

# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC HEALTH



Manisha Juthani, MD  
Commissioner

Ned Lamont  
Governor  
Susan Bysiewicz  
Lt. Governor

Healthcare Quality & Safety Branch

## OFFICE OF EMERGENCY MEDICAL SERVICES OEMS COMMUNICATIONS STATEMENT 24-02

Date: May 22, 2024

To: EMS Organizations  
EMS Medical Directors  
EMS Coordinators

From: Lorraine Cullen MS, RRT, RRT-ACCS *LC*  
Branch Chief, Healthcare Quality and Safety

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Director, Office of Emergency Medical Services

Subject: Pediatric Patient Transports to Urgent Crisis Centers

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The demand for pediatric behavioral health services has been growing in our state. DPH recognizes that at certain times throughout the year, the demand for behavioral health crisis services may spike and result in Emergency Department overcrowding. For some cases, the state's new network of Urgent Crisis Centers for children and adolescents may be an appropriate alternative to an emergency room visit.

### EMS PROTOCOLS

The Office of Emergency Medical Services developed protocols for emergency medical services (EMS) organizations to transport pediatric patients with mental or behavioral health needs by ambulance to an urgent crisis center as defined in [Connecticut General Statutes \(C.G.S.\) 19a-179f\(c\)](#). Those protocols are attached and also can be found on the [Statewide EMS Protocols Page](#) of the EMS website.

### URGENT CRISIS CENTERS (UCCs)

Licensed by DCF, the pediatric urgent crisis centers function as walk-in clinics, providing youths and their families with immediate access to resources while they are experiencing a behavioral health crisis, such as thoughts of suicide or self-injury; feelings of depression, anxiety, or hopelessness; out-of-control behaviors; substance misuse; and other mental health concerns. They are designed to divert youths and their families from visits to hospital emergency rooms to address behavioral health crises.



Phone: (860) 509-7975  
Telecommunications Relay Service 7-1-1  
410 Capitol Avenue, P.O. Box 340308  
Hartford, Connecticut 06134-0308  
[www.ct.gov/dph](http://www.ct.gov/dph)

*Affirmative Action/Equal Opportunity Employer*



The current capacity for the four established centers is 72 daily slots. They are strategically located across Connecticut and are operated by:

- **The Village for Families and Children**  
1680 Albany Avenue, Hartford  
(860) 297-0520  
Hours: Mon – Fri 0700-2300
- **Yale New Haven Hospital**  
1 Park St, New Haven  
(203) 688-4707  
Hours: 7 days / 24 hours
- **The Child and Family Agency of Southeastern Connecticut**  
255 Hempstead Street, New London  
(860) 437-4550  
Hours: Mon-Thurs 0700-2000, Fri 0700-1700
- **Wellmore Behavioral Health in Waterbury**  
141 East Main St, Waterbury  
(203) 580-4298  
Hours: Mon – Fri 0600-2200

### EMT/ADVANCED STANDING ORDERS- ADULT & PEDIATRIC

- Routine Patient Care.
- Approach patient using the SAFER Model.
- Observe and record the patient's behavior.
- Consider associated domestic violence or abuse/neglect of children or elderly, see [Abuse and Neglect of Children and the Elderly 6.1](#) or [Response to Domestic Violence Procedure 6.15](#).
- Determine if patient is under the care of mental health professionals and record contact information.  
Assess for risk to self and others. Ask patient directly if he is thinking about hurting self or others.  
A patient who is a danger to self or others may not refuse care. If patient refuses care, contact police if unable to convince patient to be transported. (Refer to [Police Custody Procedure 6.13](#), [Refusal of Care Procedure 6.14](#) and/or [Restraints 6.16](#))

#### Transport to Pediatric Urgent Crisis Centers (UCC)

#### FOR PROVIDERS WITH SPONSOR HOSPITAL APPROVAL

- Consider transport to one of the state's urgent crisis centers for children aged 4 to 18 yo with depression, anxiety, emotional and behavioral dysregulation, substance abuse, self-injurious behavior not requiring medical intervention, homicidal/suicidal ideation.
- Contact the UCC directly to notify them of the potential patient and confirm willingness to accept.
- Receiving care at a UCC is voluntary - if physical or pharmacologic restraint is needed and/or they are not willing to go, a UCC is not an appropriate destination.
- Patients with minor injuries may be appropriate for a UCC
- Patients intoxicated with alcohol or other substance may be appropriate, but the UCC is not able to manage withdrawal.
- Patients with threat of or recent history of violence may be appropriate for a UCC if they don't need pharmacologic or mechanical restraint.



