Behavioral Health and Integration Strategies Subcommittee

Presented by:
Daniel Darting and Jeff Appleman

April 1, 2020

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**

Objectives

- Introductions
- Minutes Approval
- COVID-19 Questions
- Crisis Service System Overview
- Behavioral Health Task Force Update
- Housekeeping

Meeting Minutes Approval

COVID-19 Questions

Homepage:

https://www.colorado.gov/hcpf/covid-19-provider-information

Telemedicine Policy:

https://www.colorado.gov/hcpf/provider-telemedicine

Crisis Service Overview

Crisis Services System:

- Current action statement- Develop recommendations regarding the implementation of the crisis services system and collaboration with RAEs.

Feedback:

- Provide an overview of the state-wide system.
- Review- Diversion strategies, metrics for analyzing outcomes, and strategies for crisis prevention
- Current issues– lack of trust, long wait times, and lack of general access information

Crisis Service System Overview

System Overview:

- The annual budget for Fiscal Year 2019-2020 is $34.5 million, which is an increase of $1.5 million from the previous fiscal year.
- Components of the BH crisis response system reflects a continuum of care from crisis response through stabilization and safe return to the community with adequate support for transitions to each stage
- Statewide telephone crisis line
- Walk-in crisis centers and crisis stabilization units
- Mobile crisis response
- Respite services

Crisis Service System Overview

CCS Overview Continued:

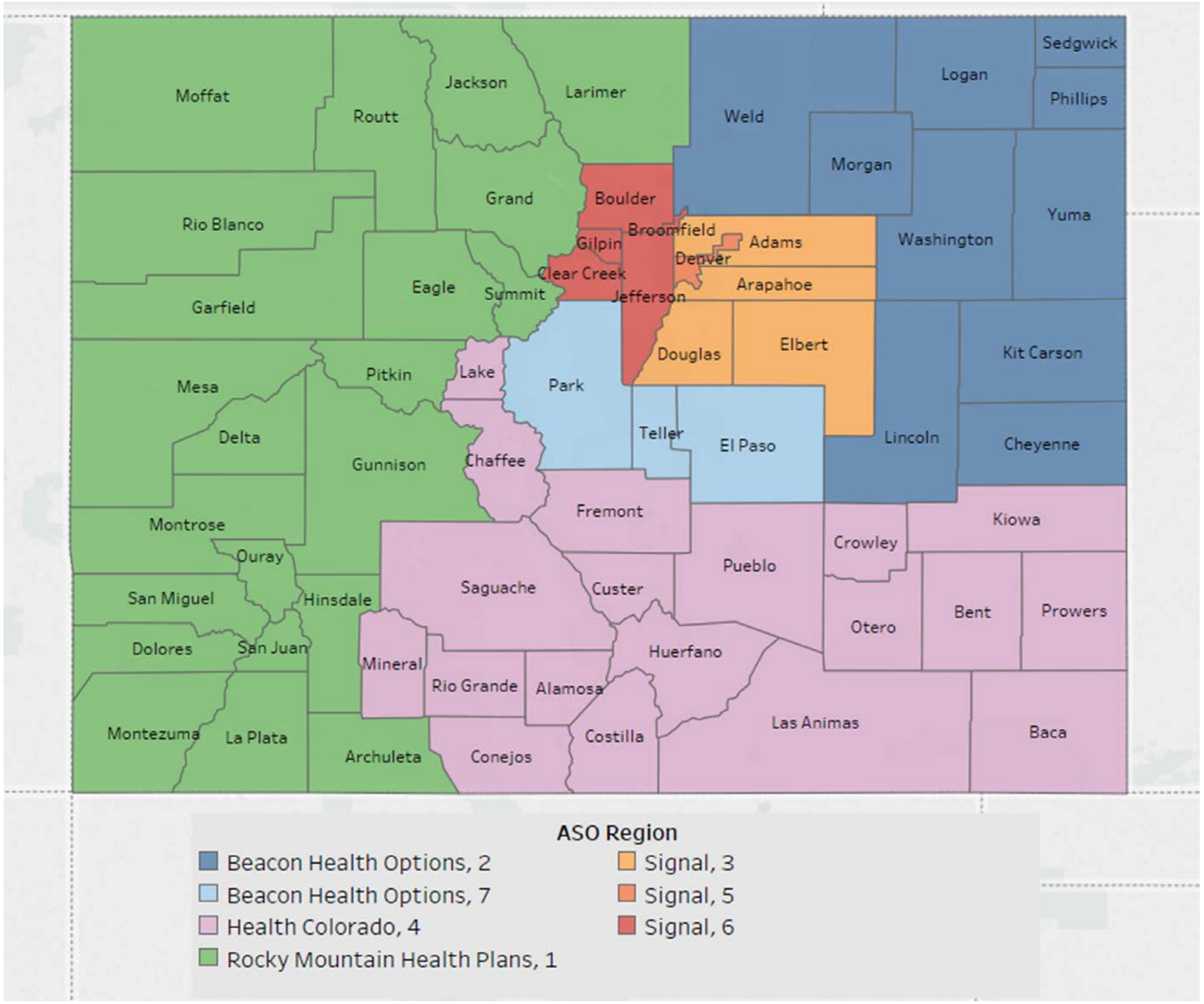
- Services available to all ages
- Self-defined crisis
- Services available regardless of ability to pay
- Mobile dispatch through the statewide hotline
- Utilization of peers / individuals with lived experience
- Trauma-informed lens

Crisis Service System Overview

ASO Role:

- Responsible for fiscal and data reporting
- Indirect/Administrative cost for the ASO has increased to better support shared capacity for data collection and reporting, information technology, including telehealth and community partnerships, and performance management.
- Manage performance-based payments as available
- Maintain a crisis network capable of ensuring access and continuity of all contracted services within the region(s)

Crisis Service System Overview



Crisis Service System Overview

System Changes:

- The Crisis Line remains the statewide point of entry and can connect callers to a mobile crisis response, local walk-in center and other local resources, as well as initiate a H+W check or 911 / EMS. Follow-up is available depending on an individual's risk level. Individuals do not need to call the hotline before going to a walk-in center.
- A map of walk-in centers is available at coloradocrisisservices.org and these locations can be used to seek immediate services.
- Walk-in centers and hospital emergency departments will assess client needs and connect individuals in crisis to appropriate services.

