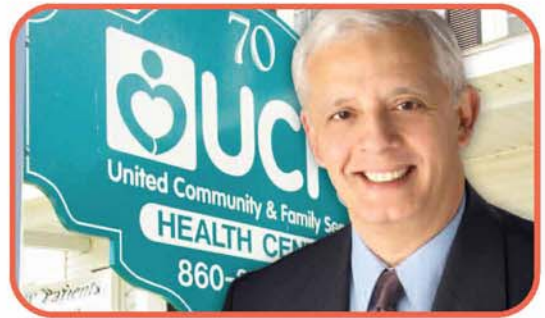




2011



# directory of services



860-892-7042 • [ucfs.org](http://ucfs.org)



# Table of Contents

UCFS Office Locations.....	4 & 5
Outpatient Primary Care Medical Services	
Adult Primary Care .....	6
Pediatric Primary Care .....	7
Women’s Health Services .....	8
Geriatric Assessment & Management Program .....	9
Foster Care Multi-Disciplinary Program .....	10
Healthy Start .....	11
Access to Care Specialist .....	12
Eastern CT Medical Home Initiative for Children & Youth with Special Health Care Needs.....	13
Dental Health Services	
Health Center .....	14
West Side Dental Clinic .....	15
Smiles on the Move In School Dental Program .....	16
Eldercare Services	
Sheltering Arms Retirement Residence .....	17
Adult Day Services .....	18
-Ross Adult Day Center	
-Shoreline Adult Day Center	
Outpatient Behavioral Health Services	
Counseling and Psychotherapy .....	19
The Better Choice .....	20
Journey .....	21
Military Support Program.....	22

Revised-2/11

## Table of Contents - continued

Community Based Behavioral Health Services	
Respite Program .....	23
Foster and Adoptive Support Team (FAST) .....	24
Intensive Family Preservation (IFP) .....	25
Family Enrichment Services.....	26
Family Support Team .....	27
Emergency Mobile Psychiatric Services (EMPS) .....	28
Family Based Recovery (FBR) .....	29
Building Blocks - Early Childhood Mental Health Specialist .....	30
Early Childhood Consultation Partnership (ECCP) .....	31
Reconnecting Families Program (RCFP).....	32
Care Coordination .....	33
Center for Work & Family (Employee Assistance Program) .....	34
Volunteer Services	
RSVP .....	35
Court Ordered Services .....	36
Helping Hands Thrift Shop .....	37

# United Community & Family Services Office Locations

## Administrative Office

Samuel Huntington House  
34 East Town Street  
Norwich, CT 06360  
(860)889-2375

## Community Health Center

47 Town Street  
Norwich, CT 06360  
(860)892-7042

70 Main Street  
Jewett City, CT 06351  
(860) 376-7040

## Volunteer Services

51 Town Street  
Norwich, CT 06360  
(860)886-2648

## Center for Work & Family

21 Chicago Avenue  
Groton, CT 06340  
(860)437-2188

## Retirement Residence

Sheltering Arms  
165 McKinley Avenue  
Norwich, CT 06360  
(860)887-5005

## Adult Day Centers

Ross Adult Day Center  
165 McKinley Avenue  
Norwich, CT 06360  
(860)889-1252

Shoreline Adult Day Center  
1 Beechwood Place  
Waterford, CT 06385  
(860)442-5873

# United Community & Family Services Office Locations Continued

## Outpatient Behavioral Health Services

47 Town Street  
Norwich, CT 06360  
(860) 892-7042

400 Bayonet Street  
Suite 103  
New London, CT 06320  
(860) 442-4319

212 Upton Road  
Suite C  
Colchester, CT 06420  
(860) 537-7676

21 Chicago Avenue  
Groton, CT 06340  
(860) 437-2188

70 Main Street  
Jewett City, CT 06351  
(860) 376-7040

## Community Based Behavioral Health Services

77 East Town Street  
Norwich, CT 06360  
(860) 892-7042

# Adult Primary Care

## Contact Information:

Susanne Campbell  
Vice President of Primary Care & Women's Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4345  
scampbell@ucfs.org

## Service description:

The Adult Primary Care program provides comprehensive medical care for people 19 and older. Staff includes board certified internists who also have admitting privileges at Backus Hospital. Services include assessment, diagnosis and treatment of illness, physical examinations, health promotion and immunizations. On site testing includes: EKG, bone density testing, lab work, blood sugar testing, pregnancy testing, pap smears and referral for diagnostic testing. Home visits can be arranged based on need.

The Adult Primary Care Program participates in the CT Breast and Cervical Cancer Early Detection Program. Women without insurance may receive a physical, pap smear and mammography at no charge.

