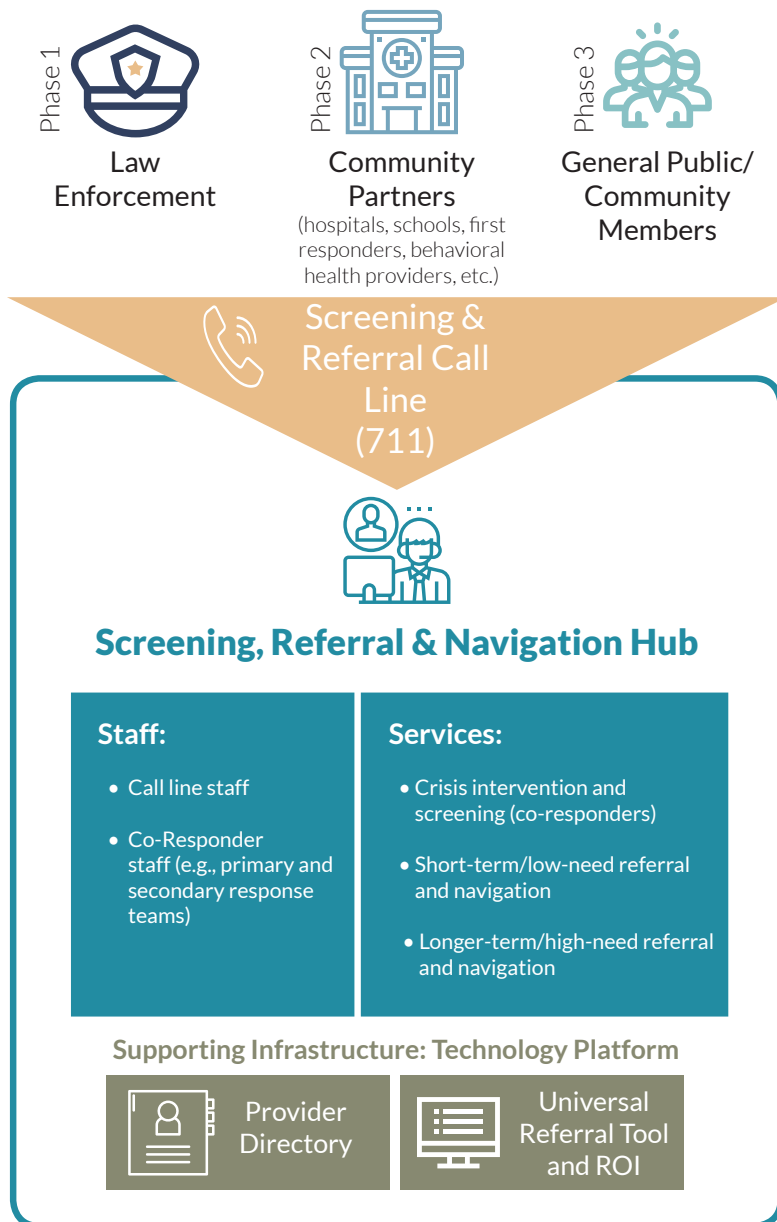# Vision for a Coordinated Response to Behavioral Health Needs in Boulder County

**Recommendation:** Centralize behavioral health screening, referral, and service navigation county-wide, through a "Hub" that can be utilized by law enforcement, community partners, and the general public as a streamlined point of entry into behavioral health services. The Hub will include clinical staff and key infrastructure (call line and technology platform) to facilitate effective referrals across the county.

**Phase 1**
Law Enforcement

**Phase 2**
Community Partners
(hospitals, schools, first responders, behavioral health providers, etc.)

**Phase 3**
General Public/ Community Members

Screening & Referral Call Line (711)

## Screening, Referral & Navigation Hub

**Staff:**
- Call line staff
- Co-Responder staff (e.g., primary and secondary response teams)

**Services:**
- Crisis intervention and screening (co-responders)
- Short-term/low-need referral and navigation
- Longer-term/high-need referral and navigation

**Supporting Infrastructure: Technology Platform**

| Provider Directory | Universal Referral Tool and ROI |

## Key Hub functions include:

- Screening and referral for participants in need of behavioral health services

- Referral call line for community partners and the general public

- Provider directory to match participants to appropriate services

- Support for law enforcement and diversion efforts through co-responder staff, crisis response, screening and referral, and more intensive navigation for high-frequency utilizers

- Technology platform and support as a key tool for carrying Hub services

Call line number that is easy to disseminate and facilitates timely access to Hub services

Integrated clinical staffing for county-wide early diversion efforts that may interface with law enforcement in multiple ways (for example, call line, dispatch and co-response teams)

Staff have deep expertise in the county's behavioral health systems and services. Staff understand the availability of treatment options and have strong relationships for referrals with providers.

Housed and maintained within the technology platform and includes up-to-date information about services available and capacity

Universal referral tools and releases of information (ROI) built into the technology platform provide the ability for inter-agency information exchange, facilitate effective referrals, and warm handoffs

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