

# Boulder County Co-Responder Evaluation

## Annual Report



This report presents data collected through the Boulder County Co-Responder Services Program between January 2021 and December 2021. 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 the OMNI Institute ([www.omni.org](http://www.omni.org)).

### Data Presented: January 2021 – December 2021

The Co-Responder Unit was developed after the Boulder County Sheriff's Office was awarded a 5-year Co-Responder Services Program grant from the Colorado Office of Behavioral Health (OBH). Since then, funding has been added to the program from the Town of Erie and Boulder County Departments of Community Services and Housing and Human Services. The Unit pairs law enforcement with a co-responder trained in behavioral health provision to respond to calls for service determined to have a behavioral health component.

Data from these interactions are tracked and submitted to OBH. This report summarizes Co-Responder Services Program data from 1,070 calls, including case management referrals, in Boulder County between January 2021 and December 2021.

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

**1,070** total behavioral health support contacts

**458** active co-responder calls

**43%** of calls required **crisis de-escalation services** from a co-responder

**39%** of contacts were in **Unincorporated Boulder County**

**41%** of callers **received a behavioral health assessment**

**22%** of callers were **formally enrolled in behavioral health services**

**43%** of calls were primarily **mental health related**



## Call Profile

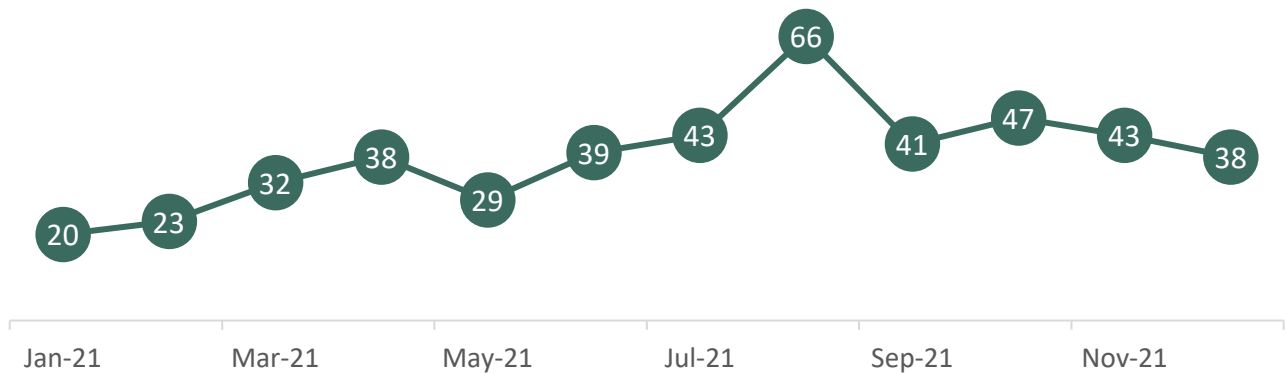
The data below describe the number of calls that required co-responder and/or other behavioral health support.

### Number of Calls for Service by Contact Type

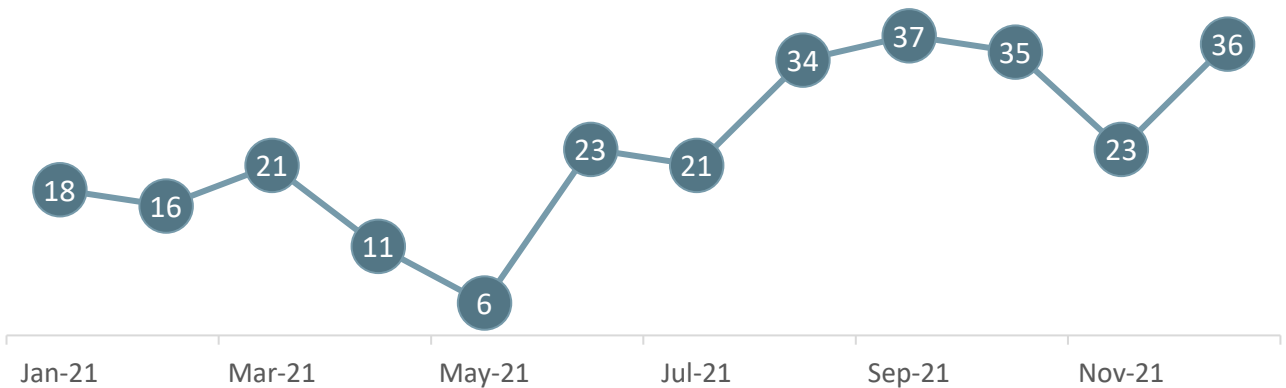
- 1. Active Co-Responder Calls** - Active call, co-responder is contacted and arrives after law enforcement
- 2. Case Management Referrals** - Clinical case manager only (non-active call)
- 3. Follow-up Calls** - Law enforcement with clinician, clinician only, or clinical case manager (follow-up contact with individual)

