
Co-Responder Program STAR Pilot

Safety, Housing, Education & Homelessness
March 24, 2021

Co-Response & STAR: “And” not “Or”

Co-Responders

- Officer and clinician respond together
- Higher risk calls (i.e., potential for weapons / violence)
- To date: less than 2% of responses have required enforcement (citation or arrest)
- Case Manager Hub
 - 11 total
 - Ensure long-term success through service connection

STAR Pilot

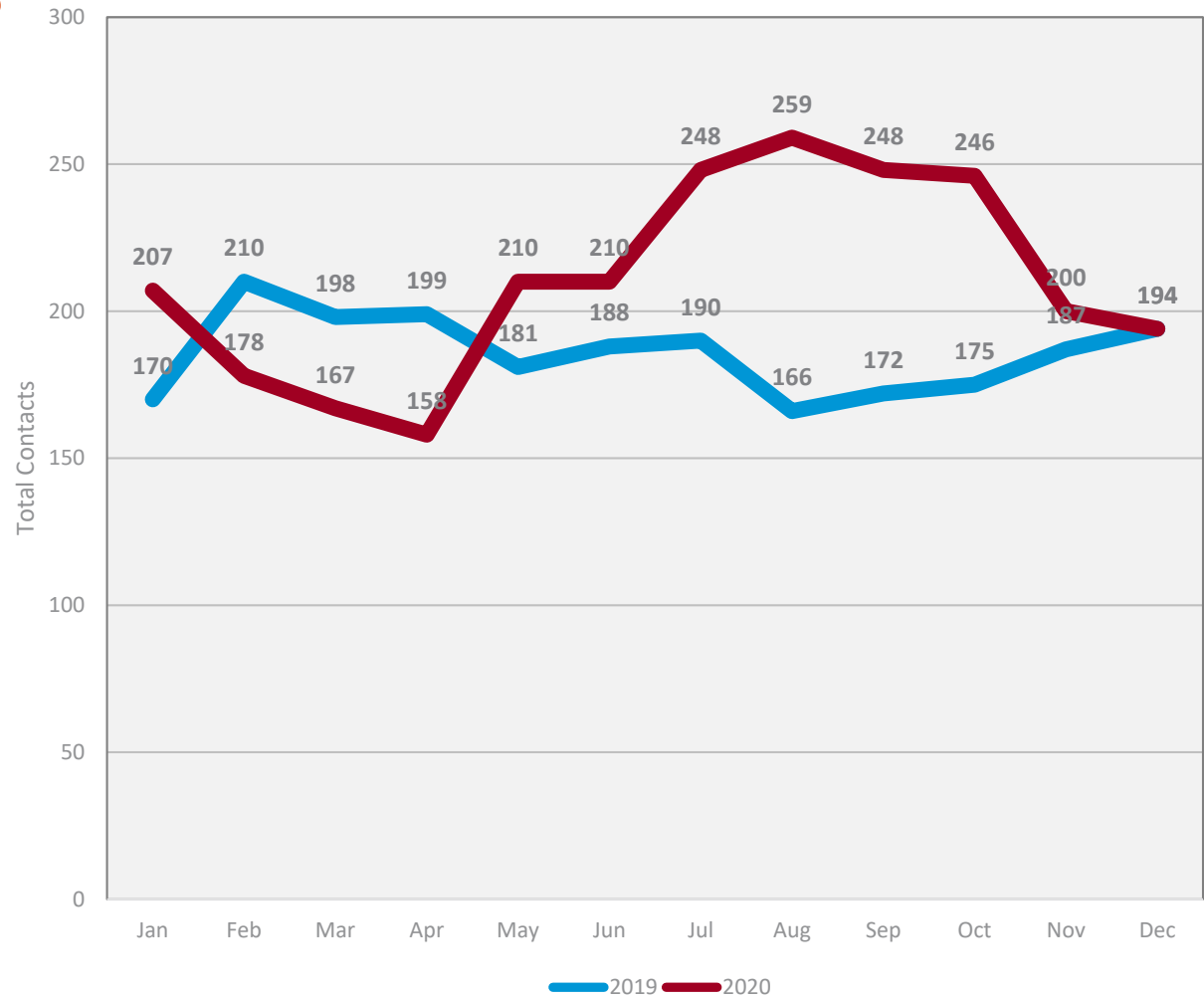
- Non-law enforcement response
- Lower risk calls (i.e., no weapons involved)
- 9-1-1 call-takers screen the following calls for riskiness: assist, intoxicated person, suicidal series, welfare check, trespass / unwanted person, and syringe disposal

