



Colorado Crisis Services

Managed by Signal Behavioral Health Network

Regions 3, 5, & 6



What is the Colorado Crisis Services Program?

- Colorado Crisis Services (CCS) is a statewide program funded through the Office of Behavioral Health as a result of SB17- 207
- Available to all individuals, regardless of ability to pay
- Key elements of eliminating the use of the criminal justice to hold individuals who are experiencing a mental health crisis who have not been charged with a crime

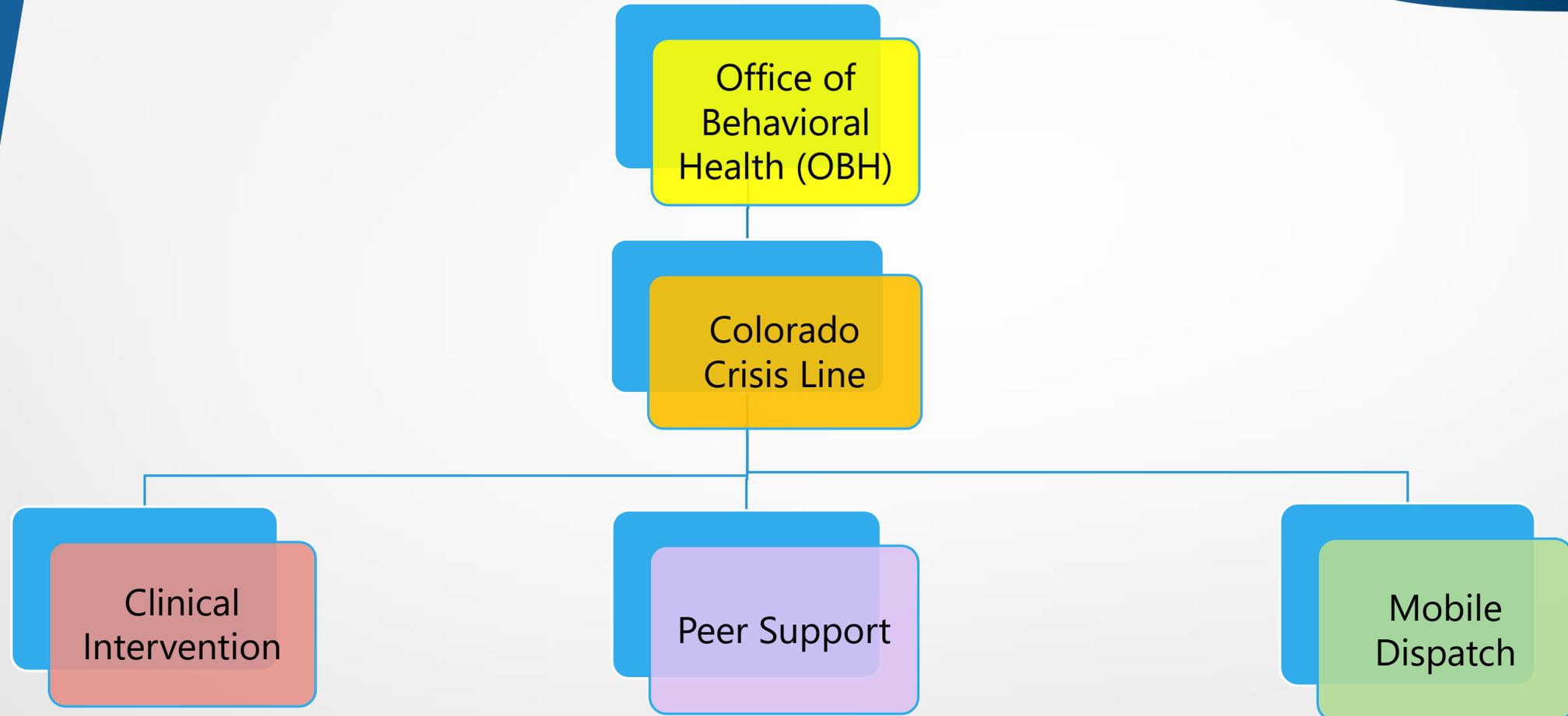
Statewide Crisis Hotline

The Statewide Crisis Hotline provides immediate, anonymous, and confidential emergency telephone support to anyone in need of assistance. These services are provided through one toll free telephone number and text and available to anyone in the state of Colorado (24/7/365).

The Statewide Crisis Hotline call center provides a warm hand-off to contracted mobile crisis providers if needed in-person behavioral health services are needed.

