



STAR

SUPPORT TEAM ASSISTED RESPONSE

Safety Committee, October 9, 2024

What Is STAR?

The Support Team Assisted Response (STAR) is an **alternative response team** that includes:

- WellPower clinicians
- Denver Health EMTs/paramedics
- Servicios de La Raza wrap-around services



Current Operations

Staff/Vehicles (current budgeted amount):

- 16 Denver Health EMT/paramedics
- 16 WellPower clinicians
- 8 vans

Program Expansion

2020

- 1 van
- 1 DPD district
- Operating M-F, 9 a.m. –5 p.m.

2021

- Expanded to serve all of Denver

2022

- 5 vans
- 10 WellPower clinicians
- 10 Denver Health EMTs/paramedics
- Operating M-Su, 6 a.m.-10 p.m.

2023

- 13 vans (*see next slide for more info*)
- 16 WellPower clinicians
- 16 Denver Health EMTs/paramedics
- Servicios de La Raza begins offering wrap-around services

2024

- Added program operation staff
- More technology for van staff

Program Expansion

Vans- 13 total

- **Up to 8 vans** may be in service, depending on day, time, and staffing. These vans include extra supply space, ADA compliance for additional riders, and are accessible for people with mobility equipment.
- **Up to 5 vans** on standby allow supervisors to provide back-up and are available when larger vans are out of service for maintenance or repair. Vans lack needed space, automatic lifts for wheelchairs, and ADA compliance to transport additional riders.



Program Outcomes

June 2020- August 2024

- 19,743 calls responded to
- 10,500 clinical encounters
- 3,316 transportation provided
- 47% of STAR clinical encounters received referral
- 32% of STAR clinical encounters involved a transport

August 2023-2024 Community Partner Network

- 1,044 referrals processed
- 1,015 clients served
- 967 services started
- Over 10,000 case management activities
- 1-day average response time from referral to first encounter attempt

Program Outcomes

Year	Responses
2020	861
2021	1,454
2022	5,719
2023	7,038
2024 (through August)	4,671
2024 (est. Total)	7,007
<hr/>	
Total (6/1/2020 - 8/31/2024)	19,743

Program Evaluation

Urban Institute conducted the first-ever comprehensive third-party evaluation of the program, assessing STAR's effectiveness, impact, and areas for improvement, providing valuable insights for future development and strategic planning.

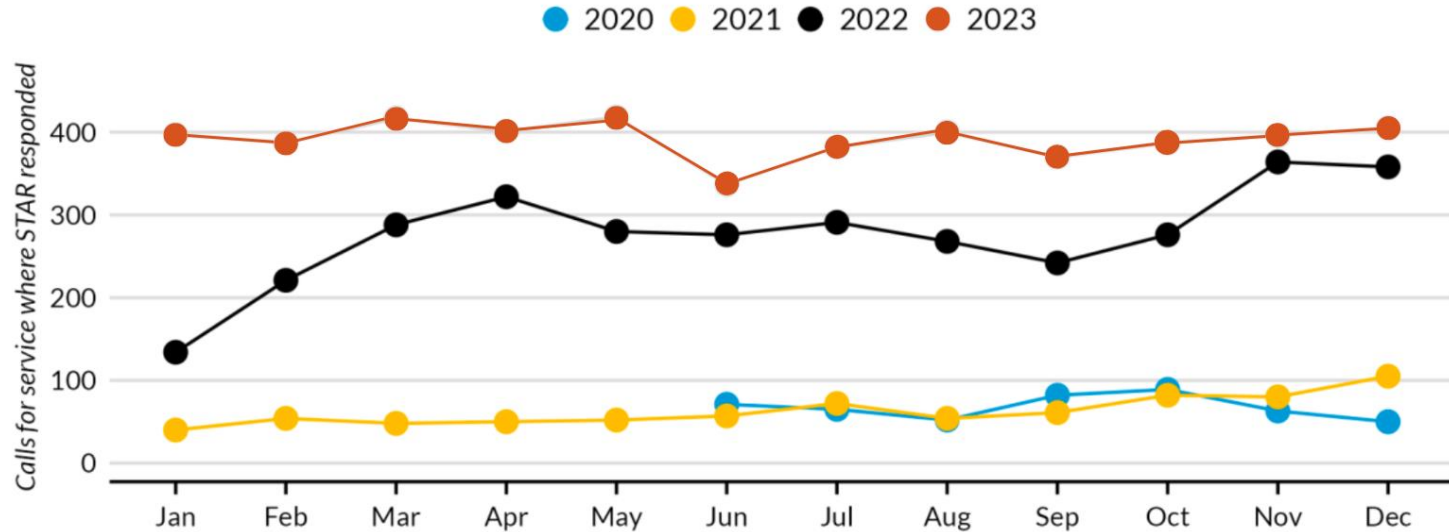
Current projects include:

- Scaling assessment
- Cost study
- Long term outcomes study

Evaluation Outcomes

STAR-Eligible Calls for Service to Which STAR Responded by Year and Month (N = 9,244)

