2021 Community Partner Newsletter: Agency Updates & COVID-19 Response
During the past several years, Child & Family Agency (CFA) has worked to update procedures, work flows, and programming to provide the most patient-centered, effective, and timely clinical care possible to the communities of Southeastern Connecticut. We know part of our continued work is to communicate about our programming and share our work with referral sources and trusted partners.

As such, this document is meant to provide our region’s Pediatric and Family Practitioners with an overview of the current program offerings of Child & Family Agency, along with important updates and news!

Important note: Given the continued COVID-19 pandemic, some CFA mental health services are being provided remotely via a HIPAA-compliant telehealth platform.
Meet our Practitioners.

Allana Lee, DO
Medical Director, CFA

Dr. Lee is a board certified Child & Adolescent psychiatrist. Currently she is participating in program improvement in the Psychiatry Department at CFA as well as engaging in direct patient care across the various clinical programs at the Agency.

With 8 years of experience, Dr. Lee most recently served as Medical Director at Eastern Connecticut Health Network in Manchester, CT for their outpatient child and adolescent behavioral health services. She has also previously served as Medical Director of Trinity Health – Sisters of Providence Behavioral Health Hospital in Holyoke, MA. Dr. Lee served multiple quality improvement processes at all of these behavioral health centers.

Dr. Lee completed her general psychiatry and child and adolescent psychiatry fellowship training at the Institute of Living (2012), received her DO from Rowan University School of Osteopathic Medicine (2007), and her Bachelors of Art in Biological Basis of Behavior (2002) from the University of Pennsylvania.

Dr. Lee previously served as an Associate Professor for University of New England Osteopathic Medical students and as a preceptor to Family Medicine residents at ECHN.
Child & Family Agency continues to provide psychiatric evaluations and medication management to any child or adult who is receiving therapy services through a CFA clinical program. Our psychiatry providers are currently accepting new referrals.

Sara Lambert, MSN, APRN, PMHNP-BC
Psychiatric Mental Health Nurse Practitioner

Sara Lambert is an Advanced Practice Registered Nurse certified in Psychiatry Mental Health. She holds a Master of Science in Nursing degree from Yale University and a Master of Social Work degree from the University of Southern California.

Sara has been working with children and their families for the past decade. Prior to becoming a nurse practitioner, Sara worked as a social worker serving children and families in Alaska and Wisconsin. While in Alaska Sara worked at Alaska CARES, a Children's Advocacy Center, where she assisted in the evaluation of children when there were concerns of sexual abuse, physical abuse and/or severe neglect. During her time in Wisconsin, Sara received specialized training in providing trauma informed care to children and families who experienced complex and developmental trauma.

During her training at Yale, Sara provided in home therapeutic services through IICAPS at Yale Child Study Center and provided psychiatric services at an extended day program and outpatient clinic at Mid-Fairfield Child Guidance Center.

Sara brings a trauma informed and holistic approach to all of the care she provides.
School-Based Health Centers.

- School-Based Health Centers (SBHCs) are currently providing physical exams and immunizations (including flu vaccines), and offer telehealth services for acute visits.

- SBHC Nurse Practitioners have successfully implemented healthy habits/weight management groups at the high school level (focusing on nutrition, portions, exercise, and hydration) and have developed a healthy habits and exercise agenda for elementary school aged children. These small groups will continue for the 2020-2021 school year for elementary, middle, and high school aged children. Referrals are now being accepted.

- Nurse Practitioners complete an asthma screening assessment yearly on each child seen with this diagnosis, in order to ensure asthma is optimally controlled. Families are educated on medications, triggers, proper use of medications, and PCP visits are encouraged at least annually. We also partner with LLHD’s Breathe Well program. Asthma education groups will be available in the 2020-2021 school year for those families interested in further instruction on asthma management in a small group set-

- Universal depression and substance use screening are done at medical visits for all children over age 12 (PHQ-2, PHQ-9, CRAFFT-N). Depression screening for children under age 12 conducted at well-child visits or as indicated.

For medical appointments or referrals to wellness or asthma groups please call 860-437-4555.
Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an approach to the delivery of early intervention and treatment to people with substance use disorders and those at risk of developing these disorders. It is utilized in all middle and high school SBHCs run by CFA.

