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Mapping the System: An
Overview of CT's Behavioral
Health Services for Children


11/11/2025

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Agenda

Overview Overview of the Behavioral Health System and key partners	Service Levels Overview of the Behavioral Health Service Level	Accessing Care Overview of Connecting to Care
Crisis Continuum Overview of Crisis Services	Resources Review of other helpful resources	

Agenda



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Children's Behavioral Health System

An integrated, accessible system of effective services supporting all youth and their families that addresses individualized needs, social determinants of mental health and produces equitable, positive outcomes.



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Values and Principles



Community-Based

Services and system management located within a supportive, adaptive infrastructure of structures, processes and relationships at the community level



Family Driven Youth Guided

Family voice informs all aspects of the service system



Trauma Informed

All services must be trauma informed, with recognition that unmitigated exposure to adverse childhood experiences including violence, physical or sexual abuse can cause serious, chronic health and behavioral health problems. ACEs are associated with increased involvement with the criminal justice and child welfare systems

Integrated System of Care

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Values and Principles



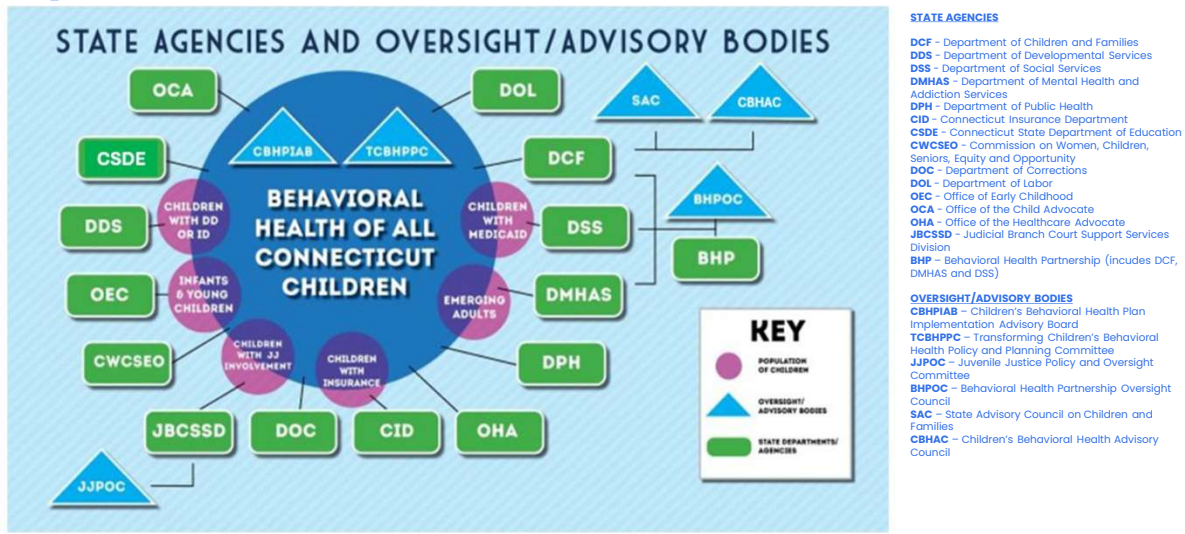
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Goals

