

# Boulder County Co-Responder Evaluation

## 2023 First Quarter, Cumulative Report



This report presents data collected through the Boulder County Co-Responder Services Program between January and March 2023. The report includes performance measurement and other process and outcome data for the purpose of monitoring program progress and outcomes. Data analysis and presentation is conducted by OMNI Institute ([www.omni.org](http://www.omni.org)).

The Boulder County Co-Responder Program was created through a collaborative partnership between Boulder County Community Services and the Boulder County Sheriff's Office with support from a five-year grant from the Colorado Office of Behavioral Health (OBH), now the Behavioral Health Administration (BHA). The program pairs law enforcement with a Co-Responder trained in behavioral health provision to respond to contacts for service determined to have a behavioral health component.

Data from these interactions are tracked and submitted to the BHA. This report summarizes Co-Responder Services Program data from 526 contacts, including clinical case management referrals and follow-up support, in Boulder County between January 2023 and March 2023.

### Data in this report include:



#### Call Profile

- Call Numbers and Types



#### Caller Profile

- Demographics



#### Contact Profile

- Location
- Call length
- Interventions



#### Service Utilization

- Community Need
- Type of Assistance



#### Effectiveness of Co-Responder Approaches

- Service Enrollment

### Program Highlights

**177** active Co-Responder calls

**41%** of contacts were in **Lafayette**

**151** contacts required **de-escalation services** from the Co-Responder

**45%** of contacts were primarily **mental health related**

**22%** of callers received a behavioral health assessment

**13%** of callers were formally enrolled in behavioral health services



## Call Profile

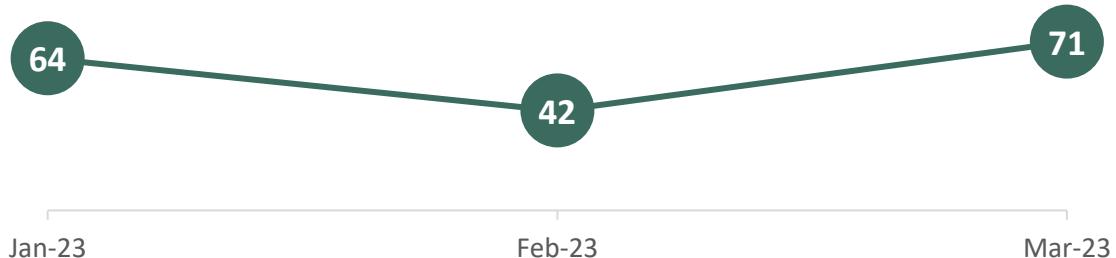
The data below describe the number of contacts that required Co-Responder and/or other behavioral health support.

### Number of Contacts for Service by Contact Type

- 1. Active Co-Responder Calls** – A Co-Responder is contacted and arrives after law-enforcement is on scene.
- 2. Clinical Case Management Referrals** – A request is made for a clinical case manager only (non-active call).
- 3. Follow-Up** – Calls that could include law enforcement with a Co-Responder, a Co-Responder only, or clinical case manager follow-up with an individual who previously was in contact with the Co-Response Program either through an active call or clinical case management referral.

The Boulder County Co-Responder Team has responded to a total of **316** active Co-Responder and clinical case management referral contacts between January and March 2023.

**177** total **Active Co-Responder calls**



**139** total new **Clinical Case Management Referrals**



**210**  
Follow-ups

Every individual who receives a behavioral health call on scene also receives follow-up and clinical case management services, tailored to the current need of the individual.\*

