

Support Team Assisted Response (STAR) Program

Community Engagement Services

Empowering Denver's communities to live better, longer

Support Team Assisted Response

Community Engagement Services No-Cost Extension Request

Amends a contract with La Raza Services, Inc., doing business as Servicios de La Raza, by adding four months for a new end date of 2-29-2024 to provide culturally appropriate community engagement services to recipients of the Support Team Assisted Response (STAR), citywide (ENVHL-202264337, ENVHL-202369536).

Support Team Assisted Response (STAR)

- Engage individuals experiencing distress related to mental health issues, poverty, homelessness and substance use
- Deploys emergency response teams that include Emergency Medical Technicians (EMTs) and Behavioral Health Clinicians
- Team provides medical assessment/triage, crisis intervention, de-escalation, transportation and resource connection for community members in need
- Alternative response program:
 - Dispatched through Denver 9-1-1
 - Responds to low-risk calls where there are no significant safety concerns

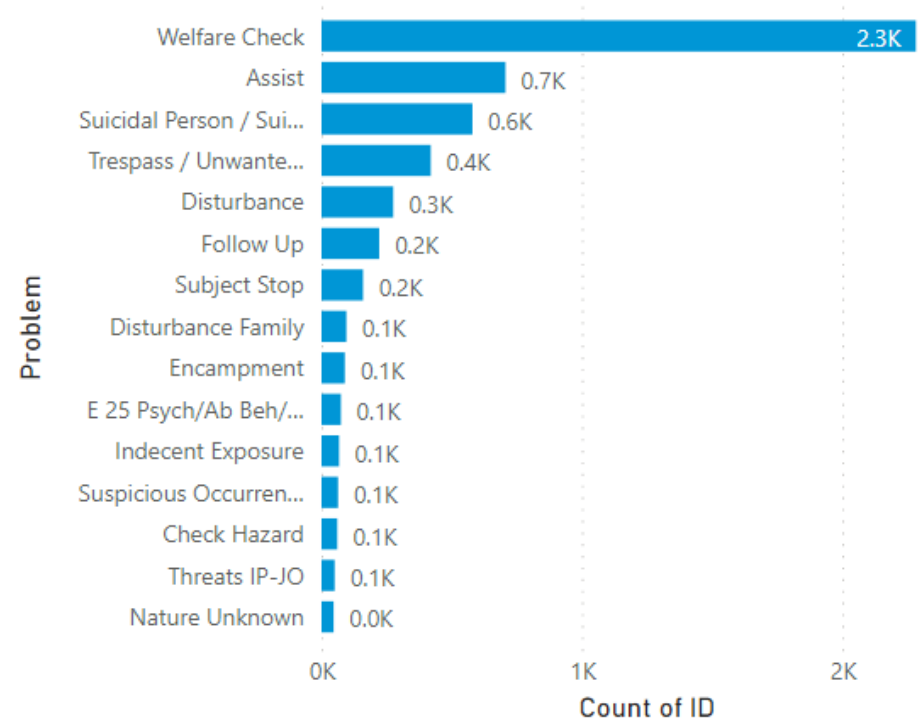
STAR Program Data 2022

Calls responded to: 5,719

Clinical encounters: 2,667

Transportation provided: 1,185 times

STAR Incidents by Problem Type



Servicios De La Raza

- Create a Culturally, Geographically and Linguistically Appropriate Services (CGLAS) network that addresses behavioral health issues and social determinants of health
- Provide these services to individuals who have interacted with a STAR team



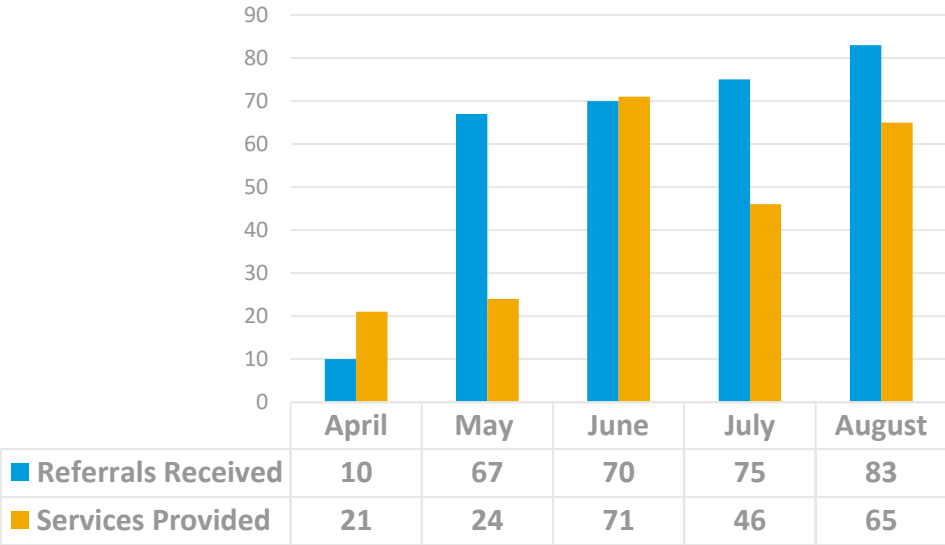
STAR - Community Coalition



Provide culturally responsive, linguistically specific, and geographically appropriate wraparound services personalized to individual needs

STAR Community Engagement Services Data

Referrals and Services Provided by Month



July Snapshot of Client Needs



Request

Extend Servicios de la Raza's contract to provide culturally appropriate community engagement services to individuals who have encounters with the STAR teams through 2/29/24.

This contract extension will accomplish three things:

- 1) Provide additional time for Servicios de La Raza to spend down current funds
- 2) Allow additional time to evaluate the services
- 3) Allow additional time for DDPHE and Servicios de La Raza to negotiate a new contract

Questions?