

# Support Team Assisted Response (STAR)

2022 Mid-Year Report



The Support Team Assisted Response (STAR) Program is an alternative response model operating within the City & County of Denver. STAR is managed by the Denver Department of Public Health & Environment in partnership with the Denver Department of Safety. STAR pairs a behavioral health clinician, contracted through WellPower, with a Denver Health paramedic or EMT. The team is dispatched through Denver 9-1-1 Communications and responds to low risk, low acuity crisis calls in the community. STAR does not respond to any calls where someone is injured, a weapon is present, or someone is acting in a violent manner.

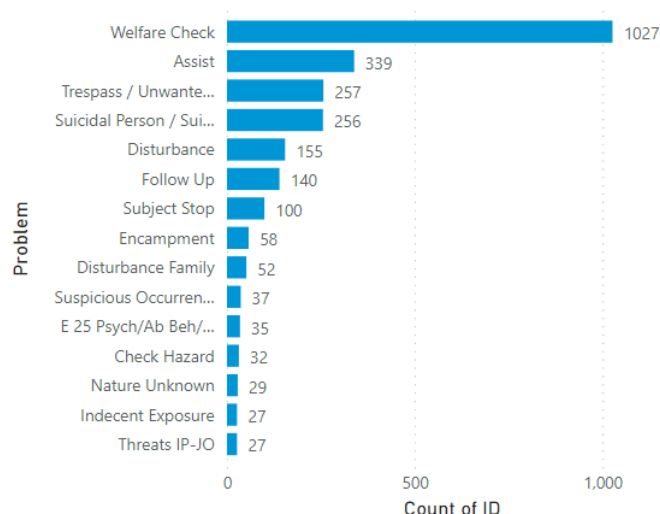
The goal of the STAR Program is to send the right response to community members when they are in crisis. STAR was initially piloted in the City of Denver in 2020. The program was formally adopted in 2021 and is now being expanded to provide service to the entire city more frequently. STAR’s operating hours have been extended to 6:00am-10:00pm seven days per week. As of July 2022, there four units running throughout the city. Eight clinicians and six medics/EMT’s have been hired. At full capacity, there will be five units, ten clinicians and ten medics/EMT’s.

## Total Incidents

# 2837

Between January 1<sup>st</sup>, 2022 and July 1<sup>st</sup>, 2022, STAR has responded to 2,837 calls for service. The team has never had to call for back up due to a safety issue. These calls would have otherwise been dispatched to police or EMS and were more appropriately handled by a civilian team who were able to provide resource connection or crisis intervention.

STAR Incidents by Problem Type



The graph shows STAR calls for service by problem type. The three most common calls for the STAR team are Welfare Check, Trespass/Unwanted Party, and Assist. “Assist” is a nature code that indicates an individual is calling 9-1-1 Communications requesting some type of assistance. This may be resource information, a courtesy ride, or other services.

\*Data analysis produced by the Denver Department of Safety and WellPower to describe the STAR Program and demonstrate the value of program expansion.

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
0	2	7	11	10	5	7	12	54
1	5	9	4	5	4	3	3	33
2	2	3	4	4	3	3	4	23
3	8	1	5	6	2	5	4	31
4	5	4	3	5	3	8	4	32
5	8	5	6	4	13	8	2	46
6	20	30	25	16	20	29	25	165
7	26	39	43	26	23	36	32	225
8	47	56	60	62	59	51	47	382
9	44	69	86	66	75	57	62	459
10	40	55	76	74	92	69	50	456
11	53	87	76	62	73	81	53	485
12	46	70	80	61	60	85	58	460
13	46	63	65	55	72	73	48	422
14	59	57	63	62	61	53	49	404
15	48	54	68	75	56	59	52	412
16	33	51	49	63	73	64	38	371
17	38	60	54	67	53	59	38	369
18	31	52	53	53	55	50	35	329
19	18	50	38	36	33	40	32	247
20	21	28	29	39	28	21	18	184
21	18	34	35	16	23	20	25	171
22	17	31	14	16	6	10	16	110
23	12	12	12	7	8	10	11	72
<b>Total</b>	<b>647</b>	<b>927</b>	<b>959</b>	<b>890</b>	<b>900</b>	<b>901</b>	<b>718</b>	<b>5942</b>

Denver 9-1-1 Communications tracks STAR eligible calls citywide. This tracking occurs regardless of whether STAR is running or available. The chart to the left shows the volume of STAR eligible calls by hour and day of week, showing where resources were the most strained. This data informed a strategic program expansion resources were the most needed. The highest volume of STAR eligible calls is typically Monday-Friday from 0800-1700.

