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# Co-Responder Program STAR Pilot

Safety, Housing, Education & Homelessness  
March 24, 2021

# Co-Response & STAR: “And” not “Or”

## Co-Responders

- Officer and clinician respond together
- Higher risk calls (i.e., potential for weapons / violence)
- To date: less than 2% of responses have required enforcement (citation or arrest)
- Case Manager Hub
  - 11 total
  - Ensure long-term success through service connection

## STAR Pilot

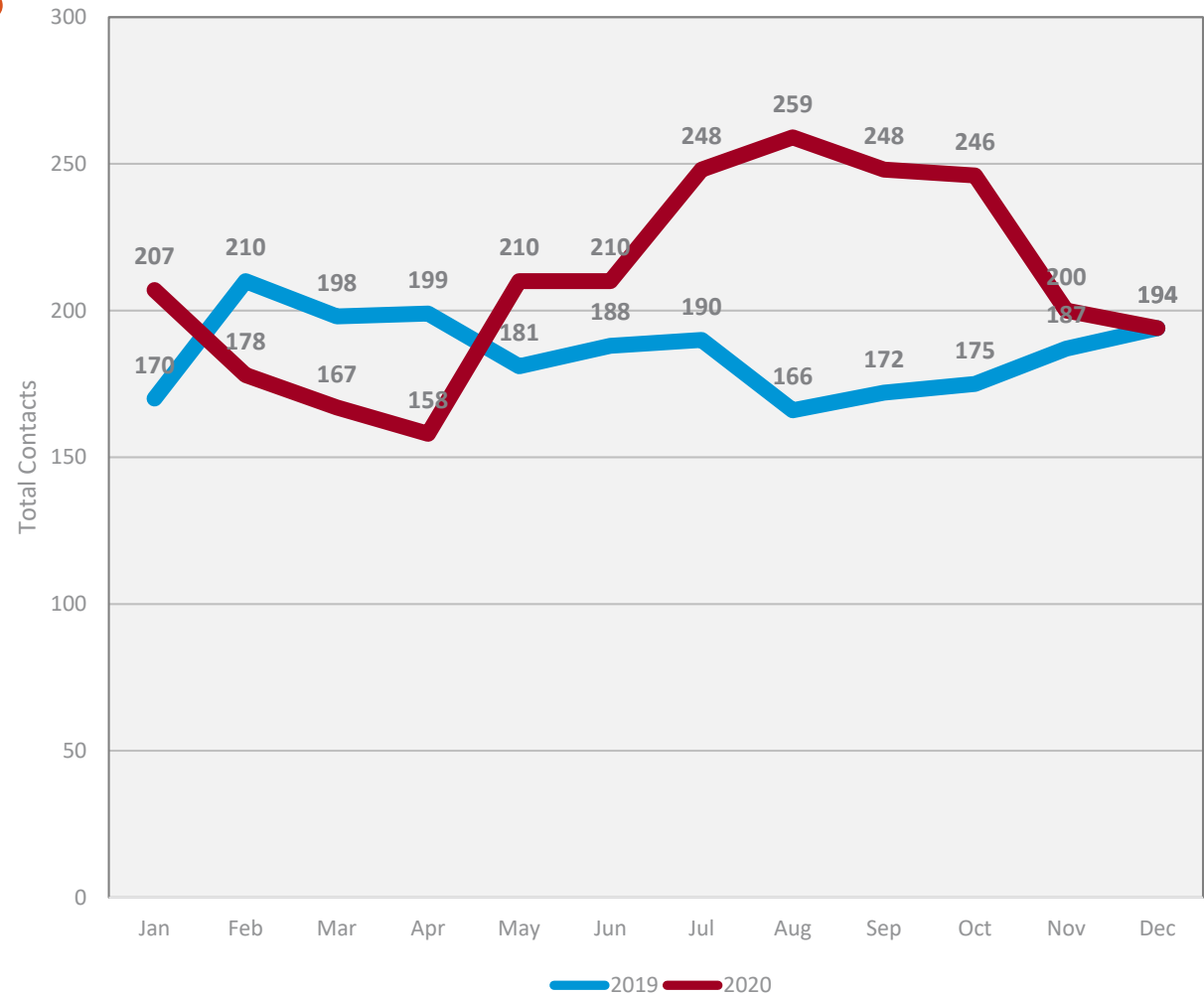
- Non-law enforcement response
- Lower risk calls (i.e., no weapons involved)
- 9-1-1 call-takers screen the following calls for riskiness: assist, intoxicated person, suicidal series, welfare check, trespass / unwanted person, and syringe disposal

