



COMMISSION ON CRIMINAL AND JUVENILE JUSTICE

METRO CRISIS SERVICES | 4.08.11

The beginning...

Four years of research and planning,
involving 200+ people—experts in:
law enforcement
mental health treatment
substance abuse treatment
recovery advocates
political leaders...

supported by grants from three local hospital chains, three local
foundations, and the Robert Wood Johnson Foundation...

sponsored by Mental Health America of Colorado as
—The Triage Project”



The problem...

Many people with mental health, emotional, or substance abuse issues are unable to find help, or if they can find help, are unable to get help, for a wide variety of reasons...

The plan...

Improve access-to-care for people in the seven-county Denver Metro area, by creating a continuum of crisis care, including

1. A free, 24/7/365 professionally-staffed crisis hotline
2. A complete database of every mental health and substance abuse treatment service in Metro Denver
3. Crisis Centers—two elements:
 - a. Urgent care-style 24/7/365 walk-in clinic
 - b. 16 beds: short-term observation, intensive treatment, rapid stabilization

Why?



Adams, Arapahoe,
Boulder, Broomfield
Denver, Douglas,
Jefferson

= 2,784,228
people

What does prevalence research tell us about the needs of the 2,784,228 people who live in Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson Counties?

...681,076 people will have a diagnosable mental health or substance abuse issue in the next 12 months.

| Anxiety Disorders | | % | |
|--|--|------|---------|
| Post-traumatic stress disorder | | 3.6 | 75,675 |
| Any anxiety disorder | | 19.1 | 401,498 |
| Mood Disorders | | | |
| Major depressive disorder | | 6.8 | 142,942 |
| Bipolar, I-II sub-disorders | | 2.8 | 58,858 |
| Any mood disorder | | 9.7 | 203,902 |
| Substance Disorders | | | |
| Alcohol abuse with or without dependence | | 3.1 | 65,164 |
| Drug abuse with or without dependence | | 1.4 | 29,429 |

...681,076 people in Metro Denver will have a diagnosable mental health or substance abuse issue in the next 12 months.

And according to SAMHSA, in the Metro Denver area...

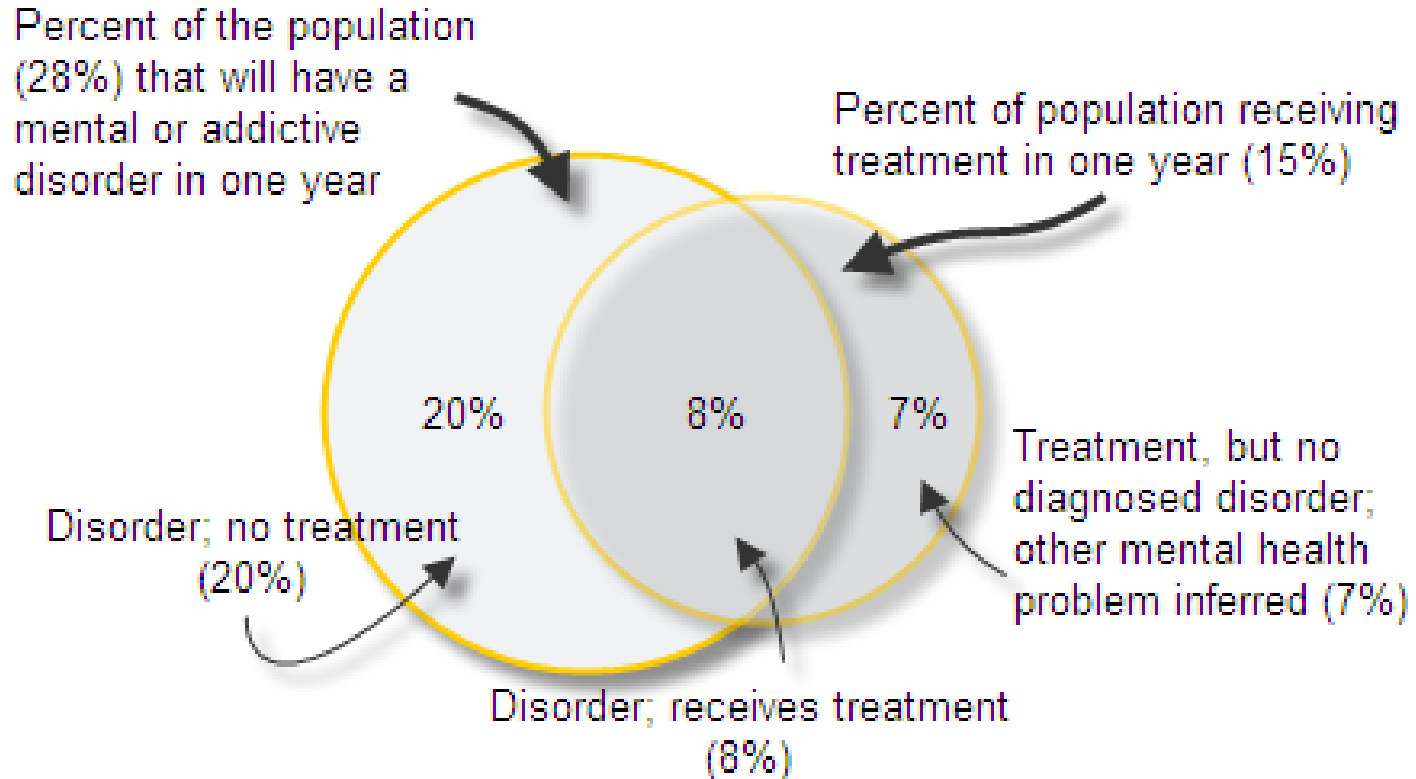
...113,513 adults are living with a serious mental illness.

