

## AGENDA

September 6, 2023

2:00 PM

LOB-Room 2C, 300 Capitol Ave Hartford

Covered by CTN

**Virtual Option Available**

### **Welcome and Introductions**

Representative Tammy Exum

Senator Ceci Maher

Claudio Gualtieri, Senior Policy Advisor to the  
Secretary, OPM

### **Attendance**

Erika Nowakowski, University of New Haven  
Tow Youth Justice Institute

### **Review and Acceptance of Minutes**

### **Presentation of Operational Workplan**

Tow Youth Justice Institute

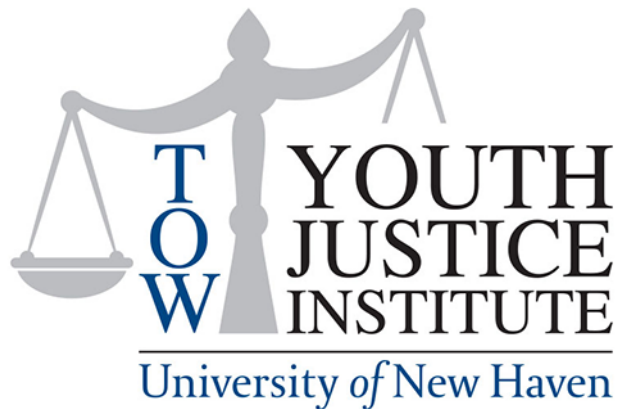
### **Presentation on Connecticut's Urgent Care Centers**

Commissioner Vanessa Dorantes- Department of  
Children and Families  
Wellmore Behavioral Health  
The Village for Families & Children  
Child & Family Agency of SE  
Yale Child Center / YNHH

**Next Meeting: October 4, 2023**



# Transforming Children's Behavioral Health Policy and Planning Committee

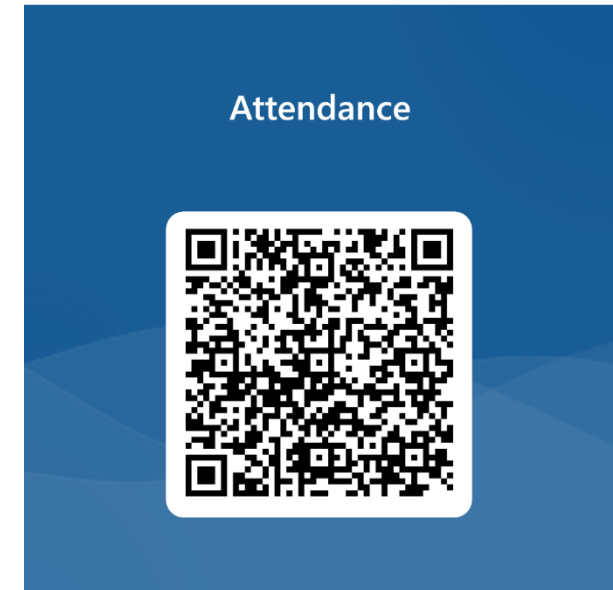


LOB – Room 2C  
September 6, 2023  
2:00 PM – 3:30 PM  
Virtual Option Available



# Welcome and Introductions

- Opening Remarks
  - Tri-Chairs
- Roll Call
  - TYJI-Introduction to new process
  - TCB Team
- Acceptance of July Meeting Minutes



# Meeting Facilitation

- Kindly remain “muted” on Zoom, unless speaking.
- Kindly refrain from interrupting with comments or questions until each presenter is finished speaking.
- Questions and comments will be limited to TCBHPC members.
- Meeting is being recorded.
- Virtual attendants: use the “Chat” and “Hand Raising” feature so TYJI can help monitor and facilitate the meeting.



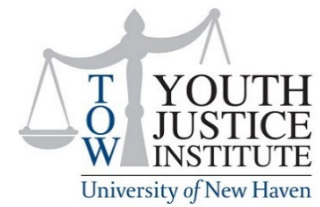
# Meeting Overview

- Presentation on recommended operationalization of the work –TYJI Team
- Presentation On CT's Urgent Crisis Center
  - Commissioner Dorantes, **Department of Children and Families**
  - Francis X. Gregory- **Administrator Children's Behavioral Health Community Service System DCF**
  - Stephanie Bozak, PsyD- **Behavioral Health Clinical Manager DCF**
  - Kristin Pracitto, LCSW – VP of Child Services, **Wellmore Behavioral Health**
  - Amy Samella, LPC – Vice President of Residential Programs, **The Village for Families & Children**
  - Erin Saylor, LCSW– Chief Operation Officer, **Child & Family Agency of Southeastern CT**
  - Dr. Yann Poncin – **Yale Child Center / YNHH**
  - Erika Setzer MSN, RN, CEN, CNML, NE-BC Patient Services Children's Ed Manager, **Yale New Haven Hospital**

# TYJI Administrative Tasks

- TYJI will support the TCB through staffing, coordination of efforts, research, and drafting of reports.
- Communications:
  - TYJI-TCB website(in development), & CGA –TCB site ( [TCBHPC](#) )
  - Meeting schedule, agenda, minutes & summary, meeting material, reports
  - Planning calls for monthly meetings with stakeholders included in the agenda

