

Support Team Assisted Response (STAR) Program

Budget and Policy Committee
August 30, 2021

Empowering Denver's communities to live better, longer

Introduction

1. Funding
2. Emergency Response RFP
3. Call data and dispatch areas
4. Priorities
5. Community Advisory Committee



Funding

\$1.4 million initial
outlay from the City

\$1 million in
supplemental City
funding

\$1.4 million in
funding from
Caring For Denver

- 36 months
- STAR expansion
- 3rd party evaluation of
citywide crisis response

RFP for STAR Emergency Response

Awarded to Mental Health
Center of Denver (MHCD)

MHCD is currently hiring staff for the expansion of the program and the transition to citywide coverage

- The STAR Emergency Response RFP only received one application
- DDPHE is currently engaged in contract negotiations with MHCD
- To move more quickly, DDPHE worked to extend and expand the current pilot contract at Dept. of Safety

Building & Strengthening Partnerships

- Outreach to areas with a high volume of STAR calls to build network of culturally appropriate & geographically convenient resources
 - E. Colfax
 - Montbello
 - S. Federal
- Continue to work with existing downtown partners so they are aware of additional resources



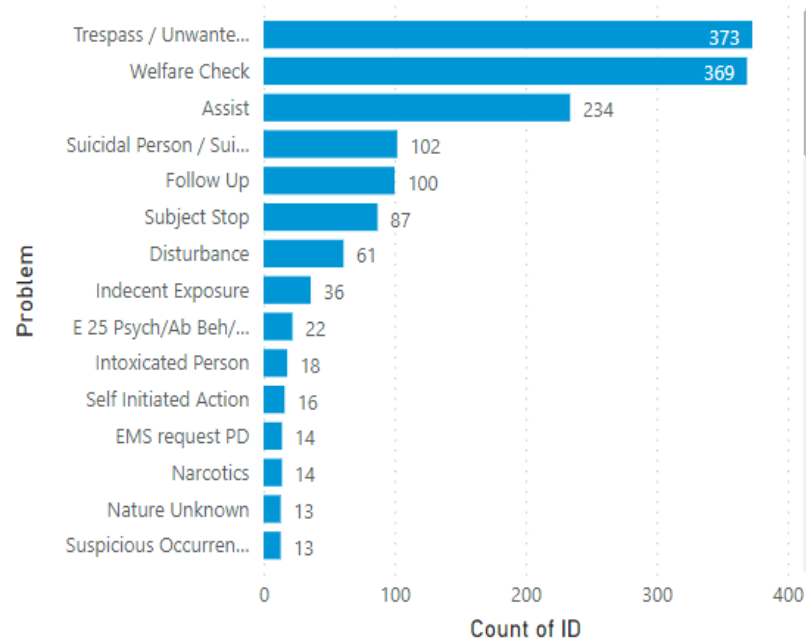
STAR Contacts by the Numbers

- Over 1600 calls and 600 unique individual records created
 - 476 individuals experiencing homelessness were contacted in encampments
 - 111 individuals were reconnected to services with Colorado Coalition for the Homeless, The Gathering Place, St. Francis and Department of Human Services
 - 98 individuals were brought into services through MHCD case manager follow up

