



The Evolution of the Colorado Crisis System

October 23, 2018

Robert Werthwein, Ph.D., Director

Office of Behavioral Health

Colorado Department of Human Services



COLORADO

Department of Human Services

OBH Goals for Crisis System

- Ensure Coloradans get the right services in the right locations at the right time.
- Enhance the system to ensure comprehensive, coordinated, easily accessible, culturally informed, and integrated services are available for anyone experiencing a behavioral health crisis.
- Support a system that coordinates across care transitions, and collaborates with local, regional, and state partners.
- Decrease the utilization of hospital emergency departments and jails for behavioral health emergencies.

Overview of Crisis Modalities

Crisis Hotline:

- Call, text or online chat functions staffed with licensed counselors or peers

Walk-in Centers (WIC):

- Offers health screening , assessment and referrals

Crisis Stabilization Units (CSU):

- CSUs have beds for up to 5 days for intensive services
- Evaluated with 24 hours and 27-65 designated

Respite:

- Stabilization support for up to 14 days in home or community setting

Mobile:

- Clinicians are deployed to meet individuals in the community for assessment of needs



Access to Crisis Services

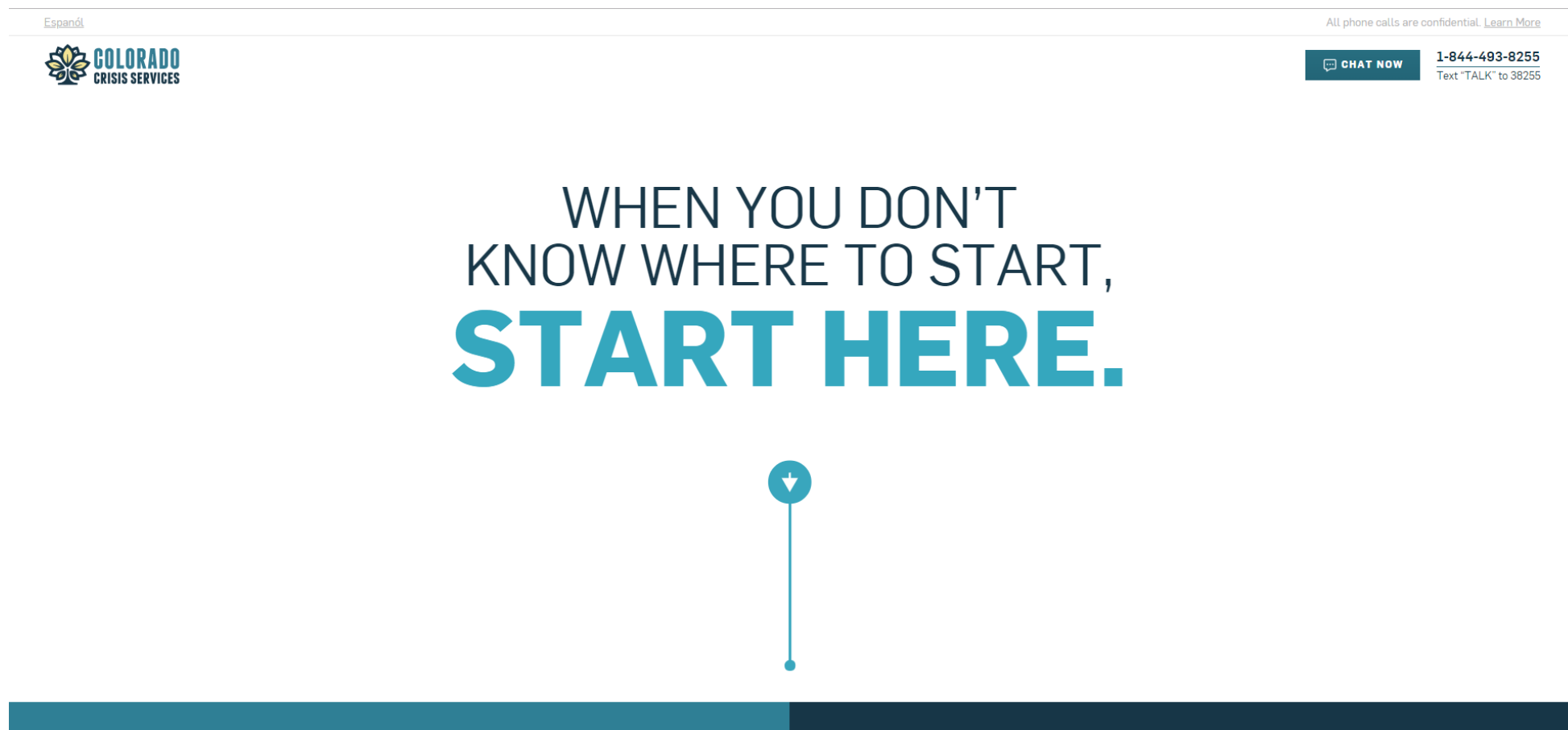
1. Crisis Hotline

- 1-844-493-8255 and/or text “TALK” to 38255 staffed 24/7

2. Walk-in Centers

- Open 24/7 to offer health screenings, assessment and/or referrals to treatment

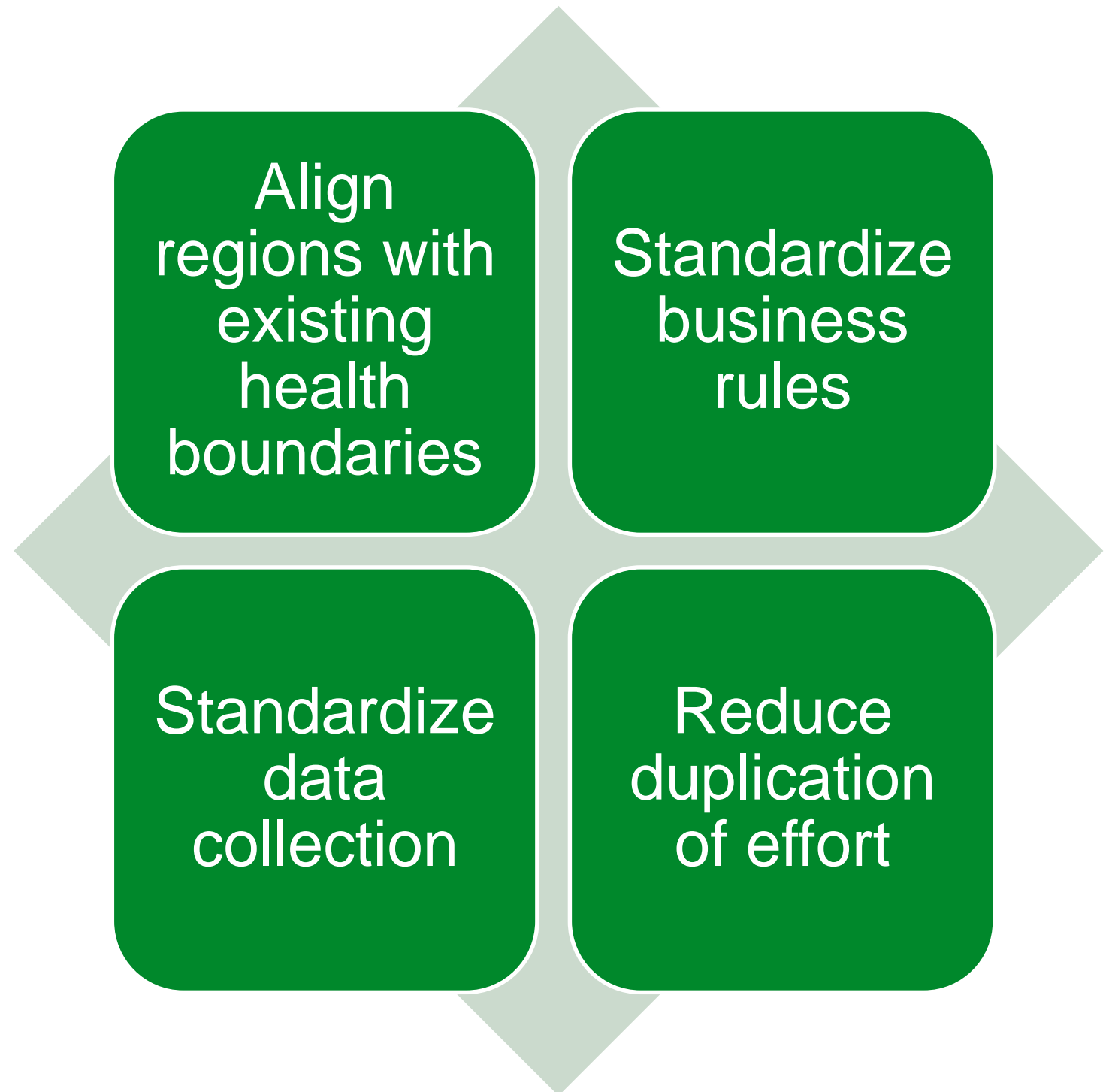
Website for more information: www.coloradocrisiservices.org



