

RESTATED AND SECOND AMENDATORY AGREEMENT

This **RESTATED AND SECOND AMENDATORY AGREEMENT** is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”) and **DENVER HEALTH AND HOSPITAL AUTHORITY**, a body corporate and political subdivision of the State of Colorado, whose address is 777 Bannock Street, Denver, Colorado 80204 (the “Contractor”), jointly (“the Parties”).

RECITALS:

A. The Parties entered into an Agreement dated April 11, 2023, and an Amendatory Agreement dated February 13, 2024, (collectively, the “Agreement”) to perform, and complete all of the services and produce all the deliverables set forth on Exhibit A, the Scope of Work and Budget, to the City’s satisfaction.

B. The Agreement was terminated on December 31, 2024.

C. The Parties wish to revive and amend the Agreement to extend the term, increase the maximum contract amount, add to paragraph 6-Termination subsection e, add paragraph 34-Compliance with Denver Laws, and update scope of work and budget exhibit.

NOW THEREFORE, in consideration of the premises and the Parties’ mutual covenants and obligations, the Parties agree as follows:

1. Section 3 of the Agreement entitled “**TERM:**” is hereby deleted in its entirety and replaced with:

“**3. TERM:** The Agreement will commence on **January 1, 2023**, and will expire on **December 31, 2025** (the “Term”). The term of this Agreement may be extended by mutual written agreement of the parties on the same terms and conditions set out herein. Subject to the Executive Director’s prior written authorization, the Contractor shall complete any work in progress as of the expiration date, and the Term of the Agreement will extend until the work is completed or earlier terminated by the Executive Director.”

2. Section 4 of the Agreement entitled “**COMPENSATION AND PAYMENT:**”, subsection d. entitled “**Maximum Contract Amount:**”, sub-subsection (1) is hereby deleted in its entirety and replaced with:

“**d. Maximum Contract Amount:**

(1) Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed **SEVEN MILLION FIVE HUNDRED THIRTEEN THOUSAND NINE HUNDRED DOLLARS AND FIFTY-SEVEN CENTS (\$7,513,900.57)** (the "Maximum Contract Amount"). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by Contractor beyond those specifically described in **Exhibit A**. Any services performed beyond those in **Exhibit A** are performed at Contractor's risk and without authorization under the Agreement."

3. Section 6 of the Agreement entitled "**TERMINATION:**", subsection **e.** is hereby deleted in its entirety and replaced with:

"**e.** If the Agreement is terminated or is allowed to expire at the end of the Term, the City has the right to inspect any personal property (including electronic items purchased with STAR funds such as radios, MDTs/tablets, house radios in the vans, and Wi-Fi equipment), or real property purchased by the Contractor with money provided under the Agreement and to determine, in the City's sole discretion, whether the property has useful life remaining. If the City determines the personal or real property (collectively, "the Property") has useful life remaining, the City has the right to have the Property returned to the City. In the event vehicles were purchased, the Contractor shall title the vehicles to the City within ninety (90) days of receiving written notice of the City's demand."

4. Section 34 of the Agreement entitled "**COMPLIANCE WITH DENVER WAGE LAWS:**" is hereby deleted in its entirety and replaced with:

"**34. COMPLIANCE WITH DENVER WAGE LAWS:** To the extent applicable to the Contractor's provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all rules, regulations, requirements, conditions, and City determinations regarding the City's Minimum Wage and Civil Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city law in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City's Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject

to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein.”

5. **Exhibit A** and **Exhibit A-1** are hereby deleted in their entirety and replaced with **Exhibit A-2, Scope of Work and Budget**, attached and incorporated by reference herein. All references in the original Agreement to **Exhibit A and Exhibit A-1** are changed to **Exhibit A-2**.

6. As herein amended, the Agreement is affirmed and ratified in each and every particular.

7. This Revival and Second Amendatory Agreement will not be effective or binding on the City until it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.]

[SIGNATURE PAGES FOLLOW.]

