

Connecticut's Urgent Crisis Centers – Data Update

September 17, 2025 – BHP CAQAP
Committee

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Urgent Crisis Centers for Children

Urgent Crisis Centers (UCCs) provide full crisis assessments in a safe location for any child and family in Connecticut experiencing a behavioral health crisis. There are three* community-based UCCs funded by DCF and operated by Child and Family Agency of Southeastern Connecticut (New London), The Village for Families and Children (Hartford), and Wellmore Behavioral Health (Waterbury).

UCCs have been operational since July 2023.

*There is an additional UCC at Yale-New Haven Health operating out of their emergency department, which we do not have comprehensive data for.

UCC Data

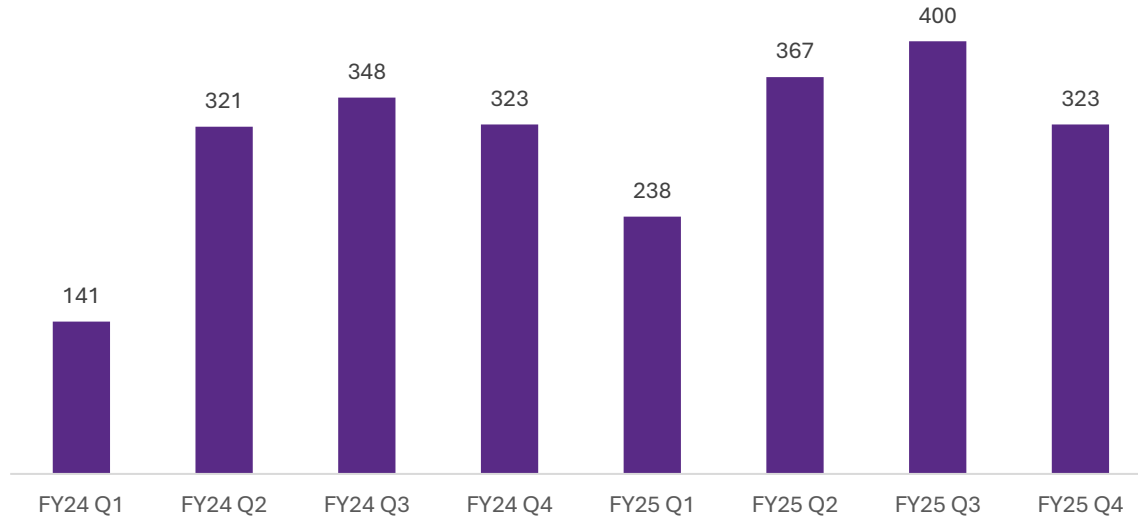
UCC providers enter episode-level data into DCF's Provider Information Exchange (PIE). This data is used by CHDI to generate quarterly and annual program reports, as well as for ad hoc quality improvement activities.

UCC providers began entering data into PIE in January 2024. We have recorded the number of episodes at each UCC prior to this point, but comprehensive data on the UCCs begins with SFY2024 Q3.

