

# Empowering Families Through Urgent Crisis Centers

Urgent Crisis Centers (UCCs) have emerged as vital resources for families of children and adolescents ages 18 and under, experiencing behavioral health crises. These centers offer needed assistance while avoiding emergency department care. Funded and licensed by the Department of Children and Families (DCF), UCCs operate as walk-in clinics, providing youth and their families access to critical resources when they need them most. Common situations include youth experiencing thoughts of suicide, self-injury, depression, anxiety, and substance misuse.

With a combined capacity of 72 daily slots, these centers are strategically located throughout Connecticut, ensuring accessibility to those in need. The centers are operated by renowned organizations, including **The Village for Families and Children in Hartford**, **Yale New Haven Hospital in New Haven**, **The Child and Family Agency of Southeastern Connecticut in New London**, and **Wellmore Behavioral Health in Waterbury**. At each location, trained staff are available to de-escalate a crisis, complete an evaluation and connect youth to appropriate services.

By providing timely support and effective interventions, UCCs are playing a crucial role in supporting the behavioral health of CT youth and their families. These centers not only offer immediate care, but also serve as a bridge towards long-term solutions for mental health challenges. Families can now rest assured that help is available during critical moments, ensuring a safer and healthier path for their loved ones.

The Department of Social Services (DSS) provider bulletin released in March 2024 outlined specific criteria for Provider Enrollment/Certification in Connecticut's Medical Assistance Program (CMAP). Only providers licensed by DCF as an Outpatient Psychiatric Clinic for Children and certified by DCF to deliver urgent mental health care for children can enroll and submit claims to DSS for these services. Providers must update their certification with DCF and maintain enrollment by complying with federal and state statutes, regulations, and operational procedures. Read the bulletin in its entirety here. [Connecticut Department of Social Services \(ctdssmap.com\)](https://www.ctdssmap.com)

Select the flyer to learn more about the available UCCs in Connecticut.



**Urgent Crisis Center Resources:**

[UCC Flyer](#)