



Colorado Springs Police Department Standard Operating Procedure

DL-1091-01 Homeless Outreach Team

Section 1000 – Patrol Functions

Effective Date: 8/2/2021
Revision Rescinded: N/A
Last Review Date: 5/24/2021

.01 Purpose

The purpose of this directive is to define the procedures and responsibilities of the Colorado Springs Police Department (CSPD) Homeless Outreach Team (HOT).

.02 Cross Reference

[GO 1091 Homeless Outreach and Enforcement](#)
[GO 1855 Retention of Personnel in Specialized Units](#)

.03 Definitions

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.04 Procedure

HOT Unit Mission

HOT is a unique asset, as assigned personnel work with public sector, non-profit, and business partners to address specific issues affecting the homeless community in Colorado Springs. HOT is housed out of the Gold Hill Division, but is available to address significant homelessness issues in all areas of the city.

HOT officers will be responsible for providing law enforcement services for the following types of crimes: Camping on public and private property, camping within a riparian zone, camping restrictions in parks, fire burn regulations, RV parking complaints, pedestrian access act, solicitation on or near a street or highway, and use of medians. HOT Officers are also responsible for posting illegal camps and coordinating clean-up efforts with the city of Colorado Springs' Quality of Life Team. Routinely, contracted social workers will ride along with HOT officers and provide referrals and information to homeless persons who are receptive to or

requesting assistance at the scene. They will conduct interviews with persons for future housing considerations. These social workers are provided by Homeward Pikes Peak.

Assignment of Officers

Each year, the HOT sergeant will establish an eligibility list for unit openings. This process will include a review of, at a minimum, the following items for each applicant:

- Case reports / work product
- Personnel files
- Prior performance evaluations (at least the previous two years)
- Formal interview

Officers will be selected for assigned to HOT via the department's transfer policy. Any officer who meets the listed requirements is eligible to apply for posted openings. Officers selected to the unit will report to the HOT Sergeant assigned to the Gold Hill Division.

HOT Officer Work Schedule

HOT officers work four, 10-hour shifts, with coverage **(REDACTED)**. HOT officers are not on-call.

HOT Unit Structure

HOT Lieutenant

The Lieutenant assigned to the Gold Hill's Peak Station will have oversight of the HOT team.

The Lieutenant is responsible for:

- Maintaining current knowledge of City Ordinances and departmental procedures specifically related to HOT enforcement, in order to monitor and evaluate the effectiveness of team activities;
- Developing partnerships with the community and liaisons from various agencies that provide services to the homeless population;
- Acting as a liaison to all four divisional commanders regarding homelessness issues in their area of command;
- Monitoring complaints submitted regarding homeless camps and issues, to include complaints submitted via the GoCOS portal, and relaying such information to HOT for follow-up and assessment;

- Maintaining proficiency and departmental certifications in support of the unit's mission, to include Police Training Officer certification and competency with all computer systems (MFR, NeoGov, and Power DMS);
- Ensuring HOT officers are current regarding the proficiencies and departmental certifications listed above; and
- In coordination with the HOT sergeant, developing a strategic plan for the deployment of HOT officers to respond to homeless-related issues in the City of Colorado Springs.

HOT Sergeant

The HOT Sergeant is responsible for:

- Under the oversight of Peak Station Lieutenant, facilitating the selection process and assignment of HOT officers;
- Maintaining proficiency and departmental certifications in support of the unit's mission, to include Police Training Officer Certification and competency with all computer systems (MFR, NeoGov, and Power DMS);
- Supervising HOT officers;
- Developing and maintaining the work schedule for the team;
- Training all HOT officers, to include training file maintenance and storage;
- Training of HOT SMEs to ensure appropriate enforcement of City Ordinances, to include maintaining training files and storage;
- Developing the strategic plan with the HOT lieutenant on deployment of HOT officers when responding to homeless-related issues in the City of Colorado Springs;
- Relaying information to divisional SME sergeants regarding complaints in their assigned division;
- Monitoring and maintaining statistical information related to the HOT team;
- Developing partnerships with the community and liaisons from various agencies that provide services to the homeless population;
- Conducting periodic reviews of the unit's directives and guidelines to facilitate necessary changes or updates to these procedures;
- Overseeing the Police Training Officer program for the unit;
- Communicating and coordinating information and investigations with the Strategic Information Center (StIC), Office of the PIO, and other CSPD units and sections in order to ensure a unified approach to crime investigation;
- Ensuring HOT officers maintain the proficiencies and departmental certifications listed above.

HOT Unit Officers

HOT will be composed of six officers who:

- Provide resource information to the homeless population as deemed appropriate;
- Collaborate with other entities, including contracted social workers accompanying officers, real time shelter capacity status, resources for housing, food, medical and mental health care, via the city webpage;
- Working within a team environment and conducting investigations utilizing a team approach to ensure the best possible outcomes.
- Identify, locate, and arrest suspects who are determined to be in violation of applicable city ordinances;
- Providing investigative technical knowledge to the Patrol Bureau concerning applicable city ordinances;
- Maintaining proficiency and departmental certifications in support of the unit's mission, including Police Training Officer certifications and competency with all computer systems (MFR, NeoGov, and Power DMS).

Retention

Retention of HOT personnel will follow the requirements in applicable department policy.

HOT SME Program

HOT will provide training specific to homelessness and application of ordinances to members of the patrol division, who will then serve as divisional Subject Matter Experts (SME) who have authorization to enforce restrictions specific to homelessness and camping-related issues. HOT SMEs are required to complete an initial 10-hour training by the HOT team. After the initial training, they will be required to complete annual recertification training. This training will be conducted by members of CSPD's HOT team.

Each patrol division will identify a HOT SME sergeant for oversight of their divisional HOT SME Officers. These SMEs will respond to homeless related calls within their division.