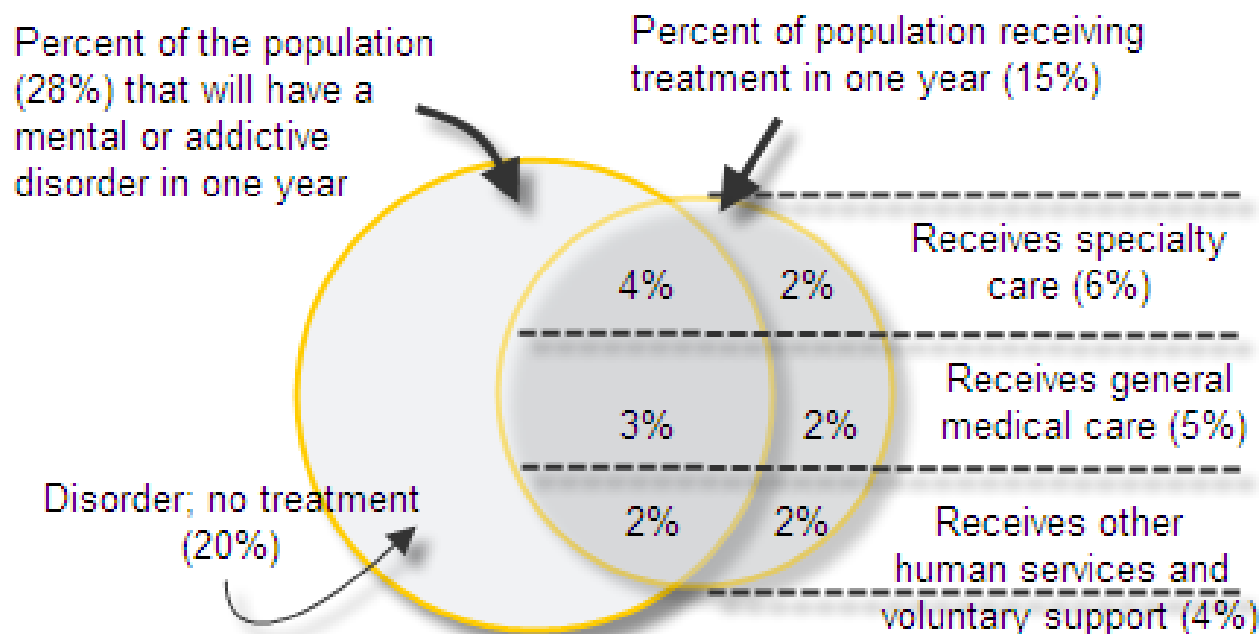
...between 47,750 and 75,035 children are living with a serious emotional disturbance.

By the way...what does prevalence research tell us about the needs of all the 5,029,196 people who live in the State of Colorado?

