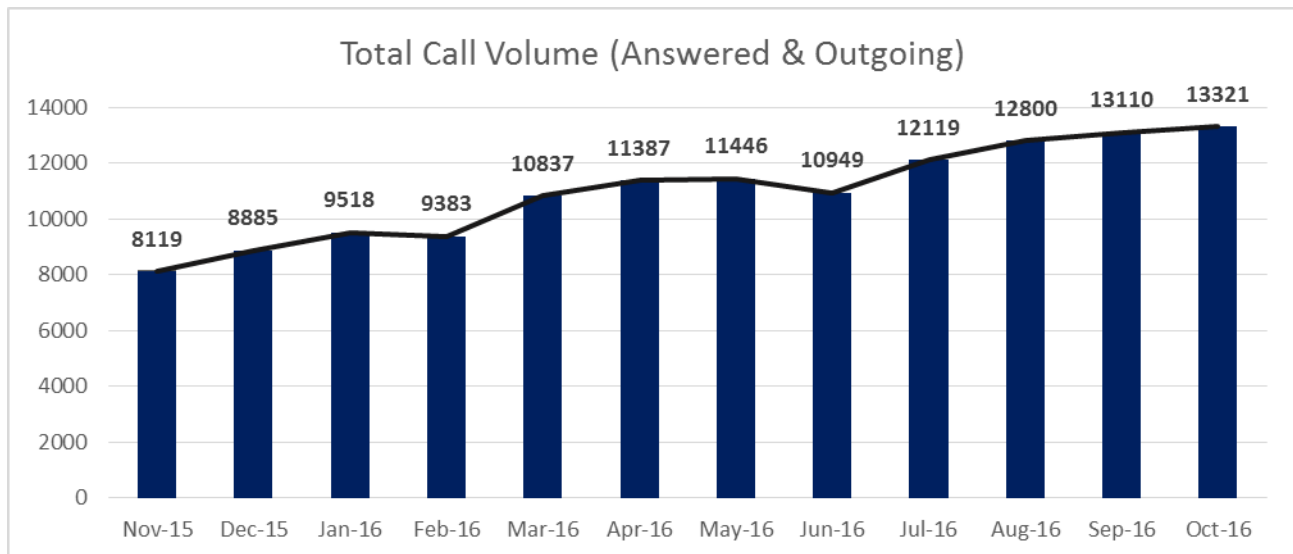


MCS was a nonprofit start-up serving the Metro Denver area and received between 40-255 calls a day during that time. Our funding was primarily from criminal justice, government funds, and foundations – all wanting us to address what happens when someone was having a mental health crisis. Our options at the time were 911, the local ED, or referral to a treatment provider where there was usually a wait.

When the State’s program went to competitive bid, being accredited by the American Association of Suicidology (AAS) and being the provider of the National Suicide Prevention Line of Colorado made us eligible to compete. We are now THE primary resource for many. When we are managing a crisis now, we can stabilize an individual via phone, text, or online chat, educate, activate mobile crisis, refer to a walk-in center, engage a peer specialist, use 911, and refer to the ED when appropriate. We keep people safe and get them to where they need to be. Although our organization’s volume is nearly 500-600 interactions each day, nearly 60% of those calling us need our services and follow-up only.

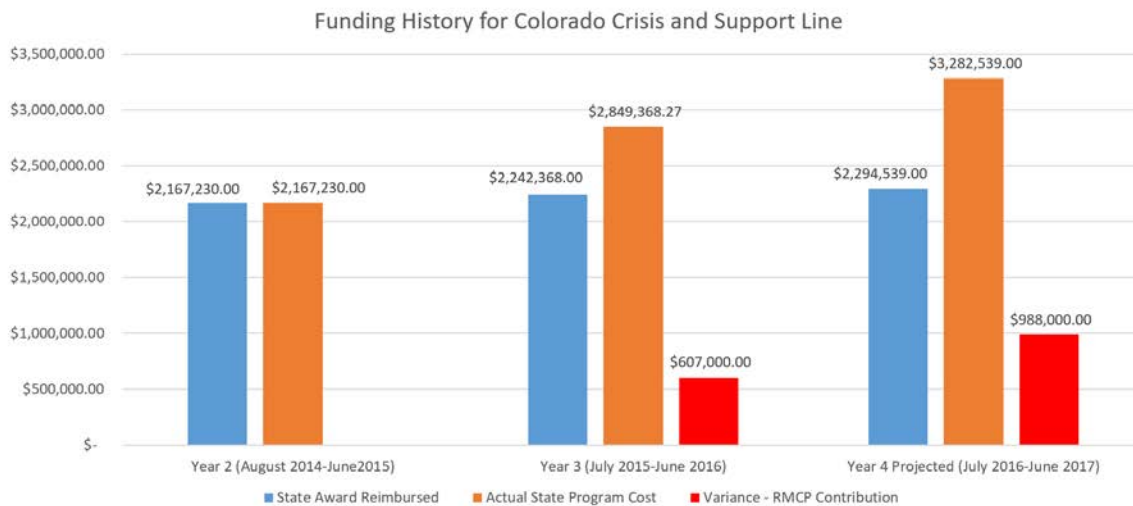


I’ve been in the crisis call center industry for over 20 years when it first started during EAP’s front end to managed care. I knew it was likely that 160,000 individuals would call the line during a year when fully operational and so we bid it accordingly. There are some unique characteristics within our role in Colorado that impacts our volume, length of call, and necessary expertise and cost. As the front door to the State’s crisis system, we are bringing the seamlessness to the services. We assess, warm hand-off, and follow-up with individuals, but we also serve various stakeholders, etc.



Basically, we have a marketing team of 80+ getting the number out and/or using us as their trusted behavioral health resource!

Additionally, we do not get reimbursement from any insurance provider for the services/care/case management that we provide. We are committed to efficiencies, a well-managed organization, low administrative budget, high quality, and best practices.





Talking Points for Governor's Budget, Priority R-08

Unrealized value: we offset wait times, lack of beds, plans for safety and good decisions, bottlenecks, follow-up, 3rd party consultation, and help with transitioning from hospitals, jails, and schools.

Our organization does not anticipate needing more and more every year with the exception of C.O.L. as we are committed to seeking and securing community funding.

We plan to use this funding to maintain our 6.7 second live answer time and our 4.8 client satisfaction rating.

If you have any questions please feel free to contact:

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