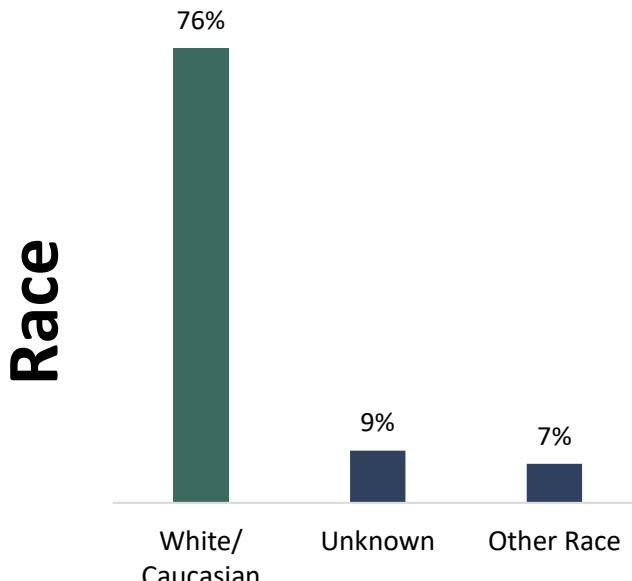
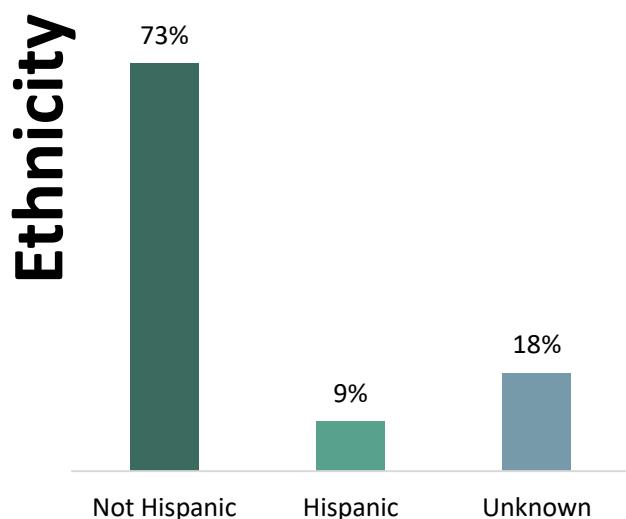
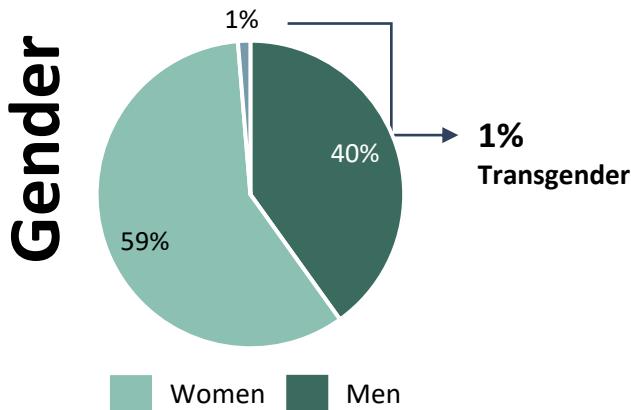
\*Individuals may receive multiple follow-ups and total may include duplicate clients.



## Caller Profile

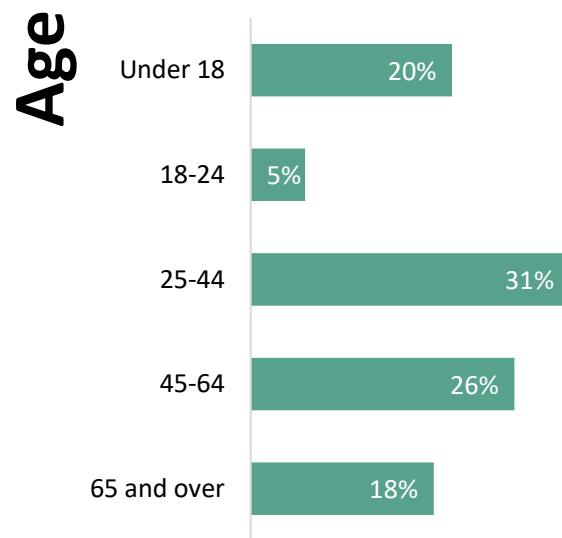
The data below describe the demographic profile of community members who interact with the Co-Responder Program.

The population most likely to utilize the Co-Responder Services Program were **white, non-Hispanic women**, with an **average age of 42**.