Crisis Service System Overview

Walk-in Centers:

- One walk-in required per region
- Leveraging ASO to expand network capacity rather than expanding actual brick and mortar locations
- Develop protocols to bypass referrals to a Hospital Emergency Department for “medical clearance” when an individual requires a higher level of care
- Need two staff on site at all times and at least one of those staff is a skilled professional

Crisis Service System Overview

WALK-IN LOCATIONS

Most of our centers are open 24/7 unless noted otherwise** below and offer confidential, in-person crisis support, information and referrals to anyone in need. View the map to find walk-in crisis services near you.

METRO DENVER REGION

Wheat Ridge Walk-In Crisis Services
4643 Wadsworth Blvd.
Wheat Ridge, CO 80033

Littleton Walk-In Crisis Services
6509 S. Santa Fe Drive
Littleton, CO 80120

Boulder Walk-in Crisis Services
3180 Airport Road
Boulder, CO 80301

Denver Walk-In Crisis Services
4353 E. Colfax Avenue
Denver, CO 80220

****Aurora Walk-in Crisis Services**
Anschutz Medical Campus
2206 Victor Street
Aurora, CO 80045
8am-11pm

NORTHEAST REGION

Fort Collins Walk-In Crisis Services
1217 Riverside Ave
Fort Collins, CO 80524

Greeley Walk-In Crisis Services
928 12th Street
Greeley, CO 80631

SOUTHEAST REGION

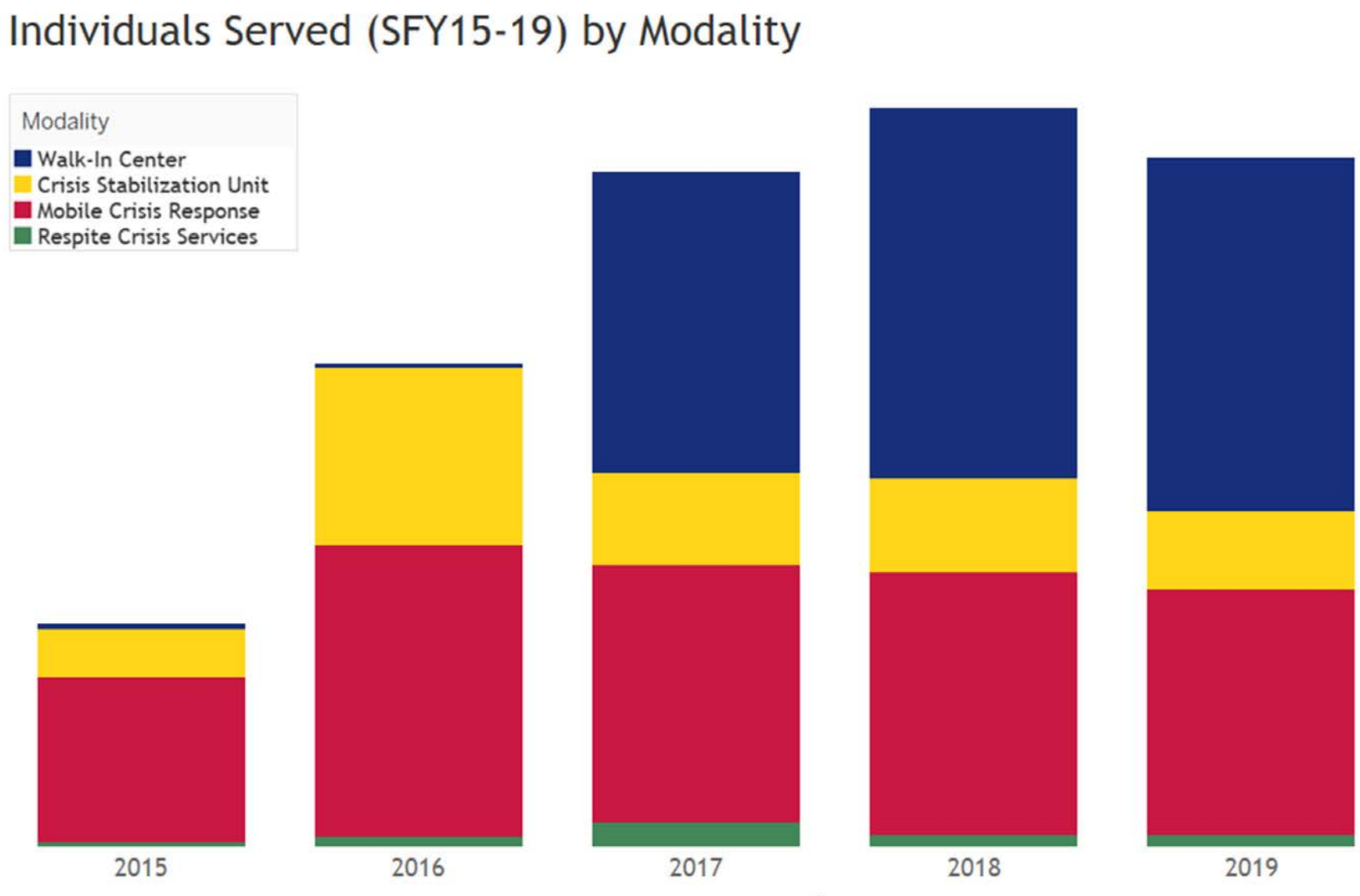
Pueblo Walk-In Crisis Services
1310 Chinook Lane
Pueblo, CO 81001

Colorado Springs Walk-In Crisis Services
115 S Parkside Drive
Colorado Springs, CO 80910