# CIRU Contacts

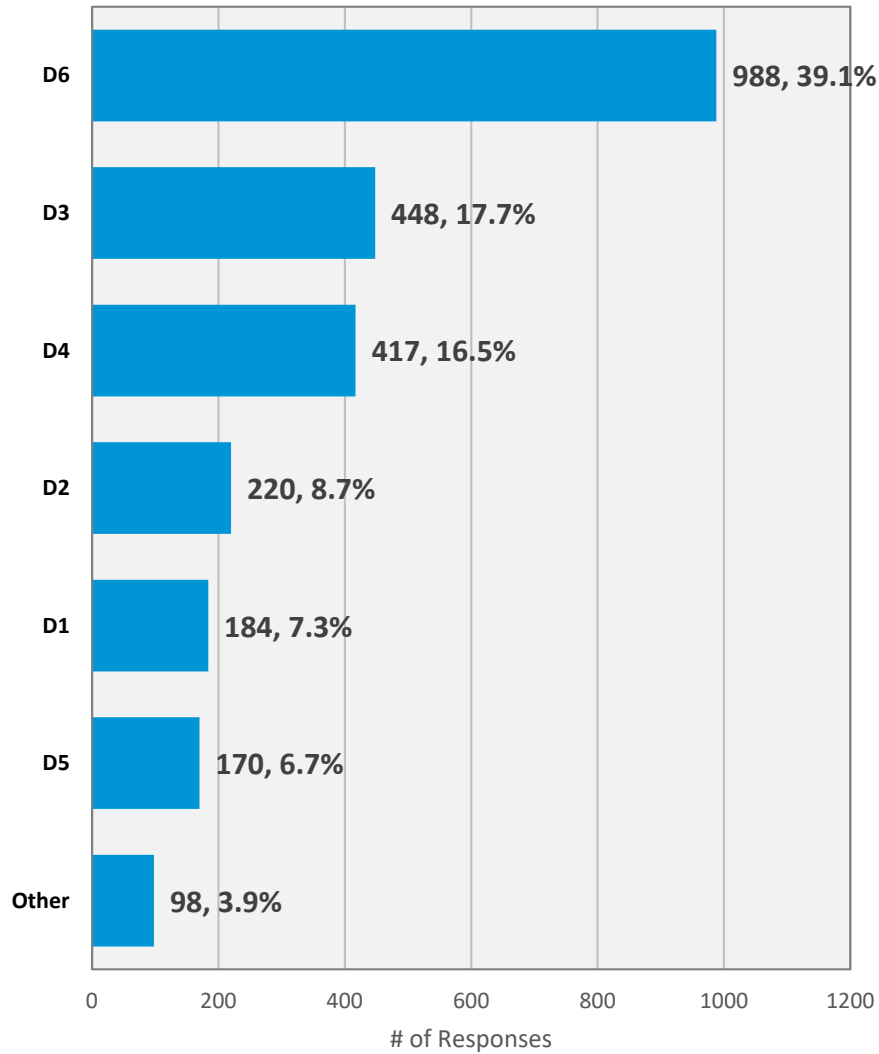
**2019:** 2,230 total contacts (**33% increase** over 2018)

**2020:** 2,525 total contacts (**12% increase** over 2019)

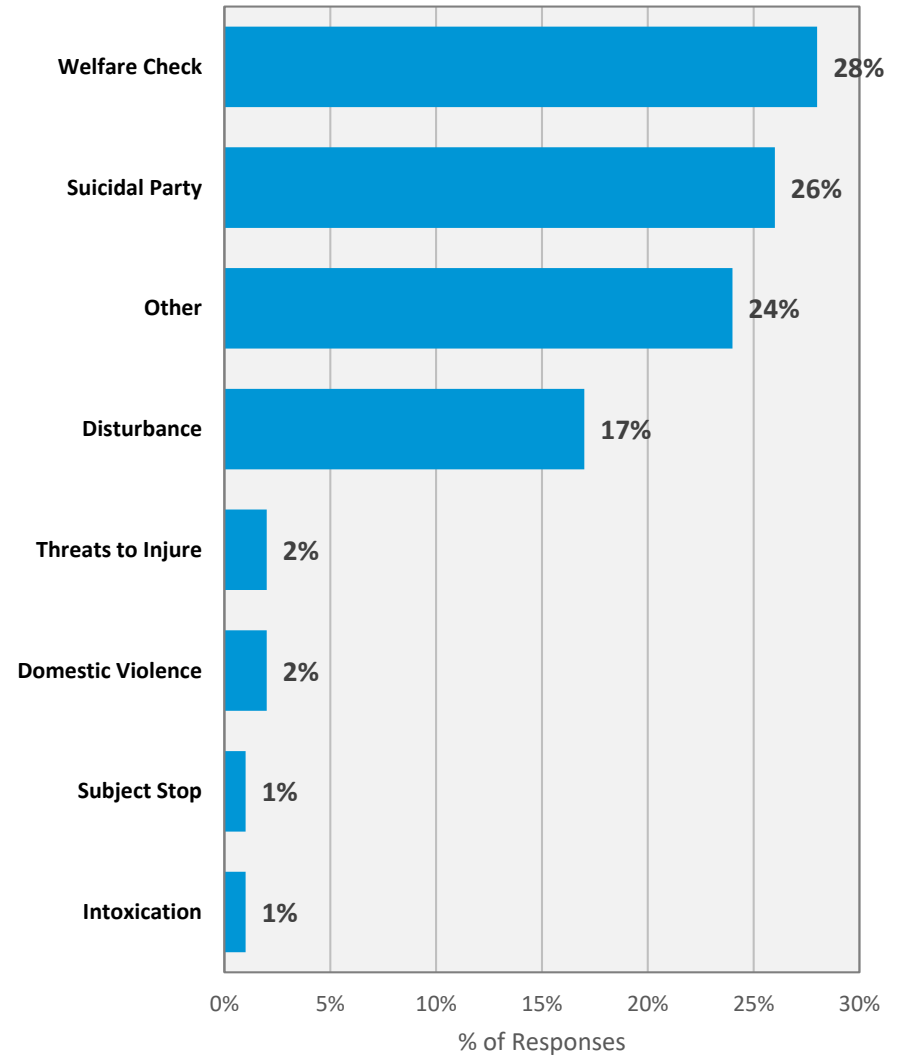
## DPD Crisis Intervention Response Unit (CIRU) Monthly Contacts: 2019-2020



## CIRU Responses by Police District



## CIRU Responses by 9-1-1 Nature Code



# STAR Program Overview

## Need:

- Mental health related calls up 13.2% against 3-year average
- 31,264 mental health related calls in 2019
- Sending the right response based on the need

