

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto: MileHighOrdinance@DenverGov.org) by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: 3/4/2025

Please mark one: Bill Request or Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

Yes No

1. Type of Request:

Contract/Grant Agreement Intergovernmental Agreement (IGA) Rezoning/Text Amendment

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 an Intergovernmental Agreement with Denver Health and Hospital Authority to add \$2,400,000.00 for a new total of \$7,513,900.57 and add one year for a new end date of 12-31-2025 to continue to provide EMTs/paramedics and vans for the Support Team Assisted Response (STAR) program, citywide. (ENVHL-202475984-02/ENVHL-202265543-02).

3. Requesting Agency:

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Marion Rorke	Name: Alex Vidal
Email: Marion.rorke@denvergov.org	Email: alex.vidal@denvergov.org

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

(who, what, why)

The purpose of the Support Team Assisted Response (STAR) Program is to respond to low-risk behavioral health calls with an EMT/Paramedic and a Licensed Behavioral Health Clinician (or Unlicensed, under supervision) to de-escalate and connect residents in distress with appropriate services, including wraparound services through the STAR Community Coalition following encounters with a STAR van. STAR vans provide a broad range of services such as providing information and referrals, crisis intervention, counseling, transportation, and social service needs. CCD wishes to contract with Denver Health and Hospital Authority (DHHA)-Division Paramedics to execute the duties of the Support Team Assisted Response (STAR) Program; DHHA will provide response vehicles and infrastructure with Paramedics or EMTs to assist the STAR team in responding.

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

Breena Meng

7. City Council District:

All

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

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

Key Contract Terms

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

Vendor/Contractor Name (including any dba's):
Denver Health & Hospital Authority

Contract control number (legacy and new):
ENVHL-202265543-00
ENVHL-202371479-01/ENVHL-202265543-01
ENVHL-202475984-02/ENVHL-202265543-02

Location: 777 Bannock St, Denver, CO 80204

Is this a new contract? Yes No Is this an Amendment? Yes No If yes, how many? 2

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):
Existing: 1/1/2023-12/31/2024
Amended: 1/1/2023-12/31/2025

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$ 5,113,900.57	\$2,400,000	\$ 7,513,900.57

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2023-12/31/2024	1 year	12/31/2025

Scope of work:

1. Provide basic emergency medical services for individuals who are identified as suffering from and acute injury or illness requiring immediate intervention. The DHPD staff cannot “medically clear” any individual as it is out of the scope of practice for an EMS provider. DHPD staff will work with WellPower clinicians to ensure that appropriate access to medical care is achieved.
 - a. DHHA will provide Medical Direction to paramedics and EMTs working on the STAR van. Medical Direction will be responsible for the development and implementation of medical care protocols and oversight of the EMS care provided by DHHA staff.
 - b. A robust Quality Improvement and Quality Assurance (QA/QI) program is an integral part of the delivery of medical care and is required by statute for any service providing pre-hospital Emergency Medical Services. DHHA STAR management will be responsible for the creation and oversight of a STAR specific QA/QI program including case review and continuing education. QA/QI reports and findings will be shared with CCD upon request. Changes made to operations of the program based on findings of the QA/QI process will be reviewed by CCD prior to implementation of any operational changes to ensure that changes align with programmatic operation needs.
2. Provide education on ways to navigate the medical system, various levels of care within the medical system, and harm-reduction.
3. Assist in supporting client self-identified needs. This includes:
 - a. Reconnection to service providers, transportation to low barrier options, or safe locations identified by the client as appropriate.

