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# Denver's Clinical Response System

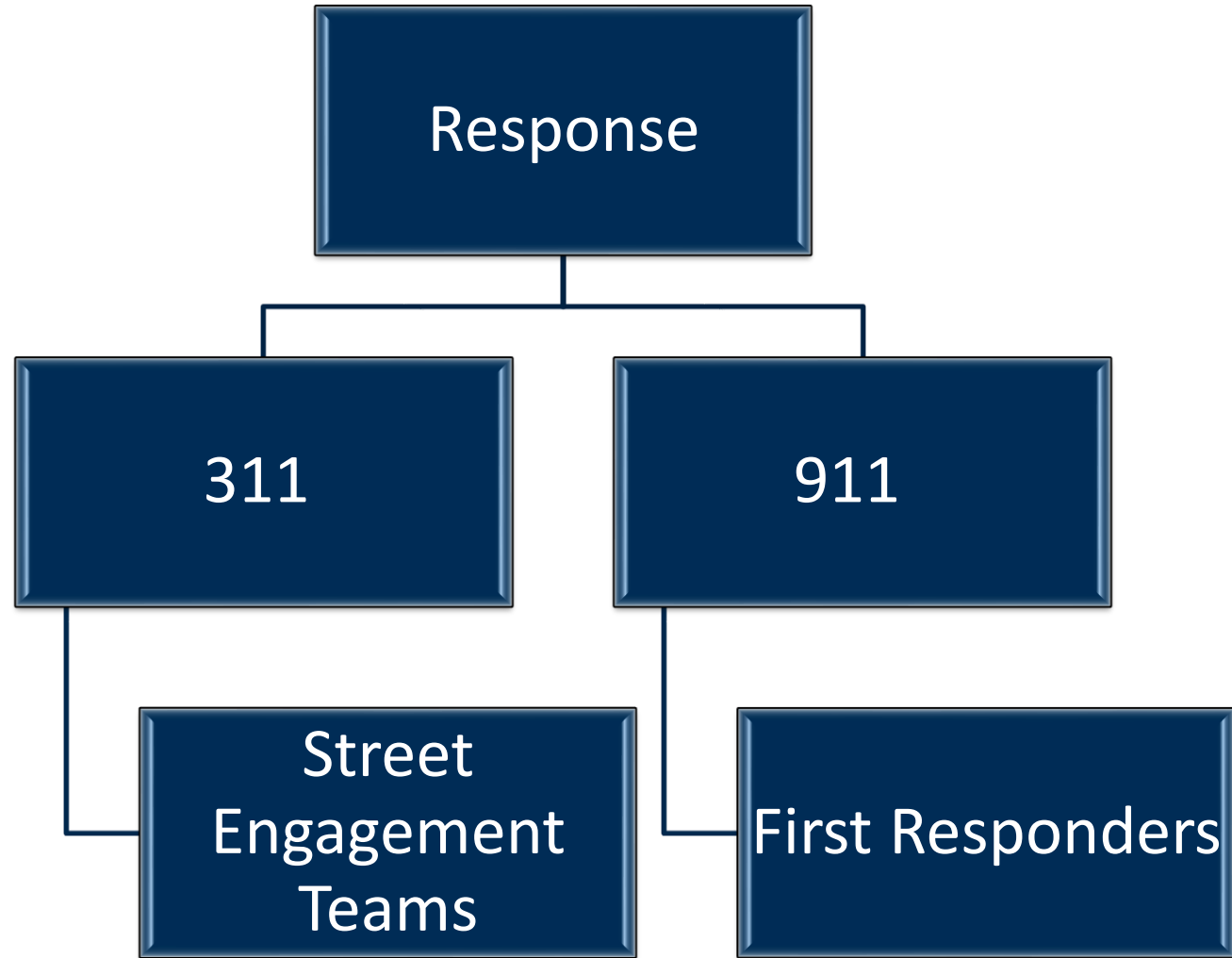
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# Community Member Response Overview



