

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto:MileHighOrdinance@DenverGov.org) by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 11/14/24

Please mark one: ☐ Bill Request or ☒ Resolution Request

### 1. Type of Request:

- ☒ Contract/Grant Agreement Amendment ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text
- ☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change
- ☐ Other:

**2. Title:** (Start with *approves*, *amends*, *dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends a contract with La Raza Services, Inc., doing business as Servicios de La Raza, by adding \$2,700,000 for a new total of \$7,300,000 and 12 months for a new end date of 12-31-25 to continue to provide culturally appropriate community engagement services to recipients of the Support Team Assisted Response (STAR) program, citywide. ENVHL-202472789.

**3. Requesting Agency:** Denver Department of Public Health & Environment (DDPHE)

### 4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Marion Rorke	Name: Tristan Sanders
Email: <a href="mailto:marion.rorke@denvergov.org">marion.rorke@denvergov.org</a>	Email: <a href="mailto:Tristan.sanders@denvergov.org">Tristan.sanders@denvergov.org</a>

### 5. General description or background of proposed request. Attach executive summary if more space needed:

The purpose of the Support Team Assisted Response (STAR) Program is to respond to low-risk behavioral health calls with a Paramedic and a Licensed Behavioral Health Clinician to provide in-the-moment crisis intervention and management, de-escalation and connection to appropriate resources, including follow-up and wraparound services through the STAR Community Partners following encounters with a STAR van. STAR vans provide quality care to the community of Denver by utilizing the most appropriate and least restrictive level of care and intervention through on scene behavioral health assessments, crisis intervention and management, emotional support and de-escalation, courtesy transportation, and connection to appropriate resources and wraparound services. The City and County of Denver (CCD) will contract with Servicios de La Raza to execute duties of the Support Team Assisted Response (STAR) Program. Servicios de La Raza will provide the follow up care for individuals referred by the STAR team. They will manage the Community Partner Network of follow up care providers, and they will oversee the alternative pathway into the STAR program.

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Resolution/Bill Number: \_\_\_\_\_

Date Entered: \_\_\_\_\_

The City and County of Denver began contracting with Servicios de La Raza to provide the wraparound services directly and through a network of culturally, linguistically, and geographically responsive community providers in late 2022. This request extends the current contract and adds funds to continue to provide services from 1/1/25-12/31/25.

6. City Attorney assigned to this request (if applicable): Megan Waples

7. City Council District: All

8. **\*\*For all contracts, fill out and submit accompanying Key Contract Terms worksheet\*\***

### Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Vendor/Contractor Name: La Raza Services, Inc., dba: Servicios de La Raza

Contract control number: ENVHL-202472789

Location: Citywide

Is this a new contract? ☐ Yes ☒ No Is this an Amendment? ☒ Yes ☐ No If yes, how many? 3

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Original Contract: 11/01/2022 – 10/31/2022

Amendment 1: 11/01/2022 – 02/29/2024

Amendment 2: 02/29/2024 – 12/31/2024

Current Amendment Request: 11/01/2022 – 12/31/2025

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
(A)	(B)	(A+B)
4,600,000	2,700,000	\$7,300,000

  

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
2/29/24-12/31/24	12 months	12/31/25

