

# Frequently Asked Questions (FAQS)

## What is Mindmap?

Mindmap is an Early Detection campaign to reduce the Duration of Untreated Psychosis (DUP). Mindmap was developed and successfully tested by STEP in collaboration with Red Rock Branding with grant support from the NIH. The Mindmap campaign is now being deployed within the statewide STEP Learning Collaborative to improve pathways to care at the collaborating agencies. Mindmap aims to deliver dignified and rapid (i.e., reduce the DUP) access to care for first-episode psychosis.

For more information, visit [www.mindmapct.org](http://www.mindmapct.org)

## What is the STEP Learning Collaborative?

The STEP Learning Collaborative is a public-academic collaboration between DMHAS, DCF and Yale's STEP Program. Our aim is to maximize the capabilities of all emerging adults with first-episode psychosis. We partner with agencies across Connecticut to ensure rapid access to evidence-based care. Activities of this collaborative include an early detection campaign (Mindmap), workforce development, continuous refinement of care, and sustainable design of a statewide network that can deliver safe, timely and effective pathways to and through care. We advance a population health approach to include all residents of the state, engage all stakeholders across communities, and measure & address disparities in access or treatment outcomes.

## What services are offered through the Mindmap initiative?

As of February 1, 2024, individuals can use a centralized referral line (203) 200-0140 to receive rapid access to outpatient treatment for psychosis through LMHAs across the state.

**\*In some regions of the state, those individuals under 18 years of age will be served by DCF affiliated providers**

## What is an LMHA?

This is an acronym for Local Mental Health Authorities funded and/or operated by The Department of Mental Health and Addiction Services (DMHAS). LMHAs offer a wide range of mental health services and programs throughout the state of Connecticut.

In support of our mission, they have agreed to be our treatment network for the Mindmap campaign. Each LMHA has been working closely with the STEP Learning Collaborative to create a streamlined pathway to care for all eligible individuals.

## What is an EDAC?

An EDAC is an acronym for Early Detection and Assessment Coordinator (EDAC) who will screen for symptoms of psychosis through our confidential referral line and connect individuals to care right away.

There are 5 EDACs, one assigned to each region of the state. You can get in touch with our EDACs by calling our centralized referral number:  
**203-200-0140**

EDACs work closely with the LMHAs in their region to facilitate rapid and smooth referrals to outpatient care for those experiencing early psychosis

## How can individuals access support through the STEP Learning Collaborative?

Individuals can access care by simply calling our referral number:  
**203-200-0140!**

## Are there any eligibility criteria for participation in the program?

Yes! To qualify for our referral program, individuals must fit the following criteria:

- Individuals must be between the ages of 16 and 35

- Individuals must have recently experienced psychosis symptoms or episodes of psychosis
- If you are unsure if you qualify, feel free to give us a call.

## Why you should join the STEP Learning Collaborative?

- Rapid access to outpatient care for individuals experiencing early psychosis
- Curated pathways to care for **all** eligible individuals, regardless of insurance status, in which referrals from STEP Learning Collaborative will be prioritized at the receiving clinics
- Of note, LMHAs will be accepting individuals referred by the STEP Learning Collaborative, **regardless of their insurance status**, which increases referral options for individuals with early psychosis across the state, including those being discharged from a psychiatric hospital
- Support to the individual and any involved family/support people from EDAC with education about psychosis and engagement into care
- Centralized referral line for early psychosis across the state
- Support a statewide learning health system for early psychosis to contribute to improving access, care quality, and outcomes for individuals experiencing psychosis

## What can patients and loved ones expect when they contact our referral number?

- All calls are confidential. Patients and loved ones can expect to be asked for basic information on a secure line and connect with an Early Detection and Assessment Coordinator (EDAC) in their region who will screen for symptoms of psychosis and connect individuals to care right away.
- Upon consent, eligible individuals will be immediately referred to one of the trusted mental health providers in our network
- Individuals will work with the EDAC to complete an assessment to better understand their experiences (via Zoom or phone)
- The receiving provider at the LMHA will receive a summary of the completed assessment and work with the referred individual to establish a treatment plan.
- During the transition to the LMHA your EDAC will keep in touch with you and your provider to ensure everything is going well.

