

STAR PILOT SUMMARY:

Support Team Assisted Response (STAR) PILOT program:

STAR is a community response program through the alliance between the Caring For Denver Foundation, Denver Police Department, Mental Health Center of Denver, Denver Health Paramedic Division, and Community supports and resources. STAR provides person-centric mobile crisis response to community members who are experiencing problems related to mental health, depression, poverty, homelessness and/or substance abuse issues.

STAR engages community partners for a diverse approach that sends an EMT (emergency medical technician), a mental health provider, and a peer support navigator to low-risk behavioral health calls to de-escalate and connect a resident in distress with appropriate services. It provides a broad range of no cost services such as providing information and referrals, crisis intervention, counseling, transportation solutions, and social service needs.

STAR employees are not armed and do not perform any law enforcement duties. STAR is an alternative response and will not be used as a substitute for situations which require a law enforcement presence and will not respond to incidents which involve violence or life-threatening medical situations.

In collaboration with the diverse communities across the City and County of Denver, STAR strives to utilize all existing behavioral health services, providers, agencies and resources, in an effort to provide the most timely and comprehensive response to community members and their families.

The STAR program does not replace the DPD co-responder program, but rather is an additional resource to help address mental health and substance abuse issues.

MHCD Contractor responsibilities:

- Ensure funds are only used to perform the work of Denver's STAR Program. - Ensure and provide appropriate documentation, tracking, and billing of programs expenses, including all staff time cards reflecting actual time spent for the purpose of this pilot.*
- Work with the alliance partners to identify and, once identified ensure data tracking.*
- Refer clients to community services as appropriate with low barrier access as possible.*
- Document, track, analyze and report all data points according to the evaluation section and other measures as agreed upon as the program advances including but not limited to: client demographic data, assessment/screening data, benefits data, provider data, housing data, treatment data and hospital data when it is possible to gather this information in the midst of a crisis. All data collected is aggregate not individual specific.*
- Provide quarterly and final program report on program data collected as described above.*

Scope of Work:

The STAR pilot will provide crisis de-escalation, connection, and system navigation for anyone utilizing the STAR dedicated phone number or 911 and 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, as well as transport to identified supports as needed. Additional case management support can be utilized to tap into support and system navigation post crisis (MHCD crisis case management team or other Community resource). A roll-out of each specific area should be done intentionally and with care as we build to more complicated calls for service.

PILOT LOGISTICS:

To access the resources of the STAR program community members can call the direct line 720-913-STAR or 911. The Denver 911 Communications Center will triage these calls to determine if the call is appropriate for a STAR response. During the hours the STAR van is operational (M-F 10am-6pm) it will respond to the scene of these appropriate calls. The STAR van will be staffed with a Denver Health EMT and an MHCD Clinician. Although, their primary types of calls would be focused on low-risk mental health and/or substance abuse issues, they can also assess and triage minor medical issues. If more serious medical emergencies are encountered, they will request a fully operational Denver Health ambulance with ALS (Advance Life Support) capabilities. For the pilot, the geographical area will be limited to the downtown and Broadway corridor areas. The goal of the STAR program is to address the initial crisis on the street, and to direct, refer, and transport the client to support services for long term solutions to issues of mental health and substance abuse.

Multi-Agency Call Flow

“Denver 9-1-1 What is the address of your Emergency?”