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**Scope of work:**

- Servicios de La Raza will:
  - support individuals who have interacted with initial STAR teams by maintaining a Culturally, Geographically, and Linguistically Appropriate Services (CGLS) Network that addresses CGLS behavioral health issues and social determinants of health.
  - Continually assess and identify additional providers to fill gaps in service needs for STAR clients. Providers may vary over time due to changing needs of community members. External partners/provider network provide:
    - i. CGLS case management support for behavioral health related needs, substance use related needs, housing support, and support with connection to appropriate services and navigation of systems to meet individualized needs.,
    - ii. Any other supports needed to improve social determinants of health or other client-identified needs that resulted in crisis, may mitigate ongoing crisis, or prevent further crises.
  - Receive, process, and appropriately disseminate referrals received from STAR vans to STAR Community Partner Network
    - i. This includes but not limited to:
      - 1. Managing and updating Julota system (where referral is received).
      - 2. Directly providing ongoing case management (both office based and community-based) to meet basic needs and increase steps toward self-sufficiency and stability.
      - 3. Communicate and coordinate with STAR van teams and STAR Community Partner Network.
      - 4. Connect STAR clients with support from others within the STAR Community Partner Network.
  - Engage in internal and external evaluation activities, including those required by funders.
  - Provide regular reporting to CCD and other partners upon request and approval from CCD.
  - Use data to research and identify cultural priorities for community outreach and continued education on the STAR program, STAR partners, and STAR Community Partner Network.
  - Provide STAR staff with training that includes best practices related to required activities of the team, including cultural responsiveness training specific to populations served. CCD staff may review and recommend changes to training curriculum if they differ from recommended practices. Additional trainings may include but are not limited to: verbal de-escalation; diversity, equity and inclusion; non-violent crisis intervention; and targeted learning on underserved and underrepresented marginalized populations present in the City and County of Denver, which includes LGBTQI+, BIPOC, I/DD populations, and youth.
  - Attend quarterly in-service days for trainings approved and/or identified by the STAR Operations Manager to ensure quality compliance, ethical standards, and best practice of care standards are met by STAR staff.
  - Secure any protected health information resulting from service delivery according to applicable federal, state and local law and rules, with robust policies and procedures in place to maintain the confidentiality of protected health information. In compliance with HIPAA CFR 164.506, PHI for individuals who have engaged with STAR vans may be disclosed to other STAR providers (WellPower, DHHA, SDLR, and Operations Manager) involved in care and treatment of that individual and overall operations of the program for the purposes of coordination and continuity of care.
  - Deliver telehealth services via encrypted technology compliant with HIPAA.
  - Have signed and dated confidentiality agreements for all staff and volunteers on file.
  - Hold in confidence proprietary data or confidential information that may be owned or controlled by the City or may be owned or controlled by other governmental entities and is collected in the performance of services. Vendor may only use this data and confidential information for the performance of services. Vendor will be required to handle, maintain, and protect all such data or information in accordance with any applicable local, state or federal laws, rules or regulations that may apply.
  - Collaborate with CCD, and STAR partners.
  - Manage daily operations of the STAR Community Partner Network.
  - Hire and train staff.

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- Participate in community advisory committee meetings.
- Maintain and expand the STAR Community Partner Network and inform CCD when intending to add additional partners,
- Support budget development work, create presentations, documents, and dashboards for reporting and monitoring. These created items will be approved for dissemination by CCD before used in presentations to public, other alternative responses, to STAR program partners, and other external agencies.
- Advise internal and external stakeholders on instrument development,
- Participate in formative and process evaluation as part of the ongoing activities of the STAR program.
- Determine appropriate staffing structure and responsibilities with approval from CCD (any changes to approved staffing structure requires approval from CCD).
- Continue pilot of Alternative pathway into provider network in coordination with CCD.
- Provide job descriptions for case managers and written protocol for how referrals are received and processed.
- These protocols will be finalized in collaboration with CCD to ensure that it aligns with duties and practices outlined in the contract.
- Attend monthly contract meeting.
- Attend monthly contract budget meeting.
- Servicios de La Raza agrees to STAR communication guidelines as provided by CCD, including but not limited to branding, messaging, and public information standards. All public communications, promotional materials, and media outreach concerning the program must align with these guidelines to ensure consistency and accuracy in the representation of the program's goals, values, and services. The Partner Agency will seek and obtain prior approval from CCD for any external communication that references the program to ensure compliance with these standards. CCD will provide electronic files (e.g., logos) and guidelines for public messaging on websites, social media accounts, and other materials.

**Was this contractor selected by competitive process?** No

**If not, why not?**

Two Request for Proposals (RFPs) were released for this contract, but in both instances, there were no applicants. Because the need for these services is so great, DDPHE reached out to Servicios de la Raza to discuss the possibility of contracting with them for these services. Servicios de La Raza has a long history of providing linguistically specific and culturally appropriate care to the residents of Denver and DDPHE determined that they had the capacity to develop this type of program.

**Has this contractor provided these services to the City before?** ☒ Yes ☐ No

**Source of funds:** City General Fund & Caring for Denver Foundation

**Is this contract subject to:** ☐ W/MBE ☐ DBE ☐ SBE ☐ XO101 ☐ ACDBE ☒ N/A

**WBE/MBE/DBE commitments (construction, design, Airport concession contracts):**

**Who are the subcontractors to this contract?** Muslim Family Services, Gang Rescue and Support Project, Denver Alliance for Street Health Response, Struggle of Love Foundation, Bayaud Enterprises, and Face It.

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