

Situation x Response Matrix

A tool to help businesses in their interactions
with neighbors experiencing homelessness

Assess the situation and determine the appropriate response. Always call 911 if you or others feel unsafe. Don't forget, your Neighborhood Liaison is available to support you!

Organization

Contact Information

**HRDC
Neighbor
Liaison**

Hours: M - F 8AM - 5PM
Phone: 406-585-4856 or 406-587-4486
Email: goodneighbor@thehrdc.org

**Connections, Inc.
Gallatin Mobile Crisis
Response Team**

Hours: 10AM - 10PM Phone:
406-582-2000

**Bozeman Police
Department -
Non-emergency Dispatch**

Hours: 24/7
Phone: 406-582-2000

**City of Bozeman,
Neighborhood Services**

Hours: M - F 8AM - 5PM
Phone: 406-582-2222



HRDC
BUILDING A BETTER COMMUNITY

Situation

Response

Emergency

- Medical emergency
- Physical fight
- Altercation involving a weapon
- Vandalism or theft in progress
- Someone in danger of physical harm

Call 911

Serious

- Illegal activity
- Refusing to move from your property
- theft or vandalism that has already occurred

Call Bozeman Police Department non-emergency line 406-582-2000

Behavioral crisis

- persistent screaming, yelling at people who aren't there, talking about things that don't make sense

Call Bozeman Police Department non-emergency line 406-582-2000 and **request mobile crisis**

Non-Emergency

Can I solve it myself?

- loitering or sleeping on your property
- litter on your property

Politely ask someone to move from your doorway or property.

Take precautions when disposing of litter.

Addressable

- looks like someone could use services or a wellness check
- person wandering, lost, or dressed inappropriately

Politely address the person and ask if they need assistance.

Call Bozeman Police Department non-emergency line 406-582-2000

Parking

- abandoned vehicle
- living in vehicle
- illegally parked vehicle

Call or submit a complaint to the City of Bozeman's Neighborhood Services

