



# Denver's Coordinated Street Engagement System

# Presentation Outline

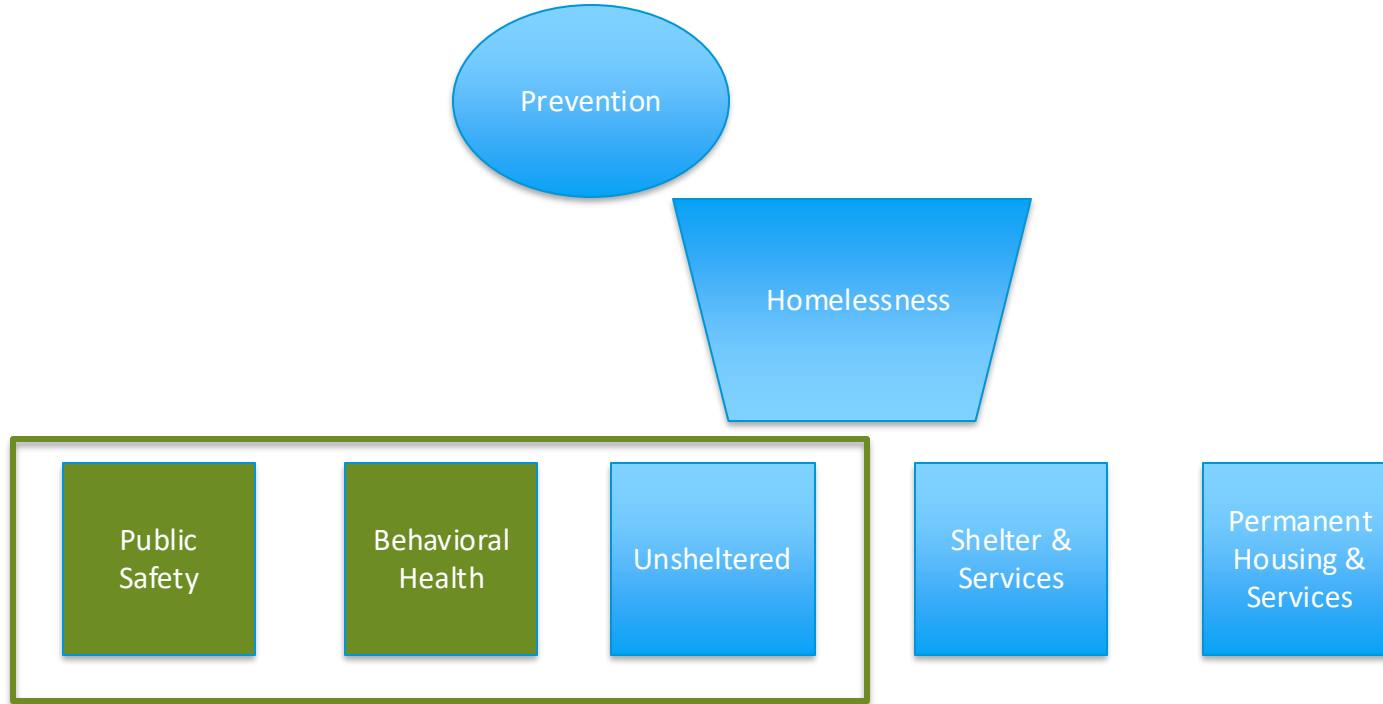
- Street Engagement System Overview
- Implementation of 2023 Audit Recommendations
- 2025 System Priorities