Total Incidents

1610

STAR Incidents by Problem Type



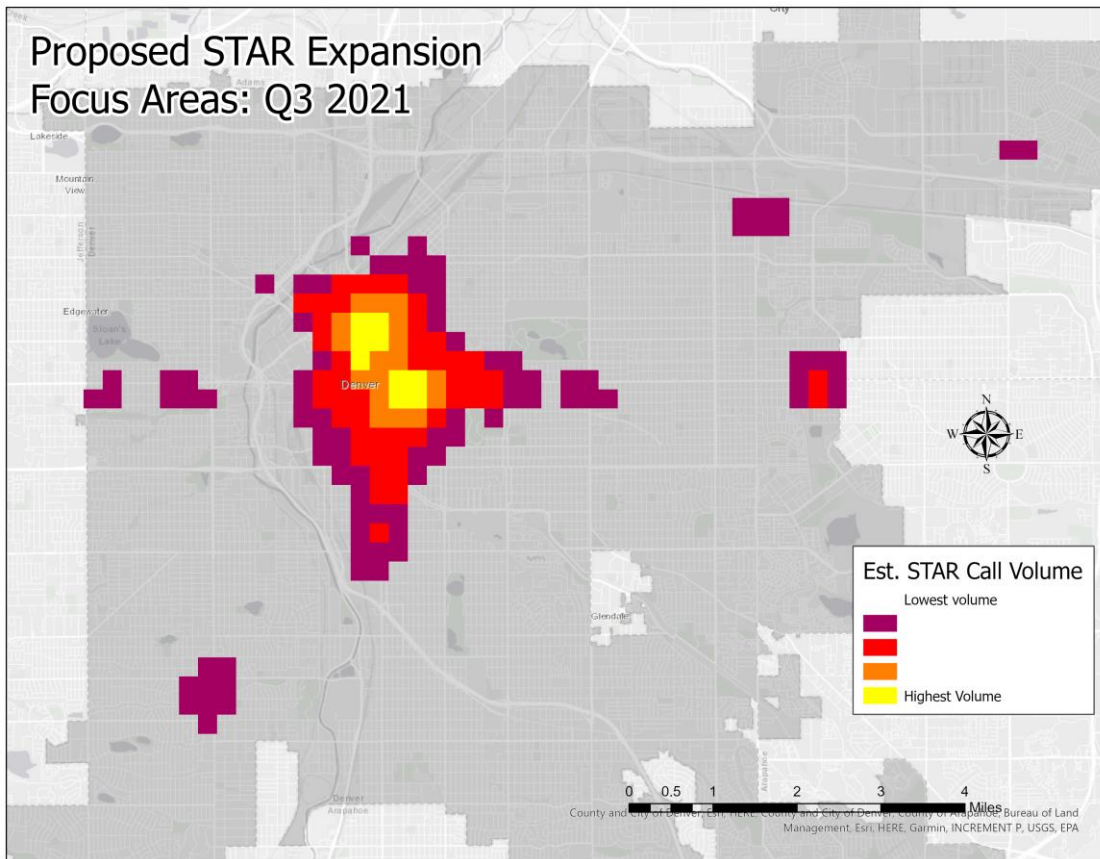
STAR Contacts by the Percentages

33% of calls resulted in transport:

- Overnight Shelter Option
- Stout Street Clinic
- St. Francis Center
- The Gathering Place
- Lawrence Street Shelter
- Park/Public Area
- Walk In Crisis Center
- Detox
- Home

- 6% of STAR contacts resulted in a mental health hold
- Mental health treatment was recommended to 27% of STAR customers
- 45% of individuals were identified as being in the pre-contemplative stage of change
- 11% of STAR customers were recommended for substance use treatment
- 6% of STAR customers were connected to therapy resources

Proposed STAR Expansion Focus Areas: Q3 2021



STAR Expansion Dispatch

- Heat map shows specific areas of the city with a high volume of STAR appropriate calls
- Additional STAR vans will follow an EMS style dispatch
- Vans will be sent where they are not tied to a geographic area

Priority Areas for STAR Operations

Expand STAR eligible calls beyond original 7 nature codes

Continue to utilize DOS data to drive a strategic expansion

Exploring additional in-service trainings for 9-1-1 call takers and dispatchers

Work with vendors to develop staff training & onboarding procedures



Establishing the STAR Community Advisory Committee

Overall Goal:

Seat a representative group to advise DDPHE regarding STAR expansion and continuous improvement

1

- Consulted with Council Members Gilmore and Kniech on selection process
- 15 member committee

2

- 5 seats from DOS STAR Expansion Group
- 10 seats filled by application and evaluation committee representing all council districts

3

- 3 year terms; 2 term maximum
- First monthly meeting scheduled
 - 9/14/21 at Carla Madison Rec Center and virtual

STAR Community Advisory Committee

Purpose and Functions

Goals

- Ensure integrity to Core Values
- Advise on the integration of community engagement services into emergency response
- Create awareness and understanding of STAR within the community
- In partnership with DDPHE, act as an ambassador for the program

Functions

- Data tracking and evaluation of outcomes for the STAR Program
- Qualitative tracking and ensuring fidelity to its Core Values
- Discuss feedback from the community regarding the STAR Program

Scope

The Committee will:

- Act to achieve the goals of the using the listed functions

The Committee does not:

- Have the authority to speak for the CCD
- Involve itself in policies, decisions, and actions related to personnel

Questions?