## How does the STEP Learning Collaborative support families and caregivers?

- Families and caregivers are often the first people to notice signs of psychosis in their loved one. Families can call our confidential referral line to discuss with an EDAC how to connect their loved one to care
- The STEP Learning collaborative also offers free **Family and Community Workshops** which are intended for family, friends, and other support people who want to better understand psychosis and strategies to support young people experiencing psychosis.
  - [Updated list & registration](#)
- Families can also learn more about understanding and supporting someone with early psychosis by accessing our many virtual resources on the [STEP Learning Collaborative site](#).

## How can healthcare providers get involved in supporting the initiative?

- Healthcare providers can get involved in supporting the initiative by referring patients to care using our confidential referral line.
- Providers can also attend our STEP Learning Collaborative Training Series to learn more about supporting individuals and families impacted by early psychosis
- Registration Link for the series: <http://bit.ly/STEPLCTrainingSeries1>
- Providers can also access expert consultation at the [STEP Learning Collaborative Provider Consultation Line](#).

## Can the STEP Learning Collaborative support inpatient units?

- Yes! Whether you're a provider working in an ER or inpatient unit or an individual or family member receiving care on a psychiatric inpatient unit, the STEP Learning Collaborative can still be helpful to you.
- Inpatient teams can work with us to identify available providers in the STEP Learning Collaborative network, and if the individual client agrees, we can connect with the participating LMHA to **support rapid access to outpatient care**
- EDACs will help **support the individual with engagement** into care by checking in with them throughout their transition from the inpatient unit and working with the receiving LMHA to increase their likelihood of engagement into care and minimize repeat hospitalizations

- EDACs will share a summary of assessment information with the receiving provider
- Inpatient teams and ER staff should still connect directly with the receiving LMHA for final disposition planning, but may benefit from utilization of STEP LC's streamlined pathway to care for FEP referrals

## **Should I call the STEP Learning Collaborative Referral line in an emergency?**

No, the STEP Learning Collaborative referral line is not a crisis line and does not offer clinical services. If you are experiencing an emergency or mental health crisis, please utilize an emergency service:

- Call 9-1-1 for an immediate response for life threatening emergencies / imminent safety risks
- 9-8-8 Suicide & Crisis Lifeline or Text HOME to 741741
- 2-1-1 CT Mental Health Crisis Intervention Services
- Local emergency rooms
- Walk-in urgent care centers for children & teens under 18 years who are in mental health crises. [Learn more.](#)

## **How can I stay up-to-date on the latest Mindmap and STEP Learning Collaborative updates?**

Our Mindmap awareness campaign offers information and updates on early psychosis. Plus, updates about trainings and community events across the state!

[mindmapct.org](http://mindmapct.org)



Click icon or search Mindmap CT on social

**STEP Learning Collaborative Website:** [www.ctearlypsychosisnetwork.org/](http://www.ctearlypsychosisnetwork.org/)

## **Who is included in our Network of Providers?**

The STEP Learning Collaborative has partnered with the Local Mental Health Authorities (LMHAs) funded and/or operated by The Department of Mental Health and Addiction Services (DMHAS). The LMHAs provide 20+ clinical sites across the state that currently make up the STEP Learning Collaborative treatment network. LMHAs offer a wide range of mental health services and programs throughout the state of Connecticut.

Visit our website to [search for the STEP Learning Collaborative provider](#) near you!