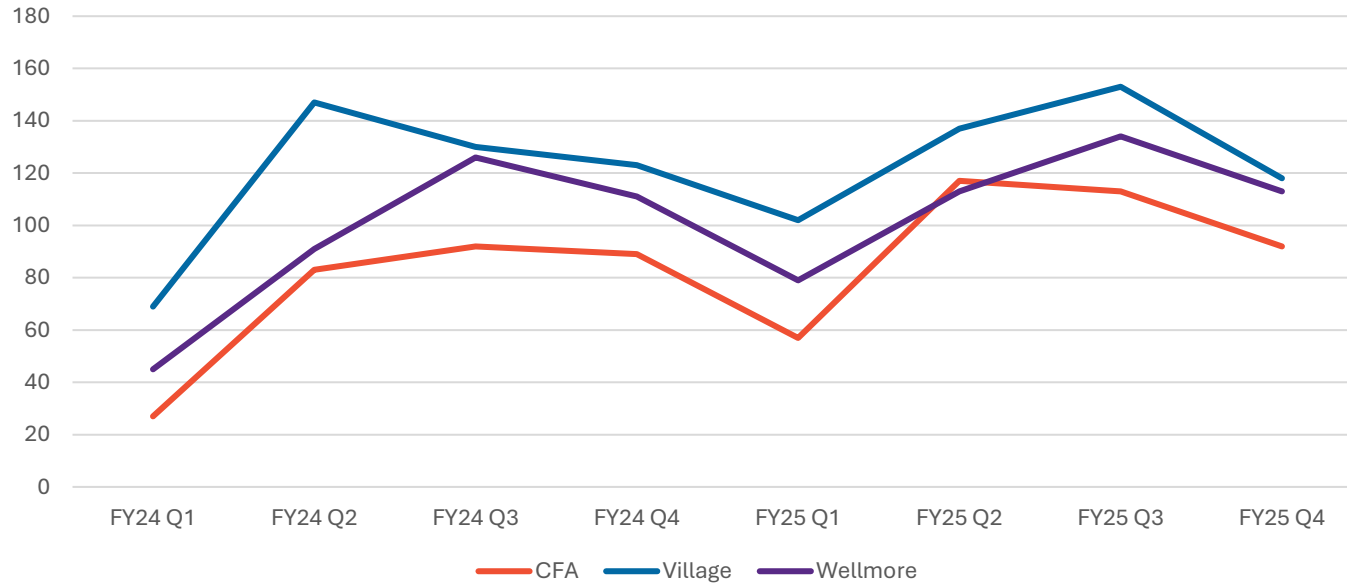
Access & Volume



UCC Volume: SFY2024 & SFY2025



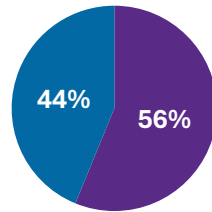
UCC Volume by Provider



Who is being served?