## Design:

- Modeled after the CAHOOTS program (Eugene, OR)
- Community-based response
- Meets people where they are

## Team Composition:

- Mental Health worker (Clinician)
- Paramedic / EMT
- **Police officer is not a part of the team**





**Denver sent a team including community members to Eugene, OR in May 2019 to learn firsthand how their program works (CAHOOTS).**

## **Community participation from the beginning to help create the program:**

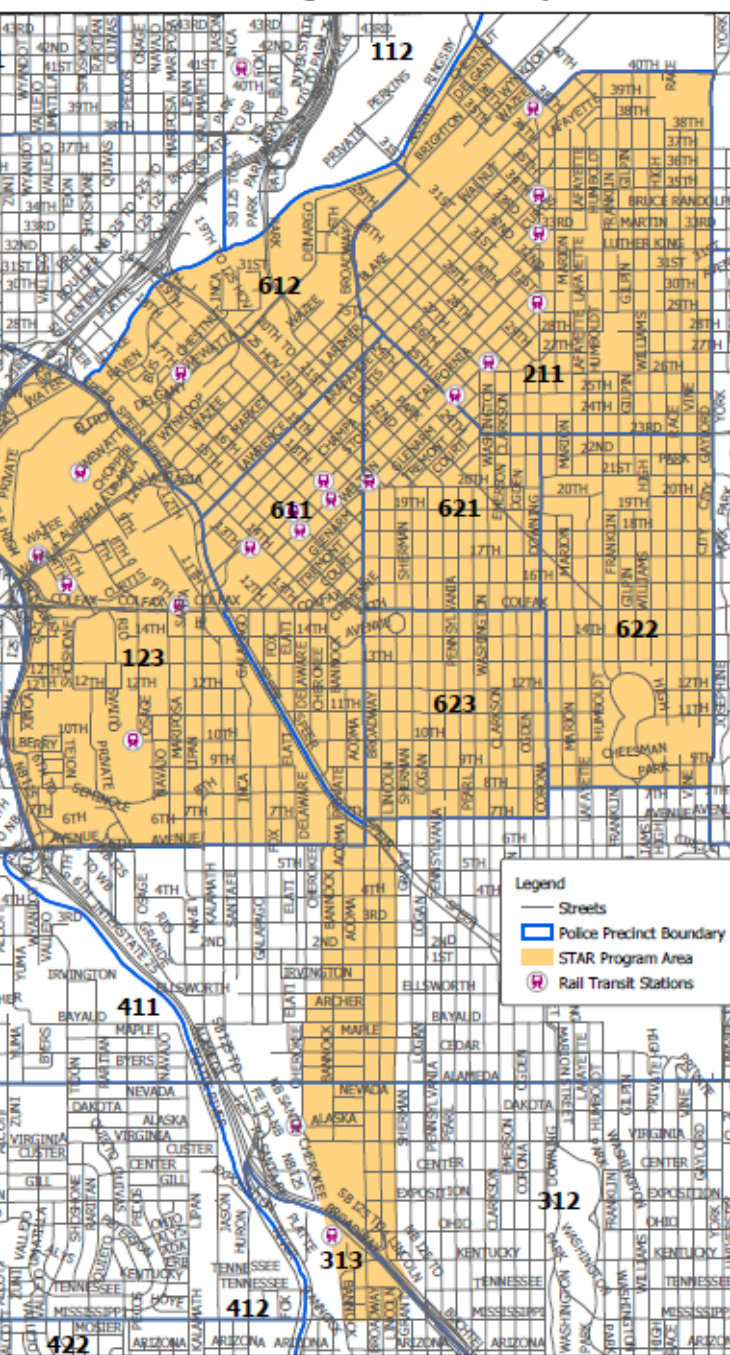
- Regular and ongoing community based working meetings with the following organizations to help shape STAR:
- Servicios de La Raza
- HARM Reduction Action Center
- Denver Justice Project
- Denver Alliance for Street Health Response
- DHOL (Denver Homeless OutLoud)
- Black Lives Matter 5280
- MHCD (Mental Health Center of Denver)
- DDPHE (Dept of Public Health and Environment)
- Denver Fire
- Denver Police
- Denver Department of Safety Executive Director's Office
- Denver 911 Center
- Denver Health and Hospital Authority
- Denver City Council
- LIVED EXPERIENCE COMMUNITY (individuals that participated, not associated with an organization)
- Caring for Denver

# STAR Program

## Response Criteria

- Originally designed by the STAR workgroup, including input from MHCD, Community Groups, Safety, Denver Health, and Council
- Focus on a specific set of nature codes related to “persons” that indicate a person could be compromised in some way, without any other concerns for responder safety.
  - Assist
  - Intoxicated Person
  - Suicidal Series
  - Welfare Check
  - Indecent Exposure
  - Trespass/Unwanted Person
  - Syringe Disposal/HRAC





# STAR Pilot Overview

- Collect data to assist in the full rollout
- Make changes/modifications to improve the program
- 40 hours a week (Mon-Fri 10am-6pm)
- Location – Downtown and Broadway/Lincoln Corridor

