

STAR Program Overview

Need:

- Mental health related calls up 13.2% against 3-year average
- 31,264 mental health related calls in 2019
- Sending the right response based on the need

Design:

- Modeled after the CAHOOTS program (Eugene, OR)
- Community-based response
- Meets people where they are

Team Composition:

- Mental Health worker (Clinician)
- Paramedic / EMT
- Police officer is not a part of the team



STAR Program

Response Criteria:

- Originally designed by the STAR workgroup, including input from MHCD, Community Groups, Safety, Denver Health, and Council
- Focus on a specific set of nature codes related to “persons” that indicate a person could be compromised in some way, without any other concerns for responder safety.
 - Assist
 - Intoxicated Person
 - Suicidal Series
 - Welfare Check
 - Indecent Exposure
 - Trespass/Unwanted Person
 - Syringe Disposal/HRAC



Breakdown of Assignment Mechanism

The STAR unit can be assigned to a call for service through three general mechanisms:

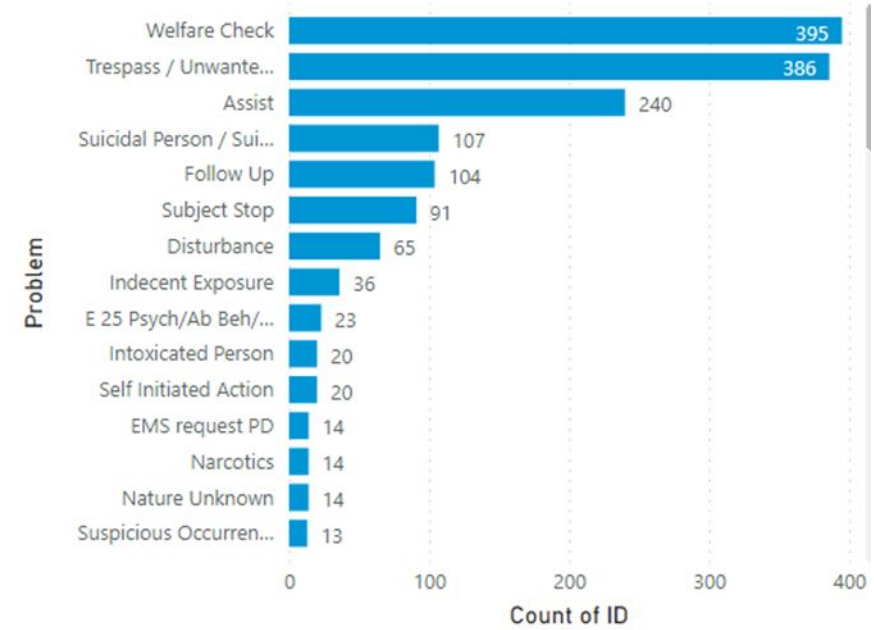
1. 911 call takers flagging incoming calls and directly dispatching the STAR unit – This accounted for 41.8% of CFS
2. Uniformed response independently requests STAR to respond on scene – This accounted for 34.8% of CFS
3. STAR self-initiates a response in the field – This accounted for 23.4% of CFS

STAR Data

STAR Assigned Calls-for-Service

Hour	Mon	Tue	Wed	Thu	Fri	Total
0		1				1
4		2	1			3
5			1		1	2
6		3				3
7	1	4	1		1	7
8	11	14	9	5	9	48
9	26	34	24	21	20	125
10	67	65	69	53	51	305
11	56	56	69	40	58	279
12	45	58	59	39	42	243
13	36	41	42	43	49	211
14	41	33	39	35	36	184
15	31	30	40	25	27	153
16	25	32	22	27	33	139
17	8	6	11	10	10	45
Total	347	379	387	298	337	1748