# Substitute House Bill No. 6900 Public Act No. 23-90



## AN ACT CONCERNING THE TRANSFORMING CHILDREN'S BEHAVIORAL HEALTH POLICY AND PLANNING COMMITTEE

Section	Task	Action Steps
<b>(1) Section 2-137 (a)</b>	<b>Established</b> the TCBHPC to evaluate the availability/efficacy of prevention, early intervention, and other behavioral health treatment services/options; make recommendations on the governance and administration.	<ul style="list-style-type: none"> <li>➤ Formation of TCBHPC</li> <li>➤ Appointments of the designated authorities</li> <li>➤ Conducting the 1<sup>st</sup> TCB Meeting – July 2023</li> </ul>
<b>Section 2 (j)</b>	<b>Permits</b> TCBHPC to form workgroups/subcommittees to inform recommendations (suggest workforce issues/school-based/prevention/ acute and or intermediate care subcommittees)	<ul style="list-style-type: none"> <li>➤ Identification of workgroups and subgroups</li> <li>➤ Survey to volunteer for the workgroup</li> </ul>
<b>Section (k)</b>	<b>Annual work plan</b> for reviewing and making status or progress reports on the recommendations/activities. The work plan includes recommendations to improve outcomes related to children's behavioral health/timeline with dates for tasks/outcomes achieved.	<ul style="list-style-type: none"> <li>➤ Strategic Workgroup convenes by October 2023</li> <li>➤ Submits report on recommendation by December 2023</li> </ul>





# Existing Work: Need to Know Resource

Existing Bills	Past bills to be aware of.
Existing Task groups	Work groups created in past legislations
Stakeholder Partners	Contacts for Outreach to Workgroups
Past Publications	Previous Publications and Data.
Acronyms	Common terminology