If the patient does not appear to be an immediate threat to self or others and refuses transport:

- Encourage patient to seek mental health evaluation.
- Avoid leaving the patient alone, if possible. Assist in contacting responsible family/friend.

For patient with suspected Extreme Agitation/Combativeness:

- Treat hyperthermia, see [Hyperthermia Protocol 2.11](#). Monitor cardiac activity and oxygen levels.

### PARAMEDIC STAND ORDERS - ADULT

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See [Restraints Procedure 6.16](#)

Protocol Continues

Protocol Continued

### PEARLS:

Consider all possible medical/trauma causes for behavior and treat appropriately:

- Hypoglycemia
- Head Injury, stroke, seizure (post-ictal)
- Poisoning, substance abuse, drug, alcohol
- Infection

### SAFER Model

- S** Stabilize the situation by lowering stimuli, including voice.
- A** Assess and acknowledge crisis by validating patient's feelings and not minimizing them.
- F** Facilitate identification and activation of resources (clergy, family, friends, or police).
- E** Encourage patient to use resources and take actions in his/her best interest.
- R** Recovery/referral - leave patient in the care of a responsible person, professional or transport to appropriate medical facility. Do not leave the patient alone when EMS clears the scene.

The current list of crisis centers, phone number and hours are below.

- **The Village for Families and Children**  
1680 Albany Avenue, Hartford - (860) 297-0520  
Mon – Fri 0700-2300
- **Yale New Haven Hospital (Patients will be triaged through the YNHH ED)**  
1 Park St, New Haven – (203) 688-4707  
7 days / 24 hours
- **The Child and Family Agency of Southeastern Connecticut in New London**  
255 Hempstead Street, New London, CT – (860) 437-4550  
Mon-Thur 0700-2000, Friday 0700 - 1700
- **Wellmore Behavioral Health in Waterbury**  
141 East Main St, Waterbury - (203) 580-4298  
Mon – Fri 0600-2200



# Community Pathways

## Supports for Connecticut families

Community Pathways is a unique, strengths-based program serving all Connecticut families and their children under age 18 in order to:

- Empower families to be their own best advocates.
- Help families navigate the Connecticut children's behavioral health system of care.
- Provide family-centered support.

By dialing **877-381-4193 (option 1)**, callers can speak to a specialist to discuss supports and get connected to resources.

Accepting referrals from families and community partners, we provide **information, access, and connection** to needed community-based supports and evidence-based interventions.



## Supports across Connecticut can be found here

**Contact Carelon Behavioral Health's Community Pathways program at 877-381-4193 (option 1) during regular business hours for:**

- In-home services to help with a mental health or substance use problem for parents and youth under 18.
- Non-emergency behavioral health needs.
- In-home, evidence-based interventions.

**Dial 2-1-1 for:**

- 24/7 emergency mobile crisis support.
- Connection to social drivers of health needs such as housing, income, childcare, legal assistance, and other social services.

**Call the Department of Children and Families 24/7 Careline at 800-842-2288 to:**

- Connect to Voluntary Care Management services.
- Report child maltreatment, abuse, or neglect.

# Families eligible for Community Pathways

Parents or caregivers with a child under the age of 18 in need of a non-emergency referral can call Carelon Behavioral Health at **877-381-4193 (option 1)**. Specialists will connect families to evidence-based interventions and community resources and will provide on-going support as needed. This program is available regardless of income or insurance.

## Our approach — families take the lead

The values and philosophy of Carelon's Community Pathways program are based on the Wraparound model, which is a family-centered, strengths-based approach that focuses on keeping families together and connecting them to their communities. Families are the drivers of their care. We listen and collaborate to create a plan of care and provide a safety net of support to manage difficult situations should they arise.

## Background

Carelon's Community Pathways program is part of Connecticut's Family First Prevention Services Act Plan. The plan increases access to preventive services to children and families. Our person-centered, strengths- and family-based approach promotes early intervention to ensure optimal results for children and their families.

## Referrals and information

The Community Pathways Program is funded through the CT Department of Children and Families (DCF).

[Select here](#) for a listing of family resources or visit [carelonbehavioralhealth.com/providers/forms-and-guides/ct](http://carelonbehavioralhealth.com/providers/forms-and-guides/ct) and look for Additional Resources.

