

BACKGROUND

Colorado Crisis Services is Colorado's first statewide resource for mental health, substance use or emotional crisis help, information and referrals. Its purpose is to provide greater access to mental health services, ensuring Coloradans get the right services in the right locations at the right time. Colorado Crisis Services provides confidential, professional, and immediate support, 24/7/365 on the phone, text, chat, or in person at our walk-in centers. Learn more at www.coloradocrisiservices.org.

MODALITIES

Crisis Line

Anyone in Colorado experiencing a mental health, substance use or emotional crisis can visit coloradocrisiservices.org, call 1-844-493-TALK (8255) or text TALK to 38255 anytime, day or night. Services consist of a hotline, a warm line (peers), text and chat.

Walk-In/Crisis Stabilization Units (CSU)

Most CCS walk-in centers are open 24/7, and offer confidential, in-person crisis support, information and referrals to anyone in need. Some locations provide crisis beds for 1-5 days, for either voluntary or involuntary treatment.

Mobile

Mobile clinicians may be deployed to meet individuals in crisis, conduct an assessment and make a determination of treatment needs.

Respite

Respite services may be provided in the community or in residential facilities to offer additional crisis stabilization and support in a safe and neutral environment.

Type of Service ¹	Fiscal Year 2019	Since Inception
Hotline ²	119,767	557,587
Walk-In ³	30,147	91,140
CSU ³	4,465	69,010
Mobile ³	18,208	86,912
Respite	1,302	7,219
Total	54,122	254,281

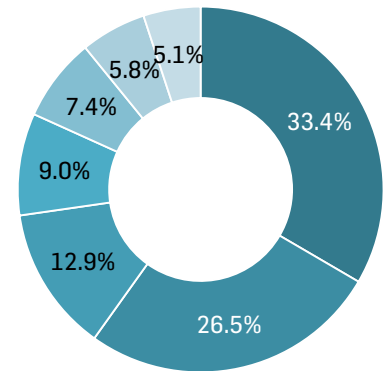
¹ This data represents the number of services provided, not the number of individuals served. An individual may receive multiple services from CCS.

² Hotline includes the CCS call line, the support line, chat, and text.

³ Colorado Crisis Services began in late FY 2015, with Walk-In, Crisis Stabilization Units, and Mobile opening in December 2014.

MOBILE RESPONSE PLACE OF SERVICE FY 2019

- Community Mental Health Center
- Emergency Room-
- Place of Service Not Yet Categorized*
- Office**
- Home
- Other***
- Prison/Correctional Facility

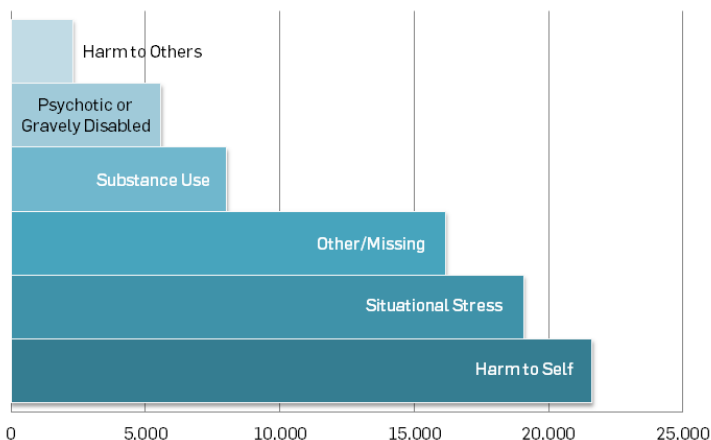


*Place of Service Not Yet Categorized = Denotes place of service that does not fit into another location description.

**Office = A medical office other than a hospital, skilled nursing facility, military treatment facility, community health center, State or local public health clinic, or intermediate care facility, where the health professional routinely provides health examinations, diagnosis, and treatment of illness or injury on an ambulatory basis.

***Other = School, Telehealth, Inpatient Hospital, Nursing Facility, Skilled Nursing Facility, Assisted Living Facility, Group Home, On Campus-Outpatient Hospital, Homeless Shelter, Psychiatric Residential Treatment Center, Independent Clinic, Federally Qualified Health Center, Urgent Care Facility, Inpatient Psychiatric Facility, Residential Substance Abuse, Treatment Facility, Non-residential Substance Abuse Treatment Facility, Mobile Unit, and Custodial Care Facility

PRESENTING PROBLEM FY 2019



HOTLINE KNOWN CALLER LOCATION FY 2019

