EXPANDED BEHAVIORAL HEALTH ACCESS

- Colorado’s first statewide resource for assistance with a self-defined mental health, substance use, or other emotional crisis.
- Establishment via 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 to behavioral health crisis services, ensuring that individuals receive the right services in the right locations at the right time.

GOALS

- Expand early access to support and services for individuals and their families with behavioral health needs.
- Promote ongoing recovery through linkage with community resources.
- Decrease the number of unnecessary involuntary civil commitments, hospital emergency room visits, and jail stays.
- Increase the availability of community and natural supports to prevent behavioral health crises.
COLORADO'S CRISIS RESPONSE SYSTEM — KEY SERVICE COMPONENTS

- CRISIS HOTLINE / WARM-LINE
- WALK-IN CENTERS / STABILIZATION UNITS
- MOBILE CARE
- RESpite CARE
- AWAreNESS CAMPAIGN

Suicide Data

Per the CDC…

For every 1 death by suicide...
There are 3 hospitalizations...
9 emergency department visits...
27 non-medically treated attempts...
and 228 individuals who experience suicidal ideation.
Colorado Suicide rates
2012-2016, all ages

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Population</th>
<th>Age-Adjusted Rate*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>1,053</td>
<td>5,191,086</td>
<td>20.3</td>
</tr>
<tr>
<td>2013</td>
<td>1,004</td>
<td>5,268,413</td>
<td>19.1</td>
</tr>
<tr>
<td>2014</td>
<td>1,058</td>
<td>5,350,118</td>
<td>19.8</td>
</tr>
<tr>
<td>2015</td>
<td>1,093</td>
<td>5,448,055</td>
<td>20.1</td>
</tr>
<tr>
<td>2016</td>
<td>1,156</td>
<td>5,538,180</td>
<td>20.9</td>
</tr>
</tbody>
</table>

*Age-Adjusted per 100,000 population using the direct method applied to 10-year age groups
Colorado Department of Public Health and Environment, Office of Vital Statistics

Suicide in Colorado

In 2017*, there were:
55 HIV deaths
279 Homicides
672 Motor vehicle deaths
638 Breast cancer deaths
576 Influenza & Pneumonia deaths
1,017 Diabetes deaths
1,175 Deaths by Suicide

*2017 Data are Preliminary

Suicide Deaths by age and sex, 2013-2017

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-17</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18-24</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>55-64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75+</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Suicide Deaths in Colorado (2012-2016)

Ages 10-14
Overall suicide rate: 4.1/100,000
73 total suicide deaths
- 70% male
- 34% by firearm (96% male)

Ages 15-18
Overall suicide rate: 15.0/100,000
208 total suicide deaths
- 70% male
- 43% by firearm (84% male)

Ages 19-23
Overall suicide rate: 21.5/100,000
404 total suicide deaths
- 82% male
- 46% by firearm (85% male)

Leading Causes of Death, Ages 10-18

In 2016:
8 Poisoning deaths (unintentional)
13 Homicides
16 Cancer deaths (all types)
40 Motor Vehicle deaths
69 Suicides
193 total deaths from all causes ages 10-18

CO Suicide deaths and rates ages 10-18, 2011-2016

<table>
<thead>
<tr>
<th>Year</th>
<th>N</th>
<th>Rate*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>39</td>
<td>6.4</td>
</tr>
<tr>
<td>2012</td>
<td>42</td>
<td>6.8</td>
</tr>
<tr>
<td>2013</td>
<td>48</td>
<td>7.6</td>
</tr>
<tr>
<td>2014</td>
<td>50</td>
<td>7.8</td>
</tr>
<tr>
<td>2015</td>
<td>72</td>
<td>11.0</td>
</tr>
<tr>
<td>2016</td>
<td>69</td>
<td>10.5</td>
</tr>
</tbody>
</table>

*per 100,000 population
KEY SERVICE COMPONENTS:
CRISIS LINE SERVICES

CRISIS LINE 1-844-493-8255, including Text and Chat

• 24/7/365 support for anyone dealing with a self-defined mental health, substance use, or emotional crisis. All calls are connected to a mental health professional who provides immediate support.
• Text is available 24/7/365 by texting TALK to 38255. English only at this time.
• Chat is available via the website 7 days a week from 4 p.m. to midnight. English only at this time.
• Hotline was launched August 2014. Text launched March 2016.

WHAT TO EXPECT:
When Calling, Texting, or Chatting into the Hotline

• When you call in, you will hear an automated message that says you have reached Colorado Crisis Services. There is an option to press 2 if you are Spanish speaking. There is also an option to press * if you are wanting to speak with a peer specialist.
• When you text the word “talk” to 38255, you will receive 3 automated messages. These messages include a greeting and also asks for the individual’s zip code and date of birth.
• When you chat in, it will immediately ask you for your name, phone number, county and age. The system will also ask the level of distress. Once you have entered that information, you will be introduced to the crisis clinician to continue the conversation.
WHAT TO EXPECT:
When Calling, Texting, or Chatting into the Hotline

- When anyone begins an interaction (text, chat or via phone), the crisis counselor will be asking to verify their phone number, name, zip code and date of birth. Individuals are not required to provide this, but it does help to better understand what populations are being served.
- Staff provides in the moment crisis support. Crisis is self-defined so people can reach out in any kind of distress. Examples of self-defined crisis include: stress, feeling overwhelmed, anxiety, depression, anger, family conflict, or safety concerns.
- One goal may be to create a safety plan with the individual. Crisis counselors can also refer to mobile crisis or a local walk in center if it’s determined someone is needing additional face to face support. If someone is in imminent danger, then police would be called to verify that the individual and/or others are safe. Involving police is our last resort but can happen if necessary.

