



CT's Urgent Crisis Centers Immediate Access to Mental Health Support

September 4, 2025
Access Mental Health Providers/Carelon



Urgent Crisis Center
For Youth

Taby Ali, APRN
Associate Medical Director
Wellmore Behavioral Health
141 East Main Street
Waterbury, CT 06702
475-455-0703 cell
tali@wellmore.org

What was happening before:

- Gap in Service Spectrum (mobile crisis, child outpatient, intensive in-home and then --→ inpatient)
- Overcrowding in local emergency departments, particularly for children's mental health
- Lack of inpatient beds or higher levels of care (beyond intensive home based programming)

Why Urgent Crisis Centers are necessary:

- Emergency Rooms can add trauma, anxiety and disruption/disconnection to youth in crisis
- Limited opportunity for treatment, such as de-escalation or safety planning, that can occur in a meaningful way.

Why Urgent Crisis Centers?

SAMHSA National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit:

- ▶ Regional Crisis Call Hub Services:

Someone To Talk To

- ▶ Mobile Crisis Team Services:

Someone To Respond

- ▶ Crisis Receiving and Stabilization Services:

A Place to Go

What we know to be true:



Moving a youth in crisis to a calmer state must include and engage the family.

The UCCs are staffed and structured to be flexible and responsive to whatever the urgent crisis is. We can support youth with safety needs to self or others and youth who are demonstrating concerning changes with mood and behavior but are not yet established with treatment.

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

Our Team

The program is staffed by medical and behavioral health personnel:



- Advanced Practicing Registered Nurses (APRN)
- Registered Nurses
- Mental Health Clinicians
- Family Support Specialists
- Care Coordinators
- Administrative Support Specialists

Our Services



The UCC will:

- Receive youth/young adults ages 4-18, or 21 if currently still in DCF care, 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 services until next service is available

The FAMILY defines the crisis!

The UCC Process



1. Nurse meets with the youth and family for a brief risk assessment and medically clears the youth for on-going assessment and support.
2. Youth and caregiver will meet with a variety of team members who will interview about the presenting crisis, complete a thorough risk assessment, conduct a comprehensive biopsychical assessment, and screen for other conditions and unmet basic needs.
3. The clinical team will review the case with the supervisor. The goal of the case review is to discuss disposition, safety planning, and treatment recommendations.
4. The clinician will co-construct an individualized safety plan with the youth and caregiver, practice and review known coping skills, identify supports, make recommendations for on-going treatment.
5. Post discharge, families will receive follow up calls to confirm connection to care and resources.

What to Expect



Average length of stay at the UCC is between 3-5 hours

Youth must be accompanied by a legal guardian or trusted adult (with legal guardian available by phone)

We send the family home with written discharge recommendations and a safety plan. Pending the family's consent, copies of this paperwork is often faxed to existing providers, such as therapists, medication providers, schools, pediatricians.

We accept all insurances and uninsured/underinsured

We do not ask legal status

We accept police and ambulance drop offs

Where can you find a UCC?

www.ucchelp.com

- Contact information for all three community locations, hours of operations, and main phone lines

A clinician or nurse is always available to discuss potential cases and services

CFA's Urgent Crisis Center

255 Hempstead St. New London, CT

Monday-Friday: 8:00am-10:00pm

Saturdays: 10:00am-6:00pm

Tel: 860-440-7182



Advancing Individual & Community Health

Wellmore's Urgent Crisis Center

141 East Main St. Waterbury, CT

Monday-Friday: 8:00am-midnight

Saturday and Sundays: 10:00am-6:00pm

Tel: 203-580-4298



The Village's Urgent Crisis Center

1680 Albany Ave. Hartford, CT

Monday-Friday: 7:00am-11:00pm

Saturday and Sundays: 3:00pm-11:00pm

Tel: 860-297-0520



A Tour of Wellmore's Urgent Crisis Center





Chelsea and Everett's Story

The Village



Our Impact



Between July 1, 2023 and June 30, 2025 the UCCs have served 2,460 children

FY2025 Highlights: - 1,328 episodes of care –

- Risk of harm to self is the most common presenting problems statewide
- 99.4% of children met their treatment goals
- 89% of children showed some level of improvement from intake to discharge
- 98% of children were discharged to their homes and communities
- **Over 90% of parents and guardians would recommend/return to the UCC**

What Youth and Families are Saying About the UCC

“I felt like the people who took care of me today really cared about helping me.”

-- Youth

“I was happy that I was able to talk to someone.” – Youth

“Thank you for making him feel comfortable and not judging him for his behaviors.” – Parent

“The staff made my child feel safe and secure. I really felt heard, and my concerns were addressed.” -- Parent

Key Takeaways

- Wellmore's Urgent Crisis Center is available to families 7 days a week for walk-in support. No appointments or referrals necessary.
- We are located at 141 East Main Street in Waterbury, Connecticut
- Our mainline is 203-580-4298. We encourage referring providers to call ahead but it's not required
- Questions??

Taby Ali

Cell: 475-455-0703

tali@wellmore.org