- Screening quickly assesses the severity of substance use and identifies the appropriate level of treatment.
- Brief intervention focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change.
- Referral to treatment provides those identified as needing more extensive treatment with access to specialty care.

At the time of publication, ALL School-Based Health Center sites are accepting new referrals for mental health counseling services. To refer, please call our SBHC administrative office at 860-437-4555.

Mental Health clinicians in SBHCs will also resume CBITS/Bounce Back groups in the Fall of 2020. Cognitive Behavioral Intervention for Trauma in Schools (CBITS) is a school-based group intervention (for grades 5-12) that has been shown to reduce PTSD and depression symptoms and psychosocial dysfunction in children who have experienced trauma. Bounce Back is an adaptation of the CBITS model for elementary school students (grades K-5).

As of October 15, 2020, School-Based Health Centers will begin a transition to centralized faxing. You can reach ALL School-Based Health Center staff via fax at 860-701-3770.
Continuum of care.

**Outpatient Treatment**
CFA provides services through evidence-based practices (EBP).

- Individual & Group Therapy
- Child and Adolescent EBPs: MATCH, ARC, TF-CBT, EMDR, CPP, MI, CBITS/Bounce Back, and SBIRTS
- Adult EBP: EMDR

**Psychiatry**
CFA provides psychiatry and psychotherapy services to address depression, family conflict, anxiety, trauma and more.

- Psychiatric Assessment
- Medication Management

**Intensive In-Home**
In-home services support families who are in significant distress and need a higher level of care than outpatient services can provide.

- Evidence-Based Practices: FFT, MDFT, IICAPS, Child First

**Open Access Hours**

*CFA’s Essex, Groton, and New London Child Guidance Clinics (CGC) have instituted Open Access to allow children and families to initiate counseling services on a walk-in basis, avoiding lengthy waits to access care.* We recognize that for some families, reaching out for mental health care can be hard. Engagement and successful outcomes are often linked to how quickly care can be started, and how soon families can begin to see positive change. Families may initiate care at any site and then transfer to the most convenient location. An Engagement Specialist meets with each family during their intake to identify and resolve any barriers to care such as insurance, transportation, or scheduling.

Open Access hours will resume when in-office services return.
Outpatient Clinic Evidence-Based Practices

MATCH- ADTC is a modular approach to therapy for children with anxiety, depression, trauma or conduct problems. This evidence-based model serves 6 to 15-year olds. MATCH consists of four treatment protocols to treat anxiety, depression, trauma and conduct. MATCH Conduct module requires high caregiver involvement. If the client has symptoms that overlap between the protocols, MATCH has a system for helping clinicians and families navigate the treatment to best meet their needs. Child and Family Agency has 9 clinicians trained in MATCH.

TF-CBT (Trauma-Focused Cognitive Behavioral Therapy) is an evidence-based model serving 3 to 18-year olds. It is designed to address symptoms related to trauma. This model works best with children and adolescents experiencing symptoms related to one or more discrete traumas. TF-CBT is most effective when caregivers are involved through the entire course of treatment. Child and Family Agency has 7 clinicians trained in TF-CBT.

ARC (Attachment, Regulation and Competency) is an evidence-based framework for 0-18-year olds. The framework addresses symptoms related to trauma and disrupted attachment. ARC promotes resiliency of individuals and families. Regulation skills are taught to both the child and the caregiver. Child and Family Agency has 9 clinicians trained in ARC. Child and Family also provides in house training on ARC.

Trauma-Focused CPP (Child Parent Psychotherapy) is an evidence-based practice that centers treatment around child-lead play, highlighting the parent/caregiver relationship with child as well as providing a therapeutic space to work through their trauma through play. The target age is 0 to 6. Treatment focuses on how the child’s experience, Behaviors/Feelings, and treatment relate to their trauma and how it affects the relationship between caregiver and child. This is a child-lead model where they use specific toys and dolls in order to play out trauma or whatever is on their mind. Treatment includes dyadic work between caregiver/parent and child, as well as parent/caregiver guidance sessions. Child and Family Agency has 3 clinicians trained in CPP (one in CGC, one in IFP one in Child First).
EMDR Eye Movement Desensitization and Reprocessing is an evidence-based intervention for clients who suffer from trauma, anxiety, panic, disturbing memories and post-traumatic stress. EMDR is an exposure therapy using bilateral stimulation, right/left eye movement, or tactile stimulation, which repeatedly activates the opposite sides of the brain, releasing emotional experiences that are “trapped” in the nervous system. **Child and Family Agency currently has 2 clinicians trained in EMDR.**

