



....leaders in 24/7 support

# 2015 ANNUAL REPORT

*July 1, 2014 - June 30, 2015*

PO Box 460695, Denver, CO 80246

[www.RMCrisisPartners.org](http://www.RMCrisisPartners.org)

Business: 303.928.7100

Crisis: 844-493-TALK (8255)

This year has been one of change and growth for Metro Crisis Services, Inc; exemplified by a notable name change to Rocky Mountain Crisis Partners! In this Fiscal Year 2015 (July 1, 2014 - June 30, 2015) Rocky Mountain Crisis Partners (RMCP) took on its new name to reflect expansion to statewide crisis services and increased collaboration with statewide partners including those in Colorado's comprehensive crisis services system incorporating telephone services, walk-in centers, mobile crisis, and respite services. In this Fiscal Year, RMCP completed its fifth year operating a 24/7, free, open access crisis hotline, and Colorado's most comprehensive and accessible free Resource Directory; as well as our first full operational year of Colorado's only peer-run Support Line; and continued fee-for-service operations for behavioral health providers in Colorado; nearly tripling activity in each program area. Over the course of the Fiscal Year, RMCP more than doubled its physical space, staff, and operating budget; upgraded to a custom caller databased and directory; and more than doubled its fee-for-service revenue.



Rocky Mountain Metro Crisis Services provides an open door to anyone in Colorado facing a behavioral health crisis to access the services they so desperately need, and get on the path to recovery. Individuals, loved ones, family members, and law enforcement professionals are just a few examples of the thousands of community members who relied on the expertise of RMCP this year.

Fiscal Year 2016 (July 1, 2015 - June 30, 2016) will bring opportunity for RMCP to greatly expand its collaborative footprint with behavioral health agencies in Colorado through increased service roles in new platforms including Chat and Text, the adoption of the Pro Bono Referral Program from Mental Health America of Colorado, and increased partnerships with key stakeholders in non-metro populations. We are proud of the success of RMCP and are appreciative for the countless lives that have been changed as a result of our dedicated staff, Board of Directors and supporters.

*Bev Marquez Deborah Mitchell*

Bev Marquez, LPC  
*Chief Executive Officer*

Deborah Mitchell  
*Board of Directors Chair*

## BOARD OF DIRECTORS

Deborah Mitchell, Chair

*City of Westminster*

Jeanne Rohner, Treasurer

*Advocate, Retired CEO MHA of Colorado*

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*Entrepreneur, Community Leader*

Michael Allen

*AspenPointe*

JC Carrica (Chair/Member through 02/15 ; 06/15)

*Southeast Healthgroup*

Jodie Collins

*Entrepreneur, Clinician*

Eudokie "Dunia" Dickey

*Equitas Foundation*

Bill Holen (through 07/14)

*Arapahoe County Commissioner*

Nancy Jackson

*Arapahoe County Commissioner*

Chief William Kilpatrick

*Golden Police Department*

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*Community Leader*

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*Citywide Banks*

Grayson Robinson (through 06/15)

*Law Enforcement*

Marc Soicher (through 06/15)

*Retirement Solutions of Colorado*

Michael Spinelli

*Citywide Banks*

## LEADERSHIP STAFF

Bev Marquez, LPC | *Chief Executive Officer*

Cheri Skelding, LCSW | *Clinical Director*

Brittany Ward, PHR | *Administrative Director*

Dr. Michael Allen | *Medical Director*

Bruce Shaver | *Chief Financial Officer*

Erin Walrath | *Crisis Line Supervisor*

Lindsey Breslin | *Crisis Line Supervisor*

Hope Hyatt | *Support Line Supervisor*

# OUR MISSION

The mission of Rocky Mountain Crisis Partners is to create 24/7, year-round, community-based crisis intervention services from which people experiencing mental health and/or substance use crises can be safely and efficiently linked to appropriate follow-up care services. We believe that whether it is the first or one of many experiences, if treated in an atmosphere of respect and compassion, crisis can be a unique opportunity for individuals and families to connect to life changing treatment, support and education.

## PROGRAMS & SERVICES

### CRISIS LINE

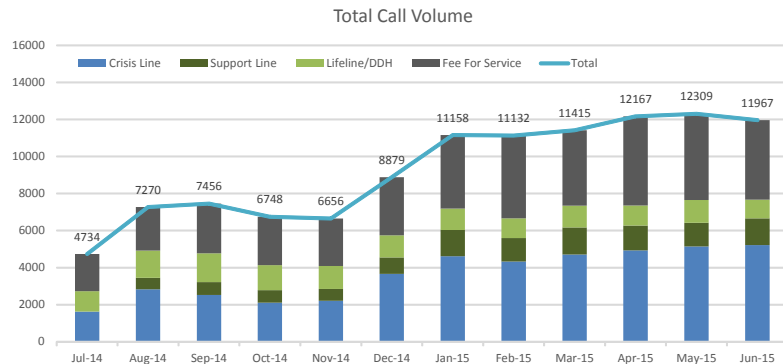
Through the Colorado Crisis Line (844-493-TALK (8255)), RMCP currently manages approximately 75,000 crisis line calls per year from individuals, concerned others, and third party providers who are struggling with behavioral health challenges and suicidal thoughts. Providing free access to a professional clinicians 24 hour each day, RMCP's Crisis Line fills a unique and valuable role in our state. Created in Colorado to service Colorado, RMCP exists to provide a community-based system of crisis intervention, access to ongoing treatment, and follow-up care. There is no wrong door to access services through the RMCP Crisis Line and no caller is ever turned away.

