

Denver Dept. of Public Health & Environment

Resolution Request 22-1136 – STAR Community Services

Safety, Housing, Education & Homelessness Committee
October 19, 2022

Empowering Denver's communities to live better, longer

Community Engaged Services and Support

Resolution Request 22-1136:

Approves a contract with La Raza Services, Inc., doing business as Servicios de La Raza, for \$2,300,000 through October 31, 2023, to provide culturally appropriate community engaged services to recipients of the Support Team Assisted Response (STAR) program citywide

- Essential in the expansion of STAR
- Create a neighborhood-specific network of community engaged services, citywide
- Address the underlying social and support needs of people in a culturally responsive, linguistically specific, and geographically convenient way

Background

- The STAR (Support Team Assisted Response) Program serves Denver residents in mental health distress – in situations where there is no threat of imminent violence
- STAR has expanded citywide as of January 2022
- Response Teams include behavioral health clinicians and paramedics/EMTs

GOALS

- Reduce incarceration rates for people with mental health and substance misuse concerns
- Increase connection to, and engagement in, community resources for people served by STAR
- Increase options for acute care needs
- Promote stability over time for people served by STAR

Vendor: Servicios De La Raza

- Selection process and contract development -

Servicios De La Raza strives to provide and advocate for culturally responsive, essential human services and opportunities



What initially began as an effort to support the underserved Latinx community has expanded to ALL communities, irrespective of age, race, gender, sexual-orientation, etc., with respect and dignity

Approach to Service Will Include

CLAS Network

Create a culturally and linguistically appropriate services (CLAS) network

- Will address behavioral health issues and social determinants of health

Data + Evaluation

Ongoing data and evaluation efforts will guide services being provided

- Will include direct community input

Service Providers

Services will be directed by dedicated staff at Servicios de la Raza

Contracted providers will make up a peer network, facilitated by Servicios to collaborate

Contract Deliverables

Use data and community input to **identify gaps** in services

Convene **community-based providers** that could provide services necessary for STAR clients

Where appropriate, **hire and provide services** directly

Review **contracted and in-house services** being provided with DDPHE monthly for draw down



Next Steps

Contract and work would begin November 1, 2022

Servicios would begin **analyzing data and engaging community** around identifying gaps in specific social services available

Servicios would begin **hiring and contracting** with community-based providers through Q2 2023 with services coming online in a rolling manner as identified

Ongoing evaluation and **quality improvement** of services provided and network efficiency would begin as services start up

Questions?

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