# Organizational Chart

Category type

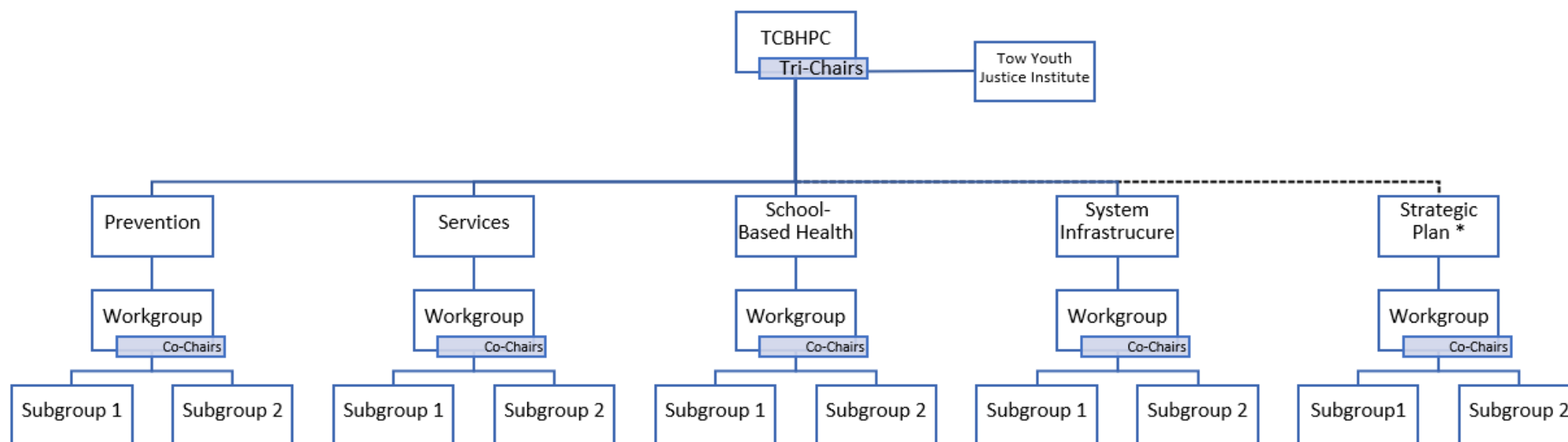
E.g. System Infrastructure

## Workgroup

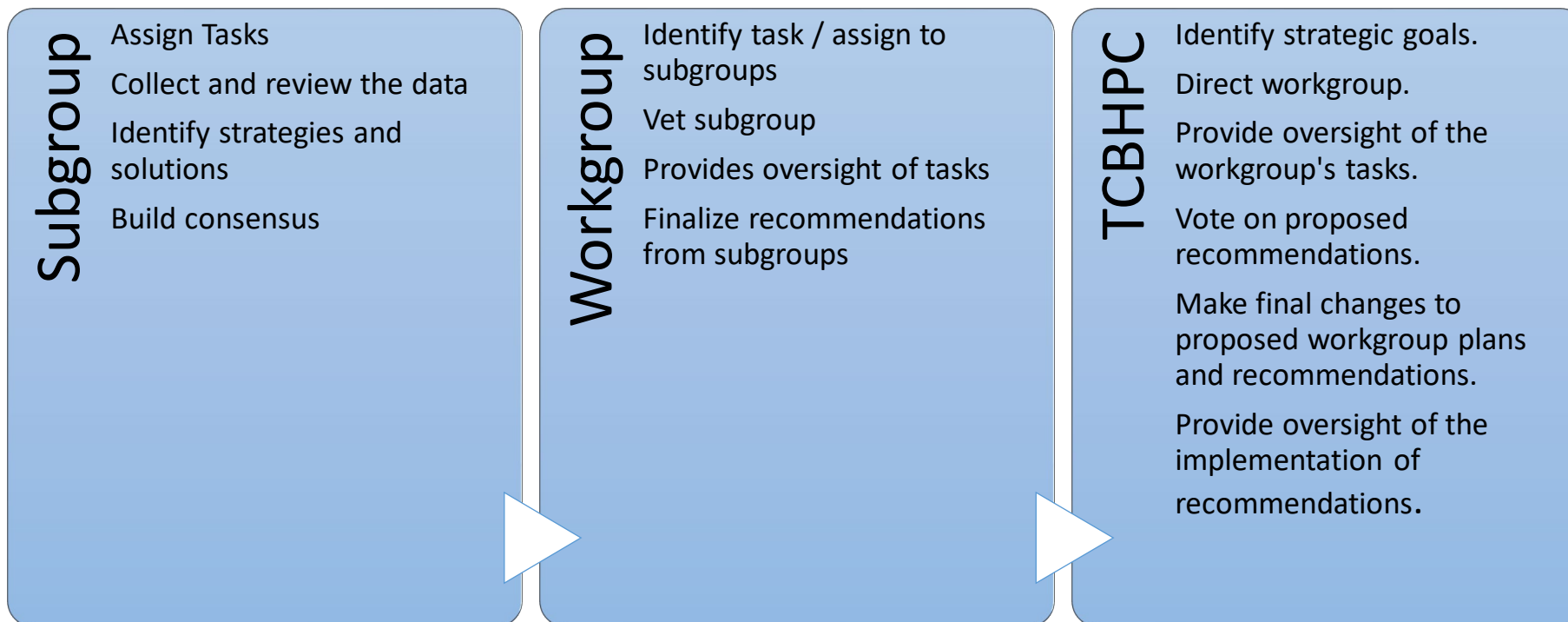
Subgroups will report to Workgroup  
Meet once a month.

## Task to Complete by Subgroup

e.g. Licensure Regulations



# Flow Chart Building Consensus



# TCBHPC Process



# Workplan September - December

September  
2023

- Gather and review workgroup and operational plan feedback
- Appointing Co-Chairs to workgroups.
- System Stakeholder meetings

October 2023

- Workgroups convene
- Draft workgroup project plans and timelines
- TCB-level setting training

November  
2023

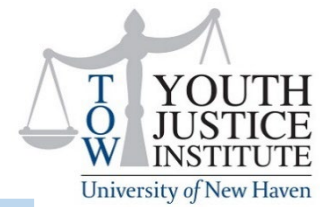
- Draft possible reports/legislative recommendations
- Draft strategic plan to be delivered to the Committee

December  
2023

- Finalize strategic plan
- Finalize any corresponding plans in the agenda for the Committee.

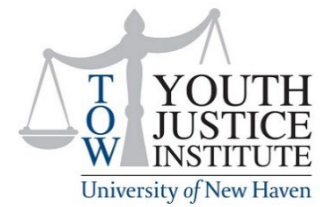


# Workplan Timeline –December 2023



<b>Requires</b> annual report to CGA Appropriations Committee	12/1/2023
<b>Recommend</b> statutory & and budgetary changes to (a) improve behavioral health system of prevention/development/treatment outcomes; (b) improve transparency (c) improve data sharing/collection.	12/1/2023
<b>Identify gaps</b> in behavioral health services provided to children and families; build recommendations to bridge identified gaps.	12/1/2023
<b>Conduct</b> strengths and barriers analysis to identify what supports/impediments impact children/youth behavioral health needs; provide recommendations for reforms	12/1/2023
<b>Examine</b> best practices for state agencies to collaboratively work through school-based efforts and other processes to improve developmental and behavioral health outcomes for children.	12/1/2023
<b>Examine</b> children of color disproportionate access/outcomes in the behavioral health care system.	12/1/2023
<b>Examine</b> children with developmental disabilities' disproportionate aces/outcomes in the behavioral health care system.	12/1/2023
<b>Create</b> a plan to ensure the quality assurance framework for efficacy and outcome data for both private/state-operated behavioral health service facility providers.	12/1/2023

# Workplan Timeline – December 2023



<b>Build</b> a governance structure for the children's behavioral health system in in urban, rural and all other areas of the state.	12/1/2023
<b>Allows</b> TCBHPC to collaborate with consulting organizations.	12/1/2023
<b>Provides</b> access to data collected by state/contractors on matters related to children's behavioral health.	12/1/2023
<b>Permits</b> TCBHPC to create workgroups/subcommittees to inform recommendations (suggest workforce issues/school-based/prevention/ acute and or intermediate care subcommittees)	12/1/2023
<b>Annual work plan</b> for reviewing and making status or progress reports on the recommendations/activities. The work plan includes recommendations to improve outcomes related to children's behavioral health/timeline with dates for tasks/outcomes achieved	12/1/2023
<b>Annual strategic plan</b> integrating recommendations task defined in sec.(g)(1-8).	12/1/2023

# Collaborative Approach

- Identify key stakeholders to explore linkages and funding related to youth mental health services.
  - State agencies e.g., DCF, DMHAS, DSS, DPH
  - Judicial Department and Probation
  - Local community organizations and local parent groups
  - Local School Officials
    - Focus on Bridgeport, Hartford, New Haven, and smaller districts e.g., Plainville
- Approach: Initiate contact with agencies and gather crucial information to begin discussions related to barriers and challenges.
  - *What are the linkages between DCF and the DMH youth-adult services and the linkage process?*
  - *What funding, access, and capacity information is available related to IHT, OP, and other non-acute mental health services?*
- Develop a comprehensive strategy for engaging local organizations and schools.