**Motivational Interviewing** is an evidence-based approach to engage clients in discussing their own needs and desires for change. Clinicians report that in their use of MI they have seen clients develop their own answers and guidance in treatment. MI allows clinicians to promote change that is based on the client’s present behavior and important personal goals or values. The model is used with adolescents and parents. **Child and Family Agency has numerous clinicians trained in MI.**

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**Other Important Information about our Outpatient Clinics:**

- All intake paperwork is available online. It can be completed online and uploaded to the client’s chart.

- Families, caregivers, or DCF guardians can complete the assessments with clinicians.

- Age ranges for evidence-based practices are only a guide. Children outside of the ages can still be served by these models.

- Caregiver participation is often very helpful but not always required for the client to be served.

**Outpatient Groups** are offered both in the Outpatient Clinics and in School-Based Health Centers. During COVID-19, groups are being offered remotely through a HIPAA compliant platform. Numerous groups are available at different times.
CFA Outpatient Groups.

LGBTQIA+ SUPPORT GROUP

Youth (ages 13-17) will have a safe space to explore their identities, create community, and just be themselves. Topics include: healthy relationships, talking with parents, coping strategies, coming out, gender exploration, and self-acceptance.

DBT SKILLS

A group for adolescents who are struggling to manage big feelings in a healthy way and who want to feel a sense of balance and control in their lives.

MINDFULNESS FOR PARENTS

Part 1 of Parents & Caregiver Series.
Learn how to bring balance & presence into your lives as parents/caregivers.

TEEN TALK

Open Group for high schoolers who are looking for a safe space to manage life stressors. Topics include: healthy relationships, self-esteem, school success, and coping strategies.

UNDERSTANDING THE TEEN BRAIN

Part 2 of Parents & Caregiver Series.
Learn about the emotional spark, social engagement, curiosity, and creativity of the adolescent brain.

ZONES OF REGULATION

A group for elementary aged children. Children will learn skills for emotion management, problem solving, reduction of impulses, and managing sensory overload.

LEAPS & BOUNDS: IMPROVING FAMILY BOUNDARIES

Part 3 of Parents & Caregiver Series.
In this weekly support & education group, parents & caregivers will be guided in identifying key boundaries, setting them clearly, and making them stick.

New group times TBD.
Call 860-442-2797 x 1 for more information.
In-Home Programs.

In-home services support families who are in significant distress and need a higher level of care than outpatient services can provide. CFA offers three intensive in-home, evidence-based services that are currently being conducted remotely using telehealth modalities. These services include our Intensive In-Home Child and Adolescent Psychiatric Service (IICAPS), Functional Family Therapy (FFT) and Multi-Dimensional Family Therapy (MDFT) programs.

Evidence-Based Practices

**IICAPS:** Serves families with youth and adolescents ages 4-18 with significant psychiatric needs, who are at risk for being hospitalized or who have recently been discharged from a hospital/inpatient setting or residential facility. The three phase IICAPS model works to help stabilize and maintain the child and family in their homes and communities by working with the entire family and teaching skills including emotion regulation, parent skill training, and crisis management strategies. *Openings available in 2-4 weeks!*

**FFT:** Serves families with youth 11- to 18-year-old who are experiencing behavioral or emotional problems with peers, in school, and/or at home. FFT is a short-term, high quality intervention program with an average of 12 to 14 sessions over three to five months. It is a strength-based model built on a foundation of acceptance and respect with the goal to address risk and protective factors within and outside of the family that impact the adolescent and his or her functioning. *Immediate openings available.*
**MDFT:** Serves families with youth and adolescents ages 9-18 to address issues including substance abuse, high-risk behaviors, delinquent conduct (truancy, legal issues, etc.), mental health concerns, and school issues. The three-phase MDFT model focuses to improve individual, parental and family functioning with the goal of decreasing the risk of out-of-home placement of the youth/adolescent. *Immediate openings available.*

**Child First:** Child First serves any child who is under six years of age and includes referrals for a woman during the prenatal period. Children are eligible if they have emotional or behavioral problems, developmental or learning problems, or come from environments in which there is considerable risk to their health and development. Child First will serve families with parental mental illness, substance abuse, incarceration, domestic violence, living in shelters, or with undocumented status. Child First helps to heal and protect children and families from the effects of chronic stress and trauma by fostering strong, nurturing, caregiver-child relationships, promoting adult capacity and connecting families with needed services and supports.

