

VERMONT MENTAL HEALTH CRISIS RESOURCES

988 Suicide & Crisis Lifeline

Available 24/7 via call, text or chat at 988lifeline.org, free and confidential, for people currently in crisis or supporting someone in crisis

How to access: call or text 988

Pathways Support Line

Available 24/7 via call or text, (833) 888-2557, free and confidential, for people currently in crisis or supporting someone in crisis, staffed by peers. Additional resources and events available here: <https://www.pathwaysvermont.org/get-support/>

How to access: call or text (833) 888-2557

Vermont 211

Has decreased hours from 24/7, provide support for a wide variety of issues, everything from food insecurity to tax help to fuel assistance, does have an extensive list of mental health resources too (support groups, drop in centers etc.)

How to access: call 211

Designated Agencies

provide case management, mental health services and support, medication management amongst many other services and programs although offering may vary by location.

<https://ddsd.vermont.gov/designated-agencies-da>

How to access: call crisis lines listed below

SERVICE AREA	NUMBER	PROVIDER
Addison	802-388-7641	Counseling Service of Addison County (CSAC)
Bennington	802-442-5491	United Counseling Service (UCS)
Chittenden	802-488-7777	Howard Center (HC)
Lamoille	802-888-8888	Lamoille County Mental Health Services (LCMHS)
Northeast	802-334-6744	Northeast Kingdom Human Services (NKHS)
Northwest	802-524-6554	Northwestern Counseling and Support Services (NCSS)
Orange	800-639-6360	Clara Martin Center (CMC)
Rutland	800-775-1000	Rutland Mental Health Services (RMHS)
Southeast	800-622-4235	Health Care and Rehabilitation Services (HCRS)
Washington	802-229-0591	Washington County Mental Health Services (WCMHS)

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Community Mobile Crisis Program:

Core Services:

- Two-person teams
 - MH/SUD specialist and co-responder
- Rapid mobile response to individuals of all ages
- Voluntary service
- 24-hour intervention
- Screening and assessment, including assessment of risk
- De-escalation and safety planning services
- Peer support services
- Interpreter services
- Coordination and referrals to health, social, other services, and supports
- Trauma informed and responsive
- Follow-up services (in-person, telehealth or in the office)
 - Three (3) days for adults
 - Up to seven (7) for children and adolescents

How to access: **call crisis designated agencies or 988**

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Vermont Urgent Care for Children Programs Overview

Psychiatric Urgent Care for Kids (PUCK)

Region Covered: Bennington County

Designated Agency: United Counseling Services (UCS)

Ages Served: 0-18 years old

Referral Source: Emergency Services

Hours Open: Monday – Friday, 9:00am – 5:00pm

Time in Program: 1-3 days (can be referred multiple times)

Brief Description:

Intensive day treatment program to help stabilize children and youth in the community and avoid inpatient hospitalization. The program includes:

- Separate space for day treatment with meeting and activity space, sensory space, and a rest area.
- Complete clinical assessment and screenings.
- Psychiatric consult if needed.
- Case management with family, school and providers.
- Therapeutic interventions with the child and family with a focus on skill building - identifying what works for them in home, the community and school.
- Lot of mindfulness and sensory activities.
- Load them up with internal and external bag of tools to take from the program.
- Goal for them to leave with a treatment and behavior plan.
- PUCK can also be used as a step-down program for children/youth who access a inpatient hospital level of care. In these cases, it is accessed through the discharge planning process.

Emergent Psychiatric Intervention for Children (EPIC)

Region Covered: Lamoille County

Designated Agency: Lamoille County Mental Health (LCMH)

Ages Served: 6-18 years old

Referral Source: Emergency Services

Hours Open: Monday – Friday, 9:00am – 4:00pm

Time in Program: 1-3 days (can be referred multiple times)

Brief Description:

Intensive day treatment program to help stabilize children and youth in the community and avoid inpatient hospitalization. The program includes:

- Separate space for day treatment.
- Complete clinical assessment and screenings.
- Psychiatric consult if needed.
- Case management with family, school and providers.

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- Therapeutic interventions with the child and family with a focus on skill building - identifying what works for them in home, the community and school.
- Skills work – focus on sensory activities building coping skills – Ideally want kids to build a skill box so kids take at least one strategy or tool with (feeling books).
- Access to services quicker than through normal channels (instead of normal 6-8 weeks)
- Goal is to leave at the end to the day with a thoughtful plan, a box of tools, and to refer for on-going services.

Youth Stabilization Program (YSP)

Region Covered: Brattleboro/Windham County

Designated Agency: Health Care and Rehabilitation Services (HCRS) – Windham County

Ages Served: 12-18 year olds

Referral Source: Emergency Services

Hours Open: Monday -Friday, business hours

Time in Program: 6 weeks – 3 months

Brief Description:

YSP is a high intensity outpatient program that is designed to provide a brief period of intensive support and stabilization to the children and families to reduce suffering and help the youth remain in the natural environment and out of the hospital setting. After a brief assessment and meeting with both the youth and family, they provide the following services:

- Possible services depending on the individual needs: individual therapy, family therapy, case management, therapeutic skills work, and peer support services.
- Strong emphasis on family engagement, so staff may go to the home to work with family and provide family therapy and parent coaching.
- May do dyadic or group work with the youth depending on the other kids currently in the program and their needs.
- First week is the most intensive – can provide services 3-4 days/week if not in school (but not full day, usually only a few hours) – work on figuring out/assess what was the regulation issue, what are triggers and identify coping strategies.
- In subsequent weeks, the intensity of work reduces as they work with the youth and family to practice skills, add more tools and strategies and connect with other supports in the community.
- Prior to discharge the work with other providers to come up with clear behavior and treatment plans.

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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

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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/)