



COLORADO
Behavioral Health
Administration

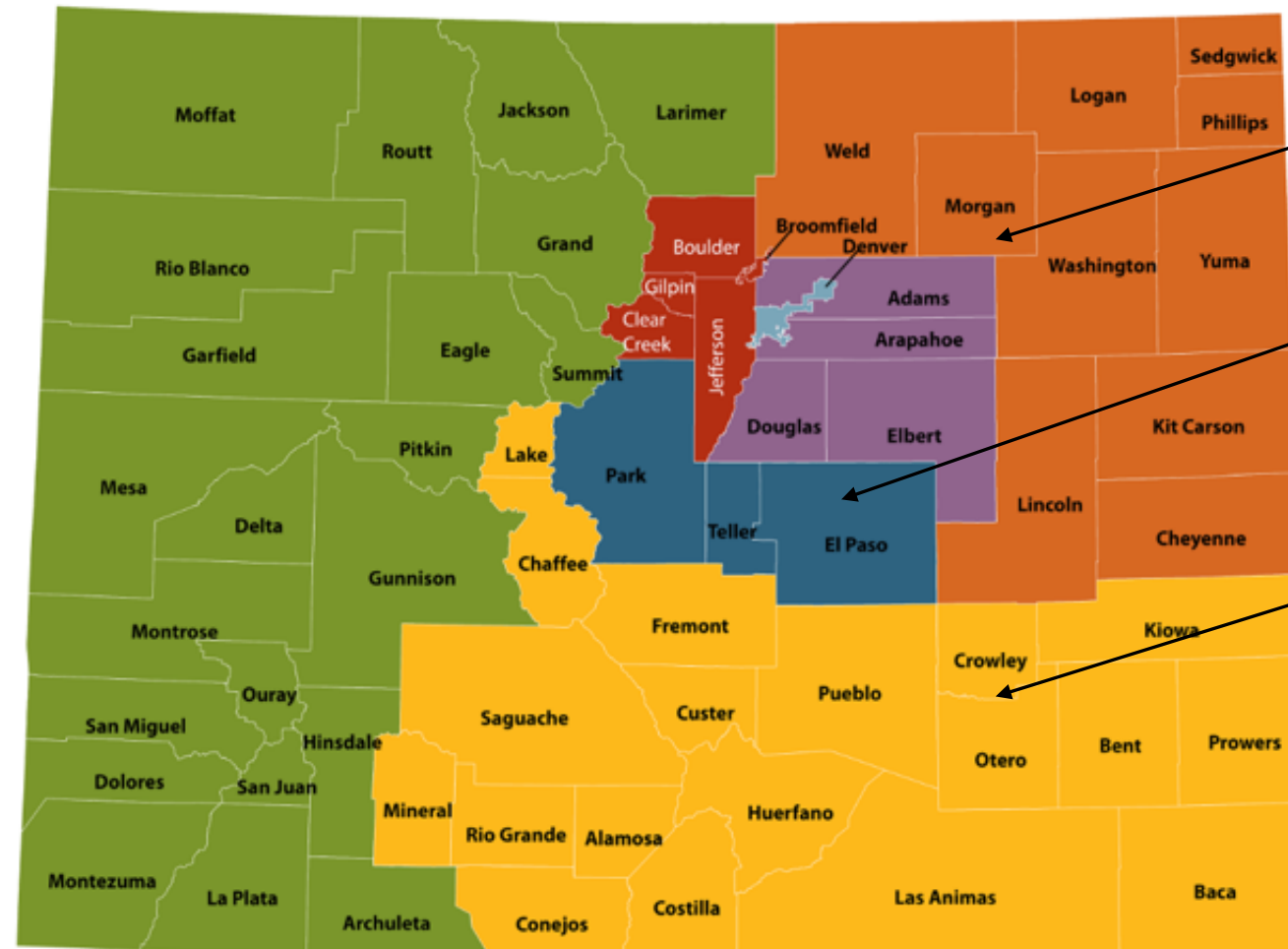


Colorado Crisis Services



Presented by Elizabeth Richards, MSW, LCSW
Crisis Systems Program Director/Account Executive II

What ASO Regions is Carelon Responsible For?