...1,230,240 people will have a diagnosable mental health or substance abuse issue in the next 12 months.

| Anxiety Disorders | % | |
|--|----------|---------|
| Post-traumatic stress disorder | 3.6 | 136,693 |
| Any anxiety disorder | 19.1 | 725,234 |
| Mood Disorders | | |
| Major depressive disorder | 6.8 | 258,198 |
| Bipolar, I-II sub-disorders | 2.8 | 106,317 |
| Any mood disorder | 9.7 | 368,312 |
| Substance Disorders | | |
| Alcohol abuse with or without dependence | 3.1 | 117,708 |
| Drug abuse with or without dependence | 1.4 | 53,158 |





Notes:

Due to rounding, it appears on this chart that 9% of the population (the middle section of the diagram) has a mental health or addictive disorder diagnosis, and receives treatment. The actual figure is closer to 8%, as shown in the previous chart.

This chart shows 6% of the population receiving services has no diagnosed disorder. Due to rounding, the actual total is 7%, as shown on the previous chart.

People who use more than one of the three service sectors are counted once, in the more specialized sector.

How do we see untreated mental, emotional, and substance abuse issues manifested in our community?

How do untreated mental and substance abuse disorders impact hospitals and law enforcement?

| Hospital Name | Reported Annual ED Visits |
|---|---------------------------|
| Centura Avista Adventist Hospital, Louisville | 16,500 |
| Centura Littleton Adventist Hospital, Littleton | 38,415 |
| Centura Parker Adventist Hospital, Parker | 23,358 |
| Centura Porter Adventist Hospital, Littleton | 25,145 |
| Centura St. Anthony Central Hospital, Denver | 41,307 |
| Centura St. Anthony North, Westminster | 42,000 |
| Exempla St. Joseph, Denver | 55,000 |
| Exempla Lutheran Medical Center, Wheat Ridge | 66,981 |
| Exempla Good Samaritan Medical Center, Lafayette | 36,000 |
| Health One Medical Center of Aurora | 68,101 |
| Health One North Suburban Medical Center, Thornton | 46,654 |
| Health One Presbyterian-St. Luke's Medical Center, Denver | 14,392 |

| Hospital Name | Reported Annual ED Visits |
|---|---------------------------|
| Health One Rocky Mountain Hospital for Children, Denver | 58,131 |
| Health One Rose Medical Center, Denver | 35,863 |
| Health One Sky Ridge Medical Center, Lone Tree | 36,223 |
| Health One Swedish Medical Center, Englewood | 72,808 |
| Denver Health, Denver | 112,958 |
| University of Colorado Hospital, Aurora | 54,459 |
| UCH Children's Hospital, Aurora | 85,937 |
| Boulder Community Hospital, Boulder | 53,143 |
| Longmont United Hospital, Longmont | 45,000 |
| Platte Valley Medical Center, Brighton | 20,373 |
| VA Hospital, Denver | 0 |
| Total: | 1,048,748 |

Known measurable impact on hospitals and law enforcement:

In 2010, estimated 7.7% of adult hospital ED users had primary diagnosis of mental health or substance abuse disorders = **80,754**

In 2010, estimated 3.3% of children using hospital EDs had primary diagnosis of mental health or substance abuse disorders = **34,609**

METRO DENVER TOTAL = 115,363 people

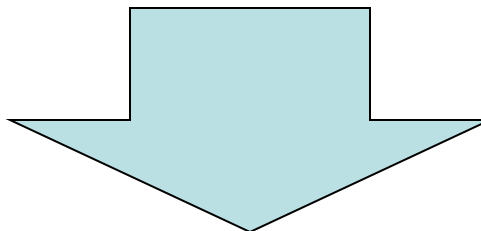
Estimated 50% - 90% were taken to hospital EDs
with law enforcement assistance

Last year, an estimated 4,195 people were treated in Metro Denver hospital EDs following suicide attempts and non-fatal self-harm.

An average of 18 people die from suicide each week in Colorado, more than the number who die from car accidents.



The Triage Project



Progress

- JAG grant through DCJ enabled CEO hiring September 2009
- JAG grant enabled other management staff hiring April 2010; first Crisis Clinicians hired May 2010
- JAG grant enabled intensive outreach to law enforcement, beginning June 2010
- Call center constructed, opened for limited service to law enforcement in June 2010

Progress

- Metro Crisis Services became independent non-profit corporation in June 2010
- Expanded to 24/7 operation September 2010
- Grant from DBH enabled research team to create the online Service Directory
- DBH grant enabled public education campaign beginning in January 2011

