



# Rocky Mountain Human Services Denver START Program

Safety & Housing Committee | June 11, 2025  
Denver Human Services IDDEAS Program

**Resolution 25-0818**  
*to approve a contract with*  
**Rocky Mountain Human Services (RMHS)**  
*to administer the Denver START Program*

- June 4, 2025 – passed through committee on consent
- June 11, 2025 – informational committee briefing (no vote)
- June 16, 2025 - scheduled for first reading before city council

**Term**

July 1, 2025 – December 31, 2027

**Amount**

\$6.4M

**Service**

Evidence-based mental health systems support and crisis intervention services to Denver residents with intellectual and developmental disabilities (IDD) and mental health needs (IDD-MH, citywide (SOCSV-202579367)



Intellectual and Developmental Disabilities  
Equitable Access to Services

Stewardship of Denver's mill levy fund  
dedicated to benefit residents with  
**intellectual and developmental disabilities  
(I/DD).**

Funding secured through voter-approved  
initiative passed in 2003 by margin of nearly  
70%



Denver's Community Centered Board (CCB) and  
Case Management Agency (CMA)

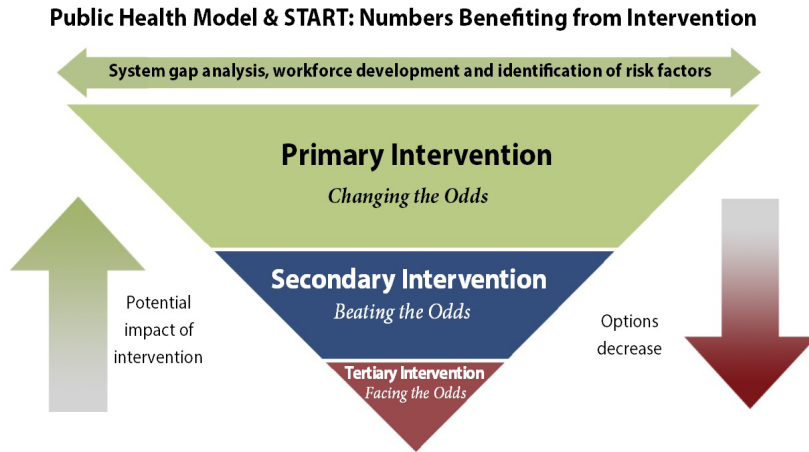
Only legal entity in Denver authorized to complete  
I/DD determination

Access Point for Early Intervention (birth- 3) and  
I/DD services; Expert in I/DD service delivery  
system

Only certified provider of START services in Colorado

# The START Model

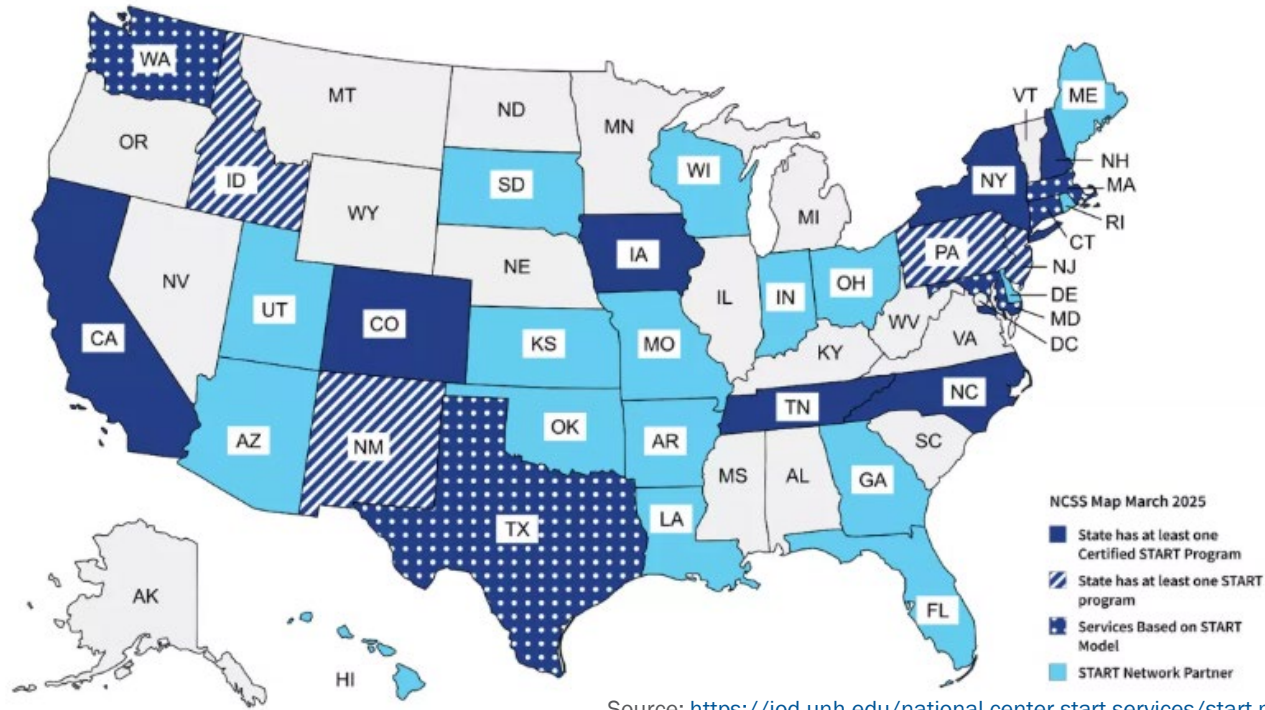
Systemic Therapeutic Resource Assessment Treatment