## How to make an appointment:

Call 892-7042 ext. 731 for an initial appointment or to schedule a follow up appointment. For participation in the CT Breast and Cervical Cancer Early Detection Program, call ext. 731. An intake specialist will assist you with contacting a Backus Hospital Outreach Educator at 823-6318 to coordinate services.

## What to bring to the first visit:

Insurance card and documentation of income (2 pay stubs) for participation in the Sliding Fee Scale. Records from previous physician if applicable. If there is a guardianship the authorized individual is responsible for signing consent forms.

## Insurance information:

UCFS accepts most insurance plans. UCFS staff obtain health insurance authorization and re-authorizations as needed. Staff assistance is available for people interested in applying for Medicaid, HUSKY or Healthy Start. For assistance with insurance, please call 822-4262.

# Pediatric Primary Care

## Contact Information:

Susanne Campbell  
Vice President of Primary Care & Women's Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4345  
scampbell@ucfs.org

## Service description:

The Pediatric Program provides comprehensive well child care and care when your child is ill. Staff includes full time board certified pediatricians, who additionally have admitting privileges at Backus Hospital. Services include: assessment, diagnosis and treatment of children. Minor office procedures may also be performed on site.

## How to make an appointment:

If you are a new client and need to make an appointment, please call: (860) 892-7042 ext. 735.

To reschedule or cancel an appointment, please call: (860) 892-7042.

## What to bring to the first visit:

Insurance card or proof of income (2 pay stubs) for participation in Sliding Fee Scale. Records from previous physician, if applicable.

## Insurance information:

UCFS accepts most insurance plans. UCFS staff obtain health insurance authorization and re-authorizations as needed. Staff assistance is available for people interested in applying for Medicaid; HUSKY or Healthy Start. For assistance with insurance, please call 822-4262 or 822-4175.

## Physicians:

Dr. Ramindra Walia

Dr. Rachna Walia

Dr. Gisela Lee

# Women' Health Services

## Contact Information:

Susanne Campbell  
Vice President of Primary Care & Women's Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4345  
scampbell@ucfs.org

## Service description:

The UCFS Women's Health Services program will include: preventive diagnostic and acute care, 24-hour on-call with a wide range of specialties (family planning, menopause testing and treatment, continence care, Pap smear, colposcopy, LEEP procedures, sexual dysfunction and GYN surgery). UCFS is also a participating provider for the CT Breast and Cervical Cancer Early Detection Program. Women without insurance may qualify for a breast exam, Pap smear and mammogram at no charge.

## How to make an appointment:

To make an appointment, please call: (860) 822-4911.

## What to bring to the first visit:

Insurance card and documentation of income (2 pay stubs) for participation in the Sliding Fee Scale. Records from previous physician if applicable. If there is a guardianship the authorized individual is responsible for signing consent forms.

## Insurance information:

UCFS accepts most insurance plans. UCFS staff obtain health insurance authorization and re-authorizations as needed. Staff assistance is available for people interested in applying for Medicaid, HUSKY or Healthy Start. For assistance with insurance, please call 822-4262.

## Physicians:

Dr. Radu Apostol

Dr. Reid Gentile

# Geriatric Assessment & Management Program

## Contact Information:

Susanne Campbell  
Vice President of Primary Care & Women's Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4345  
scampbell@ucfs.org

## Program description:

Many older adults find that they are unable to perform routine activities like they used to. For these people, assessing their medical, psychological and functional capabilities, and developing strategies to address problem areas are crucial to helping them maintain and improve their quality of life.

The Geriatric Assessment and Management Program strives to promote, restore and maintain functional independence.

The Geriatric Assessment and Management Program offers:

- Physical Examination
- Functional Assessment
- Psychosocial Assessment
- Individual Counseling
- Entitlement Assessment
- Health Promotion and Health Education
- Consultation report sent to clients primary care physician and family member or caregiver
- A comprehensive plan of care which enables families to plan for the future

## How to make an appointment:

Please call 892-7042 X363.

## Insurance information:

Insurance plans vary, but many plans will cover this assessment including Medicare and Medicaid. Please ask for clarification when you make your appointment.

## Hours of operation:

Provider schedules vary.  
This program is offered in both our Norwich and New London sites.

# Foster Care Multidisciplinary Assessments

## Contact Information:

Yolanda Bowes  
Supervisor, Community Outreach Services  
UCFS Health Center  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4222  
fostercareclinic@ucfs.org

## Program description:

Foster Care Clinic provides multidisciplinary assessments (medical, dental, developmental) for first time foster care children residing either with foster care parents in the community or in Safe Homes (Waterford Country School, NAFI). The purpose is to identify children entering foster care who may have developmental, behavioral, medical and/or dental problems and to provide recommendations for additional evaluation and treatment. A plan of care is coordinated by the different clinical staff and is given to the DCF case worker for follow-up. Foster Care parents are given information on identified issues to assist them with caring for the child.