CIRU Contacts

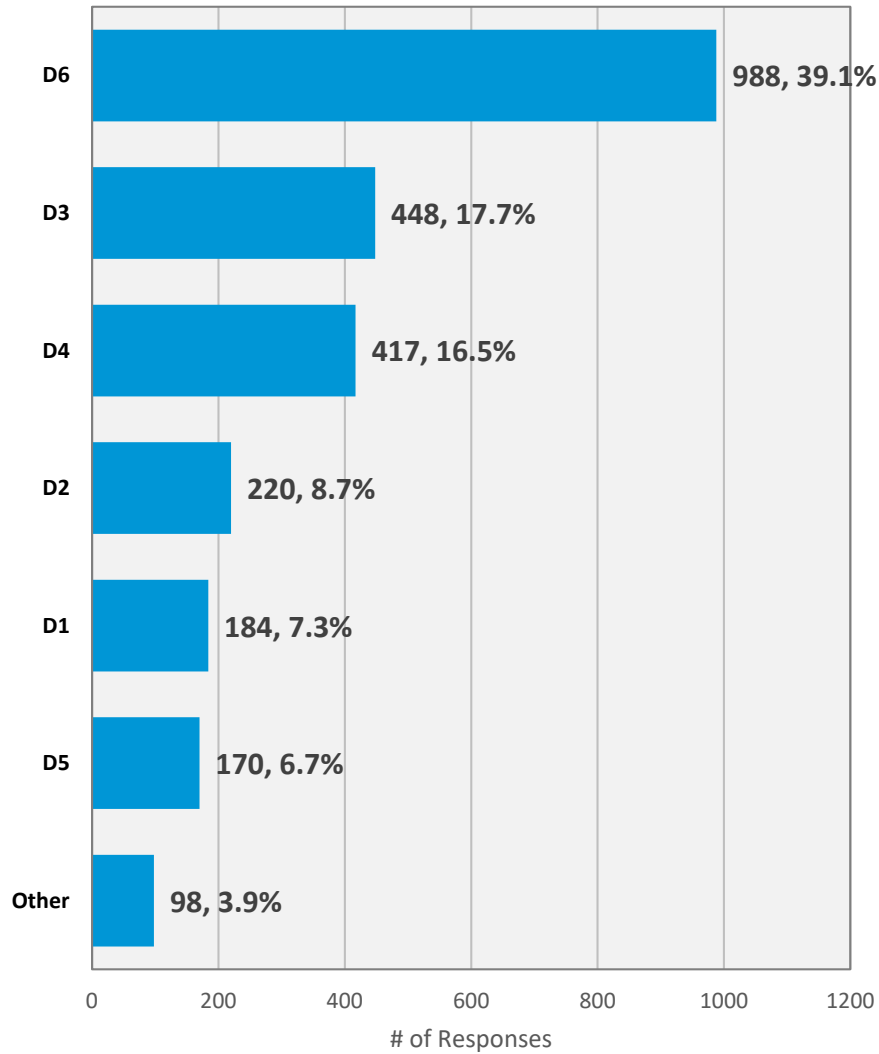
DPD Crisis Intervention Response Unit (CIRU) Monthly Contacts: 2019-2020

2019: 2,230 total contacts (**33% increase** over 2018)

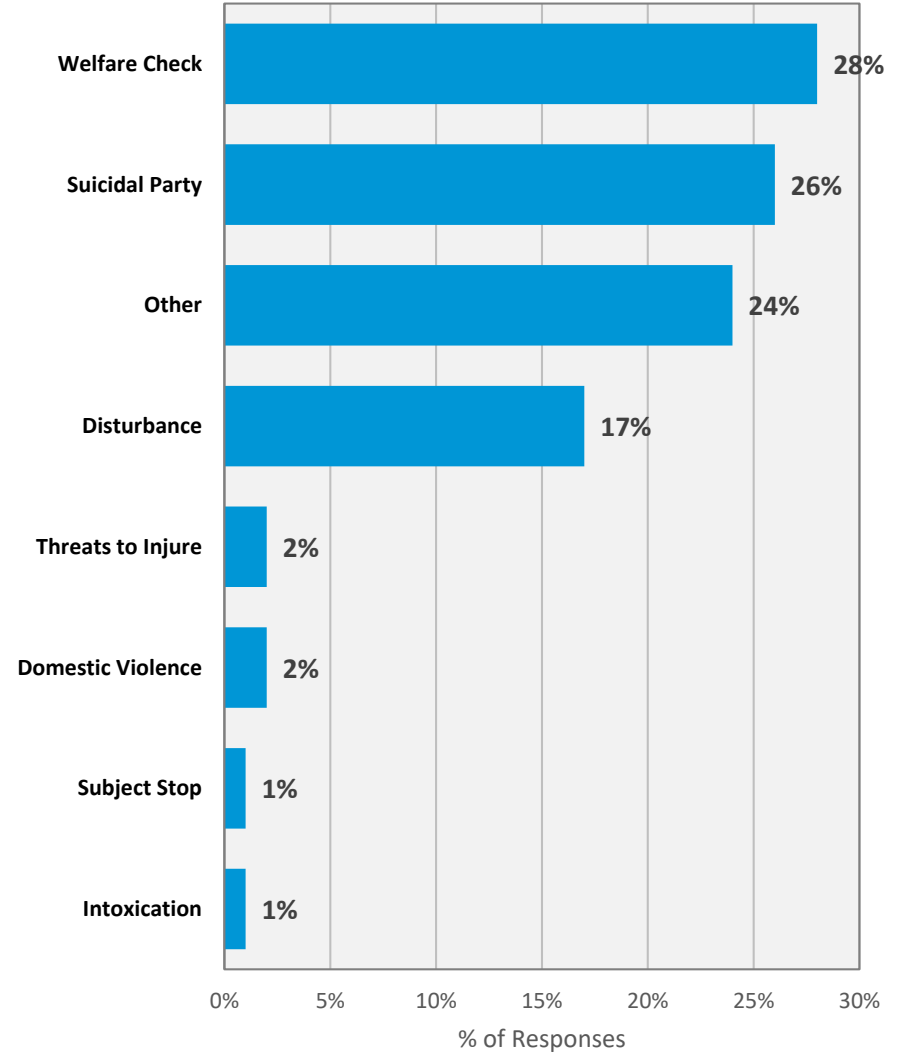
2020: 2,525 total contacts (**12% increase** over 2019)



CIRU Responses by Police District



CIRU Responses by 9-1-1 Nature Code



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**





Denver sent a team including community members to Eugene, OR in May 2019 to learn firsthand how their program works (CAHOOTS).