- Community-based crisis intervention and prevention for people ages 6 and older with I/DD and mental health needs (IDD-MH)
  - High emergency service utilizers
- Cross-Systems, Evidence-Based Practice
- START coordination; therapeutic coaching; 24/7 Crisis Response; psychopharmacology consultation
- Develops community capacity while achieving wellbeing for those served

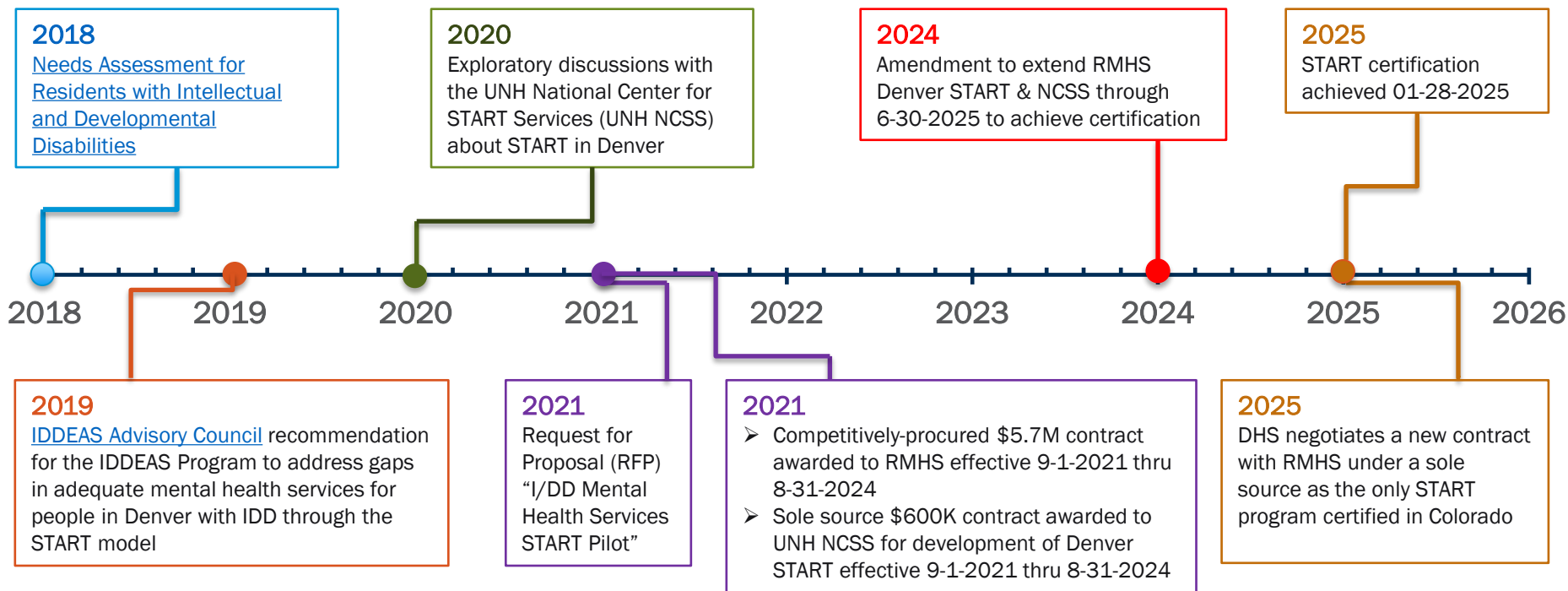
Overseen by the [University of New Hampshire's National Center for START Services](#) (UNH NCSS).