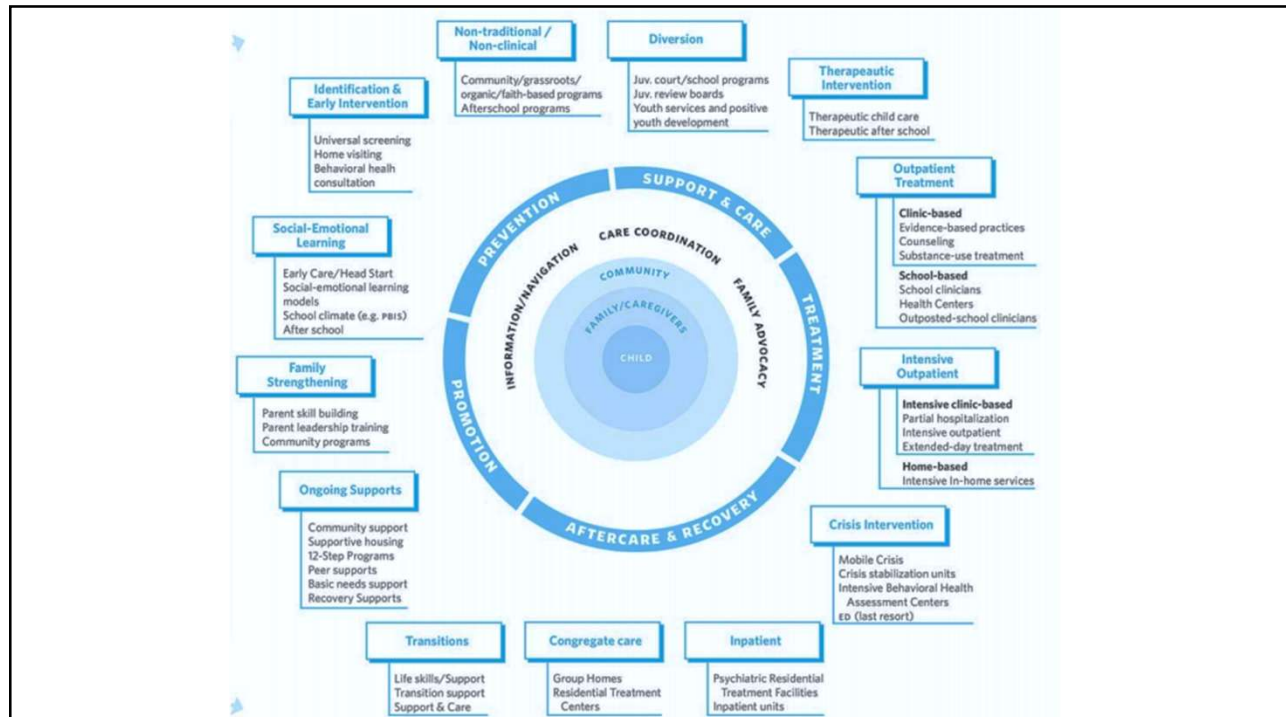


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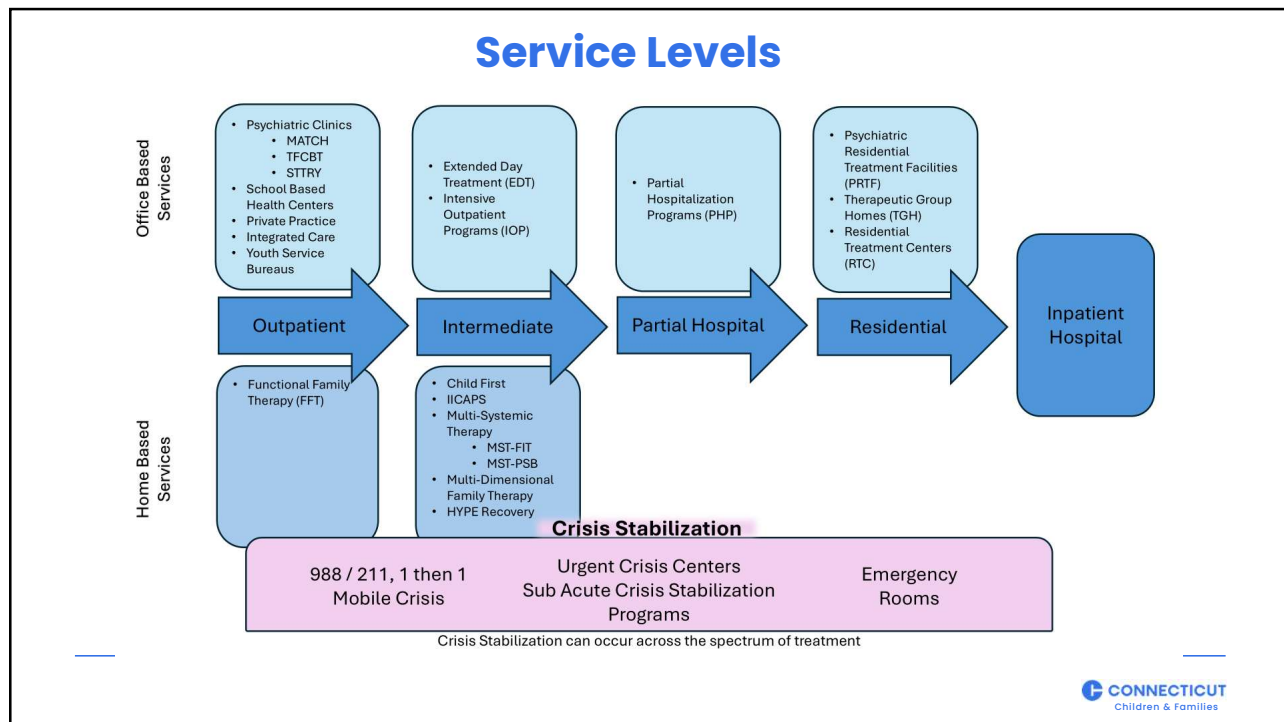
System Partners