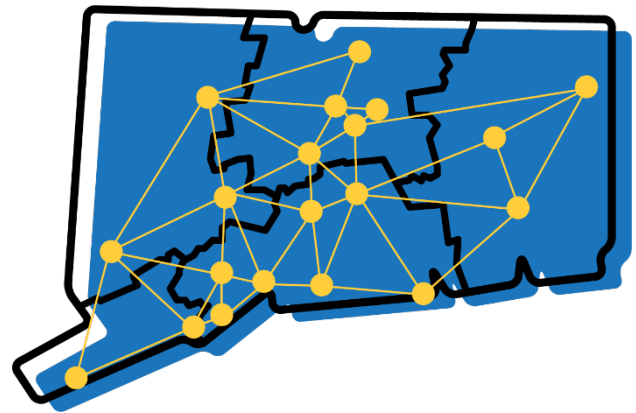
### **Region 1 (Southwest CT):**

#### **Franklin S. Dubois Center**

1351 Washington Blvd.  
Stamford, CT 06905

#### **Greater Bridgeport Community Mental Health Center**

1635 Central Ave.  
Bridgeport, CT 06610



### **Region 2 (Southcentral CT):**

#### **BHcare - Valley Offices**

435 East Main Street  
Ansonia, CT 06401

#### **BHcare - Shoreline Offices**

14 Sycamore Way  
Branford, CT 06405

#### **BHcare – Parent Child Resource Center**

30 Elizabeth Street  
Derby, CT 06418

#### **Bridges Healthcare, Inc.**

949 Bridgeport Ave.  
Milford, CT 06460

#### **Connecticut Mental Health Center – STEP Clinic**

34 Park Street  
New Haven, CT 06790

#### **River Valley Services**

2 Center Road West  
Old Saybrook, CT 06475

#### **River Valley Services**

Leak Hall, P.O. Box 351  
Middletown, CT 06457

#### **Rushford Center**

883 Paddock Ave.  
Meriden, CT 06450

**Region 3 (Eastern CT):****Southeastern Mental  
Health Authority**

401 West Thames Street,  
Building 301  
Norwich, CT 06360

**United Services**

140 N Frontage Rd  
Mansfield Center, CT 06250

**United Services**

1007 North Main Street  
Dayville, CT 06241

**Region 4 (Northcentral CT):****Capitol Region Mental Health Center**

500 Vine Street  
Hartford, CT 06112

**Community Health Resources (CHR)**

153 Hazard Avenue  
Enfield, CT 06082

**Community Health Resources (CHR)**

444 Center Street  
Manchester, CT 06040

**Community Mental Health Affiliates,  
Inc.**

233 Main Street  
New Britain, CT 06051

**InterCommunity**

281 Main Street  
East Hartford, CT 06118

**Region 5 (Western CT):****Western CT Mental Health Network**

95 Thomaston Ave.  
Waterbury, CT 06702

**Western CT Mental Health Network**

78 Triangle Street, Bldg. I-4  
Danbury, CT 06810

**Western CT Mental Health Network**

249 Winsted Road, Third Floor  
Torrington, CT 06790

**\*In some regions of the state, those individuals under the age of 18 will be served by the local DCF affiliated Outpatient Psychiatric Clinics for Children (OPCCs)**



## Who are the EDACs?

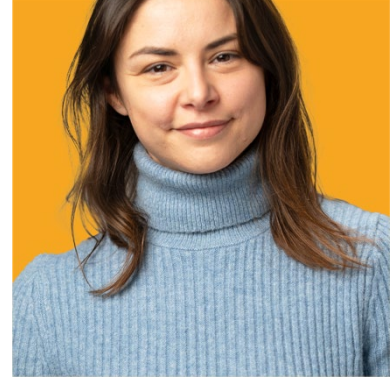
Each DMHAS region of the state has a designated **Early Detection and Assessment Coordinator** (EDAC). EDACs are the STEP team members who will be working the referral line, screening for psychosis, and connecting individuals to treatment. EDACs also support clinical sites to engage in Early Detection efforts with various referral sources and stakeholders in their catchment area(s).



**Sumeyra Tayfur, PhD**  
Region 1 - EDAC



**Philip Markovich, BA**  
Region 2 - EDAC



**Toni Gibbs-Dean, PhD**  
Region 3 - EDAC



**Sneha Karmani, MBBS, MD**  
Region 4 - EDAC



**Deepa  
Purushothaman, MD**  
Region 5 - EDAC