

Urgent Crisis Centers

Presentation to the CTBHP
Child/Adolescent Quality,
Access & Policy Committee

May 14, 2024

Urgent Crisis Centers

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

Urgent Crisis Center Teams



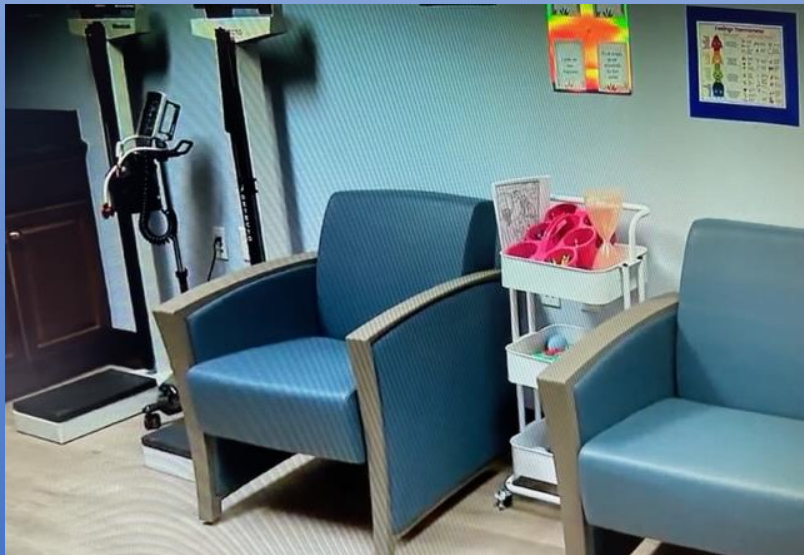
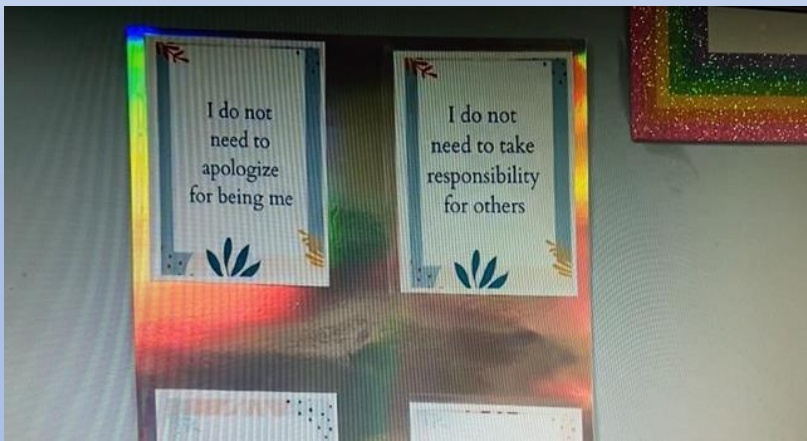
- Psychiatrists
- Advanced Practicing Registered Nurses (APRN)
- Registered Nurses
- Mental Health Clinicians
- Discharge Planners
- Family Navigators
- Behavioral Specialists
- Administrative Supports

Goals of Urgent Crisis Centers

The UCC will:

- Receive youth/young adults ages 0-18, experiencing a behavioral health crisis via walk-in (or police or ambulance drop off)
- Triage youth based on risk and needs;
- Provide de-escalation and crisis stabilization services
- Offer a thorough assessment to determine appropriate level of care
- Develop a crisis safety plan collaboratively with the family
- Provide quality care coordination
- Aftercare/bridge services until next service is available







Multi-Agency 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
 - Awareness and promotion (School Superintendents, School Special Education Directors, School Nurse Supervisors, etc.)
- SAMHSA/NASMHPS TTI award to develop a Performance Improvement Center (PIC) via contract with CHDI