



## Emergency Responders Quick Reference Sheet for CCC Walk-in Centers

Community Crisis Connection (CCC) is an independent organization composed of six non-profit behavioral health agencies, which together serve all nine counties in the Metro Denver area. CCC is part of the statewide crisis system which is established by state law to make behavioral health crisis care accessible for Coloradans of all ages. This system also includes the Crisis and Support Line listed below. Services are available 24 hours/day, 7 days/week, 365 days/year.

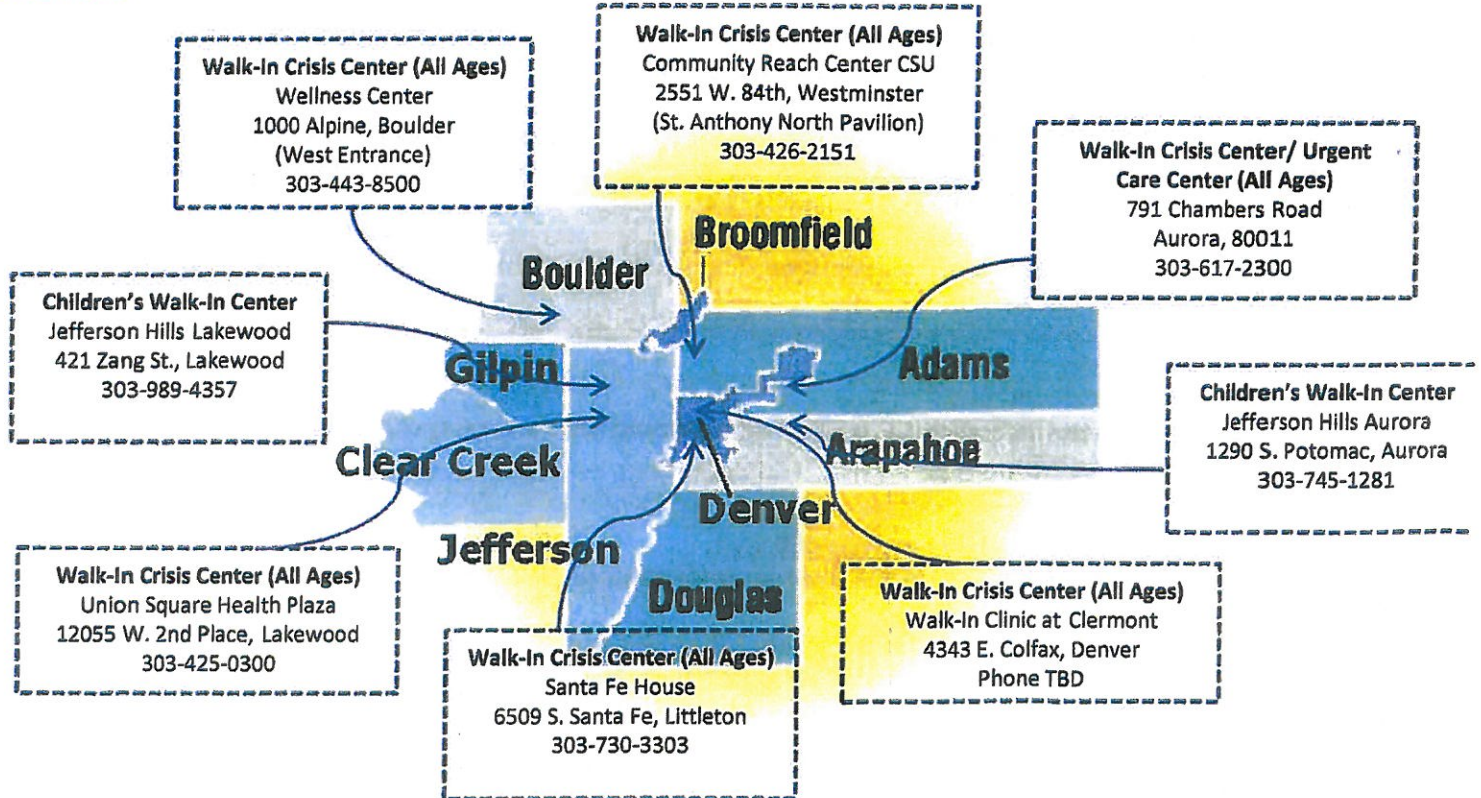
### CCC Services include:

- *RN Triage, Behavioral Health Triage & Substance Use Screening.*
- *Immediate De-escalation & Crisis Intervention.*
- *Additional Crisis Services when needed.* Includes clinical and/or psychiatric assessments, ongoing de-escalation and crisis interventions, medication distribution, peer support services, and case management services.
- *Disposition/Referral.* Includes safety planning, referral to other providers, and support for involved family/others.

