Cross-System Behavioral Health Crises Response Pilot Program
Collaborative for Autism and Neurodevelopmental Options (CANDO) Question and Answer

The Cross-System Behavioral Health Crises Response Pilot Program (CSCR Pilot) provides crisis intervention, stabilization and follow-up services to individuals with a *dual diagnosis*: both an intellectual or developmental disability (I/DD) and a mental health or behavioral health condition. These individuals use services from both a Home and Community Based Services waiver and the behavioral health care system, but need additional services not provided by either of these.

1) Where are CSCR Pilot services located?

Services are available to individuals that reside in any of the nine counties representing the two Colorado regions.

**Front Range** - Larimer County

**Western Slope** - Delta, Garfield, Gunnison, Hinsdale, Mesa, Montrose, Ouray, and San Miguel Counties

2) What are the services of the CSCR Pilot?

a. **Community Based Mobile Supports**, that are triaged through Colorado Crisis Services¹, and are able to perform assessments over the phone, or, if a higher level of care is needed, with an in-person assessment

b. **In-Home Therapeutic Supports**, that offer in-home assessment, training, and crisis stabilization and allow highly-trained professionals to relieve primary caretakers

c. **Site-Based Therapeutic Supports**, that are crisis stabilization sites where an individual can receive support until the crisis is stabilized and the needed follow-up services are established, including training for staff and caretakers

d. **Follow-Up Supports**, that are services coordinated across provider agencies to help the individual navigate any aftercare, once the crisis has subsided, as well as seek out those follow up services that will help diminish the chance of future crises

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¹ Colorado Crisis Services - Colorado’s statewide resource for mental health, substance use or emotional crisis help, information and referrals. http://coloradocrisisservices.org
3) How do I access these services?

**Colorado Crises Services 24/7 Line:**
1 (844) 493 – TALK (8255)
Or Text TALK to 38255

**Walk-In Assistance Available:**
Front Range- Community Crisis Services Center
1217 Riverside Ave, Fort Collins

Western Slopes- Transitions at West Springs
515 28 3/4 Road, Grand Junction

4) How was the CSCR Pilot established?

In 2015, HB15-1368 was passed into law, per section of the Colorado Revised Statues 25.5-6-412, to pilot the creation of a program that provides people with I/DD additional supports to address their unique mental and behavioral health need, and, in connection therewith, making an appropriation.

5) What agencies are involved in operating the Pilot?

**The Partner Organizations (Primary Contractor and Sub-Contractors)**

Rocky Mountain Health Plans (RMHP), was chosen through Colorado’s procurement process as the Contractor for the CSCR Pilot. The Contractor is a leader in the field of community-based, health care delivery system integration since its founding in 1974. During this time, it gathered extensive experience managing projects of a similar size and scope. In order to complete this work RMHP has selected sub-contractors with additional expertise in crisis services and I/DD service provision.

STRIVE, Mountain Valley Developmental Services, Community Options, Inc., and Foothills Gateway, Inc. are the organizations RMHP has subcontracted to provide expertise in services for individuals with I/DD.

Mind Springs Inc., Midwestern Colorado Mental Health Center, and SummitStone Health Partners are the organizations RMHP has subcontracted to provide expertise and services for mental health treatment.
6) What is the range of diagnoses we are considering for IDD?

   Intellectual and Developmental Disability (I/DD)—As set forth in 10 CCR 2505-10, Section 8.500.1 for Developmental Disability: a disability that is manifested before the person reaches 22 years of age, which constitutes a substantial disability to the affected individual, and is attributable to mental retardation or related conditions which include cerebral palsy, epilepsy, autism or other neurological conditions when such conditions result in either impairment of general intellectual functioning or adaptive behavior similar to that of a person with mental retardation.

7) Have you interviewed or worked with any adults who live independently & have dual diagnosis and have experienced the Colorado crisis system first hand?

   Interviews and evaluation of the CSCR Pilot are based on those individuals who have been admitted into the Pilot, which may include individuals who live independently.

8) I was wondering how the Mental Health First Aid class addresses I/DD and dual diagnosis?

   Mental Health First Aid is a specific approach of care designed to treat any individual in a trauma-informed manner. All of the partners of the Pilot have incorporated trauma informed training for their staff, if they do not already receive it as part of their professional development.