Community participation from the beginning to help create the program:

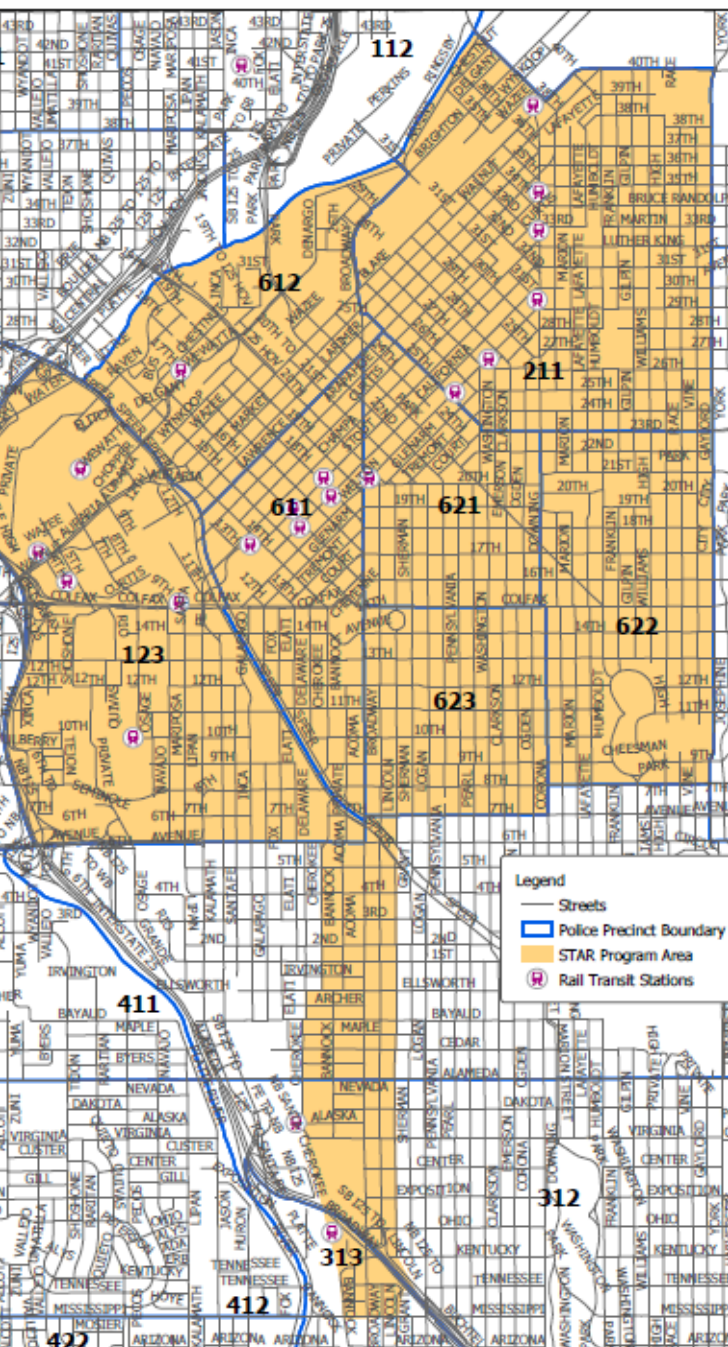
- Regular and ongoing community based working meetings with the following organizations to help shape STAR:
- Servicios de La Raza
- HARM Reduction Action Center
- Denver Justice Project
- Denver Alliance for Street Health Response
- DHOL (Denver Homeless OutLoud)
- Black Lives Matter 5280
- MHCD (Mental Health Center of Denver)
- DDPHE (Dept of Public Health and Environment)
- Denver Fire
- Denver Police
- Denver Department of Safety Executive Director's Office
- Denver 911 Center
- Denver Health and Hospital Authority
- Denver City Council
- LIVED EXPERIENCE COMMUNITY (individuals that participated, not associated with an organization)
- Caring for Denver