Statewide Crisis Line Data January – March 2021

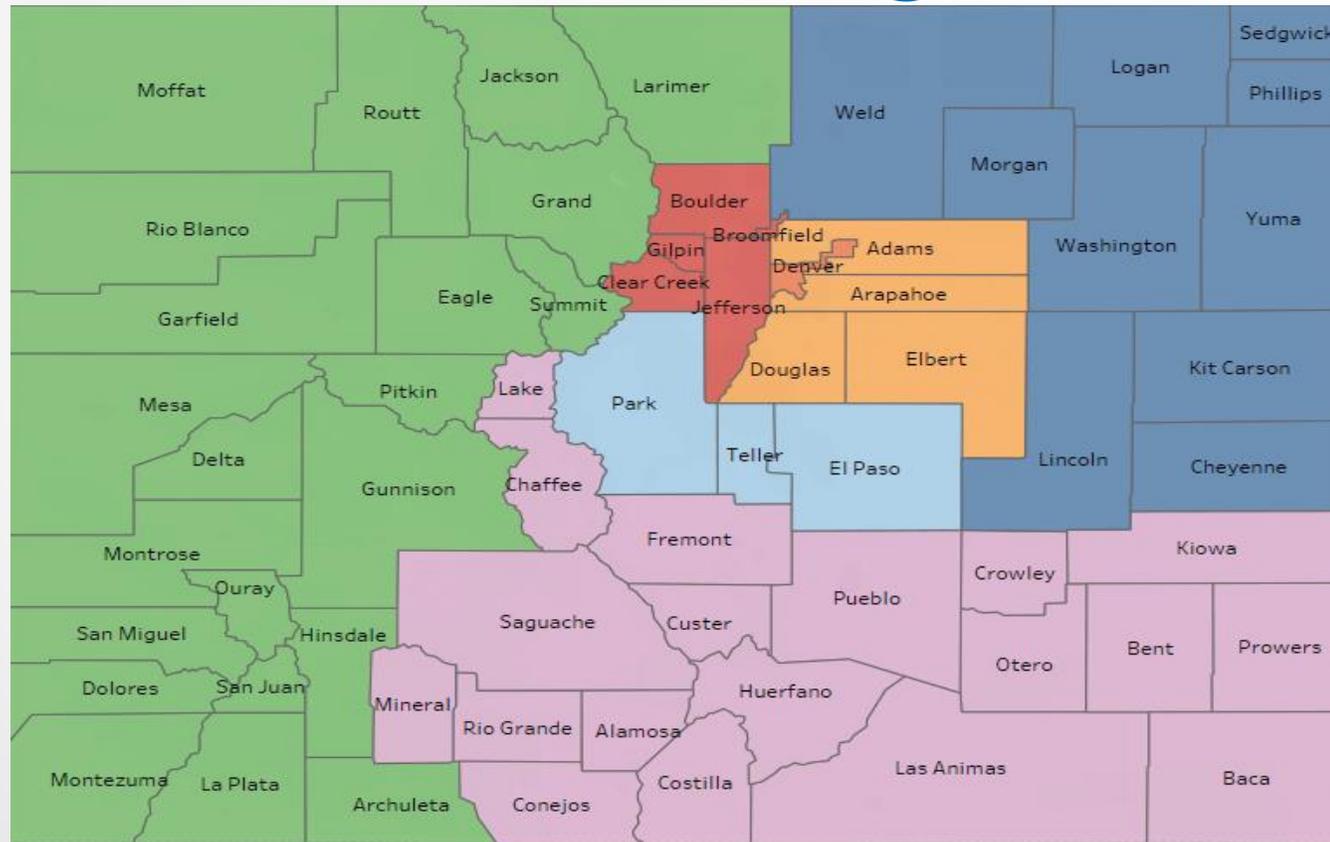
- Average of 11,720 calls per month
- 96% of calls managed through telephonic support
 - 1.8% resulted in mobile dispatch
 - 1.5% resulted in WIC referral
 - <1% resulted 911 response