# 911 Dispatch Options



Our objective is to utilize the least acute dispatch option possible based on the circumstances of the call



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# 911 Clinicians

# Overview

- 9-1-1 working on legacy of "law enforcement first" mentality
- Mental/Behavioral Health professionals embedded in the communications center to provide trauma informed support from call intake, to on-scene arrival
- Able to resolve some calls for service over the phone and connect residents to services
- Provide clinical input to field responders to encourage greater use of alternative drop off options

# Budget & Outcomes



## Cost

- \$785K for three clinicians, over three years
- Funded by Caring for Denver

## Operations

- Three clinicians to work staggered shifts in order to get as close to 24/7 coverage as possible

## Outcomes

- More calls resolved without need for in-person or criminal justice response
- Enhance the competency and capacity of Denver 9-1-1 for trauma informed response
- Fewer unnecessary interactions with the criminal justice system
- Greater collaboration between Denver 9-1-1 and R2R/AIMH efforts



# Overview

- STAR is a civilian response team that pairs a behavioral health clinician and a paramedic or EMT.
- STAR provides a person-centric, trauma-informed response option for people experiencing mental health crises, substance use related concerns, homelessness-related needs, poverty-related crises, and other non-violent situations that do not require Police, EMS, or Fire.

# STAR Operations

Operations:

- 7 days a week, 6 a.m. to 10 p.m.
- Up to 5 vans in service
- People are connected with follow-up care and case management through the STAR Community Partner Network.



# Budget



Role	Provider	Term	Funding Source(s)	Budget Estimate	Staff Budgeted
Van Clinicians	WellPower	1/1/26-8/31/26	GF & CFD	\$500K	16 clinicians, 2 managers, partial director and evaluator
Van EMT or Paramedics	Denver Health	1/1/26-8/31/26	GF	\$1.4M	15 EMTs or paramedics, 4 supervisors, 1 director
Wraparound Services & Case Management	Servicios de La Raza	1/1/26-12/31/26	GF & CFD	\$2.7M	3 case managers, 2 therapists, 1 peer support specialist, 1 eligibility technician, 1 manager, 1 director, 2 support FTE, 5 subcontractors
Van EMT or Paramedics	TBD- RFP	7/1/26-12/31/26	GF	\$1M	12 EMTs or paramedics + adequate supervisory coverage per RFP
Van Clinicians	DDPHE	7/1/26-12/31/26	GF & CFD	TBD	12 clinicians, 2 supervisors

# Co-Responder (CIRU)



# Overview

The Co-Responder program is housed within the Crisis Service Bureau of the Denver Police Department, which supports an overall effort to expand law enforcement and behavioral health strategies to meet the needs of people with behavioral/mental health concerns in Denver. The Co-Responder program strives to:

- Reduce the number of people with mental health issues in the jail system
- Improve information sharing and coordination across systems and service providers
- Reduce overall over utilization of individuals with mental or behavioral health concerns with first responders, hospitals or jail systems



# Outreach Case Coordinators (OCC)

The OCC program seeks to help individuals and families who have encounters with DPD and to assist in connecting them with the appropriate resources.

Program is comprised of civilian DPD employees with backgrounds in case management/human services that assist people in need by connecting them to available resources and helping them in navigating those systems.

Outreach Case Coordinators follow up on low level crisis calls that require a more dedicated response and assist in community relationship building.



