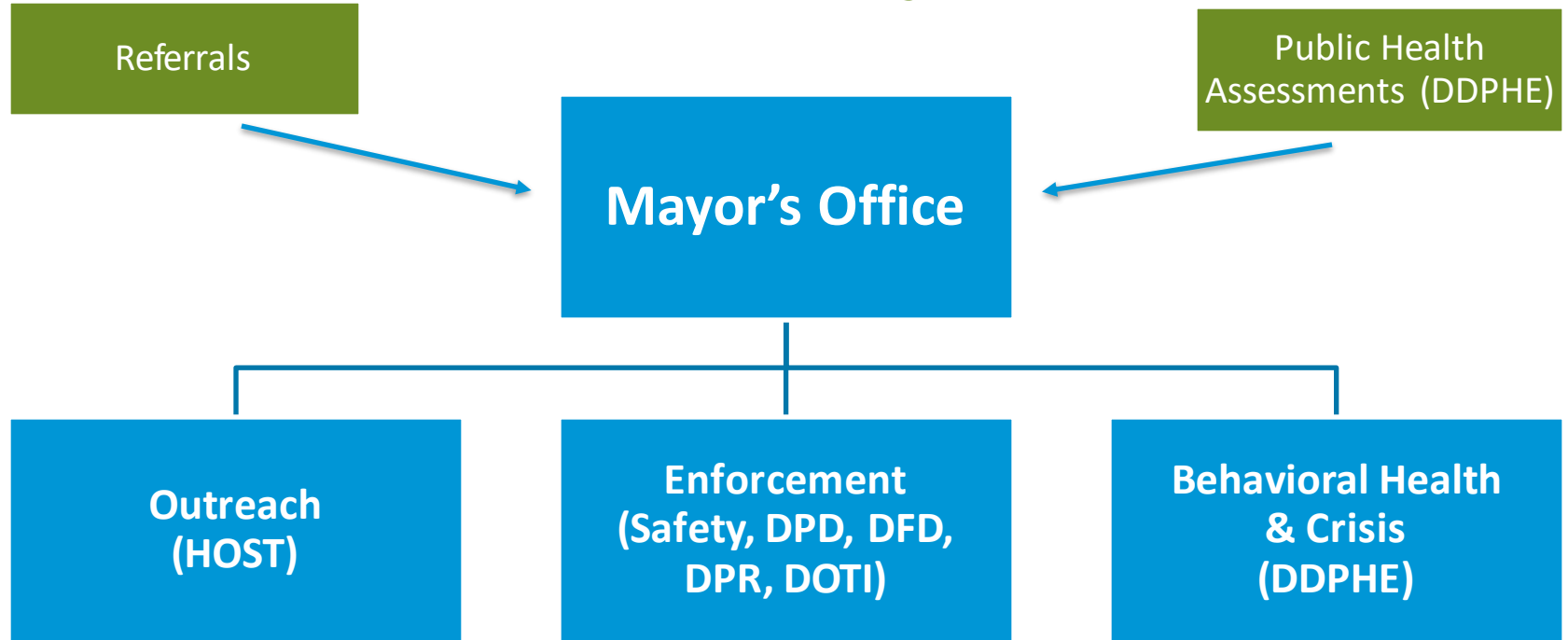




Denver Homeless Outreach, Enforcement and Behavioral Response Teams

Response System



Referral Methods

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

Encampment Assessments

Assess environmental and public health conditions in and near encampments to collect data and track trends

- Inform interventions including: port-o-let placement, trash collection, and clean-ups
- Team provides trash bags, water, and personal care items during assessments

For extreme conditions, DDPHE may require a temporary area restriction while a severe hazard is abated

Homeless Outreach Teams

HOST Outreach and Connection Team (OCT)

- Housing-focused outreach to encampments that are 10 structures or less, and are identified through 311's and referrals – 12 FTE

HOST Encampment Response Team (ERT)

- Housing-focused outreach to encampments that are 10 structures or more. This outreach typically occurs during and encampment clean-up alongside other city agencies. – 4 FTE

HOST Public Health Hot Spots

- Place-based, housing-focused outreach to people experiencing homelessness in areas that have public health concerns – 2 FTE

Other Partners / Contracts

- **Denver Street Outreach Collaboration (DSOC)** – Housing-focused outreach that works with individuals – 19 FTE
- **Strategic Outreach to Large Encampments (SOLE)** – Housing-focused outreach to encampments that are 10 structures or more. This outreach typically occurs prior to an encampment clean-up. – 5 FTE

Outreach Support for House1000

- All of HOST's Unsheltered Pillar 22 FTE were engaged in large scale clean ups, public health concerns, and responding to 311 requests throughout the city regarding the unsheltered population.
- Since the launch of House1000, these 22 FTE have been redeployed to support that effort.

Outreach Supports Offered

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

The Cost of Outreach

- HOST's 2023 contract with DSOC/SOLE is \$2,041,526
- HOST's 2023 budget for unsheltered pillar is \$2,612,119
- TOTAL 2023 City expense for outreach services: **\$4,653,645**

Outreach Outcomes

2022

- 321 individuals housed
- 441 individuals assisted to SOS or shelter

2023 (Jan - end of September)

- 273 individuals housed
- 212 individuals assisted to SOS or shelter

Enforcement Teams

Street Engagement Team (SET)

- Engages people violating specific laws to provide advisement, seek compliance, and determine service needs.
- Provides support to migrant sheltering operations and extreme weather support for welfare checks and transport to warming and sheltering locations when necessary.
- Provides active monitoring of de-commissioned sites in support of House 1,000.