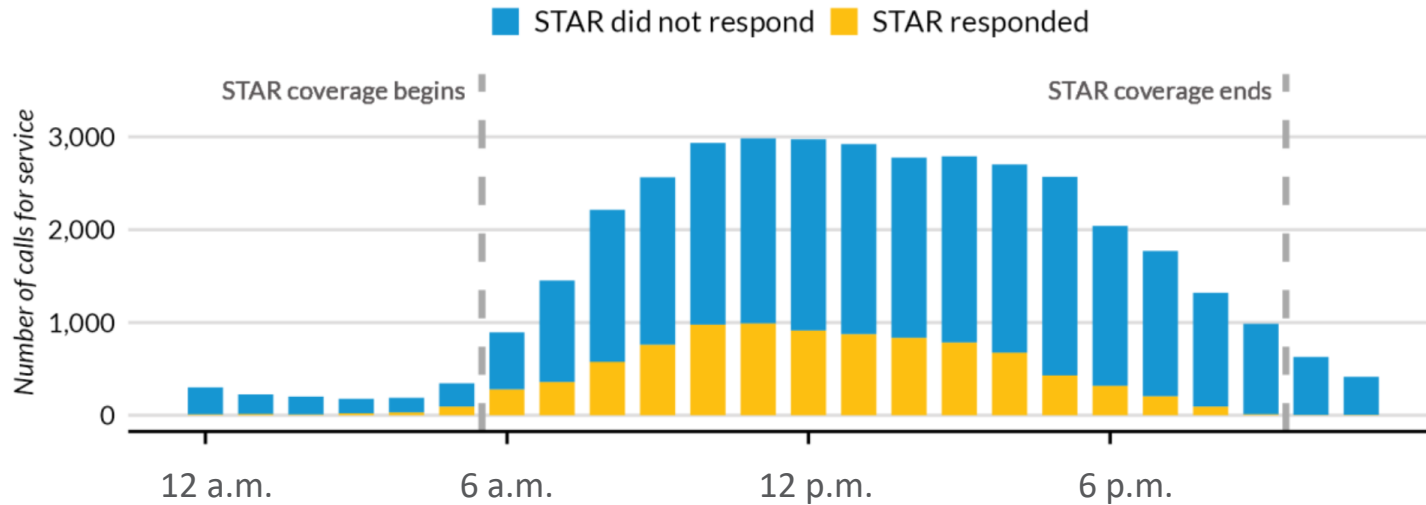
Monthly STAR-eligible calls have increased substantially year over year.



Evaluation Outcomes

STAR-Eligible Calls for Service by Time of Day (N = 38,375)

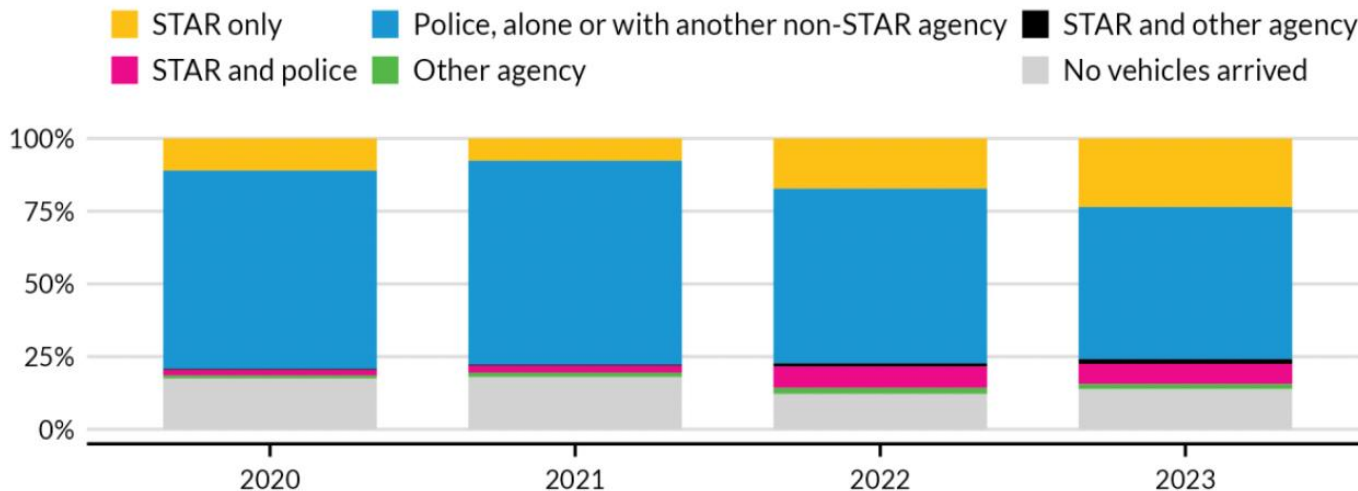
STAR-eligible calls for service outpace STAR responses by more than three to one.



Evaluation Outcomes

STAR-Eligible Calls for Service by Responding Agency by Year (N = 38,375)

In 2023, STAR van teams alone responded to one in five of all STAR-eligible calls for service—the highest share of calls for any year to date.



Questions?



Resolution 24-1306

Approves a grant agreement with the Caring for Denver Foundation for \$1,530,845 and through 7-31-2025 to increase the efficiency and effectiveness of the STAR program by continuing delivery of the Servicios de la Raza wraparound service network and adding an additional WellPower behavioral health clinical supervisor.

Resolution 24-1306



An additional behavioral health clinical supervisor will create a more organized, responsive, and effective operational structure for STAR, ultimately leading to better outcomes for both staff and the people they serve.

Servicios de La Raza is contracted to connect STAR clients with appropriate wrap-around services.

Outcomes - August 2024:
Referrals processed to assigned services: 89
Clients served: 198
Services started: 85



Servicios De La Raza Outcomes

August 1, 2023 – July 31, 2024

Case Management Activities Provided:

- 9940 total
- Mental health services, housing and shelter connections are the most frequently provided case management services

