

Colorado Crisis Response System

Overview and Future Direction December, 2016

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Presentation to the Colorado Commission on Criminal and Juvenile Justice



Strengthening Colorado's Mental Health System

Colorado's Crisis Response System

- Colorado's first statewide resource for assistance with mental health, substance use, or other emotional crisis
- Established through Gov. John Hickenlooper's initiative "Strengthening Colorado's Mental Health System: A Plan to Safeguard all Coloradans" in partnership with the Colorado Department of Human Services
- Expanded access provided to behavioral health crisis services, ensuring that Coloradans receive the right services in the right locations at the right time throughout the state



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Colorado's Crisis Response System - Goals

- Expand early access to support and services for individuals with behavioral health needs and their families
- Promote ongoing recovery through linkage with community resources
- Decrease the number of unnecessary involuntary civil commitments, hospital emergency room visits, and jail stays; reduce episodes of homelessness for individuals experiencing a behavioral health emergency
- Increase the availability of community and natural supports to prevent behavioral health crises



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Key Dates/Events:

- **April 2005** – Treatment Advocacy Center (TAC) Releases Crisis Response Service Monograph
- **May 2010** – HB-1032 Signed Into Law
- **July 2012** – Aurora Theater Shooting
- **Nov 2012** – Governor Hickenlooper Announces Initiative to Strengthen Colorado’s Mental Health System, including budget request for a comprehensive crisis services response system

Key Dates (cont.):

- **Feb 2013** – HB-1032 Behavioral Health Crisis Response Services Study Report Submitted to the General Assembly
- **April 2013** – SB-266 Introduced in the Senate, Signed into Law in May 2013
- **May 2013** – Governor Hickenlooper Signs SB-266 into Law
- **Dec 2014** – Procurement and Contracting lead to Implementation Delays

Core Elements of SB13-266:

- Crisis Support Hotline
- Crisis Walk-in Centers/Crisis Stabilization Units
- Mobile Crisis Response
- Respite Care
- Marketing Campaign

Colorado's Crisis Services Contractors

Community Crisis Connection

Mental Health Center of Denver, Jefferson Center for Mental Health, All Health Network, Community Reach Center, Mental Health Partners, and Aurora Mental Health Center

Southern Colorado Crisis Connection

AspenPointe, Southeast Health Group, Health Solutions, San Luis Valley Behavioral Health Group, and Solvista Health

Northeast Behavioral Health

Centennial Mental Health Center, North Range Behavioral Health, and SummitStone Health Partners