**3% or less include:**

- American Indian/Alaskan Native
- Asia
- Black/African American
- Multiracial



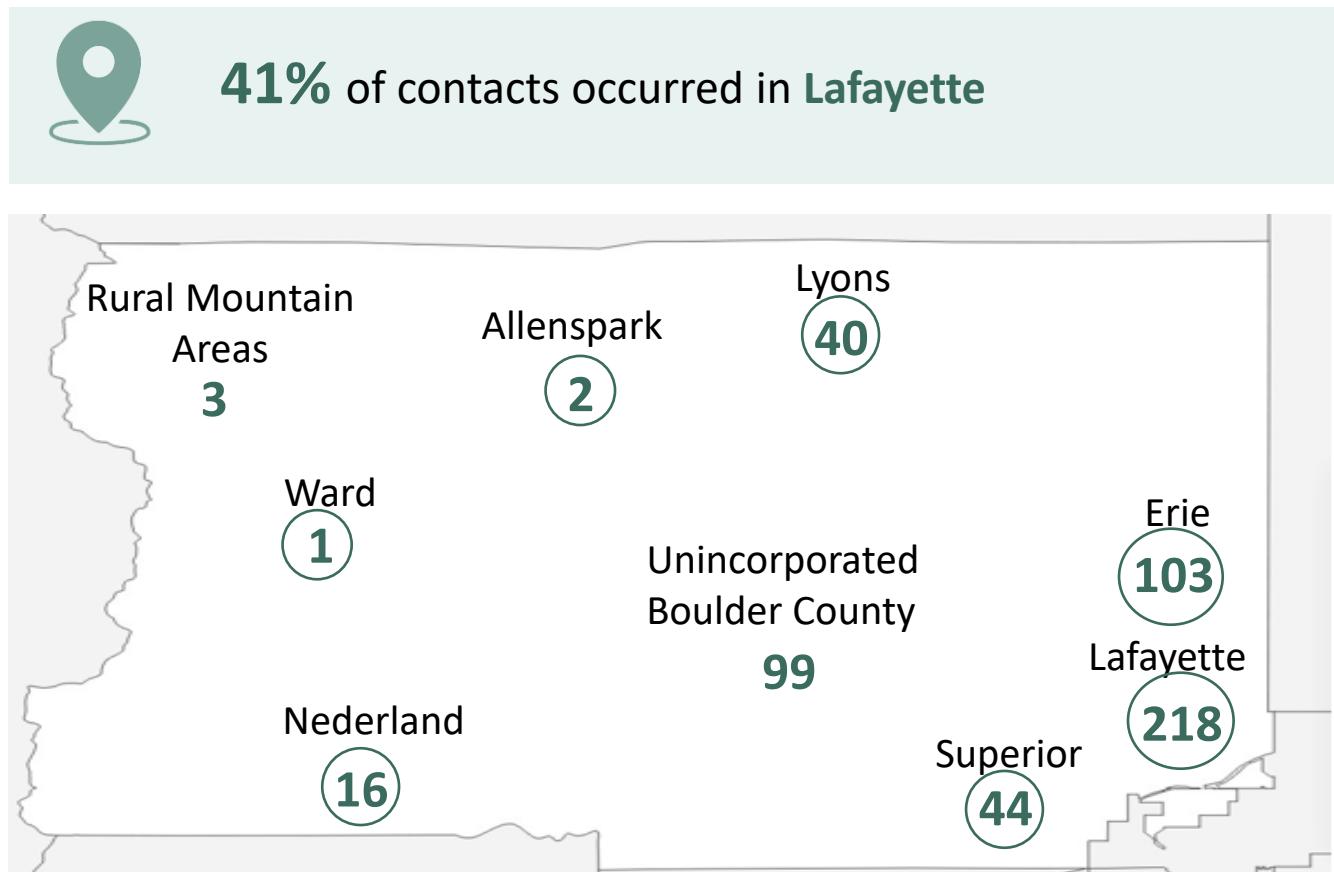


## Contact Profile

This section of the report outlines details about Co-Responder service contacts, including location, length, and interventions provided.

### Location of Contacts (Hot Spots)

The map of Boulder County and corresponding table below show the frequency of active Co-Responder and clinical case management referral contacts by geographic location.