## How to make an appointment:

Referrals and appointments are made through the Department of Children and Families office gatekeeper.

## What to bring for your first visit:

It is recommended that the child be accompanied by the person who has information on the child's history and/or how the child is doing in the foster care placement.

## Insurance information:

Service is billed to the insurance company by UCFS and services are funded in part by DCF.

# Healthy Start

## Contact Information:

Angela Willson, Healthy Start Case Manager  
UCFS Health Center  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4175  
awillson@ucfs.org

## Program description:

Healthy Start is a health care program that provides assistance to income eligible pregnant women and children up to age three with Medicaid health insurance assistance (HUSKY), linkages with community resources and focused health related case management for high-risk situations. Babies born to Healthy Start moms are automatically enrolled in the HUSKY Program for 1 year without income verification or paperwork.

## How to make an appointment:

Call 822-4175 to determine eligibility and to schedule an intake appointment.

## What to bring for your first visit:

Please bring the following information: birth certificate, drivers license, social security card, proof of pregnancy, income verification, non-income verification, proof of residence, medical insurance documentation if applicable and green card if applicable.

## Insurance information:

Healthy Start assistance is available at no charge and is funded by the CT Department of Social Services. Healthy Start insurance is available to persons at 250% of poverty level.

## Hours:

Monday, Wednesday, Thursday, Friday 9:00 am- 5:00 pm  
Tuesday 10:00 am-6:00 pm

# Access to Care Specialist

## Contact Information:

Lourdes Rivera-Colon  
UCFS Health Center  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4262  
accesstocare@ucfs.org

Daphne Marrero  
William W. Backus Hospital  
Emergency Department  
326 Washington Street  
Norwich, CT 06360  
Telephone: (860) 482-3804  
dmarrero@ucfs.org

## Program description

The Access to Care Specialist at UCFS screens uninsured clients to determine their eligibility for insurance programs such as HUSKY, SAGA, Medicaid, and others. Clients who may be eligible are fully assisted in the application process. Applications are submitted to the appropriate agency on the client's behalf and are followed up on by the Access to Care Specialist to ensure eligibility has been granted. Continued assistance is available for clients when it becomes necessary to complete eligibility re-determination forms.

The Access to Care Specialist assists clients in accessing other community-based resources provided by local private and municipal agencies on a case by case basis.

## How to make an appointment:

Call 822-4262 to schedule an intake appointment.

## Services provided at the following locations:

UCFS Health Center  
47 Town Street  
Norwich, CT 06360

William W. Backus Hospital  
326 Washington Street  
Norwich, CT 06360

## Hours:

UCFS Health Center location - Monday - Friday, 8:30 a.m. - 4:30 p.m.  
Backus Emergency Department location - Sunday - Thursday, 8:30 a.m. - 8:00 p.m.,  
Friday, 8:30 a.m. - 4:30 p.m.

# **Eastern CT Medical Home Initiative for Children & Youth with Special Health Care Needs**

## **Contact Information:**

Patti Passmore  
Care Coordinator  
UCFS Health Center  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4164  
Toll free number: 1-866-923-UCFS  
[medicalhome@ucfs.org](mailto:medicalhome@ucfs.org)

## **Program description:**

The Medical Home Initiative provides care coordination services to children and youth with special health care needs (CYSHCN) and their families/caregivers. Care coordinators work with children's health care providers to link children and families to medical, educational and other community-based services. Help applying for respite and extended service funds is also available.

## **How to make an appointment:**

Call 860-822-4164 to schedule an appointment.

## **Hours:**

Monday through Friday, 8:30 a.m. – 4:30 p.m.

# Outpatient Dental Health Services

## Contact Information:

Dr. Jacqueline Rossi  
Dental Director  
UCFS Health Center  
47 Town Street  
Norwich, CT 06360  
jrossi@ucfs.org

## Program description

At UCFS, licensed dentists and hygienists provide comprehensive general dentistry services to patients of all ages, from toddlers to seniors.

### Dental services include:

- Dental examination and oral cancer screenings
- Dental cleanings and oral hygiene instructions
- Fluoride treatments
- Dental radiographs (X-rays)
- Dental Sealants
- Fillings
- Dentures and partial dentures
- Denture repairs
- Crown and bridgework
- Nightguards & sportsguards
- Endodontic therapy (root canals)
- Extractions
- Tooth whitening options
- Pediatric dentistry

## How to make an appointment:

For first time dental appointments please call 892-7042 ext. 734.