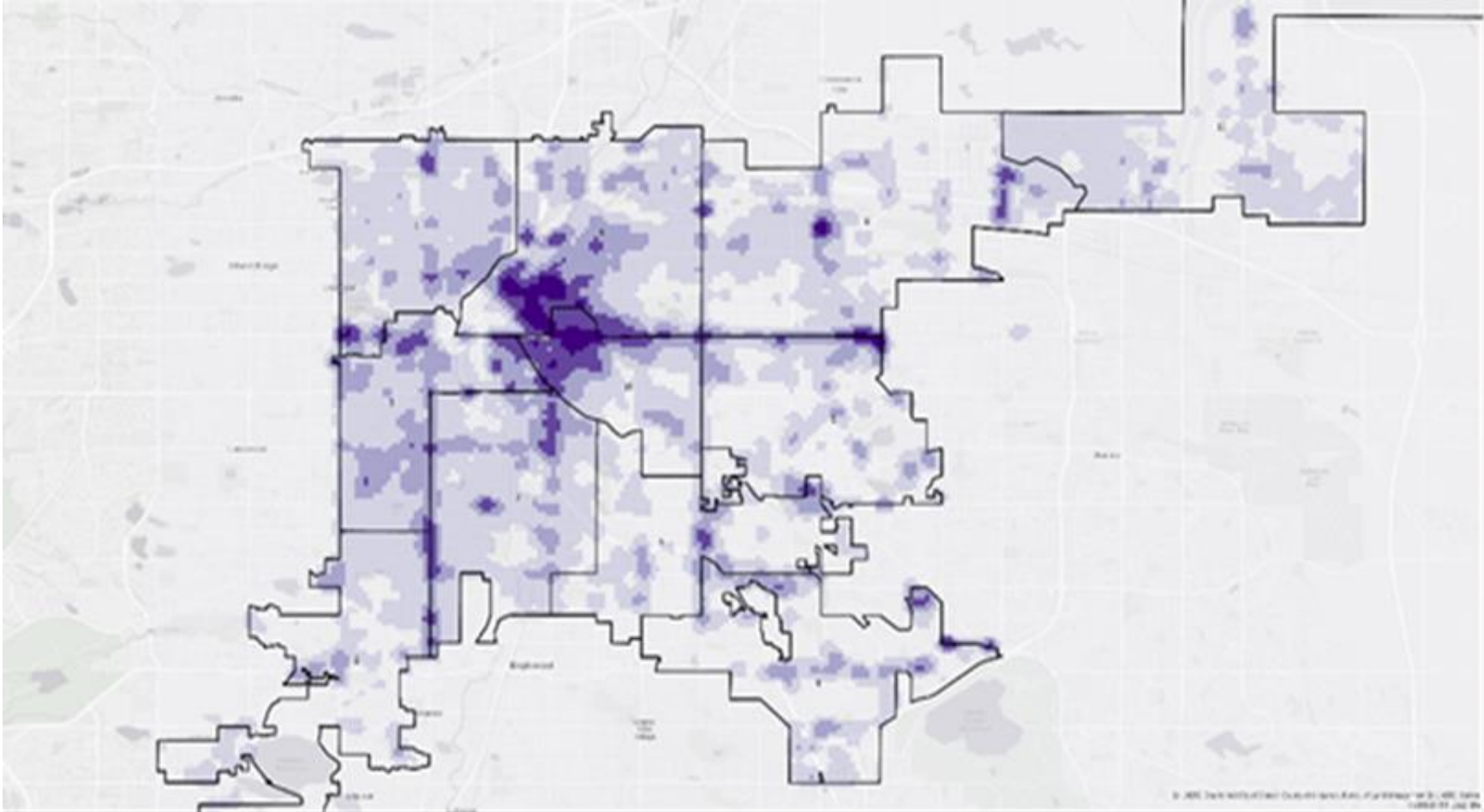


### Total Identified STAR Calls

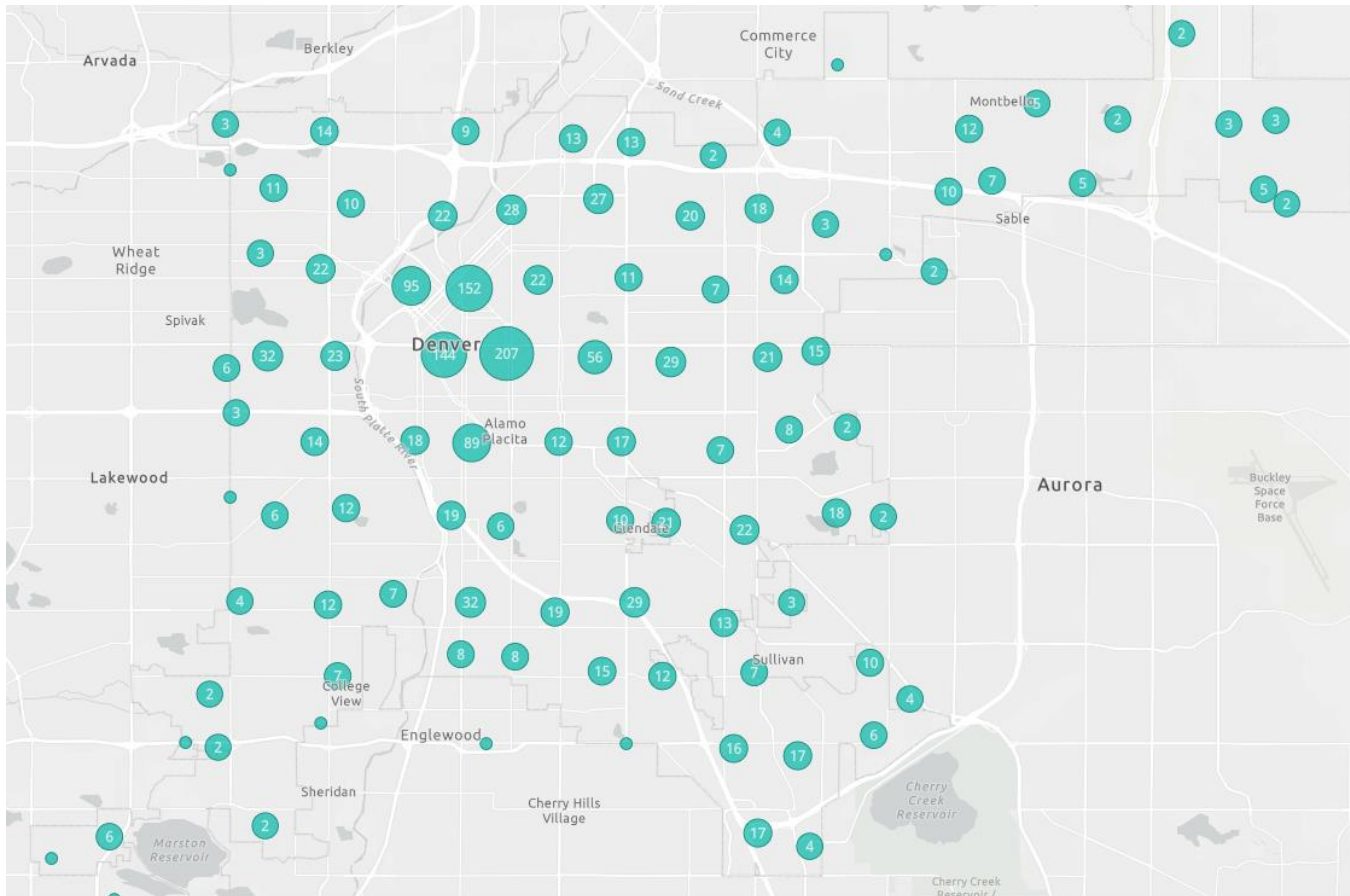
# 5891

Between January 1<sup>st</sup>, 2022 and July 1<sup>st</sup>, 2022, Denver Department of Safety identified 5,891 calls that could have been handled by a fully expanded STAR Program. This data point highlights the need for further expansion and can help inform future budget requests for additional expansion as the program grows. STAR stakeholders will continue to use a data driven approach to inform future expansion and program operations.

