

DENVER CRISIS RESPONSE

GOAL: Provide access to services that address underlying causes of crisis and reduce the risk of recurrence

INTAKE & CONTACT METHODS

- 911 Emergency Calls & Texts
- Non-Emergency Police Calls
- STAR Line

Dispatch Discretion

- 311 & PocketGov
- Data-Driven Needs Identification
 - Public Health Hotspots
 - Place Network Investigations
- Proactive Outreach

Citywide Coordination & Resource Allocation

POSSIBLE RESPONSE TEAMS

- Denver Fire Department Med Unit
- Support Team Assisted Response (STAR)*
- Crisis Intervention & Response Unit*
- Denver Police

- Denver Street Outreach Collaborative*
- DPL Community Resource Program
- DPR Park Ranger Co-Responders*
- Early Intervention Team (EIT)
- Encampment Response Team (ERT)
- Public Health Hot Spot Outreach
- Strategic Outreach to Large Encampments (SOLE)*
- Substance Use Navigators (SUN)*
- Wellness Winnie

- Street Enforcement Team

POSSIBLE RESPONSE & SUPPORT OPTIONS

- Referral to services, shelter, hotel vouchers
- Clinical intervention
- Transportation to appropriate facility
- Specialty Court
- Solutions Center
- AID Center
- LEAD

- Citation
- Arrest

- Referral to services, shelter, hotel vouchers
- Basic needs supplies (food, clothing, bus pass)
- Harm reduction supplies (provided directly or referral to another team)
- Transportation to appropriate facility
- AID Center
- Solutions Center
- Entry into the coordinated housing system (provided directly or referral to another team)

- Citation

* Denotes team with contracted support

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TEAM	CITY AGENCY & CONTRACTED PARTNERS	DESCRIPTION / ROLE	
Community Resource Program (DPLCRP)	Denver Public Library (DPL)	Facility-based services connecting guests to resources and program.	FTE: 10
Denver Fire Department Med Unit (DFD Med Unit)	Denver Fire Department (DFD)	Smaller DFD unit for lower acuity calls. Dispatched by DFD dispatch based on operational needs.	FTE: 5
Park Rangers Co-Responder Program	Denver Parks and Rec (DPR) contract with WellPower	Mental health counselors with special training in de-escalation and crisis support paired with DPR Park Rangers to offer mental health/substance use clinical support in Denver city parks.	FTE: 2
Support Team Assisted Response (STAR)	Department of Public Health & Environment (DDPHE) contract with WellPower and Denver Health Paramedic Division	Person-centric mobile crisis response serving those experiencing problems related to mental health, depression, poverty, homelessness, and/or substance use issues. Dispatched by Denver 9-1-1.	FTE: 14
Substance Use Navigators (SUN)	Department of Public Health & Environment (DDPHE) contract with Denver Health	Partner with first responders to engage people with substance use needs. Co-Responder model with DPD in Districts 1 and 6.	FTE: 3
Wellness Winnie	Department of Public Health & Environment (DDPHE)	Mobile behavioral health unit focused on under resourced areas of the city. Operates on a scheduled route of specific locations for an extended time period.	FTE: 3
AID Center	Department of Safety (DOS)	Provides an alternative to arrest and incarceration for certain low-level offenses and acts as a connection point to comprehensive community and systems-based services.	FTE: 3
Crisis Intervention Response Unit (CIRU)	Department of Safety (DOS) contract with WellPower	Licensed mental health clinicians who work in close partnership with DPD in a co-responder model, responding to calls involving people who suffer from mental illness and/or co-occurring substance use issues.	FTE: 38
Law Enforcement Assisted Diversion (LEAD)	Department of Safety (DOS)	Discretionary police diversion program that provides case management and services. Charges are dismissed upon successful completion of the program.	FTE: 3
Street Enforcement Team (SET)	Department of Safety (DOS)	Refers people experiencing homelessness and vulnerable individuals and families to services and support and provide public safety support for low level public safety situations.	FTE: 12
Denver Street Outreach Collaborative (DSOC) & Strategic Outreach to Large Encampments (SOLE)	Housing Stability (HOST) contract with Colorado Coalition for the Homeless, Urban Peak, St. Francis Center	Outreach to encampments and people experiencing homelessness offering services, supports, shelter. Proactive and responsive to requests by HOST.	DSOC FTE: 19 SOLE FTE: 5
Early Intervention Team (EIT)	Housing Stability (HOST)	Outreach to small encampments and people experiencing homelessness offering services, supports, shelter; proactive and responsive to reports from 3-1-1 and PocketGov.	FTE: 11
Encampment Response Team (ERT)	Housing Stability (HOST)	Work alongside all other city agencies when an encampment clean up is occurring to provide crisis intervention, offering services, support, and transportation to shelter options.	FTE: 3
Public Health Hot Spot Outreach Team	Housing Stability (HOST)	Outreach to people experiencing homelessness in city identified public health harm hot spots.	FTE: 2