# Feedback and Q&A

- Scan QR Code.
- Volunteer for a Workgroup of your preference.
- If you wish to be considered for a Co-Chair.
- Input Feedback
  - Open ended answers
    - Organizational Chart
    - Workgroups

Workgroup and Feedback Survey



# Next Steps

- Results of the Feedback Surveys reviewed with Tri-chairs
- Finalize Organizational Chart
- Karen Snyder and TYJI will begin to meet with workgroup co-chairs and system partners to draft the work plan
- Workgroups convenes
- Karen Snyder and TYJI will meet system partners to develop the level-setting training.

# Presentation of CT Urgent Care Centers

# Next Meeting:

October 4, 2023

## MEET THE STAFF



### **Aishwarya Sreenivasan**

Senior Project Manager

Meet Aishwarya Sreenivasan, an accomplished and passionate individual dedicated to making a positive impact in the field of public health and community well-being. With a master's in public health from the University of New Haven, Aishwarya combines her background in psychology with her expertise in public health, expanding her horizons to address diverse health challenges. Currently, Aishwarya is serving as the Senior Project Manager for the Transforming Children's Behavioral Health Policy and Planning Committee at the Tow Youth Justice Institute. In this role, she designs and implements policies to improve children's behavioral health outcomes and ensure their well-being.

Aishwarya's contributions extend beyond her professional role. She actively participates in the American Public Health Association (APHA), where she lends her expertise and passion to the Suicide Prevention - Policy and Planning Committee, contributing to the groundbreaking 988 Suicide Prevention Helpline number. She also conducted her research as a We Embodiment Research Fellow at the University of New Haven. She spent two years as a Mental Health Fellow, focusing on serving rural communities in India. This experience provided invaluable insights into the unique challenges faced by marginalized populations. Aishwarya Sreenivasan's journey exemplifies her unwavering dedication to public health, research, and advocacy, making her a dynamic force in promoting community well-being and children's behavioral health outcomes.



### **Erika Nowakowski**

Executive Director

Erika Nowakowski, has a Master's degree from the University of CT School of Social Work with a focus on Policy and Planning. In her current role is working with the CT Juvenile Justice Policy Oversight Committee in fostering and sustaining youth justice reform efforts. Prior to arriving at TYJI she worked for 8 ½ years for the State of CT Judicial Branch Court Support Services Division as a project manager for several statewide initiatives, Quality Assurance, implementation and ongoing adherence to Gender Responsive Services, contract compliance, and training coordination. She also worked for 4 years with the Council on Accreditation in New York City and provided Technical Assistance to private nonprofit and state agencies seeking accreditation. She also worked with Wheeler Clinic for 3 years in various roles from case manager with the Emergency Mobile Psychiatric services, managing and coordinating system of care community efforts, and developing and implementing foster care best practices for recruitment of foster parents.

Erika oversees the operations of the Tow Youth Justice Institute and its programs and projects. She has extensive experience in managing the Juvenile Justice Policy and Oversight Committee (JJPOC), the legislatively created body that oversees reform in the Juvenile Justice system in Connecticut. She works with Senators, Representative, State Agencies, non-profit organizations and many other partners on goals to reduce recidivism, reduce incarceration and increase diversion.



### **Izarelli Mendieta-Martinez**

Project Coordinator

Izarelli Mendieta-Martinez serves as the Project Coordinator for the Tow Youth Justice Institute. She has extensive experience providing care for children in diverse contexts, including human trafficking, immigration, crisis intervention, and chronic illness, both locally and nationally. With nine years of experience in the social service field, Izarelli combines her skills in care coordination, establishing efficient workflows, and engaging multiple stakeholders to serve vulnerable populations. She collaborates with local and national agencies to connect families with essential resources such as providers, shelters, social services, police departments, and hospitals.

Izarelli's contributions extend beyond direct care. She has played a pivotal role in running workshops for parents of first-generation college students and undocumented students, raising awareness, and facilitating educational opportunities. She has also raised public awareness about the DREAM Act and the issues unaccompanied minors face at the border. Through dialogues, education, and advocacy, Izarelli exemplifies her dedication to effecting positive change at individual and systemic levels.



### **Shelby Henderson**

Policy Administrator

Shelby Henderson-Griffiths serves as the Policy Administrator for the Tow Youth Justice Institute (TYJI) at the University of New Haven. She supports the center's efforts to advance evidence-based juvenile justice and children's behavioral health policies and programming in Connecticut. She also works with municipal governments to support program performance evaluations. Shelby earned her Master's in Public Administration (MPA) from John Jay College of Criminal Justice and is pursuing a Juris Doctorate at the City University of New York School of Law.



