

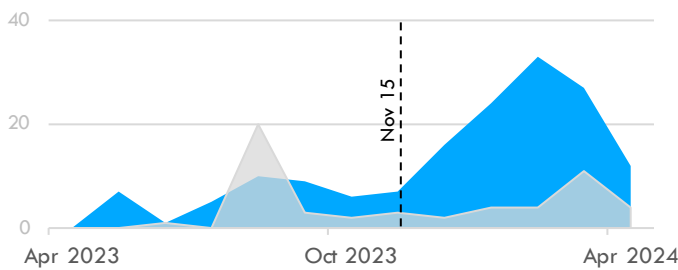


A Year in Review

Boulder County received ARPA funding to expand access to behavioral health services by building WellMind Connection. This team of bilingual resource navigators serves as a central “front door” for community members to access behavioral health services.

WellMind Connection (WMC) opened in April 2023. At the beginning, we helped programs find resources for their clients through a ‘case consultation’ model. WMC opened services to the community on November 15th.

Over **2 times more direct client contact** after Nov 15, while **case consultations** decreased



75%

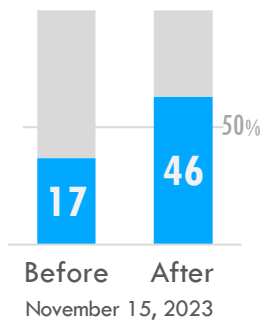
of support was provided directly to clients rather than case consultations

of the 223 clients served during the first year of operation

Client demographics changed when WMC services opened to the community. This was especially clear with **ethnicity** and **household**.

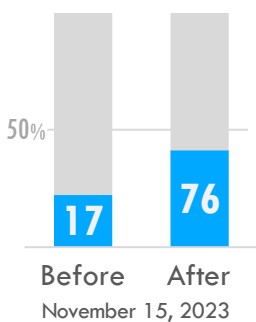
ALMOST THREE TIMES

as many clients **identified as Latino** after Nov. 15. Non-Latino client numbers stayed constant.

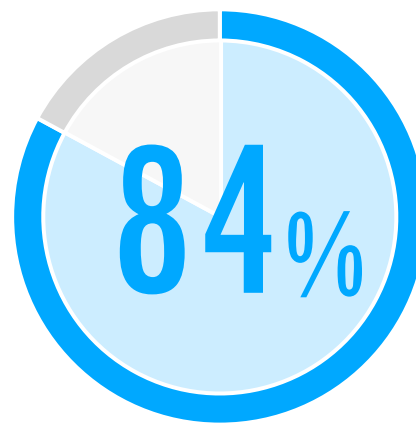


OVER FOUR TIMES

as many **clients had children** in their households after Nov. 15. Despite that, most clients were still in adult only households.



Of the 373 cases opened during this first year, 339 have closed (91%). Over the year, 83% of cases were successful, meaning we were able to meet the client needs.



of cases closed after November 15th closed successfully

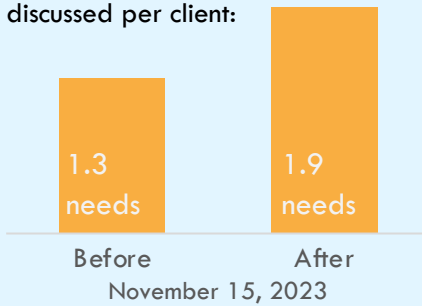
As WellMind Connection grows our services, our ability to understand what the community needs grows as well.

WMC provides connections to the community

WellMind helps community members reach the behavioral health, mental health, and substance use resources they need via the call center, email, or website. WMC knows behavioral health needs are challenging to address in isolation. Having social connection and access to basic needs (e.g., food and shelter) is pivotal.

People need support for more than one reason – the 223 clients had 373 needs

The average number of needs discussed per client:

