

Contract Approvals: STAR & Solutions Center

Denver Department of Public Health & Environment

December 6, 2023

Safety, Housing, Homelessness & Education Committee

Empowering Denver's communities to live better, longer

Three contract amendments for two behavioral health programs:

Support Team Assisted Response (STAR) contracts:

- Denver Health & Hospital Authority (DHHA)
- WellPower

Behavioral Health Solutions Center (BHSC) contract:

- WellPower

STAR Program Overview

- Engages 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 Partners

- STAR Community Advisory Committee
- Servicios de La Raza & STAR Community Coalition
- WellPower
- Denver Health Paramedics Division
- Denver 9-1-1



STAR DHHA Contract

BILL # 23-1896:

Amends an intergovernmental agreement with DHHA by adding \$2,326,616 for a new total of \$4,821,848.57 and one year for a new end date of 12-31-2024 to continue to provide paramedics and vans in support of the STAR program.

STAR WellPower Contract

RESOLUTION # 23-1897:

Amends a contract with WellPower by adding \$935,986 for a new total of \$3,213,553 and one year for a new end date of 12-31-2024 to continue to provide clinicians for the STAR program.

Behavioral Health Solutions Center (BHSC)

Program Overview

- 24/7 facility located at 2929 W. 10th Ave.
- Opened in May of 2021 and operated by WellPower
- A referral-based, voluntary safe haven for adults experiencing a behavioral health crisis
- Provides critical short-term care and treatment, diverting individuals from unwarranted and unnecessary stays in the emergency department or jail

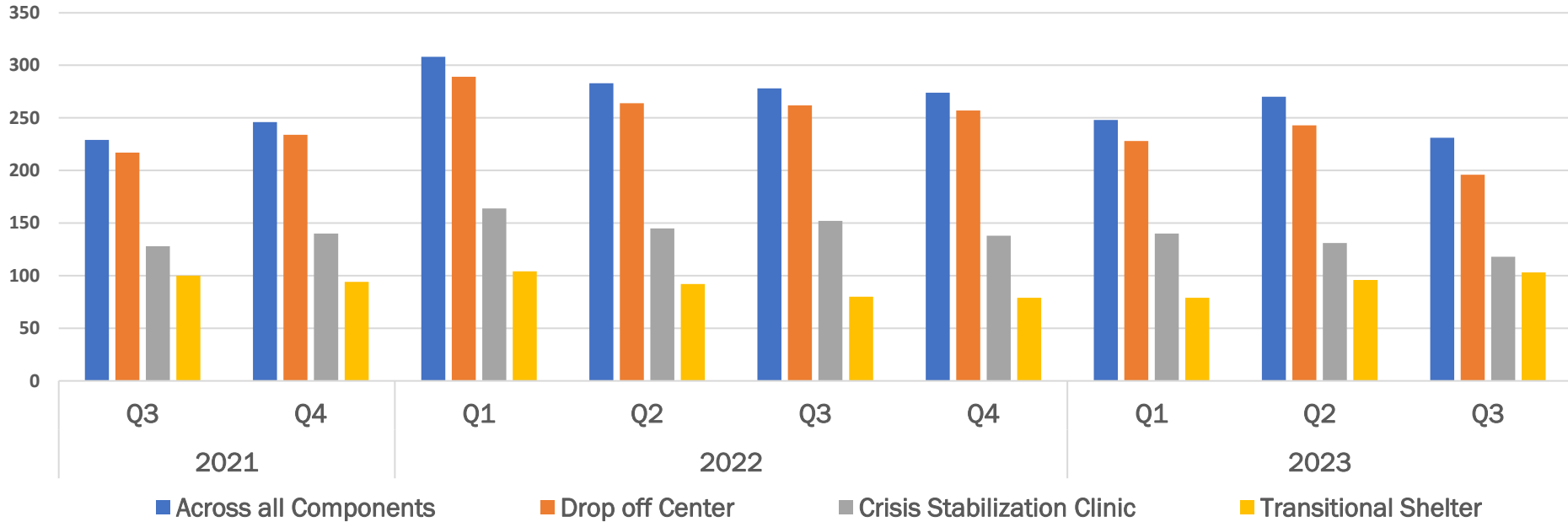
Services Available

The BHSC consists of three on-site components:

- 1) Crisis Drop-Off Center (6 rooms)
- 2) Crisis Stabilization Clinic (16 rooms)
- 3) Transitional Shelter (30 rooms)

BHSC Program Data

Unique Individuals Served Quarterly by Component, July 1, 2021 – September 30, 2023



Cumulative BHSC Program Data

Of all individuals served since May 2021*:

Race & Ethnicity:

- 47% identified as white
- 20% identified as Black or African American
- 13% identified as multiple races
- 11% identified as Hispanic/Latino/Latin/x

Gender Identity:

- 61% identified as a man
- 34% identified as a woman

Age:

- 21% were 18-29
- 53% were 30-29
- 26% were 50 or older

**These are the largest categories, representing over 95% of those served; All other numbers accounted for 3% or less of the total*

Outcomes Following BHSC

- 651 (37%) enrolled in ongoing treatment services with WellPower
- 546 of those individuals have a completed Recovery Marker Inventory (RMI) after a BHSC encounter

Of the 546 with an RMI:

- 519 (95%) unique people sustained zero jail days
- 521 (95%) sustained zero detox days
- 516 (95%) sustained zero physical health hospital days
- 439 (80%) sustained zero psychiatric hospitalization days

BHSC WellPower Contract

Resolution 23-1899

Amends a contract with WellPower by adding \$4,110,334 for a new total of \$16,070,560 and nine months for a new end date of 9-30-2024 to operate the BHS.

Questions?

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