### SUPPORT LINE

This Fiscal Year, RMCP underwent its first full year of operating Colorado's only peer-run Support Line as a part of the Colorado Crisis Services system. The support line is answered by Peer Specialist staff who have lived-experience with behavioral health issues, and/or who are living in recovery. Trained to use their experience to help others, Peers provide supportive listening, coping skills, tools to facilitate change, stress reduction, self-empowerment, and hope; and promote a very different yet equally valuable service than the professional Crisis Line.

### FOLLOW UP

Through follow up activities, RMCP is able to outreach suicidal and high risk callers, as well as high-risk individuals discharged from emergency department and first responder encounters, when they are embarking on a vulnerable and difficult time in their crisis. In this Fiscal Year, RMCP expanded these programs from partnerships with one hospital, to seven partnering hospitals in the Denver Metro area, and is quickly expanding to incorporate facilities in rural communities as well. Through these programs, RMCP is able to provide continued care to those in need of timely support, an help reduce a person's reported level of risk.



### RESOURCE DIRECTORY

RMCP is proud to operate and maintain the most comprehensive Resource Directory in the state of Colorado. By the close of the Fiscal Year, the resource directory included nearly 3,000 agencies/programs/sites statewide. Resources are non-exclusive, and incorporate publicly funded, privately funded, and faith-based service options. The Resource Directory is used by our clinical staff for telephone referrals, and is publicly available online at [www.RMCrisisPartners.org](http://www.RMCrisisPartners.org).

### NATIONAL PROVIDER AFFILIATIONS

RMCP is a proud affiliate of several behavioral health services nation-wide. Since 2011, RMCP has been a regional provider of the National Suicide Prevention Lifeline; in 2012 RMCP became an accredited organization through the American Association of Suicidology; and in this fiscal year, RMCP also operated as a regional provider for the Disaster Distress Helpline.

### LIVECONNECT

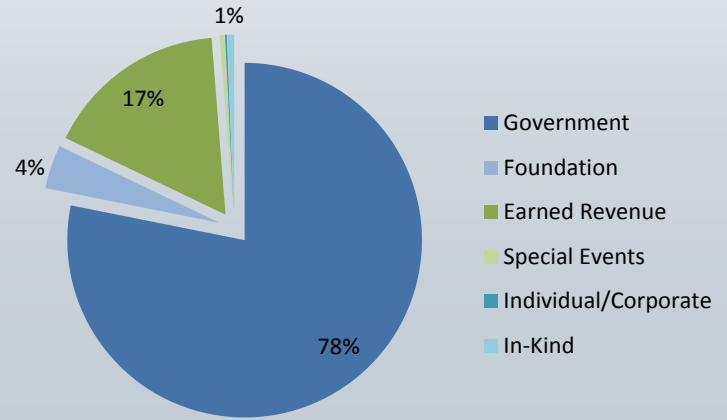
LiveConnect is an exclusive product of RMCP, offering professional, local call center services, and after-hours crisis care for neighboring mental health and substance use providers. In this Fiscal Year, RMCP contracted with seven LiveConnect customers, providing each with a cost-effective option for crisis care and a level of robust continuity of care for their clients. Paperless health record systems integrating phone, data and resources allows for the accessibility of call performance monitoring, client call activity, and utilization reporting.

# FINANCES

Figures are reflective of Audited Financial Statements

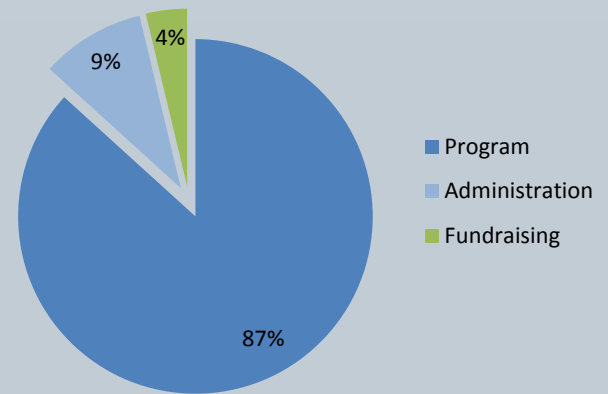
## REVENUE \$2,919,846

Government	\$ 2,281,648
Foundation	\$ 116,000
Earned Revenue	\$ 485,648
Special Events	\$ 13,402
Individual & Corporate Giving	\$ 4,661
In-Kind	\$ 18,487



## EXPENSES \$2,721,519

Program	\$ 2,360,499
Administrative	\$ 259,018
Fundraising	\$ 102,002



## NET ASSETS \$598,426

# FINANCIAL SUPPORTERS

## CORPORATIONS

- Aurora Mental Health Center
- Brakes Plus
- Citywide Banks
- Colorado Access
- Denver Retirement Partners
- Designs by Sundown
- eCreek Solutions Group
- Elevate Chair Massage
- Freeman Insurance West
- Gracie & Dudden, PC
- Jefferson Center for Mental Health
- Inspirato
- Link2Health Solutions (Lifeline & DDH)
- Loup Development Company
- Marco's Coal Fired Pizza
- Mental Health Center of Denver
- MDC Holdings/ Richmond American Homes
- Metropolitan State University
- NAMI Colorado
- Second Wind Fund
- Southeast Health Group
- Solvista Health Group
- Broomfield Community
- Caring for CO
- Carson J. Spencer Foundation
- City of Golden
- Colorado Office of Behavioral Health
- Colorado Dept. of Human Services
- Colorado Health Foundation
- Crown Family Foundation
- The Cunningham Foundation
- Daniels Fund
- Denver Foundation
- SAMHSA
- VALE Denver
- Virginia Hill Foundation
- Yellow Ribbon Foundation

## FOUNDATION / GOVERNMENT

- American Foundation for Suicide Prevention
- Anschutz Foundation
- Arapahoe County