## TCBHPC Meeting Minutes

Monday, June 10, 2023  
1 p.m.  
LOB Room 2C

### Attendance:

Rep Tammy Exum  
Sen. Ceci Maher  
Claudio Gualtieri  
Sen. Saud Anwar  
Rep. Cristin McCarthy Vahey  
Jeanne Milstein  
Rep. Jillian Gilcrest  
Sen. Lisa Seminara  
Rep. Liz Linehan  
Sen. Catherine Osten  
Rep. Toni Walker  
Dr. Derrick Gordon  
Rep. Tammy Nuccio  
Dr. Javeed Sukhera  
Tammy Freeberg  
Rep. Kai Belton  
Shari L. Shapiro  
Dr. Yann Poncin  
Howard Sovronsky  
Mike Meyer  
Commissioner Manisha Juthani

Ashley Hampton  
Michael Patota  
Edith Boyle  
Commissioner Vannessa Dorantes  
Dr. Thomas Kocienda  
Lorna Thomas-Farquharson  
Deputy Commissioner Sinthia Sone-  
Moyano  
Mr. Gerard O'Sullivan  
Dr. Kimberly Karanda  
Deputy Commissioner Dr. Jody  
Terranova  
Ms. Yvonne Pallotto  
Dr. Deidre Gifford  
Sarah Eagan, Esq.  
Ms. Catherine FoleyGeib  
Steven Hernandez, Esq.  
Anne Smith  
Alice Forrester  
Christopher Trombley

### TYJI Staff:

Erika Nowakowski  
Donna Pfrommer  
William Carbone  
Danielle Cooper  
Shauntaye Monroe  
Paul Klee  
Brittany LaMarr

### Other:

Taylor Hyde  
Michelle Zabel  
Deborah Harburger

### Welcome and Introductions

TCBHPC Tri-Chairs Representative Tammy Exum, Senator Ceci Maher, and Claudio Gualtieri, Senior Policy Advisor to the Secretary, OPM, welcomed the committee members and those in attendance at the inaugural meeting of the TCB. They provided opening remarks on their excitement about getting the committee started and what they hope to accomplish toward improving systems, access, and equity in children's behavioral health. Rep. Exum asked for a role call and for committee members to introduce themselves.

### Committee Introductions

Each of the committee members and/or their designees who were in attendance introduced themselves and their role in the arena of children's behavioral health.



### **Introduction to Tow Youth Justice Institute**

Rep. Exum introduced the Tow Youth Justice Institute (TYJI) as the staffing and facilitating entity for the committee. Erika Nowakowski, Chief Operating Officer, shared her experience with the JJPOC and how the Institute will operationalize the work of this committee in the same way. She gave an overview of what the process will look like and what they can expect from the TYJI. She introduced Donna Pfrommer and explained that staff are being hired to help facilitate the work. She asked Michelle Zabel and Deborah Harburger from the UCONN Innovations Institute to introduce themselves as they will be the research partners in this project. Nowakowski also introduced Dr. Melissa Whitson from the University of New Haven who will serve in a consultation role in research, Dr. Karl Minges who was not able to attend, and consultant Karen Snyder who was out of the country.

### **Working Goals**

Erika Nowakowski described the strategic planning process and how the goals and objectives will be defined and asked members to think about serving on a smaller committee to move the planning process forward.

### **Next Steps**

Representative Tammy Exum asked that those who had not completed the survey for their preferred meeting dates and times do so and the schedule for the monthly meetings would be finalized soon. The Tri-Chairs thanked everyone for their commitment to improving children's behavioral health and serving on the committee.

### **Questions**

The meeting was adjourned with no questions from the members.

**Next Meeting: 6<sup>th</sup> September 2023  
2 pm -3 pm, LOB Room 2C**



**TCBHC Task Tracking - Public Act 23-90**

<b>Legislative Section</b>	<b>Task Name</b>	<b>Task Type</b>	<b>Responsible Agency</b>	<b>Deadline</b>	<b>Suggested Workgroup</b>
<b>Section 1.Section 2-137 (a)</b>	Established the TCBHPC to evaluate the availability/efficacy of prevention, early intervention, and other behavioral health treatment services/options; make recommendations on the governance and administration.	Planning	Tri-chairs/TCBHPC		
<b>(g)</b>	Requires annual report to CGA Appropriations Committee	Planning		12/1/2023	Strategic Plan
<b>(g)(1)</b>	<b>Recomend</b> statutory & budgetary changes to (a) improve behavioral health system of prevention/development/treatment outcomes; (b) improve transparency (c) improve data sharing/collection.	Planning		12/1/2023	Strategic Plan
<b>Section (g)(2)</b>	<b>Identify</b> gaps in behavioral health services provided to children and families; build recommendations to bridge identified gaps.	Planning		12/1/2023	Strategic Plan