Contract Control Number:
Contractor Name:

ENVHL-202475984-02/ENVHL-202265543-02
DENVER HEALTH AND HOSPITAL AUTHORITY

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at
Denver, Colorado as of:

SEAL**CITY AND COUNTY OF DENVER:**

ATTEST:

By: _____

APPROVED AS TO FORM:

Attorney for the City and County of Denver

By: _____

REGISTERED AND COUNTERSIGNED:

By: _____

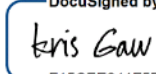
By: _____

Contract Control Number:
Contractor Name:

ENVHL-202475984-02/ENVHL-202265543-02
DENVER HEALTH AND HOSPITAL AUTHORITY

By: _____

DocuSigned by:



F16CEE241F5B4B2...

Name: _____

Kris Gaw

(please print)

Title: _____

chief operating officer

(please print)

ATTEST: [if required]

By: _____

Name: _____

(please print)

Title: _____

(please print)



EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

The Support Team Assisted Response (STAR) Program is a multidisciplinary team comprised of a Licensed Mental Health Professional and an EMT/Paramedic*. STAR also provides Wraparound and follow-up services for ongoing behavioral healthcare and other community resources. STAR is a civilian emergency response program that is dispatched by Denver 9-1-1 to low acuity, low intensity calls for service. STAR provides person-centric and trauma-informed mobile crisis response to Denver community members who are experiencing problems related to mental health, poverty, homelessness, and/or substance use issues.

STAR provides an alternative, trauma-informed, and collaborative response to crises related to mental health, substance use, poverty, and homelessness with a harm-reduction focus. The goal is to provide quality care to the community of Denver by utilizing the most appropriate and least restrictive level of care and intervention through on scene behavioral health assessments, crisis intervention and management, emotional support and de-escalation, courtesy transportation, and connection to appropriate resources and wraparound services. STAR aims to support individuals in crisis and improve outcomes by diverting individuals away from the criminal justice system and emergency departments when possible and appropriate.

The purpose of the Support Team Assisted Response (STAR) Program is to respond to low-risk behavioral health calls with a medical provider consisting of EMT/Paramedic and a Licensed Behavioral Health Clinician to provide in-the-moment crisis intervention and management, de-escalation and connection to appropriate resources, including follow-up and wraparound services through the STAR Community Partners following encounters with a STAR van. STAR vans provide quality care to the community of Denver by utilizing the most appropriate and least restrictive level of care. CCD will contract with Denver Health and Hospital Authority (DHHA)-execute the duties of the Support Team Assisted Response (STAR) Program; DHHA will provide response vehicles and infrastructure with medical providers consisting of an EMT/Paramedic to assist the STAR team in responding. *The objectives of the STAR Program are to:*

- a. Provide an alternative, trauma-informed, and collaborative response to traditional emergency response services with a harm-reduction focus.
- b. Support individuals in crisis and improve outcomes by diverting individuals away from the criminal justice system and emergency departments.
- c. Provide support and connection to appropriate resources and low barrier follow up.
- d. Increase connection to behavioral health services and community resources for those reached via the STAR Community Partner Network.
- e. Improve information sharing across systems and service providers involved in administering STAR.

STAR Program Staff will bring the following values to the STAR Program:

- a. Culturally Responsive
 - o Culturally responsive care recognizes a person's crisis experience

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

and presentation may differ by culture; each person deserves care that is specific to and respects their culture.

- o STAR staff are hired to better reflect the lived experiences and social identities of the people we serve and engage in continuous education to increase cultural awareness in crisis situations.
- b. Linguistically Specific
 - o Linguistically specific care ensures people of all languages receive excellent care.
 - o STAR staff work with interpreters and translators in all spoken and signed languages. When hiring, STAR staff also seek bilingual staff to more directly provide linguistic specific care.
- c. Holistic
 - o Holistic care recognizes the whole person and connects people to a continuum of care.
 - o STAR staff provide connections to long-term supportive services and treatment to those in crisis. Holistic care aims to reduce the need for crisis services.
- d. Do No Harm
 - o A "do no harm" approach seeks to reduce risk knowing not every crisis can be fully resolved.
 - o STAR staff build trust with the person in crisis and connect them to resources that support their safety, stability and connection, utilizing a harm reductionist approach.
- e. Healthy De-Escalation
 - o Healthy de-escalation includes using verbal techniques to reduce the severity of the crisis while beginning to engage in conflict/crisis resolution.
 - o STAR staff are trained and receive ongoing training in the principles of de-escalation and how to engage with a person in crisis and strive to continually increase cultural inclusivity in their practices.
- f. Problem Resolution
 - o Problem resolution addresses the acute crisis and any immediate risk of harm.
 - o STAR staff identify, navigate, and work to find solutions by