Denver Police Department (DPD)

- Present at large-scale cleanups to ensure compliance, cooperation, and safety for city employees; offers services; collects weapons; makes arrests; and follows personal property storage procedures when arrests occur.
- Homeless Outreach Team (HOT) serves as DPD liaison and resource so Patrol Division resources can address Citywide calls for service.
- Provides enforcement for de-commissioned sites in support of House 1,000.

Denver Fire Department (DFD)

- Assesses violations of and enforces the international and Denver fire codes
- Acts as an intermediary for public safety during cleanups
- Provide safety checks and community education at large encampments regarding hazards and ensure hazards are not present when vehicles are towed

Dept. Of Transportation and Infrastructure (DOTI)

- Oversees DRMC Sec. 49-246, addressing excessive accumulations of trash in the public right of way and unauthorized encumbrances blocking sidewalk and street access
- Supports with staffing/equipment to clean
- Offers campers the ability to store personal belongings for up to 60 days; stores unattended items that do not pose a health or public safety risk.

Outreach Supports within Enforcement

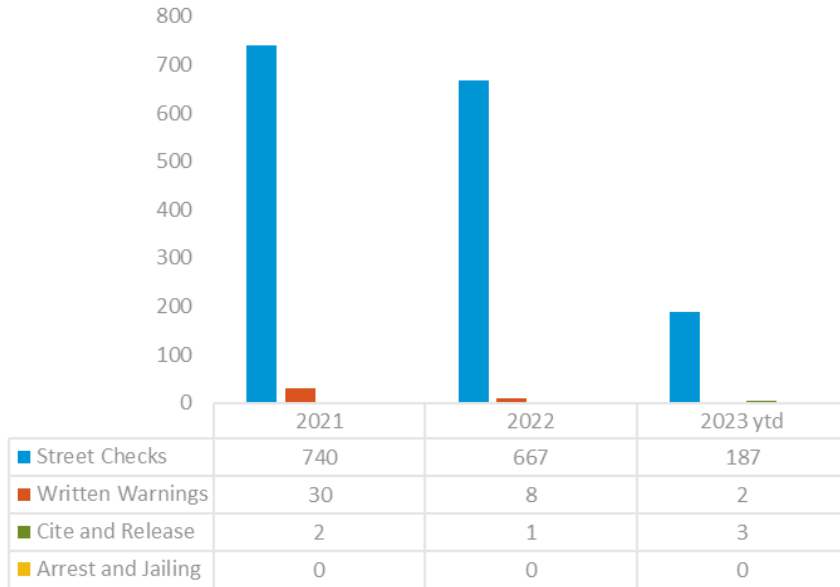
- Emphasis on offering connection to support services
- Focus on voluntary compliance with enforcement as a last resort
- Outreach via referrals to HOST and partnership with Co-Responders, STAR, Care Coordinators as appropriate

The Cost of Enforcement

- Enforcement and response services provided through the Department of Public Safety (Denver 9-1-1, Denver Fire and Police Departments) generally fall within the scope of Safety operations and are not tracked separately from our standard work.

Outcomes

DPD Enforcement Contacts and Outcomes



SET (since 09/2021)

- ~4,700 engagements including 50,000 structures, cars, RVs
- ~ 3,000 offers of resources with 526 referrals to city outreach teams
- Direct hotel sheltering of 50 ppl (9 families, 15 children) pending resource connections

DFD Encampment Fire Responses

- 2021: 266
- 2022: 299
- 2023 ytd: 131

Behavioral Health and Crisis Response

DDPHE 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)

DDPHE Substance Use Navigators (SUN)

- Partner with first responders to engage people with substance use needs. Co-Responder model with DPD in Districts 1, 3 and 6.
- 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

- Crisis Intervention Response Unit (CIRU), DOS contracts with WellPower
- Not limited to homeless response and includes clinician co-response and care coordination support with various City and partner entities (e.g. - DPD, DFD, DSD and Parks Rangers, Auraria and RTD) - 51 FTE

Behavioral & Crisis Supports Offered

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

Behavioral & Crisis Outcomes

2022

- SUN provided service to **1,709** people
- STAR responded to **5,709** calls
- Wellness Winnie made **5,413** contacts
- Solutions Center served **1,504** people

2023 (to date)

- SUN has provided service to **4,230** people
- STAR has responded to **5,315** calls
- Wellness Winnie has made **5,008** contacts
- Solutions Center served **1,739** people

DDPHE behavioral health teams provide service to people in crisis and people with substance use issues by connecting them to long-term support. This is heavily reliant on relationships developed with clients in the field.

Co-Responder Outcomes available in attached 2022 Annual Report

The Cost of Behavioral Health & Crisis Response

- DDPHE's budget for STAR is: \$4.8M
- DDPHE's budget for SUN: \$556,000
- DDPHE's budget for Wellness Winnie: \$1.3M
- DDPHE's contract for the Solutions Center: \$4.2M
- Safety's budget for Co-Responder Programs citywide is \$2.8M**

Total Funding: \$13.65M*

*Note: these programs support broader populations across the city.

**Because Caring For Denver funding for these Programs crosses City budget years, this amount represents the budget for 2024

Total City Response Teams

Homeless Outreach

- Outreach and Connection Team (OCT)
- Encampment Response Team (ERT)
- Public health hot spots homeless outreach support

Enforcement

- Street Engagement Team (SET)
- DPD Homeless Outreach Team (HOT)
- Denver Fire Department
- DOTI Clean Up

Behavioral Health & Crisis

- Support Team Assisted Response (STAR)
- Substance Use Navigators (SUN)
- Wellness Winnie
- Co-Responders (support multiple agencies)



Questions?