

# Vermont Urgent Care for Adults Programs Overview

## Access Hub

**Region Covered:** Washington County

**Designated Agency:** Washington County Mental Health Services (WCMHS)

**Ages Served:** 18+ years old

**Referral Source:** Self-referral, other providers, local agencies, hospital, law enforcement

**Hours Open:** Mondays – Thursdays from 7:00am – 7:00pm and Fridays from 7:00am – 4:00pm

**Time in Program:** as long as needed within the day, can return for additional services

### **Brief Description:**

Living room model program to provide mental health urgent care services to adults in a welcoming and comfortable environment in a setting alternative to going to an Emergency Department. Services include peer counseling, case management, nursing and psychiatric assessment, clinician assessment, and support with referrals to community services. [The Access Hub WCMHS](#)

## Interlude

**Region Covered:** Addison County

**Designated Agency:** Counseling Service of Addison County (CSAC)

**Ages Served:** 18+ years old

**Referral Source:** Self-referral, other providers, local agencies, hospital, law enforcement

**Hours Open:** Monday – Friday, 10:00am – 6:00pm

**Time in Program:** as long as needed within the day, can return for additional services

### **Brief Description:**

Living room model program to provide mental health urgent care services to adults in a welcoming and comfortable environment in a setting alternative to going to an Emergency Department. Services include peer counseling, psychiatric assessment, and clinician assessment. [Interlude- mental health crisis alternative : Adult Mental Health : Services : Counseling Service of Addison County \(csac-vt.org\)](#)

## CARES (Crisis, Assessment, Response, and Engagement Services)

**Region Covered:** Chittenden County

**Service Provider: Burlington Police Department**

**Ages Served: 6+ years old**

**Referral Source: calls to Burlington Police Department that are routed to CARES team**

**Hours Open: Monday – Saturday from 8:00am – 7:00pm**

**Time of Service: as long as needed**

**Brief Description:**

This program is in the final stages of preparation for service delivery. It is a CAHOOTS (Crisis Assistance Helping Out On The Streets) model program. This is a mobile-crisis intervention program first developed in 1989 in Eugene, Oregon to improve outcomes and responsiveness to individuals experiencing mental illness, substance abuse, and who were unhoused. The service model is for 1 mental health and 1 medical professional to respond in tandem to all calls by going to meet with individuals where they are physically located so that an individual's full needs can be safely and effectively triaged on-site. The CARES team will not be responding with law enforcement, though will use skills and Danger Assessment Tool to determine if law enforcement presence is needed for safety, and call them in as needed. The goals of the program are diversion from the Emergency Department and from the criminal justice system. CARES will be closely linked to the existing CAIP (Crisis, Advocacy, Intervention Programs) at the Burlington Police Department: [Crisis, Advocacy, Intervention Programs \(CAIP\) | City of Burlington, Vermont \(burlingtonvt.gov\)](https://www.burlingtonvt.gov/crisis-advocacy-intervention-programs-caip)