	JANUARY	FEBRUARY	MARCH	Total
Unincorporated Boulder County	31	35	33	99
Allenspark	2	0	0	2
Erie	29	33	41	103
Lafayette	80	62	76	218
Lyons	17	14	9	40
Nederland	5	6	5	16
Rural Mountain Areas	3	0	0	3
Superior	20	9	15	44
Ward	1	0	0	1
Totals	188	159	179	526

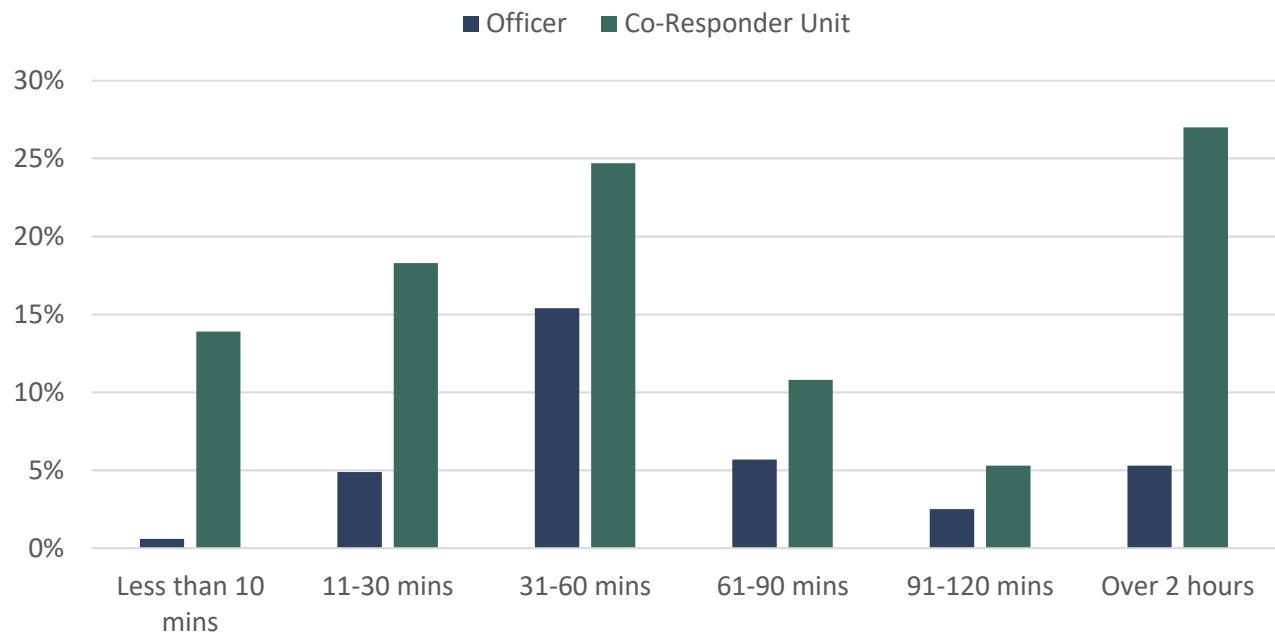


## Contact Profile

### Length of Contacts

The amount of time that law enforcement and Co-Responders are on scene relates to the goal of reducing the officer's time on scene to free them up to support other community needs.

**Most Co-Responders spent over 2 hours on scene and most officers spent between 31 and 60 minutes on scene.**



345 active calls, clinical case management referrals, and follow-up calls were resolved through clinical case management. Without co-response services, clinical case management referrals may have resulted in multiple calls to law enforcement.



**Co-Responders were on scene longer than officers, supporting community members in need of behavioral health support.**

### De-Escalation Interventions

One of the valuable services Co-Responders can provide is de-escalation interventions/services for individuals in crisis.



Out of 526 active calls, clinical case management referrals, and follow-up calls **151 (29%)** calls provided **crisis interventions and services** to de-escalate crises.



