

STAR Contract Approvals

Denver Department of Public Health & Environment

Nov. 30, 2022

Safety, Housing, Homelessness & Education Committee

Empowering Denver's communities to live better, longer



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Support Team Assisted Response (STAR) Current Program Details

Emergency response to distress related to mental health, poverty, homelessness, and substance use

Calls are routed through Denver 911 and screened for the appropriate response

STAR provides distress intervention, de-escalation, & connection to community and clinical resources

Service times: 6 a.m. to 10 p.m. 7 days per week;
5 vans in service



STAR Team



Each STAR response team includes:
1 behavioral health clinician +
1 Emergency Medical Technician (EMT)

- Clinical services contracted to WellPower
- Medical services contracted to Denver Health & Hospital Authority (DHHA) Paramedic Division
- DDPHE administers the program in partnership with Denver 911

STAR Program Data

2022 Calls YTD

- Responded to 4,786 calls
- Provided clinical support to over 1,100 unique individuals

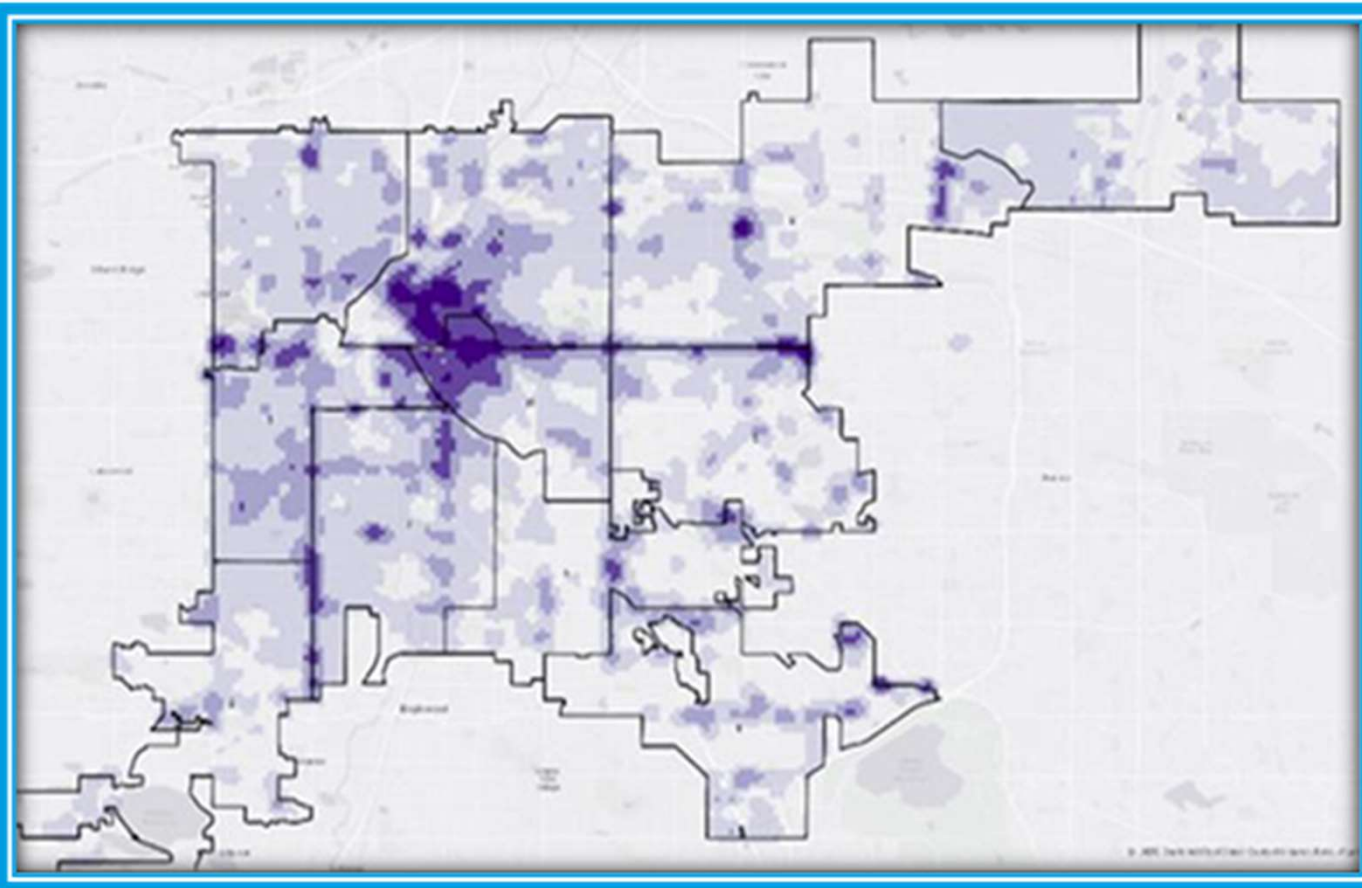
Follow-Up Service

- 5,030 follow-up services provided by WellPower to clients within 90 days of their encounter
- Wide range of follow-up support provided
- Case management most common

Of Note

- Majority of calls come from downtown area
- STAR responds citywide

STAR Program Data (Cont.)



of WellPower Services Received within 90 Days after a STAR Encounter

Case Management	1,066
Crisis/Emergency	933
Residential Services	883
Outreach Services	779
Community Psych Support Trtmt	407
Evaluation and Management	243
Peer Support	165
Psychiatric/Medication Mgmt	114
ClubHouse/Drop-In Center	103
Telephone Support	77
Behavioral Health Screening	76
Individual Psychotherapy	75
Group Psychotherapy	46
Assessment/Diagnosis	36
Treatment/Service Planning	27
Grand Total	5,030

STAR Expansion Details

Expand fleet of STAR vans to 10 (each with an EMT and behavioral health clinician)

Expand number of teams to 16 to be able to provide STAR services 24/7, 365 days per year

Continue to improve referral and follow-up services through existing providers and other community-based providers working with Servicios de la Raza

STAR WellPower Contract

Resolution 22-1567:

Amends a contract with WellPower by adding \$885,986 for a new total of \$2,277,565 and one year for a new end date of 12-31-23 to assist in the completion of the expansion of the STAR program.

- Expands number of behavioral health clinicians needed for expansion + 6 additional clinicians
- Modification to current contract so that DHHA covers program costs for vans and equipment, no longer in the contract to WellPower

STAR DHHA Contract

Bill 22-1566:

Approves an intergovernmental agreement with DHHA for \$2,495,232 and through 12-31-23 to assist in completing the expansion of the STAR program

- Expands number of Emergency Medical Technicians needed for expansion + 6 additional EMTs
- DHHA will now directly cover program costs for vans and equipment +3 additional vans to be added in 2023

Next Steps After Council Approval

Contract and work to continue past January 1, 2023, and complete expansion in 2023 to a total of 16 teams and 10 vans

DHHA and WellPower will hire the additional clinical staff needed for expansion

DHHA will supply vans and equipment to facilitate expanded services

Program operations and functions continue to evolve via community and partner input

Questions?

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