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The map above is a heat map depicting STAR call volume across Denver. The dark purple areas indicate a high volume of STAR eligible calls. The pattern of calls displayed by this map indicates a need for a dynamic dispatch approach where vans can respond where they are needed versus being tied to a geographic area. This process mimics an EMS style of dispatch where vans will post in areas of the city that are most likely to receive a STAR eligible calls but are also able to access all parts of the city. This allows for equitable STAR access as the program expands and ensures that community members needing a STAR response can receive resources and support.



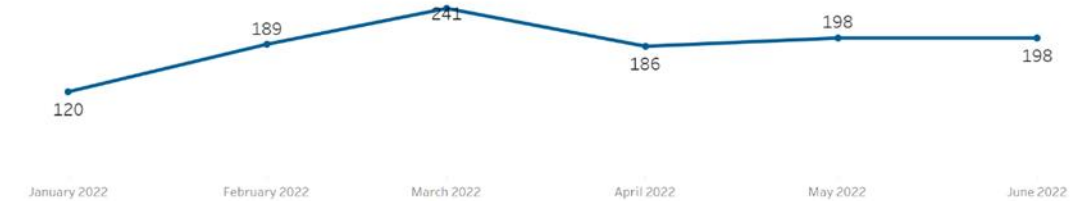
The map above depicts citywide STAR responses between January 1<sup>st</sup>, 2022 and July 1<sup>st</sup>, 2022. Areas with a higher volume of responses are indicated by larger circles. The large circles in downtown show a clear need for support in that area, but the map shows that STAR is able to serve all communities in Denver. This shows that our dynamic dispatch approach is working well and that STAR response is equitable throughout the city.

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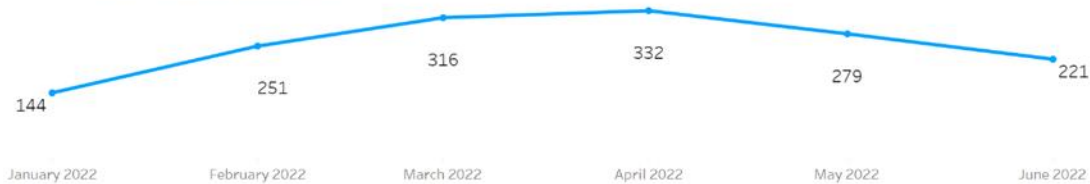
STAR Encounter Numbers

Clinical Encounter Date: 1/1/2022 to 6/30/2022  
 NC Encounter Date: January 2022 to June 2022

Number of **Clinical Encounters** by Month



Number of **Non-Clinical Encounters** by Month



\* Since personally identifying information is not collected in non-clinical encounters there may be some duplication in the number of people. This count represents a sum of the number of people served on each encounter, not unique individuals.

- Clinical Encounter- Represents an intervention that meets a clinical threshold with an identified individual, warranting information gathered that would be protected in an electronic health record that is HIPPA compliant
  - Non-Clinical Encounter- Interactions with large groups where no one person is identified as the person in crisis. These are typically unhoused individuals in encampments, but can also be individuals not wishing to provide name, date of birth or any identifying information.