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

collaborating with community partners in addition to connecting people to long-term supports.

g. Healthy Outcomes

- o Most calls relate to public health issues and social determinants of health.
- o STAR staff will act as an entity to help improve community health and mental health outcomes for people served.

h. Community Empowerment and Resilience

- o Person-centered care honors the wisdom and resilience of each person.
- o STAR staff support people in making their own health decisions and listen deeply to community perspectives by applying feedback in efforts to build trust with people while supporting communities in self-determination. This includes entities outside of city agencies.
- o Alternatives to Policing
- o STAR staff are triaged through Denver 911 to calls where STAR is the appropriate response to a person in crisis.
- o Denver Health and Hospital Authority (DHHA) sends appropriate medical professionals to mental health distress calls triaged through Safety, in collaboration with STAR Program Partners
- o Non-Violence
- o Non-violent approaches to care include intervention techniques that minimize the crisis without physical intervention.
- o STAR staff will be committed to non-violence by utilizing rapport building, constructing alternatives/supports to minimize a crisis situation, and verbal de- escalation.

i. Trauma-informed

- o Trauma informed care recognizes the need for physical, emotional and psychological safety when responding to a crisis.
- o STAR staff will recognize the needs of individuals may be impacted by systemic and/or personal harm. STAR staff will use a person centered approach to empower individuals to collaboratively work towards recovery and reduce the need for crisis intervention and response.
- o

A. Services:

The DHHA STAR van staff will:

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

1. Provide basic emergency medical services for individuals who are identified as suffering from and acute injury or illness requiring immediate intervention. The DENVER HEALTH PARAMEDIC DIVISION staff cannot "medically clear" any individual as it is out of the scope of practice for an EMS provider. DENVER HEALTH PARAMEDIC DIVISION staff will work with WellPower clinicians to ensure that appropriate access to medical care is achieved.
 - a. DHHA will provide Medical Direction to paramedics and EMTs working on the STAR van. Medical Direction will be responsible for the development and implementation of medical care protocols and oversight of the EMS care provided by DHHA staff.
 - b. A robust Quality Improvement and Quality Assurance (QA/QI) program is an integral part of the delivery of medical care and is required by statute for any service providing pre-hospital Emergency Medical Services. DHHA STAR management will be responsible for the creation and oversight of a STAR specific QA/QI program including case review and continuing education. QA/QI all EMS reports and findings will be shared with CCD upon request. Changes made to operations of the program based on findings of the QA/QI process will be reviewed by CCD prior to implementation of any operational changes to ensure that changes align with programmatic operation needs.
 - c. All Patient encounters will be documented in ESO in accordance with EMS standards. All DHHS STAR staff will be presented with STAR specific protocols, examined in written format, and be provided with hands-on skills testing on an annual basis.
 - d. Paramedics/EMTs will provide information to individuals regarding risks or concerns associated with refusing medical care when recommended. EMT/Paramedic will encourage follow-up with a medical provider.
2. Assist in supporting client self-identified needs. This includes:
 - a. Reconnection to service providers, transportation to low barrier options, or safe locations identified by the client as appropriate.
 - b. Along with the WellPower behavioral health crisis clinician, provide courtesy transportation in situations where it is safe for both the individual in crisis and the van staff.
 - i. Patients under the care of DENVER HEALTH PARAMEDIC DIVISION personnel will not be transported in the STAR van. Patients requiring transport for acute injury or illness to an appropriate medical facility will be transported by a licensed ambulance.
 - ii. In instances where the clinician has determined that there are acute safety concerns for the individual and safety