Some Numbers (November 2018)

- Ave Activity Duration: Incoming Call 10 minutes; Incoming Text 44 minutes
- Ave Age: Caller 40 y.o. / Chatter 29 y.o. / Texter 27 y.o.
- Known Caller Gender: 54% female vs 30% male, 15% Unknown
- Known Caller location (67% of callers): Metro Denver 64%, SE 17%, NE 9%, WS 5%, OOS 5%
- Known Caller Ethnicity: White/Cau 45%, Span/Hisp/Latino 17%, Black/AA 31%, Am Ind/Akaskan Native 6%
- Who’s calling: Self 54%, Concerned Other / Third Party 15%, Informational 17%, Non-call 14%
- Calls: 18% 22 and under (5% 13-17) Texts: 34% 22 and under (20% 13-17)

KEY SERVICE COMPONENTS:
WALK-IN CENTER SERVICES
CRISIS WALK-IN CENTERS / STABILIZATION UNITS

- The Walk-in Centers are open 24/7/365* and provide screening, assessment, support, and linkage to resources.
- Centers are 27-65 designated by the State to accept individuals on a mental health hold.
- Crisis Stabilization Units (CSU) provide crisis beds for up to 5 days, for either voluntary or involuntary treatment.
- Services are provided regardless of residency, legal status, payer source/lack of payer source, or diagnosis. Prior authorization is NOT needed for crisis stabilization services.

KEY SERVICE COMPONENTS:

WALK-IN SERVICES LOCATIONS

METRO DENVER REGION
Westminster Walk-in Center
2551 W. 84th Avenue
Westminster, CO 80031

Wheat Ridge Walk-in Center
4643 Wadswoth Blvd.
Wheat Ridge, CO 80033

Littleton Walk-in Center
6509 S. Santa Fe Drive
Littleton, CO 80120

Boulder Walk-in Center
3180 Airport Road
Boulder, CO 80301

Denver Walk-in Center
4353 E. Colfax Avenue
Denver, CO 80220

Aurora Walk-in Center
2206 Victor Street
Aurora, CO 80045

NORTHEAST REGION
Fort Collins Walk-in Center
1217 Riverside Ave
Fort Collins, CO 80524

Greeley Walk-in Crisis Services
928 12th Street
Greeley, CO 80631

WESTERN SLOPE REGION
Grand Junction Walk-in Center
515 28 3/4 Road
Grand Junction, CO 81501

SOUTHEAST REGION
Pueblo Walk-in Center
1310 Chinook Lane
Pueblo, CO 81001

Colorado Springs Walk-in Center
11th S. Parkside Drive
Colorado Springs, CO 80910

*Colorado Springs Walk-in Center (North) 7AM-11PM Only
6071 East Woodmen Road, Suite 135
Colorado Springs, CO 80923

MOBILE SERVICES
MOBILE CARE

- Mobile Care is available 24/7/365, meeting the individual wherever the crisis occurs.
- Mobile Care can arrange for appropriate transport to needed services for individuals in crisis, ensuring that transportation options are safe and provided in the least restrictive manner whenever possible.
- Mobile Care can be initiated by the Statewide Crisis Line; the Hotline may send out a mental health professional to provide a face-to-face assessment.

RESPITE SERVICES

- Respite Care provides stabilization and support and is often peer-managed.
- Respite Care requires an assessment by a Crisis Clinician, either through Mobile Care or at a Walk-in Center; services are up to 14 days.
- Services may be facility-based or community-based in the individual’s home.
### Services Provided through November 2018

<table>
<thead>
<tr>
<th>Service Type</th>
<th>To Date (Since Inception)</th>
<th>Last FY (FY18)</th>
<th>November 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMCP (Hotline, Warm Line, Text, Chat)</td>
<td>571,352</td>
<td>163,345</td>
<td>14,204</td>
</tr>
<tr>
<td>Walk-in</td>
<td>74,505</td>
<td>31,219</td>
<td>2,537</td>
</tr>
<tr>
<td>CSU</td>
<td>66,199</td>
<td>5,296</td>
<td>323</td>
</tr>
<tr>
<td>Mobile</td>
<td>77,849</td>
<td>25,563</td>
<td>1,642</td>
</tr>
<tr>
<td>Respite</td>
<td>8,490</td>
<td>2,125</td>
<td>100</td>
</tr>
</tbody>
</table>

**KEY SERVICE COMPONENTS:**

**AWARENESS CAMPAIGN**

- Statewide awareness campaign and communication: multi-media campaign/branding and communication to increase awareness of mental health, substance use, or emotional issues and resources. Campaign vehicles include:
  - Television; Radio; Print material: posters, brochures, and business cards;
  - Billboards and Bus advertising
  - Website: [www.coloradocrisisservices.org](http://www.coloradocrisisservices.org) or [www.serviciosdecrisisencolorado.com/](http://www.serviciosdecrisisencolorado.com/)
  - CCS toolkit to print materials: [https://coloradocrisisservices.org/toolkit/](https://coloradocrisisservices.org/toolkit/)
  - The campaign is operated by Cactus Marketing Communications, Inc.
  - The general campaign launched December 2014. The Below the Surface campaign with the State October 2018.

**MARKETING CAMPAIGN**

- Television; Radio; Print material: posters, brochures, and business cards;
- Billboards and Bus advertising
- Website: [www.coloradocrisisservices.org](http://www.coloradocrisisservices.org) or [www.serviciosdecrisisencolorado.com](http://www.serviciosdecrisisencolorado.com/)
- CCS toolkit to print materials: [https://coloradocrisisservices.org/toolkit/](https://coloradocrisisservices.org/toolkit/)
- The campaign is operated by Cactus Marketing Communications, Inc.
- The general campaign launched December 2014. The Below the Surface campaign with the State October 2018.