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





STAR Pilot Overview

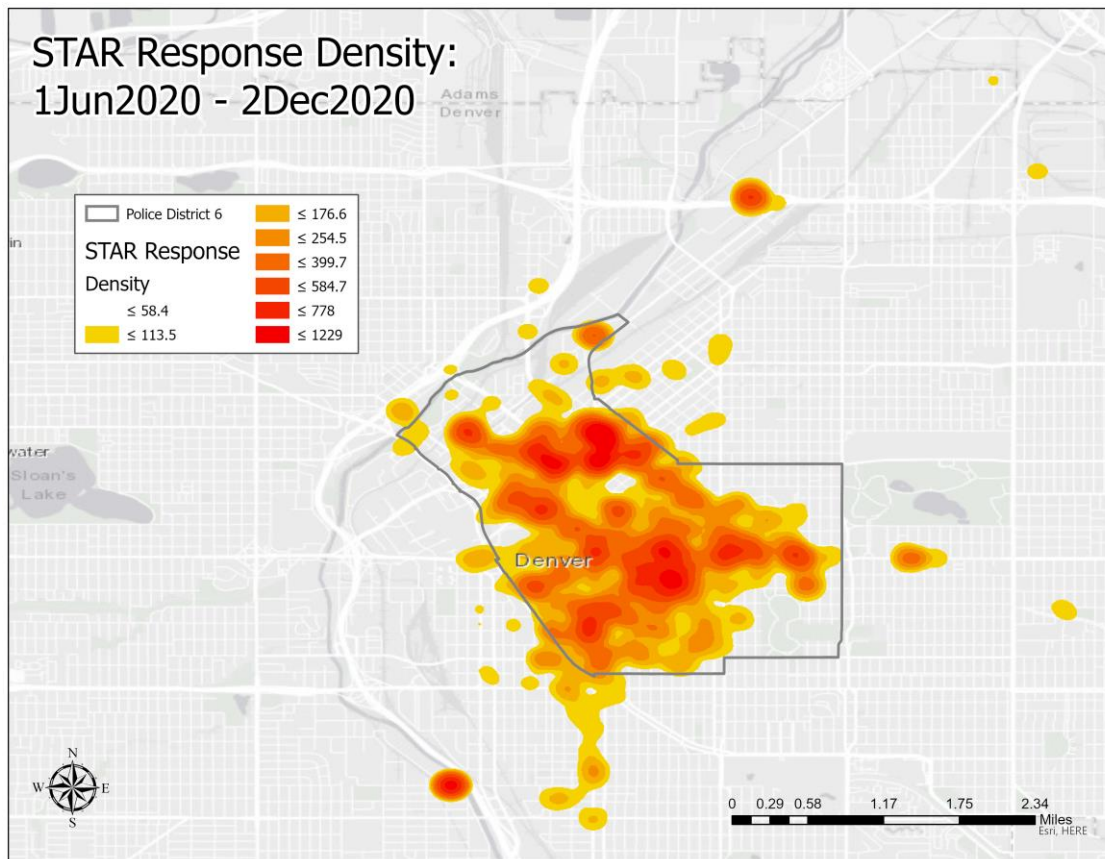
- Collect data to assist in the full rollout
- Make changes/modifications to improve the program
- 40 hours a week (Mon-Fri 10am-6pm)
- Location – Downtown and Broadway/Lincoln Corridor

Breakdown of Assignment Mechanism

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

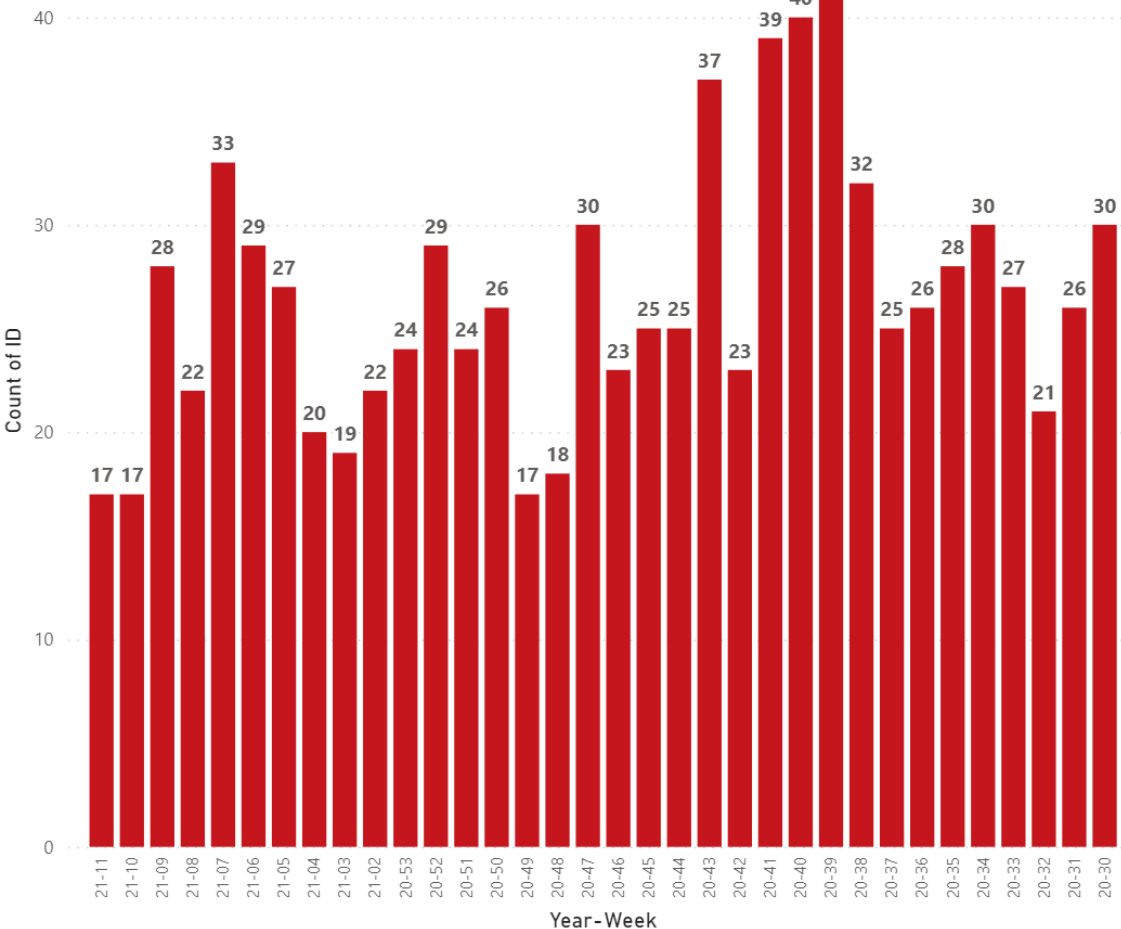
1. 911 call takers flagging incoming calls and directly dispatching the STAR unit – This accounted for 313 (41.8%) incidents
2. Uniformed response independently requests STAR to respond on scene – This accounted for 260 (34.8%) incidents
3. STAR self-initiates a response in the field – This accounted for 175 (23.4%) of incidents

