

Mental Health and Substance Use Disorders

Tori Daniels, DSW, LCSW

Supervisor, Outpatient Crisis Diversion

Ellis Medicine

Agenda

Introductions

Our partners

Session 7: Mental Health and SUD

Upcoming sessions



HANYS Care Connections Team



Kathleen Rauch, RN, MSHQS, BSN, CPHQ
Vice President, Quality Advocacy, Research and Innovation and Post-acute and Continuing Care



Christina Miller-Foster, MPA
Senior Director, Quality Advocacy, Research and Innovation



Morgan Black, MPA
Director, Care Connections



Maria Baum, MS, RN, CPHQ
Project Manager, Western New York



Kira Cramer, MBA
Project Manager, New York City



Rachael Brust, MBA
Project Manager, North Country



Jonathan Serrano
Communications Coordinator



Theresa Green, PhD, MBA
Associate Director, Associate Professor, Center for Community Health & Prevention Public Health Sciences URM, SON

Our partners



OUR FUNDER

Funding from the [Mother Cabrini Health Foundation](#) allows HANY to expand its capacity to provide education, direct support, tools and data to our members. With Care Connections, we strive to build hospital-community partnerships and share evidence-based chronic disease prevention and management strategies to address healthcare access barriers at the local level.



OUR PARTNER

DataGen®, Inc. develops custom analytics for participants to help them understand healthcare access barriers and the chronic disease burden in their communities so they can develop tailored interventions.