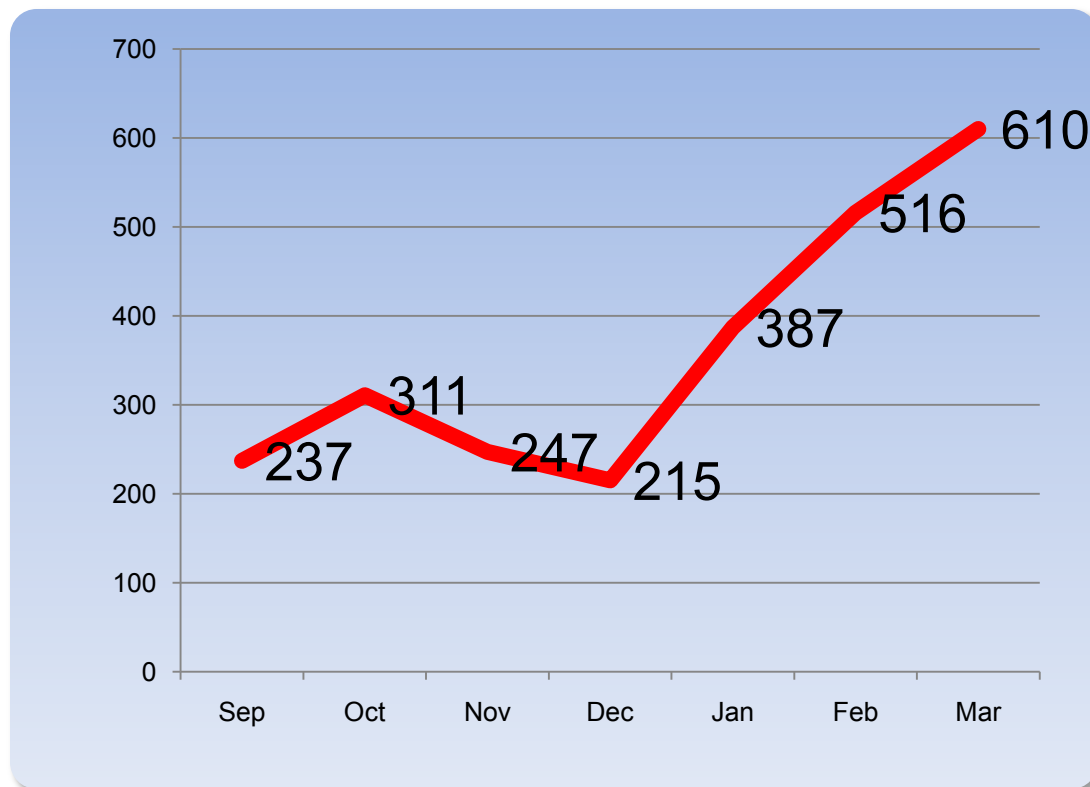
Progress with Law Enforcement

- Outreach to all 37 Metro Denver law enforcement departments
 - Briefings conducted for officers at 22 departments
 - 2,500 officers briefed by MCS staff
 - 13,000+ referral cards
 - Working with CIT at several departments and DART in Denver
 - Presentation at CITAC; keynote at Denver CIT awards
-
- Opened Metro Crisis Line during daytime hours in June 2010, only available to law enforcement and the people they refer
 - Opened Metro Crisis Line 24/7 in September 2010
 - More than 400 callers referred by police officers in first six months of 24-hour operation