## Insurance information:

UCFS accepts most dental insurances. Managed care plans including state of Connecticut Medicaid, Title 19, SAGA, and HUSKY. We also offer a sliding fee scale for those without dental insurance.

## Hours of service:

Monday through Thursday 8:00 am to 8:00 pm  
Friday 8:00 am-5:00 pm

# Outpatient Dental Health Services

## Contact Information:

Dr. Jacqueline Rossi  
Dental Director  
UCFS Health Center  
47 Town Street  
Norwich, CT 06360  
jrossi@ucfs.org

## Additional Outpatient Dental Health Services Locations:

**West Side Middle School Dental Clinic**  
250 Brandegee Avenue  
Groton, CT 06340

To schedule an appointment, please call (860) 405-0600.

At our West Side office, we treat Groton residents and provide comprehensive dental care. We have a dentist at West Side on Mondays and offer dental hygiene services 5 days a week.

**Waterford Country School**  
78 Hunts Brook Road  
Quaker Hill, CT 06375

At Waterford Country School, we provide a dental hygienist two days a month and offer dental hygiene services to residents of Waterford Country School. Upon admission to the school, the students are automatically enrolled in the dental program.

## Insurance information:

UCFS accepts most dental insurances. Managed care plans including State of Connecticut Medicaid, Title 19, SAGA and HUSKY.

# Smiles on the Move In School Dental Program

## Contact Information:

Mary Tyler, Director of Process Improvement  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4218  
mtyler@ucfs.org  
smilesonthemove@ucfs.org

## Program description

The Smiles on the Move In-School Dental Program provides dental care using portable dental equipment to children at 64 schools/locations in the following towns/cities in New London County:

Norwich	Franklin	Lisbon
Griswold	Groton	Preston
Lebanon	Ledyard	Montville
Sprague	Voluntown	
TVCCA Head Start Programs	Colchester	

Children receive a cleaning, exam, fluoride treatment, and proper brushing and flossing instruction from a licensed dental hygienist during the school day. When appropriate, x-rays and sealants are provided. If a child has a cavity, the Smiles on the Move staff assists in scheduling an appointment with a dentist for treatment. The program is intended for children who have not received dental care in the last year and/or have difficulty accessing dental care in the community.

## How to make an appointment:

For information or to schedule an appointment, please contact Smiles on the Move staff member at (860) 822-4943.

## Insurance information:

All children are eligible for this program, and UCFS accepts most insurance plans. For children without dental insurance, the cost for the above services, when provided in the school, is \$35.00. Sealants are an additional charge of \$25.00 per tooth. All services are 100% covered (no charge) for children insured by HUSKY or Medicaid.

## Hours:

Smiles on the Move staff can be reached Monday - Friday from 8:00 AM to 4:30 PM.

# **Eldercare Services** **Sheltering Arms Retirement Residence**

## **Contact Information:**

Jan Davis, Director  
165 McKinley Avenue  
Norwich, CT 06360  
Telephone: (860) 887-5005  
Fax: (860) 892-2340  
jdavis@ucfs.org

Donna Laroux, BSN  
165 McKinley Avenue  
Norwich, CT 06360  
Telephone: (860) 887-5005  
Fax: (860) 892-2340  
dlaroux@ucfs.org

## **Program description:**

Sheltering Arms is a residential care facility that provides nursing supervision, bathing assistance, three home-style meals/day, personal laundry services, housekeeping, private rooms, medication administration, community recreational outings, transportation to medical appointments, exercise programs, resident council and therapeutic recreational activities. Residents must be ambulatory. Residents using assistance from a walker are accepted. Sheltering Arms has a no smoking policy.

## **Eligibility:**

Men & Women over the age of 60 are eligible

## **Payment:**

Private Pay; Medicaid/State Supplement (some state assistance available for income eligible residents); Long Term Care Insurance

## **Hours:**

24 hours a day 7 days a week

**Please call for a tour. Now accepting new residents.**

# Eldercare Services Adult Day Services

## Contact Information:

Ross Adult Day Center  
Amy Merchant, RN  
165 McKinley Avenue  
Norwich, CT 06360  
Telephone: (860)889-1252  
Fax: (860)892-2340  
amerchant@ucfs.org

Shoreline Adult Day Center  
Michele Ripley, RN  
1 Beechwood Drive  
Waterford, CT 06385  
Telephone: (860)442-5873  
Fax: (860)440-3301  
mripley@ucfs.org

## Program description:

A medical model adult day program that provides meals, therapeutic recreation, daily living skills assistance, personal care, social supports, nursing services, medication management, rehabilitative therapy, podiatry, exercise program and beautician services.