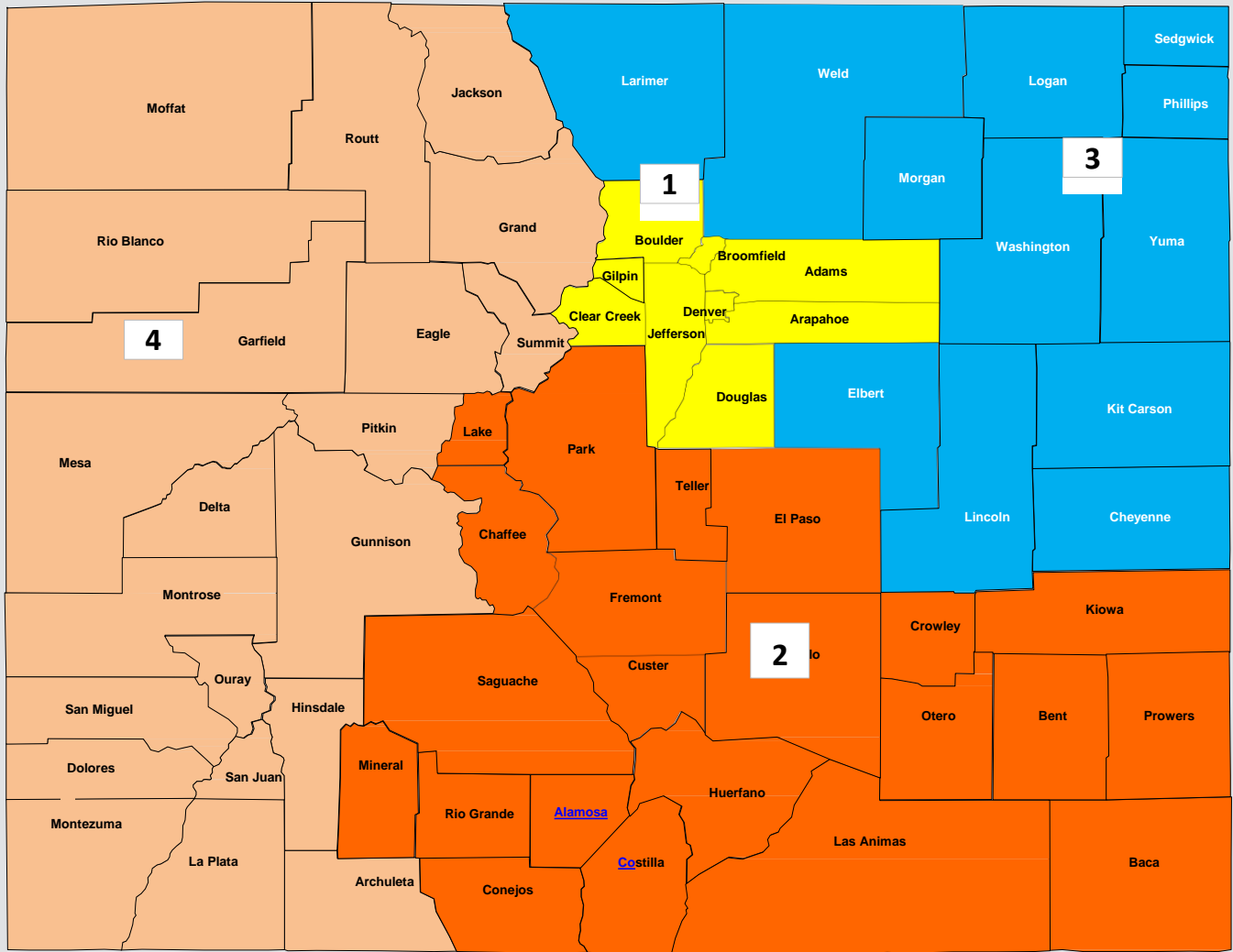
West Slope Casa

Mind Springs Health, The Center for Mental Health, and Axis Health Solutions



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Colorado Crisis Services Providers	
Community Crisis Connection	Region 1
Southern Colorado Crisis Connection	Region 2
Northeast Behavioral Health	Region 3
West Slope Casa	Region 4



Colorado's Crisis Response System Reach December 1, 2014 to June 31, 2016

Crisis Support Hotline (Includes Hot/Warm/Text/Chat)	179,486 Calls
Crisis Walk-in Centers/Crisis Stabilization Units	54,088 Visits
Mobile Crisis Response	19,937 Visits
Respite Care	1,303 Stays*
Total Contacts	254,814

**Includes in-home respite episodes*



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Crisis Support Hotline **1-844-493-8255**

- Operated by Rocky Mountain Crisis Partners
- Available 24/7/365 for anyone affected by a mental health, substance use, or emotional crisis
- All calls are connected to a mental health professional who provides immediate support and connections to further resources
- Peer support “warm-line” available
- Text feature available by texting TALK to 38255
- Crisis Chat feature available on the Colorado Crisis Services (CCS) website 7 days a week from 4 p.m. to midnight