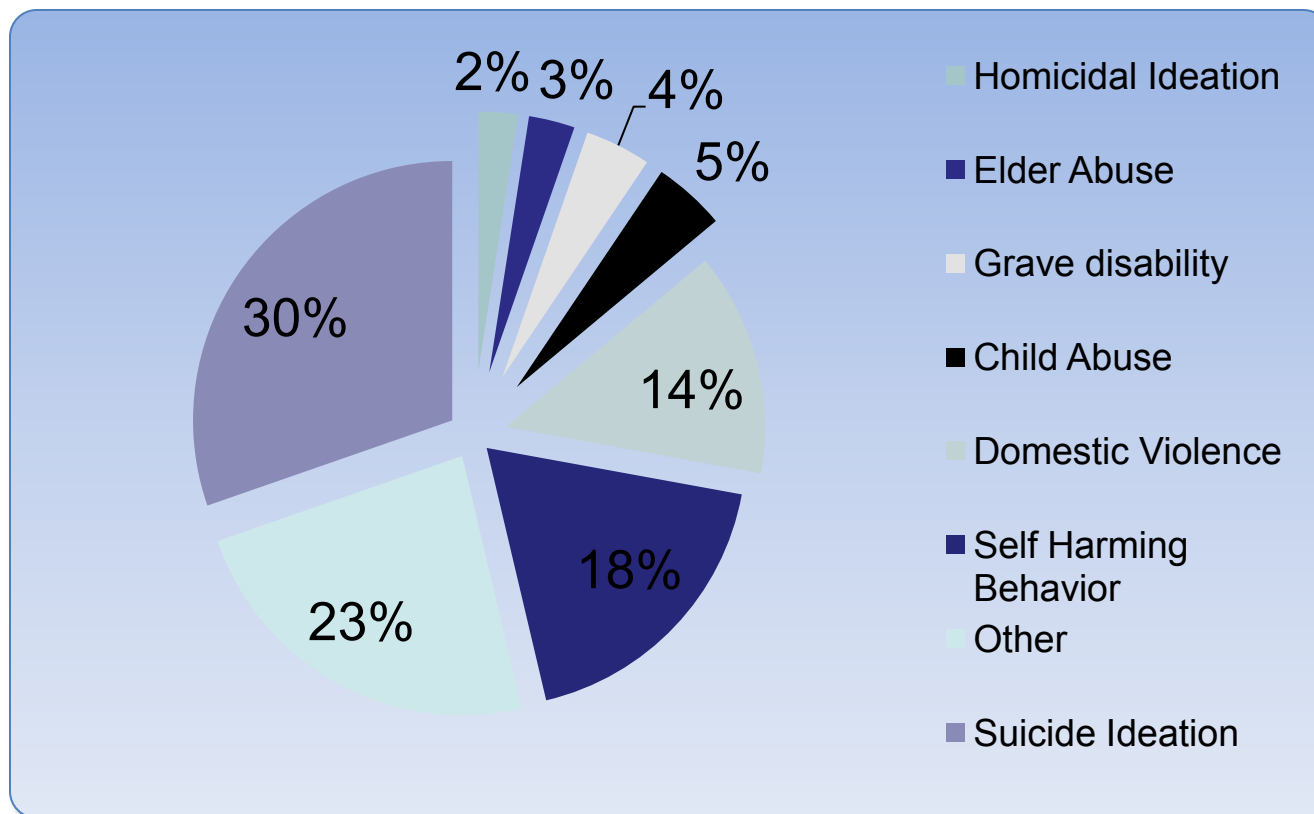
Who Answers the Phone?

- Experienced mental health/substance abuse clinicians: 8 FTEs, 16 people
- Master's or doctorate
- Licensed or near-licensure, working under supervision
- Average seven years post-grad school experience
- Four are CACs or LACs
- Two speak Spanish
- Translation service: 175 languages; 18 seconds
- Paperless record system; integrated phone and data
- 30% get a follow-up call from us
- Supervisors always on-site or on-call
- Ongoing in-house training program with independent learning requirements...weekly individual and group supervision

Call Volume, First Seven Months



Crisis Call Issues



**EMERGENCY MENTAL
HEALTH AND
SUBSTANCE ABUSE
INTERVENTION SERVICES**
FOR THE SEVEN DENVER METRO
AREA COUNTIES

SERVICE FINDER

Search for services quickly & easily.

Search Now →

SITE SEARCH

 Go →


ShareThis



**When it all
seems to be
too much...
Call us.
We can help.**

NEWS

In Memory of Bill Wendt

2.20.11



**GOLDEN HELPS
FUND CRISIS
LINE**

Small city in the Colorado Foothills
"Where the West Lives" helps its
citizens by providing support to
Metro Crisis Line. [Click here](#)

HAVE HOPE

Call Metro Crisis Line.

If you're struggling with a mental or emotional problem, getting into trouble
with drugs or alcohol, having family or relationship problems, or problems at
work or school, call Metro Crisis Line at **888-885-1222**. Free, confidential
guidance and support is only a phone call away. We can help you find your
own path to recovery and growth.

If you're considering killing yourself, please call **888-885-1222** right now. A
caring, experienced mental health professional will answer. We can help you
find other options.

IT GETS BETTER

Have you heard
about the ["It
Gets Better
Project"](#)?