# of People with a Clinically Significant STAR Encounter

894

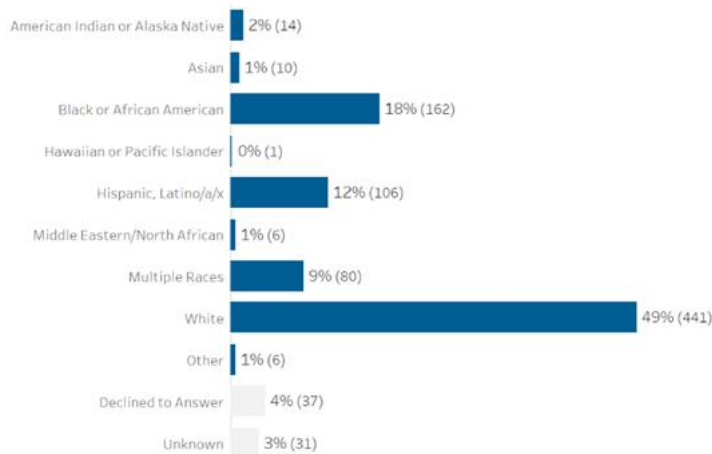
## STAR Demographics

Encounter Date

1/1/2022

6/30/2022

### Race and Ethnicity



### Hispanic, Latino/a/x Details

Mexican	64%
Other Hispanic, Latino/a/x	31%
Puerto Rican	3%
More than 1	1%

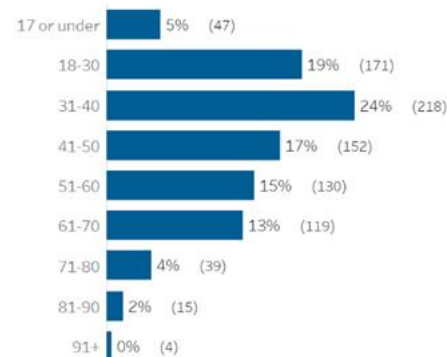
The total # in Hispanic or Latino/a/x exceeds the total # in the Race and Ethnicity chart, as it also includes individuals from the Multiple Races category

### Gender Identity

Man	54%
Woman	42%
Prefer not to answer	2%
Prefer to Self-Describe	1%
Non-Binary	1%