STAR Program Outcomes



- STAR began operations on June 1, 2020 and responded to 748 calls traditionally fielded by Police, Fire, and/or EMS
- STAR-eligible calls accounted for 2.8% of DPD's call load during this timeframe
- STAR is a lower profile response from Public Safety and responds to an average of 9.43 calls/day

STAR Incidents by Week



Total Incidents

1095

Call Class

- ☐
- 1
-
- ☐
- 2
-
- ☐
- 3

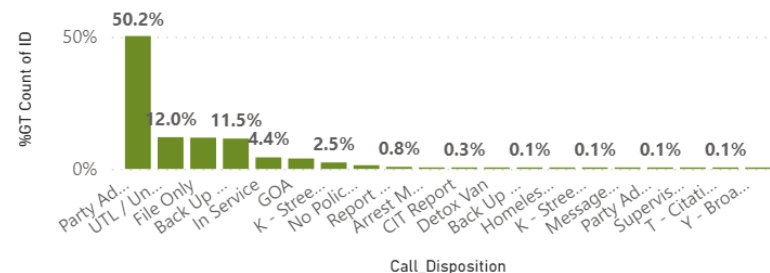
Response Date

6/1/2020

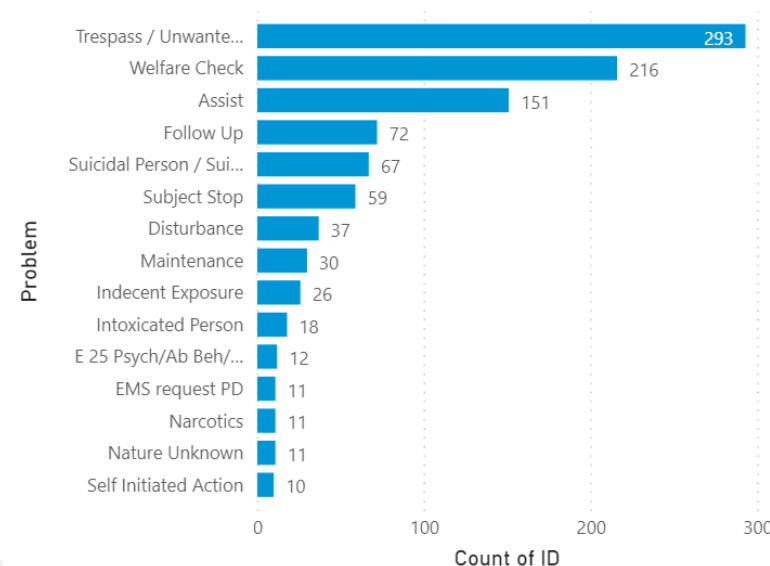
3/11/2021



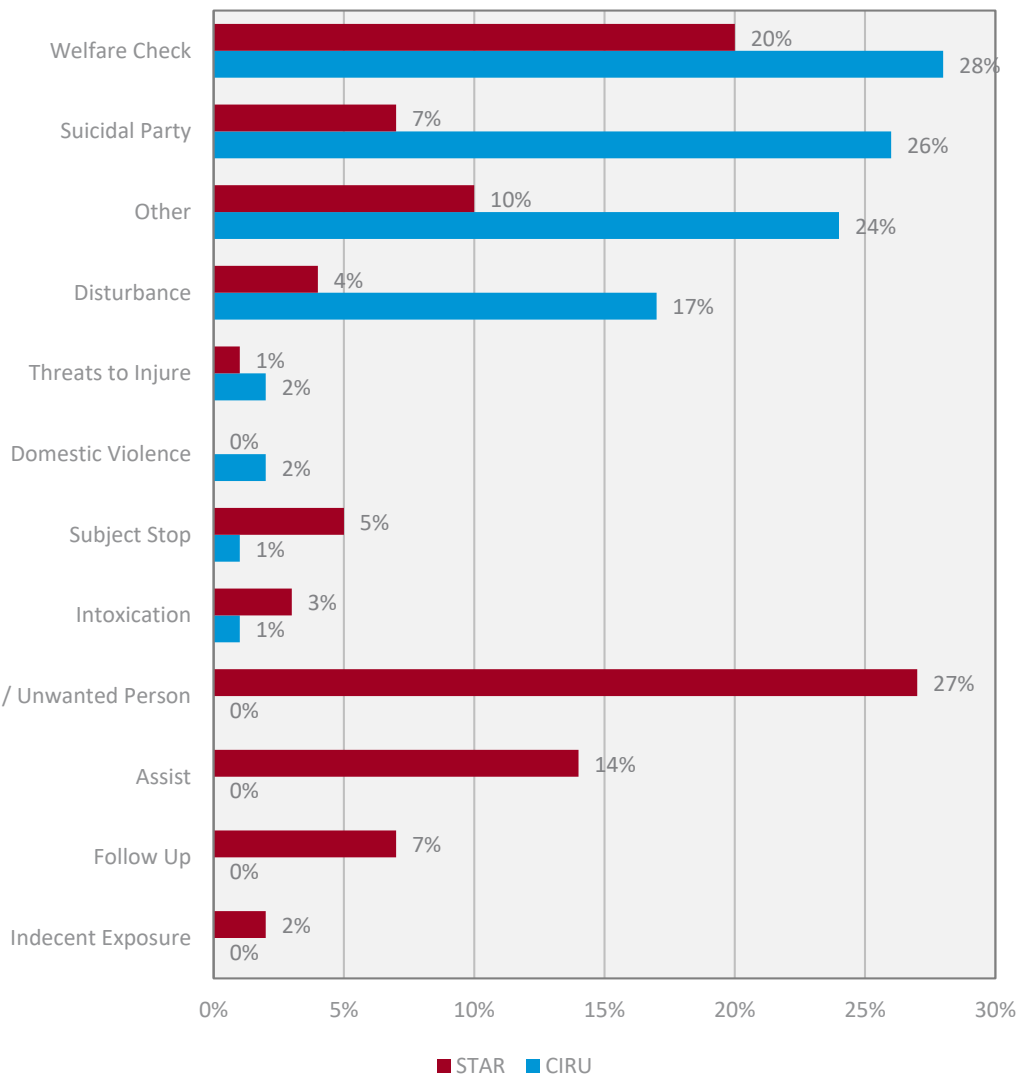
STAR Incidents by Call Dispositions (% of Total)