Shoreline Adult Day Center provides transportation for residents of East Lyme, Groton, Montville, New London, Mystic, Salem, Quaker Hill and Waterford.

Ross Adult Day Center provides transportation for residents of Bozrah, Ledyard, Gales Ferry, Lisbon, Montville, Norwich, Preston, Sprague, Voluntown, Griswold, Franklin and Salem (for other towns please call for more information).

## Eligibility:

Any frail or disabled adult. The intake assessment will verify medical need for the adult day program.

## Payment:

Some clients are eligible for local/state financial assistance which covers all or part of the fee. Other payer options include: CT Home Care Program, Connecticut Respite Care Program, Caregiver grants, Private pay, 3rd party sponsorship, Long Term Care Insurance. For those who do not qualify for local/state assistance, UCFS offers a sliding fee scale.

## Hours:

Monday - Friday, 7:30 am- 5:00 pm

# Outpatient Behavioral Health Counseling & Psychotherapy

## Contact Information:

John Leuba, LCSW, Supervisor  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4258  
Fax: (860) 823-3002  
jleuba@ucfs.org

Lily Gill, Director, Behavioral Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4309  
Fax: (860) 823-3002  
lgill@ucfs.org

## Program description:

The Behavioral Health Outpatient program offers individual, family, couple and group therapy to children, youth, and adults. A wide range of services to help our clients with:

- Grief/Loss
- Anxiety
- Sleeping Problems
- Physical and Sexual Abuse
- Parenting Issues, Domestic Violence,
- Divorce and Separation
- Life Crisis and Transitions
- Depression
- Trauma
- Building Coping Mechanisms
- Emotional or Behavioral problems of children, adolescents and adults

Our medical staff offers psychiatric evaluation and medication management. We also provide outreach to the community, schools, childcare agencies, colleges, civic organizations, public offices, etc. We provide education, training, consultation and a Parent Education Program (PEP). Services are offered in Norwich, New London, Colchester and Griswold.

## How to make an appointment:

Please call (860) 822-4900.

## Insurance information:

UCFS accepts most insurance plans. We also offer a reduced fee program.

## Hours:

Norwich & New London Location:  
Monday through Thursday: 8:00 am-8:00 pm  
Friday: 8:00 am-5:00 pm

Colchester Location:  
Monday through Thursday: 8:30 am-8:00 pm  
Friday: 8:30 am-5:00 pm

# Outpatient Behavioral Health Services Bettor Choice Program

## Contact Information:

Fred Fetta, Coordinator  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4235  
Fax: (860) 892-2320  
ffetta@ucfs.org

## Program description:

The Bettor Choice Gambling Treatment Program provides outpatient behavioral health services to problem or compulsive gamblers and their family members. Individual therapy, group therapy, couples and family therapy, peer financial counseling and medication management are all available for treating the gambling problem and other issues such as depression and anxiety. Services are offered in Norwich and Griswold.

## How to make an appointment:

Please call (860) 822-4235 or (860) 823-3094.

## Services are offered at the following locations:

47 Town Street, Norwich, CT 06360  
400 Bayonet Street, New London, CT 06320

## Insurance information:

Clients are not refused based on inability to pay. UCFS accepts most insurance plans.

## Hours of service:

Monday through Friday 9:00 am- 5:00 pm. Evening appointments available.

# Outpatient Behavioral Health Addiction Services Journey Program

## Contact Information:

Lily Gill  
Director, Behavioral Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4309  
Fax: (860) 823-3002  
lgill@ucfs.org

## Program description:

The Journey Program offers comprehensive outpatient services for individuals, couples and families whose lives have been affected by substance abuse problems. Our clinicians work with clients and those who they wish to include in treatment to:

- Understand the causes and consequences of addiction
- Develop strategies and skills to overcome substance abuse
- Begin the journey toward recovery

We provide a wide range of services including:

- Substance abuse assessment and evaluation
- Treatment for individuals, couples and families
- Support groups such as: early recovery, relapse prevention & anger management
- Psychiatric evaluation and medication management
- Referrals to peer support groups and residential services
- Consultation for private or public institutions confronting addiction

## How to make an appointment:

Please call (860) 822-4900.

## Insurance information:

UCFS accepts most insurance plans. We also offer a reduced fee program.

## Hours:

Monday through Thursday: 8:00 am-8:00 pm  
Friday: 8:00 am-5:00 pm  
Emergencies: 24 hour answering service

# **Outpatient Behavioral Health Services** **Military Support Program**

## **Contact Information:**

Lily Gill  
Director, Behavioral Health Services  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4309  
Fax: (860) 823-3002  
lgill@ucfs.org

## **Program Description**

Military personnel and their families often experience a range of issues when they return to civilian life. These can range from transitory adjustment issues to more serious problems, such as Post-Traumatic Stress Disorder (PTSD), that are the result of combat experiences.

