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RMCP Development

- 2008 – Founded by MHAC
- 2010 – Crisis Line Opens to the public
- 2011 – Lifeline Provider/Began Fee for Service contracts
- 2012 – AAS Accreditation
- 2013 – Governor’s Crisis Initiative
- 2014 – Statewide expansion / Peer Line

Initial Identified Need In Denver

- Gap in continuum of services
- Overuse of emergency department for behavioral health crisis
- Overuse/inappropriate use of law enforcement response
- Limited resources / wait lists / no shows
- Differing perspectives of available services

Why A Crisis Line?

- Accessible
- Immediate
- “Inexpensive”
- Flexible / Fill gaps
- Effective
- Triage
- Collaborative
- Broad decision tree

Crisis Line Activities

- Immediate crisis support and in the moment consultation
- Telephonic assessment for wide scope of mental health and substance abuse issues
- Suicide/safety screenings and engagement of law enforcement as needed
- Assistance in determining if welfare checks are needed
- Psychoeducation
- 3rd party consultation (friends, family, other professionals)
- Telephonic case management, continuity of care activities
- Triage, referral and resource linkage
- Ongoing support while other services are put in place
- Follow up
- Community Collaborations

Opportunities for Impact

- Individuals
- Doctor's offices
- Hospitals
- Schools/Universities
- Families
- Law Enforcement
- Behavioral Health Agencies
- Private Practice

Warm Line – The Continuum of Support

- Trained Peer Specialists
- Lived experience with behavioral health issues
- Power of personal story
- Encourage wellness and recovery
- Role models – Live by example
- Prevention and Follow up to Crisis

Obstacles

- Differing perceptions of need
- Threat to the status quo
- Limited knowledge of crisis line effectiveness
- Sustainability
- Data collection...telling the story
- Public awareness
- The hours!!

Funding and Sustainability

IDEA → PLAN → PROGRAM → PRODUCT → CAUSE

- Identify Stakeholders / Champions with funding
- Foundations with similar focus – wanting a plan
- Demonstrating outcomes / funding a program
- Identifying customers / who can benefit?
- Government backing
- Major donors / corporations to stand behind a cause

Additional Resources

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- Lester, D. (2002). *Crisis Intervention and Counseling by telephone*. Charles C. Thomas Publisher.
- www.suicidepreventionlifeline.org