The state of Colorado ranks in the top fifth of all states for reported illicit drug dependence or abuse, for alcohol dependence or abuse, and for substance abuse treatment gaps. After detoxification beds were reduced due to state funding cuts, it was clear to staff at Pikes Peak Mental Health Center's Acute/Detox Unit that something had to be done to address the increase in substance abuse among the mentally ill in the community and the limited resources available to treat them. The ultimate goal of this initiative was to increase access to care, capacity for service, and customer satisfaction, as well as to decrease readmission.

Pikes Peak Mental Health Center developed interventions for the mentally ill and substance dependent members of the community. Key to the success of this project was the involvement and support of the community and key local agencies. In fact, a critical component of the initiative, The Recovery House, was funded by 12 different grants and donations. The Recovery House program provides extended care and intensive case management to clients with a history of chronic alcoholism and homelessness. In addition to developing an integrated, comprehensive system of care that met all their goals, Pikes Peak Mental Health Center established a recovery-oriented culture. During 2003-2004, the initiative achieved the following:

**Achievements**

- 83 percent increased capacity due to reduced client stay days, allowing more patients to receive treatment.
- 27 percent increase in access to services.
- 24 percent increase in customer satisfaction.
- Almost 23 percent reduction in client readmission.