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Support Team Assisted Response (STAR) Program

Support Team Assisted Response (STAR) Program

The Support Team Assisted Response (STAR) Program deploys Emergency Response Teams that include Emergency Medical Technicians and Behavioral Health Clinicians to engage individuals experiencing crises related to mental health issues, poverty, homelessness, and substance abuse.

To request support from the STAR team, please call 9-1-1 if in Denver, or call the Denver Police Department's non-emergency line at 720-913-2000 and an operator will dispatch the most appropriate, available response.

Updates

- Five additional vans have been purchased*

- Seven clinicians have been hired by Mental Health Center of Denver (MHCD)
- Four paramedics and two emergency medical technicians will start at the end of January
- STAR has responded to 2,294 calls for service that would have otherwise been dispatched to police
- STAR has never called for police back up due to a safety issue

*Due to supply chain issues, these vehicles will be delivered in the spring. STAR will be utilizing MHCD fleet vehicles until permanent vans are delivered.

Frequently Asked Questions

What is Support Team Assisted Response (STAR)?

Support Team Assisted Response (STAR) pairs a Mental Health Center of Denver (MHCD) mental health clinician with a Denver Health paramedic or emergency medical technician (EMT) to respond to low risk, low acuity calls coming into the 9-1-1 system. The team can provide medical assessment/triage, crisis intervention, de escalation, transportation and resource connection for community members in need.

To what types of calls does STAR respond?

STAR responds to low risk calls where individuals are not in imminent risk. STAR deals with low level behavioral health crises and issues that arise from public health needs and poverty. Some examples are, trespass calls, welfare checks, intoxicated parties and mental health crisis.

How is STAR dispatched?

STAR is dispatched through Denver 9-1-1 Communications. All of the civilian call takers and dispatchers at the communications center are trained to triage STAR calls and send the most appropriate available response. The calls are screened for safety and appropriateness.

Where does STAR respond?

STAR is in the process of expanding city wide. As staff are hired, they will respond throughout the city seven days per week between the hours of 6 a.m.-10 p.m.

Why isn't STAR available 24-hours a day?

Data shows that our highest call volume occurs between 6 a.m.-10 p.m. Once we have implemented resources during this time, we will continue to review the data to determine where additional resources are needed.

Contact Us

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STAR Advisory Committee