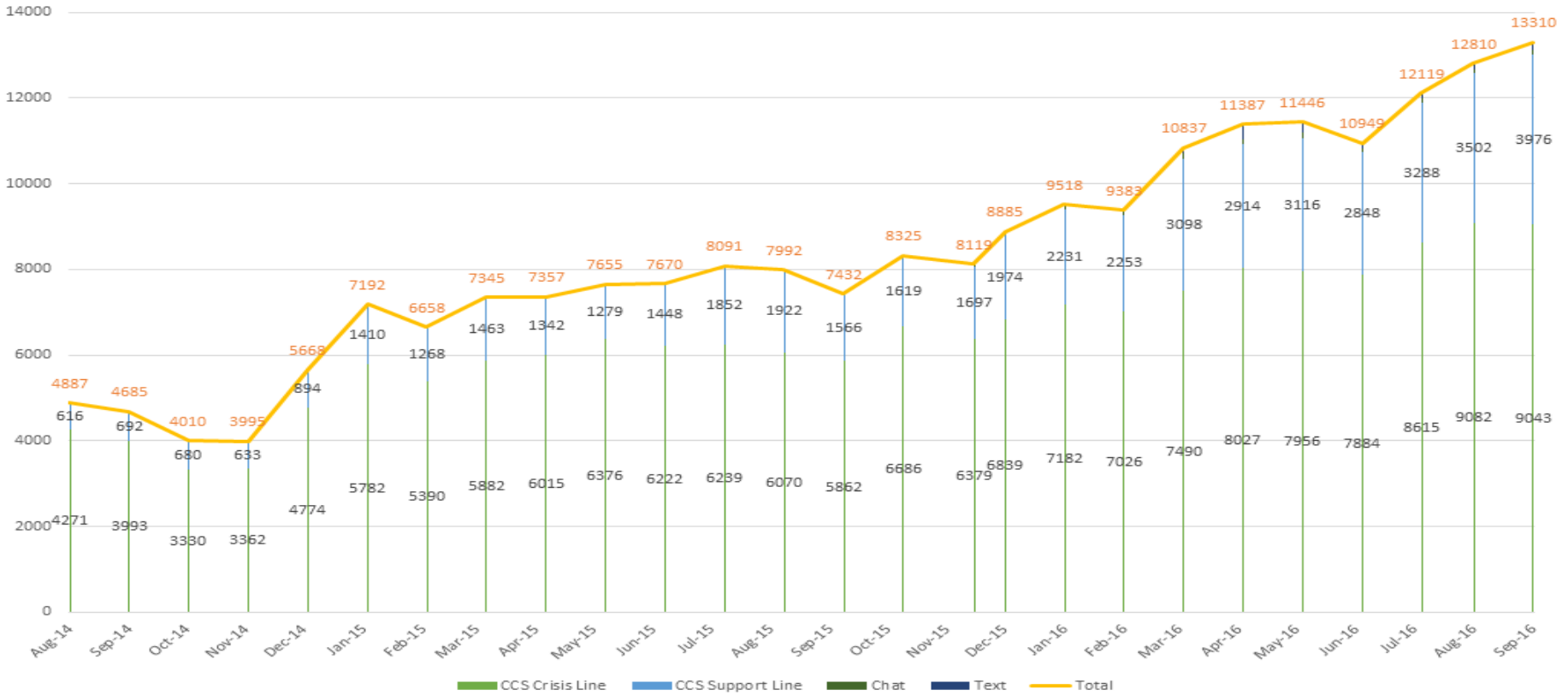


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Crisis Support Hotline

Total Call Volume (Answered and Outgoing)
Colorado Crisis Services



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Crisis Walk-in Centers/Crisis Stabilization Units

- Open 24/7/365 providing walk-in crisis screening and counseling, medical clearance, assessment, triage, and linkage to follow-up service providers.
- Designated by the State to accept individuals voluntarily or on a mental health hold and staff available to vacate a hold or initiate a hold.
- Provides crisis stabilization for 1-5 days, for either voluntary or involuntary treatment
- Available regardless of residency, legal status, payer source/or diagnosis
- Does not require prior authorization
- Operated under contract with regional entities
 - Community Crisis Connection
 - Northeast Behavioral Health, LLC
 - AspenPointe/Southern Colorado Crisis Connection
 - West Slope Casa