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- b. Along with the WellPower behavioral health crisis clinician, provide courtesy transportation in situations where it is safe for both the individual in crisis and the van staff.
 - i. Patients under the care of DHPD personnel will not be transported in the STAR van. Patients requiring transport for acute injury or illness to an appropriate medical facility will be transported by a licensed ambulance.
 - ii. In instances where the clinician has determined that there are acute safety concerns for the individual and safety planning is not appropriate, collaborate with clinician on determination of appropriate level of care (i.e. ED, Crisis Stabilization, etc) and the most appropriate form of transportation. If another form of transportation is required, assist in the coordination.
 - c. Referral and connection to appropriate resources that can be utilized for support and system navigation post crisis provided through STAR Community Partners Network.
4. Deploy response teams that include, a Paramedic/ EMT (*EMT may be considered upon specific program staffing needs and approved by CCD) Be available for 16 hours daily (7 days per week) based on assessed need, with current staffing levels, and up to 24 hour daily, with future appropriated staffing.
- a. There are limited exceptions for staff availability, which may cause a slight reduction in community response:
 - 1. Medical staff will attend bi-weekly (every other week) team meetings, governed by the WellPower and DHHA Leadership, which may last up to 2 hours, and may include pre-planned trainings. STAR vans may not be available at this time. WellPower will work with CCD to schedule at times with least impact to service as determined by available data. WP in conjunction with CCD will explore other coverage options for these times.
 - 2. Attend quarterly in-service days for trainings approved and/or identified by CCD to ensure quality compliance, ethical standards, and best practice of care standards are met by STAR staff.
 - 3. Complete annual Criminal Justice Information Systems/Services (CJIS) training prior to expiration of certification to ensure staff are able to maintain access to criminal justice information required for operations of STAR van.
 - 4. Medical staff will attend on-going trainings that provide them with continuing education regarding their scope of work and/or trainings related to vicarious trauma (or similar trainings), and/or professional development. availability, they will be approved in advance by CCD. The trainings will be scheduled to have a minimal impact on community response but may require modified schedules for STAR van availability.
 - A. Ensure adequate staffing to accommodate training and professional development activities for staff with minimal, if any, interruption to van service.
 - B. DHHA will inform CCD, and STAR program partners a minimum of 30 days before any planned reduction in availability due to staff training, engagement, and/or wellness needs when possible. DHHA will inform CCD, and STAR program partners upon learning of the planned reduction in availability.
 - C. Complete annual Criminal Justice Information Systems/Services (CJIS) training prior to expiration of certificate to ensure staff are able to maintain access to criminal justice information required for operations of STAR vans.
 - D. Be responsible for transportation: driving STAR van and transporting clients to appropriate services.
 - E. Provide medical assessment to ensure medical or physical trauma are not complicating behavioral health distress.
 - F. Provide medical care when indicated, including lifesaving medical interventions.
 - G. Operate within medical care protocols as established by the DHPD Medical Director group and operate within the scope of practice for skill level as defined by the State of Colorado Department of Public Health and Environment EMS branch.
 - H. Have appropriate knowledge of the city regarding access to call locations and destinations.
 - I. Maintain service and readiness of STAR vehicles.
 - J. Provide appropriate situational awareness and knowledge of public safety resources.
 - K. Receive training and professional development that includes best practices related to required activities of the team. This may include:
 - a. cultural responsiveness training,
 - b. verbal de-escalation,
 - c. diversity, equity, and inclusion,
 - d. non-violent crisis intervention,
 - e. targeted learning on underserved and underrepresented marginalized populations present in the City & County of Denver, which includes LGBTQI+, BIPOC, IDD, and youth.
 - f. Additional trainings may be offered to all DHHA as a STAR program partner.
 - L. 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 CCD) involved in care and treatment of that individual and overall operations of the program for the purposes of coordination and continuity of care.

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M. Have signed and dated confidentiality agreements for all staff.

N. Other Services

- a. Create internal STAR standard operating procedures (SOP) for medics and DHHA STAR in coordination with CCD.
- b. SOP's to be approved by CCD to ensure that it aligns with duties and practices outlined in the contract.
- c. Upon request CCD will be part of interview panels for new employees and able to participate in hiring process. Final hiring decision making will be up to DHHA.
- d. Attend monthly contract budget meeting.
- e. Attend monthly contract meeting. Provide regular reporting to CCD and other partners upon request and approval from CCD.
- f. Participate in community advisory committee meetings.
- g. DHHA 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?

If not, why not?

Yes.

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

Yes, this is an amendment to an existing contract.

Source of funds:

General funds

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?

N/A

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