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Connecting to Care

www.connectingtocarect.org

Connecting Connecticut Children & Families
to Behavioral Health Care

The State of Connecticut is working on improving Children's Behavioral Health supports and services. On Connecting to Care CT you will find information that will help you better understand, navigate, and find children's behavioral health services near you.

Assisted Intervention Matching Tool ◯

AiM
Assisted Intervention Matching Tool

Understanding Supports & Services ◯

Learn About Care Coordination ◯

Find Supports & Services ◯

What's Your Mental Health Plan ◯

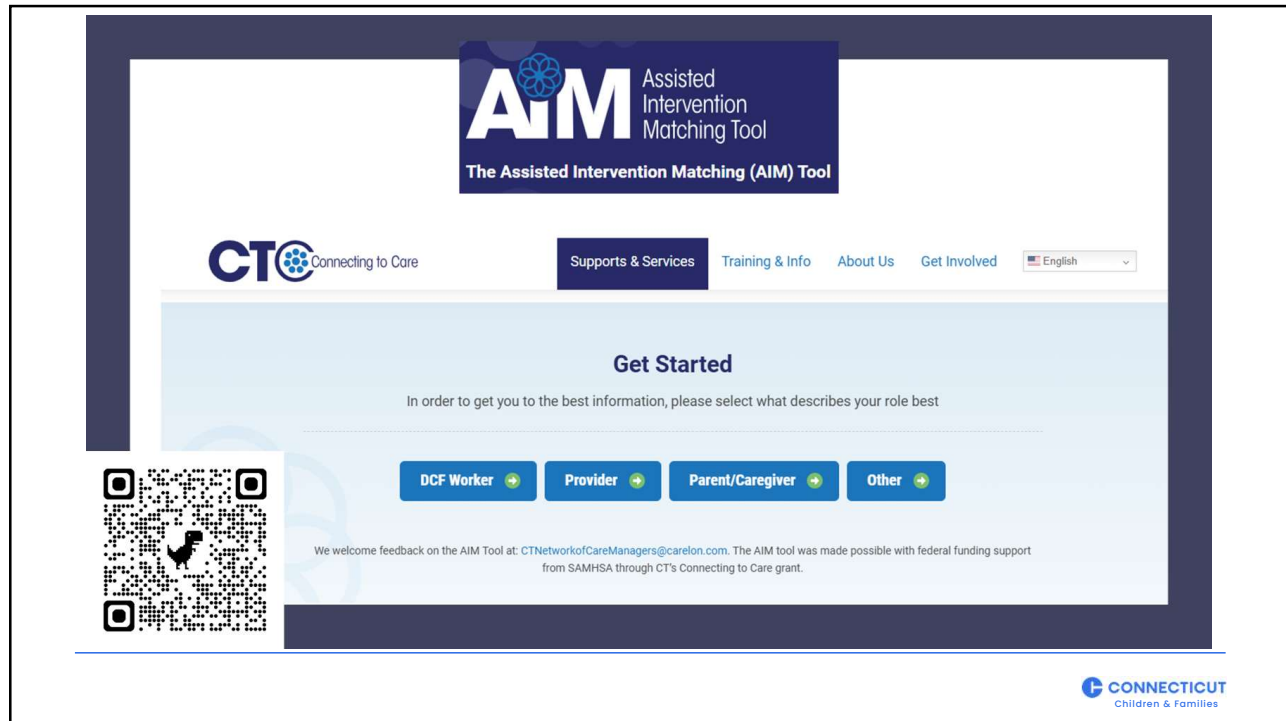
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The screenshot shows the 'Understanding Support & Care' page. The header includes the CTC logo and navigation links: Supports & Services, Training & Info, About Us, Get Involved, and a language dropdown set to English. The main heading is 'Understanding Support & Care'. On the left, a sidebar lists services: Crisis Intervention, Care Coordination, Outpatient Care, Intensive Home-Based Services, Substance Use Services, and Intensive Outpatient. The main content area explains that the state of Connecticut provides a broad array of clinical and other support services in the community, accessible directly or through referrals. It also mentions that many services are funded by the Department of Children and Family Support. A blue button labeled 'Download CT Service Array' is present. A QR code is located on the right side of the page. The footer features the CONNECTICUT Children & Families logo.