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

- planning is not appropriate, collaborate with clinician on determination of appropriate level of care (i.e. ED, Crisis Stabilization, etc) and the most appropriate form of transportation. If another form of transportation is required, assist in the coordination.
- c. Referral and connection to appropriate resources that can be utilized for support and system navigation post crisis provided through STAR Community Partners Network. CCD will ensure that DHHA receives initial and ongoing referral training to set the standard and to address any documentation training concerns.
3. Deploy response teams that include, a Paramedic/ EMT (*EMT with previous experience working in emergency services (specifically within the 9-1-1 system). In the event that EMT does not have prior experience in emergency services, the EMT will complete DHHA'S EMT academy training prior to riding the STAR van. Be available for 16 hours daily (7 days per week) based on assessed need, with current staffing levels, and up to 24 hour daily, with future appropriated staffing.
- a. Deploy response teams that include, a Paramedic/ EMT (*EMT with previous experience working in emergency services (specifically within the 9-1-1 system). In the event that EMT does not have prior experience in emergency services, the EMT will complete DHHA'S EMT academy training prior to riding the STAR van. Be available for 16 hours daily (7 days per week) based on assessed need, with current staffing levels, and up to 24 hour daily, with future appropriated staffing.
 - i. There are limited exceptions for staff availability, which may cause a slight reduction in community response:
 - i.a Medical staff will attend bi-weekly (every other week) team meetings, governed by the WellPower and DHHA Leadership, which may last up to 2 hours, and may include pre-planned trainings. STAR vans may not be available at this time. WellPower will work with CCD to schedule at times with least impact to service as determined by available data. WP in conjunction with CCD will explore other coverage options for these times.
 - i.b Attend quarterly in-service days for trainings approved and/or identified by CCD to ensure quality compliance, ethical standards, and best practice of care standards are met by STAR staff.
 - i.c Complete annual Criminal Justice Information Systems/Services (CJIS) training prior to expiration of certification to ensure staff are able to maintain access to criminal justice information required for

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

operations of STAR van.

- i.d Medical staff will attend on-going trainings that provide them with continuing education regarding their scope of work and/or trainings related to vicarious trauma (or similar trainings), and/or professional development. availability, they will be approved in advance by CCD. The trainings will be scheduled to have a minimal impact on community response but may require modified schedules for STAR van availability.

4. Ensure adequate staffing to accommodate training and professional development activities for staff with minimal, if any, interruption to van service.
5. DHHA will inform CCD, and STAR program partners a minimum of 30 days before any planned reduction in availability due to staff training, engagement, and/or wellness needs when possible. DHHA will inform CCD, and STAR program partners upon learning of the planned reduction in availability.
6. Complete annual Criminal Justice Information Systems/Services (CJIS) training prior to expiration of certificate to ensure staff are able to maintain access to criminal justice information required for operations of STAR vans.
7. Be responsible for transportation: driving STAR van and transporting clients to appropriate services.
8. Provide medical assessment when appropriate and in accordance with DHPD STAR specific protocols to ensure medical or physical trauma are not complicating behavioral health distress.
9. Provide medical care when indicated, including lifesaving medical interventions.
10. Operate within medical care protocols as established by the DENVER HEALTH PARAMEDIC DIVISION Medical Director group and operate within the scope of practice for skill level as defined by the State of Colorado Department of Public Health and Environment EMS branch.
11. Have appropriate knowledge of the city regarding access to call locations and destinations.
12. Maintain service and readiness of STAR vehicles.
13. Provide appropriate situational awareness and knowledge of public safety resources
14. Receive training and professional development that includes best practices related to required activities of the team. This may include:
 - a. cultural responsiveness training,
 - b. verbal de-escalation,
 - c. diversity, equity, and inclusion,
 - d. non-violent crisis intervention,
 - e. targeted learning on underserved and underrepresented marginalized populations presents in the City & County of Denver, which includes LGBTQI+, BIPOC, IDD, and youth.

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

- f. Additional trainings may be offered to all DHHA as a STAR program partner.
15. Secure any protected health information resulting from service delivery according to applicable federal, state and local law and rules, with robust policies and procedures in place to maintain the confidentiality of protected health information. In compliance with HIPAA CFR 164.506, PHI for individuals who have engaged with STAR vans may be disclosed to other STAR providers (WellPower, DHHA, SDLR, and CCD) involved in care and treatment of that individual and overall operations of the program for the purposes of coordination and continuity of care.
16. Have signed and dated confidentiality agreements for all staff.