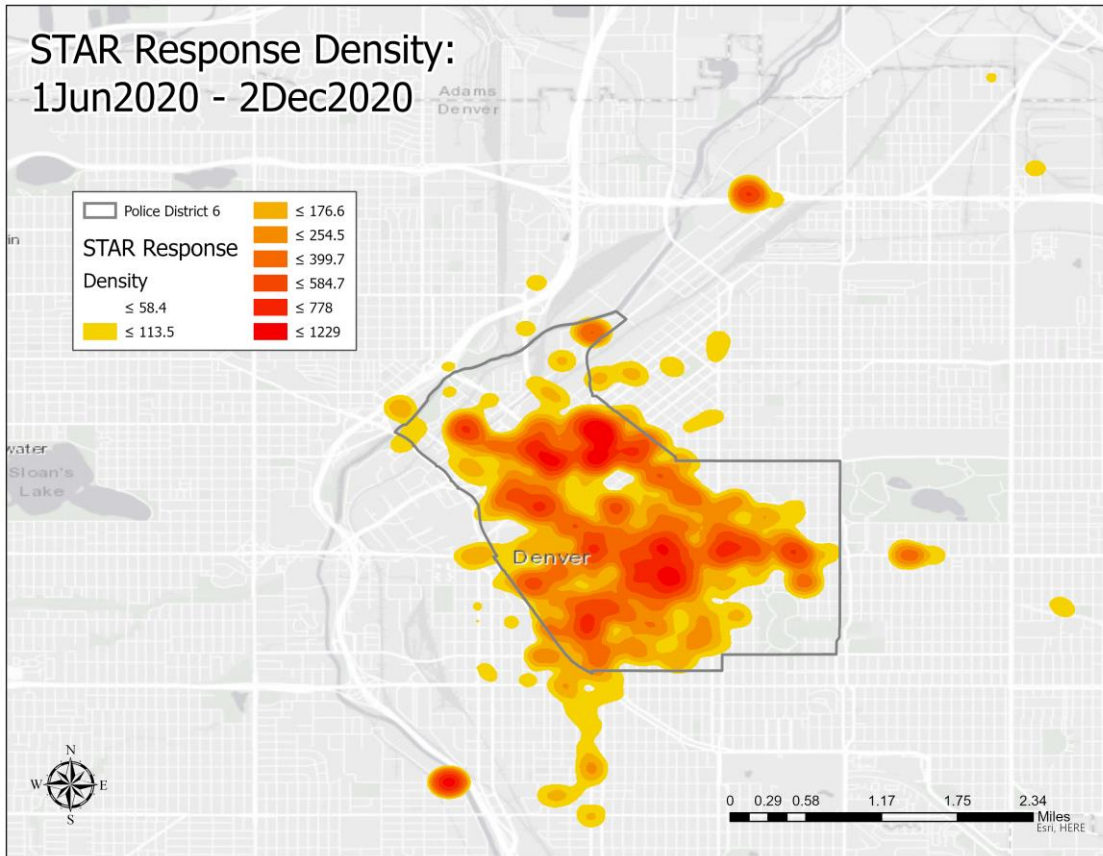


# Breakdown of Assignment Mechanism

The STAR unit can be assigned to a call for service through three general mechanisms:

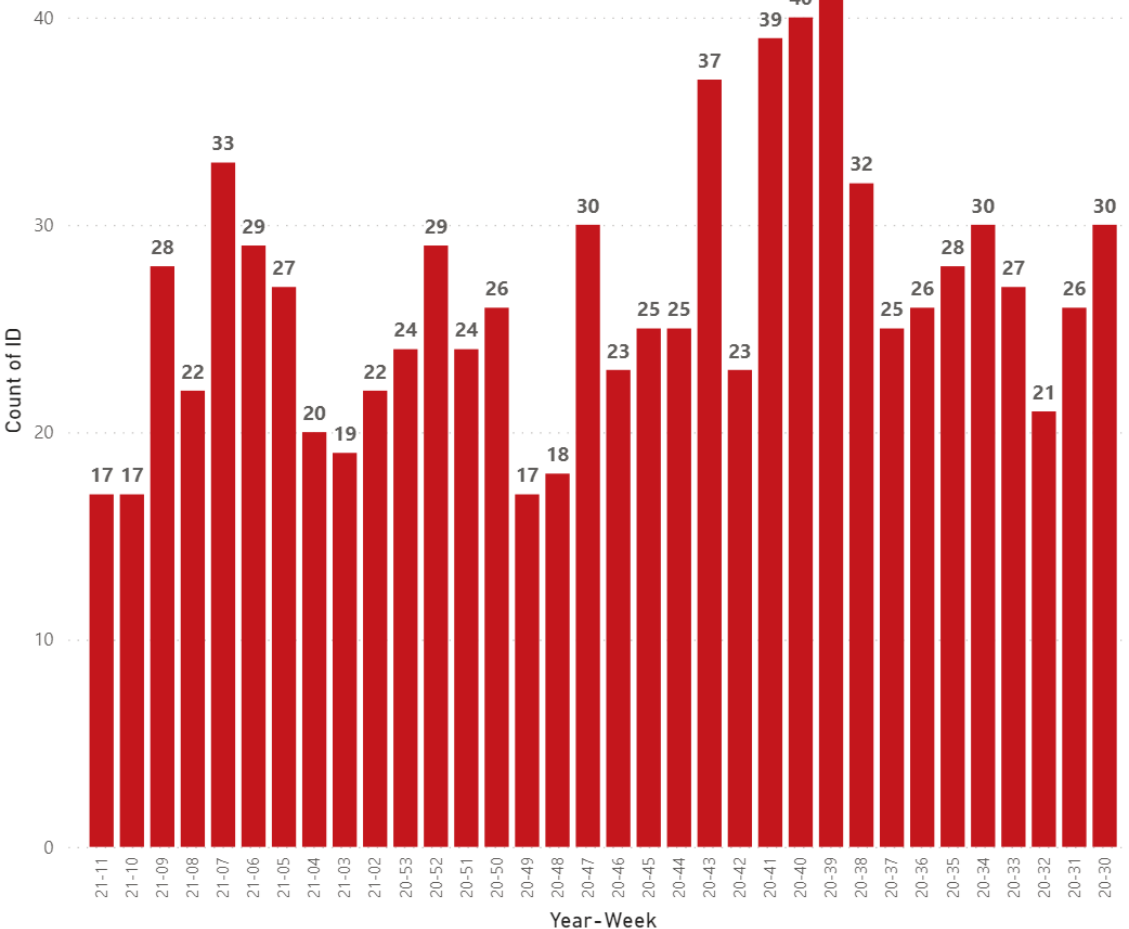
1. 911 call takers flagging incoming calls and directly dispatching the STAR unit – This accounted for 313 (41.8%) incidents
2. Uniformed response independently requests STAR to respond on scene – This accounted for 260 (34.8%) incidents
3. STAR self-initiates a response in the field – This accounted for 175 (23.4%) of incidents