-3	Conduct strengths and barriers analysis to identify what supports/impediments impact children/youth behavioral health needs; provide recommendations for reforms	Planning	TCBHPC	12/1/2023	Services
-4	<b>Examine</b> best practice for state agencies to collaboratively work through school-based efforts and other processes to improve developmental and behavioral health outcomes for children.	Planning		12/1/2023	None
-5	<b>Examine</b> children of colour disproportionate access/outcomes in behavioral health care system.	Planning		12/1/2023	Special Populations
-6	<b>Examine</b> children with developmental disabilities disproportionate access/outcomes in behavioral health care system.	Planning		12/1/2023	Special Populations
-7	<b>Create</b> a plan to ensure the quality assurance framework for efficacy and outcome data for both private/state-operated behavioral health service facility providers.	Planning		12/1/2023	Infrastructure
-8	<b>Build</b> governance structure for the children's behavioral health system in in urban , rural and all other areas of the state.	Planning		12/1/2023	Infrastructure

(h)	<b>Allows</b> TCBHPC to collaborate with consulting organizations.	Planning	TCBHPC	12/1/2023	Strategic Plan
(i)	<b>Provides</b> access to data collected by state/contractors on matters related to children's behavioral health.	Planning		12/1/2023	Data Sharing
(j)	<b>Permits</b> TCBHPC to create workgroups/subcommittees to inform recommendations (suggest workforce issues/school based/prevention/ acute	Planning	TCBHPC, Tri-Chairs	12/1/2023	Strategic Plan
(k)	<b>Annual work plan</b> for reviewing and making status or progress reports on the recommendations/activities. The work plan include recommendations to improve outcomes related to children's behavioral health/timeline with dates for tasks/outcomes achieved	Planning	TCBHPC	12/1/2023	Strategic Plan
(l)	<b>Annual strategic plan</b> intergrating recommendations task defined in sec.(g)(1-8).	Planning	TCBHPC	12/1/2023	Strategic Plan

<p>(m) Not later than [August 1, 2023] December 1, 2024, the committee shall report, in accordance with section 11-4a, such plan, together with an account of progress made toward the full implementation of such plan, and any recommendations concerning the implementation of identified goals in the plan to the joint standing committees</p>	<p>The committee shall submit a progress report including the any recommendation concerning the implementation of the identified goals in the plan to the joint standing committee of the General Assembly .</p>	<p>Planning</p>	<p>TCBHPC</p>	<p>12/1/2024</p>	<p>Strategic Plan</p>
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## Workgroup Descriptions

Each workgroup will provide leadership and direction on practical and policy matters to help foster comprehensive community and state-level programming. Workgroups will review the needs and develop strategies to leverage opportunities to improve children's behavioral health across the state.

- *The workgroups must meet regularly (bimonthly or once per month) to establish group cohesion and develop a work plan. Each work group will recommend changes to align children's behavioral health programming with policy initiatives to optimize funding, decrease disparities, and improve outcomes for children with behavioral health needs and their families.*
- *While each work group co-chairs are appointed, membership is open to the public.*

- 
- ❖ **Strategic Planning Workgroup:** Task with developing a strategic plan that will identify strategies and goals to Transform Children's Behavioral Health across the state. Identified priority areas will guide the work of the various workgroups and subcommittees to ensure committee efforts are coordinated and are not duplicative against similar legislatively appointed behavioral health initiatives.
  - ❖ **Infrastructure Workgroup:** Guide TCBHPC activities and provide advisory recommendations to promote maximized efficiency in achieving children's behavioral health needs. Prospective work may include a landscape analysis to identify emerging needs and/or service implementation gaps relating to the allocation of resources, state insurance structures, funding, licensing requirements, workforce, and children's behavioral health system governance.
  - ❖ **Services Workgroup:** Focus on issues related to service. This may include inpatient, and outpatient acute services and intermediate services provided to children and families. The workgroup may review the needs and strategies for an effective continuum of care, service availability, and system capacity.
  - ❖ **Prevention Workgroup:** Examine and provide TCBHPC with advisory recommendations to improve children's behavioral health prevention services and programming. The group priorities may include: 1) preventing substance use and overdose; 2) enhancing access to suicide prevention and behavioral health services; 3) promoting resilience and emotional health for children, youth, and families; and 4) integrating behavioral and physical health care.
  - ❖ **School-Based Workgroup:** Advances efforts to ensure all school districts integrate trauma-informed approaches that provide equitable academic, social, emotional, behavioral, and physical well-being. This workgroup will strengthen collaborations across schools and community initiatives to improve school mental health services infrastructure.

# Urgent Crisis Centers

Presentation to the  
Transforming Children's  
Behavioral Health Policy and  
Planning Committee

September 6, 2023



# Urgent response for children's mental health crises.

- Thoughts of suicide or self-injury
- Feelings of depression, anxiety or hopelessness
- Out-of-control behaviors
- Substance misuse
- Any mental health crisis



**No appointment needed**



Child & Family  
Agency of Southeastern  
Connecticut, Inc.



Wellmore  
Behavioral Health  
*Wellness for a lifetime™*

YaleNewHavenHealth  
Yale New Haven Children's Hospital

# Why Urgent Crisis Centers?

## **Children's Behavioral Health Plan (2014):**

- Recommended expanding crisis-oriented behavioral health services to address high utilization rates in emergency departments. Specifically, explore alternative options to ED's, through short-term (e.g., 23 hour) behavioral health assessment/crisis stabilization centers.