B. Other services:

1. Create internal STAR standard operating procedures (SOP) for medics and DHHA STAR in coordination with CCD.
2. STAR SOP's to be approved by CCD to ensure that it aligns with duties and practices outlined in the contract Upon request CCD will be part of interview panels for new employees and able to participate in hiring process. Final hiring decision making will be up to DHHA.
3. Attend monthly contract budget meeting.
4. Attend monthly contract meeting. Provide regular reporting to CCD and other partners upon request and approval from CCD.
5. Participate in community advisory committee meetings. At minimum, be present at the meetings and share information as requested/relevant.
6. DHHA agrees to STAR communication guidelines as provided by CCD, including but not limited to branding, messaging, and public information standards. All public communications, promotional materials, and media outreach concerning the program must align with these guidelines to ensure consistency and accuracy in the representation of the program's goals, values, and services. The Partner Agency will seek and obtain prior approval from CCD for any external communication that references the program to ensure compliance with these standards. CCD will provide electronic files (e.g., logos) and guidelines for public messaging on websites, social media accounts, and other materials.

C. DHHA STAR Program Staffing

1. DHHA STAR Program funds outlined in Exhibit B-1 provide for the following staffing support for Denver Health Paramedics to respond to persons in crisis or in need of appropriate interventions in the community:
 - a. Denver Health STAR Manager
 - The Support Team Assisted Response (STAR) Manager is a key member of the STAR leadership team with shared accountability for success of the program. The STAR

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

Manager works under general supervision to oversee Denver Health's STAR program (budget, purchasing, adherence to contract) and the functions of its field personnel and STAR Supervisors. The STAR Manager collaborates with key stakeholders and key internal team members to review and recommend policy and practice modifications to support STAR Program initiatives. The STAR Manager precepts and trains employees in the field, assists in orienting new employees, documenting performance and areas development, providing coaching and promoting learning through positive reinforcement. The STAR Manager regularly interacts with patients, families, co-responders (fire and police), hospital employees, the general public, city agencies, and members of the news media to take and handle complaints relying on experience and judgment to accomplish goals. The STAR Manager may perform Paramedic duties on occasion.

1. Essential Functions:
 - i. STAR Operations Management: Oversee the day-to-day operations of the field team's operations related to pre-hospital emergency medical care and transportation for the sick and/or injured. This includes but is not limited to: establishing the workflow, adherence to standard operating procedures, practices, and policies, regularly assesses productivity and effectiveness of team to identify areas for improvement. Recommend and implement identified improvement initiatives. Assist in testing current and evaluating new equipment and medical procedures and the analysis of new drugs and medicines. Participates in mass casualty management and disaster preparedness, ordering supplies, maintaining equipment, etc. (30%)
 - ii. Staff Management: Oversee the activities of the staff which includes but is not limited to sourcing, hiring, and training new team members, precepting students, creating and managing schedules, evaluating performance, and providing coaching to engage and motivate team members, identifying and applying career advancement opportunities for team members, and helping to resolve employee issues and disputes. Promote learning through positive reinforcement. (20%)
 - iii. Fiscal/Resource Management: Assist in planning, directing, and controlling the financial resources for the DH STAR Program. Contribute to the annual budget planning process, by managing and tracking income and expenses related to staff and the use of financial resources for business operations. (15%)

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

- iv. Strategy and Planning: Assist in establishing the direction and implementation of short and long-term priorities of the Paramedic Division in alignment with the strategic objectives of DHHA. Assist in establishing the process to regularly assess organizational needs, understand the context and drivers of a changing workforce, equipment, policies and practice and make recommendations and drive consensus for the achievement of necessary changes. (10%)
- v. Documentation and Reporting: Oversee the process of documenting and reporting related to incidents, daily activity forms, referrals, etc., to ensure accuracy and completeness. (10%)
- vi. Trainer: Precepts and trains new employees and students in the field, assist in orienting new employees, documenting performance and areas development. (10%)
- vii. Paramedic Functions: May perform the functions of a STAR paramedic as needed. (5%)
- 2. Education:
 - Bachelor's Degree Related Field Required
- 3. Work Experience:
 - 4-6 years Advanced life support experience including training, orientation, or administrative functions. Required and
 - 1-3 years Supervisory experience, typically of mobile teams required.
- 4. Licenses:
 - DLR-Colorado Driver's License Class R - DMV - Department of Motor Vehicles Required and
 - ACLS-Advanced Cardiac Life Support - AHA - American Heart Association Required and
 - EMTP-EMT Paramedic - CO - State of Colorado Required
- 5. Knowledge, Skills and Abilities:
 - Excellent communication skills.
 - Ability to integrate within team environment
 - Knowledge of Microsoft Office Suite.
 - Ability to encourage and guide others toward goals.
 - Performs in a tactful and professional manner.
 - Time and project management skills.
 - Teaching others how to do something.
 - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
 - Knowledge of patient populations' cultural, religious, ethnic, and social systems in interactions, care planning, and education.

