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## United Services, Inc.

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*Creating healthy communities*

January 5, 2024

Mr. Austin Tanner  
Town of Brooklyn  
PO Box 356  
Brooklyn, CT 06234

Dear Mr. Tanner:

On behalf of the Board of Directors of United Services, Inc., we respectfully request the Town of Brooklyn to contribute its share for services that will be provided by our agency to your community in the coming fiscal year. Enclosed is a summary of actual services utilized by Brooklyn residents this past year, as well as our Annual Report which highlights services that were provided to local communities during Fiscal Year 2023.

Unlike most other non-profit Local Mental Health Authorities and Community Behavioral Health Centers in the state, United Services receives no private United Way funding to supplement the very limited state funding provided to the northeast area. For this reason, United Services requests the support of the towns we serve to ensure we can be there for residents when they need us most.

The stresses of the COVID-19 pandemic continue to impact our region dramatically. **In the last two years, the number of individuals served by United Services has increased by 21 percent.**

Our request is based on a per capita allocation of \$.72. **Just \$0.72 per resident, per year, will help provide the support we need to continue to respond to the needs of the individuals and families in our community.** As we continue to be here every day for our region when they need us most, we hope that the Town of Brooklyn will make continued support for United Services a priority. **Our request, based on the town's population of 8,450, is \$6,084.00.**

Town Funding from communities such as Brooklyn is used to match state funding for programs such as child abuse and trauma treatment, victim supports, youth violence prevention and the Domestic Violence Program, as well as support crisis services and provide information about behavioral health for local citizens. **Town funds go directly to programs and are not used to pay for any administrative costs.** We hope that with continued support from Brooklyn we can continue to meet the needs of children, adults and families who request our services in the coming year.

[www.UnitedServicesCT.org](http://www.UnitedServicesCT.org)

If you would like to learn more about our services, or if we can help you meet a special need in Brooklyn, please feel free to contact me at 860-774-2020. We would also be pleased to send a representative to your Board of Finance or Selectmen's meeting.

United Services has provided behavioral health and social services for more than 55 years in northeastern Connecticut. We value our alliance with Brooklyn and look forward to continuing our relationship during this year and realizing our shared goal of "Creating Healthy Communities."

Sincerely,

A handwritten signature in blue ink that reads "Diane L. Manning". The signature is written in a cursive style with a large, prominent initial "D".

Diane L. Manning  
President/CEO



## United Services, Inc.

*Creating healthy communities*

### TOWN OF BROOKLYN SERVICES PROVIDED TO TOWN RESIDENTS July 1, 2022 to June 30, 2023

<b>PARTIAL LISTING OF SERVICES</b>	<b>RESIDENT CONTACTS</b>	<b>NUMBER OF VISITS/ CONTACTS</b>
<i>Adult Outpatient Services &amp; Addiction Recovery Services</i> – outpatient treatment for adults, including special services for individuals with serious mental illness. Treatment and counseling for persons addicted to alcohol or drugs, gambling and other problem behaviors.	83	1,083
<i>Child Guidance Clinic</i> – family-centered treatment for children and their families, including evidence-based interventions for trauma.	36	299
<i>Medication Assisted Treatment</i> - Wraparound program for Opioid, Alcohol or Tobacco Dependence, including medication, therapy and peer support.	1	133
<i>Forensic Services</i> - Specialized coordination services with state and local police departments, responding to live calls, conducting follow up on police referrals.	6	65
<i>Crisis Response Services</i> - emergency response and crisis intervention for mental health and substance abuse problems for all ages. Includes mobile response to home, school, etc.	6	20
<i>Crisis Response, Engagement, and Stabilization Team</i> –Specialized team including clinicians, case managers, peers and APRN support providing follow-up services after a crisis event to bridge and help engage and stabilize in outpatient care.	34	440
<i>Hospital Coordination</i> – Clinical support and care coordination following a hospital stay to help connect to outpatient care.	1	10
<i>Behavioral Health Home</i> – Care coordination, wellness services, transitional care and community referrals are among the services in this innovative program designed to reduce health care costs for individuals with chronic conditions.	27	534

[www.UnitedServicesCT.org](http://www.UnitedServicesCT.org)

<i>Psychiatric Services</i> – medical services for adults, adolescents and children, visits including specialized medication evaluations and monitoring, consultation and therapy.	89	634
<i>Juvenile Review Board</i> – Designed to divert youth from involvement in the juvenile justice system, this committee made up of community representatives addresses cases that would otherwise go to the Juvenile Court.	6	19
<i>Parenting Support Services</i> – in-home support, education and case management to build positive parenting skills and improve the home environment for children.	5	95
<i>Work Services</i> – Job readiness, job search and coaching for adults reentering the workforce after mental health treatment.	8	232
<i>Recovery Pathways</i> - services and support for optimal functioning in the community for individuals with serious mental illnesses, the elderly, parents of minor children, and the homeless.	61	1,983
<b>TOTAL SERVICES PROVIDED IN ALL PROGRAMS</b>	<b>217</b>	<b>5,569</b>



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## United Services, Inc.