The Boulder County Co-Responder Team responded to a total of **737** active co-responder and case management referral calls between January and December 2021.

### 458 total Active Co-Responder Calls



### 279 total new Case Management Referrals



### 333 Follow-up Calls



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

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

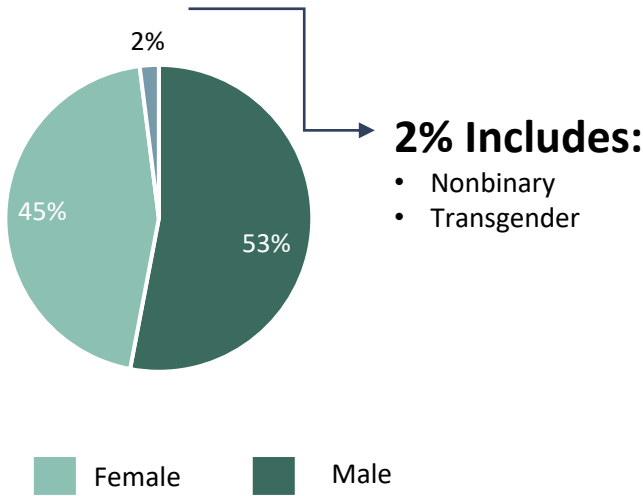


# Caller Profile

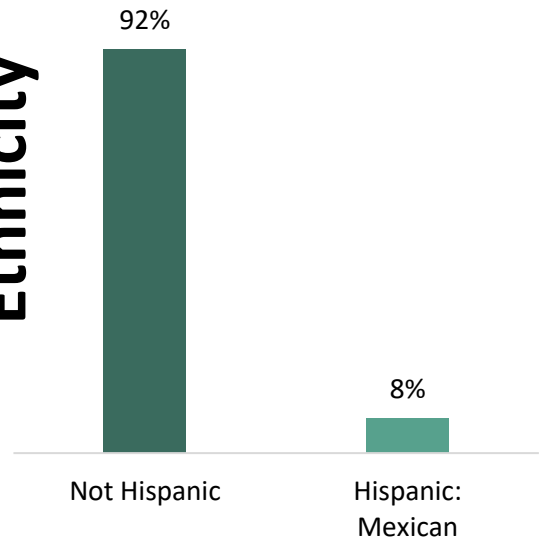
The data below describe Co-Responder Services Program participant demographic characteristics.

The population most likely to utilize the Co-Responder Services Program identified as **White, non-Hispanic males**, with an **average age of 39**.