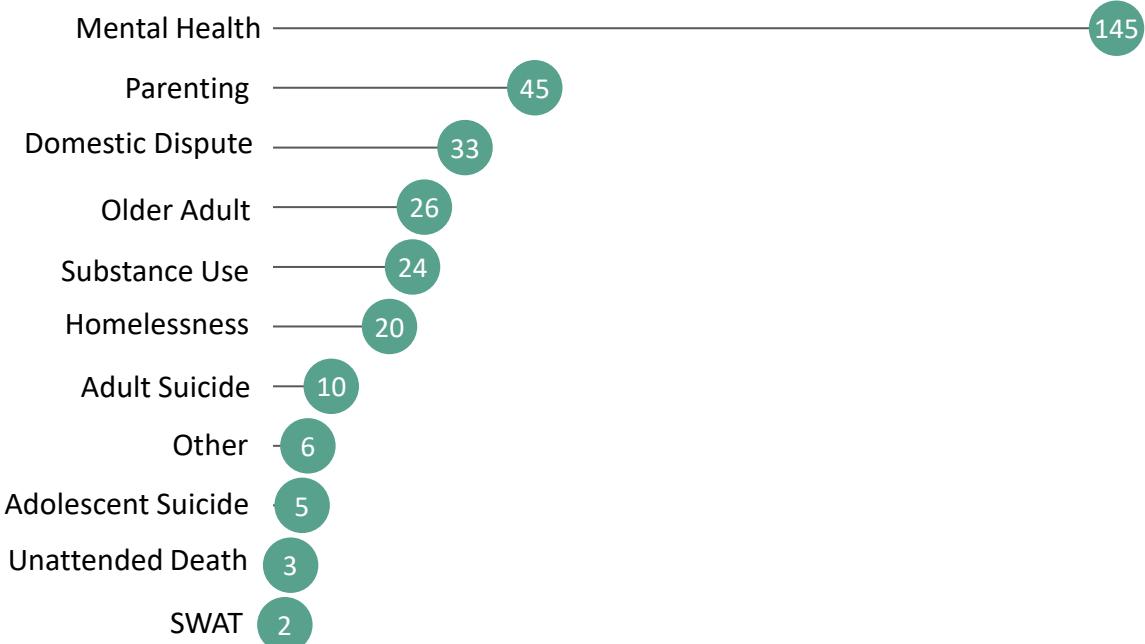
## Service Utilization

The following data address changes that have occurred in service utilization as a result of the Co-Responder Services Program.

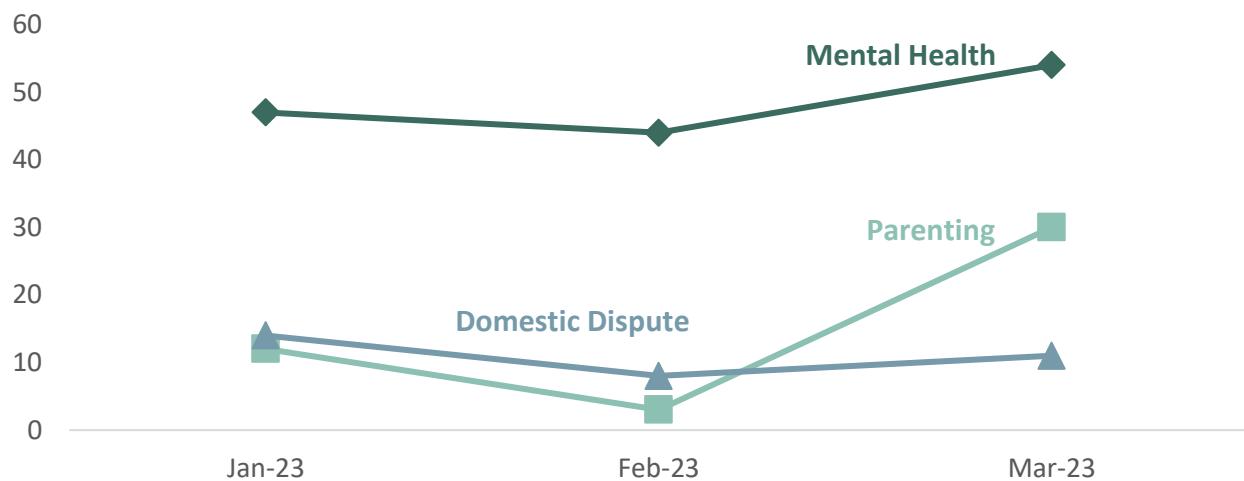
### Nature of the Call



**Mental Health** support accounted for **61%** of Co-Responder contacts, followed by parenting and domestic dispute related calls.