WESTERN SLOPE REGION

Montrose Walk-In Crisis Services
300 N. Cascade Avenue
Montrose, CO 81401

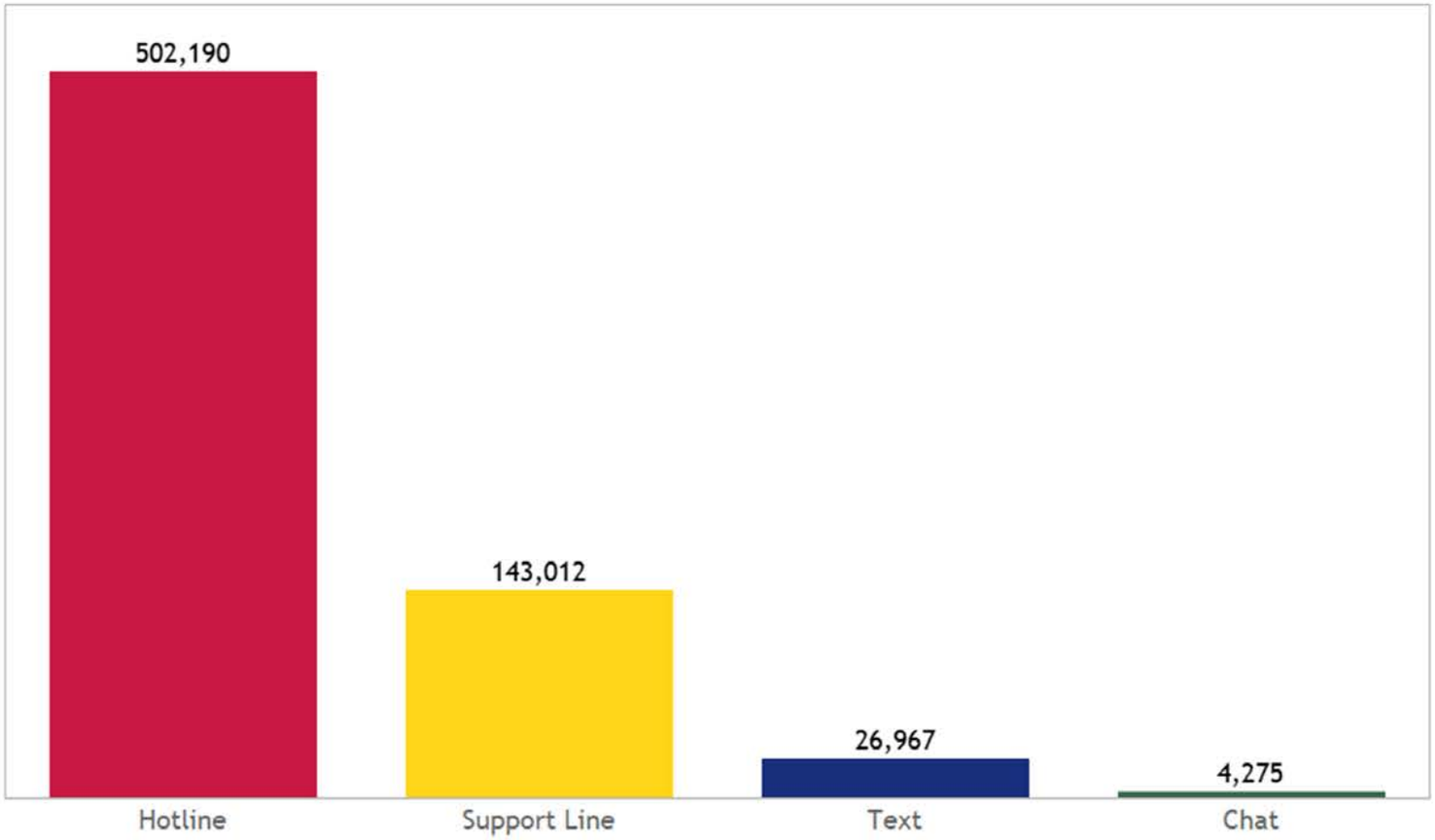
Crisis Service System Overview



Modality	2015	2016	2017	2018	2019	Grand Total
Walk-In Center	237	195	12,685	15,657	14,911	43,685
Crisis Stabilization Unit	2,036	7,478	3,890	3,980	3,297	20,681
Mobile Crisis Response	6,995	12,311	10,865	11,099	10,387	51,657
Respite Crisis Services	151	432	1,042	475	506	2,606
Grand Total	9,419	20,416	28,482	31,211	29,101	118,629

Crisis Service System Overview

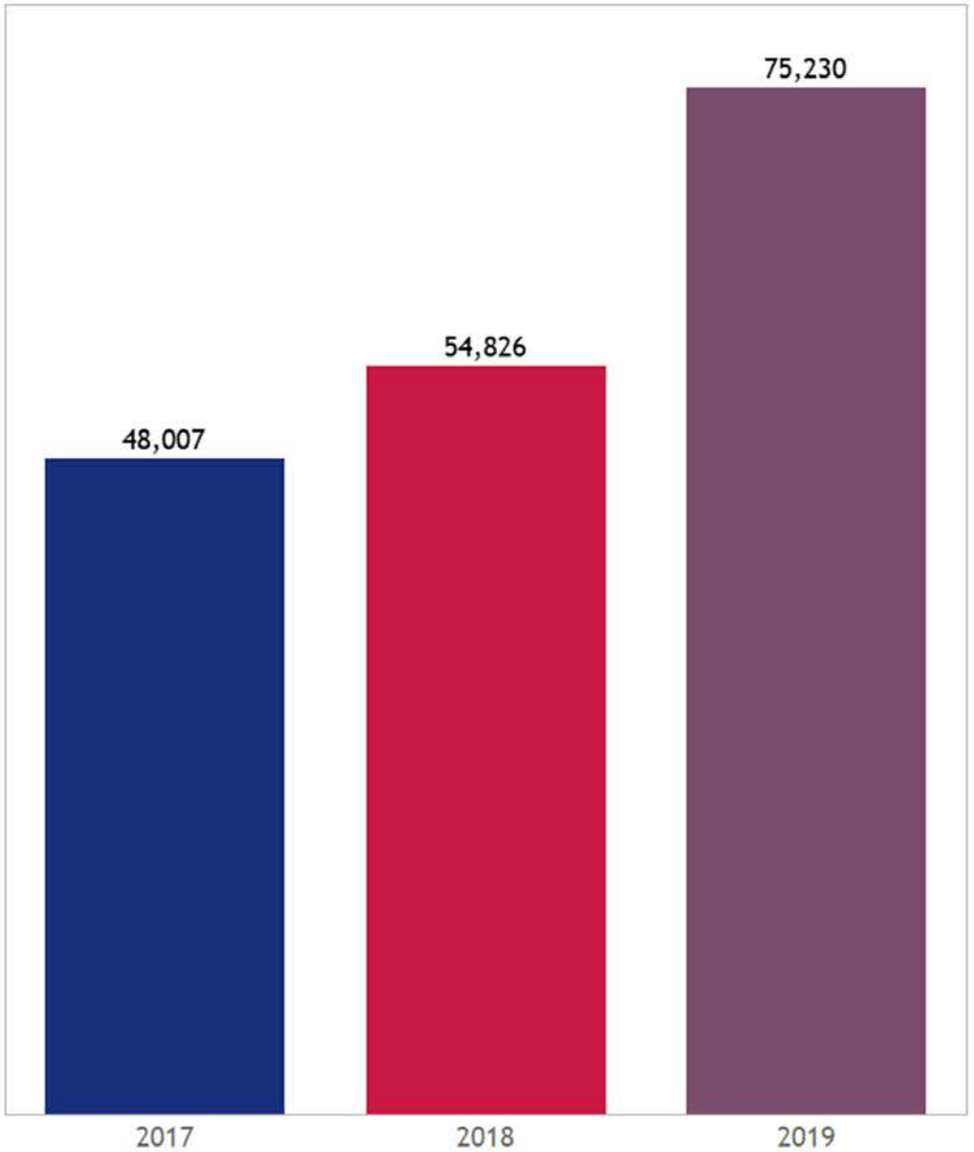
Crisis Line Data (SFY15-19)



