

Support Team Assisted Response (STAR) Program

November 14, 2023

Empowering Denver's communities to live better, longer

Support Team Assisted Response (STAR) Program

Began as a pilot June 1st, 2020, after community members, city employees, and program partners visited Eugene, Oregon to learn about their alternative response program

Program/contracts were housed in Department of Safety until mid-2021

The program now includes both the immediate van response, as well as follow up services through a network of community-based providers



STAR Pilot Period 6/1/20 - 12/2/20

- Police district 6 only
- STAR responded to 748 incidents
- 2546 identified STAR appropriate calls
- 1 Van operating 10am-6pm
Monday Through Friday

Responding to 7 nature codes:

- Assist
- Intoxicated person
- Suicidal series
- Welfare check
- Indecent exposure
- Trespass unwanted person
- Syringe Disposal

STAR Pilot Period Data

Exhibit 1: STAR Response Geography

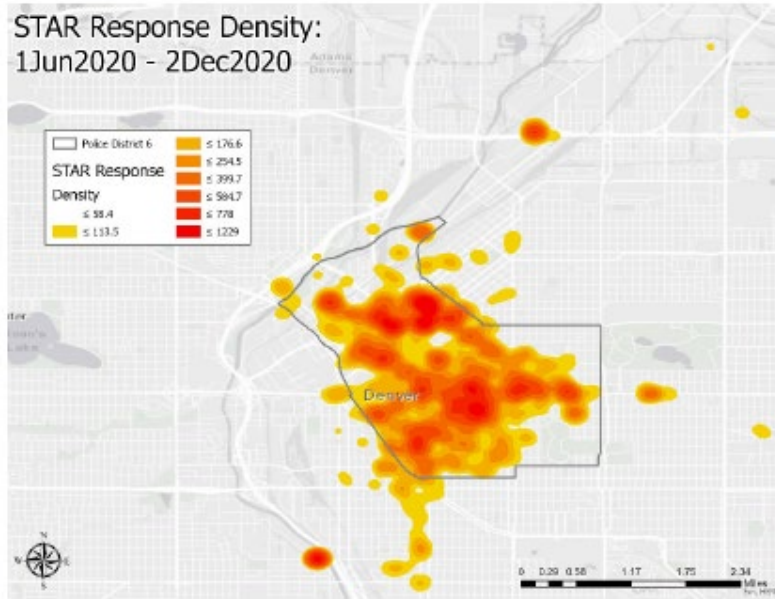
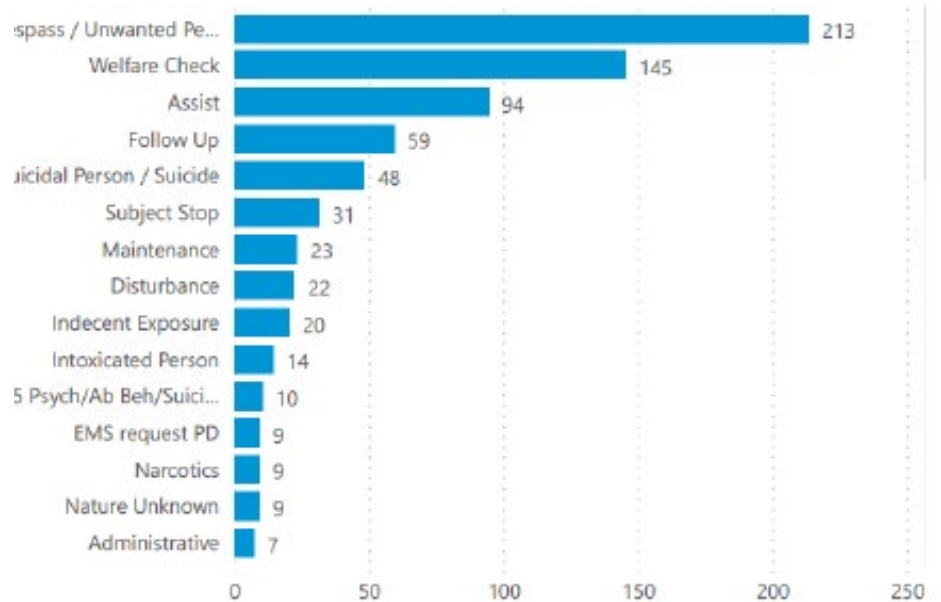