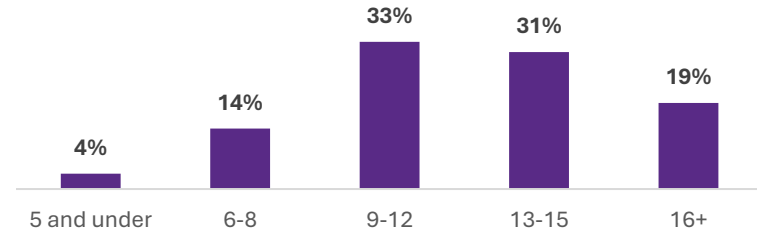
Demographics of Children Served

Sex of Children Served



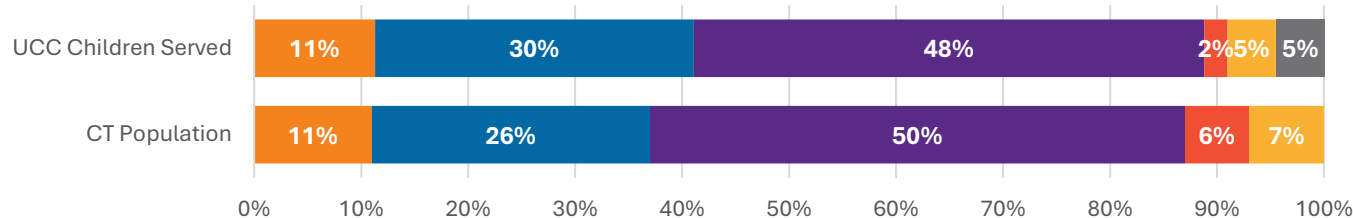
■ Female ■ Male

Age of Children Served



■ Total

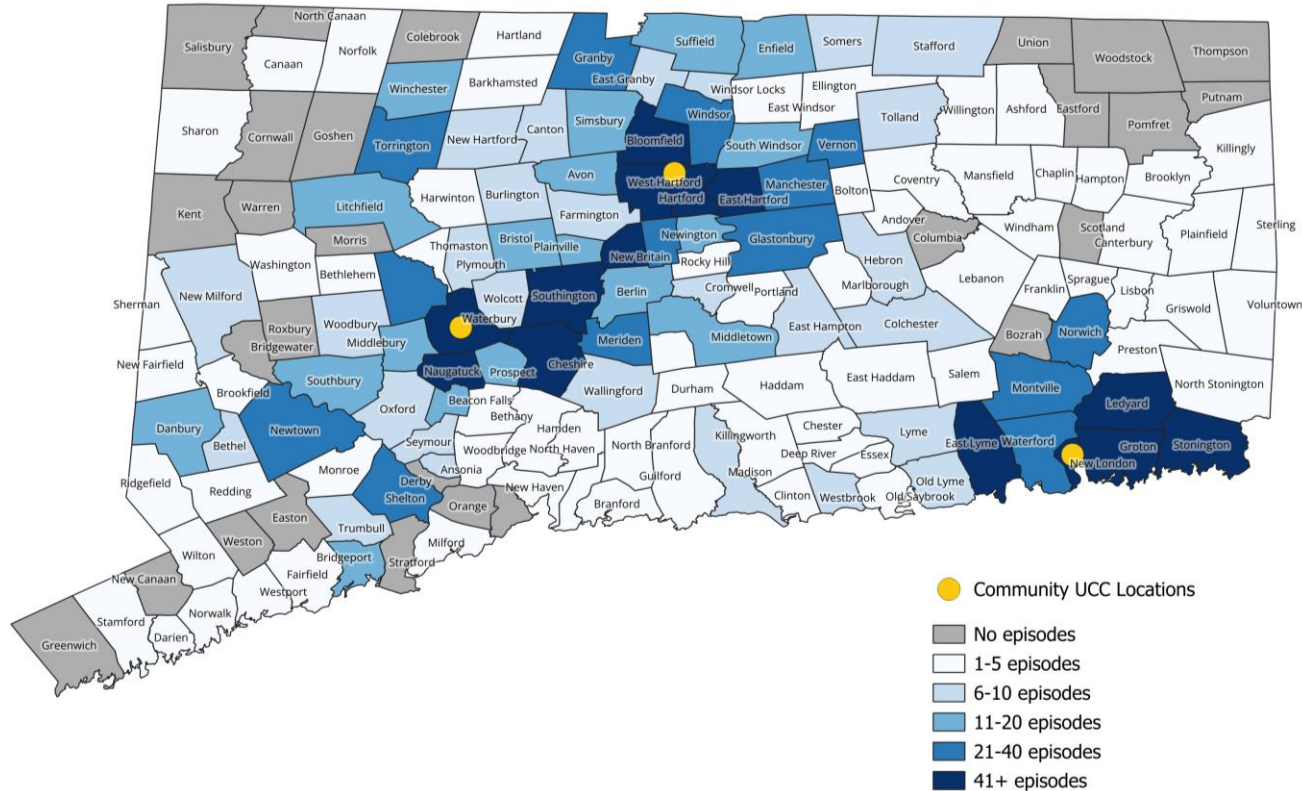
Race and Ethnicity of Children Served



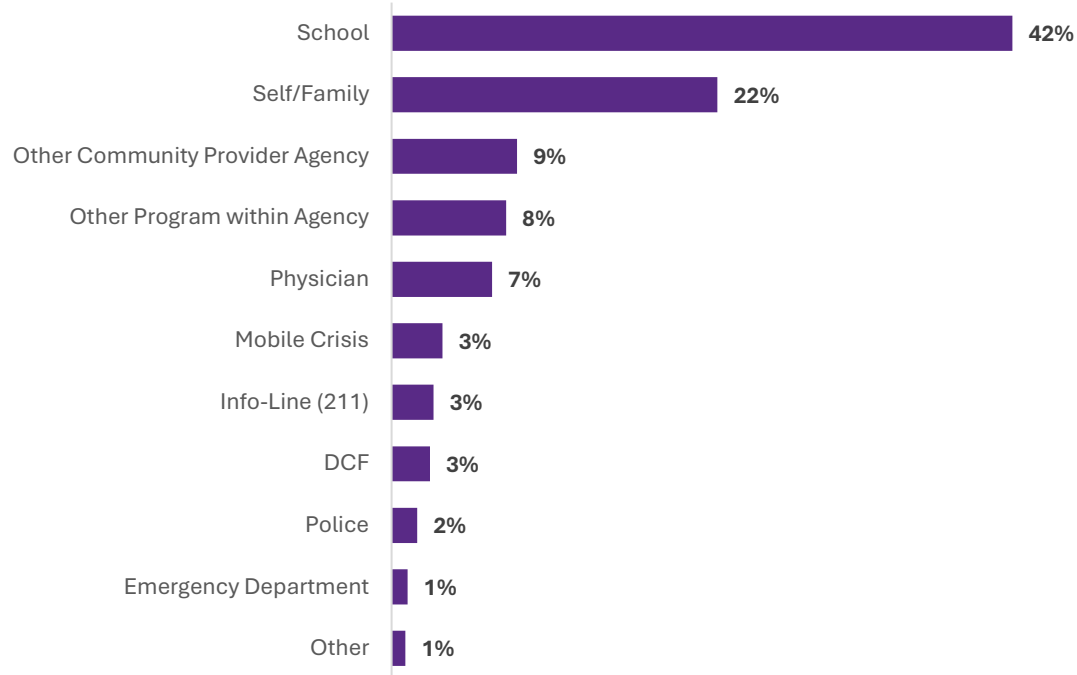
■ Black ■ Hispanic ■ White ■ Another Race ■ Multiracial ■ Unable to report