	2015	2016	2017	2018	2019	Total
Hotline	55,397	83,640	118,550	124,836	119,767	502,190
Support Line	11,725	27,090	36,705	29,481	38,011	143,012
Chat	0	776	1,045	1,003	1,451	4,275
Text	0	858	3,757	8,034	14,318	26,967

Note: Chat services began in September 2015
Text services began in March 2016

Crisis Line Clients (SFY17-19)



Crisis Service System Overview

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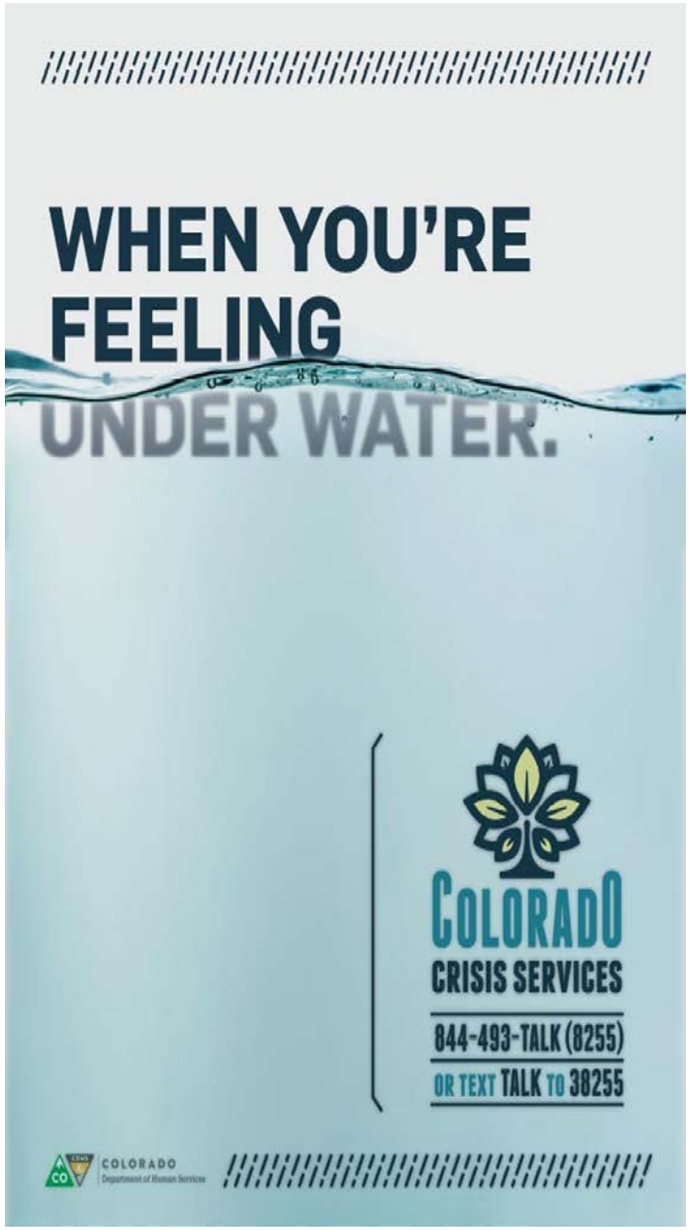
- Hotline 24/7
- Support line 7am-12am
- Text 24/7
- Chat 4pm-12am



Crisis Service System Overview

All Crisis Line Activity – January 2020:

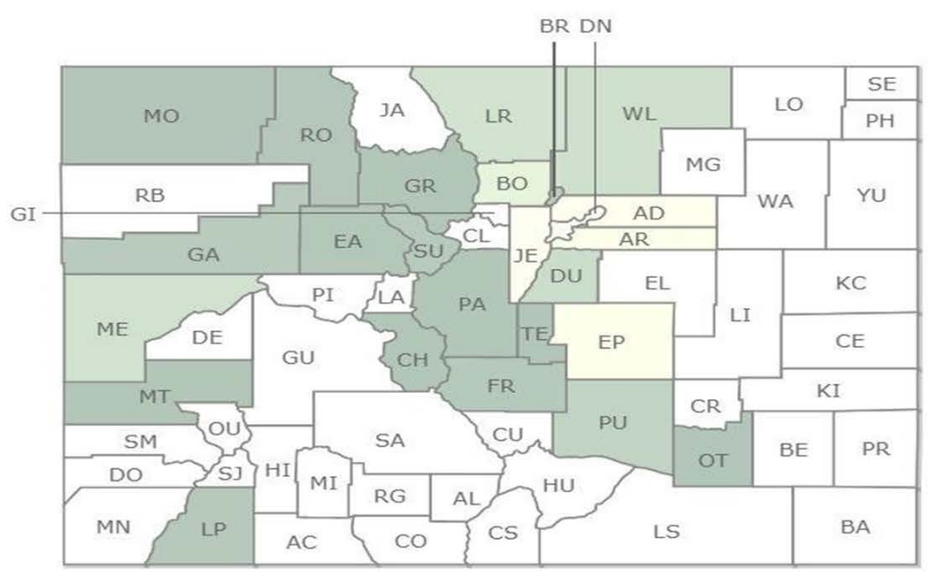
of Active Episodes of Care:
6976

Avg. # of Activities per Episode:
1.9

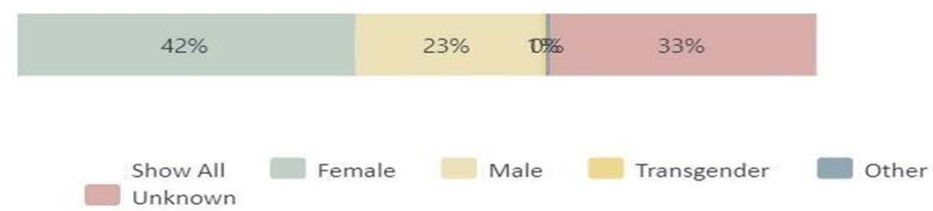
Call Activity, By County

Click on any county in the map to filter data on this tab to call activity in that county.