Modifications for Crisis System, Beginning SFY2019-20

ASOs will work to...

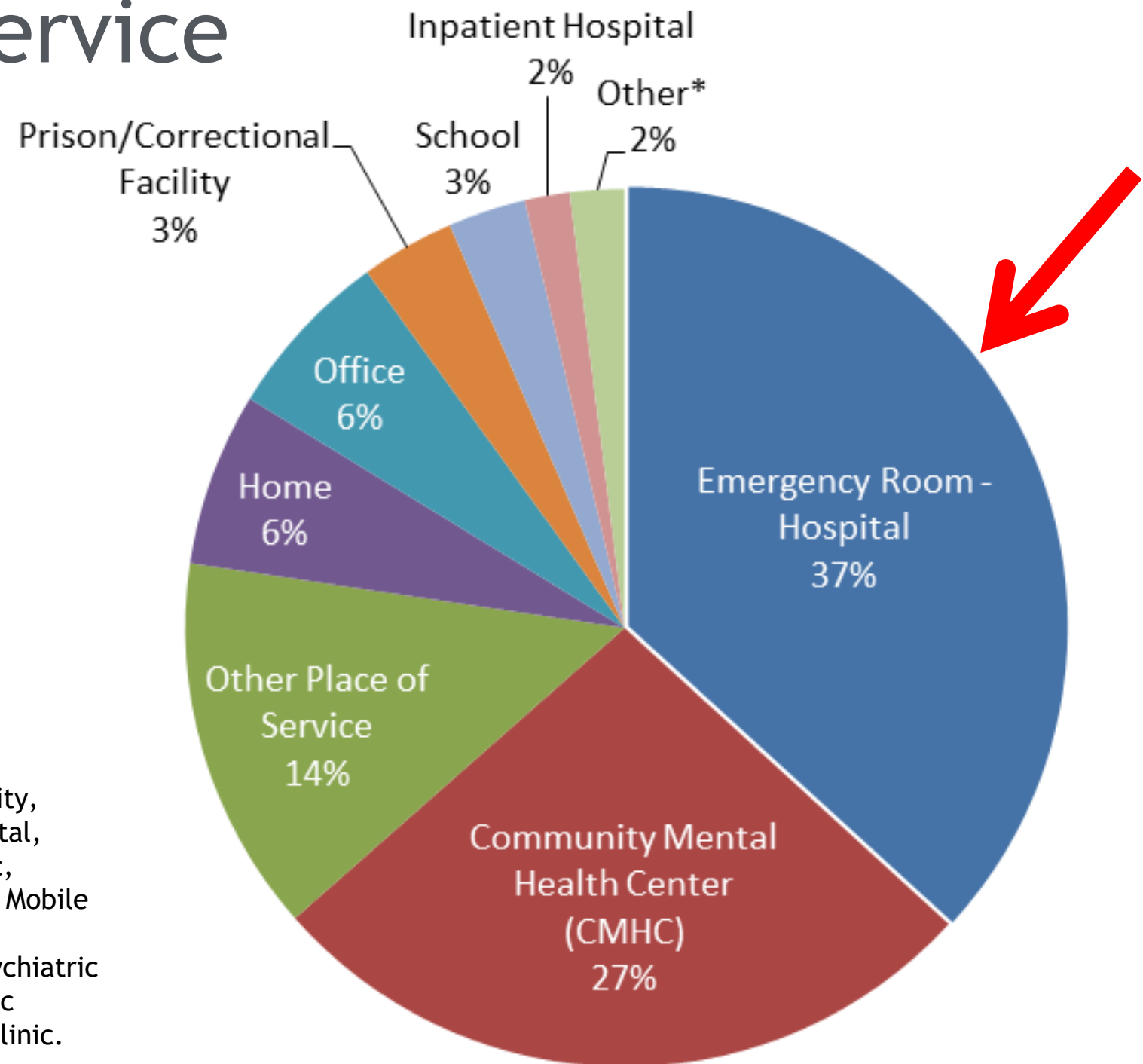
An Administrative Service Organization (ASO) will be the entity to oversee a network of contractors to deliver crisis behavioral health services including Mobile, Walk-in, Stabilization, and Respite for a predefined region of the state.



