

Meeting Summary for BHP Child/Adolescent Quality, Access & Policy Committee Zoom Meeting

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Quick recap

The Child/Adolescent Quality, Access & Policy Committee meeting focused on reviewing Urgent Crisis Center (UCC) data and performance metrics, with presentations highlighting utilization trends, referral sources, and treatment outcomes. The discussion explored sustainability challenges facing UCCs in Connecticut, including funding concerns and the importance of community education about mental health resources. The conversation ended with updates about the upcoming iCAN conference celebrating its 10th anniversary and information about UCC operations, including their social media presence and hours of service.

Next steps

- [UCC providers to continue outreach efforts to increase awareness about UCCs among families and communities.](#)
- [UCC providers to maintain updated information on the UCChelp.com website regarding locations and hours of operation.](#)
- [Attendees interested in learning more about UCCs to reach out to Kristin, Lisa, or Amy for questions or site visits.](#)
- [Attendees to register for the 10th anniversary ICANN conference on September 25th at the Arts Collective in Hartford through either Yvonne@Carelton.com or the CTBHP website.](#)

Summary

Children's Services Quality Access Meeting

The meeting began with introductions and technical setup for a live broadcast on CTN. The meeting proceeded with Melissa Green chairing the Child/Adolescent Quality, Access & Policy Committee meeting, which included a planned UCC update from providers' perspectives and performance improvement center findings. Kayla Theriault from CHDI was scheduled to present data on Urgent Crisis Centers through the end of fiscal year 2025, with presenters given permission to answer questions as they went along.

UCC Utilization and Outcomes Data

Kayla presented data on utilization and outcomes for community-based UCCs, noting that data is only available from three locations (CFA, The Village, and Wellmore) since January 2024, with Yale's data excluded. She reported that utilization trends showed seasonal patterns similar to mobile crisis services, with higher volumes in Q2-Q3 and similar performance to the previous year in Q4. The data showed that schools were the primary referral source at 42%, with presenting concerns including risk of self-harm (35%) and disruptive behavior (20%), and outcomes indicated that 98.9% of children met treatment goals and 94.3% returned home, with 48.2% reporting they would have gone to the emergency department without UCC services.

UCC Client Usage and Satisfaction

Kayla presented data on UCC (Universal Care Center) usage patterns. Kristin Pracitto highlighted that about a third of clients are well-known to Wellmore, a third to treatment providers, and a third are treatment naive, emphasizing the need for community education about

non-ED mental health resources. Kristin also shared that 97-98% of families reported high satisfaction with their UCC experiences, citing feelings of being heard, validated, and supported.

UCC Funding and Sustainability Challenges

The discussion focused on the sustainability challenges facing Urgent Crisis Centers (UCCs) in Connecticut. Lisa Otto expressed concerns about funding sustainability, particularly regarding Medicaid reimbursement rates and grant funding needs, while highlighting successful partnerships and the importance of network saturation across the state. Kristin emphasized the significant impact of UCCs, sharing examples of families traveling long distances to access these centers instead of emergency rooms, and expressed commitment to continuing the service despite funding uncertainties.

UCC Program: Supporting Suicidal Youth

Kristin explained the purpose and process of UCCs (Universal Care Coordinators), describing them as a service to help families access support and create safety plans for children experiencing suicidal thoughts, aggression, or significant emotional distress. She noted that in over 95% of cases, children can go home with a safety plan and connection to appropriate care. Brenetta Henry praised the UCC program, particularly for supporting children with autism in emergency departments. The discussion concluded with Lisa asking about challenges in advertising UCC services to the public, though the response was cut off at the end of the transcript.

UCC Program Community Outreach Strategy

The team discussed their ongoing efforts to reach overwhelmed parents about the UCC program through various channels including hospitals, pediatric groups, school groups, and a statewide ad campaign. Kristin shared her approach of directly reaching out to neighborhood councils in the Waterbury area to better target community members, noting that while provider network outreach is important, direct community engagement is equally crucial. Erika Sharillo (Carelton) reported that the produced materials are being effectively shared with various provider groups including child intensive care managers and peer coordinators through the Connecticut Behavioral Health Partnership, helping to spread awareness about the urgent crisis centers and 988 resource.

UCC Operations and Social Media

The discussion focused on UCC (Youth Crisis Center) operations and hours. Lisa explained that UCCs operate Monday through Friday with two shifts, typically 8am to 10-11pm, with some locations like Village and Wellmore open weekends. Kristin shared that while 24/7 coverage was initially planned, data showed low utilization during overnight hours, though some families do seek services outside regular hours. The team discussed their social media presence, noting they participate in a media campaign across platforms including Google Ads, Facebook, and Snapchat, with each agency also promoting services through their own channels.

CFACT 10th Anniversary Conference

The conversation ended the first part of the agenda and transitioned to CFAC updates. Neva Caldwell announced that next week's iCAN conference will mark their 10th anniversary, focusing on mental health and substance use involvement, taking place at the Arts Collective in Hartford on September 25th from 8 a.m. to 3 p.m. Registration information was shared, with both Neva and Brenetta noting that registration can be completed through the CTBHP website or by contacting Yvonne@Carelton.com. The conversation ended with thanks to all participants for their attendance and contributions.

Kayla Theriault

Here is where all of the UCC reports are publicly posted: <https://www.chdi.org/resource-library#topics=72&types=&years=>

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