Below are the **top three call types** broken out by month, from January – March 2023.

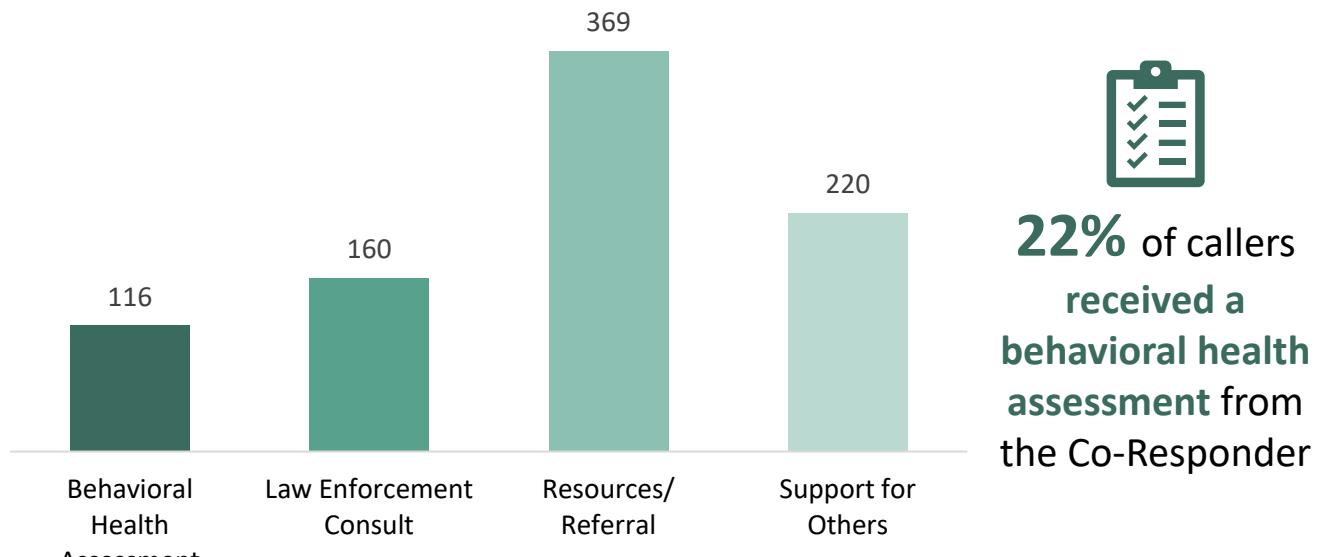




## Service Utilization

### Type of Assistance Offered: Response Options

Co-Responders often offer multiple services to individuals and families in need during a single call. Below outlines the services delivered according to their primary, secondary, and tertiary needed supports (primary being the top needed support).\*



*\*Because multiple services can be offered to a single individual, totals are greater than the number of contacts.*



## Effectiveness of Co-Responder Approaches

The Co-Responder Services Program's primary goal is to ensure those in need are connected and enrolled with the appropriate behavioral health services.

### Individuals Enrolled in Behavioral Health Services\*\*

**13%** enrolled in behavioral health services after contact with Co-Responder Program

**17%** already enrolled (not enrolled in behavioral health services after contact with Co-Responder team because already enrolled in behavioral health services)

**64%** not enrolled in behavioral health services after contact with the Co-Responder Program

**6%** unable to discern whether primary individual is enrolled in behavioral health services or not

**55 (17%)** of callers were already enrolled in behavioral health services when seeking support from Co-Responders, indicating that co-response is filling gaps in services.

*\*\*Includes active calls and clinical case management referrals; does not include follow-up contacts.*