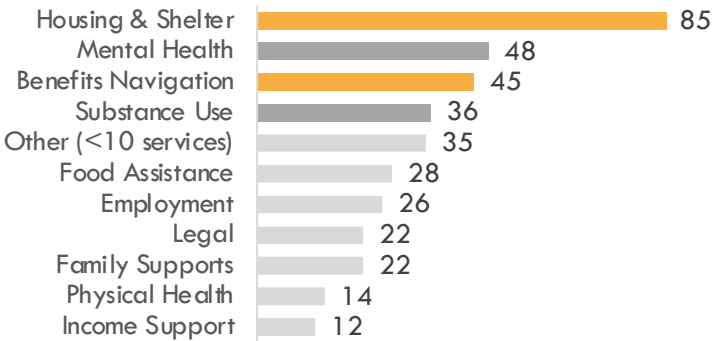


client story

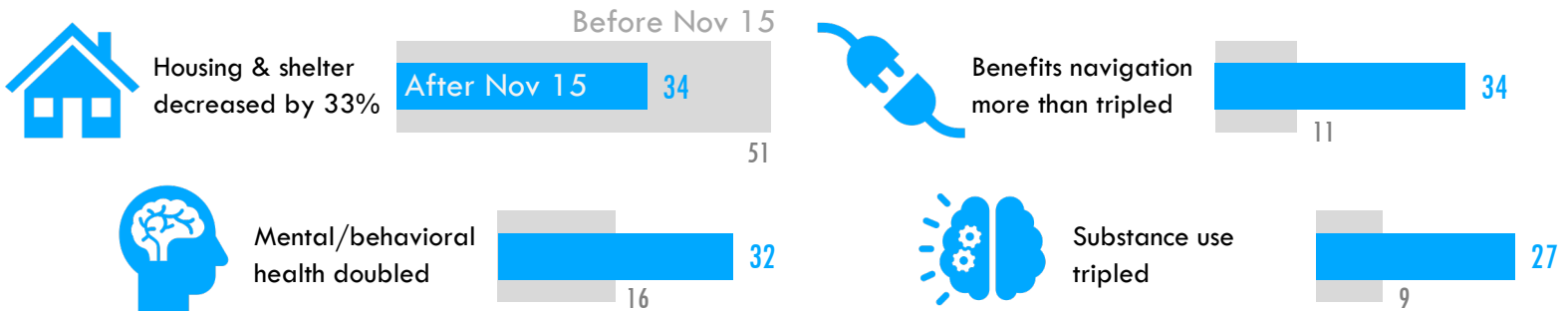
Maria is a Spanish speaking mother struggling with how to find the support she needed for her son. He had challenges with emotional regulation, making it hard for him to do well in school. Maria felt overwhelmed trying to find a Spanish speaking therapist for her son's age group.

Maria and WMC were able to make a good plan for moving forward by building on past successes. WMC helped Maria connect with Spanish-speaking providers who take her insurance and meet her needs. **Through Maria's advocacy, communication, and trust in working with WMC, they were able to find a good fit for her son.** The WMC case manager provided emotional support during the process. As they worked together, Maria would speak of feeling supported and heard by WMC.

Of the top 4 services types WMC clients addressed, **2 were about accessing basic needs**



Service types needs shifted when WMC opened access to the community on November 15th



VISIT www.WellMindConnection.org TO CONNECT TODAY!

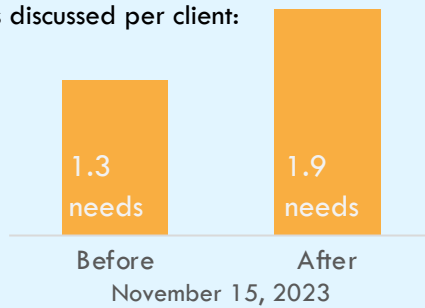


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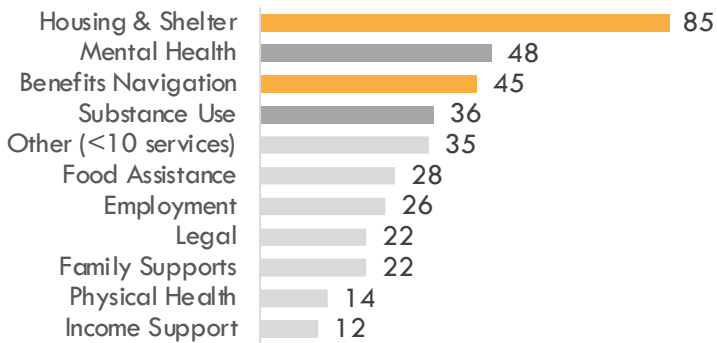
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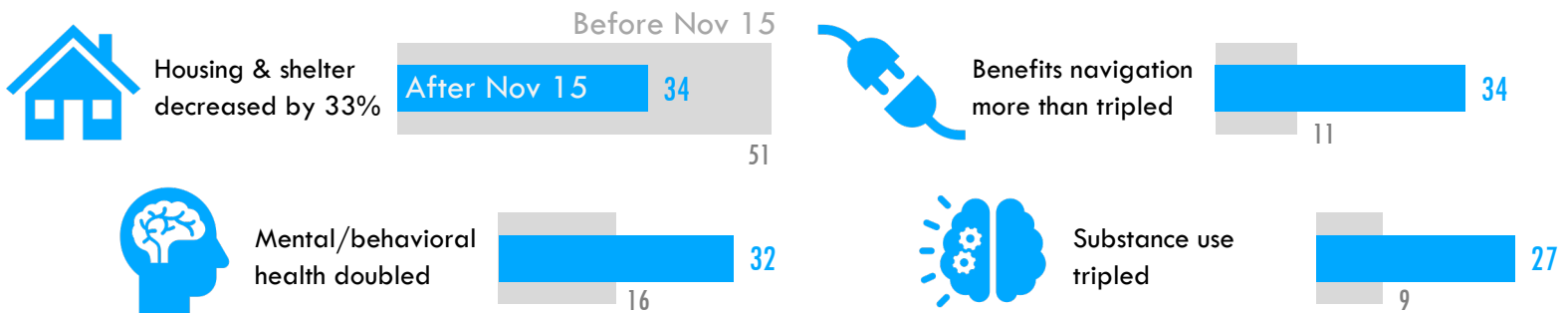


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CALL (303) 441-1300 TO CONNECT TODAY!



BOULDER COUNTY COMMUNITY SERVICES