
Co-Responder Program STAR Pilot

Cities 4 Actions
June 16, 2021

Co-Response & STAR: “And” not “Or”

Co-Responders

- Implemented January 2016
- 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

- Implemented June 2020
- 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

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

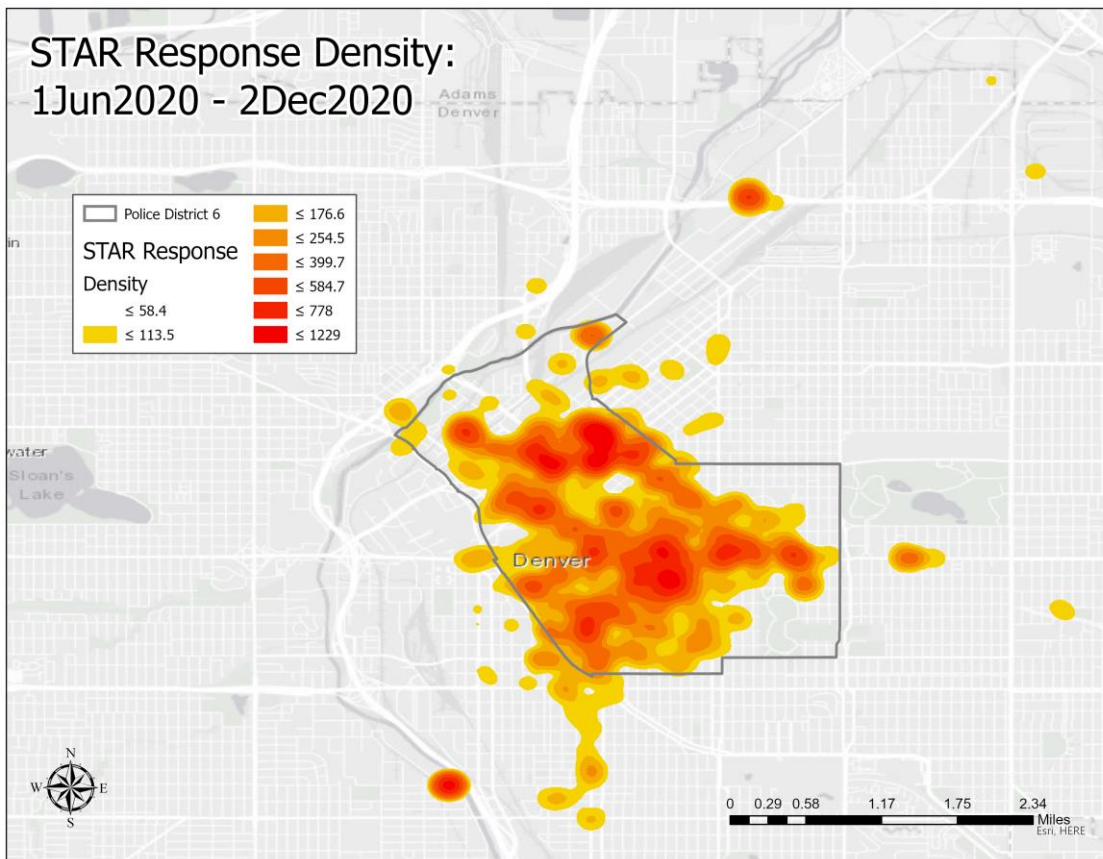


Breakdown of Assignment Mechanism

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

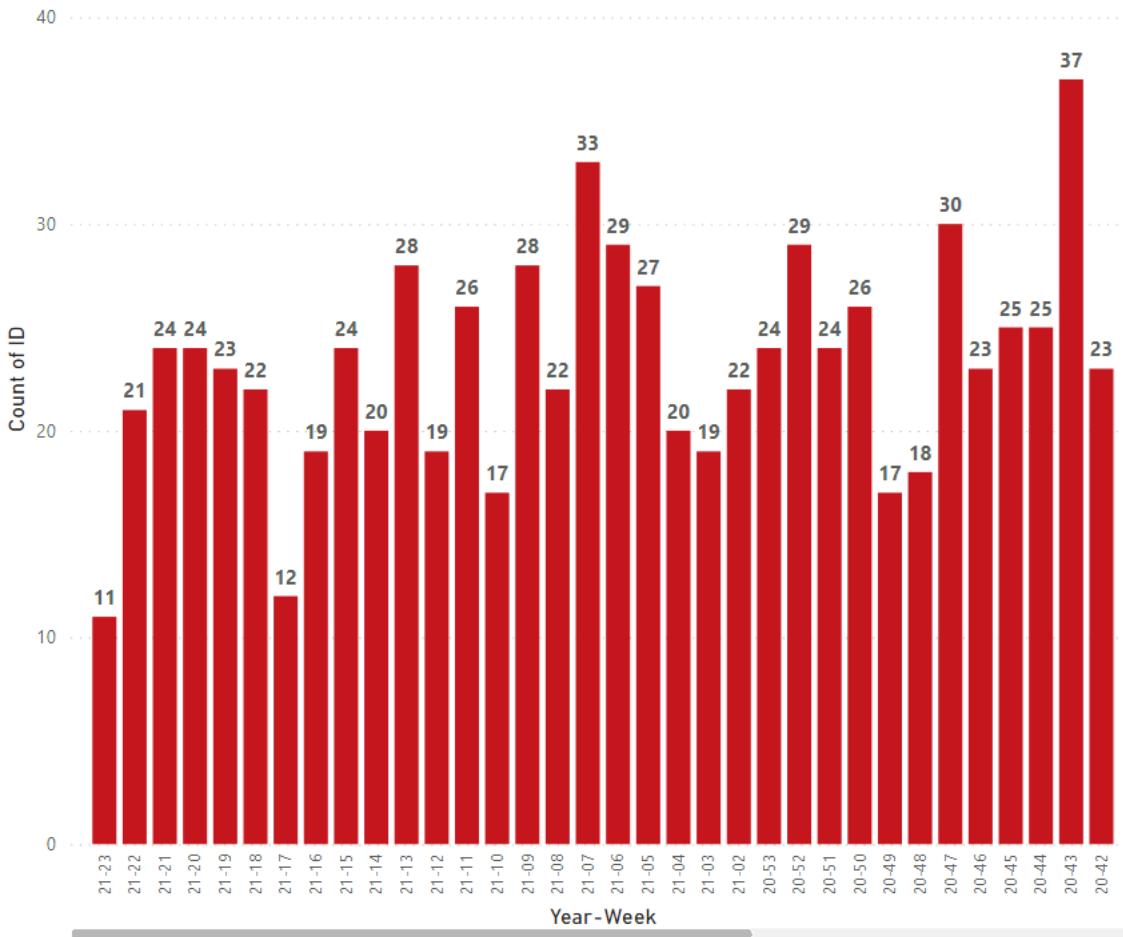
1. 911 call takers flagging incoming calls and directly dispatching the STAR unit – This accounted for 313 (41.8%) incidents
2. Uniformed response independently requests STAR to respond on scene – This accounted for 260 (34.8%) incidents
