



## **Strengthening Behavioral Health - Colorado Crisis Support Services**

### **(SB13-266) Integrate Community Wide Crisis Response System**

This initiative will create a foundation for the development of a comprehensive statewide behavioral health crisis care system for individuals, families, and communities.

- Improve access to the most appropriate resources and services as early as possible
- Decrease the number of unnecessary involuntary civil commitments, utilization of hospital emergency departments, jails, prisons, and homeless programs for individuals experiencing a behavioral health emergency
- Promote recovery for the individual

### **Key Service Components - Colorado Crisis Support Services**

**Statewide 24-Hour crisis + support line** - Lines staffed by skilled professionals and Peers to assess and make appropriate referrals to resources and treatment.

**1.844.493.8255 (TALK)**

**Walk-in crisis services / crisis stabilization unit(s)** - 24 hour Urgent care services with capacity for immediate clinical intervention, triage, stabilization, and connection to services. Four Regions/Statewide

**Mobile crisis services** - 24 hour Mobile crisis units with the ability to respond within one-hour in urban and two-hours in rural areas to a behavioral health crisis in the community for immediate clinical intervention, triage, stabilization, and connection to services. Four Regions/Statewide

**Crisis Respite/Residential** - A range of short-term crisis residential services (e.g., supervised apartments/houses, foster homes, and crisis stabilization services). Four Regions/Statewide

**Statewide awareness campaign and communication** - multi-media campaign/branding and communication to increase awareness of behavioral health illness and resources.

### **Timeline**

Statewide 24-Hour crisis help line	Launched & Service Available August 2014
Communications campaign	Launched June 2014 & Target Media December 2014
Walk-in crisis services	Initiate & Service Available early December 2014
Mobile crisis services	Initiate & Service Available early December 2014
Crisis Respite/Residential	Initiate & Service Available early December 2014

### **Key Principles of delivery - NO WRONG DOOR!**

- Serve individuals regardless of payer source
- Serve individuals regardless of age
- Serve individuals regardless of co-occurring issues (triage to appropriate intervention)