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**Lauren Chaplin, LMFT**  
**Evidence-Based Practice (EBP) Program Manager**

A key role of the EBP Program Manager is acting as a liaison between our FFT, MDFT, and IICAPS programs and our community partners. In this role, Lauren will offer her expertise in each program to aid referral sources in determining the best fit within these in-home EBPs. She is working closely with the program supervisors and is apprised of wait lists, openings, and program trends to aid in the discussion.

Lauren comes with extensive knowledge in all 3 programs. She is a certified MDFT therapist (5 years) and a Certified MDFT Supervisor (3 years). Lauren was trained in FFT 2 years ago and has been offering licensure supervision to FFT clinicians. Additionally, Lauren was trained in the IICAPS model and provides licensure supervision to staff in that program. We’re hopeful that this position will make referrals more seamless and offers your team additional support in determining the best fit for your clients.
The program was exactly what we needed! To get back the connection amongst ourselves is wonderful again. We are one again because of our therapist(s)!
Clinical Programs Overview.

This chart includes all of CFA's clinical programs that accept referrals from community providers or directly from the client/family.

This document was created as a quick reference guide so referral sources can effectively assess which program may be most appropriate for the child, teen, or adult seeking services.

**Psychiatry Department**

<table>
<thead>
<tr>
<th>Eligible Population</th>
<th>Any existing client of Child &amp; Family Agency therapeutic services.</th>
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</thead>
<tbody>
<tr>
<td>Outcome Goals</td>
<td>Increased functioning of child across environments, and improved family functioning. Psychometric measures including: Columbia, Vanderbilt, Ohio</td>
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<tr>
<td>Length of Service</td>
<td>Length of service can vary depending on need.</td>
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<tr>
<td>Fee</td>
<td>Insurance or sliding scale fee applies.</td>
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<tr>
<td>Referral Process</td>
<td></td>
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</tbody>
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**Our Contact**

860-442-2797 x 1
services@childandfamilyagency.org

**Our Locations**

New London Campus
75 Granite Street, New London, CT 06320
7 Vauxhall Street, New London, 06320