To help veterans of Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF) and their families in New London County, Allied Behavioral Health (an HMO located in Middletown, CT) has contracted UCFS to provide a range of assessment and treatment services as part of its new Military Support Program.

Services will include individual, couples and family counseling, as well as substance abuse counseling, evaluation for psychiatric medications and medication management. The objectives of treatment include early intervention to facilitate post-deployment readjustment and natural recovery from life-altering experiences and/or trauma, as well as prevention of long-standing psychiatric difficulties, social withdrawal, and substance abuse problems.

## **How to make an appointment:**

Please call (860)892-7042 ext. 733

## **Insurance information:**

UCFS accepts most insurance plans. We also offer a reduced fee program.

## **Hours:**

Monday through Thursday: 8:00 a.m. - 8:00 p.m.  
Friday: 8:30 a.m.-5:00 pm

# Community Based Behavioral Health Services Respite Program

## Contact Information:

Jocelyn Mead Coffin  
Supervisor  
77 East Town St.  
Norwich, CT 06360  
Telephone: (860) 822-4176  
Fax: (860) 859-4420  
jcoffin@ucfs.org

## Service description

Respite Care is temporary care in the home or community for children and adolescents aged 4 to 17 with emotional or behavioral special needs to provide relief to their caregivers. Each child is allotted 48 hours of respite services which are usually spread over 12 weeks.

## How to make an appointment

Referrals may come from The System of Care Collaborative both in the Southeast and in the Northeast.

Upon acceptance of the referral, the Coordinator will contact the family to set up an intake interview in the home at the family's convenience.

## Insurance information:

There is no fee for the client.

## Hours:

Hours vary depending on the needs and desires of the families.

# **Community Based Behavioral Health Services** **Foster and Adoptive Support Team (FAST)**

## **Contact Information:**

Eileen Fregeau, Coordinator  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4266  
Fax: (860) 859-4420  
efregeau@ucfs.org

## **Service description:**

The Foster and Adoptive Support Team (FAST) is funded by the Department of Children and Families (DCF) and serves New London, Windham and Middlesex Counties. FAST is a home and community-based program which offers crisis intervention and support to foster and adoptive families 24 hours a day, 7 days a week for a period of up to 12 weeks. The goal of the program is to prevent placement disruptions.

## **How to make an appointment:**

Referrals for services are made by the foster child's DCF worker or the foster parent's DCF support worker.

## **Insurance information:**

There is no fee for the client.

## **Hours:**

Flexible to meet families' needs. 24/7 phone crisis.

# **Community Based Behavioral Health Services Intensive Family Preservation Program (IFP)**

## **Contact Information:**

Colleen DeVine, LMFT, Supervisor  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-44268  
Fax: (860) 859-4420  
cdevine@ucfs.org

## **Program description:**

The Intensive Family Preservation Program (IFP) is available to New London County families referred by DCF. The program is a short-term, up to 12-week, intensive home based service. Its primary goal is to stabilize the family and enable the child to remain safely in the home.

## **How to make an appointment:**

All families are referred by DCF.

## **Insurance information:**

There is no fee for the client.

## **Hours:**

Flexible to meet families' needs.  
24/7 crisis response available for open cases, includes after hours home visit if warranted.

# Community Based Behavioral Health Services Family Enrichment Services

## Contact Information:

Melinda Tyler, Coordinator  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4301  
Fax: (860) 859-4420  
metyler@ucfs.org

## Program description:

Family Enrichment Services (FES), formerly known as the Parent Aide Program, serves New London County families struggling to parent their children ages 0-17, whether DCF involved or not. Family Enrichment Services provide home-based, strength-focused services to promote stability and empower parents through the development of positive parenting skills. Mutually identified goals are established in any area that impacts on parenting such as discipline, child development, household management, education, nutrition, and many others. Services are provided in both English and Spanish.

## How to make an appointment:

Referrals can be made by any community professional who has knowledge of family circumstances. Self referrals are also accepted by calling the FES Coordinator.

## Insurance information:

There is no fee for the client.

## Hours:

Non-traditional hours that can include day, night and weekend hours.

# Community Based Behavioral Health Services Family Support Team

## Contact Information:

Julie Stiber, LCSW, DCSW, Supervisor  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4292  
jstiber@ucfs.org

## Program description:

The Family Support Team works with families who have children returning home from residential care. The goal is to make the transition as smooth as possible and to return the child to his/her natural community. This is an intensive program in which the team works with the family several times a week for up to a year.

## How to make an appointment:

Referrals and appointments are made through the Department of Children and Families office gatekeeper.