# STAR Program Outcomes



- STAR began operations on June 1, 2020 and responded to 748 calls traditionally fielded by Police, Fire, and/or EMS
- STAR-eligible calls accounted for 2.8% of DPD's call load during this timeframe
- STAR is a lower profile response from Public Safety and responds to an average of 9.43 calls/day

STAR Incidents by Week



Total Incidents

1095

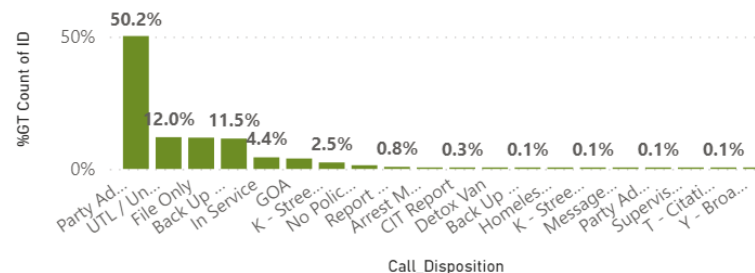
Call Class

- 1
- 2
- 3

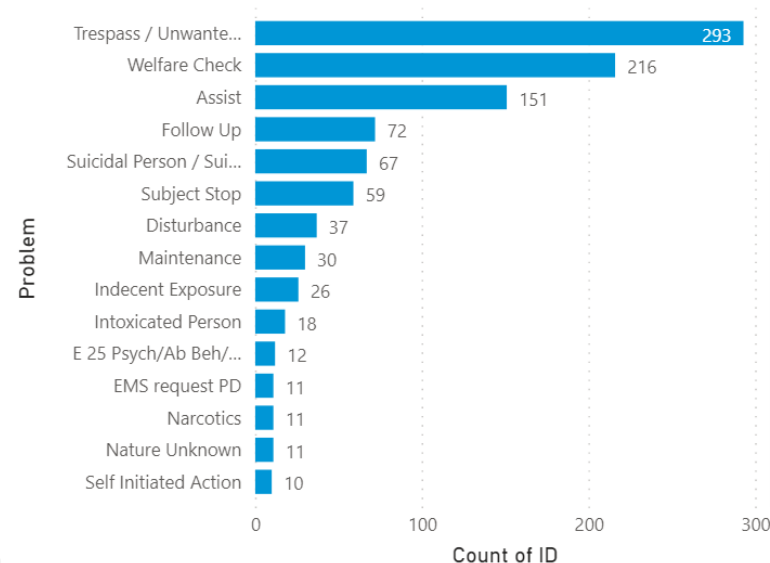
Response Date

6/1/2020 3/11/2021

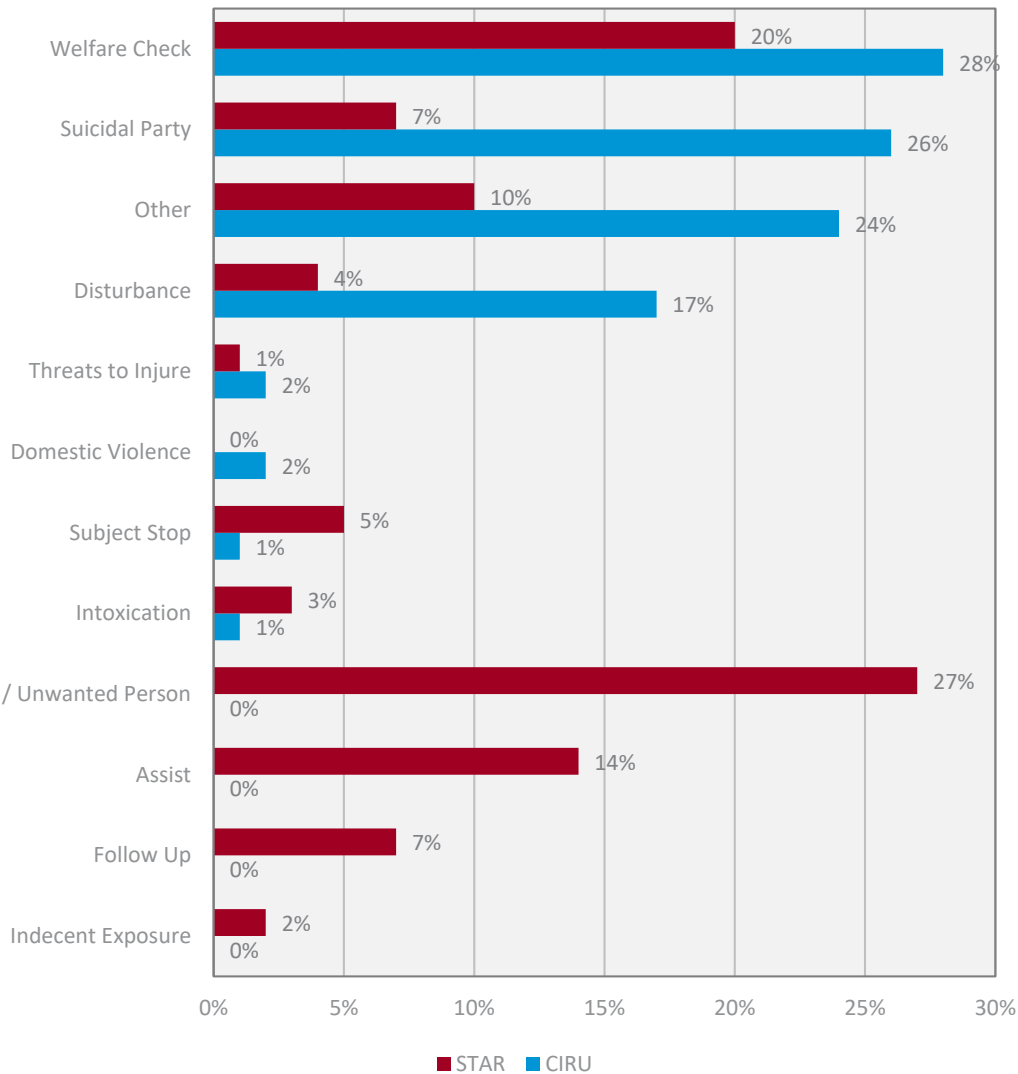
STAR Incidents by Call Dispositions (% of Total)