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

- Ability to write, review, and update policies and procedures and improvement plans.
 - Able to effectively manage and direct clinical and support staff
 - Ability to handle difficult and stressful situations with professional composure. Ability to establish goals and objectives for street operations.
 - Demonstrated leadership skills across a broad range of constituents.
 - Possess strong leadership, management, and program and development skills.
 - Ability to perpetuate teamwork.
 - Manager is required to be Criminal Justice Information Services (CJIS) certified.
 - Perform additional responsibilities.
- b. Denver Health STAR Supervisory Staff:
- i. Overall system awareness (location and condition of vehicles and equipment, personnel, and other resources) and supporting the efficacy and success of system management. Be aware of current resources and manage their deployment. Have awareness of STAR system limitations and assist in managing the deployment of resources and staffing as needed.
 - ii. Supervision of DENVER HEALTH PARAMEDIC DIVISION EMTs and Paramedics assigned to STAR to include scheduling, accident logs, incident reports, and conduct regular supervision with staff. Acts as key contact person to schedule training locations.
 - iii. Manages and works in teams to ensure program implementation.
 - iv. Works with other participating agencies and is involved in allocating resources based on program needs.
 - v. Maintains strong relationship with stakeholders to deliver resources as Necessary.
 - vi. Participates in assigned departmental committees, meetings, and planning/work groups.
 - vii. Perform additional responsibilities as assigned.
 - viii. Upon request CCD will be part of interview panels for new employees and able to participate in hiring process. Final hiring decision making will be up to DHHA.
 - ix. Able to perform scope of work described for Denver Health STAR Paramedic and EMTs.
 - x. Supervisors are required to be Criminal Justice Information Services (CJIS) certified.
 - xi. Work in collaboration with STAR program partners and attends regularly scheduled meetings as required.

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

- xii. Arrange and conduct interviews for applicants.
 - xiii. Manage purchasing and awareness of budget.
 - xiv. Manage payroll and effort certification.
 - xv. Monitor and review crew documentation.
 - xvi. Collaborate with fleet to schedule maintenance.
- c. Denver Health STAR Frontline Staff
- i. Advanced and Basic Life Support - Initiates BLS and ALS procedures in accordance with current standards/protocols consistent with level of certification and clearance by medical direction and DENVER HEALTH PARAMEDIC DIVISION supervisory staff.
 - ii. Demonstrates a working knowledge of the Denver Health Paramedic Division STAR EMS Protocols
 - iii. Demonstrates a working knowledge of the Paramedic Division's and STAR specific policy.
 - iv. Orders transport resources as patient presentation requires.
 - v. Assists clinical social worker with various client interactions.
 - vi. In the event of a non-emergent 911 field response, performs assessment of scene to determine the need for auxiliary services such as ambulance, fire, and police department.
 - vii. Demonstrates an awareness of a changing environment and identify hazards.
 - viii. Interacts with other personnel and ancillary services with the patient's best interests in mind.
 - ix. Operates STAR vehicles abiding to all traffic laws and in a manner to ensure the safety of the crew, clients, and public.
 - x. Maintains due safety when parking the vehicle at the scene of request for STAR, and the use of safety lighting while standing at such scenes.
 - xi. Follows safety, environmental, and infection control standards.
 - xii. Approaches all scenes and patients in a safe manner consistent with the environment and patient presentation.
 - xiii. Uses all passive means available to diffuse a hostile and/or emotional situation.
 - xiv. Demonstrates lifting techniques with a low likelihood for injury to self or peers.
 - xv. Utilizes "as clean as possible" techniques for invasive procedures and disposes of all contaminated materials and sharps in an approved method.
 - xvi. Ensures readiness of STAR van for service, checks mechanical equipment, performs routine preventive maintenance, tests biomedical equipment such as AED for electrical charge and function, checks medical supply stock levels and restocks as

EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

- necessary.
- xvii. Inspects and reports any deficiencies to the vehicle.
- xviii. Assures that all biomedical and communications equipment is functional.
- xix. Assures that the vehicle is stocked with adequate and appropriate medical supplies.
- xx. Maintains a safe and clean working environment.
- xxi. Is in service within 15 minutes of the beginning of the shift unless dispatch or a supervisor is notified.
- xxii. Vans will stay in service at least until 45 mins before end of shift unless a supervisor approves.
- xxiii. Vans may begin process of shutting down for the night at 9:15- (getting gas heading to garage etc)
- xxiv. Provides support functions for the STAR program as needed.
- xxv. Assists with moving vans and other equipment to the appropriate repair facility as needed.
- xxvi. Assess, order, and stock supplies.
- xxvii. Assists in instruction, training and education for new employee STAR academy.
- xxviii. Enter referrals to Servicios de la Raza
- xxix. Direct appropriate cases to Center for Addiction Medicine (CAM) Community Line
- xxx. Direct appropriate cases to Nurse Line for medical care
- xxxi. medical evaluation when appropriate with an established care protocols and within scope of practice.
- xxxii. Document all patient or client contacts in appropriate tracking form or system. All patient contacts will be documented in approved electronic patient care reporting software.
- xxxiii. Upon request CCD will be part of interview panels for new employees and able to participate in hiring process. Final decision making will be up to DHHA.
- xxxiv. Perform additional responsibilities as assigned.
- xxxv. All DHHA EMT/Paramedics and Supervisors are required to be CJIS certified. Medical staff must be able to work cooperatively with uniform DPD officers, Sheriff deputies, and other criminal justice agencies and emergency responders.
- xxxvi. Complete annual Criminal Justice Information Services (CJIS) training prior to expiration of certificate to ensure staff are able to maintain access to criminal justice information required for operations of STAR vans. A completed and active CJIS certificate is required of any staff member prior to working on a van; this includes new hires.
- xxxvii. Must complete fingerprinting through Denver 9-1-1 and complete CJIS training upon hire and maintain compliance



EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

with annual CJIS training prior to expiration.

Billing

- A. Invoices and reports shall be completed and submitted on or before the 30th of each month following the month of services.
Invoices shall be submitted to the current contact persons at CCD.

Contract Term: 01/01/2023 - 12/31/2025

Fiscal Term:

Base Y1 - \$ 2,495,232.57 (01/01/2023 – 12/31/2023)

Amendment 1 Y2 – \$ 2,618,668 (01/01/2024 – 12/31/2024)

Amendment 2 Y3 – \$ 2,400,000 (01/01/2025 – 12/31/2025)

Total Contract Amount - \$ 7,513,900.57

Budget Term: 01/01/2025 – 12/31/2025

Support Team Assisted Response Program (STAR) Paramedic/EMTs	
Contractor Name: Denver Health and Hospital Authority	
ITEMS	Total Annually All Fund Budget
DIRECT COSTS	
<i>Staffing</i>	
Manager	\$ 128,824
Frontline Supervisors	\$ 474,635
Frontline Providers (EMT/Paramedics)	\$ 1,349,171
Staffing Total	\$ 1,952,630
<i>Supplies, Equipment, and Other Items</i>	
Uniforms	\$ 10,500
Vehicle Maintenance	\$ 100,000
Management & Training	\$ 110,000
Van Supplies	\$ 8,688
Supplies, Equipment, and Other Items Total	\$ 229,188
Subtotal direct Costs	\$ 2,181,818
TOTAL DIRECT COSTS	\$ 2,181,818
INDIRECT COSTS	



EXHIBIT A-2
SCOPE OF WORK AND BUDGET
Denver Health and Hospital Authority (DHHA)

<i>Indirect Cost Rate</i>		10 percent
Indirect Cost	\$	218,182
TOTAL BUDGET	\$	2,400,000