



## Legislation Details (With Text)

**File #:** 22-1566      **Version:** 1

**Type:** Bill      **Status:** Passed

**File created:** 11/21/2022      **In control:** Safety, Housing, Education & Homelessness Committee

**On agenda:** 3/28/2023      **Final action:** 4/4/2023

**Title:** A bill for an ordinance approving a proposed Agreement between the City and County of Denver and Denver Health and Hospital Authority (DHHA), to expand the Support Team Assisted Response (STAR) program.  
Approves an intergovernmental agreement with Denver Health and Hospital Authority (DHHA) for \$2,495,232 and through 12-31-2023 to expand the Support Team Assisted Response (STAR) program to add 6 emergency medical technicians (EMTs), as well as directly covering program costs for 3 additional vans and existing vans and equipment, citywide (ENVHL-202265543). The last regularly scheduled Council meeting within the 30-day review period is on 4-17-2023. The Committee approved filing this item at its meeting on 11-30-2022.

**Sponsors:**

**Indexes:** Anne Wallace

**Code sections:**

**Attachments:** 1. BR22-1566\_DDPHE DHHA STAR Expansion Request, 2. STAR Expansion Contracts, 3. 22-1566 Agreement\_Denver Health and Hospital Authority (DHHA) 202265543, 4. 22-1566 Filed Bill\_Denver Health and Hospital Authority 202265543, 5. 22-1566 Filed Bill\_Denver Health and Hospital Authority, 6. 22-1566 - signed, 7. 22-1566 For an ordinance approving a proposed Agreement between the City and County

Date	Ver.	Action By	Action	Result
4/4/2023	1	Mayor	signed	
4/3/2023	1	Council President	signed	
4/3/2023	1	City Council	placed upon final consideration and do pass	Pass
3/28/2023	1	City Council	ordered published	
11/30/2022	1	Safety, Housing, Education & Homelessness Committee	approved for filing	Pass

### [Contract Request Template \(Contracts; IGAs; Leases\)](#)

**Date Submitted: 11-28-2022**

**Requesting Agency: Department of Public Health and Environment  
Division:**

**Subject Matter Expert Name: Will Fenton & Evan Thompkins**

**Email Address: [William.fenton@denvergov.org](mailto:William.fenton@denvergov.org)**

**[<mailto:William.fenton@denvergov.org>](mailto:William.fenton@denvergov.org)**

**[<mailto:Evan.thompkins@denvergov.org>](mailto:Evan.thompkins@denvergov.org)**

**Phone Number:**

**Item Title & Description:**

(Do not delete the following instructions)

These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).

Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.

**A bill for an ordinance approving a proposed Agreement between the City and County of Denver and Denver Health and Hospital Authority (DHHA), to expand the Support Team Assisted Response (STAR) program.**

Approves an intergovernmental agreement with Denver Health and Hospital Authority (DHHA) for \$2,495,232 and through 12-31-2023 to expand the Support Team Assisted Response (STAR) program to add 6 emergency medical technicians (EMTs), as well as directly covering program costs for 3 additional vans and existing vans and equipment, citywide (ENVHL-202265543). The last regularly scheduled Council meeting within the 30-day review period is on 4-17-2023. The Committee approved filing this item at its meeting on 11-30-2022.

**Affected Council District(s) or citywide? Citywide**

**Contract Control Number: ENVHL-202265543**

**Vendor/Contractor Name (including any "DBA"):  
Denver Health and Hospital Authority**

**Type and Scope of services to be performed:**

Approve the contract agreement with Denver Health and Hospital Authority. DHHA will work in partnership with WellPower (formerly MHCD) and Servicios De La Raza to meet the overall needs of the STAR program. The STAR Program deploys Emergency Response Teams that include Emergency Medical Technicians and Behavioral Health Clinicians to engage individuals experiencing distress related to mental health issues, poverty, homelessness, and substance abuse in situations that do not include an element of physical threat. The contract with DHHA will assist in the completion of this program's expansion from its current scope. This contract seeks to: 1) increase the areas of coverage of the STAR Program by increasing the number of Paramedics 2) increase the effectiveness of the engagements with people in need by providing linkages to short-term medical and long-term follow-up healthcare. With combined City and Caring4Denver funding, we will be able to increase the number STAR Emergency Response Teams to meet the citywide need. It is estimated that this will lead to (when taking increased transit times and increased demand into account) approximately 10,000 encounters per year. Due to the chronic nature associated with mental health, poverty, homelessness, substance abuse, and its interrelation with physical health it is assumed that many individual residents will be served multiple times.