Today's presenter



Tori Daniels, DSW, LCSW

Supervisor, Outpatient Crisis Diversion
Ellis Medicine



The Living & Family Rooms

REIMAGINING CRISIS INTERVENTION

June 24, 2025
HANYS Care Connections webinar
Tori Daniels, DSW, LCSW



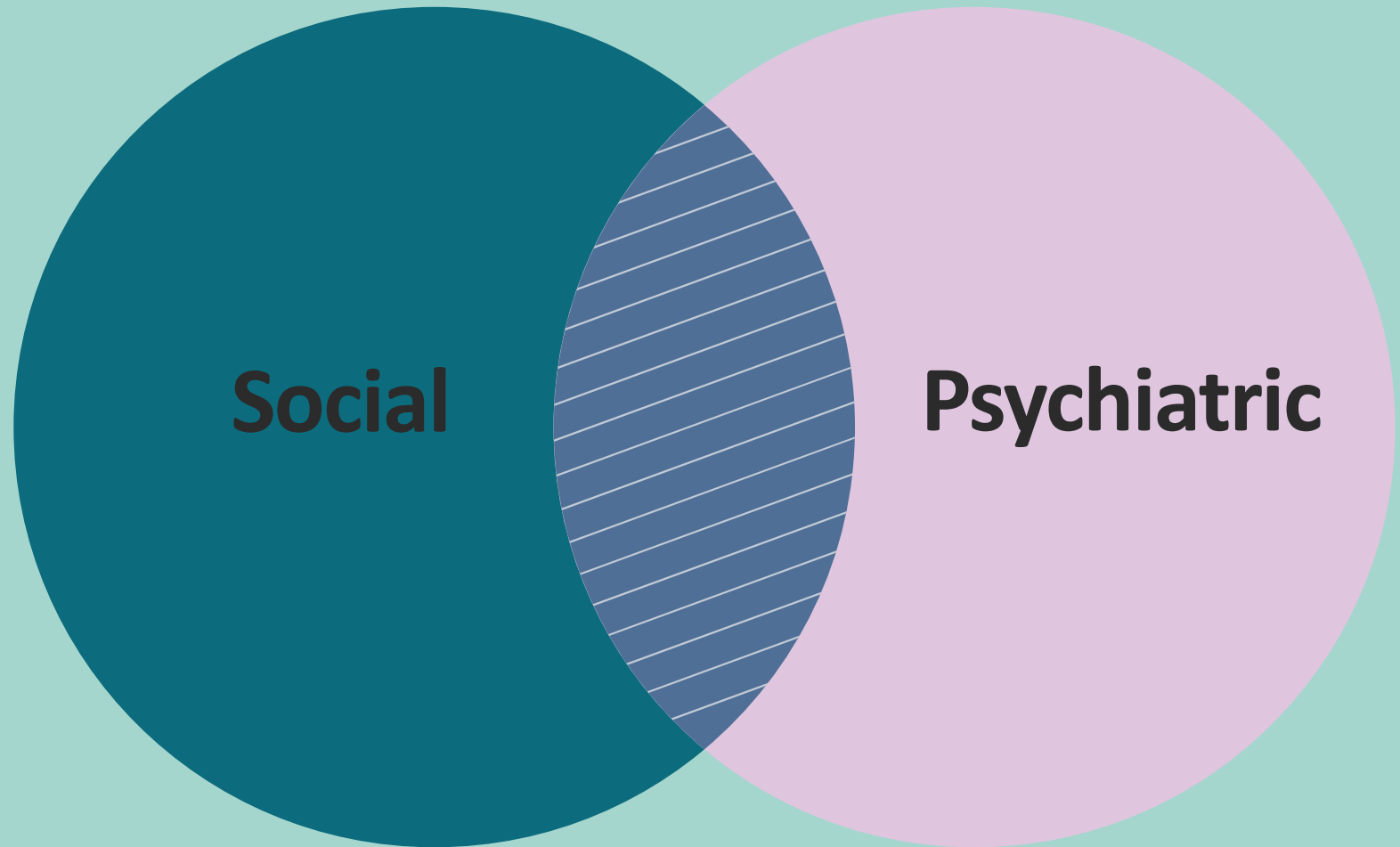
Mental Health Continuum of Care



What is Crisis Diversion?

- A model that offers screening and assessments to individuals experiencing mental health distress.
- Outpatient Crisis Diversion can offer immediate stabilization services for psychiatric crisis.
- Outpatient Crisis Diversion can greatly decrease the overutilization of emergency room resources.

Crisis is
[often] **a**
combination



The Living Room Model



2013

Turning Point Behavioral Health in Skokie, Illinois
Serving adults with or without insurance
Alternative to the Emergency Department
Comfortable, calming environment
Peer support
Care management
Mental health assessment and therapeutic support

2018

Ellis Medicine opened the only current Living Room program in the Capital Region
Schenectady, NY - Monday-Friday 10am-6pm
Peer, Care Manager, Social Worker, Supervisor
Crisis diversion, stabilization, and assessment
Connections to long-term mental health resources
Assists with housing, food, and other needs

2024

Ellis Medicine opened the first Family Room program
Modeled after the Living Room
Youth ages 10-17 and their families
Adolescent can present without their guardian
No referrals needed
Funding

Peer

Uses personal expertise from their lived experience to provide active listening, support, and validation

Social Worker

Provides clinical services including assessments, brief therapeutic interventions, diversion decision-making, and crisis stabilization

Care Manager

Engages with guests to provide short-term case management services and initiate and follow up on referrals

Supervisor

Provides clinical services as well as supervision to staff and manages daily operations