# Street Engagement System

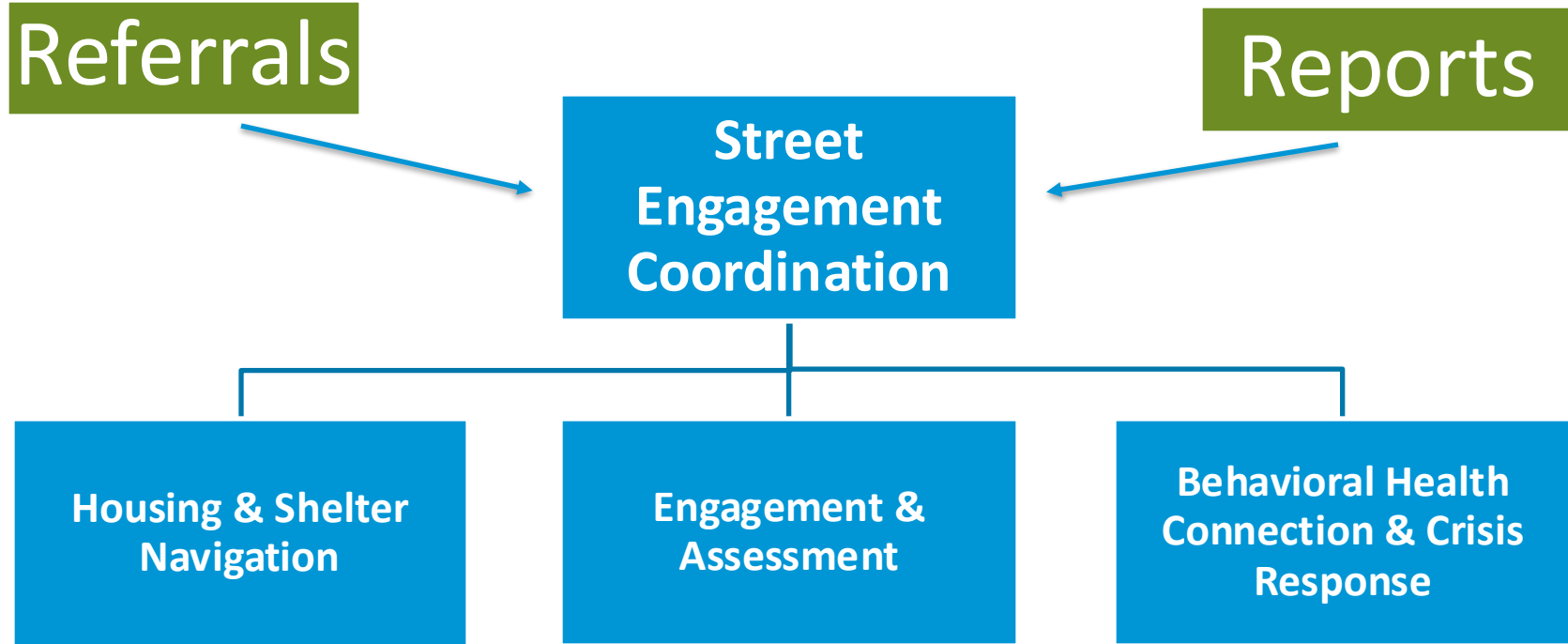
**Mission:** *Connect people on the streets to appropriate health and shelter services each day.*

**Impact:** Improved health, quality of life, and public safety for unhoused and housed Denverites.

# Street Engagement & Broader Homelessness Response



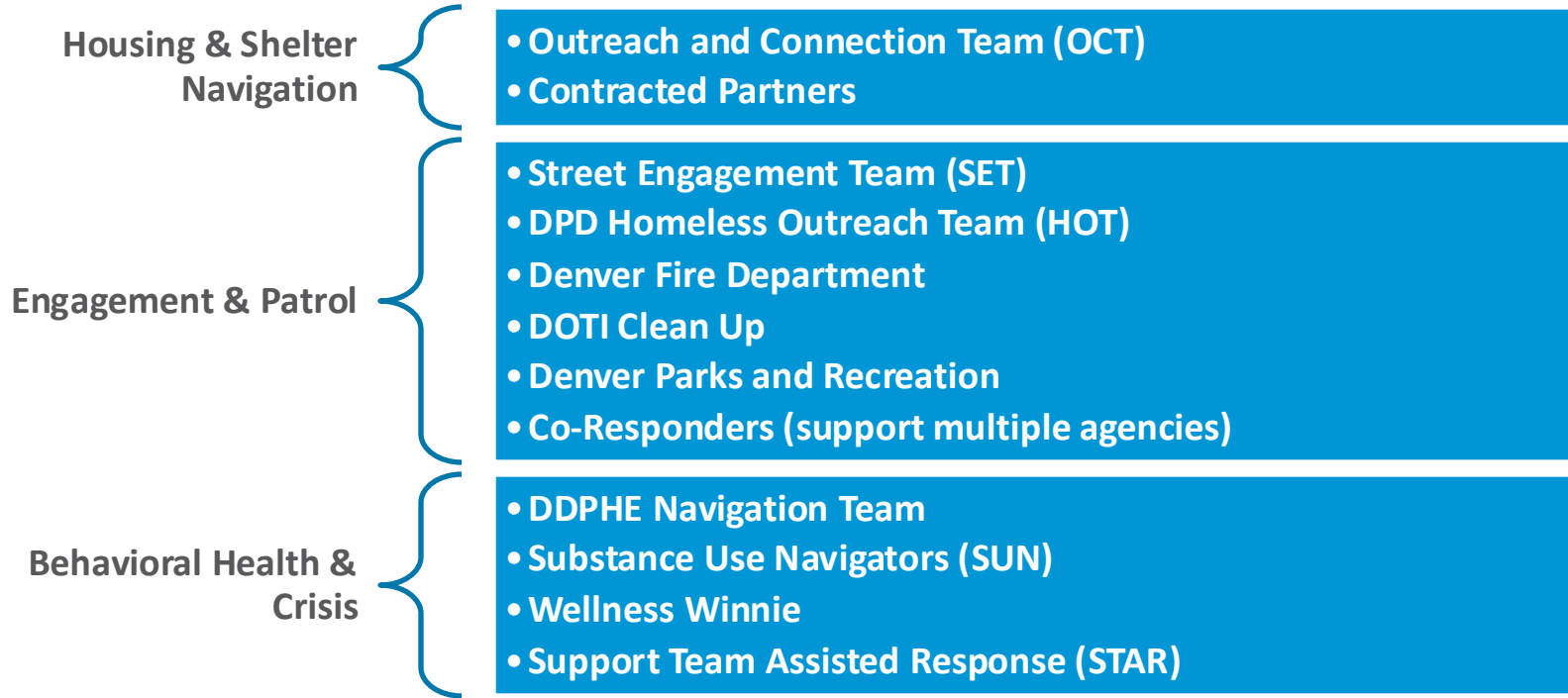
# Street Engagement System



# Reporting & Referral Methods

- 311 and DenverGov.org
- Internal outreach referral form
- Proactive outreach and reporting from the field
- Non-emergency Police calls
- STAR hotline
- 911 emergency calls and texts