3. STAR self-initiates a response in the field – This accounted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

STAR Program Outcomes



- STAR began operations on June 1, 2020 and responded to 1351 calls traditionally fielded by Police, Fire, and/or EMS as of June 3, 2021
- 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

1351

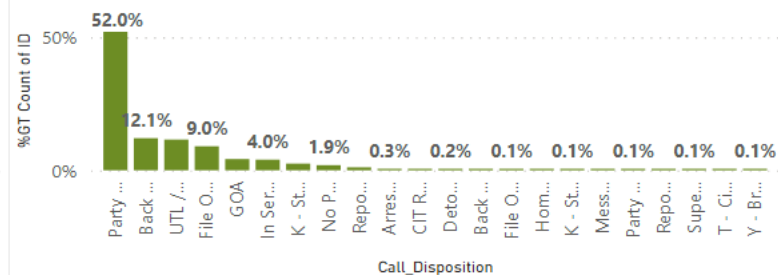
Call Class

- 1
- 2
- 3

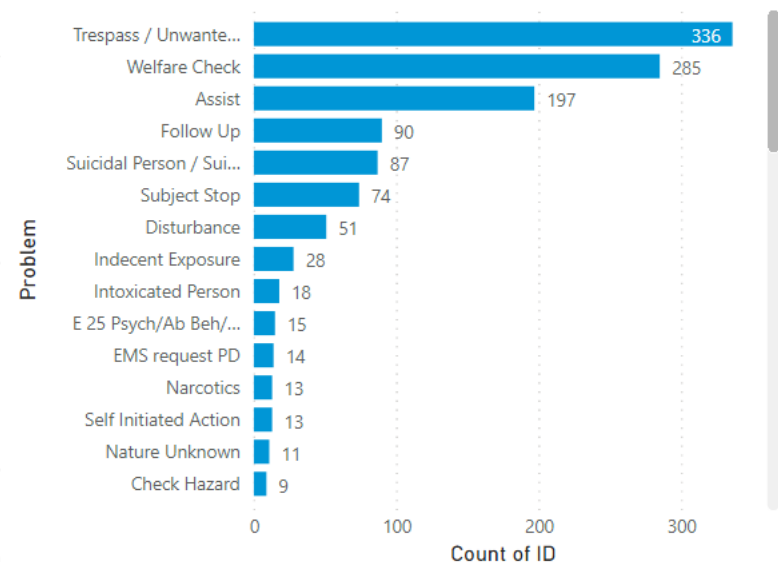
Response Date

6/1/2020 6/2/2021

STAR Incidents by Call Dispositions (% of Total)



STAR Incidents by Problem Type



STAR Next Steps

- Community & City leadership support
- \$1.4 million investment by City Council
- **Expansion Committee**
 - From 1 to 6 teams
 - From 1 to 4 vans
 - From 5 to 7 days per week
 - Operating from 40 to ~100 hours per week