Living Room

Waiting area



Living Room

The Den



Living Room

Relaxation Room





Family Room

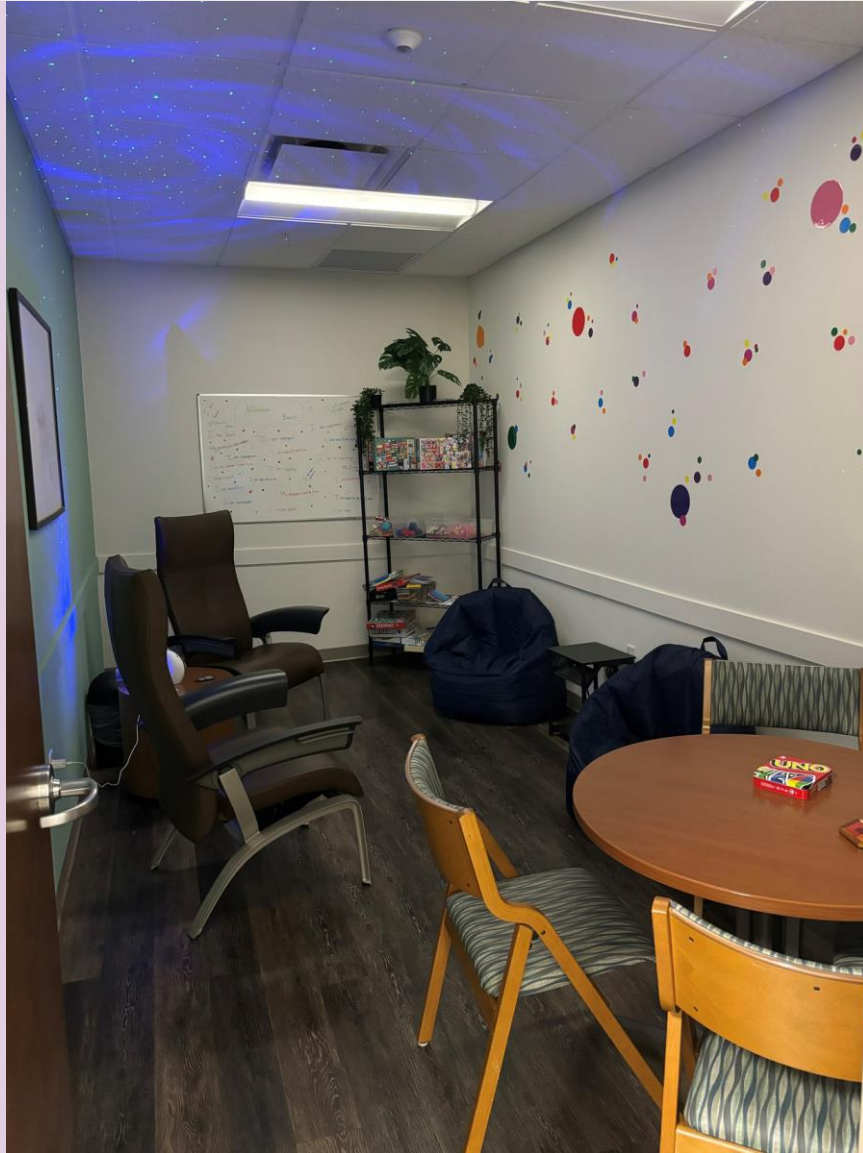
Waiting area



Family Room

Hallways





Family Room

Chill Zone



Family Room

Group/Family Room

Case examples

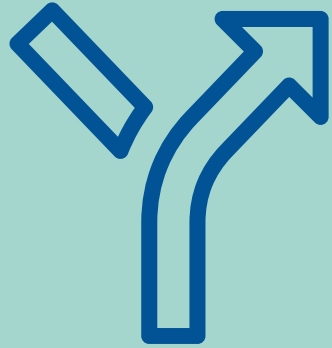
Kiara, 13 yo,
female



James, 40 yo,
male



Outcomes



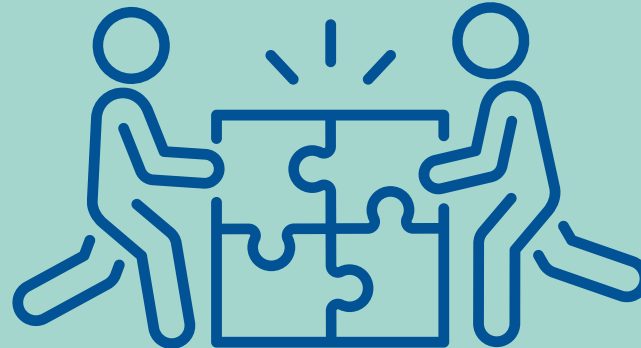
Diversion

Since
2018

The Living Room has maintained a **diversion rate of 98%**

Since
2024

The Family Room has averaged a **diversion rate of 94%**



Community

The Living Room has welcomed **5,500+** guests and connected **2,400+** guests to long-term services

The Family Room has welcomed **400+** guests and connected **150+** guests to ongoing services



Savings

The Living Room has saved NYS and Schenectady County more than **\$9.1 million**

The Family Room has saved NYS and Schenectady County almost **\$1 million**



Prevention is healthcare

Mountains to Climb

- Insurance
- Grant funding
- Community investment
- Challenging traditional mental health service models



Thank you for your interest in reimagining crisis care!

Tori Daniels, DSW, LCSW
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(518) 243-1527



Final session

Tuesday, July 1 | 11 a.m. – noon

Building Community Partnerships with

Theresa Green, PhD, MBA

Associate Professor, Public Health Sciences URM

Associate Director, Center for Community Health & Prevention

Thank you for joining us!



Care
Connections

Questions?

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