## **Children's Behavioral Health Urgent Care and Crisis Stabilization Unit Workgroup (2021):**

- EDs are routinely overwhelmed by the numbers of patients presenting for care, resulting in overtaxed staff resources and significant wait times for patients.
- A significant percentage of youth who present to an ED with a behavioral health need could be effectively assessed and treated in another setting. This is supported by the fact that these youth are not ultimately admitted to an inpatient hospital.
- EDs vary regarding the behavioral health expertise of their staff, and in their familiarity with local systems of care and their ability to connect youth to ongoing community services. This can sometimes increase the chances of youth being referred for continued hospitalization.

# Why Urgent Crisis Centers?

## **Short-Term Solutions to Behavioral Health ED Volume Workgroup -- Family Input**

(family surveys administered through family advocacy organizations and local community collaboratives):

- **Create alternatives to Emergency Departments for youth experiencing behavioral health needs:**
  - Expanding Mobile Crisis services
  - Create alternate places to receive care (e.g., Urgent Crisis Center)
- **Improve the behavioral health care in Emergency Departments for youth who need to go there:**
  - Add more staff with behavioral health expertise
  - Create separate space appropriate for serving children with behavioral health needs
  - Improve timeliness of assessments
  - Improve referral process from ED to other services
  - Better communication between EDs, community-based providers, and schools

# Why Urgent Crisis Centers?

SAMHSA National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit:

- Regional Crisis Call Hub Services:

***Someone To Talk To***

- Mobile Crisis Team Services:

***Someone To Respond***

- Crisis Receiving and Stabilization Services:

***A Place to Go***

UCC Catchment Region	Program Location	Included Cities	Daily Service Capacity	12-Month Funding
North Central	Hartford	Hartford / Manchester / Meriden New Britain / Enfield	24	\$4,200,000
Southern	New Haven	Bridgeport/ Norwalk Stamford / New Haven/ Milford	24	\$4,200,000
Eastern	New London	New London / Willimantic Norwich / Old Saybrook	12	\$2,600,000
Western	Waterbury	Waterbury / Danbury Torrington	12	\$2,600,000

# Multi-System Implementation

- Department of Social Services
  - Program-Specific Billing Codes and Fees
  - Medicaid State Plan Amendment
- Department of Public Health
  - Protocols for Ambulance Transport to UCC in Consultation with Hospital Medical Staff
- Department of Education
  - Statewide Meeting of School Superintendents
  - Statewide Special Education Conference

UCC Program Component	Community-Based Programs	Hospital-Based Program
<b>Specialized Space</b>	Yes	In Process
<b>24/7 Availability</b>	In Process	Yes
<b>Walk-In Access</b>	Yes	Yes
<b>Emergency Services Access</b>	In Process	Yes
<b>Crisis Triage</b>	Yes	Yes
<b>Nursing Assessment</b>	Yes	Yes
<b>Clinician Assessment</b>	Yes	Yes
<b>Psychiatric Assessment</b>	Yes	Yes
<b>Crisis Stabilization</b>	Yes	Yes
<b>Youth/Family Strengths &amp; Needs Assessment</b>	Yes	Yes
<b>Youth/Family Safety Planning</b>	Yes	Yes
<b>Connect to Care</b>	Yes	Yes
<b>Community Collaboration</b>	Yes	In Process
<b>Follow-Up Support</b>	Yes	In Process