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The screenshot shows the 'Find Services by Region' page. The header is identical to the previous page. The main heading is 'Find Services by Region'. The text explains that finding someone to support a child's mental health is as important as finding a medical professional, and that the complexity of the system can be frustrating. It states that Connecting to Care is committed to providing accurate and useful information. A section titled 'Select your region:' includes a dropdown menu with 'Select Option' and a downward arrow. Below this, it says 'or select a region on the map to find services near you'. A QR code is located on the right side of the page. The footer features the CONNECTICUT Children & Families logo.

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United Way Call Center

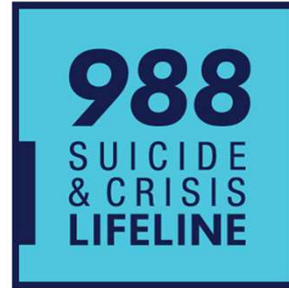
988 / 211, 1 then 1

The Call Center is available to anyone who calls.

United Way manages the 988 Crisis Line as well as the Mobile Crisis line (211).

Call specialists are available 24/7/365 by phone, chat and text

All calls are anonymous



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Examples of School ID's with 988 Info



Call 9-8-8 - National
Suicide Prevention Lifeline
Text "HOME" to 741741
Free, 24/7, Confidential


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Mobile Crisis Intervention Services

- MCIS is a face-to-face clinical intervention for children and adolescents experiencing a behavioral or mental health crisis.
- Clinicians meet the child wherever the caller requests, within 45 minutes of the call.
- There are 6 contracted providers across the State with over 200 MCIS staff.
- MCIS is available to any child, under the age of 18, or older if still enrolled in high school. The services are free of charge.
- Services are available 24/7/365.
- Access services by dialing 211-1-1 or 988.