### Our Programs:

- *Walk-In Crisis Centers:* Located across the Metro Area. Available to anyone experiencing a behavioral health crisis.
- *Crisis Stabilization Units:* Combined walk-in availability with short-term crisis stabilization beds if needed.
- *Mobile Crisis:* Teams of crisis counselors can travel to locations in all nine counties of Metro Denver Region. CCC staff are responsible for dispatching these teams when warranted.

### Locations:



Colorado Crisis and Support Line is always available 24/7/365 at 1-844-493-TALK (8255)



COMMUNITY  
CRISIS  
CONNECTION

## How to Access CCC Programs

- **By Phone:** Colorado Crisis & Support Line 1-844-493-TALK (8255).
- **Walk-in/Referral:** Individuals and families in crisis are welcome and encouraged to walk in. Any community member can refer another person to any of our locations.
- **Emergency Responder Drop Off:** Law Enforcement, Emergency Responders, and Emergency Rooms may call CSUs directly in order to phone triage a potential drop off an individual who is in behavioral health crisis.

### Admission Criteria

- The individual is medically cleared and/or does not appear to have a need for ED medical clearance.
- Due to the crisis, he/she requires face to face behavioral health services from CCC clinical professionals.
- The admission can be voluntary or involuntary. All Crisis Stabilization Units have CRS 27-65 capacity. However, since CCC locations are not locked, admission may be limited if safety concerns cannot be managed with CCC staff and medical triage.

### Protocol for Emergency Responders Dropping off to CCC Walk-in Centers

- **Call Colorado Crisis Support Line or any CCC Walk-in Center to phone triage.** CCC has capacity to use all regional beds but will work to accommodate geographic admission based on the referral location. CCC staff partnered with Colorado Crisis Support Line can work with the referring person and agency about whether the individual in crisis requires bed-based admission at a Crisis Stabilization Unit or can safely be served at a Walk-In Center.
- **CCC Medical Clearance Criteria:** medically stable sufficient to ensure the absence of acute health risks and does not require intensive nursing services. **Exclusionary medical criteria include:**
  - Unconscious, unresponsive or severe disorientation
  - Meets criteria for detox; CCC services individuals with substance use disorders after detox services are complete.
  - Vital Signs: BP >170/100 or < 80/60, HR >100 SpO2 <90% RA, temp >102; Diabetic w/glucometer reading under 60 or over 350
  - Communicable disease that can be transmitted through casual contact.
  - Unexplained and/or untreated seizures, chest pain, symptoms of shock, severe abdominal pain, respiratory difficulty, gastrointestinal bleeding, uncontrolled bleeding or vomiting, skin rash, fractures/broken bones, or open wounds that cannot be covered in the last 48 hours
  - Tracheostomy, feeding tube or colostomy or any medical conditions that restrict self-care
  - Severe medication reaction
  - Severe dehydration requiring IV fluids
  - Currently undergoing treatment for chemo or radiation therapy, complicated pregnancy or high risk pregnancy, or had major surgery in past two weeks.
  - Tested positive for TB in the last 6 months
- **Please be prepared to provide the following to CCC Staff:**
  - Client's name, DOB, address, telephone number and insurance carrier (if applicable)
  - Precipitating event for the current crisis
  - Voluntary or Involuntary Status with clinical assessment and/or M-1 assessment
  - Documentation of medical clearance (if applicable) and/or reports of any medical or substance use that requires medication, treatment and/or lab tests
  - Direct contact information for professional person and agency making referral
  - Name and contact for client's collateral/family & parent/guardian information for children and youth

**Colorado Crisis and Support Line is always available 24/7/365 at 1-844-493-TALK (8255)**