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*Creating healthy communities*

January 5, 2024

Mr. Austin Tanner  
Town of Brooklyn  
PO Box 356  
Brooklyn, CT 06234

Dear Mr. Tanner:

The Youth Services Bureau (YSB) Advisory Board respectfully requests the Town of Brooklyn to continue its support of the Northeast Corner YSB for the 2024-25 fiscal year. This funding is required under Connecticut General Statutes, which mandates each YSB town provide their full share of funding for the region to receive matching state funds.

United Services has long served as the appointed YSB agency for Brooklyn. The major YSB initiatives continue to be addressing school truancy, providing juvenile justice diversion through the Juvenile Review Board and promoting positive youth development.

United Services is the truancy hub for its YSB towns. Through an intake with parents and the youth and case management services, our staff work with families to identify barriers to school attendance and work to resolve these. We know the best outcomes for students occur when they are in the classroom, and look forward to continuing to work with Brooklyn schools to achieve these goals. We continue to see high rates of truancy cases throughout our six towns.

The Juvenile Review Board (JRB) system is designed to divert youth from involvement in the juvenile justice system. Considered the most cost-effective program available to deal with these issues, JRB is a committee made up of community representatives (school staff, community leaders, police, clergy, probation officers, DCF staff, etc.) and staffed by USI's Prevention Services Manager, YSB Coordinator and a JRB Case Worker.

The JRB addresses cases that would otherwise go to the Juvenile Court. The youth and the parents must sit before the board and answer questions about the youth's behavior. The JRB then comes up with a plan for the youth. The youth is expected to acknowledge his/her mistakes, agree to make restitution for any cost that their transgression may have caused, agree to perform some type of community service commensurate with their transgression and demonstrate that they have learned from their mistakes.

JRB continues to experience a tremendous increase in referrals and services. **The program served 155% more youth in FY23 than FY21.**

[www.UnitedServicesCT.org](http://www.UnitedServicesCT.org)

Children today face many challenges and pressures. Peer relations are complicated by the pressures of social media and in our area, the lack of affordable pro-social activities in the community. Limited transportation to attend these activities can make positive youth development more difficult. Through the YSB, United Services brings educators, professionals, parents and teens together to help develop meaningful programs and assist youth during this formative period.

In the current and previous school years, these have included after-school youth clubs and a weekly Teen group in the early evening, all of which Brooklyn students participate in. **In 2023 we served 11 Brooklyn youth in the Youth Service Bureau and 5 Brooklyn youth in the Juvenile Review Board.**

United Services YSB offers free programs throughout the year to benefit youth and families in Brooklyn and throughout the region. These include training opportunities for youth and parent education trainings both in person and online.

It is crucial to continue prevention and intervention services for our youth, as they truly are the future of our communities. The long-term return on the investment is high in terms of maintaining youth in school, supporting positive life activities, reducing anti-social and illegal behaviors, and more.

State statute requires us to request a cash match from each town. Your town, as calculated from the 2020 Census, has a population under age 18 of 1,749. This comprises 16% of the total six-town youth population. **We therefore ask that Brooklyn contribute \$7,438.73 (16% of our total funding of \$46,121) to the required match for the YSB.**

United Services also continues to seek new members to be involved in our Youth Service Bureau Advisory Board. Should you know someone looking to actively contribute to the community, please encourage them to contact Lori Bergstrom at 860-564-6100 or lbergstrom@usmhs.org.

I am available to answer any questions or to provide any other information you may wish. We will also be pleased to send a representative to meet with the Selectmen or your Board of Finance. We at United Services understand the difficult economic times that all municipalities face. We hope to have a continued partnership with Brooklyn through our YSB alliance.