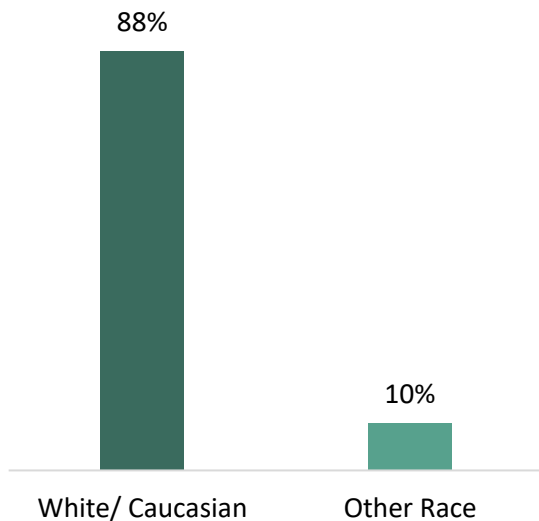
## Gender



## Ethnicity



## Race

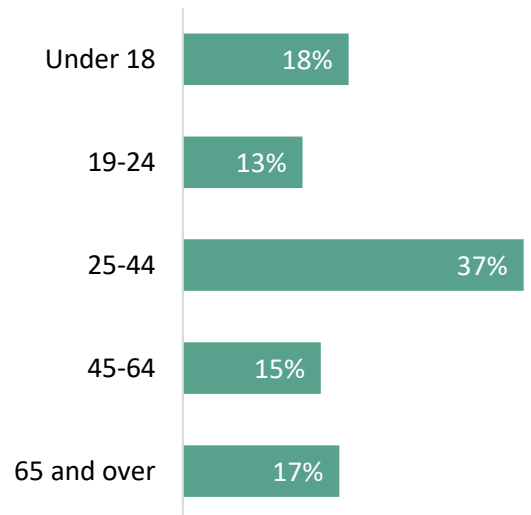


### 1% or less include:

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

Average Age: **39**  
Age Range: **5 to 93**

## Age





## Contact Profile

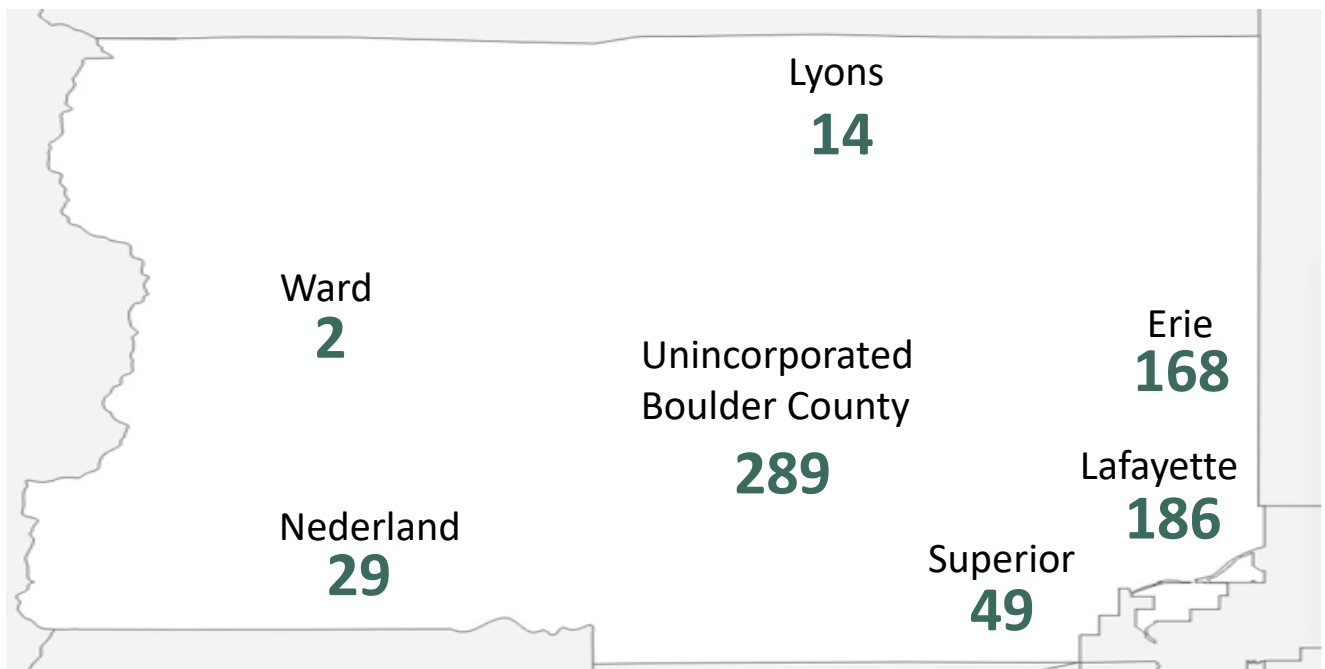
This section of the report outlines details about co-responder service calls, including location, length, and interventions provided.