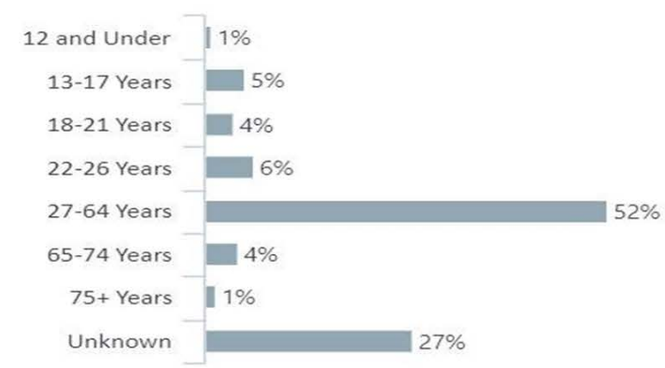
Click here *to see state-wide call activity.*



Gender



Age



Presenting Problem

Selections may not be mutually exclusive

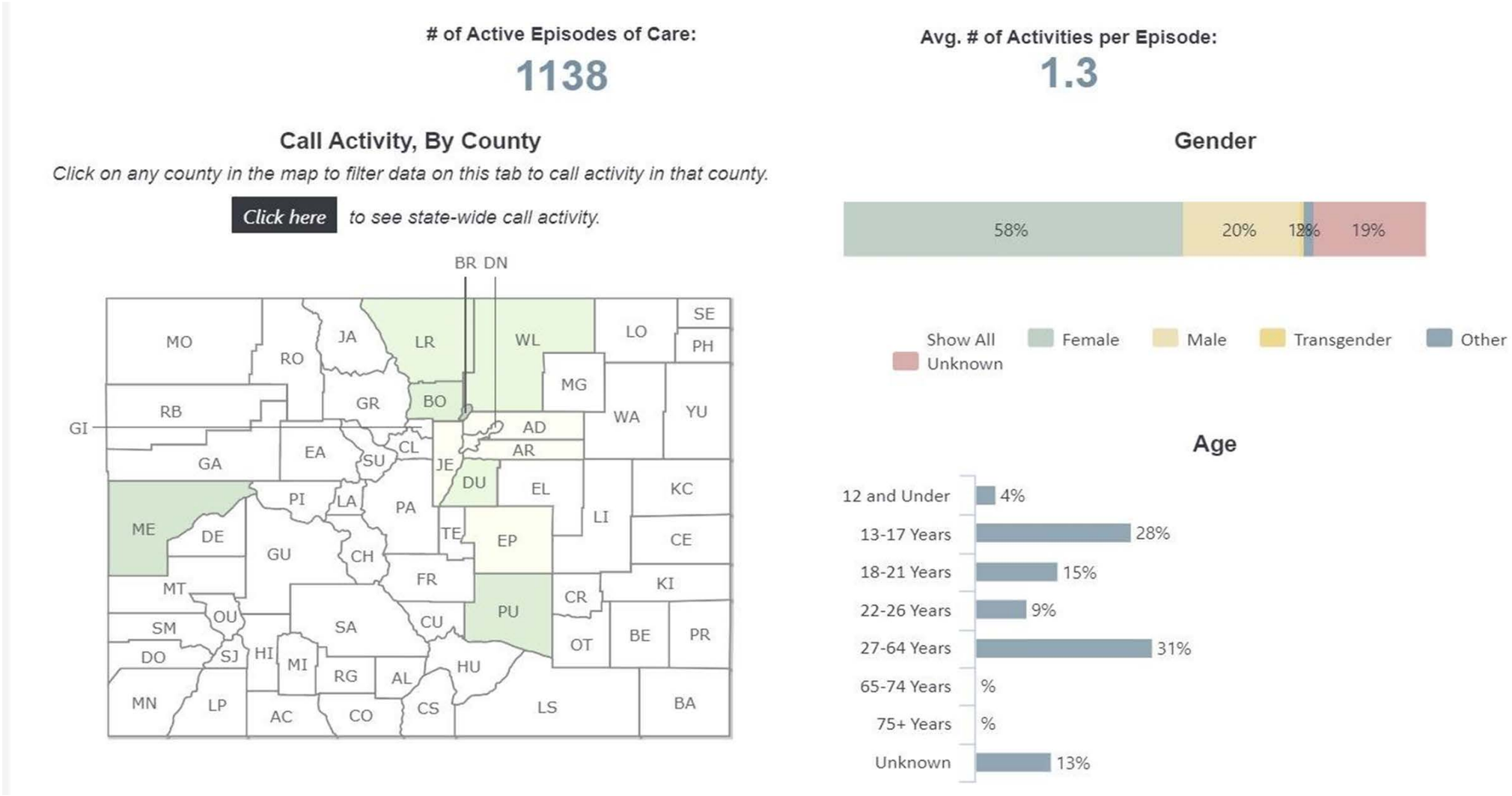
Outcomes and Referrals

Selections may not be mutually exclusive