Thousands of people, including
President Obama, have posted
"It Gets Better" videos to
support kids who have been
bullied because of their
sexual orientation or gender identity.

www.metrocrisiservices.org

- In the first three months of website operations, there were:
- 4,314 site visits—site visitors averaged 2:57 minutes, each, during their visits
- 3,093 of the visitors were “unique,” meaning that 1,221 people came back for another look
- 11,868 page views—the top 25 most popular public education pages were these:

-
- 1 - Metro Crisis Services: 24/7 for all of Metro Denver
 - 2 - Find Services – Community Service Directory
 - 3 - Metro Crisis Line
 - 4 - Self Assessment – online screening tools
 - 5 - Leadership Staff
 - 6 - Glossary – 200+ treatment terms
 - 7 - Help a Loved One Get Treatment
 - 8 - Who We Serve
 - 9 - Medications: Listed by Brand Names
 - 10 - Violence and Mental Illness
 - 11 - Alcoholics Anonymous
 - 12 - What Is Medicaid?
 - 13 - Fundamental Components of Recovery
 - 14 - Medications: Listed by Generic Names
 - 15 - Binge Drinking and Alcohol Poisoning
 - 16 - Medications
 - 17 - We Work with Law Enforcement Officers
 - 18 - Child Abuse
 - 19 - Military Personnel, Veterans, Their Families
 - 20 - Abuse of At-Risk Adults
 - 21 - We Work with Physicians
 - 22 - We Work with Business
 - 23 - Suicide--Are you considering suicide?
 - 24 - Suicide--Helping a friend or loved one
 - 25 - When to Call 911

Service Directory

Four researchers, employed July through December 2010, created Metro Denver region's most complete online database for mental health, substance abuse treatment, and supportive human services.

Includes:

- 1,500+ Organizations
Publicly funded, privately funded, faith-based, peer/self-help
- 3,500+ Programs

Catholic Charities Archdiocese of Denver: St. Joseph's Veterans Home

<http://www.catholiccharitiesdenver.org/Services/Homelessness/St--Joseph-s-Veterans-Home.aspx>

[Print this Page](#)

Resource Details

| | |
|----------------------------|---|
| Description | <p>Catholic Charities Archdiocese of Denver: St. Joseph's Veteran Home</p> <p>15-bed transitional housing program for male veterans.</p> <p>This group home is a transitional housing program for male veterans who have been honorably discharged from the U.S. Armed Forces, and have recently experienced homelessness. Most of the residents have medical and mental health disabilities (including Post Traumatic Stress Disorder and Traumatic Brain Injuries); as well as histories of substance abuse.</p> <p>During their stay at St. Joseph's they are helped to prepare for reintegration into mainstream society. Our education and training program is designed to create a higher level of self-awareness and emotional intelligence. This in turn, allows them to replace self-defeating thinking and unproductive behaviors, with improved problem-solving and emotional management skills.</p> <p>St. Joseph's is able to accommodate 15 veterans. Thirteen men have their own room and two men share a room. All of the men have access to a shared living room, a recreation room, kitchen and dining room. All of the men share routine household chores and take turns cooking the evening meal. There are weekly education and training sessions, as well as organized recreational activities.</p> |
| Physical Address | <p>4626 Pennsylvania St Denver CO 80204 United States</p> <p>View map of this location</p> |
| Hours Of Operation | 24 hours |
| Disabilities Access | Yes, fully wheelchair accessible. |
| Bus Service Access | Yes, the 7 bus drops off two blocks away. |

Program

| | |
|----------------------------|--|
| Eligibility | Any honorably discharged combat or non-combat veteran. Must be drug and alcohol free. |
| Program Fees | Must pay 30% of income to rent, and put 70% into savings. |
| Application Process | The vast majority of residents are referred from Samaritan House center. They then interview with St. Joseph's, and are placed when space becomes available. |
| Service Capacity | 15 male clients |
| Normal Wait Times | Varies depending on space. The average length of stay is 6 months. |



Next Steps

Sustain current progress, build community awareness, continue rapid program growth, while developing Crisis Centers...

Building broad funding coalition:

- Municipalities, counties

- State, federal

- Hospitals

- Corporations

- Civic groups and professional organizations

- Local and national foundations

- Individual donors

Next Steps

Sustain current progress, build community awareness, continue rapid program growth, while developing Crisis Centers...

Exploring potential sites and alternate models:

- Goal is at least three walk-in clinics; at least 48 beds

- Possibly some walk-in clinics w/o beds on site

- Possibly co-located with existing programs

888-885-1222

www.metrocrisiservices.org