

# 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: 11/14/24

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 Mental Health Center of Denver, doing business as WellPower, by adding one year for a new end date of 12-31-2025 and an addition of \$1,091,988 for a new total of \$4,305,541 to continue to provide clinicians for the Support Team Assisted Response (STAR) program, citywide (ENVHL-202371478-02/ENVHL-202160835-02).

3. **Requesting Agency:** Department of Public Health & Environment

## 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: Tristan Sanders
Email: Marion.Rorke@denvergov.org	Email: Tristan.Sanders@denvergov.org

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

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 to provide in-the-moment crisis intervention and management, de-escalation and connection to appropriate resources, including follow-up and wraparound services through the STAR Community Partners following encounters with a STAR van. STAR vans provide quality care to the community of Denver by utilizing the most appropriate and least restrictive level of care and intervention through on scene behavioral health assessments, crisis intervention and management, emotional support and de-escalation, courtesy transportation, and connection to appropriate resources and wraparound services. The City and County of Denver (CCD) will contract with WellPower to provide clinical staff for the van.

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

7. **City Council District:** Citywide

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

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## 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):**  
Mental Health Center of Denver dba WellPower

**Contract control number (legacy and new):**

ENVHL-202265542-01/ENVHL-202160835-01

**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: 11/1/2022-12/31/2023

Previous amendment: 1/1/2022-12/31/2024

Current Amendment: 1/1/2022-12/31/2025

**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>
\$3,213,553	\$1,091,988	\$4,305,541

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2022-12/31/2024	1 year	12/31/2025

**Scope of work:**

1. The STAR Van Clinicians will:
  - A. Provide crisis intervention, de-escalation, behavioral health evaluations, safety risk assessments, and system navigation for individuals, in the city and county of Denver, through triaged calls from the STAR dedicated phone number, the Public Safety non-emergency line or 911 Emergency Services. In instances where appropriate, clinicians will engage individuals in crisis in collaborative safety planning and means restriction.
  - B. In instances where the individual is presenting with acute safety concerns and not appropriate for safety planning, a licensed clinician will determine the most appropriate level of care (i.e. ED, Crisis Stabilization, etc.).
  - C. Assist in supporting the self-identified needs of individuals served. This includes but is not limited to:
    - a. Assistance in system navigation
    - b. Connection (or reconnection) to service providers, transporting to low barrier treatment options or safe locations in collaboration with the individual as appropriate.
    - c. Along with the Denver Health and Hospital Authority (DHHA) EMT/Paramedic, provide courtesy transportation in situations where it is safe for both the individual in crisis and the van staff.
    - d. Referral and connection to appropriate resources that can be utilized for support and system navigation post crisis provided through STAR Community Partners Network.

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- e. Engage in ongoing trainings and continuous education in various subject areas including but not limited to diversity, inclusiveness, and social equity, risk assessments, crisis intervention/management, safety planning, means restriction, and various resources available in the City and County of Denver.
2. Deploy response teams that include Licensed Behavioral Health Clinicians. Unlicensed behavioral health clinicians who are within 12 months of licensure and under WellPower clinical supervision may be considered based upon specific program staffing needs and approved by CCD as necessary and appropriate.
  3. Be available for 16 hours daily (7 days per week) based on assessed need, with current staffing levels, and up to 24 hours daily, with future appropriated staffing levels
    - a. There are limited exceptions for staff availability, which may cause a slight reduction in community response. Trainings will be scheduled to have a minimal impact on community response but may require modified schedules for STAR van availability. WellPower will collaborate with CCD to schedule times with the least impact to service.
      - i. Clinical staff will attend bi-weekly (every other week) team meetings, governed by the WellPower Clinical Manager, which can last up to 2 hours, and may include pre-planned trainings.
      - ii. STAR Clinicians are required to attend a 1-hour individual clinical supervision meeting, in compliance with clinical ethical standard practice. Clinical supervision will be scheduled with minimal reductions in STAR van service. STAR vans will be available during this time at a reduced rate.
      - iii. Attend quarterly in-service training days in collaboration with, and/or identified by CCD to ensure quality compliance, ethical standards, and best practice of care standards are met by STAR staff.
      - iv. 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. A completed and active CJIS certificate is required of any staff member prior to working on a van; this includes new hires.
      - v. Clinical staff will attend on-going trainings that provide them with continuing education regarding their clinical work and/or trainings related to vicarious trauma (or similar trainings), and/or professional development, in collaboration with CCD.
    - b. All clinical staff are required to attend WellPower all-staff meetings, and team building practicums three (3) times per year, for at least a half day for each session.
    - c. If staffing cannot be maintained this will be communicated with CCD and a reduction in service may be approved.
    - d. WellPower will inform CCD, and STAR program partners before any planned reduction in availability due to staff training, engagement, and/or wellness needs. The expectation is for 30 days' notice to be provided. In instances where there is not 30 days' notice, WellPower will inform CCD, and STAR program partners upon learning of the planned reduction in availability.
  4. WellPower will:
    - a. Provide STAR van clinical staff with training that includes best practices related to required activities of the team, including cultural responsiveness training specific to populations served, universal precautions, and biohazard waste disposal. CCD may review and recommend changes to training curriculum. Additional trainings may include, but are not limited to: verbal de-escalation; diversity, equity and inclusion; non-violent crisis intervention; safety training; M-1/27-65 training and targeted learning on underserved and underrepresented marginalized populations present in the City and County of Denver, which includes LGBTQI+, BIPOC, IDD populations, and youth.
    - b. Additional trainings may be offered to WellPower, by a STAR program partner, in collaboration with WellPower Clinical Program Manager.
    - c. Secure any protected health information (PHI) 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, STAR Community Partner Network, 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.
    - d. Deliver telehealth services via encrypted technology compliant with HIPAA.
    - e. Have signed and dated confidentiality agreements for all staff.
    - f. Hold in confidence proprietary data or confidential information that may be owned or controlled by the City or may be owned or controlled by other governmental entities and is collected in the performance of services. Vendor may only use this data and confidential information for the performance of services. Vendor will be required to handle, maintain, and protect all such data or information in accordance with any applicable local, state or federal laws, rules or regulations that may apply.
    - g. Participate in formative and process evaluation as part of the ongoing activities of the STAR program.

**Was this contractor selected by competitive process?**      Yes                      **If not, why not?**

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

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**Source of funds:** General fund and Caring for Denver

**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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