



Colorado Crisis Services, By the Numbers

Updated 12/11/17

Overview FY2016-17

- Rocky Mountain Crisis Partners had **150,994** calls to the crisis line
- The four regional Crisis Services contractors provided a total of **91,083** services across all modalities (walk-in, CSU, mobile and respite).
- The state spent **\$25,136,752** in Crisis Services programming.

Type of Service	Since Inception*	Fiscal Year 2017
Hotline: Services consist of hotline, warm line (peers), text and chat.	379,846	150,994
Walk-In: Walk-in centers are open 24/7 and offer confidential, in-person support, assessment, information and referrals.	46,540	37,514
CSU: Crisis Stabilization Unit beds are available for 1-5 days for individuals who need intensive services.	62,002	6,636**
Mobile: Mobile clinicians are deployed to meet individuals in crisis, conduct an assessment and make a determination of treatment needs.	70,193	43,141
Respite: Respite services may be provided in home, in the community or in residential facilities to offer additional crisis stabilization and support in a safe and neutral environment.	5,747	3,792
Total without Hotline	184,482	91,083
Total Services	564,328	242,077

*The hotline launched in August 2014, and walk-in centers mobile, and CSUs opened in December 2014. The text function became available in March 2016 and the chat function in November 2016.

**Walk-in services were counted as CSU or mobile services, depending on the region, prior to July 2016

Crisis Contractors and Service Areas by County

Community Crisis Connection (CCC)	Denver-Boulder metro area: Boulder, Broomfield, Gilpin, Clear Creek, Jefferson, Douglas, Adams, Arapahoe and Denver.
Northeast Behavioral Health (NBH)	Northeast Colorado: Larimer, Weld, Morgan, Logan, Sedgwick, Phillips, Yuma, Washington, Elbert, Lincoln, Kit Carson and Cheyenne
Southern Colorado Crisis Connection (SCCC)	Park, Lake, Chaffee, Teller, El Paso, Fremont, Custer, Saguache, Custer, Crowley, Kiowa, Otero, Bent, Prowers, Baca, Las Animas, Huerfano, Alamosa, Conejos, Rio Grande, Mineral, Costilla and Pueblo
West Slope Casa (WSC)	Moffat, Routt, Jackson, Grand, Rio Blanco, Eagle, Summit, Garfield, Pitkin, Mesa, Delta, Gunnison, Montrose, Ouray, Hinsdale, San Juan, San Miguel, Dolores, Montezuma, La Plata, and Archuleta

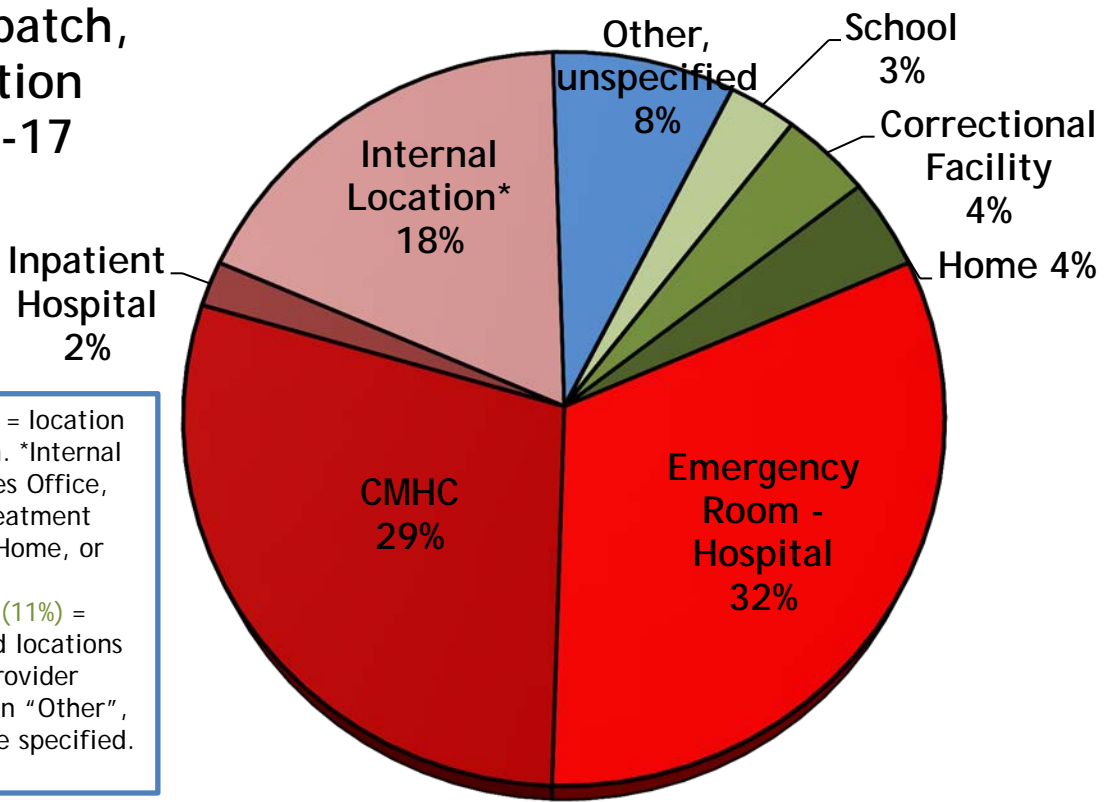


Mobile Dispatch, by Location FY 2016-17

Red shades (81%) = location within BH system. *Internal Location includes Office, Psychiatric Treatment Center, Group Home, or FQHC.

Green shades (11%) = community-based locations

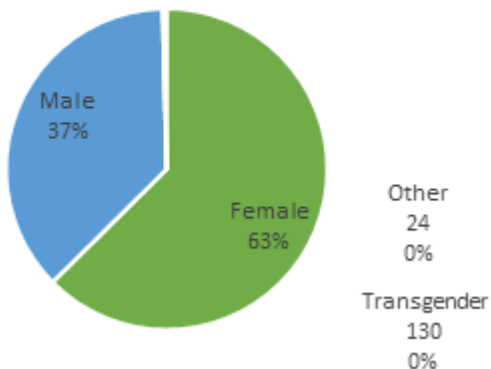
Blue (8%) = Provider submitted location "Other", as in not otherwise specified.



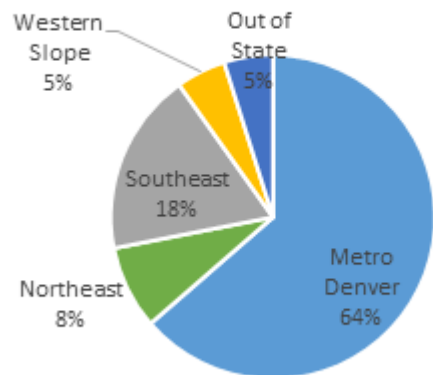
Mobile response is intended to occur where the self-defined crisis occurs. This chart shows that many of the crisis dispatch episodes are taking place within the existing behavioral health system. All four crisis contractors are working on improving the mobile response system through quality improvement plans to increase community-based responses.

Crisis Hotline Data, Fiscal Year 2017

Known Caller Gender
Known - 77% Callers



Known Caller Location
Known - 63% Callers



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