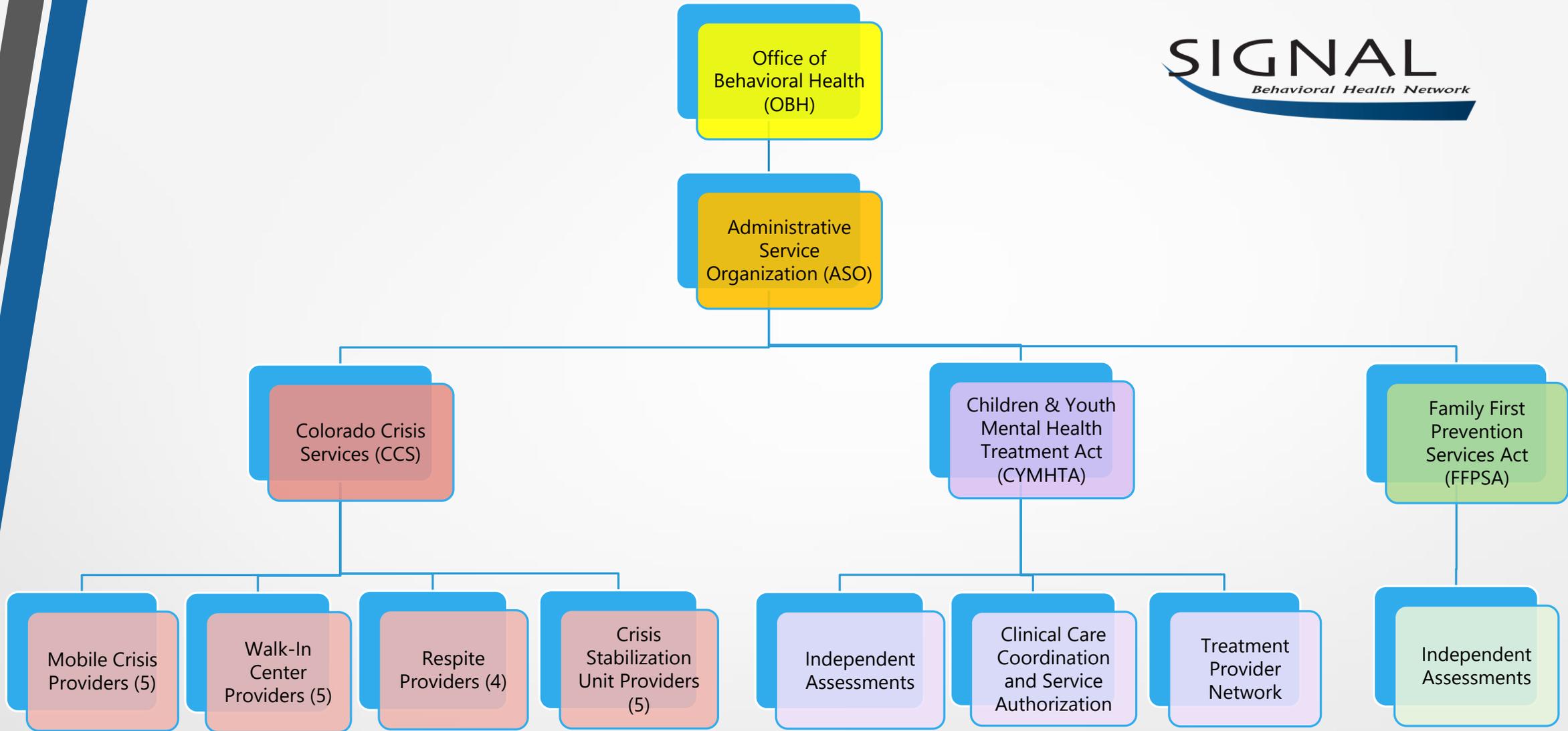
Administrative Service Organizations (ASOs)

- Administrative Service Organizations, otherwise known as ASOs, are contracted through the Office of Behavioral Health to oversee and manage regional crisis contracting and other programming.
- Signal Behavioral Health Network is the contracted ASO for regions 3, 5, and 6.
- The other statewide ASOs include Beacon Health Options, Health Colorado, and Rocky Mountain Health Plans.

ASO Regions



- | ASO Region | |
|----------------------------------|-------------|
| ■ Beacon Health Options, 2 | ■ Signal, 3 |
| ■ Beacon Health Options, 7 | ■ Signal, 5 |
| ■ Health Colorado, 4 | ■ Signal, 6 |
| ■ Rocky Mountain Health Plans, 1 | |



Mobile Crisis Response



- Mobile Crisis Response is intended to serve as the primary intervention within the Statewide Crisis System.
- A Mobile Crisis Response (MCR) strives to meet the needs of individuals and families in the community who are experiencing a behavioral health crisis and would derive benefit from a face-to-face clinical assessment and targeted interventions.
- Mobile Crisis Services aim to reduce or ameliorate current crises experienced by individuals and families in the location where the crisis is occurring.
- A Mobile Crisis Team (MCT) will be dispatched to serve all individuals determined by the Statewide Crisis Line or other points of crisis contact to need a face-to-face clinical assessment. MCTs must be available 24/7/365.



Walk-in Centers



- Walk-in crisis services facilities offer confidential, in-person support for anyone experiencing a self-defined crisis.
- Every walk-in crisis services facility must have the ability to provide information and referrals to anyone in need, including, if appropriate, access to appropriate and available transportation to crisis stabilization services (e.g. CSU, respite, withdrawal management programs, emergency department).