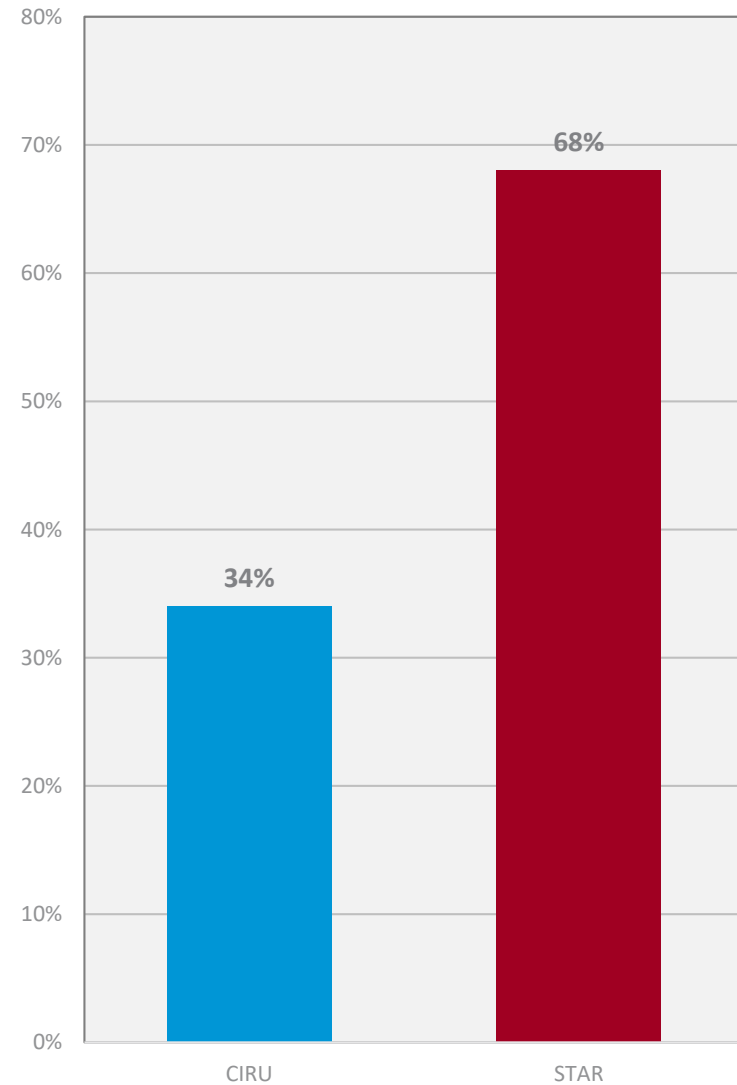
STAR Incidents by Problem Type



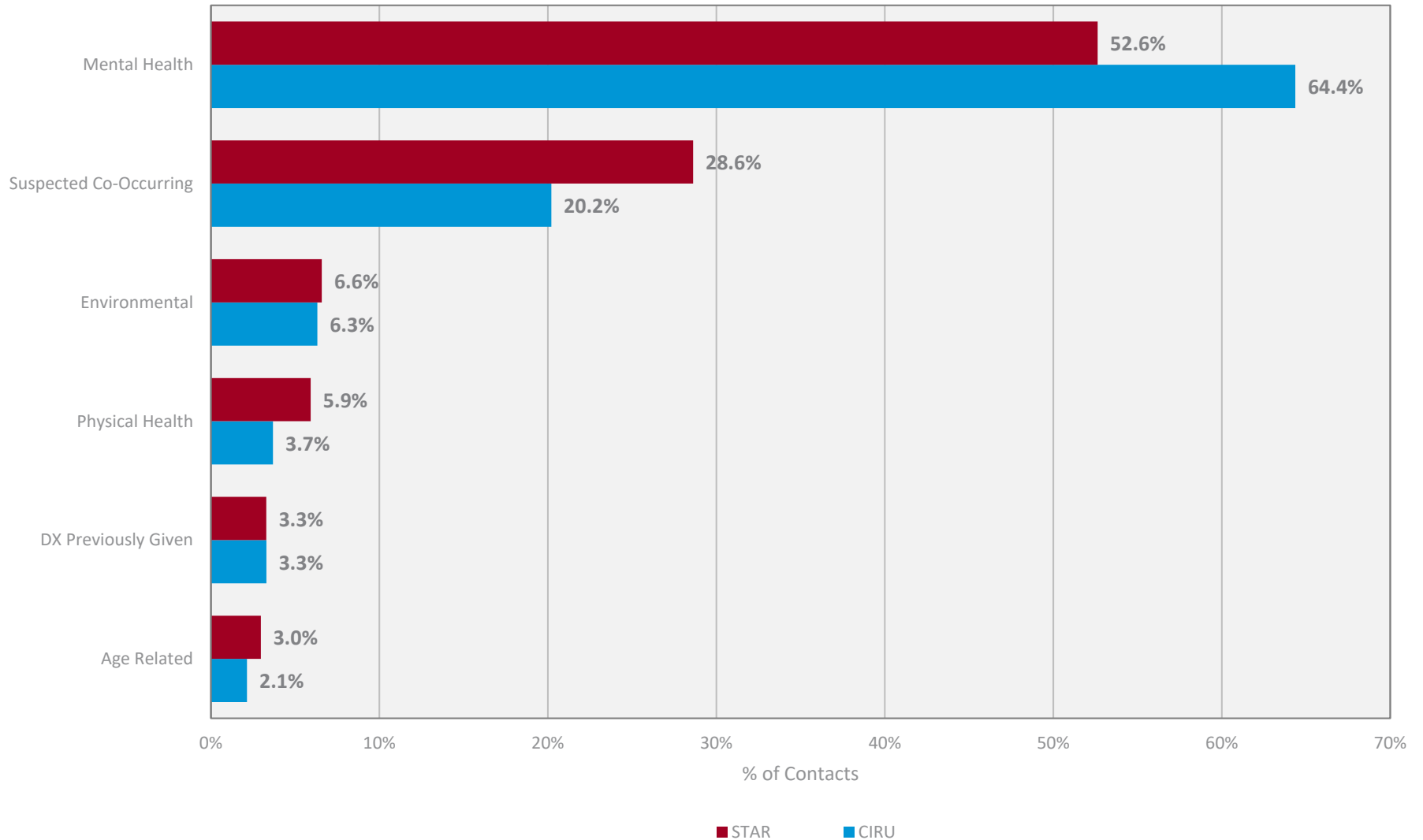
## STAR & CIRU Response by 9-1-1 Nature Code



## % Experiencing Homelessness



## Primary Concern Frequency