**Services provided:**

- Provide basic physical health and wellness checks, connection, and system navigation for anyone utilizing the STAR dedicated phone number or 911.
- Assist in supporting client self-identified needs. This includes:
  - Access to low barrier treatment options.
  - Reconnection to service providers or safe locations identified by the client.
  - Transport to identified supports as needed.
- Deploy response teams that include, but are not limited to, a Paramedic or EMT.
- Be available for up to 24 hours daily (7 days per week) based on assessed need, but no less than 16 hours daily.
- Be responsible for transportation: driving STAR van and transporting served individuals

- Provide medical assessment to ensure medical or physical trauma are not complicating behavioral health distress.
- Provide medical care when indicated, including life saving medical interventions.
- Have appropriate knowledge of the city regarding access to call locations and destinations.
  - Advanced Life Support - Initiates BLS and ALS procedures in accordance with current standards/protocols.
  - Demonstrates a working knowledge of the Denver Health Paramedic Protocols.
  - Demonstrates a working knowledge of the Paramedic Division's Policy.
  - Orders Advanced Life Support resources as patient presentation requires.
  - Provides appropriate patient care during Basic Life Support (BLS) and Advanced Life Support (ALS) patient encounters.
  - Assists clinical social worker with various client interactions.
  - In the event of a non-emergent 911 field response, performs assessment of scene to determine the need for auxiliary services such as fire and police department.
  - Demonstrates an awareness of a changing environment and is able to identify hazards.
  - Interacts with other personnel and ancillary services with the patient's best interests in mind.
  - Maintains control of the vehicle at all times, allowing for the unpredictable responses of other drivers.
  - Abides by standard traffic laws while driving in the non-emergency mode.
  - Maintains due safety when parking the vehicle at the scene of request for STAR, and the use of emergency lighting while standing at such scenes.
  - Follows safety, environmental, and infection control standards.
  - Approaches all scenes and patients in a safe manner consistent with the environment and patient presentation.
  - Uses all means available to diffuse a hostile and/or emotional situation.
  - Demonstrates lifting techniques with a low likelihood for injury to self or peers.
  - Utilizes "as clean as possible" techniques for invasive procedures and disposes of all contaminated materials and sharps in an approved method.
  - Follows up with the appropriate resource in the event of exposure to potentially injurious substances.
  - Ensures readiness of STAR van for service, checks mechanical equipment, performs routine preventive maintenance, tests biomedical equipment such as AED for electrical charge and function, checks medical supply stock levels and restocks as necessary.
  - Inspects and reports any deficiencies to the vehicle braking system, vehicle lights and emergency equipment.
  - Assures that all biomedical and communications equipment is functional.
  - Assures that the vehicle is stocked with an adequate supply of medical supplies, and that dated supplies have not expired.
  - Maintains a safe and aesthetically clean working environment.

Source of funds: City General and Supplemental Funds and Caring for Denver grant funds.

**Location (if applicable):**  
**777 Bannock St, Denver Co, 80204**

**WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts): N/A**

**Are WBE/MBE/DBE goals met (if applicable)? N/A**

**Is the contract new/a renewal/extension or amendment? New**

**Was this contractor selected by competitive process or sole source?**

**Competitive process** DHHA was part of the original RSP with MHCD as a subcontractor. They are now moving to a separate contract.

**For New contracts**

**Term of initial contract: 1/1/2023 - 12/31/2023**

**Options for Renewal: N/A**

**How many renewals (i.e. up to 2 renewals)?**

**Term of any renewals (i.e. 1 year each):**

**Cost of initial contract term: \$2,495,232.00**

**Cost of any renewals: N/A**

**Total contract value council is approving if all renewals exercised:  
\$2,495,232.00**

**For Amendments/Renewals Extensions:**

**Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?**

***If length changing***

**What was the length of the term of the original contract?**

**What is the length of the extension/renewal?**

**What is the revised total term of the contract?**

***If cost changing***

**What was the original value of the entire contract prior to this proposed change?**

**What is the value of the proposed change?**

**What is the new/revised total value including change?**

***If terms changing***

**Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)**