

911 – RG – C – STAR / RMCP (Alternate Response)

Support Team Assisted Response

Crisis Assistance

720.913.STAR(7827)

Community Care

FUNDED BY: *Your Caring4Denver Dollars*



DEFINITION:

Support Team Assisted Response (STAR)

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 a paramedic, 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.

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 Paramedic 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.



Rocky Mountain Crisis Partners (RMCP) 844-493-TALK (8255)

RMCP provides 24/7 crisis services staffing peer specialists who listen, provide support, validate the caller's experiences in a non-judgmental, confidential supportive conversation. These peer support specialists provide the caller in need with productive guidance and facilitate problem solving.

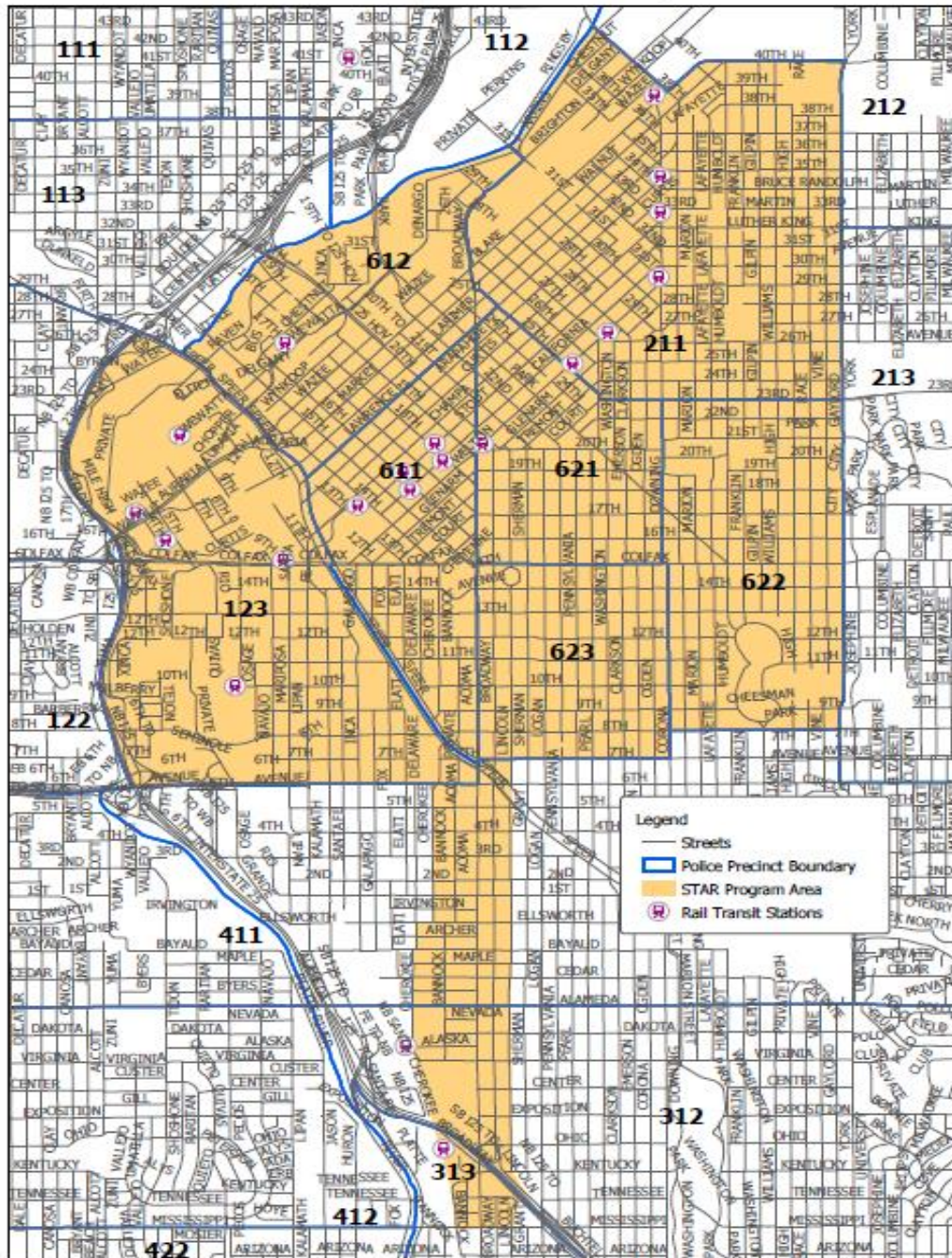
PILOT PROGRAM

Hours of Operation: Monday – Friday 1000-1800hrs

Boundaries:

- The STAR-RMCP response is currently a pilot program with a narrowed geographical focus encompassing;
 - District 6
 - District 1 (precinct 123 only)
 - District 2 (precinct 211 only)
 - District 3 Broadway Corridor only

(see map below)



NATURE CODES:

Using the STAR or RMCP alternate resources will be considered when processing the below nature codes. Keep in mind that we are not changing nature codes. The ECT will continue to use the most appropriate nature code guide and use /STAR or /HL when an alternate response is most appropriate for the *current geographical area and what best fits the dispatch needs*.