for CIRU & STAR



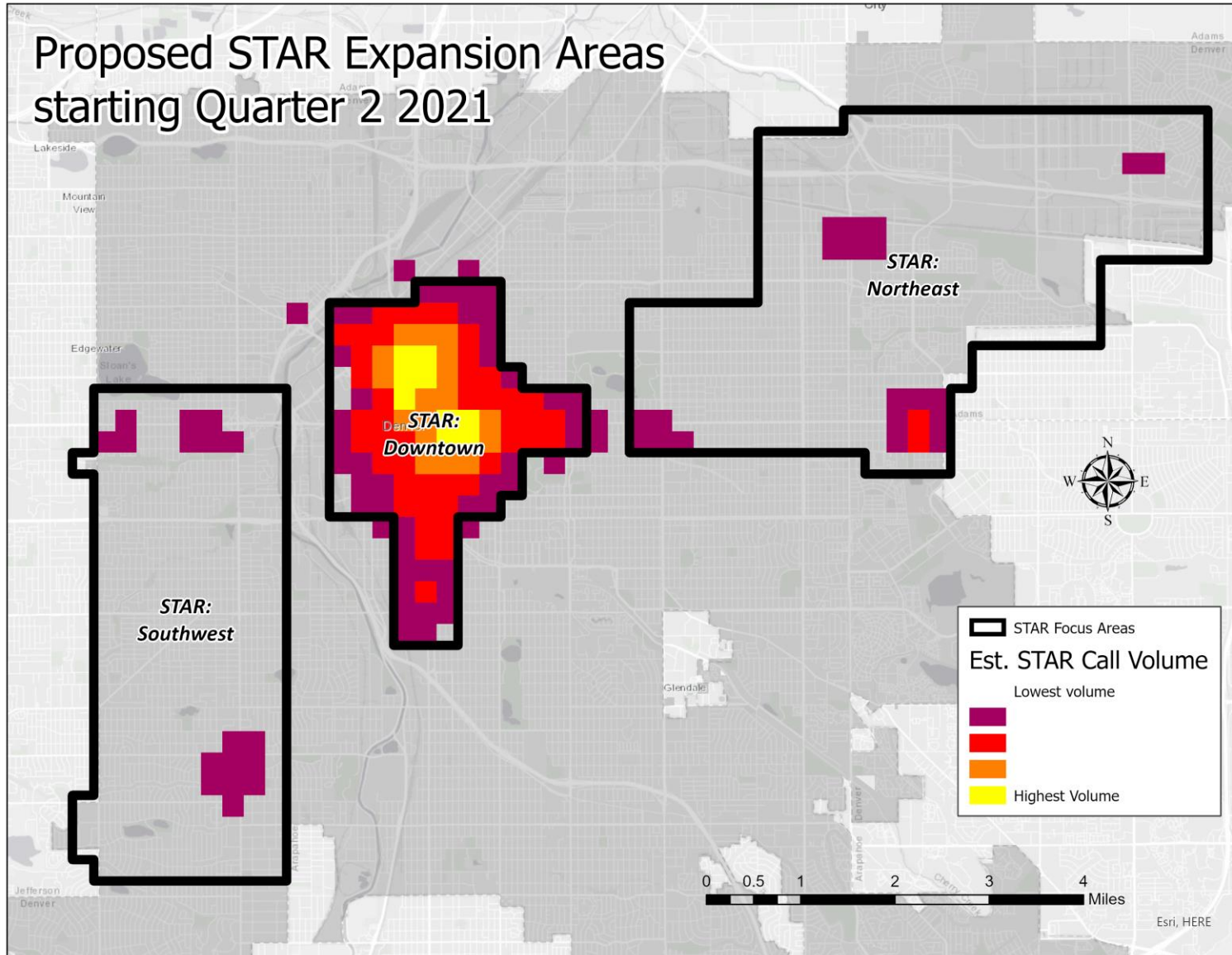


Greater than 25% of all police arrests are people experiencing homelessness

Est. 10,000+ calls annually eligible for Support Team Assisted Response (STAR)

