

Urgent Care Learning Community: Interpreting Our Data

September 25, 2025





Setting the Stage: What is the Purpose of a Pilot Program?



- Test out a new idea or intervention
 - Find out what looks promising /preliminary data on effectiveness
 - Identify challenges and areas for improvement
 - Learn about which aspects of program design offer the most promise for a larger rollout
 - Today's purpose: share what we're seeing after 4 of 6 data collection periods-ask for your help in interpreting what we're seeing
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Looking across other data sources



- Promising findings:
 - Access to BH care: The program is effective at supporting low-income and BIPOC students who often face barriers to effective, timely care. How we know: the students you see are more likely to be low-income or BIPOC or first language is not English than in schools in MA overall
 - Families are overwhelmingly satisfied with services and feel the program has helped their children
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Key program components for scaling urgent care across schools



Urgent care components:

- De-escalation and assessment in real time
- Connection to community-based services/BH
- Follow-through on crisis referrals
- Family navigation
- Trauma-informed approach
- Therapeutic interventions to help students stay in school
- Trauma-informed approach to discipline that incorporates root causes
- Access for people with limited insurance, especially migrant families and students
- Clinician embedded in the school for a significant amount of time

Infrastructure components:

- Cross-system collaboration to engage schools that are not tied into community resources
- Systems and practices that are tailored to the community
- Integration of the urgent care team into school counseling/SE team

Progress Reports and the Questions they Raise

- **Themes and messages**

- Having PUC on-site is beneficial: Q: **What #days would you recommend? How many schools is optimal? How dependent are these on school level and context?**
- Offering groups has been effective in some schools: **should we recommend that this be a core competency for the clinician?**
- Planning periods help forge fruitful school-CBHC partnerships. **What is the “right-sized” planning period for a program like this? What tells you that a school/school system is ready and able to form a partnership?**
- Family navigators are highly valued, especially around increasing access and helping families with community referrals. **Should they be a core component of urgent care programs?**
- Stories! **How do we best represent them to policymakers?**
- **Which ongoing systemic challenges should we attempt to address?:** Barriers to providing billable groups in schools; serving immigrant and refugee students in current climate; policy differences around medical necessity