



# MINUTES

## Cumberland County

### Finance Meeting

September 24, 2025 at 1:30 p.m.  
Commissioners Hearing Room  
Courthouse, Carlisle, PA

Phone (717) 240-6150 Website: [www.cumberlandcountypa.gov](http://www.cumberlandcountypa.gov)

**Present:** Commissioners Jean Foschi and Gary Eichelberger.

**Staff Present:** Stacy Snyder, Chief Clerk; Angela Smyser, Deputy Chief Clerk; Desirée Diaz-Ortiz, Executive Assistant.

**Department Staff Present:** Jill Kurutz, Mike Carter, IMTO; Annie Strite, MH/IDD.

**Department Staff Present via Zoom:** Dana Best, Finance; Keeter Kallam, Veterans Affairs; Bob Shively, Public Safety.

**Other Agencies Present:** Brittney McCarthy, Strategic Account Management, Kimberly Jones, Vice President of Clinical Operations, Tamia Abrea, Connections.

**Others Present Via Zoom:** Jason Frank, Citizen.

**Roll Call:** Commissioners Foschi and Eichelberger were present.

**Public Comment:** None.

**Approval of Minutes:** Commissioner Eichelberger made a motion to approve the meeting minutes of September 17, 2025. Commissioner Foschi seconded the motion. The motion carried.

#### **Connections Crisis Walk-In Center Quarterly Update**

Brittney McCarthy and Kimberly Jones presented an update on the Connections Crisis Walk-In Center from May 2025 to August 2025 (see attached).

Commissioner Foschi asked how the commissioners could help Connections. Brittany and Kimberly shared that the county continuing to encourage use of their back door services as well as helping improve their relationships with law enforcement would help them continue to be successful. Annie shared that Connections still has \$3 million of ARPA funds that expire on June 30, 2026. She explained that as they continue to build contracts with other third-party payers, they hope to see the revenue from other sources increase so that when the grant is expended they will be fully sustainable.

**Other Business:** None.

**Adjourn:** With no additional business to come before the Board, Commissioner Eichelberger made a motion to adjourn.

Respectfully submitted,  
Desirée Diaz-Ortiz, Executive Assistant

SEPTEMBER 2025

# Emergency Behavioral Health Crisis Walk-In Center

# connections

## Mission

Connections isn't just a name – it's who we are and why we do what we do.

A photograph of a person standing on a beach, looking out at the ocean. The person is seen from behind, standing on the sand. The ocean is in the background with waves breaking. The sky is clear and blue. The image is framed by a light blue border.

### OUR MISSION

**Providing immediate care to people in crisis and connecting them to long-term support within their community.**

## Connections Core Service Lines Dauphin, Cumberland, & Perry County

Services provided to both youth and adults (14-17 for walk in).  
The Emergency Behavioral Health Crisis Walk-In Center is a tri-county collaborative effort with Dauphin, Cumberland, Perry counties to provide crisis services. The center is open 24/7/365 and accepts law enforcement drop-offs.

### Mobile crisis response

A dedicated team of behavioral health professionals are dispatched directly to assist individuals in crisis and connect them to ongoing services.

### Walk-in urgent care

A 24/7 walk-in clinic open to all individuals in need of mental health support, regardless of insurance or circumstance.

### Crisis stabilization

An observation unit provide rapid assessment, treatment, stabilization, and proactive discharge planning in a therapeutic environment.

### Outpatient recovery services

Our recovery support program is designed to surround individuals with the care and community-based resources needed to stay on a path to recovery.

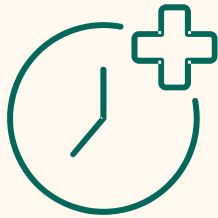


## Connections served more than 1300 Cumberland County Residents and had a 100% walk-in referral acceptance rate



**19 minutes**

mobile crisis  
average response time



**5 minutes**

law enforcement  
average drop-off time



**100 percent**

of back door and walk-in  
referrals accepted



**38 minutes**

urgent care door to doc  
(youth)



**44 minutes**

urgent care door to doc  
(adult)



**15 hours**

observation average length  
of stay (youth and adult)

Law Enforcement	Referrals
PA State Police	37
Mechanicsburg Police	28
ZZ - Other (Not Listed)	32
New Cumberland Borough Police	19
Carlisle Police	17
Lower Allen Township Police	16
West Shore Regional Police	10
Camp Hill Police	8
East Pennsboro Police	5
Middlesex Township Police	4
Silver Spring Township Police	3
Shippensburg Police	3
Hampden Township	2
Shiremanstown Police	2
Upper Allen Police	2
Capitol Police	3
Total	191

Analytics (inception > 8.31)

## **Stakeholder partnerships continue to grow and enhance the continuum of care**

As we continue to build and strengthen these services, our goal remains clear: to establish meaningful partnerships, enhance community awareness, and ensure that every individual in need knows that Connections is here to help.