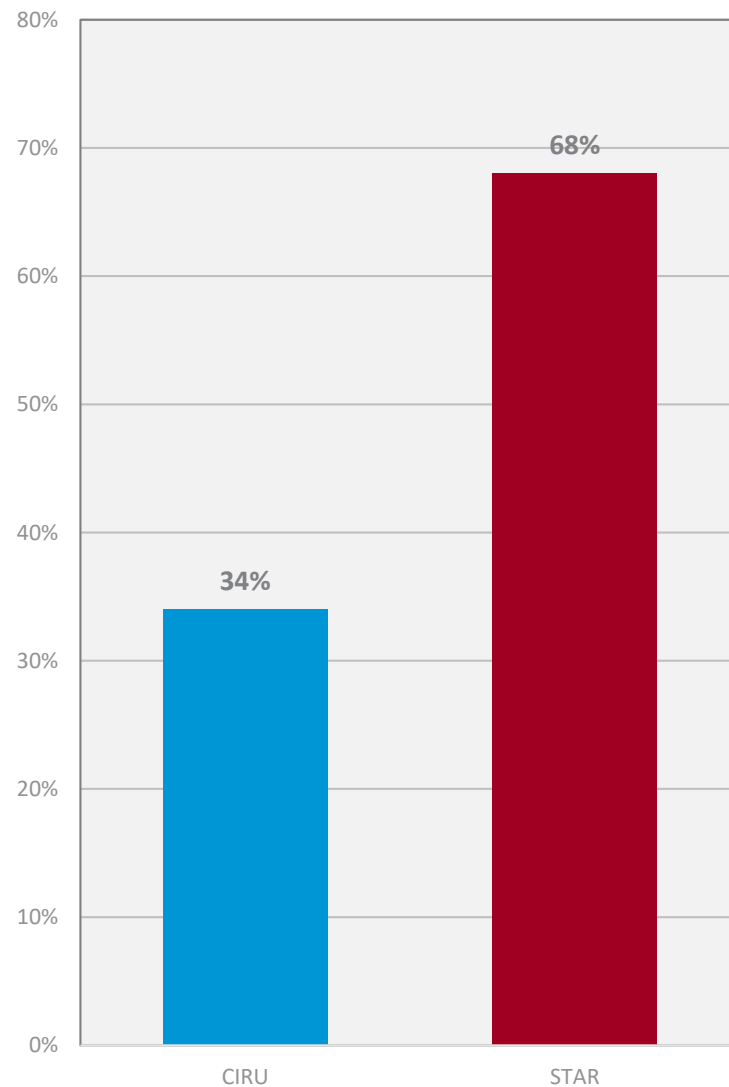
STAR Incidents by Problem Type



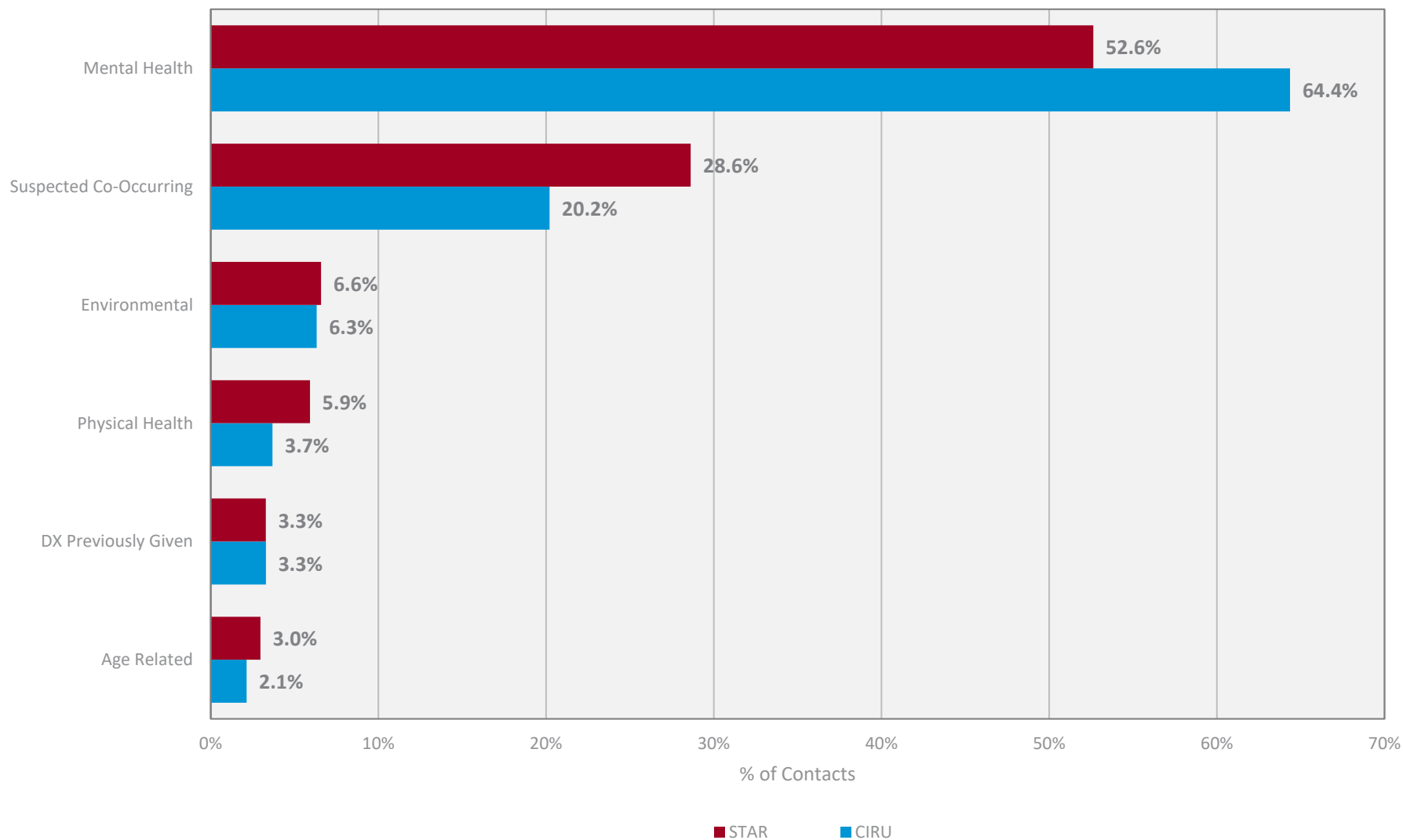
STAR & CIRU Response by 9-1-1 Nature Code



% Experiencing Homelessness