Is a Veteran 7%

### Age at Time of Encounter

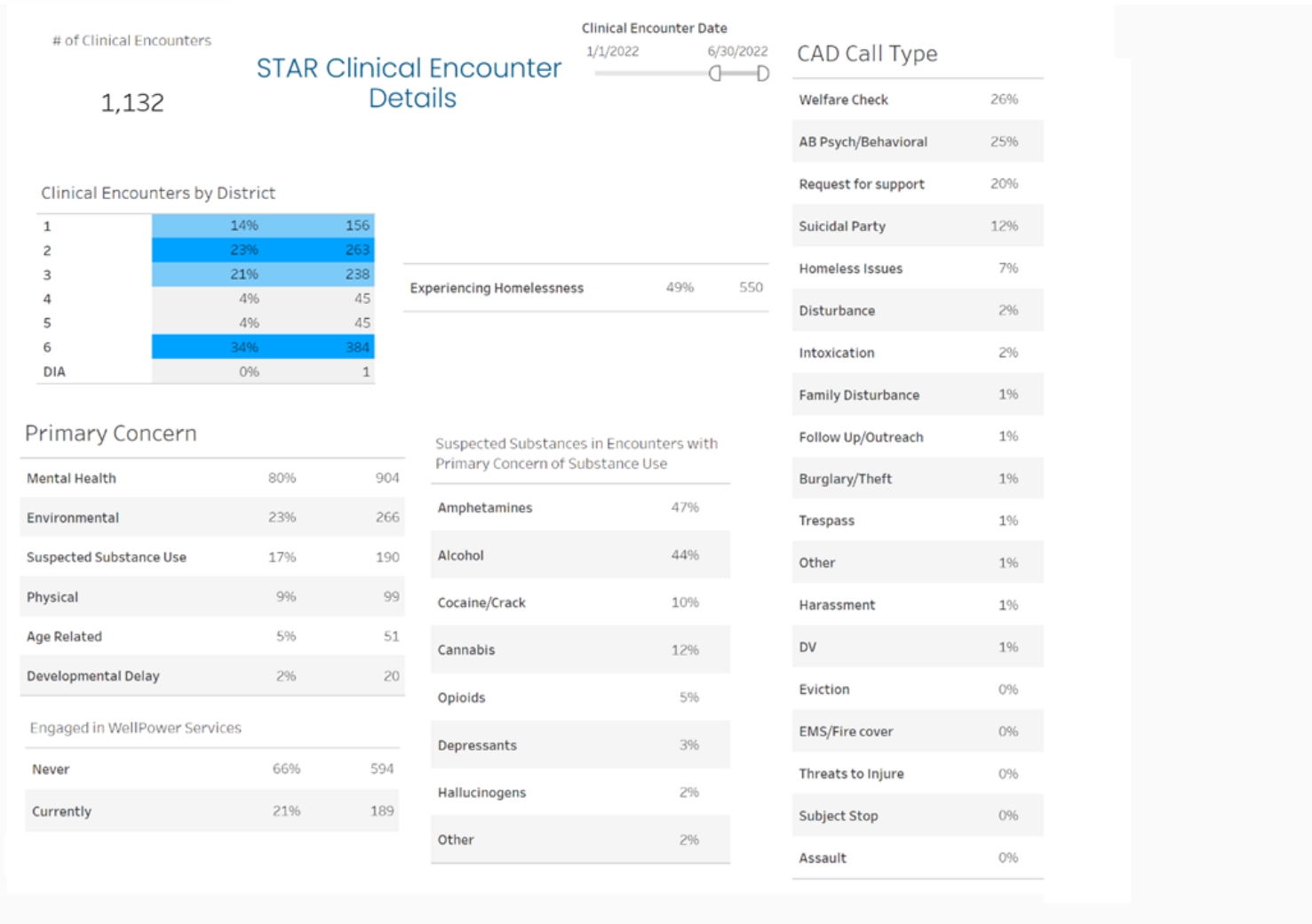


### Top 10 Mental Health Diagnoses

of those who have a primary mental health diagnosis

Nonpsychotic mental disorder, unspecified	46%
Anxiety Disorder	10%
Bipolar Disorder	8%
Major Depressive Disorder	6%
Schizoaffective Disorder	9%
Schizophrenia Disorder	5%
Depressive Disorder NOS	3%
Other Psychotic Disorder	4%
Mood Disorder	2%
Other Substance Related Disorder	2%

The chart above summarizes the demographic breakdown of the 894 unique individuals who have been served by STAR between January 1<sup>st</sup>, 2022 - July 1<sup>st</sup>, 2022. Please note that STAR staff are not assigning diagnoses to people they serve; the diagnoses listed above were self-reported.



In the first six months of 2022, STAR provided clinical support 1,132 times to 894 unique individuals. Although 238 individuals had more than one STAR response, they are consistently getting the support and resources they need in times of crisis. It is also important to note that use of substances is likely to be underreported due to shame and stigma. Of these 1,132 clinical encounters, 42% resulted in a transport to a community resource and zero results on a ticket or citation.

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## STAR Non-Clinical Encounter Details

NC Encounter Date

January 2022

June 2022



STAR had **1,543** non-Clinical Encounters with **966** people\*

STAR provided **General Support and Built Rapport** with **482** people in **364** encounters .

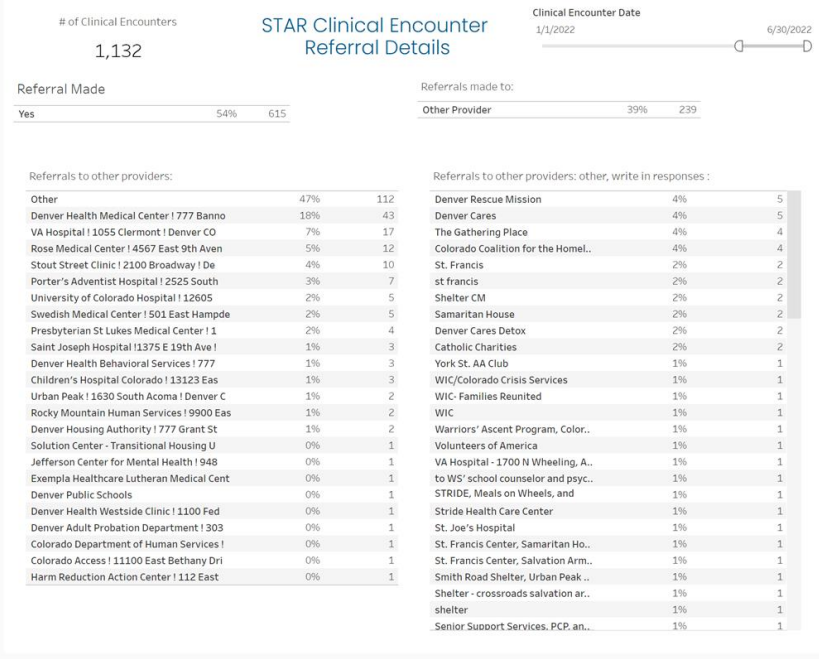
STAR provided **General Information** to **440** people in **313** encounters .

STAR provided **Resource Education** to **346** people in **238** encounters .

STAR **Distributed Resources** to **308** people in **208** encounters .

STAR provided **Behavioral Health Education** to **146** people in **97** encounters .

\* Since personally identifying information is not collected in non-clinical encounters there may be some duplication in the number of people. These counts represent a sum of the number of people served on each encounter, not unique individuals.



- 47% of people served by STAR were referred to a community resource (shown as “other”). The complete list of agencies that make up the 47% are listed below “other”.
- The chart on the right-hand side shows the breakdown of services provided by WellPower within 90 days of a STAR encounter

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