10000

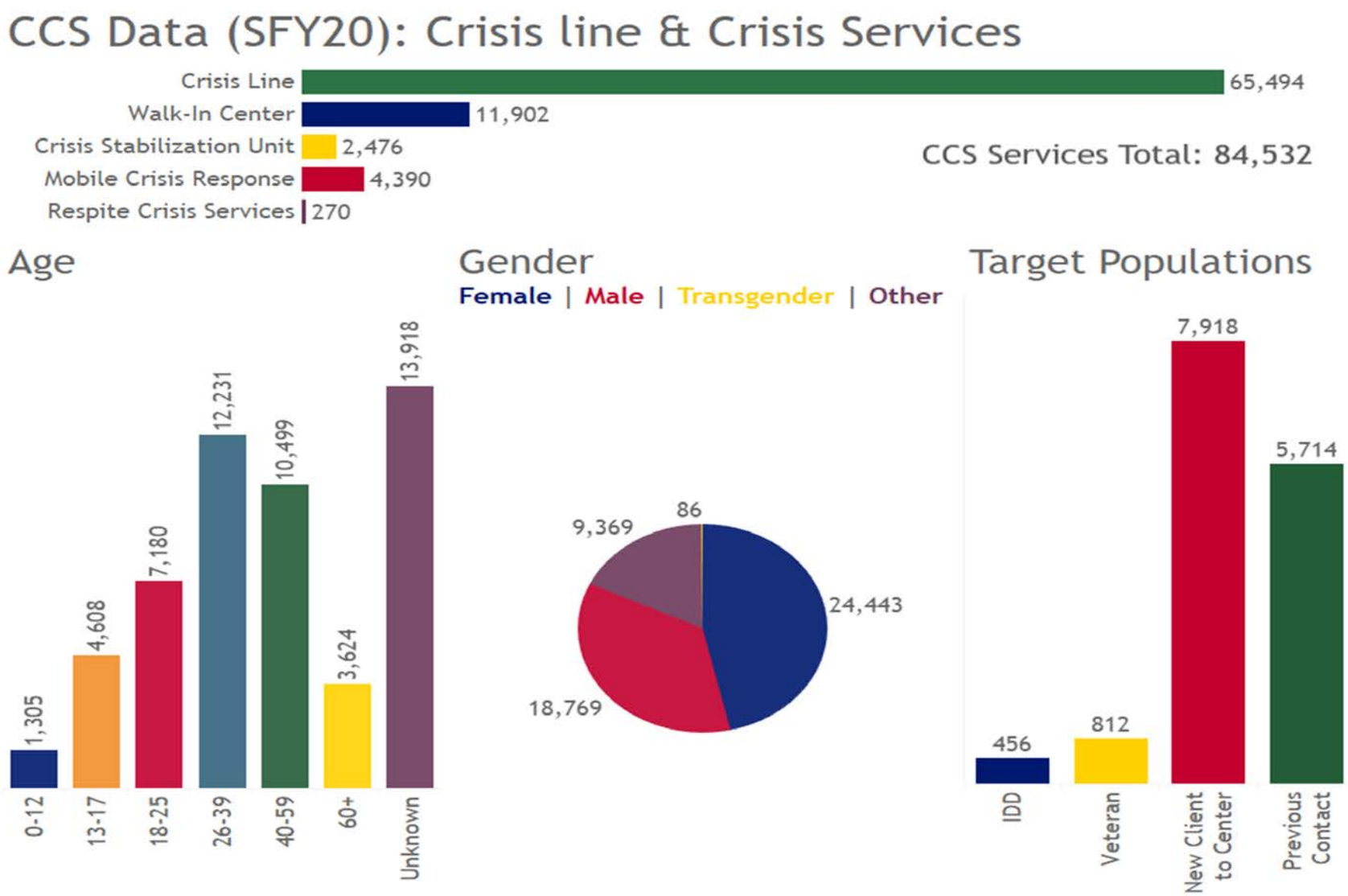
Crisis Service System Overview

Text only from January 2020:



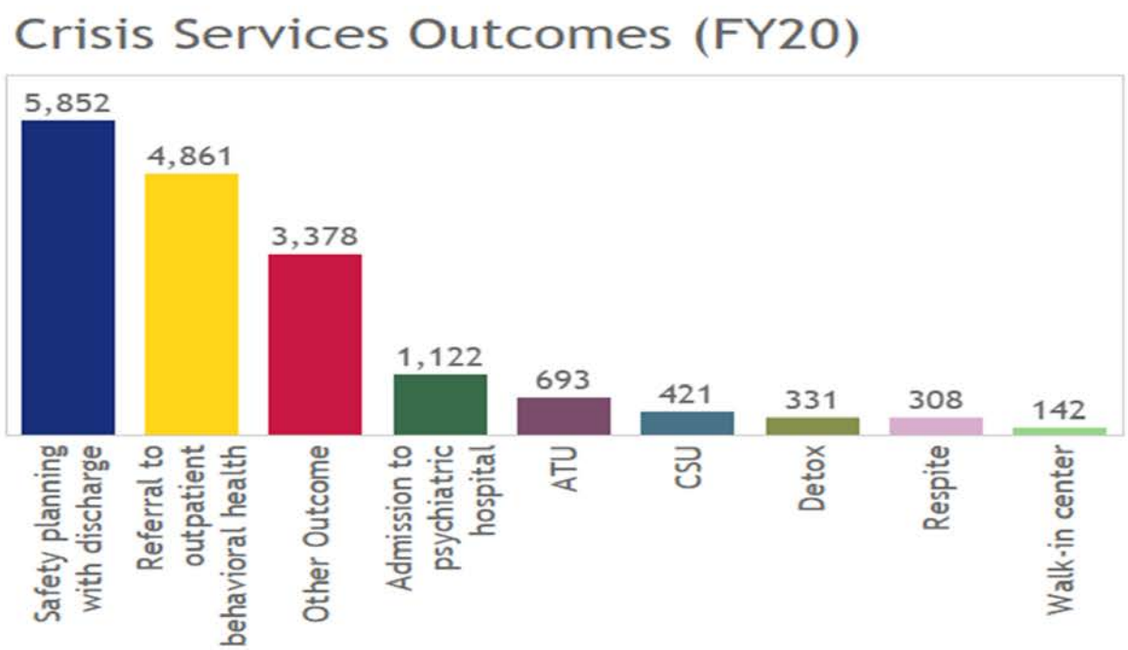
Crisis Service System Overview

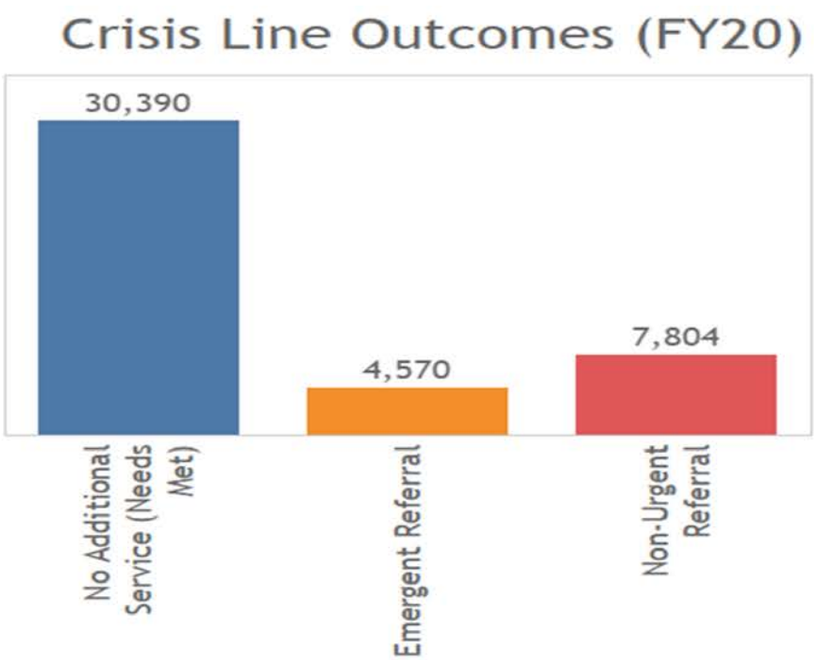
New Utilization Data:

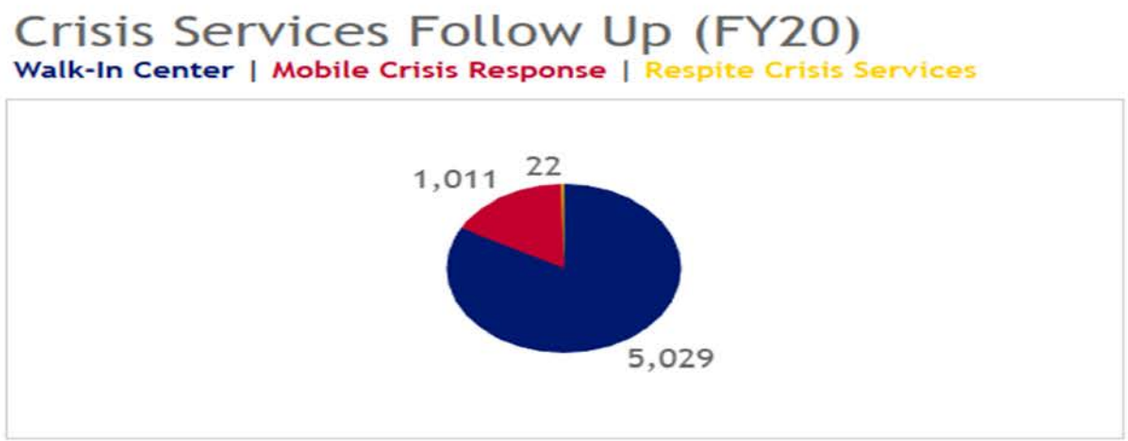


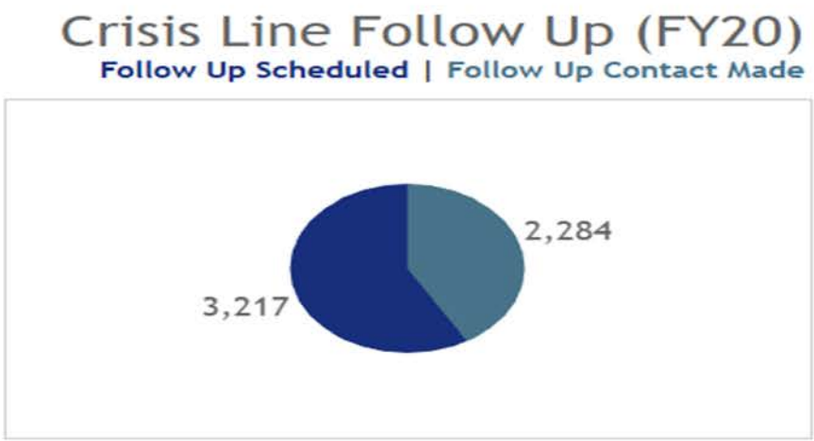
Crisis Service System Overview

New Outcome Data:









Crisis Service System Overview

Mobile Crisis Response:

- Paired mobile response dependent on risk factors such as responding to a client at home
- Prioritize community response (non-ED, non-facility)
- Follow up within two days for those individuals that did not go to a higher level of care (by ASO or provider)
- Hotline is contracted with a training organization to establish a triage protocol for mobile response that dictates whether mobile is dispatched or not as well as other safety and practice protocols
- Request for mobile services must be accepted from law enforcement and child welfare, unless exigent circumstances exist

Crisis Service System Overview

Stabilization Units + Respite:

Bed-based crisis stabilization services

- CSU
- 1-5 days community based; voluntary or involuntary; psychiatric prescriber; clinical staff; case managers; peers
- Respite:
- Facility or in-home support; lowest acuity; voluntary; often peer-managed; some clinical services – varies upon location

Crisis Service System Overview

Follow up requirements:

- Follow-up is required and dependent upon an individual's risk level
    - Telephonic outreach three days following the crisis interaction for an individual that is not referred to a higher level of care
    - Telephonic outreach ten days following the crisis interaction for an individual that is not engaged in treatment

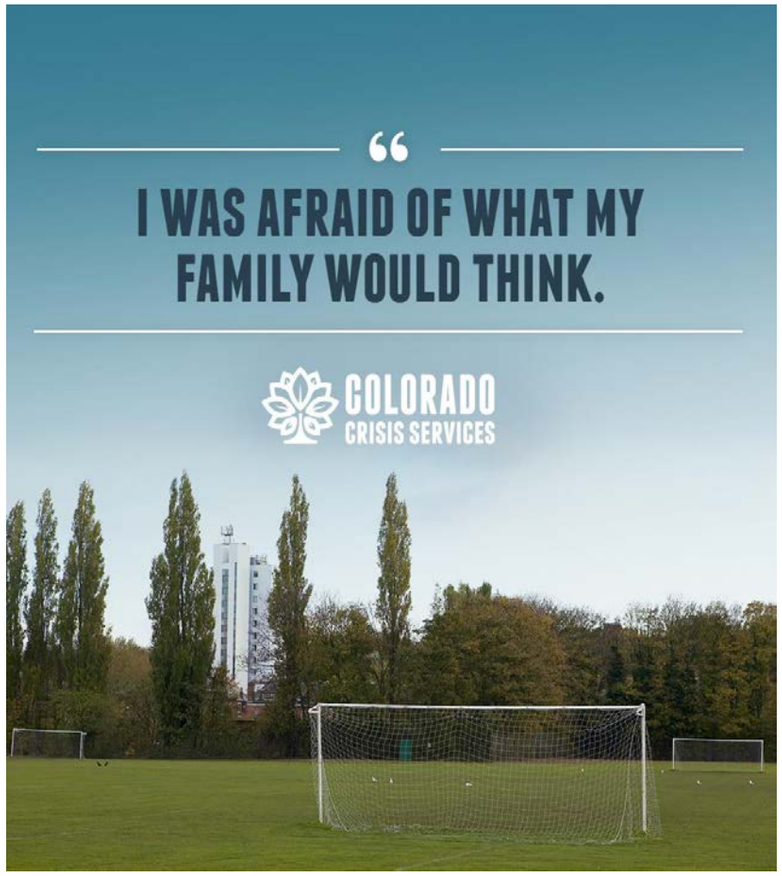
- Many of the providers are doing more frequent follow-up than what is contractually required