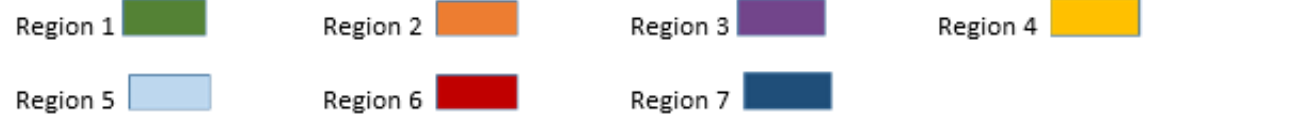


Region 2

Region 7

Region 4
(in partnership
with Health
Colorado, Inc.)

Total: 32
Counties



What is a Self-Defined Crisis?

“An individual who is experiencing an acute escalation in symptoms, distress, and/or a mental health condition, substance use, or psychological/emotional pain”

- Suicidal, homicidal or self-injurious
- Experiencing hallucinations, delusions
- Intoxicated and presenting as dangerous to self or others
- Could be experiencing significant family and or life stressors such as medical issues, divorce, loss of job, financial burdens, death of loved one, child and parent conflict, COVID, etc..
- Gravely disabled and unable to care for oneself not otherwise due to a medical condition

What is Colorado Crisis Services (CCS)?



- CCS is Colorado's first statewide resource for mental health, substance use or emotional crisis help, information and referrals.
- CCS provides immediate and confidential help, 24/7/365 by calling 844-493-TALK (8255), or texting TALK to 38255.
- CCS services are available to all individuals, regardless of ability to pay/payor source or citizenship status.
- CCS takes a community collaborative system of care to treat individuals in the least restrictive means possible.

CCS Marketing Campaign for Adults



“
I WAS AFRAID OF WHAT MY FAMILY WOULD THINK.
”

When I reached out, I was on the verge of suicide. In my culture, depression is seen as something you just have to shake off or get over. For years I'd been trying to treat it on my own with will power, but it wasn't working. The woman on the phone at Colorado Crisis Services helped save me from making a really terrible mistake that night, and I'm so glad she did.

No matter what you're going through, you don't have to go through it alone.

 **COLORADO**
CRISIS SERVICES | 844-493-TALK (8255)
OR TEXT TALK TO 38255

REACH OUT FOR FREE, CONFIDENTIAL, 24/7 SUPPORT | COLORADOCRISIS.ORG




“
**MY LIFE FELT LIKE A BAD DREAM,
AND I WAS LOSING SLEEP.**
”

 **COLORADO**
CRISIS SERVICES



“
**MY BABY WASN'T SLEEPING,
AND I WAS BREAKING.**
”

 **COLORADO**
CRISIS SERVICES



“
**I FELT HOPELESS AFTER
FIGHTING THE SAME FIGHT
AGAIN AND AGAIN.**
”

 **COLORADO**
CRISIS SERVICES | FREE, CONFIDENTIAL, 24/7 COUNSELING SUPPORT



**OBTENGA
AYUDA
GRATUITA Y
CONFIDENCIAL,
24/7**

CONTÁCTENOS

 **COLORADO**
CRISIS SERVICES

CCS Marketing Campaign for Youth (“Below the Surface”)

**I'M
HAPPY**

that people think I'm
doing OK.

Text **TALK** to **38255**

a personal, confidential
text support line

**EVERYTHING
IS EASIER**

when I'm numb.

Text **TALK** to **38255**

a personal, confidential
text support line

**I CAN DO
IT ALONE**

because I don't see
another option.

Text **TALK** to **38255**

a personal, confidential
text support line

**THE WORLD
FINALLY
SEES ME**

as someone I'm not.

Text **TALK** to **38255**

a personal, confidential
text support line

**I'M HOPEFUL
THINGS ARE
CHANGING**

somewhere, because they
aren't here.

Text **TALK** to **38255**

a personal, confidential
text support line

What Services does CCS Provide?

