



Issue 13 • Summer 2024

Behavioral Health Resources and News



Diane L. Manning
 President/CEO
 United Services

Message from the President

Last fall, I was privileged to celebrate 40 years with United Services.

When I joined the agency in September 1983, we had 43 employees and delivered mostly residential programming.

Today, United Services has more than 260 employees and delivers a comprehensive array of more than 30 health and social service programs to our 21-town service area.

While much has changed in the 40 years I have been here, one thing that hasn't is United Services' commitment to Creating Healthy Communities in northeastern Connecticut.

2024 also marks the 60th anniversary of United Services. For 60 years, United Services has responded to the needs of the people and communities we serve. We have done this through a constant examination of the health and social service systems, and the gaps within, and by listening to the people we serve about what they need to live a healthy life.

Our staff are creative and hardworking and I want to thank them for constantly innovating and adapting to provide the best services we can for everyone who walks through our doors.

I also want to thank you, the members of our communities. Many of our new initiatives over the years have been started with funding from your donations. We could not support northeastern Connecticut as we have for the past 60 years without your support.

Thank you for continuing to partner with United Services so we can create healthy communities for another 60 years.

Diane L. Manning
 President/CEO

Community Connections Behavioral Health News & Resources for the Quiet Corner

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*United Services Windham Regional Health and Wellness Center
 at 140 North Frontage Road, Mansfield Center.*

United Services now a Certified Community Behavioral Health Clinic

United Services is now a Certified Community Behavioral Health Clinic, after achieving certification in the federal best-practice standard of care in September 2023.

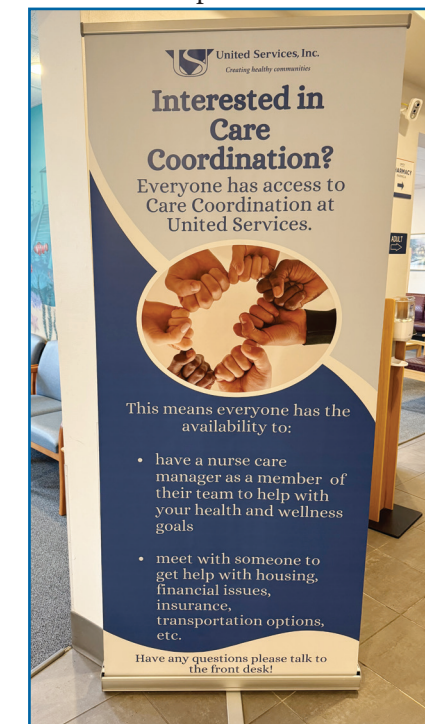
The Certified Community Behavioral Health Clinic (CCBHC) model is designed to ensure access to coordinated comprehensive behavioral health care. Funded by the Substance Abuse and Mental Health Services Administration, CCBHCs are required to provide a comprehensive array of behavioral health services and meet stringent federal standards for these services, so that people who need care are not caught trying to piece together the behavioral health support they need across multiple providers.

According to the Substance Abuse and Mental Health Services Administration, the CCBHC model is designed to *"transform community behavioral health systems and provide comprehensive, coordinated behavioral health care."*

To achieve the certification, United Services applied for and was awarded funding under the competitive Certified Community Behavioral Health Clinic – Planning, Development, and Implementation Grant in September 2022. The agency submitted documentation certifying it met more than 100 pages of stringent federal standards in September 2023.

Among the most critical aspects of a CCBHC is helping people navigate behavioral health care, physical health care, social services, and the other systems they are involved with.

United Services now provides care coordination for everyone in its programs. Care coordination staff help individuals navigate the health and social service system with the goal of improving health outcomes.



Primary Care now at United Services Dayville Clinic

United Services opened its Primary Care Program at its Dayville clinic in January 2024. The innovative program provides comprehensive medical care services. Staff includes board-certified Nurse Practitioners, Nurse Care Managers, Care Coordination staff and medical assistants/phlebotomists.

United Services launched primary care after receiving a Congressionally Directed Spending Allocation in 2022. The agency applied for funding because only 23% of individuals served had a primary care physician they could identify. Many individuals were instead using urgent care clinics and emergency departments for their primary care needs.

United Services is currently only operating a primary care program within its Dayville Outpatient Clinic for individuals who are already receiving services at USI and do not currently have a primary care physician. The agency plans to open a primary care program at its Mansfield Outpatient Clinic in 2025.



United Services staff wearing red to raise awareness for Women's Heart Month in February in the Dayville Primary Care suite.