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Mobile Crisis

- Mobile Crisis Intervention Services (MCIS) is a face-to-face intervention for children experiencing a behavioral health need or crisis
- It is available to any child across the state, no matter their ability to pay, 24/7
- MCIS is a critical part of the crisis continuum that reduces reliance on hospital ED's
- MCIS is implemented by 6 providers with 14 mobile sites across the state

KEY FINDINGS FY25:	
<p>Mobile Crisis had 11,608 episodes of care serving 8,428 children.</p> <p>42% of callers to Mobile Crisis were schools, and 40% were the family or child themselves.</p>	<p>Mobile Crisis had a 95.8% mobility rate, and responded to 88.0% of mobile episodes in under 45 minutes.</p>
<p>39% of children received ongoing stabilization services from Mobile Crisis.</p>	<p>72% of children were discharged after completing their treatment with Mobile Crisis</p>
<p>Children were most commonly presenting to Mobile Crisis with Harm/Risk of Harm to Self (30%) and Disruptive Behavior (26%).</p>	<p>41% of children were referred to outpatient services, and 36% were referred back to an existing provider. 29% of children received referrals to multiple services.</p>



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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



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UCC are alternatives to Emergency Departments for youth with urgent behavioral health needs:

- The program is staffed by medical and behavioral health personnel:
 - Psychiatric Staff (MD/APRN)
 - Registered Nurses
 - Mental Health Clinicians
 - Family and Behavioral Support Staff
 - Care Coordinators / Discharge Planners
 - Administrative Support Specialists



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Goals of the Urgent Crisis Center

The UCC will

- Receive youth/young adults ages 0-18, experiencing a behavioral health crisis via walk-in , or police/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
- Provide aftercare/bridge services until next service is available



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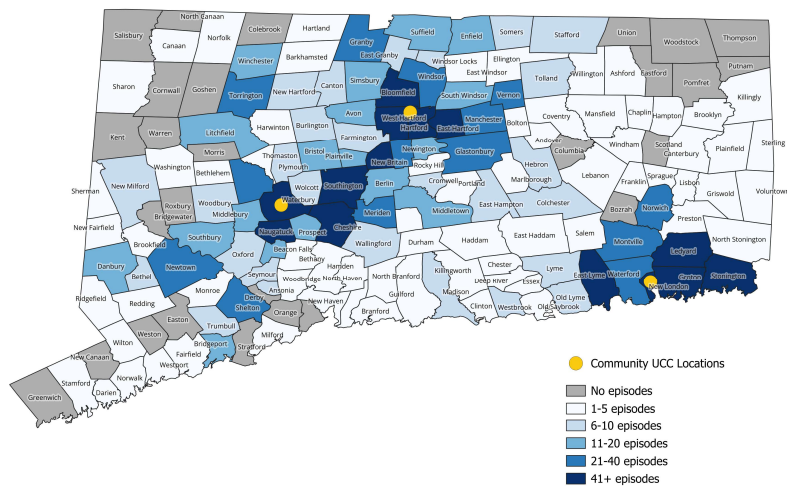


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Urgent Crisis Centers

Volume by Town (Data from SFY24 Q3-SFY25 Q4)