Primary Concern Frequency for CIRU & STAR



9-1-1 Call for Service

Criminal Justice

Fire / Medical

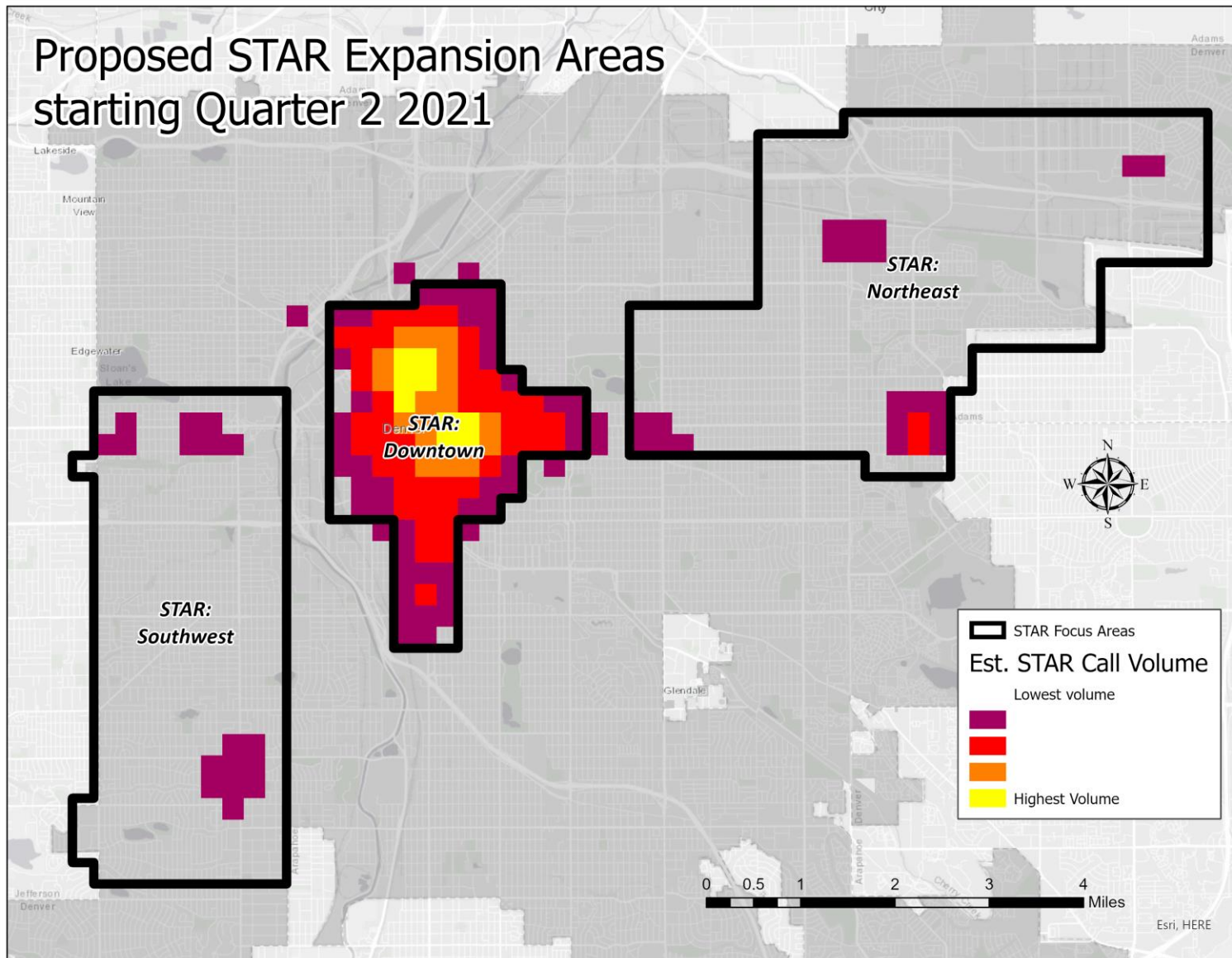
**Service Connection &
Mental/Behavioral
Health Support**