Exhibit 2: Incidents by Problem Type



STAR Program Partners

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

STAR Vans

- Engage 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 Expansion

2022:

- expanded to 5 vans with 10 clinicians and 10 EMTs /paramedics
- Operating 6am to 10pm 7 days a week

2023:

- 8 vans with 16 clinicians and 16 EMTs/paramedics



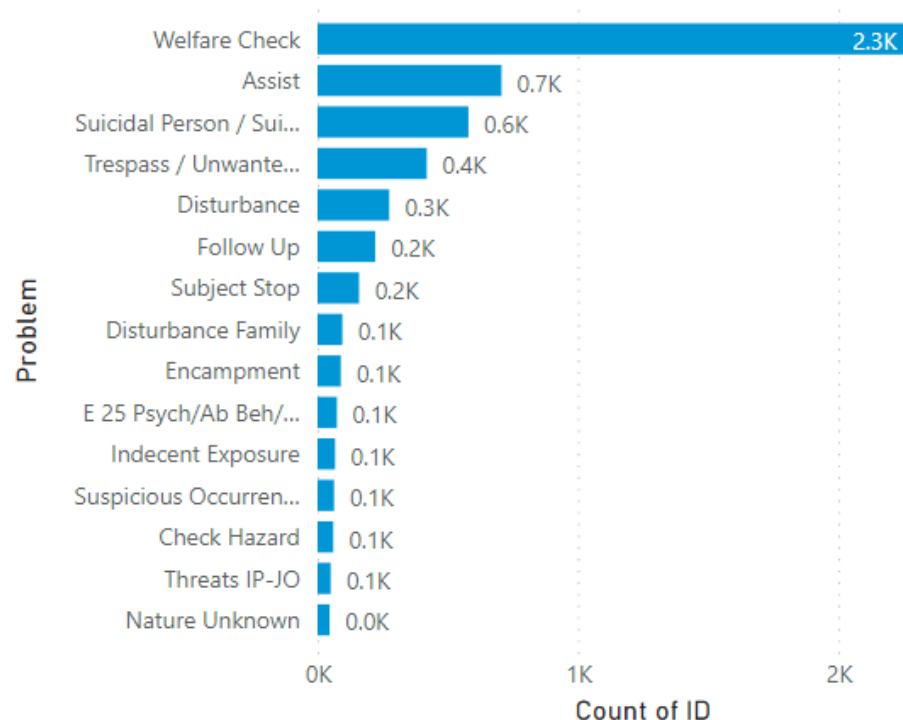
STAR Program Data 2022

Calls responded to: 5,719

Total Clinical encounters: 2,667

Transportation provided: 1,185 times

STAR Incidents by Problem Type



2023 Program Data

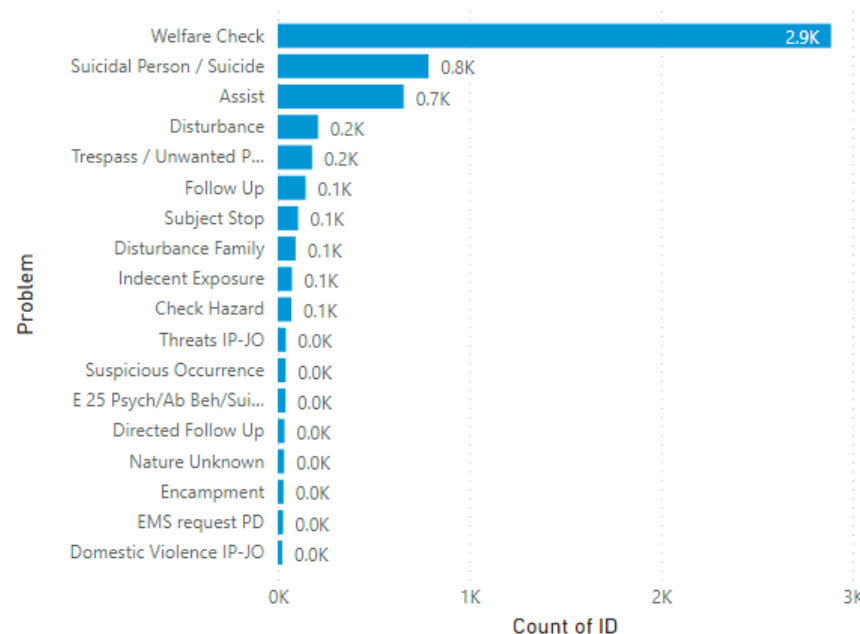
1/1/23-10/31/23

Calls responded to 5,817

Total Clinical encounters 3240