# Shared Vision of Care

Collaborative

Inclusive

Deliberate

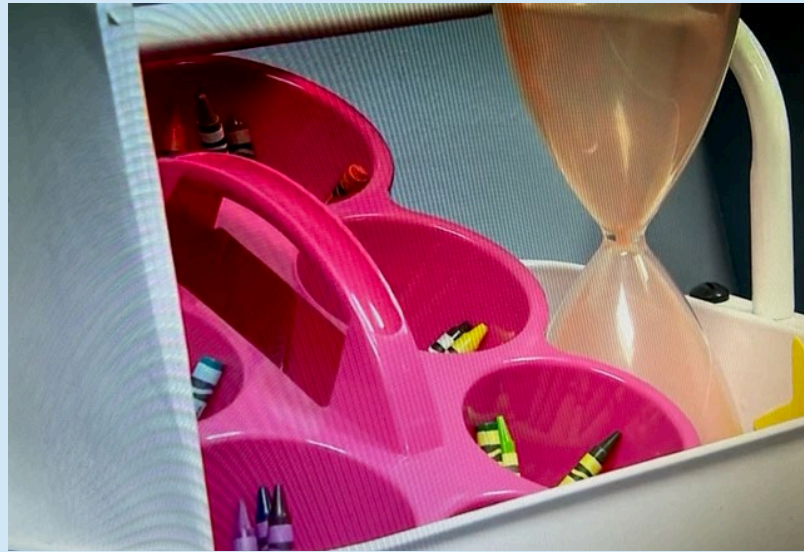
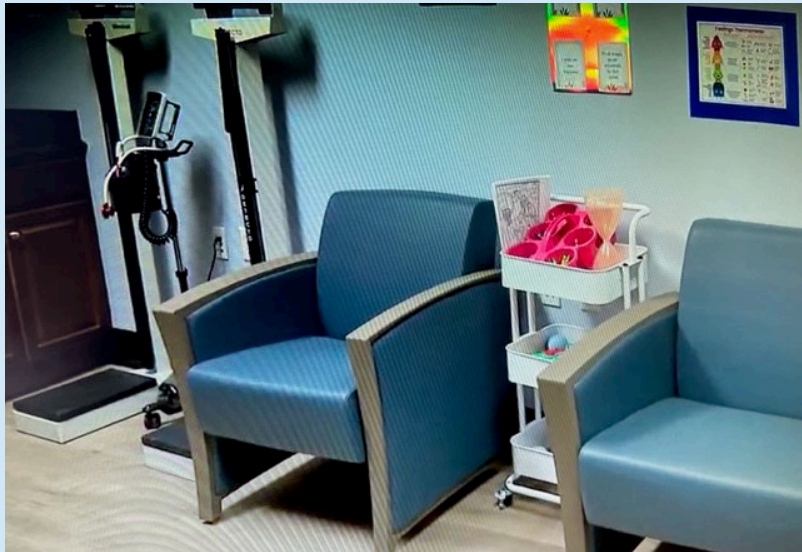
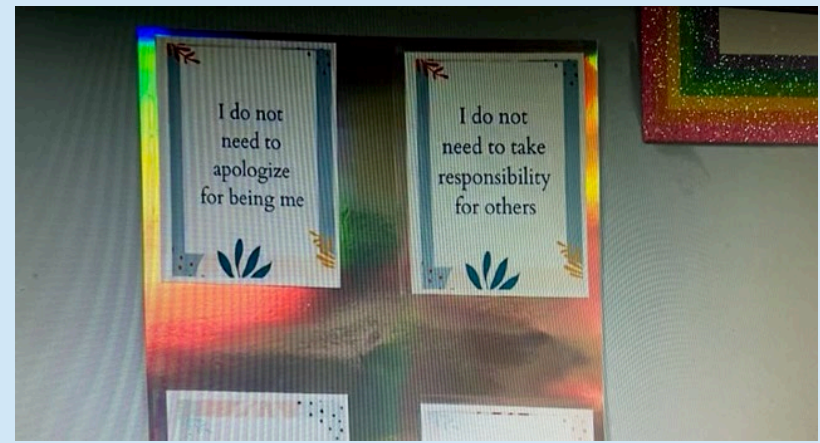
Innovative

Partnering

Committed



Informed by variety of clinical approaches used by outpatient and home-based treatment, but inclusive of solution focused, crisis intervention and trauma informed approaches





# Youth and Families Connecting to Care



# Hearing from the youth and families...what have they said about their experience at the UCC

Connected

Relieved

Hopeful

Calm

Trusted

Satisfied

Grateful

Safe

Motivated

Empowered

Heard



# Making an Impact

- Utilization
  - How many youth & families access the services?
  - From where are youth & families referred to UCCs?
  - What are the presenting challenges & needs of the youth & families?
  - Are there disparities or barriers to youth and families accessing the UCCs?
- Youth & Family Experience of Care
  - Do youth & families experience engagement, connection, and affirmation in UCCs?
  - Do youth and families believe the UCCs were helpful to them?
- Outcomes
  - Are youth and families able to successfully stabilize and manage their crisis?
  - Are youth and families able to be connected to the follow-up care they need?
- Systems Issues
  - What services do youth & families most often need after UCCs? Are these services available?
  - Do UCCs contribute to fewer youth presenting unnecessarily to EDs?
  - Do EDs experience fewer instances of overcapacity?

# Challenges for Success

- Workforce
  - Shortage, diversity
- Reimbursement
  - No reimbursement
  - Under reimbursement
  - Medicaid rates
  - COLA
  - Private insurance vs. Medicaid available services
- Connect to care
  - Families cannot access care where and when needed
  - Long waitlists (outpatient and in-home services)
- UCCs are embedded within larger systems
  - Community mental health, school, primary care offices, DCF.
  - Time to demonstrate impact
  - Linkage of these systems is often limited (clinically, data)
  - Ambulance service



# Urgent Crisis Centers



1680 Albany Avenue, Hartford, CT 06105  
(860) 297-0520  
[thevillage.org/UCC](http://thevillage.org/UCC)



141 East Main Street, Waterbury, CT 06702  
(203) 580-4298  
[wellmore.org/urgent-crisis-center](http://wellmore.org/urgent-crisis-center)



255 Hempstead St, New London, CT 06320  
(860) 437-4550  
[childandfamilyagency.org/urgent-crisis-center](http://childandfamilyagency.org/urgent-crisis-center)



20 York Street, New Haven, CT 06510  
(203) 688-4707  
[ynhh.org/childrens-hospital/services/emergency-services](http://ynhh.org/childrens-hospital/services/emergency-services)

*In partnership with:*



*If a youth needs immediate medical attention,  
call 9-1-1 or go to the nearest hospital.*



## 2023 – 2024 TCBHPC Meeting Schedule

Meetings take place the first Wednesday of the month at the Legislative Office Building with a zoom virtual option.

July 10, 2023

**NO AUGUST MEETING**

September 6, 2023

October 4, 2023

November 1, 2023

December 6, 2023

January 3, 2024

February 7, 2024

March 6, 2024

April 3, 2024

May 1, 2024

June 5, 2024

July 3, 2024

August 7, 2024

September 4, 2024

October 2, 2024

November 6, 2024

December 4, 2024

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