Dear Friends,

This year has been a year of expansion for Metro Crisis Services, Inc.! Fiscal Year 2014 (July 1, 2013 - June 30, 2014) marked our fourth year operating Colorado’s only 24/7, free, open access crisis hotline and the development of Colorado’s only peer-run Support Line. Throughout this year, we have focused on significantly growing our partnerships and community collaborations, as well as increasing the utilization of our Crisis Line statewide. In May 2014, Metro Crisis Services also earned the State of Colorado Crisis Services’ grant to provide telephonic crisis and support services, and became a provider for Colorado’s comprehensive crisis services system incorporating telephone services, walk-in centers, mobile crisis, and respite services to all Coloradans in need.

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 Metro Crisis Services this year.

Fiscal Year 2015 (July 1, 2014 - June 30, 2015) will bring opportunity for Metro Crisis Services to greatly expand our footprint in Colorado and play a significant leadership role in transforming crisis intervention in our state. We are proud of the success of Metro Crisis Services and are appreciative for the countless lives that have been changed as a result of our dedicated staff, Board of Directors and supporters. Thank you for helping to further our mission in 2014. We look forward to next year!

Bev Marquez
Chief Executive Officer

JC Carrica
Board of Directors Chair

2014 Board of Directors

Joseph ‘JC’ Carrica, Chair
Southeast Health Group

Robyn Loup, Vice Chair
Philanthropy, Community Leader

Jeanne Rohner, Treasurer
Advocate, Retired CEO Mental Health America of Colorado

Ginnie Eldredge, Secretary
Community Leader

‘Nita Brown (through 3/14)
NAMI Colorado

Jodie Collins
Entrepreneur, Clinician

Tammy Cunningham
Entrepreneur, Community Leader

Eudokie “Dunia” Dickey
Equitas Foundation

Bill Holen
Arapahoe County Commissioner

Julie Holtz (Chair through 12/13)
Colorado Access

Chief William Kilpatrick
Golden Police Department

Janet McCall
Citywide Banks

Marc Soicher
Retirement Solutions of Colorado

Leadership Staff

Bev Marquez, LPC | Chief Executive Officer
Cheri Skelding, LCSW | Clinical Director
Monica Colbert | Development & PR Director
Joey Dang | Call Center Operations Director

Brittany Ward, PHR | Administrative Director
Melissa Simmons, Psy.D | Crisis Line Supervisor
Kristina Mondragon | Crisis Line Supervisor
Hope Hyatt | Support Line Supervisor
Our Mission

The mission of Metro Crisis Services 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.

CRISIS LINE

Through the Metro Crisis Line, and soon through the Colorado Crisis Services’ hotline in August 2014, Metro Crisis Services currently receives nearly 40,000 calls per year from individuals who are struggling with behavioral health challenges and suicidal thoughts. Providing free access to a professional clinician 24 hour each day, MCS’ Crisis Lines fills a unique and valuable role in our state. Created in Colorado to service Colorado, Metro Crisis Services 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 MCS’ Crisis Lines and no caller is ever turned away.

LIVECONNECT

LiveConnect is an exclusive product of MCS, offering professional, local call center services and after-hours crisis care for mental health and substance use providers and agencies. LiveConnect offers a cost-effective option for continuity of care to behavioral health providers not wishing to take on the burden of operating a 24/7 call center, while enabling MCS to develop earned income potential. Paperless health record systems integrating phone, data and resources allows for the accessibility of call performance monitoring, client call activity, and utilization reporting.

FOLLOW UP

The follow up program has proven to be Metro Crisis Services’ most accurate tool for measuring the effectiveness of its services, and for providing high-risk callers with additional support. Through follow up activities, Metro Crisis Services is able to outreach suicidal and high risk callers, as well as folks discharged from emergency department and first responder encounters, when they are embarking on a vulnerable and difficult time in their crisis. Through these programs, MCS has seen the vast majority of its contacts (over 95%) report a decreased or significantly decreased level of risk, and is able to provide continued care to those in need of timely support.

RESOURCE DIRECTORY

Metro Crisis Services 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 5,000 programs, provided by nearly 2,000 organizations 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.MetroCrisisServices.org.

NATIONAL PROVIDER AFFILIATIONS

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

SUPPORT LINE

This Fiscal Year, MCS began the development of Colorado’s only peer-run Support Line as a part of the Colorado Crisis Services system. The support line is answered by folk who have lived-experience with behavioral health issues, and who are living in recovery. Trained to use their experience to help others in need, Peers provide callers with a very different and valuable service than the professional Crisis Line, and will be operational at the onset of the 2015 Fiscal Year.
FINANCES
Figures are reflective of Audited Financial Statements

REVENUE $1,400,384
Government $952,099
Foundation $225,600
Earned Revenue $168,724
Special Events $25,848
Individual & Corporate Giving $14,390
In-Kind $13,723

EXPENSES $1,543,647
Program $1,207,808
Administrative $193,219
Fundraising $142,620

NET ASSETS $400,099

FINANCIAL SUPPORTERS

CORPORATIONS
- 2080 Workplace
- 9News
- Almost Home
- Belco Credit Union
- Citywide Banks
- Colorado Access
- Cruisin’ Oldies 950AM
- Designs by Sundown
- eCreek Solutions Group
- Freeman Insurance West
- Inspirato
- Link2Health Solutions (Lifeline)
- Loup Development Company
- Marco’s Coal Fired Pizza
- MDC Holdings/ Richmond American Homes
- Metropolitan State University
- Rio Tinto Minerals
- Second Wind Fund
- Southeast Health Group
- Carson J. Spencer Foundation
- Colorado Office of Behavioral Health
- Colorado Dept. of Human Services
- Colorado Health Foundation
- Crown Family Foundation
- The Cunningham Foundation
- Daniels Fund
- Denver Foundation
- SAMHSA
- Virginia Hill Foundation

FOUNDATION / GOVERNMENT
- American Foundation for Suicide Prevention
- Anschutz Foundation
- Arapahoe County
- Broomfield Community
- Caring for CO