

Meeting Summary for BHPOC Zoom Meeting

Jun 11, 2025 01:55 PM Eastern Time (US and Canada) ID: 987 8596 7980

Quick recap

The meeting focused on reviewing the performance and impact of Urgent Care Centers in Connecticut, including data on utilization, success rates, and funding sources. Discussions covered operational challenges such as tracking post-UCC engagement data, addressing concerns about service quality and accountability, and exploring potential legislative solutions for ambulance transport protocols. The conversation ended with updates on various committees' activities, budget allocations, and upcoming events, including CFAC's 10th anniversary iCAN celebration and ASIM training sessions. For more information: ctbhpcfac@carelon.com

Next steps

- [Terri DiPietro to send Yvonne Pallotto the Medicaid number and details of the patient transfer incident at Middlesex Hospital.](#)
- [Yvonne to follow up on the patient transfer incident at Middlesex Hospital and set up a meeting with MTM and Middlesex Hospital to address discharge issues.](#)
- [Yvonne to communicate to providers that they can be reimbursed for Uber rides if MTM fails to provide timely transportation.](#)
- [Brian Klimkiewicz to provide an update on DMHAS budget projections for fiscal year 2026 once fiscal notes are received.](#)
- [DEI Committee to host a speaker from DMHAS to discuss peer counselors in behavioral health at their next meeting.](#)

Summary

UCC Performance and Partnership Review

The meeting began with introductions and setup for a live broadcast on CTN, including Spanish translation services. Co-Chair Terri DiPietro welcomed attendees and highlighted the presentation of data from the Urgent Care Centers (UCCs) on their success and impact. Stephanie Bozak, representing the Department of Children and Families, introduced the partnership with CHDI, which operates as the Performance Improvement Center for mobile crisis and UCCs. Kayla Theriault, a senior associate at CHDI, presented data on the program's utilization, emphasizing the high success rates and the providers' efforts in outreach. The session was set to feature presentations from various UCCs, with some members expected to join late.

Connecticut Urgent Care Performance Review

The meeting focused on the performance and utilization of Urgent Care Centers (UCCs) in Connecticut. Kayla presented data showing that since Q1 FY2024, UCCs have served 2,136 children, with consistent seasonal trends across providers and demographics mirroring the state population. The centers have achieved high success rates, with 97.3% of children returning home after treatment and 99% meeting treatment goals, though Co-Chair Howard Drescher questioned the statistical significance of the latter figure. Kristin Pracitto explained that the main metric is

hospital diversion, noting that only 17 youth were sent to the ED from July to March, with 60% requiring hospitalization. The centers are accessible through phone calls or walk-ins, with schools being the primary referral source.

UCC Program Funding and Sustainability

The meeting focused on the funding and sustainability of the UCC program, with Hector Glynn explaining that the program received \$2 million in DSS grant support and \$6.7 million in Medicaid funding, though there are concerns about covering costs for non-Medicaid patients. Chuck Herrick raised questions about cost savings from diverting emergency room visits to UCCs, while Kristin highlighted issues with ambulance billing for appropriate UCC transports, leading to a discussion about potential legislative solutions and the need to clarify ambulance transport protocols with DPH.

UCC Engagement Data Tracking Challenges

The group discussed tracking post-UCC engagement data, with Kristin explaining that while they can track internal referrals, it's challenging to monitor outcomes across the state due to voluntary participation. Mikayla Bozym noted that UCCs follow up daily with families until they're connected to care, which Steve Girelli suggested might contribute to low recidivism rates. Kayla mentioned ongoing efforts to improve data collection, particularly for aftercare engagement, while Kristin shared positive feedback from families about the UCC services, emphasizing their importance for both children and families.

<https://www.wellmore.org/urgent-crisis-center>

<https://thevillage.org/programs/urgent-crisis-center-ucc/>

<https://www.childandfamilyagency.org/programs/urgent-crisis-center/>

ConnectingtoCarect.org (landing page has info on UCCs)

Children's Services Budget and Updates

Tammy Venenga reported that the children's budget was not cut and referrals doubled in the first full fiscal year, but there is still a one-year waitlist for ABA services. Alexis Mohammed (DSS) provided updates on the ACCHC contract, including subcontractor involvement, quarterly performance reports, and an upcoming RFA deadline. The steering committee has begun meetings and is working on outreach for advisory work groups. Terri requested an update on the impact of the Connecticut budget on services at the July meeting.

MCI Accountability and Service Quality

Terri shared a concerning story about a patient with severe mental illness who was scheduled for transfer to a new board and care facility but was delivered at 10 PM, raising questions about MCI's accountability and service quality. Yvonne confirmed that sanctions are regularly sent to MCI and meetings are held monthly with the Commissioner and MTM's CEO, while Kelly Phenix expressed frustration about the lack of data showing enforcement of contract violations. The group discussed the possibility of creating a fund for emergency transportation services when MCI fails to provide timely rides, with Terri confirming that such reimbursements are already available in some cases.

Budget Updates and Mental Health Initiatives

The meeting covered several budget updates, including funding for mobile crisis services, family-based recovery programs, and services for minor victims of human trafficking. Rob Haswell (DMHAS) announced the completion of the 1115 demonstration's provisional certification monitoring process and upcoming ASIM training sessions. Bryan Klimkiewicz (CSDE) shared updates on school climate guidance, additional funding for summer mental health support grants, and the conclusion of the school-based mental health workers grant program. The conversation ended with information on a youth suicide prevention initiative and upcoming events, including an LGBTQ+ conference.

[Connecticut School Climate Guidance](#) [Connecticut's Continued Investment in Youth Mental Health: The ARPA Summer Mental Health Supports Grant Program](#) | [Preventing Youth Suicide in Connecticut](#).

Committee Updates and Upcoming Events

The meeting covered updates from various committees and departments. Bryan Klimkiewicz reported additional budget funds received and are awaiting fiscal notes for next fiscal year. David shared that the Child and Adolescent committee met, discussing school-based health centers, with their report available online. Kelly mentioned the Adult Quality committee's next meeting in July to discuss the 1115 waiver. Alice Forrester reported on the DEI BH committee's work exploring peer counselors and community health workers in behavioral health. Neva Caldwell provided updates on CFAC events, including their 10th anniversary iCAN conference on September 25th and a Husky Health Program benefits overview scheduled for June 10th. The group confirmed their next meeting would be on July 9, 2025, with August off, and September back on the calendar.

Please reach out to Yvonne Pallotto for any ambulance billing issues for active Medicaid Members. Yvonne.pallotto@ct.gov