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Walk-in Center/Crisis Stabilization Unit Locations



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Walk-in Center/Crisis Stabilization Unit Locations

METRO DENVER REGION - COMMUNITY CRISIS CONNECTION

Westminster Walk-in Crisis Services

CSU/Secured/16 Beds

2551 W. 84th Avenue

Westminster, CO 80031

Lakewood Walk-in Crisis Services

12055 W. 2nd Place

Lakewood, CO 80228

Littleton Walk-in Crisis Services

CSU/Locked/16 beds

6509 S. Santa Fe Drive

Littleton, CO 80120

Boulder Walk-in Crisis Services

3180 Airport Road

Boulder, CO 80301

Denver Walk-in Crisis Services

4353 E. Colfax Avenue

Denver, CO 80220

Aurora Walk-in Crisis Services

CSU/Secured/16 Beds

2206 Victor Street

Aurora, CO 80045

Jefferson Hills Child/Adolescent

CSU/Secured/8 Beds

1290 S. Potomac St

Aurora, CO 80228

Jefferson Hills Child/Adolescent

CSU/Secured/8 Beds

421 Zang St.

Lakewood, CO 80228



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Walk-in Center/Crisis Stabilization Locations

NORTHEAST REGION - NORTHEAST BEHAVIORAL HEALTH

Fort Collins Walk-in Crisis Services

CSU/Secured/16 Beds

1217 Riverside Ave

Fort Collins, CO 80524

Greeley Walk-in Crisis Services

928 12th Street

Greeley, CO 80631

Greeley CSU (No Walk-in)

CSU Locked/16 Beds

1140 M Street

Greeley, CO 80631

WESTERN SLOPE REGION - WEST SLOPE CASA

Grand Junction Walk-in Crisis Services

CSU/Secured/11 Beds

515 28 3/4 Road

Grand Junction, CO 81501

SOUTHEAST REGION - SOUTHERN COLORADO CRISIS CONNECTION

Pueblo Walk-in Crisis Services

CSU/Secured/14 Beds

1302 Chinook Lane

Pueblo, CO 81001

Colorado Springs Walk-in Crisis Services

CSU/Locked/16 Beds

115 S. Parkside Drive

Colorado Springs, CO 80910



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Mobile Crisis Response

- Available 24/7/365, meeting individuals at their homes, other locations, or other community locations
- Able to arrange for appropriate transport to needed services for individuals in crisis, ensuring that transportation options are safe and provided in the least restrictive manner
- Can be initiated with a referral from a Crisis Services Clinician at the Crisis Hotline
- Operated under contracts with:
 - Community Crisis Connection
 - Northeast Behavioral Health, LLC
 - AspenPointe/Southern Colorado Crisis Connection
 - West Slope Casa



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Mobile Crisis Service Locations FY2016-17

METRO DENVER REGION - COMMUNITY CRISIS CONNECTION

- Community Reach Center- Westminster
- Jefferson Center for Mental Health - Westminster, Lakewood
- Aurora Mental Health Center - Aurora
- Mental Health Center of Denver
- Mental Health Partners - Boulder
- AllHealth Network - Littleton

NORTHEAST REGION - NORTHEAST BEHAVIORAL HEALTH, LLC.