Crisis Stabilization Units



- “Crisis stabilization unit” or “CSU” means a facility, utilizing a restrictive egress alert device, that serves individuals requiring 24-hour intensive behavioral health crisis intervention for up to five (5) days and cannot be accommodated in a less restrictive environment.
- Three allowed designations for CSUs
 - Adult programs:
 - **Community Clinic (CC)** is distinguished as a facility with delayed egress, intensive support, and able to administer emergency medication. The Individual’s mental health is their primary reason for seeking services and their clinical mental health presentation is: voluntary or involuntary (but not an elopement risk), must not be currently physically assaultive or verbally threatening physical assault, is able to respond to verbal redirection, and no active intent to harm themselves or others.
 - **Acute Treatment Unit (ATU)** means a designated facility or a distinct part of a facility for short-term psychiatric care, which may include substance use disorder treatment. An ATU provides a twenty-four (24) hour, therapeutically planned and professionally staffed environment for individuals who do not require inpatient hospitalization but need more intense and individualized services, such as crisis management and stabilization services, than are available on an outpatient basis.
 - Youth programs:
 - **Residential Child Care Facilities (RCCF)** are licensed by the Colorado Department of Public Health and Environment as either an Acute Treatment Unit or as a Community Clinic.



Respite



- Facility-based and in-home respite crisis services allow an individual experiencing a crisis to stabilize, resolve problems, and link with resources for ongoing support in a safe environment. Crisis Respite Services shall be provided in an Individual's home (in-home) or in residential facilities to offer additional support in a safe and neutral environment.
- A referral to Respite Services requires an assessment by a Crisis Counselor at a Walk-in Center, Crisis Stabilization Services, or by Mobile Crisis Services.
- Facility-based Respite Services must be staffed 24 hours per day and can be staffed by Peer Specialists or paraprofessionals, with clinical staff available for supervision and oversight of the service plan as indicated.



	Region 3 Adams, Arapahoe, Douglas, Elbert	Region 5 Denver	Region 6 Jefferson, Clear Creek, Gilpin, Boulder, Broomfield
ASO	Signal	Signal	Signal
Mobile	<ul style="list-style-type: none"> • SAFY of Colorado (Adams, Arapahoe, Douglas) • Centennial Mental Health Center (Elbert) 	<ul style="list-style-type: none"> • Mental Health Center of Denver 	<ul style="list-style-type: none"> • Jefferson Center (Jefferson, Clear Creek, Gilpin) • Mental Health Partners (Boulder, Broomfield)
Walk-In Center	<ul style="list-style-type: none"> • AllHealth Network • Aurora Mental Health Center 	<ul style="list-style-type: none"> • Mental Health Center of Denver 	<ul style="list-style-type: none"> • Jefferson Center • Mental Health Partners
Respite	<ul style="list-style-type: none"> • Centennial Mental Health Center (adult facility-based care) • SAFY of Colorado (all ages; in-home) 	<ul style="list-style-type: none"> • Mental Health Center of Denver (adult facility-based care) 	<ul style="list-style-type: none"> • Mental Health Partners (adult facility-based care)
Crisis Stabilization Units (including ATUs)	<ul style="list-style-type: none"> • AllHealth Network (adult) • Aurora Mental Health Center (adult) • Jefferson Hills (children & youth ages 5-18) • North Range Behavioral Health (adult) 		

How Do I Access Services?

- There are two ways to access Colorado Crisis Services:
 - **Calling** the Statewide Crisis Hotline 1-844-493-8255 or text/chatting at 38255
 - Telephonic counseling and support (clinical and peer support)
 - Mobile Dispatch
 - **Visit/Drop-off at** a Walk-In Center location

Law Enforcement/EMT Partnerships

- Some law enforcement jurisdictions do not utilize the statewide Crisis Line for mobile crisis response, which increases the likelihood of unnecessary emergency department utilization for behavioral health related crises.
- Signal is working to directly collaborate with law enforcement and EMT partners in Thornton and Westminster for a partnership with mobile crisis teams in which law enforcement is able to directly utilize mobile crisis teams when in need of behavioral health support.
- If law enforcement engages with an individual who has not committed a crime and is experiencing mental health or substance use concerns but is not actively endangering self or others and is not experiencing a medical emergency:
 - Officer will assess for and secure lethal means (e.g., are there weapons, where are they, are they secured, is client discussing using them)
 - Officer will notify individual and others on scene that Officer is going to call a mobile crisis clinician to the scene to provide continued support through crisis intervention and crisis counseling, safety planning and assist with referral coordination for treatment and/or other supportive services



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Statewide Crisis Hotline:

<https://coloradocrisiservices.org>

Hotline Number 1-844-493-8255