- Assist
- Intoxicated Person
- Suicidal Series
- Welfare Check
- Indecent Exposure
- Trespass Unwanted Person
- Syringe Disposal – HRAC

ECT SPECIFICS:

- The ECT will use the 911 Ops Master Incident Guide and this reference guide in combination to determine if a police response or medical are needed. Only then will consideration be made for an alternate response.
- The ECT will only consider and determine an alternate response for situations reported which are in line with the appropriate nature codes and STAR/RMCP guidelines.
- The ECT will use the appropriate nature code decision tree outlined below to best determine appropriate response.
- If an alternate response is determined, the ECT will use the appropriate *mandatory shorthand command* either
 - /STAR translates to >>>Support Team Alternate Response<<<
 - /HL translates to >>>Transfer to RMCP Hotline <<<

DISPATCH SPECIFICS:

The STAR program is currently in a pilot stage with a limited geographical area of response in District 6, District 1 (precinct 123 only), District 2 (precinct 211 only) and along the District 3 Broadway Corridor. (see map above)

- STAR personnel will be assigned unit ID: STAR1

The dispatcher is responsible to dispatch the STAR team related to the below incidents when the incident references STAR in the CAD Comments:

- Assist
- Intoxicated Person
- Suicidal Series
- Welfare Check
- Indecent Exposure
- Trespass Unwanted Person
- Syringe Disposal – HRAC

NOTE: In addition, the dispatcher will also dispatch the STAR team at the request of Police, FIRE or EMS personnel on scene of an incident.

NOTE:

- Star personnel will not have access to an MDT during this pilot phase

- STAR personnel will not ask for NCIC clearance or DMV information. Dispatchers will not release such information to STAR personnel for any reason.

PROCEDURES:

During the pilot geographical area, the dispatchers working district 1, district 2, district 3 and district 6 will check the status of the STAR team upon signing on to the channel. The departing dispatcher will also provide any pass on information related to STAR dispatch situations.

The dispatcher will be responsible to manage the STAR team dispatch in order to ensure appropriate and timely response to the citizen. There will be times when the STAR team(s) is on an incident for an extended period of time. In some cases, although the comments may indicate /STAR, and STAR may be the most appropriate response, however a STAR team may not be available. The dispatcher will dispatch using the appropriate police response and will not delay dispatching the incident.

STAR personnel on scene of an incident may request non-emergency police response or indicate they require emergency police assistance.

- Non-Emergency: In the event of a non-emergency police request the dispatcher will make every effort to dispatch a CIT officer.
- Emergency: When STAR personnel require emergency assistance by radio announcement or generated by a citizen, the dispatcher will manage the incident according to Standard Operating Procedure Section 307.

For dispatch the STAR incidents will be triaged the same as any incident for dispatch: by the nature code, priority and reading the comments entered by the ECT.

STAR will be expected to provide mileage for all transportation situations regardless of the gender of the individual. If the mileage is not provided by the STAR personnel at the time of transport, the dispatcher will request the mileage.

NOTE:

- The dispatcher will not dispatch a STAR alternate response that has not been already indicated by the ECT.
- The dispatcher will not contact STAR directly to ask if they want an incident which does not have a STAR alternate response already indicated by the ECT.
- If for any reason the dispatcher questions a STAR response or believes an incident should be a STAR response, the dispatcher will contact the on-duty operations supervisor.

Note: STAR will not be dispatched and will not respond for emergency messages and/or death notifications. These notifications will continue to be managed by the DPD Victim Assistance Unit.

SPECIAL CIRCUMSTANCES:

The alternate response STAR and/or transferring a caller to RMCP is NOT taking the place of calls that require a Police, and/or FIRE/EMS response. There should be no criminal activity, no disturbance, no weapons, no threats, no violence, no injuries, no medical needs, etc. STAR-RMCP is not designed to respond to violent situations or life-threatening emergencies.