### Location of Calls (Hot Spots)

The map of Boulder County and corresponding table below show the frequency of active co-responder and case management referral calls by geographic location.



**39%** of calls occurred in **Unincorporated Boulder County**

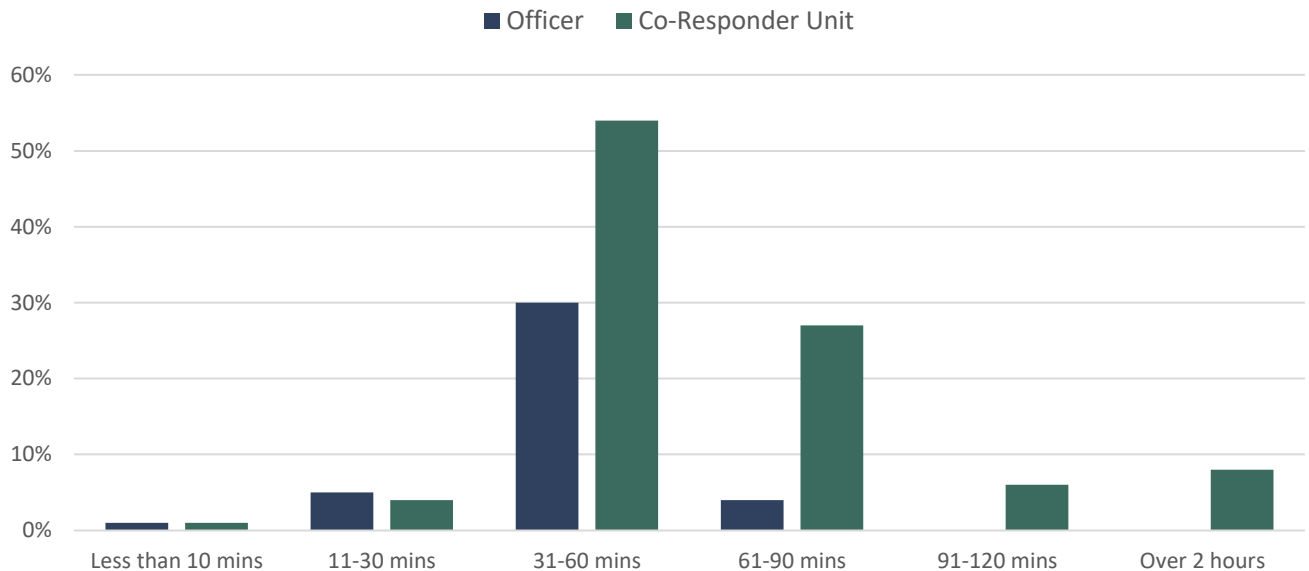


	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
Unincorporated Boulder County	18	19	30	21	16	19	30	37	33	27	22	17	289
Erie	8	4	10	4	3	16	15	27	16	17	25	23	168
Lafayette	8	11	7	18	7	20	13	24	23	25	10	20	186
Lyons	2	2	1	0	0	2	1	3	1	1	1	0	14
Nederland	2	1	2	2	1	2	2	4	2	7	3	1	29
Superior	0	1	3	4	5	3	3	4	3	5	5	13	49
Ward	0	1	0	0	0	0	0	1	0	0	0	0	2
Totals	38	39	53	49	32	62	64	100	78	82	66	74	737

## Length of Calls: The Longest Amount of Time Spent on a Call

The amount of time that law enforcement and co-responders are on scene relates to the goal of reducing the amount of time officers are needed and freeing them up to support other community needs.