9) How do you respond to cases where a qualified person outside an area that the Pilot operates is being transferred to inpatient care within an area the Pilot operates?

   That type of situation is handled on a case by case basis.

10) If I get inpatient care in another county not operating the CSCR Pilot, can I still get follow-up services from the pilot when I return home? What does your program include for aftercare and follow-up when a person returns home?

   The CSCR Pilot provides In-Home Therapeutic Supports and Site-Based Therapeutic support as step down services, as well as, Follow-Up Case Management for a person when he or she returns to their normal place of residence, when that residence is within the catchment area of the CSCR Pilot.
11) What steps are you taking to educate private psych hospitals about adults with autism and dual diagnosis?

The Pilot is initially focusing on developing a level of expertise within the services provided by the partner organizations conducting the Pilot. Currently the CSCR Pilot can coordinate services and provide assessment while a person is located in an Emergency or Urgent Care facility. No formal training has been developed through the CSCR Pilot for Psychiatric hospital staff at this time. The Department is sharing resources with mental health professionals across the state that will enhance their specialty to work with people with dual diagnosis. One resource that providers can currently purchase and incorporate into their practice, as an example, is the DM-ID 2. The Diagnostic Manual – Intellectual Disability Edition 2 (DM-ID 2) is an accompaniment of the Diagnostic and Statistical Manual of Mental Disorders 5 (DSM-5). The DM-ID-2 was developed to facilitate an accurate psychiatric diagnosis in persons who have intellectual disabilities and to provide a thorough discussion of the issues involved in reaching an accurate diagnosis.

12) How does the Pilot train Emergency Department staff on managing patients with dual diagnoses?

The Pilot is initially focusing on developing a level of expertise within the services provided by the partner organizations conducting the CSCR Pilot. Currently the CSCR Pilot can coordinate services and provide assessment while a person is located in an Emergency or Urgent Care facility. No formal training has been developed through the CSCR Pilot for Emergency Department staff at this time.

13) Why doesn’t the Pilot offer services to someone in prison with dual diagnosis?

Correctional facilities, such as jails or prisons, have their own systems for providing health care, and the CSCR Pilot cannot be used to replace them. An individual who has been incarcerated, must seek help within that system. A person with dual diagnosis who is exiting the jail or prison system, and who is experiencing a crisis, may seek services through the CSCR Pilot.

14) Is this pilot available for people in the correctional system?

Similar to the previous answer, the correctional facilities, such as jails or prisons, have their own systems for providing health care, and the CSCR Pilot cannot be used to replace them. An individual who has been incarcerated, must seek help within that system. A person with dual diagnosis who is exiting the jail or prison system, and who is experiencing a crisis, may seek services through the CSCR Pilot.

15) I work with individuals in the legal setting and I see a lot of them in treatment “violating probation” multiple times and it is because their disabilities are not getting taken into account. Something needs to be changed.

While correctly identifying disabilities for individuals involved in the corrections system may be a gap in supporting individuals with co-occurring conditions, addressing that concern is outside of the scope of the Pilot.
16) Does this pilot include creating homes for adults with IDD/behavior issues?

No, the CSCR Pilot helps link individuals to resources based on identified needs that are already provided as an established benefit within Colorado. If a person is in an emergency situation and needs longer term supports under a Medicaid waiver, there is already an established process for this.

17) What are the plans to expand the pilot to more areas? I know the pilot stipulates that money can only be used in GJ area and Larimer but it seems that since we have good partners in the metro area that know about the pilot that they could be invited to the trainings, perhaps asking them to pay a fee for the START training. It is best to learn from Joni et al. and start preparing Denver metro for this system.

Other parts of Colorado may be involved after the CSCR Pilot is concluded, outcomes analyzed and recommendations for expansion are developed and accepted. Additionally, costs must be identified and funds made available to the Department before expansion can occur. Organizations like Systematic, Therapeutic, Assessment, Resources, and Treatment (START) are a good resource for emerging best practices, and providers can seek out these training opportunities in the way that makes the most sense for their organization.

18) Will the program grow to include additional communities / counties?

No, expansion is not within the scope of the CSCR Pilot.

19) Are you using Respite, Inc. in Larimer Co for any of your respite needs?

Respite Care of Larimer County is not a participant of the CSCR pilot. While the CSCR Pilot provides respite-like support as a component of and associated with treatment, respite alone is not a service provided through the pilot.