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

Proposed STAR Expansion Areas starting Quarter 2 2021

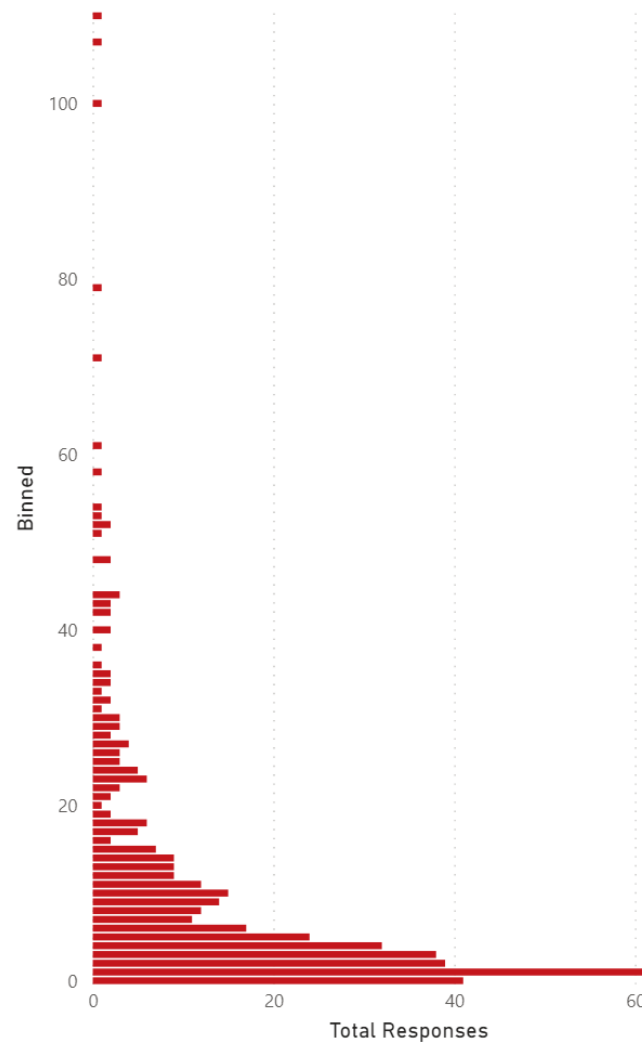


- A fully matured STAR program could divert ~10,000 calls to a medic-clinician that have been traditionally dispatched to police
- Expansion balances a data-driven approach with providing greater accessibility to STAR
- The current expansion wave grows STAR from:
 - 1 to 4 vans
 - 1 to 6 teams
 - 8 to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

STAR Assigned Calls-for-Service

Hour	Mon	Tue	Wed	Thu	Fri	Total
0		1				1
4		1	1			2
5			1			1
7	1	1	1			3
8	8	5	6	1	5	25
9	12	19	12	9	10	62
10	44	40	50	32	35	201
11	34	37	42	22	40	175
12	32	38	44	20	27	161
13	28	27	31	26	26	138
14	29	21	31	23	23	127
15	25	27	32	16	15	115
16	20	20	15	20	21	96
17	6	5	9	6	8	34
Total	239	242	275	175	210	1141

Count of Responses by 5-minute intervals



Median Time On-Scene: STAR Arrives

26.37

STAR Identified Calls-for-Service

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
4		2	3	5	7	3	1	21
5	1	5	4	3	3	3	2	21
6	9	17	12	18	23	23	12	114
7	15	33	28	36	35	33	22	202
8	26	60	64	46	48	57	23	324
9	20	51	68	54	55	59	28	335
10	29	66	70	62	74	78	34	413
11	41	53	72	76	54	80	37	413
12	38	71	53	69	57	76	32	396
13	33	69	57	76	61	62	39	397
14	39	73	61	65	54	44	28	364
15	21	66	66	61	66	56	46	382
16	38	65	52	65	57	74	38	389
17	35	48	47	63	57	55	36	341
18	24	24	40	22	27	21	25	183
19	12	24	25	29	22	16	23	151
20	17	16	18	25	17	15	16	124
21	8	10	11	20	13	9	12	83
Total	434	783	785	831	753	794	474	4854

Response_Date

6/1/2020 to 3/11/2021

Median Time On-Scene: Traditional Response

34.46

STAR Next Steps

- Expansion Committee Recommendations
 - Developed Values of STAR
 - Expansion Model
- \$1.4 million investment in DDPHE
 - Emergency Response RFP
 - Community Support RFP
- Establish Advisory Committee