## Insurance information:

Insurance is billed whenever possible.

## Hours:

Hours are flexible to meet the needs of the family.

# **Community Based Behavioral Health Services** **Emergency Mobile Psychiatric Services**

## **Contact Information:**

Vivian Samos, Supervisor  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4269  
Fax: (860) 859-4420  
vsamos@ucfs.org

In Crisis please call 211.

## **Program description:**

Emergency Mobile Psychiatric Services are community based services for children and adolescents who are experiencing psychiatric or behavioral health crises. Trained clinicians can go to the crisis site, often school or home, to evaluate the child, de-escalate the crisis and develop a crisis plan with the family. The program provides linkages to other services in the community and follow-up visits.

The goal is to treat children in their communities while maintaining their ability to remain at home, whenever possible. This program is funded by the Department of Children and Families and Department of Social Services and serves the greater south-eastern Connecticut area.

## **How to make an appointment:**

When experiencing a crisis involving children please call 211.

## **Insurance information:**

Insurance is billed whenever possible.

## **Hours:**

Telephone services are available 24 hours, seven days a week. The mobile services are available:

Monday-Friday: 9:00 am-10:00 pm  
Saturday and Sunday: 1:00 pm - 10:00 pm

# **Community Based Behavioral Health Services** **Family Based Recovery (FBR)**

## **Contact Information:**

Heather Bonitz-Moore, LPC, ATR  
Supervisor of Early Childhood Programs  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4166  
Fax: (860) 859-4420  
hbonitz@ucfs.org

## **Program Description**

Family Based Recovery is an intensive and comprehensive in-home program for families who have co-occurring caregiver substance abuse and an infant (birth to two) who is at risk of removal or poor developmental outcomes. The FBR team is composed of a supervisor, two clinicians, and a family support counselor. The team works with up to twelve families to provide parent-child related interventions and sobriety-related interventions, to ensure that children develop optimally in drug-free, safe and stable homes with their parents, siblings and other family members.

## **How to make an appointment:**

All families are referred by DCF.

## **Insurance information:**

There is no fee for the client.

## **Hours:**

Flexible to meet families' needs.  
24/7 crisis response available for open cases, includes after hours home visit if warranted.

**Community Based Behavioral Health Services**  
**Building Blocks**  
**Early Childhood Mental Health Partner**

**Contact Information:**

Heather Bonitz-Moore, LPC, ATR  
Supervisor of Early Childhood Programs  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4166  
Fax: (860) 859-4420  
hbonitz@ucfs.org

**Program Description**

In 2005, the substance Abuse and Mental Health Service Administration (SAMHSA) awarded the Southeast Mental Health System of Care the Building Blocks grant to develop and implement an early childhood system of care program in Southeast Connecticut. UCFS is providing 2 Early Childhood Mental Health partners to Building Blocks to provide comprehensive mental health services for children birth to five years old, with social and emotional challenges, and their families in southeast Connecticut. The Partners and the Building Blocks program also work to increase the capacity and expertise in early childhood mental health with evidence-based information on screening, assessment, referral and early intervention.

**How to make an appointment:**

Please call the Intake Coordinator at (860)434-5170.

**Insurance information:**

There is no fee for the client.

**Hours:**

Flexible to meet families' needs.

# **Community Based Behavioral Health Services** **The Early Childhood Consultation Partnership** **(ECCP)**

## **Contact Information:**

Heather Bonitz-Moore, LPC, ATR  
Supervisor of Early Childhood Programs  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4166  
Fax: (860) 859-4420  
hbonitz@ucfs.org

## **Program Description**

The Early Childhood Consultation Partnership (ECCP) is a statewide initiative funded by the Department of Children and Families (DCF) and managed by Advanced Behavioral Health, Inc. (ABH). The ECCP is a mental health consultation program designed to meet the social and emotional needs of children birth to five by offering support, education, and consultation to those who care for them. The program serves as prevention and early intervention, which is aimed at promoting enduring and optimal outcomes for young children and their families. UCFS provides 2 Early Childhood Consultants to the ECCP who offer services throughout Eastern Connecticut.

## **How to make an appointment:**

Parents, DCF social workers, early childhood teachers and educators or early childhood center directors can make referrals by calling Heather Bonitz-Moore at 822-4166.

## **Insurance information:**

There is no fee for the client.

## **Hours:**

Monday – Friday, flexible hours.

# **Community Based Behavioral Health Services** **Reconnecting Families Program (RCFP)**

## **Contact Information:**

Colleen DeVine, LMFT, Supervisor  
77 East Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4268  
Fax: (860) 859-4420  
cdevine@ucfs.org

## **Program Description**

This service is designed to engage, support and intervene with family members through a short-term, intensive, in-home service model following the removal of a child(ren) due to abuse and neglect in order to promote and effect successful reunification and reduce the risk for further abuse and neglect.