STAR Incidents by Problem Type



Total Incidents

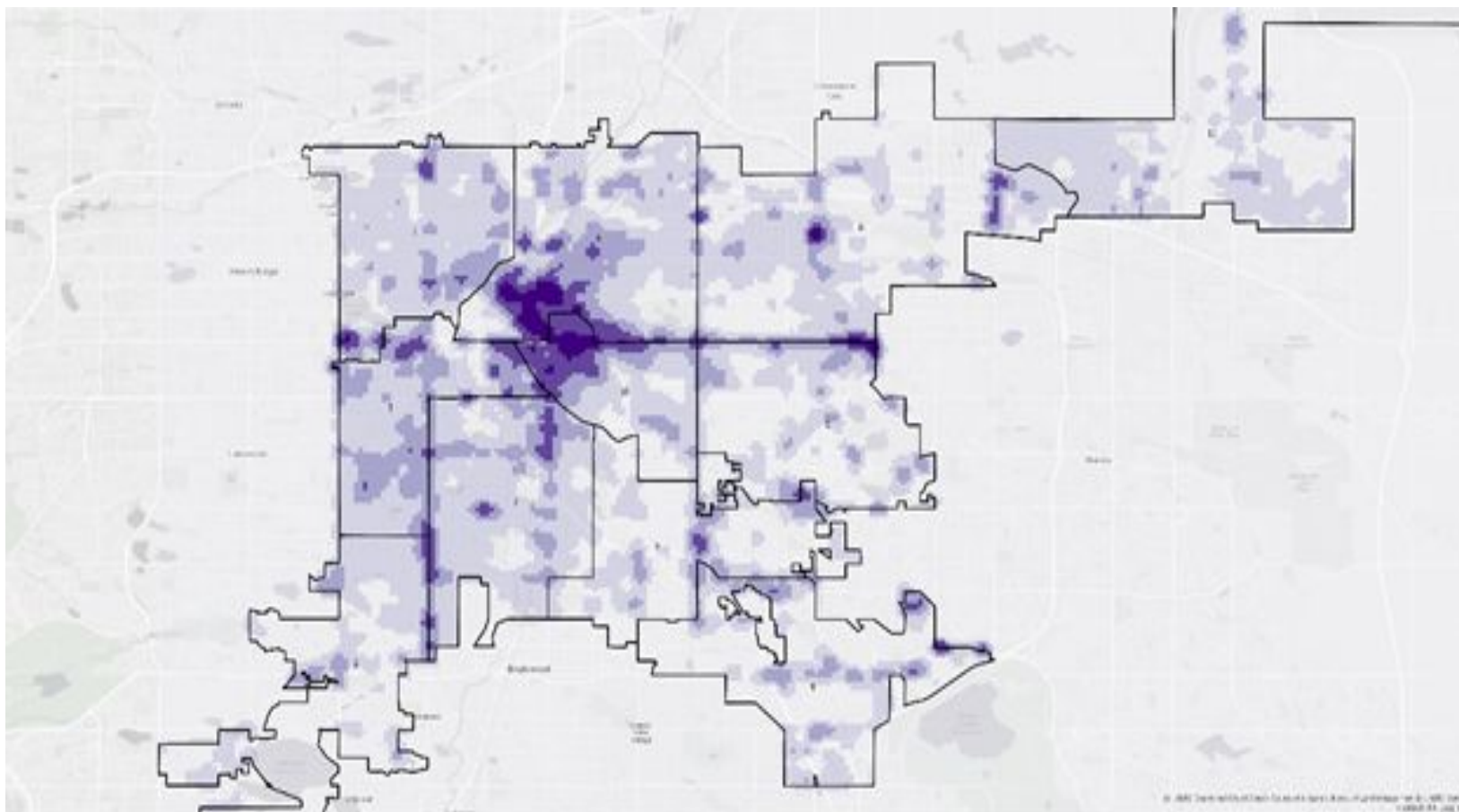
1780



Greater than 25% of all police arrests are people experiencing homelessness

Est. 10,000+ calls annually eligible for Support Team Assisted Response (STAR)

13,000+ hours of reactive Public Safety response time near Park Av W / Broadway



- A fully matured STAR program could divert ~10,000 calls to a medic-clinician that have been traditionally dispatched to police
- Expansion balances a data-driven approach with providing greater accessibility to STAR
- The current expansion wave grows STAR from:
 - 1 to 4 vans
 - 1 to 6 teams
 - 8 to 16 hours of service
 - 5 to 7 days/wk
 - 6 to 32 sq miles