# Budget



## APPROVED GRANT BUDGET

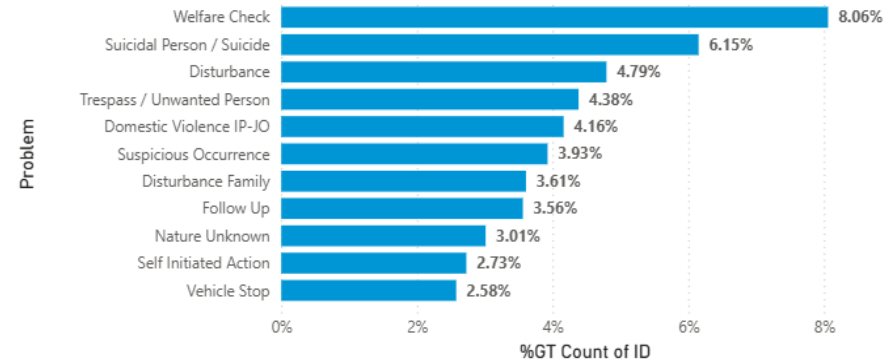
Project/Program Expenses For the Year(s) Requesting Funding Request to Caring for Denver Foundation ONLY				
	Year 1	Year 2	Year 3	Total
<b>Direct Costs - Project/Program</b>				
Personnel/Staff (Salaries, Benefits, and/or Fringe)				\$ -
Program Supplies and/or Equipment				\$ -
Other Program Costs (including meetings, travel, professional development) <i>Provide detail in the Budget Narrative document.</i>				\$ -
<b>Total Direct Costs</b>	\$ -	\$ -	\$ -	\$ -
<b>Other Costs</b>				
Contractors, Consultants, and/or Partners	\$ 2,104,859			\$ 2,104,859
Indirect Costs and/or Fiscal Sponsor's Fee (if applicable) <i>Max 15% of Total Direct Costs (not Other Costs)</i>				\$ -
<b>Total Other Costs</b>	\$ 2,104,859	\$ -	\$ -	\$ 2,104,859
<b>PROJECT/PROGRAM EXPENSES TOTAL REQUEST TO CARING FOR DENVER FOUNDATION</b>	\$ 2,104,859	\$ -	\$ -	\$ 2,104,859

# CIRU Outcomes

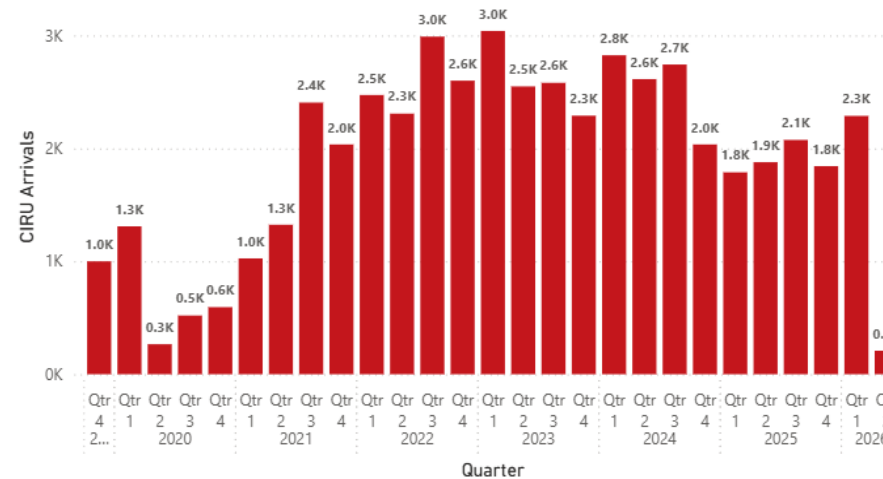
Responded to 50K calls for service

- Hx 2% Arrest
- .014 Officer complaint
- 11% of encounters end in an M1
- 10 year Anniversary