# START Program Locations



Source: <https://iod.unh.edu/national-center-start-services/start-model/start-program-locations>

# History of Denver START program





## Contracted Services



Staffing and Training



Client START Services



Program Certification



Community Outreach  
and Capacity Building

# Staffing and Training



Maintain Team of approx. 16 FTEs

- Clinical Director, Program Director, Clinical Team Leader, Therapeutic Coach Team Leader (1 FTE each)
- START Coordinators (7 FTE\*)
- Therapeutic Coaches (3 FTE\*)
- Medical Director (0.25 FTE)
- Administrative Assistant (1 FTE)
- Data Analyst (1 FTE)

Ongoing training, coaching, and supervision to maintain START certification

*\*pending caseload ratios*

# START Client Services



- START program service coordination and therapeutic coaching
- Clinical assessment, treatment, and stabilization services and consultation
- Cross-Systems Crisis Prevention and Intervention Plans
- Consultation with medical and clinical director
- 24/7 crisis response
- Robust data maintenance / analysis

# Community Outreach and Capacity Building

Enhance the capacity of local providers to serve Denver persons with IDD-MH through activities that enhance relationships and build expertise



- Community trainings (12 per contract period)
- Clinical Education Team (CET) meetings open to community partners (10+ per year)
- Access to START National Online Training Series for up to 50 community partners
- Denver START Program Advisory Council
- Linkage Agreements with Community Partners (framework for cross-system collaboration)

# RMHS Denver START - Community Partner Spotlight



**DENVER HEALTH™**  
est. 1860  
FOR LIFE'S JOURNEY



# Program Certification



NATIONAL CENTER FOR  
**START SERVICES**®

<https://iod.unh.edu/national-center-start-services>

University of New Hampshire National Center for START Services (UNH NCSS) provides technical assistance, training, evaluation, and certification to START programs.

- RMHS will sub-contract with UNH NCSS to provide consultation, training, technical assistance, and provide START program certification renewal
- Certification renewal every 2 years

# Denver START Program Outcomes

Primary languages include: Spanish, Amharic, Arabic, Burmese, and American Sign Language.

**64%** of Denver START clients identify as a person of color

Current active enrollment population of **98**

**12** Denver START Advisory Council Meetings since 2021

**193** Denver residents served (109 adults and 84 children) since program launch in Sept 2022

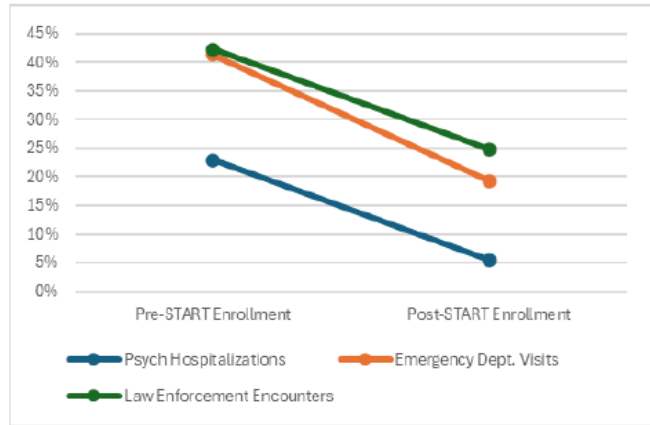
**26** partnership (linkage) agreements with community agencies

**50** community trainings

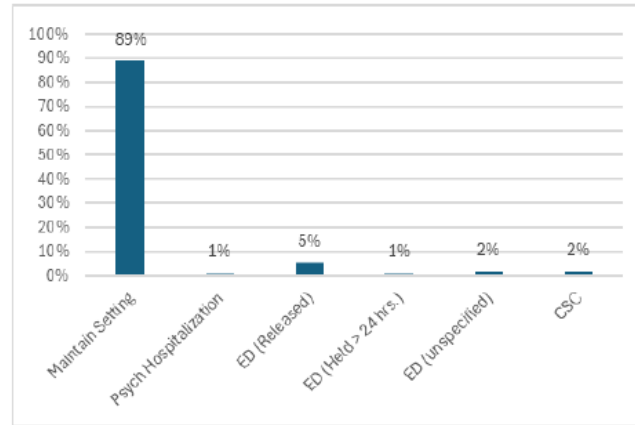
*(data through March 2025)*

# Denver START Program Outcomes - Emergency Service Trends

**Figure III.A: Change in Frequency of Pre- and Post- START Enrollment Emergency Service Utilization**



**Figure III.B: Disposition of Denver START Crisis Contact**



24/7 crisis line has responded to 439 calls, of which 395 (90%) resulted in the person remaining in their community setting (as of March 2025)