Call: **877-381-4193, option 1** to connect to effective parenting, mental health, and substance-use programs and community-based supports.

Email: [CPathways@carelon.com](mailto:CPathways@carelon.com)

Fax: **860-707-1003**

Community Pathways Referral Form: [select here](#)

## About Carelon Behavioral Health

Carelon Behavioral Health is the country's leading behavioral health management company. Serving 40 million people, we deliver tailored, holistic services to help people live their lives to their fullest potential.





## Announcing the Family Assistance & Social Determinant Fund

**Do you know or are you a family that needs financial assistance to pay for mental health and/or substance use intervention, treatment, or medication for child(ren) ages 0-18?**

For a limited time, funding assistance is available for those that qualify\*.

Completed referrals can be sent to:

**The Family Assistance & Social Determinant Fund**  
**FAX: 833-370-8773 or E-mail to [FASD@carelon.com](mailto:FASD@carelon.com)**

Funding may be accessed for services rendered for a child, ages 0 up to 18, needing:

- ✓ Mental health and/or substance use treatment or prescribed medications
- ✓ Adolescent psychiatric services, intensive in-home or intensive outpatient or other recommended community-based service

**AND**

The family has been unable to access that care because:

- ✓ The family has sought but been denied coverage or reimbursement by their health carrier or have exhausted their benefits,
- ✓ The family is unable to bear the cost of the intervention due to financial hardship.
- ✓ The family has encountered barriers based on social determinants of health such as discrimination, poverty, housing or food insecurity, unemployment/underemployment, adverse early life experiences, or other social determinants related to mental health.

**QUESTIONS? Contact Carelon Behavioral Health at: [FASD@carelon.com](mailto:FASD@carelon.com)**

\*Funds are made available for a limited time by the CT Department of Children and Families through the American Recovery Plan Act. Funds may apply for services rendered up to 120 days prior to the date of the request. Each request allows a maximum of \$10,000.

# 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**

At the four walk-in **Urgent Crisis Centers (UCC)** for children and adolescents ages 18 and under, trained staff will:

- ✓ De-escalate the crisis
- ✓ Complete an evaluation
- ✓ Connect youth to services

## Urgent Crisis Centers



1680 Albany Avenue, Hartford, CT 06105  
(860) 297-0520  
[thevillage.org/UCC](http://thevillage.org/UCC)



255 Hempstead St, New London, CT 06320  
(860) 437-4550  
[childandfamilyagency.org/urgent-crisis-center](http://childandfamilyagency.org/urgent-crisis-center)



141 East Main Street, Waterbury, CT 06702  
(203) 580-4298  
[wellmore.org/urgent-crisis-center](http://wellmore.org/urgent-crisis-center)



20 York Street, New Haven, CT 06510  
(203) 688-4707  
[ynhh.org/childrens-hospital/services/emergency-services](http://ynhh.org/childrens-hospital/services/emergency-services)

*In partnership with:*



*If a youth needs immediate medical attention,  
call 9-1-1 or go to the nearest hospital.*

# Respuesta urgente para la crisis de salud mental de su hijo.



- Pensamientos suicidas o autolesiones
- Sentimientos de depresión, ansiedad o desesperanza
- Comportamientos fuera de control
- Uso indebido de sustancias
- Cualquier crisis de salud mental

**No se necesita cita**

En los cuatro Centros de Crisis Urgentes (UCC) para niños y adolescentes menores de 18 años, el personal capacitado:

- ✓ Aliviar la crisis
- ✓ Completar una evaluación
- ✓ Conectar a los jóvenes con los servicios

## Centros de Crisis Urgentes



1680 Albany Avenue, Hartford, CT 06105  
(860) 297-0520  
[thevillage.org/UCC](http://thevillage.org/UCC)



255 Hempstead St, New London, CT 06320  
(860) 437-4550  
[childandfamilyagency.org/urgent-crisis-center](http://childandfamilyagency.org/urgent-crisis-center)



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[wellmore.org/urgent-crisis-center](http://wellmore.org/urgent-crisis-center)



20 York Street, New Haven, CT 06510  
(203) 688-4707  
[ynhh.org/childrens-hospital/services/emergency-services](http://ynhh.org/childrens-hospital/services/emergency-services)

En alianza con:



*Si un joven necesita atención médica inmediata,  
llame al 9-1-1 o vaya al hospital más cercano.*