13,000+ hours of reactive Public Safety response time near Park Av W / Broadway

## Proposed STAR Expansion Areas starting Quarter 2 2021

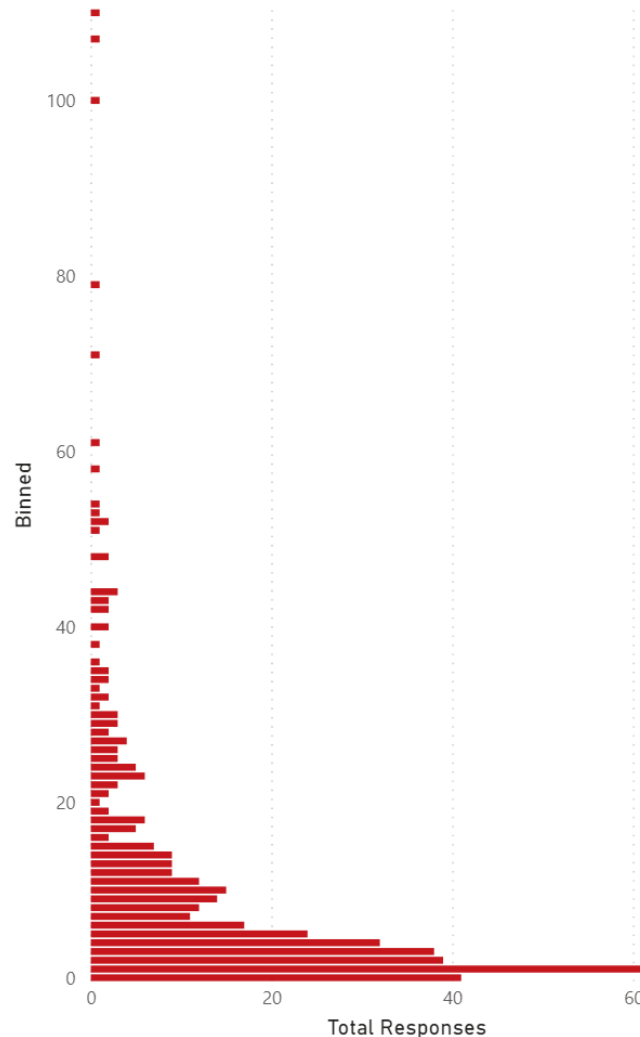


- A fully matured STAR program could divert ~10,000 calls to a medic-clinician that have been traditionally dispatched to police
- Expansion balances a data-driven approach with providing greater accessibility to STAR
- The current expansion wave grows STAR from:
  - 1 to 4 vans
  - 1 to 6 teams
  - 8 to 16 hours of service
  - 5 to 7 days/wk
  - 6 to 32 sq miles

STAR Assigned Calls-for-Service

Hour	Mon	Tue	Wed	Thu	Fri	Total
0		1				1
4		1	1			2
5			1			1
7	1	1	1			3
8	8	5	6	1	5	25
9	12	19	12	9	10	62
10	44	40	50	32	35	201
11	34	37	42	22	40	175
12	32	38	44	20	27	161
13	28	27	31	26	26	138
14	29	21	31	23	23	127
15	25	27	32	16	15	115
16	20	20	15	20	21	96
17	6	5	9	6	8	34
<b>Total</b>	<b>239</b>	<b>242</b>	<b>275</b>	<b>175</b>	<b>210</b>	<b>1141</b>

Count of Responses by 5-minute intervals



STAR Identified Calls-for-Service

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
4		2	3	5	7	3	1	21
5	1	5	4	3	3	3	2	21
6	9	17	12	18	23	23	12	114
7	15	33	28	36	35	33	22	202
8	26	60	64	46	48	57	23	324
9	20	51	68	54	55	59	28	335
10	29	66	70	62	74	78	34	413
11	41	53	72	76	54	80	37	413
12	38	71	53	69	57	76	32	396
13	33	69	57	76	61	62	39	397
14	39	73	61	65	54	44	28	364
15	21	66	66	61	66	56	46	382
16	38	65	52	65	57	74	38	389
17	35	48	47	63	57	55	36	341
18	24	24	40	22	27	21	25	183
19	12	24	25	29	22	16	23	151
20	17	16	18	25	17	15	16	124
21	8	10	11	20	13	9	12	83
<b>Total</b>	<b>434</b>	<b>783</b>	<b>785</b>	<b>831</b>	<b>753</b>	<b>794</b>	<b>474</b>	<b>4854</b>

Response\_Date

6/1/2020 3/11/2021



Median Time On-Scene: Traditional Response

34.46

Response\_Date

6/1/2020 3/11/2021



Median Time On-Scene: STAR Arrives

26.37



# STAR Next Steps

- **Expansion Committee Recommendations**
  - Developed Values of STAR
  - Expansion Model
- **\$1.4 million investment in DDPHE**
  - Emergency Response RFP
  - Community Support RFP
- **Establish Advisory Committee**