Medication Assisted Treatment (MAT) Program Openings Available

United Services currently has openings in our Medication Assisted Treatment program, an outpatient program for adults who are dependent on opioid drugs, alcohol or tobacco.

USI's program focuses on the "whole person" and includes therapy, medication management, peer support, employment support, empowered recovery and prevention and education.

Treatment can be planned around your needs with a focus on your unique recovery goals. Services are available at the agency's Dayville and Mansfield Center clinics.

For more information, call 860-774-2020 or 860-456-2261.



United Services Peer Recovery Specialist Staff.
Back row from left: Kerri Durdan, Crisis Response Team; Jennifer Johnson, Community Support Program Northeast; Zach Wykes, MAT Northeast.
Front row from left: David Horowitz, Behavioral Health Home; Theresa Rozyn, MAT Mansfield; Kate Sheffield, Community Support Program, Mansfield.

Meet United Services Peer Staff

The motto of United Services Peer Staff is "Each One, Reach One, Teach One." Embedding individuals with lived experience, also known as Peers, into a staffing model is a best practice for accessible and person-centered behavioral health care. United Services employs Peer staff, who are certified as Peer Recovery Specialists, in its Case Management, Medication Assisted Treatment, Behavioral Health Home and Crisis Response Services programs. Peer staff provide judgement-free guidance and support to individuals by sharing their own recovery journey. Peer staff have been shown to improve engagement in services by acting as a bridge into service programs. USI's Peer Staff share their expertise with other staff and help inform the agency on services and system gaps.

Youth Substance Use Prevention

Did you know United Services is working to prevent substance use among pre-teens and teens through grant-funded programs in the towns of Killingly, Brooklyn, Ashford and Chaplin? These grants from the Department of Mental Health and Addiction Services are focused on preventing vaping, alcohol and other substance use among youth. We are always looking for new people to join our groups and support kids in making healthy and safe choices. All are welcome, especially parents and teens. For more information, visit unitedservicesct.org or email info@usmhs.org.

Irish Night a Success for Children and Family Programs

United Services held its 21st Annual Irish Night Friday March 15 at Wrights Mill Farm in Canterbury, raising more than \$25,000 for the agency's Children and Family Programs. The evening featured a corned beef and cabbage dinner, silent auction and basket drawing and live performance from Connecticut State Troubadour Kala Farnham.

Special thank you to sponsors: Mutual of America, Genoa Healthcare, Pierce Memorial Baptist Home, Christopher and Lorraine Dooley, Dr. Roland Lupien DDS, Heritage Valley Ford, LDI, Lake Road Generating, The Fraternal Order of the Eagles #334, Osbrey Broadcasting Company, Jeanne Nuhfer, Natalie M. Standley DMD, Danielson Surplus, Travelers Shell, Carol Kent, and Smoke and Mirrors Beauty Loft.



United Services Board Members at Irish Night. From left: Dr. Roland Lupien, Board Chair Diane Sauer, Dr. Gerard Gagne and Board Treasurer Christopher Dooley.

Human Trafficking

United Services and Thompson Ecumenical Empowerment Group have partnered with funding support from the Community Foundation of Eastern Connecticut's Northeast and Windham Women and Girls Funds to deliver education about Human Trafficking. USI and TEEG will deliver the evidence-based curriculum Not a Number from Love146 to partnering schools. Parent and community education events will also be held. For more information, contact Rebecca Teczar at 860-564-6100.



United Services hosted a Parent Information session on Human Trafficking February 22 at its Wauregan Center.

UPCOMING EVENTS



Particle Accelerator Saturday, June 8 • Rotary Park, Putnam

Particle Accelerator is a free, all-day, family-friendly music and art festival. Particle is held in memory of local musician Jack Young, Jr. and to raise awareness and funds for suicide prevention and local mental health programs. The event features a lively and diverse line-up of popular local and regional bands and performers. Particle Accelerator is organized by the family and friends of Jack Young, Jr., with proceeds supporting mental health programs at United Services. The concert begins at 12 p.m. and continues until 8 p.m.

Sunflowers for Kids Sunday, September 1st • 10 a.m. – 3 p.m.

Join us at Lapsley Orchard in Pomfret for our 19th annual Sunflowers for Kids fundraiser to benefit the United Services Children and Family Programs. Proceeds from sunflower and wildflower sales will benefit programs such as the Child Guidance Clinic, parenting programs and support groups such as Kinship Care, and the region's Youth Service Bureau, Juvenile Review Board and Domestic Violence Program.



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