- Summit Stone Health Partners - Ft. Collins
- North Range Behavioral Health - Greeley
- Centennial Mental Health - multiple locations

WESTERN SLOPE REGION - WEST SLOPE CASA

- Mind Springs Health- Grand Junction
- The Center for Mental Health - Montrose
- Axis Health Systems- Durango

SOUTHEAST REGION - SOUTHERN COLORADO CRISIS CONNECTION

- AspenPointe - Colorado Springs
- Health Solutions - Pueblo
- Solvista Health - Canyon City, Salida, Leadville
- San Luis Valley Behavioral Health Group - Alamosa
- Southeast Health Group - La Junta



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Respite Services

- Provides safe stabilization and support and is often peer managed
- Requires an assessment by a crisis clinician
- Provides a voluntarily stay of 1-14 days
- Offers services such as in-home respite, peer supports, crisis apartments, or family-based crisis homes
- Operated under contract with:
 - Community Crisis Connection
 - Northeast Behavioral Health, LLC
 - AspenPointe/Southern Colorado Crisis Connection
 - West Slope Casa



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Respite Services Locations FY15-16

METRO DENVER REGION - COMMUNITY CRISIS CONNECTION

- Comitis Crisis Center, Aurora - Child/Adolescent 1-4 beds
- Denver Children's Home, Denver - Child/Adolescent based on availability
- Excelsior Youth Center, Aurora - Child/Adolescent 1-2 beds
- Mt. St. Vincent Home, Boulder - Child/Adolescent 1-2 beds
- Shiloh House, Littleton - Child/Adolescent 1-6 beds
- Tennyson Center for Children, Denver - Child/Adolescent 1-10 beds
- Commerce City, Commerce City - Adult 6 beds
- John Thomas House, Aurora - Adult 2 beds
- Park Place, Denver - Adult 8 beds
- HAF House, Lakewood - Adult 4 beds
- Alpine Apartments, Boulder - Adult 4 beds



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Respite Services Locations - FY 15-16

NORTHEAST REGION - NORTHEAST BEHAVIORAL HEALTH, LLC.

- North Range Behavioral Health, Greeley - Adult 10 beds
- Centennial Mental Health Center, Sterling - Adult 6 beds
- Subcontracted Child/Adolescent beds as needed

WESTERN SLOPE REGION - WEST SLOPE CASA

- Hilltop Health Services, Grand Junction - Children 6 beds, 10 beds Adolescent
- Mind Springs Health - Frisco, Adult 2 beds; Steamboat Springs, Adult 1 bed

SOUTHEAST REGION - SOUTHERN COLORADO CRISIS CONNECTION

- El Pueblo, Pueblo - Child/Adolescent 3 beds
- Grand House, Pueblo - Adult 2 beds
- Cedar Springs, Colorado Springs - Adult 1 bed
- Alano House, Colorado Springs - Adult 1 bed
- Special Kids, Special Families, Colorado Springs - Child/Adolescent 1 bed
- Bridge Child Placement Agency, Pueblo - Child/Adolescent 1 bed
- Fremont Home Care, Canon City- Adult 1 bed
- New Creations Inn, Canon City, - Adult 3 beds



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Marketing Campaign

- Statewide awareness campaign
- Campaign vehicles include:
 - Television
 - Print material, posters, brochures, and business cards
 - Billboards and bus advertising
 - Website — coloradocrisisservices.org
- Operated under contract with Cactus Marketing Communications, Inc.



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What's Working?

- Strengthened Relationships with First Responders
- Enhanced Relationships with Referral Agencies (EDs, Detox, Schools, etc.)
- Experience has led to Service Delivery Innovation
- Increased Provision of Peer Services
- People Receiving Services are Satisfied

Crisis System 2.0

Future Focus Areas:

- Facility Licensure for CSUs (ATUs vs. Community Clinics)
- Workforce
- Strengthening Existing Resources
- Enhancing Navigation with Community Partners
- Standardizing Clinical Service Delivery
- Data and Performance Metrics

Other Opportunities

Colorado Commission on Criminal and Juvenile Justice (CCJJ): Mental Health/Point of Contact Through Jail Release Task Force

- Early Diversion
 - Emergency Commitment
 - Police Training Support
 - Co-Responder Models
 - Community-Based Alternatives to Jails
- Mentally Ill in Jail
- Criminal Justice Diversion