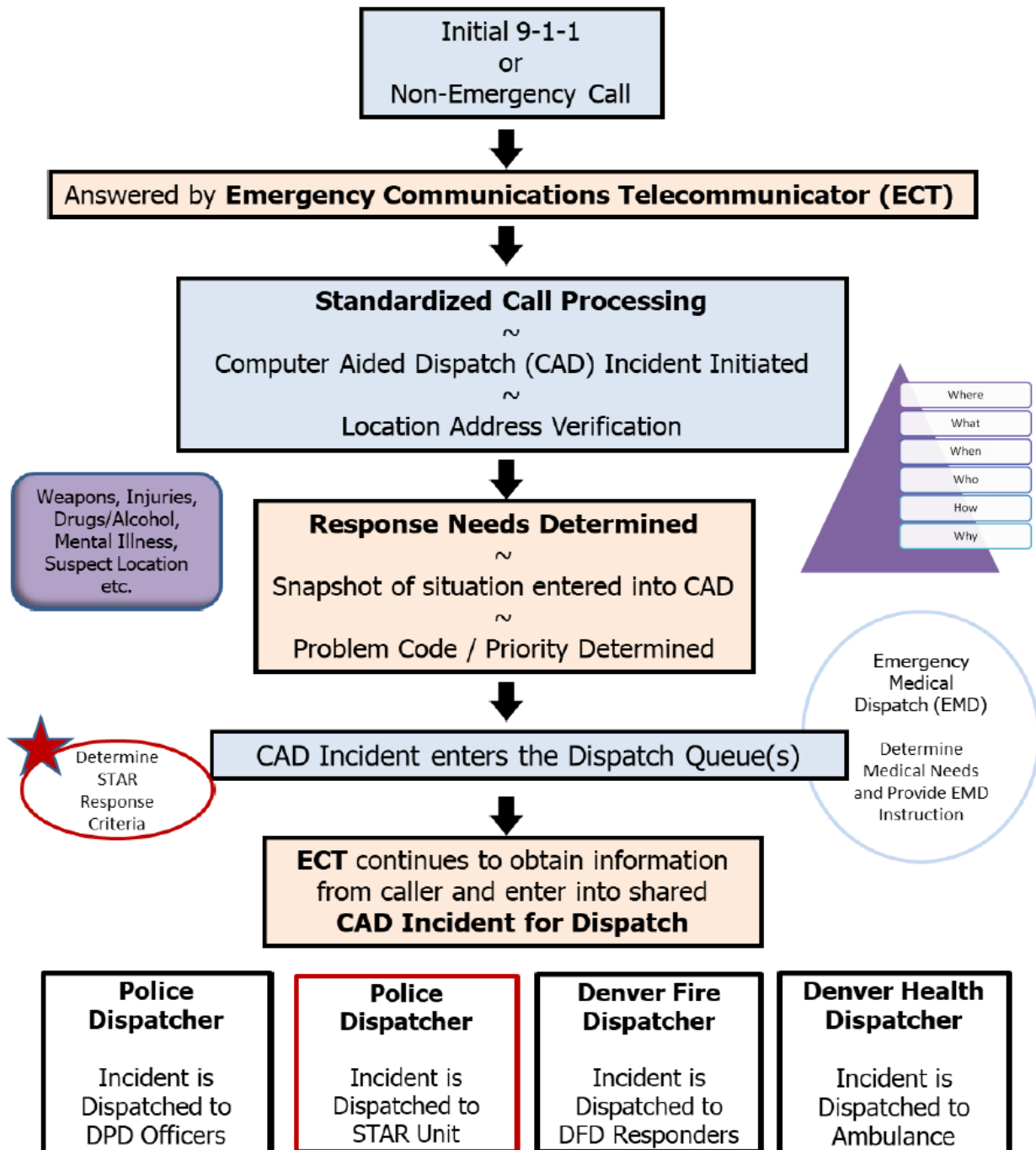
Any time a request for service involves a crime, a potentially hostile person, a potentially dangerous situation, or an emergency medical problem, the call will be handled on the most appropriate nature code call guide and a CAD incident will be sent to Police, and/or FIRE/EMS dispatch. If for any reason there is any question whether the incident qualifies for an alternate response by STAR or Police, and/or FIRE/EMS dispatch the ECT will err on the side of caution and create the dispatch incident and immediately consult with the on-duty operations supervisor.

If a caller is specifically asking for a STAR response, the ECT will still follow the basic and mandatory call taking criteria and appropriate call guide protocol to ensure the most appropriate STAR, RMCP, Police, or FIRE/EMS response is provided.

On any call for service, if the caller is requesting or demanding to meet and talk with a police officer, the call will be created for police response. If in doubt, the ECT or Dispatcher will contact the on-duty operations supervisor for guidance.

