

Support Team Assisted Response (STAR) Program

WHAT IS STAR?

The Support Team Assisted Response (STAR) is an alternative response team that includes behavioral health clinicians and paramedics to engage individuals experiencing mental health distress and substance use disorders. STAR responds to low-risk calls where there are no significant safety concerns. STAR is a civilian emergency response that is dispatched by Denver 9-1-1.

HOW TO ACCESS STAR?

To request support from the STAR team in Denver, please call

- 720-913-2000 (DPS non-emergency number)
- 720-913-STAR (7827) (STAR Hotline)
- 9-1-1 (emergency number)

An trained operator will dispatch the most appropriate available response.

WHO DOES STAR HELP?

STAR responds to any person in Denver needing urgent help related to mental health distress, poverty, homelessness, substance misuse, resource needs and more. The team can provide medical assessment/triage, crisis intervention, de-escalation, transportation and resource connection for community members in need.

OPERATIONS (AS OF MARCH 2023)

- Hours of Operation: 6 a.m. to 10 p.m. Monday - Sunday.
- Staff/Vehicles (current total count): 10 EMT/paramedics, 10 behavioral health clinicians, 5 vans.
- Staff/Vehicles Expansion (fall 2023 new total count): 16 EMT/paramedics, 16 behavioral health clinicians, 8 vans.
- Volume/Outcomes: Since June 1, 2020, STAR has responded to over 8,000 calls that would have otherwise been dispatched to police. 41% of individuals served by STAR were referred to formal mental health or substance use treatment. 38% of people served by STAR were transported to a community resource.



PARTNERS

- **STAR Advisory Committee** provides guidance and helps to raise awareness and understanding of the program within the community.
- **Servicios de la Raza** provides culturally responsive wrap-around services.
- **WellPower**, Denver's community behavioral health care provider, staffs mental health clinicians on board STAR vans.
- **Denver Health Paramedic Division**, Denver's emergency medical services provider, staffs paramedics and EMTs on board STAR vans.
- **Denver 9-1-1** dispatches appropriate response.

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