## **How to make an appointment:**

Referrals are made through either the Norwich DCF office (servicing the Southeast) or the Willimantic DCF office (servicing the Northeast).

## **Insurance information:**

This is a grant funded program and is provided at no cost to families. Insurance information is not collected.

## **Hours:**

Flexible to meet the family's needs.

# Outpatient Behavioral Health Services Care Coordination

## Contact Information:

Jocelyn Mead Coffin  
Supervisor  
77 East Town St.  
Norwich, CT 06360  
Telephone: (860) 822-4176  
Fax: (860) 859-4420  
jcoffin@ucfs.org

## Program Description

Care Coordination is a program for non-DCF involved families in New London County who have a child 2-18 with significant behavioral health challenges and needs. Care Coordination is a family driven process that works with families to access and coordinate community resources for their child with mental health issues.

This involves bringing together the agencies and family supports needed to develop a strengths based service plan and bring it to fruition. The goal is to improve family networking and reduce the frequency and duration of out of home placement.

## How to make an appointment:

Please call (860) 822-4176.

## Insurance information:

There is no fee for the client.

## Hours:

Flexible to meet the families' needs.

# Center for Work & Family Employee Assistance Program (EAP)

## Contact Information:

Susanne Taylor , Manager  
21 Chicago Avenue  
Groton, CT 06340  
Telephone: (860) 437-2188  
Fax: (860) 449-5791  
staylor@ucfs.org

## Program description

The Center for Work & Family was established over 20 years ago so that we could directly respond quickly and effectively to the needs of area employers and their employees. We are committed to optimizing the mental health of employees and strengthening the way families and organizations function. The Center for Work & Family provides employee assistance to over 35 local companies and is affiliated with over 30 National EAP organizations covering more than 17,000 employees and their family members.

## How to make an appointment:

To make an appointment, please call 437-2188 and identify yourself as an employee or family member of one of our EAP companies, schools or municipalities.

## Services are offered at the following locations:

21 Chicago Avenue  
Groton, CT 06340  
Telephone: (860) 437-2188

47 Town Street  
Norwich, CT 06360  
Telephone: (860)437-2188

400 Bayonet Street  
New London , CT 06320  
Telephone: (860)437-2188

70 Main Street  
Jewett City, CT 06351  
Telephone: (860) 376-7040

## Hours:

Monday through Friday: daytime and evening hours; 24 hour live answering service.

# Retired and Senior Volunteer Program (RSVP)

## Contact Information:

Lori Rygielski, Coordinator  
47 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4227  
Fax: (860) 892-7098

## Program description:

The Retired and Senior Volunteer Program (RSVP) provides adults age 55 and over an opportunity to share their lifetime of skills and expertise by providing their services to public agencies, non-profits and those in need. From tutoring children at risk or literacy deficiency to driving cancer patients to their medical treatments to knitting/crocheting afghans and refurbishing blankets for the area's homeless, RSVP of Northern New London County answers the call of their neighbors.

## How to become a volunteer:

Individuals who would like to volunteer can call 822-4227. Volunteers must furnish a copy of a valid automobile insurance card and driver's license.

## Hours:

Monday – Friday, 8:00 am – 4:00 pm

## Volunteer Services Court Ordered Services

### Contact Information:

Anna Sullivan, Coordinator  
GA Superior Court  
112 Broad Street  
New London, CT 06320  
Telephone: (860) 447-5138  
Fax: (860) 701-1520  
asullivan@ucfs.org

### Program description:

The Court Ordered Services Program provides placement and documentation services to individuals ordered by New London courts to complete community service hours in lieu of incarceration. Participants are placed in non-profit agencies, organizations and municipal offices.

### How to make an appointment:

Contact Anna Sullivan at 447-5138.

### What to bring to your appointment:

Any court documents or judgments that are pertinent to the ordered service.

### Hours:

Monday through Friday: 8:00 am- 4:00 pm

## Volunteer Services Helping Hands Thrift Store

### Contact Information:

Lori Rygielski  
55 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4227  
Fax: (860)892-7098  
lrygielski@ucfs.org

Jennifer Ermler  
55 Town Street  
Norwich, CT 06360  
Telephone: (860) 822-4147  
Fax: (860) 892-7098  
jermler@ucfs.org

The Helping Hands Thrift Store stocks gently used children's and women's clothing, household items, linens, toys, games, books and costume jewelry. The store also serves as an outlet for craft items created by volunteers.

### Hours:

Monday through Friday: 8:00 am to 4 pm