Multi-Agency Call Flow

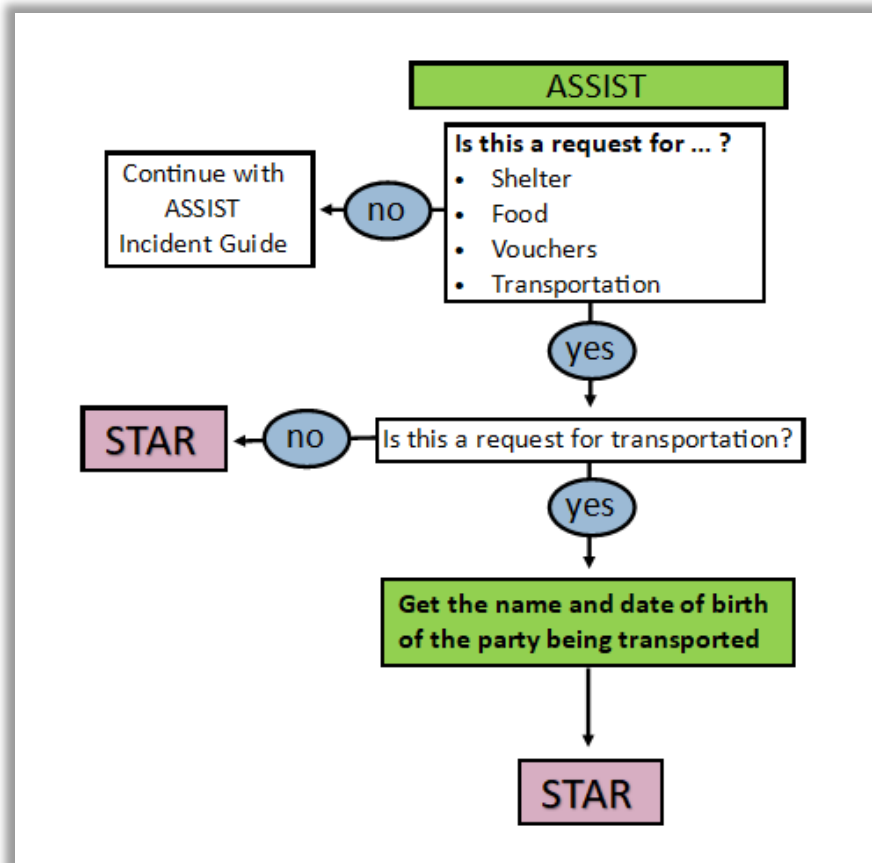
"Denver 9-1-1 What is the address of your Emergency?"



Assist

- The caller is requesting assistance for things such as shelter, food, vouchers, or transportation that will indicate an appropriate /STAR response. Note: alternate response is not to be used for vehicle lockouts.
- On requests for transport the ECT will request the name and date of birth of the person requiring transport

Note: STAR will not transport individuals to private residences other than the subject's personal residence. When necessary STAR will transport individuals to staffed, attended facilities or shelters



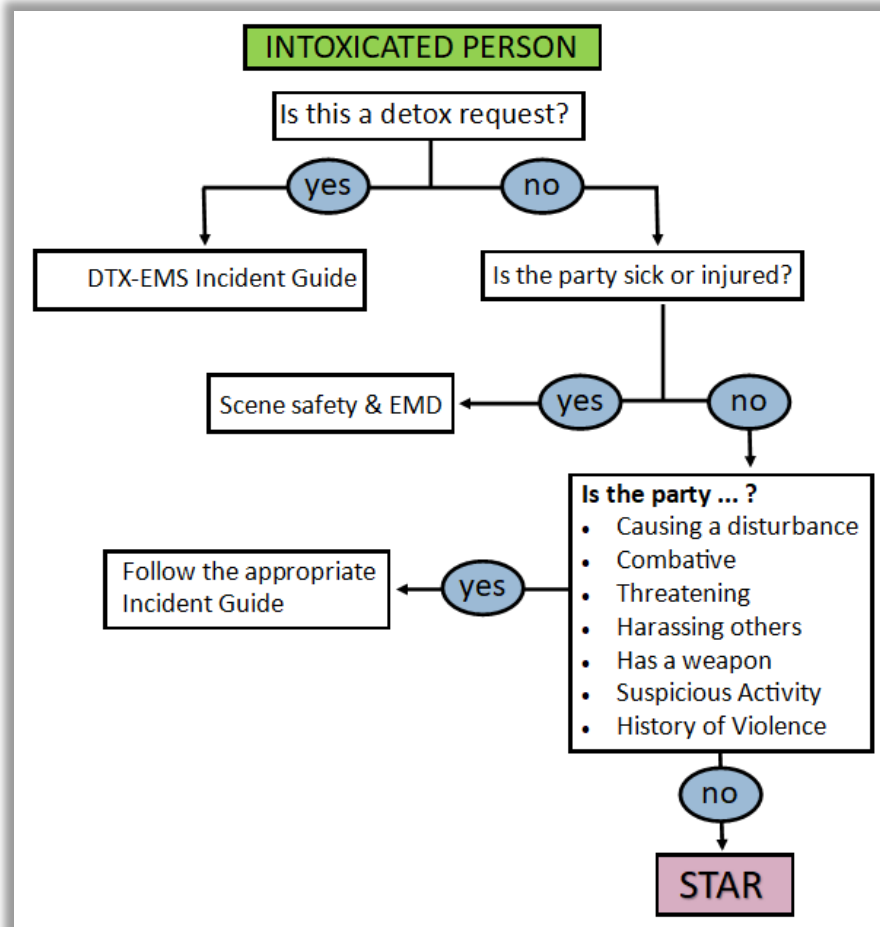
EXAMPLES:

- Caller lost their bus ticket to California and is stranded.
- Mother says she lost her job and the family has no food.
- Father says his 7-year-old son is refusing to get dressed and go to school.
- Male caller says he is homeless and would like a voucher for a hotel.

Intoxicated Person

- The caller sees an intoxicated person stumbling around that needs help and needs a /STAR response.
- The subject is not causing a disturbance or other problem.

NOTE: This is NOT someone requesting Detox.



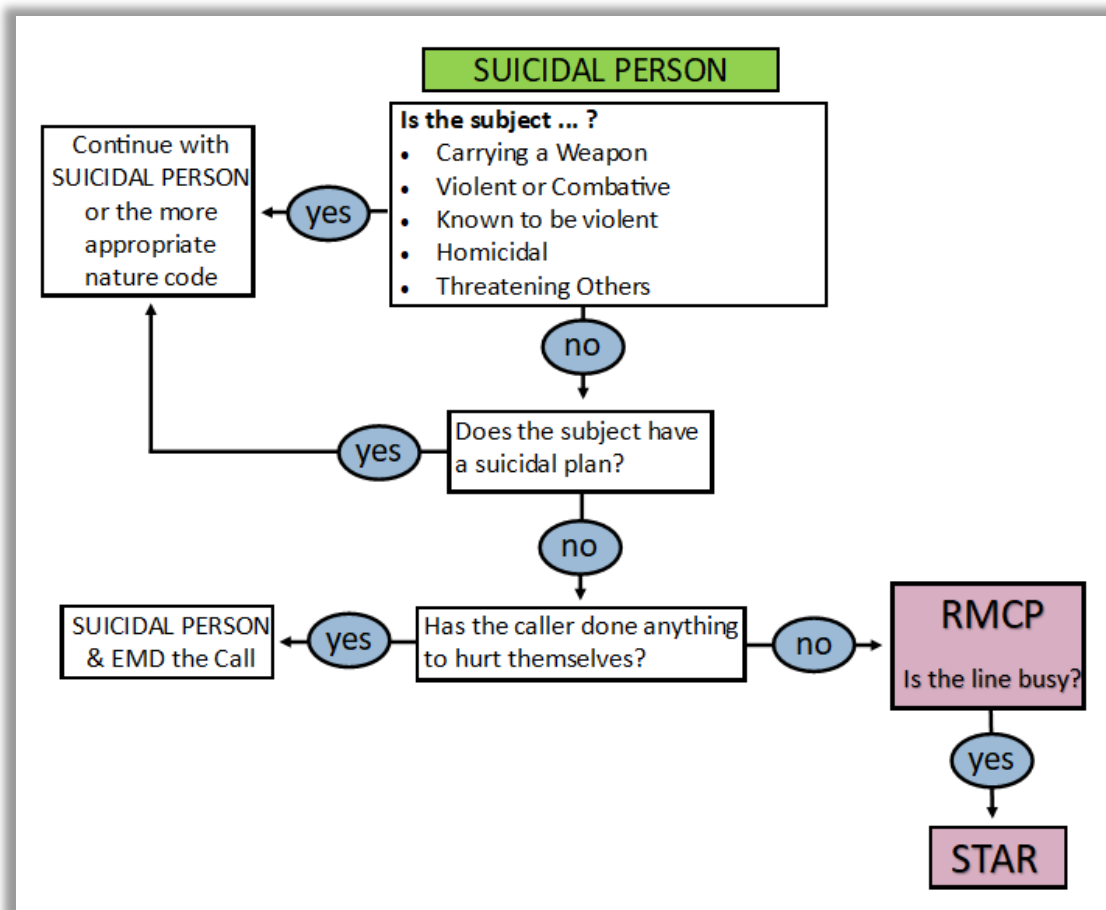
EXAMPLES:

- A bartender calls and advises there is a man who just left the bar who is intoxicated, they are worried about him walking in his condition.
- A bartender calls and advises there is a man who is outside their door who should probably be taken to Detox. The individual is awake and not injured, however the caller is unsure if the person will voluntarily go to Detox or not.
- The clerk at the convenience store reports there is a drunk male who is hanging around the parking lot of his place and when the clerk offered to call him Detox he refused.