%GT Count of ID by Problem



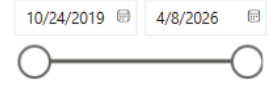
CIRU Arrivals by Year and Quarter



Response Time/Day

Hour	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
0	36	31	42	48	69	87	64	377
1	15	34	22	42	56	71	45	285
2	14	29	24	28	49	61	35	240
3	9	26	18	31	44	67	41	236
4	5	21	21	26	53	56	25	207
5	14	22	5	23	22	40	25	151
6	54	59	60	54	46	28	33	334
7	149	151	161	138	121	68	84	872
8	210	192	201	132	154	71	95	1055
9	234	282	230	163	170	84	127	1290
10	280	277	261	156	217	93	167	1451
11	286	288	250	173	212	126	154	1489
12	328	345	280	227	255	139	189	1763
13	477	470	553	467	449	245	246	2907
14	822	740	888	683	685	329	362	4509
15	954	932	1045	853	727	382	450	5343
16	929	929	936	800	745	342	439	5120
17	849	862	988	814	736	408	401	5058
18	830	816	870	799	701	359	380	4755
19	766	799	911	757	631	333	372	4569
20	808	695	847	741	683	342	378	4494
21	533	526	519	496	415	208	284	2981
22	337	285	252	275	250	131	146	1676
23	107	88	121	114	127	73	71	701
<b>Total</b>	<b>9004</b>	<b>8851</b>	<b>9457</b>	<b>8004</b>	<b>7576</b>	<b>4128</b>	<b>4589</b>	<b>51609</b>

Response Date



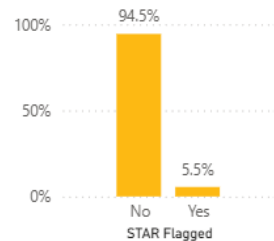
**6.75**  
Median Response Time

**44.00**  
Median Time on CFS

**33.78**  
Median Time on Scene

**51.61K**  
Count of ID

STAR Eligible CFS



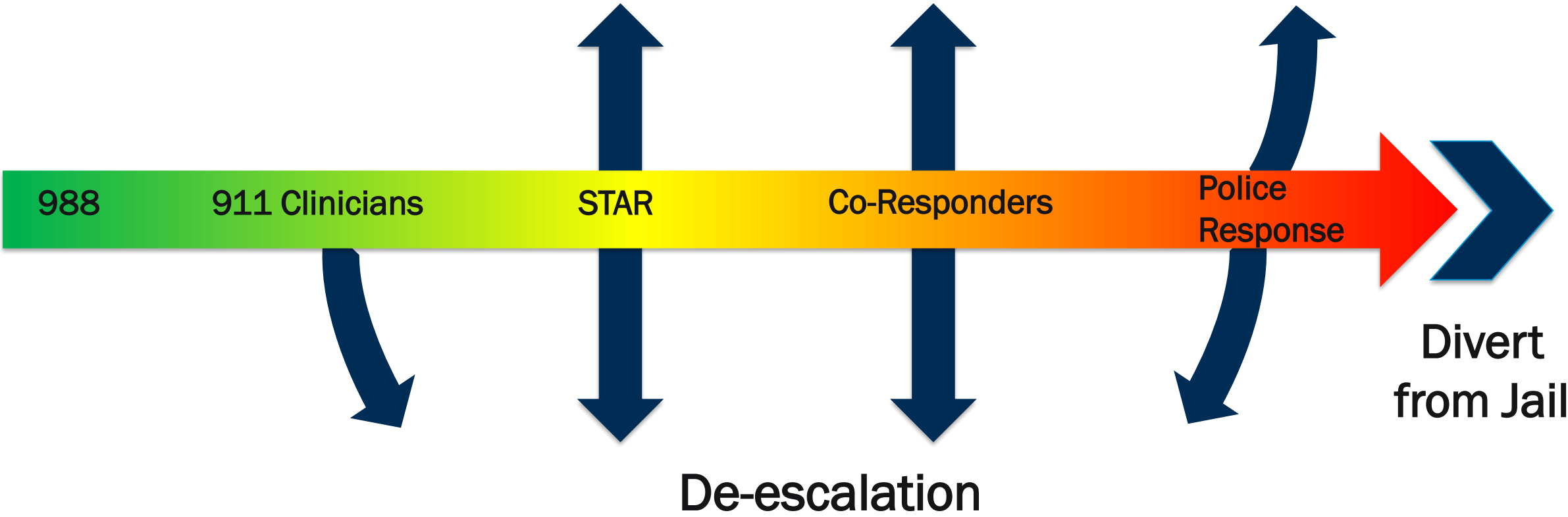


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# System Overview

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Behavioral Health Services & Stability Supports



Questions?