Four Modalities:

- Mobile Crisis Services
- Walk-in Centers (WIC)
- Crisis Stabilization Units (CSU)
- Respite

The CCS Hotline is one point of entry for any of these crisis services. Serves as an assessment, triage, point of referral, and dispatch for callers.



How does Carelon fit into CCS as the ASO?

Carelon* is like a “General Contractor” (ASO) overseeing a house (CO Crisis Services) being built and maintained:

- Ensure appropriate resource distribution, coverage, scope
- Ensure compliance with state CO Crisis Services directives, Behavioral Health Administration and State of CO Rules, etc..
- Provide behind the scenes support & oversight of:
 - Quality
 - Finance
 - Data
 - Clinical
 - Contracting



**Health CO is the ASO in region 4, Carelon works closely with them as part of that ASO*

Region 2 (Northeast Colorado) Providers

- North Range Behavioral Health
 - Mobile Crisis
 - Walk-in-Center
 - Crisis Stabilization Unit (aka ATU)



Where hope begins.

- Centennial Mental Health Center
 - Mobile Crisis
 - Respite



Region 7 (El Paso, Teller & Park Counties) Providers

- Diversus Health
 - Mobile Crisis
 - Walk-In Center
 - Crisis Stabilization Unit (aka ATU)
- Special Kids Special Families
 - Respite (adults and kids)



Region 7 (El Paso, Teller & Park Counties) Providers Cont'd

- Peak View Behavioral Health
 - Crisis Stabilization Unit
- Ute Pass Regional Health District
 - Mobile Crisis
 - Partner with Diversus



Region 4 (Southeast/Southcentral Colorado) Providers

- Valley-Wide (fka Southeast Health Group)
 - Mobile Crisis
- Health Solutions
 - Mobile Crisis
 - Walk-in Center
 - Crisis Stabilization Unit (aka ATU)
 - Respite



Region 4 (Southwest/Southcentral Colorado) Providers Cont'd

- Solvista Health
 - Mobile Crisis
 - Walk-in Center
 - Respite
- San Luis Valley Behavioral Health Group
 - Mobile Crisis



Carelton Crisis Center of Excellence

Presented by Wendy Martinez Farmer
RVP National Center of Excellence
CEO Georgia Collaborative ASO

Crisis Center of Excellence (COE)

The COE works across the organization to identify and promote evidence based best practices, strengthen state and local crisis systems of care and ultimately produce strong member experience and outcomes.

- The team will be focused on research, support, training, quality, analytic insights, policy and advocacy.



Leadership Summit

<https://www.youtube.com/watch?v=gCBcRXC8xmW>

Policy Brief

https://kennedysatcher.org/impact-areas/policy/988_policy_brief/

• Quality and evaluation

- Standardization of crisis quality metrics
- Dashboard creation and process & quality reporting
- Provider level recognition for adherence to best practices

Training and TA

- Consultations External training and TA for providers of crisis services Examples: Autism and Crisis, SMI and Crisis, Equity in Crisis Services
- Superuser monthly workgroup for info sharing and best practices

• Policy and advocacy


- Macro-system level advocacy
- Policy promotion and promulgation of public policy
- Financing and billing guidance
- Service definition guidance

CCS Online Resources & Marketing Tools

As we all feel the effects of COVID and more, our phone lines are always open and our walk-in center locations are open, subject to temporary status changes related to COVID. We're here to support you with whatever you need.

All phone calls are free, confidential and professional. [Learn More](#)

1-844-493-8255 | Text "TALK" to 38255

 [Frequently Asked Questions](#) [Testimonials](#) [Youth](#) [Español](#) [TALK TO SOMEONE](#)


WHATEVER YOU'RE GOING THROUGH, WE'LL HELP YOU THROUGH IT.

Support & counseling for yourself or a loved one.

[TALK TO SOMEONE](#)

[CALL 1-844-493-TALK \(8255\)](#)

[SEARCH LOCATIONS](#)



- Website: <https://coloradocrisiservices.org/>
- General (adults): <https://coloradocrisiservices.org/toolkit/general-campaign/>
- Youth: <https://coloradocrisiservices.org/toolkit/youth-campaign/>

Questions, Comments and Contact Info



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