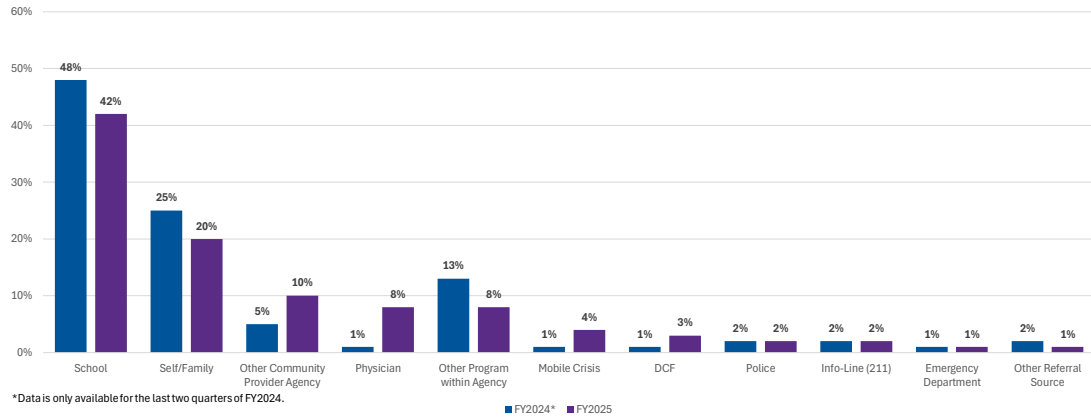


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Urgent Crisis Centers

Referral Sources



Note: referrals to the services are captured differently, with UCC referrals generally being how the family/guardian heard about the service, and Mobile Crisis being the person making the call to 211

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UCC Outcomes

On average, families spend 3.3 hours at the UCC

97.5% of children served in UCCs returned to their homes and communities

52.6% of families said they would have gone to the ED if not for the UCC

Data from Jan 1-Dec 31, 2024

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

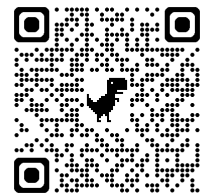
Connected Relieved Hopeful Calm Trusted Satisfied
Grateful Safe Motivated Empowered Heard



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AiM Assisted Intervention Matching Tool

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Community Pathways Program

- A warm line that helps families in navigating children's behavioral health services and community-based supports
- Community pathways offers live, knowledgeable, and supportive staff that assist families with referrals, resources, and tools
- The helpline assists with issues such as:
 - Where to go when children need support
 - Connection to mental health and substance use programs
 - Links to community resources
 - Information on services for children, parents and caregivers

To get connected call **877-381-4193, option 1**



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ACCESS Mental Health

- ✓ Pediatric program launched statewide June 2014 – Department of Children and Families (DCF) state funds
- ✓ Expanded to include 19- to 21-year-old young adults – HRSA PMHCA Award 2021
- ✓ In 2022, CT state legislation allocated a portion of the American Rescue Plan Act funding to support the Hub teams in providing telephonic bridge treatment
- ✓ DCF contracts with Carenton Behavioral Health to provide administrative oversight
- ✓ Carenton contracts with three child and adolescent psychiatric hub teams to provide real-time telephonic consultation and direct resource and referral support
- ✓ Offering monthly provider trainings and toolkits on mental health and substance use screening and treatment
- ✓ Created a parent education video series

Average Yearly Utilization*

 **9,613** Real-time psychiatric consults provided

 **2,088** Individuals and their families served

*fiscal year 2022-2024 data

What Participating PCPs Are Saying About ACCESS Mental Health

"Had it not been for the support and training I received from the child psychiatrists at AMH, many of my patients would not be receiving the care that they desperately need. I am a far better pediatrician because of ACCESS Mental Health."

"ACCESS Mental Health has markedly enhanced my ability to take care of my patients and families"

"This program is the best thing that has happened to Connecticut"



Treating Provider feels stuck and isn't sure what to do next



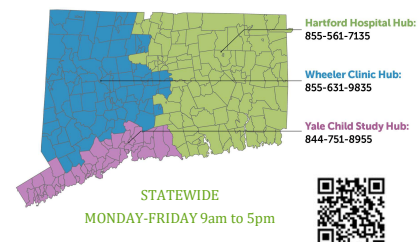
Treating Provider calls **Hub Team's toll-free number** and talks directly with a seasoned psychiatrist every call



Hub team psychiatrist provides diagnostic clarification, psychopharmacology and counseling recommendations and, if needed, offers resource and referral support to patient



Resource and Referral Support team outreaches to patient and family to help them find services



Each Hub Team (1.0 FTEs):

- ✓ Child and Adolescent Psychiatrist(s)
- ✓ Licensed Clinician(s)
- ✓ Family Peer Specialist
- ✓ Program Coordinator



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211 Info Line



- 211 is a free, confidential information and referral service that connects people to essential health and human services 24 hours a day, seven days a week online and over the phone.



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QUESTIONS?



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THANK YOU