Suicidal Person

- The caller is indicating they are feeling depressed or exhibiting depression but has no active plan, has no weapon, has not done anything to hurt themselves, and is non-combative. This will use the mandatory shorthand command /HL and then be warm transferred to the Crisis Line.
- If the Crisis Line is busy, enter a comment indicating they are busy and then process the call as /STAR for an alternate response. If an alternate response is not available incident will be dispatched for police response.

NOTE: /STAR can be utilized for a second party caller reporting someone else is depressed or exhibiting depression but has voiced no active plan, has no knowledge of a weapon, has not done anything to hurt themselves, and is not known to be combative.



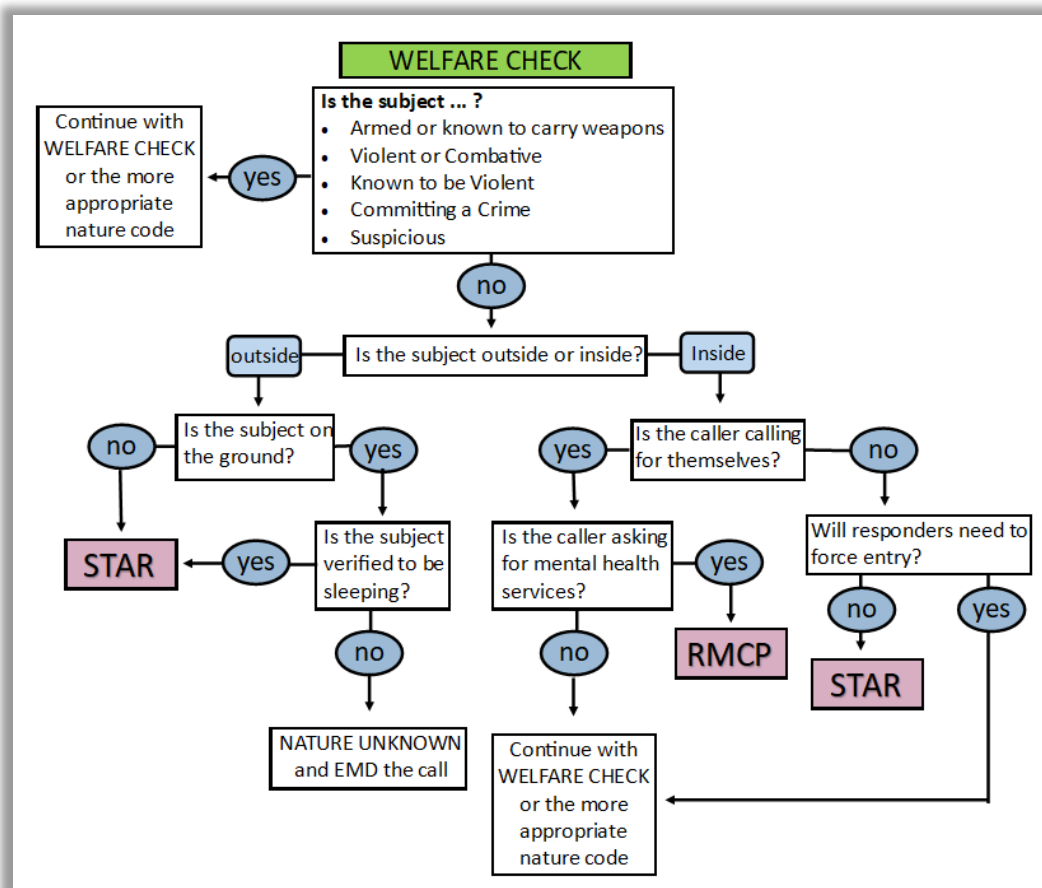
EXAMPLES:

- Caller is feeling depressed and wants to talk to someone.
- Caller has a friend who is very depressed and has mentioned committing suicide or made comments indicating they think about ending it. The caller would like someone to go check on their friend.

Welfare Check

- Someone is sleeping on the sidewalk and the caller is positive the subject is just sleeping and has no medical needs.
- If a caller requests response to check on someone (family member, employee, friend, etc.) who hasn't been seen or heard from, this behavior is out of character, and there are **no** other known or indicated circumstances,
- The caller sees someone acting strange, such as talking to themselves, but isn't doing anything else that would require a police response.
- The subject is known to have mental health issues and no other factors known to warrant a police response.
- If the subject appears to be dazed, lost, is unable to tell the caller their name or engage with the caller, the ECT will not consider an alternate response and will process the incident on the most appropriate medical protocol.

NOTE: Do not use the alternate transfer response to RMCP for a 2nd party caller. Use the decision tree to determine most appropriate DPD response or alternate STAR response.