### **Community outreach and awareness**

- Youth Marketing Campaign launched September 12, 2025
- Monthly Connections Youth Roundtable- launching in October

### **Law enforcement and first responder collaboration**

- Participating in County CIT Training for Officers and Dispatchers
- Crisis Activity Report- sent bi-weekly

### **Healthcare and hospital partnerships**

- Continuing monthly hospital meetings
- Inpatient hospital partnerships are positive and transitions/referrals are going well



## Patient Satisfaction

When surveyed, >90% of Connections' patients, including the highest acuity presenting in crisis, would recommend Connections.

J

8 reviews · 2 photos

★★★★★ a week ago **NEW**

This place is good if you need help and is by far better than going to the er. Everyone who worked there was kind starting with the security guard. If you're struggling dont hesitate to go to this place. They give you choices and it's a great resource for anyone struggling with mental health.

S

2 reviews

★★★★★ a week ago **NEW**

Absolutely great experience multiple times with multiple family members I've also referred. We need more of these! In every county or at least state.

A

1 review

★★★★★ 2 weeks ago **NEW**

Every time I have gone to get my meds refilled I have received excellent care. Very respectful and they are very helpful and actually know what they are doing.

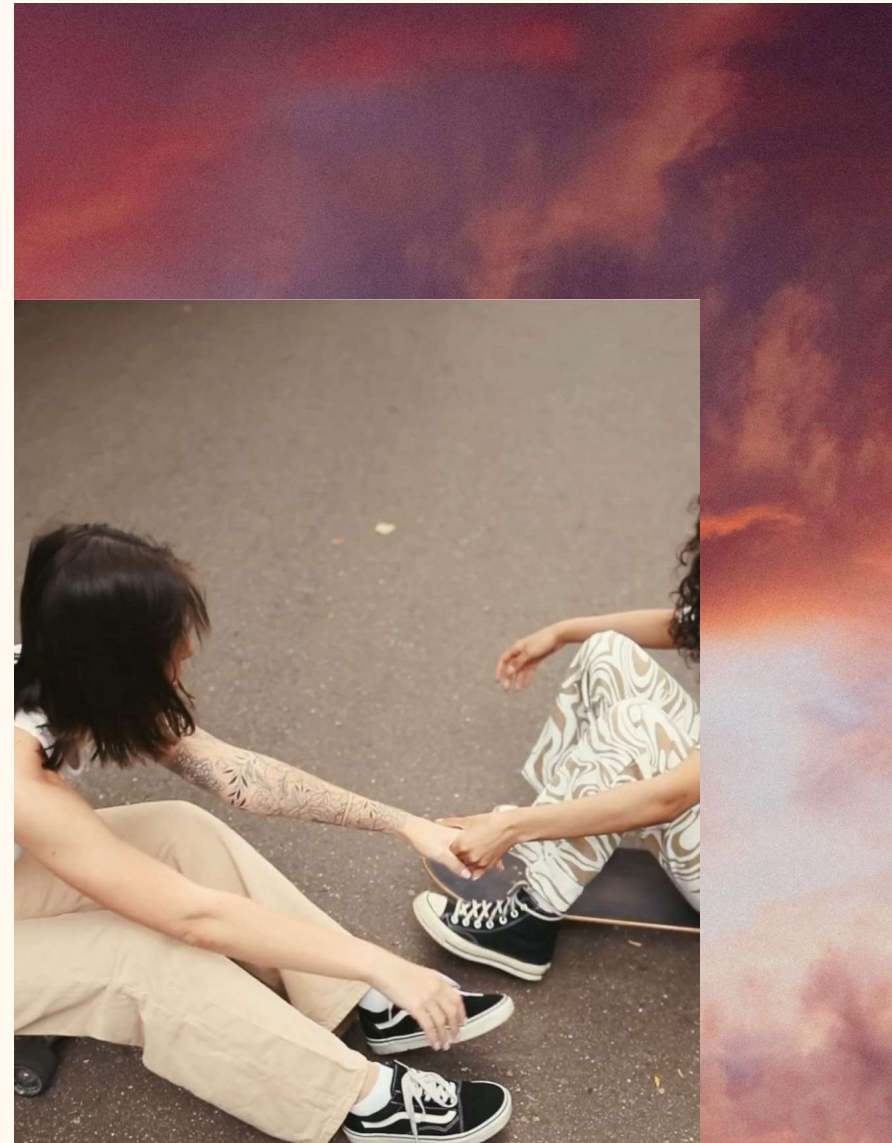
M

5 reviews



★★★★★ a month ago

Found Connections urgent care online. Seeking care for myself and not having health insurance. From the time I walked in the door I was treated like a human, unlike other ERs that made me feel like an animal. Staff was very nice every step of the way, regardless of not having insurance. Didn't get a prescription or admitted, but just the staff i talked to help me see there is hope. Came out with a better attitude and no bill. Thank you for what you do!



# Thank you

CORE TO CONNECTIONS' VALUES IS  
SYSTEM COLLABORATION, WE WOULD  
WELCOME ANY FOLLOW-UP  
QUESTIONS OR FEEDBACK.

# connections