Source: Denver START Annual Report July 2023 – June 2024

# Denver START Looking Ahead

## Key Performance Indicators



Emergency service utilization; out-of-home placement



**Client stabilization**



**Community capacity**

## Cost Savings Analysis

- Sub-contracted analysis to Health Management Associates (HMA)
- Report expected July 2025

## Sustainability

- Leveraging impact, diversifying funding sources to promote long-term stability and future program growth
- Established non-eligible client services credit to DHS

# Thank you for your review of:

Resolution 25-0818 to approve a contract between Denver Human Services (DHS) and Rocky Mountain Human Services (RMHS) to administer the Denver START Program for a total of \$6,420,399 and a contract term effective July 1, 2025 through December 31, 2027

## DHS

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## RMHS

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# Appendix

# What is I/DD?

Intellectual and developmental disabilities (I/DD) – this umbrella term is often used to describe **differences in a person's brain**, and **how those differences impact their life**.

- Appear before the age of 22
- Result from a variety of different conditions\*

Examples of conditions\* that *may* result in someone qualifying for an I/DD determination\*\*

- Down Syndrome
- Autism Spectrum Disorder
- Cerebral Palsy

\* These conditions impact individuals differently, so their presence in someone's life doesn't always result in an I/DD.

\*\* In Colorado, organizations called Case Management Agencies are responsible for determining if someone has an I/DD that qualifies for certain publicly funded services. **I/DD determinations are made for people ages 5 and older.**

# RMHS Denver Start – demographics and living situation

## Appendix B

January 1- March 31, 2025

Variable	Children	Adults
N (%)	44 (45%)	54 (55%)
Mean Age (min/max)	13 (7-17)	30 (18-64)
Mode Age	15	18
Gender (% male)	75%	52%
Race (% *)		
Black / African American	27%	37%
Hawaiian / Pacific Islander	-	4%
Hispanic / Latino	41%	28%
Middle Eastern / North African	2%	4%
White / Caucasian	27%	35%
Two or more races	14%	-
Prefer not to answer	-	-

\* may equal > 100% as enrollees can identify with more than one

Variable	Children	Adults
N (%)	44 (45%)	54 (55%)
Mean Age (min/max)	13 (7-17)	30 (18-64)
Mode Age	15	18
Gender (% male)	75%	52%
Living Situation at Enrollment (%)		
Family	95%	57%
Host Home / Foster Home	-	15%
Group Home and Community ICF/DD	-	2%
Independent / Supported Living	-	13%
Facility-Based	-	2%
Unhoused	5%	11%

# RMHS Denver START Referral sources

January 1- March 31, 2025

Variable	Children	Adults
N (%)	44 (45%)	54 (55%)
Referral Source (%)		
Case manager / Service Coordinator	50%	76%
Emergency services / mobile crisis	7%	6%
Family member	25%	7%
Hospital / Emergency Department	-	-
Mental health professional	11%	-
Community Provider	-	2%
Other (school, self)	7%	6%
Unspecified	-	4%

## Submit a Referral

Referrals can be made by anyone including individuals, families, providers, schools, or law enforcement.

To submit a referral to access the program, please complete our online form, or email us at [start@rmhumanservices.org](mailto:start@rmhumanservices.org).

**SUBMIT A  
REFERRAL**

<https://www.rmhumanservices.org/departments/denver-start/>

## Services for Non-Eligible Clients: Credit Mechanism

Non-Eligible Client Services - Tier-based Fee Schedule			
Program Enrollment (Total Active Clients)	Credit per Non-Eligible Client (per month)		
	July 1, 2025 – June 30, 2026	July 1, 2026 – June 30, 2027	July 1, 2027 – December 31, 2027
0 – 80 clients	\$2,820	\$2,914	\$3,012
81 – 100 clients	\$2,193	\$2,267	\$2,343
101 – 120 clients	\$1,794	\$1,855	\$1,917
121 – 140 clients	\$1,518	\$1,569	\$1,622
141 – 160 clients	\$1,316	\$1,360	\$1,406