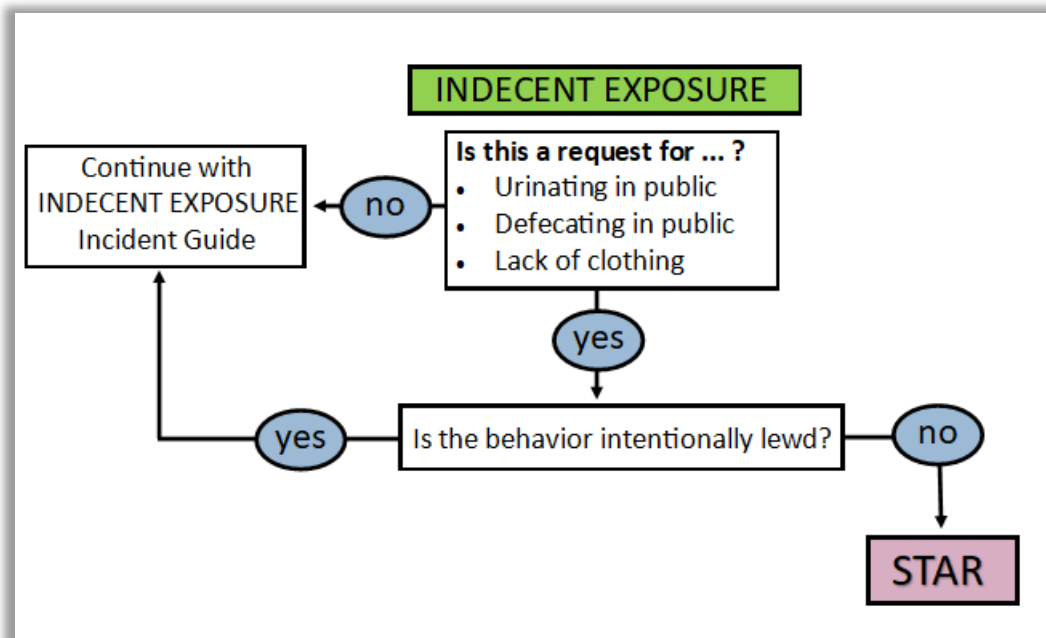
EXAMPLES:

- Caller's little sister is in college and calls home every Friday and didn't call this last weekend.
- Caller says that a teenager is sleeping in their apartment laundry room for the fourth night and she is concerned he is a transient and needs resources.
- The manager of 7-Eleven says there is a man outside the store who is sitting on the curb talking to himself. He appears harmless and dirty.
- There is a report of a woman at the corner who is begging for money and she has a baby with her.

Indecent Exposure

- The caller indicates that someone is urinating and/or defecating in public.
- There is no lewd behavior involved.

NOTE: The caller has no knowledge of the subject being violent/combatative or know of any history of violence.