Why should hospitals care?

Mobile- Places of Service FY2017-18

Total number of billed
Medicaid services;
N=29,793



*Other includes: Assisted Living Facility, Skilled Nursing Facility, Group Home, Nursing Facility, On Campus - Outpatient Hospital, Psychiatric Residential Treatment Center, Independent Clinic, Homeless Shelter, Federally Qualified Health Center (FQHC), Mobile Unit, Residential Substance Abuse Treatment Facility, Non-Residential Substance Abuse Treatment Center, Inpatient Psychiatric Facility, Custodial Care Facility, Unassigned - N/A, Psychiatric Facility - Partial Hospitalization, Hospice, and Rural Health Clinic.

Additional Data

Colorado Crisis Services has provided over 500,000 services since it's inception in 2015.

Total Services reported by all Crisis Regions by Modality in FY2017-18

Hotline (Call, Text, Chat)	163,345
Walk-In Center	31,219
Crisis Stabilization Unit	5,296
Respite Care	2,125
Mobile	25,563

Note: These numbers do not reflect unique clients, but number of services provided.

Opportunities for Collaboration

- 1) ASOs will be required to have an MOU for mobile response with local emergency departments
 - Metro EDs vs Rural EDs
- 2) Leverage psych hospital bed capacity for existing regional need
- 3) Leverage health information exchange
- 4) Prioritize community needs with hospitals, create a connected network

New Jersey/Arizona Models



New Jersey model prioritizes mobile response and in-home interventions for family and children.



Arizona figured out how to leverage Medicaid reimbursement for hotline. Mobile is connected and integrated with community services such as ACT, withdrawal management, etc.

Strengthening the Continuum of Care / Addressing BH Gaps

- Expanding service integration
- Transitions specialist program
 - Voluntary program
 - Working with Emergency Departments & Withdrawal Management
 - Connect high-risk clients to community behavioral health services
 - Beginning January 2019
- Wellness care
- 2 Generation model



How do we change a behavior we asked for?

- Medical conditions vs. psychotic episodes
- How do we address ED and 911 habits for behavioral health needs?
- Education on Crisis Mobile System and Hotline?
- Opportunity for creative solutions, especially for rural and frontier areas:
 - Co-locate crisis within ED's? Urgent care model?



Robert Werthwein

P: 303.866.7655

C: 720-749-0050

robert.werthwein@state.co.us