The majority of co-responders and officers **spent between 31 and 60 minutes on scene.**



**637** active calls, case management referrals, and follow-up calls that were resolved through clinical case management. Without co-responder services, case management referrals could 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.**

## Crisis De-Escalation Interventions

Two of the valuable services co-responders can provide are de-escalation interventions and services for individuals in crisis.



Out of 1,070 active calls, referrals, and follow-up calls **464 (43%)** calls provided **crisis services and interventions** for community members to de-escalate crises.



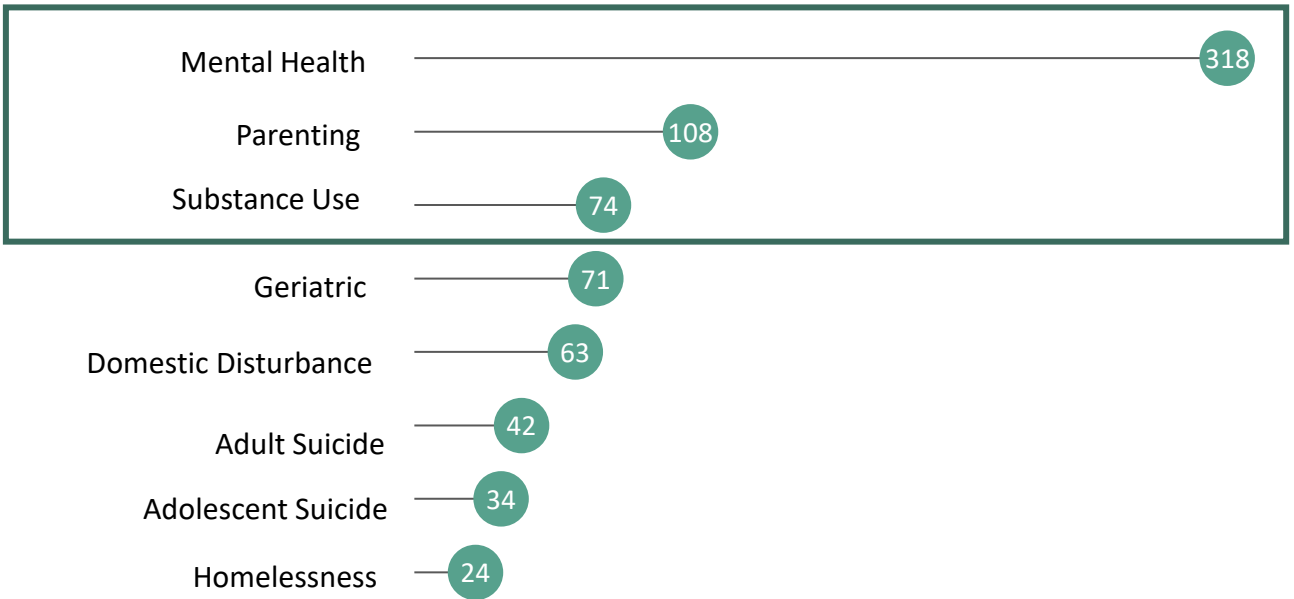
# Service Utilization

The following data address changes that have occurred in service utilization including active and case management calls as a result of the Co-Responder Services Program.

