



Colorado Springs Police Department Standard Operating Procedure

DL-1091-01 Homeless Outreach Team

Section 1000 – Patrol Functions

Effective Date: 11/15/2023

Supersedes Date: 8/2/2021

.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](#)

[DL-1860-01 Retention of Personnel in Specialized Assignments](#)

.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, **occupied** RV 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 **housing** referrals and information to homeless persons who are receptive to,

or are requesting assistance at the scene. The social workers 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 (the previous two years)
- Formal interview

Officers will be selected for and 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.

HOT Officer Work Schedule

HOT officers work four, 10-hour shifts, with coverage [REDACTED]. HOT officers are not regularly on-call. Occasionally, HOT officers will be placed on-call related to their DTA (Downtown Area) Response Team responsibilities.

HOT Unit Structure

HOT Lieutenant

The Lieutenant assigned to the Peak Station will have oversight of the HOT unit.

The HOT Lieutenant is responsible for:

- Maintaining current knowledge of City Ordinances, State Statutes, and departmental procedures specifically related to HOT enforcement, 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 the HOT Sergeant 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.
- Developing a strategic plan for the deployment of HOT officers and HOT SME officers to respond to homeless-related issues in the City of Colorado Springs, in coordination with the HOT Sergeant.
- Monitoring the overall productivity of the divisional HOT SME Sergeants and their programs and ensure monthly statistical data is received in a timely manner from the HOT Sergeant and the divisional HOT SME Sergeants.
- Relaying information to divisional HOT SME Sergeants regarding camping complaints in their assigned division.

HOT Sergeant

The HOT Sergeant is responsible for:

- Facilitating the selection process and assignment of HOT officers, under the oversight of the HOT Lieutenant.
- Maintaining proficiency and 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 HOT officers.
- Training all HOT officers, to include training file maintenance and storage.
- Training of HOT SMEs to ensure appropriate enforcement of City Ordinances and State Statutes, to include maintaining training files and storage.
- Developing the strategic plan, in coordination with the HOT Lieutenant, on deployment of HOT officers when responding to homeless-related issues in the city of Colorado Springs.
- Monitoring and maintaining statistical information related to the HOT unit.
- 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 those 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 their required proficiencies and departmental certifications.

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; provide real time shelter capacity status, resources for housing, food, medical and mental health care, via the city webpage and other approved applications and sources.
- Work within a team environment and conduct 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 and State Statutes.
- Provide investigative technical knowledge to the Patrol Operations Bureau concerning applicable City Ordinances and State Statutes.
- Maintain 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 provided in Standard Operating Procedure [DL-1860-01 Retention of Personnel in Specialized Assignments](#).

HOT SME Program

Officers who complete the HOT Subject Matter Experts (SME) program will have authorization to enforce restrictions specific to homelessness and camping-related issues within their assigned patrol divisions.

HOT will provide training specific to homelessness and the application of ordinances and statutes to members of the four patrol divisions, who will then serve as HOT SME within their respective divisions.

Officers are required to complete an initial 10-hour training by HOT officers to be certified as HOT SMEs, with a subsequent annual recertification training requirement.

Each patrol division will identify a HOT SME Sergeant for oversight of their divisional HOT SME programs. The HOT SME Sergeants will be responsible for assigning camping complaints to HOT SME officers within their division, ensuring complaints are addressed by the HOT SME officers in an appropriate and timely manner, and reporting monthly camping enforcement statistics from their patrol divisions to the HOT Lieutenant.

The HOT SME Sergeants are also responsible for assigning and maintaining all the enforcement equipment provided to their division by HOT. Any needed repairs, replacements, or additional requests for HOT enforcement equipment should be communicated to the HOT Lieutenant and/or HOT Sergeant.