



Mobile Crisis Intervention Services And Urgent Crisis Center for Youth

Wellmore's Crisis Services are an alternative to emergency care for youth with immediate mental health needs, helping to keep families

In the absence of a parent/guardian, schools can address student mental health/behavioral crises by sending the youth to the Urgent Crisis Center or by calling Mobile Crisis Intervention Service via 211.

Mobile Crisis Intervention Services: We come to you! 24/7

- Call 211 (Infoline) and press option 1 and then option 1 again to connect to a 211 staff person. They will connect you with a Wellmore clinician.
- Call the parent/guardian to let them know that you have asked for this assistance.
- A clinician will arrive at your school as soon as possible, but no later than 45 minutes. We will do follow up calls or home visits with the family to support the family after we leave.
- We will coordinate with current providers and provide referrals if additional support is needed.

Urgent Crisis Center for Youth (UCC): They come to us!

M-F: 8a-12midnight; S&S: 10a-6p

- We are located at 141 East Main Street in Waterbury (across from Palace & next to UConn Wtby).
- Our phone is 203-580-4298.
- Families do not need an appointment—they can just show up when they need immediate access to mental health support.
- A parent/guardian must be present with the youth and participate in the assessment (a parent can give consent verbally if there is a trusted adult present and involved).
- We will coordinate with existing providers during our assessment (when possible) and make clinical and supportive referrals as indicated.

If a child is behaviorally escalated or out of control at school and you need to call 911, it is now possible to have the youth transported to the Urgent Crisis Center instead of the Emergency Room.

- Direct the ambulance team to go to the UCC; they will call us to start the process.
- It is helpful for you to call the UCC and provide information about the situation.
- With permission, we can then follow up with you about our evaluation and crisis plan so that you can help to support the youth when they return to school.



In some crisis situations, a youth mental health crisis truly needs an emergency intervention. For youth presenting with immediate medical need, overdose, injury or imminent risk, please use 911 or go to an emergency department close to you.