

## 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: 1/22/2026

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 a contract with Denver Health and Hospital Authority to add \$1,397,376 for a new total of \$8,911,276.57 and add eight months for a new end date of 8-31-2026 to continue to provide EMTs/paramedics and vans for the Support Team Assisted Response (STAR) program, citywide (ENVHL-202265543/ENVHL-202578429-03).

3. **Requesting Agency:** DDPHE

### 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 or Tandis Hashemi	Name: Elise Matatall
Email: Marion.rorke@denvergov.org Tandis.Hashemi@denvergov.org	Email: Elise.Matatall@denvergov.org

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

(who, what, why)

The Denver Department of Public Health & Environment requests to add 8 months to this contract for a new end date of 8/31/2025 to provide EMT/paramedic services for the STAR van. 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. DHHA will provide response vehicles and infrastructure with Paramedics or EMTs to assist the STAR team in responding.

A request for proposals will (RFP) be released early 2026 to provide STAR van services through the end of 2026, and for the next few years. The selected vendor will have a contract start date of 7/1/2026 but will not be expected to have services up-and-running until mid-August. As such, we have budgeted for 6 weeks of overlap between DHHA and the vendor awarded via the RFP to allow for a transition period and limit reduction in service delivery. The budget allocated to DHHA in this contract provides sufficient funding to operate through 8/15/2026. The contract term goes through 8/31/2026 to allow some additional time for contract close-out.

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

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7. City Council District: All

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

### 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/ENVHL-202578429-03

**Location:** citywide

**Is this a new contract?** ☐ Yes ☒ No **Is this an Amendment?** ☒ Yes ☐ No **If yes, how many?** 3

**Contract Term/Duration (for amended contracts, include existing term dates and amended dates):**  
Existing: 1/1/2023-12/31/2025  
Amended: 1/1/2023-8/31/2026

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

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$ 7,513,900.57	\$1,397,376	\$ 8,911,276.57

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2023-12/31/2025	8 months	8/31/2026

#### Scope of work:

The DHHA STAR van staff will:

- a. Provide basic emergency medical services for individuals who are identified as suffering from and acute injury or illness requiring immediate intervention. The DENVER HEALTH PARAMEDIC DIVISION staff cannot "medically clear" any individual as it is out of the scope of practice for an EMS provider. DENVER HEALTH PARAMEDIC DIVISION staff will work with WellPower clinicians to ensure that appropriate access to medical care is achieved.
  - i. 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.
  - ii. 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 all EMS 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.

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- iii. All Patient encounters will be documented in ESO in accordance with EMS standards. All DHHS STAR staff will be presented with STAR specific protocols, examined in written format, and be provided with hands-on skills testing on an annual basis.
- iv. Paramedics/EMTs will provide information to individuals regarding risks or concerns associated with refusing medical care when recommended. EMT/Paramedic will encourage follow-up with a medical provider.
- b. Assist in supporting client self-identified needs. This includes:
  - i. Reconnection to service providers, transportation to low barrier options, or safe locations identified by the client as appropriate.
  - ii. 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.
    - 1. Patients under the care of DENVER HEALTH PARAMEDIC DIVISION 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.
    - 2. 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.
  - iii. Referral and connection to appropriate resources that can be utilized for support and system navigation post crisis provided through STAR Community Partners Network. CCD will ensure that DHHA receives initial and ongoing referral training to set the standard and to address any documentation training concerns.
- c. Deploy response teams that include, a Paramedic/ EMT (\*EMT with previous experience working in emergency services (specifically within the 9-1-1 system). In the event that EMT does not have prior experience in emergency services, the EMT will complete DHHA'S EMT academy training prior to riding the STAR van. 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.
  - i. Deploy response teams that include, a Paramedic/ EMT (\*EMT with previous experience working in emergency services (specifically within the 9-1-1 system). In the event that EMT does not have prior experience in emergency services, the EMT will complete DHHA'S EMT academy training prior to riding the STAR van. 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.
    - 1. There are limited exceptions for staff availability, which may cause a slight reduction in community response:
      - i.a 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.
      - i.b 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.
      - i.c 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.
      - i.d 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.
- d. Ensure adequate staffing to accommodate training and professional development activities for staff with minimal, if any, interruption to van service.
- e. 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.
- f. 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.
- g. Be responsible for transportation: driving STAR van and transporting clients to appropriate services.
- h. Provide medical assessment when appropriate and in accordance with DHPD STAR specific protocols to ensure medical or physical trauma are not complicating behavioral health distress.
- i. Provide medical care when indicated, including lifesaving medical interventions.
- j. Operate within medical care protocols as established by the DENVER HEALTH PARAMEDIC DIVISION 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.

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- k. Have appropriate knowledge of the city regarding access to call locations and destinations.
  - l. Maintain service and readiness of STAR vehicles.
  - m. Provide appropriate situational awareness and knowledge of public safety resources
  - n. Receive training and professional development that includes best practices related to required activities of the team. This may include:
    - i. cultural responsiveness training,
    - ii. verbal de-escalation,
    - iii. diversity, equity, and inclusion,
    - iv. non-violent crisis intervention,
    - v. targeted learning on underserved and underrepresented marginalized populations presents in the City & County of Denver, which includes LGBTQI+, BIPOC, IDD, and youth.
  - o. Additional trainings may be offered to all DHHA as a STAR program partner.
  - p. 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.
  - q. Have signed and dated confidentiality agreements for all staff.
- B. Other services:**
- a. Create internal STAR standard operating procedures (SOP) for medics and DHHA STAR in coordination with CCD.
  - b. STAR SOP's to be approved by CCD to ensure that it aligns with duties and practices outlined in the contract 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.
  - c. Attend monthly contract budget meeting.
  - d. Attend monthly contract meeting. Provide regular reporting to CCD and other partners upon request and approval from CCD.
  - e. Participate in community advisory committee meetings. At minimum, be present at the meetings and share information as requested/relevant.
  - f. 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?** Yes

**If not, why not?**

**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):** N/A

**Who are the subcontractors to this contract?**

N/A

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