Transportation provided: 1031

STAR Incidents by Problem Type



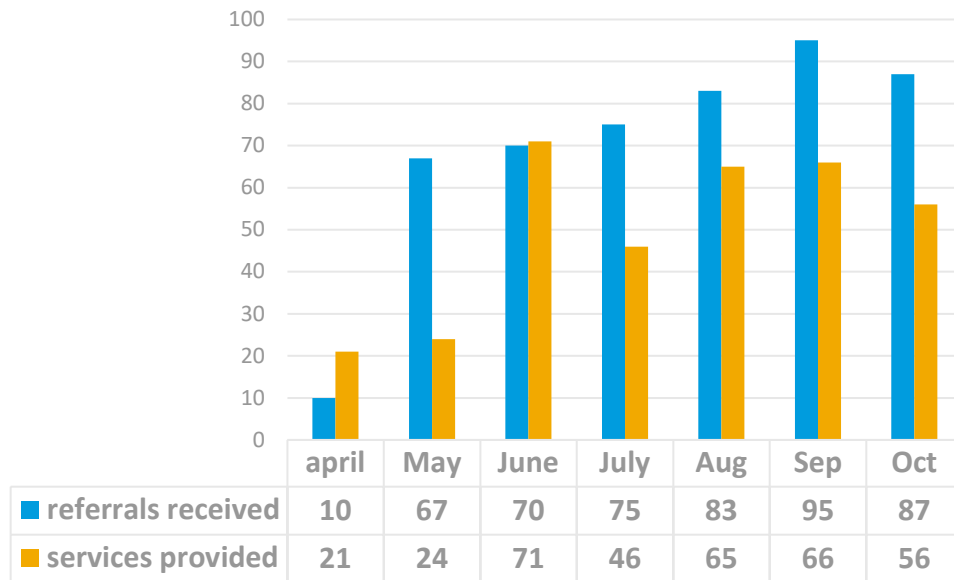
STAR - Community Coalition



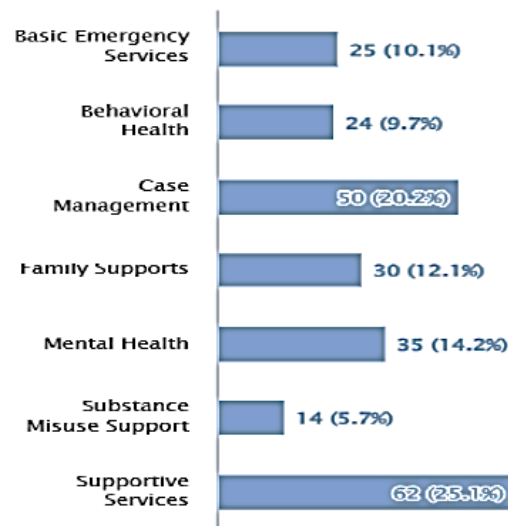
Provide culturally responsive, linguistically specific, and geographically appropriate wraparound services personalized to individual needs

STAR Community Engagement Services Data

Referrals and Services Provided by Month



July Snapshot of Client Needs



Where does STAR go from here?

- Continue to explore opportunities for expansion
- Continue to work toward addressing as many STAR calls as possible
- Troubleshoot getting people into community based services as seamlessly as possible

Questions?