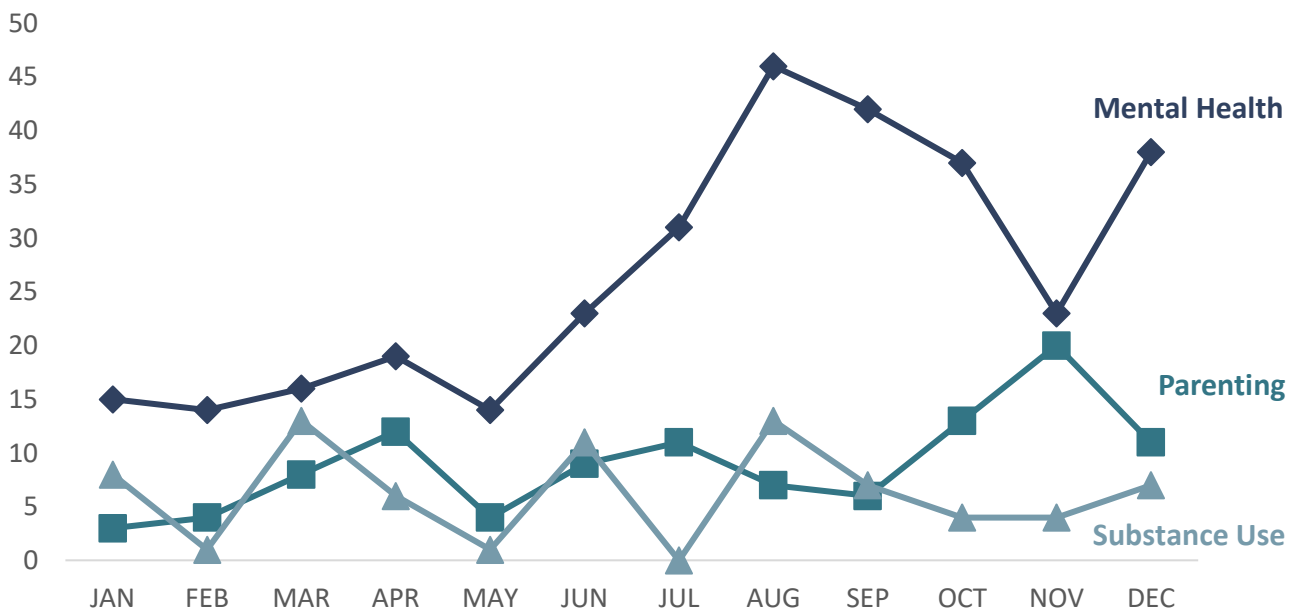
## Nature of the Call



**Mental Health** support accounted for **43%** of co-responder active and case management calls, followed by parenting and substance use related calls.

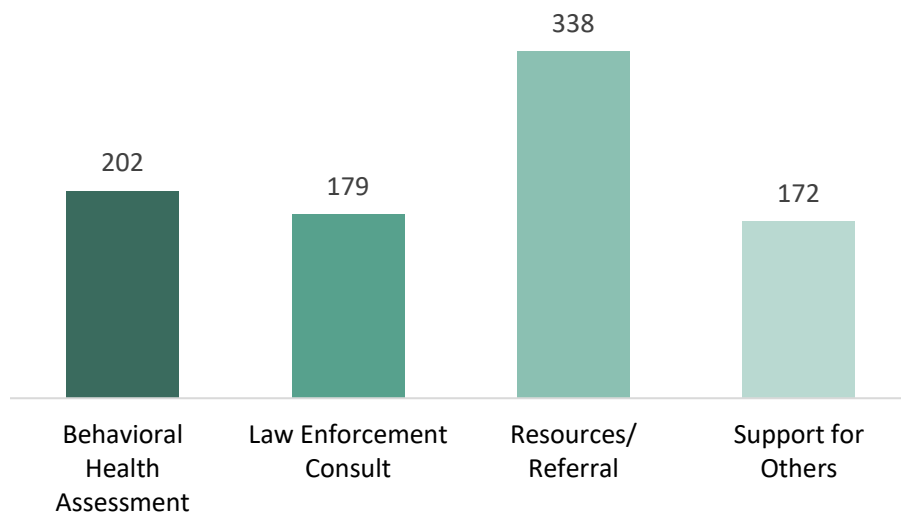


Below are the **top three call types** broken out by month, from January – December 2021.



## 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).\*



**41%** of callers received a **behavioral health assessment** from the co-responder



## 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\*\*

**22%** enrolled in behavioral health services after contact with co-responder team

**48%** already enrolled in behavioral health services (not enrolled in behavioral health services after contact with co-responder team because already enrolled in behavioral health services)

**26%** not enrolled in behavioral health services after contact with the co-responder team

**4%** unable to discern whether primary individual is enrolled in behavioral health services or not

**48%** of callers were already enrolled in behavioral health services when seeking support from co-responders, indicating that co-response is filling gaps in services.

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

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