# Street Engagement System



# Housing & Shelter Navigation Teams

## HOST Outreach and Connection Team (OCT)

- Housing-focused outreach and service navigation – 12 FTE

## Other Partners / Contracts

- Denver Street Outreach Collaboration (DSOC) – Housing-focused outreach, case management, street nurses, and behavioral health specialists that work with individuals – 24 FTE
- Urban Peak Outreach – Youth-focused street outreach offering housing navigation and service connections – 3FTE
- Denver Dream Center – Peer based program that engages people living downtown and connects them to services, conducts trash collection, etc. - 7 FTE



# Housing Supports Offered

- Navigation of systems, referrals to services, shelter
- Basic needs supplies (food, clothing, transportation to shelter or other services)
- Assessment for entry into the coordinated housing system
- Housing navigation and some ongoing case management
- Harm reduction supplies
- Connection to care and supplies for pets from Denver Animal Shelter

# Engagement and Assessment Teams

## Street Engagement Team (SET)

- Educate & obtain voluntary compliance regarding specified City ordinances
- Offer connections to navigators, transport to shelter, activate emergency life safety response
- Support sheltering, cold weather activation, situational compliance

## Homelessness Outreach Team (HOT)

- Enforcement of State law and City ordinances
- Offer connections to navigation, transports to shelter, ensure situational safety

## Health Investigations Team (PHI)

- Assess, educate, and enforce City ordinances regarding public health
- Assess environmental conditions to ensure public health

## DOTI

- Educate & enforce specified City ordinances regarding right of way
- Assess and ensure cleanliness of public areas
- Manage voluntary storage of personal belongings

## Park Rangers

- Educate & enforce City ordinances related to parks and recreational areas
- Offer connections to navigators, activate emergency life safety response

## Fire Prevention

- Educate & enforce fire code specifications
- Assess fire safety hazards at encampments and vehicles prior to towing

# Outreach Supports within Engagement and Assessment Efforts

- Emphasis on offering connection to short and long term support services
- Focus on voluntary compliance with enforcement as a last resort
- Outreach via referrals to HOST and partnership with Co-Responders, STAR, Care Coordinators as appropriate

# Behavioral Health and Crisis Response

## DDPHE Navigation Team

- Comprised of outreach case coordinators and peer support specialists focused on connecting high acuity individuals to services – 5 FTE

## DDPHE Substance Use Navigators (SUN)

- Partner with first responders to engage people with substance use needs. Co-Responder outreach model with DPD in Districts 1, 2, 3 and 6. Will be accepting referrals from D4 soon.
- SUN navigators are contracted from DHHA – 5 FTE

## DDPHE Wellness Winnie

- Mobile behavioral health unit focused on under-resourced areas. Operates on a regular schedule with long-term recurring locations for most effective engagement. Locations being temporarily updated for encampment response as needed – 4 FTE

## Other Partners / Contracts

- Support Team Assisted Response (STAR), Person-centric mobile distress response serving those experiencing problems related to mental health, depression, poverty, homelessness, and/or substance use issues. --16 Teams (32 FTE)
- Crisis Intervention Response Unit (CIRU), DOS contracts with WellPower

# Behavioral Health & Crisis Supports Offered

- Crisis management/de-escalation
- Peer support
- Substance use support and referrals
- Harm reduction supplies
- Connection to services (in-patient, out-patient, etc.)
- Basic self-care supplies (socks, gloves, toiletries, etc.)



# Implementation of 2023 Audit Recommendations

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## Documentation of Roles and Responsibilities

- Establish clear roles and responsibilities for various teams and agencies involved in street engagement efforts
- Document policies and procedures for response teams

## Coordinated Software Solution

- Launch a single software solution that coordinates and tracks work across various street engagement teams and provides a feedback loop to the community when issues have been addressed



# 2025 Street Engagement System Priorities



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## Real Time Response and Placement

- Enhanced inter-agency coordination
- Daily placement into appropriate shelter and services
- Citywide coverage for response

## Behavioral Health Service Connection

- Street level behavioral health assessment
- Connection points to appropriate services alongside shelter placement

## Addressing RV and Vehicular Homelessness

- Interagency coordination to connect individuals from RV's/ Vehicles to shelters and/or long-term housing



# Questions?