Sincerely,



Diane L. Manning  
President/CEO

United Services, Inc.  
*Creating healthy communities*

EXPANDING COMMUNITY ACCESS TO BEHAVIORAL HEALTH

United Services, Inc.  
*Creating healthy communities*  
*Comprehensive Care*






2023 Report to Northeast Connecticut

United Services, Inc.  
Brooklyn Board of Selectmen Presentation  
April 11, 2024

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## Who We Are



- A comprehensive, non-profit Certified Community Behavioral Health Clinic.
- We operate **more than 30 programs** under our one administration, including Outpatient Mental Health for adults, children and families, Substance Abuse Treatment, Primary Care, Family Services and Parenting Programs, Crisis Services and the region's only Domestic Violence Program.

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## Who We Serve

In FY23, we provided **more than 102,000** units of service to more than **3,700** unique people here in Northeastern Connecticut. These include:

- Adult Outpatient Mental Health: **1,396** adults
- Child Guidance Clinic: **352** children and families
- Employee Assistance Program: **2,348** small business employees
- Addiction Recovery & Medication Assisted Treatment: **166** Adults
- Domestic Violence Program: **13,057** contacts and services


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## Certified Community Behavioral Health Clinic


United Services achieved certification as a Certified Community Behavioral Health Clinic (CCBHC) in September 2023.

Part of a four year, \$4 million SAMHSA grant to help us meet and maintain fidelity in the more than 100 pages of federal standards to deliver the gold-standard of care, which centers care coordination.



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## Primary Care

United Services Integrated Primary Care Program opened in November in Dayville, following licensure by DPH.



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PARTIAL LISTING OF SERVICES	RESIDENT CONTACTS	NUMBER OF VISITS/ CONTACTS
<i>Adult Outpatient Services &amp; Addiction Recovery Services</i>	84	1,216
<i>Crisis Response Services and Crisis Response, Engagement and Stabilization Team</i>	40	460
<i>Child Guidance Clinic</i>	36	299
<i>Behavioral Health Home</i>	27	534
<i>Psychiatric Services</i>	89	634
<i>Juvenile Review Board</i>	6	19
<i>Parenting Support Services</i>	5	95
<i>Work Services</i>	8	232
<i>Recovery Pathways</i>	62	1,993
<b>TOTAL SERVICES PROVIDED IN ALL PROGRAMS</b>	<b>217</b>	<b>5,569</b>

Services to Brooklyn residents  
July 1, 2022 – June 30, 2023


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## Town Support Request

- **Brooklyn's request, based on the town's population of 8,450, is \$6,084.**
- Town Funding is used to fill gaps in our state funding to meet the community need.
- Town funds go directly to programs and are not used to pay for any administrative costs.



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## Youth Service Bureau

United Services is the designated Youth Service Bureau for six towns in northeastern Connecticut: Brooklyn, Canterbury, Eastford, Killingly, Plainfield and Sterling.

The definition of this program is “coordinating entity for youth services for a municipality.”



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## Youth Service Bureau

United Services YSB offers:

- Free trainings for parents and youth
  - At least one per quarter
- Pro-social activities for youth
  - After school youth clubs
  - Teen clubs
- Truancy Hub

**11 Brooklyn Youth Served FY23**



United Services, Inc. Youth Service Bureau  
**Home Alone Safety Presentation**  
March 14th, 2024  
5-6:30PM on Zoom


This is an interactive, 90 minute workshop that will teach students how to be responsible and safe when home alone.

All youth who register and participate will get a \$20 Walmart giftcard  
For ages 8-13

Space is limited. To sign up, contact Rebecca at: (860)412-8663 or rteczer@usmhs.org

Sponsored by USI Local Interagency Service Teams  
Serving the towns of Brooklyn, Canterbury, Killingly, Plainfield, Sterling and Eastford

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## Juvenile Review Board

- System to divert youth from involvement in the Juvenile Justice System.
- Referrals typically come from School Resource Officers, Resident State Troopers, CT State Police.


Pre-COVID, we averaged 10-15 JRB referrals in a year.

FY21: 19 JRB Referrals, including 3 from Brooklyn

FY22: 50 JRB referrals, including 6 from Brooklyn

FY23: 45 JRB referrals, including 6 from Brooklyn

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## Youth Service Bureau Funding

State statute requires us to request a cash match from each town in the YSB.

Brooklyn, as calculated from the 2020 Census, has a population under age 18 of 1,749.

This comprises 16% of the total six-town youth population. We therefore ask that Brooklyn contributes \$7,438.73 (16% of our total funding of \$46,121) to the required match for the YSB.

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## Thank You!

Emily Morrison  
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unitedservicesct.org

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