Data from Jan 1, 2024 – Jun 30, 2025

UCC Volume by Town: FY24 Q3 – FY25 Q4

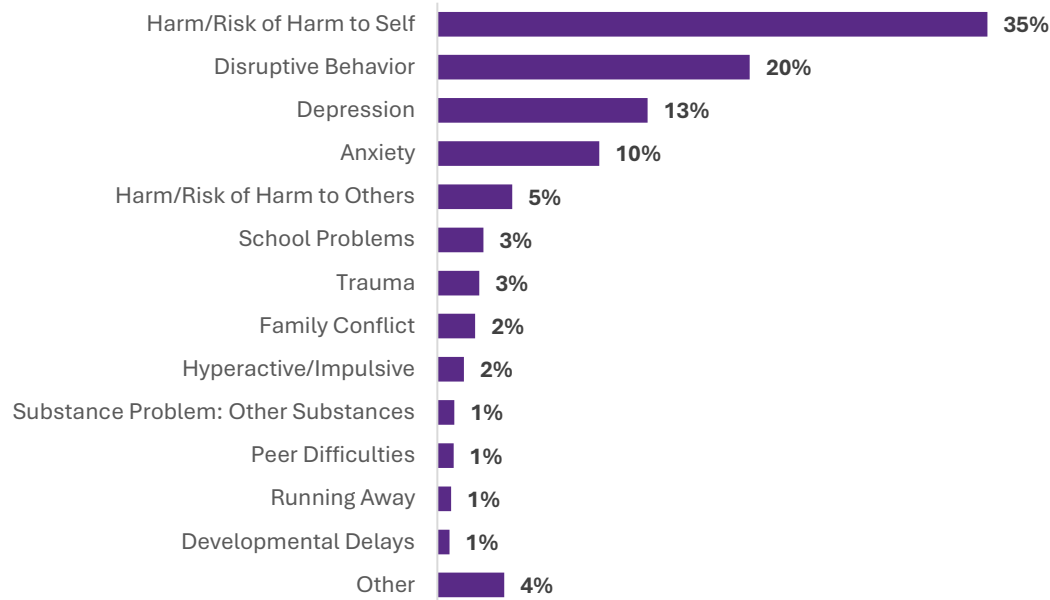


UCC Referral Sources



Data from Jan 1, 2024 – Jun 30, 2025

UCC Presenting Challenges



Data from Jan 1, 2024 – Jun 30, 2025

Is Anyone Better Off?

Key Outcomes

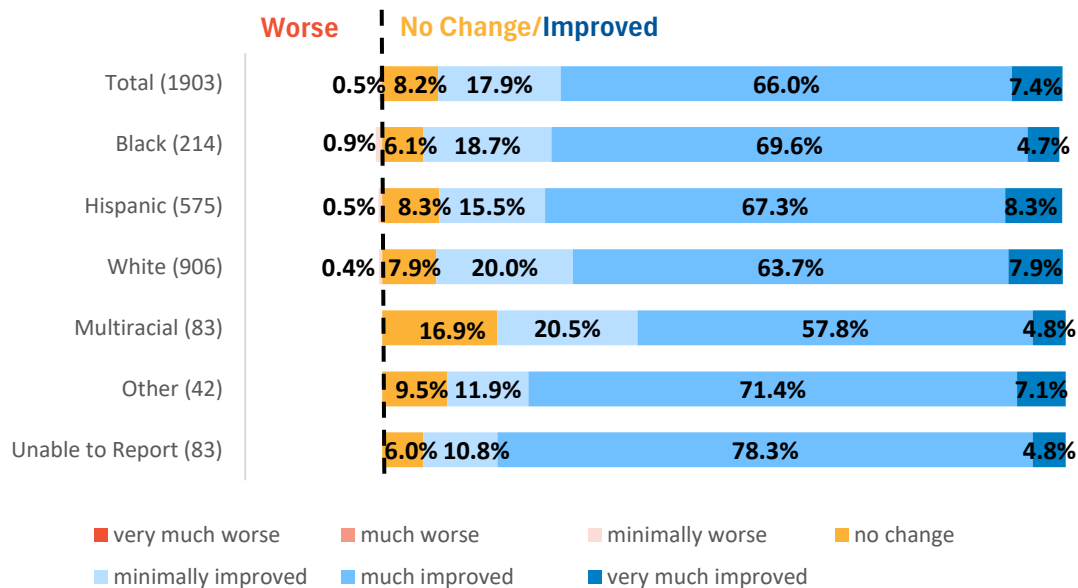
98.9% of children
met their treatment
goals

94.3% of children
served in UCCs
returned to their
homes and
communities

48.2% of families
said they would
have gone to the ED
if not for the UCC

Improvement during visit

Compared to the child's condition at intake, at discharge
the child's condition is...



Data from Jan 1, 2024 – Jun 30, 2025

Referrals from UCC to other services

Of all *referrals* made:

- 50% outpatient services
- 15% psychiatric provider for medication
- 10% Intensive in-home services
- 8% intensive outpatient services
- 7% other community-based services



Stay in touch

Please visit us at www.chdi.org and join our email list for publications and information on solutions that improve outcomes for children and their families.