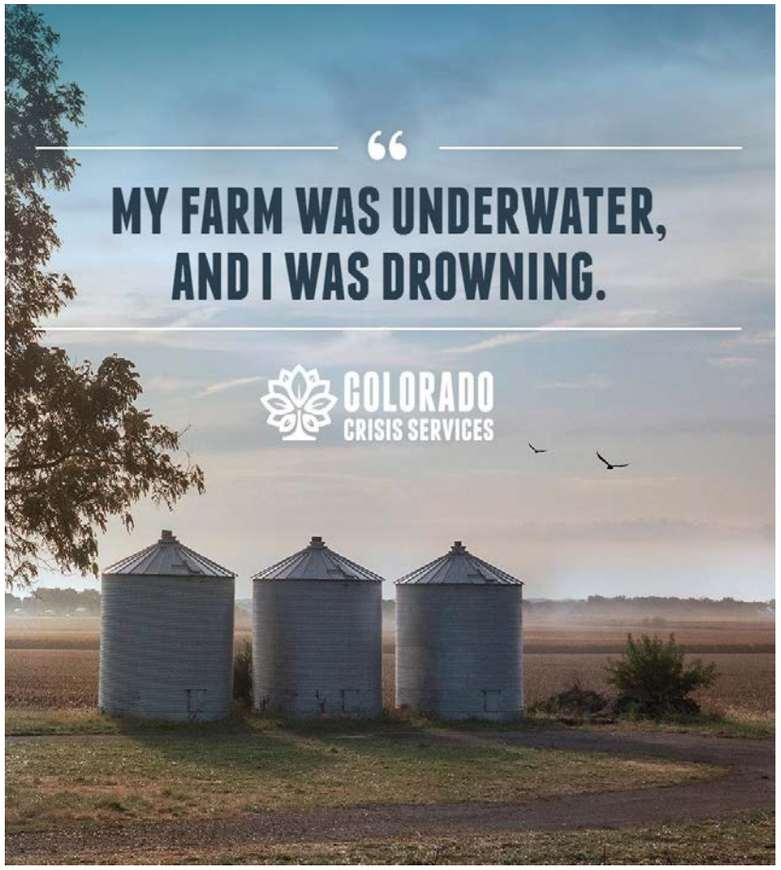
Crisis Service System Overview

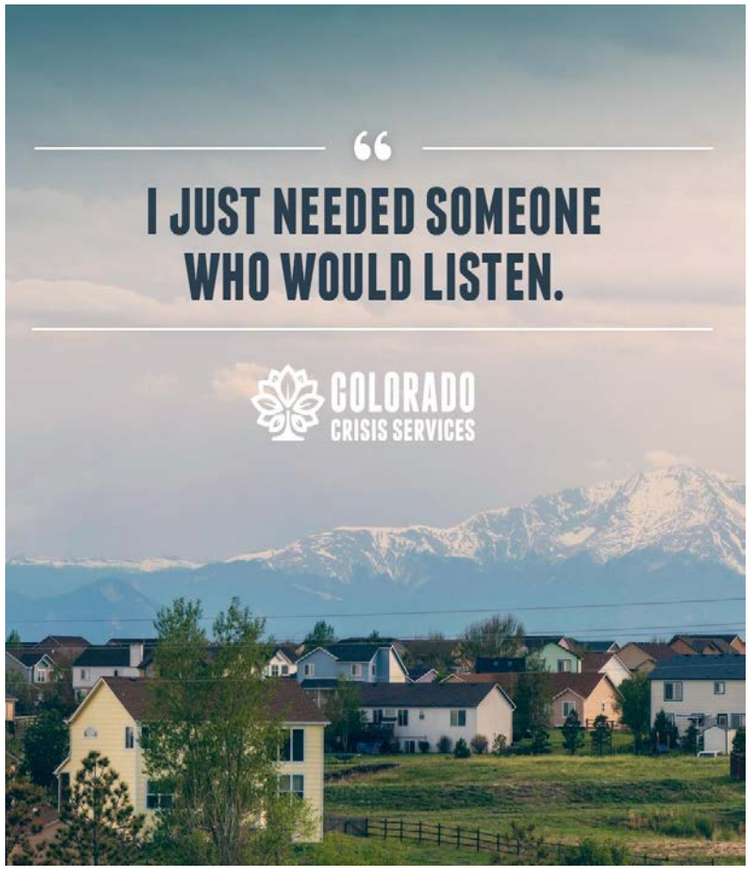
Vision for the Future:

- Greater emphasis on mobile response
- Building out telemedicine capacity in difficult to serve regions, leveraging existing resources by equipping with a tele-device to connect to a licensed practitioner
- Increased emphasis on care coordination and follow-up after Mobile and WIC visits, including quicker and more frequent follow-up, coordinating with community resources and family/trusted individuals, standardized risk assessments and safety planning

Crisis Service System Overview







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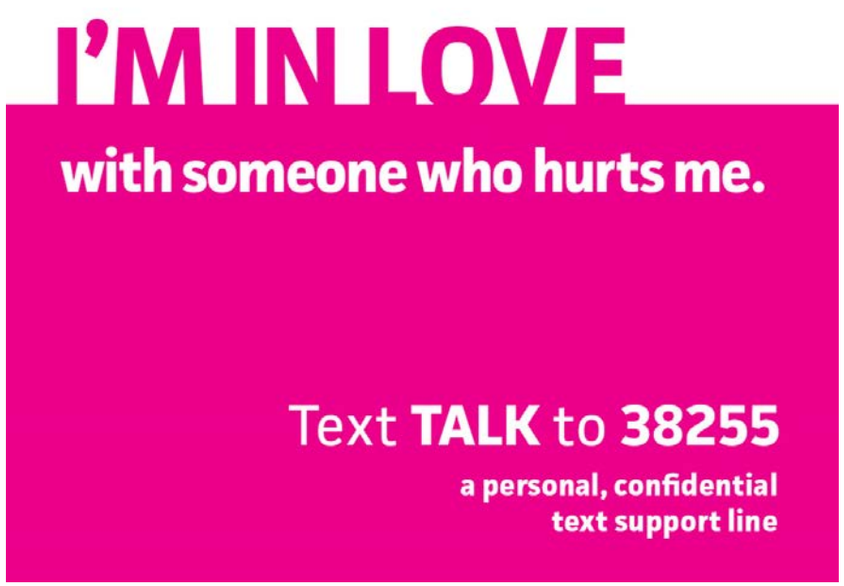

Behavioral Health Task Force update

Housekeeping

- Next meeting May 6, 2020

- Final round for voting member nominations
  - Fill out the Voting Member Questionnaire

Contact Information:

Daniel Darting:
ddarting@signalbhn.org

Jeff Appleman
Jeff.Appleman@state.co.us

Thank You!