Essex Campus
190 Westbrook Road, Essex, CT 06426

Groton Campus
591 Poquonnock Road, Groton, CT 06340
<table>
<thead>
<tr>
<th>Eligible Population</th>
<th>IICAPS (Intensive In-Home Child and Adolescent Psychiatric Services)</th>
<th>FFT (Functional Family Therapy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Population</td>
<td>Children with psychiatric symptoms, who are unable to be maintained in the home with only traditional outpatient therapy, but are well enough to be discharged from psychiatric hospitals or residential treatment facilities. Children need to have at least tried outpatient therapy or had multiple hospitalizations for psychiatric reasons. The family needs to be willing to have services and committed to maintaining the child in the home long-term.</td>
<td>Youth ages 11-18 and their families, whose problems range from acting out to conduct disorder to alcohol/substance abuse. Often the families tend to have limited resources, histories of failure, a range of diagnosis, and exposure to multiple systems.</td>
</tr>
<tr>
<td>Outcome Goals</td>
<td>Maintain the child in the home without further inpatient treatment.</td>
<td>Reducing risk factors such as family conflict &amp; youth-at-risk while increasing protective factors like communication &amp; parenting skills.</td>
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<tr>
<td>Length of Service</td>
<td>Approx. 6 months, meeting at least 2x/week. Services are provided by 2 masters level clinicians with weekly oversight by a child and adolescent psychiatrist</td>
<td>Approx. 16 weeks, meeting 2x/week in the first 2 weeks of treatment, then 1x/week after imminent risks are stabilized, based on need. Services provided by masters level clinicians.</td>
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<tr>
<td>Fee</td>
<td>Child must have Husky Insurance or the family must have an open DCF case. There is no- copay.</td>
<td>Insurance or sliding scale fee applies. No need for DCF involvement.</td>
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<tr>
<td>Referral Process</td>
<td>Anyone can call IICAPS Coordinator. Referral is detailed phone call. Referrals are prioritized based on need. NL DCF workers should coordinate with DCF Gatekeeper.</td>
<td>New London: Call NL Coordinator. Essex: Accepted from anyone in the area(s) served by Meriden, Middletown, New Haven, or greater New Haven DCF. *DCF Referrals prioritized.</td>
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<tr>
<td>MDFT (Multi-Dimensional Family Therapy)</td>
<td>AOT (Adult Out-Patient Therapy)</td>
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<tr>
<td>Youth ages 9-18 and their families. Youth present with either current substance abuse issues or significant risk factors for developing substance abuse issues.</td>
<td>New London/Groton location: For caregivers of children being seen at Child and Family Agency Essex: All adults (not a requirement to have a child in a CFA program)</td>
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<tr>
<td>Reduce or eliminate substance abuse issues and/or reduce risk factors related to substance abuse. Improve family relationships.</td>
<td>For adults to have therapeutic support and mental health counseling.</td>
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<tr>
<td>Approx. 6 months, meeting 2-3x/week. Services provided by a masters level clinician, with one case manager serving the entire team.</td>
<td>Length of service can vary depending on need.</td>
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<tr>
<td>Insurance or sliding scale fee applies. No need for DCF involvement, although DCF referrals are prioritized.</td>
<td>Insurance accepted. CFA is not able to provide fee adjustments or sliding scale fees for AOT.</td>
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<tr>
<td>The general community can refer directly to the program coordinator, although DCF referrals come through DCF Gatekeeper. *DCF Referrals prioritized</td>
<td>New London/Groton/Essex: The adult should contact the inquiry line and attend open access in Groton or Essex</td>
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<tr>
<td>Eligible Population</td>
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<td><strong>Child Guidance Clinics</strong></td>
<td><strong>School-Based Health Centers</strong> (SBHCs)</td>
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<tr>
<td>(Essex, New London, Groton)</td>
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<tr>
<td>Outpatient counseling to address issues including family stress and conflict, child and adolescent behavioral problems, anxiety, depression, grief and loss, anger problems, adjustment to life stressors, trauma, peer problems and other behavioral health difficulties</td>
<td>Students who attend a school with a SBHC and register for School-Based Health Center services can obtain group, individual, and/or family therapy with a mental health clinician. Physical exams, immunizations, acute illness care, health promotion, and disease prevention education are also provided at these sites by a nurse practitioner.</td>
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<tr>
<td><strong>Outcome Goals</strong></td>
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<tr>
<td>Increased functioning of child across environments, and improved family functioning.</td>
<td>Mental Health: Increased functioning of child across environments, and improved family functioning.</td>
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<tr>
<td>Evidence-Based Practices utilized to aid in achieving goals: ARC, TF-CBT, MATCH, CPP, MI, EMDR</td>
<td>Evidence-Based Practices utilized to aid in achieving goals: CBITS and Bounce Back, SBIRT</td>
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<tr>
<td><strong>Length of Service</strong></td>
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<tr>
<td>Approx. 20 weeks, generally sessions are once a week. Services are provided by a masters level clinician with oversight by a child and adolescent psychiatrist.</td>
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<tr>
<td><strong>Fee</strong></td>
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<tr>
<td>Insurance or sliding scale fee applies. No need for DCF involvement.</td>
<td>Insurance accepted, all out of pocket fees for the family are waived.</td>
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<tr>
<td><strong>Referral Process</strong></td>
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<tr>
<td>Anyone can refer. Open Access process utilized.</td>
<td>Anyone can refer. Most referrals come from school staff/administration or by direct referral from a parent/guardian.</td>
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</tbody>
</table>
Family Resource Centers

All NL County families with children ages birth to five are eligible for services that include developmentally appropriate playgroups and parent/child activities, home and community-based parenting education, and developmental screening and service linkage.

Prevention of an array of childhood and adolescent problems by strengthening effective family management practices and establishing a continuum of child care and support services that children and parents need.

Typically up to one year.

No out-of-pocket fee.

Anyone can refer.