

Support Team Assisted Response: Sending the Right Response to 9-1-1 Calls in Denver

Speaker: Carleigh Sailon, LCSW

Description:

Since June 1st, 2020, Denver has been running a civilian response program called Support Team Assisted Response (STAR). STAR pairs a mental health clinician with an EMT or Paramedic and the team responds to low risk, low acuity calls for service coming into the 9-1-1 system. Since the rollout of the pilot program, STAR has responded to over 2,000 calls that would have traditionally been dispatched to police, fire or ambulance. As STAR expands citywide, it aims to send the "right response" when a member of our community calls 9-1-1 in crisis versus the historical "one size fits all" approach. This presentation will illustrate that a STAR response addresses a traumatized world by providing a supportive, client centered, culturally competent approach by trained experts in the field of crisis.

Learning Objectives:

- Understand how civilian response works in communities.
- Understand the clinical approaches utilized in civilian response programs.
- How civilian response programs can partner with police to address and reduce trauma in both communities and among law enforcement.

Duration: 1:30