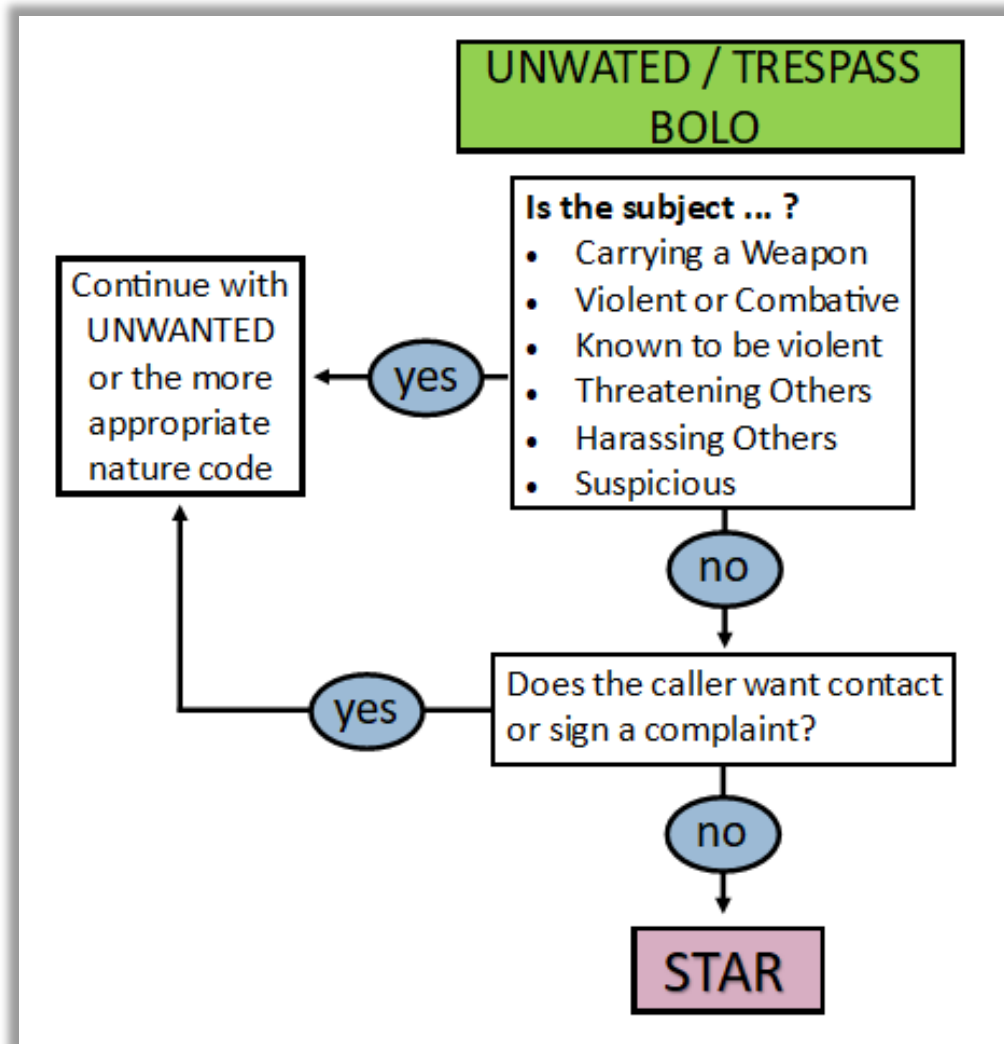


EXAMPLES:

- The caller sees a male urinating in an alley.
- There is a homeless man who is sitting on the sidewalk and his pants are down.

Unwanted / Trespass (also BOLO)

- A /STAR response can be used for a report of the caller wanting a transient removed from private or public property.
- The subject may be in need of resources.
- The caller is not requesting police contact and is not wanting to sign a report of trespass.
- The subject is not combative and is not known to be combative or violent.

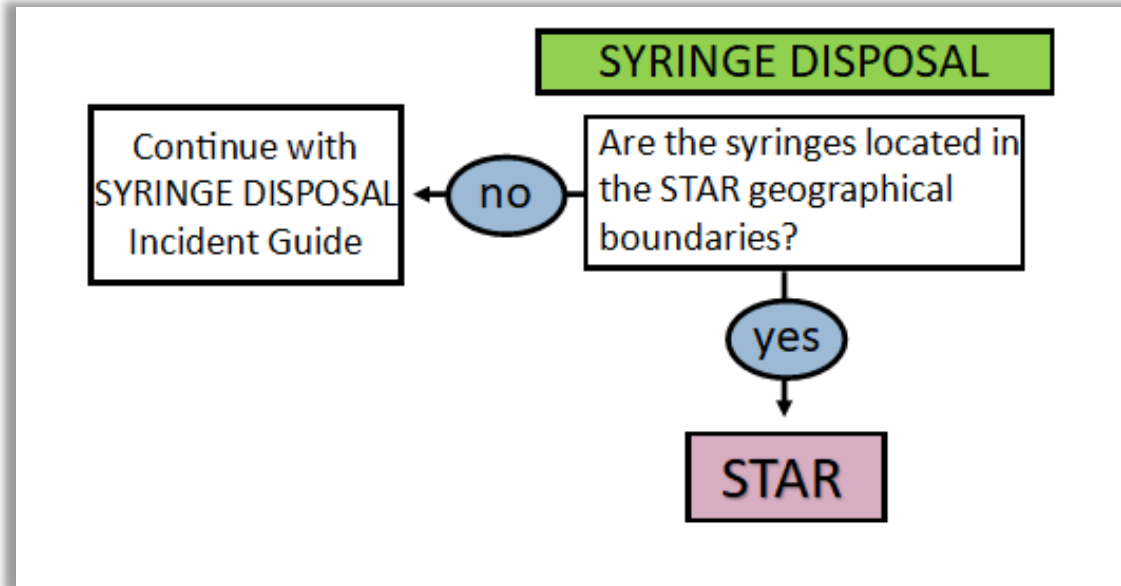


EXAMPLES:

- Panhandler on the street corner asking for money.
- Caller says someone is sleeping inside a vacant house.
- Caller has someone sleeping at a table outside of their business.
- People loitering in an alley and setting up tents.

Syringe Disposal

- If a caller is requesting pick up of used syringes or providing a location of used syringes, the ECT will follow the appropriate Syringe Disposal Incident Guide for processing the call/request.
- If the location of the syringe is in the STAR geographical area, the ECT will add /STAR to the comments of the incident for STAR dispatch and statistical tracking.



EXAMPLES:

- Caller found several syringes laying in an alley within the STAR boundaries.
- Caller says there are used syringes on the bike path along the Platt.