required to estimate county QRT involvement, and prioritize the most vulnerable referrals, given that the population of the city is approximately 16% as large as the county and resources may be more scarce.
- The City of Traverse City has had discussions about embedding the Police Social Worker Coordinator position as a permanent position within the Traverse City Police Department, rather than relying on grant funding.
- TCPD has discussed additional expansion within the department, including:
 - Dedicating the North Boardman Community Police Officer as a position within the department, rather than depending on grant funding.
 - Examining expansion of Community Police Officers, such as the North Boardman position, to assist with additional calls for vulnerable populations and neighborhoods.
 - Expanding the Social Services Division by adding a Police Social Worker, supervised by the Police Social Worker Coordinator
 - Discretionary funding to be able to fill additional "potholes" that become apparent throughout QRT discussions, including one-night pre-bus hotel stays, additional transportation resources, and other resources yet to be determined.
- TCPD has also presented and supports additional initiatives being discussed in the city:
 - Increased affordable housing
 - Proposal of a year-round emergency shelter
 - Two transitional beds at Addiction Treatment Services to reduce gaps in treatment
- More information is available in the 2023 Program Report.



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.

Excellence in public service and safety through community policing.